

# Annual Report

Triangle Transit  
Fiscal Year 2009



## THIS YEAR

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## 2009—A Great Year for Triangle Transit

Triangle Transit set new records in 2009. For the first time in the agency's history, more than one million unlinked passenger trips took place on regional bus routes in FY 2009. The 1,143,375 boardings represented 183,000 more unlinked trips. Ridership surpassed FY 2008 totals by 19.4 percent. Passenger ridership grew in spite of lower fuel prices than the year before. The number of people choosing to ride transit remains strong.

The Chapel Hill-Raleigh and Durham-Raleigh express routes were among the most productive in Triangle Transit's system— increasing from 12.7 to 15.6 passengers per hour from FY 2008 to FY 2009. The productivity of Triangle Transit routes increased, with buses carrying more passengers per hour than ever before. New service was added to Wake Forest as part of the Short Range Transit Plan adopted by the Board of Trustees.

Triangle Transit reduced its operating costs by five percent, while providing eight percent *more* service in revenue service hours than the previous year.

Triangle Transit improved the percentage of operating costs recovered through the collection of fares from 11 percent to 13 percent—more riders are using passes such as the 30-day pass and passes provided by state government and universities.

## BY THE NUMBERS

- FY 2009 Ridership— 1,143,375 Boardings (new record)
- 15 Regional Routes
- 5 Weekday Express Routes
- 5 Shuttle Routes
- 59 Buses
- 78 Vanpools
- 10 Paratransit Vehicles
- Hours of Operation: 6 a.m. to 11:30 p.m. (Monday-Friday) and 7 a.m. to 7 pm. (Saturday)
- Serve Apex, Cary, Chapel Hill, Durham, Garner, Hillsborough, Raleigh, Research Triangle Park, RDU International Airport and Wake Forest
- Governed by a 12-member Board of Trustees with representatives from city, town and county governments in Durham, Orange and Wake counties and NCDOT

# Chairman's Message

Bill Strom, Chair Town of Chapel Hill

Fiscal Year 2009 was a year of records and new highlights for Triangle Transit. The Board of Trustees made key decisions that will have a lasting effect on the Triangle.

We expanded our bus fleet with newer, more efficient vehicles. We added service to Wake Forest with the assistance of the Town, the City of Raleigh and Capital Area Transit. We refined work on our Short Range Transportation Plan that will continue to explore ways to provide transit to areas not currently served and we began work with our partners to streamline options regionally to improve routes and reduce redundant service. We had another strong year of ridership, topping one-million riders for the first time in our history.

To help reduce operating expenses, we moved our Administrative Offices and Regional Transit Center to our current location in Imperial Center. The location gives us the opportunity to reach out to thousands of potential riders while continuing to provide timely connections. We were also successful in reducing our operating costs, recovered more from the farebox and increased productivity.

We assisted the Capital Area MPO and Durham-Chapel Hill-Carrboro MPO as they took the recommendations from the Special Transit Advisory Commission (STAC) and completed work on 2035 Long Range Transportation Plans. We collaborated with Wake County leaders on three public sessions on transit plans in the Spring of 2009 and we will continue to provide assistance to elected leaders and staffs work with us to decide on future transit oper-



tions in each county and evaluate how the county plans will help to provide us with an expanded regional transit system that we can be proud of.

At year's end, our efforts were centered around legislation that would allow a one-half cent sales tax for transit in our three counties. The bill, based on the measure earlier passed in Charlotte-Mecklenburg, was combined with input from the 21st Century Transportation Commission and would allow a similar one-half cent sales tax for transit in the Triad and our neighboring counties to consider a one-quarter cent sales tax for transit. As the fiscal year ended, we were confident that the General Assembly would positively consider the measure that garnered wide support from transportation, transit, construction and environmental groups. We believe the passage of the bill will mean a stronger funding source for transit and the catalyst to provide sustainable plans for future transit investments with the strength and ability to obtain federal and state funding.

We pledge to work together to provide citizens in the Triangle with affordable, convenient transportation choices that support mobility, access and the region's economic vitality. Again, thanks for supporting Triangle Transit.



## New Transit Center Opens in FY 2009

In December 2008, Triangle Transit completed work on a new Regional Transit Center (RTC). The site in Imperial Center near I-40 and Page Road replaces the transfer center in the Research Triangle Park that served as Triangle Transit's major hub for more than a decade.

Trustees Chairman Bill Strom is seen cutting the ribbon on the new center along with Triangle Transit General Manager David King, Board Members Sig Hutchinson, Jean Davis, Robert Hinshaw and Miriam Perry of the NCDOT's Public Transportation Division.

The center provides covered shelters, more park-and-ride spaces, bike racks, ticket sales counter, improved waiting room and better rest room facilities.

The new site, along current routes, remains near The Research Triangle Park and is closer to RDU International Airport.

The RTC also promotes "green" initiatives such as LED high efficiency lighting, energy saving windows, a high-efficiency heat pump, in-line water heating and water-conserving rest room facilities.





## Technology Improvements Help Riders

During FY 2009, Triangle Transit continued to improve and update its technology.

“Talking Bus” technology was employed on more vehicles in the fleet. The automated voice announce system provides enhanced sound quality, more audio channels and integrated GPS provides better tracking of vehicles along a route.

A new digital radio system will make it easier for transit operators, dispatchers and road supervisors to communicate vital traffic and safety information.

The new Regional Transit Center on Slater Road boasts a new high-tech security system, providing 9-1-1 access for riders in an emergency.

The GoTriangle Regional Transit Information Center deployed a new recording server for quality assurance and training purposes. The center handled more than 325,000 calls in FY 2009 for riders of Capital Area Transit (CAT), Durham Area Transit Authority (DATA), NCSU’s Wolfline and Triangle Transit. C-Tran in Cary and Chapel Hill Transit are expected to join the call center in FY 2010.

Triangle Transit’s maintenance facility added lifts in the service bays to improve the response time for repairs.

A real-time transit information system is in the first stages of development, paid for

with federal stimulus funds. Real-time data includes information on projected vehicle arrival and departure times, service disruptions and delays, transfers as well as other related information such as date and time, weather, public announcements, security related information and updates during events. This information is provided to assist riders in the region in making pre-trip and en route (including in-vehicle) trip decisions.

Improvements have also begun on Triangle Transit’s trip planner, which will include Google maps for rider convenience and a new interface for access to rider information on line at the [TriangleTransit.org](http://TriangleTransit.org) Web site and at our companion Web site, [GoTriangle.org](http://GoTriangle.org).

## Millions In Stimulus Funds Go For Transit

At year’s end, Triangle Transit had secured nearly \$4 Million dollars in federal funds through the American Recovery and Reinvestment Act (ARRA). Among the improvements with funds from ARRA:

- Eight new buses for fixed route and express service
- Three new paratransit vans to help refurbish the fleet
- An additional vanpool for use
- Repairs and improvements to the Bus Operations & Maintenance Facility on Nelson Road in Wake County
- Benches, litter receptacles, schedule information displays and bike racks
- Real time information for riders (see article at left)



## Paratransit Service Gets New Name & Look

Triangle Transit’s Paratransit Service is now called T-Linx. The name refers to the important link transit provides to riders of the demand-based service. FY 2009 ridership increased 8.2 per cent from FY 2008. New vehicles are being added to the fleet along with an important upgrade to

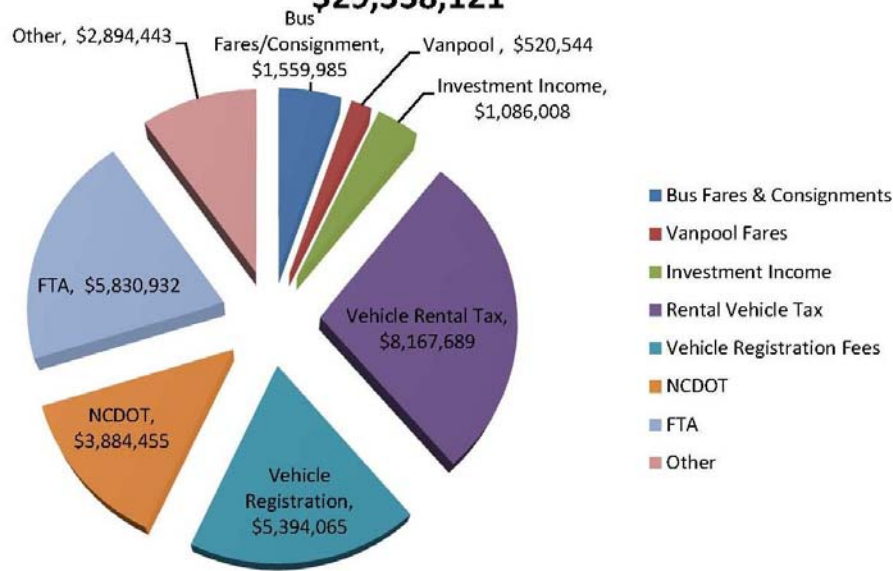


scheduling software for paratransit trips. T-Linx also began an important partnership with the Durham Area Transit Authority (DATA) to provide regional trips to certified passengers who live within the Durham city limits. Paratransit received honors from the City of Raleigh and Orange County for outstanding service during the year.

## Financials

### Revenues - Fiscal Year 2009

**\$29,338,121**



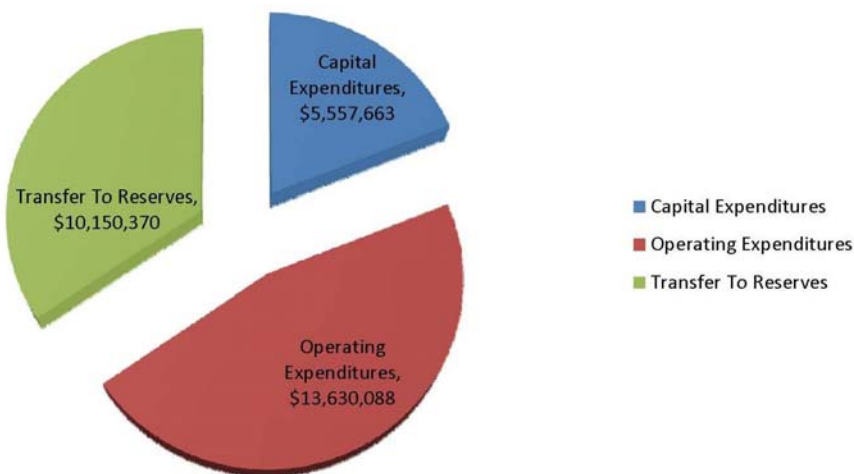
*Triangle Transit improves our region's quality of life by connecting people and places with reliable, safe, and easy-to-use travel choices that reduce congestion and energy use, save money, and promote sustainability, healthier lifestyles, and a more environmentally responsible community.*

Information provided in this Annual Report covers July 1, 2008 to June 30, 2009.

For more information contact:  
Triangle Transit, Communications and Public Affairs, P.O. Box 13787, Research Triangle Park, NC 27709

### Expenditures - Fiscal Year 2009

**\$29,338,121**



## Board of Trustees

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