



WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

MINUTES
THURSDAY, JANUARY 25, 2024

PRESENT:

WSTA Board Members

Keith King, Chairman
Jeanette Lawson-Jackson, Vice-Chairman
Willie Clark Jr.
Latonya Wright
Dr. Michael Flatt

WSTA Staff

Byran Bryant, General Manager
Jerome Parker, Interim General Manager
John Ashford, Assist. 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

Kelly Garvin
Tia Ramsey

Others Attendees

Three Students-University of NC School of the Arts

Meeting Opened: 4:04 pm

Chairman Keith King called the January 25, 2024 Winston-Salem Transit Authority (WSTA) Board Meeting to order.

Safety Message: Vice-Chairperson, Jenette Lawson-Jackson shared she has two safety messages.

With all the rain we have been receiving and the forecast of more to come, people are having to drive through standing waters in the streets. She asked that everyone be careful when you do so. Her second safety message was about the influenza. She stated the peak of the flu season is near. It is not too late to get a flu shot, if you choose.

Public Comment: Mr. Melvin Brown signed up to attend the meeting; however, he was not present.

There were some exchange students from the University of North Carolina School of the Arts



(UNCA). One of the students announced they were working on documentary about the Americans with Disabilities Act (ADA). She expressed they were there to observe the meeting.

Action Items:

Approval of the October 26, 2023 WSTA Board Meeting Minutes:

Chairman King allowed the members of the Board a moment to review the minutes from the last meeting, held on October 26, 2023.

Ms. Latonya Wright moved to adopt the October 26, 2023 WSTA Board Meeting Minutes. Mr. Willie Clark seconded the motion. Following a vote by the members of the Board, the October 26, 2023 WSTA Board Meeting Minutes were approved.

Informational Items:

- a) **Introduction of Transdev General Manager of WSTA: Mr. Byron Bryant**-Mr. Jerome Parker gave Mr. Byron Bryant a brief introduction and asked if would like to have words. Mr. Bryant reiterated his name and said he comes a very diverse transit background. He shared he has pretty much worked every job along the way, starting out as Fixed Route bus operator year and years ago. Mr. Bryant has managed other properties with the bulk of his management services being performed at NC State Wolfline. The size of their fleet is approximately the same size as WSTA's. Mr. Byron mentioned that the short time he has been at WSTA working with Mr. Parker, he has come to consider him a friend and mentor.
- b) **WSTA Annual Budget 101 Presentation (Janice Hillanbrand)**-Unfortunately, Ms. Janice Hillanbrand call just before the start of the meeting to inform she would not be available to attend.
- c) **RFP for Operations Contract (added to the agenda)**-Mr. Parker asked Mrs. Kelly Garvin to give an update on the RFP for Operations Contract. Mrs. Garvin said she is sure that mostly everyone is attendance knows of the contract between the City of Winson-Salem and Transdev for the management of transit services. The current contract is probably dated back as far as 2010 with awarded extensions. Recently, the Federal Transit Administration (FTA) required the City to put out a Request for Bid (RFB) to get competitive bids for this service. The RFB is out and the City has had a pre-proposal meeting where the City has meet with several contractors, including Transdev. The proposals will all be viewed in March.

Mrs. Garvin expressed there will be a significant change in the way that WSTA operates. The contract that is being bade upon the one that is currently held by Transdev are two very different types. The RFB contract is an operational style contract where the contractor will bring in all their staff, equipment, and utilities to run the company. The current contract held by Transdev is a management style contract where the City shoulders all the expenses of running WSTA and pays Transdev (the contractor) to manage WSTA.



Mrs. Garvin stated more information will be forthcoming once a decision has been made regarding the award of the contract. She closed by saying she would be happy to have conversations about any specific questions you may have about the process.

Chairman King asked her to define what she meant when she said the contractor would bring in all of their staff. Mrs. Garvin said contractor would take on the current staff and bring their own equipment; depending on how the contract is negotiated, the contractor may bring in their computers, support vehicles, and things of that nature to manage and operate WSTA services. Mrs. Garvin said she miss quoted when she said the contractor would bring in their own staff. Basically, the contractor would be responsible for paying all of the expense of operating WSTA services.

Board member Ms. Latonya Wright asked Mrs. Garvin to confirm that no one would lose employment. Mrs. Garvin said, “That is correct.”

Board member Mr. Willie Clark asked the information provided in the packet is still reliable. Mrs. Garvin said yes. The budget and the data provided in the packet is not affected by this update. She said some of the fees may change with the new contract; but, right now we do not know what the fees will be.

- d) **Hampton D. Haith Building Study: Morris Berg**—Ms. Garvin reacquainted the Board and meeting attendees with Morris Berg—the company hired to conduct a study on the Hampton D. Haith Building. Several years ago, we embarked on the journey of reviewing our current facilities, more specifically the Hampton D. Haith Building. We wanted to determine what could be done to up-grade or up-fit the facility. As we all know, it is an old, and outdated facility that needs some work.

Mrs. Garvin stated Morris Berg did a phenomenal job with the study.

A hard copy of the Morris Berg presentation can be requested by contacting 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: October, November, and December 2023**—Mr. Parker said ridership increased during each of the reported months. Although the reports show the increase, He felt it would be voiced because an increase in ridership is always good.
- **Maintenance Report: October, November, and December 2023**—In addition to the reports, Mr. John Ashford gave an update on the support vehicles that were received for Fixed Route and Trans-AID. Two vehicles were received; one for Fixed Route and one for Trans-AID. As of date, they have not been put in service. They are expected to be put in service within the next thirty days. Mr. Ashford said there are two additional service vehicles (2-fifteen passenger vans) on order that have not been delivered.



- **Finance Reports: October, November, and December 2023**-Mr. Parker asked if there were any questions pertaining to the Finance reports. There were not any.
- **Marketing Report: October, November, and December 2023**-Mrs. Tina Carson-Wilkins announced there is an article about Mr. Byron Bryant, listed in the Marketing report. This article will also appear in the quarterly newsletter.

The Marketing report gives information about Winston-Salem DOT developing a safety and security campaign for WSTA. The Passenger Code of Conduct has been updated to focus on the safety of passengers, staff, security officers, and law informant who visit the Clark Campbell Transportation Center. It went into effect Friday; December 1, 2023. With all the planning and marketing that went into implementing the updated Passenger Code of Conduct, a very important detail was overlooked. A Trans-AID operator gave a visually impaired passenger a hard copy of the Passenger Code of Conduct. The passenger is visually impaired therefore unable to read it. When this was brought to Mrs. Kelly Garvin's attention, she involved the City's Human Relations and Marketing departments. The two departments worked together to create audio CDs for passengers that are visually impaired.

WSTA has been working with City of Winston-Salem's Public Arts Commission since 2019 to beautify bus shelters. In the past, all of the art has been inside the shelters. This time the Arts Commission is proposing 3-D artwork. As previously stated, the first phase of the project featured artwork inside of 12 different bus shelters. In the second phase, 10 shelters were selected for artwork to be done inside. The third phase is the final phase and 3 shelters have been selected for 3-D artwork.

- **Monthly Incident Report (Transportation Center): October, November, and December 2023**-There were no actual questions regarding the Transportation Center's Incident Report; however, Chairman King did make a request to have someone over the North State Security officers to come to a meeting. Mr. Bryant responding by saying, yes; he can certainly make this happen.

The meeting adjourned at 4:48 p.m.

Transcribed by: Teika Holloway
January 2024