

Appendix J.7: Hotline Log

Durham-Orange Light Rail Transit Project



August 2015

Date	Time	Name	Phone	Purpose of Call	Action Taken	Details
7/1/2010	9:05am			July. She thought it was a Public Hearing in	explained it was more of an Open House where	explained it was more of an Open House where
7/6/2010	7:52am				both mailboxes empty	both mailboxes empty
7/7/2010	2:13pm	Carol Wilburn		is very busy with her son, and rarely takes the	Forward on to Crystal	Forward on to Crystal
7/9/2010	2:36pm				both mailboxes empty	both mailboxes empty
7/16/2010	8:30am				both mailboxes empty	both mailboxes empty
7/23/2010	10:00am				both mailboxes empty	both mailboxes empty
7/30/2010	11:00am				both mailboxes empty	both mailboxes empty
8/6/2010	11:00am				both mailboxes empty	both mailboxes empty
8/13/2010	8:30am				both mailboxes empty	both mailboxes empty
8/19/2010	10:20am	David Title	when asked	27612, asked about the next round of public	with dates and times for Round 2 public Meetings	Advisory" with dates and times for Round 2
8/19/2010	10:41am	Lea Gordon		spoken in excellent English. Lea Gordon 919 412	Forward on to Crystal and Cyndy	Forward on to Crystal and Cyndy
8/20/2010	10:30am				both mailboxes empty	both mailboxes empty
8/27/2010	5:00pm				both mailboxes empty	both mailboxes empty
9/3/2010	8:00am				both mailboxes empty	both mailboxes empty
9/10/2010	7:30am				both mailboxes empty	both mailboxes empty
9/14/2010	7:46pm	Sandra Tulbert		Morrisville on Wednesday, 22 Sep	meeting time is 4-7pm	the meeting time is 4-7pm
9/15/2010	10:40am			Inquiry for bus service	(answered by Bill)	(answered by Bill)
9/17/2010	5:00pm				both mailboxes empty	both mailboxes empty
9/24/2010	11:00am				both mailboxes empty	both mailboxes empty
9/28/2010	11:24am	Debora Pasteur		call	Forwarded to Cyndy	Forwarded to Cyndy
9/29/2010	1:33pm	Brad Snyder		general info regarding the Lite Rail Station	Forwarded to Cyndy	Forwarded to Cyndy
10/4/2010	2:00pm	David Kelly		Masters Student Public Administration student	Shearer-Swink at TTA	Shearer-Swink at TTA
10/5/2010	8:35am				both mailboxes empty	both mailboxes empty
10/11/2010	8:37am				both mailboxes empty	both mailboxes empty
10/18/2010	1:45pm				both mailboxes empty	both mailboxes empty
10/25/2010	8:30am				both mailboxes empty	both mailboxes empty
11/1/2010	8:06am				both mailboxes empty	both mailboxes empty
11/5/2010	8:30am				both mailboxes empty	both mailboxes empty
11/10/2010	2:29pm	cwjc@raleighbaptists.org		inquiring as to the possibility of additional bus	Forwarded on to Cyndy	Forwarded on to Cyndy
11/22/2010	8:08am				both mailboxes empty	both mailboxes empty
12/3/2010	5:00pm				both mailboxes empty	both mailboxes empty
12/17/2010	9:00am				both mailboxes empty	both mailboxes empty
12/30/2010	8:00am				both mailboxes empty	both mailboxes empty
1/21/2011	8:00am				both mailboxes empty	both mailboxes empty
2/4/2011	9:30am				both mailboxes empty	both mailboxes empty
3/7/2011	11:30am				both mailboxes empty	both mailboxes empty
3/30/2011	5:30pm				both mailboxes empty	both mailboxes empty
4/8/2011	9:15am				both mailboxes empty	both mailboxes empty
4/8/2011	3:00pm	Veterans Support		Requests a call back please	Forwarded to Cyndy	Forwarded to Cyndy
4/15/2011	5:00	older gentleman		this will be a waste of time and money. The	Forwarded to Cyndy	Forwarded to Cyndy
4/15/2011	5:00	Jean Skeeter		Sunday service and increase of service to more	Forwarded to Cyndy	Forwarded to Cyndy
4/18/2011	2:30pm	Sal Belibaldi (sp?)		Sunday service. Requests a call back	Forwarded to Cyndy	Forwarded to Cyndy
4/25/2011	9:57am	Quinn		survey	Forwarded to Cyndy	Forwarded to Cyndy
10/6/2011	8:19am				both mailboxes empty	both mailboxes empty
11/16/2011	3:37am	Kallie Colter	none	relies on bus transit - suggests later bus service	no action required	no action required

Alternatives Analysis

Date	Time	Name	Phone	Purpose of Call	Action Taken	Details
1	5/1/2012 3:03pm	Eric Solomon	[REDACTED]	Rabbi of Beth Meyer Synagogue in Raleigh, children go to Learners Jewish Community Day School in Durham. Although he supports the LRT project, he is very concerned proximity of rail line to the Center and noise. Supports for spiritual, moral and environmental reasons - Community Center used all year round. rabbi@bethmeyer.org	added to comments	Forwarded to Cyndy
	5/14/2012 9:45am				both mailboxes empty	both mailboxes empty
	5/21/2012 8:45am				both mailboxes empty	both mailboxes empty
2	5/21/2012 9:00am	Ivy Hoffman	[REDACTED]	Expressed concern over the location of the Maintenance Facility at Cornwallis. "Don't use Cornwallis" due to proximity to Jewish Community Center Campus - safety for the children and noise disruption of occasional weekday services at the synagogue	added to comments	Forwarded to Cyndy
	5/29/2012 8:30am				both mailboxes empty	both mailboxes empty
	6/4/2012 9:15am				both mailboxes empty	both mailboxes empty
	6/8/2012 8:34am				both mailboxes empty	both mailboxes empty
3	6/12/2012 8:19am	no name "voter in Durham area"	none	Expressed opposition to the Light Rail Station next to the Community Center Campus because it would: interfere with the progress; pollute noise; hamper future development	added to comments	Forwarded to Cyndy
4	6/12/2012 10:33am	Marv Alexrod	[REDACTED]	opposed to the ROMF near the JCC and Learner School	accidentally deleted message	accidentally deleted message
5	6/15/2012 3:10pm	Pearl Lavine	[REDACTED]	called to express her concern over the proposed ROMF location on Cornwallis. She has been a resident since 1960 and although in favor of the project, doesn't want the ROMF near the JCC and school	not a message - spoke with her directly	not a message - spoke with her directly
6	6/16/2012 3:22pm	Judith Segal	[REDACTED]	called to object to the inappropriate placement of the ROMF due to proximity to the school for the children and community center for the elderly. Also, not a good use of the land.	added to comments	Forwarded to Cyndy
7	6/17/2012 2:35pm	Edith Cannon	none	Taxpayer and opposes the ROMF near the JCC and school. She is concerned about the pollution in the form of oil, noise, air, vibration, light and visually. Feels the site could have a better economic use and future development.	added to comments	Forwarded to Cyndy

Date	Time	Name	Phone	Purpose of Call	Action Taken	Details
8	6/18/2012 2:35pm	Kim Weaver	[REDACTED]	Concerned about proposed location of the ROMF. She has a 3 year old at the school and location would be undesirable. Also because the area is rather spiritual with the JCC, synagogue and school and the ROMF would be disruptive. In favor of the project, but not location of the ROMF.	not a message - spoke with her directly	not a message - spoke with her directly
9	6/18/2012 3:05	Joshua Brandstadter, 2822 Pickett Rd, House #105, Durham, NC 27705	[REDACTED]	Please add to project mailing list. Concerned about impacts of Locally Preferred Alternative (LPA) to residents in the Pickett Park Complex. LRT would pass through back yards of the community. Alternative D1 would not impact the residential area, where the LPA (D3) does. Therefore D1 is preferred. Please study another alternative during the DEIS process that does not impact Pickett Park residents. Community should have been notified sooner.	added to comments	
10	6/18/2012 8:50pm	Richard Lucas	[REDACTED]	He is shocked that there would be consideration for the facility at the former Pepsi plant because of the school and children, general impact of the surrounding environment and noise pollution. Opposes the station for more desirable development	added to comments	forwarded to Cyndy
11	6/18/2012 9:04pm	Catherine Lamphere	[REDACTED]	Opposed the Cornwallis site because of the children and is concerned about the air, noise and vibration pollution. Please consider other sites more seriously.	added to comments	Forwarded to Cyndy
12	6/22/2012 3:00pm	John Kent	[REDACTED]	PI Specialist (Cyndy) spoke with John Kent who wants to make sure that both Bob Healy's 6 files were received (sent 18 Jun 12 at 4:57pm) and that it was understood that John's comments submitted later in the date (18 Jun 2012 at 10:56pm) were to replace only the one text file from Bob Healy named "NHCCAC suggestions for less damaging LRT Route".	Per Cyndy	Per Cyndy
	7/2/2012 8:00am				both mailboxes empty	both mailboxes empty
	10/26/2012 8:15am				both mailboxes empty	both mailboxes empty
	11/19/2012 8:10am				both mailboxes empty	both mailboxes empty
	12/6/2012 4:00pm				both mailboxes empty	both mailboxes empty

Date	Time	Name	Phone	Purpose of Call	Action Taken	Details
1/24/2013	12:45pm				both mailboxes empty	both mailboxes empty
6/18/2013	8:48am				both mailboxes empty	both mailboxes empty
18 Nov 13	838am				both mailboxes empty	both mailboxes empty
12/3/2013	8:55am				both mailboxes empty	both mailboxes empty
13 1/15/2014	10:00	Ms. Woods		saw people monitoring around her property. Would that be D-O LRT? It is lclose to 15-501 and 40.	NCDOT receivd call from Ms. Woods. Cyndy reached out to her.	PI specialist (Cyndy) talked with Ms. Woods about project delineation and mailed her a project description
1/27/2014	8:15am				both mailboxes empty	both mailboxes empty
14 2/10/2014		Willie Hood	██████████	I heard about a rail project in this area; can someone tell me about it?	referred to Cyndy	Cyndy spoke with Mr. Hood about project timeline and corridor
3/12/2014	9:15am				both mailboxes empty	both mailboxes empty
4/17/2014	9:00am				both mailboxes empty	both mailboxes empty
15 5/7/2014	10:30am	Pamela Mayer	██████████	had questions about C2 (in light of public meeting previous evening, 6May14?)	gave message to Sr. Transportation Planner (Gavin)	gave message to Gavin
16 5/12/2014	11:02am	Kelsay Berland	██████████	real estate agent with client looking to purchase home, but concerned about station location (Buchannan?) Also mentioned website links are broken	PI specialist (Cyndy) responded	gave message to Cyndy Robinson
Both Hotlines have been checked every Wednesday at 8:30am and have always been empty.						
17 7/24/2015		Beverly	Holt	Beverly Holt requested more info about a Hillsborough Route	PI specialist (cyndy) repsonded that current project design extends from Durham-Chapel Hill. Orange county Transit and CHT provide bus service.	
18 9/23/2014	11:38am					both mailboxes empty
19 9/12/2014	9:00am	Gustavo Montana		attended past Public Meeting, supports LRT, wants dates of future PMs.	no message, spoke to caller.	Cyndy spoke with Gustavo
20 9/12/2014	10:00 AM	Sarah Goodwin		Raleigh realtor wants more information bout downtown Durham plans, referred to Durham Planning Dept.	referred to Durham Planning Dept.	Referred to Durham Planning Dept.
21 9/12/2014	11:00 AM	Lorisa Siebel	lorisa@reinvestme	wants emailable invitation to public meetings	referred to TTA	Referred to TTA's Jeffrey Sullivan
22 11/19/2014	4:47 PM	unidentified male	██████████	wants to mail comment forms to TTA, can he do that?	PI specialist (Cyndy) responded with PO box address.	Cyndy called back and left message about PO Box address.
23 11/20/2014	10:00 AM	Harold Chotus (sp?)	██████████	received postcard about public meetings after they took place.	PI specialist (Cyndy) reposednded with webpage where meeting materials are found and to welcome additional comments	Cyndy left message about where to find public meetng materials online and to welcome additional public comment.
24 11/24/2014	1:46 PM	Dottie Williford	██████████	attended past Public Meeting, wants engineering drawings of rail and ROMF near her home, 5103 Marcella Ct. Durham, NC 27707. dottie@vikingtravel.com	PI specialist Cyndy contacted TTA to send BOE drawings to home address.	Cyndy contacted TTA to send BOE drawings to home address.
25 9/1/2014	9:30 AM	Ivy Hoffman	██████████	wants to know schedule of public meetings	responded by phone.	Cyndy responded on phone.

Date	Time	Name	Phone	Purpose of Call	Action Taken	Details
26	11/10/2014 10:00 AM	anonymous		employee of Brenntag wants to oppose ROMF at Alston Ave. location b/c of impact to existing businesses and jobs	Comment added to comments database.	Comment added to comments database/
27	1/8/2014 2:00 PM	Dottie Williford	[REDACTED]	wanted update on getting BOE drawings sent to her home address	responded by phone.	Cyndy replied that response to her public comment questions will include BOE drawings
28	3/28/2015 3:30pm	Nicole Riveras	[REDACTED]	she represents the Old west durham organization and they are having a block party Sat 18Apr2015 at 2650 Lawndale Ave. If we would like to have an info table there, it would be welcome info@oldwestdurham.org	forwarded to Cyndy 1Apr15	referred to GoTriangle to schedule speaker. Natalie emailed the caller.
29	4/29/2015 13:40	anonymous caller 1		Who am I speaking to? I just want to express my total disgust with this project, that would destroy Downing Creek which is a wonderful neighborhood. This is a horrible plan.	Cyndy transcribed the call	documented
30	5/7/2015 10:00 AM	anonymous caller 2		Resident of Downing Creek for many years. Resident expressed "complete opposition and disgust with plan."	Natalie Murdock trascribed the call on her office phone	documented

yellow color = calls into my line - direct conversation

turquoise color = Spanish line

Comments received during the development of the DEIS are available on the Our Transit Future website at <http://ourtransitfuture.com/public-comments-received-on-the-d-o-lrt-project/>