

# WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

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

## MINUTES

THURSDAY, JANUARY 26, 2017

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### PRESENT:

#### **Board Members**

Robert Garcia, Chairman  
Keith King, Vice Chairman  
Regina Streed  
Dr. Jack Fleer  
Dr. Trae Cotton  
Mrs. Ruth Carter

#### **WSTA Staff**

Art Barnes, General Manager  
John M. Ashford, Asst. General Manger  
Verylen Crawford, Operations Director  
Robin Kirby, WSTA Finance Manger  
Tina Carson-Wilkins, PR & Marketing  
Tikiha Alston, ADA Coordinator &  
Customer Service Manger  
Teika Holloway, Admin. Assistant

### OTHERS:

Toneq' McCullough, Transportation  
Director  
Stephen M. Hawryluk, City Budget &  
Brenda King, Transportation Finance  
Manager  
Evaluation Analyst

Bobby R. Wilson, H.U.M.A.N. Inc.  
Leslie Mullinix, Citizen  
Clair Stone, CATS  
Melvin N. Brown Jr., Citizen  
D.J. Murphy, WSTA Volunteer

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### **Meeting Opened: 4:05 pm**

Chairman Robert Garcia greeted and welcomed everyone to the January 26, 2017 WSTA Board of Directors' Meeting.

### **Resolution Approving the Minutes for November 17, 2016 Board Meeting**

Before allowing time to review the minutes from the November 17, 2016 board meeting, Chairman Garcia noted that he and Mr. Barnes were discussing some of the numbers in the reports toward the back of the meeting packet. He stated that a couple of the reports had been changed since the meeting packet was sent out. New packets containing the edited reports were distributed to each member.

Ms. Regina Streed found two typos on page 4 of the minutes. Mr. Barnes name was spelled as Branes instead of Barnes and the "w" was omitted from two.

**Dr. Jack Fleer motioned to approve the minutes and his motion was seconded by Ms. Regina Streed. The minutes from WSTA's November 17, 2016 Board Meeting was approved unanimously.**

**Public Comment:** Chairman Garcia reminded everyone of the 2 minute limit on comments.

**Mr. Melvin Brown** commented on the service he receives from Fixed Route. He stated that he used to take Route 4 which is now Route 90. With the implementation of the new routes, his service hours have been cut in half. He said that he use to have service from 5:30 am-5:30 pm, in addition to evening service and weekend service. He now has no service after 5:30 pm neither does he have weekend service. Mr. Brown utilizes both Trans-Aid and Fixed Route. He said the closest stop for him to get off is at the Bojangles' Restaurant on University; and, since a person has already been ran-over and killed at this location, he is not too anxious to try it out.

Mr. Brown inquired about the next Public Works Committee meeting. Ms. Toneq' McCullough responded by stating the next Public Works Committee meeting will be held Tuesday; February 14<sup>th</sup>. Mr. Brown also, had a question regarding a matter he was reading about in the CATS meeting packet. Ms. Clair Stone informed Mr. Brown was reading from her handout and she gave him her number so that she could speak with him at a later time.

Chairman Garcia asked Mr. Brown if he had contacted the main office regarding his concerns. Mr. Brown stated it wasn't until last week when he tried to get evening service that he discovered he had none; however, WSTA was kind enough to get him home that evening. Mr. Brown shared that he had heard cases of individuals losing their jobs because of the new routes.

Chairman Garcia asked Mr. Brown to leave his name and number so that the staff can call him back to speak with him about his concerns.

**Bobby R. Wilson** of H.U.M.A.N. Inc. stated that he has questions and recommendations. He asked if there was anyone associated with WSTA's Board that serves on the City of Winston-Salem Planning Board. He then stated if there is not a person doing this, that it should be rectified. Mr. Wilson's second request was that someone from the City Planning be appointed as a liaison to this Board. He said that he made this recommendation some time ago and it is long overdue.

Mr. Wilson asked for the study used as supporting documentation be provided so that he can see what the motive was for the changes to the routes. He said that he asked for

the study last year and the year before last and he is asking again that he be presented with that study. Mr. Wilson stated that he will have comments once he reviews it.

Vice-chairman Keith King requested clarification by asking Mr. Wilson if what he wanted to know was how the route changes came about. Mr. Wilson responded by saying he would like to know the motives and what particular situations brought about the formation for the study. Then he would like to see the study and see if someone is going to provide a comparable solution. Lastly, Mr. Wilson would like to see someone from City Planning be a part of WSTA's Board meetings and reiterated that this is long overdue.

Mrs. Ruth Carter asked Mr. Wilson if he had contacted anyone regarding his concerns. He responded that he had. He also stated that he has spoken to everyone on The City Council and no one has been approached to be a part of WSTA's Board.

### **Information Items**

***City Council Meeting on January 17th***-Mr. Barnes informed the Board that there are quite a few things that relate to WSTA operations. Mr. Barnes asked Ms. McCullough to comment on the meeting and what the City Council expects from WSTA in terms of providing information and the possibility of instituting fares. With that being said, Mr. Barnes gave the floor to Ms. McCullough.

After greeting the Board and all in attendance, Ms. McCullough brought everyone up-to-date on what happened at the Public Works Committee Meeting and the City Council Meeting in reference to the transit system.

At the January 10<sup>th</sup> Public Works Committee meeting, DOT staff was asked to bring a memo sharing what the process would be if they were to consider a monetary increase in fares for Fixed Route and Trans-Aid. During that discussion, it was decided that with the changes recently made to the system itself and the fact that concerns are still coming in from the public that need to be addressed, the Committee did not think it was suitable for them to consider a fare increase on Fixed Route at this time. However, an item will be prepared to be presented at the February 14th meeting requesting that the free ride for Trans-Aid be eliminated and the fare be brought up to parity with Fixed Route. The Committee will then decide if they want to forward this item on to Council to make the recommended change. Should this happen, of course public meetings will need to be held. The other thing that was presented to City Council was the concerns DOT received about the route changes. Ms. McCullough went on to say that concerns are to be expected with the new routes as people become familiar with them. The Committee has instructed/authorized WSTA to make any changes that are minor adjustments and can be made without costing any additional funds. Any changes or

adjustments that are major and will impact others either by displacement or because they are familiar with the route, will need to be presented to the Committee in April.

Once a month the Committee will be provided an update on the status of some of the concerns that were raised and what is being done to resolve the concerns; in addition to any changes being made.

DOT and WSTA staffs have been working closely to pull that information together and come up with resolutions that could work and implement them as soon as possible. This will all be reported back to Council.

Once Council makes a decision on whether or not they want to consider an increase in the rate, the DOT staff will report back to WSTA's Board for them to make the final recommendation after receiving comments from the Council. Ms. McCullough then asked if there were any questions.

Chairman Garcia stated it is needless to say there are lots of questions out there; and, he knows that the staff is working very diligently to answer them. He said that Mr. Barnes will report on some of the things that have been seen in newspapers. Chairman Garcia went on to say there is a lot to be discussed and hopefully solutions will be found for the majority.

After Ms. McCullough gave her update and expectations from the City Council and the Public Works Committee, Chairman Garcia asked the Board if there were any questions to send back to the Council and/or Committee. Before taking her seat, Ms. McCullough expressed that WSTA's staff has put in a lot of time, effort, and hours into transitioning to the new routes and trying to address the concerns. She wanted to recognize the work the staff has done and continues to do. Chairman Garcia stated that he could not agree more with her comment about WSTA's staff. He shared that he had been at the Transportation Center a couple of nights and witnessed a table full of staff members answering questions and assisting passengers with getting where they needed to be. The staff was setup at the table for two weeks assisting passengers with transitioning.

Chairman Garcia stated that WSTA put out a lot of information prior to the route changes going in effect; but, as with human nature it went unnoticed until the last minute; hence the concerns the public had. Dr. Trae Cotton asked if any positive feedback was being heard by anyone. Ms. McCullough and Mr. Barnes both said that the City Council and the Public Works Committee both received calls from people saying they were pleased with the system. Mr. Barnes said they were pleased especially with the across town routes, night routes and some of the circulators. So the answer is yes; but, of course you know that those that are not pleased will be the ones

to be most vocal. Mr. Barnes said that this was certainly expected all along while putting the new route system together. WSTA knew the changes would have to be tweaked and adjustments would have to be made. One of the caveats from City Council was that WSTA would go back and look at what was put into effect and make changes. Mr. Barnes said that a PowerPoint has been put together to show some of the changes that will take effect on Monday based on things WSTA has seen.

**Trans-Aid Public Information Meeting**-Mr. Barnes stated that one thing WSTA staff wanted to do periodically was to provide information meetings for Trans-Aid passengers. The meetings would also allow the staff to hear what the passengers concerns are. The meetings have not been as frequent as WSTA would like for them to be; however, WSTA planned for a meeting February but given the consideration of fares by the City Council, WSTA would like to delay the meeting until late March so that both could be incorporated rather than having two separate meetings. If the City Council determines that they want to raise the fares, this will require public hearings. So if this is the case, there will not only be one meeting; there will be several. Ms. Tikiha Alston has prepared a presentation of what she would like to present at the information meeting in February and she would like to go over this with the Board. There have been some changes made. As you know this has been a process and what WSTA wants to do is to provide the public with a PowerPoint that goes over the changes that have been recently made.

A handout of the presentation was distributed to the Board. Some of the changes made are:

Two additional representatives hired	frequency of scheduled trips that result in no-shows or late cancellations	WSTA has modified the pickup window to reflect passenger being prepared and expecting a Trans-Aid vehicle - 15/+15 minutes before after window
Re-certification every 5 years instead of every 3 years	No-shows or late cancellations will be excused if they are beyond the rider's control	After April 1, 2018 if a rider resides outside the new ADA service area, they will fall under WSTA's ADA-2 transportation.
Complementary paratransit service must be made available to visitors not residing in the jurisdiction	WSTA has developed a plan to reduce excessive on-board time.	
The no-show suspension policy was revised to incorporate		

Chairman Garcia gave positive feedback for Ms. Alston's presentation. He opened the floor for comments and/or questions from the Board. Vice-Chairman King inquired if cancellations can be made by email. Ms. Alston responded by saying no; she said the email was for someone with questions or concerns. Dr. Fler stated that he was curious about the recertification process being changed from 3 years to 5 years. He asked if that was a requirement. Ms. Alston stated that it is not a requirement and gave an example of why this change was made. She said that if a passenger is totally blind, one cannot perceive a change happening in that person's situation. Therefore, Federal guidelines state that no professional verification is needed from a doctor, therapist, etc.

Dr. Fler shared that he used to serve on a different city Board and handicap parking was a very big issue. It seemed to be the parking permits were very easily acquired. He then asked if WSTA had an issue like this with paratransit certification instead of parking permit certifications. Ms. Alston stated that there some instances where some physicians will just sign off on an application just to get the patient out of the office. Some physicians actually provide their true professional opinion. However, the applicant is researched and various conditions are examined so that it can be determined if the disability is permanent disability.

***New Route Implementation***-Mr. Barnes started by saying (as Ms. Toneq' McCullough mentioned previously,) the staff was allowed to make some modifications to the existing routes. These modifications will be implemented on Monday. There were some things that became immediately obvious once the new routes were put into effect. A PowerPoint presentation was presented showing these modifications.

Before getting into the modifications, there was a slide that gave a Service Comparison. The comparison showed a slight decrease in ridership for time periods compared. Mr. Barnes said "That with new service, a ridership decline is certainly expected as people get adjusted to the new system. Any public transit systems that have made modifications to this extent will experience that. However, the decrease is not drastic and the long term goal is to actually increase ridership."

Adjustments were made to Routes 86, 87, 93, and 103. Route 86 will now go into Skyline village a block on both the inbound and outbound trips. Due to overcrowding a second bus was added to Route 87's schedule. The route has been adjusted to travel every 45 minutes vs. every 30 minutes. There will not be any night service to the Dept. of Social Services (DSS) or on Saturday or Sunday and one-way trip time will be reduced to 30 minutes. Route 93 will no longer require its passengers to transfer to other routes at DSS. Instead, the route will travel to the Transportation Center hourly. Route 103 will no longer serve Hanes Mall Monday-Saturday. On Sundays only, Route

103 will travel outbound on Stratford Road taking a right turn at the Silas Creek Parkway exit to go to Hanes Mall. This route will also serve Forsyth Medical Center.

Mr. Barnes stated that WSTA is still collecting information; examining it, categorizing it, and making changes as they go. The plan is to hopefully have completed all the changes by April when WSTA goes before the City Council.

Chairman Garcia asked if there had been any companies that have voiced their opinions regarding the time their employees arrive to work. Mr. Barnes answered yes; he went out to Axxcess Employment Agency that provides employees for WestRock. As a result of the bus changes, some of their employees have to leave work early in order to catch the last bus. Mr. Barnes stated that WSTA is checking into seeing if later service can be provided. A survey was given to the agency that will be distributed to their employees. This survey will provide information such as where they live and what time they get off. These two basic pieces of information will give WSTA what it needs in terms of providing service if necessary. The agencies also said that he was told the number of employees would be increasing over the next two months by about three hundred. Mr. Barnes stated that it is important that WSTA address this. Mr. Barnes hopes to receive the surveys back in a few days. This is an issue across the board; service is not being provided late enough and in some cases not early enough. Mr. Barnes is confident that the City Council will provide additional funding for additional service.

Ms. Regina Streed shared that she had heard from many people that have no car or is down to one car in the household in the Washington Park area, saying that they are so happy the bus now goes down Broad Street. Some of them have started to use it for commuting instead of just occasional trips. Ms. Streed also shared that she has heard from the School of the Arts population who said they didn't know there were going to be changes. Ms. Streed asked if WSTA had received any comments from this area although she hasn't been able to figure what their issue is. Mr. Barnes said no. Ms. Streed said that she heard from a couple of faculty members that ride the bus a lot. Mr. Barnes stated the bus still goes by the School of the Arts. Ms. Streed said, yes; but, it doesn't go to exactly the same spot according to faculty members. She also said that she has noticed that it is not coming to the same spot and it may be worth putting up some signs on campus. Mr. Barnes stated that this particular route is the same. Ms. Streed said that it no longer goes down Main Street. Mr. Barnes said that it does. Ms. Streed said that it no longer goes by the tire auto store. Mr. Barnes said that he is guessing what they are saying is that there is not a bus stop because basically it is the same route that goes down Main and by the School of the Arts. Ms. Streed said that the person got on a bus at his usual location and it took him someplace he wasn't expecting

to go. Mrs. Tina Carson-Wilkins said maybe the person got on Route 100 which is a crosstown bus. She said that Route 85 goes up Broad Street and 104 goes up Mock Street. Ms. Streed was in agreement saying yes; the passenger got on the bus and went across town and was expecting to go downtown. It was determined the person got on the wrong bus although he got on at the same location.

Mrs. Ruth Carter shared a memory about Winston-Salem Transit's bus service. She said that she hears a lot of complaints about the bus and Trans-Aid but there was a time when we rode the bus and it cost \$.05. She doesn't understand why people don't take time to realize it take an army of people to run this bus company and she feels bad about people coming in the meeting and complaining about this and complaining about that. If they only knew that back in the day that some of the passengers, especially the men, had to get off and help push the bus. Mrs. Carter said that is how bad it was and now they have the bus air-conditioning, the seats are comfortable, and you can ride from here to California and still be comfortable. She doesn't understand the complaints and she applauds WSTA's staff. She said she knows that they do not get compliments that often and asked Mr. Barnes if he complimented his staff. Mr. Barnes said "yes" which was followed by laughter from the meeting attendees.

Ms. Streed said that she would like to add that there were more positive comments than negative complaints from the people she spoke with. Chairman Garcia reiterated what Mr. Barnes said previously in the meeting by saying it is always the negative that speaks louder than the positive; and, as Mrs. Carter stated, the transit system has come a long way. Chairman Garcia continued by saying public transportation was never meant to be door to door; and he thinks that this is sometimes not understood. People may have to walk a block or two to get to the bus stop. Mrs. Carter stated again that the bus system has come a long way and she appreciates being a part of WSTA's Board and being informed on what is going on with the transit system. She said that every time she sees a bus she waves although the driver doesn't know who she is. She makes it a point to wave. Chairman Garcia thanked Mrs. Carter for her comments and asked if there any other questions, comments or concerns.

Vice-chairman King asked if he lived in Easton, where would he catch the bus on a Saturday. Mrs. Carson-Wilkins stated that he would have to go to Waughtown and get on Route 101; but there is no bus in Easton. The passenger would have to walk to Waughtown and Thomasville Road to catch a bus. Vice-chairman King asked to be clear on there not being any service in the Easton area. Mrs. Carson-Wilkins said the Easton population would have to walk quite a ways to catch a bus. Vice-chairman King said that about 95% of the people that he is close to and deal with ride the bus and as it has been stated, you hear a lot of negative. With that being said, Vice-chairman King

stated that he has heard a lot of negative complaints about people having to walk a long distance to get to a bus stop when they are used to a bus coming in their area at least every two hours. He stated he knows that people have to get use to change; but to him it is hard for the entire population of Easton to get used to having to walk so far to catch a bus on a Saturday. He shared his experience with a child who always got his haircut on Saturday; but stayed out of school today to get a haircut because he didn't want to walk so far to catch the bus. Mrs. Carter asked why he didn't get a shuttle to pick him up and carry him to the bus stop. Vice-chairman King said that he could do that and WSTA does have shuttles; but what he is saying is that, to him, it appears a couple of areas got left out when the route changes were made.

Mr. Barnes stated that when the planners made the changes, they were developed based on numbers and that was all that went into it. They didn't know 'John Smith' who lived down the street; they only knew the numbers of the people that get on in a particular area and the travel path. Mr. Barnes also stated that as he said before, everyone knows that the changes will have to be tweaked as we go. There are real concerns in terms of people's needs; and there are some political considerations. Therefore, data is being compiled; issues are being looked at, and categorized. After that, recommendations will be made to accommodate as many people as possible. "The thing is, if you are used to a bus stopping in front of your house, you are not going to be happy when it is not stopping in front of your house anymore." Vice-chairman King agreed and said that he does tell people that. Both Vice-Chairman King and Ms. Streed shared that there are some people that move to a certain location because it is on the bus line. Mr. Barnes said that the nature of public transportation is to provide service within a particular area. Public transportation is not demand-response neither is it limousine service nor taxi service. It is transit service. He can relate to and empathize with people that have to walk a ways; but again, the changes were done strictly by the numbers. Not to say that this was perfect; but there was logic to the method.

Chairman Garcia stated that there is a lot of good conversation around this topic. He said what stands out to him about Trans-Aid when you take a look at things like missed trips, is people not giving a common curtsey call to cancel a trip. Trips run about \$18-\$20 a trip and when this happens that is money out the window. Chairman Garcia said he did not make this statement to make up for errors that were made; but it certainly makes it somewhat difficult when budgeting is done and hopefully this can be tightened up.

***Trapeze Software Update***-One of the things that WSTA was extremely pleased with is the Trapeze Software that was put in place the latter half November. For a couple of weeks during the month of November, there were a couple of bugs in the system. Now

all the bugs have been worked out and the software is working very well. WSTA now has a high level of confidence in the data vs. the data that was put in manually by the operators. "This system is very accurate. It includes GPS tracking of the vehicles for the dispatchers and electronic communication which means the operators do not have to get on the radio and call in for specific instructions. This information can be transmitted over the air and show up on their computers. The software also gives accurate recording of missed trips and no-shows; it has made WSTA's transit system a lot more efficient. It works faster and WSTA has a high level of confidence in the data that is being retrieved.

**Finance Report**-Mr. Barnes wanted to discuss Period 6 and stated this is not what was sent out in the meeting packet; Period 5 was. The packets put on the table represent Period 6. As always, there were some adjustments made; but, WSTA is still in good financial position. Mr. Barnes directed everyone to go down the revenues to the Federal Operating money, see what has been allocated is \$695,000 but what was budgeted was \$575,000. An adjustment was made to reduce the \$695,000 to \$575,000. The same thing was done with Preventive Maintenance. Mr. Barnes added \$120,000 because what was projected and what was put down as actual are two different figures. Motor Vehicle License was not entered in the actual column so \$146,000 was added to that actual column. Property Tax was overstated by about \$790,000. The bottom line to all of this is revenues were under by \$106,000. Trans-Aid revenues were short \$49,000 after making adjustments; but the Operating expenses made up for that because the fixed-route budget was under by \$252,000 and the Trans-Aid budget by \$156,000. Mr. Barnes stated that he knows it is hard to keep up with this and offered to provide his notes to anyone that wants them.

**Operations Report**-There was not much change with **Fixed Route**. One thing that had changed was ridership was down about 7% year-to-date. Complaints were down however, and increase should be expected on the January report as a result of the new routes. Dr. Cotton asked Mr. Barnes what he thought contributed to the 7% increase. Mr. Barnes stated there are a couple of things that could have contributed but the biggest is gas prices. There is a direct correlation between the price of gas and the number of passengers. Dr. Cotton then asked how revenue miles are defined. He said that he thinks that he knows what it means but would like to know why revenue miles are up compared to last year. Mr. Barnes explained that revenue miles are miles minus the deadhead. They are the miles the bus is in service and making money on the route. These miles could be up for any number of reasons such as minor changes in service, charter service, and things of that nature. Out of curiosity, Chairman Garcia asked if bicycle passengers had to be tracked by law or was it just something that WSTA had

interest in. Chairman Garcia noted that there seems to always be a lot of bicycle passengers. Mr. Barnes confirmed that there are.

It seems as though the **Trans-Aid** trips have actually leveled off going from 106,000 down to 97,000 year-to-date which Mr. Barnes assumes to be a good thing. Vehicle accidents are down. Chargeable complaints went up slightly from 12 to 15. The missed trips, no-shows, and timely services categories are new. This is information generated from the software. The number of missed trips is 71 and the definition of missed trips is that Trans-Aid operated outside the 15 minute window. Mr. Barnes stated that the 6,001 figure listed for no-shows are suspect because most of these were tracked manually over the previous year. Mr. Barnes would like to discount a lot of this information for 2015 for this reason and start anew with the December 2016 data which he knows to be solid. The on-time performance is 85% and that is about what Trans-Aid normally runs. WSTA is working on trying to get that up to at least 90%.

Chairman Garcia noted that the trips went down but yet the miles went up (although not by much). Mr. Barnes stated that this was another thing that was tracked manually. When the operator gets on the vehicle they are supposed to record the beginning odometer and the ending odometer readings. We don't know if this information was correct or not but the information we are getting now as a result of the new software is accurate.

There was nothing on the **Maintenance** report that had changed and needed to be brought to attention of the Board. Dr. Cotton asked, out of curiosity, if Maintenance hours impacted the overall operational budget with overtime. The answer is yes. There is a direct effect on the overall operational budget.

**Marketing Report**—The Marketing Report was included in the meeting packet. Mrs. Tina Carson-Wilkins went over this report with the Board. She reported there were no “Try Transit” trips and there were not any special events for the months of December 2016 and January 2017. All time and effort was put into the implementation of the bus routes.

There were several News Releases and Stories that appeared in both local newspapers and on television. An article (not on the list distributed) appeared in the Winston-Salem Chronicle as early as today.

As stated earlier in the meeting, WSTA's staff set up tables at the Transportation Center in the lobby to disseminate information and assist the public with the new bus routes. They began there as early as 6 a.m. and continued as late as 7 p.m. WSTA had a super volunteer that was with the staff members throughout the entire process—Mr. D. J.

Murphy. Mr. Murphy came in the building with knowledge of every single route and all the times they would be running. He played a really integral role in helping WSTA get through the process of trying to educate passengers.

There was a tremendous amount of advertising done via, radio, print, and social media outlets. Mrs. Carson-Wilkins invited the Board to check out WSTA's new website that was rolled out with the new routes. The web address is [www.wstransit.com](http://www.wstransit.com).

There were no questions about the Marketing report.

Mr. Barnes asked to have words about his staff and stated the whole process of changing the routes and its implementation has been very strenuous on the staff. He said on the first week was working at least 12 hours a day. With that being said, he had staff that was at work even before he came in around 5:30-6:00 a.m. and were still there when he left around 7:00 p.m. Mr. Barnes stated that he has to really, really commend them; because a lot of people put in a lot of work. There were a multitude of tasks and a lot of tasks still remain. A thousand bus stops were installed; WSTA has to go through all of these bus stops to ensure that the correct information is on them. This is something that is being done now in addition to trying to go through all the issues and make adjustments.

Mr. Barnes reiterated what Mrs. Carson-Wilkins shared about Mr. D.J. Murphy and said WSTA really appreciated him coming in to help. Mr. Barnes said that Mr. Murphy has an incredible grasp of the routes. He also shared that Mr. Murphy has a lot of recommendations that WSTA is going to look at seriously because he has such a grasp on the routes.

Mr. Barnes said again he just wants to commend his staff for all the work that they put in. He said that is was a lot of work. Mr. Barnes said he is appreciative of his staff and any time he gets a little frustrated he just thinks of the things they have been doing.

**The meeting adjourned at 5:20 p.m.**

Transcribed by: Teika Holloway  
February 13, 2017