



# WSTA Update

Public Works Committee Meeting June 14, 2022



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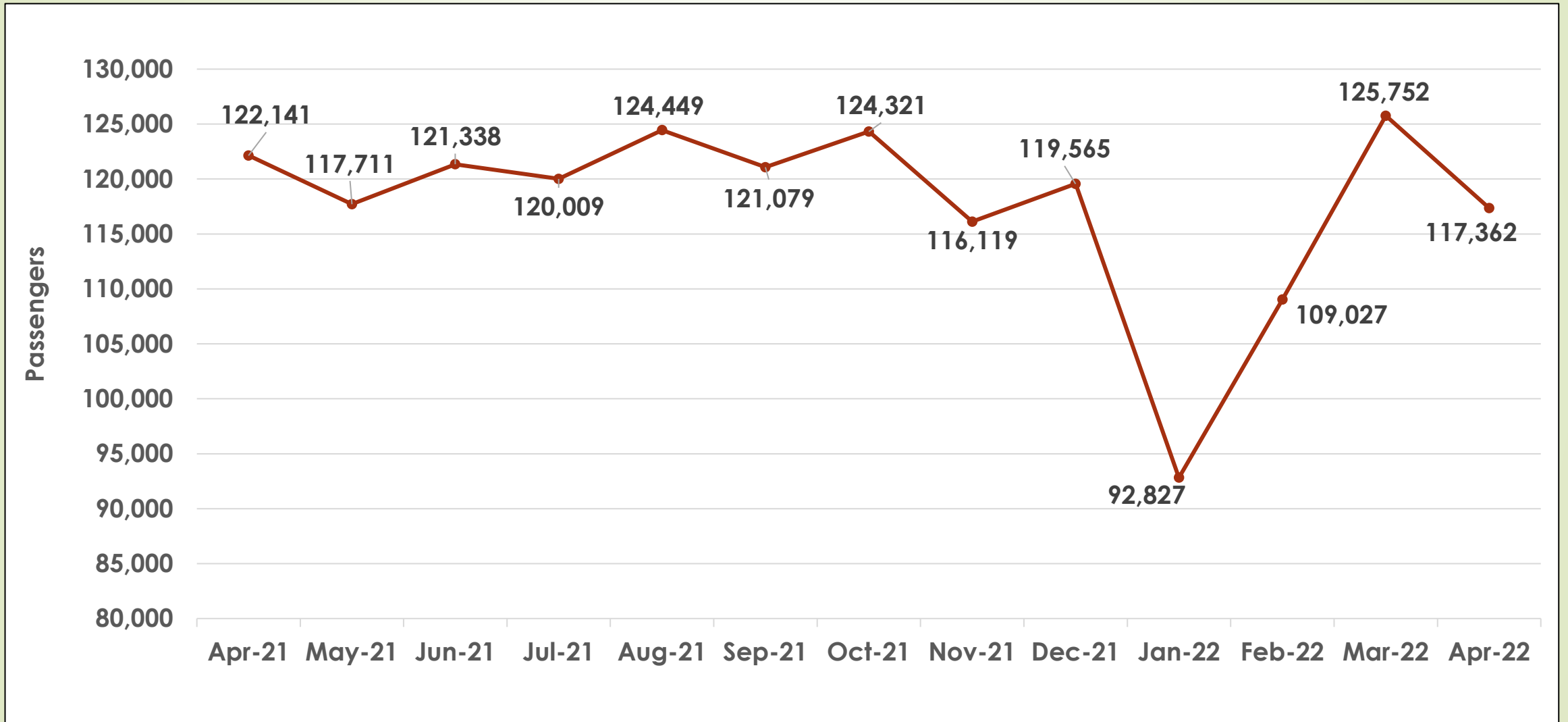
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# Fixed Route Ridership Pre-Covid, Peak and New Norm?

Route	Monthly Average Pre-COVID (Jan 2019 - Mar 2020)	Monthly Average Covid Peak (Apr 2020-Dec 2020)	Monthly Average New Norm? (Jan2021-Apr 2022)	% Change Pre Covid to Covid	% Change Pre Covid to Post Covid	Ranking
80	8,532	4,472	4,199	-47.6%	-50.8%	25
81	4,709	3,935	2,591	-16.4%	-45.0%	20
82	1,159	926	724	-20.1%	-37.6%	7
83	13,686	10,676	8,822	-22.0%	-35.5%	5
84	6,450	4,318	3,752	-33.1%	-41.8%	16
85	8,025	4,807	3,951	-40.1%	-50.8%	24
86	8,274	6,773	5,598	-18.1%	-32.3%	1
87	20,326	16,838	13,395	-17.2%	-34.1%	3
88	3,639	1,215	1,588	-66.6%	-56.4%	28
89	8,722	7,299	5,713	-16.3%	-34.5%	4
90	5,471	3,990	3,010	-27.1%	-45.0%	19
91	8,457	7,089	5,015	-16.2%	-40.7%	12
92	11,541	10,102	6,946	-12.5%	-39.8%	10
93	9,147	7,678	5,145	-16.1%	-43.8%	17
94	6,774	4,747	4,328	-29.9%	-36.1%	6
95	3,980	1,863	1,855	-53.2%	-53.4%	27
96	11,576	9,363	7,021	-19.1%	-39.3%	9

Route	Monthly Average Pre-COVID (Jan 2019 - Mar 2020)	Monthly Average Covid Peak (Apr 2020-Dec 2020)	Monthly Average New Norm? (Jan2021-Apr 2022)	% Change Pre Covid to Covid	% Change Pre Covid to Post Covid	Ranking
97	3,806	3,098	2,026	-18.6%	-46.8%	22
98	3,035	1,467	1,308	-51.7%	-56.9%	29
99	888	558	518	-37.1%	-41.7%	14
100	871	309	213	-64.5%	-75.6%	31
101	4,764	4,749	3,156	-0.3%	-33.7%	2
102	1,158	325	438	-72.0%	-62.2%	30
103	10,584	7,899	6,360	-25.4%	-39.9%	11
104	5,374	3,991	2,574	-25.7%	-52.1%	26
105	10,257	6,792	5,159	-33.8%	-49.7%	23
106	6,041	4,443	3,582	-26.5%	-40.7%	13
107	8,923	6,628	5,488	-25.7%	-38.5%	8
108	2,910	2,455	1,585	-15.7%	-45.5%	21
109	4,501	3,500	2,495	-22.2%	-44.6%	18
110	929	617	542	-33.6%	-41.7%	15

# Fixed Route Ridership-Past Year

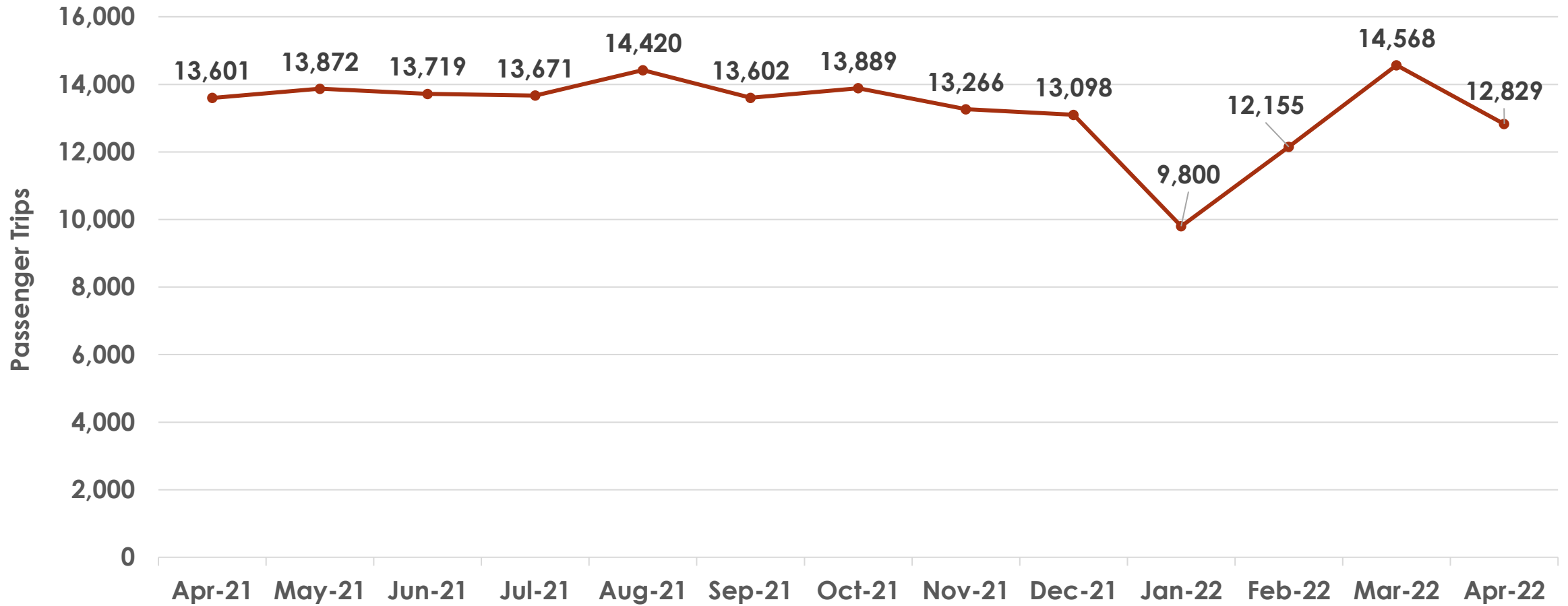


# TRANS-AID Monthly Ridership New Norm?

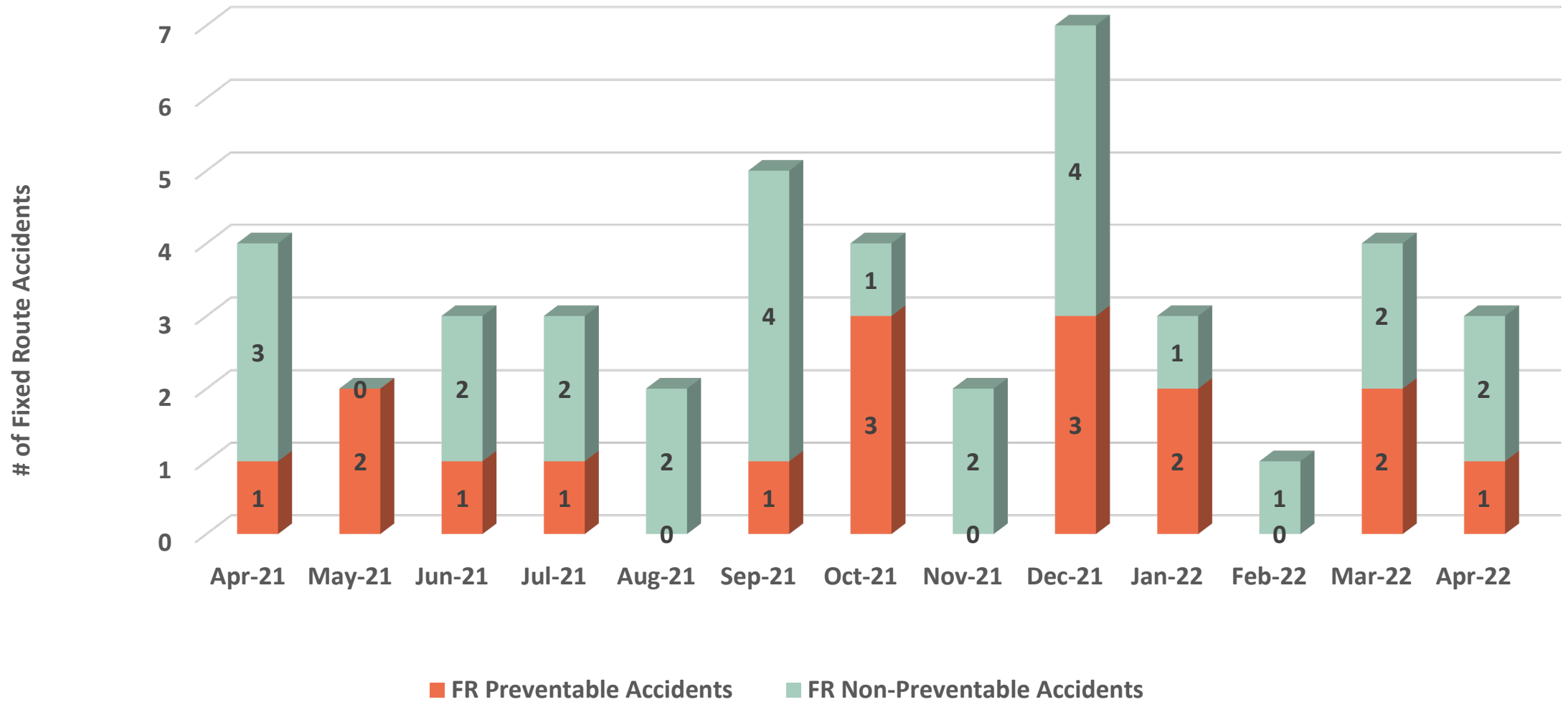
Per Month	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Total Passengers	11,278	11,405	14,098	13,601	13,872	13,719	13,671	14,420	13,602	13,889	13,266	13,098	9,800	12,155	14,568	12,829
Total Trips	9,889	9,990	12,349	11,924	12,262	12,250	12,113	12,874	12,159	12,463	11,934	11,773	8,937	11,079	13,324	11,709

Per Day	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Average Passengers	389	407	455	469	462	457	456	465	469	448	457	437	350	434	470	442
Average Trips	341	357	398	411	409	408	404	415	419	402	412	392	319	396	430	404

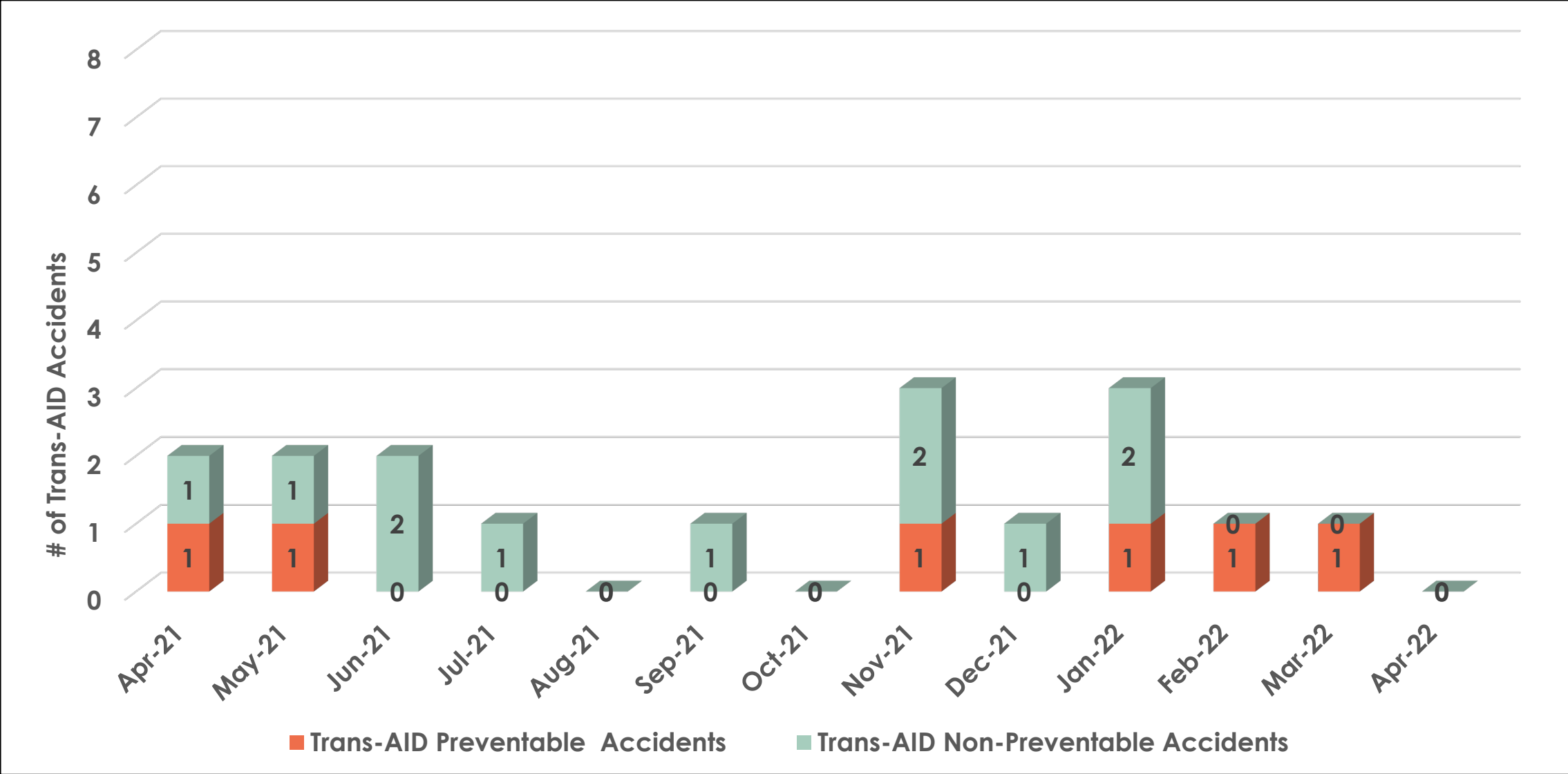
# Trans-AID Ridership- Past Year



# Fixed Route Accidents-Past Year

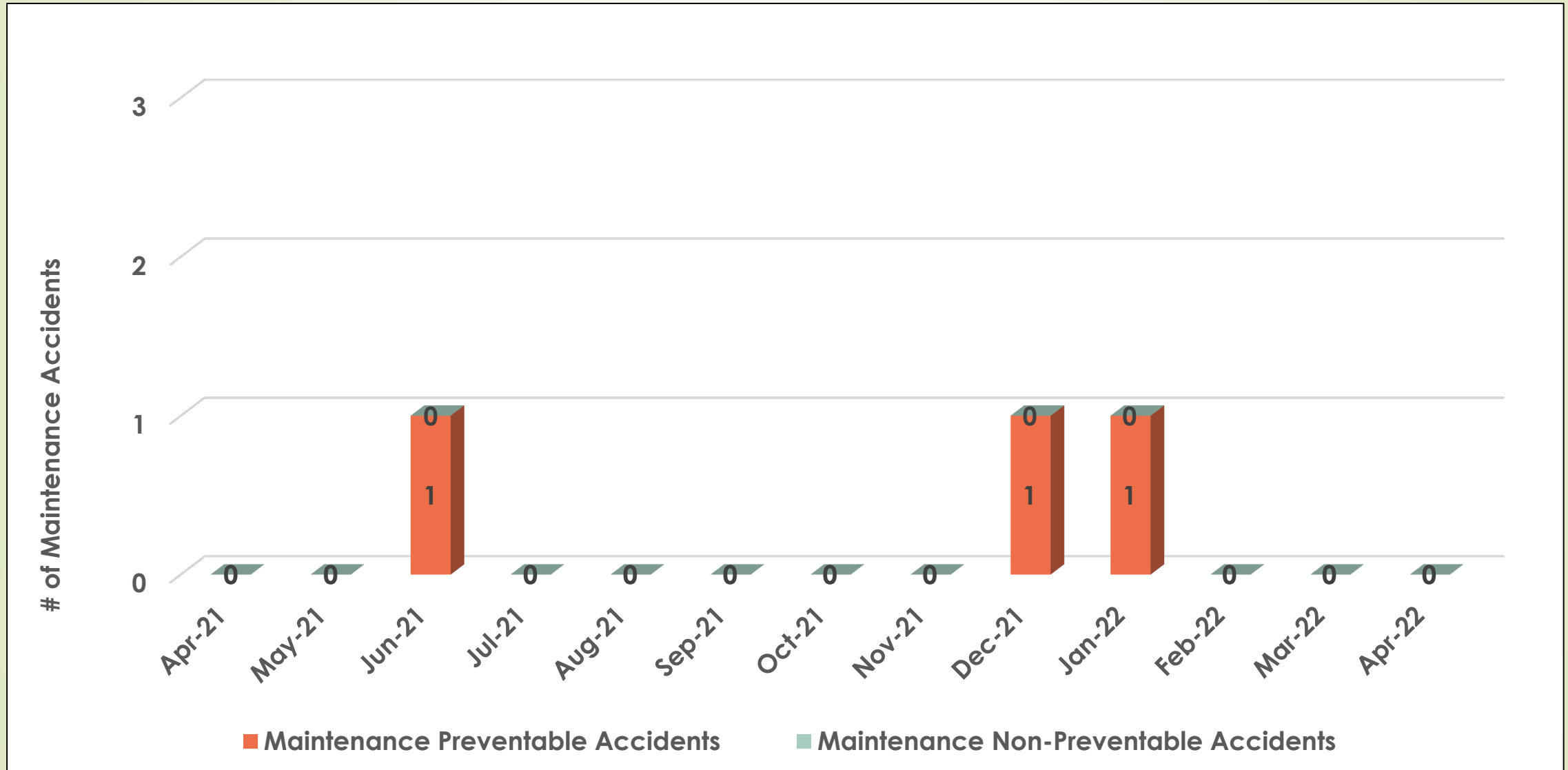


# Trans-AID Accidents-Past Year



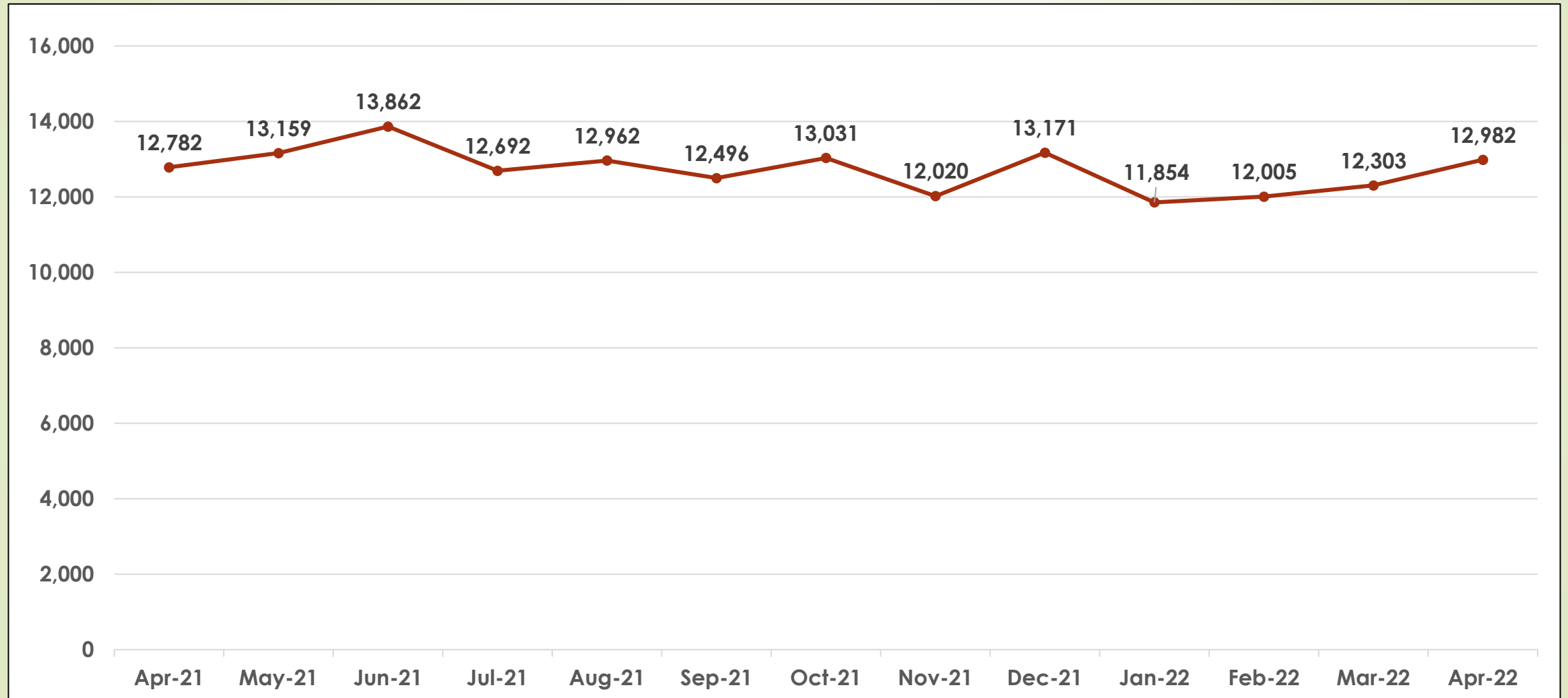


# Maintenance Accidents-Past Year

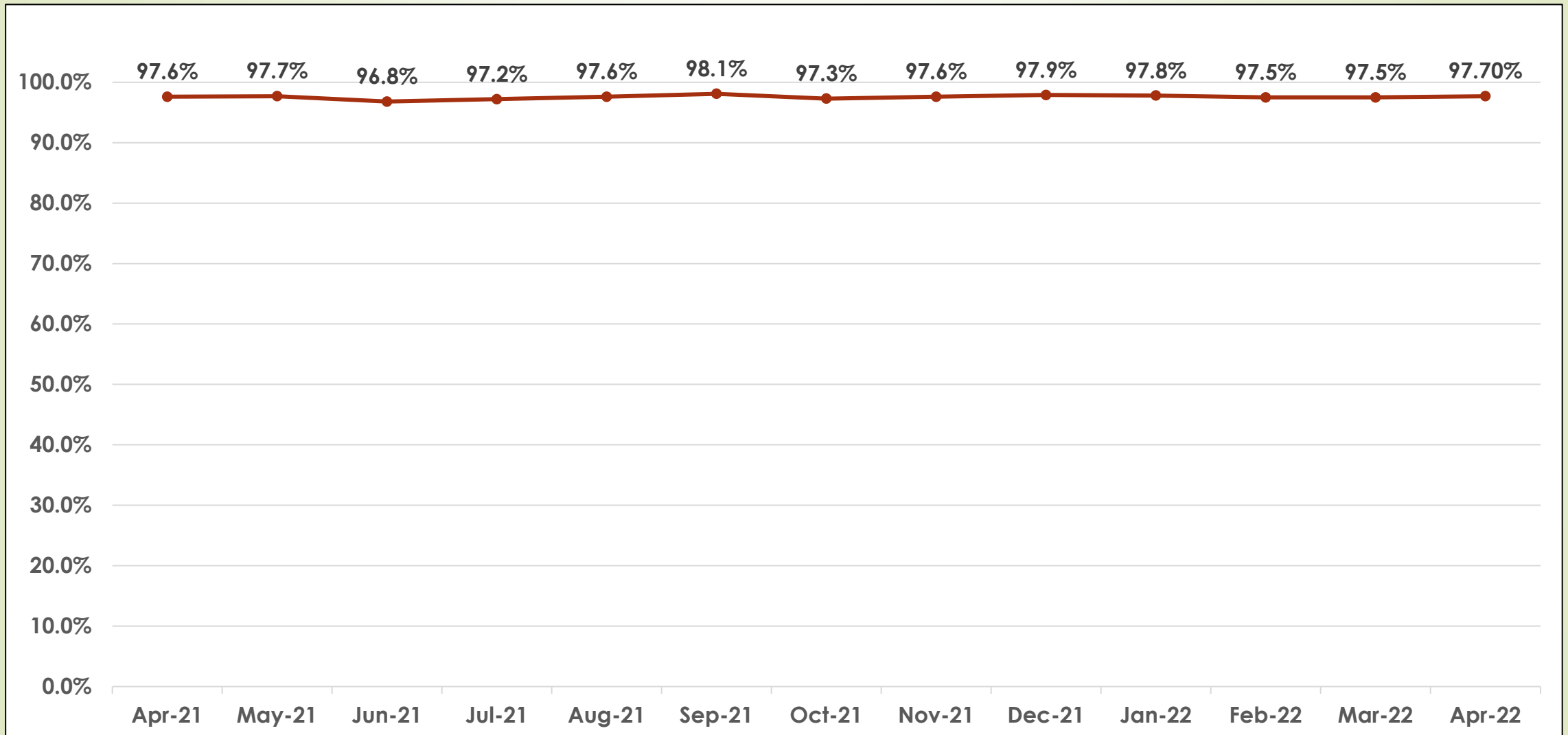




# # of Incoming Calls Answered Mobility Management



# Percentage of Calls Answered Mobility Management



# WSTA's Operator Shortage and Hiring Activity

The Federal Transit Administration (FTA) Section 5307 Coronavirus Aid, Relief, and Economic Security Act (CARES Act) and the American Rescue Plan Act (ARPA) funds were appropriated to urban areas with more than 200,000 in population and could be used by transit agencies to help to prevent, prepare for and respond to the COVID-19 pandemic.

In 2021, WSTA began experiencing the effects of COVID-19 in our overall active employees. Our Fixed Route and Trans-Aid departments were drastically affected by August of 2021.

September 2021, WSTA was forced to temporarily suspend 12 -regular fixed routes as a result of operator shortage. Our normal bus service provides 31-Weekday routes, 25-Saturday Routes and 17-Sunday routes to the citizens of Winston-Salem/Forsyth Co. We are currently operating under the temporary bus service schedule with plans to restore the 12-routes once we are staffed and able to maintain regular service. WSTA is currently 15 operators short of the Fixed Route service and 18 operators short on the Trans-AID service.

The following slide will provide an update of WSTA's new hire classes, and the Bonus programs that are currently in place. WSTA will continue all hiring campaigns and processes in an effort to end the operator shortage<sub>12</sub> and restore the temporarily suspended service before September 2022.

# WSTA's Operator Shortage and Hiring Activity

New Hire Class Date	Total Operators Hired	Total Operators on Day (1) of Class
Monday, April 5, 2021	4	3
Monday, June 14, 2021	4	2
Monday, August 9, 2021	5	5
Monday, October 4, 2021	5	4
Monday, November 8, 2021	7	7
Monday, January 31, 2022	2	2
Monday, March 7, 2022	13	13
Monday, April 25, 2022	8	6
Monday, May 23, 2022	15	12
	<b>63</b>	<b>54</b>

New Hire Sign-On Bonus Campaign Payouts		
Department	Total Hired Per Department	Total \$ Employee Received
Fixed Route	9	\$4,500.00
Trans-AID	3	\$1,500.00
Mobility Management	2	\$1,000.00
Maintenance	0	\$0.00
ADA	0	\$0.00
Administrative	1	\$500.00
	<b>Total Paid</b>	<b>\$7,500.00</b>

Employee Referral Bonus Campaign Payouts		
Department	Total EMP Referrals	Total \$ Employee Received
Fixed Route	2	\$600.00
Trans-AID	1	\$300.00
Mobility Management	2	\$600.00
Maintenance		\$0.00
ADA		\$0.00
Administrative		\$0.00
	<b>Total Paid</b>	<b>\$1,500.00</b>

# WSTA Bus Phase II Bus Shelter Update

## Shelter Installations Complete

- 
- 25<sup>th</sup> & Bowen
- Mock Street & Alder Street
- Cloverdale & Melrose
- Knollwood & Hawthorne
- Patterson & Burnham
- Thurmond Street & Haywood Street
- New Walkertown & Bowen
- New Walkertown & Ferrell Court
- Peters Creek Parkway @ Goodwill Building
- Willard & Green Oaks Drive
- Queen Street at Miller Park
- New Walkertown & Waterworks
- Waughtown & Main Street (South side of Waughtown)
- Empire & Kimwell – on north side of Kimwell near Empire
- Old Greensboro Road near 5<sup>th</sup> street is a replacement shelter.
- Butterfield Drive & Oak Ridge Drive
- Hanes Mill @ 450 Hanes Mill
- YWCA & Broad Street
- Kester Mill Walmart
- Brownsboro Road at Sugar Creek Apartments

## Shelter Installations Pending

- 
- 10th Street & Ferrell Court
- Reynolda Road near 3800 Reynolda Road
- Reynolda Park Road & Shalimar Drive
- Ebert & Salem Crest
- Vinegar Hill & Briarhurst
- Link & Lockland
- Waughtown & Main Street (North side of Waughtown)
- East Forsyth High School

# WSTA Service Evaluation and Route Study

- ▶ In the Fall of 2020, the city of Winston-Salem/DOT advertised for bid services to conduct a Service Evaluation of Winston-Salem Transit Authority.
- ▶ This service evaluation would require the selected vendor to study WSTA's current services which includes route performance, service standards, service area and passenger amenities.
- ▶ HDR was the selected firm to conduct the WSTA Service Evaluation and Route Study.
- ▶ In March and April of 2022, HDR kicked the project off with data collection.
- ▶ The data collected during this phase of the project was used to prepare the field and route observations.

# WSTA Service Evaluation and Route Study

## ▶ Windshield Surveys & Ride Arouns – Quick Wins Approach

- ▶ HDR prepared a Field Observations and Ride Arouns Approach document which dictated the process for carrying out windshield surveys and bus ride-arounds during a full workday on May 12<sup>th</sup>.
- ▶ HDR identified spans of service for each route across weekdays, Saturdays, and Sundays.
- ▶ Top performing routes include 83, 87, 81, 92, 96, 103, and 93, all of which board over 18 passengers per revenue hour (24/hr. on route 83)
- ▶ Bottom performing routes include 82, 102, 88, 98, 108, 110, 99, and 100, with fewer than six passengers per revenue hour: route 100 averages less than one passenger per revenue hour.
- ▶ The windshield survey and bus route ride-around process involved identifying crucial route components including: land use, bus stop availability, sidewalk connectivity, key destinations, route speed and directness, bus stop amenities, and other accessibility metrics.



# WSTA Service Evaluation and Route Study

## ▶ Windshield Surveys & Ride Arouns – Quick Wins Approach

- ▶ During the data collection period, HDR will use the data to provide recommendations for the following service enhancements:
  - Areas where stops should be added or removed
  - Amenities that should be added to WSTA's existing service area
  - Areas where service could be added, removed, or adjusted to fit the needs of Winston-Salem residents, and in turn improve on-time performance, ridership, and maximum efficiency for area coverage purposes.
  - Service Standards Policy

# WSTA Service Evaluation and Route Study

## ► Next Steps

- Stakeholder Engagement Plan – Ongoing through project completion
- Quick Wins Improvement Survey
  - Dispatchers
  - Drivers
  - Maintenance Staff
- System Improvements Survey
  - Customer Service
  - Operations
  - Maintenance
- Virtual Workshops, Input Collection on various system aspects
- City Council/WSTA Board Presentations of findings
- Online and In-Person Surveying, community meetings etc.
- Existing Conditions and Demand Analyses – Completed by 7/31/2022

# WSTA Service Evaluation and Route Study

## ➤ Remaining Tasks

- Stakeholder Engagement Plan
- Existing Conditions Analysis
- Demand Analysis
- Service Improvement Recommendations
- WSTA Route Study Master Plan Document

➤ **Tentative Project Completion Date: Aug 1, 2023**

**QUESTIONS ?**