Meeting Agenda

Piedmont Authority for Regional Transportation
Board of Trustees

February 12, 2020
8:30 AM

107 Arrow Road
Greensboro, NC 27409
## Agenda Items
### February 12, 2020

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Oath of Office for incoming PART Board of Trustee Members

Summary of Information:

Mr. Michael A. Holmes has been appointed by the City of High Point – City Council to serve as a PART Board of Trustee member. Please welcome Mr. Holmes to the PART Board.

Mayor Mike Horn has been appointed by the Winston-Salem Urbanized Area MPO – Transportation Advisory Council (TAC) to serve as TAC chair, and a PART Board of Trustee member. Please welcome Mayor Horn (tentative – potential pre-scheduled conflict) to the PART Board.

Vice Chair – Lenny Williams will conduct the Oath of Office for Mr. Holmes, and Mayor Horn at our meeting.

Board Vote: Motion by: ________________ Second by: ________________

Vote: For ________________ Against ________________
Meeting Date: February 12, 2020

Action Requested:

Consideration of Meeting Minutes

Summary of Information: The January 15, 2020 meeting minutes are enclosed for PART Board review and approval.

Board Vote: Motion by: ________________________ Second by: __________________________

Vote: For ________________ Against _______________
Board Members Present:
Abuzuaiter, Marikay – City of Greensboro TAC
Besse, Dan – City of Winston Salem
Butler, Jim – City of Burlington
Carter, Steve – Alamance County
El-Amin, Fleming – Forsyth County
Fox, Mike – NCDOT Board of Transportation
Frye, Darrell – Randolph County
Grimes, Neal – High Point TAC
Marion, Mark – Surry County
Hightower, Sharon – City of Greensboro
Morris, Rick – Stokes County
Richardson, Mark – Rockingham County
Truell, Don – Davidson County
Williams, Lenny – Burlington-Graham

Others Present:
Terry Anderson, PART; Connie Conklin, PART; Gary House, PART; Pat Ivy, Division 9, NCDOT; Mark Kirstner, PART; Kyle Laird, PART; Mike Mills, Division 7, NCDOT; David Morris, PART; Supriya Raghav, PART; Scott Rhine, PART; Jon Stewart, PART; Tom Terrell Jr., Fox Rothschild; Tammy Turner, PART.

Call to Order:
Chair Dan Besse called the January 15, 2020 PART Board meeting to order 8:30am.

Speakers from the floor
None

Consideration of Minutes
Motion to accept the November 13, 2019 minutes: Mark Richardson
Second: Marikay Abuzuaiter
Discussion: None
Vote: Unanimous

Consideration of Consent Agenda
A. Record Retention Policy Amendment
B. Adjust – Cash Deposit Limit
Motion to approve the Consent Agenda: Darrell Frye
Second: Steve Carter
Consideration of Board Business Items

A. New Business

1. Adopt PART Inclement Weather Plan presented by Scott Rhine:
The PART Board approved the PART Inclement Weather policy which includes service adjustments such as: late start, limited service and early end. PART staff has developed an Inclement Weather policy for Board consideration. This will be in three tiers with Tier 1 - Late Start - being Poor Morning Conditions, Tier 2 – Limited Service - being Poor Conditions All Day, and Tier 3 – Early End – Poor Evening Conditions.
Logistic information under each tier will be located on PART’s web page.

Motion to accept the PART Inclement Weather Policy: Mark Richardson
Second: Marikay Abuzuaiter
Discussion: None
Vote: Unanimous

2. FY2020 NCDOT Program Resolution presented by Scott Rhine;
The PART Board approved the State Maintenance Assistance Program (SMAP). A requirement to receive these funds is submission of generalized cost budget that verifies state funds do not exceed local funds, and a Certified Statement from the governing Board.

Motion to approve the certified statement: Mark Richardson
Second: Fleming El-Amin
Discussion: None
Vote: Unanimous

3. Consideration of Replacement Vehicle Purchase presented by Scott Rhine:
The PART Board approved the purchase of three LTV’s (Light Transit Vehicles). With the approval PART will utilize the $6.78 million dollars that was requested and received from Federal Transit Administration Section 5339 dollars to place an order with Creative Bus Sales.

Motion to approve the purchase of three LTV replacement vehicles: Fleming El-Amin
Second; Neal Grimes
Discussion; Mark Richardson: what is the typical lead time for this type of order?
Scott Rhine; lead time can range anywhere from 5 to 10 months. The State DOT contract has a minimum lead time of 90 days for vehicle chassis delivery, and then manufacturing time would be added. Our purchase has a limited to a total 125 days for delivery from the issuance of a PO.
Vote; Unanimous

4. Customer Satisfaction Survey presented by Scott Rhine:
Scott gave a presentation of the results of PART’s Customer Satisfaction Survey that took place from October 7, 2019 to November 1, 2019. There were 287 completed surveys having 22 different questions. The largest portion of our riders based on the survey is between age 50 – 64. The questions help with marketing and outreach as this helps us focus on certain demographics within our communities.
Jim Butler: The overall consensus of the Customer Satisfaction Survey is: The model shows 89% of our riders commute three days a week or more now, verses 70% in the past. That 19% jump in frequency gives you a lot more opportunity to experience customer service or professionalism where you have just as many chances to impress or offend. For this survey in general, I look at how many people would recommend PART, 85% versus 75% last year. We have riders that use it more frequently and more riders that are more likely to recommend and that is a good summation of overall satisfaction.

Scott Rhine: our service in general and what we provide to our customers is customer driven. Our success is directly related to what folks say and it is different for all of our customers that utilize our service. It is convenience and getting folks to change their mobility habits. It is cost saving and convenient. we have wi-fi on the buses, mobile faring - TouchPass which are end user benefits for using public transportation.

Marikay Abuzuaiter: from time frame of survey would it be possible to do this quarterly? This may capture a better rider count for that time period and this would give a snap shot of summer when riders when students are gone.

Scott Rhine: we will look at possibly twice a year to address your point. We have to balance that with the other surveys we undertake. For example, we are releasing a new survey related to our mobile fare system – TouchPass. We just completed a survey specific to Davidson and Randolph County. So, our biggest challenge is to balance our surveys, and not over burden.

Fleming El-Amin: what is the cost of doing the survey?

Scott Rhine: for us it is primarily staff time, there is no external contract services. I will get back with you as this is related to staffing hours to develop, and managed data.

Dan Besse: the full Customer Satisfaction Survey presentation will be sent to you.

Mike Fox: I want to add we had a couple of items. One; some Board members attended the Transportation Summit that DOT had in Raleigh. The first speaker talked about changes happening in the future and the most comment given was exhilarating and terrifying all at the same time. I will send to Scott a link that has all the presentations for you to look at. The second item, I have been working on a one-day meeting where we are trying to pull together the Regional Transit Organizations across the state with Greensboro as a central location and hopefully will meet in late Spring and share challenges and solutions as well as successes.

Old Business
None

Departmental Staff Reports presented by Scott Rhine:

Scott Rhine: We applied and received funds through NCDOT, SPF funds related to the Travel Demand Model household survey. We will be working on this with a local agreement through the City of Greensboro. The majority of the project will be managed by PART, but the City of Greensboro will handle roles and responsibilities; as well as NCDOT grant agreement. One more item; in February, I have confirmation we will have a presentation from NC Railroad at our meeting.
Dan Besse: subsequent to our November meeting, legislature resolved our transportation funding issues including the SMAP funding for the State budget.

Scott Rhine: there are a few things NCDOT is working on and Mr. Fox may be able to go into more details. There is cash management, balancing budgets and funds that are available. Budgets are in place and some projects are delayed because of cash management issues.

Mike Fox: last year due to storms and the aftermath following NC hurricanes, we were down $780 million dollars. Through the legislature we received $200 million dollars. You still have a $500M dollar gap. The good news is we have a legislative floor and ceiling where our cash balance can be. Normally it is about $270 million dollars, and if we go below that we can’t issue contracts if there is an emergency. If we go above a billion then we have to report to legislation what steps were taken to spend that money down. The addition of the $200 million dollars helps in making sure we stay above that floor. That concern is not as critical as it was last fall, but replacing the delta between the seven, two and the five hundred million dollars still makes it difficult to execute your program as it was planned. There are still delays in terms of projects, everything that was funded in our plan is still funded but it may happen a little later than it was originally scheduled. Interestingly enough, for some projects the plan may be ahead of what it was three years ago. In 2017 we had challenges; we had the money but executing the projects was an issue. Improvements were being made by the secretary on how we do projects by implementing a process of completing different projects that require the same type of work at the same time.

Darrell Frye: is that gap State and Federal?

Mike Fox: yes, on that it is a mix. The federal money would be more in the map Act provisions. Federal money goes mostly toward new construction although there are a number of programs the Feds support, the maintenance money is more State money and that is what was impacted by the hurricanes and storms, although we get reimbursed for a certain percentage of that. FEMA is slow on reimbursements, and we are still trying to collect money from the hurricane in 2016. Federal Highways has recouped our money. We have had a lot of good help from our Congressional representatives, and they have tried to help to speed that process up.

Scott Rhine: Finance Committee meeting after the Board meeting in February, I will follow up with the Board members. Also, we have an Operations and Planning Committee meeting today. I would like to introduce our new Grants accountant here at PART. Mrs. Shae Tharrington. Welcome Shae!

Adjourned: 9:35am
A. PART Board Operations and Planning Committee

The Operations / Planning committee met on January 15, 2020. Members included Chair Neil Grimes, Dan Besse, Marikay Abuzuaiter, Sharon Hightower, Fleming El-Amin, and Don Truell.

The discussion included proposed service modifications for the upcoming fiscal year. Committee members will provide additional information, and a summary of the route modifications will be provided to the PART Board at the February meeting.
Action Requested:

Consideration of PART Board Business Items

Summary of Information: Attachments yes X no 

A. New Business

1) Presentation by North Carolina Railroad (NCRR) Company
Mr. Scott Saylor, President, and Anna Lea Moore, Vice President-Economic Development will provide a presentation of activities underway and Rail functions managed by NCRR. Megen Hoenk, Director of Corporate Communications will also be in attendance. A great deal of history and additional information can be found at www.ncrr.com.

2) FY2020 NCDOT Program Resolution
NCDOT requires a local commitment for receiving funds administered by the state. PART has been asked by NCDOT to provide a board adopted program resolution for the FY2021 TDM/Rideshare funding that PART receives from NCDOT for the TDM activities managed by PART for our region.

The NCDOT program resolution is included on page 9 for PART Board consideration.

3) PART Express Service Modifications
PART staff will provide an overview of the proposed service modifications that were presented to the Operations/Planning committee at their January 15th committee meeting. The proposed modifications include routes related to Business 40 mitigation efforts (Routes 6, 17 and 28), Route 19 Palladium circulator, Route 27 PTIA airport connection, Route 10 Randolph Express.

4) PART Express Support Letters
Letters of support from the PART Board of Trustees to individual member agencies are drafted for consideration. The support letters are specifically related to obtaining federal funding from NCDOT for the Section 5311 grant submitted to NCDOT to maintain the levels of service on Route 6, and expand service frequency for Route 10 Randolph Express.

In addition, two of our four MPO’s will be managing the allocation of Section 5307 funds in their urbanized areas. This is a program management change from NCDOT. For Section 5307 funds for the Urbanized areas in Burlington-Graham, and High Point the Section 5307 funds will be identified as eligible to agencies based on the recommendations from the urbanized area, and passed on to NCDOT. For FY2020-21 this is a new process at the local level. The letters of support will be forwarded to our MPO partners requesting the Section 5307 funding continue to be made available to PART in FY2020-21. These funds support our PART Express services on Route 3 and 4, and is a continuation of FTA Section 5307 funds that PART has received for the previous three years.

Details will be provided to the PART Board and draft letters will be forwarded to the PART Board prior to our February 12, 2020 meeting.

B. Old Business - None
PUBLIC TRANSPORTATION PROGRAM RESOLUTION

FY 2021 RESOLUTION

Section 5311 (including ADTAP), 5310, 5339, 5307 and applicable State funding, or combination thereof.

Applicant seeking permission to apply for Public Transportation Program funding, enter into agreement with the North Carolina Department of Transportation, provide the necessary assurances and the required local match.

A motion was made by (Board Member’s Name) ___________________________ and seconded by (Board Member’s Name or N/A, if not required) ___________________________ for the adoption of the following resolution, and upon being put to a vote was duly adopted.

WHEREAS, Article 2B of Chapter 136 of the North Carolina General Statutes and the Governor of North Carolina have designated the North Carolina Department of Transportation (NCDOT) as the agency responsible for administering federal and state public transportation funds; and

WHEREAS, the North Carolina Department of Transportation will apply for a grant from the US Department of Transportation, Federal Transit Administration and receives funds from the North Carolina General Assembly to provide assistance for rural public transportation projects; and

WHEREAS, the purpose of these transportation funds is to provide grant monies to local agencies for the provision of rural, small urban, and urban public transportation services consistent with the policy requirements of each funding source for planning, community and agency involvement, service design, service alternatives, training and conference participation, reporting and other requirements (drug and alcohol testing policy and program, disadvantaged business enterprise program, and fully allocated costs analysis); and

WHEREAS, the funds applied for may be Administrative, Operating, Planning, or Capital funds and will have different percentages of federal, state, and local funds.

WHEREAS, non-Community Transportation applicants may apply for funding for “purchase-of-service” projects under the Section 5310 program.

WHEREAS, (Legal Name of Applicant) Piedmont Authority for Regional Transportation (PART) hereby assures and certifies that it will provide the required local matching funds; that its staff has the technical capacity to implement and manage the project(s), prepare required reports, obtain required training, attend meetings and conferences; and agrees to comply with the federal and state statutes, regulations, executive orders, Section 5333 (b) Warranty, and all administrative requirements related to the applications made to and grants received from the Federal Transit Administration, as well as the provisions of Section 1001 of Title 18, U. S. C.

WHEREAS, the applicant has or will provide all annual certifications and assurances to the State of North Carolina required for the project;
NOW, THEREFORE, be it resolved that the (Authorized Official’s Title)* PART Executive Director of (Name of Applicant’s Governing Body) Piedmont Authority for Regional Transportation (PART) is hereby authorized to submit grant application(s) for federal and state funding in response to NCDOT’s calls for projects, make the necessary assurances and certifications and be empowered to enter into an agreement with the NCDOT to provide rural, small urban, and urban public transportation services.

I (Certifying Official’s Name)* Dan Besse (Certifying Official’s Title) PART Board Chair do hereby certify that the above is a true and correct copy of an excerpt from the minutes of a meeting of the (Name of Applicant’s Governing Board) Piedmont Authority for Regional Transportation (PART) duly held on the 12th day of February, 2020.

Signature of Certifying Official

*Note that the authorized official, certifying official, and notary public should be three separate individuals.

Seal Subscribed and sworn to me (date) 

Notary Public* 

Printed Name and Address 

My commission expires (date) 

Affix Notary Seal Here
Executive Director Updates:

- FTA activities, and next steps
  - A Federal 2020 appropriations were released on February 4, 2020. This is relevant for the funding PART receives from the Greensboro Urbanized Area for the Section 5307 formula allocation for the current fiscal year.
  - This is also associated with the Section 5307 funds PART would receive from Winston-Salem UZA, High Point UZA, and Burlington-Graham UZA for FY2020-21.

- NCDOT activities, and next steps
  - PART submitted a grant requesting FTA Section 5311 funding for the current year to support the services operated on PART Express – Route 10.
    - No information has been provided by NCDOT on any funding award.
  - PART submitted a grant requesting FTA Section 5311 funding for FY2020-21 to support the services operated on PART Express – Routes 6 and Route 10.
    - Project funding was awarded by the NCDOT BOT at their February 6, 2020 meeting, and the PART projects where not included.

- Reminder – The PART Board Finance Committee will meet on February 12, 2020 following the PART Board meeting.

- PART held a training seminar on January 30th for NCDOT division staff, local MPO staff, and NCDOT traffic forecasting unit staff on the Piedmont Triad Regional Model (PTRM) to share data and processes for what makes the model function. The training is being conducted to discuss ways of making PTRM an end user tool for enhancing our transportation planning procedures.

- PART staff is working with Davidson County Transportation to conduct route analysis on existing service provide by Davidson County, and a potential new service to connect with an incoming employer.

- PART Vanpool program has 2 new vanpools ready for service with Centric brands and Volvo Group. Both vans are under final reviews by the local business legal and risk management department. The Volvo vanpool is an initial test that may expand to additional vanpool leasing in the near future.

Department staff report is on the following pages.
PART Express Operator of the Month
Congrats to our longest tenured driver, James (JW) Gilley, who has been with us going on 18 years, since PART Express started! Thanks for all you do to keep things running smoothly.

In The Region
- Participate in the 2030 Downtown Greensboro Vision
- Burlington Metro Leads Growth in the Triad
- Join the GTA Scavenger Hunt to win prizes
PART Express Customer Satisfaction Survey Results

PART conducted our yearly Customer Satisfaction Survey October 7th through November 1st. There were 287 completed surveys. There were 22 questions including demographic questions. Below are some of the results.

How would you rate your level of satisfaction with PART?

- Highly satisfied: 89.8%
- Satisfied: 12%
- Somewhat satisfied: 14%
- Somewhat dissatisfied: 28%
- Highly dissatisfied: 12%

What do you hope to see regarding PART bus system?

Top 3 Ranking by Passengers:
1. Shelters at Bus Stops
2. Benches at Bus Stops
3. 30 Minutes Service All Day (Rt 1,2,3)

How long have you used PART Services?

- Less than 6 months: 30%
- 6 months - 3 years: 23%
- 3 - 5 years: 23%
- 5 years or more: 12%
- New this year: 32%

Are you currently using TouchPass?

- Mobile App: 36%
- No: 41%
- Smartcard: 23%

General Comments:

- It's the cheapest and most relaxing way there is to get to Greensboro!
- Drivers are always friendly and helpful.
- It's the cheapest and most relaxing way there is to get to Greensboro!
- I am very grateful for PART Express. The service is great!
- I ride from WS to ETC and arrive relaxed because I can snooze or read instead of dealing with traffic. Because I qualify for the half price fare, I can ride for 31 days for about the same amount I would spend on gas for one week.
- I like riding the bus because I don't have to worry with the stress of driving. It is very economical and I get to work while on the bus in the morning.
- It is the most practical way for me to get to work!
- With the extended hours I can now comfortably apply to jobs outside of my city because I can get to and from work with out issues.

Riding PART is relaxing, reliable and saves me gas money. Also, it is usually fun with nice people to chat with.

It's comfortable and convenient, WiFi & charging access are plus!
Share the Ride NC at Surry Community College

Colleges and Universities across the Piedmont Triad have been aligning with PART to develop Share the Ride NC Carpooling sub-sites for their institutions. PART helps with promoting the program to students as well. Surry Community College has recently joined into this initiative and will go live with their site in the coming months to help address transportation to campus.

Current STRNC partnerships include: Alamance Community College, Davidson Community College, Elon University, Wake Forest University, Forsyth Technical Community College, Guilford College, University at NC Greensboro, Guilford Technical Community College, and High Point University.

PART Selected as Winner in 2020 APTA Photo Invitational

The American Public Transportation Association recently announced its selection of 12 winners for the 2020 Photo Invitational which will be shared one at a time as APTA’s “Photo of the month” in Passenger Transport, on APTA’s social media accounts, at APTA.com, and on the walls of APTA’s DC headquarters. The winning photo is -->

Presentation to Forsyth County Hotel Association

Thanks to the Forsyth County Hotel Association for having PART present at their monthly meeting.

Brooke Kochanski, PART Manager of Marketing, gave an update on Business 40 Mitigation and the impact PART services have made including reducing vehicles that travel into Downtown Winston-Salem during the closure!

View more information at www.partnc.org/biz40
Route 5 NC Amtrak Connector provides a link between Winston-Salem and High Point for passengers needing access to the train. This service has been provided since 2004 by a partnership with North Carolina Department of Transportation. You do not have to be a train passenger to ride the service, it is open to the general public for riding as well. Visit www.partnc.org/route5 for more info.

Miles Round Trip - 41
# of Stops - 3
Travel Time (One Way) - 45 mins
Transit Connections - WSTA, Greyhound, Baptist Shuttle, WFU Downtown Shuttle, Trans Aid, WSSU Rams Shuttle, High Point Transit
Connecting Communities
Winston-Salem to High Point

In December the Piedmont Triad Resources Call Center had 7,788 presented calls.
**The Piedmont Authority for Regional Transportation**

**Board of Trustees**

**Meeting Date:** February 12, 2020

**Agenda Item No.: VIII**

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**Action Requested:**

**Chairperson Report**

**Summary of Information:**

PART Chair, Besse will provide additional updates and news to the PART Board.

**Attachments yes [X] no**

**Board Vote:**

| Motion by: __________________________ | Second by: __________________________ |

| Vote: For ________________ Against ________________ |