



2012

Triangle Transit
ANNUAL REPORT



Chair's Message

Ellen Reckhow | Chair
Durham County

I am pleased to report that Triangle Transit broke new ridership records for FY 2012, outpacing record levels of previous years. Our ridership rose to **1,578,598; 22.6% higher than that of FY 2011**. We continue to see improvements in on-time performance and our express services, for example routes that connect Durham and Raleigh and Chapel Hill and Raleigh are among our best performers. Route and schedule adjustments during the year also helped improve ridership.

As we ended the fiscal year, we were completing work on the Orange County Bus and Rail Investment Plan to provide local and regional bus improvements and 17-miles of light rail between Durham and Chapel Hill. Working with the Orange County Board of Commissioners, the plan was approved and a one-half cent sales tax was placed on the fall ballot. On November 6, the measure was approved by **58% of voters** and we are working with the Federal Transit Administration to move the Durham-Orange Light Rail Transit Project forward.

We continue to work with area stakeholders, the business community, Wake County staff and the Capital Area MPO to refine that County's transit plan.

Our management of the Durham Area Transit Authority (DATA) continued in FY 2012. DATA also broke ridership records during the fiscal year, reaching **6,314,041 rides** and also setting new records for the fare-free Bull City Connector. We have worked to improve the appearance and safety around Durham Station and enhance security on DATA vehicles. At year's end, the first comprehensive route changes in more than a decade were implemented and will continue through early 2013 as we strive to provide more reliable service to the thousands that travel on DATA each week.

In October, the Triangle became the **first region in the United States** to implement a single real time performance tool that uses the internet, smart phones and texting from bus stops. Our implementation of GoLive and Wi-Fi service continue to improve the rider experience to make customer trips more seamless. Our work with area transit providers continues through the GoTriangle marketing program, increasing the use of social media and video. Our regional call center continues to receive over one thousand calls each weekday at 919-485-RIDE.

We also continue to have an excellent working relationship with local governments as we craft transportation improvements to meet the needs of a growing region. The continued support from citizens of Durham, Orange and Wake counties has helped us to plan and grow. Ridership increases here continue to outpace other areas of the country. Our dedicated, customer-service oriented employees continue to receive praise from our riders for their outstanding work.

Thanks for supporting Triangle Transit.



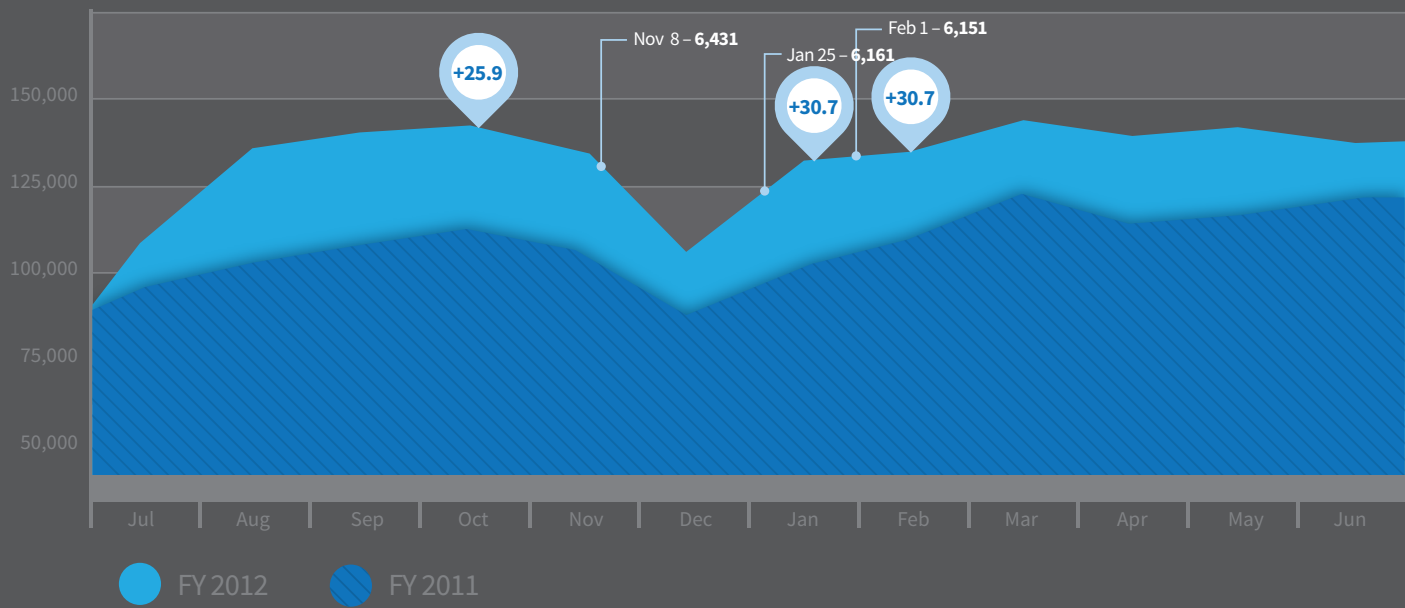
2012

by the numbers

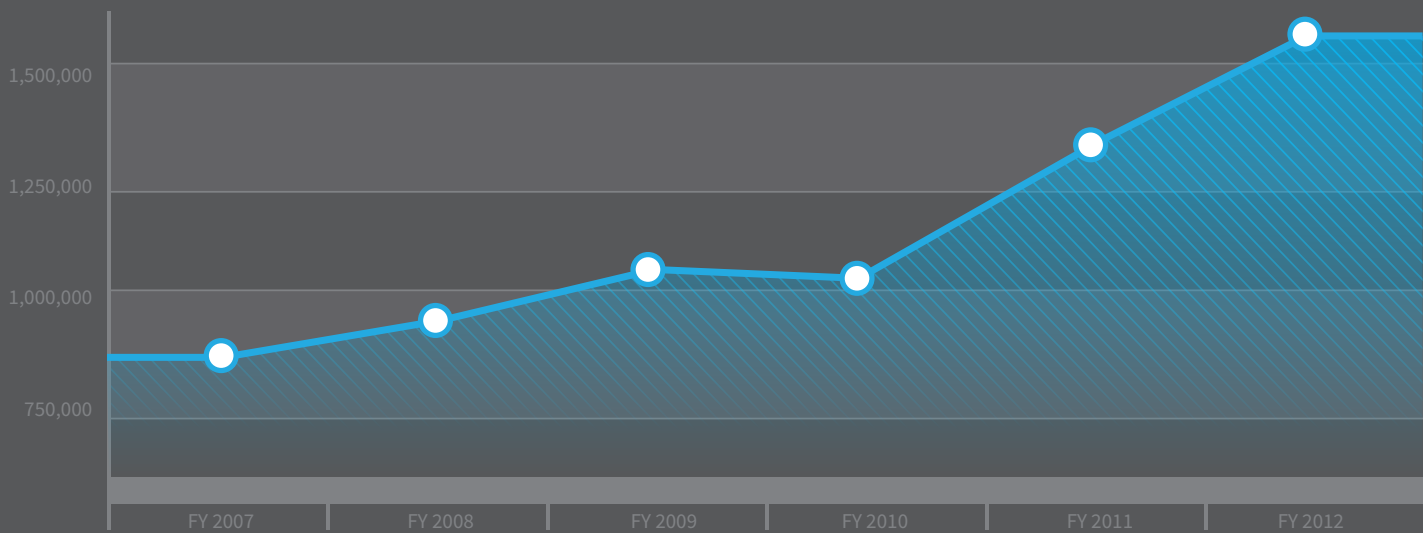
- Fixed Route Ridership – **1,578,598**
 - Up 22.6% from FY 2011
- Miles Traveled – 2,741,526
- Paratransit Ridership – **29,170**
 - Up 0.1% from FY 2011
- 14 Regional Routes
- 5 Weekday Express Routes
- 4 Shuttle Routes
- 64 Buses
- 68 Vanpools
- 10 Paratransit Vehicles
- Hours of Operation: 5:45 a.m. to 11:30 p.m. (Monday-Friday) and 6:30 a.m. to 7:30 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.

Ridership Numbers

'11 vs. '12

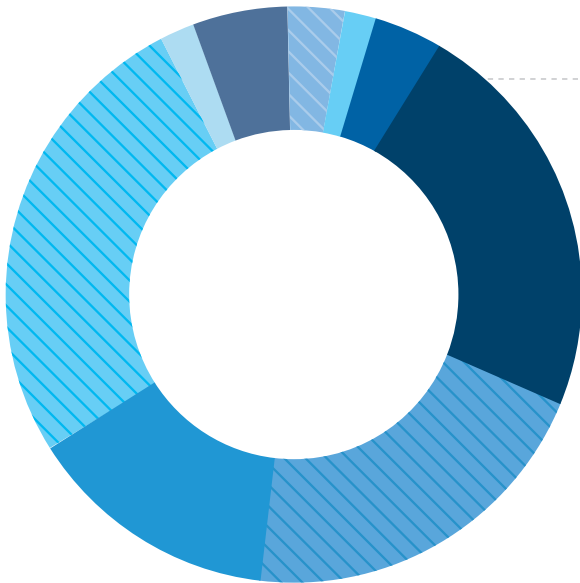


Yearly Comparison



2012 Revenues

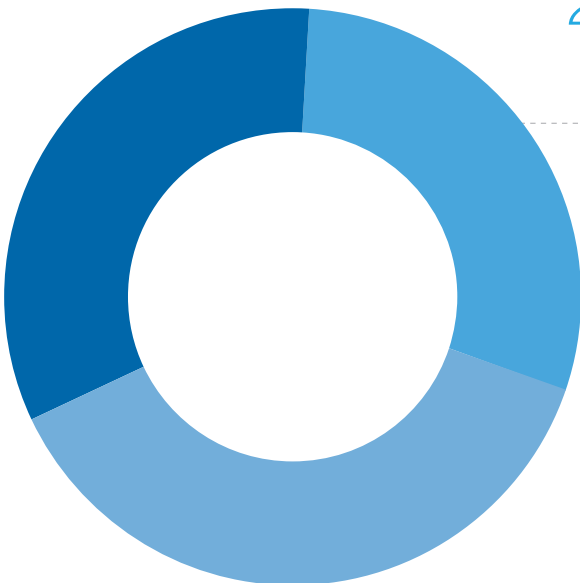
\$35,395,337



Rental Vehicle Tax	\$8,682,107
Vehicle Registration Fees	\$5,526,485
Bus Fares/Consignment	\$1,793,503
Vanpool Fares	\$759,220
Investment Income	\$1,669,723
State	\$3,193,255
Federal	\$10,331,894
Local	\$750,174
Other	\$2,688,976

2012 Expenditures

\$35,395,337



Operating Reserves	\$11,805,193
Capital Expenditures	\$11,560,938
Operating Expenditures	\$12,029,236



GoLive

TransLoc Transit Visualization App

In October 2012, The Triangle became the first region in the country to introduce a free automated tool providing real-time information on when a rider's bus will arrive.

Called GoLive, riders now have a view of buses along routes on a detailed online map. Services for Triangle Transit and six other transit agencies make it easier for people to get to school or work while advanced technology enhances the ability to deliver more state-of-the-art services to customers.

Triangle Transit headed up the project team to make regional real-time information a reality. GoLive is accessible by web, mobile web, smartphones or by text messaging. Participating bus stations have message signs and bus stops throughout the system and individually coded with bus stop numbers. With final integration into North Carolina's 511 real-time system, passengers will be able to access automated real-time information by phone.

With Triangle-area transportation agencies seeing more ridership in FY 2012, the use of GoLive helps reduce carbon emissions in the Triangle and assists people in better planning and using public transportation resources.

Learn more about GoLive at: live.gotriangle.org





Planning Bus & Rail Improvements for the *Future*

Work continues to create a regional transit network to address the area's growing transportation needs – including a fixed guideway system of rail and a significant expansion of local and regional bus networks.

Triangle Transit, Durham County, Orange County, the DCHC MPO, the Capital MPO and other transit partners finalized work on future bus and rail investments. Plans for Durham and Orange counties were completed while a final draft for Wake County was prepared.

In February 2012 by the DCHC MPO approved “locally preferred alternative” on the proposed 17-mile Durham-Orange Light Rail Transit Project between Durham and Chapel Hill. At year's end, Triangle Transit completed work on a report for the Federal Transit Administration on the project and the FTA will consider the project for entry into the Federal New Starts Program.

(In November 2012, Orange County approved a one-half cent sales tax for transit joining Durham County in providing local funds for bus and rail investments).

More information is available at ourtransitfuture.com.



Reaching Out

Triangle Transit's use of social media increased in FY 2012 to include more than **175** postings on Facebook, **614** tweets on Twitter and **38** videos on You Tube. A new site at Pinterest was also added during the year to engage more riders.

Social media joins traditional rider alerts and news releases as part of the information effort about transit, transit routes, commuter savings and building a community that helps promote public transportation.

For its efforts, the American Public Transportation Association honored Triangle Transit for its use of social media. The agency also won two **national Hermes Awards** during the year for the agency's GoLove video shot on Valentines Day and for the FY 2011 Annual Report.

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