

## GoDurham Public Meeting Report Overview

06/05/2024

5:30 PM

**Doug Middleton - General Manager** discusses General Operation Information:

- GoDurham has successfully and continuously hired bus operators, allowing us to be fully staffed at our GoDurham facility.
- The primary hiring focus has now shifted to the demand for Diesel Mechanics. Diesel Mechanics interested in working at GoDurham can apply directly on the RATP DEV USA website or by clicking the following link:  
<https://careers.ratpdevusa.com/en/annonce/3009747-mechanics-needed-27704-durham>

**Diesel Mechanic Requirements are as follows:**

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- Two (2) Year technical degree or equivalent work experience
- Computer skills, for the ability to repair subcomponents of all bus types
- Detail Oriented, resourceful, diligent, and able to operate independently with minimal supervision
- Must possess schedule flexibility and have the ability to work in a 24/7 operating work environment
- Full medical, dental, and vision benefits, PTO, 401k matching
- eligible for pension after 5 years of vesting,
- \$2500 Retention bonus after 1 year of employment

**Starting Pay and Qualifications are as follows:**

- Mechanic C (0 ASE Certifications) – \$29.94
- Mechanic B (2 ASE Certifications) –\$ 31.43
- Mechanic A (3 ASE Certifications) –\$35.92

**Brenda Jones – Senior Director Customer Engagement/Marketing**

- Brenda Jones promotes the QR Bus Stop Code Campaign and its success in assisting staff to address identified areas of improvement across various bus stops throughout the city. Problems identified have ranged from cleanliness, overflowing trash cans, graffiti, landscaping, and broken benches.
- The QR codes are currently only at select bus stops; however, they are anticipated to be expanded to more in the near future.

- GoDurham is pleased and honored to gear up our representation through our involvement in various events throughout the summer months.

Upcoming events include:

- West End Neighborhood Juneteenth Event – June 19<sup>th</sup>
- Durham Refugee Day – June 29<sup>th</sup>
- Book Harvest’s Annual Summer Block Party – July 13<sup>th</sup>
- Durham Parks and Recreation Back to School Back – July 20<sup>th</sup>
- Disability Pride Parade – July 27<sup>th</sup>

GoDurham will participate in various other activities throughout the summer months and into the end of the year; keep up with all our involvement through our various social media channels.

**Facebook:** Go Durham Transit

**Instagram:** @godurhamnc

**Twitter:** @GoDurhamTransit

**Sean Egan- Director of Transportation**

- Sean Egan discusses the incentives and bonuses the New Contract provides to our bus operators who receive commendations from the public. GoDurham is dedicated to continuously improving on-time performance, cleanliness, and customer service.
- Same-day reservation Services are being worked on within GoAccess and will be implemented in the future. This will allow customers to receive quicker and more efficient services similar to those provided by Uber and Lyft.
- Fare Free Transit - The City Council will vote on June 17, 2024, to determine if our bus service will remain free through 2025.
- Durham Station Construction Project—The Project will begin in August 2024. A Construction contract was submitted to the City Council in May 2024, and it is projected to take approximately two years.
  - The Durham County Transit Plan is still working and highly prioritizing eliminating buses that frequent hourly to service that operate 30 minutes or better.

**Jennifer Green - Mobility Services Planning Manager states:**

- Jennifer Green discusses the excitement surrounding the upcoming August 2024 Service Change. This service Change is highly focused on Northern Durham and will be impacting major changes to routes 1,4,6 and 9.

- The August 2024 Service change is intended to improve on-time performance and/or make service more efficient.

The changes represent an increase of 7% in weekday revenue hours compared to the April 2024 service levels.