



Annual Report

To The Triangle Region of North Carolina

Rising Fuel Prices Mean More Riders on TTA

As fuel prices continue to rise, Triangle Transit Authority is enjoying record ridership as more patrons used our services in 2005 than in any previous year. Over the course of the last fiscal year, over one-million rides were provided on TTA's regional buses, shuttles, vanpools, or through our carpool matching and employer transportation programs.

Here are some highlights of our year:

- Regional bus ridership rose by 43,717, a 5.7 % increase
- Vanpool ridership rose by 19,688, a nine % increase
- Paratransit ridership rose by 2,795, a 35 % increase
- Regional Fare System, used by Triangle area transit systems, was installed
- Shuttle service to weekend Durham Bulls home games began
- One of four agencies selected nationwide by the Federal Transit Administration to pilot an individualized marketing program to increase ridership
- Enrolled 13 additional Triangle employers in the "Best Workplaces for Commuters" program
- Launched a new, redesigned Web site at rideTTA.org.
- Debuted the "Fuel Your Life" campaign, focusing on the benefits of using transit more and spending less on fuel
- Introduced new "transit tubes," an innovative bus and shuttle information display, at selected stops
- Selected United Transit Systems as the supplier of vehicles for the Regional Rail Project
- First transit agency in the state to transition to a unified certification program with NCDOT for Disadvantaged Business Enterprise (DBE) suppliers



Triangle Transit's Strategic Goals

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

TTA: We're Connecting Your Life – Today and Tomorrow

Over the last decade, the Triangle has seen the second largest increase in commute time of all other cities in the U.S. This, in combination with record fuel prices, can make jumping in the car to run an errand not only expensive, but inconvenient as well. Drivers want alternatives to gasoline prices, congestion and stress from long commutes.

In 2005, TTA continued to enhance its services including regional bus service, additional vanpools, an upgraded on-line trip planning program and continued progress on the planned Regional Rail Project. With our help, businesses learned they could promote budget saving alternatives that positively impact their employees.

As we look at ways to better serve the community, we will continue to plan, implement and promote a variety of transportation solutions that meet the needs of our growing region.

Letter To The Community

As Chair of the Board of Trustees and General Manager of TTA, we are pleased to provide this Annual Report highlighting the outstanding accomplishments during Fiscal Year 2005. TTA continues to play a vital role in providing and planning transportation options in the Triangle and we are proud of the contribution we make to maintain the quality of life we've all come to enjoy.

During FY 2005, we continued to build upon our quality bus system by adding new and improved service. We believe that the increase in transit trips, the demand for our vanpools and those accessing our services are evidence that we continue to be instrumental in providing options to driving. We are planning new express routes for FY 2006 that will provide convenient and reliable service between Chapel Hill, Durham and Raleigh. The "Bulls Shuttle" takes fans to Durham Bulls home games on Friday and Saturday nights and we are working on service that will provide access to more of this region's fastest growing and popular shopping destinations. As fuel prices, congestion and demand continue to increase, we expect to set new records in 2006 as well!

We continue to work closely with our regional partners to provide seamless transit service throughout the Triangle. During the year, we took tangible steps toward this goal as we completed the regional fare system that is being used by Triangle transit providers. The system complements the regional pass introduced last year. We anticipate more of these visible and tangible improvements in the near future.

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At year's end, we continue to work with the Federal Transit Administration and our Congressional delegation to secure funding for the 12-station, 28-mile rail project. As the area's growth continues to outpace projections, our roads become more congested and transportation funding grows more competitive it is clear that we all must work together to plan for the future. We have been encouraged by the level of support by local leaders who understand the need for and benefits of the project and look forward to the strengthening of this partnership.

Within TTA, enrollment in our "Emergency Ride Home" program—which provides emergency access to a taxi or rental car for taxi users—has continued to increase. We began new diversity and sexual harassment training initiatives, refined our employee evaluation process and completed a market comparison of position titles and salary ranges.

We are proud of what we have achieved and will continue to work to meet the challenge given to us in 1989: To provide an enhanced public transportation network that connects people and places throughout the Greater Triangle Region.

M. Cate Worthing

Chair, Board of Trustees

John Claplin

General Manager



TTA Annual Report—2005

To be added or removed from the mailing list, contact: TTA Communications, Triangle Transit Authority, P.O. Box 13787, Research Triangle Park, NC 27709

TTA Regional Bus Service is available to Apex, Cary, Chapel Hill, Durham, Garner, Hillsborough, RDU International Airport, Research Triangle Park and Raleigh. TTA plans to implement a regional rail transit system and stations connecting Durham, RTP, Cary and Raleigh with shuttles connecting RDU International Airport and the Research Triangle Park.

2005 Highlight: Customer Service

This year's increased focus on customer service training produced a number of benefits for our customers and enhanced the transit experience, including:

- A new e-mail alert system allows customers to receive e-mail notices about severe weather, detours, news and events and changes in bus routes.
- TTA's website at rideTTA.org was redesigned, making navigation easier for customers.
- The installation of informational transit tubes continued on major routes and at RDU Airport to give riders information about bus times at the stops.
- A new phone quality assurance program has increased the number of calls and cut wait times.
- TTA customer service representatives provide bilingual transit services in English and Spanish.
- Responding to customer requests, TTA is working to provide on-line sales of bus passes.
- Rush hour express service is being planned in FY 2006 for Chapel Hill, Raleigh & Durham.



Transit tubes were a TTA Customer Service improvement in 2005

2005 Highlight: Safety

TTA practices state-of-the-art safety techniques because providing a safe service is critical to our mission.

TTA requires drivers to complete a vehicle operations training program and the National Transit Institute's accident prevention training program, which includes bus inspection,

physical and mental impacts of driving professionally.

TTA's regional bus operations department has increased its communications specifically to bus and shuttle operators to increase safety awareness.

In 2005, our commitment to safety helped decrease

the number of accidents.

Training programs also paid off; the number of days missed to injury decreased 84 percent this year.

The TTA "Employee of the Month" program honoring perfect attendance and safety records have also helped improve the service we provide.

"Providing a safe service is critical to our mission."

*John Claflin,
General Manager*

2005 Highlight: Operations

TTA's bus service area covers 1,525 square miles and our passengers travel an average 9.7 miles per trip, one of the longest in the USA.

TTA's service includes a Web based online ride-share matching program that also serves the entire state of North Carolina.

Adopted service standards have increased TTA's passengers per vehicle revenue mile and improved the cost recovery ratio.

TTA had its first system-wide fare increase in its 12 year history from \$1.50 to \$2.00 per trip to recoup higher costs of fuel, insurance and wages. Despite this increase, we

expect ridership to grow in FY 2006.

TTA's vanpool program continued to grow. TTA added 12 more vanpools this year, bringing the total to 63 vans.

With this growth, TTA expects to purchase more vans in future years to meet demand.



TTA's vanpool program has led the way in getting more riders interested in public transit in the Triangle

TTA Facts

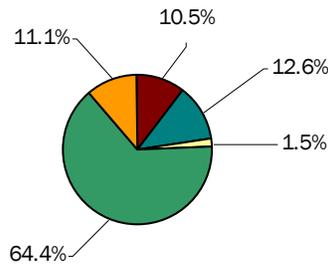
- Provides regional bus & shuttle service, paratransit, vanpools, rideshare matching, trip planning and transportation demand management
- Serves Apex, Cary, Chapel Hill, Durham, Garner, Hillsborough, Raleigh, Research Triangle Park and RDU International Airport
- 1,525 square miles in service area
- 754,834 annual regional bus boardings
- 340,382 annual vanpool boardings
- 10,858 annual paratransit boardings
- 13 bus/4 shuttle fixed routes
- 67 buses and shuttles, 623 bus stops

Future Service

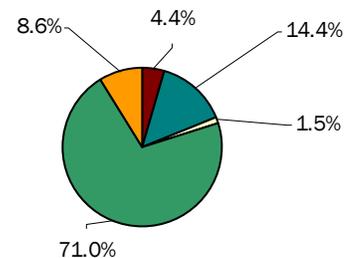
- Regional Rail between Durham, Research Triangle Park, Cary & Raleigh
- Diesel multiple unit (DMU) vehicle

Financial Highlights

Revenues FY 2005
Total: \$66,033,776



Expenses FY 2005
Total: \$68,621,317



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