

WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

Cark Campbell Transportation Center Training Room
100 W. Fifth Street, Winston-Salem, NC

MINUTES

THURSDAY; August 10, 2017

PRESENT:

Board Members

Robert Garcia, Chairman
Keith King, Vice Chairman
Regina Streed
Jack Fleer
Trae Cotton

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

WSTA Staff

Others

Toneq´ McCullough, Transportation
Director
Stephen M. Hawryluk, Deputy Budget &
Evaluation Director
Glenda Sears, Sr. Financial Analyst
Morgan, Simmons, City Planner
Claire Stone, CATS
Clayton Sander
Sharon Fisher, Chamber of Commerce

Meeting Opened: 4:02 pm

Chairman Robert Garcia opened the August 10, 2017 meeting with a welcome to all. He thanked everyone for coming to this meeting noting the meeting date had to be changed due to an important resolution needing approval.

Resolution Approving the Minutes for June 29, 2017 Board Meeting

Chairman Garcia gave the members of the Board a few moments to review the minutes from the June 29, 2017 Board Meeting.

A motion was made by Ms. Regina Streed, that was seconded by Dr. Jack Fleer approving the minutes for WSTA's June 29, 2017 Board Meeting.

Resolution Authorizing Medicaid Contracts for FY 2017-FY 2018

Mr. Barnes also thanked the Board for attending this meeting which is outside the normal meeting sequence. He then stated this is an important resolution although routine. It is a contract with Medicaid that is negotiated annually. The resolution that was passed out has been revised slightly to remove the dollar amount from the contract. Mr. Barnes stated he lifted the dollar amount from the last contract; normally Medicaid lists a dollar amount that is the maximum amount that can be spent for Trans-Aid trips in the contract that he receives. They did not do this, this time because the local Department of Social Services (DSS) will not be handling this; it will be handled in Raleigh. Mr. Barnes said that he would expect (given fares) the demand for ADA trips to drop opening up more space for Medicaid trips.

WSTA was anxious to get this resolution passed because it is to take effect July 1, 2017 and there will be a significant backlog in terms of billing DSS if the resolution was not approved until the end of the month.

Chairman Garcia asked if there were any questions. There were none.

Dr. Fler moved the resolution be approved. Ms. Streed seconded. The Resolution Authorizing Medicaid Contracts for FY 2017-FY2018 was approved unanimously.

Resolution Adopting Disadvantage Business Enterprise (DBE) Goals for FY 2017-2019

Goals are set for DBE participation every three years. Mr. Barnes said that this goal is formula based. He informed that Mrs. Robin Kirby is over this program and that she will be giving the specifics with respect to how the percentage is formulated and why it is required by the Federal Government.

Mrs. Robin Kirby stated that the Winston-Salem Transit Authority (WSTA) has established a Disadvantaged Business Enterprise (DBE) program in accordance with regulations of the U.S. department of Transportation (DOT), 49 CFR Part 26. WSTA has received Federal financial assistance from the Department of Transportation, and as a condition of receiving this assistance, WSTA has signed an assurance that it will comply with 49 CFR Part 26.

The Winston-Salem Transit Authority's Disadvantaged Business Enterprise (DBE) overall goal for the next 3 Fiscal Years is 7.27% of the Federal financial assistance we will expend in DOT-assisted contracts, exclusive of FTA funds used for the purpose of transit vehicles. The base figure for the overall goal is calculated by taking the total number of DBEs divided by the total number of firms across all work categories. WSTA continues to use its past average history as a factor in calculating the new goal in order not to skew reasonable expectations of DBE participation.

This federal financial assistance will be used with local DOT funds to acquire transit vehicles.

Trae Cotton asked how was this percentage is derived. Mrs. Kirby explained by saying past goals are reviewed from prior years and this information is used in accordance with the numbers set forth from the Census Reports.

Dr. Cotton then asked how WSTA has performed historically. Mr. Barnes answered by saying WSTA has performed well with exception of this year. He shared that WSTA lost a major DBE tire distributor that WSTA was spending approximately \$100,000 a year with. However, there will be future opportunities to meet this goal with projects like shelter installations. The Request for Proposal (RFP) will have a high DBE participation goal. WSTA knows of a local contractor who has done work for WSTA and the City, specifically with respect to installing shelters. Mr. Barnes said that he expects this contractor will participate or be a part of, if not as the contractor as a consultant. Mr. Barnes shared that population, manufacturing, wholesale/retail trade, among other local industries, are also parts of the formula.

Dr. Fleer asked if WSTA has a hard time locating DBEs Mr. Barnes said the answer is yes; because, there are a lot of things that are only peculiar to public transit. Dr. Fleer asked if that is general concern instead of a local concern. Mr. Barnes said it is a general concern; everybody has the same problem. He went on to say the majority of the money spent by WSTA is used to secure parts and there are not a lot of DBE suppliers that exist. Mr. Barnes spoke with one just today that had bid on some WSTA projects before. The gentleman's prices were too steep. Today, the same gentleman's business has gotten larger and he is providing parts to the Cincinnati Transit Authority, as well as, the Cleveland Regional Transit Authority. As the business gets bigger the unit prices go down; therefore, his prices may be more competitive the next time around.

The amount of emphasis being given to DBEs is due to the loss of WSTA's tire distributor.

Dr. Cotton moved to pass the resolution. His move was followed by moves made simultaneously by both Dr. Fleer and Ms. Streed. The Resolution Adopting DBE Goals was passed.

Resolution Recommending the Suspension of Route 100

Mr. Barnes started by saying this resolution came about basically; but, the bottom line is it is not a productive route. While analyzing numbers today, Mr. Barnes found that less than one person per trip is being transported. City staff recommends (WSTA will concur) temporary suspension of Route 100 until some type of reconfiguration can be worked out. Mr. Barnes mentioned previously that this route goes pass Winston-Salem State University (WSSU), University of North Carolina School of the Arts (UNCSA), and Salem College. Staff has the idea that this route can be extended out to the Mall instead of going down Miller Street into Forsyth Tech's campus. This is an option; however, the route would need to be suspended until all the specifics can be worked out. Mr. Barnes said that Councilman Montgomery has been a part of the conversations regarding Route 100.

Chairman Garcia asked how ridership will be affected. Mr. Barnes answered saying that according to monthly passenger counts (since the beginning of the new routes) it equated to less than one passenger being transported per trip. Dr. Fleer asked if the route was being suspended with a hearing. Mr. Barnes answered saying if a route is removed, federal requirements require a hearing.

Dr. Cotton stated that he wasn't aware of this particular route and as a result the University (WSSU) hasn't done a good job of promoting it to the student body. He went on to say that he could say the same for his colleagues at the School of the Arts as well as Salem College. Dr.

Cotton said the 3 universities had a meeting to talk about what they can do to support this particular route. Dr. Cotton is not sure if Councilman Montgomery shared that information with WSTA or not; but the universities would like to continue conversations regarding what can be done to support it because he knows there would be a direct benefit for WSSU and thinks the other universities feel the exact same. The schools can be more active in the process of encouraging on campus how our students and perhaps our staff to use that route. Dr. Cotton asked if the route is suspended, is there any idea of how long the suspension would be. Mr. Barnes said no; the idea did not originate with him. Ms. Toneq´ McCullough added that the recommendation is coming from conversations that were had by Councilman Montgomery with the schools. City Council approved this route to stay in service for 6 months for further evaluation. In order to benefit from the savings of suspending it temporarily, (so that more of these conversations can happen) and not loose benefit of the funding that is available, (then have to completely eliminate the route) the decision was made to suspend it temporarily. Further evaluation will be done and further conversations will be had in order for the City to come back with a better (that we can demonstrate is benefiting the community) recommendation to prevent a route from being eliminated.

Chairman Garcia asked Dr. Cotton if it would behoove him to have a date just in case he needed to go back to the school for further discussion. Dr. Cotton said that he isn't sure. Now that he thinks about it, part of the route that crosses over Highway 52 is shut down so he doesn't know if WSTA would currently be able to run the route anyway. Regarding the other issues Dr. Cotton said he does know that everyone was certainly interested in the route. He went on to say that institutionally, WSSU has some other interest because money is being spent that maybe does not need to be. Again Dr. Cotton stated the question he received from his colleagues at Salem and also the School of the Arts is they are interested in the same thing which is how their students can be transported to and from the Mall and working with the staff to create a route that we call all support and make it worthwhile for WSTA and certainly for the monies the City puts in.

Mr. Barnes asked Dr. Cotton to confirm that WSSU provides a shuttle to transport their students the Mall. Dr. Cotton replied yes; currently on weekends. Dr. Cotton said the course of the conversation his chancellor had with their chief of police was Route 100 operating 6 or 7 days a week would be better for students than one shuttle provided on Saturdays. Dr. Cotton asked there was the possibility, going forward, if all the kinks are worked out, the route can be run for 9 months instead of 12 months. Mr. Barnes stated he understood where Dr. Cotton was going with this question. Dr. Cotton went on to explain that for all 3 campuses ridership (he thinks WSTA would notice) in summer will go down significantly due to a lack of students. Mr. Barnes answered yes; there is a possibility of this being done. He said that he didn't foresee it being an issue with federal regulations being some transit systems that operate in tourist areas run seasonal routes. Dr. Cotton, Mr. Barnes and everyone else agreed this is an idea that can certainly be discussed in detail further down the line.

Dr. Fleer asked if there was data indicating Route 100 would be a viable route prior to instating it. Mr. Barnes answered that there was. He said the City Planner put together the routing configuration list on assistance from WSTA; but, Mr. Barnes thinks the logic behind this route was that there would be potential for significant traffic between WSSU and Forsyth Tech. However, this does not seem to be the case. Conclusions from the survey, that was conducted almost 2 years prior to the route being instituted, indicated people were coming downtown from

the WSSU area to get transfer trips to Forsyth Tech. Actually, the trips that were going from WSSU to Forsyth Tech were over crowded.

Mr. Barnes stated that there may be some other underlying factors that have caused ridership to dwindle on this route. It is Mr. Barnes' understanding that Forsyth Tech's student population has decreased somewhat. Dr. Flear asked when the routes went in to affect. Mr. Barnes answered January 1. Dr. Flear then stated the route ran through at least one semester. Mr. Barnes and Dr. Cotton confirmed respectively and added the route was new; Dr. Cotton added, speaking on behalf of his institution, that whatever route adjustment winds up working, WSSU will be very willing to actively support in away (for whatever reason) they didn't in the first 6 months of the route's existence. He went on to say this was the also the sentiment he received from his peers at the School of the Arts and at Salem.

Mr. Barnes said that another factor is the closing of Stadium (Rams) Drive. He asked if anyone knew how long it would be closed. Ms. Toneq responded by saying she believes it will reopen in November. Mr. Barnes said that this is good because this drive takes the route by Salem College. Currently the route is diverted over to Research Parkway.

Dr. Flear asked if the School of the Arts and Salem College had shuttle services. Dr. Cotton answered by saying Salem College doesn't and the School of the Arts does some shuttling for their high school students taking them to and from the Stevens Center. Dr. Flear then asked if any of the shuttling service provided by WSSU duplicates any of the service provided by Route 100. Dr. Cotton answered yes; to a certain extent. He then said that conversation for WSSU is to stop the shuttles that duplicate Route 100 and get the students riding the bus; in addition to, figuring out other ways that WSSU can directly support this route. The students benefit more from Route 100 because it would operate 6 days a week instead of one day a week on Saturday. This would also increase ridership.

Dr. Cotton and Dr. Flear moved simultaneously to pass the resolution. Their move was followed by a move made by Ms. Streed. The Resolution Recommending the Suspension of Route 100 was passed unanimously.

Public Comment:

Ms. Claire Stone distributed 3 handouts: complaints, no show policy, and CATS' meeting minutes. CATS is requesting that the speakers (public) time slot be moved permanently to the slot before any votes. CATs would like for someone to point out (every time the no show topic is raised) that the Federal Transit Administration (FTA) stopped WSTA from issuing no shows due to WSTA changing reservation times. Ms. Stone stated that if WSTA is thinking of changing the no show policy, there are 2 recommendations from the FTA: setting a baseline (e.g. 3 no shows in a month) and a percentage of rides above that baseline (e.g. 10% of the trips no show when someone rides over 30 trips). Ms. Stone's handout included consequences and a FTA draft of a no show policy. She stated the total number of trips needs to be added to WSTA's report because the FTA reports no-shows as a ratio (chargeable no shows/total scheduled trips).

Dr. Flear asked if the sample no show policy included in the handout a direct copy of what is available in the law. Ms. Stone said it is; correct, as well as other material done by the FTA. Dr. Flear noted the ratio provided for Greensboro Transit Authority (GTA) and asked Ms. Stone if she had the ratio for WSTA. Ms. Stone said she does not because she does not have scheduled

trips. She stated hopefully scheduled trips will become a part of the report in the near future. Dr. Fleer asked if WSTA has this information. Mr. Barnes responded yes. Dr. Fleer asked then asked if WSTA knows what the ratio is. Ms. Tikiha Alston said she did not know it off the top of her head but she could provide the Board with this information at Dr. Fleer's request.

Dr. Fleer stated that this seems to be a continuous issue and asked what is problem with the no show issue. Mr. Barnes asked Dr. Fleer to clarify his inquiry asking him if his question is, "Why do no shows exist?" Mr. Barnes went on to say a policy was submitted to FTA and WSTA is waiting to hear back from them. He said there are several policies and programs with respect to no shows because every transit system has one that is a little different from the others. Mr. Barnes reiterated that WSTA is still waiting on a response from FTA and has been waiting for some while now. Dr. Fleer asked if WSTA has been waiting for years. Mr. Barnes said he is really not sure of how long it has been; but, the problem is WSTA worked through one of the consultants that was sent to conduct the audit to come up with some type of no show program. The consultant approved it; however, when it was received by FTA, they had an issue with it. So it is kind of a paradox in that WSTA is trying to get the two together. On one hand you have an auditor for the FTA that approves a plan and then the FTA receives it and don't like it. WSTA has attempted to bring both parties together on several occasions without success. All WSTA needs is a resolution saying it is good to go because WSTA would like to have it resolved as well.

Chairman Garcia stated that the cost associated with no shows was discussed during the last meeting. He went on to say that it doesn't matter who is at fault no shows are still costing WSTA money. Chairman Garcia admits that he got pretty passionate about how no shows can be scaled back because at \$18 a trip (despite how it is written on the sheets or whose fault) for the high number of no shows WSTA is experiencing it is kind of hard to move on to something else when this amount of money is being lost. Mr. Barnes said right now there is no consequence for no shows so it expected that they will continue until there is one.

Dr. Fleer asked Ms. Stone is she saying that if no shows are calculated the way GTA does it the results would be better, worse or different in some way. Ms. Stone replied that she thinks it would descend. WSTA would have average around nationwide 3%. Ms. Stone stated for the month reported in meeting packet 1400 no shows are listed and she can tell the Board that this is not correct. Dr. Fleer asked was she saying it is higher or lower. She answered much lower, if the number is dissected and only the trips that are actually provided are listed along with the other requested information.

Ms. Alston responded by saying the number listed for no shows is not just ADA trips. It includes Medicaid trips that have to be reported as well any other trips made on Trans-Aid. Dr. Fleer asked Ms. Stone if she knew whether or not GTA included other trips in there no show count. Ms. Stone said she did not know; however, Mr. Barnes answered that GTA did not include them. GTA does not do Medicaid trips. Dr. Fleer then stated in a sense the two transit counts cannot be compared. Mr. Barnes confirmed this statement by saying they cannot unless ADA trips are extracted from the total.

Dr. Fleer went on to say he would just like to see a resolution as he is sure all parties involved would. The topic continues to come up time after time after time. It is like an old wound that needs to heal. Chairman Garcia stated, he thinks (like Mr. Barnes said earlier) since there are no consequences people tend to react like "Oops I missed it; I no showed; oh well." because

there is no punishment or consequence. Dr. Cotton asked if this was because policies doesn't currently allow; if that's the case, is it that what was submitted there're discrepancies between consultants and Feds. Is it something there that will eventually result in a policy? Mr. Barnes said if WSTA can bring both parties together then the issue can be resolved. That is the problem; getting them together to discuss it and come to a resolution. Dr. Cotton asked if sanctions are being offered in the proposed policy. Mr. Barnes answered yes.

Ms. Alston added that Ms. Stone is very well aware of the no shows that probable a lot of her members receive and for whatever reason. Trans-Aid has a lot of other passengers who utilize the service that has no trace or vary code. There are just a lot of variables that involved; but, Ms. Alston she could definitely provide Ms. Stone with the breakdown information she is requesting. Dr. Fleer stated he appreciates this and he would just like to see some resolution. Chairman Garcia said so would everyone else. He also said perhaps when these types of things are brought to WSTA's attention it is not a bickering thing; but on the flip side show how much it is costing WSTA. He said it is very easy to voice a negative opinion; but, at the same time make note that maybe the same people issuing those concerns are a part of the problem. These same people could very well be a part of the solution by showing up or cancelling on time. Some education can be given on how much money is lost regarding no shows prior to someone voicing or bringing this concern to the table (e.g. Wait a minute before you voice this or bring it to the table please note that in 20XX, WSTA lost \$XX.XX amount of money.)

Ms. Stone stated the primary problem, which she just indicated now is that reservations are being changed. So if a reservation is changed the person cannot be there for that half-hour if they do not know what you think that reservation is. Dr. Fleer asked if she was saying that the passengers are aware of what it is costing WSTA in no shows. Ms. Stone said yes; they are aware. She also said that she thinks when a no show policy is put in place it will carry a lot of power. You know when you get suspended for whatever reason it does have a lot of power; but, first make sure that you are identifying correctly and reporting correctly. Dr. Cotton asked why the reservations being changed. Ms. Alston said the reservations are not being changed any longer. WSTA has resolved that issue. Dr. Cotton asked why there is a discrepancy; why is the rider feeling like WSTA changed their reservation and WSTA is saying they did not. Ms. Alston stated that the one's she has been finding is a miscommunication between the driver and the passenger. They are looking at different times other than what is in the system. For example, the driver will tell the passenger that they have a 2:30 pm pickup but when we look in the system the passenger does not have a 2:30 pm pickup. Ms. Alston stated she is trying to find out where the drivers are getting these numbers from. The tracking software that WSTA utilizes tracks everything. It tells what was changed, who changed it and when it was changed. No evidence is being found to show a change was made to a reservation. WSTA has had issues in the past regarding reservations being changed; however, that issue has been resolved. Dr. Cotton asked if he were a passenger and felt that his reservation was changed, would it be possible to make his way to the Transportation Center (TC) to look in the system himself and be shown that his reservation was not changed. Ms. Alston answered yes. Dr. Cotton then asked is this being offered to those that are saying their reservation has been changed. Ms. Alston said no; they are offering the opportunity to come and listen to the call when they are calling in saying they were given a certain time. WSTA has them on a recording with the scheduler giving them a different time. The passengers are offered the opportunity to come down and review anything including video footage from a van. WSTA welcomes this opportunity.

Mr. Clayton Sanders introduced himself to the Board and stated is a Trans-Aid Rider and a member of CATS. He stated that he has a question more so than a concern. He asked why there was such disconnect between the TC and Hampton D. Haith Administration Building on Trade Street (Dispatch). Mr. Sanders said that when reservations are booked, the passenger speaks to the reservationist at the TC and the reservation goes over to Dispatch (Trade Street) for conclusion and assurance the trips are assigned to a van. Mr. Sanders asked Ms. Alston was he correct; she confirmed by saying yes. He went on to say his issue with this process; and, the issue of some of his friends that ride is that the reservation time given by the scheduler and the reservation time given by automated system is different. Mr. Sanders said that he has been on a van where Dispatch has radioed in to tell the driver they changed a reservation. The rider is not notified; therefore, they are awaiting a ride that has come and gone in which they have no knowledge of this happening. This occurrence results in a no show. Mr. Sanders suggests that when a reservation is changed by Dispatch, they pick up the phone and call the rider and inform them of the time change and why it was changed. This is better than having the rider misses their van be unaware.

Dr. Cotton asked Mr. Sanders how recent was it when he heard the dispatcher tell the driver a reservation had been changed. Mr. Sanders said it has been about a month; he hasn't heard it in the last couple of weeks.

Dr. Cotton said it has been stated that WSTA resolved the issue of changing reservations and then asked how long has it been since it was resolved. Ms. Alston stated approximately 6 months. Mr. Barnes said it's been no longer than that and effectively the dispatchers know directly from him not to change reservations. He said the van may be running late and this is transmitted to the driver; but, Dispatch doesn't randomly change reservations. Dr. Cotton asked, for a rider who is experiencing this, (what Mr. Sanders heard) who is the person they should call to say, "This is what I just heard. . ." Ms. Alston said they should call Customer Service; all of WSTA's passengers are encouraged to contact Customer Service. Ms. Stone normally emails her concerns as you can see in her packets; this is fine too. Mr. Sanders has Ms. Alston's email as, well. There are various avenues to contact WSTA regarding any concerns. Mr. Sanders shared another incident with us regarding a young lady waiting on a ride whose reservation was changed but she wasn't notified. Dr. Cotton asked if he had the date this occurred. Mr. Sanders said he thinks it occurred sometime in July. Ms. Stone said they will keep them coming in; it's an ongoing issue and the automated system is always inaccurate. WSTA knows this and is trying to fix it; Ms. Stone asked when you call the automated line and get a different time which one should you go with? Mr. Barnes said it would be helpful if we received specifics with respect to dates and times it would be easier to track and verify or not verify. This way if WSTA is in error, the issue can be corrected. Mr. Sanders said he can get the date and time. Dr. Cotton said if he heard correctly the conversations are recorded so with specifics like dates and times the issues can be verified.

Dr. Cotton said that his last question is for Mr. Barnes. He asked if some of this is a continuing Public Relations (PR) issue from back when WSTA was having these issues. Maybe it needs to be viewed from a PR perspective in terms of how WSTA can let people know the issues have been corrected and WSTA no longer does the things being suggested. Should the issue be viewed from this perspective so that WSTA can try and create something different in the minds of its riders? Dr. Cotton went on to say that if he is hearing correctly all parties are not on the same page. On one hand WSTA is saying we don't do that anymore and on the other hand passengers are saying, yes you do, yes you do; somewhere there is a disconnect. If WSTA is

not doing it how is the community being notified? On the other side, if it is going on; but, WSTA is saying it is not, Dr. Cotton said he doesn't know how to fix it; but he is posing the question that if past PR issues are to blame, once they are resolved maybe people will begin to say, "well maybe it doesn't happen." Mr. Barnes said that the simple solution is to give WSTA specifics that can be verified or not verified using the date and the time.

Dr. Cotton apologized for taking up so much time. Chairman Garcia said no apologies are necessary and that he (Dr. Cotton) brought up some very, very valid points. Chairman Garcia also said the public comments are well respected and that no business is without error, WSTA included. He said that he knows WSTA is working diligently to it is how the company responds to the error is what's important. Chairman Garcia reiterated what Mr. Barnes said about giving specifics. It could be the driver was held up in traffic; you have to think that this does happen and it may sound like a reservation has been changed coming over the radio. To bring this out during a public forum and not have facts that can be verified is not helping the cause. With that being said, Chairman Garcia stated that like Dr. Cotton said it will be looked into further. The issue is not being denied in the least; but, going forward, please gather as many specifics as possible. Mr. Barnes stated date and time is sufficient. Dr. Flier pointed out that dates and times are included in the packet distributed by Ms. Stone. Mr. Barnes asked how old the occurrences are. Dr. Flier said they go back as far as June and July. Mr. Barnes said that if there are dates and times listed; WSTA will have a response at the next Board meeting.

Information Items:

Labor Negotiations-Mr. Barnes said Labor Negotiations have been completed. There is a three year contract in place. There are some other issues to be dealt with; but negotiations have been concluded and accepted. The only thing left is gratification from the body and that is supposed to happen this Sunday. The wages are very much in line with the national averages. Negotiations lasted a week; it was done a lot faster than normal. It normally takes a month to get it done, on and off.

Black Theatre Festival-The Black Theatre Festival concluded last week and Mr. Verylen Crawford shared that WSTA provided approximately 12,000 trips. Mr. Barnes said that Ms. McCullough congratulated the Staff at the weekly staff meeting that was held this morning. He said that people really do not know how complex an operation that is. It's like running to transportation systems at the same time and a lot of effort went in to it. The basic configuration is going out to the 21 hotels picking people up, bringing them down town to be transferred to another bus to take them to 12 different venues. It is a lot of work that goes in to bringing it all together. This includes putting together bus schedules and distributing them to all the hotels. It requires street supervisors and communication a communication system. Transportation started at three each day and ended around 12 midnight; therefore, WSTA employees were out until 1 am every night every day the Festival was going on. There were articles in both the Winston-Salem Journal and The Chronicle (front page).

Accessible Festival- Garcia wanted to share his experience attending the Festival. He said it was an amazing job done with all the planning, exhibits, sponsors, and etc. He was only able to devote 2.5 hours; but, during that time he was wowed by everything! The joy on the children's

faces as well as the adults is priceless. Seeing this event makes you count your blessings. He applauded everyone that had anything to do with putting it together.

Mrs. Carson-Wilkins reported that the Festival was a success. The doors opened at 9 am and by 10:45 am over 500 gift bags had been given away. The sponsors were: The Enrichment Center, Triad First in Families, Frito-Lay, Tec's Web, Pepsi Bottling, Salvation Army, Bayada Habilitation and the WS Fairgrounds and our very own Chairman Garcia.

The Accessible Festival was summed up with the viewing of a short presentation.

Operations Report- Tabled until next meeting.

Marketing Report-Ms. Carson-Wilkins announced that arrangements were made last week to begin mailing out information to clients regarding the changes to Trans-Aid. Meetings have been held with agencies to explain the changes taking place so that they can provide the information to those they serve. Advertisement has been put in place for the changes that will take effect September 1 2017.

Mrs. Carson-Wilkins shared that Ms. Morgan Simmons has begun holding the I-40 mitigation meetings. She also shared the she (Mrs. Carson-Wilkins) met with Piedmont Authority Regional Transportation (PART) for the Regional Marketing Meeting in July to discuss what everyone is doing with their marketing strategies. Everyone is working together to devise a plan for the transportation of commuters being affected by the I-40 construction.

Mr. Barnes said at some point the Board will be provided with a report or some sort of presentation on the finalized plan. Currently it is still a work in progress. It will be submitted to Federal Highway Administration for funding. If WSTA is awarded the funding, WSTA will be able to report to the Board exactly how it will be handled.

The meeting adjourned at 5:07 p.m.

Transcribed by: Teika Holloway

September 5, 2017