

**Resolution #23-0370**  
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**RESOLUTION ADOPTING THE WINSTON-SALEM TRANSIT AUTHORITY BUS  
SERVICE AMENITY STANDARDS AND GUIDELINES**

**WHEREAS**, HDR 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 recommendation for service enhancements, modifications to existing transit routes and service, and amenity standards; and

**WHEREAS**, public transportation systems provide passenger amenities to enhance the quality of customer service to riders; and

**WHEREAS**, the Winston-Salem transit system currently includes over 1,500 bus stops, 91 bus shelters, benches, and trash receptacles; and

**WHEREAS**, as the WSTA system grows, so will the number of bus stops; and

**WHEREAS**, clear criterion should be established to ensure that bus stops and amenities are installed, removed, and/or relocated at appropriate locations backed by uniform guidance; and

**WHEREAS**, the WSTA Bus Service Amenities Standards provide standard guidelines to follow when evaluating requests for bus amenities to be installed, relocated and or removed; and

**WHEREAS**, having standard bus amenity guidelines establishes a hierarchy of bus stops based on performance and supports the need for amenities at qualifying bus stop locations.

**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 Bus Service Amenities and Guidelines.