

8/7/2024

Overview

Meeting Open: 5:30pm

- **Doug Middleton - General Manager** discussed General Operation Information: Missed Service and fleet challenges with 19 hybrid buses. status of the upcoming August 24<sup>th</sup> Service Change and all efforts are being made to continue with the service change but there is a possibility it will need to be delayed.
  - Due to hiring more effectively are manpower is in good standings
  - We are recruiting mechanics.
  
- **Tara Walton – General Manager GoDurham ACCESS** shared the following update:
  - July 23<sup>rd</sup> ACCESS launched new software where riders can now make their own reservation. Riders can now access [the Rider Web Application](#).
  
- **Brenda Jones – Senior Director Customer Engagement/Marketing** shared update on community outreach events.
  
- **Sean Egan – Director of Transportation** shared updates on the following:
  - City Council approving GoDurham Fare Free through June 2025
  - Collaborating with partners GoRaleigh and GoTriangle in offering transit assistant program for low income. Both agencies will produce materials that will be available at the Durham Station outlining this program and where to apply.
  - Ridership up surpassing pre-pandemic numbers.
  - The Holloway Street Corridor Project was awarded \$12M Federal Grant. Secretary Pete Buttigieg, Governor Roy Cooper, Mayor Leonardo Williams and other Dignitaries walked Holloway Street and met the GoDurham operators to personally thank them for all they do for the community.
  
- **Jennifer Green – City Planning Manager**
  - Big expansion of service in North Durham
  - Saturday, August 24<sup>th</sup> Service Change for Routes 1, 4, 6 and 9.
  - Route 1 to serve Riverside High school on weekdays until 7pm
  - Extend Route 4 on Roxboro Road north of Hillandale to create a new connection in North Durham to Duke/VA Medical Centers. Riders will now have a direct ride

from Duke Regional Hospital and Danube Ln/Hevron Rd to Duke/VA without having to ride downtown. Route 6 will operate every 30 minutes.

- Route 9 will operate every 30 minutes along Dearborn Dr. to Duke Regional Hospital. Routes previously provided on routes 9A and 9B north of Duke Regional Hospital will be provided by routes 1, 4 and 6.
- Transfers between routes 4, 6 and 9 will be facilitated at Duke Regional Hospital.

**Staff Present:**

- Doug Middleton
- Brenda Jones
- Tara Walton
- Sean Egan
- Jennifer Green

**Attendance:** 13

Meeting concluded at 6:27pm