



Winston-Salem Transit Authority

Winston-Salem City Council

April 6, 2026

Proposed Service Changes



Run our most popular routes more often!

These routes would run every 30 minutes: 81, 86, 89, 92, 93, 96, 103, 105



Make routes more direct!

These routes would cut a few stops to complete their trips faster: 87, 93, 104

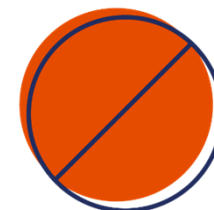


Introduce Microtransit Zones

Microtransit works like an on-demand rideshare service.



Two new crosstown routes will skip Downtown to connect people and jobs, running every 30 minutes.



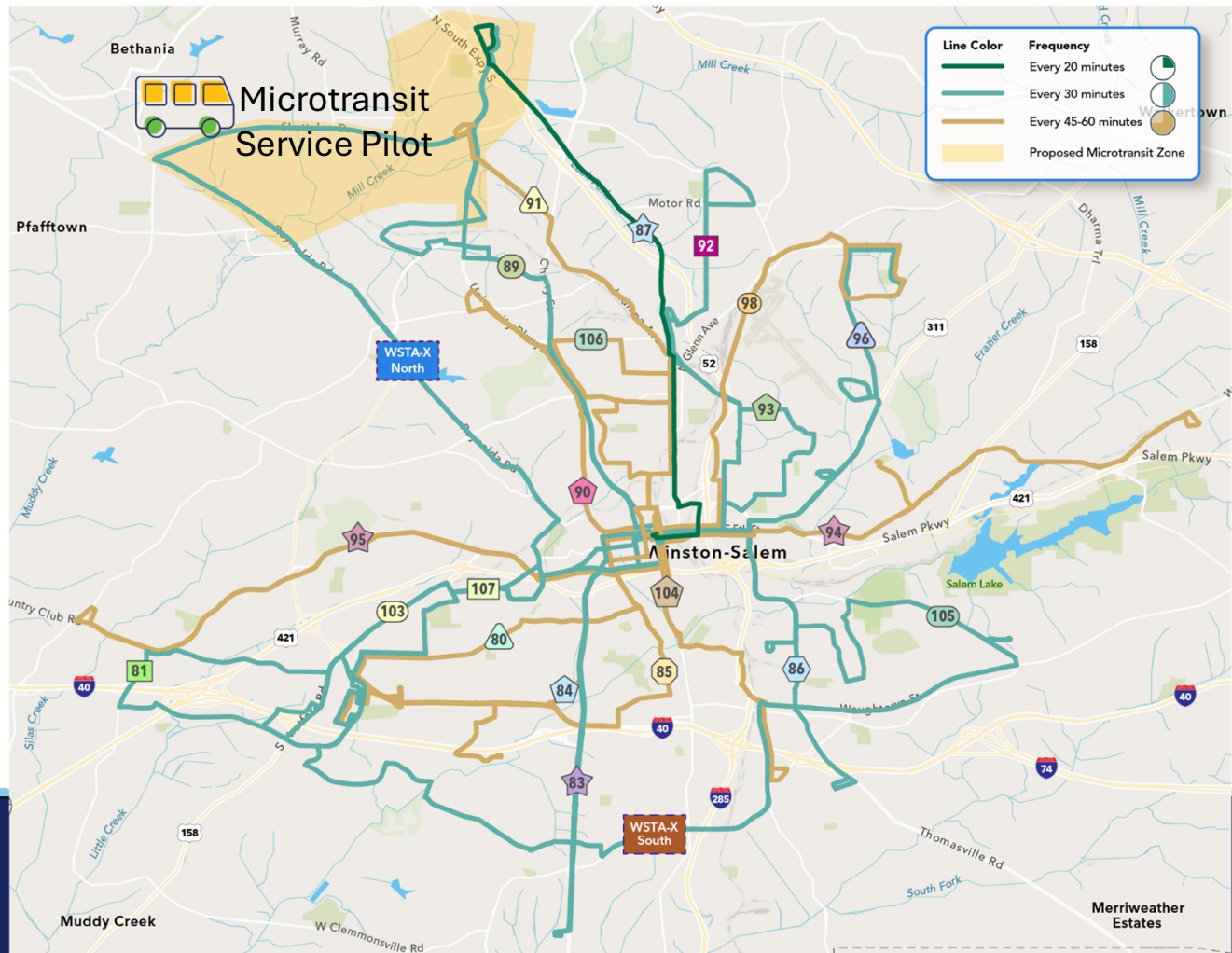
Discontinue some less popular routes:

82, 88, 97, 101, 102, 108, 109

Proposed WSTA Network 2026

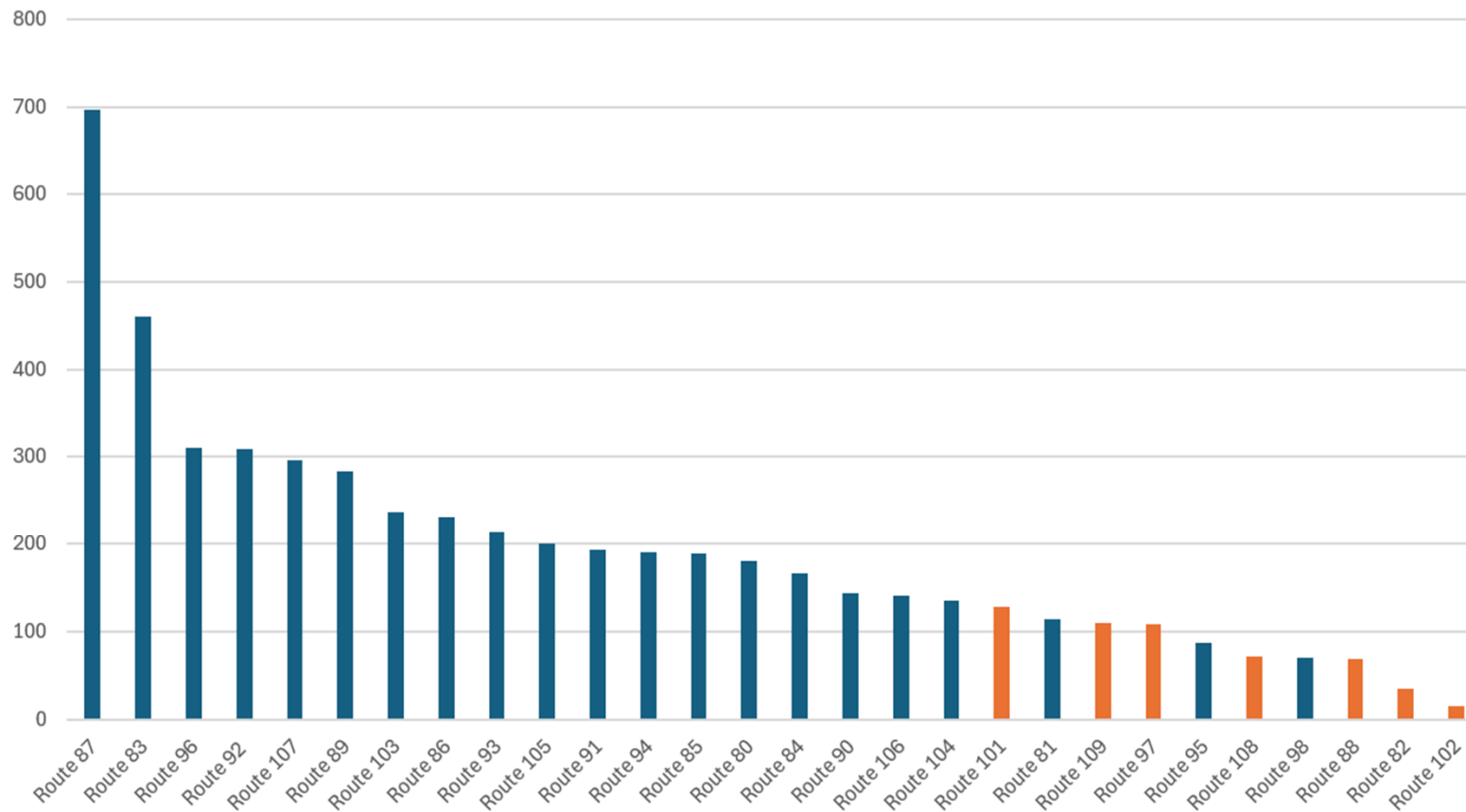
- WSTA will transition from a system where 72% of buses only come once an hour...
- To a system where 63% of buses will come every 30 minutes and 8% of buses will come every 20 minutes.

% of WSTA Service By Frequency		
Service every...	Before Service Changes	After Service Changes
20 minutes	9%	8%
30 minutes	11%	63%
45 minutes	8%	10%
60 minutes	72%	19%



WSTA Ridership & Scale of Service Change

Avg WSTA Weekday Riders, Jan - Sept 2025



- ~ **5,500** WSTA boardings each weekday
- Routes proposed for elimination (in orange) average ~540 boardings each weekday
- ***90% of WSTA Riders are either unaffected or will see service improve*** through more frequent buses
- Most of the remaining 10% are will continue to have service from existing or new services

Implementation Updates

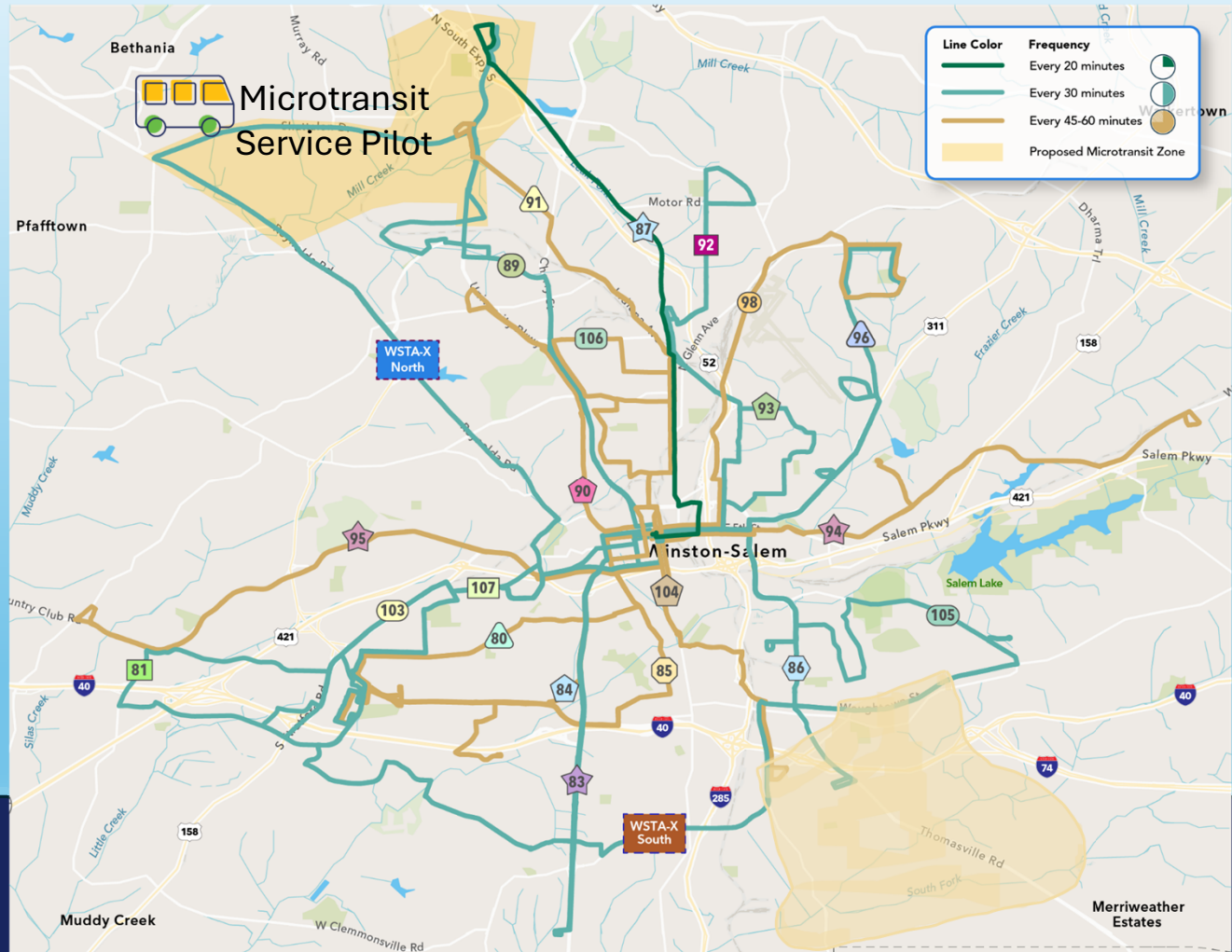
Following Public Comment and
Committee of the Whole
Discussion



WSTA Network 2026 After Changes

- WSTA will transition from a system where 72% of buses only come once an hour...
- To a system where 63% of buses will come every 30 minutes and 8% of buses will come every 20 minutes.

% of WSTA Service By Frequency		
Service every...	Before Service Changes	After Service Changes
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Funding Consideration

WSATPO – Application for funding through the Regional Flexible Funding Program

- CMAQ – 3-yr Pilot
- Federal - \$6,247,519.76
- Local - \$1,561,879.94

TAC Consideration – May 2026

*****FY29 Budget Considerations will be necessary for full yr-3 funding and beyond**



Implementation Update

Launch 2 microtransit zones:

1. Northwest Zone - replacing route 97
2. Southeast Zone - replacing route 108

January Launch

Next Steps

- TAC Action: **May** – Microtransit Funding
- Service planning is well underway for an **August** Launch of all Proposed **Fixed Route** Service Changes
- **Microtransit** set to launch in **January 2027**
- Microtransit app solution to be provided by RATP Dev.
 - Contract amendments
 - Integration with UMO
- Marketing plan includes specific target outreach to communities in Northwest and Southeast Microtransit Zones
- Scheduling and Optimization
- Operator Ramp Up and Training
- 5 new fixed route buses expected in **May**

Stay connected.



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Winston-Salem

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