



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

October 16, 2024

1:00 PM

Barrett Lawrimore Conference Room
5790 Casper Padgett Way
North Charleston, SC 29406

AGENDA

1. Call to Order
2. Consideration of Board Minutes –September 18, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. Annual Asset Management Plan Progress Report and FY 2025 Performance Targets – Request for Approval – Jeff Burns
5. Discount Fare Policy Revision – Request for Approval
6. Project Updates – Ron Mitchum/Staff
7. Ridership Report – Megan Ross
8. Executive Director’s Report – Ron Mitchum
9. Other Business, If Any
10. Public Comments, If Any
11. Executive Session – Legal Matters
12. Board Comments, If Any

The next CARTA Board Meeting will be held on November 20, 2024

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)
BOARD OF DIRECTORS MEETING
September 18, 2024
Meeting Notes

A Charleston Area Regional Transportation Authority (CARTA) Board of Directors meeting was held at the Berkeley-Charleston-Dorchester Council of Governments (BCDCOG) in the Barrett Lawrimore Conference Room located at 5790 Casper Padgett Way in North Charleston, SC at 1:00 p.m. on Wednesday, September 18, 2024.

MEMBERSHIP: Brad Belt; MaryBeth Berry; Joe Boykin; Mike Brown; Daniel Brownstein; Reggie Burgess; William Cogswell; Dwayne Green; Will Haynie; Brandon Hudson; James Lewis; Pat O’Neil; Christie Rainwater; Herb Sass; Michael Seekings; Ed Sutton; Jimmy Ward; Robert Wehrman

MEMBERS PRESENT: MaryBeth Berry; Joe Boykin; Daniel Brownstein; Dwayne Green; Brandon Hudson; Michael Seekings; Ed Sutton; Jimmy Ward; Robert Wehrman

PROXIES: Craig Harris for Brad Belt; Ron Brinson for Reggie Burgess; Robert Somerville for William Cogswell; Chief Gebhardt for Christie Rainwater; Jerry Lahm for Herb Sass

OTHERS PRESENT: Stephanie Maher (WeDriveU); Josh Steele (WeDriveU); Patrice Gilliam-Miller (WeDriveU); David Bonner (Transit Consultant); Morven MacLean (WSP); Elissa Smith (HDR); Ryan Bauman (HDR); Mila Buzhinskaya (HNTB); Daniel Brock (HNTB); Jeff Baxter (Cityvolve); William Hamilton (Best Friends of Lowcountry Transit); Representatives of the Exchange Club of Charleston: Carl Schultz; Duncan Townsend; Tim Smith; John Osborne; Gary Catterton; Frank Shorter; Paul Freebern; News Media Personnel; Additional Interested Parties

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Sharon Hollis; Matthew Spath; Megan Ross; Kim Coleman

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:00 p.m. followed by a moment of silence and a quorum determination.

2. Consideration of Board Minutes: August 21, 2024 Meeting

Mr. Boykin made a motion to approve the August 21, 2024 Meeting Minutes as presented.

Mr. Green seconded the motion. The motion was unanimously approved.

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending July 31, 2024. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$4,229,726. Ms. Mitchum provided information on the following activities for FY24 thus far:

Revenues:

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing are bus pass fares sold to customers.
- Local Contributions are funds received for shelter and bench construction.
- Federal Revenue includes operating for the year-to-date. Federal Revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds are operating funds available as match to Federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets are the proceeds from the sale of nine MV-1s, five Amerivans and a 1996 New Flyer.

Expenditures:

- Retiree Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and rebranding supplies.
- Printing includes costs of printing route brochures, passes and labels.
- Automotive is the cost to service the 2018 Ford F-150.
- Postage is shipping fees.
- Dues/Membership is CARTA's membership with Transportation Association of South Carolina (TASC) and the Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and property taxes on the equipment rental.
- Office Equipment Maintenance (OEM) includes GMV Sycromatics, GMV Digital Signage, Genfare Support, Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times, RCN NetCloud Essentials and NetCloud Advanced for mobile routers and other IT services.
- Rent includes the Ashley Phosphate Park & Ride lot, Dorchester Village Shopping Center Park & Ride lot, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Advertising is Beach Reach outreach.
- Auditing is the cost of the FY23 GASB 75 Actuary and Audit.
- Custodial Services are the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program (CARTA OnDemand) is customer transportation cost for same-day service through independent rideshare.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services include the bus wash inspection services and appraisal services.
- Shared Contract Services (IGA & Management) is the extensive services the BCDCOG provides to CARTA.
- Fixed-Route Service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title and registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews on January 1st and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is the interest on the Melnick Park & Ride loan.

Capital Expenditures:

- Rolling Stock is the purchase of ten 2023 Voyager Vans.
- Bus Facilities/Charging Stations is the Leeds Avenue charging infrastructure.
- Bus Shelter Construction/Bench Install is the installation of shelters and benches.

- Security/Cameras & Equipment is the purchase of cameras, access control equipment and AVL equipment.
- Facilities Construction is the Leeds Avenue parking lot repairs and Shipwatch Square engineering.
- Capital (IT, Facility Repairs, Maint.) is Genfare equipment and driver shields.

Ms. Mitchum reviewed the activity of the OnDemand Program as of July 31, 2024. She noted that the FY24 total cost is at \$246,104 at 93% complete. The Board of Directors received the Financial Status Report and the OnDemand Program Activity Report as information.

4. FY25 Proposed Budget – Request for Approval – Robin Mitchum

Ms. Mitchum presented the FY25 Proposed Budget. She provided detailed explanations of line-item changes in Revenues, Expenditures and Capital Expenditures. Ms. Mitchum stated that the FY25 Proposed Budget was initially approved during the June 2024 CARTA Board of Directors meeting and noted that the final adoption of the FY25 Budget was approved by all member governments during their respective Finance Committee and Council meetings. The budget will continue to be monitored to ensure revenues and expenditures remain aligned. Ms. Mitchum noted that any recommended revisions will be made to the Board of Directors as necessary.

***Mr. Brinson made a motion to approve the FY25 Proposed Budget as presented.
Ms. Berry seconded the motion. The motion was unanimously approved.***

5. HOP Service Reinstatement – Request for Approval

Ron Mitchum, Executive Director, discussed the Reinstatement of Hospitality on the Peninsula (HOP) Service. He noted that staff is aware of a lot that could potentially accommodate parking for individuals who utilized the previous HOP route. The property is located on Concord Street at the corner of Market Street. This parking lot is currently accessible by Route 211. Two different stops are within 400 feet of this location. Mr. Mitchum stated that staff recommends that the Route 211 service be modified to extend hours to reflect the previous HOP service. If approved, the additional service could potentially cost an additional \$300,000 yearly. Mr. Mitchum addressed questions and comments.

***Mr. Brownstein made a motion to approve the Reinstatement of HOP Service as presented.
Mr. Boykin seconded the motion. The motion was unanimously approved.***

6. Discount Fare Policy Revision – Discussion

Mr. Mitchum discussed the Discount Fare Policy. He stated that staff is requesting approval to update the Discount Fare Policy to reflect that public sector employees pay \$1.00 for a one-ride fare. Mr. Mitchum noted that Daniel Brownstein, Board Member and Councilman for the Town of Mt. Pleasant, will discuss the matter further. Mr. Brownstein stated that he supports the fare reduction for public sector employees as many are on a lower-tier pay scale. Mr. Brownstein noted that the reduction in the one-ride fare would assist many public sector employees financially and could possibly have a positive impact on CARTA’s ridership. It would give the member governments the opportunity to offer the transportation incentive to assist public sector employees with transportation while building on CARTA’s ridership. Chairman Seekings stated that perhaps member governments could subsidize the remainder of the fare in order to offer free rides to those who are employed by the member governments. Mr. Brownstein noted that he would explore the matter further and work with staff. Chairman Seekings stated that the matter will be placed on a future Board Meeting Agenda for further discussion. The Board of Directors received the Discount Fare Policy Revision discussion as information.

7. Downtown Transit Study – Request for Approval

Mr. Mitchum discussed the Downtown Charleston Transit Study Plan. He noted that in June 2022, CARTA was awarded Route Planning Restoration Program funding from the Federal Transit Administration (FTA) to develop a downtown restoration plan to improve ridership and service quality post-pandemic. Mr. Mitchum reviewed the stated goals of the Plan which are: develop a strategy for improving transit in the Charleston Peninsula; build new ridership; regain ridership lost during the COVID-19 pandemic; modernize infrastructure; enhance service frequency; access reliability and coverage. Staff worked with a consultant team throughout the project. The final Plan was presented during the stakeholder group that was maintained throughout the entire planning process. Additionally, the final Plan was presented to the public during a lunch webinar, at an open-house at the County Library in Downtown Charleston and to the Transit Riders Advisory Committee in June. Mr. Mitchum noted that, with Board approval, this will allow staff to begin working with partners to develop an implementation plan. Engagements with stakeholders will continue. The partners include the City of Charleston, MUSC, College of Charleston, etc. Due to the level of changes within the Plan, staff will be responsible for facilitating Title VI meetings within the Peninsula to allow for more public comments. Mr. Mitchum addressed questions and comments.

***Mr. Boykin made a motion to approve the Downtown Transit Study as presented.
Mr. Wehrman seconded the motion. The motion was unanimously approved.***

8. Lowcountry Rapid Transit Project – Update – Sharon Hollis

Sharon Hollis, Principal Planner and LCRT Project Manager, delivered an update on the Lowcountry Rapid Transit (LCRT) Project. She discussed the Project Highlights regarding the 21.3 mile infrastructure investment. Ms. Hollis noted that 19 battery electric buses will facilitate more than two million annual trips on the line and roadway and bike/pedestrian improvements will support safer, more efficient travel. She discussed the advanced technologies making the system more reliable and comfortable including stoplight signal prioritization, WiFi equipped buses and stations, interactive station maps, updated wayfinding and corridor lighting and off-board fare payment. Ms. Hollis stated there will be three Park & Ride stations and the service will run from Ladson to WestEdge which will be a 70-minute end-to-end travel time. She noted that there will be 10-minute weekday service during peak and daytime hours, 21-hour service during the week and 20-30 minute service on weekends. The service will connect CARTA and TriCounty Link transit services. Ms. Hollis reviewed public engagement from 2018 up to now stating there have been 180+ stakeholder meetings, four rounds of public and virtual meetings, 1,700+ events with local communities, organizations and businesses and 66,000 direct mailings. She noted that there are 3,700+ people on the email list with 30+ e-newsletters delivered. Ms. Hollis discussed the Project Timeline noting that the project is currently in the engineering phase and that construction should begin in 2027. She discussed the next steps and addressed questions and comments. The Board of Directors received the LCRT Project Update as information.

9. Project Updates – Ron Mitchum/Staff

Mr. Mitchum discussed the Project Updates report regarding the following Project Updates: Service Planning Initiatives; Downtown Route Study; US 52 BRT Study; CARTA OnDemand (noting that the number of users continues to increase); Shelter Improvement Program; Shipwatch Square Transit Center (noting that the project team for the NEPA process began developing materials for the public open house on September 17th, the project team for A&E Design began advancing design development, staff continues to respond to requests resulting from public/stakeholder meetings and another public meeting was held on September 17th at the Keith Summey Library adjacent to the transit center site); Transit Oriented Development Study (noting that the project team is finalizing deliverables received in August, staff continues with outreach at community events, an online meeting will be held in the Fall and the BCDCOG was awarded a Phase 3 grant for \$1.2 million to continue development of affordable housing plans and neighborhood plans to be procured/initiated in Fall

of 2024 upon completion of Phase 2); LCRT; Dorchester Transit Signal Priority (TSP) Pilot Project; Mt. Pleasant Street Park & Ride (noting that staff continues to address TRC comments and the SCDOT is reviewing the plans); Fairgrounds Park & Ride; O&M Facility; and Mobile Ticketing Sales and Use (noting that mobile ticket sales totaled \$29,850, which is a 30.8% increase in sales revenue over August 2023, the upgrade was well-received by customers and bus operators). Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

10. Ridership Report – Megan Ross

Megan Ross, Transit Planner, presented the Ridership Reports as of August 2024. She noted that passenger trips totaled 182,087 and there were 10.6 customers per service hour (10.6 last month). Ms. Ross stated that overall ridership comparing August 2024 to July 2024 decreased by 3.4%, overall ridership comparing August 2024 to August 2023 decreased by 4.7%, and overall ridership comparing 2024 YTD to 2023 YTD increased by 5.3%. It was noted that the decrease was primarily due to the tropical storm and flooding. She stated that Tel-A-Ride ridership for August 2024 was 4,753 (a decrease of 2.8% when comparing 2023 YTD to 2024 YTD). Ms. Ross discussed the OnDemand trips for August 2024, noting that the total ridership was 3,173 passengers between both Uber and Lyft. The trip cost averaged \$11.86, higher than July's average of \$11.55 and 40% of the overall rides were from Tel-A-Ride passengers. Ms. Ross addressed questions and comments. The Board of Directors received the Ridership Reports as information.

11. Executive Director's Report – Ron Mitchum

Mr. Mitchum stated that if CARTA plans to continue to operate the Beach Reach service, he has an opportunity to purchase a trolley bus to use as the Beach Reach shuttle. He presented slides that depicted a trolley that could potentially be used for the Beach Reach shuttle. Mr. Mitchum discussed the trolley and costs in detail, noting it is a 2022 and that the interior would be better suited for beach-goers. He noted that the trolley could perhaps be used for other events, such as Christmas Parades, etc. Mr. Mitchum and staff will conduct due diligence such as inspections to ensure the trolley would be a good purchase for the service if there are no objections from the Board of Directors. The Board of Directors had no objections to Mr. Mitchum's recommendation of purchasing the trolley. Mr. Brownstein mentioned the possibility of getting a working group together to discuss exploring further options of extending the Beach Reach service to other local beaches. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director's Report as information.

12. Other Business, If Any

There was no further business to discuss.

13. Public Comments, If Any

There were three Public Comments that were recorded and noted for the record.

- Carl Schultz (35-year member of the Exchange Club of Charleston): Mr. Schultz expressed his concerns regarding the Fairgrounds property and the parcel of land that CARTA plans to utilize as well as concerns regarding legal fees and the non-profit organizations that the Exchange Club supports.
- Duncan Townsend (Officer of the Exchange Club of Charleston): Mr. Townsend expressed his concerns regarding the Fairgrounds property and the parcel of land that CARTA plans to utilize as well as concerns regarding a recent article in the *Post & Courier*.
- William Hamilton (Best Friends of Lowcountry Transit): Mr. Hamilton congratulated the Board regarding the overall increase in ridership. He expressed his concerns regarding student ridership, the DASH route and people not being aware of the service that the DASH route provides. He also expressed his concerns regarding the Fairgrounds.

14. Executive Session – Legal Matters

***Mr. Brinson made a motion that the Board of Directors convene into Executive Session.
Mr. Boykin seconded the motion. The motion was unanimously approved.
Non-Board Members, Guests and Non-Essential Staff Members were excused.
Mr. Lahm made a motion to reconvene the Board of Directors meeting.
Chief Gebhardt seconded the motion. The motion was unanimously approved.
Chairman Seekings reconvened the Board of Directors meeting noting that no action was taken
related to legal matters discussed during Executive Session.***

15. We Drive U Contract Amendment – Request for Approval

Chairman Seekings requested a motion to approve the We Drive U Contract Amendment.

***Mr. Brinson made a motion to approve the We Drive U Contract Amendment.
Mr. Lahm seconded the motion. The motion was unanimously approved.***

16. Board Comments, If Any

Joe Boykin, Board Member and Charleston County Councilman, discussed an unfortunate and unsavory exchange that occurred at the Board Meeting table just prior to the start of today's Board of Directors meeting. Mr. Boykin stated that Carl Schultz, with the Exchange Club of Charleston, approached him and inquired what are we going to do about the Fairgrounds property issue to which Mr. Boykin replied you all need to negotiate in good faith. Mr. Shultz stated that that time has passed since you all sued us. Mr. Boykin stated he will not comment on the matter during pending litigation. Mr. Schultz asked Mr. Boykin if he voted in favor of CARTA obtaining the property to which Mr. Boykin replied yes. Mr. Schultz stated there will be repercussions to which Mr. Boykin inquired what he meant by that statement. Mr. Schultz stated that he and the Fair will do whatever necessary to kill the Charleston County Transportation Sales Tax Referendum. Mr. Boykin noted that the referendum is a stand-alone matter and separate from the LCRT project. Mr. Boykin felt that Mr. Schultz's remarks were highly inappropriate and threatening. He wished to caution other Board Members and those in public office. Mr. Boykin stated he wished to make it clear that Mr. Schultz has made a threat that should a campaign begin with the Fairgrounds against the transportation sales tax referendum, that Mr. Schultz made it clear what is behind their motivation and that they will go through any links to get their way.

17. Adjourn

Chairman Seekings thanked the Board of Directors for their continued dedicated service to the Board and the communities they serve. He stated that no one in public office should be subjected to such threats and inappropriate behavior. Chairman Seekings stated that he is proud to serve as Chairman of the CARTA Board of Directors and believes that the Board, staff and others have risen above and beyond to make the largest public transportation project in history for the state of South Carolina to happen. The LCRT project is very much needed in our region for everyone in our community, including the members of the Exchange Club. Chairman Seekings thanked the Board, Executive Director Mitchum and the staff and noted as Chairman that he would stand behind them with is full support and to let him know of any other inappropriate actions directed to any of them. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:15 p.m.

Respectfully submitted,
Kim Coleman



MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: August 31, 2024 Financial Report Overview
DATE: October 7, 2024

Please find attached the August 31, 2024 Financial Report. Below is a brief overview of the activities for FY24.

Revenues

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing is bus pass fares sold to customers.
- Local contributions are funds received for shelter and bench construction.
- The Federal revenue includes operating for the year to date. Federal revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds is operating funds available as match to federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets is the proceeds from the sale nine MV-1s, five Amerivans, and a 1996 New Flyer.

Expenditures

- Retiree Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing route brochures, passes and labels.
- Automotive is the cost to service the 2018 Ford F150.
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- Utilities includes electric and water at the Superstop, Melnick Park and Ride, the Radio Shop at Leeds Avenue, and the charging stations at Leeds Avenue.
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- Fixed Route service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the Super Stop by the City of North Charleston Police Dept.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title & registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews January 1 and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is interest on the Melnick Park and Ride Loan.

Capital Expenditures

- Rolling Stock is the purchase of ten (10) 2023 Voyager Vans.
- Bus Facilities/Charging Stations is Leeds Avenue charging infrastructure.
- Bus Shelter Construction /Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras, access control equipment, and AVL equipment.
- Land is the purchase of land at the fairgrounds.
- Facilities Construction is Leeds Avenue parking lot repairs and Shipwatch engineering.
- Capital (IT, Facility Repairs/Maint) is Genfare equipment and driver shields.

Overall, the agency ended the month with excess of revenues of \$4,389,520.

If you have any questions, please contact me at 843-529-2126 or robinm@bcdcog.com.

Amount owed to National Express Shuttle & Transit as of 8/31/2024 was \$1,476,447.17.

CARTA
Statement of Revenues & Expenditures
For the Month Ending August 31, 2024

Time elapsed:
83%

	Original FY24 Budget	Revised FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>				
Farebox	1,345,886	1,296,535	1,213,072	94%
Passes & Mobile Ticketing	527,051	595,387	541,269	91%
COC Shuttle	417,104	403,644	366,015	91%
MUSC	753,157	753,157	691,211	92%
City of Charleston - DASH	706,143	706,143	651,649	92%
Local Contributions	-	37,131	51,099	138%
Federal	8,289,057	8,862,392	9,937,108	112%
State Mass Transit Funds	-	260,435	260,436	100%
Sales Tax - Charleston County	12,759,453	12,684,369	11,921,754	94%
Advertising	800,000	800,000	715,519	89%
Insurance Proceeds	-	139,702	201,371	144%
Sale of Assets	-	28,900	54,905	190%
TOTAL OPERATING REVENUES	25,597,851	26,567,795	26,605,561	100%
<u>Operating Expenditures</u>				
Retiree Benefits	9,288	9,307	8,526	92%
Supplies	100,000	175,000	155,351	89%
Printing	25,000	42,000	36,949	88%
Automotive	1,000	3,450	3,345	97%
Postage	250	200	67	34%
Dues/Memberships	2,500	2,500	4,500	180%
Office Equipment Rental	105,012	117,695	117,683	100%
Office Equipment Maintenance	239,241	289,793	220,399	76%
Rent	32,650	33,620	30,533	91%
Communications	166,847	166,847	152,321	91%
Utilities	313,674	316,501	257,337	81%
Advertising	7,500	7,500	6,100	81%
<i>Professional Services</i>				
Auditing	30,000	30,800	30,800	100%
Legal	1,000	1,000	-	0%
Custodial	25,542	25,542	19,350	76%
On Demand Program	131,575	325,000	283,738	87%
Electric Bus Master Plan	-	20,005	15,005	75%
Other	25,000	25,000	8,353	33%
<i>Contract Services</i>				
Shared Services - IGA	3,188,074	3,888,379	3,599,149	93%
Fixed Route	14,676,071	14,676,071	11,745,986	80%
Money Transport	7,500	11,604	11,793	102%
Security Services	105,560	105,560	92,705	88%
Vehicle Maintenance	170,000	341,863	441,085	129%
Facility Repair & Maintenance	52,835	32,213	17,940	56%
Operating Fees & Licenses	50,000	45,000	51,775	115%
Insurance	1,083,626	1,033,626	984,024	95%
Fuel	1,638,187	1,450,000	1,268,899	88%

CARTA
Statement of Revenues & Expenditures
For the Month Ending August 31, 2024

Time elapsed:
83%

	Original FY24 Budget	Revised FY24 Budget	Actual	% of Budget
Paratransit	3,308,576	3,308,576	2,600,249	79%
Miscellaneous	3,500	5,300	4,374	83%
Interest	47,843	47,843	44,099	92%
Non-Capitalized Assets	50,000	30,000	3,606	12%
TOTAL OPERATING EXPENDITURES	25,597,851	26,567,795	22,216,041	84%
Excess (Deficit) of Revenues Over (Under) Expenditures			<u><u>4,389,520</u></u>	

Capital Revenues

Rolling Stock	613,428	598,240	598,239	
Bus Facilities/Charging Stations	289,189	1,197,724	481,782	
Bus Shelter Construction/Bench Install	18,618	55,591	-	
Land	-	1,066,800	1,066,800	
Security/ Cameras & Equipment	240,997	300,318	144,634	
Facilities Construction	5,040,000	264,436	295,259	
Sales Tax - Charleston County	1,047,297	1,122,381	704,496	
TOTAL CAPITAL REVENUES	7,249,529	4,605,490	3,291,210	71%

Capital Expenditures

Rolling Stock	766,785	827,800	752,800	
Bus Facilities/Charging Stations	350,000	1,524,571	481,782	
Bus Shelter Construction/Bench Install	192,763	180,591	114,995	
Land	-	1,333,500	1,333,500	
Security/ Cameras & Equipment	295,041	368,483	113,073	
Facilities Construction	5,600,000	330,545	415,878	
Capital (IT, Facility Repairs/Maint)	44,940	40,000	79,182	
TOTAL CAPITAL EXPENDITURES	7,249,529	4,605,490	3,291,210	71%

**CARTA
BALANCE SHEET
8/31/2024**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	11,770,494.53
PETTY CASH	160.00
ACCOUNTS RECEIVABLE	8,655,514.45
PREPAID EXPENSES	387,044.71
INVENTORY - FUEL	71,690.96
LAND	9,951,004.63
VEHICLES	51,852,084.34
EQUIPMENT	2,408,044.99
FAREBOXES	1,170,017.00
SHELTERS	4,464,422.59
BUS SIGNAGE	254,913.32
FACILITIES	10,568,506.76
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(37,873,866.03)
RIGHT TO USE LEASES	1,179,416.40
ACCUMULATED DEPRECIATION - RTU	(406,830.95)
TOTAL ASSETS	<u><u>64,631,076.24</u></u>

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	1,942,847.10
NOTE PAYABLE - BB&T	1,321,075.75
ACCRUED INTEREST	25,265.79
OPEB LIABILITY	127,941.00
LEASE LIABILITY	809,492.48
TOTAL LIABILITIES	<u>4,226,622.12</u>

EQUITY

CURRENT YEAR FUND BALANCE	4,389,519.75
INVEST IN CAPITAL ASSETS	41,354,650.77
FUND BALANCE	14,660,283.60
TOTAL EQUITY	<u>60,404,454.12</u>

TOTAL LIABILITIES & FUND EQUITY	<u><u>64,631,076.24</u></u>
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CARTA
OnDemand Program
8/31/2024

<u>Activity</u>	BUDGET	FY 21	FY 22	FY 23	FY 24	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	737,786	1,421	20,778	98,039	283,738	403,976	333,810	55%
Total	737,786	1,421	20,778	98,039	283,738	403,976	333,810	55%
Federal <i>FTA 5310</i>	587,000	1,137	16,622	75,202	226,991	319,952	267,048	55%
Local	150,786	284	4,156	22,837	56,747	84,024	66,762	
Total	737,786	1,421	20,778	98,039	283,738	403,976	333,810	55%



MEMORANDUM

Date: October 3, 2024
To: Ronald E. Mitchum, Executive Director
From: Jeffrey Burns, Grants and Contracts Compliance Administrator
Subject: Annual Asset Management Plan Progress Report and FY 2025 Performance Targets

The Federal Transit Administration established a National Transit Asset Management (TAM) System to monitor and manage public transportation capital assets to enhance safety, reduce maintenance costs, increase reliability, and improve performance. The objective is to develop a strategic and systematic process of operating, maintaining, and improving public transportation capital assets effectively through their entire life cycle. The mandate, enumerated in 49 U.S.C. 5326 requires FTA grantees to maintain an asset management plan for their public transportation assets, including vehicles, facilities, equipment, and other infrastructure.

CARTA established the goal of achieving and maintaining a state of good repair for its public transportation assets. Transit asset management will be a business model that uses transit asset condition to guide the optimal prioritization of funding. FTA has defined State of Good Repair (SGR) as the condition in which a capital asset is able to operate at a full level of performance. A capital asset is in a state of good repair when that asset:

1. Is able to perform its designed function,
2. Does not pose a known unacceptable safety risk, and
3. Its lifecycle investments must have been met or recovered.

It is proposed to continue the following performance measure targets as required by FTA for fiscal year 2025.

Asset Type	Performance Measure	TAM Plan Targets
Rolling Stock – Revenue Vehicles	• Percentage of vehicles exceeding the FTA's Useful Life Benchmark	<ul style="list-style-type: none"> • 15% for Buses • 20% for Cut-Away buses • 20% for Vans/Mini-Vans
Rolling Stock – Support Vehicles	• Percentage of vehicles exceeding the FTA's Useful Life Benchmark	• 30% for Support vehicles
Equipment	• Percentage of equipment exceeding the FTA's Useful Life Benchmark	• 30% for Equipment
Facilities	• Percent of facilities within an asset class rated below 3.0 on the FTA Transit Economic Requirement Model scale	• 0% of Facilities

CARTA continues to participate in the rule's requirements for metropolitan planning organizations (MPOs) to coordinate with transit providers, set targets, and integrate those targets into their planning documents.

MEMORANDUM

The following process has been established to share TAM information, including data, plans, and targets, with BCDCOG and the CHATS MPO.

CARTA shall be responsible for collecting and maintaining ongoing operational data needed for other studies and the MPO's Public Transportation Management System, including the sharing of information for the development of regional transportation plans, financially constrained plans and the annual listing of obligated projects. Data will be submitted annually or upon request.

BCDCOG/CHATS shall consult with CARTA on public transportation service and facility issues, including development of regional service plans, park and ride facilities, and agency coordination. The BCDCOG will include CARTA in developing and implementing a regional congestion management system. To coordinate effective planning and programming activities, CARTA and BCDCOG shall, to the maximum extent practical, coordinate their public information efforts and seek joint opportunities for public involvement.

During the fiscal year, CARTA continued execution of its vehicle replacement program. This resulted in the average age of the revenue fleet decreasing by 9.7%. The revenue fleet declined by 0.6 years in average age from 6.2 years to 5.6 years with the average mileage on the revenue fleet increasing marginally from 174,038 miles to 187,413 over the fiscal year. The portion of the fleet that had the most significant decline in average age is the mini-van sub-fleet, which declined from an average of 4.9 years to 1.4, a 71.4% change. The other sub-fleets, Bus and Cutaway Bus, saw their average mileage increase with the average age remaining the same. All vehicles comprising the van sub-fleet were retired and replaced with mini-vans, largely refreshing all vehicles providing Tel-A-Ride service.

Overall, 11.7% of the revenue fleet exceeds its useful life benchmark (ULB), meeting the Plan performance targets. Detracting from this target are thirty-three percent of the vehicles in the Cutaway Bus sub-fleet category exceeding their useful life benchmark. A replacement of this category began in October 2024 with the delivery of six replacement vehicles. The Agency will continue to replace additional vehicles in 2025 for this sub-fleet, which will result in this sub-fleet meeting the ULB. Funding has been identified and it is likely that an option on the statewide purchasing contract will be used to expedite the procurement process.

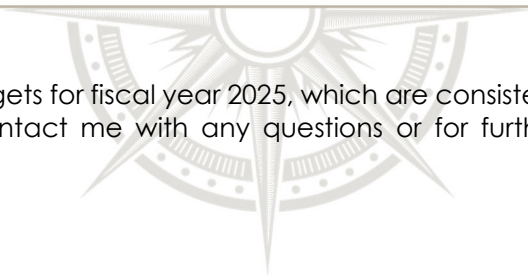
With the recent acquisition of the thirty-five and forty-foot battery-electric buses, the Bus category only has eight units that have reached the ULB. Once the performance of the battery-electric fleet is stabilized, these eight vehicles can be retired, reducing the category's average age. The recent capital investments in the Bus category will allow CARTA to retain this status for multiple years. All fleet categories meet the ULB and are in satisfactory condition.

The condition of the equipment in each asset classification has maintained an adequate or greater rating except for the shop equipment category. A quality maintenance plan has contributed to this acceptable condition, in addition to the replacement multiple assets supporting operations. The light usage of these assets mitigates the extended age of the vehicles and equipment, particularly the forklift that serves its function that is in good working order, it has just been in service for many years. The equipment continues to perform its function safely and effectively and does not necessitate replacement, especially with the limited use it entertains.

During the next fiscal year, this replacement process will continue. As indicated by the progress toward achieving the performance targets, CARTA continues to make significant progress. In particular, the accomplishment of progressing from 27% of the revenue fleet at or exceeding their ULB to 12% in two years is considerable advancement toward the goal.

MEMORANDUM

Staff recommends adoption of the TAM Plan performance targets for fiscal year 2025, which are consistent with last year's performance targets. Please feel free to contact me with any questions or for further information.





Charleston Area Regional Transportation Authority

MEMORANDUM

Date: October 10, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Discount Fare Policy Update

Attached please find the CARTA Policies and Procedures document. We are requesting approval to update the Discount Fare Policy to reflect that public sector employees pay \$1.00 for a one ride fare.

If you have any questions or need additional information, please contact me or Andrea Kozloski.

FARE STRUCTURE

The fare structure is as follows:

ONE WAY FARE

- Adult - \$2.00
- Adult Express - \$3.50
- Senior (55+ years) - \$1.00
- Disability and Medicare/Medicaid Card Holder - \$0.75
- Public Sector Employees (with official ID): \$1.00
- Child (6 years and under): Free
- Student: Free with Student ID
- Transfer: Free

ONE DAY UNLIMITED RIDE PASS

- Adult \$7.00*

3 DAY PASS

- Adult - \$14.00*

WEEKLY PASS

(Unlimited rides on Fixed Routes)

- Adult - \$15.00

WEEKLY PASS

(Unlimited Rides on Commuter/Express Services)

- Adult - \$25.00

1 RIDE PASS

- Adult - \$3.50

* Fixed Route passes can be used on premium services like CARTA Express with an additional \$1.00

40 RIDE PASS

- Adult - \$56.00*

10-RIDE PASS

- Adult - \$16.00*

31 DAY EXPRESS PASS

- Adult - \$99.00

31-DAY UNLIMITED RIDE PASS

- Adult - \$57.00*

TEL-A-RIDE PASSES

- One-Way Cash Fare - \$4.00

FARES: PARATRANSIT RIDER'S FREE USE OF FIXED ROUTE SERVICE

- Any paratransit certified rider with current eligibility may use CARTA's fixed-route service free of charge. The client's use of the fixed-route service will not affect his or her eligibility for paratransit service. In order to ride the fixed-route service without charge the client must present his or her non-transferable, photo identification card to the operator when boarding the bus. In the alternative, a paratransit certified client may ride fixed-route service for free upon presenting their CARTA Identification Card.
- Any client determined by the Operations Manager to have transferred their CARTA issued photo identification card to an ineligible person will not be eligible for free use of the fixed-route service for a period of thirty (30) days, this includes ID Badges for employers with bulk rate programs (for example MUSC).
- Any client determined to have repeatedly violated this policy may have their privilege to ride fixed-route service free of charge permanently revoked.



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: October 7, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for September 2024

Please find the progress reports for transit planning projects.

1. Service Planning Initiatives (Project Manager: Megan Ross)
2. Downtown Route Study (Project Manager: Megan Ross)
3. US 52 BRT Study (Project Manager: Sharon Hollis/Megan Ross)
4. CARTA On-Demand (TNC Pilot Project) (Project Manager: Courtney Cherry)
5. Shelter Improvement Program (Project Manager: Belen Vitello)
6. Shipwatch Square Transit Center (Project Manager: Sharon Hollis)
7. Transit Oriented Development Study (Project Manager: Sharon Hollis)
8. Lowcountry Rapid Transit (Project Manager: Sharon Hollis)
9. Dorchester Transit Signal Priority (TSP) Pilot Project (Project Manager: Sharon Hollis)
10. Mt. Pleasant Street Park and Ride (Project Manager: Robin Mitchum)
11. Fairgrounds Park and Ride (Project Manager: Robin Mitchum)
12. O&M Facility – LCRT (Project Manager: Robin Mitchum)
13. Mobile Ticketing Sales and Use (Project Manager: Jeff Burns)

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives

- Staff has continued working with Syncromatics and UTA for our Automatic Passenger Counters. UTA staff installed APC sensors on all electric buses that were up and running. They also recalibrated all the existing sensors to the correct configuration. UTA has continuously provided feedback on connectivity issues as well as completed a side-by-side comparison between GMA counts and their own counts. To date, UTA counts are between 20-30% higher than GMV counts.
- Staff continue working on refining the Rt. 10 revised schedule to improve OTP and frequency including on the weekends. Additionally, staff included time for charging with the installation of the on-route charger at Health South. This project is still in progress. Staff is planning to implement a new schedule when charging infrastructure is in place and running.
- Staff began working with MUSC on plans for a new park & ride lot with the redevelopment of the Hagood Parking Lot scheduled for 2026. MUSC will also be increasing staff levels over the next few years by a few thousand. They have asked for staff to look at existing Express service and adjust to better fit MUSC staff schedules. We are also analyzing where their staff is coming from to better understand where they may need additional service.
- Staff coordinated with the Visitor's Center and Operations to work around the Food and Wine Classic with the closure of Ann St./Transit Mall for the week of September 23rd.
- Staff completed the Rt. 211 extension to accommodate the new HOP lot coming online in October. Staff met with City staff and the Port to coordinate signs, parking lot layout, security and payment. Staff continues to work with marketing for brochure changes and operations to insure their readiness for service.
- Staff participated in the Regional Transportation and Planners Forum.
- Staff helped in operations during Hurricane Helene.
- Staff continues to participate in the US 52 BRT Feasibility Study.
- Staff continues to support and participate in the LCRT project. Staff will be assisting in the on-board surveys for the project.
- Staff began coordinating with Charleston Music Hall for the closure of John St. in early October.
- Staff participate in weekly meetings with operations reviewing different issues regarding staffing and missed service.
- Staff assisted with monthly NTD sample reporting of ridership.

MEMORANDUM

2. Downtown Route Study

- Plan was approved by CARTA Board in September and is now complete.
- Staff will continue to coordinate with City and Stakeholders on implementation.

3. US 52 BRT Study

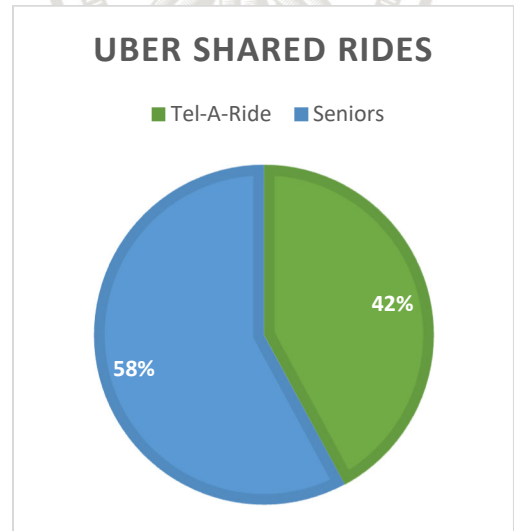
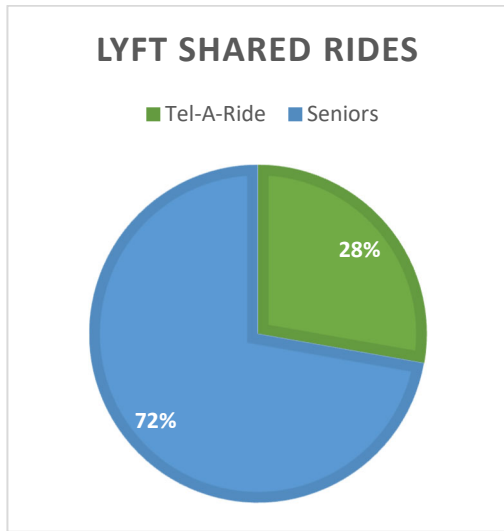
- Project team continued to develop existing conditions and recommendations for improvements to existing service under the short range cost neutral scenario.
- Project team met with planning staff to review recommendations and will update based on feedback and outreach efforts this fall.
- Project team developed materials for upcoming public meetings: October 16 @ Moncks Corner and October 17 @ Goose Creek.

4. CARTA OnDemand (TNC Pilot)

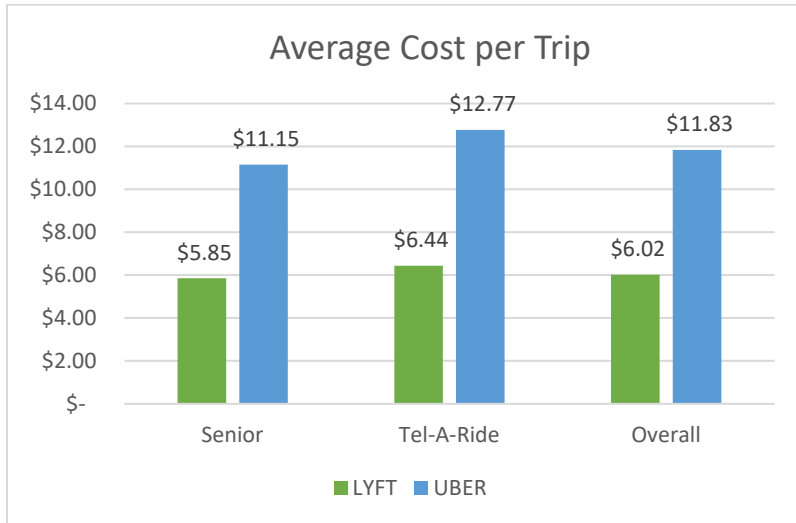
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. The service offers door-to-door subsidized services for seniors (55+) and Tel-A-Ride customers and covers the Tel-a-Ride service area Monday through Friday, between the hours of 7 AM and 5 PM. Senior customers pay an initial \$4 with a maximum trip subsidy of \$21 and any surplus amount being charged to the rider. Tel-A-Ride customers pay an initial \$4 with a maximum trip subsidy of \$30 and any surplus amount being charged to the rider.

In September 2024, there were 1627 senior riders and 164 Tel-A-Ride customers approved to use OnDemand service, a total of 1791. Also in September, CARTA OnDemand had a total of 4,316 trips with 39% of the trips being taken by paratransit customers and 61% being taken by senior customers.

MEMORANDUM



In September, the 4,316 trips (Tel-A-Ride and senior) averaged \$10.58 per trip. Tel-A-Ride trips averaged \$11.80 and senior trips averaged \$9.80. To date (February 2021 – present), CARTA has spent a total of \$484,930 on the OnDemand program.



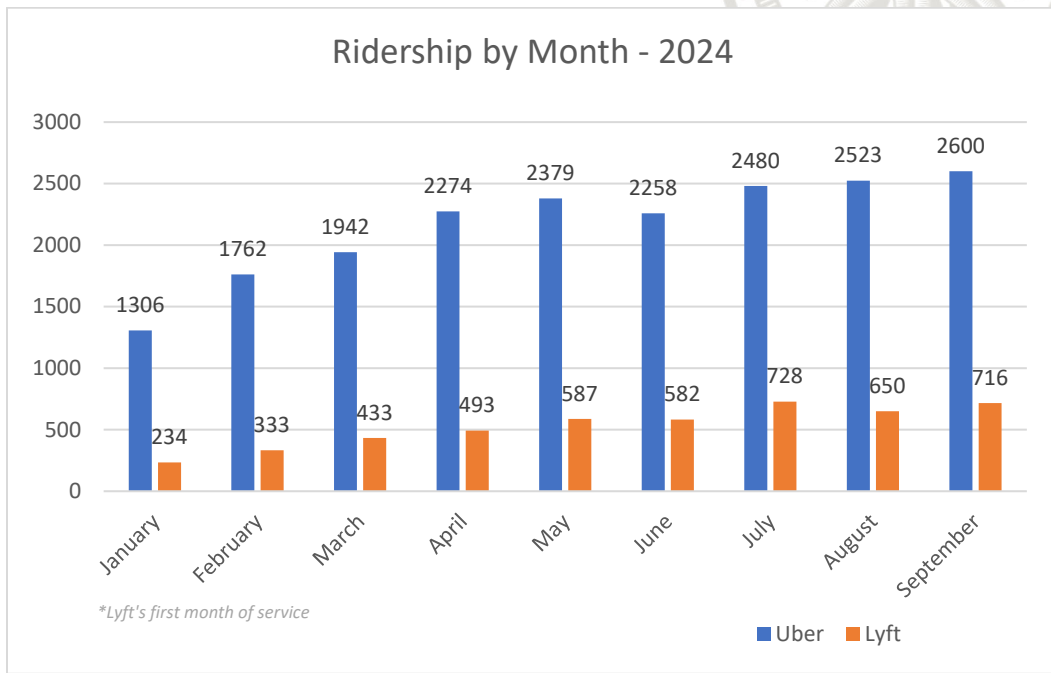
LYFT STATISTICS

- 713 Trips provided
- Avg Trip Cost: **\$6.01**
- 107 Unique Riders
- Total Cost: **\$8,700.99**

UBER STATISTICS

- 2600 Trips provided
- Avg Trip Cost: **\$11.83**
- 330 Unique Riders
- Total Cost: **\$30,740.39**

MEMORANDUM



Ongoing Tasks:

Coordination with TNC provider

- Staff coordinates with Uber and Lyft to ensure consistent service delivery and address service delivery and billing issues

Marketing

- Marketing collateral has been distributed by request and through various public outreach processes
- Outreach efforts specific to CARTA OnDemand have been held at local community gatherings

Application approval and customer service

- Staff improved application process to provide more efficient approval process
- Staff approves applications from seniors and paratransit customers as they are received
- Staff provides customer service by responding to inquiries about the service and assisting new riders with information on how to use Uber

Performance Monitoring (ongoing)

- Staff has tracked ridership and expenditures on a monthly basis
- Ridership has risen consistently

MEMORANDUM

5. CARTA Shelter Improvement Program (SIP)

Bus stops play an important role in how our riders experience transit. CARTA is working to continuously improve our bus stops by providing the best amenities for riders as they board and depart the bus.

Shelters/Benches in development:

- Cooper Crest Apartments- CARTA initiating infrastructure
- 21 Greenridge Rd – CARTA initiating infrastructure
- Stop 284 @ 3812 W Montague – Shelter installed. Pending inspection.
- Courier Square II – Currently reviewing site plans and determining the need.
- Dolphine Cove Redevelopment – Letter of Coordination has been submitted. No further approvals needed.
- Liberty Senior Living King St. – Letter of Coordination has been submitted. No further approvals needed.
- Rhodes Crossing Multi Family – Letter of Coordination has been submitted. No further approvals needed.
- Stop ID 326 @ Dorchester Rd./ Montague Ave – Shelter in progress.
- 3640 Dorchester Rd. - Easement Agreement pending developer signature.
- Greenridge Rd - Shelter Installation in progress.
- 133 Azalea Dr / Meridian Rd- Installed the bench. ADA tactile pad has been installed and inspected. The installation is up to standard and is upholding well. Awaiting shelter installation.
- 583 Savannah Hwy / Oak Forest Dr – ADA pad has been installed and inspected. The installation is up to standard and is upholding well. _ COMPLETED
- 65 Rivers Ave / Rebecca St- Shelter in construction progress. Making provisions so that it coincides with the LCRT.
- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress.
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress.
- Glenn McConnell Parkway- All shelters and pads have been installed. Completion is pending bus stop signage and marketing installations.
- 135 The Citadel- Shelter in progress
- 304 Morrison Dr / Jackson St - Bench Only in progress. Issue with ADA.
- 302 Morrison Dr / Jackson St (Sanders-Clyde Elementary)- Shelter. Issue with ADA.

MEMORANDUM

- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Spring 2024 with completion by Jan 2025.
- Dorchester Road – SCDOT Safety Audit, currently reviewing for SCDOT. Updating plans in Fall of 2024.
- 484 King St / Mt. Pleasant St- CARTA initiated infrastructure.
- 329 America St / Columbus St- CARTA initiated infrastructure.
- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.
- 100 Military Magnet Academy- Waiting on DOT permits.
- 549 Waterfront Park- CARTA initiated infrastructure.

- Homes of Hope Affordable Housing- HWY 61

Solar Lighting Project

Solar lighting systems provide security and illumination in needed areas when grid power is unattainable or costly to bring to a site. CARTA has invested \$178,180 into solar lights for the region. To date 125 have been installed.

Digital Signage

We continue to monitor digital signs. We are seeing issues with accuracy and have shared those concerns with the vendor.

Staff is currently looking for new locations for digital signage as part of the rebranding project.

Three locations have been selected for new digital signs. DRC will review in September.

- Stop ID No. 51 – Meeting St / Spring St
- Stop ID No. 783 – Calhoun St / Ashley Ave
- Stop ID No. 52 – Mary St / Meeting St

MEMORANDUM

6. Shipwatch Square/Transit Hub

- NEPA: Following public comment period that ends in October, the Class of Action request will be finalized for submittal to FTA.
- A&E Design: Project team held programming discussions and presented preliminary design CARTA/SC Works.
- Public Involvement: A public open house was held on September 17 for community members to provide feedback on the design.

7. Transit Oriented Development Study

- The final reports have been completed by the consultant.
- A virtual online meeting to present the final plans in in development; staff continues to meet with stakeholders and community members
- BCDCOG was awarded a Phase 3 grant for \$1.2 million to continue development of affordable housing plans and neighborhood plans to be procured/initiated in Fall 2024

8. Lowcountry Rapid Transit

A&E Design: 60% Design/ROW Plans were completed and 90% Design is underway.

Key Stakeholder Coordination: Project team members continue to meet with stakeholders, community members and property owners. Key Stakeholder Meetings will be held in October/November in advance of a public meeting on December 3.

FTA Coordination: Bi-Monthly and quarterly meetings were held with FTA and the Project Management Oversight Consultant (PMOC) throughout the Engineering phase. PMOC participates in monthly risk review meetings.

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. A reevaluation document for 60% design was submitted to FTA in August 2024 and is going through review.

Maintenance Facility: 30% Design is complete, scoping for Final design is underway.

Transit Signal Prioritization: Transit signal prioritization at intersections is included as part of the LCRT project. A demonstration project of TSP on Dorchester Road was initiated to develop the technology and infrastructure on a smaller scale corridor to advance that technology on CARTA transit buses traveling on Dorchester Road. Progress on that effort is provided in #11 below.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. A public meeting will be held on December 3 with a virtual meeting starting in November. The project team is in the process of updating the website and visualizations for those meetings.

ROW Acquisition: With the 60% design complete, SCDOT is starting the ROW acquisition.

MEMORANDUM

Utility Coordination: With the 60% design complete, Utility Coordination task has started.

Systems Integration: With 60% design complete, tasks associated with transit systems and integration (vehicles, fare vending, technology, etc. are being initiated). A charging analysis for battery electric buses for on route vs. depot charging is underway and will be complete in October 2024.

9. Dorchester TSP

The TSP Team has been working on the following tasks:

- Bi-Monthly Meetings
- Submitted transit gap analysis, draft staffing analysis, IGA, and signal gap analysis for client review

10. Mt. Pleasant Street Park and Ride

We are still addressing TRC comments. SCDOT is reviewing our plans.

11. Fairgrounds Park and Ride

We have started eminent domain (condemnation) procedures and deposited \$1,333,500 on account with the attorney. The challenge period ends September 11, 2024.

12. O&M Facility (Acres Drive, Ladson)

The property has been purchased. Staff are working with adjacent property owner and Berkeley County Water and Sanitation to make connection for sewer. 30% Design is complete, scoping for Final design is underway.

13. Mobile Ticketing Sales & Use

During the month of September 2024, mobile ticket sales totaled \$31,100.46. This a 45.6% increase in sales revenue over September 2023 and 4.2% increase over August 2024. Mobile ticket sales comprised 17.6% of total farebox revenue for the month and totals 14.8% of the revenue fiscal year to date. Mobile ticketing revenue constituted 10.8% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 40.2% greater than mobile ticket sales last year fiscal year to date. There were 1,743 unique users over the month, conducting 25,023 transactions. The pass type with the highest frequency of use is the local, fixed-route, one-trip ticket and the route with the highest usage is Route 10. The project to upgrade the ticketing validator was completed with the full rollout to customers occurring on July 10, 2024. The upgrade was well received by customers and bus operators, both noting the ease of use, faster processing, and better reliability. The outreach conducted by the Marketing team had a positive impact on system usage and the increase in mobile ticketing users.



MEMORANDUM

Date: October 10th, 2024
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: September 2024 Ridership Report Summary Statistics

The following information presents an overview of the ridership statistics for the month of September 2024. Ridership remains in recovery mode after facing impacts from the pandemic.

- Ridership for the month was 193,343 which is a 1.0% increase from September of last year and a 6.2% increase from the month of August.
 - Fare Riders 62.49% of total
 - Pass Riders 31.66 of total
 - Transfers 5.85% of total
- The passengers per hour averaged 11.6, which is the same as September of last year and a 9.4% increase from the month of August.
 - The average cash payment per passenger was \$0.46, a 7% decrease from last year.
- Revenue for the month totaled \$286,495.80, a 2.6% increase from last year.
 - Farebox Revenue 62.7% of total
 - Pass/Presale Revenue 37.3% of total
- The system wide cost per passenger was \$6.24.
- Routes that did not meet performance standards include Express, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., and Rt. 104- Montague Ave.
- Farebox recovery for the system was 18.8%.
- Tel-A-Ride ridership for the month was 4,036.

- The cost per Tel-A-Ride trip was \$49.32.

Please feel free to contact me with any questions or for further information.

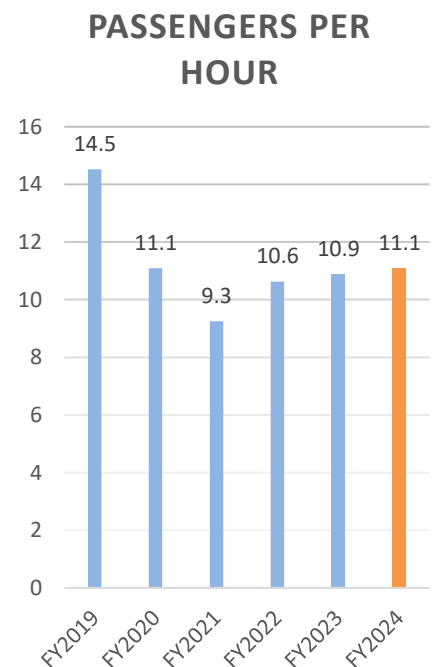
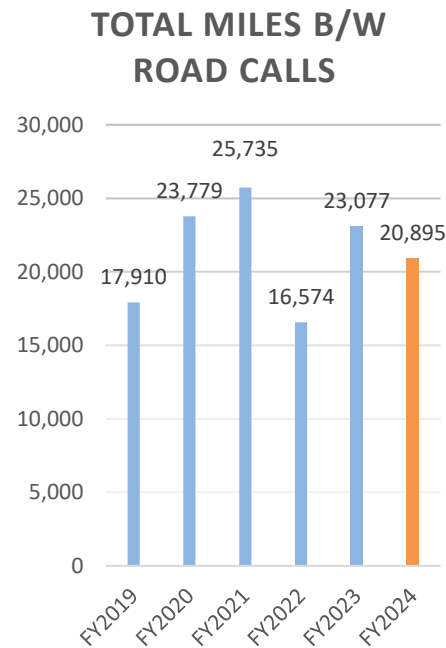
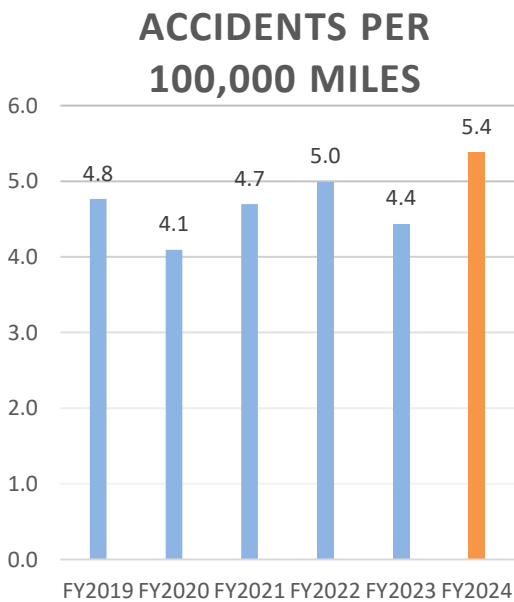
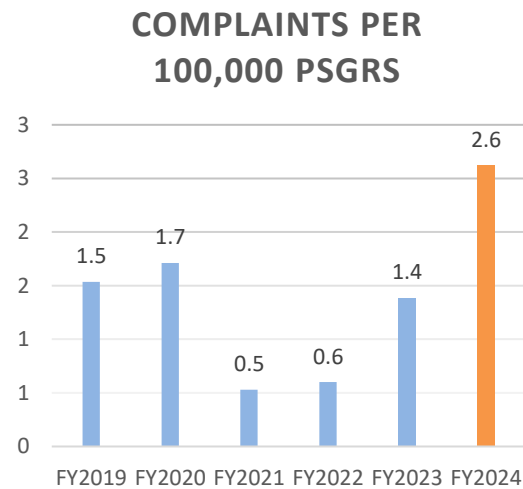
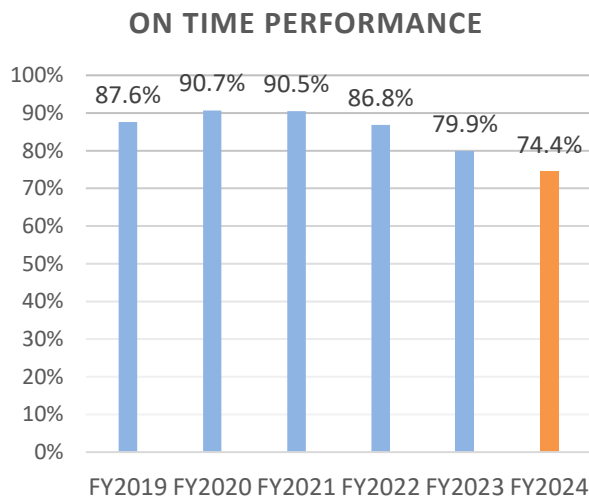
CARTA Monthly Performance September 2024

Fixed Route Performance:

- Passengers per Hour: 11.6
- On Time Performance: 74%
- Complaints per 100,000 Passengers: 0.5
- Compliments per 100,000 Passengers: 0.5
- Miles between Road Calls: 23,021
- Revenue Vehicle Accidents per 100,000 Miles: 7.0
- Preventable Accidents per 100,00 Miles: 3.9

Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)



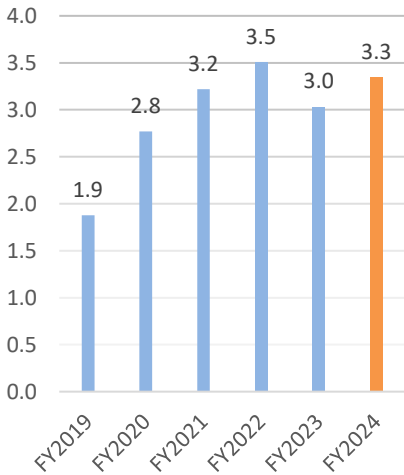
Paratransit Performance:

- Total Passengers: 4,036; Passengers per Hour: 1.5
- No Shows: 216
- On-Time Performance: 90%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: 23,771
- Total Revenue Accidents per 100,000 Miles: 2.2
- Preventable Accidents per 100,000 Miles: 2.2

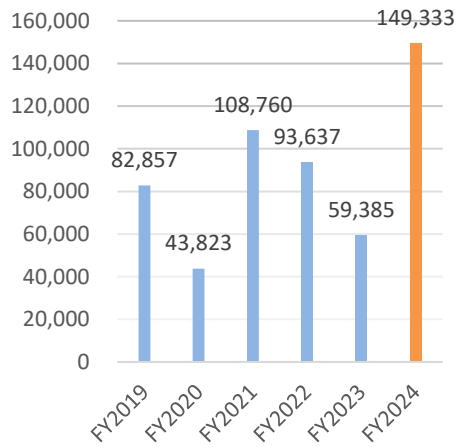
Paratransit Annual Trends - FY2019 – FY2024

(Notes: 1 - FY2024 is partial year data; 2- Effective January 2021, cancelled at door is rolled into No Shows)

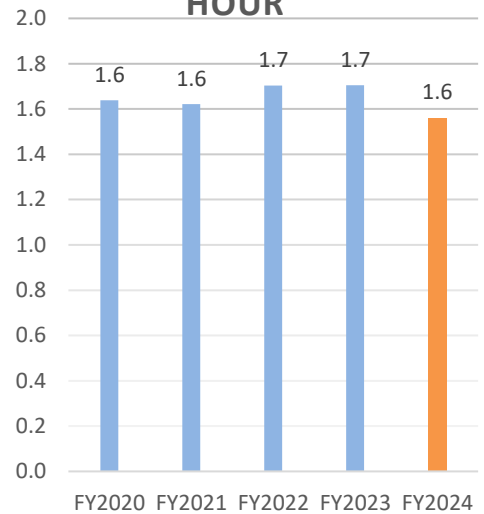
ACCIDENTS PER 100,000 MILES



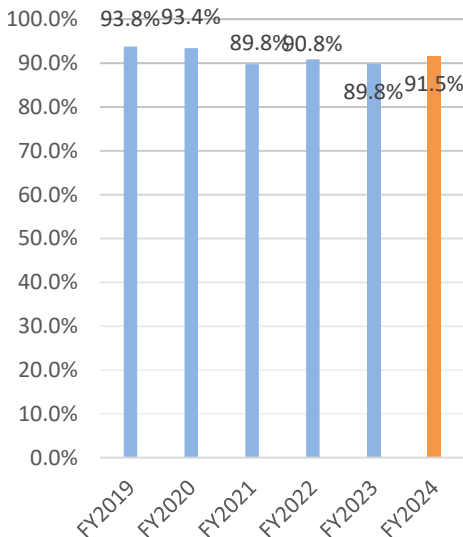
MILES B/W ROAD CALLS



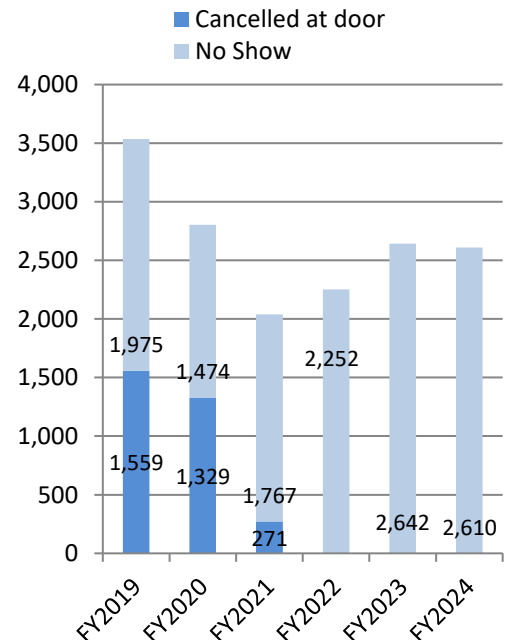
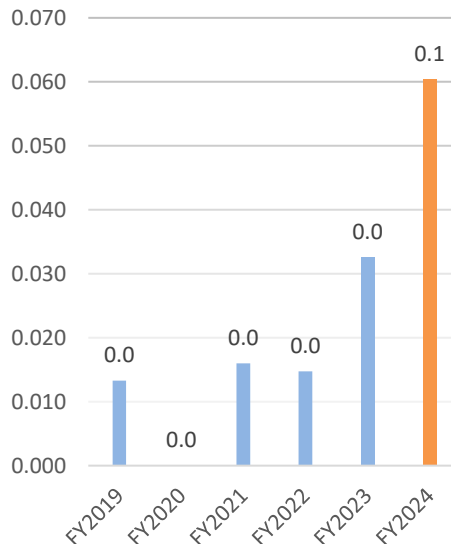
PASSENGERS PER HOUR



ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



Revenue/Cost/Ridership for the Month of August 2024

Route Name	Farebox Revenue	Pass/Presale Revenue	2023 Revenue	2024 Revenue	Cost of Operation	Hours Operated	Percent Cost Recovered	Cost Per Passenger	Deviation From System Average	Allowable Deviation Under Performance Standards	2023 Passengers Per Hour	2024 Passengers Per Hour	Change from Last Year	Passenger Per Hour Target Under Performance Standards	2023 Ridership	2024 Ridership	Change from Last Year	Change from Last Year	% of Total Ridership
1 James Island-North Charleston Express	\$313.60	\$12,041.92	\$11,654.89	\$12,355.52	\$56,650.52	636.32	21.8%	\$7.95	3.03%	-5.00%	8	9	3%	15	5,419	5,569	150	3%	2.88%
2 Mt. Pleasant-West Ashley Express	\$443.11	\$7,572.32	\$7,201.85	\$8,015.43	\$54,915.35	616.83	14.6%	\$9.68	-4.19%	-5.00%	7	8	12%	15	4,378	4,844	466	11%	2.51%
3 Dorchester Rd-Summerville Express	\$485.65	\$5,567.67	\$5,674.86	\$6,053.32	\$38,288.42	430.07	15.8%	\$9.02	-2.97%	-5.00%	8	8	7%	15	3,379	3,576	197	6%	1.85%
4 Airport Express	\$-	\$-	\$-	\$-	\$-	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$-	\$-	\$-	\$-	\$-	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$32,467.07	\$16,068.01	\$48,520.25	\$48,535.08	\$231,439.86	2,599.62	21.0%	\$4.74	2.19%	-10.00%	15	15	-2%	20	39,864	38,604	(1,260)	-3%	19.97%
11 Dorchester Rd/Airport	\$10,302.21	\$5,576.64	\$15,003.46	\$15,878.85	\$103,039.92	1,157.38	15.4%	\$6.51	-3.37%	-10.00%	12	12	0%	20	13,687	13,398	(289)	-2%	6.93%
12 Upper Dorch/Ashley Phosphate Rd	\$12,313.67	\$5,906.77	\$15,081.46	\$18,220.44	\$110,033.69	1,235.94	16.6%	\$6.47	-2.22%	-10.00%	10	11	18%	20	12,270	14,191	1,921	16%	7.34%
13 Remount Road	\$4,310.46	\$2,391.00	\$5,125.28	\$6,701.46	\$68,565.18	770.15	9.8%	\$10.77	-9.01%	-10.00%	7	7	1%	20	4,733	5,744	1,011	21%	2.97%
20 King Street/Meeting St	\$-	\$6,000.00	\$6,000.00	\$6,000.00	\$55,419.25	622.49	10.8%	\$4.64	-7.96%	-10.00%	19	17	-8%	20	11,845	10,657	(1,188)	-10%	5.51%
30 Savannah Highway	\$3,304.45	\$1,840.94	\$4,552.52	\$5,145.39	\$51,601.72	579.61	10.0%	\$10.50	-8.81%	-10.00%	7	8	13%	20	4,315	4,423	108	3%	2.29%
31 Folly Road	\$2,887.62	\$1,899.78	\$5,139.71	\$4,787.40	\$71,593.33	804.16	6.7%	\$14.64	-12.10%	-15.00%	6	6	-2%	10	4,815	4,564	(250)	-5%	2.36%
32 North Bridge	\$5,809.57	\$3,585.88	\$7,698.00	\$9,395.45	\$72,423.67	813.49	13.0%	\$7.32	-5.81%	-10.00%	10	11	9%	20	8,069	8,615	546	7%	4.46%
33 St. Andrews/Ashley River Rd	\$6,685.70	\$4,230.69	\$9,733.95	\$10,916.39	\$61,237.26	687.84	17.8%	\$4.95	-0.96%	-10.00%	14	15	7%	20	9,595	10,164	569	6%	5.26%
40 Mt. Pleasant	\$3,242.71	\$1,807.55	\$4,229.06	\$5,050.26	\$58,023.33	651.74	8.7%	\$12.20	-10.08%	-10.00%	6	7	10%	20	3,993	4,343	349	9%	2.25%
41 Coleman Boulevard	\$1,098.20	\$383.13	\$1,123.15	\$1,481.33	\$32,051.09	360.01	4.6%	\$33.21	-14.16%	-10.00%	3	3	-4%	20	1,005	920	(84)	-8%	0.48%
42 Wando Circulator	\$875.09	\$411.51	\$1,286.95	\$1,286.60	\$31,151.91	349.91	4.1%	\$30.21	-14.65%	-15.00%	3	3	0%	10	1,009	989	(20)	-2%	0.51%
102 North Neck/ Rutledge Ave	\$896.53	\$683.62	\$1,861.24	\$1,580.15	\$41,347.43	464.43	3.8%	\$24.21	-14.96%	-15.00%	5	4	-26%	10	2,324	1,642	(682)	-29%	0.85%
103 Leeds Avenue	\$471.22	\$406.92	\$1,056.08	\$878.14	\$14,433.28	162.12	6.1%	\$13.87	-12.70%	-15.00%	7	6	-16%	10	1,176	978	(198)	-17%	0.51%
104 Montague Avenue	\$1,557.34	\$931.11	\$2,401.04	\$2,488.45	\$61,514.13	690.95	4.0%	\$26.39	-14.74%	-10.00%	6	3	-41%	10	2,692	2,237	(455)	-17%	1.16%
203 Medical Shuttle	\$16.00	\$40,926.34	\$37,427.34	\$40,942.34	\$41,360.79	464.58	99.0%	\$0.03	80.20%	-10.00%	28	32	15%	10	12,489	14,867	2,378	19%	7.69%
210 Aquarium/ CofC DASH	\$-	\$33,991.44	\$49,414.44	\$33,991.44	\$68,215.30	766.22	49.8%	\$3.85	31.05%	-15.00%	14	12	-19%	10	10,826	8,898	(1,928)	-18%	4.60%
211 Meeting/King DASH	\$-	\$25,791.44	\$25,791.44	\$25,791.44	\$90,929.10	1,021.35	28.4%	\$3.19	9.58%	-15.00%	23	20	-12%	10	22,096	20,419	(1,677)	-8%	10.56%
213 Lockwood/Calhoun DASH	\$-	\$9,791.44	\$9,791.44	\$9,791.44	\$37,064.28	416.32	26.4%	\$2.34	7.63%	-15.00%	23	28	23%	10	9,817	11,673	1,856	19%	6.04%
301 Glenn McConnell Circulator	\$1,376.51	\$821.76	\$2,113.11	\$2,198.27	\$31,765.31	356.80	6.9%	\$14.98	-11.86%	-15.00%	5	6	3%	10	1,966	1,974	9	0%	1.02%
Beach Shuttle	\$-	\$1,411.20	\$1,411.80	\$1,411.20	\$1,698.66	19.08	83.1%	\$5.42	64.29%	-15.00%	2	3	19%	10	68	53	(15)	-22%	0.03%
TOTAL	\$88,856.71	\$190,039.09	\$279,293.33	\$278,895.80	\$1,484,762.79	16,677.4	18.8%	\$6.24			11.6	11.6	0%		191,829	193,343	1,514	0.8%	100.0%

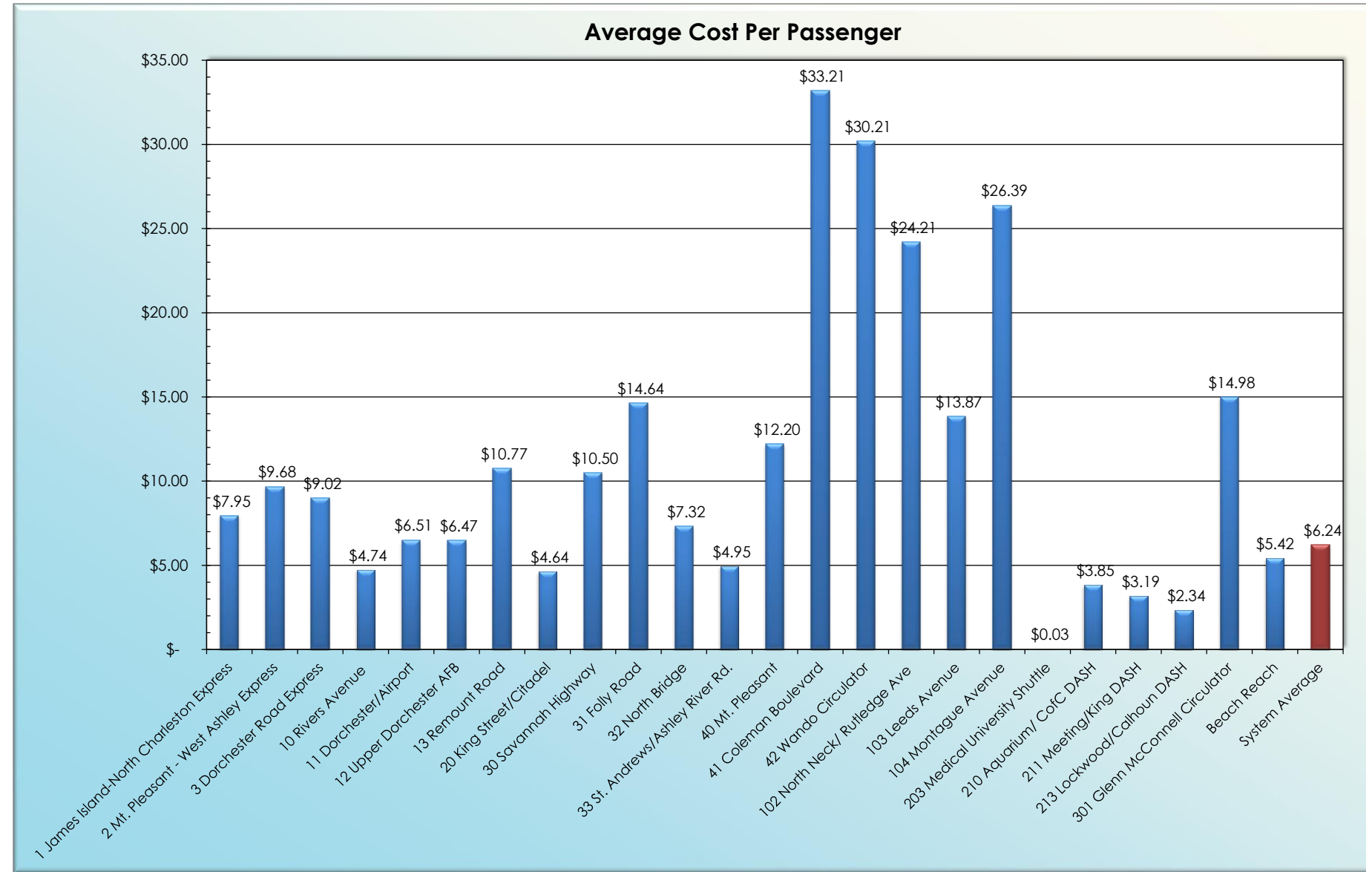
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

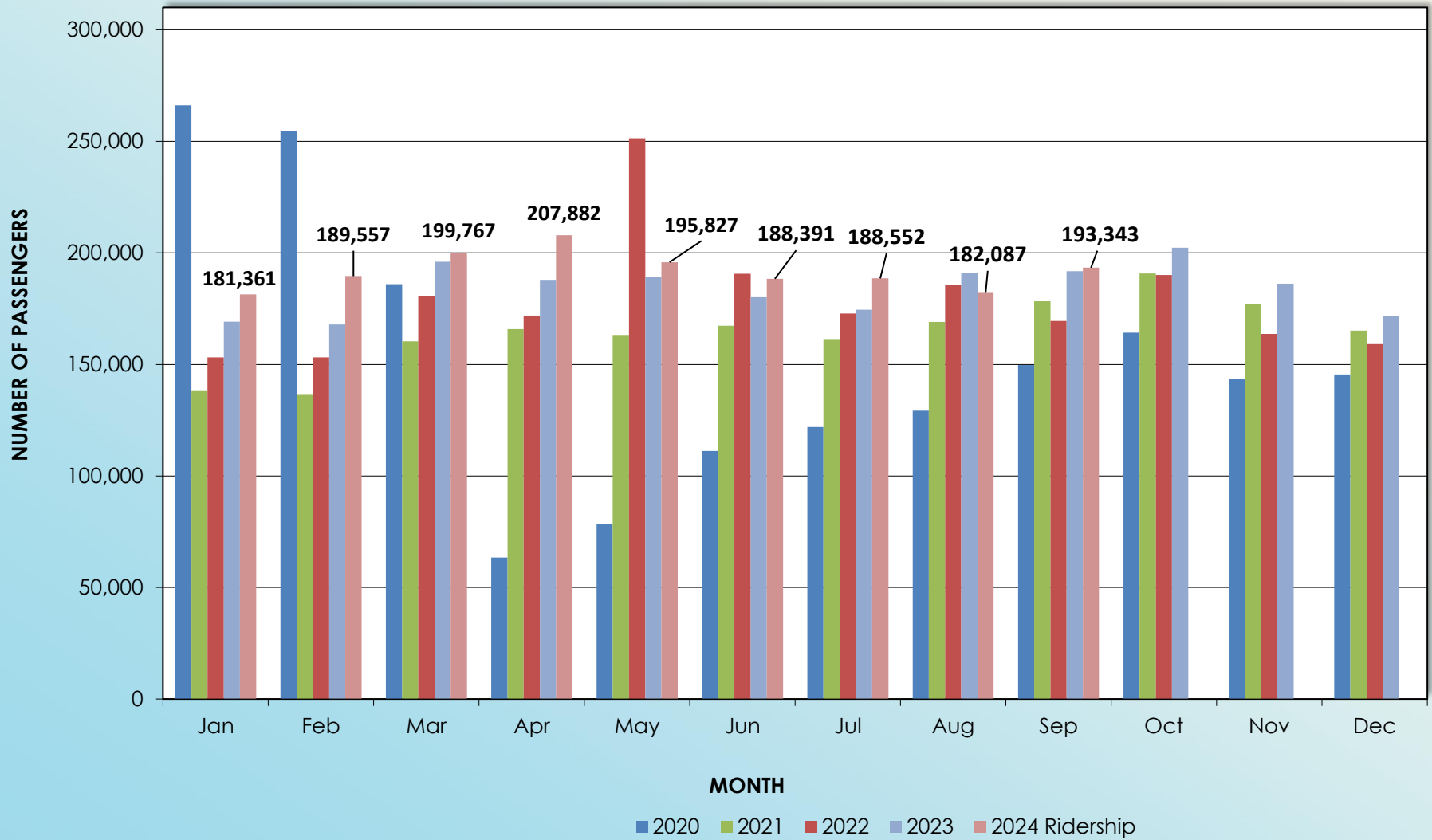
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of September 2024

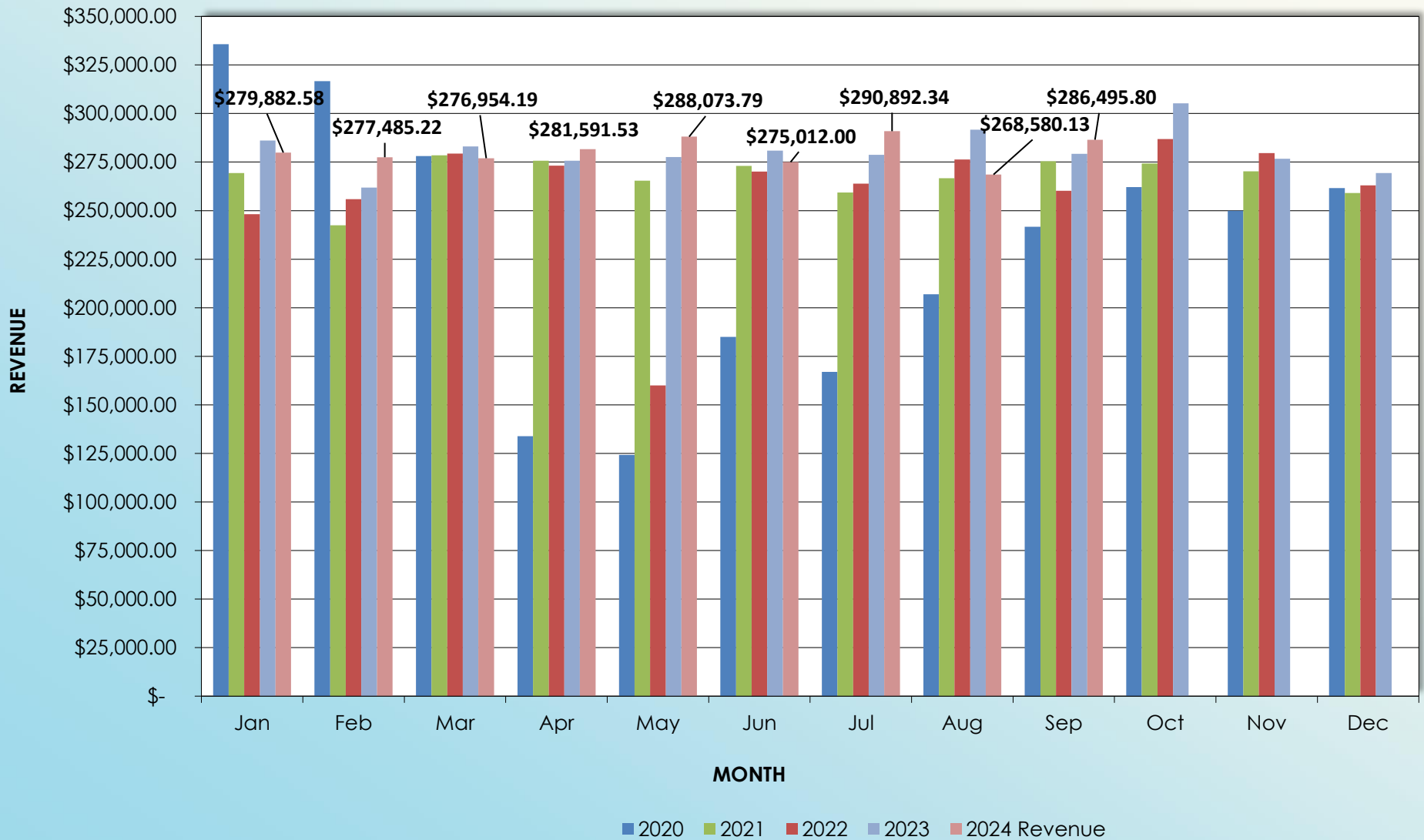
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 7.95
2 Mt. Pleasant - West Ashley Express	\$ 9.68
3 Dorchester Road Express	\$ 9.02
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.74
11 Dorchester/Airport	\$ 6.51
12 Upper Dorchester AFB	\$ 6.47
13 Remount Road	\$ 10.77
20 King Street/Citadel	\$ 4.64
30 Savannah Highway	\$ 10.50
31 Folly Road	\$ 14.64
32 North Bridge	\$ 7.32
33 St. Andrews/Ashley River Rd.	\$ 4.95
40 Mt. Pleasant	\$ 12.20
41 Coleman Boulevard	\$ 33.21
42 Wando Circulator	\$ 30.21
102 North Neck/ Rutledge Ave	\$ 24.21
103 Leeds Avenue	\$ 13.87
104 Montague Avenue	\$ 26.39
203 Medical University Shuttle	\$ 0.03
210 Aquarium/ CofC DASH	\$ 3.85
211 Meeting/King DASH	\$ 3.19
213 Lockwood/Calhoun DASH	\$ 2.34
301 Glenn McConnell Circulator	\$ 14.98
Beach Reach	\$ 5.42
System Average	\$ 6.24



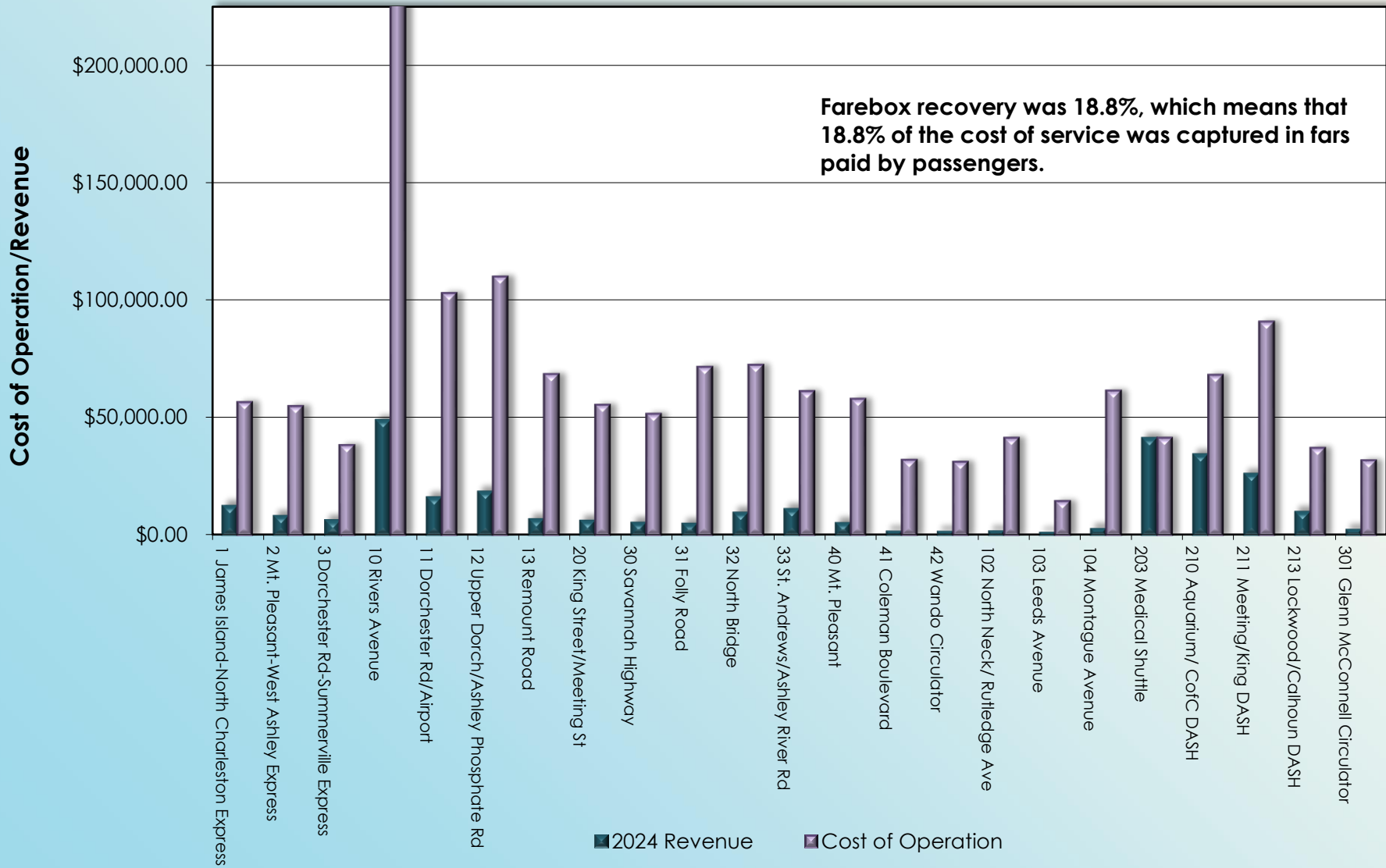
Fixed Route Ridership



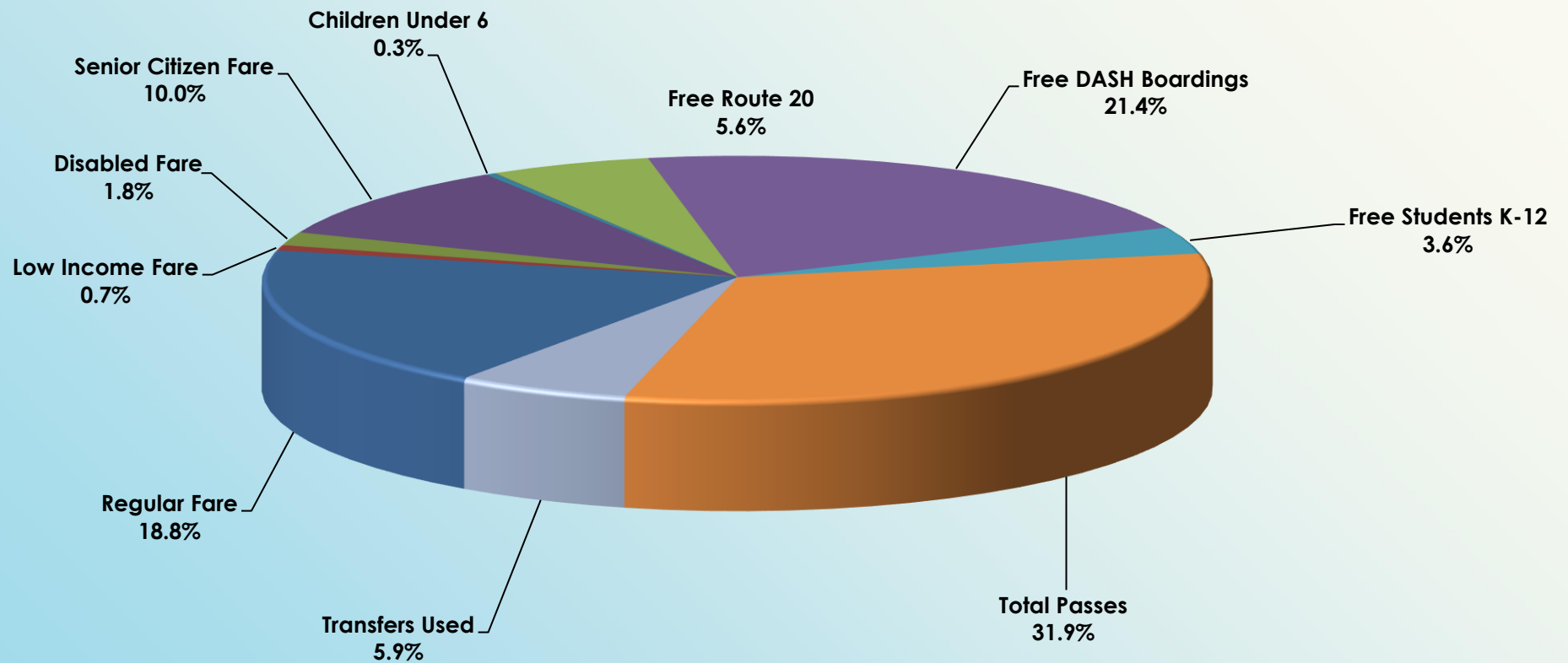
Fixed Route Revenue



Revenue & Cost by Route September 2024

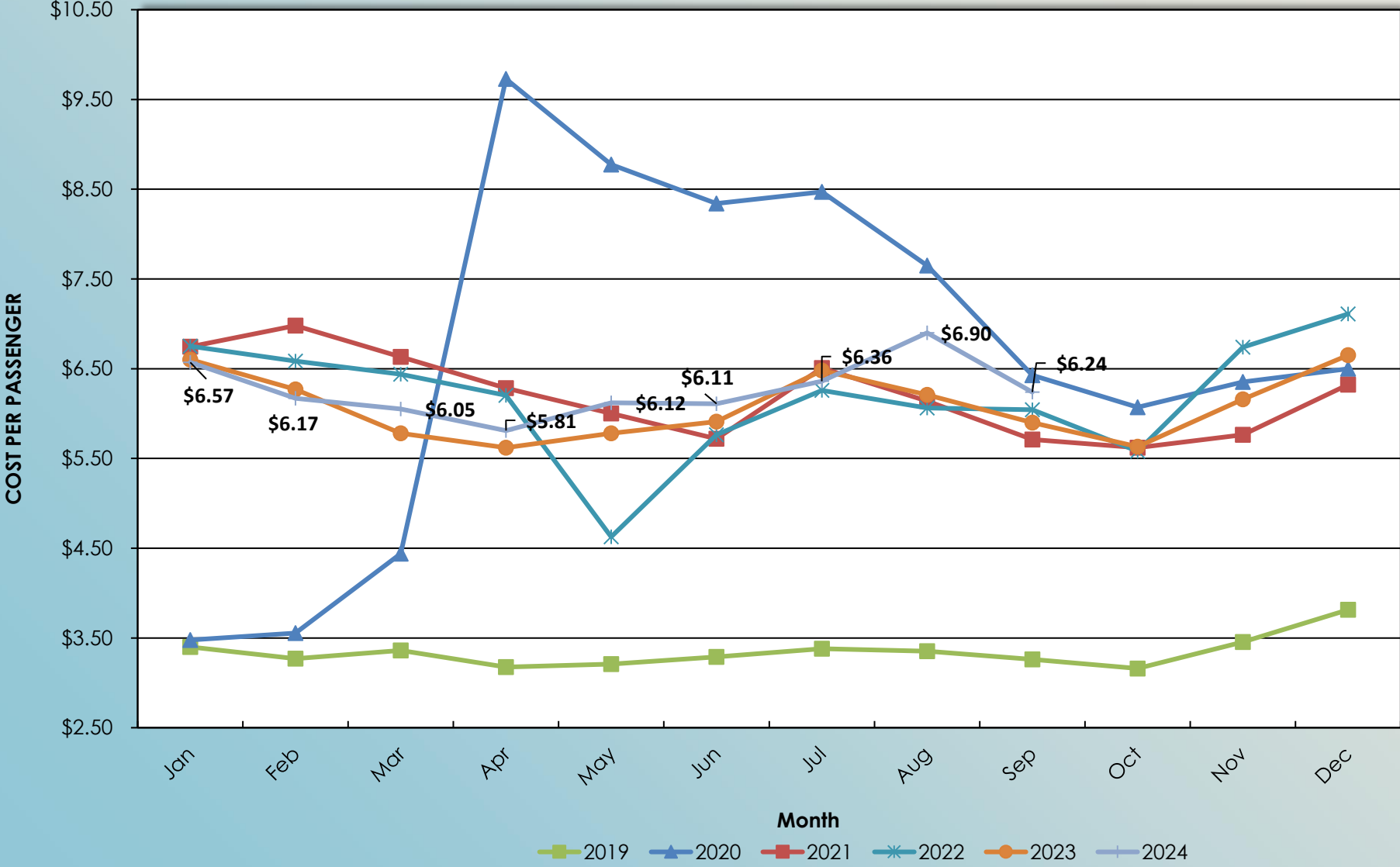


Ridership by Fare Type September 2024

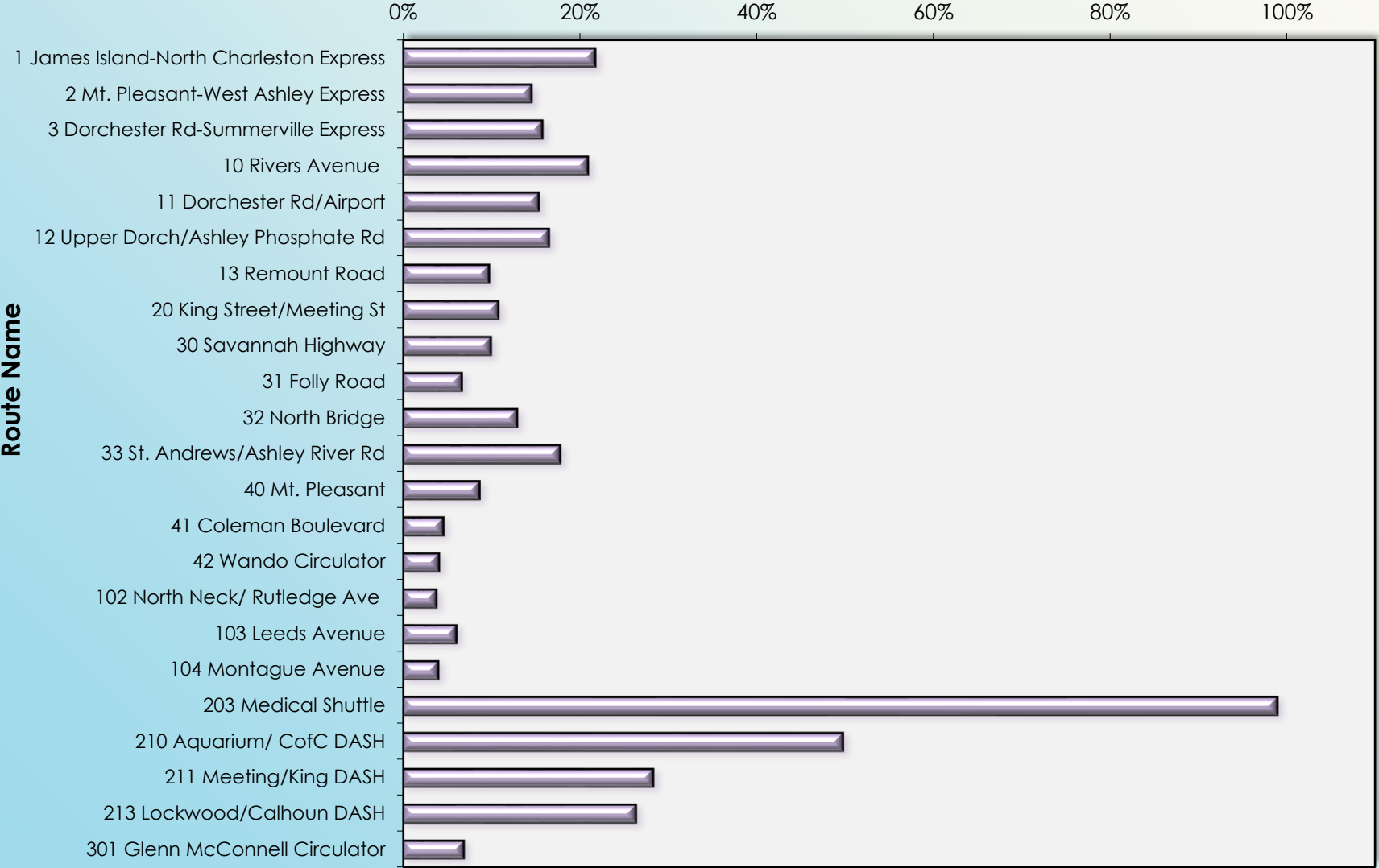


- | | | | | |
|----------------------|-------------------|---------------------|--------------------------|-----------------------|
| ■ Regular Fare | ■ Low Income Fare | ■ Disabled Fare | ■ Senior Citizen Fare | ■ Children Under 6 |
| ■ HOP Shuttle | ■ Beach Shuttle | ■ Free School Guard | ■ Free Route 20 | ■ Free DASH Boardings |
| ■ Free Students K-12 | ■ Total Passes | ■ Transfers Used | ■ Unclassified Ridership | |

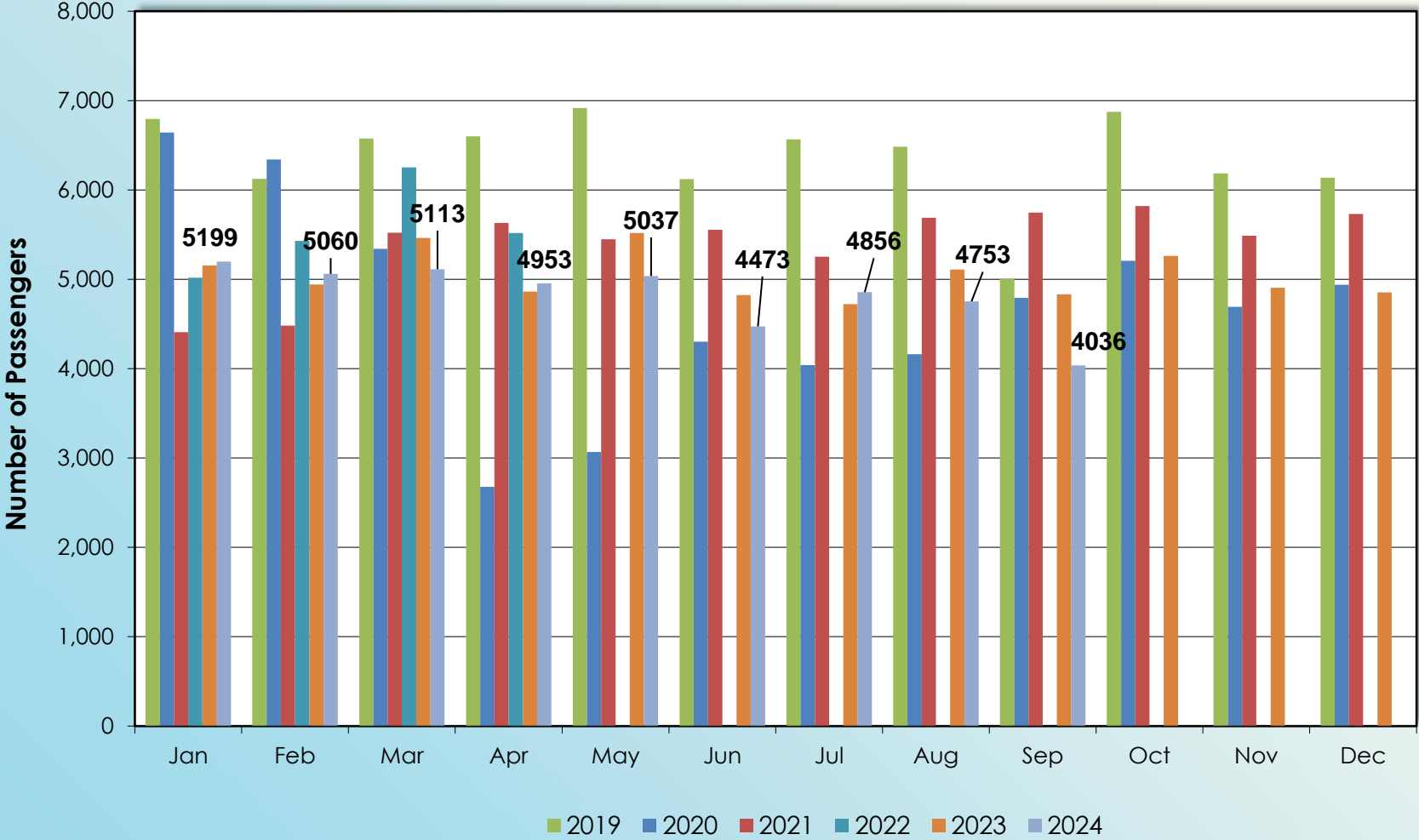
Fixed Route Cost Per Passenger



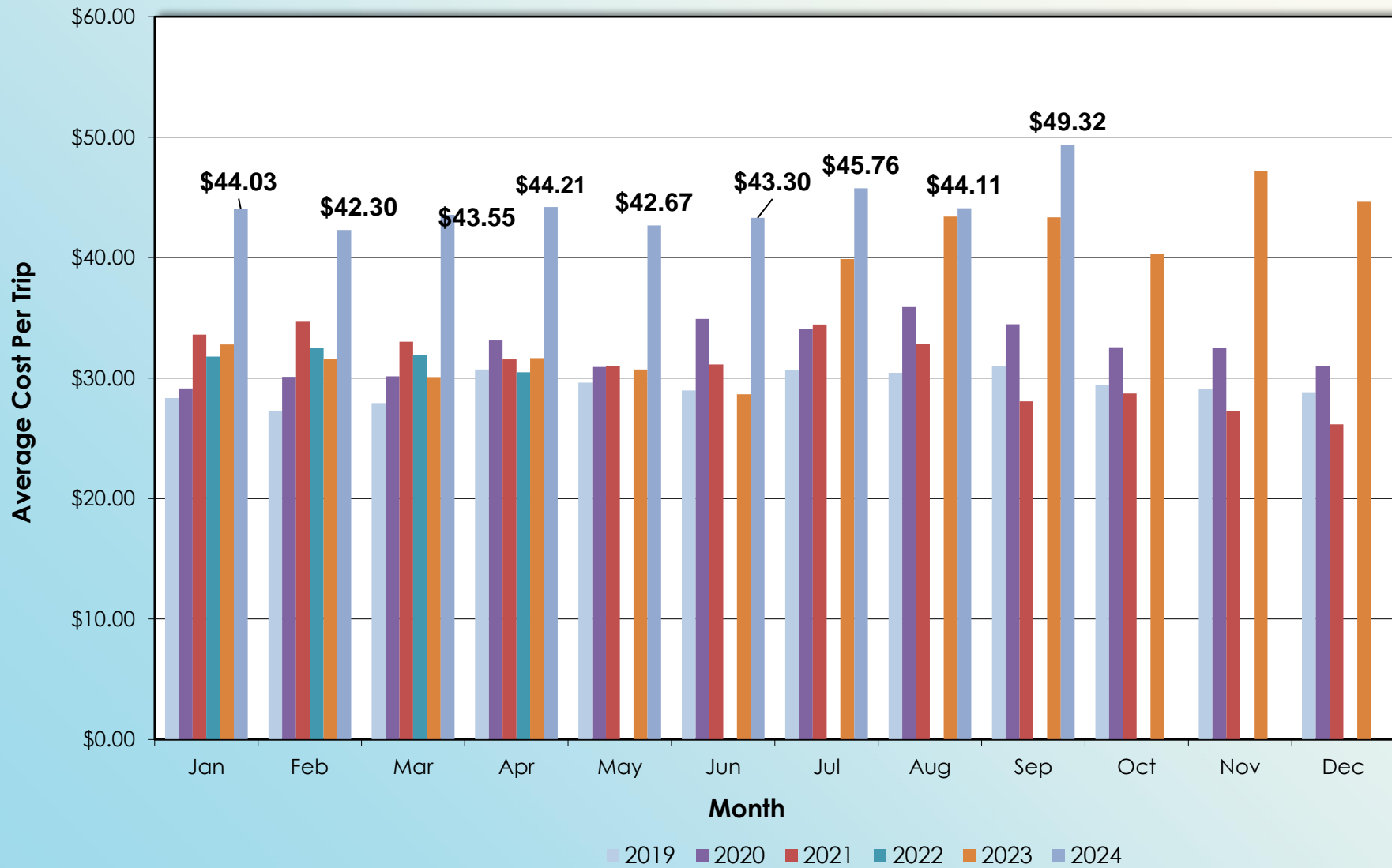
Percent Cost Recovered by Route September 2024



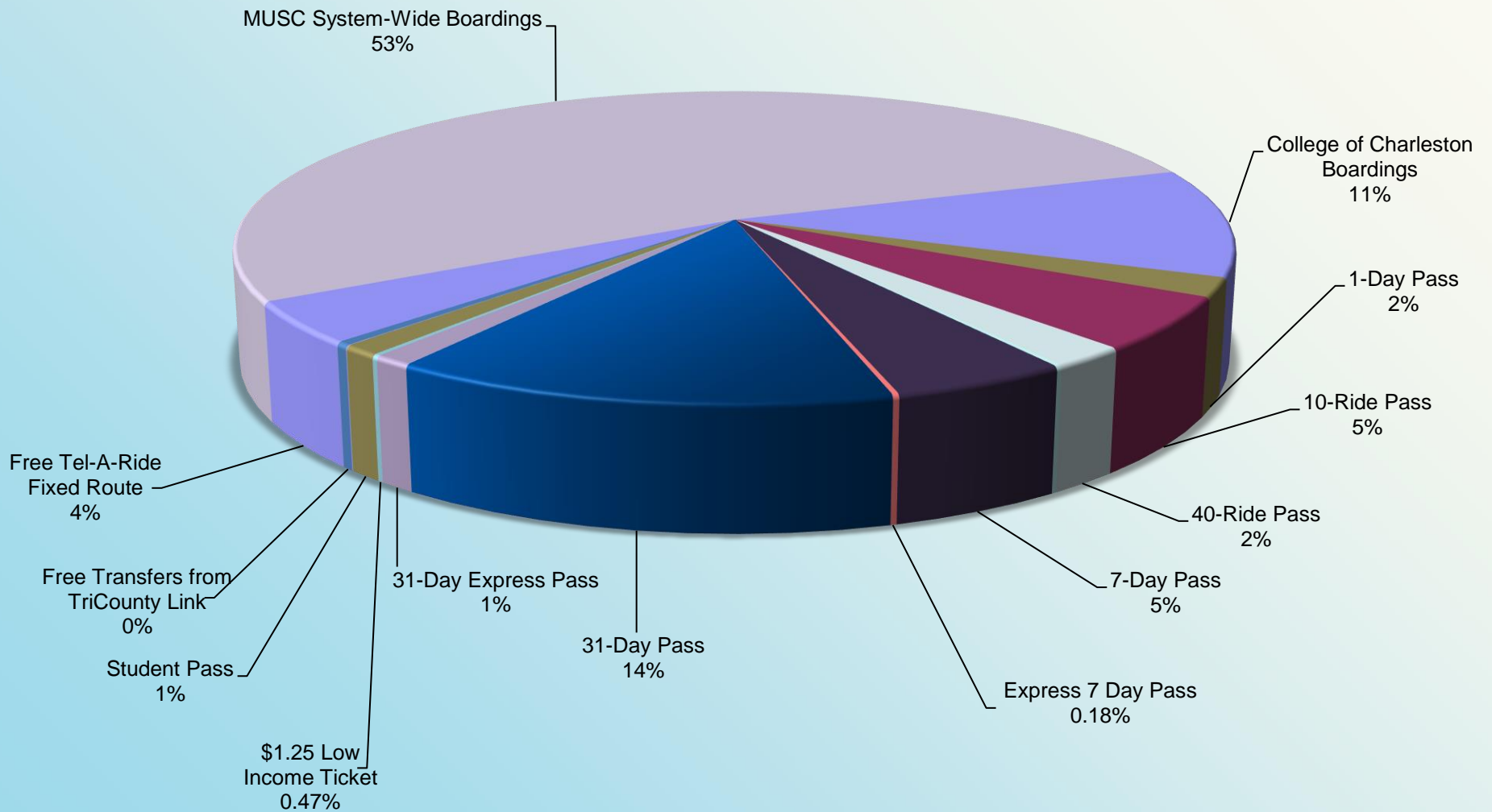
Tel-A-Ride Ridership



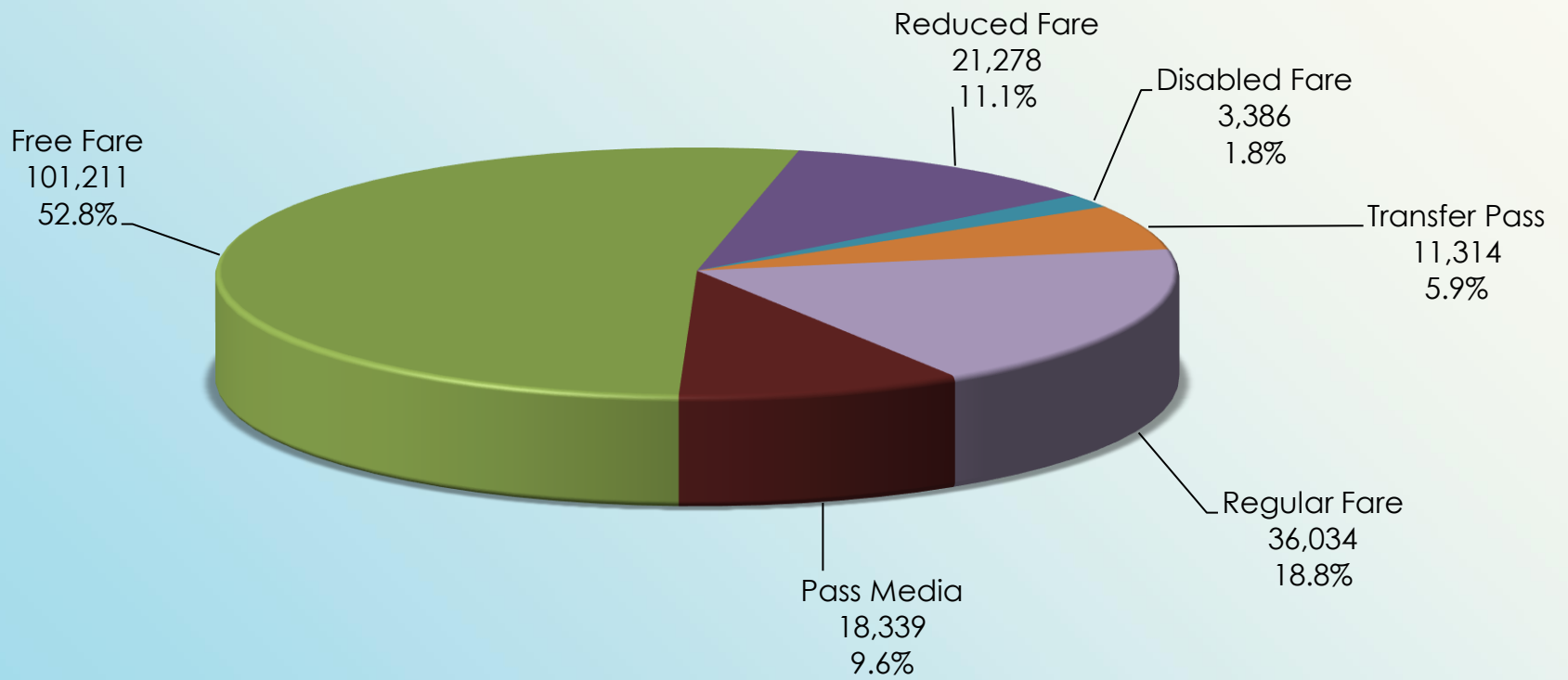
Average Cost Per One-Way Paratransit Trip



Pass Use by Type September 2024



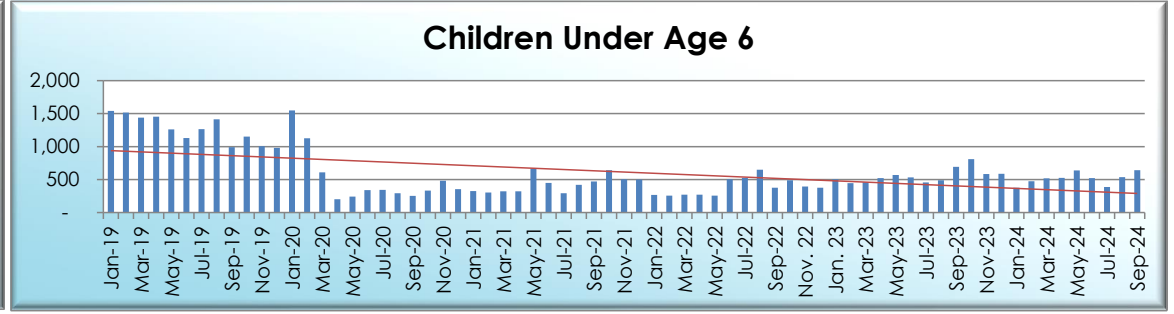
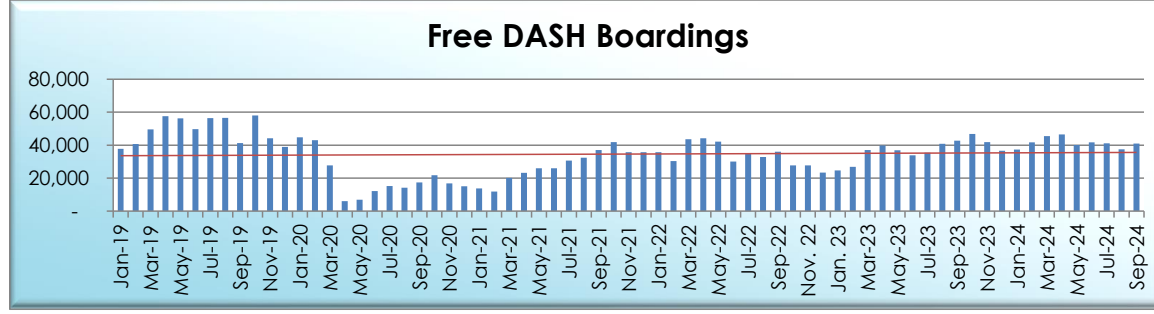
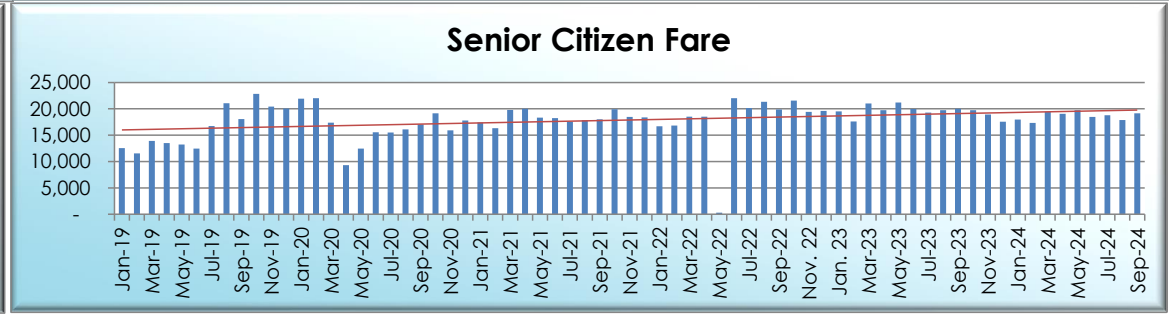
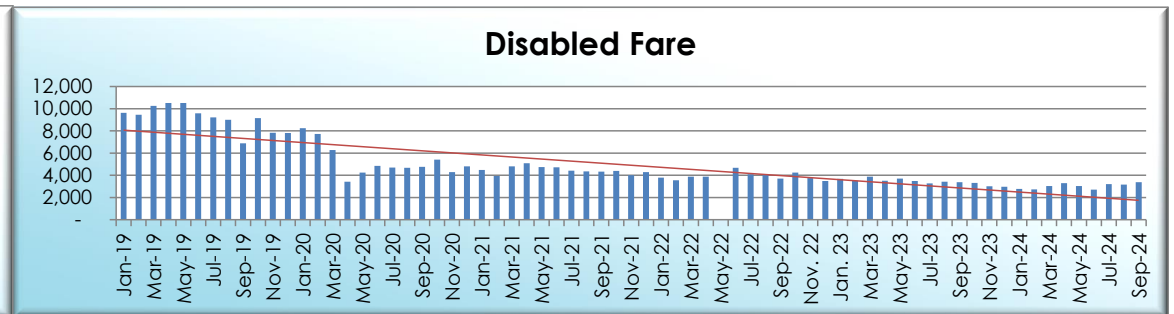
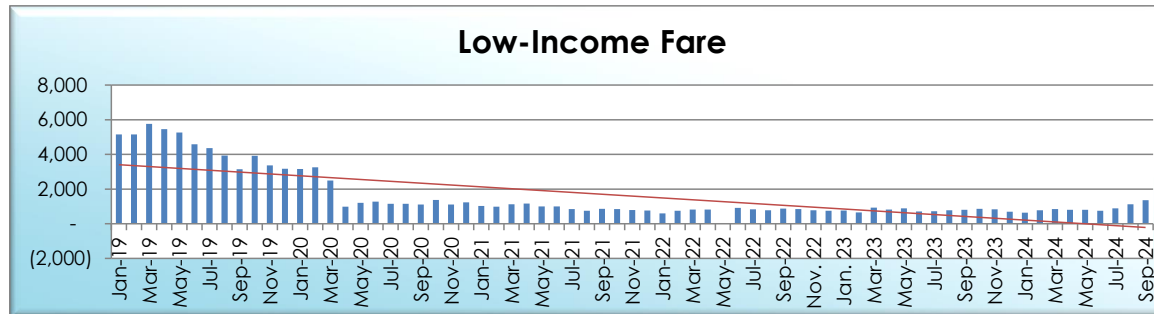
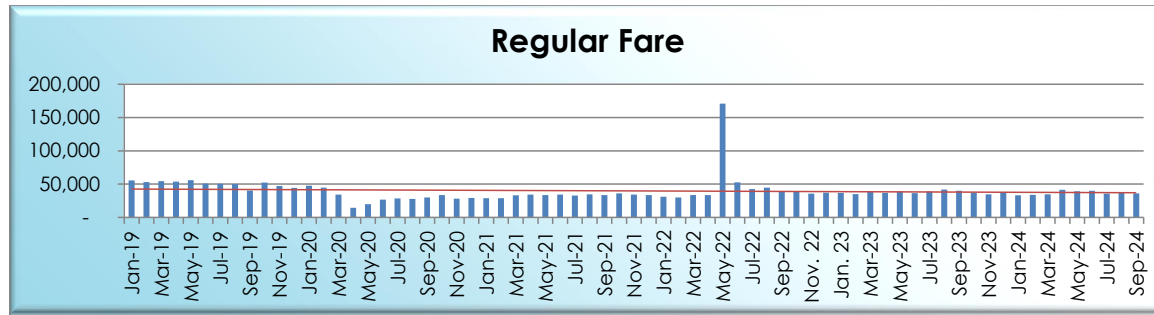
Ridership by Customer Type September 2024



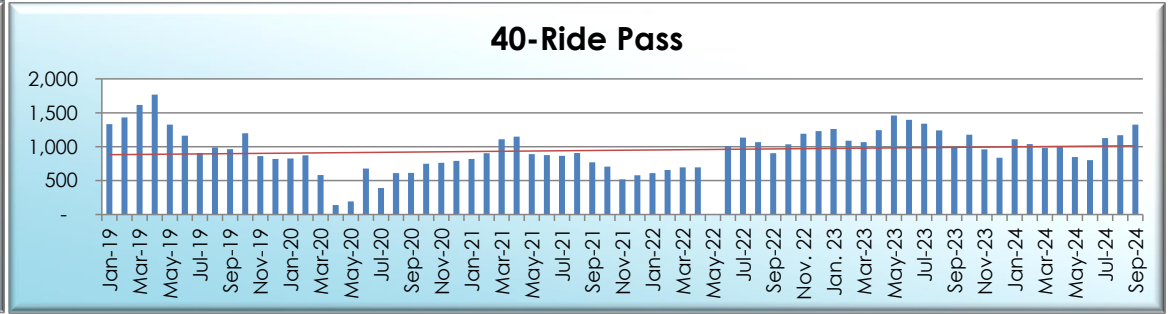
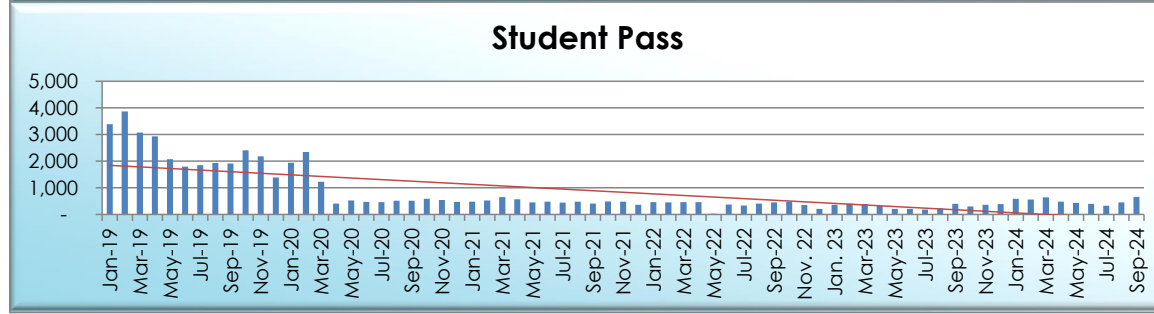
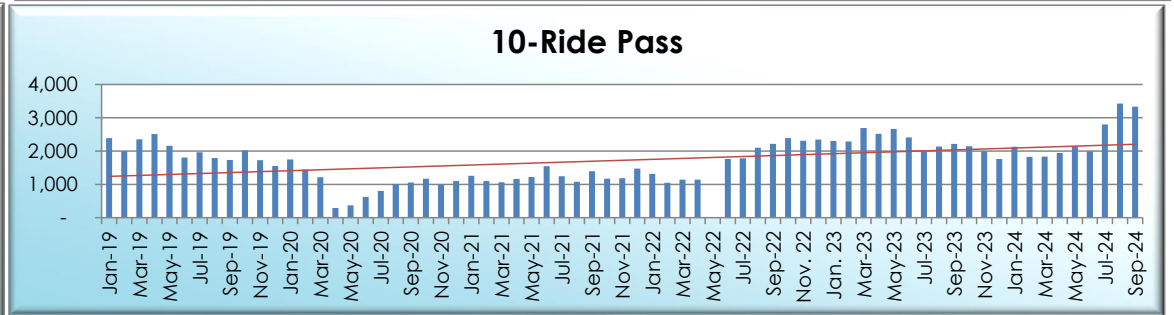
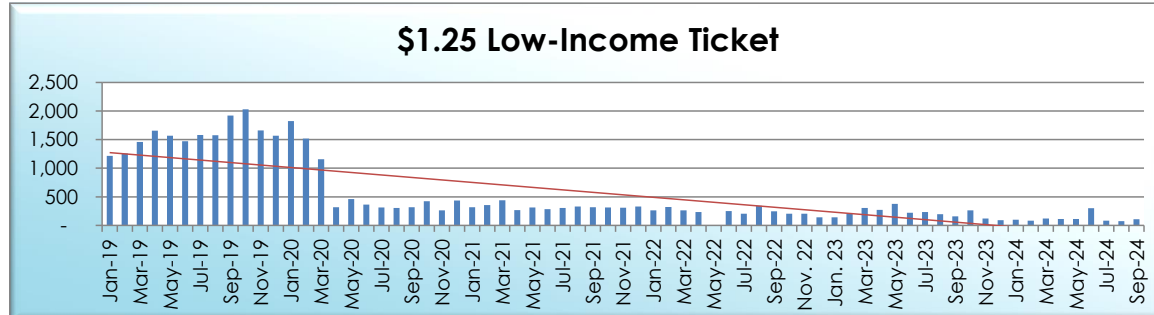
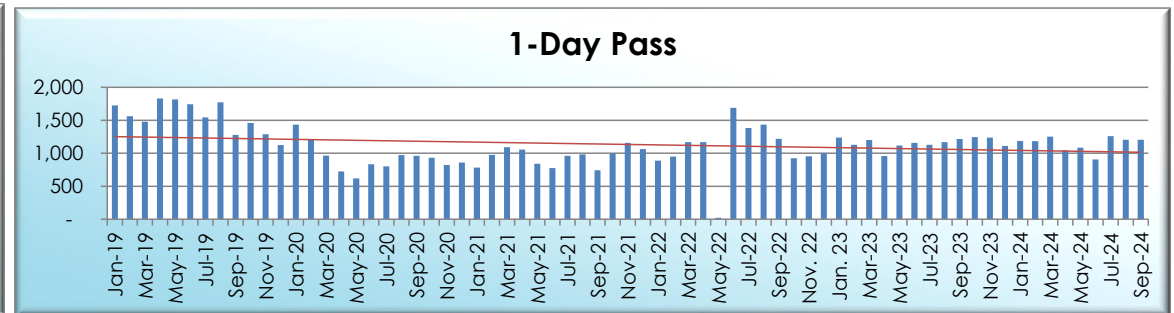
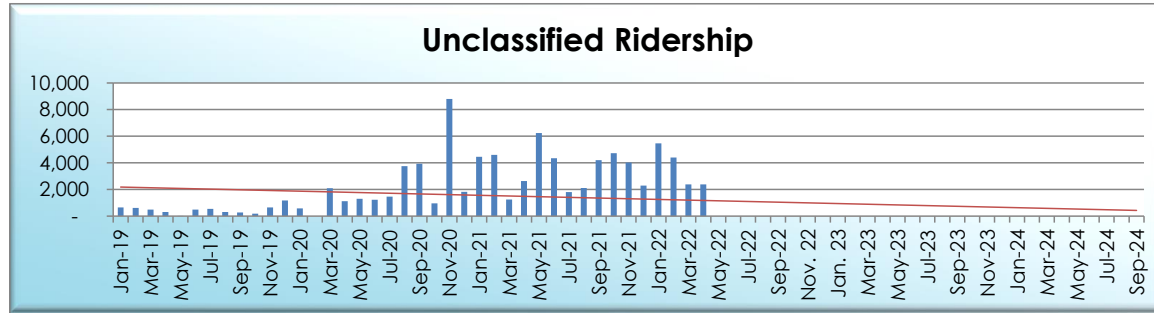
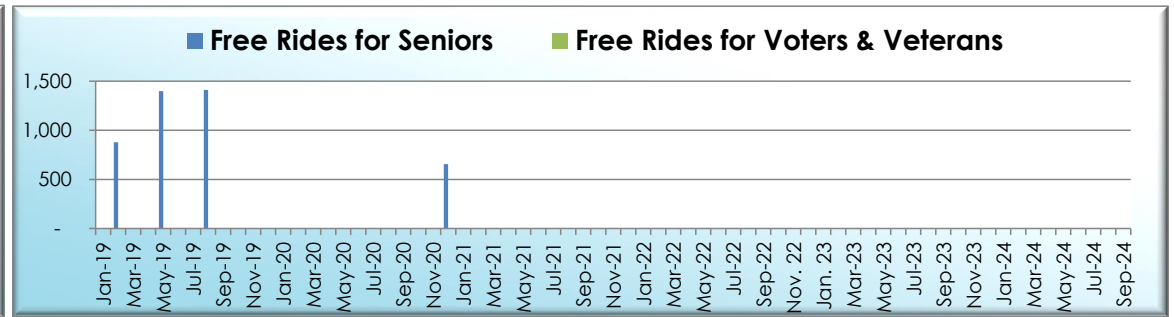
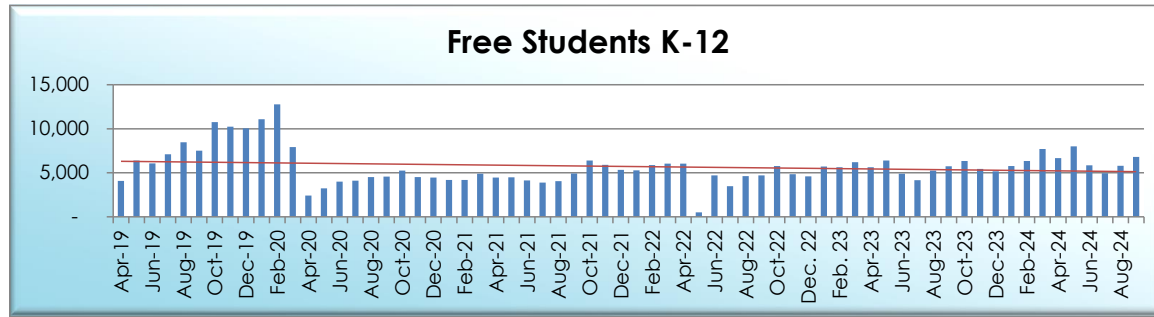
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for September 2024		
Type of Fare		
Regular Fare	36,034	18.64%
Low Income Fare	1,354	0.70%
Disabled Fare	3,386	1.75%
Senior Citizen Fare	19,154	9.91%
Children Under 6	641	0.33%
HOP Shuttle	0	0.00%
Beach Shuttle	53	0.00%
Free School Guard	20	0.01%
Free Route 20	10,657	5.51%
Free DASH Boardings	40,990	21.20%
Free Students K-12	6,803	3.52%
Subtotal	120,820	62.49%
Type of Pass		
1-Day Pass	1,203	0.62%
10-Ride Pass	3,336	1.73%
40-Ride Pass	1,326	0.69%
3-Day Pass	94	0.05%
7-Day Pass	3,031	1.57%
7-Day Express Pass	109	0.06%
31-Day Pass	8,537	4.42%
31-Day Express Pass	682	0.35%
\$1.25 Low Income Ticket	107	0.06%
Student Pass	663	0.34%
1-Ride Courtesy Pass	3	0.00%
1-Ride Pass	21	0.01%
Free Transfers from TriCounty Link	234	0.12%
Free Tel-A-Ride Fixed Route	2,633	1.36%
MUSC System-Wide Boardings	32,331	16.72%
College of Charleston Boardings	6,899	3.57%
Total Passes	61,209	31.66%
Transfers		
Issued	23,735	
Transfers Used	11,314	5.85%
Wheelchair Count	243	
Unclassified Ridership	0	0.00%
Total Ridership	193,343	100.00%

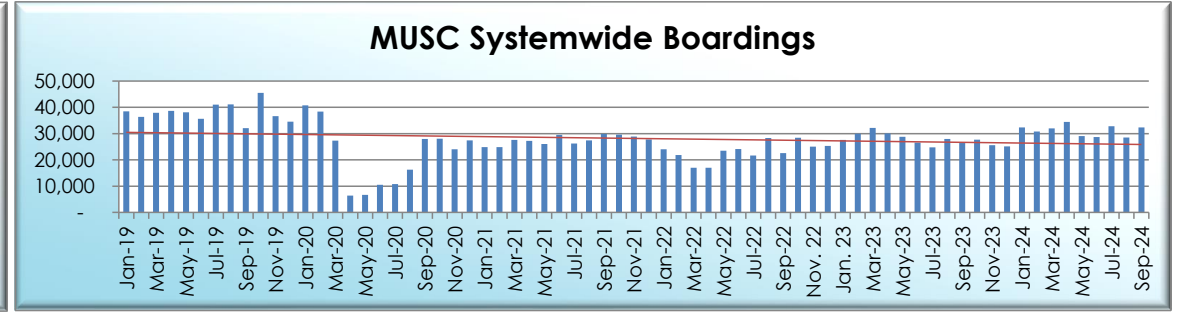
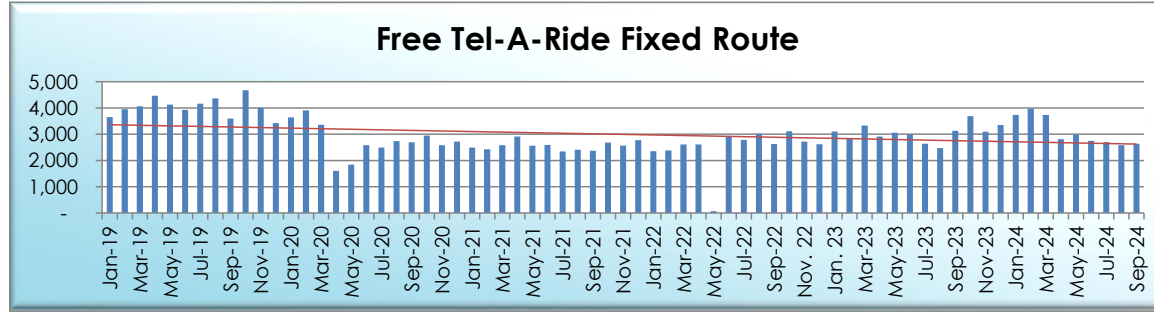
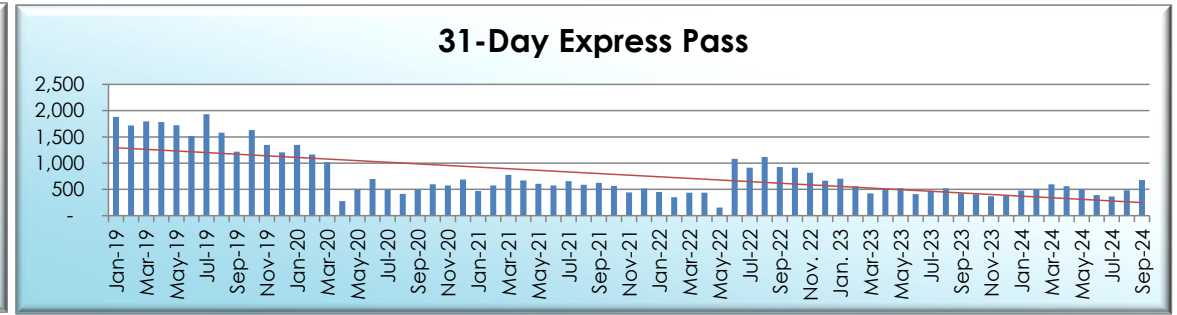
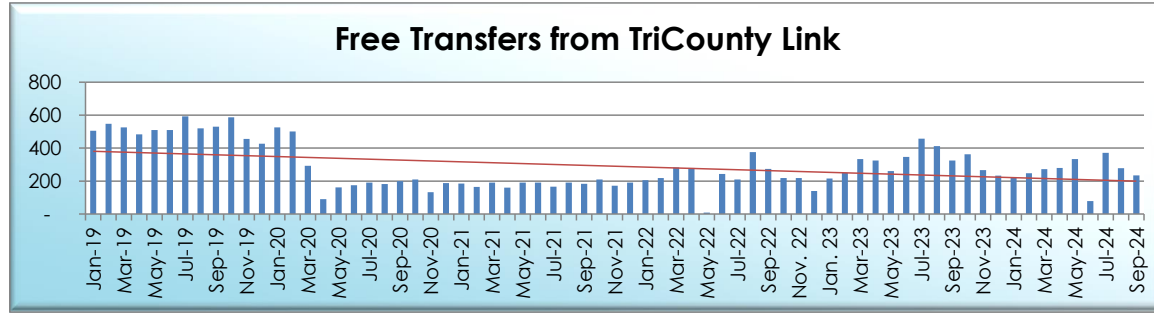
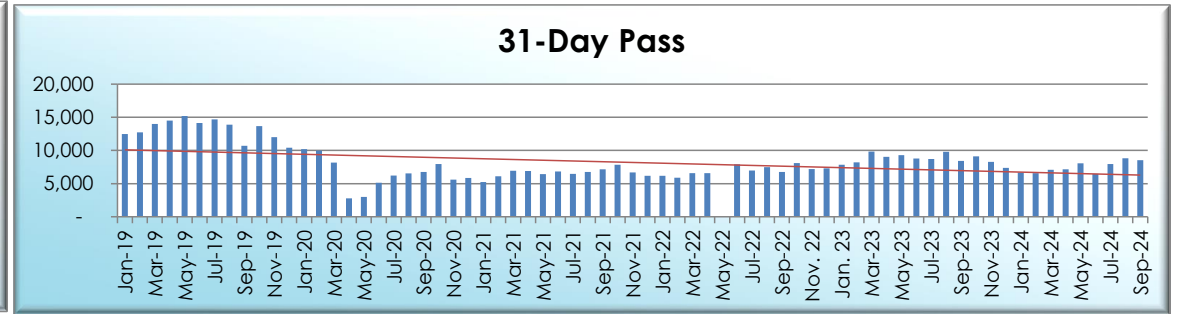
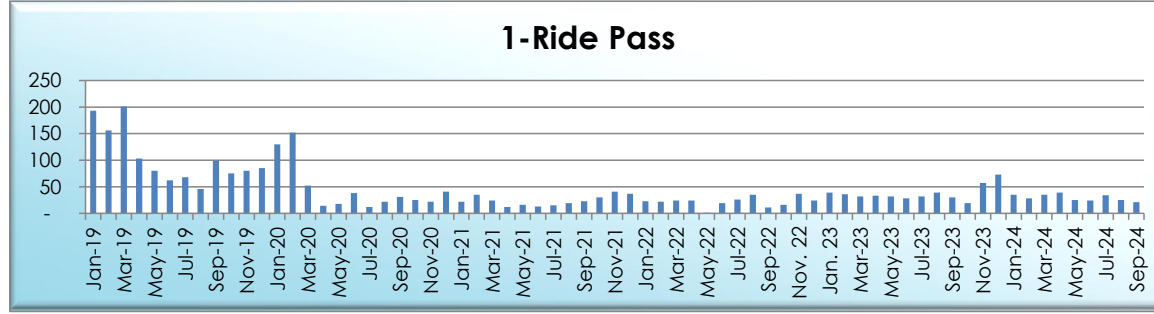
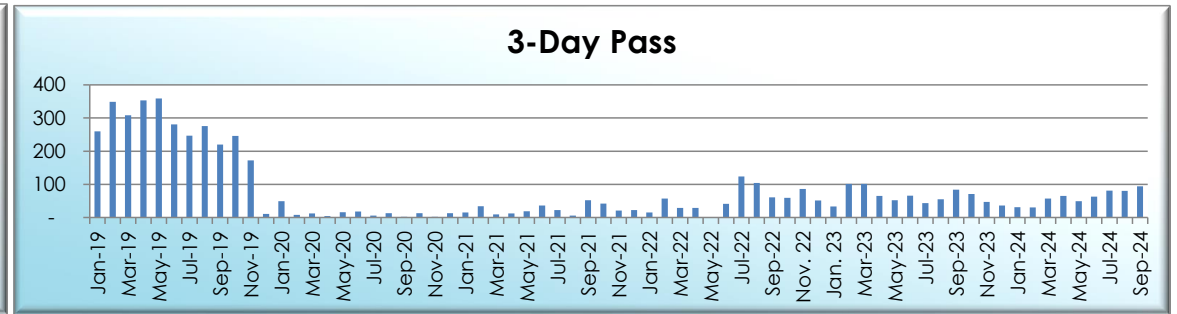
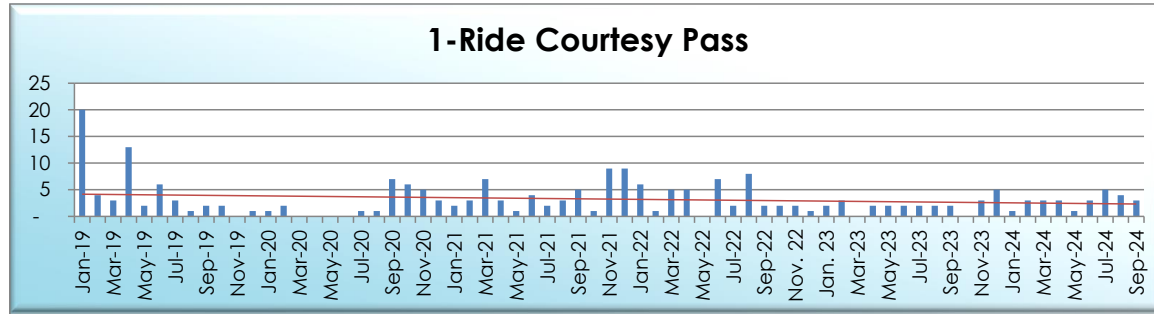
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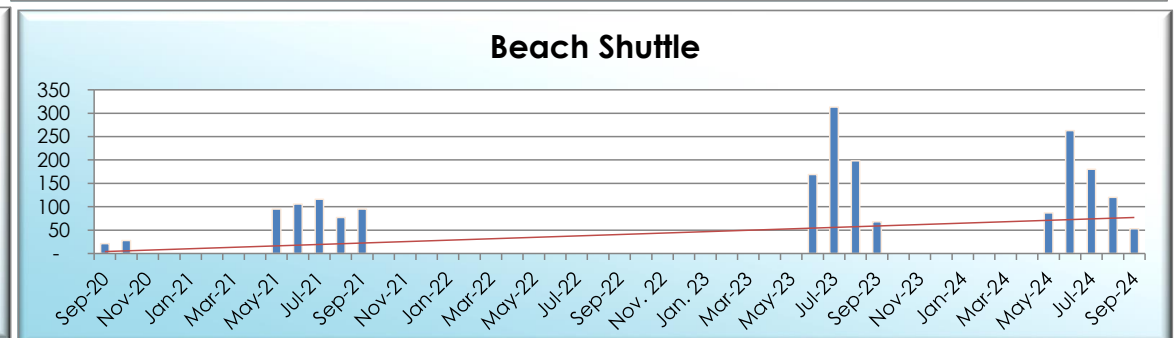
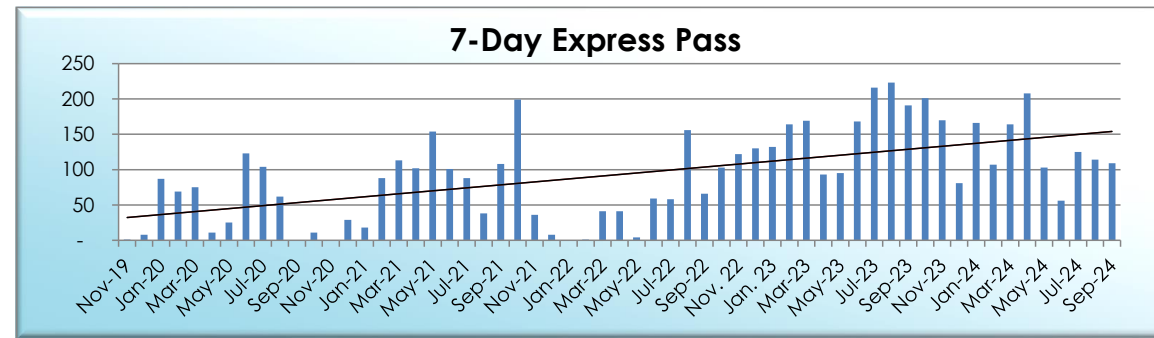
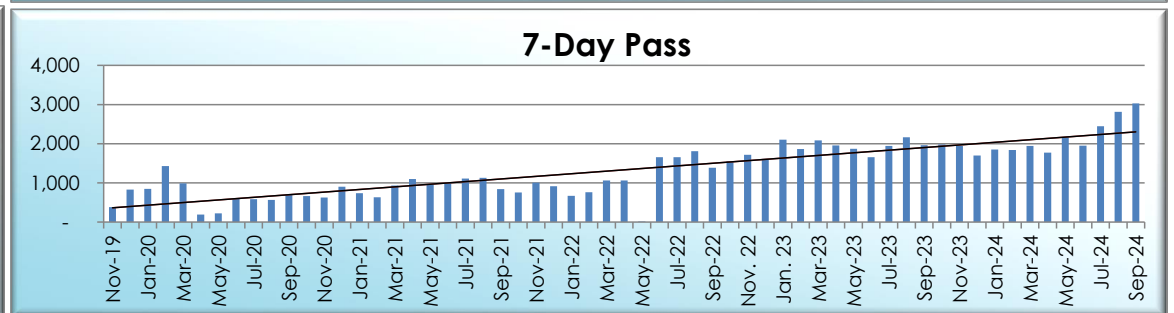
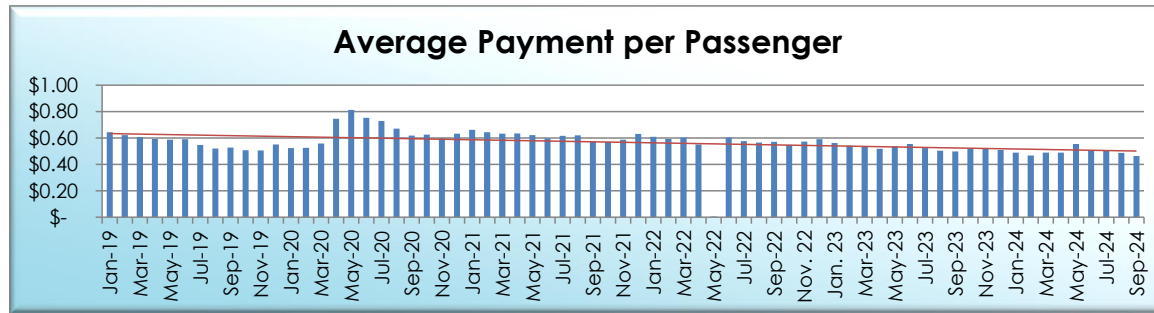
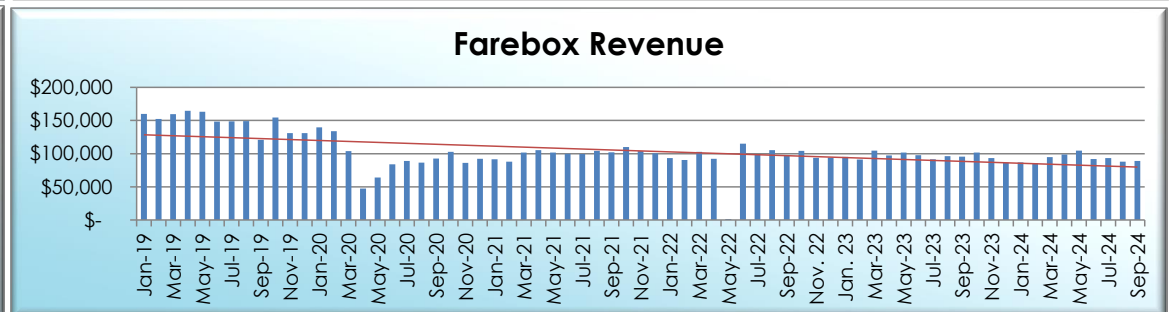
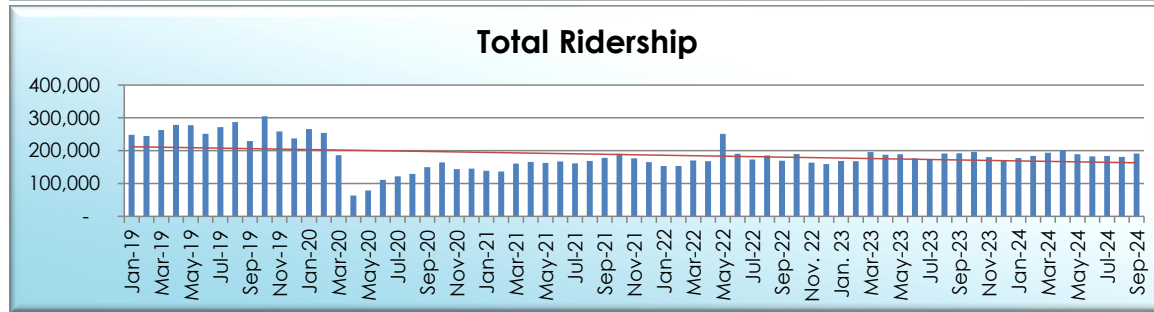
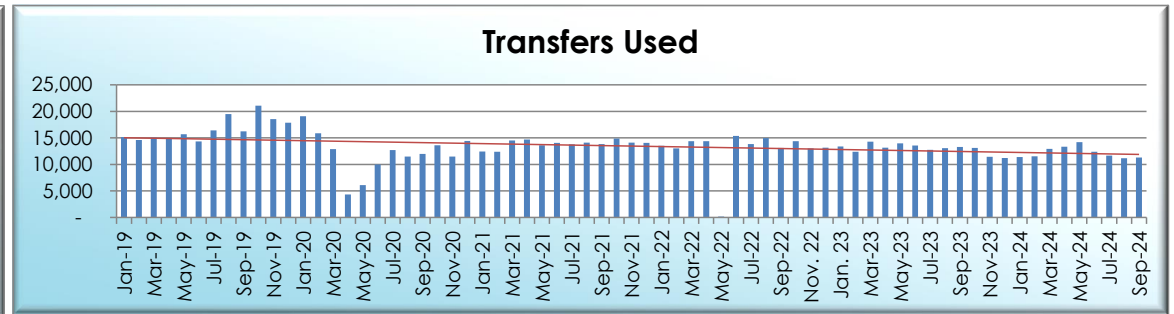
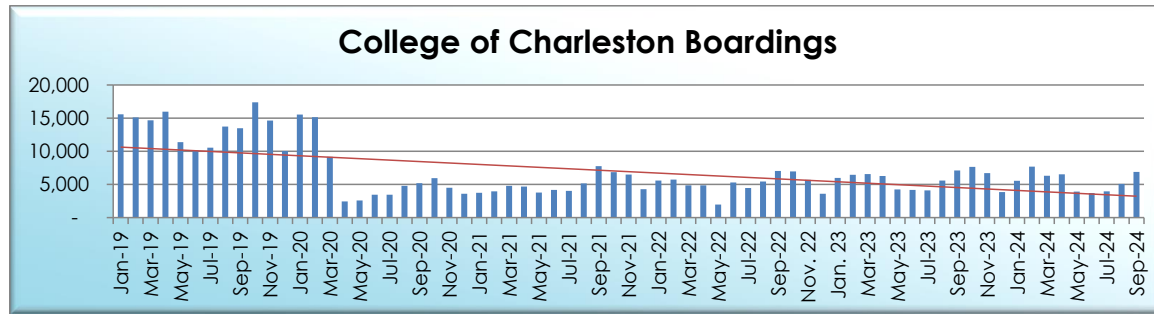
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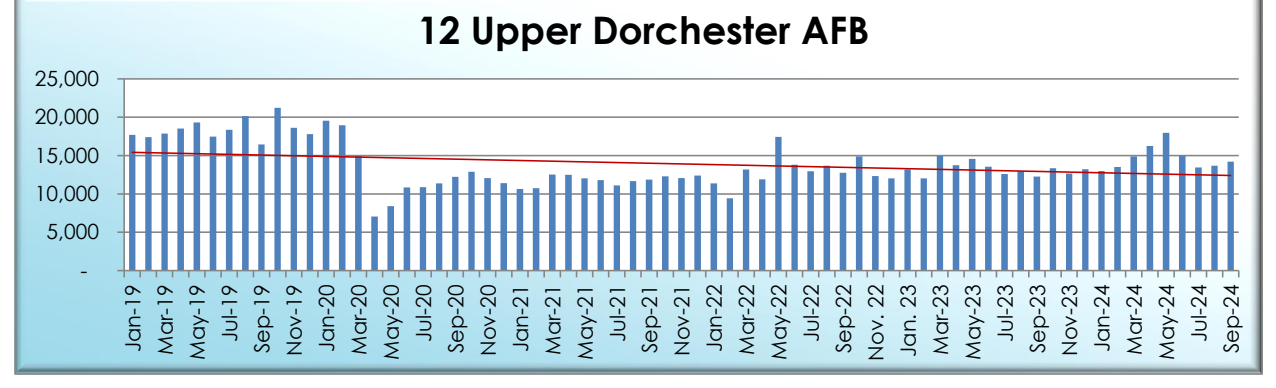
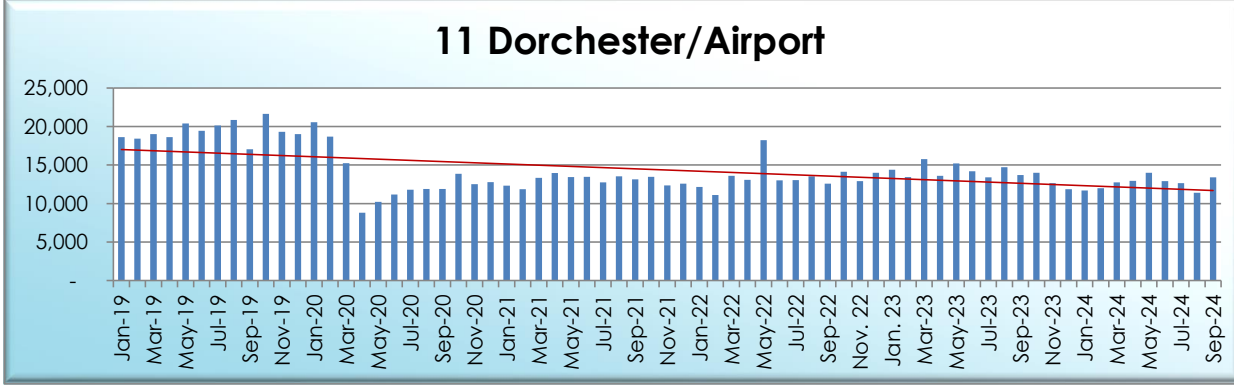
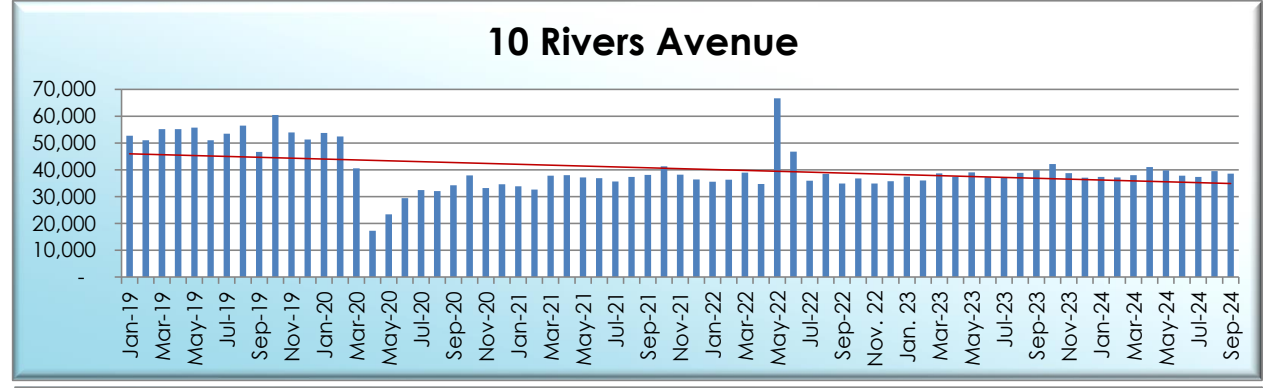
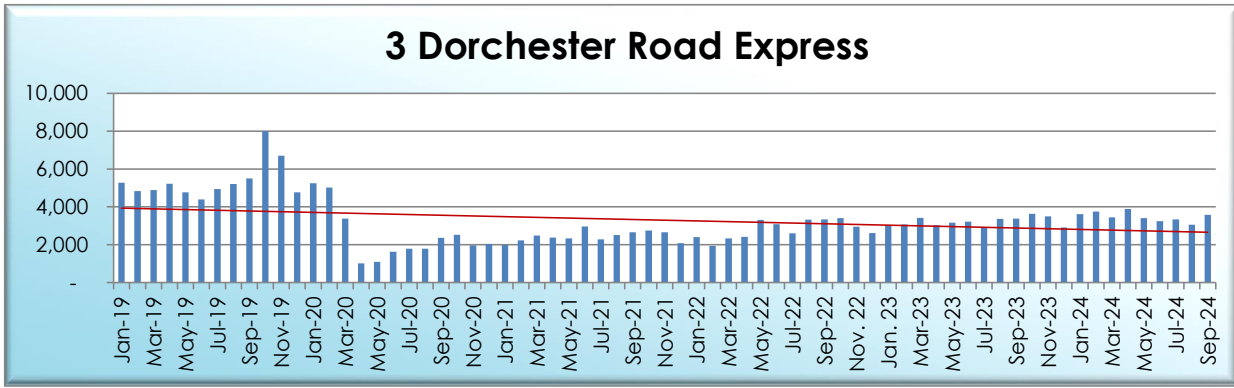
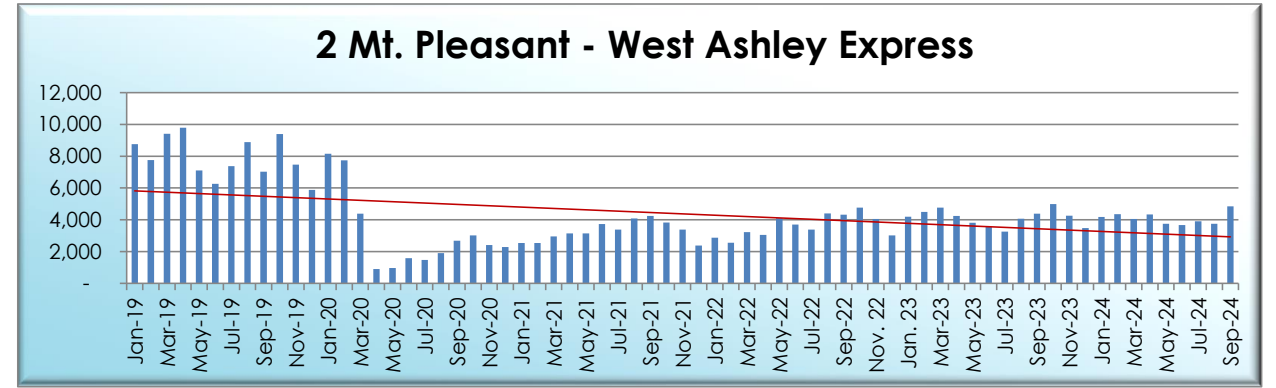
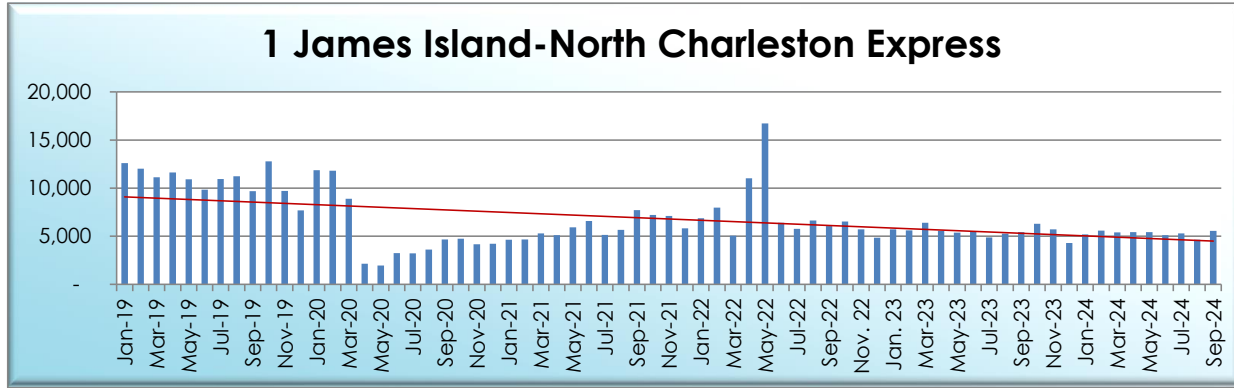
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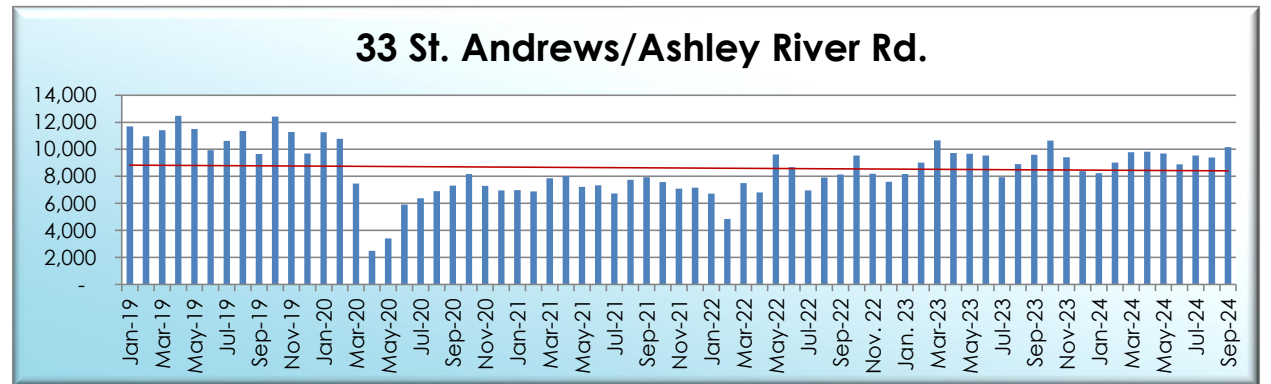
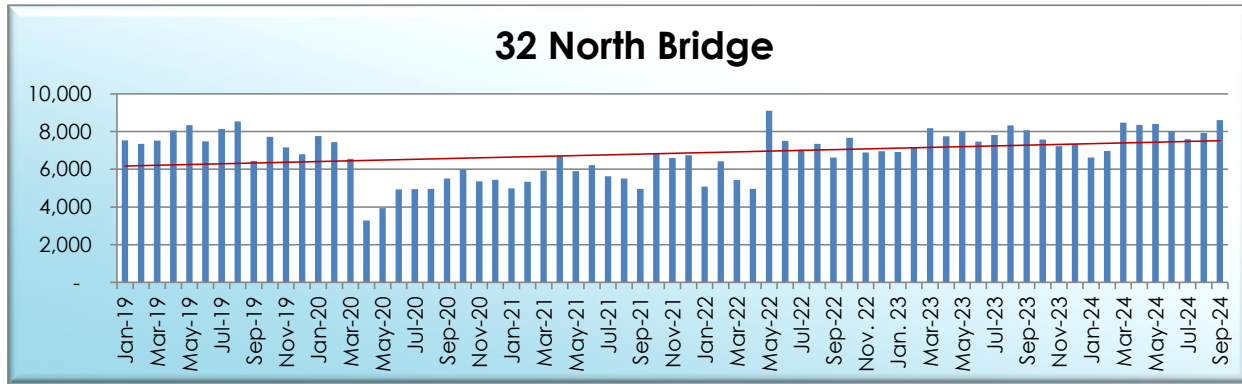
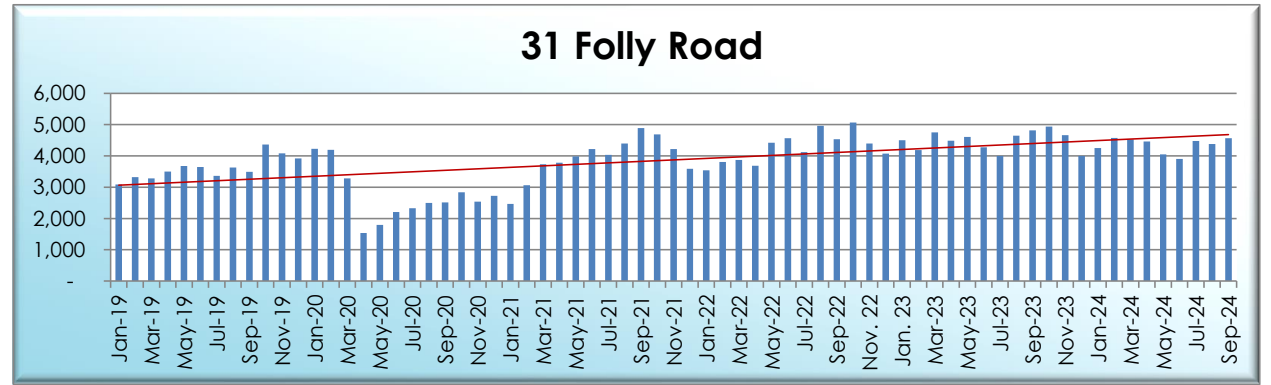
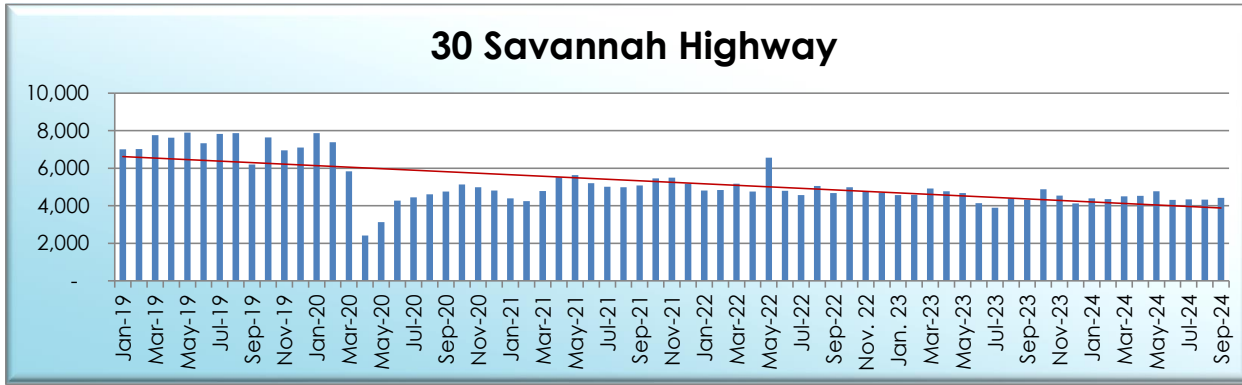
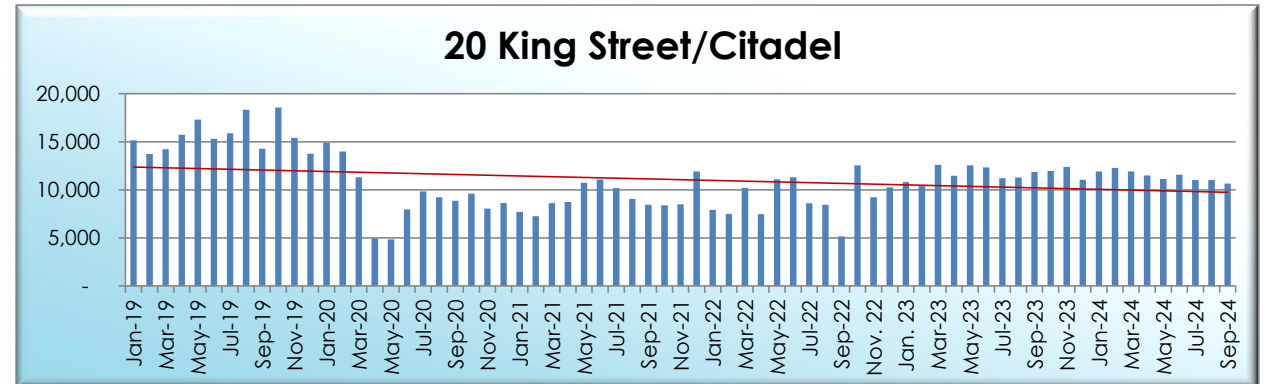
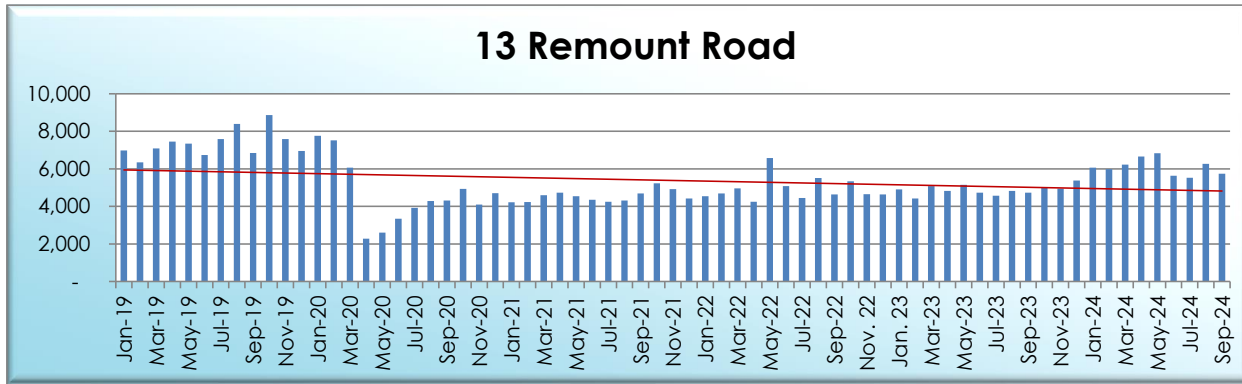
Classification History



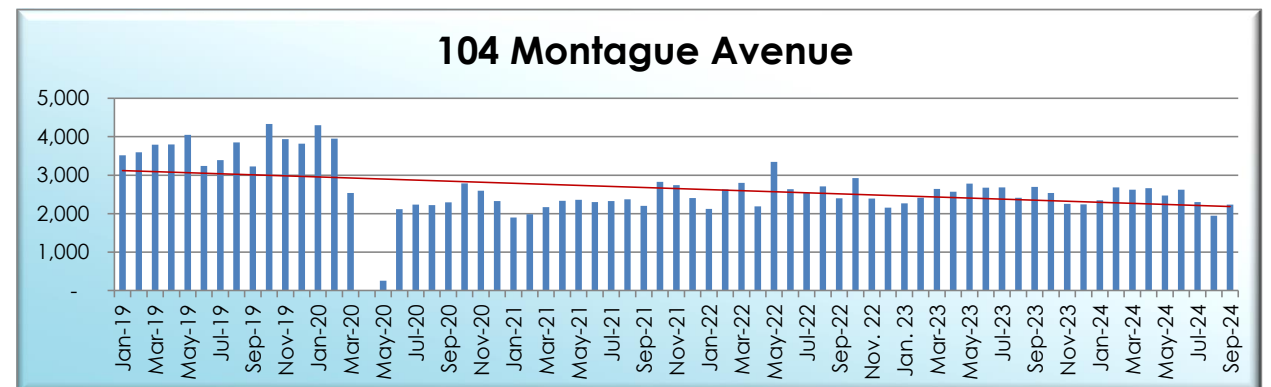
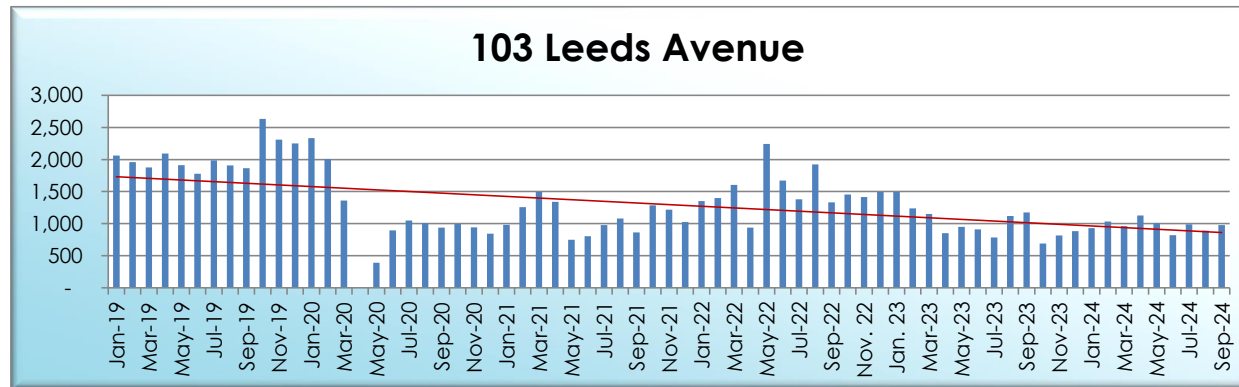
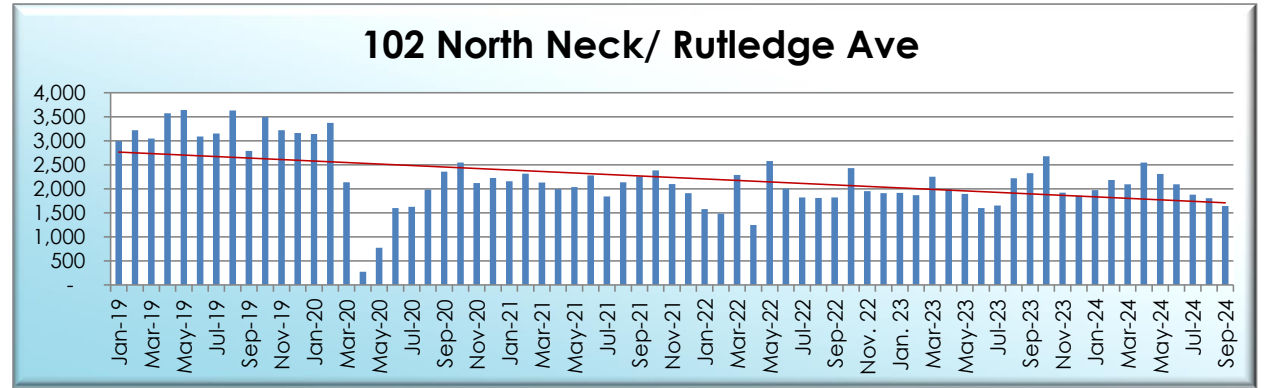
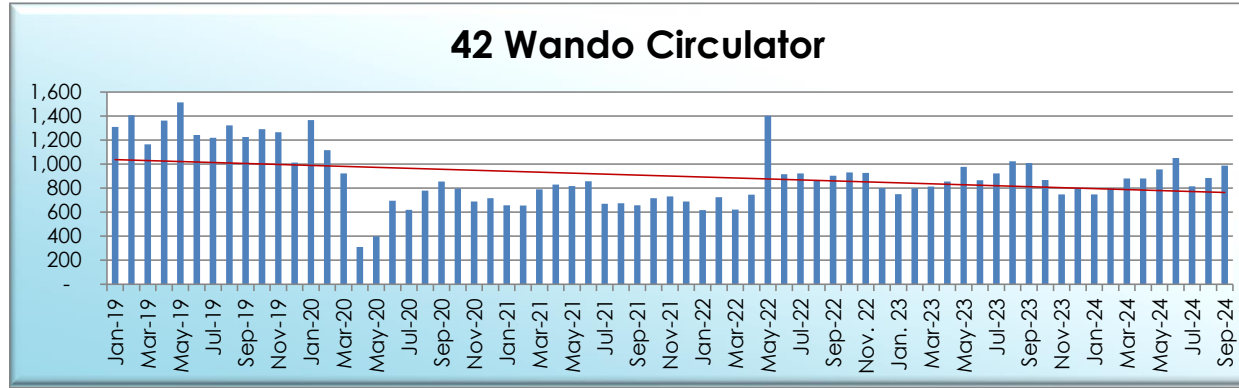
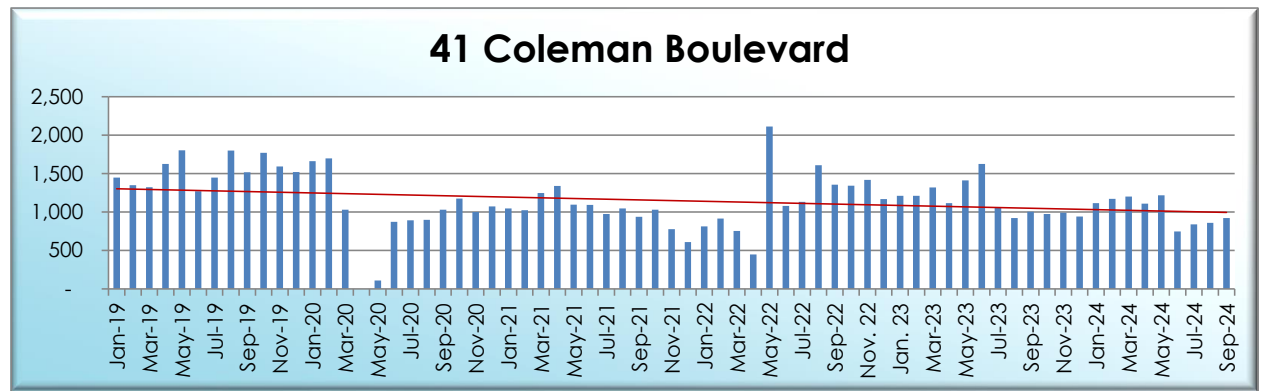
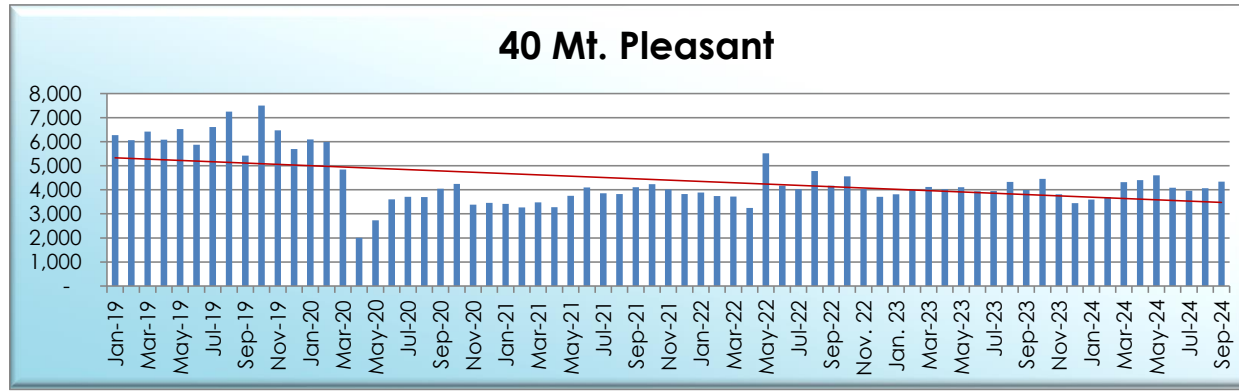
Ridership Trends by Route



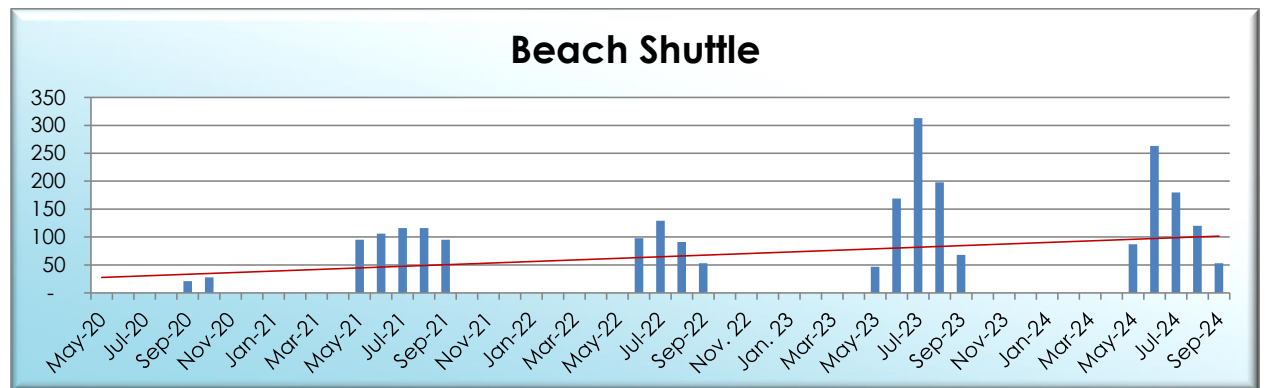
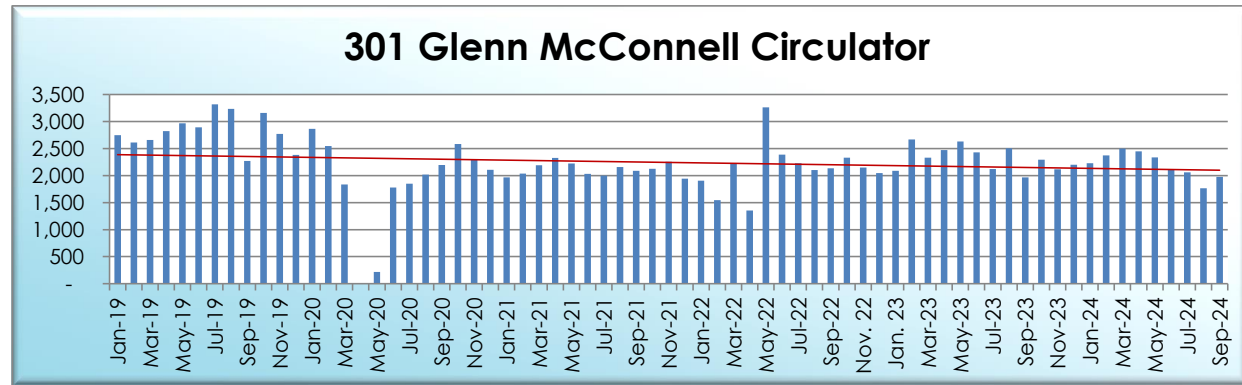
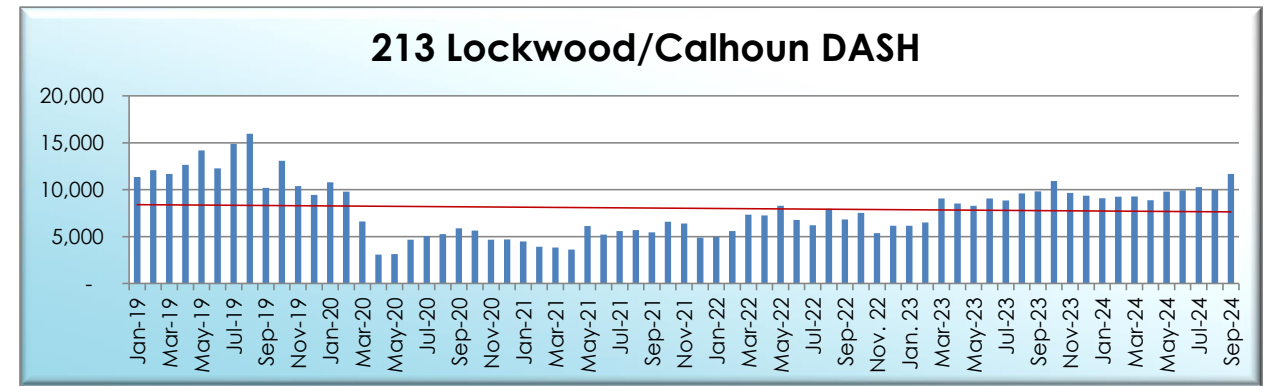
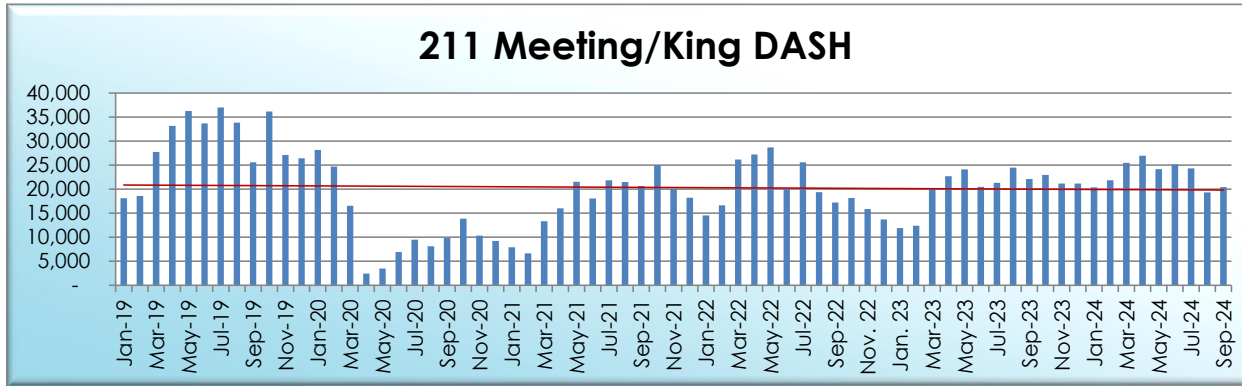
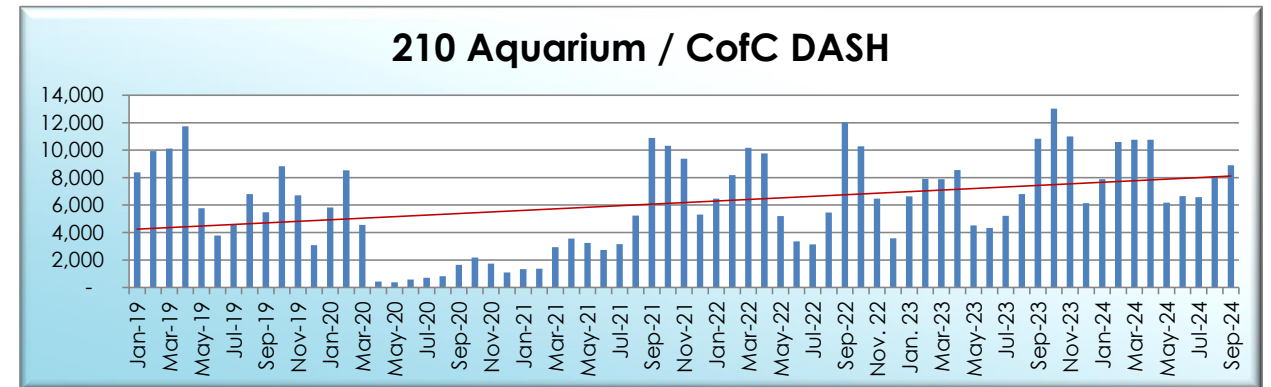
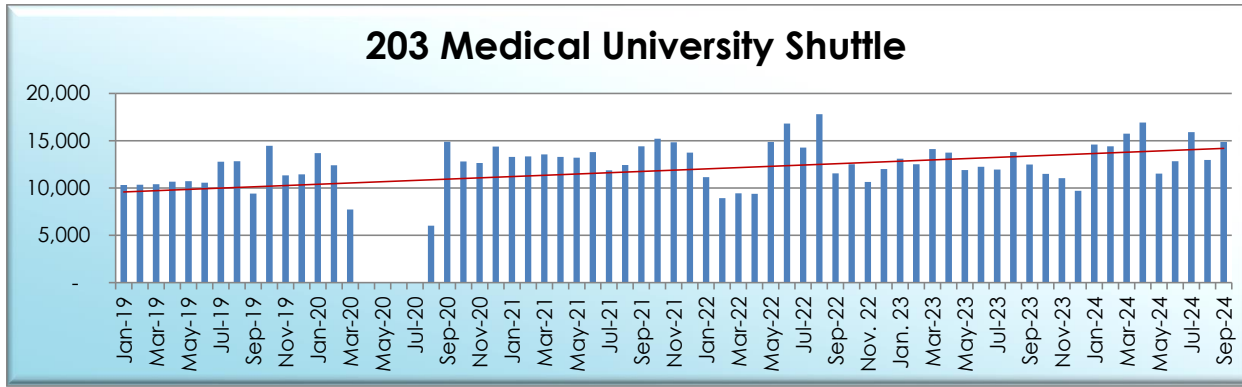
Ridership Trends by Route



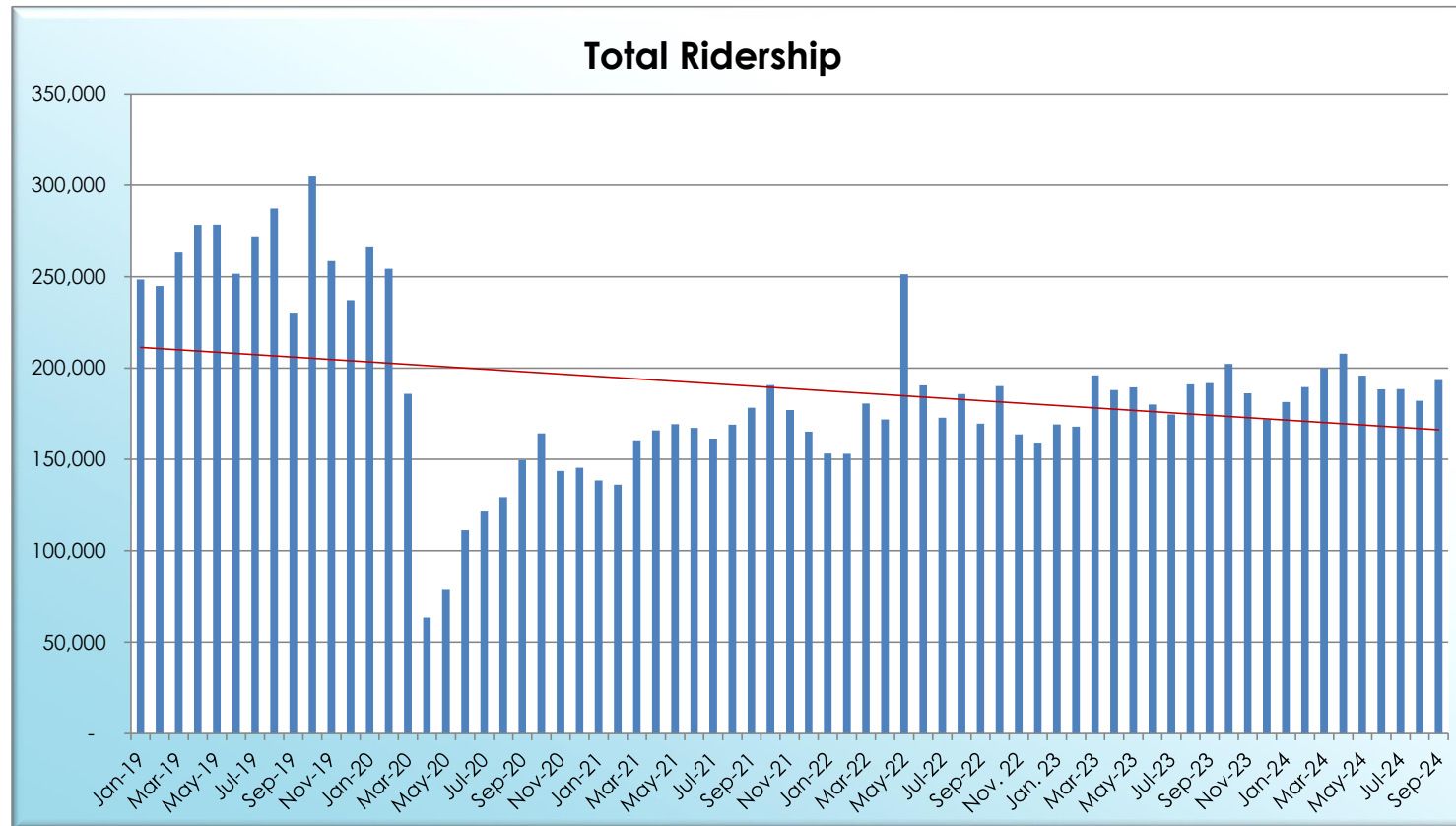
Ridership Trends by Route



Ridership Trends by Route



Ridership Trends by Route



Farebox and Pass Revenue History

