

**WINSTON-SALEM TRANSIT AUTHORITY
BOARD OF DIRECTORS**

MINUTES

THURSDAY, January 30, 2014

**LOCATION: Clark Campbell Transportation Conference Room
100 W. Fifth Street, Winston-Salem, NC**

PRESENT:

BOARD MEMBERS

**Robert Garcia, Chairman
Keith King, Vice Chairman
Dr. Jack Fleer
Nora Streed
Dr. Trae Cotton
Pridgen Amos**

WSTA STAFF

**Art Barnes, General Manager
John Ashford
Tina Carson-Wilkins
Tikiha Alston**

ABSENT

Ruth Carter

OTHERS

**Claire Stone-----NC Division of Services for the Blind/CATS
Bobby Fitzjohn - City of Winston-Salem Finance Department
Stephen Hawyrluk – Budget Office Analyst
Sean Talbott – Transit Alliance of the Piedmont
Kaori Fujisawa – City Transit Planner
Toneq' McCollum – Director WSDOT**

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Meeting Opened: 4:04 pm

Action Items

Approval of the Minutes

Chairman, Robert Garcia greeted all those in attendance and asked Board members to review minutes from the November 21st meeting.



On a motion by Dr. Jack Fleer, and seconded by Keith King, the Board approved the minutes by common consent.

Two resolutions were discussed:

Resolution #1 Security and Emergency Preparedness Program (SEPP)

Mr. Barnes sent the Board packet with two documents that were attached with extensive information referencing the resolutions. Both resolutions were directly related to the Federal Transit Administration (FTA) Triennial Audit. The FTA conducts an audit every three years and inspects about 18 different areas of compliance. It's a very extensive process. One of the recommendations that came out of the audit was to have WSTA's board of directors to endorse the system security emergency preparedness; covering critical incidents, such as accidents, natural disasters, crimes, terrorism, sabotage, civil unrest, hazardous materials spills, or anything that requires an emergency response.

Mr. Garcia asked if the plan had been developed by WSTA staff or the FTA.

Mr. Barnes told the board WSTA developed the plan.

Discussion was held regarding the training for operators and staff on emergency procedures and tactics.

Dr. Flier referenced the procedures mentioning policies about discrimination, but nothing about sexual orientation. He wanted to know if that is normally included in a non-discrimination clause.

Mr. Barnes said it's addressed in a contractual agreement with the union; especially with reference to healthcare. It's part of the Veolia policy to address that.

Dr. Cotton recommended WSTA make that a covered directive because it is not currently protected federally.

The board discussed the use of seatbelts and WSTA's role in securing passengers

Mr. Barnes shared the requirements and mandates that WSTA employees follow regarding seatbelts and passenger restraints.

Dr. Cotton moved for the adoption of the resolution; which was seconded by Keith King.

Resolution #2 Endorsing the Purchasing Policy of WSTA

The second resolution on endorsing the purchasing policy of the Winston-Salem Transit Authority was introduced by Mr. Garcia.

Barnes reiterated the first two resolutions were directly related to the FTA audit. Traditionally we have depended on the City of Winston-Salem to provide guidance with respect to procurement. The end result was the creation of a WSTA purchasing policy. Barnes explained the handouts provided to the board members; the first was a

standards of ethical conduct for procurement; taken out of the employment manuals. On items where the Board is mentioned, the Board is required to sign off on those items.

There are basically three things: the Board is subject to the State Commission of North Carolina ethics standards for public officers and employees; the General Manager is required to disclose any interests he or she may have with respect to any procurements, the statement will be reviewed by the Board and it will respond in writing to the General Manager.

After Mr. Barnes addressed questions and concerns of the board a motion was made to pass the resolution. **On a motion by Pridgen Amos and seconded by Keith King; the resolution was passed.**

Public Comments

Ms. Claire Stone stood to address the board about concerns by her advocacy group, CATS (Community Advocates for Transportation Services). She mentioned they were frustrated about their inability to reach anyone in Mobility Management and/or Trans-AID for assistance after 5:30.

Mr. Barnes shared that it is WSTA's policy not to leave anyone stranded, no matter what. He reviewed information, policies and procedures for the departments in question and he was sure they have addressed any concern that passengers might have concerns about.

He also said he is going over information with respect to some restructuring of what we're doing. We are going thru analysis right now of how we handle incoming calls; they're some concerns about our productivity and length of phone calls. We're not processing the calls fast enough; we have software that tells us how many minutes a person is on the phone; some calls go 20 minutes and that's way too long, especially when we have a lot of calls in the queue; some of that is the receptionist not knowing how to get the person off the phone, the client continuing to talk and not having the information that we need when they call.

Basically what we need is where you're going, when you're going, when and where do we pick you up; some of these calls go on for a long time especially when people have multiple requests that go over several days. We had some training this week for our receptionist in order to address this.

Mr. Garcia asked the following questions of Mr. Barnes:

As it stands now, the phones for the general public to call with concerns or questions, it shuts off at 5:30?

And for emergencies...our ability to process calls goes down substantially? And do we record calls for quality assurance?

Also from a reservation standpoint, will a lot of that be resolved with the website coming up and revamping, they will be able to do a lot on that.

Mr. Barnes answered each question individually.

Mr. Garcia thanked Ms. Stone for her comments.

Transit Alliance of the Piedmont

Mr. Sean Talbott, the Associate Director of the Transit Alliance of the Piedmont introduced himself and his organization to the board.

The Transit Alliance of the Piedmont is a citizen's advocacy organization for regional transit in the Piedmont; primarily charged with raising funds for different initiatives. The first initiative will be finding funds for bus shelters that should be self-sustaining and input on the best locations. The group plans to be a resource for the Board for WSTA; if there's anything they can do to help raise money for initiatives that may fall outside of WSTA's typical initiatives; they are here to help with that.

Barnes added that one of the goals of the WSTA strategic plan was to engage in advocacy organizations. Mr. Talbott and Mr. Barnes invited board members to attend the next meeting of the organization on February 20.

COA (Comprehensive Operations Analysis)

Barnes told the board we now have basic route configuration and the evening and weekend service will be a subset of the basic weekday route configuration; Kaori Fujisawa has prepared a presentation to show the board where the project stands. (A copy of the presentation is attached.)

Transit Riders Advisory Committee (TRAC)

Tina Carson-Wilkins reported in lieu of the changes that are coming with the routes, we thought it would be a great idea to implement a WSTA Transit Riders Advisory Committee (TRAC.) Signage has been placed at the transportation center, as well as, applications and information on the TRAC, what it is and the opportunity that will be provided as a result of what we're asking them to do. WSTA is seeking five transit users which are defined as anyone who takes at least two trips per week on public transportation. Representatives from the east, west, north, south sections of the city and one paratransit rider from the community will be selected from the applicants. We want input, concerns and suggestions from the committee members so we can respond to

that; and from that we will be able to feed information or suggestions to the Board. WSTA set a deadline of March 31 for completing applications.

Marketing Report

Tina Carson-Wilkins shared her marketing report with the board.

New Transit System

Kaori's Fujisawa conducted a PowerPoint presentation regarding the new proposed transit routes; stating the objective is to create a bus network to serve people more efficiently.

The following discussion and questions came from the presentation:

Fleer: How many routes begin at the Transportation Center?

Fleer: The time it takes to get from one point to the other on the route, is that an important variable?

Fleer: will most of the routes have a shorter period?

Fleer: So under the old and on the current and the new, it's thirty minutes for both bounds.

Garcia: And in the implementation process, will it be one or two at a time?

Dr. Cotton: Do we have to do anything to sites that are currently in existence where we no longer will be running to; do we have to take down signs? Will that eat up the savings?

Garcia: we were considering another stop other than right here at the Transportation Center; was that taken into consideration?

King: Have we thought about adding routes going into Kernersville or further into Rural Hall?

Garcia: for the sake of time, we have the Nextbus presentation.

Mr. Barnes summarized the information on NextBus, as well as, details on the new changes to the WSTA website.

Due to time constraints, Mr. Garcia suggested tabling the finance and operations reports. .

The meeting adjourned at 5:27 p.m.

The February meeting was cancelled.

Next Meeting Date: March 27, 2014 @ 4:00 pm

Transcribed by: Lorna Ford
March 19, 2014