



Date: March 18, 2024

To: Durham County Board of Commissioners
From: Sean C. Egan, Director of Transportation, City of Durham
Subject: GoDurham FY23 Annual Report

Executive Summary

The purpose of the presentation is to report GoDurham performance and major highlights for FY23.

Motion

To receive a presentation on the GoDurham FY23 Annual Report.

Background

For the GoDurham transit system, Fiscal Year 2023 was defined by continued recovery from the impacts of the COVID-19 pandemic, transition to a new management approach focused on performance and accountability, and establishment of a strong foundation for delivery of major service and facility improvements in the years ahead. Fare-free service eased the burden for those essential workers our community relied upon throughout the pandemic at hospitals, skilled nursing facilities, pharmacies, and grocery stores. Pandemic workforce shortages forced transit service cuts and longer waits for riders with many 30-minute routes operating hourly service at the start of the year, but investments in better compensation for front-line staff paired with employee engagement and a strong focus on recruitment and retention helped to bring staffing from 70% (lowest operator levels as a percentage of the FY 2021 budget) to nearly 90%, enabling restoration of 85% of 2020 service levels.

In February 2023, the Durham City Council recognized 16 inductees to the “Million Mile Club,” recognizing the extraordinary achievement of bus operators who safely navigated a 40-foot bus through our streets for one million miles without a preventable collision.

In May 2023, the Council authorized a new service contract with financial penalties and incentives tied to the concerns voiced by riders during community engagement, such as on-time performance, cleanliness, and customer service. The new contract is directly managed by the City Transportation Department’s new Mobility Services team, led by two of our region’s most respected transit professionals.

Our future is bright, with the support of unprecedented funding for GoDurham in the 2023 Durham County Transit Plan, design is underway for bus stop and access to transit improvements on the Holloway and Fayetteville corridors and the revitalization of Durham Station, as well as dramatic increases in system service levels by more than 60% in the years ahead. The full Durham County FY 2025 Draft Transit Work Program was available for public comment through February 21st. The draft budget includes \$27.1 million for the City of Durham. Highlights include:

- GoDurham service frequency increases and new Crosstown routes

- \$7.3 million increase for Durham Station
- Additional \$4.2 million for GoDurham and ACCESS operations and maintenance facilities
- \$374k for the Direct Investment in Mobility Equity (DIME) grant to support continued Fare Free service on GoDurham

Attachments

GoDurham FY23 Annual Report Presentation