

1 Background & Introduction

In February 2010, the Piedmont Authority for Regional Transportation (PART) contracted with HDR Engineering of the Carolinas (HDR) and its partners to conduct the *Regional Transit Development Plan* (RTDP) for public transportation in Forsyth and Guilford Counties. This report presents the findings and recommendations of that plan.

Transit service in the study area is provided by five operators – PART, Winston-Salem Transit Authority (WSTA), Greensboro Transit Authority (GTA), High Point Transit (Hi-Tran), and Guilford County. This transit plan is designed to review the individual plans of these agencies, identify any missing elements for a true regional system, and estimate the costs for the combined services.

1.1 Study Purpose

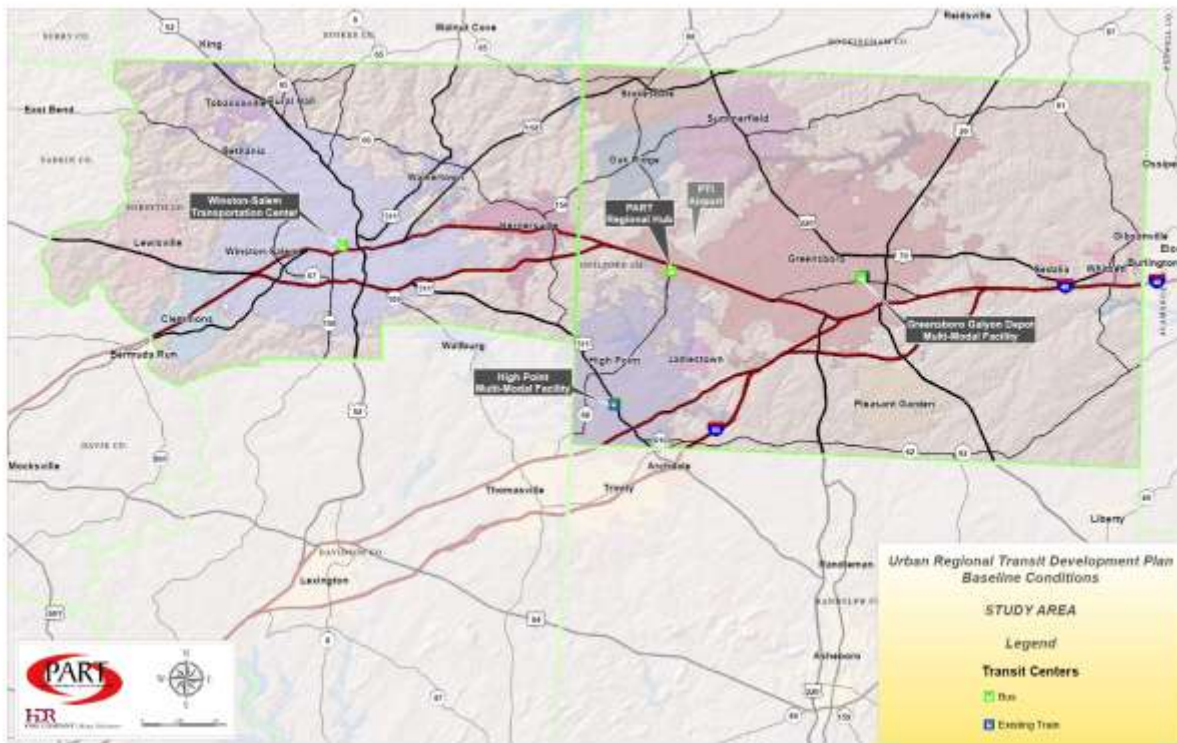
The purpose of this study is to develop a transit development plan for Forsyth and Guilford Counties through 2025. This plan will encompass all providers in the two counties and will include service expansions and new capital facilities. Cost estimates will be developed for each component. A key objective is to develop the plan in such a way that it satisfies the requirements of SL 2009-527, formerly known as House Bill 148. This new law established the *Congestion Relief and Intermodal Transportation 21st Century Fund*. To meet the requirements of this fund, a housing plan must be incorporated into the transit development plan as a way to encourage coordination between affordable housing and the availability of public transportation.

A separate *Strategic Corridors Analysis* is being conducted for PART for the remaining counties of its service area. These two plans are coordinated such that a comprehensive transit plan for the PART region is developed.

1.2 Study Area

The study area for the *Regional Transit Development Plan*, shown in **Exhibit 1-1** is Forsyth and Guilford Counties.

Exhibit 1-1 Study Area



1.3 Project Team

To ensure the goals and recommendations of the *Regional Transit Development Plan* reflect the interests and considerations of all persons in the two counties, a project team has been established to monitor and guide the process of the study.

1.3.1 Study Steering Committee

The work of the study was guided by a steering committee composed of representatives of the major stakeholders. The study would not have been possible without the long hours and dedication shown by these individuals.

Brent McKinney	Executive Director
Mark Kirstner	Project Manager & Senior Transportation Planner
Scott Rhine	Programs Manager
David Morris	Operations Manager
Teraesa (TJ) Jones	Finance Officer
Brooke Kochanski	Marketing and Communications Coordinator
Lisa Chislett	Marketing Coordinator
JD Stewart	Transportation Demand Planner

1.3.2 Consulting Team

The consulting team for this study was led by HDR Engineering of the Carolinas (HDR). Assisting HDR was the firm Planning Communities, Inc (PCI) for stakeholder involvement. The following were the principal team members on this project.

Kirk Stull	Project Manager
Robert Bush	Transit Principal
David Taylor	Land Use Planning
John Jamison	GIS
Vickie Miller	Analyst
Ann Steedly (PCI)	Stakeholder Involvement
Karen Campblin (PCI)	Stakeholder Support

1.4 Report Organization

This Technical Memorandum presents the initial findings of the *Regional Transit Development Plan*. It will become part of the larger final report prepared at the end of the study.

2 Study Area Characteristics

In order to better understand the transit needs in the area, a background in the characteristics of the counties and municipalities is warranted. This chapter provides information on current population and employment, a historical perspective to provide context, and available projections for growth.

2.1 Population Trends

Within Forsyth County, there are six municipalities (in whole or part) or Census Defined Places (CDP). In Guilford County, there are five municipalities or CDP. **Exhibit 2-1** shows the changes in population for two counties and their municipalities from 1980 to 2000, and estimations for the 2006-08 timeperiod as reported by the Census Bureau. Some of the CDPs did not have reported population in 1980 nor were projections available for 2006.

**Exhibit 2-1
Forsyth & Guilford Counties Population Change 1980 – 2006**

Location	1980	1990	2000	2006-08	% Annual Change		
					1980-2000	1980-2006	1990-2000
Clemmons village		6,020	13,827				8.67%
Kernersville town	5,875	10,836	17,126	22,928	5.50%	5.38%	4.68%
Lewisville CDP	4,547	3,206	8,826		3.37%		10.66%
Sedge Garden CDP		2,784					
Stanleyville CDP	5,039	4,779					
Winston-Salem city	131,885	143,485	185,776	216,271	1.73%	1.92%	2.62%
Forsyth County	243,704	265,878	306,067	337,198	1.15%	1.26%	1.42%
Forest Oaks CDP		3,054	3,241				0.60%
Gibsonville town (total)	2,865	3,441	4,372		2.14%		2.42%
Greensboro city	155,642	183,521	223,891	242,817	1.83%	1.73%	2.01%
High Point city (total)	63,479	69,496	85,839	94,962	1.52%	1.56%	2.13%
Jamestown town	2,148	2,600	3,088		1.83%		1.74%
Guilford County	317,154	347,420	421,048	463,534	1.43%	1.47%	1.94%
Forsyth & Guilford	560,858	613,298	727,115	800,732	1.31%	1.38%	1.72%

Source: US Census SF 1

Overall, the two counties showed a modest compounded annual percentage change of 1.72% for the past 10 years and 1.31% for the past 20 years. Guilford County is growing at a slightly faster rate than Forsyth County. The fastest municipal growth, however, is in three Forsyth municipalities – Lewisville, Clemmons, and Kernersville. Winston-Salem and Greensboro have grown faster than their respective counties indicating that more of the population is becoming part of an urbanized area. Greensboro accounts for more than half of Guilford County’s population, and Winston-Salem is estimated to account for nearly two-thirds of Forsyth County’s population in 2006-08.

2.2 Employment Levels

The concentration of employment and the type of employment can have a substantial effect on transit usage. Employees by industry are shown in **Exhibit 2-2**. All major classifications are shown as well as sub-classes with more than 5,000 workers in a county.

Exhibit 2-2
May 2008 Employment by Industry

SOC	Title	Greensboro- High Point MSA	Winston-Salem MSA
00-0000	All Occupations	368,900	214,370
11-0000	Management Occupations	16,890	9,930
11-1021	General & Operations Managers	5,600	
13-0000	Business & Financial Operations	13,950	8,880
15-0000	Computer & Mathematical Science	6,050	4,180
17-0000	Architecture & Engineering	4,690	2,570
19-0000	Life, Physical, & Social Sciences	2,360	1,550
21-0000	Community & Social Services	3,200	2,530
23-0000	Legal	1,420	1,450
25-0000	Education, Training, & Library	20,230	13,760
27-0000	Arts, Design, Entertainment, Sports, & Media	3,810	1,970
29-0000	Healthcare Practitioners & Technical	16,070	16,050
29-1111	Registered Nurses	6,210	6,570
31-0000	Healthcare Support	11,450	8,870
31-1011	Home Health Aides	6,040	
33-0000	Protective Service	6,700	3,860
35-0000	Food Preparation & Serving Related	29,260	17,860
35-3021	Combined Food Prep & Serving, incl Fast Food	9,230	5,830
35-3031	Waiters & Waitresses	5,940	
37-0000	Building & Grounds Cleaning & Maintenance	10,870	6,770
37-2011	Janitors & Cleaners, exp Maids & Housekeeping	6,160	
39-0000	Personal Care & Service	6,320	4,400
41-0000	Sales & Related	38,390	21,020
41-2011	Cashiers	7,700	5,640
41-2031	Retail Salespersons	11,730	6,470
41-4012	Sales Reps, Wholesale & Manuf., exp Tech & Scientific	5,450	
43-0000	Office & Administrative Support	66,800	33,360
43-4051	Customer Service Representatives	11,860	
43-5081	Stock Clerks & Order Fillers	5,030	
43-9061	Office Clerks, General	5,340	
45-0000	Farming, Fishing, & Forestry	260	40
47-0000	Construction & Extraction	15,910	8,490
49-0000	Installation, Maintenance, & Repair	16,820	7,990
51-0000	Production	45,050	19,860
51-2092	Team Assemblers	7,440	

SOC	Title	Greensboro-High Point MSA	Winston-Salem MSA
53-0000	Transportation & Material Moving	32,390	19,000
53-3032	Truck Drivers, Heavy & Tractor-Trailer	6,560	
53-7062	Laborers & Freight, Stock, & Material Movers, Hand	9,870	5,640

Source: Bureau of Labor Statistics, Occupational Employment Statistics. All major classes shown and sub-classes with more than 5,000 workers.

In the Greensboro-High Point MSA, the largest number of workers is in Office & Administrative Support class, with more than 66,000 employees – nearly one out of every five employees. The next largest class is Production workers. In the Winston-Salem MSA, the largest class of employees is also Office & Administrative Support, with more than 15 percent of the workforce. The next largest class is Sales & Related workers, no doubt influenced by the presence of Hanes Mall.

Exhibit 2-3 lists the largest individual employers in Forsyth and Guilford Counties.

**Exhibit 2-3
25 Largest Employers in Forsyth & Guilford Counties
2nd Quarter 2009**

Company	Industry	Employment Range
FORSYTH COUNTY		
Winston Salem Forsyth County School	Education & Health Services	1,000+
North Carolina Baptist Hospitals	Education & Health Services	1,000+
Forsyth Memorial Hospital Inc	Education & Health Services	1,000+
Wake Forest University School Of Me	Education & Health Services	1,000+
Hanesbrands, Inc	Manufacturing	1,000+
R J Reynolds Tobacco Company	Manufacturing	1,000+
City Of Winston-Salem	Public Administration	1,000+
Wachovia Bank	Financial Activities	1,000+
U S Air Inc	Trade, Transportation & Utilities	1,000+
Forsyth County	Public Administration	1,000+
Wal-Mart Associates Inc	Trade, Transportation & Utilities	1,000+
Wake Forest Univ.	Education & Health Services	1,000+
Bayada Nurses Inc	Education & Health Services	1,000+
Osc - Central Payroll	Public Administration	1,000+
BB&T	Financial Activities	1,000+
Forsyth Technical College	Education & Health Services	1,000+
Dell Products LP	Manufacturing	1,000+
Integon Corporation	Financial Activities	500-999
Food Lion LLC	Trade, Transportation & Utilities	500-999
Novant Health Inc	Education & Health Services	500-999
Axcess Staffing Services LLC	Professional & Business Services	500-999
YMCA Of Northwest North Carolina	Other Services	500-999
Lowes Food Stores Inc	Trade, Transportation & Utilities	500-999
Debbies Staffing Services	Professional & Business Services	500-999

Company	Industry	Employment Range
Temporary Resources, Inc	Professional & Business Services	500-999
GUILFORD COUNTY		
Guilford County Schools	Education & Health Services	1,000+
Moses H Cone Memorial Hospital	Education & Health Services	1,000+
City Of Greensboro	Public Administration	1,000+
U N C At Greensboro	Education & Health Services	1,000+
U S Postal Service	Trade, Transportation & Utilities	1,000+
Guilford County	Public Administration	1,000+
High Point Regional Health System	Education & Health Services	1,000+
United Parcel Service Inc.	Trade, Transportation & Utilities	1,000+
Wal-Mart Associates Inc	Trade, Transportation & Utilities	1,000+
Bank Of America NA	Financial Activities	1,000+
United Healthcare Services, Inc.	Financial Activities	1,000+
Harris Teeter Inc	Trade, Transportation & Utilities	1,000+
Amex Card Services Company	Financial Activities	1,000+
Tyco Electronics Corp	Manufacturing	1,000+
Lorillard Tobacco Company	Manufacturing	1,000+
Osc - Central Payroll	Public Administration	1,000+
City Of High Point	Public Administration	1,000+
Guilford Technical Community	Education & Health Services	1,000+
Volvo Group North America Inc	Professional & Business Services	1,000+
R F Micro Devices Inc	Manufacturing	1,000+
AT&T Services Inc	Information	1,000+
The Lincoln National Life Ins Co	Financial Activities	1,000+
Food Lion LLC	Trade, Transportation & Utilities	1,000+
Citicorp Credit Services Inc USA	Professional & Business Services	1,000+
Thomas Built Buses Inc	Manufacturing	1,000+

Source: North Carolina Employment Security Commission

Many of these employers are located at scattered sites around the counties, notably the schools, public administration, and retail services. In late 2009/early 2010, Dell Computers announced that it was closing its manufacturing plant in Forsyth County. The date of the closing has been postponed on several occasions, and as of February 2010, the closing was scheduled to occur at the end of July 2010.

2.3 Ridership Propensity and Supportive Areas

2.3.1 Ridership Propensity

The Census data can be used to identify locations that are most likely to need and to use transit service, based upon the demographic characteristics of the residents.

For this evaluation, HDR examined the 2000 Census data on a Census Block Group basis to identify those areas that had the characteristics most likely to support transit service. The Block Group level is the

smallest area for which the Census Bureau reports the demographic data used in the analysis. Separate analyses were conducted for each county to identify the relative demand within each.

Transit Propensity is the concept that measures the inclination or likelihood of using public transit. Propensity is an economic term used to measure consumer behavior. A higher propensity toward an action means a greater likelihood to do the action. Propensity can be quantified such that someone with a propensity of “2” is twice as likely to do something, such as take transit, as someone with a propensity value of “1”.

To identify the transit propensity for each of the Block Groups, nine demographic factors were considered. They were carefully selected based upon industry research regarding the potential users of transit. The background analysis is contained in Transit Cooperative Research Program¹ (TCRP) *Report 28: Transit Markets of the Future, The Challenge of Change*. The specific factors examined were:

- Population density
- Percentage of households without cars
- Percentage of persons with mobility limitations
- Percentage of persons with work disabilities
- Percentage of persons who were not White, non-Hispanic
- Percentage of low-income households
- Percentage of recent (< 10 years) immigrants
- Percentage of female persons
- Percentage of persons in the workforce age 65 or older

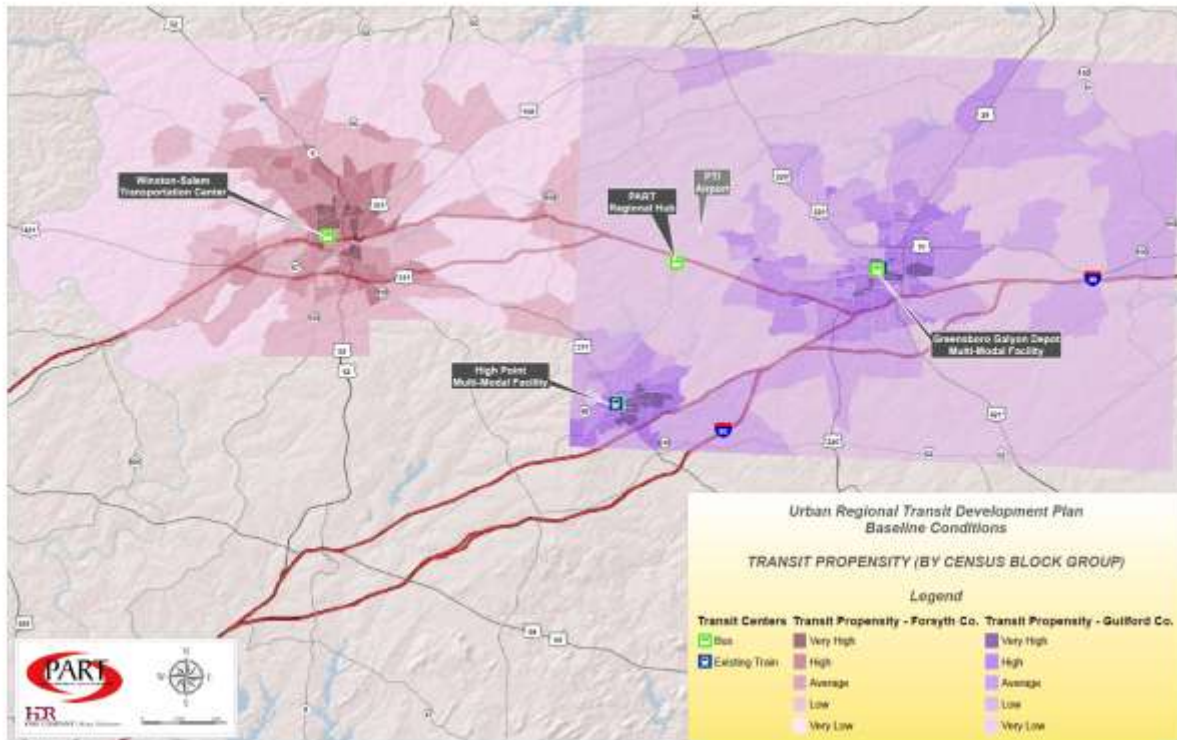
An index for each of these factors was developed that determined the relative rank of the Block Group compared with the highest ranked Block Group for that factor by county. These indexes were then weighted to develop a Composite Score for each Block Group. The weights for each factor are based upon the industry research.

The Composite Scores were then statistically grouped into five categories, from “Very Low” to “Very High” based upon their relationship to the scores of the other Block Groups within each county.

Exhibit 2-4 shows the relative ranking of the Block Groups for Forsyth and Guilford Counties for transit propensity. In Forsyth County, the greatest propensity is in the areas north of downtown and around the Smith-Reynolds Airport, along MLK Jr. Drive, and around the NC School of the Arts. In Guilford County, the major concentrations of demand are in the areas south and east of downtown, and in High Point south and east of downtown, generally between Greensboro Rd and Business I-85.

¹ The Transit Cooperative Research Program is part of the Transportation Research Board of the National Research Council. Its extensive publications are available free on the internet at www.tcrponline.org.

Exhibit 2-4 Forsyth & Guilford Counties Propensity

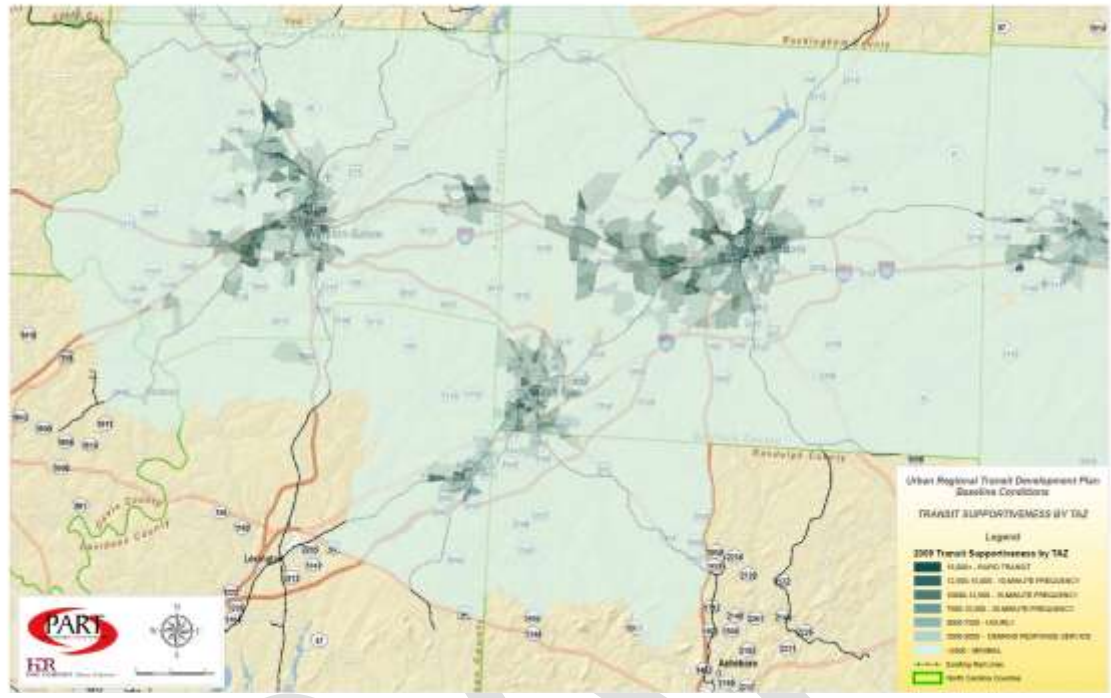


2.3.2 Transit Supportive Areas

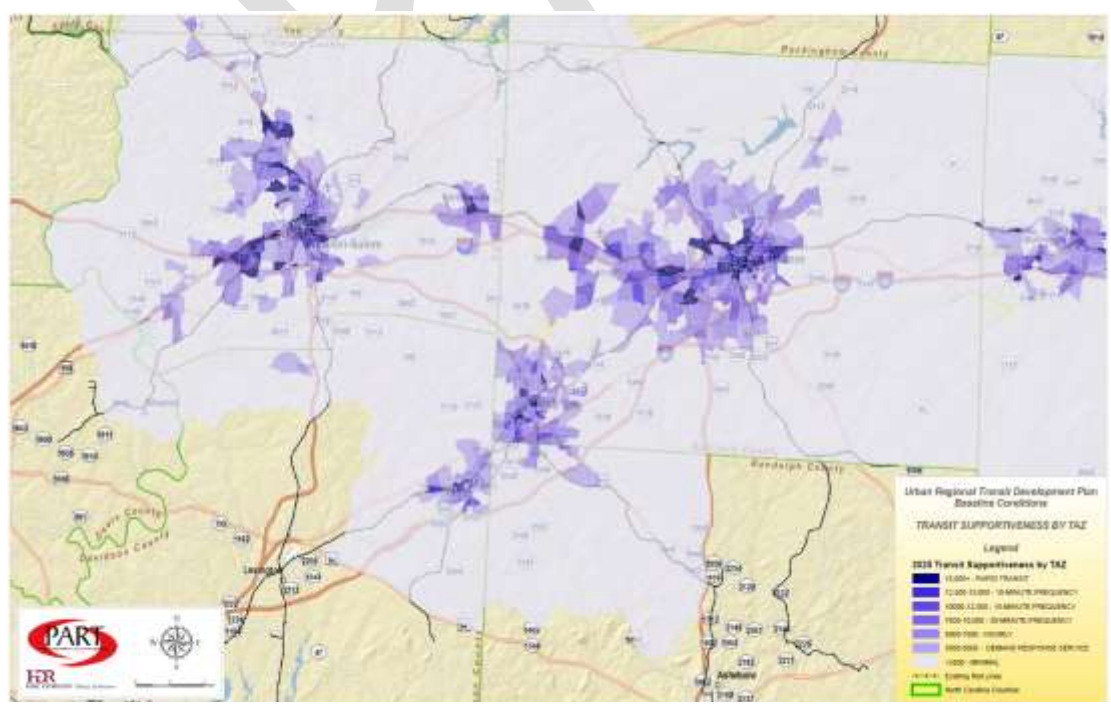
The transit literature gives some guidance on how to determine if an area is “transit supportive”. This analysis is described in the TCRP *Report 100: The Transit Capacity and Quality of Service Manual*. “Transit Supportive” areas are identified by the density of the population and employment within the block group. The higher the density, the more intensive the transit service that can be supported. This source suggests that a density of at least 3 housing units per gross acre, or a density of at least 4 jobs per acre are necessary to support hourly bus service. An equivalent combination of housing and jobs would have the same effect.

The data for the transit supportive density analysis comes from the Piedmont Triad Regional Model. This model provides data on a traffic analysis zone (TAZ) basis for both population and employment. Based upon the above ratio, the transit supportive density for Forsyth and Guilford Counties can be calculated. **Exhibit 2-5** shows the density results for 2009 and **Exhibit 2-6** shows the results for 2025. Coupled with the propensity analysis in the previous section, the location of transit need and the level of transit supply can be estimated for the study area.

**Exhibit 2-5
 2009 Transit-Supportive Density**



**Exhibit 2-6
 2025 Transit-Supportive Density**



The maps show an increasing number of TAZs can support intensive transit services from current years to the projected 2025 levels. Several TAZs even have sufficient density under this analysis to support the most intensive capital projects, such as light-rail transit. Notable concentrations in Forsyth County are around downtown Winston-Salem, the Forsyth Memorial Hospital/Hanes Mall area, Wake Forest University, downtown Kernersville, and the Tobacconville/Rural Hall area. Some of the more remote concentrations, such as Tobacconville, should be viewed cautiously since they are heavily influenced by the presence of a few large employers. As recent economic times have shown, any region that relies heavily on only a few major employers can quickly see its economy turn if the employer downsizes or goes out of business.

In Guilford County, the major concentrations are around downtown Greensboro from NC A&T to UNC-G, the Women’s Hospital/Wesley Long Hospital area, at W. Market/Muir’s Chapel, at I-40/High Point Rd, west of the airport, and individual locations around High Point.

These results tend to support previous studies that examined the potential for rail transit service from Greensboro A&T to Hanes Mall. Most of the high density locations are within close proximity to I-40 and the NCR/NS rail lines to the north. On the surface at least, this data supports more intensive transit service. The concentrations in downtown are also supportive of intensive transit circulation service, such as streetcars.

2.4 Transportation Patterns

2.4.1 County-to-County Worker Flows

Exhibit 2-7 lists the Forsyth County inter-county work-commute traffic flow in 1990 and 2000 and **Exhibit 2-8** provides the same information for Guilford County. “Inflow” shows the number of commuters coming into the county, while “outflow” shows the number of commuters leaving the county. The last row shows the internal county work commuting levels. Only the most active counties are shown.

Exhibit 2-7
Forsyth County Inter-county Worker Flow 1990 - 2000

County	1990		2000	
	Inflow	Outflow	Inflow	Outflow
Davidson	9,926	1,315	11,062	4,136
Davie	3,844	802	5,242	902
Guilford	5,407	13,320	7,636	16,515
Mecklenburg	196	496	326	876
Randolph	710	130	694	392
Rockingham	624	192	870	358
Stokes	8,756	856	10,259	1,165
Surry	3,493	446	4,316	560
Wilkes	452	54	522	181
Yadkin	4,493	468	5,504	663
Forsyth	113,654		119,233	

Source: US Census Journey-to-Work

**Exhibit 2-8
Guilford County Inter-county Worker Flow 1990 - 2000**

County	1990		2000	
	Inflow	Outflow	Inflow	Outflow
Alamance	5,143	3,146	6,443	4,050
Caswell	554	0	800	44
Chatham	339	145	589	192
Davidson	11,581	1,899	14,668	2,982
Forsyth	13,320	5,407	16,515	7,636
Mecklenburg	280	414	313	547
Orange	181	181	526	362
Randolph	17,436	2,594	20,278	3,984
Rockingham	7,898	1,240	11,960	1,720
Stokes	917	40	1,620	68
Surry	205	30	500	10
Wake	365	423	353	597
Henry Co. VA	156	41	551	69
Guilford	167,220		187,150	

Source: US Census Journey-to-Work

For Forsyth County, the majority of the work trips stayed within the county – 81% of the work trips originating in the county never left in 2000. Guilford County was the largest destination county for work trips, with 16,515 Forsyth residents going to work in Guilford County. No other county was close to attracting this many Forsyth residents. On the origin side, Forsyth attracted the most trips in to work from Davidson County, with 14,668 Davidson residents coming to work in Forsyth County. Stokes County supplied almost as many workers. There was little change between the 1990 and 2000 Census except that all commuting levels rose.

For Guilford County, the majority of the work trips stayed within the county – 88% of the work trips were internal to the county, an even higher ratio than for Forsyth County. Forsyth was the largest destination county for Guilford County residents, with the largest originating counties for Guilford County workers were Randolph County, Forsyth County, and Davidson County.

2.4.2 1990 Commuting Zone Profile

The US Department of Agriculture conducted a study of commuting patterns for all counties in the US from the 1990 and 1980 Censuses². Unfortunately, the Department of Agriculture did not update this evaluation for the 2000 Census. The purpose of the study was to identify groups of counties with strong commuting ties. Using a cluster analysis, counties were grouped into Commuting Zones based upon the predominate commuting pattern.

² *US Commuting Zones and Labor Market Areas: A 1990 Update*, US Dept. of Agriculture – Economic Research Service, 1996

The conclusion of this analysis is that while Forsyth and Guilford Counties have strong ties, the ties are stronger for each of these counties with others. Forsyth's Commuting Zone encompassed Davie, Stokes, Surry, and Yadkin Counties, both in 1980 and 1990. Guilford County's Commuting Zone encompassed Alamance, Caswell, Davidson, Randolph, Rockingham, Pittsylvania (VA), and Danville city (VA) in both 1980 and 1990.

2.4.3 County Transportation Ties

An examination was made of the major locations and activities that indicate the potential for transportation and transit ties between Forsyth and Guilford Counties. One area detailed above is the close tie between the counties for work trips. Harder to identify since the Census does not include this information, are trips for purposes other than work. Work trips are more than half of total trips for most transit systems around the country, but typically do not exceed 60 percent. This implies that more than 40 percent of transit trips will be for purposes other than work. In past studies for Greensboro and High Point, other major trip purposes were for shopping, personal trips, and school (including college/university). The following is a qualitative review of the other trip purposes.

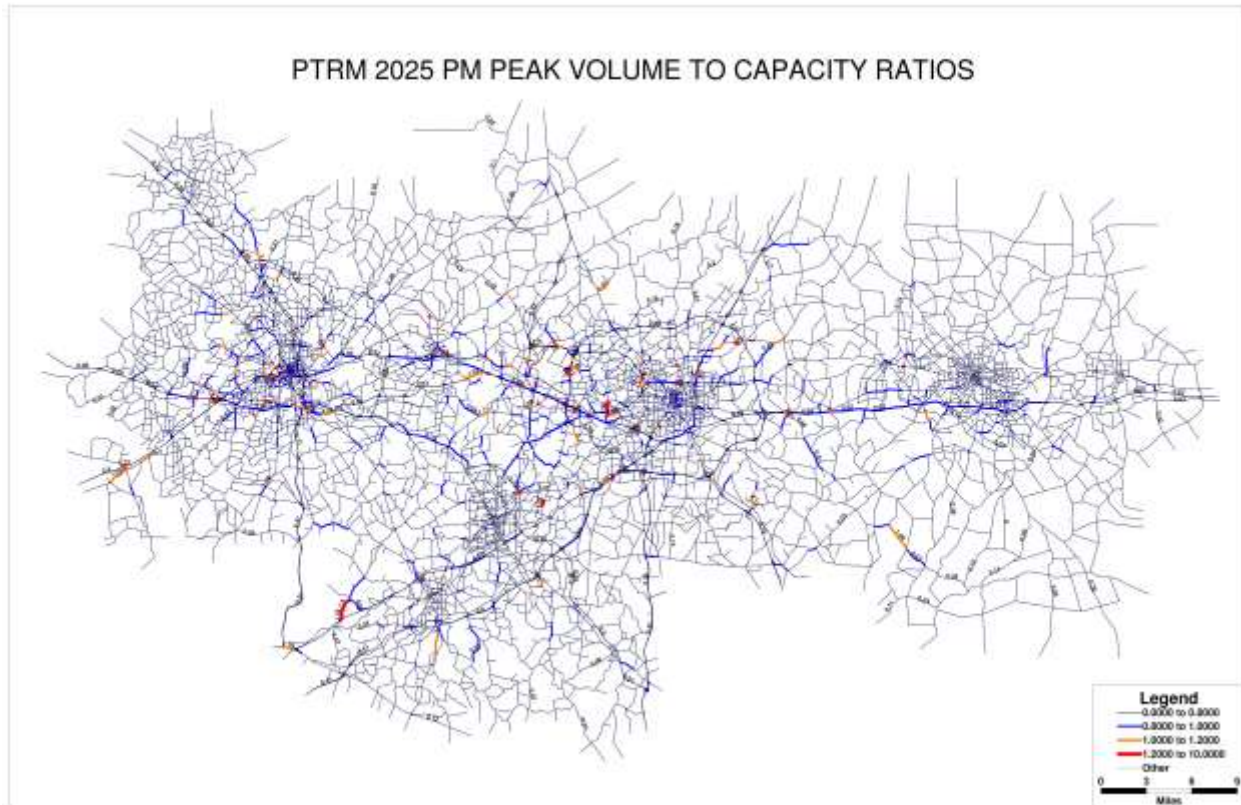
- *Retail* – Both counties have “super regional” shopping malls (more than 800,000 square feet). Greensboro is home to the Four Seasons Town Center, with 1.1 million square feet. High Point is home to the 1.3 million square foot Oak Hollow Mall. Winston-Salem is home to Hanes Mall, the largest mall in North Carolina with 1.5 million square feet.
- *Universities* – Both counties have community college systems – Guilford Technical CC and Forsyth Tech. Numerous four-year colleges, both public and private, are located in each county. Forsyth has four colleges/universities, and Guilford has six colleges/universities.
- *Medical* – Both counties have multiple hospitals, but only North Carolina Baptist Hospital in Winston-Salem is a Level 1 Trauma Center. Moses Cone Memorial Hospital in Greensboro is a Level 2 Trauma Center, and the High Point Regional Medical System is a Level 3 Trauma Center³.
- *Transportation* – The Piedmont Triad International Airport is located in Guilford County. Amtrak has stations in Greensboro and High Point, with connecting bus service from High Point to Winston-Salem. Greyhound is located in Greensboro (at the main GTA and Amtrak station), in High Point about three blocks from the Hi-Tran and Amtrak stations, and in Winston-Salem at the Campbell Multimodal Transportation Center.

2.4.4 Corridor Congestion

The Piedmont Triad Regional Model was examined to identify any corridors with forecasted congestion that might be suitable for transit services. **Exhibit 2-9** shows the results. The only areas of congestion were individual locations; no extended corridor congestion is forecasted.

³ See the NC Division of Health Service Regulation, Office of Emergency Medical Services.
<http://www.dhhs.state.nc.us/dhsr/EMS/trauma/traumacenter.html>

**Exhibit 2-9
Forecasted 2025 Traffic Congestion**



2.4.5 Travel Desire Lines
[Forthcoming]

2.5 Environmental Considerations

The US Environmental Protection Agency (EPA) sets the National Ambient Air Quality Standards for six pollutants. The levels considered to be safe have varied over time. Based upon the current standards, the Triad is in attainment for five of the regulated pollutants – carbon monoxide (CO), nitrogen oxides (NOx), sulfur dioxide (SO₂), and lead. Previously, Forsyth and Guilford were in non-attainment for the particulate matter (PM) standard, but these counties now meet the 2006 24-hour standard for PM_{2.5}. Forsyth and Guilford previously did not meet the 1997 standards for ground level ozone, but the EPA changed the designation to “attainment” on April 15, 2008 in recognition of the effectiveness of the pollution control efforts in the Triad.

The only pollutant that remains a concern in Forsyth and Guilford Counties is the newly proposed standard for ozone. In its reevaluation of the standards, the EPA has proposed a more stringent standard for ozone. Under this 2008 8-hour ozone standard, all of Forsyth and Guilford Counties would be non-attainment. This standard remains under review at the federal level, so the non-attainment designation is not yet in force.

3 Transit Provider Profiles

The following sections provide an overview of each of the five transit providers in the study area. Four providers offer fixed-route transit service open to the general public, with Guilford County only offering demand-response service. **Exhibit 3-1** shows the fixed route system.

Exhibit 3-1
Fixed Route Transit Services

[forthcoming map of all services]

3.1 Piedmont Authority for Regional Transportation

The Piedmont Authority for Regional Transportation (PART) has provided the Piedmont Triad area with inter-city and regional public transportation for the last seven years. In FY '09, PART provided half a million passenger trips to residents of the Triad area.

PART operates the following services:

- **PART Express**
PART Express is the regional bus system connecting the major cities of the Piedmont and bringing people from the outlying counties into the urban areas. 14 PART Express Routes are offered during weekdays with 2 Routes running on the weekend. Full fares are \$2, with discounts available.
- **PART Regional Hub**
Transfer center for PART Express riders commuting between Winston-Salem, High Point, and Greensboro. Passengers are given free transfers to these cities. The Winston-Salem Express bus connects to the [Winston-Salem Transit Authority \(WSTA\)](#) with stops in Kernersville and the WSTA Transit Center. High Point Express bus connects to [High Point Transportation \(HiTran\)](#) with stops at Oak Hollow Mall and the HiTran Terminal. Greensboro Express bus connects to the [Greensboro Transit Authority \(GTA\)](#) with stops at Four Seasons Mall and the GTA Depot.
- **Service Shuttle: PTI Airport Area**
A link for passengers to get to work or other destinations in and around the airport area. These are complimentary shuttles that are provided Monday – Friday from the Regional Hub. Passengers call to request pickup.
- **Amtrak Connector**
The NC Amtrak Connector shuttle service meets morning Trains 73 & 80 and evening Trains 76 & 79. The service links Downtown Winston-Salem to North Carolina's Amtrak service at the High Point Train Station. Fare is \$2.

- **Mountaineer Express**
Provides service from Greensboro to Boone twice a day, seven days a week. Also stops in Yadkin and Wilkes. Fare is \$2 - \$10, depending on destination.
- **Park and Ride**
There are 23 Park & Ride lots scattered across the Piedmont Triad. Parking is free.

Monthly PART passes are available at a cost of \$60 or \$30, depending upon eligibility.

3.1.1 Service Performance

The Service Performance of the PART can begin to be understood by examining service hours. The hours of operation for the PART are as follows in **Exhibit 3-2**:

**Exhibit 3-2
Hours of Operation by Service**

Type of Service	# of Routes	Service Hours
PART Express	14	6:00 a.m. – 7:00 p.m. M-F
PART Regional Hub	n/a	6:00 a.m. – 7:00 p.m. M-F
Airport Shuttle	n/a	6:00 a.m. – 7:00 p.m. M-F
Amtrak connector	n/a	7:35 a.m. – 7:40 p.m. 7 days a week
Mountaineer Express	2	5:30 a.m. – 10:00 p.m. 7 days a week

Source: PART

Using data reported by PART, **Exhibit 3-3** shows the trends in ridership for the past four years. Ridership has increased substantially, as shown by the compounded annual percent change in each category. Ridership growth over the four-year period was 22 percent.

**Exhibit 3-3
Four-Year PART Ridership Trends – Annual Unlinked Passenger Trips**

Boardings	2006*	2007	2008	2009	Annual %
Total	236,558	287,354	360,913	522,429	21.91%

*Fiscal years, not calendar years

Source: PART

The annual Vehicle Revenue Miles for the PART system also saw a substantial increase over a four-year period, as seen in **Exhibit 3-4**.

Exhibit 3-4 Annual Vehicle Revenue Miles

AVRM	2006*	2007	2008	2009	Annual %
PART	627,780	899,141	950,449	1,643,969	27.21%

*Fiscal years, not calendar years
Source: PART

3.1.2 Capital Facilities/Fleet

There are currently 38 vehicles in the PART fleet, consisting of Orion, Daimler Chrysler and StarTrans makes. The vehicle breakdown includes 19 Orion VII 40" buses with 39 passenger seats, 8 Orion VII 35" buses with 31 passenger seats, 3 Dodge Sprinters with seating 16 passenger seats, 6 Daimler CL 100's with 18 passenger seats, and 2 StarTrans Tour Liners with 31 passenger seats. All vehicles are wheelchair accessible except the Dodge Sprinters. All vehicles also have bike racks.

The **PART Regional Hub** serves as a transfer center for PART Express riders commuting between Winston-Salem, High Point, and Greensboro. Passengers are given free transfers to these cities.

Operating/maintenance facility?

3.1.3 Financial Information

Financial information as reported by PART for the last four years can be seen in **Exhibit 3-5**.

Exhibit 3-5 Financial Information

	2006	2007	2008	2009
TOTAL SYSTEM EXPENSES	\$ 1,999,282	\$ 2,229,203	\$ 2,712,339	\$ 4,182,485
REVENUE				
Passenger Fares	\$ 215,382 (59%)	\$ 390,288 (100%)	\$ 538,157 (100%)	\$ 641,378 (78%)
Special Transit Fares	\$ 0	\$ 0	\$ 0	\$ 111,910 (14%)
Other Transportation Revenues	\$ 151,814 (41%)	\$ 0	\$ 0	\$ 64,943 (8%)
Non-Transportation Revenues	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL OPERATING REVENUE	\$ 367,196	\$ 390,288	\$ 538,157	\$ 818,231
ASSISTANCE				
Federal Assistance	\$ 0	\$ 0	\$ 200,000 (9%)	\$ 0
State Assistance	\$ 641,435 (40%)	\$ 663,424 (%)	\$ 783,679 (36%)	\$ 863,838 (26%)
Local Assistance	\$ 960,651 (60%)	\$ 731,070 (%)	\$ 1,190,503 (55%)	\$ 1,644,216 (49%)
Other Assistance	\$ 0	\$ 444,421 (%)	\$ 0	\$ 856,200 (25%)
TOTAL OPERATING ASSISTANCE	\$ 1,602,086	\$ 1,838,915	\$ 2,174,182	\$ 3,364,254
Reconciling Cash Expenses	\$ 0	\$ 0	\$ 0	\$ 0

Source: PART

3.2 Winston-Salem Transit Authority

The Winston-Salem Transit Authority (WSTA) has been providing transportation services to Winston-Salem residents and visitors since 1972. With service Monday through Saturday throughout the Winston-Salem community, WSTA serves nearly 10,000 riders daily and produces over 2 million passenger trips annually.

WSTA operates the following services:

- **Fixed Route Bus Service**
27 weekday bus routes, 2 connector routes, 7 late-night service routes, and 18 Saturday routes. All routes are wheelchair accessible and all buses are outfitted with bike racks. Fares for one ride trips are \$1.00 per trip with a complimentary transfer that is valid for connecting trips only. Bus passes are also available.
- **Trans-AID**
Curb-to-curb scheduled service for eligible disabled and elderly residents of Winston-Salem and Forsyth Counties. Fare is 50 cents or less depending upon eligibility.
- **Park & Shuttle Program**
WSTA owns two parking lots in the downtown area serviced every 10-12 minutes by shuttle buses that take riders directly to their workplace. The Park & Shuttle monthly pass is \$20.
- **West End Trolley**
The West End Trolley is a modern replica trolley system that recalls the original Winston-Salem Street Railway. The trolley serves the offices, hotels, banks and shops of downtown Winston-Salem, serving residents and tourists alike. The fare is 25 cents per ride.

WSTA also offers a variety of bus pass options. WSTA sells ten-ride and monthly passes are available from \$10 - \$30. Half-priced fares are also available for the elderly and disabled.

3.2.1 Service Performance

The Service Performance of the WSTA can begin to be understood by examining service hours. The hours of operation for the WSTA are as follows in **Exhibit 3-6**:

**Exhibit 3-6
Hours of Operation by Service**

Type of Service	# of Routes	Service Hours
Weekday Fixed Route	27	5:30 a.m. – 12:00 midnight M-F
Weekday Late-Night Fixed Route	7	6:30 p.m. – 12:00 midnight M-F
Saturday Fixed Route	27	6:30 a.m. – 6:30 p.m. S
Park & Ride Shuttle	2	6:30 a.m. – 9:00 a.m. 4:00 p.m. – 6:30 p.m.
West End Trolley	1	7:20 a.m. – 5:30 p.m.

Source: Winston-Salem Transit Authority

Using data reported annually to the National Transit Database, **Exhibit 3-7** shows the trends in ridership for the past five years. Ridership has largely held steady, as seen via the compounded annual percentage change, with the only real change being an increase in Saturday service.

**Exhibit 3-7
Five-Year WSTA Ridership Trend**

Boardings	2004	2005	2006	2007	2008	Annual %
Weekday	10,444	10,259	10,729	10,458	10,082	-0.88%
Saturday	3,822	4,402	4,530	4,400	4,516	4.26%
Annual						
Bus	2,742,328	2,727,650	2,861,769	2,767,647	2,773,207	0.28%
Demand Response	119,196	117,440	120,393	132,031	133,298	2.83%

Source: National Transit Database

The annual Vehicle Revenue Miles for the WSTA system have also remained steady, as seen in **Exhibit 3-8**.

**Exhibit 3-8
Annual Vehicle Revenue Miles**

AVRM	2004	2005	2006	2007	2008	Annual %
WSTA	1,988,261	2,217,768	2,027,202	1,947,253	1,934,350	-0.68%

Source: National Transit Database

3.2.2 Capital Facilities/Fleet

WSTA has 49 vehicles available for maximum service at any given time, down from 54 vehicles five years ago.

Where to find info on operating/maintenance facilities and transit centers? Not on their website.

3.2.3 Financial Information

WSTA financial information as reported to the National Transit Database over the last five years can be seen in **Exhibit 3-9**.

Exhibit 3-9
Financial Information

	2004	2005	2006	2007	2008
Sources of Operating Funds Expended					
Fare Revenues	\$ 2,104,910 (25%)	\$ 2,159,278 (24%)	\$ 2,380,021 (24%)	\$ 2,396,613 (25%)	\$ 2,479,316 (23%)
Local Funds	\$ 1,815,553 (22%)	\$ 2,619,709 (29%)	\$ 3,183,621 (32%)	\$ 3,309,226 (34%)	\$ 4,115,520 (38%)
State Funds	\$ 2,035,364 (24%)	\$ 1,752,646 (19%)	\$ 1,776,833 (18%)	\$ 1,743,462 (18%)	\$ 1,824,953 (17%)
Federal Assistance	\$ 1,870,811 (22%)	\$ 1,865,203 (20%)	\$ 1,843,451 (19%)	\$ 1,933,634 (20%)	\$ 2,064,385 (19%)
Other Funds	\$ 573,668 (7%)	\$ 727,601 (8%)	\$ 616,038 (6%)	\$ 378,259 (4%)	\$ 405,713 (4%)
TOTAL OPERATING FUNDS EXPENDED	\$ 8,400,306	\$ 9,124,437	\$ 9,799,964	\$ 9,761,194	\$ 10,889,887
Sources of Capital Funds Expended					
Local Funds	\$ 103,118 (12%)	\$ 31,646 (7%)	\$ 155,336 (16%)	\$ 442,573 (30%)	\$ 257,557 (27%)
State Funds	\$ 375,790 (43%)	\$ 39,199 (8%)	\$ 34,811 (4%)	\$ 54,225 (4%)	\$ 27,292 (2%)
Federal Assistance	\$ 390,912 (45%)	\$ 396,476 (85%)	\$ 758,114 (80%)	\$ 993,165 (67%)	\$ 685,279 (71%)
Other Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL CAPITAL FUNDS EXPENDED	\$ 869,820	\$ 467,321	\$ 948,261	\$ 1,489,963	\$ 970,128
Summary of Operating Expenses					
Salary, Wages, and Benefits	\$ 5,752,207	\$ 6,128,348	\$ 6,387,931	\$ 6,708,480	\$ 7,003,358
Materials and Supplies	\$ 1,052,143	\$ 1,419,193	\$ 1,791,361	\$ 1,645,677	\$ 2,193,450
Purchased Transportation	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Operating Expenses	\$ 1,597,956	\$ 1,576,896	\$ 1,620,672	\$ 1,407,037	\$ 1,693,079
TOTAL OPERATING EXPENSES	\$ 8,402,306	\$ 9,124,437	\$ 9,799,964	\$ 9,761,194	\$ 10,889,887
Reconciling Cash Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0

Source: National Transit Database

3.3 Greensboro Transit Authority

The Greensboro Transit Authority (GTA) has been providing transportation services to the Greensboro community since 1991 and is responsible for nearly 4 million passenger trips annually.

GTA operates the following services:

- **Fixed Route Bus Service**
15 bus routes Monday-Saturday and 7 Sunday routes. Full fares are \$1.30, with discounts available and free transfers.
- **Connector and Shuttle Service**
GTA operates four daily connector services to other areas in addition to the Irving Park/Starmount Shuttle. Fixed route fares apply.
- **Higher education Area Transit (HEAT)**
In partnership with seven local universities and colleges, GTA launched the shuttle service HEAT in 2006, adding seven additional routes serving local higher education institutions along with new locations in Greensboro and Jamestown. The fare is free for students of partner institutions or \$1 for the general public.
- **Specialized Community Area Transportation (SCAT)**
For eligible riders who have a disability that prevents them from riding the fixed route service, GTA operates Specialized Community Area Transportation (SCAT), with a full fare of \$1.30.

GTA also offers a variety of bus pass options ranging from \$1.75 for a Senior Unlimited Day Ride Pass to \$85 for an Adult 31-Day Super Pass.

3.3.1 Service Performance

The Service Performance of the GTA can begin to be understood by examining service hours. The hours of operation for the GTA are as follows in **Exhibit 3-10**:

**Exhibit 3-10
Hours of Operation by Service**

Type of Service	# of Routes	Service Hours
Fixed Route	15	5:15 a.m. – 11:30 p.m. M-F
Saturday Fixed Route	15	6:00 a.m. – 10:00 p.m.
Sunday Fixed Route	7	6:00 a.m. – 6:00 p.m.
Connector/Shuttle	5	Follows fixed route times
HEAT	Shuttle locations vary	M-F: 7:30 a.m. – 12:00 midnight; Sat: 11:30 a.m. – 3:00 a.m.; Sun: 11:30 a.m. – 6:00 p.m.; Follows campus calendar.
SCAT	n/a	Follows fixed route schedule

Source: Greensboro Transit Authority

Using data reported annually to the National Transit Database, **Exhibit 3-11** shows the trends in ridership for the past five years. Ridership has strongly increased, as shown by the compounded annual percentage change in each category. Growth over the five-year period ranged from almost 7.8 – 12.8%.

Exhibit 3-11
Five-Year GTA Ridership Trend

Boardings	2004	2005	2006	2007	2008	Annual %
Weekday	8,327	10,106	10,844	13,717	13,501	12.84%
Saturday	4,761	4,109	5,606	6,788	6,465	7.95%
Sunday	1,634	1,943	2,194	2,702	2,620	12.53%
Annual						
Bus	2,340,638	2,736,536	3,030,016	3,826,960	3,744,101	12.46%
Demand Response	140,268	155,198	175,309	177,628	189,205	7.77%

Source: National Transit Database

The annual Vehicle Revenue Miles for the GTA system also increased significantly over a five-year period, as seen in **Exhibit 3-12**.

Exhibit 3-12
Annual Vehicle Revenue Miles

AVRM	2004	2005	2006	2007	2008	Annual %
GTA	2,204,034	2,376,068	2,533,200	3,070,390	3,560,483	12.74%

Source: National Transit Database

3.3.2 Capital Facilities/Fleet

GTA has 54 vehicles available for maximum service at any given time, up from 28 vehicles five years ago.

Where to find info on operating/maintenance facilities and transit centers? Not on their website.

3.3.3 Financial Information

GTA financial information as reported to the National Transit Database over the last five years can be seen in **Exhibit 3-13**

Exhibit 3-13
Financial Information

	2004	2005	2006	2007	2008
Sources of Operating Funds Expended					
Fare Revenues	\$ 1,135,234 (11%)	\$ 1,320,748 (12%)	\$ 1,465,669 (12%)	\$ 1,549,802 (10%)	\$ 1,973,482 (11%)
Local Funds	\$ 5,751,729 (56%)	\$ 6,014,016 (56%)	\$ 6,849,804 (56%)	\$ 8,135,036 (51%)	\$ 9,567,293 (52%)

State Funds	\$ 1,336,979 (13%)	\$ 1,322,806 (12%)	\$ 1,494,850 (12%)	\$ 1,710,985 (11%)	\$ 1,835,258 (10%)
Federal Assistance	\$ 2,002,966 (20%)	\$ 1,890,858 (18%)	\$ 2,303,714 (19%)	\$ 4,244,208 (27%)	\$ 4,632,503 (25%)
Other Funds	\$ 37,800 (0%)	\$ 164,029 (2%)	\$ 217,730 (2%)	\$ 366,091 (2%)	\$ 262,649 (1%)
TOTAL OPERATING FUNDS EXPENDED	\$ 10,264,708	\$ 10,712,457	\$ 12,331,767	\$16,006,122	\$ 18,271,185
Sources of Capital Funds Expended					
Local Funds	\$ 0	\$ 0	\$ 0	\$ 298,287 (10%)	\$ 399,571 (20%)
State Funds	\$ 61,000 (11%)	\$ 0	\$ 0	\$ 303,282 (10%)	\$ 0
Federal Assistance	\$ 488,000 (89%)	\$ 0	\$ 0	\$ 2,426,264 (80%)	\$ 1,606,603 (80%)
Other Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL CAPITAL FUNDS EXPENDED	\$ 549,000	\$ 0	\$ 0	\$ 3,027,833	\$ 2,006,174
Summary of Operating Expenses					
Salary, Wages, and Benefits	\$ 439,843	\$ 532,457	\$ 575,355	\$ 592,574	\$ 667,104
Materials and Supplies	\$ 1,014,994	\$ 1,237,150	\$ 1,503,387	\$ 2,049,236	\$ 2,777,771
Purchased Transportation	\$ 7,311,783	\$ 8,047,802	\$ 9,034,710	\$ 11,274,599	\$ 12,701,300
Other Operating Expenses	\$ 827,184	\$ 1,073,212	\$ 1,107,220	\$ 1,704,106	\$ 1,616,984
TOTAL OPERATING EXPENSES	\$ 9,593,804	\$ 10,890,621	\$ 12,220,672	\$ 15,620,515	\$ 17,763,159
Reconciling Cash Expenses	\$ 670,905	\$ 63,687	\$ 111,095	\$ 385,607	\$ 508,026

Source: National Transit Database

3.4 High Point Transit Authority

The High Point Transit Authority (HPTA) has provided its Hi-Tran bus service to the community for over 30 years. Its bicycle-friendly, handicapped-accessible buses are responsible for over 800,000 annual passenger trips.

HPTA operates the following services:

- **Fixed Route Bus Service**
12 bus routes operate in High Point Monday-Saturday. Full fares are \$1.00, with discounts available and free transfers.
- **Shuttle Service**
Shuttles leave from the Broad Avenue Terminal six times each day. Fixed route fares apply.
- **Dial-a-Lift**
Door-to-door or curb-to-curb service for individuals with disabilities who cannot ride the fixed route bus service. Fares are \$2.00.

HPTA also offers 30-day passes at \$20 or \$40, depending on eligibility.

3.4.1 Service Performance

The Service Performance of the HPTA can begin to be understood by examining service hours. The hours of operation for the HPTA are as follows in **Exhibit 3-14**:

Exhibit 3-14
Hours of Operation by Service

Type of Service	# of Routes	Service Hours
Fixed Route Weekday	12	5:45 a.m. – 6:30 p.m. M-F
Fixed Route Saturday	12	8:45 a.m. – 5:15 p.m.
Shuttles	n/a	Six daily pickup times
Dial-A-Lift	n/a	By appointment, follows fixed route schedule

Source: High Point Transit Authority

Using data reported annually to the National Transit Database, **Exhibit 3-15** shows the trends in ridership for the past five years. Ridership has steadily increased, as shown by the compounded annual percentage change in each category. Growth over the five-year period ranged from roughly 7 – 14%.

Exhibit 3-15
Five-Year HPTA Ridership Trend

Boardings	2004	2005	2006	2007	2008	Annual %
Weekday	2,289	2,659	2,850	2,810	2,992	6.92%
Saturday	566	647	748	743	967	14.33%
Annual						
Bus	561,028	675,883	722,476	715,387	771,102	8.28%
Demand Response	37,607	35,706	37,090	37,110	39,244	1.07%

Source: National Transit Database

The annual Vehicle Revenue Miles for the HPTA system saw a slight increase over a five-year period, as seen in **Exhibit 3-16**.

Exhibit 3-16
Annual Vehicle Revenue Miles

AVRM	2004	2005	2006	2007	2008	Annual %
HPTA	512,117	528,416	517,980	521,299	566,864	2.57%

Source: National Transit Database

3.4.2 Capital Facilities/Fleet

HPTA has 16 vehicles available for maximum service at any given time, one more than they did five years ago.

Where to find info on operating/maintenance facilities info? Not on their website. There's a reference to a transit center, but it's not clear.

3.4.3 Financial Information

HPTA financial information as reported to the National Transit Database over the last five years can be seen in **Exhibit 3-17**.

Exhibit 3-17
Financial Information

	2004	2005	2006	2007	2008
Sources of Operating Funds Expended					
Fare Revenues	\$ 367,352 (21%)	\$444,417 (20%)	\$456,086 (22%)	\$476,531 (21%)	\$ 502,639 (20%)
Local Funds	\$ 327,323 (19%)	\$ 385,546 (18%)	\$ 406,085 (19%)	\$ 429,513 (19%)	\$ 460,288 (19%)
State Funds	\$ 297,110 (17%)	\$ 356,439 (16%)	\$ 362,159 (17%)	\$ 400,346 (18%)	\$ 450,838 (18%)
Federal Assistance	\$ 672,286 (39%)	\$ 923,206 (43%)	\$ 818,777 (39%)	\$ 900,547 (40%)	\$ 965,685 (39%)
Other Funds	\$ 57,556 (3%)	\$ 58,907 (3%)	\$ 71,735 (3%)	\$ 71,564 (3%)	\$ 77,167 (3%)
TOTAL OPERATING FUNDS EXPENDED	\$ 1,721,627	\$ 2,168,515	\$ 2,114,842	\$ 2,278,501	\$ 2,456,617
Sources of Capital Funds Expended					
Local Funds	\$ 57,128 (14%)	\$ 459,564 (10%)	\$ 52,666 (17%)	\$ 56,820 (14%)	\$ 126,342 (20%)
State Funds	\$ 25,798 (6%)	\$ 466,827 (10%)	\$ 77,926 (25%)	\$ 209,582 (52%)	\$ 137,355 (22%)
Federal Assistance	\$ 331,704 (80%)	\$ 3,588,679 (79%)	\$ 176,031 (57%)	\$ 134,131 (33%)	\$ 373,034 (59%)
Other Funds	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL CAPITAL FUNDS EXPENDED	\$ 414,630	\$ 4,515,070	\$ 306,623	\$ 400,533	\$ 636,731
Summary of Operating Expenses					
Salary, Wages, and Benefits	\$ 1,277,564	\$ 1,332,312	\$ 1,415,616	\$ 1,504,820	\$ 1,556,555
Materials and Supplies	\$ 168,535	\$ 427,123	\$ 256,042	\$ 464,536	\$ 386,431
Purchased Transportation	\$ 142,412	\$ 174,853	\$ 193,081	\$ 183,199	\$ 221,060
Other Operating Expenses	\$ 133,116	\$ 234,227	\$ 250,103	\$ 155,706	\$ 292,572
TOTAL OPERATING EXPENSES	\$ 1,721,627	\$ 2,168,515	\$ 2,114,842	\$ 2,308,261	\$ 2,456,618
Reconciling Cash Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0

Source: National Transit Database

3.5 Guilford County

Guilford County provides on-call transportation and mobility service under the name of Guilford County Transportation and Mobility Services (TAMS). TAMS provides transit service to people primarily in Guilford County who do not have access to GTA in Greensboro or Hi Tran in High Point. Transportation is provided for medical appointments, employment, education, senior services, nutrition sites and adult day care.

Trips must be reserved by noon on the business day before the trip and are provided as part of a shared ride service. All services require completion and approval of an eligibility form before service can begin. Most rides are free, based on eligibility, but paying passengers spend \$1.60 each way.

TAMS services include:

- **Non-emergency Medical Transportation**
TAMS provides transportation to doctors' offices, hospitals, dialysis centers, clinics, dentists and other health-related visits medical appoints for persons in need.
- **Senior Services Transportation**
Transportation for seniors is provided throughout Guilford County for senior programs, meals, and adult day care.
- **Continuing Ed Bus Transportation**
TAMS provides transportation for individuals continuing their education beyond high school.
- **24/7 Employment Transportation Services**
Transportation is available to work sites, work-related activities, job training and job fairs.
- **PT Links**
This program is exclusively for individuals without access to public transit residing outside of the Greensboro and High Point city limits. Trips can be for any purpose.

3.5.1 Service Performance

The Service Performance of TAMS can begin to be understood by examining service hours. The standard hours of operation for every TAMS are Monday-Friday 6:00 a.m. – 7:00 p.m., but limited weekend service is also available.

Ridership is another key indication of service performance. Using data reported annually to the National Transit Database, **Exhibit 3-18** shows the trends in ridership for the past four years (a five year analysis wasn't possible as the service did not exist in 2004). While weekday ridership has increased at a steady rate, Saturday service has gone down and Sunday service (although extremely rare) has increased. Due to these factors, the overall Demand Response has decreased.

**Exhibit 3-18
Four-Year TAMS Ridership Trend**

Boardings	2005	2006	2007	2008	Annual %
Weekday	863	448	394	1,195	8.48%
Saturday	334	90	77	171	-15.41%
Sunday	0	14	11	21	1,181%
Annual					
Bus			n/a		
Demand Response	241,656	117,971	105,944	149,500	-11.31

Source: National Transit Database

The annual Vehicle Revenue Miles for the TAMS system saw a modest increase over a four-year period, as seen in **Exhibit 3-19**.

**Exhibit 3-19
Annual Vehicle Revenue Miles**

AVRM	2005	2006	2007	2008	Annual %
TAMS	1,684,190	851,225	878,343	2,004,472	4.45%

Source: National Transit Database

3.5.2 Capital Facilities/Fleet

TAMS has 50 vehicles available for maximum service at any given time, six more than they did four years ago.

Where to find info on operating/maintenance facilities or transit center info? Not on their website.

3.5.3 Financial Information

TAMS financial information as reported to the National Transit Database over the last four years can be seen in **Exhibit 3-20**.

**Exhibit 3-20
Financial Information**

	2005	2006	2007	2008
Fare Revenues	\$ 40,500 (1%)	\$ 47,000 (3%)	\$ 56,368 (4%)	\$ 97,655 (2%)
Local Funds	\$ 629,625 (21%)	\$ 633,997 (38%)	\$ 587,222 (42%)	\$ 1,508,883 (31%)
State Funds	\$ 2,331,219 (77%)	\$ 845,840 (51%)	\$ 694,098 (49%)	\$ 1,043,303 (21%)

Federal Assistance	\$ 20,872 (1%)	\$ 127,000 (8%)	\$ 74,345 (5%)	\$ 2,207,083 (45%)
Other Funds	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL OPERATING FUNDS EXPENDED	\$ 3,022,216	\$ 1,653,837	\$ 1,412,033	\$ 4,856,924
Local Funds	\$ 0	\$ 0	\$ 0	\$ 0
State Funds	\$ 0	\$ 0	\$ 0	\$ 0
Federal Assistance	\$ 0	\$ 0	\$ 0	\$ 0
Other Funds	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL CAPITAL FUNDS EXPENDED	\$ 0	\$ 0	\$ 0	\$ 0
Salary, Wages, and Benefits	\$ 518,503	\$ 546,747	\$ 473,039	\$ 993,842
Materials and Supplies	\$ 72,221	\$ 8,000	\$ 6,498	\$ 11,895
Purchased Transportation	\$ 2,385,773	\$ 985,694	\$ 881,402	\$ 3,386,022
Other Operating Expenses	\$ 45,719	\$ 113,394	\$ 51,094	\$ 465,164
TOTAL OPERATING EXPENSES	\$ 3,022,216	\$ 1,653,835	\$ 1,412,033	\$ 4,856,923
Reconciling Cash Expenses	\$ 0	\$ 0	\$ 0	\$ 0

Source: National Transit Database

4 Housing Needs Assessment

This Housing Needs Assessment is an important part of the Regional Transit Development Plan since it represents the area – housing – that is a major producer of transit trips. In addition, the associated demographic information allows for a more focused attention on those residents that may be more transit dependent. When viewed in association with other factors, such as ridership propensity, the relationships become even clearer. The assessment includes housing and socioeconomic information for the state of North Carolina, Forsyth and Guilford counties. Potential resources and strategies to address affordable housing needs are provided in each county assessment. A catalogue of available resources to address housing needs for each county is also included. Unless otherwise noted, the information provided in this assessment is from the 1990 and 2000 U.S. Census, or the 2006-2008 American Community Survey (ACS) of the U.S. Census. This assessment meets the requirements set forth in House Bill 148 (Session Law 2009-527) which requires the following:

The applicant has approved a housing needs assessment and plan, or includes with its application such assessment and plan (or assessments and plans) approved by another unit or units of local government within its service area that includes the following:

- a. A housing inventory of market rate, assisted housing units, and vacant residential parcels.*
- b. An analysis of existing housing conditions, affordable housing needs, and housing needs for specific population groups, such as people who are elderly, are disabled, have special needs, or are homeless.*
- c. A catalogue of available resources to address housing needs.*
- d. Identification of potential resources and a strategy to provide replacement housing for low-income residents displaced by transit development and to create incentives for the purpose of increasing the stock of affordable housing to at least fifteen percent (15%) within a one-half mile radius of each transit station and bus hub to be affordable to families with income less than sixty percent (60%) of area median income.*
- e. Goals, strategies, and actions to address housing needs over a five-year period.*

This Housing Needs Assessment also utilizes information and documentation produced by the cities of Winston-Salem and Greensboro. The Consolidated Housing and Community Development Plan (CHCDP) 2009-2013 Five-Year Plan by Winston-Salem and Forsyth County includes a Community Profile and Needs Assessment, Five-Year Strategy, and an Annual Plan. The City of Greensboro/Guilford County Consolidated Plan (2005-2009) and the updated Plan 2010-2014 includes a Community Profile, Housing Market Analysis, Needs Assessment and Five-year Strategic Plan. Adoption of these plans by any authority requesting grants or funding will meet the criteria specified in House Bill 148 with some minor additions dealing with Item d in the above quote from House Bill 148.

4.1 State of North Carolina

To provide a point of comparison for the county-level assessments, an examination of was undertaken. Several housing characteristics for the state are provided in Figure 1, including rental market data.

Descriptions apply to both the state-level data reported here as well as the county-level data provided hereafter.

Figure 1 - Housing Characteristics, North Carolina, 2000-2008

Housing and Economic Characteristics	2000	2008 (est.)	% Change
Median Housing Values	\$95,800*	\$145,600	52%
Median Annual Household Income	\$39,184	\$46,107	18%
Housing Affordability Ratio (housing value/income)	2.44	3.16	--
Poverty Status (% of population)	12.3%	14.6%	--
Vacancy Rate (% of housing units)	11.1%	14.2%	--

*North Carolina QuickFacts from the US Census Bureau note this value as \$108,300. This would be 34% change.
Data Source: Census 2000 and ACS.

4.1.1 Housing Affordability

The housing affordability ratio divides housing values by household income as a measure of housing affordability. A ratio of 2.0 or less is considered affordable. In other words, housing is considered affordable when housing values are no more than twice that of household income. Figure 1 above indicates that median housing values vs. incomes in the state were above the 2.0 threshold of affordability in 2000 and even higher in 2008.

4.1.2 Poverty Status

Poverty status is determined by comparing income levels to poverty thresholds developed by the U.S. Census. Figure 2 reports poverty thresholds by family size for the years 1990, 2000, and 2008. The table notes that the defined poverty levels rose over the 18 year reporting period.

Figure 2 - Poverty Thresholds by Family Size

Family Size	1990	2000	2008
One person	\$6,652	\$8,794	\$10,991
Two persons	\$8,509	\$11,239	\$14,051
Three persons	\$10,419	\$13,738	\$17,163
Four persons	\$13,359	\$17,603	\$22,025

Census 1990, 2000, and ACS.

4.1.3 Rental market

In addition to income data from the U.S. Census, Fair Market Rent (FMR) data was used to examine the rental markets in the state and counties. FMRs are gross rent estimates developed by the U.S. Department of Housing and Urban Development (HUD), and include shelter plus utility costs. Fair Market Rent for a two-bedroom unit in North Carolina is \$656 per month (NC Housing Coalition-NC Housing Facts).

Based on these data, a household would have to earn \$26,229 per year or \$12.61 per hour to afford two-bedroom rents in the state. This assumes that no more than 30% of a household's annual income is spent on housing (the generally accepted standard of affordability). Approximately 43% of renters do

not earn enough to afford a two-bedroom apartment at Fair Market Rent, and 37% of renters have housing problems (either having to pay more than 30% of income for housing, having inadequate kitchen or plumbing facilities, or having over-crowded housing) (NC Housing Coalition). When transportation costs are added, affordability becomes even more aggravated.

4.2 County Assessments

4.2.1 Forsyth

Forsyth County is the fourth largest county in North Carolina by population and contains eight municipalities. The total Forsyth County population in 2008 was approximately 343,028, an increase of 12% since 2000. By 2025, the population of Forsyth County will be an estimated 412,109 (Office of State Budget and Management). Several housing characteristics for Forsyth County are provided in Figure 3.

Figure 3 – Housing and Economic Characteristics

Housing and Economic Characteristics	2000	2008 (est.)	% Change
Median Housing Values	\$114,000	\$148,700	30%
Median Annual Household Income	\$42,097	\$47,537	13%
Housing Affordability Ratio (housing value/income)	2.71	3.13	--
Poverty Status (% of population)	11.1%	14.9%	--
Vacancy Rate (% of housing units)	6.9%	11.6%	--

Data Source: *Census 2000 and ACS.*

4.2.1.1 Market Rate, Assisted Housing Units, and Vacant Parcels

Area housing characteristics important to communities and their development include market rents, available housing, and assisted housing units. The market rate analysis below is based on Fair Market Rents available from HUD for 2010. The information related to assisted housing was obtained from the CHCDP and the vacancy information was based on the CHCDP and census data.

Market Rate

Figure 4 details information on Fair Market Rents for Forsyth County. As noted previously in the state description, the state FMR rate for a two-bedroom rent is \$656. Therefore, Winston-Salem/Forsyth County's FMR is higher than the state's average. A household would have to earn \$26,760 per year or \$12.87 per hour to afford two-bedroom rents in this area. This assumes that no more than 30% of a household's annual income is spent on housing (the generally accepted standard of affordability). Approximately 25% of renters do not earn enough to afford a two-bedroom apartment at Fair Market Rent rates in Forsyth County, based on income data from the 2006-2008 ACS. Like the state numbers, Forsyth County exceed the housing affordability ratio in 2000 and 2008, with the latter above 3.0.

Figure 4 - Fair Market Rent Data, Forsyth County

Number of Bedrooms	Fair Market Rent	Yearly Income Required	Hourly Wage Required
Zero	\$507	\$20,280	\$9.75
One	\$577	\$23,080	\$11.10
Two	\$669	\$26,760	\$12.87
Three	\$912	\$36,480	\$17.54
Four	\$1072	\$42,880	\$20.62

Data Source: U.S. HUD. Schedule B – FY 2010 Final Fair Market Rents for Existing Housing

Assisted Housing Units

The County’s total stock of assisted housing currently numbers 10,558 units, which represents 7.9% of the occupied housing units in Forsyth County. Of the total assisted inventory, rental units number 10,171, consisting of 5,881 project-based units and 4,290 tenant-based units. Owner units number 387. Assisted rental units represent 23.2% of the 43,922 occupied renter units (CHCDP).

Vacant Housing

The number of vacant housing units grew between 2000 and 2008. The CHCDP states there were 9,242 vacancies (7%) in 2000, rising to 13,665 vacant units (9%) in 2005. According to the ACS, Forsyth County has approximately a 12% vacancy rate or 17,613 vacant housing units in 2008. Overall the vacancy rate in the area increased over the past 10 years; however, it is still below the state’s vacancy rate for those same years. As population grows there is a substantial supply of available stock, although location and quality can be limiting factors.

4.2.1.2 Existing housing conditions and housing needs

The following section details information on existing housing conditions and housing needs for Forsyth County. The information provided on existing housing conditions and housing needs were obtained from the CHCDP and census data.

Existing Housing Conditions

The City of Winton-Salem and Forsyth County define substandard units as those that violate the Minimum Housing Code (the “Code”). These units maybe considered unfit for human habitation if the condition threatens public health or safety. Units may also be considered unfit when there are six or more minor code violations. Inspections are done in response to citizen complaints and in a strategic manner as determined by City officials. In the County, enforcement of the Code is based on citizen complaints.

Some units that are determined unfit may be suitable for rehabilitation. If the cost of correcting the condition that renders the unit unfit exceeds 65% of the unit’s structural value, and the owner refuses to correct the violations, then the unit may be identified for demolition. At the end of 2006, 5,204 units of

the city's housing inventory (90,120 units) were labeled substandard. Of those units, 41% were concentrated in eight Census Tracts.

Affordable Housing Needs

According to the CHCDP, renter housing units that are affordable to low income households are not distributed evenly throughout the county. A low income household (one earning up to 50% of the county median income- \$21,049/\$23,769 for 2000 and 2008, respectively) could afford a monthly rent of approximately \$525 in 2000 and \$595 in 2008. Based on the ACS 2008 survey, only 22% of the occupied rental units have a rent of less than \$500/month (Less than \$500 was used due to the way the US Census distributes the units of contract rent).

Housing Needs for Specific Population Groups

Elderly

There are 28,001 elderly households in Forsyth County. Of those, 52.9% were low- and moderate income, earning up to 80% of the median income for the county. One in six (17.6%) of elderly households were extremely low income (Less than 30% of the median income). There are 1,422 subsidized housing units for the elderly/handicapped available at 20 facilities in Forsyth County. In addition, the Housing Authority of Winston-Salem owns and operates 551 additional units in four public housing facilities designated for the elderly.

According to Senior Services of Winston-Salem, there is a need for subsidized units, particularly for persons 55 to 61 years of age. The need for independent elderly housing is expected to increase as the Baby Boomers age. With increased age, health deteriorates, and the elderly will need adult care facilities (rest homes or assisted living) or nursing homes. According to Senior Services, there currently are sufficient beds in the county; however, affordability is a key issue (CHCDP).

Disabled and Special Needs

The consolidated planning regulations define other special needs population as elderly and frail elderly, persons with disabilities (mental, physical, and developmental), persons with alcohol or other drug addiction, and persons with HIV/AIDS and their families.

According to the 2005 ACS, 17,824 persons in Forsyth County over the age of five had one type of disability, while 19,577 had two or more types of disabilities. The number of persons with disabilities is significant, yet the extent to which these persons have supportive housing needs is not well known. The type of supportive housing needed will depend on the type of disability.

Approximately 2.5 to 3 percent of the total population is estimated to have mental retardation, which translates into approximately 7,900 to 9,500 persons in Forsyth County. The 2005 American Community Survey indicated that 12,930 persons in Forsyth County over the age of 5 have a mental disability. The primary issue for persons with developmental disabilities is the lack of housing appropriate to their ability to live independently. The disability also affects their mobility, again demonstrating the need for an affordable, accessible transit system.

If national mental disorder percentages were applied to Forsyth County, in one year approximately 65,392 adults would be suffering from a diagnosable mental disorder, and approximately 14,975 adults would have a serious mental illness. Major depressive disorder would affect approximately 16,818 adults in Forsyth County. Center Point Human Services administers programs for clients experiencing mental illness, substance, and developmental disabilities. At any one time, CenterPoint's Adult Mental Health Services Division serves about 1,200 persons. It is the primary provider of services for persons with severe and persistent mental illness.

Non-crisis housing options for persons with mental illness may include group homes, half-way houses, foster homes, family care homes, nursing homes, clustered and scattered-site apartments, SROs, and houses. Twenty Section 811 scattered-site units, 50 HOME Tenant Based Rental Assistance vouchers, 21 leased housing units, and 120 Shelter Plus Care rental assistance coupons for homeless persons are available in Forsyth County for this population; however, none are exclusively for persons with mental illness. In 2008, CenterPoint partnered with Recovery Innovations to create 12 additional leased apartments for peer specialists who will be working in the field of behavioral health.

In Forsyth County, an estimated 7,286 persons age 12 and older need but would not receive treatment for an illicit drug use. The number of persons with alcohol or other drug addictions who have a supportive housing need is unknown. However, Center Point Human Services has indicated that the supportive housing needs of these persons are the same as for persons who are seriously mentally ill since many persons who are seriously mentally ill also have alcohol or other drug addictions.

Forsyth County represents one-third of the cases of people living with HIV and AIDS in the multicounty planning area; thus it can be inferred that one-third of the estimated gap, or 33 people, is in need of housing assistance (CHCDP).

Homeless

In the most recent survey conducted on January 30, 2008, 452 individuals were homeless in Forsyth County (423 sheltered and 29 unsheltered). Currently, there are 14 different facilities providing emergency shelter for the homeless in Forsyth County. Although surplus emergency shelter beds are available in some facilities, the categories to which these beds are designated (for example some shelters are men only) were not transferable to meet other sub-population needs. There is a need for a 20-bed overflow shelter indicates the ongoing need for emergency shelter. The greatest need in the community is for more permanent supportive housing beds (CHCDP).

4.2.1.3 Catalogue of resources to address housing needs

Financial resources available to address housing needs include the following:

- Federal Community Development Block Grants (CDBG) entitlement and program income
- Federal HOME Investment Partnership (HOME) entitlement and program income

- Federal Emergency Shelter Grants (ESG) entitlement
- Federal Supportive Housing Program (SHP) and Shelter Plus Care (SPC) through the Continuum of Care competitive process
- Local Housing Finance Fund Program income and fund balance
- Balance of the General Obligation (G.O.) Bonds approved by voters in 2000 but not yet expended

In the past, Forsyth County was successful in obtaining funding from the State of North Carolina for use in the unincorporated area and cooperating municipalities. This includes CDBG funds for single-family rehabilitation and New Homes funds for first-time homebuyer assistance. The County also administers the New Century Individual Development Account (IDA) program for first-time homebuyers in Forsyth County.

4.2.1.4 Replacement Housing for Low-Income Residents Displaced by Transit Development / Incentives for Increasing Affordable Housing near Transit Stations and Bus Hubs

Forsyth County is an employment magnet for residents of surrounding counties. In 2006, approximately 49,711 persons commuted into and 26,866 persons commuted out of Forsyth County daily. The overall trend is toward single-occupant vehicles as the main mode of commuting in Forsyth County (83% - 2008 ACS).

The existing Bus Center/Hub in Winston-Salem is located within downtown and in an area with a high percentage of low income households. Currently, the percentages of low income households by census block within the ½ mile radius of the bus hub range from 39.7 percent to 72.9 percent. The majority of the ½ –mile area is in Census Block 370670001001 with 60.4 percent low income households.

The Uniform Relocation Assistance and Real Property Acquisition Act of 1970, as amended by the Uniform Relocation Act of 1987, ensures the fair and equitable treatment of persons whose real property is acquired or who are displaced as a result of a Federal or Federally-assisted project. Government-wide regulations provide procedural and other requirements (appraisals, payment of fair market value, notice to owners, etc.) in the acquisition of real property and provides for relocation payments and advisory assistance in the relocation of persons and businesses.

4.2.1.5 Goals, Strategies and Actions for Housing Needs over a Five-year Period

Goals, strategies and actions for housing needs over a five-year period are addressed by the Winston-Salem/Forsyth County Consolidated Housing and Community Development Plan, 2009-2013. This plan outlines their Five-Year Strategic Plan as follows:

- Context for Strategy Development
- Priority Analysis
- Goals, Strategies and Programs
- Institutional Structure and Coordination
- Public Housing Improvements
- Lead-Based Paint Hazard Reduction Plan

- Non-Housing Community Development Plan
- Antipoverty Strategy and Initiatives
- Monitoring Standards and Procedures.

4.2.2 Guilford

Guilford County is the third largest county in North Carolina by population and contains the third largest city, Greensboro, in the State. The total Guilford County population in 2008 was approximately 472,216, an increase of 12% since 2000. By 2025, the population of Guilford County will be an estimated 567,914 (Office of State Budget and Management). Several housing characteristics for Guilford County are provided in Figure 5.

Figure 5 – Housing and Economic Characteristics

Housing and Economic Characteristics	2000	2008 (est.)	% Change
Median Housing Values	\$116,900	\$151,700	30%
Median Annual Household Income	\$42,618	\$47,308	11%
Housing Affordability Ratio (housing value/income)	2.74	3.21	--
Poverty Status (% of population)	10.6%	15.5%	--
Vacancy Rate (% of housing units)	6.5%	11.0%	--

Data Source: Census 2000 and ACS.

4.2.2.1 Market Rate, Assisted Housing Units, and Vacant Parcels

Area housing characteristics important to communities and their development include market rents, available housing, and assisted housing units. The market rate analysis below is based on Fair Market Rents available from HUD for 2010. The information related to assisted housing and vacancy rates were obtained from the Draft Consolidated Plan 2010 and census data.

Market Rate

Figure 6 details information on Fair Market Rents for Guilford County. As noted previously in the state overall description, the state FMR rate for a two-bedroom rent is \$656. Therefore, the Greensboro/Guilford County's FMR is higher than the state's average. A household would have to earn \$28,120 per year or \$13.52 per hour to afford two-bedroom rents in this area. This assumes that no more than 30% of a household's annual income is spent on housing (the generally accepted standard of affordability). Around 30% of renters don't earn enough to afford a two-bedroom apartment at Fair Market Rent rates in Guilford County based on Income from the 2006-2008 ACS. According to the Consolidated Plan (2010), over 60,659 households in Greensboro (55% of all Greensboro households) cannot afford to pay the Fair Market Rent as determined by HUD. Like the state numbers, Guilford County exceeds the housing affordability ratio in 2000 and 2008, with the latter above 3.0.

Figure 6 – Fair Market Rent Data, Guilford County

Number of Bedrooms	Fair Market Rent	Yearly Income Required	Hourly Wage Required
Zero	\$553	\$22,120	\$10.64
One	\$631	\$25,240	\$12.13
Two	\$703	\$28,120	\$13.52
Three	\$891	\$35,640	\$17.13
Four	\$953	\$38,120	\$18.33

Data Source: U.S. HUD. Schedule B – FY 2010 Final Fair Market Rents for Existing Housing

Assisted Housing Units

There are four distinct housing authorities within the Greensboro HOME Consortium: Greensboro, High Point, Burlington and Graham. The High Point Housing Authority serves a total of 2,698 individuals in its 10 multi-family housing projects and scattered site properties. Greensboro’s Housing Authority has a total of 2,105 public housing units in 17 communities. These units serve 420 elderly tenants, 464 tenants classified as disabled, and 1941 single individuals. As of 2010, there were over 2,500 applicants on the public housing waiting list. Greensboro Housing Authority also administers over 2,600 Section 8 vouchers that provide rental assistance to families renting housing units owned by private landlords (Consolidated Plan 2010).

Vacant Housing

The number of vacant housing units grew between 2000 and 2008. The Consolidated Plan states there are 15,438 vacant units (Draft Consolidated Plan 2010). According to the ACS, Guilford County has approximately an 11% vacancy rate or 11,724 vacant housing units. Overall the vacancy rate in the area increased over the past 10 years; however, it is still below the state’s vacancy rate for those same years. As population grows there is a substantial supply of available stock, although location and quality can be a limiting factor.

4.2.2.2 Existing housing conditions and housing needs

The following section details information on existing housing conditions and housing needs for Guilford County. The information provided on existing housing conditions and housing needs were obtained from the Consolidated Plan, Draft Consolidated Plan 2010, and census data.

Existing Housing Conditions

The public housing stock in Guilford County and Greensboro Public Housing is generally in good Condition. Greensboro Public Housing units have a high median inspection score of 88.95 out of 100. Assisted housing in Guilford County also received high inspection scores with a median of 88.79(2010 Consolidated Plan). The 2010 Draft Plan states 2,654 units are considered substandard.

Affordable Housing Needs

There isn't a housing shortage in Greensboro/Guilford County at this time, but there is a serious shortage of affordable housing for the lowest income group. The need for new housing units over the next five years will be minimal, and should occur at the rate of population growth for the entire population. However, there is a need to provide 8,000 to 10,000 units of affordable housing. To meet this demand, 2,000 units a year would need to be provided, either by converting existing housing stock, or building new (Draft Consolidated Plan 2010).

Housing Needs for Specific Population Groups

Elderly

In Guilford County there has been a substantial increase in the number of elderly households earning less than 30% of the Median Family Income (MFI), from 5,893 to 10,857, an increase of 84%. This was true for both renters and owners. In Greensboro, there was also this increase of elderly households at all income levels, but particularly less than 30% of MFI, from 3,078 to 4,477, an increase of 45% that impacted both renters and owners (Draft Consolidated Plan 2010).

The types of housing for the elderly (and all those with supportive housing needs) vary depending on the services needed to meet the requirements of the residents. In general, those who provide special housing needs provide an array of services. Efforts are made to ensure maximum independence in the least restrictive setting, but onsite support of those with special needs is often needed (Consolidated Plan).

Disabled

Greater need for housing and other supportive services is present among households in Greensboro with at least one disabled member. Although such households comprise just 8.5% of Greensboro households, 74.5% of all households with a disabled member have income at or below 80% of the median (Draft Consolidated Plan 2010).

Special Needs

Greensboro and Guilford County have considered the needs of the elderly, persons with disabilities (including mental, physical and developmental), alcohol and substance abusers and persons with HIV/AIDS. People with supportive housing needs have special housing and care needs, largely because they are out of the workforce and/or have substantial medical and care requirements. Service providers for people with special needs face substantial challenges. According to the Substance Abuse and Mental Health Services Administration (SAMHSA) survey, 7.9 percent of the adult population or 26,154 people use illegal drugs and 17 percent abuse alcohol. There are also 18,006 mentally ill people in Guilford County as reported in the 2000 Census and North Carolina estimates that 30.7 percent of these, or 5,402 people, have severe and persistent mental illness. The Guilford County Mental Health Center became a Local Management Entity (LME) and has responsibility for coordinating efforts of private care facilities to treat persons with disabilities (Consolidated Plan).

The Eastern Triad HIV Consortium provides annual housing needs assessments for people living with HIV/AIDS. Greensboro Housing Authority needs 15 to 20 tenant-based rental vouchers designated for households with HIV/AIDS each year. These units are provided at D'Lashment Crossing facility which has a dozen one- and two-bedroom units (Consolidated Plan).

Homeless

The survey conducted on December 15, 2003 indicated there were 1,051 homeless individuals in Guilford County; of these, 346 were considered chronically homeless (Consolidated Plan). In 2009, surveys noted 1,049 homeless individuals in Guilford County. Of Guilford County's homeless total, 274 persons in families with dependent children and 446 individuals reside in Greensboro. Although the total number of beds at homeless shelters in Greensboro would be almost enough to accommodate the City's known homeless population (including those not currently sheltered) most of the shelters or beds are reserved for specific sectors of the homeless population, such as transitional housing, women only, teen only, family only, etc. Most notably, transitional housing is currently over supplied by more than 200 units. Some degree of re-allocation could help to close much of the current gap in shelter availability. Otherwise, a significant number of new emergency shelter resources and permanent supportive housing options will be needed to accommodate the current known homeless population. (Draft Consolidated Plan 2010).

4.2.2.3 Catalogue of resources to address housing needs

Financial resources available to address housing needs include the following:

- Federal Community Development Block Grants (CDBG) entitlement and program income
- Federal HOME Investment Partnership (HOME) entitlement and program income
- Federal Emergency Shelter Grants (ESG) entitlement
- Federal Supportive Housing Program (SHP) and Shelter Plus Care (SPC) through the Continuum of Care competitive process

Greensboro and Guilford County have also been successful in obtaining funding from the State of North Carolina for use in the unincorporated area and cooperating municipalities, for single-family rehabilitation and New Homes funds for first-time homebuyer assistance. Other programs include:

- Housing Assistance Programs
- Greensboro Affordable Home Loan Initiative (GAHLI)
- Homeowner Housing Rehabilitation Program
- Lead Safe Housing Program
- Rental Housing Improvement Program (RHIP)
- Affordable Housing Development
- Greensboro Housing Development Partnership

4.2.2.4 Replacement Housing for Low-Income Residents Displaced by Transit Development / Incentives for Increasing Affordable Housing near Transit Stations and Bus Hubs

Guilford County is an employment magnet for residents of surrounding counties. In 2006, approximately 80,356 persons commuted into and 22,883 persons commuted out of Guilford County daily. The overall trend is toward one-occupancy vehicles as the main mode of commuting in Guilford County (81% - 2008 Census).

Guilford County has three existing bus or train centers. The existing transit center in Greensboro is located within downtown and in an area with a high percentage of low income households. Currently, the percentages of low income households by census block within the ½ mile radius of the center range from 36.4 percent to 77.3 percent with the majority of the area in Census Block 370810108011 (65.3 percent low income households). The existing transit center located in downtown High Point is in an area with a high percentage of low income households. The percentages of low income households by census block within the ½ mile radius of the center range from 30.2 percent to 89.2 percent. Census Block 370810146001 falls within a majority of the radius and contains 82.5 percent of low income households. The PART Regional Hub is located in an area which is more suburban and has smaller percentages of lower income households and larger census blocks within the ½ mile radius as compared to those located within downtown. The percentages of low income households for the census blocks range from 13.8 percent to 38.8 percent with just over half of the area in Census Block 370810164031 (23.3 percent).

The Uniform Relocation Assistance and Real Property Acquisition Act of 1970, as amended by the Uniform Relocation Act of 1987, ensures the fair and equitable treatment of persons whose real property is acquired or who are displaced as a result of a Federal or Federally-assisted project. Government-wide regulations provide procedural and other requirements (appraisals, payment of fair market value, notice to owners, etc.) in the acquisition of real property and provides for relocation payments and advisory assistance in the relocation of persons and businesses.

4.2.2.5 Goals, Strategies and Actions for Housing Needs over a Five-year Period

Goals, strategies and actions for housing needs over a five-year period are addressed by the Greensboro/Guilford County Consolidated Plan for Housing 2005-2009 and the update 2010-2014. This plan outlines their Five-Year Strategic Plan as follows:

- Priority Analysis and Strategy Development
- Objectives, Strategies, and Performance Indicators
- Anti-poverty Strategy
- Institutional Structure and Coordination of Resources
- Public Housing Improvements and Resident Initiatives.

4.3 References:

Office of State Budget and Management:

http://www.osbm.state.nc.us/ncosbm/facts_and_figures/socioeconomic-data.shtm

Winston-Salem/Forsyth County Consolidated Housing and Community Development Plan 2009-2013
Five Year Plan. Housing/Neighborhood Development Department and Forsyth County Office of Housing

Decennial Census 2000

American Community Survey 2006-2008 (Census)

City of Greensboro Consolidated Plan 2005-2009 and Draft 2010-2014 Plan.

The Uniform Relocation Assistance and Real Property Acquisition Act of 1970, as amended by the
Uniform Relocation Act of 1987

North Carolina Housing Coalition: http://www.nchousing.org/research_publications/facts_stats
Estimated 2006 Commuting Patterns in the Piedmont Triad Region (Prepared by PART 2007).

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