



# WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS' MEETING

MINUTES  
for  
THURSDAY; May 29, 2025

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**PRESENT:**

**WSTA Board Members**

Keith King, Chairperson  
Jeanette Lawson-Jackson, Vice-Chairperson  
Willie Clark, Jr.  
Dr. David Wren  
Dr. Sarah Morath

**City Staff**

Jeff Fansler, Director of DOT  
Tia Ramsey, Financial Manager of DOT  
David Torres, Transit Contract Manger for DOT  
Maddie Burgiss, Transportation Planner

**WSTA/RATP DEV, USA Staff**

Bruce Adams, General Manager, RATP Dev, USA  
Michael Rosson, Assist. General Manager of  
Operation, RATP Dev, USA  
Reggie Arrington, Assist. General Manager of  
Maintenance, RATP Dev, USA  
Levine Hedgepeth, Assist. General Manager of  
Safety, RATP Dev, USA  
Brandie Peterson, Director of Marketing and  
Community Engagement, RATP Dev, USA  
Lisa Sides, Assistant Operations Manager, RATP  
Dev, USA  
Jackie Settle, Customer Service Manager, RATP  
Dev, USA  
Tikiha Alston, ADA Eligibility Manager, RATP Dev,  
USA  
Teika Holloway, Administrative Assistant, RATP  
Dev, USA  
Myra Stafford, Facilities

**Other Attendees**

Anthony Davis, Safety Road Supervisor, RATP Dev,  
USA  
Anthony Mosely, Fixed Route Operator, RATP Dev,  
USA  
Jacques Jenkins, Trans-AID Operator, RATP Dev.

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**Meeting Opened:** 4:08 pm

Chairperson Keith King called May 29, 2025, Winston-Salem Transit Authority (WSTA) Board Meeting to order. He greeted everyone and thanked them for devoting a small portion of their day to attending the WSTA Board of Directors meeting.

He asked Mrs. Lawson-Jackson to give the safety message.



**Safety Message** (Mrs. Jeanette Lawson-Jackson, Chairman): Mrs. Lawson-Jackson said it is coming up on vacation season. While preparing for vacation, remember to get your vehicles serviced. You would not want to have your conditioner stop working or your tire blow out.

**Public Comment** (limited to two minutes per speaker):

There were no public commenters present at this meeting.

**Action Items:**

**Approval of December 19, 2024, WSTA Board Meeting Minutes** (was tabled at the February 27, 2025, WSTA Board Meeting): Dr. David Wren made a motion to approve the by December 19, 2024, WSTA Board Meeting. His motion was seconded by Mr. Willie Clark, Jr.

**Following a short vote, the Minutes for December 19, 2024, WSTA Board Meeting Minutes were approved.**

**Approval of February 27, 2025 WSTA Board Meeting Minutes:**

Dr. Sarah Morath motioned to approve the minutes for February 27, 2025. Vice-Chairperson Jeanette Lawson-Jackson seconded Dr. Morath’s motion for the approval of the February 27, 2025 board meeting minutes.

**After a short vote, the Minutes for February 27, 2025 WSTA Board Meeting Minutes were approved.**

**Low or No Emission Grant Letter of Support Resolution** (was tabled at the February 27, 2025, WSTA Board Meeting): Mr. Jeff Fansler reminded the meeting attendees the City provides the facilities, and vehicles for RATP Dev’s operations. Over half of our fleet is operating beyond its useful life. In FY 24 the City applied for the Low or No Emission grant and was successful. This is the same grant that is being applied for with the change in administration. It is a few months past the time we applied last year; but still in a suitable time slot for submitting since the call is still open. If successful in securing these funds the City is prepared to pursue the procurement of five buses with the 85/15 required federal match that accompanies this grant. The City is asking the Board to endorse the Low or No Emissions grant letter addressed to the Federal Transit Administration (FTA).

Dr. Wren asked Mr. Fansler to confirm that the City’s obligation is the 15 percent match. Mr. Fansler stated the vehicles will be invoiced for up to 85 percent federal funding. This ensures that the 15 percent local match is paid. The City has committed to the 15 percent match required by the FTA.

Chairman King asked if there was a motion for the approval of the Low or No Emissions Grant Letter. Dr. Sarah Morath moved followed by a second made by Dr. David Wren.

**Following a short vote, the Low or No Emissions Grant Letter was approved for endorsement by the WSTA Board—Chairman Keith King.**



**Amendment One Retirement Savings Plan for Winston-Salem, Transit Authority:** Mr. Bruce Adams stated this resolution is for the purpose of transferring the management of the retirement plan from Transdev to RATP Dev, USA.

Mr. Jeff Fansler added there are some administrative and legal processes that must take place to transfer retirement plans into the hands of the proper administrator. The approval of this resolution demonstrates the support of the Board and will start the process for staff to move forward with getting the plan transferred to the official administrator—RATP Dev, USA.

Dr. Morth asked if there were any changes to the actual plan. Mr. Fansler said to his knowledge, there are no changes being made to the plan; only the administrator of the plan will change.

Mr. Adams stated that RATP Dev took on the responsibility of administering the plan on August 1, 2024, when management was transferred from Transdev to RATP Dev, USA. Therefore, RATP Dev, USA has been administering the plan; the transfer needs to be made official for legal reasons.

Chairman King asked if there was a motion for the approval of the Amendment One Retirement Savings Plan of the Winston-Salem Transit Authority. Dr. Sarah Morath made a move that was followed by a second move made by Dr. David Wren.

**Following a short vote, the Amendment One Retirement Savings Plan of the Winston-Salem Transit Authority was approved by the Winston-Salem Transit Authority’s Board.**

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**Informational Items:**

- a) **Special Recognition of Employees of the Month** (Brandie Peterson, Director of Marketing and Community Engagement, RATP Dev, USA): Anthony Mosely, Fixed Route Operator; Anthony Davis, Road Supervisor; and Jacques Jenkins, Trans-AID Operator.
- b) **Monthly Service Update** (Carol Patrick, Data Analyst, RATP Dev, USA): Below is a snippet of the Monthly Service Update given by Ms. Carol Patrick. If you would like a full-size copy of the presentation, please make your request by emailing Ms. Holloway at [teika.holloway@ratpdev.com](mailto:teika.holloway@ratpdev.com).





## **Staff Reports:**

- ***Operations-Michael Rosson, Assistant General Manager of Operations:*** Mr. Rosson shared last month, the operations team attended virtual training for paratransit and operations management. The training took place over a four-day period with a five-hour session each day. There were a lot of best practices that were shared and a lot of networking that took place. The lessons learned will be applied to WSTA/RATP Dev's practices.

Within the last month, no-show door hangers have been implemented for use by Trans-AID. They are only being used at residences. After the five-minute wait period, the operator will contact dispatch. The dispatcher will attempt to reach the passenger by phone. If no contact or communication attempt is successful, a door hanger is placed on the passenger's door. This serves two purposes. One being the trip is a no-show, and the second purpose is to make the passenger aware Trans-AID was at their residence.

At the last meeting Mr. Rosson reported scheduling optimization was performed on Trans-AID where some tweaks were made to Trans-AID scheduling. These minor changes have been implemented into service. The data has been received for the implemented changes and management continues to assess the efficiency of the routing to see where our manpower is being applied to the demand for the service. Another route optimization deployment is coming up in September. During this period management will be looking at those data points to see where schedules can be adjusted for our operators to meet that demand.

A timepoint assessment is being done for Fixed Route. Thanks to Maddie, David, and the rest of the team at the City, ride-a-longs have been taking place to do true-ups of timepoints to ensure the coaches are getting back to the TC or the end of the line. By doing we are ensuring the riders are given accurate times for locations and stops.

- ***Marketing-Brandi Peterson, Director of Community:*** Ms. Tikiha Alston gave the Marketing report on behalf of Ms. Peterson. Ms. Alston said the major thing being focused on by Marketing is the Accessible Festival. For those not familiar with the event Ms. Alston shared the event is primarily for those with different abilities and the Winston-Salem Transit Authority has been sponsoring this festival for the past 18 years. It is community inclusive, so all are welcome to attend. The festival will take place on Friday, June 6 in the Education Building at the Winston-Salem fairground. Start time is 9 am and will go until 2 pm. A variety of community agencies will be present with helpful and useful information, and other resources. It is a free event with fun, food, games, entertainment, and goodie bags.

Ms. Peterson asked Ms. Alston to mention their department is working on two other events taking place in August. Information about these events will be forthcoming the closer it gets to the dates.



- ***Safety-Levine Hedgepeth, Assistant General Manager of Safety:*** Mr. Hedgepeth began his report by stating WSTA will be trying a new hiring and training approach that has been successful at another RATP Dev location. This is the non-CDL approach that involves conducting a CDL prep class for individuals that hold a regular driver's license. He explained non-CDL holders will be provided training to become professional operators with CDL. The CDL prep class starts on June 2<sup>nd</sup>.

The safety department is conducting MVR checks for compliance. These are checks to ensure WSTA's mechanics, supervisors, and operators all have a current CDL and DOT physical. In most cases when notification is received for an expired DOT physical, it is valid; it is just that the individual forgot to take it to the DMV.

August 1 will mark year one of RATP Dev's management contract. All operators that started on August one as RATP Dev employees are required to go through retraining—classroom, road, and wheelchair.

Ms. Patrick mentioned in her presentation a reduction in preventable accidents. This decrease is attributed to monthly safety meetings, an increase in road supervision. Mr. Hedgepeth added that maintenance employees are included in the monthly safety meetings.

Mr. Hedgepeth announced since RATP Dev took over managing WSTA, there has not been any workmen comp claims. This is something RATP Dev is proud of. It says a lot about the employees and how seriously they take safety.

Dr. Wren inquired about the retention of new operators, knowing a lot of older operators stayed on after the change in management. Mr. Hedgepeth confirmed that a lot of older operators did stay on as RATP Dev. Employees. Not only older operators as far as longevity but chronological older operators stayed on as well. With an aging workforce, declining health is a huge issue. Although RATP Dev does not discriminate, we are working to make professional driving more attractive to young adults that can be mentored by our more seasoned operators.

- ***Maintenance-Reginald Arrington, Assistant General Manager of Maintenance:*** Mr. Arrington shared he attended a career fair at Forsyth Technical Community College. Although he was the only one there from a transportation company, there was a lot of competition from trucking companies looking for mechanics. Not only is the competition fierce for operators, but it is also fierce for mechanics as well. Maintenance is currently operating three (3) mechanics short based on budgeted numbers.

Automatic Climate Control (ACC)—We have been fortunate that the temperature has not been too high. Maintenance has started preparing for the heat by cleaning air conditioning coils, changing filters, washing the radiators, and things of this nature to ensure comfortable rides for our passengers and drivers.



Mr. Arrington stated at the first Board meeting after RATP Dev took over management, he told the Board his first month was spent doing observations. One of the main things he discovered during this time is the lack of training and outdated technical practices. Since then, Mr. Arrington stated he has had several different vendors come in to train maintenance employees on various current techniques and practices and how to troubleshoot equipment. He said he has also been instilling the thought they are not part changers; they are mechanics. He is still bringing in trainers. Mr. Arrington said he is currently in negotiations with Cummins Allison for someone to talk about the hybrid side of troubleshooting the buses.

Some City staff came along with the City DOT staff to tour the facilities. The effort to clear up the facilities of old and broken items is still going. RATP Dev is following the City's guidelines for the disposal of old equipment. Mr. Arrington stated he has is a part of the committee that has been charged with identifying issues with the facilities that pose safety risks for employees and passengers, and he has been actively doing so. Not only has he been identifying these issues, but he has also been making sure they are brought the attention of the proper party. He follows up with questions like who, when, where and how long to make sure nothing falls through the cracks.

Mr. Fansler wanted to elaborate on the City's responsibilities for the upkeep of the facilities as the owner although RATP Dev operates out of them. He stated it is great to see that a lot of intentional attention is being given to safety, and he thinks that this is something that was not prioritized to the level that RATP Dev has shown them the need to. He thanked the team for their effort in doing so.

Lastly, Mr. Arrington noted he is also working with Mr. Fansler and his team on the Low or No grant with specs on what is wanted and needed regarding new vehicles.

- ***Words from the GM, Mr. Bruce Adams, General Manager:*** Chairman King asked about the audits RATP Dev went through. Mr. Adams stated there were two audits—one conducted by RATP Dev's parent company in Paris and another one at the corporate level. The staff (Mr. Adams included) were incredibly nervous. (laughter). Paris came to town in the first week of April. A lot of long hours were spent preparing although the team had only been managing the property for an eight-month period. The team scored good. There were a few major deficiencies. They looked at things in operations, safety, and maintenance. We received one of the highest scores for a property being inspected for the first time. We have until August 1 to correct the deficits.

Three weeks later our corporate management came to town. This was a two-day, two-part audit. Each area gave a speech on what they do and how they do it, what is going well and what needs to be worked on, and what can be done going forward. Our finances numbers were analyzed, and the headcount is a huge part of RATP Dev finance numbers. It is so huge that a weekly meeting is held to discuss headcount across the board. There was a discussion about what can be done differently to not only recruit but retain employees as well. Mr.



Adams said retention is big with RATP Dev as well. He said there is a plan that he put together that he would like to see from an employee engagement point of view. He said he failed to mention earlier that Mrs. Robin Kirby is no longer with RATP Dev. A new HR generalist is being recruited. Both the HR generalist and the recruiter will start around the same time. Hopefully together, they can do a better job of getting things done from the employee engagement standpoint.

The second day of the audit was spent doing a walkthrough of all three facilities. From a corporate's viewpoint, we are in it, so they feel we own it. They wrote everything they found wrong with the facilities, and we were told it is our responsibility to see them all getting repaired. We are working with the City to get things repaired. There are some things they are responsible for but there are also a lot of things we must take care of on our side. Mr. Adams said, again, we did well, however we are not out of the woods yet. In June, corporate safety is coming to town to conduct a safety audit. This will mostly be Mr. Hedgepeth's show, but we feel we are ready for it also. They will be looking at records, employee files, and some other.

*To request a hard copy of any of the documents, reports, data, etc. mentioned in the minutes for the February 27, 2025, WSTA Board Meeting, please contact: Teika Holloway at 336.793.3294 or [teika.holloway@ratpdev.com](mailto:teika.holloway@ratpdev.com)*

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**The meeting adjourned:** 5:03 p.m.

Transcribed by: Teika Holloway

May 2025