

Resolution #23-0369
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**RESOLUTION ADOPTING THE WINSTON-SALEM TRANSIT AUTHORITY
BUS SERVICE STANDARD GUIDELINES AND PROCEDURES**

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

WHEREAS, the study provided recommendations for policies to provide guidelines for service enhancements, modifications to existing transit routes, and service standards; and

WHEREAS, service standards are performance goals set by a transit agency that define where transit service is high performing, low performing, or meeting performance standards; and

WHEREAS, the recommended WSTA Service Standards and Guidelines provide performance-based metrics that support recommended service enhancements, modifications, and eliminations; and

WHEREAS, having service standards establishes a method for measuring performance over a period of time and will aid public transit agencies in legitimizing data when making crucial planning decisions for transit service; and

WHEREAS, the service standards and guidelines provided include recommendations on uniform performance metrics and specific techniques used for setting goals to support system changes and modifications that can be followed and easily shared to promote consistent response to requests for service modifications.

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to adopt the WSTA Service Standards and Guidelines.