



WSTA Update

Public Works Committee Meeting March 14, 2023



Table of Contents

2

- Regional Route Data: Slides 3-7
- Annual Operations Ridership and Performance: Slides 8-20
- Transdev at WSTA's Operator Shortage and Hiring Activity: Slides 21-22
- Transdev's Safety and Training: Slide 23
- Public Transportation Agency Safety Plan: Slide 24
- Marketing and Communication Outreach and Participation: Slides 25-26
- WSTA Board of Directors: Slide 27
- Questions, Comments or Concerns: Slide 28

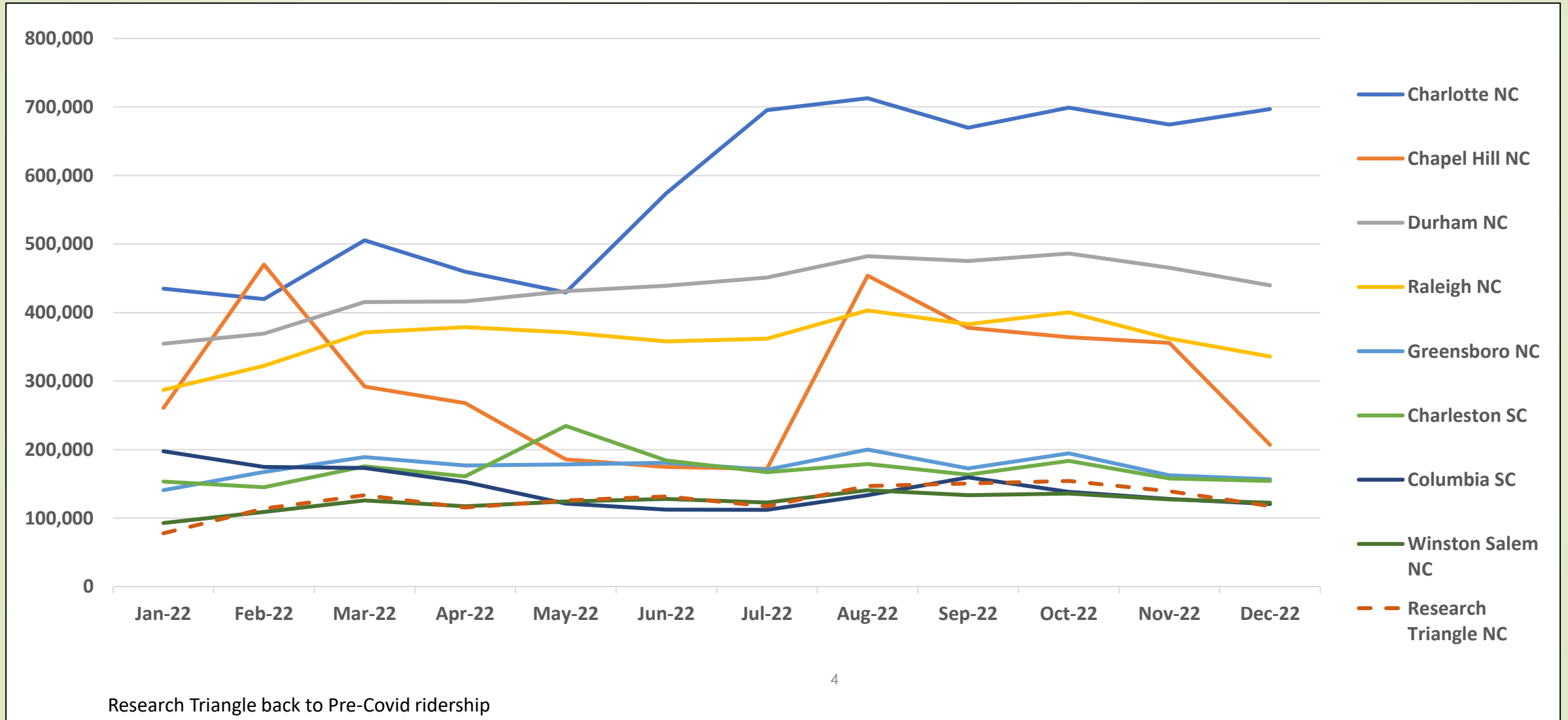
Regional Fixed Route Service Impacts

3

	Winston								
	Columbia	Chapel Hill	Durham	Greensboro	Charlotte	Salem	Research Triangle	Charleston	Raleigh
Reduced Hours Run	No	No	No	Yes	No	Yes	Yes	No	No
Reduced Frequency	No	No	No	No	Yes	No	Yes	No	Yes
Suspended Routes	No	No	No	Yes	No	No	Yes	No	No
Fare Free	No	Yes - Always	Yes - till 6/2023	No	No	No	Yes - till 6/2023	No	Yes - till 6/2023
Flex/Micro Transit Service	Yes	No	Yes	Yes	No	No	No	No	Yes
Adding Back Service	Adjustments to Schedule/Flex Service	Adjustments to Schedule	Adding back 15 minute service to few routes	HEAT service discontinued. Two remaining routes merged with regular service.	Adding back 3 express routes & Increasing Frequency	No	Plans to return to full service in March		No

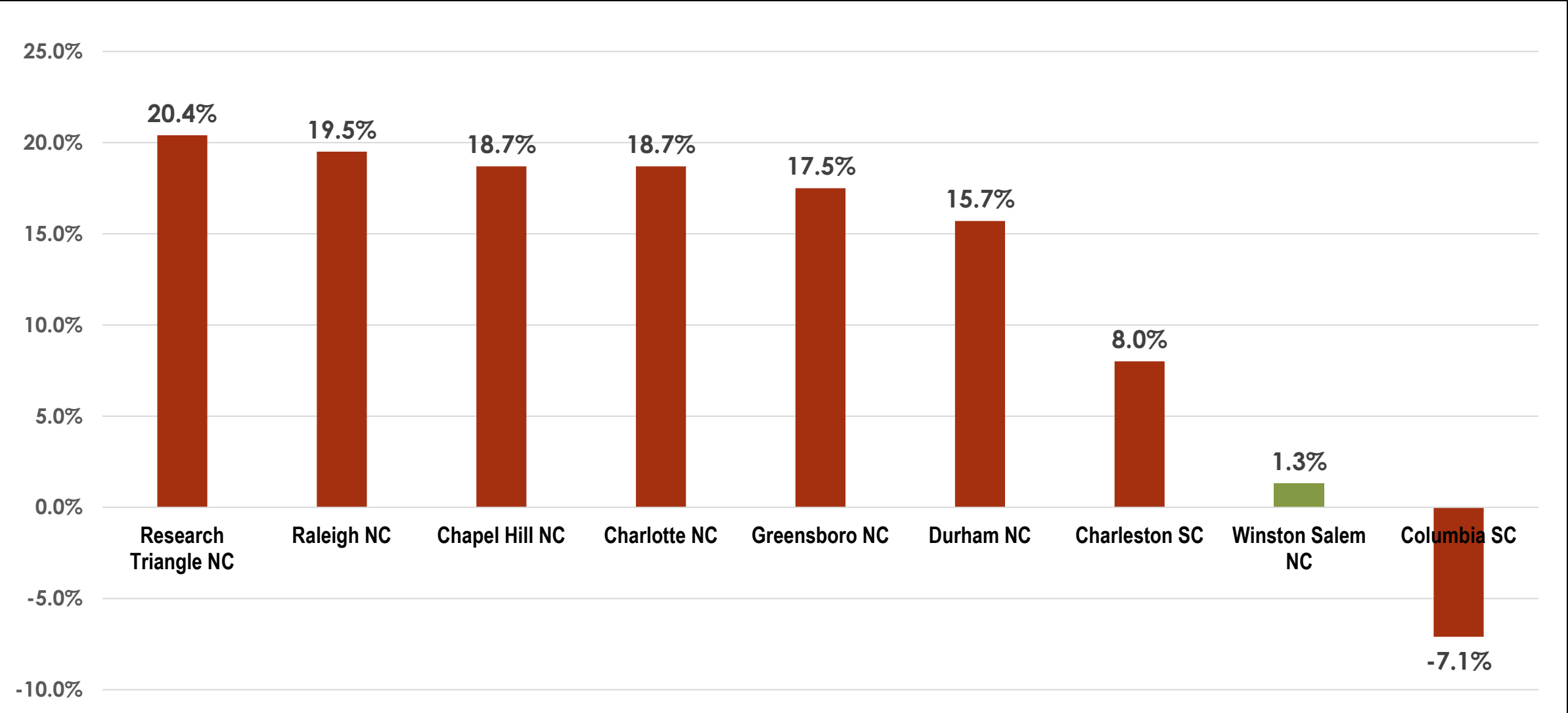
Regional Fixed Route Ridership Jan. 2022 - Dec. 2022

4

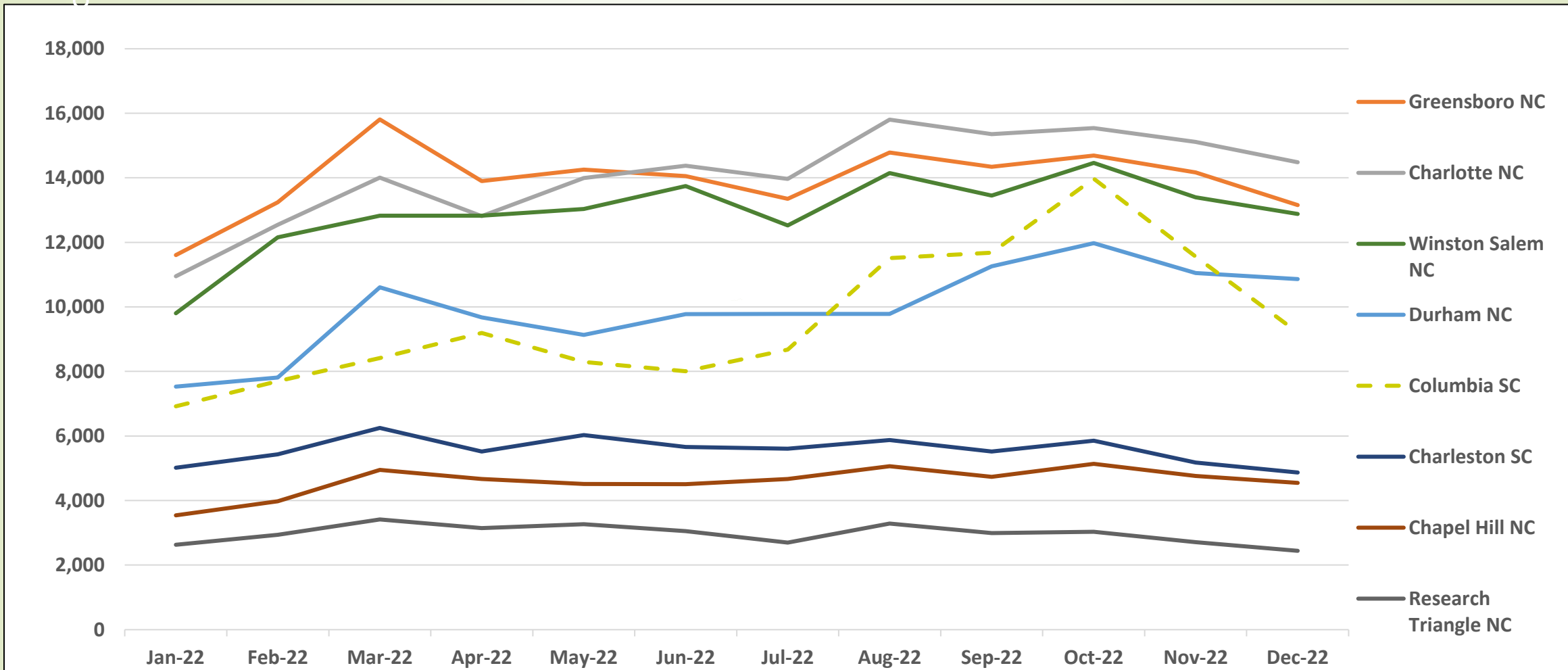


% Change Fixed Route Ridership 1/21-12/21 vs. 1/22-12/22

5



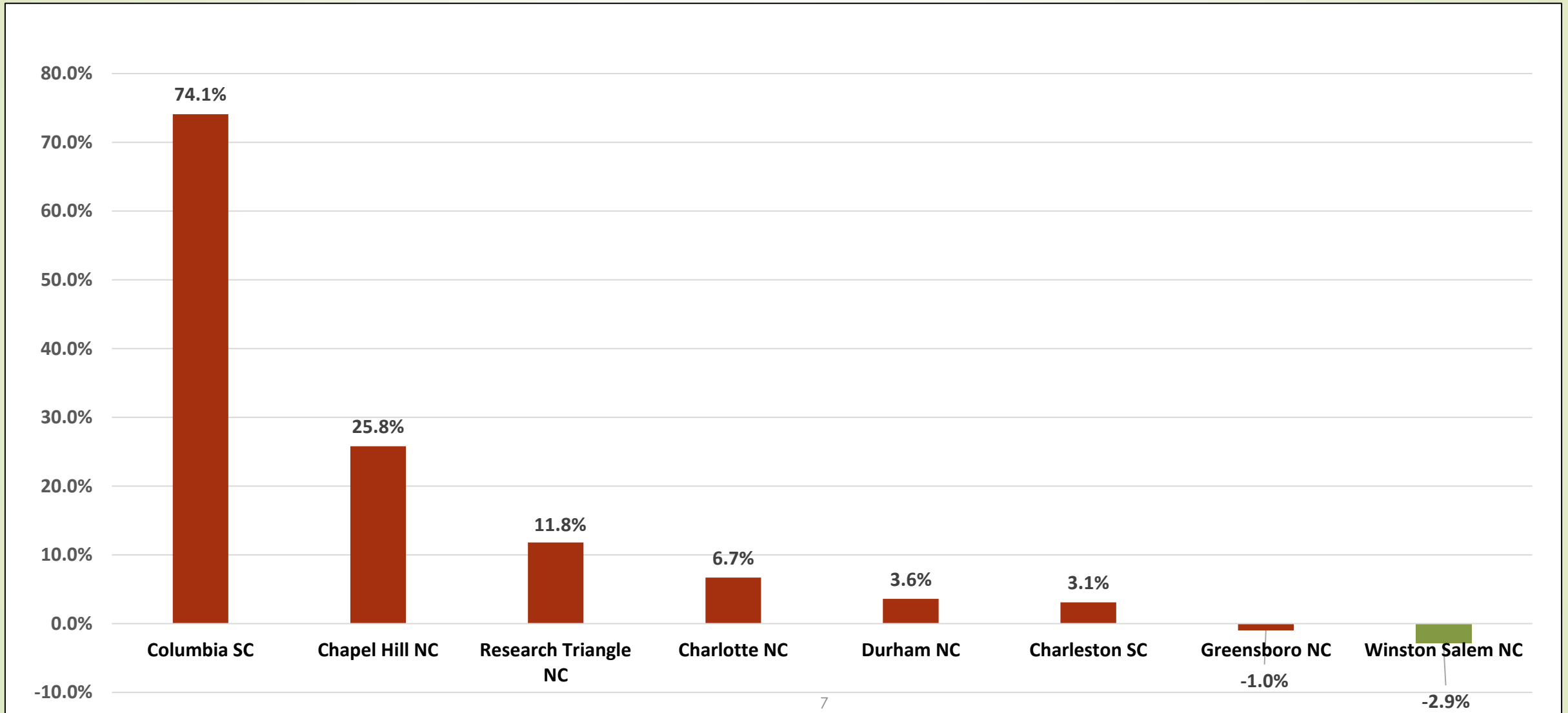
Regional Paratransit Ridership Jan. 2022 to Dec. 2022



Columbia back to Pre-Covid ridership

% Change Paratransit Ridership 1/21-12/21 vs. 1/22-12/22

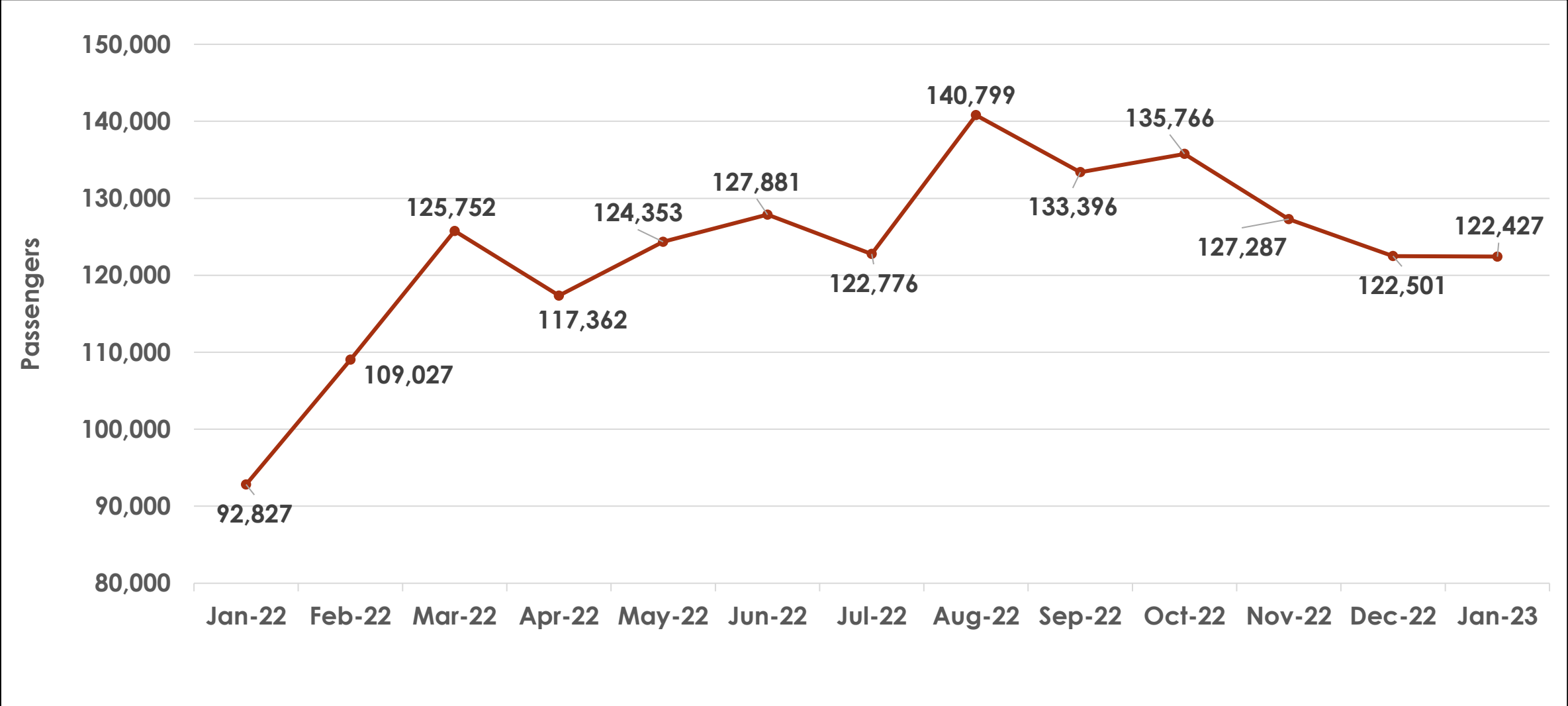
7



7

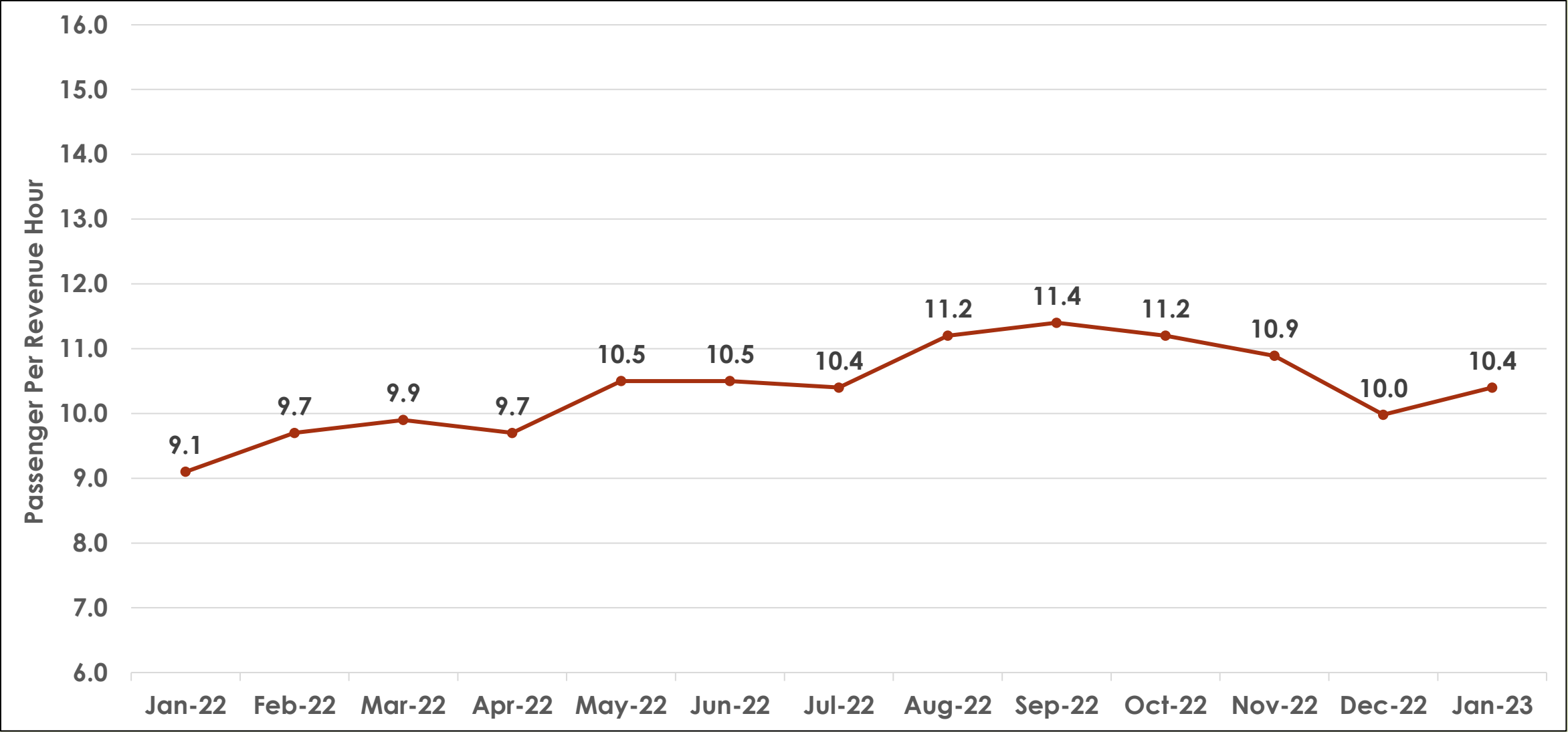
Fixed Route Calendar Year Ridership

8



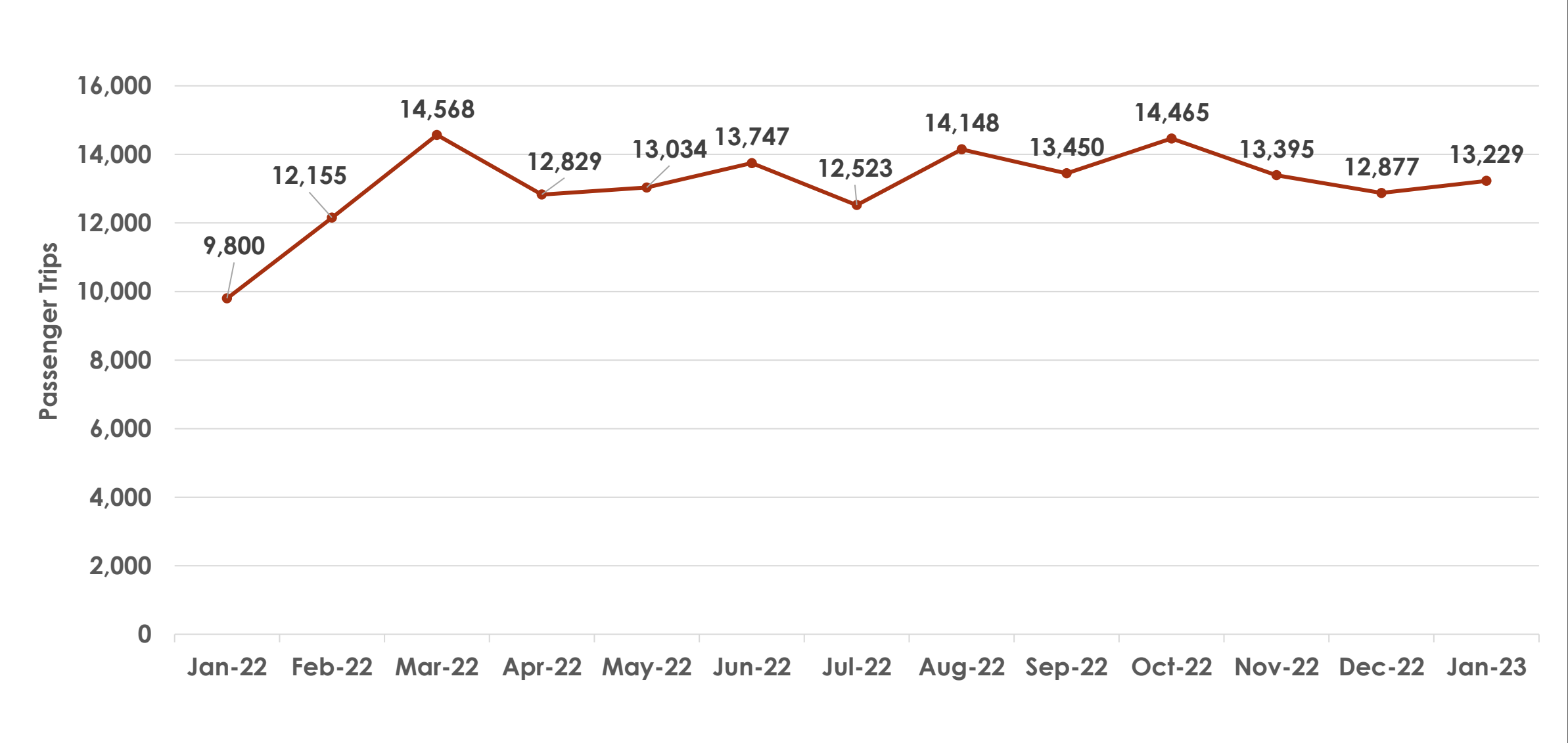
Fixed Route Passenger Per Revenue Hour

9



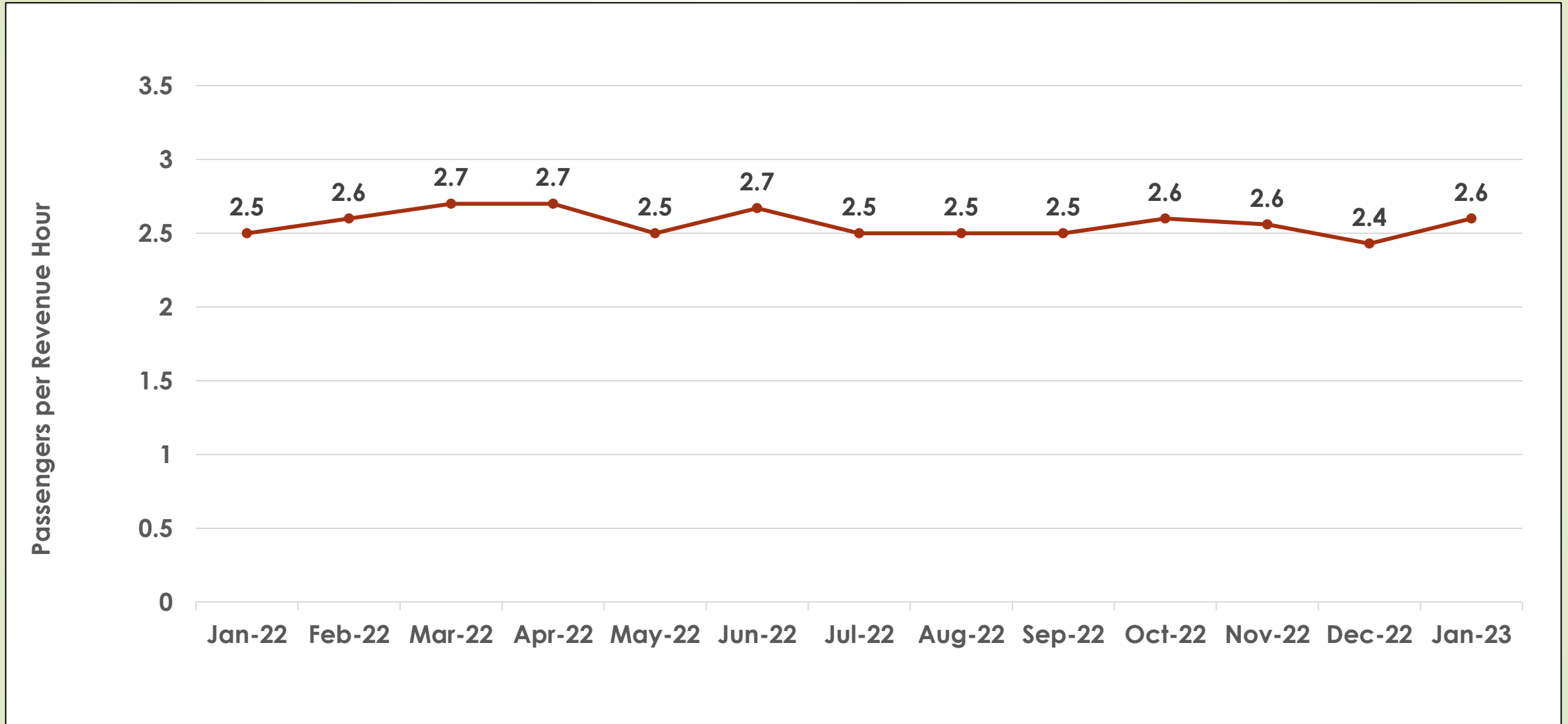
Trans-AID Calendar Year Ridership

10



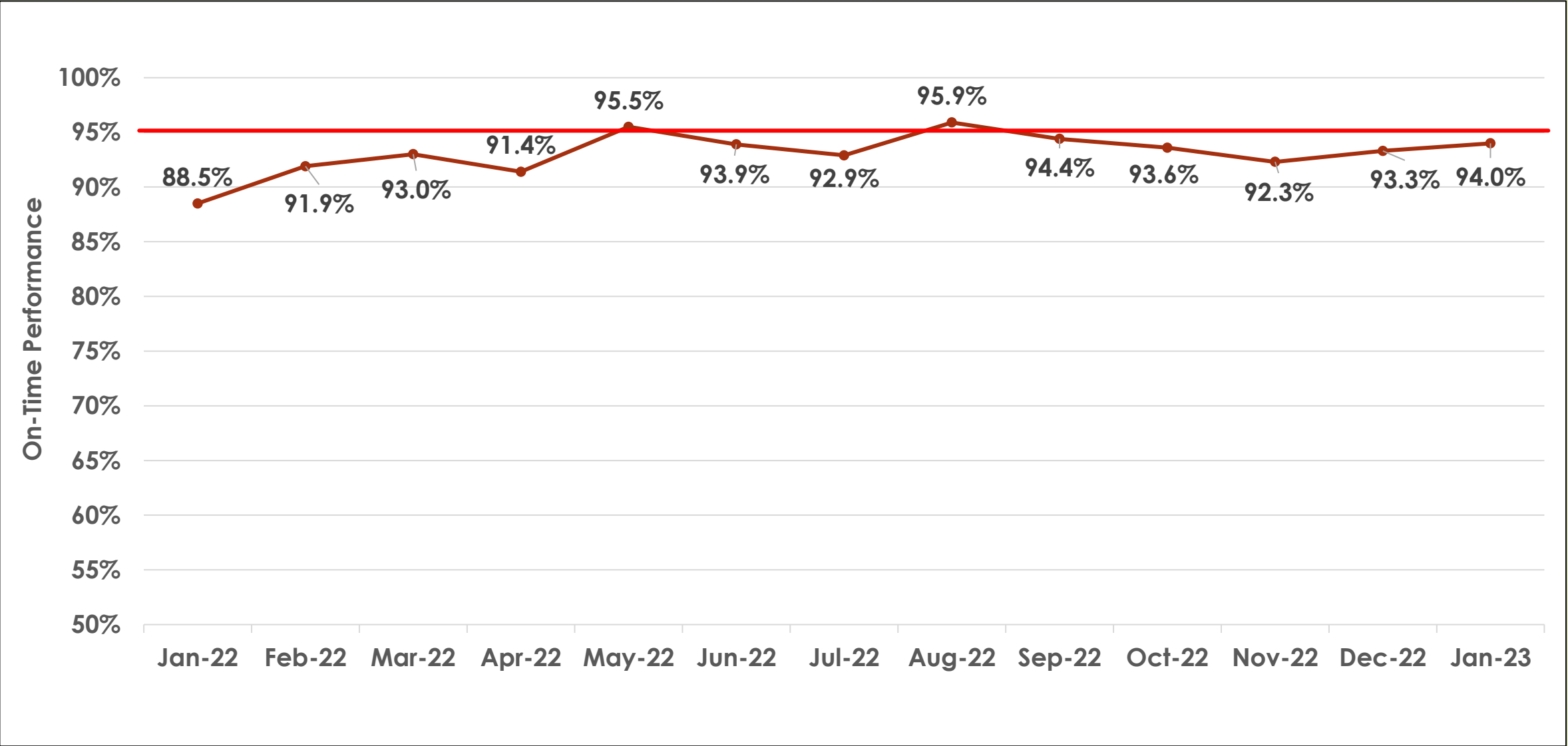
Trans-AID Passenger Trips Per Hour

11



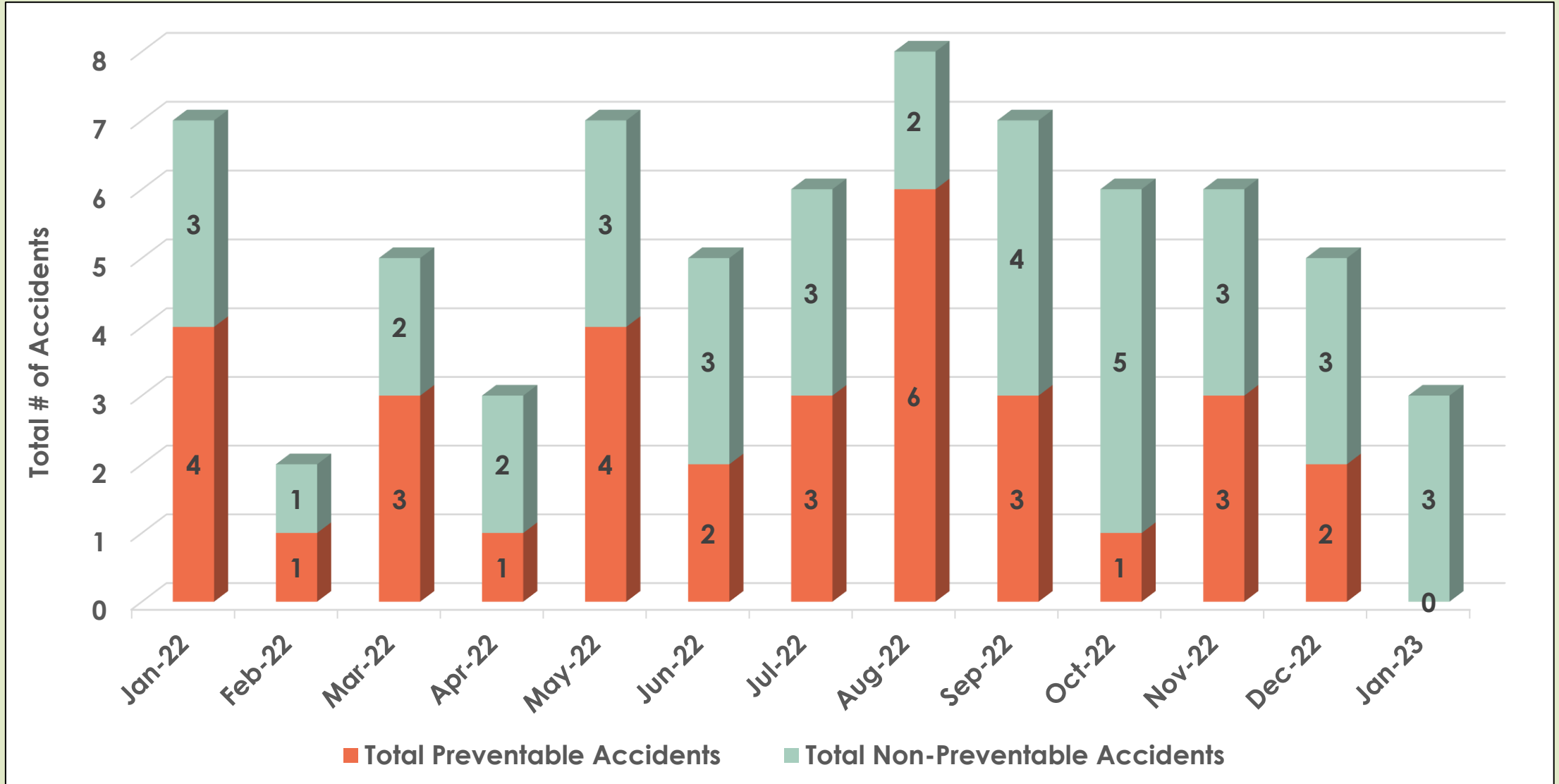
Trans-AID On-Time Performance

12

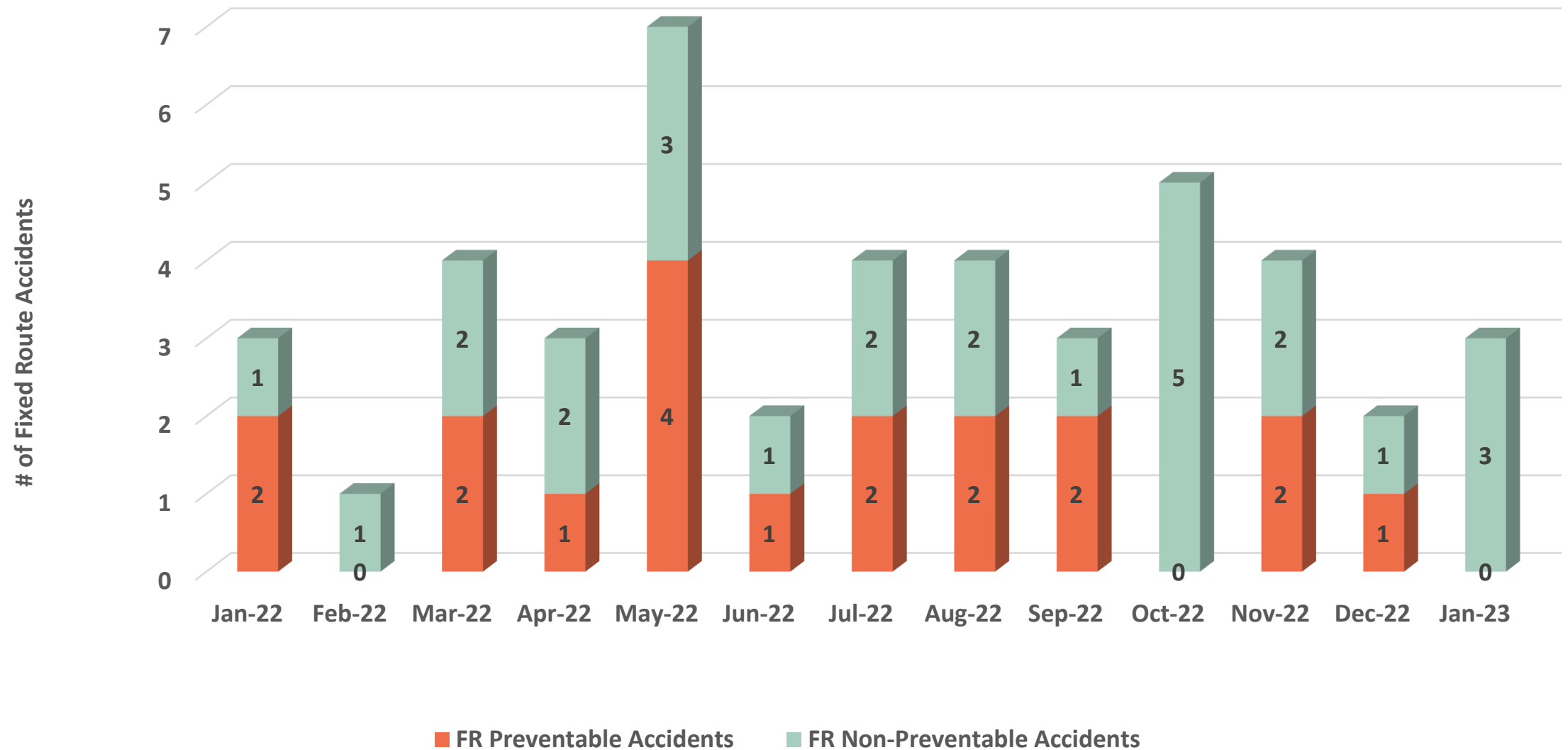


Total Accidents - Past Year

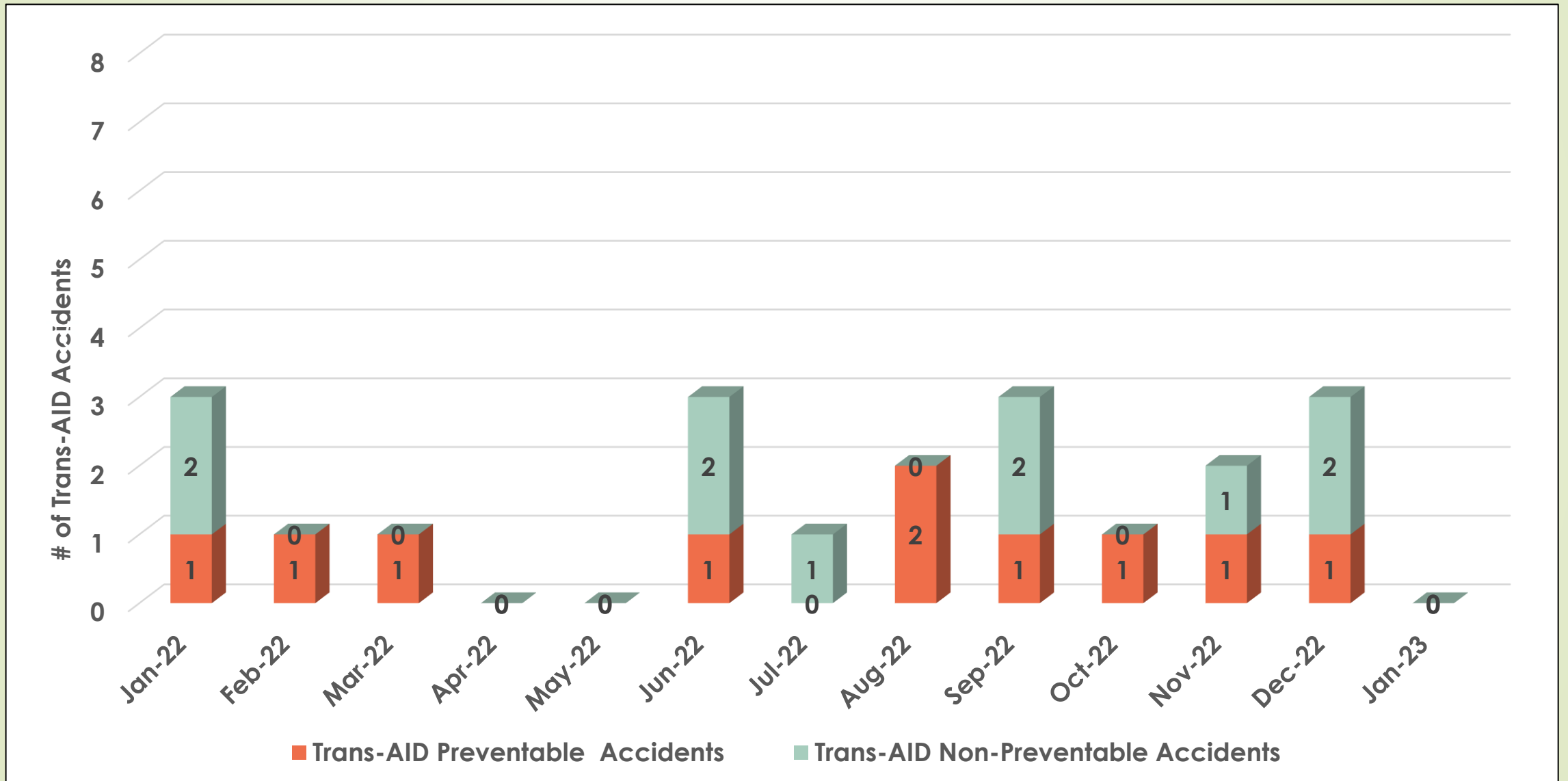
13



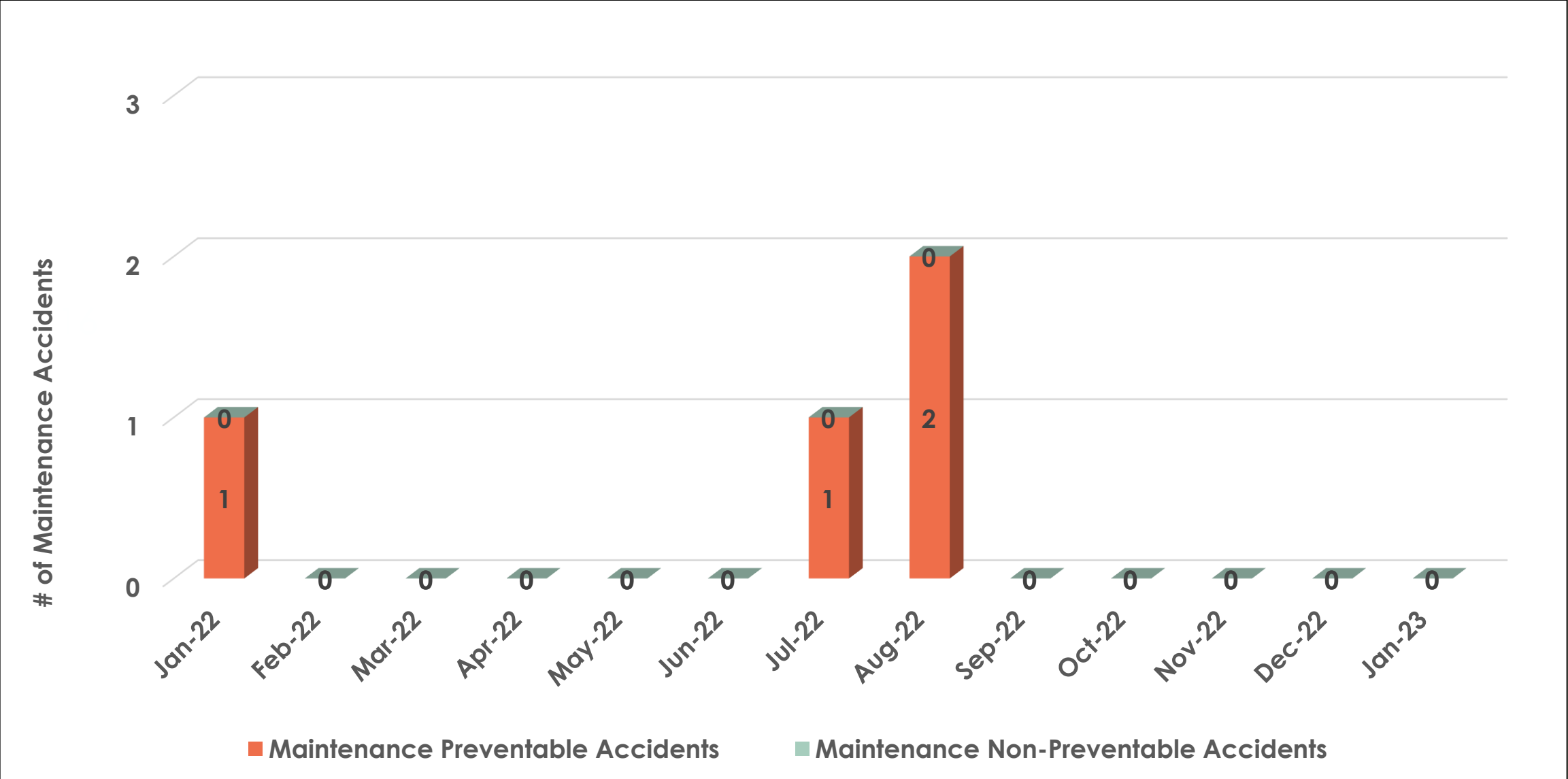
Fixed Route Accidents



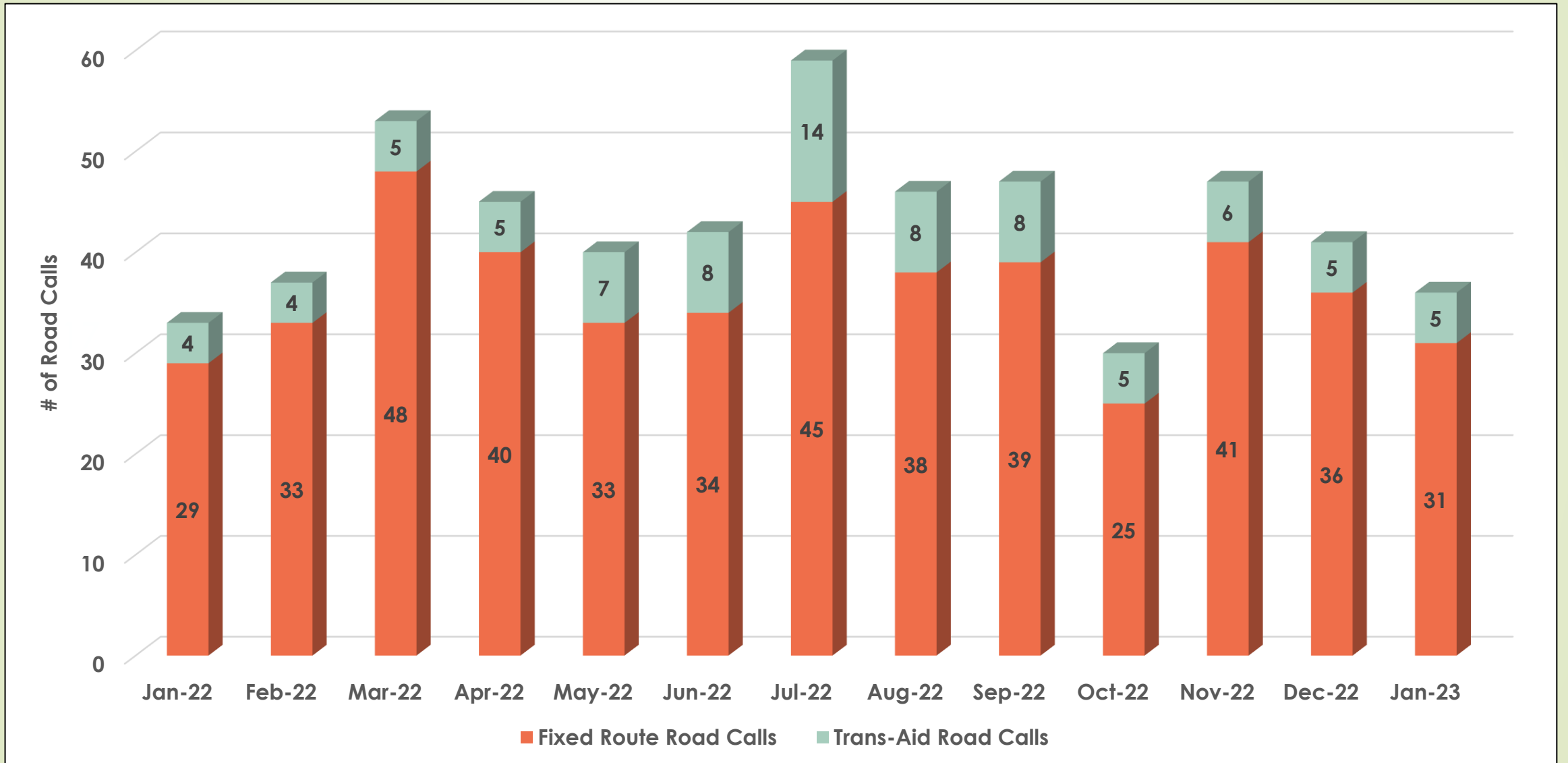
Trans-AID Accidents



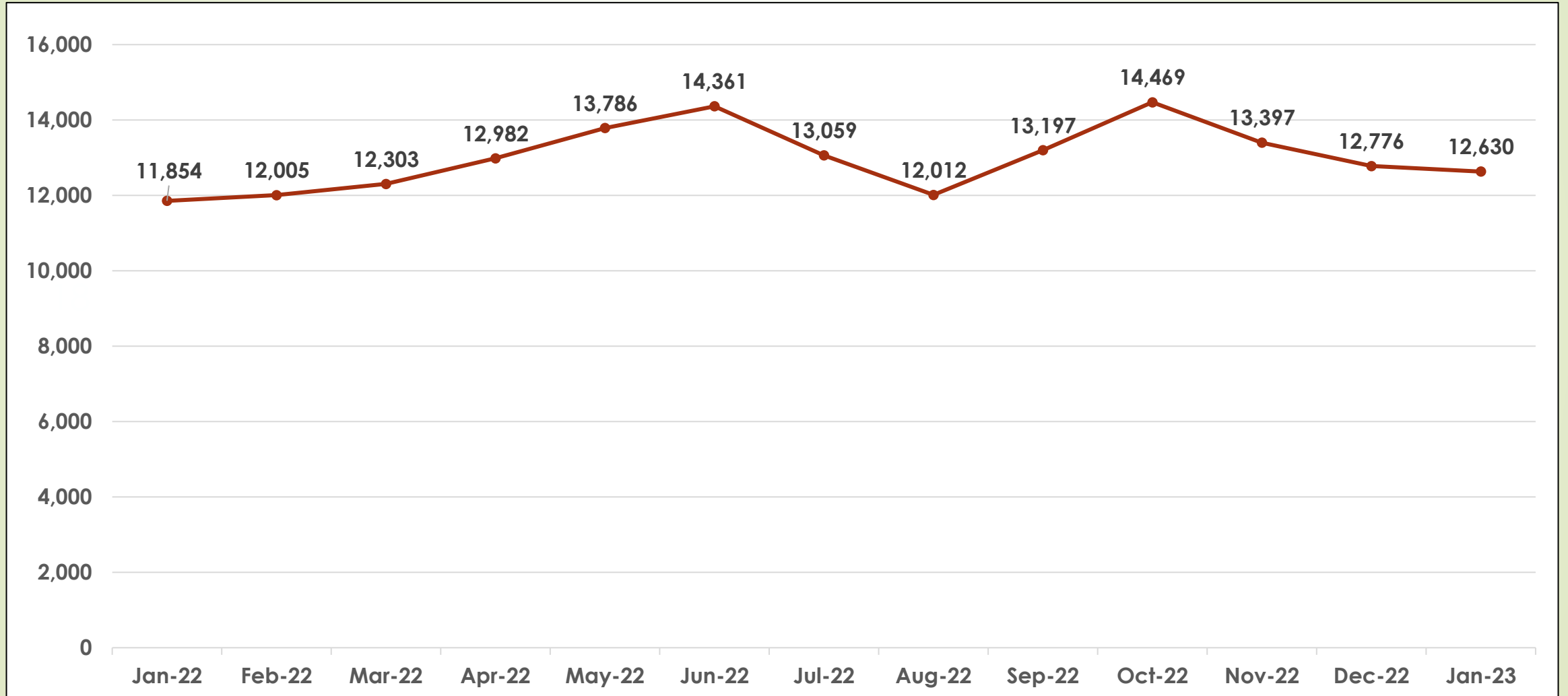
Maintenance Accidents



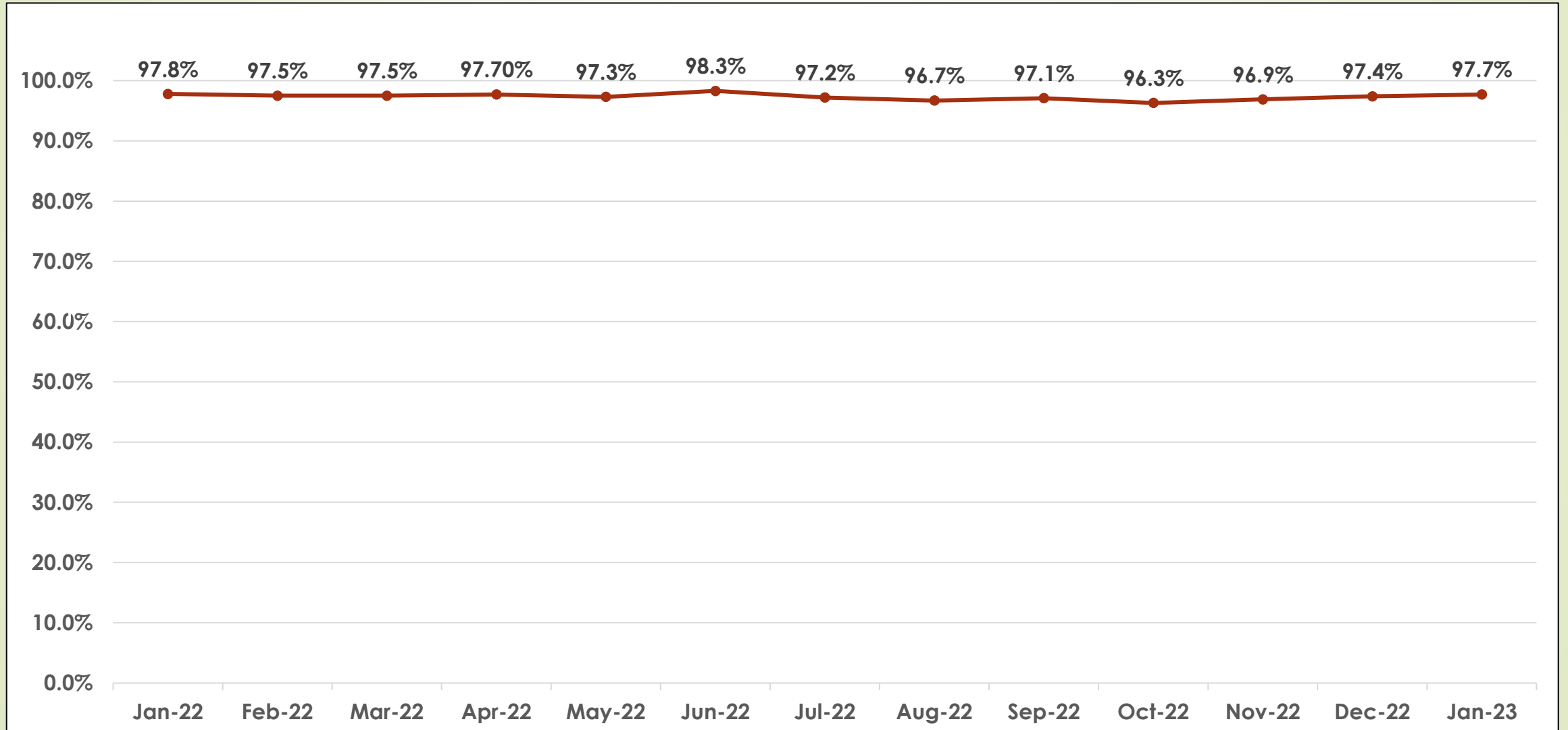
Maintenance Road Calls



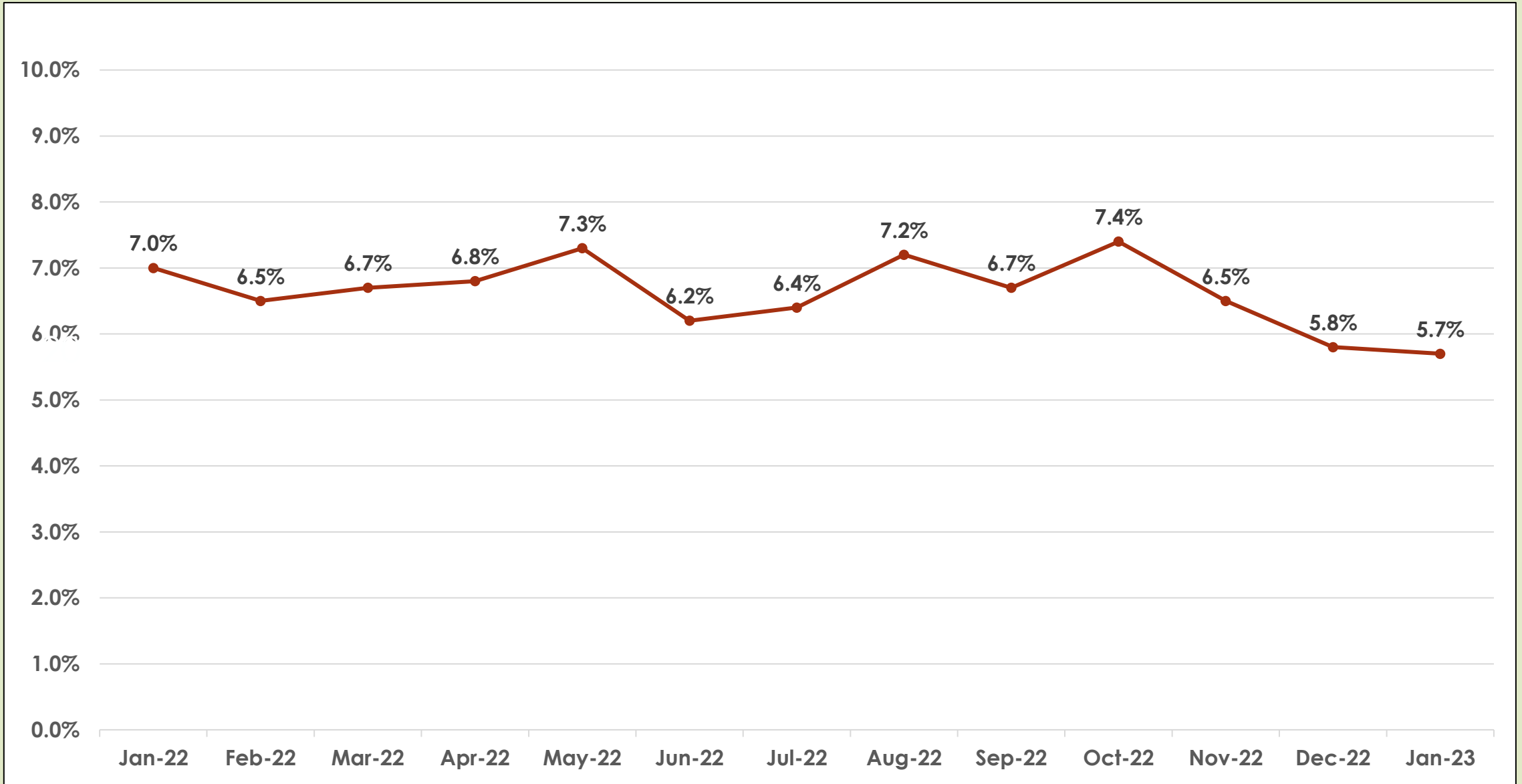
of Incoming Calls Answered Mobility Management



Percentage of Calls Answered Mobility Management



Phone Calls Abandoned Calendar Year



WSTA's Operator Shortage and Hiring Activity

²¹
The Winston-Salem Transit Authority (WSTA), like many other transit systems throughout the country, is working diligently to fill open positions for bus operators and maintenance mechanics. Having recently participated in a job fair hosted by NC Works at Goodwill Industries of Northwest North Carolina, the idea of holding a transit-specific job fair is currently being considered and developed.

WSTA's operations division, maintenance department and mobility management office have available jobs; several of which have gone unfilled for many months. Currently there are advertisements featuring Transdev/WSTA employees on the back of WSTA fixed route buses. Following approval, these ads will be refreshed and installed on paratransit vehicles which travel all over the city of Winston-Salem. While the Trans-AID vehicles go virtually into every area the fixed route buses travel, paratransit buses also serve residents in Forsyth County; including Kernersville, Clemmons and Rural Hall. By expanding the search for employees into the county, WSTA hopes to increase interest from the community at large.

Because WSTA is willing to compete in the hiring arena for new candidates, the sign-on bonus program continues to attract interest from applicants. The in-house employee referral program is still being offered to the current workforce. With the clamor for applicants by companies of all sizes, the bonus programs demonstrate how much they are valued.



Current Available Positions

Utility/Tire Person-Fulltime/\$18.31-\$20.35

Utility Apprentice-Fulltime/\$18.31-\$20.35

Maintenance Cleaner-Part time/\$12.42-\$16.68

Maintenance Cleaner-Fulltime/\$12.42-\$16.68

Customer Service Representative-Fulltime/\$16.10

Utility Service Worker-Part time/\$17.42-\$19.35

Paratransit Driver/\$16.30-\$20.72 *Depending on seniority*

Fixed Route Bus Driver/\$18.45-\$23.47 *Depending on seniority*

Ask us about our

\$1000.00 Signing Bonus



WSTA's Operator Shortage and Hiring Activity

22

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
Monday, July 18, 2022*	6	6
Monday, September 19, 2022	5	5
Monday, October 24, 2022*	9	7
Monday, February 27, 2023	11	5
Total	94	77
* Fixed Route Only Class		

New Hire Sign-On Bonus Campaign Payouts		
Department	Total Hired Per Department	Total \$ Employee Received
Fixed Route	9	\$16,000.00
Trans-AID	3	\$5,000.00
Mobility Management	2	\$4,000.00
Maintenance	0	\$1,000.00
ADA	0	\$0.00
Administrative	1	\$500.00
	Total Paid	\$26,500.00

Employee Referral Bonus Campaign Payouts		
Department	Total EMP Referrals	Total \$ Employee Received
Fixed Route	4	\$1,200.00
Trans-AID	3	\$900.00
Mobility Management	4	\$1,200.00
Maintenance	1	\$300.00
ADA	0	\$0.00
Administrative	0	\$0.00
	Total Paid	\$3,600.00

2022 Transdev Safety and Training at WSTA

23

Monthly Safety Initiatives

- ▶ January- Active Looking/Safely Securing Passengers & Mobility Devices
- ▶ February-Maintaining a Safe Following Distance/BBP & PPE
- ▶ March-Attentive Driving/Safe Lifting & Ergonomics
- ▶ April-Pedestrian & Cyclist Collisions/Hazard Communications & Lockout/Tagout
- ▶ May-Proper Vehicle Positioning/Avoiding Slips, Trips & Falls
- ▶ June-Preventing Rear-End Collisions/Emergency Vehicle Evacuations
- ▶ July-Active Looking (2)/Heat Stress
- ▶ August-Attentive Driving (2)/Safely Securing Passengers & Mobility Devices
- ▶ September-Safe Following Distance in Adverse Weather/Fire Prevention & Fire Extinguisher Use
- ▶ October-Safely Navigating Intersections/Fatigue Management & Wellness
- ▶ November-Proper Vehicle Positioning (2)/Safety Management System
- ▶ December-Defensive Driving Year in Review/Workplace Violence

HR Training Compliance Topics

- ▶ American Disability Act (ADA)
- ▶ Workplace Harassment
- ▶ Fight Against Corruption
- ▶ Data Security
- ▶ Transdev Ethics-Making the Right Choices
- ▶ HIPPA
- ▶ Understanding FMLA
- ▶ Drug and Alcohol Reasonable Suspicion
- ▶ Operational Leadership (12 Modules)
- ▶ Customer Service-Over the Phone
- ▶ Critical Thinking Skills
- ▶ Good Thinking-Cultural Diversity
- ▶ Good Thinking-Mental Illness and Respect
- ▶ Workplace Violence- Recognizing the Threat
- ▶ Workplace Violence- Active Shooter
- ▶ Understanding Dementia and Cognitive Disabilities

Public Transportation Agency Safety Plan (PTASP) Safety Committee

If any of these emergencies occurs on your bus, contact Dispatch immediately using these codes.

Code Green is for Driver/Employee attacks/Serious physical threats or altercations/Fights on the bus or in the TC. Dispatch will call the WSPD immediately.

Code Blue is for any medical emergencies requiring assistance from medical professionals. Dispatch will call the EMS immediately.

Code Yellow is for young children unaccompanied on the bus, and for children/adults who may need to use the Safe Place Program. Dispatch will call the WSPD immediately.

Code Silver is for passengers of any age with a cognitive impairment who seems to be lost or disoriented; unaware of where they are or need to go. Dispatch will contact ADA/MM Departments/Security immediately.

- The Federal Transit Authority (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). One of the requirements in the PTASP is the implementation of a local Safety Committee.
- One of the requirements of the PTASP is to establish a local Safety Committee comprised of equal members from the Collective Bargaining Union members and Management Staff members.
- The WSTA Safety Committee devised a color-code emergency alerts system for our workforce to notify dispatchers and other staff when WSPD, Fire, EMS or assistance is needed immediately.
- The repetitive nature of hearing 10-codes used by operators and other staff has the potential of going unnoticed.
- The issues that occur on and off our vehicles and at the Clark Campbell Transportation Center could get lost in the monotony. Any number of situations requiring emergency assistance could potentially be overlooked by an overwhelmed dispatcher. So, the use by of color codes will alert staff to act **FAST**...

WSTA Marketing and Communication Outreach

25



- Annually, WSTA takes a look at its website stats to determine if the site is efficiently serving those visiting WSTA digitally. It is important to do this to get a view of our website traffic. If we are not serving our visitors properly, we consider making changes.
- In 2022, WSTA’s website was visited over 159,000 times, with over 1.6 million page views. There are actually two metrics WSTA looks at when analyzing its site; visits and unique visitors.

WSTA Marketing and Communication Outreach

26

- The Department of Transportation participates in the quarterly BIC Pipeline sessions
- WSTA staff conducts a presentation on public transit and services available for individuals and agencies alike

- On Saturday, February 18th, WSTA staff worked with staff of the Office of Diversity, Equity & Inclusion for an event that brought out 250 families in the Shattalon area in need of the resources, information and items disseminated by the attending organizations.

WSBIC PIPELINE SESSION
JANUARY 18, 2023
9:30 A.M. - 12:30 P.M.

FORSYTH TECH WEST CAMPUS-ROOM 36
 1300 BOLTON STREET, WINSTON-SALEM, NC

ARE YOU NEW TO WINSTON-SALEM AND THE UNITED STATES OR KNOW SOMEONE WHO IS?

Join us to learn more about community services such as:
 Housing, Legal Assistance, Safety, Transportation, Health, Education, and Interfaith Service.

Translation is available upon request.

FOR MORE INFORMATION AND TO REGISTER GO TO

SPONSORED BY:
 CITY OF WINSTON-SALEM HUMAN RELATIONS/ DEI DEPARTMENT

BUILDING INTEGRATED COMMUNITIES (BIC) | CITY OF WINSTON-SALEM, NC (CITYOFWS.ORG) | HTTPS://WWW.CITYOFWS.ORG/3147/BUILDING-INTEGRATED-COMMUNITIES-BIC

VENEZOLANOS EN EL TRIAD TE INVITA

18 FEBRERO 11.AM A 2.PM

Iglesia Cristiana Sin Fronteras
 5490 Shattalon Dr
 Winston Salem, NC 27106

Venezolanos en el Triad te invita a asistir a un evento para la comunidad Venezolana y la comunidad inmigrante en general. Estaremos donando chaquetas/abrigos para niños y adultos (mientras dure la existencia). Además agencias y organizaciones comunitarias estarán ofreciendo información importante para todos. Tendremos vacunas contra el COVID-19 gratuitas.

Venezolanos en el Triad cordially invites you to attend an event for the Venezuelan and immigrant community. FREE Jackets will be provided for children and adults (while supplies last). Agencias and community organizations will also be present providing helpful information to all.

Free Covid19 vaccine will be available

Participating organizations include: Forsyth County, AmeriHealth Caritas, Child Care Resource Center, SAFE KIDS NORTHWEST, the Y, and others.

WSTA Board Of Directors Retirees

27

- Robert Garcia has served on the Winston-Salem Transit Authority board as Chairman since 2005. He has announced his retirement from the WSTA Board of Directors as of March 2023. His leadership and guidance will be missed.
- Dr. Jack Fleer has also been a valuable member of the WSTA Board of Directors since 2010. His background in education has assisted staff throughout his tenor on the board. He too, will be greatly missed as March 2023 will be the start of his retirement from the WSTA Board as well.
- Both Members will be recognized and celebrated during our monthly board meeting on Thursday March 30, 2023.

28

QUESTIONS ?