



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

January 15, 2025

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 –November 20, 2024 Meeting
3. Election of Officers
4. Financial Status Report – Robin Mitchum
5. Project Updates – Andrea Kozloski
6. 2025 Calendar of Events – Request for Approval – Andrea Kozloski
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 February 18, 2025

**CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY
(CARTA)
BOARD OF DIRECTORS MEETING
November 20, 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, November 20, 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: Daniel Brownstein; Dwayne Green; Brandon Hudson; Michael Seekings; Ed Sutton; Jimmy Ward; Robert Wehrman

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

OTHERS PRESENT: David Bonner (WeDriveU Consultant); Josh Steele (WeDriveU); Stephanie Maher (WeDriveU); Leslie Stone (WeDriveU); Elissa Smith (HDR); Shawn Epps (HDR); William Hamilton (Best Friends of Lowcountry Transit); Abraham Champagne (WSP); Martyca Champion (Citizen); Margaret Palmer (West Ashley Resident)

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

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:02 p.m. followed by a moment of silence and a quorum determination.

2. Consideration of Board Minutes: October 16, 2024 Meeting

***Mr. Lahm made a motion to approve the October 16, 2024 Meeting Minutes as presented.
Mr. Brinson 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 September 30, 2024. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$3,997,515. 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, seven 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, Medcom Street 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 is the 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.
- 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 and six 2023 Braunability Promasters.
- Bus Facilities/Charging Stations is the Leeds Avenue parking lot repairs and 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 Shipwatch Square engineering.
- Capital (IT, Facility Repairs, Maint.) is Genfare equipment, shop lifts and driver shields.

Ms. Mitchum reviewed the activity of the OnDemand Program as of September 30, 2024. She noted that the FY24 total cost is \$323,179 at 60% completion. The Board of Directors received the Financial Status Report and the OnDemand Program Activity Report as information.

4. Project Updates – Andrea Kozloski

Andrea Kozloski, Deputy Director of Operations and Support, discussed the Project Updates report regarding the following Project Updates: Service Planning Initiatives; Downtown Route Study; US 52 BRT Study; CARTA OnDemand; Shelter Improvement Program; Shipwatch Square Transit Center; Transit Oriented Development Study; LCRT ; Dorchester Transit Signal Priority (TSP) Pilot Project; Mt. Pleasant Street Park & Ride; Fairgrounds Park & Ride; O&M Facility - LCRT; and Mobile Ticketing Sales and Use. Ms. Kozloski reviewed Upcoming Events and noted the following: there will be a “Day of Thanks & Giving” held on November 25th (food give-away); an LCRT Public Meeting and the Military Magnet Shelter Ribbon Cutting Ceremony will be held December 3rd; Holiday Parades are scheduled for December 7th (City of Charleston) and December 15th (Town of Mt. Pleasant); the final Senior Free Ride Day for 2024 will be held on December 20th; Christmas Day Free Rides will be held on December 25th. Ms. Kozloski discussed the scheduling for the holiday season and addressed questions and comments. The Board of Directors received the Project Updates report and the Upcoming Events/Activities report as information.

5. CARTA OnDemand Program – Ron Mitchum

Ron Mitchum, Executive Director, discussed the CARTA OnDemand Program. He noted that current demand for the OnDemand Voucher Program exceeds the funding programmed for the service. The number of eligible riders continues to grow while the budget has been expended. Mr. Mitchum delivered a presentation with slides depicting the Customer Basis as of October 31, 2024 of approved Tel-A-Ride customers being 171 and approved Seniors being 1,676. For Tel-A-Ride customers, the current policy is that the customer pays \$4 and the maximum CARTA subsidy is \$30. The average subsidy per trip is \$11 and the average trip cost is \$15. Tel-A-Ride customers are eligible for 50 vouchers per month. The Tel-A-Ride cost via the CARTA Tel-A-Ride service is \$42. Mr. Mitchum stated that there are no proposed program changes to Tel-A-Ride customers. He then discussed the program for Senior Customers noting that the current age requirement is 55+, the customer currently pays \$4 per trip and the maximum CARTA subsidy is \$21. The average subsidy per trip is \$10-12 and the average trip cost is \$14-16. Currently, Senior customers are eligible for 20 vouchers per month and a pass cost for a CARTA bus trip is \$1.00. Mr. Mitchum presented the proposed changes noting the following for the Senior’s program: increase age eligibility to 65+; customer pays \$5; the maximum CARTA subsidy would be

\$14; and Senior riders would be eligible for 3 vouchers per week. Discussion was held regarding the proposed changes and Mr. Mitchum addressed questions and comments.

***Mr. Brownstein made a motion to approve the CARTA OnDemand Program as presented.
Mr. Hudson seconded the motion. The motion was unanimously approved.***

6. Ridership Report – Megan Ross

Megan Ross, Transit Planner, presented the Ridership Reports as of October 2024. She noted that passenger trips totaled 206,398 and there were 11.2 customers per service hour (11.6 last month). Ms. Ross stated that overall ridership comparing October 2024 to September 2024 increased by 6.8%, overall ridership comparing October 2024 to October 2023 increased by 2.0%, and overall ridership comparing 2024 YTD to 2023 YTD increased by 4.5%. She stated that Tel-A-Ride ridership for October 2024 was 5,071 (a decrease of 3.1% when comparing 2023 YTD to 2024 YTD). Ms. Ross discussed the OnDemand trips for October 2024, noting that the total ridership was 4,063 passengers between both Uber and Lyft. The trip cost averaged \$12.05, higher than September's average of \$10.58 and 44% of the overall rides were from Tel-A-Ride passengers. Ms. Ross addressed questions and comments. The Board of Directors received the Ridership Report as information.

7. Executive Director's Report – Ron Mitchum

Mr. Mitchum noted that a public meeting was held regarding potentially revising Route 104. The meeting was well-attended, including County Councilman Henry Darby. The attendees were opposed to the potential changes; therefore, no changes will be recommended. He noted that a comprehensive operational analysis will need to be initiated early in the New Year. This timing will be good since a similar process is being undertaken by TriCounty Link. The information developed from this process will provide a basis for updating the transit framework plan which identifies potential new services that could be undertaken by CARTA. This information will also be useful as the next Charleston County transportation sales tax referendum approaches. Mr. Mitchum noted that the purchase of updated automatic passenger counter (APC) equipment was approved during the BCDCOG's Executive Committee meeting held on November 18th. This will extend the life of the existing equipment. He announced that a new General Manager will begin employment with We Drive U on December 2nd. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director's Report as information.

8. Other Business, If Any

There was no further business to discuss.

9. Public Comments, If Any

There were two Public Comments that were noted for the record:

- Margaret Palmer (West Ashley Resident): Ms. Palmer expressed her concerns regarding CARTA OnDemand and more service in West Ashley. She also expressed her concerns of extreme traffic in the Charleston/North Charleston area and CARTA extending hours and service in the area.
- William Hamilton (Best Friends of Lowcountry Transit): Mr. Hamilton thanked the Board of Directors for the additional stops in Mt. Pleasant. He noted that Best Friends of Lowcountry Transit will begin its annual efforts promoting transportation from Mt. Pleasant hotels to Downtown Charleston as well as promoting Transit Equity Day which will be held February 4, 2025.

10. Executive Session – Legal Matters

Executive Session was not needed. Chairman Seekings commented briefly on Exchange Club Fairgrounds matters. He stated that an Executive Session will be held during the January meeting to update the Board on legal matters.

11. Board Comments, If Any

Councilman Brownstein congratulated Senator Sutton on the recent election. He thanked him for his service to the CARTA Board and the community. Mr. Brownstein briefly discussed the recent meeting at the 88 Club in Mt. Pleasant and noted that Roper facilities will be opening on Johnnie Dodds Boulevard. He suggested that discussions be held regarding possible service on Johns Island since the completion of the 526 Extension has been tabled due to the recent sale tax referendum not passing. Mr. Lewis commented on continued work with the Downtown Route’s bus stops. Mr. Green thanked the Public Speakers for their remarks and noted that their comments are helpful to the Board of Directors.

12. Adjourn

Chairman Seekings thanked the Board of Directors for their continued dedicated service to the Board and the communities they serve. He wished everyone a safe and happy Holiday Season. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:57 p.m.

Respectfully submitted,
Kim Coleman

DRAFT



Charleston Area Regional Transportation Authority

MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: November 30, 2024 Financial Report Overview
DATE: January 7, 2025

Please find attached the November 30, 2024 Financial Report. Below is a brief overview of the activities for FY25.

Revenues

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing is bus pass fares sold to customers.
- The Federal revenue includes operating for the year to date. Federal revenue is recorded as eligible expenditures are incurred.
- Advertising is advertising on the buses.
- Insurance proceeds are a result of accidents.
- Sale of Assets is the proceeds from the sale of a 2017 van.

Expenditures

- Retiree Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing passes.
- Automotive is the cost to service the 2018 Ford F150.
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes GMV Syncromatics, 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 includes electric and water at the Superstop, Melnick Park and Ride, the Radio Shop at Leeds Avenue, Medcom St, and the charging stations at Leeds Avenue.
- Auditing is the cost of FY24 GASB 75 actuary.
- Custodial services are the cost of janitorial services at the Melnick Park and Ride.
- OnDemand Program is customer transportation cost for same day service through independent rideshare.

- Other Professional Services includes bus wash inspection services.
- Shared Contract Services (IGA & Management) is the extensive services 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 Super Stop by the City of North Charleston Police Dept. and by Extra Duty Solutions at Mary Street.
- 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.
- 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 the Hometown Trolley Villager.
- Bus Facilities/Charging Stations is Leeds Avenue parking lot repairs and charging infrastructure.
- Bus Shelter Construction /Bench Install is the installation of a bench.
- Security/Cameras & Equipment is the purchase of cameras, access control equipment, and AVL equipment.
- Facilities Construction is Shipwatch engineering.
- Capital (IT, Facility Repairs/Maint) is the purchase of bike racks.

Overall, the agency ended the month with excess of revenues of \$417,131.

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 11/30/2024 was \$1,403,080.68.

CARTA
Statement of Revenues & Expenditures
For the Month Ending November 30, 2024

Time elapsed:
17%

	FY25 Budget	Actual	% of Budget
<u>Operating Revenues</u>			
Farebox	1,322,466	196,187	15%
Passes & Mobile Ticketing	607,295	100,966	17%
COC Shuttle	453,476	66,882	15%
MUSC	763,456	130,913	17%
City of Charleston - DASH	741,452	123,575	17%
Federal	10,156,366	1,908,829	19%
Sales Tax - Charleston County	13,415,772	2,086,940	16%
Advertising	850,000	131,515	15%
Insurance Proceeds	-	29,259	N/A
Sale of Assets	-	11,775	N/A
TOTAL OPERATING REVENUES	28,310,283	4,786,841	17%
<u>Operating Expenditures</u>			
Retiree Benefits	9,581	1,562	16%
Supplies	75,000	7,730	10%
Printing	42,000	692	2%
Automotive	3,525	16	0%
Postage	200	-	0%
Dues/Memberships	2,500	-	0%
Office Equipment Rental	116,225	17,500	15%
Office Equipment Maintenance	333,633	137,892	41%
Rent	34,385	8,435	25%
Communications	170,185	31,506	19%
Utilities	322,832	31,800	10%
Advertising	7,500	-	0%
<i>Professional Services</i>			
Auditing	32,340	200	1%
Legal	1,000	-	0%
Custodial	25,542	3,870	15%
On Demand Program	350,000	93,848	27%
Other	25,000	725	3%
<i>Contract Services</i>			
Shared Services - IGA	3,640,486	691,982	19%
Fixed Route	16,244,786	2,313,310	14%
Money Transport	11,836	2,264	19%
Security Services	105,560	16,241	15%
Vehicle Maintenance	348,701	67,674	19%
Facility Repair & Maintenance	47,250	14,019	30%
Operating Fees & Licenses	50,000	8,680	17%
Insurance	1,085,307	252,000	23%
Fuel	1,493,500	210,380	14%
Paratransit	3,657,569	445,644	12%
Miscellaneous	5,400	-	0%
Interest	43,440	7,727	18%

CARTA
Statement of Revenues & Expenditures
For the Month Ending November 30, 2024

Time elapsed:
17%

	FY25 Budget	Actual	% of Budget
Non-Capitalized Assets	25,000	4,013	16%
TOTAL OPERATING EXPENDITURES	28,310,283	4,369,710	15%
Excess (Deficit) of Revenues Over (Under) Expenditures		417,131	

Capital Revenues

Rolling Stock	600,000	-	
Bus Facilities/Charging Stations	-	26,508	
Bus Shelter Construction/Bench Install	-	-	
Land	-	-	
Security/ Cameras & Equipment	131,511	16,344	
Facilities Construction	2,211,406	23,415	
Sales Tax - Charleston County	875,728	274,060	
TOTAL CAPITAL REVENUES	3,818,645	340,327	9%

Capital Expenditures

Rolling Stock	750,000	257,193	
Bus Facilities/Charging Stations	-	28,029	
Bus Shelter Construction/Bench Install	100,000	1,501	
Land	-	-	
Security/ Cameras & Equipment	2,764,257	20,945	
Facilities Construction	164,388	29,269	
Capital (IT, Facility Repairs/Maint)	40,000	3,390	
TOTAL CAPITAL EXPENDITURES	3,818,645	340,327	9%

**CARTA
BALANCE SHEET
11/30/2024**

ASSETS

ASSETS		
GENERAL OPERATING (BB&T)		19,604,680.33
PETTY CASH		160.00
ACCOUNTS RECEIVABLE		2,987,153.49
PREPAID EXPENSES		585.60
INVENTORY - FUEL		27,508.05
LAND		8,317,528.53
VEHICLES		52,020,587.67
EQUIPMENT		2,638,126.77
FAREBOXES		1,198,388.95
SHELTERS		4,490,557.59
BUS SIGNAGE		254,913.32
FACILITIES		10,664,795.06
PARK & RIDE FACILITY		183,927.64
ACCUMULATED DEPRECIATION		(37,729,194.31)
RIGHT TO USE LEASES		1,179,416.40
ACCUMULATED DEPRECIATION - RTU		(406,830.95)
	TOTAL ASSETS	<u>65,432,304.14</u>

LIABILITIES & EQUITY

LIABILITIES		
ACCOUNTS PAYABLE		3,353,399.32
NOTE PAYABLE - BB&T		1,321,075.78
ACCRUED INTEREST		36,736.73
UNEARNED REVENUE		69,972.50
OPEB LIABILITY		127,941.00
LEASE LIABILITY		809,492.48
	TOTAL LIABILITIES	<u>5,718,617.81</u>
EQUITY		
CURRENT YEAR FUND BALANCE		417,131.16
INVEST IN CAPITAL ASSETS		40,420,696.65
FUND BALANCE		18,875,858.52
	TOTAL EQUITY	<u>59,713,686.33</u>
	TOTAL LIABILITIES & FUND EQUITY	<u>65,432,304.14</u>

CARTA
OnDemand Program
11/30/2024

<u>Activity</u>	BUDGET	FY 21	FY 22	FY 23	FY 24	FY 25	Total	Balance	%
		Total Costs	Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	737,786	1,421	20,778	98,039	323,179	93,848	537,265	200,521	73%
Total	737,786	1,421	20,778	98,039	323,179	93,848	537,265	200,521	73%
Federal <i>FTA 5310</i>	587,000	1,137	16,622	75,202	258,544	75,078	426,583	-	73%
Local	150,786	284	4,156	22,837	64,635	18,770	110,682	40,104	
Total	737,786	1,421	20,778	98,039	323,179	93,848	537,265	200,521	73%



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: January 7, 2025
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for December 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: Rainee Kearney)
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 continued working with Syncromatics and UTA for our Automatic Passenger Counters and tablet function. UTA provided feedback on connectivity issues as well as did a side-by-side comparison between GMA counts and their own counts. To date, UTA counts are 20-30% higher than GMV counts. UTA submitted a proposal to equip the fleet with a CPU device to connect directly to the sensors on board our units. This was approved in the December BCDCOG Board Meeting. Staff to begin this work at the beginning of the year.
- Staff participated in a three-day LCRT Value Engineering workshop for the Operation/Maintenance Facility.
- Staff continued discussions with MUSC regarding a new park and ride facility. MUSC staff requested an estimate for service improvements. Staff is working on a cost estimate to be submitted at the beginning of the year.
- Staff held a Public Meeting regarding a Rt. 104 modification that recommended the use of Gaynor Ave. to service more of Montague Ave. and the Intermodal Transit Center. Feedback was overwhelmingly opposed to the change in using Gaynor Ave.
- Staff completed the safety and stop review for the Dorchester Rd. Corridor Improvement Project through Charleston County. During this process, we looked at stop locations and how to improve the TSP (Transit Signal Priority) Pilot Project.
- Staff assisted with the on-board survey collection and on-board ridership collection for the LCRT project.
- Staff continued to participate in the US 52 BRT Feasibility Study. Staff attended a stakeholder workshop.
- Staff continued working with development review and infrastructure improvement along the bus routes.
- Staff began reporting daily service reports to the Executive Director to help support ongoing improvement efforts.
- Staff participated in weekly meetings with operations reviewing different issues regarding staffing and missed service.
- Staff assisted with monthly NTD sample reporting of ridership.
- Staff received training on Genfare reporting and took over correcting operational errors coded incorrectly in the reports.
- Staff attended a meeting with TRAINFO. Based on the meeting, TRAINFO can link with Swiftly to provide alerts for blocked railroad crossing and delay predictions.

2. Downtown Route Study

- Staff will continue to coordinate with City staff and Stakeholders on implementation.

3. US 52 BRT Study

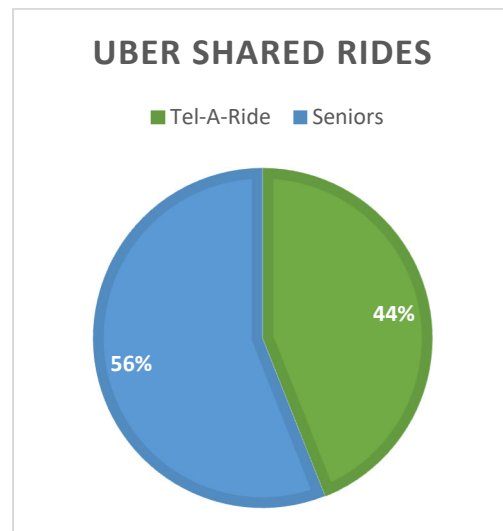
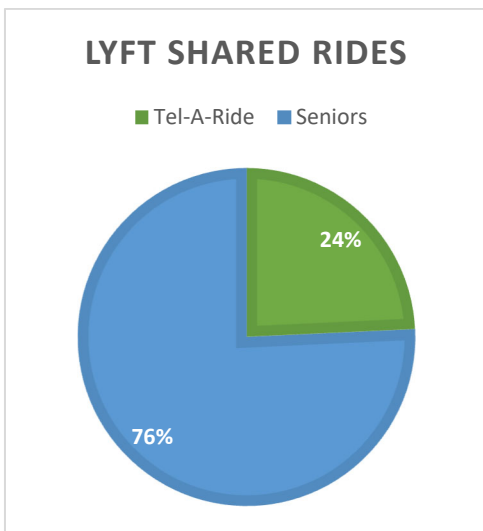
- Project team continued to hold regular PMT Meeting.
- Short-range route recommendations were finalized and presented to TCL operators in December. Long-range route recommendations are being developed.
- Visioning workshop held with stakeholder committee in November, BRT feasibility task is underway.

MEMORANDUM

4. CARTA OnDemand (TNC Pilot)

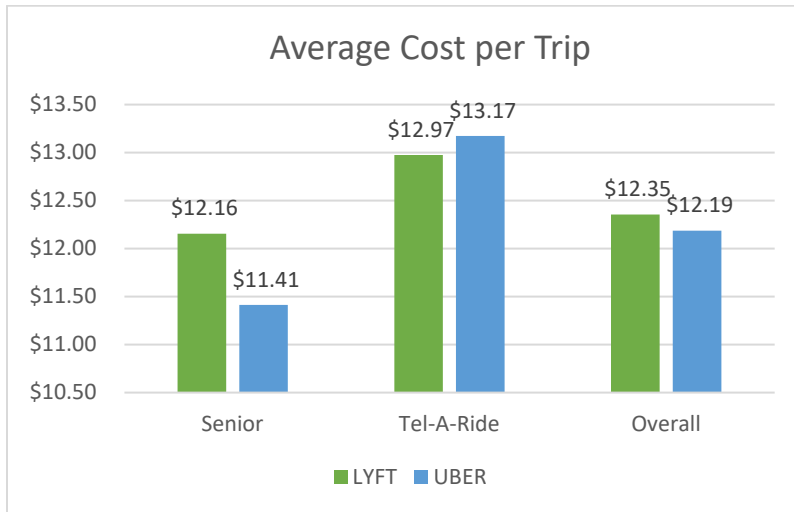
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. The service offers door-to-door subsidized services for seniors (55+) and Tel-A-Ride customers and covers the Tel-a-Ride service area Monday through Friday, between 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 November 2024, there were 1,725 senior riders and 173 Tel-A-Ride customers approved to use OnDemand service, a total of 1,898. Also in November, CARTA OnDemand had a total of 3,679 trips with 39% of the trips being taken by paratransit customers and 61% being taken by senior customers.



In November, the 3,679 trips (Tel-A-Ride and senior) averaged \$12.22 per trip. Tel-A-Ride trips averaged \$13.14 and senior trips averaged \$11.63. To date (February 2021 – present), CARTA has spent a total of \$514,637 on the OnDemand program.

MEMORANDUM



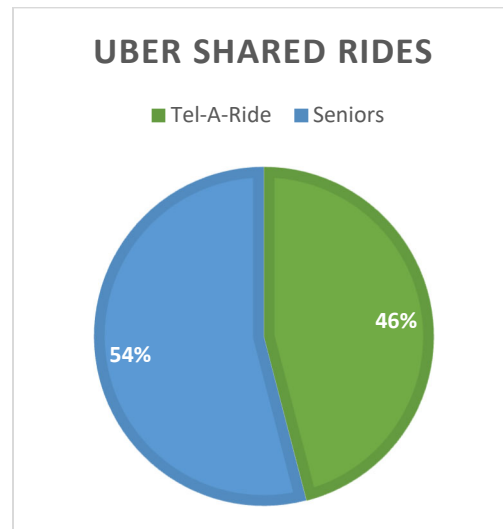
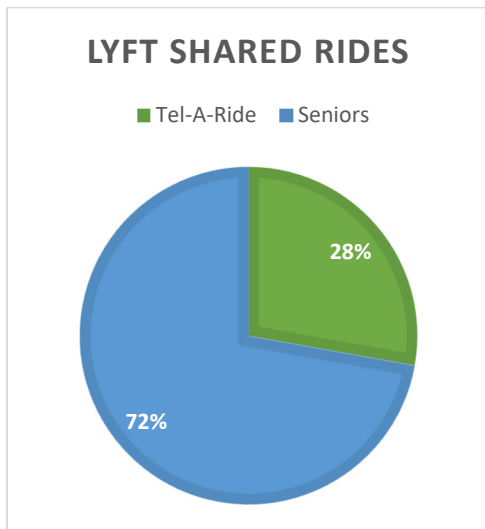
LYFT STATISTICS

- 849 Trips provided
- Avg Trip Cost: **\$12.35**
- 128 Unique Riders
- Total Cost: **\$10,488.46**

UBER STATISTICS

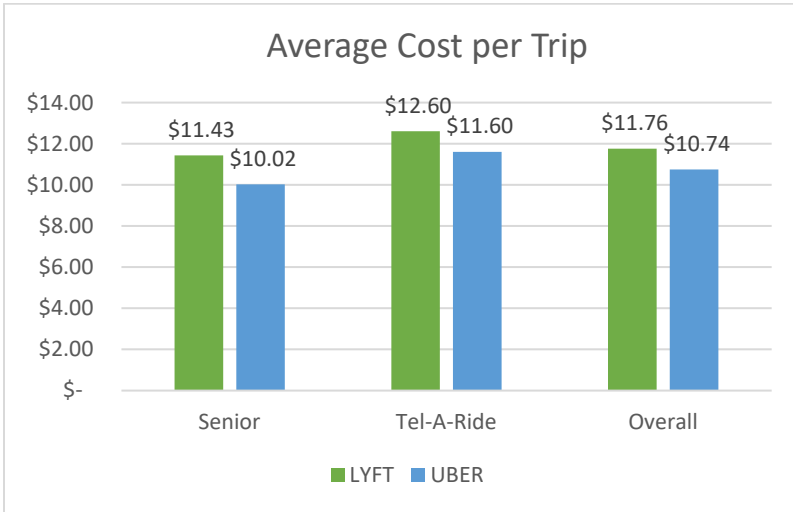
- 2830 Trips provided
- Avg Trip Cost: **\$12.19**
- 335 Unique Riders
- Total Cost: **\$34,418.78**

In December 2024, there were 1,773 senior riders and 175 Tel-A-Ride customers approved to use OnDemand service, a total of 1,948. Also in December, CARTA OnDemand had a total of 3,806 trips with 41% of the trips being taken by paratransit customers and 59% being taken by senior customers.



In December, the 3,806 trips (Tel-A-Ride and senior) averaged \$10.99 per trip. Tel-A-Ride trips averaged \$11.77 and senior trips averaged \$10.45. To date (February 2021 – present), CARTA has spent a total of \$556,445 on the OnDemand program.

MEMORANDUM

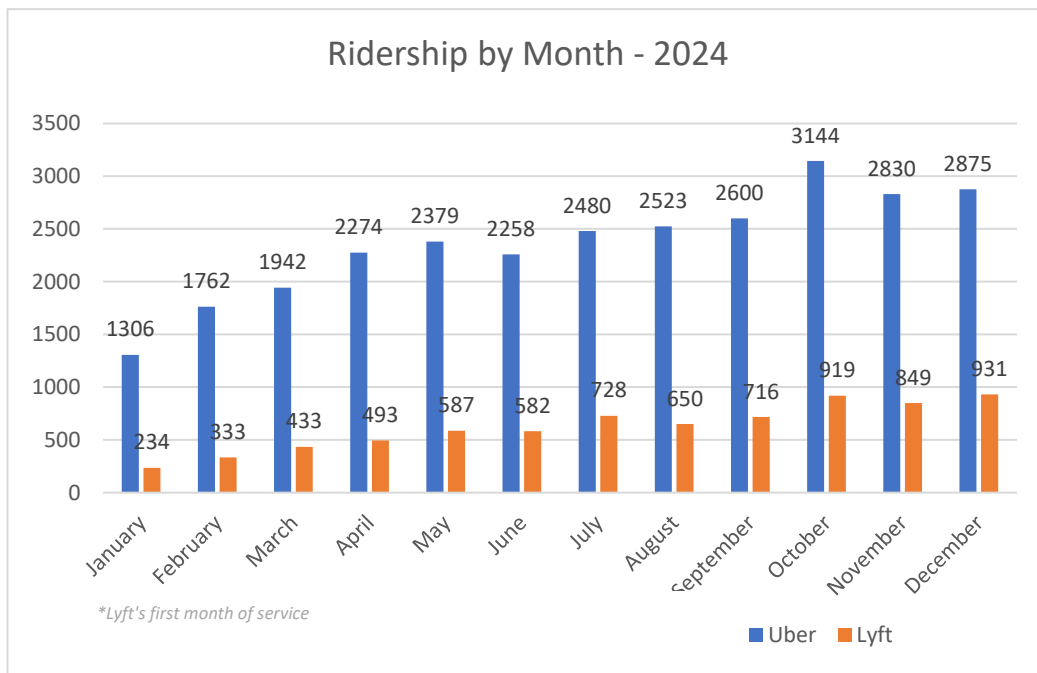


LYFT STATISTICS

- 931 Trips provided
- Avg Trip Cost: **\$11.76**
- 130 Unique Riders
- Total Cost: **\$10,946.21**

UBER STATISTICS

- 2875 Trips provided
- Avg Trip Cost: **\$10.74**
- 332 Unique Riders
- Total Cost: **\$30,861.19**



Ongoing Tasks:

Coordination with TNC provider

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

MEMORANDUM

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 the application process to provide a 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 tracks ridership and expenditures monthly.
- Ridership has risen consistently.

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:

- 100 Military Magnet Academy- Shelters and pads have been installed and inspected. Ribbon Cutting ceremony held.
- Cooper Crest Apartments- CARTA initiating infrastructure.
- 21 Greenridge Rd - CARTA initiating infrastructure. Pending approved design and installation.
- 512 Johnnie Dodds Blvd- Plans in progress, awaiting developer meeting to discuss potential shelter location change per Transit suggestion.
- Bench Installations along West Ashley and N. Charleston corridors have been suggested. Pending Installation of DuMor benches.
- Courier Square II - Currently reviewing site plans and determining the need.
- Stop ID 326 @ Dorchester Rd./ Montague Ave -
- 3640 Dorchester Rd. - Easement Agreement pending developer signature.
- 133 Azalea Dr / Meridian Rd-. Awaiting shelter installation.
- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress.
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress.
- 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.
- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Spring 2024 with completion in January 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.

MEMORANDUM

- 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 December.
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in December.
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in December.
- 549 Waterfront Park- CARTA initiated infrastructure.
- Homes of Hope Affordable Housing- HWY 61.
- Letters of Coordination provided for the following projects:
 - 9 Linguard Street
 - 860 Morrison Drive
 - 1023 Clements Ferry Road
 - 1050 Forrest Acres Circle
 - 2828 River Road
 - 3555 Bohicket Road
 - 8030 Commerce Center Road
 - 8883 Old University Boulevard
 - Koester Road
 - SensusOne Clements Ferry Road

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. In phase 1, 125 were installed. 50 new lights were purchased in Phase 2, and 30 of those lights have been installed.

Digital Signage

The first phase of this project has been completed. Continue to monitor digital signs.

Two locations have been selected for new digital signs. DRC has instructed us to work directly with the City of Charleston Traffic and Transportation department for the exact locations and sign placement.

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

6. Shipwatch Square/Transit Hub

- NEPA: The updated class of action request was submitted to FTA in December, and we are waiting for a response.

MEMORANDUM

- A&E Design: Final concept designs were submitted for review/comment. Project team is addressing comments.
- Public Involvement Task: Project received one comment during public comment period. Public involvement summary document was finalized.
- Workforce Development Task: Developed draft IGA with Trident Tech to advance workforce development task upon NEPA approval.

7. Transit Oriented Development Study

- A virtual online meeting is in development to begin in January 2025.
- Phase 3 scope is in development, to be procured early 2025.

8. Lowcountry Rapid Transit

A&E Design: 90% Design continues to be progressed and will be submitted in February 2025.

Key Stakeholder Coordination: Project team members continue to meet with stakeholders, community members and property owners. A stakeholder committee meeting was held in December. Neighborhood, business, organizations, and stakeholder briefings to be held 1st quarter of 2025.

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. Project is updating project management plans for next project rating submittal to FTA in July 2025. An onboard survey was completed in November/December to support updated ridership forecast as part of the ratings submittal. Next onsite visit from FTA/PMOC will be on February 5, 2025.

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 was approved by FTA in October 2024. No change in NEPA determination. Additional NEPA review may be required as design advances.

Maintenance Facility: 30% Design is complete. Active procurement for final design is underway. A Value Engineering Workshop was completed in November 2024 on the 30% design. Those recommendations are under review for acceptance.

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.

MEMORANDUM

Public Involvement: Stakeholder and neighborhood meetings are ongoing. A public meeting and virtual public meeting were held in December. The project visualizations and website were updated for those meetings.

ROW Acquisition: ROW acquisition for the corridor, led by SCDOT, is underway.

Utility Coordination: Utility Coordination task is underway. An all-utility coordination meeting was held, and one on one meetings are underway. Monthly utility coordination meeting with all impacted utilities to start in January.

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 was completed, and additional meetings related to TSP, AVL and Fare Vending are underway. Route redesign and CARTA infrastructure modifications to be developed in the coming year.

9. Dorchester TSP

The TSP Team has been working on the following tasks:

- Bi-Monthly Meetings
- Finalized transit gap analysis, staffing analysis, IGA, and signal gap analysis for review.
- Developed Vissim model for scenarios.
- Upcoming coordination meeting with staff and partners to discuss IGA and next steps.

10. Mt. Pleasant Street Park and Ride

We are working with Dominion Energy on a relocation concept to resolve SCDOT/City of Charleston comments along King Street.

11. Fairgrounds Park and Ride

The ECFC & CARTA lawsuit is on-going and we are currently awaiting a ruling from Judge Dukes.

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

The property has been purchased. The adjacent property owner has agreed to sell CARTA the easement for \$135,000 upon final approval of the agreement. 30% Design is complete, scoping for Final design is underway.

13. Mobile Ticketing Sales & Use

During the month of November 2024, mobile ticket sales totaled \$32,244.48. This a 47.5% increase in sales revenue over November 2023 and a 1.9% decrease from October 2024. Mobile ticket sales comprised 21.0% of total farebox revenue for the month and totals 20.2% of the revenue fiscal year

MEMORANDUM

to date. Mobile ticketing revenue comprised 15.3% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 45.0% greater than mobile ticket sales last year fiscal year to date. There were 1,804 unique users over the month, conducting 26,353 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 well received by customers and bus operators, both noting the ease of use, faster processing, and better reliability. The next endeavor will be to implement a pass program with our institutional partners using the expanded functionality of the validator.

During the month of December 2024, mobile ticket sales totaled \$29,905.34. This a 41.7% increase in sales revenue over December 2023 and a 10.0% decrease from November 2024. Mobile ticket sales comprised 20.7% of total farebox revenue for the month and totals 20.4% of the revenue fiscal year to date. Mobile ticketing revenue comprised 14.2% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 44.0% greater than mobile ticket sales last year fiscal year to date. There were 1,661 unique users over the month, conducting 23,529 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 validators continues to performance well with both, customers and bus operators, noting the ease of use, faster processing, and better reliability. The next endeavor will be to implement a pass program with our institutional partners using the expanded functionality of the validator.



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: January 7, 2025
To: CARTA Board of Directors
From: Ron Mitchum, Executive Director
Subject: 2025 Calendar of Events – Request for Approval

The below list represents events and days we would like to participate in during this year. We are seeking approval to provide free ride days as shown below and to participate in the events listed.

Days:

Driver Appreciation Day – March - Promotions

Earth Day – April 22nd – Free Day

Mobility Month – May - Promotions

Dump the Pump – June 17th – Free Day

Ride to the Polls – November 5th – Free Day

Veterans' Ride Free Day – November 11th – Free Day

Christmas Free Rides – December 19th & December 25th – Free Day

Seniors Ride Free Days (4)

- Feb 17th (Monday - Presidents Day) - February is Senior Independence Month
- May 28th (Wednesday – National Senior Health and Fitness Day (Older Americans Month)
- Aug 21st (Wednesday – National Senior Citizen Day)
- Dec 19th (Friday – Holiday gift)

Events:

Stingrays – March

Black Expo - March

MUSC Senior Fair - April

Earth Day – April

College of Charleston Sustainability Fair - April

North Charleston Business Expo - May

Riverdogs – August/September

Trunk or Treat Events – October

Bus Roadeo - October

Turkey Giveaway - November

Christmas Parades – December

Bike Giveaway - December

Date: January 8th, 2025
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: December 2024 Ridership Report Summary Statistics

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

- Ridership for the month was 152,257 which is a 11.4% decrease from December of last year and a 11.7% decrease from the month of November.
 - Fare Riders 65.34% of total
 - Pass Riders 28.10% of total
 - Transfers 6.56% of total
- The passengers per hour averaged 9.3 which is a 10.6% decrease from December of last year and a 7.9% decrease from the month of November.
 - The average cash payment per passenger was \$0.49, a 4% decrease from last year.
- Revenue for the month totaled \$251, 035.66, a 6.8% decrease from last year.
 - Farebox Revenue 64.9% of total
 - Pass/Presale Revenue 35.1% of total
- The system wide cost per passenger was \$8.31.
- Routes that did not meet performance standards include Rt. 41 - Coleman Blvd. and Rt. 104-Montague Ave.
- Farebox recovery for the system was 16.5%.
- Tel-A-Ride ridership for the month was 4,068.

- The cost per Tel-A-Ride trip was \$51.09.

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

CARTA Monthly Performance December 2024

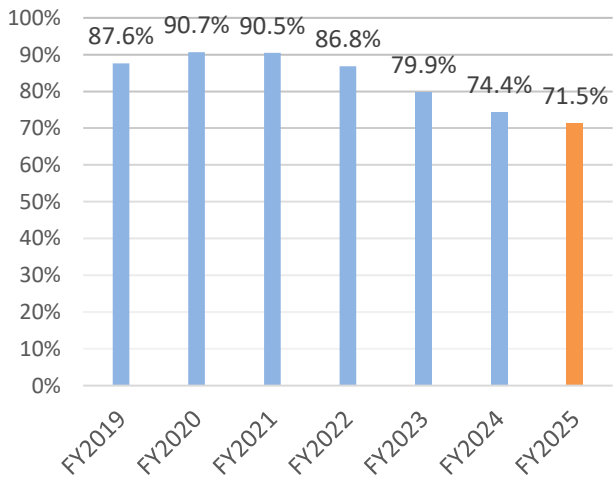
Fixed Route Performance:

- Passengers per Hour: 9.3
- On Time Performance: 70.9%
- Complaints per 100,000 Passengers: 2.0
- Compliments per 100,000 Passengers: 0.0
- Miles between Road Calls: 25,847
- Revenue Vehicle Accidents per 100,000 Miles: 14.6
- Preventable Accidents per 100,00 Miles: 6.0

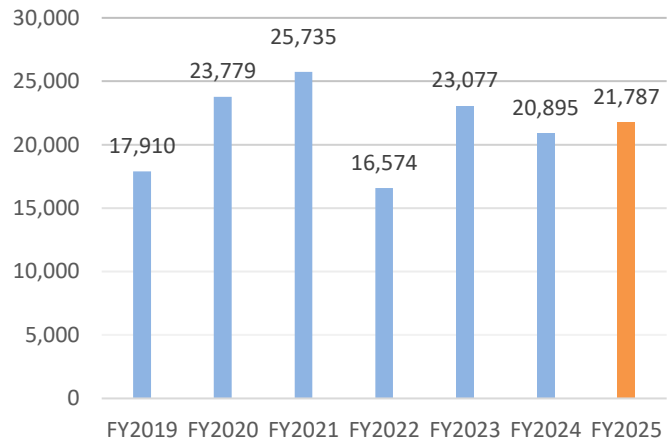
Fixed Route Annual Trends FY 2019 – FY2025

(Notes: 1 - FY2025 is partial year data)

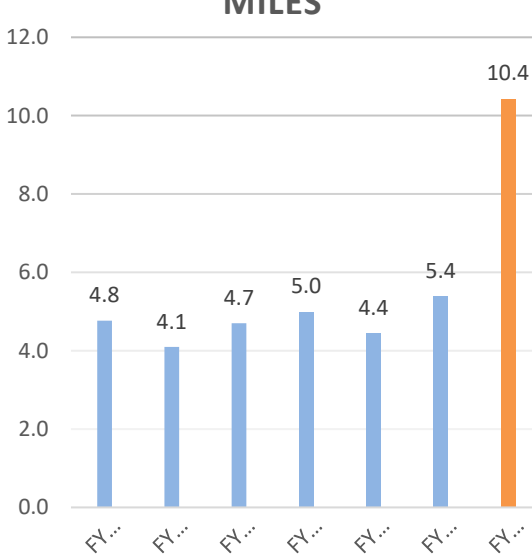
ON TIME PERFORMANCE



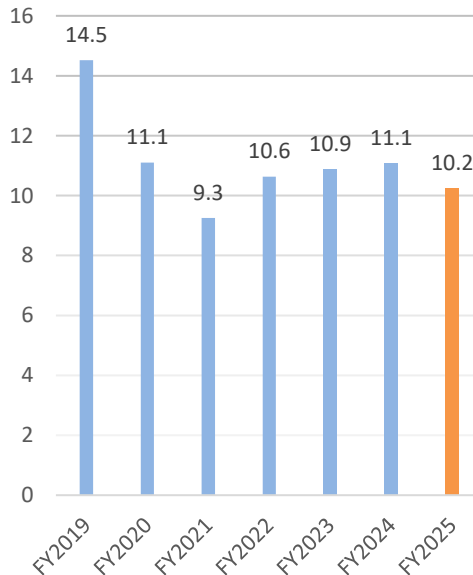
TOTAL MILES B/W ROAD CALLS



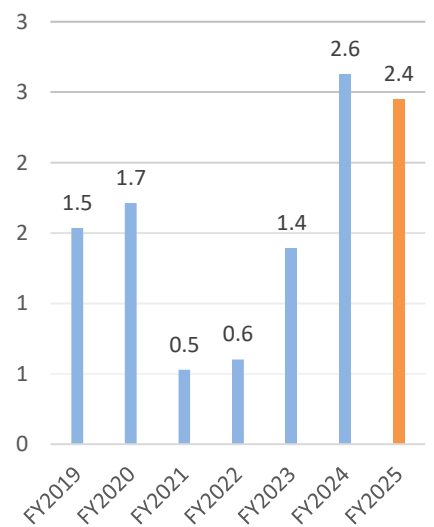
ACCIDENTS PER 100,000 MILES



PASSENGERS PER HOUR



COMPLAINTS PER 100,000 PSGRS



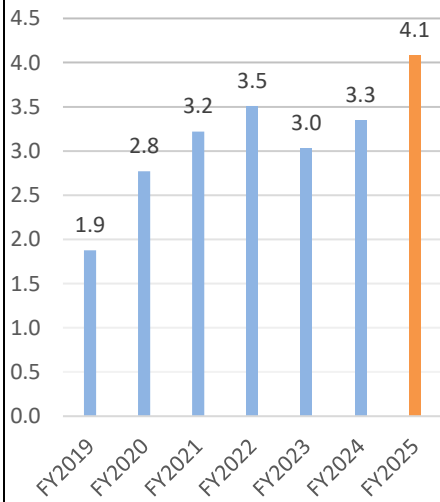
Paratransit Performance:

- Total Passengers: 4,068; Passengers per Hour: 1.4
- No Shows: 174
- 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: 6.5
- Preventable Accidents per 100,000 Miles: 6.5

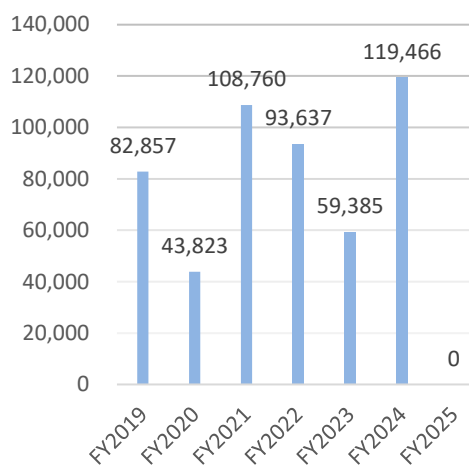
Paratransit Annual Trends - FY2019 – FY2025

(Notes: 1 - FY2025 is partial year data; 2- Effective January 2021, cancelled at door is rolled into No Shows)

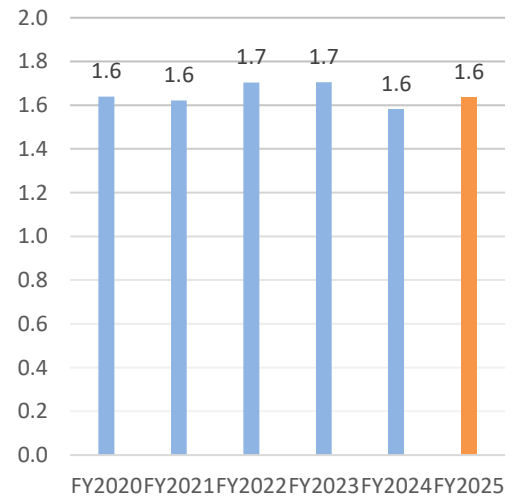
ACCIDENTS PER 100,000 MILES



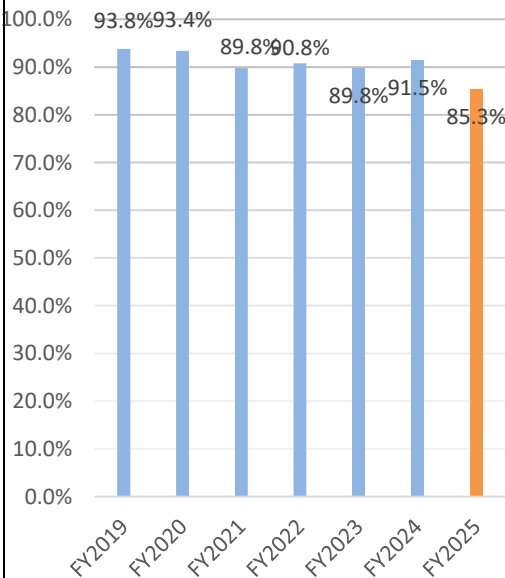
MILES B/W ROAD CALLS



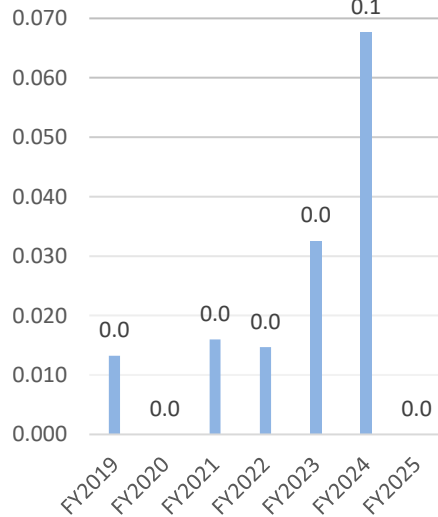
PASSENGERS PER HOUR



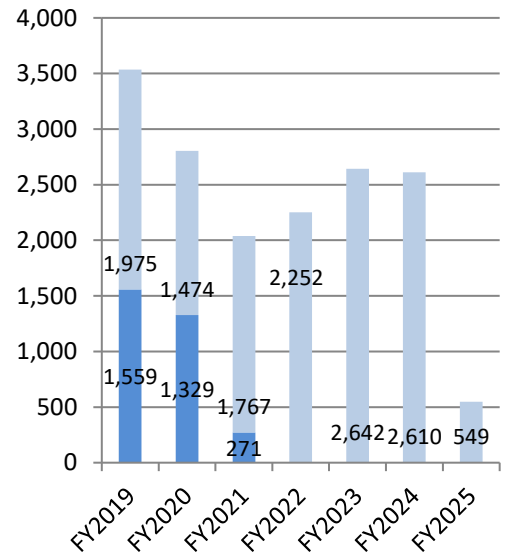
ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



■ Cancelled at door
■ No Show



Revenue/Cost/Ridership for the Month of December 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	\$235.38	\$ 11,286.69	\$ 11,561.95	\$11,522.07	\$ 53,008.03	572.76	21.7%	\$ 9.97	5.19%	-5.00%	7	7	3%	15	4,286	4,161	(125)	-3%	2.73%
2 Mt. Pleasant-West Ashley Express	\$ 369.79	\$ 6,739.52	\$ 7,320.30	\$ 7,109.31	\$ 51,966.86	561.51	13.7%	\$ 14.23	-2.87%	-5.00%	6	6	-4%	15	3,480	3,151	(329)	-9%	2.07%
3 Dorchester Rd-Summerville Express	\$357.88	\$ 5,138.77	\$ 5,761.27	\$5,496.65	\$ 36,285.46	392.07	15.1%	\$ 10.91	-1.40%	-5.00%	7	7	3%	15	2,904	2,821	(83)	-3%	1.85%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 28,701.64	\$ 13,141.72	\$ 46,749.44	\$ 41,843.36	\$ 238,722.07	2,579.43	17.5%	\$ 5.63	0.98%	-10.00%	14	14	-4%	20	37,052	34,994	(2,057)	-6%	22.98%
11 Dorchester Rd/Airport	\$ 7,658.25	\$ 4,028.83	\$ 14,266.33	\$ 11,687.08	\$ 105,514.45	1,140.10	11.1%	\$ 8.75	-5.47%	-10.00%	10	9	-7%	20	11,846	10,728	(1,118)	-9%	7.05%
12 Upper Dorch/Ashley Phosphate Rd	\$ 9,618.76	\$ 4,299.87	\$ 16,584.09	\$ 13,918.63	\$ 115,915.97	1,252.49	12.0%	\$ 8.91	-4.54%	-10.00%	10	9	-13%	20	13,234	11,450	(1,785)	-13%	7.52%
13 Remount Road	\$ 3,420.22	\$ 1,924.76	\$ 5,961.57	\$ 5,344.98	\$ 71,423.32	771.74	7.5%	\$ 12.89	-9.06%	-10.00%	7	7	-2%	20	5,378	5,125	(253)	-5%	3.37%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00	\$ 58,290.70	629.84	10.3%	\$ 4.66	-6.25%	-10.00%	17	18	4%	20	11,036	11,215	179	2%	7.37%
30 Savannah Highway	\$ 3,432.27	\$ 1,665.36	\$ 4,706.69	\$ 5,097.63	\$ 57,937.16	626.02	8.8%	\$ 11.92	-7.75%	-10.00%	6	7	11%	20	4,121	4,435	314	8%	2.91%
31 Folly Road	\$ 2,524.91	\$ 1,333.04	\$ 4,496.90	\$ 3,857.95	\$ 74,149.79	801.20	5.2%	\$ 19.80	-11.34%	-15.00%	5	4	-9%	10	4,001	3,550	(452)	-11%	2.33%
32 North Bridge	\$ 4,857.52	\$ 2,908.56	\$ 7,615.73	\$ 7,766.08	\$ 76,959.56	831.56	10.1%	\$ 8.93	-6.46%	-10.00%	9	9	7%	20	7,332	7,745	413	6%	5.09%
33 St. Andrews/Ashley River Rd	\$ 4,968.71	\$ 2,764.58	\$ 8,794.09	\$ 7,733.29	\$ 63,419.73	685.26	12.2%	\$ 7.56	-4.35%	-10.00%	12	11	-12%	20	8,386	7,362	(1,024)	-12%	4.83%
40 Mt. Pleasant	\$ 2,818.58	\$ 1,321.39	\$ 4,157.63	\$ 4,139.97	\$ 59,578.04	643.75	6.9%	\$ 15.76	-9.60%	-10.00%	5	5	5%	20	3,449	3,519	70	2%	2.31%
41 Coleman Boulevard	\$ 907.06	\$ 400.74	\$ 1,149.92	\$ 1,307.80	\$ 31,509.03	340.46	4.2%	\$ 28.30	-12.40%	-10.00%	3	3	20%	20	941	1,067	126	13%	0.70%
42 Wando Circulator	\$ 859.43	\$ 316.91	\$ 1,014.38	\$ 1,176.34	\$ 33,058.29	357.20	3.6%	\$ 37.78	-12.99%	-15.00%	2	2	7%	10	799	844	45	6%	0.55%
102 North Neck/ Rutledge Ave	\$ 792.82	\$ 675.92	\$ 1,566.85	\$ 1,468.74	\$ 41,061.88	443.68	3.6%	\$ 22.00	-12.97%	-15.00%	4	4	2%	10	1,858	1,800	(58)	-3%	1.18%
103 Leeds Avenue	\$ 458.83	\$ 375.18	\$ 929.63	\$ 834.01	\$ 14,322.79	154.76	5.8%	\$ 13.50	-10.72%	-15.00%	6	6	13%	10	882	999	117	13%	0.66%
104 Montague Avenue	\$ 1,118.23	\$ 684.57	\$ 2,444.88	\$ 1,802.80	\$ 62,038.91	670.34	2.9%	\$ 33.04	-13.64%	-10.00%	3	3	-16%	10	2,243	1,823	(420)	-19%	1.20%
203 Medical Shuttle	\$ 0.01	\$ 41,276.34	\$ 37,734.34	\$ 41,276.35	\$ 41,329.35	446.57	99.9%	\$ 0.01	83.32%	-10.00%	22	15	-31%	10	9,700	6,680	(3,020)	-31%	4.39%
210 Aquarium/ CofC DASH	\$ -	\$ 33,991.44	\$ 42,791.44	\$ 33,991.44	\$ 48,599.95	525.13	69.9%	\$ 3.80	53.39%	-15.00%	12	7	-38%	10	6,146	3,840	(2,306)	-38%	2.52%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 111,750.36	1,207.48	23.1%	\$ 5.67	6.53%	-15.00%	20	13	-39%	10	21,166	15,165	(6,001)	-28%	9.96%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 38,785.19	419.08	25.2%	\$ 3.67	8.70%	-15.00%	22	19	-15%	10	9,364	7,904	(1,460)	-16%	5.19%
301 Glenn McConnell Circulator	\$ 1,372.31	\$ 705.99	\$ 2,136.27	\$ 2,078.30	\$ 31,403.53	339.32	6.6%	\$ 15.60	-9.93%	-15.00%	6	6	-11%	10	2,202	1,880	(322)	-15%	1.23%
TOTAL	\$74,472.60	\$ 176,563.06	\$ 269,326.61	\$251,035.66	\$ 1,517,030.42	16,391.7	16.5%	\$ 8.31			10.4	9.3	-10%		171,807	152,257	(19,550)	-11.4%	100.0%

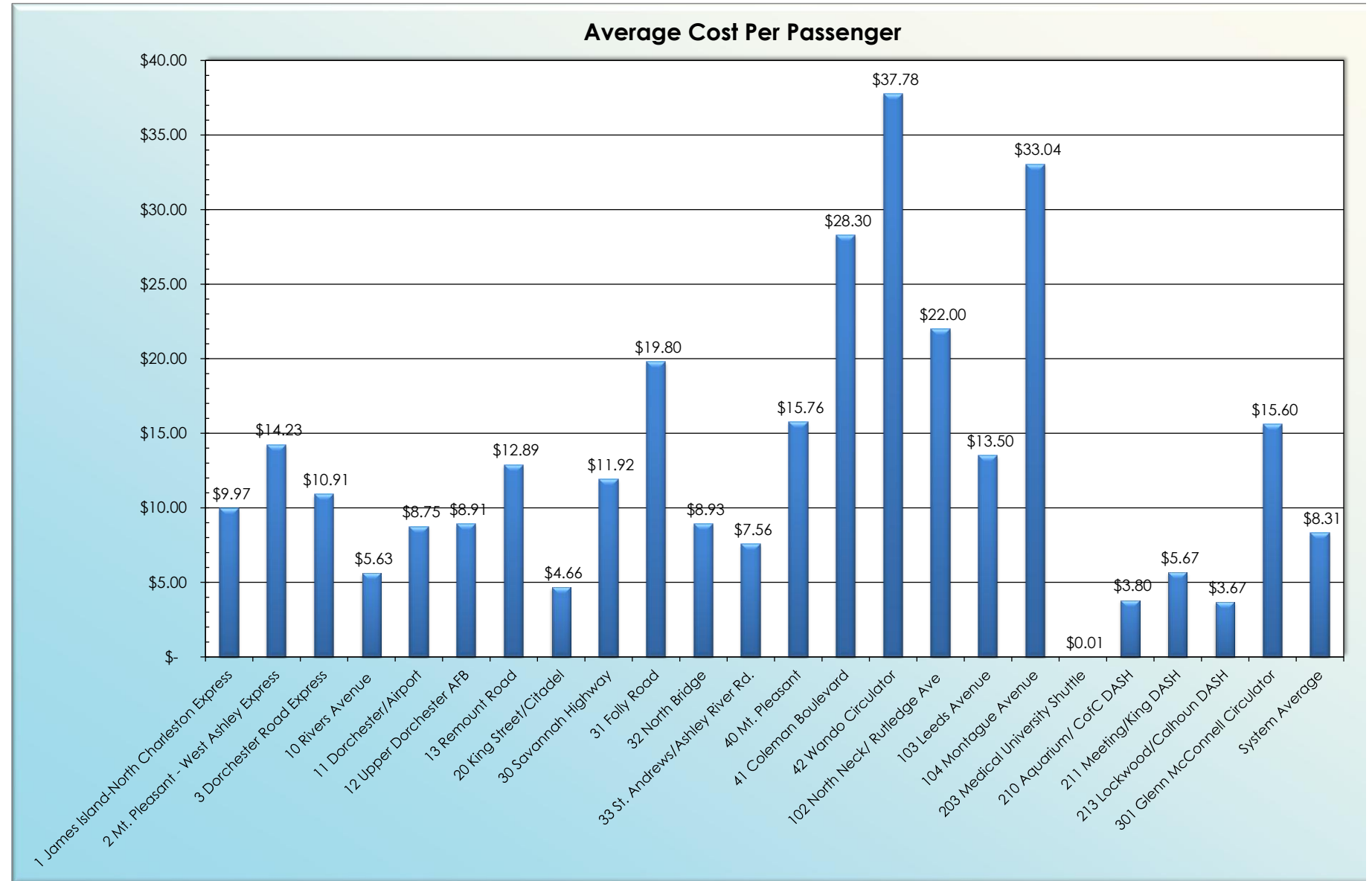
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

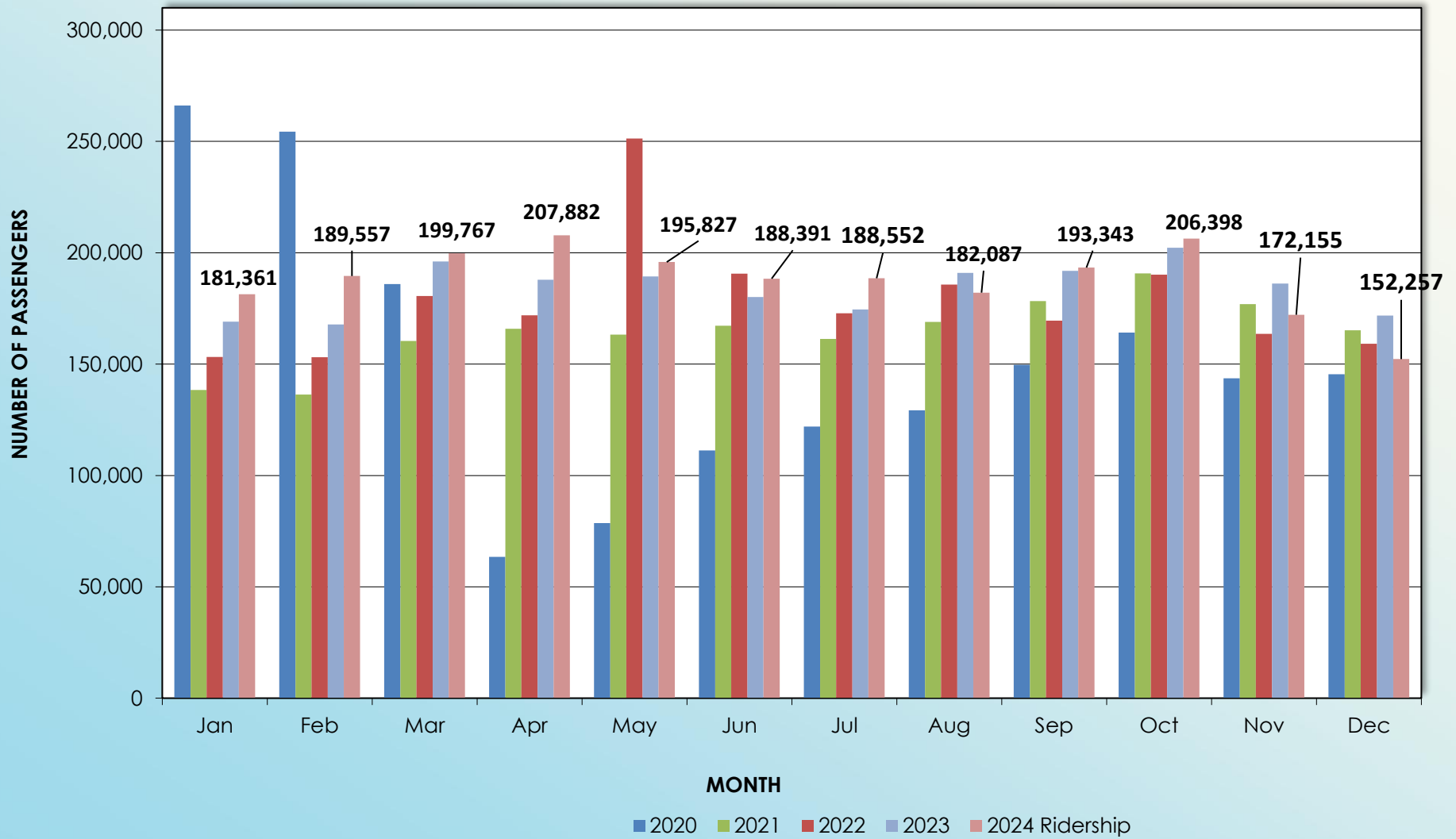
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of December 2024

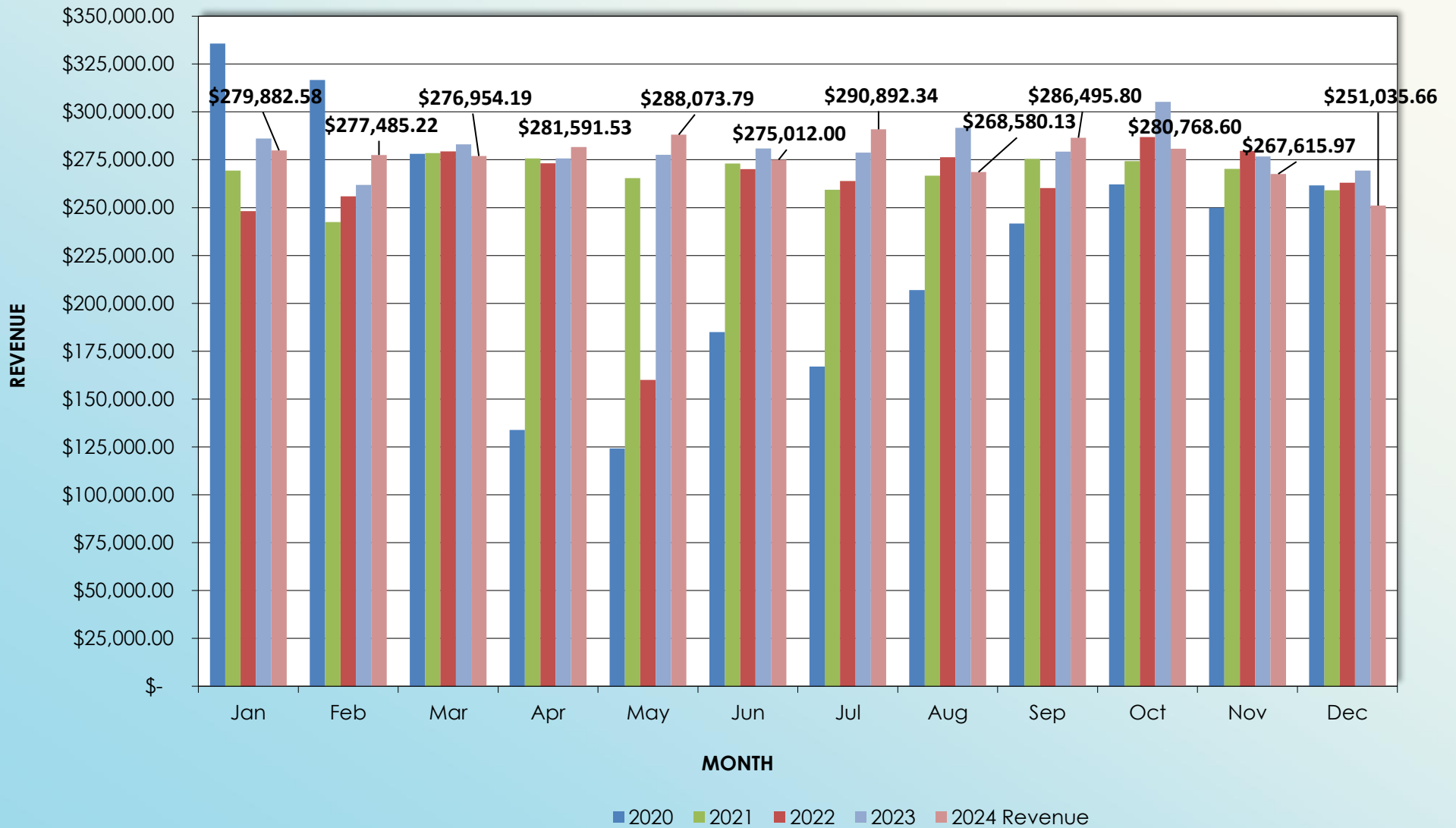
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 9.97
2 Mt. Pleasant - West Ashley Express	\$ 14.23
3 Dorchester Road Express	\$ 10.91
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 5.63
11 Dorchester/Airport	\$ 8.75
12 Upper Dorchester AFB	\$ 8.91
13 Remount Road	\$ 12.89
20 King Street/Citadel	\$ 4.66
30 Savannah Highway	\$ 11.92
31 Folly Road	\$ 19.80
32 North Bridge	\$ 8.93
33 St. Andrews/Ashley River Rd.	\$ 7.56
40 Mt. Pleasant	\$ 15.76
41 Coleman Boulevard	\$ 28.30
42 Wando Circulator	\$ 37.78
102 North Neck/ Rutledge Ave	\$ 22.00
103 Leeds Avenue	\$ 13.50
104 Montague Avenue	\$ 33.04
203 Medical University Shuttle	\$ 0.01
210 Aquarium/ CofC DASH	\$ 3.80
211 Meeting/King DASH	\$ 5.67
213 Lockwood/Calhoun DASH	\$ 3.67
301 Glenn McConnell Circulator	\$ 15.60
System Average	\$ 8.31



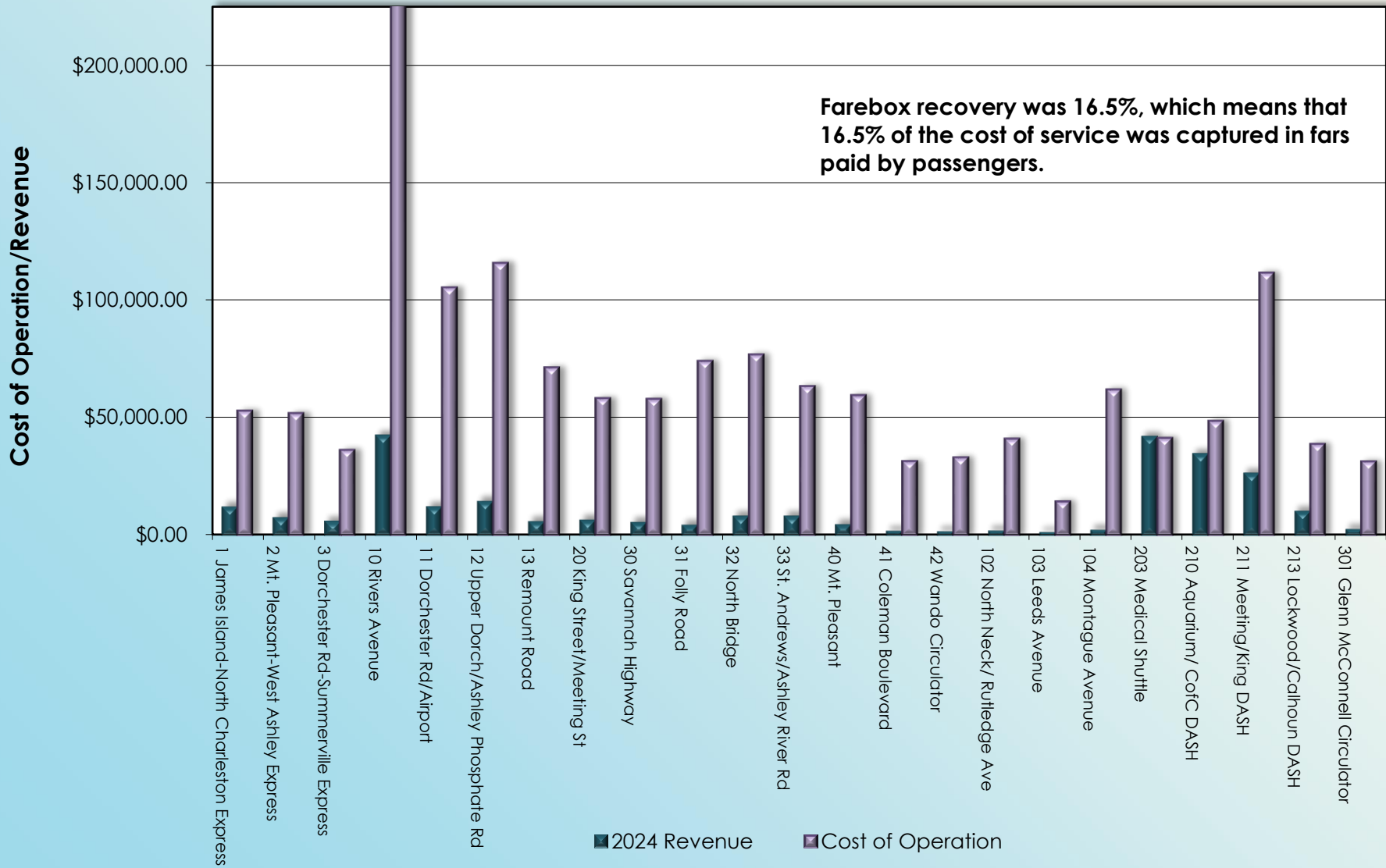
Fixed Route Ridership



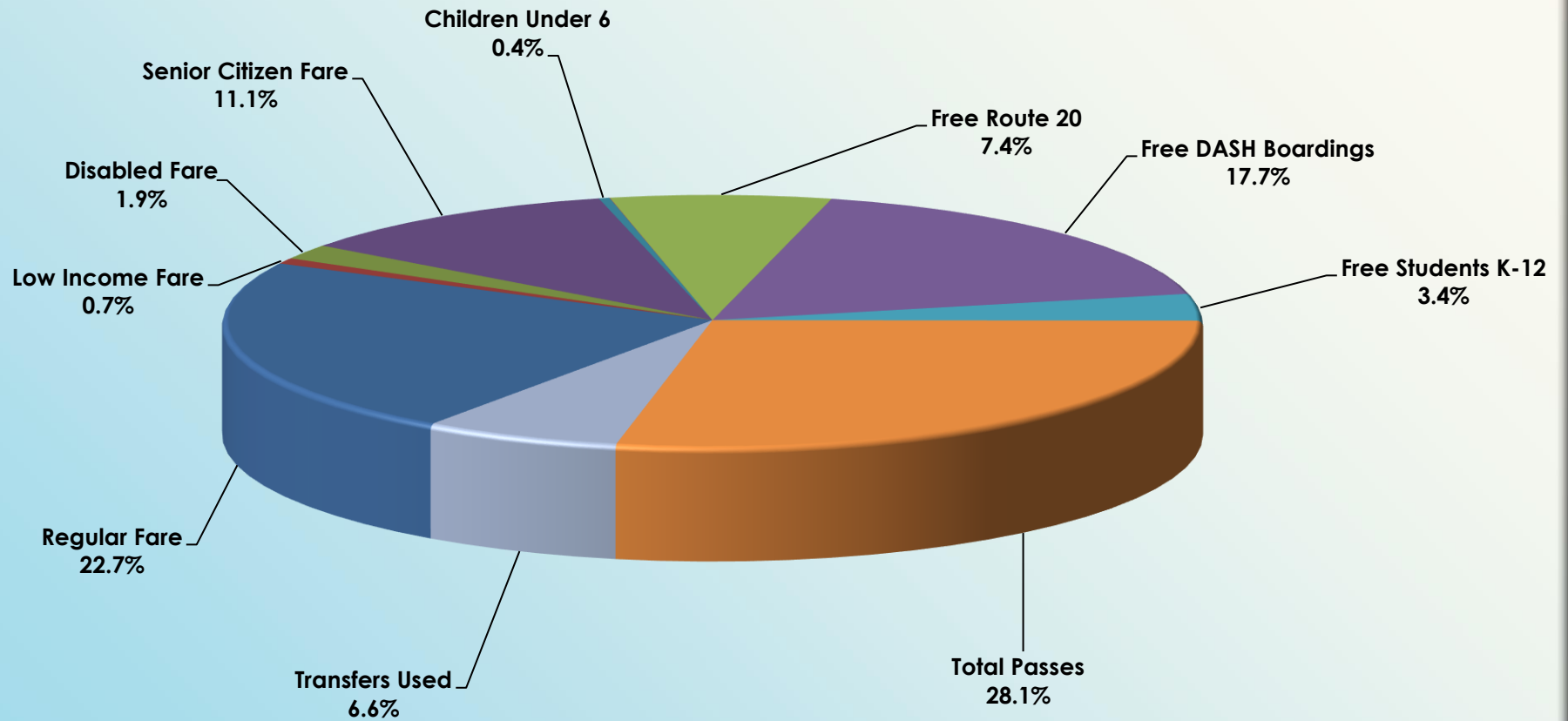
Fixed Route Revenue



Revenue & Cost by Route December 2024

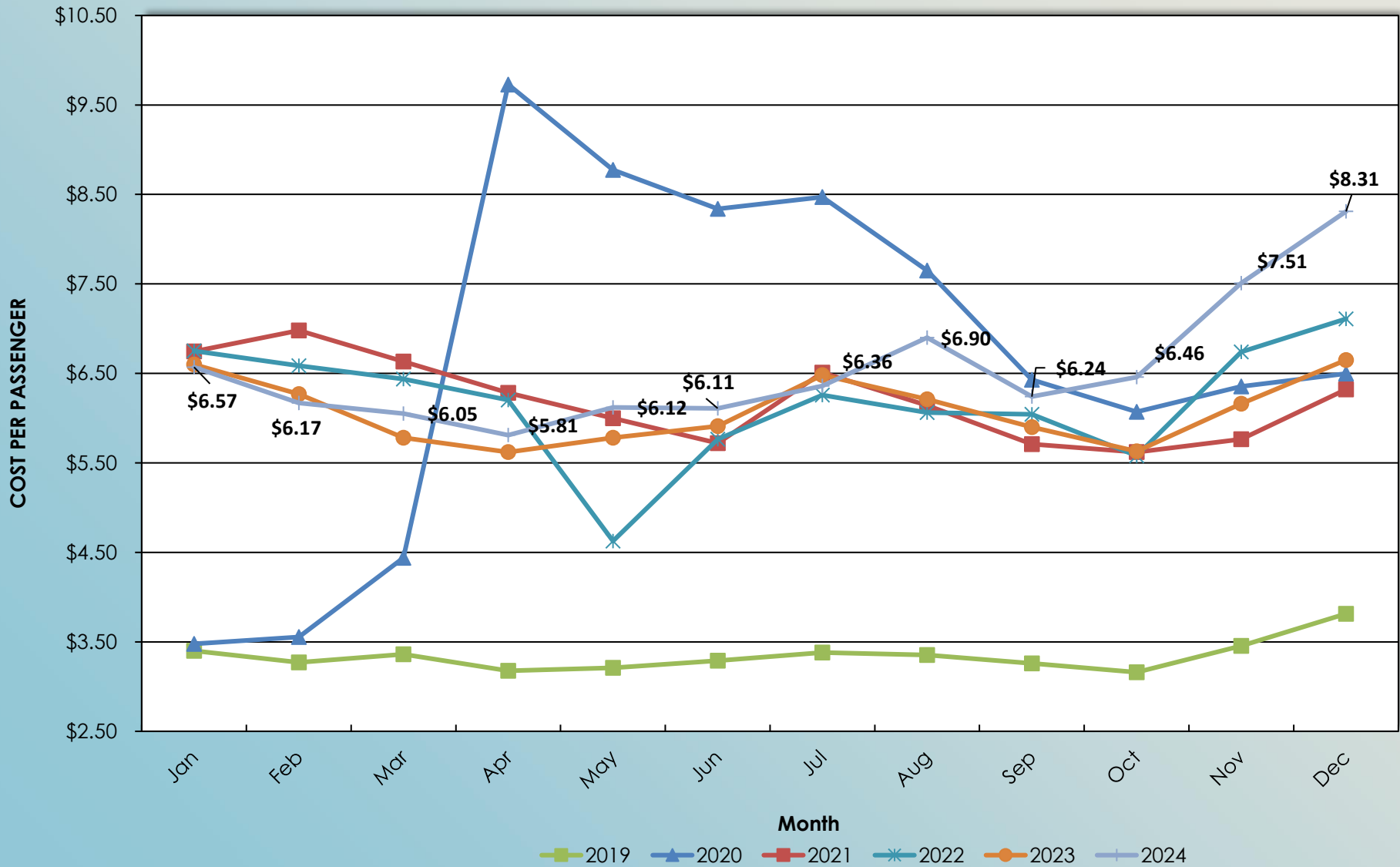


Ridership by Fare Type December 2024

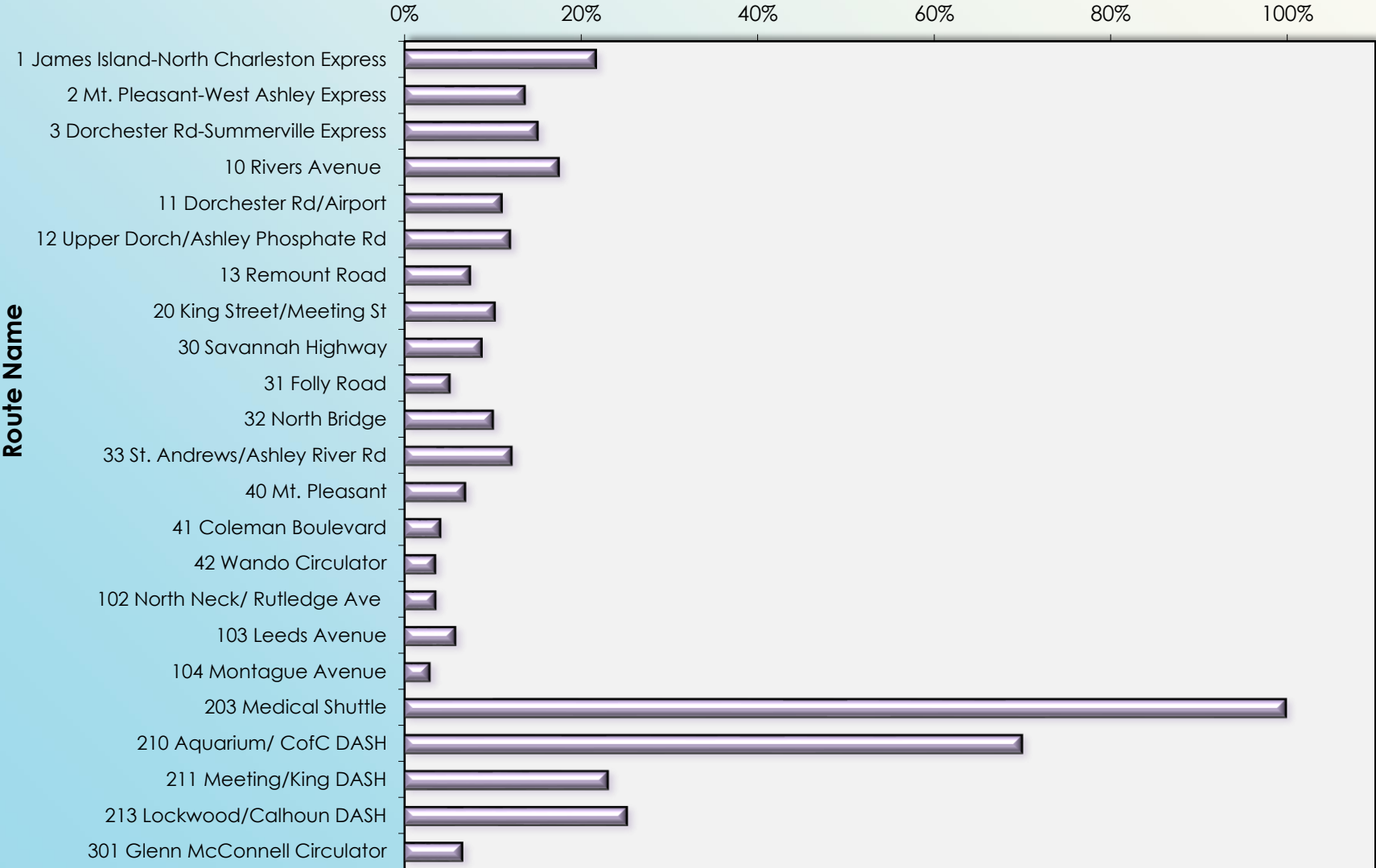


- | | | | | |
|----------------------|-------------------|---------------------|--------------------------|-----------------------|
| ■ Regular Fare | ■ Low Income Fare | ■ Disabled Fare | ■ Senior Citizen Fare | ■ Children Under 6 |
| ■ HOP Shuttle | ■ Beach Shuttle | ■ Free School Guard | ■ Free Route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

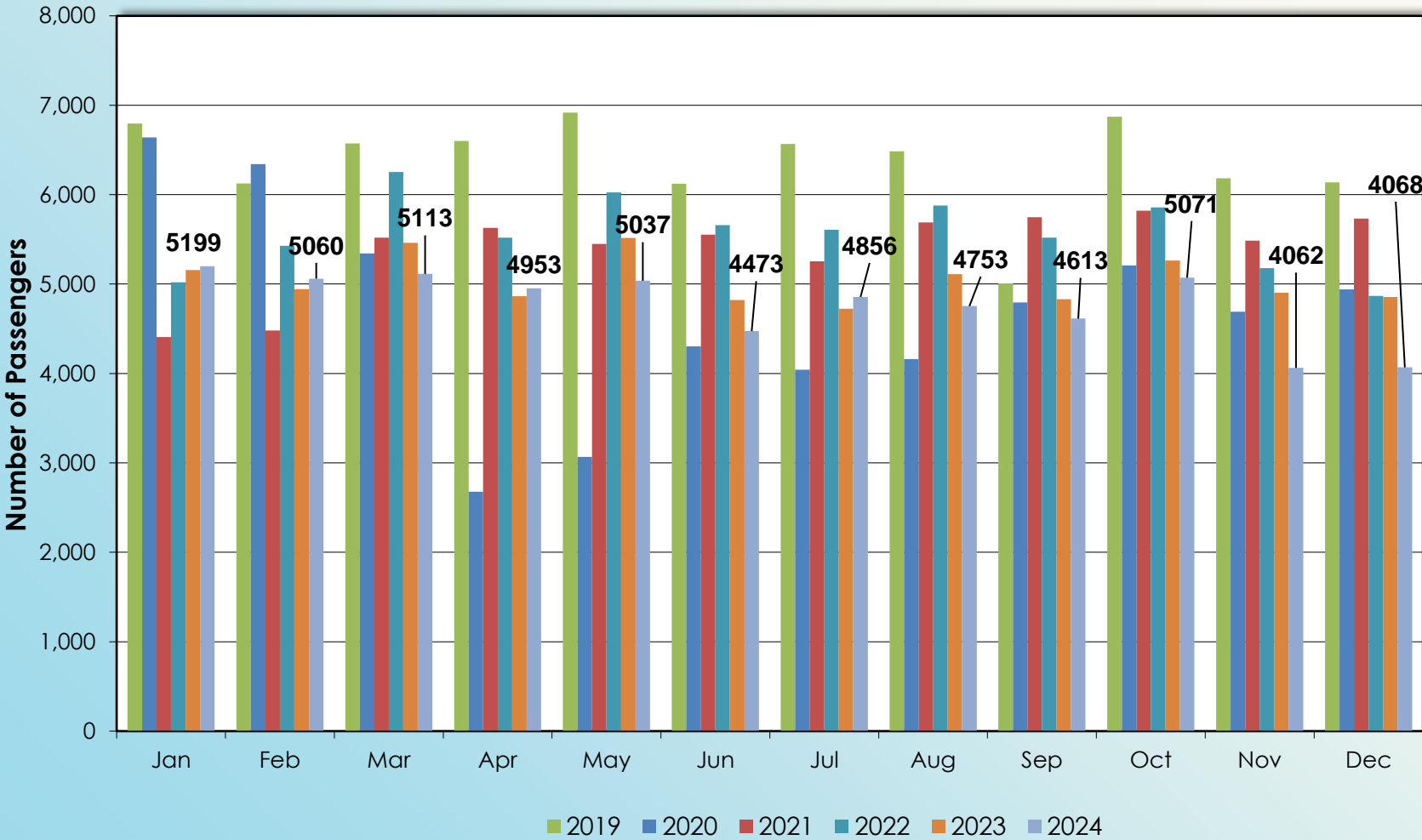
Fixed Route Cost Per Passenger



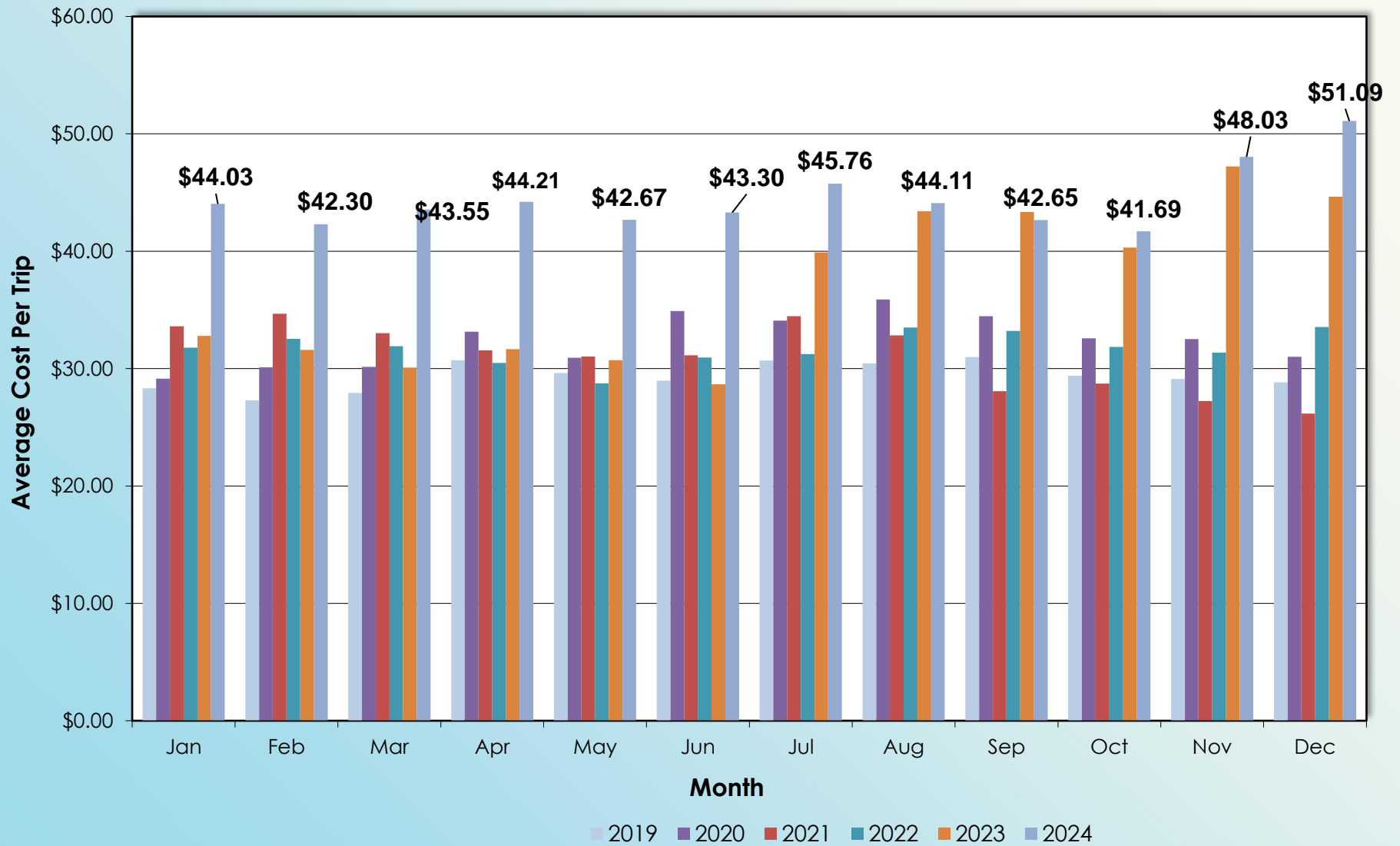
Percent Cost Recovered by Route December 2024



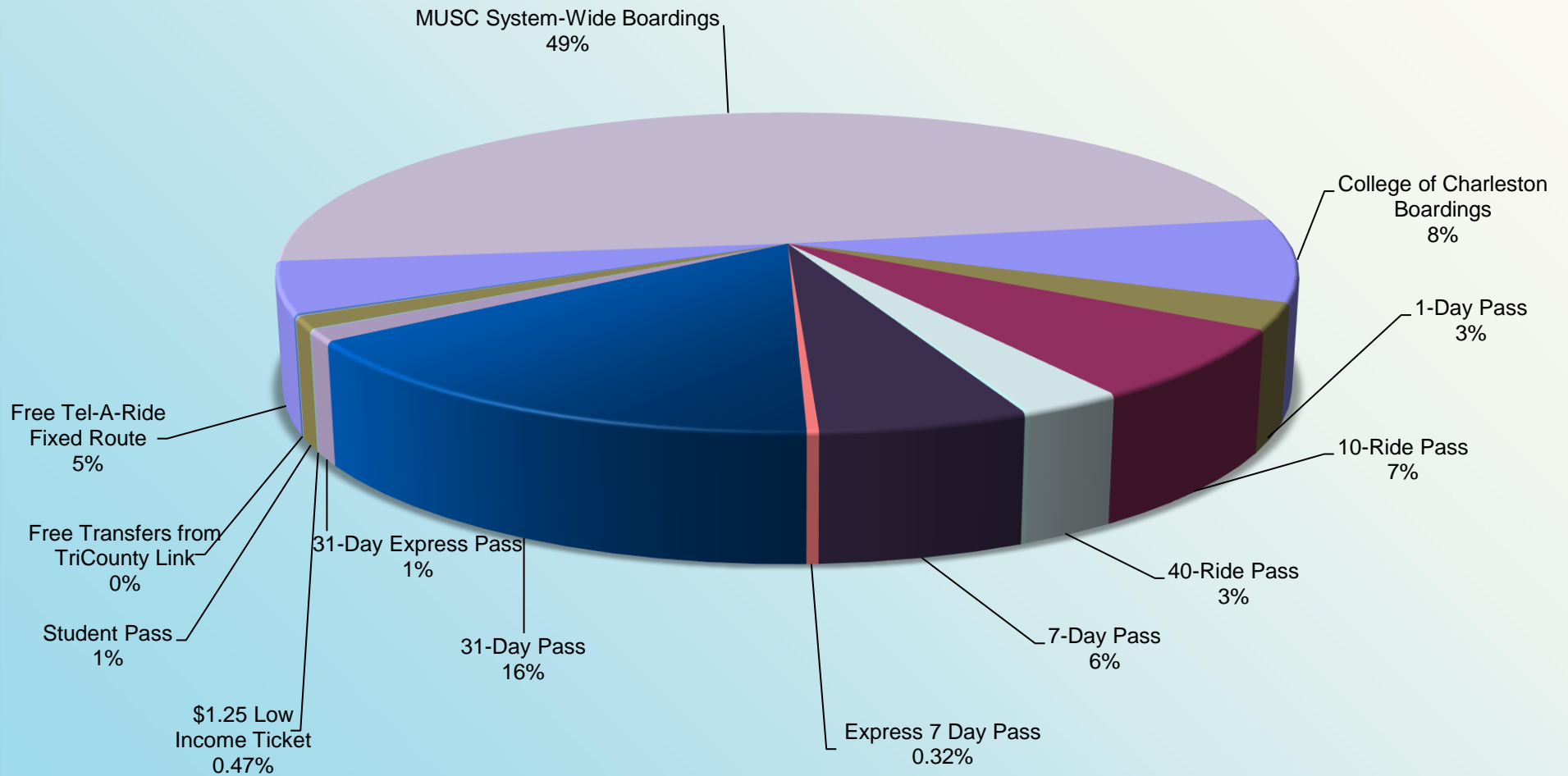
Tel-A-Ride Ridership



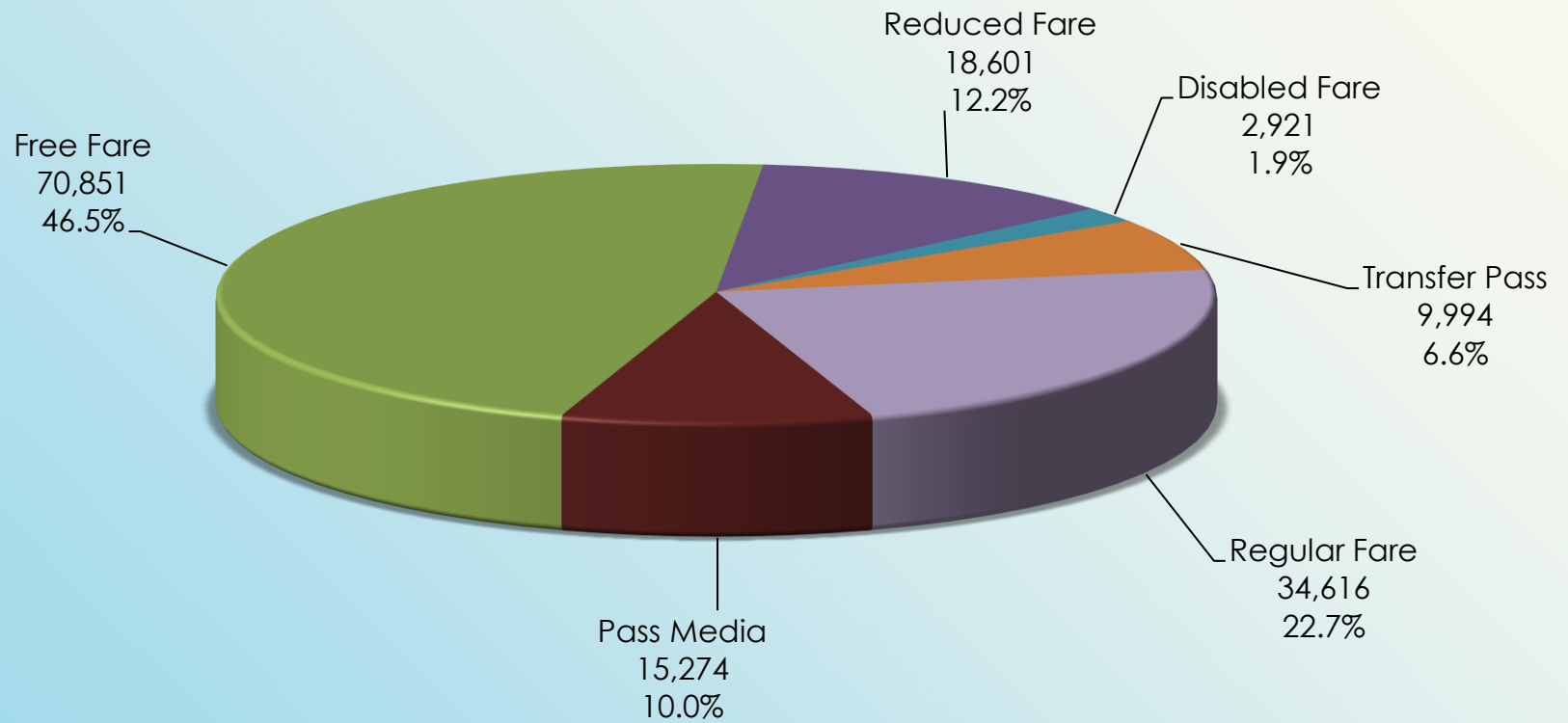
Average Cost Per One-Way Paratransit Trip



Pass Use by Type December 2024



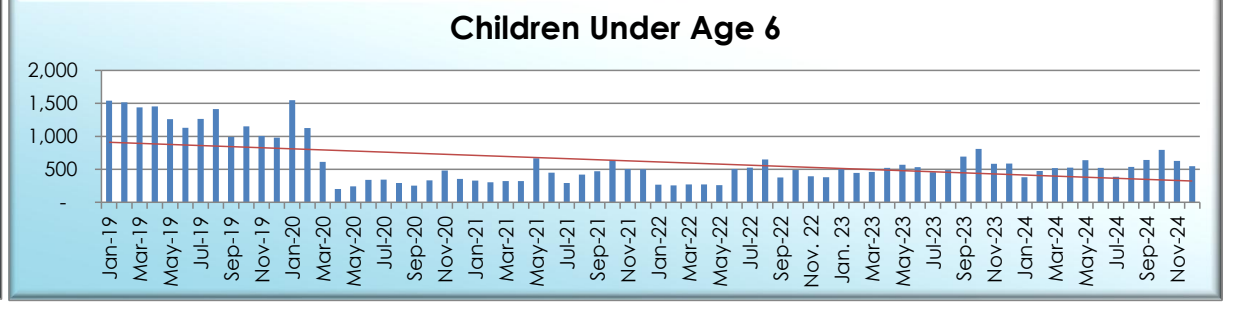
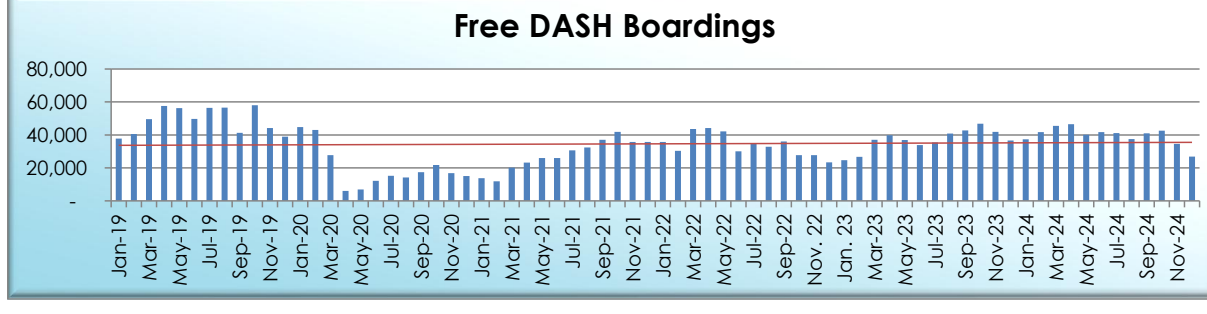
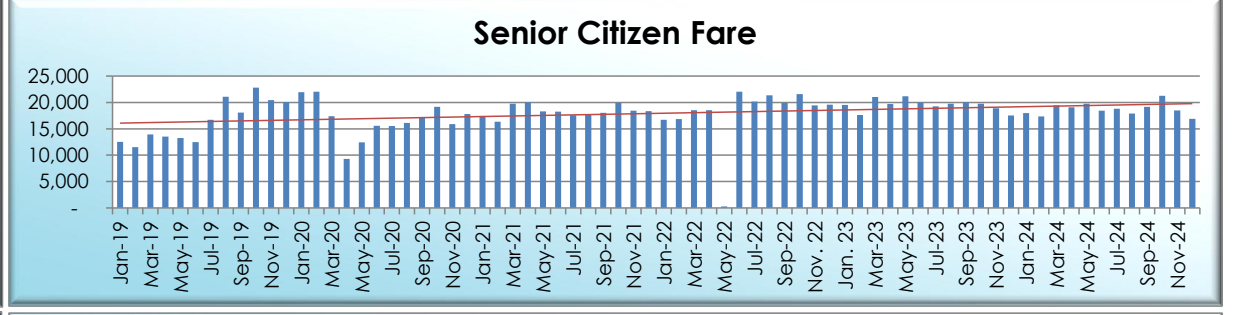
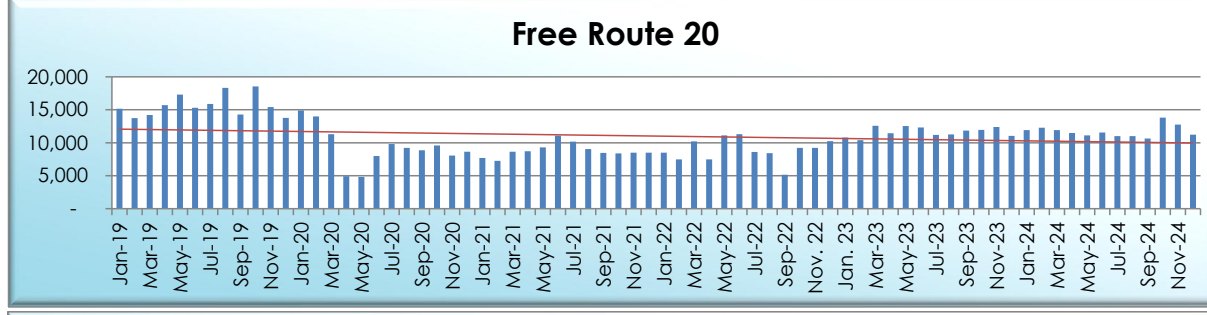
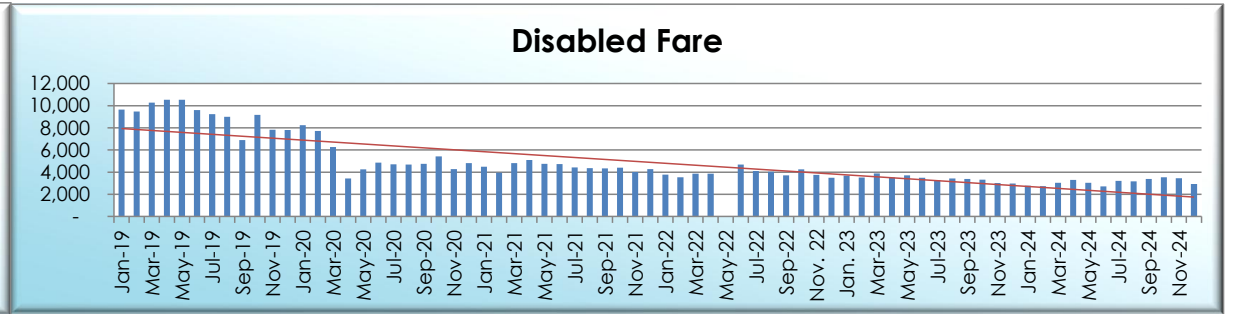
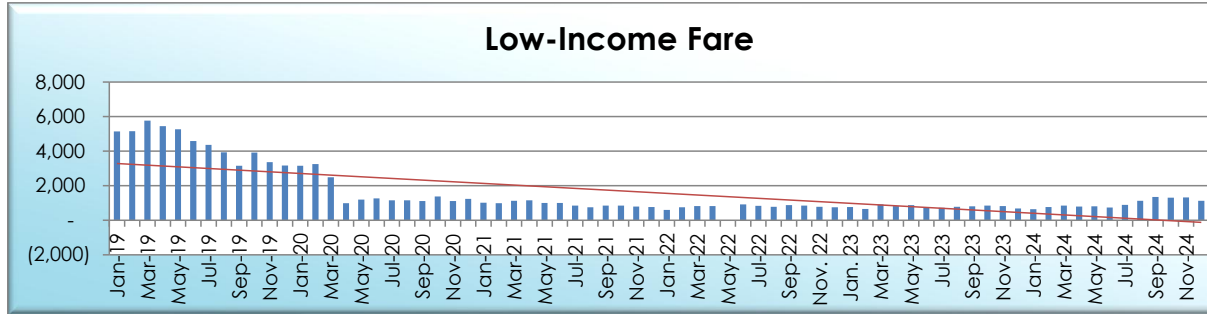
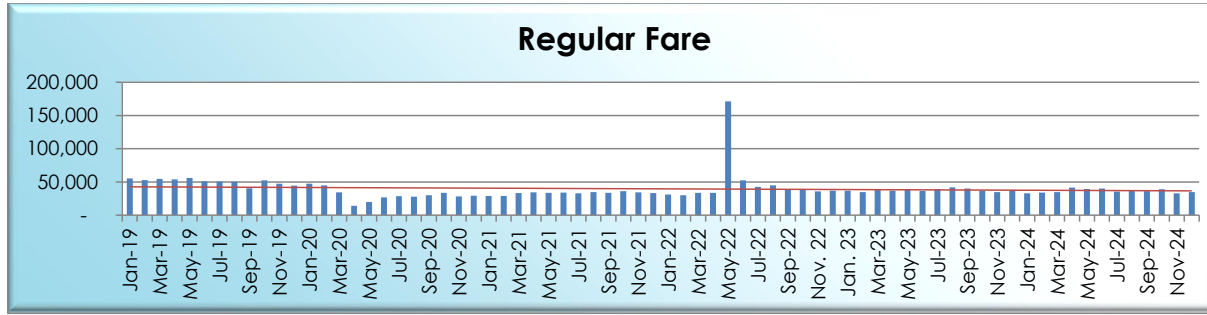
Ridership by Customer Type December 2024



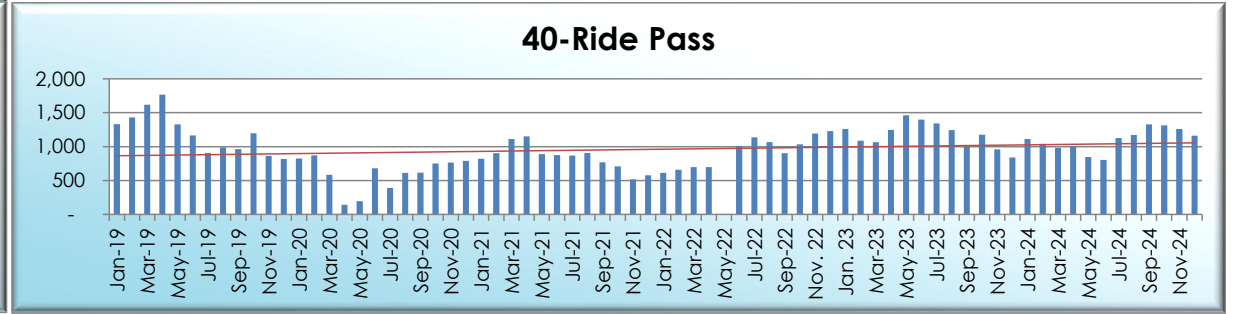
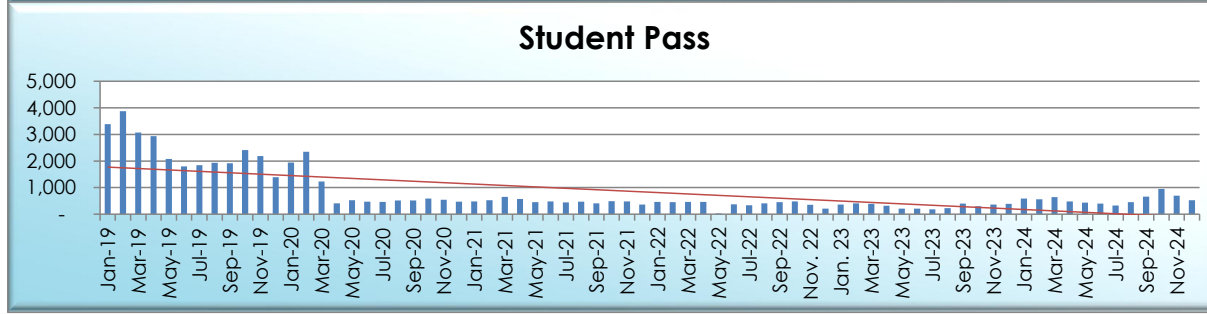
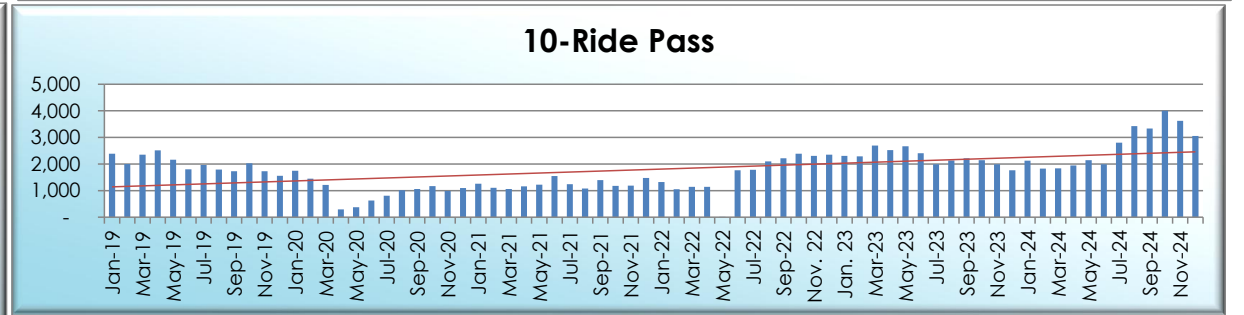
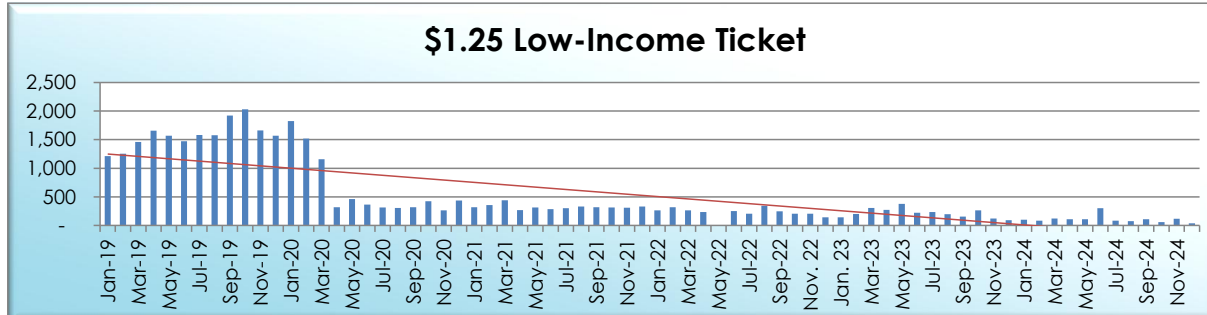
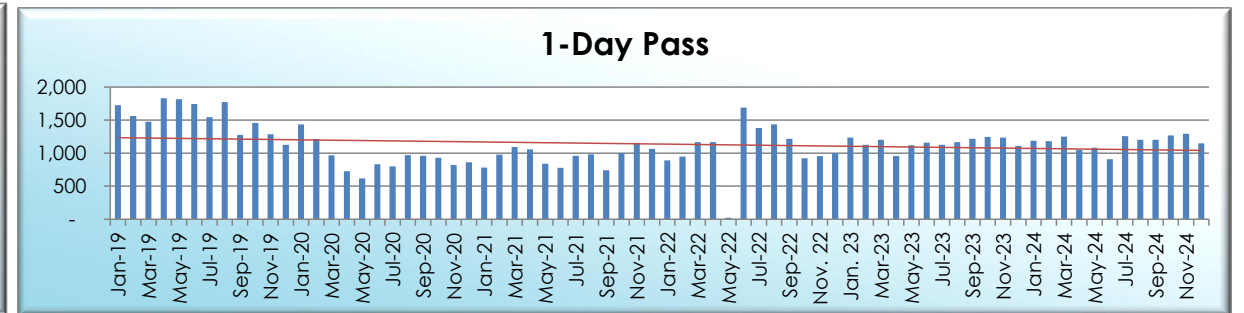
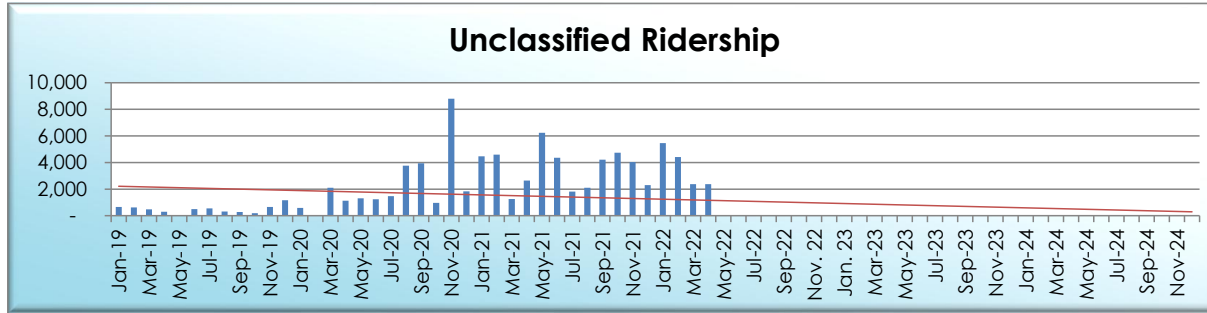
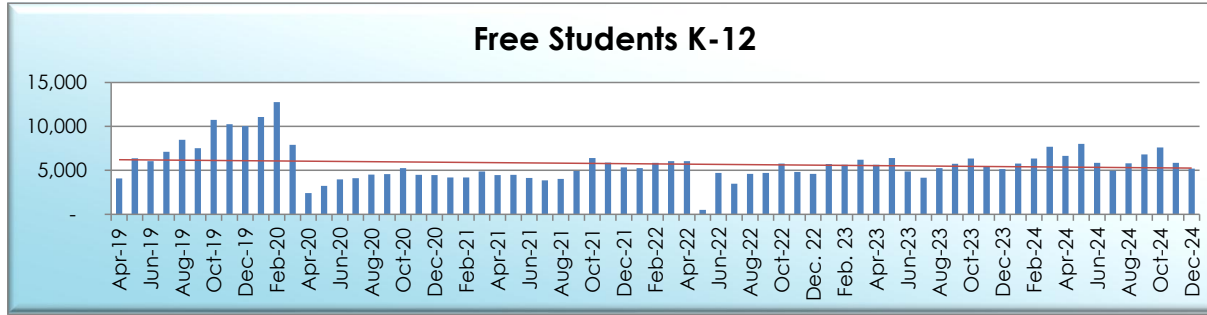
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for December 2024		
Type of Fare		
Regular Fare	34,616	22.74%
Low Income Fare	1,127	0.74%
Disabled Fare	2,921	1.92%
Senior Citizen Fare	16,912	11.11%
Children Under 6	548	0.36%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	23	0.02%
Free Route 20	11,215	7.37%
Free DASH Boardings	26,909	17.67%
Free Students K-12	5,214	3.42%
Subtotal	99,485	65.34%
Type of Pass		
1-Day Pass	1,150	0.76%
10-Ride Pass	3,059	2.01%
40-Ride Pass	1,163	0.76%
3-Day Pass	62	0.04%
7-Day Pass	2,416	1.59%
7-Day Express Pass	138	0.09%
31-Day Pass	6,766	4.44%
31-Day Express Pass	502	0.33%
\$1.25 Low Income Ticket	36	0.02%
Student Pass	526	0.35%
1-Ride Courtesy Pass	12	0.01%
1-Ride Pass	18	0.01%
Free Transfers from TriCounty Link	75	0.05%
Free Tel-A-Ride Fixed Route	2,215	1.45%
MUSC System-Wide Boardings	21,042	13.82%
College of Charleston Boardings	3,598	2.36%
Total Passes	42,778	28.10%
Transfers		
Issued	20,307	
Transfers Used	9,994	6.56%
Wheelchair Count	257	
Unclassified Ridership	0	0.00%
Total Ridership	152,257	100.00%

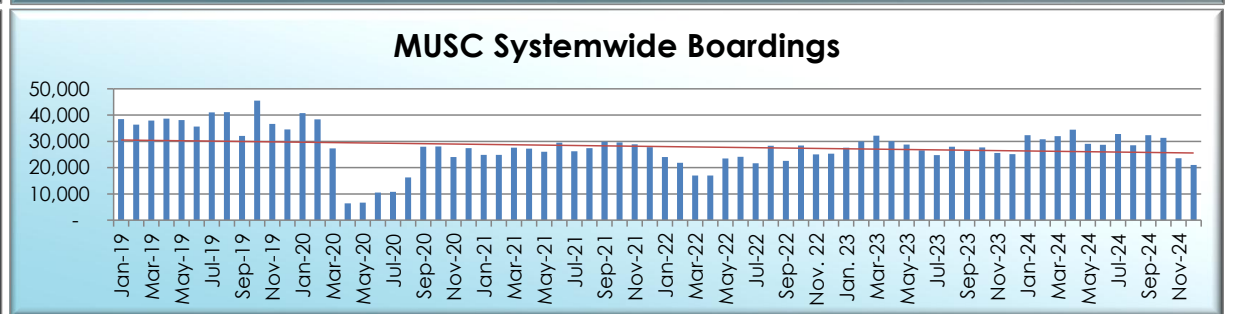
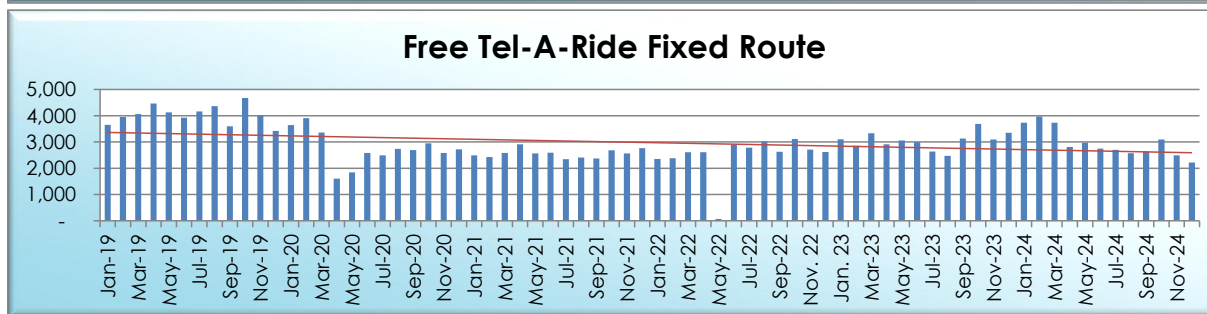
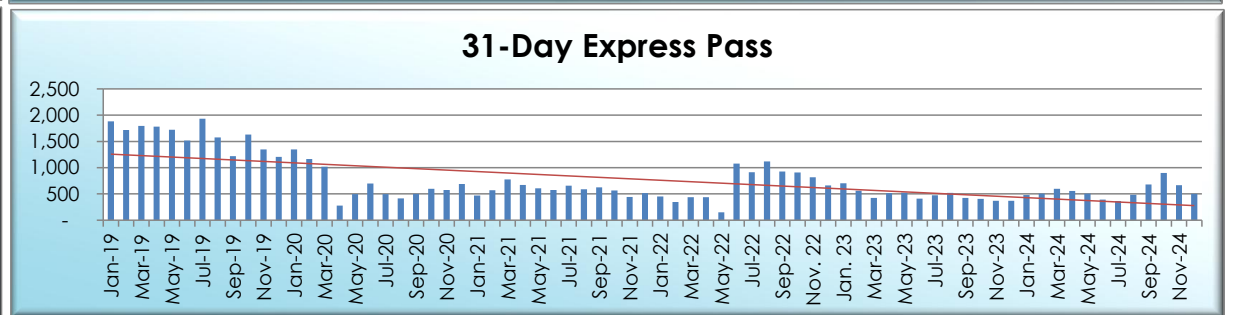
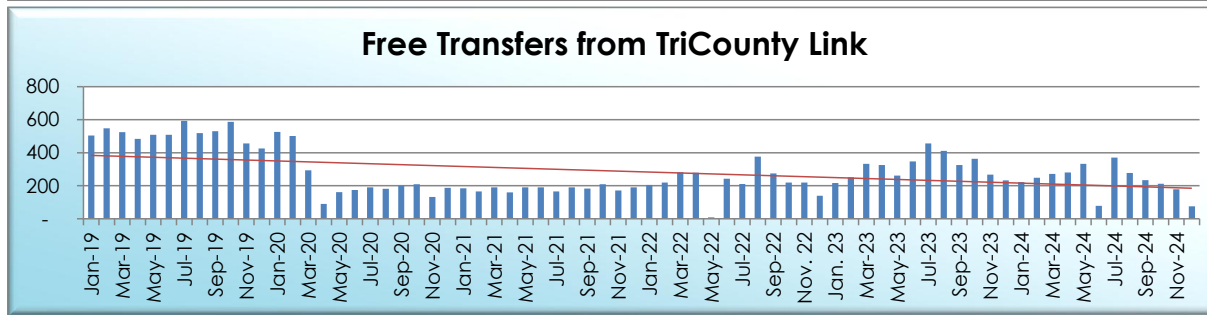
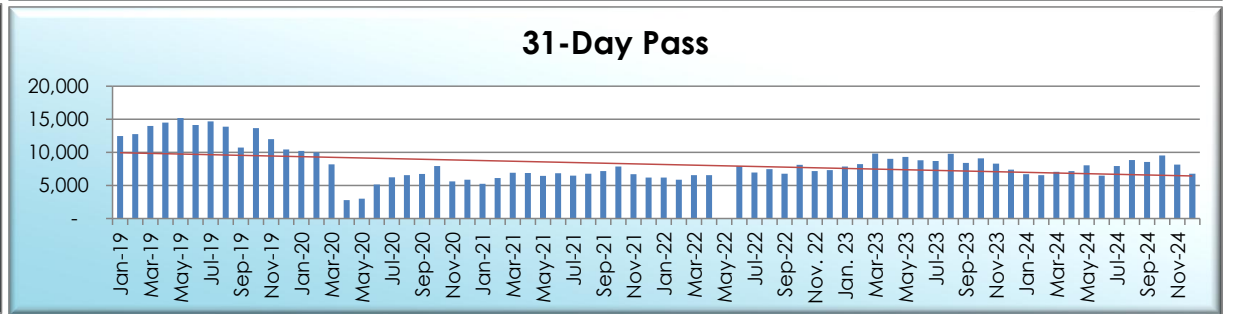
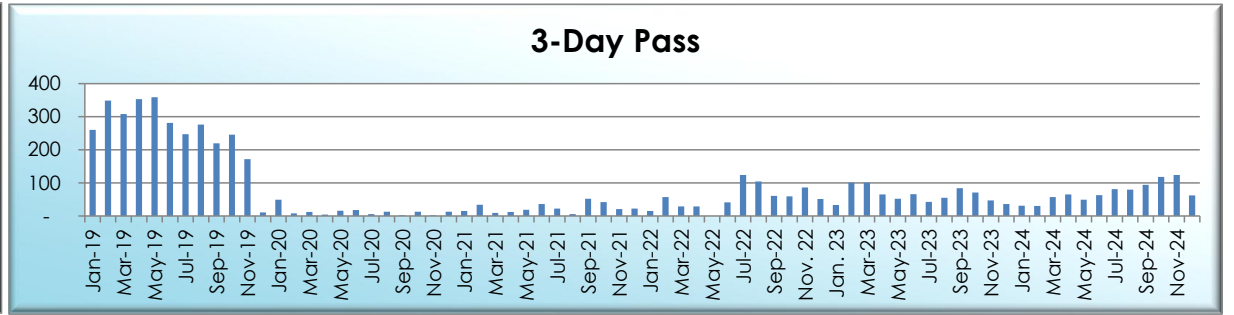
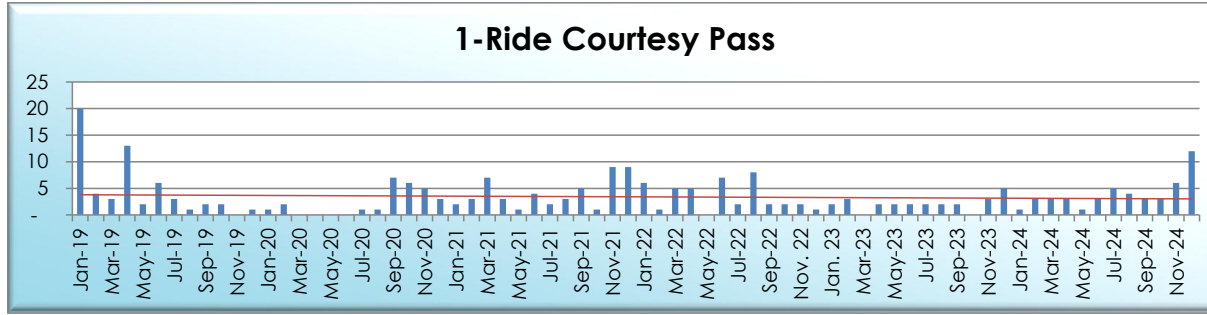
Classification History



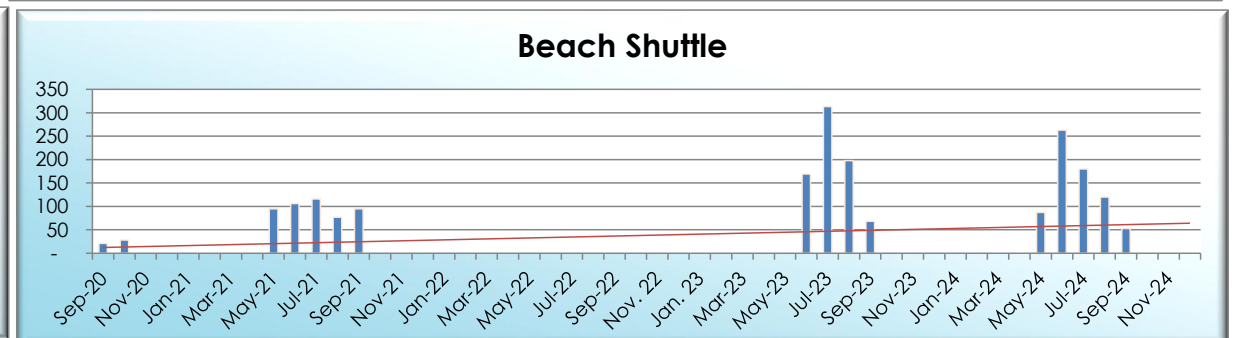
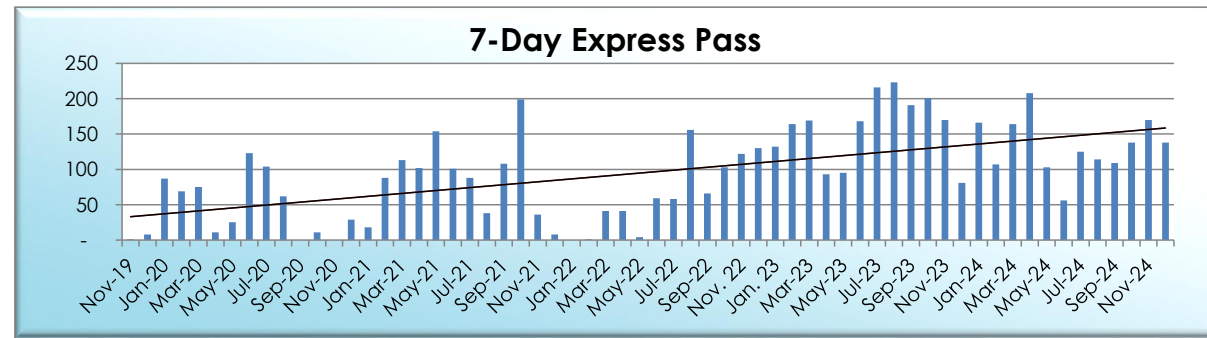
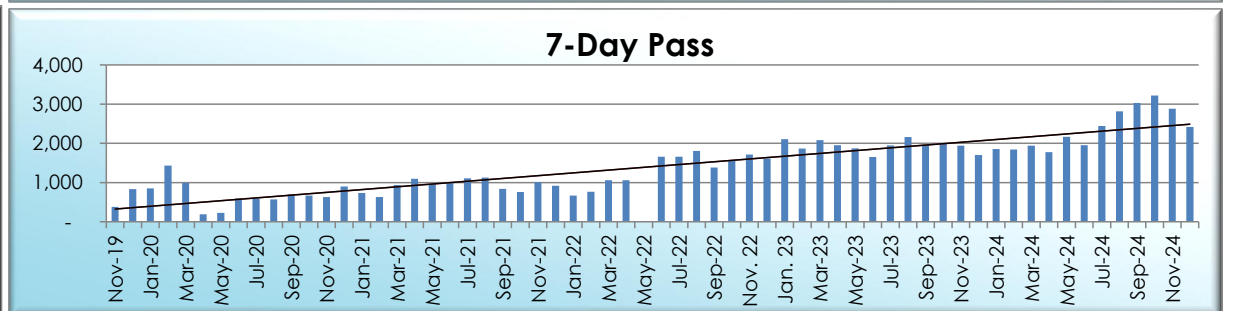
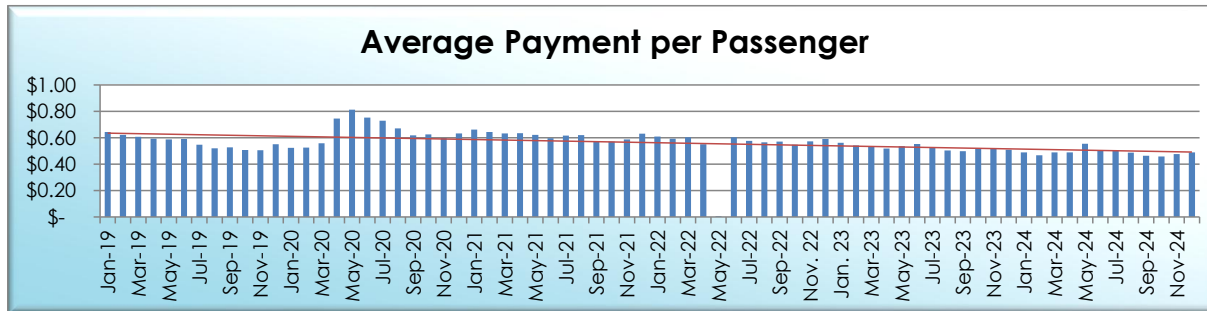
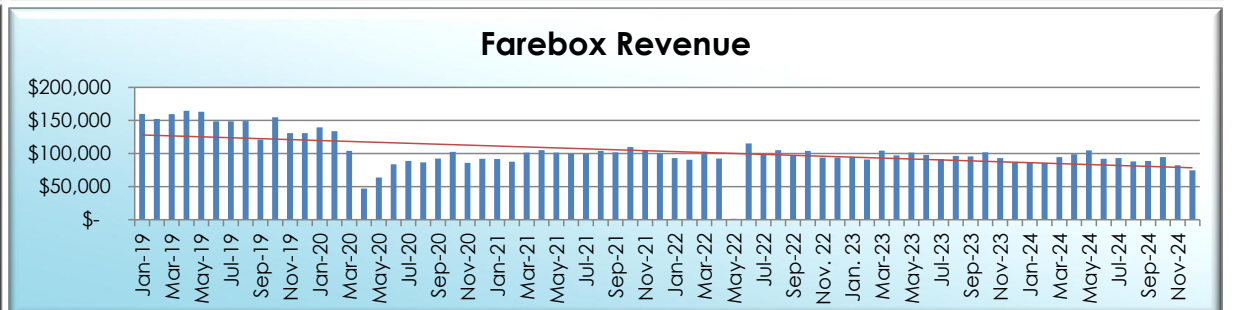
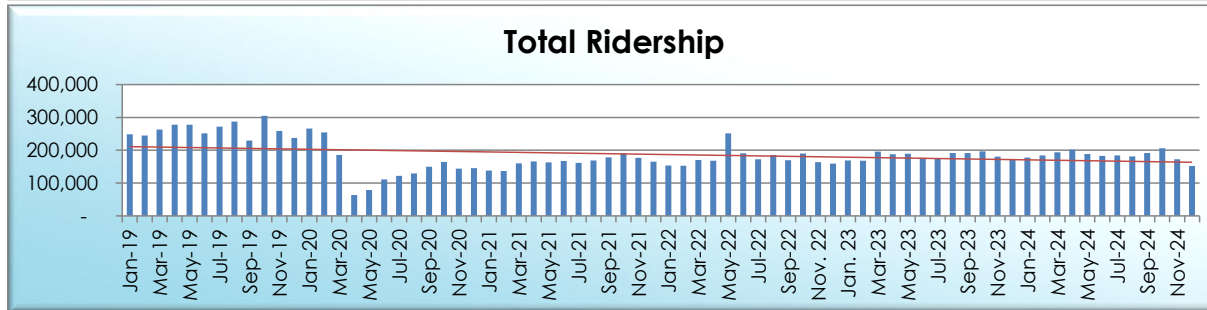
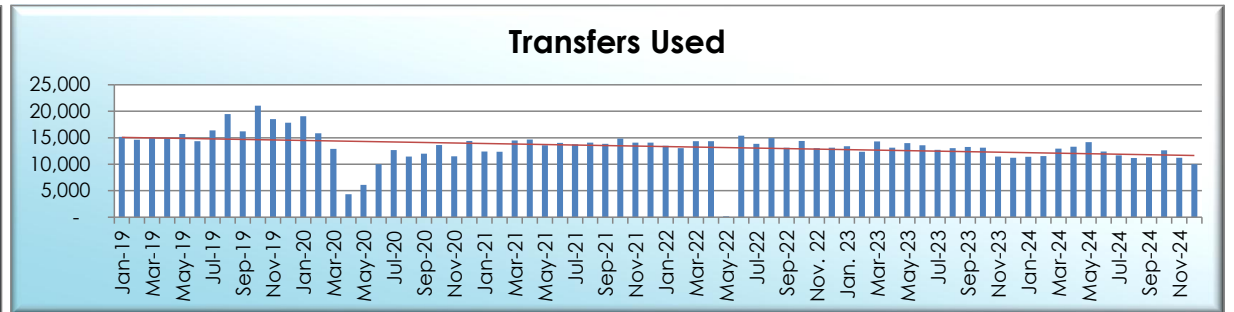
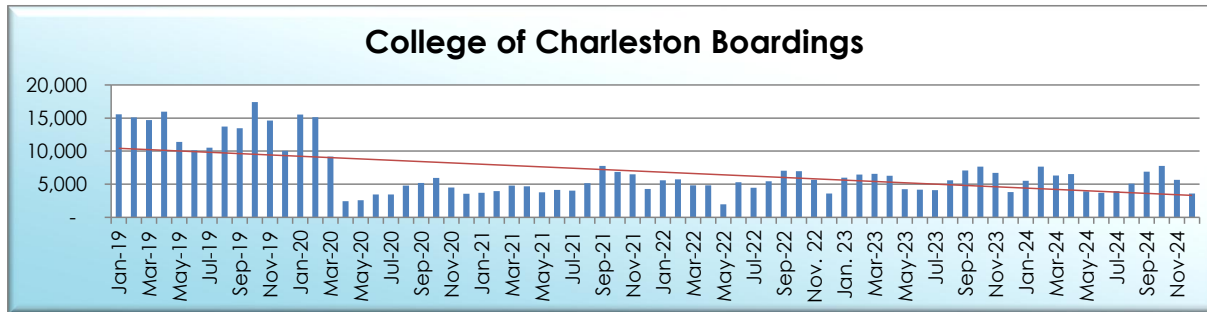
Classification History



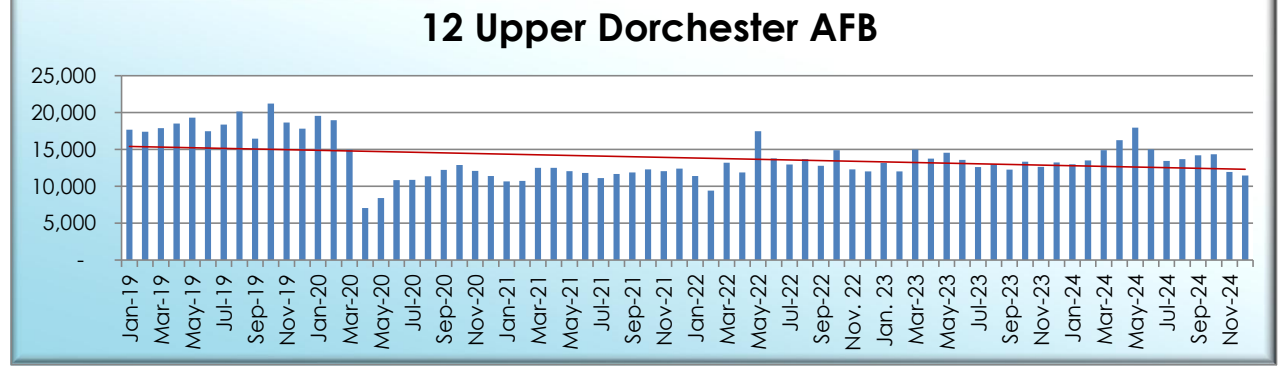
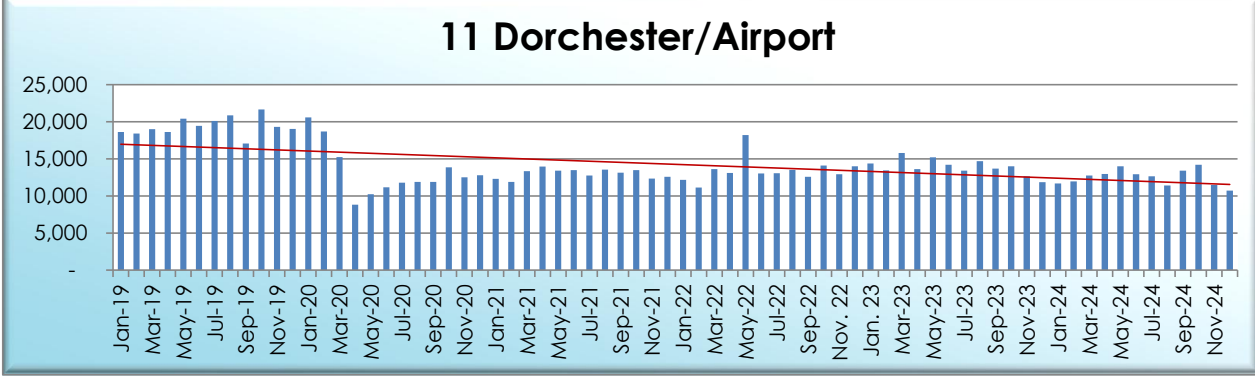
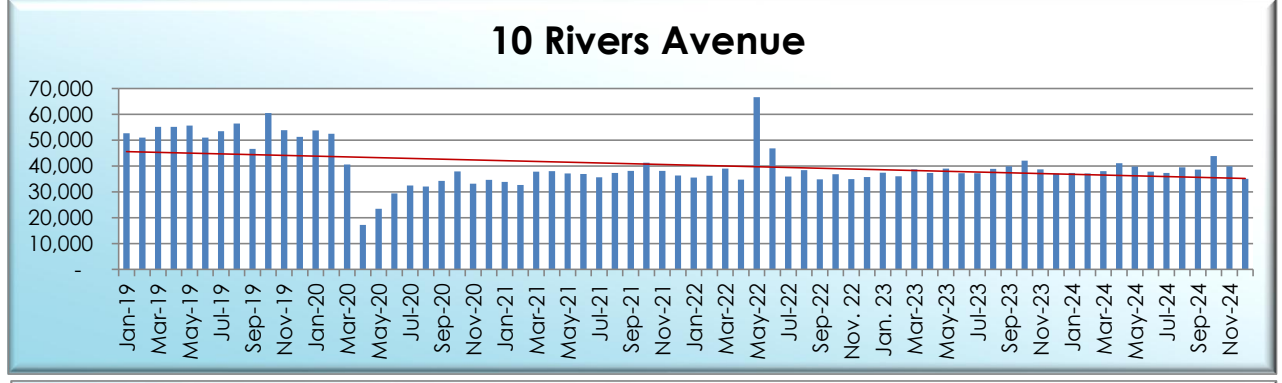
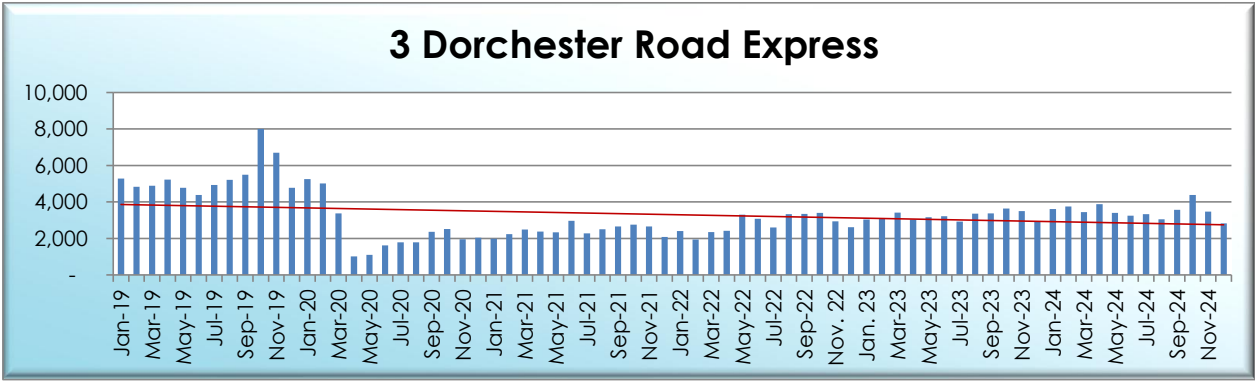
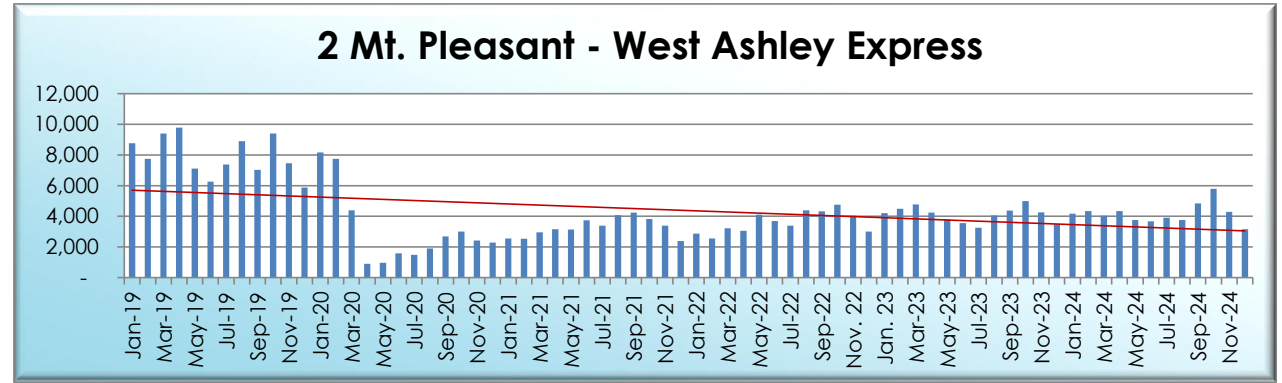
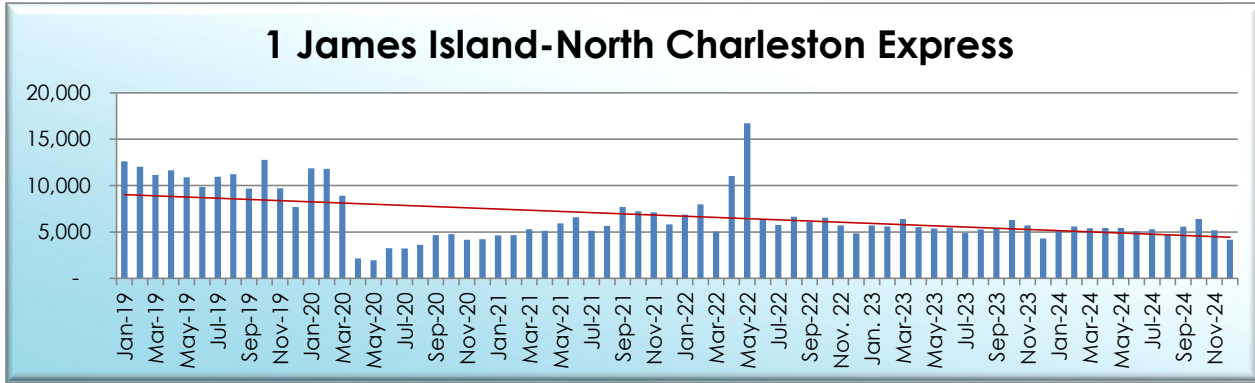
Classification History



Classification History

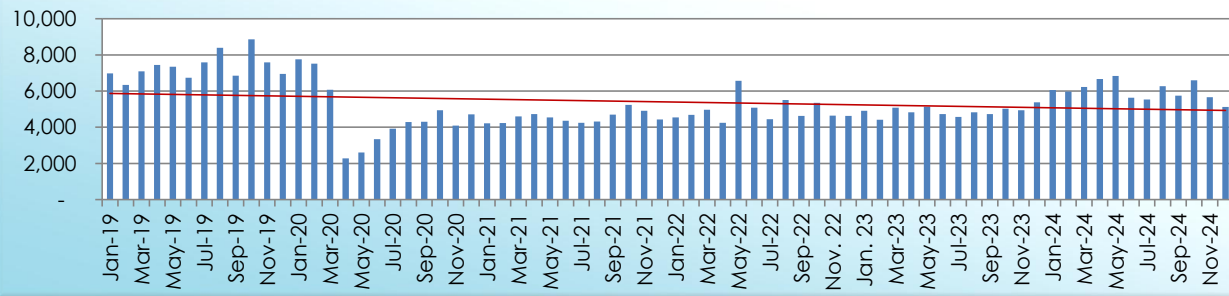


Ridership Trends by Route

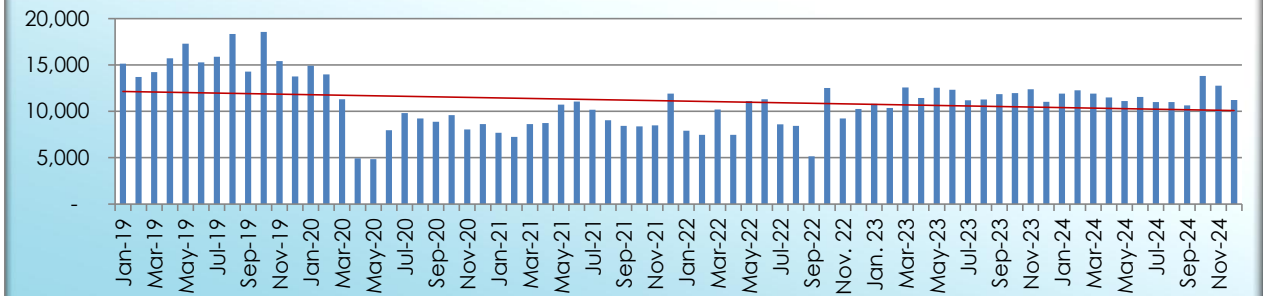


Ridership Trends by Route

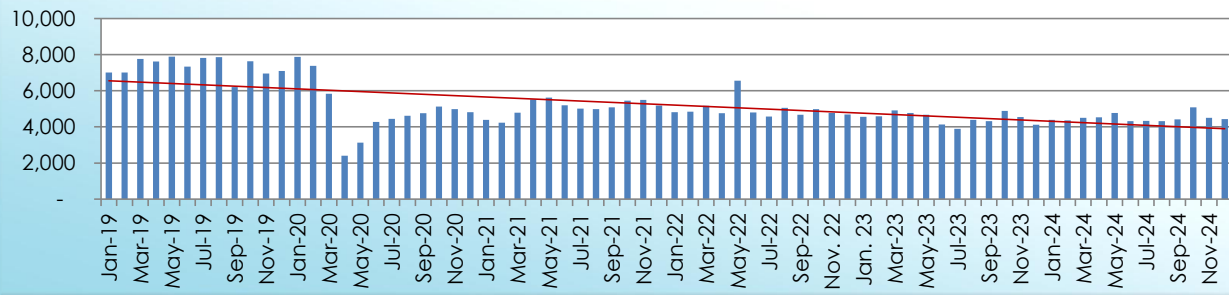
13 Remount Road



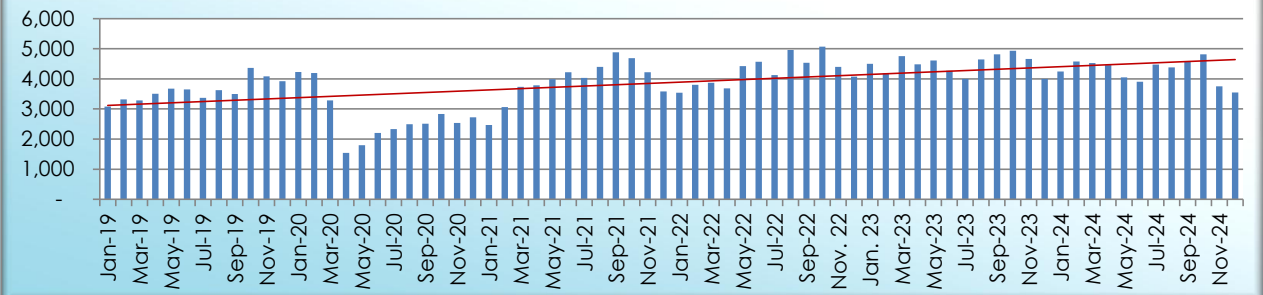
20 King Street/Citadel



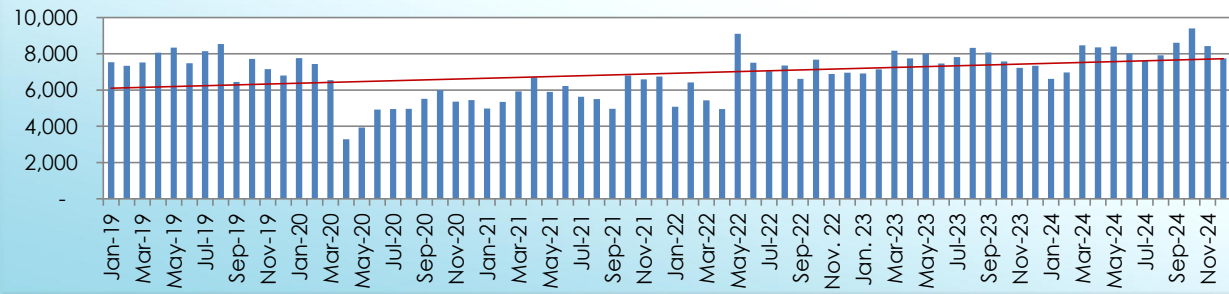
30 Savannah Highway



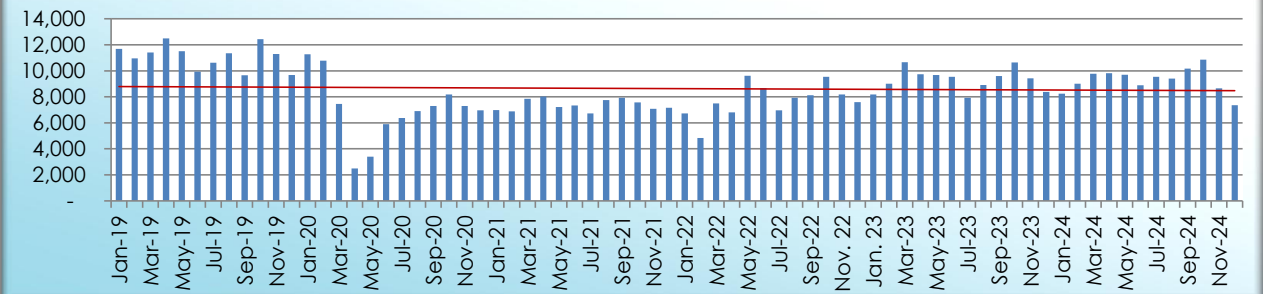
31 Folly Road



32 North Bridge

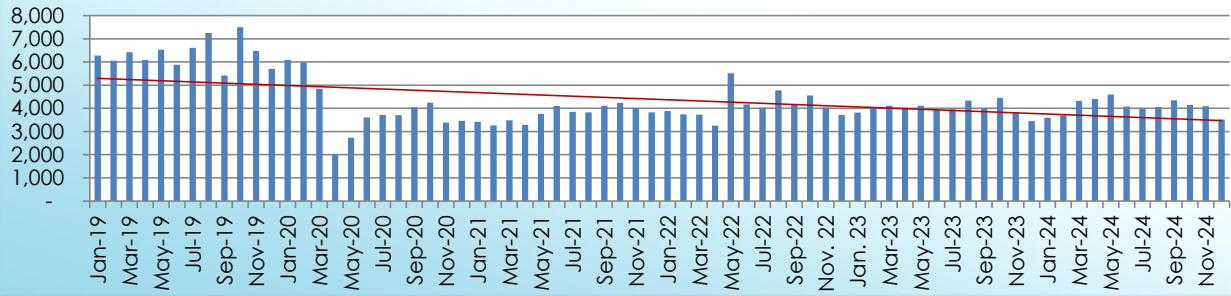


33 St. Andrews/Ashley River Rd.

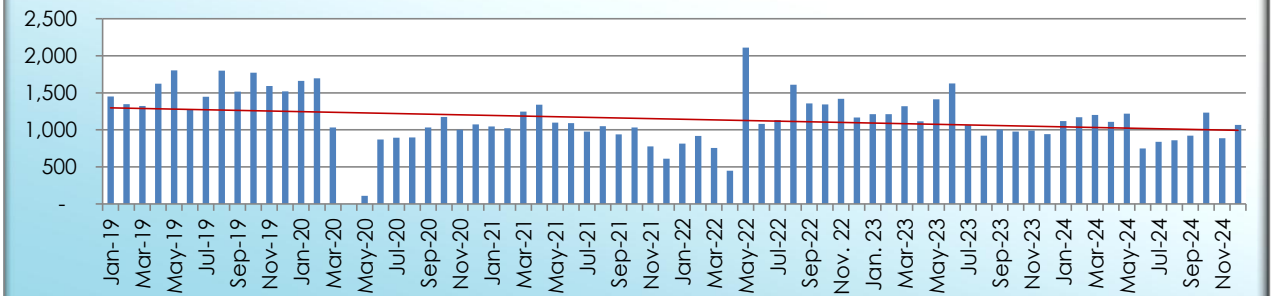


Ridership Trends by Route

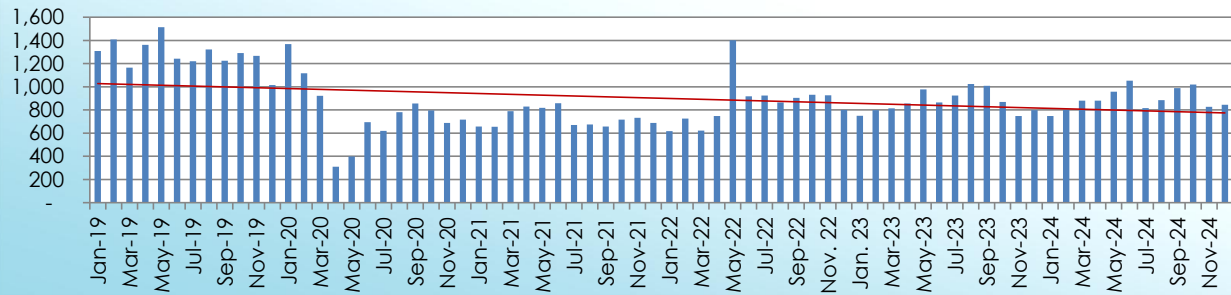
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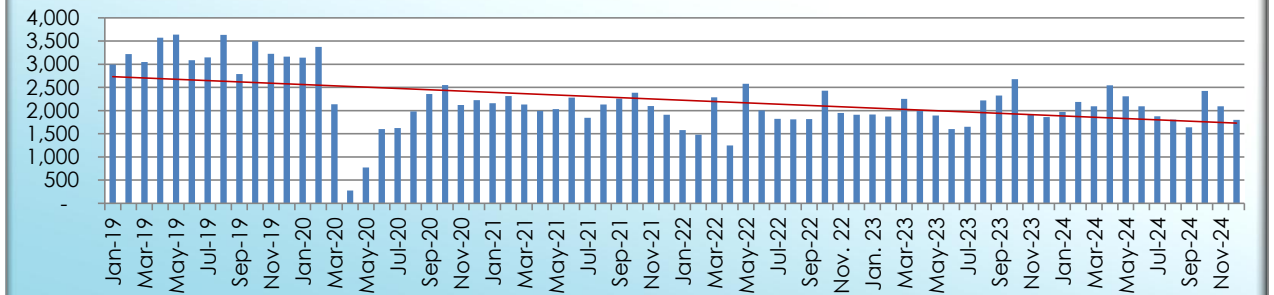
41 Coleman Boulevard



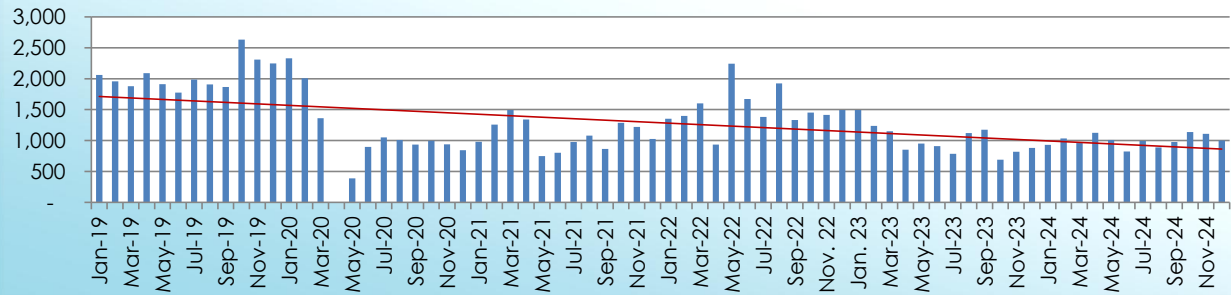
42 Wando Circulator



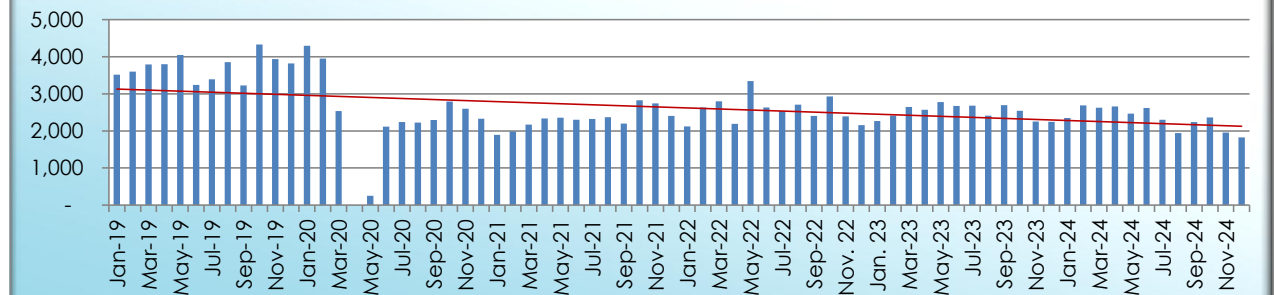
102 North Neck/ Rutledge Ave



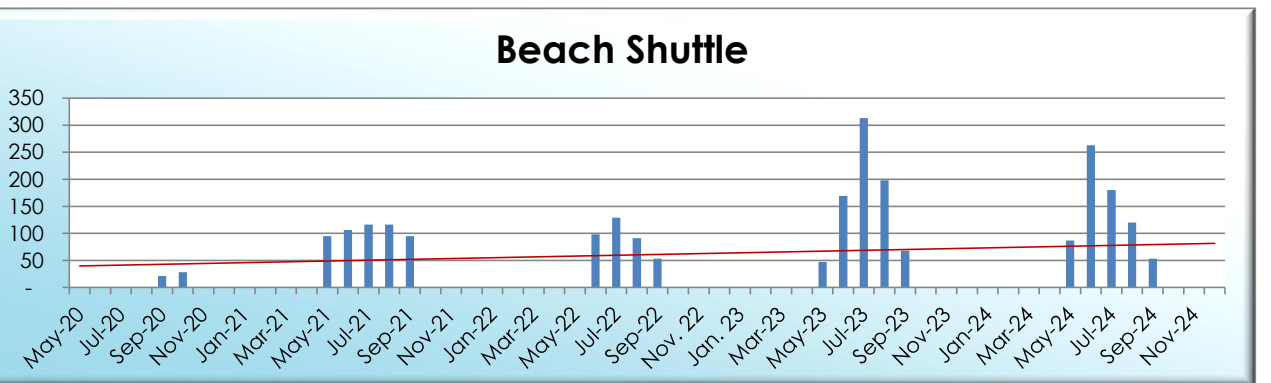
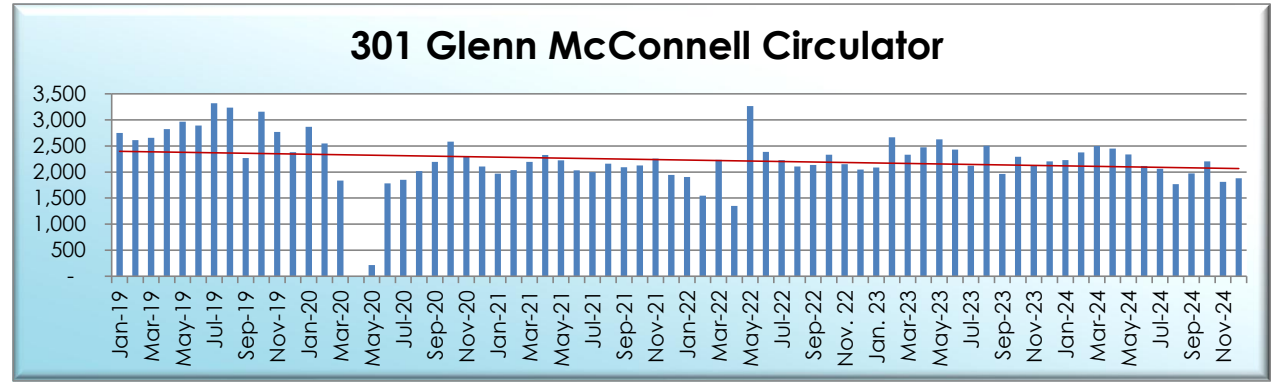
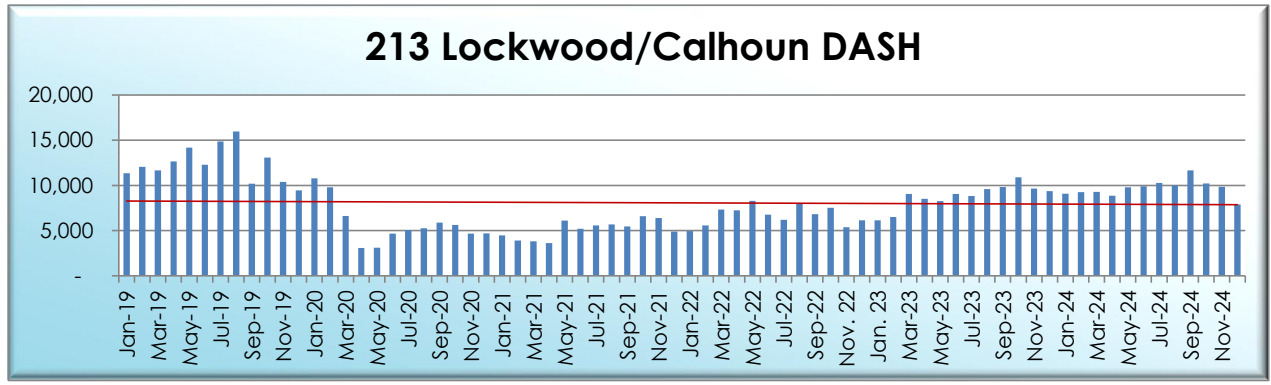
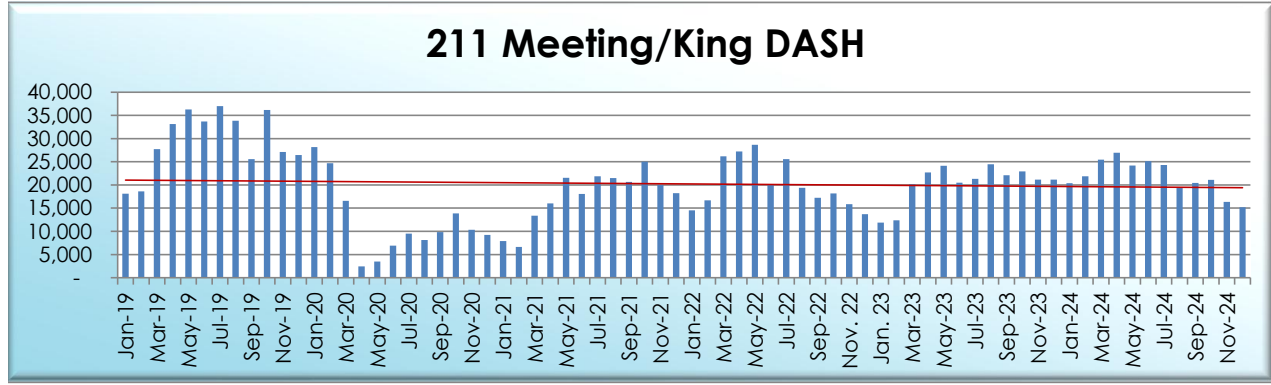
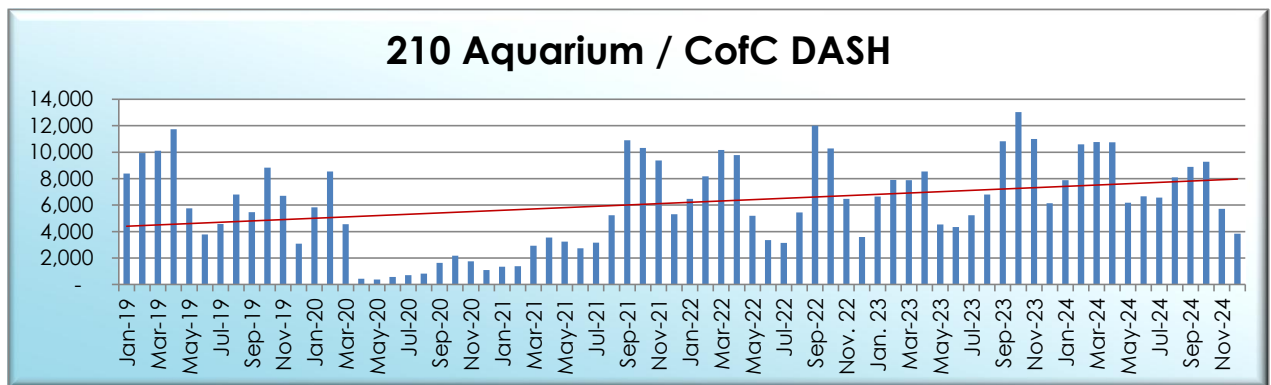
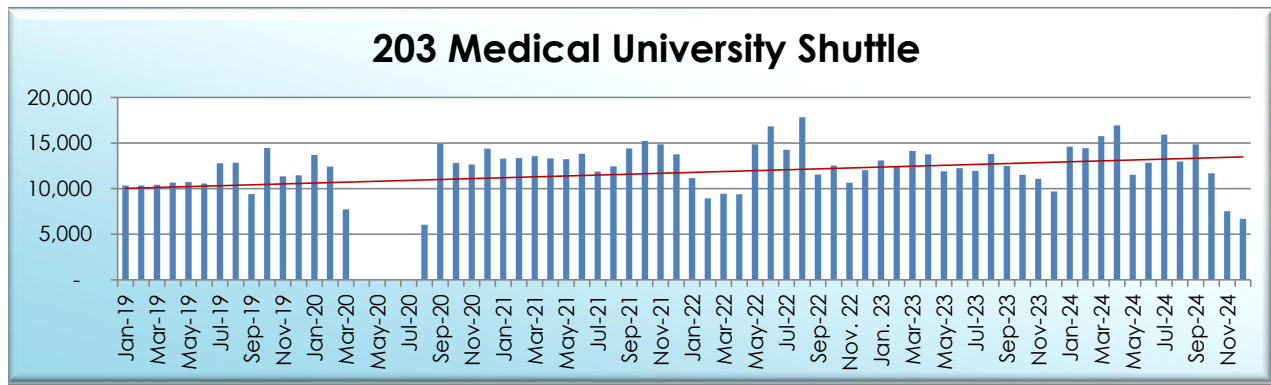
103 Leeds Avenue



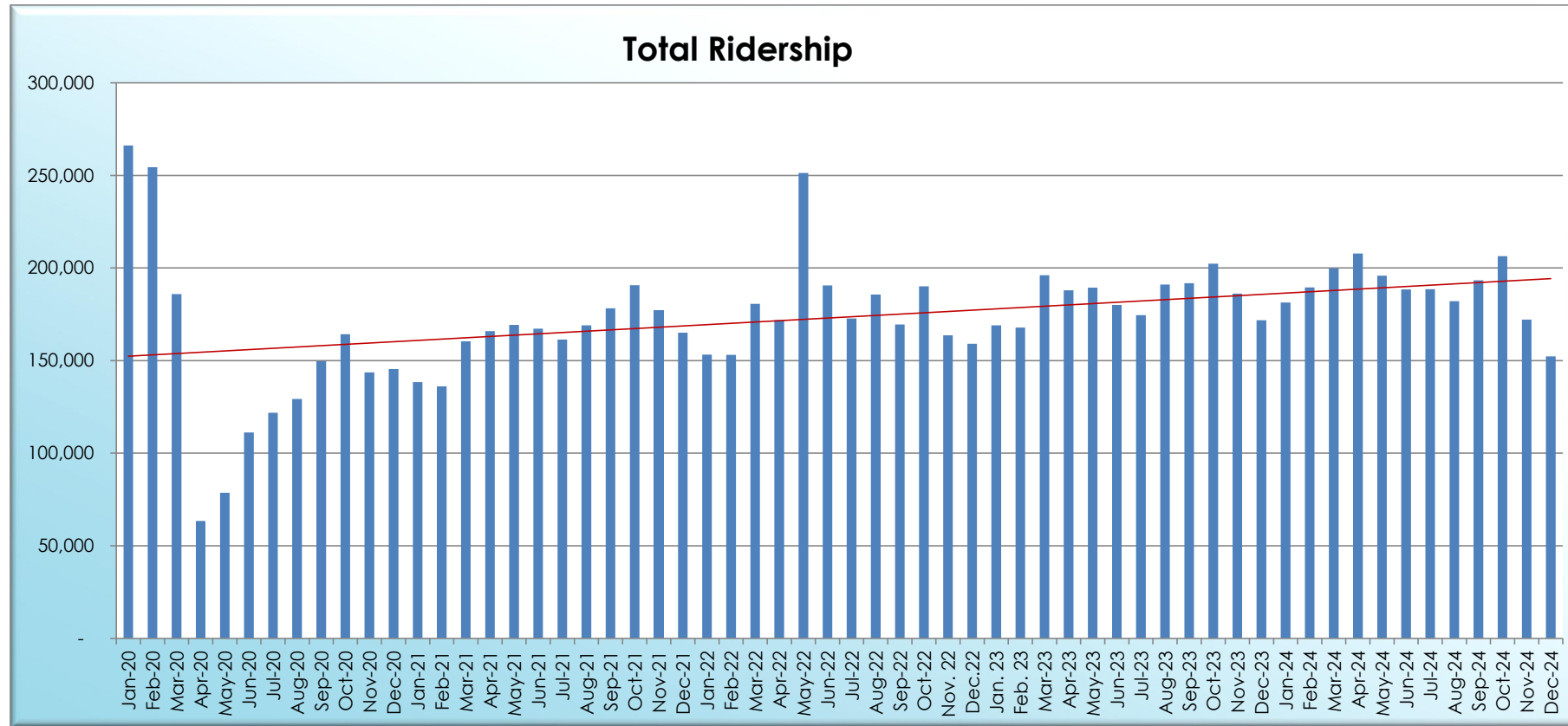
104 Montague Avenue



Ridership Trends by Route



Ridership Trends by Route



Farebox and Pass Revenue History

