

CONCORD KANNAPOLIS TRANSIT COMMISSION MEETING

June 20th, 2023

CONNECTING COMMUNITY



Concord Kannapolis Area Transit

CONCORD KANNAPOLIS TRANSIT COMMISSION

6/20/2023

- **Call to Order & Quorum**
 - Quorum & Introduction of Guests
 - Public comments (3 minutes)
- **Approval of the March 23rd and May 9th, 2023 Meeting Minutes**

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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 spring to On Call partners. HDR - \$150,936; Benesch \$74,780.
- Staff recommend Benesch as our planning partner for this task.

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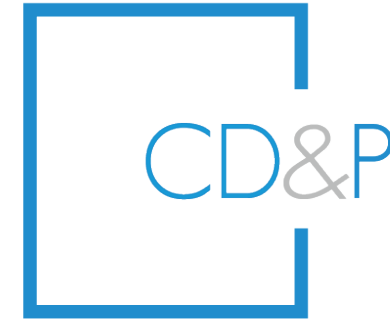
Customer Satisfaction Survey Program Plan

June 20, 2023



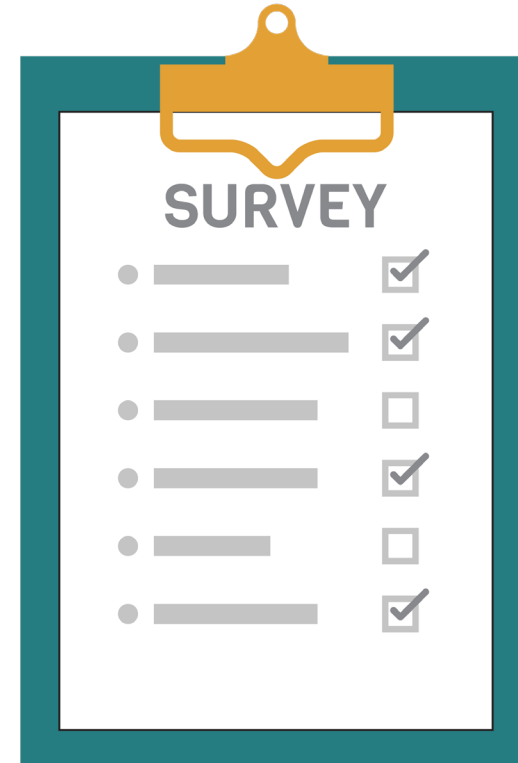
Task Work Order Description

- Establish survey program to gauge customer satisfaction
- Two surveys to establish ongoing program
 - Baseline survey (Fall '23)
 - Validation survey (Spring '24)
- Rider Transit & CCTS both included



Ongoing Survey Effort

- Short questionnaire
- 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!



Initial Survey Schedule

Task	2023					2024				
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
1. Project Management and Coordination										
2. Survey Development and Tool										
3. Survey Administration and Promotion		First Round Survey						Second Round Survey		
4. Survey Analysis and Documentation										

- Two cycles to set up program
- Ongoing surveys every 24 months
- Track satisfaction levels to ensure quality care & services

Rider/CCTS Customer Satisfaction Program Plan

- As discussed at the March Transit Commission meeting, there is \$150,000 in the FY 23-24 budget for this project.
- Staff is seeking approval to move forward with the Benesch proposal to begin our Biennial Customer Service Satisfaction Survey Program with a do not exceed price of \$74,780.

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Dream Center and Atrium Mobile Clinic Access

- **Jessica Castrodale, MSN, RN, PHCNS-BC**
Clinical Nurse Specialist, Community Health Strategy
Division of Community and Social Impact

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Rider Bus Stop Amenity Program Update

- 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 of more construction projects, depending on the speed and success of the ROW acquisition process

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Public Transportation Agency Safety Plan

- Annual review of PTASP required by FTA
 - 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.

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Reports / Other Business

- Operational Staffing Challenges
- Bus Replacement Plan
- New Buses and Vans Update
- RideCo Software Rollout update
- Bus Stop Amenities Project update
- Cabarrus Reentry & SUN Program updates
- CCTS/Rider Consolidation
- Other Bus Stop Updates (W. 22nd Street, Pitts School Road, Signage)
- NCPTA Conference & Expo Wrap Up – NCPTA Safety Award
- CONNECT – TDM Steering Committee
- Other business
- Next CKTC meeting – TBD (Proposed change to week of 7/31)

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QUESTIONS?

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