

GoDurham's Playbook for Modern Paratransit Performance

spare

88% → 93%

On-Time Performance

↑15%

Increase in Productivity

↓30%

Reduction in No-Shows

A New Standard for Paratransit in Durham.

In July 2024, GoDurham ACCESS partnered with Spare to modernize service for residents who cannot use fixed-route buses. The goal wasn't just new software — it was better outcomes for riders, dispatchers, and leadership.

Within one year, Durham improved reliability, shortened trip times, increased vehicle productivity, and gave riders more independence through digital tools and real-time visibility.

“

With the app and service options, I can move around the city much more efficiently and independently — with less stress.

— GoDurham ACCESS Rider



Before Spare

Heavy reliance on phone bookings

Long call hold times

Manual route adjustments

Limited fleet visibility

Low rider trip status awareness



After Spare

21% of riders booking via mobile & web

24/7 AI Voice after-hours & call overflow

Real-time dispatch tools

Integrated traffic-aware routing

Automated notifications (app, SMS, email)

“ *This modernization shows a real commitment to riders who depend on ACCESS every day.*

— Durham Mobility Services Leadership

Results in the First Year



88% → 93%

On-Time Performance

Across day-to-day service trips



1.51 → 1.74

Passengers per Vehicle Hour (PPVH)

Expanded access with the same fleet



32 min → 23 min

Average Trip Duration

Refined across ~750 daily trips



+15%

Vehicle Utilization

Increased productivity, same fleet



4% → 2.5%

No-Shows

From improved comms & reminders



21%

Digital Adoption

Self-serve rider trip booking

A Launch Backed by Operational Partnership

- ✓ Deployment of real-time optimization engine
- ✓ AI Voice for 24/7 booking & peak call support
- ✓ Unified ADA, microtransit & county analytics
- ✓ Operator-level performance dashboards
- ✓ No-show trend monitoring & targeted outreach
- ✓ Digital complaints, commendations via Resolve

Future Impact

For Riders

More Independence With Trips

Book, track & manage digitally

Shorter, More Predictable Trips

Real-time routing & notifications

Always-On Feedback

Submit concerns/praise anytime

For Operations

Proactive Dispatching

Live visibility into fleet health

Reduced Manual Workload

Automated scheduling & routing

Lower Call Volume

Digital self-service & AI support

For Leadership

Data-Driven Oversight

Easier NTD & monthly reporting

More Output, Same Fleet

Improved performance at scale

Modern Paratransit Blueprint

Real, trackable results