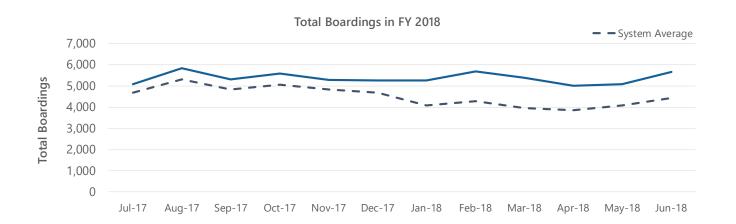
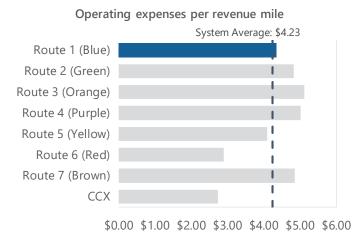
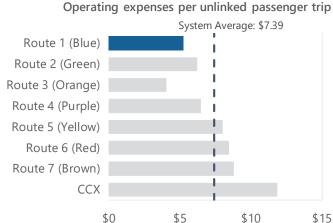
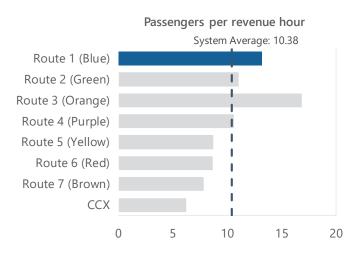


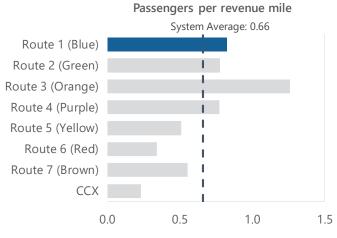
	Route 1 (Blue)	System Average	System Rank
Operational			
Length (round-trip):	17.19	18.88	#4 out of 8
Frequency:	60 minutes	60 minutes	
Hours of operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	67,002	52,666	#2 out of 8
Annual vehicle revenue miles:	81,274	89,270.5	#4 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$352,205.51	\$355,233.84	#4 out of 8
Performance			
Operating expenses per revenue mile:	\$4.33	\$4.23	#5 out of 8
Operating expenses per revenue hour:	\$69.43	\$70.02	#4 out of 8
Operating expenses per unlinked passenger trip:	\$5.26	\$7.39	#7 out of 8
Passengers per revenue hour:	13.21	10.38	#2 out of 8
Passengers per revenue mile:	0.82	0.66	#2 out of 8
Demographics			
Population Density (people per square mile):	1,980	1,630	#3 out of 8
Persons below poverty level:	25%	21%	#3 out of 8
Minority population:	48%	48%	#5 out of 8
Zero vehicle households:	8%	7%	#4 out of 8
Persons with disabilities:	13%	11%	#4 out of 8
Population 17 years and Under:	25%	25%	#7 out of 8
Population 65 years and Over:	14%	11%	#2 out of 8
Strengths, Challenges, and Opportunities			

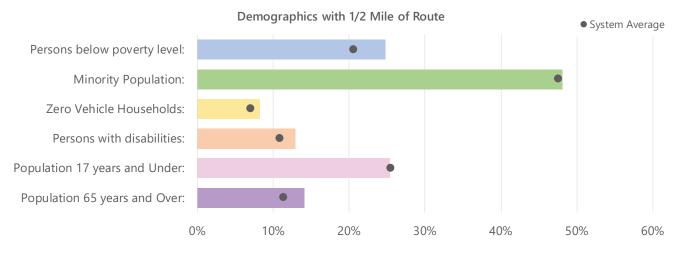


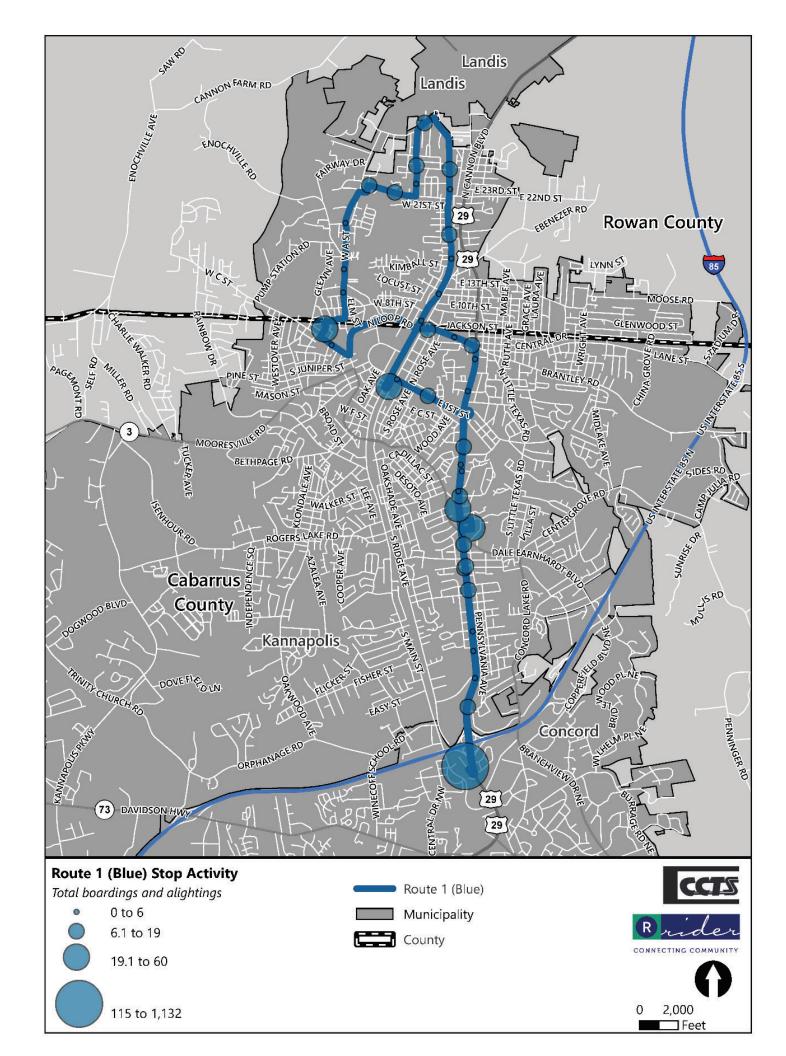






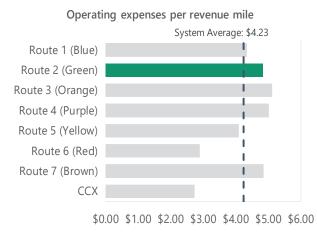




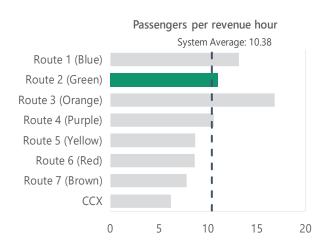


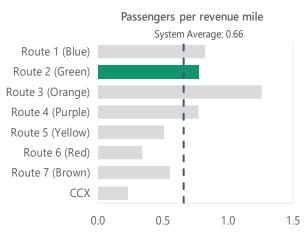
	Route 2 (Green)	System Average	System Rank
Operational			
Length (round-trip):	15.28	18.88	#5 out of 8
Frequency:	60 minutes	60 minutes	
Hours of Operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of Operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	56,023	52,666	#3 out of 8
Annual vehicle revenue miles:	7,2244	89,270.5	#5 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$348,785.48	\$355,233.84	#5 out of 8
Performance			
Operating expenses per revenue mile:	\$4.83	\$4.23	#4 out of 8
Operating expenses per revenue hour:	\$68.75	\$70.02	
Operating expenses per unlinked passenger trip:	\$6.23	\$7.39	#6 out of 8
Passengers per revenue hour:	11.04	10.38	#3 out of 8
Passengers per revenue mile:	0.78	0.66	#3 out of 8
Demographics			
Population density (people per square mile):	1,730	1,630	#5 out of 8
Persons below poverty level:	19%	21%	#6 out of 8
Minority population:	48%	48%	#4 out of 8
Zero vehicle households:	7%	7%	#5 out of 8
Persons with disabilities:	13%	11%	#3 out of 8
Population 17 years and under:	27%	25%	#4 out of 8
Population 65 years and over:	14%	11%	#1 out of 8

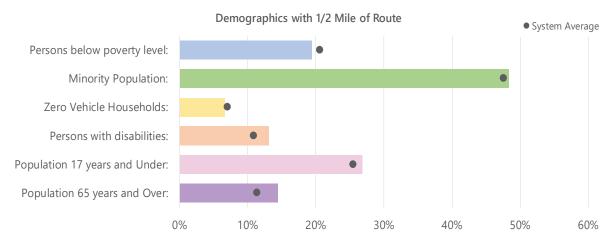


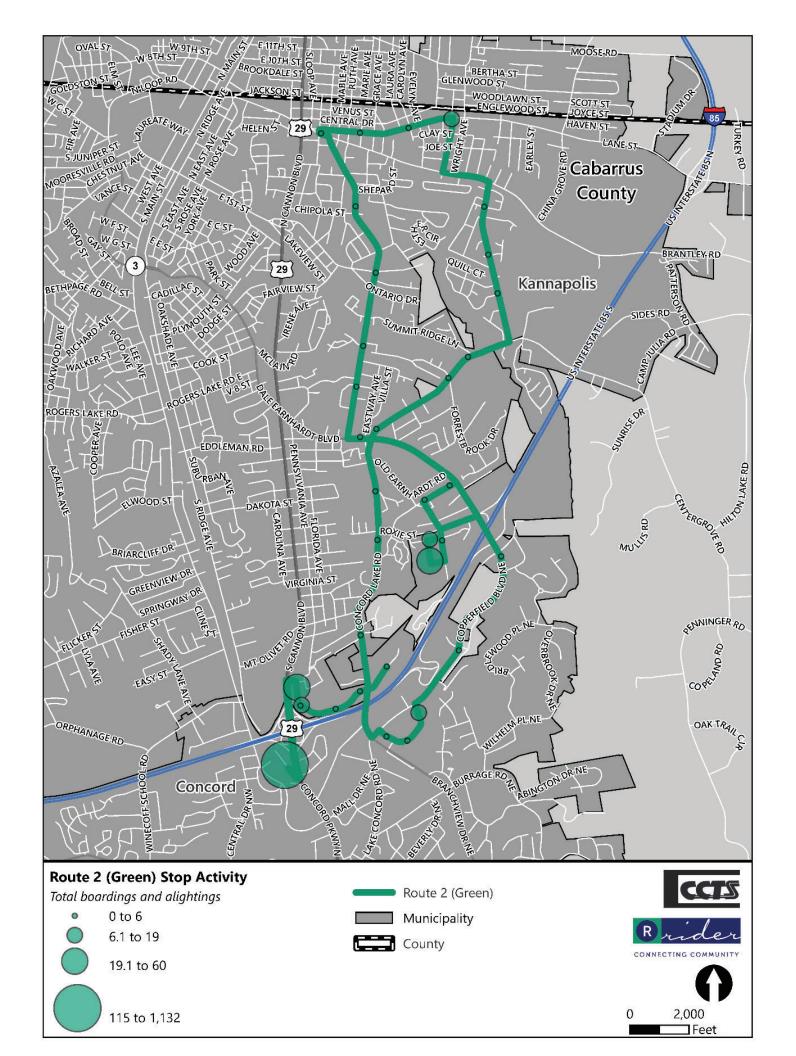




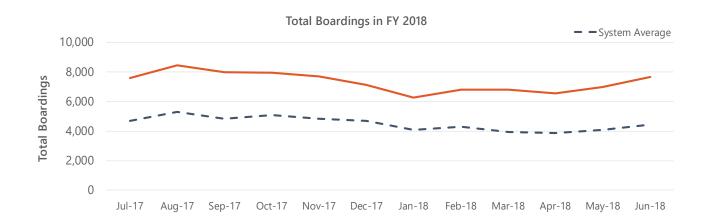


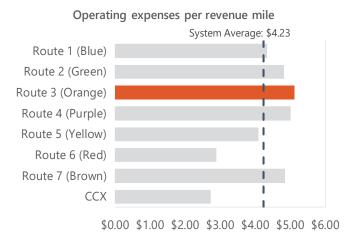


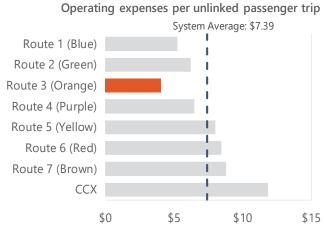


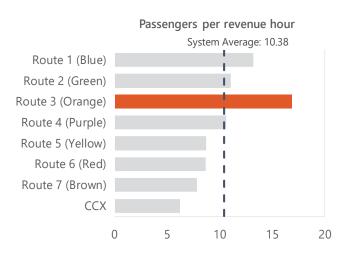


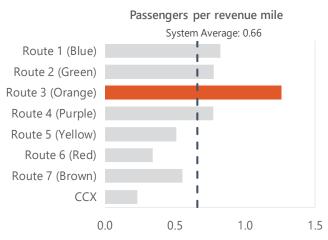
	Route 3 (Orange)	System Average	System Rank
Operational			
Length (round-trip):	14.34	18.88	#8 out of 8
Frequency:	60 minutes	60 minutes	
Hours of Operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of Operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	85,366	52,666	#1 out of 8
Annual vehicle revenue miles:	67,800	89,270.5	#8 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$347,102.33	\$355,233.84	#8 out of 8
Performance			
Operating expenses per revenue mile:	\$5.12	\$4.23	#1 out of 8
Operating expenses per revenue hour:	\$68.42	\$70.02	#8 out of 8
Operating expenses per unlinked passenger trip:	\$4.07	\$7.39	#8 out of 8
Passengers per revenue hour:	16.83	10.38	#1 out of 8
Passengers per revenue mile:	1.26	0.66	#1 out of 8
Demographics			
Population Density (people per square mile):	2,090	1,630	#1 out of 8
Persons below poverty level:	27%	21%	#1 out of 8
Minority population:	51%	48%	#3 out of 8
Zero vehicle households:	10%	7%	#2 out of 8
Persons with disabilities:	15%	11%	#1 out of 8
Population 17 years and under:	29%	25%	#2 out of 8
Population 65 years and over:	13%	11%	#3 out of 8
Strengths, Challenges, and Opportunities			

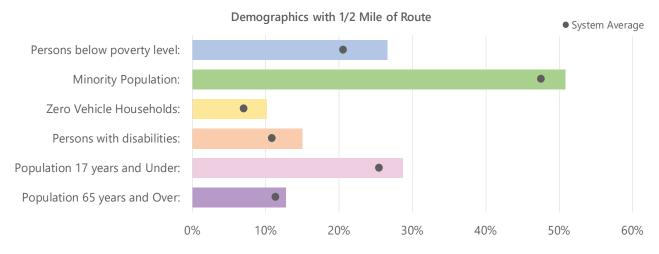


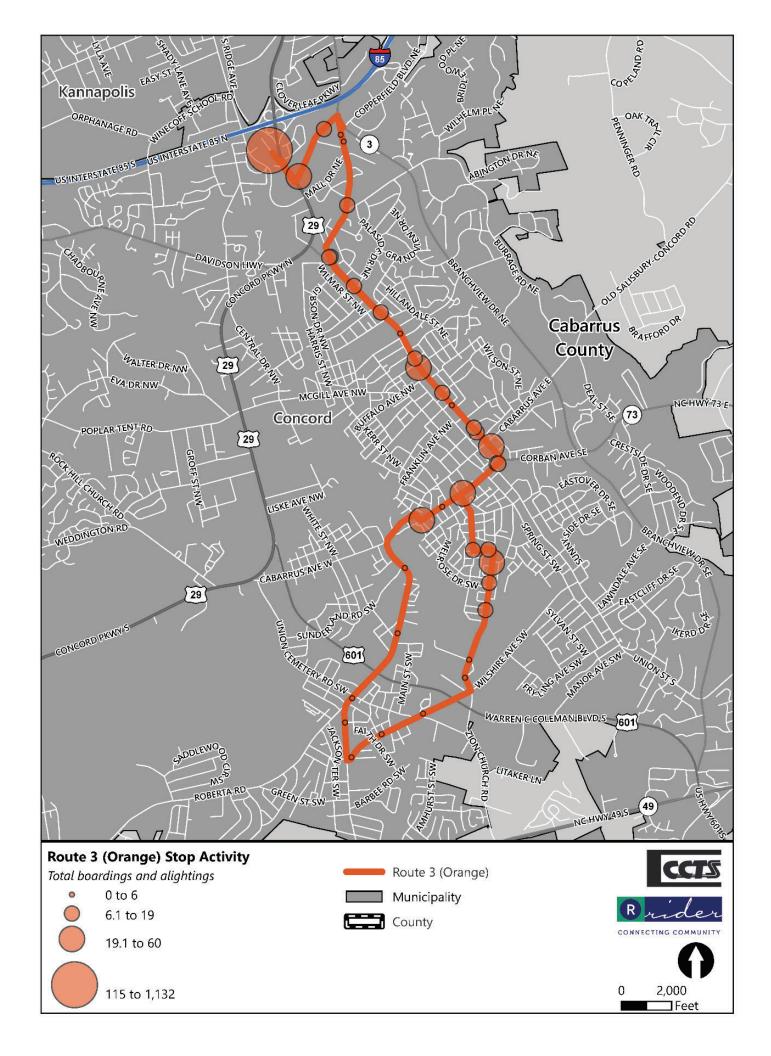




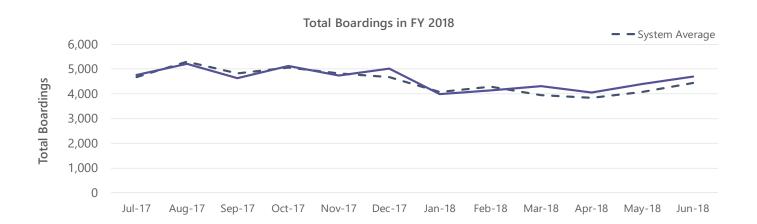


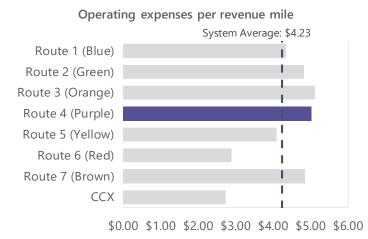


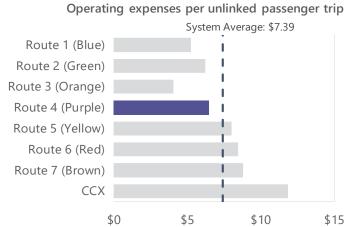


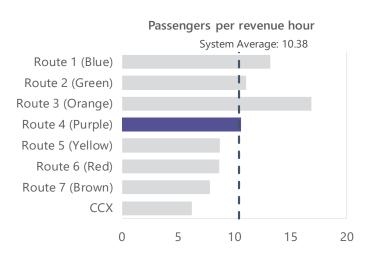


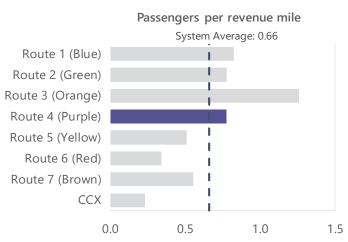
	Route 4 (Purple)	System Average	System Rank
Operational			
Length (round-trip):	14.69	18.88	#7 out of 8
Frequency:	60 minutes	60 minutes	
Hours of Operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of Operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	53,758	52,666	#4 out of 8
Annual vehicle revenue miles:	69,454	89,270.5	#7 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$347,729.03	\$355,233.84	#7 out of 8
Performance			
Operating expenses per revenue mile:	\$5.01	\$4.23	#2 out of 8
Operating expenses per revenue hour:	\$68.55	\$70.02	#7 out of 8
Operating expenses per unlinked passenger trip:	\$6.47	\$7.39	#5 out of 8
Passengers per revenue hour:	10.60	10.38	#4 out of 8
Passengers per revenue mile:	0.77	0.66	#4 out of 8
Demographics			
Population density (people per square mile):	1,870	1,630	#4 out of 8
Persons below poverty level:	25%	21%	#2 out of 8
Minority population:	55%	48%	#1 out of 8
Zero vehicle households:	10%	7%	#1 out of 8
Persons with disabilities:	14%	11%	#2 out of 8
Population 17 years and under:	30%	25%	#1 out of 8
Population 65 years and over:	10%	11%	#7 out of 8
Strengths, Challenges, and Opportunities			

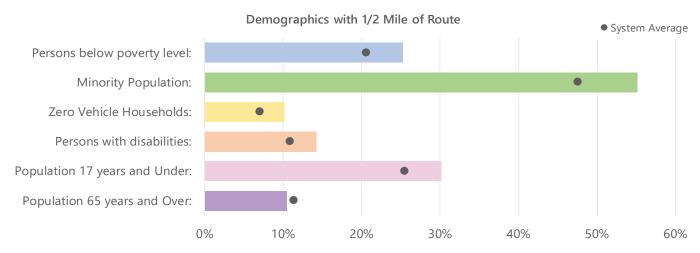


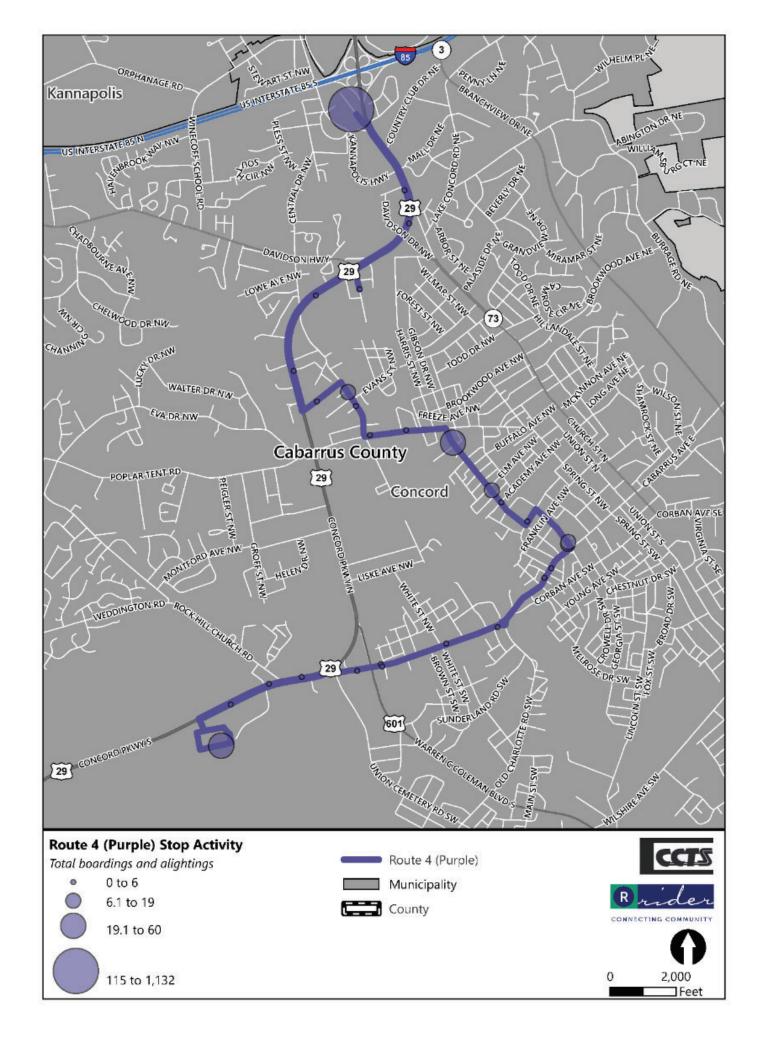




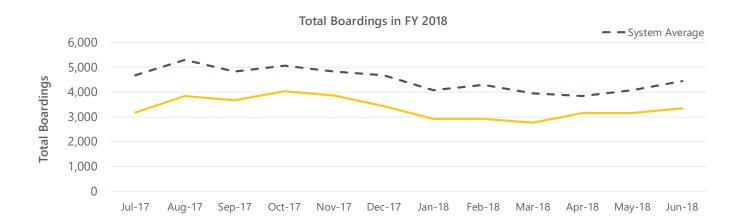


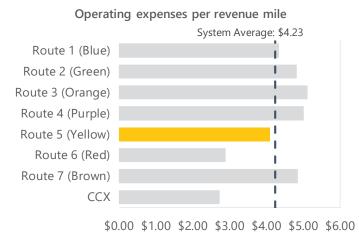


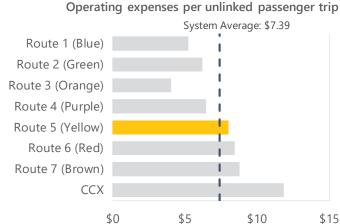


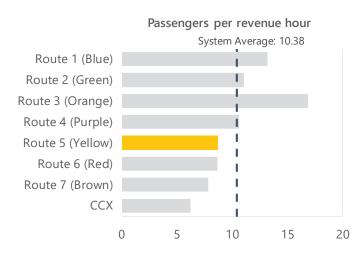


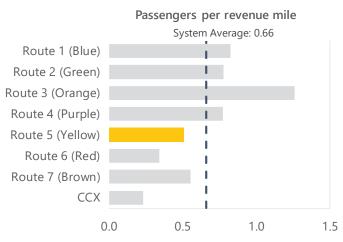
	Route 5 (Yellow)	System Average	System Rank
Operational			
Length (round-trip):	18.33	18.88	#3 out of 8
Frequency:	60 minutes	60 minutes	
Hours of operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of Operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	44,200	52,666	#5 out of 8
Annual vehicle revenue miles:	86,664	89,270.5	#3 out of 8
Annual vehicle revenue hours:	5,073	5073	
Annual operating cost:	\$354,246.78	\$355,233.84	#3 out of 8
Performance			
Operating expenses per revenue mile:	\$4.09	\$4.23	#6 out of 8
Operating expenses per revenue hour:	\$69.83	\$70.02	#3 out of 8
Operating expenses per unlinked passenger trip:	\$8.01	\$7.39	#4 out of 8
Passengers per revenue hour:	8.71	10.38	#6 out of 8
Passengers per revenue mile:	0.51	0.66	#6 out of 8
Demographics			
Population density (people per square mile):	1,340	1,630	#7 out of 8
Persons below poverty level:	13%	21%	#7 out of 8
Minority population:	37%	48%	#7 out of 8
Zero vehicle households:	4%	7%	#7 out of 8
Persons with disabilities:	10%	11%	#6 out of 8
Population 17 years and under:	27%	25%	#3 out of 8
Population 65 years and over:	12%	11%	#6 out of 8
Strengths, Challenges, and Opportunities			

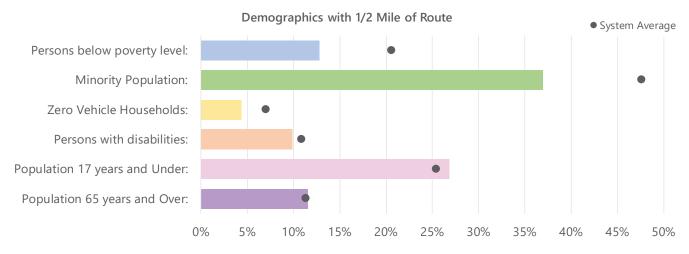


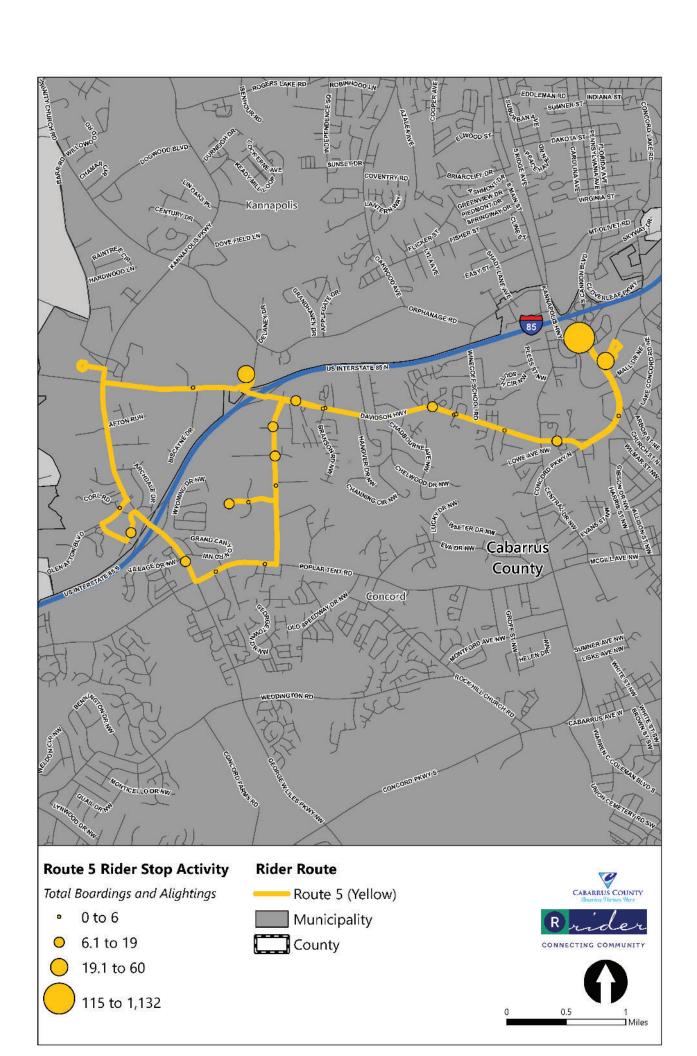




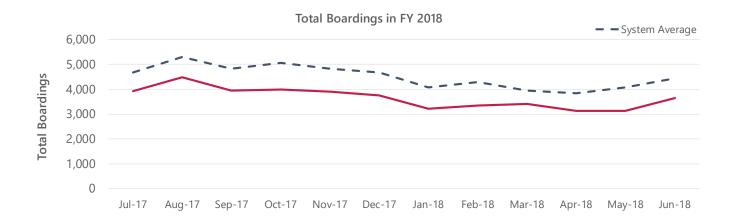


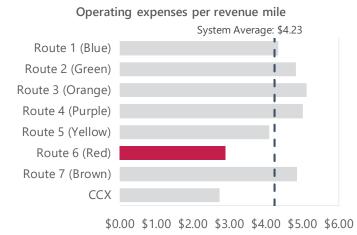


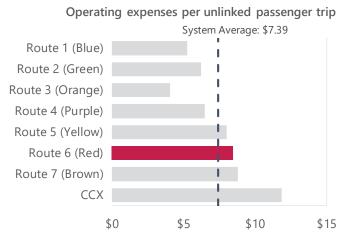


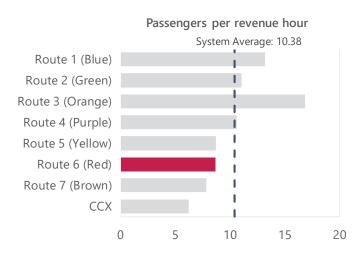


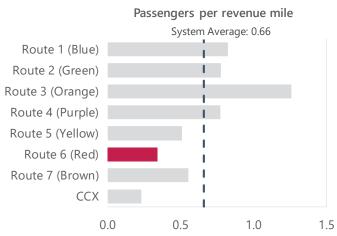
	Route 6 (Red)	System Average	System Rank
Operational			
Length (round-trip):	27.09	18.88	#2 out of 8
Frequency:	60 minutes	60 minutes	
Hours of operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of Operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	43,793	52,666	#6 out of 8
Annual vehicle revenue miles:	12,8082	89,270.5	#2 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$369,932.34	\$355,233.84	#2 out of 8
Performance			
Operating expenses per revenue mile:	\$2.89	\$4.23	#7 out of 8
Operating expenses per revenue hour:	\$72.92	\$70.02	#2 out of 8
Operating expenses per unlinked passenger trip:	\$8.45	\$7.39	#3 out of 8
Passengers per revenue hour:	8.63	10.38	#6 out of 8
Passengers per revenue mile:	0.34	0.66	#7 out of 8
Demographics			
Population sensity (people per square mile):	990	1,630	#8 out of 8
Persons below poverty level:	11%	21%	#8 out of 8
Minority population:	35%	48%	#8 out of 8
Zero vehicle households:	4%	7%	#8 out of 8
Persons with disabilities:	7%	11%	#8 out of 8
Population 17 years and under:	26%	25%	#6 out of 8
Population 65 years and over:	12%	11%	#5 out of 8
Strengths, Challenges, and Opportunities			

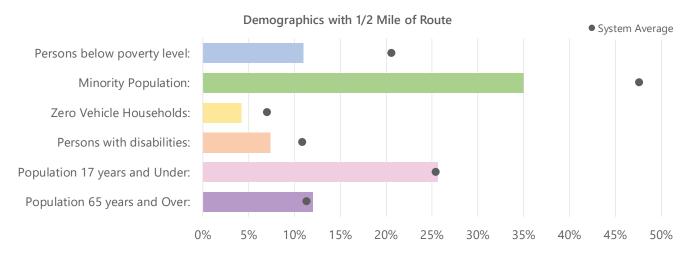


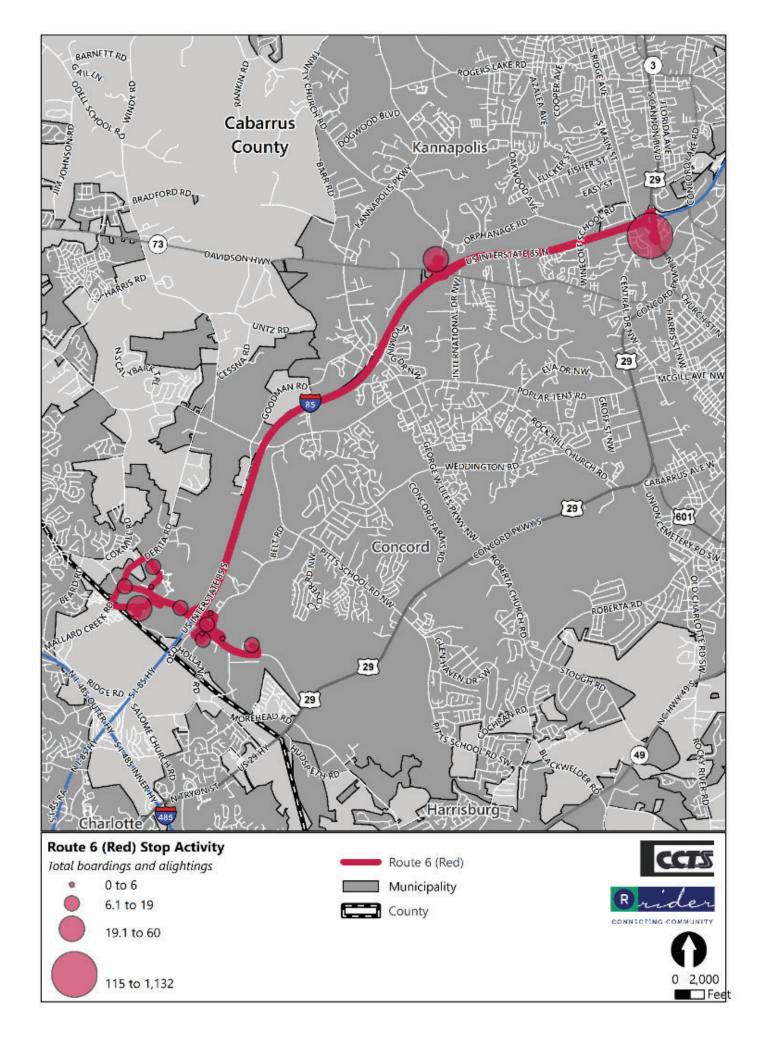




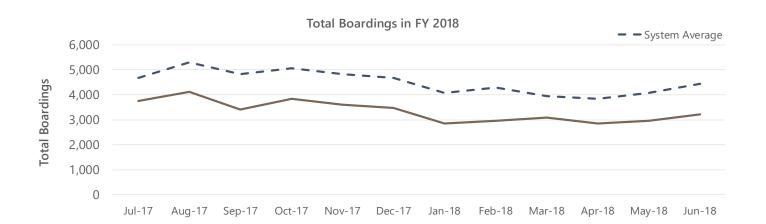


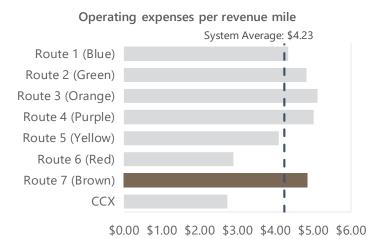


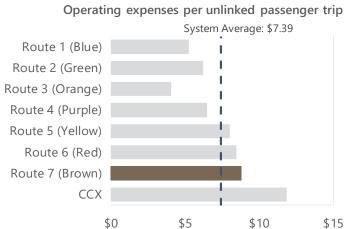


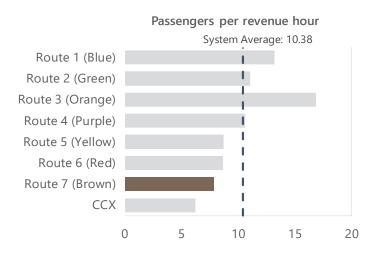


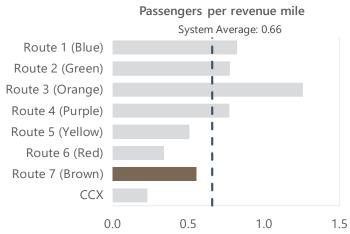
	Route 7 (Brown)	System Average	System Rank
Operational			
Length (round-trip):	15.22	18.88	#6 out of 8
Frequency:	60 minutes	60 minutes	
Hours of Operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	39,701	52,666	#7 out of 8
Annual vehicle revenue miles:	71,960	89,270.5	#6 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$348,678.05	\$355,233.84	#6 out of 8
Performance			
Operating expenses per revenue mile:	\$4.85	\$4.23	#3 out of 8
Operating expenses per revenue hour:	\$68.73	\$70.02	#6 out of 8
Operating expenses per unlinked passenger trip:	\$8.78	\$7.39	#2 out of 8
Passengers per revenue hour:	7.83	10.38	#7 out of 8
Passengers per revenue mile:	0.55	0.66	#5 out of 8
Demographics			
Population density (people per square mile):	2,080	1,630	#2 out of 8
Persons below poverty level:	20%	21%	#4 out of 8
Minority population:	40%	48%	#6 out of 8
Zero vehicle households:	8%	7%	#3 out of 8
Persons with disabilities:	12%	11%	#5 out of 8
Population 17 years and under:	26%	25%	#5 out of 8
Population 65 years and over:	13%	11%	#4 out of 8
Strengths, Challenges, and Opportunities			

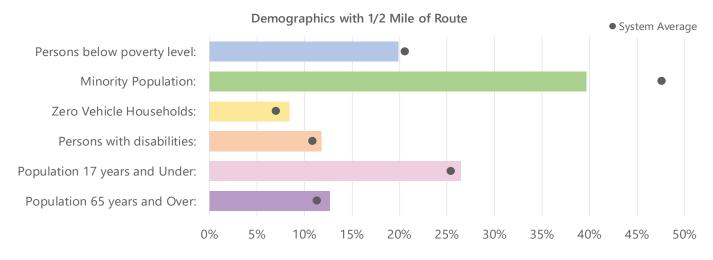


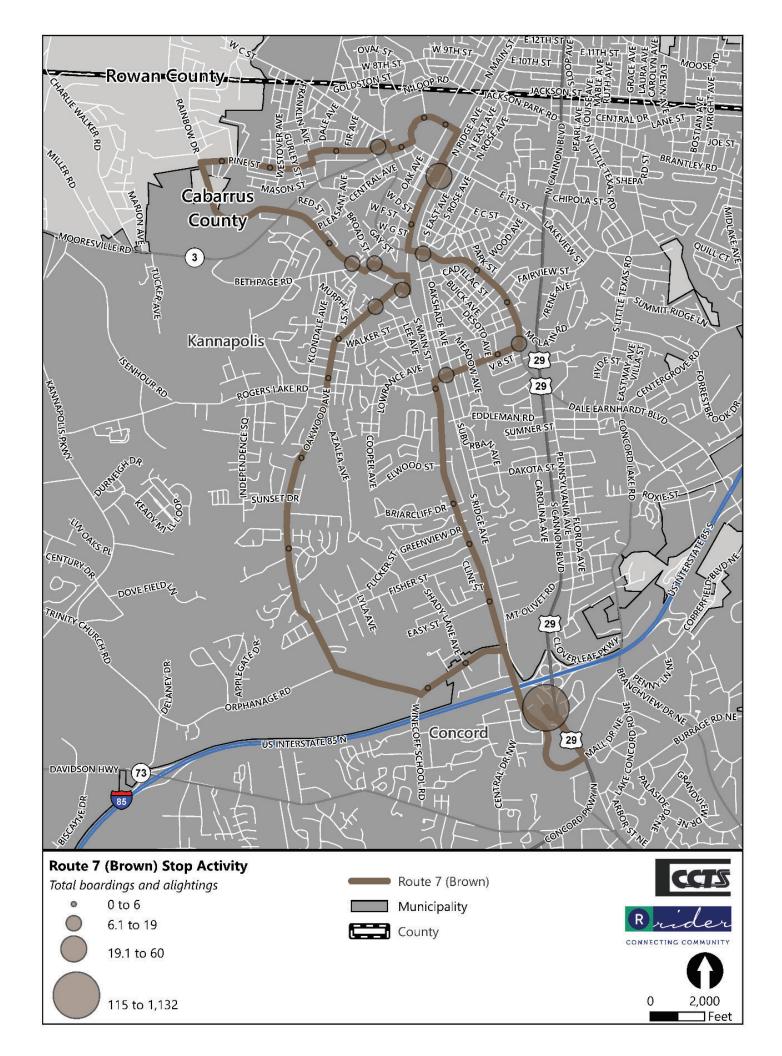








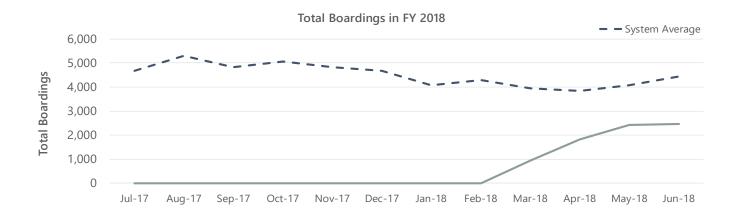




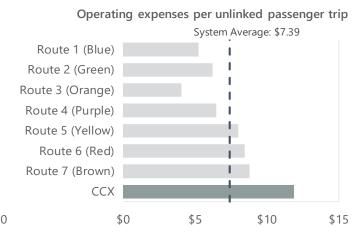
	CCX	System Average	System Rank
Operational			
Length (round-trip):	28.91	18.88	#1 out of 8
Frequency:	60 minutes	60 minutes	
Hours of operation:	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	M-F: 5:30 a.m 8:30 p.m. Sat, Sun: 8:30 a.m 8:30 p.m.	
Days of operation:	Monday-Sunday	Monday-Sunday	
Annual unlinked passenger trips:	31,487	52,666	#8 out of 8
Annual vehicle revenue miles:	136,686	89,270.5	#1 out of 8
Annual vehicle revenue hours:	5,073	5,073	
Annual operating cost:	\$373,191.21	\$355,233.84	#1 out of 8
Performance			
Operating expenses per revenue mile:	\$2.73	\$4.23	#8 out of 8
Operating expenses per revenue hour:	\$73.56	\$70.02	#1 out of 8
Operating expenses per unlinked passenger trip:	\$11.85	\$7.39	#1 out of 8
Passengers per revenue hour:	6.21	10.38	#8 out of 8
Passengers per revenue mile:	0.23	0.66	#8 out of 8
Demographics			
Population density (people per square mile):	1,510	1,630	#6 out of 8
Persons below poverty level:	20%	21%	#5 out of 8
Minority population:	51%	48%	#2 out of 8
Zero vehicle households:	5%	7%	#6 out of 8
Persons with disabilities:	8%	11%	#7 out of 8
Population 17 years and under:	21%	25%	#8 out of 8
Population 65 years and over:	8%	11%	#8 out of 8
Strengths, Challenges, and			

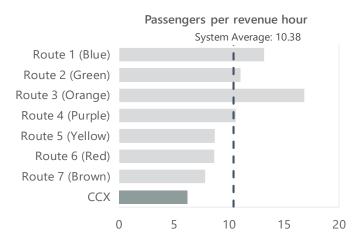
Source: Rider, 2019

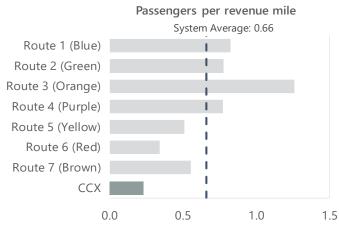
Opportunities

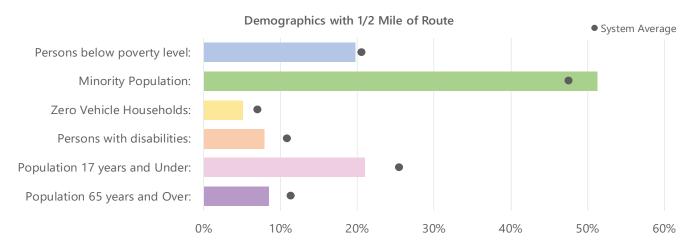


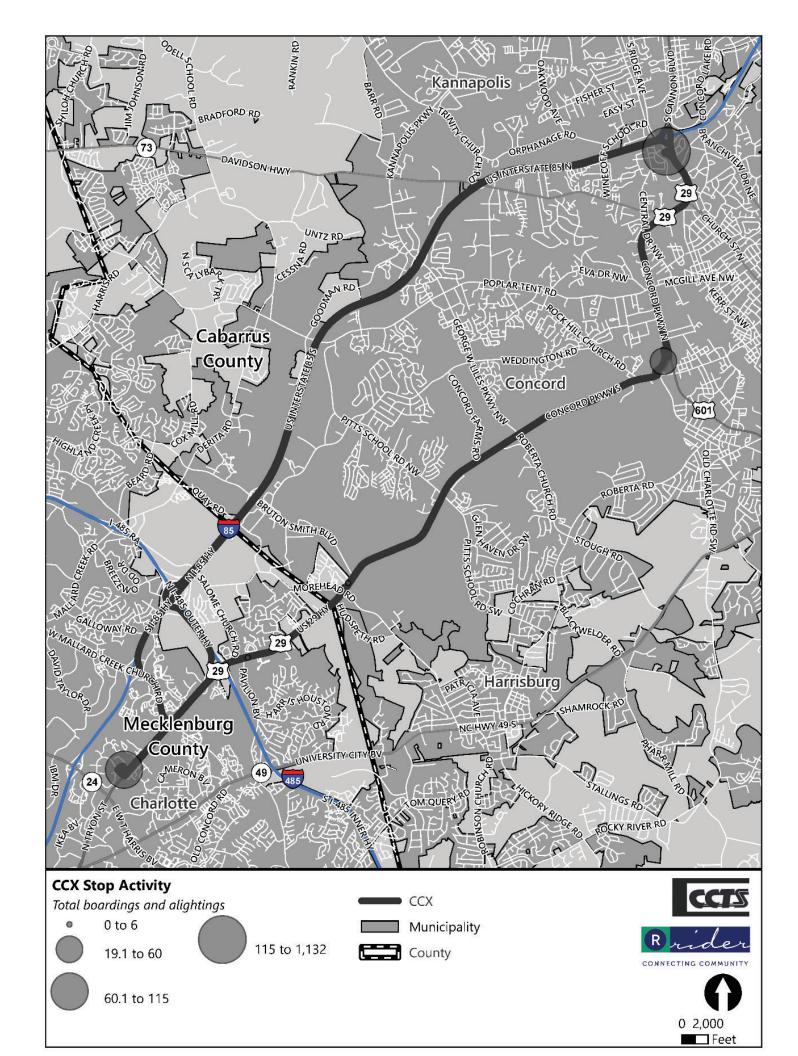
Operating expenses per revenue mile System Average: \$4.23 Route 1 (Blue) Route 2 (Green) Route 3 (Orange) Route 4 (Purple) Route 5 (Yellow) Route 6 (Red) Route 7 (Brown) CCX \$0.00 \$1.00 \$2.00 \$3.00 \$4.00 \$5.00 \$6.00

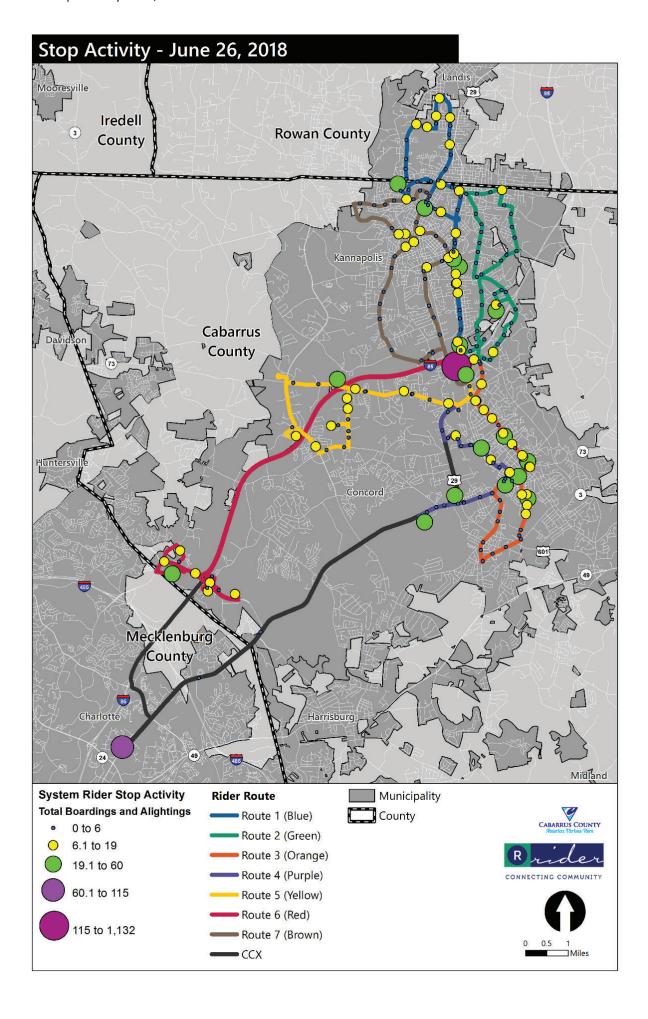












Rank	Route	Stop	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6	Route 7	Route CCX	Total
1	System	Rider Transit Center	120	74	116	54	64	77	35	49	589
2	System	Rider Center/Off	119	53	44	44	54	47	37	45	443
3	CCX	JW Clay Station	0	0	0	0	0	0	0	115	115
4	Route 4	Concord Commons/Wal-Mart	0	0	0	60	0	0	0	0	60
5	Route 1 Route 7	Kannapolis Train Station	26	0	0	0	0	0	16	0	42
6	Route 1	DSS	37	0	0	0	0	0	0	0	37
7	Route 5 Route 6	RCCC	0	0	0	0	24	13	0	0	37
8	Route 2	Northlite Walmart	0	34	0	0	0	0	0	0	34
9	Route 6	Concord Mills Entrance 5	0	0	0	0	0	31	0	0	31
10	Route 3	Church Street/Locke Mill Plaza	0	0	30	0	0	0	0	0	30
11	Route 2	Cloverleaf Blvd/Cloverleaf Plaza	0	28	0	0	0	0	0	0	28
12	Route 4	Kerr Street/Meisnheimer Drive	0	0	0	27	0	0	0	0	27
13	Route 1	Mountain Street/Kannapolis YMCA	25	0	0	0	0	0	0	0	25
14	CCX	The Village / Big Lots	0	0	0	0	0	0	0	25	25
15	Route 3	Corban Avenue/Georgia Street	0	0	24	0	0	0	0	0	24
16	Route 3	Lincoln Street/Logan Medical Center	0	0	24	0	0	0	0	0	24
17	Route 1	North Cannon Blvd/Wendy's/Taco Bell	22	0	0	0	0	0	0	0	22
18	Route 3	Church Street/Mean Street	0	0	20	0	0	0	0	0	20
19	Route 6	Applebee's/Speedway	0	0	0	0	0	19	0	0	19
20	Route 3	Country Club Dr/Carolina Mall - Starbucks	0	0	19	0	0	0	0	0	19
21	Route 7	Leonard Avenue/Bell Street	0	0	0	0	0	0	18	0	18
22	Route 3	Lincoln Street/Malvern Drive	0	0	18	0	0	0	0	0	18
23	Route 5	Afton Ridge/George Bay	0	0	0	0	15	0	0	0	15
24	Route 3	Church Street/Meadow Avenue	0	0	15	0	0	0	0	0	15
25	Route 5	Fortune Drive	0	0	0	0	15	0	0	0	15



CCTS Survey Questions:

Cabarrus County Transportation Services (CCTS) is partnering with Concord Kannapolis Area Transit (Rider) to develop a long-range transportation plan for the region. In order to develop transit services that meet the needs of the community and region now and in the future, we need your help!

nov	w and in the future, we need your help!
1.	For which trip purposes do you use CCTS?
	Work/School/College/Training/Medical/Social/Fun/Entertainment/Shopping/Errands/Other
2.	Do you use other public transportation services?
	Yes/No If yes, which one?
3.	Typically, how often do you ride the bus/van?
	This is my first time/A few times a month or less/1-4 trips per week/5 or more trips per week
4.	How long have you been using CCTS service?
	This is my first day/0 to 6 months/7 months to less than 1 year/1 to 2 years/2 to 5 years/more than 5 years
5.	If bus/van service had not been available today, how would you have made this trip?
	Drive own vehicle/Ride with someone/Taxi/Uber/Lyft/Walk/Bike/Other public transit service/Would not have made this
	trip
6.	How would you rate your overall bus/van service experience over the past year?
	Very Good/Good/Average/Poor
	If very good or good:
	What is your reason for any level of satisfaction?
	Convenience/Cost savings/I don't drive/No parking hassle/I don't have a license/I don't have access to a reliable vehicle/I
	want to let someone else do the driving/I'm making a green choice/Connections to other transportation
	services/Other
	If average or poor:
	What is your reason for any level of dissatisfaction?
	I had to wait too long/The trip took too long/Cleanliness/It doesn't go where I need it to go/It doesn't operate when I need
	it to operate/Safety/I think it's too expensive/Other
7.	Are there places that you'd like to go on the bus/van where it doesn't go now?
	Yes/No If yes, where?
8.	Are there times that you'd like to ride the bus/van but it doesn't operate now?
	Yes/No If yes, when? (multiple choice based on when service is not operated now)
9.	Which of the following service improvements would most improve CCTS service for you to use?
	Later evening service/Less wait time /Sunday service/ More trip purposes/ Other
10.	Are you familiar with Rider fixed route services in Concord and Kannapolis?
	Yes/No
11.	Do you think that combining CCTS and Rider would improve transportation services in Cabarrus County?
	Yes/No/Don't Know Why?
12.	What would you like public transportation to look like in Cabarrus County in the future?
In o	order to be entered into a drawing for X, please provide:
13.	What is your current employment status?
	Employed full-time/employed part-time/retired/full-time student/part-time student/not currently employed
14.	What is your age?
	Under 18/18-24/25-34/35-54/55-64/65-74/74-84/85+
15.	How many vehicles are available in your household?
	0/1/2/3+
16.	Do you speak a language other than English at home?
	Yes/No If yes, which language?
17.	What is your annual household income?

-\def \\$10,000\\$10,000-\\$19,999\\$20,000-\\$29,999\\$30,000-\\$39,999\\$40,000-\\$49,999\\$50,000
18. Name:
Email address:
Phone number:
Home zip code:
19. Would you like to be kept informed about the study as it progresses?
Yes/No

Thank you for completing the survey and helping us improve transportation services in the region – now and into the future!

Rider On-Board Survey Questions:

Concord Kannapolis Area Transit (Rider) is partnering with Cabarrus County to develop a long-range transportation plan for the region. In order to develop transit services that meet the needs of the community and region now and in the future, we need your help!

you	ii neip:
20.	Where did your trip start?
	Address, nearest intersection, or landmark:
21.	How did you get to the bus stop?
	Walk/wheelchair/ride a bike/drive/get dropped off/carpool/ carpool/Uber/Lyft/other
22.	Where will your trip end?
	Address, nearest intersection, or landmark:
23.	How will you get from the bus stop to your destination?
	Walk/wheelchair/ride a bike/drive/get dropped off/carpool/ carpool/Uber/Lyft/other
24.	Did you need to transfer between bus routes to get to your destination?
	Yes/No
25.	Did you use a wheelchair, scooter, or walker during your trip?
	Yes/No
26	Did you use the bike racks on your trip?
20.	Yes/No
27	What is the purpose of your trip today?
۷,	Work/School/College/Medical/Social/Fun/Entertainment/Shopping/Errands/Other
20	Will you use other public transportation services today?
20.	Yes/No If yes, which one?
20	Typically, how often do you ride the bus?
29.	
20	This is my first time/A few times a month or less/1-4 trips per week/5 or more trips per week
30.	How long have you been using Rider service? This is my first day /0 to 6 months /7 months to less than 1 years /1 to 2 years /2 to 5 years /more than 5 years
24	This is my first day/0 to 6 months/7 months to less than 1 year/1 to 2 years/2 to 5 years/more than 5 years
31.	If bus service had not been available today, how would you have made this trip?
	Drive own vehicle/Ride with someone/Taxi/Uber/Lyft/Walk/Bike/Other public transit service/Would not have made this
22	trip
32.	How would you rate your overall bus service experience over the past year?
	Very Good/Good/Average/Poor
	If very good or good:
	What is your reason for any level of satisfaction?
	Convenience/Cost savings/No parking hassle/I don't have a license/I don't have access to a reliable vehicle/I want to let
	someone else do the driving/l'm making a green choice/Connections to other transportation services/Other
	If average or poor:
	What is your reason for any level of dissatisfaction?
	I had to wait too long/The trip took too long/Cleanliness/It doesn't go where I need it to go/It doesn't operate when I need
	it to operate/Safety/I think it's too expensive/Other
33.	Would you recommend Rider to your family and friends?
	Yes/No Why
34.	Are there places that you'd like to go on the bus where it doesn't go now?
	Yes/No If yes, where?
35.	Are there times that you'd like to ride the bus but it doesn't operate now?
	Yes/No If yes, when? (multiple choice based on when service is not operated now)
36.	Which three of the following service improvements would make Rider service better for you to use?
	More frequent service on existing routes/More benches and shelters at bus stops/More bike racks at bus stops/Improved
	security at stops and on buses/Later service/Improved on-time performance on existing routes/More
	routes/services /More places to purchase farecards /Other

37. Do you use the Rider Trip Planner app? Yes/No
38. What would you like public transportation to look like in Cabarrus County in the future?
In order to be entered into a drawing for X, please provide:
39. What is your current employment status?
Employed full-time/employed part-time/retired/full-time student/part-time student/not currently employed
40. What is your age?
Under 18/18-24/25-34/35-54/55-64/65-74/74-84/85+
41. How many vehicles are available in your household?
0/1/2/3+
42. Do you speak a language other than English at home?
Yes/No If yes, which language?
43. What is your annual household income?
Under \$10,000/\$10,000-\$19,999/\$20,000-\$29,999/\$30,000-\$39,999/\$40,000-\$49,999/\$50,000+
44. Name:
Email address:
Phone number:
Home zip code:
45. Would you like to be kept informed about the study as it progresses?

Thank you for completing the survey and helping us improve transportation services in the region – now and into the future!

Yes/No

Community online and in person Survey Questions:

Concord Kannapolis Area Transit (Rider) is partnering with Cabarrus County to develop a long-range transportation plan for the region. In order to develop transit services that meet the needs of the community and region now and in the future, we need your help!

46. Which community do you live in?	(drop down menu of communities in Cabarrus County)
46. Which community do you live in:	(drop down menu of communities in Caparrus County)

	Work	School	Shopping	Recreation/ entertainment	Medical Appointments	Social/ Family Visits	Other
Downtown							
Concord							
Downtown							
Kannapolis							
Speedway							
Carolinas							
Healthcare							
Rowan-							
Cabarrus							
Community							
College							
Other							

48. When you travel to you most frequent destination, how long is your one-way trip	48. Whe	n you travel to	you most freq	uent destination	, how long is	your one-way	v trip
---	---------	-----------------	---------------	------------------	---------------	--------------	--------

10 minutes or less/10-30 minutes/30-60 minutes/more than 60 minutes

49. Do you use a wheelchair, walker or scooter?

Yes/No

50. How do you most frequently travel to the places you need to go?

Personal vehicle/Carpool/Public transportation/Ride a bike/Walk/Get a ride with family/friends/Taxi/Uber/Lyft/Get a ride with a volunteer driver/Other

51. Do you know which type of transportation services Cabarrus County Transportation provides how, when, and where it is possible to ride?

Yes/Somewhat/No

- 52. Do you know which type of transportation services Rider provides and how, when and where it is possible to ride? Yes/Somewhat/No
- 53. Have you ever used any of these public transportation services?

Rider/CCTS/Blue Line, etc. – (then route to next question based on answer)

54. When was the last time you used public transportation service?

This week/Last week/Last month/Last year/Two years ago or more (if select this week or least week, route to the next question)

55. Have you completed the onboard survey? (link to the onboard survey)

Yes/No

56. Why haven't you used public transportation in the past?

The bus doesn't fit my schedule/The bus doesn't go where I need it to go/I have mobility issues/I didn't know the service was available/I have access to a car so I don't need to ride a bus/I don't want to ride a bus/I'm nervous to ride a bus because I've never ridden one before/I think it is too expensive/Other_____

	you'd like to :		

Yes/No If yes, where?_____

58. Are there times that you'd like to ride the bus but it doesn't operate now?

Yes/No If yes, when? (multiple choice based on when service is not operated now)

59. What are the primary reasons you would use a bus in the future?

Convenience/Cost savings/No parking hassle/Connect to other transit services/I don't have a license/I don't have access to a reliable vehicle/I want to do something other than drive while traveling/Other 60. I would not use a bus no matter what improvements/expansions are made because: Need car for work/The bus won't go where I need it to go/Bus service won't fit my schedule/I make other stops during my trip/I have access to a car so I don't need public transportation/Other 61. What would you like public transportation to look like in Cabarrus County in the future?
In order to be entered into a drawing for X, please provide:
62. What is your current employment status? Employed full-time/employed part-time/retired/full-time student/part-time student/not currently employed 63. What is your age?
Under 18/18-24/25-34/35-54/55-64/65-74/74-84/85+
64. How many vehicles are available in our household?
0/1/2/3+
65. Do you speak a language other than English at home?
Yes/No If yes, which language?
66. What is your annual household income?
Under \$10,000/\$10,000-\$19,999/\$20,000-\$29,999/\$30,000-\$39,999/\$40,000-\$49,999/\$50,000+
67. Name:
Email address:
Phone number:
Home zip code:
68. Would you like to be kept informed about the study as it progresses?
Yes/No

Thank you for completing the survey and helping us improve transportation services in the region – now and into the future!





Please fill out the following information, as well as answer all questions to be entered into a drawing for a prize.

CABARRUS **TRANS**

REGISTER TO WIN 55 in. LED TV, one of 5

CONTINUE (

CABARRUS COUNTY R Lace	Name
America Thriwes Here Concord Kannapolis Area Transit	HOME Street Address (NO P.O. BOXES PLEASE)
CABARRUS COUNTY LONG RANGE	Ap# City State
Concord Kannapolis Area Transit (Rider) is partnering with	1. For which trip purposes do you use Rider's ADA serevice?
a long-range transportation plan for the region. In order to develop transit services that meet the needs of the	On Work On Medical On Social/Fun/Entertainment
community and region now and in the future, we need your help!	y/Training
If you have any questions about the survey, please contact: Mariate Echeverry by email at mariate.echeverry@aecom.com	(a variat (about))
or by phone at (704) 716-0734. THANK YOU IN ADVANCE!	2. Have you completed the onboard survey currently being conducted on Rider and CCTS buses/vans?
All personal information is confidential and WILL NOT be shared or sold.	୍ରଳ Yes ୍ରଲ No
	3. If yes, which one?
Print letters/numbers clearly in upper case: A B C 1 2 3	
	4. Typically, how often do you ride the bus?
Fill in bubble with:	୍ର This is my ା େଜ A few times a ା ରଃ 1-4 trips per ା ର 5 or more trips first time month or less week per week
	5. How long have you been using Rider's ADA service?
EGISTER TO WIN 5 in. LED TV, one of 5 \$25 gift cards, or one of 50 bus passes of arlous denominations!	\bigcirc_{\aleph} This is my first day \bigcirc_{\aleph} 7 months to less than 1 year $\bigcirc_{\&}$ 2-5years $\bigcirc_{\&}$ 0-6 months $\bigcirc_{\&}$ 1-2 years $\bigcirc_{\&}$ More than 5 years

		Ogr Other (specify)
	need	Co₄ It doesn't go where I need it to go
○ or I think its too expensive		്വു Cleanliness
○ _® Safety	9	○n2 The trip took to long
○ ₁₅ It doesn't operate when I need it to		ଠଜ I had to wait to long
What is your reason for any level of dissatisfaction?	on for any l	9. What is your reas
	2 8	
		◯97 Other (specify)
○ m I'm making an environmentally friendly choice	ces	○₀₄ Connect to other transportation services
○ ₀₇ I want to let someone else do the driving		—ു No parking hassle
○ I don't have access to a reliable vehicle		○ ₀₂ Cost Savings
○05 I don't have a license		On Convenience
What is your reason for any level of satisfaction?	on for any le	8. What is your reason
ു Average ും Poor ും Very Poor	⊃∞ Good ⊖	On Very Good Oα
How would you rate your overall bus/van service experience over th past year?	e your over	7. How would you rat past year?
⊃∞ Would not have made this trip	⊖∞ Would i this trip	⊃ര Uber/Lyft
i ⊃₀₀ Other public transit service	○₀₅ Taxi	∩മ Carpool
k ⊖ _α Bike	O₄ Walk	⊖и Personal vehicle
If bus/van service had not been available today, how would you have made this trip?	nad not bee	6. If bus/van service he made this trip?

10. Are there places you'd like to go on the bus where the bus doesn't go now? On Yes One No 11. Where? 12. Are there times you'd like to ride the bus but it doesn't operate now? On Yes One No 13. When? 14. Which of the following service improvements would most improve Rider's ADA service for you to use? On Later evening service Rider sevaling lime On More coverage On Other (specify) 15. Are you familiar with CCTS services in Cabarrus County? Rider website: https://www.cabarruscounty.us/departments/transportation On Yes One Somewhat One No 16. Do you think combining CCTS and Rider would improve transportation services in Cabarrus County? On Yes One Somewhat One No 16. Do you think combining CCTS and Rider would improve transportation services in Cabarrus County? On Yes One No One Don't Know
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ാം @gmail.com ാം തു	26. If so, please enter your email address below	25. Would you like to be kept informed about the study as it progresses? ○₀₁ Yes ○ℴℴ No	○ n Less than \$10,000	24. What was your estimated TOTAL HOUSEHOLD INCOME in 2017 before taxes?	23. Which language?	22. Do you speak a language other than English at home? ○or Yes ○or No	O₁ None Oœ One	21. How many vehicles are available to your household?	ാന Under 18 ായ 25-34 ായ 18-24 ായ 35-54	20. What is your age?	○∞ Retired	○∞ Employed part-time	On Employed full-time	19. What is your current employment status?	18. What would you like public transportation to look like in Cabarrus County in the future?
್ಲಾ @yahoo.com)್ಞ @Other (specify)	nail address below.	informed about the	ു \$30,000 - \$39,999	TOTAL HOUSEHO		other than English	O∞ Two O₀	ailable to your hous	○ ₀₅ 55-64 ○ ₀₆ 65-74		○ _∞ Homemaker	○ ₆ Full-time student	O₀₁ Full-time student	oyment status?	transportation to le
⊖ _∞ @outlook.com		study as it progresses?	○∞ \$40,000 - \$49,999 ○∞ \$50,000 or more	LD INCOME in 2017		at home?) വ Three or more	sehold?	○ ₀₇ 75-84 ○ ₀₈ 85+			dent	dent		ook like in Cabarrus

Thank you for completing the survey and helping us improve transportation services in the region - now and into the future!

Phase		Personnel
	Quantity	Position
Phase 1	1	Marketing & Communications Coordinator
	1	Development Reviewer / Data Analyst
	1	TDM Coordinator
	1	Senior Transit Planner
	1	Customer Service - bilingual
	1	Senior Mobility Manager
	1	Mobility Coordinator
Phase 2	1	Deputy Director
	1	Grants Program Manager
	1	Administrative Assistant
	1	Procurement Specialist
	1	IT & Technology Coordinator
	1	Transit Planner
	2	Call Center Representative
	1	Customer Service Manager
	1	Facilities Manager
Phase 3	1	Marketing & Communications Specialist
Phase 4	1	HCT Program Manager

Appendix F-Phased Route Tables

Phase 1

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles
Route 201	Rider Transit Center, Cannon Blvd., Main St., Kannapolis City Hall, Kannapolis Train Station	5:30 am to 12:30 am	60-75	1
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Little Texas Road, Concord Lake Rd	5:30 am to 12:30 am	60-75	1
Route 203	Rider Transit Center, Cabarrus Ave., Church St., Lincoln St., Wilshire Ave, Old Charlotte Rd.	5:30 am to 12:30 am	60-75	1
Route 204	Rider Transit Center, Hwy 29, McGill Ave, Kerr Street, Cabarrus Ave	5:30 am to 12:30 am	60-75	1
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	60-75	1
Route 206	Rider Transit Center, RCCC South Campus, Bruton Smith Blvd, Concord Mills Mall	5:30 am to 12:30 am	60-75	1
Route 207	Rider Transit Center, Main St., Kannapolis Train Station, Oakwood Ave.	5:30 am to 12:30 am	60-75	1
CCX	Rider Transit Center, US 29/I85, JW Clay Light Rail Station	5:30 am to 12:30 am	60-75	1

Fixed routes operating in the Phase 2 Weekday

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles		
Route 201	Rider Transit Center, Cannon Blvd., Main St., Kannapolis City Hall, Kannapolis Train Station	Main St., Kannapolis City 5:30 am to 12:30 am		2		
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Little Texas Road, Concord Lake Rd	5:30 am to 12:30 am	30	2		
Route 203	Rider Transit Center, Cabarrus Ave., Church St., Lincoln St., Wilshire Ave, Old Charlotte Rd.					
Route 204	Rider Transit Center, Hwy 29, McGill Ave, Kerr Street, Cabarrus Ave	5:30 am to 12:30 am	30	2		
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	30	2			
Route 206	Rider Transit Center, RCCC South Campus, Bruton Smith Blvd, Concord Mills Mall	5:30 am to 12:30 am	30	2		
Route 207	Rider Transit Center, Main St., Kannapolis Train Station, Oakwood Ave.	5:30 am to 12:30 am	30	2		
CCX	Rider Transit Center, US 29/I85, JW Clay Light Rail Station	5:30 am to 12:30 am	30	2		

Fixed routes operating in the Phase 2 Weekend

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles
Route 201	Rider Transit Center, Cannon Blvd., Main St., Kannapolis City Hall, Kannapolis Train Station	5:30 am to 12:30 am	60	1
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Little Texas Road, Concord Lake Rd	5:30 am to 12:30 am	60	1
Route 203	Rider Transit Center, Cabarrus Ave., Church St., Lincoln St., Wilshire Ave, Old Charlotte Rd.	60	1	
Route 204	Rider Transit Center, Hwy 29, McGill Ave, Kerr Street, Cabarrus Ave	5:30 am to 12:30 am	60	1
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	60	1
Route 206	Rider Transit Center, RCCC South Campus, Bruton Smith Blvd, Concord Mills Mall	5:30 am to 12:30 am	60	1
Route 207	Rider Transit Center, Main St., Kannapolis Train Station, Oakwood Ave.	5:30 am to 12:30 am	60	1
ССХ	Rider Transit Center, US 29/I85, JW Clay Light Rail Station	5:30 am to 12:30 am	60	1

Fixed routes operating in Phase 3 Weekday

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles		
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 am to 12:30 am	30	2		
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	30	1		
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	30	2		
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	30	2		
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	30	2		
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station					
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am	30	2		
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	30	2		
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	30	2		
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	30	2		
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station hub	5:30 am to 12:30 am	30	2		
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	30	4		
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	30	2		
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	30	2		
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. (Concord Mills Circulator)	5:30 am to 12:30 am	15	6		
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	5:30 am to 12:30 am	30	2		

Fixed routes operating in Phase 3 Weekend

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 am to 12:30 am	60	1
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	30	1
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	60	1
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	60	1
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	60	1
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station	5:30 am to 12:30 am	60	1
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am	60	1
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	60	1
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	60	1
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	60	1
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station hub	5:30 am to 12:30 am	60	1
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	60	1
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	60	1
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	60	1
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. (Concord Mills Circulator)	5:30 am to 12:30 am	15	6
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	5:30 am to 12:30 am	60	2

Fixed routes operating in Phase 4 Weekday

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 am to 12:30 am	15	4
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	15	2
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	15	4
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	15	4
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	15	4
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station	5:30 am to 12:30 am	4	
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am	15	4
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	15	4
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	15	4
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	15	4
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station hub	5:30 am to 12:30 am	15	4
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	15	6
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	15	4
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	15	4
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. (Concord Mills Circulator)	5:30 am to 12:30 am	15	6
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	4:30 am to 2:30 am	15	6

Fixed routes operating in Phase 4 Weekend

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 am to 12:30 am	60	1
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	30	1
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	60	1
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	60	1
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	60	1
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station	5:30 am to 12:30 am	60	1
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am	60	1
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	60	1
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	60	1
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	60	1
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station hub	5:30 am to 12:30 am	60	1
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	60	2
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	60	1
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	60	1
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. (Concord Mills Circulator)	5:30 am to 12:30 am	15	6
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	4:30 am to 2:30 am	60	1

Fixed routes operating in Phase 5 Weekday

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles			
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 am to 12:30 am	15	4			
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	15	2			
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	15	4			
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	15	4			
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	15	4			
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station hub	5:30 am to 12:30 am					
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am					
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	am to 12:30 am 15				
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	15	4			
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	15	4			
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station.	5:30 am to 12:30 am	15	4			
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	15	8			
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	15	4			
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	15	4			
Route 303	Downtown Concord hub, Poplar Tent Road, 185, Concord Mills Mall	5:30 am to 12:30 am	15	4			
Route 304	Downtown Concord hub, S. Union Street, Hwy 49, Harrisburg Town Center Hub, University City Light Rail Station	5:30 am to 12:30 am 15					
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. Concord Mills Circulator)	5:30 am to 12:30 am	5:30 am to 12:30 am 15				
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	4:30 am to 2:30 am	15	4			
СНХ	Rider Transit Center, NC 73 West, Birkdale Village	5:30 am to 12:30 am	45	2			
KCX	Kannapolis Train Station hub, Hwy 3, Kannapolis Pkwy, I85, JW Clay Light Rail Station	5:30 am to 12:30 am	15	6			

Fixed routes operating in Phase 5 Weekend

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles			
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 am to 12:30 am	30	2			
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	15	1			
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	30	2			
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	30	2			
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	30	2			
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station hub	7d., Main St., and 5:30 am to 12:30 am 30 5:30 am to 12:30 am 30					
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am	30	2			
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	30	2			
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 am to 12:30 am	30	2			
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	30	2			
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station.	5:30 am to 12:30 am	30	2			
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	30	3			
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	30	2			
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	30	2			
Route 303	Downtown Concord hub, Poplar Tent Road, 185, Concord Mills Mall	5:30 am to 12:30 am	30	2			
Route 304	Downtown Concord hub, S. Union Street, Hwy 49, Harrisburg Town Center Hub, University City Light Rail Station	Harrisburg Town Center 5:30 am to 12:30 am 30		4			
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. Concord Mills Circulator)						
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	4:30 am to 2:30 am	to 2:30 am 30				
CHX	Rider Transit Center, NC 73 West, Birkdale Village	5:30 am to 12:30 am	90	1			
KCX	Kannapolis Train Station hub, Hwy 3, Kannapolis Pkwy, 185, JW Clay Light Rail Station	5:30 am to 12:30 am 30 Center 5:30 am to 12:30 am 30 15:30 am to 12:30 am 30 30 Center 5:30 am to 12:30 am 30 5:30 am to 12:30 am 90					

Fixed routes operating in Phase 6 Weekday

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles		
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 a.m. to 12:30 a.m.	15	4		
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 am to 12:30 am	15	2		
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 am to 12:30 am	15	4		
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 am to 12:30 am	15	4		
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 am to 12:30 am	15	4		
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station hub	5:30 am to 12:30 am	15	4		
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 am to 12:30 am	15	4		
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 am to 12:30 am	15	4		
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	s Parkway, Afton 5:30 am to 12:30 am 15				
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 am to 12:30 am	15	4		
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station	5:30 am to 12:30 am	15	4		
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 am to 12:30 am	15	8		
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 am to 12:30 am	15	4		
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 am to 12:30 am	15	4		
Route 303	Downtown Concord hub, Poplar Tent Road, I85, Concord Mills Mall	5:30 am to 12:30 am	15	4		
Route 304	Downtown Concord hub, S. Union Street, Hwy 49, Harrisburg Town Center Hub, University City Light Rail Station	5:30 am to 12:30 am	15	8		
Route 401	Harrisburg Town Center hub, Hwy 49, Morehead Road, Hwy 29, Pitts School Road, Roberta Rd	5:30 am to 12:30 am	15	2		
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. Concord Mills Circulator)	5:30 am to 12:30 am	15	6		
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	4:30 am to 2:30 am	15	4		
СНХ	Rider Transit Center, NC 73 West, Birkdale Village	5:30 am to 12:30 am	60	2		
KCX	Kannapolis Train Station hub, Hwy 3, Kannapolis Pkwy, I85, JW Clay Light Rail Station					
HCT-1	JW Clay Light Rail Station, Hwy 29 to future development near the Grounds at Concord	4:30 am to 2:30 am	15	N/A*		
HCT-2	JW Clay Light Rail Station, Hwy 29 to exit 49 corridor serving Concord Mills and Concord-Padgett Regional Airport	4:30 am to 2:30 am	15	N/A*		
Commuter Rail	North Carolina Railroad Corridor	6:00 am to 7:00 pm	30	N/A*		

^{*}Vehicle type/requirements for HCT are to be determined based on future feasibility studies.

Fixed routes operating in Phase 6 Weekend

Route Name	Corridors Served	Span of Service	Frequency/Headway (minutes)	Required Vehicles		
Route 100	Kannapolis Train Station hub, Hwy 29, Downtown Concord hub (Downtown Kannapolis-Concord Connector)	5:30 a.m. to 12:30 a.m.	30	2		
Route 101	Kannapolis Train Station hub, Main St., Loop Rd, W C St (Downtown Kannapolis Circulator)	5:30 a.m. to 12:30 a.m.	30	1		
Route 102	Afton Ridge, Kannapolis Pkwy., NC 3, Kannapolis Train Station hub	5:30 a.m. to 12:30 a.m.	30	2		
Route 103	Kannapolis Train Station hub, Main St. Brantley Rd., Loop Rd., W. A St.	5:30 a.m. to 12:30 a.m.	30	2		
Route 201	Cannon Blvd., Main St., Rider Transit Center	5:30 a.m. to 12:30 a.m.	30	2		
Route 202	Rider Transit Center, Copperfield Blvd., Dale Earnhardt Blvd., Main St., and Kannapolis Train Station hub	5:30 a.m. to 12:30 a.m.	30	2		
Route 203	Rider Transit Center, Church St., Lincoln St., Wilshire Ave.	5:30 a.m. to 12:30 a.m.	30	2		
Route 204	Rider Transit Center, Cabarrus Ave., McGill Ave, Kerr St, Cabarrus Ave, Downtown Concord hub	5:30 a.m. to 12:30 a.m.	30	2		
Route 205	Rider Transit Center, Hwy 29, NC 73 West, Kannapolis Parkway, Afton Ridge, International Drive	5:30 a.m. to 12:30 a.m. 30				
Route 206	Rider Transit Center, Derita Rd., Concord-Padgett Regional Airport	5:30 a.m. to 12:30 a.m.	30	2		
Route 207	Rider Transit Center, Main St., Bell Street, Kannapolis Train Station.	5:30 a.m. to 12:30 a.m.	30	2 3 2 2		
Route 208	Rider Transit Center, US 29 , JW Clay Light Rail Station (CCX Local)	5:30 a.m. to 12:30 a.m.	30			
Route 301	Rider Transit Center, Branchview Dr., Downtown Concord hub	5:30 a.m. to 12:30 a.m.	30			
Route 302	Downtown Concord hub, Hwy 29, George Liles Pkwy., Afton Ridge	5:30 a.m. to 12:30 a.m.	30			
Route 303	Downtown Concord hub, Poplar Tent Road, 185, Concord Mills Mall	5:30 a.m. to 12:30 a.m.	30	2		
Route 304	Downtown Concord hub, S. Union Street, Hwy 49, Harrisburg Town Center Hub, University City Light Rail Station	5:30 a.m. to 12:30 a.m.	30	4		
Route 401	Harrisburg Town Center hub, Hwy 49, Morehead Road, Hwy 29, Pitts School Road, Roberta Rd	5:30 a.m. to 12:30 a.m.	30	1		
Concord Mills Circulator	Bruton Smith Blvd. and Concord Mills Blvd. Concord Mills Circulator)	5:30 a.m. to 12:30 a.m.	15	6		
CCX	Rider Transit Center, I-85, JW Clay Light Rail Station	4:30 a.m. to 2:30 a.m.	30	2		
СНХ	Rider Transit Center, NC 73 West, Birkdale Village	5:30 a.m. to 12:30 a.m.	90	1		
KCX	Kannapolis Train Station hub, Hwy 3, Kannapolis Pkwy, 185, JW Clay Light Rail Station	5:30 a.m. to 12:30 a.m.				
HCT-1	JW Clay Light Rail Station, Hwy 29 to future development near the Grounds at Concord	4:30 a.m. to 2:30 a.m.	15	N/A*		
HCT-2	JW Clay Light Rail Station, Hwy 29 to exit 49 corridor serving Concord Mills and Concord-Padgett Regional Airport	4:30 a.m. to 2:30 a.m.	15	N/A*		
Commuter Rail	North Carolina Railroad Corridor	6:00 a.m. to 7:00 p.m.	30	N/A*		

 $^{{\}rm *Vehicle\ type/requirements\ for\ HCT\ are\ to\ be\ determined\ based\ on\ future\ feasibility\ studies.}$



\$2,008,778 \$1,752,428 \$2,524,289	Year 20 \$7,873,237 \$58,006,718 \$65,879,955	236,156 0 0	72 14 86 2 2 6 6	Year 20 50 50 50 50 5240,000 50 5150,000 50 5150,000 50 5150,000 50 5150,000	1,00.2 5.40,188.50 5.40,188.50 5.40,188.50 5.40,188.50 5.40,188.50 5.40,188.50 5.40,188.50 5.40,188.50 5.40,189.50 5.40,189.50 5.40,189.50 5.40,189.50 5.40,489.11 5.40,	Year 20 \$167,847	Year 20 \$65,879,955 \$1,062,000 \$3,618,827 \$70,560,781
\$4,000.80 \$1,444.14.2 \$2,466.926	Year 19 \$7,681,207 \$56,757,474 \$64,438,681	536,156	70 14 84 1 11 12	Year 19 50 50 50 50 50 50 50 5240,000 50 50 515,000 50 51,366,000	1002 1	Year 19 \$167,847	Year 19 \$64,438,681 \$1,366,000 \$3,540,926 \$69,345,607
\$4,239,24 \$1,439,24 \$1,441,175 \$2,446,962 \$2,466,962 \$2,466,962 \$2,466,962 \$2,466,962 \$2,466,962 \$2,466,962 \$2,466,962 \$2,466,962 \$2,466,962 \$4,797,881 \$4,797,881	Year 18 \$7,493,860 \$55,540,400 \$63,034,260	536,156 0 0 12	69 14 83 83 2 2 2 4	Year 18	Votr 18 1,002 1,003	Year 18 \$167,847	Year 18 \$63,034,260 \$9,142,000 \$3,464,703 \$75,640,963
94,720,938 94,720,938 92,264,932 92,364,932 92,364,932 94,146,239 94,230,288 94,200,288 542,000,513 94,200,288	Year 17 \$7,311,083 \$54,344,772 \$61,655,855	536,156	67 13 80 2 2 8 8 8	Year 17 50 50 50 50 50 50 50 50 50 5150,000 50 5150,000 50 51,222,000	1022 118.6557.75 118.6557.75 118.6557.75 118.6557.75 118.655.75 11	Year 17 \$167,847	Year 17 \$61,655,855 \$1,222,000 \$3,390,120 \$66,287,976
\$4027669 \$233384 \$233384 \$233384 \$233384 \$405631 \$40087 \$40087 \$40087 \$40087 \$40087 \$40087	Year16 \$7,132,764 \$53,170,591 \$60,303,355	536,156 0 0 45	65 13 78 1 1 36	Year16 \$31,500,000 \$2,276,000 \$2,276,000 \$2,276,000 \$0 \$150,000 \$10 \$150,000 \$2,000 \$2,000 \$2,000 \$2,000	Ver16 10.02 \$136,377.73 \$216	Year 16 \$167,847	Year 16 \$60,303,355 \$34,866,000 \$3,317,143 \$98,486,498
5-2528,775 5-2528,775 5-2528,175 5-2528	Year 15 \$6.958,794 \$52,028,578 \$58,987,373	90 186,156 2 2 2	64 13 77 77 2 2 6	Year 15 51,400,000 5672,000 5225,000 5245,000 5240,000 50 519,000 519,000 50 52,587,000	10,000,000,000,000,000,000,000,000,000,	Year 15 \$167,847	Year 15 \$58,987,373 \$2,687,000 \$3,245,737 \$64,920,109
\$4,400,179 \$2,715,73 \$2,71	Year 14 \$6,789,068 \$49,800,326 \$56,589,393	25. 25. 25. 25. 25. 25. 25. 25. 25. 25.	62 12 74 74 5	Year 14 \$17,500,000 \$496,000 \$0 \$22,500 \$0 \$15,000 \$15,000 \$15,000 \$15,000 \$15,000 \$15,000 \$15,000 \$15,000	10.22 10.22 51.05.23.72 51.05.23.72 59.05.11.7 50.05.11.7 50.05.11.7	Year 14 \$134,277	Year 14 \$56,589,393 \$18,371,000 \$3,175,868 \$78,136,261
9,433,552 9,135,522 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,137,776 9,176,776	Year 13 \$6,623,481 \$48,730,366 \$55,333,847	524,490	61 12 73 2 2 9	Year 13 50 50 592,000 80 8225,000 50 80 \$150,000 \$150,000 \$150,000 \$1,287,000	1,022 1,022 1,022 1,022 1,022 1,022 1,022 1,022 1,023 1,023 1,023 1,023 1,023 1,023 1,023 1,03	Year 13 \$134,277	Year 13 \$55,353,847 \$1,287,000 \$3,107,503 \$59,748,349
\$4,202,202 \$4,202,202 \$2,121,112	Year 12 \$6,461,932 \$47,681,386 \$54,143,318	224,490 88 18 106 24 24	59 12 71 1 1	Year 12 \$16,800,000 \$106,000 \$225,000 \$0 \$15,000 \$1,500,000 \$2,000,000	1022 1022 1102	Year 12 \$134,277	Year 12 \$54,143,318 \$20,251,000 \$3,040,609 \$77,434,927
\$4729,000 \$1,009,035 \$1,009,035 \$1,009,045 \$	Year 11 \$6,304,324 \$33,472,241 \$39,776,565	376,304 376,304 0 0 12	58 112 70 2 2 6	Year 11 \$8,400,000 \$672,000 \$9 \$19,000 \$19,000 \$19,000 \$15,000 \$15,000 \$15,000 \$15,000 \$15,000 \$15,000	10.22 516.36.36.29 516.36.36.36.29 510.26.36.36.36.36.36.36.36.36.36.36.36.36.36	Year 11 \$107,422	Year 11 \$39,776,565 \$9,412,000 \$2,975,156 \$52,163,721
\$3,717,652 \$1,658,826 \$1,658,826 \$1,658,826 \$1,858,826	Year 10 \$6,150,560 \$32,735,500 \$38,904,060	376,304 0 0	56 11 67 1 35 36	Year 10 50 50 50 80 80 5190 80 5190,000 815,950,000 815,000 80 51,185,000 85,185,000	10.22 10.22 10.22 10.22 10.22 10.20	Year 10 \$107,422	Year 10 \$38,904,060 \$5,186,000 \$2,911,111 \$47,001,172
\$4,000,000 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677 \$1,818,677	Year 9 \$6,000,547 \$28,408,695 \$34,409,241	376,304 68 142 14 82 82 8 8 45	55 11 66 1 1 5	Year 9	Vert 9 1.022	Year 9 \$107,422	Year 9
\$1,000,000,000,000,000,000,000,000,000,0	Year 8 \$5,884,192 \$18,560,674 \$24,414,866	222,737	54 11 65 2 2 3 3	Year 8 50 50 5432,000 50 50 50 50 5140,000 50 5150,000 50 57722,000	Vert 8 10.022 5115,00.17 5115,00.17 5115,00.17 5115,808.13 515,00.17 515,0	Year 8 \$85,938	Year 8 \$24,414,866 \$722,000 \$2,649,189 \$27,786,055
\$180.401 \$18	Year 7 \$5,711,407 \$18,161,975 \$23,873,382	222,737 222,737 37 8 8 45 25 25	52 10 62 1 1 8	Year 7 \$17,500,000 \$1,800,000 \$1,800,000 \$140,000 \$15,000 \$0 \$150,000 \$150,000 \$150,000 \$0 \$150,000	10.02 \$112,742,8 \$112,742,8 \$112,424,8 \$112,424,8 \$112,424,8 \$112,424,8 \$112,424,9 \$112,523,9 \$12,523	Year 7 \$85,938	Year 7 \$23,873,382 \$20,476,000 \$2,592,161 \$46,941,543
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686,851,72 686,851,72	Year 4 \$5,303,609 \$7,128,393 \$12,432,001	93,328 93,328 16 20 20 20 10 2	49 10 59 30 5 5	Year 4	1022 510,3716 510,371	Year 4 \$68,750	Year 4 \$12,432,001 \$32,450,000 \$1,849,047 \$46,731,048
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855 (066° E5	Year 2 \$2,524,026 \$3,990,558 \$6,514,583	882,42	23 28 28 3 3 3 3	Year 2 \$5,600,000 \$240,000 \$100,000 \$150,000 \$150,000 \$150,000 \$0 \$150,000 \$0 \$150,000 \$0 \$150,000 \$0 \$150,000	1,002 4,000 1,000	Year 2 \$55,000	Vear 2 \$6,514,583 \$6,510,000 \$1,501,865 \$14,206,448
988 ADQ. ES	\$ \$ \$ \$	8 8 2 2 10 0	23 5 28 0 0 8 8	Year 1 So Se40,000 So Se50,000 So Se50,000 Se50,0000 Se50,000 Se50,000 Se50,000 Se50,000 Se50,000 Se50,0	V6811 1.022 513.187 513.187 513.187 518.064 571.822 556.286 55	Year 1 \$55,000	\$6,367,350 \$1,140,000 \$1,005,841 \$8,533,191
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