



2018 ANNUAL REPORT

FISCAL YEAR JULY 1, 2017 – JUNE 30, 2018



CONNECTING COMMUNITIES

Dear PART Board of Trustees, Member Agencies, Customers:

As a productive year for the Piedmont Authority for Regional Transportation (PART) has drawn to a close, there are many accomplishments worth recalling. Most notably, this fiscal year marks the one-year anniversary of opening the Coble Intermodal Transportation Center (CTC), and the completion of the CTC phase II development that included the maintenance and operations facility. PART staff continue to provide valuable services and resources for our customers and member agencies. I would like to commend both staff and the PART Board of Trustees for a vigorous year of achievement.

This past fiscal year included the modification of all PART Express bus and shuttle routes, the addition of eight new buses, re-branding the PART Express fleet, simplifying our passenger fare structure, and expansion of service on Routes 1, 2, 3, 4, and 5. The CTC opened to the public on July 3, 2017 and now serves close to one thousand riders per day. Passengers enjoy the new terminal amenities including WiFi and USB charging stations as they wait to make their daily transfers in utilizing PART Express to connect with Triad communities. In October of 2017 the opening of PART's new maintenance facility completed our CTC campus.

The Commuter Resources department continued to further engage employers in the Triad through the PARTnership program by highlighting the employer and employee benefits of alternative modes of transportation. Local PARTnerships have been established by working with various universities and businesses to develop their own Share the Ride NC carpooling portals. More than 50 PART Vanpool groups help us save close to 13 million miles of single occupancy travel on our roadways by providing a flexible and cost-saving option for Triad commuters.

With the support of NCDOT and local Metropolitan Planning Organizations (MPOs), PART has increased staff resources directed at regional travel modeling. The Piedmont Triad Regional Model (PTRM) is developing the first freight activity based travel model in the State of North Carolina, and is in the process of incorporating a new planning tool to manage land use data in the transportation planning footprint. This planning tool will also enable our region to explore various growth scenarios and the impacts land development has on the transportation infrastructure.

I challenge my fellow Triad residents who have not yet taken advantage of PART's multiple transportation options to give them a try. Ride PART Express to attend a meeting or event in another city, connect with Amtrak or the Piedmont Triad International Airport, or take a day trip over the weekend. If you regularly commute between cities, try using PART Express for a day. Share your experience with PART at contactus@partnc.org so we can better manage our services to meet your needs. Even occasional riders save money and enjoy a relaxed and stress-free trip.

All of our staff and Board of Trustees at PART appreciate the opportunity to serve our riders and our communities, and we look forward to continuing to improve our service over the coming year.

Thank you,

Dan Besse

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



ACHIEVEMENTS OF THE BOARD OF TRUSTEES

- **Implementation of a Capital Reserve Fund**
- **Expansion of our tax district**
- **Active participation in Board Committees**



PART Board of Trustees 2018

BOARD OF TRUSTEES

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NCDOT Board of Transportation

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NCDOT Board of Transportation

FINANCIALS

Reliable financial reporting, and balanced revenues against expenditures is a main focus for the Finance Team at PART. For Fiscal Year (FY) ending June 30, 2017, Dixon Hughes Goodman conducted the financial audit and has again issued a report showing a clean opinion. Adhering to sound financial procedures, policies and statues as well as an engaged PART Board of Trustees continues to reinforce our commitment to excellence.

In FY 2018, PART implemented the Capital Reserve Policy transferring \$908,000 from Fund Balance and restricting these funds to capital purchases only. This policy reaffirms the Board's commitment to enhancing our public transportation infrastructure by establishing funds to meet future capital requirements. The Board also adopted new policies and procedures allowing us to utilize the Local Government Commission (LGC) Preaudit exemption for electronic transactions. PART continues to stay abreast of changing regulations ensuring accurate financial compliance.



BUDGETED FUND BALANCE FISCAL YEAR 2018

\$6,055,491

Audited Fund Balance Comparison

FY 2014	FY 2015	FY 2016	FY 2017
\$4,690,444	\$5,624,912	\$6,438,883	\$6,465,796

An Investment in the Workforce

89% of the \$12.8M PART budget is utilized for local, state and national vendors and suppliers.



BY THE NUMBERS

20

Million Vehicle Miles Reduced

16

Express Bus & Shuttle Routes

51

Vanpools in Operation

116,853

Calls Answered in Regional Call Center

28

Park & Ride Lots

439,472

Annual Passenger Trips

1,097

Vehicles Off the Road Daily

81

Employees on PART & National Express Staff



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

PART EXPRESS REFRESH SETTING THE STAGE

Our cities and towns thrive, working and growing together. PART Express contributes to our sense of community by connecting all of us within our region. PART Express has evolved and continues to move into the future of transporting our passengers and connecting communities. **Ridership for Fiscal Year 2018 was 439,472 passenger trips.**

The “ReFresh” of PART Express with improved PART Express Routes, fare structure and opening of the new Coble Transportation Center (CTC) facility set the stage for this fiscal year. July of 2017 marked the grand opening of the CTC facility, with the Operations/Maintenance building finishing with construction last Fall. Throughout the past year PART Express services have been enhanced and expanded to suit the needs of our growing community. PART Express Routes 1, 2, and 3 connecting Winston-Salem, Greensboro, High Point, and the Airport Area now run throughout the day until 9:00pm allowing even more opportunity for passengers to ride that work later shifts.

For many years PART Express passengers have requested for service to run on the weekends. This convenient transportation option that connects the region Monday-Friday was needed on Saturdays for work trips and other necessary travel. This was the top request from PART passengers on recent customer surveys. On February 3, 2018 PART was able to turn that dream into reality with Saturday Service on Routes 1, 2, 3, and Airport Area Shuttles from 7:00am-7:00pm. For the first month of Saturday Service passengers were encouraged to ride with free fare Saturdays in February.

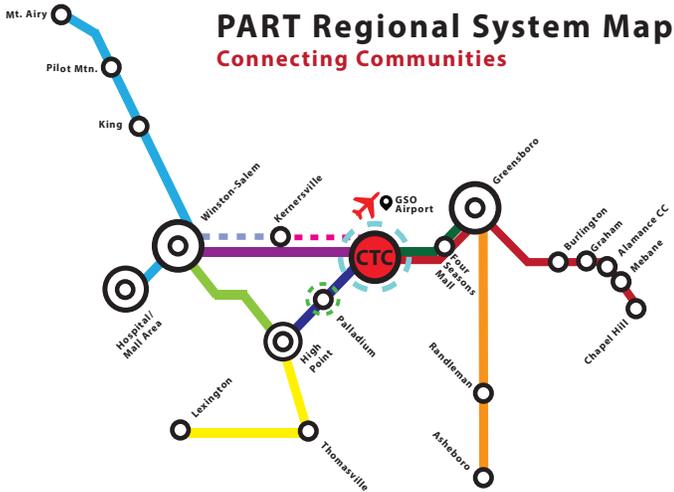
Come by and visit the CTC at **8310 West Market Street, Greensboro** and give the service a try. Passengers who ride daily see a huge savings in their transportation costs, even if you choose to ride a few times a week it is a great way to reduce stress and do your part in keeping our environment clean for future generations. As our region continues to grow this connection will be even more important and necessary.

Visit www.PARTnc.org to find all the route and schedule information or give us a call at 336-883-7278 to plan your trip today.



Scan to see
PART Express
Commercial





PART Express Regional System

WHAT'S HAPPENING

- Fresh and Trendy New Buses:** Hitting the roads in the Fall of 2017 were eight 40-foot New Flyer Xcelsior Buses. The vehicles have USB Charging ports for passengers to conveniently charge cell phones and other devices. These new buses featured a fresh paint scheme with pops of red and white on the traditional black buses PART is known for. They surely make an impression when driving down the interstate. The remaining PART Express Fleet of Orion buses have been up-fitted with this new design as well, creating a nice visually appealing fleet of vehicles.

6,982,500 Vehicle miles reduced thanks to PART Express



Scan to Watch
Cost Savings
Commercial

Do you know how much you are spending driving to work? For most of the Triad it's about **25%** of monthly household income.

PART Rider Demographics

Gender

Male 37% Female 60%

Age

16-24 4% 25-34 12% 35-49 29% 50-64 44% 65+ 11%

Race

Black-African American 47% White/Non-Hispanic 42% Hispanic Latino 1% Other 10%

Employment Status

Full Time 70% Part Time 10% Student 3% Other 17%

Annual Household Income

<\$10k 12% \$10k-\$25k 17% \$25k-\$35k 10% \$35k-\$50k 11% \$50k-\$70k 11% +\$70k 16%

33%

Do not have a Driver's License

86%

Very Likely to Continue Riding PART

30%

Have Used PART for 5 Years or More

88%

Satisfied with PART Services

75%

Very Likely to Recommend PART to Friend of Colleague

68%

Would Use Mobile Technology for Bus Pass



The New Flyer Xcelsior Buses hit the road in the Fall of 2017 with a fresh new design for the fleet.

Results Based on Customer Satisfaction Survey 2018

FOR OUR CUSTOMERS



Commuter Resources

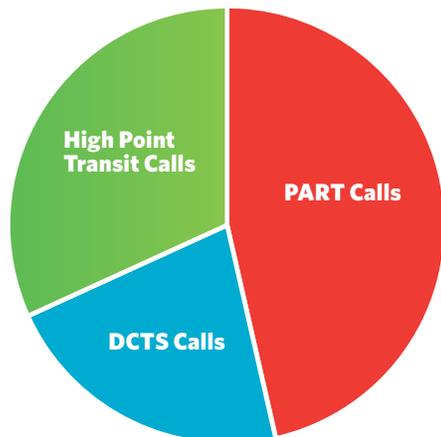
Educating on, advocating for, and providing alternative transportation strategies to reduce single-occupancy vehicle trips in the Triad.

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



Regional Call Center

The Piedmont Transit Resources Call Center team answered over 116,000 calls on inquiries related to PART Express, Davidson County Transportation, and High Point Transit through the Regional Call Center.



116,853 Answered Calls for FY 2018

PARTnership

44

Employer Activities

19

Commuter Activities

15

Networking Activities

36

Partner Agency Activities

The PARTnership is a FREE full service resource for major employers in the Triad with customizable transportation options for employees. Contact us today at partnership@partnc.org or visit www.partnc.org/partnership.



Scan to Watch Vanpool Testimonial Video



12,982,032

Vehicle miles reduced thanks to PART Vanpool

51

Vanpools in Operation

426

Average Number of Vehicles Off the Road Daily

477

Average Number of Daily Riders



IN THE NEWS

337

Share the Ride NC Carpool Registrants

52%

Increase in STRNC Registrants

ShareTheRideNC.org is a statewide rideshare matching service which allows commuters in North Carolina to quickly and securely find other individuals interested in carpooling or vanpooling.



FOR OUR REGION

Business 40 Closure Mitigation Strategies

When Business 40 through downtown Winston-Salem closes down in November of 2018, PART will be at ready to provide alternatives to the stress of dealing with the anticipated traffic congestion. Traffic patterns will be disrupted causing detours and delays on to local streets specifically to the south, southwest and northwest of downtown. PART will be providing enhanced regional commuter bus service, promoting van pools and other alternatives to driving into downtown Winston-Salem. These measures are designed to reduce the number of single occupant vehicles coming into downtown, relieving congestion to provide quicker travel for emergency service vehicles and multiple occupancy vehicles.

Enhanced commuter bus service will include additional service from Pilot Mountain and King in the US 52 corridor along Route 6 Surry County Express; all day 45-minute service on Route 17 from Kernersville to Winston-Salem; and a 30-minute shuttle service serving the Clemmons and Lewisville areas. This service will begin several weeks before Business 40 closing. Downtown businesses and service providers will have the option of participating in an incentive program called PARTnership. The program will provide reduced vanpool and transit fares for employees. These services will be available several weeks prior to the closure and continue until the highway reopens. Find out more at www.partnc.org/biz40.



Regional Trainings

PART recognizes the importance of training and professional development. In fact, the Federal Transit Administration and North Carolina Division of Transportation (NCDOT) requires training related to transit operations, safety, security, and regulatory law. It is also important for PART staff to be informed about new technologies, cutting edge modeling tools, transit planning and ridership trends. To that end PART has assisted with or coordinated the following opportunities last year:

- Transit Oriented Development - National Transit Institute - Regional
- Active Shooter Training - City of Greensboro Police - Regional
- Piedmont Transportation Forums - Staff Support Two Events - Regional
- Workplace Harassment Training - PART HR Administrator - Internal
- North Carolina Public Transportation Conference - Statewide

Advancing Transportation Planning

Transportation planners have long struggled with how development patterns and transportation networks impact each other. The struggle lies within accurately distributing future population and employment growth across the region. Where people live and work play a significant role in what the transportation network looks like. To help address this opportunity, PART is leading an effort to introduce a scenario planning tool called CommunityViz. This tool will better inform the regional travel demand model by enhancing the results that help shape and inform each Metropolitan Planning Organizations (MPO) Transportation Plan.

There has been tremendous regional interest and cooperation implementing this tool. MPO's, GIS and planning departments in cities and counties are actively assisting with getting the tool up and running. The project has involved over 40 professionals across the region. The goal is to have the scenario modeling tool calibrated and ready for use by late 2019. Learn more at www.partnc.org/planning.

Technology - A Necessary Convenience



A transit passenger's experience is shaped by the freedom and convenience of the service. The frequency and coverage of a transit service are the primary service delivery characteristics that create a positive experience. But increasing convenience is driven by technology. Not having to wonder when the bus is coming, deal with change for the fare box, or how to navigate the

system are all barriers to encouraging new passengers to try PART services.

PART has taken a proactive approach to implementing technologies that improve the passenger experience. TransLoc and Google Transit provide online and mobile solutions to trip planning and the real time location of buses. Remix is a route planning tool that helps PART provide efficient, cost effective service.

In the Spring of this year, PART lead a regional effort to bring mobile ticketing to the Triad. In the next fiscal year passengers will be able to purchase transit tickets online or on a mobile phone then use their mobile device as the ticket. This new technology can also lead to a regional ticketing system that can be used on all systems in the Piedmont Triad. Find out more at www.partnc.org/technology.



PIEDMONT AUTHORITY
FOR REGIONAL TRANSPORTATION

107 Arrow Road
Greensboro, North Carolina 27409

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youtube.com/partnc

TransLōc
Bus Tracking App

OUR CUSTOMERS

"My name is Alexis, I'm 20 years old and attend North Carolina A&T State University. There, I am studying to obtain my Bachelor's in Psychology. Due to my current financial status I'm unable to stay on campus so I live with my sister. I don't have my own means of transportation so I depend on the PART shuttle/bus to get me to campus. I'm more than thankful to have this service provided to me because they do a wonderful job at "connecting communities". I travel from Winston to Greensboro every day and the experience has been amazing. I've made friends with the drivers and even some of the passengers. I know if I can't depend on anyone else I can depend on Piedmont Authority for Regional Transportation to get me where I need to be!" -Alexis H.

"I ride the PART Bus because it is reliable and clean, both the buses and the station. The staff is very helpful and professional, both in person and online. The service offerings are innovative and meet the needs of a bus traveler - shuttle, scheduled shuttle pick up - GPS tracking - start very early - you name it. You have solved so many "I wish" for myself and I am sure many others. Very reliable - thanks for Saturday schedule - looking forward to Sunday and longer hours - till 11 pm. As a freelance Graphic Designer, I am able to travel between the triad to meet clients for a reasonable rate \$2.50 WOW - what a saving. I also travel from Winston Salem to Greensboro NC A&T to visit my daughter in college and she visits me as well. Between my clients and my daughter - PART has been a blessing. I have been riding the PART from October 2017 when I moved to NC. I very often ride from Winston Salem - Greensboro, and Winston Salem to High Point. Thanks for such a reliable, customer service oriented and professional service." -Carol S.

"I have been riding PART for over 10 years I ride it to work, college and even to my doctor's appointments out of town. I get a transfer to ride the PART Route 9 Business 85 Express. It's fun and I enjoy meeting new people. PART is GREAT! Keep up the great work." -Grady F.

