

Go Durham Public Meeting Report Overview

04/03/2024

Doug Middleton - General Manager discusses General Operation Information:

- April 27th Service Changes yield Improved service frequency during evenings, Sundays, and holidays.

Route Changes are as follows:

- **Routes 6,7,8:** Extended 30 Minute Frequency:
- **Routes 9A/9B:** Extended Evenings, Sundays, and Holidays
- **Route 9:** Discontinued

- GoDurham has been successfully hiring many bus operators and continues searching for individuals in the career of transit as various Service Changes are gradually implemented. Vacancies remain for Bus Operators and Deisel Mechanics.

Brenda Jones – Senior Director Customer Engagement/Marketing

- Update provided on FQ24 public outreach and customer engagement initiatives.

- Introduction to the QR Bus Stop Code Campaign
Go Durham will collect feedback provided from the rider about the bus stop as it relates to cleanliness, damage, landscaping, illegal activity, and overall condition of the stop as well as the rider’s experience about the bus stop. Collecting this data will allow us to respond in a timely manner.
A process has been developed where we are operating in real-time and responding to the public concerns about the condition to ensure the bus stop is functional and well maintained.

Sean Egan- Director of Transportation discusses:

- The New Contract provides incentives and bonuses to our bus operators who receive commendations from the public as we prioritize our responsibility to continuously improve on on-time performance, cleanliness, and customer service.

- Feedback on Cleanliness and Bus-Stop quality continues to be encouraged by bus riders for GoDurham to be informed about areas we can improve through the QR code at select bus stops.
- Fare-Free Transit—The City Council met in March 2024, and all seven members voted unanimously to continue Fare-Free Transit through the next fiscal year, June 2024—June 2025. The City Manager will include this in her budget proposal.
- 0 Emission Bus Program—An alliance was made with various Transportation Bus Companies in the country to continue improving the value of GoDurham Buses and training GoDurham Bus Operators.

·Food Access for Seniors—Senior Shuttle has expanded to four new sites, providing over 3,400 trips to senior housing communities across the City of Durham, giving people access to fresh food and groceries.

[Durham pilot program offers free shuttle to grocery store for seniors | GoDurham \(godurhamtransit.org\)](https://godurhamtransit.org)

- Durham Station Construction Project – The Project will begin in August 2024. A Construction contract will be going to City Council in May 2024 and the project is projected to be approximately 2 years.
- The Durham County Transit Plan is working towards eliminating buses that frequent hourly to 30 minutes or better.

Jennifer Green - Mobility Services Planning Manager states:

- April 27th Service Changes will produce 30-minute service at night and Sundays on routes that only run once an hour. Continuation of the routes that run every 30 minutes during the day will extend until midnight.

Tara Walton – GoAccess General Manager states:

- GoAccess’ new applications that can be submitted through mail, fax and upcoming online.