



February 21, 2023
7:00 pm

Virtual Meeting Via Zoom
<https://us06web.zoom.us/j/92349600233>

I. **Call to Order, Roll Call, Introductions, Excused Absences, Equity and Land Acknowledgements** - 7:04 pm.

Present: Michael Shepherd, Michael Moorman, Deniz Aydemir, Landon Baucom, Susanne Schmal, Ed Rizzuto, Kai Monast, Scott Carter, Dan Clever, Brian Hawkins, Tyler Dewey, Aidil Ortiz

Excused Absences: Cesar Castro, Heidi Carter

Absent: James Barnes, Monica Green, Charice Mangum

Staff: Hannah Reynolds, Javiera Caballero, Robin Young

Guests: Stephen Williams (City Manager’s Office), Connor Lane, Mei Grant, Joe Mosesso, Brittany Mosesso, Aspen Romeyn, Caroline Day, Mele Buice, Paul Harvin

** Acknowledgement read by Kai Monast

II. **Adjustments to the Agenda** - 7:10 pm
- None

III. **Approval of Minutes** - 7:11 pm
- Motion made to approve by Ed Rizzuto, seconded by Kai Monast. Motion approved.

IV. **Public Comments** - 7:12 pm
- Connor Lane brought up a number of discussion items including:

1. Adding lights along the bike paths so that they can be used when it is dark outside.
2. Moving the telephone pole in the middle of the sidewalk of the Stadium Drive Trail at the Broad Street intersection.
3. Moving or adding a pedestrian crossing signal to the Northgate Park side of the Ellerbee Creek Trail, Club Blvd and Glendale Ave intersection to allow for people to cross the road diagonally.
4. Adding crossing signals to more bike trail and road crossings.
5. Paving over the small gravel section and removing the 90 degree turn at the intersection of the S. Ellerbee Creek Trail and Green Street
6. Removing 90 degree turns on the Ellerbee Creek Trail and road intersections.
7. Also repaving the S. Ellerbe Creek Trail at the downtown end of it.

- Suggestion from Scott Carter. Get to Lindsay Smart to review for potential action, also for us to work through some of these items during our sub-committee meetings or as agenda items during regular BPAC discussions.
- Connor was invited to the PIE meeting to discuss in more detail.
- Brittany and Joe Mosesso - Came to meeting to learn more about bike & pedestrian paths in Durham and to get guidance on how to improve bike/walking access to neighborhood schools (specifically Hope Valley Elementary).

V. **Presentation-** Durham One Call, Stephen Williams, Customer Service Administrator from the Durham City Manager's Office - 7:26 pm

- Goal to give superior customer service to community
- 16,000 transactions a month. Phone calls, service requests, etc. 24/7 operation.
- Provide request for city services, general information, City Hall Lobby Assistance, translation services and escalated complaint management.
- Communications Platforms: Free App, DurhamNC.gov, TextMyGov – 919-813-6315, phone 919-560-1200, in person at 101 City Hall Plaza and email at ear-doc@durhamnc.gov.
- Metrics that One Call measures itself by are call wait time, abandonment rate, transfer rate, average handle time and electronic response time.
- Primary Partnerships: Water Management, Solid Waste, Public Works, General Services, Transportation, Neighborhood Improvement Services.
- Service request process:
 - o Information collected at initial call to One Call.
 - o Location is then "Geo Coded" and service request number given to customer.
 - o Number then given to whomever is in charge of department doing work.
 - o Call is then completed when delivered to the appropriate department. Customer is left with confirmation code that can be tracked to completion.
- Questions:
 - o Ed Rizzuto – when call is made to One Call there is message that starts session, public service announcements. Question whether or not our commission can be publicized on this "entry" section of call.
 - Stephen suggested reaching out to him directly and he can take that to the City Manager to get this OK'd. Can only do one at a time due to nature of call and needs to be quick so that they do not lose callers.
 - o Deniz Aydemir – as you direct calls to different categories, is there a way to direct citizens making sidewalk request or infrastructure requests beyond One Call's scope our way? Or is this in the scope of their direction?
 - Answer: Stephen was unsure if there is a way to divide genuine service requests from more large scale discussions that BPAC would be interested in discussing.
 - o Comment / Question by Mei Grant- "I want to know who to contact to install the short gap in the sidewalk in front of the water reclamation facility on Farrington Road. There is the church that was built 5 years ago right in front of

the gap facility that paid \$200,280 in-Lieu of a side walk. the city still has not installed their share of the side walk. We are in touch with the public works and other departments. We do have to compete with others for funding. We hear how important this gap is.... but no one can tell us where to go for action. We are more than 400 people in Southpoint Manor that could, if the gap was corrected, walk to 9 clinics, acute and chronic, walk or wheelchair to those clinics in less than a mile. Also 5 eating places, pharmacy, bowling alley, gym, etc.”

- Stephen said that this is a situation that he would have to do research on it and see if there are projects already in progress, who would need to look at this, etc. If project is already planned that information would be given to the customer as a response.
- Kai Monast – are there individual contacts in each department or multiple?
 - Stephen indicated there are multiple contacts in each department and this depends on what needs to be done and who would be responsible for a particular issue.
- Aspen Romeyn - “Sometimes it's not about "fixing" something but about logging information for future planning/implementation, and would love for Durham OneCall to have a process for taking in those things, rather than just marking them "completed" without an actual completion. - Aspen (also generally a big fan of Durham OneCall!)”
 - Durham One Call is not intended to be a suggestion box. It will be listened to if one is made, but it doesn't mean that some immediate action is taken. There are many considerations that need to be weighed before something is approved or before it would move forward in a particular department.

VI. **Committee Reports** - 8:08 pm

- Education, Encouragement and Engagement Committee Report (Susanne Schmal)
 - Revisited priorities for 2023. Focus on partnerships and educational opportunities.
 - Office on Youth, local SHAC, Durham Bike Walk, etc.
 - Vision Zero full time coordinator position was of interest. Javiera indicated that budget request has been put in for that, was essentially put in on behalf of BPAC.
 - Education sessions coming up. Fayetteville Elementary from 9:00 am to 1:00 pm sponsored by Bike Durham.
- Development Review Committee Report (Dan Clever)
 - Looked at Comp Plan to start coming up with some commentary for March sub-committee meeting.
 - Also looked at Evanston Farm and provided some feedback there for development plan.
 - Looked at structure in last meeting. Discussion about someone in committee taking some of Dan's responsibilities for sub-committee.

- Going to start educating others on committee to go into box.com to start pulling development plans.
- Bike & Pedestrian Plan Implementation / Evaluation Committee Report (Michael Moorman)
 - Spent time speaking about commuter rail feasibility study. Competition with other things on the rail is the problem. Capacity likely going to be the issue.
 - Spoke about need for updated traffic counts around Lasalle and counts being used for Goldsboro Road. Too old to be relevant to discussions.
- Updates from Liaisons:
 - Durham City Council - (Javiera Caballero)
 - Infrastructure bond will be discussed at this retreat the first week of March.
 - Budget Retreat coming up soon (March 2nd and 3rd). This will be an opportunity to discuss the Vision Zero position.
 - Motion made by Susanne Schmal to develop supportive email echoing request of Javiera Caballero for a full time Vision Zero coordinator, motion was seconded by Tyler Dewey. Motion approved.
 - Durham Board of County Commissioners (Heidi Carter)
 - Still looking into syncing up County benefits for BPAC. Has meeting with Clerk's office. Will update us when she has more info.
 - Duke University (Tyler Dewey)
 - Duke on track to start an update to the mobility bike/walk plan that would kick off in March.
 - NC Central University (TBD) –
 - There are two applicants who have applied for position. We are waiting to hear from City Clerk's office on that seat being filled.
 - Comprehensive Plan (Aidil Ortiz and Ed Rizzuto)
 - Committee in midst of doing series of community outreach sessions to present plan in its current state to the public before being presented to City Council and the Board of Commissioners for adoption.
- Other Community Updates (All)
 - Commuter rail discussion.

VII. **Old Business** – 8:56 pm

- Review of the new Bylaws. Motion to approve the revised Bylaws made by Brian Hawkins, seconded by Michael Moorman. Motion was approved.

- VIII. **New Business** - 8:57 pm.
- ZOOM links are updated for all committee meetings. They are now the same and meetings can be started by the chair themselves. Should make this easier. Main meeting link also staying the same.
- IX. **Announcements and Updates** - 8:58 pm
- Bike Durham reached out about helping with their bike valet. Looking for volunteers. Date to be forwarded.
 - Retreat information will be shared at separate meeting.
 - We did have some citizens bring safety concerns to our attention about the route that we performed our retreat walk audit on, request to discuss in sub-committee meeting by Hannah.
- X. **Communication Priorities from Meeting and Committees** - 9:00 pm
- Follow up with Conner and Brittany about their comments at tonight's meeting.
 - Follow up with Javiera on vision zero support and progress on that;
CityCouncilOnly@durhamnc.gov
 - Still some funding available for member(s) to attend training, reach out if interested.

Adjourn - 9:03 pm