

2010: a Year of Growth and Progress for Triangle Transit

Triangle Transit continues to provide the region with effective and efficient travel options. For the second year, there were more than one-million unlinked fixed route trips in FY 2010. Paratransit services increased nearly 35% over FY 2009.

New express service linked Knightdale, Wendell and Zebulon to Raleigh, joining express routes between Chapel Hill and Raleigh, Durham and Raleigh and Wake Forest and Raleigh.

Triangle Transit continued to hold the line on operating costs, had fewer equipment complaints from passengers, added eight new buses to the fleet, won an NC Public Transportation Association Safety Award for its paratransit operations, scored well in customer surveys for bus cleanliness and placed third in the NCPTA Bus Roadeo.

Triangle Transit and the City of Durham reached agreement for the agency to assume management of the Durham Area Transit Authority (DATA) on October 1, 2010. The agreement means more than 5-million passenger trips in the area annually will be managed by Triangle Transit.

Funds from the American Recovery and Reinvestment Act (ARRA) allowed Triangle Transit to purchase new buses for its fixed route fleet and paratransit vans, add passenger amenities and make improvements to the Bus Operations and Maintenance Facility.



Triangle Transit also began an analysis of future bus and rail improvements for the region.

Knightdale to Raleigh Express Bus Service began in January 2010.



Express Bus Service from Zebulon and Wendell to downtown Raleigh began in November 2009.



In June 2010, the City of Durham signed a contract with Triangle Transit to manage the operation of DATA.

By the Numbers

- ▶ FY 2010 Fixed Route Ridership
1,091,626 trips
- ▶ FY 2010 Paratransit Ridership
25,245 trips
- ▶ 15 Regional Routes
- ▶ 5 Shuttle Routes
- ▶ 60 Buses in Fleet
- ▶ 78 Vanpools
- ▶ 8 Paratransit Vehicles
- ▶ Hours of Operation:
6 a.m. to 11:30 p.m. Monday-Friday
and 7 a.m. to 7 p.m. Saturday
- ▶ Serve Apex, Cary, Chapel Hill, Durham, Garner, Hillsborough, Knightdale, Raleigh, Research Triangle Park, RDU International Airport, Wake Forest, Wendell and Zebulon
- ▶ Governed by a 12-member Board of Trustees with representatives from city, town and county governments in Durham, Orange and Wake counties and NCDOT



JEFF MERRITT, CHAIR
WAKE COUNTY

CHAIRMAN'S MESSAGE

Fiscal Year 2010 was a year of growth for Triangle Transit. I am pleased to report another year of ridership over one-million and the addition of express services to Knightdale, Wendell and Zebulon. The GoTransit Regional Transit Information Center received over 370,000 phone calls in FY 2010, 45,000 more calls than the previous year. Chapel Hill Transit's calls to the center began on October 1 and we **answered our 1,000,000th call in June**, three years after beginning to take calls at **919-485-RIDE**. Although fuel prices have moderated, we continue to see increases in ridership and more calls for transit information. The interest in transit continues to grow and the future looks bright.

Expanding on the work of the Special Transit Advisory Commission and the Long Range Transportation Plan adopted by the Capital Area MPO and the DCHC MPO, we have begun the Triangle Regional Transit Program to **better define future bus and rail investments**. When this work is completed in spring 2011, we will have a list of improvements within Durham, Orange and Wake counties that will provide expanded mobility and add to our quality of life. House Bill 148 that passed the General Assembly last year will provide us with the opportunity to fund transit improvements by three-county referenda when economic conditions brighten.

As we end this fiscal year, we are excited about our management of the Durham Area Transit Authority (DATA). **DATA provides essential services for thousands of Durham citizens every day** and we look forward to working with the City, First Transit and the Durham City Transit Company. Planning and marketing responsibilities will be handled by Triangle Transit, with final route and budget approval by the Durham City Council as part of the annual budget process.

Our success hasn't come without help. Our Board of Trustees has been a valuable partner in evaluating our programs and projects. Triangle Transit's employees are among the best in the nation—**committed to excellent customer service and improving on-time performance**. The support we receive regionally has helped us to grow and be an important option for Triangle residents.

We 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.**



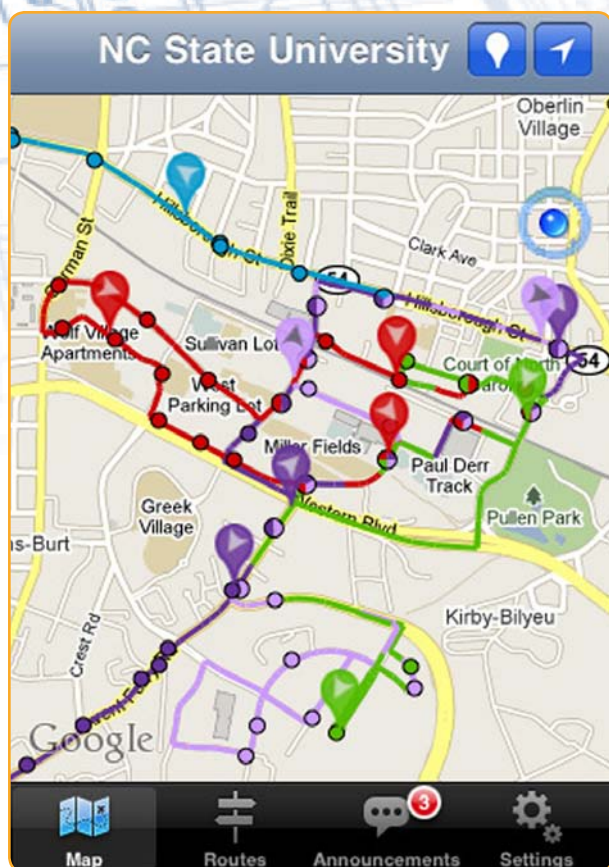
SUSTAINABLE PRACTICES

During FY 2010, Triangle Transit became a founding signatory to the American Public Transportation Association's Sustainability Agreement. The agreement means Triangle Transit will:

- ▶ Employ practices in design and capital construction, such as using sustainable building materials, recycled materials, solar and other renewable energy sources to make facilities as "green" as possible.
- ▶ Employ practices in operations and maintenance to foster a reduction in hazardous waste, increase fuel efficiency, create more efficient lighting and use of energy-efficient propulsion systems.
- ▶ Employ community-based strategies to encourage land use and transit-oriented development to increase public transit ridership.



There are more than 70 Triangle Transit vanpools in the region helping the environment each workday.



Improved technology now in development will allow riders to know when their bus will arrive.

Wi-Fi and Real Time Data Are Coming

Triangle Transit continues to embrace technology to aid riders and passengers. A real-time transit information system is in final development. When available, in the spring of 2011, 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 will be provided to assist riders in the region in making pre-trip and en route trip decisions.

A Wi-Fi test during the fiscal year was a success. Triangle Transit is moving forward with plans to add free Wi-Fi to its fleet beginning in FY 2011.

Improvements continued during the year on Triangle Transit's trip planner, which will be upgraded to include Google maps for rider convenience and a new interface for access to rider information on line at the TriangleTransit.org Web site and at [our companion Web site, GoTriangle.org](http://our.companion).

Planning Ahead...

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

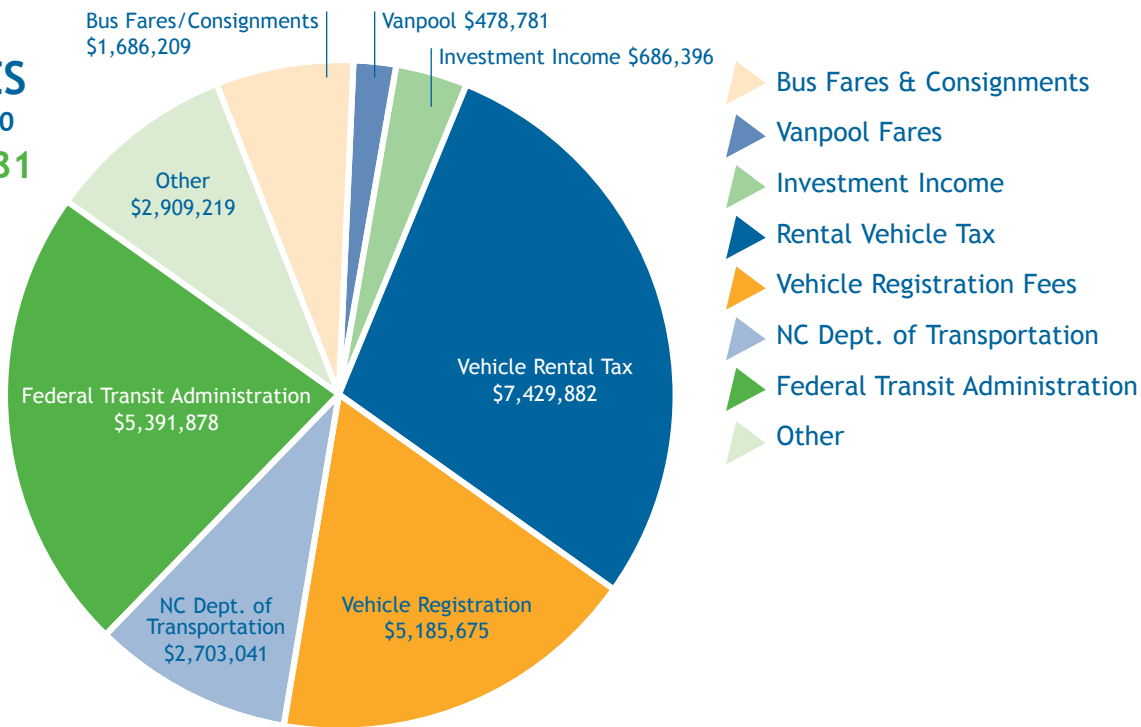
With these improvements in mind, Triangle Transit's Regional Transit Program will help create a regional transit network to address the region's transportation needs—needs that include a fixed guideway system of rail and a significant expansion of the regional busway network.

Public workshops were held in late June 2010. The work will be completed by Spring 2011. A Web site on the effort is available on line at ourtransitfuture.com.

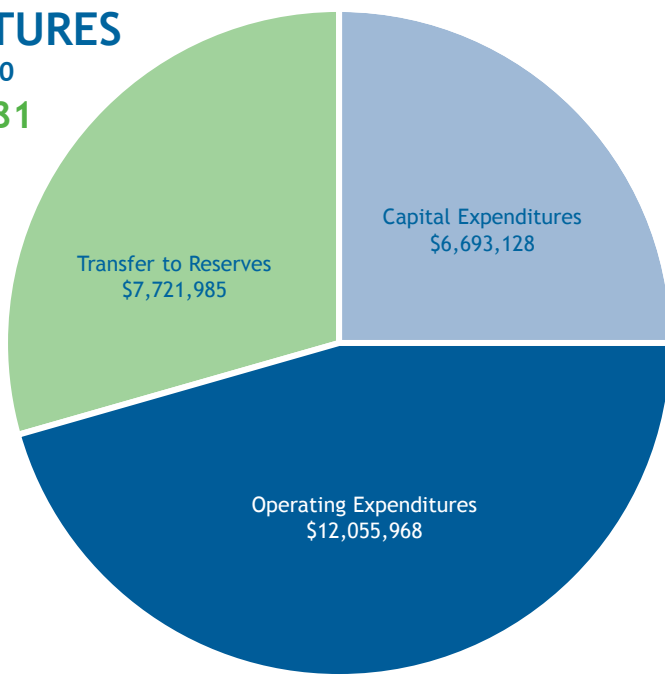


Public meetings on the Triangle Regional Transit Program drew hundreds to comment on future bus and rail improvements.

REVENUES
Fiscal Year 2010
\$26,471,081



EXPENDITURES
Fiscal Year 2010
\$26,471,081



- ▶ Capital Expenditures
- ▶ Operating Expenditures
- ▶ Transfer to Reserves



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, 2009 to June 30, 2010.

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