

## City Council – Action Request Form

**Date:** October 10, 2023

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**To:** Mayor, Mayor Pro Tempore and Members of the City Council

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**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 Standard Guidelines and Procedures.

**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. The study provided recommendations for policies to provide guidelines for service enhancements, modifications to existing transit routes, and uniform service standards.

Service standards are performance goals set by a transit agency that define where transit service is high performing, low performing, or meeting performance standards. The standards provide a first step towards making tangible changes to a transit system (i.e., reducing/increasing frequency, adding/removing stops, adding/altering routes).

Having service standards establishes a method for measuring performance over a period of time and will aid public transit agencies in legitimizing data when making crucial planning decisions for transit service. Maintaining a regular/continuous schedule for evaluation will provide ample opportunity to monitor and update the system as needed.

**Committee Action:**

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

**Remarks:**

The Service Standards and Guidelines provided include recommendations on uniform performance metrics and specific techniques used for setting goals to support system changes and modifications that can be followed and easily shared to promote consistent response to requests for service modifications.

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