

City Council – Action Request Form

Date: December 10, 2024

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

From: Jeff Fansler, Director of Transportation
Aaron King, Assistant City Manager

Council Action Requested:
Resolution Approving Changes to the Winston-Salem Transit Authority Route Network as Identified in the WSTA Route Study.

Strategic Focus Area: Quality Transportation
Strategic Objective: N/A
Strategic Plan Action Item: N/A
Key Work Item: No



Summary of Information:

In 2020, HDR was selected by the City of Winston-Salem Department of Transportation to conduct a comprehensive study of the Winston-Salem Transit Authority (WSTA) transit services. HDR, in collaboration with staff, began by conducting a detailed analysis of the existing network to assess route performance and identify service deficiencies in need of improvement.

In 2022, HDR presented initial service findings to City Council. Based on those findings, HDR and staff considered ways to improve the network with a focus on facilitating access to jobs as a key component of economic mobility. As part of this effort, HDR developed a Service and Amenity Standard to guide recommendations and establish a framework for continuous improvements. These standards were approved by City Council in 2023.

The attached presentation outlines various recommendations for short- and long-term implementation of route and service changes focused on Economic Mobility and on time performance.

Committee Action:

Committee	PW 12/10/24	Action	Approval
For	Unanimous	Against	
Remarks:			

Staff supports the proposed changes with anticipation that they will enhance service delivery for current WSTA riders and attract new users. The initial changes include the following adjustments to the service:

- **Route Changes:**

- Eliminate Routes 99, 100, and 110, reallocating their hours to support frequency improvements.
- Modify Routes 87, 90, 95, and 106 to improve travel speed and simplify transfers.

- **Frequency Improvements:**

- Increase frequency from 60 minutes to 30 minutes on Routes 83, 90, and 107.
- Improve frequency from 30/45 minutes to 15/30 minutes on Route 87.

Public input was solicited throughout the process which included a public meeting on October 16, 2024, and a comprehensive survey for riders to participate in. A summary of the comments and feedback received is detailed in Attachment A.

Staff recommends approval of these initial service changes as an essential step toward realizing the broader vision for the WSTA network and service delivery.