



WSTA Proposed Service Changes

February 13 – March 20, 2026

Public Comment & Survey
Response Summary

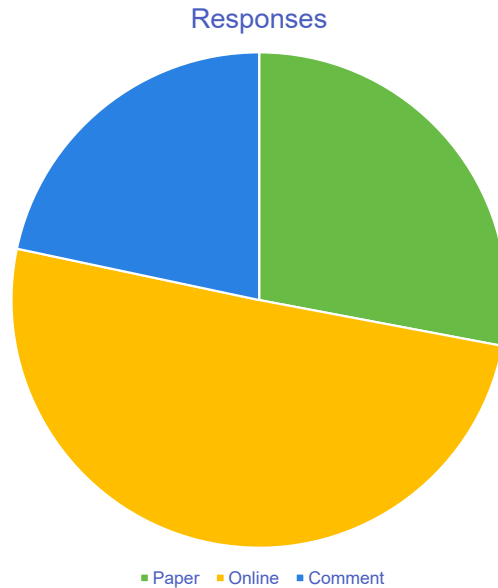
Welcome – today we are sharing service changes.



Number of Written Responses

- 40 paper surveys
- 72 online surveys
- 31 comment cards

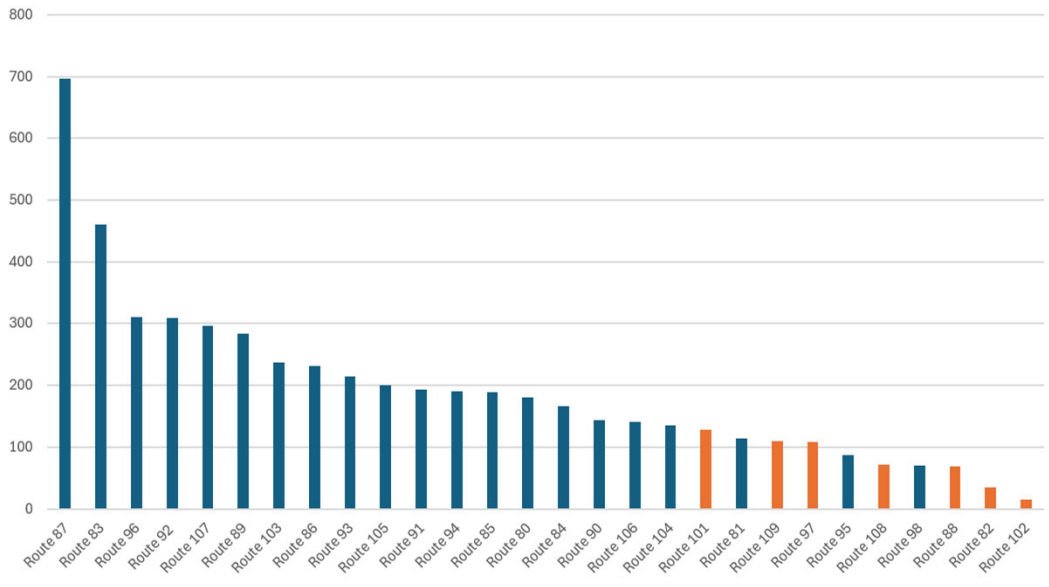
143 Total Written Responses



The overall public engagement effort generated 143 written responses between online surveys, paper surveys, and comment cards. While we are grateful to have received as much feedback as we did, with many details from the public, it is also important to put the amount of service that is changing and the volume of feedback into perspective.



Avg WSTA Weekday Riders, Jan - Sept 2025



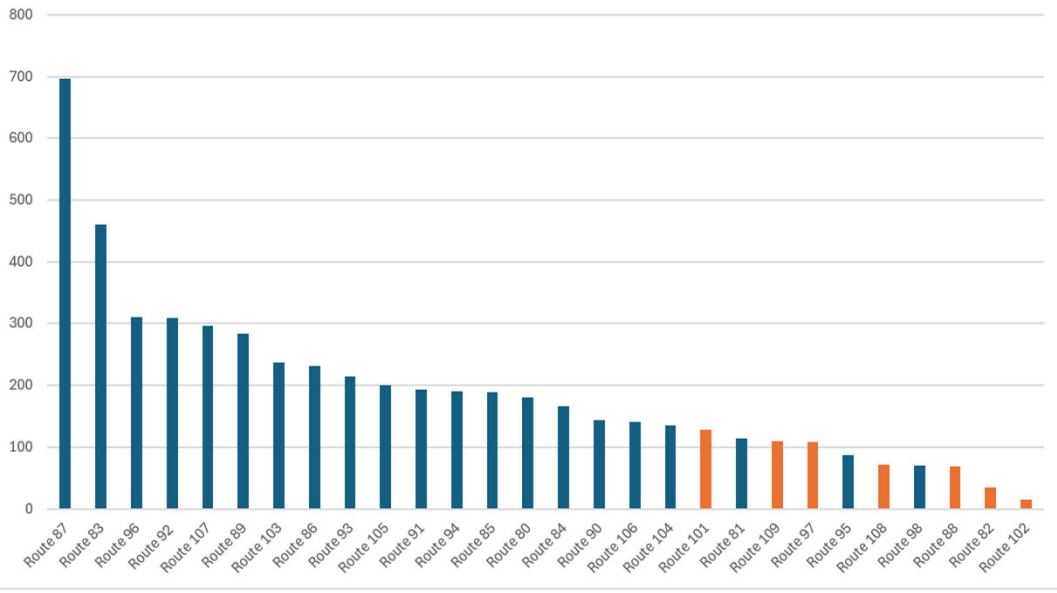
- ~ 5,500 WSTA boardings each weekday
- Routes proposed for elimination (in orange) average ~540 boardings each weekday
- **90% of WSTA Riders are either unaffected or will see service improve** through more frequent buses

In 2025, WSTA had approximately 5,500 boardings on a typical weekday. Route 87, the top performer, attracts nearly 700 boardings each day. These 700 boardings are more than the combined boardings of all of the routes proposed for elimination combined.

If we combine the boardings of the routes proposed for elimination (shown in Orange), we get roughly 540 weekday boardings, or about 10% of WSTA boardings. This means that as part of this service change, 90% of WSTA riders are either unaffected by the service changes or will experience service IMPROVEMENTS in the form of additional frequency as more routes run every 30 minutes.



Avg WSTA Weekday Riders, Jan - Sept 2025



Routes Proposed for Elimination

- **Northwest Area**
- **Top 5 Stops**
- 134 riders
- All served by remaining routes or WSTA-X

- **Southwest Area**
- **Top 3 Stops**
- 42 riders
- 81% served by remaining routes or WSTA-X

- **Southeast Area**
- **Top 5 Stops**
- 168 riders
- 88% served by remaining routes or WSTA-X

When we look at the remaining 10% of riders on those routes in Orange, it's also important to remember that many of the eliminated routes will still be served by other existing routes or the new WSTA-X Crosstown routes that replace a lot of the geography served by the routes in Orange.

We took the time to look into the top stops along routes that were being eliminated in each area, and checked to see how many of those riders at the top stops would still have access to WSTA through other existing routes or new Crosstown services.

In the Northwest area, there are 134 riders who board at the top stops along routes that will be eliminated, and each of those five stops will be served after the service changes. Microtransit will also be available in part of this area as well.

In the Southwest area, there were 42 riders at the top stops with routes proposed for elimination, and 81% of those riders will still be able to access WSTA on another route by using the same stop.

In the Southeast area, the top stops had 168 riders combined, and 88% of the riders will still have another WSTA service at their same stop after the service changes.

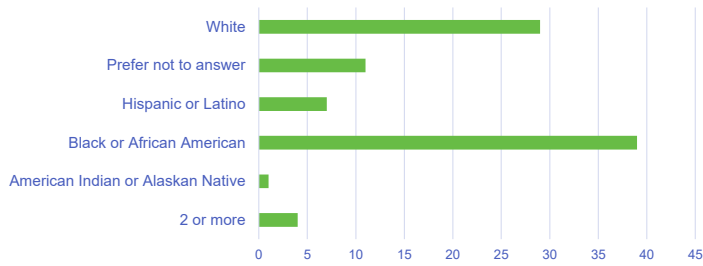
The key take-away we want to share with you is that when transit agencies start making more changes to the network, there will definitely be individuals negatively

impacted, and we'll talk about some of those individuals in the remainder of the presentation, and how we are trying to help them as the WSTA network evolves.

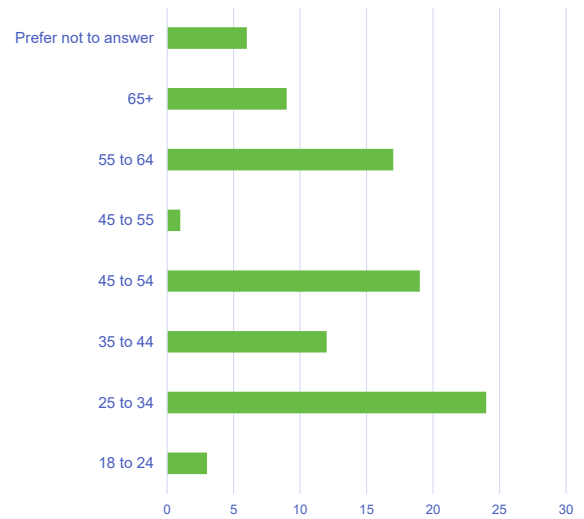
Still, it's important to remember that during this process, 90% of riders are seeing service stay the same or improve, and that even on routes proposed for elimination, most of the busiest stops will still have service on other routes, including new Crosstown services.

Who we heard from – by Demographics

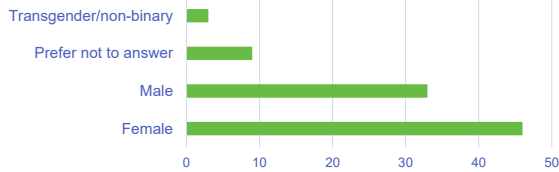
What is your race or ethnicity? (Select all that apply)



What is your age?



You identify your gender as:

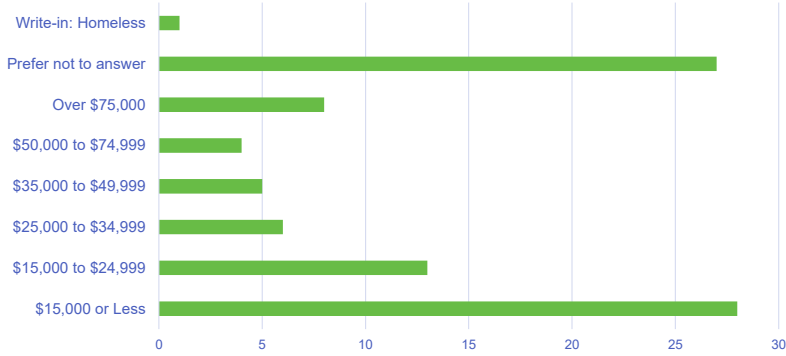


Voluntary demographic information was provided by 91 survey respondents and may not be representative of the 149 total respondents.

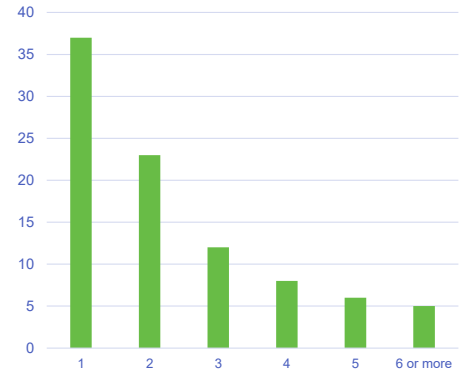


Who we heard from – by Demographics

What was the approximate combined income of people living in your home last year?



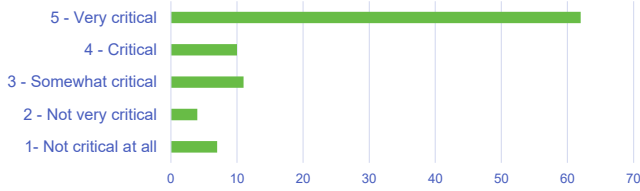
How many people live in your household (including yourself)?



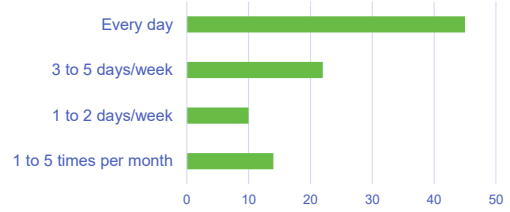
Voluntary demographic information was provided by 91 survey respondents and may not be representative of the 149 total respondents.

Who we heard from – by Ridership

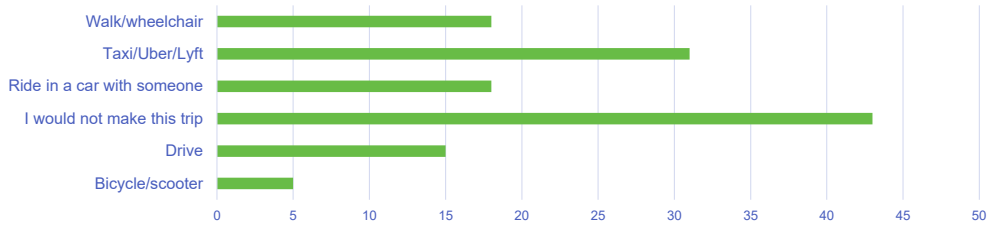
How critical is the bus to you and your ability to get around?



How often do you ride WSTA buses?

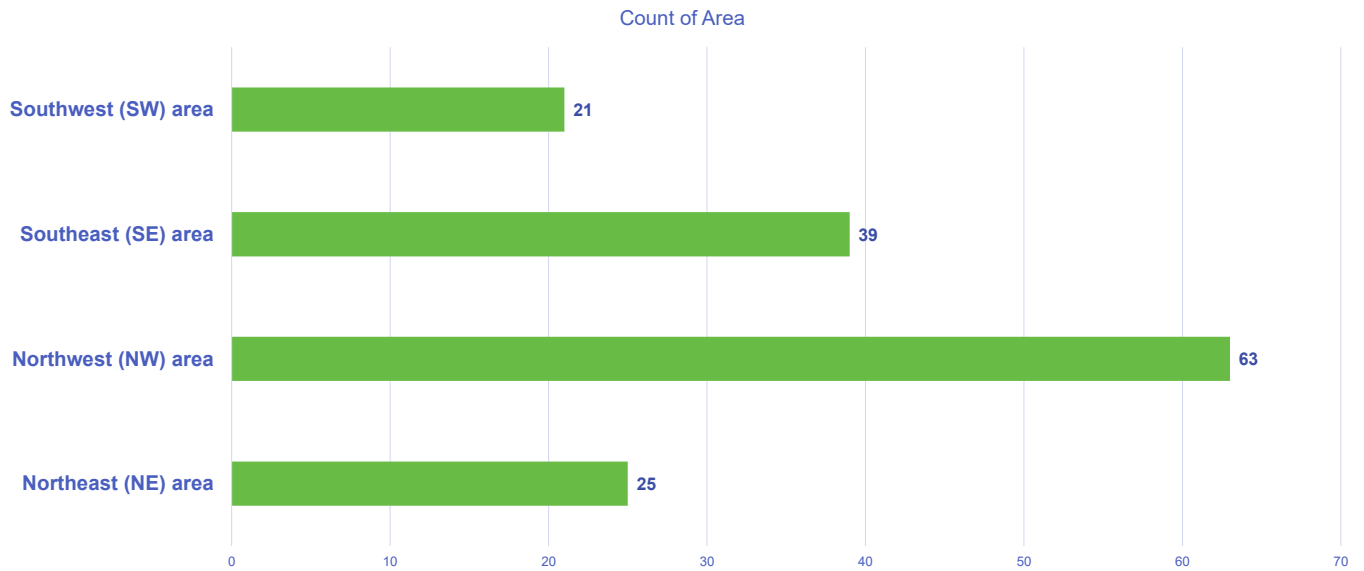


How would you make these trips if WSTA bus service was not available? (Select all that apply)



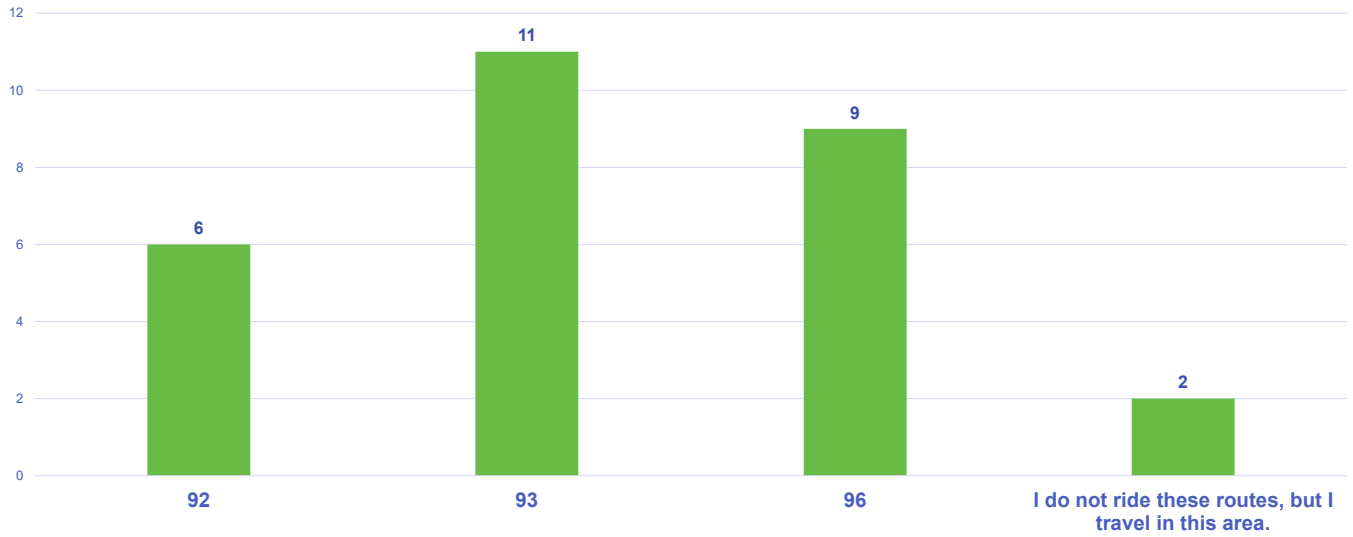
Voluntary ridership information was provided by 94 survey respondents and may not be representative of the 149 total respondents.

Who we heard from – by Region



Who we heard from – by Route (Northeast)

Which routes do you ride in the Northeast (NE) area?





- **Route 92 & Route 96**

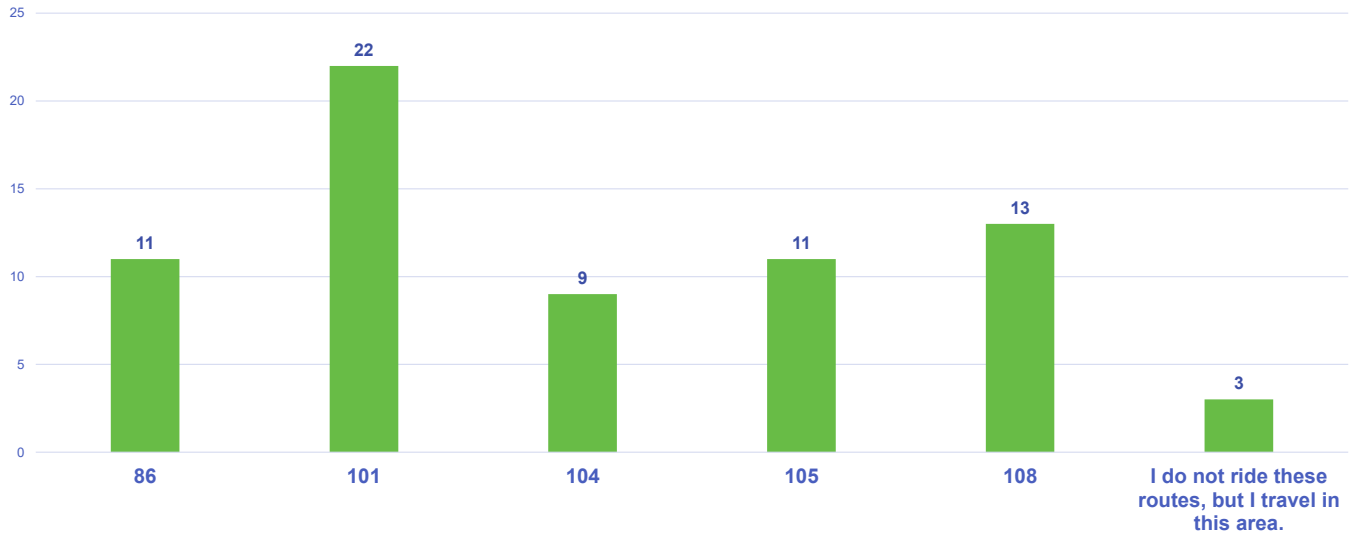
- **Change:** Increasing Frequency to every 30minutes
- **Takeaway:** Current riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

- **Route 93**

- **Change:** Increasing Frequency to every 30 minutes by removing service for 10th Street, East 12th Street, Gerald Street, and New Walkertown Road.
- **Takeaways:**
 - Current riders agree that they would be more likely to ride if buses came every 30 minutes.
 - Respondents said they can take Route 96 and/or are comfortable and capable of walking to the

Who we heard from – by Route (Southeast)

Which routes do you ride in the Southeast (SE) area?





- **Route 86 & 105**

- **Change:** Increasing Frequency to every 30 minutes
- **Route 86 Takeaway:** Current riders on Strongly Agree that they would be more likely to ride if buses came every 30 minutes.
- **Route 105 Takeaway:** Current riders and non-riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

- **Route 101**

- **Change:** Proposed Elimination
- **Takeaway:** The majority of respondents that stated they would not be able to complete their trip are traveling to Walmart/Food Lion.

The Food Lion in question will be served by the WSTA-X South Crosstown Route. All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand how the new Crosstown replaces most of Route 101.



Route 104

- **Change:** Shorten Route
- **Takeaway:** Respondents who said they could not complete their trip said they are unlikely to continue using WSTA. 3/4 of them are on Teague Rd.

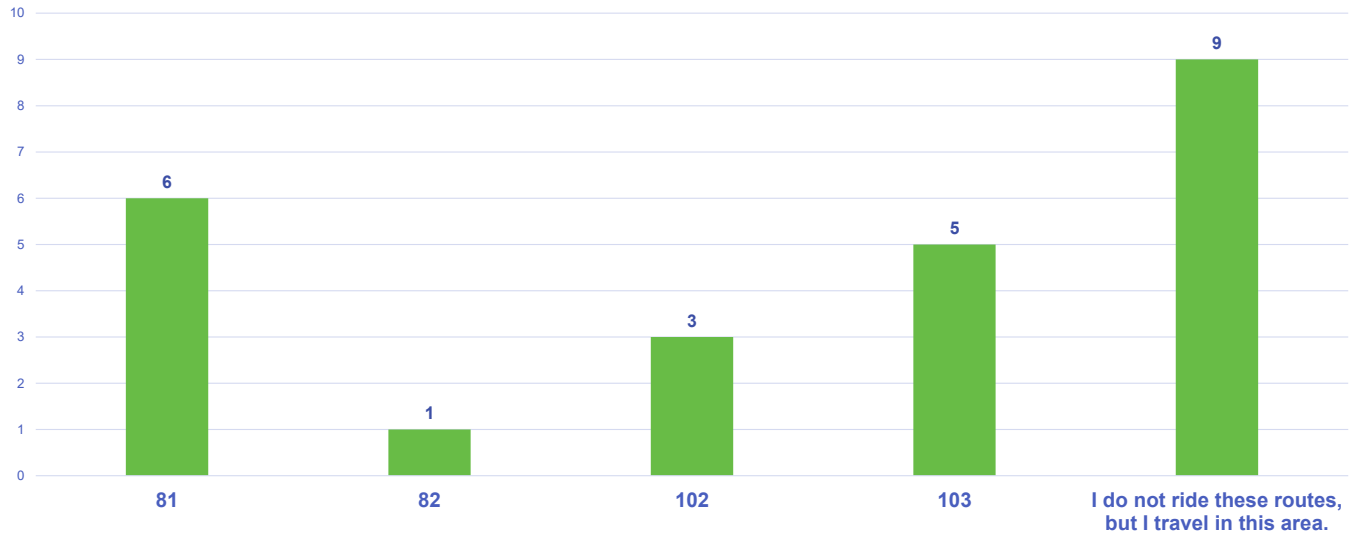
Route 108

- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip are at Willard Rd/Green Oaks, Waughtown St and Teague Rd.

All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.

Who we heard from – by Route (Southwest)

Which routes do you ride in the Southwest (SW) area?





- **Route 81 & Route 103**

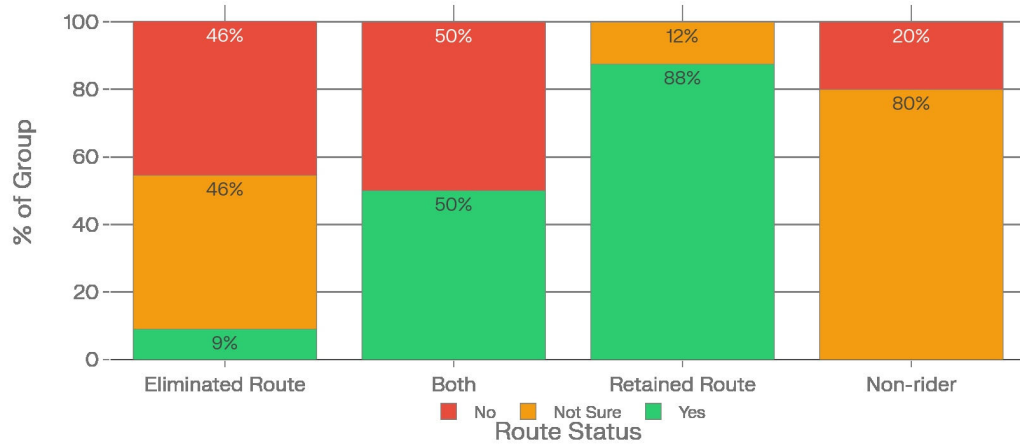
- **Change:** Increasing Frequency to every 30 minutes
- **Route 81 Takeaway:** Current riders **and non-riders** Strongly Agree that they would be more likely to ride if buses came every 30 minutes.
- **Route 103 Takeaway:** Current riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

- **Route 82 & Route 102**

- **Change:** Proposed Elimination
- **Takeaway:** There were not enough responses to obtain significant data, but it is notable that many current riders did not reach out to oppose as seen with other proposed eliminations. Additional rider outreach and education encouraged to understand impacts.

WSTA-X Receptivity by Route Status

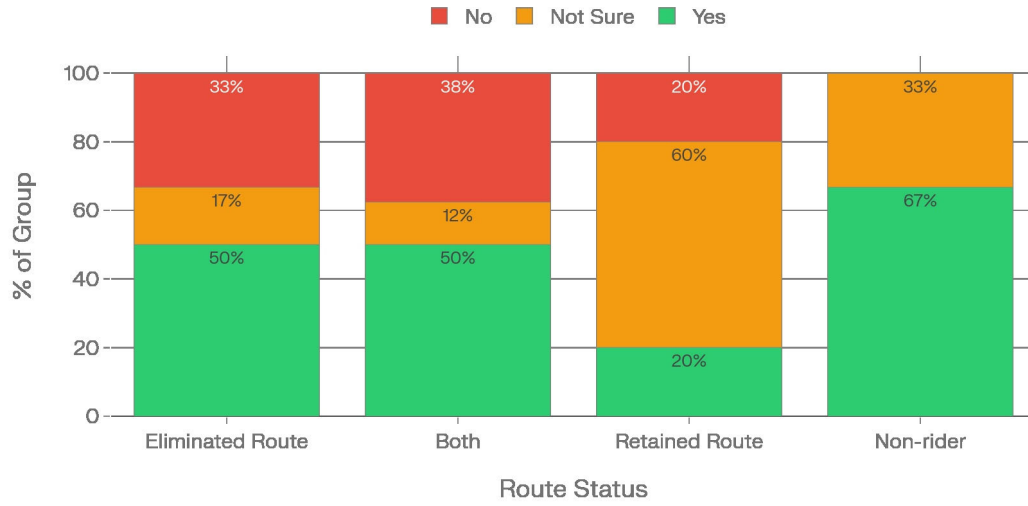
North + South combined | n=39 responses





WSTA-X Receptivity by Route Status — PAPER surveys

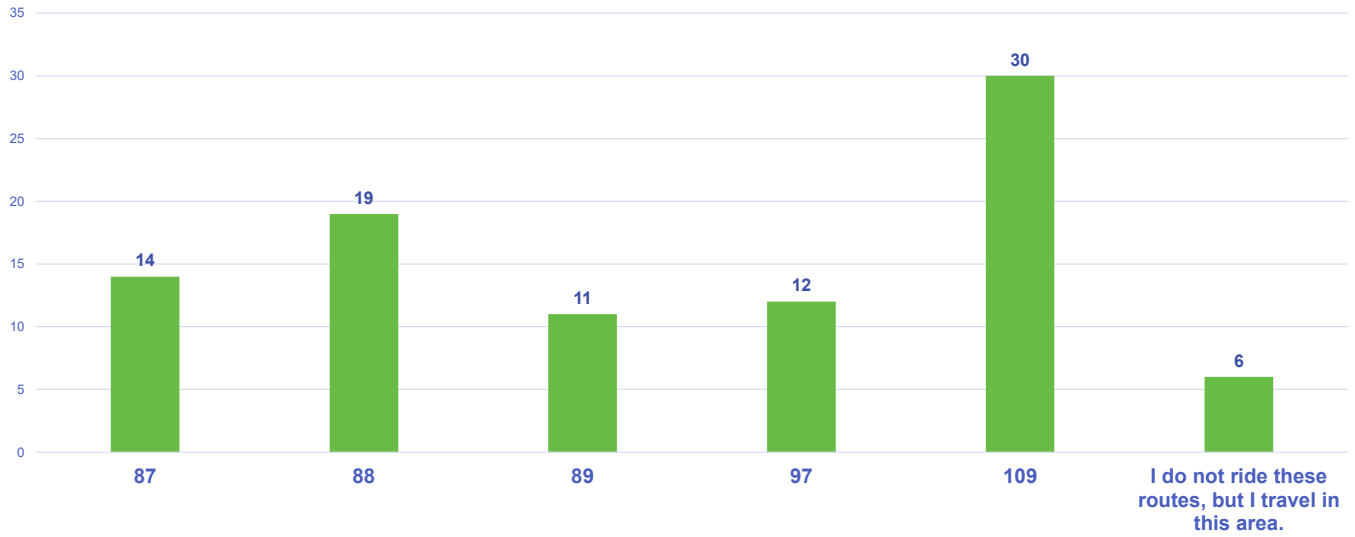
North + South combined | n=22 responses





Who we heard from – by Route (Northwest)

Which routes do you ride in the Northwest (NW) area?





- **Route 87**

- **Change:** Shorten Route 87 to stop running along Germanton Rd and East Hanes Mill Rd.
- **Takeaway:**
- Of respondents who said “No” or “I’m not sure”
 - 1 said they would explore Trans-Aid
 - 2 said they are comfortable and capable of walking to the next stop.
 - 3 said they would likely stop using WSTA.

- **Route 89**

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders and non-riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.



- **Route 88 & 109**

- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip travel at Reynolda Road, Old Town Drive and Downtown.

- **Route 97**

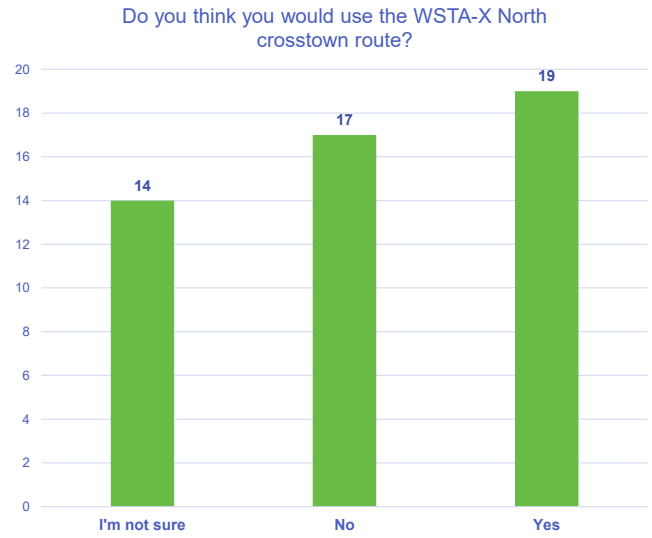
- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip travel at Shattalon Drive.

- All responses came from the online survey, so some of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.



- **WSTA-X North Crosstown Route**

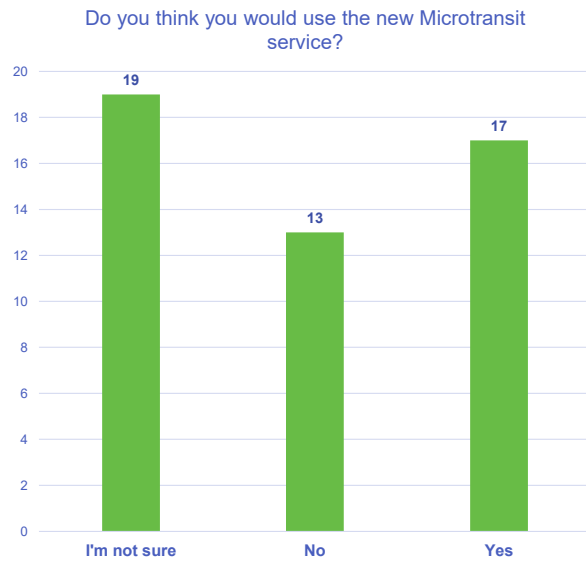
- No strong correlation found between responses and whether they were on retained or eliminated routes.





- **New Microtransit Zone**

- No strong correlation found between responses and whether they were on retained or eliminated routes.



Survey Results Detailed by Question

• Route 92 & Route 96

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

Do you currently ride Route 92?	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 92.
No	Disagree
	Disagree
No	Neutral
Yes	Neutral
No	Somewhat Agree
No	Somewhat Disagree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree

Do you currently ride Route 96?	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 96.
	Disagree
Yes	Neutral
No	Neutral
	Somewhat Agree
No	Somewhat Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree



• Route 93

- **Change:** Increasing Frequency to every 30 minutes by removing service for 10th Street, East 12th Street, Gerald Street, and New Walkertown Road.

• Takeaways:

- Current riders agree that they would be more likely to ride if buses came every 30 minutes.
- Respondents said they can take Route 96 and/or are comfortable and capable of walking to the nearest stop on Route 93.

Based on the map, will you be able to get where you need to go using the shortened Route 93 or Route 96?	Let us know how this route adjustment may change how you use WSTA:	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 93.
Yes, I will be able to complete my trip	I will use Route 96 along New Walkertown Rd instead of Route 93	Strongly Agree
Yes, I will be able to complete my trip	I will be comfortable and capable of walking to North Cameron Ave and will ride Route 93 from there; I will use Route 96 along New Walkerton Rd instead of Route 93	
Yes, I will be able to complete my trip	I will use Route 96 along New Walkertown Rd instead of Route 93	Neutral
I will be able to complete some but not all of my trip	I will be comfortable and capable of walking to North Cameron Ave and will ride Route 93 from there	Strongly Agree
I will be able to complete some but not all of my trip	I will use Route 96 along New Walkertown Rd instead of Route 93	Somewhat Agree
I'm not sure	I will be comfortable and capable of walking to North Cameron Ave and will ride Route 93 from there	Strongly Agree
I'm not sure	I will be comfortable and capable of walking to North Cameron Ave and will ride Route 93 from there	Somewhat Agree
I'm not sure	I will use Route 96 along New Walkerton Rd instead of Route 93	
No, I will not be able to complete my trip	I will use Route 96 along New Walkerton Rd instead of Route 93	Neutral

• Route 86

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

Do you currently ride Route 86?	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 86.
Yes	Neutral
Yes	Somewhat Agree
Yes	Strongly Agree
Yes	Strongly Agree
yes	Strongly Agree
yes	Strongly Agree
Yes	Strongly Agree
yes	Strongly Agree
yes	Strongly Agree
yes	Strongly Agree
yes	Strongly Disagree
No	Neutral
No	Strongly Agree
No	Disagree
No	Disagree
No	Disagree



• Route 105

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders **and non-riders** Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

Do you currently ride Route 105?	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 105.
Yes	Neutral
Yes	Somewhat Agree
Yes	Somewhat Agree
Yes	Somewhat Agree
Yes	Strongly Agree
yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
yes	Strongly Agree
Yes	Strongly Disagree
No	Strongly Agree
No	Strongly Agree
No	Strongly Agree
no	Strongly Agree

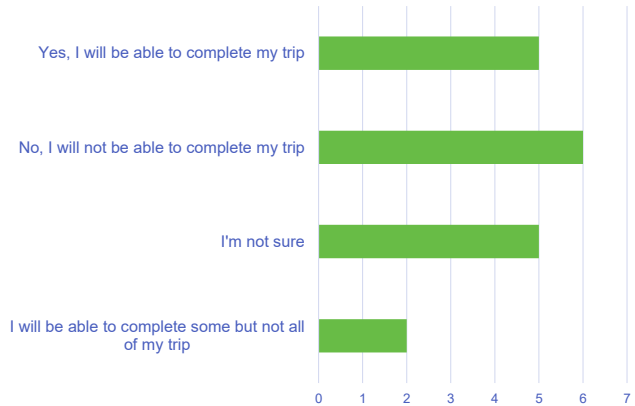


• Route 101

- **Change:** Proposed Elimination
- **Takeaway:** The majority of respondents that stated they would not be able to complete their trip are traveling to Walmart/Food Lion.

All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.

Route 101 is proposed for elimination. Based on the map, will you be able to get where you need to go using the new WSTA-X South crosstown route or other nearby routes (83, 86, 104, 105)?



- **Route 108**

- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip are at Willard Rd/Green Oaks, Waughtown St and Teague Rd.

All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.

Route 108 is proposed for elimination. Based on the map, will you be able to get where you need to go using the new WSTA-X South crosstown route or other nearby routes (83, 86, 104, 105)?

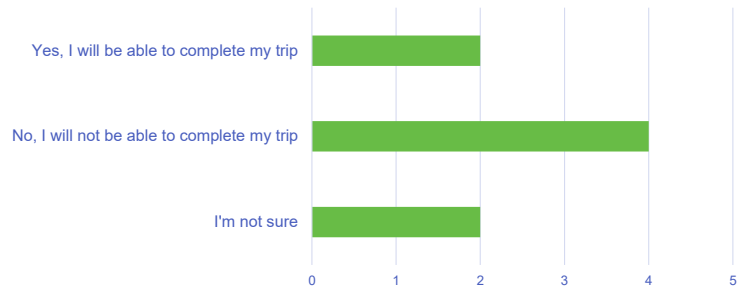




• Route 104

- **Change:** Shorten Route
- **Takeaway:**
- Respondents who said “I’m not sure” believe they can use the alternate routes to get where they need to go.
- Respondents who said they could not complete their trip said they are unlikely to continue using WSTA. 3/4 of them are on Teague Rd.

Route 104 is recommended to be shortened, removing the section along Old Lexington Rd from Teague Rd to Clemmonsville Circle. Based on the map, will you be able to complete your trip using the shortened Route 104, new WSTA-X South crosstown route, or other



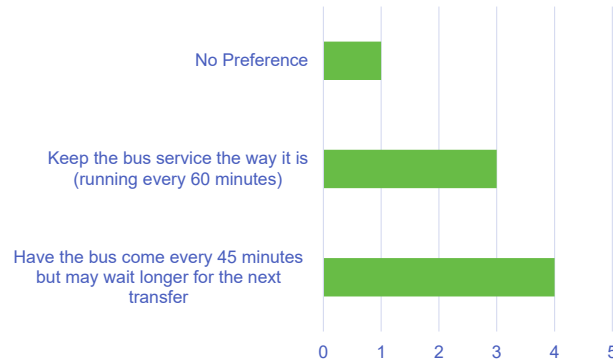


• Route 104

- **Change:** Potential frequency change from every 60 minutes to every 45 minutes
- **Takeaway:**
- All respondents who said “keep it the way it is” also said they would be unable to complete their trip with the proposed geography change.

Route 104 runs every 60 minutes. We are considering increasing it to run every 45 minutes, but this may cause a wait time between transfers to other routes.

Would you rather:

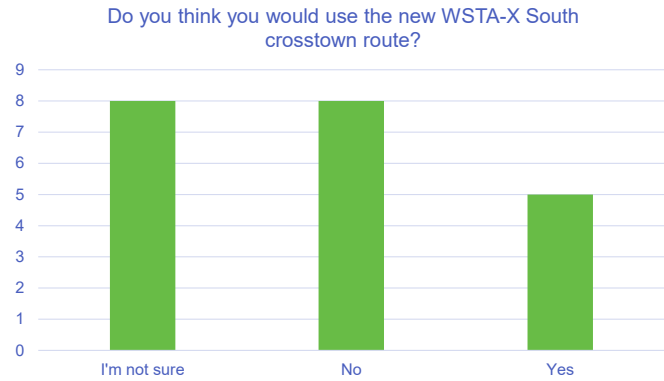


Note, one comment card added to “have the bus come every 45”



• WSTA-X South Crosstown

- **Takeaway:**
- Respondents who said “I’m not sure” are on eliminated routes (101, 108) or do not ride the routes asked about in the survey.
- Respondents who said “No” are on eliminated routes (101, 108).
- Respondents who said “Yes” are on routes that are proposed for increased service (86, 105) or ride Route 104.



Note, one comment card added to “have the bus come every 45”

• Route 81

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders and non-riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

Do you currently ride Route 81?	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 81.
Yes	Strongly Agree
Yes	Neutral
Yes	Strongly Agree
yes	Strongly Agree
yes	Strongly Agree
No	Strongly Agree
No	Strongly Agree

• Route 103

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.

Do you currently ride Route 103?	Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 103.
Yes	Somewhat Agree
Yes	Strongly Agree
Yes	Strongly Agree
Yes	Strongly Agree
No	Neutral
No	Strongly Disagree



• Route 82

- **Change:** Proposed Elimination
- **Takeaway:** There were not enough responses to obtain significant data, but it is notable that many current riders did not reach out to oppose as seen with other proposed eliminations. Additional rider outreach and education encouraged to understand impacts.

Do you currently ride Route 82?	Route 82 is proposed for elimination. Based on the map, will you be able to get where you need to go using the new WSTA-X South crosstown route or other nearby routes (80, 81, 84, 85)?	How would the elimination of Route 82 change how you use WSTA?	Most important trip
Yes	I'm not sure	I am unlikely to continue using WSTA due to this change to Route 82	I get on bus 82 at: Bromley Park Apartments I get off bus 82 at: Healy Towers
No	No, I will not be able to complete my trip	I will use WSTA-X South	I get on bus 82 at: clemmons Rd and lewisville-clemmons Rd I get off bus 82 at:



• Route 102

- **Change:** Proposed Elimination
- **Takeaway:** There were not enough responses to obtain significant data, but it is notable that many current riders did not reach out to oppose as seen with other proposed eliminations. Additional rider outreach and education encouraged to understand impacts.

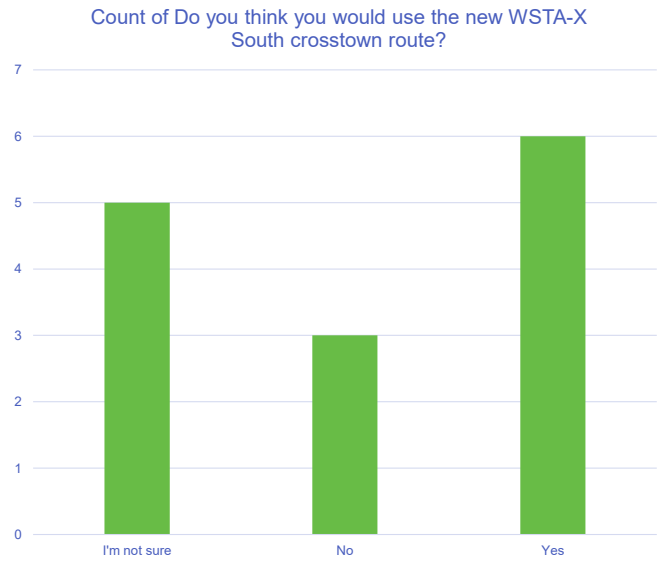
Do you currently ride Route 102?	Route 102 is proposed for elimination. Based on the map, will you be able to get where you need to go using the new WSTA-X South crosstown route or other nearby routes?	Most important trip?
Yes	No, I will not be able to complete my trip	I get on bus 102 at: hopeville and westpointe after 3mi walk I get off bus 102 at: downtown
Yes	No, I will not be able to complete my trip	I get on bus 102 at: Stratford & Cloverleaf I get off bus 102 at: Transit center
Yes	No, I will not be able to complete my trip	Live at Garden Apartments



- **WSTA-X South Crosstown**

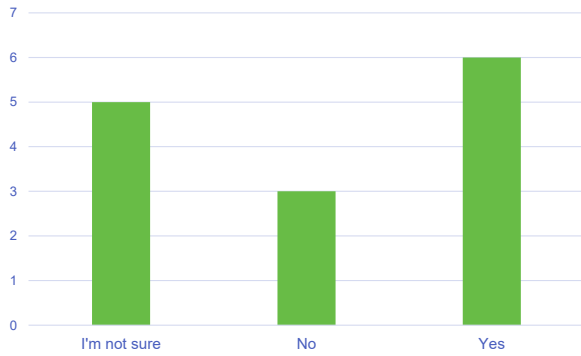
- **Takeaway:**

- Respondents who said “No” do not ride the routes in the survey but travel in the area.
- Respondents who said “Yes”
 - 50% (3) do not ride the routes in the survey but travel in the area.
 - Other 50% ride routes 81, 102 and 103.
- Respondents who said “I’m not sure”
 - 3/5 ride the routes in the survey
 - 2/5 do not ride the routes in the survey but travel in the area.



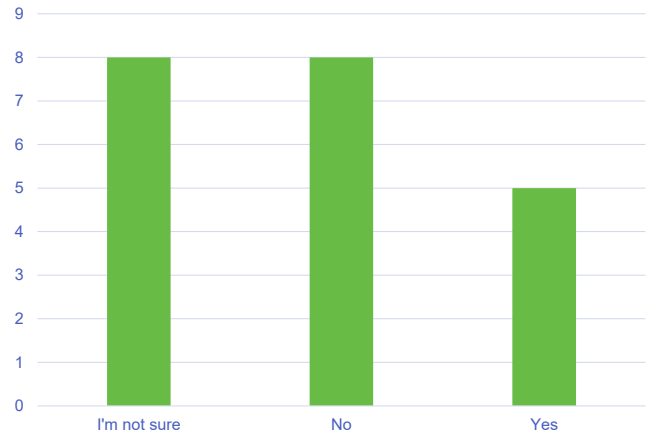
- Southwest

Count of Do you think you would use the new WSTA-X South crosstown route?



- Southeast

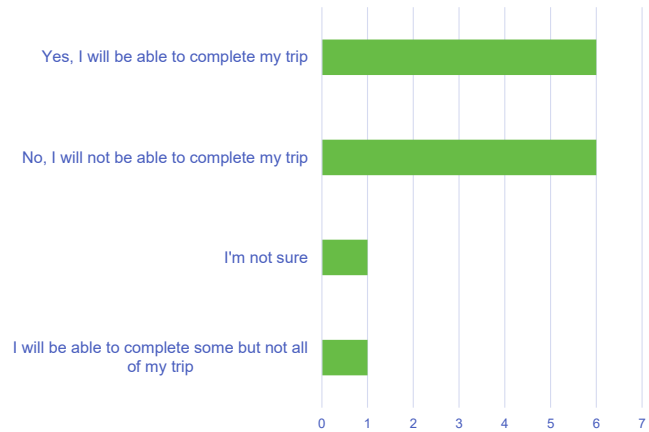
Do you think you would use the new WSTA-X South crosstown route?



• Route 87

- **Change:** Shorten Route 87 to stop running along Germanton Rd and East Hanes Mill Rd.
- **Takeaway:**
- Of respondents who said “No” or “I’m not sure”
 - 1 said they would explore Trans-Aid
 - 2 said they are comfortable and capable of walking to the next stop.
 - 3 said they would likely stop using WSTA. 2 of these travel to Walmart.

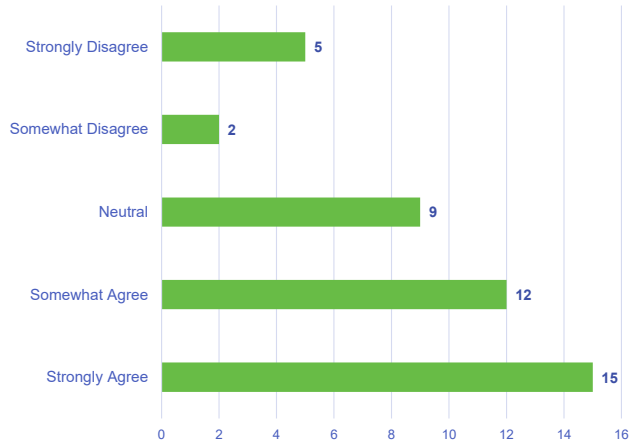
Route 87 is proposed to stop running along Germanton Rd and East Hanes Mill Rd. Based on the map, will you be able to complete your trip on Route 87 if this section is removed?



• Route 89

- **Change:** Increasing Frequency to every 30 minutes
- **Takeaway:** Current riders and non-riders Strongly Agree that they would be more likely to ride if buses came every 30 minutes.
 - 11 out of 13 current riders Agree, and the other 2 responded Neutral
 - Of non-riders, 16 Agree, 7 were neutral, and 7 Disagree

Rate your agreement with this statement: Buses arriving every 30 minutes will make me more likely to ride Route 89.

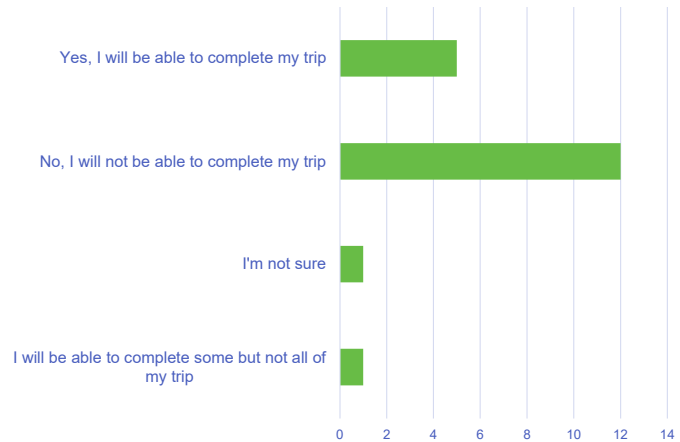


• Route 88

- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip travel at Reynolda Road, Old Town Drive and Downtown.

All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.

Count of Route 88 Riders: Based on the map, will you be able to get where you need to go using the new WSTA-X North crosstown route or other nearby routes (87, 89, 91)?

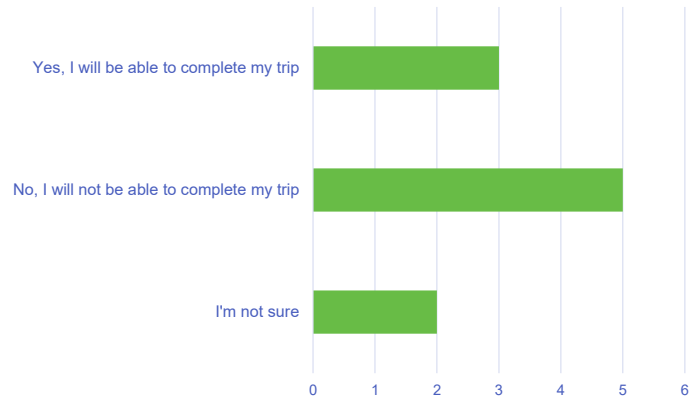


• Route 97

- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip travel at Shattalon Drive.

All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.

Count of Route 97 Riders: Based on the map, will you be able to get where you need to go using the new WSTA-X North crosstown route or other nearby routes (87, 89, 91)?

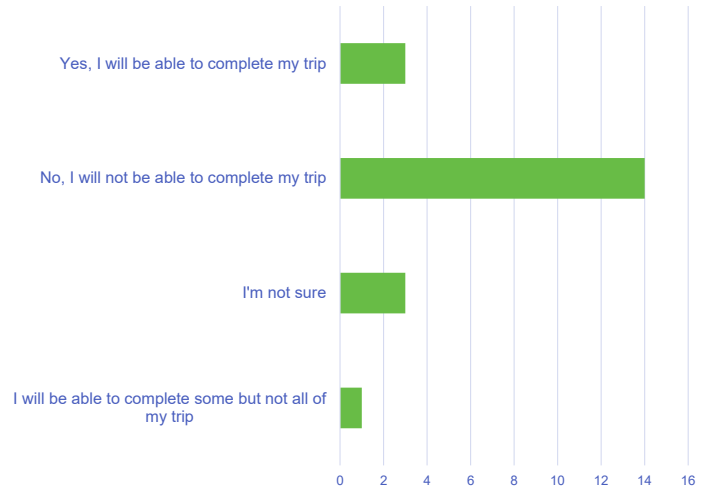


- **Route 109**

- **Change:** Proposed Elimination
- **Takeaway:** Majority of respondents that stated they could not complete their trip travel at Reynolda Road, Old Town Drive and Downtown.

All responses came from the online survey, so many of these riders may be able to reach their destination but need educational outreach to understand if they can access the new Crosstown Route and available alternatives.

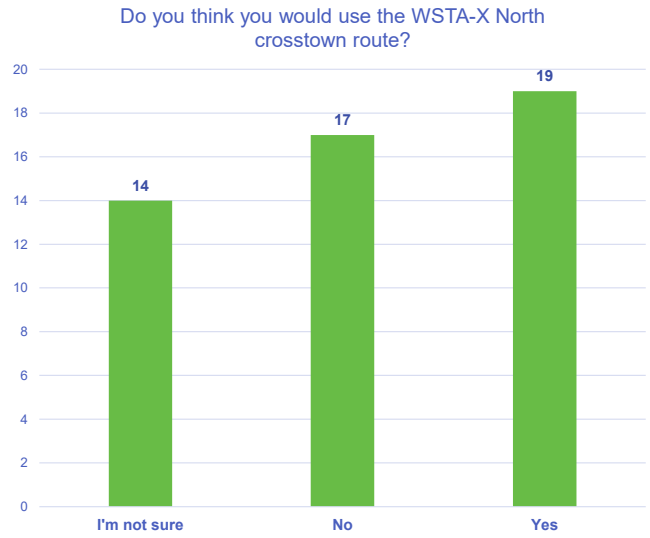
Count of Route 109 Riders: Based on the map, will you be able to get where you need to go using the new WSTA-X North crosstown route or other nearby routes (87, 89, 91)?





- **WSTA-X North Crosstown Route**

- No strong correlation found between responses and whether they were on retained or eliminated routes.



- **New Microtransit Zone**

- No strong correlation found between responses and whether they were on retained or eliminated routes.

