

## Go Durham Public Meeting Report

10/2/2024

Meeting Open: 5:30 PM

- **Doug Middleton, General Manager**, discussed the previous fleet challenges the GoDurham fleet was experiencing, which has decreased significantly since the last update in August 2024.
- GoDurham actively recruits bus operators, diesel mechanics, and maintenance staff.
- GoDurham will provide transportation to the NC State Fair in Raleigh, NC, using a third-party bus service from Thursday, October 17th through Sunday, October 27th.
- **Brenda Jones – Senior Director Customer Engagement/Marketing** shared updates on upcoming community outreach events.
  - October 1st – National Night Out – McDougald Terrace
  - October 11th – Westminster Elementary School Touch-A-Truck
  - October 13th – Move-A-Bull City
  - October 20th – Bull City Race Fest
  - October 22nd – Durham Public School – 8th Grade Career Exploitation Day
  - October 25th – Adopt-A-Street 9th Clean Up
  - October 26th – Treats N’ Fleet (Glenview Walmart Parking Lot)
- QR Code Bus Stops Placards are now located at all 967 GoDurham bus stops, encouraging passengers to provide feedback to improve their rider experience with the ease of their cell phones.
- GoDurham supports Breast Cancer Awareness Month and provides resources for Durham, NC, residents who do not have insurance and who need urgent walk-ins and same-day or next-day care.
- **Tara Walton, General Manager of GoDurham ACCESS**, expressed that they are actively looking to hire ACCESS drivers and continue to do so.
- **Sean Egan, Director of Transportation**, mentions that the Transit Royale App is now active and is being used to replace the myStop app. The Transit app was launched to provide passengers with more accuracy and the ability to track real-time bus arrivals.

- The Transit Signal Priority (TSP) technology will upgrade traffic lights with Transit Signal Priority (TSP) technology to help buses arrive on time and reduce delays.
- The anticipated improvements to Durham Station have been ongoing, while community feedback has been highly considered, and key stakeholders have been sent requests for decisions to address these concerns.
- **Ellen Beckman - Durham County Transportation Manager**, discusses the sales tax in Durham, NC, amended three times a year to determine how the budget is allocated.
- Durham County voters approved a half-cent sales tax to fund public transportation improvements that expand the quality of service within Durham County and provide greater regional connectivity to the rest of the Triangle.
- Comments towards specific amendments are being accepted by the public by October 11<sup>th</sup>.

**Staff Present:**

- Doug Middleton
- Brenda Jones
- Patricia England
- Tara Walton
- Sean Egan
- Ellen Beckman

**Attendance:** 20

**Meeting concluded:** 6: 30 pm