**GoDurham Public Meeting Report**

**12/4/2024**

**Meeting Open: 5:30 PM**

* **Doug Middleton, GoDurham's General Manager,** discussed the company's incredible year and the journey the company has embarked on since the beginning of the year.
* GoDurham is fundamental to the growth of the City of Durham, as the company always aims to expand its service to new and old residents navigating the growing city.
* GoDurham's hiring efforts are ongoing. We are recruiting for various positions within the company, including bus operators, diesel mechanics, and maintenance staff.
* **Brenda Jones – Senior Director Customer Engagement/Marketing** shared updates:
* Jones states, "What a fulfilling, amazing year it has been interacting with the public at such a diverse variety of events throughout the city geared towards fostering relationships and connections with our passengers."
* GoDurham thoroughly enjoyed our partnership with Keep Durham Beautiful as we are preparing to conclude our yearlong commitment to Adopt A Street. This Effort has been a true community endeavor made possible with the help and dedication of various staff members and operators in the monthly street cleanups.
* The launch of the Transit App has been very beneficial to our ridership. A couple of pop-ups at Durham Station have educated the public on how to download and correctly use the app.
* **Aidil Ortiz**
* Ortiz states the importance of transportation in such a growing city. Transit equity by vehicle is essential; however, methods such as walking and bicycling, in correspondence with sidewalks, continue to be equivalent in priority areas of improvement.
* Public data collection and involvement, as well as infrastructure and policy recommendations, are monumental to the planning process when moving forward.
* **Sean Egan - Director of Transportation**
* Egan states that the tremendous growth in ridership rates throughout 2024 has been astonishing, showing how helpful public transit is in the growing city of Durham.
* The service changes throughout the year have allowed GoDurham to increase frequency and service further into North Durham.
* Go Durham is also proud to be an instrumental part of the community during unprecedented times, while Durham Public Schools undergo rotational bus service due to their staffing shortages.
* GoDurham is committed to enhancing our service by working towards a 30-minute service on all routes. Increasing service is a gradual process that will ultimately simplify our operations. As part of this process, we plan to eliminate all routes with corresponding letters, such as 3B and 3C. The increased service frequency will make our operations smoother and attract more ridership.
* Microtransit is also a transportation option alongside the GoDurham fixed route for Durham Residents offered by GoDurham ACCESS. The Microtransit transportation option provides riders with on-demand service for East and North Durham residents with the possibility of expanding into Western Durham in the near future.

**Staff Present:**

• Doug Middleton

• Brenda Jones

• Patricia England

• Sean Egan

* Aidil Ortiz

• Brian Fahey

Attendance: 13

**Meeting concluded: 6:30 pm**