

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

Will you or someone you know benefit from the return of night service?		Will you or someone you know benefit from "real-time" information for bus arrival times?		Once the real-time information system is up and running, are you more likely to get bus arrival information for your route:			Will you or someone you know be more likely to pay using the mobile ticketing app in the future, pay using a day, weekly, or monthly pass - or will you be more likely to continue to pay with cash?			"Having routes that are more direct, with more travel time on major streets and less time in neighborhoods, will help me or someone I know get to more jobs in less time."				
Yes	No	Yes	No	By texting	By using an app on your phone	By calling the WSTA phone number	Will likely use the mobile ticketing app	Will likely use a day, weekly, or monthly pass	Will likely continue to pay with cash	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
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Yes		Yes				By calling the WSTA phone number			Will likely continue to pay with cash	Strongly agree				

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

Will you or someone you know benefit from the return of night service?		Will you or someone you know benefit from "real-time" information for bus arrival times?		Once the real-time information system is up and running, are you more likely to get bus arrival information for your route:			Will you or someone you know be more likely to pay using the mobile ticketing app in the future, pay using a day, weekly, or monthly pass - or will you be more likely to continue to pay with cash?			"Having routes that are more direct, with more travel time on major streets and less time in neighborhoods, will help me or someone I know get to more jobs in less time."				
Yes	No	Yes	No	By texting	By using an app on your phone	By calling the WSTA phone number	Will likely use the mobile ticketing app	Will likely use a day, weekly, or monthly pass	Will likely continue to pay with cash	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Yes		Yes			By using an app on your phone		Will likely use the mobile ticketing app					Neither agree nor disagree		
Yes		Yes			By using an app on your phone		Will likely use the mobile ticketing app			Strongly agree				
	No	Yes			By using an app on your phone		Will likely use the mobile ticketing app			Strongly agree				
Yes		Yes			By using an app on your phone		Will likely use the mobile ticketing app			Strongly agree				
Yes		Yes			By using an app on your phone			Will likely use a day, weekly, or monthly pass				Neither agree nor disagree		
Yes		Yes			By using an app on your phone			Will likely use a day, weekly, or monthly pass			Somewhat agree			
	No	Yes			By using an app on your phone				Will likely continue to pay with cash	Strongly agree				
Yes		Yes			By using an app on your phone				Will likely continue to pay with cash			Neither agree nor disagree		
Yes		Yes			By using an app on your phone				Will likely continue to pay with cash					Strongly disagree
Yes		Yes		By texting				Will likely use a day, weekly, or monthly pass			Somewhat agree			
Yes		Yes		By texting				Will likely use a day, weekly, or monthly pass				Neither agree nor disagree		
Yes		Yes			By using an app on your phone		Will likely use the mobile ticketing app				Somewhat agree			
Yes		Yes			By using an app on your phone			Will likely use a day, weekly, or monthly pass		Strongly agree				

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

Will you or someone you know benefit from the return of night service?		Will you or someone you know benefit from "real-time" information for bus arrival times?		Once the real-time information system is up and running, are you more likely to get bus arrival information for your route:			Will you or someone you know be more likely to pay using the mobile ticketing app in the future, pay using a day, weekly, or monthly pass - or will you be more likely to continue to pay with cash?			"Having routes that are more direct, with more travel time on major streets and less time in neighborhoods, will help me or someone I know get to more jobs in less time."				
Yes	No	Yes	No	By texting	By using an app on your phone	By calling the WSTA phone number	Will likely use the mobile ticketing app	Will likely use a day, weekly, or monthly pass	Will likely continue to pay with cash	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
	No	Yes			By using an app on your phone			Will likely use a day, weekly, or monthly pass		Strongly agree				
	No	Yes			By using an app on your phone		Will likely use the mobile ticketing app				Somewhat agree			
Yes		Yes		By texting				Will likely use a day, weekly, or monthly pass			Somewhat agree			
Yes		Yes			By using an app on your phone			Will likely use a day, weekly, or monthly pass		Strongly agree				



**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
	Somewhat agree							Somewhat disagree		
Strongly agree									Strongly disagree	No
	Somewhat agree					Somewhat agree				No
			Somewhat disagree		Strongly agree					
Strongly agree						Somewhat agree				No
	Somewhat agree					Somewhat agree				The service we had was great, what happened in the last few months
Strongly agree									Strongly disagree	I think that the drivers rotating 2 to 3 routes a day is pointless. Also, the app needs to come back asap. It's ridiculous that so many changes were implemented and there is no app.
	Somewhat agree					Somewhat agree				
Strongly agree						Somewhat agree				Keep working on the App to make it more user friendly. You could be out in the cold freezing weather or Scorching hot weather trying to figure out the Transit App. So You have to call all the time

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree									Strongly disagree	Will be nice if bus 81/82 run on Sundays. I work at the mall on weekends, also I know the elderly community will benefits from that change
Strongly agree									Strongly disagree	Bad service
	Somewhat agree								Strongly disagree	have a health problem or concern where walking a long time to get to a bus stop is not feasible. That is never feasible. That is the purpose of bus stops to have more convenience to utilize public transportation. Everyone cannot afford a vehicle, but have places to go just like anyone else and so time and practicality matters. Also considering the age of a person (Senior citizens should not have to walk a mile or too far just to get to a bus stop so they can go to their medical appointments, grocery store, etc...all the places that every citizen in this country goes. Public Transportation is always a must and needed and has a lot of factors to consider. Ask yourself if you were riding the bus or had to ride the bus, what would you like to happen? Maybe the WSTA employees need to ride the
	Somewhat agree					Somewhat agree				NA
Strongly agree					Strongly agree					Going back to the old routes and making them cross-country runs like the old routes 1&18 and 3&17. If the old night buses return going the direction it did before but add an additional stop. 50-52 covered the city all in 1 hr and went to all the busiest spots. With those 3 buses I would keep that route 100 at night and add stops to Wake Forest ..
Strongly agree					Strongly agree					Going back to the old routes and making them cross-country runs like the old routes 1&18 and 3&17. If the old night buses return going the direction it did before but add an additional stop. 50-52 covered the city all in 1 hr and went to all the busiest spots. With those 3 buses I would keep that route 100 at night and add stops to Wake Forest ..
Strongly agree					Strongly agree					I think we should hire a few more busses so we could accommodate the neighborhoods as well as going straight through the busy streets as well. There may be some people who cannot walk to another bus stop due to a disability or injury, and possibly don't have a ride who could take them there. I would be willing to pay a little more in taxes to help with that if it betters our community.
Strongly agree						Somewhat agree				I recommend reaching out to Phillip Summers to get his input.
Strongly agree									Strongly disagree	
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree							Neither agree nor disagree			Don't forget those that have disabilities but don't have Trans aid! We are IMPORTANT as well!
Strongly agree								Somewhat disagree		Yes, please buses leaving earlier like 545 from the hospitals towards downtown for people who work on the other side of town. Early buses on weekends. More frequent bus like 15 or 30 min, and less transfer time between buses.
	Somewhat agree					Somewhat agree				
Strongly agree									Strongly disagree	
Strongly agree						Somewhat agree				
Strongly agree					Strongly agree					concern in this model for those with mobility issues, which will need to be addressed with a van or other service for that portion of the population.
Strongly agree					Strongly agree					You need a better system to improve transportation in the city. The city makes it so difficult to get to places around the city in a timely manner.
Strongly agree					Strongly agree					Nothing else at this time
Strongly agree								Somewhat disagree		No
	Somewhat agree						Neither agree nor disagree			
Strongly agree									Strongly disagree	
		Neither agree nor disagree						Somewhat disagree		Is it just for public busses or both public busses and transit aid busses??
	Somewhat agree					Somewhat agree				I wish there was / would be a bus route that ran up and down Silas Creek Parkway
Strongly agree						Somewhat agree				
Strongly agree									Strongly disagree	

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

“Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time.”					“Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it.”					Do you have additional thoughts about the proposed services in WSTA’s Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree						Somewhat agree				
Strongly agree							Neither agree nor disagree			make the mobile ticketing also available to paratransit riders.
Strongly agree					Strongly agree					
Strongly agree									Strongly disagree	
Strongly agree						Somewhat agree				Better infrastructure for crossing streets at bus stops
Strongly agree						Somewhat agree				I really only use trans-aid. What would be most helpful is if there was a way to manage trips outside of phone calls., especially multiple ways; via an app, via text message and/or email or a website. Furthermore, if fixed rout service was easier to access (more neighborhood service), it would definitely be something I use in conjunction with trans-aid.
Strongly agree									Strongly disagree	Transaid needs to work harder on being more transparent and answering questions and the phones more reliably
Strongly agree							Neither agree nor disagree			
Strongly agree					Strongly agree					

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree								Somewhat disagree		Removing stops from neighborhoods makes it difficult for people with disabilities to use the bus.
Strongly agree					Strongly agree					Clean up the bus station from people who hang around and not riding the busses
	Somewhat agree					Somewhat agree				Most of the buses I see are almost empty! The large size, traditional bus is too big for many, many routes causing extra costs to operate. A "van sized" vehicle would be most efficient and encourage more riders. The world has changed; it's past time to get the WSTA into the reality of 2024 and beyond!!! For once, let's get progressive in our approach to public transportation!!! Thank You!
Strongly agree									Strongly disagree	We need new city buses I know we'll never get the Nova RTS buses back but we need new city buses like the ones Greensboro got it was all electric ones
Strongly agree						Somewhat agree				
Strongly agree								Somewhat disagree		If emphasis is on major routes then accessibility for handicapped riders needs to be considered.
Strongly agree					Strongly agree					
Strongly agree						Somewhat agree				Frequent service is the most effective way to convince people to ride the bus by giving them a useful alternative to driving, and providing a useful service can lead to a positive feedback with more farebox recovery which leads to more revenue for service improvements so we just need to make the service useful and make sure it is marketed
Strongly agree					Strongly agree					
Strongly agree							Neither agree nor disagree			For less-traveled routes, I wonder if smaller buses or even vans might be more cost-effective. Maybe even something on demand instead of nixing routes completely.

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

“Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time.”					“Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it.”					Do you have additional thoughts about the proposed services in WSTA’s Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
	Somewhat agree						Neither agree nor disagree			
Strongly agree					Strongly agree					Better bus
Strongly agree					Strongly agree					
Strongly agree										Interconnecting the routes with another route that travels the periphery of the city would be convenient. Having to travel to the transportation center to connect with another line to reach a different part of the city is time consuming and inefficient. Express shuttle routes from major shopping centers to the transit center would be a plus with controlling congestion (also see “Park & Ride” below). Synchronizing with the regional bus service (PART express service to/from Greensboro, Kernersville) would be beneficial to riders who journey outside of Winston-Salem. The city of W-S and the surrounding areas have grown significantly over the years, yet the bus system does not reach these areas/development communities. Bus service should expand/shift with the growing population and provide some service to these areas. “Park and Ride” could also bolster ridership. The population expansion of the region now shows growth in Lewisville/Clemmons, and as far as Bermuda Run. Offering this type of service to the the “exurbs” may increase ridership for those who want access to the city but don’t want to deal with traffic or parking. Adequate lighting and larger signs at bus stops would be appreciated. I’ve been passed by before and had to wait an hour or catch an Uber. Without my flashing light and yelling, I would have been left 3x in the last 10 days. New buses - the breakdowns, delays, and dirty, antiquated buses will not boost ridership. And with it, please implement the UMO app. It doesn’t make sense that I can get a pass onto PART or Greensboro Transit, High Point Transit, and I gotta go find cash to ride the bus. The pass machine is frequently out of order, as is the change machine; and I’m not a huge fan of dollar coins for return change IF I can get a pass. Lastly, good, quality customer service! It’s “hit-or-miss” sometimes. Nothing worse than trying to get help or information from someone that doesn’t seem to care or is concerned. There are some drivers that have been great; some not so much. I’m taking this survey at the encouragement of one of the drivers on the evening 95 route (Joanne) whose enthusiasm was compelling. You should promote her and hire more like her. It’s her attitude, and a couple of others who are friendly, that will make a difference.
Strongly agree						Somewhat agree				

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree							Neither agree nor disagree			Bus 99 need to stay on Route due to it's beneficial to my area on Bethabara Park Blvd and university and the mall area for us to get to and from work school and whatever else without having to catch multiple buses downtown.
Strongly agree					Strongly agree					close the wall and watch the cameras more and get rid of troublemakers
Strongly agree					Strongly agree					The discussion alone is very promising and long over due! I strongly believe if you run more buses, make better connection points for transfer, rather than every route coming to downtown, hell have those routes that leave from downtown maybe go to opposite sides of town (seems all top hours go north and west while half hours all go south and east) the system becomes more reliable and attractive. People need to know we can count on this service.
	Somewhat agree							Somewhat disagree		
Strongly agree										Integration with Apple Maps. Enable mobile/tap to pay.
Strongly agree					Strongly agree					No
Strongly agree					Strongly agree					I want frequent service to Forsyth Tech campuses
Strongly agree						Somewhat agree				I currently cannot use the bus to get to work. It would take something like an hour and a half and require a lot of walking to make a transfer, vs. 10 minutes driving there in a car. I would love to use public transportation to get around WS, or be able to bike, but it just isn't possible right now.

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

“Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time.”					“Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it.”					Do you have additional thoughts about the proposed services in WSTA’s Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree								Somewhat disagree		To best support passengers, buses should arrive at each stop every 15 or less - any more time than that and you quickly start reducing the likelihood of people using the buses. More frequent stops are shown to increase passengers, because they can rely on it being there without having to take as much time or leave much earlier than they would have to if driving themselves.
Strongly agree					Strongly agree					close the wall down in the back of the bus station and stop pepole from hanging around the bus station and drinking and smoking weed in the back on the wall and stop all the fights that happen on the wall in the back.
	Somewhat agree					Somewhat agree				
Strongly agree									Strongly disagree	*Some of the drivers needs to be trained on extreme importance of professionalism in timely and or sticking strictly to schedule departure/arrival to and from the Transportation Station. The lackadaisical approach of some of the bus drivers is staggering.
		Neither agree nor disagree					Neither agree nor disagree			Mobile ticketing would be a gamechanger for me. I never know what fares are and I seldom have cash on me, so an app that lets me purchase tickets ahead of time and plan routes would be amazing. Please consider looking into partnering with an app called Transit. They are an excellent route planning resource, and certain agencies that that partner with them can allow folks to purchase tickets directly through the app without having to set up a separate account. I always use Transit whenever I get to a new city that I haven't seen before so I can scope out the transit routes, and their team is really dedicated to working with agencies to make the public transit process as easy as possible.
	Somewhat agree					Somewhat agree				Stop waiting for late buses
Strongly agree							Neither agree nor disagree			No
Strongly agree					Strongly agree					



**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree						Somewhat agree				I absolutely dislike the location of the bus stop. I walk frequently in town and because I don't feel safe near the bus stop I quit going to businesses around it.
		Neither agree nor disagree				Somewhat agree				Could there be an annual pass or features that would make it easier to gift passes to someone? This could help with new refugees.
Strongly agree									Strongly disagree	
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					I stay on Old Salisbury Road there bus goes that way
Strongly agree							Neither agree nor disagree			Need to have all buses have two buses running like bus 87 Monday through Sunday
Strongly agree						Somewhat agree				I have none.
Strongly agree						Somewhat agree				
Strongly agree								Somewhat disagree		
	Somewhat agree							Somewhat disagree		
Strongly agree					Strongly agree					
Strongly agree						Somewhat agree				

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

“Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time.”					“Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it.”					Do you have additional thoughts about the proposed services in WSTA’s Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree						Somewhat agree				
Strongly agree							Neither agree nor disagree			Increase in drivers salaries, would attract more applicants. You would have a more humble workforce for drivers, if you implement alternating weekends off. Something senior drivers will have to get use to.
	Somewhat agree					Somewhat agree				
	Somewhat agree							Somewhat disagree		Concerned about ability of seniors to walk to stops that are further away. The plan addresses needs of working adults over needs of seniors. Do you have data that indicates percentage of riders that are seniors?
Strongly agree					Strongly agree					One thing that’s important in this conversation are defining core bus routes and local bus routes, the distinction being core routes are those that operate at higher frequencies for longer spans along more heavily traveled routes/corridors, and local bus routes operating less frequently, but providing more neighborhood access. It is far easier to grow transit ridership by making service better for current system users than it is trying to attract new system users or over-supplying service in a part of the city that doesn’t use transit services nearly as much as other parts. The point is that there can be a balance between the tradeoffs of service expediency and service accessibility. That’s something the plan should discuss.
Strongly agree						Somewhat agree				
Strongly agree									Strongly disagree	
			Strongly disagree				Neither agree nor disagree			
	Somewhat agree					Somewhat agree				
	Somewhat agree					Somewhat agree				
	Somewhat agree						Neither agree nor disagree			No

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree					Strongly agree					
Strongly agree							Neither agree nor disagree			
Strongly agree					Strongly agree					I ride the 105 daily, and I need a return to late night service, and 30 minute availability.
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					ROUTE 106 NEEDS TO RETURN TO NITE SERVICE BECAUSE I LIVE ON CHERRY ST
Strongly agree									Strongly disagree	
Strongly agree						Somewhat agree				Winston Salem's bus system could be a shining example for other cities. It's getting very close, but it is not there yet. It would not be terribly difficult to entice others to take the bus.
Strongly agree									Strongly disagree	No additional thoughts. Like the plan to cut the routes
Strongly agree						Somewhat agree				App? early2025 Training for usage of app Consider stops near WSSU
Strongly agree					Strongly agree					What about Sunday service
Strongly agree						Somewhat agree				

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

“Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time.”					“Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it.”					Do you have additional thoughts about the proposed services in WSTA’s Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
	Somewhat agree							Somewhat disagree		
Strongly agree					Strongly agree					
Strongly agree						Somewhat agree				
Strongly agree								Somewhat disagree		Simew off the bus stops are in a bad spot.For example, they are in the street with no shelter and cars can almost hit people.
Strongly agree								Somewhat disagree		
Strongly agree								Somewhat disagree		To increase ridership for those who have the option to take a car, it has to be frequent and convenient (i.e. not walking too too far)
Strongly agree					Strongly agree					
Strongly agree							Neither agree nor disagree			I have bilateral plantar fasciitis so walking further to a bus stop can cause issues with my feet.
	Somewhat agree								Strongly disagree	I am very concerned about our residents that will have their bus service eliminated. Having transportation is essential. Could WSTA consider even a reduced number of total loops per day (e.g., to co-incide with ridership) versus completely cutting people off from transport options?
Strongly agree							Neither agree nor disagree			It’s there a way to make bus stops far from certain locations. And having 2 routes per bus was lovely
Strongly agree					Strongly agree					
Strongly agree						Somewhat agree				Allow bus route 95 to continue night service and weekend service.

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree									Strongly disagree	Add routes to serve a larger radius area.
	Somewhat agree					Somewhat agree				
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					More frequent routes and more radial routes would make a world of difference.
Strongly agree									Strongly disagree	
Strongly agree									Strongly disagree	Please don't stop serving some of the main neighborhoods like the Mock Street location.
Strongly agree					Strongly agree					
Strongly agree								Somewhat disagree		no
Strongly agree							Neither agree nor disagree			

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree								Somewhat disagree		
Strongly agree					Strongly agree					
Strongly agree						Somewhat agree				
Strongly agree								Somewhat disagree		
		Neither agree nor disagree					Neither agree nor disagree			The system definately needs work. I have tried twice to get on the Transaid system and, while polite on the phone, have yet to get any real info. I am 72 and do not drive. I was under the impression it works for seniors but so far it does not. I have heard the standard buses are dangerous
Strongly agree					Strongly agree					
		Neither agree nor disagree							Strongly disagree	
	Somewhat agree					Somewhat agree				
Strongly agree					Strongly agree					Please make bus stops more noticiables. I remember seeing one basically under an over grow tree, which is hard to see. You might want to make the sign double (front and back) or bigger.
Strongly agree							Neither agree nor disagree			
Strongly agree								Somewhat disagree		
		Neither agree nor disagree					Neither agree nor disagree			Route 87 needs to run its weekend route during the week
Strongly agree					Strongly agree					

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“Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time.”					“Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it.”					Do you have additional thoughts about the proposed services in WSTA’s Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
Strongly agree						Somewhat agree				Improved frequency is everything! The number one flaw of the bus network is how infrequent core routes are
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					
Strongly agree					Strongly agree					
Strongly agree								Somewhat disagree		my Greatest concern is having buses run more frequently. Especially since the time will be changing soon. We are not privilege to know what the weather in the future will be like.
	Somewhat agree							Somewhat disagree		
Strongly agree						Somewhat agree				
Strongly agree							Neither agree nor disagree			
		Neither agree nor disagree							Strongly disagree	Routes should be easily accessible and enter the neighbouroods they’re meant to serve. Total travel time is irrelevant if you make people walk longer to reach stops. I’d rather have a bus service that is accessible and reliable than one that is just fast. I can plan and adjust my commute to that kind of service.
Strongly agree									Strongly disagree	Route 95 should not service Stratford & knollwood area.
		Neither agree nor disagree					Neither agree nor disagree			
Strongly agree						Somewhat agree				I agree with having more routes on major streets, but it's important to still have some access within neighborhoods to make it convenient.
Strongly agree					Strongly agree					

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"Having routes that are more frequent, with buses coming every 30 minutes in general, and every 15 minutes on the busiest routes, will help me or someone I know get to more jobs in less time."					"Routes that are made more direct and spend less time on neighborhood streets may take a little longer to walk to but getting to my destination faster in total walking and bus-riding time makes the longer walk worth it."					Do you have additional thoughts about the proposed services in WSTA's Future Vision Plan?
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Open-Ended Response
		Neither agree nor disagree				Somewhat agree				
	Somewhat agree					Somewhat agree				More transfers, less must go downtown. Also free weekend shuttle around DTWS
Strongly agree					Strongly agree					None at the moment
Strongly agree					Strongly agree					I think the bus routes should be more direct from each side of town. Sending everything through downtown is inefficient.



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Will the new technology, like mobile ticketing and real-time tracking of the bus, be helpful to you?		If you currently ride Bus Route 99, which is planned to be eliminated in early 2025, will the alternative routes shown below be helpful to you?		If you currently ride Bus Route 100, which is planned to be eliminated in early 2025, will the alternative routes shown below be helpful to you?		If you currently ride Bus Route 110, which is planned to be eliminated in early 2025, will the alternative routes shown below be helpful to you?		Do you have any other comments that you would like to share with WSTA and the City?
Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes			I don't ride Rt. 99	Yes				
Yes		Yes		Yes		Yes		No
Yes		Yes		Yes		Yes		
Yes		Yes		Yes		Yes		
Yes			I don't take the route 99.		I don't take route 100.		I don't take 110.	No
	Maybe		Do not ride 99		If it goes to a Walmart, I hope it sta			Make the bus service great again
	If they actually implement it.		I don't take this route.		I don't take this route		I don't tske this route.	I have too many. It would be nice if they brought back the WSTA advisory committee. It would be nice if they actually asked riders what they thought in person in addition to this 13 question survey. David Swift 336 577 5845 david.swiftws@gmail.com
Yes			No one really uses that route anyway	Yes			is not really enough people who ride this bus	The 105 and the connection buses need to run later this area is growing alot more and people that work later in the day really need these buses out a little later
Yes		Yes		Yes		Yes		

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
	I would love to say Yes, but sometimes these new things doesn't work without internet. Will be nice to have cash option in case there is no internet	Yes		Yes		Yes		Not at the moment. Thank you so much for take us to our destination. Thank you and thank you so much
Yes		Yes		Yes		Yes		Fix the destination signs.. please
	ticketing or mobile usage period due to risks of personal information getting hacked. This would benefit greatly in some ways, but should be safeguarded to ensure the		on here or did I miss it? One complaint I've heard over the past several years is the fact that a lot of stops have already been eliminated; no more stops need eliminated, and maybe stops need to be added back. Just because an area may not have many		person actually lives; The map given below does not do justice in actual distance...it appears you all are making people walk a good distance to even to catch the bus. Most people realistically will not be able to		the bus system out of business? This map is unfair as it is not enlarged for someone to make a fair call on any of this questions pertaining to the removal of routes.	and whether they work or not, people still have to live; they still have doctor appointments/appointments in general, pickup prescriptions from the pharmacy, and other places they need to travel to just like any other person regardless of culture/background, race, etc....When I look at the maps I see only certain communities being affected. I could make assumptions, but to someone else completing this, unless they are truly reviewing this and analytically breaking this apart, it seems a little prejudice. Does everyone have cars in those areas? It shouldn't matter. Just because most may not be using the bus system, doesn't mean it's not needed in the area. Maybe send out a poll or survey to each community asking specifically who rides the
Yes		Yes		Yes		Yes		NA
Yes			Keep it along Silas Creek but to to Parkway Plaza and end at University Plaza		Keep it as a night route cause most people can skip the downtown connection to their home destination	Yes		Return to the old format Routes 1-29. The routes before that didn't have a number make those into the ones u have now like the route 109 can be Route 27 for example
Yes			Keep it along Silas Creek but to to Parkway Plaza and end at University Plaza		Keep it as a night route cause most people can skip the downtown connection to their home destination	Yes		Return to the old format Routes 1-29. The routes before that didn't have a number make those into the ones u have now like the route 109 can be Route 27 for example
	I drive, but it could be useful to me if I ever had to take the bus.	Yes		Yes		Yes		So the city is trying to remove 3 busses? What will happen to the drivers?
Yes								Thanks for addressing these issues!
Yes								
		Yes		Yes		Yes		
Yes								I really hope to see a robust and effective bus service in Winston. It would vastly help both our upward mobility and getting cars off the roads.

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
	If it's anything like Greensboro, not being able to get a transfer when paying cash is absurd!							
Yes			need buses every 30 min near Bethabara rd, near historic park and Indiana, 89 every 30 min	Yes		Yes		
Yes								
Yes		Yes		Yes			Don't use it	Would be nice if buses were actually on time on the northside
Yes		Yes		Yes		Yes		
Yes								
Yes			No you are making it more complicated.		These maps look confusing		These maps look confusing	Change for the better not for the worst
Yes		Yes		Yes		Yes		No
Yes		Yes		Yes		Yes		The bus stop in front of the MRI building off queens was removed and you had to walk all the way around Hawthorne pass employment center It's hard on people that are sick and disabled to move around
Yes								
Yes		Yes		Yes		Yes		
Yes			I don't know any bus route					
Yes			I have to get from Ardmore to Wake Forest					
Yes		Yes		Yes		Yes		
	I will still get my monthly bus pass.		I do not currently ride bus route 99.		I do not currently ride bus route 100.		I do not currently ride bus route 110.	Riding a hourly bus like 83, if you missed it, you have to wait another hour to get to work etc. Sometimes route 83 is crowded and people have to stand up. It would be good to have route 83 as a 30-minute bus route, which will help the passengers more. Thank you.

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes								
Yes		Yes		Yes		Yes		Cut down the riding time on paratransit. It takes too long to get to where you need to go.
Yes		Yes		Yes		Yes		
Yes			I don't ride that route		No	Yes		
Yes		Yes		Yes		Yes		We appreciate you making steps to make WSTA function better
Yes			The alternative routs shown are not accessible to my screen reader, therefor I don't know how helpful (if at all) they would be, especially with regards to continuation or discontinuation of trans-aid service in these areas. If these routs are suspended, I would imagine trans-aid services would be suspended as well..		The alternative routs shown are not accessible to my screen reader, therefor I don't know how helpful (if at all) they would be, especially with regards to continuation or discontinuation of trans-aid service in these areas. If these routs are suspended, I would imagine trans-aid services would be suspended as well..		The alternative routs shown are not accessible to my screen reader, therefor I don't know how helpful (if at all) they would be, especially with regards to continuation or discontinuation of trans-aid service in these areas. If these routs are suspended, I would imagine trans-aid services would be suspended as well..	Lately, I have experienced a complete degradation of trans-aid reliability. While I understand that changes under a new management can't happen overnight, I'm left wondering why all of a sudden pick-up times are sometimes an hour and a half, or nearly 2 hours after the end of a scheduled pick-up window. With the disappearance of the automated system to call and get ETA's on the arrival of a coach, I was certain new systems would be put in-place to gauge information about coach arrivals; I hope this applies to trans-aid, as well. Additionally, it would be nice if explanations on routs and their schedules were clearer. I'm sure graphics are helpful to those that can see them, but it is hard to find accessible, concise information. (this is not just a WSTA problem). Perhaps this is something that could be found in any new apps.
Yes			Map is inaccessible and hard to understand				Map is inaccessible and hard to understand	Transaid needs to be more transparent and answer questions and the phone more reliabiliy constantly being put on hold and having the bus arrive at my location a full hour hour and a half or even half hour after the window is unacceptable and inexcusable. I have been late to and nearly late to work far too often lately and as an essential worker I feel I am being invalidated. The lack of reminder calls make it harder to plan as I am constantly nervous or panicking that I've either not booked or missed my ride. I would appreciate the return of the phone calls and ease of contact with Trans aid the hols music I'd nice but I don't want it if comes at the cost of being unable to get reminder calls and ease of access to dispatch
Yes								
Yes		Yes		Yes		Yes		No thank you!!!.

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes								
Yes		Yes				Yes		N/A
Yes								Most of the buses I see are almost empty! The large size, traditional bus is too big for many, many routes causing extra costs to operate. A "van sized" vehicle would be most efficient and encourage more riders. The world has changed; it's past time to get the WSTA into the reality of 2024 and beyond!!! For once, let's get progressive in our approach to public transportation!!! Thank You!
Yes		Yes		Yes		Yes		We need new city buses and there should be a big old celebratory parade or something at the bus station but we need heads up before it happens so people can come down and enjoy when we get them
Yes								
Yes			I live in Meadowlark area.		I live in Meadowlark area.		I live in Meadowlark area.	Meadowlark drive has exploded in development. A route is needed to loop through Country Club to Meadowlark to Robinhood to relieve traffic.
Yes		Yes		Yes		Yes		If the buses are late getting downtown where people can meet their bus or even last bus for the day, WSTA should make sure a ride is provided if it's not a passenger problem, we can't stop traffic but WSTA can make sure I get to where I need to
Yes			i can't even find the removed route on the map					
	I drive	Yes		Yes		Yes		
Yes								I think more on demand routes and requests would probably help save a lot of money or using smaller buses, electric vehicles, vans etc. and using an app would be better to helping more people utilize public transit instead of ride shares.

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes								Bus stops without benches, shelters, and sidewalks to access them are extremely difficult to use and often dangerous to get to and wait at. There are multiple stops near my home on extremely busy roads that have no sidewalk access, no benches, and no shelters. For reference I live north of WFU. Please prioritize infrastructure to make using the bus safer and more accessible.
Yes		Yes		Yes		Yes		Need better bus
Yes		Yes		Yes		Yes		
Yes		Yes		Yes		Yes		

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
			Will be able to get to my workplace without coming all the way to town which is time consuming catching two to three buses when I can catch 99 and it will be a straight shot to where I need to go.					All buses needs to run at least every 30 minutes
		Yes		Yes		Yes		get a narcan machine put in the bus station thats where all the overdoeses happen and drug dealing happens
Yes			It significantly increases travel time. If route was instead appropriately advertised as the express north/west connector that it is. Perhaps alignment with supporting routes at better times to emphasize that quicc cross city action, done so with better timing and maybe actually sending into mall, its true value can be utilized		Not a rider but feel it can be modified for better usage. Can be the south west alternative to 99. Eliminate the lengthy drag rebrand it as a useful East south and west connection			The system is not the best but the proposed changes can truly revitalize the service. It will ultimately fail however if the personal/staff continues to operate on autopilot and continues to belittle every passenger as if they are doing them favors driving the city's bus. There are drivers who've been there for years and swear they have it figured out. They chase of new passengers with their attitudes and belief that every day is the same. I am aware that some passengers are regular heels but they know who they are and choose still to treat everyone else as the problems. Another major issue is the elongated stops in which they break so to speak and then drive like bats out of hell speeding past unexpected passengers, a nod again to the autopilot mindset, so they can get to town and break again. I want to believe in, trust and utilize WSTA but It's this above anything else that makes the dollar fare cost not even worth it.
Yes								
Yes								
Yes		Yes		Yes		Yes		Put everything back on the route and let it run until midnight.
Yes								I'm really bothered by the reduced number of bus routes to main campus
Yes			I just don't live or work near any of the things shown in this map, but I'm sure it's important for others.		Bus 100 goes by UNCSA, but it doesn't go near my house. It looks like nothing will go by UNCSA after 100 is eliminated? If you only have 4 daily on/off's the bus likely isn't going to where employees and studentslive.			Even if the bus doesn't serve me, I hope it helps others. It's hard to use public transportation when it runs as infrequently as every 30 minutes and only goes to a few neighborhoods. There's a bus stop across the street from my house, but I have difficulty understanding where it goes, how much the fare is, and how I can pay (exact change only? Do I need to preorder a card or something?) And I get that it's expensive to run public transportation, but the daily on/off's you have listed here are confusingly low.





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	I don't use it. It is not safe.		Unsafe.		Unsafe		Unsafe	Relocate the bus stop. It isn't safe. There are needles all around in the lots the homeless gather and heckle people walking by.
Yes								
Yes					More walking for disabled		More walking for disabled	
Yes		Yes						
Yes		Yes		Yes		Yes		No
Yes			Some of my doctors appointment	Yes		Yes		Need to have two buses running on all routes
Yes		Yes		Yes		Yes		I wonder if it's possible to have a map of the bus stop locations. I don't know street names so searching by that has been a headache.
Yes								
Yes		Yes		Yes		Yes		Bus routes are a problem but the biggest issue is maintaining the inside of the station. In past years it has been too warm or freezing or frequently dirty due to pedestrians. Most work needs to be put into the station itself rather than the buses.
Yes								
Yes		Yes				Yes		
Yes								For years I have not been able to purchase a bus pass with a credit card at the transit center. It has always had to be a cash transaction with no change given. If you need change given you have to come back to the transit center m-f, and it was very difficult. It seems like the transit center does not want to encourage you to actually ride the bus. Also miss the tracking app from years ago prior to the changing off 3g. Both of these issues make it difficult to ride the buses.

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes		Yes		Yes		Yes		
Yes		Yes		Yes		Yes		No
Yes							What are the recommendations for those who need to get to Lowery Street?	
Yes			N/A		N/A		N/A	I appreciate the careful consideration that went into creating the new plan. I know it's hard to meet everyone's needs. Please don't forget about seniors.
Yes		Yes		Yes		Yes		The maps shown are helpful, but it would be even more helpful to see what level of boarding/alighting activity is happening at the stops shown. Its good to identify the stops with the most activity, but of the five, are there stops with more activity than others, and to perhaps through a range of daily use, can that activity level be put into some level of context with other stops to offer a comparison.
Yes		Yes		Yes		Yes		
Yes		Yes		Yes		Yes		
Yes			I've never taken this route so it doesn't apply to me.		NA		NA	The downtown bus station is appalling; it's unclean, and unsafe. It is an awful representation of Winston Salem.
Yes		Yes						
Yes		Yes		Yes			No	No
Yes		Yes		Yes		Yes		No



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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes								
Yes		Yes		Yes		Yes		
Yes			n/a		n/a		n/a	
Yes								
	perhaps yes							Will you put bus stop benches up so customers and older riders wont have to stand at the stops. There used to be a bus stop with sign at corner of Carver Road and Lansing Drvie but it was taken down.
Yes								A real-time app would be super helpful!
			i do believe route 99 was a good route, however alot of people didnt know bout the route. plus it didnt		alot of people didnt know bout route 100 and it could have came more into east winston		route 110 was a great route while waiting on a bus to come along 5th street.	i do believe that wsta is going in the right direction however route 93 could do more, along with route 97 that has alot of time on it. alot of the routes over lap each other with the time. they leave out at the same time going in the same direction. so its had to go other places when all the buses moving at the same time in the same direction. i also believe that sunday service hours should go pass 6pm
Yes					I would have to walk too far to catch 104 & 85 doesn't go in the direction that I want to go.			Please change the bus seats to a material that can be wiped down on a regular basis. And please do an intense cleaning of the bathrooms and pressure wash the entire outside bus depot area.
Yes								Again, very concerned about residents who will become stranded and the lack of options for future residents in the ares that will be impacted by complete removal of services. Especially as the city faces housing crisis, having services that reach residential areas on the outskirts of the city are essential.
Yes		Yes		Yes		Yes		To have 2 busses per route instead of every hour
Yes		Yes		Yes		Yes		
Yes			Don't ride on bus route 99		Don't ride on bus route 100		Don't ride on bus route 110	Please continue night and weekend service for bus route 95.

**WINSTON-SALEM TRANSIT AUTHORITY ROUTE STUDY PUBLIC COMMENTS SURVEY RESULTS**

**Attachement A**

Will the new technology, like mobile ticketing and real-time tracking of the bus, be helpful to you?		If you currently ride Bus Route 99, which is planned to be eliminated in early 2025, will the alternative routes shown below be helpful to you?		If you currently ride Bus Route 100, which is planned to be eliminated in early 2025, will the alternative routes shown below be helpful to you?		If you currently ride Bus Route 110, which is planned to be eliminated in early 2025, will the alternative routes shown below be helpful to you?		Do you have any other comments that you would like to share with WSTA and the City?
Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
	Not everyone has mobile access. Keep what is working and add more payment options.		this is a vital direct route which gets me from the hanes to reynolda area quickly. This saves me time avoiding long rides and multiple transfers. Literally envisioning changes which disregard planned and discussed expanded direct route service. Way to go.		you're removing multiple interconnecting options for direct access. Consider advertising available routes to increase use and need.		this will ultimately crowd and slow down current routes by trying to spread them accross more stops cersus interconnecting. Theres no alternate for the most used stop.	Stop limiting rider connectivity opportunities By eliminating routes. To expand best and attract public attention Consider adding routes and expanding the map radius area coverage. Provide more service versus attempting to attain profit. Your income is from tax holders anyways so the more tax holders you provide service to the better your opportunities for positive longevity.
Yes		Yes		Yes				
Yes		Yes		Yes		Yes		no
Yes		Yes		Yes		Yes		
Yes								
Yes			I don't ride this bus		I don't ride this bus		I don't ride this bus	
					By catching 100 which I use on the weekend I can get to my place of employment on Harvey Street and go directly home which is by Forsyth Tech Main Campus.			
	Every one does Not Know How to do all of That. Plus Everyone does not Have a Smart Phone etc.							Route 87 Needs to Run every 30 Minutes Instead of 45 Minutes!
Yes		Yes		Yes		Yes		

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Yes	No, because (please specify):	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Yes	No, these alternative routes will not be helpful because:	Open-Ended Response
Yes								
Yes		Yes		Yes		Yes		
Yes								
Yes		Yes		Yes		Yes		
	maybe							
Yes								
Yes								
Yes								
Yes		Yes		Yes		Yes		Yes, the first time I used WSTA, I was disappointed, the routes were confusing. Thankfully the lady at the bus was kind enough to guide me. It was route 88 from Reynolda road. Now getting back was horrible, I had to walk like 15min for the bus that was coming "soon" I missed the bus and I had to wait another whole hour for the next one, to then take another bus, to finally walk around 25min more back home. Needless to say, the times are horrible. I was supposed to be home at 1pm and I arrive nearly 3pm. To much wait, they don't always pass on time and if you lost a bus it's a nightmare.
Yes			Na		N/a			
	Might be hard for people that don't have smart phones	Yes		Yes		Yes		
Yes		Yes		Yes		Yes		Stop people who are not riding the bus from hanging out at the bus station all day
Yes		Yes		Yes		Yes		

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Yes			None of these will beat how quick the 99 is to get to Forsyth tech		No more service on s main St in Washington park	Yes		
Yes								
Yes								
Yes		Yes		Yes		Yes		
Yes		Yes		Yes		Yes		It would be very helpful if the bus stop sign aided people in knowing what alternative routes are available to them when traveling. Also if the signs could be more prominent from a distance.
Yes		Yes		Yes		Yes		
Yes								Plans for special events shuttles? Direct shuttles to PTi, CHD??
Yes		Yes		Yes		Yes		Need to stop people from sitting at the bus station who are not riding the bus
Yes								
Yes		Yes		Yes		Yes		Will there be another option for transport to and from the city yard after 110 is eliminated?
Yes			long walking distance to some areas		No other bus going from Forsyt Tech college to miller Street and Ardmore	Yes		Please do not eliminate bus routes 99 and 100
Yes								
Yes						Yes		

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	I have a car.		I have a car.		I have a car.		I have a car.	How can you make the Transit Center on Trade and 5th Streets more a more pleasant experience inside and outside? It's pretty stark and there is a lot of cement - perhaps plant some trees in the area and/or create some more green spaces?
Yes								
Yes			Do not use route 99		Do not use		Do not use	Not at the moment
Yes		Yes		Yes		Yes		