

# CONCORD KANNAPOLIS TRANSIT COMMISSION MEETING

March 23<sup>rd</sup>, 2023

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Concord Kannapolis Area Transit

# CONCORD KANNAPOLIS TRANSIT COMMISSION

## 3/23/2023

- **Call to Order & Quorum**
  - Quorum & Introduction of Guests
  - Public comments (3 minutes)
- **Approval of the November 30<sup>th</sup>, 2022 Meeting Minutes**

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# FY 23-24 Rider Transit Budget

## Changes of note:

- Transit Center Repairs/Updates \$500,000 (\$400k Federal, \$100k Concord)
- ADA Transition Plan - \$150,000 estimate. \$87,732 5303 (CRMPO)  
\$62,268 5307 (Rider)
- Pay and Benefits increase \$47,228 (\$28k for two position reclassifications)
- Fixed Route Operations cost increased \$37,392 (rate change)
- RideCo & Hopthru Contracts – \$47,435; annual costs, no longer Project Fund
- \$21,092 increase in internal Cost Allocations

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# FY 22-23 Rider Transit Budget

## Changes of note:

- We are also using ~\$250,000 in reserve 5307 funds beyond our annual allocation to minimize local cost share increases.

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# Rider/CCTS Customer Satisfaction Program Plan

- There has never been a formal, consistent assessment of transit service customer satisfaction.
- Currently reply 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 month to On Call partners. Discussions ongoing.
- Look to have a recommendation at the June CKTC meeting.

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# Reports / Other Business

- RideCo Software Rollout update
- Bus Stop Amenities Project update
- Cabarrus Reentry & SUN Program updates
- CCTS/Rider Consolidation
- New Buses
- Transit Industry wide vehicle shortage
- CTAA Legislative Trip
- NCPTA
- Other business
- Next CKTC meeting – Tuesday, 6/20/23, 8:30am,  
Rider Transit Center

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# QUESTIONS?

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