

What is Microtransit?

Microtransit programs are on-demand, innovative public transportation solutions that bridge the gap between traditional fixed-route bus services and ride e-hailing services like Uber and Lyft. Utilizing technology, microtransit offers flexible, on-demand rides with origin and destinations within designated zones, often employing smaller vehicles such as vans or shuttles. These services primarily address the “first-and-last mile” problem, enhancing connectivity to high-frequency fixed-route transit routes, especially in areas that are difficult to serve with fixed-route systems due to low population density or other logistical challenges. Riders can request rides through mobile apps, websites, or phone calls, ensuring a more personalized and efficient travel experience. By providing flexible, on-demand transportation options, microtransit aims to improve access to essential services, reduce reliance on single-occupancy vehicles, improve rideshare and pooling options, and gather valuable data and input to refine and expand service offerings based on community needs.

GoDurham ACCESS Microtransit Program

Initially, the GoDurham ACCESS Microtransit Program (aka “Program”) will operate in two service area zones, East Durham and North Durham, providing on-demand rides using smaller vehicles such as vans and shuttle buses. All trips must start and end within the same zone, enhancing convenience and fostering community connection. This service addresses the challenge of connecting people to nearby destinations and the fixed-route bus service and promotes a more sustainable transportation network in Durham. The program aims to improve accessibility and connectivity and reduce reliance on single-occupancy vehicles. Maps of the service area zones are provided on page 6.

North Durham Service Area Zone

The North Durham Zone of the GoDurham ACCESS Program is a vital part of the city’s public transit network. This zone includes connections to Routes 6, 4, and 1 of GoDurham bus service, providing convenient access to destinations north of Horton and Hebron roads. Notable locations in this zone include West Point on the Eno, Old Farm Road, River Forest, and Holt School Road Parks, as well as several Durham Public Schools including Northern and Riverside High Schools.

East Durham Service Area Zone

The East Durham Zone of the GoDurham ACCESS Program, centered around The Village bus stop, is a gateway to a variety of destinations. It’s served by Routes 3, 3B, and 3C, with buses arriving or departing every 15 minutes. Key destinations in this zone span from the City’s Sherwood, Merrick Moore, Twin Lakes, Birchwood, and C. R. Wood Parks, to the bustling roadways of US 70, Muldee Street, Miami Blvd, Holloway Street, Junction Road, Pleasant Drive, and Mineral Springs Road. The zone provides easy access to several Durham Public Schools including Southern High School.

GoDurham ACCESS Program Details

The GoDurham ACCESS Microtransit Program will remain fare-free through FY2025, ensuring continuity of equitable access to transportation. This aligns seamlessly with the GoDurham fixed-route bus system, which also continues to be fare-free.



Monthly Trips

Riders will continue to have access to up to 60 fare-free trips per month!



Curb-to-Curb Service

Provides efficient pick-up and drop-off at passengers' desired locations, ensuring maximum convenience and safety with controlled boarding and exiting processes.



On-going Collaboration

Continuous feedback will be collected and utilized to enhance and extend the program.



Community Connectedness

On-demand ridesharing enhances community connectedness and reduces social isolation.



Program Funding

The Durham County Transit Work Program allocates \$704,936 in FY2025 and \$722,559 in FY2026.

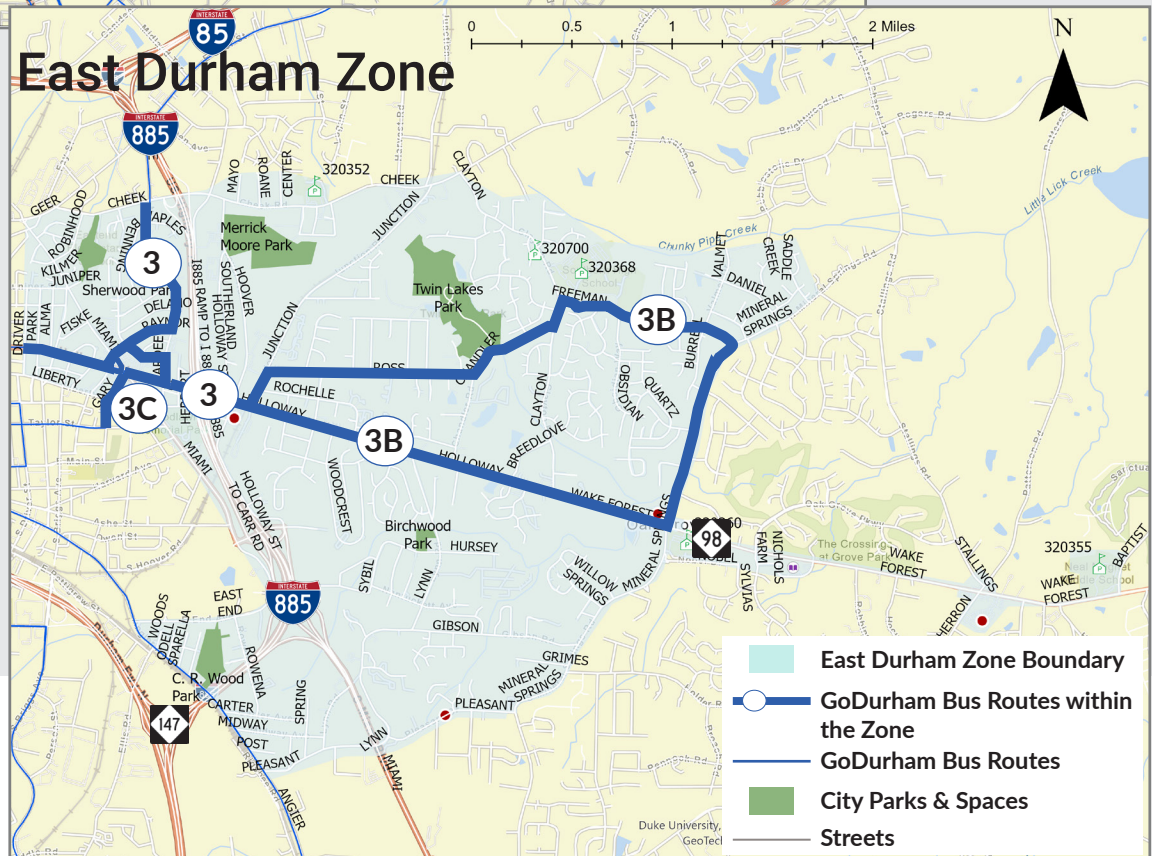
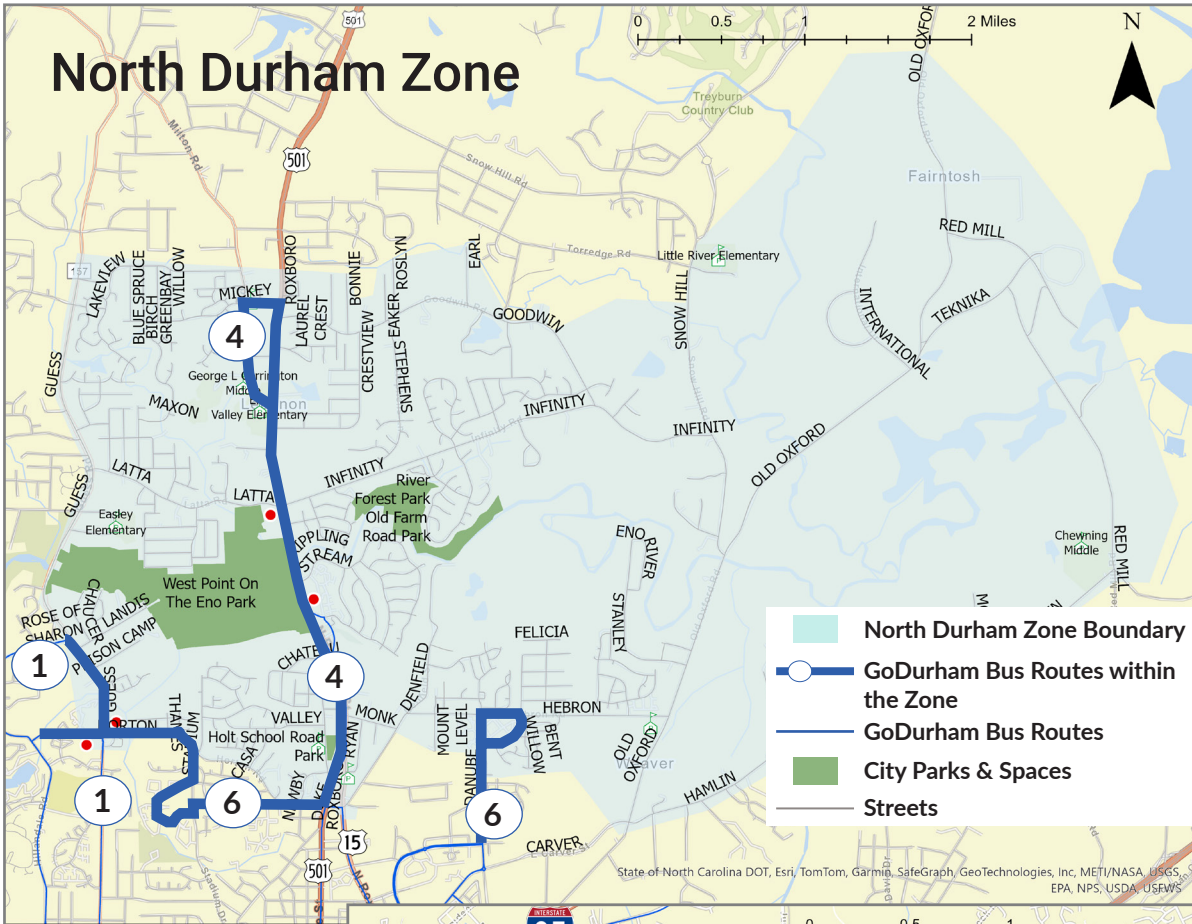


Easy Ride Scheduling

Trip requests can be made through a smartphone application (app) or website developed and provided by Spare Labs or by calling a GoDurham ACCESS reservationist at (919) 560-1551.



Program Service Area Zones



Program Guidelines for Customers

The following guidelines have been established for transparency and to provide clear communication to riders of expectations and GoDurham ACCESS Microtransit Program parameters.

Days and Hours



Monday through Sunday
07:00 - 20:00
(7:00 am - 8:00 pm)

GoDurham's holiday service schedule will be observed. Riders will receive automated notifications for weather-related service interruptions.

Ride Reservations



On-demand ride reservation (trip) requests will be accommodated.

A penalty (such as a temporary account suspension) will be imposed if five or more trip cancellations or no-shows occur within a one-month period.

Service Zone Areas



The scheduling application or reservationist will confirm during trip confirmation that the pickup and drop-off addresses are within the Service Zone Areas.

In FY2025, trips between Service Zone Areas won't be accommodated. Trips must begin and end within the same Service Zone Area.

Connection Points



Riders may book trips from and to any location within the same Service Zone Area. Riders are not required to use a bus stop.

Age Requirements



Children who are 12 years old and older are welcome to ride without an adult.

Children who are under 12 years old must ride with an adult.

Service Animals



American with Disabilities Act (ADA) Service Animals are permitted to accompany the Rider. More information is available from GoDurham.

On-board bicycle transport is being considered as part of program expansion for



FY2026.

