



CITY OF
DURHAM



MOBILITY SERVICES

Annual Report

Fiscal Year 2025

July – June



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Message from the Transportation Director



FY 2025 was a defining year for GoDurham, marked by strong ridership growth, major infrastructure progress, and a renewed commitment to delivering high-quality service throughout the city. More than **6.7 million passenger trips** were taken on our system this year, making GoDurham one of the most heavily used transit networks in the southeast. As residents continued to rely on transit for work, education, healthcare, and daily life, FY 2025 demonstrated how central transit has become to Durham's mobility and economic vitality.

We advanced several long-term initiatives that will reshape the future of transit in Durham. Construction began on the Durham Station Revitalization Project, a major capital investment that will modernize the heart of our network. We expanded Transit Signal Priority along key corridors to support more reliable travel times and continued planning for the Central Durham Bus Rapid Transit (BRT) corridor. We also secured property for a future GoDurham ACCESS operations and maintenance facility, enabling long-term improvements to ADA paratransit service.

Despite national workforce shortages affecting agencies across the country, GoDurham delivered 98 percent of scheduled revenue hours and miles, ensuring stable and dependable service for riders. The continuation of fare-free transit supported strong ridership growth, while operational improvements and schedule adjustments contributed to more consistent on-time performance. These outcomes demonstrate the dedication of our operators, supervisors, maintenance teams, and customer service staff, who ensured high-quality service every day of FY 2025.

Looking ahead, FY2026 will introduce some of the most transformative service improvements in more than a decade. With support from the Durham County Transit Plan, GoDurham will expand higher-frequency service along several key routes, launch new connections, and continue critical design and engineering work for the BRT corridor. These investments reflect our commitment to building a transit network that is more reliable, efficient, and accessible for everyone.

I want to extend my gratitude to our riders, employees, city leadership, and partner organizations for their continued support. FY 2025 demonstrated what we can achieve together, and the year ahead promises even greater progress. GoDurham remains focused on delivering safe, equitable, and dependable transit service for all who call Durham home.



About Us



About This Report

This report provides a comprehensive overview of GoDurham’s performance in FY 2025, including ridership trends, service delivery, operational metrics, safety, customer experience, major capital investments, and strategic priorities for FY 2026. It maintains the structure of previous annual reports to ensure continuity and transparency for community members, city leadership, and partner agencies.

The information in this report is derived from monthly performance monitoring, ridership and service data, peer benchmarking, operational records, capital project documentation, and financial reporting. All FY 2025 data reflect performance from July 1, 2024 through June 30, 2025.

About Us

Mobility Services is a division of the City of Durham Transportation Department. Its mission is to create inclusive, connected communities and advance shared prosperity by providing and maintaining a safe, equitable, and sustainable multimodal transportation system. Mobility Services is responsible for planning, implementation, and management of the following programs and services:

- ▶ GoDurham Bus Service
- ▶ GoDurham ACCESS ADA Paratransit and Durham County ACCESS Service
- ▶ GoDurham Connect Microtransit Service and Senior Shuttle
- ▶ Shared Micromobility Program
- ▶ Passenger Vehicle for Hire (PVFH) Program

Moving to Zero Carbon Emissions

In FY 2025, GoDurham continued to advance its leadership in sustainable and zero-emission transit by further expanding the impact and utilization of its growing fleet of 100 percent electric bus fleet. Building upon the strong performance of these vehicles in prior years, GoDurham’s electric fleet played an increasingly important role in improving air quality, reducing greenhouse gas emissions, and supporting quieter, cleaner service across Durham’s neighborhoods. FY 2025 marked another year of meaningful progress as the fleet operated at a higher intensity and delivered substantial environmental benefits for the community.

FY 2025 Performance Highlights:

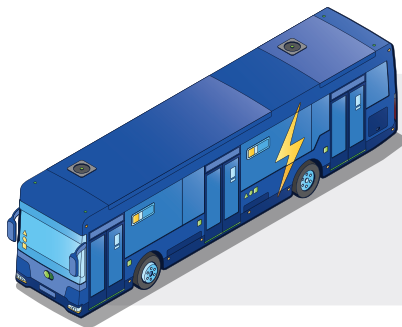
- ▶ Distance Traveled: GoDurham’s electric buses operated 342,248 miles in revenue service, representing a continued expansion of electric operations and nearly double the distance recorded in FY 2024.
- ▶ Energy Used in Service: The fleet consumed 664,008 kWh of electricity, resulting in an average efficiency of 1.94 kWh per mile. This efficiency demonstrates the fleet’s improving energy performance as operations expand and charging strategies mature.
- ▶ Greenhouse Gas Reduction: Electric operations resulted in a reduction of 554,767 pounds of CO₂ in FY 2025.

Equivalent Environmental Impact:

- ▶ Eliminating the use of 59,625 gallons of diesel fuel
- ▶ Equivalent to the annual energy use of 34 homes
- ▶ Comparable to removing 58 gasoline-powered passenger vehicles from the road for one year

These achievements reflect GoDurham’s ongoing commitment to integrating clean, quiet, and sustainable technology into the transit system. The improved efficiency and significant emissions reductions produced by the electric fleet support the City of Durham’s broader environmental goals and respond directly to community priorities for reducing transportation-related emissions, particularly in historically underserved areas.

Looking ahead, GoDurham remains committed to expanding its zero-emission fleet and has already ordered 14 additional electric buses scheduled for delivery beginning in late 2025. These new vehicles will replace aging diesel-powered buses and continue the system’s transition toward a modern, sustainable fleet capable of meeting Durham’s growing mobility needs. GoDurham will continue to focus on optimizing charging operations, integrating new fleet technologies, and supporting a cleaner, healthier future for residents throughout the city.



Electric Bus Performance in FY 2025

Miles Traveled	342,248 mi
Total Energy Used in Service	664,008 kWh
Average Energy Efficiency	1.94 kWh/mi
Net CO ₂ Saved	554,767 lbs



Performance

System Overview

GoDurham operates 21 fixed-route bus lines serving more than 1,000 stops across the city. Service includes high-frequency corridors operating every 10 to 15 minutes during peak hours, along with expanded evening and weekend service. This network structure supports consistent ridership across all days of the week and allows riders to make connections throughout Durham with minimal wait times.

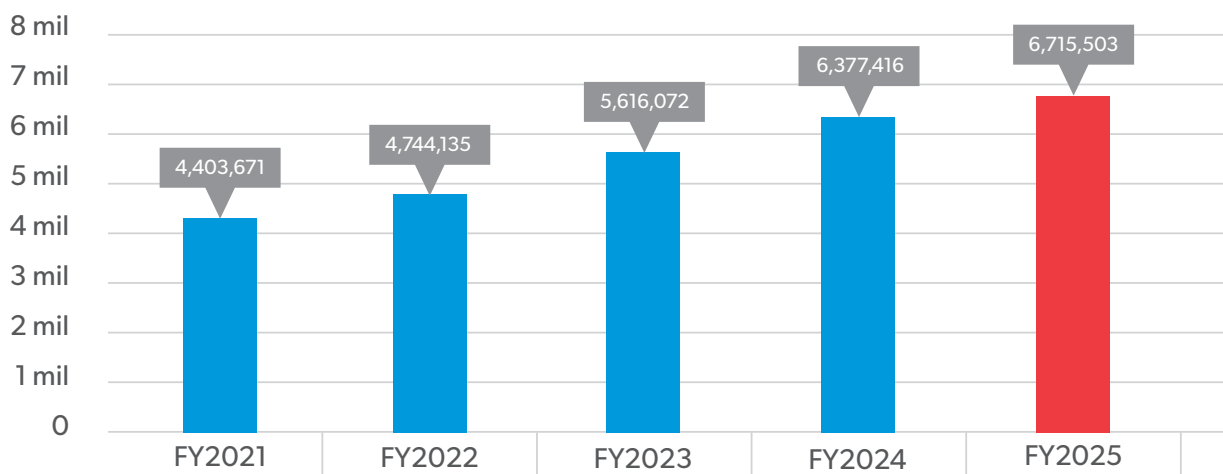
The system connects to regional transit providers, including GoTriangle and GoRaleigh, reinforcing Durham's role within the Research Triangle's broader transportation network. Long-term planning efforts, including the Central Durham BRT and Downtown Mobility investments, will continue to strengthen these regional connections.

Ridership and Productivity

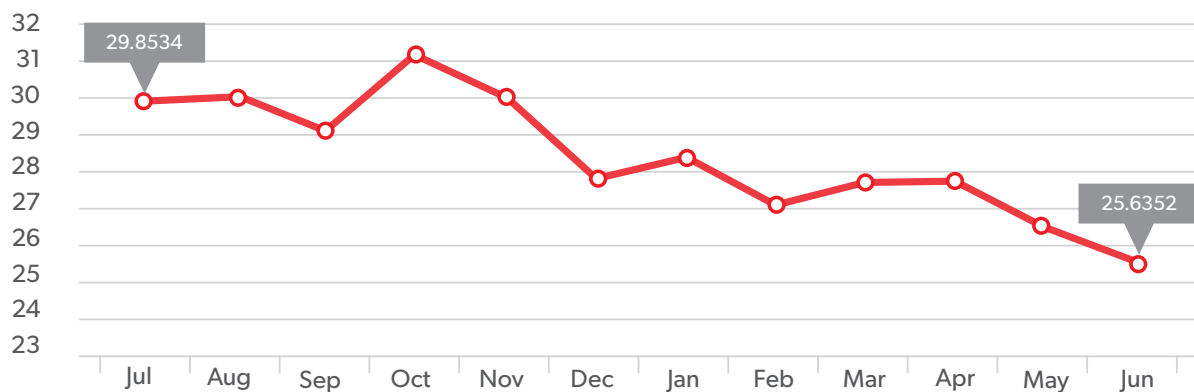
GoDurham's ridership reached **6,715,503 total passenger trips** in FY 2025, a **5.3 percent increase** over FY 2024. This marks the fourth consecutive year of ridership growth and one of the best years ever in the system's history. These figures reflect the combined impact of fare-free service, expanded frequency, and improved reliability.

Ridership remained stable throughout the year, with consistent performance across weekdays and weekends. Weekend ridership continued to grow at a faster rate than weekday ridership, reflecting improvements to Sunday schedules and increased travel activity across evenings and off-peak periods. October 2024 recorded the **highest monthly ridership ever**, with **653,703 trips**. This milestone demonstrates the growing role GoDurham plays in meeting daily travel needs, particularly along key routes serving major employment and educational centers.

Unlinked Passenger Trips Year Comparison



Passengers Per Revenue Hour Monthly Comparison



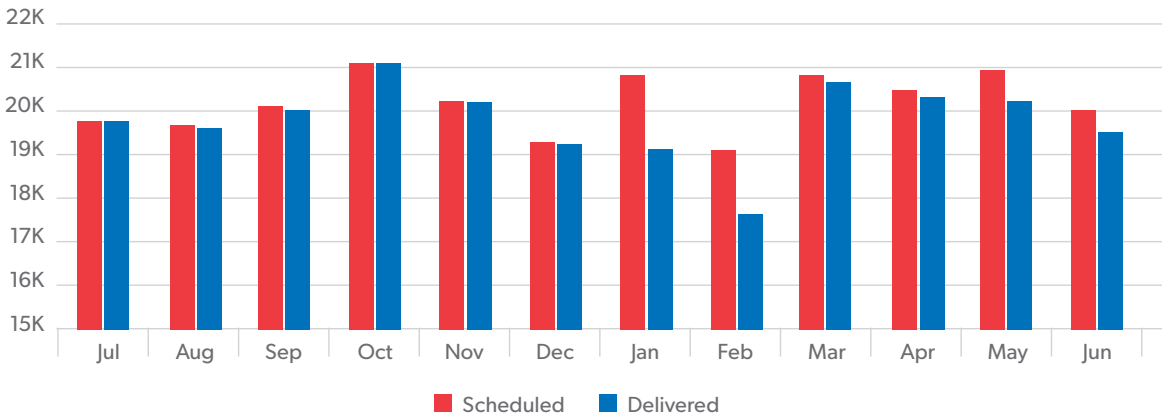
GoDurham averaged **28.4 passengers per revenue hour in FY 2025**, making it one of the most productive transit systems in the region. This level of demand highlights the importance of continued investment in high-frequency service to meet growing ridership needs.

Monthly productivity followed typical seasonal patterns, with October 2024 again standing out as a peak month. As population growth and density increase along key corridors, GoDurham expects demand for frequent service to continue rising in FY2026.

GoDurham scheduled **240,971** revenue hours of service in FY 2025 and delivered **236,445 hours**, maintaining a service delivery rate of **98.1 percent**. This high level of reliability reflects ongoing improvements in workforce stability, scheduling practices, and fleet maintenance.

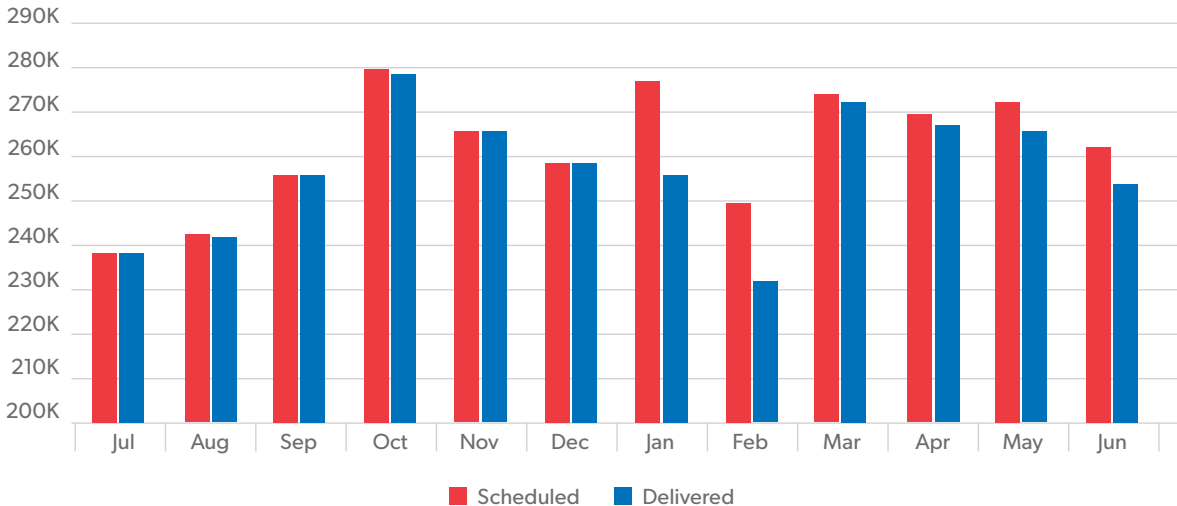
Scheduled and Delivered Revenue Hours Comparison

REVENUE HOURS BY MONTH



Scheduled and Delivered Revenue Miles Comparison

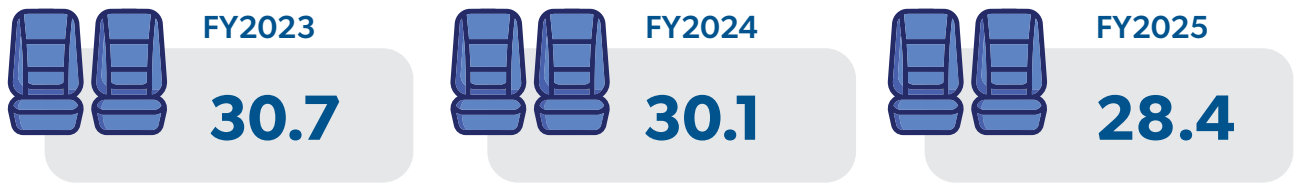
REVENUE MILES BY MONTH



Similarly, GoDurham delivered **3,079,028 actual revenue miles out of 3,137,753 scheduled**, matching the system’s strong revenue hour performance. Each bus has a capacity of 32-36 seats depending on year and model type. High service delivery ensures riders experience consistent wait times and predictable travel patterns across the system.

GoDurham Passengers per Revenue Hour

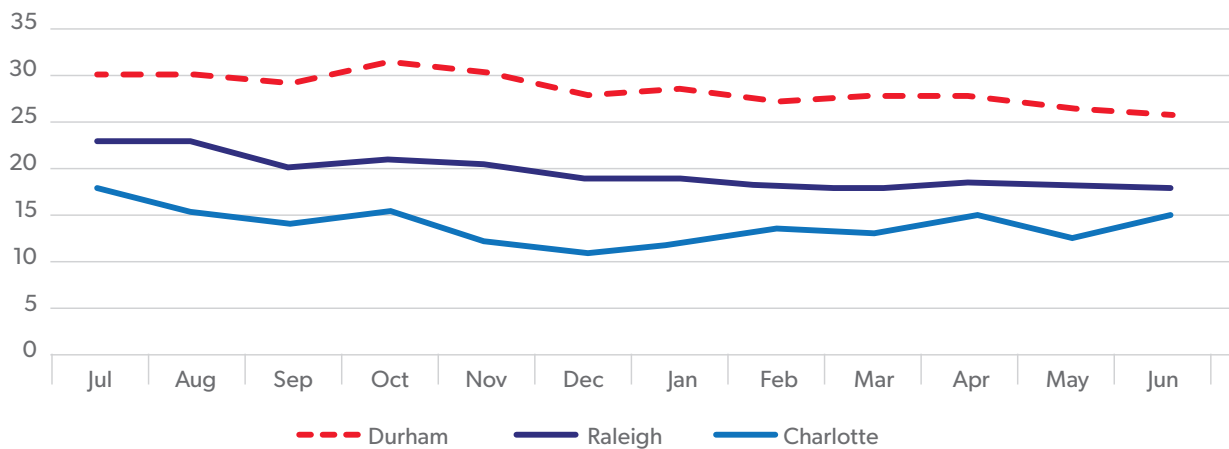
PASSENGERS PER REVENUE HOUR (FY COMPARISON)



PASSENGERS PER REVENUE HOUR TOP 3 CITIES COMPARISON

Service Delivered	FY 2023	FY 2024	FY 2025
Revenue Hours	183,123	212,110	236,445
Revenue Miles	2,434,845	2,754,767	3,079,028

PASSENGERS PER REVENUE HOUR TOP 3 CITIES COMPARISON

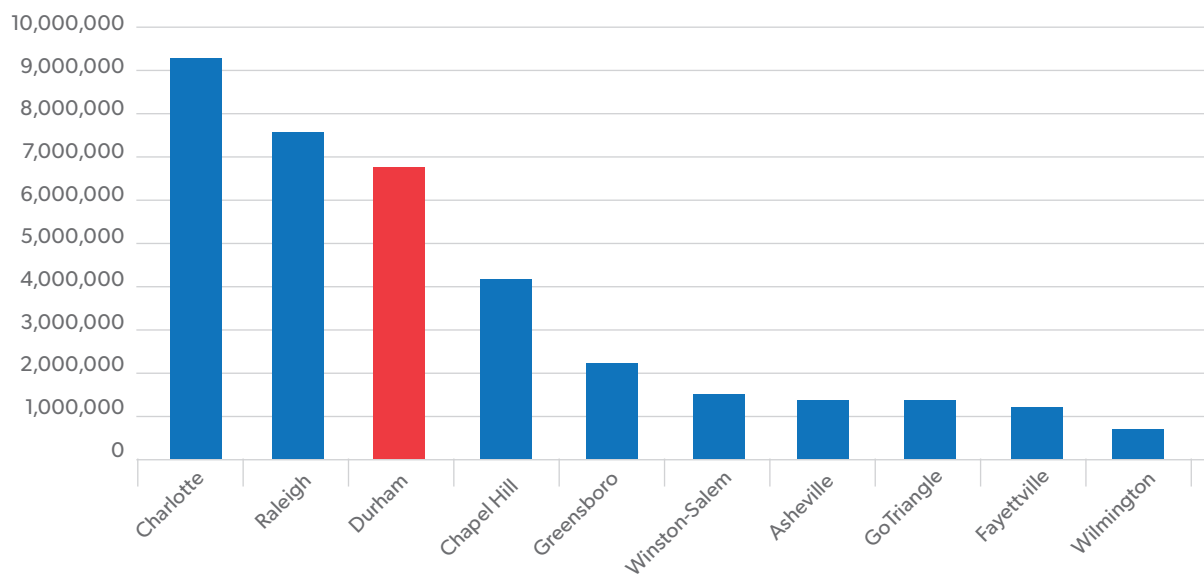


Peer Comparison

Each year, GoDurham evaluates its performance relative to peer transit agencies across North Carolina (NC) and the region to better understand operational trends, identify opportunities for improvement, and benchmark key performance indicators. FY 2025 data show that GoDurham continues to perform strongly compared to similar systems, particularly in ridership productivity and system efficiency.

With **6.7 million annual passenger trips**, GoDurham ranks among the highest-ridership transit systems in the state, trailing only Charlotte and Raleigh. Despite operating a smaller fleet than those systems, GoDurham carries a comparable number of passengers per revenue hour, highlighting the effectiveness of its high-frequency corridors and fare-free access.

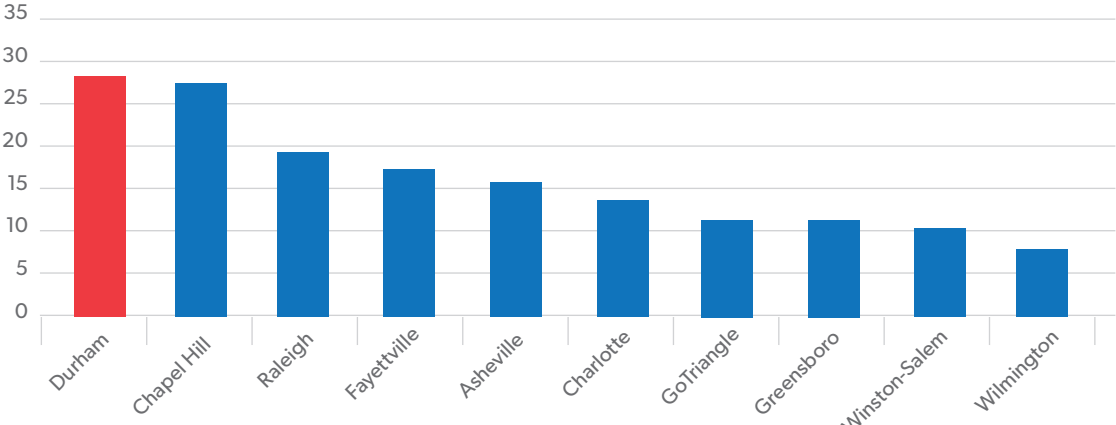
NC's Top Ten Unlinked Passenger Trips



GoDurham averaged **28.4 passengers per revenue hour**, outperforming several peer agencies including Greensboro, Fayetteville, Winston-Salem, Wilmington, GoTriangle, and others. Only Chapel Hill Transit, which serves a highly concentrated university market, showed similar productivity levels. These comparisons illustrate the strong demand for GoDurham service and reinforce the need for continued investment in core routes and frequent service expansion.

These results reaffirm GoDurham's role as a cornerstone of public transit in North Carolina, providing high-quality, equitable, and reliable services while setting benchmarks for operational excellence.

NC's Top Ten Passenger Per Revenue Hour



FY 2025 Bus Ridership NC Peer Comparison (Source: National Transit Database)

Transit Agency	Service Area	FY 2025 Bus Ridership
CATS	Charlotte	9,300,125
GoDurham	Durham	6,714,685
GoRaleigh	Raleigh	7,566,928
Chapel Hill Transit	Chapel Hill	4,118,381
GTA	Greensboro	2,256,187
WSTA	Winston-Salem	1,579,117
ART	Asheville	1,468,987
GoTriangle	Durham/Orange/Wake County	1,444,738
FAST	Fayetteville	1,276,624
WAVE	Wilmington	640,258

FY 2025 Bus Ridership NC Peer Comparison (Source: National Transit Database)

Transit Agency	Service Area	FY 2025 Vehicle Revenue Hours
CATS	Charlotte	673,866
GoRaleigh	Raleigh	389,358
GoDurham	Durham	236,509
GTA	Greensboro	201,333
WSTA	Winston-Salem	152,737
Chapel Hill Transit	Chapel Hill	147,853
GoTriangle	Durham/Orange/Wake County	126,962
FAST	Fayetteville	75,078
ART	Asheville	94,992
WAVE	Wilmington	78,828

FY 2025 Bus Productivity NC Peer Comparison (Source: National Transit Database)

Transit Agency	Service Area	FY 2025 Bus Passengers per Revenue Hour
GoDurham	Durham	28.4
Chapel Hill Transit	Chapel Hill	27.9
GoRaleigh	Raleigh	19.4
FAST	Fayetteville	17.0
ART	Asheville	15.5
CATS	Charlotte	13.8
GoTriangle	Durham/Orange/Wake County	11.4
GTA	Greensboro	11.2
WSTA	Winston-Salem	10.3
WAVE	Wilmington	8.1

Reliability

GoDurham's systemwide on-time performance (OTP) averaged **84.4 percent** in FY 2025, maintaining stable reliability throughout the year. Monthly OTP remained relatively consistent across seasons, with slight fluctuations tied to school schedules, roadway congestion, and high ridership periods.

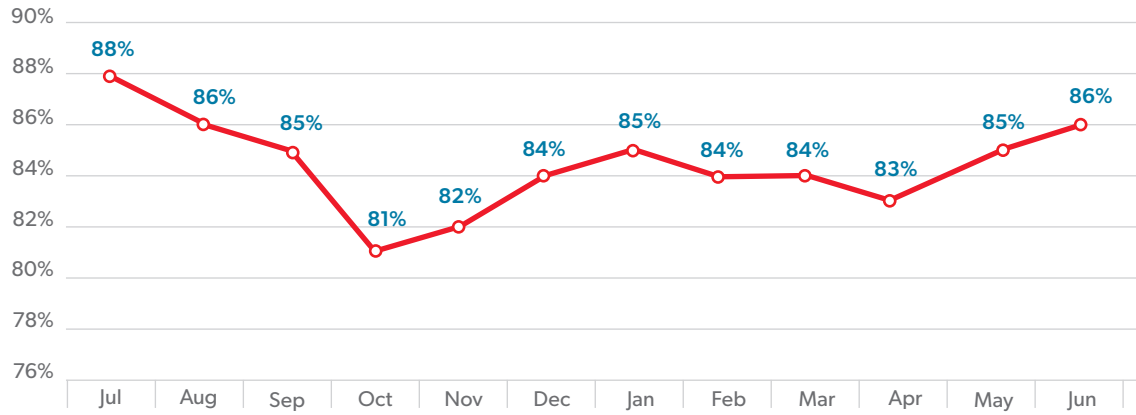
Durham Station, the system's primary transfer hub, continued to demonstrate exceptional performance. OTP at Durham Station averaged **95.5 percent**, providing predictable connections and dependable travel for thousands of riders each day. High OTP at the hub is especially important for maintaining systemwide reliability, as many riders rely on transfers to complete their trips.

GoDurham's ongoing improvements to scheduling practices and the continued deployment of Transit Signal Priority on key corridors contributed to these results. As additional TSP corridors come online in FY2026, GoDurham expects further gains in speed and reliability along priority routes.



On-time Performance, All Stops

ON-TIME PERFORMANCE ALL STOPS MONTHLY COMPARISON



GoDurham On-Time Performance
(All Time Stops) FY 2024 - FY
2025



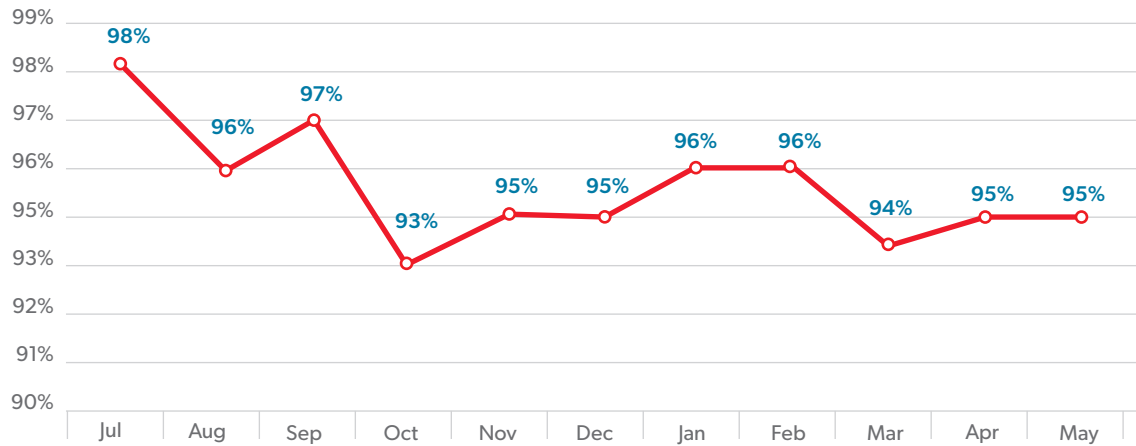
FY2024
87%

FY2025
84%

Change
-3.45%

On-time Performance at Durham Station

ON-TIME PERFORMANCE ALL STOPS MONTHLY COMPARISON



GoDurham On-Time Performance
(Durham Station) FY 2024 - FY
2025



FY2024
96%

FY2025
95%

Change
-1.04%

Fleet Reliability

The reliability and condition of the GoDurham fleet continue to play a vital role in providing consistent, high-quality transit service for passengers. In FY 2025, the GoDurham maintenance team worked diligently to manage an aging fleet and increasing service demands. The team struggled to provide maintenance, **73 percent of preventative maintenance inspections were completed on time**, falling well below the established target of 99 percent. This performance reflects staffing pressures, supply chain constraints, and the operational challenges associated with managing an aging fleet.

Despite these challenges, the maintenance team remained focused on fleet availability and operational continuity. GoDurham recorded **10,228 miles between major vehicle failures** in FY 2025. Although this figure is below the performance target of 20,000 miles and lower than the exceptional reliability achieved in FY 2024, it provides important insight into the increased strain placed on the fleet as ridership grows and service levels expand. These results underscore the need for continued investment in fleet replacement and modernization to maintain dependable service delivery.

The GoDurham maintenance team’s efforts in FY 2025 highlight their dedication to supporting daily operations, minimizing service disruptions, and ensuring a safe, reliable network for riders. As the system prepares for major service expansions in FY 2026, ongoing investment in fleet infrastructure, new vehicles, and maintenance capacity will be essential to improving reliability and meeting the needs of a growing community.



GoDurham Fleet Reliability Measures (FYs 2023 – 2025)

Measure	FY 2023	FY 2024	FY 2025	Target
Preventative Maintenance Completed On Time	100%	100%	73%	99.0%
Miles Between Major Vehicle Failures	14,180	39,773	10,228	20,000

Customer Service

GoDurham continued to prioritize improvements that enhance the passenger experience across FY 2025. Riders benefited from consistent schedule reliability, expanded Sunday and evening frequency, and sustained fare-free service. Many passengers reported that fare-free access made daily travel more affordable and helped reduce financial barriers to employment and essential services.

Throughout the year, GoDurham improved access to real-time information through digital platforms, updated signage, and enhanced schedule accuracy. Riders experienced more predictable travel times and increased confidence in bus arrivals, particularly along corridors equipped with Transit Signal Priority.

Customer feedback continued to highlight areas where riders experienced improved satisfaction, including shorter wait times at Durham Station, more reliable weekend service, and cleaner, more comfortable vehicles. These improvements reflect GoDurham’s ongoing commitment to providing a high-quality transit experience for all riders.

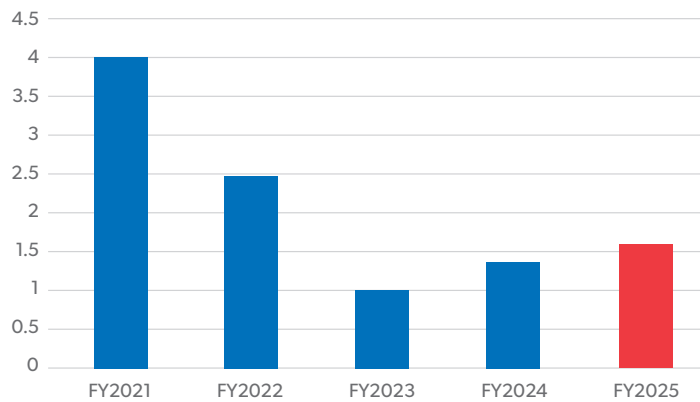
In FY 2025, GoDurham continued its commitment to improving the passenger experience while navigating increased ridership and operational pressures. Verified customer complaints per 100,000 boardings averaged **1.56** for FY 2025, reflecting a higher rate than in previous years and indicating areas where continued focus on customer engagement and service responsiveness will be important. As overall system demand grew, the agency worked to balance service reliability with rider expectations while addressing concerns promptly and transparently.

Monthly complaints per 100,000 boardings in FY 2025 ranged from a low of **0.51** in July 2024 to a high of **2.60** in September 2024, with several months reflecting steady mid-range values between **1.23** and **1.71**. These fluctuations provide insight into seasonal travel patterns, service pressures, and localized issues across routes, enabling GoDurham to more effectively direct staff resources and mitigation efforts where needed.

Despite the increased rate of verified complaints, GoDurham remains committed to strengthening its customer service foundation through enhanced operator support, clearer communication tools, and continued data-driven evaluation of rider concerns. These efforts reinforce the agency’s focus on providing a welcoming, reliable, and passenger-centered experience for all riders as the system grows and evolves.

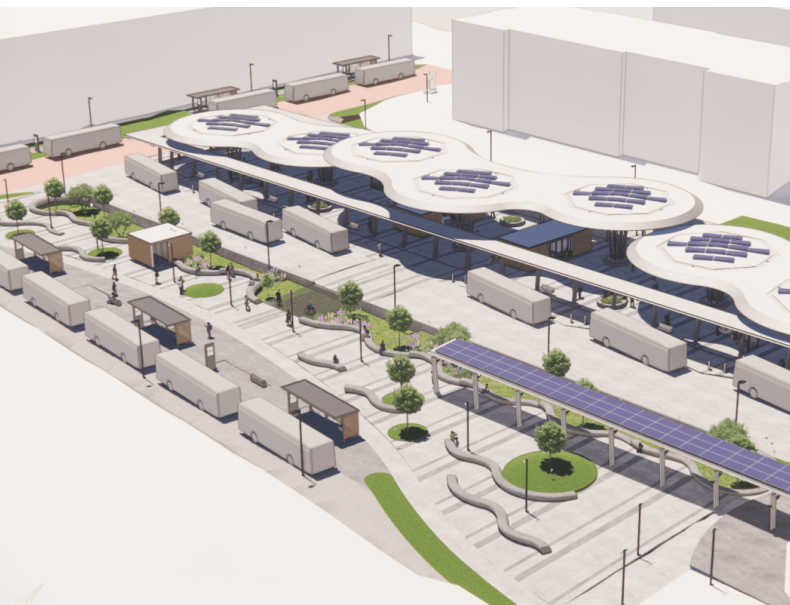
These results underscore GoDurham’s organizational focus on customer service excellence, supported by enhanced communication, proactive problem-solving, and a rider-centric approach. By continuing to prioritize customer engagement and satisfaction, GoDurham remains dedicated to providing a reliable and positive transit experience for Durham’s residents and visitors.

Verified Complaints Per 100K Riders
VERIFIED COMPLAINTS YEARLY COMPARISON



Accomplishments and Highlights From This FY

FY 2025 marked significant advancement in capital planning and infrastructure investment for GoDurham. The most notable milestone was the groundbreaking of the **Durham Station Revitalization Project**, a long-term improvement that will expand passenger amenities, modernize bus bays, enhance safety features, and strengthen multimodal connectivity at the city's central transportation hub.



GoDurham continued to expand the deployment of Transit Signal Priority (TSP), beginning with the Fayetteville Street corridor. Early results have shown improvements in travel time consistency and on-time performance, particularly during peak periods. TSP will continue to roll out to additional corridors in FY2026, supporting faster, more reliable service for riders throughout the system.

In addition to these efforts, GoDurham purchased property for a future **GoDurham ACCESS Operations and Maintenance Facility**, enabling long-term improvements to ADA paratransit service. This investment will support future growth, improve fleet storage and circulation, and enhance operational efficiency. The project represents a major step in meeting the mobility needs of some of Durham's most vulnerable populations.

FY 2025 also included early-stage development work for future transit infrastructure, including planning and design coordination for enhanced transit facilities across the city. GoDurham advanced conceptual work related to future transit hubs, stop improvements, and passenger amenity upgrades, building on Durham's long-term vision for a connected, multimodal network.

Additional Stop Improvements and shelter expansions progressed in FY 2025 with support from federal formula funds and local capital allocations. These enhancements focused on accessibility improvements, ADA compliance, lighting upgrades, and improved passenger comfort along high-ridership corridors. These efforts are foundational to GoDurham's strategy of elevating transit as an attractive, reliable, and comfortable mobility option for all riders.

Work on the Central Durham Bus Rapid Transit corridor reached key milestones in FY 2025 with the feasibility study engaging 44 private and public partners, including refinements to alignment details, planning-level design, and coordination with city, regional, and federal partners. These efforts support the transition to upcoming phases of preliminary engineering and environmental review expected to begin in FY2026.

Financial Summary

GoDurham maintained financial stability throughout FY 2025 due to continued support from federal grants, local funding provided through the Durham County Transit Plan, and the extension of fare-free service. Operational costs, however, continued to rise due to inflation, maintenance needs, and workforce pressures affecting the entire transit industry.

The award of a Federal grant, provided a major boost to GoDurham’s long-term financial capacity, supporting essential fleet replacement needs and reducing future operating and maintenance pressures. This investment helps stabilize future cost projections and supports GoDurham’s strategy to modernize its fleet while maintaining a high level of service quality.



Capital investments, including the Durham Station Revitalization Project, TSP expansion, and ACCESS facility acquisition, were supported by a combination of federal formula funds, competitive grants, and local transit tax funding. These investments position GoDurham to meet future demand and support long-term system improvements.

While financial conditions remain stable, long-term sustainability will require ongoing evaluation of operating costs and continued prioritization of projects that provide high-impact service improvements. Careful planning will ensure GoDurham can maintain reliability and expand service frequency in the years ahead.

In addition to fleet funding, GoDurham successfully leveraged support through the **Durham County Transit Plan**, which continues to fund key operating enhancements, including increased frequency on high-demand routes, expanded

weekend service, technology upgrades, and continued progress toward the Central Durham BRT corridor. Local funding also supported the acquisition of property for the new ACCESS operations and maintenance facility, which will be a long-term investment that will modernize paratransit service and improve operational efficiency.

These combined funding sources, along with ongoing federal formula allocations, position GoDurham to deliver the highest level of investment in transit infrastructure and service expansion in more than a decade. Continued pursuit of competitive grants will remain essential in FY2026 and beyond as operating costs grow and the system prepares for future expansions in frequency, connectivity, and fleet modernization.

Major Grants and Strategic Funding

FY 2025 was a landmark year for strategic funding and grant acquisition for GoDurham. The agency secured significant federal and local support that will accelerate planned improvements and strengthen the long-term sustainability of the transit network. These investments allow GoDurham to advance multiple high-impact initiatives simultaneously, supporting both near-term operational improvements and transformational capital projects.

A major highlight of FY 2025 was the award of a **\$12 million grant**. The grant represents one of the most substantial single-year federal allocations GoDurham has received and reflects strong federal recognition of Durham’s transit vision.

FY 2026 Outlook

FY2026 will be a year of major service expansion for GoDurham. Through investments supported by the Durham



County Transit Plan, the system will introduce higher-frequency service on key corridors, with **10-minute combined frequency where Routes 3 and 16 overlap along the Holloway Street Corridor, as well as plans for Routes 4 and 9**. These improvements will significantly reduce wait times, improve reliability, and provide riders with faster connections.

GoDurham will also launch a new **Route 13** connecting The Village to NCCU, expanding east-west mobility and improving access to employment, education, and residential areas. This route will serve as a critical link for riders who rely on frequent service to travel across the city.

The year ahead will also include continued progress on the Central Durham Bus Rapid Transit (BRT) project. Planning, engineering, and environmental review will advance throughout FY2026, bringing Durham closer to implementing its first BRT corridor. Coupled with ongoing construction at Durham Station and systemwide TSP expansion, these initiatives will help shape a more reliable and efficient transit network.

Marketing and Community Outreach

GoDurham commitment is to reach the Durham community through customer engagement, which is built through effective communication, sharing information, lending support and collaborating on common interest.

The more we are connected to the community increases GoDurham visibility and purpose in our mission of giving back to the community that we serve.

Our Community Outreach Purpose is to:

Increase our ability to serve and respond to the needs of the community.

Educate the community on GoDurham by raising awareness of existing and future services.

Expand our community support and relationship with the community.

Leverage our commitment to the community that we serve.

Continue to work in a collaborative manner with the community to address shared challenges and concerns.

MISSION STATEMENT

"To improve the quality of life within the Durham community, where GoDurham supports diverse needs through its role in strengthening community connections."



Durham ACCESS



GoDurham ACCESS: Empowering Mobility for All

GoDurham ACCESS continued to provide essential, door-to-door paratransit service to residents with disabilities throughout FY 2025. The program serves a critical role in ensuring equitable mobility options for riders who depend on specialized transportation for daily activities, including medical appointments, work, and community engagement.

This year marked an important milestone for GoDurham ACCESS operations. GoDurham secured property for a future dedicated ACCESS Operations and Maintenance Facility, which will expand capacity, improve efficiency, and enhance fleet management for the paratransit program. This investment will support long-term service improvements and better accommodate growth in demand.

GoDurham ACCESS continued to improve coordination between riders, operators, and dispatching teams. Enhancements to scheduling and communication helped reduce delays and improve the consistency of pickup and drop-off times. The program remains a key component of GoDurham's mission to provide accessible, reliable transportation for all residents.



At the very end of calendar year 2024, GoDurham ACCESS launched GoDurham Connect, an on-demand public transportation service, also called microtransit, that bridges the gap between traditional fixed-route bus systems and ride-hailing services to provide flexible rides within two designated service zones in Durham. The service utilizes technology that allows riders to request trips through mobile apps, websites, or phone calls, with all rides required to begin and end within a service zone to ensure efficient operations. Microtransit services like GoDurham Connect primarily serve areas that are difficult to reach with traditional fixed-route bus systems due to factors such as low population density or logistical challenges, addressing the first-and-last mile

connectivity problem by improving access to high-frequency transit routes. The program aims to enhance transportation accessibility for Durham residents, reduce reliance on single-occupancy vehicles, promote ridesharing and pooling options, and provide a more personalized and efficient travel experience for riders who need flexible transportation options.



GoDurham Access Performance

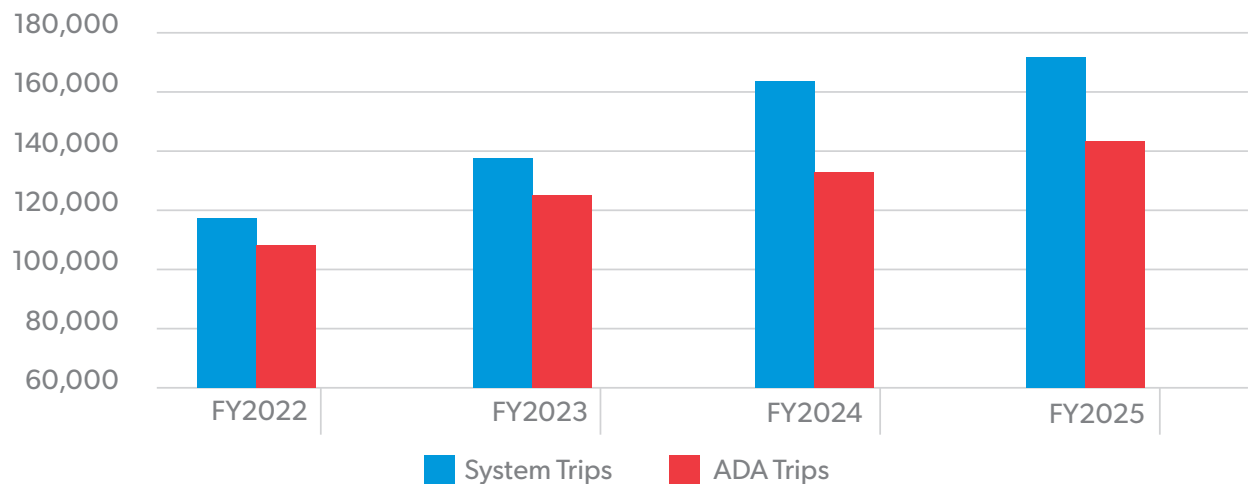
Ridership

In FY 2025, GoDurham ACCESS provided 169,451 system trips and 142,787 ADA paratransit trips for elderly, disabled, and transportation-disadvantaged riders across Durham County. This reflects continued and substantial growth compared to FY 2024, when ACCESS delivered 162,601 system trips and 131,562 ADA trips. The increases represent rising demand for specialized transportation and highlight the essential role ACCESS plays in connecting residents to medical appointments, employment, community services, and daily activities. Compared to FY 2023, FY 2025 ridership growth is even more pronounced, demonstrating the program’s sustained recovery and expanding service needs.

These trends underscore GoDurham ACCESS’s ongoing commitment to equitable mobility for some of Durham’s most vulnerable populations. The strong growth in both system and ADA trips reflects increased reliance on ACCESS as a critical transportation lifeline and aligns with broader systemwide improvements across GoDurham. As demand continues to rise, GoDurham remains focused on ensuring ACCESS maintains high service quality, operational reliability, and the capacity to meet the evolving mobility needs of riders throughout the community.

On-time Performance, All Stops

UNLINKED PASSENGER TRIPS YEARLY COMPARISON



Reliability

On-Time Performance

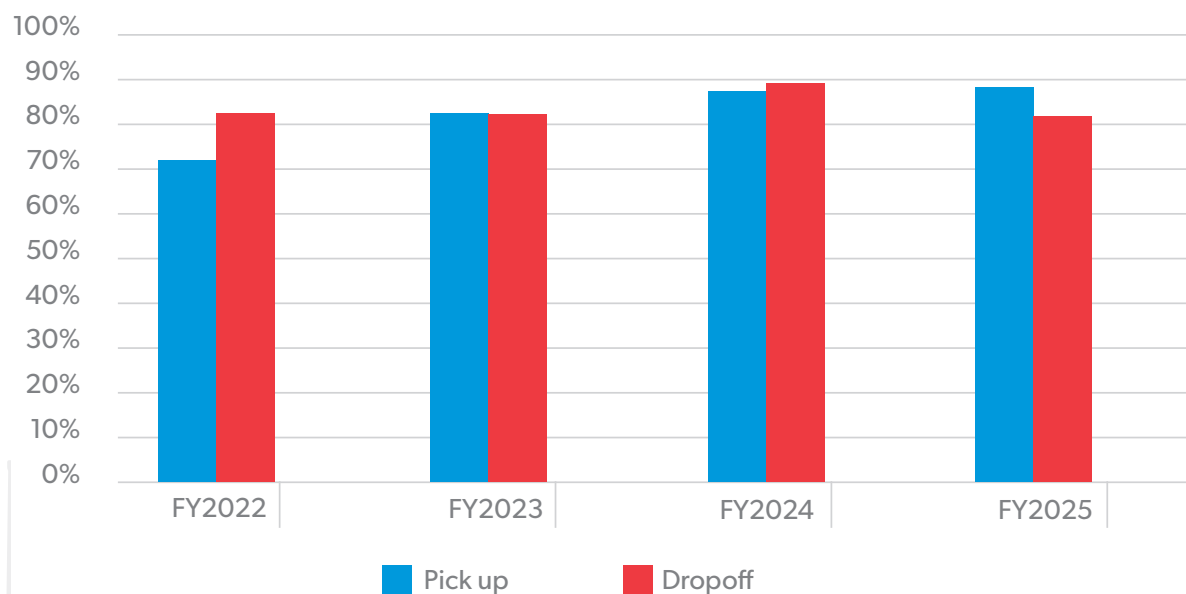
In FY 2025, GoDurham ACCESS continued measuring on-time performance for both the pickup leg of trips (within a 30-minute window of the scheduled time) and the drop-off portion (within 0–15 minutes of the scheduled time). Pickup on-time performance increased to **87.31 percent**, reflecting continued improvement over the previous FY and demonstrating the effectiveness of operational refinements and improved scheduling practices. Drop-off on-time performance reached **82.40 percent**, representing sustained reliability across varying service demands throughout the year.

These results highlight GoDurham ACCESS’s ongoing commitment to operational performance despite the challenges often faced in paratransit service delivery, including fluctuating demand, trip complexity, and varying travel distances. Continued adjustments to driver assignments, enhanced dispatch coordination, and growing operational stability contributed to these achievements, supporting a more efficient and responsive mobility service for riders.

GoDurham ACCESS remains focused on providing consistent, timely, and dependable transportation for elderly, disabled, and transportation-disadvantaged residents across Durham County. Maintaining strong pickup and drop-off reliability is essential to supporting rider independence, improving access to essential services, and ensuring equitable mobility throughout the community.

ACCESS On-time Performance

GODURHAM ACCESS PICK UP / DROP OFF ON-TIME PERFORMANCE (FYS 2022-2025)



Fleet Reliability

The state of repair and ongoing maintenance of the GoDurham ACCESS fleet remains central to ensuring system reliability and high-quality service for riders. For the fourth consecutive FY, the GoDurham ACCESS maintenance team demonstrated exceptional consistency by completing **100 percent of all scheduled preventative maintenance inspections on time in FY 2025**. This continued achievement not only meets but exceeds the established target of 99 percent and underscores the team’s unwavering commitment to proactive vehicle care. Maintaining this level of performance is essential to minimizing service disruptions and sustaining reliability for elderly, disabled, and transportation-disadvantaged riders throughout Durham County.

In addition to preventative maintenance, GoDurham ACCESS achieved a significant improvement in fleet reliability during FY 2025. The program recorded **92,052 miles between major vehicle failures**, marking a substantial increase compared to the **30,151 miles** reported in FY 2024 and far exceeding the target of 12,500 miles. This notable improvement reflects both the maintenance team’s diligent efforts and the operational stability the system achieved over the past year. Comparatively:

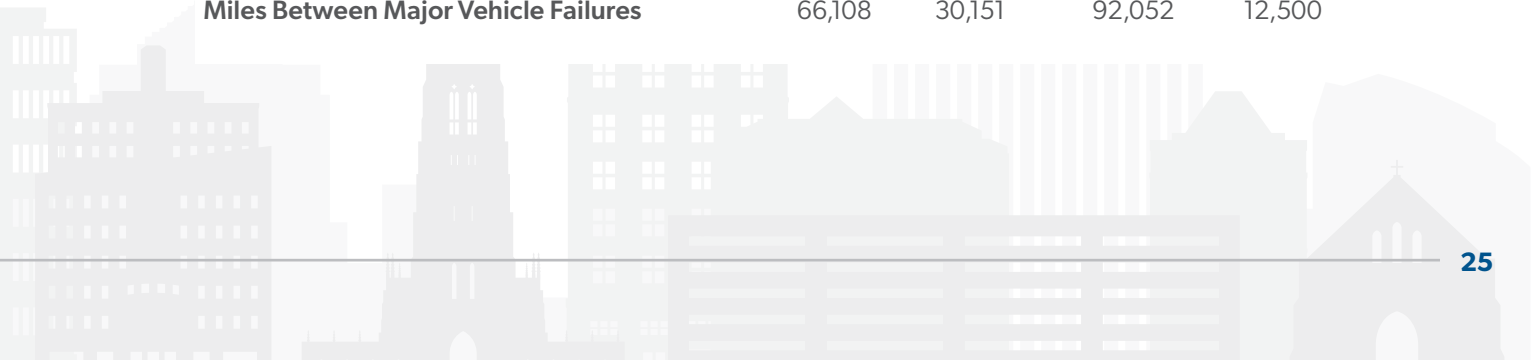
- ▶ In **FY 2022**, ACCESS achieved **71,306 miles** between failures, representing one of the strongest reliability outcomes in recent years.
- ▶ In **FY 2023**, the metric reached **66,108 miles**, maintaining a high level of performance despite increasing service demands.

The dramatic improvement in FY 2025 highlights the resilience and effectiveness of the ACCESS fleet and demonstrates the positive impact of consistent maintenance, diagnostic accuracy, and sustained operational oversight. It also reinforces the importance of continued investment in fleet modernization to ensure that vehicles remain dependable as service levels expand.

GoDurham ACCESS’s maintenance team continues to be a cornerstone of system reliability, ensuring that riders experience safe and consistent transportation every day. Looking ahead, ongoing emphasis on vehicle replacement, enhanced maintenance tools, and continued workforce development will remain critical to sustaining ACCESS’s strong performance and supporting the mobility needs of Durham County’s most vulnerable populations

GoDurham ACCESS Fleet Reliability Measures (FYs 2023 – 2025)

Measure	FY 2023	FY 2024	FY 2025	Target
Preventative Maintenance Completed On Time	100%	100%	100%	99%
Miles Between Major Vehicle Failures	66,108	30,151	92,052	12,500



Efficiency & Effectiveness

In FY 2025, GoDurham ACCESS continued to balance service quality with cost efficiency while meeting growing demand for paratransit service. The **average cost per revenue hour** for ACCESS service was **\$85.39**, with monthly values reflecting normal variation tied to service levels, labor costs, and seasonal demand. Costs ranged from a low of **\$74.94 in July 2024** to a high of **\$96.63 in November 2024**, reflecting periods of higher operating pressure and lower trip density during winter months.

The average cost per trip for ACCESS service was **\$40.99 in FY 2025**. Monthly costs per trip fluctuated throughout the year, ranging from **\$34.60 in July 2024** to **\$46.50 in September 2024**, before moderating during the spring months. These trends reflect changes in trip length, scheduling efficiency, and ridership volume, as well as broader inflationary pressures affecting transit operations. Overall, ACCESS maintained a relatively stable cost structure while continuing to provide essential mobility services across Durham County.

Customer Service

GoDurham ACCESS maintained strong customer service performance throughout FY 2025, with verified complaint rates remaining extremely low for most of the year. Monthly verified complaint rates were zero from September 2024 through May 2025, indicating consistently positive rider experiences and effective service delivery during the majority of the FY. Minor complaint activity was recorded early in the year, with rates of 0.16 in July and August 2024, reflecting isolated issues rather than systemic concerns.

A higher complaint rate of **4.00 was recorded in June 2025**, highlighting the importance of continued monitoring and responsive service adjustments during periods of increased demand or operational strain. Despite this late-year increase, the overall complaint profile demonstrates GoDurham ACCESS's continued focus on rider communication, issue resolution, and service quality. Ongoing customer engagement efforts remain a key component of maintaining rider satisfaction as ACCESS service continues to grow.



Safety Performance

Safety remained a core priority for GoDurham ACCESS throughout FY 2025. Preventable collisions per 100,000 miles **remained very low, with zero preventable collisions recorded** in most months. Isolated increases occurred in **August 2024 (0.94), January 2025 (1.08), and March 2025 (1.09)**, reflecting periods of higher service activity, traffic congestion, and seasonal operating challenges.

The predominance of zero-incident months demonstrates the effectiveness of ACCESS operator training, defensive driving practices, and proactive safety oversight. Continued emphasis on incident review, operator coaching, and safety awareness remains essential to sustaining low collision rates as service levels and trip volumes increase.

Cost per Trip – Year-Over-Year Comparison

Over the past four FYs, GoDurham ACCESS has maintained a relatively stable cost per trip, demonstrating effective cost management despite rising service demand and inflationary pressures. In FY 2025, the average cost per trip was **\$40.99**, slightly higher than **\$40.13** in FY 2024 and **\$40.04** in FY 2023, but notably lower than the **\$42.24** recorded in FY 2022.

This trend indicates improved efficiency over the long term, even as trip volumes have increased and service complexity has grown. Maintaining cost stability while expanding service underscores GoDurham ACCESS’s ability to balance fiscal stewardship with its commitment to providing high-quality paratransit service.

Complaint Rate per 10,000 Passengers – Year-Over-Year Comparison

GoDurham ACCESS’s **complaint rate per 10,000 passengers** has remained consistently low throughout recent FYs. In FY 2025, the average complaint rate was **0.36**, comparable to **0.35** in FY 2023, following a notably lower rate of **0.10** in FY 2024. These fluctuations largely reflect changes in ridership levels and reporting patterns rather than declines in service quality. The consistently low complaint rate over time highlights ACCESS’s strong customer service practices and its commitment to addressing rider concerns promptly and effectively. Continued focus on communication, responsiveness, and rider support remains central to sustaining positive customer experiences.



Preventable Collisions per 100,000 Miles – Year-Over-Year Comparison

Preventable collisions per 100,000 miles for GoDurham ACCESS have remained low over the past three FYs, reflecting sustained attention to safety and operator performance. In FY 2025, preventable collisions averaged **0.26 per 100,000 miles**, slightly higher than **0.18** in FY 2024, but significantly lower than the **0.51** recorded in FY 2023.

These results demonstrate meaningful long-term improvement in safety outcomes, even as service levels and trip volumes have increased. Continued investment in operator training, safety monitoring, and proactive risk management will remain essential to maintaining and improving ACCESS safety performance in future years.

GoDurham ACCESS / UZURV Partnership

In FY 2025, GoDurham ACCESS expanded its supplemental service capacity through continued partnership with UZURV and the introduction of SilverRide, both operating under the Transportation Network Company (TNC) model. Riders benefit from drivers who meet the same rigorous standards required of GoDurham ACCESS operators, including comprehensive safety training, background checks, and mandatory substance testing. This ensures that contracted TNC services maintain the high levels of safety and reliability expected across GoDurham’s mobility programs.

Through integrated scheduling between GoDurham ACCESS and both UZURV and SilverRide’s platforms, the system efficiently assigns trips daily based on availability, performance, and rider needs. Combined, these providers delivered **36,712 trips in FY 2025**, demonstrating the growing importance of TNC partnerships in supporting demand and expanding service coverage. This represents a meaningful increase compared to the FY 2024 TNC total, driven in part by SilverRide’s first full year of participation and consistently strong utilization across the service area.

On-time performance for TNC services remained exceptional, with UZURV and SilverRide achieving a combined **98.25 percent OTP in FY 2025**. This continues the program’s long-standing record of reliability and reflects the effectiveness of integrated trip assignment, operator consistency, and responsive customer support. TNC services have become a dependable component of the ACCESS operations, ensuring timely mobility for riders whose trips may fall outside traditional fleet capacity or geographic constraints.

Looking ahead, GoDurham ACCESS plans to further enhance TNC connectivity and convenience through upcoming technological improvements that will support more flexible booking options and greater platform integration. These advancements, along with continued partnerships with UZURV and SilverRide, will help meet rising demand while providing elderly, disabled, and transportation-disadvantaged residents with equitable, efficient, and dependable mobility options throughout Durham County.



Financial Overview (FY 2025)

In FY 2025, the Mobility Services Division managed a diverse portfolio of transit and mobility programs supported by a combination of local, state, federal, and other funding sources. Financial information reported to the National Transit Database (NTD) reflects the core operating and capital activities of the division, while additional locally funded programs supplement these services to meet specific community needs.

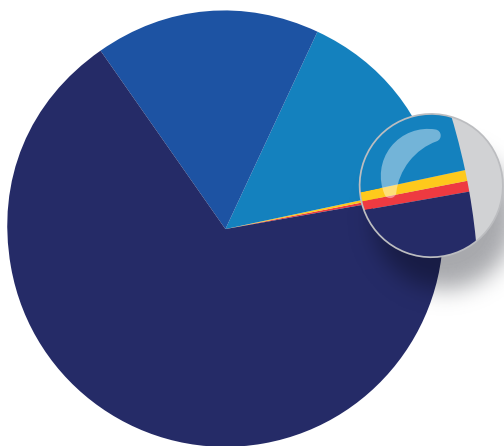


The total expenses reported to the Federal National Transit Database (NTD) in FY 2025 were primarily driven by Fixed Route service, which accounted for \$31.6 million in expenditures, reflecting the scale and operating intensity of systemwide bus operations. Paratransit (ACCESS) expenses totaled \$7.7 million, supporting critical mobility services for elderly, disabled, and transportation-disadvantaged riders throughout Durham County. In addition, capital expenses totaled \$6.7 million, representing continued investment in fleet, facilities, and infrastructure necessary to maintain and modernize the transit system.

Within the paratransit program, locally administered services accounted for in the City's general ledges further expanded mobility options. These services included Senior Shuttle operations (\$86,929) and Microtransit services (\$122,240). While these costs are subsets of overall paratransit expenditures, they highlight targeted investments aimed at improving access and flexibility for specific rider populations.

On the revenue side, Mobility Services reported \$49.0 million in total revenue to NTD in FY 2025. Local funding sources comprised the largest share of revenues, including City Property Tax (\$16.0 million), County Transit Plan funding (\$10.8 million), and Other Local Taxes (\$12.7 million). Federal and state funding contributed \$5.5 million and \$3.4 million, respectively, with additional revenue from other sources totaling \$620,000.

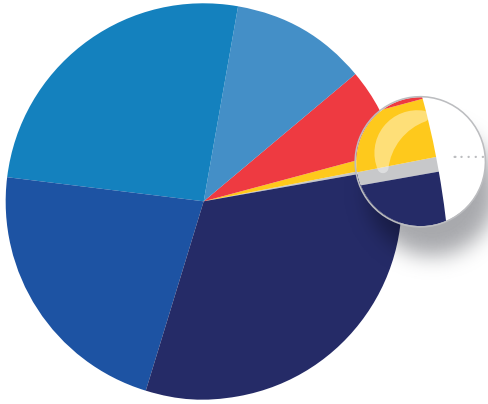
It should be noted that micromobility revenue (\$40,890) is not reported to NTD, as micromobility services fall outside the federal definition of transit reporting. This revenue is managed separately and supports non-traditional mobility options that complement the broader transit network and supported by the Durham County Transit Plan.



Mobility Services Expenses (FY 2025)

Category	FY 2025 Expenses
Fixed Route (NTD)	\$31,608,838
Paratransit / ACCESS (NTD)	\$7,725,792
Capital (NTD)	\$6,746,644
Microtransit (G/L)	\$122,240
Senior Shuttle (G/L)	\$86,929

Mobility Services Revenues (FY 2025 – NTD)



Category	FY 2025 Revenue
City Property Tax	\$16,049,594
Other Local Taxes	\$12,663,938
County Transit Plan	\$10,801,088
Federal	\$5,519,531
State	\$3,358,290
Other	\$619,979
Total NTD Revenue	\$49,012,420

Non-NTD Revenue (FY 2025)

- Micromobility (non-NTD) \$40,890



Shared Micromobility Performance

Overview

The City of Durham Shared Micromobility Program was established in June 2019 and allows residents and visitors to rent electric scooters and electric assisted bicycles (e-bikes) for short-term use in the public right of way. The availability of these devices helps to close the first- and last-mile gaps in transit and offer greater access to jobs, school, healthcare, groceries, and more. Through FY 2025, the program has provided over 910,000 trips covering over 1.15 million miles of travel. The number of shared micromobility trips taken has remained relatively consistent since FY 2022 but with a slight drop this past FY, as seen below. However when adjusted for city-wide fleet size, trips per vehicle grew in comparison to the previous two years.

Micromobility Performance Overview FY 2025

	FY 2022	FY 2023	FY 2024	FY 2025
Total Trips	132,647	130,360	126,262	109,544
Total Distance (mi)	233,242	173,119	131,320	106,876
Average Vehicles	501	629	618	521
Trips per Vehicle	264.8	207.2	204.4	210.3

Vehicles

Throughout FY 2025, three companies operated shared micromobility programs within Durham: Spin, Bird, and Lime. Bird exited the city at the beginning of August 2024 after their permit expired, and Lime began operating after they were issued a permit in December 2024. The total number of vehicles available for rent across Durham averaged 521 in FY 2025. Fleet size fluctuated throughout the year based on weather conditions and other factors, with single-day vehicle counts ranging from a low of 382 (April 7, 2025) to a high of 753 (August 5, 2024).

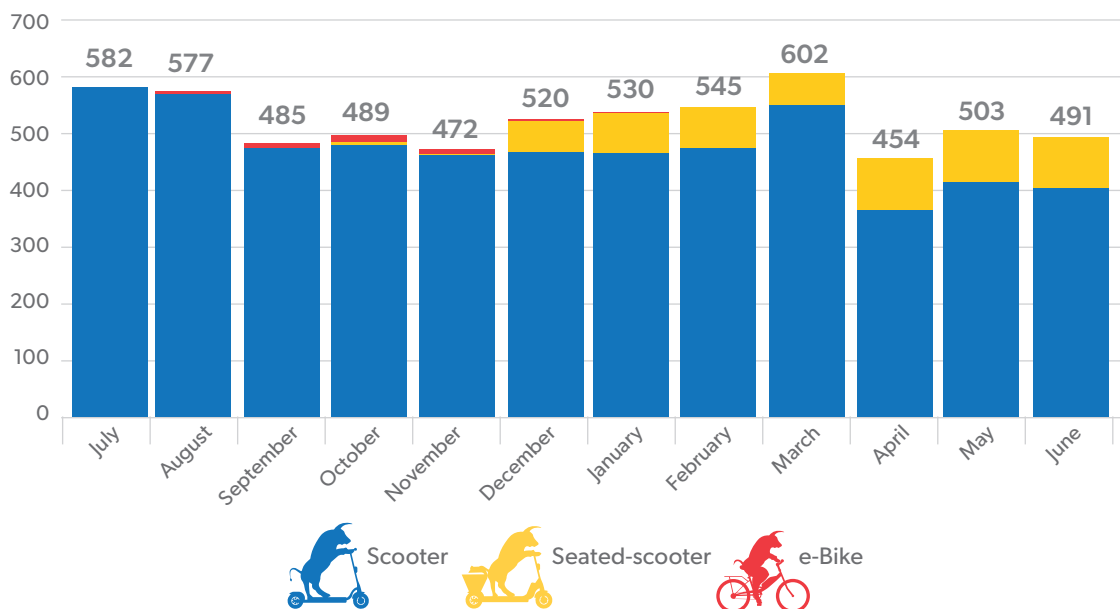
Most notably, with FY 2025 came the introduction of seated vehicles to the city fleet in the form of both seated scooters and electric bicycles (e-bikes). The seated fleet peaked in April 2025, reaching both 88 vehicles and 22.5% of the total fleet throughout the month. Accounting only for months with a seated fleet composition above 1.5% of city-wide vehicles (December through June), seated vehicle trips and distance traveled totaled 9,587 trips and 9,367 miles over these seven months. When adjusted for fleet size, seated scooters and e-bikes slightly outperformed the vehicle fleet overall in both trips and distance by deployment period and a per-month basis.

Fleet Overview

	Total Fleet (12mo, Jul-Jun)	Seated Fleet (7mo, Dec-Jun)	Monthly Total Fleet	Monthly Seated Fleet
Trips per Vehicle	210.3	214.2	17.5	18.0
Distance per Vehicle (mi)	205.2	208.5	171	17.6

Average Total Fleet by Vehicle Type

AVERAGE TOTAL FLEET BY VEHICLE TYPE FROM JULY THROUGH JUNE





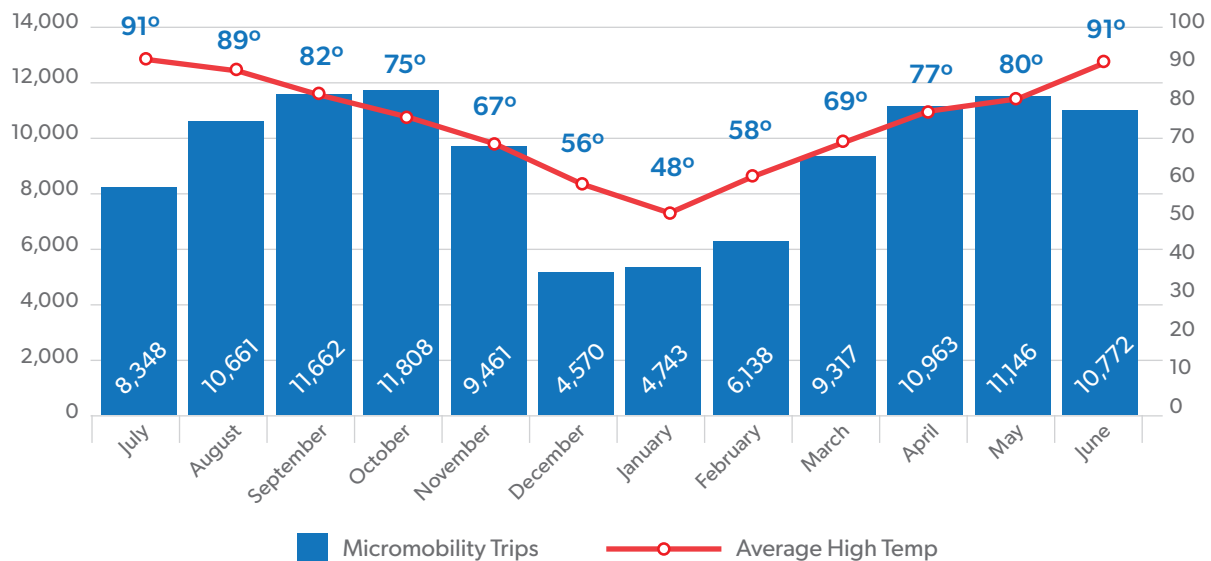
Vehicle utilization is a key indicator of system health and measures the average number of trips per e-scooter per day. In FY 2025, the utilization rate for both companies averaged 0.6 trips per vehicle, peaking at 1.5 on April 19, 2025. Seated vehicle utilization was similar, but peaked at a whopping 2.7 trips per vehicle on June 20, 2025.

Ridership

A total of 109,589 shared micromobility trips were taken in FY 2025, averaging 300 trips per day. Broken down by mode, approximately 10,000 trips were taken on seated scooters, 200 on e-bikes, and the remaining nearly 100,000 annual trips were by standing scooter. Monthly ridership hit above 10,000 trips in both August through October and April through June.

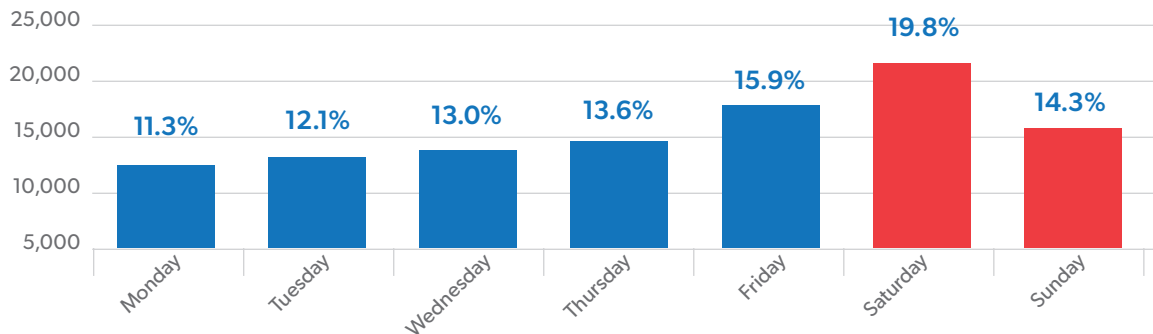
Trips per Month

TOTAL MONTHLY TRIPS COMPARED WITH AVERAGE HIGH TEMPERATURE

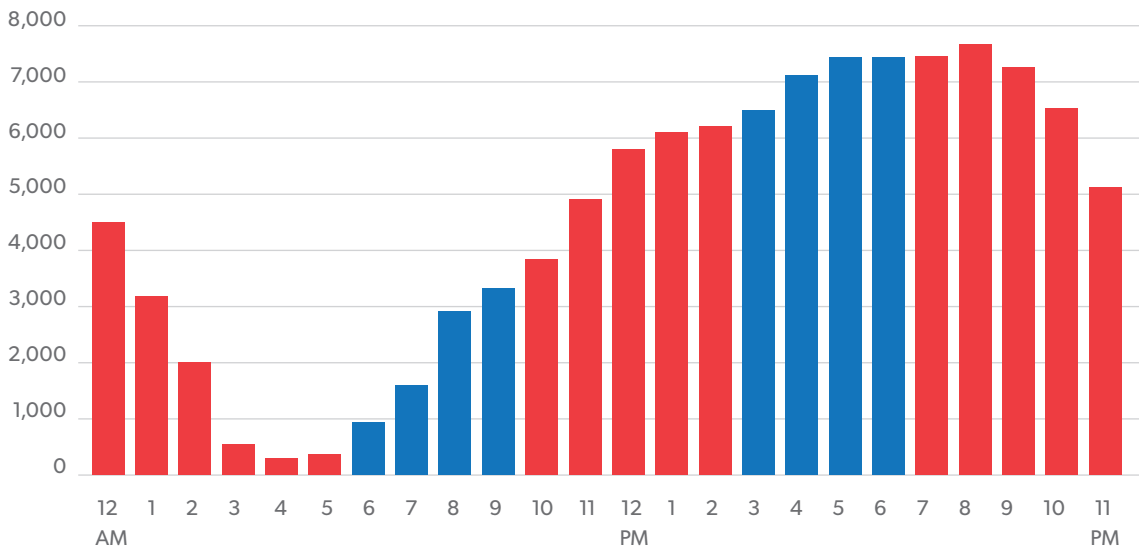


FY 2025 ridership generally increased throughout the week as well as the time of day, indicating micromobility devices tend to be used for more recreational rather than essential travel purposes.

Micromobility Trips By Day Of The Week



Micromobility Trips By Hour Of The Day






Travel




As in previous years, shared micromobility trips were concentrated in the Downtown area. The Foster-Corcoran-Blackwell corridor (north to south) and W Main/E Chapel Hill corridor (east to west) saw the highest ridership, while both of Duke’s campuses as well as North Carolina Central’s campus also saw relatively high ridership. When Lime entered Durham in December 2024, their coverage area expanded micromobility service into North Durham above the highway as well as into neighborhoods south of Cornwallis. Ridership geographic spread increased in response, particularly in northern areas, as can be seen in the below map.

FY 2025 Shared Micromobility Miles

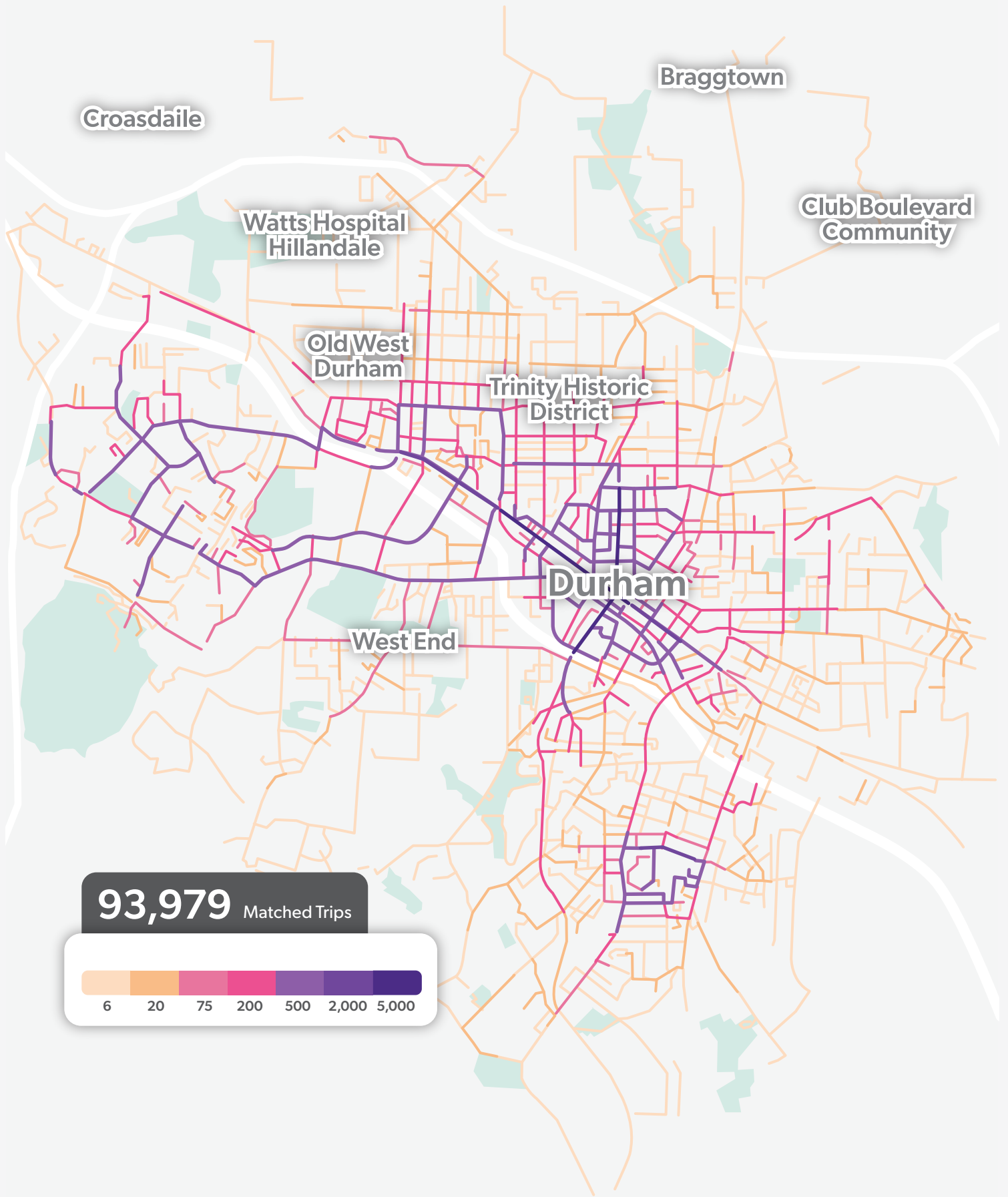
106,876 miles

Average Trip Length | 5.9 minutes and 0.68 miles

  5.8 minutes  0.68 miles

  7.0 minutes  0.66 miles

  9.5 minutes  0.84 miles



Croasdaile

Braggtown

Watts Hospital
Hillandale

Club Boulevard
Community

Old West
Durham

Trinity Historic
District

Durham

West End

93,979 Matched Trips

