

## FREQUENTLY ASKED QUESTIONS (FAQ)

What is the Better Bus Project (BBP)?

- This is an 18-month project that consists of five individual projects. Each project will help identify bus accessibility and service improvements that will provide safe access to bus stops, enhance comfort at bus stops, and improve bus service on GoDurham routes.

What is the purpose of the Better Bus Project?

- Improve bus access by recommending and designing sidewalks, crosswalks, curb ramps, and other improvements to provide better access to bus stops.
- Improve bus stops by recommending shelters, benches, and other improvements at bus stops that make waiting for the bus more comfortable and convenient.
- Improve bus service by identifying bus delay hot spots and designing bus priority projects like changes to traffic signals, pavement markings, and signage that improve bus speed and reliability.

What are the five projects?

- **Bus Access:** This project will recommend improvements to sidewalks and crosswalks that will provide better access to bus stops.
- **Bus Speed and Reliability:** This project will determine what is slowing down buses and affecting their ability to arrive on time.
- **Fayetteville Street Corridor:** This project, along Fayetteville Street between downtown and Riddle Road, will recommend ways to make it easier to get to the bus stop, help riders feel more comfortable and secure waiting for the bus, and make improvements that will help speed up GoDurham Route 5 to make sure riders get to their destinations on time.
- **Holloway Street Corridor/Village Transit Center:** This project, along Holloway Street between downtown and Junction Road, will recommend ways to make it easier to get to the bus stop, help riders feel more comfortable and secure waiting for the bus, and make improvements that will help speed up GoDurham Route 3 to make sure riders get to their destinations on time. The study will also upgrade the bus stops at the Village Shopping Center (Wellons Village).
- **Durham Station Transit Area:** the project will evaluate downtown bus routes to and from Durham Station and recommend street improvements that reduce delays and make the bus more reliable.

Why are Fayetteville and Holloway Streets corridors highlighted:

- These corridors have the highest ridership in the GoDurham system. The recommended improvements will help support the high ridership and the high frequency along these two corridors and routes 3 and 5.

How are staff and the project team engaging the local communities along each corridor?

- Public engagement is guided by the Equitable Community Engagement Blueprint, adopted by the City of Durham in 2019. Engagement efforts are held in the community at bus stops and other events and gathering places.
- Residents can interact online and in casual conversations that are a two-way exchange of ideas and directly reflective of individual experiences.
- The Better Bus Project team is collaborating with four Community Partners to engage hard-to-reach populations; and are active participants on the Project Engagement Committee.
- Neighborhood Improvement Services (NIS) selected the community partners:
  - AMIA (Luma Consulting, LLC)- engagement in Spanish-speaking/Latino/a/x communities throughout Durham
  - Bragtown Community Association- neighborhood engagement centered between North Roxboro Street and Old Oxford Highway
  - Fayetteville Street Corridor Fellows (Be Connected Durham) - engagement along the Fayetteville Street Corridor between Lakewood Avenue and Riddle Road
  - Durham Committee on the Affairs of Black People, Inc.- engagement along the Holloway Street Corridor, which will be focused on the Holloway Street, Village Shopping Center communities

How will the projects impact my community?

- Each project is aimed to improve the bus riders' experiences on the targeted routes.
- The systemwide improvements could help enhance safety, convenience and comfort for bus riders within these target corridors.

Why should I give my input?

Community input will help these projects to best serve the community and address critical transportation needs. Your input will be a guiding force behind what and where improvement recommendations are made.

Do I need to be a transit rider?

- You do not need to be a transit rider to participate in these studies. We encourage all individuals to share input about specific bus stops, or other project related information.

How can I learn more or get involved?

- There will be opportunities to participate in surveys, workshops, and receive project updates. Visit <https://durhamnc.gov/4372/GoDurham-Better-Bus-Project> and click on the "sign up for project updates" tab.

Is this information available in Spanish?

- Yes, print material including surveys, flyers, press releases, yard signs and bus placards are printed in Spanish. There also is a button on the lower right of the homepage screen to translate the website into Spanish or other languages.