

CONCORD KANNAPOLIS TRANSIT COMMISSION MEETING

August 2nd, 2023

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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, May 9th, and June 20th 2023 Meeting Minutes**

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Atrium Health.[©]

Dream Center Transit

Cabarrus Dream Center Services

Partners

- **Cooperative Christian Ministry** – food, housing finances assistance
- **Present Age Ministries** – teen abuse and sexual trafficking
- **Corner Field Market** – food pantry
- **Gate Pregnancy Center** – unplanned pregnancy support
- **CHA Dental Services** – preventive and restorative dentistry for children and adults
- **CHA WIC Services** – Supplemental food and nutrition for women, infants, and children
- **Cabarrus County DHS** – welfare assistance, child services, Medicaid, transportation, etc.
- **Adult and Teen Challenge** – addiction recovery services
- **Natalie Atwell Counseling** – counseling services
- **Atrium Health Care Everywhere** – primary care services for ages 2 and up
- **Others** – support for incarcerated men, tutoring underserved children, support for disabled and physically challenged of all ages

Situation

Bus Service to Dream Center

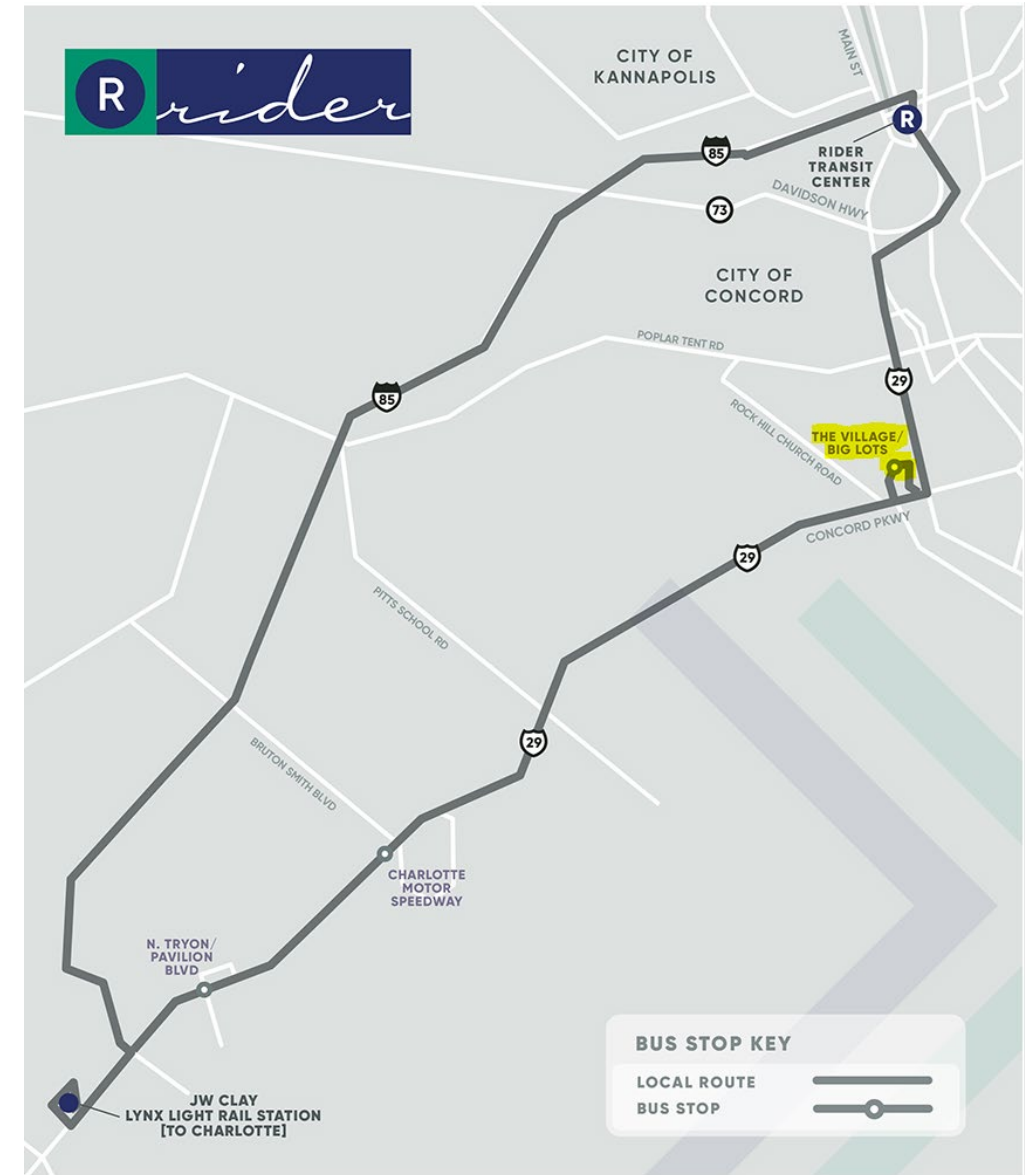
- CK Rider CCX route drops off at Cabarrus Dream Center one way every 60-75 minutes Sunday through Saturday
- Riders must ride to J.W. Clay light rail station before return to Concord on their route back to the Rider Transit Center
- We intuit ridership is affected by long route to ride before returning home



Current Service Model

CCX Route

- Bus riders can ride to the Rider Transit Center and take CCX route to Dream Center
- Buses run from 5:30 AM – 8:30 PM
- It takes 11 minutes in the morning to travel from Transit Center to Dream Center and 50 minutes to return; afternoon times are reversed



Proposed Service Model

Shuttle to and from Dream Center

- Riders can ride any bus to the Rider Transit Center and take shuttle to Dream Center
- Shuttle to run hourly on Tuesdays and Thursdays beginning September 12 and run through November 9 (DC busiest days)
- Advertise added transit services via flyers at center partners, social media
- Collect ridership data, analyze, present October 26
- Decide at October 26 Transit Commission meeting about extending service



Alternative Service Model

Pedestrian Walkway with Crossing Light

- NC DOT-maintained highway
- Advocate for painted pedestrian crosswalk with crossing light installed
- Advocate for bus shelters to be installed on each side of highway



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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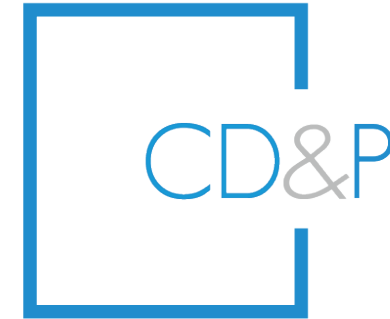
Customer Satisfaction Survey Program Plan

June 20, 2023



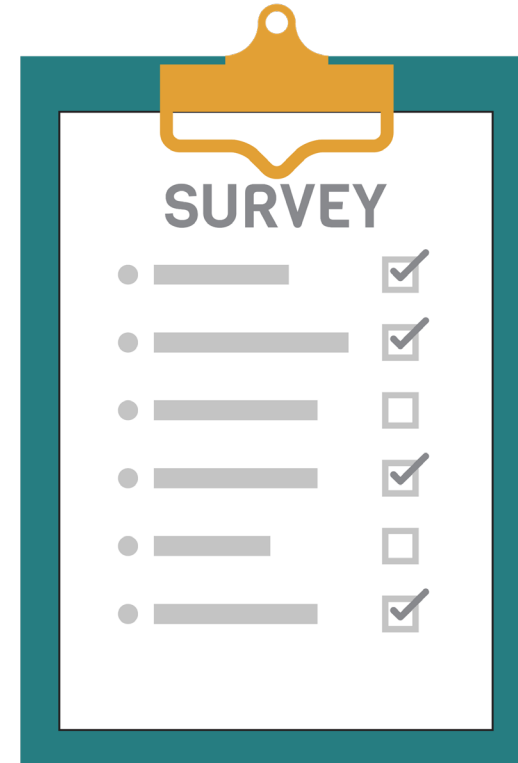
Task Work Order Description

- 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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Rider Bus Stop Amenity Program Update

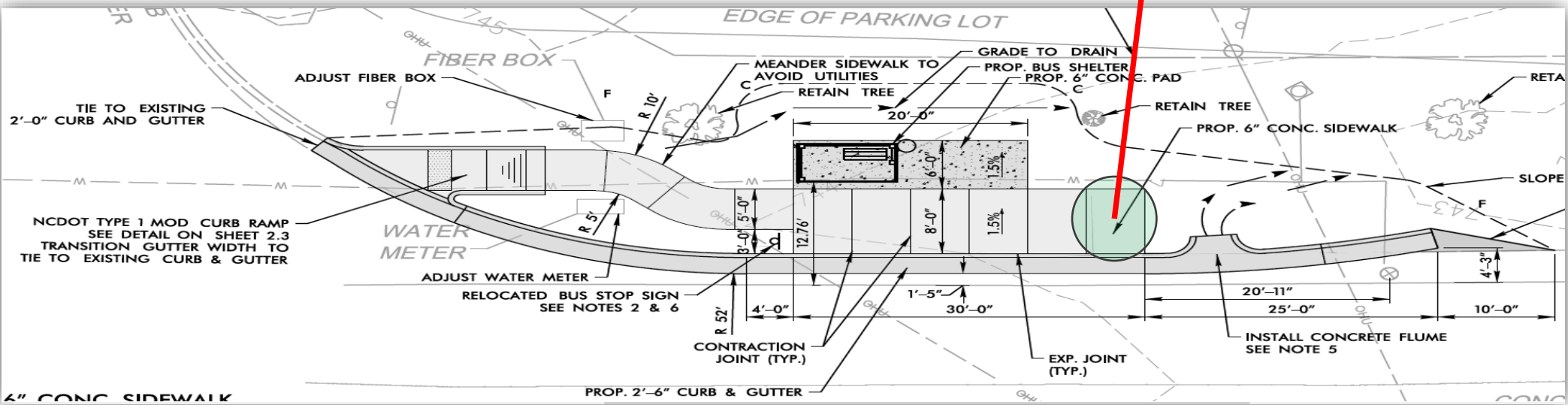
- 266 total physical bus stops
 - Currently 27 Rider Transit bus stop shelters in place (10.15% of stops amenitized)
- The construction IFB for Phase 1 of the Bus Stop Amenity Program was released 6/23/23
 - Additional 6 shelters, 13 Simme-Seats
(3 shelters/11 seats in Concord and 3 shelters/2 seats in Kannapolis)
 - 17.29% of stops amenitized upon completion
 - Engineer's cost estimate: \$470,000

Rider Bus Stop Amenity Program Update



**Kannapolis
Site #114**

**Concord Lake Road
at Bishop Lane**



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Rider Bus Stop Amenity Program Update

- Upcoming second phase of construction (pending ROW acquisition) is already underway
 - Up to an additional 29 sites improved
 - Includes 18 shelters, 10 Simme-Seats, 1 site improved but no amenity
(12 shelters/5 seats in Concord and 6 shelters/5 seats, 1 improved in Kannapolis)
 - Easement agreements being drafted currently
 - Phase 2 may have one or more construction projects, depending on the speed and success of the ROW acquisition process

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Replacement Hybrid Bus Purchase Request

- **Competing for discretionary grant funds can be challenging**
 - National need is 8x-13x available funding annually
 - Forced to wait until vehicles are PAST Useful Life threshold to submit
 - May need multiple grants to gather enough funding
- **Per vehicle cost continues to climb currently month over month ~\$10,000**
 - \$217,000 overall increase since 10/2020 quote
- **Replacement parts for both aging and new vehicles proving challenging**
 - Maintenance and Operational stress
 - Negative impacts on services due to in service breakdowns or vehicles out of service for extended periods

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Replacement Hybrid Bus Purchase Request

- Surplus grant funding in hand
 - Replace as close to Useful Life as we can
 - Lowest cost possible based on recent trends
 - > waiting a year could result in \$240,000 increased cost
 - Maintain fleet in 100% Good Repair status
- The FTA funds will cover 85% of the cost of the two vehicles (\$1,596,803). The remaining 15% (\$281,789) will be split 50/50 between Kannapolis and Concord (\$140,894.50 each)

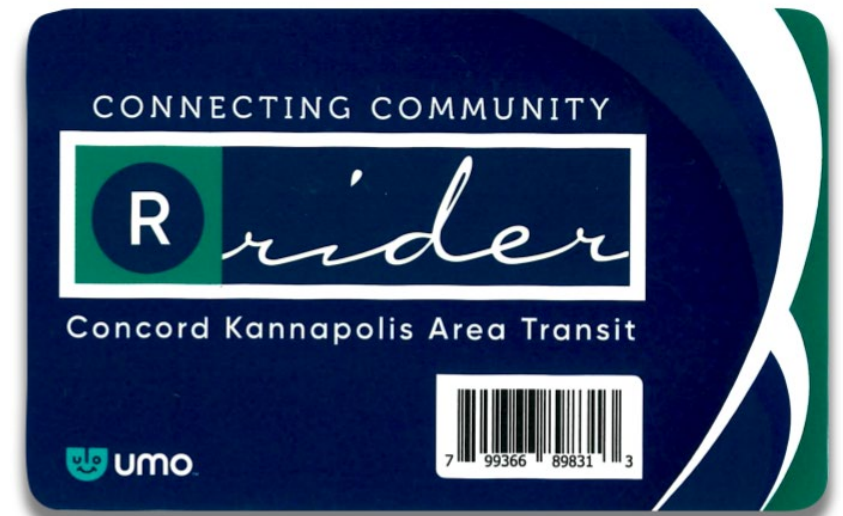


Cabarrus Health Alliance Pass Purchase Request

CHA is currently purchasing and providing 31-Day passes to individuals upon release to assist their re-entry into the community, RISE clinic participants, and others in ongoing care at CHA. CHA staff plan manage and reload the cards online.

Request:

- Offer the passes at a reduced fare rate (\$20 for a 31-day pass)
- Accommodate/remove the initial card price of \$2/card



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

- Microtransit Pilot Update
- Other business
- Next CKTC meeting – Thursday, 10/26/23, 8:30am Rider Transit Center

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QUESTIONS?

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