**GoDurham Public Meeting Report**

**02/05/2025**

**Meeting Opens: 5:30 PM**

* **Doug Middleton, the General Manager of GoDurham**

**•** Middleton welcomed and thanked all attendees for coming to the first Public Meeting of 2025.

* GoDurham's hiring efforts remain integral to its growth, especially as the company prepares for the next service change in May 2025.
* Middleton strongly encourages customers to download the Transit App onto their mobile devices to stay effortlessly connected and enhance their overall travel experience.
* **Tara Walton – GoDurham ACCESS General Manager**
* Walton discussed how UZURV collaborates with GoDurham ACCESS to provide regular customer service. This partnership ensures that ACCESS can deliver timely and quality services.
* **Brandi Minor - County Manager**
* Minor welcomed attendees to take the FY26 Durham Transit Work Program survey, now open for public comment to gather feedback.
* Durham County is conducting a survey for public feedback on the Draft FY26 Durham Transit Work Program until Friday, February 21st.
* **Aidil Ortiz**
* Ortiz emphasized that the Better Bus project is actively progressing and has now entered the Design Phase. This initiative is structured into three key phases: Planning, Design, and Construction, with each stage crucial for delivering an improved and efficient bus system.
* The Beter Bus Project focuses on ensuring safety and accessibility for all transportation modes, including sidewalks, crosswalks, and enhancements to bus stops.
* **Jennifer Green - Mobility Services Planning Manager**
* Green announced that major service changes are scheduled to be proposed in May 2025.
* The upcoming service changes will enhance Routes 3, 3B, 5, 8, and 12.
* GoDurham will implement some of the service improvements identified in the Durham County Transit Plan. Durham County Residents are encouraged to complete the Service Changes Survey 2025 for a chance to win a gift card.
* **Brenda Jones- Senior Director Customer Engagement/Marketing**
* Jones stated that a new group of four Million-mile drivers will be recognized for their wonderful driving experience and achievements of driving one million miles accident-free on Thursday, February 20th, at Durham City Hall.
* GoDurham has completed its 12th and final Adopt-A-Street cleanup. GoDurham's one-year commitment towards Keep Durham Beautiful has been fulfilled with the help of staff and operators.

• GoDurham continues to be involved in the city through local community events. GoDurham finds it very fulfilling and necessary to be present at different events throughout the city to show our dedication to our community and build meaningful connections.

* **Sean Egan - Director of Transportation**
* Egan concluded the meeting by stating that ridership has continued to increase. This upward trend demonstrates how Durham extensively utilizes public transportation, which encourages ongoing service improvements.
* The City of Durham is exploring the Durham Bus Rapid Transit Project.
* The Durham Bus Rapid Transit Project would greatly increase ridership, and the City of Durham is examining whether it would qualify for a federal loan.
* The Fayetteville Transit Signal Priority (TSP) has been successful so far. Because of this success, there are plans to extend the project to other roads.
* The GoDurham Bus Fare will be reviewed on February 28th to discuss the direction they want to take regarding keeping the service fare-free.

**Meeting concluded: 6:40 pm**

**Attendance: 17**

**Staff Present:**

• Doug Middleton

* Brenda Jones
* Patricia England

• Sean Egan

* Aidil Ortiz
* Jennifer Green
* Brandi Minor