



Concord Kannapolis Area Transit Commission

August 22nd, 2024 – 8:30AM

Rider Transit Center
45 Transit Court NW, Concord, NC

Agenda

- 1) Call to Order & Quorum** **Chair Hinnant**
 - Quorum & Introduction of Guests - Changes or Additions to Agenda
 - Public Comments from the Floor – 3 minutes per speaker

- 2) Approval of the 4/25/24 Meeting Minutes** **Chair Hinnant**

- 3) Transit Customer Satisfaction Survey Project** **Sofia Thordin, Benesch**

Information: Presentation of the final survey project results by our planning partner and project manager at Benesch

Recommendation/Action: Informational update

- 4) City Wide Microtransit Simulation Results** **Alex Mereu, RideCo**

Information: Presentation of the results of a simulation project by our current Microtransit partner of what a partial or full replacement of traditional Fixed Route service would look like in terms of ridership, vehicles and operating cost within our current service area

Recommendation/Action: Informational update

- 5) Light Transit Vehicle Replacement** **Rider Staff**

Information: Presentation of staff plan to replace our four Light Transit Vehicles (LTVs) that have meet their useful life with more flexible and cost effective Vans using funding programmed in this year’s budget

Recommendation/Action: Review and consider approval of Rider Transit LTV replacement plan

- 6) Public Transportation Agency Safety Plan (PTASP)** **Rider Staff**

Information: Annual review of the Rider Transit Public Transportation Agency Safety Plan, required by the Federal Transit Administration for all public transit agencies

Recommendation/Action: Review and approval of Rider Transit PTASP update

- 7) Rider Bus Stop Amenity Project Phase 1 Update** **Rider Staff**

Information: Update of Phase 1 construction installation progress

Recommendation/Action: Informational update

- 8) Reports / Other Business** **Rider Staff**
 - Triennial Review
 - CAD/AVL RFP Released
 - Last two Hybrid Buses completed and shipped
 - Other Business
 - Next Meetings – 10/24, 12/19 – 8:30am at the Rider Transit Center

CONCORD KANNAPOLIS TRANSIT COMMISSION MEETING

August 22nd, 2024

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Concord Kannapolis Area Transit

CONCORD KANNAPOLIS TRANSIT COMMISSION

8/22/2024

- **Call to Order & Quorum**
 - Quorum & Introduction of Guests
 - Public comments (3 minutes)
- **Approval of the April 24th, 2024 Meeting Minutes**

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Concord Kannapolis Area Transit

CCTS and Rider Transit Customer Satisfaction Survey

- Project was wrapped up in June
- Findings were presented at the August CCTS TAB meeting
- Sofia Thordin from Benesch will be taking us through those results today

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Concord Kannapolis Area Transit

RideCo - City Wide Microtransit Simulation Results

- Several months ago, staff asked our Paratransit and Microtransit software partner RideCo to look at our Fixed Route data and provide potential scenarios and pricing for a full system service model change (Wilson and Gastonia, NC)
- They looked at geographic coverage currently in place, as well as average weekday ridership
- Alex Mereu from RideCo will be presenting the results of their simulation including three scenarios and their projected benefit/cost analysis

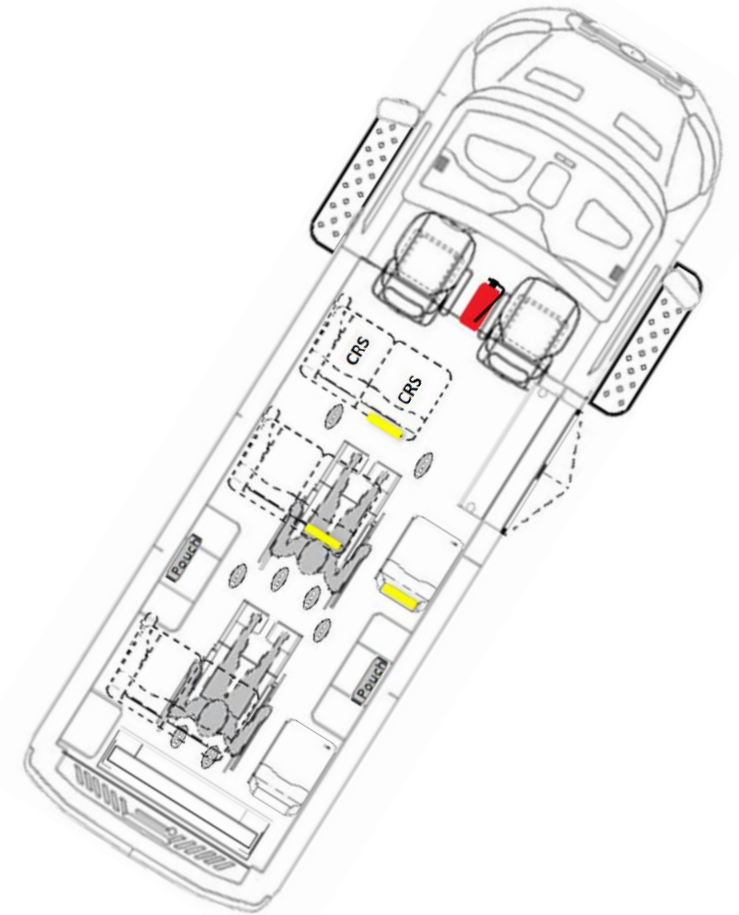
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Concord Kannapolis Area Transit

Rider Transit Vehicle Replacement Request

- Replacement of our LTVs that have met their FTA designated useful life with newer, more flexible, cost-effective Ford Transit Vans was included in Rider's FY 25 budget
- The budgeted amount (85/15) was \$112,500 per vehicle
- Utilizing NCDOT state contract pricing, we are requesting approval to move forward with Model 1, at a per vehicle cost of \$106,653 per vehicle
- Anticipated delivery this November/December



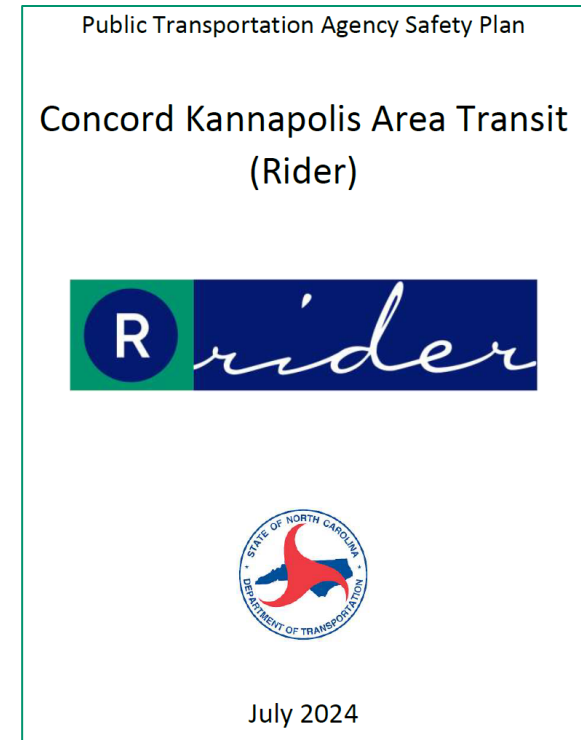
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Concord Kannapolis Area Transit

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 account for new safety targets, new infection prevention measures and Operator assault data requirements, to remain in compliance with PTASP final rule.



Rider Bus Stop Amenity Program Update

- Phase 1 is substantially complete
- All infrastructure has been installed
- Punch list items and final landscaping should be complete in the next 2-3 weeks, depending on weather



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Concord Kannapolis Area Transit

Reports / Other Business

- Transdev Pay Increase Update
- Triennial Review Next Week
- CAD/AVL RFP has been released– anticipate recommendation of award in October
- Last two Hybrid Bus Replacements Delivered
- Other Business
- Next CKTC meeting – Thursday, 10/24/24, 8:30am, Rider Transit Center

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Concord Kannapolis Area Transit

QUESTIONS?

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Concord Kannapolis Area Transit

CCTS/CK Rider Customer Satisfaction Survey



Agenda



Project Overview



Summary of Efforts



Data/Results



Takeaways



Project Overview

Project Overview



- **Objective:** Establish baseline customer satisfaction for Rider and CCTS services to inform future improvements and potential consolidation.
- **Survey Structure:** Two rounds of surveys including Net Promoter Score (NPS) and demographic questions, available in English and Spanish.
- **Data Collection Goals:** 200 fixed route, 25 ADA paratransit, and 25 demand response surveys each round.
- **Methodology:** Administer surveys onboard buses, via phone calls, and online using technology for efficiency and accessibility.



Summary of Efforts



Summary of Efforts

Round 1

January 23 – 24

Round 2

April 30 – May 2

Both survey rounds included:

- In-person survey administration strategies at transfer hubs and on-board surveying during peak weekday morning/afternoon times
- Passive survey collection through social media channels and QR code posters
- Telephone call interviews for Rider paratransit and Demand Response users
- Bilingual survey response options (English and Spanish)
- Incentives such as \$100 gift card and/or tablet raffle. Donuts and swag also offered.
- Comprehensive survey staff training

Outreach Materials

- Survey efforts were advertised through mixed channels such as Facebook, transit websites, and physical flyers/posters

Encuesta de satisfacción del cliente de Rider



Cabarrus County Transportation Services necesita su opinión!



¡Escanea el código QR para responder a nuestra breve encuesta y para participar en el sorteo de una tableta!



Esta encuesta nos ayudará a comprender mejor hasta qué punto nuestros sistemas de autobuses satisfacen sus necesidades y expectativas de transporte. Su opinión sobre la fiabilidad, limpieza, accesibilidad y atención al cliente de los autobuses nos ayudará a mejorar la calidad general de nuestros servicios.

Outreach Materials

Transit Survey



CCTS will conduct **customer satisfaction surveys** on-board the buses and via telephone on April 30, May 1, and May 2.

» **CHANCE
TO WIN**

Survey participants who complete a survey will be eligible to win a \$100 gift card



Transit Survey



Rider will conduct **customer satisfaction surveys** on-board the buses and via telephone on April 30, May 1, and May 2.

» **CHANCE
TO WIN**

Survey participants who complete a survey will be eligible to win a smart tablet or a \$100 gift card



Survey Instrument

**Bilingual
(English &
Spanish)**

**CK Rider
Fixed
Route**

**CK Rider
Paratransit**

**CCTS
Demand
Response**

Survey Instrument

- 18 questions for fixed route, 15 questions for ADA/Paratransit
- Designed together with CCTS/CK Rider and overall project team

Rider Paratransit Survey Questions: Encuesta de Rider Paratransit

Overview and Goals: Objetivo y metas

The survey is designed to gather insights into overall customer satisfaction and user experience with our services. We want to know how well our systems meet transportation needs and expectations. Feedback on aspects such as reliability, cleanliness, accessibility, and customer service will guide us in potential enhancements to the overall quality of our services. / El objetivo de la encuesta es conocer la satisfacción general de los usuarios y su experiencia con nuestros servicios. Queremos saber hasta qué punto nuestros sistemas satisfacen las necesidades y expectativas del transporte. Los comentarios sobre aspectos como la fiabilidad, la limpieza, la accesibilidad y el servicio al cliente nos orientarán sobre posibles mejoras de la calidad general de nuestros servicios.

1. What language are you taking this survey in?
¿En qué idioma estás respondiendo esta encuesta?
(a) English/Inglés
(b) Español/Spanish
2. In what Zip Code do you live in? / ¿En qué código postal vive?
3. How often do you use Rider Paratransit? / ¿Con qué frecuencia utiliza los servicios de Rider Paratransit?
(a) Every day / Todos los días
5. On a scale of 1 – 5, how would you rate the cleanliness and comfort of the inside of our vehicles? / ¿En una escala de 1 -5, cómo calificaría usted la limpieza y comodidad de a dentro de los vehículos?
(1) Excellent / Excelente
(2) Very Good / Muy bien
(3) Good / Bien
(4) Fair / Razonable
(5) Poor / Malo



Survey Instrument

Good to know!

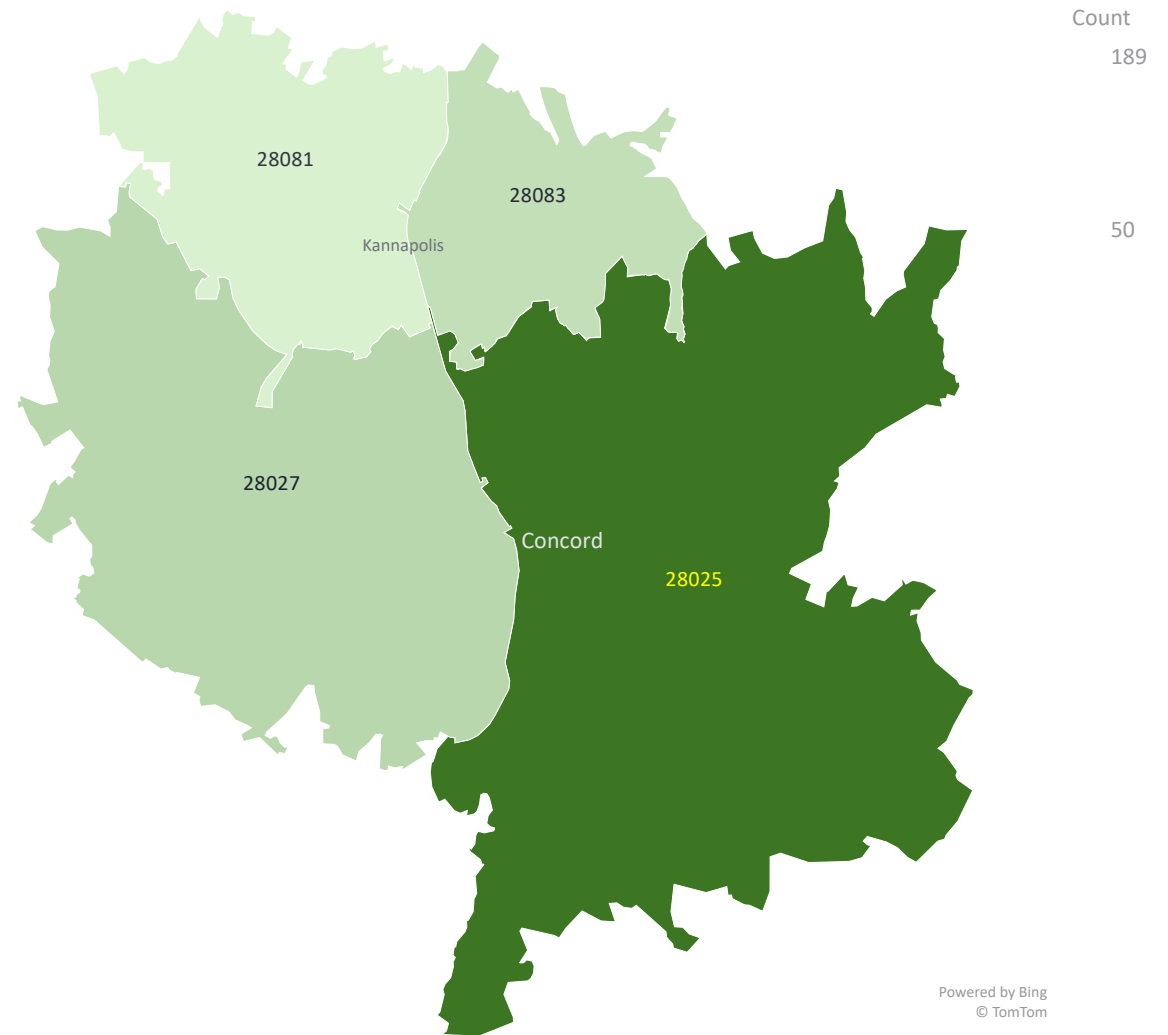
- Charts shown in the following section are cumulative from both rounds.
- There were slight tweaks made to the instrument between Round 1 and 2. Changes include:
 - updated scale ranges to be more appropriate (e.g., scale from 1 – 5 becoming “easy” vs. “not easy”)
 - Allowing “select 3” questions to become “select all that apply” due to user error



Data/Results

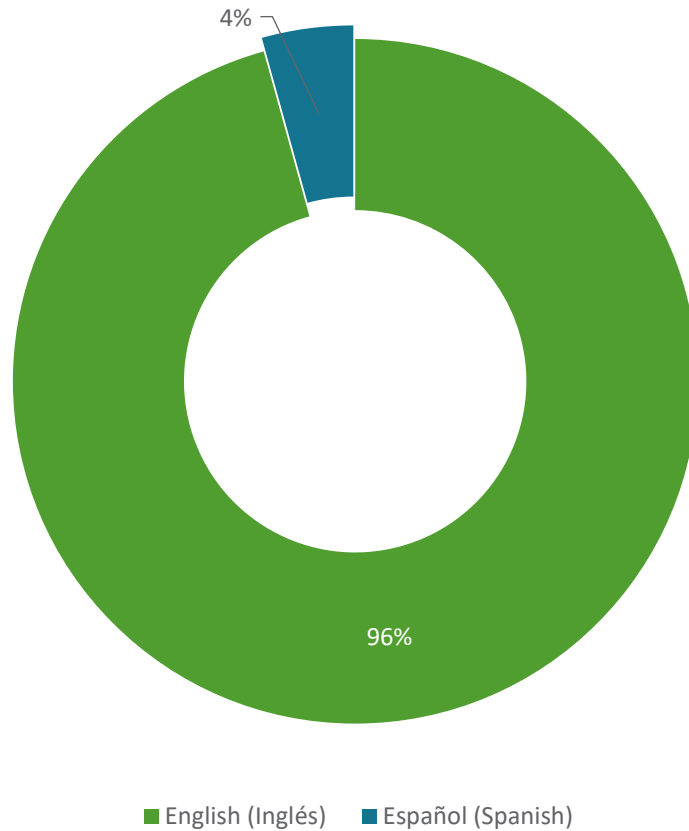
Zip Code

- Most respondents live in the 28025 zip code
- This remained true across all rounds
- In Round 2 an “unhoused” option was added. It received 2 responses.



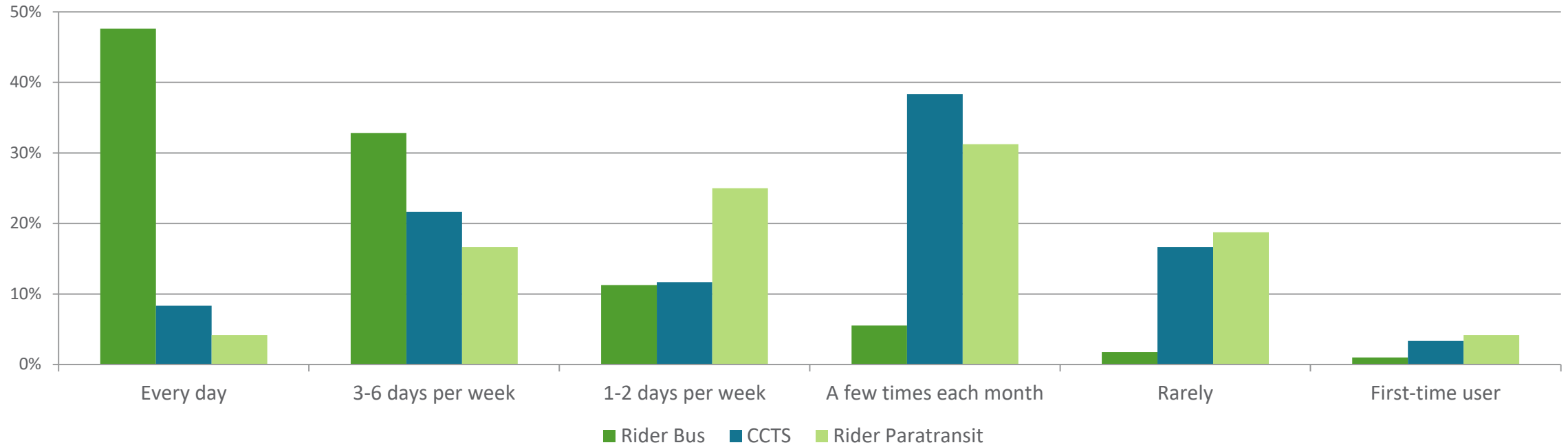
*Zip codes with <10 responses not shown on map

Survey Language



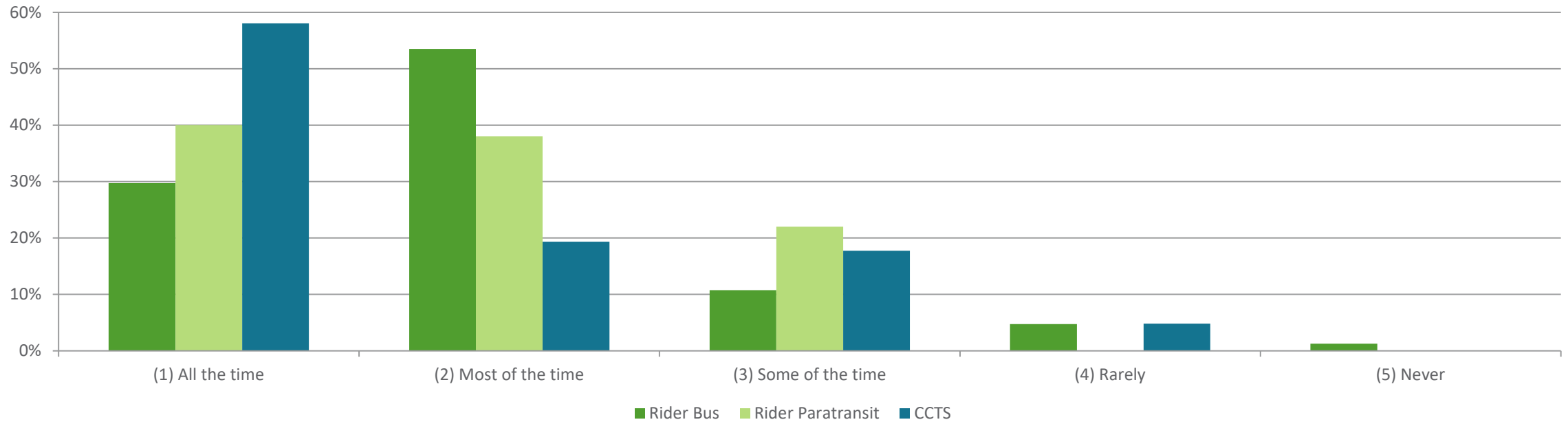
- Most respondents chose English across the board
- In the first round, there were more English responses (100% on Rider Paratransit and CCTS)
- Rider Bus has the most Spanish responses

How often do you use Rider/CCTS?



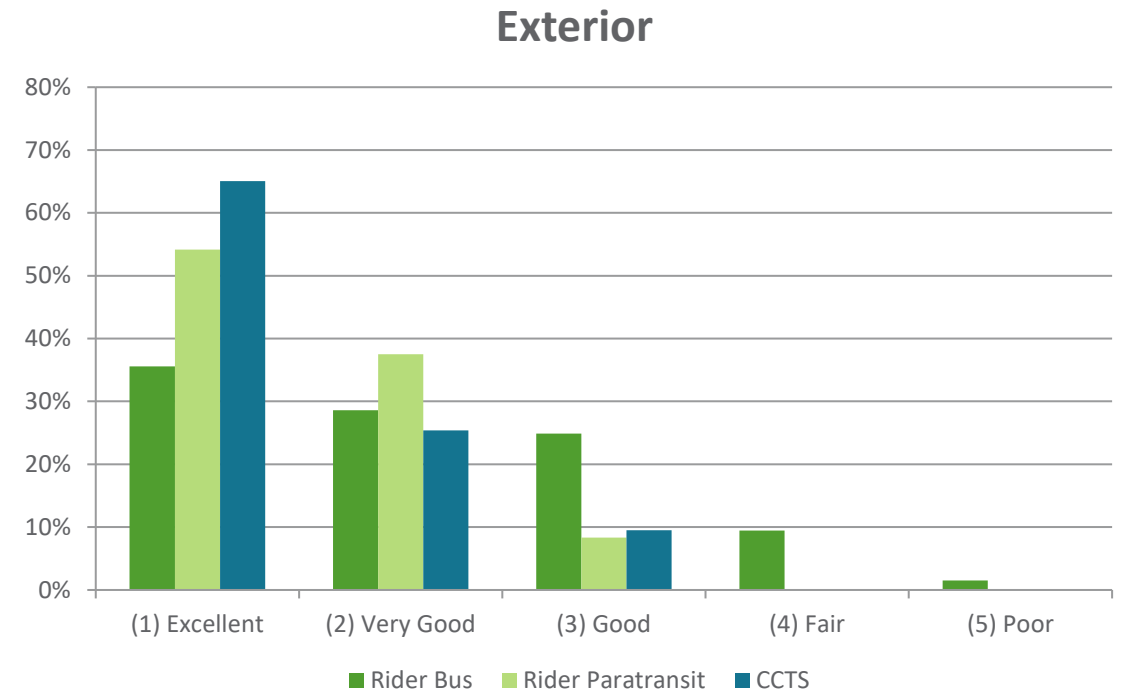
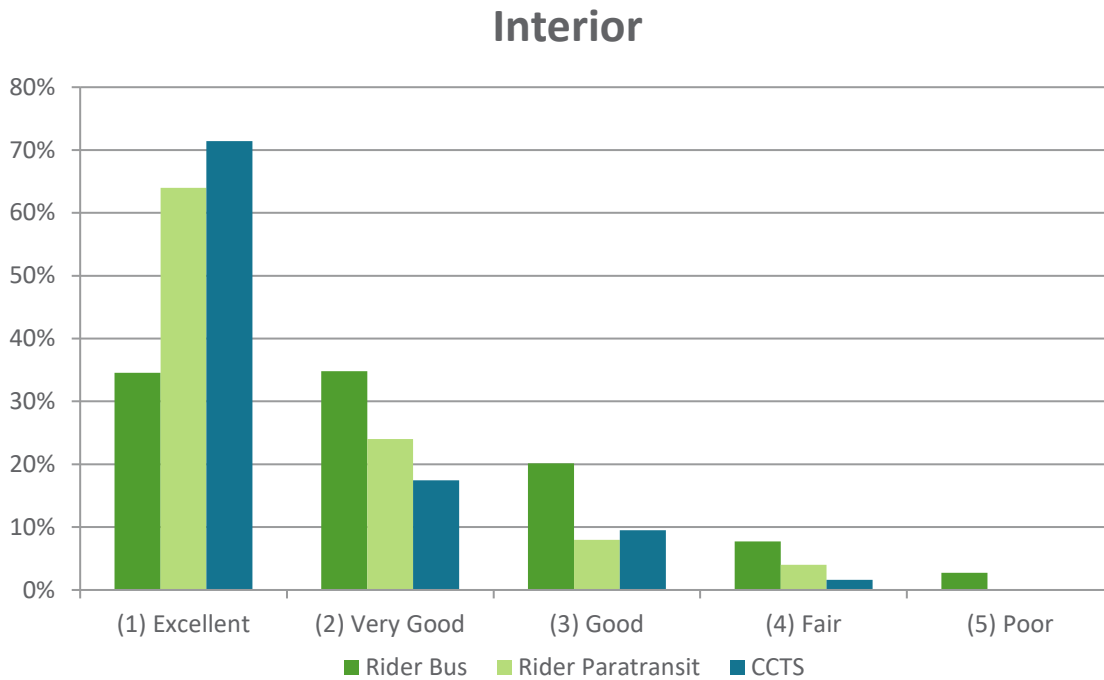
- Rider Bus passengers report riding most frequently of the three
- Responses stayed mostly the same between rounds, but the amount of Rider Bus passengers riding “every day” decreased by 10% in Round 2

How often does your vehicle arrive on time?



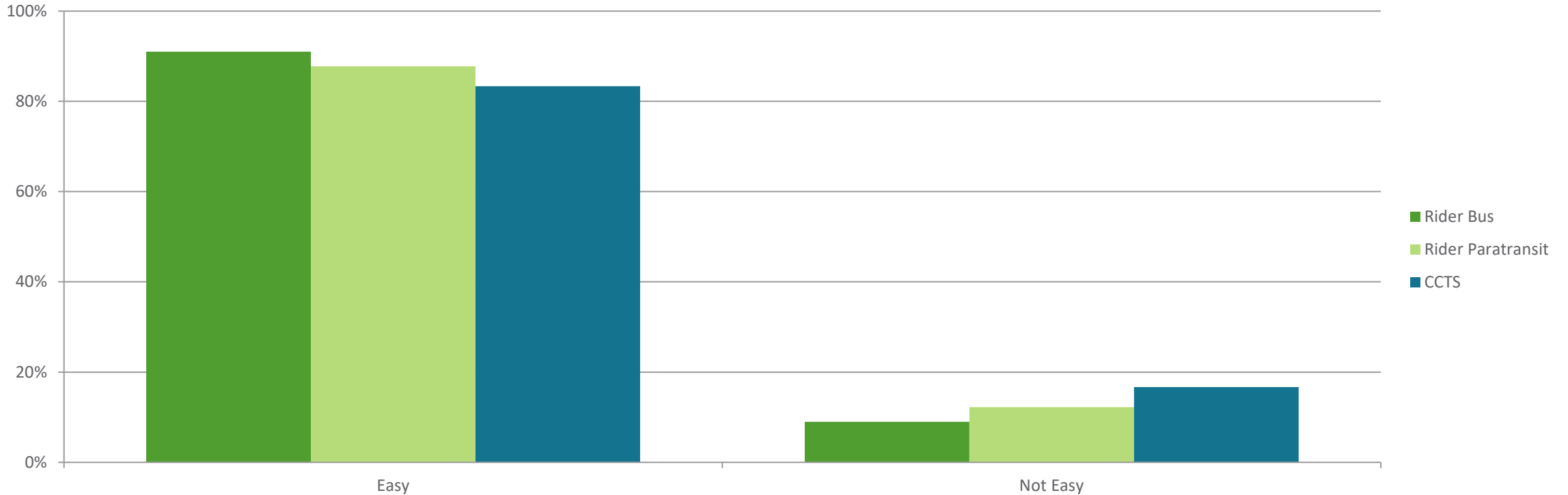
- Respondents feel vehicles arrive on time “all” or “most” of the time
- CCTS users are more likely to respond “all of the time” than Rider users
- Round 2 saw an uptick in “most” responses and a downtick in “all”

Rate the cleanliness/comfort of vehicles



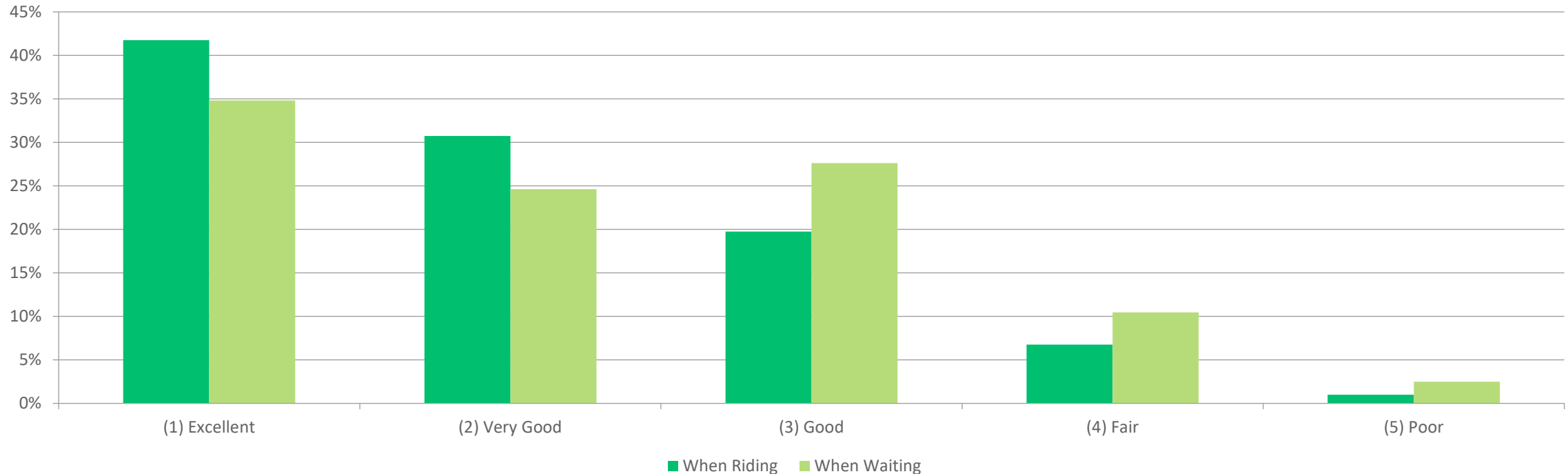
- The “Excellent” category was highest for Rider Paratransit/CCTS users
- Between Round 1 and 2, vehicle cleanliness ratings were about the same.
- Generally, respondents found vehicle interior slightly cleaner than the exterior

How easy is it to use the bus/schedule a ride...?



- Majority of all respondents reported it is easy to use the bus or schedule a ride

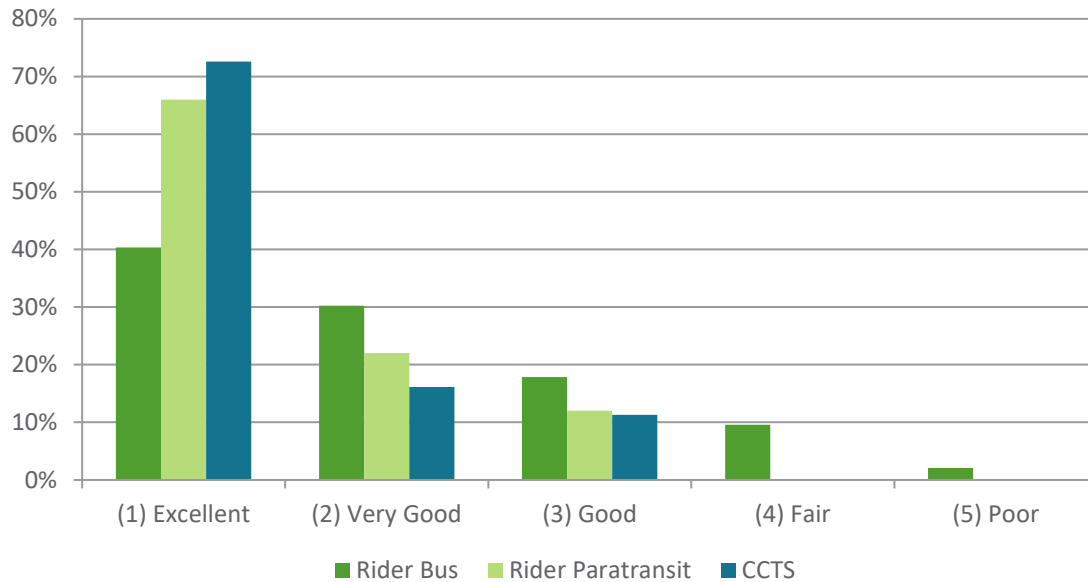
Rate your feeling of safety/security when riding/waiting



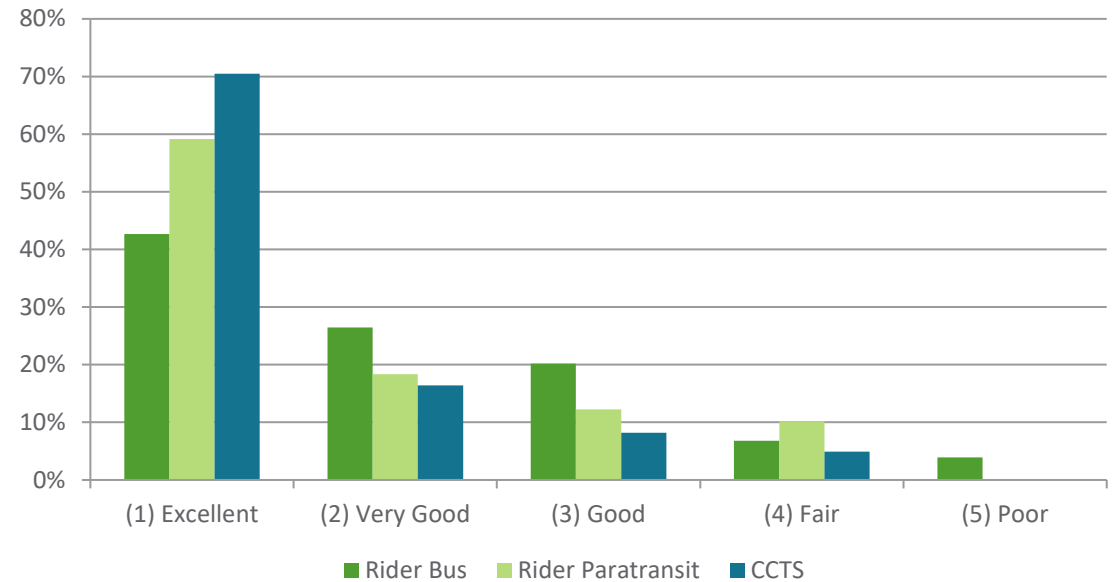
- Question asked on Rider Bus survey only
- Most respondents feel “excellent” or “very good” safety. However, there was a small decrease in “excellent” responses from Round 1 to 2 for both riding/waiting.
- Overall, Rider Bus customers feel slightly less safe waiting for the bus compared to riding it

Rate how friendly and helpful transit staff is?

Bus Drivers



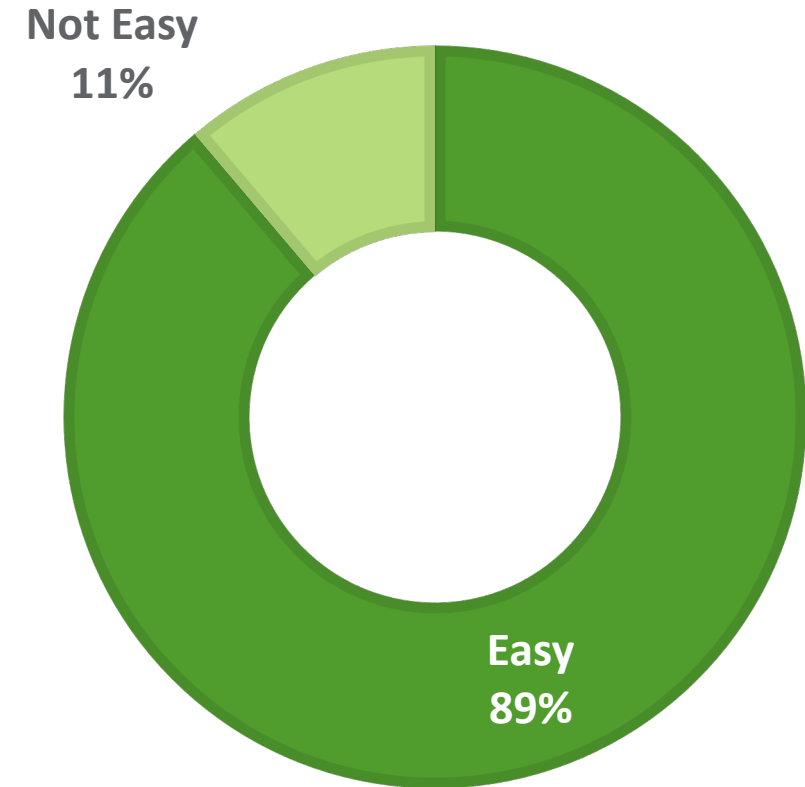
Customer Service



- Most respondents expressed satisfaction, with CCTS/Rider Paratransit over 70% Excellent or Very Good
- Satisfaction levels remained consistent with the Round 1 survey

How easy it is to understand and use the Rider bus schedules and maps?

- Question was asked of Rider Bus users only
- Nearly all users find it “easy” to understand Rider schedules/maps



Improvements or additional services you'd like to see?

Rider Bus responses:

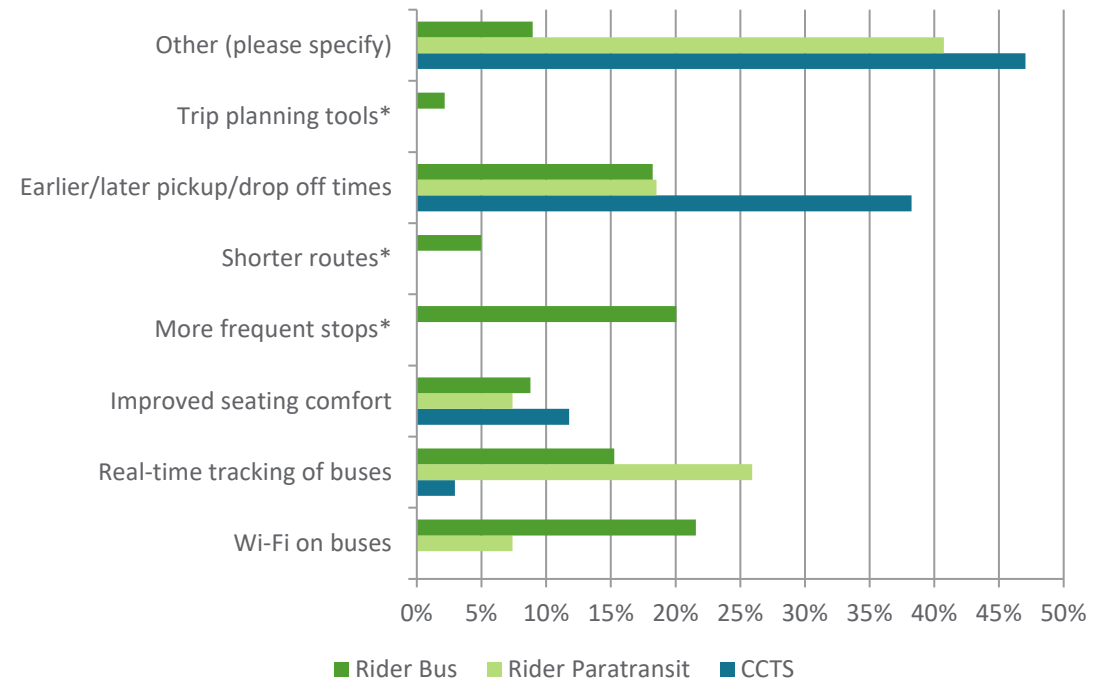
- Wifi on buses (41%), More frequent/additional stops (33%), Earlier/later pick up/drop off times (30%), Real time tracking (23%)

Rider Paratransit responses:

- Other (80%), Earlier/later pick up/drop (40%)
- Most common “other” comment was on-time performance

CCTS responses:

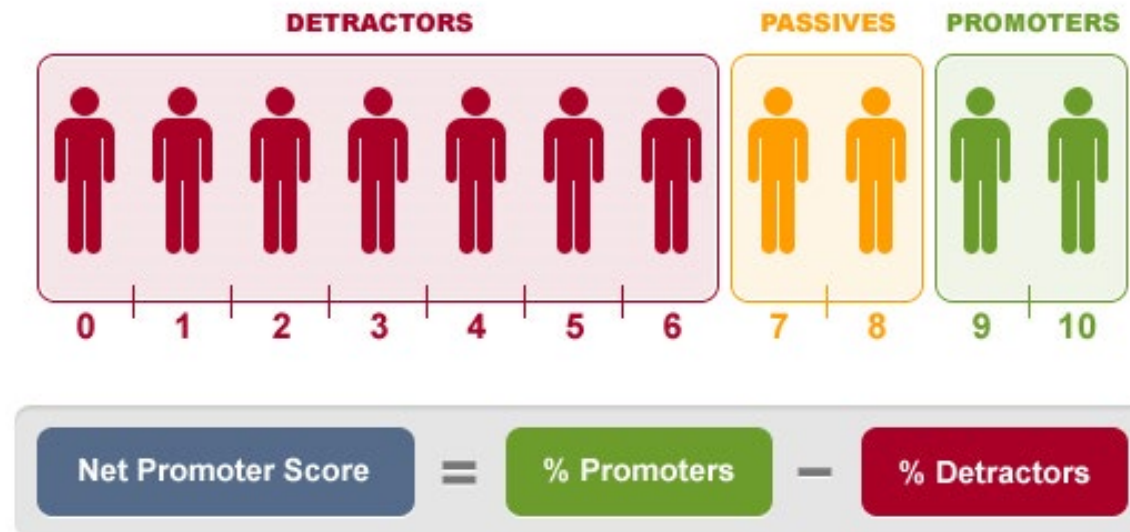
- Earlier/later pick up/drop off times (44%), Other (44%)
- Some “other” comments suggested longer trips



*Indicates Rider bus survey only

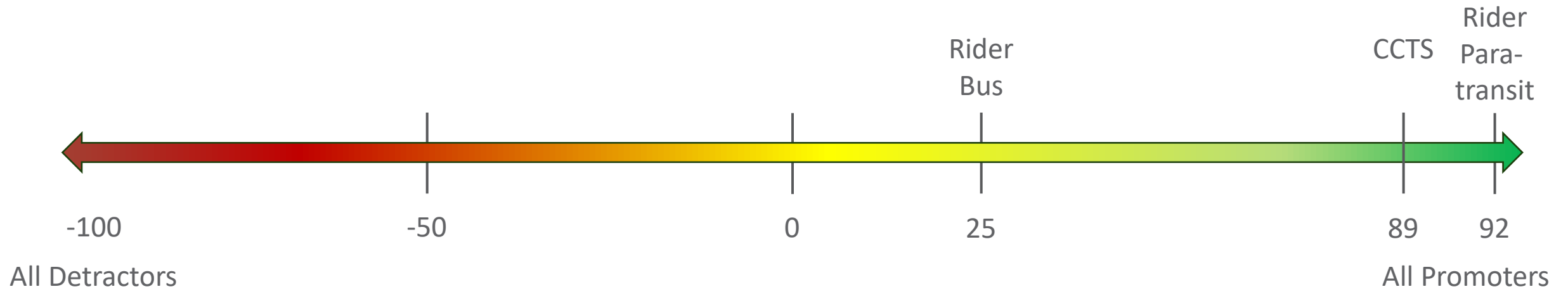
Net Promoter Score

- Pulled from “How likely are you to recommend this service to family/friends?”
- Scale is from 1 – Very Unlikely to 10 – Very Likely
- Purpose: Gauge overall satisfaction and pinpoint areas needing improvement and benchmarks performance to track changes over time

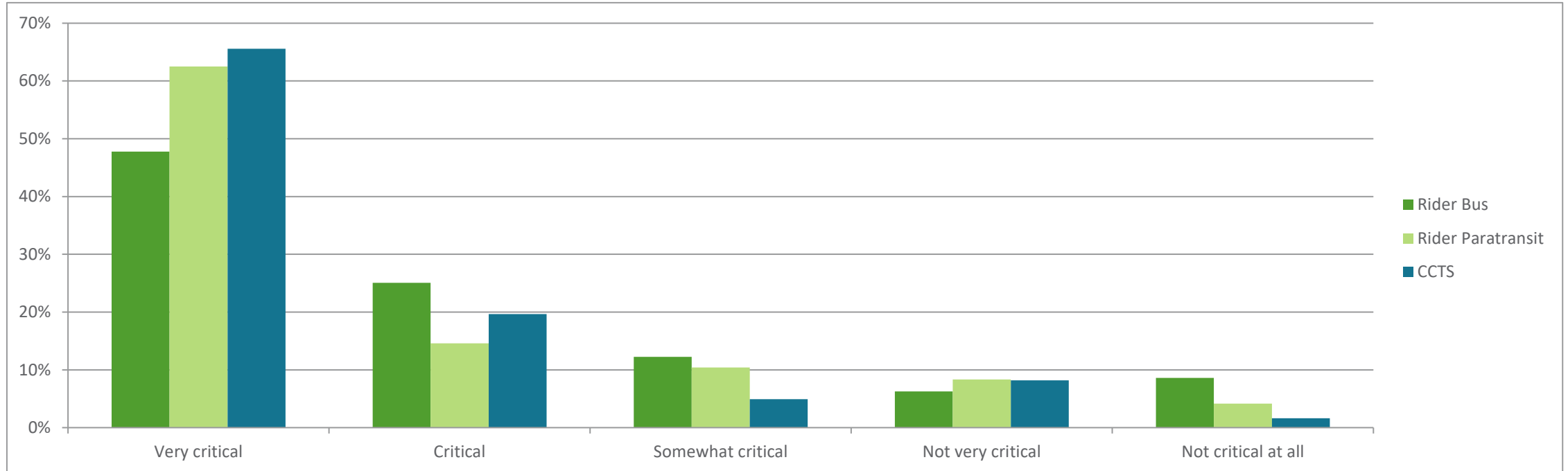


Net Promoter Score

- Rider Bus: NPS 25 (185 respondents)
- CCTS: NPS 89 (25 respondents)
- Rider Paratransit: 92 (24 respondents)

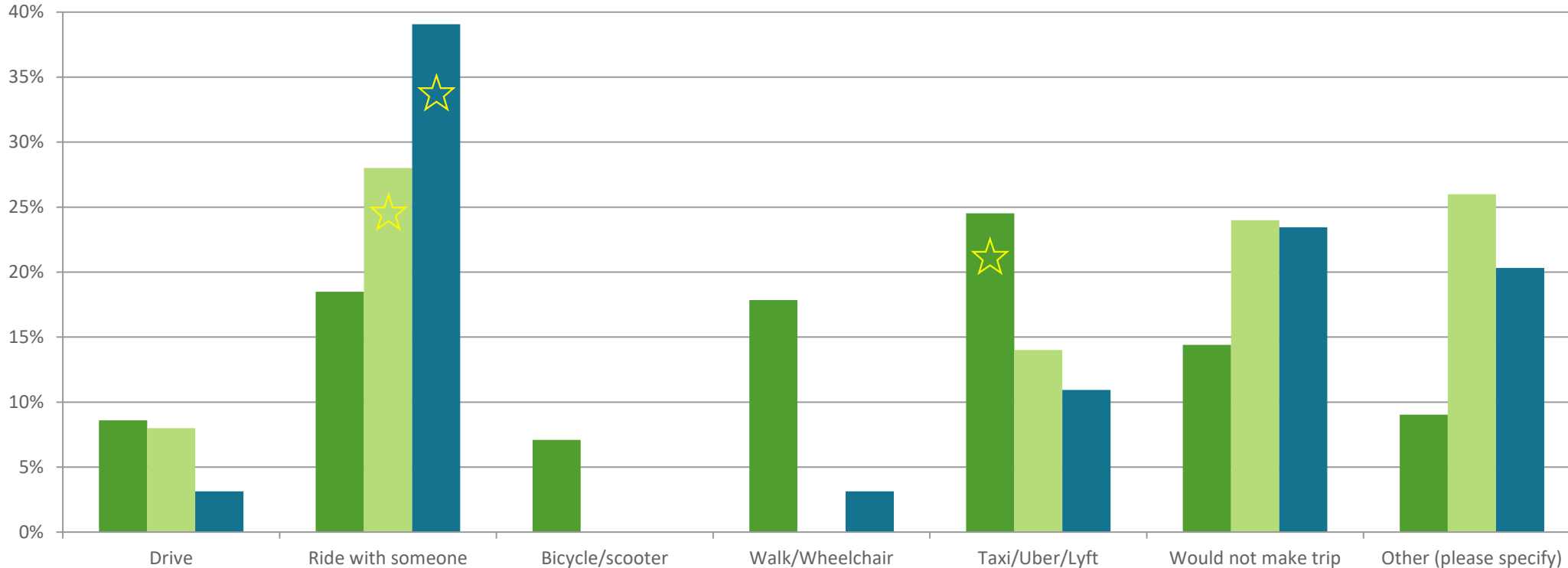


How critical is Rider/CCTS to your ability to get around?



- Compared to Round 1, these ratings experienced an uptick among both Rider Paratransit and CCTS users while showing a slight decrease among Rider Bus users.
- Overall, users among all services emphasize how critical transit is to get around

How would you make this trip if transit was not available?



- Demand response riders would most often ride with someone else, whereas fixed route riders would take Taxi/Uber/Lyft
- Compared to Round 1, there was a marked increase in “Would not make trip”
- Most “Other” responses were people wanting to choose multiple options



“ I love that CCTS provides this service because I have no other way to appointments ”

Round 2 CCTS Respondent



“If it wasn't for the bus I would have to walk everywhere. It gets me to work daily. I NEED THE BUS TO LIVE.”

Round 1 Rider Bus Respondent



Takeaways

Takeaways

Themes



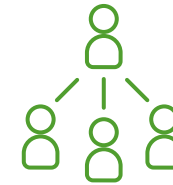
Improve
Communication and
Information
Accessibility



Address Safety
Concerns



Expand Service
Availability



Enhance Customer
Service



Focus on Cleanliness
and Comfort

Takeaways

Improve Communication and Information Accessibility

Enhance Schedule/Map Clarity

- Most respondents found maps and schedules easy to understand, however some still reported difficulties
- Simplifying and displaying route information can further assist riders

Expand Real-Time Tracking

- There is strong demand for real-time bus tracking
- Investing in technology to provide live updates can significantly enhance the user experience and reduce uncertainty

Takeaways

Address Safety Concerns

Increase Security at Bus Stops

- Respondents felt less safe waiting for the bus than they did riding
- Implementing additional safety measures at bus stops, such as better lighting or security patrols, can improve perceptions of safety.

Continue On-Board Safety Practices

- Continue to monitor and address safety concerns on buses, ensuring that all riders feel secure throughout their journey

Takeaways

Expand Service Availability

Increase Service Frequency and Coverage

- Strong demand for more frequent/additional stops along routes, and earlier/later services
- Evaluate the feasibility of increased services to help meet rider needs

Pilot Wi-Fi on Buses

- Many riders expressed desire for Wi-Fi equipped vehicles. Piloting this feature can add to user experience and satisfaction

Takeaways

Enhance Customer Service

Focus on Driver and Staff Friendliness

- Continue to invest in customer service training for drivers and staff, emphasizing the importance of friendliness and helpfulness
- While most users are satisfied, there is moderate feedback regarding rudeness or issues calling in to schedule

Address Dissatisfaction Promptly

- For the few respondents who are dissatisfied, promptly addressing concerns through targeted training and feedback mechanisms will be essential

Takeaways

Focus on Cleanliness and Comfort

Maintain High Standards of Cleanliness

- While most users are satisfied, there is moderate feedback concerning frequency of cleaning, wear/tear, etc.
- Maintaining and monitoring cleaning protocols will ensure continued satisfaction

Upgrade Vehicle Comfort

- Consider feedback on the comfort of vehicles and explore opportunities for upgrading seating and onboard facilities to enhance rider comfort.



Thank you



Questions?





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Concord Kannapolis Area Transit

RideCo & Concord Kannapolis Area Transit

City Wide Microtransit Simulation Results

August 22, 2024

The Pillars of Microtransit

Focusing on any one of the pillars comes with tradeoffs in the other pillars.

The objectives and constraints you have for your microtransit project dictate the focus areas.



Coverage

Geographic Span

Hours of Operation

Demographics



Convenience

Wait-Times & On-Board Times

Reliability

Walking Distance



Cost

Vehicle Count

Cost Per Ride

Operations Model

The Pillars of Microtransit

In the full system microtransit deployment we are prioritizing system **COVERAGE** and system **CONVENIENCE** levels.

As a result there's a cost associated with this.



Coverage

Geographic Span

Hours of Operation

Demographics



Convenience

Wait-Times & On-Board Times

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Cost

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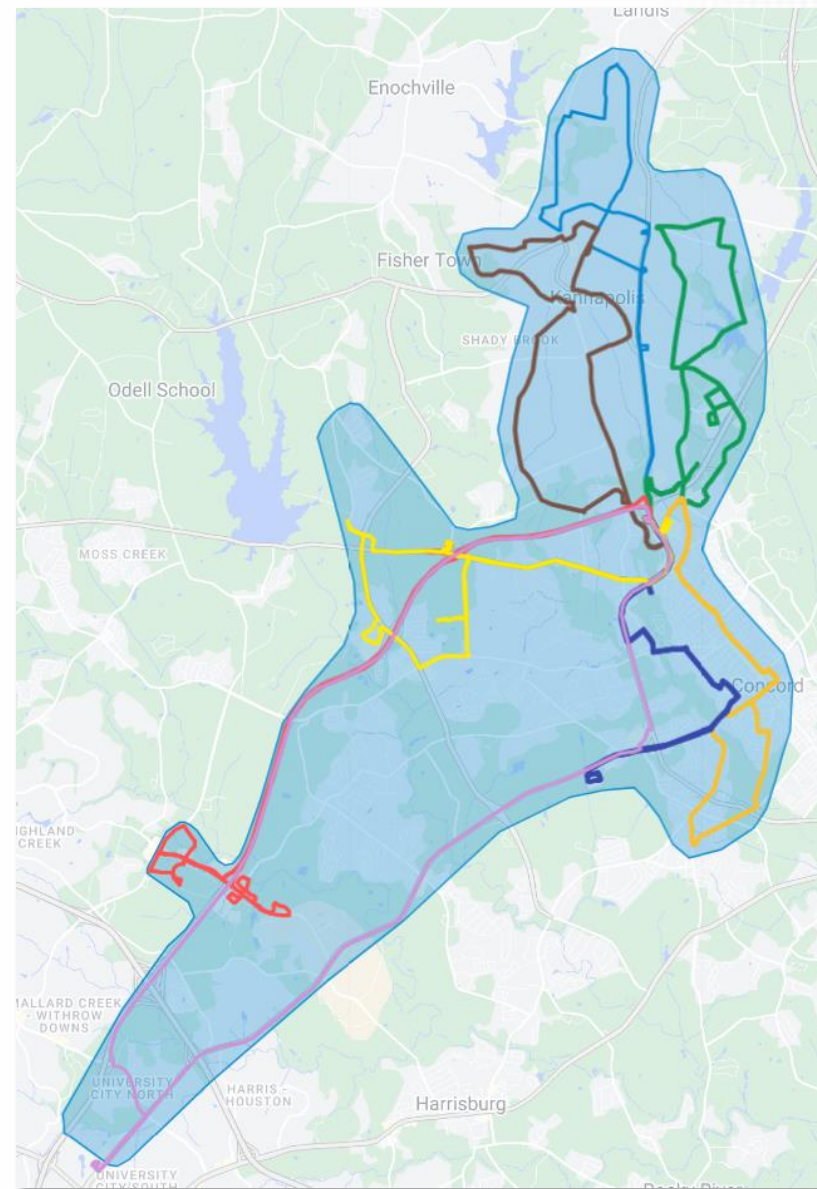
Operations Model



City Wide Microtransit – Full Zone

	Average Daily Ridership
Blue	150
Brown	108
CCX	106
Green	154
Orange	192
Purple	189
Red	94
Yellow	159
Total	1152

- Average daily ridership was calculated from 3 days of fixed route ridership on the fixed routes in the table above.
- 100% of the fixed route ridership was assumed to transition from the fixed route service to the microtransit service.
- The Red route and CCX route were included in the Full Zone simulation

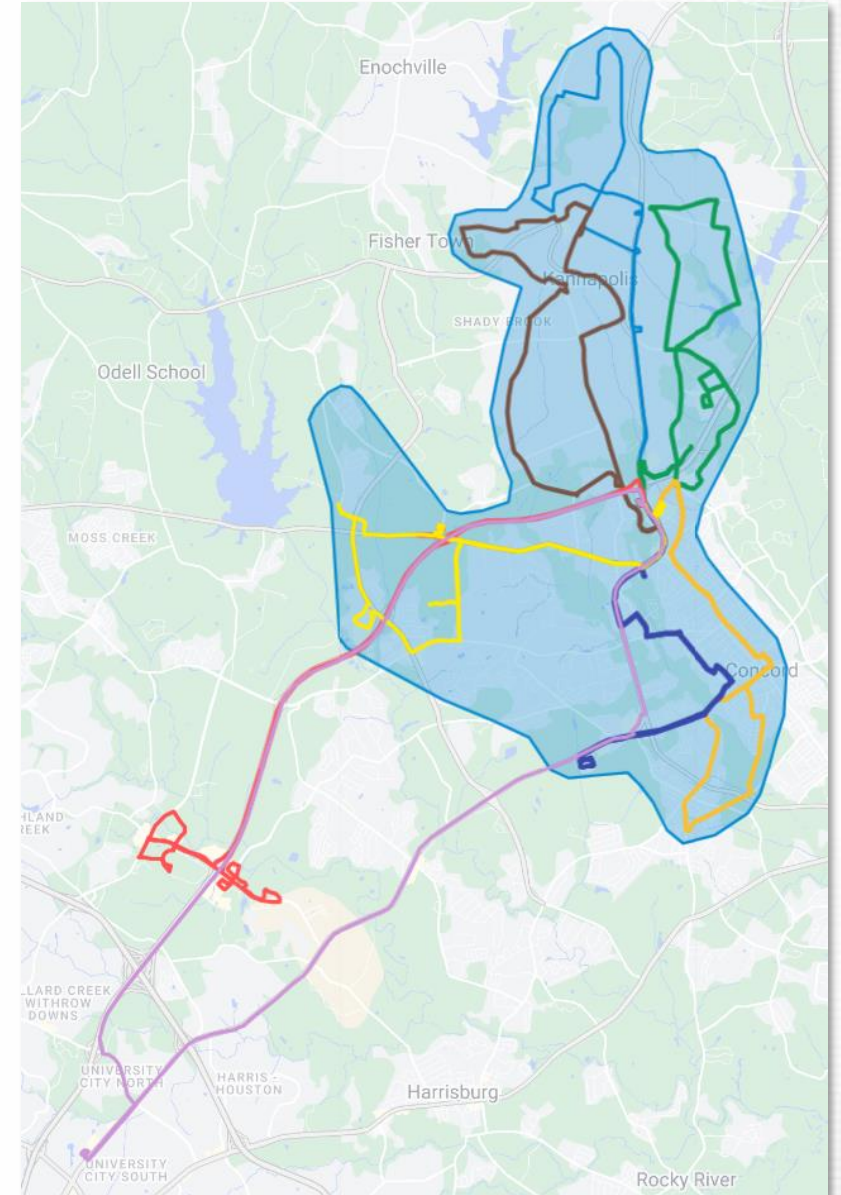




City Wide Microtransit – Reduced Zone

	Average Daily Ridership
Blue	150
Brown	108
CCX	106
Green	154
Orange	192
Purple	189
Red	94
Yellow	159
Total	952

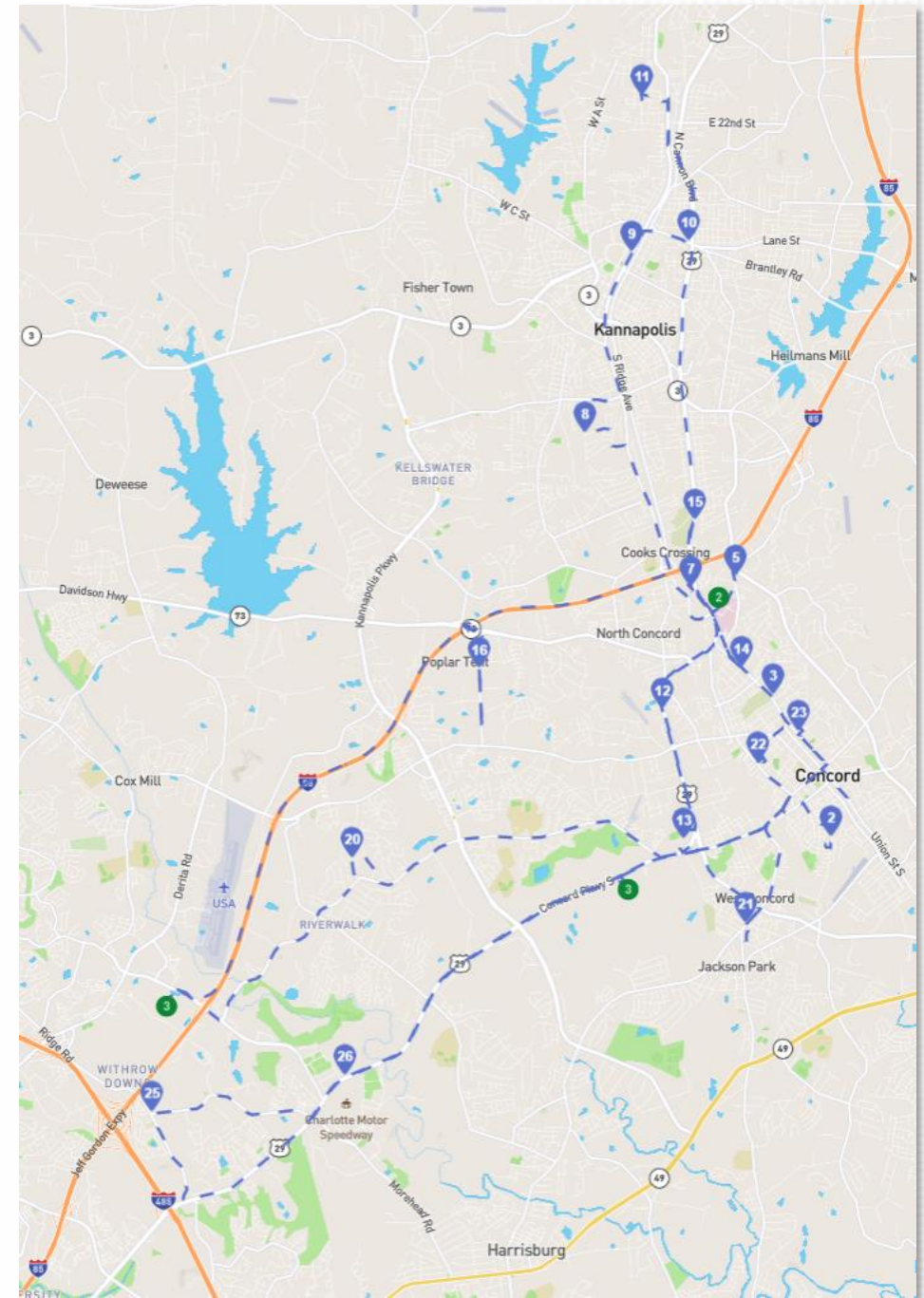
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- 100% of the fixed route ridership was assumed to transition from the fixed route service to the microtransit service.
- The Red route and CCX route were not included in the Full Zone simulation





Service Model Inputs

Passengers	Reduced Zone: 952 Full Zone: 1152
Shift Duration	5 - 10 hours
Vehicle Types/Capacity Configuration	3 AMB OR 1 AMB & 2 WC
Pick-Up Window	10 minutes
Boarding & Alighting Delays	Ambulatory: 1.5 & 1 minutes Wheelchair: 5 & 3 minutes
Traffic/Road Speed Scale-Down	10% Slower (slower than average to account for driver behavior)

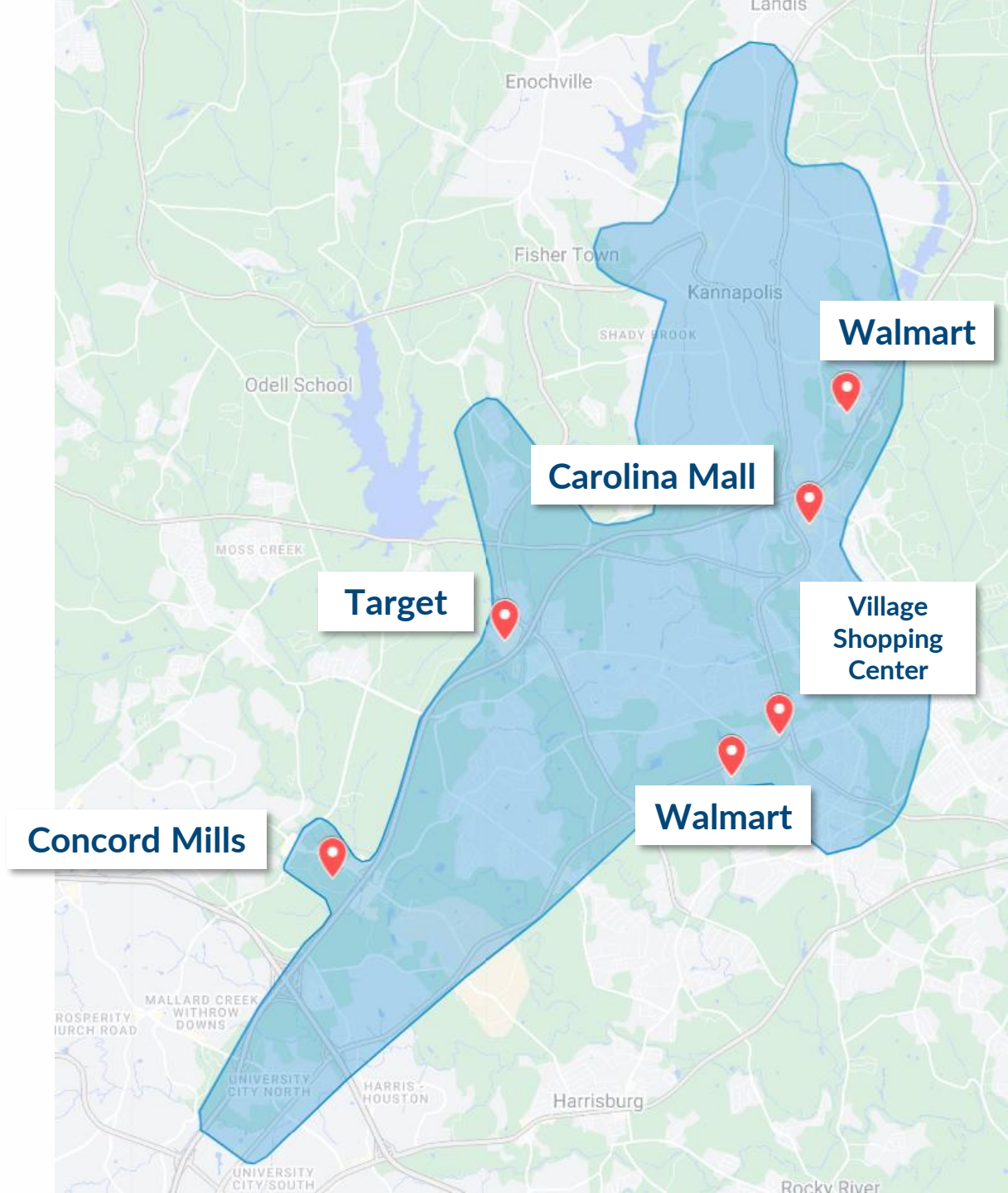


Simulation Methodology



Points of Interest – Full Zone

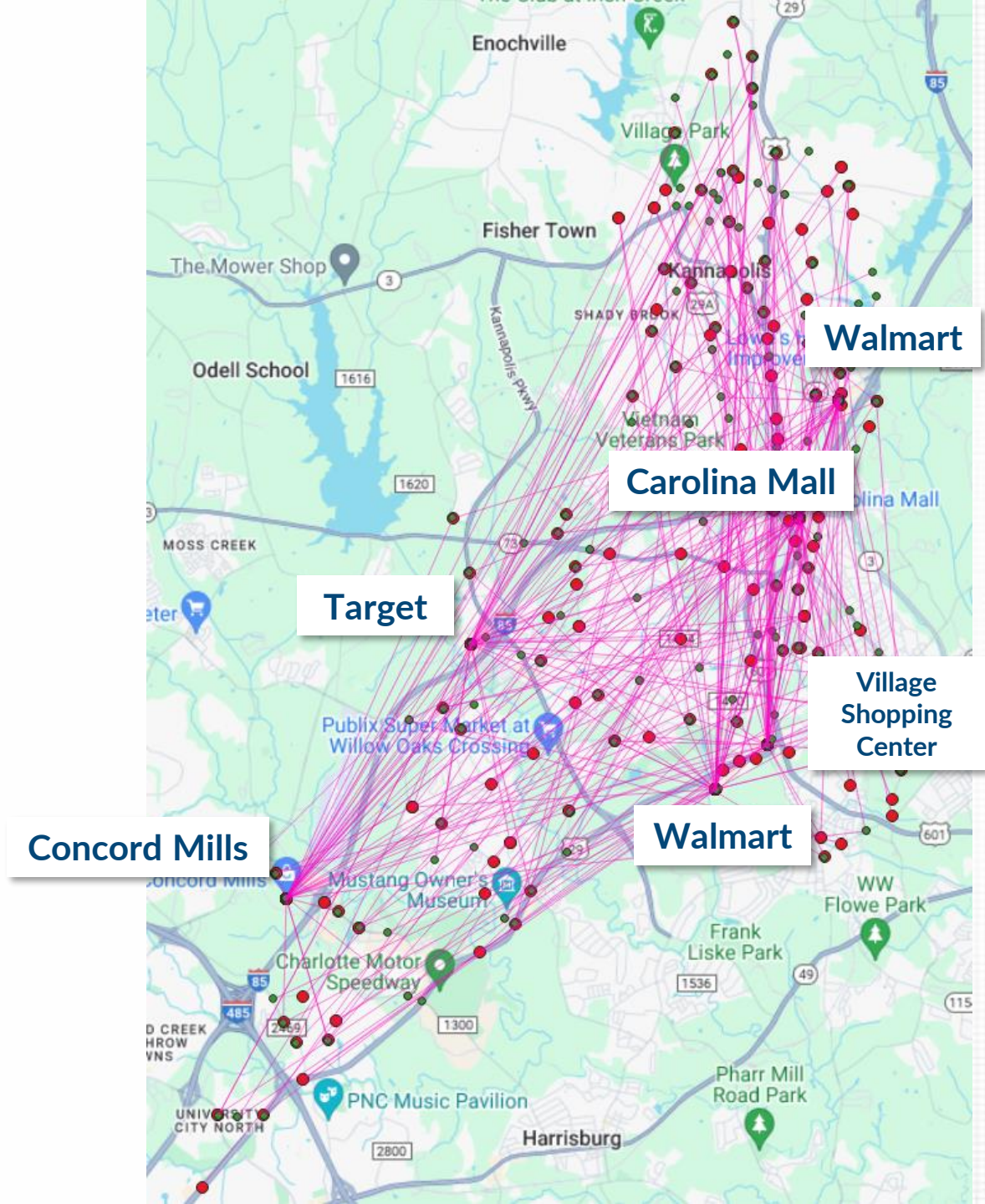
	Percent of Ridership
Concord Mills	20%
Target	15%
Carolina Mall	10%
Village Shopping Center	15%
Walmart North	20%
Walmart South	10%
Rest of Stops	10%
Total	100%





OD Pairs – Full Zone

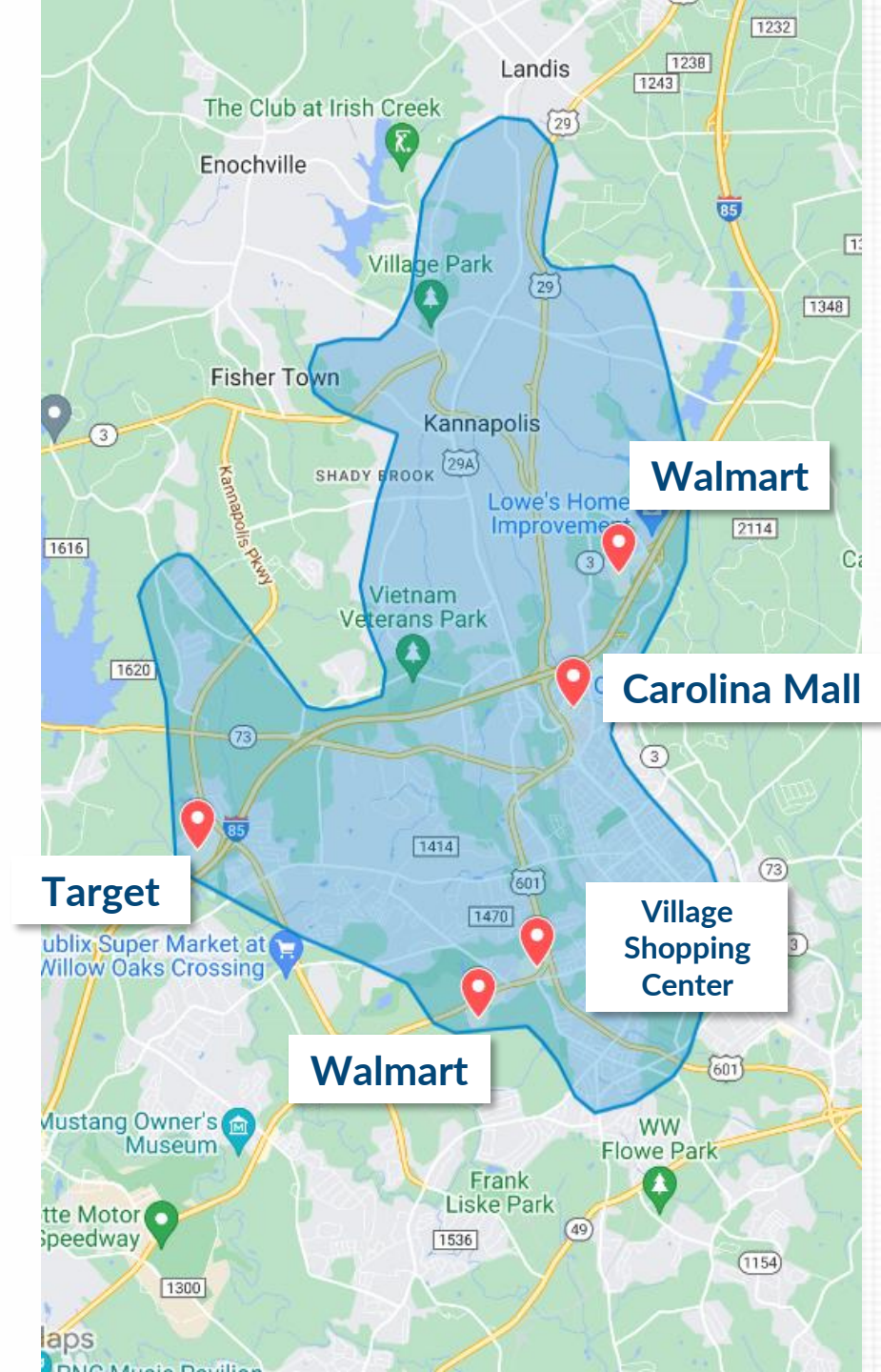
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Points of Interest – Reduced Zone

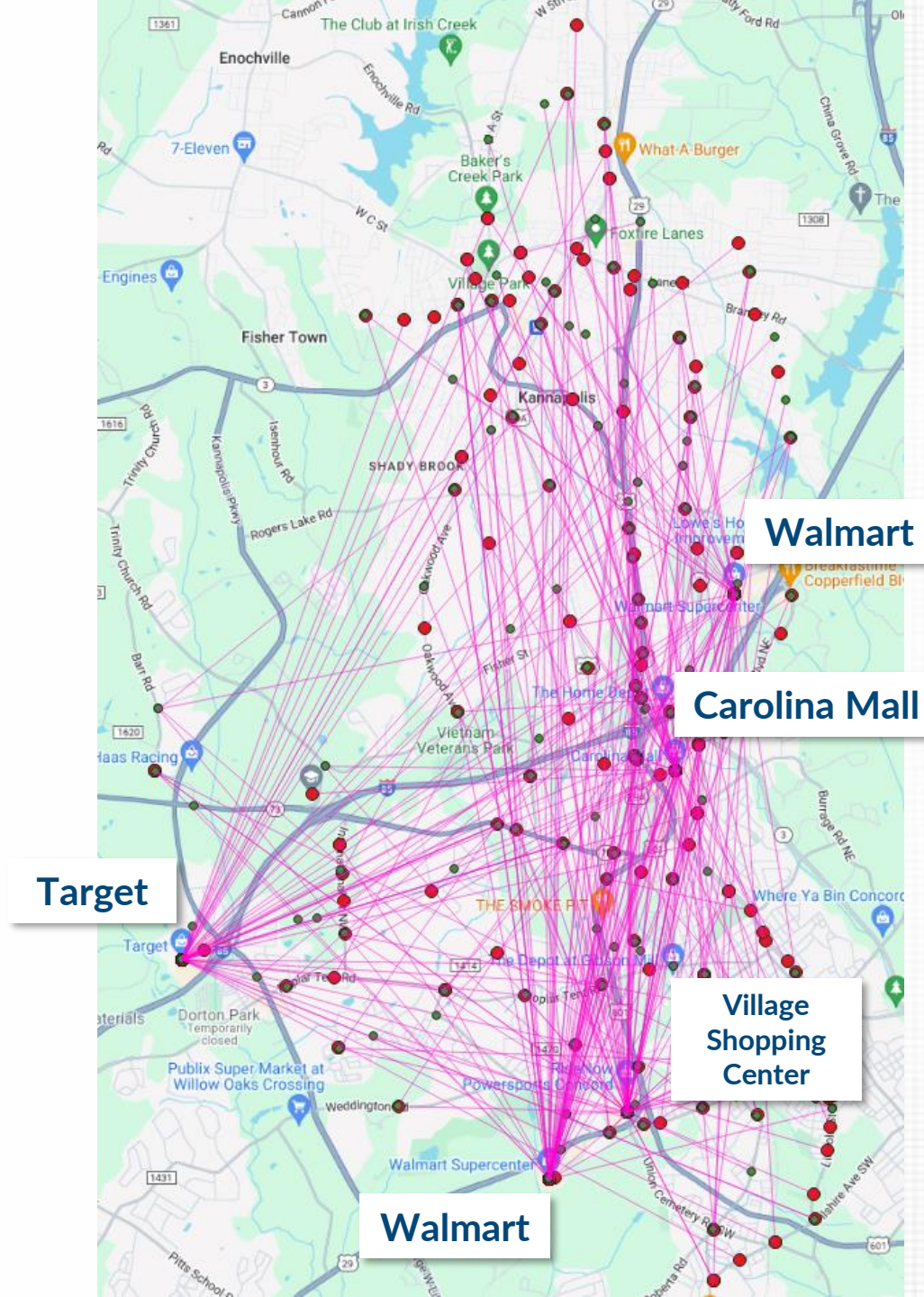
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OD Pairs – Reduced Zone

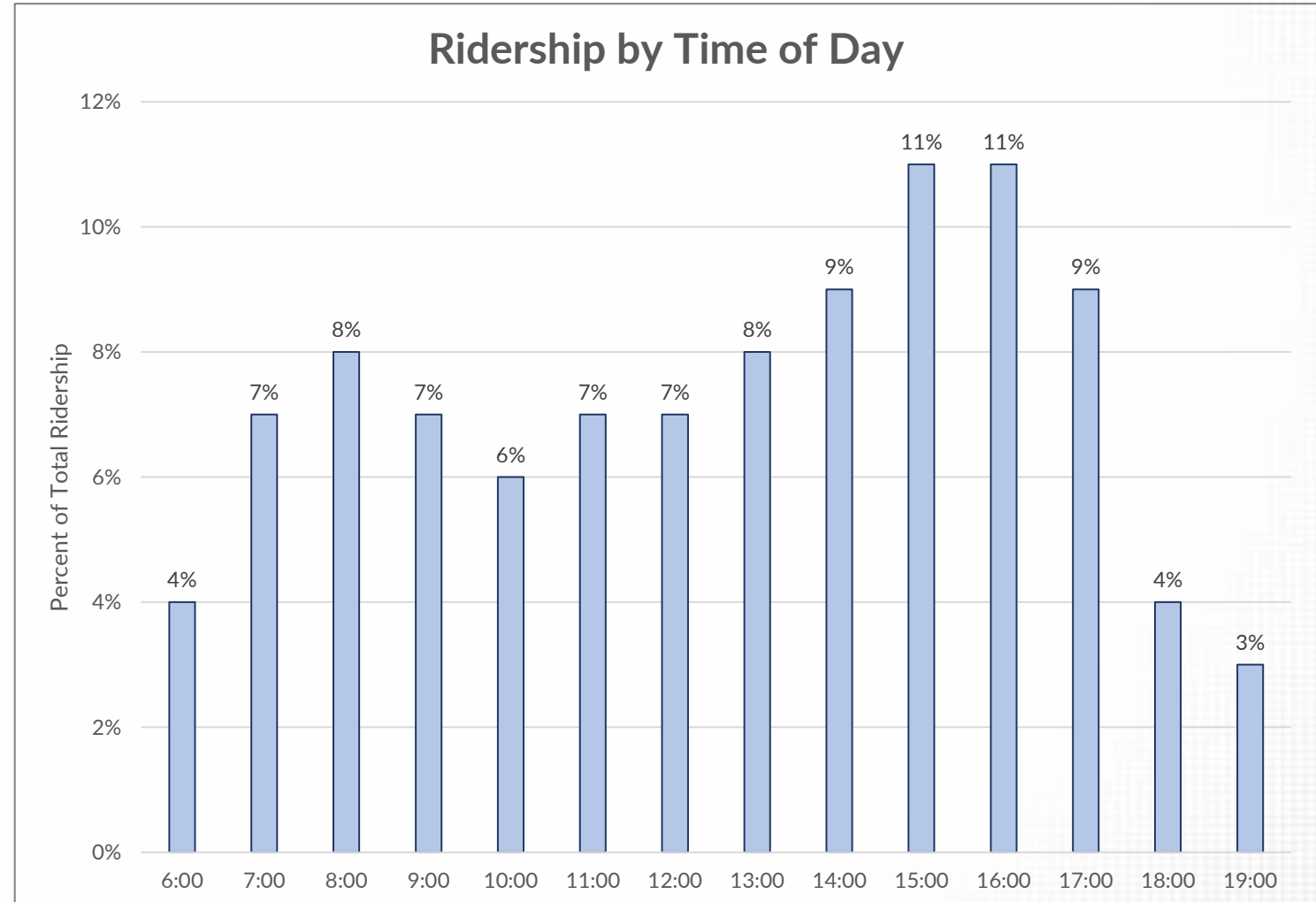
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Fixed Route Travel Patterns

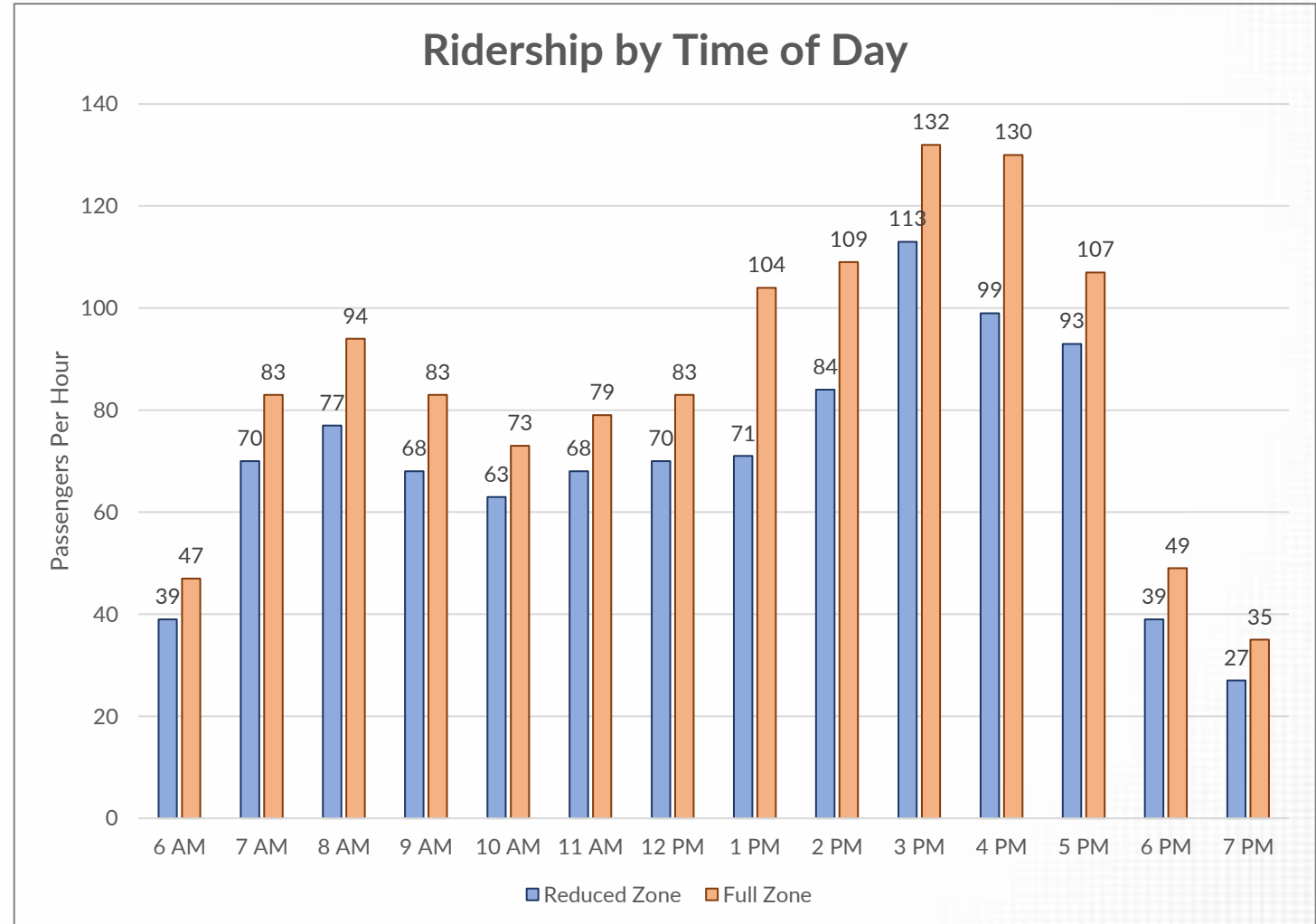
- Understanding the current dynamics of existing fixed route travel patterns provides insight into potential microtransit vehicle requirements during peak and off-peak periods
- The intensity of peak periods also plays a role in assessing the potential productivity of the service





Full Zone vs. Reduced Zone Ridership

- Understanding the current dynamics of existing fixed route travel patterns provides insight into potential microtransit vehicle requirements during peak and off-peak periods
- The intensity of peak periods also plays a role in assessing the potential productivity of the service





Simulation Results

	Reduced Zone	Full Zone
Daily Weekday Revenue Hours	352	475
Pickup On-Time Performance	96%	97%
Dropoff On-Time Performance	99%	98%
Sharing Percentage	75%	73%
Average Negotiation	8 minutes	10 minutes
Average On-Board Time	19 minutes	22 minutes
Demand Response Productivity (PVH)	2.7	2.4
Vehicles Operating in Max Service (VOMS)	34	46
Current Fixed Route VOMS	6	8





Budget Implications

	Current Operation	Reduced Zone	Full Zone	Full Zone Low Cost Scenario
Daily Weekday Ridership	1152	952 DR +200 FR = 1152	1152	1152
Daily Weekday Revenue Hours	119	352 DR + 30 FR = 382	475	475
System-Wide Productivity (PVH)	9.7	3.0	2.4	2.4
On Demand Vehicles Operating in Max Service	0	34	46	46
Fixed Route VOMS	8	2	0	0
Daily Weekday Operating Cost	\$9,700*	\$35,200*	\$44,200*	\$23,750**
Cost/Passenger	\$8.42	\$30.56	\$38.37	\$20.62
Annual Operating Cost	\$3.3 M	\$12.0 M	\$15.0 M	\$8.1 M
Increase of Existing Budget	-	3.6X	4.5X	2.5X

*Based on cost/hour of \$92.97 for DR and \$81.17 for FR

**Based on cost/hour of \$50.00 (full turnkey operation with independent contractor driver model)

Turnkey price of \$20/rev hour required to get Full Zone within existing budget



MINUTES

Concord Kannapolis Area Transit Commission

August 22, 2024, 8:30 am

Rider Transit Center

MEMBERS:

Mayor Darrel Hinnant-City of Kannapolis
Dianne Berry- City of Kannapolis
Darrell Jackson- City of Kannapolis

OTHERS:

Andy Christy-Rider Transit
Phil Conrad- CRMPO
Taylor Cox-Benesch
Brian Hageman-RideCo
Craig Meeks-Rider Transit
Wilmer Melton-City of Kannapolis
Alex Mereu-RideCo
Obdulio Oden-Transdev
Charles Ratliff-Cabarrus County
Joel Rey-Benesch
Joshua Smith-City of Concord
Kelly Strong-Cabarrus County
Paige Tamaro-City of Concord
Sofia Thordin-Benesch
Jaime Tippet Poe- Rider Transit
L.J. Weslowski- Rider Transit

Call to Order, Quorum, and Approval of Minutes

Mayor Hinnant called the meeting to order at 8:31 am, declared a quorum.

No individuals were present for public comment.

Mayor Hinnant requested a motion to approve the minutes of the Concord Kannapolis Area Transit Commission meeting from 4/25/2024.

Mr. Jackson made a motion to approve; Ms. Berry second. Minutes approved unanimously as presented.

Mr. Weslowski introduced Charles Ratliff from CCTS, who introduced the new Operation and Training Supervisor Kelly Strong.

Mr. Rey introduced Sofia Thordin and Taylor Cox from Benesch

Mr. Mereu introduced himself and Brian Hageman from RideCo.

Transit Customer Satisfaction Survey Project

Mr. Weslowski stated that the CCTS and Rider Transit Customer Satisfaction Survey project was wrapped up in June and findings were presented at the August CCTS TAB meeting.

Using a PowerPoint, Ms. Thordin presented.

Round 1 of Surveys was conducted January 23-24 and Round 2 was conducted April 30-May 2

In-person survey administration strategies at transfer hubs and on-board surveying during peak weekday morning/afternoon times

Passive survey collection through social media channels and QR code posters

Telephone call interviews for Rider paratransit and Demand Response users

Bilingual survey response options (English and Spanish)

Incentives such as \$100 gift card and/or tablet raffle. Donuts and swag were also offered.

Comprehensive survey staff training

18 questions for fixed route, 15 questions for ADA/Paratransit

Designed together with CCTS/CK Rider and overall project team

Results:

Most respondents live in the 28025-zip code

This remained true across all rounds

In Round 2 an "unhoused" option was added. It received 2 responses.

Most respondents chose English across the board

In the first round, there were more English responses (100% on Rider Paratransit and CCTS)

Rider Bus has the most Spanish responses

The trends of all questions were reviewed.

Takeaways:

Improve Communication and Information Accessibility

Address Safety Concerns

Expand Service Availability

Enhance Customer Service

Focus on Cleanliness and Comfort

Mr. Jackson asked about the majority of surveys in 28025.

Ms. Thordin stated that was correct.

Mr. Jackson clarified that there were 200 surveys

Ms. Thordin stated that 189 were from 28025.

Mr. Weslowski stated that there were 400 total and a little less than half came from 28025.

Mr. Jackson asked about the percentage of total ridership.

Mr. Weslowski stated that average daily ridership is a little over 1,300 passenger trips per weekday, and it was a voluntary process, 42/58 Kannapolis to Concord average daily ridership ratio.

Mayor Hinnant asked if there was a distinction between the different zip codes compared to 28025.

Ms. Thordin stated that they did not look at the data that way, they combined the zip codes together.

Mayor Hinnant stated it may be beneficial if that data could be reorganized to look at the Kannapolis vs. Concord ridership data and see if the positivity was the same.

Ms. Thordin stated that is good feedback and can be achieved when this study is replicated in the future.

Mayor Hinnant stated that there were 11% of passengers who state that the users found the schedules/maps challenging and if those individuals would be challenged with maps in general Ms. Thordin stated there was not a why question associated with this question, but Mayor Thordin asked if there is a way to know if they are utilizing a paper map or on their phone.

Ms. Thordin stated we did not collect that data.

Mayor Hinnant stated this would be beneficial to know to see if we need to continue to print paper maps or invest in more digital technologies.

Mr. Weslowski stated that we had to balance the number of questions versus gathering the data because we didn't want it to be too lengthy so that passengers would not take it. We may be able to take the answers to the questions and survey passengers about each individual answer.

Mr. Christy stated that we could provide an open comment for each question next time for passengers who want to provide more feedback.

Mr. Weslowski stated we can use this data to guide our upcoming Long-Range Plan.

Ms. Berry asked how riders would get a map.

Mr. Weslowski stated that they are at the front of the bus behind the driver's compartment.

Mr. Melton asked if there is a way to pull out the data by zip code as we do use that to move into the long-range plan.

Ms. Thordin stated that the data is able to be viewed by individual response and can be sorted by zip code.

Mr. Christy stated that we did not have a goal for this survey for a number from each zip code, but we can attempt that next time.

Mr. Weslowski stated that is harder in a 2-day survey with the passengers who come by versus other groups who market specifically in certain zip codes, but we can do that with the Long-Range plan.

Mayor Hinnant posed the question how we make the information about the positive response on this survey to the public?

City Wide Microtransit Simulation Results

Mr. Weslowski stated that several months ago, staff asked our Paratransit and Microtransit software partner RideCo to look at our Fixed Route data and provide potential scenarios and pricing for a full system service model change (Wilson and Gastonia, NC).

They looked at geographic coverage currently in place, as well as average weekday ridership.

Using a PowerPoint, Mr. Mereu presented.

The Pillars of Microtransit

Coverage

Convenience

Cost

Full versus Reduced zones with ridership, points of interest, travel patterns on fixed route currently, and budget implications were discussed.

Mayor Hinnant asked if there were 1152 riders on each of these scenarios. Is there an expectation that there will be an increase in riders with Microtransit. Can you do the increase in ridership with the same number of vehicles, such as with a 20% increase in ridership?

Mr. Mereu stated that a 20% increase in ridership is a good estimate. Productivity would increase, but not enough to absorb 20% of an increase. You would need more vehicles and increase in cost.

Mayor Hinnant asked about ride sharing versus likelihood of individual rides.

Mr. Mereu stated that it would likely be more productive with more ride sharing, but it would not be perfectly scaled and there would definitely be passengers in other areas requiring more vehicles/operators.

Mr. Weslowski stated that this is 25 passengers per vehicle. We are up 29,000 passengers over last year. Approximately every 7% increase in ridership is 1 million dollars.

Mayor Hinnant asked if there is absolutely no reason to go to a fully on demand service other than serving more passengers and serving more passengers would cost more than the budget implications presented.

Mr. Mereu stated that is correct.

Mr. Weslowski stated that the full zone is 2.4 passengers per vehicle per hour, but the reduced zone is 3.0 passengers per vehicle per hour. That is due to the inefficiencies in areas like Concord Mills.

Mayor Hinnant asked for the budget implications for the increases in ridership by x percent would reflect a cost of x percent.

Mr. Conrad stated it would be even more than this because it would open up the ability for passengers to go to even more places.

Mr. Weslowski stated that there are definitely inefficiencies in the full substitution model versus keeping the fixed routes intact and supplementing them with on demand service.

Mayor Hinnant stated that representatives in Gastonia are asking for service to a bigger area and ridership is increasing.

Mr. Christy stated that it would be good to ask about investing the same amount of money into the fixed route system, what would the system and ridership look like.

Mayor Hinnant asked about a hybrid model of bringing individuals from outside the existing fixed route to the transit system to be able to ride.

Mr. Weslowski stated that one other caveat is that this is the same footprint of the current fixed route system, not adding in all of west Concord or Kannapolis. If you went to the full city borders it would be more costly.

Mr. Smith stated that it would be interesting to see the on-demand operation at peak capacity. The cost of fixed route would not go up, but what would on demand service cost? If ridership declines on fixed route, where does demand response become a reasonable option.

Mr. Mereu stated he can create those scenarios and at first glance, but those will only be an increase in the total budget. Whole system replacement with microtransit is not the best option, but a hybrid option would have strong validity.

Mr. Conrad asked if this includes capital cost.

Mr. Weslowski stated it does not. This is simply the current 3.3 million in operations subbed out for on demand service.

Mayor Hinnant thanked Alex for this information and the additional data to come.

Light Transit Vehicle Replacement

Using a PowerPoint, Mr. Weslowski presented.

Replacement of our LTVs that have met their FTA designated useful life with newer, more flexible, cost-effective Ford Transit Vans was included in Rider's FY 25 budget.

The budgeted amount (85/15) was \$112,500 per vehicle.

Utilizing NCDOT state contract pricing, we are requesting approval to move forward with Model 1, at a per vehicle cost of \$106,653 per vehicle, which is under budget per vehicle.

Anticipated delivery this November/December.

Ms. Berry asked if that could be done without City of Concord representation.

Mr. Weslowski stated that this will be brought to Concord City Council will review prior to approval

Recommendation/Action: Review and consider approval of Rider Transit LTV replacement plan.

Mr. Jackson made a motion to approve the two LTVs with 2 Ford Transit Vans Ms. Berry second. Unanimous

Public Transportation Agency Safety Plan (PTASP)

Using a PowerPoint, Ms. Tippet Poe presented.

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 Knapolis Transit Commission, Concord City Council, and Cabarrus Rowan MPO for annual reviews.

Minor changes to language account for new safety targets, new infection prevention measures and operator assault data requirements, to remain in compliance with PTASP final rule.

Recommendation/Action: Review and consider annual approval the Rider Transit Public Transportation Agency Safety Plan, required by the Federal Transit Administration for all public transit agencies

Mr. Jackson made a motion to approve the Public Transportation Agency Safety Plan. Ms. Berry second. Unanimous

Rider Bus Stop Amenity Project Phase 1 Update

Using a PowerPoint, Mr. Meeks presented.

Phase 1 of 19 stops is substantially complete.

All infrastructure has been installed.

Punch list items and final landscaping should be complete in the next 2-3 weeks, depending on weather.

Mayor Hinnant asked for the total number of stops at this time.

Mr. Christy stated that we have 267 stops, and this will bring us to 30% of those stops having shelters or seating.

Mayor Hinnant asked if we have approved phase 2 at this time.

Mr. Christy stated that we are still working on right-of-way acquisition for the remaining stops and may take some additional time. We may issue 1, 2, or 3 RFQs for the construction of these stops based on how many are ready for construction.

Ms. Berry asked if spending the money on all of the stops means that fixed route will never go away.

Mr. Weslowski stated that it is really to be determined, but even if it does, the shelter and seating is not wasted because microtransit could pick up at these location and utilize this infrastructure.

Reports/Other Business

- Transdev Pay Increase Update-Mr. Oden reported that a better quality and quantity of employees have come in since the pay increase has been implemented and are fully staffed.
Mr. Weslowski asked how long ago we had no Paratransit operators.
Mr. Oden reports that it was about 7 weeks ago.
Mr. Weslowski stated that for the first time ever, paratransit ridership is down, which is likely due to staffing challenges and technology issues, so we hope to have that recover soon.
- Triennial Review Next Week-Mr. Weslowski stated that next week, we have our every 3-year Triennial which is like a review and the report will go to Mayor Hinnant.
- CAD/AVL RFP Released-anticipate recommendation of award in October. This should help the WIFI score on the next passenger satisfaction survey.
- Last two Hybrid Bus Replacements Delivered-This puts all of our fleet newer than 2021 which should also help our passenger satisfaction score.
- Next Meetings – 10/24 – 8:30am at the Rider Transit Center

Mayor Hinnant requested a motion to adjourn. Mr. Jackson made a motion; Ms. Berry second. Unanimous. With no additional discussion or items on the agenda; meeting adjourned at 10:13 am.