

**RESOLUTION AMENDING THE EXTREME WEATHER AND SPECIAL
EVENTS FARE POLICY FOR THE WINSTON-SALEM TRANSIT AUTHORITY**

WHEREAS, on August 4, 2025, the City Council adopted an Extreme Weather Policy to help vulnerable members of the community access cooling centers, warming shelters, and other climate-controlled facilities during periods of extreme weather; and

WHEREAS, since its adoption, WSTA has successfully implemented multiple fare-free service days in response to qualifying extreme weather events; and

WHEREAS, as staff administered the policy throughout the summer, it became evident that extreme heat conditions do not always align with the current fare-free operating window; and

WHEREAS, in several instances, the National Weather Service forecasts met the adopted policy threshold during the early morning or evening hours, when temperatures and heat index values continued to pose significant health risks; and

WHEREAS, under the current policy, however, customers traveling before 10:00 a.m. or after 7:00 p.m. were still required to pay a fare, despite experiencing the same qualifying weather conditions as riders traveling during fare-free hours; and

WHEREAS, individuals seeking relief from extreme temperatures or traveling to and from climate-controlled facilities may encounter barriers during periods when hazardous weather conditions exist, but fare-free service is not available; and

WHEREAS, to better fulfill the purpose of the Extreme Weather Policy and ensure equitable and consistent access to essential destinations, staff recommends amending the policy to provide fare-free service for the entire operating day whenever National Weather Service forecasts meet the adopted extreme weather threshold; and

WHEREAS, this change would simplify implementation, eliminate confusion for customers, and ensure that transit remains accessible throughout the duration of qualifying extreme weather events.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and the City Council of the City of Winston-Salem hereby adopt an amendment to the extreme weather and special events fare policy changes.