



PART WELCOMES NATIONAL EXPRESS

PART Express welcomes National Express as the service provider for PART Express services. National Express is a leading transportation provider delivering services in the U.K., North America, Spain and North Africa. Every year more than 700 million journeys are made on National Express buses, trains, light rail services and coaches. The Group employs 40,000 people and operates over 21,000 vehicles.

PART Express/National Express Bus Operator Places 3rd in 2013 Statewide Bus "Rodeo"

North Carolina's top transit drivers gathered in early April for the North Carolina Public Transportation Association's (NCPTA)/NCDOT Bus Rodeo in Wilmington, North Carolina.



JW Gilley placed 3rd in the LTV Division of the 2013 NCPTA - pictured here with wife Carolyn.

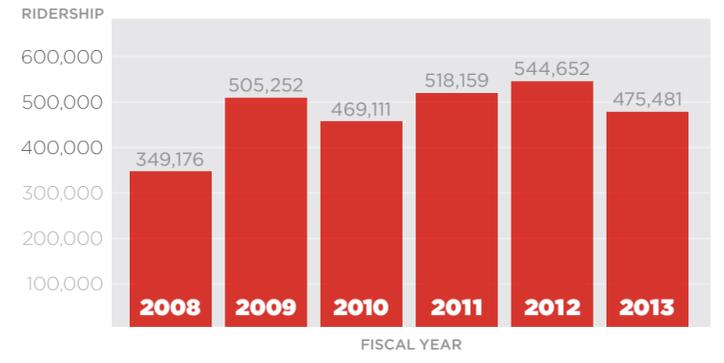
Among those competing was Mr. J.W. Gilley, a PART Express/National Express bus operator. Mr. Gilley was one of over 70 public bus drivers who participated in this year's event. He placed 3rd in the LTV Division. He has been operating PART vehicles for over a decade. The event, while recognizing the state's top operators and their skills, also emphasizes safety. This year, NCPTA/NCDOT provided workshop training on wheelchair securement, which will equip drivers with the needed training to secure passengers safely in wheelchairs while riding on buses.

Congratulations J.W.!



PART Celebrates 10 Years of Service

2012 marked the 10th anniversary of PART Express services. PART celebrated the day with a rider appreciation event at the PART HUB on Regional Road. PART Express riders received refreshments and multiple "Thanks for riding" from the PART staff. PART ridership has grown from 30,642 in Fiscal Year 2003 to 475,481 in Fiscal Year 2013. The number of PART routes has increased from three routes in the first years of operation, up to twelve routes in Fiscal Year 2013. During FY '11 the PART Express hours of service had expanded to over 60,000 hours of service on an annual basis. Since that time we have had two fare increases and substantial cuts in service to around 35,500 revenue hours presently. Even with these fare increases and cuts in service ridership has remained very strong with only a slight reduction in FY '13. PART customers have been a driving force behind the steady ridership. As the Piedmont Triad Region continues to evolve, PART Express looks forward to enhancing the Piedmont Triad Region with transportation solutions.



GUILFORD COUNTY TRANSPORTATION

During Fiscal Year 2013 PART provided over 64,000 hours of service and 137,479 passenger trips for Guilford County residents. This was a monthly average of 5,339 hours of service and 11,457 passenger trips. Service was provided between 4:00 am and 7:00 pm weekly Monday through Saturday. PART utilized 34 cut-away buses and vans to provide this service. These trips included:

- Non-emergency Medical Appointments
- Dialysis Center Transportation
- Employment and Workforce Transportation
- Continuing Education Transportation
- Senior Service Transportation



107 Arrow Road
Greensboro, NC 27409

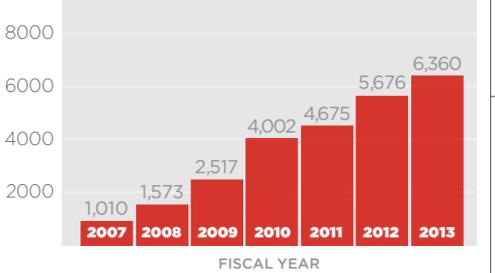
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2013 TRIAD COMMUTE CHALLENGE

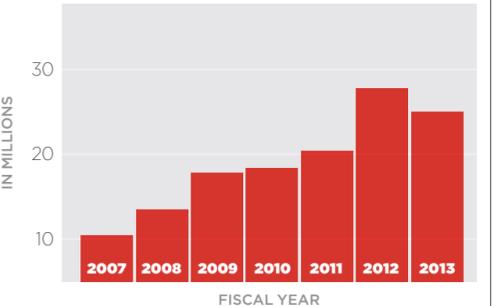
PART, along with Triad Air Awareness, hosted the 7th Annual Triad Commute Challenge. The Challenge kicked off on April 6th with the Commuter Dash 5k race in High Point and concluded on July 6th. During the three month campaign, the Piedmont Triad region was encouraged to use alternate commute options instead of driving alone. The response was tremendous, representing the most successful Challenge to date! 6,360 people took the Challenge, representing 586 employers, colleges and universities.



Triad Commute Challenge Pledges



TDM Vehicle Miles Traveled (VMT) Reduction (MILES)



Transportation Demand Management

PART's Transportation Demand Management (TDM) Program supports a wide range of transportation options for commuters with the overall goal of reducing the number of Vehicle Miles Traveled (VMT) in a single occupancy vehicle. These options include telecommuting, walking, biking, carpooling, vanpooling and riding the bus. During FY 13, PART's TDM efforts reduced vehicle miles traveled (VMT) by 25,272,756 miles which is 131% of the annual goal set forth by the North Carolina Department of Transportation. Vanpools continue to be a flexible option for commuters who agree to share the ride to and from work. The Program operated 56 vanpools this year.

Meet Brent McKinney, Retired Executive Director of PART



Brent McKinney, P.E., has a long and proud tradition as an active advocate to the transportation profession. He has spearheaded transportation planning in the Triad for more than 30 years. Known as a passionate speaker and energetic leader, McKinney has championed consistent contributions to the transportation field throughout his career. A graduate of N.C. State University and Purdue University with degrees in Civil Engineering, McKinney began his career with the North Carolina Department of Transportation. In 1979, he began working for the City of Winston-Salem, eventually becoming the City's first Transportation Director. In 2001, McKinney became the founding Executive Director of PART, a position he held for the next 11 years until his retirement in November 2012.

McKinney has been an adjunct Professor of Civil Engineering at North Carolina A&T State University in Greensboro for several years. He is a past President of Institute of Transportation Engineers Southern District. McKinney has been awarded the Marble J. Hensley Award for outstanding service to the Transportation Profession, the Robert J. Dodge Professional Image Award from the NC Institute of Transportation Engineers, the R.V. Moss Lifetime Service Award, the Herman Hoose Individual Service Award - Southern District USA, and the NC Governor's Award for Outstanding Service to Public Transportation in North Carolina.

PART wishes to express its gratitude to Brent for his commitment and important contributions to the growth and development of the organization. His in-depth knowledge, experience and leadership has been greatly valued.



Annual Report Fiscal Year 2013

Message from the Chair

Dear PART Board, Members, Customers:
To state that PART has experienced change this past fiscal year would be an understatement. Having been a PART Board member for many years I have seen many great Regional Programs and Services developed over the past 15 years since PART's enabling legislation was enacted.



While economic markets change, legislative priorities get modified, elected leadership develops new visions and people retire or transfer to new careers; the PART organization has always focused on Regional Transportation and continues to strive for developing beneficial programs and services for our member agencies, citizens and visitors of the Piedmont Triad.

PART has experienced financial hardship over the past two years, and regulatory compliance reviews from federal and state agencies. I am pleased to state that the PART organization has met all compliance review criteria and has emerged a stronger and more energized agency. PART has increased its fiscal controls and accountability with the implementation of a new accounting program and internal controls. While reliable revenue sources have not been committed by all local governments for the long term support of all Regional Transportation initiatives of the Piedmont Triad region; progress and opportunities continue to be identified. Equally important is the fact that PART is operating within balanced budgets and maintaining conservative financial obligations to allow for steady growth and identified capital investments.

The PART Express system has seen stable ridership numbers for FY2013 at nearly 500,000 passenger trip. PART Express has employed a new management and operations contractor for PART Express to assist in cost savings for the organization while enhancing our service delivery to our customers. Moving forward PART Express is planning to expand service in active corridors that have unmet needs for our traveling public.

The PART TDM program has flourished this past fiscal year by expanding our vanpool leasing to 56 vehicles. PART TDM and the Regional Vanpool / Carpool program has reduced over 26,124,996 vehicles miles traveled during FY2013 and improved air quality by reducing 52.1 tons of NOx emissions. The PART TDM program entered into the 7th year of the annual Triad Commute Challenge with an increasingly higher goal to reduce single occupancy operated vehicles in the region. Every year the goal has been met and this year's goal is to reach more than 6,000 citizens who will pledge to utilize alternative modes of transportation.

The Triad Sustainability Planning project is entering its third and final year. The Land Use and Transportation planning project, "Piedmont Together" has brought multiple levels of coordinated and cooperative planning initiatives to the forefront. Whether it relates to jobs, demographics, green infrastructure, housing, food or transportation; Piedmont Together has brought citizens, governments, businesses and special interest groups together. Moving forward, this initiative offers great opportunities for the entire Piedmont Triad region to create a regional vision and key strategies to develop regional plan elements for government and private sector developments.

The PART Regional Planning programs related to Travel Demand Model Management, Air Quality Awareness and Conformity, Piedmont Triad Professionals Forums training and symposiums, have continued to offer benefits to our partnering agencies. The cooperative, comprehensive and coordinated transportation planning efforts at PART to enhance the transportation systems of our member agencies are alive and well with great movement forward in the future.

The PART organization has restructured our management team and departments. New staff and skilled professional leadership have moved the organization forward in a constructive manner to re-establish purpose, mission and goals related to our enabling legislation. Moving forward in the right direction is a new found focus at PART and our successes to date and those forthcoming are only achievable with the support and direction of the PART Board of Trustees, member agencies and partners at both state and federal levels. Regional Transportation makes sense, and PART is moving onward to be a key participant in developing and offering solutions to enhance our transportation systems of the Piedmont Triad Region.

Sincerely,
Rebecca R. Smothers
PART Chair



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NEW BEGINNINGS

PART Selects New Executive Director



In January 2013, the Board of Trustees of the Piedmont Authority for Regional Transportation (PART), selected Scott Rhine as its new Executive Director. Mr. Rhine has 23 years of transportation experience and has been with PART for the last 13 years. Previously

he worked at North Carolina Department of Transportation.

"I am very thankful to the PART Board of Trustees for giving me this opportunity to serve as the PART Executive Director and excited to continue our work in the Piedmont Triad to enhance our region's transportation systems" said Mr. Rhine.



YOUR FUTURE COULD BE RIDING WITH US...

Travis Pierce and Tamel Evans were daily commuters on PART Express. They began a conversation one day. One thing led to another, they fell in love and became engaged. They married in the spring of 2013. Congratulations Travis and Tamel! The PART family wishes them both much happiness and a blessed future together!

Piedmont Authority for Regional Transportation 2013 BOARD OF TRUSTEES



New Headquarters for PART!

In October of 2012, the Piedmont Authority for Regional Transportation relocated its administrative headquarters to 107 Arrow Road in Greensboro. Preliminary planning for the regional call center and new office space began in February of 2012 with scope of work presented and architectural drawings completed in March.

After a bid process, D.H. Griffin was selected to manage the construction of the Arrow Road building. PART had acquired the Arrow Road building in 2010 and the decision was made to renovate the existing building to house the PART administrative staff and future regional call center. Construction began in April

with the exterior and interior of the building being completely renovated and up fitted for office, conference, and call center space.

Construction of the new facility was completed in September 2012 and the office move scheduled for October. The move was a smooth transition for the PART staff who packed up their office and personal belongings and made the 2.4 mile move easily with the help of Two Men and a Truck.

"Relocating the PART administrative office was an enormous undertaking but everything went very smoothly thanks to the extra effort and cooperation of management and staff," said Lisa Chislett, PART Marketing and Communications Manager.



PIEDMONT TOGETHER Working Towards a Regional Vision

In the spring of 2011, the Piedmont Triad undertook an ambitious, 3-year planning effort designed to strengthen our region by strengthening each community in our region. Formerly referred to as the *Sustainable Communities Planning Project*, **PIEDMONT TOGETHER** takes a comprehensive look at the potential impacts of *jobs, housing and transportation choices* on the lives of citizens within our 12-county region. Hundreds of project participants from communities throughout our region are working together to identify opportunities and develop practical solutions for creating a stronger local economy, healthier and more livable communities and a greener environment. These efforts are not just about making our region more competitive – they are focused on making the Piedmont Triad a true *winner* in the new global economy.

TOP STRENGTHS

- Excellent higher education opportunities
- Viticulture and Productive Farmland
- Access to Excellent Health Care
- Scenic and Recreational Resources
- Small Town Charm
- Strong volunteer & religious organizations that help create a sense of community
- Good highways & utilities to support job creation & economic development

TOP CHALLENGES

- Lack of transportation options in communities & regionally
- The "New Economy" – post-manufacturing, high tech
- Abandoned Job Centers – unused mills & shopping centers
- Capitalizing on Assets – supporting existing small businesses
- Healthy Communities – transportation options & open space
- Sidewalks & Bike Lanes – mobility and recreation
- Access to fresh food sources
- Energy Conservation – construction, restoration, re-use

By the spring of 2012 hundreds of people had attended civic forums held throughout the region to generate a list of regional strengths and challenges. Combined with a wide range of factual information, this grassroots stakeholder input was used to generate the following *reasons to care* about the future of our region.

REASONS TO CARE ABOUT THE FUTURE OF OUR REGION

- 1 THE NEW ECONOMY** Nearly 350,000 new jobs will be added to the region by 2040. But they are not the jobs of the past; they will require a much more educated workforce.
- 2 TRANSPORTATION CHOICES** The lack of transportation choices is causing families and businesses economic hardship in the region.
- 3 HOUSING MARKET** Current housing choices are not keeping up with the demand of a changing housing market or proximity to goods, services and jobs.
- 4 DEMOGRAPHIC CHANGES** – More planning is needed for the area's aging and increasingly diverse population.
- 5 SCENIC, RECREATIONAL AND NATURAL RESOURCES** The region's natural resources, one of its strengths, are frequently threatened.
- 6 FARM AND FOOD SYSTEMS** The desire and market for local fresh food is on the rise, yet the Triad is losing working farm and forestry lands at an alarming rate and the local infrastructure for food processing and distribution is lacking.
- 7 REGIONAL COOPERATION** Regional cooperation and coordination is critical to the future economic prosperity of the region.

On Thursday October 25, 2012 more than 150 stakeholders and community leaders from across the Piedmont Triad gathered at the Old Salem Event Center for a regional Livable Communities Summit. Interspersed among the speakers, attendees answered a series of survey questions. Using audience participation devices, participants voted and were then able to review and discuss their responses with one another in real time. Survey questions were based on the *top strengths and challenges and reasons to care about the future of our region* shown below. Presented as **IF / THEN STATEMENTS**, each question invited survey participants to explore and prioritize the potential impacts on our region, based on alternative future scenarios and a variety of possible planning, policy and program choices to be made by communities in our region. Also at the Summit attendees renamed the project. Previously referred to as the Piedmont Triad Sustainable Communities Planning Project, the attendees voted to rebrand the project – Piedmont Together. Then the project team conducted a contest and selected a logo to match the new name.

Then in March 2013, Piedmont Together held its second round of civic forums throughout the region. At the forums attendees participated in the SURVEY. The SURVEY was also available on Piedmont Voice and administered to a community group. In total 198 persons took the survey. The results of the survey are being used to help guide the project's on-going scenario modeling efforts and to set priorities concerning the most important factors to be measured in the regional model.

Data collected from the If-Then survey was used to develop narratives of three possible futures for the Piedmont Triad. Feedback on these narratives will be used to refine the possible Piedmonts. Additionally the region will be asked to submit action items and tactics to move the region away from the bleak future Mother Mary has and toward a more prosperous future as depicted in Stormin' Norman and Carolina, and The Tech Twins. Over the next 6 months the project will formulate regional strategies and an implementation plan. A second Livable Communities Summit is planned for Fall 2013. Please go to **TRIADSUSTAINABILITY.ORG** to view all project studies and progress reports.

