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
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 statutes 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.

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**BUDGETED FUND BALANCE FISCAL YEAR 2018**

<table>
<thead>
<tr>
<th>Audited Fund Balance Comparison</th>
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<tr>
<td>FY 2014</td>
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<tr>
<td>$4,690,444</td>
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An Investment in the Workforce
89% of the $12.8M PART budget is utilized for local, state and national vendors and suppliers.
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.
**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.

- **Route 4 Alamance Burlington Express:** This popular service connects Greensboro, Alamance County and Chapel Hill. Route 4 continues to be successful due to the thriving destinations and partnerships with UNC Chapel Hill to encourage usage of the route by their employees and students. Carrying around 200 passenger trips per day Route 4 is creating approximately 4,000 passenger trips per month and continuing to grow. The service was expanded July of 2017 and again in April of 2018 to meet the growing needs and now runs eight eastbound trips and nine westbound trips Monday-Friday during major commute times. Visit [www.partnc.org/route4](http://www.partnc.org/route4) to view the schedule and hop on board.

- **Customer Satisfaction Survey:** In the Spring of 2018 a survey was taken to measure the level of satisfaction amongst passengers on PART Express. 248 Respondents completed the 20-question survey. 88% Satisfaction of the PART System and 86% are very likely to continue riding PART, 75% very likely to recommend PART, 30% of Respondents have used PART Express 5 years or more, Service time and frequency was the top improvement requested.

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**PART Rider Demographics**

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<th>Gender</th>
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<tbody>
<tr>
<td>Male</td>
<td>37%</td>
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<tr>
<td>Female</td>
<td>60%</td>
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<table>
<thead>
<tr>
<th>Age</th>
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<tr>
<td>16-24</td>
<td>4%</td>
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<td>35-49</td>
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<td>50-64</td>
<td>44%</td>
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<tr>
<td>65+</td>
<td>11%</td>
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<table>
<thead>
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<th>Race</th>
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<tr>
<td>Black/African American</td>
<td>47%</td>
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<tr>
<td>Hispanic Latino</td>
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<tr>
<td>White/Non-Hispanic</td>
<td>42%</td>
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<tr>
<td>Other</td>
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<table>
<thead>
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<th>Employment Status</th>
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<tr>
<td>Full Time</td>
<td>70%</td>
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<tr>
<td>Part Time</td>
<td>70%</td>
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<tr>
<td>Student</td>
<td>3%</td>
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<tr>
<td>Other</td>
<td>17%</td>
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<table>
<thead>
<tr>
<th>Annual Household Income</th>
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<tr>
<td>&lt;$10k</td>
<td>12%</td>
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<tr>
<td>$10k-$25k</td>
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<tr>
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<td>17%</td>
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<tr>
<td>$50k-$70k</td>
<td>17%</td>
</tr>
<tr>
<td>&gt;$70k</td>
<td>16%</td>
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</table>

- 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

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

Vehicle miles reduced thanks to PART Express

Do not have a Driver’s License

Satisfied with PART Services

Results Based on Customer Satisfaction Survey 2018

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

PARTnership
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.

IN THE NEWS
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.

High Point Transit Calls
PART Calls
DCTS Calls

116,853 Answered Calls for FY 2018

Employer Activities 44
Commuter Activities 19
Networking Activities 15
Partner Agency Activities 36

426 Average Number of Vehicles Off the Road Daily
477 Average Number of Daily Riders
51 Vanpools in Operation

12,982,032 Vehicle miles reduced thanks to PART Vanpool

337 Share the Ride NC Carpool Registrants
52% Increase in STRNC Registrants

Scan to Watch Vanpool Testimonial Video
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.

Advancing Transportation Planning

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.

Technology - A Necessary Convenience

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

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.
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.