



WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

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

MINUTES

THURSDAY; October 24, 2019

PRESENT:

Board Members

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

Public

Carolyn Warren

WSTA Staff

Donna Woodson, General Manager
John M. Ashford, Asst. General Manger
Robin Kirby, Finance Manager
Tina Carson-Wilkins, PR & Marketing
Jackie Settle, Mobility Management
Supervisor
Verylen, Crawford, Director of Operations
Carol Patrick, Operation's Data Analyst
Teika Holloway, Administrative Assistant

City Staff

Toneq' McCullough, Director of Transportation

Meeting Opened: 4:05 pm

Chairman Robert Garcia welcomed everyone to the October 24, 2019 WSTA Board Meeting.

He stated that today's meeting would be a little short due to Dr. Jack Fleer and Ms. Donna Woodson having other obligations.

Safety Message

Safety Message—Chairman Garcia: *Be careful as you walk out in the morning. It is getting to be the time of year when frost and ice may have developed overnight.*

Public Comment (was given towards the end of the meeting)

None.



Approval of the August 29, 2019 Winston-Salem Transit Authority (WSTA) Board Meeting Minutes

Chairman Garcia gave the members of the Board a moment to review the minutes from the August 29, 2019 WSTA Board Meeting. He asked if there were any questions or concerns.

Dr. Jack Fleer made a motion to approve the August 29, 2019 WSTA Board Meeting Minutes. His motion was seconded by Vice-Chairman Keith King. The August 29, 2019 WSTA Board Meeting Minutes were approved.

Resolution Approving the City of Winston-Salem/WSTA Title VI Program

The North Carolina Department of Transportation (NCDOT) requires recipients of federal funds to demonstrate compliance with Title VI of the Civil Rights Act of 1964 through regular compliance reports.

The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for FTA Administration Grantees" sets forth the information that should be included in these updates.

The City of Winston-Salem/Winston-Salem Transit Authority is both a recipient of federal funding and an FTA grantee. Staff has implemented and updated the Title VI Program to demonstrate compliance with the Title VI of the Civil Rights Act of 1964.

The City of Winston-Salem/Winston-Salem Transit Authority ask that the Board approve the implementation and updates to the Title VI Program and the reporting procedures.

An electronic copy of the plan was emailed, several days prior, to the Board in two parts for their review. They were advised it would not be provided at the Board Meeting being it is a very large file.

Dr. Fleer inquired about the plan's diversity. He noted it did not list LGBT community. Also noted were issues with the Board Meetings' time as well as wording consistency. The plan states the Board Meetings start at 5 p.m. instead of 4 p.m. Ms. Woodson stated that the copy sent to the Board was the most current version that was created and adopted by her predecessor. Ms. Woodson advised that she and staff would revise the program prior to the February 2021 deadline. She also welcomed the assistance from Dr. Fleer during the process.

Vice-Chairman Keith King moved to approve the City of Winston-Salem/WSTA Title VI Program. His move was followed by one made by Mr. Willie Clark Jr. This resolution was passed unanimously.

Old Business:

New Board Members Update-WSTA has been working closely with the Mayor's Office for the past few months to fill the vacant Board Member positions. Ms. Woodson shared the Mayor's Office has 3 potential board members in view. Nothing has been finalized and no formal offers have been given. Ms. Woodson said she will keep the Board informed of the progress being made by the Mayor's Office to fill the vacant positions.

New Business:

WSTA Board Holiday Dinner-Ms. Woodson announced that the annual WSTA Board Holiday Dinner will be at Bermuda Run Country Club in Clemmons. It will be on Thursday; December 19, 2019 at 6:30 p.m. She hoped that all board members would be able to attend with a guest.

2019 Resident Survey Report-WSTA Survey, Town Hall Meeting, or both (added to the agenda)-Ms. Woodson stated the Winston-Salem/Forsyth Resident Survey for 2019 had been conducted. She forwarded all board members a copy of the survey via email due to the size of the file. Several Board Members (Dr. Fler was named as one.) asked that there be some discussion about the survey at this month's Board Meeting when we have more time.

Ms. Woodson said she thought about providing the report to the attendees of the Board Meeting; however, she was unsure if it had been made public. It was confirmed by Ms. Toneq' McCullough the report has been made public and it is posted on the City of Winston-Salem's website. Ms. Woodson suggested anyone interested in seeing the results of the survey, go to the City's website. Among other topics, the survey included questions about public transportation (more specifically, WSTA services.) Ms. Woodson has plans to conduct a WSTA survey and/or Town Hall style meetings that is centered around the services WSTA provides. Dr. Fler and Vice-chairman King both voiced their concerns about how the survey would be conducted. Dr. Fler said he would be hesitant or reluctant to choose Town Hall meetings due his concerns of having poor attendance. He mentioned the Town Hall meetings held in the past had low participation. Mrs. Tina Carson-Wilkins stated out of all the town hall meetings, the largest—outside of the Transportation Center (TC)—was about 10-12 people that showed up for a meeting at the 14th Street Recreation Center. The meetings held at the TC had the largest number of people to attend.

Ms. Woodson stated that she would advise the city manager's office the consensus of the WSTA Board of directors and staff is to utilize the survey option as a means to collect data from our passengers and the citizens of Winston-Salem/Forsyth County.

Bike Walk Summit Participation (added to the agenda)-An email was sent out to the WSTA Staff and Board Members informing them of the 2019 Bike Walk Summit in Winston-Salem. Ms. Woodson stated the event would take place next month November 7,8 and 9th and invited everyone to participate.

Information Items: (No Board Action Needed):

- ***Operation's Monthly Data Presentation***-This presentation was included in the meeting packet. Ms. Carol Patrick was unable to give a formal presentation due to the unavailability of a computer at the time of the meeting. However, the members of the Board had prior time to review the presentation after receiving their copy of the Board Meeting packet.

A few minutes was given for members to review the slides and ask questions. Dr. Flier stated he finds the charts and graphs to be very useful when reviewing and analyzing the monthly data. In addition, a comparison to other transit systems would be appreciated. This would assist with putting data in perspective.

- ***Fixed Route and Trans-Aid Operations Reports: August 2019 and September 2019***-A few moments were given to review and ask questions regarding the Fixed Route and Trans-Aid Operations Reports. On the Fixed Route Reports, the difference between the fiscal year is due to the addition of the Mitigation Routes. Passengers per Revenue Hour (PPH) is the average number of passengers riding a WSTA Fixed Route bus per revenue hour. Passengers per Revenue Mile (PPM) is the average number of passengers riding a WSTA Fixed Route bus per revenue mile. Revenue hours are the hours from the start of the shift to the end of the shift.

On the Trans-Aid Reports, the Cancellation Rate is the percentage of scheduled trips that are canceled (no shows, cancel at door, late cancel, same day cancel and advance cancel). Passenger per Revenue Hour (PPH) and Passenger per Revenue Mile (PPM) are the same as for Fixed Route.

- ***Maintenance Report: August 2019 and September 2019***-There were no substantial changes or anything that stood out in the Maintenance reports.
- ***Finance Report Update: August 2019 and September 2019***-A few moments were taken to look over the Finance Reports. Dr. Flier noted the expenditures are greater than revenues. Mrs. Robin Kirby stated the expenses for Trans-Aid and Fixed Route are somewhat above the monthly projections. This is due to a decrease in operating revenues received to date. Mrs. Kirby went on to say one of the main driving forces for this growth in expenditures stems from supplies and annual service contracts paid in these months in addition to the normal expenditures.

The majority of WSTA's vendors have contracts based on a calendar year; while, WSTA's budget is based on a fiscal year. This results in these types of expenditures being rolled into the current budget making expenditures appear higher than what was allotted for the actual budget year.

- ***Marketing Report: August 2019 and September 2019***-Mrs. Tina Carson-Wilkins gave a highlight of the Market Reports for August and September. Detailed information was included in the Meeting Packet.

Prior to adjourning the meeting, Chairman Garcia announce that he will be having knee surgery on November 18th. He will be unable to attend the Board Meetings while he recovers. |

The meeting adjourned at 4:52 p.m.

Transcribed by: Teika Holloway
September, 2019