

DURHAM COUNTY

FY26 ANNUAL TRANSIT WORK PROGRAM

PUBLIC ENGAGEMENT REPORT

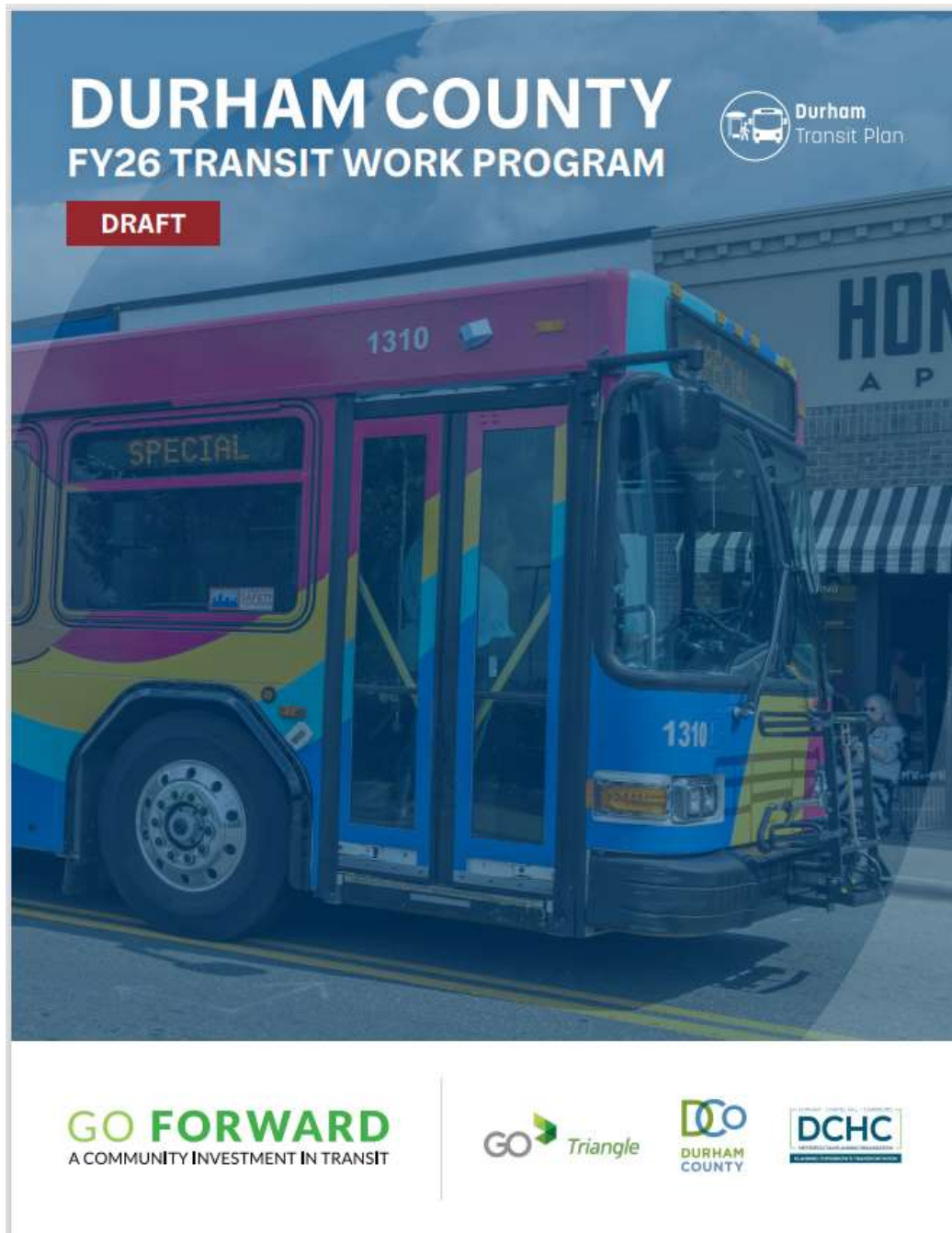


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Executive Summary

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 Durham-Chapel Hill-Carrboro Metropolitan 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 FY26 Durham County Transit Work Program (“Work Program”) was available for a 21-day public review and comment period from January 31, 2025 - February 21, 2025. The purpose of the public comment period for the Work Program was to share the public transportation project investments for the upcoming fiscal year and collect public feedback. The SWG will review and consider comments from the public and governing boards before submitting a final recommended Work Program to the Durham Board of County Commissioners in April 2025, and the GoTriangle Board of Trustees in June 2025 for adoption.

Public engagement was conducted by GoTriangle and Durham County. The public engagement tools included three (3) in-person tabling events, as well as digital platforms and print materials that promoted the public review and comment period. The three-week comment period garnered 49 open-ended comments and 891 responses to the questions posted on the Public Input platform.

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

The opportunity to leave comments on the Work Program was available at [Draft FY 2026 Durham Transit Work Plan Comment Period – GoForwardNC](#)

The website included hyperlinks to the Work Program, a one-page infographic, and survey.



Draft FY 2026 Durham Transit Work Plan Public Comment


We want your feedback!

The Durham Staff Working Group, with representatives from Durham County, GoTriangle, the City of Durham, and the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization, develops an annual Work Program for transit service and infrastructure improvements that will be funded in the upcoming fiscal year (July 1 – June 30).

The Draft FY26 Durham County Transit Work Program ("Work Program") is now available for a 21-day public review and comment period through February 21, 2025. The SWG will collect, review, and consider comments from the public and governing boards before submitting the final recommended FY26 Durham Transit Work Program to the Durham Board of County Commissioners in April 2025, and the GoTriangle Board of Trustees in June 2025 for adoption.

 [Review the Durham Work Plan](#)

 [Infographic](#)

 [Take the Survey on Public Input](#)

Between January 31 and February 21, 2025, the website received 118 views.

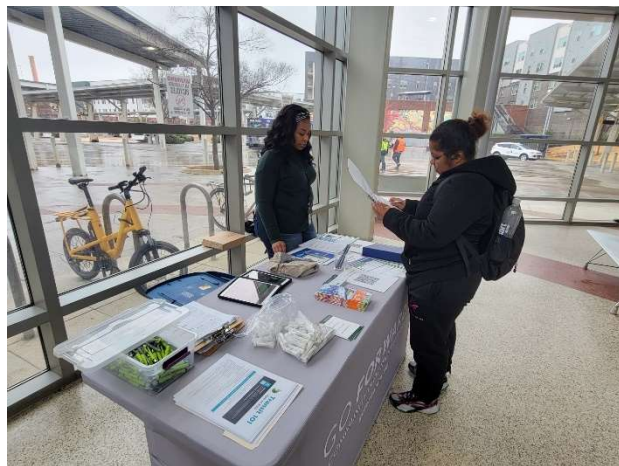
Information was also available on Durham County's website ([Annual Work Programs](#)) and via a News Release ([News Releases | Durham County](#)) on February 11, 2025.

In-person Engagement

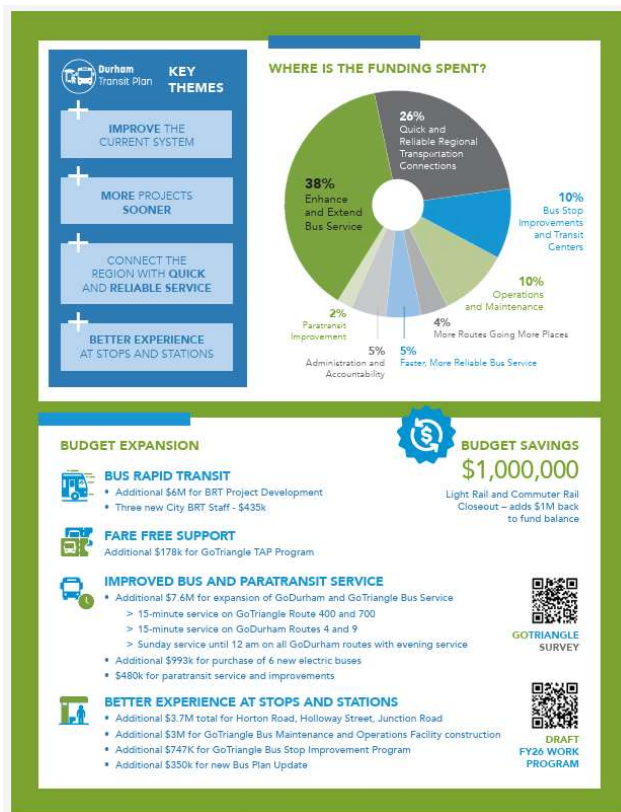
Three tabling sessions were held at Durham Station on the following dates:

1. February 5, 2025, 12:30pm – 2:30pm
2. February 12, 2025, 10:30am – 12:30pm
3. February 18, 2025, 12:30pm – 2:30pm

All three sessions were attended by both GoTriangle and Durham County staff. The first session was held outdoors, and the latter two sessions were indoors due to the cold weather. The SWG Administrator provided an overview of the Work Program to interested parties, and staff handed out copies of the Work Program infographic, paper surveys, paper comment cards, and distributed GoTriangle and GoForward branded items. Information about the Durham-to-Roxboro Rail Trail was also distributed, and our partner, GoDurham, was also onsite at the last tabling session providing information about the upcoming service changes. These sessions garnered 120 interactions total (40, 30, and 50 respectively).



The Work Program infographic proved to be useful and provided a great visual for those wanting to understand the fundamentals of the Work Program. The decision to produce an infographic was based on public comments received last year indicating the Work Program was too long – and a desire by our residents to have access to a shorter, easier-to-read document.



Email Campaign

Public comments could also be received via email at TransitPlan@dconc.gov. Durham County received two comments via email, one from Bike Durham and another from a Durham resident.

Social Media Campaign

The Work Program was advertised on several social media platforms, including Instagram, Facebook, Twitter, and NextDoor.



Durham County Government

Feb 19 ·

Our Durham County Transportation Department is seeking public input on its Draft Fiscal Year 2026 Transit Work Program (annual budget). The Public Comment period ends on Friday, Feb. 21!

View draft program at bit.ly/DcoTransitWorkPrograms

Give input: publicinput.com/draftfy26

Email TransitPlan@dconc.gov



Work Program Survey

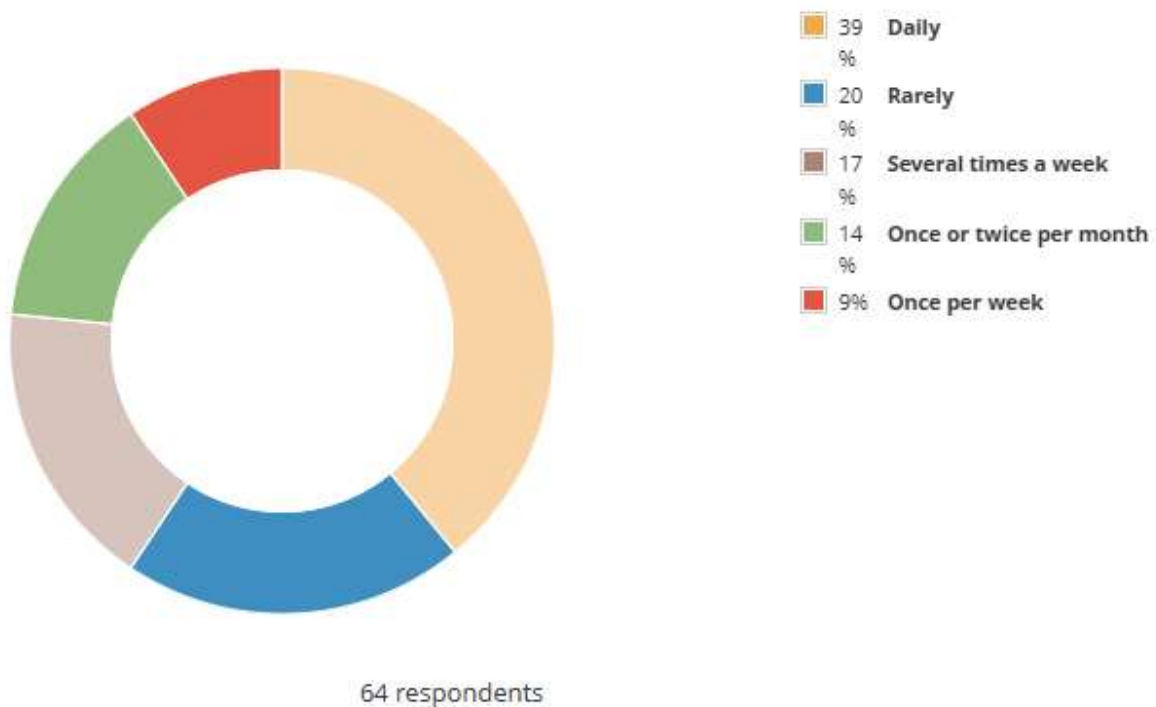
An online survey was created by GoTriangle and Durham County staff. It was posted on the GoFoward website for the duration of the public comment period. Tablets and paper copies of the survey were available and/or distributed during the in-person sessions at Durham Station. The survey was viewed 1,119 times, had 64 participants, and gathered 49 comments, which is twice as many as we received for the FY25 Work Program.

Draft FY 2026 Durham Transit Work Plan



The survey contained 11 questions, with a mixture of specific and open-ended questions.

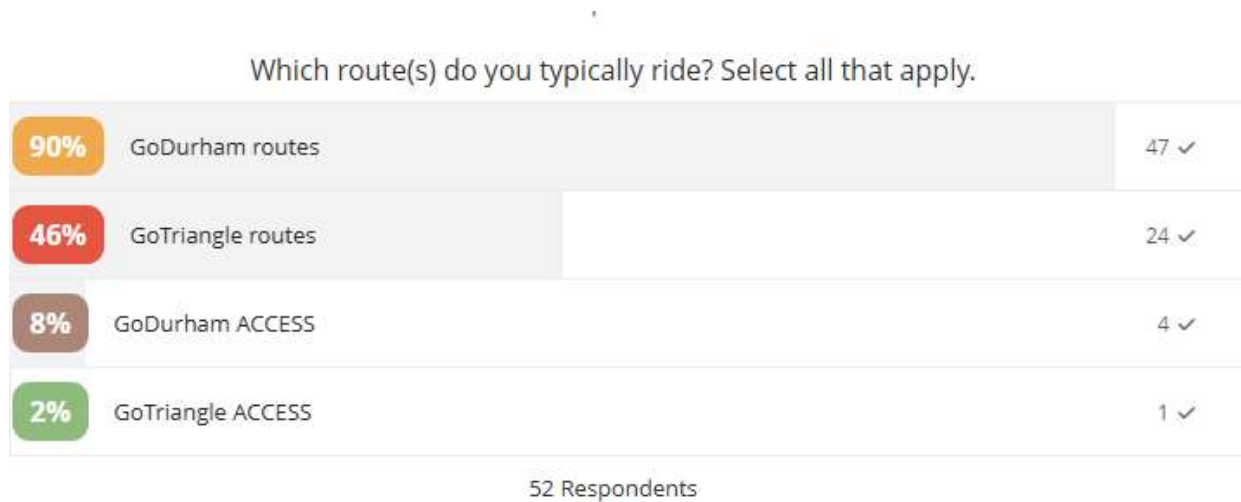
1. How often do you ride public transportation (the bus)?



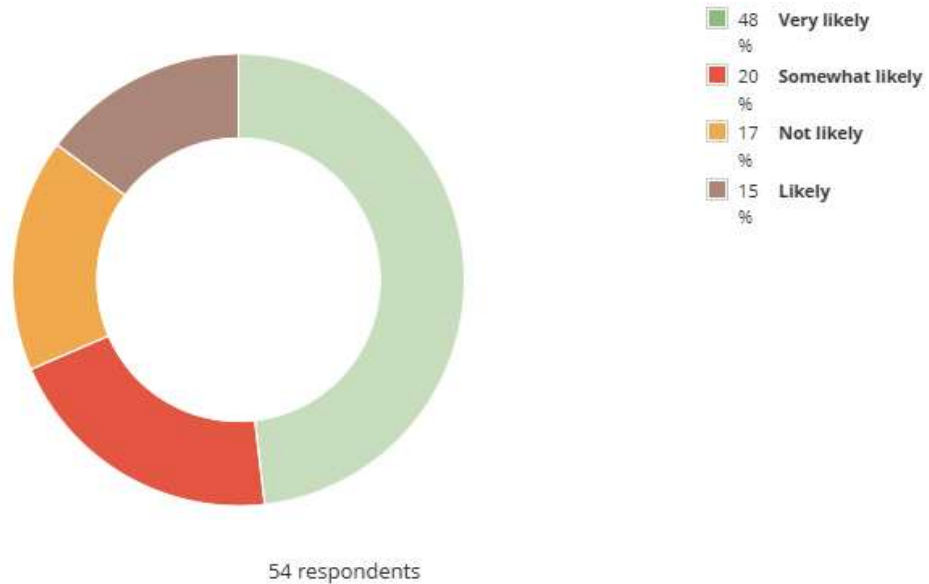
2. What is the primary reason you use public transit?



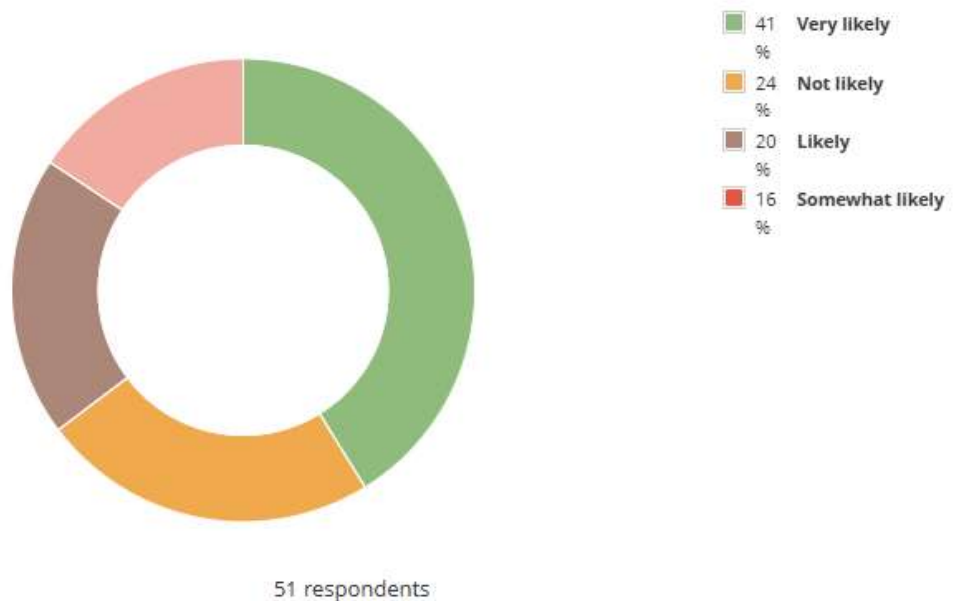
3. Which route(s) do you typically ride? Select all that apply.



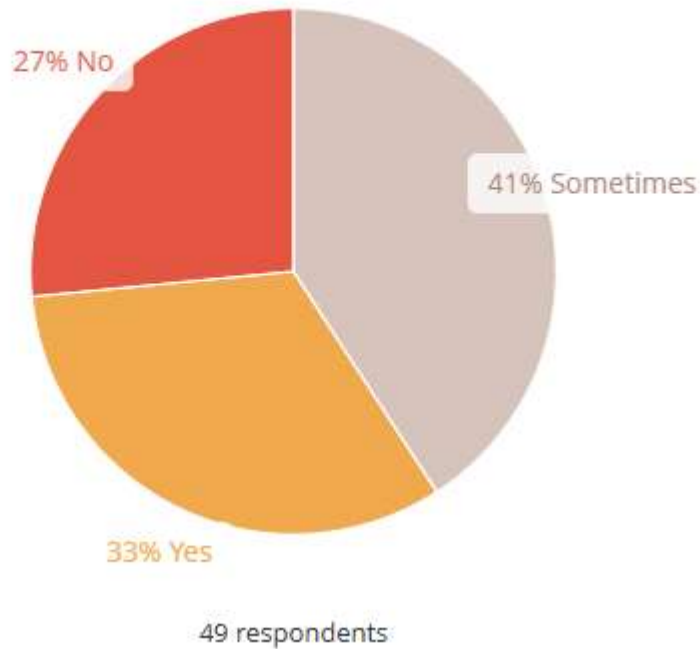
4. In this year's budget, GoDurham Routes 4 and 9 will increase to 15-minute service, and Sunday service until 12am will be added on all routes with evening service. What is the likelihood these service changes will have a positive impact on your current transportation needs?



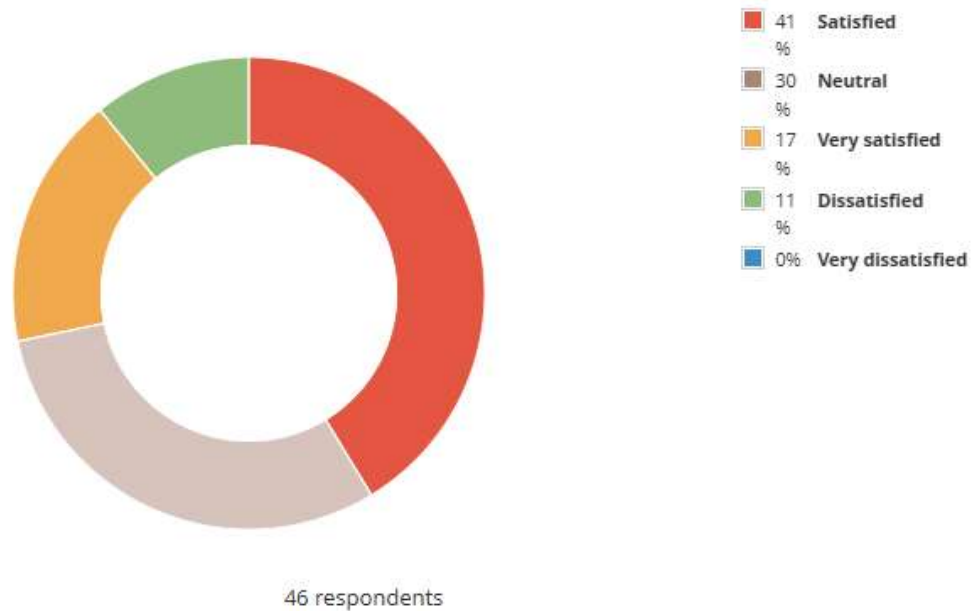
5. In this year's budget, GoTriangle's Routes 400 and 700 will increase to 15-minute service. What is the likelihood these service changes will have a positive impact on your current transportation needs?



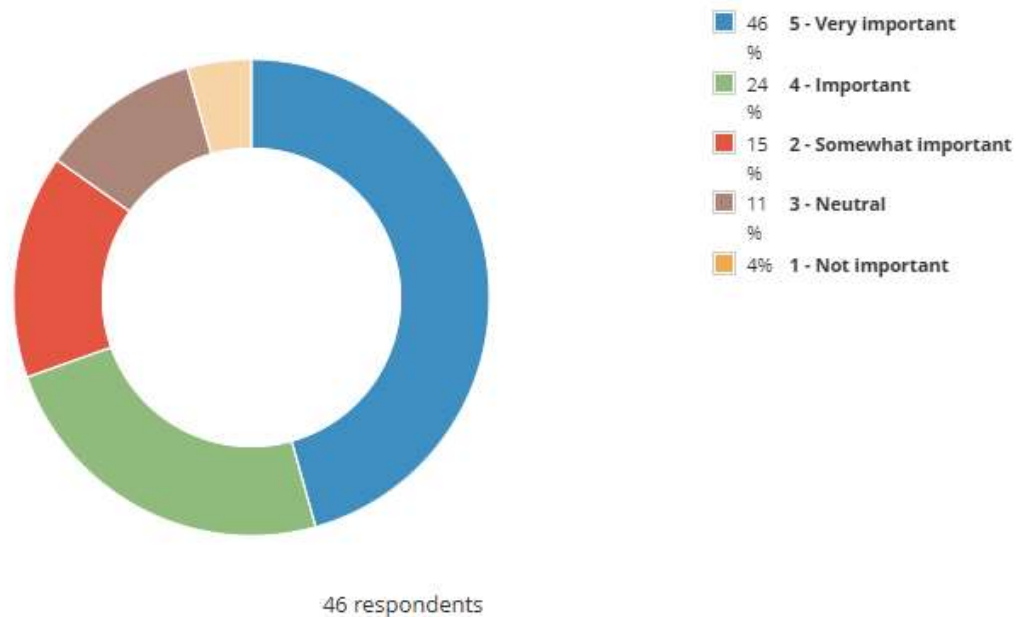
6. Overall, do you believe the current bus routes are adequately serving the needs of your neighborhood and community?



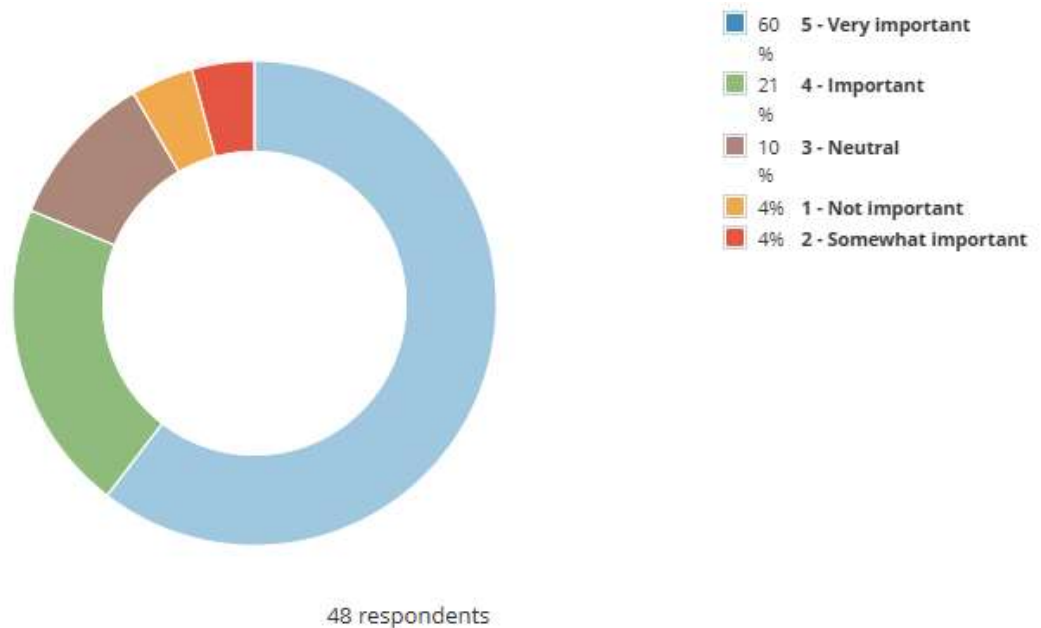
7. This year's budget continues funding for the Durham Bus Stop Improvement Program, which focuses on improving bus stops throughout Durham County. How satisfied are you with the improvements that have already been made?



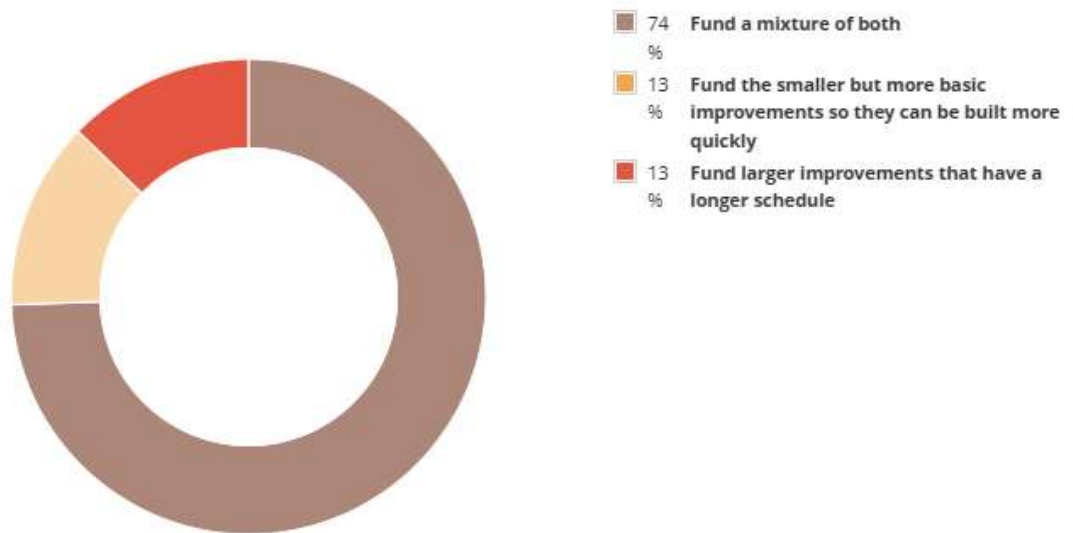
8. Bus Rapid Transit (BRT) is a high-capacity bus-based transit system that delivers fast and efficient service, which may include dedicated lanes and traffic signal priority. On a scale of 1 to 5, how important is it to you for Durham to implement this change?



9. This year's budget allocates additional funding to GoTriangle's Transit Assistance Program (TAP), which provides free passes to eligible riders and continues to support GoDurham to remain fare free. How important is it to you for these initiatives to continue to be funded?

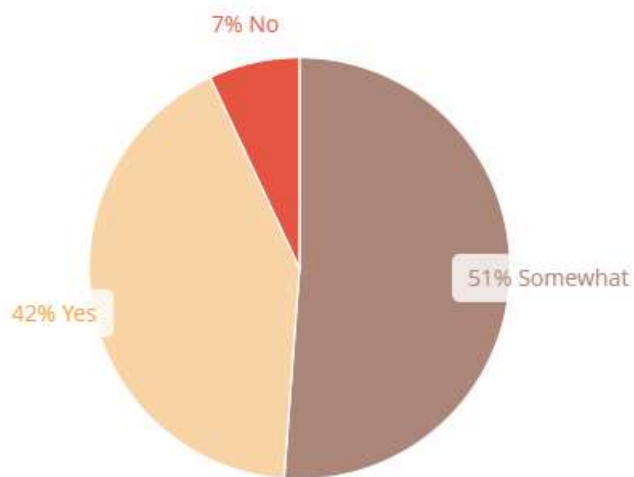


10. This year's budget includes several requests to increase funding for projects. There may be a trade-off between delivering smaller and more basic improvements more quickly or delivering larger projects over a longer schedule. In your opinion, what is more important?



47 respondents

11. Last year, the comments received from the public indicated a need for a shorter, easier to read document to help our residents understand the proposed budget. Do you feel we met this goal during this year's public engagement efforts? If not, how may we improve?



43 respondents

In addition to the survey questions, participants had an opportunity to leave additional feedback on certain questions. Comments received from participants include the following:

	Overall, do you believe the current bus routes are adequately serving the needs of your neighborhood and community?
1	Continue to focus on the highest ridership areas to have high quality service that is reliable. I like the addition of crosstown routes - having to go through Durham Station for everything is not ideal.
2	Need more crosstown connector buses and maybe extend 15 service until 8p
3	The bus routes generally provide decent coverage, but frequency is often an issue, and the central hub model means sometimes routes between places take much longer by bus than by car. More frequent buses and crosstown routes would be very helpful
4	The current bus routes are very convenient for getting downtown, but much less convenient for getting other places, say from Northgate Park over to the North Point Shopping Center.
5	Not having easy access to bus routes on the outskirts of the city of Durham makes it nearly impossible for me to utilize it. The nearest bus stop is 3 miles away from me (I live near Aldersgate Church on Umstead Road off of Guess Road)
6	I'd be glad to see more frequent service in general on buses. I do wish the prior questions had no impact as an option because it seems selecting Not Likely implies a negative impact.
7	I live in Old West Durham, and Route 11 provides good access to downtown and Erwin Road, but without more crosstown services north and south that run frequently, it takes a long time to use transit to get to other places. The more 400 service could address some of that if connection is easy.
8	NW Durham service doesn't really exist. The nearest stop to my home is Constitution Drive and is 1.3 miles away. Where I commute to on this route, it would drop me 0.6 miles from work. one way time would be 55 minutes, versus 8 minutes driving. I wish I felt transit was usable.
9	We need an east west shuttle bus from one end of E. Club to West Club without having to downtown.
10	My request has been for years a bus or shuttle to Museum of Life and Science which is next door to Edison Johnson Recreation center. Murray Ave between Duke and Roxboro Street. It's Durhams museum that parents without cars have to navigate to the camps and activities on a road with no sidewalk

11	More frequency on trunk routes, particularly Route 1, would make the service much more useful. More bus shelters and cross-town service would also be helpful.
12	All buses should be more frequent! And bring back the downtown connector.
13	I primary reason that I do not take the bus more often is the frequency of service. When routes run every 30 minutes or hour, it doesn't give me a lot of flexibility. Unless the bus happens to leave within a few minutes of when I need to depart, I usually end up walking or biking instead.
14	The buses are frequently late and are not frequent enough. The bus connection often doesn't work due to large gaps between arrival at station and departure of connecting bus.
15	Thank you!
16	I would love to see faster connections to places in the triangle. I work just outside of downtown Raleigh, but it would take 2.5+ hours to get to work by bus (I live between NCCU & Southpoint). I would love to take the bus to work but the time cost is just too high to do 2x per day.
17	More crosstown routes. I live in S Durham-- there are many opportunities for routes through neighborhoods that would encourage more people to use the bus. See: MLK Pkwy (between 55/Uni Dr), S. Roxboro, Hope Valley, Woodcroft (besides the 805). More connections in between routes helps reduce time cost.
18	No, you need to continue to make improvements, there are far too many people driving around, and the buses are practically always empty. The North Durham stops are pitiful, they are not ADA accessible.

	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?
1	Please continue installing shelters and covered benches, it makes a big difference during bad weather
2	Continue to provide physical shelter from rain at more stops. I like the new shelters going in.
3	Please continue to improve bus stops, adding benches and rain covering.
4	This is an important priority. The delivery of more stop improvements needs to continue to speed up.
5	Continue improvements to all shelters at all stops
6	I have noticed several bus stop improvements in Durham. Keep them coming!

7	Definitely need continued installation of covered benches. Would also like to see more that indicate wait times for next bus.
8	More shelters from rain + improving riders visibility at bus stops. I've seen people passed by the bus at night! That should never happen!
9	I've not seen many of the improvements. Physical shelters from rain is most important.
10	Any improvements are better than none.

	This year's budget includes several requests to increase funding for projects. There may be a trade-off between delivering smaller and more basic improvements more quickly or delivering larger projects over a longer schedule. In your opinion, what is more important?
1	I think it's important to first show people change. People don't have a lot of faith in the current transportation due to other projects falling through. Once change has been made and the ball gets rolling bigger projects can be implemented.
2	I think big capital projects can have benefits, but small changes and quality improvements can affect a lot of people very quickly. Fast, incremental improvements can be more cost effective and show benefits quickly. But we also need bigger projects like fast, efficient service to the airport.
3	The smaller ones can be champions of results and more flashy, whereas the larger ones are probably more impactful in the long run and thus shouldn't be neglected.
4	We are going to need to make the case for more money for transit expansion beyond what is affordable with the current sales tax, but we can only make the case for additional funding authority after we've shown that we've delivered on the projects and services with the current tax. Build more now.
5	Separating out what should be funded based on short vs long-term improvements isn't the right focus. Pick the projects that will have the biggest impact/improvement, or ask more specifically which initiatives should be prioritized (in a ranking system or something)

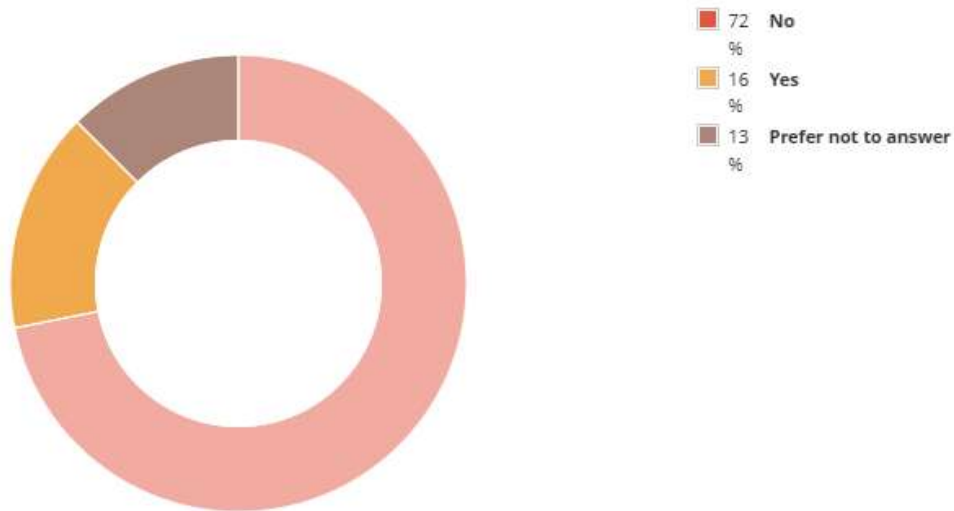
	Last year, the comments received from the public indicated a need for a shorter, easier to read document to help our residents understand the proposed budget. Do you feel we met this goal during this year's public engagement efforts? If not, how may we improve?
1	Should be linked to this survey.
2	Why is the transit work plan not linked in this survey? C'monnnnnnn...
3	This year's document was much better. Future documents should show the status of each project compared to the adopted schedule in the plan. It should also show the current balance in reserve funds. You show the drawdown of \$15M, but no context of how much is there today and the projected balance.
4	All buses need to run every 15min people have work schedules children to take to school elders to make appts on time!!
5	Improve
6	Can you link the budget? I haven't seen it/don't know where to find it.
7	It is approachable, but long. Seems logically organized.

	Please provide any additional comments relevant to the Draft FY26 Durham Transit Plan (available online).
1	Investments in expansion of fare-free transit service and capital improvements are paying dividends in ridership increases. With the uncertainty of federal funding, everyone responsible for delivering transit in this region need to focus on protecting the gains we've made with revenues we control.
2	Support the people clean up the 'ingrates'
3	Increase lighting on buses, emergency assistance
4	Have an issue with 30-minute
5	The plan needs to be implemented with the cultural needs of the city. With the workforce needs and public school accessible needs
6	I just want to say that I am a reluctant car user!!! I love public transportation, but I don't use it as much as I want to because the time cost is just too high a lot of times. I have benefited so much from the 5 going every 15mins. It lets me at least go to the grocery store by bus.
7	I'd appreciate a full map of every route with more specific details of locations so I can see all the areas serviced.
8	I would love more details on the FAST 2 project, or any plans on getting direct service to the airport. Keep it up with improving frequency on the busiest corridors. Moving from 30 minute to 15 minute headways is a massive improvement that will have major benefits.
9	Thanks for soliciting feedback!

Participant Demographics

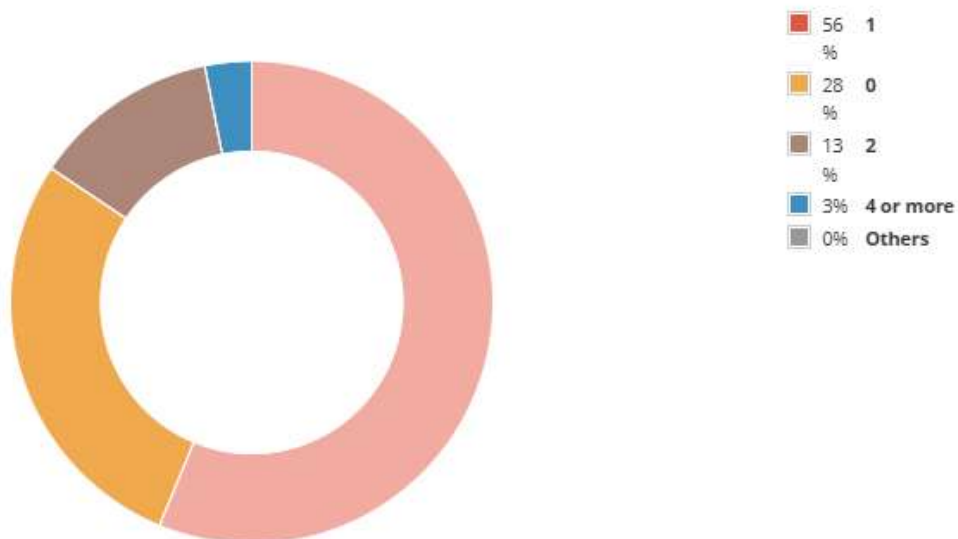
Participants submitting comments had the option to answer demographic questions on the following prompts: home zip code, work zip code, age, race/ethnicity, income, gender, language spoken at home, disability, and personal vehicle access. The section below contains the responses for the respondents who chose to answer the survey and demographic questions, which were available online and in print.

Do you consider yourself a person with disabilities?



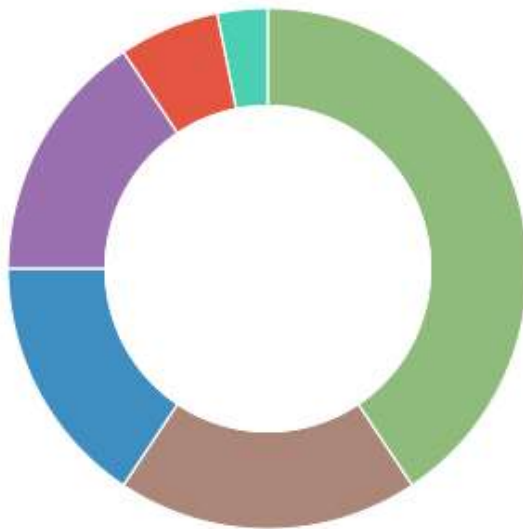
32 respondents

How many vehicles do you have access to for personal use?



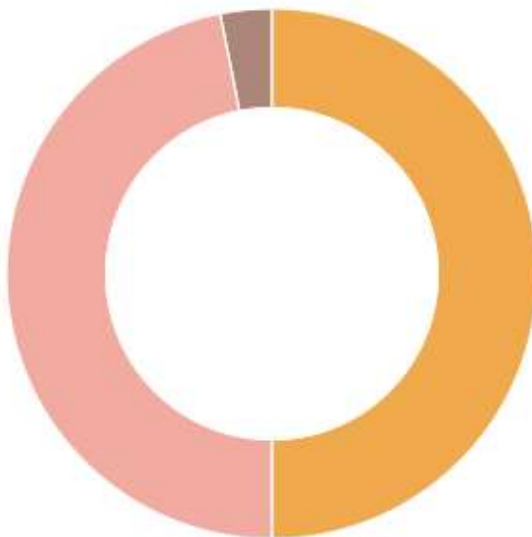
32 respondents

What is your age?



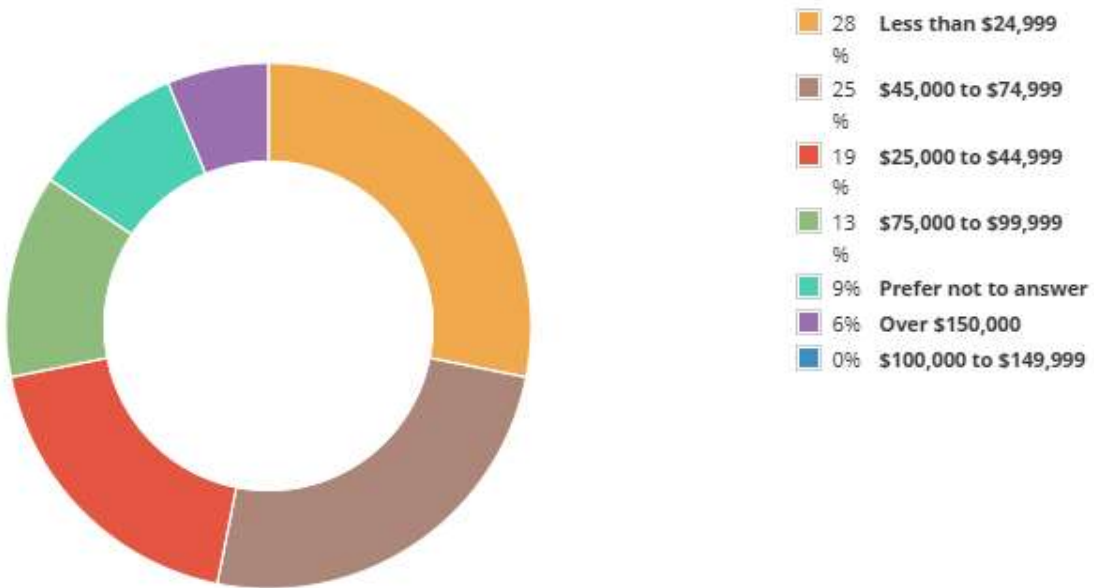
32 respondents

What is your gender?



32 respondents

What is your income?



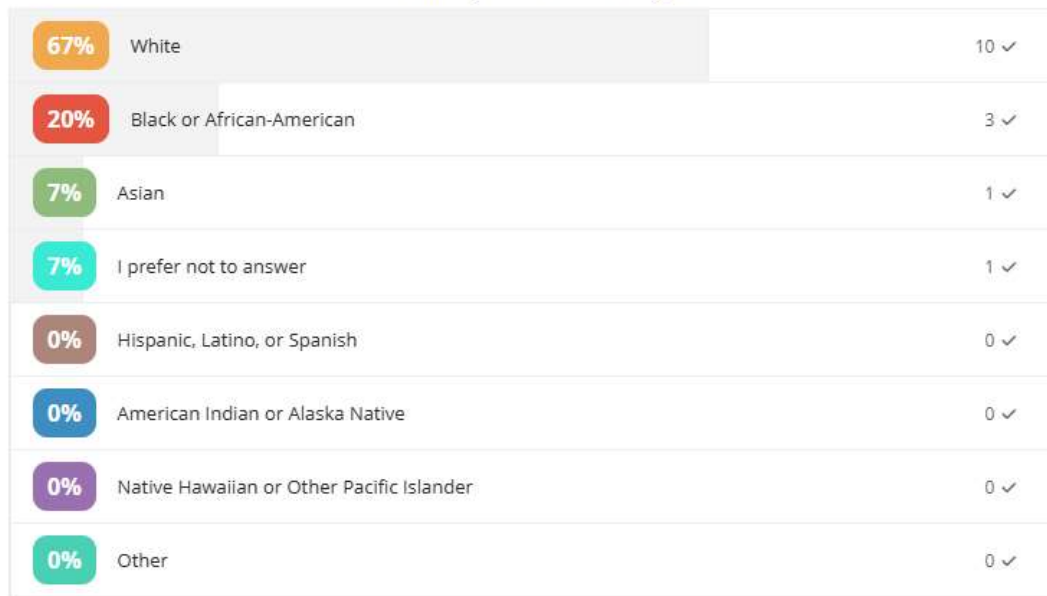
32 respondents

What language do you speak at home?



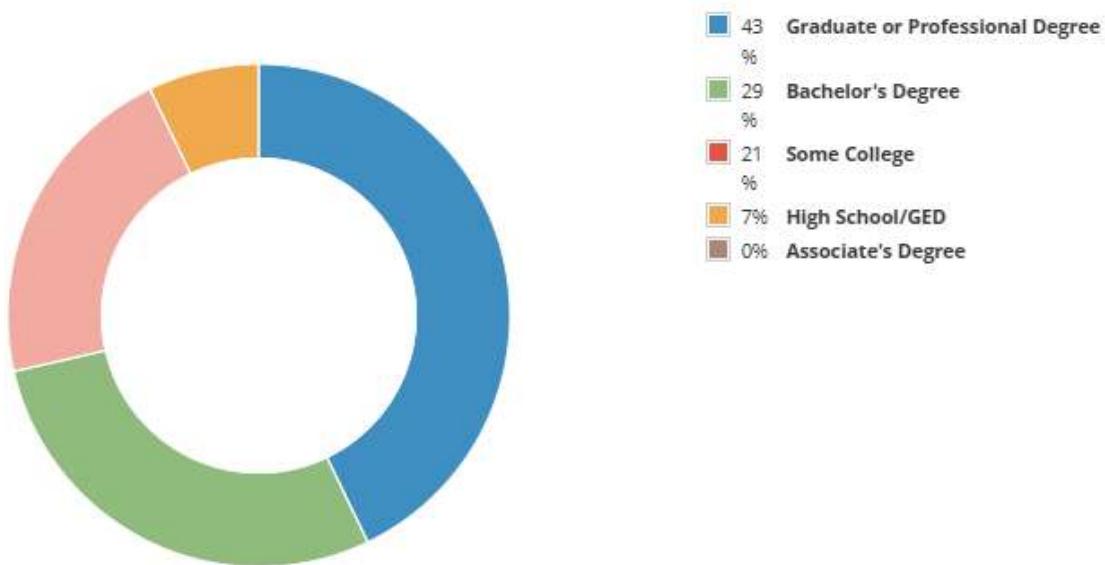
32 respondents

What is your race/ethnicity?



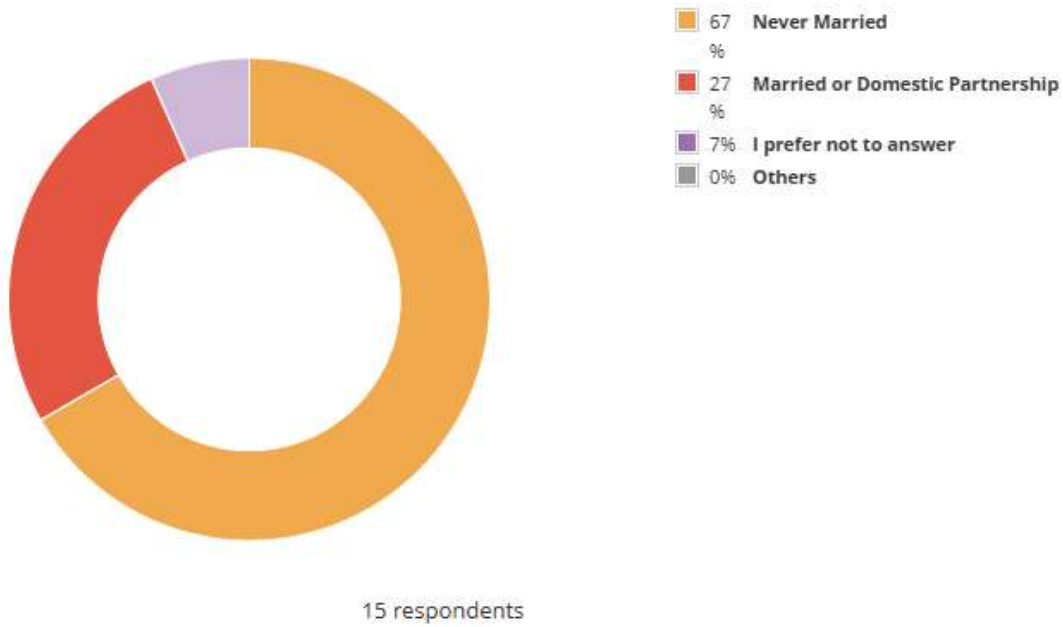
15 Respondents

What is your highest formal education level?

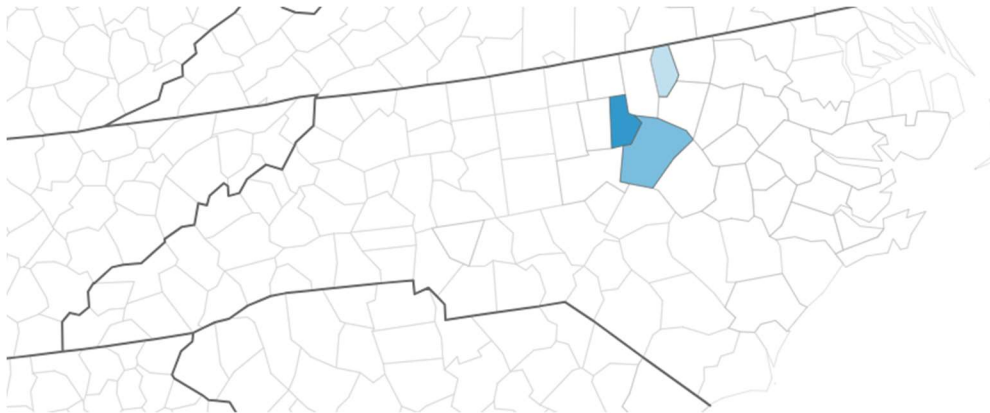


14 respondents

What is your marital status?



Map of Participant Votes by County



Durham County (26), Wake County (5), Vance County (1).

Recommendations

The FY26 Durham Work Program engagement addressed the two recommendations received during the FY25 Durham Work Program engagement: (1) inclusion of a fact sheet highlighting the major changes found in the work program; and (2) availability of printed survey questions during the in-person tabling events. Durham County developed and printed the fact sheet and GoTriangle printed the full set of survey questions for in-person participants. There were more than 20 paper surveys and nearly 30 online surveys submitted during the comment period.

Durham County will consider providing materials (Work Program or infographic) in Spanish for next year's engagement process.