



WSTA FY 2019-20 Service Update

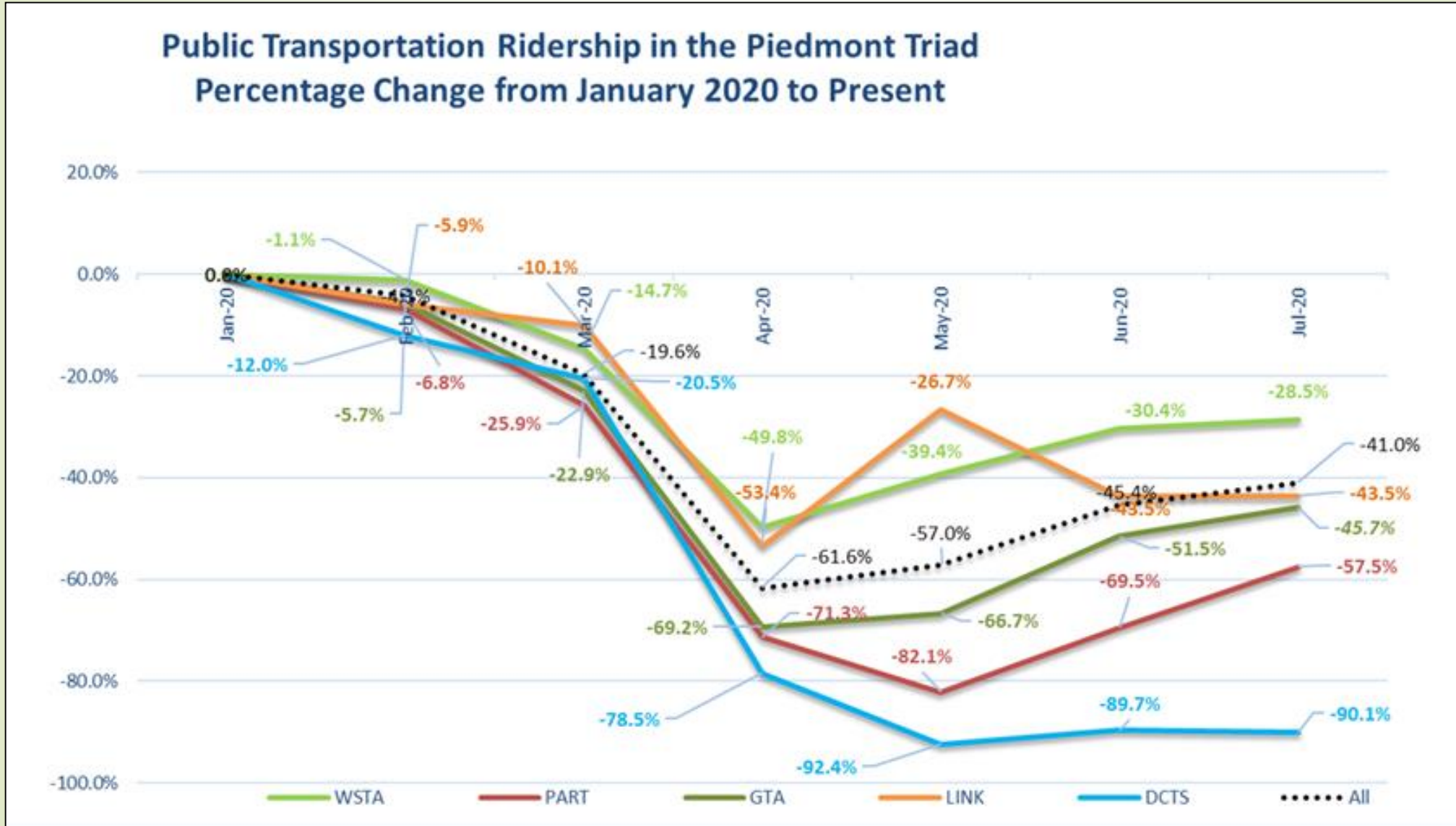
Public Works Meeting September 15, 2020



Impact of COVID-19 on Ridership March-July

| COVID-19 Ridership Trends | | | | |
|---------------------------|---------|---------|-------------|---------------------|
| Fixed Route | 2019 | 2020 | % FY Change | % 2020 Month Change |
| March | 200,369 | 173,162 | -13.6% | |
| April | 196,853 | 101,803 | -48.3% | -41.2% |
| May | 213,050 | 123,135 | -42.2% | 21.0% |
| June | 194,146 | 141,379 | -27.2% | 14.8% |
| July | 206,549 | 145,119 | -29.7% | 2.6% |
| Trans-Aid | 2019 | 2020 | % FY Change | % 2020 Month Change |
| March | 19,963 | 15,454 | -22.6% | |
| April | 19,844 | 8,345 | -57.9% | -46.0% |
| May | 21,201 | 9,050 | -57.3% | 8.4% |
| June | 19,183 | 10,810 | -43.6% | 19.4% |
| July | 20,182 | 12,352 | -38.8% | 14.3% |

Regional Ridership Comparison-Fixed Route from PART



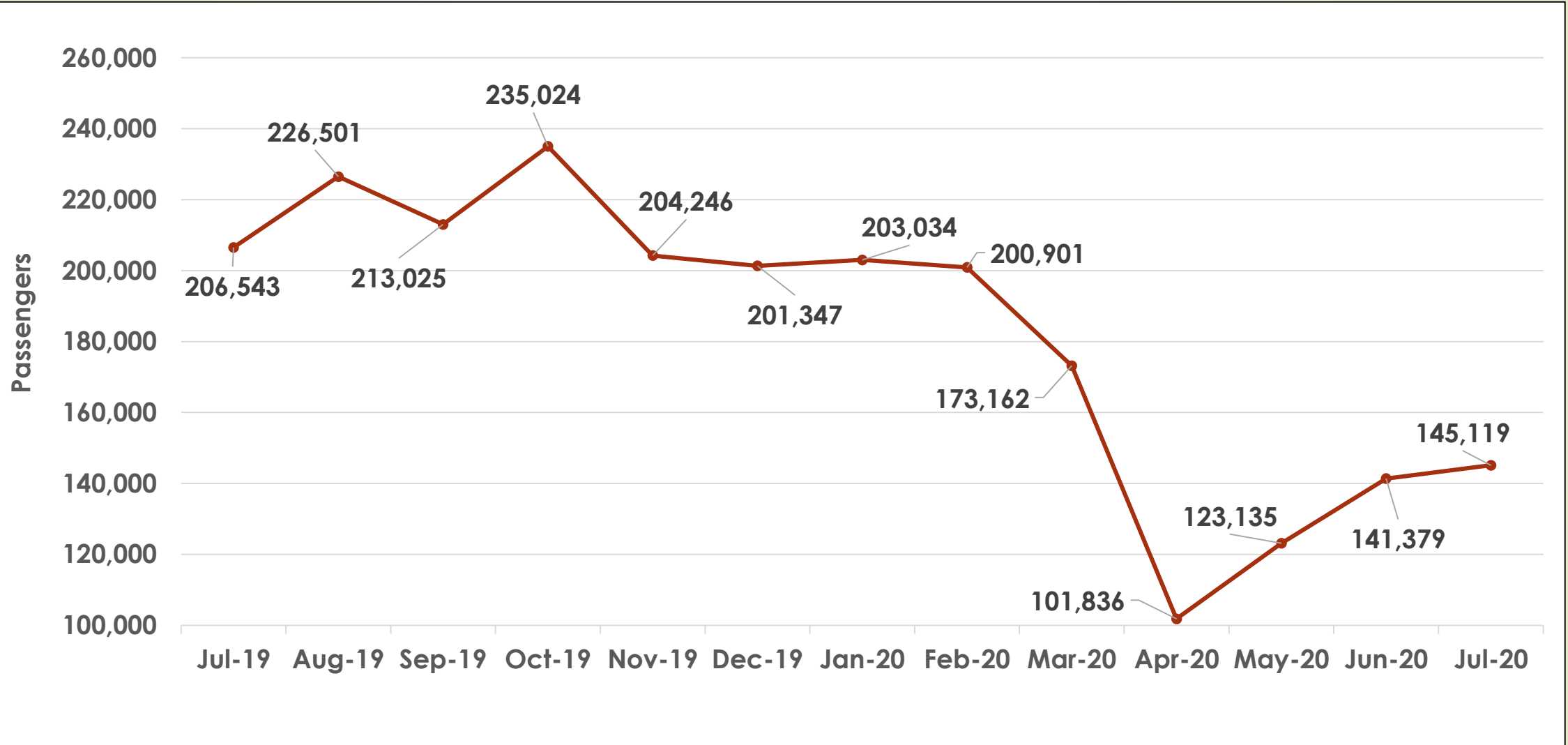
CARES ACT 2020 Expenditures

| | | |
|-----------------------------------|----------|------------------------|
| PPE | → | \$217,299.30 |
| Temporary Cleaners | → | \$148,755.82 |
| COVID-19 Marketing | → | \$7,785.00 |
| Loss Revenues | → | \$512,521.51 |
| Payroll/COVID Sick Pay/Bonus | → | \$123,805.54 |
| Eight (8) 35Ft Hybrid Buses | → | \$6,400,000.00 |
| Operation Supplies | → | \$135,875.42 |
| Guarantee Ride Program (GRP) | → | \$2,864.00 |
| Union Station Upfit/Furniture | → | \$425,000.00 |
| Total Expenditures to Date | → | \$7,973,906.59 |
| Balance Forward | → | \$ 4,416,069.41 |

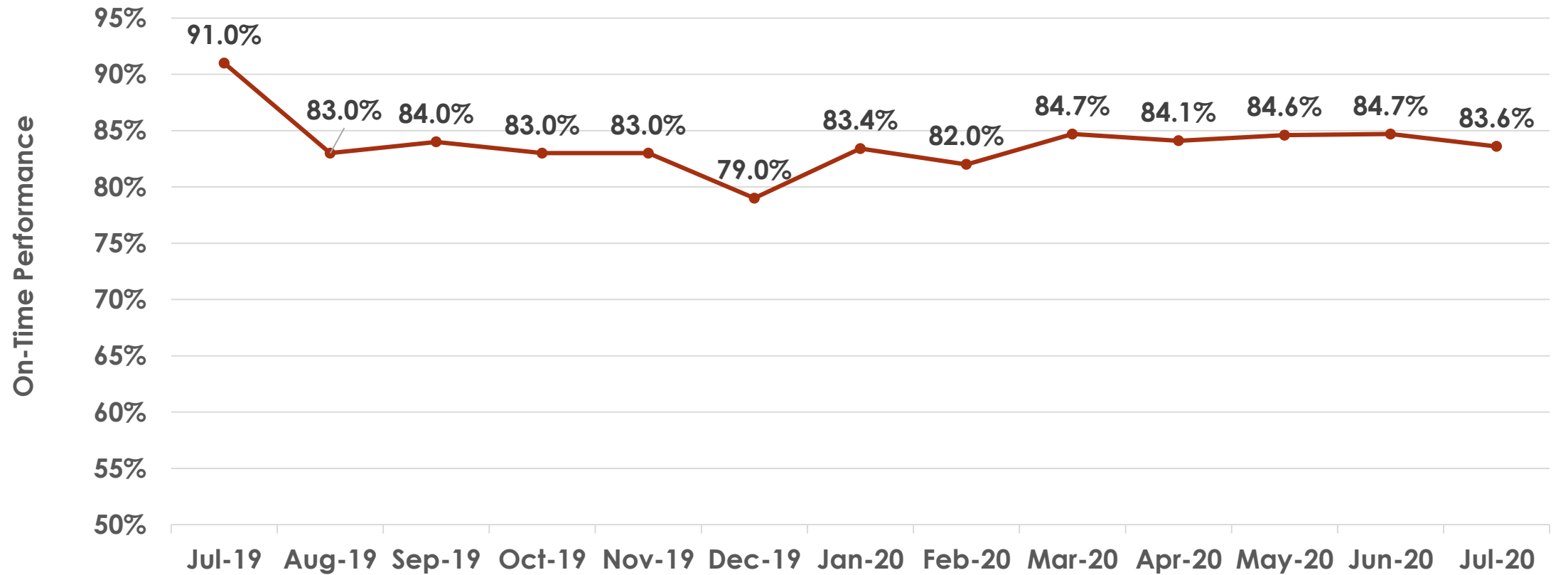
Fixed Route Driver Barrier



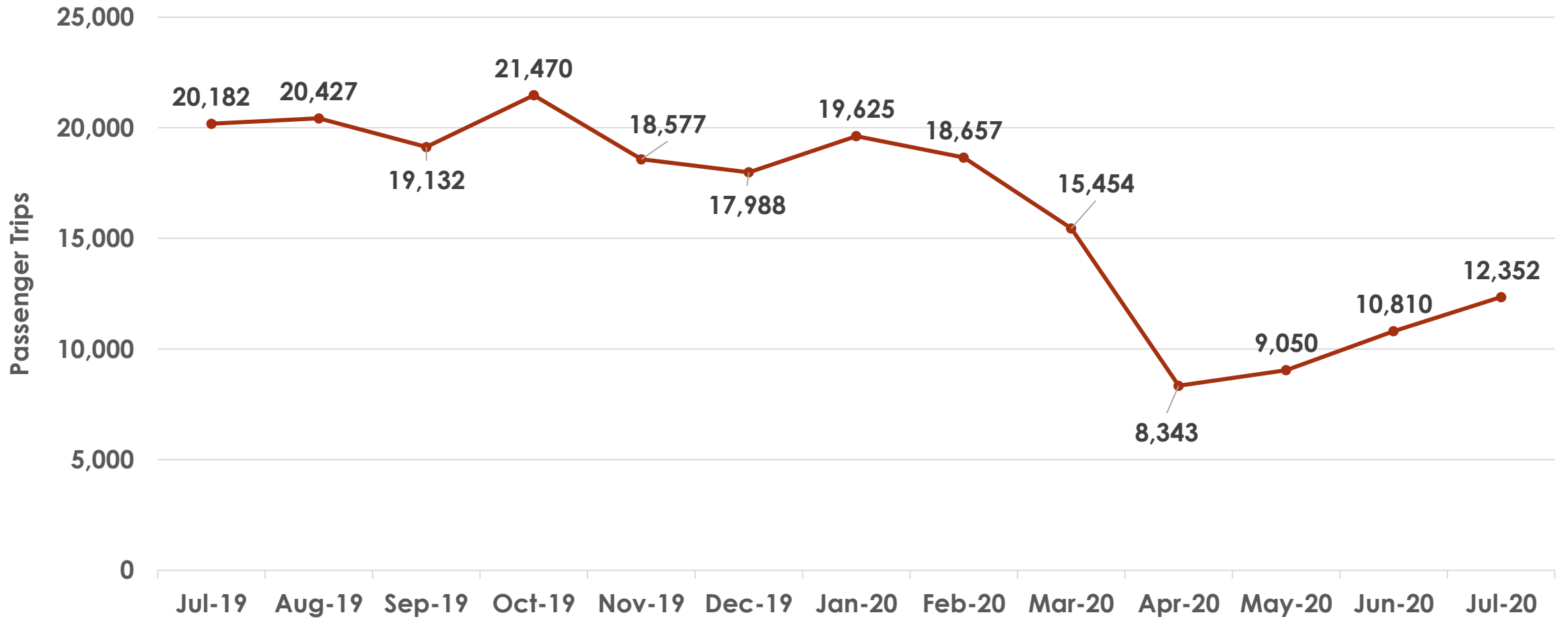
FY 2019-20 Ridership- Fixed Route



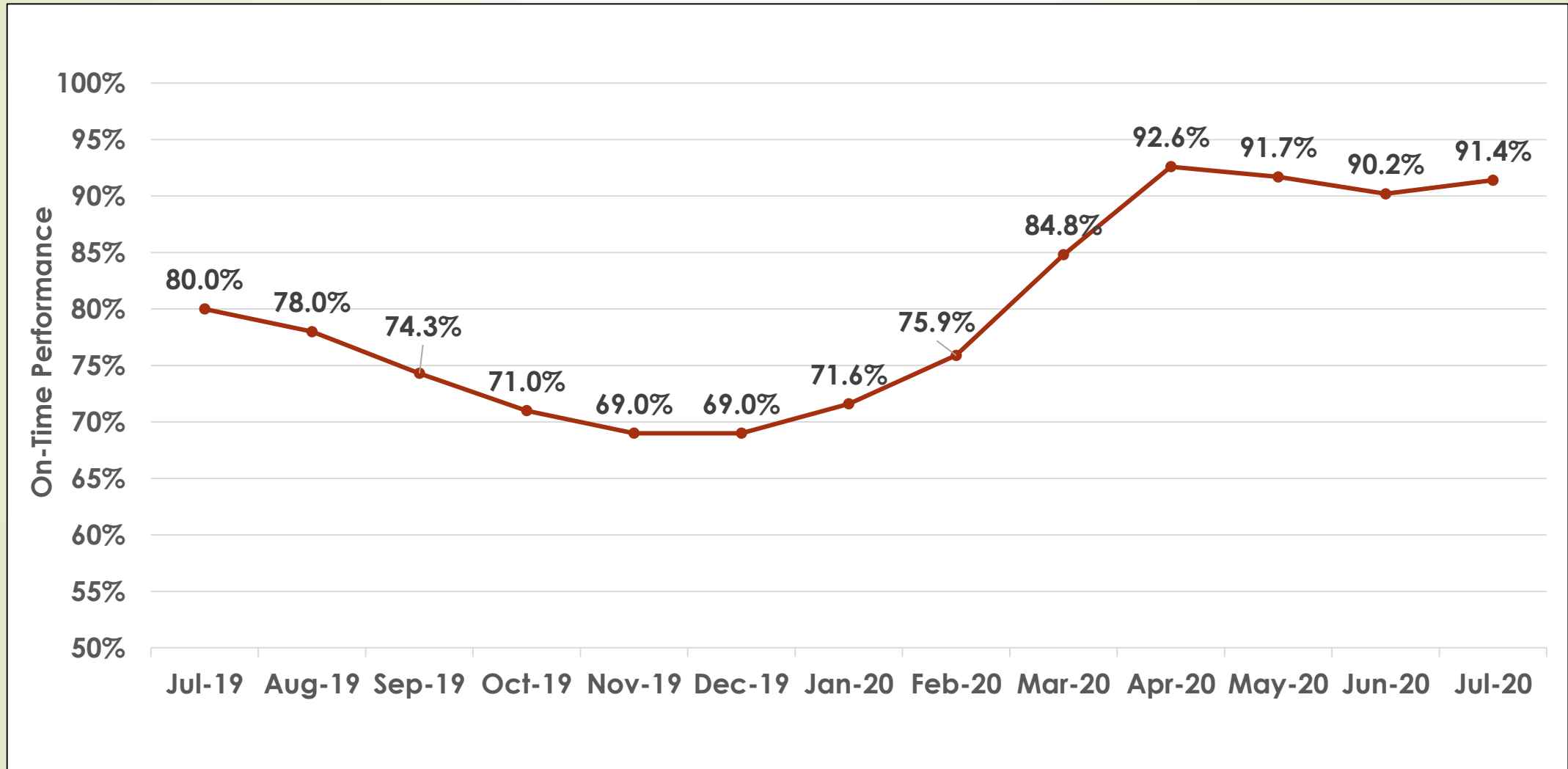
FY 2019-20 Fixed Route On-Time Performance



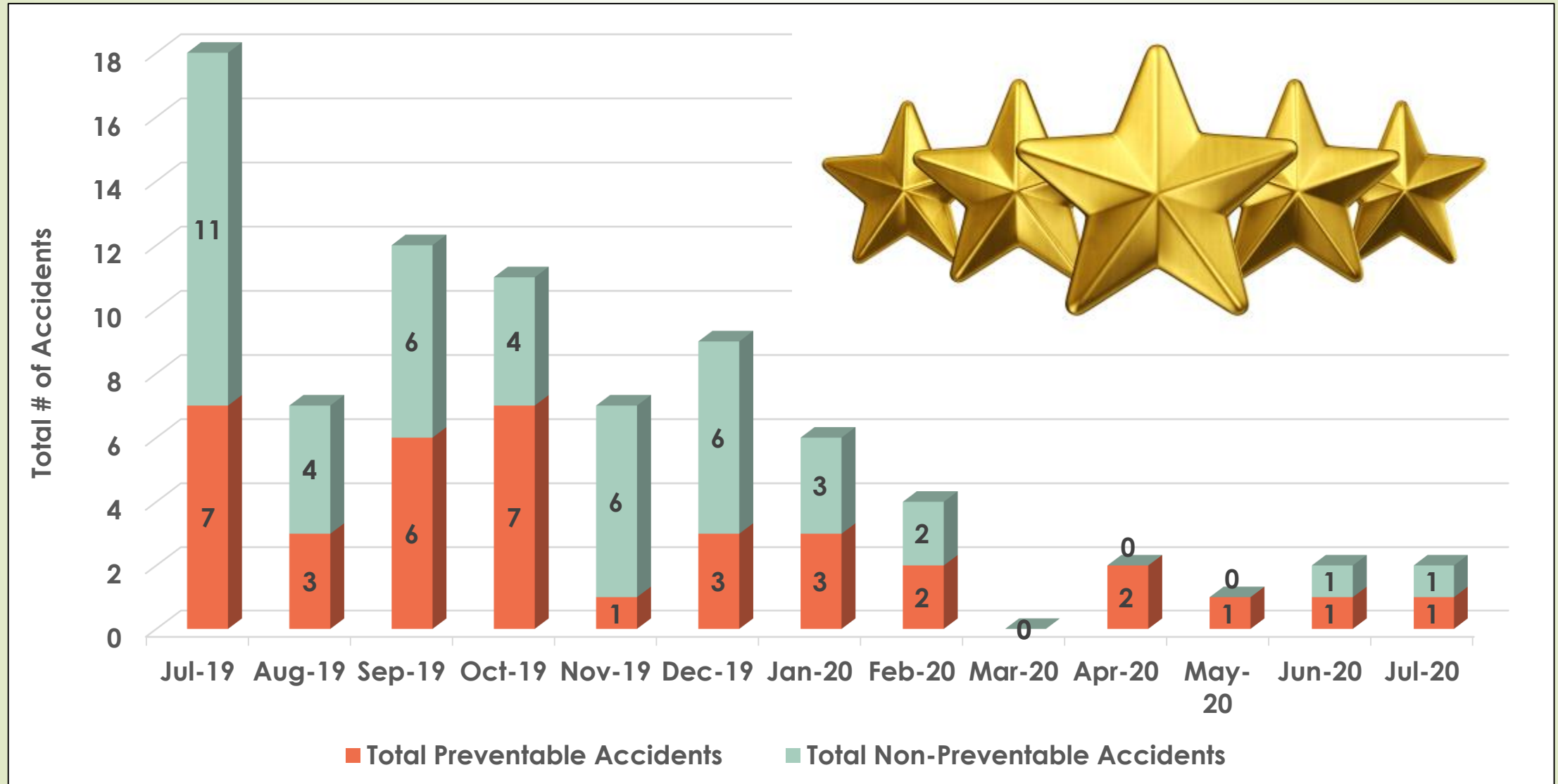
FY 2019-20 Trans-AID Passenger Trips



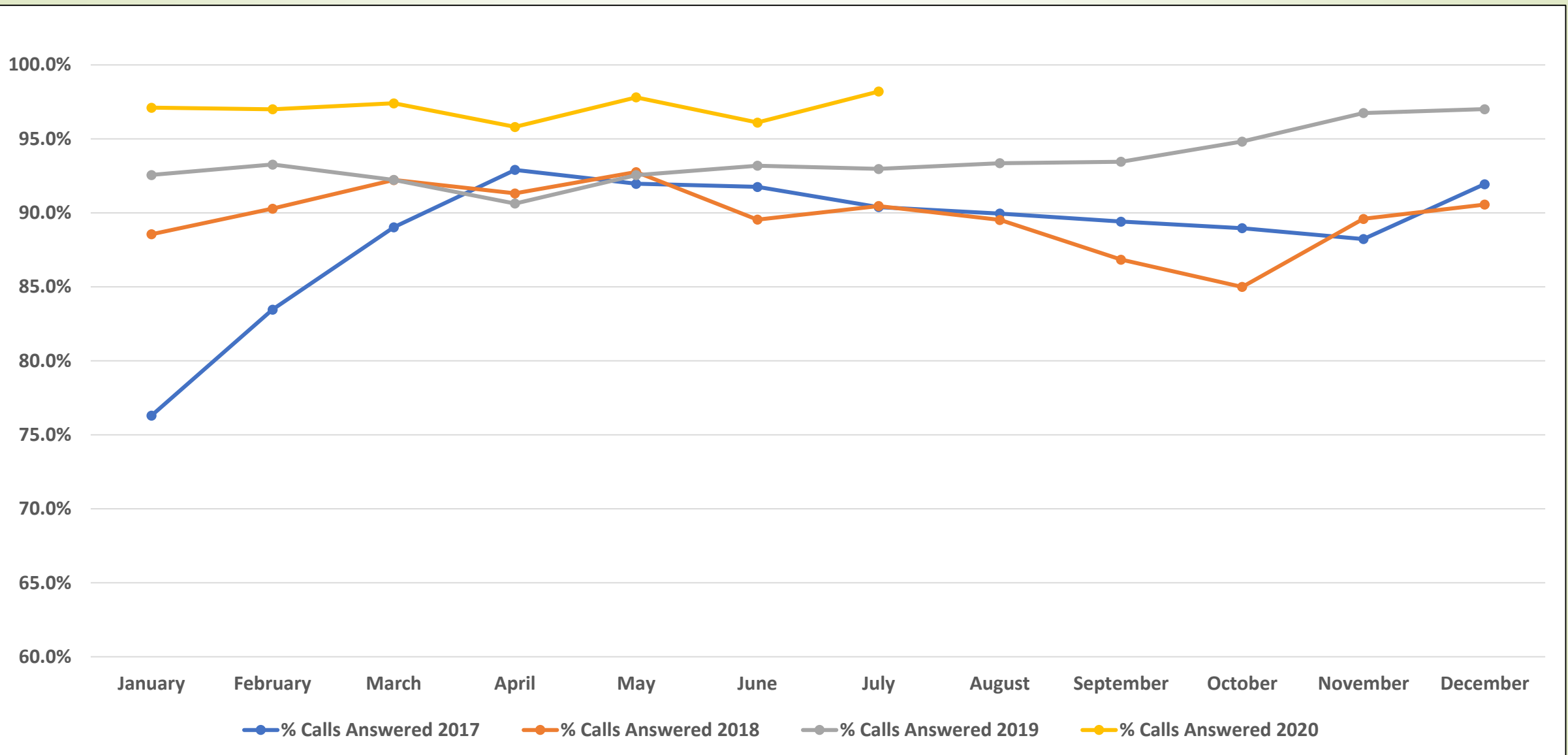
FY 2019-20 Trans-AID On-Time Performance



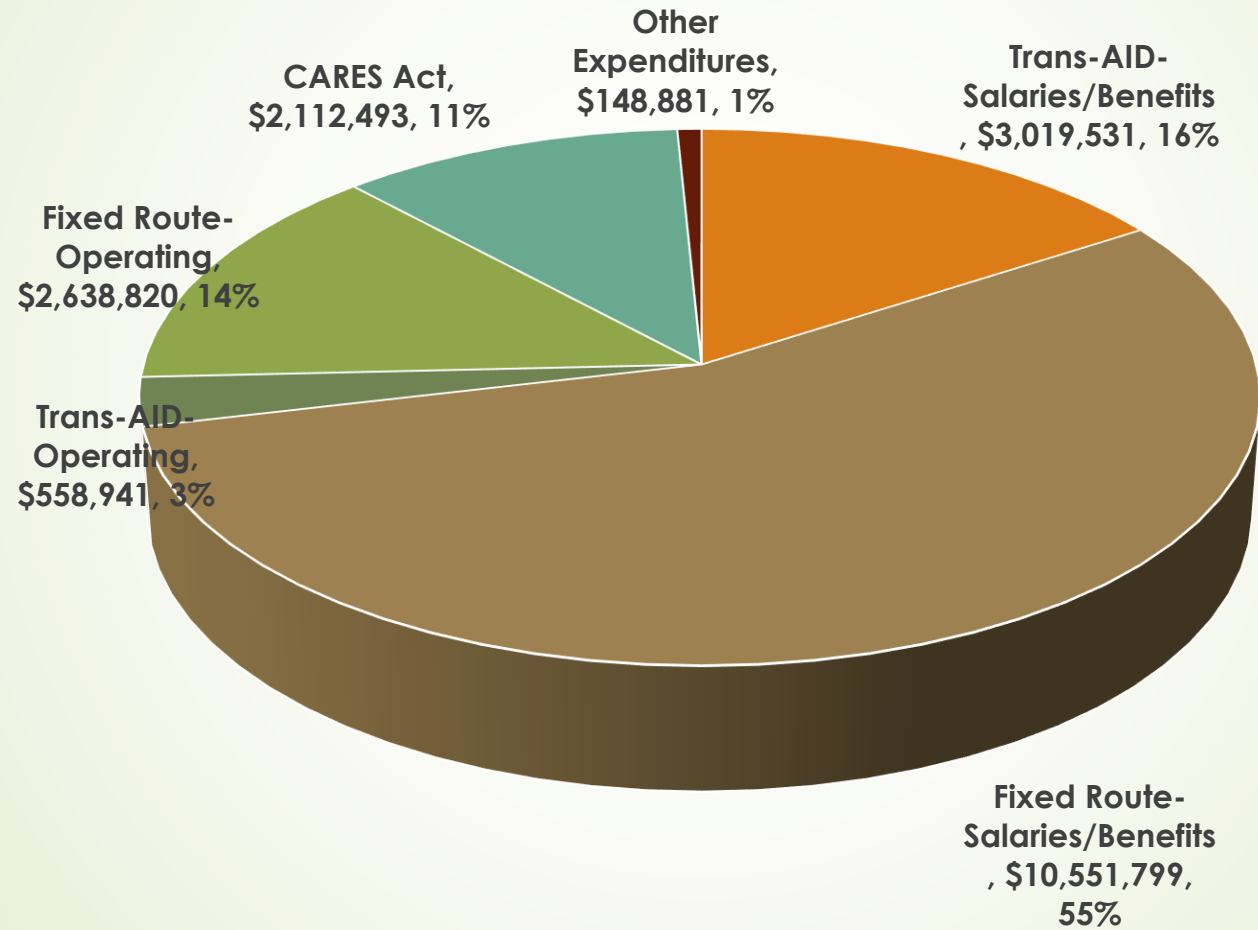
WSTA Accidents FY 2019-20



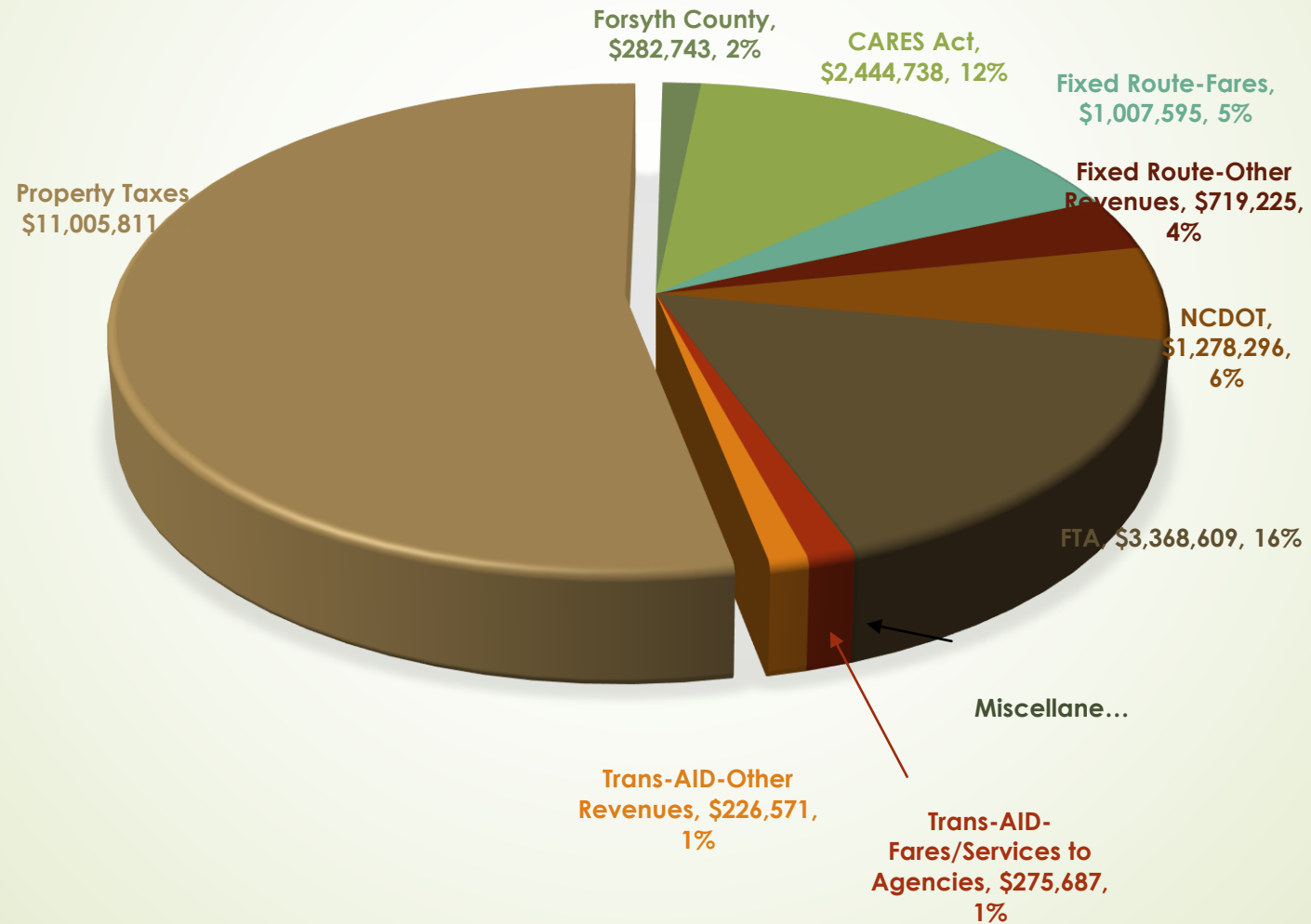
% of Phone Calls Answered Calendar Year Compare



FY 2019-20 WSTA Expenditures



FY 2019-20 WSTA Revenues



WSTA Project Updates

WSTA Shelter Status

- ❖ **Bus Shelters Installations (Phase 1)**
 - * (17) Complete
 - * (4) Pending encroachments
 - * (2) Currently In Process
- ❖ **Bus Shelter Purchase Complete**
 - * Contractor is constructing the first shipment of (50) shelters. The scheduled delivery date is October 2, 2020. COVID-19 delayed the process.
- ❖ **Bus Shelter Installations (Phase II)**
 - * Once the current contractor completes Phase I, and the shelter amenities arrive, Phase II installations will begin.

New WSTA Bus Stop Status

- ❖ WSTA has began the installation of 80 new bus stops to our system. These stops were requested by our riders, drivers and staff.

| Routes | # of Stops Added | Routes | # of Stops Added |
|--------|------------------|--------|------------------|
| 80 | 1 | 96 | 2 |
| 81 | 6 | 97 | 12 |
| 82 | 6 | 98 | 1 |
| 83 | 3 | 99 | 0 |
| 84 | 0 | 100 | 0 |
| 85 | 5 | 101 | 2 |
| 86 | 7 | 102 | 2 |
| 87 | 0 | 103 | 1 |
| 88 | 3 | 104 | 4 |
| 89 | 0 | 105 | 2 |
| 90 | 2 | 106 | 3 |
| 91 | 0 | 107 | 0 |
| 92 | 3 | 108 | 0 |
| 93 | 0 | 109 | 0 |
| 94 | 14 | 110 | 1 |

WSTA

Partnerships/Sponsorships

- We typically promote public transportation services, fixed route and paratransit at events held by other agencies
- WSTA partners with other organizations when we feel it will benefit our riders and the general public
- WSTA funds are sometimes requested as part of a sponsorship. Must be approved by the general manager
- WSTA Accessible Festival – WSTA is the title sponsor
 - Annual MLK Prayer Breakfast
 - Gospel Fest at the Fairgrounds

WSTA

Partnerships/Sponsorships


- United Health Center's Community Day
 - Health screenings
 - Back to School Supplies for children
 - Vendors from the local community



WSTA

Partnerships/Sponsorships

Now that you're free...
it's time to





FORMER OFFENDERS RESOURCE FAIR

Weds., Jan. 15 9 a.m. - 1 p.m.
Clark Campbell Transportation Center
100 W. 5th St., Winston-Salem

FEATURING THESE HELPFUL LOCAL RESOURCES:

- Boys2Men • Eliza's Helping Hands • Eureka Ministry • My Brothers Second Chance • Project Re-entry
- Southside Rides Foundation • The Wells Center • Youth Achieving Moral Maturity (YAMM) • YWCA - Hawley House

Successful Outcomes After Release
A six month offender re-entry initiative

The City of Winston-Salem is an equal opportunity employer.

HIRING AND CAREER EXPO



**NOW
HIRING**

Sponsored by
Morningside/Reynolds Park Road Association
and Josh Howard Foundation

OCTOBER 29, 2019

Clark Campbell Transportation Center
100 West Fifth Street, Winston-Salem, NC

Door Prizes
Companies & etc.
Computer Access

**11:00AM
TO
2:00PM**

CONTACT INFO

Ms. Kanika Brown
President-Morningside/
Reynolds Park Association
(336) 995-7661

Mr. Bryant McCorkle
Director- Reynolds Park
Recreation Center
(336) 650-7684

Mrs. Tina L. Carson- Wilkins
WSTA- Marketing/Community Engagement
(336) 748-3243



WANTED

Artists for Bus Shelters

Apply at www.cityofws.org/publicart
Deadline March 27, 2020

Artist Workshop
Wednesday, March 4, 2020
6:00 - 7:30 p.m.

Clark Campbell Transportation Center
100 West Fifth Street, Winston-Salem, second floor




City-County Public Art Commission & the Transit Commission Projects

- Artistic Bus Shelter Project
 - Process started in August 2019.
 - Goal is to sponsor 12 artists as they create unique public art project to “illuminate the perspectives, relationships and narratives of our community and contribute to the interest and aesthetic appeal of the shelters and the riders’ experience. within the WSTA transit system.
 - The design will stay up in the shelter for at least 12 months
 - Each artist or team will be paid \$1,000 to commission this project, including artist-design, fabrication, transportation and installation of the artwork either on site or...created/scanned, enlarged, printed on vinyl and installed by the Public Art Commission
- Restoration of the Memory Wall of Love & Peace
 - Meetings started in September 2019
 - RFP just posted July 28, 2020



QUESTIONS?