

GoDurham Public Meeting

08/06/2025

Meeting Opens: 5:30 PM

➤ **Sean Egan - Director of Transportation**

- Egan welcomes all attendees and thanks them for attending the August 2025 Public Meeting.
- Egan discusses the implementation of significant changes to enhance the quality of service that all of our clients deserve.

➤ **Mike Kwiatkowski - Director of Operations – Southeast Region / RATP Dev USA**

- Kwiatkowski describes organizational changes aimed at better supporting Durham residents.
- Kwiatkowski is pleased to announce that the number of missed trips has decreased. The maintenance department has improved significantly in the past six weeks, and on-time performance has risen to 88%.
- Marc Perla has been introduced as the new General Manager of GoDurham. With thirty years of experience in transportation, GoDurham is excited about the improvements and expertise he will bring to the division.
- As the fleet ages and new service changes are implemented to improve and increase the frequency of service, new equipment will arrive in December 2025 and January 2026!
- GoDurham is actively seeking to hire new operators, supervisors, and mechanics as we aim to expand our services. Individuals interested in a career with GoDurham are encouraged to apply [GoDurham Career Site](#).

➤ **Brenda Jones - Sr. Director Customer Engagement/Marketing**

- Jones is thrilled to announce an exciting collaboration with the Museum of Durham History. The exhibition, titled "L is for Legacy," is a traveling display that highlights the life of Floyd B McKissick. It will be showcased on the second floor of Durham Station until August 18th.
- GoDurham is dedicated to actively engaging with the community. We support local events in the City of Durham and participate in new ones as they arise.

Upcoming Events:

- L is for Legacy Durham History Museum - Featured at Durham Station
Monday, August 4, 2025, through August 18, 2025

- Service Change Pop-ups Durham Station

- Tuesday, August 12th 1:00pm – 4:00pm
- Thursday, August 21st 10:00am – 2:00pm

- Durham Rescue Mission Back to School Backpack Giveaways
Wednesday, August 20th
11:00am – 2:00pm

- Back to School Backpack Giveaway at the Food World Plaza
Saturday, August 23rd, 1:00pm – 3:00pm

➤ **Tim Thorpe – GoDurham ACCESS Operations Manager**

- Thorpe discusses the GoDurham Connect transit option, a service provided by ACCESS that allows clients to receive free rides within the East and North Zones of Durham.
- To book a ride, clients can use the GoDurham ACCESS app, the Rider Web application on their computer, or call a reservationist at (919) 560-1551.
- The app helps to assist in determining whether your pickup or drop-off location falls within the designated service areas, providing an efficient way to navigate the city.
- Thorpe also discusses Senior Shuttle, a service available to individuals aged 62 and older. The service operates on weekdays from 10 AM to 3 PM, offering various pick-up times and locations.
- GoDurham ACCESS now has a new AI reservation tool. Clients can now book trips after hours without assistance from a reservationist, allowing for easier bookings at any time.

➤ **Lindsay Smart – Mobility Services Planner**

- Smart mentions that due to the Service Changes implemented in June to Route 11& 11B the Senior Shuttle now includes Morrene Road and Damar Court on Fridays.
- GoDurham Connect clients can now receive free rides from East Durham to Wheels Durham! To take advantage of this offer, clients simply need to download the GoDurham ACCESS app and set up their pickup point in East Durham. Routes 3, 3B, and 3C can take clients to their destination.

For more information. [GoDurham Connect: Your ride to Wheels Durham](#)

- Smart also mentions the [Central Durham Bus Rapid Transit Project](#). The project aims to establish a fast, reliable, and accessible transit link connecting Duke

University, the Duke and Veterans Affairs Health Care System, downtown Durham, and the Wellons Village area. This transformative initiative will improve mobility and connectivity among important community destinations.

- Take this 5-minute [survey](#) to share your thoughts, share how you get around the city and help shape a safer, more frequent, and efficient Central Durham Bus Rapid Transit (BRT).

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

- Green has announced that there will be service changes occurring on Saturday, August 23rd.
 - Additional service will be added to Route 3 at night and on Sunday.
 - Route 5 will now serve the bus stop near Jordan High School, with service every 15 minutes during the day and every 30 minutes at night.
- **Additional Service Change details are as follows:**

Route 1:

Minor schedule adjustments to improve on-time performance.

Route 2:

Route change near Brier Creek

Minor schedule adjustments to improve on-time performance.

Route 3, 3B, 3C:

Route 3- More service will be added to Route 3 to the Village, Holloway St, and Glenn View Station Walmart every 30 minutes after 7pm and on Sundays.

Route 3B /3C -

Minor schedule adjustments to improve on-time performance.

Route 4:

Minor schedule adjustments to improve on-time performance.

Route 5:

Route 5 will be extended to Jordan High School, Hope Valley Commons, and NC 54 between NC 751 and Fayetteville Rd. This provides more frequent service to Jordan High School at all times of the day.

Bus stops on Highgate Dr will be eliminated and A new stop #6751 - NC 54 at Highgate Dr will be installed.

Route 6:

Minor schedule adjustments to improve on-time performance.

Route 9:

Minor schedule adjustments to improve on-time performance.

Route 12/12B:

Route 12/12B Minor schedule adjustments to improve on-time performance.

For more information visit: godurhamtransit.org/gd/service-changes

Meeting Concluded: 6:15

Attendance: 21

Staff Present:

- **Marc Perla**
- **Sean Egan**
- **Mike Kwiatkowski**
- **Rafeh Haider**
- **Brenda Jones**
- **Jennifer Green**
- **Patricia England**
- **Matthew Wrenn**
- **Morris Cook**
- **Honey Toy**
- **Tim Thorpe**
- **Jennifer Green**
- **Lindsay Smart**