

5-27-25

CUC meeting

Aimee Steel, Doug Carrol (virtual)

Quint, Michelle Joshua, Luke (in person)

Met with Cindy Forrester, Manager Fleet Services operations, transit and airport with City of Gastonia. Cindy.Forrester@gastonianc.gov 704.836.0039

Cindy detailed Gastonia use of GoGastonia an on-demand public transit service.

City.ridewithvia.com/gastonia

- Similar to Uber they use a vendor (Via) to handle all calls, drivers and payments
- Covers the entire city limit of Gastonia. M-F 5:30am to 6:30 pm Sat 8-6pm
- Each ride cost \$2.50 elderly \$1.25
- Rides may be shared with others
- Users create an account and load money into the account. No cash is processed during the ride
- July '24 Gastonia moved from fixed route to micro transit. They had 6 fixed routes and 9 35' buses. That moved to 23 mini van like vehicles (6) of which are wheelchair accessible vehicles (WAV). Cameras are in vans
- Typical wait time 20-30 minutes they've had 138k rides, record day 807 rides and 12k user accounts created
- Most common stops include (2) Walmart's, Food Lion, Planet fitness, Government Admin building and (2) high schools.
- Met demand 92% of the time
- Fixed routes service size 24²miles. Micro services 54² miles. (anywhere within city limits)
- Vendor has set a budget annually for the cost
- Fixed route cost per ride \$12. Micro transit cost per ride \$14
- NCSU helps cities with studies on micro transit. ITRE Institute for Transportation Research and Education.
- 50% of micro transit program cost for Gastonia is being funded by federal grant.