



City of Winston-Salem City Council
Council Agenda Item Summary

Title	Public Hearing on Proposed Changes to the Winston-Salem Transit Authority’s Route Network as Identified in the WSTA Route Study
City Council Committee	City Council
Meeting Date	March 23, 2026
Staff Lead (Presenter)	Jeff Fansler, Director of Transportation
Department Head	Jeff Fansler, Director of Transportation
City Manager/ACM	Aaron King, ACM

Agenda Item Summary

Recommended Council Action No Action Needed
 Suggested Action/ Motion Click or tap here to enter text.
 Options

Strategic Focus Area Economic Prosperity
 Strategic Plan Objective EP2: Improving Economic Mobility and Reducing Poverty
 Anticipated Fiscal Impact No Material Fiscal Impact

Summary of Information

WSDOT presented the proposed FY27 WSTA service changes at the March 9th Committee of the Whole. The recommendations advance the City’s adopted WSTA Vision Network by reallocating service hours toward higher-demand corridors, improving frequency, and strengthening connections to major employment centers. The proposal builds on several years of technical analysis, public engagement, and the Service and Amenity Standards approved by City Council in 2023. Early results from the initial 2025 service adjustments show that higher-frequency corridors and simplified routing improve travel times and overall system performance.

Proposed FY27 Service Changes

- **Frequency Improvements:** Increase service from 60 minutes to 30/20 minutes on Routes 81, 86, 89, 92, 93, 96, 103, and 105.
- **Route Modifications:** Adjust Routes 87, 93, and 104 to improve travel speed.
- **Route Eliminations:** 82, 88, 97, 101, 102, 108, and 109, with hours reinvested into higher-demand service.
- **New Services:**
 - *WSTA-X North* connecting Atrium Health Wake Forest Baptist Medical Center to the Hanes Mill area.

- *WSTA-X South* connecting Salem Gardens to Hanes Mall.
- One microtransit zone replacing Route 97.

Public Engagement

A series of in-person meetings, a virtual meeting, and an all-day pop-up event at the Clark Campbell Transportation Center have already been held to gather early feedback on the proposed service changes. A summary of this initial input is provided in Attachment A. To continue gathering input from riders and the broader community, the City of Winston-Salem is holding a public hearing on March 23, 2026. In addition, the online survey remains open through March 24, 2026, providing another opportunity for the public to submit comments on the proposed FY27 service changes.

Attachments

- Summary of public comments and feedback
- WSTA 2026 Service Change Presentation

Committee Action	
For:	Against:
Remarks:	