

# CONCORD KANNAPOLIS TRANSIT COMMISSION MEETING

December 21<sup>st</sup>, 2023

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Concord Kannapolis Area Transit

# CONCORD KANNAPOLIS TRANSIT COMMISSION

## 12/21/2023

- **Call to Order & Quorum**
  - Quorum & Introduction of Guests
  - Public comments (3 minutes)
- **Approval of the October 26<sup>th</sup>, 2023 Meeting Minutes**

# Cabarrus County Community Reentry Program and Rider Transit

- Cabarrus Reentry Program Jobs/Training Pilot and Transit
  - May to September, 60.42 hours of service, \$94.24/hr = \$5,694
- Cabarrus Reentry Program Transportation Simulations
  - Simulation #1 (10/25/23)
  - Simulation #2 (late winter/early spring 2024)



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# Rider Bus Stop Amenity Program Update

- Contract status
- Timeline
- Locations



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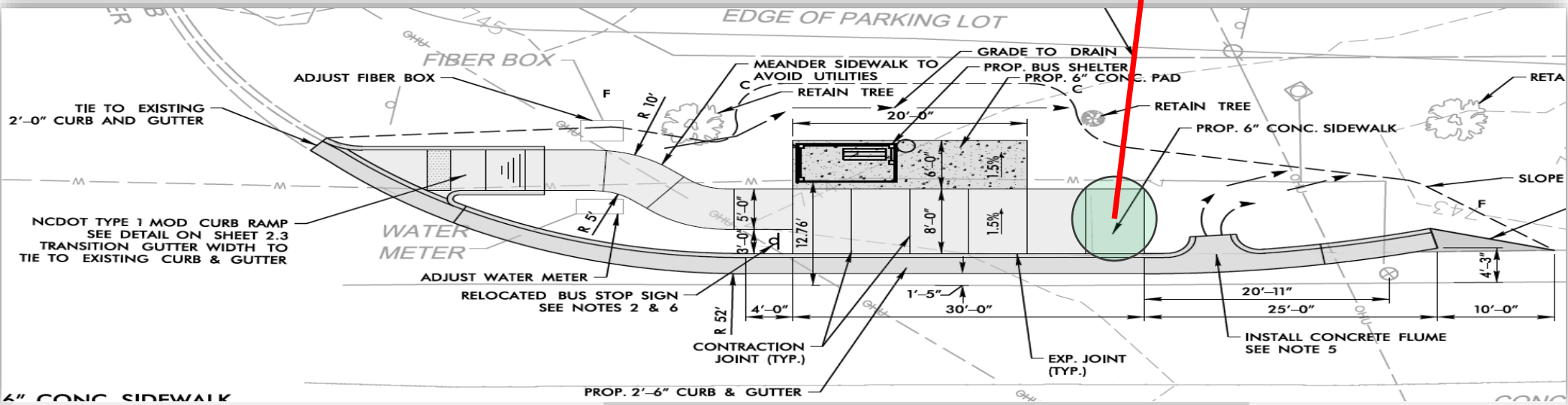


# Rider Bus Stop Amenity Program Update



**Kannapolis  
Site #114**

**Concord Lake Road  
at Bishop Lane**



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# Transit Staffing Challenges Are Everywhere

This issue is becoming a national and international crisis in Public Transit

In the US in particular, [the TransitCenter reports](#) that **more than nine in ten public transit agencies are having difficulty hiring new employees**, with **bus operations positions the most difficult to fill**, and **nearly two-thirds of agencies have had employee retention issues**. **Even before the pandemic, these challenges were persistent**, with underfunded and understaffed transit systems commonplace across the country — estimates put the backlog in funding at nearly **\$176 billion USD** — which **ultimately comes at the expense of the many communities that rely on public transit to live**.

Allison said (King County) Metro is **short about 150 full-time bus drivers** to deliver planned service (before the 4% cut). The **agency is also down a significant number of mechanics**, which makes it hard to keep its fleet of buses in service.

In cities and regions **across the country**, transit agencies are **struggling to fully deliver on their mission**—and **in many cases have trouble just getting service out the door**. The reasons for these challenges are numerous, but many of them **fundamentally come down to a lack of people power**. **Agencies simply do not have the workforce they need to get the current job done or plan for the future**. Whereas transit jobs were once highly sought after, they are now failing to attract and retain the talent needed to solve big 21st-century problems. **At many agencies, the number of retirements and resignations are outpacing the number of new people they can bring in the door**. To compound the problem, **agencies are also anticipating another big wave of retirements within the next seven years**.

MBTA is suffering from labor shortages. A report released April 3 by the Massachusetts Taxpayers Foundation **says the system needs to hire and train 2,800 workers in the next 12 months to safely and reliably operate and maintain its agency**. In an effort to hire workers **the agency is offering a \$7,500 sign-on bonus for eligible roles, such as bus operators, rail repairers**.



## Transit Workforce Shortage

Synthesis Report

March 2023

**96% - shortage**

**84% - affecting service**



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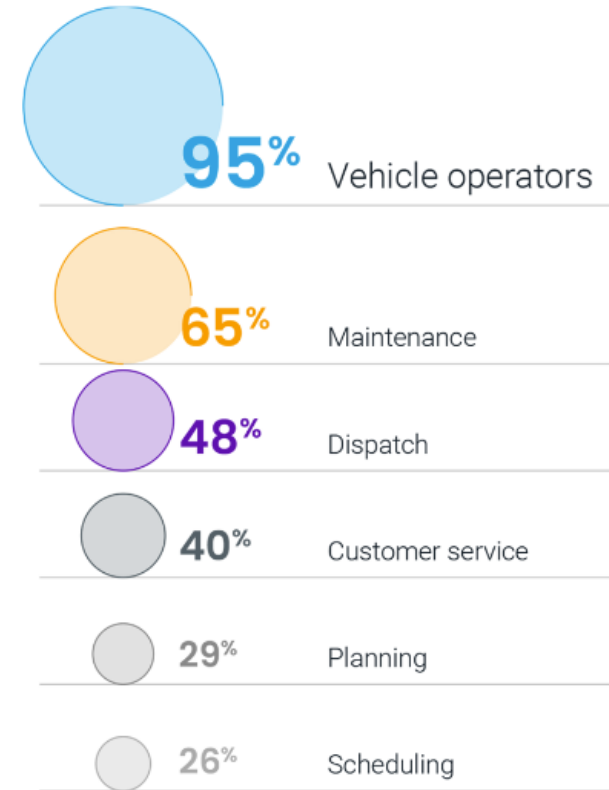


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# Transit Staffing Challenges Are Everywhere

If you speak with transit agencies of different sizes across the country about their greatest challenges, one topic is guaranteed to come up every time: **the operator shortage**. But the staffing struggles within transit agencies go beyond bus operators. Transit agencies have struggled to fill positions for over two years, with no end in sight. In fact, by some measures, the problem is getting worse. The consequences are missed service, low staff morale, and passengers left with unreliable service.

*Prevalence of labor shortages by functional area*



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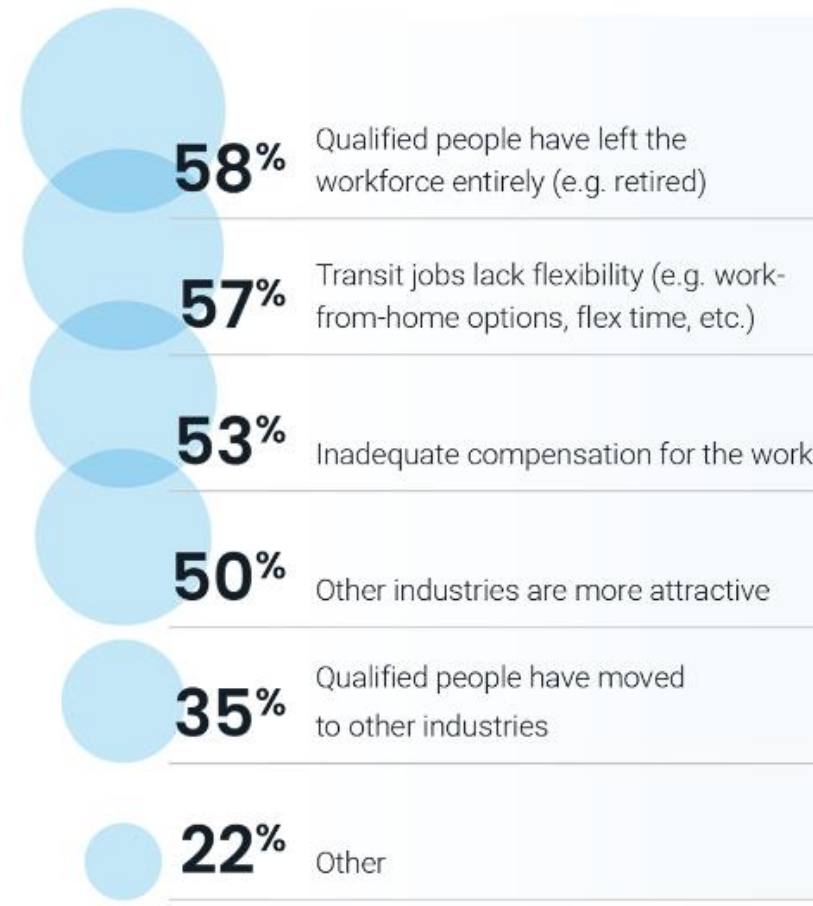
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# Transit Staffing Challenges Are Everywhere

*Why do you think your agency is experiencing staffing shortages?*

*Select all that apply*



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# Rider Transit Operations Staffing Challenges

- Rider Transit's service provider, Transdev, is struggling to maintain enough personnel to keep service running properly each day, particularly Bus and Paratransit Operators
- Affected service on one or two days in September and October
- November – 14 of 29 days, 69.5 hours of lost service.
- December – 12 of 20 days, 57.5 hours of lost service.



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# Rider Transit Operations Staffing Challenges

- This issue is becoming a national crisis not just in Transit, but many Transportation sectors
- 10/4/23, local Rider and Transdev staff met with Transdev Corporate staff
- At that meeting, Rider requested Transdev put together a proposal to address the employee shortage in our system
- As 12/21/23, we still do not have that proposal to vet and discuss locally.

## US Air Force announces retention bonuses of up to \$600,000 in desperate bid to fix pilot shortage

Rebecca Rommen Dec 10, 2023, 1:20 PM EST

Share Save



US Air Force personnel with Joby's experimental eVTOL. Joby Aviation

- The US Air Force is offering up to \$600,000 in retention bonuses.
- The money would be paid out over 12 years.
- The move aims to retain skilled airmen and address a decades-long pilot shortage.

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# Rider Transit Microtransit Pilot

- Began on 9/18/23
- Zone covers the portion of the Orange Route severed by the Lincoln Street Bridge issue
- Allows customers to place same day, real time trip requests via RideCo app or Call Center
- Passengers are able to provide instant star ratings regarding their trip and the operator/driver
- Staff will compare ridership at 6 months and 12 months to pre COVID and post bridge issue utilization data
- Pilot will provide local baseline ridership and cost data for potential future Rider Transit Microtransit projects



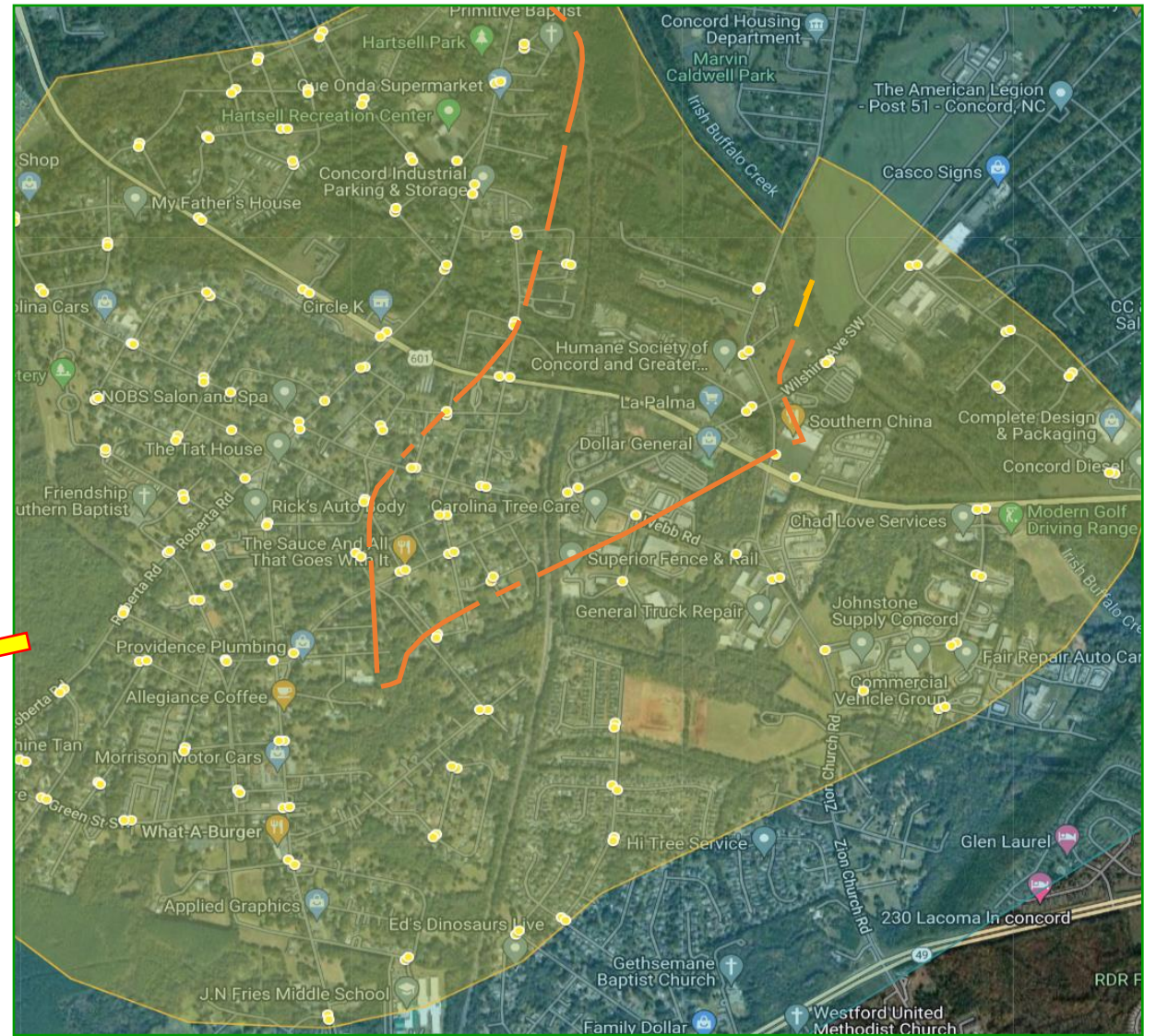
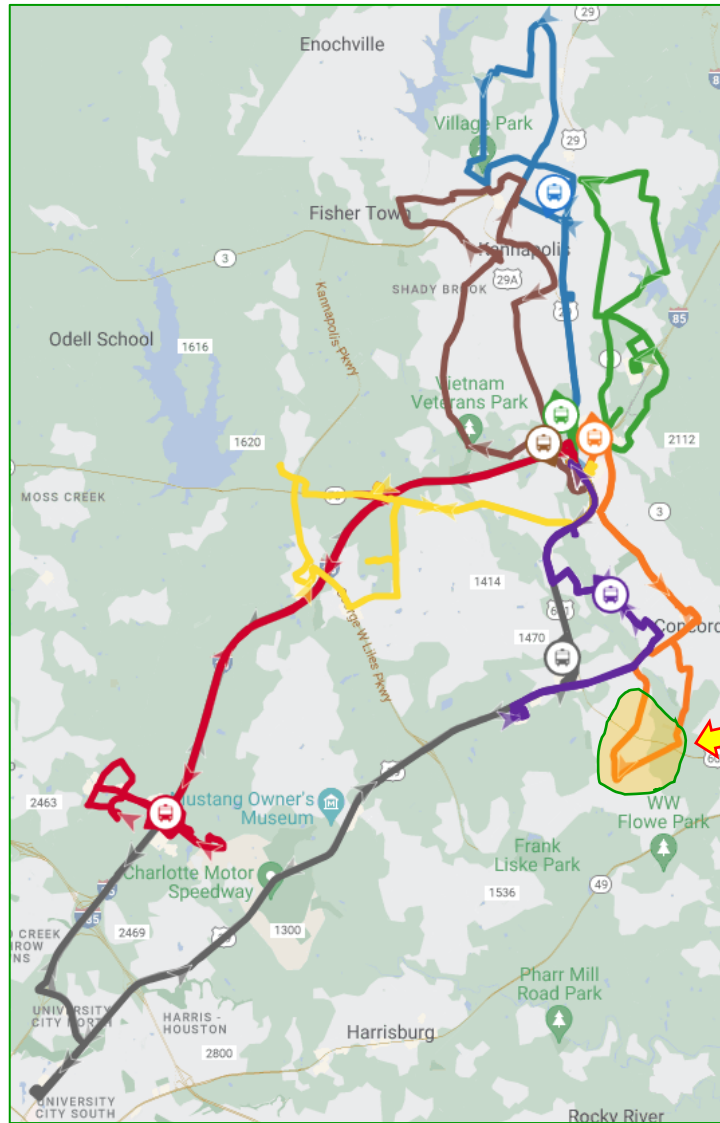
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# Rider Transit Microtransit Pilot



# Rider Transit Microtransit Pilot

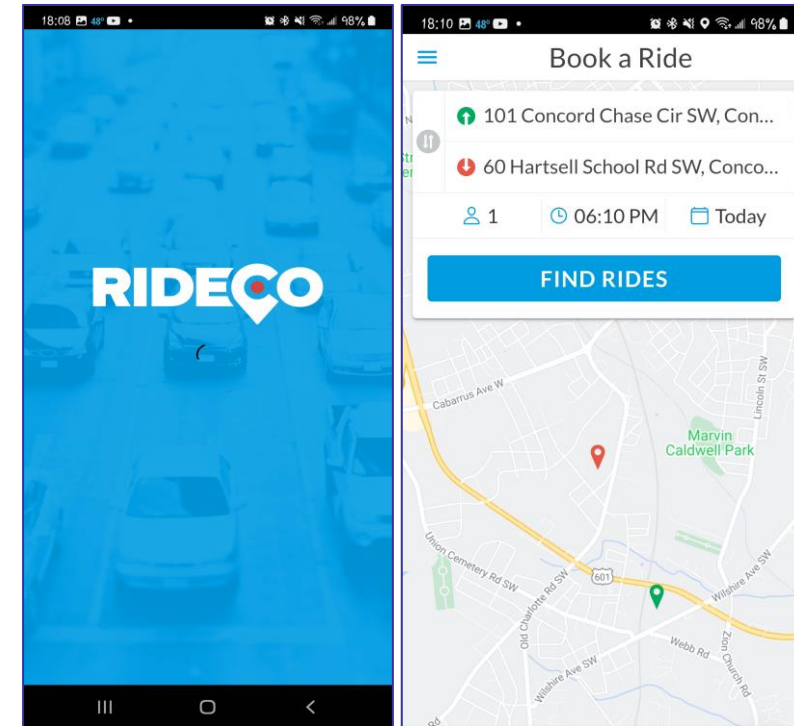
## The First Three Months – A Snapshot

- September ridership was **XXXX**
- October ridership was 171, 5.51 ppl/day
- November ridership was 215, 7.41 ppl/day
- December ridership to date is 140, 7.36 ppl/day

3 months, 657 hours @ 81.25/hr = \$53,381.25

Ave current MT cost/pax = \$92.76

Ave current Bus cost/pax = \$ 8.24



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# NCDOT Microtransit Study – Cabarrus County

- CCTS led, Rider Transit supported grant application
- Cabarrus County one of 7 study grants awarded by NCDOT
- 100% NCDOT funded
- Benesch, one of our current on call transit planning firms, was selected by NCDOT to lead the project
- Benesch and NCDOT are currently finalizing the project scope; study should begin 1st quarter of 2024

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# Microtransit and Rider Transit

- Rider staff has been examining Microtransit for several years
- Numerous product demos and web meetings from a variety of companies such as Via, RideCo and Pantonium beginning in early 2020
- Several pitched pilot/demo products, all in the area of \$50,000 for 6 months
- Two (Via and RideCo), agreed to model our data and provide us feedback without paying for a demonstration project first

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# Microtransit and Rider Transit

## VIA's 2020 Analysis and Proposal

- After looking at our geography and Fixed Route ridership data, Via didn't feel that they could effectively replace our Bus service the way they did in Wilson, NC
- What they proposed was to add two Microtransit vehicles per route to help expand the footprint of our existing service and feed more people into the Bus system

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# Microtransit and Rider Transit

## VIA's 2020 Analysis and Proposal

- Via provide a turnkey rate of \$89/hr/vehicle.
- 8 routes x 2 new MT vehicles/route = 16 new vehicles @ \$89/hr
- FY 24 Projected Cost, Existing 8 Fixed Routes = \$3,226,264 (\$79.50/hour)
- New Via MT service:  
40,584 (current 8 FR bus hours) x 2 x \$89 = \$7,223,952
- Total 1 Bus/2 MT vehicle model cost = \$10,450,022 (+ \$7,223,758)

# Microtransit and Rider Transit

## RideCo's 2020 Analysis and Proposal

- Keep 4 Concord routes and CCX as Fixed Route; convert Brown, Blue and Green Routes in Kannapolis to Microtransit across 1 large zone, using 5-6 vehicles, using three existing Fixed Route 35' buses and three to four new 35' buses or LTVs
- No turnkey cost per hour was provided

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# Kannapolis – Replace Fixed-Routes



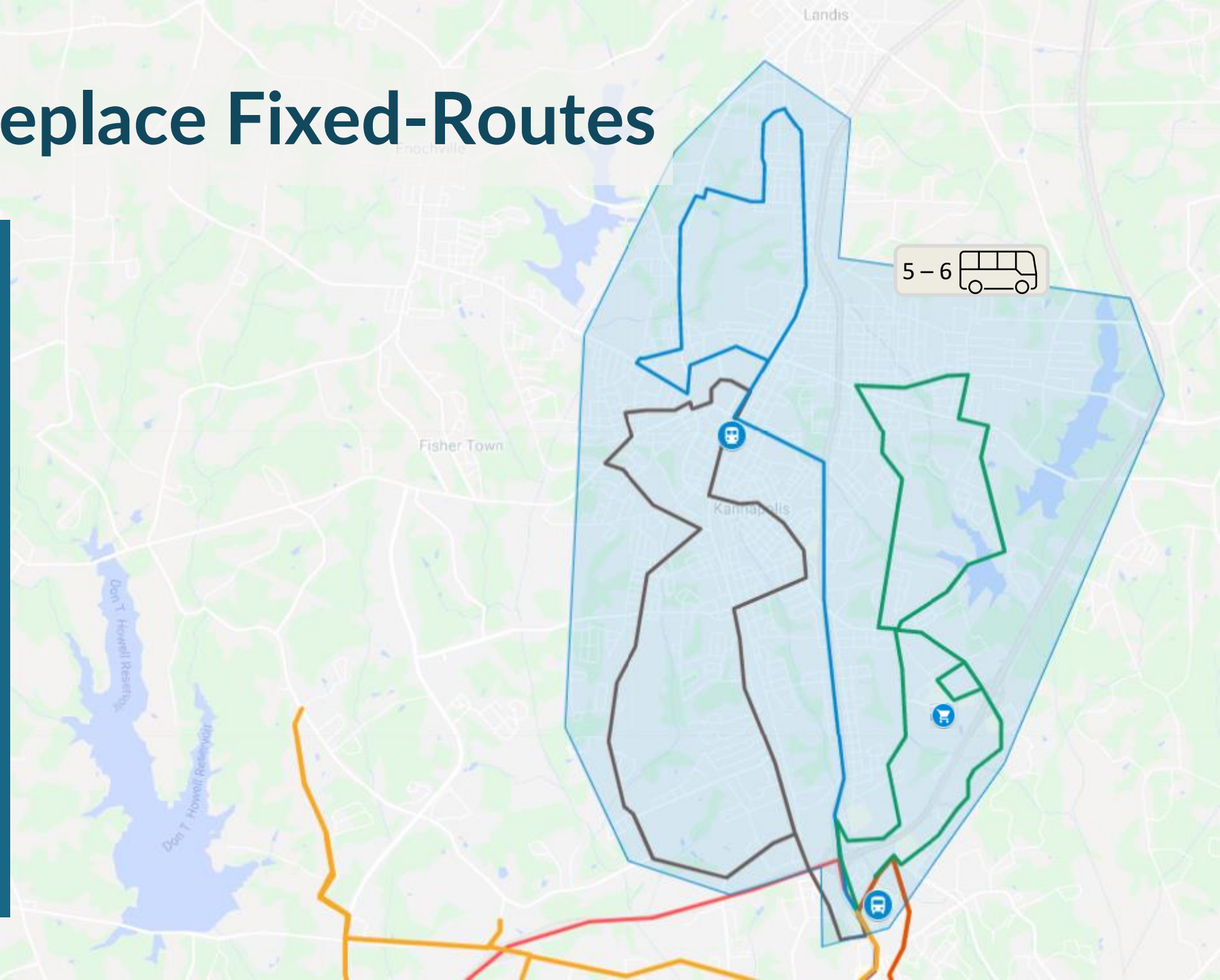
## Benefits

Repurpose Existing Assets

Lower Wait Times & Greater Coverage

Guaranteed Rider Base

Integrate ADA Service





# Microtransit and Rider Transit

## RideCo's 2020 Analysis and Proposal – Using FY 24 Average RideCo Turnkey Blended Cost Per Hour

- FY 24 Projected Cost, Existing 8 Fixed Routes = \$3,226,264 (\$79.50/hour)
- FY 24 Projected Cost, Existing 5 Fixed Routes = \$2,016,415 (\$79.50/hour)
- New RideCo MT service:  
40,584 (current 8 FR bus hours) x .75 x \$87.50 = \$2,663,325
- FY 24 Projected Cost Savings, 3 Fixed Routes = \$1,209,849 (\$79.50/hour)
- Total 5 Bus/6 MT vehicle model cost = \$4,679,619 (+ \$1,453,549)

# Microtransit and Rider Transit

## RideCo's FY 24 Passengers Per Hour Models and Cost Per Hour

- Turnkey Cost per hour range \$80-\$95/hour
- Curb to curb models (lowest Pass/Vehicle Hour) average 1-4 passengers/hour
- Stop to stop models average 4-6 passengers/hour
- In 2023, Rider Transit Fixed Route buses average 8.24 passengers/hour

# Microtransit and Rider Transit

## RideCo's FY 24 Passengers Per Hour Models and Cost Per Hour, Whole Fixed Route Replacement Modeling

- **Turnkey Cost per hour range \$80-\$95/hour**
- **Curb to curb models would require 3-8 MT vehicles per Fixed Route bus replaced**
- **Stop to Stop average would require 2-3 MT vehicles per Fixed Route bus replaced**
- **Curb to curb would need 24-64 vehicles to replace 8 Fixed Route buses**
- **Stop to stop would need 16-24 vehicles to replace 8 Fixed Route buses**

# Microtransit and Rider Transit

## RideCo's FY 24 Passengers Per Hour Models and Cost Per Hour, Whole Fixed Route Replacement Model

- **FY 24 Fixed Route (Current system design) Cost @ \$79.50/hr of service = \$3,226,264**
- **Stop to stop model, 16-24 vehicles, \$80-\$95 per hour:**
  - 16 to 24 MT vehicles x (40,584/8 buses x 2-3) = 81,168 to 121,752 service hours
  - Annual operating cost @ \$80/hr = \$6,493,440 - \$ 9,740,160 (+ \$3.268M - \$6.51M)
  - Annual operating cost @ \$95/hr = \$7,710,960 - \$11,566,440 (+ \$4.48M - \$8.34M)
- **Curb to curb model, 24-64 vehicles, \$80-\$95 per hour:**
  - 24 to 64 MT vehicles x (40,584/8 buses x 3-8) = 121,752 to 324,672 service hours
  - Annual operating cost @ \$80/hr = \$9,740,160 - \$25,973,760 (+ \$6.51M - \$22.75M)
  - Annual operating cost @ \$95/hr = \$11,566,440 - \$30,843,840 (+ \$8.34M - \$27.62M)



# CCX Service Expansion Options

- Check in and discussion

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# Reports / Other Business

- Other business
- Two replacement hybrid buses - July 2024 delivery
- Next Meeting – February - time and day to be determined

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# QUESTIONS?

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# Rider Transit Microtransit Update and Discussion

