



# ANNUAL REPORT

TO THE TRIANGLE REGION OF NORTH CAROLINA

## REPORT HIGHLIGHTS

<b>GROWING WITH THE TRIANGLE</b>	<b>1</b>
<b>FROM THE LEADERSHIP</b>	<b>2</b>
<b>REGIONAL RAIL</b>	<b>3</b>
<b>EMERGENCY RIDE HOME</b>	<b>3</b>
<b>GO TRIANGLE .ORG</b>	<b>4</b>
<b>FINANCES AT A GLANCE</b>	<b>4</b>
<b>GOVERNANCE</b>	<b>4</b>

## 2004 STRATEGIC GOALS

- Provide safe, reliable, clean, courteous and coordinated transportation service
- Increase ridership
- Increase public outreach
- Continue regional rail system engineering and design

## 2004: GROWING WITH THE TRIANGLE

In fiscal year 2004, more than one million people throughout the Triangle used TTA services to connect with the region. The ridership figure represents a six percent increase over fiscal year 2003.

Some of the ridership gains on TTA's bus routes can be attributed to the rise in gas prices during the second half of the fiscal year.

Other highlights achieved during FY 2004:

- TTA ridership surveys show more than 63% of all trips on TTA are work trips.
- TTA surveys show 26% of our riders are students at medical centers, technical community colleges and universities.

- TTA's Regional Rail Transit Project was recommended for funding in President Bush's FY'05 Budget.
- TTA implemented a new regional pass program for regular riders, and a pass program at UNC & NC State.
- TTA was named one of the "Best Workplaces for Commuters" by the U.S. EPA.
- TTA increased paratransit ridership by 692%.
- TCOG completed a report on regional bus transit consolidation between Capital Area Transit, C-Tran (Cary), Chapel Hill Transit, Durham Area Transit Authority, Duke University Transit, NCSU Wolfline,

and TTA (decisions on transit consolidation are expected by each agency in FY 2005).



*In FY 2004, more riders took TTA as an alternative to being behind the wheel in rush-hour traffic.*

## TTA: MAKING THE CONNECTION

The Triangle Region continues to receive accolades for its quality of life. The area is frequently ranked as "America's Best Place to Live" and "Best Place to Live and Work."

The population in Raleigh, Durham, and Chapel Hill topped one-million residents in 2002.

Traffic congestion has worsened and major corridors are strained.

Think about *your* connection to transit. Does it get you or your employees to work? Has your life improved because of the money you save riding a bus, shuttle or vanpool? Don't

forget the ripple effect that transit creates, such as jobs, strengthening business, moving the economy, and encouraging independence.

Even if you seldom ride TTA, you *do* have a connection to transit. What's *your* connection?

LETTER TO THE COMMUNITY

As Chairman of the Board of Trustees and General Manager of TTA, we are pleased to publish this Annual Report highlighting the significant accomplishments during Fiscal Year 2004. TTA is a small but powerful organization. We can be proud of our growth.

During FY 2004, we continued to build a quality bus and shuttle system with good service and great customer relations; we are instrumental in getting people out of their cars. We are making extensive strides in ensuring that we have ridership standards by which to judge our service and to develop cost-effective routes where the demand is the greatest. We are working closely with our partners on the consolidation of bus services which will provide a seamless connection for our passengers.

We are planning and constructing a regional rail transit system that will complement our current bus, ridesharing, shuttle and vanpool activities. Our work continues with the Federal Transit Administration toward a funding agreement for the 12-station, 28-mile rail project. FY 2005 should bring us a signed contract with a rail supplier, groundbreaking on our Rail Operations and Maintenance Facility and rail station construction. TTA, our city, county, region and state partners will continue to prepare the Triangle Region for growth and development.

Within TTA, we began planning and started design on an expansion of the Bus Operations and Maintenance Facility on Nelson Road to be built in 2005. We have identified employee salary and benefit changes to meet market demand to retain and attract employees. We have instituted an open communication process and procedures based upon employee input and have embarked on training and development to further the goal of having a well-trained and diverse workforce.

We are proud of what we have achieved in this fiscal year and will continue to provide first-class services to our riders. We salute them and our employees for making our success possible. Together, we will continue to offer transportation options for the Triangle that will proactively contribute to our quality of life.



**“TTA is a small but powerful organization. We can be proud of our growth.”**

**William G. Smith  
John D. Clafin**

William G. Smith  
Chairman, TTA Board of Trustees

John D. Clafin  
General Manager, TTA



More people have realized the value of riding TTA. Have you?

**TTA Annual Report - 2004**

**Triangle Transit Authority  
P.O. Box 13787  
Research Triangle Park, NC 27709**

**To be added or removed from the Annual Report mailing list, please contact TTA Communications**

## 2004 HIGHLIGHT: REGIONAL RAIL PROJECT

This was a pivotal year for TTA's Regional Rail Project. Planners and engineers continued design work on the 12-station, 28-mile rail system between Durham, Research Triangle Park, Cary and Raleigh.

TTA's public outreach sessions in fall 2003 heard comments on individual stations along the proposed corridor and art at each station.

Hundreds attended spring 2004 open houses to see how the public's comments had been integrated into the planning process.

TTA's work to receive continued federal funding moved forward with the Regional Rail Transit Project's recommended funding in President Bush's FY'05 budget.

Because the rail project is part of a regional transit sys-

tem that will network with bus service, TTA's outreach included more than 100 organizations in 2004, providing information on all of TTA's services and how a network of future transit services will positively impact the region's development and economy.

The Regional Rail Transit System is scheduled to begin service in 2008.



"Riding the bus allows me the time to read, saves 20 miles a day on my car, helps the environment and provides time to wind down and relax on the way home instead of dealing with traffic."

Michelle Campbell

TTA Rider, RTP

## 2004 HIGHLIGHT: EMERGENCY RIDE HOME

TTA's Emergency Ride Home program is designed to assure a trip home for the commuter who uses transportation alternatives, even in the event of an emergency.

The program is made possible in part through the leadership of the City of Durham and Durham County's Commute Trip Reduction Program. The program uses a series of strategies or ac-

tions, typically used during the peak travel hours to increase the use of transportation alternatives to driving such as walking, cycling, public transit and vanpooling or carpooling.

Examples of emergencies include unscheduled overtime work, an immediate family member suffering from an illness or severe crisis, or a ridesharing driver who has

to stay later or leave earlier than anticipated.

Once a part of the program, participants receive a voucher for a trip by taxi or rental vehicle available for use if there is an emergency on the day they have used alternative transportation.

More than 80 worksites have registered to be part of the program.

More than 80 worksites have already registered for the TTA "Emergency Ride Home" program

## 2004 HIGHLIGHT: GO TRIANGLE.ORG

TTA's regional cooperation with four transit systems in the Triangle led to a new tool to get from place to place in FY 2004.

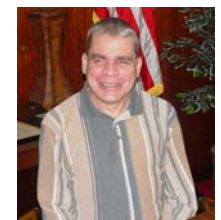
**GoTriangle.org** provides connections on the web for Capital Area Transit (CAT), Chapel Hill Transit (CHT), Durham Area Transit

Authority (DATA) and TTA.

Users of the software can type in a starting point, destination, and adjust the time and date of their trip. The "Plan A Trip" function does the rest, informing the rider of any necessary transfers and connections between transit systems. Riders also

learn the amount of the fare and how far they may have to walk to access transit to complete their trip.

**GoTriangle.org** also provides direct links to all regional public transportation and RDU Airport as well as Greyhound/Trailways, Smart-Commute and traffic cams.



"The Triangle Transit Authority has a great system. I like the freedom of being able to travel from one city to another."

Leslie Seitz

TTA Rider, Raleigh

**FACTS ABOUT TTA**

- Provides regional bus & shuttle service, paratransit, vanpools, rideshare matching, trip planning, transportation demand management
- Serves Apex, Cary, Chapel Hill, Durham, Garner, Raleigh, Research Triangle Park, RDU International Airport
- 1,525 square miles in service area
- 711,117 annual regional bus boardings
- 2,680 average weekday boardings (bus/shuttle)
- 160 TTA employees
- 13 bus/4 shuttle fixed routes
- 67 buses and shuttles
- 623 bus stops
- 9 park-and-ride facilities

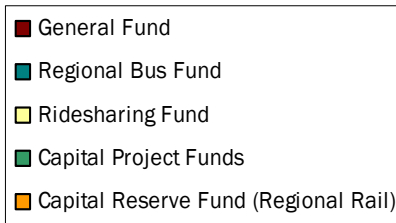
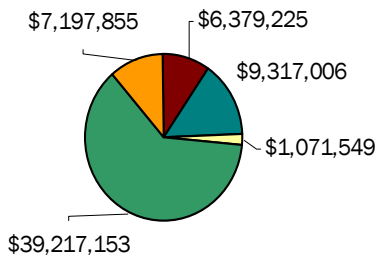
**FUTURE SERVICE**

- Regional Rail between Durham, Research Triangle Park, Cary & Raleigh
- Diesel multiple unit (DMU) vehicle
- 12 stations/28-miles
- 2008 operation date

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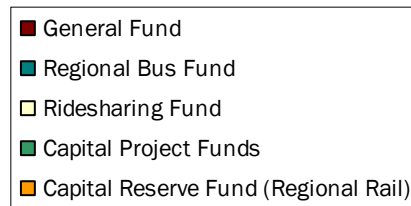
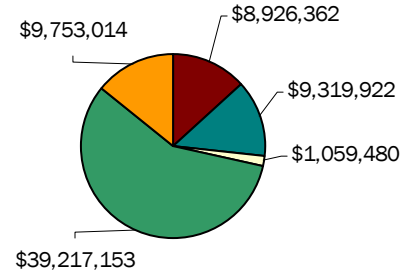
**Revenues FY 2004**

**Total: \$63,182,788**



**Expenses FY 2004**

**Total: \$68,275,931**



**2004 TTA BOARD OF TRUSTEES**

- |  |  |
|--|--|
| William G. Smith, Chairman (City of Durham)        | M. Carter Worthy, Vice Chair (City of Raleigh) |
| Alice Gordon, Ph.D., Secretary (Orange County)     | W. Lewis Hannah, Jr., Treasurer (Wake County)  |
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| Tyrone "Ty" Cox (N.C. Board of Transportation)     | Nina Szlosberg (N.C. Board of Transportation)  |