



WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

MINUTES
THURSDAY, FEBRUARY 29 2024

PRESENT:

WSTA Board Members

Keith King, Chairman
Dr. Michael Flatt

WSTA Staff

Byran Bryant, General Manager
John Ashford, Asst. General Manager &
Maintenance Manager
Verlyen Crawford, Operations Manager
Jackie Settle, Mobility Management Manager
Robin Kirby, Finance Manager
Myra Stafford, Contract Manager
Tina Carson-Wilkins, Marketing Manager
Tikiha Alston, ADA Coordinator
Teika Holloway, Administrative Assistant

City Staff

Jeff Fansler, Director of DOT
Kelly Garvin, Assist. Director of DOT
Tia Ramsey, DOT Finance Manager
Janice Hillanbrand, Sr. Budget & Perform.
Analyst

Others Attendees

None.

Meeting Opened: 4:06 pm

Chairman Keith King called the February 29, 2024 Winston-Salem Transit Authority (WSTA) Board Meeting to order.

Safety Message (Chairman King): Spring is near and Chairman Keith King reminded all to be on the lookout for children at play. He said, "Behind every ball that rolls in the street, there is a child."

Public Comment: None



Action Items:

Approval of the January 25, 2024 WSTA Board Meeting Minutes:

Chairman King allowed the members of the Board a moment to review the minutes from the last meeting, held on January 25, 2024.

Due to there being two Board members present (not enough for a quorum), all action items were tabled for the next meeting.

Resolution Requesting the Board’s Support of a Grant Application Submittal to the Federal Transit Administration (FTA):

The Board was allowed to time to review the resolution requesting the Board’s support of a grant application the FTA.

Due to there being two Board members present (not enough for a quorum), all action items were tabled for the next meeting.

Informational Items:

- a) **Monthly Data Presentation-** Unfortunately, there will not be a formal presentation Monthly Data. Our data analyst, Ms. Carol Patrick, is working from home while recovering from surgery. She provided the monthly presentation for the Board to review.

If there are any questions regarding the data, please submit to Teika Holloway at 336.397.7721 or tholloway@wstransit.com.

Staff Reports: *All reports are reviewed individually prior to the Board meeting. If there are any questions or concerns, they are to be directed to Mr. Byron Bryant or the staff for WSTA services. Copies of the reports can be requested by contacting Teika Holloway at 336.397.7721 or tholloway@wstransit.com.*

- **Fixed Route and Trans-AID’s Operations Reports: January 2024-**Mr. Byron Bryant wanted to point out a few of metrics—particularly the passenger ridership. Both Fixed Route ridership and ridership per mile are up. Their percentages are very close.

Trans-AID’s passengers per hour down, slightly; however, the passengers per revenue miles is up slightly. This means that Trans-AID is transporting a tiny bit less passengers on shorter trips compared to this month last year.

On a more pleasant note, complaints are down for both Fixed Route and Trans-AID. Mr. Bryant thanked the operators and service team for the good work.
- **Maintenance Report: January 2024-**Mr. John Ashford was asked if he had anything of significance to point out on the Maintenance Report. He did not.
- **Finance Reports: January 2024-**Mrs. Robin Kirby said there is not a lot to report other than the normal monthly expenditures. Currently the expenditures are more than the revenues. With the sale of tickets and bus fares we remain above the negative threshold. Mrs. Kirby



spoke with the city’s finance office and additional revenues are anticipated from the ARPA grant. State and Federal funding will also be captured in the next quarter.

- **Marketing Report: January 2024**—Mrs. Tina Carson-Wilkins reported an on-camera media release was given by Ms. Tikiha Alston—ADA Coordinator—officially announcing the return of extended service to residents outside the three-quarters of a mile corridor to accommodate trip requests where both the origin and destination of the trip are within Forsyth County.

After a year of seeking artists for a 3D bus shelter project, the Public Arts Commission’s subcommittee has approved a project. Out of all ideas presented, the subcommittee chose to table the projects for South Main and Thurmond streets and unanimously selected the project by Aaron Stefan, a Portland, Maine artist. His “All Ways” design was a favorite among the members of the subcommittee. The artist plans to come to Winston-Salem to be onsite for the installation.

Mrs. Carson-Wilkins reported that WSTA participates in the “911 Cell Phone Bank Program (911 CPB).” This program was created to provide an ongoing and readily available source of 911 emergency cell phones and other personal electronic devices to meet the unexpected and urgent needs of participating law enforcement and victim services agencies. As a service to individuals, businesses, and agencies across the country, the 911CPB will securely erase data on the devices, and then donate them to law enforcement and victim assistance agencies for distribution to victims of human trafficking and domestic violence.

Three WSTA bus operators—Mirna Villatoro, Brian Harris, and Anthony Mosely—were selected to participate in a documentary film about public transportation and its impact on a community. A group of film students from Germany came to University of North Carolina School of the Arts (UNCSA) for a week to film as much footage as possible to tell their story. The student exchange program at UNCSA allowed the German students to utilize film equipment and locations belonging to the university to put their project together. When the project is completed, WSTA will be given a copy of the finished film.

- **Monthly Incident Report for the Transportation Center (TC): January 2024**—There were a total of 28 incidents at the TC. There was one occasion when the doors were unsecured. Chairman King said he understands that locks have been placed on some of the doors on the ground level of the TC. Ms. Tikiha Alston clarified that both Trade and Liberty Street doors have been switched out and you can only exit those doors.

Chairman King asked if there was an update on the parking lot in back of the TC. Mrs. Kelly Garvin of Winston-Salem DOT shared that DOT is currently working on this project. She said a contract has been secured with a company that will assist with setting up a fence with an arm to make the parking lot one way in and one way out. There will be a gate between the art wall and the wall of the building to prevent pedestrians from being able to access the lot. WSDOT is also working with the city’s facility department to determine how the arm will be powered. An additional piece of security the city is working on is securing metal detection devices. The original plan is to request a change order be done on the North State PO or to



add this expense to the next contract with North State because the contract is coming up on a renewal year. The amount of the change order will need to go before City Council and their meetings are not lining up for the benefit of the project; therefore, it must be pushed back another month to March. The most likely route will be to add the metal detectors to the contract renewal with the additional security staff that will be needed to man them.

Before adjourning, Mr. Bryant announced that a new operator training class started this week (Monday; February 26, 2024). The class total is thirteen, which consists of nine Fixed Route trainees and four Trans-AID trainees. We are looking forward to them going into service within four to five weeks.

The meeting adjourned at 4:48 p.m.

Transcribed by: Teika Holloway
February 2024