



**Triangle Transit** | ANNUAL REPORT

2024

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## Connecting Cities, Connecting You.

In 2014, Triangle Transit continued celebrating 20 years of service by growing to meet community needs, connecting with the public, and sharing information about our future. Over the past 20 years, we have grown to a full transit agency with 24 routes, 65 vanpools, and over 200 employees providing 1.8 million rides with quality service and a smile.

Our focus is always on our riders' experience with Triangle Transit. Through 'The 24 Project,' we got a chance to put a face to each route and community that we provide connections to. This tapestry of riders show that transit is the thread that enhances the fabric of the Triangle region. Their commitment to enhancing the quality of their workday and their life by utilizing public transit matches our drive to create a transit network that serves them.

Every year, we recommit to our mission and vision for transit in the Triangle every year with increased passion for making sure that every community we serve has outstanding customer service and a quality commute. With our loyal customers and community leaders, we continue to improve the quality of life in the Triangle region.



Thank you for riding with us.



## From Our Chair

2014 was a successful year for Triangle Transit. We began work on the light rail line in Orange and Durham counties, saw an increase in bus ridership and added more service for the region.

In February, the Federal Transit Administration gave Triangle Transit the go-ahead to enter Project Development from Chapel Hill to East Durham which will link UNC, Friday Center, Leigh Village, Patterson Place, South Square, Duke University, Duke University Medical Center, the VA Medical Center, downtown Durham and Alston Avenue near NC Central University. The Draft Environmental Impact Statement is expected to be released for public comment in summer 2015.

We continue to see steady growth in our bus ridership. Ridership rose three percent during the year to 1,822,853. Our express services between Chapel Hill and Raleigh and Durham and Raleigh continue to do well. We added service from Johnston County to Raleigh as part of the NCDOT's Fortify reconstruction project on I-440 and I-40. We have also seen increases in our service to RDU International Airport and used the Bus on Shoulder System (BOSS) on I-40 more than 1,000 times since it began in 2012.

Ridership on buses of the Durham Area Transit Authority hit 6 million for the third year in a row. On-time performance during 2014 rose to 83 percent, compared with 74 percent last year and 61 percent in 2012. The increased performance is due to the effort called Designing Better Bus Service which evaluated, reviewed and redesigned DATA schedules for the first time in 20 years.

As we continue to look at enhancements for Triangle Transit, such as seven day service and longer hours on weekends, we also recognize the need to more effectively promote our transit services. We are completing work on a rebranding study that will lead to a new name for us and our transit partners. We believe it will strengthen our outreach to the community that's supported by our award winning marketing and communications efforts.

We are encouraged by steps in Wake County to advance discussions on transit. As Raleigh and Wake grow to one million people, we look forward to our work with the city, county, towns, citizens and planners to provide better service for commuters and those that use transit daily.

Our growth and success this year could not have happened without the continued support from our riders and citizens of Durham, Orange and Wake counties. In the past two years, we have held over 100 meetings on the Durham-Orange Light Rail Transit Project. We have met with our customers to discuss bus route changes and service enhancements. We have volunteered in the community with events benefitting the Food Bank of Central and Eastern NC and are supported by dedicated, customer-service oriented employees, backed by management and our regional Board of Trustees.

Together, we continue to see success in our services and will continue to plan efficient and excellent options for future commuting.

Thanks for supporting Triangle Transit.

- Fred N. Day IV

## FY14 By the Numbers

Fixed Route Miles Traveled

2,383,071 3%

Fixed Route Ridership

1,822,853

Vanpool Miles Traveled

1,036,724

Paratransit Miles Traveled

471,630

Paratransit Ridership

34,311 21.1%

Vanpool Subscribers

649

**14** Regional Routes

**4** Shuttle Routes

**83** Vanpool Vehicles

**7** Weekday Express Routes

**67** Buses

**15** Paratransit Vehicles

- Serve Apex, Cary, Chapel Hill, Johnston County/Cleveland Crossing, Durham, Garner, Hillsborough, Knightdale, Raleigh, the 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 the NCDOT

- Manage DATA/Durham Area Transit Authority by agreement with City of Durham

- Manage Robertson Scholars Program serving UNC and Duke

- Technology includes 4G Wi-Fi on Triangle Transit buses, Mobile information through GoLive, and the Triangle Transit Mobile App, Online Trip Planner at [triangletransit.org](http://triangletransit.org) and 364-day bilingual Call Center Available at 919-485-RIDE.

## Moving Forward Together

In February, the Federal Transit Administration approved Triangle Transit's request to enter Project Development on the proposed 17-mile Durham-Orange Light Rail Transit Project. Environmental work is underway with a Draft Environmental Impact Statement to be published and available for public comment in 2015.

During the year, over 100 meetings on the Project were held with the public, stakeholder groups and elected officials. The proposed light rail line will run from Chapel Hill to East Durham serving UNC Hospitals and UNC, Mason Farm Road, Friday Center, Leigh Village, Patterson Place, South Square, Duke University, Duke University Medical Center, the VA Medical Center, downtown Durham and Alston Avenue. The project cost is estimated at \$1.34 billion (in 2012 dollars). The Durham portion of the voter-approved one-half cent sales tax will help fund the local share of the rail project.

In November 2014, we will hold the first round of public involvement meetings to share the locally preferred alignments, potential stations, mechanical and operational facilities, and environmental impacts. With feedback of the attendees, neighborhoods and community groups we've met with, we will continue in the project development phase. More information is available at [www.ourtransitfuture.com](http://www.ourtransitfuture.com).



Conceptual only, subject to change without notice



## Getting Around from Here to There

During the year, Triangle Transit added more frequent weekday service between the Streets at Southpoint Park-and-Ride and UNC Chapel Hill on Route 800. It's one of the first routes to receive expanded service in Durham and Orange counties, funded by the one-half cent sales tax for transit.

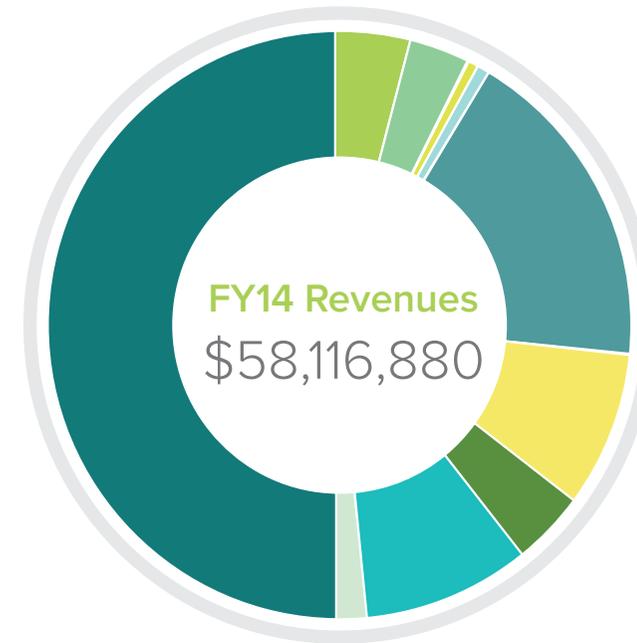
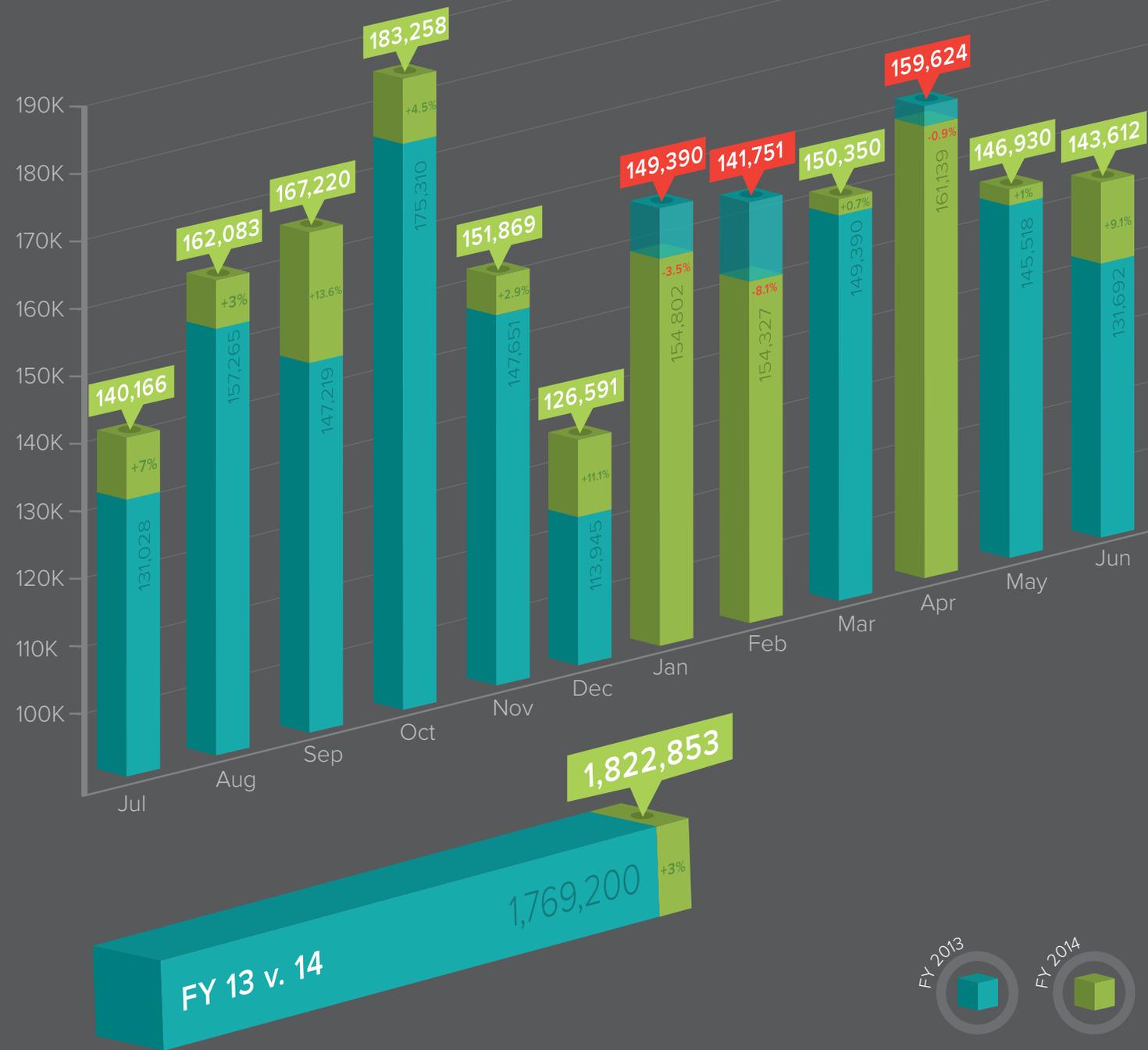
Johnston County commuters saw express service come to their community in December 2013. The rush-hour Johnston-to-Raleigh Express (JCX) is funded with help from the state Department of Transportation. This route is a part of the traffic mitigation plan during the Fortify rebuild on I-40 and I-440 through 2016. JCX customers use a Park and Ride at NC 42 and I-40 for their trip into downtown Raleigh and the state government complex. This is the first time traffic demand management and public transit has been included in mitigation efforts for a construction project in NC.

As part of our efforts to reduce congestion due to the Fortify construction project, Bus on Shoulder was expanded to Wake County during the year. The addition of Wake County follows more than a year of use on I-40 in Durham County. BOSS is now available from I-40 and US 15-501 along I-40 to Wade Avenue and I-40 East into Johnston County for these routes:

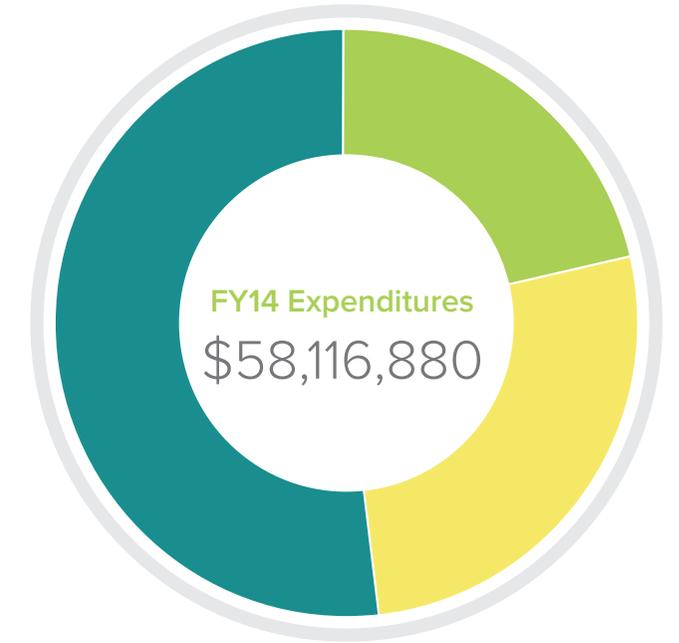
- Chapel Hill-Raleigh Express (CRX)
- Durham-Raleigh Express (DRX)
- Johnston-Raleigh Express (JRX)
- Chapel Hill to Streets at Southpoint and Regional Transit Center (Route 800)
- Durham to the Regional Transit Center (Route 700)
- Shuttle 42 between the Regional Transit Center and IBM
- Downtown Raleigh to RDU and the Regional Transit Center (Route 100)
- Downtown Raleigh to the Regional Transit Center (Route 105)
- Downtown Raleigh to Cary to the Regional Transit Center (Route 301)

When traveling on the shoulder, buses are not allowed to go more than 15 miles an hour faster than traffic in the travel lanes, and cannot exceed 35 mph.

# FY 2014 Ridership



- \$28,516,774 ● Special Sales Tax
- \$803,266 ● Local
- \$3,245,096 ● FTA
- \$2,360,920 ● NCDOT
- \$5,737,329 ● Vehicle Registration Fees
- \$9,586,666 ● Rental Vehicle Tax
- \$346,529 ● Investment Income
- \$411,240 ● Vanpool Fares
- \$2,304,279 ● Bus Fares & Consignments
- \$4,804,811 ● Other



- \$29,577,005 ● Operating Reserves
- \$17,259,560 ● Operating Expenditures
- \$11,280,315 ● Capital Expenditures



## Creating Trips for All

Triangle Transit's T-linx provides curb-to-curb paratransit service with a door-to-door option upon request for eligible residents with disabilities that prevent them from using our all-day fixed-route bus service. Trips must begin and end within 3/4th of a mile from the fixed route stop. During FY 14, the fleet's 15 paratransit vehicles traveled 471,630 miles with ridership of 34,311, up 21.1% from the previous year.

The criteria for determining who is eligible for paratransit services is defined by the Americans with Disabilities Act (ADA). Anyone currently certified with Raleigh, Durham, Cary, Chapel Hill or Triangle Transit is available for T-linx service.

## A Safe and Secure Ride

Triangle Transit joined the Safe Place program during the year. In partnership with Haven House Services, all buses now carry the bright yellow-and-black diamond shaped Safe Place signs and serve 750 regional bus stops. Young people can approach a bus operator and tell them they need help. Triangle Transit then calls a youth service provider to meet and get the youth to safety.

## The STAR Standard

During the year, Triangle Transit was named the first transit system in the state to receive North Carolina's most prestigious safety recognition, NC STAR. Labor Commissioner Cherie Berry told employees the Department's Carolina Star means "Triangle Transit is one of the safest workplaces in North Carolina." The transit system was recognized for fewer workday injuries, reduced employee turnover, quality improvements and other benefits demonstrating productivity, quality, profitability and safety.



## Connecting with Our Customers

Outreach is our main way to connect with riders and share information. Through social media, public meetings, outreach at the stop-level, newsletters, and personalized rider alerts, we improved the transit experience to respond to our customers' needs.

- Introduced a mobile app - over 4,000 downloads
- Continued to provide information via Facebook, Twitter, and Instagram
- Moved to personalized rider alerts and route information with new MyRide profile system
- Unveiled my40ride.com to help commuters with travel alternatives during the I-40/ I-440 Fortify rebuild project
- Unveiled a new web site at [triangletransit.org](http://triangletransit.org)
- Unveiled a new web site for the rail planning at [ourtransitfuture.com](http://ourtransitfuture.com)
- Employed Facebook and Twitter for the Durham-Orange Light Rail Transit Project

The GoTriangle Regional Transit Information Center continued to deliver top-tier customer service in 2014, handling 450,975 calls to 919.485.RIDE. The regional transit information center serves riders for all five transit agencies in the Triangle region.

Triangle Transit's reputation for high-quality service doesn't stop at our buses. Within the marketing and communication to the community, we always strive to give information in creative ways and keeping transit fun and interesting. From our critically-acclaimed transit soap opera, "As the Bus Stops" to the human-interest photography installation, The 24 Project, that debuted at Raleigh's ArtSplosure, we tell the stories of transit riders to illustrate that transit is for everyone. These efforts were recognized nationally by American Public Transportation Association (APTA), AVA Digital Awards, and Hermes Creative Awards.



Triangle Transit is pleased to share with you the 2014 Annual Report. If you have any questions or would like more information, please visit our Web site or contact Communications and Public Affairs at 919-485-7434. This Annual Report covers the period from July 1, 2013 to June 30, 2014.

Triangle Transit | P.O. Box 13787 | Research Triangle Park, NC 27709 | 919.485.RIDE – [triangletransit.org](http://triangletransit.org)