



QUARTERLY PERFORMANCE REPORT

Reporting Period; January 2017 to February 2019

FIXED ROUTE PERFORMANCE

The total ridership from *January 2017 to February 2019* is shown in **Table 1**. Although the 2017 data showed a decrease in ridership in comparison to the previous year, ridership in 2018 and so far in 2019 has shown an increase overall. With continual improvements since the 2017 revamp staff is optimistic that this increase will continue.

Table 1: Total Ridership per Month (2017, 2018, 2019)			
	2017 Ridership	2018 Ridership	2019 Ridership
January	178,122	182,126	220,918
February	191,141	192,079	194,831
March	196,159	185,992	
April	169,301	199,452	
May	190,135	206,328	
June	187,832	201,355	
July	181,325	202,088	
August	209,426	226,357	
September	194,532	199,718	
October	217,274	231,642	
November	196,917	207,206	
December	185,546	181,790	
Monthly Average	191,476	201,344	207,875

Table 3 provides the detailed outline of the ridership performance for each route during the 14-month period of January 2018-February 2019.

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
80	5,337	5,332	5,060	6,523	6,489	6,375	6,408	6,658	6,020	5,942	5,189	4,389	8,137	8,163
81	3,926	4,143	3,819	4,746	4,989	4,437	4,394	5,100	4,322	5,107	4,946	3,868	4,569	3,919
82	859	1,064	912	1,072	972	1,235	1,052	1,367	1,065	1,719	1,410	1,221	1,290	1,196
83	12,594	13,728	13,717	12,852	13,782	14,442	13,746	14,721	12,792	15,059	12,895	11,202	13,371	12,838
84	6,477	6,964	7,197	7,153	7,792	7,528	7,456	8,425	7,427	8,365	7,313	5,929	6,446	5,899
85	7,515	7,788	7,076	7,793	7,911	7,453	6,643	8,459	7,261	8,075	6,131	5,058	9,304	8,522
86	6,626	7,570	7,205	8,413	8,526	8,753	8,397	9,132	8,323	9,594	8,466	6,376	8,550	7,713
87	20,612	20,882	20,929	20,227	22,060	21,963	20,980	22,784	20,032	23,046	20,276	19,203	21,213	19,764
88	3,047	3,204	3,091	3,436	3,467	3,241	3,485	3,875	3,437	4,169	3,445	2,781	3,589	3,429
89	8,138	8,384	8,644	9,781	9,839	8,937	9,622	10,107	9,259	10,266	8,763	7,288	8,398	8,095
90	3,850	4,055	4,041	5,036	4,756	4,878	4,917	5,664	5,587	6,359	5,527	4,665	5,407	5,144
91	6,750	7,253	7,628	9,461	8,154	8,881	8,576	10,502	8,711	9,997	8,722	7,643	8,707	8,165
92	10,256	11,105	9,678	11,799	11,545	10,839	10,831	12,414	10,956	12,927	11,349	10,093	11,610	11,091
93	8,896	9,278	8,363	8,954	8,687	9,347	8,978	10,099	9,122	10,650	9,570	8,580	9,064	7,804
94	5,604	6,519	6,626	6,419	7,295	6,446	6,170	7,627	7,259	8,422	7,364	6,303	7,458	7,387
95	3,630	3,605	3,605	3,451	3,939	3,748	4,145	4,373	3,371	4,690	2,750	2,268	3,945	3,669
96	10,654	10,885	10,915	11,603	11,510	11,375	11,758	13,798	12,500	14,046	11,969	10,316	11,480	10,902
97	3,938	3,867	3,939	4,058	4,353	3,920	3,920	4,385	3,470	4,050	3,566	3,218	3,707	3,843
98	2,893	2,722	2,443	2,652	2,707	2,457	2,373	3,024	2,719	3,435	2,985	2,326	2,896	2,969
99	972	1,080	1,085	1,202	991	953	829	1,161	1,098	1,308	959	811	1,163	1,053
100	285	285	360	288	396	360	422	582	544	1,470	1,021	883	907	359
101	4,397	4,708	4,321	4,944	5,134	5,293	5,468	5,574	5,190	5,119	4,416	4,203	4,502	4,241
102	824	801	718	796	1,168	966	1,359	1,588	1,349	2,008	1,266	1,132	1,242	991
103	9,160	9,428	8,483	9,366	9,687	8,979	10,026	10,021	9,561	9,701	7,304	5,109	10,915	10,166
104	4,411	5,175	4,961	4,732	5,788	5,472	5,360	6,338	5,513	6,420	4,665	3,557	6,270	5,660
105	9,392	9,989	9,432	9,760	10,352	9,568	10,144	11,006	9,379	11,787	10,101	8,396	8,906	8,659
106	4,754	5,420	5,768	5,847	6,178	5,849	5,786	6,769	5,813	7,409	6,634	5,510	6,124	6,045
107	9,262	9,237	8,808	9,463	9,042	9,679	9,897	10,783	8,915	9,947	6,990	5,592	8,632	8,699
108	2,317	2,470	2,535	2,381	3,095	2,881	2,531	2,919	2,493	2,926	2,783	2,536	2,842	2,746
109	3,936	4,344	3,893	4,370	4,652	4,221	4,709	5,104	5,096	4,979	4,869	4,098	4,415	4,191
110	814	794	740	874	1,072	879	884	955	673	929	940	659	879	794

TRANSAID - PARATRANSIT PERFORMANCE

During the 2018 calendar year TransAid ridership continued to experience a decrease in rides as anticipated with the increase in TransAid fare and the removal of the Medicaid exemption in October 2017 until May 2018 where numbers began to slowly rise. However, the growth has not reached the peaks seen in July and August of 2017. **Table 4.**

Table 3: TransAid Ridership			
	2017	2018	2019
January	17,397	14,464	18,772
February	18,837	15,941	18,227
March	19,350	16,107	
April	17,862	16,677	
May	18,380	18,786	
June	18,381	17,951	
July	20,552	18,171	
August	22,653	19,568	
September	17,902	16,618	
October	16,988	19,897	
November	15,246	18,107	
December	14,096	15,660	
Total	217,644	207,947	
Average	18,137	18,904	18,500

Table 5 provides the telephone performances for the 14-month period for 2017, 2018 and 2019 which shows a very similar trend for both years.

Table 5: TransAid Telephone Performance			
	2017	2018	2019
January	1:25	1:05	0:57
February	1:07	1:28	0:56
March	0:56	1:07	
April	0:59	0:55	
May	1:04	0:53	
June	1:04	0:58	
July	1:03	0:55	
August	0:58	1:00	
September	0:59	1:05	
October	0:59	1:07	
November	1:01	1:05	
December	1:03	1:00	

BUS PASS MATCH DISTRIBUTION PROGRAM

The Bus Pass Match Distribution Program continued in July 2018. Local non-profit organizations that provide, or are willing to provide, free WSTA bus passes to their clients can apply for additional free passes under the program. City Council allocated \$90,000 for the program, which will be used for 10-ride bus passes on WSTA's fixed routes, or 30-ride Trans-Aid passes or single passes for both systems. For every pass that an agency buys for its clients, the city will provide a matching pass.

As of July 2018, the program has approved the following programs and passes have been purchased:

PARTICIPATING, APPROVED NON-PROFIT ORGANIZATIONS	
ORGANIZATION NAME	ADDRESS
Enrichment Center An Affiliated Chapter of the ARC	1006 S Marshall Street Winston Salem NC 27101
Monarch	651 N. Highland Avenue Winston Salem, NC 27101
Senior Services, Inc.	2895 Shorefair Drive Winston Salem, NC 27105
Positive Wellness Alliance	704 Brookstown Avenue Winston-Salem, NC 27101
Redemption & Recovery Restoration Ministries, Inc.	128 Louella Drive Winston-Salem, 27105
Exchange Club Center for the Prevention of Child Abuse of NC	500 W. Northwest Blvd Winston-Salem, 27105
City with Dwelling, A Community First Initiative	633 W. Fourth Street, Winston-Salem, 27101
Winston-Salem Street School	630 W. Sixth Street, Winston-Salem, 27101
TCK Providence Inc. (Second Harvest Food Bank)	5790 University Parkway, Winston-Salem 27105
Forsyth County Veterans Treatment Court	1811 Meadowlark Drive, Winston-Salem 27101
Triad First In Families	450 West Hanes Mill Road, Suite 223, Winston-Salem 27101
Bethesda Center for the Homeless	930 N. Patterson Ave., Winston-Salem 27101

ROUTE 100 DATA EVALUATION:

Staff has been asked to provide feedback on Ridership for Route 100. Staff has a separate presentation on the performance of Route 100. Ridership data for the last 14 months is provided below.

	2017	2018	2019
January	582	285	907
February	518	285	359
March	541	360	
April	478	288	
May	557	396	
June	505	360	
July	704	422	
August	962	582	
September	910	544	
October	984	1,470	
November	574	1,021	
December	339	883	
Total	7,654	6,896	

Business 40 Mitigation Route Update and Changes

Since October 29, 2019, the Winston-Salem Transit Authority (WSTA) has provided enhanced service due to the closing of Business 40. NC Department of Transportation and Federal Highway Administration funded the project. After reviewing the performance of the additional services some trips for the increased service will be eliminated. Other changes such as for the Park & Ride 83 Express, which will travel to the Transportation Center hourly.

The public participation process for these changes are in progress. Citizens may use WSTA's website or stop by the Clark Campbell Transportation Center to share their thoughts about the changes to the mitigation routes. A chart detailing the changes is shown below:

**Recommended Mitigation Changes to Increased Service
on Routes 80, 85, 95, 103, 104 & 107**

Route 80	<ul style="list-style-type: none"> • No 2nd bus on Saturday & Sunday • The 2nd bus will provide the last outbound trip for this route prior to the start of night service. It will bring passengers Inbound to drop off passengers. The 2nd bus will not provide night service.
Route 85	<ul style="list-style-type: none"> • No 2nd bus on Saturday & Sunday • The 2nd bus will provide the last outbound trip for this route prior to the start of night service. It will bring passengers Inbound to drop off passengers. The 2nd bus will not provide night service.
Route 95	<ul style="list-style-type: none"> • The 2nd bus will provide the last outbound trip for this route prior to the start of night service. It will bring passengers Inbound to drop off passengers. The 2nd bus will not provide night service.
Route103	<ul style="list-style-type: none"> • No 2nd bus on Saturday & Sunday • The 2nd bus will provide the last outbound trip for this route prior to the start of night service. It will bring passengers Inbound to drop off passengers. The 2nd bus will not provide night service.
Route 104	<ul style="list-style-type: none"> • Due to the underperformance of this route, there will no longer be 2 buses on this route.
Route 107	<ul style="list-style-type: none"> • No 2nd bus on Saturday & Sunday • The 2nd bus will provide the last outbound trip for this route prior to the start of night service. It will bring passengers Inbound to drop off passengers. The 2nd bus will not provide night service.
Route 83 Express	Due to heavy ridership on Route 83, the Route 83 Express service will travel to the Clark Campbell Transportation Center hourly. It will continue to provide service until 9:00pm Monday thru Saturday and on Sunday until 7:00pm.
Route 105	Due to heavy ridership on Route 105, an additional bus will be added to support this route during the day, Monday thru Friday. Passengers will be able to catch Route 105 running every 30 minutes at the top and bottom of each hour until 6:30pm when it will make its last outbound trip.