



# 2013

Triangle Transit Annual Report

## CHAIR'S MESSAGE



Triangle Transit completed the fiscal year with strongly positive ridership, a successful referendum on the Orange County Transit Plan, and more transit service to meet growing demand.

Triangle Transit had over 1.7 million riders in 2013, setting a new record. Our on-time performance is improving and our express services, such as the Chapel Hill-Raleigh Express and the Durham-Raleigh Express, continue to provide options for the long distance commuter. Our use of the Bus on Shoulder program along congested spots of I-40 in Durham County has proven reliable in keeping our transit riders on schedule since it began in July 2012. With the help of NCDOT, we will expand the program into Wake County next year.

In November 2012, nearly 60% of voters in Orange County said "yes" to a Bus and Rail Investment Plan that will improve connectivity including central and northern Orange County to meet growing needs for local and regional travel. We also will work during the next five years to provide more bus service in rush hours, improve weekend and night service, and add enhanced bus service on MLK Boulevard in Chapel Hill in partnership with Chapel Hill Transit. With local funding now in place, we will continue to work with our local, state and federal partners to advance the Durham-Orange Light Rail Transit Project. Initial planning got underway on the 17-mile light rail connection from Chapel Hill to East Durham. Detailed environmental work is expected to begin next year with plans for service in 2026.

Durham bus services are being improved thanks to the passage of the local transit tax referendum in November 2011. There were over 6.3 million riders on DATA, Durham's transit service in 2013, bolstered by updated bus routes that operate more efficiently and are on-time more often. We are working to provide more frequent service between Durham and Chapel Hill, more frequent weekday afternoon service on heavily traveled local DATA routes, and new regional service to the Duke/VA Medical Centers from Orange County. We are completing our third year of managing DATA for the City of Durham and with their cooperation are working to enhance the transit experience with new bus shelters, park-and-ride lots and sidewalk connections to bus stops.

In Wake County, expanded bus service, a proposed commuter rail project between Durham, RTP, Raleigh and Garner and a light rail project between Cary and North Raleigh are on hold. We are continuing our work with Wake County staff, the Capital Area MPO, local elected officials, business, community and public stakeholders to help craft the best possible transit plan.

With more transit services and a growing region, there is a pressing need to communicate to both users and potential users. Through our work with GoTriangle, we have marketed transit for Cary, Chapel Hill, Durham, Raleigh, Duke, and N.C. State and for Triangle Transit. In the year ahead, we'll look at ways to better brand our regional partnership and to coordinate the region's transit services to make trip simpler for the rider.

Our growth and success this year could not have happened without the continued support from our riders, citizens and elected officials of Durham, Orange and Wake counties. Our staff and Board are committed to excellent public service as we prepare for the challenges ahead. Thanks for supporting Triangle Transit.

**Fred N. Day IV, Chair**

Board of Trustees

## 2013 BY THE NUMBERS

**1,769,200** Fixed Route Ridership Up 12.1% from FY 2012

**1,111,787** Vanpool Miles

**2,922,985** Fixed Route Miles Traveled

**28,326** Paratransit Ridership Down 2.9% from FY 2012

**677** Vanpool Subscribers

**393,307** Paratransit Miles

- 
- 14 Regional Routes
  - 5 Weekday Express Routes
  - 4 Shuttle Routes
  - 64 Buses
  - 68 Vanpools

- 10 Paratransit Vehicles
- Manage DATA/Durham Area Transit Authority by agreement with City of Durham
- Manage Robertson Scholars Transportation Program serving UNC and Duke

- 
- 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
- Bus on Shoulder available in Durham County along I-40, expanding to Wake County in late summer 2013

## JOE HUTCHISON

Triangle Transit Bus Operator



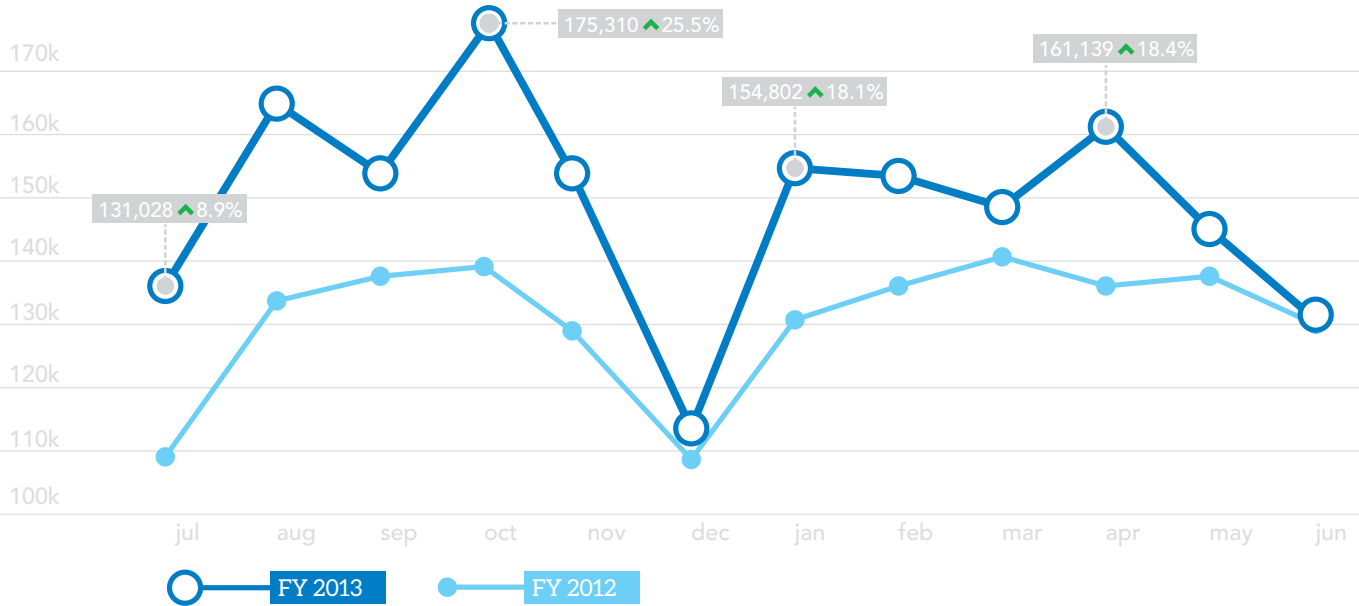
Joe Hutchison's first look at a Triangle Transit bus wasn't expected. He'd just taken a car out for a test drive on Wade Avenue when it died. "Waiting for the tow truck, I saw one of the buses go down the road and thought 'that looks like a nice job.'"

Joe later answered a newspaper ad for Triangle Transit and 20 years later, he's still driving. "When I started, I drove a van and learned the route in North Raleigh, then Durham to Raleigh and Cary. Our service evolved with requests from people wanting more stops." We've grown from a handful of trips to 23 regional, express and shuttle routes.

He also credits two other changes that have helped the customer. "I think the day pass has had a big impact on our ridership along with a single number (485-RIDE) for transit information." He also loves to learn what customers think. "We do surveys to find out what people want and what we can do to improve."

The future is as bright as the first day Hutchison saw that Triangle Transit bus passing his stalled car. "We'll be expanding bus service and providing rail service. I've seen what they have in Charlotte and that will be good for us. We're also working with the state on the new train station for Raleigh. We've come a long way and we have a lot to be proud of."

## 2013 RIDERSHIP



FY 2013  
Total

**1 769 200**

+ 12.1% from 1,578,598 in FY12



## DAVID KING

### Triangle Transit General Manager



Transportation is a passion for David King. After serving at the NCDOT as Deputy Secretary of Transit, King joined Triangle Transit in 2005 as its General Manager. King says Triangle Transit “has established itself as a leader on transportation issues and strives to listen well, plan well, to be accountable and to communicate with our customers.”

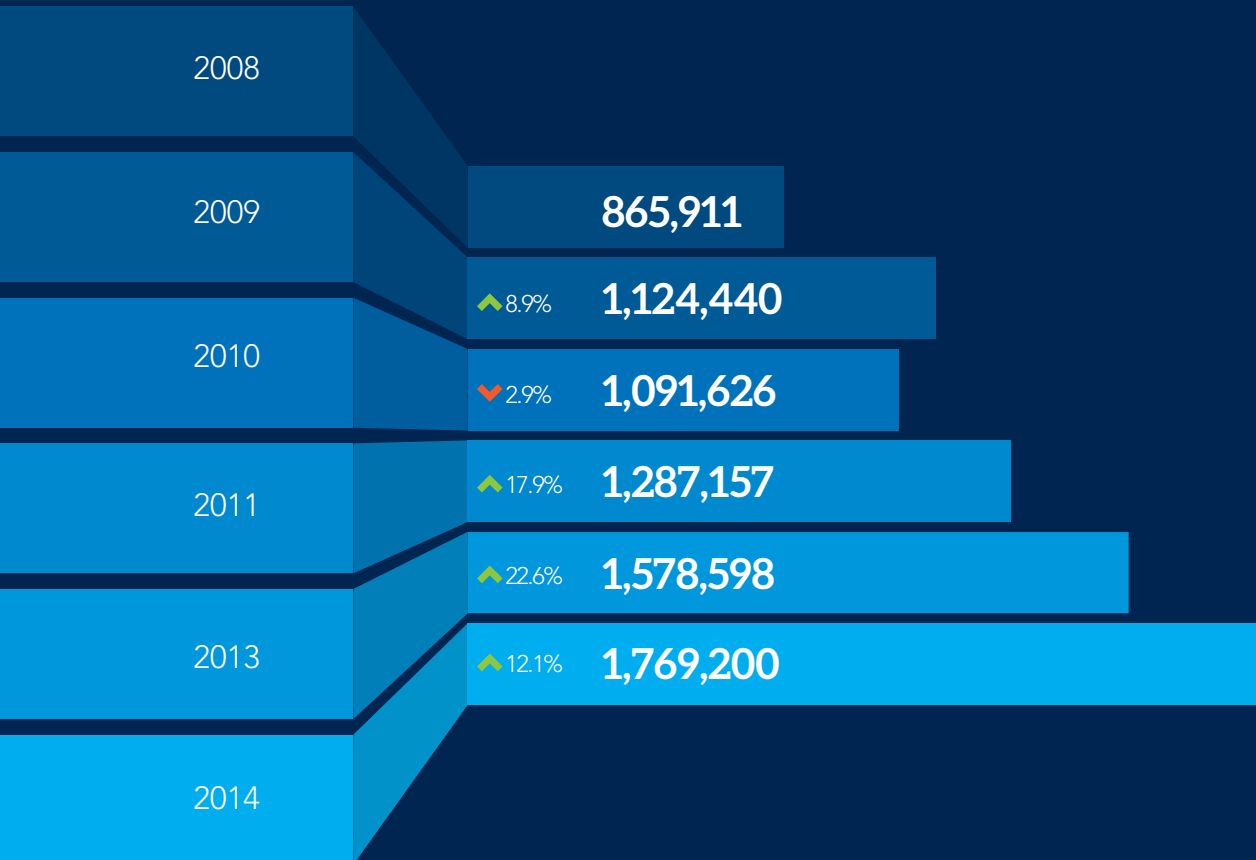
King says the first effort to provide additional bus and rail service has paid off. “Our population has expanded but we’ve not been able to expand. We’ve begun a major capital project that’s an outcome of the two positive votes by citizens in Durham and Orange counties.

The support is now a plan to implement new bus service and to provide 17-miles of light rail. All that has been going on simultaneously with work on Wake County’s transit plan.”

Triangle Transit completed 2013 with another record year of ridership. King says more than 30 months of increases are because of “our clean, safe buses, the drivers, dispatchers, service staff and amenities like Wi-Fi.” And though fuel costs have risen, he says “transit has provided an alternative for those who would not rather drive on our highest congested highways and spend time trying to navigate in traffic. By bus, they can check e-mail, read a book or rest. We had success in spite of the recession.”

The Triangle is expected to grow by more than one-million people by 2025. David King believes Triangle Transit will continue to have an impact. “We’ve got the opportunity to be part of something great. We’re helping to define and create regional governance and deal with problems that are bigger than cities or counties. To do so will add to Wake, Durham and Orange counties as we welcome more people and continue our quality of life. What an opportunity.”

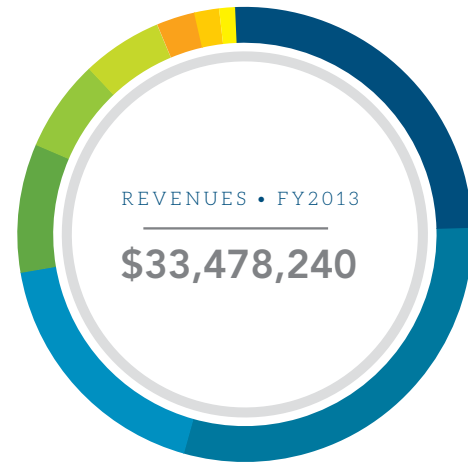
## RIDERSHIP: YEARLY COMPARISON





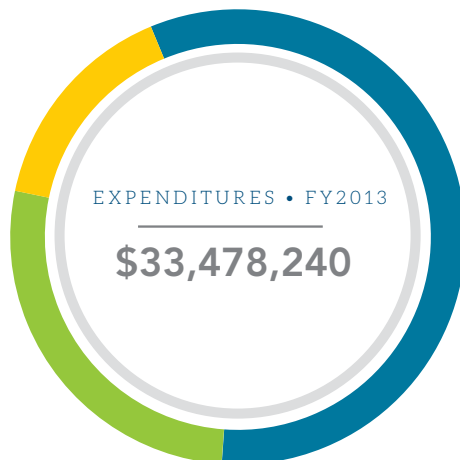
# REVENUES & EXPENDITURES

Bus Fares & Consignments	●	\$2,233,830
Vanpool Fares	●	\$448,560
Investment Income	●	\$312,067
Rental Vehicle Tax	●	\$9,016,305
Vehicle Registration Tax	●	\$5,607,530
NCDOT	●	\$2,584,350
FTA	●	\$3,504,206
Local	●	\$722,761
Other	●	\$3,048,631



For the last 17 years, Triangle Transit has received a Certificate of Achievement for Excellence in Fiscal Reporting from the Government Finance Officers Association of the United States and Canada (GFOA).

The Certificate recognizes conformance with the highest standards for preparation of state and local governmental financial reports in an easily readable and efficiently organized format.



Capital Expenditures	●	\$5,471,989
Operating Expenditures	●	\$19,472,158
Operating Reserves	●	\$8,534,093

## MEGHAN MAKOID

Environmental Planner



Meghan Makoid joined Triangle Transit in 2013 as an Environmental Planner to assist the Durham Orange Light Rail Transit project. She grew up here but left to pursue higher education and a career opportunity. "Since I left, the Triangle's population has grown by 50 percent. "Places that were once farmlands when I was growing up are now neighborhoods and shopping centers. The Raleigh Beltline no longer marks the edge of the city and the suburbs."

Before coming to Triangle Transit, Makoid worked with the Charlotte Area Transit System on the Lynx Blue Line which is doubling its 9.6 mile light rail system that opened in 2007. She says Charlotte's experience can help the Triangle. "The lesson I brought from Charlotte is the importance in managing the region's fast-paced growth in a sustainable manner. We can protect the beautiful natural areas that make our region desirable and help contribute to our region's high quality of life."

Meghan says making good decisions will have an enormous impact on the Triangle. "Oliver Wendell Holmes once said, 'A hundred years after we are gone and forgotten, those who never heard of us will be living with the results of our actions.' As a planner, I love this quote. It helps to remind me why I'm here. I am glad to be back in the Triangle and it is my privilege to help the region grow responsibly so future generations can enjoy growing up here as much as I did."

## OUR TRANSIT FUTURE

Our Transit Future is the effort to provide expanded bus service and rail for the Triangle. Some bus service improvements are planned for Durham in late 2013. Orange County will get the first of its new service in Orange County in 2014 and 2015. Transit additions are backed by a one-half cent sales tax approved by voters in both counties.

Work continues on the proposed 17-mile Durham/Orange Light Rail Transit Project between East Durham and UNC Hospitals. More information is available at [ourtransitfuture.com](http://ourtransitfuture.com).

Wake County continues to study its transit options toward a completed multi-modal transportation plan.





## FOCUSING ON THE CUSTOMER

Triangle Transit continues to lead the way in customer amenities. They include:

- Wi-Fi for customers at no additional charge
- Go Live, the nation's first regional real time arrival program, telling customers by computer, or smart phone when the next bus will arrive
- First in the Triangle with a mobile app
- An Emergency Ride Home Program for transit users when an emergency strikes
- Managing Share the Ride NC, a state ridematching service for carpools and vanpools
- Leadership, staff support and marketing services for public transit providers in Cary, Chapel Hill, Durham, Duke University and NC State University through the GoTriangle Family of Services
- Management of the GoTriangle Regional Information Call Center. Open 364 days a year at 919-485-RIDE, the Center handled an average of 1,500 calls each weekday and nearly 9,900 calls each week in the first half of FY13

## INVOLVED IN OUR COMMUNITIES

Triangle Transit's community outreach extends throughout Wake, Durham and Orange counties by partnering and participating in local events such as festivals, parades, job fairs and activities for seniors. Coordinated through Communications & Public Affairs, Triangle Transit and DATA each have Ambassadors which are a group of riders that advise the agency how it can better serve customers and where routes may be improved. They also help new riders learn more about transit, bus routes and how technology can help plan their trips.

The agency also provides a volunteer opportunity for its employees in Durham, Orange or Wake counties at a non-profit, allowing them to give back to the region.

Other outreach includes public comment periods during the monthly Board of Trustees meeting, monthly DATA rider sessions on the first Wednesday of each month at Durham Station and comment periods or public hearings on route changes, proposed fare increases, expansion of bus service for the Durham and Orange Transit Plans and public workshops on the proposed Durham Orange Light Rail Transit Project.



# REACHING OUT

## Marketing & Communications

Triangle Transit's Communications and Marketing efforts include news releases, advertising, promotions, a Web site at [triangletransit.org](http://triangletransit.org) and media such as Google, Facebook, Twitter and You Tube.

The agency has been recognized nationally for its innovative work. Some of the awards include:

- **2013 Grand Award and First Place Award** in Social Media by the American Public Transportation Association (APTA) for the #flipfortransit video
- **2013 Hermes Platinum Award** for #flipfortransit
- **2013 AVA Digital Video Awards** Platinum Award for #flipfortransit
- **2013 Telly Award – Bronze Award** for #flipfortransit
- **2013 Communicator Award** for #flipfortransit
- **2013 First Place Award** by APTA for Public Awareness in the I Heart Transit campaign





# BUS ON SHOULDER

Providing Congestion Relief

Triangle Transit and NCDOT introduced the first Bus on Shoulder System (BOSS) in North Carolina in July 2012. BOSS runs along I-40 in Durham County and will be expanded into Wake County in August 2013.

Through July 2013, BOSS has been used more than 600 times. The benefits of BOSS include more predictable and reliable transit times, fewer missed connections for bus riders, reduced driver overtime, potential increased ridership and decreased operational costs.

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



## 2013 BOARD OF TRUSTEES

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Wake County

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City of Durham

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City of Durham & Durham County

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City of Raleigh

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Town of Cary

Triangle Transit is pleased to share with you its 2013 Annual Report. If you have any questions or would like more information, please visit our Web site at [triangletransit.org](http://triangletransit.org) or contact Communications and Public Affairs at 919-485-7434. This Annual Report covers the period from July 1, 2012 to June 30, 2013.