



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

March 20, 2024

1:00 PM

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

AGENDA

1. Call to Order
2. Consideration of Board Minutes –February 21, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. Design Services: Public Transit & Workforce Development Center – Request for Approval
5. Project Updates – Ron Mitchum/Staff
6. Ridership Report – Megan Ross
7. Executive Director’s Report – Ron Mitchum
8. Other Business, If Any
9. Public Comments, If Any
10. Board Comments, If Any

The next CARTA Board Meeting will be held on April 10, 2024

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)
BOARD OF DIRECTORS MEETING
February 21, 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, February 21, 2024.

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

MEMBERS PRESENT: Joe Boykin; Daniel Brownstein; Dwayne Green; Brandon Hudson; James Lewis; Herb Sass; Michael Seekings; Ed Sutton

PROXIES: Craig Harris for John Labriola; Lt. Gebhardt for Christie Rainwater; Jerry Lahm for Robert Wehrman

OTHERS PRESENT: Daniel Monroe (BGRM); Robert Milhous (Robert E. Milhous, CPA, PA & Associates); Robert Somerville (City of Charleston); Elissa Smith (HDR); Robert Flagler (HNTB); McKenzie O'Connor (HNTB); David Bonner (Nations Express Transit); Sharon Mitchell (National Express Transit); Sharon Broderick (National Express Transit, President of Local Union #610); Leisa Barleston (National Express Transit/Local Union #610); William Hamilton (Best Friends of Lowcountry Transit); Yvonne Broaddus (West Ashley)

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Sharon Hollis; Megan Ross; Daniel Brock; Kim Coleman

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:03 p.m. followed by a moment of silence and a quorum determination. Chairman Seekings introduced and welcomed new Board Member, Brandon Hudson. Mr. Hudson is Councilman for the City of North Charleston. Chairman Seekings also announced another new Board Member, Reggie Burgess, Mayor of the City of North Charleston. Mayor Burgess was unable to attend today's meeting.

2. Consideration of Board Minutes: January 17, 2024 Meeting

***Mr. Boykin made a motion to approve the January 17, 2024 Meeting Minutes as presented.
Mr. Green seconded the motion. The motion was unanimously approved.***

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending December 31, 2023. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$1,107,242. 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 a MV-1, two 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).
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- 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, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- 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.
- Other Professional Services include the bus wash inspection services.
- Shared Contract Services (IGA & Management) is the extensive services the BCDCOG provides to CARTA.
- Fixed-Route Service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title and registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews on January 1st and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is the interest accrued on the Melnick Park & Ride loan.

Capital Expenditures:

- Rolling Stock is costs associated with the purchase of five 2023 Voyager Vans.
- Bus Facilities/Charging Stations is the Leeds Avenue charging infrastructure.
- Bus Shelter Construction/Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras and AVL equipment.
- Facilities Construction is the Leeds Avenue parking lot repairs.
- Capital (IT, Facility Repairs, Maint.) is Genfare, camera and AVL equipment.

Ms. Mitchum reviewed the activity of the Pilot Ride Program. It was noted that FY24 total cost is at \$36,016 at 40% complete. The Board of Directors received the Financial Status Report as information.

4. FY23 Audit Presentation – Robert Milhous, CPA

Chairman Seekings introduced Robert Milhous of Robert E. Milhous, CPA, PA & Associates. Mr. Milhous presented the Audit Report for the period ending September 30, 2023. He noted that all financial records were in order and in compliance with Government Auditing Standards. Mr. Milhous discussed the Auditor's Unmodified Opinion and delivered an overview of the Financial Statements. He explained the new section entitled Emphasis of Matter noting that it does not modify the Auditor's Unmodified Opinion. Mr. Milhous addressed questions and comments.

Chairman Seekings thanked Mr. Milhous for his report and commended the staff for their dedicated work resulting in good audit reports. The Board of Directors received the FY23 Audit Presentation as information.

5. Beach Reach Service – Request for Approval – Megan Ross

Megan Ross, Transit Planner, delivered a presentation on the Beach Reach Service. She discussed the partnership between CARTA, the City of the Isle of Palms, the Town of Mt. Pleasant and the Town Centre. Ms. Ross noted that the availability will be weekends and holidays beginning with Memorial Day in May and ending with Labor Day in September. She discussed the funding since the program’s inception in 2021 and noted the increase in ridership over the last three years. Ms. Ross discussed the cost prediction for the 2024 season, noting that the cost estimate is based upon the current hourly rate for the operating contractor, the projected fuel cost and the projected insurance cost. The prediction for the 2024 season totals \$29,619.01. She noted that staff is seeking approval to offer the Beach Reach Service for the discussed timing in 2024 and, if approved, staff is also requesting approval of offering the service July 4-7, 2024 for the July 4th Holiday Weekend (Thursday through Sunday). Mr. Mitchum noted that the City of the Isle of Palms and the Town of Mt. Pleasant will split the cost of the service by contributing \$10,000 each. Ms. Ross addressed questions and comments.

***Mr. Brownstein made a motion to approve the Beach Reach Service as presented to include the extended July 4th Holiday Weekend (beginning Thursday, July 4 and ending Sunday, July 7, 2024).
Mr. Boykin seconded the motion. The motion was unanimously approved.***

Further discussion was held regarding a “beach-like” theme for the riders to enjoy during their commute to the beach and the possibility of exploring potential opportunities to expand the route.

6. Project Updates – Ron Mitchum/Staff

Ron Mitchum, Executive Director, stated that a detailed report regarding Project Updates was distributed in the Board Meeting Agenda Packet in advance of the meeting. He encouraged Board Members to contact him or the respective project manager regarding any specific concerns or questions. Mr. Mitchum briefed the Board of Directors on the following projects: Service Planning Initiatives regarding the Route 10 Analysis; Downtown Route Study; US 52 BRT Study; CARTA OnDemand; Shelter Improvement Program; Shipwatch Square Transit Center, Transit Oriented Development Study; LCRT; Mt. Pleasant Street Park & Ride; O&M Facility; Mobile Ticketing Sales & Use; Fairgrounds Park & Ride. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

7. Ridership Report – Megan Ross

Andrea Kozloski, Deputy Director of Operations and Support, presented the Ridership Report on Ms. Ross’s behalf. Ms. Kozloski discussed the January 2024 Ridership Trends noting that passenger trips totaled 181,361 and there were 10.4 customers per service hour (10.4 last month). On-time, across all timepoints, was 76%. Ms. Kozloski stated that overall ridership comparing January 2024 to December 2023 increased by 5.6%. Overall ridership comparing January 2024 to January 2023 increased by 7.3%. Overall ridership comparing 2024 YTD to 2023 YTD increased 7.3%. She noted that Tel-A-Ride ridership for the month of January was 5,199 which was an increase of .83% when comparing 2023 YTD to 2024 YTD. It was noted that the total missed service for the month of January was 90.72 as compared to 410.23 in January 2023. Ms. Kozloski discussed the CARTA OnDemand ridership for January 2024 noting that there were 1,540 passengers between both Uber and Lyft at an average trip cost of \$9.49 which was lower than December 2023’s average trip cost of \$10.15. She noted that 66% of the overall rides were from Tel-A-Ride passengers. Ms. Kozloski addressed questions and comments. The Board of Directors received the Ridership Report as information.

8. Executive Director’s Report – Ron Mitchum

Mr. Mitchum updated the Board of Directors regarding the Fairgrounds property noting that an appraisal has been scheduled and staff will continue to seek alternatives; however, the timeline is challenging. He discussed recent matters with Proterra. Mr. Mitchum noted the first overhead charger installation is underway and that the public meetings regarding the Charleston County Transportation Sales Tax Referendum are wrapping up tomorrow. He announced that the Transportation Association of South Carolina (TASC) will hold the Legislative Reception on March 5th at the USC Alumni Center which is expected to be heavily attended. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director’s Report as information.

9. Other Business, If Any

There was no further business to discuss.

10. Public Comments, If Any

There were three public comments:

- William Hamilton, Best Friends of Lowcountry Transit: Mr. Hamilton thanked the Board for their service to the community and for their approval to continue the Beach Reach shuttle service. His team will reach out to local restaurants and hotels and will distribute postcards at various upcoming events. He requested bus schedules to distribute and noted that perhaps the flea market attendees will generate ridership.
- Sharon Broderick, National Express/President of Local Union #610: Ms. Broderick noted that work continues with improvements regarding employee matters at National Express. She expressed her concerns regarding bus driver input on Rivers Avenue, the Mt. Pleasant Street Park & Ride and for any new information. She appreciates the new APCs and that the trees were cut back on Antler Drive.
- Yvonne Broaddus of West Ashley: Ms. Broaddus expressed her concerns regarding the safety of bus riders at the stops on Glenn McConnell Parkway where road construction is underway.

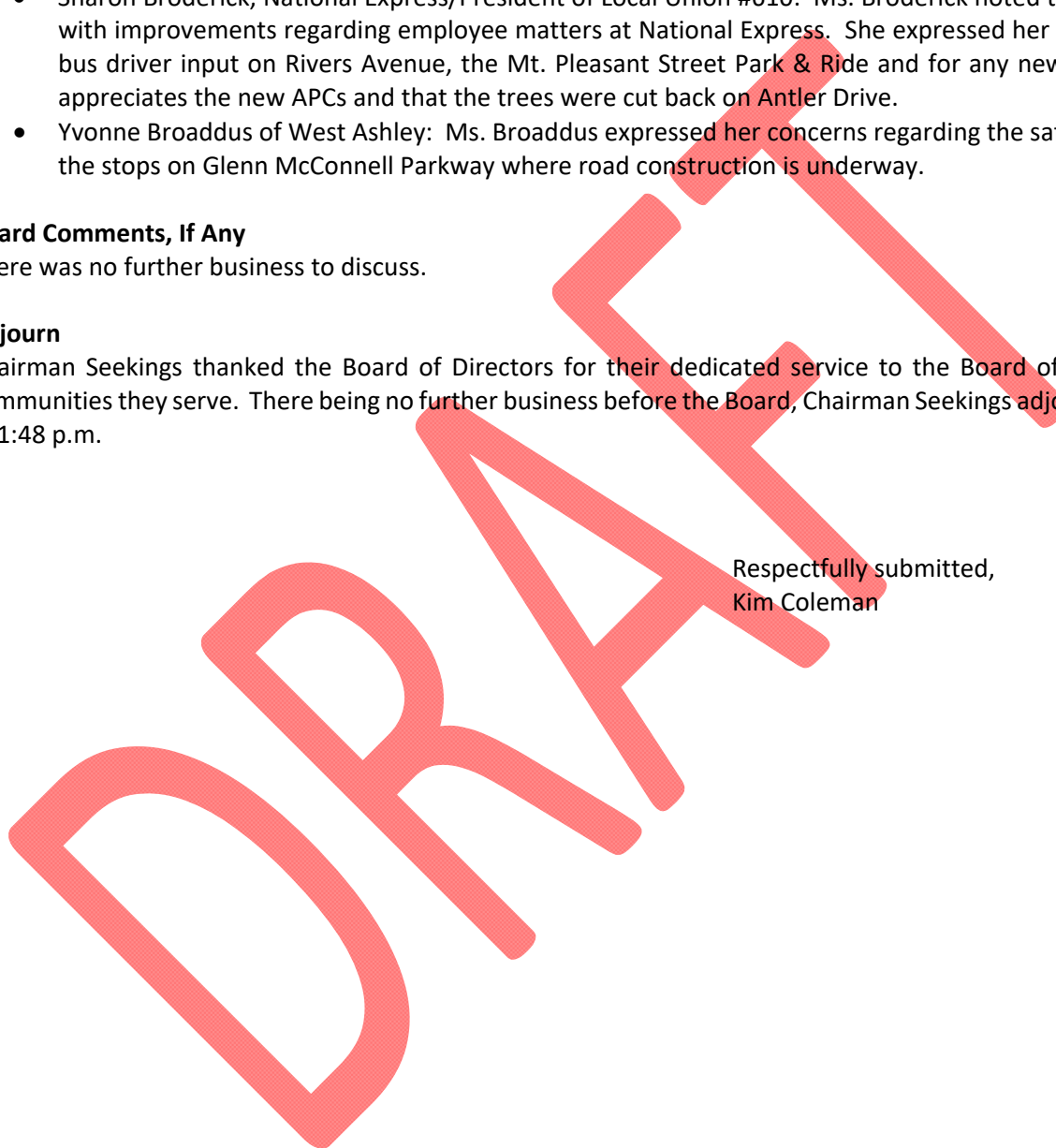
11. Board Comments, If Any

There was no further business to discuss.

12. Adjourn

Chairman Seekings thanked the Board of Directors for their dedicated service to the Board of Directors and the communities they serve. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:48 p.m.

Respectfully submitted,
Kim Coleman





MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: January 31, 2024 Financial Report Overview
DATE: March 11, 2024

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

Revenues

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

Expenditures

- Retiree Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing route brochures, passes and labels.
- Automotive is the cost to service the 2018 Ford F150.
- Postage is shipping fees.
- Dues/Memberships is CARTA's membership with Transportation Association of South Carolina (TASC).
- 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, and the charging stations at Leeds Avenue.
- Auditing is the cost of FY23 GASB 75 Actuary and audit.
- Custodial services are the cost of janitorial services at the Melnick Park and Ride.
- Pilot Ride Program (CARTA OnDemand) is customer transportation cost for same day service through independent rideshare.
- Other Professional Services includes bus wash inspection services and Electric Bus Master Plan 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.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title & registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews January 1 and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is interest accrued on the Melnick Park and Ride Loan.

Capital Expenditures

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

Overall, the agency ended the month with excess of revenues of \$1,454,933.

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 01/31/2024 was \$1,388,876.72.

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

Time elapsed:
33%

	FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>			
Farebox	1,345,886	453,217	34%
Passes & Mobile Ticketing	527,051	197,614	37%
COC Shuttle	417,104	134,851	32%
MUSC	753,157	247,907	33%
City of Charleston - DASH	706,143	239,732	34%
Local Contributions	-	6,248	N/A
Federal	8,289,057	3,223,756	39%
State Mass Transit Funds	-	260,436	N/A
Sales Tax - Charleston County	12,759,453	4,343,063	34%
Advertising	800,000	248,656	31%
Insurance Proceeds	-	92,253	N/A
Sale of Assets	-	10,775	N/A
TOTAL OPERATING REVENUES	25,597,851	9,458,661	37%
<u>Operating Expenditures</u>			
Retiree Benefits	9,288	3,061	33%
Supplies	100,000	18,592	19%
Printing	25,000	3,599	14%
Automotive	1,000	437	44%
Postage	250	67	27%
Dues/Memberships	2,500	2,000	80%
Office Equipment Rental	105,012	45,208	43%
Office Equipment Maintenance	239,241	134,967	56%
Rent	32,650	12,887	39%
Communications	166,847	47,349	28%
Utilities	313,674	104,663	33%
Advertising	7,500	-	0%
<i>Professional Services</i>			
Auditing	30,000	30,800	103%
Legal	1,000	-	0%
Custodial	25,542	7,740	30%
Pilot Ride Program	131,575	50,486	38%
Other	25,000	2,796	11%
<i>Contract Services</i>			
Shared Services - IGA	3,188,074	1,226,117	38%
Fixed Route	14,676,071	3,738,936	25%
Money Transport	7,500	4,111	55%
Security Services	105,560	33,895	32%
Vehicle Maintenance	170,000	110,655	65%
Facility Repair & Maintenance	52,835	5,763	11%
Operating Fees & Licenses	50,000	22,682	45%
Insurance	1,083,626	983,192	91%
Fuel	1,638,187	426,480	26%
Paratransit	3,308,576	969,444	29%

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

Time elapsed:
33%

	FY24 Budget	Actual	% of Budget
Miscellaneous	3,500	573	16%
Interest	47,843	17,033	36%
Non-Capitalized Assets	50,000	195	0%
TOTAL OPERATING EXPENDITURES	25,597,851	8,003,728	31%
Excess (Deficit) of Revenues Over (Under) Expenditures		1,454,933	

Capital Revenues

Rolling Stock	613,428	598,239	
Bus Facilities/Charging Stations	289,189	307,838	
Bus Shelter Construction/Bench Install	18,618	-	
Security/ Cameras & Equipment	240,997	34,365	
Facilities Construction	5,040,000	5,954	
Sales Tax - Charleston County	1,047,297	219,270	
TOTAL CAPITAL REVENUES	7,249,529	1,165,666	16%

Capital Expenditures

Rolling Stock	766,785	752,800	
Bus Facilities/Charging Stations	350,000	307,838	
Bus Shelter Construction/Bench Install	192,763	79,337	
Security/ Cameras & Equipment	295,041	6,973	
Facilities Construction	5,600,000	7,443	
Capital (IT, Facility Repairs/Maint)	44,940	11,275	
TOTAL CAPITAL EXPENDITURES	7,249,529	1,165,666	16%

**CARTA
BALANCE SHEET
1/31/2024**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	10,097,459.19
PETTY CASH	60.00
ACCOUNTS RECEIVABLE	8,435,304.34
PREPAID EXPENSES	246,038.26
INVENTORY - FUEL	71,690.96
DEFERRED OUTFLOWS: ER CONTR	0.00
LAND	8,280,198.99
VEHICLES	51,852,084.34
EQUIPMENT	2,165,647.72
FAREBOXES	1,170,017.00
SHELTERS	4,424,701.59
BUS SIGNAGE	254,913.32
FACILITIES	10,492,454.34
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(34,875,894.10)
RIGHT TO USE LEASES	1,179,416.40
ACCUMULATED DEPRECIATION - RTU	(406,830.95)
TOTAL ASSETS	63,565,719.94

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	2,696,497.41
ACCRUED INTEREST	48,745.99
UNEARNED REVENUE	0.00
OPEB LIABILITY	127,941.00
LEASE LIABILITY	809,492.48
TOTAL LIABILITIES	5,126,856.50

EQUITY

CURRENT YEAR FUND BALANCE	1,454,933.90
INVEST IN CAPITAL ASSETS	42,323,645.94
FUND BALANCE	14,660,283.60
TOTAL EQUITY	58,438,863.44

TOTAL LIABILITIES & FUND EQUITY	63,565,719.94
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CARTA
OnDemand Program
1/31/2024

Activity	BUDGET	FY 21	FY 22	FY 23	FY 24	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	394,036	1,421	20,778	98,039	50,486	170,724	223,312	43%
Total	394,036	1,421	20,778	98,039	50,486	170,724	223,312	43%
Federal <i>FTA 5310</i>	312,000	1,137	16,622	75,202	40,389	133,350	178,650	43%
Local	82,036	284	4,156	22,837	10,097	37,374	44,662	
Total	394,036	1,421	20,778	98,039	50,486	170,724	223,312	43%



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Request for Approval – Design Services: Public Transit & Workforce Development Center
Date: March 6, 2024

The BCDCOG Selection Committee (Andrea Kozloski, Robin Mitchum, and Sharon Hollis) met on March 6, 2024 and reviewed two qualifications proposals for the Design Services: Public Transit & Workforce Development Center RFQ.

Proposals were received from HDR Engineering, Inc. and Wendel Architecture. One additional proposal was received but was determined to be non-responsive.

Staff is requesting approval to negotiate a scope and fee with **HDR Engineering, Inc.** based upon the overall score sheet rankings.



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: March 11, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for February 2024

Please find the progress reports for transit planning projects.

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

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives:

- Staff has continued moving forward fixing our APC issues. Staff is working on the next steps with Syncromatics and UTA.
- Staff has continued to work on analyzing the Rt. 10 to improve the route on-time performance and the overall productivity of the route. Staff held a second meeting with the bus operators to review the remaining issues that surrounded the Rt. 10. Staff has worked out timing changes that would improve OTP on the route. Moreover, staff will need to incorporate the charging time that will be needed to recharge the electric vehicles with the on-route charger. Staff is continuing to collect surveys from riders and businesses along the corridor.
- Staff participated in the Peninsula Plan Mobility workshop and the Peninsula Plan Public forum this month.
- Staff participated in the PTRAC and TRAC meeting and presented the Downtown Charleston Transit Study route concepts to the group.
- Staff is working closely with National Express to monitor missed service. We continue to work through ways of improving the hours missed.
- Staff continues working with partners in the community to provide service to warming shelters.
- Staff assisted with monthly NTD sample reporting of ridership.

2. Downtown Route Study

- Staff, with Nelson/ Nygaard, participated in another round of outreach in February. The suggested route concepts were presented to the TAG members. Nelson/ Nygaard held pop up events at different bus stops around the peninsula to present the ideas to the public. Additionally, a route concept survey was launched and will run through March 13th, 2024. Staff continues to promote the survey via social media, email, and public outreach activities.

3. US 52 BRT Study

- Project team is conducting data collections/existing conditions analysis.
- The public engagement plan is being developed.
- BCDCOG & Project Team will hold 1st stakeholder committee meeting in Late April/Early May.

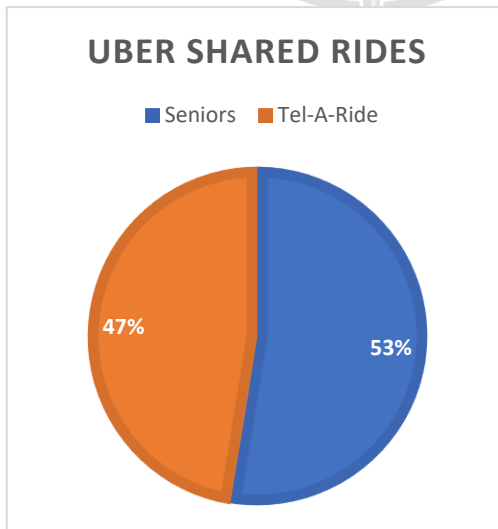
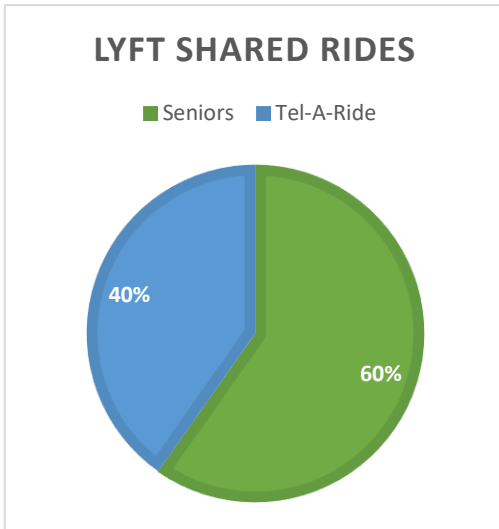
4. CARTA OnDemand (TNC Pilot)

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.

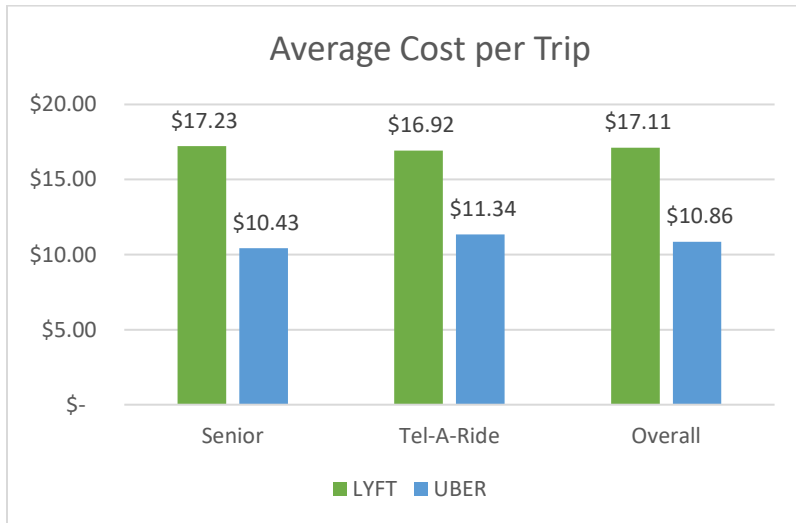
We saw a significant increase in applications the from the previous month that continued into February, 2024 that resulted in 1257 total senior riders and 153 total Tel-A-Ride customers actively using OnDemand service. Also in February, CARTA OnDemand had a total of 2095 trips with 46% of the trips being taken by paratransit customers and 54% being taken by senior customers. This is a

MEMORANDUM

200% increase in trips and a 600% increase in riders from December 2023 (prior to the OnDemand news article published mid-January).



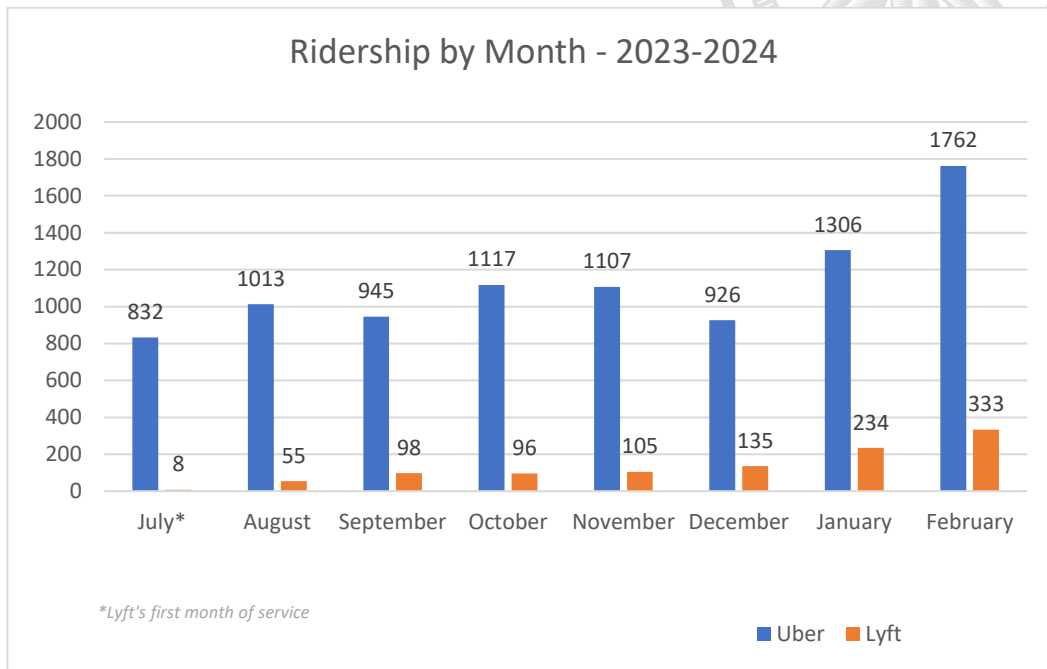
In February, the 2095 trips (Tel-A-Ride and senior) averaged \$11.85 per trip which has increased from previous months. Tel-A-Ride trips averaged \$12.12 and senior trips averaged \$11.63. To date (February 2021 – present), CARTA has spent a total of \$180,000 on the CARTA OnDemand program which includes trips costs and marketing expenses.



LYFT STATISTICS
 333 Trips provided
 Avg Trip Cost: \$17.11
 66 Unique Riders
 Total Cost: \$4,681.83

UBER STATISTICS
 1753 Trips provided
 Avg Trip Cost: \$10.86
 250 Unique Riders
 Total Cost: \$19,114.24

MEMORANDUM



Ongoing Tasks:

Coordination with TNC provider

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

Marketing

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

Application approval and customer service

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

Performance Monitoring (ongoing)

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

MEMORANDUM

5. CARTA Shelter Improvement Program (SIP)

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

Shelters/Benches in development:

- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress
- Glenn McConnell Parkway- Currently being constructed
- 583 Savannah Hwy / Oak Forest Dr – 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 2025 with completion by Jan 2025.
- Dorchester Road – SCDOT Safety Audit, currently reviewing for SCDOT
- 484 King St / Mt. Pleasant St- CARTA initiated infrastructure
- 329 America St / Columbus St- CARTA initiated infrastructure
- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. MUSC to met in February. They are reviewing easement agreement.
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. MUSC to met in February. They are reviewing easement agreement.
- 100 Military Magnet Academy- Working with SCDOT on exact location.
- 65 Rivers Ave / Rebecca St- CARTA initiated infrastructure. Survey and 30% plans. Suggesting changes for a less costly design.
- 549 Waterfront Park- CARTA initiated infrastructure
- Homes of Hope Affordable Housing- HWY 61

Guidelines

Transit Design Guidelines have been adopted by CARTA Board and staff continues to work with municipalities and developers on implementing these guidelines. These guidelines are being shared with developers through development review.

Solar Lighting Project

We are ready to move forward with more solar lights. CARTA met with bus drivers during their safety meetings to discuss new locations for solar light in September. 112 locations were selected for Phase 2. We have received 50 lights. We are working on installing them at this time after the re-brand project has been completed.

MEMORANDUM

Digital Signage

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

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

Three locations have been selected for new digital signs.

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

Locations:

- 502 Calhoun St / Jonathan Lucas St (near side)
- 790 Visitors Center on John St
- 539 Aquarium (Concord St)
- 461 Visitors Center / Charleston Museum
- 486 Spring St / Hagood Ave
- 114 Meeting St / Johnson St NB
- 565 Bee St / VA Hospital
- 611 Citadel Mall
- 787 Dorchester Village Shopping Center (Park & Ride)
- 17 Rivers Ave./ Remount Rd.
- 296 Dorchester Rd / Leeds Ave SB (at Shelter)
- 782 Rivers Ave Park & Ride
- 137 N. Charleston SuperStop
- 103 N. Charleston Super Stop on Rivers Ave

6. Shipwatch Square/Transit Hub

FTA Low No/Bus & Bus Facilities competitive grant was awarded for facility, workforce development and battery electric buses. NEPA class of action determination request is underway. A&E Design Contract procurement is underway. Design anticipated to begin in Spring 2024.

MEMORANDUM

7. Transit Oriented Development Study

The Project team continues to advance deliverables and hold presentations with municipal planning, housing, and other stakeholders. The team continues to advance technical documents and E-TOD Dashboard. Station Area Pike/Ped Task Capital Improvement Planning Task is underway. BCDCOG is meeting with community leaders, elected officials and neighborhoods, and outreach will continue through spring.

8. Lowcountry Rapid Transit

A&E Design: 60% Design is underway. Bi-Monthly Technical Working Groups are being held to expedite design tasks. 60% design/ROW plans anticipated in Summer 2024. 30% design for the maintenance facility kicked off in February 2024, with site visit planed for March.

Key Stakeholder Coordination: Key stakeholders have been reengaged with the start of design by Engineer of Record. Ongoing meetings are being held with municipalities and other stakeholders as project advances.

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

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. Any changes to the design moving forward will be evaluated to see if the change would result in a change to the NEPA approval that would require re-evaluation will be needed. A reevaluation was conducted and cleared for the new Park & Ride location. Public outreach for the 3 station relocations has been completed. Corridor re-evaluation of any changes to scope will occur at 60% design.

Maintenance Facility: BCDCOG has acquired the maintenance facility site. 30% Design is underway.

Transit Signal Prioritization: Transit signal prioritization at intersections is included of the LCRT project. Several coordination meetings have been held with SCDOT, City of North Charleston, and City of Charleston. Peer agency interviews are underway. A demonstration project of TSP on Dorchester Road was initiated in March 2021 to develop the technology and infrastructure on a smaller scale corridor to advance that technology on CARTA transit buses traveling on Dorchester Road. This will provide the framework for the LCRT TSP technology which can be expanded to the remainder of the corridor. Phase 1 is complete, and scope for second phase is being negotiated with an anticipated start of Spring 2024.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. LCRT has been coordinating with outreach activities for the TOD and Downtown Transit Study efforts. The project

MEMORANDUM

team conducted canvassing in the Eastside community and held meetings with Liberty Hill Community in February.

9. Mt. Pleasant Street Park and Ride

Design is underway. Preliminary design plans have been submitted to the City of Charleston for review and comment.

10. Fairgrounds Park and Ride

Final plans have been completed. Appraisal has been scheduled and final document issued within the next two weeks. Once appraisal is complete, we can start negotiations on purchase of parcel.

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

The property has been purchased. Staff is working with adjacent property owner and Berkeley County Water and Sanitation to make connection for sewer. Berkeley County has agreed to a grinder pump. This pump will be maintained by Berkeley County and reduce the costs for the easement on the adjacent property. 30% Design is underway.

12. Mobile Ticketing Sales & Use

During the month of February 2024, mobile ticket sales totaled \$21,700.70. This a 42.3% increase in sales revenue over February 2023 and 8.1% decrease over January 2024. Mobile ticket sales comprised 14.1% of all farebox revenue during February 2024 and 14.0% of total farebox revenue fiscal year to date. Mobile ticketing revenue constituted 9.7% of total farebox revenue last year fiscal year to date. There were 1,288 unique users over the month, conducting 23,428 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. During this report period, the project to upgrade the ticketing validator commenced with all the equipment being installed. There were a few items to be addressed to finalized the process. This will be followed by a testing phase with a full rollout scheduled for April 2024.



MEMORANDUM

Date: March 12th, 2024
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: February 2024 Ridership Report Summary Statistics

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

- Ridership for the month was 189,557 which is a 12.9 % increase from February of last year and a 4.5% increase from the month of January.
 - Fare Riders 64.14% of total
 - Pass Riders 29.77% of total
 - Transfers 6.08% of total
- The passengers per hour averaged 11.1, which is a 2.8% increase from last year and a 6.7% increase from January 2024.
 - Average cash payment per passenger was \$0.47, a 14% decrease from last year.
- Revenue for the month totaled \$277,485.22 an increase of 6.0% from last year.
 - Farebox Revenue 63.2% of total
 - Pass/Presale Revenue 36.8% of total
- The system wide cost per passenger was \$6.15.
- Routes that did not meet performance standards include Express 2- Mt. Pleasant-West Ashley Express, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, and Rt. 104- Montague Ave.
- Farebox recovery for the system was 19.4%.
- Tel-A-Ride ridership for the month was 5, 060.

- The cost per Tel-A-Ride trip was \$42.30.

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

CARTA Monthly Performance February 2024

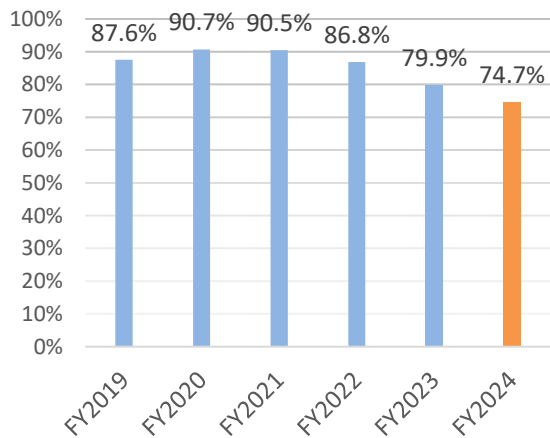
Fixed Route Performance:

- Passengers per Hour: 11.1
- On Time Performance: 76%
- Complaints per 100,000 Passengers: 3.7
- Compliments per 100,000 Passengers: 1.6
- Miles between Road Calls: 23,500
- Revenue Vehicle Accidents per 100,000 Miles: 7.2
- Preventable Accidents per 100,00 Miles: 3.0

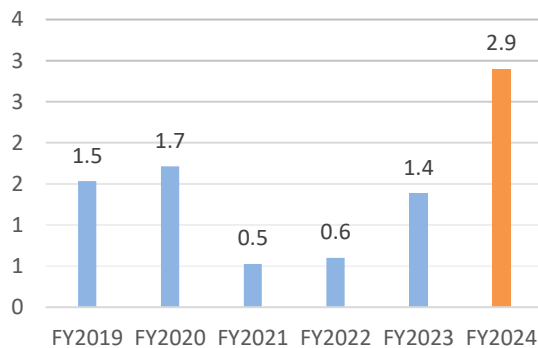
Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)

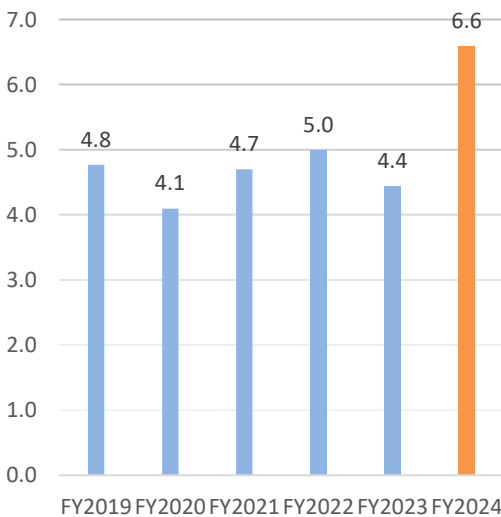
ON TIME PERFORMANCE



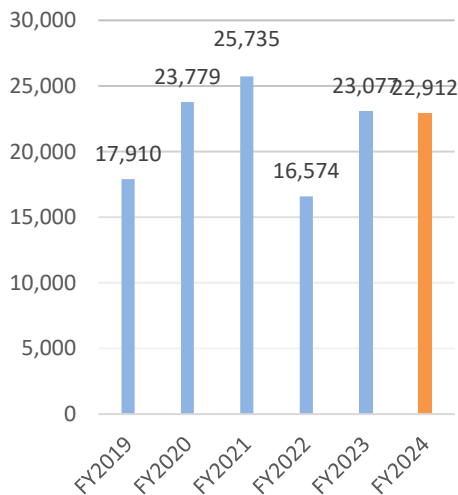
COMPLAINTS PER 100,000 PSGRS



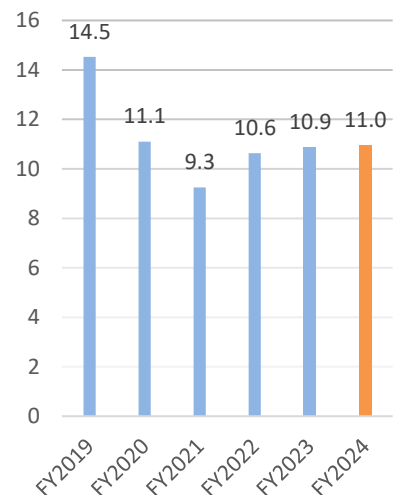
ACCIDENTS PER 100,000 MILES



TOTAL MILES B/W ROAD CALLS



PASSENGERS PER HOUR



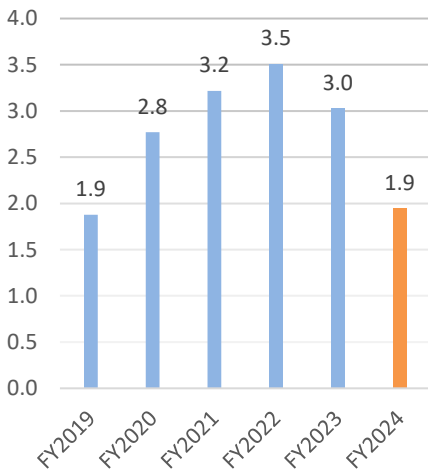
Paratransit Performance:

- Total Passengers: 5,060; Passengers per Hour: 1.3
- No Shows: 245
- On-Time Performance: 89%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: 25,601
- Total Revenue Accidents per 100,000 Miles: 2.0
- Preventable Accidents per 100,000 Miles: 2.0

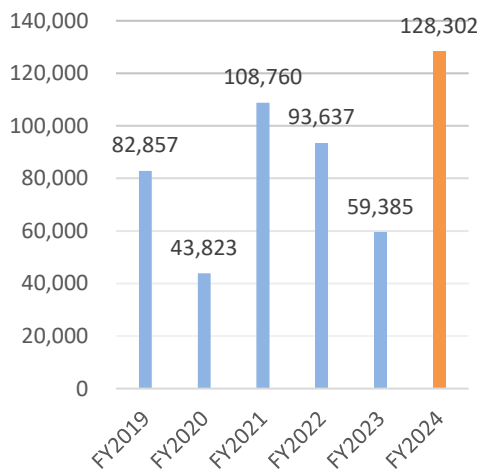
Paratransit Annual Trends - FY2019 – FY2024

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

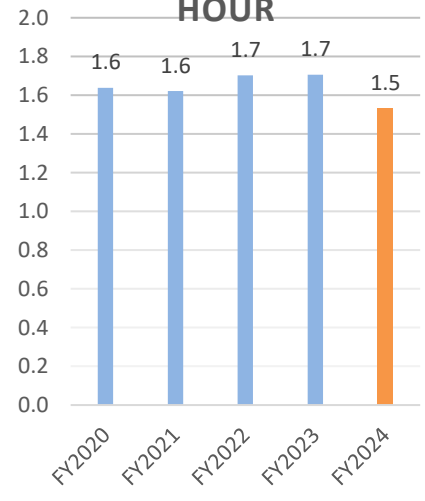
ACCIDENTS PER 100,000 MILES



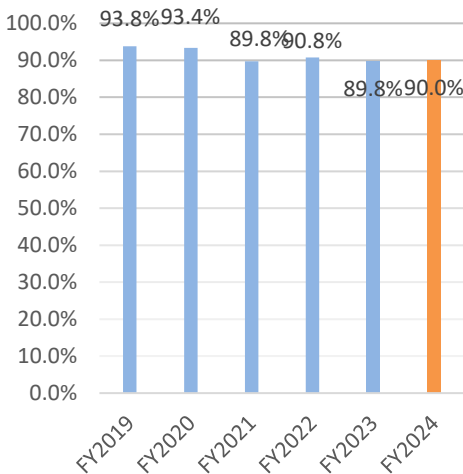
MILES B/W ROAD CALLS



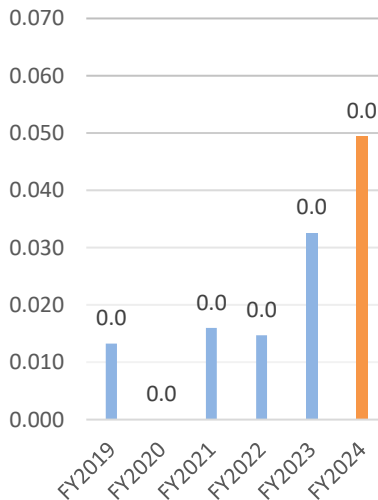
PASSENGERS PER HOUR



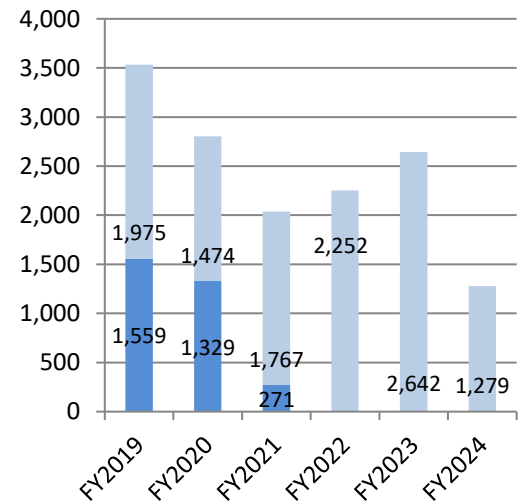
ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



■ Cancelled at door



Revenue/Cost/Ridership for the Month of February 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	\$347.22	\$ 12,031.83	\$ 11,402.76	\$12,379.05	\$ 56,851.09	672.30	21.8%	\$ 7.95	2.39%	-5.00%	8	8	7%	15	5,597	5,591	(6)	0%	2.95%
2 Mt. Pleasant-West Ashley Express	\$ 594.17	\$ 7,349.92	\$ 7,216.95	\$ 7,944.09	\$ 55,762.78	659.43	14.2%	\$ 11.00	-5.14%	-5.00%	7	7	-8%	15	4,490	4,346	(144)	-3%	2.29%
3 Dorchester Rd-Summerville Express	\$601.76	\$ 5,628.19	\$ 5,353.39	\$ 6,229.95	\$ 38,833.45	459.23	16.0%	\$ 8.69	-3.34%	-5.00%	7	8	17%	15	3,071	3,752	682	22%	1.98%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 31,782.65	\$ 15,331.08	\$ 42,079.72	\$ 47,113.73	\$ 226,343.12	2,676.65	20.8%	\$ 4.83	1.43%	-10.00%	16	14	-12%	20	36,031	37,142	1,112	3%	19.59%
11 Dorchester Rd/Airport	\$ 9,688.57	\$ 4,942.32	\$ 14,002.91	\$ 14,630.89	\$ 97,637.93	1,154.63	15.0%	\$ 6.93	-4.40%	-10.00%	12	10	-15%	20	13,433	11,974	(1,460)	-11%	6.32%
12 Upper Dorch/Ashley Phosphate Rd	\$ 11,319.89	\$ 5,573.09	\$ 14,077.53	\$ 16,892.98	\$ 106,580.37	1,260.38	15.8%	\$ 6.64	-3.54%	-10.00%	10	11	5%	20	12,016	13,502	1,486	12%	7.12%
13 Remount Road	\$ 4,048.23	\$ 2,468.05	\$ 4,766.73	\$ 6,516.28	\$ 67,065.35	793.09	9.7%	\$ 10.13	-9.67%	-10.00%	7	8	3%	20	4,421	5,979	1,558	35%	3.15%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,021.00	\$ 6,000.00	\$ 54,534.09	644.90	11.0%	\$ 3.95	-8.38%	-10.00%	18	19	7%	20	10,374	12,284	1,910	18%	6.48%
30 Savannah Highway	\$ 3,566.02	\$ 1,799.61	\$ 4,889.84	\$ 5,365.63	\$ 53,752.74	635.66	10.0%	\$ 11.10	-9.40%	-10.00%	8	7	-10%	20	4,589	4,360	(229)	-5%	2.30%
31 Folly Road	\$ 3,136.47	\$ 1,887.77	\$ 4,517.00	\$ 5,024.24	\$ 70,011.49	827.93	7.2%	\$ 14.21	-12.21%	-15.00%	5	6	5%	10	4,185	4,573	388	9%	2.41%
32 North Bridge	\$ 4,856.33	\$ 2,877.81	\$ 6,571.51	\$ 7,734.14	\$ 69,317.24	819.72	11.2%	\$ 8.83	-8.23%	-10.00%	10	9	-11%	20	7,139	6,972	(167)	-2%	3.68%
33 St. Andrews/Ashley River Rd	\$ 6,429.95	\$ 3,721.33	\$ 9,347.16	\$ 10,151.28	\$ 59,157.95	699.58	17.2%	\$ 5.44	-2.23%	-10.00%	14	13	-5%	20	9,014	9,016	1	0%	4.76%
40 Mt. Pleasant	\$ 2,959.97	\$ 1,525.62	\$ 4,346.96	\$ 4,485.59	\$ 54,576.37	645.40	8.2%	\$ 13.55	-11.17%	-10.00%	6	6	-11%	20	3,998	3,696	(302)	-8%	1.95%
41 Coleman Boulevard	\$ 949.58	\$ 483.43	\$ 1,135.86	\$ 1,433.01	\$ 31,906.97	377.32	4.5%	\$ 26.02	-14.90%	-10.00%	3	3	-7%	20	1,213	1,171	(41)	-3%	0.62%
42 Wando Circulator	\$ 611.64	\$ 330.29	\$ 865.07	\$ 941.93	\$ 29,501.18	348.87	3.2%	\$ 35.69	-16.19%	-15.00%	2	2	-3%	10	798	800	2	0%	0.42%
102 North Neck/ Rutledge Ave	\$ 1,071.54	\$ 901.88	\$ 1,384.42	\$ 1,973.42	\$ 40,794.44	482.42	4.8%	\$ 17.77	-14.55%	-15.00%	4	5	12%	10	1,870	2,185	315	17%	1.15%
103 Leeds Avenue	\$ 559.25	\$ 426.31	\$ 1,035.75	\$ 985.56	\$ 14,502.40	171.50	6.8%	\$ 13.09	-12.59%	-15.00%	8	6	-22%	10	1,237	1,033	(204)	-16%	0.54%
104 Montague Avenue	\$ 1,839.75	\$ 1,108.00	\$ 2,311.26	\$ 2,947.75	\$ 61,447.89	726.66	4.8%	\$ 21.79	-14.59%	-10.00%	5	4	-28%	10	2,411	2,684	273	11%	1.42%
203 Medical Shuttle	\$ -	\$ 40,926.34	\$ 39,429.84	\$ 40,926.34	\$ 41,270.53	488.05	99.2%	\$ 0.02	79.78%	-10.00%	30	30	-1%	10	12,510	14,425	1,915	15%	7.61%
210 Aquarium/ CofC DASH	\$ -	\$ 42,791.44	\$ 43,414.44	\$ 42,791.44	\$ 65,630.33	776.12	65.2%	\$ 2.16	45.81%	-15.00%	11	14	28%	10	7,902	10,586	2,684	34%	5.58%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 84,675.40	1,001.34	30.5%	\$ 2.69	11.07%	-15.00%	14	22	56%	10	12,387	21,865	9,478	77%	11.53%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 35,388.39	418.49	27.7%	\$ 2.77	8.28%	-15.00%	16	22	38%	10	6,495	9,245	2,750	42%	4.88%
301 Glenn McConnell Circulator	\$ 1,479.17	\$ 980.52	\$ 2,092.86	\$ 2,459.69	\$ 31,396.21	371.28	7.8%	\$ 12.18	-11.55%	-15.00%	7	6	-14%	10	2,667	2,375	(292)	-11%	1.25%
TOTAL	\$ 85,842.16	\$ 194,667.72	\$ 261,845.84	\$ 280,509.88	\$ 1,446,937.69	17,111.0	19.4%	\$ 6.15			10.8	11.1	3%		167,848	189,557	21,709	12.9%	100.0%

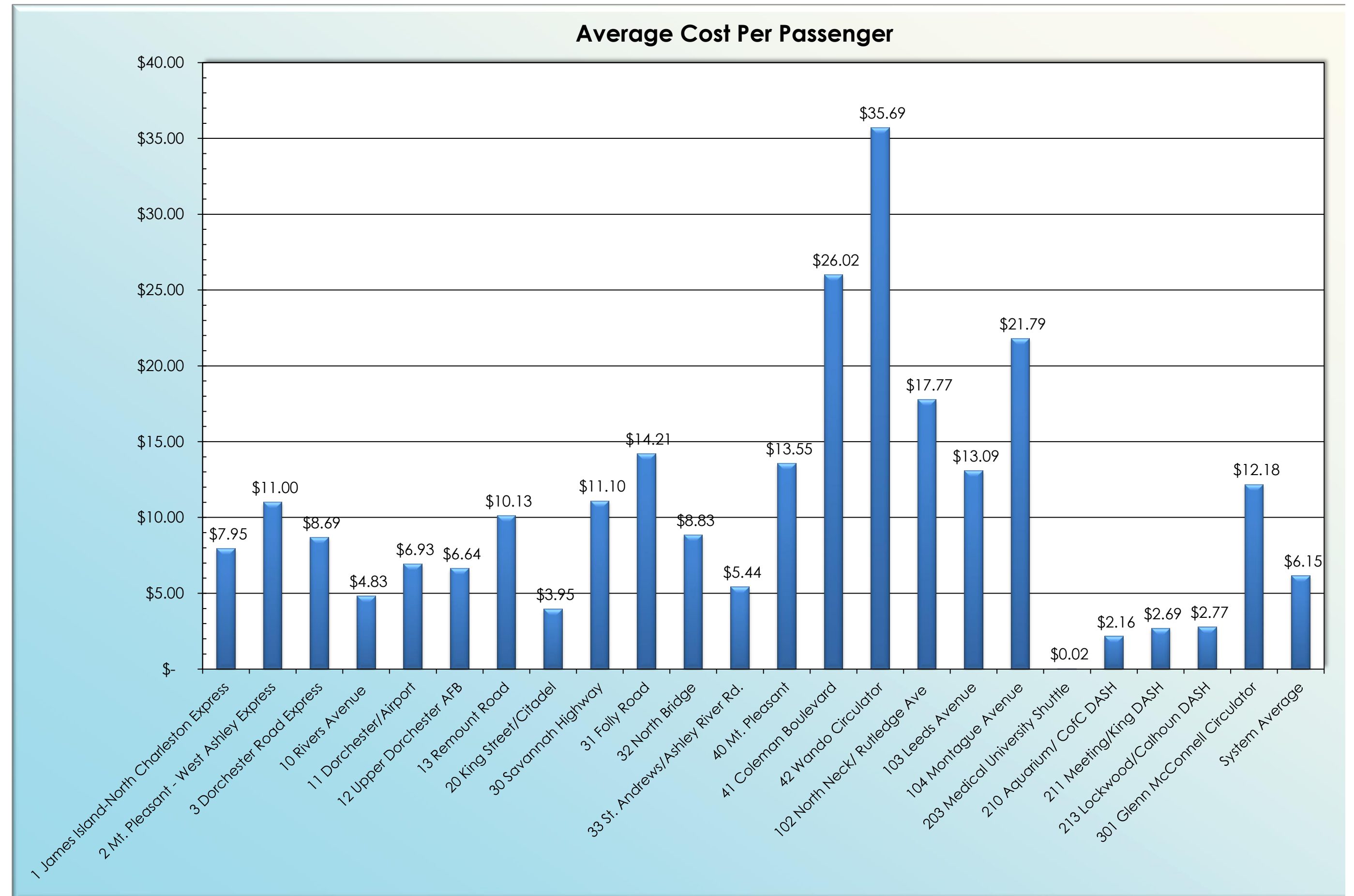
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

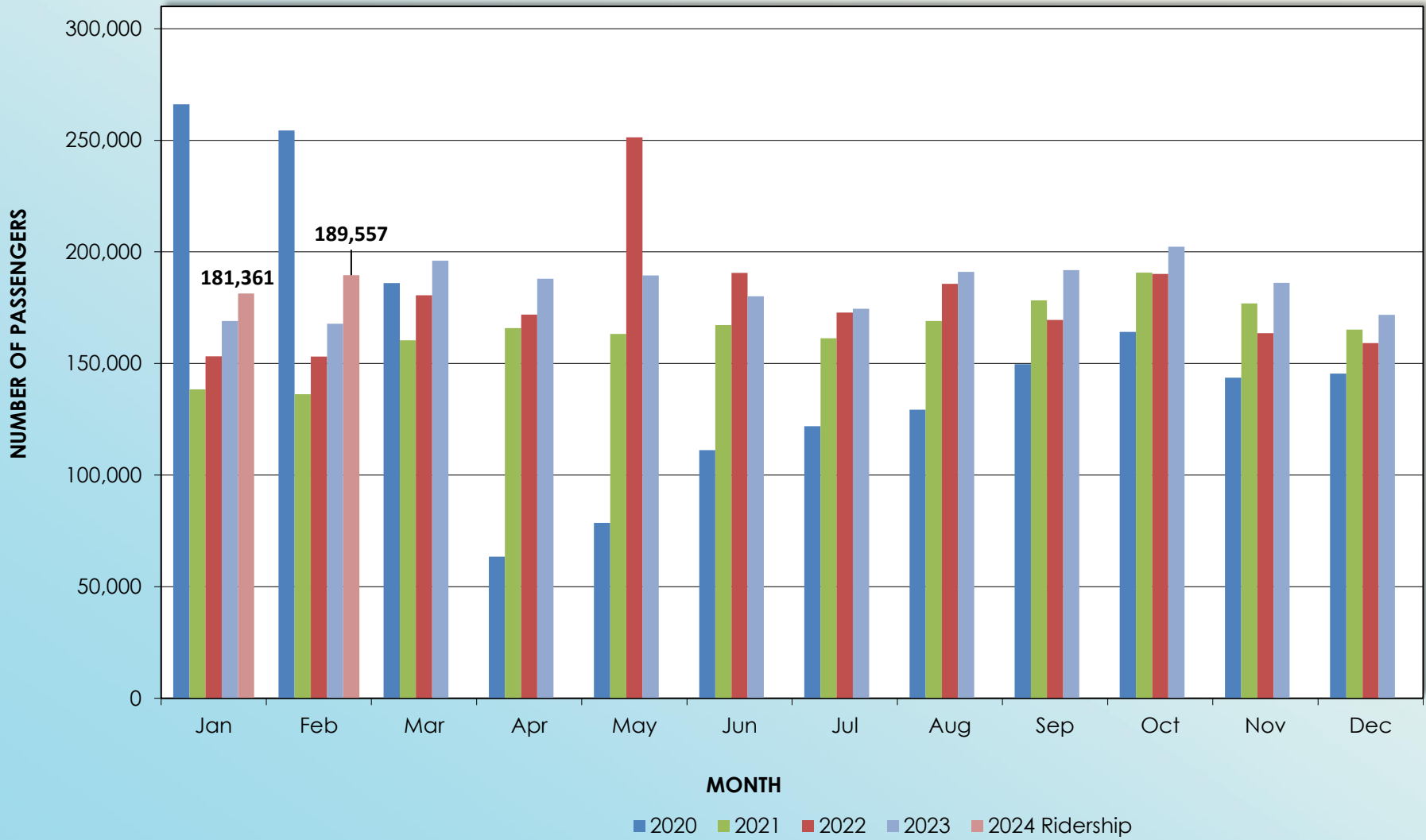
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of February 2024

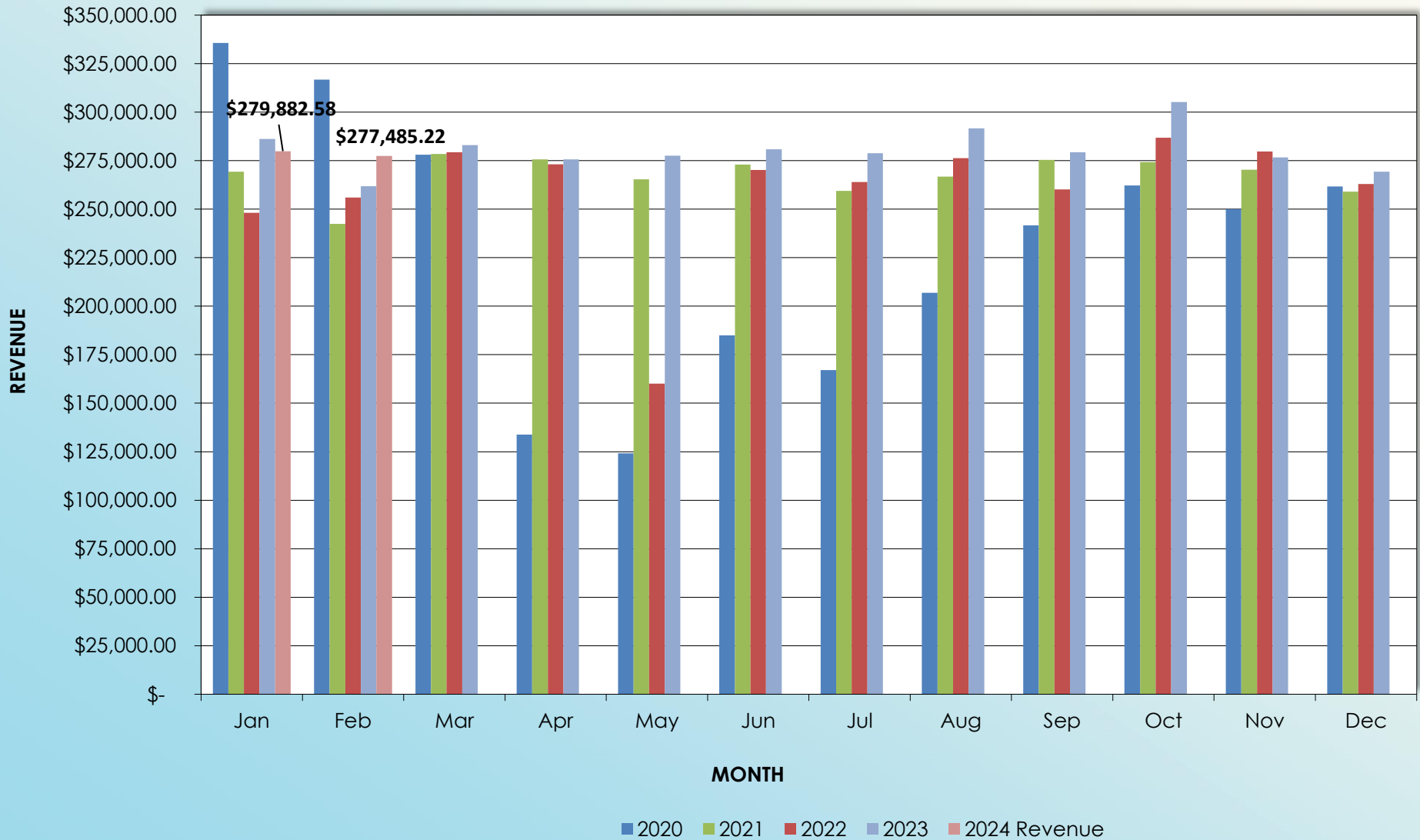
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 7.95
2 Mt. Pleasant - West Ashley Express	\$ 11.00
3 Dorchester Road Express	\$ 8.69
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.83
11 Dorchester/Airport	\$ 6.93
12 Upper Dorchester AFB	\$ 6.64
13 Remount Road	\$ 10.13
20 King Street/Citadel	\$ 3.95
30 Savannah Highway	\$ 11.10
31 Folly Road	\$ 14.21
32 North Bridge	\$ 8.83
33 St. Andrews/Ashley River Rd.	\$ 5.44
40 Mt. Pleasant	\$ 13.55
41 Coleman Boulevard	\$ 26.02
42 Wando Circulator	\$ 35.69
102 North Neck/ Rutledge Ave	\$ 17.77
103 Leeds Avenue	\$ 13.09
104 Montague Avenue	\$ 21.79
203 Medical University Shuttle	\$ 0.02
210 Aquarium/ CofC DASH	\$ 2.16
211 Meeting/King DASH	\$ 2.69
213 Lockwood/Calhoun DASH	\$ 2.77
301 Glenn McConnell Circulator	\$ 12.18
System Average	\$ 6.15



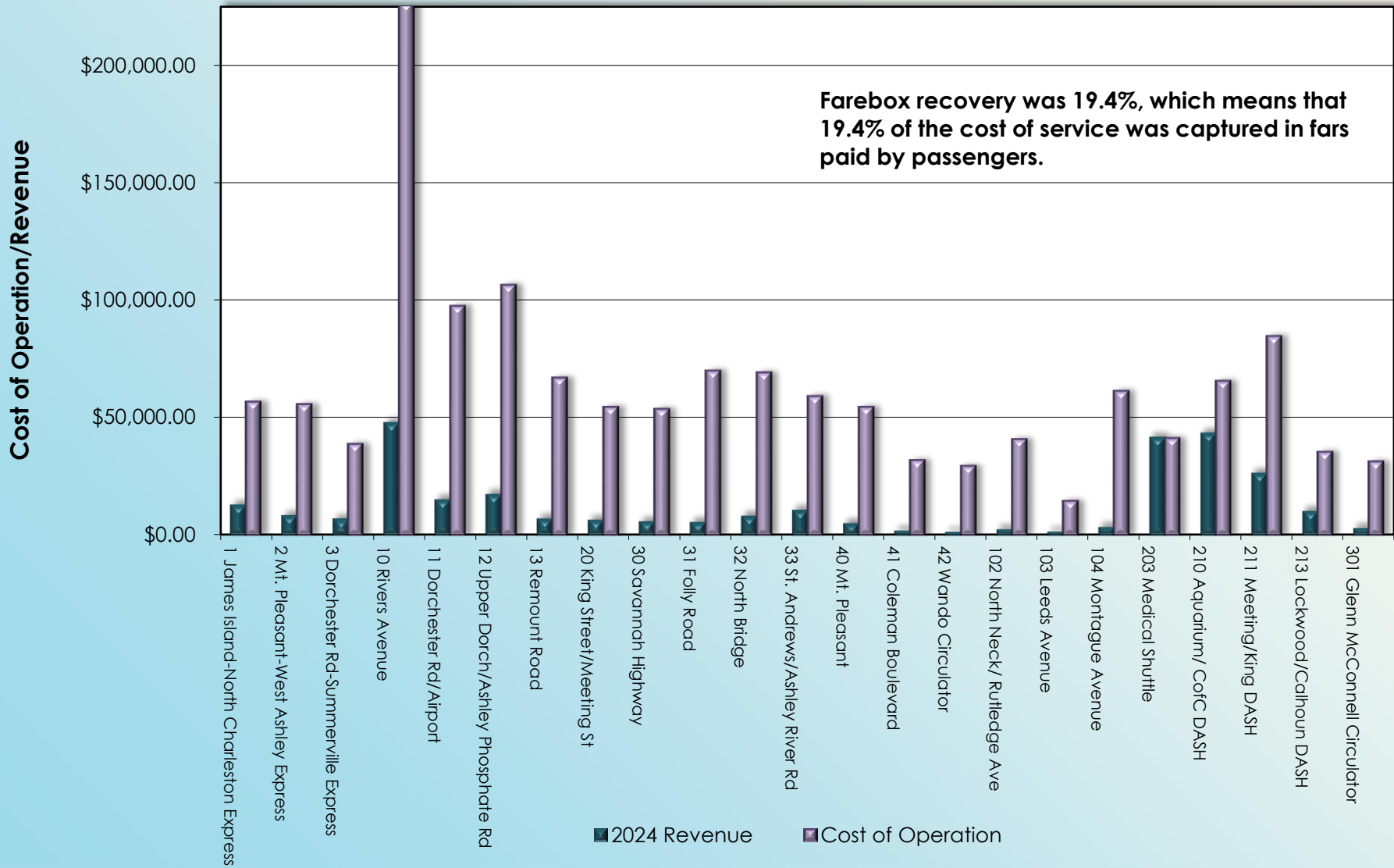
Fixed Route Ridership



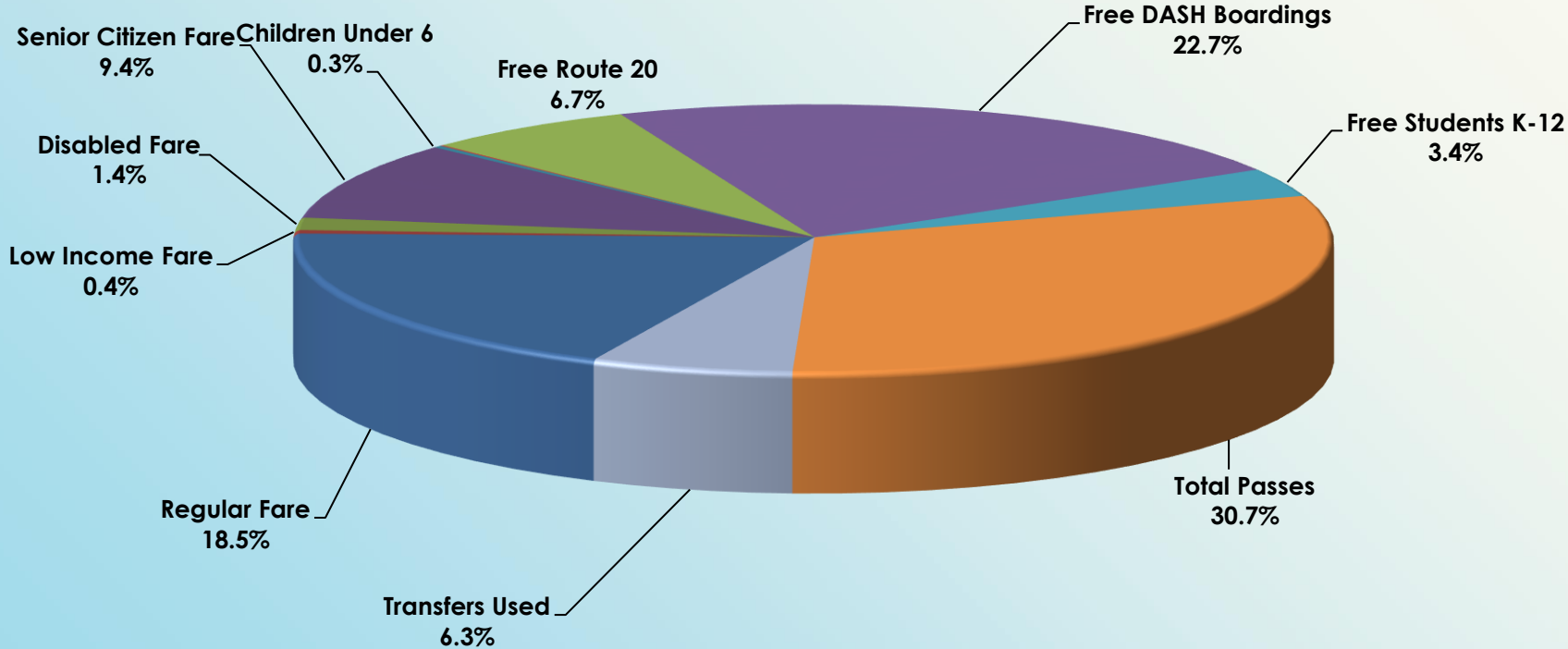
Fixed Route Revenue



Revenue & Cost by Route February 2024

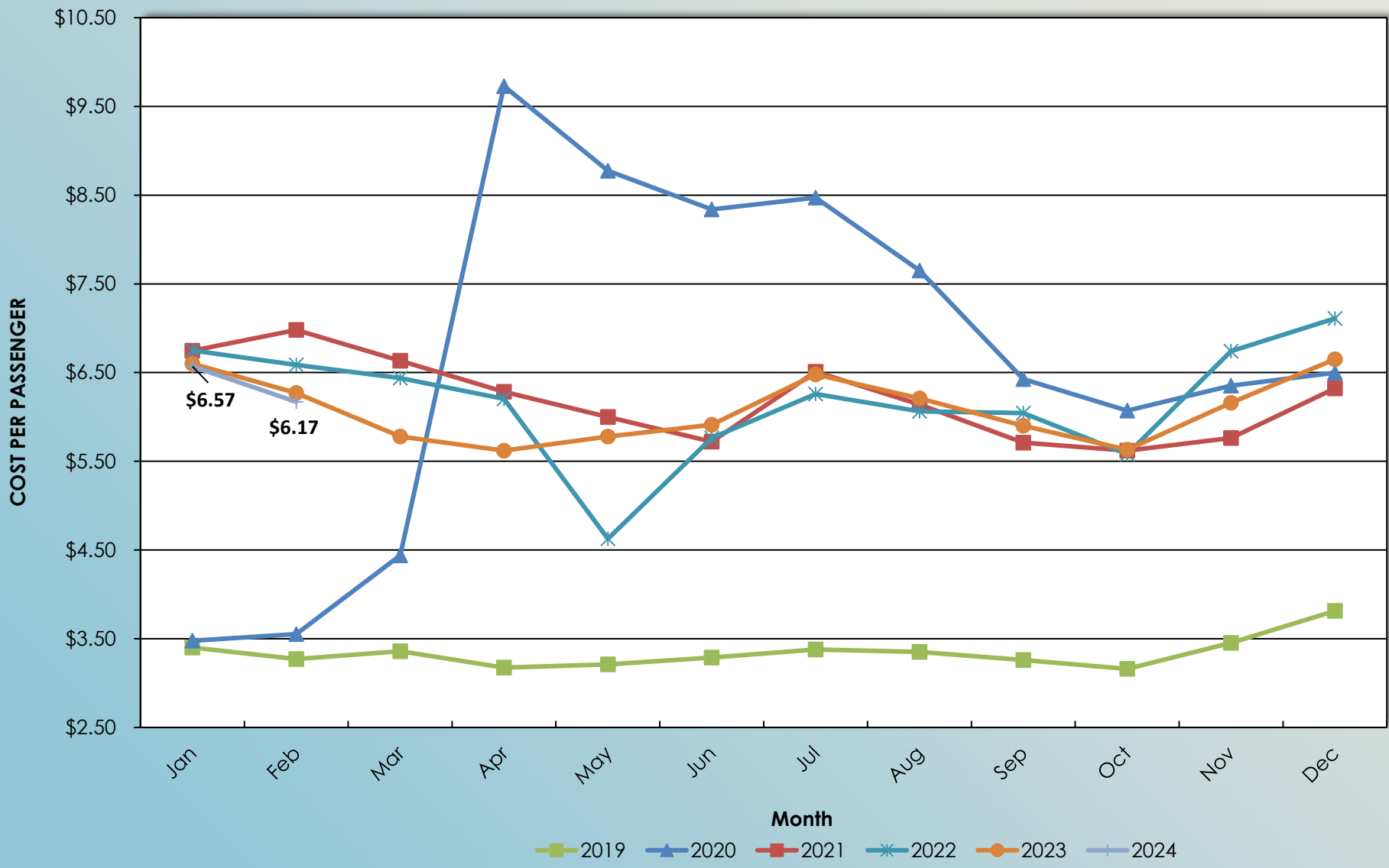


Ridership by Fare Type February 2024

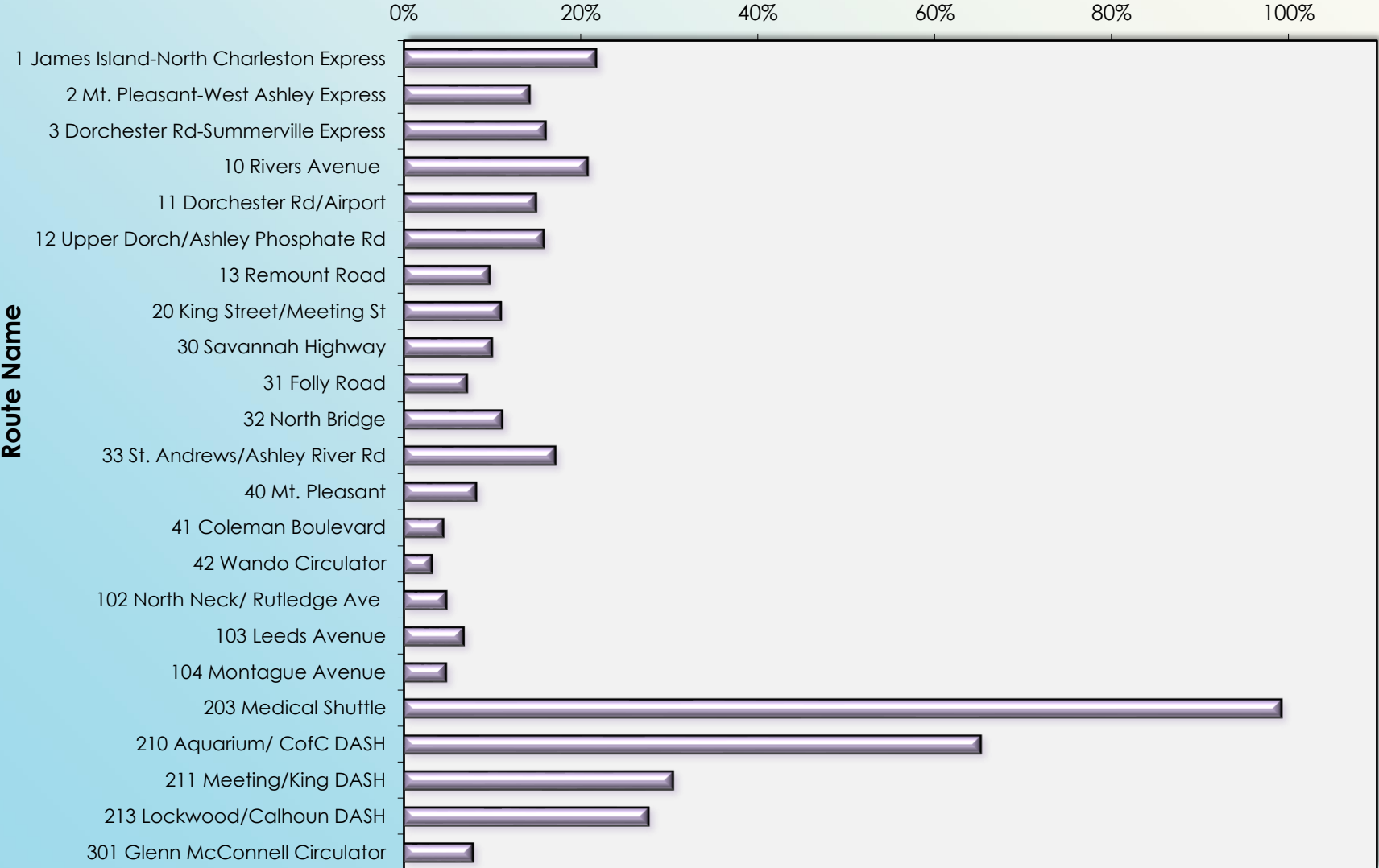


- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
- Unclassified Ridership

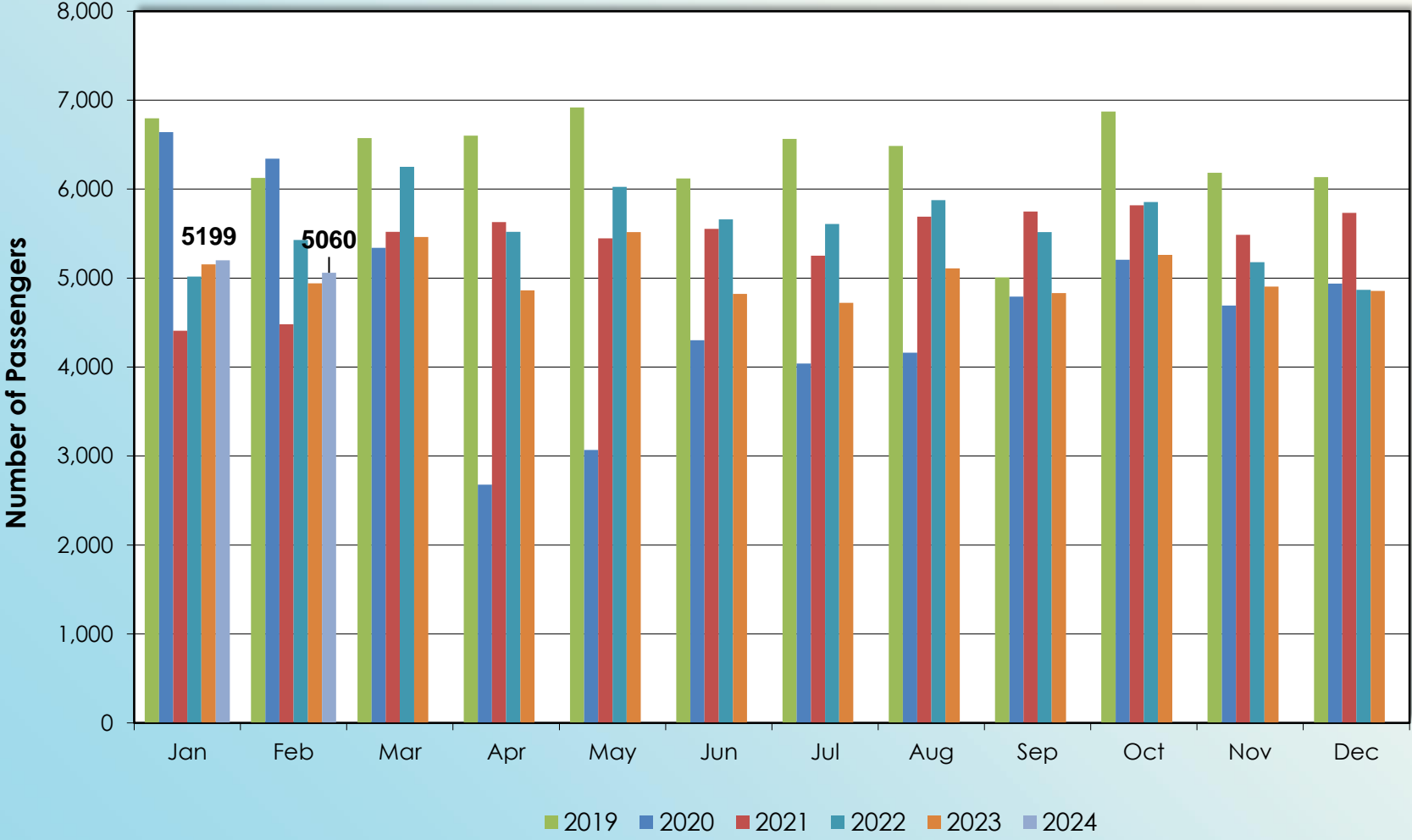
Fixed Route Cost Per Passenger



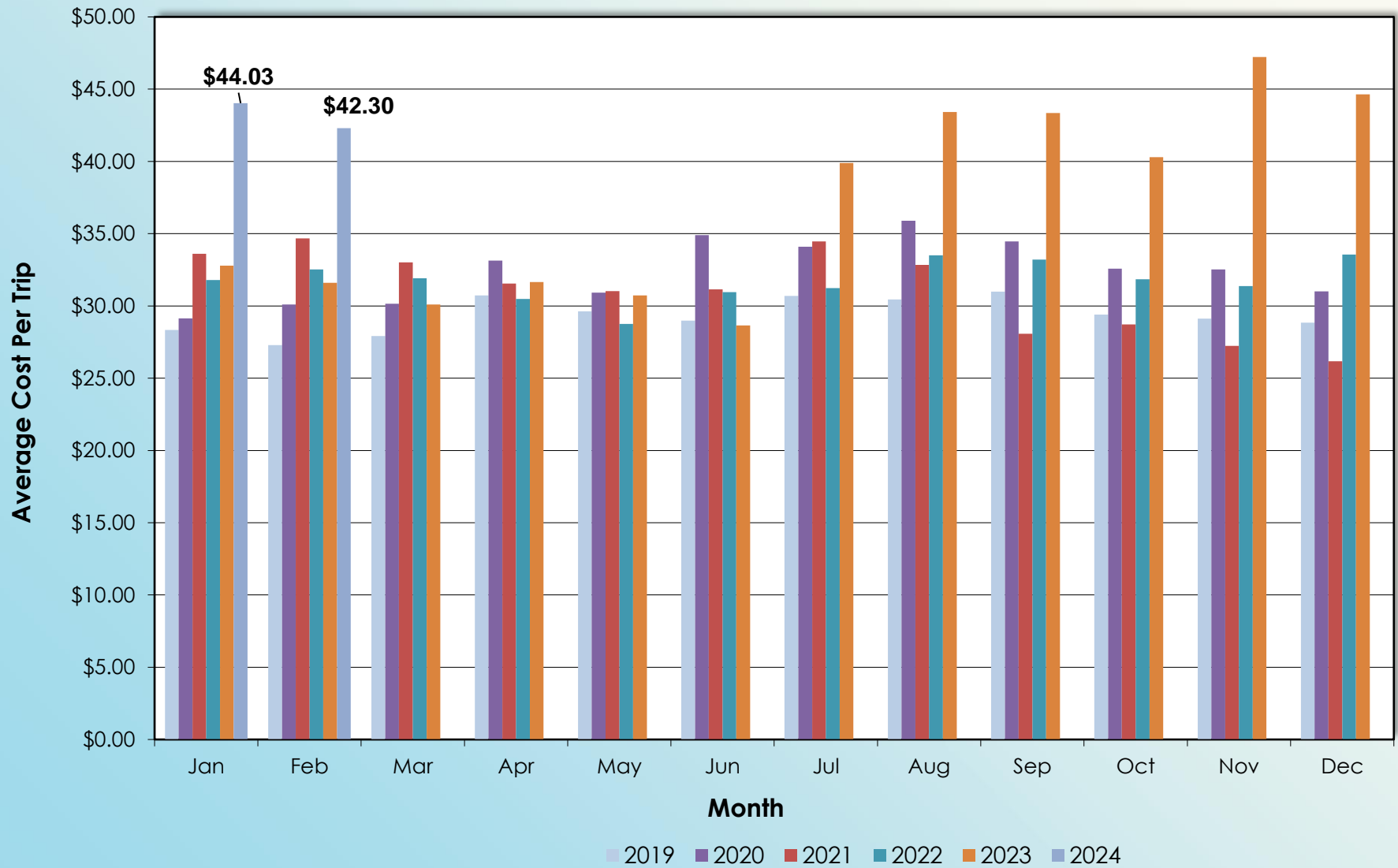
Percent Cost Recovered by Route February 2024



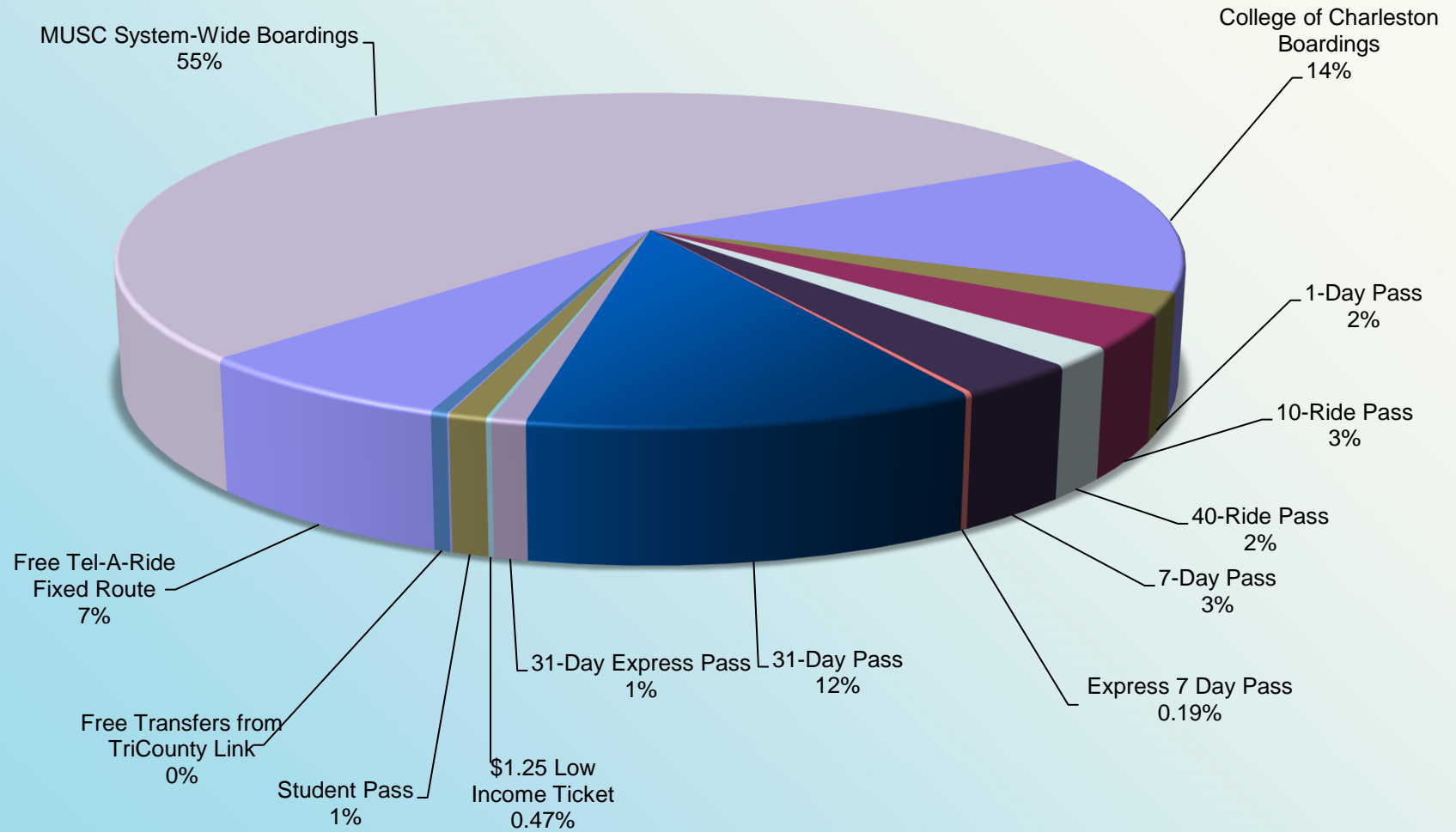
Tel-A-Ride Ridership



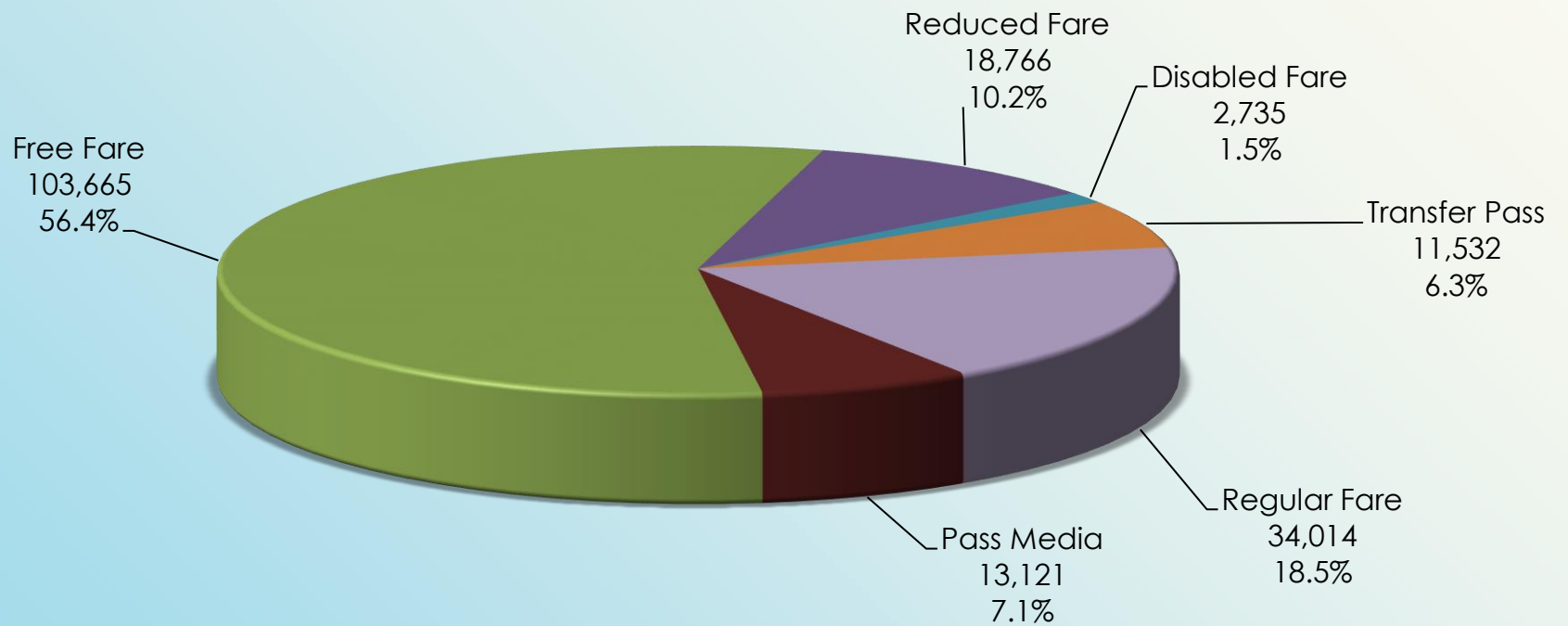
Average Cost Per One-Way Paratransit Trip



Pass Use by Type February 2024



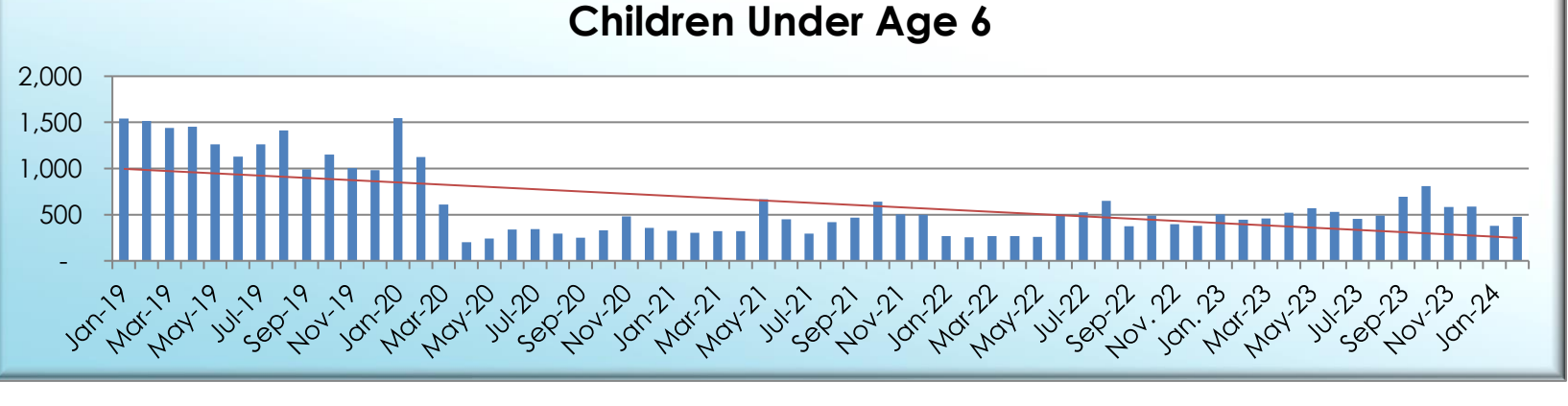
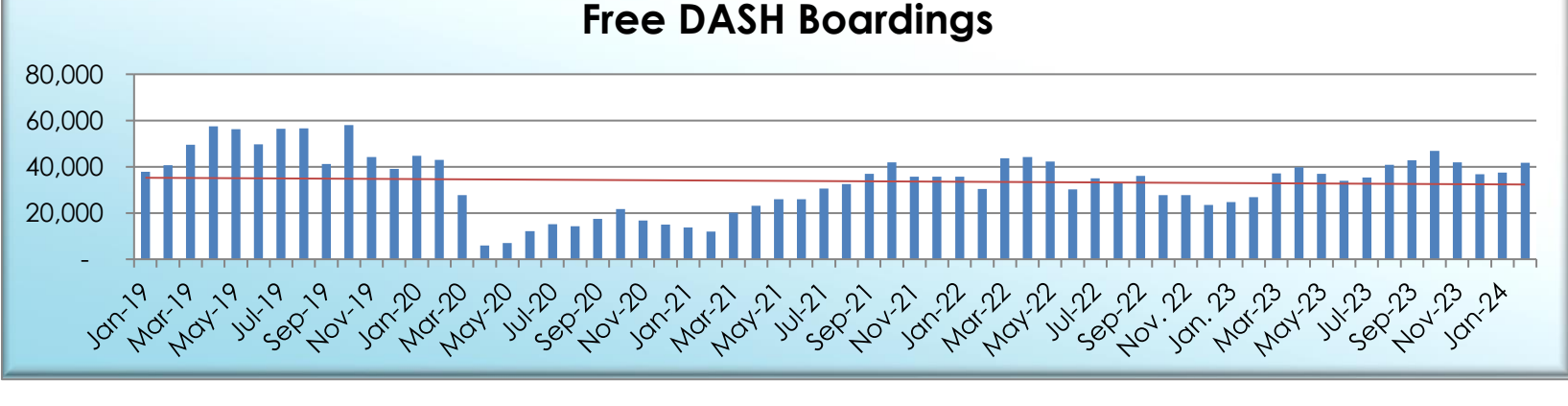
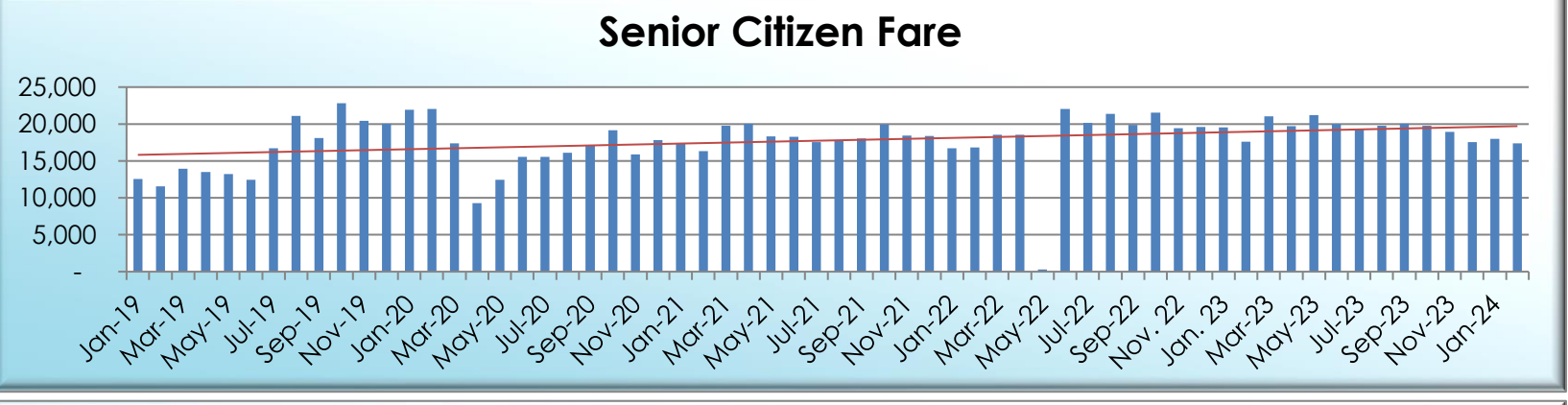
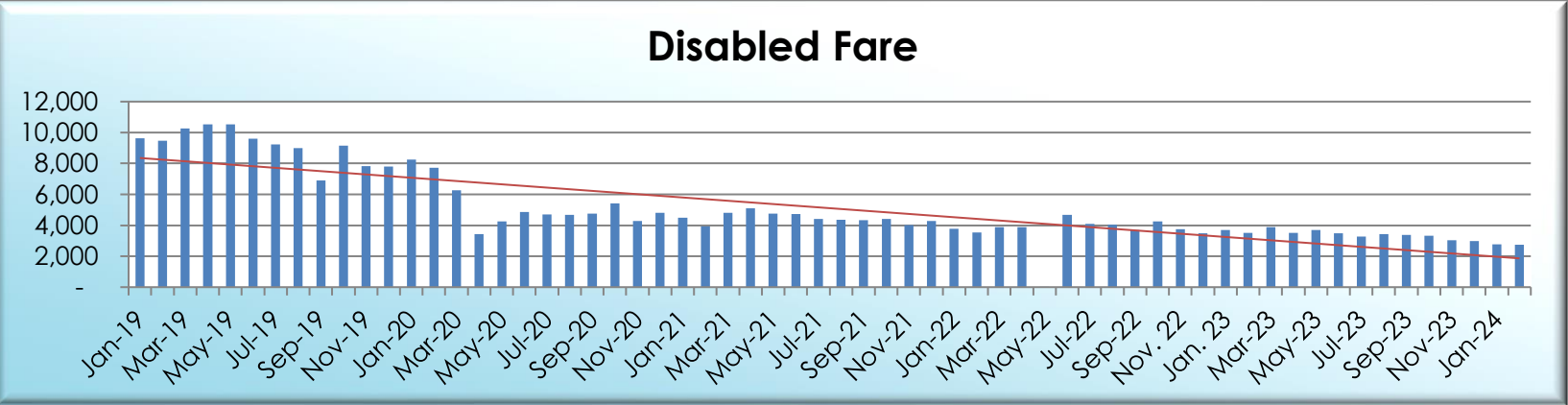
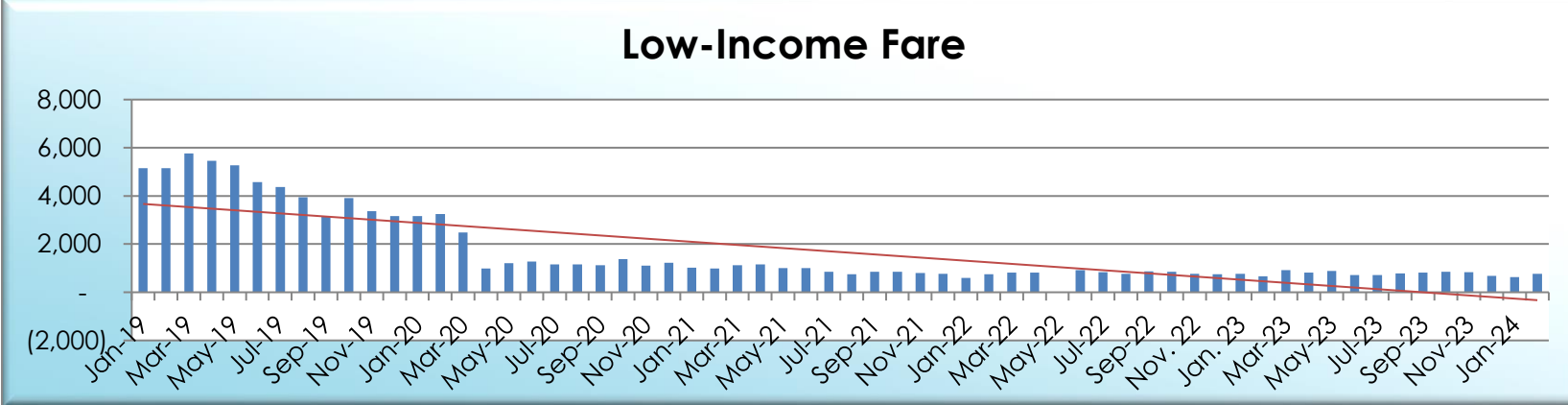
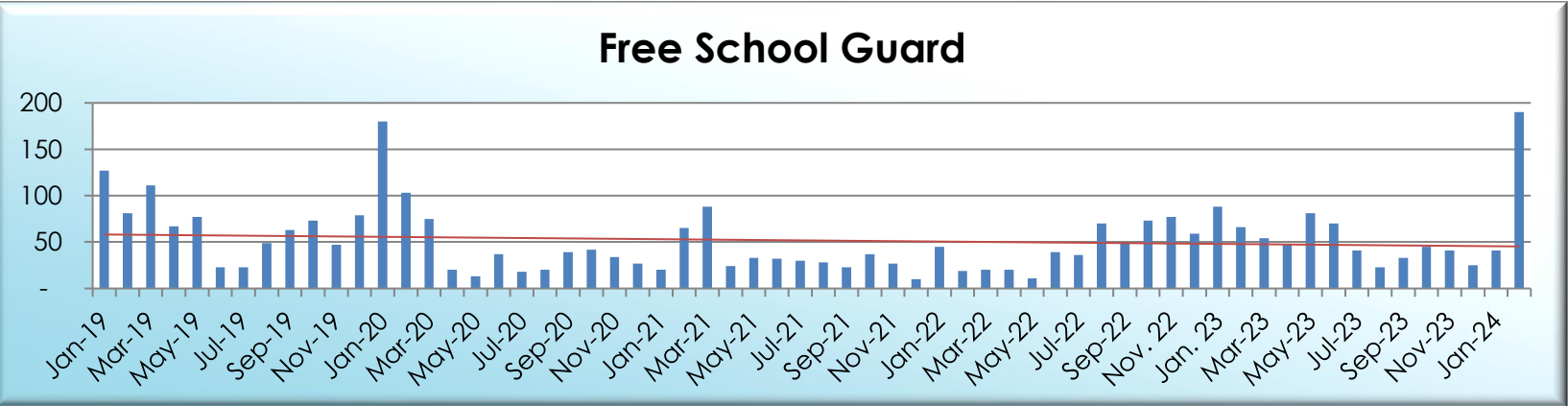
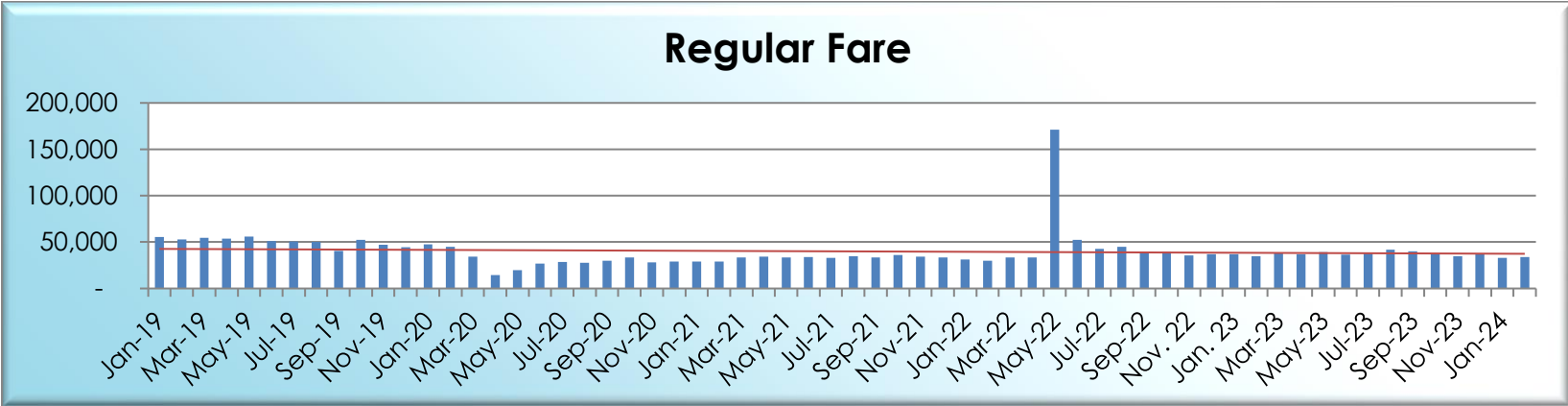
Ridership by Customer Type February 2024



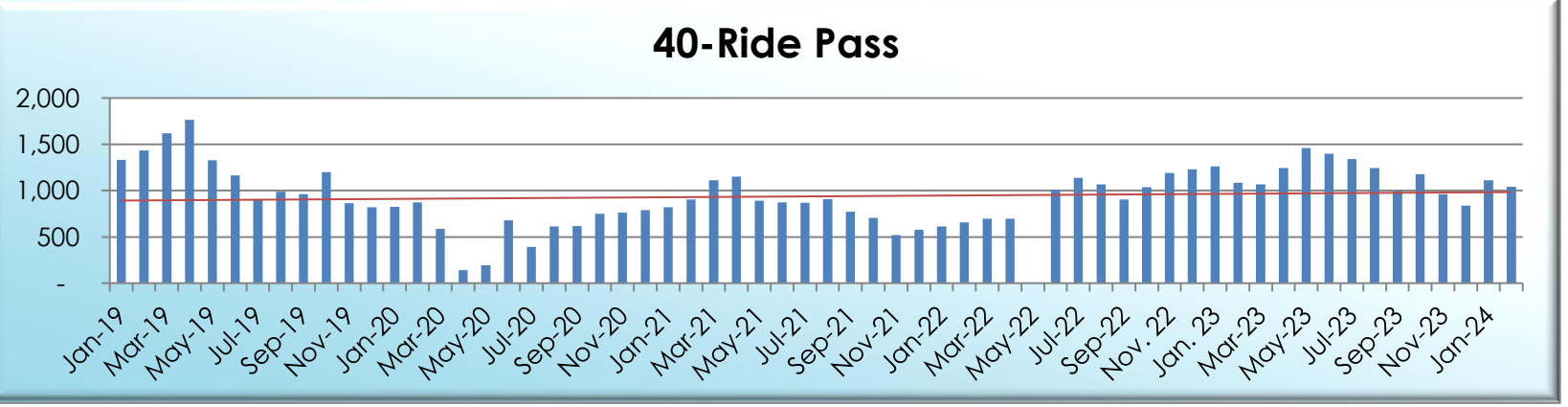
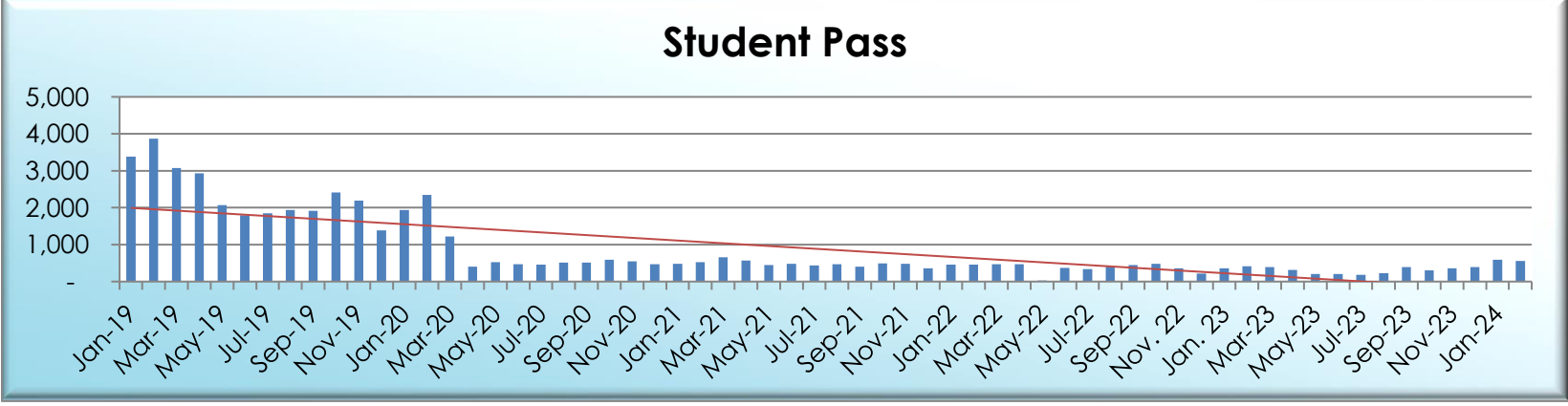
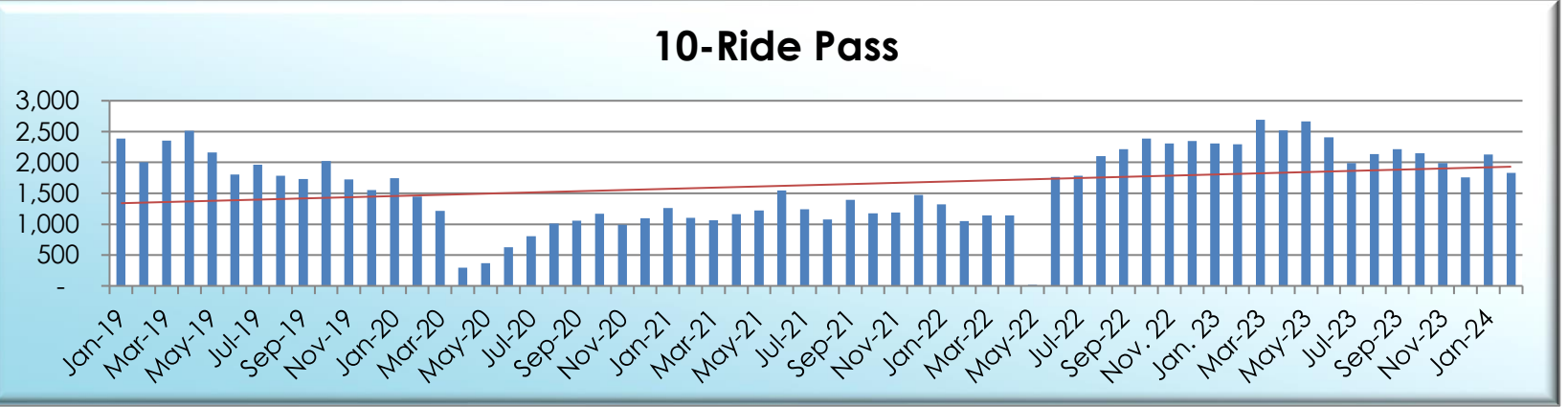
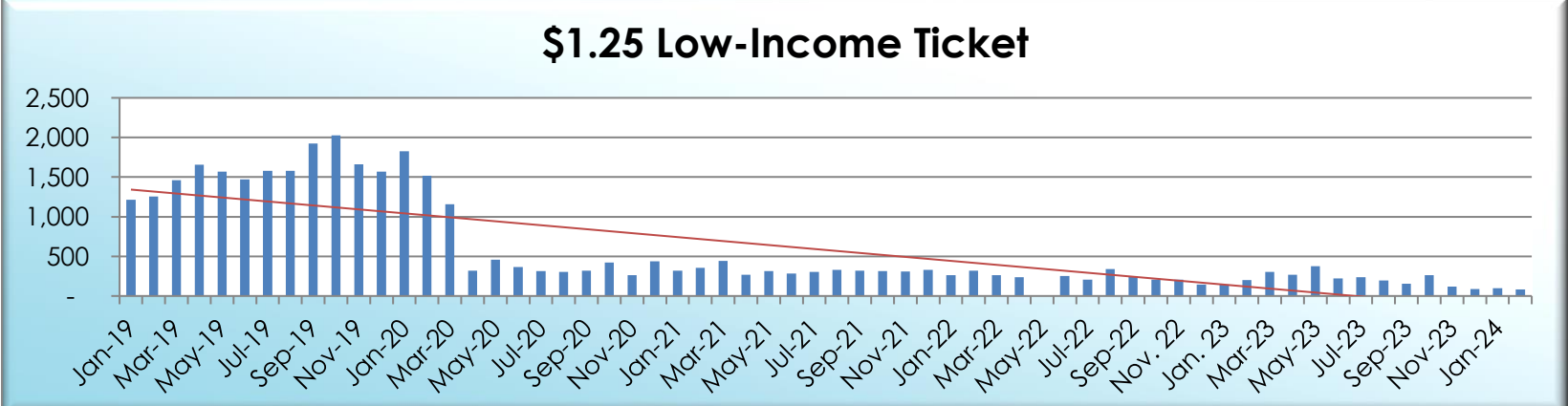
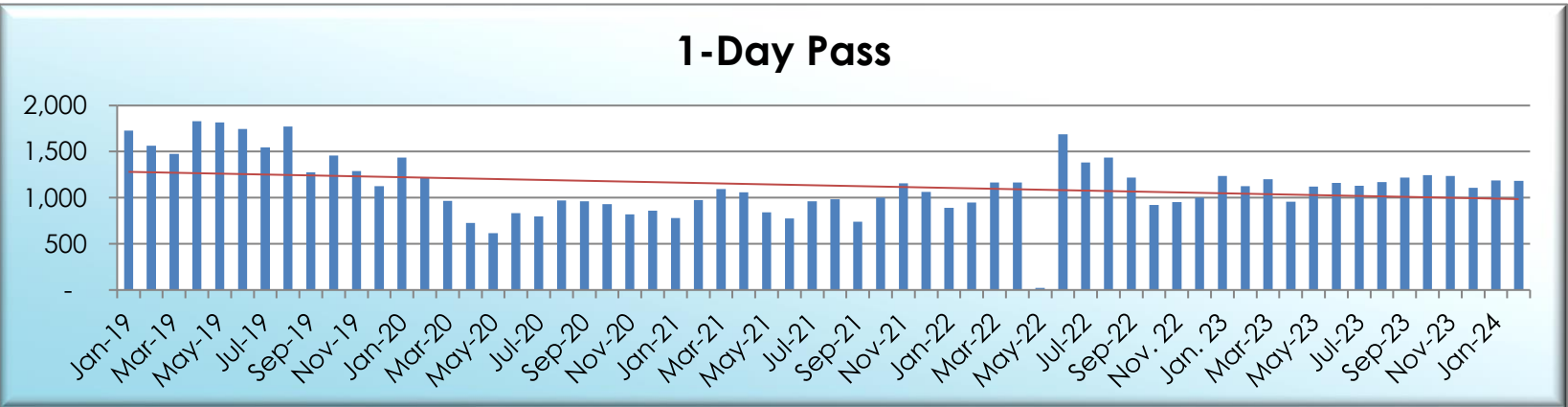
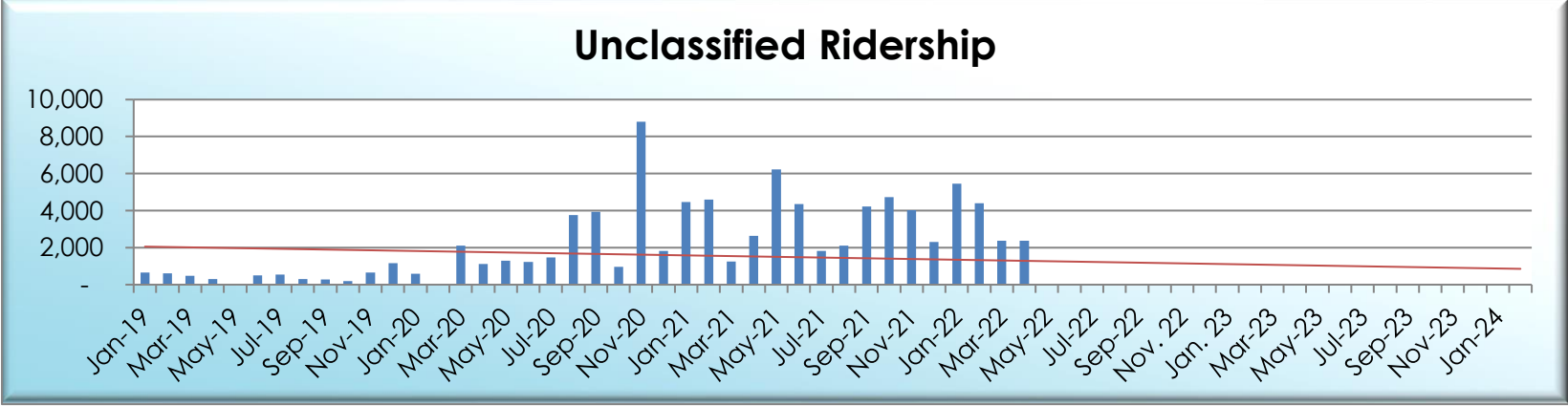
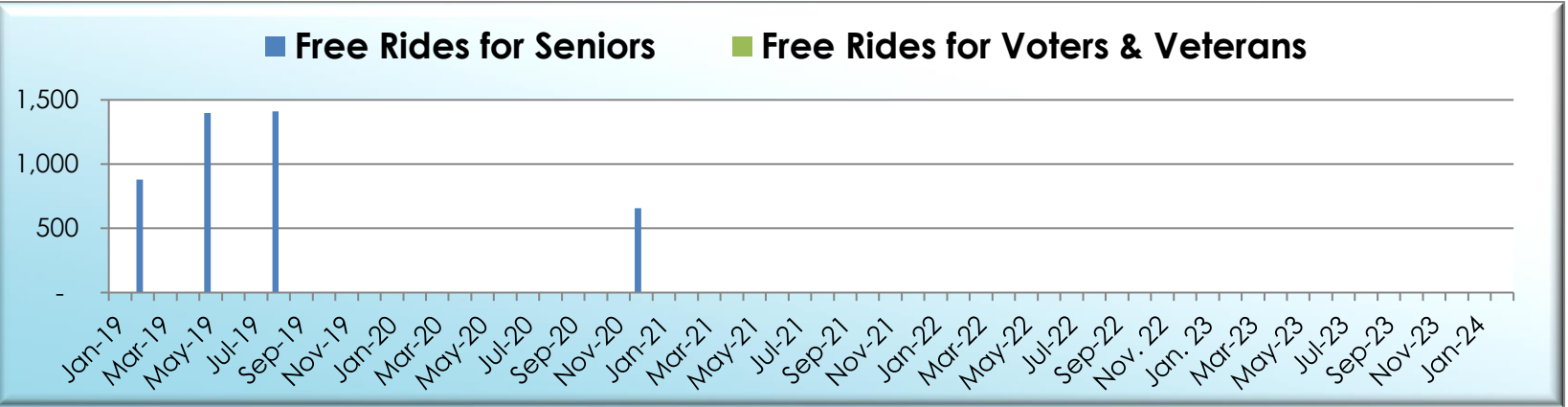
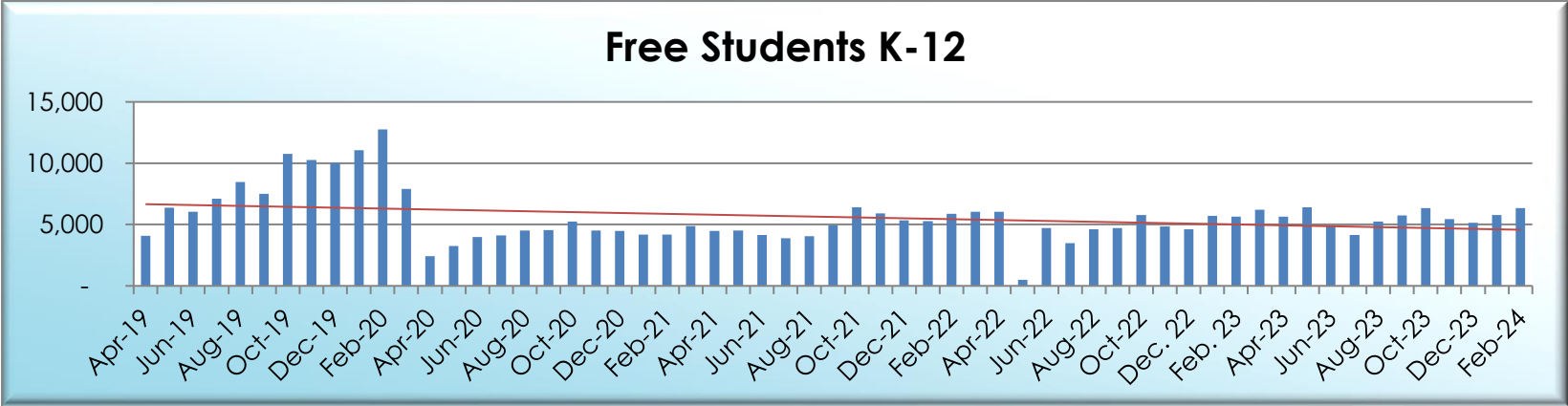
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for February 2024		
Type of Fare		
Regular Fare	34,014	17.94%
Low Income Fare	771	0.41%
Disabled Fare	2,735	1.44%
Senior Citizen Fare	17,356	9.16%
Children Under 6	475	0.25%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	190	0.10%
Free Route 20	12,284	6.48%
Free DASH Boardings	41,696	22.00%
Free Students K-12	6,341	3.35%
Subtotal	121,586	64.14%
Type of Pass		
1-Day Pass	1,182	0.62%
10-Ride Pass	1,828	0.96%
40-Ride Pass	1,040	0.55%
3-Day Pass	30	0.02%
7-Day Pass	1,841	0.97%
7-Day Express Pass	107	0.06%
31-Day Pass	6,559	3.46%
31-Day Express Pass	506	0.27%
\$1.25 Low Income Ticket	82	0.04%
Student Pass	557	0.29%
1-Ride Courtesy Pass	3	0.00%
1-Ride Pass	28	0.01%
Free Transfers from TriCounty Link	248	0.13%
Free Tel-A-Ride Fixed Route	3,975	2.10%
MUSC System-Wide Boardings	30,777	16.24%
College of Charleston Boardings	7,676	4.05%
Total Passes	56,439	29.77%
Transfers		
Issued	21,770	
Transfers Used	11,532	6.08%
Wheelchair Count	178	
Unclassified Ridership	0	0.00%
Total Ridership	189,557	100.00%

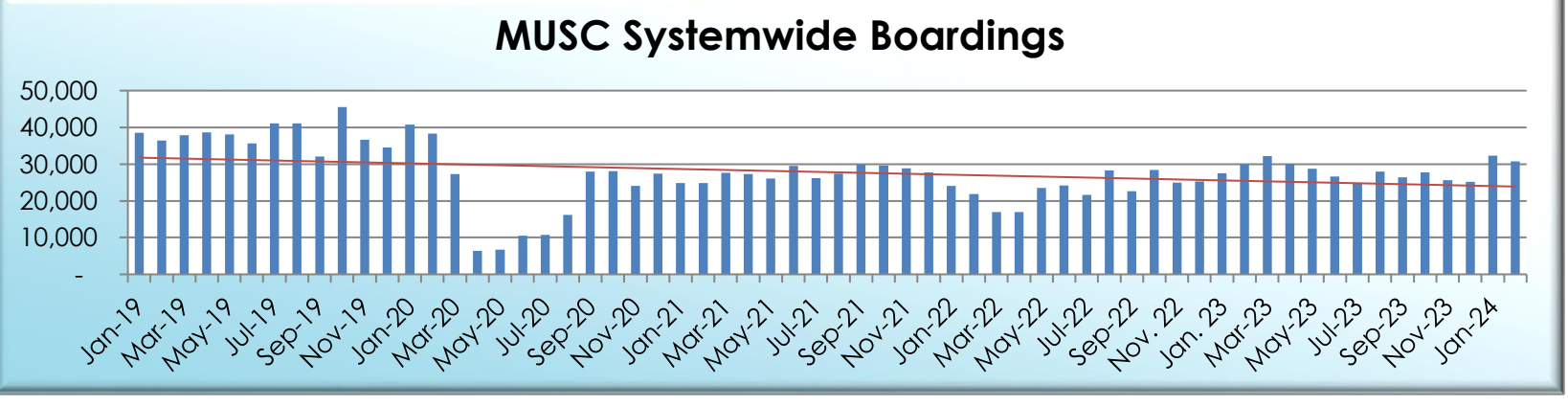
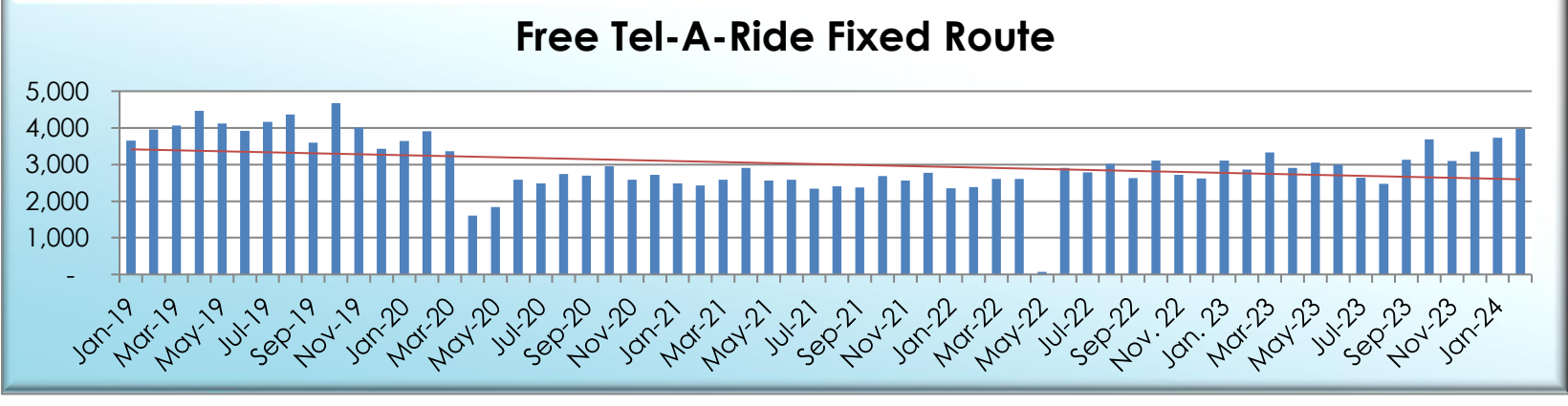
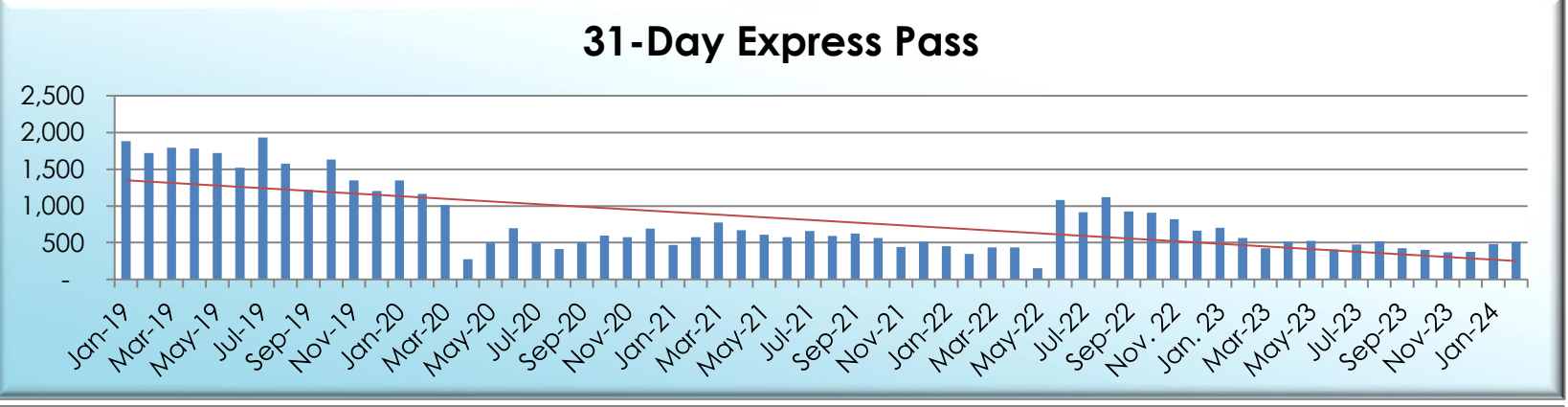
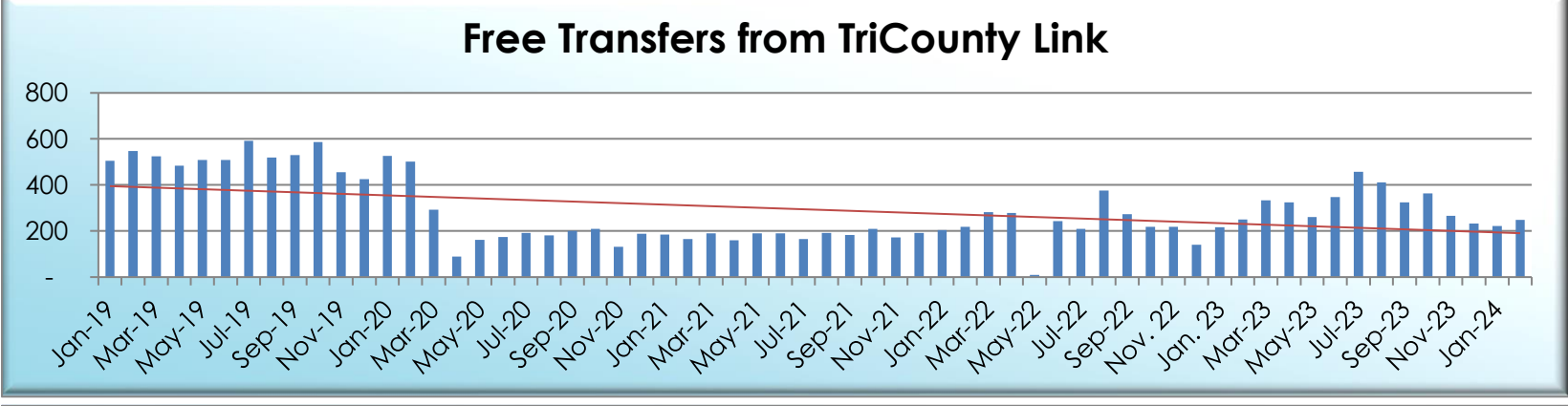
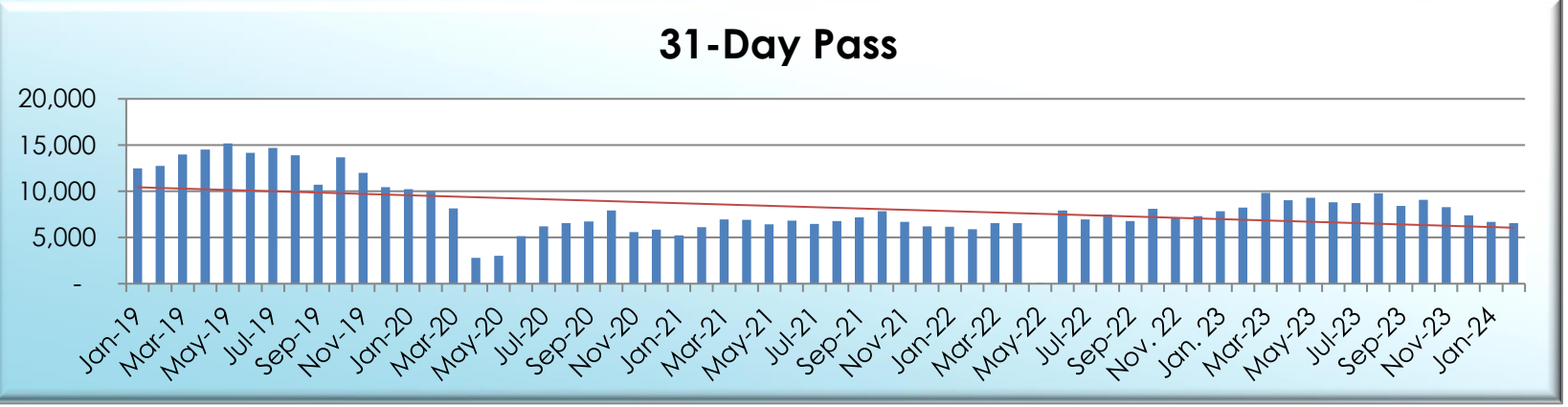
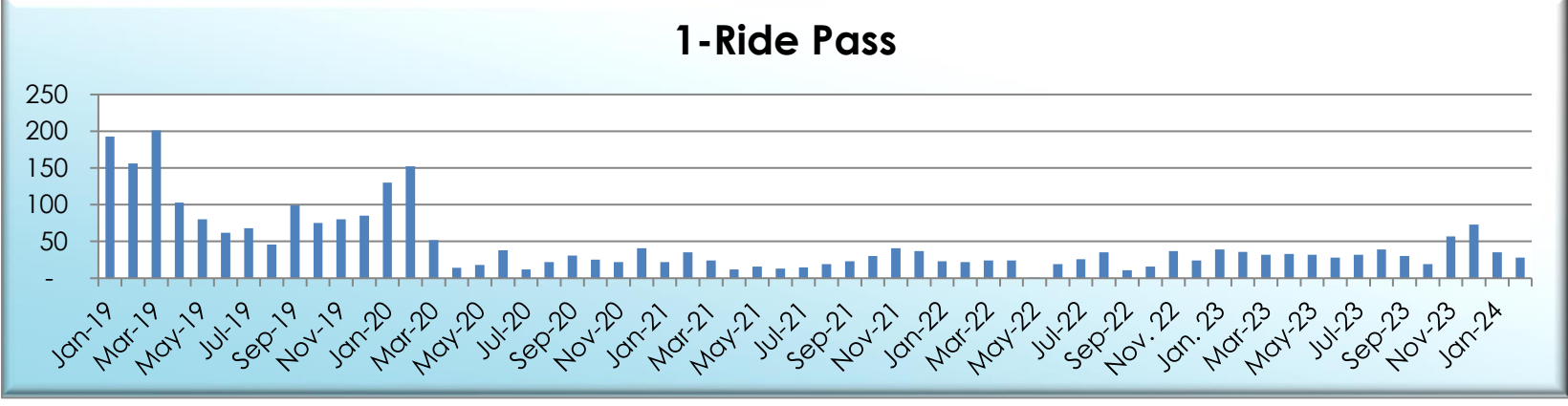
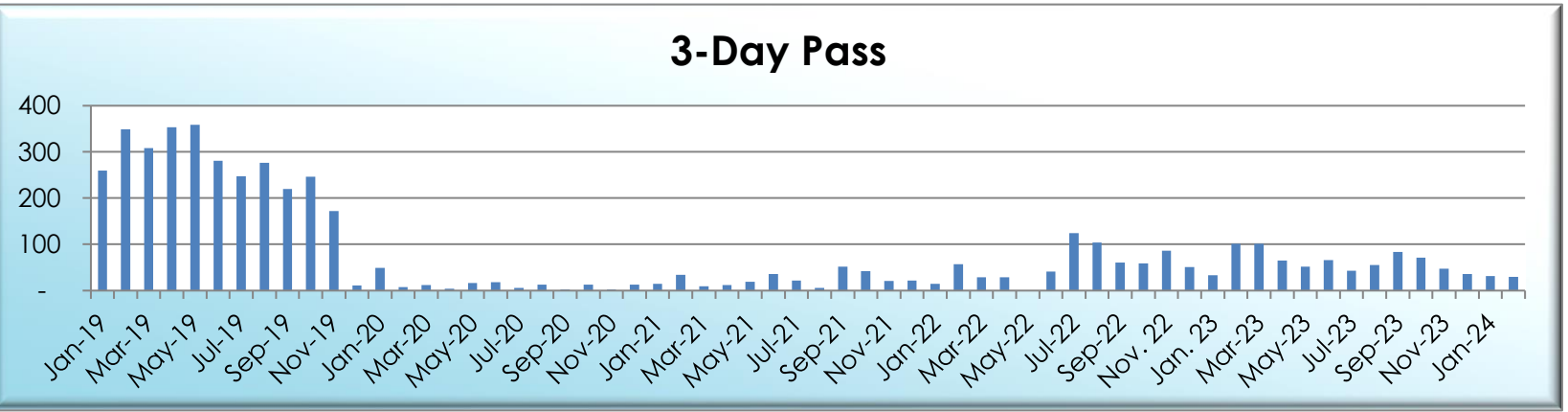
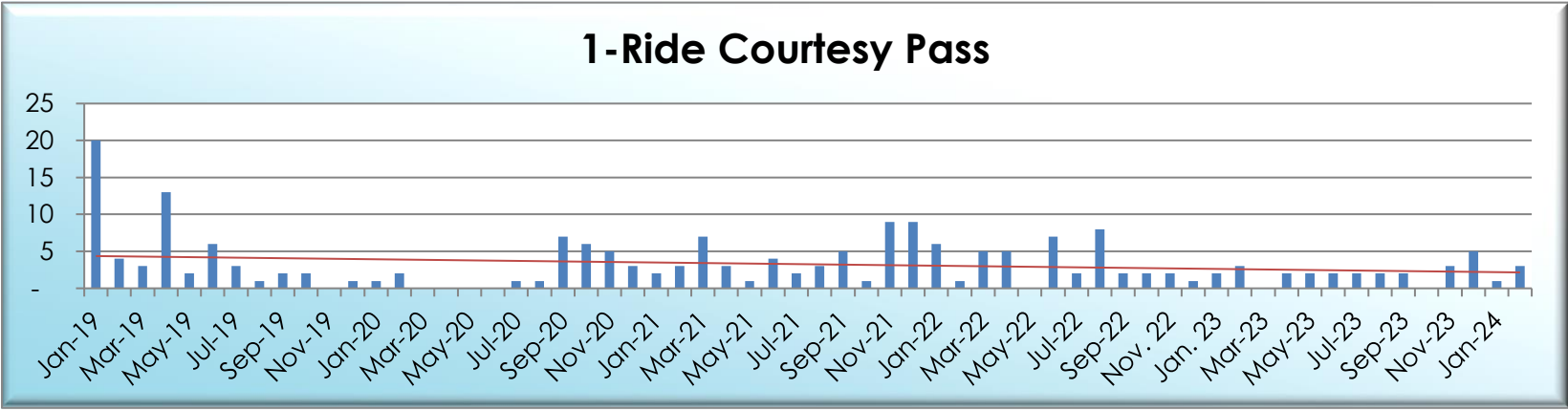
Classification History



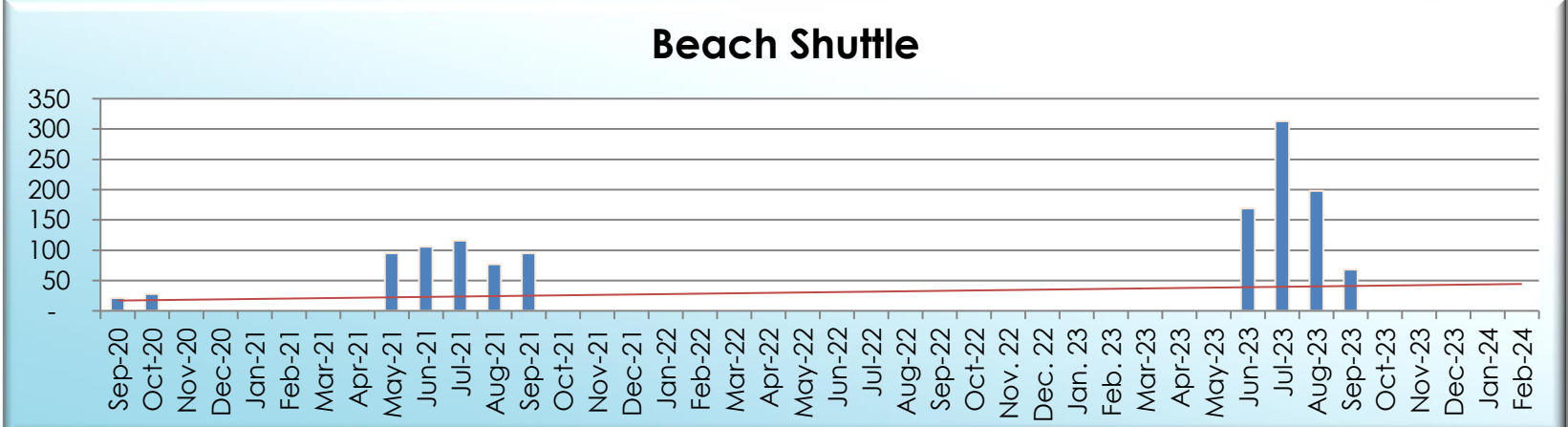
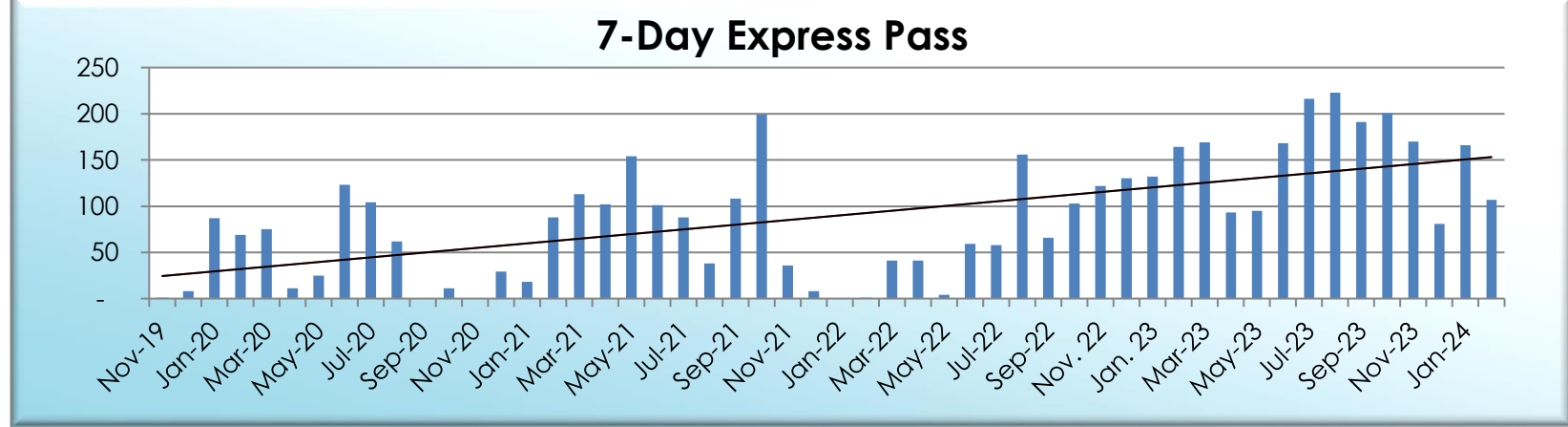
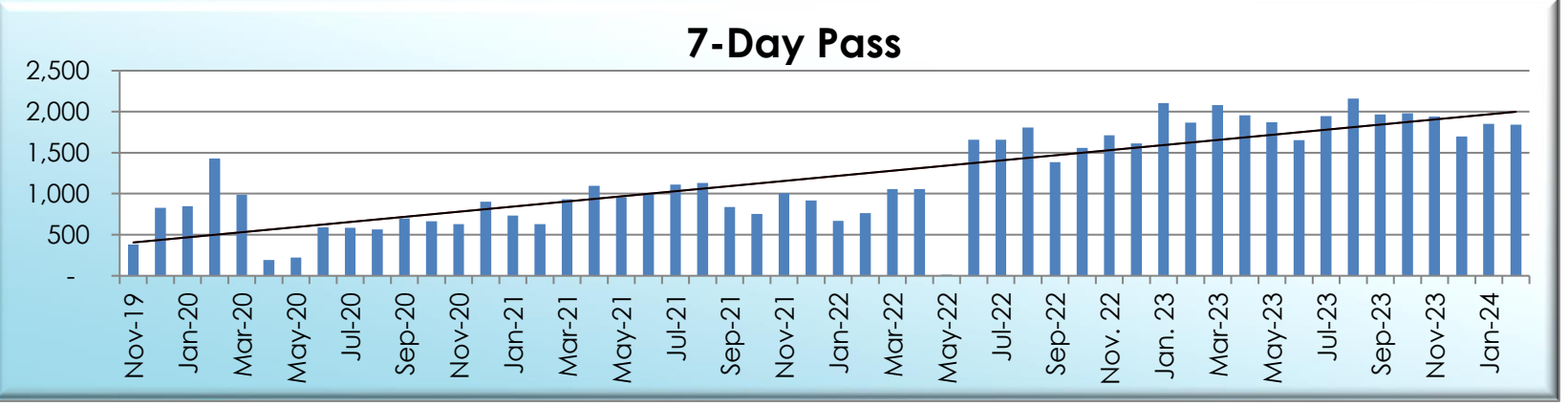
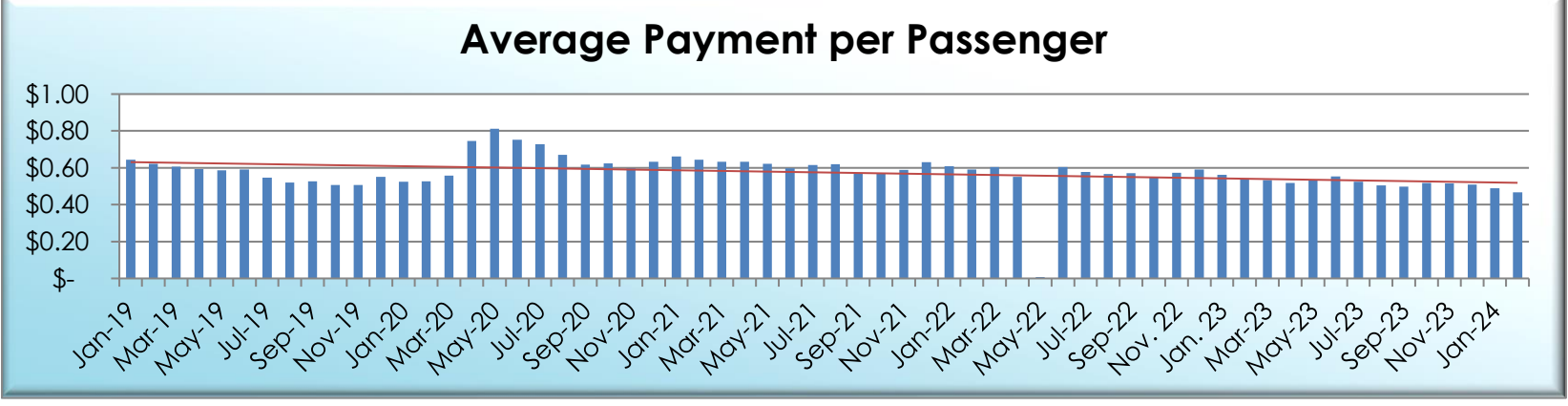
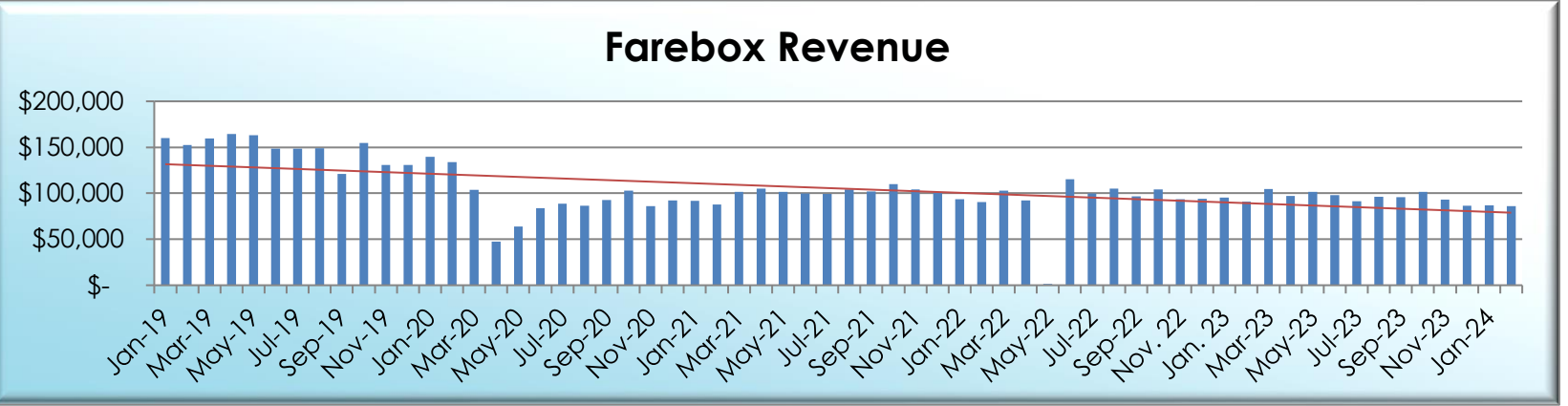
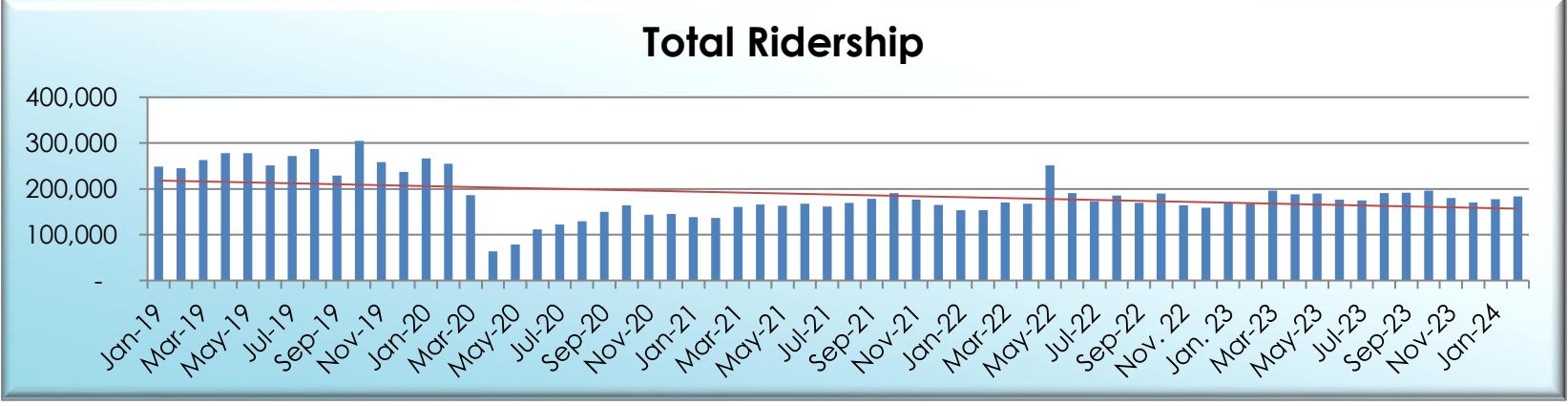
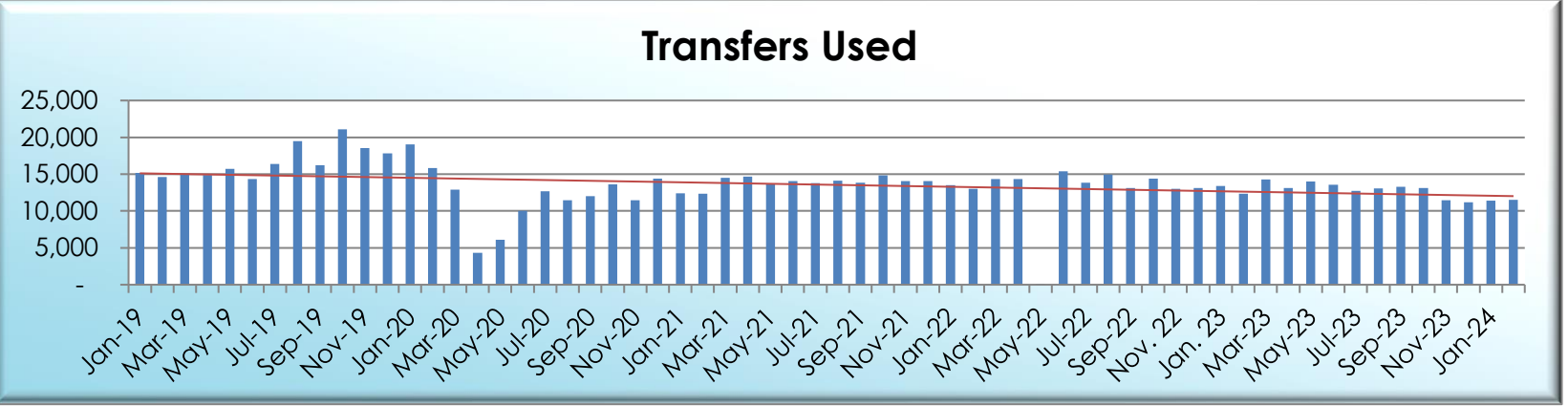
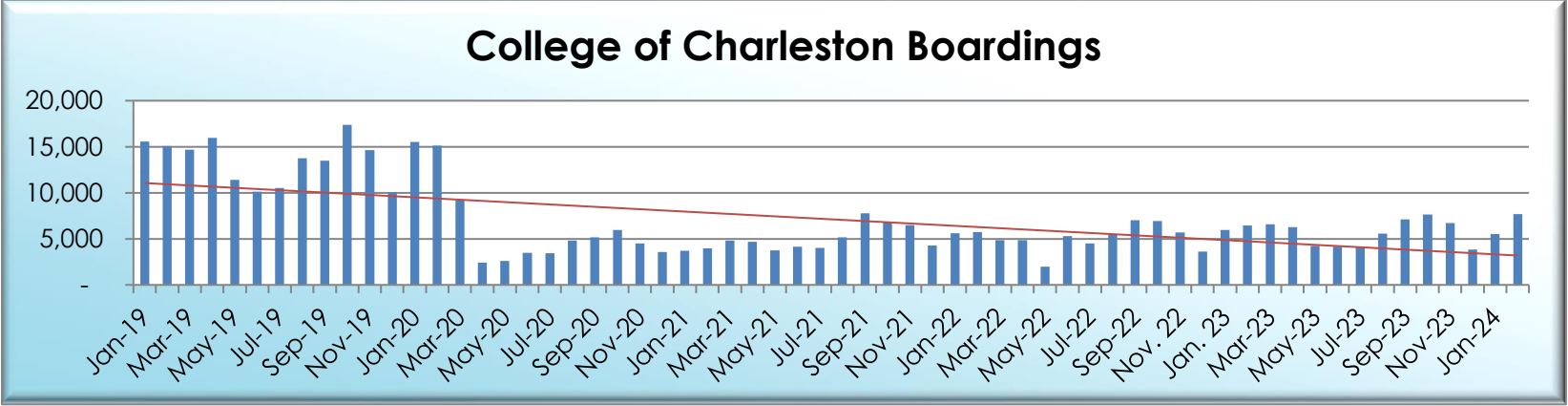
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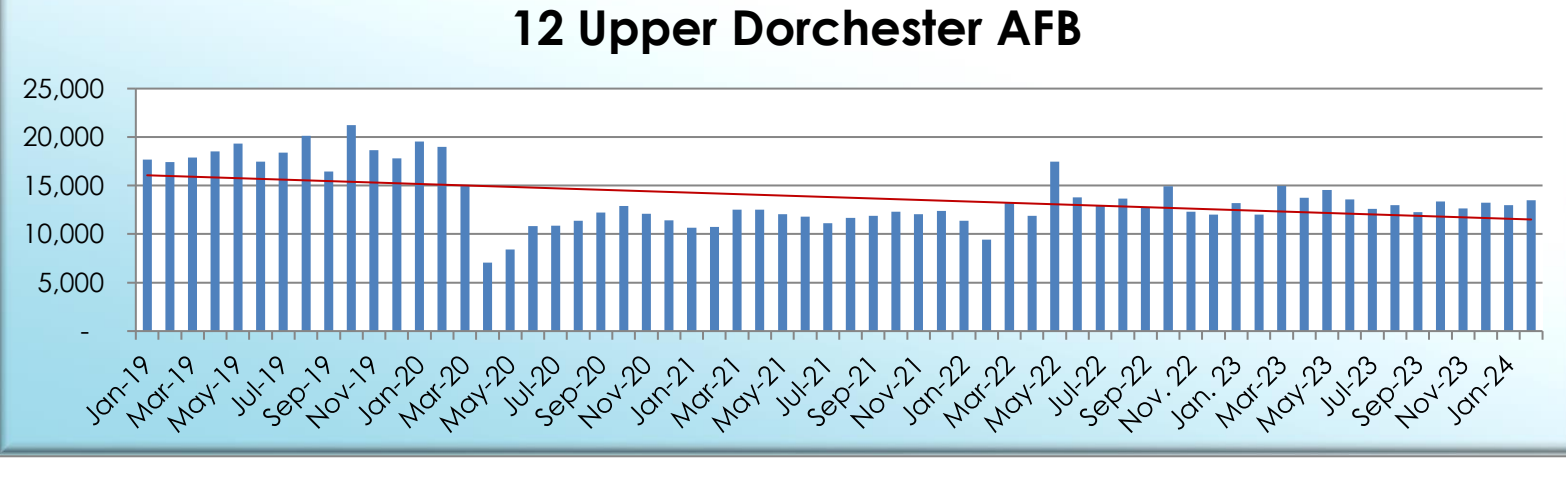
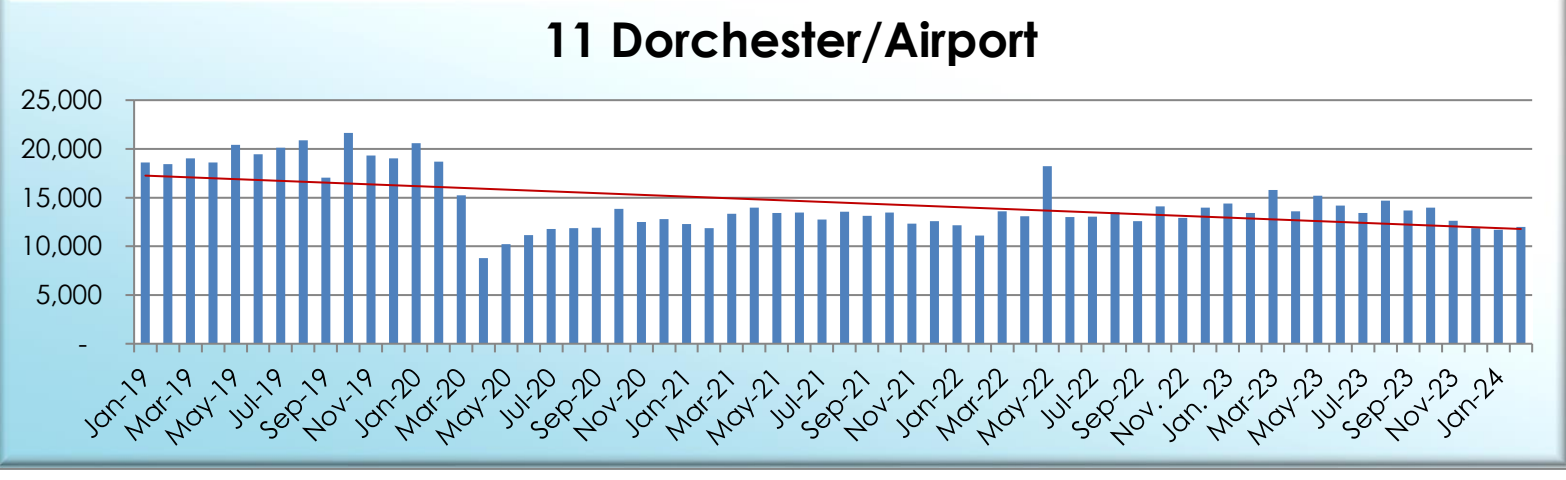
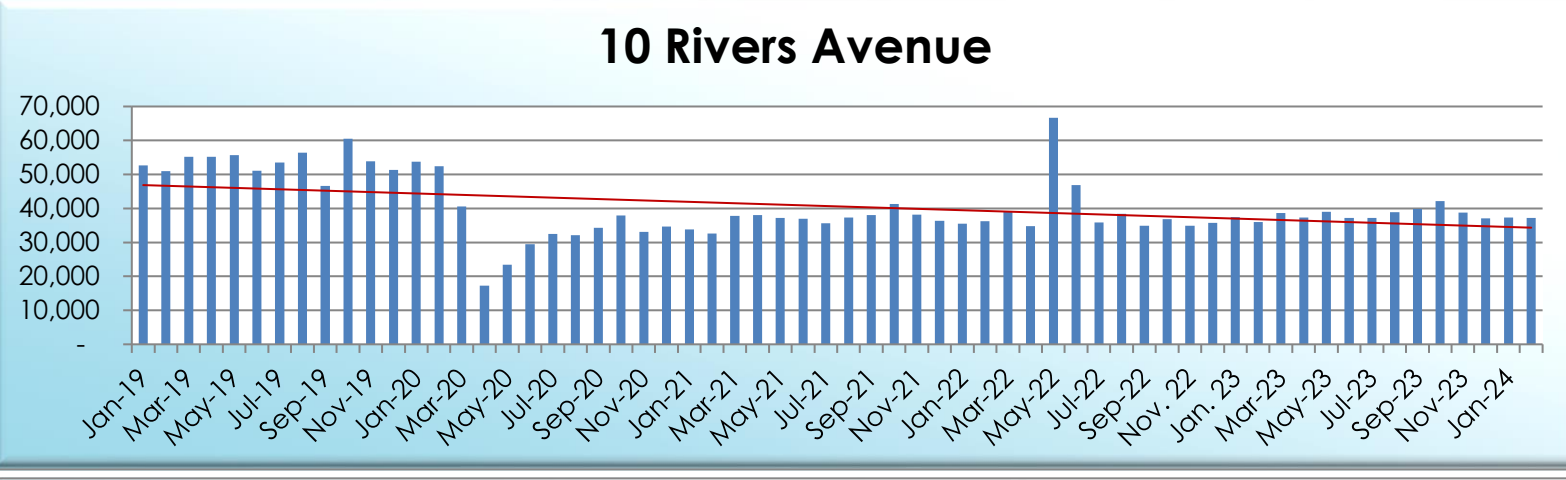
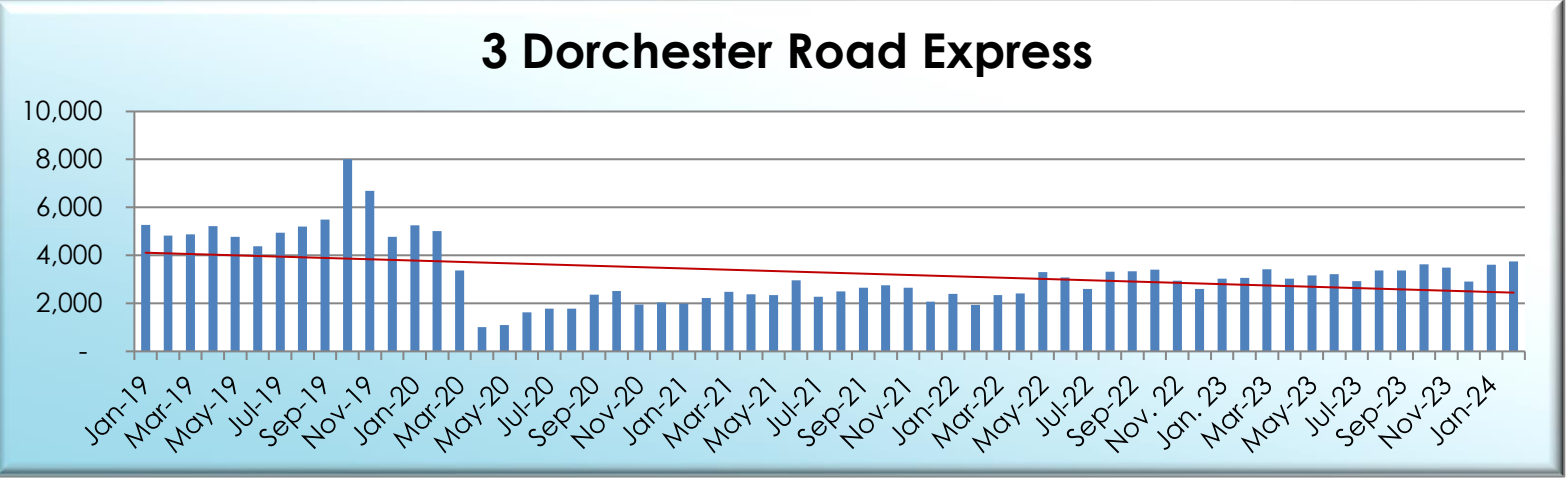
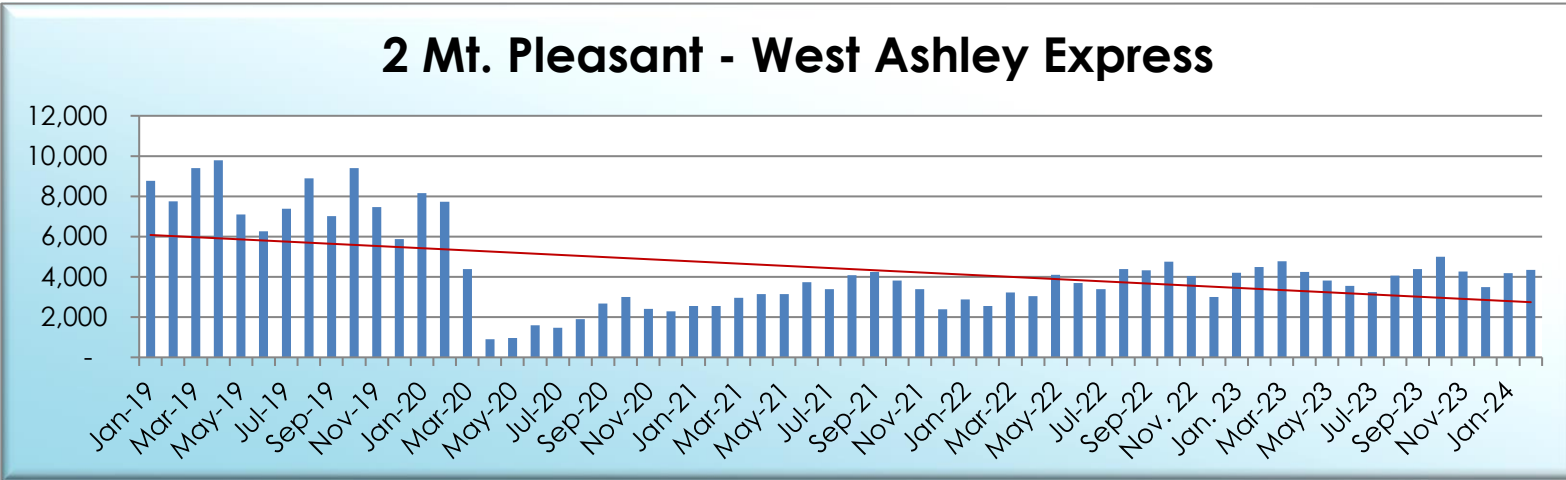
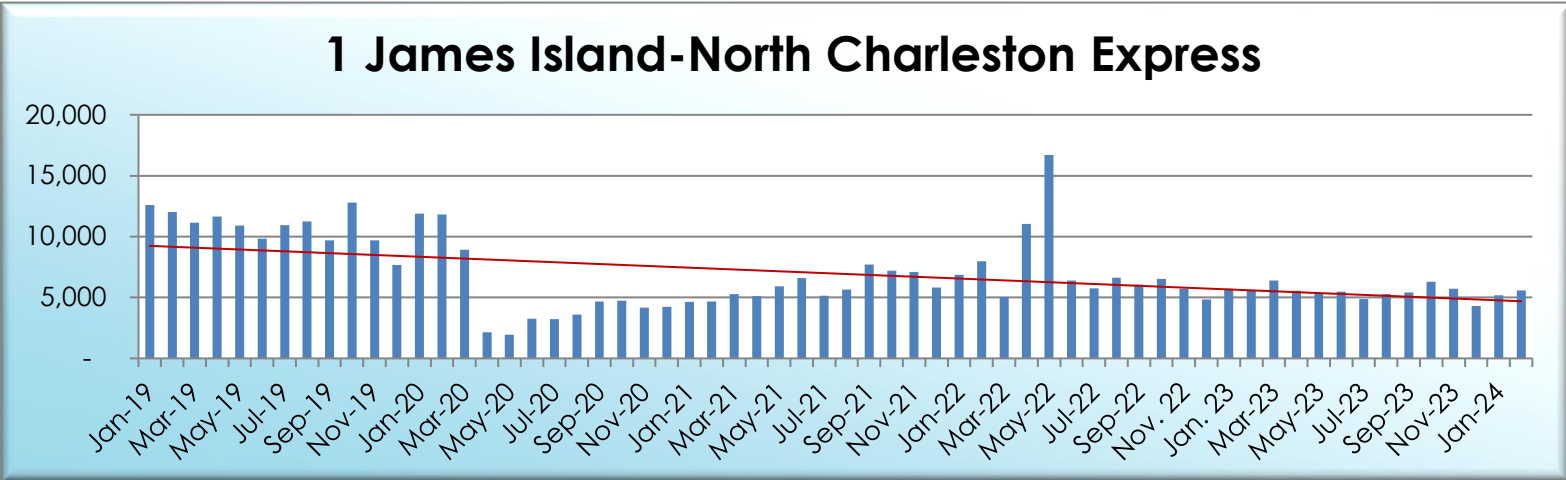
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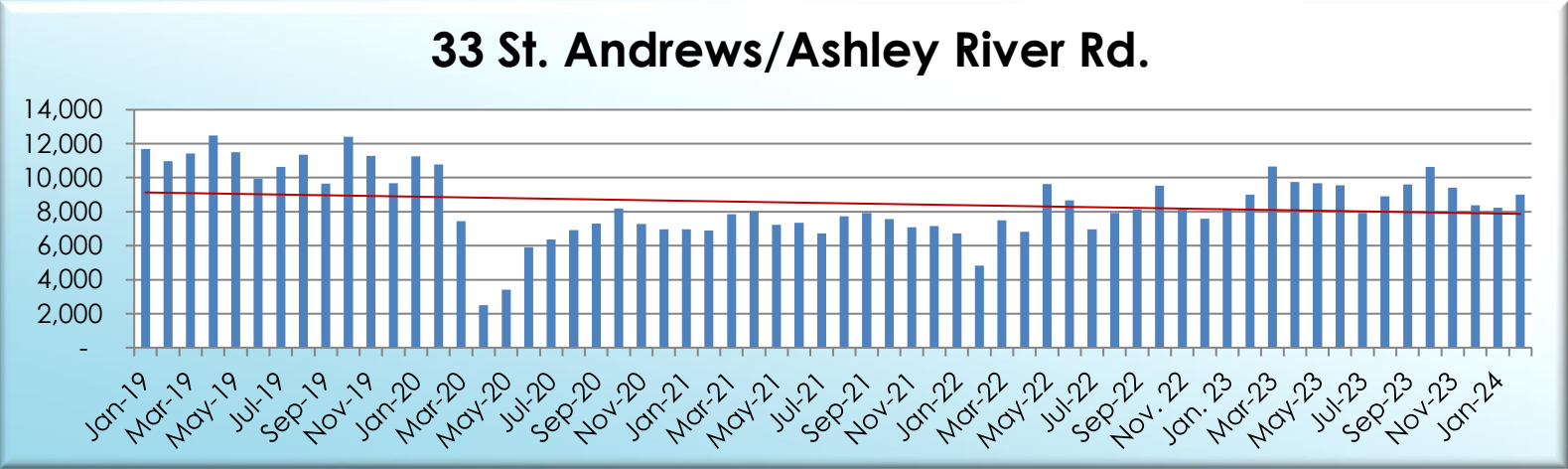
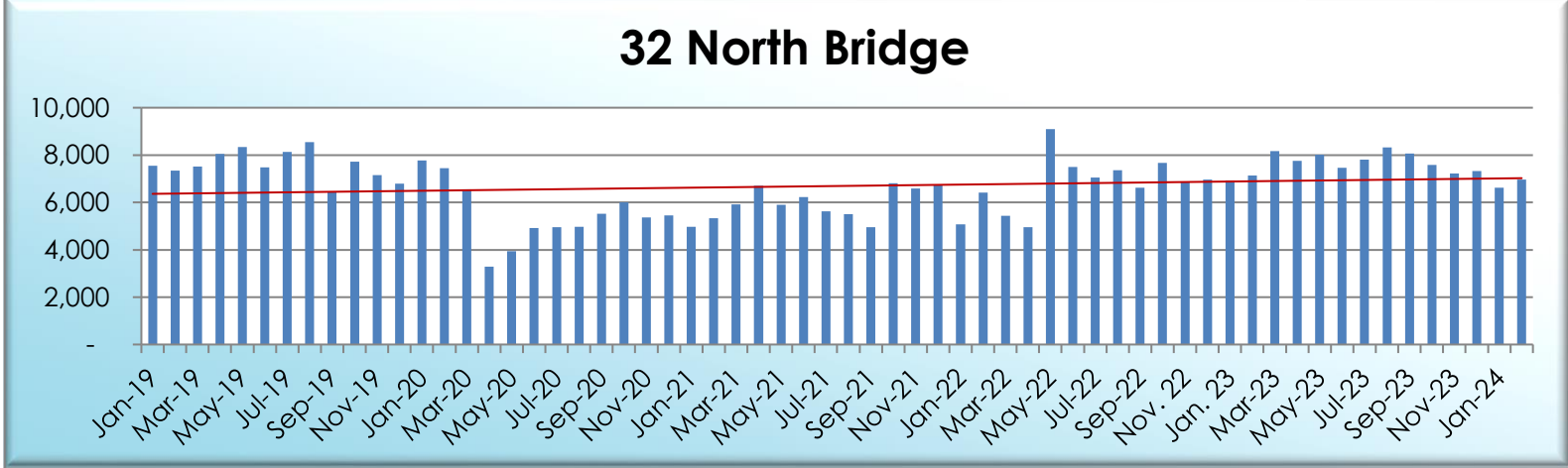
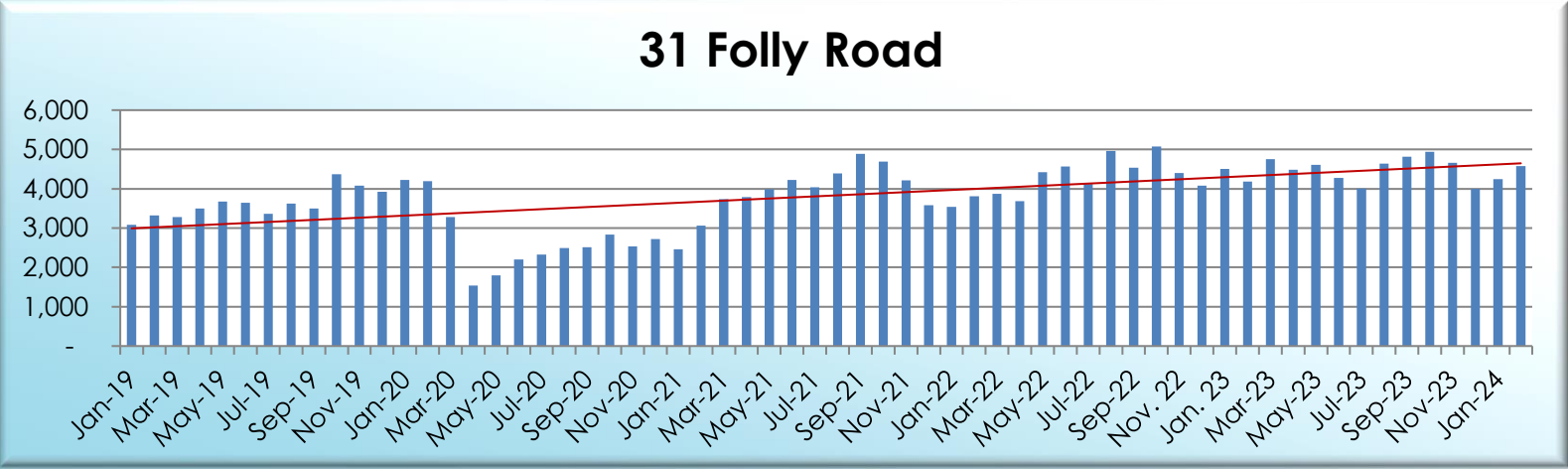
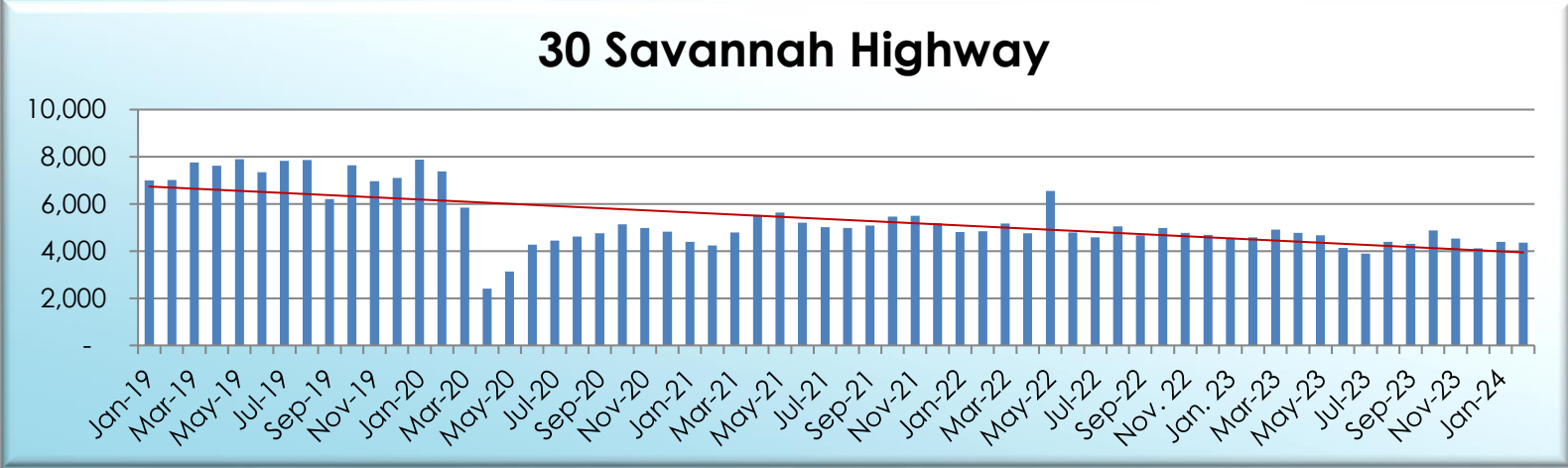
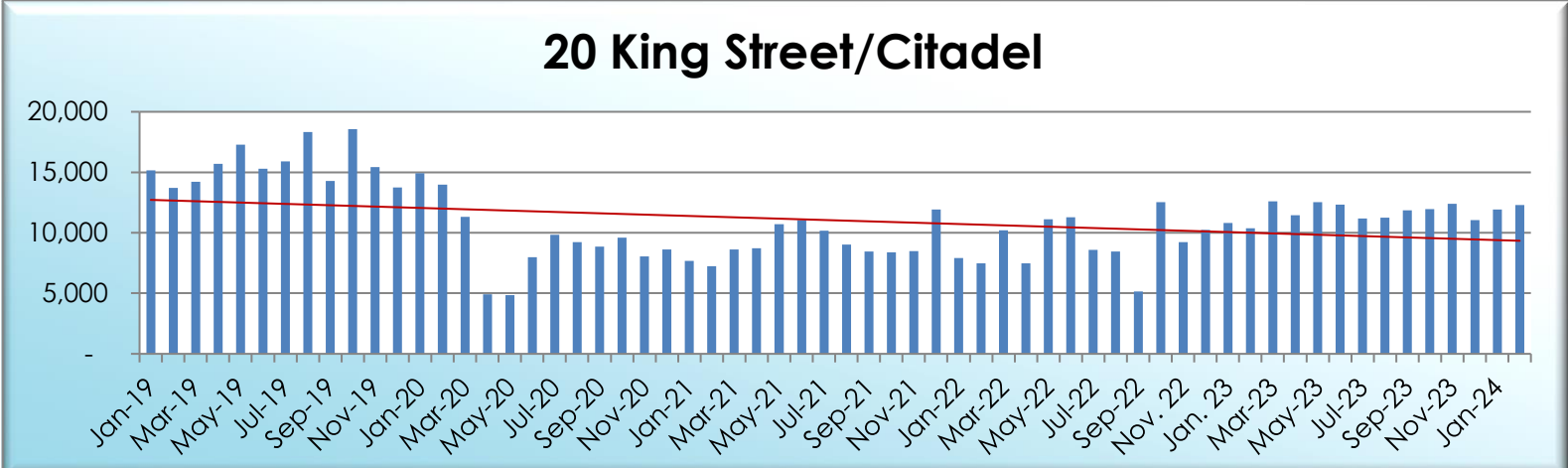
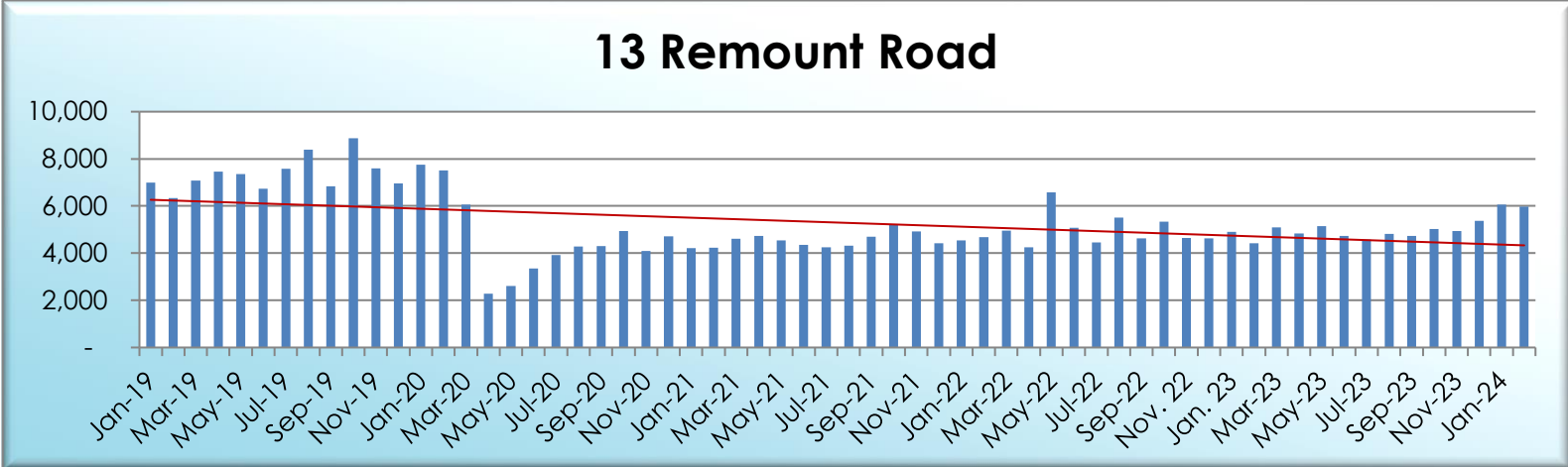
Classification History



Ridership Trends by Route

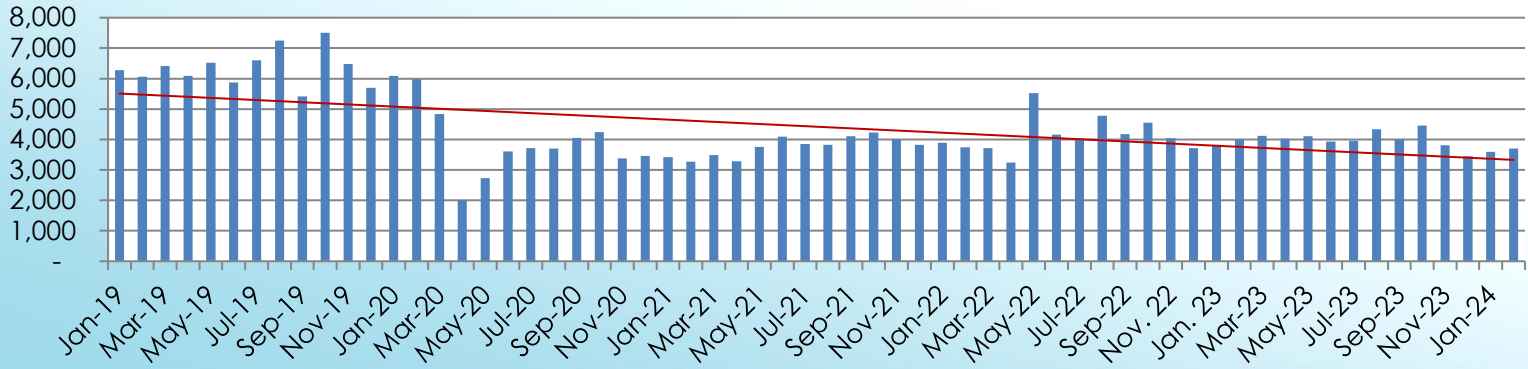


Ridership Trends by Route

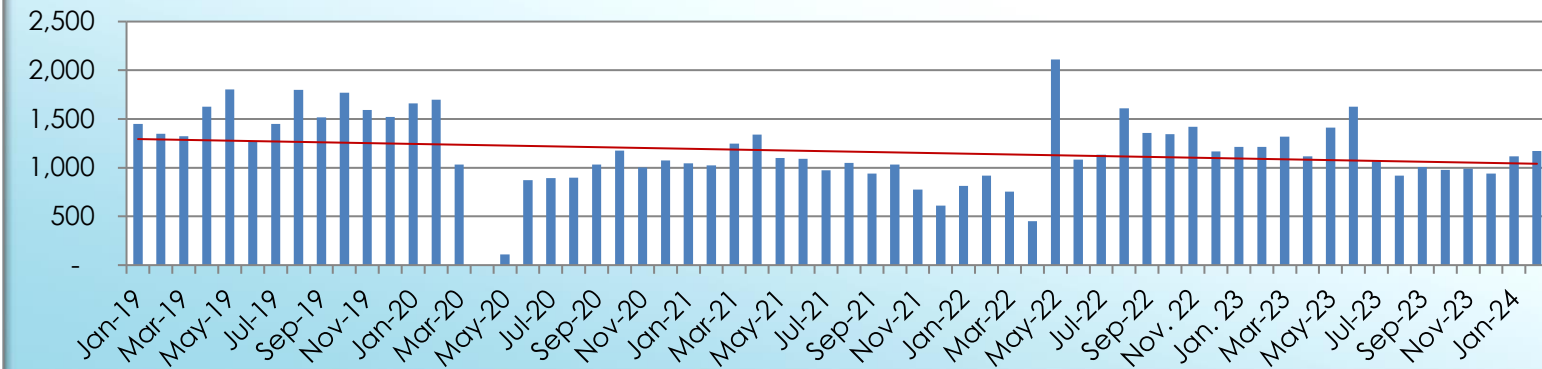


Ridership Trends by Route

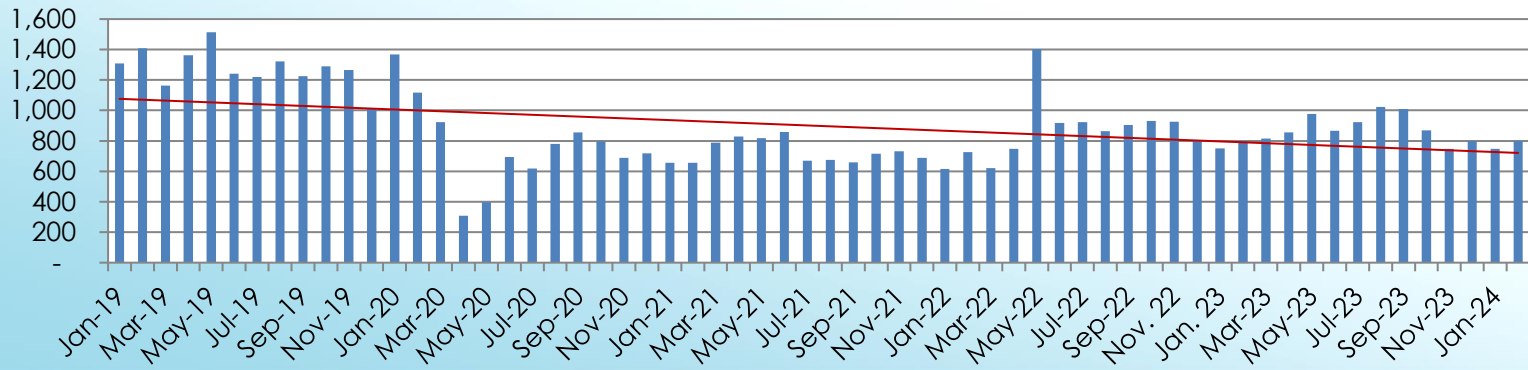
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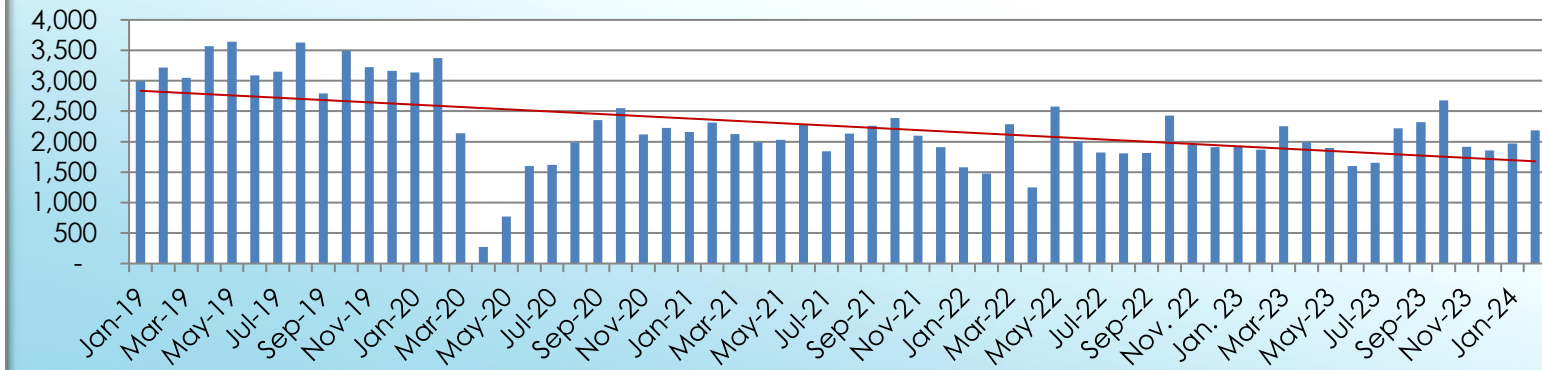
41 Coleman Boulevard



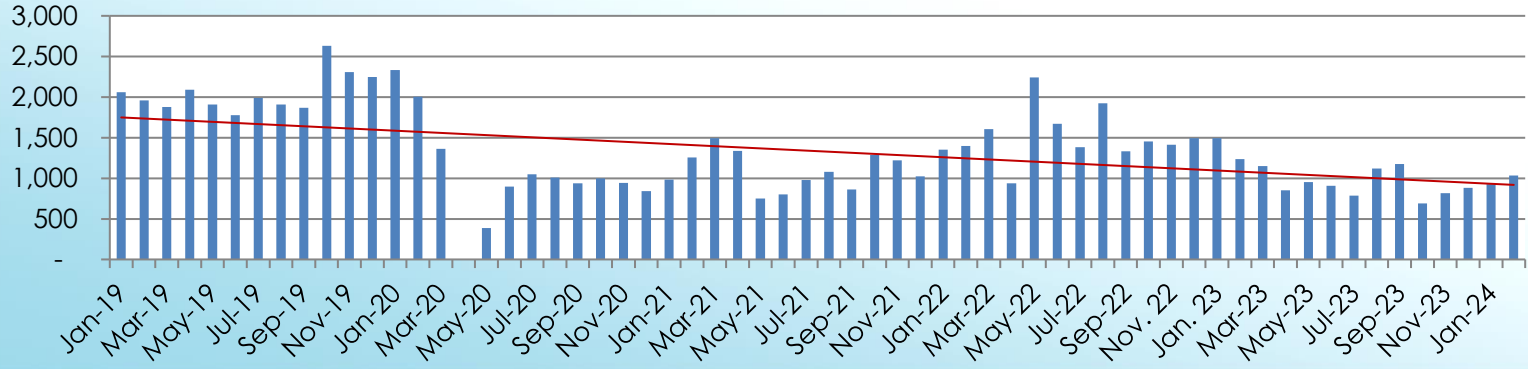
42 Wando Circulator



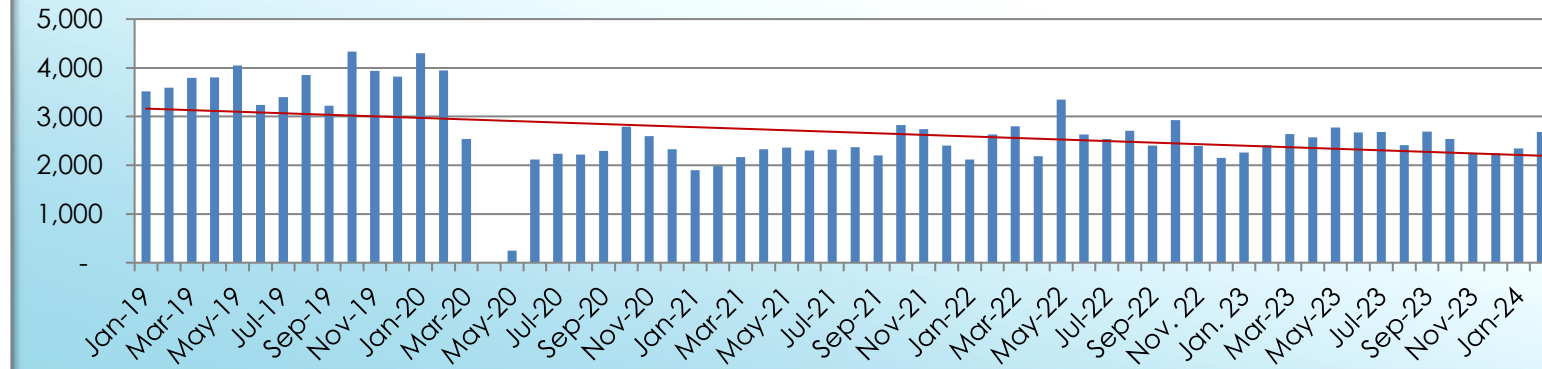
102 North Neck/ Rutledge Ave



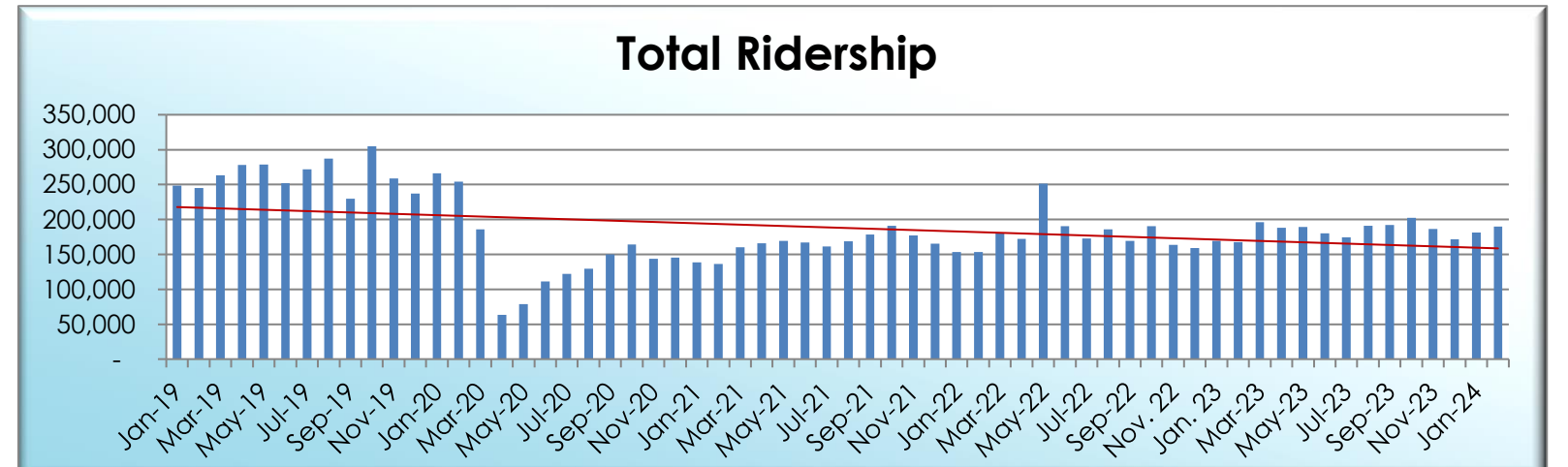
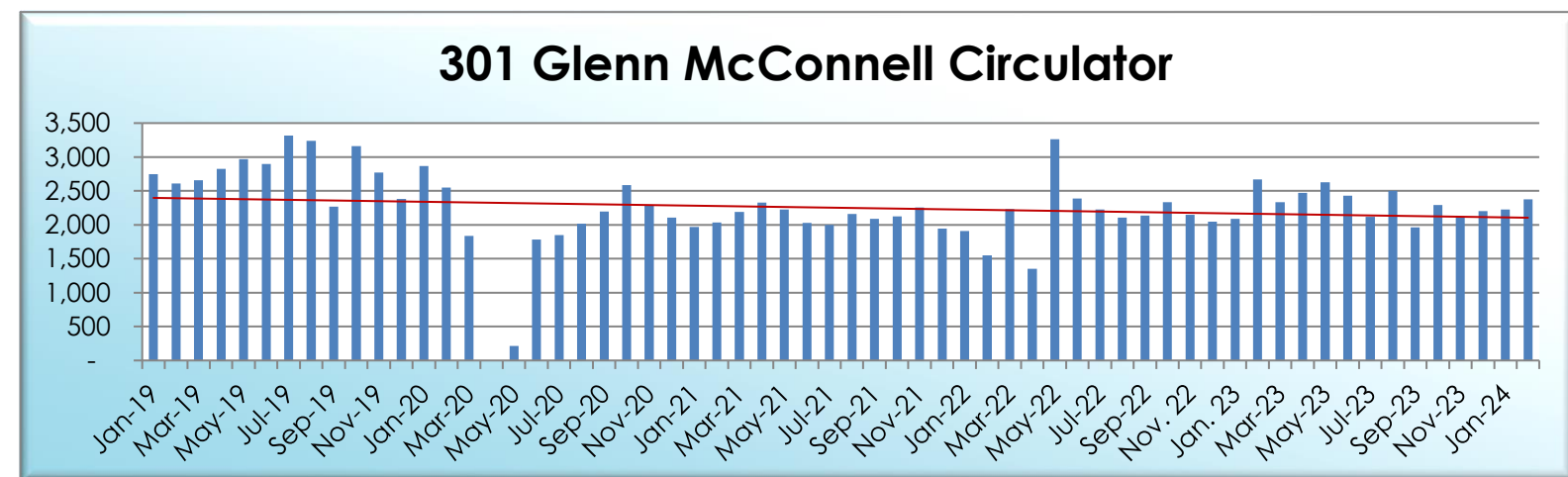
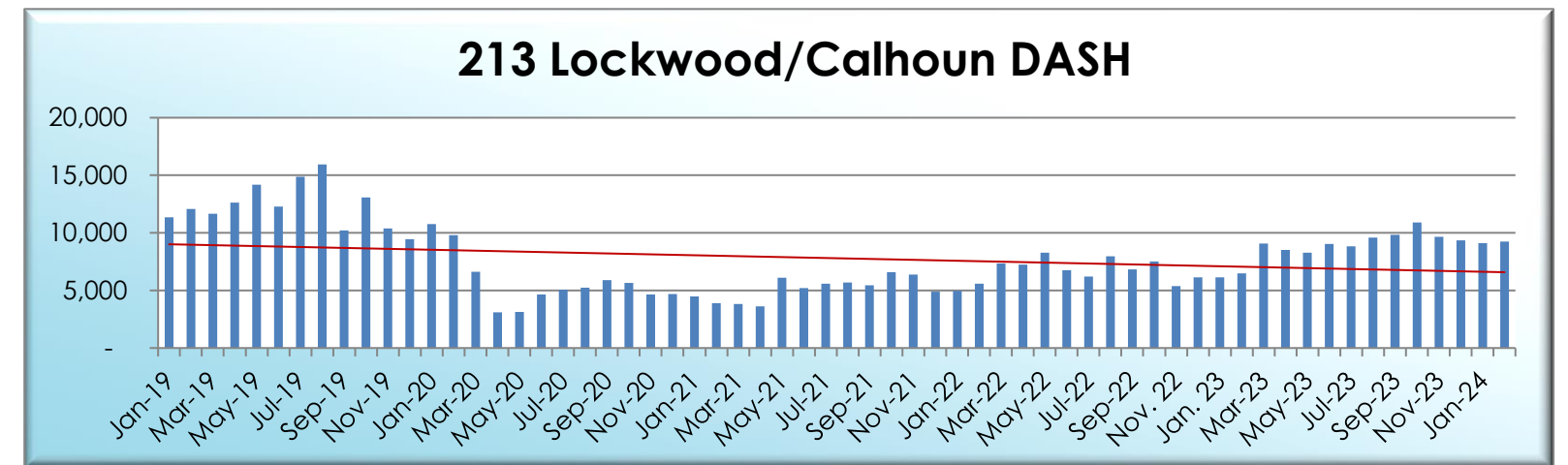
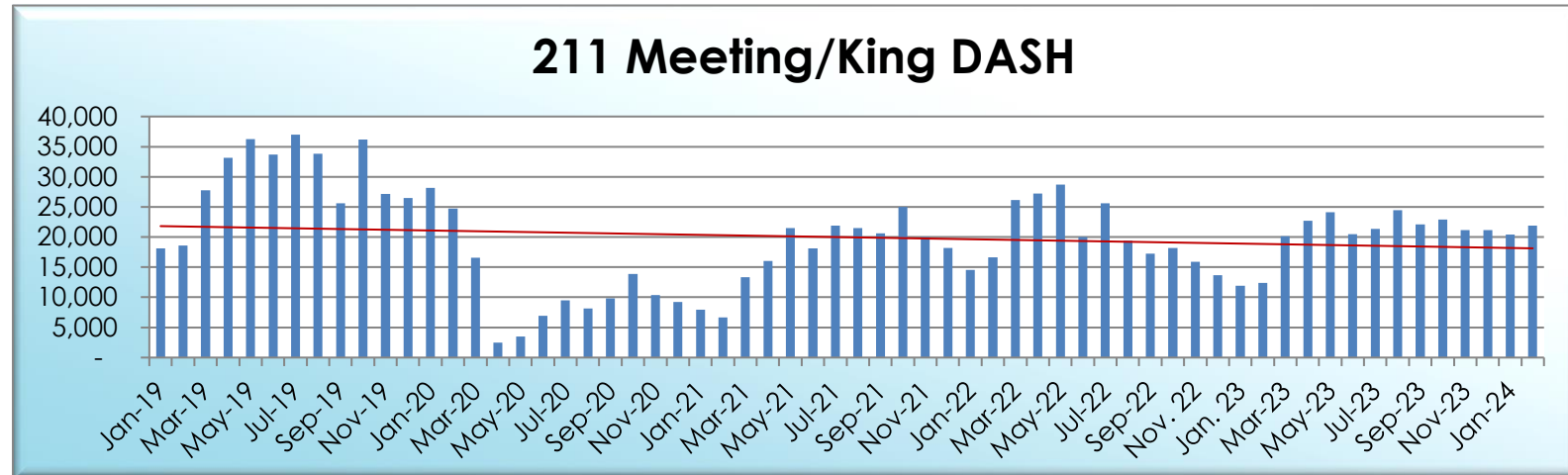
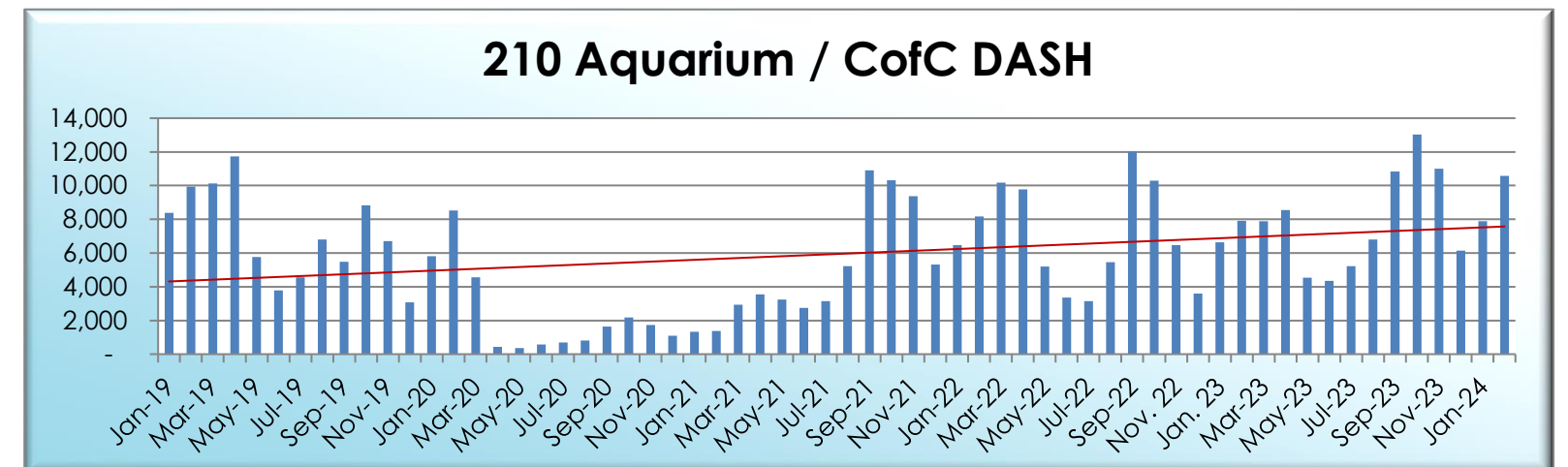
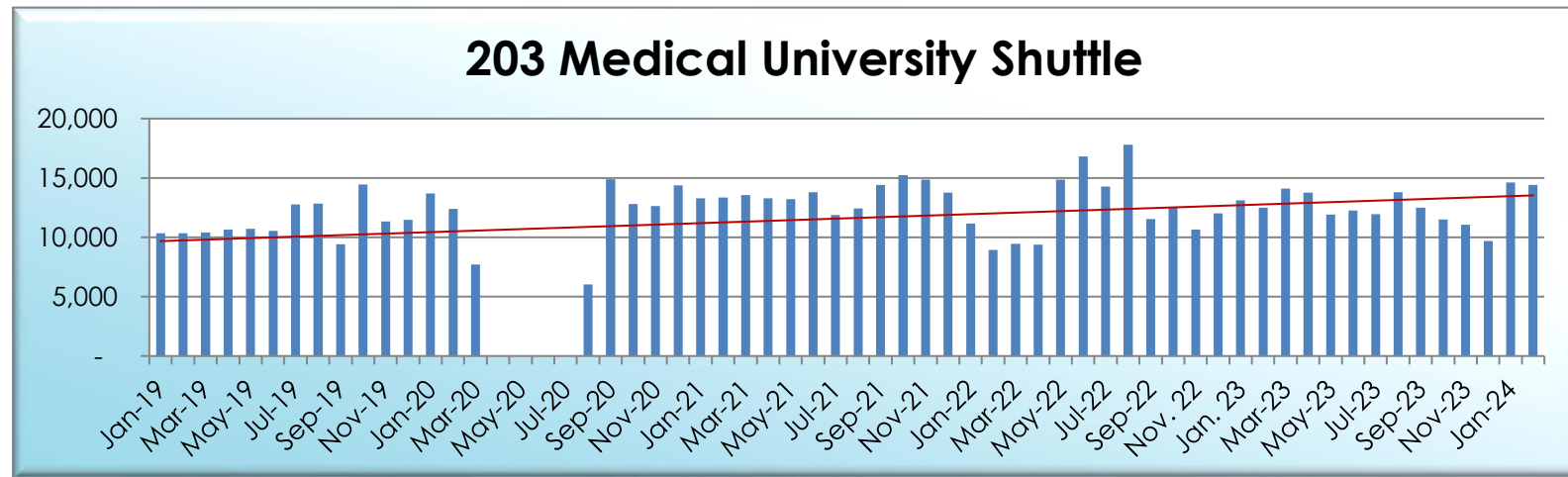
103 Leeds Avenue



104 Montague Avenue



Ridership Trends by Route



Farebox and Pass Revenue History

