



FY 2014 Annual Bus Performance Report

November 11, 2014

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Introduction

In September 2003, Triangle Transit's Board of Trustees adopted the Regional Bus Service Standards to establish performance expectations for the agency's fixed-route services. The intent was to drive improvements in productivity by routinely and systematically evaluating bus service performance against quantifiable indicators. The Board of Trustees amended the Regional Bus Service Standards in 2004 and 2007. In addition, staff includes on time performance as an unofficial measure.

The Triangle Transit performance indicators presented in this report are:

- Customer Boardings per Revenue Hour
- Customer Boardings per Revenue Mile
- On-time performance

Several indicators are included in the report for informational purposes. These indicators are average daily customers, total revenue hours, and total customer boardings.

This report provides a summary of Triangle Transit's regional bus service performance during Fiscal Year 2014, with comparisons to Fiscal Year 2013 and prior years in order to illustrate changes and trends in performance.

Summary of Key Findings

Subsequent sections include information on system and route-level performance according to the Triangle Transit performance indicators, but a few key findings deserve mention:

- **Ridership increased by 3%, but system productivity decreased by 2% because the ridership gains did not match the additional supply of service.** Additional service was provided in FY 2014 on the Robertson Scholars Express (RSX), Johnston County Express (JCX), and Zebulon-Wendell-Raleigh Express (ZWX). The additional service on the Route 800 (Southpoint-UNC) increased ridership and did not contribute to the productivity losses.
- **Parking pricing policy increased ridership to UNC-Chapel Hill - UNC-Chapel Hill and the Town of Chapel Hill began charging for parking in the Park-and-Ride lots served by Chapel Hill Transit in August 2013.** The result has been an increase in ridership on peak hour Triangle Transit services going to UNC-Chapel Hill (400, 405, 420, and 800). The Route 800 during the peak period carries the most customers per day on the Triangle Transit system.
- **Transit incentives are critical to encouraging transit use -** In January 2013, the State Government discontinued the GoPass program for employees, which has contributed to a decline in ridership in Triangle Transit routes serving downtown Raleigh.
- **The Title VI service standards have been met.** The Title VI analysis was presented to the Board of Trustees in September and is included in this report as a reference. This analysis will be completed annually beginning in the FY 2015 report.

Factors Influencing Regional Bus Service Performance

Many internal and external factors can influence individuals' travel behavior (and hence consumption of services offered by Triangle Transit) and Triangle Transit's operating costs and revenues. Table 1 provides a list of some of the external and internal factors that were likely to have affected ridership during fiscal years 2013 and 2014.

Triangle Transit provided a more comfortable with the introduction of the Orion coaches and additional service was provided from the Orange and Durham County half cent sales tax and the NCDOT Fortify project. Marketing efforts were launched to raise the awareness of the new and existing Triangle Transit services.

Table 1. Factors Influencing Regional Bus Service Performance

	FY 2013	FY 2014
External	<ul style="list-style-type: none"> Discontinuation of the State Government GoPass (Jan 2013) 	<ul style="list-style-type: none"> UNC and Chapel Hill began charging for parking in Park-and-Ride lots (Aug 2013)
Internal – Funding and Fare Changes		<ul style="list-style-type: none"> New funding available in Durham and Orange counties to provide additional service (Aug 2013)
Internal – Marketing	<ul style="list-style-type: none"> Promoted connectivity to universities via viral video - #flipfortransit; garnered local and industry coverage. Continued senior outreach in Durham and Orange counties, expanding into Wake County. Created transit focused event, I Heart Transit that travelled the region. Capitalized on local businesses that champion transit use. Continued to focus on social media and video content to promote services and program. 	<ul style="list-style-type: none"> Supported increase service on Route 800 with ads in The Daily Tar Heel Increased marketing outreach to Eastern Wake County routes through direct mailers, newspaper and radio ads Supported Fortify efforts with full on media blitz (radio, TV, print, and online). Outlets included Time Warner Cable, WRAL.com, WRAL, Mix101.5, Clear Channel Radio, News & Observer (print and online), sponsorships for community events and Carolina Mudcats Raised general brand awareness with radio ads and community outreach
Internal – Capital	<ul style="list-style-type: none"> The Bus on Shoulder System (BOSS) began in Aug 2012 in Durham County on I-40 between 15-501 and Page Rd 	<ul style="list-style-type: none"> New Orion buses improve comfort on long routes BOSS extension in Wake County from Page Road to Wade Ave
Internal – Service and Fare Changes	<ul style="list-style-type: none"> Added the Robertson Scholar's Express service in Jan 2013 with weekday, Saturday, and Sunday service (operated by DATA) New GoPass agreement with Research Triangle High School Minor schedule changes to improve on-time performance (Aug 2012) Route 102 route and schedule changes Greater fraud prevention on Duke GoPass (Apr 2013) 	<ul style="list-style-type: none"> Additional service between Streets at Southpoint and UNC-Chapel Hill (Aug 2013) Minor schedule changes to improve on-time performance (Aug 2013) Route changes to improve on-time performance (49, 201, 700, 800) (Aug 2013) New service in Wake County funded by NCDOT Fortify 40/440 project. New route JCX (Johnston County Express) and additional trips on ZWX (Zebulon-Wendell Express) (Dec 2013)

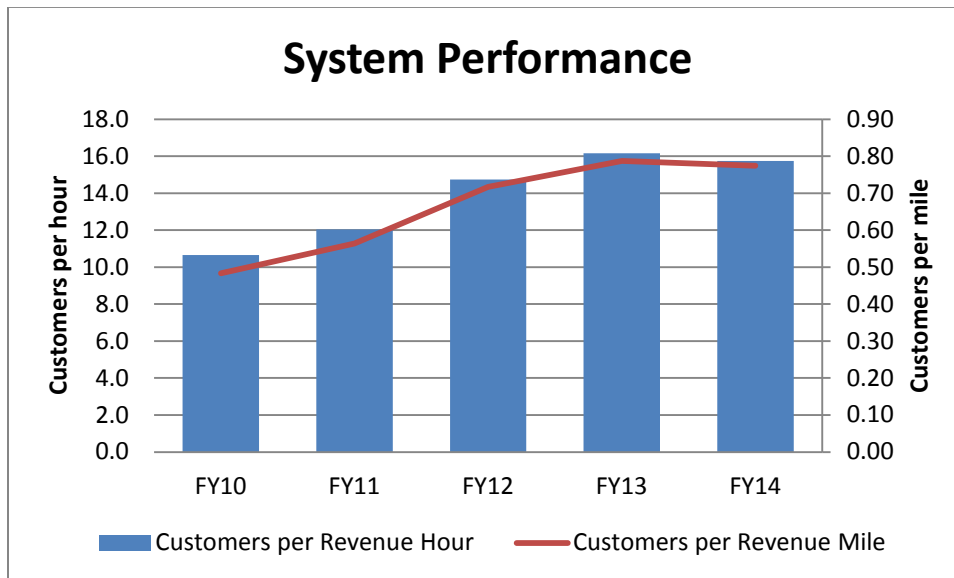
System and Service Category Performance

In fiscal year 2014, Triangle Transit increased ridership by 3%. We monitor the system and service category performance of customers per hour, customers per mile, and on-time performance. The results are presented below.

Customers per Revenue Hour

Customers per Revenue Hour, shown in Figure 1, is Triangle Transit's primary indicator of productivity, as it combines both the level of service provided (revenue hours) and the level of utilization (number of customer boardings). We increased the revenue hours by 6% in FY 2014, which meant that the system productivity decreased by 2% from 16.2 customers per hour to 15.8 customers per hour. The additional service was funded through external sources such as the Robertson Scholars Foundation, half cent sales tax in Durham and Orange counties, and NCDOT Fortify 40/440.

Figure 1: System Performance for FY10-FY14 Customers per Revenue Hour and Mile



The Triangle Transit routes are grouped into service categories so that routes can be compared to others of similar design and purpose. The midday service category is the most productive service category in the Triangle Transit system at 20.3 customers per hour (a 6% decrease from FY 2013). These routes operate hourly between Raleigh, RDU Airport, Durham, Chapel Hill, and the Regional Transit Center on Routes 100, 400, 700 and 800.

Other productive service categories are the Express routes at 15.7 customers per hour (a 12% decrease from FY 2013) and the weekday peak services at 15.9 customers per hour (2% increase from FY 2013). As part of the NCDOT Fortify 40/440, additional express service was provided on the Zebulon-Wendell-Raleigh Express (ZWX) and the Johnston County Express (JCX) routes, but ridership did not increase at the same rate.

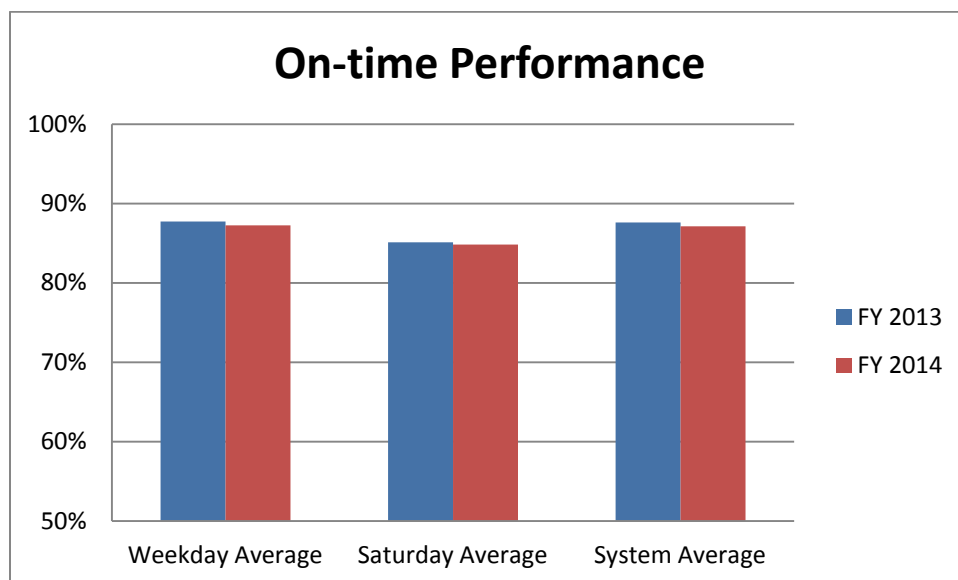
Customers per Revenue Mile

Customers per Revenue Mile, shown also in Figure 1, measures how many customers are carried per mile of service provided. System performance as measured by customers per revenue mile decreased by 2% in FY2014.

On-Time Performance

Staff includes on-time performance as an unofficial performance indicator. A trip is defined as being “on-time” if it arrives to the end-of-line timepoint within five minutes of the scheduled time. The Triangle Transit goal is to have more than 85 percent of trips arrive “on-time.” Triangle Transit achieved this goal for weekday, Saturday and the entire system, as shown in Figure 2. In FY 2014, 87 percent of trips were completed on-time compared to 88 percent in FY 2013.

Figure 2: Percent of “on-time” arrivals to end of line timepoints in FY 2014



Triangle Transit also monitors the on-time performance of each of the routes in the system. While the system-wide on-time performance goal is achieved, there are routes that do not meet the standard. The routes that experienced less than 85 percent on-time arrivals to the end-of-line timepoints during the year are:

- Weekday: Routes 49, 303, 400, 800, 805, CRX, DRX
- Saturday: Route 400 and 800

What is being done to improve on time performance?

- **CRX and DRX:** The bus on shoulder system (BOSS) began in August 2012 on I-40 in Durham County and was expanded into Wake County the following August. This program allows Triangle Transit buses and vans to use the shoulder when traffic is less than 35 mph. We have not seen a notable improvement in on-time performance as a result, but suspect that BOSS is mitigating some of the impacts of increased traffic congestion. Schedule changes were made in August 2014 to improve on time performance, but staff is concerned with continually adding time to the schedules. We will look into ways to reduce the trip travel time and to reduce the variability of the schedules.
- **Route 303:** To reduce delays on the route, the route will serve a bus stop on Wilmington St instead of entering Moore Square Transit Station starting in January 2015.

- **Route 400:** Service changes went into effect in August 2014 to address the on time performance problems during weekdays and Saturdays. In addition, staff will be working on coordinating the transit services that operate in the US 15-501 corridor in the next year. These services include Triangle Transit 400 and 405, DATA 10/10A and Chapel Hill Transit D and CL. The coordination project intends to improve the frequency and reliability of transit services within the corridor.
- **Route 800:** The reliability issues were addressed in the August 2014 service changes.
- **Route 805:** Schedule changes were made in Aug 2014 to address late arrivals to UNC in the afternoon.

A route-by-route on-time performance report can be found in **Attachment C**.

Route Performance

Staff has also looked at the performance of routes within the system compared to the average for the routes within their service category. The Triangle Transit's Regional Bus Service Standards determine that a route is a "high performer" if it is 125% above their service category average in terms of customers per hour.

The following routes showed high performance compared to service category averages in FY 2014:

- Route 405 (Chapel Hill-Durham) and Route 700 (Durham-RTC) during peak
- Route 400 (Chapel Hill-New Hope Commons-Durham) and Route 700 (Durham-RTC) during the midday
- Durham-Raleigh Express (DRX)
- Shuttle 49 (South RTP)

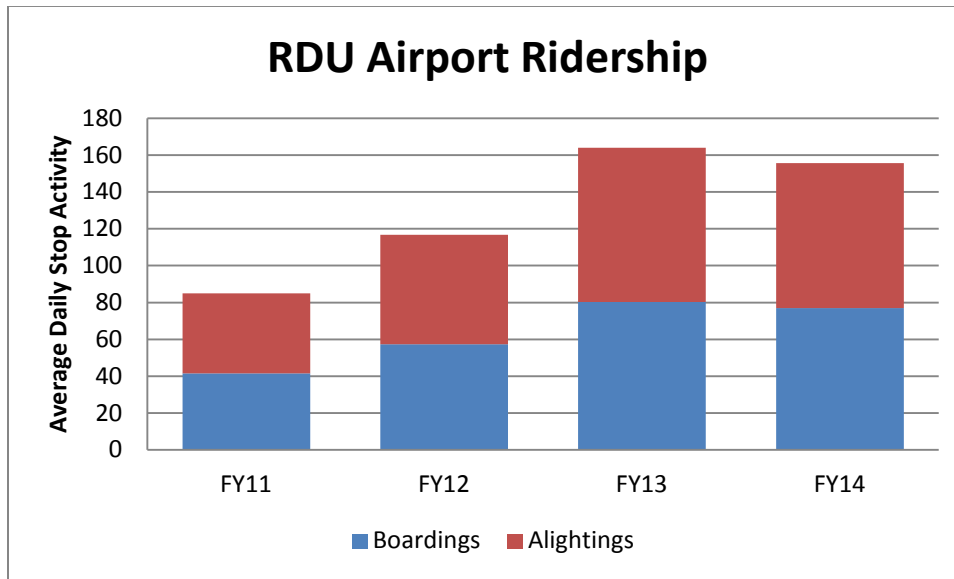
We also monitor the average daily customers served by route. The services that provide the most customer boardings per day are on the fast and direct routes that connect Raleigh, Durham, and Chapel Hill. In order, these routes are:

- Route 800 (Regional Transit Center-Streets at Southpoint-UNC) - 543 customer boardings per day during peak period (44% increase from FY13)
- Route 405 (Chapel Hill-Durham) - 534 customer boardings per day (4% increase from FY13)
- Durham-Raleigh Express (DRX) - 512 customer boardings per day (6% increase from FY13)
- Route 400 (Chapel Hill-New Hope Commons-Durham) - 489 customer boardings per day during peak period (12% increase from FY13)

RDU Airport Service

Triangle Transit began providing direct service to RDU Airport from downtown Raleigh in August 2010 on Route 100. Compared to FY 2013, usage at the airport decreased slightly from 80 to 77 boardings a day (-4% change) and 84 to 79 alightings a day (-6% change). Table 2 shows the average daily ridership at the RDU Airport for FY13 and FY14.

Table 2: Average daily boardings and alightings at RDU Airport



Opportunities for improvement

Several routes performed below 75% of their service category average in the customers per revenue hour performance measure during FY 2014.

Route 311 (Apex-RTP) has been a low performer for over two years. Route changes went into effect in August 2014 to shorten the travel time from Apex and NC55 in east Cary to the Regional Transit Center. Staff will monitor the performance of this route in FY 2015 for productivity improvements.

Route 805 (Woodcroft-UNC) during midday is a low performer at 5.5 customers per hour. Very few customers are actually using this service at this time. In the upcoming year, Triangle Transit staff will evaluate whether to continue to operate these trips.

The **RTP Shuttles** are the least productive service category in the Triangle Transit system at 9.5 customers per revenue hour. There was slight decrease in productivity this year (-3%) and ridership remains low at 177 boardings per day. There are no plans to change the service on the RTP shuttles at this time.

The **Knightdale-Raleigh Express (KRX)** continues to be the least productive express route. In the evaluation of this route, we look primarily at the peak direction of the service, which is traveling towards Raleigh in the morning and away from Raleigh in the afternoon. Productivity decreased by 22% from 11.1 customers per hour in FY 2013 to 8.7 in FY 2014. A small decrease in ridership can be attributed to the discontinuation of the State Government GoPass in January 2013, but ridership decreased by 28% on all other payment types. Staff will work with local planners to identify improvements on this route.

The **Wake Forest-Raleigh Express (WRX)** decreased in productivity by 23% in the peak direction of the service from 13.0 customers per hour in FY 2013 to 9.9 customers per hour in FY 2014. Some ridership decreases can be attributed to the loss of the State Government GoPass, but there were losses on other payment types as well. Staff is working with the Town of Wake Forest to identify new Park-and-Ride locations that may attract new customers.

New service was added to the **Zebulon-Wendell-Raleigh Express (ZWX)** in December 2013 as part of the NCDOT Fortify 40/440 project. While the frequency of the service doubled in the peak direction of the service (37% increase in service hours), ridership did not increase (6% decrease in ridership from FY13 to FY14). Thus, the additional trips that were funded by NCDOT will not continue after January 11, 2015.

Looking Ahead

Fortify 40/440 Project

NCDOT is providing the funding for Triangle Transit routes to mitigate the traffic delays caused by the Fortify 40/440 project. New Triangle Transit service to downtown Raleigh began on December 16, 2013 from Johnston County and eastern Wake County. In FY 2014, the Johnston County Express (JCX) carried 2.6 customers per hour, thus making it a low performer compared to the average Triangle Transit express routes (15.7 customers per hour). The Triangle Transit service standards allow two years for a route to mature before comparing to other similar routes and taking action. Since the Zebulon-Wendell-Raleigh Express (ZWX) has been in operation for more than 2 years, we can evaluate the productivity of the additional frequency. The additional ZWX service has not proven to be productive and these trips will be discontinued in January 2015.

Additional transit service will be provided in Phase 2 and is expected to begin in January 2015. The new services will go to downtown Raleigh from Cary Train Station (Route 300X), South Cary (CTX), Clayton (CLX), and Fuquay-Varina (FRX). While we hope to attract new transit customers with these new routes, there may be some existing Triangle Transit customers who ride the new routes, especially in corridors where existing service is provided.

Throughout the Fortify 40/440 project, we will be monitoring the performance of the new routes. If the routes prove to be productive, we will be looking for ways to continue to fund the services so that the routes can continue after the Fortify 40/440 project is completed.

Encouraging more transit trips

The State Government GoPass will be offered again starting in January 2015 with funding from the NCDOT Fortify project. Funding after August 2016 will need to be identified.

Expanding transit options

Triangle Transit staff will be looking at expanding service to Perimeter Park in Morrisville to improve ridership and provide better access for customers to important destinations. We often receive requests for service to Perimeter Park, which is located within 3 miles of the Regional Transit Center. Carrington Mill Blvd is a new road that connects Perimeter Park with Slater Road. This connection may make it possible for a Triangle Transit route to serve this employment area. Staff will be evaluating how to provide this connection to Perimeter Park in the upcoming year.

Implementing the County Bus Plans

The Durham and Orange County Bus Plans and the draft Wake County Plan (currently being updated) propose what additional bus services will be provided with the revenue raised by the half-cent sales tax for transit. With the passage of the Durham and Orange County half-cent sales tax referendums in November 2011 and 2012, respectively, and the implementation of the sales tax in Durham and Orange County in April 2013, staff has been working on implementing the additional bus services as defined in the Durham and Orange County Bus Plans.

Triangle Transit began operating the first of the new services in August 2013 between the Streets at Southpoint and UNC-Chapel Hill on the Route 800. New regional service between Hillsborough and Durham began in August 2014 and the route is planned to be extended to Mebane in January 2015. The service span was extended on Triangle Transit routes 100, 400, 700, and 800 in August 2014 to provide service until 11pm on Saturday nights and new service on Sundays.

During the upcoming year, staff will be working on coordinating the services in the US 15-501 corridor in Durham and Orange counties to provide additional frequency during weekday peak and midday.

In Wake County, staff will be involved with the planning work to refresh the Wake County Transit Plan, which is expected to be completed in March 2015.

FY 2014 Performance Measures by Route			Customers per Hour			Customers per Mile			Average Daily Customers			Total Revenue Hours			Total Customer Boardings		
Service Category	Route	Route Name	FY13	FY14	% change	FY13	FY14	% change	FY13	FY14	% change	FY13	FY14	% change	FY13	FY14	% change
Weekday Peak	100	Raleigh - RDU - RTC	11.3	11.2	-1%	0.61	0.56	-8%	293	268	-8%	6,458	6,026	-7%	73,142	67,281	-8%
	102	Raleigh - Garner	14.1	12.6	-10%	0.72	0.65	-10%	84	76	-10%	1,490	1,500	1%	21,047	18,972	-10%
	105	Raleigh - RTC	17.5	17.1	-2%	0.86	0.82	-5%	323	305	-6%	4,630	4,480	-3%	80,811	76,572	-5%
	201	North Raleigh - RTP	10.8	10.5	-2%	0.45	0.43	-5%	85	78	-9%	1,975	1,855	-6%	21,347	19,560	-8%
	301	Raleigh - Cary Train Station - RTP	14.5	13.9	-4%	0.79	0.75	-5%	431	410	-5%	7,438	7,418	0%	107,633	102,802	-4%
	305	Raleigh - Cary - Apex	13.9	12.7	-9%	0.75	0.68	-9%	163	149	-9%	2,930	2,930	0%	40,863	37,324	-9%
	311	Apex - RTP - Regional Transit Center	6.5	6.7	3%	0.30	0.30	3%	131	134	2%	5,013	5,013	0%	32,787	33,707	3%
	400	Chapel Hill - New Hope Cmns - Durham	14.7	16.5	12%	0.89	1.00	12%	436	489	12%	7,445	7,456	0%	109,090	122,697	12%
	405	Chapel Hill - Durham	23.4	24.3	4%	1.32	1.38	4%	515	534	4%	5,505	5,517	0%	128,635	134,071	4%
	420	Hillsborough - Chapel Hill	13.4	14.2	6%	0.63	0.67	6%	185	196	6%	3,458	3,458	0%	46,309	49,082	6%
	700	Durham - RTC	28.1	25.9	-8%	1.15	1.05	-8%	374	344	-8%	3,333	3,333	0%	93,616	86,453	-8%
	800	Chapel Hill - Southpoint - RTC	17.9	18.6	4%	0.85	0.93	9%	378	543	44%	5,293	7,337	39%	94,538	136,330	44%
	805	Chapel Hill - Woodcroft - RTC	16.8	17.2	2%	1.01	1.02	1%	445	449	1%	6,638	6,563	-1%	111,371	112,720	1%
Express Peak	CRX	Chapel Hill - Raleigh Express	18.9	19.1	1%	0.61	0.61	1%	469	470	0%	6,195	6,195	0%	117,180	118,024	1%
	DRX	Durham - Raleigh Express	22.9	24.3	6%	0.82	0.87	6%	484	512	6%	5,283	5,283	0%	121,004	128,487	6%
	WRX	Wake Forest - Raleigh Express	9.9	8.0	-18%	0.49	0.40	-18%	97	79	-19%	2,458	2,458	0%	24,209	19,753	-18%
		WRX - Peak direction	13.0	9.9	-23%	0.68	0.52	-23%	81	62	-24%	1,563	1,563	0%	20,276	15,519	-23%
		WRX - Off-peak direction	4.4	4.7	8%	0.20	0.21	8%	16	17	7%	895	895	0%	3,933	4,234	8%
	ZWX	Zebulon/Wendell - Raleigh Express	17.6	12.1	-31%	0.66	0.44	-33%	126	118	-6%	1,793	2,452	37%	31,549	29,665	-6%
		ZWX - Peak direction	22.2	13.7	-38%	0.81	0.49	-39%	117	108	-7%	1,313	1,972	50%	29,150	27,093	-7%
		ZWX - Off-peak direction	5.0	5.4	7%	0.21	0.22	7%	10	10	7%	480	480	0%	2,399	2,572	7%
	KRX	Knightdale - Raleigh Express	8.8	7.0	-20%	0.40	0.32	-20%	49	39	-21%	1,405	1,405	0%	12,354	9,823	-20%
		KRX - Peak direction	11.1	8.7	-22%	0.51	0.40	-22%	40	32	-22%	913	913	0%	10,113	7,911	-22%
		KRX - Off-peak direction	4.5	3.9	-15%	0.20	0.17	-15%	9	8	-15%	493	493	0%	2,241	1,912	-15%
	RSX	Robertson Express	18.4 *	14.6	-21%	0.86 *	0.68	-21%	191 *	149	-22%	821 *	1,621	98%	15,123 *	23,597	56%
	JCX	Johnston County Express	N/A	2.6	N/A	N/A	0.38	N/A	N/A	19	N/A	N/A	N/A	1,876	N/A	N/A	4,853
RTP Shuttles	42	North - Central RTP	7.7	6.9	-10%	0.34	0.38	10%	36	33	-8%	1,167	1,199	3%	8,971	8,320	-7%
	46	East RTP	7.7	7.5	-3%	0.36	0.34	-5%	37	35	-6%	1,183	1,151	-3%	9,154	8,680	-5%
	47	NC54 - Alexander Dr - Miami Blvd	11.3	9.7	-14%	0.53	0.50	-5%	54	46	-14%	1,185	1,188	0%	13,386	11,576	-14%
	49	South RTP	12.4	13.7	11%	0.64	0.60	-6%	57	63	11%	1,155	1,161	1%	14,276	15,877	11%
Weekday Midday	100	Raleigh - RDU - RTC	22.2	21.5	-3%	1.22	1.17	-4%	266	255	-4%	3,000	2,982	-1%	66,480	63,977	-4%
	303	Raleigh - Cary Train Station	18.3	18.1	-1%	0.94	0.94	0%	108	107	-1%	1,480	1,480	0%	27,041	26,851	-1%
	400	Chapel Hill - New Hope Cmns - Durham	26.5	27.3	3%	1.56	1.56	0%	265	264	0%	2,500	2,428	-3%	66,309	66,278	0%
	700	Durham - RTC	32.1	28.1	-12%	1.38	1.21	-12%	200	175	-13%	1,563	1,563	0%	50,080	43,873	-12%
	800	Chapel Hill - Southpoint - RTC	19.7	20.5	4%	1.23	1.28	5%	230	241	4%	2,929	2,942	0%	57,585	60,370	5%
	805	Chapel Hill - Woodcroft	4.9	5.4	11%	0.29	0.32	11%	14	15	11%	708	708	0%	3,468	3,855	11%
	RSX	Robertson Express	12.0 *	9.1	-25%	0.57 *	0.43	-24%	135 *	100	-26%	888 *	1,749	97%	10,663 *	15,862	49%
Weekday Night	100	Raleigh - RDU - RTC	11.4	11.4	0%	0.58	0.59	2%	72	74	2%	1,583	1,619	2%	18,085	18,490	2%
	400	Chapel Hill - New Hope Cmns - Durham	11.9	11.4	-5%	0.69	0.66	-5%	94	90	-5%	1,980	1,980	0%	23,609	22,519	-5%
	700	Durham - RTC	13.2	13.5	2%	0.55	0.56	1%	54	54	0%	1,015	1,000	-1%	13,414	13,487	1%
	800	Chapel Hill - Southpoint - RTC	9.9	10.4	5%	0.57	0.61	7%	63	67	7%	1,583	1,619	2%	15,671	16,842	7%
	RSX	Robertson Express	7.8 *	6.2	-20%	0.35 *	0.28	-20%	40 *	32	-20%	402 *	801	99%	3,137 *	4,994	59%
Saturday	100	Raleigh - RDU - RTC	16.0	15.8	-2%	0.87	0.86	-2%	387	386	0%	1,326	1,350	2%	21,272	21,257	0%
	303	Raleigh - Cary Train Station	10.2	11.4	11%	0.53	0.59	11%	122	138	13%	656	668	2%	6,706	7,606	13%
	400	Chapel Hill - New Hope Cmns - Durham	17.1	17.4	2%	1.00	1.01	2%	407	421	4%	1,306	1,330	2%	22,381	23,177	4%
	700	Durham - RTC	17.9	18.4	3%	0.73	0.76	3%	213	223	5%	656	668	2%	11,719	12,283	5%
	800	Chapel Hill - Southpoint - RTC	14.8	14.8	0%	0.92	0.91	-1%	345	350	1%	1,283	1,298	1%	18,979	19,226	1%
	RSX	Robertson Express	9.7 *	9.5	-2%	0.45 *	0.44	-2%	125 *	123	-2%	194 *	349	80%	1,882 *	3,311	76%
Sunday	RSX	Robertson Express	6.3 *	6.4	2%	0.29 *	0.30	2%	69 *	70	2%	164 *	306	87%	1,030 *	1,957	90%
Weekday Peak Total			15.6	15.9	2%	0.81	0.82	1%	3,845	3,974	3%	61,603	62,884	2%	961,189	997,571	4%
Express Total			17.9	15.7	-12%	0.66	0.63	-4%	1,689	1,623	-4%	17,953	21,289	19%	321,419	334,202	4%
RTP Shuttles Total			9.8	9.5	-3%	0.46	0.46	-1%	183	177	-3%	4,690	4,699	0%	45,787	44,453	-3%
Weekday Midday Total			21.6	20.3	-6%	1.17	1.09	-7%	953	902	-5%	13,067	13,851	6%	281,626	281,066	0%
Weekday Night Total			11.3	10.9	-3%	0.59	0.57	-4%	323	316	-2%	6,562	7,020	7%	73,916	76,332	3%
Saturday Total			15.3	15.3	0%	0.83	0.82	0%	1,599	1,642	3%	5,420	5,662	4%	82,939	86,860	5%
Sunday Total			6.3 *	6.4	2%	0.29 *	0.30	2%	69 *	70	2%	164 *	306	87%	1,030 *	1,957	90%
Weekday Total			16.2	15.8	-3%	0.79	0.77	-2%	6,993	6,992	0%	103,875	109,742	6%	1,683,937	1,733,624	3%
System Total			16.2	15.8	-2%	0.79	0.77	-2%	-	-	-	109,459	115,710	6%	1,767,906	1,822,441	3%

Legend

text	High Performer - Routes performing 125% greater than the service category average
text	Under Performer - Routes performing 75% lower than the service category average
*	FY 2013 RSX values are from half of the year (Jan-Jun 2013)

FY 2014 On-Time Performance by Route

Percentage of "on-time" arrivals to end-of-line timepoints

Day Type	Route	Route Name	FY 2013	FY 2014
Weekday	42	North-Central RTP	96%	93%
	46	East RTP	92%	91%
	47	NC 54-Alexander/Cornwallis/Miami Loop	95%	95%
	49	South RTP	90%	82%
	100	Raleigh-RDU Airport-Regional Transit Center	93%	93%
	102	Raleigh-Garner	99%	99%
	105	Regional Transit Center-Raleigh	91%	89%
	201	North Raleigh-Regional Transit Center	82%	90%
	301	Raleigh-Cary Train Station-Regional Transit Center	96%	95%
	303	Raleigh-Cary Train Station	88%	81%
	305	Raleigh-Cary Train Station-Apex	91%	89%
	311	Apex-Regional Transit Center	93%	94%
	400	Chapel Hill-New Hope Commons-Durham	74%	77%
	405	Chapel Hill-Durham	85%	85%
	420	Hillsborough-Chapel Hill	89%	87%
	700	Durham-Regional Transit Center	93%	91%
	800	Chapel Hill-Southpoint Mall-Regional Transit Center	88%	85%
	805	Chapel Hill-Woodcroft-Regional Transit Center	84%	79%
	CRX	Chapel Hill-Raleigh Express	76%	76%
	DRX	Durham-Raleigh Express	83%	78%
	KRX	Knightdale-Raleigh Express	91%	92%
	RSX	Robertson Express	n/a	n/a
	WRX	Wake Forest-Raleigh Express	95%	90%
ZWX	Zebulon/Wendell-Raleigh Express	94%	94%	
JCX	Johnston County Express	n/a	n/a	
Saturday	100	Raleigh-RDU-Regional Transit Center	88%	92%
	303	Raleigh-Cary Train Station	95%	88%
	400	Chapel Hill-New Hope Commons-Durham	70%	73%
	700	Durham-Regional Transit Center	93%	92%
	800	Chapel Hill-Southpoint Mall-Regional Transit Center	81%	80%
	RSX	Robertson Express	n/a	n/a
Sunday	RSX	Robertson Express	n/a	n/a
Weekday Average			88%	87%
Saturday Average			85%	85%
Sunday Average			n/a	n/a
System Average			88%	87%

Legend

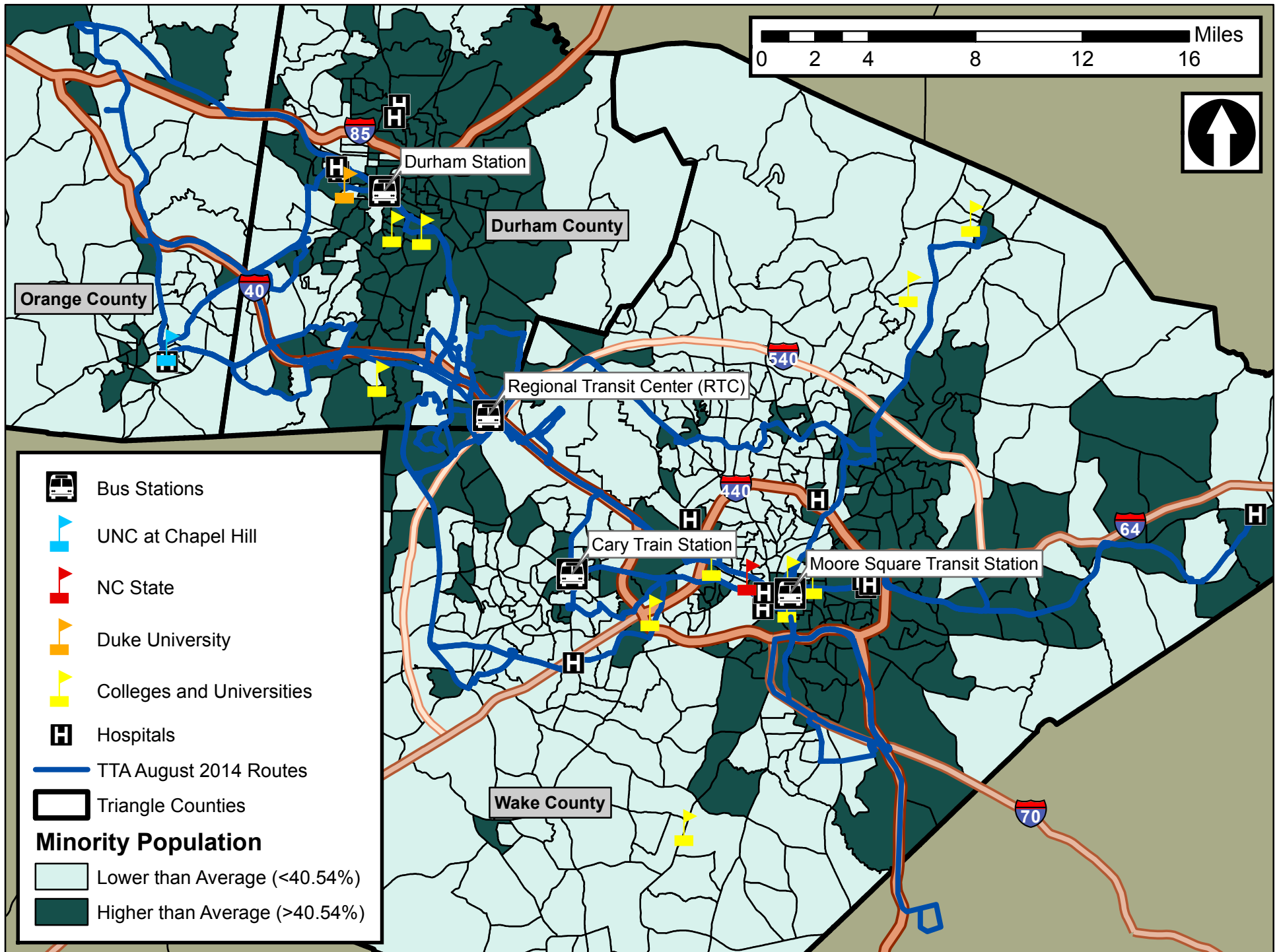
text	Does not meet goal of more than 85% "on-time" arrivals
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2014 Title VI Route Monitoring Results

Route	Service Type	10% or greater minority ridership than system average	On Time	Vehicle Load	Peak Headway	Peak Daily	Off-Peak	Off-Peak Daily
			Performance	Factor		Ridership	Headway	Ridership
42	Shuttle	No	99%	0.10	30 minute	36	n/a	n/a
49	Shuttle	No	85%	0.18	30 minute	35	n/a	n/a
100	Core	No	87%	0.35	30 minute	275	60 minute	346
201	Regional	No	86%	0.29	30 minute	84	n/a	n/a
303	Regional	No	84%	0.27	n/a	n/a	60 minute	112
305	Regional	No	86%	0.27	30-60 minute	151	n/a	n/a
311	Regional	No	92%	0.14	30 minute	135	n/a	n/a
405	Regional	No	84%	0.48	30 minute	558	n/a	n/a
420	Regional	No	87%	0.21	30 minute	201	n/a	n/a
800	Core	No	84%	0.36	15-30 minute	536	60 minute	312
805	Regional	No	85%	0.34	30 minute	453	60 minute	16
CRX	Commuter	No	84%	0.55	30 minute	470	n/a	n/a
DRX	Commuter	No	79%	0.63	30 minute	509	n/a	n/a
WRX	Commuter	No	89%	0.16	60 minute	86	n/a	n/a
ZWX	Commuter	No	94%	0.15	30 minute	117	n/a	n/a
JCX	Commuter	No	not available	not available	30 minute	15	n/a	n/a
46	Shuttle	Yes	94%	0.09	30 minute	35	n/a	n/a
47	Shuttle	Yes	95%	0.15	30 minute	47	n/a	n/a
102	Regional	Yes	98%	0.18	60 minute	81	n/a	n/a
105	Regional	Yes	89%	0.34	30 minute	309	n/a	n/a
301	Regional	Yes	91%	0.34	30 minute	413	n/a	n/a
400	Core	Yes	82%	0.40	30 minute	483	60 minute	382
700	Core	Yes	89%	0.36	30 minute	356	60 minute	238
KRX	Commuter	Yes	93%	0.08	60 minute	40	n/a	n/a

86% System Average

Triangle Transit Service Area Minority Populations



Data Source: ACS 2011 5 Year Estimate

Triangle Transit Service Area Low-Income Populations

