

2011

**Triangle Transit**  
*Annual Report*



## ▶ Chairman's Message

**Jeff Merritt, Chair • Wake County**

**Fiscal Year 2011 was another record setting year for Triangle Transit.** I am pleased to report we broke new ridership records during the year, with 1.28 million boardings, outpacing record ridership levels achieved during high fuel prices in 2008. Our express services between Durham and Raleigh and Chapel Hill and Raleigh continue to perform well and we made changes in many of our routes during the year to improve on-time performance.

In October 2010, Triangle Transit took over management of the Durham Area Transit Authority (DATA). The first year of this partnership was one of learning, listening to riders at monthly input sessions and from community groups, government agencies and businesses about what they expect in a transit system. We also took the first steps toward an intensive review of all routes during FY 2012 and expect route changes to be recommended in late 2012 and in effect in 2013. Ridership on DATA grew to just over 5.6 million boardings during the year with many new riders using the fare-free Bull City Connector.

During the year, work was completed on the first of the three transit plans in the three counties we serve. On June 27, 2011, the Durham Board of County Commissioners approved the Durham Bus/Rail Investment Plan and authorized a referendum on a one-half cent transit sales tax on November 8<sup>th</sup>. The City and County of Durham, the DCHC MPO and Triangle Transit worked diligently to complete the bus expansion, commuter rail and light rail elements of the plan that will begin to build for the future with more than 1.2 million more people expected in the region by 2035. The measure was approved 60% to 40%.

Orange and Wake counties continue to refine their bus and rail investment plans and we look forward to assisting them in the year ahead.

Our success hasn't come without help. Triangle Transit's employees continue to demonstrate that they are among the best in the nation – committed to excellent customer service. The support we receive from the citizens of Durham, Orange and Wake Counties has helped us to grow and be an important part of the Triangle's regional transportation options.

We are excited about the future and pledge to work together to provide citizens in the region with affordable transportation choices that support mobility, access and the Triangle's economic vitality. Thanks for supporting Triangle Transit.

## ▶ Annual Report

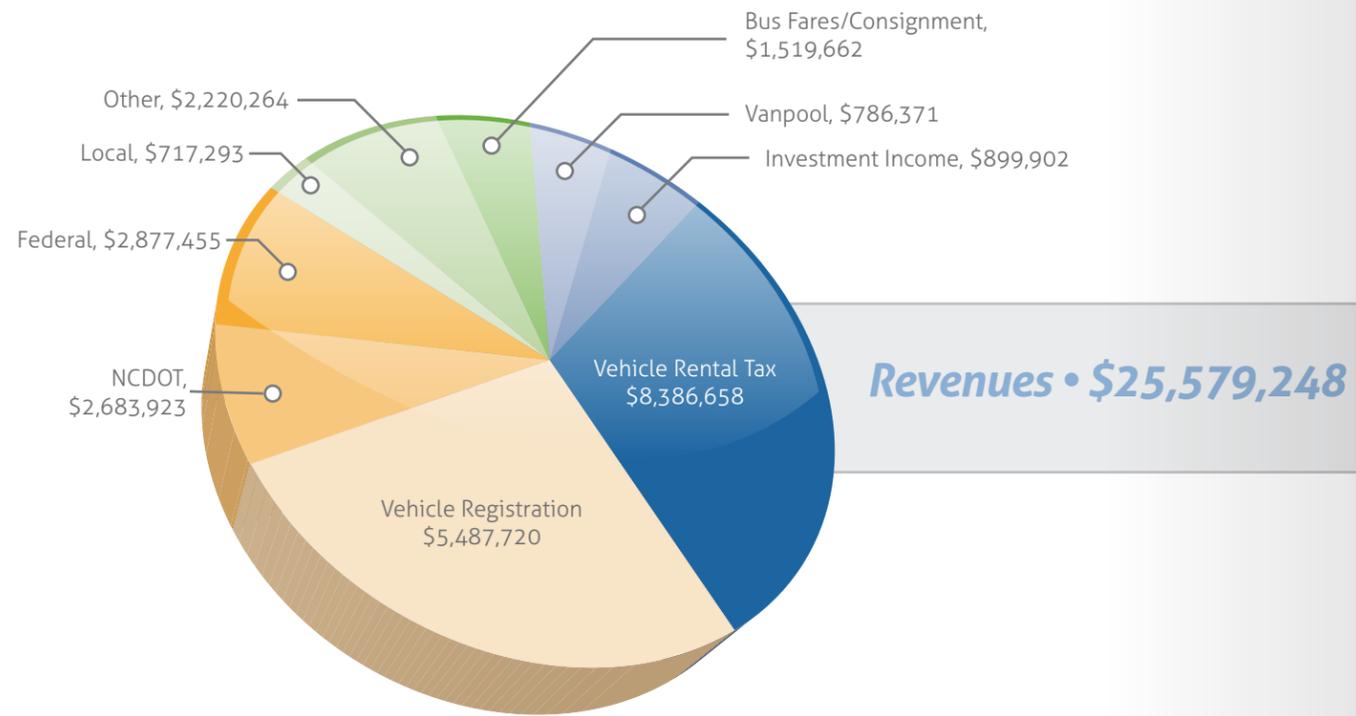
### By the numbers

- FY 2011 Fixed Route Ridership – 1,287,157 trips – up 17.9% from FY 2010
- FY 2011 Paratransit Ridership - 29,132 trips – up 15.4% from FY 2010
- 15 Regional Routes, 5 Weekday Express Routes, 5 Shuttle Routes
- 60 Buses, 68 Vanpools, 10 Paratransit Vehicles
- Hours of Operation: 6 a.m. to 11:30 p.m. (Monday-Friday) and 7 a.m. to 7 p.m. (Saturday)
- Serving Apex, Cary, Chapel Hill, Durham, Garner, Hillsborough, Knightdale, Raleigh, Research Triangle Park, RDU International Airport, Wake Forest, Wendell and Zebulon

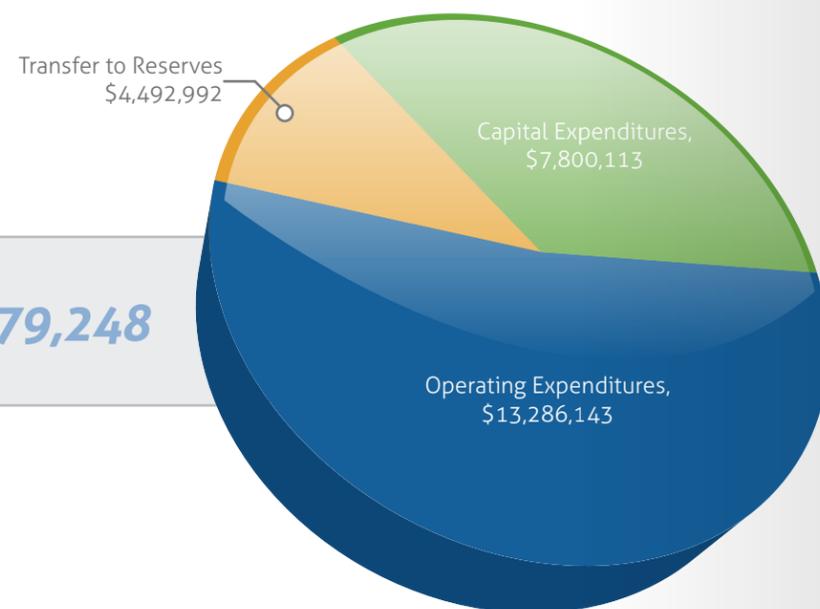
### ▶ Triangle Transit Ridership



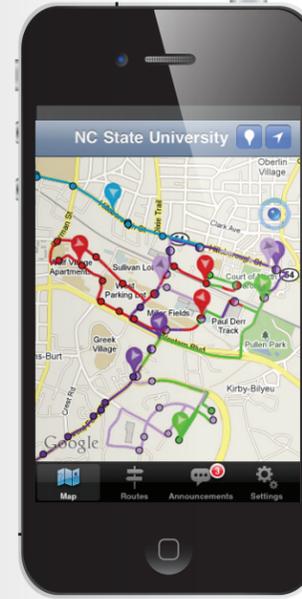
## ► Fiscal Year 2011



## Expenditures • \$25,579,248



## ► Technology



Triangle Transit is embracing technology to aid riders and passengers. Wi-Fi on all buses was introduced in spring 2011 at no additional cost to the rider.

A real-time transit information system is in final development. When available, the real-time data will include information on projected vehicle arrival and departure times, service disruptions and delays, transfers as well as other related information such as date and time, weather, public announcements, security related information and updates during events. This information is provided to assist our regional riders in making pre-trip and en route trip decisions.

## ► Planning Bus & Rail Improvements

### For the future

Over the last two decades, the Triangle area has experienced explosive growth and, despite the challenging economic times, the area continues to attract residents. The current population of about 1.5 million residents is expected to reach 2.5 million by 2030.

Today, existing transit systems connect areas of the Triangle through extensive bus programs. But in order to address the mobility demands as the area grows, it is critical to improve the local transportation system.

With these improvements in mind, the Triangle Regional Transit Program, assisted by Triangle Transit is helping to create a regional transit network to address the region's transportation needs — needs that include a fixed guideway system of rail and a significant expansion of the local and regional bus network.

Public workshops were held in between June 2010 and March 2011. More than 1,100 people participated and the web site at [www.ourtransitfuture.com](http://www.ourtransitfuture.com) had more than 58,000 unique web visitors. Durham County has completed its Bus and Rail Investment Plan. Orange and Wake counties are expected to complete plans in 2012.

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- ▶ Triangle Transit improves our region's quality of life by connecting people and places with reliable, safe, and easy-to-use travel choices that reduce congestion and energy use, save money, and promote sustainability, healthier lifestyles, and a more environmentally responsible community.

Information provided in this Annual Report covers July 1, 2010 through June 30, 2011.

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