



# WINSTON-SALEM TRANSIT AUTHORITY

## BOARD OF DIRECTORS MEETING

Cark Campbell Transportation Center Training Room  
100 W. Fifth Street, Winston-Salem, NC 27101

### MINUTES

THURSDAY; March 28, 2019

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#### PRESENT:

##### **Board Members**

Robert Garcia, Chairman  
Keith King, Vice-Chairman  
Jack Fleer  
Willie Clark Jr.  
Jeanette Lawson-Jackson

##### **WSTA Staff**

Donna Woodson, General Manager  
John M. Ashford, Asst. General Manager  
Robin Kirby, Finance Manager  
Tina Carson-Wilkins, PR & Marketing  
Tikiha Alston, ADA Coordinator &  
Customer Service Manager  
Jackie Ijames Settle, Mobility Management  
Teika Holloway, Administration Assistant

#### **Others**

Toneq McCullough, DOT Transportation Director  
Brenda King, DOT Finance Manager  
Dojer James, WSTA TRAC Member  
Heather Curry, Budget and Evaluation Analyst  
Yeymy Jones, Sr. Financial Analyst  
Dewey Williard, Accounting Services Manager  
Diane Fitzhugh, Community Advocate  
Clair Stone, Community Advocates for Transportation

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#### **Meeting Opened: 4:02 pm**

Chairman Robert Garcia opened the March 28, 2019 Board Meeting with a welcome and thank you to all in attendance.



### **Safety Message**

The Safety Message was given by Ms. Donna Woodson as follows:

In lieu of this being the month of March, and people being familiar with March Madness, the safety message is, 'Save the Madness for the Court.' Drive defensively, eliminate the driving distractions, and be safe.

### **Public Comment (2-minute limit)**

None

### **Approval of the January 31, 2019 WSTA Board Minutes**

Chairman Garcia gave the members of the Board a moment to review the minutes from the January 31, 2019 WSTA Board Meeting.

**Dr. Jack Fleer made a move to approve the minutes followed by a motion made by Vice-Chairman Keith King. The minutes were passed unanimously.**

### **Resolution to Approve the Bus Lift Contractor**

After due advertisement, bids were received and publicly opened by the City/County Purchasing Department at 1:00 pm on March 19, 2019 for vehicle lift and installation with two (2) alternates.

Out of the three (3) bids received, it is the recommendation of the General Manager and the Purchasing Director that the additional alternates be accepted and a contract be awarded to C&A Equipment Services, Inc.—the low bidder meeting specifications, in the amount of \$148,750.

The members of the Board inquired about the huge difference in the amounts of the bids. They asked if all three (3) bids were for the same type of lift; and, how was the work done in the past.

Mr. John Ashford responded—by way of explanation for the huge bidding difference—the winning bidder may be able to get the lift and alternates at a better rate or price point than its competitors. Mr. Ashford also stated the work was outsourced in the past instead of being done in house as preferred.

Vice-Chairman King asked if the lift was a replacement or if it was an addition. Mr. Ashford answered by saying, it is a different type of lift from the one WSTA already has; therefore, it will be an addition.



Chairman Garcia asked Mr. Ashford if the winning bidder is a vendor WSTA has dealt with in the past. Mr. John replied in response stating, the City Fleet Service has had dealings with the vendor in the past; but, not WSTA directly. Chairman Garcia feels perhaps the bidder has a good relationship with the City and this may be an additional reason for the low bid.

**Dr. Fleer moved for the approval of the Bus Lift Contactor—C & A Equipment Services, Inc.—to sell and install the lift for WSTA. His move was seconded by Vice-Chairman King and the resolution was approved.**

**Information Items (No Board Action Needed):**

Ms. Woodson stated that the items in this category were included in the meeting packet and hopefully everyone had a chance to review them prior to the meeting. The floor was opened for inquiries regarding any of the reports that have been submitted for Operations. Mrs. Tina Carson-Wilkins will discuss the Marketing Report at the end of the meeting.

- I. ***Fixed Route and - Operations Reports-January/February 2019***-Chairman Garcia noted that the chargeable complaints for Fixed Route has almost been cut in half. He also stated there is a huge difference in the vehicular accidents' comparison. Ms. Woodson agreed; and, said there has been a lot of vehicle accidents with the majority of them being preventable. She explained this is the reason for the additional Safety Plan that was put in place. It outlines some, not all, of the things being done to reduce and eliminate these accidents. WSTA's goal is to have zero accidents. Operators are being reminded not to put schedule before safety.

Dr. Fleer noted complaints are up for both Fixed Route and Trans-Aid. Ms. Woodson stated the majority of the complaints come from passengers being picked up late with the increase in Trans-Aid ridership. Ms. Tikiha Alston spoke on complaints regarding Fixed Route. She stated the bulk of the complaints are caused by the buses running late due to traffic at certain times of the day. Dr. Fleer asked if Trans-Aid ridership has leveled off. Ms. Woodson responded it has; and, she gave ridership averages for the time span she has been General Manager.

Chairman Garcia said although the complaints were high the chargeable complaints were very low. Chairman Garcia, Ms. Woodson and Ms. Alston all agree that this is due to the fact there is a requirement that every complaint be documented.

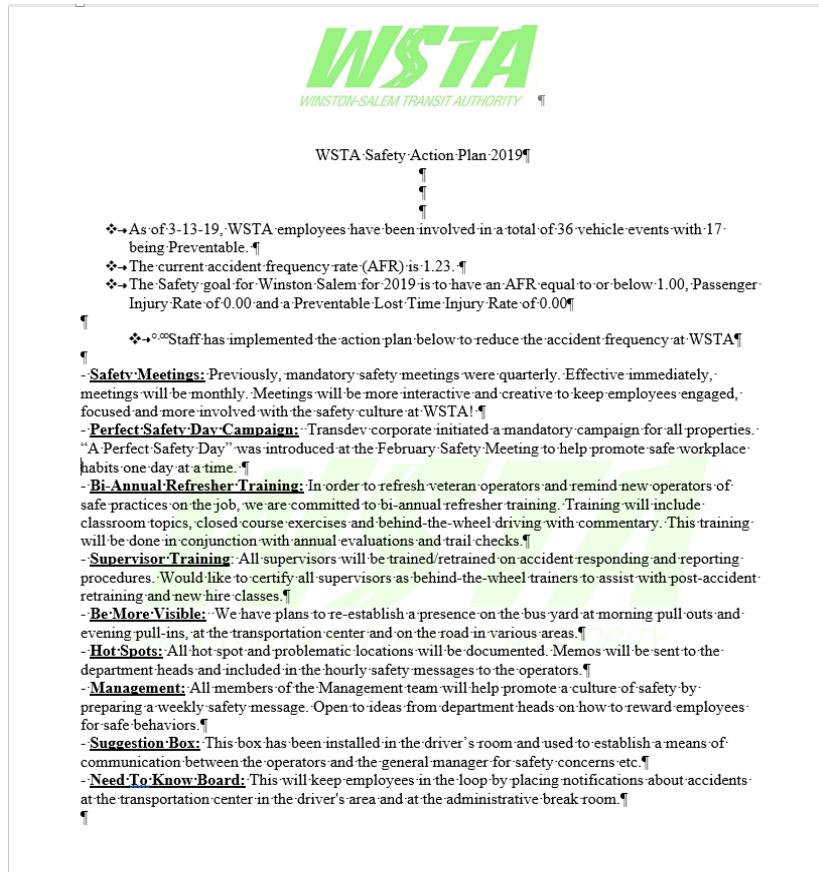
Chairman Garcia asked about 'No Shows'. Ms. Alston explained the breakdown of the 'No Shows' categories. Chairman Garcia asked Ms. Woodson what number of 'No Shows' would she like to see. She responded by saying in a perfect world, she would like to have zero; however, in reality if 'No Shows' were to decrease to under 100, it would be good. A decrease would boost on-time-performance. 'No Shows' are a waste of time that causes delays.



Vice-Chairman King inquired about Route 85. Ms. Woodson gave a detailed update on the mitigation routes. She explained the modifications that will take effect April 21.

Vice-Chairman King said there are still some older buses in the Fleet. He asked what determines what buses are assigned to what routes? Ms. Woodson explained legally a bus cannot be assigned to a route and left there continuously—this is against the Americans with Disabilities Act. Therefore, if a transportation center has a mixed fleet, they have to shift the buses around. WSTA uses newer buses on routes that need to have stop data collected that older buses are not equipped to do this.

- II. **Maintenance Report January/February**-There were no questions, concerns, or comments about the Maintenance Reports.
- III. **Safety Action Plan 2019**-Ms. Donna Woodson stated the Safety Action Plan 2019 outlines the additional efforts WSTA is taking to reduce accidents and the frequency of accidents. She verbally mentioned some of the things that are being done. The actual report (that was included in the March 28, 2019 Board Meeting Packet) is inserted below.



**WSTA**  
WINSTON-SALEM TRANSIT AUTHORITY

WSTA Safety Action Plan 2019

As of 3-13-19, WSTA employees have been involved in a total of 36 vehicle events with 17 being Preventable.

The current accident frequency rate (AFR) is 1.23.

The Safety goal for Winston Salem for 2019 is to have an AFR equal to or below 1.00, Passenger Injury Rate of 0.00 and a Preventable Lost Time Injury Rate of 0.00.

Staff has implemented the action plan below to reduce the accident frequency at WSTA.

**Safety Meetings:** Previously, mandatory safety meetings were quarterly. Effective immediately, meetings will be monthly. Meetings will be more interactive and creative to keep employees engaged, focused and more involved with the safety culture at WSTA!

**Perfect Safety Day Campaign:** Transdev corporate initiated a mandatory campaign for all properties. "A Perfect Safety Day" was introduced at the February Safety Meeting to help promote safe workplace habits one day at a time.

**Bi-Annual Refresher Training:** In order to refresh veteran operators and remind new operators of safe practices on the job, we are committed to bi-annual refresher training. Training will include classroom topics, closed course exercises and behind-the-wheel driving with commentary. This training will be done in conjunction with annual evaluations and trial checks.

**Supervisor Training:** All supervisors will be trained/retrained on accident responding and reporting procedures. Would like to certify all supervisors as behind-the-wheel trainers to assist with post-accident retraining and new hire classes.

**Be More Visible:** We have plans to re-establish a presence on the bus yard at morning pull outs and evening pull-ins, at the transportation center and on the road in various areas.

**Hot Spots:** All hot spot and problematic locations will be documented. Memos will be sent to the department heads and included in the hourly safety messages to the operators.

**Management:** All members of the Management team will help promote a culture of safety by preparing a weekly safety message. Open to ideas from department heads on how to reward employees for safe behaviors.

**Suggestion Box:** This box has been installed in the driver's room and used to establish a means of communication between the operators and the general manager for safety concerns etc.

**Need To Know Board:** This will keep employees in the loop by placing notifications about accidents at the transportation center in the driver's area and at the administrative break room.



- IV. **Trans-Aid No-Show Policy**-Ms. Tikiha Alston distributed a handout that explained in detail the updates to the 'No Show' policy that are scheduled to take effect October 16, 2019. Ms. Woodson explained that this policy was adapted using guidelines set by the ADA. Chairman Garcia asked if the guidelines are the same for every transit system. Ms. Woodson confirmed and said certain parts can be modified. She went on to say some transits make modifications (although she wouldn't recommend it) to make the policy more relaxed. The best and safest way is to follow ADA guidelines. You can make the policy more relaxed; however, you cannot make it sterner.
- V. **Finance Report**-Mrs. Robin Kirby gave a summary of the Finance Report that was included in the meeting packet. Ms. Woodson added that WSTA is focusing on capturing the required information for the submittal of grants and to ensure there will be no loss of grant funding. She stated that she is in agreement with Mrs. Kirby in that WSTA's finances are where they should be at this time.
- VI. **Marketing Report-January/February 2019**-Mrs. Carson-Wilkins revealed a new format for the Marketing Report. She added information that had not been included previously. The new format paints a more defined and colorful picture of WSTA's Marketing and Public Relation projects and events. This report was included in the meeting packet.

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**The meeting adjourned at 5:05 p.m.**

Transcribed by: Teika Holloway  
April, 2019