

2006 Annual Report

To The Triangle Region of North Carolina

Ridership Hits New Highs

Triangle Transit Authority enjoyed record ridership in 2006. More patrons used TTA services than in any previous year with ridership of 1.2 million on TTA's regional buses, shuttles, vanpools, or through our carpool matching and employer transportation programs.

Here are some highlights of our fiscal year:

- Regional bus ridership rose by 62,785, a 7.8% increase
- Vanpool ridership rose by 58,220, a 17.6% increase
- Paratransit ridership rose by 2,795, a 35% increase
- Rideshare match requests rose by 12,196, a 645% increase
- Visits to the **GoTriangle.org** Trip Planner rose 173%
- Customer Service calls for transit information rose 70%
- Design was completed on an expanded Bus Operations and Maintenance Facility to meet needs of increased ridership
- Signed final agreements for shared use of possible future rail corridor
- Developed policies and tools for transit supportive land use, in conjunction with local governments
- Selected a Master Developer for properties TTA owns around potential future transit station sites
- Expanded the **SmartCommute Challenge** from Research Triangle Park to Durham, Orange and Wake counties
- Promoted transit as an alternative to the car with “**Dump The Pump**” Day and “**Bike to Work**” week



Triangle Transit's Strategic Goals

- Provide safe, reliable, clean, courteous and coordinated service
- Increase ridership
- Increase public & community outreach
- Continue future transit planning

Providing The Alternative To A Stressful Commute

The Triangle commute isn't getting any better. The region continues to see major increases in travel time... more than other regions of the U.S. With an expected 800,000 more people in the area by 2030, drivers will need alternatives to congestion, fluctuating fuel prices and stress from long commutes.

That's why political leadership in the Triangle formed TTA in 1989: to provide bus service, vanpools and more, supporting the area with alternatives and budget saving ideas that can positively impact us all and our growing region.



Letter To The Community



As Chair of the Board of Trustees, I am pleased to provide this **Annual Report** highlighting the Triangle Transit Authority's accomplishments during Fiscal Year 2006.

TTA continued to play a vital role in providing and planning transportation alternatives in the Triangle and we remain committed to maintaining the quality of life that we have come to enjoy.

During FY 2006, we built upon our quality bus system by adding and improving our existing service. We believe that the 7.8 percent rise in transit trips, the 17 percent rise in demand for our vanpools and the dramatic number of people accessing our services on the Web at www.rideTTA.org, GoTriangle.org, and ShareTheRideNC.org are evidence that we continue to be instrumental in providing options to driving. New express bus routes between Chapel Hill, Durham and Raleigh have been overwhelmingly successful. In order to serve the growing Brier Creek area, our shuttle service provided more access to one of the region's fastest growing and popular shopping destinations. Our shuttle service to RDU International Airport continues to take riders to the terminal door. The

"Go Bulls Express" provided special events service, taking fans to Durham Bulls home games on Friday and Saturday nights.

We are working with our transit partners to provide seamless service throughout the Triangle. We joined with Orange Public Transportation to provide service between Hillsborough and Chapel Hill. Regional workgroups have been discussing bus stops, signs, shelters, technology, customer service and marketing. We expect the benefits of this collaboration to be evident to Triangle residents in the future.

While providing service today, we continue to work on ways transit can help provide solutions for the next 30 years. The area's growth continues to outpace projections, our roads are becoming more congested and transportation funding grows more competitive. We have been encouraged by support of local leaders who understand that we must work forge a broadbased community plan for the Triangle's future. We look forward to the strengthening of this partnership.

As fuel prices rose, TTA promoted "**Dump The Pump**" and "**Bike to Work**" days. The "**SmartCommute Challenge**" expanded from the Research Triangle Park to Durham, Orange and Wake counties. Thanks to the hard work of businesses in the Triangle, our "Emergency Ride Home" program—which provides emergency access to a taxi or rental car for transit users has demonstrated its value in those occasional emergency situations which preclude using transit or sharing the ride.

While we are proud of what we have achieved, we must continue to work diligently to meet the challenge given to us: to provide an enhanced public transportation network that connects people and places and leverages market-based changes to development in our Greater Triangle Region.

M. Cate Worthing

TTA Annual Report—2006

Information provided in this Annual Report covers July 1, 2005 to June 30, 2006. TTA's Annual Report is published by TTA Communications & Public Affairs. To be added or removed from the mailing list, contact:

Triangle Transit Authority, Communications and Public Affairs

P.O. Box 13787, Research Triangle Park, NC 27709



2006 Highlight: Customer Service

This year's focus on TTA customer service included these improvements:

- New Express Service between Chapel Hill & Raleigh and Durham and Raleigh
- New regional service between Hillsborough and Chapel Hill
- New bus service at Brier Creek Commons in cooperation with transit systems in Durham and Raleigh
- Interactive customer service training for all TTA bus operators
- Introduction of a new computer-based tracking system for customer comments and TTA's response
- Response to and resolution of most customer concerns within two business days
- More informational transit tubes at bus stops in Cary and Raleigh
- Work with the Town of Apex and the City of Raleigh to provide transit enhancements along TTA routes
- Better on-time performance of all scheduled transit trips
- Introduction of on-line pass sales at www.rideTTA.org



TTA's Shuttles take air passengers to the front door of Terminals A & C at RDU International Airport

2006 Highlight: Training

TTA's training and safety techniques are critical to our mission critical to our mission.

Preventative maintenance improvements now mean less down time for TTA vehicles.

This year, TTA instituted a defensive driving course for its 65 vanpool drivers.

TTA highlighted safety by holding a Bus Rodeo for all bus operators.

Safety efforts included communications to bus and shuttle operators to promote a decrease in the number of accidents.

Training programs continued to pay off with a decrease in the number of days missed because of

increased injuries.

TTA's Customer Service Award allows riders to nominate the "best of the best, employees who have demonstrated that they are outstanding examples of safety, service and training.

The TTA "Employee of the Month" program honors perfect attendance and safety records.

2006 Highlight: Regional Planning

TTA is best known for its regional bus service which covers 1,525 square miles. Our passengers travel an average 9.7 miles per trip, one of the longest transit trip lengths in the USA.

In addition to bus, vanpool and paratransit service, TTA assists cities, towns and counties with transportation planning. Some

of the work in the last year included the draft of a regional planning document covering best practices and developing standards for bus amenities.

TTA has also provided guidance on transit oriented development for potential transit stops and stations in the Triangle.

In addition to helping the

region as it looks at future rapid transit solutions, TTA is working to meet today's demand for regional bus service with final planning on a larger Bus Operations and Maintenance Facility in Wake County near RDU International Airport.

As the region grows, so will the need for TTA's regional planning assistance.



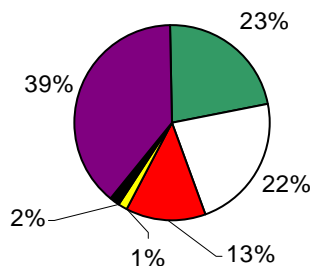
TTA's planning effort with cities and towns promotes transit friendly neighbors and neighborhoods.

TTA Facts

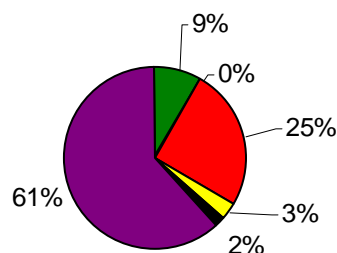
- Provides regional bus & shuttle service, paratransit, vanpools, rideshare matching, trip planning and transportation demand management
- Serves Apex, Cary, Chapel Hill, Durham, Garner, Hillsborough, Raleigh, Research Triangle Park and RDU International Airport
- 1,525 square miles in service area
- 817,619 annual regional bus boardings
- 398,602 annual vanpool boardings
- 10,824 annual paratransit boardings
- 14 bus and 4 shuttle fixed routes
- 65 buses and shuttles, 623 bus stops
- 65 vanpools in 14 counties (trips begin or end in Durham, Orange or Wake counties)

Financial Highlights

Revenues FY 2006
Total: \$37,455,809



Expenses FY 2006
Total: \$39,598,073



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