

**City Council – Action Request Form**

**Date:** October 10, 2023

**To:** Mayor, Mayor Pro Tempore and Members of the City Council

**From:** Aaron King, Assistant City Manager  
Jeff Fansler, Director of Transportation  
Donna Woodson, General Manager-Transdev Inc.

**Council Action Requested:**

Resolution Authorizing the Implementation of a Revised Code of Conduct and Ban Policy for the Clark Campbell Transportation Center, Hampton Haith Administrative and Maintenance Facility, and Public Transportation Vehicles.

**Strategic Focus Area:** Quality Transportation

**Strategic Objective:** WSTA Code of Conduct and Ban Policy

**Strategic Plan Action Item:** No

**Key Work Item:** No



**Summary of Information:**

The Clark Campbell Transportation Center (TC) located at 100 West Fifth Street and the Hampton Haith Facility located at 1060 North Trade Street are public facilities of the City of Winston-Salem managed by the Transit Service Provider.

Unauthorized and illegal activities at the Clark Campbell TC have increased significantly over time. Staff and Winston-Salem Transit Authority (WSTA) riders are routinely dealing with the negative effects. The Winston-Salem Police Department, Winston-Salem Bike Patrol, and contracted security officers are called often to abate incidents at the TC.

WSTA staff has seen an increase in citizens remaining at the TC for hours without utilizing WSTA buses or any other transit services. Patrons that have extended stay without transit purpose increase the likelihood that disorderly incidents escalate to altercations which often result in injury and/or arrest.

**Committee Action:**

<b>Committee</b>	<u>PW – 10/10/2023</u>	<b>Action</b>	<u>Approval</u>
<b>For</b>	<u>Unanimous</u>	<b>Against</b>	<u></u>

**Remarks:**

Additionally, during the past year, the City of Winston-Salem has incurred additional maintenance costs associated with sewage pipes being replaced due to the abundance of needles coming from the TC plumbing.

WSTA has reported an increase in complaints from staff and passengers who do not feel safe at the TC. The environment has caused turnover in TC staff. With the loss of staff and the complaints from our passengers, the Winston-Salem Department of Transportation and WSTA quickly determined it was time to address the issues from a different perspective.

The City of Winston-Salem created a task force to develop a plan to minimize the disorderly conduct and illegal activities at the TC. The task force included several departments within the City and WSTA. The plan includes public engagement through community resource fairs hosted at the TC and revising the WSTA Code of Conduct and Ban Policy to clearly identify unauthorized behaviors, illegal activities, and penalties that will be enforced for violating the policy. The plan also provides patrons with guidance on how to file an appeal.

The revised Code of Conduct and Ban Policy establishes a defined list of unauthorized behaviors and violations that will be enforced on any property owned by the City of Winston-Salem and managed by the Transit Authority or any governmental agency, firm or corporation contracting with the City of Winston-Salem. Attachment B summarizes the notable changes to the Code of Conduct and Ban Policy.

This Resolution would authorize the City Manager to adopt and enforce the revised WSTA Code of Conduct and Ban Policy to better serve the TC as intended.