



# Concord Kannapolis Area Transit Commission

October 30<sup>th</sup>, 2025 – 8:30AM

**Rider Transit Center**  
45 Transit Court NW, Concord, NC

## Agenda

### 1) Call to Order & Quorum

**Chair Dusch**

- Quorum & Introduction of Guests - Changes or Additions to Agenda
- Public Comments from the Floor – 3 minutes per speaker

### 2) Approval of the 6/26/25 Meeting Minutes

**Chair Dusch**

### 3) Connecting Cabarrus Long Range Plan Update

**Joel Rey, Benesch**

**Information:** Update on the status of the Connecting Cabarrus Long Range Plan, including project activities, findings and preliminary recommendations.

**Recommendation/Action:** Informational update.

### 4) Digital Fare Payment RFP

**Rider Staff**

**Information:** Presentation of the RFP process, bids received, and firm recommended for award.

**Recommendation/Action:** Review and consider approval of staff recommendation for award.

### 5) Rider Transit Title VI Civil Rights Plan Update

**Rider Staff**

**Information:** Review and discussion of required triennial update FTA Title VI Civil Rights Plan for Rider Transit.

**Recommendation/Action:** Review plan updates; consider approval and adoption of plan.

### 6) Rider Transit Safety and Security

**Rider Staff**

**Information:** Discussion of safety and security, including the rise in homelessness and mental health issues in recent years, within the Rider Transit system

**Recommendation/Action:** Informational update.

### Reports / Other Business

**Rider Staff**

- Rider Transit Projects Update
- Service Provider RFP Update
- Other business
- Next CKTC meeting – Thursday, 12/18/25, 8:30am, Rider Transit Center

# CONCORD KANNAPOLIS TRANSIT COMMISSION MEETING

October 30<sup>th</sup>, 2025

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Concord Kannapolis Area Transit

# CONCORD KANNAPOLIS TRANSIT COMMISSION

## 10/30/2025

- **Call to Order & Quorum**
  - Quorum & Introduction of Guests
  - Public comments (3 minutes)
- **Approval of the June 26<sup>th</sup>, 2025 Meeting Minutes**

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# Connecting Cabarrus Transit Plan Update

## Project Update Highlights:

- Review of Outreach Activities and Data Gathering
- Operational Assessment and Research
- Summary of Findings
- Preliminary Route, Mode and Service Change Recommendations

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# Digital Fare Payment RFP

## FY 25-26 Digital Fare Payment Project Budget = \$200,000:

- Advertised an RFP on August 22<sup>nd</sup> requesting proposals from companies to manage our Electronic Fare Collection System. UMO is our current provider, and our contract is up with them on December 31<sup>st</sup>.
- We received 4 proposals. UMO's proposal was graded the highest from our evaluation sheets, and they were the lowest bidders.
- Total Contract (3 years) = \$130,150
  - Year 1 - \$73,150 (includes 19 new validators and installation) Year 2 - \$28,500 Year 3 - \$28,500
- One additional feature we asked for was an option for open payments (Tap to pay) while still being able to use our UMO app and/or purchase a UMO hard card to load money. This will allow our riders to use their debit/credit card to pay for their fares.
- Ask Commission to approve to proceed in a 3-year contract with UMO.

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# Rider Transit Title VI Civil Rights Plan Update

- FTA requires our Title VI plan be reviewed and updated every 3 years
- 2025 update includes:
  - New socio-economic data
    1. The number and proportion of LEP persons in the eligible service area (Census Data);
    2. The frequency with which LEP persons come in contact with the program (Survey Data);
    3. The importance of the service provided by the program (Survey Data); and
    4. The resources available to the recipient.

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# Rider Transit: Safety & Security

- Transdev staff receive safety, security and de-escalation classes during initial training and then twice each year during monthly Safety Meetings, and after any significant issues in the local area
- All buses and vans have security camera systems (10 or 9 cameras) with live look in capability, live AVL tracking, and silent emergency alarms that connect directly to the Concord 911 Call Center
- All vehicles have driver's area security barriers
- All bus stops are street/sidewalk located. 55 stops have solar shelter (35) or bus stop pole lighting (20). Expansion of those amenities is ongoing.
- Rider has an excellent relationship with both CPD and KPD, who are both highly responsive whenever their assistance is requested
- CPD Adams District is based out of the Transit Center

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# Rider Transit: Safety & Security

- Rider Transit Center has cameras inside and outside the facility, on the busway, and around the parking lot and is fully fenced and lighted 24/7
- After a site security consultation with Concord PD, two bulletproof safe rooms have been built out in the Transit Center, one on each floor with Level 8 ballistic walls from Armorcore, and all security (ID card required) doors are Level 8 as well
- Weight and the resulting engineering challenges do not allow for vehicles to have the same level of protection.
- Rider staff have had multiple Active Shooter trainings
- Rider utilizes Extra Duty Solutions to have Concord PD officers provide a presence at the Rider Transit Center from 11:30am-7:30pm since December of 2020, following two incidents at the Transit Center that November
  - \$126k annually

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# Rider Transit: Safety & Security

- Rider has fully completed the TSA's voluntary Security Enhancement Through Assessment (SETA) program
- Rider updates our Public Transportation Agency Safety Plan (PTASP) annually
- Rider Transit Manager, Deputy Director and Director have all taken the Crime Prevention Through Environmental Design (CPTED) classes.
- Rider Transit Manager received their Transportation Safety Institute (TSI) Transit Safety & Security Program (TSSP) Certification. Transit Director previously received their TSSP certification and World Safety Organization Certified Safety/Security Director (CSSD-Bus). Currently working on their WSO Certified Safety Executive (CSE-Bus) and their individual USDOT Public Transportation Safety Certification Training Program (PTSCTP) certification.

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# Rider Transit: Safety & Security

- Over the last 15 years, there has been a noticeable increase in those that are unhoused at the Transit Center and riding the service, as well as a growing issue with the takeover of shelters (sometimes for a day, sometimes for weeks)
- Over the last 15 years there has been a growing number of issues with people that appear to have/have mental health issues, which often prove very challenging to address successfully. CPD and KPD are called as needed to assist.
- This can (and likely has) led to a perception by some that Rider Transit/all public transit is unsafe
- While we have had few major incidents in our history, we have trespassed several individuals over the years (days/months/permanently) with the assistance of CPD and the Concord City Attorney.

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# Rider Transit: Safety & Security

- **As stated previously, engineering challenges (weight) do not allow currently for vehicle operators to be placed inside a bulletproof environment**
- **Full PD coverage at the Rider Transit Center (5:30am weekdays/8:30am weekends-11:30am) would require an additional \$81k annually**
- **At current Extra Duty Solutions rates (\$44/hour), the cost of having a police officer on each of our 8 routes all day, every day would be \$1.785M**

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# Rider Project Status Report

Budgeted Project	FY Budget	Funding Type	Budget Amount	Expenditure	PO Remaining	Budget Remaining	Vendor	Project Status	Project Description
5303 Contractor FY26	2026	5303	107,143.00	4,890.99	102,252.01	-		In-progress	Cabarrus Rowan MPO
Electronic Digital Fare Payment System									
FY26	2026	5307	200,000.00	-		200,000.00		In-progress	
Digital Display Bus Stop Signage FY26	2026	5307	78,000.00			78,000.00		Planned	
Service Provider Contract FY26	2026	5307	4,254,833.00	1,002,483.08	490,306.53	2,762,043.39	TransDev	In-progress	
1% FTA Required Safety/Security FY26 / FY26 Security Provider (net of reqd)	2026	5307	126,369.00	33,971.96	14,499.40	77,897.64	Hart Halsey	In-progress	Police presence at Rider Transit Center
5339 FY26	2026	5339	222,401.00	-	-	222,401.00		Planned	
1% FTA Required Transit Enhancements FY26	2026	5307	30,794.00	-	-	30,794.00		Planned	
5303 Contractor FY25	2025	5303	19,501.00	16,303.30	3,197.70	-	RL Conrad	In-progress	Cabarrus Rowan MPO
5303 Long Range Master Plan FY25	2025	5303	98,977.00	20,160.87	78,816.13	-		In-progress	Benesch actively working on public input
Replacement - Bus Stop Signs, Schedule holders, lights, batteries	2025	5307	161,195.00	-	3,356.00	157,839.00		In-progress	Bids for lighting on 6/25 CKTC agenda
Transit Center Maintenance	2024	5307	500,000.00	366,410.42	133,589.58	-		Complete	Generator and bus platform panels in progress
1% FTA Required Safety/Security FY25	2025	5307	48,988.00	34,488.60	14,499.40	-	Hart Halsey	Complete	Police presence at Rider Transit Center
FY25 Security Provider Contract (net of reqd safety/security)	2025	5307	80,080.00	69,624.64	9,867.36	588.00	Hart Halsey	Complete	Police presence at Rider Transit Center
1% FTA Required Transit Enhancements FY25	2025	5307	30,618.00	30,618.00	-	-	GMV	In-progress	Implementation on fleet nearly complete
ADA Transition Plan FY25 budget	2025	5307	100,512.00	-	-	100,512.00		Planned	
CAD/AVL First Year & Implementation Costs	2025	5307	185,573.00	40,317.93	117,129.89	28,125.18	GMV	In-progress	Implementation on fleet nearly complete
Long Range Master Plan	2025	5307	385,784.00	-	341,520.00	44,264.00	Alfred Benesch	In-progress	Benesch actively working on public input
Service Provider Contract FY25	2025	5307	3,892,564.00	3,402,257.47	490,306.53	-	TransDev	Complete	Currently in last month of fiscal year
1% FTA Required Transit Enhancements FY24	2024	5307	25,050.00	25,050.00	-	-	GMV	In-progress	Implementation on fleet nearly complete
ADA Transition Plan FY24 budget	2024	5307	62,268.00	-	-	62,268.00		Planned	
1% FTA Required Transit Enhancements FY23	2023	5307	23,486.00	23,486.00	-	-	GMV	In-progress	Implementation on fleet nearly complete
Transit Center Maintenance (FY22 5339)	2024	5339	49,762.44	48,749.50	1,012.50	0.44	Multiple	Complete	Generator and bus platform panels in progress
Transit Center Maintenance	2024	5339	500,000.00	370,317.24	129,682.76	-	Multiple	Complete	Generator and bus platform panels in progress
5339 FY25	2025	5339	299,403.00	-	-	299,403.00		Planned	
Bus stop amenities	2025	5339	90,444.00	4,904.70	85,539.30	-		In-progress	Currently in Phase 2 of Design/ROW/Construct
5339 FY24	2024	5339	229,746.00	-	-	229,746.00		Planned	
5339 FY23	2023	5339	199,716.00	23,633.44	20,502.55	155,580.01		In-progress	
5339 FY22 (Bus stop amenities)	2023	5339	26,485.30	-	1,660.30	24,825.00		In-progress	Currently in Phase 2 of Design/ROW/Construct

Funding Source Legend
5303 - FTA Section 5303 funding provides assistance for metropolitan planning activities. Eligible projects include the development transportation plans, conducting studies, and the administration of the transportation planning process.
5307 - FTA Section 5307 funding is a formula grant program that supports public transportation in urbanized areas (areas with populations of 200,000 or more). This program supports capital projects, operating assistance, and transportation-related planning
5339 - FTA Section 5339 funding is a formula grant program that supports buses and bus-related facilities. Eligible projects include the replacement, rehabilitations, and purchases of buses, bus related equipment, and the construction or rehabilitation on bus-related facilities.

# Reports / Other Business

- Service Provider RFP Update
- Other business
- Next CKTC meeting – Thursday, 8/28/25, 8:30am, Rider Transit Center

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# QUESTIONS?

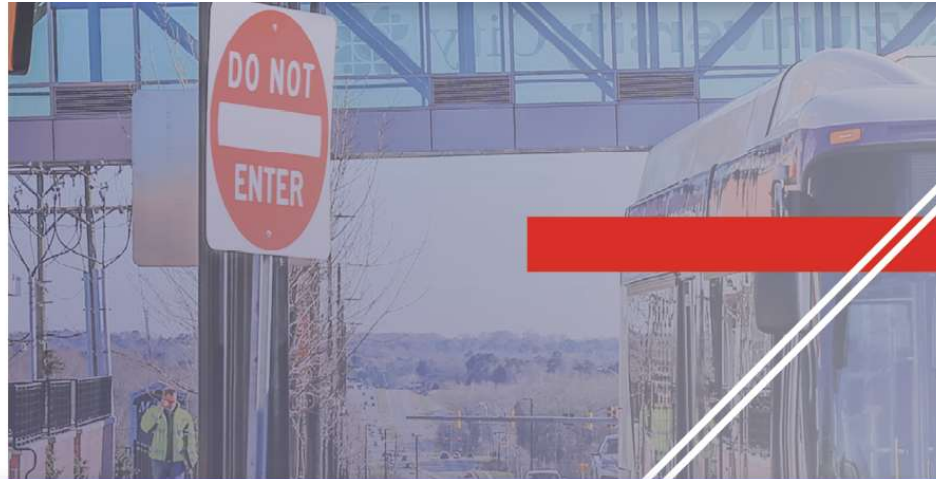
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# Cabarrus County Long Range Transit Plan

Transit Commission Meeting

10/30/2025

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 benesch

# Long Range Transit Plan

*20-year vision plan for transit in Cabarrus County to help address ongoing mobility needs.*

- Improve operational efficiencies
- Address growth & development
- Better align service with needs
- Plan for consolidation of Rider/CCTS
- Ensure sufficient resources & effective use



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# L RTP Update

- Outreach & Engagement
  - Phase 1
  - Phase 2
- Preliminary Recommendations
- Schedule
- Next Steps



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# Outreach & Engagement



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# Phase 1 Outreach (May-Jul '25)

Outreach	By the Number
Virtual Room	209 views (~2-min duration)
Stakeholder Interviews	26
Transit Operator Interviews	Rider (15) and CCTS (18)
Paratransit & CCTS Interviews	41
Discussion Groups	6 (36 participants)
Pop-Up Events	8 (405 contacts)
Public Surveys	229
Rider Surveys	565
Social Media postings, both paid and unpaid	25,201 total social media interactions, including views, reach, impressions, clicks, reactions, and comments
<b>TOTAL REACH:</b>	<b>26,745</b>




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# Transit Rider Surveys (May '25)

- 565 surveys completed
  - 34 online
  - 531 paper



  
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Rider Transit Patron Survey

1. Survey # (for internal use only)

Concord Kannapolis Area Transit would like your input to help improve transit service in the area. Please help us serve you better by completing this survey. Thank you!

2. What is the zip code for WHERE YOU LIVE?

3. What is the CITY where your WORK/DESTINATION is?

4. Please ✓ the START location of THIS TRIP. (Please ✓ only ONE)

<input type="radio"/> Work	<input type="radio"/> Medical
<input type="radio"/> Recreation/Personal Business	<input type="radio"/> School/College
<input type="radio"/> Shopping/Errands	
<input type="radio"/> Other (please specify)	

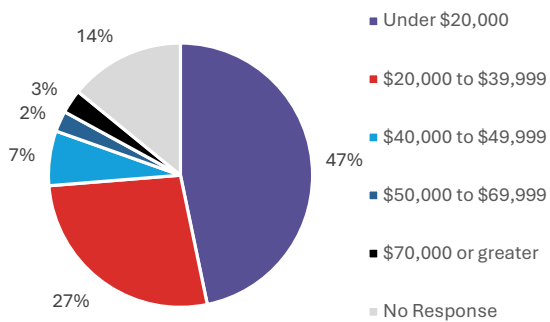
5. Please indicate the nearest address, intersection, or nearest landmark:



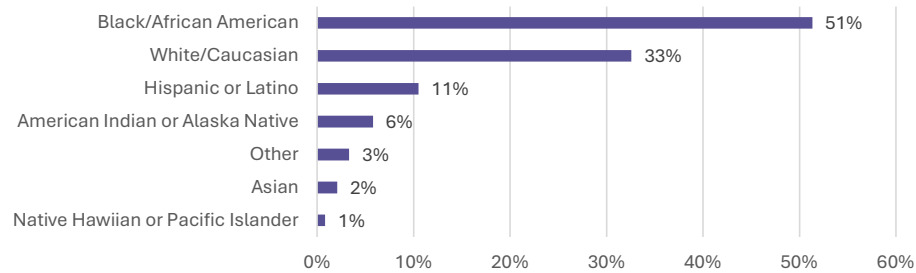
# Transit Rider Survey Results

- Rider fixed route demographics:

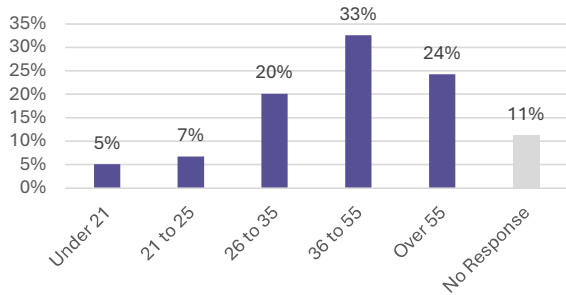
Household Income



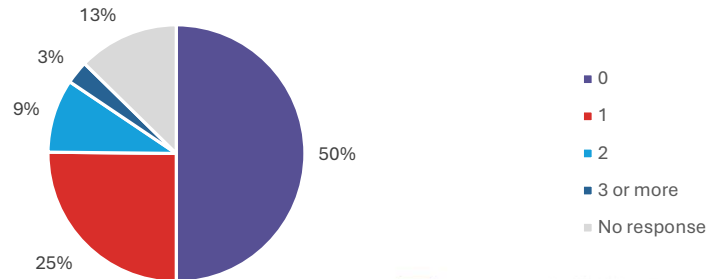
Race/ethnicity



Age



Household Vehicles

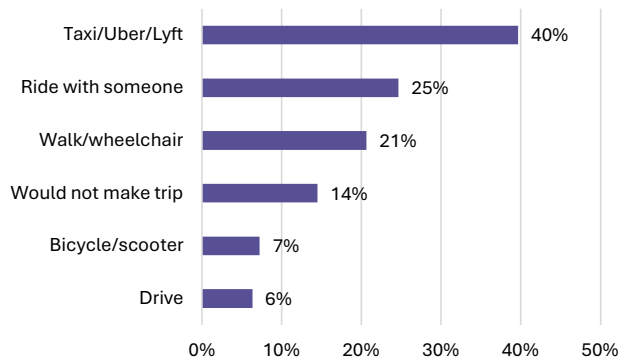


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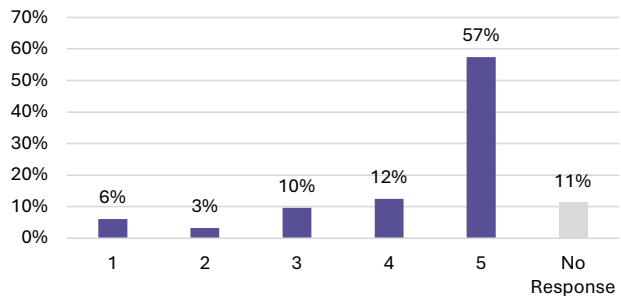
# Transit Rider Survey Results

- Rider passengers heavily rely on the service

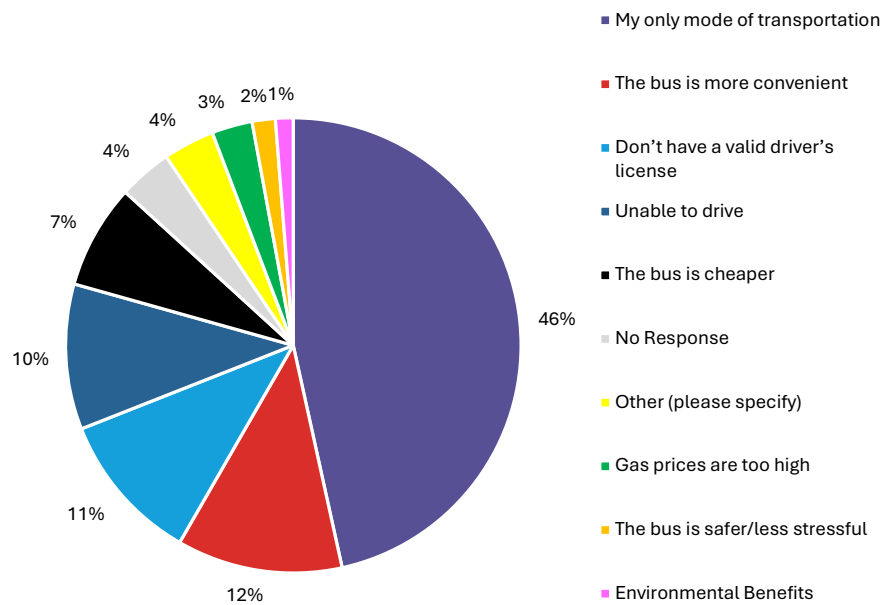
How else would you make your trip?



How critical is Rider to your mobility?



Most Important reason to ride bus



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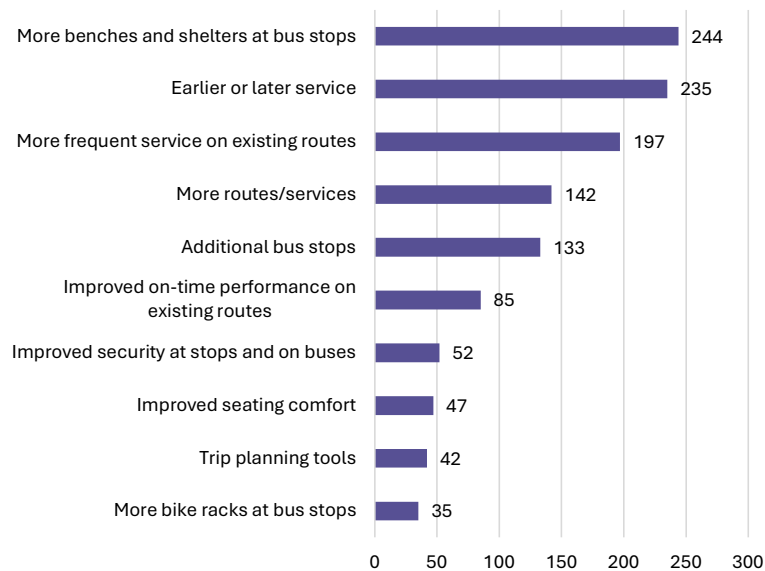
# Transit Rider Survey Results

- Passengers strongly desire increased service and access to unserved destinations

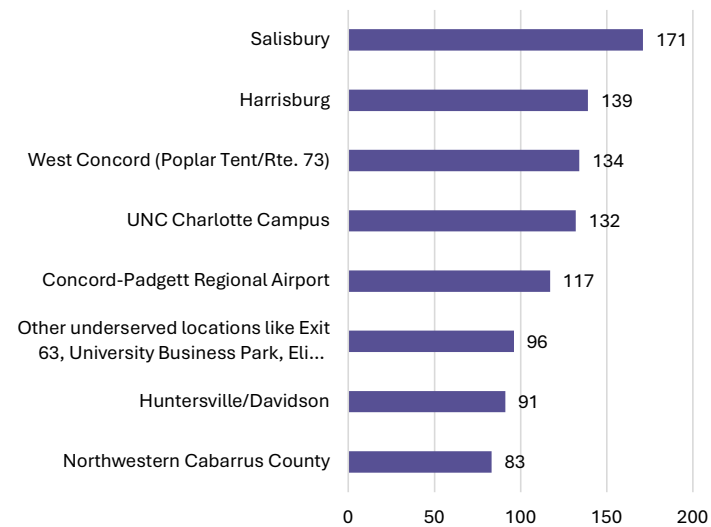


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Which Improvements would make Rider better for you to use?






Which new destinations should Rider serve?



# Public Survey

- 229 responses
  - 220 online
  - 9 paper

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Cabarrus County Public Survey

Your Transit Today

1. To show you're human, please select "Purple" from the list below.

Red

Blue

Purple

Yellow

Orange

2. What is your HOME zip code?

3. How much awareness is there in Cabarrus County about transit/public transportation?

High

Moderate

Low

None at all

Do not know

4. What do you think of the transit services in Cabarrus County?



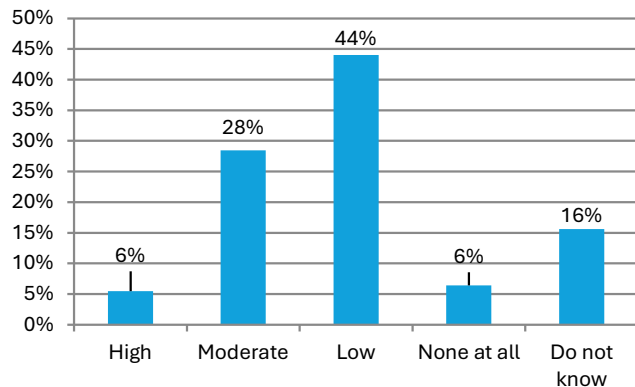
# Preliminary Public Survey Results

- Although the general public might not be aware of transit services provided in Cabarrus County, they believe that transit is important

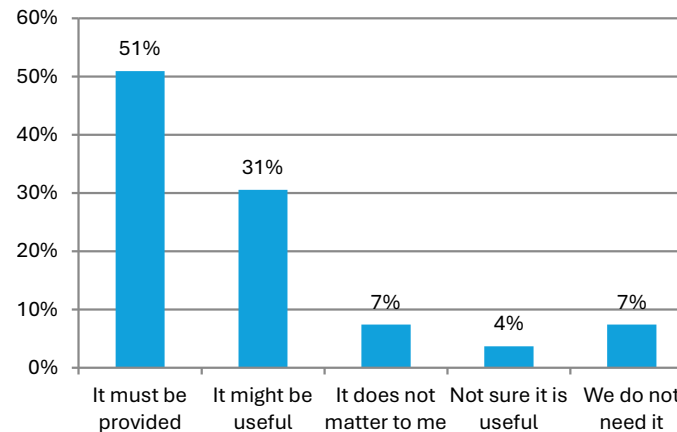


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How much awareness is there in Cabarrus County about transit/public transportation?



What do you think of the transit services in Cabarrus County?



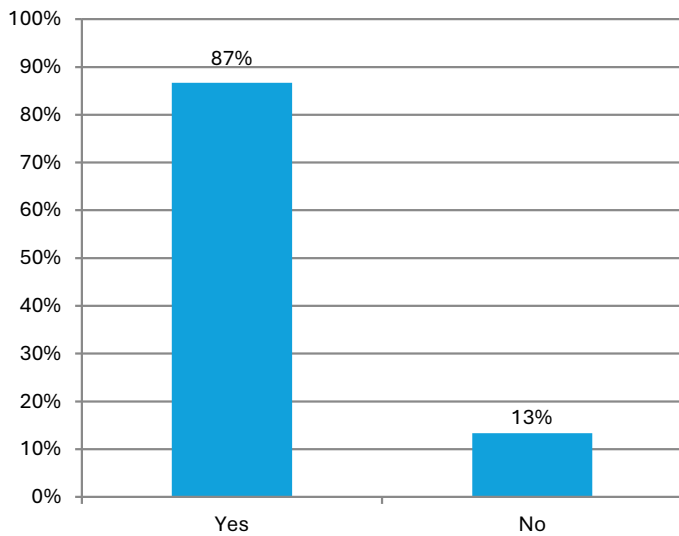
# Preliminary Public Survey Results

- Despite most respondents driving personal vehicles, they strongly believed in improving transit in Cabarrus

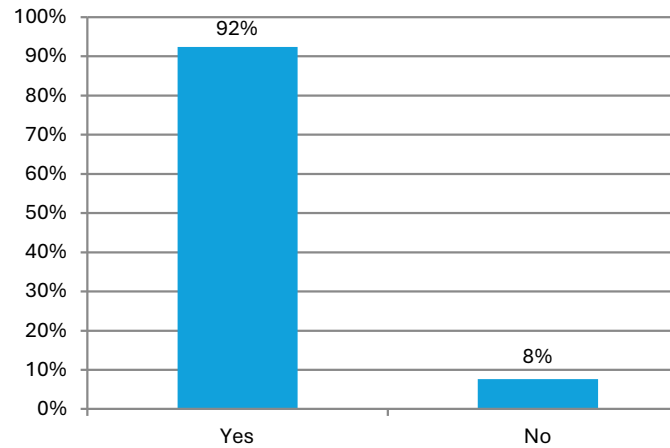


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I have access to a personal vehicle...



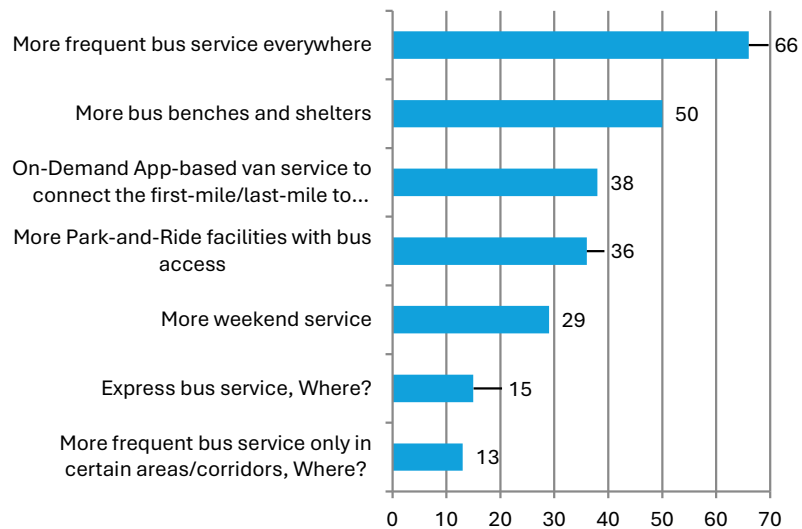
Do you think there is a need for additional/improved transit services in Cabarrus County?



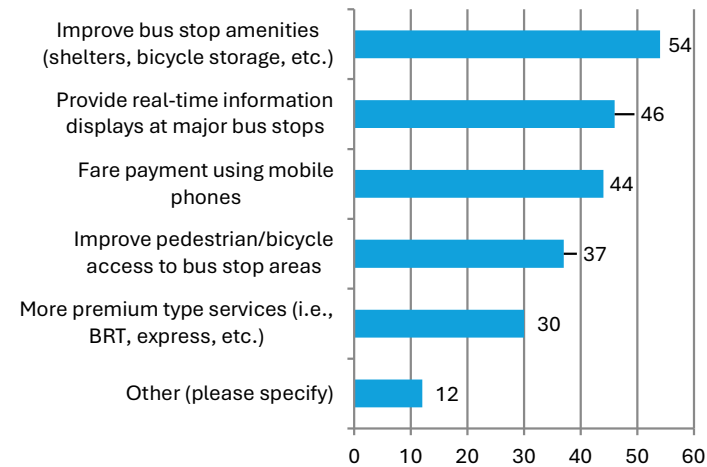
# Preliminary Public Survey Results

- The general public would like to see improved transit level and quality of service in the future

What should the public transit priorities in Cabarrus County be over the next 5/10/20 years? (Select all that apply)



What should the public transit infrastructure/technology improvements in Cabarrus County be over the next 5/10/20 years? (Select all that apply)



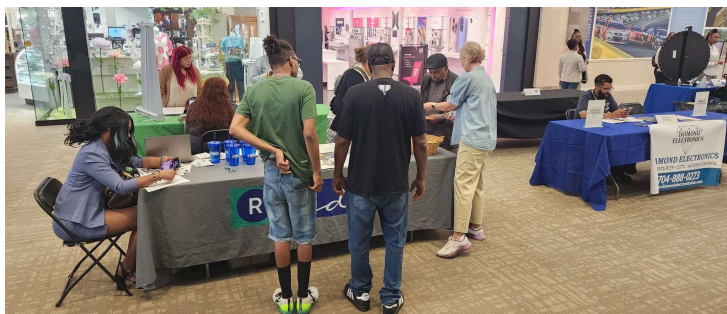
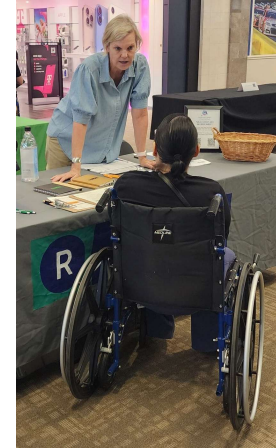
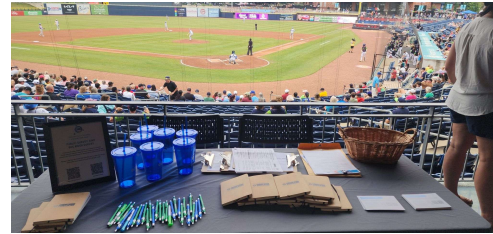
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# Community Workshops

- 8 community workshops completed
  - Thursdays on Main Pop-Up
  - Salvation Army Pop-Up
  - Cabarrus County Library & Active Living Center in **Mt. Pleasant**
  - Cabarrus County Job Fair & Resource Event
  - Cannon Ballers Home Game (**Kannapolis**)
  - Cabarrus County Public Library (**Midland**)
  - Cabarrus Collab-Cohort Meeting/Presentation
  - Logan Neighborhood Presentation



# Community Workshops



# Stakeholder and Paratransit Interviews

- 26 one-on-one stakeholder interviews completed in May-June 2025
  - 19 virtual, 7 in-person at Rider Transit
- 41 paratransit & CCTS virtual interviews completed



# Stakeholder Insights

## Ideas for Improvement

- Strong support for better links to Charlotte, Salisbury, and regional employment centers
- Microtransit and on-demand services are seen as a viable solution for low-density areas and off-peak hours
- Targeted marketing and education including passenger testimonials, social media engagement, and increasing bus stop visibility
- Infrastructure enhancements including more shelters, sidewalks, park-and-ride options, and accessible bus stops

## Long-Term Vision

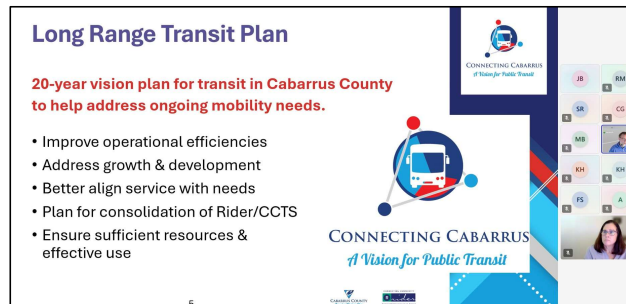
- Population growth, new employers, and rising costs are expected to increase transit needs
- Service improvements desired in the long term include:
  - Express and rapid transit routes
  - Increased frequency and reliability
  - Circulators in downtown and tourist areas
  - Integration with broader development and workforce strategies



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# Discussion Groups

- Six discussion groups completed in May-July 2025
  - Two in-person bus rider discussion groups (13 participants)
    - June 23, 2025
    - June 24, 2025
  - Four virtual discussion groups with stakeholders identified by Cabarrus County/Rider Transit (23 participants)
    - May 22, 2025
    - June 17, 2025
    - June 23, 2025
    - July 8, 2025



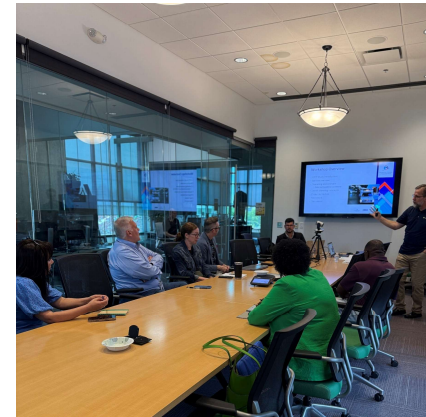
**Long Range Transit Plan**

20-year vision plan for transit in Cabarrus County to help address ongoing mobility needs.

- Improve operational efficiencies
- Address growth & development
- Better align service with needs
- Plan for consolidation of Rider/CCTS
- Ensure sufficient resources & effective use

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# Discussion Group Insights

## General Perceptions and Usage of Transit

- Most do not use transit due to car ownership or inconvenient service but have worked with clients who rely heavily on transit
- Awareness campaigns are ineffective and there is a lack of awareness of transit service offered
- When transit is unavailable or insufficient, people resort to expensive options like Uber
- Some feel unsafe using transit or waiting at stops
- The general public considers public transit to only be for people without any other mode of transportation

## Barriers to Transit Access

- Poor frequency and lack of coverage in rural and suburban areas are a major deterrent to the services
- Lack of sidewalk connectivity and bus stop accessibility makes transit hard to reach
- Existing service spans don't align with retail or healthcare shift work



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# Phase 2 Outreach (Sep-Oct '25)

Outreach	Phase 1
Virtual Room	209 views (~2-min duration)
Stakeholder Interviews	26
Transit Operator Interviews	Rider (15) and CCTS (18)
Paratransit & CCTS Interviews	41
Discussion Groups	6 (36 participants)
Pop-Up Events	8 (405 contacts)
Public Surveys	229
Rider Surveys	565
Social Media postings, both paid and unpaid	25,201 total social media interactions, including views, reach, impressions, clicks, reactions, and comments
<b>TOTAL REACH:</b>	<b>26,745</b>

Outreach	Phase 2 (Through 9-20-25)
Virtual Room	34 views
Pop-Up Events	7 (200+ interactions)
Transit Improvements Survey	13
Video Testimonials	18
HOAs/Community Groups Contacted	9 contacted (Met with Centerview Community Center as pop-up event)
Social Media postings, both paid and unpaid	6,938 total social media interactions, including views, reach, impressions, clicks, reactions, and comments
Church Outreach	Push cards to 3 groups, sent St. Joe's Catholic Church Spanish push cards
<b>TOTAL REACH:</b>	<b>7,215+</b>



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# Community Workshops

- 7 community workshops completed in Sep/Oct
  - Centerview Community Center Meeting (9/4/25)
  - Cabarrus Health Fair (9/12/25)
  - Rider Transit Pop-Up (9/19/25)
  - Cabarrus County Library and Active Living Center – Mt. Pleasant (9/19/25)
  - Harrisburg Multicultural Festival (9/20/25)
  - Employment and Entrepreneurship Fair – With Camino (9/27/25)
  - Concord International Festival (10/11/25)



# Community Workshops



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# Staff Workshop

- Rider staff & consultant team met for full-day workshop at Rider Transit Center on August 27<sup>th</sup>
- Consultant team presented preliminary transit improvements for needs plan
- Rider staff & consultant team discussed & refined the improvements



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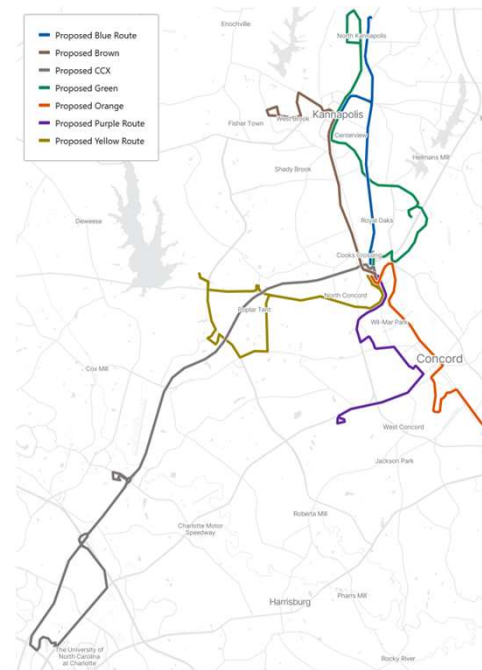
# Preliminary Recommendations



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# Improve Existing Routes & Network

- Realign fixed route segments with winding loops and low ridership
- Improve on-time performance
- Improve coverage
- Three proposed “base networks”
  - Without MOD, standard schedule
  - Without MOD, clockface schedule
  - With MOD, standard schedule



*Rider route alignments suggested in conjunction with microtransit*



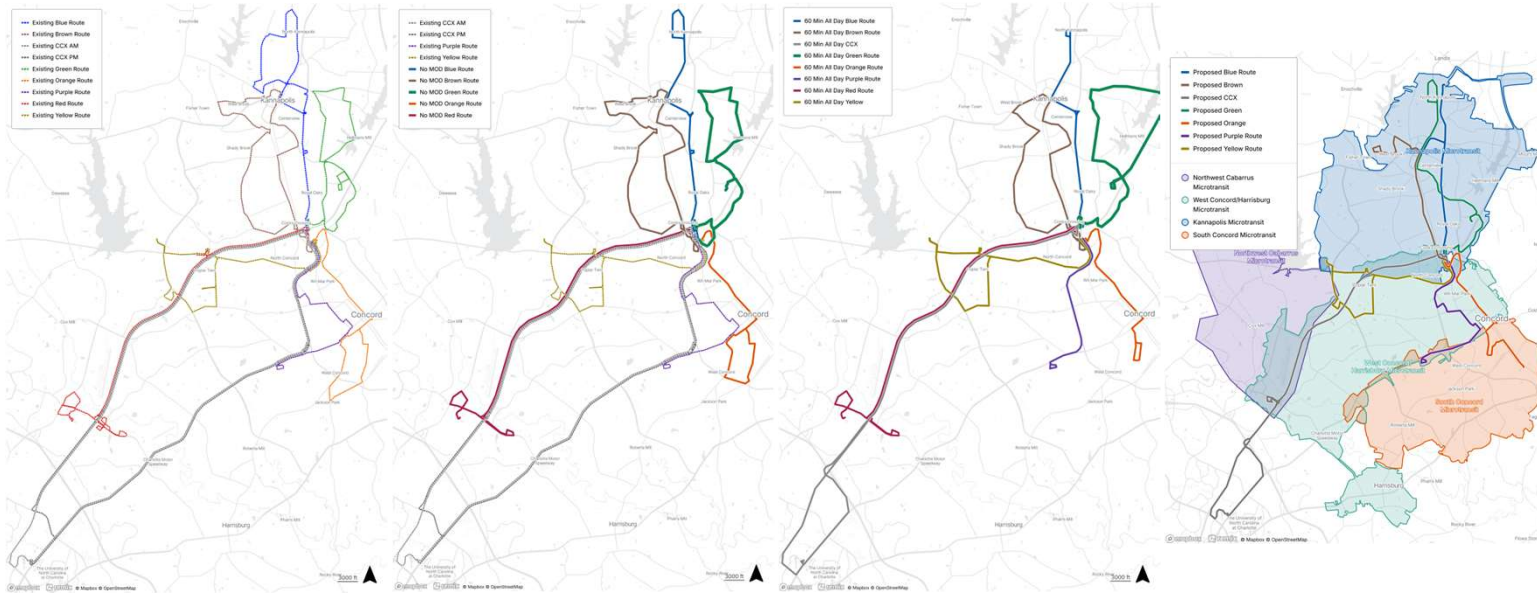
# Potential Networks

## Existing

## No MOD

## 60-min all day

## With MOD



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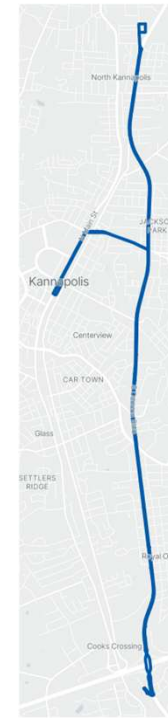
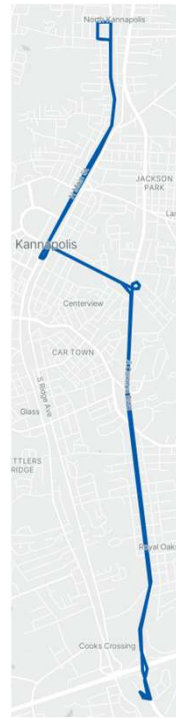
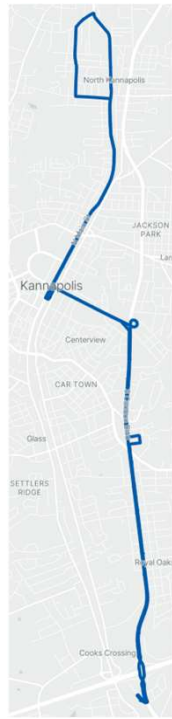
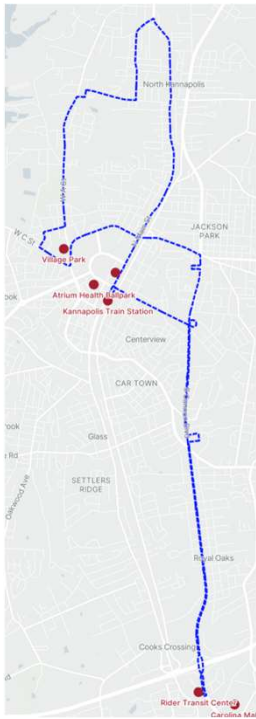
# Blue Route

Existing

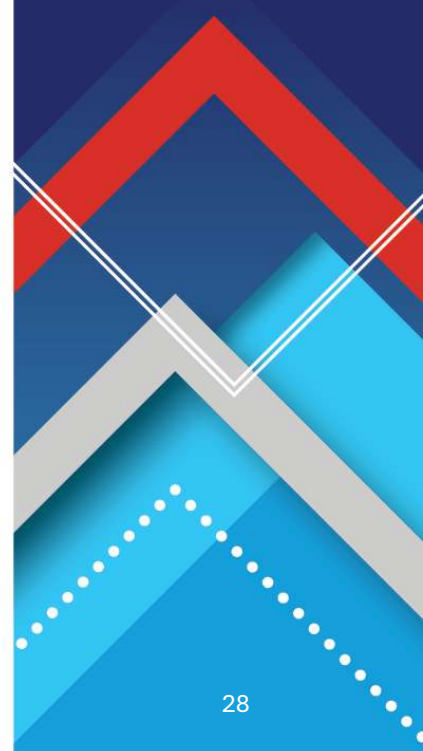
No MOD

60-min all day

With MOD



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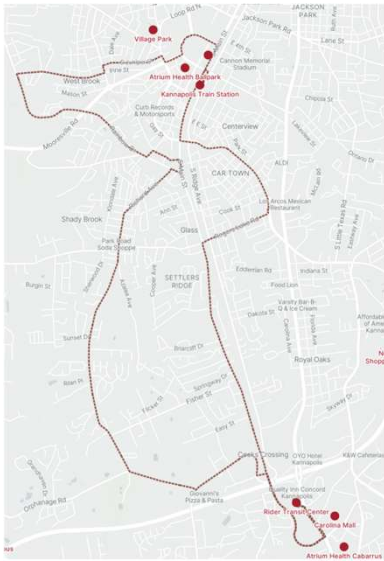
# Brown Route

Existing

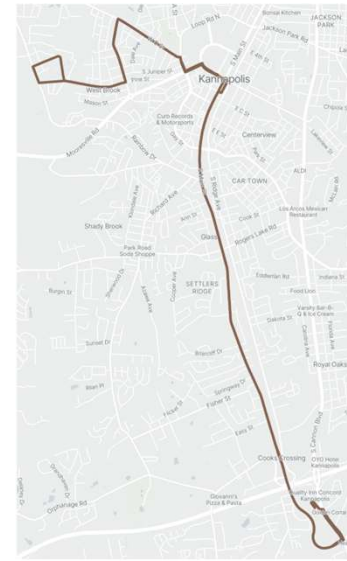
No MOD

60-min all day

With MOD



Same as existing



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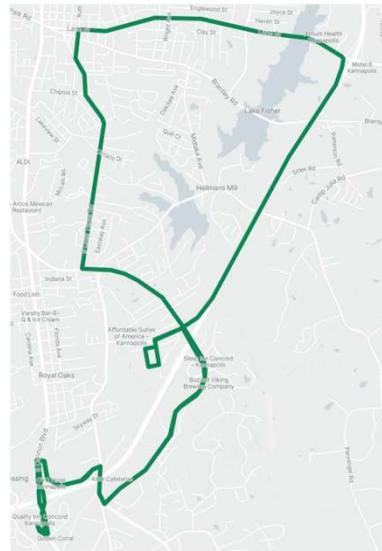
# Green Route

Existing

No MOD

60-min all day

With MOD



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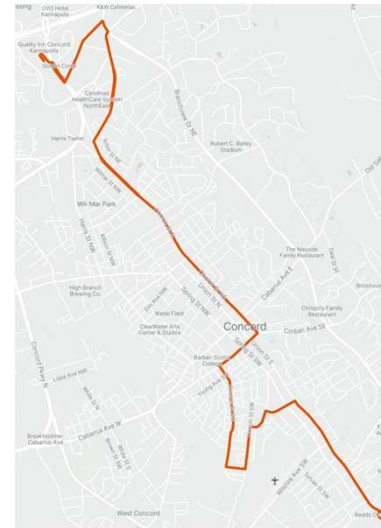
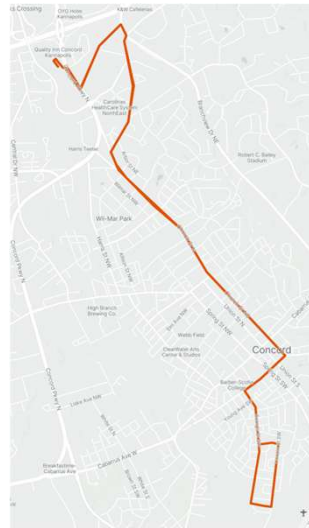
# Orange Route

Existing

No MOD

60-min all day

With MOD



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# Purple Route

Existing

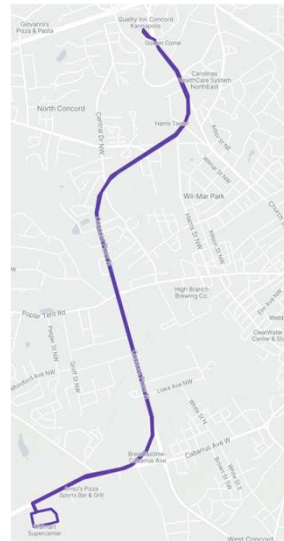
No MOD

60-min all day

With MOD



Same as existing



Same as existing



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# Yellow Route

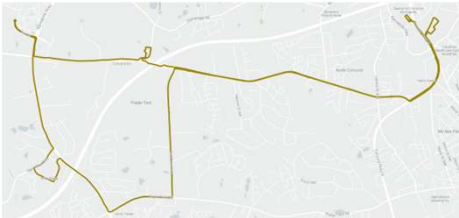
Existing



No MOD

Same as existing

60-min all day



With MOD

Same as 60-min all day



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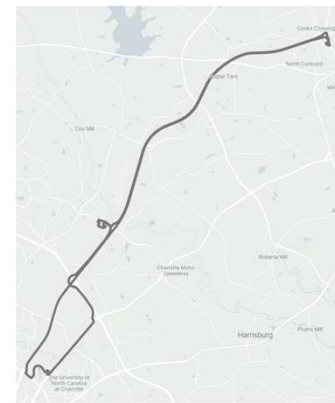
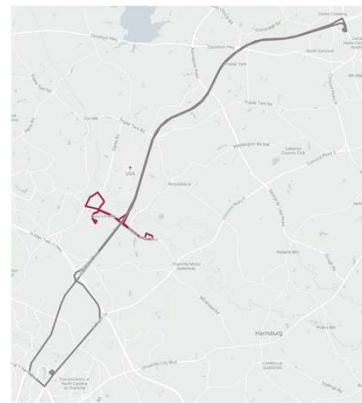
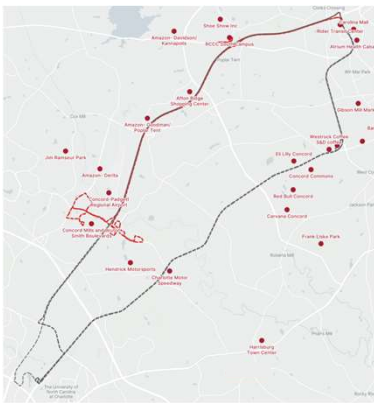
# Red and CCX Routes

Existing

No MOD

60-min all day

With MOD



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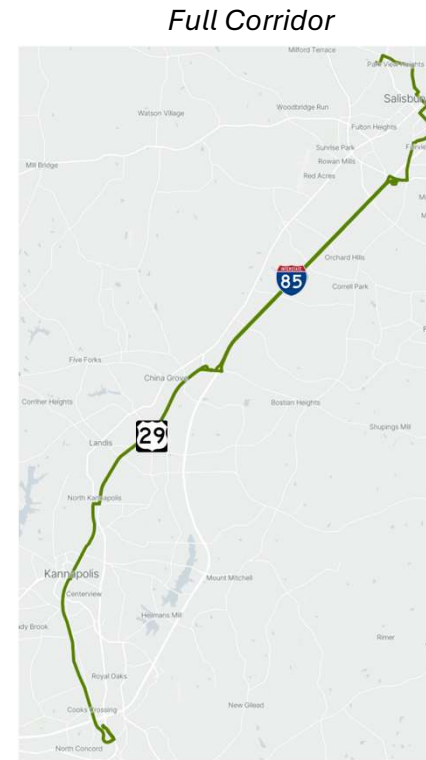
# New Routes



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# Salisbury

- Reintroduce service between Cabarrus & Salisbury
  - Serving key destinations such as the VA, Novant Health & RCCC
- Can be combined with an existing route serving Kannapolis (or modified version)
  - Blue, Brown, or Green
  - All-day local service in Kannapolis, peak hour weekday service to Salisbury



**ROWAN EXPRESS** SCHEDULE MONDAY - FRIDAY **Anyone Can Ride!**

**Salisbury to Kannapolis Area Departure Times**

Salisbury/Dept St BUS STATION	ESC	China Grove TOWN HALL	China Grove FOOD LION	Landsi TOWN HALL	Kannapolis AMTRAK STATION	ARRIVAL TIME
5:19	5:25	5:37	5:42	5:47	5:55	
6:19	6:25	6:37	6:42	6:47	6:55	
7:19	7:25	7:37	7:42	7:47	7:55	
8:19	8:25	8:37	8:42	8:47	8:55	
9:19	9:25	9:37	9:42	9:47	9:55	
						ARRIVAL TIME
1:19	1:25	1:37	1:42	1:47	1:55	
2:19	2:25	2:37	2:42	2:47	2:55	
3:19	3:25	3:37	3:42	3:47	3:55	
4:19	4:25	4:37	4:42	4:47	4:55	
5:19	5:25	5:37	5:42	5:47	5:55	

**Kannapolis to Salisbury Area Departure Times**

Kannapolis AMTRAK STATION	Landsi TOWN HALL	LIBRARY /YMCA	China Grove FOOD LION	China Grove TOWN HALL	ESC	Salisbury/Dept St BUS STATION	ARRIVAL TIME
6:05	6:12	6:17	6:23	6:25	6:37	6:45	
7:05	7:12	7:17	7:23	7:25	7:37	7:45	
8:05	8:12	8:17	8:23	8:25	8:37	8:45	
9:05	9:12	9:17	9:23	9:25	9:37	9:45	
10:05	10:12	10:17	10:23	10:25	10:37	10:45	
							ARRIVAL TIME
2:05	2:12	2:17	2:23	2:25	2:37	2:45	
3:05	3:12	3:17	3:23	3:25	3:37	3:45	
4:05	4:12	4:17	4:23	4:25	4:37	4:45	
5:05	5:12	5:17	5:23	5:25	5:37	5:45	
6:05	6:12	6:17	6:23	6:25	6:37	6:45	

Rowan Express schedule c. 2020

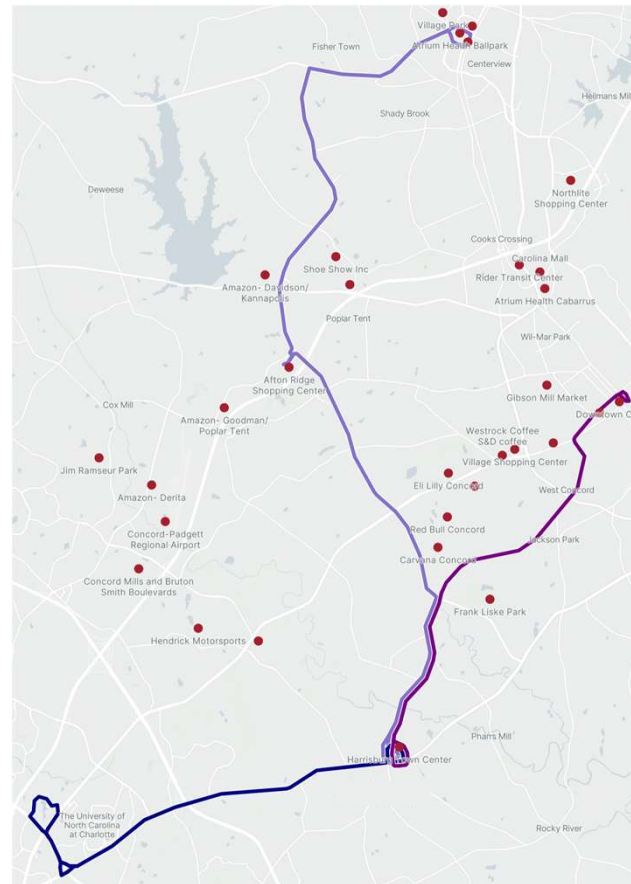


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# Harrisburg

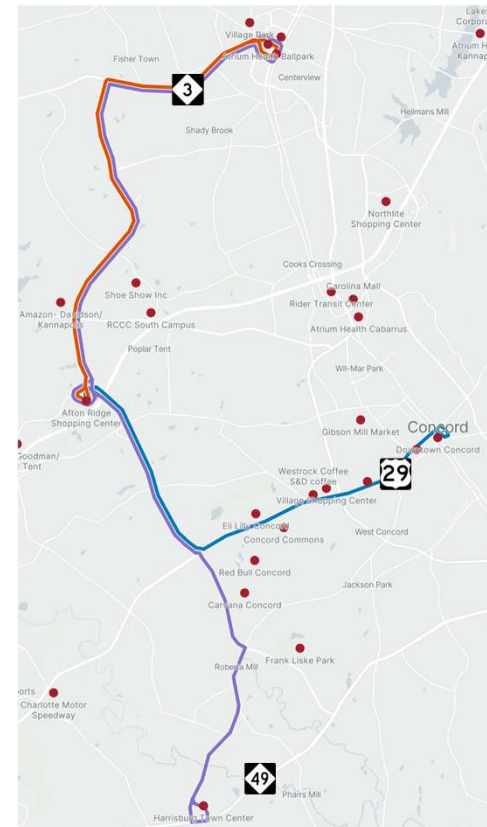
- Connect Harrisburg to other cities by fixed route
  - Downtown Concord via Roberta Rd. and Old Charlotte Rd.
  - JW Clay light rail station via NC-49
  - Downtown Kannapolis via Kannapolis/Liles Pkwy.



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# Western Concord/Kannapolis

- Expanded service in western Concord and Kannapolis connecting at Afton Ridge
  - Connections between the downtowns of Concord, Harrisburg, and Kannapolis
- New service along:
  - Kannapolis Pkwy.
  - Liles Pkwy
  - NC-73/Mooresville Rd.
  - Roberta Rd.
  - US-29



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# Huntersville

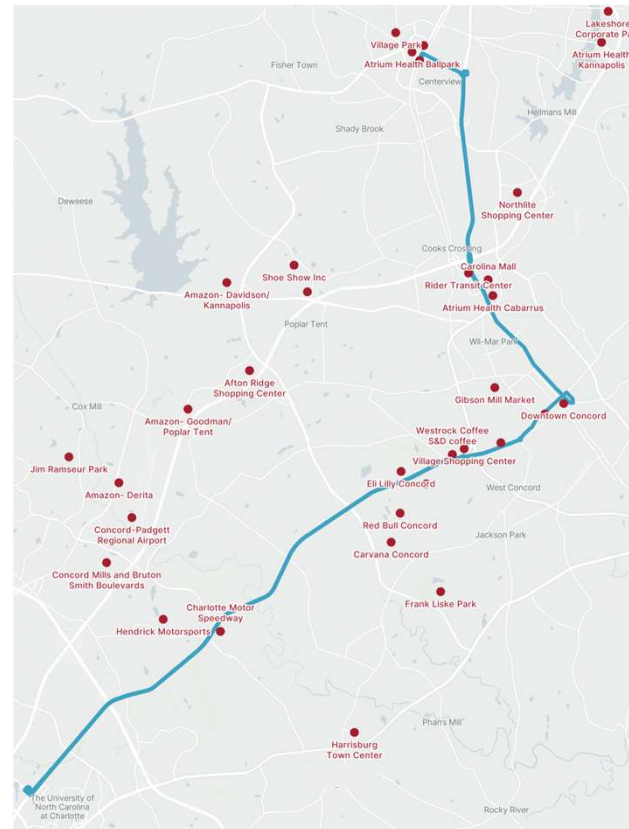
- Connect Cabarrus to Northern Mecklenburg (CATS Micro & Red Line) via NC-73/Davidson Highway
  - Service between Rider Transit Center and Northcross Shopping Center



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# Fast & Frequent Transit

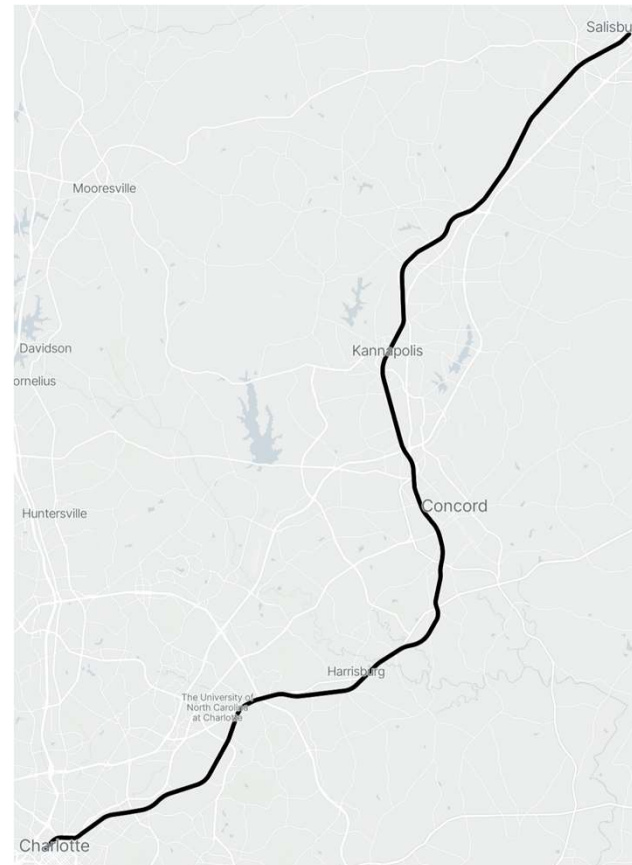
- Serve long-term demand by providing limited-stop transit service along the county's busiest corridor
  - US 29 in Concord and Kannapolis
  - Concord Mills/Bruton Smith
  - UNC Charlotte/LYNX Blue Line
  - Can examine other Charlotte destinations (Uptown, CLT)
- Start with Kannapolis to Concord, the extend southwest to Charlotte
- Similar to combination of Routes 100 and 208 proposed in 2020



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# Plan for Potential Future Rail

- Next step in evolution of fast & frequent transit
- Implement rail when demand warrants it
  - Commuter rail on the existing rail line
  - Light rail on key corridors (like US 29)



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# Bus Operational Improvements



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# Extend Hours of Service in Evening

- To serve essential shift workers, increase service beyond 8:30 PM
  - Increase service span to 11:00 PM for fixed route, 12:30 AM for microtransit
  - 235 rider survey participants indicated preference for increased service span (second only to bus stop improvements)



# Improve Frequency

Implement clockface schedule (consistent frequency throughout the day)

Improve frequency on key routes to every 30 minutes

Begin with routes serving key corridors like US 29 (currently served by Blue and Purple, potentially served by premium service in the future)

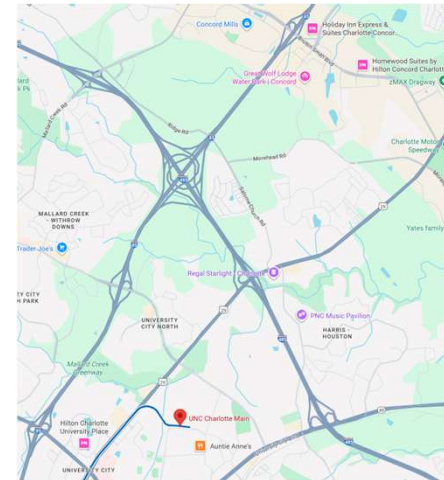
By the mid-term, all fixed routes should operate at headways of 30 minutes. Key routes should operate every 15-20 minutes

Continue to adjust route frequency based on demand and available resources



# Serve UNC Charlotte Directly

- Serve UNC Charlotte directly instead of or in addition to stopping at the JW Clay CATS station
  - A bus stop here directly connects to both the UNC Charlotte campus and the CATS Blue Line



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# Consolidation of CCTS & Rider

- CCTS/Rider Consolidation Study completed in 2024
- Recommends the two transit providers consolidate
  - City-based transit agency
  - Independent transit authority
- Overarching goal of consolidation is to improve service quality and customer experience



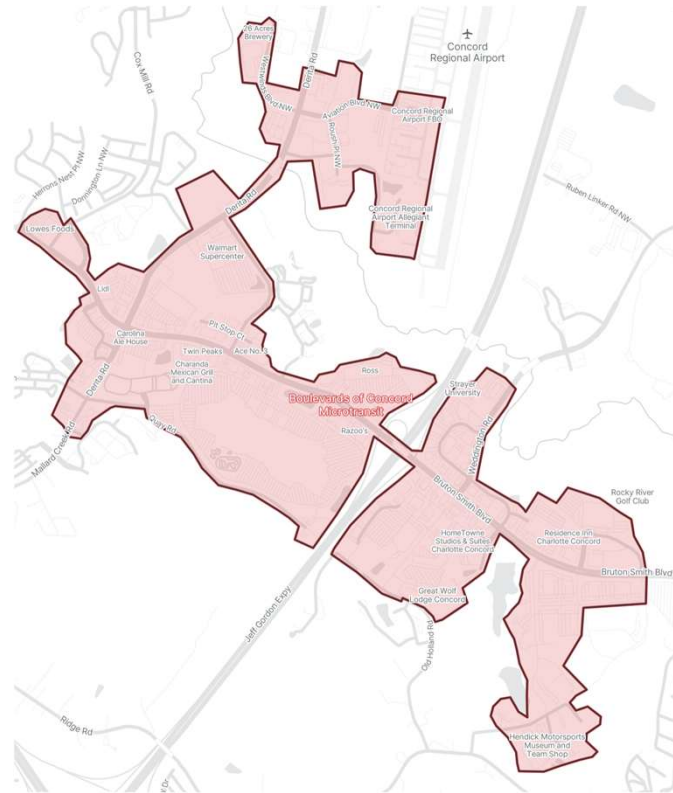
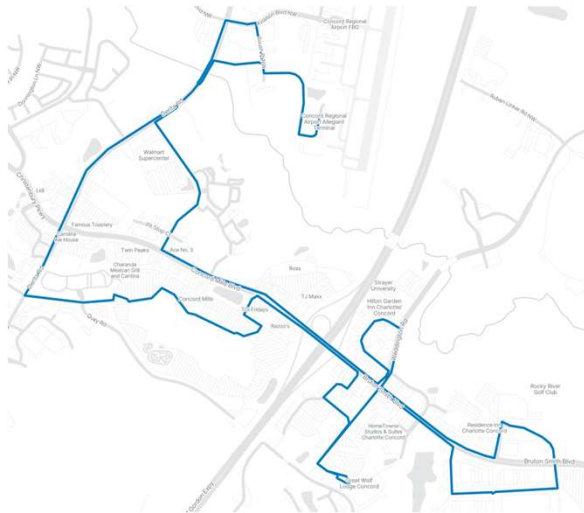
# On-Demand Improvements



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# Add Boulevards of Concord Service

- Improve service within the Boulevards of Concord area by introducing a frequent shuttle between key destinations
- A streamlined route with 15-minute frequency is recommended by the 2020 plan and the City's study
- Begin by implementing a microtransit zone exclusive to the Boulevards of Concord Area
- Replacing the microtransit with fixed route, increasing frequency, and increasing service span can be executed and phased in as seen fit



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# Countywide Demand Response

- Provide countywide demand response service to the general public
- Potential Service Models:
  - Countywide reservation-based service (24-hours ahead)
  - Reservation-based service for less populated portions of service area supported by microtransit service areas for more populated areas



# Capital Improvements



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# Overview of Capital Improvements

## Review & update bus stop amenity program

- Add benches & shelters at key stops
- Improve bus stop accessibility
- Execute needed repairs, especially visible signage
- Promote multimodal transportation infrastructure

## Review & update vehicle replacement plan

- Repair & replace as needed
- Expand fleet as new services are introduced

## Secure a joint operations & maintenance facility



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# New Joint Operations & Maintenance Facility

- 26,700+ square foot facility on 13.5 acres assuming zero growth in level of service (per 2024 Consolidation Study's LRTP vision)
- \$16 million total cost (2022 dollars)

Building Space	Number of Spaces	Square footage
Offices	15	2,096
Workstations (shared offices, meeting rooms, etc.)	16	2,318
Maintenance Facility	15	8,492
Shared Spaces (break rooms and bathrooms)	8	1,412
Other Spaces (conference room, training room, etc.)	4	1,970
<b>TOTAL:</b>		<b>26,745</b>



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# Project Schedule

Task #	Task Description	2025												2026			
		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb			
<b>1</b>	<b>Project Initiation &amp; Administration</b>																
1.1	Project Management Plan																
1.2	Kickoff Meeting																
1.3	Project Administration																
<b>2</b>	<b>Project Guidance Committee (PGC)</b>																
2.1	Committee Creation																
2.2	PGC Meetings (up to 6 mtgs)																
2.3	PGC Kickoff Meeting																
<b>3</b>	<b>Outreach &amp; Engagement</b>																
3.1	Public Engagement Plan																
3.2	Stakeholder Interviews (up to 30)																
3.3	Community Workshops (up to 10)																
3.4	Transit Patron Survey																
3.5	Public Online Survey & Virtual Room																
3.6	Discussion Group Workshops (up to 10)																
3.7	Public Meetings (up to 6)																
3.8	Transit Operator/Staff Meetings																
3.9	Social Media, Online Project Materials & Video Testimonials																
3.10	Technical Memorandum – Engagement																
<b>4</b>	<b>Review of Existing Conditions, Services, Plans and Best Practices</b>																
4.1	Existing Operating Environment Analysis																
4.2	Latent Demand Analysis																
4.3	Existing Services Analysis																
4.4	Local Plans & Policies Review																
4.5	Peer Case Studies (up to 5)																
4.6	Technical Memorandum – Existing Conditions, Services, Plans & Best Practices																
<b>5</b>	<b>Transit Needs, Alternatives &amp; Recommendations</b>																
5.1	Transit Needs Identification																
5.2	Transit Improvement Alternatives & Tiered Plan Scenarios																
5.3	Phased Recommendations																
5.4	Technical Memorandum – Transit Needs, Alternatives & Recommendations																
<b>6</b>	<b>Funding, Policy &amp; Other Recommendations</b>																
6.1	Consolidation of Services																
6.2	Coordination of Regional Services																
6.3	Funding Sources																
6.4	Transit-Supportive Policies																
6.5	Technical Memorandum – Transit Needs, Alternatives & Recommendations																
<b>7</b>	<b>5/10/20-Year Implementation Plan</b>																
7.1	Subtask 7.1: Tiered Implementation Plans																
7.2	Subtask 7.2: Tiered Financial Plans																
<b>8</b>	<b>Final Documentation &amp; Executive Summary</b>																
8.1	Draft & Final LRTP																
8.2	Draft & Final Executive Summary																
8.3	Presentations (up to 15; 6 in person)																

**Legend**

- Task duration
- Subtask duration
- Engagement activity timeframe

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- Monthly Status Report
- PMP / Summary of Findings
- Kickoff / Coordination Meeting

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- Stakeholder Interviews
- Workshops/Public Meetings
- Patron/Online Surveys

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- Draft LRTP/Exec Summary
- Final LRTP/Exec Summary
- Presentations



# Next Steps

## Finalize TM #5 Needs, Alternatives & Recommendations

- Short-term (1-5 years)
- Medium-term (6-10 years)
- Long-term (11-20 years)

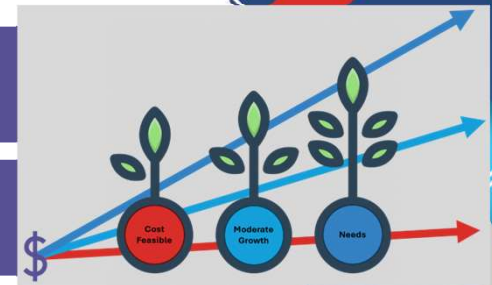
## Develop implementation plan & funding scenarios

## Develop financial plan

## Schedule PGC #4



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# Questions/Comments



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# MINUTES

## Concord Kannapolis Area Transit Commission

October 30th, 2025, 8:30 am

Rider Transit Center

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### MEMBERS:

Mayor Bill Dusch-City of Concord  
Dianne Berry-City of Kannapolis  
Betty Stocks-City of Concord

### OTHERS:

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

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### Call to Order, Quorum, and Approval of Minutes

Mayor Dusch called the meeting to order at 8:35 am, declared a quorum.

Mr. Weslowski introduced Joel Rey from Benesch who will be providing and update the Connecting Cabarrus Long Range Plan.

Mayor Dusch requested a motion to approve the minutes of the Concord Kannapolis Area Transit Commission meeting from 6/26/2025.

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

### Connecting Cabarrus Long Rance Plan Update

Mr. Weslowski provided a brief update on the project activities and Rider Staff participation and input.

Using a PowerPoint, Mr. Rey presented.

- Review of Outreach Activities and Data Gathering
- Operational Assessment and Research
- Summary of Findings

- Preliminary Route, Mode and Service Change Recommendations
- Consolidation
- Microtransit
- Capital Improvements
- Next Steps

Mr. Weslowski confirmed that the presentation would be sent to all those in attendance and other member of the Concord Kannapolis Transit Commission.

### **Digital Fare Payment RFP**

Using a PowerPoint, Mr. Meeks Presented.

- Advertised an RFP on August 22<sup>nd</sup> requesting proposals from companies to manage our Electronic Fare Collection System. UMO is our current provider, and our contract is up with them on December 31<sup>st</sup>.
- We received 4 proposals. UMO's proposal was graded the highest from our evaluation sheets, and they were the lowest bidders.
- Total Contract (3 years) = \$130,150
  - Year 1 - \$73,150 (includes 19 new validators and installation) Year 2 - \$28,500 Year 3 - \$28,500
- One additional feature we asked for was an option for open payments (Tap to pay) while still being able to use our UMO app and/or purchase a UMO hard card to load money. This will allow our riders to use their debit/credit card to pay for their fares.

**Recommendation/Action:** Review and consider approval for Rider Transit to award 3 year Digital Fare Payment Contract to UMO.

Ms. Stocks made a motion to approve 3 year Digital Fare Payment Contract to UMO ; Ms. Berry second. Unanimous

### **Rider Transit Title VI Civil Rights Plan Update**

Using a PowerPoint, Ms. Tippet Poe presented.

- FTA requires our Title VI plan be reviewed and updated every 3 years
- 2025 update includes:
  - New socio-economic data
    1. The number and proportion of LEP persons in the eligible service area
    2. The frequency with which LEP persons come in contact with the program
    3. The importance of the service provided by the program
    4. The resources available to the recipient.

**Recommendation/Action:** Review and consider approval of Title VI Civil Rights Plan.

Ms. Berry made a motion to approve Title VI Civil Rights Plan; Ms. Stocks second. Unanimous

### **Rider Transit Safety and Security**

Using a PowerPoint, Mr. Weslowski presented.

- Transdev staff receive safety, security and de-escalation classes during initial training and then twice each year during monthly Safety Meetings, and after any significant issues in the local area

- All buses and vans have security camera systems (10 or 9 cameras) with live look in capability, live AVL tracking, and silent emergency alarms that connect directly to the Concord 911 Call Center
- All vehicles have driver's area security barriers
- All bus stops are street/sidewalk located. 55 stops have solar shelter (35) or bus stop pole lighting (20). Expansion of those amenities is ongoing.
- Rider has an excellent relationship with both CPD and KPD, who are both highly responsive whenever their assistance is requested
- CPD Adams District is based out of the Transit Center
- Rider Transit Center has cameras inside and outside the facility, on the busway, and around the parking lot and is fully fenced and lighted 24/7
- After a site security consultation with Concord PD, two bulletproof safe rooms have been built out in the Transit Center, one on each floor with Level 8 ballistic walls from Armorcore, and all security (ID card required) doors are Level 8 as well
- Weight and the resulting engineering challenges do not allow for vehicles to have the same level of protection.
- Rider staff have had multiple Active Shooter trainings
- Rider utilizes Extra Duty Solutions to have Concord PD officers provide a presence at the Rider Transit Center from 11:30am-7:30pm since December of 2020, following two incidents at the Transit Center that November
  - \$126k annually
- Rider has fully completed the TSA's voluntary Security Enhancement Through Assessment (SETA) program
- Rider updates our Public Transportation Agency Safety Plan (PTASP) annually
- Rider Transit Manager, Deputy Director and Director have all taken the Crime Prevention Through Environmental Design (CPTED) classes.
- Rider Transit Manager received their Transportation Safety Institute (TSI) Transit Safety & Security Program (TSSP) Certification. Transit Director previously received their TSSP certification and World Safety Organization Certified Safety/Security Director (CSSD-Bus). Currently working on their WSO Certified Safety Executive (CSE-Bus) and their individual USDOT Public Transportation Safety Certification Training Program (PTSCTP) certification.
- Over the last 15 years, there has been a noticeable increase in those that are unhoused at the Transit Center and riding the service, as well as a growing issue with the takeover of shelters (sometimes for a day, sometimes for weeks)
- Over the last 15 years there has been a growing number of issues with people that appear to have/have mental health issues, which often prove very challenging to address successfully. CPD and KPD are called as needed to assist.
- This can (and likely has) led to a perception by some that Rider Transit/all public transit is unsafe
- While we have had few major incidents in our history, we have trespassed several individuals over the years (days/months/permanently) with the assistance of CPD and the Concord City Attorney.
- As stated previously, engineering challenges (weight) do not allow currently for vehicle operators to be placed inside a bulletproof environment
- Full PD coverage at the Rider Transit Center (5:30am weekdays/8:30am weekends-11:30am) would require an additional \$81k annually
- At current Extra Duty Solutions rates (\$44/hour), the cost of having a police officer on each of our 8 routes all day, every day would be \$1.785M

Mayor Dusch asked Mr. Smith to present this information to the new City of Concord Council.

Ms. Stocks asked if there had been a tabletop performed and informed about the CIT police deescalation training.

Mr. Weslowski provided information from the TSA BASE assessment discussion, but that a true tabletop exercise had not been performed.

Ms. Berry asked about the difficulty in retaining operators with the increased risk.

Mr. Oden stated that since the wage increase there have been a better quality of applications and they have received more applications, but there is still turnover.

### **Reports / Other Business**

- Rider Transit Projects Update was provided by Mr. Christy
- Service Provider RFP Update was provided by Mr. Weslowski. More work continues to reduce cost at this time.
- Next CKTC Meeting-Thursday 12/18/2025 at 8:30 am, at the Rider Transit Center.

Mayor Dusch requested a motion to adjourn. Mr. Berry made a motion; Ms. Stocks second. Unanimous. With no additional discussion or items on the agenda; meeting adjourned at 10:35am.