



WINSTON-SALEM TRANSIT AUTHORITY BOARD OF DIRECTORS' MEETING

MINUTES
for
THURSDAY; MARCH 26, 2026

PRESENT:

WSTA BOARD MEMBERS

Keith King, Chairperson
Jeanette Lawson-Jackson, Vice-Chairperson
Ms. Sarah Morath
Latonya Wright
Dr. Suneel K. Parvathareddy

CITY STAFF

Kelly Garvin, Assistant Director of DOT
Tia Ramsey, Financial Manager for DOT
Hunter Staszak, Transportation Engineer for
Winston-Salem Area Transportation Planning
Organization (WSATPO)
Maddie Burgiss, Transportation Planner for DOT

WSTA/RATP DEV, USA STAFF

Bruce Adams, General Manager RATP Dev, USA
Earnesha Scott, Assist. General Manager of
Operations
Carlo Poladian, Assist. General Manager of
Maintenance, RATP Dev, USA
Connor Steele, Assist. General Manager of Safety,
RATP Dev, USA

Brandie Peterson, Director of Marketing and
Community Engagement, RATP Dev, USA
Lisa Sides, Operations Manager, RATP Dev, USA
Andrea Ingram, Human Resource Manager, RATP
Dev, USA
Jackie Settle, Customer Service Manager, RATP
Dev, USA
Tikiha Alston, ADA Eligibility Manager, RATP Dev,
USA
Tangela Turner, Assist. Safety and Training
Manager, RATP Dev, USA
Teika Holloway, Administrative Assistant, RATP
Dev, USA
Myra Stafford, Facilities Supervisor, RATP Dev,
USA
Zavia Halliday, HR Recruiter, RATP Dev, USA
Carol Patrick, Data Analyst, RATP Dev, USA
Preece Martin, Fixed Route Operator, RATP Dev,
USA
Howard Ceasar, Road Supervisor, RATP Dev, USA

OTHER ATTENDEES

None

Meeting Opened: 4:03 pm

Chairperson Keith King called March 26, 2026, Winston-Salem Transit Authority (WSTA) Board Meeting to order.

Safety Message (Vice-Chairperson Jeanette Lawson-Jackson): A seasonal safety message was delivered, reminding attendees to exercise caution while traveling during the upcoming Easter holiday period due to increased traffic volume and potential road hazards.



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

There were no public commenters present.

Introduction of New WSTA Staff:

Earnesha Scott was introduced as Assistant General Manager of Operations, bringing over sixteen years of transportation experience with a strong background in paratransit.

Connor Steele was introduced as Assistant General Manager of Safety and Training with experience in transit safety leadership.

Action Items:

Approval of November 13, 2025 WSTA Board Meeting Minutes:

Chairman King allowed time for Board members to review the minutes from the November 13, 2025 WSTA Board meeting minutes.

Board member, Dr. Suneel Parvathareddy moved to approve of the November 13, 2025 WSTA Board Meeting Minutes. Vice-Chairperson, Mrs. Jeanette Lawson-Jackson, made the second move.

Following a short vote initiated by Chairman Keith King, the minutes for the November 13, 2025 WSTA Board Meeting Minutes were approved with following corrections.

- **Board member Ms. Latonya Wright moved to approve of the September 25, 2025 WSTA Board Meeting Minutes. Board member Ms. Sarah Morath made the second move.**
- **Following a short vote initiated by Chairman Keith King, the minutes for the September 25, 2025 WSTA Board Meeting Minutes were approved.**

Resolution Approving the Memorandum of Understanding (MOU) for the Winston-Salem Area Transportation Planning Organization (WSATPO):

The Memorandum of Understanding was presented by Mr. Hunter Staszak outlining the structure, responsibilities, and cooperative framework of the Winston-Salem Area Transportation Planning Organization.

Board member, Latonya Wright moved to approve of the Resolution Approving the Memorandum of Understanding (MOU) for the Winston-Salem Area Transportation Planning Organization (WSATPO). Board member Sarah Morath made the second move.

Following a short vote initiated by Chairman Keith King, the Resolution Approving the Memorandum of Understanding (MOU) for the Winston-Salem area Transportation Planning Organization (WSATPO) were approved.



Resolution Approving the Route Changes to the Winston-Salem Transit Authority Route Network as Identified in the Winston-Salem Transit Authority Route Study:

Mrs. Kelly Garvin presented proposed modifications to the WSTA transit route network based on findings from the comprehensive route study. The proposed modifications focus on increasing the frequency of high performing routes, introducing cross -town service, discontinuing underperforming routes, and deploying microtransit to improve access while maintaining fiscal neutrality. Public outreach activities and feedback were summarized.

Vice-Chairperson, Jeanette Lawson-Jackson moved to approve of the Resolution Approving the Route Changes to the Winston-Salem Transit Authority Route Network as Identified in the Winston-Salem Transit Authority Route Study. Dr. Suneel Parvathareddy, Board Member, made the second move.

Chairman Keith King initiated a short vote. The Resolution Approving the Route Changes to the Winston-Salem Transit Authority Route Study was approved.

Approval of the RATP Dev Drug and Alcohol Policy:

Mr. Conner Steele went over the federally mandated Drug and Alcohol Policy applicable to all safety sensitive employees. The policy complies with the Federal Transit Administration's regulations.

Board member Sarah Morath moved to approve of the RATP Dev Drug and Alcohol Policy. Board member Latonya Wright made a second move.

Following a short vote initiated by Chairman Keith King, the Resolution Approving the RATP Dev Drug and Alcohol Policy was approved.

Approval of the Revised Public Transportation Agency Safety Plan (PTASP):

Mr. Conner Steele presented the revised Public Transportation Agency Safety Plan (PTASP) to the Board. This plan establishes safety performance targets and supports implementation of the Safety Management System framework, including transit worker assault mitigation strategies.

Ms. Latonya Wright, Board member, moved to approve of the Resolution Approving the Revised Public Transportation Agency Safety Plan (PTASP). Vice-Chairperson, Jeanette Lawson-Jackson made the second move.

Following a short vote initiated by Chairman Keith King, the Resolution Approving the Revised Public Transportation Agency Safety Plan (PTASP) was approved.



Employee of the Month:

- a. **Adrian Carpenter, Trans-AID Operator-February 2026**
- b. **Penny Converse, ADA Customer Service Representative (the only Spanish speaking CSR)-February 2026**
- c. **Preece Martin, Fixed Route Operator-March 2026**
- d. **Howard Ceasar, Road Supervisor-March 2026**

Information Items:

- a. **WSTA Board Vision and Goals:** Ms. Kelly Garvin stated we do not want to lose sight and stay focused on the goals discussed last year and plan to bring them back to the board for formal adoption so we can begin implementation. One thing that can be done soon is organize a board tour of the facilities, including the admin building and reviewing assets; we will coordinate schedules via email. We will also look at the remaining safe bus and options to restore and reuse it for public outreach. An action item will be brought forward to ensure these and other priorities move ahead.
- e. **Operational Data Update:** Ms. Carol Patrick provided an operational and service update presentation. A hard or electronic copy can be requested by contacting Ms. Teika Holloway at teika.holloway@raptdev.com.

Staff Reports:

Operations-Earnesha Scott, AGM of Operations: The following Operations updates were provided—

- Turn by turn documents for each route were provided to operators.
- Refresher Ecolane training is being given to ensure everyone is using the system the same way including detailed note taking.
- Operator shortage has been a challenge.
- Operations and Safety have been discussing creating teams that will include a road supervisor, a dispatcher, and operators. The goal is to improve on time performance, safety, communication, and accountability.

Safety-Connor Steele, AGM of Safety and Training: The following Safety updates were provided—

- Updates were provided on the Public Transit Agency Safety Plan (PTASP) and the Drug and Alcohol Policy.
- The Drug and Alcohol Policy is being reviewed during this week's safety meetings to ensure all safety-sensitive staff (operators, supervisors, dispatchers, mechanics) understand the requirements.
- The Safety Plan was jointly updated by the city and RATP Dev.



Human Resources—*Andrea Ingram, Human Resources Manager*: The following Human Resources updates were provided—

- A Transit Worker Appreciation Day was held, featuring food trucks and small gifts, and employees responded positively.
- A new 30-60-90-day review process for new hires was implemented to gather feedback, identify issues, and share insights with management.
- Recruitment efforts have increased, with a focus on preparing for upcoming service expansion.
- A job fair is scheduled for April 8, and weekly open interviews are being held every Thursday.
- Additional outreach and advertising efforts are being coordinated to attract more candidates and build a strong hiring pipeline.

Maintenance—*Carlo Poladian, AGM of Maintenance*: The following Maintenance updates were provided—

- The team maintains 100% performance on preventive maintenance, which helps reduce service issues, and there is dedicated support for continuing the PMI program and policy.
- Five new Trans A vehicles are ready and expected to begin service in early April.
- There is an upcoming trip to Alabama to review five new fixed-route buses, with photos available showing the assembly process.
- Additionally, three transit vans are expected to arrive within the first two weeks of April.
- Overall, operations and fleet updates are progressing well.

Marketing—*Brandi Peterson, Director of Community Engagement & Marketing*: The following Marketing updates were provided—

- Complaint numbers were lower than expected despite service disruptions, with 24 total complaints (10 valid, 14 invalid), mostly related to buses running early or late.
- The Umo app is in a soft launch phase ahead of its April 13 launch, already gaining 700 users organically, and staff are encouraged to help evaluate it.
- Ongoing efforts include public engagement on route changes, customer assistance, and outreach activities.
- Multiple community initiatives are planned or underway, including an accessibility festival, school outreach, a backpack drive, partnerships with local organizations, and participation in events and resource fairs.
- Staff are also engaging in safety and public health efforts, such as Narcan training, and exploring options to install a dispenser on-site.
- Overall, there is strong progress in customer engagement, service improvements, and community involvement.



- Community engagement initiatives: the April 13 launch of the UMO mobile fare payment system, Narcan training events, accessibility programming, upcoming community festivals, and workforce outreach activities. Fleet updates and upcoming operator rodeo preparations were also shared.

Meeting Adjourned: 5:10 p.m.

Transcribed by: Teika Holloway
April 2026