

MINUTES

Concord Kannapolis Area Transit Commission

June 20th, 2023, 8:30 am

Rider Transit Center

MEMBERS:

Mayor Bill Dusch-City of Concord
Dianne Berry- City of Kannapolis
Darrell Jackson- City of Kannapolis

OTHERS:

Bob Bushey-Cabarrus County
Andy Christy- Rider Transit
Phil Conrad- CRMPO
Laura Everitt-Benesch
Craig Meeks-Rider Transit
Wilmer Melton- City of Kannapolis
Obdulio Oden-Transdev
Jeff Shank-Model 1
Paige Tamaro-City of Concord
Jaime Tippet Poe- Rider Transit
L.J. Weslowski- Rider Transit
Chris Yarber-Model 1

Call to Order, Quorum, and Approval of Minutes

Mayor Dusch called the meeting to order at 8:36 am, a quorum is not present and meeting was deemed informational update only.

No individuals present for public comment.

Mr. Weslowski introduced Mr. Oden from Transdev, Mr. Yarber from Model 1, and Ms. Tamaro with City of Concord. Mr. Yarber introduced Mr. Shank from Model 1.

Discussion regarding electric vehicle utilization on Fixed Route and Paratransit due to Model 1 bringing an electric vehicle for demonstration today. Mr. Weslowski stated that the move to electric vehicles for transit is being pushed by private sector who are building the vehicles, not the Federal Government. Rider Transit would need to purchase two vehicles for every route which would double our fleet due to the length of our bus routes.

Rider/CCTS Customer Satisfaction Program Plan

Using a PowerPoint, Mr. Weslowski presented. Discussion of proposed Public Transit Customer Satisfaction Program Plan project.

- There has never been a formal, consistent assessment of transit service customer satisfaction.

- Currently rely on customer complaints and occasional comments/suggestions. Likely incomplete picture.
- Staff desires to build a customer service satisfaction program to assess current operations and then monitor on an intentional/regular basis moving forward.
- Task order issued earlier this spring to On Call partners. HDR - \$150,936; Benesch \$74,780.
- As discussed at the March Transit Commission meeting, there is \$150,000 in the FY 23-24 budget for this project.
- Staff recommend Benesch as our planning partner for this task

Ms. Everitt provided additional details.

- Two surveys to establish ongoing program-to track the trend of satisfaction
 - Baseline survey (Fall '23)
 - Validation survey (Spring '24)
- Rider Transit & CCTS both included
- Short questionnaire-20-25 questions
- Initial 2 surveys will target:
 - 200 Rider fixed route users
 - 25 Rider paratransit users
 - 25 CCTS demand-response users
- Multiple collection methods (phone, technology, onboard, intercept)
- Goal is replicability
- Two cycles to set up program
- Ongoing surveys every 24 months
- Track satisfaction levels to ensure quality care & services

Mayor Dusch asked if the ongoing survey every 24 months was in the scope of the proposal. Mr. Weslowski stated that we are currently within the timeframe of the On-Call Planning contract and Benesch is one of the firms in that contract, but in the next timeframe they may not be, but that is why we want to work on establishing a survey that can be used every 24 months consistently.

Ms. Berry asked if the questions would be easy to understand.

Ms. Everitt stated that they would be and that Benesch has a lot of experience with customer satisfaction surveys and will make sure that the surveys are easy to understand.

Mr. Jackson asked the purpose of completing the survey.

Mr. Weslowski stated that the purpose is through customer feedback to find what our customers find the most important and what needs to be improved or what we are doing well.

Recommendation/Action: Informational update only.

Dream Center & Mobile Clinic Access

Ms. Tippet Poe provided an informational update on the upcoming request for shuttle service to improve access to/from the Dream Center and Atrium Mobile Clinic in Concord due to difficulty with riding CCX to/from Charlotte on each run.

Recommendation/Action: Informational update only.

Rider Bus Stop Amenity Project Update

Mr. Christy provided an update on the Bus Stop Amenity Project.

- The construction IFB for Phase 1 of the Bus Stop Amenity Program is scheduled for release this Friday, 6/23
 - 19 stops, both Concord and Kannapolis locations, no ROW needed mix of shelters and seating
- Phase 2 (ROW needed) is already underway
 - Easement agreements being drafted currently
 - Once complete, they'll be provided to Telics to begin ROW acquisition
 - Phase 2 may have one or more construction projects, depending on the speed and success of the ROW acquisition process

Ms. Berry asked if there is a map of the bus stops that are receiving updates.

Mr. Christy stated that at this moment he does not have it accessible, but will provide it outside of the Concord Kannapolis Transit Commission Meeting.

Mr. Weslowski discussed that we are unsure what the bids for this project will be and they are not budgeted at this time.

Mr. Melton stated that there will need to be a budget amendment once the bid is received and chosen.

Mr. Melton asked about how we are approaching land owners for ROM acquisition.

Mr. Christy stated that we are working with both City Attorney's on this process.

Recommendation/Action: Informational update only.

Public Transportation Agency Safety Plan (PTASP)

Ms. Tippet Poe provided an update on the annual review of the Rider Transit Public Transportation Agency Safety Plan, required by the Federal Transit Administration for all public transit agencies.

- The PTASP final rule (49 C.F.R. Part 673) intends to improve public transportation safety by guiding transit agencies to more effectively and proactively manage safety risks in their systems. It requires certain recipients and sub-recipients of FTA grants that operate public transportation to develop and implement safety plans that establish processes and procedures to support the implementation of Safety Management Systems (SMS).
- Requires approval from Accountable Executive, Concord Kannapolis Transit Commission, Concord City Council, and Cabarrus Rowan MPO for annual reviews.
- Minor changes to language to update staffing and account for new safety targets, in order to remain in compliance with PTASP final rule

Recommendation/Action: Informational update only.

Reports/Other Business

- Operational Staffing Challenges-Mr. Weslowski stated that pre-pandemic we offered a competitive salary, but now we are much lower than some of the local fast-food chains

or retail locations and are challenged in getting employees. There may be a need to increase operators pay which would be a pass-through cost to the cities.

- Bus Replacement Plan-Mr. Weslowski stated that there are two buses that are not yet overdue on mileage, but would like to replace those with existing grant funding. Will need to order by August or September due to an issue with the transmission not being approved for building in California as of January 2024. Will get quote to inform of 7.5% local match need from each City.
- RideCo Software Rollout update-Ms. Tippet Poe stated that with utilization of the improved RideCo software efficiency we are on track to save about \$193,000.
- Cabarrus Reentry & SUN Program updates-Mr. Weslowski stated there have still not been SUN trips to date, but the Cabarrus Reentry trips are going well. Ms. Tippet Poe stated that there are three gentleman who are taking a night class Monday-Thursday weekly. They are still looking for employment at this time and there is a potential for picking up a few additional members of the Cabarrus Reentry program under ADA Paratransit.
- CCTS/Rider Consolidation-Mayor Dusch reported that there is no update at this time.
- Other Bus Stop updates-Mr. Weslowski stated that there are several stops that have been updated including signage or lighting and replacement of the shelter on W. 22nd Street. Will hold on adding the stop to CCX at Pitts School Road due to nowhere to safely stop at this time.
- NCPTA Conference & Expo Wrap Up – Mr. Weslowski showed the NCPTA Safety Award for safest small urban fixed route system over 1 million miles won by Rider Transit.
- CONNECT – TDM Steering Committee-Mr. Weslowski stated that we are involved to the fullest extent, but the idea is to figure out the best modes to connect the region.
- Next Meeting – 8/2/2023 at 8:30 am

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