



GoDurham Annual Report

Sean Egan

Director of Transportation

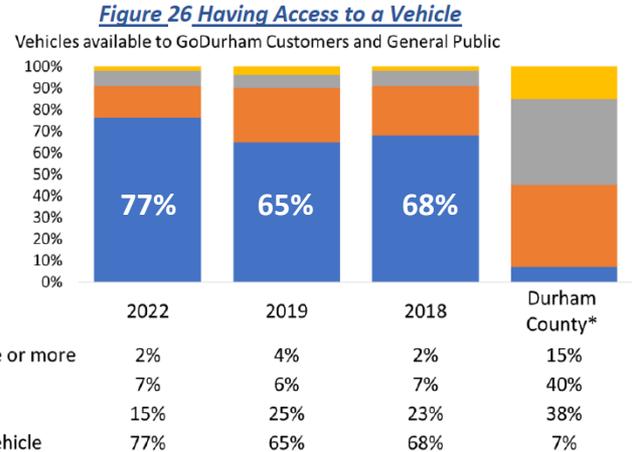
New Management Approach



- New contract is focused on performance and accountability
- Financial penalties and incentives tied to concerns raised by customers
- Directly managed by the new Mobility Services division

Fare-Free Transit

- Investment in GoDurham initiatives, such as the continued fare-free service, support equity
- 77% of GoDurham riders who do not have access to a vehicle



*2021 1 year American Community Survey estimates. Selected Housing Characteristics

Source: 2022 GoDurham On-Board Survey

Zero-Emissions Battery-Electric Buses

- Six buses with greater range capacity began in service in November 2023
- Eighteen additional buses ordered and will begin in service in 2026
- 41% of the fleet will be zero-emission by the end of FY26

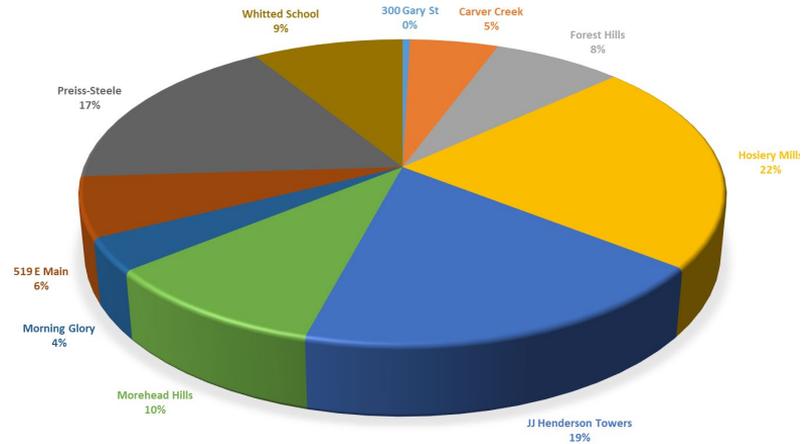


FY 2023 Electric Fleet Key Stats:

- Over 36,000 miles in service
- Over 9,500 lbs. CO2 saved
- 157 lbs. of NOx saved
- 6,545 gallons of diesel fuel saved

Food Access for Seniors

- Partnership with End Hunger Durham – Funded by the Durham County Transit Plan
- Over 3,400 trips from low-income senior housing communities to grocery stores
- 24% increase in trips provided vs. FY22



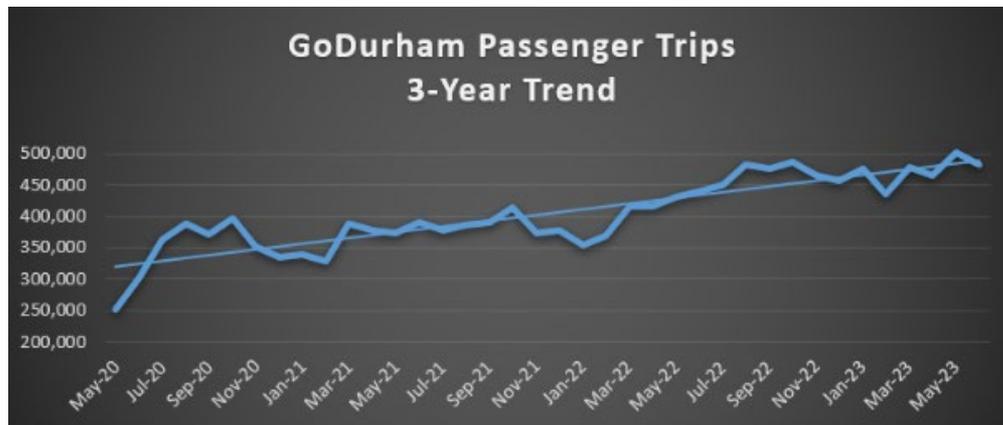
GoDurham Million Milers Honored



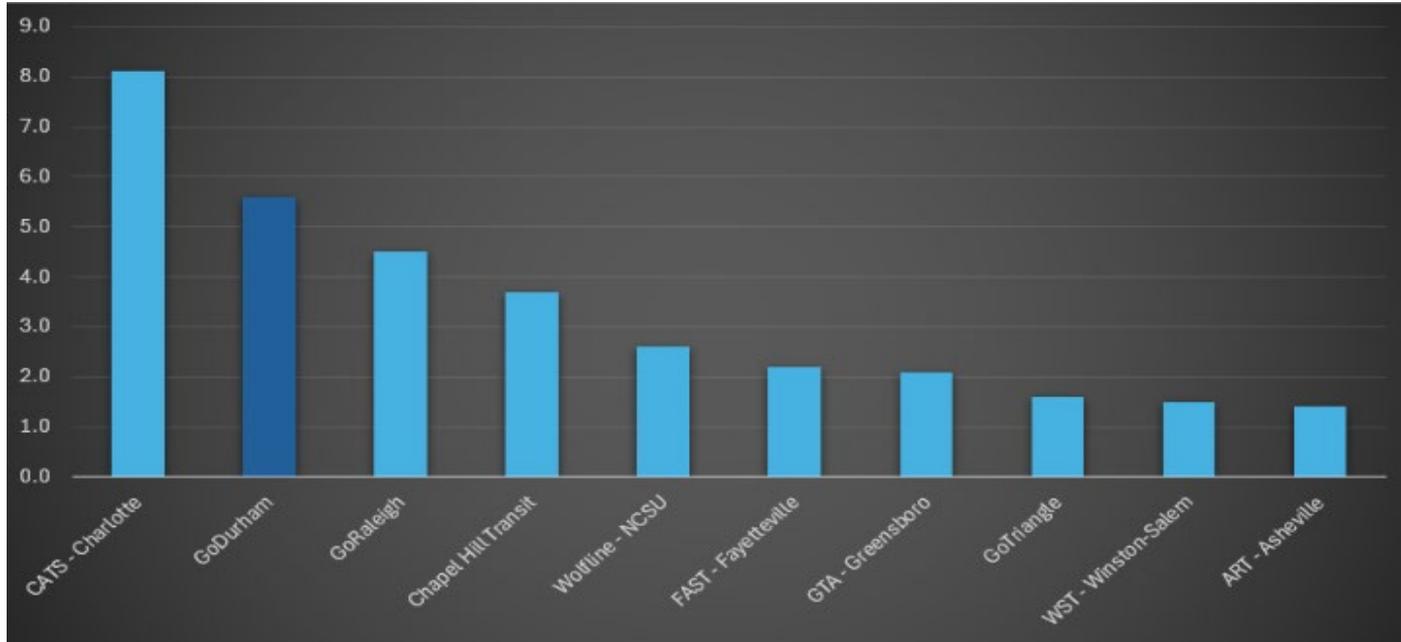
- 16 GoDurham operators inducted into the Million Miler Club
- Over 17 million miles without a preventable collision
- One operator traveled over 2 million miles without a preventable collision

GoDurham Ridership

- Over 5.6 million passenger trips provided in FY 2023
- 30.7 passengers per revenue hour (NC peer avg = 14.9)
- Nearly 17,000 passenger trips provided daily
- 86% of FY 2019 Ridership



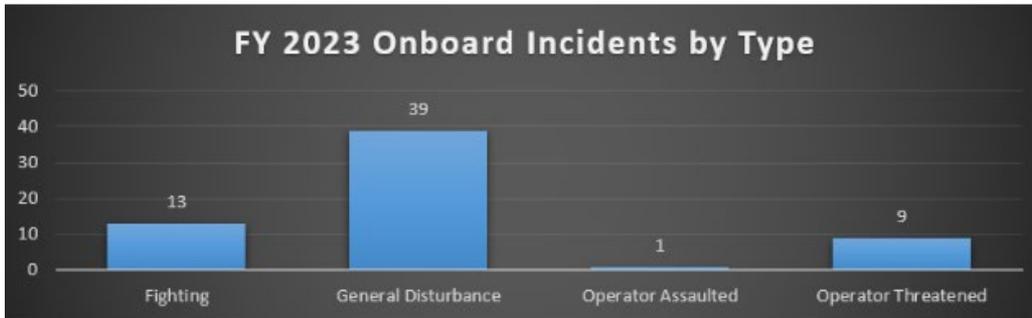
Top 10 Bus Transit Systems in North Carolina FY 2023 Passenger Trips (millions)



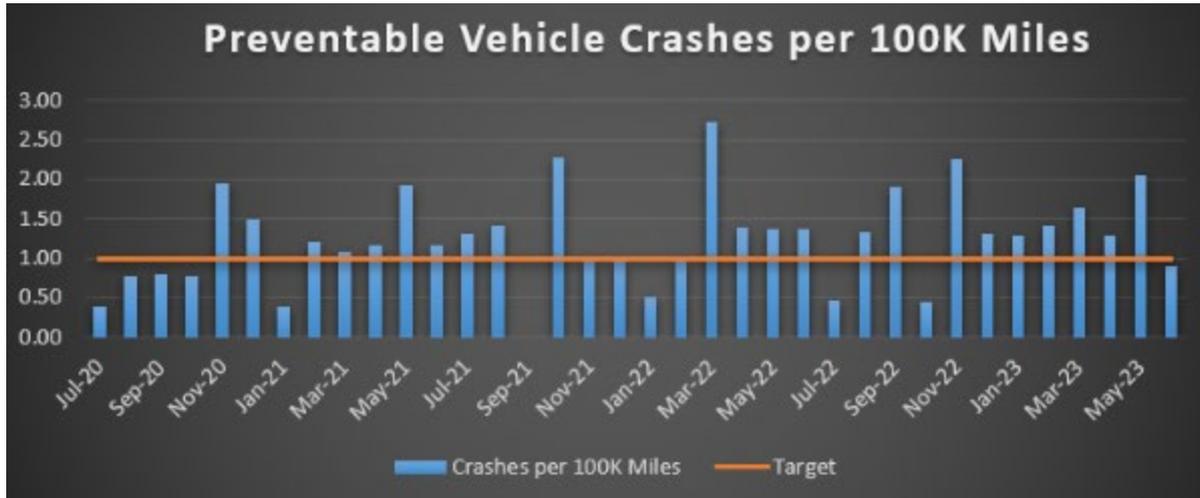
GoDurham Key Performance Indicators - Safety



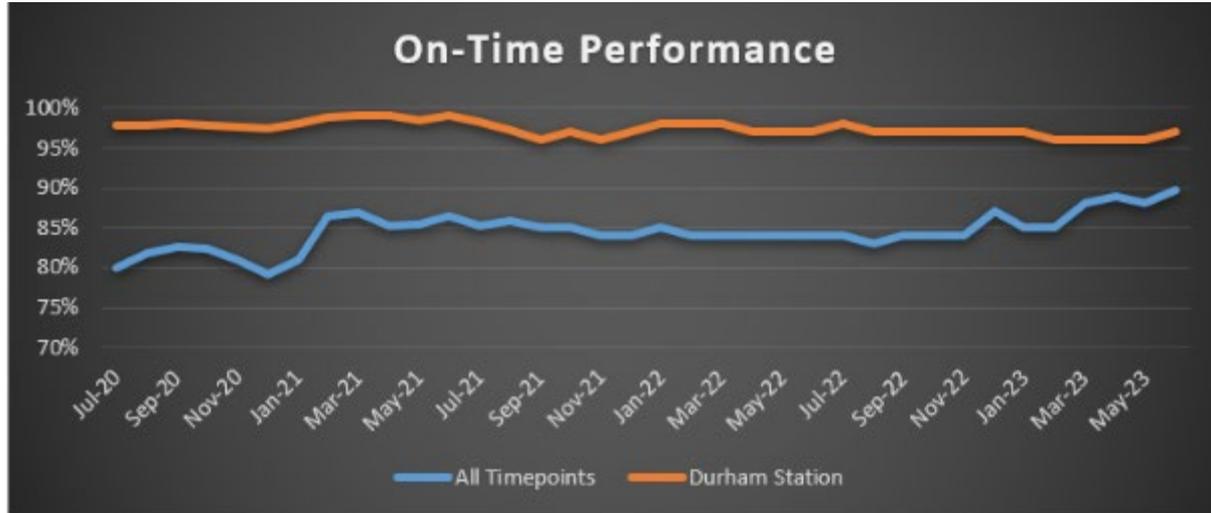
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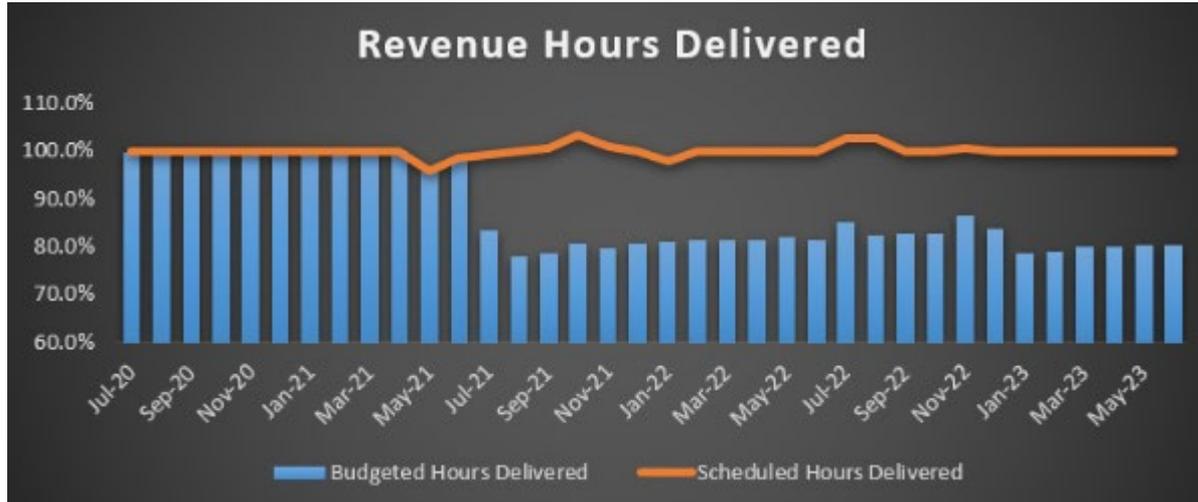
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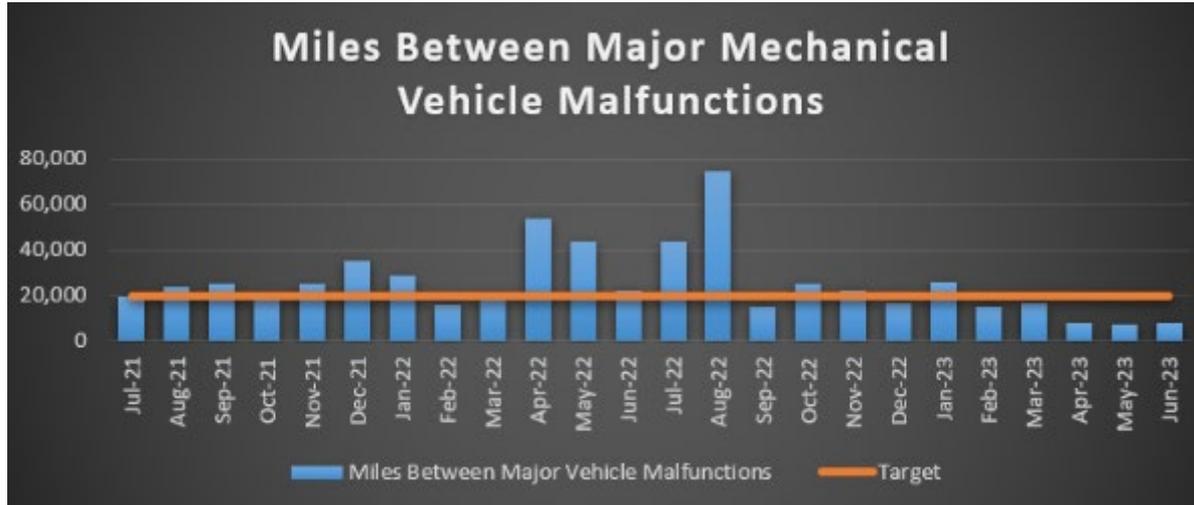
GoDurham Key Performance Indicators - Reliability



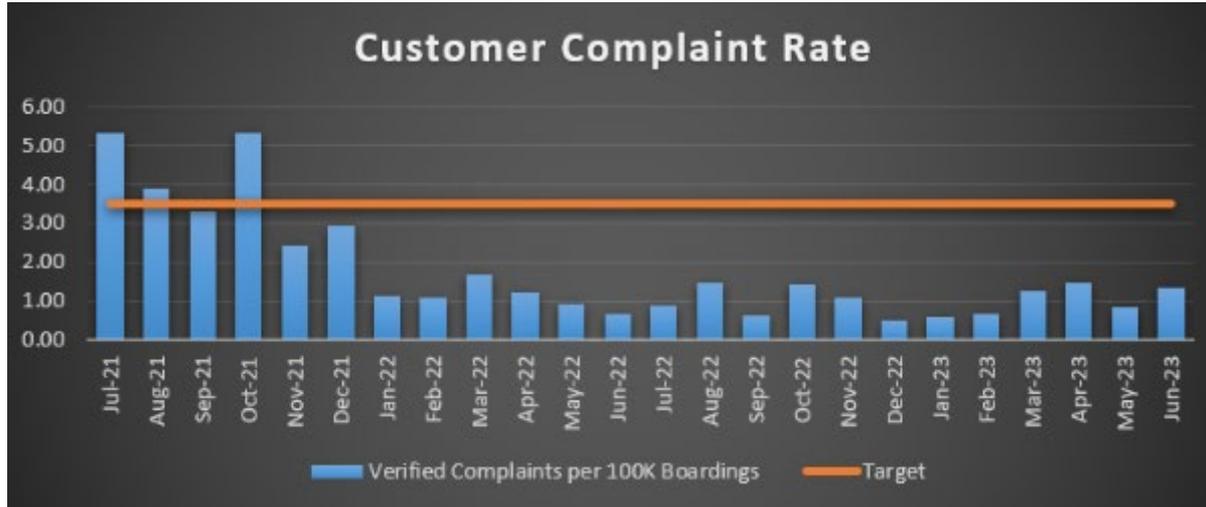
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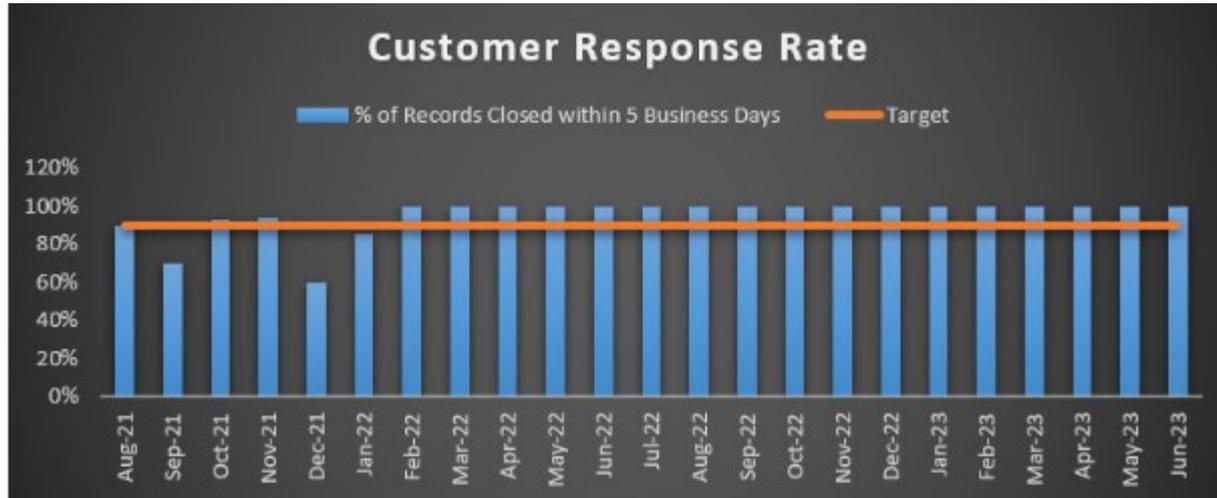
GoDurham Key Performance Indicators - Reliability



GoDurham Key Performance Indicators – Customer Service

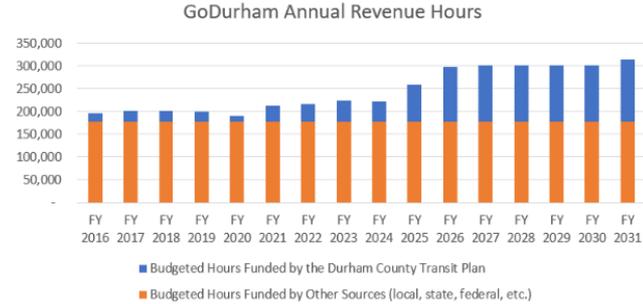


GoDurham Key Performance Indicators – Customer Service



2024 Up and Coming

- Increase in pre-pandemic service levels by 50% over the next 2 years
- Paratransit service improvements to achieve 95% on-time performance and same-day reservations
- Groundbreaking for major facility improvements at Durham Station (image on right)
- Traffic Signal Priority (TSP) for buses at 13 intersections on Fayetteville Street



Questions?