

2017 ANNUAL REPORT

FISCAL YEAR JULY 1, 2016 – JUNE 30, 2017



Celebrating
20 years
Connecting
Communities
1997 - 2017



Dear PART Board, Member Agencies, Customers:

It was a momentous year for the Piedmont Authority for Regional Transportation (PART), which saw major milestones of capital investments and regional program advancements. From completing the state of the art Coble Transportation Center, to updating the PART Express routes and schedules, PART continues to provide regional mobility service and resources for our customers and member agencies. On behalf of the PART Board of Trustees, I would like to commend our hard-working staff and regional partners for a robust year of achievement.

The newly completed Coble Transportation Center opened to the public on Monday, July 3rd. The Coble Center now serves as the center-point of PART Express with revised routes, expanded hours, and a simplified fare structure.

The Commuter Resources department rolled out the PARTnership program: A full service resource for major employers in the Triad, assisting them in identifying and implementing more efficient alternatives to their employees commuting alone. Our Vanpool program replaced aging fleet vehicles, and currently manages the operations of over 50 vanpools in the region. The Piedmont Transit Resources Call Center continues to serve our region, this year answering over 85,000 calls from citizens inquiring about public transportation services and mobility options.

PART and our planning partners completed phase II of the regional freight study with the development of a planning model to better understand freight and truck movements in the region. More generally, we celebrated the 15th year of using the Piedmont Triad Regional Model (PTRM), working with the NC Department of Transportation and the Triad's Metropolitan Planning Organizations to manage critical data projections for future transportation planning.

The economic future of the Piedmont Triad requires an efficient regional multimodal transportation system. The PART Board of Trustees celebrates our successes of the past year in advancing transit alternatives for the Piedmont Triad region. We look forward to another successful year.



Thank you for being an important PART of this work.

Dan Besse

*PART Board Chair
Council Member, City of Winston-Salem*



ACHIEVEMENTS OF THE BOARD OF TRUSTEES

- Awarded \$4.3M Contract for Phase II of Coble Center and Achieved 21% of Minority, Women Owned, and Disadvantaged Business Enterprise for participation in Phase I and II construction project
- Purchased \$4.2M in Replacement Buses for PART Express which will go into service later this year
- Expanded Federal funding to support PART Express services provided to the general public as well as local revenue option in Alamance County
- Continued to promote the benefits of Regional Transportation in the Piedmont Triad
- Developed and adopted a Capital Reserve Program which further strengthens financial stability for PART
- Introduced 4 new members representing local municipalities to PART Board and expanded membership to PART Board committee's

BOARD OF TRUSTEES

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Winston-Salem City Council

VICE-CHAIRPERSON

Leonard Williams
Burlington-Graham
Transportation Advisory
Committee

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County

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NCDOT Board of Transportation

Andrew Perkins
NCDOT Board of Transportation

R. Michael Wells Sr.
NCDOT Board of Transportation

PART Board of Trustees 2017

FINANCIALS

PART has again achieved a superior audit report. Dixon Hughes Goodman LLP conducted the audit of PART's financial statements for the Fiscal Year ending June 30, 2016 and issued a report showing a clean opinion. This is a direct result of hard work and diligence by the PART Board and Staff over the past several years.

In FY 2017 the PART Board adopted an ordinance to establish a Capital Reserve Fund Policy in order to formalize a mechanism to meet future capital requirements. PART continues to remain dedicated to the implementation of sound financial policies and procedures while staying abreast of changing regulations and ensuring accurate financial data.

PART embraces the development and support of the local workforce by investing up to 80% of the expense budget into local, state and national vendors and suppliers.



FISCAL YEAR 2017 BUDGETED EXPENDITURES

\$14,519,492

Audited Expenditures

FY 2014	FY 2015	FY 2016
\$8,687,076	\$8,213,409	\$9,296,809

An Investment in the Community

80% of the expense budget into local, state and national vendors and suppliers



BY THE NUMBERS

21

Million Vehicle Miles Reduced



15

Express Bus & Shuttle Routes



51

Vanpools in Operation



85,116

Calls Answered in Regional Call Center



27

Park & Ride Lots



438,859

Annual Passenger Trips



1,063

Vehicles Off the Road Daily



82

Employees on PART Staff



Scan to Watch We Are PART Video and learn more about us

GRAND OPENING OF COBLE TRANSPORTATION CENTER

The PART and Board of Trustees honored and remembered Howard Coble at the Ribbon Cutting Ceremony on May 17th for the Coble Intermodal Transportation Center. The Grand Opening of the facility was on July 3rd.

The facility is named in honor of former US Congressman Howard Coble for his decades of public service to the citizens of NC, and for his support of mobility choices in the Piedmont Triad. The transportation center serves as the main hub for PART Express Bus Routes and Airport Area Shuttles that connect the Piedmont Triad Region to Piedmont Triad International Airport, Amtrak, Greyhound, and City Transit Agencies.

“The PART Agency and the PART Board of Trustees are honored to dedicate this new Intermodal Transportation Facility (ITC) being named after a Great man, Congressional Leader, and enduring friend J. Howard Coble. Our PARTners from the Federal Transit Administration and NCDOT have provided the opportunity for the extraordinary construction by our General Contractor, Bar Construction, to build this impressive facility in remembrance of Congressman Howard Coble for many years into the future.” –Scott Rhine, PART Executive Director

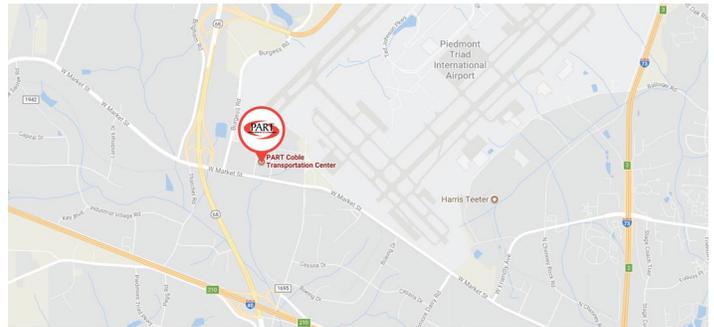


Scan to see Ribbon Cutting Video

Coble Transportation Center Facts

- 12 Bus Slips with 13,000 Sq. Ft. Canopy**
- 2,000 Sq. Ft. Passenger Terminal with Seating for 25 People, Vending, and Restrooms**
- 50 Parking Spaces in Park & Ride Lot**
- 16,390 Sq. Ft. Maintenance Facility on Site**

Other Amenities: WiFi Available, Charging Ports in Seating, Digital Displays for Information, ATM On Site, Plug-In Electric Vehicle Charging Station



Scan for a Video Tour of the New Facility

CHECK OUT

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PART Rider Demographics

Gender

Male 50% Female 50%

Age

16-24 14% | 25-34 23% | 35-49 30% | 50-64 29% | 65+ 3%

Race

Black-African American 66% | White/Non-Hispanic 25% | Hispanic Latino 4% | Other 5%

Employment Status

Full Time 53% | Part Time 15% | Student 6% | Other 26%

Annual Household Income

<\$10k 33% | \$10k-\$25k 27% | \$25k-\$35k 8% | \$35k-\$50k 14% | \$50k-\$70k 9% | +\$70k 9%

55%

Do not have a Driver's License

83%

Very Likely to Continue Riding PART

37%

Have Used PART for 1-3 Years

92%

Satisfied with PART Services

81%

Very Likely to Recommend PART to Friend of Colleague

77%

Would Use Saturday Service if available on Routes 1,2,3

Results Based on On Board Survey August 2016



PART Operator of the Year

Congratulations to Mr. Ricky Franklin, the PART Express Operator of the Year for 2016. Ricky joined our team in June of 2014 and has become a very valuable employee. He has a great personality, cares about his passengers and always is there to assist them and get them to their destinations on time. Thank you Ricky, for setting the highest Standard of Excellence.

PART Express Regional System

PART EXPRESS

PART strives to provide convenient, efficient, and viable transportation options that are fiscally responsible and sustainable. **Ridership for Fiscal Year 2017 was 438,859 Passenger Trips.** With almost 15 years of service and the benefit of ridership and demographic data available to us, PART reviewed our entire commuter express service, and implemented service changes to correlate local financial support, and commuting patterns of our customers. The new route system is a result of on-board surveys, customer satisfaction surveys, and comprehensive transit planning.

Customer feedback, service requests, financial and service implications were considered in proposing the changes. These changes which were effective July 3rd included: Adjusted PART Express Routes, Adjusted Fare Structure, and the opening of the new Coble Transportation Center (CTC) at 8310 W Market Street. This new fare structure standardized the fare for all PART Express Routes. New passes were introduced including an All Day Pass and a discounted 10 Ride Pass. Find out more at www.partnc.org/refresh.



Scan to Watch Who Rides the Bus Video

7,492,100 vehicle miles reduced thanks to PART Express



NCDOL Safety Awards

PART and National Express were presented Gold Safety Awards by the NC Department of Labor for the 2nd year in a row.

FOR OUR CUSTOMERS



Commuter Resources

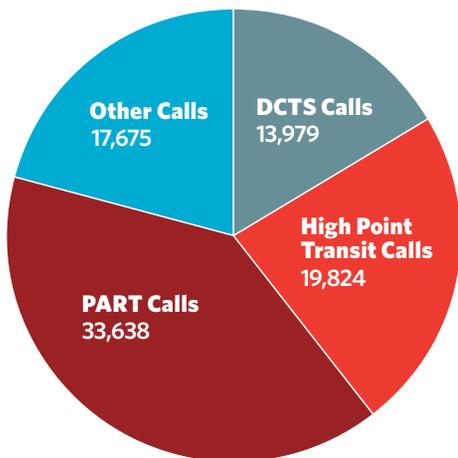
Educating on, advocating for, and providing alternative transportation strategies to reduce single-occupancy vehicle trips in the Triad.

The Commuter Resources department has continued to serve as a resource for commuters interested in riding transit, carpooling, or vanpooling in the Triad.



Piedmont Transit Resources Call Center

The Piedmont Transit Resources Call Center team answered over 85,000 calls on inquiries related to PART Express, Davidson County Transportation Services, and High Point Transit through the Regional Call Center.



85,116 Piedmont Transit Resources Answered Calls for FY2017

PARTnership

Fiscal Year 17 launched the department's new PARTnership program. The goal of this initiative was to increase employer-based participation in the promotion of Transportation Demand Management strategies.

This new outreach approach resulted in over 40 employer meetings and presentations and are laying the groundwork for increased awareness of the benefits of alternatives in the Triad.

Find out more at www.partnc.org/partnership



Scan to Watch PARTnership Video and learn more about the program

13,915,440
vehicle miles reduced thanks to PART Vanpool

51 Vanpools in Operation	451 Average Number of Vehicles Off the Road Daily	502 Average Number of Daily Riders
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DID YOU KNOW?

53% of employees will choose a job based on the commute	9% of employees will leave a job because of their commute
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Offering a Commuter Transportation Program at your Worksite can:

- Increase employee benefits package.
- Assist in Recruitment & Retention.
- Help employees save money.
 - Increase employee income without increasing pay!
- Meet sustainability goals.

Source: salary.com



FOR OUR REGION

Regional Bus Advertising

A regional advertisement network has been formed by joining forces between PART, Greensboro Transit Authority (GTA), Winston-Salem Transit Authority (WSTA) and High Point Transit System (HPTS). Street Level Media represents all four bus agencies in the Triad market. The combined markets represent one of North Carolina's largest transit advertising systems, with over 120 buses. This is a gigantic advertising opportunity for businesses in these metro areas, with a combined population of over 1.6 million people.

Companies can purchase ads on PART buses that are seen throughout the region. The revenue from this advertising at PART will be targeted toward the development of bus shelters, benches and other passenger amenities at key locations throughout its system. These amenities will make riding the bus more convenient and comfortable than ever.

To find out more about on bus advertising contact Street Level Media at (910) 323-9306 or visit www.partnc.org/ads.



2 New Plug-In Electric Stations



PART applied for and was awarded grant funds in January 2017 for purchase and installation of two public electric vehicle charging

stations that will be located in the cities of Burlington and Mebane. The charging stations are funded by Duke Energy and are part of the company's 200 public charging stations that are being installed around North Carolina.

On behalf of communities within the Triad, PART provides assistance with installation of Plug in Electric Vehicle Charging Stations.

This program includes the acquiring funding for the purchase and installation of stations, usually from State and Federal Grants. PART then coordinates the purchase, identification of an appropriate location, and the installation of the stations in partnership with the communities. Once operational these stations are owned and operated by the community for public use.

Find out more at www.partnc.org/ev.

NC By Train Last Mile Initiative

A new bus-rail partnership gives passengers on the NC Rail/Amtrak Raleigh-to-Charlotte (Piedmont train) rail corridor the option of a free pass to help them reach their final destination through public transportation. To get a pass, rail passengers need to request it from conductors while on board and present it when boarding the transit partner's bus. Use of the pass is only good on the passenger's day of travel.



Rail passengers will now be able to reach their local destination through public transportation after getting off the train by using a transit pass, made possible through a partnership between the N.C. Department of Transportation Rail Division and 11 local transit systems along the Raleigh-to-Charlotte rail corridor. For more information visit www.partnc.org/lastmile.

Piedmont Triad Freight Study



Phase II of the Piedmont Triad Freight Study was completed in January 2017. It focused on the development of an advanced freight model which includes 1) a Regional Freight Truck-

Touring Model, 2) a Regional Commercial Vehicle Touring Model, and 3) a Long Distance Freight Flow Model. Phase I was completed in May 2015 and Phase III will begin in Fall 2017. It will consist of the collection of local freight movements in and through the region, and a calibration of the model to the local data. While the model can give a glimpse into regional freight movements, effective planning will require that local data be incorporated.

Creating better data and models will enable state, regional, and local planners to better predict freight movement trends, and make more informed project investment decisions. The end result of this study will be information that can be used to inform land use planning, transportation planning and project prioritization, and help to understand the dynamics between congestion and freight. Find out more at www.partnc.org/regional-planning.

"The Tour-based freight model is able to give detailed truck movement information because it captures the truest nature of vehicle movement (tour choice) decisions. Therefore, the model allows truck tour-based microsimulation to more accurately forecast truck movement at a local level. In addition, the tour-based freight model is utilized as a useful tool for freight vehicle related policies."

John Kim, PhD PART Regional Transportation Modeler

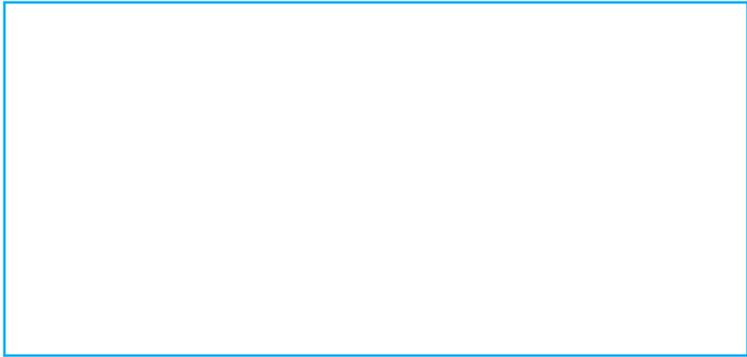


PIEDMONT AUTHORITY
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PART has always been there to provide safe, reliable, comfortable, and quick service to my family. And just as importantly, that service was always friendly and kind. PART has been a very important part of not just my life, by my whole family's life the past year.

My family and I became homeless this past October, and as such, were displaced from High Point to Greensboro to live in a shelter. Because of PART's services, we were still able to get our daughter to school from Greensboro to High Point on time daily.

We always received warm smiles, even at 6:00 in the morning when hardly anybody smiles. Riding the PART bus was always a small bright spot in an otherwise difficult situation. And PART's exceptional customer service always set a positive tone for our day.

-Alissa M. Evans

I love PART. The courtesy you display daily during my morning and evening commute is top notch. Thank you for the support you show veterans. So thankful for PART for connecting our region and making it one big community.

-Wil Bethea Jr.



AT A GLANCE

