

## **GoDurham Public Meeting Report**

**06/04/2025**

### **Meeting Opens: 5:30 PM**

#### **➤ Matthew Wrenn – Operations Director**

- Wrenn Welcomed and thanked all attendees for attending the June 2025 Public Meeting.
- Wrenn addresses the current issues with the aging fleet. All electric buses in the fleet are undergoing recertification to ensure the safety and reliability for our staff and customers.
- GoDurham is in the process of acquiring a used fleet to serve as spare buses for maintenance or other issues, aiming to eliminate missed trips and shortages.

#### **➤ George McClain – Customer Service Manager**

- McClain highlights upcoming events in the City of Durham that GoDurham wants to promote, as well as events where customers can expect to see GoDurham participating.
- **Upcoming Events:**
  - Durham 4th Annual World Hunger Day  
Sunday, June 8th from 3:00pm – 6:00pm Durham Central Park
  - Party in the Park Juneteenth Celebration  
Thursday, June 19th from 11am - 3:00pm Carroll Street Park
  - Durham Refugee Day  
Saturday, June 21st from 3:00pm – 6:00pm Durham Central Park

- National HIV Testing Day – Durham County Dept. of Public Health  
Thursday, June 26th from 11:00am – 2:00pm Durham Station

➤ **Tara Walton – General Manager of GoDurham ACCESS**

- Walton notes that ACCESS is currently short of five operators. However, after the current training class, there will be two additional drivers on the road, and four more drivers will be added after the next class. These new drivers will help to alleviate the temporary shortage.
- Walton introduces a new member of ACCESS staff:  
**Jillian Nguyen, Marketing and Outreach Coordinator.**

➤ **Jennifer Green - Mobility Services Planning Manager**

- Green discusses the new upcoming Service Changes on Saturday, June 14th to Routes 11 and 11B.
- The changes to Routes 11 and 11B aim to enhance on-time performance and reliability.
  - **Route 11 – Major Alignment Change (Outbound via Hillsborough St)**  
To improve on-time performance for outbound trips, Route 11 will undergo significant changes. The route will no longer serve Duke and VA Hospitals, Erwin Road, or LaSalle Street. Instead, Route 11 will stay on Hillsborough Road at Cole Mill Road.
  - **Route 11B – Major Alignment Change (15th Street, End-of-Line Adjustments)**  
To improve schedule reliability, Route 11B will be rerouted to travel along 15th Street between Hillsborough Road and Erwin Road.

For more information about the changes and to view the map, please visit [godurhamtransit.org/gd/service-changes](http://godurhamtransit.org/gd/service-changes).

➤ **Sean Egan – Director of Transportation**

- Egan discusses the service issues currently arising from the aging fleet.
- We sincerely apologize for the inconvenience caused by missed trips due to our aging fleet. We are actively seeking various solutions to improve these current issues.
- The need for Diesel Mechanics continues to be a challenge that GoDurham is seeking to address. All interested are highly encouraged to apply [here](#).
- Egan emphasized the importance of implementing front-door boarding on coaches to enhance the safety of our customers and staff. This change allows operators to see who is boarding and exiting the coaches.
- In addition to bus safety, there has been an increase in police presence to enhance safety at Durham Station.
- The City Council will vote on the FY 2025-26 Budget on Monday, June 16<sup>th</sup>, at 7:00 PM, to decide whether to continue the fare-free bus service citywide.
- To learn more about Durham's budget development process, click the links below.
  - [Budget Development Process](#)
  - [FY 25-26 Proposed Budget](#)

**Meeting Concluded: 6:31 PM**

**Attendance: 15**

**Staff Present:**

- Matthew Wrenn
- George McClain
- Patricia England
- Sean Egan
- Tara Walton
- Jennifer Green