

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

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

MINUTES

THURSDAY, May 28, 2015

PRESENT:

Board Members

Robert Garcia, Chairman
Keith King, Vice Chairman
Dr. Jack Flear
Dr. Trae Cotton
Ruth Carter

WSTA Staff

Art Barnes, General Manager
John Ashford, Assistant General
Manger
Verylen Crawford
Tina Carson-Wilkins
Tikiha Alston
Teika Holloway

OTHERS:

Toneq McCullough, Transportation
Director
Bobby Fitzjohn, City Financial Analyst
Dewey Williard, City Transport. Finance
Manager

Wendy Miller, City Transportation
Principal Planner
Bobby Wilson, Citizen
Tina Taylor, TRAC Chairperson

ABSENT:

Regina Streed
Pridgen Amos

Meeting Opened: 4:06 pm

The May 28, 2015 WSTA Board Meeting was called to order by Chairman Robert Garcia.

Mr. Barnes asked for a moment to express appreciation and gratitude to his staff members for taking responsibility for Transit Operations in his absence.

Approval of the Minutes:

Board members were allowed a moment to review the minutes from the March 26, 2015 meeting for approval.



A motion was made to adopt the minutes by Dr. Jack Flear and seconded by Vice Chairman Keith King. The Board approved the minutes by common consent.

Resolution Authorizing the Award of a Transit Management Contract with Transdev North America

Ms. Toneq McCullough gave a brief description of the current management agreement between the City of Winston-Salem and Transdev (formerly known as Veolia). The agreement went into effect August 1, 2010. The main scope of the agreement is to furnish WSTA full and complete management and supervisory services (recently required and necessary) for the efficient operation of the Transportation System.

This was a 5-year agreement that will expire at midnight on July 31, 2015. The new agreement allows for the authority to exercise 5 additional years (it can also be exercised annually; however, is being recommended that they be done all at once).

A letter outlining the proposed monthly management fees for each extension year that includes a 3% increase annually from Transdev was distributed to the meeting attendees.

For clarity, an amendment will be made to the resolution to reflect a 5 year extension.

On a motion by Dr. Jack Flear and seconded by Keith King, the resolution was passed giving authorizing the Chairman of the Board of Winston-Salem Transit Authority to enter into a contract with Transdev North America for the provision of transportation management services.

Resolution Authorizing the General Manager to Remove Vehicles from the Active Fleet

WSTA is required by the Federal Transit Administration to get Board approval for the disposal of any federal equipment. There are two vehicles (#993 and #988) to be disposed of. These vehicles will be replaced with new ones.

The old vehicles will be disposed of by City auction.

A motion was made by Dr. Jack Flear and seconded by Keith King giving the General Manager, Mr. Art Barnes authorization to release the above referenced vehicles to the City of Winston-Salem for disposal pursuant to N.C.G.S 160A.

Public Comment:

- **Mr. Bobby Wilson**-Mr. Wilson spoke on behalf of the citizens of Winston-Salem that were present at the May 28, 2015 Board meeting. He expressed his and the citizens' issue with the study WSTA conducted in July 2014. The study was done to gather data for proposed changes to the bus routes and the implementation of the new reservation process for Trans-Aid. Mr. Wilson expressed that he and the

citizens would like the study to be rejected due to the time of year it was conducted. They feel that during that time period schools and colleges were not in session; therefore, there were no students neither were there any education employees riding the bus the month of July.

Information Items:

Sears (Operation, Restriction and Reimbursement Agreement)-Mr. Barnes gave a brief background on how the contract with Sears came about. In short, close to 10 years ago WSTA entered into an agreement with Sears allowing WSTA the right to maintain a bus stop in front of their store at Hanes Mall. In exchange for this privilege, WSTA paid Sears a \$4,000 annual fee for parking lot maintenance.

Mr. Barnes received a letter dated May 12, 2015 (a copy included in the meeting packet) giving WSTA a 30 day written notice to terminate the agreement. Mr. Barnes responded to Sear's request with a letter of his own dated May 19, 2015 (also included in the meeting packet) explaining the ramifications of their decision and a request that Sears please reconsider their decision and begin a dialogue to address any concerns they may have.

Ms. Donna Schroedle, Asset Manager, answered Mr. Barnes's letter via email. Ms. Schroedle stated that she shared Mr. Barnes's request with Sear's local team so that they would be aware that the bus stop is the only one for Hanes Mall. The local team has asked that Ms. Schroedle extend the termination time frame to allow them time to come up with another solution. Therefore, WSTA will be allowed to use the current bus stop until mall management finds a solution.

In addition to the correspondence, Mr. Barnes went to see the Mall Manager and feels that in doing so he gained an ally to come up with a solution that will suffice all parties involved. Some of the members had additional questions that Mr. Barnes was able to answer.

Transit Riders Advisory Committee (TRAC) Presentations-Chairperson, Tina Taylor gave a presentation on behalf of TRAC. Packets were distributed to meeting attendees that Ms. Taylor feel will be useful to WSTA's ongoing efforts to improve transit services and programs for the city of Winston-Salem.

The packet gave the names of TRAC members as well as, the committee's key focus, 2015-2016 recommendations, and meeting summaries for 2014-2015. Ms. Taylor also expressed the committee's desire to add 3 para transit riders to the TRAC committee.

TRAC's primary objective is to share its knowledge and experience with the WSTA Board, staff, and other committees. With that being said, the TRAC's 3 key insights are listed below:

- **Be Reliable**-Arrive when expected. Clearly communicate and explain any deviations, adjustments or revisions to route corridors and schedules.
- **Keep Areas Clean and Comfortable**-Bus stops, shelters, vehicles, and centers are a reflection of the service provided.
- **Target Discretionary User Groups**-The potential for increasing discretionary ridership is great. Students and workers, particularly the students and workers downtown, represent user groups that are likely to use WSTA services with the proper information and expectations.

The following are recommendations for addressing the key insights identified above:

- **Fully Utilize** NextBus technology as a method for communication route corridors and scheduling.
- **Establish** a strategy for keeping bus facilities (including stops, shelters, vehicles, and centers) highly visible, comfortable, safe, and clean. Consider partnering with neighborhood groups to monitor nearby stops and shelters.
- **Survey** student and workforce groups to establish an avenue of communication and build an approach for a concerted marketing effort.

The committee conducted a survey and gave a list of some shared and individual comments received from transit riders.

Public Hearings-There were about 24 public hearings/meetings scheduled to inform, ad educate transit passengers on the proposed route and scheduling changes. The hearings; also, give voice to transit riders to express their opinions and concerns. Information on the changes is provided at the hearings. The pubic and various agencies have requested that more hearing and meetings be added. WSTA is anticipating there will be approximately 30-35 additional meetings and public hearings. The meetings are being held at various locations and alternating times to accommodate all passenger populations.

Board member Ruth Carter inquired about the Liberty St. route changes and wanted to know when it would be implemented. Mr. Barnes responded that data is still being collected; therefore, there is not a time line in place for implementation. There are a lot of background logistics that have to be done before gaining final approval.

Thus far the public has given some interesting input. As with all major change, there will some that will be inconvenienced. The goal is to do what is best for the majority.

5310 Grant-WSTA applied for a Federal Transit Administration grant that is known as the 5310 grant. This grant is targeted towards the elderly and disabled. If the grant is approved, WSTA will receive over \$90,000 in funds to be used to add more paratransit operational personnel and the purchase of software. The software will allow for the tracking of the paratransit vehicles (similar to NextBus) and will also transmit scheduling

information to the drivers. This will greatly reduce the need for radio transmissions and in the long run speed up operations.

Bus Stop and Shelter Improvement Study-A study is being conducted on 2 of the bus routes (Route 10/7 & Route 13/3). The focus of the study is:

- **Accessibility/Equity**-English proficiency, Minority population, Low income, and Disabled population
- **Accessibility, Safety, Security**-Inconsistency in stops (sidewalks-available and connected, Landing pad-5'X8' min. required by ADA, Seating provided, Weather protection, Road crossings and markings, Signs and maps-for routes, wayfinding, NextBus technology
- **Nearside vs. Far side Stops**
- **Prevent Sight Obstructions**-buses, cars, pedestrians
- **Increase Police Presence**
- **Emergency Call Boxes**
- **Sufficient Lighting**
- **Video Surveillance**

The distribution of amenities will be allotted by the percentage of boarding's per day. The next steps will be the selecting of shelter and bus stop amenities, the development of bus stop and shelter locations, review and discussion of the National Environmental Policy Act's requirements with the FTA, and a public meeting that will be held on Wednesday; June 10, 2015 at the Clark Campbell Transit Center.

Financial Report-Mr. Barnes informed that the normal adjustments were made to the Financial Report with regards to the contract monies he knows will be received. Adjustments were made to revenue accounts that included Greyhound, JARC, Federal Operating Monies, Preventive Maintenance and Motor Vehicle Licenses. After all adjustments to the revenue accounts, WSTA is approximately \$163K under budget.

There is a handout in the meeting packet that provides more in depth financial information.

Operating Report-A detailed handout was included in the meeting packet for both Fixed Route and Trans-Aid operations. Mr. Barnes went over areas of improvement; as well as, areas that need to be improved.

Fixed route passengers are up by approximately .5% from last year. Preventable vehicle accidents, preventable employee accidents, and complaints are all up compared to last year to date, while passenger accidents and chargeable complaints are down.

Trans-Aid passengers are up by approximately 11% from last year. Preventable vehicle accidents, employee accidents and chargeable complaints are all down compared to last year to date, while Preventable employee accidents and complaints are up.

Chairman Garcia feels the rise in Trans-Aid passengers will continue to climb. Mr. Barnes expressed that WSTA was approved to get new paratransit vehicles and there are 6 paratransit drivers in the current Driver's Training Class.

Board Member, Ruth Carter, reported there was a passenger that waited for a ride from the Love Center for 2 hours. Mr. Barnes asked that Mrs. Carter provide the date and times so that he could investigate the matter.

Maintenance had no notable changes. Maintenance's indicators remain the same as last year. Great Job!

Marketing Report-A detailed marketing report for April and May was included in the meeting packet. The report listed the various events that took place and will take place during the above noted months.

The meeting adjourned at 5:19 p.m.

Transcribed by: Teika Holloway

June 11, 2015