

RESOLUTION APPROVING CHANGES TO THE WINSTON-SALEM TRANSIT AUTHORITY ROUTE NETWORK AS IDENTIFIED IN THE ROUTE STUDY

WHEREAS, in 2020, HDR was selected by the City of Winston-Salem Department of Transportation (WSDOT) to conduct a comprehensive study of the Winston-Salem Transit Authority (WSTA) transit services; and

WHEREAS, HDR, in collaboration with staff, assessed route performance, identified service gaps, and developed a set of Service and Amenity Standards —approved by City Council in 2023—to guide long-term improvements; and

WHEREAS, in 2022, building on these standards HDR developed a suite of service changes aimed at improving reliability, frequency, and equitable access to jobs and essential services; and

WHEREAS, in the spring of 2025, WSDOT implemented a set of initial service adjustments which served as a proof of concept, demonstrating that the Vision Network framework can improve service quality and grow ridership when resources are strategically reallocated; and

WHEREAS, early results show that higher-frequency corridors and simplified routing patterns are resonating with riders and improving system performance; and

WHEREAS, based on this demonstrated success, WSDOT recommends a bold reallocation of resources and changes to the transit network in FY27; and

WHEREAS, staff supports the proposed changes with anticipation that they will enhance service delivery for current WSTA riders and attract new users; and

WHEREAS, these changes include: Increase bus frequency from 60 minutes to 30/20 minutes on Routes 81, 86, 89, 92, 93, 96, 103,105, modified route geographies for routes 87, 90, 95 and 106 to improve travel speed, introducing two new crosstown routes (WSTA-X North and WSTA-X South), a microtransit zone replacing route 97, and finally service eliminations for routes 82, 88, 97, 101, 102, 108, 109; and

WHEREAS, public input was solicited throughout the process which included five public meetings including an all-day pop-up at the Clarck Campbell Transportation held on February 25, 2026, and a virtual option held on February 23, 2026; and

WHEREAS, a summary of the comments and feedback received is detailed in Attachment A.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of Winston-Salem hereby approves and adopts changes to the WSTA route network as identified in the WSTA route study and described herein.