

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

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

MINUTES

THURSDAY, October 29, 2015

PRESENT:

Board Members

Robert Garcia, Chairman
Keith King, Vice Chairman
Regina Streed
Dr. Jack Flear
Ruth Carter

WSTA Staff

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

OTHERS:

Toneq McCullough, Transportation
Director
Dewey Williard, City Transportation
Finance Manager
Glenda Sears, Sr. Financial Analyst

Kenneth Baker, City Transportation
Project Planner
Clair Stone, Transportation Advocate

ABSENT:

Dr. Trae Cotton
Verylen Crawford

Meeting Opened: 4:05 pm

The October 29, 2015 WSTA Board Meeting was called to order by Chairman Robert Garcia.

Mr. Garcia informed everyone that an additional resolution was added to the meeting packet after it was sent out.

Approval of the Minutes:

Board members were allowed a moment to review the minutes from the September 24, 2015 board meeting for approval.



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

Resolution Authorizing the Purchase of Twelve (35 ft.) Hybrid-Electric Buses

Mr. Barnes reminded everyone that this item was tabled at the September 24, 2015 Board Meeting.

The original resolution was for 13 hybrid-electric buses; however, the bids came in higher than expected. One of the reasons for the higher bid may have been the manufacturer—New Flyer—knew that it was going to be the sole bidder. WSTA went back to the manufacturer with two concerns (a letter from the New Flyer is included in the meeting packet). The first concern was WSTA would reduce the number of buses from 13 to 12 with the unit price remaining the same. New Flyer agreed to this. WSTA's second concern was the buses need to be delivered prior to June 30, 2016. This delivery deadline is required in order to access a State fund match of 7.5 percent that stipulates the buses be delivered by this date. The manufacturer agreed to this as well.

Being that 12 buses will be purchased instead of 13, there is money left over to purchase spare bus parts. The parts, quantity, and amounts are listed in the resolution.

Chairman Garcia pointed out that New Flyer is a different company from the one that manufactured our current hybrid-electrics. Mr. Barnes confirmed that the company is a different manufacturer; but, they are not a "new" company. Mr. Barnes also stated that the important thing is that all the major bus components are the same and that they are interchangeable with WSTA's current fleet.

Chairman Garcia asked the Board Members if they had any questions concerning the resolution being proposed. He noted that the resolution is for 12 hybrid-electric buses instead of 13. Chairman Garcia also asked if there were questions about the extra component parts being purchased with the remaining funds.

Without any further questions, a move to adopt this resolution was made by Dr. Jack Fler and seconded by Vice-Chair Keith King. The resolution to purchase 12 hybrid-electric buses and extra parts was passed. Mr. Barnes added that the resolution will be presented to the City Council in November for approval.

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

Mr. Barnes explained that two trollies, currently a part of WSTA's fleet, are not in use and have exceeded their useful life; therefore, WSTA is requesting permission to give them to the City to designate as surplus.

Chairman Garcia explained that the removal of vehicles from the active fleet is something that is done on a regular basis and that the vehicles go to the City for auctioning.

Mrs. Toneq´ McCullough—City Transportation Director—addressed Chairman Garcia and the Board to explain that in this case, the City does not want to auction the trollies. She stated that one of the City Council Members had expressed an interest in marketing the trollies for tourism in the city and that the Council is in support of this initiative.

The City plans to send out a Request for Proposal (RFP) within the next two-weeks for interested parties to use the trollies for tourism in the city. As long as this service is being provided, it would be for the amount agreed upon in the RFP. At any time this service is no longer being provided, the trollies must be sold back to the City minus the 85% the City would have to pay back to the Federal Transit Authority (FTA).

Chairman Garcia asked if it would be an outside entity running the trollies. Mrs. McCullough confirmed that it would be.

Vice chairman King made a move to pass the resolution authorizing the General Manager to remove vehicles from the active fleet. The move was seconded by Mrs. Ruth Carter and the resolution was passed unanimously.

Resolution Authorizing the General Manager to Institute Route Changes

Chairman Garcia identified this resolution as being the one that was added to the meeting packet after it was sent out.

Mr. Barnes explained the reason for this by stating the PowerPoint about to be shown was presented to City Council last week. It shows modifications that were made as a result of the public hearings. There were about 30 public and private meetings in addition to the one-on-one meetings held with City Council. After reviewing the modifications, the City Council appeared to be pleased with them.

The modifications were based on a number of things, some of which were logistical; but, most were based on comments, petitions, discussion, letters, and cards. In addition a number of responses were received via web-based communications. All these things were put together by WSTA staff. Mr. Barnes commended his staff for all the hard work that was done to categorize and quantify all this information to devise a logical, strategy to accommodate the comments that were submitted.

Although the City Council seems to be amenable to the changes, Mr. Barnes feels that it would be inappropriate to move forward without the Board’s blessing. Therefore, this resolution is asking the Board to authorize the General Manager to institute route modifications.

The PowerPoint presentation was presented. Mr. Barnes said that the comment matrix mentioned during the presentation can be provided to the Board Members if requested.

After the presentation Dr. Fler inquired about the decline in Saturday service. Mr. Barnes explained that this information came from a survey the consultants provided along with trip data that was received.

Mr. Garcia wanted to know the driving force behind the proposed routes saving WSTA \$100,000 and the revised routes costing almost \$200,000. Mr. Barnes explained that the public's comments were the driving force. In addition, service being removed from Councilman Taylor's ward and the creation of a circulator in that area accounts for a considerable amount of the increase (route 27).

Ms. Regina Streed asked if route 5, 7, 8, and 9 were brand new routes. Mr. Barnes responded all the routes are different from what they were before with the exception of current routes 10 and 13.

Dr. Fler asked if there is an additional 16 routes being added to WSTA's current ones. Ms. Toneq' explained that only 3 additional routes have been added. What is being seen as additional routes is simply an increase in frequency.

Mr. Barnes explained that he expects to see an initial decrease in ridership once the new routes are put into effect; however, once the riders adjust to the changes he believes the ridership will go up.

Mr. King made a move to accept this resolution and his move was seconded by Ms. Streed. All Board members were in favor and the resolution authorizing the General Manager to institute route modifications was passed.

Public Comment:

- No Public Comments

Information Items:

Comprehensive Operations Analysis PowerPoint-Recommended Modifications

Operations Report- Fixed Route ridership was down six tenths of one percent year-to-date compared to last year. Mr. Barnes stated that this does not cause him concern because the same thing happened last year around this time. Also, preventable accidents are down from 8 to 4. The total number of complaints is down from 114 to 93 year-to-date; but, the chargeable complaints are up from 10 to 11.

Two indicators—No Shows and Telephone Performance—were added to the **Trans-Aid** Board Report.

Chairman Garcia asked what the difference is between missed trips and no shows. Tikiha explained that missed trips are when Trans-Aid operators arrive outside the pick-up window and transportation service is not provided. This could be due to the

passenger finding another mean of transportation. No shows are classified by 3 categories:

- **CL (Late Cancellation)**-Client cancels less than 1 hour and 30 minutes before scheduled pick-up time.
- **CD (Cancel at Door)**-Client calls and/or vehicle is in front of client's door.
- **NS (No Show)**-Van was at the pick-up location and client was not there.

If a client has 5 or more no shows within a 30-day period, an infractions notification letter is sent to them. After 5 or more no show have been reported within another 30-day period in a quarterly time frame (i.e., January-March, April-June, July-September, October-December), the client will be notified by letter and/or telephone call that their Trans-Aid services have been suspended for two weeks. This information is documented in the clients file. Chairman Garcia expressed his feelings on this by stating ten plus no shows before receiving a suspension is pretty lenient. He asked his fellow Board members for their thoughts.

Mr. Barnes reminded everyone that WSTA is working on adding Mobile Data Terminals (MDTs) to the vehicles. This technology will give very accurate on-time performance status. This indicator will be added to the report when the equipment is installed on the vehicles.

Chairman Garcia also asked if there is a norm or national average regarding what is acceptable for no shows. Mr. Barnes said that he would find out and report back to the Board.

Ms. Regina Streed asked if it would useful to breakdown the data captured to further differentiate between which no shows are "driver at the door" from those that are no show. Mr. Barnes expressed that the indicators and what the indicators include will all evolve in time. Mr. Barnes went on to say that the telephone performance indicator reflects a 2-minute average wait time and 20 minutes being the maximum time a caller had to wait for an available representative. With the hiring of new customer service representatives (CSRs), a decrease in wait time is expected. Mr. Barnes shared that his proposal to City Council will be to add another CSR to decrease wait times.

In addition, WSTA continues to recruit operators for both Trans-Aid and Fixed Route services. The current class consists of 6 operators; only 2 will be going to Trans-Aid. The next training class will consist solely of Trans-Aid operators to improve the performance of the paratransit services.

Trans-Aid's ridership is up year-to-date from 46,406 to 54,692. Preventable accidents increased from 0 to 1. The complaints went from 43 to 59; however, chargeable complaints increase by 3 for September year-to-date.

There is not a lot to report with Maintenance. Road calls for Fixed Route are down from 123 to 85 year-to-date and they are down from 34 to 29 for Trans-Aid. All the other figures reported are consistent.

Mr. Barnes reported that City Council approved the procurement to purchase the six paratransit vehicles at their last meeting. The purchase order will be submitted tomorrow (October 30, 2015). With the 6 month delivery time, WSTA hopes to receive the new vehicles in April 2016.

Financial Report-A financial report was not included in the packet due to some figures not being readily available for this meeting. Therefore the financial report will be discussed at the next meeting.

ADA Services (not on the agenda)-Mr. Barnes mentioned that at the last meeting there was extensive conversation about a strategy with respect to ADA services. One of the suggestions was that we contact Forsyth in Motion. Mr. Barnes shared that he contacted the agency and it appears they will be really helpful. The agency is excited about assisting WSTA with their projections and coming up with a strategy. In addition more data is being collected.

Mr. Barnes shared that WSTA has been selected by ADA to provide training for the National Transit Institute (NTI) in February 2016. The NTI is a training organization for the Federal Transit Authority (FTA) to provide training for the southeast.

Marketing Report-A handout provided by Mrs. Tina Carson-Wilkins was included in the meeting packet. Mrs. Carson Wilkins spoke in detail about the Marketing report.

There were not any new releases or stories to report on. Senior bus training was given to the citizens of Alders Point. The seniors will also receive Next Bus training at a later date. Another senior training session is scheduled to be given to the citizens of Azalea Terrace. The training being done with Alders Point and Azalea Terrace are just two of the training sessions that will be conducted over time.

WSTA continues coalition building through the list of agencies and events included in the Marketing report.

Next Bus continues to be marketed; however, advertising has been scaled back a bit. Winston-Salem Chronicle is still running an ad regarding Next Bus for seniors. This contract was signed before the advertising cut back was initiated.

WSTA participated in the Hispanic Fiesta that was held Saturday; September 26, 2015.

The 2015 United Way Campaign Drive will be held Friday; October 30, 2015 for WSTA employees. During the signup event, lunch will be served and there will be drawings for prizes.

The meeting adjourned at 4:56 p.m.

Transcribed by: Teika Holloway

November 10, 2015