



Concord Kannapolis Area Transit Commission

October 12th, 2022 – 8:30AM

Rider Transit Center

45 Transit Court NW, Concord, NC

Agenda

1) Call to Order & Quorum

Chairman Hinnant

- Quorum & Introduction of Guests - Changes or Additions to Agenda
- Public Comments from the Floor – 3 minutes per speaker

2) Approval of the June 8th, 2022 Meeting Minutes

Chairman Hinnant

3) CCTS/Rider Transit Consolidation Update

Joel Rey, Benesch

Information: Update from Benesch on the CCTS/Rider Transit Consolidation Implementation Study Project schedule, including completed and upcoming activities.

Recommendation/Action: Informational update.

4) SUN Project and Transportation

Gina Hofert/Ann Benfield

Information: Cabarrus Partnership for Children presentation regarding the Substance Abuse Network (SUN) Project, challenges related to transportation from some of the project participants, and how Rider Transit may be able to help.

Recommendation/Action: Receive information, discuss SUN Project request for transportation assistance.

5) Veterans and Rider Reduced Fare Program

Rider Staff

Information: Discussion regarding adding Veteran status to the qualifying list for the Rider Transit Reduced Fare program.

Recommendation/Action: Following discussion, decide on whether or not to add Veteran status to the qualifying list for the Rider Reduced Fare program.

6) Hopthru

Rider Staff

Information: Presentation on how Hopthru can assist Rider staff with processing, analyzing and more effectively utilizing our Automatic Passenger Counting (APC) data for both Operations and Planning purposes.

Recommendation/Action: Consider approving staff recommendation to partner with Hopthru to clean, sort and review Rider APC data.

7) Demand Response Software RFP

Rider Staff

Information: Rider Transit released an RFP for new Demand Response software. Staff will provide an update on the project and next steps.

Recommendation/Action: Consider approving staff to move forward with recommendation(s) for award to Concord City Council by their December meeting.

6) Customer Service Survey Task Order

Rider Staff

Information: Rider Transit staff would like to develop and issue a Task Order under our On Call Transit Planning Contract to develop and conduct a robust customer service survey program, that can be utilized both before and after the system consolidation process is complete.

Recommendation/Action: Consider approving staff with the development of a Task Order for the development of a Customer Service Survey Program.

5) Reports / Other Business

Rider Staff

- Bus Stop Amenities Project update
- Replacement Bus Purchase update
- Other Business
- Next CKTC Meeting – Wednesday, 12/14/22, 8:30am, Rider Transit Center