

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 Adopting the Winston-Salem Transit Authority Bus Service Amenity Standards and Guidelines.

Strategic Focus Area: Quality Transportation

Strategic Objective: No

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

HDR was selected by the City of Winston-Salem Department of Transportation to conduct a study on the transit services of the Winston-Salem Transit Authority (WSTA) in 2020. This study provided recommendations for service enhancements, modifications to existing transit routes and service, and amenities standards.

Public transportation systems provide passenger amenities to enhance the quality of customer service to riders. The Winston-Salem transit system currently includes over 1,500 bus stops, 91 bus shelters, benches, and trash receptacles. Transit agencies strategically place amenities throughout their service area based on many factors such as: safety and sustainability, current and future ridership data, ADA accessibility and compliance, right of way constraints, and route design.

Committee Action:

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

As the WSTA system grows, so will the number of bus stops. Given the expense of building, installing, and maintaining each bus stop; prioritizing where and how much to invest at individual stops is critical. To be fiscally prudent and responsive to community bus stop requests, a clear criterion should be established to ensure that bus stops and amenities are installed, removed, and/or relocated at appropriate locations backed by uniform guidance. Having standard bus amenity guidelines establishes a hierarchy of bus stops based on performance and supports the need for amenities at qualifying bus stop locations.

The attached Resolution authorizes City Council and the City Manager to adopt the recommended WSTA Bus Service Amenities Standards and Guidelines.