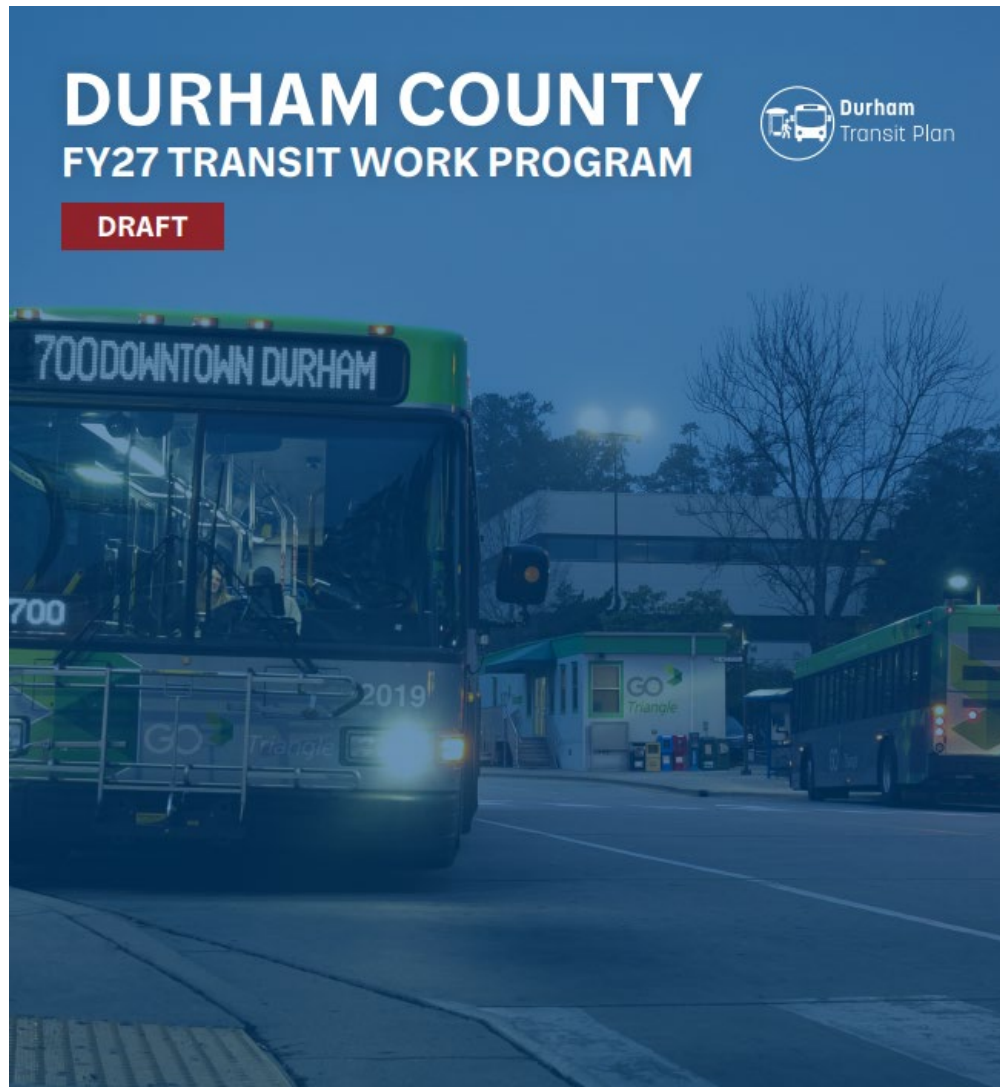


DURHAM COUNTY

FY27 ANNUAL TRANSIT WORK PROGRAM

PUBLIC ENGAGEMENT REPORT



GO FORWARD
A COMMUNITY INVESTMENT IN TRANSIT

GO Triangle

GO
DURHAM
COUNTY

TRIANGLE WEST
Transportation Planning Organization

Prepared by: Brandi Minor
Staff Working Group Administrator

Table of Contents

Executive Summary	3
Engagement Approach and Results	4
Public Comments	10
Participant Demographics	15
Recommendations	20

Executive Summary

The Durham County Staff Working Group (“SWG”) supports the implementation of the Durham County Transit Plan. The SWG has representatives from Durham County, GoTriangle, City of Durham, and the Triangle West Transportation Planning Organization. Each year, the SWG is tasked with developing the Work Program, which is the annual budget for the Durham County Transit Plan. The Work Program includes the projected revenues, expenditures, as well as a Multi-Year Operating and Multi-Year Capital Improvement Plan and begins each year on July 1.

The Draft FY27 Durham County Transit Work Program (“Work Program”) was available for a 21-day public review and comment period from March 27, 2026 through April 17, 2026. The purpose of the public comment period is to share the proposed public transportation investments for the upcoming fiscal year and collect feedback from residents. The SWG Administrator will provide a copy of this report to the SWG and governing boards ahead of the anticipated June 2026 adoption of the final recommended Work Program by the Durham Board of County Commissioners and GoTriangle Board of Trustees.

Public engagement was led by Durham County and included three in-person tabling events, along with digital platforms and printed materials used to promote the public review and comment period. Over the three-week comment period, a total of 80 responses were received through both online and paper surveys.

Engagement Approach and Results

Public engagement for the Work Program utilized various tactics, including in-person tabling at Durham Station, social media posts, website updates, and an online survey. More details on each component of the campaign may be found below.

Website

Information was available on Durham County's website ([Annual Work Programs](#)) and via a News Release ([Durham Residents Invited to Provide Input on the Transit Work Program](#)) that was posted on April 2, 2026.

The website included links to the Work Program, a one-page infographic, partner budget priorities, and survey. With the exception of the Work Program, all items were available in English and Spanish.

Annual Work Programs

The Durham Staff Working Group ("SWG") develops an annual Work Program in accordance with the requirements set forth in the 2023 Interlocal Agreement that was adopted by the Durham Board of County Commissioners, the GoTriangle Board of Trustees, and the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization.

The Work Program is the annual budget for the Durham Transit Plan and includes the projected revenues, expenditures, as well as a Multi-Year Operating and Multi-Year Capital Improvement Plan.

FY27 Durham Annual Transit Work Program

The Draft FY27 Durham Annual Transit Work Program was released for public review and comment on March 27, 2026. The public comment period closed on April 17, 2026.

The Work Program proposes to allocate \$57 million to transit investments across Durham County between July 1, 2026 through June 30, 2027, to help advance the projects currently adopted in the Durham Transit Plan. This budget includes funding for transit staff, expanded bus service, Bus Rapid Transit (BRT) initiatives, bus stop improvements, new vehicles, and maintenance facility projects.

[View the full Draft Work Program:](#)

[Work Program](#) 

[View summaries of the Draft Work Program:](#)

[Budget Summary \(English\)](#) 

[Budget Summary \(Español\)](#) 

[View summaries of the Partner Budget Priorities:](#)

[Partner Budget Priorities \(English\)](#) 

[Prioridades Presupuestarias \(Español\)](#) 

In-person Engagement

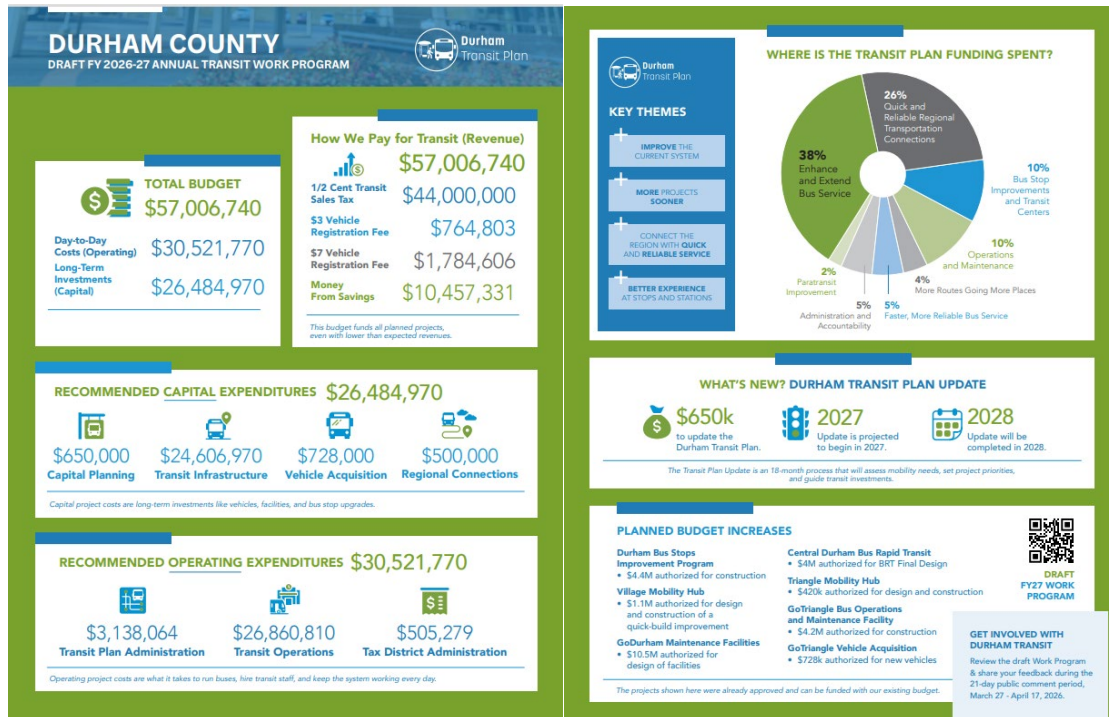
Three tabling sessions were held at Durham Station on the following dates:

1. March 31, 2026, 12:30pm – 2:30pm
2. April 7, 2026, 10:30am – 12:30pm
3. April 16, 2026, 10:30am – 12:30pm

All three sessions were attended by Durham County staff. A public engagement team member from GoTriangle attended the third session. Durham County staff provided an overview of the Work Program to interested parties, and handed out copies of the Work Program infographic, partner priorities, and paper surveys.



The Work Program infographic offers a clear, simple overview of the Work Program's key elements. It was developed in response to feedback from the FY25 Work Program engagement, where residents noted that the full document was too long and requested a shorter, easier-to-read version.



Email Campaign

Public comments were also accepted via email at Transportation@dconc.gov, through which Durham County received six responses. The comments submitted via email are provided later in the report for review.

Contact Us

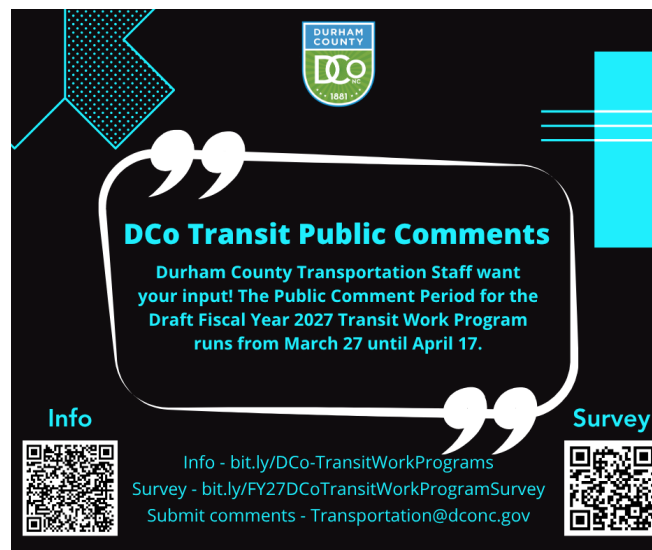
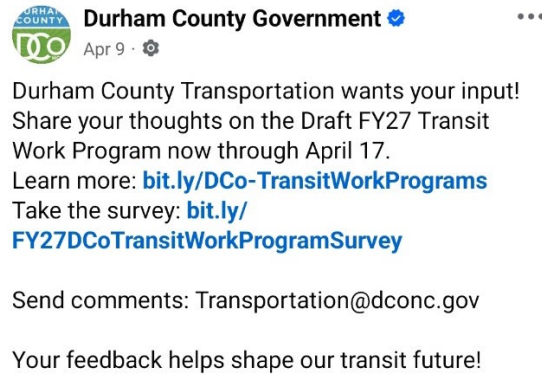
If you have any questions about the Annual Work Program, please contact us.

Brandi Minor
Transit Program Administrator

 Transportation@dconc.gov

Social Media Campaign

The Work Program was advertised on several social media platforms, including but not limited to Instagram and Facebook.



Work Program Survey

An online survey was created by Durham County staff using the Survey Monkey platform. It was posted on the Durham County Transportation website for the duration of the engagement period. Paper copies of the survey were available and/or distributed during the in-person sessions at Durham Station. The survey received 80 responses.

The survey consisted of four questions, incorporating both project-specific and open-ended questions. The summary below presents the feedback received for each response.

1. What should be Durham County's top transit priority for next year's budget, starting in July 2026? Please rank in order of importance. (Response required)

Priority	Score
GoTriangle – Route DRX Improvements	4.76
City of Durham Maintenance Facilities	4.43
GoTriangle – Route 800 Improvements	4.28
GoTriangle – Service Planning Staff	3.24
Triangle West TPO – SWG Participation	2.29
Durham County – Annual Work Program Improvements	2.00

2. This year's budget continues funding for the Durham Bus Stop Improvement Program, which focuses on improving bus stops throughout Durham County. How satisfied are you with the improvements that have already been made?

ANSWER CHOICES	RESPONSES	
Very satisfied	16.13%	10
Satisfied	24.19%	15
Somewhat satisfied	32.26%	20
Neither satisfied nor dissatisfied	20.97%	13
Somewhat dissatisfied	1.61%	1
Dissatisfied	0.00%	0
Very dissatisfied	4.84%	3
TOTAL		62

3. This year's budget continues funding for expanded bus services for GoDurham and GoTriangle buses. How satisfied are you with the improvements that have already been made.

ANSWER CHOICES	RESPONSES	
Very satisfied	18.97%	11
Satisfied	20.69%	12
Somewhat satisfied	20.69%	12
Neither satisfied nor dissatisfied	27.59%	16
Somewhat dissatisfied	3.45%	2
Dissatisfied	1.72%	1
Very dissatisfied	6.90%	4
TOTAL		58

4. This year's budget continues funding for Bus Rapid Transit (BRT) initiatives, including the BRT Vision Plan sponsored by Durham County and the Central Durham BRT project sponsored by the City of Durham. How satisfied are you with the progress of these initiatives?

ANSWER CHOICES	RESPONSES	
Very satisfied	13.73%	7
Satisfied	19.61%	10
Somewhat satisfied	23.53%	12
Neither satisfied nor dissatisfied	33.33%	17
Somewhat dissatisfied	5.88%	3
Dissatisfied	0.00%	0
Very dissatisfied	3.92%	2
TOTAL		51

5. Please provide any additional comments relevant to the Draft FY27 Work Program.

#	Survey Comment
1	Concentrate on improving services for users and less on less on unnecessary planning staff
2	Build a train please!
3	What happened to the needs and funding for Paratransit services. Certainly, they are not free and need improvement. Often inefficient with no provision for feedback from the patrons who pay and use the service.
4	As a UNC student who routinely seeks medical care in Durham, I wish there were more options to connect to a bus that would take me from campus to Durham
5	It looks like they are adding plenty of bus stops. The bus stops are not always safe. The lighting around them is inadequate. There tends to be none to little options for people to dispose of trash. There could be more done with ramps and services to help people with disabilities.
6	Transit is one of the most important pillars of good urban design. We need to make sure this is a high priority in order to meet affordability, environmental, and safety goals. It's also not just about the money but getting projects over the finish line with as broad of availability as we can.
7	Durham don't need any BRT buses, I don't think anybody would ride.
8	Would love every weekday, all year, every 30-minute service on the DRX bus between District Dr Park and Ride and Durham Station - and the reverse route!
9	Please prioritize funding for increased service! We need it!
10	As stated previously, I would love to see one bus going back and forth daily to Holly Springs arriving before 7:30 and returning after 9 hours or so. It already costs so much to drive & pay tolls and the crowd making this journey is largely gonna be biotech employees, I'm sure lots of people would make the switch to taking the bus even if fares were high. You could try this for a week and if it doesn't seem to have enough of a riding rate to make it viable, you've at least introduced some people making the same trip who may later carpool together.

#	Survey Comment
11	I would ask that you please consider routing the DRX back to servicing GoRaleigh Station instead of the train station. Durham has its own train station, it makes no sense to go from GoDurham Station on a bus to a train station in Raleigh, or vice versa. Train riders can just travel between train stations. Bus riders generally stick to riding their local & regional bus routes. Connecting local bus routes to regional routes is of utmost importance here. This route change has very negatively impacted bus riders across the region. Thank you for consideration.
12	keep up the good work
13	The proposed route 800 improvements would be helpful to me, as I take the route daily from 54-UNC
14	Buses are clean/nice. I think improving flexibility for commuters (more frequent stops) would help make riding more accessible, especially for working parents
15	The work program should also include \$2 million in annual funding for GoDurham to remain fare-free through the DIME program (or a new line item).
16	Rude service from most bus drivers
17	When building affordable housing, the bus stop should be closer.
18	Bus drivers tend to ignore people rushing to catch the bus
19	Durham Station construction is not safe and takes a long time.
20	Can there be a temporary stop for #11 and #5?
21	Disabled & seniors
22	Long walk
23	likes the service change on the 11
24	Duke covers 11% of Durham's land. They receive \$50B in revenue each year. They have plenty of money to support transportation for workers and students.
25	Some urban areas don't have proper seating or lighting.
26	I would like kinder bus drivers
27	You are great!!!
28	Buses need to be clean

#	Survey Comment
29	Improving the already existing bus stops on all routes will further help, such as providing canopies and benches to sit on, will add to the convenience of travelers and passengers.
30	Better on the inside of busses
31	Provide an itemized listing of how exactly the budget is being spent
32	A stop on the # 2
33	It is dangerous to walk down the road
34	Pleasant Rd stop / 2 miles to get there coming from the highway
35	Rude bus drivers
36	Bus needs to stop / doesn't stop sometimes
37	Canopy at bus stops but no benches

Public Comments Received via Email

Sent: Monday, March 30, 2026 8:07 PM

To: Commissioners <commissioners@dconc.gov>; Beckmann, Ellen <ebeckmann@dconc.gov>

Subject: Fund transit plan promises without raising property taxes

Hello commissioners and Director Beckmann,

My name is Colleen and I live in West End. I'm writing in support of continuing fare-free transit, but I do not support raising property taxes to do so. The County should use existing transit funding and fulfill the commitments already made in the Transit Plan.

I'm also writing to ask that Durham County follow through on the Durham Transit Plan commitments, especially the promised improvements to Routes 4 and 9.

Reliable, frequent bus service is essential for getting to work, school, healthcare and supporting our families. North Durham residents should not be left behind.

Please fund and implement the promised service improvements.

Thank you,
Colleen

Sent: Monday, March 30, 2026 8:10 PM

To: Commissioners <commissioners@dconc.gov>; Beckmann, Ellen <ebeckmann@dconc.gov>

Subject: Keep and Fund Transit Promises

Hi Commissioners and Director Beckmann,

My name is Bianca [REDACTED] and I live in Downtown Durham off Mangum Street. I am writing to convey my support of continuing fare-free transit, but I want to stress that I do not support raising property taxes to do so. The County should use existing funding and fulfill the commitments already made in the Transit Plan.

I'm also writing to follow up on your commitments to improve Routes 4 and 9, which Durham County promised in the Transit Plan.

Reliable public transit is essential for our community members who live in North Durham and these constituents deserve what was promised to them.

Please fund and implement the promised service improvements.

Thank you,
Bianca [REDACTED]

Sent: Saturday, April 4, 2026 11:54 AM

To: Commissioners <commissioners@dconc.gov>; Beckmann, Ellen <ebeckmann@dconc.gov>

Subject: Fund transit plan promises without raising property taxes

Hello Commissioners and Director Beckmann,

My name is Ed [REDACTED] and I live on Ninth Street. I am writing in support of continuing fare-free transit, but I do not support raising property taxes to do so. The County should use existing transit funding and fulfill the commitments already made in the Transit Plan.

I'm also writing to ask that Durham County follow through on the Durham Transit Plan commitments, especially the promised improvements to Routes 4 and 9.

Reliable, frequent bus service is essential for getting to work, school, healthcare, and supporting our families. North Durham residence should not be left behind.

Please fund and implement the promised service improvements.

Thank you.

Sent: Tuesday, March 31, 2026 4:03 PM
To: Transportation Shared mbx <transportation@dconc.gov>
Subject: FY27durham annual transit work program

Thank you for your past funding and efforts to contribute to the good functioning of Go Triangle's service in Durham and Chapel Hill. The 800 route plays an important part in providing access to transit in a region marred by excessive traffic and minimal/scattered public transportation options. Please continue to fund and expand access to this route.

Regards, Catherine ...

Sent: Sunday, April 12, 2026 8:15 AM
To: Transportation Shared mbx <transportation@dconc.gov>
Subject: Entrance/Exit at Penny's Bend

Hello!

I love going to [Penny's Bend](#) but the entrance/exit to the small parking lot is a challenging situation. Where the concrete road meets the dirt is a huge jump/drop and its hard for cars to enter and exit quickly. The Snow Hill road bend that approaches Old Oxford Road tends to see cars approaching quickly and when vehicles cannot exit/enter the Penny's Bend parking lot its especially dangerous. Let alone the risk to the underside of people's car because of the dramatic jump in height.

I wasn't sure where else to share this with, but my hope is that it can be fixed in the near future. Some sort of concrete grading that smooths the surface between the road and the parking lot. Please let me know if this recommendation should be shared with another department.

Will

Sent: Monday, April 13, 2026 5:05 PM
To: Transportation Shared mbx <transportation@dconc.gov>
Subject: Feedback on Transportation ...

I am writing to provide feedback on public transit during the open period . Due to disability I use para transit services .I also sit on the Mayors Committee for Persons with Disability . There is a serious need to create a an open forum whereby the patrons /tax payers who utilize para transit can provide feedback. on improving service .The forum should include the option for drivers to provide input as well .Both the patrons and drivers have the greatest insight on where improvements are needed and could possibly help to save the City and County on funding due to inefficiencies.

Participant Demographics

Participants submitting comments had the option to answer demographic questions. The section below contains the responses for the respondents who chose to answer the survey and demographic questions, which were available online and in print.

6. What is your zip code?

27302	27516	27607	27707
27330	27591	27703	27712
27511	27601	27704	27713
27514	27603	27705	28590

7. What is your race?

ANSWER CHOICES	RESPONSES	
Asian or Pacific Islander	0.00%	0
Black or African American	26.09%	12
Native American or Alaskan Native	0.00%	0
White or Caucasian	56.52%	26
Prefer not to answer	17.39%	8
Other (please specify)	0.00%	0
TOTAL		46

8. Do you identify as Latino/Hispanic?

ANSWER CHOICES	RESPONSES	
Yes	4.55%	2
No	81.82%	36
Prefer not to answer	13.64%	6
TOTAL		44

9. What is the primary language spoken at home?

ANSWER CHOICES	RESPONSES	
English	95.56%	43
Spanish	0.00%	0
Another language	0.00%	0
Prefer not to answer	4.44%	2
TOTAL		45

10. What is your age?

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	6.52%	3
25-34	28.26%	13
35-44	26.09%	12
45-54	13.04%	6
55-64	8.70%	4
65 or older	10.87%	5
Prefer not to answer	6.52%	3
TOTAL		46

11. What is your gender?

ANSWER CHOICES	RESPONSES	
Female	50.00%	23
Male	30.43%	14
Non-binary / gender non-conforming	4.35%	2
Prefer not to answer	15.22%	7
Other (specify)	0.00%	0
TOTAL		46

12. Do you currently ride the bus (GoDurham, GoTriangle, or other transit services)?

ANSWER CHOICES	RESPONSES	
Yes	78.26%	36
No	17.39%	8
Prefer not to answer	4.35%	2
TOTAL		46

13. Do you have access to a car?

ANSWER CHOICES	RESPONSES	
Yes	65.22%	30
No	28.26%	13
Prefer not to answer	6.52%	3
TOTAL		46

14. Does anyone in your household have a disability or mobility challenge?

ANSWER CHOICES	RESPONSES	
Yes	26.09%	12
No	69.57%	32
Prefer not to answer	4.35%	2
TOTAL		46

15. What is the highest level of school or degree you have completed?

ANSWER CHOICES	RESPONSES	
Some high school or less	0.00%	0
High school diploma or GED	23.91%	11
Vocational / trade school or associate degree	2.17%	1
Bachelor's degree	39.13%	18
Master's degree or higher	23.91%	11
Prefer not to answer	10.87%	5
TOTAL		46

16. Do you live in income-restricted or subsidized housing?

ANSWER CHOICES	RESPONSES	
Yes	8.70%	4
No	80.43%	37
Prefer not to answer	10.87%	5
TOTAL		46

17. What is your household income?

ANSWER CHOICES	RESPONSES	
Less than \$20,000	6.52%	3
Between \$20,000 and \$24,999	4.35%	2
Between \$25,000 and \$34,999	4.35%	2
Between \$35,000 and \$49,999	6.52%	3
Between \$50,000 and \$74,999	8.70%	4
Between \$75,000 and \$99,999	19.57%	9
Over \$100,000	21.74%	10
Prefer not to answer	28.26%	13
TOTAL		46

Recommendations

The FY27 Durham Work Program engagement continues to build on recommendations received during the FY25 engagement process, including: (1) providing a fact sheet that highlights major changes in the Work Program, and (2) offering printed survey questions at in-person tabling events.

A key improvement this year was ensuring all engagement materials were available in both English and Spanish. Durham County developed, posted, and distributed all materials in both languages, making them accessible online and at tabling sessions.

As this process continues to evolve, Durham County staff will continue exploring additional opportunities to strengthen engagement and reach a broader number of residents.