

CITY OF DURHAM DATA

TITLE VI PROGRAM UPDATE 2014



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DATA TITLE VI UPDATE 2014
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2014 Title VI Program Update

Program Definition

Title VI program of the Civil Rights Act of 1964 Act stipulates that no persons on the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. This Act was later amended to include religion gender, age, social condition and persons with mental physical or cognitive disabilities.

The City of Durham's transit system (Durham Area Transit Authority-DATA), has developed its Title VI program that commits the transit authority to ensuring that no person, shall, on the grounds of race, color, national origin, social status and those who may be handicapped, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity which is managed by DATA, its recipients and contractors, regardless of the funding source. DATA complies with the Title VI requirements, in conformity with **Title 23 CFR Part 200 and Title 49 CFR 21**. Existence of this program also offers the opportunity to receive complaints from people who feel discriminated against. The key objective of the program is to guarantee that no discrimination is made against any current and future riders of the transit service.

LEP – This program ensures that Limited English Proficient individuals can effectively participate in or benefit from federally assisted programs (Executive Order 131166, President Clinton, August 11, 2000).

Environmental Justice – Is defined as the social, economic and environmental project effects on human and natural environment. The Executive Order 12898 addresses Environmental Justice in Minority and Low-Income Populations.

The transit authority is committed to ensure full compliance with Title VI of the Civil Rights Act of 1964 and many other laws, regulation and policies in all its program and services. The main tasks are identified below:

- Prepare and submit Title VI report every three years to the Federal Transit Administration for program review and approval.
- Update the Title VI compliance program, as necessary to reflect changes in the organization, policy or implementation and make sure the transit authority does not become deficient.
- Prepare a yearly report of Title VI accomplishments for the past year and the goals for the following year.
- Update the assurances as necessary (standard DOT Title VI Assurance)
- Process complaints from any person, who believes that he or she individually, or as a member of any specific class, has been subjected to discrimination by Title VI of the Civil Rights Act of 1964, as amended.
- Review bids and proposal and Response to Proposals to verify and ensure that contracts contain affirmative clauses.
- The Civil Rights Officer attends informative workshops, sessions and seminars related to new products, offered to the public or persons that could in any way be affected by the construction of projected to monitor they will not be discriminated in any way or form, and to ensure citizen participation. If unable to attend, the officer requests minutes and readable from the meeting or conference.

Work Plan

Itinerary of Work (Federal Fiscal Year-October 2015-September 2016)

ACTIVITY	ITINERARY
Develop and distribute information about available services and programs	Continuous
Conduct investigation of any Title VI Complaint of discrimination	As they may occur
Evaluate environmental impact and mitigation measures for project development to ensure that residences and business to be displaced will not be adversely affected and they comply with Title VI requirements.	Continuous
Make audits to verify contracts and make sure that affirmation action clauses are included	Continuous
Disseminate the Title VI Plan to all Departments making sure that all staff is aware of the importance of the plan.	Continuous

Overview

OVERVIEW

Requirement to provide an annual Title VI certification & assurance

This statement certifies that the City of Durham, operating as the Durham Area Transit Company, shall submit a triennial Title VI assurance certification as part of the standard list of assurances provided to the Federal Transit Administration.

Requirement to notify beneficiaries of protection under Title VI

The City of Durham has established a complaint processes and disseminated information regarding DATA's Title VI program. There are notices posted on buses and in display racks at Durham Station, and posted online at DATA's GoTriangle website. Please see Section 2 for copies of these notices.

Requirement to develop Title VI complaint process

Pursuant to this directive (49 CFR, Section 21.9b), the City of Durham has developed a procedure for investigating and tracking Title VI complaints filed against DATA. The City has made the process for filing complaints available to all members of the public through online access to relevant forms, keeping paper copies available at Durham Station and via fax. Notices regarding the availability of the complaint process and necessary forms are posted on DATA's fixed route buses and paratransit vans. Please see Section 2 for copies of the Title VI notices, complaint process and relevant forms.

Requirement to record Title VI investigations, complaints & lawsuits

The City of Durham does not have any Title VI complaints or lawsuits.

Requirement to promote inclusive public participation

The City of Durham, operating as DATA, has an extensive public participation and involvement process for its services and programs. A sample list DATA's outreach efforts is included in Section 4.

Requirement to provide meaningful access to LEP persons

The City's most recent LEP analysis and implementation plan can be found in Section 5.

Requirement to provide additional information upon request

This statement certifies that the City of Durham is willing and able to provide additional information or clarification on any subject listed within this document or deemed inapplicable and left absent from this document.

Requirement to set system-wide service standards

The City of Durham has a set of service standards which guide our operations and is referenced as the City monitors DATA's service. The complete guide can be found in Section 6.

Requirement to collect and report demographic data

Relevant maps and data regarding DATA ridership and travel patterns can be found in Section 7.

Requirement to monitor transit service

The City regularly monitors and reviews DATA's service. The City accepts the definition of a

minority transit route as: a route “in which at least one-third of the revenue miles are located in a Census block, Census block group, or traffic analysis zone where the percentage of minority population exceeds the percentage of minority population in the service area.” An example of reports generated for these purposes can be found in Section 8.

Requirement to evaluate service and fare changes

The City of Durham has not had any major fare changes. The City certifies that before it undergoes a major fare change it will perform an equity analysis to look for a disproportionate burdens or disparate impacts. The city had a major service change and performed a Title VI equity analysis, which will be attached in an email to the FTA.

Requirement to provide a table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race

DATA does not have any non-elected committees or any committees that deal with Title VI issues.

Requirement to monitor sub-recipients for Title VI violations

DATA does not have any sub-recipients.

Requirement to provide a Title VI Equity analysis

DATA has not constructed a facility within the last three years. The City of Durham certifies that before it constructs a new facility it will perform an equity analysis to look for a disproportionate burdens or disparate impacts.

Section I: Objectives

DATA'S TITLE VI PROGRAM GOALS AND OBJECTIVES:

- Ensure that no individual citizens or patrons of the DATA service is denied any service, program, activity or related transit benefits because of that individual's race, color or national origin.
- Assure that DATA provides the same or similar service or benefits to all who desire the service and that those services are equitable and well provided by the transit authority to the extent that the resources can support.
- Ensure that DATA does not segregate or provide separate treatment in any manner related to the delivery of its current or future transit services.
- Ensure that the service standards set by the transit authority do not segregate or provide separate treatment in any manner to all patrons.
- Encourage full patronage of minority and low-income populations in the planning and transit decision-making process.
- Ensure non-discrimination activity in any facility built in whole or in part with federal funds.
- DATA provides information and related transit resources in languages other than English when significant numbers of users of limited English proficiency are identified.
- Ensure that route planning process in no way limits or impedes access to a federally funded service or benefit.
- Assure that contractors and subcontractors adhere to title VI non-discriminatory requirement.

Section II: Notice of Protections



CITY OF DURHAM | NORTH CAROLINA
Transportation / Transit Division
1907 FAY STREET, DURHAM, NC 27704
(919)560-1535/F 560-1534

<http://data.durhamnc.gov>

DURHAM AREA TRANSIT AUTHORITY 2014 TITLE VI ASSURANCE PROGRAM

TITLE VI PROTECTION – NONDISCRIMINATION CLAUSE

The Durham Area Transit Authority (DATA) grants all citizens equal access to all its transportation services. In accordance with the Title VI of the Civil Rights Act of 1964, as amended, no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity provided by DATA. It is further the intent of DATA that, all citizens are aware of their rights to such access.

HOW DO I FILE A COMPLAINT?

If you believe you have received discriminatory treatment by DATA on the basis of your race, color or national origin, you have the right to file a complaint with the DATA Title VI Coordinator. The complaint must be filed no later than 180 calendar days after the alleged discriminatory incident. Address complaints to:

**Title VI Coordinator
Durham Area Transit Authority
1907 Fay Street,
Durham, NC 27704**

DATA TITLE VI NOTICE

DATA hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United State of America shall, on the grounds of race, color, national origin, sex, age or disability be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

If you believe you have received discriminatory treatment by DATA on the basis of your race, color or national origin, you have the right to file a complaint with the DATA Title VI coordinator. The complaint must be filed no later than 180 calendar days after the alleged discriminatory incident. To address complaint or to seek further information about DATA's Title VI policy, please send all questions to:

DATA Title VI Coordinator
1907 Fay Street
Durham, NC 27704
Phone: (919)560-1535

De Datos presente da aviso público de su política de defender y asegurar la completa conformidad con el título VI de la ley de Derechos Civiles de 1964 y todos relacionados con los estatutos. Título VI y relacionados con los estatutos que prohíben la discriminación en programas asistidos por el gobierno federal requieren que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad o discapacidad excluidas de la participación en, ser negado el digno de, o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera Federal.

Si usted cree que usted ha recibido un trato discriminatorio por los DATOS sobre la base de su raza, color u origen nacional, tiene el derecho de presentar una queja con el Coordinador de DATOS Título VI. La queja debe presentarse no más tarde de 180 días calendario después del presunto incidente discriminatorio. Dirección queja o para solicitar más información sobre política de DATOS Título VI, por favor enviar todas las preguntas a:

Coordinador del Título VI, DATOS
1907 Fay Street
Durham, NC 27704
Phone: (919)560-1535

Section III: Investigations, Complaints & Lawsuits

	DATE	SUMMARY	STATUS	ACTIONS
INVESTIGATIONS	<i>None</i>			
LAWSUITS	<i>None</i>			
COMPLAINTS	<i>None</i>			

Section IV: Public Notices/Public Involvement

LIST OF THE CITY OF DURHAM'S/DATA'S OUTREACH EFFORTS

- PRIDE Ambassadors program – a group of regular DATA riders who provide feedback about the services to DATA's management. The Ambassadors meet once each month for two hours with transit staff and bring service-related issues to board meetings.
- DATA has an on-going relationship with Latino radio stations and advocacy groups in Durham. A number of public service announcements and notices have been disseminated by these outlets on behalf of DATA, with the goal of reaching Latino clients who have limited English proficiency.
- DATA publishes notices in English and Spanish to offer our Spanish-speaking clients access to various programs and activities
- DATA recruits drivers, customer service representatives and managers who speak other languages, specifically Spanish, French and Asian languages.
- All major service changes are made available for public comment before the change is implemented.
- Transit managers appear on the City's TV channel to communicate plans with the public and have "office hours" at Durham station to talk with riders.
- All notices from PRIDE Ambassador meetings are filed as public meetings with the City Clerk's Office.
- Public involvement meetings and workshops are advertised in local media.
- DATA maintains a mailing list of regular riders and utilizes it when performing surveys and other information outreach.
- Outreach staff members work with El Centro to perform travel training with the Hispanic population.
- DATA attended the two major Durham Hispanic festivals in the spring and fall. We've been present there for the past 3 years.

Please see Appendix for additional notices and publications

Section V: LEP Analysis/ Implementation Plan

FACTOR 1 LEP PERSONS SERVED OR ENCOUNTERED

TASK 1, STEP 1: Examine Prior Experiences with LEP individuals

The City of Durham and the Triangle Transit Authority provide a joint effort to offer assistance to LEP groups in the City. The City's Public Affairs Office, and Police, Technology Solutions and Human Resources Departments have established processes of identifying and engaging Durham's LEP population. Triangle Transit works with Durham and other transit agencies in the Triangle Area to provide a unified regional call center. The operators of this call center are often the first line of interaction our customers have with our services and are trained to help the Triangle's LEP population utilize appropriate language assistance resources.

TASK 1, STEP 2: Become familiar with data from the US Census

The City of Durham provides service within Durham County. Durham used the American Community Survey to capture our state as a whole. The data referenced in this section can be found in Appendix A.

The 2009 American Community Survey (ACS, Appendix A) indicated 966,332 (10.7) of North Carolina's population speak a language other than English and 25% of this population speaks English less than well or not at all. Looking more closely at Durham County, our LEP population significantly exceeds the state average. Considering person aged 5 and older (active population), Durham County's population is 249,357. 48,565 (19.5%) persons reported speaking a language other than English and of them 23,566 (9.5%) speak English "less than well". The biggest populations within this number are the Spanish-speaking community (7.5%) and the Asian/Pacific Islander community (1.1%).

Analyzing the Census tracts, these communities are very well dispersed throughout the City and County.

TASK 1, STEP 3: Consult local sources of data

The US Department of Labor's LEP Tabulation of Census 2000 data (DOL Tab, Appendix B), confirms the picture painted by the American Community Survey. The DOL Tab considers Durham County's active population 223,315. Of this population figure, 12.9% (28,820) of the County's population speak a language other than English and 3.9% (8,835) speak English "less than well" or "not at all". Spanish and the Spanish-Creole community represent 7.6% (17,070) of our population and 3.6% (7,935) speak English "less than well". The next most populous non-English proficient groups were Thai, Vietnamese, Korean, Chinese and French.

The City of Durham also reviewed the Durham Public Schools' (DPS) demographic data for the 2013-2014 school year. DPS serves over 33,000 students of which 49.6% identify as Black, 25.2% identify as Hispanic, 18.9% identify as White, 3.2% as multi-cultural, 2.4% identify as Asian, .5% as American Indian and .1% as Hawaiian/Pacific Islander. (Appendix D)

TASK 1, STEP 4: Reach out to community organizations which serve LEP persons

The City frequently requests data from TTA's Regional Call Center. The Call Center periodically administers surveys asking patrons if there any language groups who need assistance. So far, French has been the only language that has been requested.

Hispanic media outlets, television and radio stations also provide information on Durham's Hispanic population and serve as references for Hispanic culture within our community. La Conexion, Que Pasa, Univision, Telefutera, La Ley, and El Centro each work with the public affairs department and offer translation and interpretation services to various departments.

FACTOR 2 FREQUENCY LEP INDIVIDUALS COME INTO CONTACT

TASK 2, STEP 1&2: Review relevant programs, activities and services provided and information provided from community organizations.

REGIONAL CALL CENTER

The Call Center has several customer service attendants who take live calls and answer patron's questions related to transit services in the Triangle Region. Since the Call Center opened in 2007, the call volume has quadrupled. The call center constantly has a bilingual (English & Spanish) call takers. Over the past two years the Call Center has received 6,131 calls originating from non-English speaking customers. (Appendix C, a report of the call center performance for the past two years)

INTERPRETATION AND TRANSLATION SERVICES – PUBLIC AFFAIRS DEPARTMENT

La Conexion, Que Pasa, Univision, Telefutura, La Ley, and El Centro each work with the public affairs department and offer translation and interpretation services to various departments. These media outlets are typically used to resolve public safety needs, to assist with general interpretation and translation, to provide court-certified interpreters, to communicate with the audibly impaired, or to provide language proficiency testing for public safety personnel.

In reviewing the services provided, more than 98% of the interpretation services were provided in Spanish with the remaining in Korean, French and Vietnamese.

BUS OPERATORS:

A number of current fixed route bus operators and customer service representatives are bilingual and called upon to assist in the interpretation of various services and the dissemination of information to our Hispanic patrons.

PARATRANSIT OPERATIONS:

Durham's Paratransit service (ACCESS) uses Durham County's Social Services, which has translation resources for Hispanic community. ACCESS also works with churches and El Centro, the largest Hispanic community organization in Durham. Brochures, announcements and news about our Paratransit programs are sent to this organization for dissemination. In very rare occasions when a non-English Speaking client asks for Spanish language service, our in-house Spanish speaking staff is able to offer assistance.

SUBSIDIZED TAXI OPERATION:

ACCESS provides subsidized taxi service for our ADA clients. Most of these clients arrange with their medical trips with their own taxi operators. DATA has encouraged the very few clients who are non-English speaking to engage the services of those Taxi operators who speak their language; usually Spanish providers.

TRANSIT SECURITY POLICE UNIT

There two security units for the Fixed route system, a private security system and the City of Durham Police unit that together offer security for the bus station, buses and bus stops. Security and police do not keep records of encounters with LEP persons, City and assigned Transit Police have interpreters available via the above mentioned Citywide services, and there are transit officers with fluent multilingual capabilities in Spanish, French and generally officers are taught limited Spanish phrases in BLET. Very few cases involving LEP patrons are reencountered especially in areas such as drugs, guns, robbery and fighting that demand immediate arrest, very few LEP encounters are recorded.

WEBSITE

The Durham Transit Authority has a website that markets and educates the general public about the affairs of the transit system. The information is essentially in English. However maps and route schedules are provided and posted at the sites in both English and Spanish, the predominantly leading languages. The department has to date not received any requests for foreign language translations of items on the website. Most of the requests coming in are about routes and therefore aspects of the routes are provided in Spanish on this site.

TASK 2, STEP 3: Consult directly with LEP persons.

The City organized a public work session dedicated to LEP patrons who use the system, on October 6, 2010. We worked with over 20 citizens of various languages (Spanish, French-Speaking Congo, SE Asia and West Africa) to brainstorm ideas and methods of communicating with Durham's LEP population.

Ideas that came out of the meeting included the following:

- The importance of communicating with these groups through their children, most of whom speak both native languages and English.
- Incorporating images into our communications for those who prefer not to read whether it is in English or Spanish.
- Attending major festivals and events with space or booth to attract visitors - can have games and/or giveaways.
- Using the radio to leverage communications. The radio stations are highly listened to while some are at home or on the jobs. We can work with the DJs to promote educational opportunity for public transit. The community looks up to the DJs.
- The introduction of the PRIDE Ambassador program to members present and the appointment of a representative to serve on that committee.
- The introduction of the monthly Citizens meeting at the Durham Station to this group and explanation of the purpose of the meeting; to afford riders the opportunity to provide input to various service initiatives that may impact the group.
- The elected LEP representative volunteered to serve as a community resource to assist in planning communications and events. This individual agreed to attend the monthly PRIDE meeting and to communicate the outcome of the meetings to the group.

DATA's monthly public meetings are announced in English, Spanish and include a request to notify the public relations staff of Triangle Transit or the Public Affairs Department of the City if an interpreter/translator is needed for meetings.

FACTOR 3 **IMPORTANCE TO LEP PERSONS OF YOUR PROGRAMS, ACTIVITIES AND SERVICES**

The City conducted a spatial analysis to determine whether our community resources match the residential concentration of LEP communities in the City. We found:

- The City Center or Downtown Durham has the greatest concentration of Latino-oriented services in City and County of Durham, yet that area has few Hispanic residents. While the configuration of local roads and highways, and the availability of Durham Area Transit System (DATA) service to Center City, does make service provision in this area accessible to suburban residents, transit cost and travel time, especially from outlying residential areas, limit timely utilization.
- Latinos living along route # 3 and 16 in the Village area are not well served by public and non- governmental services. DATA service enhances the accessibility of services to this area and mobility of its residents to services in the City Center, however, this residential district has limited concentrations of service sites.
- South Durham has a very limited Latino residential community; however, this is an area with a relatively large concentration of retail and related service jobs. DATA provides adequate transit service, enabling LEP persons to travel to this section of the city, but many neighborhoods in South Durham still lack convenient access to services or service representation altogether.
- The most outlying suburban areas in all five residential clusters noted above in the City of Durham are consistently underserved. In some categories, service facilities are simply not located in these areas and DATA service coverage is absent or marginal. Therefore, Latinos living at the greatest distance from Center City are most at risk of service provision isolation.
- Of the service categories analyzed, Healthcare, Advocacy, and Educational services are located at service points that best serve the distribution of the County's Latino population; however, Housing, Public Safety, and Economic Development services, major retail and entertainment are the least effectively located to serve Latinos within the County.
- Public transit provides assistance to residents of the City, but service coverage favors limited areas in the County. DATA has a big challenge in providing improved service to these areas.

Public transit services, represented by the distribution of DATA service amenities such as bus stops shelters, benches, offer enhanced accessibility to underserved portions of Durham, especially along the Eastern and Northern Corridors where residential concentration is greatest. But, the underserved portions of North Durham do not receive the same level of bus service.

Overall, within the County's Latino community, there is a high degree of reliance on DATA public transit or shared private transportation. As the analysis indicates, City/County services tailored to or targeted to meet the needs of the Latino community are not always located in the areas in which the population concentrates residentially. Some areas within the primary Hispanic residential districts are notably underserved, thus, for many Durham County Latinos, going to work or accessing services requires lengthy and complicated bus rides across the county.

FACTOR 4 RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS

TASK 4, STEP 1: Inventory language assistance measures currently being provided along with associated costs.

TRANSLATION AND INTERPRETATION CONTRACTED SERVICES

The Durham Police Department, Fire Department, 911, Durham Utilities, Transit and Corporate Communications provide citizens services that may require interpretation, translation, transcription, American Sign Language, captioning, and proficiency testing. These are a number of services that are typically used to resolve public safety needs, to assist with general interpretation and translation, to communicate with the audibly impaired, or to provide language proficiency testing for public safety personnel.

The City currently uses these multiple outlets or sources for the provision of these services with varying rates and response times based on the type and timing of the service needed. Under these circumstances, the City does not typically have access to volume discounts or guarantees for timely service.

Police/Transit Safety and Security, Utilities, 911, primarily use interpretation services as a resource to allow two parties to verbally communicate due to the lack of bilingual ability, as they field a variety of public requests from emergency needs to general information. These services may include phone support, in-person support and scheduled support.

MARKETING AND PUBLIC RELATIONS LANGUAGE ASSISTANCE

DATA's public meetings announcements appear in English, Spanish and include a request to notify the public relations staff if an interpreter/translator is needed for meetings. There are no additional languages printed. However, when these announcements appear on DATA's website. Google Translate is available for translation. Announcements and notifications are placed on Spanish language radio stations, and publications such as La-Ley, El Centro Hispano, and Que Pasa.

WEBSITE

DATA's GoTraingle.org website translates into the full list of languages outlined in Google Translate. The list of available languages include (but are not limited to) Afrikaans, Albanian, Catalan, Chinese (Mandarin), Croatian, Czech, Danish, Dutch, Finnish, Greek, Hungarian, Icelandic, Indonesian, Latvian, Macedonian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Swahili, Swedish, Turkish, Vietnamese and Welsh. Google is periodically updating its translation options.

PRINTED FRONTLINE MATERIALS

The following vital materials are printed in English and Spanish:

- Route (bus and rail) schedules,
- Bus stop time points ,
- Schedule change rider's alerts,

- Bus safety announcements,
- Fare categories & fare increase information,
- Holiday schedule announcements,
- How to Ride DATA brochure,
- Vanpool brochure, and
- Hanging rider's alerts.

ELECTRONIC FRONTLINE NOTIFICATIONS

The following are printed in English and Spanish:

- Bus safety messages are in English and Spanish.
- Durham Station has on demand audible devices and LED visual messages.
- Web applications
 - iPhone Applications – English and Spanish
 - Web trip planner has Google Translate.
 - Rider's Alert Emails – English and Spanish
 - On-Line Pass Sales – capable of multiple languages but in only in English at this time.

TASK 4, STEP 2: Determine what, if any, additional services are needed to provide meaningful access

The following is a breakdown of printed and electronic communications tools which by their level of regular exposure to the public may need to be made bi-lingual or multi-lingual.

BUS

- Fixed Route/Express - The time point announcements and messages
- Bus head signs are in English and visible only. (These signs are limited to proper names and numerical designations i.e. translation may not be applicable in all cases).

TRANSIT CENTERS

- Durham Station has on-demand audible devices and LED visual messages signs.
- LED Visual message signs have been installed at 12 outdoor bus locations, some of which are listed below:
 - Duke/VA Medical Center
 - Durham Regional Hospital
 - North Carolina Central University
 - Durham Technical Community College
 - The Village
 - Main Street
 - Walmart at Glenview Station

FRONT DESK ATTENDANTS

- Front Desk Auto Attendant – may need to be made multilingual

SAFETY AND SECURITY

- Safety and Security Citations – may need to be made bi-lingual

TASK 4, STEP 3 & 4: Analyze budget & Consider cost effective practices for providing language services

Record Keeping

Each division which interacts with public should keep records of interactions with LEP patrons. One of the primary challenges when putting together this report was finding records of instances. Staffs should keep official records of their interactions with LEP persons, what steps were taken to address their language needs, what languages were in question, and this data should be kept in a central intra-net location so that data can be analyzed periodically.

Measures to Facilitate LEP Interaction with Data Services

Currently, customer service representatives and drivers perform front line communication with non-English speakers. Many of these customer's inquiries should be redirected to customer service representatives who can help connect them to the services they need.

Electronic Transit Location and Vehicle Information Notifications

Automatic passenger information signs located on the buses, at Durham Station and other high-volume bus stops, should be expanded to bi-lingual status (English and Spanish).

- On fixed route services, the time point announcements are made by the Automatic Vehicle Announcement System should be provided in English and Spanish, where appropriate. In particular, safety messages should be provided in English and Spanish (i.e. do not walk in front of the bus, do not stand in front of the yellow line).
- On fixed route services, bus head signs should be in English and Spanish, where applicable (These signs are limited to proper names and numerical designations i.e. translation may not be applicable in all cases).
- Durham Station's on-demand audible devices AVAS and AVL visual messages should be bi-lingual (English and Spanish).
- The Front Desk Auto Attendant should be available in English and Spanish. Printed directions or contact information for customer service representatives in multiple languages may be necessary for those LEP patrons who do not speak Spanish

Safety and Security

- Safety and security citations should be bi-lingual
- Police and security officers should be provided I-Speak cards.

Bus Operators

- Operators should be provided I-Speak cards.
- A source guide with basic information on the route should be available for patrons in multiple languages, so that, after identifying the customer's language, the drivers will be able to direct them to GoTriangle (DATA) website or basic route information by pointing to a typed response.

- Drivers should be trained to recognize and respond to basic transportation related questions in Spanish.

Travel Training

- Institute a travel training program for LEP populations. The DATA's paratransit service performs regular travel training for ambulatory elderly and disabled patrons to help them ride fixed route services.

SUMMARY CONCLUSIONS FROM THIS FOUR FACTOR ANALYSIS:

The LEP population is steadily increasing in Durham and the population clusters exist throughout the DATA's service area.

Surveys, City service units, data bureaus, Hispanic media, and interviews with the LEP population representatives have consistently recognized that Durham has a diverse population of persons requiring language assistance. Though Spanish speaking persons were identified as the primary language group requiring assistance, the diversity of groups requiring assistance is broad.

An analysis of the transit and City services available to the LEP population identified that there are language translation and interpretation services readily accessible to LEP persons accessing transit. Customer service representatives, safety and security officers, and paratransit operators have staffers available who are fluent in various languages.

Areas that are lacking are: the lack of systems or tools presently utilized at public meetings, and by frontline operators. Though language services have been utilized to some extent in the past, a major shortfall with the LEP program was the lack of training of and supply of tools to bus operators to address LEP issues on the front lines.

FOUR FACTOR RECOMMENDATIONS

The civil rights staff makes the following recommendations based upon the Four Factor Analysis. The resulting policies and systems that come as a result of these recommendations should be tracked by the affected divisions.

1) LEP Training

Frontline staffers may need additional LEP training and tools to deal with a more diverse population of LEP customers during face to face contacts. LEP customers must also be able to comment on the language assistance services and interactions. Overall, DATA's Civil Rights staff saw some shortfall in face to face capability. DATA should invest in personnel and training that increases Spanish fluency and cultural competency.

2) Enhance Website Tools

Google translate feature now allows for additional language functionality through the GoTriangle website. Going forward, the websites' translation tool should be made more visible, and, in the long term, converting the language to translated descriptions that would assist potential speakers to identify the conversion choices.

3) Travel Training LEP Patrons

DATA should initiate travel training options or outreach events programs to acclimate LEP populations to utilizing transit services. Many LEP customers may need the same level of transit training that we offer our elderly, disabled customers.

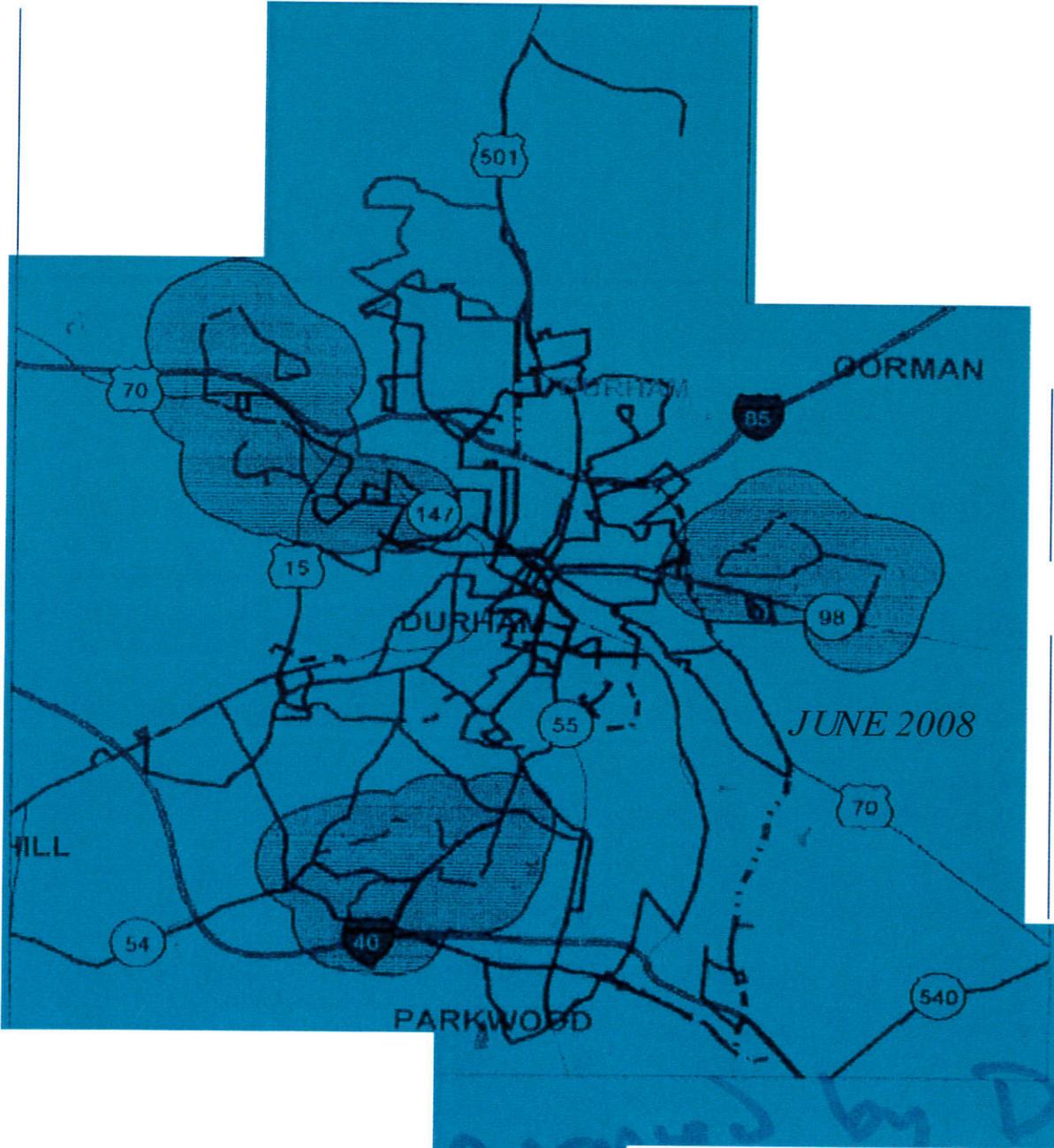
4) Financial Analysis

A more detailed financial analysis should be performed by each division interacting, providing tools, updated signage or services to the LEP populations because much of what this report proposes are actually considered as a requirement for compliance with federal LEP regulations and expectations. DATA should begin to assess the viability of implementing the suggestions and ideas noted above under their present financial conditions. The second task

should be to access what additional or alternative training, tools and services could suffice to compensate for LEP contact shortfalls. The third task would be to implement the most viable LEP training, tools and services into the budgets of the transit system on annual basis.

Section VI: System-wide Service Standards

*DURHAM AREA TRANSIT AUTHORITY
FIXED ROUTE SERVICE PERFORMANCE
STANDARDS-JUNE 2008*



Approved by D

DURHAM AREA TRANSIT AUTHORITY
SERVICE AND PERFORMANCE STANDARDS 2008

Scope:

This document, prepared by the DATA planning staff, covers a number of service productivity benchmarks. It's a policy document that is intended to assist staff in dealing with a number of fixed route service planning and management issues that the transit authority continually faces as it strives to provide safe, efficient and reliable service for all residents in Durham .

It is important to keep in mind that although DATA is a public non-profit and local government transportation entity, taxpayers who actually fund the system, can benefit from the use of sound management techniques that are guided by carefully designed operating standards. DATA must ensure that it is allocating its resources in a way that maximizes both efficiency and effectiveness of the system .

Purpose of Service Performance Standards:

In addition to serving as a guide to staff in decision making, this service standards document is also a managerial tool aimed at assisting management in the monitoring, measurement and evaluation of the fixed route system's performance. These standards are measurable units derived from the goals set for the system.

System Mission:

To provide safe, reliable, convenient and accessible transportation for the citizens and visitors of the Triangle region. DATA is committed to meeting the diverse needs of the community while exceeding customer expectations in a cost-effective and responsible manner.

Classification and Description of Services and Performance Standards

Generally, performance and service standards can be categorized into three basic classifications- Service Area Coverage including route design standards, Service Quality standards, and Service Productivity standards. Each of these classifications reflects a different focus of evaluation. What follows is a listing and description of the standards and criteria associated with each of the three classifications.

1. Service Area Coverage -Route Design Standards: The standards within this classification relate to the basic fixed route structure and design of DATA's route network. Factors measured by these criteria include location of transit services, structure and configuration of the fixed route network, and general accessibility to the transit service. The criteria include:

- (i) Route Coverage & Accessibility
- (ii) Access to Private Property
- (iii) Speed Humps & Bumps
- (iv)) Bus Stop Spacing
- (v) Route Deviation
- (vi) Route Length
- (vii) Route Structure

(i) **Route Coverage & Accessibility:** This route coverage standard is to ensure that the fixed route system is geographically distributed evenly within Durham so that passenger accessibility to the service can be maximized within the system's resource limits. This policy is necessary to ensure that routes do not overlap, and that at the same time, the service is well-distributed and accessible by many residents, businesses and schools in Durham.

Route Coverage Policy-*The spacing between all bus routes along parallel streets shall be maintained at a distance no less than two blocks in the residential area. This rule does not affect the CBD because of the general orientation of DATA's fixed routes: there, most routes tend to converge in a Hub & Spoke type of design.*

Route Accessibility Policy-*It is the policy of the Durham Area Transit Authority to provide local service throughout high residential areas of the City(12 or more dwelling units per acre) such that coverage will result in at least 80% of this community being within mile distance from a bus stop. The requirement for suburban or low density areas (6 or less dwelling units per acre) shall be at least 50% of all residential units having bus accessibility within 1/2 mile of bus service.*

Access to Durham Public Schools Policy-*It is the policy of DATA to provide fixed route service to all middle and high Schools in Durham. Additionally, all effort shall be made to design bus routes that would enable a greater number of primary schools to gain access to the fixed route system. The Transit authority will cooperatively with the Durham Public School administration in order to achieve these goals.*

- (ii) **Access to Private Property:** Access to private streets can be a major factor that determines the extent of transit service coverage in an area. To the extent possible, the Durham Area Transit Authority must work with developers, private individuals, organizations, as well as businesses to provide expanded transit accessibility for all citizens of Durham. This effort may sometimes necessitate travel on private streets. However, because of roadway conditions to private facilities, it may not be feasible or expedient to extend or deviate services to some privately-owned facilities. Requests for service along privately-owned streets must therefore be thoroughly assessed by the DATA planning staff and must be in accordance with established City Planning Ordinance.

Private Roads & Private Property Accessibility Policy- *It is the policy of the Durham Area Transit Authority to provide fixed route service via roads (Public and Private) whose pavement design meet or exceed current established design standard for most urban, local, and neighborhood streets when scheduling and traffic conditions permit. For private residential areas the desired pavement structure for a straight-through bus travel should be a minimum of 8" stone pad with 3" or more asphalt surface. Concrete pavement is highly recommended for streets of new developments that are to be heavily used by buses. Any request for service that involves private roads/streets that do not meet the specified pavement design standard above must be discouraged unless the property owners agree in writing to hold DATA harmless for any damage to the existing road surface that may result from DATA buses accessing such driveways. An agreement must indicate the road condition, including the thickness of the asphalted surface, a statement admitting that the said surface does not meet DATA's minimum road requirement and a waiver of all liability claims by the property owner in the event of any surface or structural damage.*

- (iii) **Service on Streets with Humps & Bumps:** Speed humps and bumps, apart from impeding the smooth running of DATA buses, also cause major damage to the chassis of buses and are therefore to be avoided by DATA buses.

Speed Humps & Bumps Policy- *DATA buses will not operate on any roadway or street network with Speed Humps or Speed Bumps. Routes that do currently have such features are grandfathered into the current policy. However, the DATA Planning staff will work with the City's Transportation and Planning Department staff to ensure that due consideration is given to any future requests for speed humps and bumps as they relate to this DATA policy.*

- (iv) **Bus Stop Spacing:** This standard is designed to ensure the efficient placement of bus stops throughout the service area of a transit system by setting minimum and maximum spacing distances desired by the transit system in order to ensure proper schedule adherence and efficient and the delivery efficient service. Determinants of the spacing configuration include population density, land use proximity to schools and business centers as well as other equally important consideration as the residential areas for the elderly and the disabled.

Bus Stop Spacing Policy-Please refer to *DATA Bus stop Installation Guidelines document (February, 3, 2008)*.

- (v) **Route Deviation:** This standard typically describes the extent to which a bus in service may leave major streets to serve residential areas or activity centers. One common methodology used in assessing how far a bus can deviate from a route is to limit the deviation to a maximum number of minutes off a route's traveling time by a bus. Others include limiting the length of the deviation to some established distance, for instance, 1 mile or less off the main route. In some instances the deviation is limited to a maximum of twice the automobile travel time for the same trip. Regardless of the methodology used, the goal is always to ensure that route deviations do not adversely impact the productivity of a route. The data used in evaluating this criterion are distance, running time, passenger counts, population, and employment data.

DATA's Route Deviation Policy- *Currently, the majority of DATA routes average 60 minutes in roundtrip time and 30 minutes in headway time. It is therefore the policy that no more than 1 deviation off any main/trunk route is made on a trip. Also, that the deviation would not exceed 16% in one way mileage on the route, or no more than 5 minutes of the one-way trip time for that route. Again, route deviations, to the extent possible, are encouraged only during off peak period rather than peak period.*

- (vi) **Route Length:** This standard places upper limits on distances or travel times for transit trips and bus routes. Small systems, usually operating in a dense and compact environment, frequently limit round-trip travel time to an average of about 60 minutes, which tends to be a factor of the existing headway and or time-transfer policies. This standard must not be decided in isolation, but rather, it needs to be considered as part of the overall service standards. Currently, DATA's average route distance is approximately 14 miles (roundtrip) and 60 minutes in bus round trip time.

DATA Route Length Policy – It is the policy of the DATA's fixed route system to operate routes that do not exceed 2 hours in round trip time in 15 minute increments. The majority (80%) of all routes must be covered within 60 minutes or less.

(Vii) **Route Structure:** This standard controls the configuration of bus routes by minimizing the number of branches, turnbacks, width of the travel lane, and the degree of looping permitted on bus routes. This standard is intended to streamline route and service delivery by ensuring that the route is efficiently served. Currently most of the DATA routes have a number of loops and turnbacks resulting from past desire to serve many more areas than the current overall service outlook and resources would otherwise suggest. In the process, the quality of the fixed route service appears to have been sacrificed for quantity of the service.

DATA Route Structure Policy- In order to ensure schedule adherence and simplify the structure of routes, 90 percent of the length of any future route established by DATA must be straight routes that are traveled both ways by the bus, with no more loops. Loops may be considered only when it is necessary for a bus turnaround. Additionally, all DATA bus routes must be on street networks that are neighborhood collectors or higher. To the extent possible, DATA must stay away from residential streets whose widths do allow for easy passing of other motorists.

2. **Service Quality Standards:** There are a number of performance standards that covers aspects of passenger comfort, convenience, safety and confidence in a system's fixed route services. In general, the criteria used to measure a system's attractiveness include:

- I Vehicle Loads
- II Vehicle Headways
- III Schedule Adherence
- IV Passenger Safety
- V Passenger Transfers
- VI Missed Trips
- VII Span of Service
- VIII Passenger Complaints
- IX Passenger Amenities
- X Vehicle Assignment

- (i) **Vehicle Loads:** Vehicle Load standard generally refers to the number of passengers that a transit vehicle carries compared to the vehicle's carrying capacity. This standard is monitored because of a transit systems desire to prevent excessive passenger loads on vehicles, especially during peak operating periods when demand is heaviest. In general limits can be placed on individual bus loads or limits can be based on the average loads during specific time periods. These maximum permissible "load factors" are expressed either as decimal ratios or percentages that are based upon the seated capacity of a vehicle and the actual number of passengers on board. For instance a 150 percent load factor indicates that the vehicle is carrying half-again as many passengers as it has seats. Typically, the highest load factors are permitted on short distances, while the lowest loading requirements are for highway express services during all periods.

DATA's Vehicle Load Factor Policy: *It is the policy of the Durham Area Transit Authority to maintain a vehicle load factor of no more than 150 percent for any vehicle type currently used by DATA. In the event a larger vehicle is available, a trip with the potential to exceed this factor must always be operated using the larger vehicle. Where over-loading occurs frequently on a route (more than 6 incidents per month) a Tripper service must be added to the route to service those particular trips. This policy is in line with DATA's current Title VI Assurance policy.*

- (ii) **Vehicle Headways:** Headways describe the time between buses serving any one bus stop on a particular route. For instance, if a bus comes by a stop every 30 minutes, then the route's headway is 30 minutes. This policy is to establish the maximum "policy" headways that would provide a basic, minimum level of service, and does not depend upon ridership productivity. Headways, in part, may be related to the productivity of a route and standards may be adopted to ensure that headways during peak and base periods are attractive to customers. Such policy headways for a typical system, the size of DATA may range from 15 to 30 minutes for peak periods and 30 to 60 minutes for off-peak (base) periods. In addition to differentiating between operating periods, many systems also possess specific policy headways for different types of services and days of operation. In general, shorter headways are required for local and special services such as shuttles, while longer headways may be required for weekend operations when ridership is comparatively lower.

DATA's Headway Policy- *Based on the current and historical (operating) information, DATA hereby establishes a headway policy based on demand. The maximum headways during the off-peak period and on the 11 weekends where demand is relatively lower should be 60 minutes. The maximum peak-period headway standard during weekdays and on productive routes should be 15 minutes. Routes and services that do not currently meet the stated policy must be addressed through service design and planning updates.*

- (iii) **Schedule Adherence:** This standard sets a system-wide definition for "on-time" performance for all fixed route service provided. The standard definition of on-time is generally zero minutes early, to five minutes behind schedule. In general many systems prohibit buses from leaving a time point early "running hot". The normal schedule adherence range for a fixed route system is 90 to 100 percent. A number of factors such as traffic congestion, weather, fleet condition, and wheelchair pickups are the usual factors that may cause trips to be late or missed. The data that are collected to evaluate schedule adherence are generally obtained through checkers or road supervisors who conduct ride checks. Data on schedule adherence is generally collected on a continuous basis with monthly reviews.

DATA's Schedule Adherence Policy: *DATA establishes a minimum of 95 percent on-time schedule adherence for every trip system-wide per each cycle or review period. While current operating records show that this goal is rather challenging, it is imperative that the goal becomes a major focus of the transit authority. Consequently, every effort expended to achieve it, because schedule adherence is directly related to the quality of service provided.*

- (iv) **Passenger Safety (Auto Incidents/Passenger Incidents):** Safety is a major concern in the transit industry and is therefore carefully monitored by every transit system. Most systems have standards that establish the objective of the number of auto accidents and or incidents per a certain number of passengers carried, or per the number of miles consumed by the total transit fleet. Other systems may use standards that are based on objectives tied to previous years' levels, or that the indicators perform at a level within a percentage of the national or select peer groups' average. Additionally, some systems approach is to limit the number of vehicle accidents per operator. Consequently, bus operators who have more than some stipulated number of chargeable incidents are summarily discharged. For instance, DCTC currently has a ruling that calls for the dismissal of any operator who accumulates 6 or more points from preventable incidents over an 18-month period. The information used to evaluate passenger safety is usually obtained from accident and incident reports. Such data are collected continuously and are generally reviewed on a monthly basis.

DATA's Passenger Safety (incident) Policy: *The preferred number of safety incident is zero per any number of operating miles. However, this is no practical given the system's incident history. Upon careful analysis of the history of operating incidents (accidents) compared to the number of miles of service, it is the policy of the transit system to have no more than 2 preventable auto accidents per month and also no more than 1 passenger incidents per month. For better tracking of this policy, monthly*

accidents are to be broken into passenger incidents and auto accidents and all recourses will be expended to maintain this high service quality goal.

- (v) **Passenger Transfers:** This standard relates to passenger transfers within the system in order to complete their respective trips. Any policy must establish an upper limit to the number of transfers that should be required to complete the commute trip via the fixed route system. Usually large and multi modal systems tend to have higher transfer rates for passengers to complete their trips while small bus-only systems tend to set a single transfer policy for riders. The number of transfers has direct relationship to route configuration and service quality. Therefore every effort must be made to reduce the number of transfers to the barest minimum. In transit systems where upper limits to transfer rates are set, usually no more than a 20 to 30 percent rate is acceptable.

DATA Passenger Transfer Policy- *It is the policy of DATA to design routes such that no passenger transfers more than twice in order to complete a transit trip.*

- (vi) **Missed Trips:** This operating standard sets the minimum number of trips that can be missed from the total number of trips scheduled for operating. Most systems require that at least 99.9 percent of a system's scheduled trips operate. Additionally, many systems consider a trip missed when it is late more than or equal to one headway cycle time from a scheduled time point. Missed trips are a function of a number of factors such as equipment condition, traffic, road, and weather conditions. The data related to missed trips are usually reported on a daily basis with reviews and evaluations of missed trips conducted on a monthly basis.

DATA's Missed Trip Policy: *This policy establishes a missed trip level of no more than one (1) missed tripper each operating day*

- (vii) **Service Span:** The aim of this standard is to establish when the transit System will operate. In small systems, a typical service spans from 6. a.m. to 9 p. m. Large systems tend to have different standards and generally opt for longer hours of service. Some systems may specify different minimum operating hours for weekday, Saturday, and Sunday/Holiday services. The most important differences in these standards are the required hours of evening and night operations. Large systems tend to have more generous evening and night operating hours. Although many systems' standards establish minimum or off-peak service periods, others tie operating hours to ridership productivity. When used, the major focus for this standard is to evaluate early (AM)

and late (PM) periods. Additionally, another consideration for service span standard may require buses to operate so that people wanting to leave or reach certain areas at certain times can do so via transit.

DATA's Service Span Policy-*DATA hereby establishes a service span that is based on different minimum operating hours. Weekday service would start no later than 5:30a.m. The same service would end no later than 12:30 a.m. Saturday, Sunday and Holiday services would, based on productivity considerations, begin at 6 am or later. Sunday and Holiday service should end at 7:30p.m. However, Saturday service should end no later than 12:30 a.m. This service span policy must be reviewed periodically to ensure that these productivity- based standards are still valid approaches to the service supplied.*

- (vii) **Passenger Complaints:** This service standard places limits on a number of complaints that should be received per driver, per day, per month, per revenue hour, and/or per passenger. Additionally, complaints have to do with concerns from passengers about the service in general. This

category of public comments or concerns may also be tracked per day, per month, per passenger carried or per revenue hours of service. Passenger or public comments/complaints may be received daily by agencies in writing, via mail, telephone, in person and are generally reviewed monthly. It is critical that public comments receive quick and upmost attention as they tend to be a major barometer that measures the quality of the service received by the public. Complaints must be thoroughly examined, shared by all departments, and responded to as soon as practicable.

Passenger Complaint Policy-*In keeping with current size of DATA's fixed route operation, ridership level, and the historical records of legitimate complaints from our clients, it is the established policy that genuine and verifiable complaints do not exceed one (1) complaint system-wide, per each operating day. In furtherance of the current established complaint reporting and processing procedure, it is also established, as a policy, that all complaints carefully investigated, categorized, shared with the appropriate staff or departments and addressed (including contact with the complainant, where necessary) in a timely manner not to exceed 10 business days.*

- (ix) **Passenger Amenities Request:** DATA has established guidelines for staff to follow when placing and removing passenger amenities along bus routes. These guidelines are intended to regularize and simplify the current fixed route amenities request process as well as educate the public about our amenity placement thresholds. This is necessary because even though it is the desire of the transit authority to provide convenient and comfortable riding experience when using the DATA bus system, not all stop locations would qualify for relatively expensive bus shelters due to the cost of providing these amenities relative to their demand or

use by the riding public.

A separate and detailed passenger amenities handbook has been developed for this purpose.

Passenger Amenities Policy: *In order to provide a balance between the demand for and the supply of passenger amenities along DATA's bus stops, it is the established policy that all bus stops should record 30 passengers (average daily boardings) or more to qualify for a shelter. For a bench, the stop location should record an average of 10 or more boardings per day to qualify for a bench. While these are established guidelines or thresholds, any of the named amenities can be requested by all citizens regarding of race, income, color or religion.*

- (ix) **Vehicle Assignment:** Vehicle assignment describes how fixed route vehicles are allocated on a daily basis to various routes. Bus assignment may take into consideration factors such as load factor or the number of pickups along the route, the condition of the vehicles including such issues as working Ac, Heat, sufficient seats general cleanliness, reliability and appearance of vehicles assigned to the routes. The intend here is to ensure that buses are not dedicated to special corridors or routes based on race, color or income especially when a transit system has mixed fleet with varying age and reliability. DATA's current fixed route buses system has a fleet of only 40 foot buses, 25 of which are hybrids. The rest are regular 40 foot buses.

Vehicle Assignment Policy: *It is the policy of the Transit Authority to assign buses on routes daily on random bases except where routes are longer and would therefore require hybrids. Buses are assigned to routes without regards to race, color or income of the patrons to be picked up by the bus along any particular route.*

3. **Service Productivity Standards:** This standard deals with the efficiency of service supplied, compared to the service consumed and costs. If more services are put out, the quality would likely be high but productivity would be low at a high cost per passenger. The key therefore is how to balance service efficiency with effectiveness by finding a reasonable middle ground. Care must therefore be taken not to set productivity standards that can potentially conflict with effectiveness standards.

Further, productivity standards can be set for the whole system and/or individual routes or types of routes (local, express, feeder). The following are five criteria commonly used to measure fixed route service productivity:

- (i) Passengers per vehicle hour
- (ii) Passengers per vehicle mile
- (iii) Cost Recovery
- (iv) Passengers per Trip
- (v) Cost per Passenger

- (i) **Passengers per Vehicle Hour (PVH) Standard:** This standard is used to determine the operational efficiency of a route. It may also be used to determine the revenue capacity of a route. Most systems, including DATA consider a route's passengers per hour and compare it to the system-wide average for a specified period of time. If the route's PVH falls below a specific percentage of the system-wide average, it is reviewed to determine what actions must be taken to improve performance. In general different performance requirements may be used for different types of services (e.g. commuter vs. local) or days of operation. The data used to evaluate this criterion are passenger counts that are obtained from various operational sources such as checkers, fareboxes or revenue data, bus operators' reports, and automatic passenger counts. Information on vehicle hours of service is equally obtained from route schedules. Below is the current DATA's route performance standard, based on Passengers per Vehicle Revenue Hour (PVH), approved by the DATA Board of Trustees.

Table I.

NEW ROUTE PERFORMANCE MEASURES COMPARED WITH OVERALL SYSTEM AVERAGE

MEASURE	6 MONTHS	12 MONTHS	18 MONTHS
Passenger per Rev Hour	30%	50%	60%

Table I above shows the Board approved minimum ridership targets required for continued service on any new or expanded route. All applicants who receive new or expanded service understand that to guarantee continued service by DATA, productivity levels on all such routes must meet or exceed the criteria set above. These measures are intended to guide staff in the effort to maintain and improve productivity and efficiency on the fixed route system. Various actions are recommended as remedies for each of the three ridership benchmarks above. For instance, if the ridership level does not meet the 60% mark after 18 months of service, staff may recommend the discontinuation of service on a route.

Passenger per Vehicle Hour (PVH) Policy: DATA will continue to use Passenger per Vehicle Hour as the main service productivity benchmark. This benchmark adequately measures the productivity of not only newly created routes, but also old and established ones. The productivity of all new routes will however be measured using a slightly modified benchmark from the one shown above. The new benchmark is shown in table 2 below:

Table 2.

ROUTE PERFORMANCE MEASURE COMPARED WITH OVERALL SYSTEM'S AVERAGE PERFORMANCE --PASSENGER PER REV HOUR

Route Type	6 Months	12 Months	18 Months	24 Months
Newly created or expanded route	30%	50%	60%	75%
*Established routes	--	--	--	75%
Established Sunday/Holiday routes	--	--	--	50%
Cross-town routes	--	--	--	60%

* A route is deemed established after being in operation for 2 years.

With the modified system of route productivity measurement, newly created routes would only be discontinued only after 24 months and not 18 months as it currently exist and described in table 1 above. Table 2 above also shows additional evaluation targets for various categories of routes/service provided by DATA. These expanded targets are to ensure that different routes are properly grouped and accurately assessed, and subsequently given needed resources and attention when needed.

(ii) **Passenger per Vehicle Mile (PVM):** This is another criterion or methodology that may also be used as a separate measure for evaluating individual routes in a fixed route system. It may be used as the main yardstick for assessing the productivity of a route or it may be used as another layer of an analysis of the service. Systems may require that routes performance levels meet or exceed a specific percentage of the system's average, or the percentage for all routes within a certain classification or group. Furthermore, systems may establish a minimum PVM ratios compared to the system-wide average in order to determine satisfactory route performance. Furthermore, some systems may opt to include specific PVM requirements for different time periods, different service types and days of operation as noted above, to reflect different productivity expectations. The data that are collected for the measurement of PVM are passenger counts and route total miles.

Passengers per Vehicle Mile (PVM) Policy- *No separate policy is needed at this time regarding the use of this operational criterion for measuring the productivity of routes in the DATA system. DATA will continue to use the Passenger per vehicle hour as its main productivity measuring yardstick for the fixed route system, even though PVM data will continue to be collected and analyzed on a monthly basis.*

(iii) **Cost Recovery Standard:** Cost recovery is defined as the percentage of direct operating costs for fixed route service that is recovered through the farebox. A number of transit systems including DATA set a cost recovery standard for the whole system while others do so by route. The system-wide approach is often done to provide an objective measure to trigger fare increases. Currently, the cost recovery ratio for small and medium (bus only) systems throughout the nation is approximately 20%. DATA's system-wide cost recovery ratio for the past two years has averaged 25%. Some transit agencies require that individual routes in a transit system achieve a cost recovery rate that is within a certain percentage of the whole system's average rate, e.g. 50 to 95 percent of the system average. Another approach is to establish minimum acceptable cost recovery rates for different types of routes and services. Finally, a standard can be set that requires that all routes within the system, regardless of service type, must attain a minimum cost recovery rate ranging from 15 to 30 percent. The data needed to monitor and evaluate this criterion are route revenue or farebox revenue and operating costs. Cost data are derived from financial and accounting records

***Cost Recovery Ratio Policy**-Based on the current structure of service, and in consideration of farebox returns and total operating expense for the past five years, DATA hereby establishes a system-wide minimum cost recovery ratio of 20 percent per month. If and when this threshold is unmet for three consecutive months, staff must analyze and determine the causes and identify ways to remedy the situation. This productivity standard must be used in concert with other measures in order to create composite indexes. Other measures may involve a review of cost recovery ratio by route.*

(iv) **Passengers per Trip:** This standard gives managers an objective measure that can be used to remove unproductive trips from a route rather than eliminate the entire route or service. Trips can be assessed by segments such as peak, off-peak, night, weekend or holidays. The most common approach to this standard is to establish a minimum required passenger load per trip. The data collected to evaluate this criterion are ridership counts obtained from traffic checkers, fare box or from operators. Depending upon the standard's requirements these data may be collected on a trip by trip basis if exact trip loads are needed. The data is usually collected continuously, daily in most cases, with reviews conducted monthly to annually.

Passenger per Trip Policy- DATA establishes a passenger per trip target that is in line with its passenger per hour criterion. A systems passenger per trip must be computed on a monthly basis and compared with the same for each route, and acceptable minimum performance targets must be equal to the percentages shown below.

Table 3

ROUTE PERFORMANCE MEASURE COMPARED WITH OVERALL SYSTEM'S AVERAGE PERFORMANCE --PASSENGER PER TRIP

Route Type	6 Months	12 Months	18 Months	24 Months
Newly created or expanded route	30%	50%	60%	75%
* Established routes	--	--	--	75%
Established Sunday/Holiday routes	--	--	--	50%
Cross-town routes	--	--	--	60%

* A route is deemed established after 2 years of service

This measure must be used in conjunction with other productivity criterion to create a composite performance indexes.

- (v) **Cost per Passenger Standard**: This standard usually sets a ceiling on the amount that should be spent on each transit passenger served by the transit system for the route to be considered efficient. The ceiling can be either a fixed performance objective, e.g. \$2. per passenger; or a requirement that individual routes should not exceed a percentage of the systems average. Some routes serving special populations such as seniors and disabled persons usually receive special consideration. The data collected to evaluate this standard are passenger counts (unlinked) total passenger trips rather than linked trips.

Cost per Passenger Policy- Based on historical records of the fixed route operation, DATA hereby establishes a cost per passenger target that compares the systems average to cost per passenger for individual routes. Again a system-wide cost per passenger will be computed on a monthly basis and compared with the same data for each route. Acceptable minimum performance targets must be equal to the percentages shown below.

Table 4

ROUTE PERFORMANCE MEASURE COMPARED WITH OVERALL SYSTEM'S AVERAGE PERFORMANCE --COST PER PASSENGER

Route Type	6 Months	12 Months	18 Months	24 Months
Newly created or expanded route	30%	50%	60%	75%
*Established routes	--	--	--	75%
Established Sunday/Holiday routes	--	--	--	50%
Cross-town routes	--	--	--	60%

A route is deemed established after 2 years of service

Summary

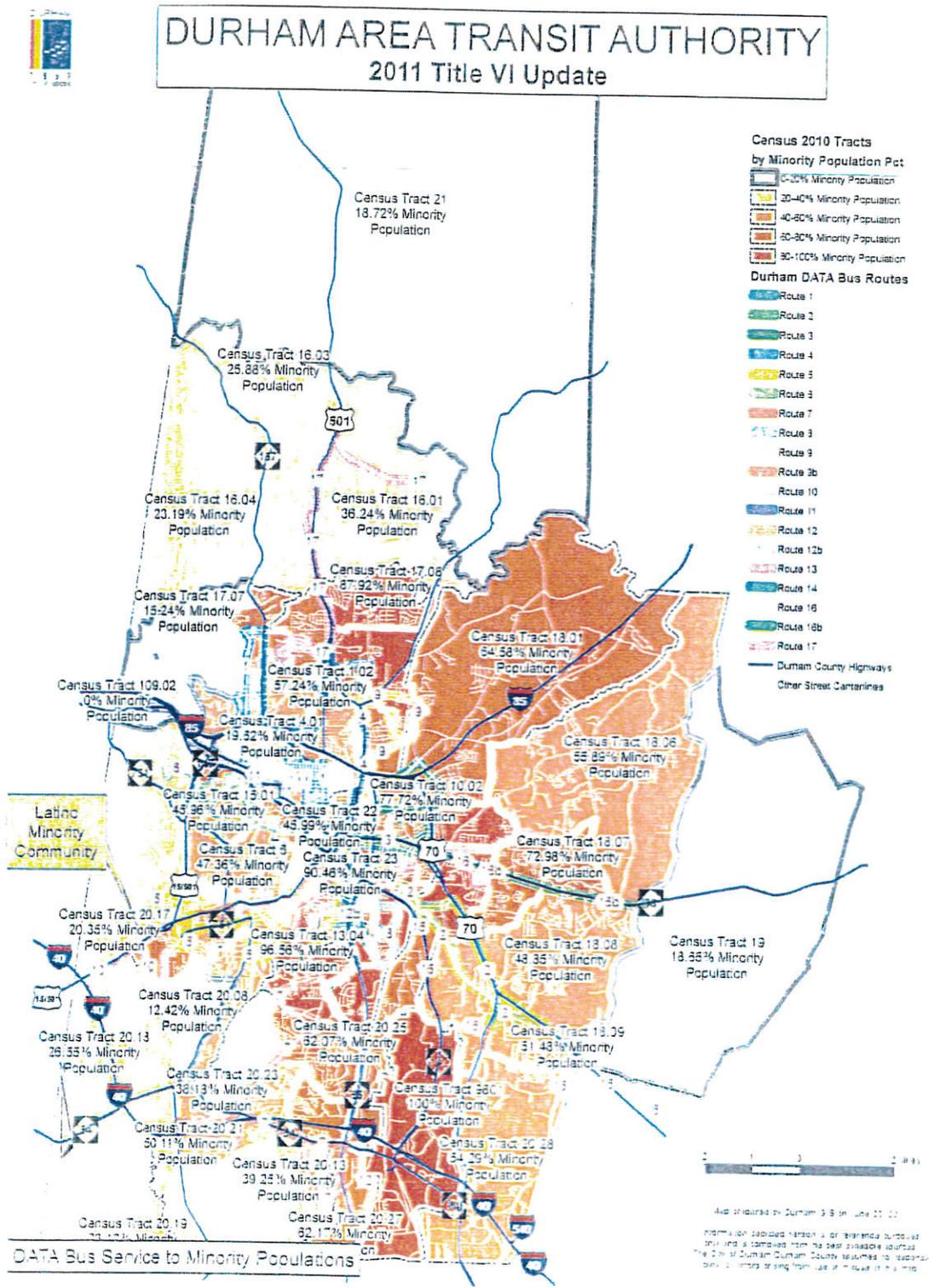
This service performance policy is based on historical data from several years of operation of the fixed route system. This document, upon approval by the DATA Board of Trustees, becomes the official service standard policy that sets variety of operational objectives and specific benchmarks for the operation of the fixed route system. The prescribed benchmarks identify acceptable and unacceptable performance levels as well as a range of remedies that, in some cases, may be required to address unsatisfactory performance. Evaluation and monitoring activities can help DATA by providing staff and the Board of Trustees a means of evaluating the system's overall performance; provide management a tool to identify problem areas; provide justification for such difficult decisions as fare increases and service discontinuation, as well as positive actions such as service expansion or improvement and the provision of passenger amenities. Above all, they provide the general public and DATA's funding sources with measurable objectives by which funding can be measured or justified.

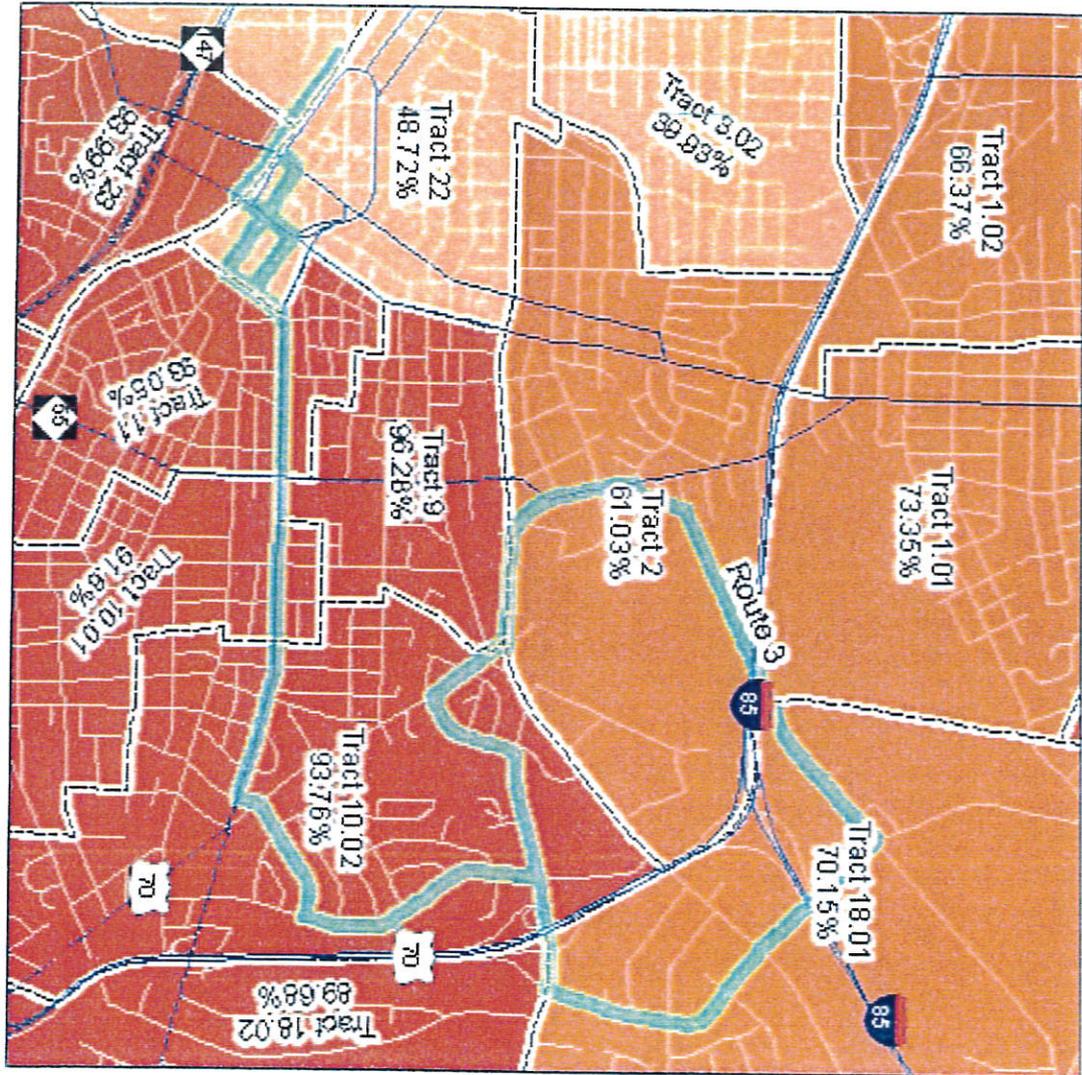
Durability

This policy document is essentially based on the current and historical data from years of operating DATA's fixed route system. The document must be reviewed periodically to consider amendments to those policies that may not be applicable because of changes in the operation structure of the service, funding changes or changes to the current organizational structure.

Approved By: The DATA Board of Trustees _____ June 2008 _____

Section VII: Service & Demographic Data





Durham (DATA)
Bus Service to
Minority Population
Centers

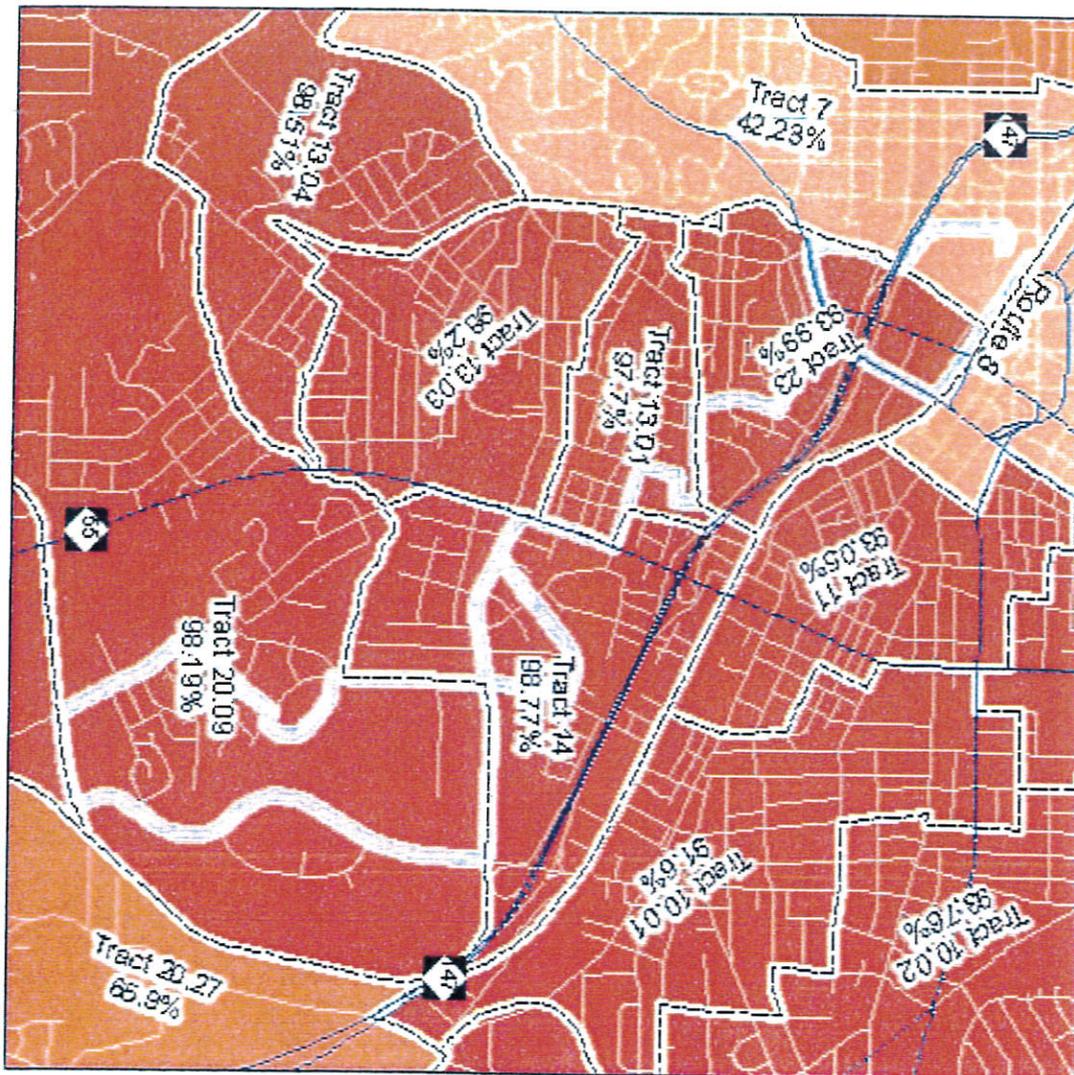
Route 3

Census 2010 Tracts

- 0-20% Minority
- 20-40% Minority
- 40-60% Minority
- 60-80% Minority
- 80-100% Minority

Highways

Other Streets



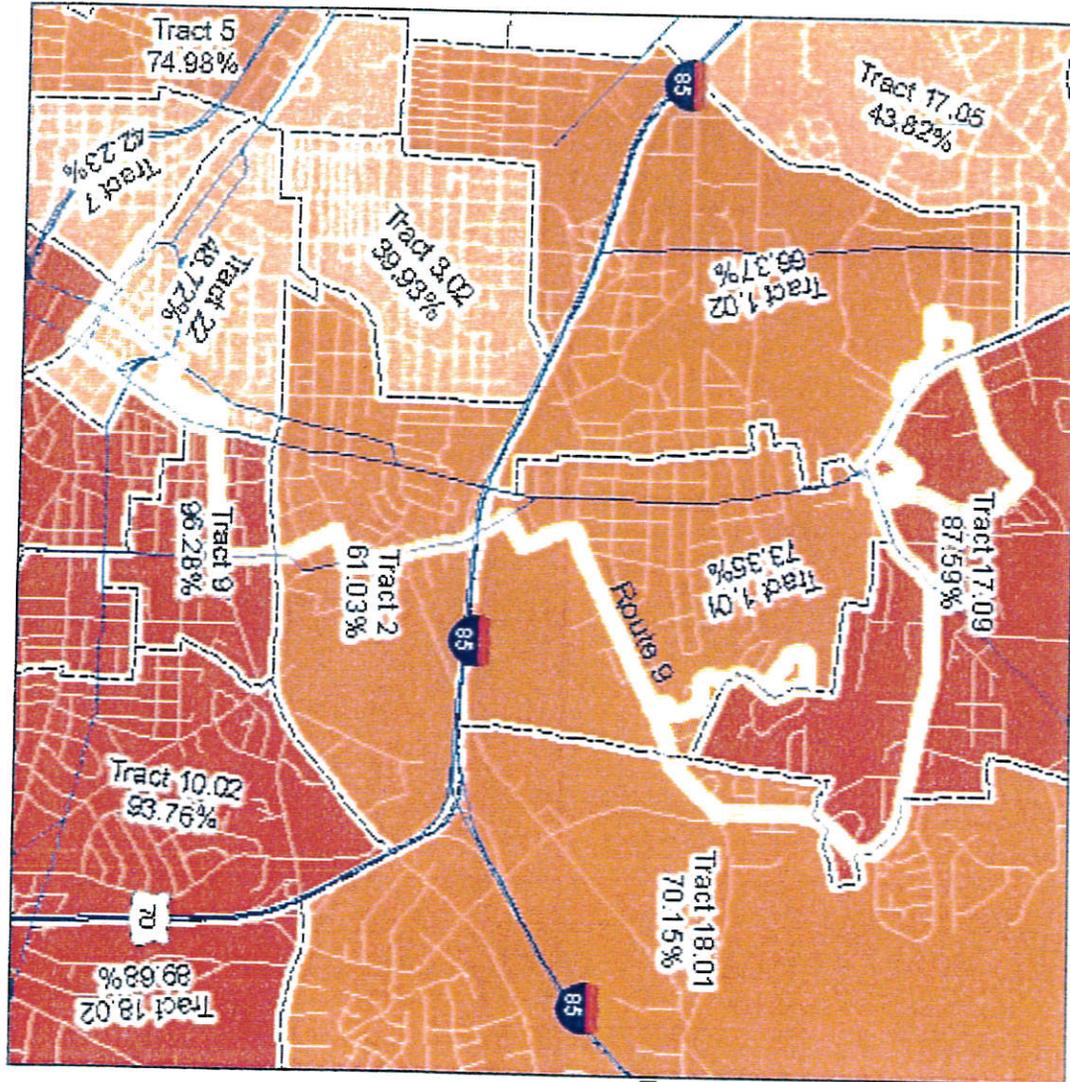
Durham (DATA)
Bus Service to
Minority Population
Centers

Route 8

Census 2010 Tracts

- 0-20% Minority
- 20-40% Minority
- 40-60% Minority
- 60-80% Minority
- 80-100% Minority

Highways
Other Street



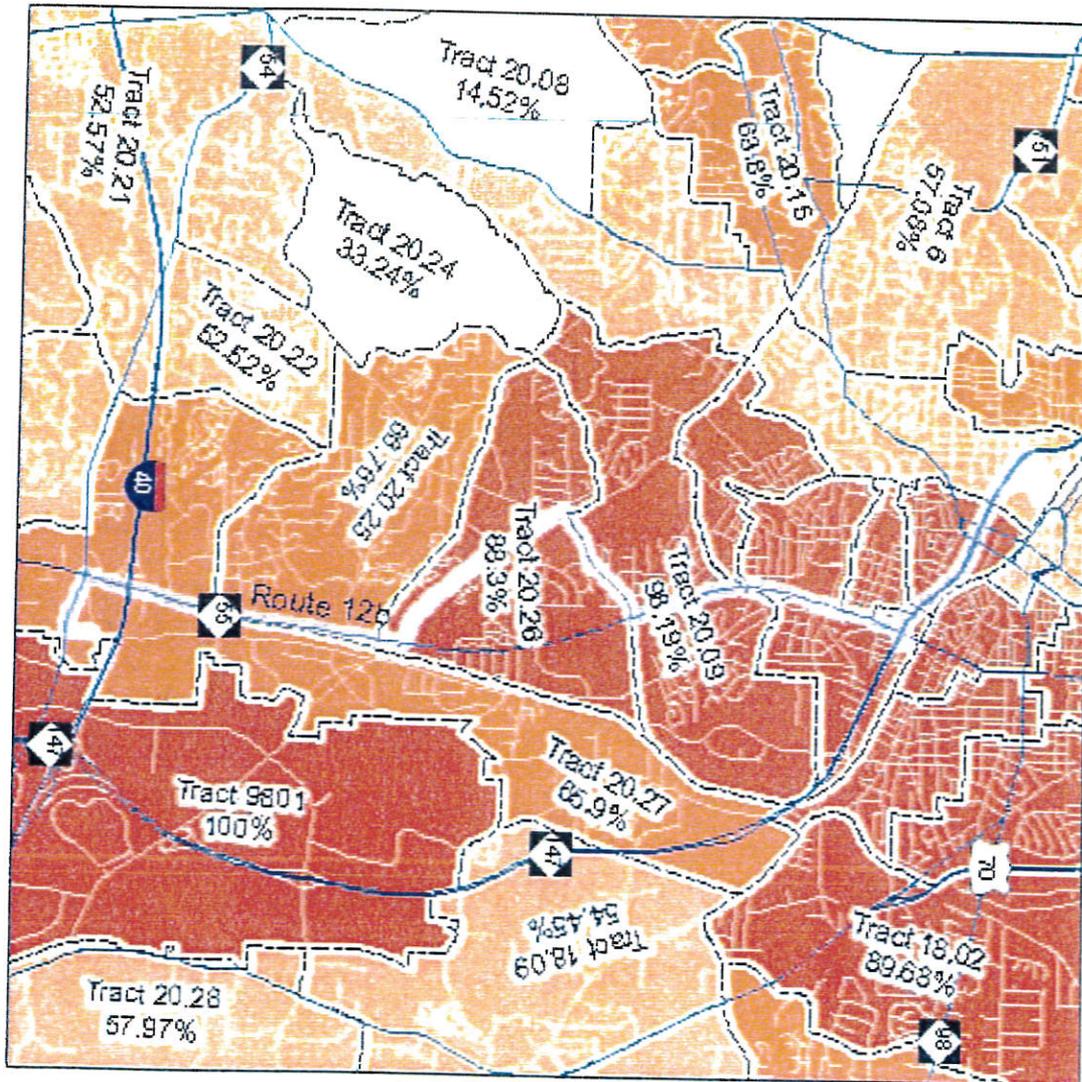
Durham (DATA)
Bus Service to
Minority Population
Centers

Route 9

Census 2010 Tracts

- 0-20% Minority
- 20-40% Minority
- 40-60% Minority
- 60-80% Minority
- 80-100% Minority

Highway
 Other Street



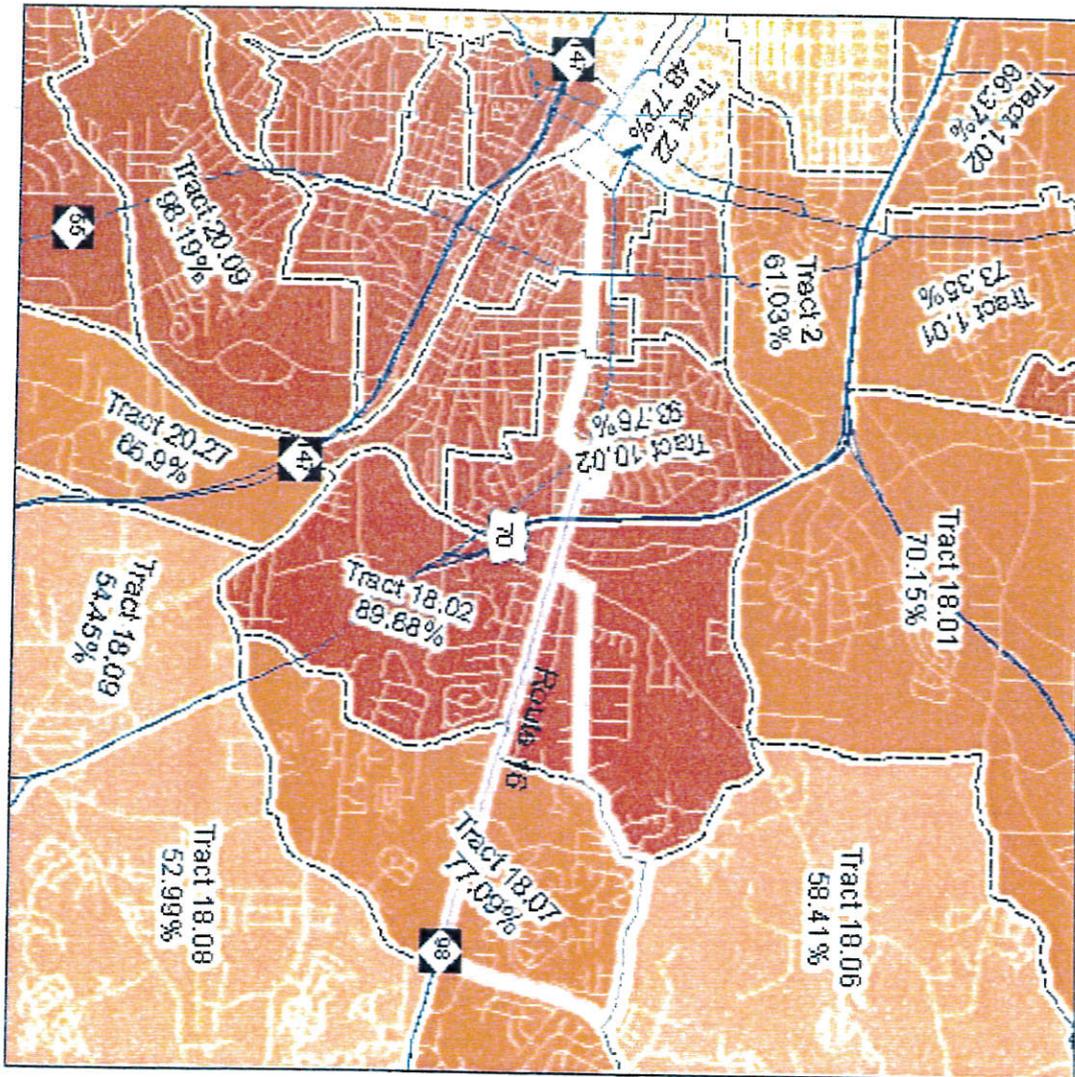
Durham (DATA)
Bus Service to
Minority Population
Centers

Route 12b

Census 2010 Tracts

- 0-20% Minority
- 20-40% Minority
- 40-60% Minority
- 60-80% Minority
- 80-100% Minority

Highway
 Other Streets



Durham (DATA)
Bus Service to
Minority Population
Centers

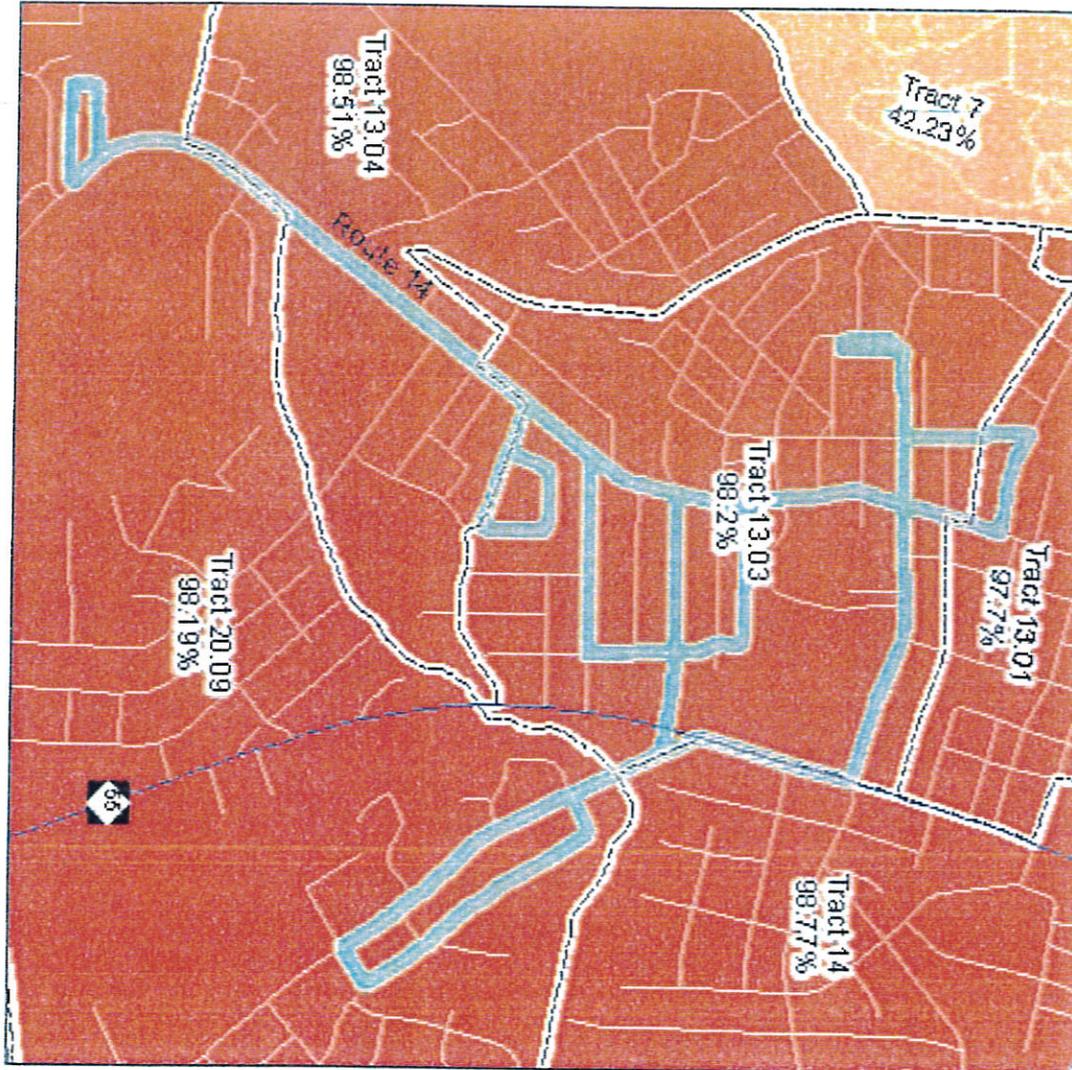
Route 16

Census 2010 Tract

- 0-20% Minority
- 20-40% Minority
- 40-60% Minority
- 60-80% Minority
- 80-100% Minority

Highway

Other Street



Durham (DATA)
Bus Service to
Minority Population
Centers

- Route 14
- Census 2010 Tract
- 0-20% Minority
- 20-40% Minority
- 40-60% Minority
- 60-80% Minority
- 80-100% Minority
- Highway
- Other Street

Section VIII: Service Monitoring Data

FY 2014 TOTALS

Total Revenue: \$2,282,870.17
Total Expenses: \$13,306,148.96 (w/ Fuel)

WEEKDAY

AM/PM Peak Vehicles: 43
Mid-Day Vehicles: 43

Route Name	Route ID	Passenger Trips	Daily Revenue Hours	Total Revenue Hours	Daily Vehicle Hours	Total Vehicle Hours	Daily Revenue Miles	Total Revenue Miles	Daily Vehicle Miles	Total Vehicle Miles
1	1	295,321	1,393.43	1,393.43	1,276.25	1,276.25	20,566	20,566	19,917	19,917
1A	111	14,840	3,447.63	3,447.63	2,933.13	2,933.13	43,896	43,896	37,719	37,719
1B	112	0	3,280.83	3,280.83	2,793.77	2,793.77	38,864	38,864	33,799	33,799
1N	113	0	1,022.65	1,022.65	873.20	873.20	7,886	7,886	6,774	6,774
1 Totals		310,161	9,144.55	9,144.55	7,876.36	7,876.36	111,212	111,212	98,209	98,209
2	2	244,192	1,397.00	1,397.00	1,166.00	1,166.00	14,559	14,559	12,152	12,152
2A	211	7,332	3,429.00	3,429.00	2,946.00	2,946.00	54,470	54,470	48,983	48,983
2B	212	8,852	4,023.77	4,023.77	3,413.51	3,413.51	42,347	42,347	37,634	37,634
2 Totals		260,376	8,849.77	8,849.77	7,525.51	7,525.51	111,376	111,376	98,769	98,769
3	3	375,101	7,984.07	7,984.07	6,776.43	6,776.43	97,942	97,942	84,257	84,257
4	4	248,824	8,124.20	8,124.20	6,851.60	6,851.60	87,213	87,213	74,722	74,722
5	5	471,483	11,979.98	11,979.98	10,239.08	10,239.08	161,976	161,976	144,308	144,308
5K	52	0	2,048.92	2,048.92	1,749.36	1,749.36	21,059	21,059	17,871	17,871
5 Totals		471,483	14,028.90	14,028.90	11,988.44	11,988.44	183,035	183,035	162,179	162,179
6	6	277,244	5,658.00	5,658.00	4,967.56	4,967.56	57,280	57,280	50,649	50,649
6B	612	16,370	3,302.00	3,302.00	2,831.56	2,831.56	69,210	69,210	62,515	62,515
6 Totals		293,614	8,960.00	8,960.00	7,799.12	7,799.12	126,489	126,489	113,163	113,163
7	7	218,950	8,128.00	8,128.00	6,952.00	6,952.00	112,979	112,979	101,166	101,166
8	8	213,239	8,102.60	8,102.60	6,875.36	6,875.36	96,291	96,291	84,100	84,100
9	9	367,647	2,662.23	2,662.23	2,224.17	2,224.17	35,636	35,636	29,744	29,744
9A	911	0	6,759.13	6,759.13	5,780.53	5,780.53	89,560	89,560	79,833	79,833
9B	912	0	6,525.67	6,525.67	5,585.71	5,585.71	85,192	85,192	76,598	76,598
9 Totals		367,647	15,947.03	15,947.03	13,590.41	13,590.41	210,388	210,388	186,174	186,174

10	10	446,512	2,500.47	2,088.03	29,058	24,253
10A	1011	24,276	10,040.83	8,730.01	132,639	127,327
10B	1012	71	4,110.82	3,435.19	51,577	43,708
10L	10L	1,781	954.07	26.65	13,210	372
10 Totals		472,640	17,606.19	14,279.88	226,484	195,160
11	11	193,346	8,132.23	6,955.53	101,826	89,843
12	12	196,856	5,413.67	4,613.15	102,743	88,595
14	14	14,125	4,230.83	3,691.13	79,190	75,635
15	15	25,831	2,222.50	2,023.00	59,207	52,216
16	16	174,998	740.83	660.33	11,819	10,755
16A	1611	34,022	3,556.00	3,023.44	47,401	41,514
16B	1612	5,593	3,373.97	2,858.07	34,265	29,447
16T	1609	262	69.30	129.27	921	1,722
16 Totals		214,875	7,740.10	6,671.11	94,406	83,437
BCC	18	272,031	9,139.25	7,451.39	79,011	68,442
BCC (FRI)	18	63,710	2,468.27	2,075.74	21,638	19,401
BCC Totals		335,741	11,607.52	9,527.13	100,649	87,843
TRIPPERS	8888	2,053	172.00	196.00	4,002	4,522
SPECIALS	9999	246	40.00	242.00	320	2,000
WEEKDAY TOTAL		4,215,108	146,434	124,434	1,905,754	1,681,991

SATURDAY						
AM/PM Peak Vehicles: 41						
Mid-Day Vehicles: 41						
1	1	60,982	285	259	4,210	4,040
1A	111	8	706	595	8,987	7,651
1B	112	0	672	567	7,957	6,855
1N	113	0	215	177	1,656	1,373
1 Totals		60,990	1,878	1,597	22,809	19,919
2	2	36,446	286	236	2,981	2,614
2A	211	2,633	702	597	11,151	9,935
2B	212	1,903	824	692	8,669	7,633
2 Totals		40,982	1,812	1,526	22,801	20,183
3	3	59,632	1,635	1,374	20,051	17,090

10	10	446,512	2,500.47	2,088.03	29,058	24,253
10A	1011	24,276	10,040.83	8,730.01	132,639	127,327
10B	1012	71	4,110.82	3,435.19	51,577	43,208
10L	10L	1,781	954.07	26.65	13,210	372
10 Totals		472,640	17,606.19	14,279.88	226,484	195,160
11	11	193,346	8,132.23	6,955.53	101,826	89,843
12	12	196,856	5,413.67	4,613.15	102,743	88,595
14	14	14,125	4,230.83	3,691.13	79,190	75,635
15	15	25,831	2,222.50	2,023.00	59,207	52,216
16	16	174,998	740.83	660.33	11,819	10,755
16A	1611	34,022	3,556.00	3,023.44	47,401	41,514
16B	1612	5,593	3,373.97	2,858.07	34,265	29,447
16T	1609	262	69.30	129.27	921	1,722
16 Totals		214,875	7,740.10	6,671.11	94,406	83,437
BCC	18	272,031	9,139.25	7,451.39	79,011	68,442
BCC (FRI)	18	63,710	2,468.27	2,075.74	21,638	19,401
BCC Totals		335,741	11,607.52	9,527.13	100,649	87,843
TRIPPERS	8888	2,053	172.00	196.00	4,002	4,522
SPECIALS	9999	246	40.00	242.00	320	2,000
WEEKDAY TOTAL		4,215,108	146,434	124,434	1,905,754	1,681,991

SATURDAY						
AM/PM Peak Vehicles:		41				
Mid-Day Vehicles:		41				
1	1	60,982	285	259	4,210	4,040
1A	111	8	706	595	8,987	7,651
1B	112	0	672	567	7,957	6,855
1N	113	0	215	177	1,656	1,373
1 Totals		60,990	1,878	1,597	22,809	19,919
2	2	36,446	286	236	2,981	2,614
2A	211	2,633	702	597	11,151	9,935
2B	212	1,903	824	692	8,669	7,633
2 Totals		40,982	1,812	1,526	22,801	20,183
3	3	59,632	1,635	1,374	20,051	17,090

4	4	34,056	1,663	1,390	17,855	15,156
5	5	83,214	2,453	2,077	33,160	28,922
5K	52	0	430	355	4,421	3,623
5 Totals		83,214	2,883	2,431	37,582	32,544
6	6	32,462	1,157	1,000	11,727	10,273
6B	612	20	676	582	14,169	12,680
6 Totals		32,482	1,833	1,582	25,895	22,953
7	7	35,097	1,664	1,410	23,130	19,636
8	8	21,846	985	825	11,736	10,084
9	9	50,793	545	451	7,296	7,882
9A	911	1,779	1,384	1,172	18,335	15,738
9B	912	0	1,336	1,133	17,441	15,385
9 Totals		52,572	3,265	2,756	43,072	39,005
10	10	71,813	512	424	5,949	4,919
10A	1011	0	2,056	1,768	27,154	25,344
10B	1012	0	712	559	8,917	7,002
10 Totals		71,813	3,280	2,751	42,020	37,265
11	11	23,387	989	852	12,826	11,879
12	12	29,959	1,108	936	21,034	17,970
14	14	2,257	866	749	16,212	15,341
15	15	3,525	455	410	12,121	10,591
16	16	29,856	152	134	2,420	2,181
16A	1611	0	728	613	9,704	8,420
16B	1612	0	691	580	7,015	5,973
16 Totals		29,856	1,570	1,327	19,139	16,574
BCC	18	37,167	1,706	1,437	16,880	15,118
BCC (HOL)	18	3,088	176	59	1,770	1,587
BCC Totals		40,255	1,882	1,496	18,650	16,706
TRIPPERS	8888	1,457	52	56	1,422	1,430
SPECIALS	9999	172	10	69	49	506
SATURDAY TOTAL		623,552	27,829	23,538	368,404	324,831

SUNDAY

Off Peak Vehicles:

18

1	1	30,214	767.00	656.50	11,059	9,470
2	2	19,349	767.00	656.50	10,991	9,942
2B	212	0	409.07	339.73	4,121	3,530
2 Totals		19,349	1,176.07	996.23	15,112	13,472
3	3	28,748	763.07	646.60	9,242	8,313
4	4	20,263	764.85	648.22	8,230	7,364
5	5	26,716	1,003.98	834.98	13,499	11,641
6	6	22,387	767.00	649.87	9,103	8,217
7	7	16,203	767.00	656.50	10,661	9,648
8	8	11,528	762.49	646.16	9,281	8,139
9	9	24,782	1,477.34	1,256.79	19,358	17,140
10	10	35,613	1,441.33	1,231.01	16,084	14,661
11	11	17,252	767.00	656.50	12,061	10,918
12	12	15,586	767.00	656.50	15,724	14,166
14	14	8,988	483.53	455.20	10,508	10,491
16	16	8,788	408.08	348.67	6,699	5,760
TRIPPERS	8888	748	36.00	36.00	512	520
SPECIALS	9999	0	0.00	0.00	0	0
SUNDAY TOTAL		287,165	12,151.73	10,375.73	167,132	149,920
MONTHLY TOTAL		5,125,825	186,415	158,348	2,441,291	2,156,742

CUSTOMER FEEDBACK		
Feedback	Count	Count
Complaint	269	
Commendation	17	
Comment	57	
TOTAL	343	

INCIDENTS		
Incident	Count	Count
Preventable		25
Passenger-Related		3
Non-Preventable		247
TOTAL		275

ACCIDENTS		
Accident	Count	Count
Preventable		25
Non-Preventable		3
TOTAL		247
Prev./Acc per 100k mi		275

DURHAM STATION INCI		
Incident Type	Count	Count
Sideswipe		60
Front-End Collision		8
Rear-End Collision		16
Broken Window/Thrown Object		30

Bus Did Not Show	8	Animal	1
Bus Did Not Stop	62	Pedestrian	1
Equipment	5	Fixed Object/Building	10
Policies	0	Parked Vehicle	0
Stops & Amenities	10	Bicycle	0
Service Planning	13	Off Road	0
Fares/Passes/ID's	9	Wheelchair Incident	2
Marketing	0	Passenger Fall	113
Other	41	Passenger Incident	22
TOTAL	268	Other	12
VEHICLE CLEANLINESS INSPECTIONS		TOTAL	275
Vehicles Inspected	77	Definitions: Violent Crime: Murder, Force Violations Property Crime: Burglary, Theft Conduct Violations: Loitering, Disrespecting, Trespassing, Crimes that are Transit Related Other: Crimes that are property, & E	
AVERAGE SCORE	92.3		

Fare Box Recovery: 17.2%
 Cost Per Mile (Less Fuel): \$5.45
 Cost Per Hour (Less Fuel): \$71.38

Operating Weekdays: 254
 BCC Monday-Thursdays: 211
 BCC Fridays: 52
 School Days: 179

Average Trip Length	Passenger Miles Traveled	Passengers Per Mile	Passengers Per Hour	FARE M								
				12 & Under	65 & Older	Employee	NCCU	Day Pass	5-Day Pass	31-Day Pass	Disc Day Pass	
2.67	788,753	14.36	211.94	16,274	11,243	6,460	0	175,002	0	0	0	36,126
2.31	34,339	0.34	4.30	1,107	491	424	0	8,217	0	0	0	1,680
2.60	0	0.00	0.00	0	0	0	0	0	0	0	0	0
1.53	0	0.00	0.00	0	0	0	0	0	0	0	0	0
2.28	707,150	2.79	33.92	17,381	11,734	6,884	0	183,219	0	0	0	37,806
2.82	689,017	16.77	174.80	12,466	13,497	6,547	0	139,801	0	0	0	34,912
2.58	18,881	0.13	2.14	431	336	203	0	4,351	0	0	0	901
1.84	16,283	0.21	2.20	671	606	266	0	4,758	0	0	0	1,455
2.41	628,049	2.34	29.42	13,568	14,439	7,016	0	148,910	0	0	0	37,268
2.17	814,232	3.83	46.98	22,564	14,736	9,632	0	217,250	0	0	0	52,750
2.58	642,671	2.85	30.63	12,007	12,025	6,750	0	144,883	0	0	0	35,119
3.34	1,576,849	2.91	39.36	19,294	19,768	13,064	33,495	228,729	0	0	0	54,756
2.07	0	0.00	0.00	0	0	0	0	0	0	0	0	0
2.71	1,277,362	2.58	33.61	19,294	19,768	13,064	33,495	228,729	0	0	0	54,756
2.32	643,528	4.84	49.00	11,843	8,472	10,460	0	124,932	0	0	0	31,746
2.52	41,313	0.24	4.96	663	516	306	0	6,999	0	0	0	2,035
2.42	711,259	2.32	32.77	12,506	8,988	10,766	0	131,931	0	0	0	33,781
3.08	673,715	1.94	26.94	10,217	13,152	5,842	0	125,639	0	0	0	29,693
2.57	548,289	2.21	26.32	10,727	5,133	3,864	0	136,725	0	0	0	25,867
4.56	1,675,636	10.32	138.10	19,786	15,216	7,843	0	207,507	0	0	0	46,324
4.10	0	0.00	0.00	0	0	0	0	0	0	0	0	0
4.60	0	0.00	0.00	0	0	0	0	0	0	0	0	0
4.42	1,624,524	1.75	23.05	19,786	15,216	7,843	0	207,507	0	0	0	46,324

4.57	2,038,550	15.37	178.57	23,747	14,853	9,392	0	275,059	0	0	0	48,572
3.78	91,718	0.18	2.42	701	882	590	0	15,046	0	0	0	2,710
2.83	201	0.00	0.02	115	84	89	0	54	0	0	0	7
#DIV/0!	#DIV/0!	0.13	1.87	0	0	0	0	0	0	0	0	0
3.73	1,761,005	2.09	26.85	24,563	15,819	10,071	0	290,159	0	0	0	51,289
2.79	539,497	1.90	23.78	4,862	8,169	4,376	0	105,572	0	0	0	22,989
4.66	917,550	1.92	36.36	8,339	6,276	4,241	0	116,465	0	0	0	18,839
2.04	28,780	0.18	3.34	542	386	260	0	8,078	0	0	0	1,367
7.19	185,801	0.44	11.62	349	212	877	0	16,340	0	0	0	1,369
2.18	381,408	14.81	236.22	8,161	6,159	3,833	0	99,602	0	0	0	28,147
2.68	91,047	0.72	9.57	1,698	1,294	779	0	19,008	0	0	0	5,216
2.47	13,834	0.16	1.66	299	265	90	0	3,190	0	0	0	950
2.83	743	0.28	3.78	3	2	8	0	132	0	0	0	52
2.54	545,946	2.28	27.76	10,161	7,720	4,710	0	121,932	0	0	0	34,365
1.16	315,197	3.44	29.77	0	0	0	0	0	0	0	0	0
1.64	104,290	2.94	25.81	0	0	0	0	0	0	0	0	0
1.40	469,303	3.34	28.92	0	0	0	0	0	0	0	0	0
#DIV/0!	#DIV/0!	0.51	11.94	256	405	34	0	1,073	0	0	0	150
#DIV/0!	#DIV/0!	0.77	6.15	1	19	4	0	116	0	0	0	55
3.05	12,868,662	2.21	28.79	187,123	154,197	96,234	33,495	2,184,528	0	0	0	483,787

Operating Saturdays: 52
BCC Saturdays: 52
BCC Holidays: 6

2.55	155,723	14.48	213.77	5,038	2,151	1,542	0	36,641	0	0	0	7,048
2.19	18	0.00	0.01	0	0	0	0	6	0	0	0	0
2.46	0	0.00	0.00	0	0	0	0	0	0	0	0	0
1.54	0	0.00	0.00	0	0	0	0	0	0	0	0	0
2.19	133,303	2.67	32.48	5,038	2,151	1,542	0	36,647	0	0	0	7,048
2.91	105,914	12.23	127.43	2,320	1,900	818	0	22,157	0	0	0	4,507
2.48	6,531	0.24	3.75	195	143	49	0	1,684	0	0	0	305
1.85	3,528	0.22	2.31	88	95	26	0	1,127	0	0	0	318
2.41	98,911	1.80	22.62	2,603	2,138	893	0	24,968	0	0	0	5,130
2.27	135,068	2.97	36.48	4,969	2,466	1,449	0	34,360	0	0	0	7,895

2.66	90,712	1.91	20.48	2,221	1,651	981	0	20,017	0	0	0	4,569
4.16	345,787	2.51	33.93	3,907	2,838	1,720	6,268	42,454	0	0	0	8,258
1.78	0	0.00	0.00	0	0	0	0	0	0	0	0	0
2.97	247,004	2.21	28.87	3,907	2,838	1,720	6,268	42,454	0	0	0	8,258
2.45	79,513	2.77	28.06	1,805	944	640	0	17,147	0	0	0	3,704
2.68	54	0.00	0.03	0	0	0	0	8	0	0	0	4
2.57	83,341	1.25	17.72	1,805	944	640	0	17,155	0	0	0	3,708
3.06	107,534	1.52	21.09	2,262	2,208	671	0	20,690	0	0	0	4,091
2.55	55,809	1.86	22.19	2,334	555	454	0	13,441	0	0	0	2,177
4.51	229,092	6.96	93.20	3,672	1,892	873	0	29,809	0	0	0	5,826
4.08	7,267	0.10	1.29	26	88	24	0	1,084	0	0	0	241
4.29	0	0.00	0.00	0	0	0	0	0	0	0	0	0
4.30	225,804	1.22	16.10	3,698	1,980	897	0	30,893	0	0	0	6,067
4.88	350,374	12.07	140.29	5,210	2,625	1,130	0	44,195	0	0	0	6,179
4.03	0	0.00	0.00	0	0	0	0	0	0	0	0	0
#DIV/0!	#DIV/0!	0.00	0.00	0	0	0	0	0	0	0	0	0
#DIV/0!	#DIV/0!	1.71	21.89	5,210	2,625	1,130	0	44,195	0	0	0	6,179
2.85	66,663	1.82	23.65	670	1,084	298	0	13,188	0	0	0	2,726
4.43	132,570	1.42	27.03	1,399	1,025	926	0	18,175	0	0	0	2,637
2.57	5,802	0.14	2.61	125	86	54	0	1,253	0	0	0	182
7.62	26,847	0.29	7.75	40	25	85	0	2,344	0	0	0	248
1.83	54,574	12.34	196.85	1,709	1,160	698	0	17,131	0	0	0	4,961
2.60	0	0.00	0.00	0	0	0	0	0	0	0	0	0
2.47	0	0.00	0.00	0	0	0	0	0	0	0	0	0
2.30	68,640	1.56	19.01	1,709	1,160	698	0	17,131	0	0	0	4,961
1.15	42,859	2.20	21.78	0	0	0	0	0	0	0	0	0
1.15	3,561	1.74	17.58	0	0	0	0	0	0	0	0	0
1.15	46,420	2.16	21.39	0	0	0	0	0	0	0	0	0
#DIV/0!	#DIV/0!	1.02	28.02	181	47	87	0	852	0	0	0	118
#DIV/0!	#DIV/0!	3.51	17.20	4	5	0	0	114	0	0	0	3
3.21	2,002,242	1.69	22.41	38,175	27,988	12,525	6,268	337,877	0	0	0	65,997

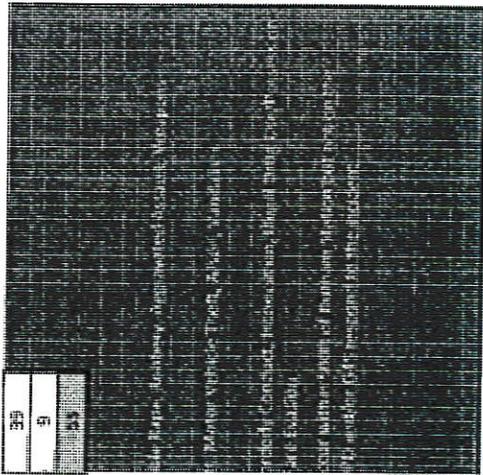
Operating Sundays: 58

2.39	72,302	2.73	39.39	1,858	768	1,747	0	18,353	0	0	0	3,739
2.56	49,623	1.76	25.23	893	1,166	566	0	11,078	0	0	0	2,573
1.12	0	0.00	0.00	0	0	0	0	0	0	0	0	0
1.84	35,661	1.28	16.45	893	1,166	566	0	11,078	0	0	0	2,573
2.22	63,960	3.11	37.67	2,131	850	441	0	17,793	0	0	0	3,983
2.71	54,812	2.46	26.49	1,126	838	425	0	12,313	0	0	0	2,447
4.17	111,530	1.98	26.61	982	886	457	2,591	13,731	0	0	0	2,594
2.37	52,953	2.46	29.19	1,235	432	264	0	10,377	0	0	0	2,529
2.40	38,875	1.52	21.13	816	928	517	0	9,746	0	0	0	1,927
2.68	30,878	1.24	15.12	1,180	266	238	0	7,072	0	0	0	1,347
4.07	100,869	1.28	16.77	1,697	802	521	0	14,569	0	0	0	2,957
4.93	175,476	2.21	24.71	2,065	1,144	521	0	22,262	0	0	0	2,815
2.94	50,657	1.43	22.49	787	755	327	0	9,487	0	0	0	1,543
3.78	58,927	0.99	20.32	440	442	321	0	9,685	0	0	0	1,462
2.32	20,852	0.86	18.59	268	323	63	0	5,205	0	0	0	1,072
1.81	15,895	1.31	21.53	472	226	314	0	5,270	0	0	0	1,264
#DIV/0!	#DIV/0!	1.46	20.78	154	47	4	0	438	0	0	0	62
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0	0	0	0	0	0	0	0	0
3.12	895,768	1.72	23.63	16,104	9,873	6,726	2,591	167,379	0	0	0	32,314
3.08	15,766,671	2.10	27.50	241,402	187,058	115,485	42,354	2,689,784	0	0	0	582,098
				5.1%	3.9%	2.4%	0.9%	56.7%	0.0%	0.0%	0.0%	12.3%

Count	26
77	
103	
1,21	

DENTS

Count	1
6	



MEDIA DISTRIBUTION												
Disc 5-Day Pass	Disc 31-Day Pass	\$1 Cash	\$0.50 Cash	\$0.25 Cash	GoPass	Regional Pass	Disc Regional Pass	Farebox Malfunction	Wheel Chairs	Bikes	TOTAL (Fare Media)	
0	0	15,244	466	3,073	12,390	12,217	1,789	5,037	874	753	295,321	
0	0	699	18	62	555	639	77	871	77	83	14,840	
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	15,943	484	3,135	12,945	12,856	1,866	5,908	951	836	310,161	
0	0	11,215	473	1,247	9,586	8,744	1,551	4,152	674	1,025	244,191	
0	0	406	9	26	252	286	38	95	23	53	7,334	
0	0	416	13	26	239	266	68	68	31	28	8,852	
0	0	12,037	495	1,299	10,077	9,296	1,657	4,315	728	1,106	260,377	
0	0	16,894	670	2,874	11,210	15,435	2,827	8,258	1,114	1,116	375,100	
0	0	11,804	346	816	9,644	9,105	1,604	4,721	932	968	248,824	
0	0	31,527	994	3,373	39,531	16,507	2,669	7,776	947	1,901	471,483	
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	31,527	994	3,373	39,531	16,507	2,669	7,776	947	1,901	471,483	
0	0	15,734	419	1,363	56,665	8,596	1,607	5,407	684	1,164	277,244	
0	0	848	22	30	4,221	478	83	169	31	113	16,370	
0	0	16,582	441	1,393	60,886	9,074	1,690	5,576	715	1,277	293,614	
0	0	11,727	366	1,372	8,687	6,967	1,311	3,977	810	826	218,950	
0	0	10,744	296	534	7,425	8,250	914	2,760	411	513	213,239	
0	0	25,272	840	2,892	17,799	15,317	2,414	6,437	732	904	367,647	
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	
0	0	25,272	840	2,892	17,799	15,317	2,414	6,437	732	904	367,647	

0	0	29,377	978	2,262	14,803	17,887	2,732	6,850	1,616	1,340	446,512
0	0	1,766	35	65	850	967	159	217	51	70	23,988
0	0	2	0	0	2	0	1	5	5	4	359
0	0	0	0	0	0	0	0	0	0	0	1,781
0	0	31,145	1,013	2,327	15,655	18,854	2,892	7,072	1,672	1,414	470,859
0	0	10,234	294	347	26,845	5,918	1,046	2,694	484	579	193,346
0	0	18,395	618	3,488	7,790	8,680	827	2,898	238	751	196,856
0	0	1,622	84	425	425	620	88	228	19	47	14,125
0	0	2,890	23	84	1,360	1,495	262	570	31	196	25,831
0	0	9,509	673	2,743	4,562	7,333	1,780	2,496	628	675	174,998
0	0	2,254	122	305	837	1,413	289	807	143	115	34,022
0	0	206	18	17	141	219	56	142	14	23	5,593
0	0	25	2	13	13	6	0	6	0	2	262
0	0	11,994	815	3,078	5,553	8,971	2,125	3,451	785	815	214,875
0	0	0	0	0	0	0	0	0	0	0	272,031
0	0	0	0	0	0	0	0	0	0	0	63,710
0	0	0	0	0	0	0	0	0	0	0	0
0	0	105	16	11	0	0	0	3	10	13	0
0	0	18	0	28	0	2	0	3	0	0	0
0	0	228,933	7,795	27,476	235,832	147,347	24,192	86,647	11,526	15,163	4,215,108
0	0	2,997	205	100	2,123	1,529	292	1,316	141	136	60,982
0	0	2	0	0	0	0	0	0	0	1	8
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	2,999	205	100	2,123	1,529	292	1,316	141	137	60,990
0	0	1,706	57	61	1,197	1,066	161	496	116	175	36,446
0	0	91	5	1	59	89	11	1	9	15	2,633
0	0	95	2	0	78	60	4	10	4	8	1,903
0	0	1,892	64	62	1,394	1,215	176	507	129	198	40,982
0	0	2,911	186	114	1,717	1,546	303	1,716	150	171	59,632

0	0	1,705	49	36	1,249	940	144	494	89	145	34,056
0	0	7,503	257	245	5,656	2,310	314	1,484	111	370	83,214
0	0	0	0	0	0	0	0	0	0	0	0
0	0	7,503	257	245	5,656	2,310	314	1,484	111	370	83,214
0	0	2,007	47	40	4,580	950	116	482	46	155	32,462
0	0	5	0	0	3	0	0	0	0	0	20
0	0	2,012	47	40	4,583	950	116	482	46	155	32,482
0	0	2,036	59	21	1,177	831	167	884	96	131	35,097
0	0	814	15	498	629	491	79	359	53	60	21,846
0	0	3,307	75	64	2,524	1,482	292	977	75	116	50,793
0	0	107	1	0	107	76	10	15	3	2	1,779
0	0	0	0	0	0	0	0	0	0	0	0
0	0	3,414	76	64	2,631	1,558	302	992	78	118	52,572
0	0	5,120	108	540	2,600	2,579	406	1,121	161	276	71,813
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	5,120	108	540	2,600	2,579	406	1,121	161	276	71,813
0	0	1,420	31	34	2,779	668	63	426	33	57	23,387
0	0	2,963	90	26	851	1,056	162	649	19	123	29,959
0	0	361	11	1	69	67	12	36	1	9	2,257
0	0	403	18	1	63	215	17	66	0	28	3,525
0	0	1,823	131	20	611	1,013	152	447	69	153	29,856
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	1,823	131	20	611	1,013	152	447	69	153	29,856
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	138	33	1	0	0	0	0	13	0	1,457
0	0	39	0	0	2	4	0	1	0	0	172
0	0	37,553	1,380	1,803	28,074	16,972	2,705	10,980	1,189	2,131	623,552

0	0	1,753	49	14	837	546	87	463	61	77	30,214
0	0	1,207	55	9	682	356	26	738	74	135	19,349
0	0	0	0	0	0	0	0	0	0	0	0
0	0	1,207	55	9	682	356	26	738	74	135	19,349
0	0	1,673	82	21	733	572	85	384	95	134	28,748
0	0	1,358	37	10	654	334	34	687	48	135	20,263
0	0	3,390	115	28	863	557	69	453	34	132	26,716
0	0	1,188	32	21	5,140	474	59	636	17	132	22,387
0	0	1,294	48	11	503	207	81	125	30	78	16,203
0	0	592	22	13	505	175	36	82	41	14	11,528
0	0	2,282	36	8	1,040	346	115	409	19	41	24,782
0	0	3,227	59	24	1,451	861	295	889	56	137	35,613
0	0	1,445	24	5	2,089	275	35	480	66	55	17,252
0	0	1,912	63	8	546	524	27	156	18	102	15,586
0	0	1,151	47	14	331	258	31	225	7	21	8,988
0	0	667	43	11	141	121	45	214	28	34	8,788
0	0	33	10	0	0	0	0	0	6	0	748
0	0	0	0	0	0	0	0	0	0	0	0
0	0	23,172	722	197	15,515	5,606	1,025	5,941	600	1,227	287,165
0	0	289,658	9,897	29,476	279,421	169,925	27,922	85,568	13,315	18,521	5,125,825
0.0%	0.0%	6.1%	0.2%	0.6%	5.9%	3.6%	0.6%	1.8%	0.3%	0.4%	

OTHER		ON-TIME PERFORMANCE									
Daily Passengers	% of Weekday Passenger Trips	APC Ridership	% Change (APC vs GFI)	Passengers Per Hour (APC)	% Late Arrivals to Durham Station	% of Trips Early	% of Trips On-Time	% of Trips Late	Overcrowded (50)	Standing room only (40)	
1,163		50,120	-83.0%	35.97	3%	11%	79%	11%	0%	1%	
58		149,991	910.7%	43.51	16%	6%	73%	21%	0%	1%	
0		147,102	#DIV/0!	44.84	2%	6%	84%	10%	0%	1%	
0		35,191	#DIV/0!	34.41	2%	2%	95%	4%	0%	0%	
1,221		366,945	18.3%	40.13	9%	7%	78%	15%	0%	0%	
961		39,660	-83.8%	28.39	5%	5%	85%	10%	0%	0%	
29		137,089	1769.7%	39.98	26%	3%	78%	19%	0%	1%	
35		137,493	1453.2%	34.17	5%	8%	85%	7%	0%	0%	
1,025		314,243	20.7%	35.51	15%	6%	82%	12%	1%	9%	
1,477		449,798	19.9%	56.34	8%	3%	87%	11%	1%	7%	
980		322,616	29.7%	39.71	7%	5%	78%	17%	0%	2%	
1,856		512,866	8.8%	42.81	8%	3%	80%	17%	1%	5%	
		#DIV/0!	#DIV/0!	#DIV/0!	8%	5%	81%	13%	0%	0%	
1,656		#DIV/0!	#DIV/0!	#DIV/0!	8%	3%	80%	17%	0%	1%	
1,092		213,766	-22.9%	37.78	16%	4%	71%	25%	0%	0%	
64		145,071	786.2%	43.93	31%	1%	61%	38%	0%	1%	
1,156		358,837	22.2%	40.05	22%	3%	67%	31%	0%	0%	
862		280,144	27.9%	34.47	5%	3%	89%	7%	0%	0%	
840		286,580	34.4%	35.37	1%	3%	83%	14%	0%	1%	
1,447		59,317	-83.9%	22.28	3%	12%	79%	9%	0%	3%	
0		186,967	#DIV/0!	27.66	4%	6%	87%	8%	1%	4%	
0		190,553	#DIV/0!	29.20	3%	6%	87%	6%	1%	5%	
1,447		456,836	18.8%	27.39	3%	7%	86%	8%	0%	5%	

1,758	57,126	-87.2%	22.85	0%	5%	84%	11%	0%	5%
96	392,117	1515.2%	39.05	5%	3%	83%	15%	1%	7%
0	89,421	12584.9%	21.75	5%	4%	88%	7%	0%	0%
7	0	-100.0%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
1,861	538,664	14.0%	30.60	4%	3%	84%	13%	0%	0%
761	249,253	28.9%	30.65	9%	2%	78%	20%	0%	0%
775	211,665	7.5%	39.10	4%	2%	84%	14%	0%	1%
56	75,098	431.7%	17.75	#DIV/0!	3%	80%	17%	0%	0%
102	35,393	37.0%	15.92	12%	4%	81%	15%	0%	0%
689	23,344	-86.7%	31.51	#DIV/0!	7%	81%	12%	0%	0%
134	155,523	357.1%	43.74	20%	1%	80%	19%	0%	1%
22	106,066	1796.4%	31.44	2%	7%	91%	2%	0%	0%
1	27,042	10221.2%	390.21	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
846	311,975	45.2%	40.31	5%	4%	86%	10%	0%	0%
1,071	249,032	-8.5%	27.25	#DIV/0!	8%	82%	10%	0%	0%
251	57,442	-9.8%	23.27	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
1,322	306,475	-8.7%	26.40	#DIV/0!	8%	84%	11%	0%	1%
0	0	-100.0%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
0	0	-100.0%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
16,595	5,205,445	23.5%	35.55	9%	4%	81%	15%	0%	0%
1,173	11,222	-82%	39.34	8%	9%	80%	11%	1%	1%
0	27,778	347122%	39.36	8%	5%	82%	13%	1%	1%
0	23,459	#DIV/0!	34.92	1%	5%	88%	6%	0%	0%
0	6,125	#DIV/0!	28.53	0%	0%	96%	4%	0%	0%
1,173	54,653	-10%	29.11	4%	6%	85%	9%	#DIV/0!	#DIV/0!
701	7,543	-79%	26.37	6%	4%	86%	10%	0%	0%
51	21,596	720%	30.76	4%	8%	88%	3%	0%	0%
37	19,775	939%	24.01	1%	13%	82%	4%	0%	0%
788	48,914	19%	27.00	3%	10%	85%	5%	#DIV/0!	#DIV/0!
1,147	81,919	37%	50.12	3%	2%	92%	6%	1%	5%

655	67%	48,574	43%	29.20	1%	12%	84%	4%	0%	0%
1,600	86%	88,782	7%	36.20	4%	5%	87%	8%	2%	5%
1,600	86%	#DIV/0!	#DIV/0!	#DIV/0!	17%	4%	59%	23%	0%	0%
624	57%	30,508	-6%	26.37	5%	6%	85%	9%	3%	9%
0	1%	18,322	91511%	27.10	1%	7%	89%	5%	0%	0%
625	54%	48,830	50%	26.64	2%	6%	88%	6%	#DIV/0!	#DIV/0!
675	78%	45,139	29%	27.13	3%	7%	90%	4%	0%	0%
420	50%	24,985	14%	25.38	0%	2%	74%	11%	0%	0%
977	67%	11,904	-7%	21.84	0%	9%	75%	16%	0%	1%
34	#DIV/0!	27,847	1465%	20.12	0%	10%	85%	5%	0%	1%
0	#DIV/0!	24,908	#DIV/0!	18.64	0%	10%	88%	2%	0%	1%
1,011	70%	64,659	23%	19.81	0%	10%	88%	6%	#DIV/0!	#DIV/0!
1,381	79%	12,914	-82%	25.23	1%	4%	84%	12%	0%	1%
0	0%	61,695	#DIV/0!	30.01	3%	5%	86%	9%	0%	2%
0	0%	15,312	#DIV/0!	21.49	3%	4%	88%	8%	0%	0%
1,381	74%	64,434	-10%	19.64	2%	5%	86%	9%	#DIV/0!	#DIV/0!
450	59%	33,315	42%	33.69	2%	4%	89%	7%	0%	0%
576	74%	31,759	6%	28.65	5%	3%	86%	11%	0%	0%
43	78%	13,169	483%	15.20	#DIV/0!	5%	80%	15%	0%	0%
68	67%	5,290	50%	11.63	4%	6%	89%	4%	0%	0%
574	83%	3,355	-89%	22.12	#DIV/0!	9%	62%	15%	0%	0%
0	0%	22,082	#DIV/0!	30.33	1%	3%	78%	4%	0%	0%
0	0%	12,900	#DIV/0!	18.68	0%	5%	64%	2%	0%	0%
574	68%	38,337	28%	24.41	1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
715	54%	33,781	-9%	19.80	#DIV/0!	4%	82%	14%	0%	0%
59	4%	3,088	0%	17.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
774	59%	33,781	-16%	17.95	#DIV/0!	4%	82%	14%	#DIV/0!	#DIV/0!
28	#DIV/0!	0	-100%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
3	#DIV/0!	0	-100%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
11,991	72%	759,686	27%	27.30	3%	6%	86%	8%	0%	0%

521	43%	30,237	0%	39.42	7%	6%	81%	14%	0%	0%
334	33%	25,415	31%	33.14	5%	4%	89%	7%	0%	0%
0	0%	5,215	#DIV/0!	12.75	1%	3%	83%	4%	0%	0%
334	33%	30,630	58%	26.04	3%	4%	90%	6%	#DIV/0!	#DIV/0!
496	34%	55,465	93%	72.69	12%	2%	89%	9%	3%	23%
349	36%	25,272	25%	33.04	1%	7%	87%	6%	0%	0%
461	25%	45,481	70%	45.30	1%	8%	87%	5%	1%	6%
386	33%	32,999	47%	43.02	3%	3%	85%	11%	0%	0%
279	32%	21,194	31%	27.63	1%	4%	93%	4%	0%	0%
199	24%	18,551	61%	24.33	1%	3%	87%	9%	0%	0%
427	30%	34,700	40%	23.49	1%	4%	88%	8%	0%	0%
614	33%	47,943	35%	33.26	1%	3%	85%	11%	1%	8%
297	39%	25,001	45%	32.60	5%	1%	84%	15%	0%	0%
269	35%	19,704	26%	25.69	1%	1%	79%	9%	0%	0%
155	279%	7,060	-21%	14.60	#DIV/0!	5%	74%	22%	0%	0%
152	18%	15,798	80%	38.71	#DIV/0!	0%	79%	11%	0%	0%
13	#DIV/0!	0	-100%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
0	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%
4,951	30%	389,705	36%	32.07	3%	4%	86%	10%		
		6,354,836	24%	34.09	7%	5%	82%	13%		

DATA Monthly Performance Report
July 2013



RIDERSHIP		% Change
Ridership	504,902	-1.9%
BCC Ridership	41,331	-9.4%
NCCU Ridership	1,670	38.9%
Avg. Daily Riders (Mo-Fr)	19,509	
Avg. Daily Riders (Sat)	13,018	
Avg. Daily Riders (Sun)	4,725	
Passengers per Mile	2.5	25.0%
Passengers per Hour	32.5	-3.5%

REVENUE/EXPENSES		% Change
Revenue	\$204,120.00	
Expenses (w/ Fuel)	\$1,212,420.65	
Revenue Hours	15,543	
Revenue Miles	202,758	
Cost per Mile (w/ Fuel)	\$5.98	
Cost per Hour (w/ Fuel)	\$78.01	
Farebox Recovery (w/ Fuel)	16.8%	

ON-TIME PERFORMANCE	
% of Early Trips	5%
% of On-Time Trips	83%
% of Late Trips	12%
% of Late Arrivals to Durham Station	5%

ACCIDENTS		% Change
Preventable Accidents	1	-66.7%
Non-Preventable Accidents	6	-14.0%
TOTAL Accidents	7	-30.0%
Accidents per 100,000 Miles	0.46	-63.9%

CUSTOMER FEEDBACK		% Change
Customer Complaints	24	0.0%
Customer Commendations	2	100.0%
Customer Comments	10	100.0%
TOTAL	36	20.0%

INCIDENTS	
Preventable	1
Passenger Related	1
Non-Preventable	14
TOTAL	16

CUSTOMER FEEDBACK BY TYPE		% of Total
Driver Behavior	5	20.8%
Careless Driving	2	8.3%
Bus Left Late	1	4.2%
Bus Departed Early	0	0.0%
Bus Did Not Show	1	4.2%
Bus Did Not Stop	6	25.0%
Equipment	1	4.2%
Policies	0	0.0%
Stops & Amenities	1	4.2%
Service Planning	2	8.3%
Fares/Passes/ID's	1	4.2%
Marketing	0	0.0%
Other	4	16.7%
TOTAL	24	100.0%

INCIDENTS BY TYPE		% of Total
Sideswipe	4	25.0%
Front-End Collision	0	0.0%
Rear-End Collision	1	6.3%
Broken Window/Thrown Object	2	12.5%
Animal	0	0.0%
Pedestrian	0	0.0%
Fixed Object/Building	0	0.0%
Parked Vehicle	0	0.0%
Bicycle	0	0.0%
Off Road	0	0.0%
Wheelchair Incident	0	0.0%
Passenger Fall	3	18.8%
Passenger Incident	3	18.8%
Other	3	18.8%
TOTAL	16	100.0%

Note: All "% Change" figures are compared to July of 2012.

DATA Monthly Performance Report
July 2013

DURHAM STATION INCIDENTS		% Change
Violent Crime	0	0.0%
Property Crime	0	0.0%
Conduct Violation	6	-25.0%
Transit Related	0	-100.0%
TOTAL	6	-66.7%

Definitions:

Violent Crime: Murder, Forcible Rape, Robbery, Aggravated Assault, Weapons Violations

Property Crime: Burglary, Theft, Motor Vehicle Theft, Arson, Vandalism

Conduct Violation: Loitering, Disorderly Conduct, Intoxication, Illegal Drug Use/Possession, Trespassing, Fare Evasion

Transit Related: Crimes that occur within 500ft of Durham Station but not on the property, & DPD and/or G4S respond to the incident.

DATA Monthly Performance Report
February 2014

RIDERSHIP		% Change
Ridership	463,999	-8%
BCC Ridership	32,653	-25%
NCCU Ridership	4,651	-15%
Avg. Daily Riders (Mo-Fr)	18,936	
Avg. Daily Riders (Sat)	15,044	
Avg. Daily Riders (Sun)	6,278	
Passengers per Mile	2.4	-10%
Passengers per Hour	31.9	-11%

ON-TIME PERFORMANCE		% Change
% of Early Trips	4%	-36%
% of On-Time Trips	83%	11%
% of Late Trips	12%	-32%
% of Late Arrivals to Durham Station	7%	-25%

CUSTOMER FEEDBACK		% Change
Customer Complaints	14	-46%
Customer Commendations	2	100%
Customer Comments	10	11%
TOTAL	26	-26%

CUSTOMER FEEDBACK BY TYPE		% Change
Driver Behavior	4	-43%
Careless Driving	1	-75%
Bus Left Late	0	-100%
Bus Departed Early	3	400%
Bus Did Not Show	1	100%
Bus Did Not Stop	1	-83%
Equipment	0	0%
Policies	0	0%
Stops & Amenities	1	100%
Service Planning	0	-100%
Fares/Passes/ID's	0	0%
Marketing	0	0%
Other	3	0%
TOTAL	14	-46%

REVENUE/EXPENSES		% Change
Revenue	\$223,226.24	12%
Expenses (w/ Fuel)	\$1,467,540.47	
Revenue Hours	14,526	2%
Revenue Miles	190,311	2%
Cost per Mile (w/ Fuel)	\$7.71	
Cost per Hour (w/ Fuel)	\$101.03	
Farebox Recovery (w/ Fuel)	15.2%	

ACCIDENTS		% Change
Preventable Accidents	3	50%
Non-Preventable Accidents	18	350%
TOTAL Accidents	21	250%
Accidents per 100,000 Miles	1.48	46%

INCIDENTS		% Change
Preventable	3	0%
Passenger Related	0	0%
Non-Preventable	27	170%
TOTAL	30	150%

INCIDENTS BY TYPE		% Change
Sideswipe	10	150%
Front-End Collision	2	100%
Rear-End Collision	4	100%
Broken Window/Thrown Object	1	0%
Animal	0	0%
Pedestrian	0	0%
Fixed Object/Building	1	100%
Parked Vehicle	0	0%
Bicycle	0	0%
Off Road	0	0%
Wheelchair Incident	0	0%
Passenger Fall	7	100%
Passenger Incident	3	-40%
Other	2	100%
TOTAL	30	150%

Note: All "% Change" figures are compared to February of 2013

DATA Monthly Performance Report
February 2014



DURHAM STATION INCIDENTS		% Change
Violent Crime	0	0.0%
Property Crime	0	0.0%
Conduct Violation	7	-22.2%
Transit Related	0	-100.0%
TOTAL	7	-50.0%

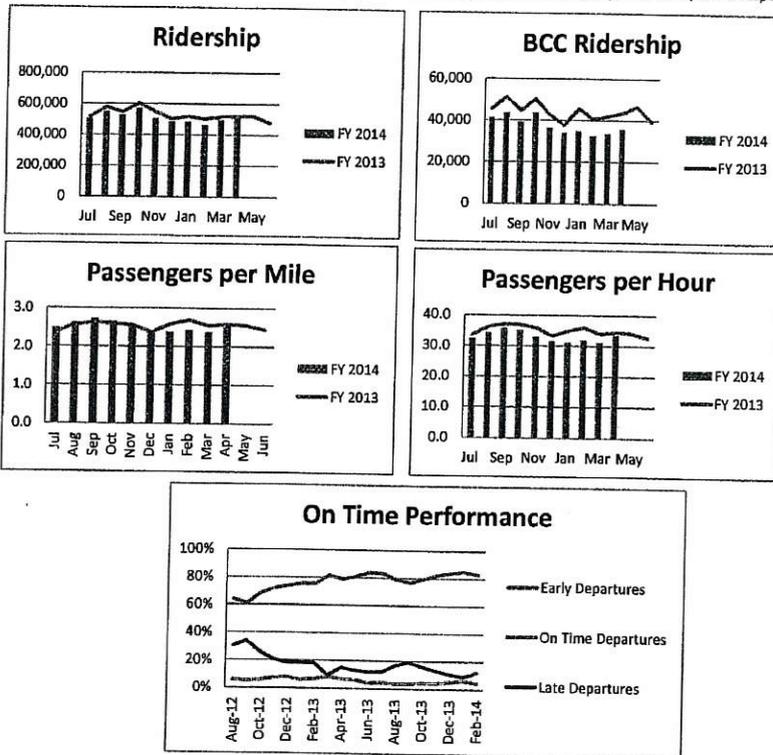
Definitions:

Violent Crime: Murder, Forcible Rape, Robbery, Aggravated Assault, Weapons Violations

Property Crime: Burglary, Theft, Motor Vehicle Theft, Arson, Vandalism

Conduct Violation: Loitering, Disorderly Conduct, Intoxication, Illegal Drug Use/Possession, Trespassing, Fare Evasion

Transit Related: Crimes that occur within 500ft of Durham Station but not on the property, & DPD and/or G4S respond to the incident.



DATA Monthly Performance Report
June 2014



RIDERSHIP		% Change
Ridership	0	-100%
BCC Ridership	0	-100%
NCCU Ridership	0	-100%
Avg. Daily Riders (Mo-Fr)	0	-100%
Avg. Daily Riders (Sat)	0	-100%
Avg. Daily Riders (Sun)	0	-100%
Passengers per Mile	0.0	-100%
Passengers per Hour	0.0	-100%

ON-TIME PERFORMANCE		% Change
% of Early Trips	0%	-100%
% of On-Time Trips	0%	-100%
% of Late Trips	0%	-100%
% of Late Arrivals to Durham Station	0%	-100%

CUSTOMER FEEDBACK		% Change
Customer Complaints	0	-100%
Customer Commendations	0	-100%
Customer Comments	0	-100%
TOTAL	0	-100%

CUSTOMER FEEDBACK BY TYPE		% Change
Driver Behavior	0	-100%
Careless Driving	0	-100%
Bus Left Late	0	-100%
Bus Departed Early	0	-100%
Bus Did Not Show	0	0%
Bus Did Not Stop	0	-100%
Equipment	0	0%
Policies	0	0%
Stops & Amenities	0	-100%
Service Planning	0	-100%
Fares/Passes/ID's	0	0%
Marketing	0	0%
Other	0	-100%
TOTAL	0	-100%

REVENUE/EXPENSES		% Change
Revenue	\$0.00	-100%
Expenses (w/ Fuel)	\$1,335,145.45	
Revenue Hours	15,416	3%
Revenue Miles	201,171	3%
Cost per Mile (w/ Fuel)	\$6.51	
Cost per Hour (w/ Fuel)	\$85.20	
Farebox Recovery (w/ Fuel)	18.3%	
Peak Vehicles in Service	43	

ACCIDENTS		% Change
Preventable Accidents	0	-100%
Non-Preventable Accidents	0	-100%
TOTAL Accidents	0	-100%
Accidents per 100,000 Miles	#DIV/0!	#DIV/0!

INCIDENTS		% Change
Preventable	0	-100%
Passenger Related	0	-100%
Non-Preventable	0	-100%
TOTAL	0	-100%

INCIDENTS BY TYPE		% Change
Sideswipe	0	-100%
Front-End Collision	0	0%
Rear-End Collision	0	0%
Broken Window/Thrown Object	0	-100%
Animal	0	0%
Pedestrian	0	0%
Fixed Object/Building	0	0%
Parked Vehicle	0	0%
Bicycle	0	0%
Off Road	0	0%
Wheelchair Incident	0	-100%
Passenger Fall	0	-100%
Passenger Incident	0	-100%
Other	0	-100%
TOTAL	0	-100%

Note: All "% Change" figures are compared to June of 2013

DATA Monthly Performance Report
June 2014



DURHAM STATION INCIDENTS		% Change
Violent Crime	0	0.0%
Property Crime	0	0.0%
Conduct Violation	0	-100.0%
Transit Related	0	0.0%
TOTAL	0	-100.0%

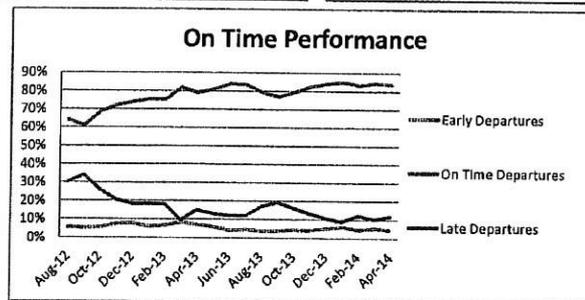
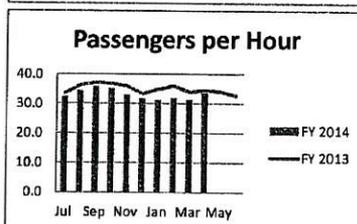
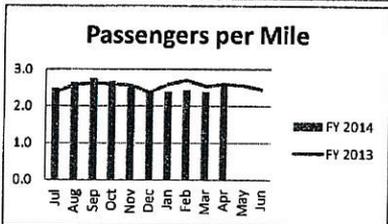
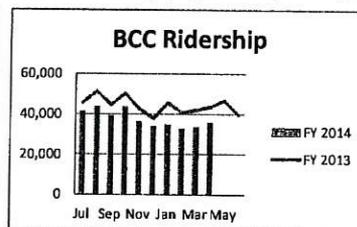
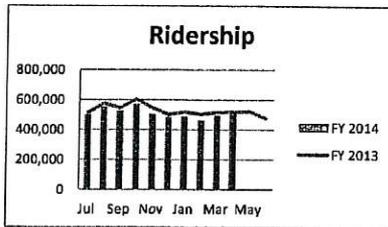
Definitions:

Violent Crime: Murder, Forcible Rape, Robbery, Aggravated Assault, Weapons Violations

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Transit Related: Crimes that occur within 500ft of Durham Station but not on the property, & DPD and/or G4S respond to the incident.

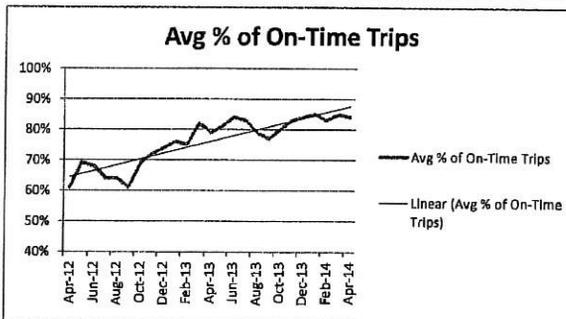
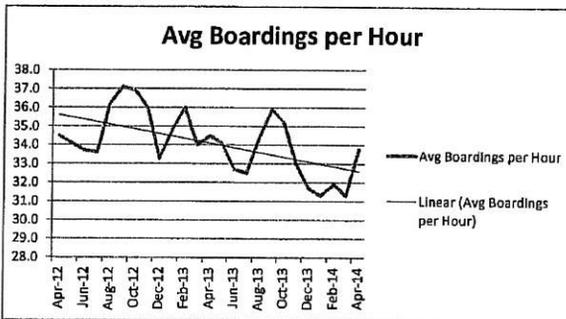
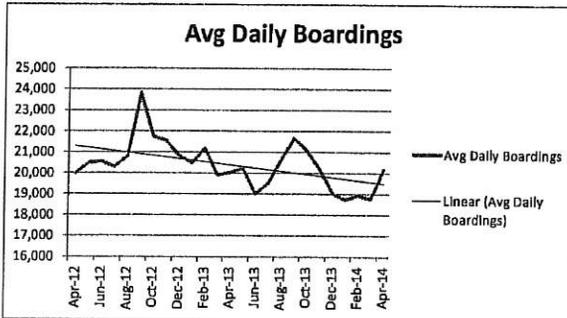


DATA Monthly Performance Report
June 2014



12-Month Comparison

	June '12 - June '13	June '13 - June '14	% Change
Avg Daily Boardings	20,920	19,833	-5%
Avg Daily Boardings per Hour	34.9	33.1	-5%
Avg Percent of On-Time Trips	72%	82%	15%



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	12 Month Avg	May-14
ADA Passenger Trips	10,867	10,070	10,769	10,657	10,474	11,368	9,801	9,616	9,190	8,841	9,988	10,612	9,179	10,148
ADA Total Hours	5,976.00	5,522.00	5,716.00	5,690.00	5,456.00	5,866.00	5,278.90	5,296.40	5,006.70	4,575.00	5,078.00	5,295.00	4,176	5,145.90
ADA Revenue Miles	4,869.43	4,869.43	5,003.38	5,085.11	4,787.02	5,084.00	4,575.83	4,697.61	4,574.86	4,007.70	4,588.39	4,813.00	4,775	4,652.97
ADA Revenue Trips	83,646	77,068	80,386	82,264	78,659	86,355	85,692	82,761	82,266	74,065	82,232	87,499	85,515	84,537
System Passenger Trips	15,938	14,616	16,251	16,251	15,776	17,224	14,635	14,651	14,404	13,887	15,268	17,005	15,463.33	16,858
System Total Hours	881	808.6	852.6	872.3	809.3	967.3	798.5	805.4	784.1	711.3	794.2	854.6	886.633	888.4
System Revenue Miles	747.25	691.589	728	738.5	710.03	740.2	682.1	692.07	691.1	620.81	696.9	749.8	709.409833	708.4
System Revenue Miles	1,462.34	1,339.73	1,452.51	1,468.5	1,405.06	1,450.6	1,278.52	1,244.88	1,284.0	1,199.60	1,117.43	1,402.35	1,316.470833	1,312.87
Revenue Accidents	1,984.72	1,223.03	1,213.90	1,265.04	1,178.97	1,310.20	1,168.33	1,181.17	1,129.9	1,008.85	1,008.85	1,257.68	1,191.565833	1,256.99
Road Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	0	10	3	3	0	0	0	0	0	0	1	0	0	3
Commodations	9	5	4	5	8	12	10	8	1	4	1	1	2	2
Denials	0	1	0	2	2	0	2	1	0	10	10	12	8	11
On-Time Performance	81%	82%	83%	83%	80%	77%	80%	80%	78%	74%	74%	79%	79%	75%
Passengers/Hour	2.08	2.07	2.13	2.10	2.19	2.24	2.14	2.05	2.03	2.11	2.16	2.20	2.13	2.23

Financial Report

	Month Actual	Month Budget	\$ Difference	% Difference	YTD Actual	YTD Budget	\$ Difference	% Difference
Revenues	\$ 7,352.18	\$ 7,731.30	\$ (379.12)	-5%	\$ 76,841.35	\$ 85,044.50	\$ (8,203.15)	-10%
Cash Fares	\$ 4,058.00	\$ 10,676.56	\$ (2,618.56)	-25%	\$ 105,338.00	\$ 117,442.16	\$ (12,104.16)	-10%
Taxi Coupons	\$ 1,625.00	\$ 1,800.00	\$ (175.00)	-10%	\$ 17,476.00	\$ 19,900.00	\$ (2,424.00)	-12%
Total	\$ 17,035.18	\$ 20,207.86	\$ (3,172.68)	-16%	\$ 189,546.35	\$ 222,286.66	\$ (32,740.31)	-15%
Expenses	\$ 205,385.52	\$ 208,933.76	\$ (3,548.24)	-2%	\$ 2,316,569.53	\$ 2,296,271.36	\$ 18,298.17	1%
Base	\$ 205,385.52	\$ 208,933.76	\$ (3,548.24)	-2%	\$ 2,316,569.53	\$ 2,296,271.36	\$ 18,298.17	1%
Other	\$ 0	\$ 0	\$ 0	0%	\$ 0	\$ 0	\$ 0	0%
Total	\$ 205,385.52	\$ 208,933.76	\$ (3,548.24)	-2%	\$ 2,316,569.53	\$ 2,296,271.36	\$ 18,298.17	1%
Net	\$ 188,950.34	\$ 188,735.90	\$ (214.44)	-0.1%	\$ 1,979,776.82	\$ 1,979,776.82	\$ 0	0%
Cost per Passenger Trip	\$ 20.24	\$ 20.24	\$ 0	0%	\$ 21.17	\$ 20.24	\$ 0.93	4%

Deficit

Mar-14
10,612
5,285,000
4,813,000
87,499
76,197
1,7015
8526
7467
140235
125788

12 Month Avg
10,213
5,441
4,796
86,100
76,948
15397.08
8978.608353
7087.121687
132474.5
103885
120888.1687

9,888
5,078,000
4,588,339
71,232
65,320
15268
7942
6785
6785
113745
103885

8,941
4,575,000
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74,055
67,075
15467
7112.3
6308.1
6308.1
113960
101991

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5,005,700
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74,186
14604
7864.1
6911
6911
138440
112295

5,615
5,285,000
4,827,610
87,761
84,464
14651
7985
8059.4
8059.4
127852
111817

9,881
5,279,800
4,575,650
85,692
84,464
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7985
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131020
115653

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5,084,000
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17234
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7402.2
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131020

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7108.03
140455
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Ridership and Service Report

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	12 Month Avg
ADA Passenger Trips	11,016	10,867	10,070	10,769	10,657	10,474	11,388	9,881	9,888	8,941	8,941	9,888	10,213
ADA Total Hours	5,826.00	5,970.00	5,522.00	5,716.00	5,698.00	5,456.00	5,865.00	5,279.80	5,285.00	4,575.00	4,575.00	5,078.00	5,441
ADA Total Miles	5,064.83	5,216.99	4,869.43	5,065.38	5,065.11	4,797.02	5,084.00	4,575.65	4,827.61	4,007.70	4,007.70	4,588.339	4,796
ADA Revenue Miles	84,431	85,646	86,886	91,851	92,482	78,619	96,355	85,692	87,761	74,055	74,055	85,320	86,100
System Passenger Trips	8,669	13,938	14,636	13,895	16,251	13,775	17,234	14,651	14,651	14,604	14,604	15,268	15,397.08
System Total Hours	7,285.79	7,447.25	6,915.89	7,278	7,338.5	7,108.03	7,402.2	6,821	6,920.7	7,864.1	7,864.1	8,942	8,978.608353
System Total Miles	14,501.64	14,826.24	13,887.8	13,525.1	14,045.5	13,264.8	14,510.6	12,785.2	13,446.8	13,844.0	13,844.0	14,524.5	14,667
Revenue Revenue Miles	14,501.64	13,947.2	12,230.3	12,199.0	12,604	11,782.7	13,102.0	11,565.3	11,817.7	11,229.5	11,229.5	12,088.5	12,088.1687
Road Calls	0	0	0	0	3	2	0	0	0	0	0	1	0
Complaints	6	9	10	3	0	0	0	0	3	4	4	1	1
Commendations	1	2	4	4	3	8	12	10	8	1	10	10	7
Denials	0	0	0	0	2	2	2	2	1	2	2	2	1
On-Time Performance	80%	81%	82%	83%	83%	80%	77%	80%	80%	78%	74%	74%	79%
Passengers/Hour	2.17	2.08	2.07	2.13	2.10	2.19	2.24	2.14	2.05	2.03	2.21	2.16	2.13

Financial Report

	Month Actual	Month Budget	\$ Difference	% Difference	YTD Actual	YTD Budget	\$ Difference	% Difference	Total Revenue
Revenues									
Cash Fares	\$ 7,122.30	\$ 7,731.30	\$ (609.00)	-8%	\$ 69,489.17	\$ 77,313.00	\$ (7,823.83)	-10%	\$ 92,775.60
Tickets	\$ 13,192.00	\$ 11,775.00	\$ 2,417.00	21%	\$ 97,172.00	\$ 106,765.50	\$ (9,593.50)	-9%	\$ 128,118.69
Trade Coupons	\$ 1,350.00	\$ 1,800.00	\$ (450.00)	-25%	\$ 15,850.00	\$ 18,000.00	\$ (2,150.00)	-12%	\$ 21,600.00
Total	\$ 21,664.30	\$ 20,207.85	\$ 1,456.45	7%	\$ 182,511.17	\$ 202,078.50	\$ (19,567.33)	-10%	\$ 242,484.29
Expenses									
Base	\$ 214,786.68	\$ 208,933.76	\$ 5,852.92	3%	\$ 2,111,174.01	\$ 2,088,337.60	\$ 21,836.41	1%	\$ 2,507,205.09
Other	\$ 214,786.68	\$ 208,933.76	\$ 5,852.92	3%	\$ 2,111,174.01	\$ 2,088,337.60	\$ 21,836.41	1%	\$ 2,507,205.09
Total	\$ 429,573.36	\$ 417,867.52	\$ 11,705.84	3%	\$ 4,222,348.02	\$ 4,176,675.20	\$ 45,672.82	1%	\$ 5,014,410.18
Net	\$ 158,222.58	\$ 188,725.90	\$ (30,503.32)	-16%	\$ 1,610,767.15	\$ 1,887,259.00	\$ (276,491.85)	-15%	\$ 396,031.08
Cost per Passenger Trip	\$ 20.24	\$ 20.24	\$ 0.00	0%	\$ 20.24	\$ 20.24	\$ 0.00	0%	\$ 20.24

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TITLE VI UPDATE, SECTION IX
DURHAM CITY COUNCIL APPROVAL

Section IX: Durham City Council Resolution

**RESOLUTION OF THE DURHAM CITY COUNCIL
APPROVING 2014 TITLE VI PROGRAM AND POLICIES**

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, U.S.C. § 2000d et seq. (the “Act”) and 49 CFR part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color, and national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons; and

WHEREAS, as a recipient of Federal funds, the City of Durham is required to comply with the requirements and applicable implementing regulations; and

WHEREAS, pursuant to FGA Circular 4702.1 B, the City of Durham is required to submit its Title VI program to its governing entity for approval before submission to FTA; and

WHEREAS, the City of Durham’s Title VI Program expires (insert date); and

WHEREAS, the Durham City Council has reviewed and considered the agency’s updated 2014 Title VI Program and Policies as set forth in the attached exhibits, entitled “Title VI Triennial Program Update,” “Public Participation Plan” and “Limited English Proficiency (LEP) and Language Assistance Plan (LAP).” Including, but not limited to the major service change policy, disparate impact and disproportionate burden policies, and the agency’s system-wide service standards and policies.

NOW, THEREFORE, BE IT RESOLVED, by the Triangle Transit Board of Trustees that the updated 2014 Title VI Program and Policies are hereby approved.

ADOPTED THIS (insert) DAY OF NOVEMBER 2014.

(Insert mayor’s signature)

ATTEST:

(Insert clerk’s signature)

Board Members and Committees

Appendix: Additional Service, Operations and Public Outreach Data

