



# GoDurham FY2024 Annual Report

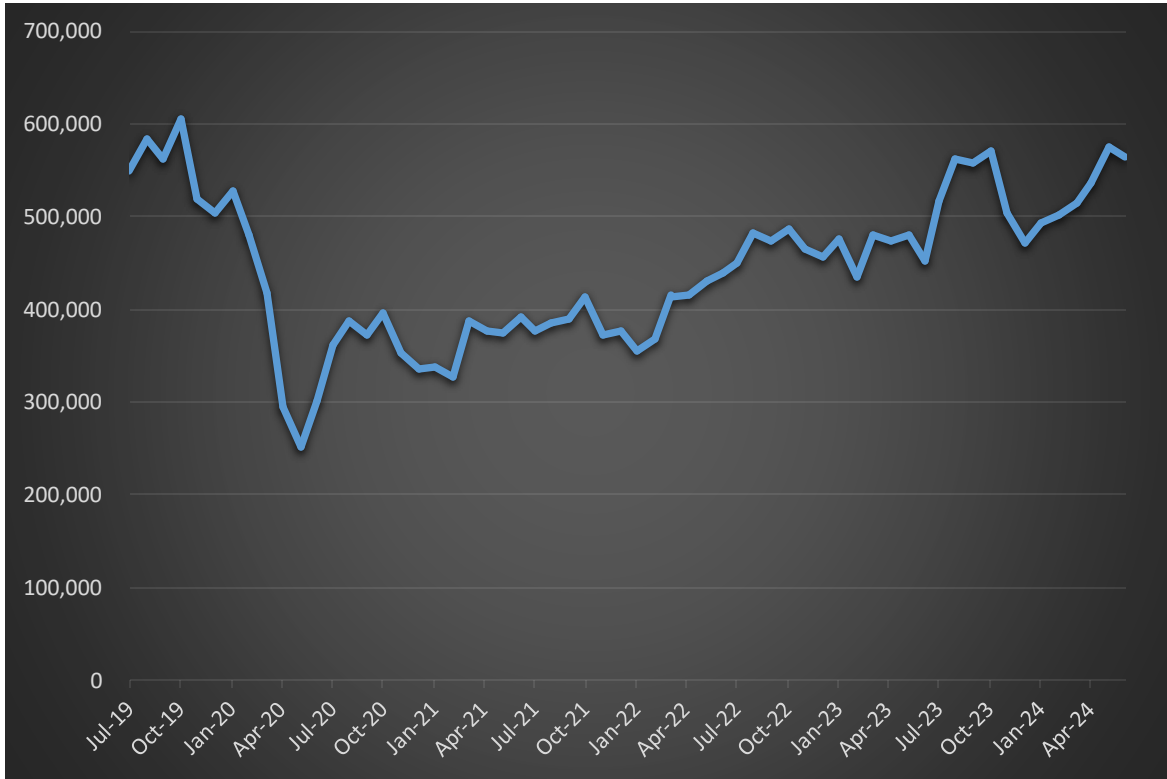
Sean Egan

Director of Transportation

# GoDurham Monthly Ridership

## Pandemic Loss and Recovery over 5 years

- January 2024: GoDurham resumed 100% of pre-pandemic service levels
- April 2024 – Evening and Sunday Service Expansion
- Connected 6.3 million passengers to employment, education, healthcare
- 14% increase from FY 2023
- 97% of pre-pandemic (FY 2019) ridership



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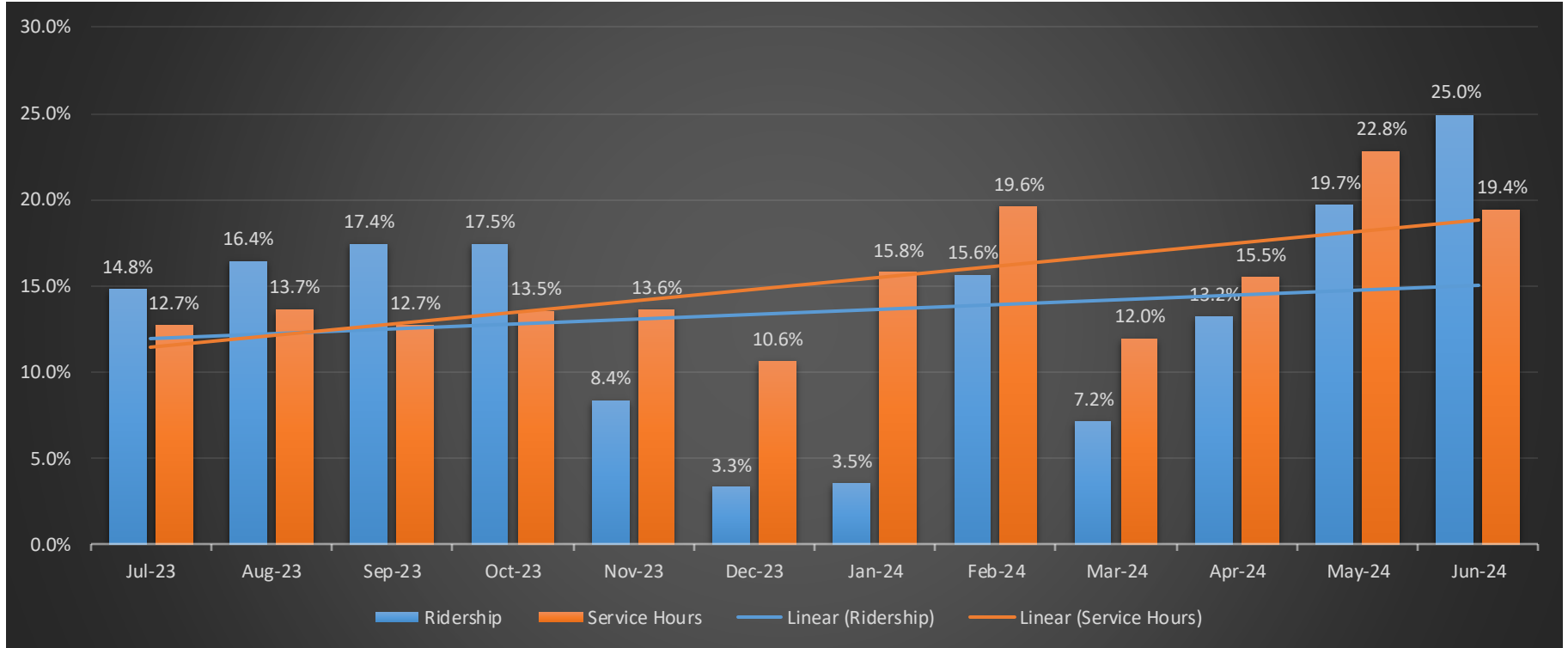
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# FY2023 to FY2024: Ridership and Service Level Changes by Month

## Year-Over-Year Ridership Gains Fueled by Service Increases



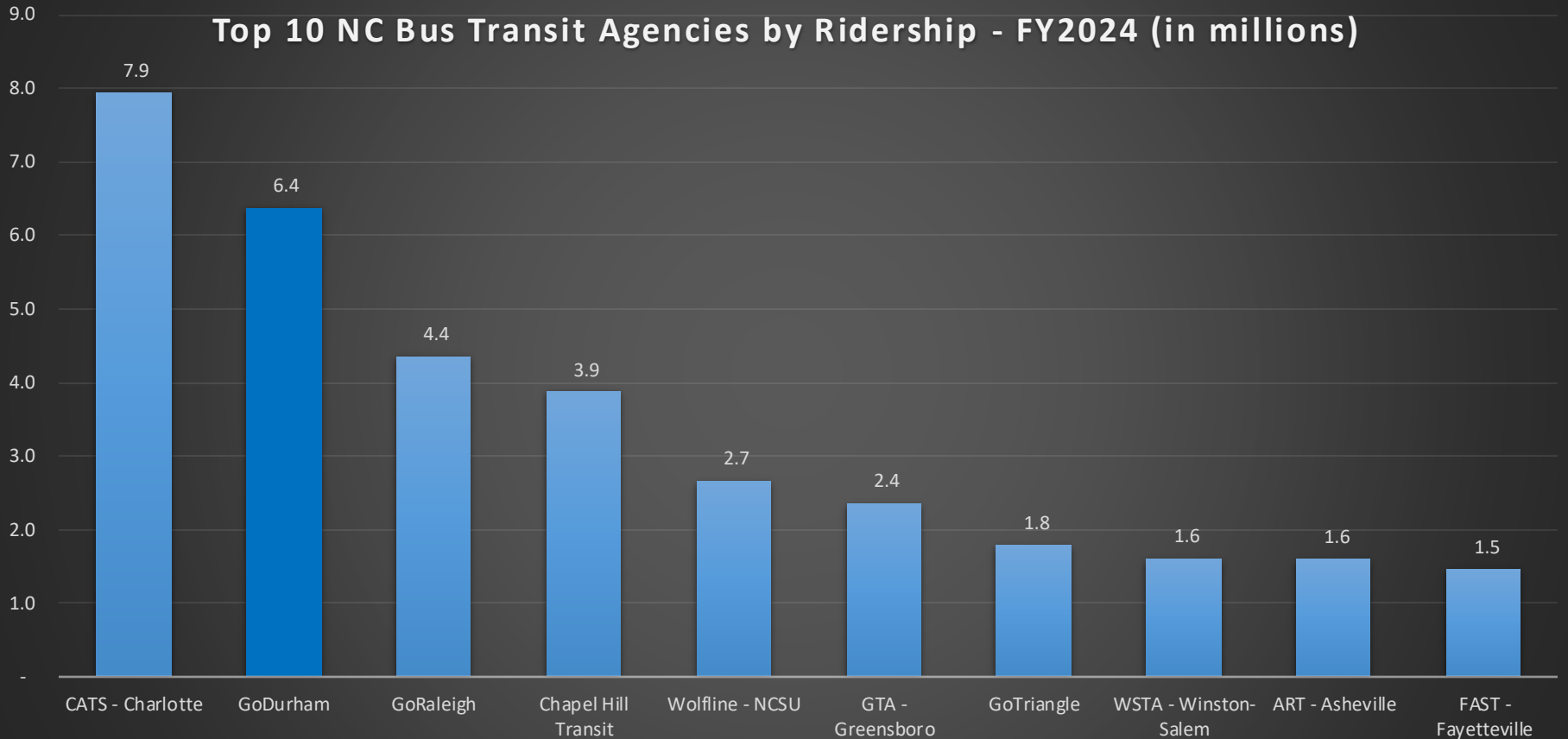
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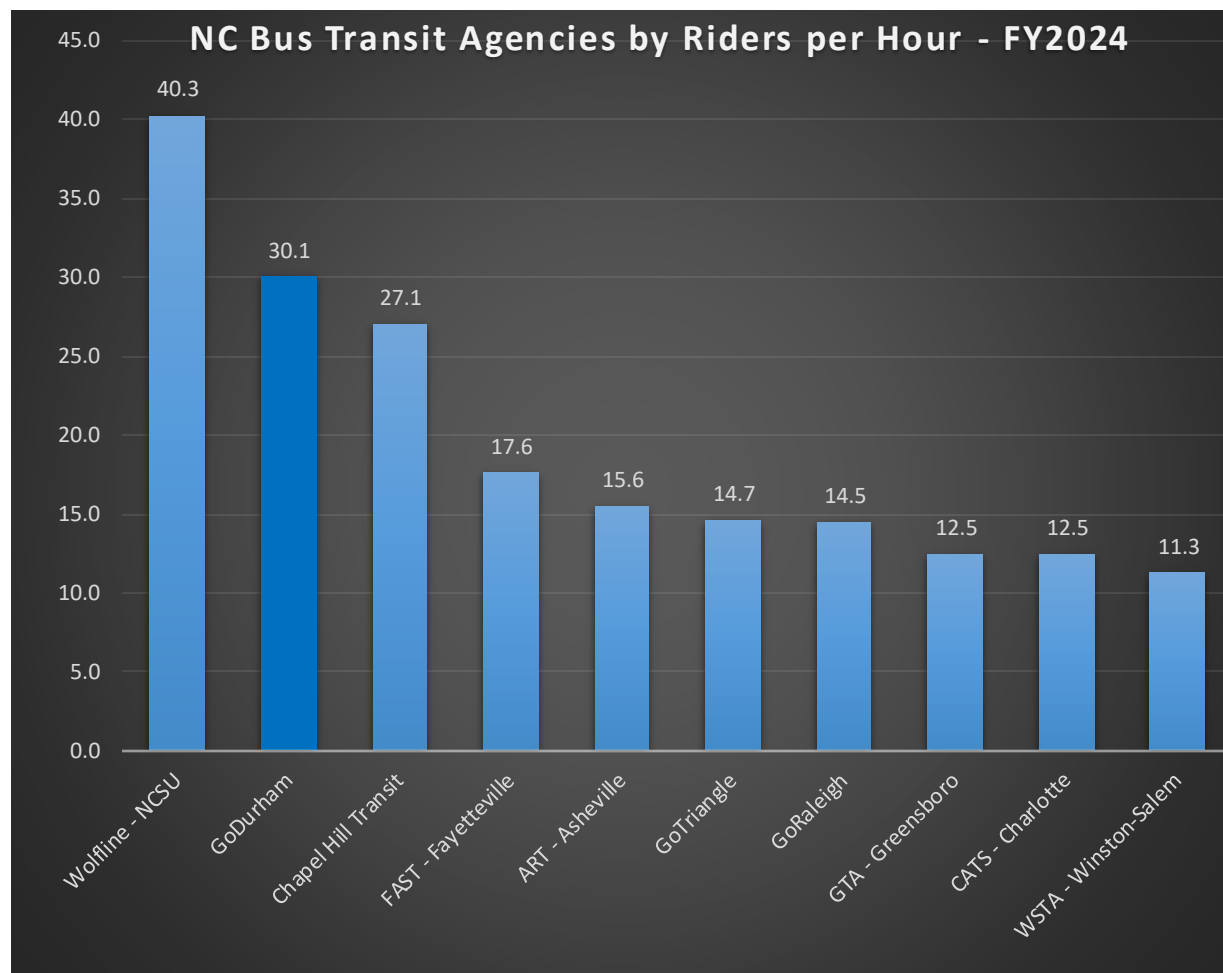
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# Top 10 NC Bus Transit Agencies by Ridership - FY2024 (in millions)



- More than 30 GoDurham passengers boarded each bus each hour in service
  - Positive indicator – Utilization is high
  - Systemwide average masks crowding on routes like #3 with 50+ boardings per hour
  - Demonstrates demand for additional service expansion
- University systems have high share of short trips - increases boardings per hour
- GoDurham average trip length is 2x NCSU & CHT
- GoDurham crowding is 2x City Bus System Peers
- Crowding causes discomfort and degrades service reliability



# Electrification

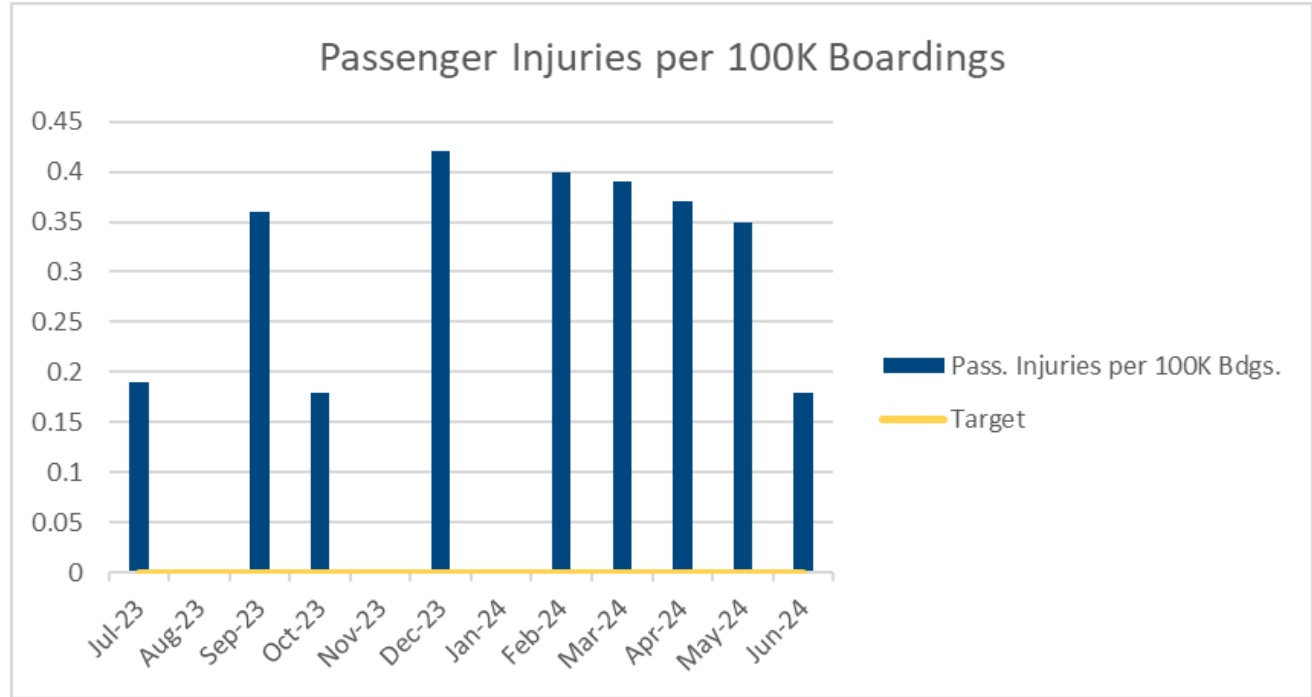


- Added six Battery-Electric Buses in FY2024 funded by the Durham County Transit Plan
- Fleet of eight GoDurham electric buses traveled 185,604 miles in FY2024
- Up from 36,018 miles in FY 2023
- Reduced the city's CO2 emissions by 837,156 lbs.
- Up from 154,525 lbs. in FY2023
- Comparable to planting 5,682 trees that grow 10 years

# Safety

Target: 0 Injuries

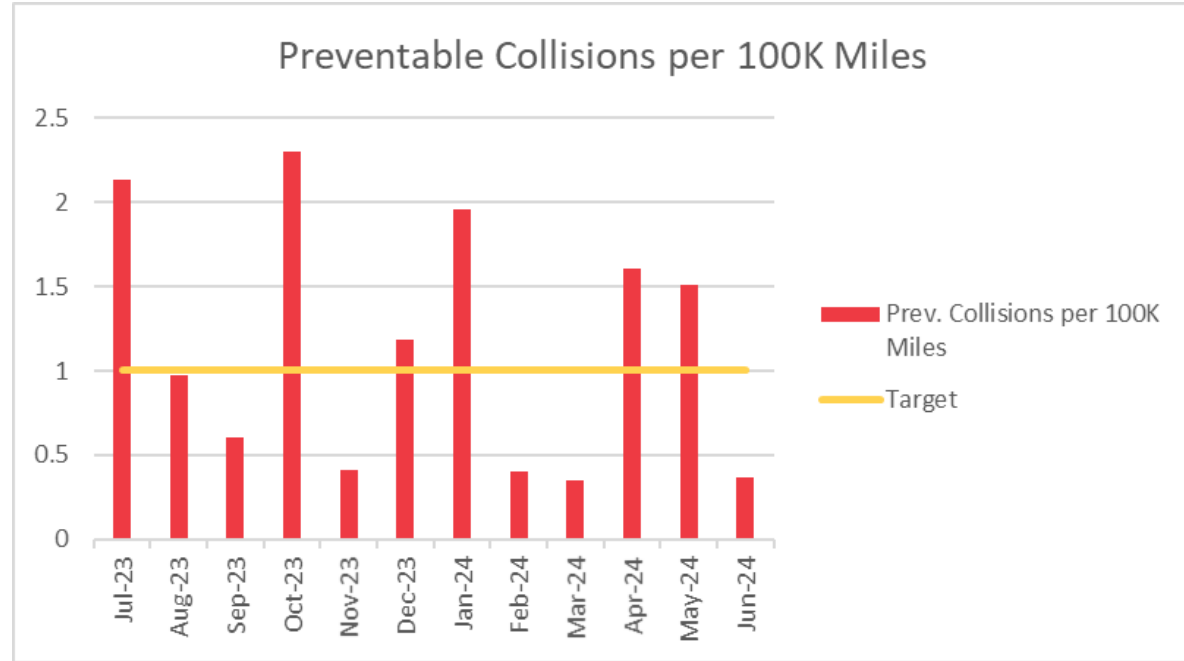
- Despite exceeding targets in some months, passenger injuries were very rare



# Safety

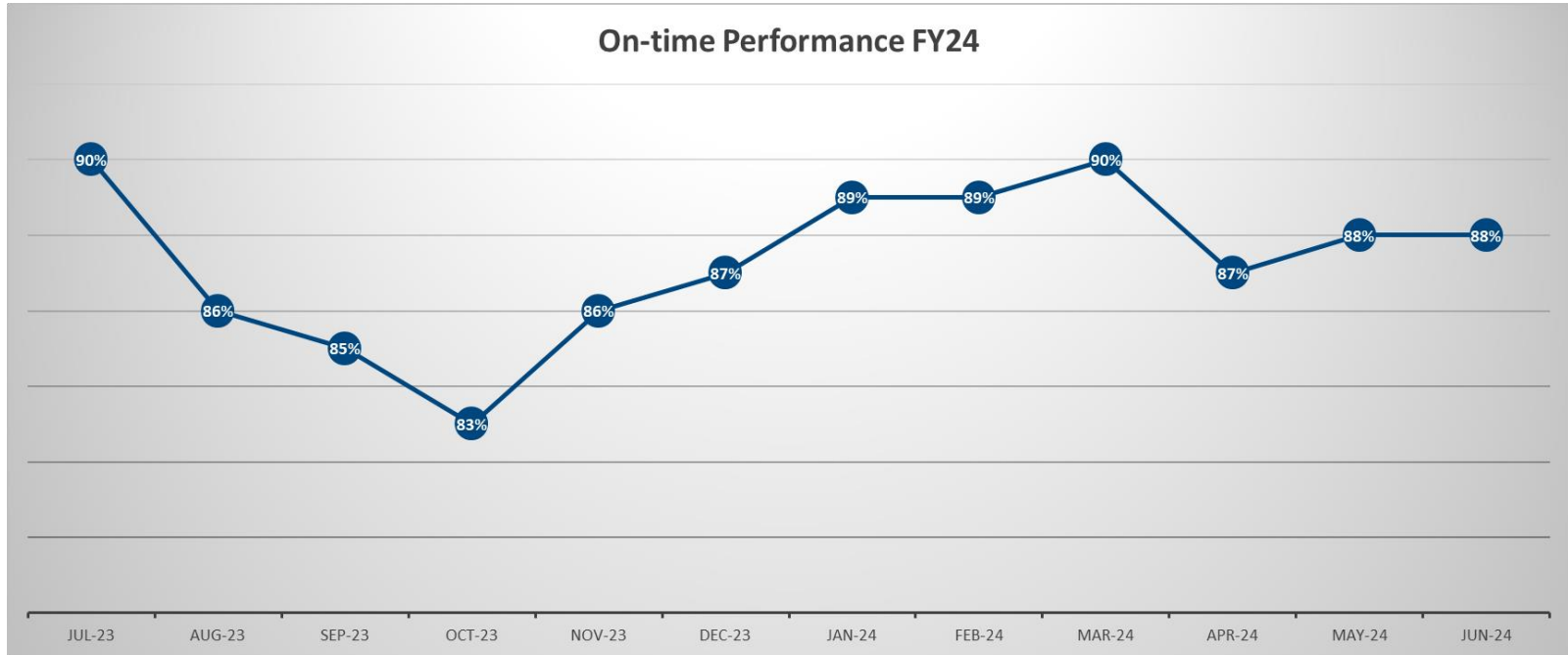
Target: < 1/100k miles

- Preventable collisions were also rare, although there is room for improvement

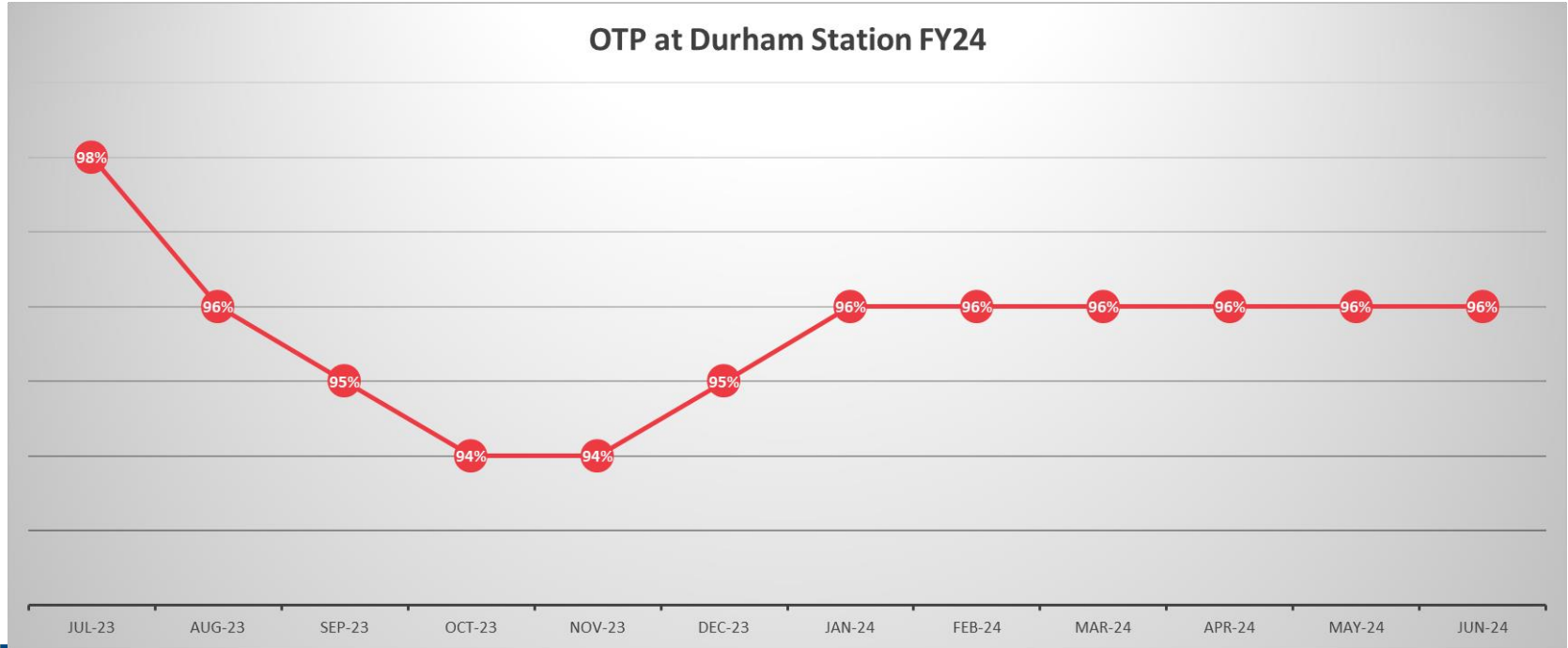




# On-Time Performance - Systemwide



# On-Time Performance (Durham Station)



# Fleet Reliability

- 100% of Preventative Maintenance completed on-time
- Miles between major vehicle failures increased to 39,773
  - Higher = Better
  - More than double FY2023 baseline of 14,180
  - Nearly double the performance target of 20,000



# GoDurham ACCESS

- GoDurham ACCESS provided 131,562 ADA trips to elderly and disabled passengers in FY2024
- 15% increase over FY2023
- Pickup on-time performance of 84%, drop-off on-time performance of 88.1%
- Improvement over FY2023 of 4.9% and 6.1%, respectively



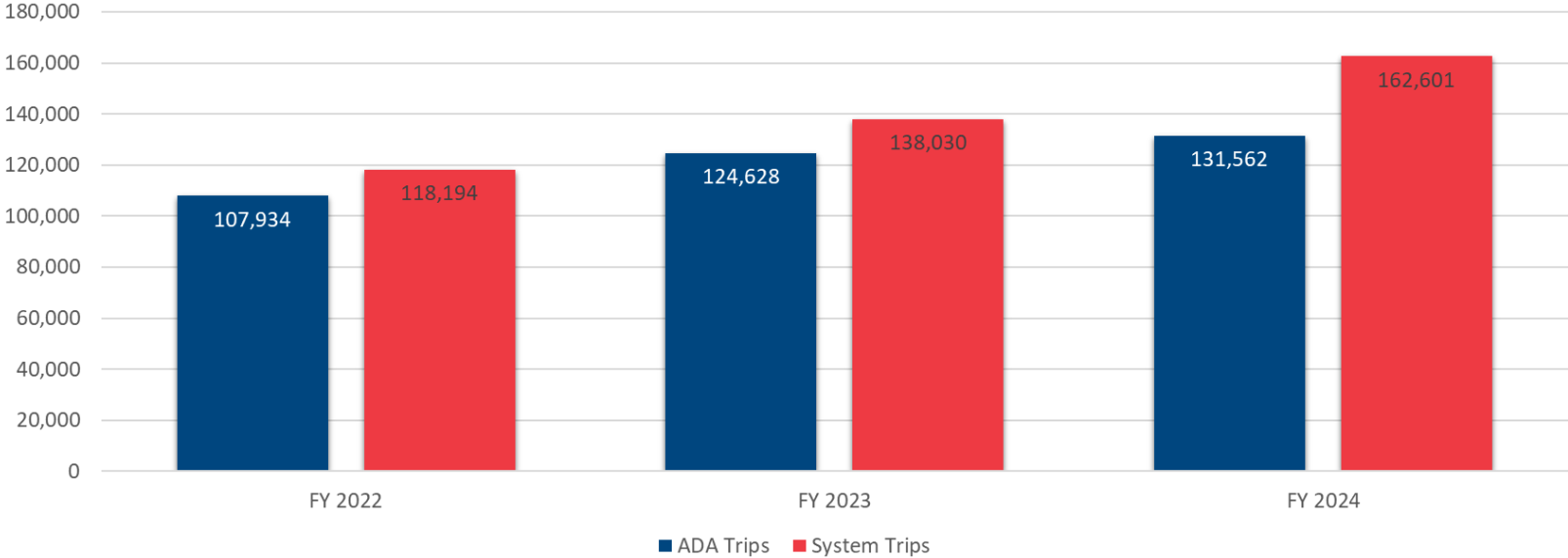
# GoDurham ACCESS

- GoDurham ACCESS continued partnership with Transportation Networking Company (TNC) UZURV to provide supplemental transportation services throughout Durham County
- UZURV provided 31,039 trips with an on-time performance rate of 98.7%



# GoDurham ACCESS

## ADA and System Trips



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# Key Accomplishments

- 30-minute frequency on evening and Sunday service in response to community engagement
- Advances goal of service every 30 minutes or better systemwide
- Finalized scheduling for August 2024 service change to:
  - Implement direct crosstown connection between North Durham and Duke/VA Hospital – cutting travel time in half
  - Double frequency: Service to Riverside and Northern High Schools every 30 minutes



# 2025 and Beyond

Construction underway on \$26 million revitalization of Durham Station thanks to \$13.5 million contribution from Durham County Transit Plan Funding requested in FY2026 from the Durham County Transit Plan would support:

- **Service Increases**
  - 15-minute service on Routes 4 and 9 doubling frequency on routes serving Bragtown and North Durham
  - Extend GoDurham Sunday service from 9pm to Midnight systemwide
- **Facility Improvements**
  - Local funding for Holloway Street Corridor improvements awarded a \$12 million federal grant in 2024
  - Property acquisition for the Village Transit Center
  - New sidewalks on Junction Road and Horton Rd.
  - Expansion of the GoDurham fleet by purchasing six (6) Battery-Electric Buses and required charging equipment
  - Expansion of the GoDurham Bus Operations and Maintenance Facility (BOMF) to accommodate fleet growth for additional frequency and new routes
- **Bus Rapid Transit**
  - Central Durham Bus Rapid Transit (BRT) Feasibility Study is underway to evaluate the likelihood that the project, extending from the Village in East Durham, connecting to Durham Station and then out to the Duke/VA Hospital campus, would qualify for federal funding from the FTA Small Starts program.
  - In anticipation of favorable results from the feasibility study, City requested \$6 million to support planning, preliminary engineering and environmental reviews for the Central Durham BRT project.





# Questions?