

MINUTES

Concord Kannapolis Area Transit Commission

October 12th, 2022, 8:30 am

Rider Transit Center

MEMBERS:

Mayor Darrell Hinnant-City of Kannapolis
Dianne Berry- City of Kannapolis
Darrell Jackson- City of Kannapolis
Betty Stocks- City of Concord
John Sweat-City of Concord

OTHERS:

Andy Christy- Rider Transit
Eva Hill-City of Concord
Jaime Tippet Poe- Rider Transit
L.J. Weslowski- Rider Transit
Pam Hinson- City of Concord
Phil Conrad- CRMPO
Bob Bushey-Cabarrus County
Joel Rey-Benesch
Ann Benfield- Cabarrus Partnership for Children
Gina Hofert-Cabarrus Partnership for Children
Paddy-Cabarrus Health Alliance
Wilmer Melton-City of Kannapolis
Patrice Gilliam-Miller-Transdev

Call to Order, Quorum, and Approval of Minutes

Mayor Hinnant called the meeting to order at 8:30 am, declared a quorum.

No individuals present for public comment.

Mayor Hinnant requested a motion to approve the minutes of the June 8th, 2022 Concord Kannapolis Area Transit Commission meeting.

Mr. Jackson made a motion to approve; Mr. Sweat second. Minutes approved unanimously as presented.

CCTS/Rider Transit Consolidation Update

Mr. Weslowski presented Mr. Rey.
Using a PowerPoint, Mr. Rey provided an update.

-History

- Prior long-range transit vision plan recommended consolidation
- Current study is evaluation how to consolidate
 - Which governance structure is most appropriate?
 - What is the most appropriate way to combine staff?

- What are the facility needs to a combined system?
- Report #1-Agency Overview & Functional Assessment
 - Agency Overviews
 - Staff Function
 - Governance Structures
 - Staff Interviews
 - Stakeholder Interviews
 - Job Descriptions
- Report #2-Agency Overview and Function Assessment
 - Facility & Space Profile
 - Operating & Financial Profile
 - SWOT Analysis
- Project Timeline
 - Preferred Option Decision Meeting on November 3rd, 2022. (See last page.)
- Next Steps
 - Preferred Option Decision meeting-November 3rd
 - Develop implementation plan
 - Final documentation
 - Final presentation-January/February 2023

Mr. Weslowski stated that Mr. Rey and the team has done what we hoped for. He was pleased that all staff was able to be interviewed so that the team could get very detailed information. Mayor Hinnant asked who would need to be in attendance to give guidance on the governance structure.

Mr. Weslowski stated that they are attempting to craft a tri-board meeting with the City of Concord, City of Kannapolis, and Cabarrus County to discuss and provide guidance in the governance structure.

Mayor Hinnant stated that he understands that this is a super critical meeting and asks about the possibility of changing the date if possible.

Ms. Berry stated that it is a short turn around if it is not already scheduled for some people.

Mr. Rey stated he is flexible on the date, but it was moved up to allow time for the elected officials to have subsequent meetings to make a final decision on governance structure.

Mayor Hinnant stated that we need to work today to get this on everyone's calendar.

SUN Project and Transportation

Gina Hofert presented, giving an overview of the SUN Project including the collaborative partnership between the Cabarrus Health Alliance and the Cabarrus Partnership for Children, the significant improvement in care for mothers and babies who are in the SUN Project and addressing the substance use disorder in pregnancy, addressing the social factors including transportation concerns, financial impact of decreased hospitalizations and foster care, decreased trauma when babies remain with healthy parents, overall recover, and discussion of Rider Transit assisting with transportation for women and babies in the SUN Project.

Mayor Hinnant asked the total number of people in the program.

Ms. Hofert stated that they currently can serve 40 women at one time in the program and currently there are about 20-25.

Mayor Hinnant asked if the number of people would increase if transportation was a solution.

Ms. Hofert stated that the number may not increase, but the care to those 20 women would be more consistent. It could increase the number to 30, but it is hard to know.

Mayor Hinnant asked if there is a goal to obtain providers in Rowan and Counties.

Ms. Hofert stated that is the long-term goal of 2-3 years to have providers go to them and then in 5-7 years have clinics available in the area.

Mayor Hinnant asked of L.J. Weslowski what the solution is.

Mr. Weslowski stated there are many opportunities like this such as the reentry program. This is our first opportunity to discuss.

Ms. Berry asked how many live in the route of Rider Transit.

Ms. Hofert stated that there are about half that live in Cabarrus County.

Recommendation/Action: Consider moving forward with planning transportation options for the SUN Project.

Mrs. Berry made a motion to move forward with planning transportation options for the SUN Project; Mr. Sweat second. Unanimous.

Veterans and Rider Reduced Fare Program

Mr. Weslowski presented the request to add Veteran Status to the Reduced Fare Program after a request discussion with Ms. Stocks.

Mayor Hinnant asked if this is a one-time process or would they continuously need to show information.

Mr. Weslowski stated that is correct, it is a one-time process.

Mr. Sweat asked if this is an online application or in-person and can we work through Veteran Services to provide that.

Mr. Weslowski stated it is an in-person process, but we can connect with Veteran Services to provide this application also.

Mr. Sweat stated it may be good to have an open house once this is in process to announce it and assist anyone with the document if needed.

Ms. Tippet Poe stated that we can work with the Cabarrus County Veteran Services office to distribute that form.

Ms. Weslowski stated this does bring up another operational concern. When the Rowan Express was ended, the connection to the Salisbury VA was severed.

Mayor Hinnant stated if there is a large amount of participation in the veteran status reduced fare program, it may give evidence to the need for the Rowan Express to return.

Ms. Tippet Poe stated there are about 3 calls per month from individuals attempting to get to the Salisbury VA.

Mr. Conrad stated that the Salisbury VA has a new director and they may have data that could support a connection from our area to their location.

Mayor Hinnant stated that would be very helpful also.

Recommendation/Action: Consider approving to add Veteran status to the qualifying list for the Rider Reduced Fare program.

Mr. Jackson made a motion to approve to add Veteran status to the qualifying list for the Rider Reduced Fare program; Ms. Stocks second. Unanimous.

Hopthru

Mr. Christy presented, reviewing the need for reporting passenger data to NTD and the need to certify the Automatic Passenger Counters onboard the transit vehicles to make sure they are as efficient as possible and so that NTD will recognize that data. The benefit is that they do not get paid until the certification is completed. They also have a module to continually monitor the data and maintain the certification of the Automatic Passenger Counters. Total 3-year price of \$87,525.

Mr. Weslowski stated that there is FTA funding that will pay 80% as this is a technology project, and the 20% will be split between the counties. This would be a much better level of data (1-2% accuracy) versus manual stop count sheets.

Mr. Jackson stated that it should pay for itself in efficiency.

Mr. Weslowski stated that is correct, especially since they are not paid until certification is completed.

Mr. Berry asked about being awarded the FTA grant.

Mr. Weslowski stated that we already have the grant funding, including the 80% for this project.

Mayor Hinnant asked if we are able to use more than 80% funding.

Mr. Weslowski that we cannot. 20% has to be local funds annually.

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

Mr. Sweat made a motion to approve staff recommendation to partner with Hopthru to clean, sort and review Rider APC data.; Ms. Berry second. Unanimous.

Demand Response Software RFP

Ms. Tippet Poe presented recapping the RFP that was sent out on September 6th, 2022 with seven proposals received by October 6th, 2022. We plan to proceed with three to four demonstrations and multi-award to allow other North Carolina transit systems to purchase off of the contracts if they would like to.

Mr. Weslowski stated the timing of the meetings makes it challenging to present to the Concord Kannapolis Transit Commission because it would be until January prior to presenting the request of awarding a contract for Demand Response Software to the Concord Kannapolis Transit Commission and it will have to go to Concord City Council prior to coming to the Transit Commission.

Mayor Hinnant asked if the new software would be more than what we are currently paying for software.

Ms. Tippet Poe stated the cost proposals are not opened prior to reviewing all of the proposals.

Mayor Hinnant stated he feels we would need to provide the current cost of software and what the percentage over that cost would be prior to approval.

Ms. Tippet Poe provided the total cost of the current annual RouteMatch Software \$12,167.76

Mayor Hinnant clarified that grant funding will cover 80%

Mr. Weslowski stated that is correct. Local funding will be 20%. He also stated that we are not able to operate with the current software much longer, but we will come back with a formal request with cost estimates prior to proceeding.

Mayor Hinnant clarified that the Concord Kannapolis Area Transit Commission will come back prior at a called meeting to consider approving a request for a new software provide with financial information.

Ms. Berry asked if it would be better to have that approval today.

Mr. Weslowski stated that everyday is a challenge with the current software, but we will bring it back to the Transit Commission prior to presenting to Concord City Council.

Mr. Bushey stated via chat that it has been terrible for CCTS as well.

Ms. Berry made a motion to tentative approval of demand response software contract, with moving the next Concord Kannapolis Transit Commission meeting to allow a final approval; Ms. Stocks second. Unanimous.

Customer Service Survey Task Order

Mr. Weslowski presented that one of the of the tasks in the On-Call Planning RFQ was for a Customer Service Survey, which we have not had to date. Mr. Weslowski asked to proceed with a request for quotes from the two On-Call firms to complete a Customer Service Survey. We will bring back the quote prior to proceeding.

Ms. Stocks asked if this is an additional cost.

Mr. Weslowski stated that that is correct, but would use 5303 funds and any supplemental once we receive quotes and receive approval from the Concord Kannapolis Transit Commission.

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

Ms. Berry made a motion to approve staff with the development of a Task Order for the development of a Customer Service Survey Program; Mr. Sweat second. Unanimous.

Reports/Other Business

- Bus Stop Amenities Project update-Mr. Christy stated that 18 of the 51 stops are ready to move forward. When 21 are completed, an RFQ will be submitted to proceed with construction. We hope to have this RFQ sent out in the beginning of the year.
- Replacement Bus Purchase update-Mr. Weslowski stated that we have won another grant and purchased another bus, which replaces all of our buses which are over 500,000 miles. Due to increasing bus prices, we moved forward due to the 30-day quote received. If we had waited, it would have added at least \$20,000 to the cost of one bus. Should receive all new buses in the first quarter of 2023.
- Next CKTC Meeting – will send a new date.

Mayor Hinnant requested a motion to adjourn. Ms. Stocks made a motion; Mr. Sweat second. Unanimous. With no additional discussion or items on agenda, meeting adjourned at 9:51 am.

Project Timeline

