



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

June 24, 2026

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 – May 20, 2026 Meeting
3. Financial Status Report – Robin Mitchum
4. CARTA On Demand Program Changes – Courtney Cherry
5. Project Updates – Andrea Kozloski
6. Ridership Report – Megan Ross
7. Executive Director's Report – Ron Mitchum
8. Other Business, If Any
9. Public Comments, If Any
10. Executive Session – Legal and Contractual Matters
11. Board Comments, If Any

The next meeting will be held on August 13, 2026

**CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY
(CARTA)
BOARD OF DIRECTORS MEETING
May 20, 2026
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, May 20, 2026.

MEMBERSHIP: Brad Belt; Joe Boykin; Daniel Brownstein; Reggie Burgess; William Cogswell; Henry Darby; Christopher Emde; Dwayne Green; Will Haynie; Brandon Hudson; James Lewis; Craig Logan; Pat O’Neil; Christie Rainwater; Michael Seekings; Jimmy Ward; Robert Wehrman

MEMBERS PRESENT: Christopher Emde; Dwayne Green; Brandon Hudson; James Lewis; Pat O’Neil; Michael Seekings; Jimmy Ward; Robert Wehrman

PROXIES: Craig Harris for Mayor Belt; Carter McMillan for Chairman Boykin; Ron Brinson for Mayor Burgess; Michael Mathis for Mayor Cogswell; Jerry Lahm for Councilman Darby; Chief Gebhardt for Mayor Rainwater

OTHERS PRESENT: Marissa Cottrell (WSP); Richard Mitchell (RATP Dev); Sharon Broderick (RATP Dev-ATU President); Samuel Hart, Jr. (RATP Dev); Leisa Barleston (RATP Dev); Loretta Stewart (RATP Dev); Maritza Simon (Tel-A-Ride); Elissa Smith (HDR); David Kinard (HDR); Daniel Brock (HNTB); Josh Dix (Hayse Devereaux); Makisa Simmons

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Sharon Hollis; Megan Ross; Matthew Spath; 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: April 15, 2026 Meeting

***Mr. Lahm made a motion to approve the April 15, 2026 Meeting Minutes as presented.
Mr. Wehrman 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 month ending March 31, 2026. Ms. Mitchum stated that, overall, the agency remains in good shape and ended the month with unexpended funds of \$553,859. She noted that the Statement of Revenues and Expenditures as well as the Balance Sheet, and information for the OnDemand Program are included in the Board Meeting Agenda Packet. Ms. Mitchum provided a brief overview of the following activities for FY2026 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 local capital contributions for shelters.
- Federal Revenue includes operating for the year-to-date. Federal Revenue is recorded as eligible expenditures are incurred.
- Advertising is the advertising on the buses.
- Insurance proceeds are a result of accidents.
- Miscellaneous revenue is the sale of scrap metal and lost & found cash.

Expenditures:

- Retiree Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and signage supplies.
- Printing includes costs of printing passes and map brochures.
- Automotive is the cost to service the 2018 Ford F-150 and replace an engine in the Dodge Ram.
- Postage is shipping costs to return parts for the Genfare system.
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times service, RCN NetCloud Essentials and NetCloud Advanced for mobile routers, Angeltrax management and system review, 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, SC Works, 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 lot, the Radio Shop at Leeds Avenue, Medcom Street and the charging stations at Leeds Avenue.
- Auditing is the cost of the FY2025 GASB 75 actuary.
- OnDemand Program is customer transportation cost for same-day service through independent rideshare.
- Other Professional Services include underground utility tank inspections and on-site inspection and technical advisor 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 and RATP Dev USA, Inc.
- 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 and by Extra Duty Solutions at the SuperStop and at the Mary Street bus stop.
- Vehicle Maintenance is the cost to maintain the fleet and repair the Proterra electric fleet.
- Facility Repair & Maintenance is the cost to maintain facilities. Facility repairs include bus wash, shelter, HVAC, backflow device and lock repairs.
- 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 and RATP Dev, USA. Inc.
- Interest is the interest on the Melnick Park & Ride loan.

Capital Expenditures:

- Rolling Stock is the purchase of two 2009 Vanpool Transit Buses.
- Bus Shelter Construction/Bench Install is shelters, shelter equipment and shelter design and engineering services.
- Facilities Construction is facility engineering for Shipwatch Square and vehicle lift equipment upgrades.
- Security/Cameras & Equipment is AVL system equipment, security cameras and access control equipment.
- Capital (IT, Facility Repairs/Maint.) is the purchase of bike racks, shelving for inventory storage, video server replacement, in-line boiler pump at Leeds Avenue, and a chill water pump replacement at Leeds Avenue.

Ms. Mitchum discussed the OnDemand Program, noting that it is 83% complete for FY2026. The Board of Directors received the Financial Status Report and the OnDemand Program Activity Report as information.

4. FY2026 Budget Revision – Request for Approval – Robin Mitchum

Ms. Mitchum presented the FY2026 Budget Revision. She reviewed the line-item revisions in detail and stated that the budget will continue to be monitored to ensure revenues and expenditures remain aligned. Ms. Mitchum noted that staff will make recommended revisions as necessary. Ms. Mitchum and Mr. Mitchum addressed questions and comments.

***Mr. Brinson made a motion to approve the FY2026 Budget Revision as presented.
Mayor O’Neil seconded the motion. The motion was unanimously approved.***

5. FY2027 Proposed Budget – Request for Approval – Robin Mitchum

Ms. Mitchum presented the FY2027 Proposed Budget. She reviewed, in detail, the proposed line-item changes in revenue, expenditures and capital expenditures. Ms. Mitchum stated that the budget will continue to be monitored to ensure revenue and expenditures remain aligned and that revisions will be recommended as necessary. She noted that the proposed budget will be presented to member governments for their approval during their respective Finance Committee and Council meetings. The FY2027 Proposed Budget will then be presented to the Board of Directors for final approval during the September Board of Directors meeting. Ms. Mitchum and Mr. Mitchum addressed questions and comments.

***Mr. Mathis made a motion to approve the FY2027 Proposed Budget as presented.
Mr. Lewis seconded the motion. The motion was unanimously approved.***

6. Project Updates – Andrea Kozloski

Andrea Kozloski, Deputy Director of Operations and Support, delivered a presentation regarding upcoming events and activities noting the following: North Charleston Farmers’ Market (May 14th, June 25th & multiple dates); Beach Reach Kickoff Press Conference (May 21st at 11:00 a.m. on the Isle of Palms); Beach Reach Season Launch (May 22nd); Fiesta on the Peninsula (May 23rd); Senior Free-Ride Day (National Senior Health & Fitness Day/Older Americans Month-May 27th); Dump the Pump Free-Ride Day (June 18th); Lowcountry Juneteenth Family Festival (Weekend of June 19th); College of Charleston Orientations (multiple dates-TBD).

Ms. Kozloski noted that events were held this past weekend at MUSC and the College of Charleston and were well attended and well received. She presented slides depicting MUSC Earth Day, Ferndale Midterm Meetup, MUSC Senior Expo as well as “Now & Next” public meetings regarding LCRT, which were also well received. Ms. Kozloski stated that everyone is invited to attend the Beach Reach Press Conference at 11:00 a.m. on May 21st at the Charleston County Isle of Palms Park. News Channel 2 has been running a campaign to promote the service in addition to social media and other advertising. Ms. Kozloski stated that the “Tap to Pay” option will go live on June 1st. She also presented slides depicting new bus wrap advertisements. Ms. Kozloski briefed the Board on the “Now & Next” future transit survey and encouraged everyone to share the survey. She noted commendations from a rider for Tommy, who operates the Express 1 in the mornings and she highlighted Janice Hearn’s dedicated work as a dispatcher. Ms. Kozloski discussed CARTA Amenities, noting the shelters and benches in progress. She stated that a total of 179 bus stop-mounted solar lights have been installed as well as a total of 76 shelter-mounted solar lights installed. There have been 668 newly branded signs installed and noted that a lot of positive feedback has been received regarding the new double-sided signs from operators and the public. She noted that the ADA Accessibility Stops located at Tobias Gadsden and Paul Cantrell are in the permitting stage with SCDOT. Ms. Kozloski delivered information regarding the Transit App, noting that 1,286 new CARTA riders were welcomed aboard as they downloaded the app for the first time. A total of 8,596 riders opened the Transit App during the month and an average weekday had 2,092 riders opening the Transit App and that riders planned 52,932 trips during the month. She noted that 11,265 GO trips were started by riders to receive step-by-step navigation while helping to improve real-time vehicle locations. In addition, there were 266 new subscribers to service alerts during April. She noted that staff continues to promote signing up for alerts. Ms. Kozloski stated that users purchased tickets during the month which valued \$31,425. She noted that the most purchased pass was the one-trip ticket and the most popular routes were Route 10 and Route 12. In addition to the Upcoming Events/Activities updates, also included in the Board Meeting Agenda Packet are the Project Updates. Board Members were encouraged to contact staff with questions, comments or concerns regarding the Project Updates report. Ms. Kozloski addressed questions and comments.

7. Ridership Report – Megan Ross

Ms. Ross presented the Ridership Report for April 2026. She noted that, for fixed-route ridership trends, passenger trips totaled 246,579 and there were 14.0 customers per service hour. Ms. Ross reviewed safety trends for April noting that there were six preventable accidents (fixed objects) which were on fixed-route vehicles. There were also five non-preventable accidents. She discussed complaints and commendations regarding Customer Service for the month of April, noting that there were eight complaints (missed/late service and rude drivers) and there were five commendations. Ms. Ross reviewed On-Time Performance, noting that fixed-route on-time performance for the month of April was 69.7% and on-time performance for paratransit was 94.0%. She discussed paratransit services in detail for the month of April regarding the breakdown of total passengers, which was 4,542 at 1.55 passengers per hour. The average ride length was 27.9 minutes and the average ride distance was 9.43 miles. The on-time performance was 94.0%. She then discussed OnDemand trips for April noting that ridership for the month was 4,729 passengers between both Uber and Lyft. The trip cost averaged \$14.72, which was an increase from March’s average cost of \$12.13 (primarily due to the increase in fuel costs). Ms. Ross stated that 44% of the overall rides were from Tel-A-Ride passengers and addressed questions and comments. The Board of Directors received the Ridership Report as information.

8. Executive Director's Report – Ron Mitchum

Mr. Mitchum delivered updates regarding the following projects/matters:

- The following projects to be initiated within the next six months are: the Shipwatch Square Transit Center; the Mt. Pleasant Street Park & Ride; the Visitor Center/Transit Mall Improvements; and the Union Pier HOP Lot.
- SCDOT is moving forward with the development of a statewide transit plan as we continue to move forward with the COA and plan updates. We will be well-positioned to provide input on the region's transit needs going forward.
- The Building Unrivaled Infrastructure and Long-term Development for America 250th Act (BUILD America 250 Act) has been released by the House Transportation and Infrastructure Committee. Staff will continue to monitor the Act as it passes through the process as there are concerns regarding the future of competitive discretionary funding programs.
- Charleston County Council will be discussing the referendum ballot language during their Council meeting next week and hopefully have the first reading on placing the referendum on the ballot.
- Mr. Mitchum asked Sharon Hollis, Principal Planner, to update the Board regarding the LCRT project. Ms. Hollis noted that the FTA Risk Workshop, which was a 2-day workshop held in April, was well received and no significant problems were identified other than the Park & Ride acquisition (which continues to be addressed). She noted that, overall, the project continues to be progressing on schedule.

Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director's Update as information.

9. Other Business, If Any

There was no further business to discuss.

10. Public Comments, If Any

There were four Public Comments noted for the record:

- Sharon Broderick (RATP Dev-ATU President): Ms. Broderick expressed her concerns regarding the VA Building on Rivers Avenue/Hanahan Road bus needing to be ADA accessible as well as the Northwoods Mall northbound bus and the Remount Road/Rivers Avenue northbound and southbound buses needing ramps to reach the ground for passengers' safety; she also expressed her concerns regarding RATP Dev not including operators, Tel-A-Ride drivers and other staff in conversations and plans regarding changes.
- Samuel Hart, Jr. (RATP Dev): Mr. Hart expressed his concerns regarding older drivers' comments not being heard by management. Staff needs improved communications between them and management and would like them to be included in discussions.
- Loretta Stewart (RATP Dev): Ms. Stewart expressed her concerns regarding drivers' safety regarding servicing dangerous areas such as the Siesta Motor Lodge.
- Leisa Barleston (RATP Dev): Ms. Barleston expressed her concerns regarding the Hagood Street/Medical District area flooding and being unsafe to navigate on flooded streets.

11. Executive Session – Legal and Contractual Matters

An Executive Session was not needed during today's Board of Directors meeting.

12. Board Comments, If Any

- Mr. Green commented that he appreciated hearing from the drivers and noted their concerns.
- Councilman Wehrman commented that he appreciated hearing the concerns from the drivers and stated that Charleston County is aware of the flooding issues.

13. Adjourn

Chairman Seekings thanked the Board Members for attending today's meeting as well as for their continued service to the CARTA Board of Directors and the communities they serve. He stated that the next Board of Directors meeting will be held on June 24th and the August Board of Directors meeting will be held on Thursday, August 13th. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:48 p.m.

Respectfully submitted,
Kim Coleman

DRAFT



MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: May 31, 2026 Financial Report Overview
DATE: June 17, 2026

Please find attached the May 31, 2026 Financial Report. Below is a brief overview of the activities for FY26.

Revenues

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing is bus pass fares sold to customers.
- Local Contributions is local capital contributions for shelters.
- 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.
- Interest is interest earned from SC Department of Revenue for delay of refund of paid fuel excise taxes.
- Insurance proceeds are a result of accidents.
- Miscellaneous revenue is the sale of scrap metal and lost and found cash.

Expenditures

- Retiree Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and signage supplies.
- Printing includes costs of printing passes and map brochures.
- Automotive is the cost to service the 2018 Ford F150.
- Postage is shipping costs to return parts for the Genfare system.
- Dues/Memberships is the Charleston Metro Chamber of Commerce membership.
- Equipment Rental includes the monthly battery lease for the electric buses and leased cutaway buses.
- Equipment Maintenance (OEM) includes Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times service, RCN NetCloud Essentials & Netcloud Advanced for mobile routers, Chargepoint electric charging system, Angeltrax management and system viewer 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, SC Works, 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 the FY25 GASB 75 actuary and the annual audit.
- OnDemand Program is customer transportation cost for same day service through independent rideshare.
- Comprehensive Operating Analysis is services provided to develop a comprehensive operational analysis of CARTA services and strategic implementation plan.
- Other Professional Services includes underground utility tank inspections and on-site inspection and technical advisor 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 and RATP Dev USA, Inc.
- Onboarding Costs is RATP Dev USA, Inc. cost for contract service transition from National Express Shuttle.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security services provided at the Super Stop by the City of North Charleston Police Dept. and by Extra Duty Solutions at the Super Stop and Mary Street.
- Vehicle Maintenance is the cost to maintain the fleet and repair the Proterra electric fleet.
- Facility Repair & Maintenance is the cost to maintain facilities. Facility repairs include bus wash, shelter, HVAC, backflow device and lock repairs.
- 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 and RATP Dev USA, Inc.
- Interest is interest on the Melnick Park and Ride Loan.

Capital Expenditures

- Rolling Stock is the purchase of two 2009 Van Hool Transit Buses.
- Bus Shelter Construction/Bench install is shelters, shelter equipment, and shelter design and engineering services,
- Facilities Construction is facility engineering for Shipwatch and vehicle lift equipment upgrades.
- Security/Cameras & Equipment is AVL system equipment, security cameras, and access control equipment.
- Capital (IT, Facility Repairs/Maint) is the purchase of bike racks, shelving for inventory storage, video server replacement, in-line boiler pump at Leeds, and a chill water pump replacement at the Leeds Avenue location.

Overall, the agency ended the month with revenues equal to expenditures, resulting in a net excess of revenue over expenditures of \$0.00. The reported ending balance includes an appropriated fund balance of \$1,407,335.

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

Amount owed to RATP Dev USA, Inc. as of 05/31/26 was \$3,276,267.79.

CARTA
Statement of Revenues & Expenditures
For the Month Ending May 31, 2026

Time elapsed:
67%

| | Original Budget FY26 | Revised Budget FY26 | Actual | % of Budget |
|--------------------------------------|-------------------------------------|------------------------------------|-------------------|------------------------|
| <u>Operating Revenues</u> | | | | |
| Farebox | 1,238,120 | 854,060 | 617,226 | 72% |
| Passes & Mobile Ticketing | 659,690 | 593,370 | 372,749 | 63% |
| COC Shuttle | 393,945 | 395,725 | 265,149 | 67% |
| MUSC | 765,160 | 1,398,030 | 943,165 | 67% |
| City of Charleston - DASH | 778,524 | 778,524 | 519,016 | 67% |
| Local Contributions | - | 8,250 | 8,250 | 100% |
| Federal | 11,648,167 | 14,557,458 | 9,965,015 | 68% |
| Sales Tax - Charleston County | 12,700,640 | 14,267,936 | 9,462,275 | 66% |
| Appropriate fund balance | - | 6,211,341 | 1,407,335 | 23% |
| Advertising | 900,000 | 981,780 | 697,991 | 71% |
| Interest | - | - | 112 | N/A |
| Insurance Proceeds | - | 56,735 | 57,482 | 101% |
| Miscellaneous | - | 1,317 | 1,822 | 138% |
| TOTAL OPERATING REVENUES | 29,084,246 | 40,104,526 | 24,317,587 | 61% |
| <u>Operating Expenditures</u> | | | | |
| Retiree Benefits | 10,660 | 10,601 | 7,031 | 66% |
| Supplies | 65,000 | 65,000 | 46,177 | 71% |
| Printing | 40,000 | 40,000 | 37,363 | 93% |
| Automotive | 2,500 | 2,500 | 826 | 33% |
| Postage | 50 | 500 | 488 | 98% |
| Dues/Memberships | 2,500 | 2,500 | 500 | 20% |
| Equipment Rental | 116,225 | 358,775 | 140,755 | 39% |
| Equipment Maintenance | 411,100 | 426,532 | 305,626 | 72% |
| Rent | 38,175 | 40,380 | 25,874 | 64% |
| Communications | 167,095 | 169,225 | 118,956 | 70% |
| Utilities | 204,310 | 204,690 | 117,723 | 58% |
| Advertising | 5,000 | 11,375 | - | 0% |
| <u>Professional Services</u> | | | | |
| Auditing | 31,850 | 32,300 | 32,300 | 100% |
| Legal | 1,000 | 1,000 | - | 0% |
| Custodial | 11,405 | - | - | N/A |
| On Demand Program | 531,050 | 591,710 | 391,231 | 66% |
| Comprehensive Operating Analysis | 1,000,000 | 568,850 | 335,249 | 59% |
| Other | 20,000 | 25,000 | 9,942 | 40% |
| <u>Contract Services</u> | | | | |
| Shared Services - IGA | 3,972,314 | 4,733,882 | 2,903,453 | 61% |
| Fixed Route | 15,650,000 | 18,873,118 | 11,015,614 | 58% |
| Onboarding Costs | - | 1,330,771 | 1,321,077 | 99% |
| Money Transport | 14,230 | 13,000 | 7,869 | 61% |
| Security Services | 171,180 | 154,850 | 92,535 | 60% |
| Vehicle Maintenance | 350,000 | 5,190,060 | 2,482,747 | 48% |
| Facility Repair & Maintenance | 48,050 | 125,865 | 98,116 | 78% |
| Operating Fees & Licenses | 63,420 | 78,170 | 56,483 | 72% |

CARTA
Statement of Revenues & Expenditures
For the Month Ending May 31, 2026

Time elapsed:
67%

| | Original Budget FY26 | Revised Budget FY26 | Actual | % of Budget |
|---|-------------------------------------|------------------------------------|-------------------|------------------------|
| Insurance | 1,085,307 | 1,141,000 | 1,142,854 | 100% |
| Fuel | 1,268,750 | 1,415,000 | 1,098,683 | 78% |
| Paratransit | 3,735,000 | 4,426,000 | 2,486,013 | 56% |
| Miscellaneous | 5,950 | 7,990 | 6,857 | 86% |
| Interest | 37,125 | 38,882 | 26,461 | 68% |
| Non-Capitalized Assets | 25,000 | 25,000 | 8,784 | 35% |
| TOTAL OPERATING EXPENDITURES | 29,084,246 | 40,104,526 | 24,317,587 | 61% |
| Excess (Deficit) of Revenues Over (Under) Expenditures | | | - | |

Capital Revenues

| | | | | |
|-------------------------------|-------------------|------------------|----------------|------------|
| Rolling Stock | 2,228,000 | - | - | |
| Land | 2,520,000 | 2,520,000 | - | |
| Facilities Construction | 4,807,800 | 1,853,404 | 360,873 | |
| Security Cameras & Equipment | 275,841 | 319,712 | 101,081 | |
| Sales Tax - Charleston County | 2,097,360 | 2,205,564 | 316,392 | |
| TOTAL CAPITAL REVENUES | 11,929,001 | 6,898,680 | 778,346 | 11% |

Capital Expenditures

| | | | | |
|--|-------------------|------------------|----------------|------------|
| Rolling Stock | 2,785,000 | 522,000 | 80,000 | |
| Bus Shelter Construction/Bench Install | 210,000 | 304,300 | 118,813 | |
| Land | 3,150,000 | 3,150,000 | - | |
| Facilities Construction | 5,414,200 | 2,456,755 | 393,960 | |
| Security Cameras & Equipment | 344,801 | 440,625 | 140,047 | |
| Capital (IT, Facility Repairs/Maint) | 25,000 | 25,000 | 45,526 | |
| TOTAL CAPITAL EXPENDITURES | 11,929,001 | 6,898,680 | 778,346 | 11% |

**CARTA
BALANCE SHEET
5/31/2026**

ASSETS

ASSETS

| | |
|--------------------------------|-----------------|
| GENERAL OPERATING (BB&T) | 16,992,695.62 |
| PETTY CASH | 160.00 |
| ACCOUNTS RECEIVABLE | 6,853,633.76 |
| PREPAID EXPENSES | 1,084,673.98 |
| INVENTORY - FUEL | 22,192.66 |
| LAND | 8,586,573.20 |
| VEHICLES | 52,093,693.00 |
| EQUIPMENT | 2,958,073.83 |
| FAREBOXES | 1,214,379.70 |
| SHELTERS | 4,883,095.48 |
| BUS SIGNAGE | 254,913.32 |
| FACILITIES | 11,436,786.56 |
| PARK & RIDE FACILITY | 183,927.64 |
| ACCUMULATED DEPRECIATION | (45,665,926.05) |
| RIGHT TO USE LEASES | 1,598,814.11 |
| ACCUMULATED DEPRECIATION - RTU | (720,763.03) |
| TOTAL ASSETS | 61,776,923.78 |

LIABILITIES & EQUITY

LIABILITIES

| | |
|---------------------|--------------|
| ACCOUNTS PAYABLE | 5,061,766.13 |
| NOTE PAYABLE - BB&T | 1,061,791.35 |
| ACCRUED INTEREST | 10,894.27 |
| UNEARNED REVENUE | 9,034.00 |
| OPEB LIABILITY | 180,638.00 |
| LEASE LIABILITY | 827,412.90 |
| TOTAL LIABILITIES | 7,151,536.65 |

EQUITY

| | |
|---------------------------|----------------|
| CURRENT YEAR FUND BALANCE | 0.00 |
| APPROPRIATED FUND BALANCE | (1,407,335.09) |
| INVEST IN CAPITAL ASSETS | 34,786,599.24 |
| FUND BALANCE | 21,246,122.98 |
| TOTAL EQUITY | 54,625,387.13 |

| | |
|---------------------------------|---------------|
| TOTAL LIABILITIES & FUND EQUITY | 61,776,923.78 |
|---------------------------------|---------------|

CARTA
OnDemand Program
4/30/2026

| Activity | BUDGET | FY 21 | FY 22 | FY 23 | FY 24 | FY 25 | FY 26 | Total | Balance | % Complete |
|-------------------------|-----------|-------------|-------------|-------------|-------------|-------------|--------------------|-----------|---------|------------|
| | | Total Costs | Total Costs | Total Costs | Total Costs | Total Costs | Total Costs | | | |
| OnDemand Program | 1,481,216 | 1,421 | 20,778 | 98,039 | 323,179 | 501,549 | 335,194 | 1,280,160 | 201,056 | 86% |
| Total | 1,481,216 | 1,421 | 20,778 | 98,039 | 323,179 | 501,549 | 335,194 | 1,280,160 | 201,056 | 86% |
| Federal <i>FTA 5310</i> | 1,016,000 | 1,137 | 16,622 | 75,203 | 258,544 | 235,494 | 268,154 | 855,154 | 160,846 | 84% |
| Local | 465,216 | 284 | 4,156 | 22,836 | 64,635 | 266,055 | 67,040 | 425,006 | 40,210 | 91% |
| Total | 1,481,216 | 1,421 | 20,778 | 98,039 | 323,179 | 501,549 | 335,194 | 1,280,160 | 201,056 | 86% |



Charleston Area Regional Transportation Authority

MEMORANDUM

TO: CARTA Board of Directors
FROM: Ronald E. Mitchum, Executive Director
SUBJECT: CARTA OnDemand Program updates – Shared Rides
DATE: 6/15/26

CARTA's OnDemand Voucher Program provides Uber and Lyft vouchers to seniors and individuals with disabilities. As of June 1st, 2026, both Uber and Lyft have added a "shared ride" option to the voucher program and now available vehicles to choose from where the voucher applies a discount now includes a "shared ride" option for the customers. These changes now align the program with FTA guidance.

Updates to OnDemand

- Shared Rides were added to both Uber and Lyft for both senior and Tel-A-Ride vouchers; launched June 1st.
- Transit Share with Uber could potentially provide 5-20% cheaper fares for rides. Similar percentage for Lyft.
- Kept Wait & Save and Lyft Standard option for each rideshare platforms but indicated this is only available if the customer has someone riding with them. For example, a personal care attendant (PCA). This will be marketed mainly to current customers to use moving forward. An update to the website and the OnDemand welcome email for newly approved customers indicates how the vehicle options work.
- Staff can see how many shared rides have been taken compared to Wait & Save or Lyft Standard rides. If Wait & Save is being used by customers more than a couple times from customers known to not require a PCA, it can be addressed directly to that customer.
- Uber and Lyft can make marketing materials for current customers to help explain the changes. Uber will provide push notifications regarding these changes. Both Uber and Lyft can provide a flyer or digital material to simplify the difference in vehicle selection.

Current Usage Patterns

- 2,593 total customers approved as of 5/31/26; 246 are Tel-A-Ride customers
- Of the 2,593 approved customers, approximately 600 are actively using the service
- On average, we approve roughly 40 applications a month

Program Requirements and Costs

- Starting 3/01/2025, CARTA OnDemand increased the age requirements and voucher subsidy amount.

MEMORANDUM

- Currently, customers must be 60+ or a Tel-A-Ride customer. Seniors pay a minimum of \$5 per trip with a max \$14 subsidy and Tel-A-Ride customers pay \$4 minimum with a \$30 max subsidy
- Seniors receive 4 voucher per week and Tel-A-Ride customers 50 per month
- OnDemand saw a decrease in cost as a result of these changes for several months but has since increased in cost due to ongoing application approval and popularity of program.

Monthly cost of OnDemand

| | May | June | July | Aug | ... | Jan | Feb | Mar | Apr | May |
|------------|----------|----------|----------|----------|-----|----------|----------|----------|----------|----------|
| MTHLY COST | \$43,765 | \$33,892 | \$35,326 | \$39,086 | | \$44,932 | \$45,032 | \$57,301 | \$55,340 | \$56,037 |

There is roughly \$146K left in the budget for OnDemand which should last another 3 months before another round of Section 5310 funding is available to apply in July/August.

Staff anticipate some cost savings with the shared rides and Wait & Save options, however, with ongoing approvals, CARTA OnDemand will continue to increase in costs. Tel-A-Ride customers account for ~10% of approved customers on OnDemand and spend average 45% of the budget each month. Staff recommend reevaluating voucher subsidy amounts for Tel-A-Ride customers to assist in reduction of monthly cost.



MEMORANDUM

Date: May 11, 2026
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for April 2026

Please find the progress reports for transit planning projects.

1. Service Planning Initiatives (Project Manager: Megan Ross)
2. CARTA Comprehensive Operational Analysis (Project Manager: Megan Ross)
3. CARTA On-Demand (TNC Pilot Project) (Project Manager: Courtney Cherry)
4. Shelter Improvement Program (Project Manager: Rainee Kearney)
5. Shipwatch Square Transit Center (Project Manager: Sharon Hollis)
6. Lowcountry Rapid Transit (Project Manager: Sharon Hollis)
7. Dorchester Transit Signal Priority (TSP) Pilot Project (Project Manager: Sharon Hollis)
8. Mt. Pleasant Street Park and Ride (Project Manager: Robin Mitchum)
9. Fairgrounds Park and Ride (Project Manager: Robin Mitchum)
10. O&M Facility – LCRT (Project Manager: Robin Mitchum)
11. Mobile Ticketing Sales and Use (Project Manager: Jeff Burns)

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives

- Staff started work to automatically generate Tel-A-Ride eligibility expiration letters. These will be created weekly for paratransit passengers whose certification will be expiring to give riders advance notice and allow time for recertification. Additionally, staff worked on integrating the eligibility application into the main CARTA website.
- Staff continued to work with Spare and RATPDev to improve efficiency and rider experience for Tel-A-Ride clients. Staff worked on complaints heard at the prior board meeting, including finding a safe place to service a passenger at Siesta Motor Lodge. Staff were also trained on group trips in Spare. This will help with scheduling large groups on routes.
- Staff continued to meet with College of Charleston and MUSC to discuss operational challenges weekly. Staff continued to communicate with both partners directly when receiving notifications of delays or issues.
- Staff met with Swiftly to discuss a new incident reporting module that they would like CARTA to participate in. This would allow dispatch to track live accidents, incidents, mechanical issues, and any other out of the norm issues directly in Swiftly. It would allow dispatch to create passenger alerts right along with the incident to provide more real time issues that may cause a delay. Staff also finalized the transition/ integration of the Swiftly facing tablets in the vehicles.
- Staff attended a site visit with RATPDev and others at the Mary Street Garage site. Operations and Safety met to determine the logistics for the bus layovers to occur in the garage. Staff will continue to work to identify which routes would work best laying over inside the garage and what improvements will be needed to safely service the garage from inside.
- Staff participated in the LCRT Safety and Security Review Committee meeting and the LCRT Systems Meeting.
- Staff continue to support Customer Service by responding to passenger complaints, operational challenges, and other related correspondence.
- Staff continue working with development review and infrastructure improvement along the bus routes.
- Staff tracks and investigates all missed service. It is reported to RATPDev and documented to calculate service hours performed.
- Staff started working on retiming recommendations that were confirmed to be needed in the COA short-term findings.
- Staff welcomed a new transit planner to the team. Staff prepared a two-day route tour schedule that covered most of the routes. Additionally, staff completed a report for the Executive Director detailing the routes that were observed.
- Staff made a comparison of the new run bid paddles versus the master timetables. Errors were noted and sent to RATPDev staff to be adjusted before implementation.

2. Comprehensive Operational Analysis

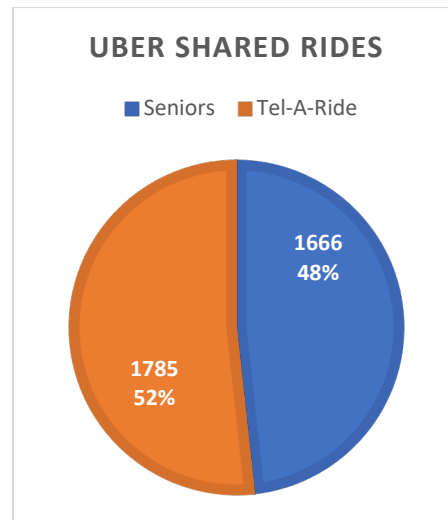
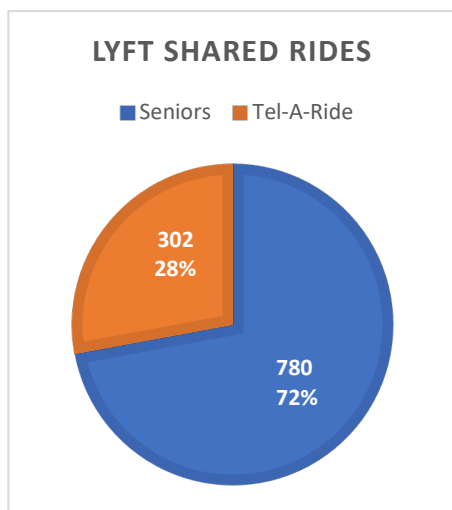
- Staff and Nelson\ Nygaard held bi-weekly meetings.
- The final virtual open house was held for round two of public engagement.
- Staff worked on promoting the survey for route recommendations. The survey will be open until the first week of June.
- Staff also worked on the fare technology portion of the project, collecting data and discussing our goals for fare moving forward.

MEMORANDUM

3. CARTA OnDemand (TNC Pilot)

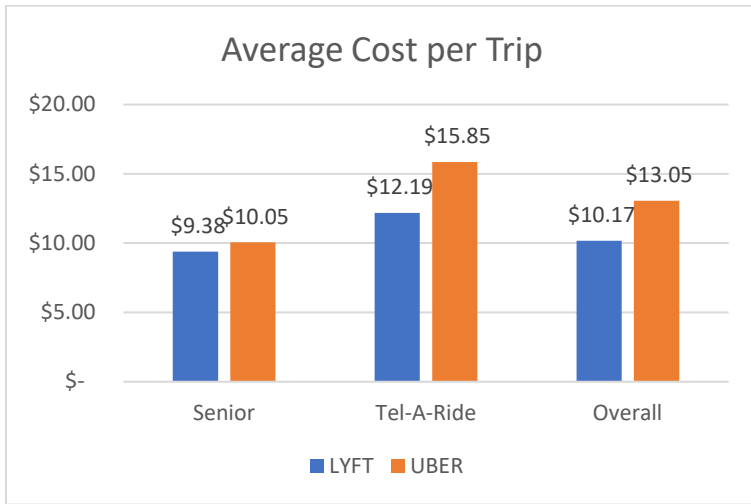
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. On March 1, 2025, program changes were implemented and updated for senior vouchers. Changes included reduction in CARTA max subsidy, monthly vouchers to weekly vouchers, and an increase in min customer pay. The service offers door-to-door subsidized services for seniors (60+) 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 \$5 with a maximum trip subsidy of \$14 and any surplus 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 May 2026, there were 2,347 senior riders and 246 Tel-A-Ride customers approved to use OnDemand service, a total of 2,593. Also in May, CARTA OnDemand had a total of 4,533 trips with 46% of the trips being taken by paratransit customers and 54% being taken by senior customers.



In May, the 4,533 trips (Tel-A-Ride and senior) averaged \$12.36 per trip. Tel-A-Ride trips averaged \$15.32 and senior trips averaged \$9.84. To date (February 2021 – present), CARTA has spent a total of \$1,298,199.07 on the OnDemand program.

MEMORANDUM

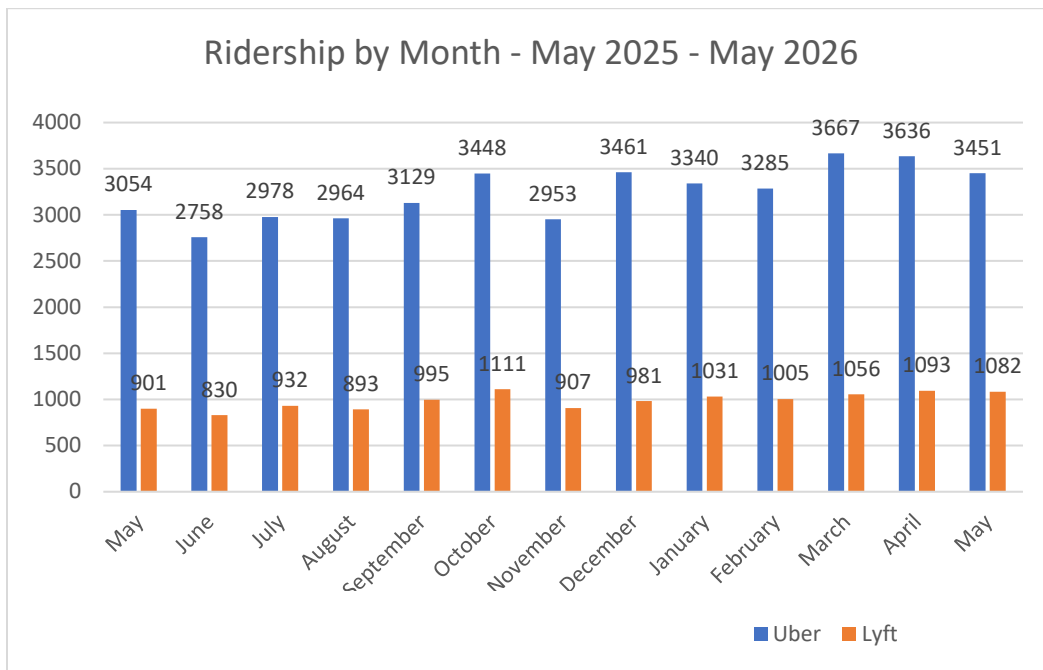


LYFT
STATISTICS

- 1082 Trips provided
- Avg Trip Cost: **\$10.17**
- 175 Unique Riders
- Total Cost: **\$11,000.51**

UBER STATISTICS

- 3451 Trips provided
- Avg Trip Cost: **\$13.05**
- 450 Unique Riders
- Total Cost: **\$45,036.26**



Ongoing Tasks:

Program Parameters

- Parameters to CARTA OnDemand were updated and approved 11/2024. Changes implemented March 1st, 2025. Changes included an increase in the customer fair, reduction in CARTA subsidy amount, an age increase, and reduction in vouchers allocated. These changes resulted in the removal of any current customers under 60 years of age.

MEMORANDUM

Coordination with TNC provider

- Staff coordinated 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 efforts.
- Outreach efforts specific to CARTA OnDemand have been held at local senior centers, medical facilities, and community living centers.

Application approval and customer service

- Staff application process continues to be an efficient approval process.
- Staff approves applications from seniors and paratransit customers within 15 days of receiving.
- Staff provides customer service by responding to inquiries about the service and assisting new riders with information on how to use Uber and Lyft

Performance Monitoring (ongoing)

- Staff tracks ridership and expenditures monthly.
- Ridership has risen consistently.

4. CARTA Shelter Improvement Program (SIP)

Bus stops play a vital role in shaping how riders experience transit. CARTA continues to enhance the rider experience by improving bus stop amenities to ensure safety, comfort, and accessibility.

In Progress:

- **3640 Dorchester Rd:** Re-coordination from the 2024 project with the developer. Requested shelter pad.
- **Orleans Rd / Carverwood Lane (Stop ID 848)** – Orleans Rd Improvements to install a bench pad as part of the project.
- **98 Wentworth St** – Temporary stop placement, easement agreement, and ADA bench pad and bench; currently in development review/construction phase
- **1940 Savannah Hwy (Stop ID 795)** – Shelter pad requested and stop shift to the far side of the intersection under development review.
- **Meeting St / Line St (Stop ID 59)** – Shelter pad poured; shelter installation pending shelter delivery(developer-initiated)
- **512 Johnnie Dodds Blvd** – Shelter pad poured.

MEMORANDUM

- **162 Ashley Ave (Stop ID 138)** – ADA-compliant pad and approved bench pending construction.
- **Charleston Place Hotel** – Requested bench and pad- Bench design approved.
- **Courier Square II** – Detailed site plan received showing CARTA sign, bench, trash receptacle, and 8'x5' landing pad; coordination ongoing with the City and CARTA. Space constraints may require the omission of a bench.
- **Savage Rd** – SCDOT/Charleston County sidewalk project; easement agreement submitted to the County by engineer.
- **Dorchester Rd** – SCDOT Safety Audit:
 - **Stop ID 351** – Dorchester Rd / Archdale Blvd: Proposed shift to the far side of the intersection with an ADA-compliant bench pad and accessible path under review.
 - **Stop ID 394** – Dorchester Rd / Franchise St: Proposed shift to the far side of the intersection with ADA-compliant bench pad and path under review.
 - **Stop ID 378** – Dorchester Rd / Ashley Phosphate Rd: Proposed shelter relocation approximately 300 feet to the far side of the intersection.
- **783 Calhoun St / Ashley Ave** – CARTA-initiated infrastructure; shared easement agreement in progress with MUSC
- **575 Calhoun St / Jonathan Lucas St (far side)** – CARTA-initiated infrastructure; shared easement agreement in progress with MUSC
- **485 Jonathan Lucas St / MUSC Quad** – CARTA-initiated infrastructure; shared easement agreement in progress with MUSC

Letters of Coordination Issued

CARTA issued letters of coordination to support transit integration in the following developments:

- 1311 Remount Rd
- Alston Village
- Ingleside Multifamily- Knox lane
- Grimball Folly Assemblage
- Atlantic St. Thomas
- Stiles Point Elementary School
- Costco N. Charleston
- 3640 Dorchester Rd
- Upjohn Townhomes
- 2112 Montford Ave
- 5109 W. Enterprise St
- Yale Parking & Storage
- 3034 Can Splash Rd
- 7365 Peppermill Parkway
- 1919 Calvert St

MEMORANDUM

5. Shipwatch Square/Transit Hub

- NEPA: NEPA is complete.
- A&E Design: 100% Design Complete/City Permitting Complete/NOI received.
- IFB: 100% design and bid documents being finalized anticipated Bid in 2026

6. Lowcountry Rapid Transit

A&E Design: 100% design document is complete. IFB/Specifications being finalized.

Key Stakeholder Coordination: Stakeholder meetings are ongoing.

FTA Coordination: Monthly and quarterly meetings are held with FTA and the Project Management Oversight Consultant (PMOC). PMOC participates in monthly risk review meetings. Remainder of federal funding has been allocated in the FY2027 budget. FTA Readiness Review scheduled for July, FFGA for October -on hold until all critical Third-Party Agreements are received.

NEPA: Documented Categorical Exclusion (DCE) 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. A reevaluation for project shift to diesel fleet as submitted and approved by FTA on July 8, 2025. 90% design did not impact Class of Action. Additional NEPA review related to ROW changes and utility relocation is underway. Wetlands permitting is underway, submitted in April 2026.

Maintenance Facility: 90% Design Deliverable and updated cost estimate scheduled for July 2026. Coordination with Dominion and SCDOT are underway related to sewer and utility easements. Wetland permitting submitted with the full Corridor project in April 2026. All other permitting 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 #9 below.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. Team continues to engage with community via neighborhood association meetings, farmers markets, festivals, and events. Summer outreach planned for construction industry.

ROW Acquisition: ROW acquisition for the corridor is underway.

Utility Coordination: Monthly utility coordination meetings with all impacted utilities are underway. Pre-Utility Agreements are complete for most utilities. Dominion and CWS utility agreements are in development. Smaller, focused utility coordination meetings with major utility providers, Dominion, CWS, and North Charleston Sewer District are occurring on a regular basis.

MEMORANDUM

Construction Related Activities: Meetings related to coordination on MOT, IGAs, CEI, bidder outreach, and construction phase project procedures are ongoing. CEI procurement documents and contract templates are in review to advance CEI procurement in Fall 2026.

Systems Integration: Tasks associated with transit systems and integration (vehicles, fare vending, technology, etc.) are underway. Bi-weekly meetings with the systems integration team are occurring. Route redesign and CARTA infrastructure modifications to be developed in the coming year as part of CARTA COA effort. Developing Fare Policy scope to prepare for fare vending equipment.

7. Dorchester TSP

- Final deliverables have been received. NEPA documentation has been completed.
- IGA has been executed.
- Finalizing Procurement Specifications for FHWA funding to be programmed.
- Phase 3 funding anticipated by July 1 for procurement to begin Summer/Fall 2026 contingent on final FHWA package being complete.

8. Mt. Pleasant Street Park and Ride

Plans for TRC are being finalized (one slight change to lighting) and permit applications have been submitted to City of Charleston & SCDES. Preparation of construction specifications are underway.

9. Fairgrounds Park and Ride

The ECFC & CARTA trial has been rescheduled for September 2026.

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

Closing documents prepared and waiting for signature. Water & Wastewater permits have been submitted to Berkeley County and SCDES.

11. Mobile Ticketing Sales & Use

During the month of May 2026, mobile ticket sales totaled \$32,825.02. This is a 0.8% decrease in sales revenue over May 2025 and a 4.5% increase from April 2026. Mobile ticket sales comprised 24.4% of total farebox revenue for the month and totals 24.5% of the revenue fiscal year to date. Mobile ticketing revenue comprised 21.5% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 2.3% lower than mobile ticket sales last year fiscal year to date. There were 1,960 unique users over the month, conducting 18,298 transactions. The pass type with the highest frequency of use is the local, fixed-route, one-trip ticket. The route with the highest usage is Route 10, followed by Route 12. Functionality to accept direct credit card payment with the existing on-

MEMORANDUM

vehicle hardware was launched on June 1, 2026. Promotional activities accelerate over the next month.





Charleston Area Regional Transportation Authority

MEMORANDUM

Date: June 14, 2026
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: Monthly Ridership Report – May 2026

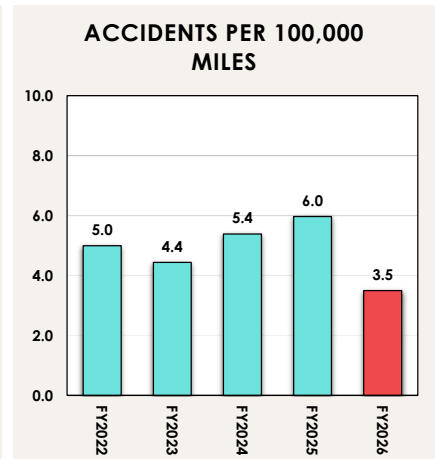
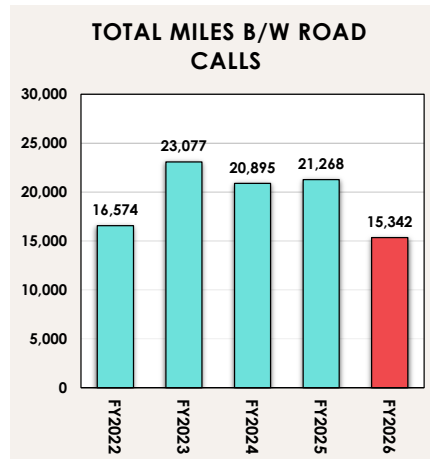
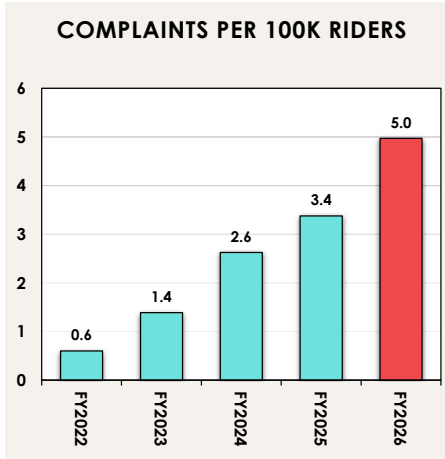
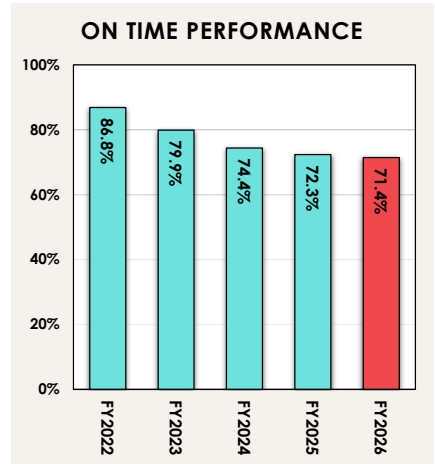
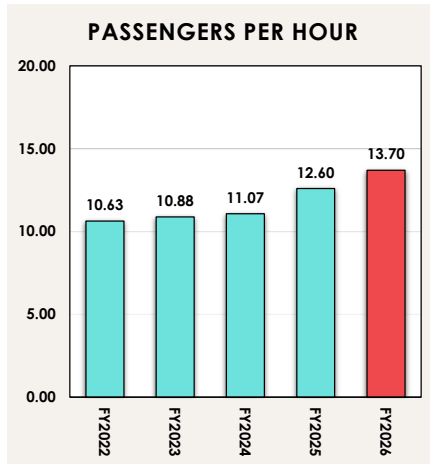
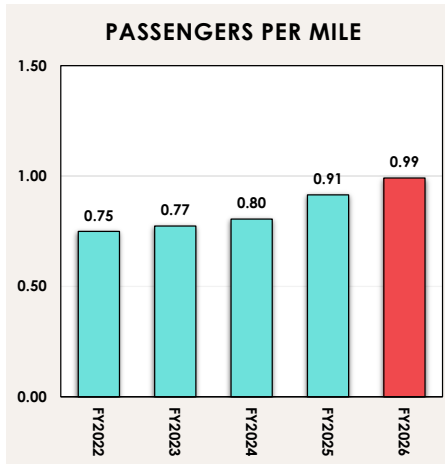
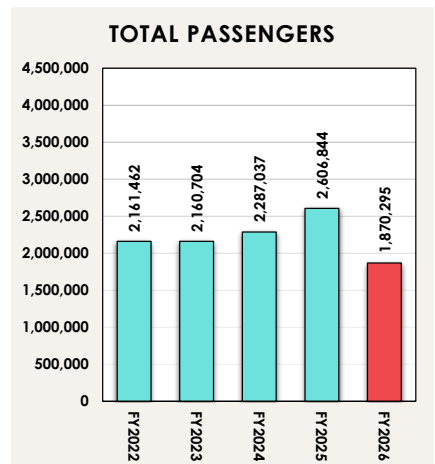
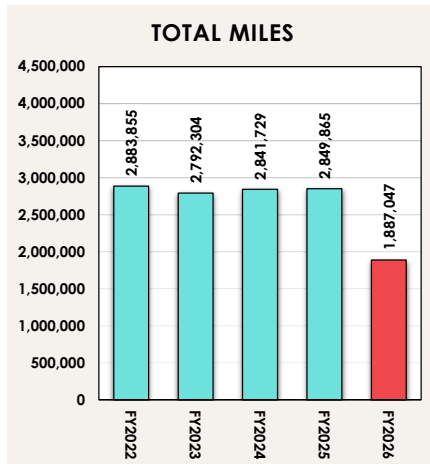
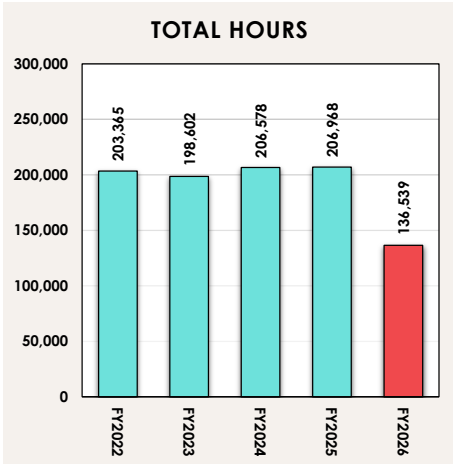
The following tables and figures summarize operating statistics for the month of May 2026. Please feel free to contact me with any questions or for further information.

FIXED-ROUTE METRICS THIS MONTH – MAY 2026

| Fixed Route Metrics | This Month | Percent Change | |
|--|--------------------------------|-------------------------------------|---------------------------|
| | May-26 | from Same Month Last Year May-25 | from Last Month Apr-26 |
| Fixed-Route Ridership Overview | | | |
| Total Ridership | 225,917 | ↓ -10.9% | ↓ -8.4% |
| Total Revenue Hours | 17,019 | ↓ -2.6% | ↓ -3.6% |
| Total Revenue Miles | 251,713 | ↑ 4.6% | ↑ 6.8% |
| Fixed-Route Efficiency | | | |
| Passengers Per Hour | 13.3 | ↓ -8.6% | ↓ -4.9% |
| On-Time Performance | 68.8% | ↓ -3.4% | ↓ -1.3% |
| Fixed-Route Financial Summary | | | |
| Cost per Passenger | \$6.71 | ▶ 40.7% | ▶ 0.0% |
| Revenue | \$339,492.50 | ↑ 16.9% | ↑ 5.2% |
| Farebox Recovery | 18.3% | ↓ -5.2% | ↑ 12.3% |
| Fixed-Route Safety | | | |
| Miles Between Road Calls | 4,749 | ▶ -78.3% | ▶ -77.8% |
| Revenue Vehicle Accidents per 100k Miles | 3.6 | ▶ 23.0% | ▶ -23.4% |
| Preventable Accidents per 100k Miles | 0.8 | ▶ -52.2% | ▶ -68.8% |
| Fixed-Route Customer Experience | | | |
| Complaints per 100k Passengers | 4.9 | ▶ 23.5% | ▶ 50.1% |
| Compliments per 100k Passengers | 0.4 | ↓ -62.6% | ↓ -78.2% |
| Routes Not Meeting Performance Standards This Month | | | |
| XP1 James Island-North Charleston Express | 32 North Bridge | | |
| XP2 Mt Pleasant-West Ashley Express | 33 St. Andrews/Ashley River Rd | | |
| XP3 Dorchester Rd-Summerville Express | 40 Mt. Pleasant | | |
| 10 Rivers Avenue | 41 Coleman Boulevard | | |
| 11 Dorchester Rd/Airport | 42 Wando Circulator | | |
| 12 Upper Dorch/Ashley Phosphate Rd | 102 North Neck/ Rutledge Ave | | |
| 13 Remount Road | 103 Leeds Avenue | | |
| 20 King Street/ Meeting St. | 104 Montague Avenue | | |
| 30 Savannah Highway | 301 Glenn McConnell Circulator | | |
| 31 Folly Road | Beach Reach | | |



FIXED ROUTE ANNUAL TRENDS FY2022 – FY2026 (TO DATE)



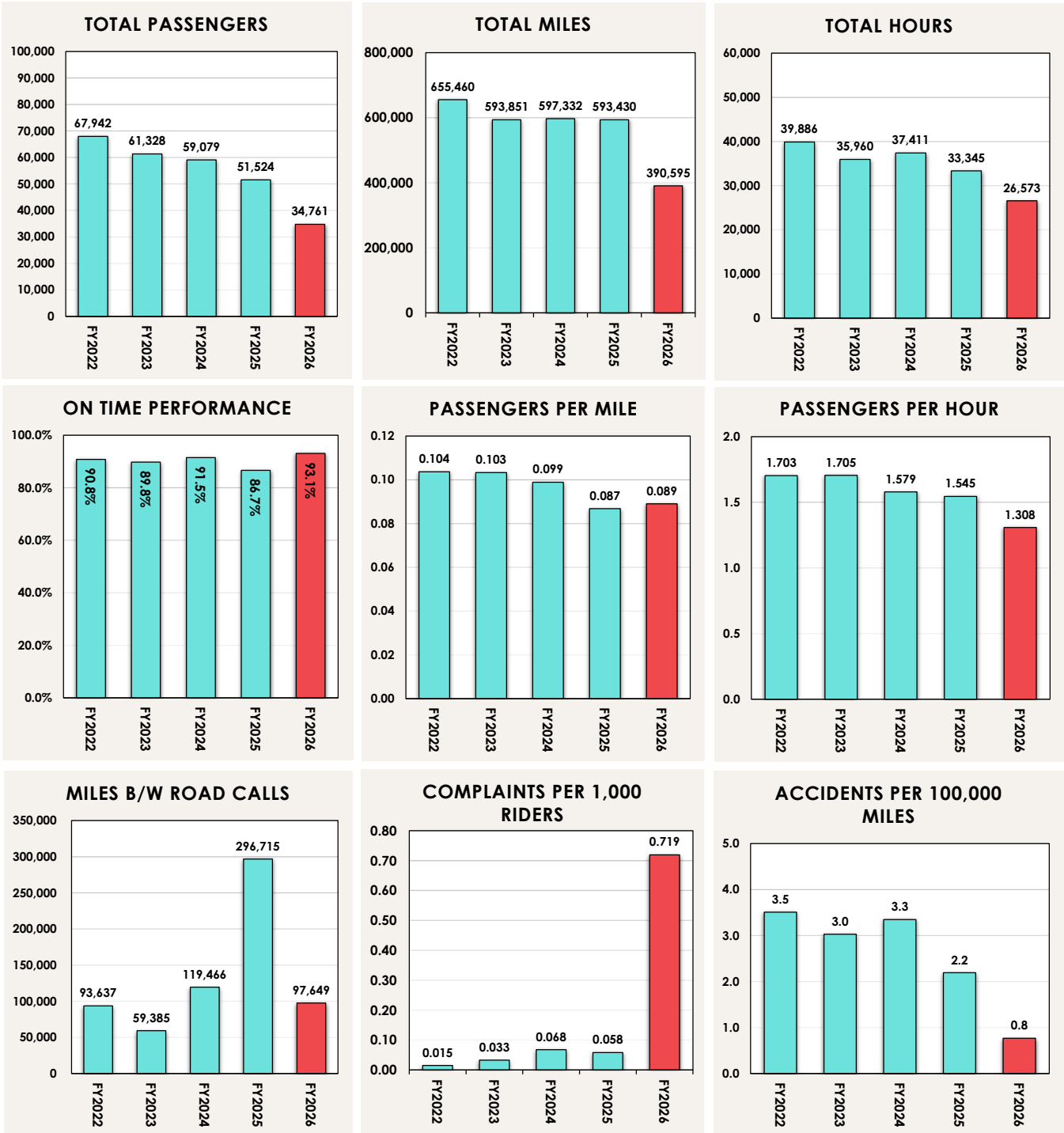


PARATRANSIT METRICS THIS MONTH – MAY 2026

| On-Demand Metrics | This Month | Percent Change from Same Month Last Year | Percent Change from Last Month |
|--|------------|--|-----------------------------------|
| | May-26 | May-25 | Apr-26 |
| Paratransit Ridership Overview | | | |
| Total Ridership | 4,288 | ↓ -2.8% | ↓ -5.6% |
| Total Revenue Hours | 3,379 | ↑ 23.1% | ↓ -1.2% |
| Total Revenue Miles | 46,803 | ↑ 1.1% | ↓ -4.0% |
| Paratransit Efficiency | | | |
| Passengers Per Hour | 1.3 | ↓ -21.1% | ↓ -4.4% |
| No-Shows | 216 | ▶ 6.9% | ▶ -2.3% |
| On-Time Performance | 95.1% | ↑ 9.3% | ↑ 1.2% |
| Paratransit Financial Summary | | | |
| Cost per Passenger Trip | \$79.58 | ▶ 74.3% | ▶ 4.9% |
| Paratransit Safety | | | |
| Miles Between Road Calls | 0 | - | ▶ -100.0% |
| Revenue Vehicle Accidents per 100k Miles | 4.3 | - | - |
| Preventable Accidents per 100k Miles | 2.0 | - | - |
| Paratransit Customer Experience | | | |
| Complaints per 1,000 Passengers | - | - | ▶ -100.0% |
| Compliments per 1,000 Passengers | 0.0 | - | ↓ -100.0% |



PARATRANSIT ANNUAL TRENDS - FY2022 – FY2026 (TO DATE)

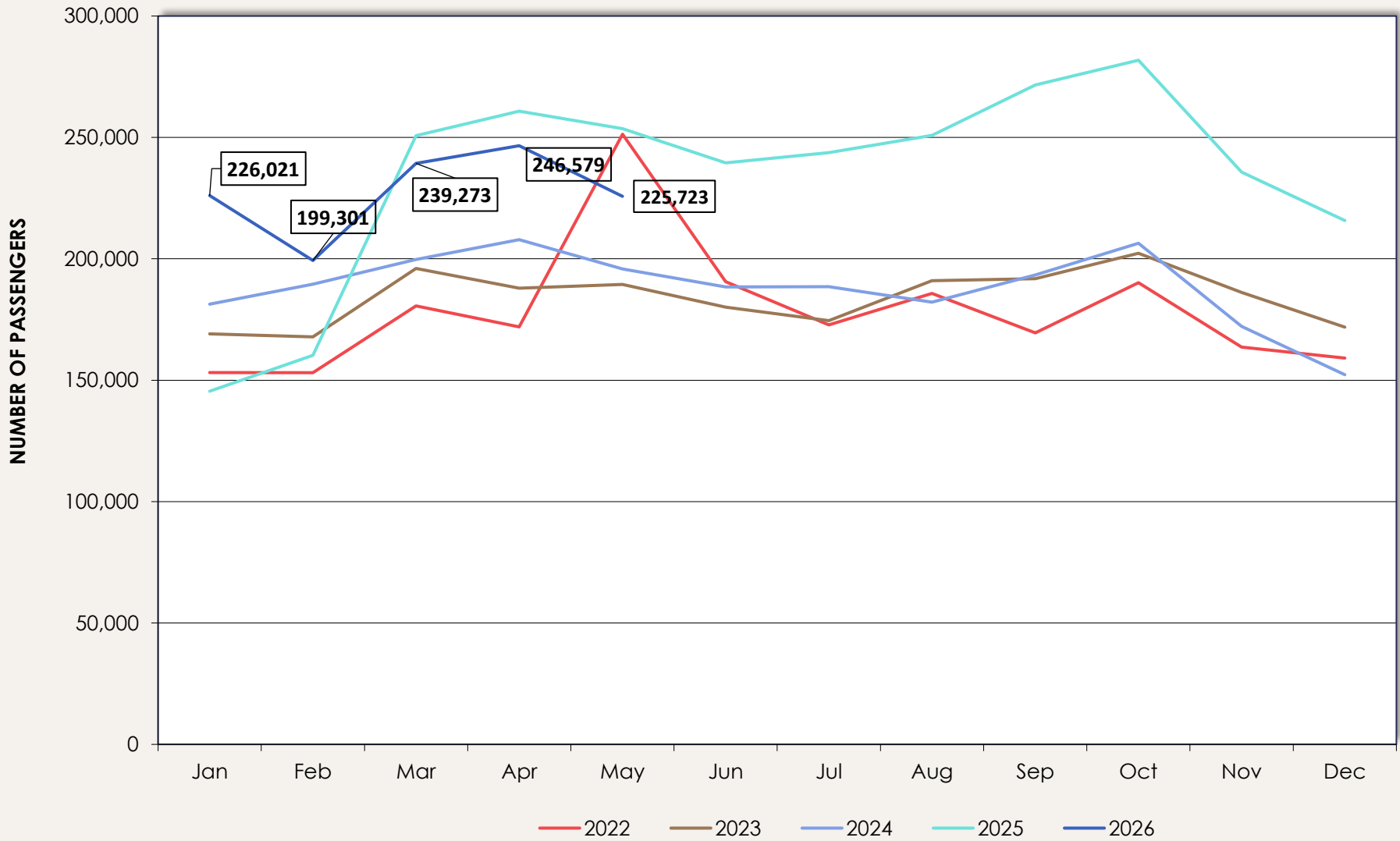


Revenue/Cost/Ridership for the Month of May 2026

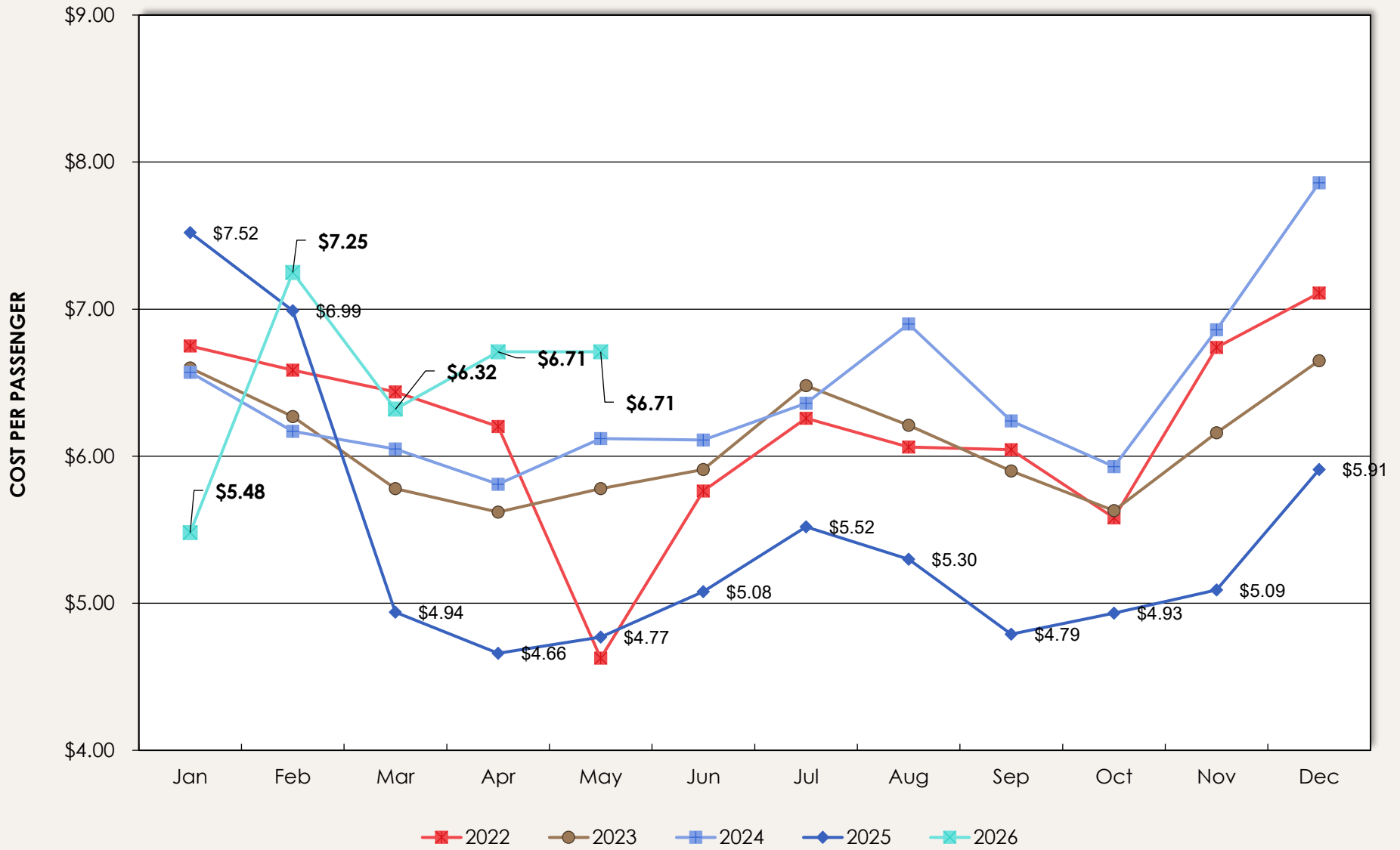
| Route Name | Route Name | Farebox Revenue | Pass/Presale Revenue | 2025 Revenue | 2026 Revenue | Cost of Operation | Hours Operated | Farebox Recovery | Cost Per Passenger | Deviation From System Average | Allowable Deviation Under Performance Standards | 2025 Passengers Per Hour | 2026 Passengers Per Hour | Change from Last Year | Passenger Per Hour Target Under Performance Standards | 2025 Ridership | 2026 Ridership | Change from Last Year | Change from Last Year | % of Total Ridership |
|--|--|-----------------|----------------------|---------------|---------------|-------------------|----------------|------------------|--------------------|-------------------------------|---|--------------------------|--------------------------|-----------------------|---|----------------|----------------|-----------------------|-----------------------|----------------------|
| 1 James Island-North Charleston Express | 1 James Island-North Charleston Express | \$ 319.48 | \$ 8,012.03 | \$ 13,830.85 | \$ 8,331.51 | \$ 68,282.38 | 626.33 | 12.2% | \$ 10.28 | -6.10% | -5% | 9 | 9 | 7% | 15 | 5,782 | 5,834 | 52 | 1% | 2.58% |
| 2 Mt. Pleasant-West Ashley Express | 2 Mt. Pleasant-West Ashley Express | \$ 686.39 | \$ 5,494.71 | \$ 10,255.86 | \$ 6,181.10 | \$ 66,985.05 | 614.43 | 9.2% | \$ 15.20 | -9.07% | -5% | 7 | 7 | -5% | 15 | 4,503 | 4,001 | (502) | -11% | 1.77% |
| 3 Dorchester Rd-Summerville Express | 3 Dorchester Rd-Summerville Express | \$ 738.66 | \$ 5,121.16 | \$ 8,925.96 | \$ 5,859.82 | \$ 45,934.77 | 421.34 | 12.8% | \$ 10.75 | -5.54% | -5% | 9 | 9 | -1% | 15 | 4,039 | 3,729 | (310) | -8% | 1.65% |
| 4 Airport Express | 4 Airport Express | \$ - | \$ - | \$ - | \$ - | \$ - | - | - | - | - | -5% | - | - | - | 15 | - | - | - | - | 0.00% |
| 7 HOP Shuttle (Hospitality on Peninsula) | 7 HOP Shuttle (Hospitality on Peninsula) | \$ - | \$ - | \$ - | \$ - | \$ - | - | - | - | - | -15% | - | - | - | 10 | - | - | - | - | 0.00% |
| 10 Rivers Avenue | 10 Rivers Avenue | \$ 27,794.07 | \$ 16,177.70 | \$ 44,777.85 | \$ 43,971.77 | \$ 285,725.31 | 2,620.86 | 15.4% | \$ 4.83 | -2.91% | -10% | 20 | 19 | -3% | 20 | 54,234 | 50,034 | (4,200) | -8% | 22.15% |
| 11 Dorchester Rd/Airport | 11 Dorchester Rd/Airport | \$ 7,226.05 | \$ 4,201.40 | \$ 13,868.31 | \$ 11,427.45 | \$ 122,051.32 | 1,119.53 | 9.4% | \$ 8.51 | -8.93% | -10% | 15 | 12 | -21% | 20 | 17,776 | 12,994 | (4,782) | -27% | 5.75% |
| 12 Upper Dorch/Ashley Phosphate Rd | 12 Upper Dorch/Ashley Phosphate Rd | \$ 11,037.89 | \$ 6,322.15 | \$ 16,939.77 | \$ 17,360.04 | \$ 136,367.07 | 1,250.85 | 12.7% | \$ 6.09 | -5.57% | -10% | 16 | 16 | -1% | 20 | 20,653 | 19,553 | (1,100) | -5% | 8.65% |
| 13 Remount Road | 13 Remount Road | \$ 3,118.40 | \$ 1,249.36 | \$ 6,183.65 | \$ 4,367.76 | \$ 79,795.60 | 731.94 | 5.5% | \$ 19.52 | -12.82% | -10% | 10 | 5 | -45% | 20 | 7,856 | 3,864 | (3,992) | -51% | 1.71% |
| 20 King Street/Meeting St | 20 King Street/Meeting St | \$ - | \$ 6,000.00 | \$ 6,000.00 | \$ 6,000.00 | \$ 65,958.08 | 605.01 | 9.1% | \$ 5.42 | -9.20% | -10% | 22 | 18 | -18% | 20 | 15,020 | 11,072 | (3,948) | -26% | 4.90% |
| 30 Savannah Highway | 30 Savannah Highway | \$ 3,551.51 | \$ 2,054.47 | \$ 4,977.81 | \$ 5,605.98 | \$ 70,145.53 | 643.42 | 8.0% | \$ 10.16 | -10.31% | -10% | 11 | 10 | -8% | 20 | 7,127 | 6,354 | (773) | -11% | 2.81% |
| 31 Folly Road | 31 Folly Road | \$ 2,614.86 | \$ 1,889.56 | \$ 4,247.41 | \$ 4,504.42 | \$ 87,061.41 | 798.58 | 5.2% | \$ 14.13 | -13.12% | -15% | 8 | 7 | -6% | 10 | 6,663 | 5,844 | (819) | -12% | 2.59% |
| 32 North Bridge | 32 North Bridge | \$ 4,662.82 | \$ 3,652.38 | \$ 8,895.05 | \$ 8,315.20 | \$ 90,095.07 | 826.41 | 9.2% | \$ 7.24 | -9.07% | -10% | 16 | 14 | -16% | 20 | 13,663 | 11,296 | (2,367) | -17% | 5.00% |
| 33 St. Andrews/Ashley River Rd | 33 St. Andrews/Ashley River Rd | \$ 4,666.65 | \$ 3,005.07 | \$ 8,503.77 | \$ 7,671.72 | \$ 75,011.81 | 688.06 | 10.2% | \$ 7.25 | -8.07% | -10% | 16 | 14 | -17% | 20 | 11,759 | 9,294 | (2,465) | -21% | 4.11% |
| 40 Mt. Pleasant | 40 Mt. Pleasant | \$ 1,858.28 | \$ 1,809.70 | \$ 4,447.01 | \$ 3,667.98 | \$ 71,911.29 | 659.62 | 5.1% | \$ 12.19 | -13.20% | -10% | 10 | 8 | -11% | 20 | 6,530 | 5,597 | (933) | -14% | 2.48% |
| 41 Coleman Boulevard | 41 Coleman Boulevard | \$ 700.32 | \$ 565.51 | \$ 1,148.48 | \$ 1,265.83 | \$ 39,546.94 | 362.75 | 3.2% | \$ 21.89 | -15.10% | -10% | 4 | 5 | 18% | 20 | 1,568 | 1,749 | 181 | 12% | 0.77% |
| 42 Wando Circulator | 42 Wando Circulator | \$ 501.76 | \$ 104.44 | \$ 1,064.08 | \$ 606.20 | \$ 40,018.99 | 367.08 | 1.5% | \$ 122.02 | -16.78% | -15% | 4 | 1 | -80% | 10 | 1,630 | 323 | (1,307) | -80% | 0.14% |
| 102 North Neck/ Rutledge Ave | 102 North Neck/ Rutledge Ave | \$ 655.11 | \$ 599.46 | \$ 1,283.23 | \$ 1,254.57 | \$ 51,291.64 | 470.48 | 2.4% | \$ 26.99 | -15.85% | -15% | 5 | 4 | -22% | 10 | 2,530 | 1,854 | (676) | -27% | 0.82% |
| 103 Leeds Avenue | 103 Leeds Avenue | \$ 420.04 | \$ 372.80 | \$ 1,025.62 | \$ 792.84 | \$ 17,229.49 | 158.04 | 4.6% | \$ 14.26 | -13.70% | -15% | 8 | 7 | -7% | 10 | 1,334 | 1,153 | (181) | -14% | 0.51% |
| 104 Montague Avenue | 104 Montague Avenue | \$ 773.96 | \$ 550.31 | \$ 2,607.29 | \$ 1,324.27 | \$ 72,867.03 | 668.38 | 1.8% | \$ 42.03 | -16.48% | -10% | 6 | 3 | -59% | 10 | 4,552 | 1,702 | (2,850) | -63% | 0.75% |
| 203 Medical Shuttle | 203 Medical Shuttle | \$ 6.00 | \$ 102,136.84 | \$ 41,975.00 | \$ 102,142.84 | \$ 100,056.57 | 917.78 | 102.1% | \$ (0.08) | 83.79% | -10% | 32 | 29 | -7% | 10 | 15,605 | 27,049 | 11,444 | 73% | 11.97% |
| 210 Aquarium/ Calhoun DASH | 210 Aquarium/ Calhoun DASH | \$ - | \$ 47,248.67 | \$ 43,618.89 | \$ 47,248.67 | \$ 43,246.34 | 396.68 | 109.3% | \$ (0.55) | 90.96% | -15% | 22 | 18 | -16% | 10 | 9,465 | 7,321 | (2,144) | -23% | 3.24% |
| 211 Meeting/King DASH | 211 Meeting/King DASH | \$ - | \$ 29,625.67 | \$ 28,595.89 | \$ 29,625.67 | \$ 133,536.92 | 1,224.89 | 22.2% | \$ 4.18 | 3.89% | -15% | 24 | 20 | -16% | 10 | 29,638 | 24,857 | (4,781) | -16% | 11.00% |
| 213 Lockwood/Calhoun DASH | 213 Lockwood/Calhoun DASH | \$ - | \$ 13,625.67 | \$ 12,595.89 | \$ 13,625.67 | \$ 47,224.83 | 433.36 | 28.8% | \$ 4.46 | 10.54% | -15% | 19 | 17 | -10% | 10 | 8,410 | 7,539 | (871) | -10% | 3.34% |
| 301 Glenn McConnell Circulator | 301 Glenn McConnell Circulator | \$ 755.04 | \$ (94.47) | \$ 2,119.36 | \$ 660.57 | \$ 37,594.97 | 344.82 | 1.8% | \$ 13.63 | -16.54% | -15% | 8 | 8 | -5% | 10 | 3,156 | 2,710 | (446) | -14% | 1.20% |
| Beach Shuttle | Beach Shuttle | \$ - | \$ 7,680.60 | \$ 2,408.97 | \$ 7,680.60 | \$ 7,441.15 | 68.25 | 103.2% | \$ (1.23) | 84.92% | -15% | 2 | 3 | 73% | 10 | 64 | 194 | 130 | 203% | 0.09% |
| TOTAL | System Average | \$ 72,087.29 | \$ 267,405.21 | \$ 290,276.00 | \$ 339,492.00 | \$ 1,855,399.58 | 17,018.89 | 18.3% | \$ 6.71 | | | 14.5 | 13.3 | -9% | | 253,554 | 225,917 | (27,637) | -10.9% | 100.0% |

Meeting Passenger Per Hour Standards
NOT Meeting Passenger Per Hour Standards

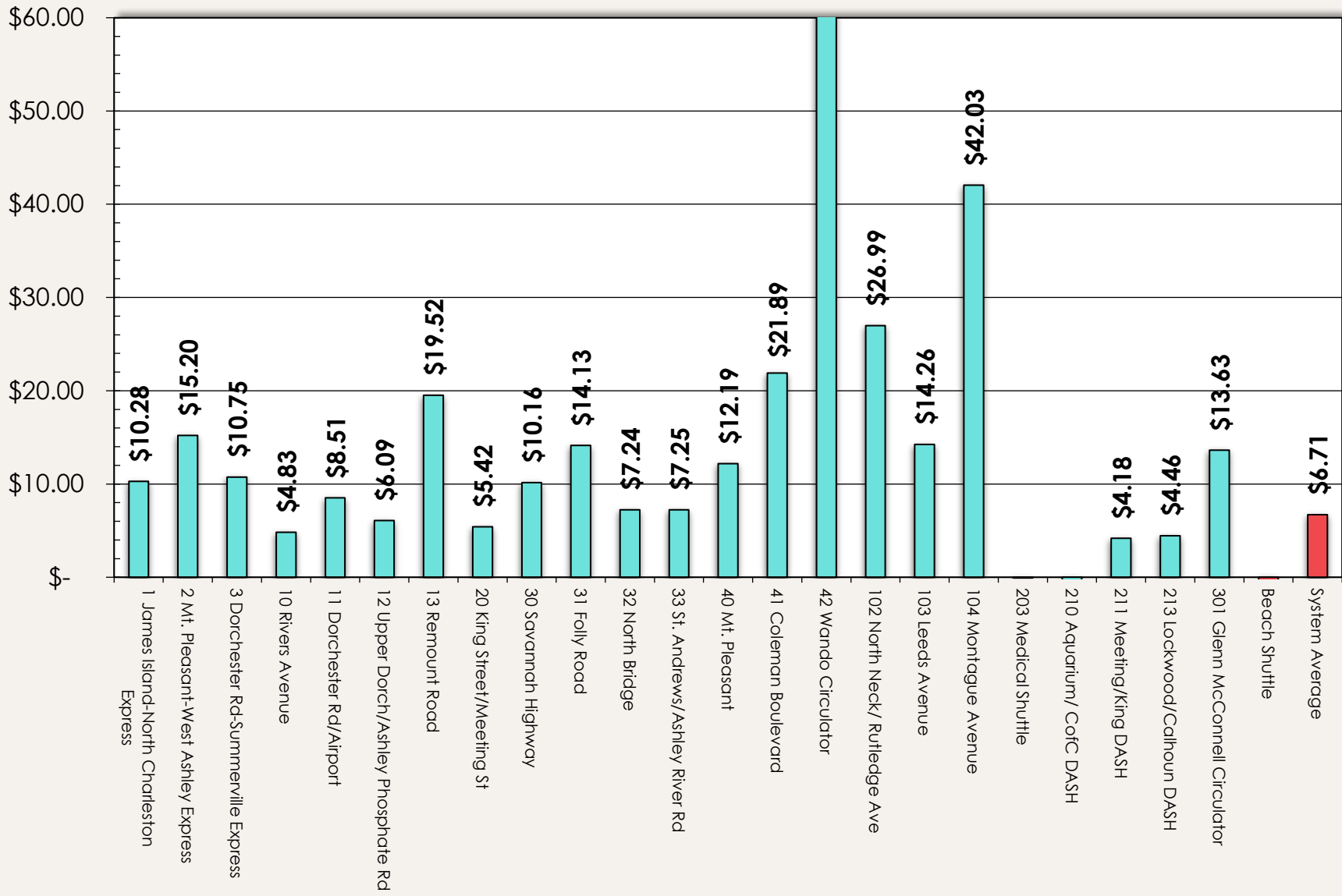
Ridership - Fixed Route



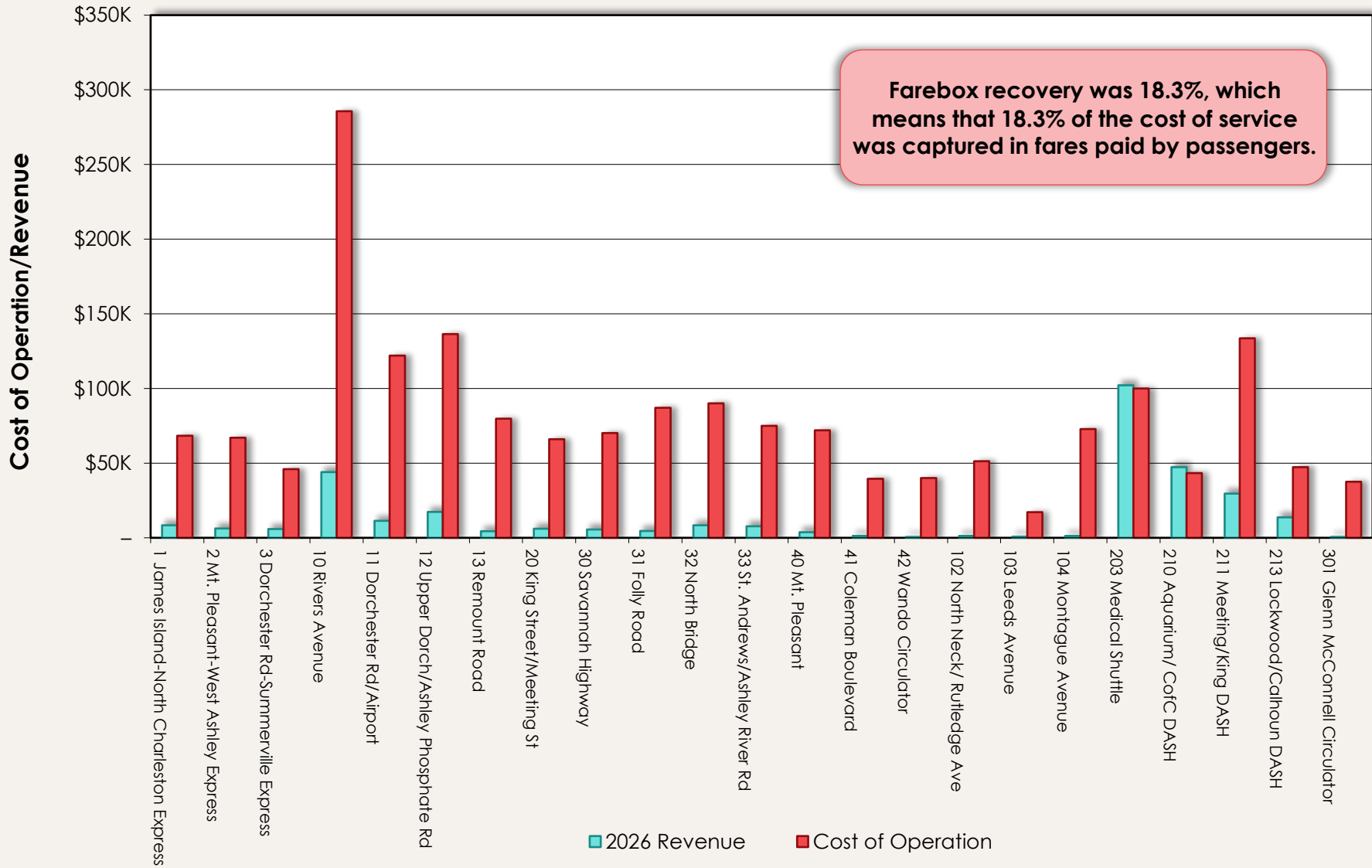
Cost Per Passenger - Fixed Route



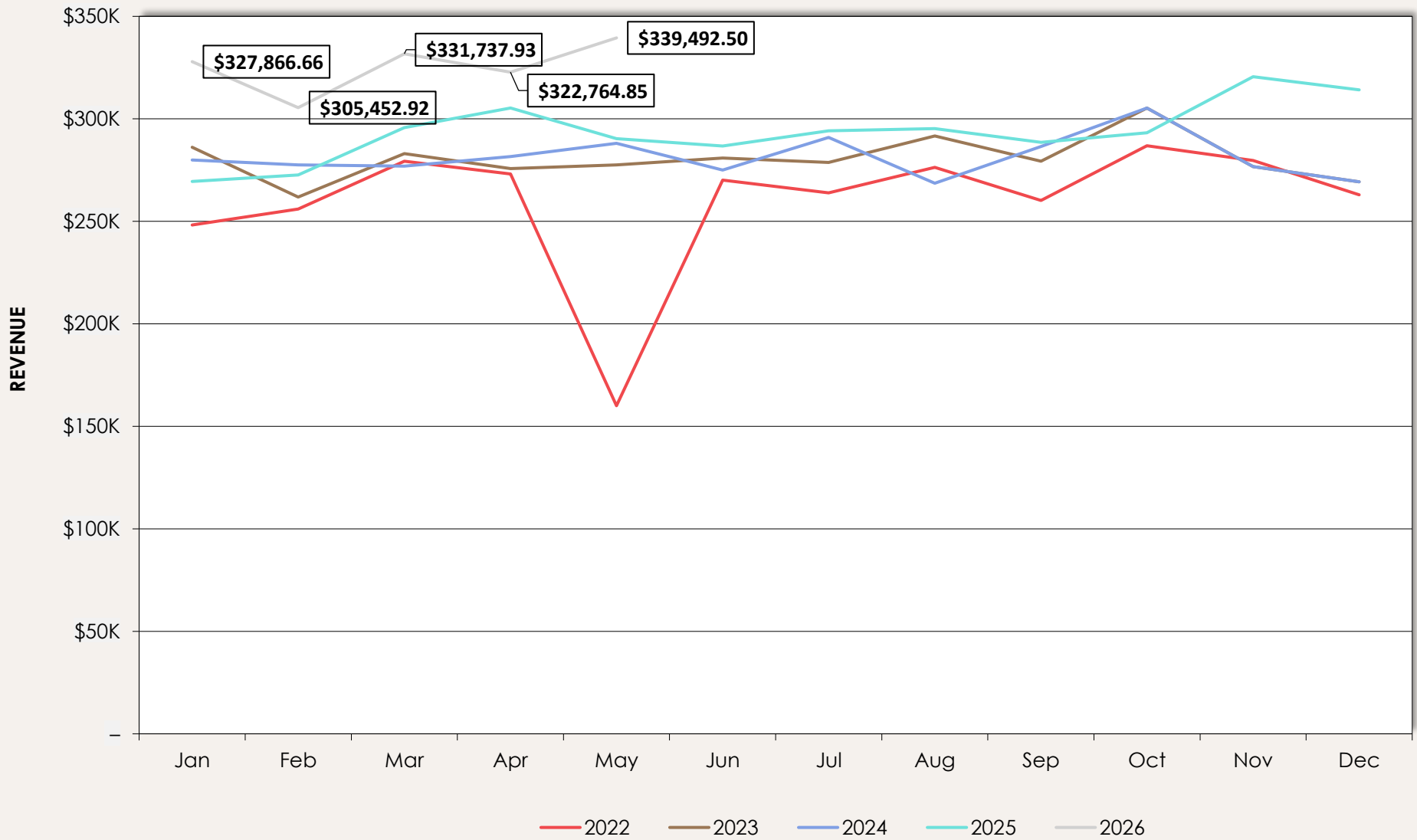
Average Cost Per Passenger - Fixed Route



Revenue & Cost by Route May 2026

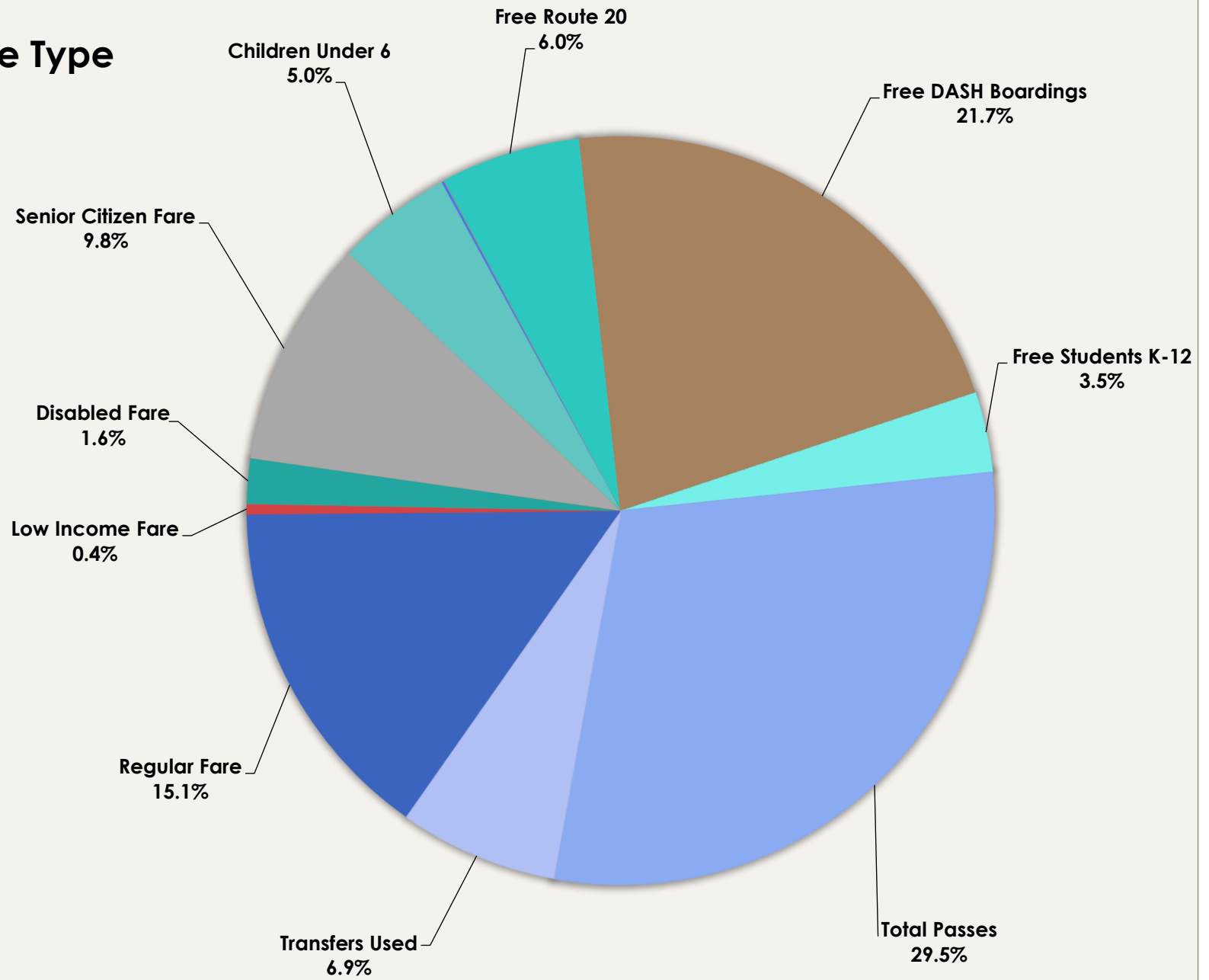


Revenue - Fixed Route

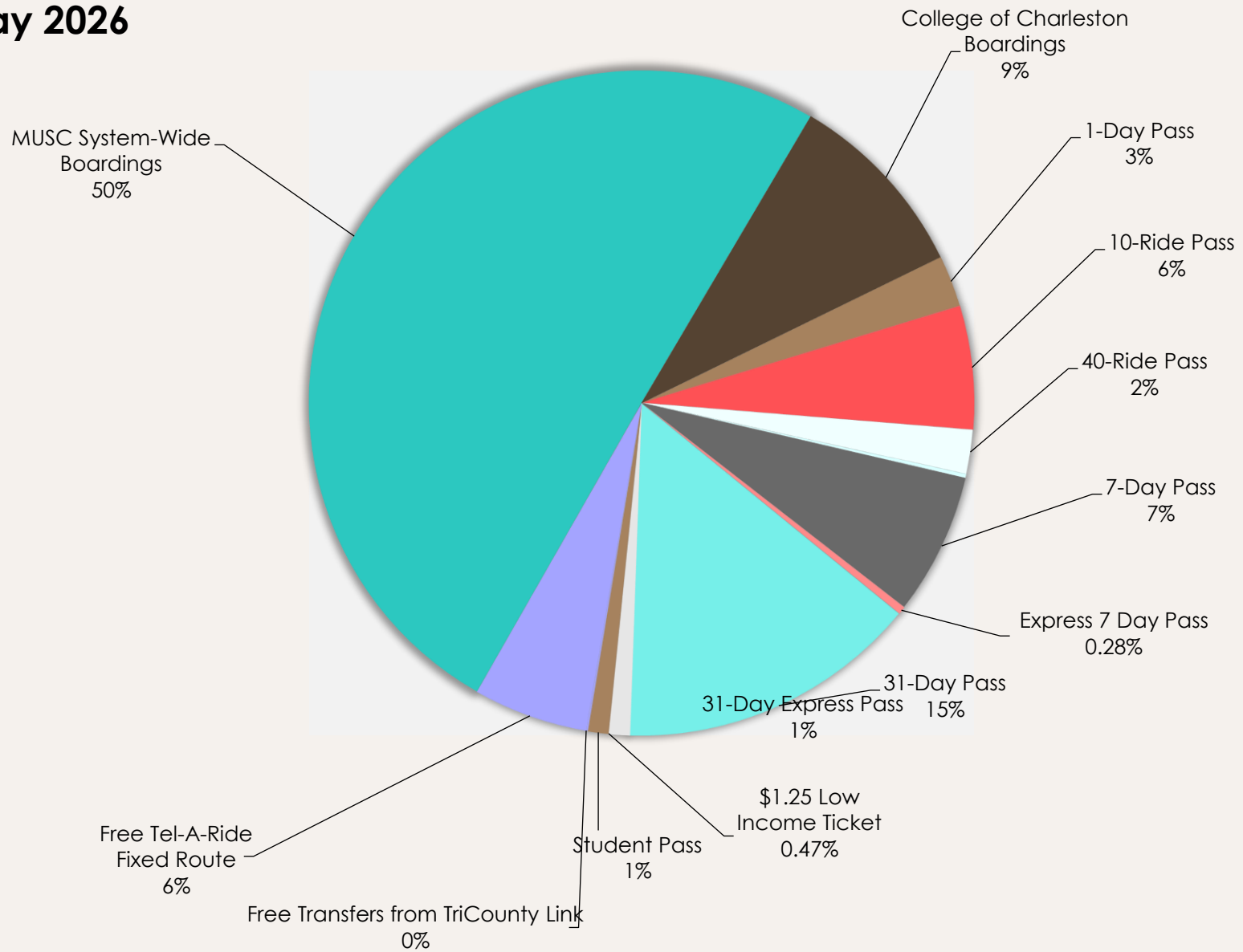


Ridership by Fare Type May 2026

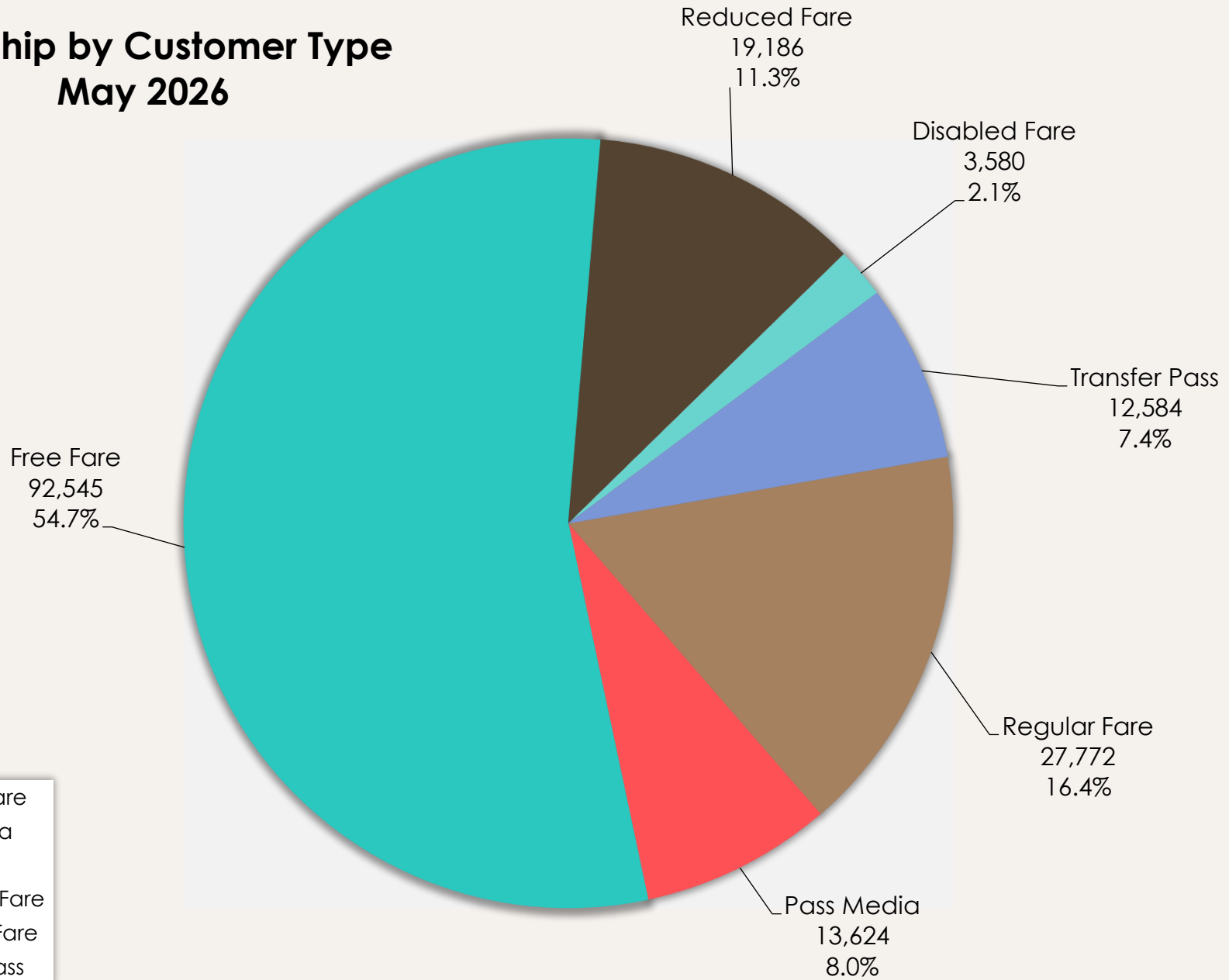
- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
-



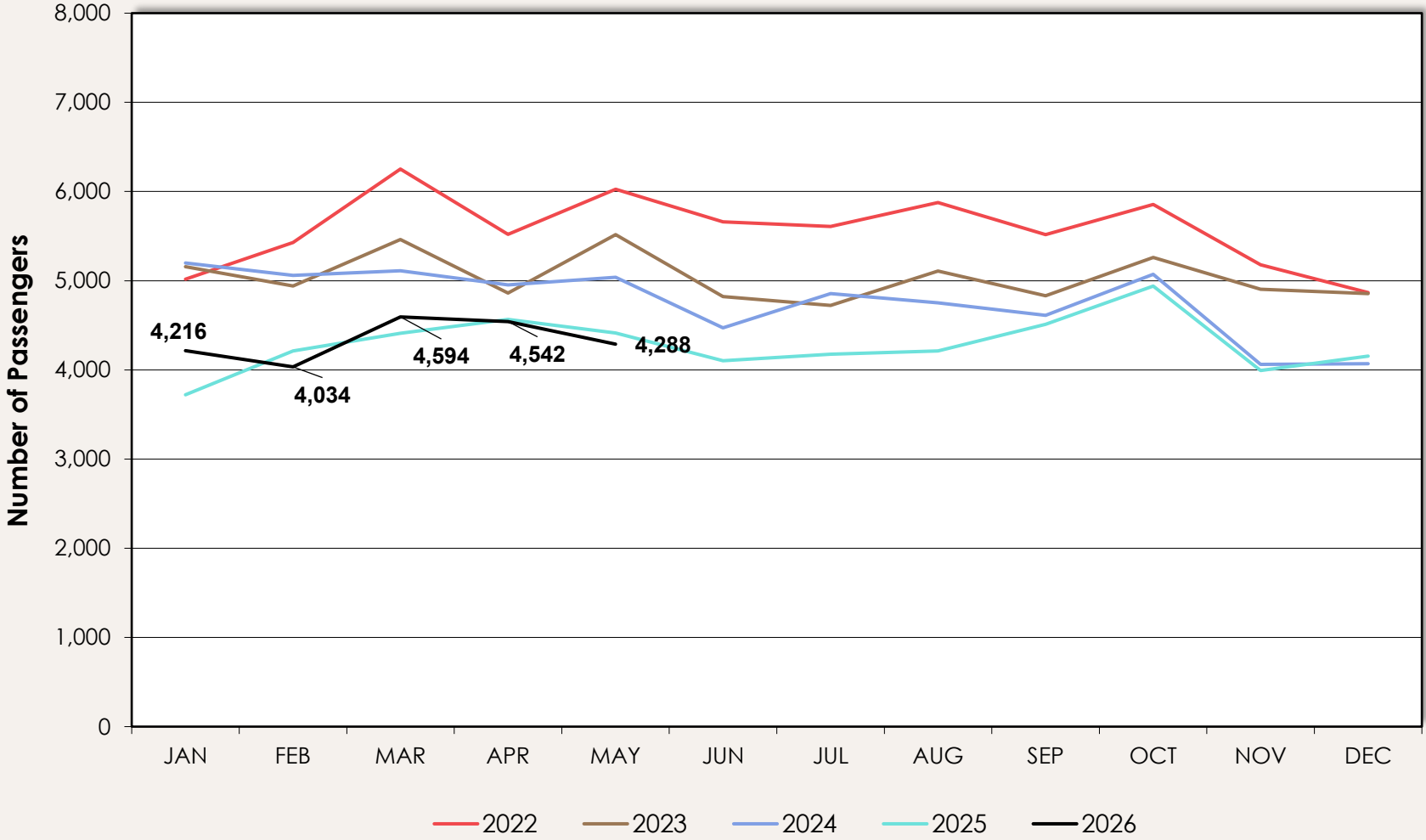
Pass Use by Type May 2026



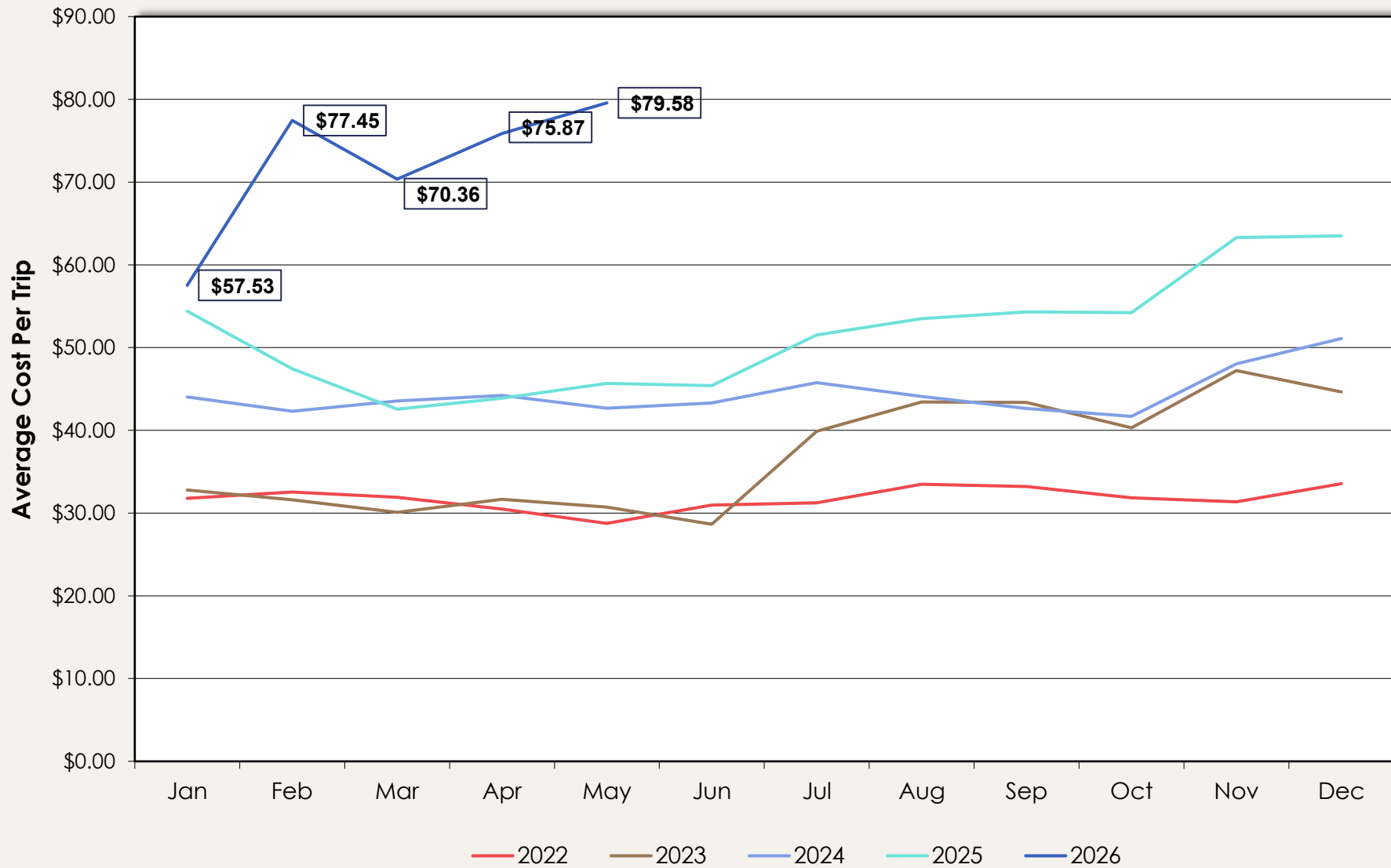
Ridership by Customer Type May 2026



Ridership - Tel-A-Ride

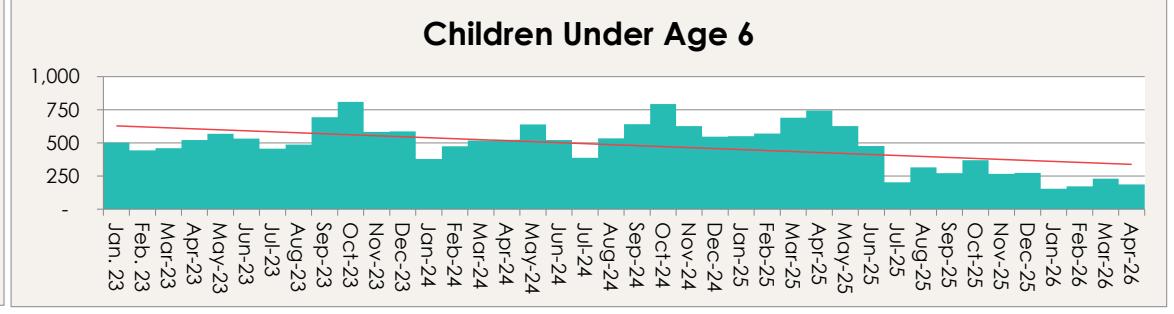
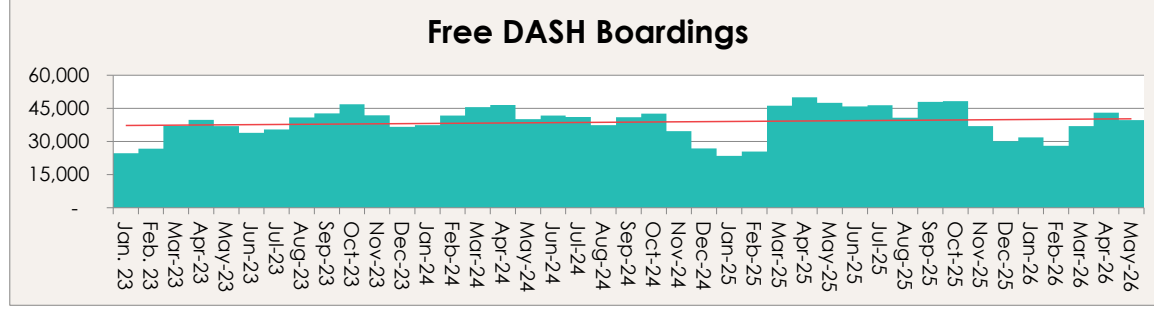
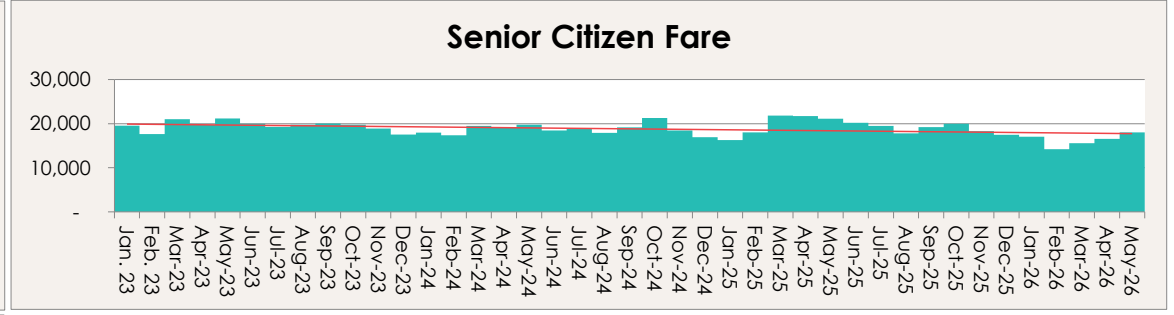
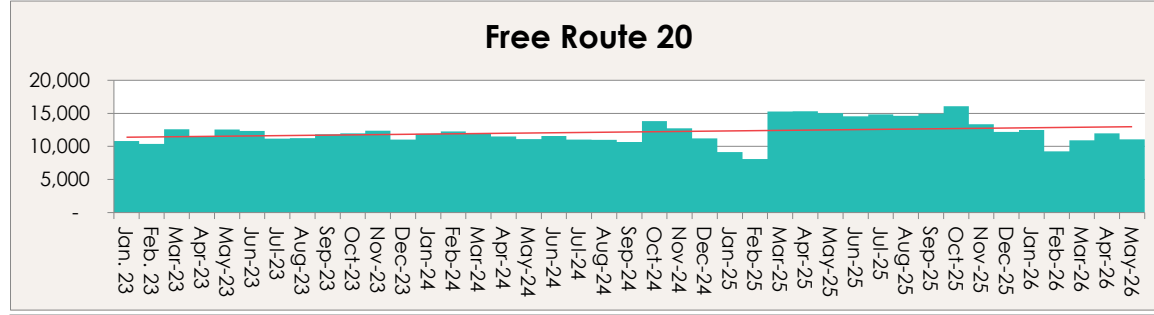
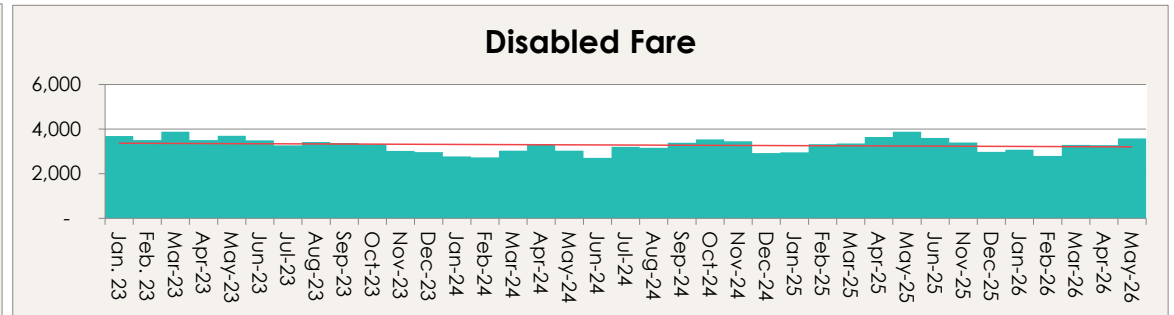
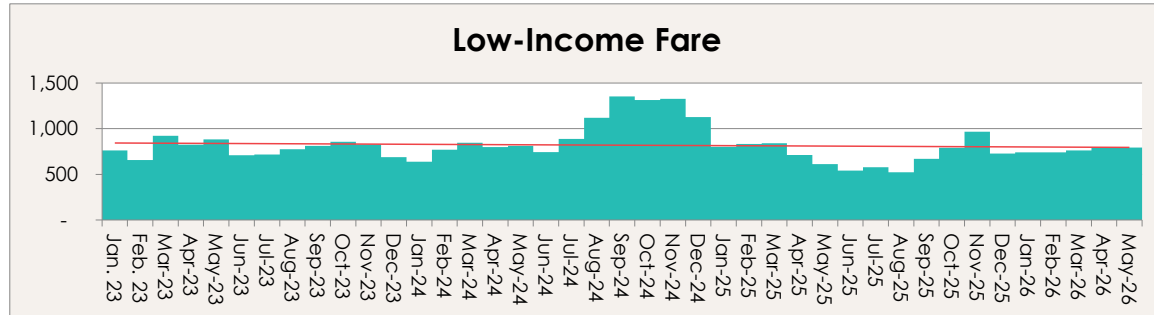
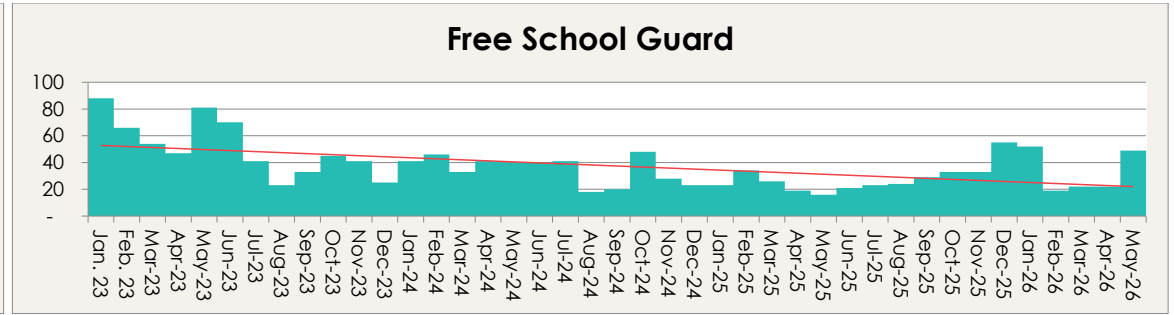
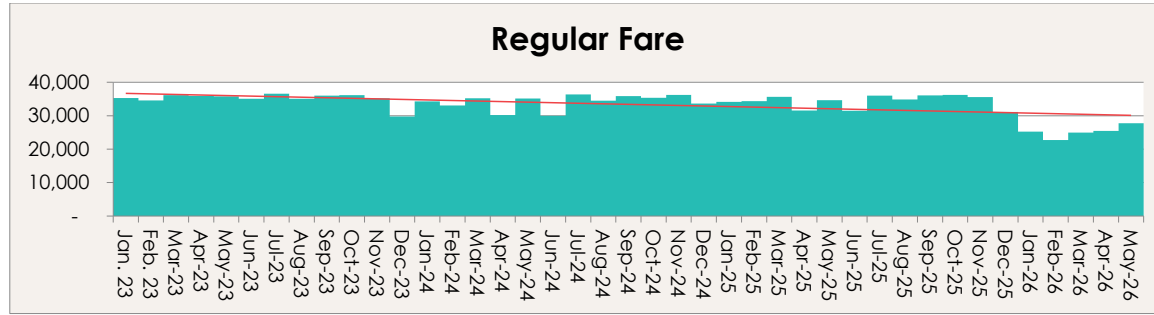


Average Cost Per One-Way Paratransit Trip

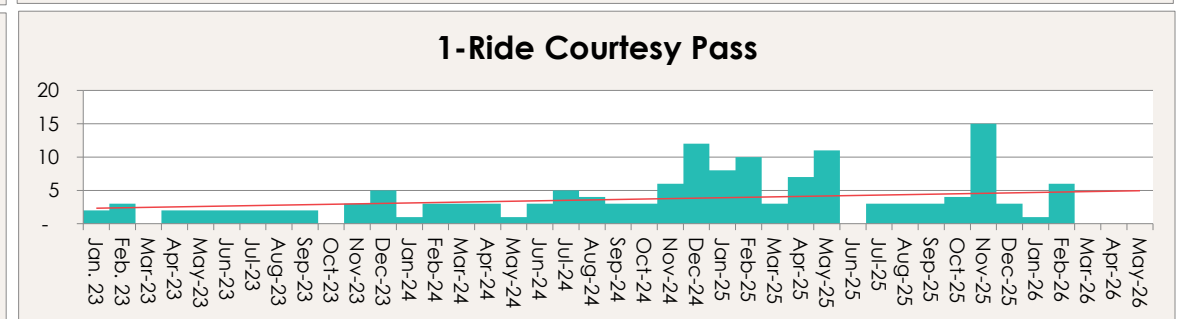
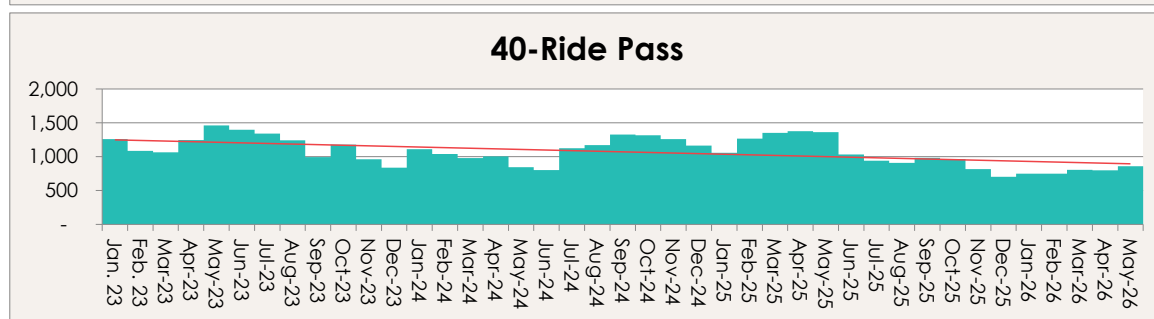
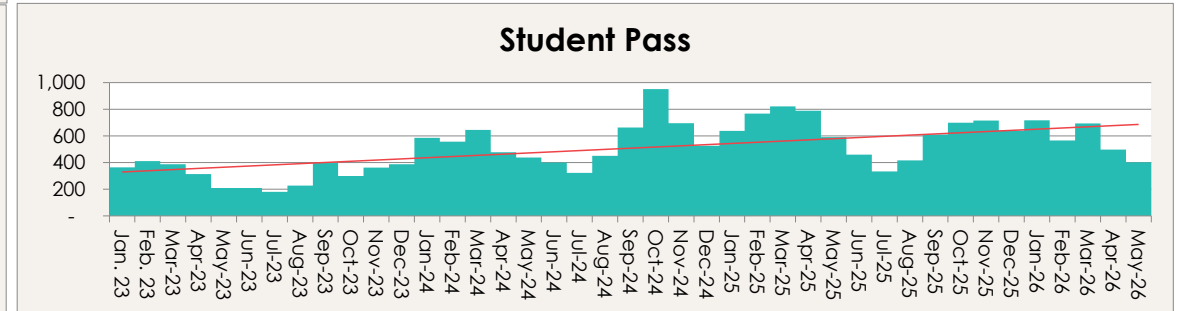
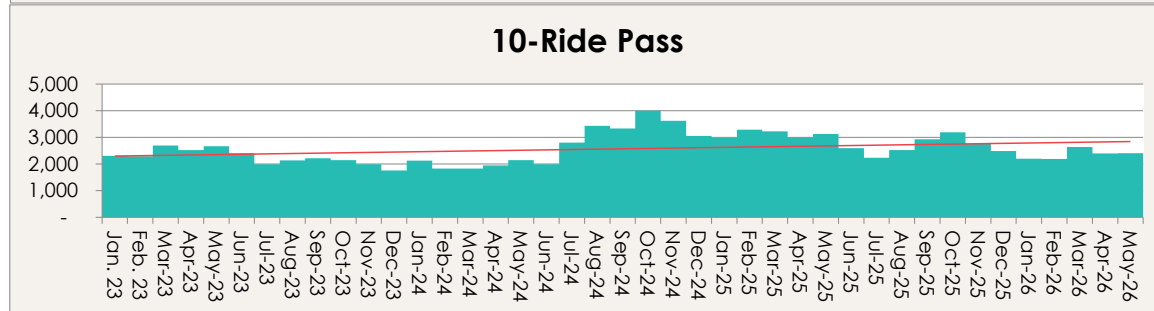
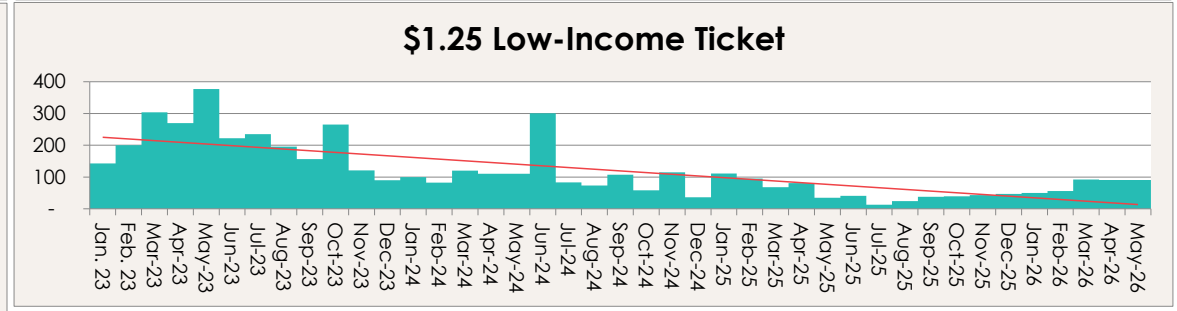
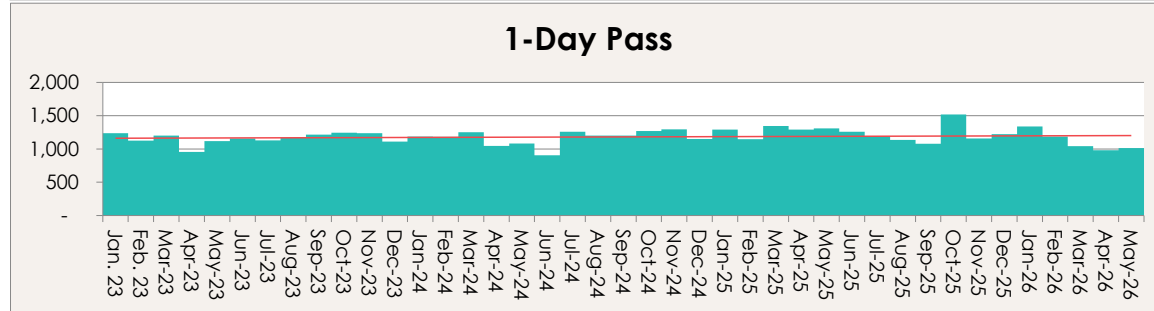
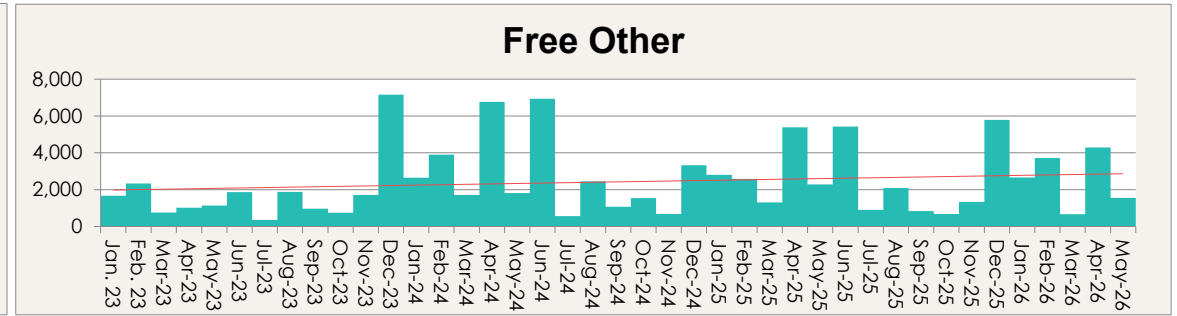
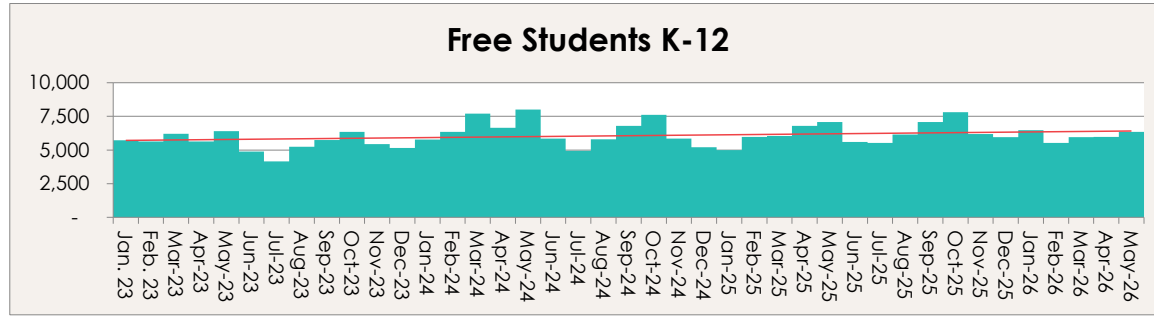


| Ridership Classification for May 2026 | | |
|--|----------------|----------------|
| Type of Fare | | |
| Regular Fare | 27,772 | 12.29% |
| Low Income Fare | 794 | 0.35% |
| Disabled Fare | 3,580 | 1.58% |
| Senior Citizen Fare | 17,990 | 7.96% |
| Children Under 6 | 9,187 | 4.07% |
| HOP Shuttle | 0 | 0.00% |
| Beach Shuttle | 194 | 0.00% |
| Free School Guard | 49 | 0.02% |
| Free Route 20 | 11,072 | 4.90% |
| Free DASH Boardings | 39,717 | 17.58% |
| Free Students K-12 | 6,349 | 2.81% |
| Free Other | 1,557 | 0.69% |
| Subtotal | 159,218 | 70.48% |
| Type of Pass | | |
| 1-Day Pass | 1,013 | 0.45% |
| 10-Ride Pass | 2,409 | 1.07% |
| 40-Ride Pass | 859 | 0.38% |
| 3-Day Pass | 82 | 0.04% |
| 7-Day Pass | 2,773 | 1.23% |
| 7-Day Express Pass | 154 | 0.07% |
| 31-Day Pass | 5,885 | 2.60% |
| 31-Day Express Pass | 414 | 0.18% |
| \$1.25 Low Income Ticket | 0 | 0.00% |
| Student Pass | 402 | 0.18% |
| 1-Ride Courtesy Pass | 0 | 0.00% |
| 1-Ride Pass | 35 | 0.02% |
| Free Transfers from TriCounty Link | 0 | 0.00% |
| Free Tel-A-Ride Fixed Route | 2,242 | 0.99% |
| MUSC System-Wide Boardings | 20,197 | 8.94% |
| College of Charleston Boardings | 3,732 | 1.65% |
| Total Passes | 54,115 | 23.95% |
| Transfers | | |
| Issued | 20,141 | |
| Transfers Used | 12,584 | 5.57% |
| Wheelchair Count | 407 | |
| Total Ridership | 225,917 | 100.00% |

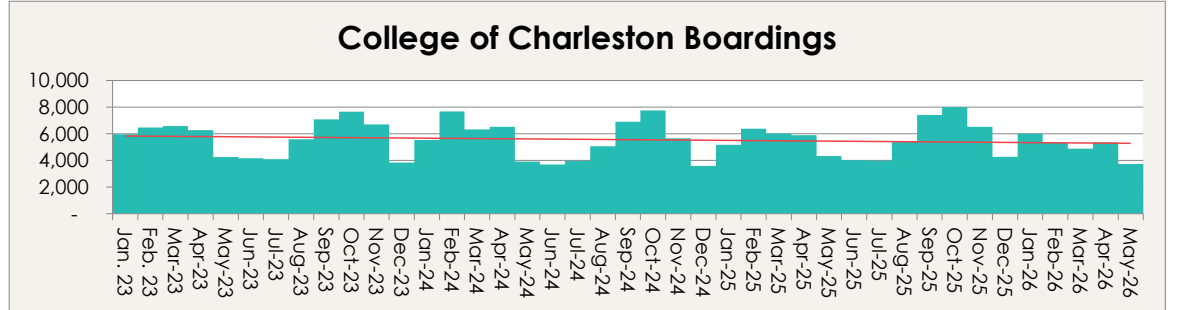
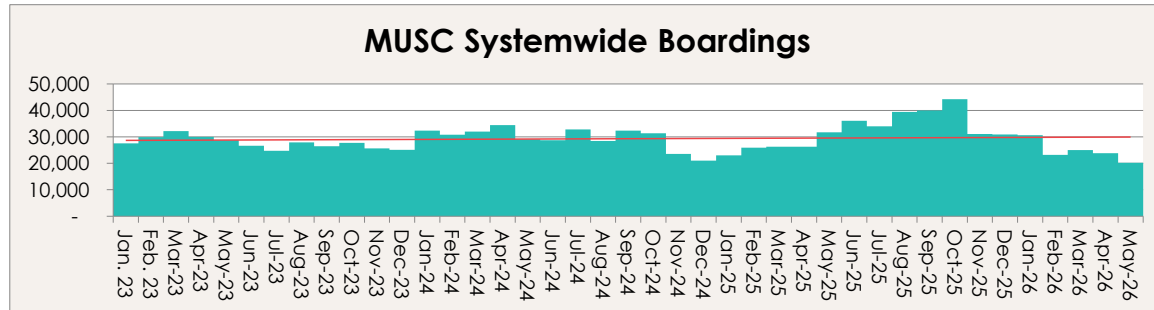
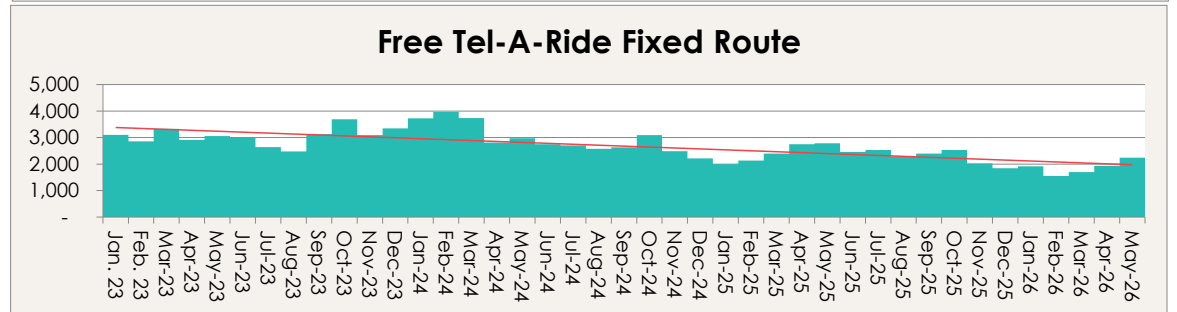
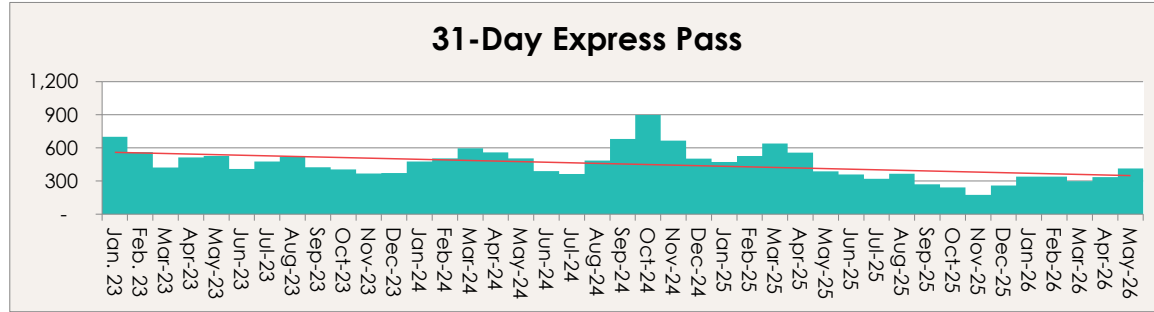
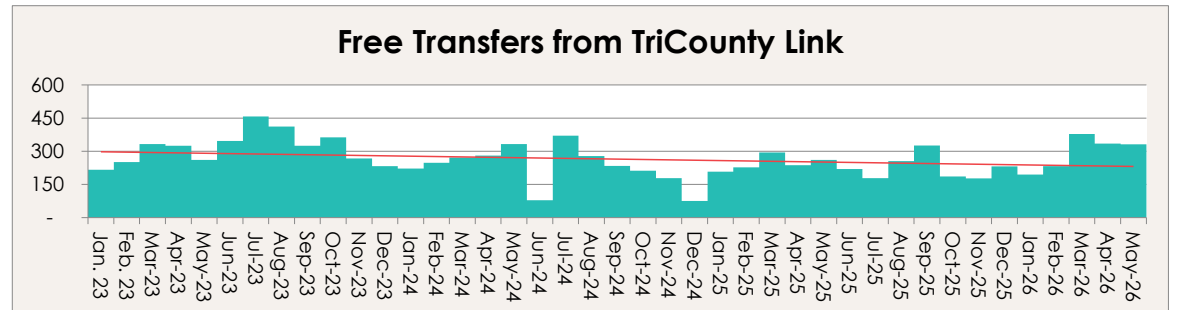
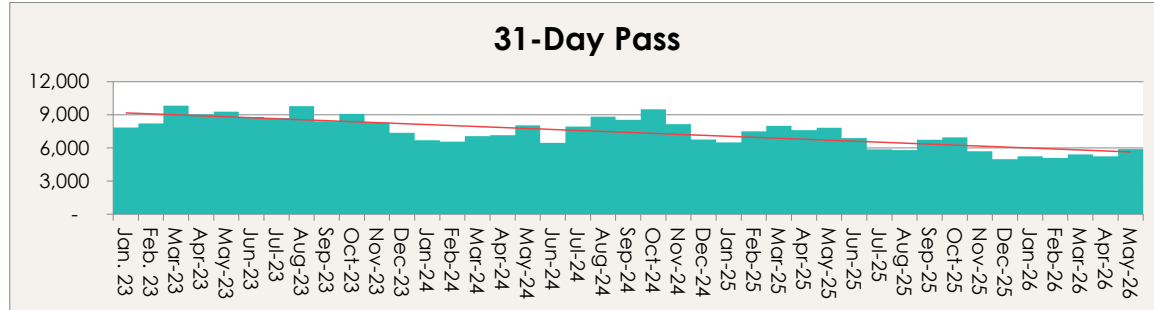
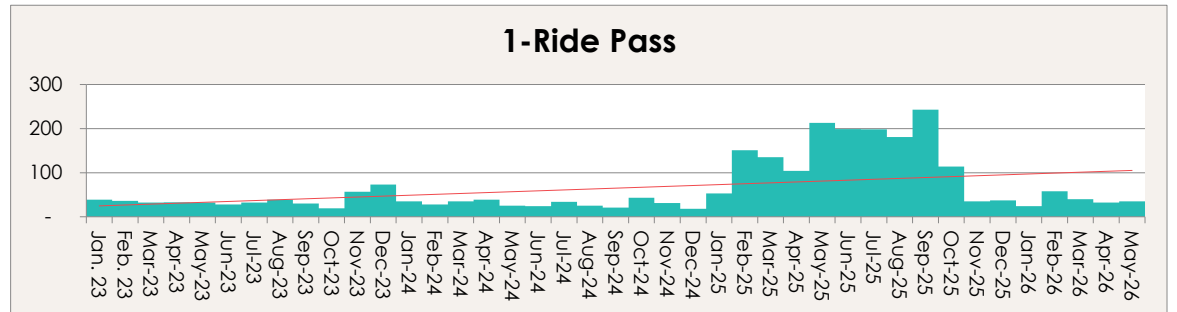
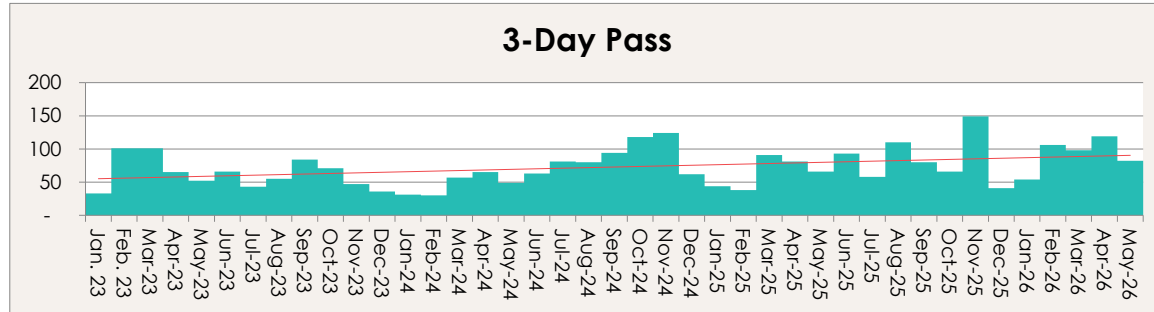
Classification History



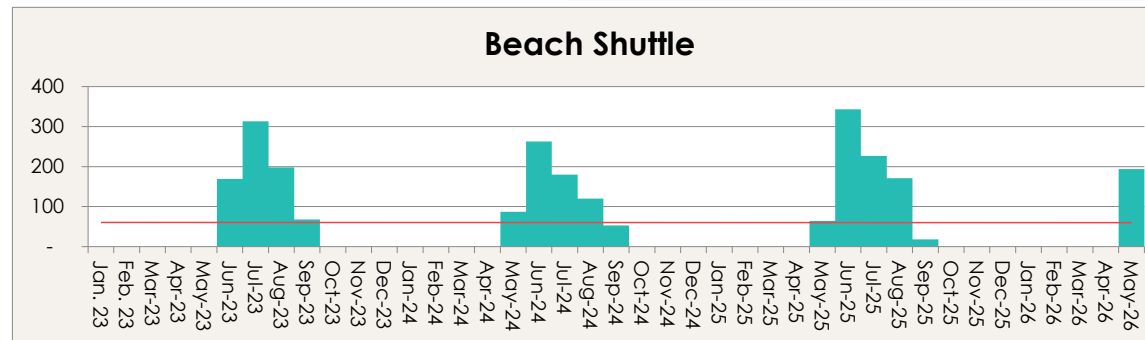
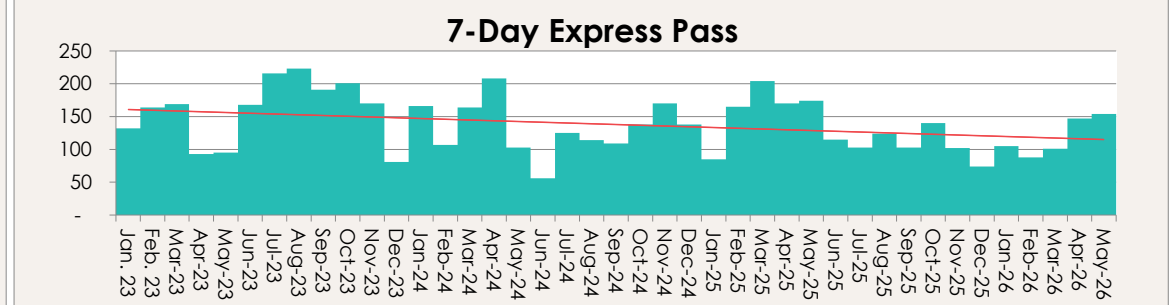
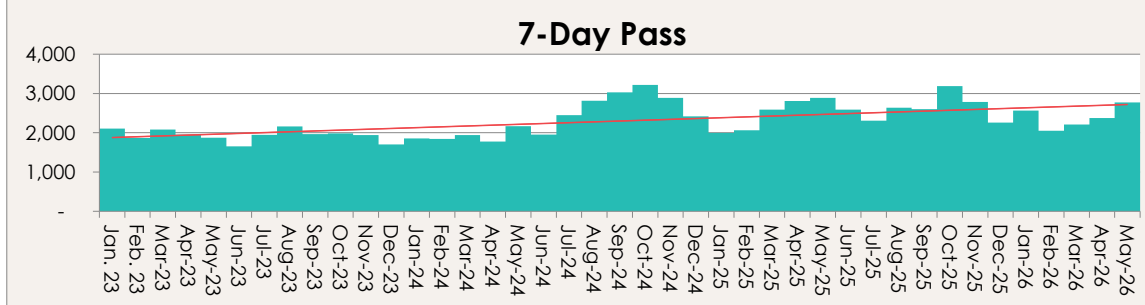
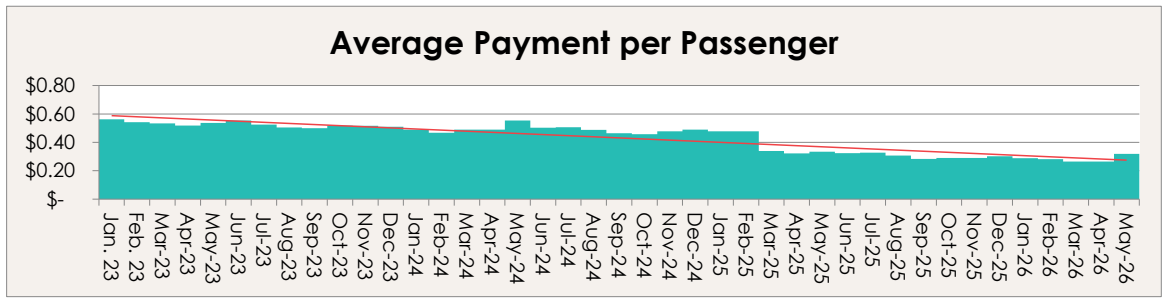
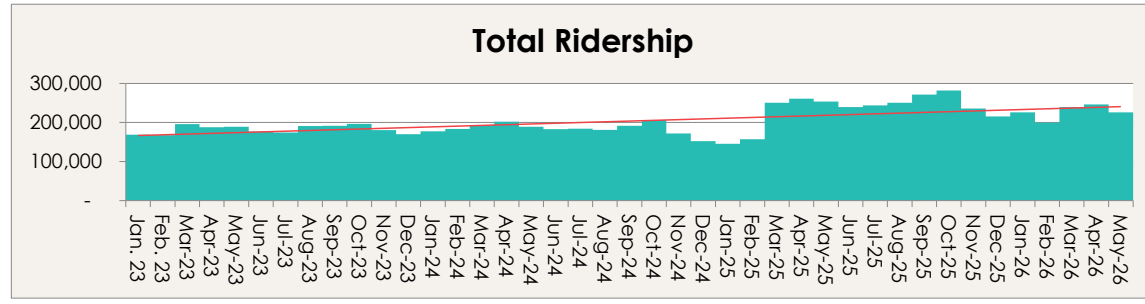
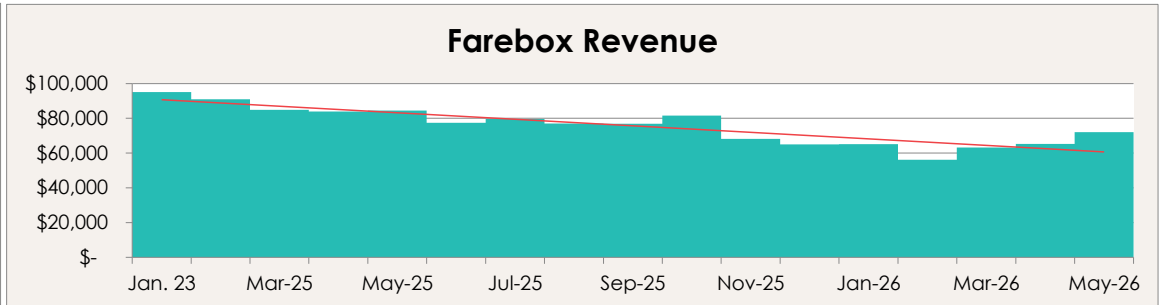
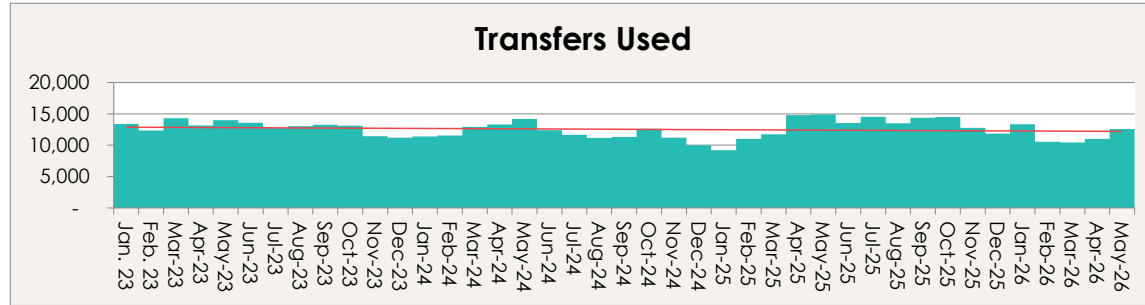
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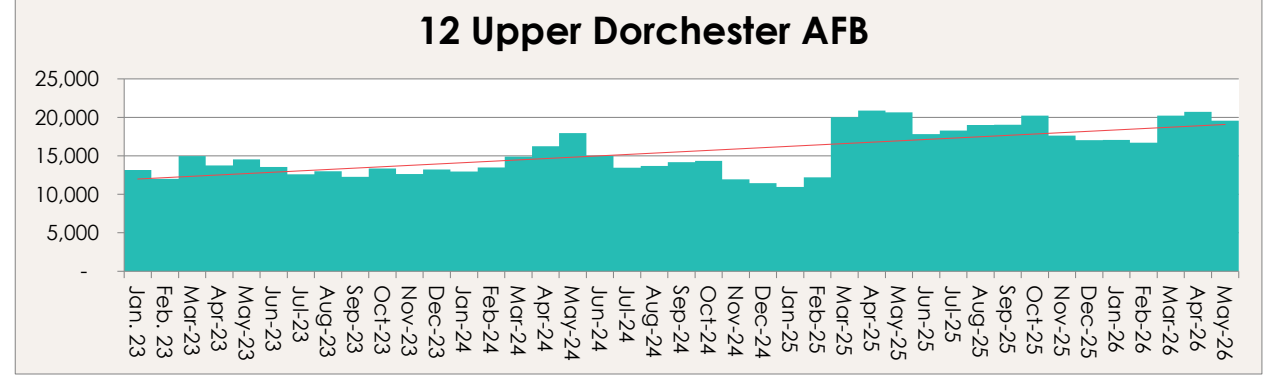
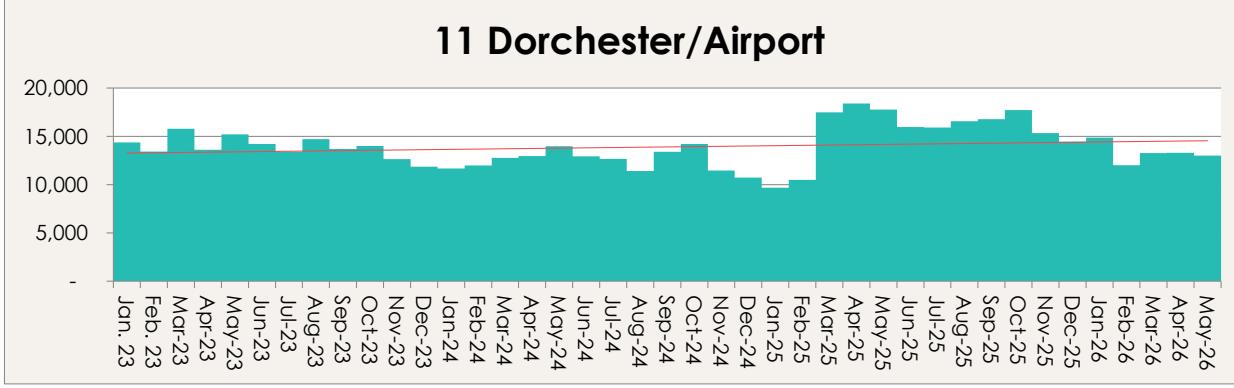
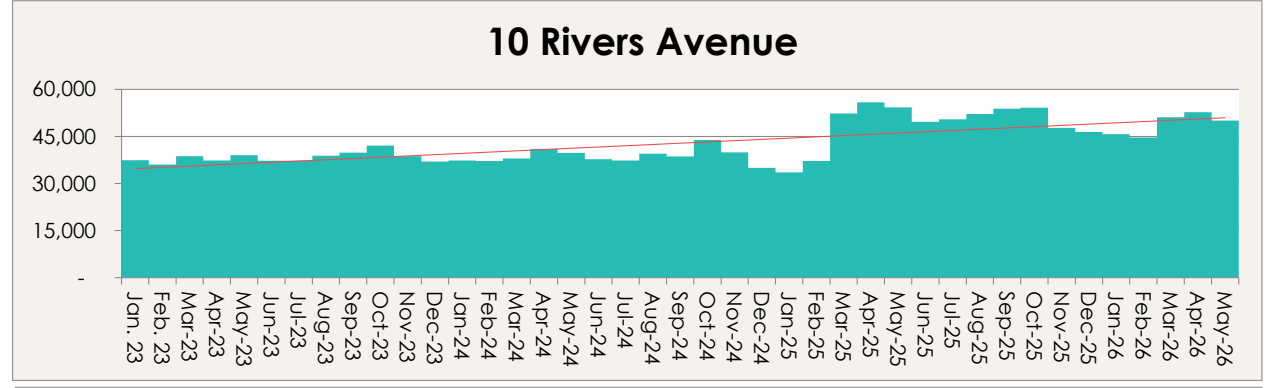
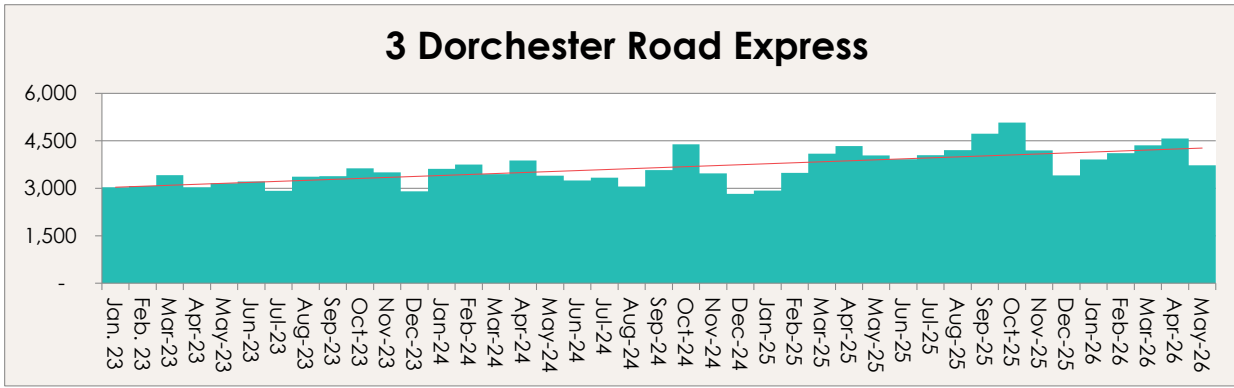
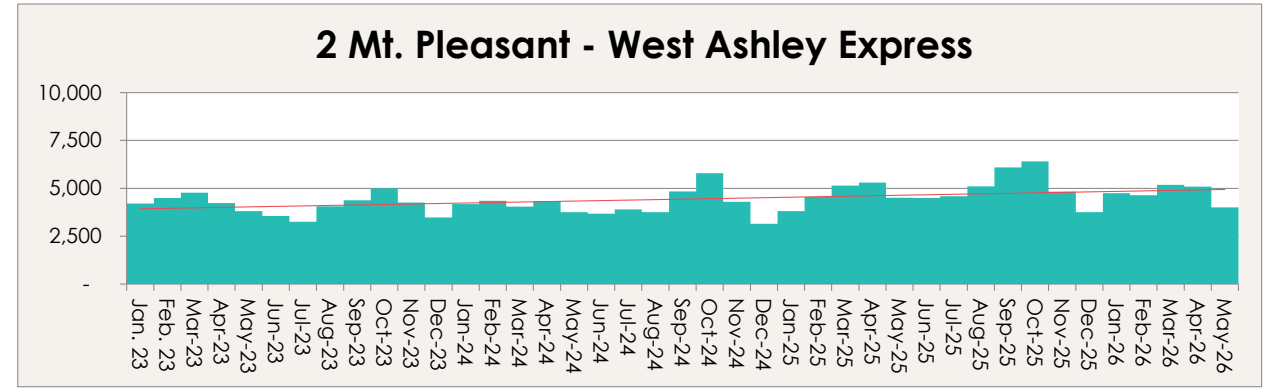
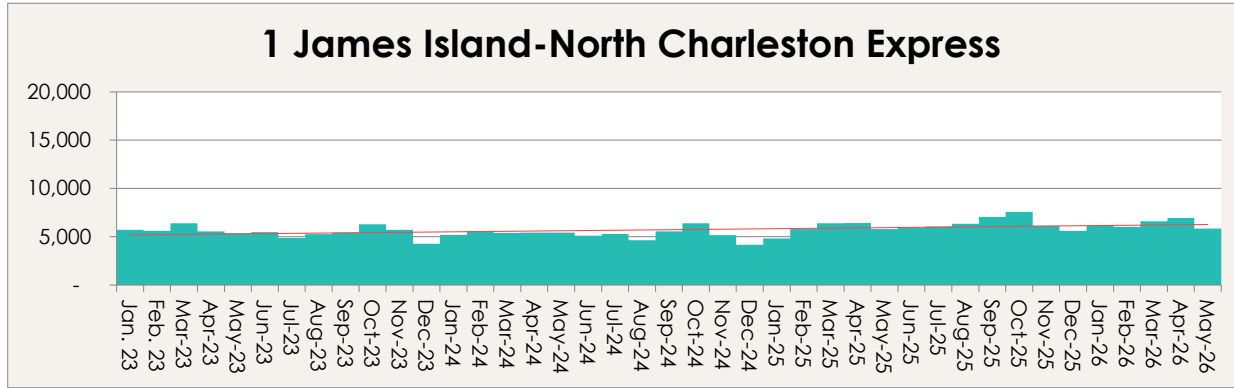
Classification History



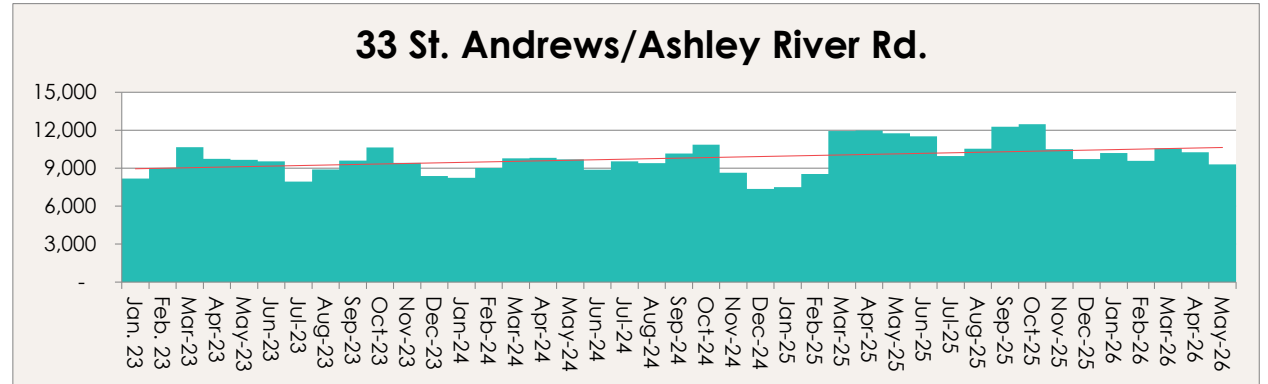
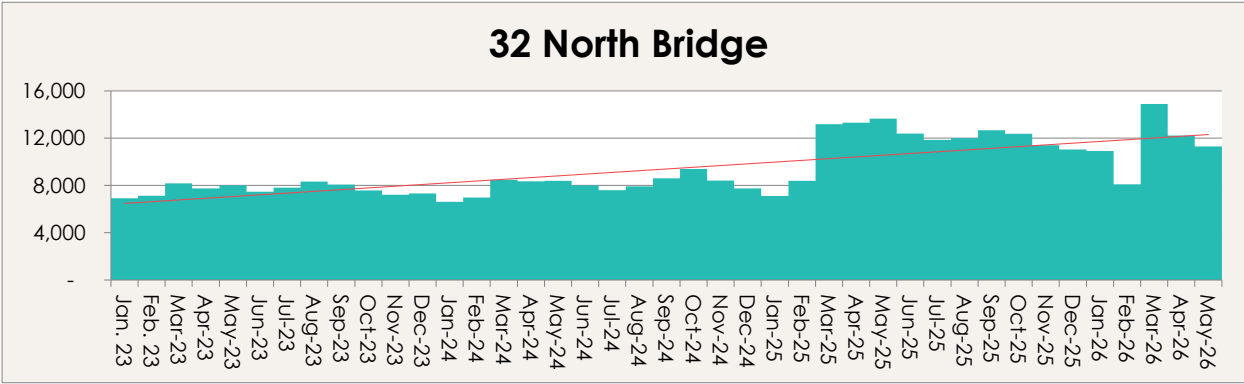
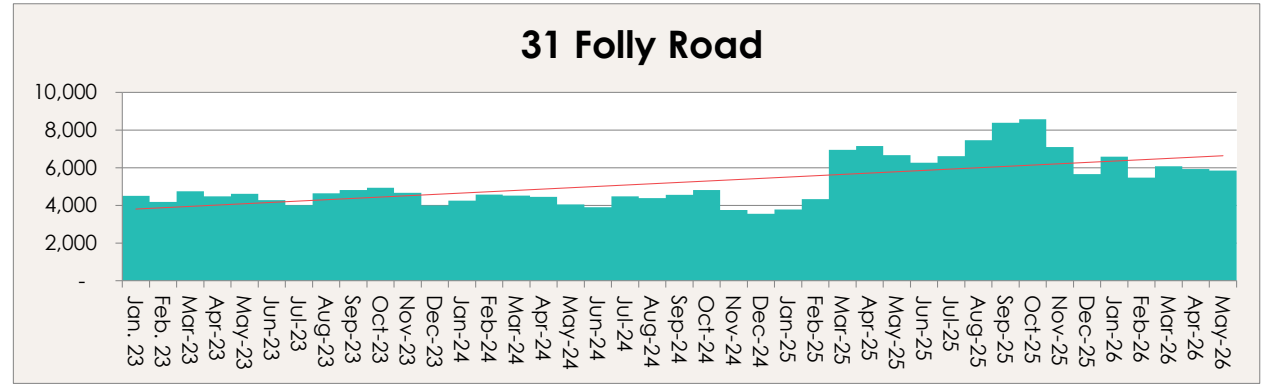
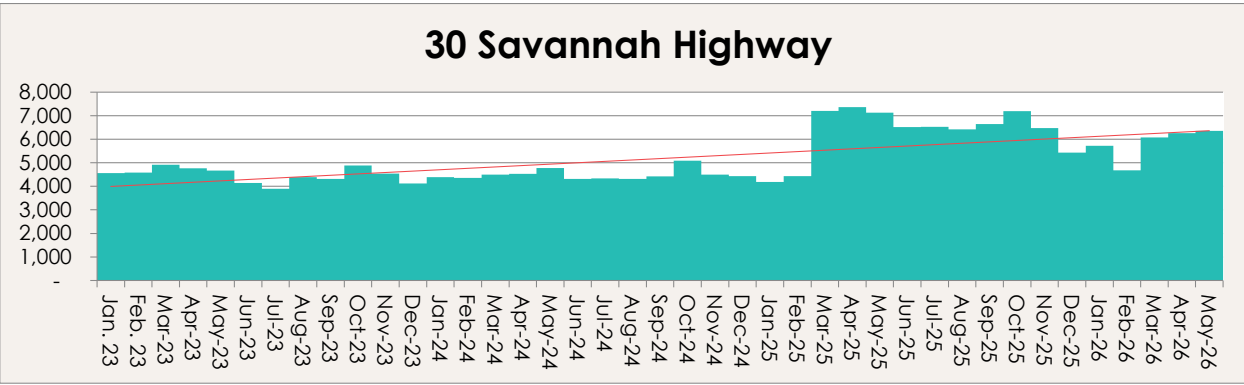
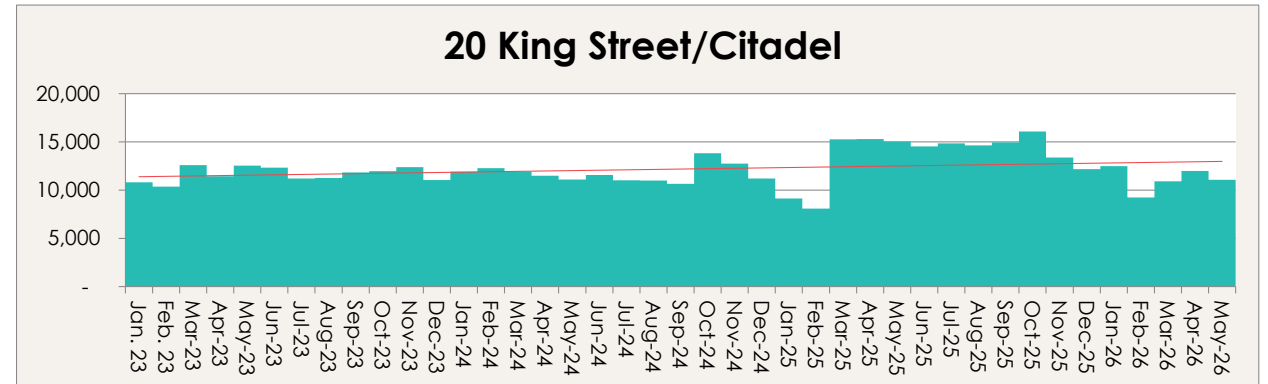
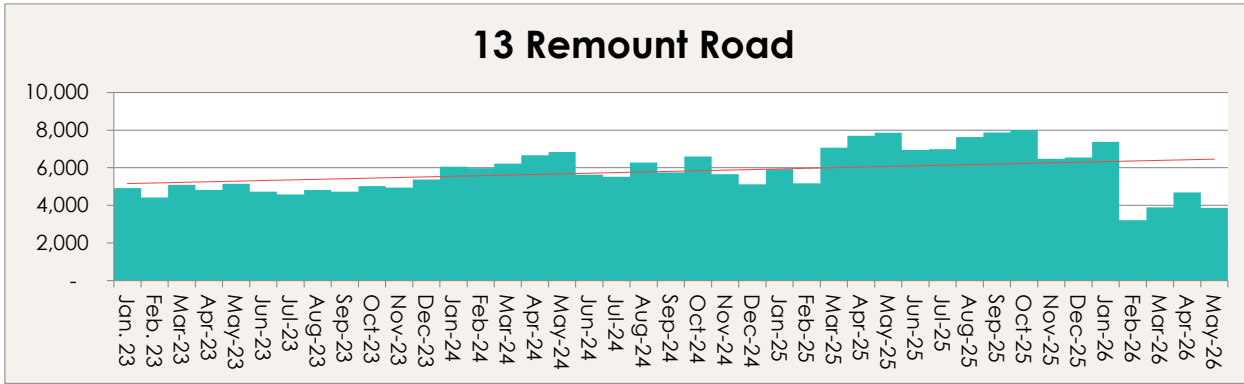
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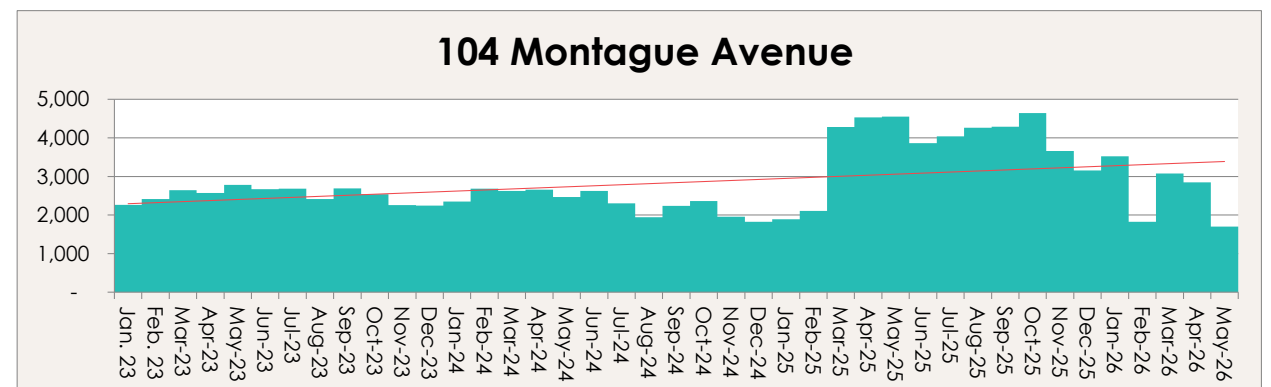
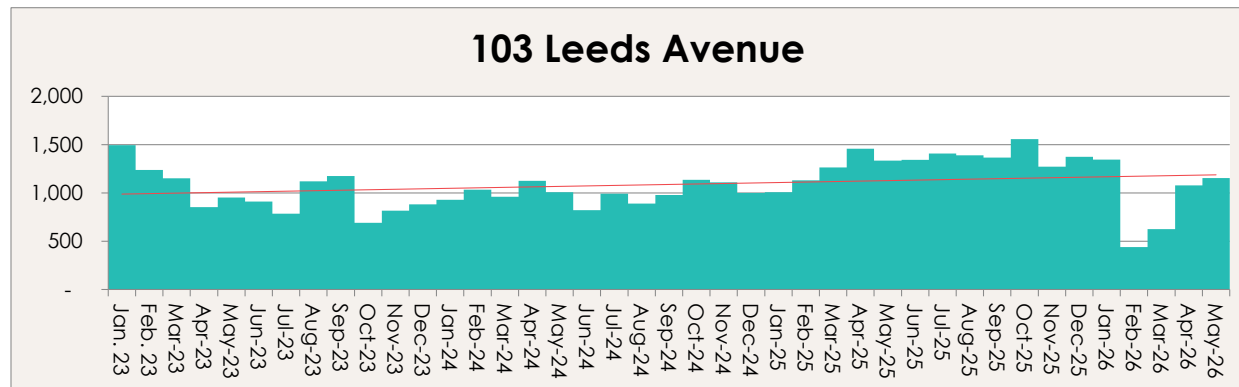
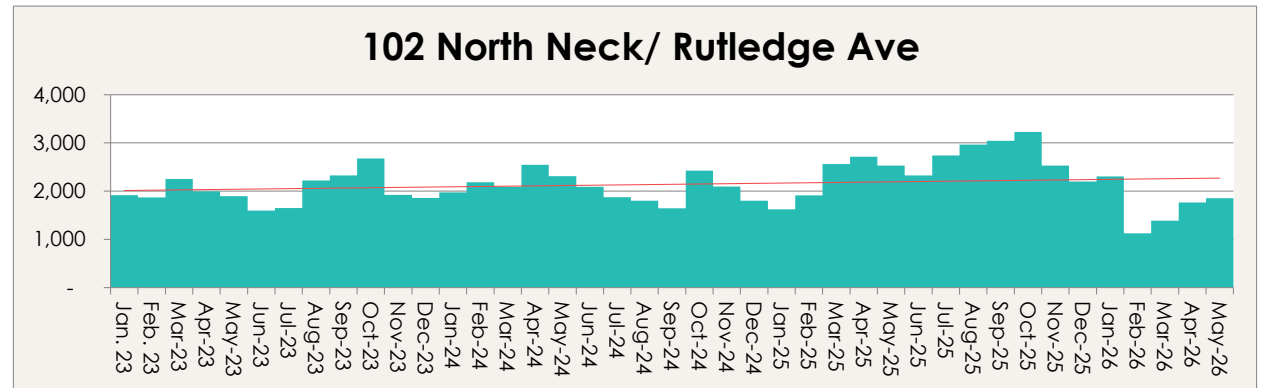
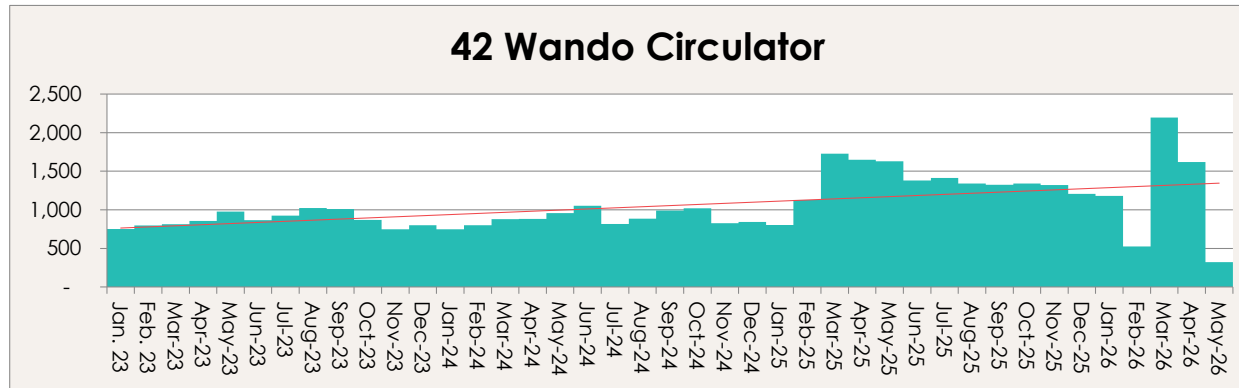
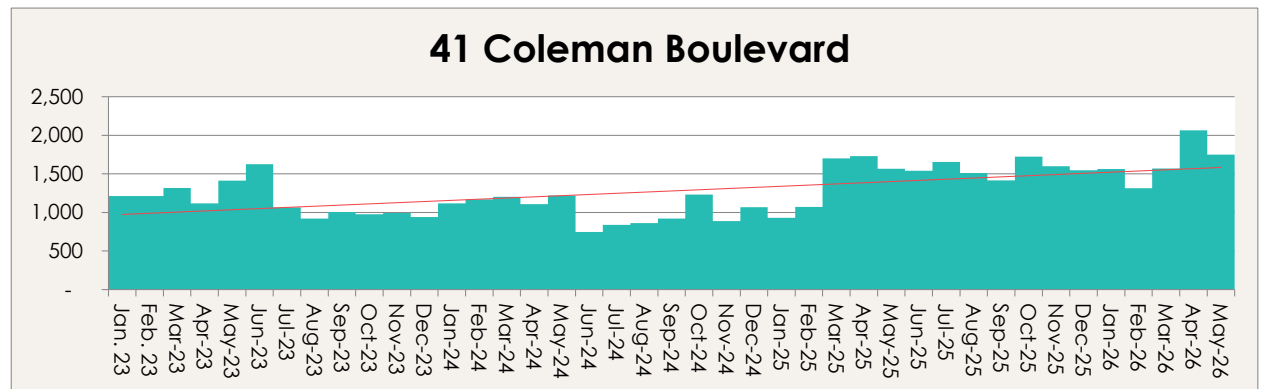
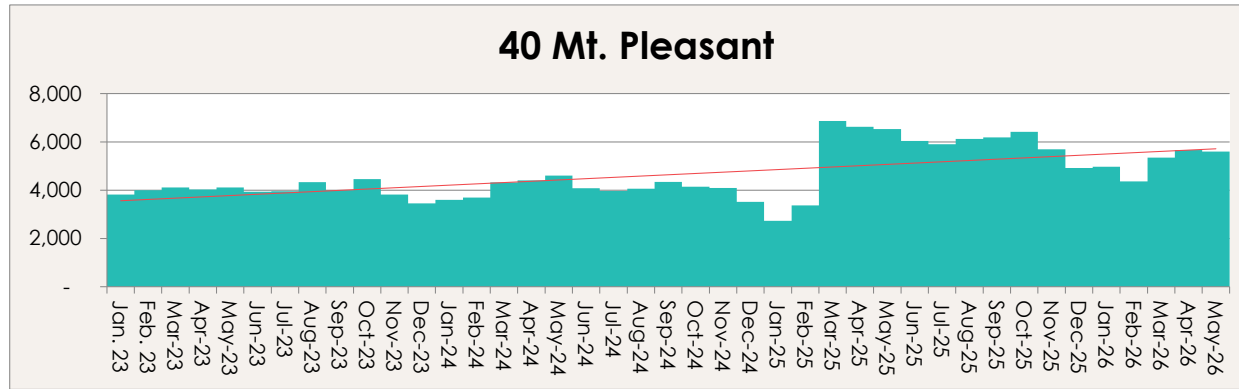
Ridership Trends by Route



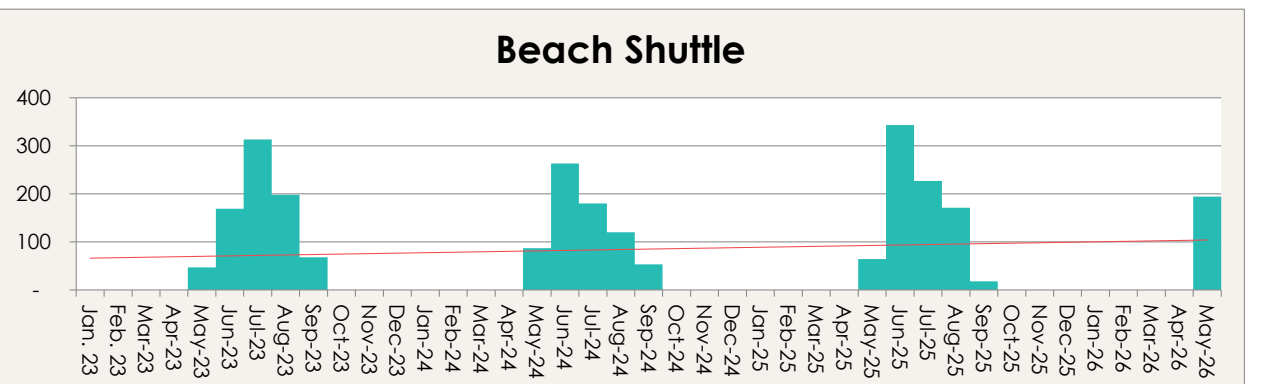
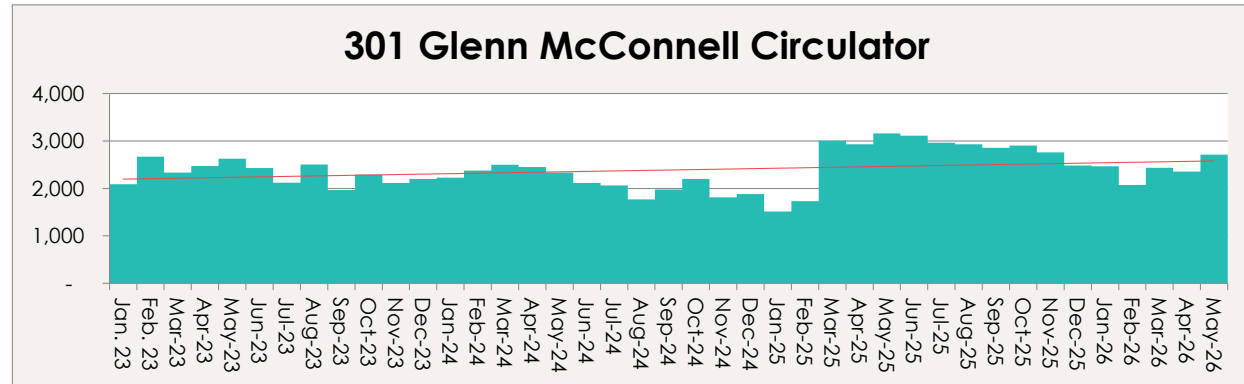
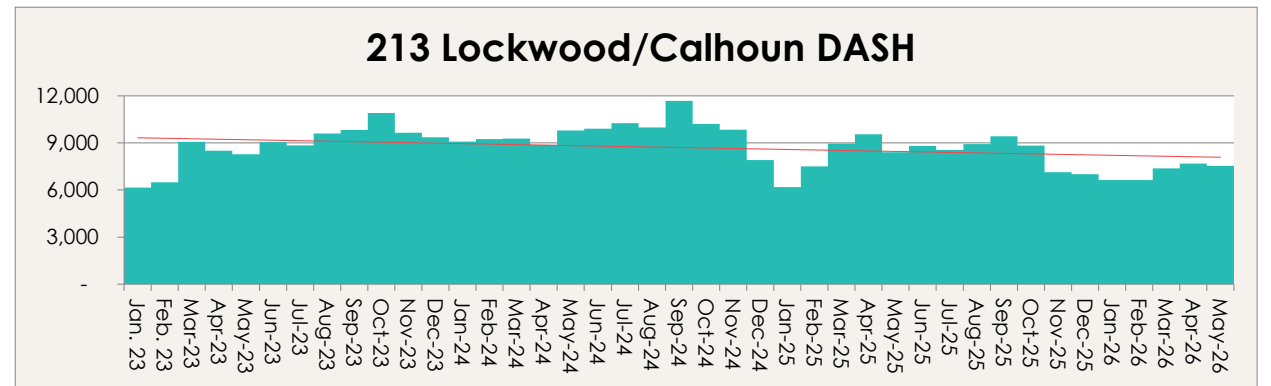
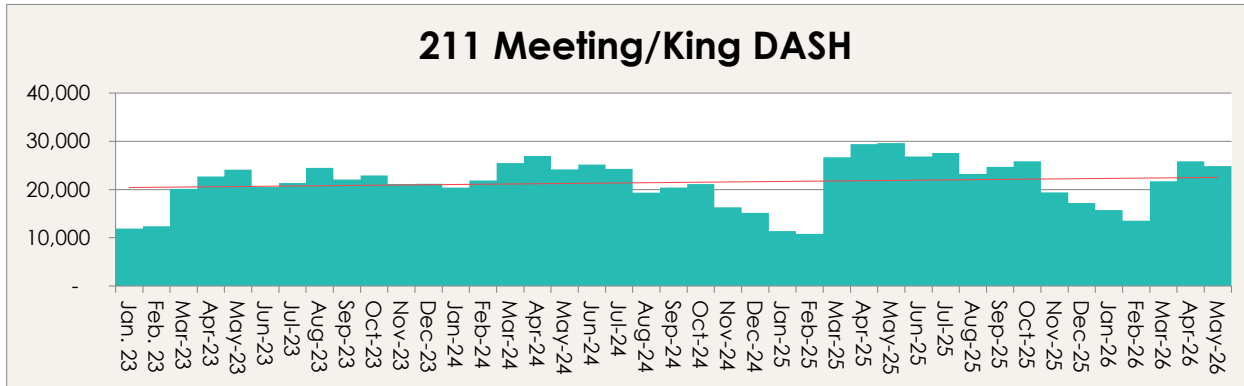
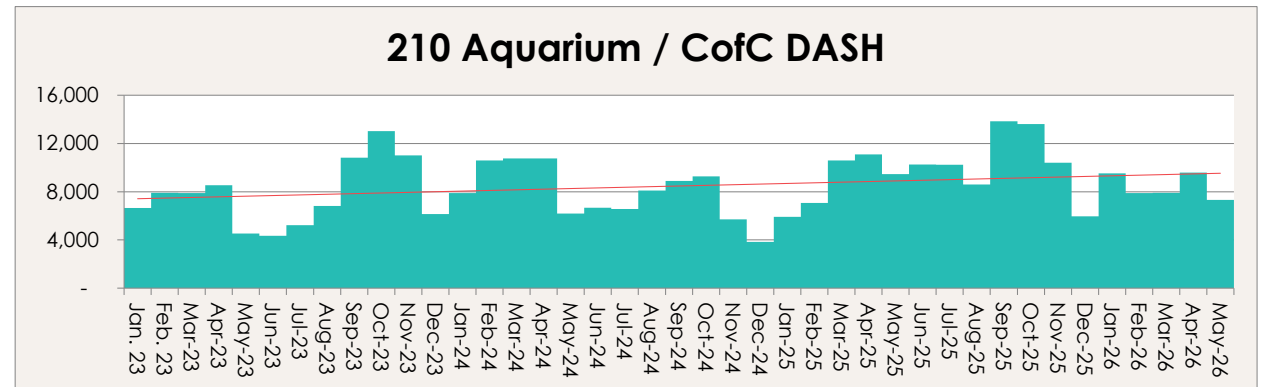
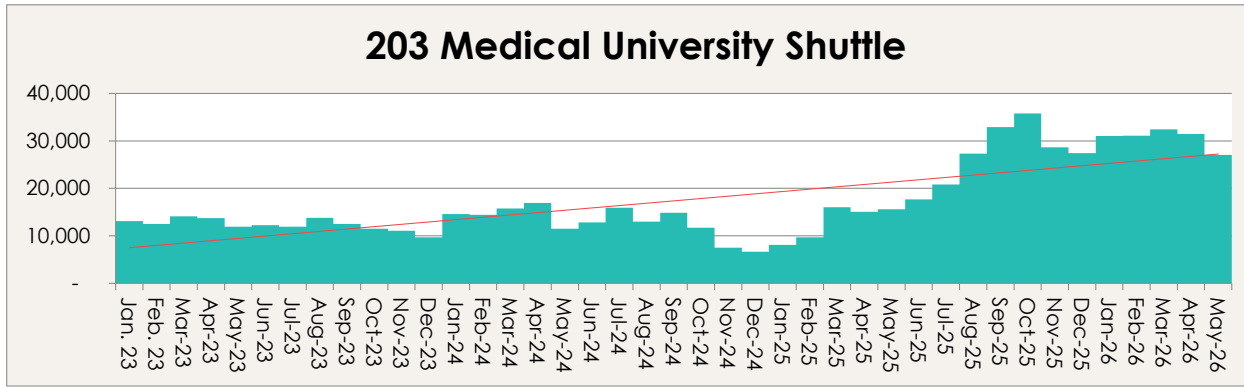
Ridership Trends by Route



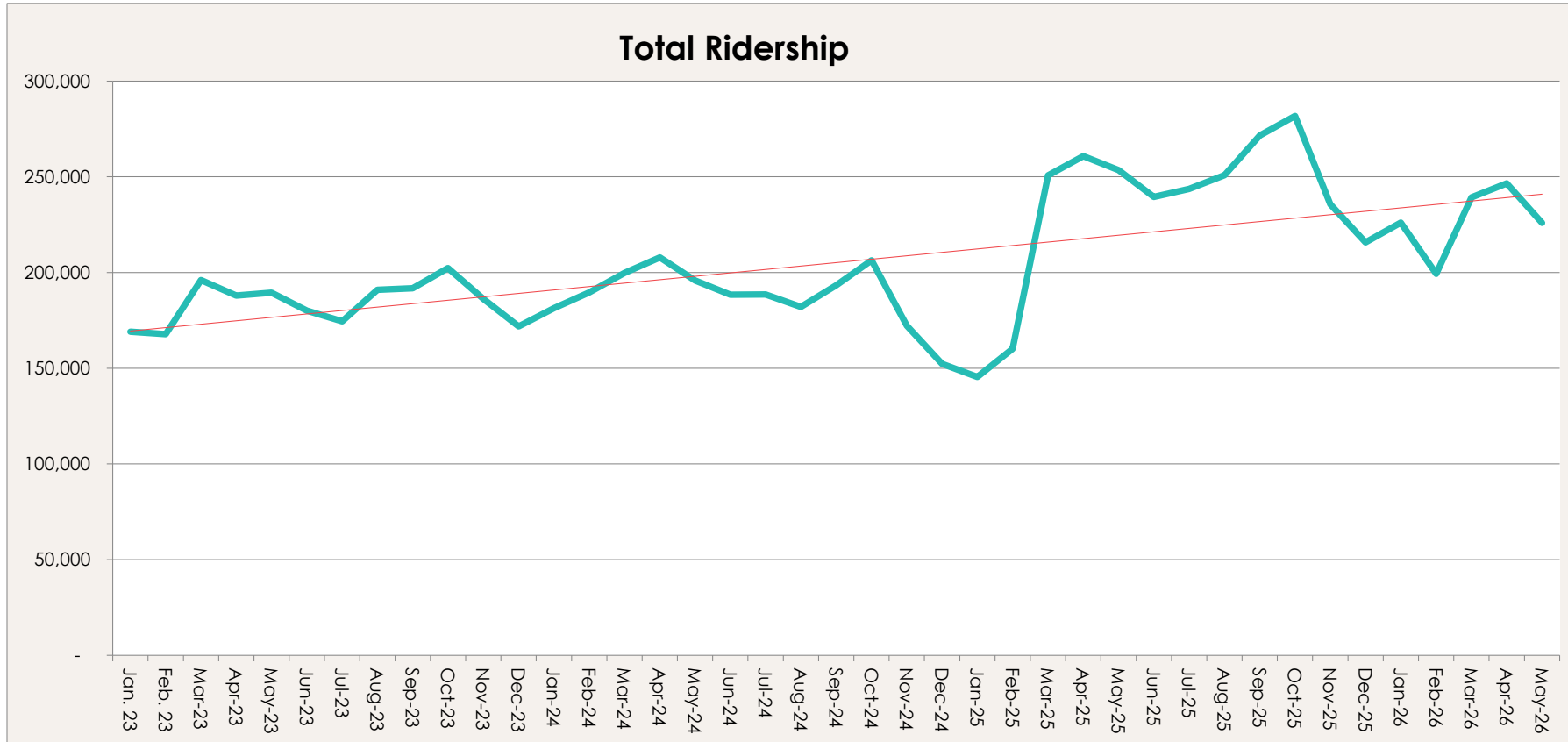
Ridership Trends by Route



Ridership Trends by Route



Ridership Trends by Route



Farebox and Pass Revenue History

