



## CARTA BOARD MEETING

**June 12, 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 –May 15, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. Downtown Transit Study – Presentation – Milbrey Heard – Nelson Nygaard
5. FY24 Proposed Budget Revision – Request for Approval – Robin Mitchum
6. FY25 Proposed Budget – Request for Approval – Robin Mitchum
7. Title VI Plan Update - Request for Approval – Jeff Burns
8. Project Updates – Ron Mitchum/Staff
9. Ridership Report – Megan Ross
10. Executive Director’s Report – Ron Mitchum
11. Other Business, If Any
12. Public Comments, If Any
13. Executive Session, If necessary
14. Board Comments, If Any

The next CARTA Board Meeting will be held on August 21, 2024

**CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)**

**BOARD OF DIRECTORS MEETING**

**May 15, 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, May 15, 2024.

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

**MEMBERS PRESENT:** MaryBeth Berry; Dwayne Green; Brandon Hudson; James Lewis; Pat O'Neil; Michael Seekings; Ed Sutton; Jimmy Ward; Robert Wehrman

**PROXIES:** Gary Ponder for Daniel Brownstein; Ron Brinson for Reggie Burgess; Robert Somerville for William Cogswell; Brad Morrison for Will Haynie; Lt. Gebhardt for Christie Rainwater; Jerry Lahm for Herb Sass

**OTHERS PRESENT:** Daniel Monroe (BGRM); Daniel Brock (HNTB); David Bonner (National Express Transit); Josh Steele (National Express Transit); Denis Komachek (National Express Transit); Mary Catoe (City of Folly Beach Resident); William Hamilton (Best Friends of Lowcountry Transit); Bo Rupert (Town of Summerville Resident); Pastor Thomas Dixon (City of North Charleston Resident); Carl McGartlin (CAM Properties, LLC); Terry Snow (STV Inc.); Morven MacLean (WSP); Charles Sellers (Red Bird Foundation); Representatives of the Exchange Club of Charleston: Legare Clement; Carl Schultz; Mike Jernigan; Ken Battle; John Osborne; Michael Kearney; Roy Deloney; Allen Puckhaber; S. Bergmann; Frank Shorter; Sam Litchfield; Jack Becknell; Duncan Townsend; Art Beane; Gary Catterton; Gary Leonard; News Media Personnel for Channels 2 & 5; Additional Interested Parties

**STAFF PRESENT:** Ron Mitchum; Andrea Kozloski; Robin Mitchum; Megan Ross; Kim Coleman

**1. Call to Order**

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

**2. Consideration of Board Minutes: April 10, 2024 Meeting**

***Mr. Green made a motion to approve the April 10, 2024 Meeting Minutes as presented.***

***Mr. Lewis 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 March 31, 2024. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$2,058,383 at 50% complete for the year. 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 an 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, Dorchester Village Shopping Center Park & Ride lot, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Auditing is the cost of the FY23 GASB 75 Actuary and Audit.
- Custodial Services are the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program (CARTA OnDemand) is customer transportation cost for same-day service through independent rideshare.
- Other Professional Services include the bus wash inspection services and Electric Bus Master Plan 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 1<sup>st</sup> and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is the interest on the Melnick Park & Ride loan.

**Capital Expenditures:**

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

Ms. Mitchum reviewed the activity of the OnDemand Program. She noted that the FY24 total cost is at \$108,415 at 58% complete. The Board of Directors received the Financial Status Report as information.

**4. Design Services: Public Transit & Workforce Development Center – Request for Approval – Ron Mitchum**

Ron Mitchum, Executive Director, discussed the Design Services: Public Transit & Workforce Development Center RFQ. He noted that in March of 2024, the Board of Directors approved the recommendation to negotiate a scope and fee with HDR Engineering for the Design Services: Public Transit & Workforce Development Center RFQ. With the environmental process underway, staff is ready to move forward as quickly as possible to replace the SuperStop with the new facility. Staff is now requesting approval to award a contract to HDR Engineering for a cost not to exceed \$854,731.55. Mr. Mitchum addressed questions and comments.

***Mr. Brinson made a motion to approve the Design Services: Public Transit & Workforce Development Center as presented. Mr. Wehrman seconded the motion. The motion was unanimously approved.***

**5. Project Updates – Ron Mitchum/Staff**

Mr. Mitchum delivered a detailed report regarding the following Project Updates: Service Planning Initiatives; Downtown Route Study; US 52 BRT Study; CARTA OnDemand; Shelter Improvement Program; Shipwatch Square Transit Center; Transit Oriented Development Study; LCRT; Mt. Pleasant Street Park & Ride; Fairgrounds Park & Ride; O&M Facility; Mobile Ticketing Sales and Use. The Board of Directors received the Project Updates Report as information.

**6. Ridership Report – Megan Ross**

Megan Ross, Transit Planner, presented the Ridership Report. She discussed the April 2024 Ridership Trends noting that passenger trips totaled 207,882 and there were 11.7 customers per service hour (11.3 last month). On-time, across all timepoints, was 72%. Ms. Ross stated that overall ridership comparing April 2024 to March 2024 increased by 4.1%. Overall ridership comparing April 2024 to April 2023 increased by 10.6%. Overall ridership comparing 2024 YTD to 2023 YTD increased 8.0%. She noted that Tel-A-Ride ridership for the month of April was 4,953 which was a decrease of .48% when comparing 2023 YTD to 2024 YTD. It was noted that the total missed service for the month of April was 153.08. Ms. Ross discussed the OnDemand ridership for April 2024 noting that there were 2,767 passengers between both Uber and Lyft. Ms. Ross addressed questions and comments. The Board of Directors received the Ridership Report as information.

**7. Executive Director’s Report – Ron Mitchum**

Mr. Mitchum noted that the quarterly meeting with National Express Transit regarding performance was held; it was emphasized that the need to become fully staffed and eliminate missed service is imperative. David Bonner, Southeast Area General Manager with National Express Transit, introduced Josh Steele, Recruiter with National Express Transit. Mr. Steele is focused on recruiting and hiring to fill the vacancies. Mr. Mitchum noted that 60% design walk-throughs with the City of Charleston and the City of North Charleston were held earlier in the week and, as a result, staff will receive feedback which will influence any changes in design. He noted that staff may need to look into leasing vehicles in order to provide coverage while continuing to work through the process of obtaining parts for the Proterra buses. Mr. Mitchum announced that The Town of Mt. Pleasant was the recipient of a Federal “Safe Routes for All” grant and the grant includes some funding for transit shelter installations. CARTA is planning to provide matching funds as in the past. Additional information will be forthcoming regarding the number of shelters and their locations. Mr. Mitchum noted that the TriCounty Link system study scope is in the process of being finalized. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director’s Report as information.

**8. Other Business, If Any**

There was no further business to discuss.

**9. Public Comments, If Any**

There were 10 Public Comments that were recorded and noted for the record.

- Best Friends of Lowcountry Transit representative, William Hamilton, congratulated the Board of Directors on increased ridership and expressed his concerns regarding the DASH route and the parcel of land at the Fairgrounds that CARTA plans to utilize. He also distributed a letter from the Transit Equity Network.
- The following representatives of the Exchange Club of Charleston spoke publicly expressing their concerns regarding the Fairgrounds and the parcel of land that CARTA plans to utilize and the parcel of land the

Fairgrounds has offered to CARTA as well as the charitable donations that the Exchange Club has made to various non-profit organizations: Carl Schultz, Duncan Townsend; Ken Battle; Legare Clement; Frank Shorter; Mike Jernigan. A map depicting the Ladson Road property and a listing of 2023 Community Service Grant Recipients were distributed.

- City of Folly Beach resident, Mary Catoe, expressed her concerns regarding OnDemand service being extended to Folly Beach.
- Town of Summerville resident, Bo Rupert, expressed his concerns regarding the Fairgrounds property and public transportation needs for Dorchester and Berkeley Counties.
- City of North Charleston resident, Pastor Thomas Dixon, expressed his concerns regarding the Fairgrounds property.

#### **10. Executive Session, If Necessary**

***Mr. Lewis made a motion that the Board of Directors convene into Executive Session.***

***Mr. Sutton seconded the motion. The motion was unanimously approved.***

***Non-Board Members, Guests and Non-Essential Staff Members were excused.***

***Mr. Brinson made a motion to reconvene the Board of Directors meeting.***

***Mr. Wehrman seconded the motion. The motion was unanimously approved.***

***Chairman Seekings reconvened the Board of Directors meeting noting that no action was taken related to contractual matters discussed during Executive Session.***

#### **11. Board Comments, If Any**

There was no further business to discuss.

#### **12. Adjourn**

Chairman Seekings thanked the Board of Directors for their continued dedicated service to the Board and the communities they serve. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:15 p.m.

Respectfully submitted,  
Kim Coleman



## MEMORANDUM

TO: Board of Directors  
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration  
SUBJECT: April 30, 2024 Financial Report Overview  
DATE: June 5, 2024

Please find attached the April 30, 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 four MV-1s, four 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 and property taxes on the equipment rental.
- 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 on the Melnick Park and Ride Loan.

### **Capital Expenditures**

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

**Overall, the agency ended the month with excess of revenues of \$2,439,141.**

If you have any questions, please contact me at 843-529-2126 or [robinm@bcdcog.com](mailto:robinm@bcdcog.com).

**Amount owed to National Express Shuttle & Transit as of 4/30/2024 was \$1,374,850.43.**

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

Time elapsed:  
**58%**

	<b>FY24 Budget</b>	<b>Actual</b>	<b>% of Budget</b>
<b><u>Operating Revenues</u></b>			
Farebox	1,345,886	756,312	56%
Passes & Mobile Ticketing	527,051	347,309	66%
COC Shuttle	417,104	235,459	56%
MUSC	753,157	439,018	58%
City of Charleston - DASH	706,143	416,268	59%
Local Contributions	-	37,131	N/A
Federal	8,289,057	5,569,882	67%
State Mass Transit Funds	-	260,436	N/A
Sales Tax - Charleston County	12,759,453	7,692,878	60%
Advertising	800,000	493,018	62%
Insurance Proceeds	-	139,702	N/A
Sale of Assets	-	28,900	N/A
<b>TOTAL OPERATING REVENUES</b>	<b>25,597,851</b>	<b>16,416,466</b>	<b>64%</b>
<b><u>Operating Expenditures</u></b>			
Retiree Benefits	9,288	5,403	58%
Supplies	100,000	143,428	143%
Printing	25,000	24,115	96%
Automotive	1,000	2,015	202%
Postage	250	67	27%
Dues/Memberships	2,500	2,000	80%
Office Equipment Rental	105,012	82,683	79%
Office Equipment Maintenance	239,241	173,725	73%
Rent	32,650	18,964	58%
Communications	166,847	87,361	52%
Utilities	313,674	172,836	55%
Advertising	7,500	-	0%
<b><i>Professional Services</i></b>			
Auditing	30,000	30,800	103%
Legal	1,000	-	0%
Custodial	25,542	13,545	53%
Pilot Ride Program	131,575	144,479	110%
Other	25,000	22,168	89%
<b><i>Contract Services</i></b>			
Shared Services - IGA	3,188,074	2,180,648	68%
Fixed Route	14,676,071	7,062,964	48%
Money Transport	7,500	6,636	88%
Security Services	105,560	58,535	55%
Vehicle Maintenance	170,000	195,510	115%
Facility Repair & Maintenance	52,835	10,059	19%
Operating Fees & Licenses	50,000	33,950	68%
Insurance	1,083,626	981,825	91%
Fuel	1,638,187	806,627	49%
Paratransit	3,308,576	1,684,462	51%



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

Time elapsed:  
**58%**

	<b>FY24 Budget</b>	<b>Actual</b>	<b>% of Budget</b>
Miscellaneous	3,500	3,029	87%
Interest	47,843	28,518	60%
Non-Capitalized Assets	50,000	973	2%
<b>TOTAL OPERATING EXPENDITURES</b>	<b>25,597,851</b>	<b>13,977,325</b>	<b>55%</b>
Excess (Deficit) of Revenues Over (Under) Expenditures		2,439,141	

**Capital Revenues**

Rolling Stock	613,428	598,239	
Bus Facilities/Charging Stations	289,189	424,671	
Bus Shelter Construction/Bench Install	18,618	-	
Security/ Cameras & Equipment	240,997	41,047	
Facilities Construction	5,040,000	195,265	
Sales Tax - Charleston County	1,047,297	291,205	
<b>TOTAL CAPITAL REVENUES</b>	<b>7,249,529</b>	<b>1,550,427</b>	<b>21%</b>

**Capital Expenditures**

Rolling Stock	766,785	752,800	
Bus Facilities/Charging Stations	350,000	424,670	
Bus Shelter Construction/Bench Install	192,763	79,337	
Security/ Cameras & Equipment	295,041	15,132	
Facilities Construction	5,600,000	267,213	
Capital (IT, Facility Repairs/Maint)	44,940	11,275	
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>7,249,529</b>	<b>1,550,427</b>	<b>21%</b>

**CARTA  
BALANCE SHEET  
04/30/2024**

**ASSETS**

**ASSETS**

GENERAL OPERATING (BB&T)	16,136,817.27
PETTY CASH	160.00
ACCOUNTS RECEIVABLE	2,354,087.72
PREPAID EXPENSES	262,671.28
INVENTORY - FUEL	71,690.96
LAND	8,516,837.24
VEHICLES	51,852,084.34
EQUIPMENT	2,287,949.03
FAREBOXES	1,170,017.00
SHELTERS	4,447,517.59
BUS SIGNAGE	254,913.32
FACILITIES	10,515,586.30
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(36,174,322.05)
RIGHT TO USE LEASES	1,179,416.40
ACCUMULATED DEPRECIATION - RTU	(406,830.95)
TOTAL ASSETS	<u><u>62,647,053.99</u></u>

**LIABILITIES & EQUITY**

**LIABILITIES**

ACCOUNTS PAYABLE	1,864,956.92
NOTE PAYABLE - BB&T	1,321,075.75
ACCRUED INTEREST	9,684.35
OPEB LIABILITY	127,941.00
LEASE LIABILITY	809,492.48
TOTAL LIABILITIES	<u>4,133,150.50</u>

**EQUITY**

CURRENT YEAR FUND BALANCE	2,439,140.57
INVEST IN CAPITAL ASSETS	41,414,479.32
FUND BALANCE	14,660,283.60
TOTAL EQUITY	<u>58,513,903.49</u>

TOTAL LIABILITIES & FUND EQUITY	<u><u>62,647,053.99</u></u>
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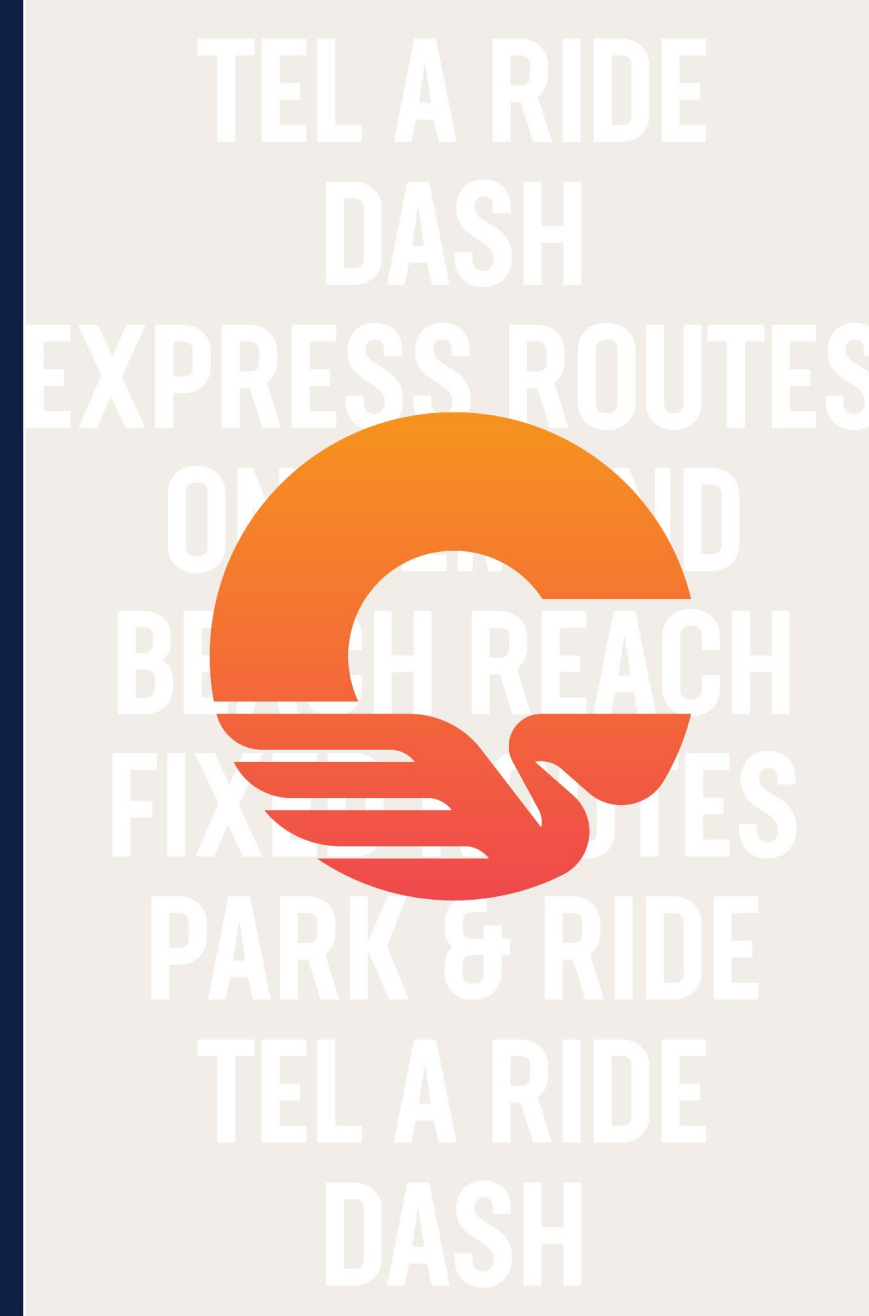
CARTA  
OnDemand Program  
4/30/2024

<u>Activity</u>	BUDGET	FY 21	FY 22	FY 23	<b>FY 24</b>	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	<b>Total Costs</b>			
OnDemand Program (80/20)	394,036	1,421	20,778	98,039	<b>144,479</b>	264,717	129,319	67%
Total	394,036	1,421	20,778	98,039	<b>144,479</b>	264,717	129,319	67%
Federal <i>FTA 5310</i>	312,000	1,137	16,622	75,202	<b>115,583</b>	208,544	103,456	67%
Local	82,036	284	4,156	22,837	<b>28,896</b>	56,173	25,863	
Total	394,036	1,421	20,778	98,039	<b>144,479</b>	264,717	129,319	67%

carta

# Downtown Charleston Transit Study

Board Meeting – June 12, 2024



# Today's Meeting



- Welcome
- Proposed Downtown Network Concepts
- Transit Supportive Infrastructure
  - Downtown Transit Center
  - First/Last Mile Transit Access
  - BRT Running Ways Feasibility
- Next Steps

# About the Project

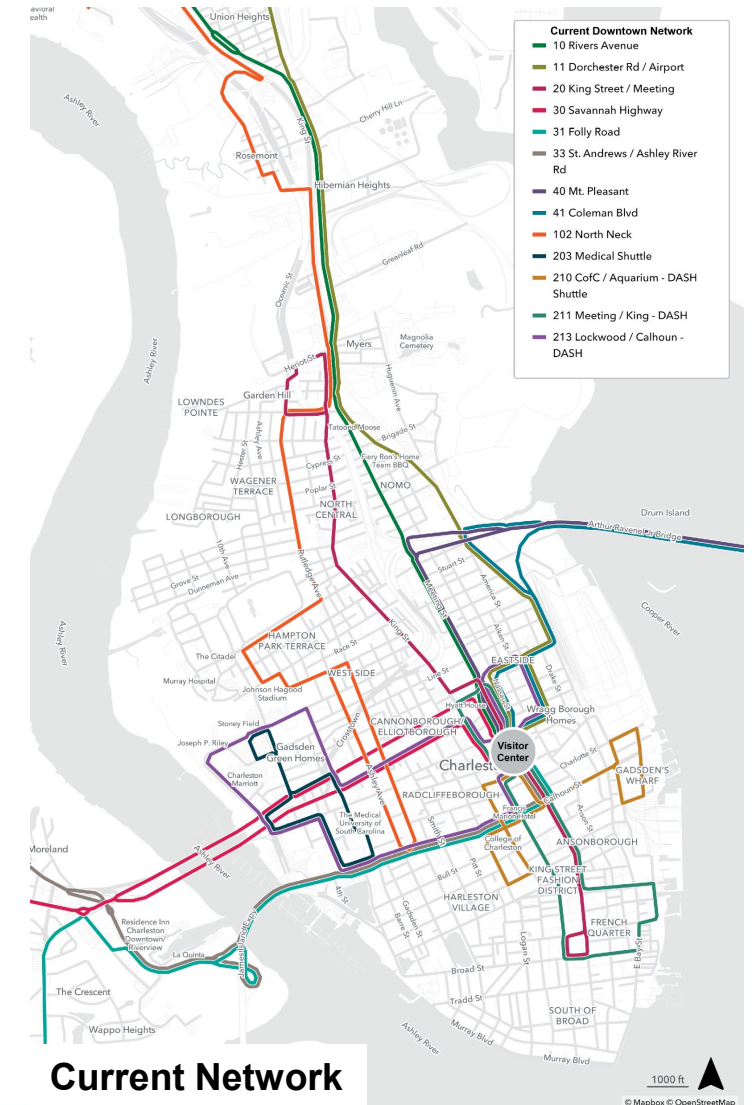


CARTA and BCDCOG are working on changes to local bus and DASH shuttle service on the Charleston Peninsula to:

1. Enhance service frequency, access reliability, and coverage;
2. Modernize transit infrastructure; and
3. Regain ridership post-pandemic and build new ridership.

Additional considerations involve transit supportive infrastructure on the Peninsula:

- Downtown Transit Center
- Planned Mt. Pleasant Street park-and-ride lot;
- Proposed Lowcountry Rapid Transit (LCRT) alignment and stations; and
- Access to existing and planned bicycle and pedestrian facilities.



# Study Timeline



**Spring 2023**

**Project  
Kickoff**



**Summer 2023**

**Data Analysis & Initial  
Stakeholder Outreach**



**Fall 2023 &  
Winter 2024**

**Downtown  
Network Concepts &  
Transit Visions**



**Spring 2024**

**Development  
of Study  
Recommendations**



**Summer 2024**

**Draft &  
Final Report**

# Final Proposed Downtown Concepts



# Draft Concepts Survey Overview



Open February 14 – March 14, 2024

## 512 Respondents

- Number of respondents vary by question

## 28 Questions

- 1 bot filter
- 18 network and route questions
- 8 background questions
- 1 contact information question

**Typical time spent: 7 minutes**

*Respondents were allowed to skip questions for routes they did not have opinions about*

**We're reimagining transit on the Peninsula!**

**ONLINE SURVEY**  
2/14 - 3/13

**BUS STOP POP-UPS**  
2/21 + 2/22

Tell us what you think of the draft changes!  
[SURVEYMONKEY.COM/R/DCTSCONCEPTS](https://www.surveymonkey.com/r/DCTSCONCEPTS)

BERKELEY-CHARLESTON-DORCHESTER COUNCIL OF GOVERNMENTS  
DOWNTOWN CHARLESTON TRANSIT STUDY

**We're reimagining transit on the Peninsula!**

Check out draft changes proposed for local bus, DASH, and express bus service on the Peninsula and **tell us what you think** in the online survey!

**SURVEY OPEN 2/14 TO 3/13**

Take the survey  
[SURVEYMONKEY.COM/R/DCTSCONCEPTS](https://www.surveymonkey.com/r/DCTSCONCEPTS)

BERKELEY-CHARLESTON-DORCHESTER COUNCIL OF GOVERNMENTS  
DOWNTOWN CHARLESTON TRANSIT STUDY

**See you at the stop!**

Talk to the CARTA team about proposed changes to transit on the Peninsula!

**WED. 2/21**  
**THURS. 2/22**

Take the survey  
[SURVEYMONKEY.COM/R/DCTSCONCEPTS](https://www.surveymonkey.com/r/DCTSCONCEPTS)

BERKELEY-CHARLESTON-DORCHESTER COUNCIL OF GOVERNMENTS  
DOWNTOWN CHARLESTON TRANSIT STUDY

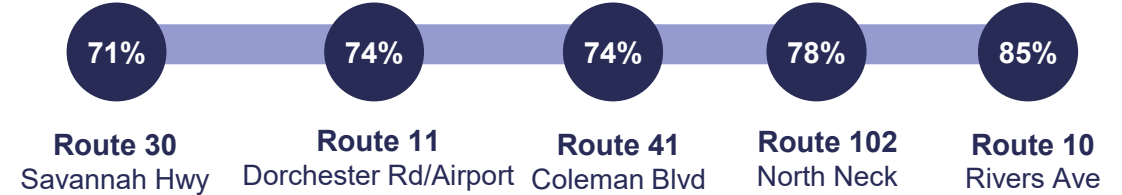
# Draft Concepts Survey – Local Routes – Pre-LCRT



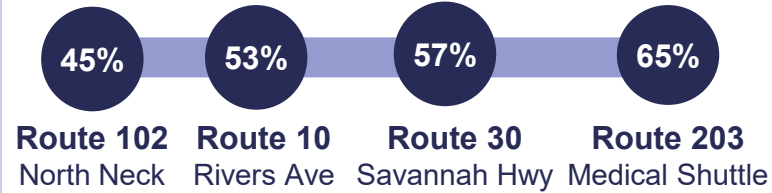
## Survey Respondent Approval Rating



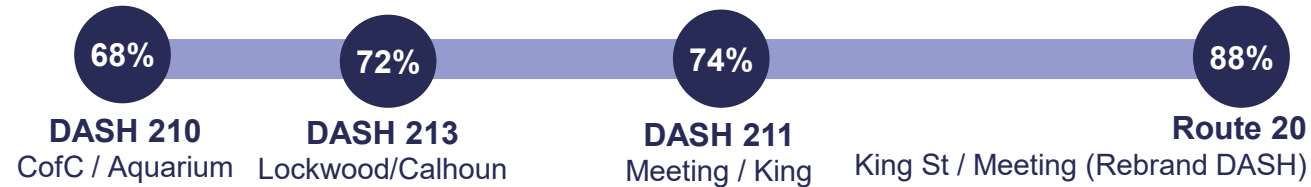
### Local Bus Routes (Pre-LCRT)



### Local Bus Routes (Post-LCRT)



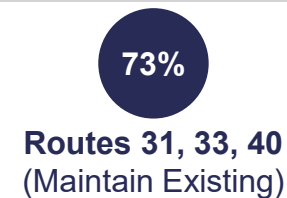
### DASH Routes



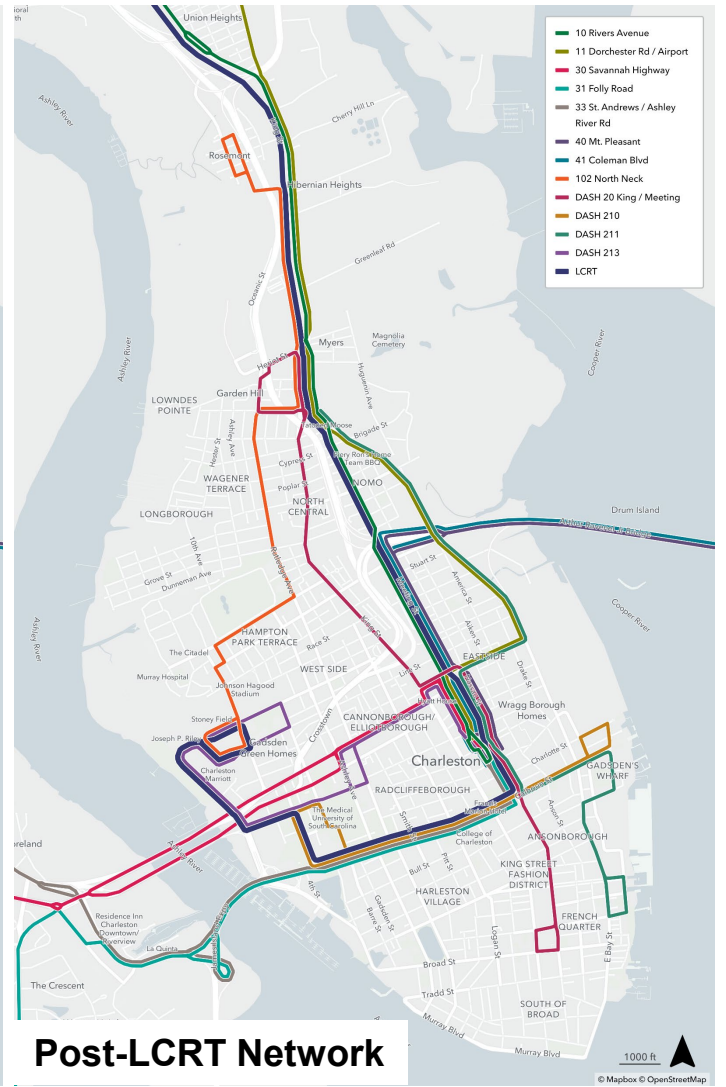
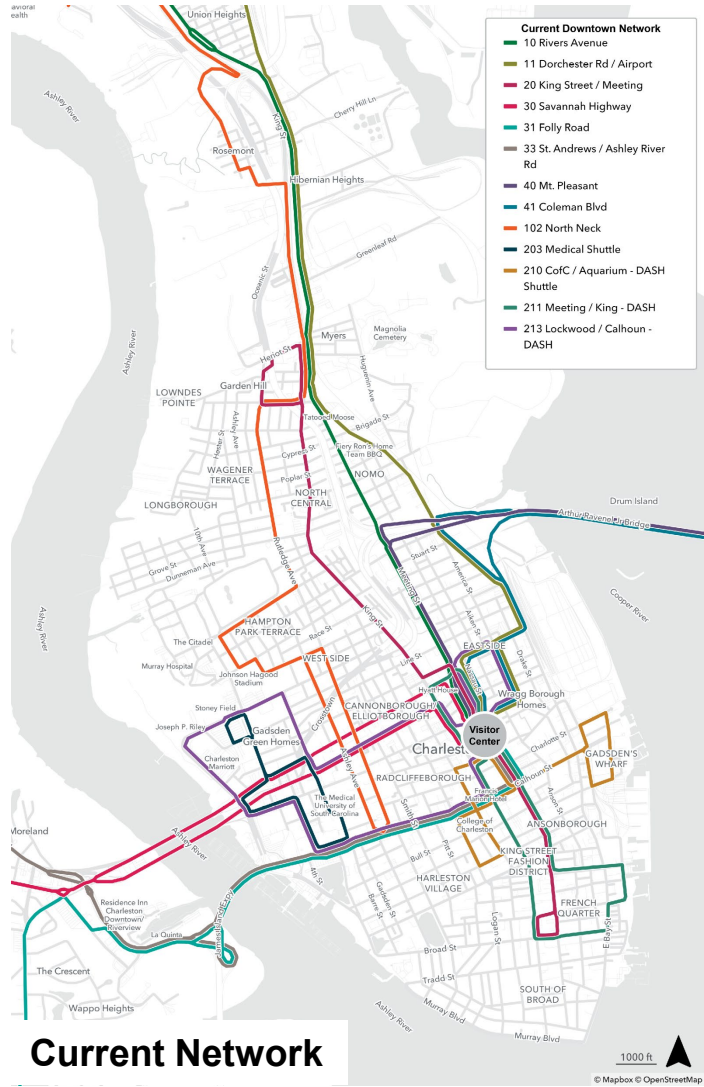
### Express Bus Routes



### Routes with No Proposed Changes



# Downtown Concepts



# Proposed Route Span and Frequencies



- Route 10 would have more frequent service in the off-peak to more closely match the future LCRT service.
- Route 102 would have longer service hours and more frequent service after LCRT is operating.
- Route 20 and 211 would have extended hours until 3:00am to provide late-night service in the peninsula and to the future Mt Pleasant Street Park & Ride.
- Routes 210 and 213 would operate similar service hours as today from 6:00am to 10:00pm. Both routes would operate with 20-minute frequencies for the whole day.

Route	Existing Weekday Span	Existing Frequency (Peak/Off-peak)	Pre-LCRT Span	Pre-LCRT Frequency (Peak/Off-peak)	Post-LCRT Span	Post-LCRT Frequency (Peak/Off-peak)
10 Rivers Avenue	6:00am – 1:00am	20/30/60	6:00am – 1:00am	20/30	6:00am – 1:00am	30
20 King Street/Meeting	6:00am – 9:00pm	25/50	6:00am – 3:00am	20/30	6:00am – 3:00am	20/30
102 North Neck	6:00am – 8:30pm	60/60/80	6:00am – 8:30pm	60	6:00am – 10:00pm	30
203 Medical Shuttle	5:00am – 8:00am 3:00pm – 12:30am	5-10/15-20/20	5:00am – 8:00am 3:00pm – 12:30am	5-10/20	—	—
210 College of Charleston/Aquarium	6:30am – 10:30pm	15/30	6:00am – 10:00pm	20	6:00am – 10:00pm	20
211 Meeting/Bay Street	7:30am – 9:30pm	15/45	6:00am – 3:00am	20/30	6:00am – 3:00am	20/30
213 Lockwood/Calhoun	6:30am – 9:30pm	45	6:00am – 10:00pm	20	6:00am – 10:00pm	20

# Change in Operating Costs



- HOP funds are being considered as part of the cost considerations for the proposed changes.
- Expected costs are about \$2.25 to \$2.5 million more per year to operate the extended routes and expanded spans and frequencies proposed.

Route	Existing Annual Revenue Hours	Existing Annual Cost	Pre-LCRT Annual Revenue Hours	Pre-LCRT Annual Cost	Post-LCRT Annual Revenue Hours	Post-LCRT Annual Cost
10 Rivers Avenue	30,720	\$3,072,000	36,669	\$3,666,900	33,810	\$3,381,000
102 North Neck	5,776	\$577,600	6,878	\$687,800	11,364	\$1,136,400
20 King Street/Meeting	7,666	\$766,600	19,548	\$1,954,800	19,548	\$1,954,800
210 College of Charleston/Aquarium	7,736	\$773,600	11,144	\$1,114,400	11,144	\$1,114,400
211 Meeting/Bay Street	11,907	\$1,190,700	19,548	\$1,954,800	19,548	\$1,954,800
213 Lockwood/Calhoun	5,036	\$503,600	11,144	\$1,114,400	11,144	\$1,114,400
HOP <i>(Not Operating)</i>	13,536	\$1,353,600	-	-	-	-
<b>Total</b>	<b>82,377</b>	<b>\$8,237,700</b>	<b>104,931</b>	<b>\$10,493,100</b>	<b>106,558</b>	<b>\$10,655,800</b>

# Transit Supportive Infrastructure:

Downtown Transit Center

# Downtown Transit Center Today



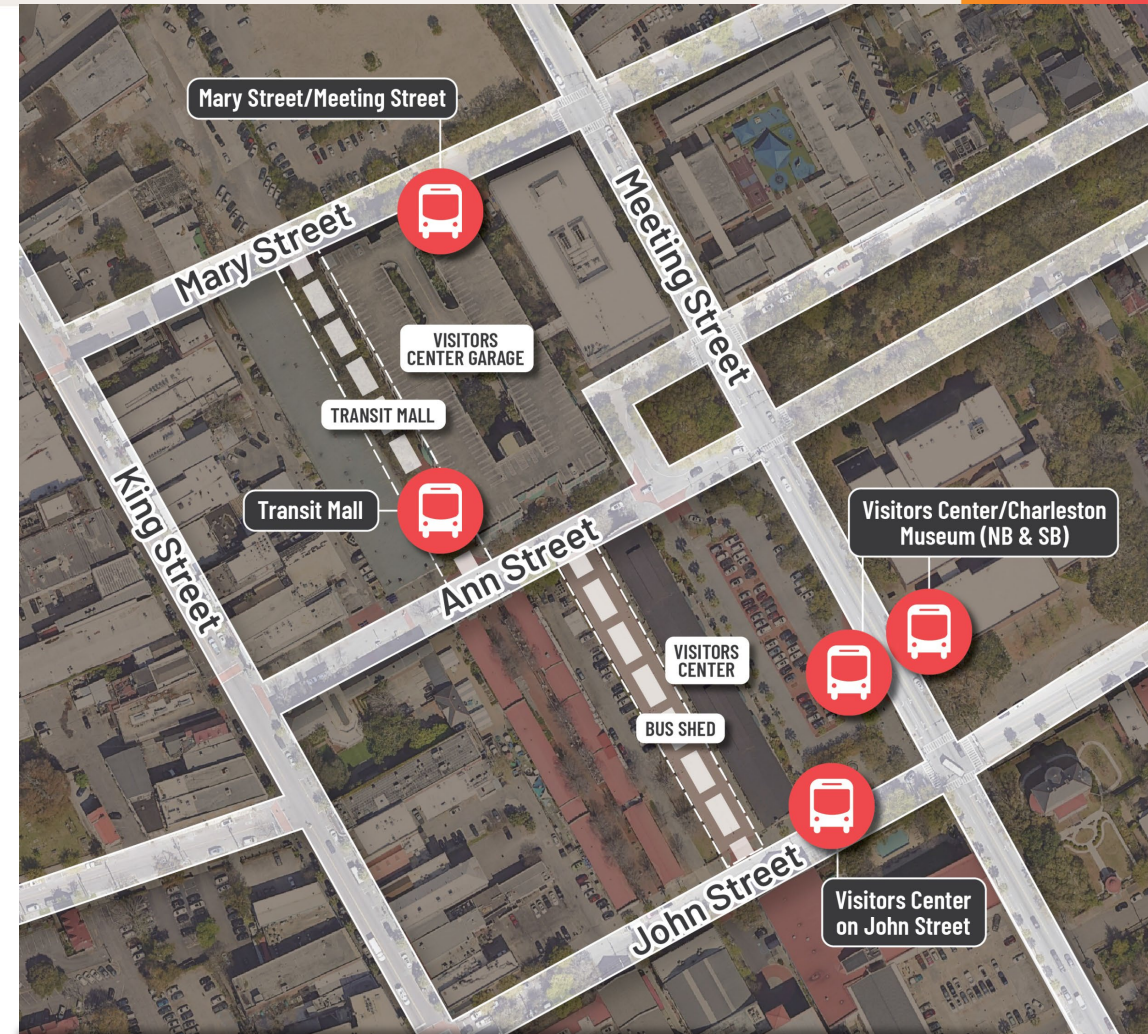
The majority of CARTA routes (13 of 23) serve the Downtown Transit Center. Of these, 10 routes end at the Downtown Transit Center.

Today, the Downtown Transit Center is made up of four stops within a few blocks of each other:

- Mary Street/Meeting Street
- Visitor Center on John Street
- Visitor Center/Charleston Museum (Meeting Street)
- The Transit Mall

The Downtown Transit Center also serves as the location for these 10 routes to layover. Layover is the time scheduled at the end of a route before the departure time of the next trip and is scheduled for two reasons:

- To provide time for the vehicle operator to take a break
- To provide time to get back on schedule before the next trip departs



**Downtown Transfer Locations - Existing**

# Changes Associated with Downtown Concepts

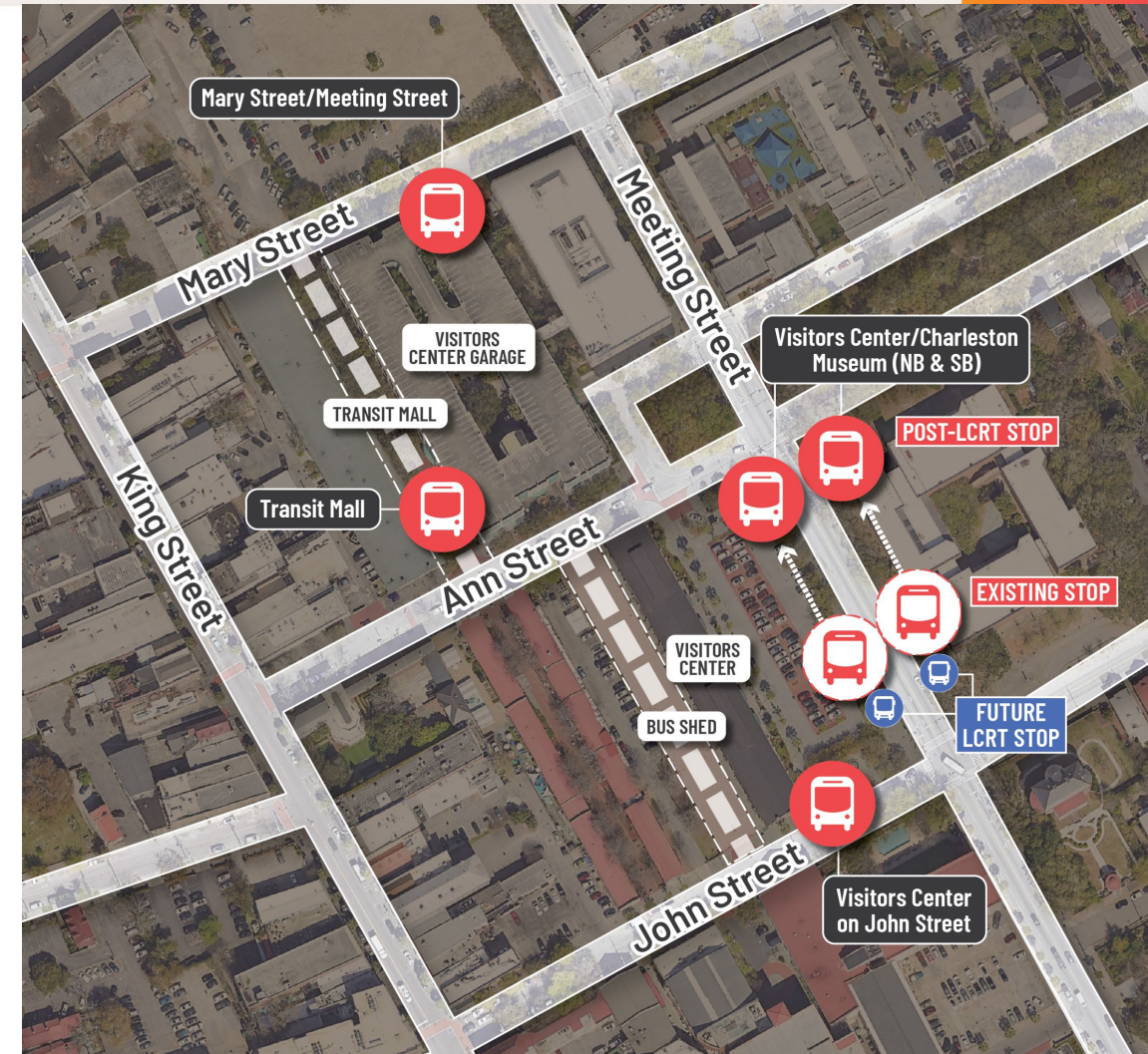


## Mary Street/Meeting Street:

- Existing bus capacity: due to three garage driveways, can efficiently accommodate only two standard-size buses at a time
- While this is a major end-of-line location, other layover locations in the vicinity are required
- Number of buses per hour in the peak period would increase slightly post-LCRT
- Would not support frequency improvements beyond what is proposed by this study

## Visitor Center on John Street:

- Part of the multi-stop transit center
- Would continue to serve as a bus stop, but only for the Route 213



Downtown Transfer Locations - Future



# Changes Associated with Downtown Concepts



## Visitor Center/Charleston Museum:

- Existing SB/NB stops would be replaced by LCRT station platforms
  - Different platform (bus loading) heights for LCRT buses compared to CARTA's current bus fleet
  - LCRT station platforms would necessitate a shift in the existing stops
  - Recommend the local bus stops be shifted to just south of Ann Street (same block as LCRT stations)
- Changes in number of buses at local bus stops
  - Increases in both directions pre-LCRT
  - Less significant post-LCRT
  - Does not consider frequency improvements beyond what is proposed by this study



Downtown Transfer Locations - Future

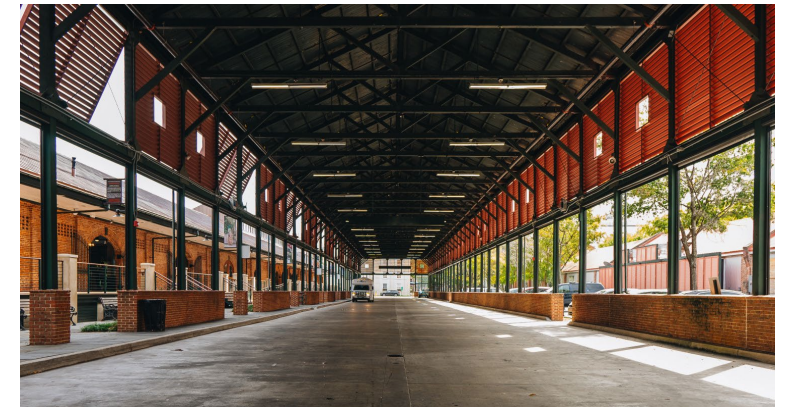
# Consistent Layover Location is a Big Need



- Need 7-bus or 8-bus line-up near restrooms for operator breaks, ideally at same location as passenger transfers
- Not feasible at Mary Street/Meeting Street
- Potential options:
  - Reconstruct the Transit Mall
    - Long enough to accommodate 7-bus or 8-bus line-up
    - Not wide enough for buses to pass enough “as is”
    - Proposed as segment of the Lowline
  - Dedicate a “lane” in the Bus Shed
    - Long enough to accommodate 7-bus or 8-bus line-up
    - Originally constructed as CARTA passenger transfer location
    - Could provide consolidated location for both layovers and transfers
  - Removal of nearby parking or travel lane



**Transit Mall**



**Bus Shed**

# Transit Supportive Infrastructure:

First/Last Mile Transit Access

# First and Last Mile Transit Access Analysis



The first- and last-mile connections to bus stops have major influence on the transit system's ability to get transit users where they need to go. Every transit trip involves some amount of walking or bicycling access to transit either at the start or end of the trip. For that reason, **maintaining an accessible walking and bicycling network surrounding bus stops** is vitally important to make trips safe and functional for everyone.

Analysis process:

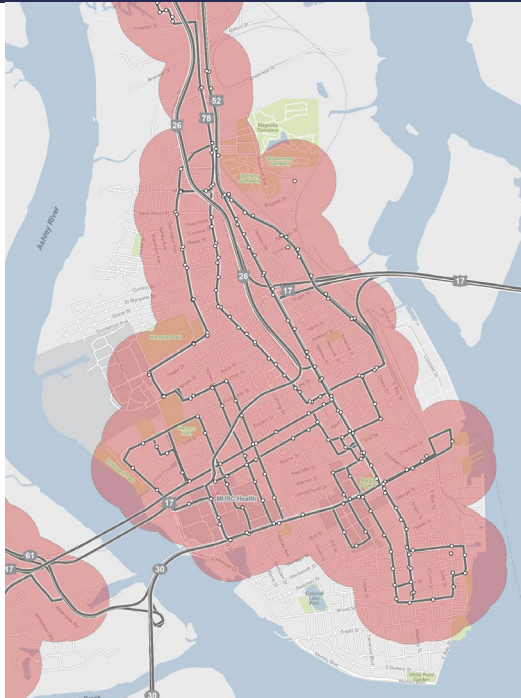
1. Review existing and proposed pedestrian and bicycle facility network
2. Identify key pedestrian facility gaps within ½-mile of bus stops
3. Identify bicycle facility gaps within 1 mile of bus stops

# Downtown Network Concepts – Bus Stops

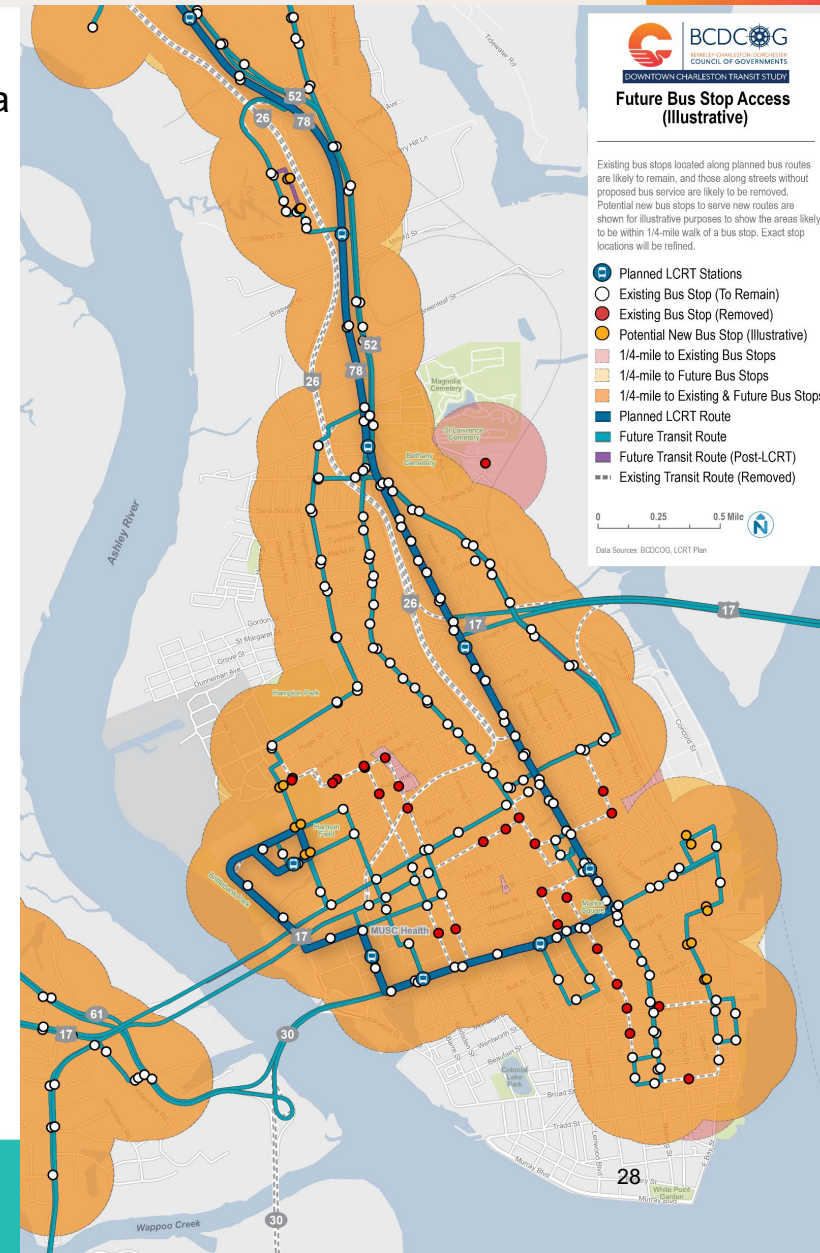
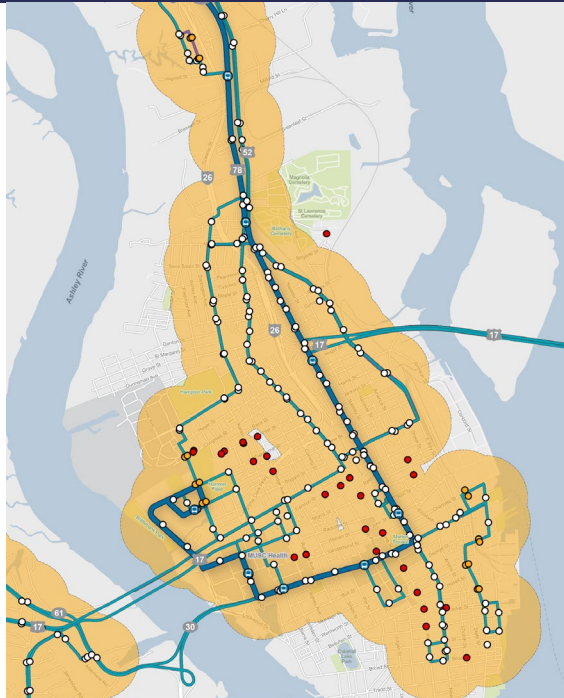


The changes to bus routes and likely stop locations **do not have a significant effect on the areas of the Peninsula that are within 1/4-mile of a transit stop**, about a 5-minute walk. Most of the Peninsula continues to be within a 5-minute walk of a stop. The largest area that will become more than 1/4-mile from a stop is around the cemeteries in the northeast, which continue to be within a 10-minute walk (1/2-mile) of a stop.

**1/4-mile to bus stops today**



**1/4-mile to future bus stops**



\*Proposed bus stop locations have not been finalized and are only illustrative

# Building on Work to Date



These previous and ongoing plans to improve local walking and biking infrastructure complement BCDCOG’s goal of ensuring safe and comfortable last-mile connections to transit. Many of the recommended projects and strategies support this goal and overlap with this study. However, none of these plans specifically considered the area within walking and biking distance of the new Downtown Charleston transit network. As the newest plan with the most similar study area, the **recommendations of the ongoing LCRT TOD Plan were most closely evaluated** as an opportunity to implement recommendations that will also benefit access to the proposed bus routes in this plan.

	Walk Bike BCD	People Pedal Plan	Lowcountry Lowline Plan	LCRT Walking and Bicycling Access to Stations Memo	LCRT Transit-Oriented Development Plan
<b>Date</b>	2017	2018	2020	2021	Ongoing
<b>Area</b>	Berkeley, Charleston, and Dorchester Counties	City of Charleston	Lowline corridor on the peninsula	LCRT Corridor	LCRT Corridor

# Recommendations for First/Last Mile Connections



- Add bus stops in locations to minimize walking distances to stops for neighborhoods where bus routes have been shifted to nearby main streets
- Facilitate an easy walk to transfers around the Visitors Center
- As planned bicycle facilities and traffic calming features from the LCRT TOD Plan are designed, ensure they accommodate 40' bus movements on streets with future bus routes (may mean adjusting the recommended facility type)
- Resolve competing needs for space where dedicated bicycle facilities are planned on narrow streets that will also serve future bus routes
- Add new sidewalks identified as part of the LCRT TOD Plan, along with additional sidewalks to support bus stops beyond the LCRT corridor
- Add or enhance crosswalks (all directions) and sidewalk ramps where needed at new bus stops and evaluate potential RRFB as needed

# Transit Supportive Infrastructure:

BRT Running Ways Feasibility



# BRT Running Ways Feasibility Overview



## What's the backstory for this analysis?

- LCRT planning and preliminary design stages evaluated **center-running reversible transit lanes** and **side-running peak hour reversible lanes** for LCRT in the Peninsula which was eliminated due to complexities in infrastructure and ROW constraints
- On the Peninsula, the current proposal for LCRT running ways is side-running BRT in mixed flow traffic, with Transit Signal Priority (TSP) at all signalized intersections

## Why are we doing this feasibility review now?

- There are needs for future transit capacity in the Peninsula as BRT expands based on 2018 Regional Transit Framework Plan (RTFP) recommendations

## Goals of this review:

- Take a fresh look at options for BRT running ways on the Peninsula that would deliver faster, more reliable, high quality, safe, and cost-effective services



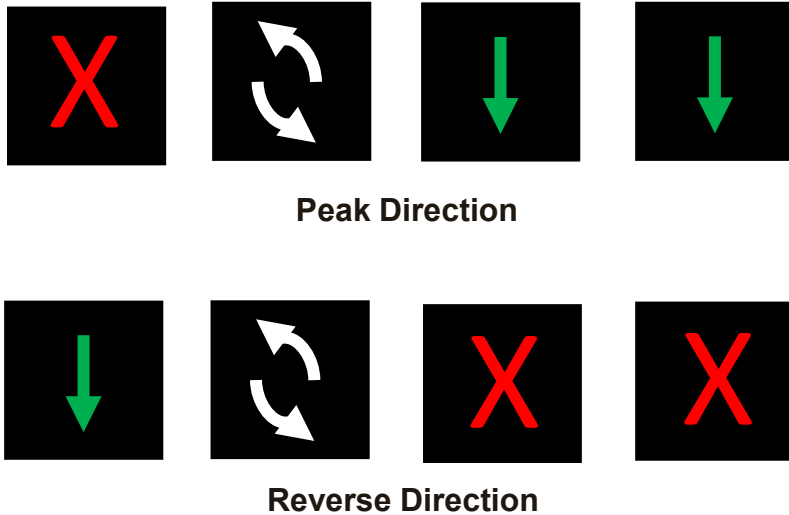
LCRT Proposed Route and Stations

# Alternatives to BRT Running Ways



## LCRT Alignment Refinement Concept: Dynamic Reversible Lanes

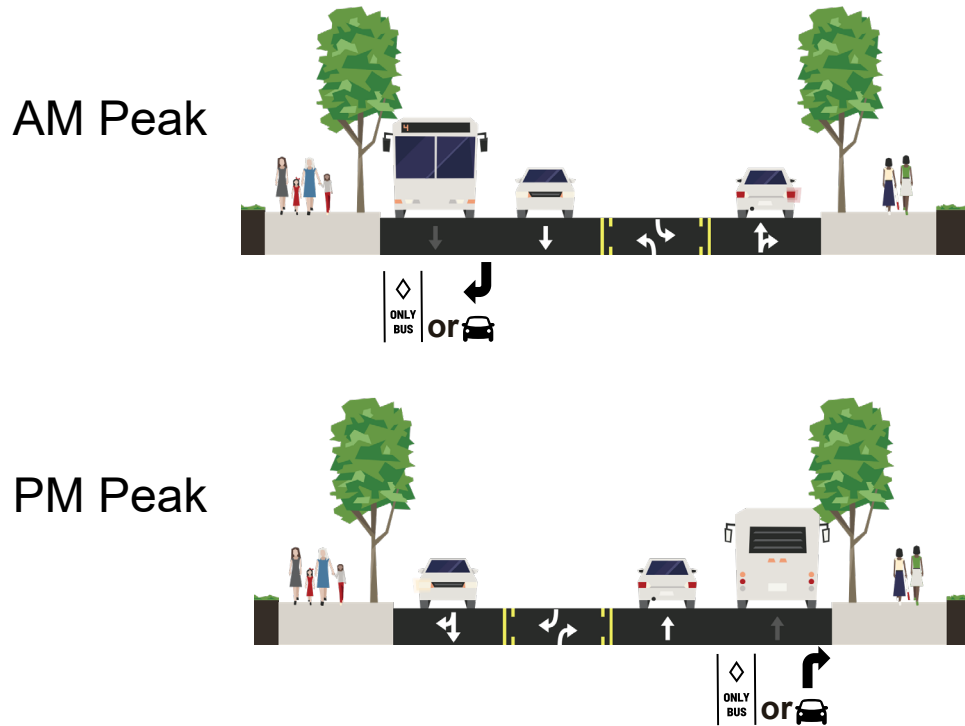
## Alternative Concept: Signed Peak Hour Bus Lanes



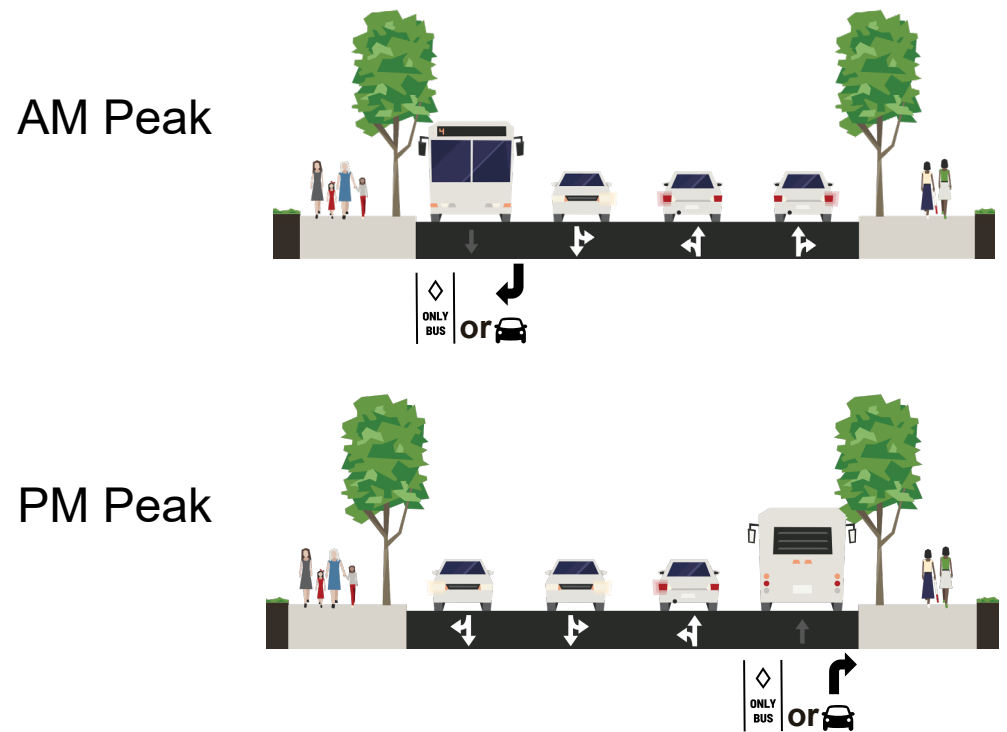
# Alternatives to BRT Running Ways



## LCRT Alignment Refinement Concept: Dynamic Reversible Lanes



## Alternative Concept: Signed Peak Hour Bus Lanes



# Alternative Concept: Operational Implications



Other Implications	Dynamic Reversible Lanes	Peak Hour Bus Lanes
Costs	<ul style="list-style-type: none"> <li>• High up front, unknown maintenance</li> <li>• Rollout must be done for larger segment</li> </ul>	<ul style="list-style-type: none"> <li>• Low, signage/stripping</li> <li>• Rollout in partial segments possible</li> </ul>
Signage Required	<ul style="list-style-type: none"> <li>• Interconnected overhead gantries (by block), plus potential signage</li> </ul>	<ul style="list-style-type: none"> <li>• Single sign on each block, plus optional pavement markings</li> </ul>
Adaptability, Time of day	<ul style="list-style-type: none"> <li>• High: Instantaneous</li> </ul>	<ul style="list-style-type: none"> <li>• Medium: Signage decals</li> </ul>
Adaptability, Infrastructure	<ul style="list-style-type: none"> <li>• Medium: Can change block-by-block but with increased complexity/safety risks</li> <li>• Bus lanes in future would require eliminating changeable lanes</li> </ul>	<ul style="list-style-type: none"> <li>• High: Can begin/end priority segments as needed, with signage</li> <li>• Could implement off-peak bus lanes in future</li> </ul>
Safety Considerations	<ul style="list-style-type: none"> <li>• Head on collisions: Driver and visitor familiarity with complex operations</li> <li>• Left turns in dedicated lanes</li> </ul>	<ul style="list-style-type: none"> <li>• Left turns in shared lane as existing</li> </ul>
Sidewalk/Overhead Clutter	<ul style="list-style-type: none"> <li>• High: gantries to be designed to wind load</li> </ul>	<ul style="list-style-type: none"> <li>• Medium: Additional signage</li> </ul>

# Alternative Concept: Potential Implementation Areas



- **Signed peak hour bus lanes on the Peninsula along certain segments may be feasible to increase bus speed and reliability**
- A pilot project of **signed peak hour bus lanes** could be tested where traffic volumes are lower, using a minimal amount of roadway signage, striping, and proposed curbside station infrastructure
- Pilot studies should be accompanied with before/after evaluations of bus travel time/reliability and the effect on vehicle delay
- Additional traffic and bus operational analyses should be conducted to better understand the benefits of signed peak hour bus lanes on a future BRT network that includes additional routes

# Next Steps

# Phase IV Public Engagement



## Virtual Open House

- Monday, June 10<sup>th</sup>, 12 – 1 pm
- Zoom
- This meeting will be recorded and posted to the [project website](#) after the meeting.

## In-Person Open House

- Tuesday, June 11<sup>th</sup>, 4 – 7 pm
- Charleston Main Library, Community Room B

## Stakeholder Meetings

- Wednesday, June 12<sup>th</sup>, 9 am -12 pm

## CARTA Board Meeting

- Wednesday, June 12<sup>th</sup>, 1 - 2 pm

## Social Media Posts and Project Website Update

**Downtown Charleston Transit Study**

Join us to learn about recommendations for reimagined transit on the Peninsula!

**Virtual Open House**  
Monday, June 10  
12 - 1 pm  
Zoom

**In-Person Open House**  
Tuesday, June 11  
Stop by 4 - 7 pm  
Charleston Main Library  
Community Room B

[bcdcog.com/downtown-transit-study](http://bcdcog.com/downtown-transit-study)



## MEMORANDUM

TO: Board of Directors  
FROM: Robin W. Mitchum, Deputy Director of Finance and Administration  
SUBJECT: FY23/24 Proposed Budget Revision  
DATE: June 5, 2024

Please find attached the Proposed FY23/24 Budget for your consideration.

### **Revenues**

A detailed explanation of line-item changes are as follows:

- Farebox and Passes & Mobile Ticketing revenues have been adjusted based on average and estimated receipts.
- Contract Service revenues for COC shuttle have decreased based on the contract agreement for ridership.
- Local contributions are funds received for shelter construction. These contributions are recorded as received.
- Federal revenue includes estimated 5307 Urban funds, 5310 Enhanced Mobility for Seniors & Individuals with Disabilities, 5307 CARES Act and ARP Act funds. CARTA receives funds as a direct recipient from FTA and Pass-Through funds from the BCDCOG. Capital funds are reflected in the capital revenues budget. The increase in Federal funding is a projection of federal grant awards.
- State Mass Transit Funds (SMTF) are funds received as matching contributions to 5307 operating.
- Sales Tax – Charleston County is the operating funds. The matching requirements for capital are reflected the capital revenues budget line item.
- Insurance proceeds is policy proceeds that are the result of accidents. Insurance proceeds are recorded as received.
- Sale of Assets is the proceeds from the sale of vehicles. These funds are recorded as received.

### **Expenditures**

A detailed explanation of line-item changes are as follows:

- Retiree Benefits is increased for the cost of SCPEBA employer portion of Retiree Insurance.
- Supplies includes office and facility maintenance supplies. The increase is due to anticipated cost of rebranding materials and signage.
- Automotive is increased for average cost to maintain the agency vehicle.



- Postage decreased due to average and anticipated costs. Most of postage needs are expensed through the IGA with BCDCOG.
- Office Equipment Rental increased for the property taxes paid on the lease.
- Office Equipment Maintenance includes IT services (managed server services, email hosting, and other general IT services), Camera system maintenance, and AVL software maintenance. The increase is anticipated expenditures for CAD/ITS/AVL service agreements and Electric Bus Management Software.
- Rent includes the Ashley Phosphate Park & Ride Lot, Dorchester Village Shopping Center Park & Ride Lot, Leeds Avenue lot lease from Dominion Energy, SC Works Trident lease space, and document storage. The increase is due to average and anticipated expenditures for document storage.
- Utilities is increased for average and anticipated costs.
- Professional services are being increased for CARTA On Demand program, auditing services, and the Electric Bus Master plan.
- Contract Services is increased for Shared IGA services that includes management, administrative, financial, customer service, cash counting, marketing, advertising, maintenance costs, engineering, and professional services.
- Vehicle Maintenance increased for average and estimated maintenance costs.
- Facility Repair & Maintenance decreased for average and estimated repairs and maintenance.
- Operating Fees decreased for average costs.
- Insurance decreased based on the projected cost for the fiscal year.
- Fuel decreased based on projected cost for the fiscal year and operation of electric vehicles.
- Paratransit service increased for anticipated operator costs.
- Non-Capitalized assets include security equipment, cameras, lighting, shelter panels/parts, driver safety barriers, COVID-19 PPE, and radio equipment. This line has been reduced to anticipated costs.

### **Capital Expenditures (Balance Sheet)**

- Rolling Stock includes the purchase of 10 vans and associated equipment.
- Bus Facilities/Charging stations is increased to include Leeds avenue parking lot repairs and charging infrastructure.
- Bus Shelter Construction/Bench is estimated cost for shelters.
- Land is estimated cost to purchase the Fairgrounds parcel.
- Facilities Construction is engineering and design costs for Shipwatch Square construction.
- Security Cameras and Equipment is funds available and anticipated expenditures to purchase security equipment at our facilities and on rolling stock.
- Capital (IT, Facility Repairs/Maint) is for the facility upgrades or repairs.

We will monitor the budget to ensure revenues and expenditure remain aligned and we will make recommended revisions as necessary.

If you have any questions, please contact me at 843-529-2126 or [robinm@bcdco.com](mailto:robinm@bcdco.com).

**CARTA**  
**Proposed FY2024 Budget Revision**

	<b>Approved Budget <u>FY 2024</u></b>	<b>Proposed Revision Budget <u>FY 2024</u></b>	<b><u>Variance</u></b>
<b><u>Revenues</u></b>			
Farebox	1,345,886	1,296,535	(49,351)
Passes & Mobile Ticketing	527,051	595,387	68,336
COC Shuttle	417,104	403,644	(13,460)
MUSC	753,157	753,157	-
City of Charleston - DASH	706,143	706,143	-
Local Contributions	-	37,131	37,131
Federal	8,289,057	8,862,392	573,335
State Mass Transit Funds (SMTF)	-	260,435	260,435
Sales Tax - Charleston County	12,759,453	12,684,369	(75,084)
Advertising	800,000	800,000	-
Insurance Proceeds	-	139,702	139,702
Sale of Asset	-	28,900	28,900
<b>TOTAL REVENUES</b>	<b>25,597,851</b>	<b>26,567,795</b>	<b>969,944</b>
<b><u>Expenditures</u></b>			
Retiree Benefits	9,288	9,307	19
Supplies	100,000	175,000	75,000
Printing	25,000	42,000	17,000
Marketing	-	-	-
Automotive	1,000	3,450	2,450
Postage	250	200	(50)
Dues/Memberships	2,500	2,500	-
Office Equipment Rental	105,012	117,695	12,683
Office Equipment Maintenance	239,241	289,793	50,552
Rent	32,650	33,620	970
Communications	166,847	166,847	-
Utilities	313,674	316,501	2,827
Advertising	7,500	7,500	-
Professional Services			
Auditing	30,000	30,800	800
Legal	1,000	1,000	-
Custodial	25,542	25,542	-
On Demand Program	131,575	325,000	193,425
Electric Bus Master Plan	-	20,005	20,005
Other	25,000	25,000	-
Contract Services			
Shared Services - IGA	3,188,074	3,888,379	700,305
Fixed Route	14,676,071	14,676,071	-
Money Transport	7,500	11,604	4,104
Security Services	105,560	105,560	-

**CARTA**  
**Proposed FY2024 Budget Revision**

	<b>Approved Budget FY 2024</b>	<b>Proposed Revision Budget FY 2024</b>	<b>Variance</b>
Vehicle Maintenance	170,000	341,863	171,863
Facility Repair & Maintenance	52,835	32,213	(20,622)
Operating Fees & Licenses	50,000	45,000	(5,000)
Insurance	1,083,626	1,033,626	(50,000)
Fuel	1,638,187	1,450,000	(188,187)
Paratransit	3,308,576	3,308,576	-
Miscellaneous	3,500	5,300	1,800
Interest	47,843	47,843	-
Non-Capitalized Assets	50,000	30,000	(20,000)
<b>TOTAL EXPENDITURES</b>	<u>25,597,851</u>	<u>26,567,795</u>	<u>969,944</u>
 Excess (Deficit) of Revenues Over (Under) Expenditures	 <u>-</u>	 <u>-</u>	 <u>-</u>

**Capital Revenues**

Rolling Stock	613,428	598,240	(15,188)
Bus Facilities/Charging Stations	289,189	1,197,724	908,535
Bus Shelter Construction/Bench Install	18,618	55,591	36,973
Land	-	1,066,800	1,066,800
Security Cameras/Equipment	240,997	300,318	59,321
Facilities Construction	5,040,000	264,436	(4,775,564)
Sales Tax - Charleston County	1,047,297	1,122,381	75,084
<b>TOTAL CAPITAL EXPENDITURES</b>	<u>7,249,529</u>	<u>4,605,490</u>	<u>(2,644,039)</u>

**Capital Expenditures**

Rolling Stock	766,785	827,800	61,015
Bus Facilities/Charging Stations	350,000	1,524,571	1,174,571
Bus Shelter Construction/Bench Install	192,763	180,591	(12,172)
Land	-	1,333,500	1,333,500
Security Cameras/Equipment	295,041	368,483	73,442
Facilities Construction	5,600,000	330,545	(5,269,455)
Capital (IT, Facility Repairs/Maint)	44,940	40,000	(4,940)
<b>TOTAL CAPITAL EXPENDITURES</b>	<u>7,249,529</u>	<u>4,605,490</u>	<u>(2,644,039)</u>

**CARTA**

**Proposed Detailed Budgeted Expenditures  
FY 2023/2024**

		<b>Approved Budget FY 2024</b>	<b>Proposed Revision Budget FY 2024</b>	<b>Increase (Decrease)</b>
RETIREE BENEFITS	Retiree Insurance	9,288	9,307	19
		<u>9,288</u>	<u>9,307</u>	<u>19</u>
SUPPLIES	Admin/Operations	50,000	50,000	-
	Rebranding	50,000	125,000	75,000
	Total	<u>100,000</u>	<u>175,000</u>	<u>75,000</u>
PRINTING	Printing	20,000	37,000	17,000
	Rebranding	5,000	5,000	-
	Total	<u>25,000</u>	<u>42,000</u>	<u>17,000</u>
MARKETING	Promotional	-	-	-
	Total	<u>-</u>	<u>-</u>	<u>-</u>
AUTOMOTIVE	Parking/Mileage/Service	1,000	3,450	2,450
	Total	<u>1,000</u>	<u>3,450</u>	<u>2,450</u>
POSTAGE		250	200	(50)
		<u>250</u>	<u>200</u>	<u>(50)</u>
DUES & MEMBERSHIPS	Metro Chamber	500	500	-
	TASC (SCAMI)	2,000	2,000	-
	Total	<u>2,500</u>	<u>2,500</u>	<u>-</u>
EQUIPMENT RENTAL	Electric Bus Battery Lease	105,012	106,470	1,458
	Electric Bus Battery Lease Property Tax	-	11,225	11,225
	Miscellaneous Equipment	-	-	-
	Total	<u>105,012</u>	<u>117,695</u>	<u>12,683</u>
OFFICE EQUIPMENT MAINTENANCE	IT / Camera Maint.	55,000	40,000	(15,000)
	Money Counting Equipment	2,000	2,000	-
	AVL Cloud Manager	35,476	18,555	(16,921)
	Genfare Support	-	19,602	19,602
	Electric Bus Mgmt Software	-	50,552	50,552
	CAD/ITS/AVL	146,765	159,084	12,319
	Total	<u>239,241</u>	<u>289,793</u>	<u>50,552</u>
RENT	Land	6,000	6,000	-
	Park & Ride	20,150	20,150	-
	Document Storage	1,250	2,425	1,175
	SC Works Charleston Center	5,250	5,045	(205)
	Total	<u>32,650</u>	<u>33,620</u>	<u>970</u>

**CARTA**

**Proposed Detailed Budgeted Expenditures  
FY 2023/2024**

	<b>Approved Budget FY 2024</b>	<b>Proposed Revision Budget FY 2024</b>	<b>Increase (Decrease)</b>
COMMUNICATIONS Telephone/Internet	44,384	44,384	-
Tablets - Buses	47,463	47,463	-
Radios	75,000	75,000	-
Total	<u>166,847</u>	<u>166,847</u>	<u>-</u>
UTILITIES Electricity	12,849	11,643	(1,206)
Electricity -Charging Stations	297,000	294,030	(2,970)
Water	3,825	10,828	7,003
	<u>313,674</u>	<u>316,501</u>	<u>2,827</u>
ADVERTISING ALL	-	-	-
BUS WRAPS	7,500	7,500	-
	<u>7,500</u>	<u>7,500</u>	<u>-</u>
PROFESSIONAL SERVICES Audit	30,000	30,800	800
Legal	1,000	1,000	-
Custodial	25,542	25,542	-
CARTA On Demand	131,575	325,000	193,425
Electric Bus Master Plan	-	20,005	20,005
Other	25,000	25,000	-
	<u>213,117</u>	<u>427,347</u>	<u>214,230</u>
CONTRACT SERVICES Management Services	75,000	75,000	-
Shared Services (IGA)	2,948,184	3,352,632	404,448
Parking Lot Expansion (IGA)	-	-	-
Remix-Transit & OnDemand Planning (IGA)	-	67,469	67,469
Shelter/Bench Engineering (IGA)	50,000	-	(50,000)
Mt. Pleasant St. Park & Ride Design (IGA)	-	29,172	29,172
ITS System (IGA)	25,000	25,000	-
Mobile Ticketing (IGA)	13,500	23,940	10,440
Route Study (IGA)	76,390	315,166	238,776
Fixed Route	14,676,071	14,676,071	-
Money Transport	7,500	11,604	4,104
Super Stop Security Services	105,560	105,560	-
	<u>17,977,205</u>	<u>18,681,614</u>	<u>704,409</u>
VEHICLE MAINTENANCE	<u>170,000</u>	<u>341,863</u>	<u>171,863</u>
	<u>170,000</u>	<u>341,863</u>	<u>171,863</u>
FACILITY REPAIR & MAINTENANCE Facility Repair Misc	47,335	25,000	(22,335)
Bus Wash Inspection	5,500	7,213	1,713
	<u>52,835</u>	<u>32,213</u>	<u>(20,622)</u>

**CARTA**

***Proposed* Detailed Budgeted Expenditures  
FY 2023/2024**

		<b>Approved Budget FY 2024</b>	<b><i>Proposed Revision</i> Budget FY 2024</b>	<b>Increase (Decrease)</b>
OPERATING FEES & LICENSES		50,000	45,000	(5,000)
		<u>50,000</u>	<u>45,000</u>	<u>(5,000)</u>
INSURANCE	Administration	16,689	23,068	6,379
	Operating	1,066,937	1,010,558	(56,379)
		<u>1,083,626</u>	<u>1,033,626</u>	<u>(50,000)</u>
FUEL	Fuel	1,638,187	1,450,000	(188,187)
		<u>1,638,187</u>	<u>1,450,000</u>	<u>(188,187)</u>
PARATRANSIT	National Express	3,308,576	3,308,576	-
		<u>3,308,576</u>	<u>3,308,576</u>	<u>-</u>
MISCELLANEOUS	Misc	3,500	5,300	1,800
		<u>3,500</u>	<u>5,300</u>	<u>1,800</u>
INTEREST	BB&T - Melnick Property	47,843	47,843	-
		<u>47,843</u>	<u>47,843</u>	<u>-</u>
NON-CAPITALIZED ASSETS	Non-Capitalized Assets	50,000	30,000	(20,000)
		<u>50,000</u>	<u>30,000</u>	<u>(20,000)</u>
<b>TOTAL OPERATING</b>		<b><u>25,597,851</u></b>	<b><u>26,567,795</u></b>	<b><u>969,944</u></b>
CAPITAL				
	Rolling Stock/Fleet Repair	766,785	827,800	61,015
	Bus Facilities/Charging Stations	350,000	1,524,571	1,174,571
	Bus Shelter Construction/Bench	192,763	180,591	(12,172)
	Land	-	1,333,500	1,333,500
	Facilities Construction	5,600,000	330,545	(5,269,455)
	Security/Cameras	295,041	368,483	73,442
	Capital (IT, Facility Repairs/Maint)	44,940	40,000	(4,940)
<b>TOTAL CAPITAL</b>		<b><u>7,249,529</u></b>	<b><u>4,605,490</u></b>	<b><u>(2,644,039)</u></b>



## MEMORANDUM

TO: Board of Directors  
FROM: Robin W. Mitchum, Deputy Director of Finance and  
SUBJECT: Administration FY24/25 Proposed Budget  
DATE: June 5, 2024

Please find attached the Proposed FY24/25 Budget for your consideration.

### **Revenues**

A detailed explanation of line-item changes are as follows:

- Farebox and Passes & Mobile Ticketing revenues have been increased for average and estimated receipts.
- Contract Service revenues for have increased based on the contract agreements and estimated ridership.
- Local contributions are funds received for shelter construction. These contributions are recorded as received.
- Federal revenue includes estimated 5307 Urban funds, 5310 Enhanced Mobility for Seniors & Individuals with Disabilities, 5307 CARES Act and ARP Act funds. CARTA receives funds as a direct recipient from FTA and Pass-Through funds from the BCDCOG. Capital funds are reflected in the capital revenues budget. The increase in Federal funding is a projection of federal grant awards.
- State Mass Transit Funds (SMTF) are funds received as matching contributions to 5307 operating. We do not anticipate receiving any funds for FY25.
- Sales Tax – Charleston County is the operating funds. The matching requirements for capital are reflected the capital revenues budget line item.
- Insurance proceeds is policy proceeds that are the result of accidents. Insurance proceeds are recorded as received.
- Sale of Assets is the proceeds from the sale of vehicles. These funds are recorded as received.

### **Expenditures**

A detailed explanation of line-item changes are as follows:

- Retiree Benefits is increased for the cost of SCPEBA employer portion of Retiree Insurance.
- Supplies includes office and facility maintenance supplies. The decrease is due to concluding costs of rebranding materials and signage.

- Automotive is increased for average cost to maintain the agency vehicle.
- Office Equipment Rental decreased for contracted estimates.
- Office Equipment Maintenance includes IT services (managed server services, email hosting, and other general IT services), Camera system maintenance, and AVL software maintenance. The increase is anticipated expenditures for service agreements.
- Rent includes the Ashley Phosphate Park & Ride Lot, Dorchester Village Shopping Center Park & Ride Lot, Leeds Avenue lot lease from Dominion Energy, SC Works Trident lease space, and document storage. The increase is due to average and anticipated expenditures for renewing the Park & Rides leases, SC Works lease space, and document storage.
- Communication is increased for average and anticipated costs.
- Utilities is increased for average and anticipated costs.
- Professional services are being increased for CARTA On Demand program and auditing services.
- Contract Services is increased for Shared IGA services that includes management, administrative, financial, customer service, cash counting, marketing, advertising, maintenance costs, engineering, and professional services. Contract Services has also been adjust for anticipated Fixed Route services provided by National Express.
- Vehicle Maintenance increased for average and estimated maintenance costs.
- Facility Repair & Maintenance increased for average and estimated repairs and maintenance.
- Operating Fees increased for average and anticipated costs.
- Insurance increased for the projected cost for the fiscal year.
- Fuel increased based on projected cost for the fiscal year.
- Paratransit service increased for anticipated operator costs.
- Interest is decreased as the principle on the loan deceases.
- Non-Capitalized assets include security equipment, cameras, lighting, shelter panels/parts, driver safety barriers, COVID-19 PPE, and radio equipment. This line has been reduced to anticipated costs.

### **Capital Expenditures (Balance Sheet)**

- Rolling Stock includes the purchase of vehicles and associated equipment.
- Bus Facilities/Charging stations is decreased for Leeds avenue parking lot repairs and charging infrastructure. We anticipate this project to be completed during FY24.
- Bus Shelter Construction/Bench is estimated cost for shelters.
- Land is decreased for the purchase the Fairgrounds parcel. We anticipate purchasing the land in FY24.
- Facilities Construction is engineering and design costs for Shipwatch Square and Fairgrounds.
- Security Cameras and Equipment is funds available and anticipated expenditures to purchase security equipment at our facilities and on rolling stock.
- Capital (IT, Facility Repairs/Maint) is for the facility upgrades or repairs.

We will monitor the budget to ensure revenues and expenditure remain aligned and we will make recommended revisions as necessary.

If you have any questions, please contact me at 843-529-2126 or [robinm@bcdcog.com](mailto:robinm@bcdcog.com).



**CARTA**  
***Proposed* FY2025 Budget**

	<b>Approved Budget <u>FY 2024</u></b>	<b><i>Proposed</i> Budget <u>FY 2025</u></b>	<b><u>Variance</u></b>
<b><u>Revenues</u></b>			
Farebox	1,296,535	1,322,466	25,931
Passes & Mobile Ticketing	595,387	607,295	11,908
COC Shuttle	403,644	453,476	49,832
MUSC	753,157	763,456	10,299
City of Charleston - DASH	706,143	741,452	35,309
Local Contributions	37,131	-	(37,131)
Federal	8,862,392	10,156,366	1,293,974
State Mass Transit Funds (SMTF)	260,435	-	(260,435)
Sales Tax - Charleston County	12,684,369	13,415,772	731,403
Advertising	800,000	850,000	50,000
Interest	-	-	-
Insurance Proceeds	139,702	-	(139,702)
Sale of Asset	28,900	-	(28,900)
Miscellaneous	-	-	-
<b>TOTAL REVENUES</b>	<b>26,567,795</b>	<b>28,310,283</b>	<b>1,742,488</b>
<b><u>Expenditures</u></b>			
Retiree Benefits	9,307	9,581	274
Supplies	175,000	75,000	(100,000)
Printing	42,000	42,000	-
Automotive	3,450	3,525	75
Postage	200	200	-
Dues/Memberships	2,500	2,500	-
Office Equipment Rental	117,695	116,225	(1,470)
Office Equipment Maintenance	289,793	333,633	43,840
Rent	33,620	34,385	765
Communications	166,847	170,185	3,338
Utilities	316,501	322,832	6,331
Advertising	7,500	7,500	-
Professional Services			
Auditing	30,800	32,340	1,540
Legal	1,000	1,000	-
Custodial	25,542	25,542	-
On Demand Program	325,000	350,000	25,000
Electric Bus Master Plan	20,005	-	(20,005)
Other	25,000	25,000	-
Contract Services			
Shared Services - IGA	3,888,379	3,640,486	(247,893)
Fixed Route	14,676,071	16,244,786	1,568,715
Money Transport	11,604	11,836	232

**CARTA**  
**Proposed FY2025 Budget**

	<b>Approved Budget <u>FY 2024</u></b>	<b>Proposed Budget <u>FY 2025</u></b>	<b><u>Variance</u></b>
Security Services	105,560	105,560	-
Vehicle Maintenance	341,863	348,701	6,838
Facility Repair & Maintenance	32,213	47,250	15,037
Operating Fees & Licenses	45,000	50,000	5,000
Insurance	1,033,626	1,085,307	51,681
Fuel	1,450,000	1,493,500	43,500
Paratransit	3,308,576	3,657,569	348,993
Miscellaneous	5,300	5,400	100
Interest	47,843	43,440	(4,403)
Non-Capitalized Assets	30,000	25,000	(5,000)
<b>TOTAL EXPENDITURES</b>	<b><u>26,567,795</u></b>	<b><u>28,310,283</u></b>	<b><u>1,742,488</u></b>
 Excess (Deficit) of Revenues Over (Under) Expenditures	 <u>-</u>	 <u>-</u>	 <u>-</u>
<b><u>Capital Revenues</u></b>			
Rolling Stock	598,240	600,000	1,760
Bus Facilities/Charging Stations	1,197,724	-	(1,197,724)
Bus Shelter Construction/Bench Install	55,591	-	(55,591)
Land	1,066,800	-	(1,066,800)
Security Cameras/Equipment	300,318	131,511	(168,807)
Facilities Construction	264,436	2,211,406	1,946,970
Sales Tax - Charleston County	1,122,381	875,728	(246,653)
<b>TOTAL CAPITAL EXPENDITURES</b>	<b><u>4,605,490</u></b>	<b><u>3,818,645</u></b>	<b><u>(786,845)</u></b>
<b><u>Capital Expenditures</u></b>			
Rolling Stock	827,800	750,000	(77,800)
Bus Facilities/Charging Stations	1,524,571	-	(1,524,571)
Bus Shelter Construction/Bench Install	180,591	100,000	(80,591)
Land	1,333,500	-	(1,333,500)
Facilities Construction	330,545	2,764,257	2,433,712
Security Cameras/Equipment	368,483	164,388	(204,095)
Capital (IT, Facility Repairs/Maint)	40,000	40,000	-
<b>TOTAL CAPITAL EXPENDITURES</b>	<b><u>4,605,490</u></b>	<b><u>3,818,645</u></b>	<b><u>(786,845)</u></b>

**CARTA**

***Proposed* Detailed Budgeted Expenditures  
FY 2024/2025**

		<b>Approved Budget FY 2024</b>	<b><i>Proposed</i> Budget FY 2025</b>	<b>Increase (Decrease)</b>
RETIREE BENEFITS	Retiree Insurance	9,307	9,581	274
		<u>9,307</u>	<u>9,581</u>	<u>274</u>
SUPPLIES	Admin/Operations	50,000	75,000	25,000
	Rebranding	125,000	-	(125,000)
	Total	<u>175,000</u>	<u>75,000</u>	<u>(100,000)</u>
PRINTING	Printing	37,000	37,000	-
	Rebranding	5,000	5,000	-
	Total	<u>42,000</u>	<u>42,000</u>	<u>-</u>
AUTOMOTIVE	Parking/Mileage/Service	3,450	3,525	75
	Total	<u>3,450</u>	<u>3,525</u>	<u>75</u>
POSTAGE		200	200	-
	Total	<u>200</u>	<u>200</u>	<u>-</u>
DUES & MEMBERSHIPS	Metro Chamber	500	500	-
	TASC (SCAMI)	2,000	2,000	-
	Total	<u>2,500</u>	<u>2,500</u>	<u>-</u>
EQUIPMENT RENTAL	Electric Bus Battery Lease	106,470	105,000	(1,470)
	Electric Bus Battery Lease Property Tax	11,225	11,225	-
	Miscellaneous Equipment	-	-	-
	Total	<u>117,695</u>	<u>116,225</u>	<u>(1,470)</u>
OFFICE EQUIPMENT MAINTENANCE	IT / Camera Maint.	40,000	55,000	15,000
	Money Counting Equipment	2,000	2,000	-
	AVL Cloud Manager	18,555	19,832	1,277
	Genfare Support	19,602	20,190	588
	Electric Bus Mgmt Software	50,552	72,755	22,203
	CAD/ITS/AVL	159,084	163,856	4,772
	Total	<u>289,793</u>	<u>333,633</u>	<u>43,840</u>
RENT	Land	6,000	6,000	-
	Park & Ride	20,150	20,600	450
	Document Storage	2,425	2,450	25
	SC Works Charleston Center	5,045	5,335	290
	Total	<u>33,620</u>	<u>34,385</u>	<u>765</u>

**CARTA**

***Proposed* Detailed Budgeted Expenditures  
FY 2024/2025**

		<b>Approved Budget FY 2024</b>	<b><i>Proposed</i> Budget FY 2025</b>	<b>Increase (Decrease)</b>
COMMUNICATIONS	Telephone/Internet	44,384	45,272	888
	Tablets - Buses	47,463	48,413	950
	Radios	75,000	76,500	1,500
	<b>Total</b>	<b>166,847</b>	<b>170,185</b>	<b>3,338</b>
UTILITIES	Electricity	11,643	11,876	233
	Electricity -Charging Stations	294,030	299,911	5,881
	Water	10,828	11,045	217
	<b>Total</b>	<b>316,501</b>	<b>322,832</b>	<b>6,331</b>
ADVERTISING	ALL	-	-	-
	BUS WRAPS	7,500	7,500	-
	<b>Total</b>	<b>7,500</b>	<b>7,500</b>	<b>-</b>
PROFESSIONAL SERVICES	Audit	30,800	32,340	1,540
	Legal	1,000	1,000	-
	Custodial	25,542	25,542	-
	CARTA OnDemand	325,000	350,000	25,000
	Electric Bus Master Plan	20,005	-	(20,005)
	Other	25,000	25,000	-
	<b>Total</b>	<b>427,347</b>	<b>433,882</b>	<b>6,535</b>
CONTRACT SERVICES	Management Services	75,000	75,000	-
	Shared Services (IGA)	3,352,632	3,443,839	91,207
	Remix-Transit & OnDemand Planning (	67,469	53,975	(13,494)
	Mt. Pleasant St. Park & Ride Design (IC	29,172	29,172	-
	ITS System (IGA)	25,000	25,000	-
	Mobile Ticketing (IGA)	23,940	13,500	(10,440)
	Route Study (IGA)	315,166	-	(315,166)
	Fixed Route	14,676,071	16,244,786	1,568,715
	Money Transport	11,604	11,836	232
	Super Stop Security Services	105,560	105,560	-
	<b>Total</b>	<b>18,681,614</b>	<b>20,002,668</b>	<b>1,321,054</b>
VEHICLE MAINTENANCE		341,863	348,701	6,838
	<b>Total</b>	<b>341,863</b>	<b>348,701</b>	<b>6,838</b>
FACILITY REPAIR & MAINTENANCE	Facility Repair Misc	25,000	40,000	15,000
	Bus Wash Inspection	7,213	7,250	37
	<b>Total</b>	<b>32,213</b>	<b>47,250</b>	<b>15,037</b>

**CARTA**

***Proposed* Detailed Budgeted Expenditures  
FY 2024/2025**

		<b>Approved Budget FY 2024</b>	<b><i>Proposed</i> Budget FY 2025</b>	<b>Increase (Decrease)</b>
OPERATING FEES & LICENSES		45,000 <u>45,000</u>	50,000 <u>50,000</u>	5,000 <u>5,000</u>
INSURANCE	Administration	23,068	24,221	1,153
	Operating	1,010,558	1,061,086	50,528
		<u>1,033,626</u>	<u>1,085,307</u>	<u>51,681</u>
FUEL	Fuel	1,450,000 <u>1,450,000</u>	1,493,500 <u>1,493,500</u>	43,500 <u>43,500</u>
PARATRANSIT	National Express	3,308,576 <u>3,308,576</u>	3,657,569 <u>3,657,569</u>	348,993 <u>348,993</u>
MISCELLANEOUS	Misc	5,300 <u>5,300</u>	5,400 <u>5,400</u>	100 <u>100</u>
INTEREST	BB&T - Melnick Property	47,843 <u>47,843</u>	43,440 <u>43,440</u>	(4,403) <u>(4,403)</u>
NON-CAPITALIZED ASSETS	Non-Capitalized Assets	30,000 <u>30,000</u>	25,000 <u>25,000</u>	(5,000) <u>(5,000)</u>
<b>TOTAL OPERATING</b>		<b><u>26,567,795</u></b>	<b><u>28,310,283</u></b>	<b><u>1,742,488</u></b>
CAPITAL				
	Rolling Stock/Fleet Repair	827,800	750,000	(77,800)
	Bus Facilities/Charging Stations	1,524,571	-	(1,524,571)
	Bus Shelter Construction/Bench	180,591	100,000	(80,591)
	Land	1,333,500	-	(1,333,500)
	Facilities Construction	330,545	2,764,257	2,433,712
	Security/Cameras	368,483	164,388	(204,095)
	Capital (IT, Facility Repairs/Maint)	40,000	40,000	-
<b>TOTAL CAPITAL</b>		<b><u>4,605,490</u></b>	<b><u>3,818,645</u></b>	<b><u>(786,845)</u></b>



## MEMORANDUM

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**To:** CARTA Board of Directors  
**From:** Ronald E. Mitchum, CARTA Executive Director  
**Subject:** Request Approval of the 2024 Title VI Report Update  
**Date:** June 4, 2024

---

Title VI of the Civil Rights Act, as amended, prohibits discrimination on the basis of race, color, age, sex, or national origin. As a public transit provider, it is required that CARTA ensure all levels of our transit service are compliant with this federal mandate and that equitable protections are applied in the service provided. Specifically, Title VI provides that, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving financial assistance." (42 U.S.C. Section 200d).

CARTA is required by the Federal Transit Administration (FTA) to update its Title VI Program every three years, which includes a public participation plan that identifies and outlines engagement and outreach efforts. The only changes from the previous version are updated demographic information for the region and changes to the system details.

As the public transit provider for the Charleston Urbanized Area, CARTA is committed to making Title VI of the Civil Rights Act a part of the daily operations, integrating it in all programs and plans. The responsibility for daily operations and compliance, including the investigation of Title VI complaints, is assigned to our Title VI compliance officer. However, all CARTA staff share in this collective responsibility for implementing and adhering to this program.

The joint participation agreement with FTAT also contains assurances that the recipient, CARTA, shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, or national origin.

Staff recommendations approval and submits this item for your consideration.

Charleston Area Regional Transportation Authority

**Title VI Report:**  
**Title VI Policy & Procedures, Limited English Proficiency**  
**Plan, Public Participation Plan, and**  
**Major Service Change & Fare/Service Equity Policy**

Prepared for  
The Federal Transit Administration  
Office of Civil Rights

June 2024



**CARTA**  
FTA ID# 1115

5790 Casper Padgett Way  
North Charleston, SC 29406  
Telephone (843) 529.0400  
Contact Person: Robin Mitchum

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ACCESSIBLE FORMATS

This document is available in accessible formats upon request. Paper copies of this document as well as information regarding accessible formats may be obtained by contacting the Charleston Area Regional Transportation Authority at:

Charleston Area Regional Transportation Authority  
5790 Casper Padgett Way  
North Charleston, SC 29406  
Phone: (843) 529-0400

## Introduction

The provision of public transit services must be done with the involvement and for the benefit of all the region's residents. The Charleston Area Regional Transportation Authority (CARTA) is guided by federal Title VI of the Civil Rights Act and environmental justice mandates, and CARTA strives to not only meet these mandates, but to create an overall transparent, inclusive planning process. As the large urban transit provider, for the Charleston Urbanized Area, CARTA is committed to making Title VI of the Civil Rights Act a part of the daily operations, integrating it in all programs and plans so that it may serve as a guide for public participation efforts.

## Title VI of the 1964 Civil Rights Act

Title VI of the 1964 Civil Rights Act, as amended, protects any person in the United States on the grounds of race, color, or national origin from being excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance from the Department of Transportation. The Age Discrimination Acts of 1975 further prohibits exclusion based on age, and Title 23 USC 324 added that no person should be excluded from participation on the basis of sex. The Civil Rights Restoration Act of 1987 reemphasized all of the anti-discrimination laws and the applicability to federal programs.

By participating in FTA-funded programs, recipients provide the following assurance: *no person, on the grounds of race, color, creed, national origin, sex, age or disability be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program or activity funded in whole or in part by the FTA.* In addition, the joint participation agreement contains the assurance that *the sub-recipient shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, or national origin.*

Nondiscrimination requirements cover such areas as land acquisition and relocation of residences and businesses, impacts of construction, fixed guideways, placement of routes, vehicle assignments, and transit amenities available such as bus shelters, headways, passenger loads, environmental considerations, public involvement, and multilingual communication. It is critical that these elements be considered in the context of Title VI. In carrying out the provisions of the Department of Transportation (DOT) Title VI Regulations at 49 CFR part 21, additional documents referenced in the FTA circulars that incorporate Title VI principles are listed below:

- a. DOT Order 5610.2, the Department's Order on Environmental Justice, establishes the procedures used by the Department to comply with Executive Order 12898, "Federal Actions to address Environmental Justice in Minority Populations and Low-Income Populations," dated February 11, 1994. This order establishes procedures for the Department of Transportation to use in complying with EO 12898.
- b. The Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons ("DOT LEP Guidance"), 70 FR 74087, (December 14, 2005). This guidance is based on the prohibition against national origin discrimination in Title VI of the Civil Rights Act of 1964, as it affects limited English proficient persons.
- c. Section 12 of the FTA Master Agreement, which provides, in pertinent part, that the recipient agrees to comply, and assures the compliance of each third-party contractor at any tier and each subrecipient at any tier of the project, with the provisions of 49 U.S.C. Section 5332, which prohibits discrimination on the basis of race, color, creed, national origin, sex, or age, and prohibits discrimination in employment or business opportunity. Furthermore, the recipient agrees to comply,

and assures the compliance of each third-party contractor at any tier and each subrecipient at any tier of the project, with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. Sections 2000d et seq., and with 49 CFR part 21, “Nondiscrimination in Federally- Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act.” Unless FTA states otherwise in writing, all recipients shall comply with all applicable Federal directives, current or future, not listed herein.

### **Program Objectives**

1. Comply with the public involvement and environmental justice requirements of the Federal and State regulations.
2. Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
3. Provide specific opportunities for local citizens and citizen-based organizations to discuss their views and provide input on the subject areas addressed in plans, projects or policies of.
4. Ensure full and fair participation by all potentially affected communities in the transportation decision-making process.
5. Inform and educate citizens and other interested parties about ongoing CARTA Transit planning activities, and their potential role in those activities.
6. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
7. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

### **Required Reporting for General Program Elements**

- A. There are no active lawsuits or complaints, naming the Charleston Area Regional Transportation Authority (CARTA), which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- B. The most recent civil rights compliance review activities were conducted during the fiscal year 2024 Triennial Review, the review resulted in no findings.
- C. Civil Rights Assurance – Please see Appendix B
- D. DOT Title VI Assurance – Please see Appendix C

### **Required Reporting for Fixed Route Transit Providers**

#### Demographic Profile and Service Area Profile Description

According to the 2021 Census estimates following the 2020 decennial Census, the racial demographic of the Charleston-North Charleston urbanized area is 33.7% non-white. The Hispanic or Latino population comprised 5.9% of the non-white total. The data indicates that the portion of Hispanic or Latino individuals grew as a percentage of the population composition, while the portion of African Americans fell between the decennial censuses.

Demographic information available from the US Census, including average household income, concentrations of special groups, elderly persons, and low-income populations, will be employed to evaluate the level of transit provided to these groups. These data provide objective data as to the service being delivered. Data, to include but not limited to that noted below, will be collected and analyzed annually. Full reports on the demographic profile of the transit service area on-file at the CARTA offices.

	Berkeley County	Charleston County	Dorchester County
Total Population (2022 ACS Estimates)	245,117	424,891	172,255
Low-to-Moderate Income (2022 HUD)	39.2%	41.2%	39.7%
Regional Census Data-Minority Population (ACS 5-Year Estimates)	34.9%	32.6%	34.6%
Regional Census Data-Ethnicity Population (ACS 5-Year Estimates)	7.3%	5.4%	6.1%

Regional commuter travel patterns consist of a large directional peak hour flow toward the urban core, particular into the City of Charleston. The satellite towns around the urban core have a high proportion of residential uses that contribute to the strong directional travel to work site. The I-26 corridor is the major transportation facility that supports this movement and development has followed this transportation facility. CARTA has the highest ridership in the system along this corridor. It is served by an express route and a local route. Travel patterns have modified slightly in recent years with the growth of North Charleston as an employment center. CARTA has aligned services to accommodate this trend.

A transit customer survey was performed in 2020. While the overall travel pattern and demographics hold consistent between the general commuter patterns and transit users, the average income was lower for transit customers. Also, there were more female transit users than the ratio observed in the general commuter trends. CARTA will continue to monitor and update travel and demographic data to remain informed of any change in current trends.

Service Standards and Policies

CARTA has a responsibility to monitor its routes to ensure efficient service is being maintained. This responsibility includes overseeing that there are no irregularities in service with regards to minority verses non-minority routes. Through regular monitoring this responsibility is achieved using certain standards at which CARTA can evaluate the routes to ensure fairness and increase efficiencies. The Public Participation Plan presents the process used to involve the public in major service changes. The appendix of this document includes maps of CARTA’s service area and its demographic composition.

*Vehicle Load Factor* – CARTA has a policy of accepting a load factor of no more than one seat for every one and one quarter passengers during a peak hour (1:1.25). If a route is found to be above this ratio, CARTA policy directs that there be action taken to remedy the situation.

*Headway* – CARTA has typically used service demand as the indicator in assigning headways to a given route. There is a constant monitoring process of the ridership on each route and when resources are available headways are improved on any route that shows a need for expanded service. CARTA currently has a range in headways from every ten- (10) minutes on Route 203 at peak to every ninety- (90) minutes at peak on Route 41.

*Amenity Assignment* – CARTA regularly conducts studies on areas that are most in need of transit amenities. This list is compiled and as funding is available the most heavily used location receives the new amenity. CARTA has maintained all current amenities in the same fashion; each location is serviced at the same level unless there is reason for special attention on an as needed basis. *See appendix C for list of current amenities.*

*Vehicle Assignment* - CARTA uses various styles of buses for meeting its transit needs; each bus is maintained at the same level and all buses in their category are in comparable condition. CARTA policy has buses rotated out so that every bus is in a similar working order. Maintenance is completed on the same schedule regardless of route and all buses are monitored for cleanliness at the same standard. *See appendix D for list of current inventories.*

*On-time performance for each mode* - On-time performance is a measure of runs completed as scheduled. CARTA defines on-time performance if a vehicle completes a scheduled run between minus one and plus ten minutes late in comparison to the established schedule. On-time performance is measured against origins as well as specified time points along the route. The policy dictates that it is never acceptable for a vehicle to be running early (i.e., ahead of schedule). The percentage of runs completed system-wide or on a particular route is calculated and measured against the level of performance for the system. CARTA's operating contractor performs these performance checks and CARTA Staff oversees and audits the process. The percentage of runs completed on time shall meet and exceed 90% of all runs system-wide or on a particular route to meet this standard.

*Service availability for each mode* - Service availability is a general measure of the distribution of routes within the CARTA service area. CARTA defines service availability as it relates to coverage and population density. The more densely populated areas, comprised of areas with densities greater than the average, service shall be provided within a one-half mile walk.

*Assessment of Compliance* - CARTA policy directs monitoring of Title VI compliance on a monthly basis in order to ensure that the routes are in full compliance. It is also CARTA policy to review Title VI materials and assure proper compliance whenever there is a change in service. Monthly reports are to be kept using the end of the calendar month ridership data and all service changes are to be logged in the Title VI compliance quarterly reports.

#### Monitoring of Transit Service

In order to comply with 49 CFR Section 21.5(2), 49 CFR Section 21.5(b) (7) and Appendix C to 49 CFR part 21, monitoring of transit service provided throughout the service area will occur. Annual service monitoring activities shall be undertaken to compare the level and quality of service provided to predominantly minority areas with service provided in other areas to ensure that the end result of policies and decision-making is equitable service. If the monitoring determines that prior decisions have resulted in disparate impacts, corrective action to remedy the disparities will be taken. To fulfill this requirement, CARTA will implement collect data month and prepare an annual report.

#### **Title VI Notice and Procedure**

CARTA has taken steps to notify the public through its website as well as advertising inside each bus of the rights afforded under Title VI. Complaints are received and submitted to our executive director and legal counsel, all complaints are addressed immediately, and any necessary action is self-reported to FTA. A copy of the notice is provided in Appendix B of this document.

#### *Other Areas of Title VI Consideration:*

- A. Changes in Service Features: CARTA has added increased service on Route 104 as was indicated in the most recent Title VI filing as well as resuming service that was reduced in response to COVID-19

measures taken in the Spring of 2020, with a reduction to modified Sunday level services for parts of March, April, and May. A return to full service is resuming.

- B. Information Dissemination: Information on transit projects is disseminated to the Charleston Urbanized Area through the appropriate news media, the Charleston Area Regional Transportation Authority (CARTA) Board of Directors, the Charleston Area Transportation Study (CHATS) Policy Committee, and the Berkeley-Charleston-Dorchester Council of Governments (BCDCOG). All of these organized groups hold open meetings and forums to discuss transit service and projects, as needed. Meetings are typically attended by members of the news media in the Charleston area. In addition, these public bodies are required to advertise the dates of their meetings, as well as post notices of public hearings.
- C. Minority Representation on Decision-making Bodies: *See Appendix E of this report for a roster of committee members for CARTA projects.* Members are chosen to sit on these committees based on their project expertise and/or because they represent local interests concerning the project.
- D. Multilingual Facilities: CARTA has made efforts to assist non-English-speaking persons with multilingual customer service representatives and Spanish translations of route schedules. There are a variety of international visitors to Charleston thus signage and graphics for the Visitors Reception and Transportation Center currently incorporate international symbols. CARTA Instituted a LEP Program and the information is included in this report, *listed as Appendix F.*

## Title VI Complaint Process and Tracking Procedure

The following is the procedure employed by CARTA in tracking and investigating Title VI complaints. The procedure will also be offered to subrecipients as a sample process.

1. Any written or oral complaint alleging discrimination on the grounds covered by Title VI of the Civil Rights Act of 1964, as amended, should be recorded upon receipt on a log sheet maintained by the Title VI Coordinator. The log includes:
  - Name of complainant(s)
  - Date complaint was received
  - Nature of complaint
  - Action taken by agency
  - Initial / signature of the agency representative handling the complaint
  - A file opened with a numerical tracking number and date.
2. Once the complaint is recorded on the log sheet, it will **immediately** be forwarded to the Executive Director of CARTA for review and action. Failure to provide the requested information by a certain date may result in the administrative closure of the complaint. The Deputy Director of Finance and Administration, Robin Mitchum, is designated the Title VI Coordinator. In that capacity, the Coordinator is responsible for managing the complaint process from initial contact to resolution of the issue. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by CARTA in its financial assistance agreements with USDOT.
3. The Title VI Coordinator can be contacted at:

Robin Mitchum  
5790 Casper Padgett Way  
North Charleston, SC 29406  
Phone: 843.529.2126  
Fax: 843.529.0305  
E-mail: robinm@bcdco.com  
www.ridecarta.com

4. The status of the complaint will be updated in the log quarterly by the Title VI Coordinator. This log will be maintained with status updates to the file and the log indefinitely. Documentation related to a complaint will be filed and retained indefinitely. Complaint files will be archived every 5 years.
5. Should a satisfactory resolution not be reached, the complaint will be forwarded with a cover letter to the SCDOT, Title VI Coordinator, P.O. Box 191, Columbia, SC 29201-0191; as well as a copy of the cover letter to the complainant to advise them that the complaint was forwarded to SCDOT for investigation. CARTA staff will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. In instances where additional information is needed for assessment or investigation of the complaint, the complainant will be contacted in writing within 15 working days.
6. SCDOT will process the complaint in accordance with the approved Title VI Complaint Processing Procedures. In addition to the complaint process stated above, a complainant may file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IV, 230 Peachtree, NW, Suite 800, Atlanta, GA 30303.

## **Public Participation Plan**

### Introduction

In accordance with federal guidelines, CARTA developed a Public Participation Plan (PPP) that strives to involve all stakeholders while recognizing that minorities, low income are other populations need additional outreach. This plan documents the actions to be carried out by CARTA to ensure that opportunities exist for the public to be involved in transportation planning activities. The public participation policy is designed to ensure opportunities for the public to express its views on transportation issues and to become active participants in the decision-making process.

### Public Meeting Principles

Public meetings are held for a variety of reasons, and different levels of public input are expected. The purpose of these meetings is threefold:

1. To confirm the purpose and intent of the plan or project;
2. To present the trends and forecasts for the region; and
3. To gather public input.

Actions of meetings may result in the adoption or approval/disapproval of the CARTA policies, procedures, service modifications, budgets, procurement and expenditures, and/or allocation and suballocation of FTA programs. Other actions include adoption of resolutions for amendments, adjustments, endorsements, special plans and reports.

### Early Involvement

Early involvement with local community leaders will help to determine suitable meeting forums and information formats to foster valuable input, especially when soliciting input from disadvantaged populations.

### Understandable and Interesting Language/No Jargon

Meeting notices and materials will use appropriate, understandable language — acronyms and other technical jargon will be avoided to the extent that is possible to the subject matter. Efforts will be made to tailor advertising, project campaigns and slogans to generate the most interest possible. The MPO will make reasonable efforts to address identified language barriers in order to provide meaningful access to information on its plans and programs.

### Accessibility

CARTA meetings and public review meetings shall be held at a location and time that is convenient and accessible. When there are a series of public meetings being held throughout the region on a certain plan or program, at least one-quarter of these meetings shall be held at a time and location that is accessible by public transportation.

### Public Notification Procedures

Meetings notices shall be advertised in the Charleston Post & Courier Newspaper and documents shall be made available in draft form for public review and comment (in the offices of CARTA, at least fourteen (14) days prior to the Board Meeting where action is scheduled). Notices will also be sent to media outlets that focus on minority population in the community. These outlets include:

- La Raza 103.9 – Hispanic Radio Station
- El Informador Spanish Newspaper  
222 Coleman Blvd #111  
Mt. Pleasant, SC 29464
- Cumulus Radio (WWWZ. WMGL)  
4230 Faber Place Dr. North Charleston, SC
- Charleston Radio Group (WXST, WSPO Heaven1390)  
2294 Clements Ferry Rd. Charleston, SC
- WCSC Live 5 News  
2126 Charlie Hall Blvd. Charleston, SC
- On board CARTA bus fleet

### Outreach Tools and Techniques

The type of public outreach efforts employed for a particular project will be determined based on the project's overall regional and local impact. Highly localized projects may require more specialized outreach within the project's area of influence, rather than the broad outreach efforts required by others. Extensive outreach efforts throughout all areas of the region are conducted in order to assemble a broad cross-section of input into the decision-making process, including traditionally underserved areas. CARTA's outreach efforts in these areas will continue to provide these residents with an opportunity to voice their opinions and concerns. CARTA will continue to conduct, sponsor, and participate in special and community events that reinforce the mission and strategic plan of the organization, educate the public, and provide opportunities for public input.



## Tools

CARTA's approach in publicizing its public meetings may include the following outreach methods:

### Public Notices

Public notices and/or advertisements will be placed in newspapers, in addition to major regional newspapers deemed appropriate for the project. Public service announcements and meeting advertisements will be sent to popular minority and ethnic radio stations. Whenever possible and appropriate, public service announcements and meeting advertisements will be sent to the public access cable television station, in addition to regional network stations. A list of regional newspapers will be maintained by CARTA staff and made available on request.

A Notice of Title VI protection is posted at numerous locations throughout the Transit system. These notices inform members of the public of their protections under the Law and the procedure to contact CARTA staff to file a complaint. Specific locations where these notices are posted include the transit vehicles, the SuperStop transfer facility, the administrative offices at 5790 Casper Padgett Way, North Charleston, SC 29406, the operations office at 3664 Leeds Ave., and the System website.

### Paid Advertising

Various projects may require additional paid advertising in the form of newspaper, radio, or television ads. These will be more detailed than a standard Public Notice.

### Newsletters

CARTA produces and distributes a periodic newsletter that includes articles and other information of interest on CARTA's plans, programs, studies, and service modifications.

### Flyers/Posters

When appropriate, participation from target populations will be sought by posting flyers/posters and meeting notices in locations such as government centers, neighborhood shops, religious institutions, social service agencies, employment centers, bus stops/transit hubs, senior centers, public health clinics, public libraries, community centers and popular meeting places. Postcards and flyers may also be distributed directly to residents.

### Traditional Letters

When appropriate, traditional letters about plans, studies, projects or any other information deemed important for public input will be mailed out to interested parties, public libraries and to members of the advisory committees.

### Press Releases

Press releases will be released to ensure interested parties and the press is up-to-date on news and information concerning CARTA activities. The CARTA website (<http://www.RideCARTA.com>) will be employed as a tool for disseminating information on meetings, project updates and background. CARTA's website is a tool to describe and visually represent CARTA's plans, programs, meetings, and other appropriate information. A calendar is included on CARTA's website displaying scheduled committee meetings. Staff shall post draft documents on the website for public review and comment. The website shall contain, but not be limited to:

- Brief descriptions of current projects with available maps, photos, renderings

- Work products and publications
- Links to related agencies and planning partners — SCDOT, FHWA, etc.
- Current Operating Procedures
- A listing of current CARTA member jurisdictions
- Meeting calendars with agendas as soon as feasible
- Contact information — mailing address, phone, fax and e-mail
- Profiles of CARTA staff with current responsibilities

#### Mailing databases

The assembly of a database of names and addresses of social and civic groups, neighborhood and community associations and interested individuals will assist in the public outreach for the Public Participation Plan and other plans. The electronic list of names will serve as a mailing list for notification of meetings. Particular efforts will be made to include low-income, minority, disabled and non-English-speaking populations. To supplement the database, members of the public will be asked if they would like to be included on a mailing list as a part of comment forms dispensed and collected at public meetings. Mailing and e-mail addresses will be requested. E-mail messages and/or postcards will be sent to individuals and groups notifying them of meetings, in addition to the notices that are distributed to the local media.

By providing the opportunity for everyone to participate in the transportation planning process, CARTA ensures that the needs of all people can be met and that their desires for how the whole community should function and develop will be considered. To accomplish this, CARTA staff uses Census data to determine where concentrations of the underserved or underrepresented reside. Using this data, staff does the following:

1. Holds public meetings that are convenient to these geographic concentrations of low income and minority districts in terms of walkability and available transit options, which tend to be used more by low-income individuals than other forms of transportation;
2. Makes all draft documents available for public review via the techniques described above;
3. Residents or organizations that express an interest by attending public meetings or notify CARTA by other means are included in the direct mailing list to receive information about future events and plan development;
4. Continues to research creative methods of reaching these populations with information, documents, and invitations other than the techniques listed within this document;
5. Seeks out community leaders or representatives of these groups to participate in planning processes as appropriate and
6. Meets and makes presentations to organizations that represent these segments of the population as requested.

#### Public Outreach Opportunities:

As part of the public outreach to minority and low-income populations, CARTA participates in the regional Black Expo held in the City of North Charleston, the Charleston Green Fair, and the Summerville Flowertown Festival, the North Charleston Earth Day Festival, the Mexican Consulate events and other opportunities as they arise.

CARTA also continues to partner with the SC Department of Health and Environmental Control, the Medical University of South Carolina, the Lowcountry Aids Services, the University of SC School of Public Health and others on ways to develop programs and policies that address the needs of the disadvantaged groups. CARTA

contracts with the SC Works- Charleston Employment Center and this has added an additional opportunity to access the needs of those disadvantaged populations needing transportation services for employment.

#### Consultation with Interested Parties

CARTA will continue to provide notice of upcoming public review meetings or review periods being held on the draft and final documents. Notice will be provided to known interested parties including minorities, the disabled, elderly, low income and Limited English-speaking populations.

CARTA will also continue to strive to locate more partners by focusing on the following methods of outreach:

- Email notification, to organizations such as rural migrant mission
- Use of Facebook and other social media
- Use of ads on buses with a service change
- Coordination with human service transit providers
- Engage community leaders and churches in affected geographic area to information Resources

Other resources include:

- The Mobility Management Program operated by the BCDCOG
- 211 (United Way) has transportation information & coordinate for updates
- Low-income bus pass program, administered by BCDCOG SC Works-Charleston
- Use of Environmental Justice as a scoring criterion in LRTP/TIP project selection
- Continues maintenance of GIS data on minority & low-income

#### **Limited English Proficiency (LEP) Plan**

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency* indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

#### LEP Plan/Policy Summary

CARTA has developed a *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. These policies outline how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare the LEP policies, CARTA used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the CARTA
2. The frequency with which LEP persons come in contact with CARTA's services.
3. The nature and importance of services provided by CARTA to the LEP population.
4. The interpretation services available to CARTA and overall cost to provide LEP assistance.

Meaningful Access: Four-Factor Analysis

**1. The number or proportion of LEP persons in the service area who may be served or are likely to require CARTA’s services.**

A LEP person would interact with our agency as consumer of our transportation services. CARTA examined the 2021 Census Bureau’s American Community Survey, 5-Year Estimate data and was able to determine that in the tri-county area, the number of residents who spoke a language other than English at home can be broken down as follows:

<b>Ability to Speak English at Home for the Population Five Years Old and Over</b>			
	Berkeley County	Charleston County	Dorchester County
Total Population (2022)	245,117	424,891	172,255
Speaks English less than ‘very well’ (2022)	4,953	9,313	2,185
Percentage (2022)	2.0%	2.2%	1.7%

Berkeley County had approximately 4,953 persons or 2.0% of the county population who spoke English less than ‘very well.’ Charleston County had 9,313 persons or 2.2% of the county population who spoke English less than ‘very well.’ Dorchester County had 2,185 persons or 1.7% of county residents who spoke a language other than English less than ‘very well.’ In each county, Hispanics comprised the largest non-English speaking language group. It has been found that the literacy skills in this community are adequate to provide materials, such as schedule brochures in Spanish as an effective practice and does not represent a barrier.

**2. The frequency with which LEP persons come in contact with CARTA services.**

CARTA staff reviewed the frequency with which office staff have, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, CARTA has had no requests for interpreters and no requests for translated program documents. CARTA bus schedules present route information in English and Spanish. There is a Spanish-speaking customer service representative to assist LEP customers, which includes purchasing of passes. The CARTA website can be translated into numerous languages using imbedded software.

**3. The nature and importance of services provided by CARTA to the LEP population.**

Transportation and mobility are of great importance to the community. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities will often also meet the needs of LEP persons. A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States, and MPOs must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance. CARTA’s outreach activities service this role in the Latino Community.

**4. The resources available to CARTA and overall cost to provide LEP assistance.**

CARTA reviewed its available resources that could be used in providing LEP assistance and which of its documents would be most valuable to be translated if the need should arise. Resources are available, and

technology solutions, coordinating with local jurisdictions, or colleges are willing to provide voluntary Spanish and other language translation or large print if needed within a reasonable time period.

### Analysis

CARTA analyzed the four factors and determined that the population of LEP persons living in the Charleston region is relatively small when compared to the rest of the population. However, the resources have been provided and are available to provide to the LEP population. The Authority developed the following plan to assist individuals with Limited English Proficiency within its service region.

### Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to CARTA services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How CARTA staff may identify an LEP person who needs language assistance:

- Post notice of LEP Policies and the availability of interpretation or translation services free of charge in languages LEP persons would understand
- All CARTA staff will be provided with “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises
- All CARTA staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year
- When CARTA sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.
- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, have meeting notices, fliers, advertisements, and agendas printed in an alternative language, such as Spanish.
- When running a general public meeting notice, staff should insert the clause “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available”. Or if not sure of the need, staff should insert this clause, “Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la (Michelle Emerson) al teléfono (843) 724-7420, cuando menos 48 horas antes de la junta” which asks persons who need Spanish language assistance to make arrangements with CARTA within two days of the publication notice.
- Include this statement when running a general public meeting notice. “Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact (Michelle Emerson) at least two working days of the publication notice.”
- CARTA contracts with the Trident One Stop Employment Center and this has added an additional opportunity to access the needs of those needing transportation services for employment
- CARTA will continue to participate in the Black Expo, Charleston Green Fair, North Charleston Earth Day Festival and other events to foster outreach opportunities

- CARTA will continue to partner with the Mexican Consulate, the SC Department of Health and Environmental Control, the Medical University of South Carolina, the Lowcountry AIDS Services, the University of SC School of Public Health and others on ways to assess and reach the needs of the disadvantaged.

#### Language Assistance Measures

1. CARTA staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English or have disability that prevents them from fully participating in the public process
2. The following resources will be available to accommodate LEP persons:
  - Volunteer interpreters for the Spanish language and hearing impaired are available and will be provided within a reasonable time period.
  - Staff may be able to assist with written communications and all CARTA documents translation requests from LEP persons. The website content may now be easily converted to Spanish and 49 other languages through the use of the Babble Fish software on the website.

#### Staff Training

The following training will be provided to all CARTA staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the “I Speak” cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for CARTA will be required to follow the Title VI/LEP guidelines.

#### Translation of Documents

CARTA weighed the costs and benefits of translating documents for potential LEP groups. Considering the expense of translating all of the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is not necessary to have all documents translated. The following CARTA documents are currently available in Spanish: schedule information, Title VI notice, Transportation Disadvantaged Program brochure and application, and the Title VI complaint form.

#### Subrecipients and LEP Policies

Awareness of LEP has grown in recent years and CARTA is committed to assisting all persons achieve mobility. All fare information of subrecipients is posted on each bus and at the Transit Center in Spanish. Schedule information incorporates international symbols to improve the readability of transit information. Route signs have been installed throughout the system to aid navigation. CARTA will work with subrecipients to provide information in the requested format and advise them on methods to exceed compliance with Title VI provisions.

Currently, CARTA has one subrecipient. Staff monitors their compliance with Title VI through document inspections, field inspections, monitoring of service parameters, and oversight of the complaint process via annual submissions. CARTA would use the compliance checklist included herein as Appendix I. No federal funds would be suballocated until all the conditions are met.

**Environmental Justice**

Environmental justice is a program to ensure that one group is not unjustly subjected to burden the negative impacts of a construction project or general impact of an organizational decision. CARTA will include environmental justice considerations in capital investment projects and transit service delivery.

**Summary of Public Outreach and Involvement Activities**

In order to integrate into community outreach activities, viewpoints of minority, low-income, and LEP populations are sought out and considered in the course of conducting public outreach and involvement activities. An agency's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This is accomplished by conducting meetings in an open and welcoming manner. Meetings are held in transit accessible locations, with notices circulated in the newspaper of general circulation. Meetings are also published in minority papers per CARTA Public Participation Plan (PPP).

Multiple methods of communication are offered to our customers and citizens. Staff is accessible by telephone, e-mail, and in person. The agency contact information is published on the website, transit vehicle interior, route schedules, and all publications. Also, public participation is encouraged through the Metropolitan Planning Organization and organization-wide events.

**Determination of Site or Location of Facilities**

Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations:

1. CARTA will complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, CARTA will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
3. If the CARTA determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The recipient must show how both tests are met; it is important to understand that in order to make this

showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

#### Statement on Construction Projects undertaken during the Report Period

During the reporting period, a federally-funded construction project was completed by the recipient. It is an intermodal center that serves local transit, intercity transit, and intercity rail transit (Amtrak). The construction of passenger amenities was addressed in the amenities assignment section on page 5 of this document; however, 34 shelters using federal dollars were constructed during this period.

#### **Emergency Preparedness, Response, Mitigation, and Recovery Activities**

Recipients of federal financial assistance that provide information or services in connection with disasters must also comply with all other federal anti-discrimination provisions. Title VI and its implementing regulations obligate recipients of federal financial assistance to ensure nondiscrimination in federally-assisted emergency preparedness, response, mitigation, and recovery programs and activities. All recipients must comply with Title VI, as well as other antidiscrimination laws, at all times including during emergencies. Title VI provides that “[n]o person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Additionally, Title VI requires recipients to ensure that LEP persons have meaningful access to programs or activities, benefits, services, and vital information. Identifying the needs of the transit-dependent community and then addressing those needs in emergency planning can reduce or eliminate racial and ethnic, as well as economic, disparities in emergency response and recovery activities.

While the State and Counties are the responsible agencies for planning, oversight, and execution of the emergency preparedness, response, mitigation, and recovery activities, CARTA plays a role in evacuation and return to normalcy. CARTA affirms its commitment to nondiscrimination protections as promulgated in this Plan. Preparedness materials will be provided to the community through the same outlets CARTA uses to inform citizens about transit service. The LEP population will be engaged in the process using the same means discussed in the four-step process. Collecting and analyzing information about the race, color, national origin, languages spoken by LEP populations, and other demographic information of communities served by a federally assisted program, activity, or service is vital to addressing potential barriers that may have an unlawful discriminatory impact in emergency preparedness, response, mitigation, and recovery.

#### **Monitoring and Updating the Title VI and LEP Policies**

The Title VI Plan is designed to be flexible and is one that can be easily updated. At a minimum, CARTA will follow the Title VI Program update schedule for the LEP Plan. The next required Title VI Program update must be forwarded to the FTA by August 2024.

#### **Dissemination of CARTA’s Title VI Plan**

CARTA will post the Title VI Civil Rights and LEP Policy Updates on its website at [www.ridecarta.com](http://www.ridecarta.com). Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal internet service, all Charleston, Berkeley and Dorchester County libraries offer free internet access. Copies of the Title Civil Rights Update will be provided to any person or agency requesting a copy. Each LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to the Title VI Coordinator:



Robin Mitchum, CARTA, 5790 Casper Padgett Way, North Charleston, SC 29406  
Phone: 843.529.0400  
E-mail: robinm@bcdco.com

## **Major Service Change & Fare/Service Equity Policy**

### Purpose of the Policy

The purpose of the Major Service Change and Fare/Service Equity Policy is to define thresholds for determining major service changes and for determining whether potential fare and major service changes will have: a disparate impact based on race, color, or national origin; or a disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. For changes to existing transit fares, the FTA requires CARTA to prepare and submit fare equity analyses for all potential transit fare adjustments. CARTA is required to have established guidelines or thresholds for what it considers a "major" service change to be. For major service changes only, the FTA requires CARTA to prepare and submit an equity analysis which includes an analysis of adverse effects.

### Service & Fare Equity Analysis Goals

- Assess the effects of the proposed fare or service changes.
- Assess the alternatives available for people affected by change.
- Determine if proposals would have a disproportionately high and adverse effect on minority and low-income riders.
- Describe the actions proposes to minimize, mitigate, or offset any adverse effects

Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes. As depicted below, when a minority population is present, the correct analysis is a disparate impact analysis.

### Definitions (As provided in the FTA Circular 4702.1B)

Adverse Effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, rerouting, or route elimination.

Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where CARTA's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons include those persons who self-identify as being one more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Minority Populations means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Service Area is the entire area in which CARTA is authorized to provide public transportation service under appropriate local, state, and Federal law.

Service Level refers to the span of service (hours of operation), days of operation, trips and headways (service frequencies) for a transit route or the regional transit service.

Service Span is the span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, Saturday, Sunday, or a Holiday.

#### Major Service Change Policy

The following is considered a major service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

It is the policy of the CARTA Board of Directors that CARTA be responsive to the ever-changing transit service needs of the community in the CARTA service area. In striving to meet those changing needs, CARTA will follow the Federal Transit Administration requirements to review and evaluate its service on an ongoing basis. The types of service changes may vary from minor schedule adjustments to total route changes. The Executive Director shall have the authority to approve minor and short-term service changes as noted below. In an effort to provide adequate public notice and an opportunity to comment on major service changes, the following procedures shall be followed:

<u>Type of Service Change</u>	<u>Executive Director</u>	<u>CARTA Board No Public Hearing</u>	<u>CARTA Board With Public Hearing</u>
Percent of revenue vehicle mile For a given route directly affected by change of service <sup>1</sup>	≤ 10%	> 10 % to < 25%	≥ 25%
<u>Type of Service Change</u>	<u>Executive Director</u>	<u>CARTA Board No Public Hearing</u>	<u>CARTA Board With Public Hearing</u>
Percent of ridership on a given route directly affected by change in service <sup>2</sup>	≤ 10%	> 10 % to < 25%	≥ 25%
New transit route establishment	--	--	Any
Schedule changes	Any	--	--
Emergency changes of 90 days or less duration	Any	--	--
Demonstration service changes of 180 days or less duration <sup>3</sup>	--	Any	--
Major system-wide (full or partial) service changes, measured in miles or hours	1% or less <sup>3</sup>	1 – 5% <sup>3</sup>	5% or more

Exemptions

The major service change thresholds exclude any changes to service that are caused by the following:

- Initiation/Discontinuance of Temporary or Demonstration Services – The initiation or discontinuance of a temporary transit service or demonstration service that will be/has been in effect for less than one year.
- New Transit Service “Break-In” Period – An adjustment to service frequencies and/or span of service for new transit routes that have been in revenue service for less than 180 days. “Frequency” is the term used to describe how many scheduled bus trips per hour are present on a particular route, while “span of service” is the term used to describe the number of hours during a day that bus service is present on a particular route.
- Natural or Catastrophic Disasters – Forces of nature such as earthquakes, wildfires, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.
- Auxiliary Transportation Infrastructure Failures – Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension transit service.

**1 These are daily figures. If there is a cumulative effect of 25% or greater through a series of changes within a calendar year, a public hearing is required.**

**2 Any such change, however, must be noticed to the FTA Regional Office within five (5) days of implementation.**

**3 Unless a public hearing is required by one of the foregoing categories.**

- Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increase service frequencies.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.

#### Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations. For the purpose of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the CARTA service area average. As defined in the FTA Title VI Circular, Minority persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.

A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population.

If CARTA finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If CARTA chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are not alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

#### Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations. For the purpose of this policy, low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low-income population.

If CARTA finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If CARTA chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

#### Equity Analysis Data Methodology

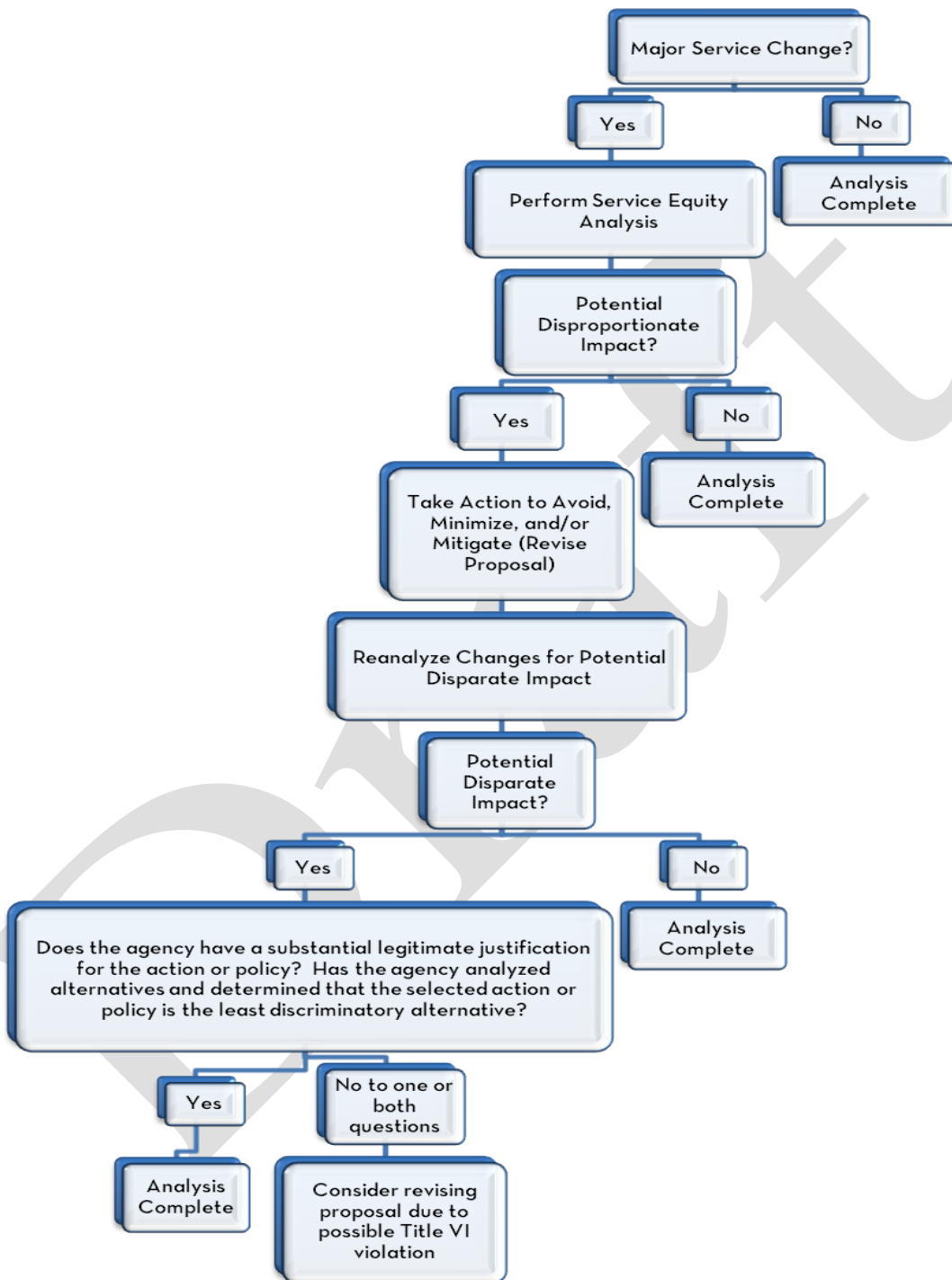
Category	Action	Evaluation Method
Fare	Adjustment	*On-board Survey profile data of affected fare category and/or Census Data
Service Span	Reduction	On-board Survey profile data of affected route Census Data
	Expansion	
Service Headway	Reduction	Census Data
	Expansion	
Route Length	Reduction	Census Data
	Expansion	Census Data
Route Alignment	Reduced Alignment	On-board Survey Data
	Expanded Alignment	Census Data
	Modified Alignment, Eliminated Segments, and Segments to New Areas	Census Data
New Route	New Route	Census Data

Equity Analysis Data Sources

Data Source	Data Provider	Collection Methodology	Evaluation Method
American Community Survey, Latest Edition	U.S. Census Bureau	Sample of general population	Identify minority and low-income population by Census tracts.
*CARTA On-Board Survey, 2020	CARTA	Sample of passengers riding at various times of the day and days of the week	Identify origin-destination patterns, ethnicity, household income and fare type usage among riders.

\*On-Board Survey data refers to the survey conducted by CARTA at least once every three (3) years.

### Major Service Change and Disparate Impact Policy Flowchart



## Fare Equity Analysis

1. Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations.
  - a. Exceptions.
    - i. “Spare the air days” or other instances when a local municipality or transit agency has declared that all passengers ride free.
    - ii. Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a rail system for a period of time and require passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.
    - iii. Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.
2. Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. CARTA will use on-board rider survey data in the fare change analysis. Census data will be used to supplement on-board data to describe the route’s service area characteristics. The following describes the techniques that will be used to collect data to support the analysis. CARTA will—
  - i. Perform an on-board survey to determine the number and percent of users and the fare media used. The farebox data collection software will be used to verify the survey. Census data will be used to supplement on-board data to describe the route’s service area characteristics.
  - ii. Review fares before the change and after the change;
  - iii. Compare the differences for each particular fare media between minority users and overall users; and
  - iv. Compare the differences for each particular fare media between low-income users and overall users.
3. Assessing Impacts. CARTA will evaluate the impacts of their proposed fare changes (either increases or decreases) on minority and low-income populations separately, using the:
  - a. Minority Disparate Impact Policy presented herein as applied to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost.
  - b. Public Participation Process. CARTA will engage the public in the decision-making process to develop the disparate impact threshold.
  - c. Modification of Proposal. If CARTA finds potential disparate impacts and then modifies the proposed changes in order to avoid, minimize or mitigate those impacts, the proposal will reanalyze the proposed changes in order to determine whether the modifications actually removed the potential disparate impacts of the changes.
  - d. Finding a Disparate Impact on the Basis of Race, Color, or National Origin. If CARTA chooses not to alter the proposed fare changes despite the disparate impact on minority ridership, or if it is found, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed fare change, the fare change may be implemented only if:
    - The transit provider has a substantial legitimate justification for the proposed fare change, **and**

- The transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.
- e. **Examining Alternatives.** If CARTA determines that a proposed fare change will have a disparate impact, alternatives to the proposal will be analyzed to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate effect on the basis of race, color, or national origin. The existence of such an alternative method of accomplishing the transit provider's substantial and legitimate interests demonstrates that the disparate effects can be avoided by adoption of the alternative methods without harming such interests. Where disparate impacts are identified, CARTA will provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.
- f. **Low-Income Disproportionate Burden Policy.** CARTA developed a policy for measuring the burden of fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing fare and the proposed fare as presented herein.
  - i. CARTA will engage the public in the decision-making process to develop the to develop the disproportionate burden threshold.
  - ii. At the conclusion of the analysis, if CARTA finds that low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare changes.

#### Service and Fare Equity Analysis for New Starts and Other New Fixed Guideway Systems

Should CARTA implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of "major service change" as defined by the transit provider. All proposed changes to parallel or connecting service will be examined. If the entity that builds the project is different from the transit provider that will operate the project, the transit provider operating the project shall conduct the analysis. The service equity analysis shall include a comparative analysis of service levels pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. The transit provider shall also conduct a fare equity analysis for any and all fares that will change as a result of the capital project.

#### Conclusion

The Civil Rights Act was established in the spirit of fair and equitable treatment of all persons. The preceding policies and performance measures seek to objectively indicate that CARTA has complied with the intent of the legislation. The data presented in the tables, text, and maps offer evidence that these requirements have been met. Transit service is a benefit for all citizens of this community and legislations, such as Title VI ensures that it is allocated equitably.



Appendix A – Title VI Complaint Form

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

Charleston Area Regional Transportation Authority
Robin Mitchum, Deputy Director of Finance and Administration
5790 Casper Padgett Way, North Charleston, South Carolina 29406
You may also call CARTA’s offices from 8:30 AM – 5:00 PM at 843-529-0400 or email askcarta@ridecarta.com

Complainant’s Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

Person discriminated against (if other than complainant)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

What was the discrimination based on? (Check all that apply)

- checkbox Race checkbox Color
checkbox National Origin checkbox Limited English Proficiency

Date of the incident resulting in discrimination: \_\_\_\_\_

Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper or use the back of the form.

Four horizontal lines for describing the incident.

**Title VI Complaint Form (continued)**

What CARTA representatives is the person alleging were involved? \_\_\_\_\_

Where did the incident take place? Please provide location, bus number, drivers name, etc. \_\_\_\_\_

Were there witnesses? Please provide their contact information.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

Did you file this complaint with another federal, state, or local agency; or with a federal or state court?

(Check the appropriate space)  Yes  No

If you answered yes, check each agency it was filed with:

- Federal Agency       Federal Court       State Agency
- State Court       Local Agency       Other

Provide contact person information for the agency you also filed the complaint with:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Date Filed: \_\_\_\_\_

Sign the complaint in the space below. Attach any documents you believe supports your complaint.

Complainant's Signature \_\_\_\_\_

Signature Date \_\_\_\_\_

Appendix B – Title VI Notice to the Public

## Notification of Public Rights under Title VI

Charleston Area Regional Transportation Authority (CARTA)

The Charleston Area Regional Transportation Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

For more information regarding the program and/or the procedures for filing a complaint, visit [www.rideCARTA.com](http://www.rideCARTA.com) and review the page entitled "Title VI", or contact CARTA's Title VI Program Coordinator at 843-529-0400 or [askCARTA@ridecarta.com](mailto:askCARTA@ridecarta.com). Si necesita información en otro idioma, comuníquese al 843-724-7420.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with CARTA at or directly with the Federal Transit Administration:

CARTA

Attention: Title VI Program Coordinator

5790 Casper Padgett Way

North Charleston, SC 29406



## Appendix C – Department of Transportation Title VI Assurance

### Department of Transportation Title VI Assurance

The Charleston Area Regional Transportation Authority (CARTA) (hereinafter referred to as the "Recipient") HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964. (hereinafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its FTA-assisted projects:

1. That the Recipient agrees that each "program" and each "facility" as defined in subsections 21.23(s) and 21.23(b) of the Regulations, will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or materiel subject to the Regulations and made in connection with FTA-assisted projects and, in adapted form in all proposals for negotiated agreements:

The Charleston Area Regional Transportation Authority (CARTA), in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to this Act and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under; FTA-assisted projects and (b) for the construction or use of or access to space on, over, or under real property

acquired, or improved under FTA-assisted projects.

- 8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
- 9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
- 10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the FTA-assisted projects and- is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in FTA-assisted projects. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Charleston Area Regional Transportation Authority (CARTA).

\_\_\_\_\_  
**Ronald E. Mitchum, Executive Director**

DATE: \_\_\_\_\_

**Witnessed by:**

\_\_\_\_\_

DATE: \_\_\_\_\_

## Appendix to Title VI Assurance

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. Compliance with Regulations: The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
2. Nondiscrimination: The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
4. Information and Reports: The contractor shall provide all information and reports required by these Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Charleston Area Regional Transportation Authority (CARTA) or the Federal Transportation Authority to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to the Charleston Area Regional Transportation Authority (CARTA), or the Federal Transit Administration as appropriate, and shall set forth what efforts it has made to obtain the information.
5. Sanctions for Noncompliance: In the event of the contractor's noncompliance with nondiscrimination provisions of this contract, the Charleston Area Regional Transportation Authority (CARTA) shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to:
  - (a) withholding of payments to the contractor under the contract until the contractor complies; and/or
  - (b) cancellation, termination, or suspension of the contract, in whole or in part.
6. Incorporation of Provisions: The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the Charleston Area Regional Transportation Authority (CARTA) or the Federal Transit Administration direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the Charleston Area Regional Transportation Authority (CARTA) to enter into such litigation to protect the interests of the Charleston Area Regional Transportation Authority (CARTA), and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that the Charleston Area Regional Transportation Authority (CARTA) will accept title to the lands and maintain the project constructed thereon, in accordance with the Regulations for the Administration of the Charleston Area Regional Transportation Authority (CARTA) and the policies and procedures prescribed by the Federal Transit Administration of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the Charleston Area Regional Transportation Authority (CARTA) all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto Charleston Area Regional Transportation Authority (CARTA), and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the Charleston Area Regional Transportation Authority (CARTA), its successors and assigns.

The Charleston Area Regional Transportation Authority (CARTA), in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over or under such lands hereby conveyed [,] [and]\* (2) that the Charleston Area Regional Transportation Authority (CARTA) shall use the lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this instruction.\*

\* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the Charleston Area Regional Transportation Authority (CARTA) pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination of Federally-

Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

**Include in licenses, leases, permits, etc.\***

That in the event of breach of any of the above nondiscrimination covenants, the Charleston Area Regional Transportation Authority (CARTA) shall have the right to terminate the [license, lease, permit, etc.] and to re-enter and repossess said land and the facilities thereon, and hold the same as if said [licenses, lease, permit, etc.] had never been made or issued.

**Include in deeds\***

That in the event of breach of any of the above nondiscrimination covenants, Charleston Area Regional Transportation Authority (CARTA) shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of Charleston Area Regional Transportation Authority (CARTA) and its assigns.

**The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by (Name of Recipient] pursuant to the provisions of Assurance 7(b).**

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in case of deeds, and leases add "as a covenant running with the land") that (1) no person on the grounds of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over or under such land and the furnishing services there on, no person on the grounds of race, color, or national origin shall be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination, and (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.



## Appendix D – CARTA’s Procedure on Service and Fare Changes

SECTION: SYSTEM WIDE POLICIES

POLICY: MAJOR AND MINOR SERVICE REDUCTION

POLICY No.: 2016-10

APPROVED BY: CARTA Board

DATE INITIATED/REVISED: 11.16.2016

### MAJOR SERVICE CHANGE

A major service change is a change that affects at least 10% of the route (as measured in terms of revenue hours). The process for major service changes are as follows:

- CARTA staff identifies a potential service change.
- CARTA staff investigates the feasibility of the proposed change and its impact on ridership, revenue hours of service, vehicle requirements, and operating cost. Fieldwork is undertaken to identify possible barriers to implementation (for example, there may be no place to turn the bus around). CARTA staff reports its findings to the CARTA Board, which directs staff to continue the process or to place the proposal on hold.
- CARTA conducts one or more public meetings on the proposed change.
- CARTA staff conducts a public hearing to present findings to the CARTA Board and may also offer a recommended course of action. The CARTA Board makes the decision whether to implement the change.

A major service reduction would proceed according to the following principles:

- Every effort would be made to preserve current levels of service on the core routes of the system. These are routes with the highest ridership and productivity that, taken together, constitute over 50 percent of CARTA ridership.
- Service cuts would focus on frequency first, then on days of service, then on span of service, and finally on discontinuation of entire routes. A decision that all service on a particular day or time of day would be discontinued is possible, even for core routes.
- The availability of alternate transit service nearby would be a specific factor in a decision to terminate a route, and neighborhoods currently with bus service would be left without service only if existing ridership and productivity were extremely low.
- Routes funded through alternate sources would not be affected, assuming that appropriate funds continued to be provided for these routes.

### MINOR SERVICE CHANGE:

A minor service change is a change that affects less than 10% of the route (as measured in terms of revenue hours). The process for minor service changes are as follows:

- CARTA staff identifies a potential service change.
- CARTA staff investigates the feasibility of the proposed change and its impact on ridership, revenue hours of service, vehicle requirements, and operating cost. Fieldwork is undertaken to identify possible barriers to implementation (for example, there may be no place to turn the bus around). CARTA staff reports its findings to the CARTA Board, which directs staff to continue the process or to place the proposal on hold while CARTA conducts one or more public meetings on the proposed change.
- CARTA staff develops a recommendation and presents it to the CARTA Board as an information item.
- A minor service change may include changes in routing and/or scheduling which are time-sensitive and critical to the daily operations of bus service (e.g., a detour or a road closure).
- This change would eliminate the need for a public meeting. CARTA would implement the changes immediately and inform the Board at the earliest opportunity.

SECTION: SYSTEM WIDE POLICIES

POLICY: MAJOR & MINOR SERVICE REDUCTION/TITLE VI: DISPARATE IMPACT & DISPROPORTIONATE BURDEN

POLICY No.: 2016-11

APPROVED BY:

DATE INITIATED/REVISED: 11.16.2016

*The purpose of the Major Service Change and Fare/Service Equity Policy is to define thresholds for determining major service changes and for determining whether potential fare and major service changes will have: a disparate impact based on race, color, or national origin; or a disproportionate burden on low-income populations.*

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, **“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”**, which became effective October 1, 2012.

The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

For changes to existing transit fares, the FTA requires CARTA to prepare and submit fare equity analyses for all potential transit fare adjustments. CARTA is required to have established guidelines or thresholds for what it considers a “major” service change to be. For major service changes only, the FTA requires CARTA to prepare and submit an equity analysis which includes an analysis of adverse effects.

**SERVICE & FARE EQUITY ANALYSIS GOALS**

- Assess the effects of the proposed fare or service changes.
- Assess the alternatives available for people affected by change.
- Determine if proposals would have a disproportionately high and adverse effect on minority and low-income riders.
- Describe the actions proposes to minimize, mitigate, or offset any adverse effects

Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes. As depicted below, when a minority population is present, the correct analysis is a disparate impact analysis.

**DEFINITIONS (AS PROVIDED IN THE FTA CIRCULAR 4702.1B)**

**Adverse Effect:** This is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, rerouting, or route elimination.

**Disparate Impact:** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where CARTA’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

**Disparate Treatment:** refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

**Disproportionate Burden:** refers to a neutral policy or practice that disproportionately affects low-income population’s more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

**Appendix E – Annual Service Monitoring Report**

**Title VI Review:  
2023 Service and Facility Standards Monitoring**



Prepared for  
The Federal Transit Administration  
Office of Civil Rights

**CARTA**  
FTA ID# 1115

5790 Casper Padgett Way  
North Charleston, SC 29406  
Telephone (843) 529-0333  
Contact Person: Megan Ross

**REQUIREMENT TO MONITOR TRANSIT SERVICE**

The Federal Transit Administration (FTA) requires that recipients undertake periodic service-monitoring activities to compare the level and quality of service provided to predominantly minority and low-income areas with service provided to other areas. To comply with this requirement, Charleston Area Regional Transportation Authority (CARTA) has chosen Option A: Level of Service Methodology. This option requires that recipients 1) select a sample of bus routes that provide service to a demographic cross section of the population, 2) assess the performance of each route in the sample for each service standard and policy, 3) compare the transit service observed in the assessment to the established service policies and standards, and 4) if observed service does not meet the stated policy or standard, determine why the discrepancy exists and take corrective action to correct the discrepancy.

The bus routes selected as a sample that provide service to a demographic cross section of the population include the follow. Those routes with an asterisk are serving areas that are comprised of greater than fifty percent minority and/or low-income individuals.

Route 10 - Rivers Avenue\*  
Route 11 - Dorchester/Airport\*  
Route 30 - Savannah Highway  
Route 102 - North Neck\*  
Route 213 - Lockwood/ Calhoun DASH\*  
Route 2 - East West Express (Mt. Pleasant/West Ashley)

The COVID-19 pandemic continues to impact services; however, CARTA's overall ridership decreased by .04% as compared to the previous the fiscal year. Per FTA guidance, CARTA continues to take steps to protect the health and safety of its riders through barriers, masks, and increased cleanings.

Due to COVID-19 impacts, routes Express Route 4 and HOP Route 7 continue to be suspended. Staff will continue to monitor demand as well as continued COVID-19 impacts before reinstating those services; or would proceed with outreach and Title VI analyses if it is determined that the resources from one or both of those services are better reallocated elsewhere within the system.

**Monitoring of Transit Service**

In order to comply with 49 CFR Section 21.5(2), 49 CFR Section 21.5(b) (7) and Appendix C to 49 CFR part 21, monitoring of transit service provided throughout the service area will occur. Annual service monitoring activities shall be undertaken to compare the level and quality of service provided to predominantly minority areas with service provided in other areas to ensure that the end result of policies and decision-making is equitable service. If the monitoring determines that prior decisions have resulted in disparate impacts, corrective action to remedy the disparities will be taken. To fulfill this requirement, CARTA will implement collect data month and prepare an annual report.

Vehicle Load Factor – CARTA has a policy of accepting a load factor of no more than one seat for every one and one quarter passengers during a peak hour (1:1.25). If a route is found to be above this ratio, CARTA policy directs that there be action taken to remedy the situation. Data is collected monthly from a combination of farebox software and hand counts and supplemented with operator reported full-to-capacity radio calls that are recorded by the dispatcher.

Headway – CARTA has typically used service demand as the indicator in assigning headways to a given route. There is a constant monitoring process of the ridership on each route and when resources are available headways are improved on any route that shows a need for expanded service. CARTA currently has a range in headways from every ten (10) minutes on Route 203 at peak to every sixty (60) minutes at peak on Route 30. Headway data is extracted from the published routes schedules.

Amenity Assignment – CARTA regularly conducts studies on areas that are most in need of transit amenities. A list is compiled and as funding is available the most heavily used location receives the new amenity. CARTA has maintained all current amenities in the same fashion; each location is serviced at the same level unless there is reason for special attention on as needed basis.

Vehicle Assignment - CARTA uses four styles of buses for meeting its transit needs, each bus is maintained at the same level and all buses in their category are in comparable condition. CARTA policy has buses rotated out so that every bus is in similar working order. Maintenance is made on the same schedule regardless of route and all buses are monitored for cleanliness at the same standard. CARTA utilizes 40 ft. buses for the commuter services (40 seated capacity), 35 ft. and 40 ft. vehicles for the local routes (34 seated capacity), 30 ft. for downtown services (24 seated capacity), and cutaway buses for the neighborhood routes (14 seated capacity). Calculated average loads are specific to the vehicle types for the analyses.

On-time Performance- On-time performance is a measure of runs completed as scheduled. CARTA defines on-time performance if a vehicle completes a scheduled run between one minute early or ten minutes behind in comparison to the established schedule. On-time performance is measured against origins and destinations as well as specified time points along the route. The policy dictates that it is never acceptable for a vehicle to be running early (e.g., ahead of schedule). The percentage of runs completed system-wide or on a particular route is calculated and measured against the level of performance for the system. CARTA’s operating contractor performs these performance checks and CARTA Staff oversees and audits the process. The percentage of runs completed on-time shall meet and exceed 90% of all runs system-wide or on a particular route to meet this standard.

**Route 10 Rivers Avenue (local)**

**Vehicle Load (FY 2023)**

	Standard	Average Load
Peak	125%	60%
Off-Peak	125%	61%

**Vehicle Headway (FY 2023)**

	Weekday	Saturday	Sunday
Hours of Operation	5:50 AM-12:57 AM	6:45 AM-12:17 AM	8:32 AM-9:31 PM
Service Frequency	20/25/30/60	25/45/60	25/30/60/70
Standard	60 minutes	60 minutes	60 minutes

**On-Time Performance (FY 2023)**

Standard	Observed
90% trips on-time (1 minute early, up to 10 minutes late)	October 2022 – 64% March 2023 – 68% September 2023 – 67%

Route 10 does not meet the on-time performance standard. Staff is monitoring Route 10 performance and will make adjustments as needed as commute patterns stabilize. Route 10 at times must detour due to flooding in the area of Rivers Ave. and Otranto Rd as well as stop for railroad crossings, both of which have negative impacts on-time performance. The schedule can be adjusted to reflect accurate travel times and staff is currently participating in multiple ways to improve the route. Additionally, on-time performance experiences difficulties over the weekend due to lower levels of service.

**Distribution of Transit Amenities**

The standards call for passenger amenities to be installed at the bus stop locations with the highest usage system wide. Route 10 has 34 of the system’s 133 shelters.

**Route 11- Dorchester / Airport (local)**

**Vehicle Load (FY 2023)**

	Standard	Average Load
Peak	125%	59%
Off-Peak	125%	65%

**Vehicle Headway (FY 2023)**

	Weekday	Saturday	Sunday
Hours of Operation	5:49 AM-9:50 PM	7:08 AM-9:19 PM	8:18 AM-7:50 PM
Service Frequency	40 minutes	40 minutes	60 minutes
Standard	60 minutes	60 minutes	60 minutes

**On-Time Performance (FY 2023)**

Standard	Observed
90% trips on-time (1 minute early, up to 10 minutes late)	October 2022 – 74% March 2023 – 66% September 2023 – 70%

Route 11 does not meet the on-time performance standard. The schedule can be adjusted to reflect accurate travel times.

**Distribution of Transit Amenities**

The standards call for passenger amenities to be installed at the bus stop locations with the highest usage systemwide. Route 11 has 17 of the system’s 133 shelters.

**Route 30 - Savannah Highway (local)**

**Vehicle Load (FY 2023)**

	Standard	Average Load
Peak	125%	62%
Off-Peak	125%	65%

**Vehicle Headway (FY 2023)**

	Weekday	Saturday	Sunday
Hours of Operation	6:00 AM – 9:24PM	6:45AM-12:09AM	8:50AM-6:56PM
Service Frequency	60	60	60
Standard	60 minutes	60 minutes	60 minutes

**On-Time Performance (FY 2023)**

Standard	Observed
90% trips on-time (1 minute early, up to 10 minutes late)	October 2022 – 80% March 2023 – 83% September 2023 – 83%

Route 30 does not meet the on-time performance standard. The schedule can be adjusted to reflect accurate travel times.

**Distribution of Transit Amenities**

The standards call for passenger amenities to be installed at the bus stop locations with the highest usage systemwide. Route 30 has 9 of the system’s 133 shelters.

**Route 102- North Neck (neighborhood)**

**Vehicle Load (FY 2023)**

	Standard	Average Load
Peak	125%	65%
Off-Peak	125%	58%

**Vehicle Headway (FY 2023)**

	Weekday	Saturday	Sunday
Hours of Operation	6:00 AM – 8:33 PM	8:15 AM – 8:55 PM	No Service
Service Frequency	60	60	
Standard	60 minutes	60 minutes	

**On-Time Performance (FY 2023)**

Standard	Observed
90% trips on-time (1 minute early, up to 10 minutes late)	October 2022 – 73% March 2023 – 75% September 2023 – 74%

Route 102 does not meet the on-time performance standard. The schedule can be adjusted to reflect accurate travel times.

**Distribution of Transit Amenities**

The standards call for passenger amenities to be installed at the bus stop locations with the highest usage systemwide. Route 102 has 6 of the system’s 133 shelters.

**Route 213- Lockwood/ Calhoun (downtown)**

**Vehicle Load (FY 2023)**

	Standard	Average Load
Peak	125%	50%
Off-Peak	125%	74%

**Vehicle Headway (FY 2023)**

	Weekday	Saturday	Sunday
Hours of Operation	6:20 AM – 9:15 PM	8:20 AM – 9:00 PM	9:20 AM – 7:00 PM
Service Frequency	45 minutes	45 minutes	45 minutes
Standard	60 minutes	60 minutes	60 minutes

**On-Time Performance (FY 2023)**

Standard	Observed
90% trips on-time (1 minute early, up to 10 minutes late)	October 2022 – 76% March 2023 – 81% September 2023 - 82%

Route 213 does not meet the on-time performance standard. The schedule can be adjusted to reflect accurate travel times.

**Distribution of Transit Amenities**

The standards call for passenger amenities to be installed at the bus stop locations with the highest usage systemwide. Route 213 has 6 of the system’s 133 shelters.

**Route 2 Commuter Express – West Ashley – Mt. Pleasant (express)**

**Vehicle Load (FY 2022)**

	Standard	Average Load
Peak	125%	110%
Off-Peak	125%	14%

**Vehicle Headway (FY 2023)**

	Weekday	Saturday	Sunday
Hours of Operation	5:20 AM-9:01 AM/3:07 PM – 8:36PM	No Service	No Service
Service Frequency	30 minutes		
Standard	60 minutes		

**On-Time Performance (FY 2023)**

Standard	Observed
90% trips on-time (1 minute early, up to 10 minutes late)	October 2022 – 84% March 2023 – 84% September 2023 – 84%

Route 2 does not meet the on-time performance standard. The schedule can be adjusted to reflect accurate travel times.

**Distribution of Transit Amenities**

The standards call for passenger amenities to be installed at the bus stop locations with the highest usage system-wide. Express Route 2 has 4 of the system’s 133 shelters.

**Conclusion**

CARTA strives toward the goal of making the service delivered both more efficient and effective. These analyses demonstrate that our overall trends meet most standards, yet work still needs to be done to better meet customer needs. It should be noted that COVID-19 impacts continue to be felt and it will take time to regain customer trust regarding safety before our ridership returns back to pre-pandemic levels. In the interim, the system will continue to adjust and work toward increased efficiencies and reliability.



**Appendix F – CARTA Board of Directors’ and Committee Profiles**

CARTA BOARD OF DIRECTORS MEMBERSHIP - As of March 2024

\* - Denotes minority membership

✓ - Denotes female membership

MR. MIKE BROWN\*  
City of North Charleston

MR. ED SUTTON  
Charleston Legislative Delegation

MR. HERB SASS  
Charleston County Council

MR. JIMMY WARD  
City of Isle of Palms

MR. JOE BOYKIN  
Charleston County Council

MAYOR CHRISTIE RAINWATER✓  
City of Hanahan

MR. ROB WEHRMAN  
Charleston County Council

MR. DANIEL BROWNSTEIN  
Town of Mt. Pleasant

MAYOR WILLIAM COGSWELL  
City of Charleston

MAYOR BRADLEY D. BELT  
Town of Kiawah Island

MR. DWAYNE GREEN\*  
Charleston Legislative Delegation

MR. MICHAEL SEEKINGS, Chair  
City of Charleston

VACANT  
City of Charleston

MAYOR PAT O’NEIL  
Town of Sullivan’s Island

MR. BRANDON HUDSON  
City of North Charleston

MS. MARY BETH BERRY✓  
Charleston Legislative Delegation

MAYOR WILL HAYNIE  
Town of Mt. Pleasant

MAYOR REGGIE BURGESS\*  
City of North Charleston

Staff will continue to encourage minorities to participate on boards, councils, and committees by describing the benefits and impact on the community to prospective representatives, discuss opportunities to be involved in the process at community events, create social media information about advisory committee meetings, and continue to look at the structure of committees.

## Appendix G – CARTA’s Fleet Breakdown

### CARTA Fleet Breakdown

Fixed-Route – CARTA has a sub-fleet of sixty-six (66) buses for fixed route services. These includes eight (8) 2010 New Flyer, five (5) 2012 New Flyer, two (2) 2014 New Flyer, three (3) 2013 New Flyer Midi, three (3) 2014 New Flyer Midi, two (2) 2018 New Flyer Midi, one (1) 2016 Goshen cutaway, five (5) 2019 Goshen cutaway, seven (7) 2021 New Flyer, and twenty-six (26) 2021 Proterra. The fixed-route fleet includes 25’, 30’, 35’, and 40’ length vehicles. All are ADA accessible.

Route 10	Route 40
Route 11	Route 41
Route 12	Route 42
Route 13	Route 102
Route 20	Route 103
Route 30	Route 104
Route 31	Route 203
Route 32	Route 301
Route 33	

Commuter Bus - CARTA has a sub-fleet of commuter-style over-the-road coach buses. These vehicles are used for CARTA Express service and are all ADA accessible. There are twenty-two (22) of these vehicles, including, three (3) 2015 New Flyer, and nineteen (19) 2018 Gillig. All commuter buses are 40 feet in length.

Express 1  
Express 2  
Express 3

DASH – The DASH (Downtown Area Shuttles) has a sub-fleet of nine (9) vehicles. These include seven (7) 2016 Midi and two (2) 2018 Midi. All are ADA accessible.

Route 210	Route 213
Route 211	

Paratransit – CARTA has a sub-fleet of twenty-four (24) ADA accessible paratransit vehicles. These include three (3) 2016 Goshen, two (2) 2017 Amerivan minivans, one (1) 2018 Amerivan minivan, one (1) Ford Cutaway, two (2) 2019 Ford Cutaway vehicles, and fifteen (15) 2023 Voyager minivans.

## Appendix H – Glossary

**American Community Survey (ACS)**: The ACS, which has replaced the long-form of the decennial United States Census, provides estimates of total population as well as population by ethnicity and income level. ACS five-year estimates, currently available for the 2005-2009 period, are available at small geographies appropriate to an equity analysis, namely the block group and tract level.

**Automatic passenger counter (APC)**: APCs provide counts of passengers getting on and off transit vehicles; APCs are commonly linked to automatic vehicle location (AVL) systems so that boarding and alightings can be analyzed for each stop and by time of day. While APC data alone offers no demographic characteristics of individual riders, it can be useful for assessing localized impacts of a proposed service change on ridership.

**Census**: The United States Census provides a count of total population and population by ethnicity on a decennial basis (every ten years); the most recent Census occurred in 2010. The block group or tract level is most suitable for an equity analysis as these geographies tend to be fairly small, especially in densely developed areas. Data on population by income level is no longer collected as part of the decennial Census; income data from the 2000 Census or more recent estimates from the American Community Survey (see above) may be used instead.

Some jurisdictions may conduct their own supplemental or special censuses. Data from these censuses may be used as well.

While Census or ACS data can be useful for service equity analyses, population data should not be confused with ridership. Entire tracts or block groups may not correspond to areas from which a route draws riders, and many factors beyond population influence ridership. Ethnicity and income data collected through a passenger survey can also provide the basis for an equity analysis provided that the survey sample is representative of and appropriately scaled to overall ridership.

**Farebox/faregate**: Many transit agencies now use computerized fareboxes and faregates that record ridership and the types of fare media used. This data can be analyzed to establish a fare payment profile for overall ridership; ridership data collected through fareboxes and faregates can also be used to assess the impacts of eliminating certain trips or reducing hours of service.

**Rider survey**: Surveys of transit riders can yield useful demographic, travel pattern and fare-payment data that can be applied to equity analyses. While surveys typically only reach a sample of riders, results can be extrapolated to overall ridership through statistical analysis provided that segments of overall ridership were adequately represented. Data from a recent rider survey that included questions on ethnicity, income level, ridership patterns (such as common trips) and fare medium usage could be used to address most, if not all, considerations required in a fare or service equity analysis.

**Alignment**: the routing of a transit line, which carries an associated length. For bus service, the extent of an alignment change can be expressed in terms of mileage or as a percentage of the alignment's length. A 25-percent alignment change to a line would correspond to 25 percent of the length of the current routing being adjusted or eliminated.

**Average fare revenue:** the amount of fare revenue that an agency collects per boarding on a line, for a mode or throughout a system. The average fare revenue may be significantly less than the advertised cash fare given discounts associated with transfers, passes and stored-value cards.

**Cost per rider:** the total cost of providing service divided by the number of passenger boardings. Cost per rider may be measured at the system level, incorporating all operating costs incurred by the agency; by mode, incorporating all costs associated with operation of that mode (but perhaps excluding administrative costs); or by line, based on assignment of certain categories of cost to each hour operated, mile traveled and/or vehicle used to provide service. Cost per rider may be used as a service standard; also see subsidy per rider (below).

**Farebox recovery (ratio):** the proportion of operating costs that are paid through passenger fares. Agencies often measure farebox recovery at the system level, by mode and by line; a minimum farebox recovery ratio may be specified as a service standard at the line level.

**Fare medium:** a means of paying a fare. Media vary by agency but often include cash, transfer cards, unlimited-ride passes (with daily, weekly and monthly passes especially common) and stored-value cards. Passes, which have fixed prices, offer greater discounts over cash fares with more frequent use; stored-value cards function similarly to cash but often provide a discount relative to the cash fare with each boarding.

**Frequency:** the number of trips operating in a certain period of time. Frequency should not be equated with headway but often is. (A service operating at 15-minute headways would have a frequency of four vehicles per hour – not a 15-minute frequency.)

**Headway:** the amount of time between vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to a more frequent service.

**Hours of service:** the start and end times of a line's operation. The start time corresponds to the time at which the first trip of the day begins; the end time may correspond to the time at which the last trip of the day begins or ends. In many cases, a line's hours of service differ between weekdays, Saturdays and Sundays.

**Linked trip:** a trip from origin to destination, potentially involving travel on multiple transit vehicles. A linked trip may therefore consist of multiple unlinked trips (or passenger boardings).

**Load factor:** the ratio of passengers aboard a transit trip to the number of seats. Load factor thus measures capacity utilization and passenger comfort in a transit system. Transit agencies may set maximum load factors and apply them to individual trips, groups of trips (i.e., rush-hour vs. off-peak averages on a certain line) or lines to identify where additional capacity is needed. Agencies may vary maximum load factors by category of service; for instance, a load factor of 1.0 may be prescribed for a long-distance, premium-fare express route, while a load factor above 1.25 may be permitted for a local route with frequent stops and high passenger turnover. Agencies may similarly establish minimum load factors for the sake of identifying unproductive services or trips.

**Minority/low-income transit route:** a transit line that operates through areas with disproportionately high concentrations of minority or low-income populations for a significant portion of its alignment.

“Disproportionately high” and “significant” are subject to definition by transit agencies. As an example, the prior version of the Circular (Circular 4702.1, May 1988) defined a minority transit route as “a route that has at least 1/3 of its total route mileage in a census tract(s) or traffic analysis zone(s) with a percentage of minority population greater than the percentage of minority population in the transit service area.”

**On-time performance:** the percentage of transit vehicles reaching scheduled points along a route on-time. The definition of “on-time” can vary by agency: some agencies may consider trips that reach a scheduled point a few minutes late or early to be on-time, for instance, while others may exclude early departures from their definition of on-time. Some agencies measure on-time performance at each scheduled timepoint for each trip, while others may measure only the proportions of trips that depart their starting points or arrive at their ending points on time. On-time performance may be analyzed at the timepoint, trip, line, mode or system levels to identify where schedules should be adjusted.

**Passenger boarding (or unlinked trip):** an instance of a passenger boarding a transit vehicle in revenue service. A passenger may board multiple transit vehicles (register multiple unlinked trips) in the course of completing a single linked trip (see above), as in the case of transferring between lines. Most transit agencies report ridership in terms of unlinked trips.

**Productivity:** the number of passengers that board a transit trip or line per unit of service operated (typically revenue hour or revenue mile). Many transit agencies set minimum productivity standards at the line level; agencies may also identify individual trips for elimination based on low productivity. Agencies may also identify lines or corridors for expansion based on high productivity.

**Service hours:** the total number of hours of service provided on a line during a given day. Service hours can be estimated by multiplying the number of one-way trips for a given line by the approximate end-to-end travel time of each trip. For instance, a line that operates 20 round trips per day, with each trip taking 45 minutes from end to end, would provide 30 daily service hours (20 round trips \* 2 one-way trips per round trip \* 45 minutes per trip = 1,800 minutes = 30 hours).

**Span of service:** the number of hours per day during which a line is in continuous operation, which often varies between weekdays, Saturdays and Sundays. For instance, a line that operates between 5:30am and 11:30pm would have an 18-hour span of service. A line that operates from 6:30am to 9:30am and 3:30pm to 6:30pm (with no midday service) would have a six-hour span.

**Subsidy per boarding (or per rider):** the cost per rider (see above) minus the average fare revenue. Unlike cost per boarding, subsidy per boarding provides an indication of an agency’s net cost for each trip provided. (If the subsidy is negative, then the service is profitable.) Subsidy per boarding may be measured at the agency level, by mode or by line; in the context of service standards, lines are typically assessed against a maximum permissible subsidy per boarding.

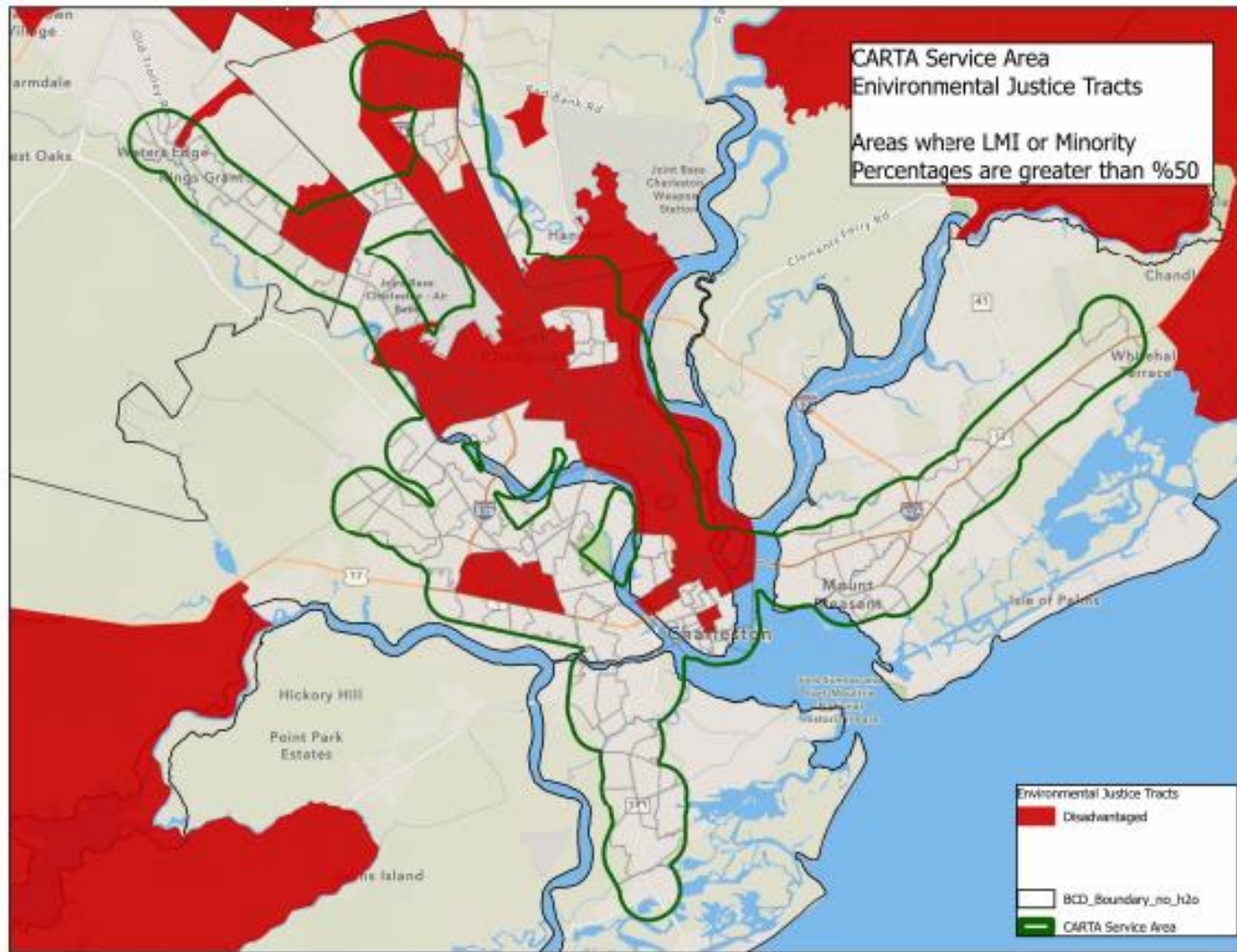
**Unlinked trip:** see Passenger Boarding above.

**Vehicle revenue hours:** the total number of hours per day in which transit vehicles operate in revenue service (i.e., collecting fares) on a line or group of lines, for a mode or for a system. Revenue hours typically include layover or recovery time at the ends of trips. Non-revenue travel, on the other hand, consists of trips on which transit vehicles are not in service and customers therefore not permitted. This often

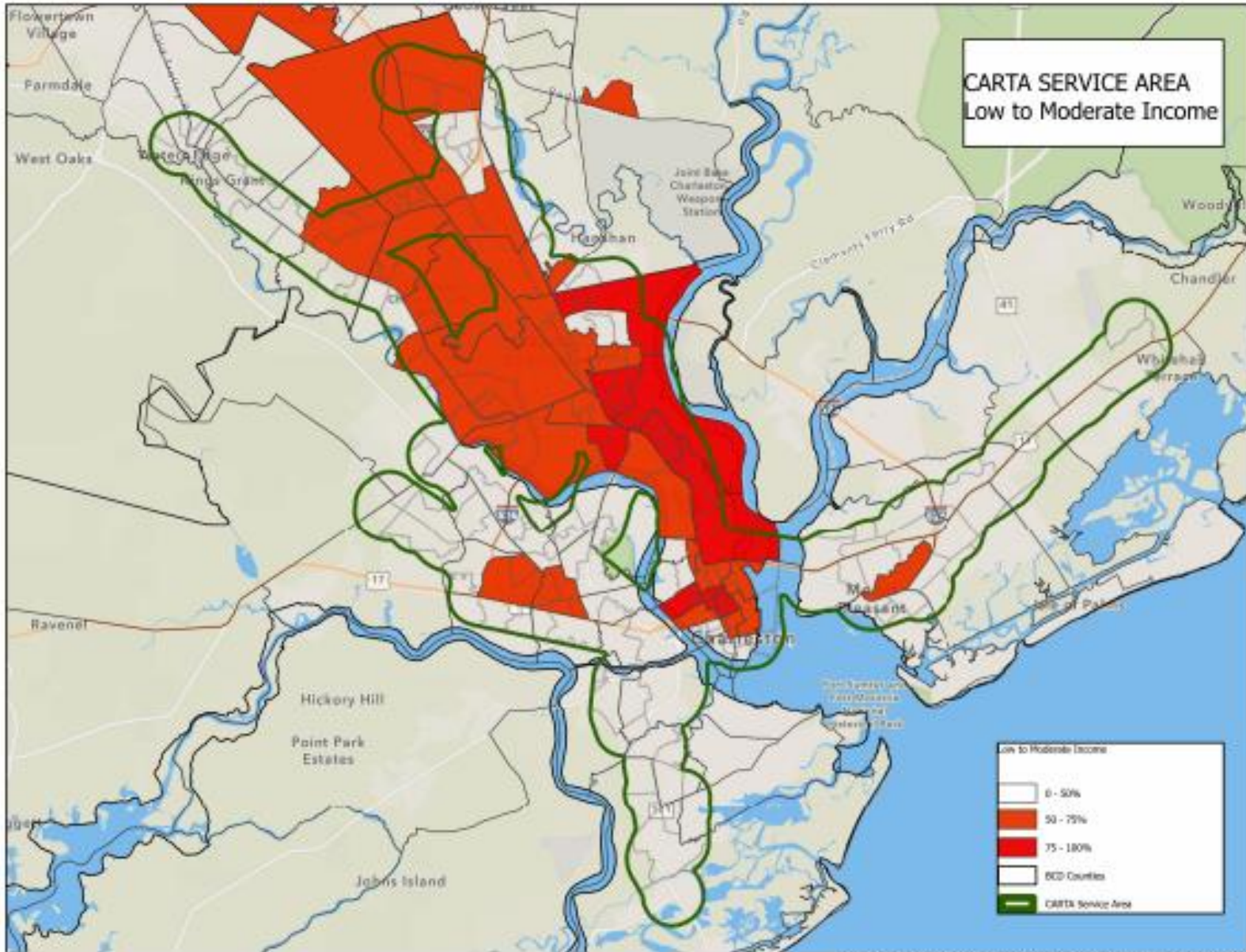
includes travel (sometimes referred to as “deadhead” trips) between a base and route terminus or between the termini of different routes.

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Appendix I – Demographic Profile Maps

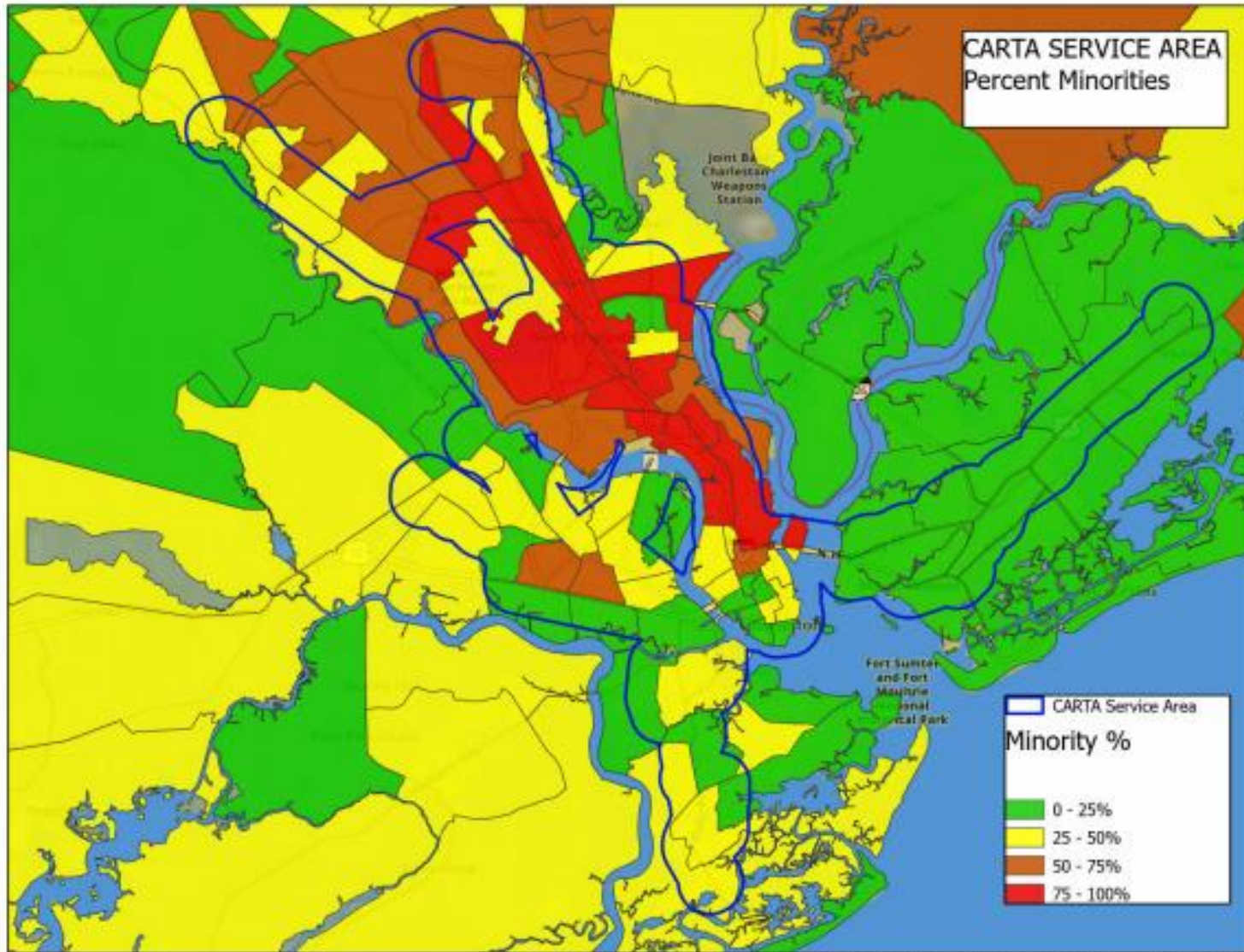


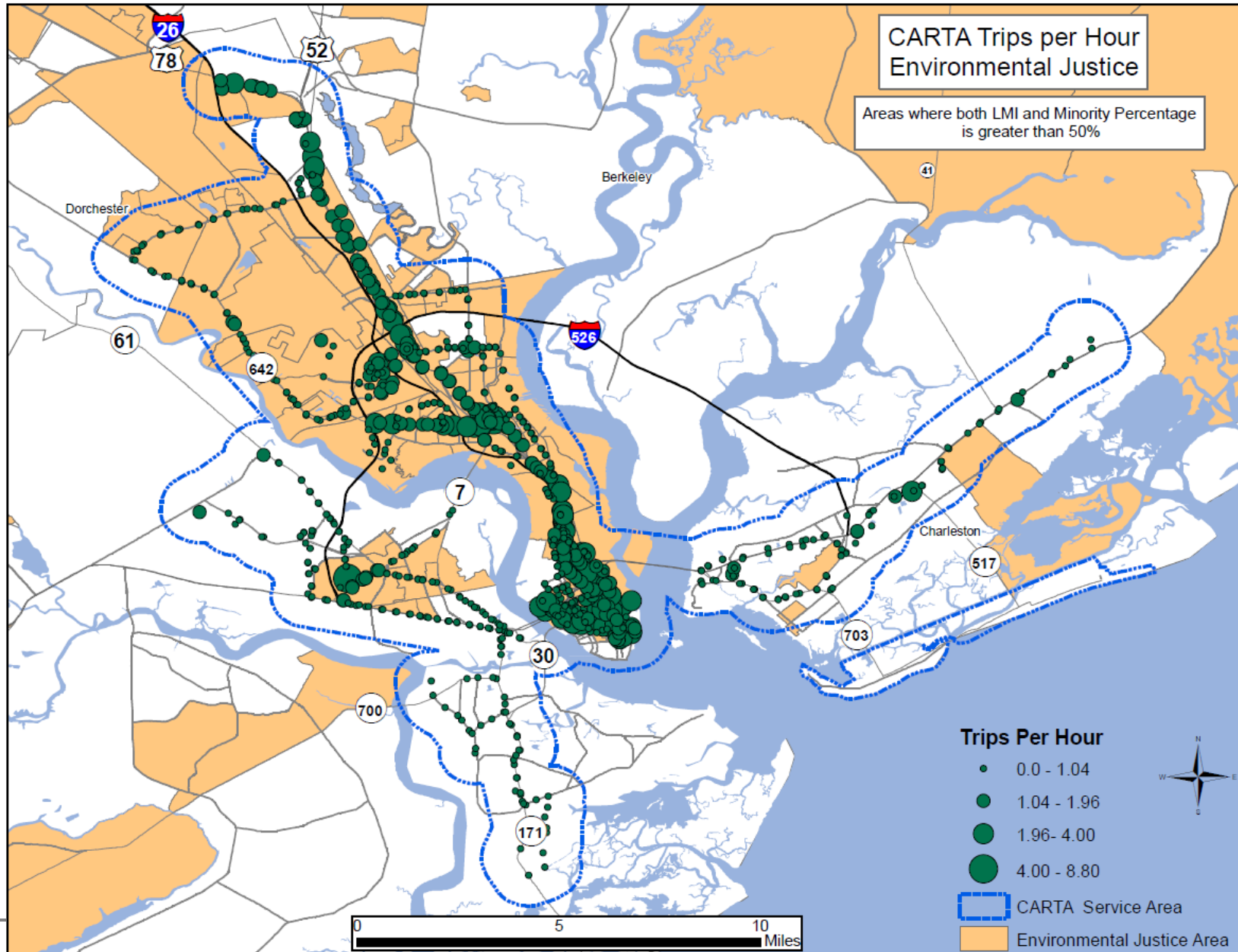
Charleston County GIS, Inc. Tom Tom, Garmin, SafeGraph, HERE/Mapbox, ESRI, EPA, NPS, USGS, USFWS



Cartographer: Camp GIS, Inc., Simlons, Ginn, Sefton, MEYER, USA, 2022, EPA, NPS, USDA, USFWS







## Appendix J – Title VI Checklist

### TITLE VI PROGRAM MONITORING CHECKLIST

Every three years, on a date determined by CARTA, each recipient is required to submit the following information as part of their Title VI Program. Recipients shall submit the information below.

#### General Requirements (Chapter III)

*All recipients must submit:*

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to CARTA.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

#### Requirements of Transit Providers (Chapter IV)

*All Fixed Route Transit Providers must submit:*

- All requirements set out in Chapter III (General Requirements)
- Service standards (App. A-2 FTA C 4702.1B)

- Vehicle load for each mode
- Vehicle headway for each mode
- On-time performance for each mode
- Service availability for each mode

Service policies

- Transit Amenities for each mode
- Vehicle Assignment for each mode

*Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:*

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

\_\_\_\_\_  
**Signature of CARTA Title VI Compliance Officer**

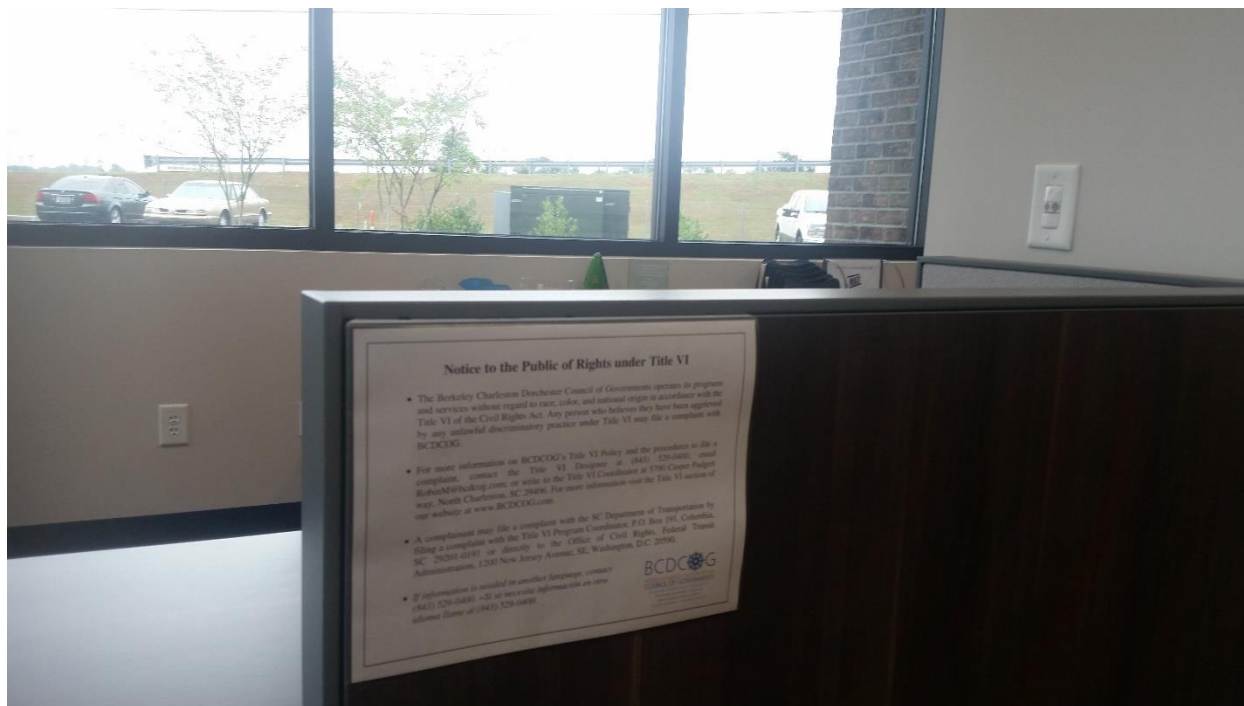
\_\_\_\_\_  
**Date**

**Appendix K - CARTA Board Notice and Minutes Adopting the Plan from June 12, 2024**

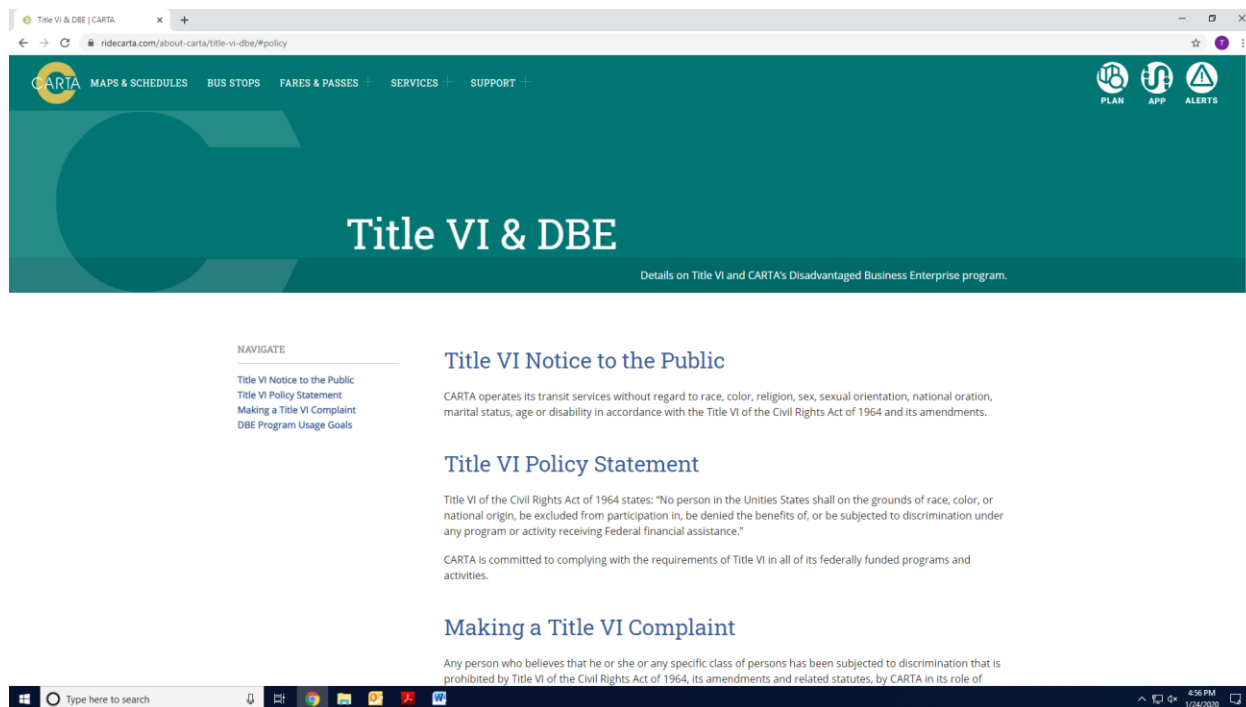
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**Appendix L – Title Notice Posted on Agency’s Website and in Agency’s Office**

**Photo of Notice at the Reception Desk**



## Posting on Agency’s Website





Charleston Area Regional Transportation Authority

## MEMORANDUM

**Date:** June 3, 2024  
**To:** CARTA Board of Directors  
**From:** Ronald E. Mitchum, Executive Director  
**Subject:** Transit Planning Project Updates for May 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

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## 1. Service Planning Initiatives

- Staff has continued moving forward fixing our APC issues. Staff has received quote for the scope of work from Syncromatics and UTA. Scope will go before the BCDCOG board for approval this coming month.
- Staff has put in recommended stop requests from the operators for the Rt. 10. Staff is now working on summarizing the surveys and making the recommendations to improve the Rt. 10 which includes a revised schedule adding frequency to weekday and weekend service.
- Staff implemented the Rt. 104 adjustment to resume servicing a portion of McMillan Ave. again. This was a recommendation from the operators who fielded passenger complaints regarding the removal of the route from McMillan Ave.
- Staff participated in the monthly route committee meeting.
- Staff participated in the North Charleston Expo.
- Staff assisted with monthly NTD sample reporting of ridership.
- Staff made all the extensive GTFS changes to reflect the reduction of Rt. 210 and then again for the addition of the Beach Reach.

## 2. Downtown Route Study

- Staff with Nelson/ Nygaard have reviewed the final draft of the Downtown Network Concepts, Future BRT Running Way Feasibility Review, and Downtown Transfer Location Assessment.
- At the June board meeting, we will present on all three.
- We will also do the last round of outreach in June, which will include the last TAC meeting.
- Additionally, we are working on the First/Last Mile Transit Access Analysis.

## 3. US 52 BRT Study

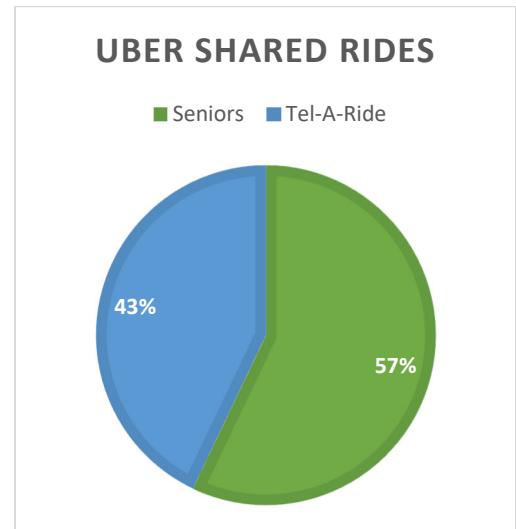
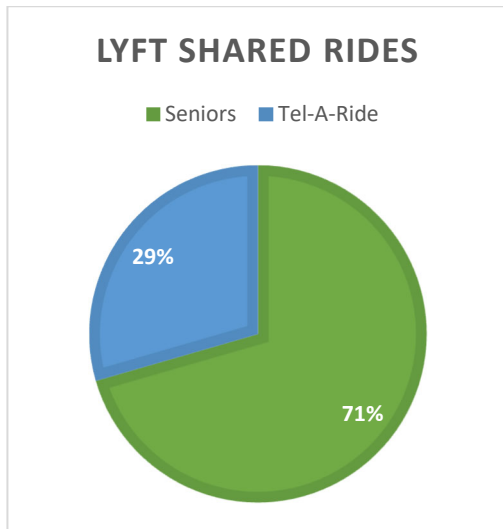
- Project team finalized the Project Management Plan (PMP) and Public Involvement Plan (PIP) deliverables.
- Project team is developing the existing conditions analysis in preparation for public meetings in September.
- Initial Stakeholder interviews to be scheduled for July/August.

# MEMORANDUM

## 4. CARTA OnDemand (TNC Pilot)

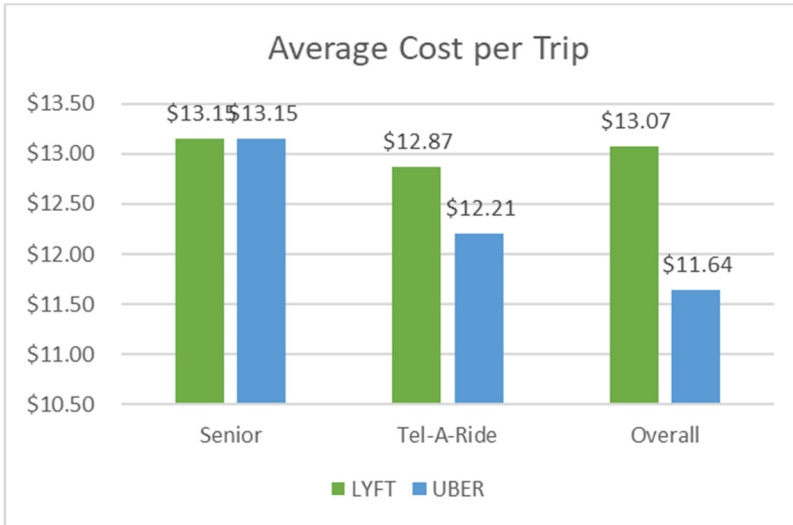
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. The service offers door-to-door subsidized services for seniors (55+) and Tel-A-Ride customers and covers the Tel-a-Ride service area Monday through Friday, between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

In May 2024, there were 1411 total senior riders and 190 total Tel-A-Ride customers approved to use OnDemand service, a total of 1601. Also in April, CARTA OnDemand had a total of 2966 trips with 40% of the trips being taken by paratransit customers and 60% being taken by senior customers.



In May, the 2966 trips (Tel-A-Ride and senior) averaged \$11.92 per trip. Tel-A-Ride trips averaged \$12.30 and senior trips averaged \$11.67. To date (February 2021 – present), CARTA has spent a total of \$302,466 on the OnDemand program.

# MEMORANDUM

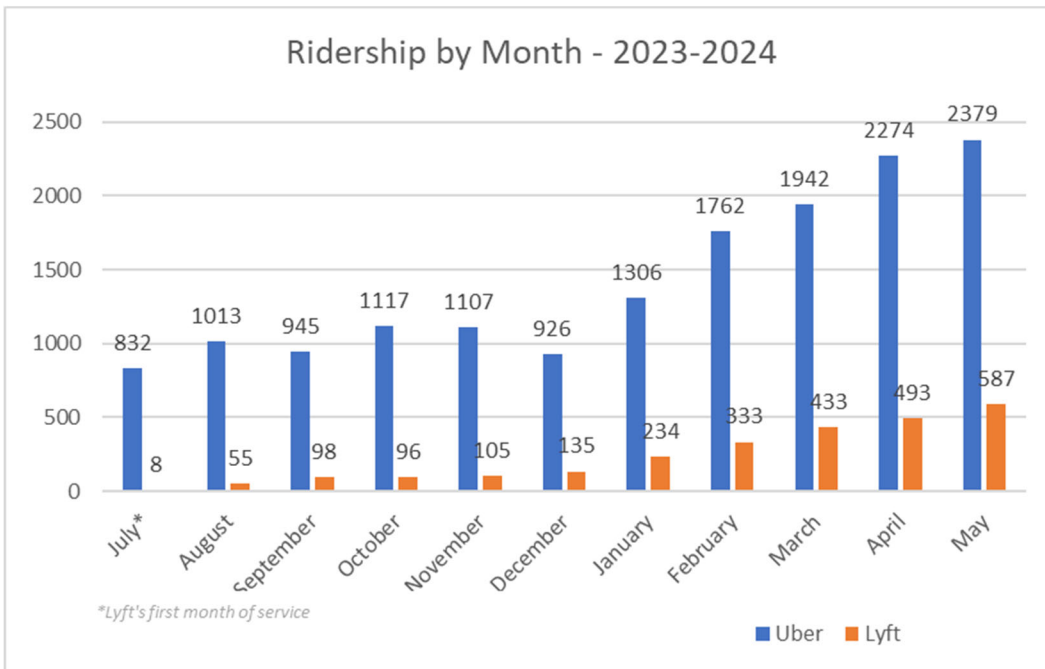


**LYFT STATISTICS**

- 587 Trips provided
- Avg Trip Cost: **\$13.07**
- 104 Unique Riders
- Total Cost: **\$7,671.96**

**UBER STATISTICS**

- 2379 Trips provided
- Avg Trip Cost: **\$11.64**
- 308 Unique Riders
- Total Cost: **\$29,780**



## 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.

# MEMORANDUM

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- 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 monthly.
- Ridership has risen consistently.

## 5. CARTA Shelter Improvement Program (SIP)

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

### Shelters/Benches in development:

- 133 Azalea Dr / Meridian Rd- The invoice for the initial scope was completed. ADA pad is being added.
- 583 Savannah Hwy / Oak Forest Dr – The invoice for the initial scope was completed. ADA pad is being added.
- 65 Rivers Ave / Rebecca St- Shelter construction in progress.
- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress. The project will be completed by October 2024.
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress. The project will be completed by October 2024.
- Glenn McConnell Parkway- Under Construction.
- 135 The Citadel- Shelter construction in progress.
- 304 Morrison Dr / Jackson St - Bench installation in progress. Issue with ADA.
- 302 Morrison Dr / Jackson St (Sanders-Clyde Elementary)- Shelter project. Issue with ADA.
- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Spring 2024 with completion by Jan 2025.
- Dorchester Road – SCDOT Safety Audit, currently reviewing for SCDOT. Updating plans in Fall of 2024.
- 484 King St / Mt. Pleasant St- CARTA initiated infrastructure.
- 329 America St / Columbus St- CARTA initiated infrastructure.
- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.

# MEMORANDUM

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- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. Shared easement agreement. Coordinating with MUSC on easement agreement progress.
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress. Pending completion.
- 100 Military Magnet Academy- Scope was adjusted to include bus stop 37. Engineering plans are being developed and coordinated with the LCRT project.
- 549 Waterfront Park- CARTA initiated infrastructure.
- Homes of Hope Affordable Housing- HWY 61.

## **Solar Lighting Project**

Installation of additional solar lighting is underway. CARTA met with bus drivers during their safety meetings to discuss new locations for solar lights. 112 locations were selected for Phase 2. We have received 50 lights. 8 solar lights have been installed and installation for the remaining locations are scheduled for June.

## **Digital Signage**

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

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

Three locations have been selected for new digital signs. DRC approval is pending before installation can occur.

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

## **6. Shipwatch Square/Transit Hub**

- NEPA: The project team has completed the draft Class of Action request, which will be submitted to FTA in June 2024
- A&E Design: Contracting with HDR to start A&E design
- Public Involvement: Continue to respond to requests from public/stakeholders as needed. Public meetings are anticipated to occur late 2024/early 2024.

## **7. Transit Oriented Development Study**

The Project team continues to advance deliverables and meet with stakeholders and community members.

- Final deliverables will be provided in July 2024.

# MEMORANDUM

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- A TAC meeting is scheduled for June 2024.
- Public engagement activities to continue through Summer and include outreach at community events, neighborhood meetings, and other outreach as needed.
- A Phase 3 grant was awarded for \$1.2 million to continue development of affordable housing plans and neighborhood plans to be procured/initiated in Fall 2024 upon completion of Phase 2.

## **8. Lowcountry Rapid Transit**

A&E Design: 60% Design Review is underway. Technical Working Groups and field reviews are being held. 60% design/ROW plans anticipated to be complete in Summer 2024.

Key Stakeholder Coordination: Key stakeholders have been reengaged with the start of design by Engineer of Record. Meetings were held with City of Charleston, City of North Charleston and Charleston County to review 60% design deliverable in advance of review/comments for city.

FTA Coordination: Bi-Monthly and quarterly meetings were held with FTA and the Project Management Oversight Consultant (PMOC) throughout the Engineering phase. PMOC participates in monthly risk review meetings. PMOC is planning a second site visit in August 2024 to align with 60% Risk Register Refresh

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. Reevaluation documentation for 60% design is underway and will be submitted to FTA in July/August 2024.

Maintenance Facility: BCDCOG has acquired the maintenance facility site. 30% Design is underway. Design schedule is being incorporated into the master LCRT schedule.

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

Public Involvement: Stakeholder and neighborhood meetings are ongoing. LCRT has been coordinating with outreach activities for the TOD and Downtown Transit Study efforts. The next round of LCRT focused public meetings will be in Fall 2024 with completion of 60% design.

# MEMORANDUM

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## 11. Dorchester TSP

The TSP Team has been working on the following tasks:

- Bi-Monthly Meetings Initiated
- Reviewing the signal inventory
- Developing a VISSIM model methodology
- Started VISSIM model setup for the Ladson/Old Trolley intersections.
- Developing a data collection plan
- Reviewing the best practices from other agencies.

A Back Office & CAD/AVL review is being scheduled for June 11-12.

## 9. Mt. Pleasant Street Park and Ride

Design is underway. We have responded to the 80 comments by the TRC and uploaded the changed plans to the City Citizens Self Service Portal. We are working with SCDOT on design permitting.

## 10. Fairgrounds Park and Ride

An offer to purchase the 6-acre parcel for \$1,333,500.00 was submitted to the ECFC attorney on May 8, 2024.

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

The property has been purchased. Staff are working with adjacent property owner and Berkeley County Water and Sanitation to make connection for sewer. Preliminary design is complete.

## 12. Mobile Ticketing Sales & Use

During the month of May 2024, mobile ticket sales totaled \$29,359.75. This a 46.3% increase in sales revenue over May 2023 and 18.3% increase over April 2024. Mobile ticket sales comprised 19.6% of total farebox revenue for the month and totals 15.7% of the revenue fiscal year to date. Mobile ticketing revenue constituted 11.3% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 44.3% greater than mobile ticket sales last year fiscal year to date. There were 1,530 unique users over the month, conducting 24,123 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 continued with ongoing equipment testing. The vendor returned to address a couple open items in the installation process and installed devices on three additional vehicles being used in revenue service. This work has been completed and the testing phase can be finalized. A full rollout is scheduled for late June 2024.



## MEMORANDUM

**Date:** June 4<sup>th</sup>, 2024  
**To:** Ronald E. Mitchum, Executive Director  
**From:** Megan Ross, Transit Planner  
**Subject:** May 2024 Ridership Report Summary Statistics

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

- Ridership for the month was 195,827 which is a 3.4 % increase from May of last year and a 5.8% decrease from the month of April.
  - Fare Riders 66.32% of total
  - Pass Riders 26.45% of total
  - Transfers 7.24% of total
- The passengers per hour averaged 11.1, which is a 3.4% decrease from last year and a 5.1% decrease from April.
  - Average cash payment per passenger was \$0.55, a 3% increase from last year.
- Revenue for the month totaled \$288,073.79 an increase of 3.8% from last year.
  - Farebox Revenue 72.7% of total
  - Pass/Presale Revenue 27.3 of total
- The system wide cost per passenger was \$6.12
- Routes that did not meet performance standards include Express 2- Mt. Pleasant-West Ashley Express, Express 3- Dorchester Rd- Summerville Express, Rt. 30 Savannah Highway, 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 5,037.



- The cost per Tel-A-Ride trip was \$42.67

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

## CARTA Monthly Performance May 2024

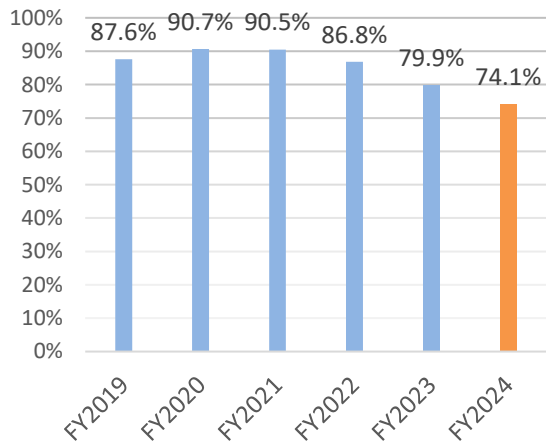
### Fixed Route Performance:

- Passengers per Hour: 11.1
- On Time Performance: 74%
- Complaints per 100,000 Passengers: 2.0
- Compliments per 100,000 Passengers: 0.5
- Miles between Road Calls: 24,447
- Revenue Vehicle Accidents per 100,000 Miles: 3.3
- Preventable Accidents per 100,00 Miles: 2.5

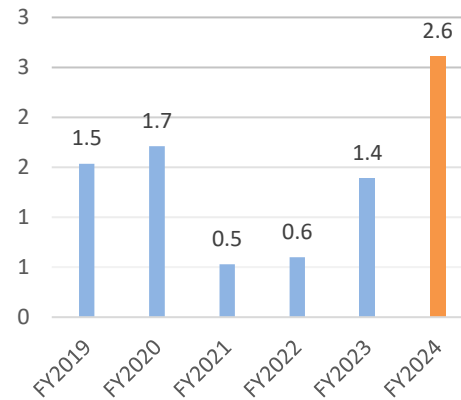
### Fixed Route Annual Trends FY 2019 – FY2024

*(Notes: 1 - FY2024 is partial year data)*

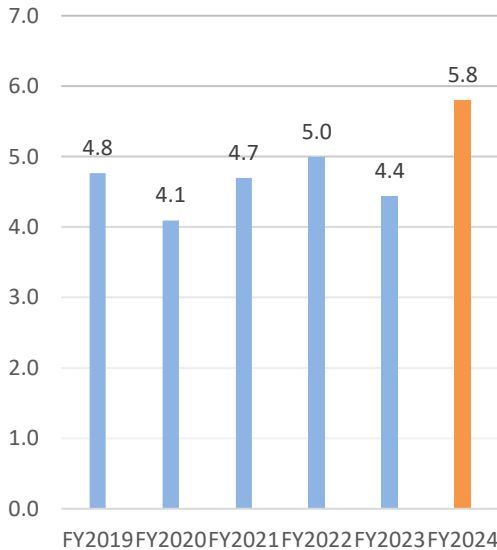
#### ON TIME PERFORMANCE



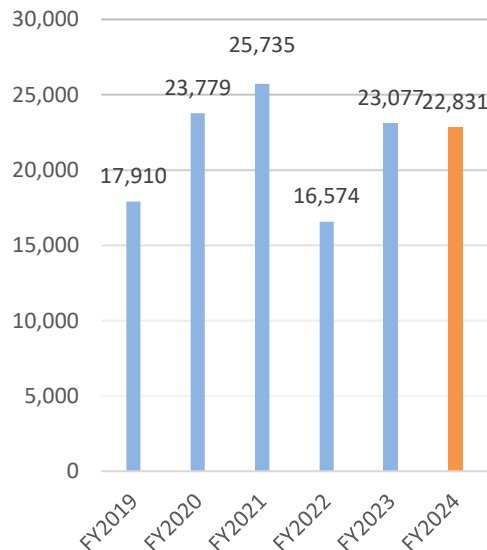
#### COMPLAINTS PER 100,000 PSGRS



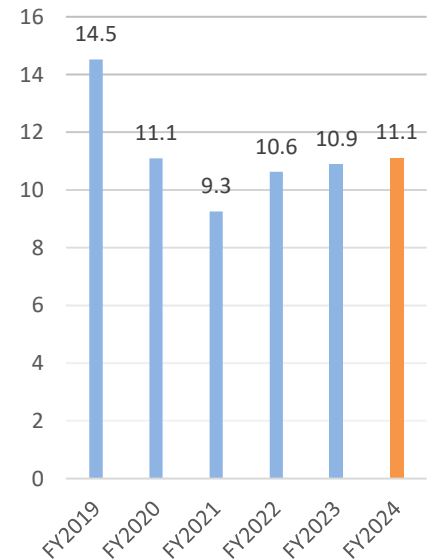
#### ACCIDENTS PER 100,000 MILES



#### TOTAL MILES B/W ROAD CALLS



#### PASSENGERS PER HOUR



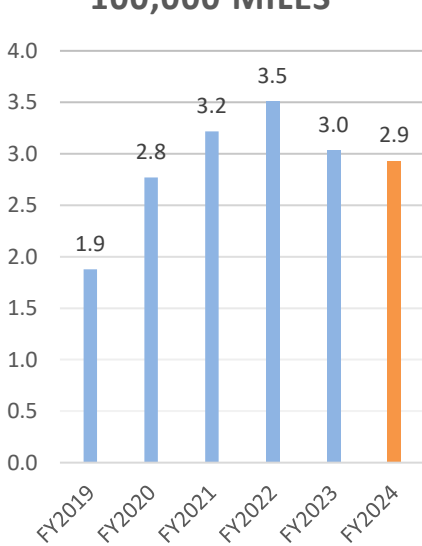
### Paratransit Performance:

- Total Passengers: 5,037; Passengers per Hour: 1.6
- No Shows: 174
- On-Time Performance: 91%
- Complaints per 1,000 Passengers: 0.2
- 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

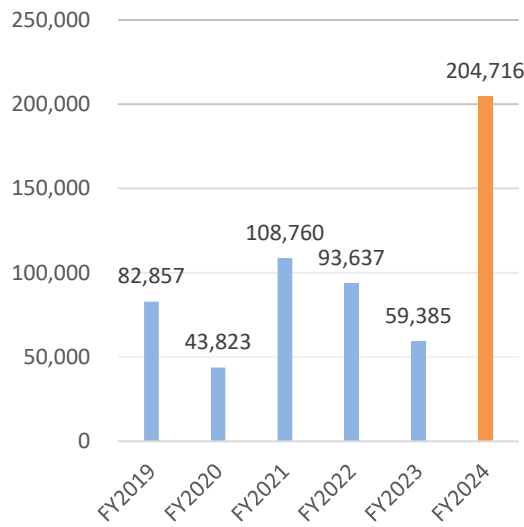
### Paratransit Annual Trends - FY2019 – FY2024

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

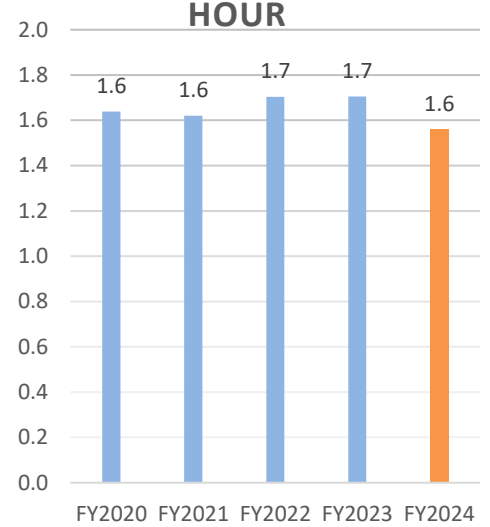
#### ACCIDENTS PER 100,000 MILES



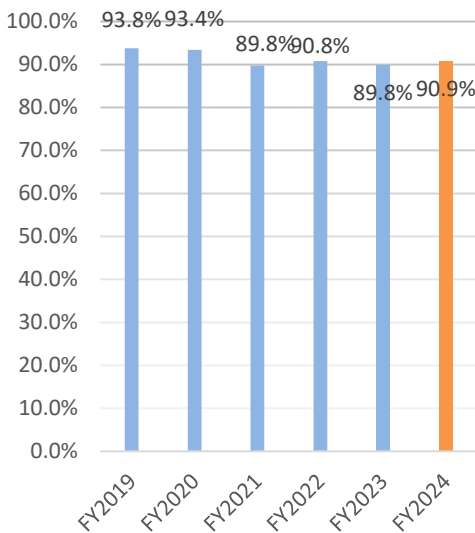
#### MILES B/W ROAD CALLS



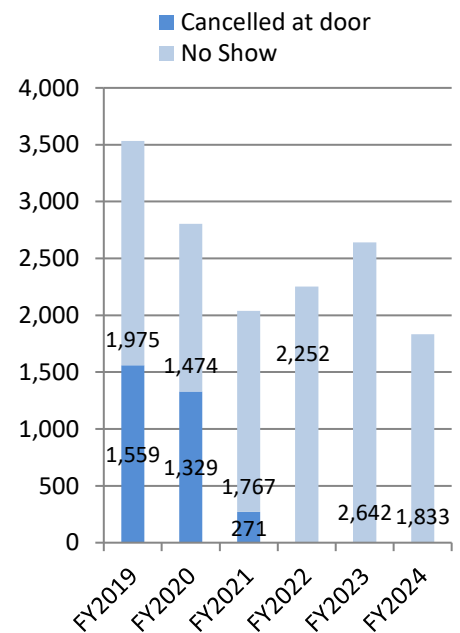
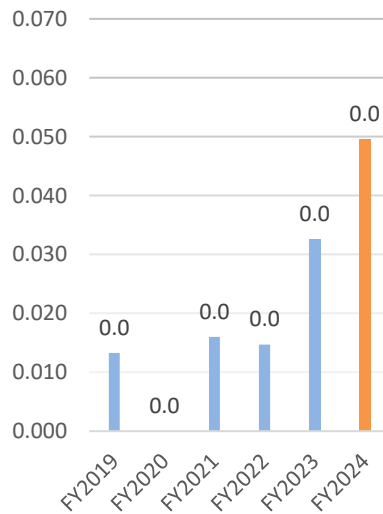
#### PASSENGERS PER HOUR



#### ON TIME PERFORMANCE



#### COMPLAINTS PER 1,000 PASSENGERS



## Revenue/Cost/Ridership for the Month of May 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	\$305.18	\$ 11,330.65	\$ 11,643.24	\$11,635.83	\$ 59,335.38	706.35	19.6%	\$ 8.78	0.24%	-5.00%	8	8	1%	15	5,382	5,431	49	1%	2.77%
2 Mt. Pleasant-West Ashley Express	\$ 550.75	\$ 6,666.51	\$ 7,199.82	\$ 7,217.26	\$ 58,122.38	691.91	12.4%	\$ 13.56	-6.96%	-5.00%	6	5	-2%	15	3,808	3,753	(54)	-1%	1.92%
3 Dorchester Rd-Summerville Express	\$806.09	\$ 5,084.74	\$ 5,547.47	\$ 5,890.83	\$ 40,253.31	479.19	14.6%	\$ 10.11	-4.74%	-5.00%	7	7	9%	15	3,160	3,398	239	8%	1.74%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 38,018.15	\$ 11,762.49	\$ 47,293.01	\$ 49,780.64	\$ 235,596.80	2,804.63	21.1%	\$ 4.67	1.76%	-10.00%	16	14	-11%	20	39,042	39,760	719	2%	20.30%
11 Dorchester Rd/Airport	\$ 11,405.00	\$ 4,137.41	\$ 16,923.37	\$ 15,542.41	\$ 102,328.02	1,218.15	15.2%	\$ 6.21	-4.19%	-10.00%	13	11	-13%	20	15,197	13,986	(1,211)	-8%	7.14%
12 Upper Dorch/Ashley Phosphate Rd	\$ 15,760.43	\$ 5,316.69	\$ 18,113.72	\$ 21,077.12	\$ 112,003.46	1,333.33	18.8%	\$ 5.06	-0.56%	-10.00%	11	13	21%	20	14,555	17,972	3,417	23%	9.18%
13 Remount Road	\$ 5,401.55	\$ 2,021.36	\$ 5,650.57	\$ 7,422.91	\$ 70,657.28	841.13	10.5%	\$ 9.25	-8.87%	-10.00%	8	8	3%	20	5,143	6,833	1,690	33%	3.49%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,011.80	\$ 6,000.00	\$ 56,701.90	675.00	10.6%	\$ 4.56	-8.79%	-10.00%	20	16	-17%	20	12,546	11,111	(1,435)	-11%	5.67%
30 Savannah Highway	\$ 3,775.53	\$ 1,411.69	\$ 4,865.32	\$ 5,187.22	\$ 56,311.28	670.35	9.2%	\$ 10.71	-10.16%	-10.00%	7	7	-1%	20	4,672	4,772	100	2%	2.44%
31 Folly Road	\$ 3,550.25	\$ 1,198.57	\$ 5,639.81	\$ 4,748.82	\$ 72,636.39	864.69	6.5%	\$ 16.76	-12.84%	-15.00%	6	5	-16%	10	4,611	4,051	(559)	-12%	2.07%
32 North Bridge	\$ 6,293.96	\$ 2,485.59	\$ 7,720.75	\$ 8,779.55	\$ 73,195.01	871.34	12.0%	\$ 7.67	-7.38%	-10.00%	10	10	1%	20	8,007	8,402	395	5%	4.29%
33 St. Andrews/Ashley River Rd	\$ 7,071.42	\$ 2,867.60	\$ 10,250.94	\$ 9,939.02	\$ 62,629.13	745.56	15.9%	\$ 5.44	-3.50%	-10.00%	13	13	-1%	20	9,668	9,693	25	0%	4.95%
40 Mt. Pleasant	\$ 3,922.07	\$ 1,360.63	\$ 4,982.00	\$ 5,282.70	\$ 57,577.20	685.42	9.2%	\$ 11.37	-10.20%	-10.00%	6	7	9%	20	4,111	4,599	488	12%	2.35%
41 Coleman Boulevard	\$ 1,379.07	\$ 360.34	\$ 1,722.98	\$ 1,739.41	\$ 32,795.54	390.41	5.3%	\$ 25.50	-14.07%	-10.00%	4	3	-13%	20	1,412	1,218	(194)	-14%	0.62%
42 Wando Circulator	\$ 962.46	\$ 283.17	\$ 1,165.55	\$ 1,245.63	\$ 31,173.44	371.10	4.0%	\$ 31.27	-15.38%	-15.00%	3	3	-3%	10	977	957	(20)	-2%	0.49%
102 North Neck/ Rutledge Ave	\$ 1,274.78	\$ 683.29	\$ 1,401.45	\$ 1,958.07	\$ 42,261.81	503.10	4.6%	\$ 17.45	-14.74%	-15.00%	4	5	18%	10	1,895	2,310	414	22%	1.18%
103 Leeds Avenue	\$ 568.63	\$ 298.01	\$ 828.60	\$ 866.64	\$ 15,033.98	178.97	5.8%	\$ 14.06	-13.61%	-15.00%	6	6	2%	10	952	1,007	56	6%	0.51%
104 Montague Avenue	\$ 1,798.43	\$ 730.48	\$ 2,751.67	\$ 2,528.91	\$ 63,638.01	757.57	4.0%	\$ 24.75	-15.40%	-10.00%	6	3	-42%	10	2,779	2,469	(310)	-11%	1.26%
203 Medical Shuttle	\$ 4.00	\$ 43,026.34	\$ 39,942.44	\$ 43,030.34	\$ 43,404.25	516.70	99.1%	\$ 0.03	79.76%	-10.00%	25	22	-10%	10	11,901	11,526	(375)	-3%	5.89%
210 Aquarium/ CofC DASH	\$ -	\$ 38,791.44	\$ 43,414.44	\$ 38,791.44	\$ 38,932.78	463.47	99.6%	\$ 0.02	80.26%	-15.00%	8	13	67%	10	4,526	6,180	1,654	37%	3.16%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 90,230.78	1,074.14	28.6%	\$ 2.66	9.21%	-15.00%	27	23	-15%	10	24,128	24,189	61	0%	12.35%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 37,142.68	442.16	26.4%	\$ 2.79	6.99%	-15.00%	18	22	20%	10	8,275	9,786	1,511	18%	5.00%
301 Glenn McConnell Circulator	\$ 1,724.24	\$ 690.71	\$ 2,618.15	\$ 2,414.95	\$ 32,587.21	387.93	7.4%	\$ 12.92	-11.96%	-15.00%	7	6	-11%	10	2,628	2,335	(293)	-11%	1.19%
Beach Shuttle	\$ -	\$ 1,411.20	\$1,411.20	\$ 1,411.20	\$ 2,373.08	28.25	59.5%	\$ 11.06	40.09%	-15.00%	2	3	92%	10	47	87	40	85%	0.04%
<b>TOTAL</b>	\$104,571.99	\$ 183,501.80	\$ 282,681.19	\$288,073.79	\$ 1,486,921.11	17,700.9	19.4%	\$ 6.12			11.5	11.1	-3%		189,421	195,827	6,406	3.4%	100.0%

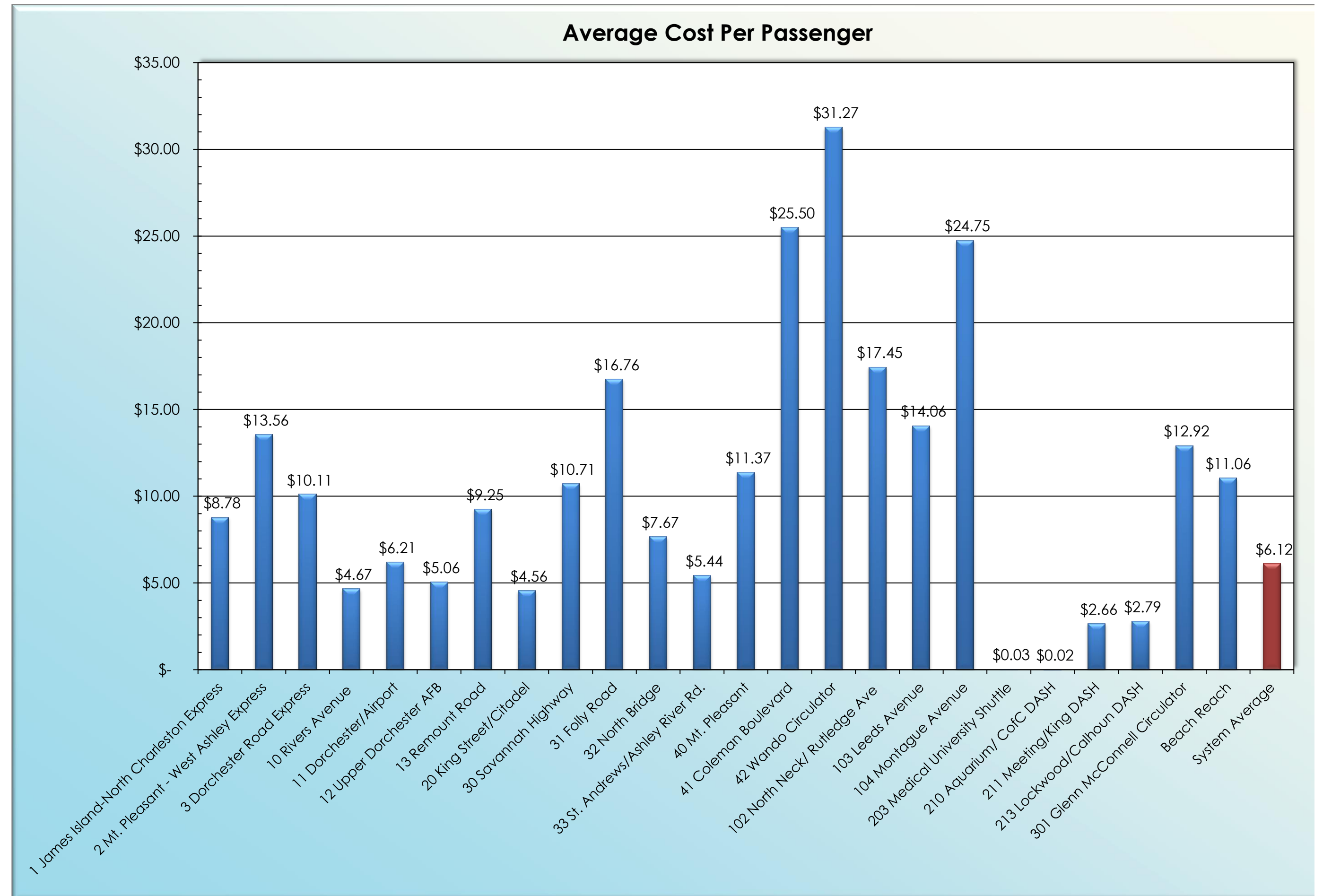
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

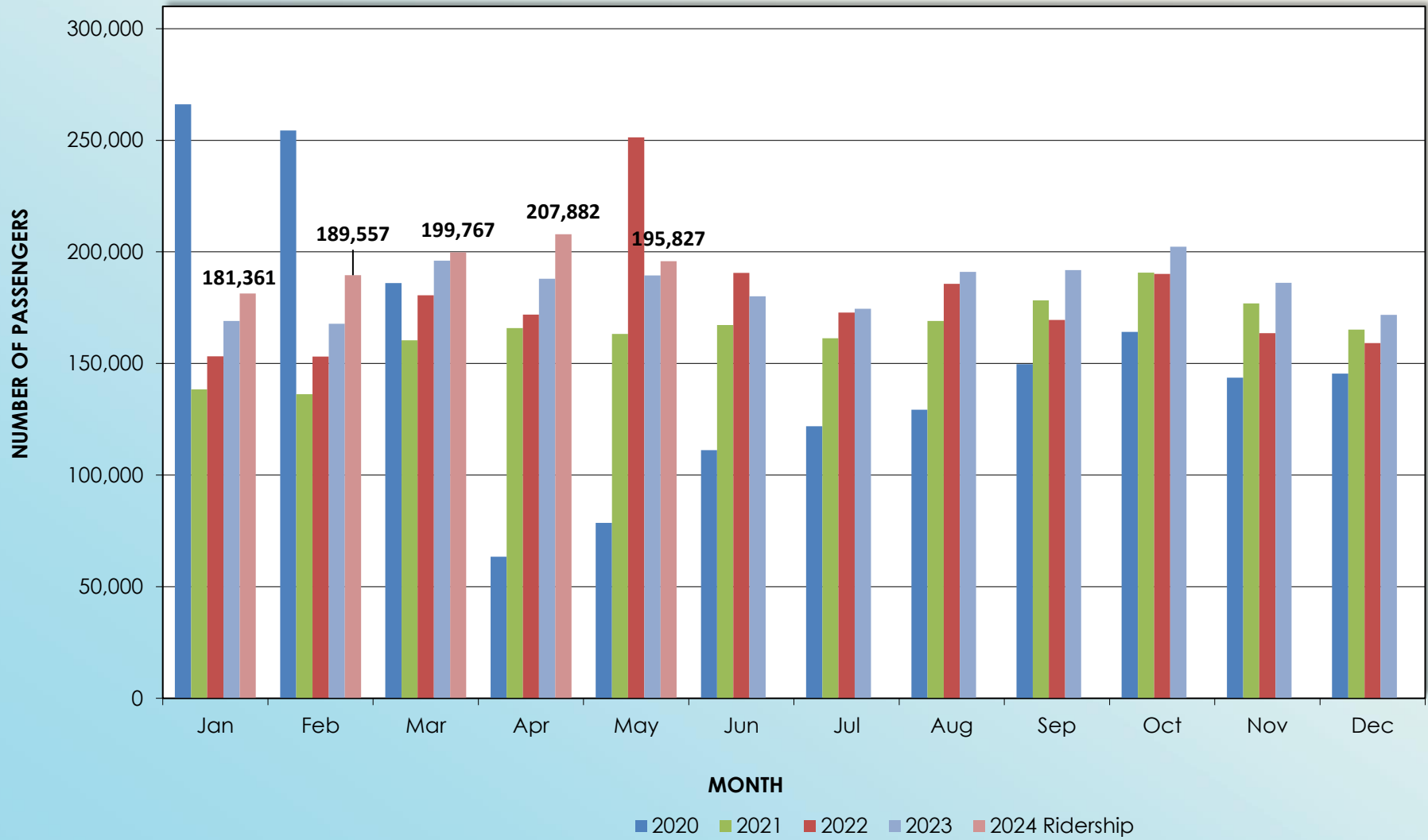
NOT Meeting Passenger Per Hour Standards

## Revenue/Cost/Ridership for the Month of May 2024

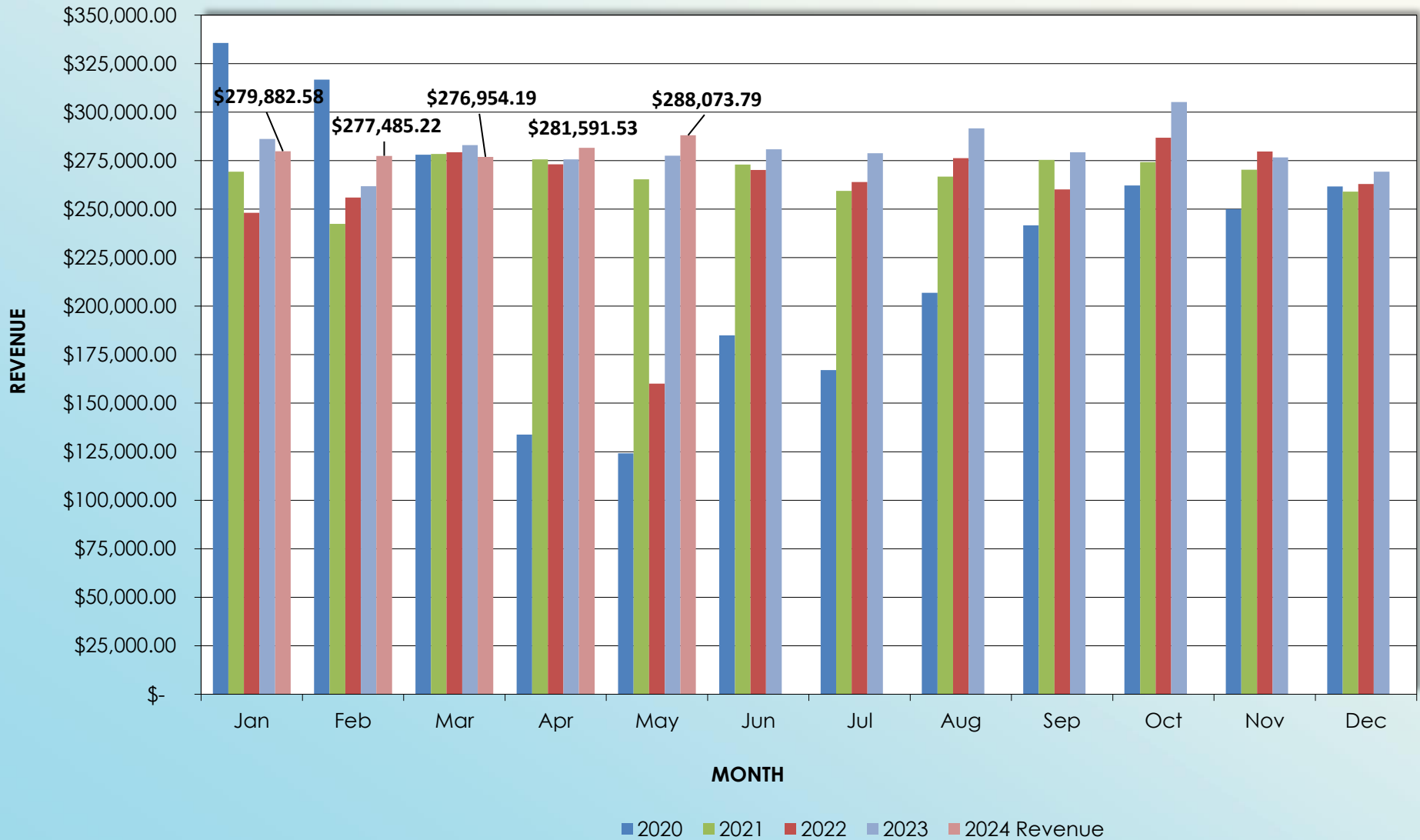
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 8.78
2 Mt. Pleasant - West Ashley Express	\$ 13.56
3 Dorchester Road Express	\$ 10.11
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.67
11 Dorchester/Airport	\$ 6.21
12 Upper Dorchester AFB	\$ 5.06
13 Remount Road	\$ 9.25
20 King Street/Citadel	\$ 4.56
30 Savannah Highway	\$ 10.71
31 Folly Road	\$ 16.76
32 North Bridge	\$ 7.67
33 St. Andrews/Ashley River Rd.	\$ 5.44
40 Mt. Pleasant	\$ 11.37
41 Coleman Boulevard	\$ 25.50
42 Wando Circulator	\$ 31.27
102 North Neck/ Rutledge Ave	\$ 17.45
103 Leeds Avenue	\$ 14.06
104 Montague Avenue	\$ 24.75
203 Medical University Shuttle	\$ 0.03
210 Aquarium/ CofC DASH	\$ 0.02
211 Meeting/King DASH	\$ 2.66
213 Lockwood/Calhoun DASH	\$ 2.79
301 Glenn McConnell Circulator	\$ 12.92
Beach Reach	\$11.06
<b>System Average</b>	\$ 6.12



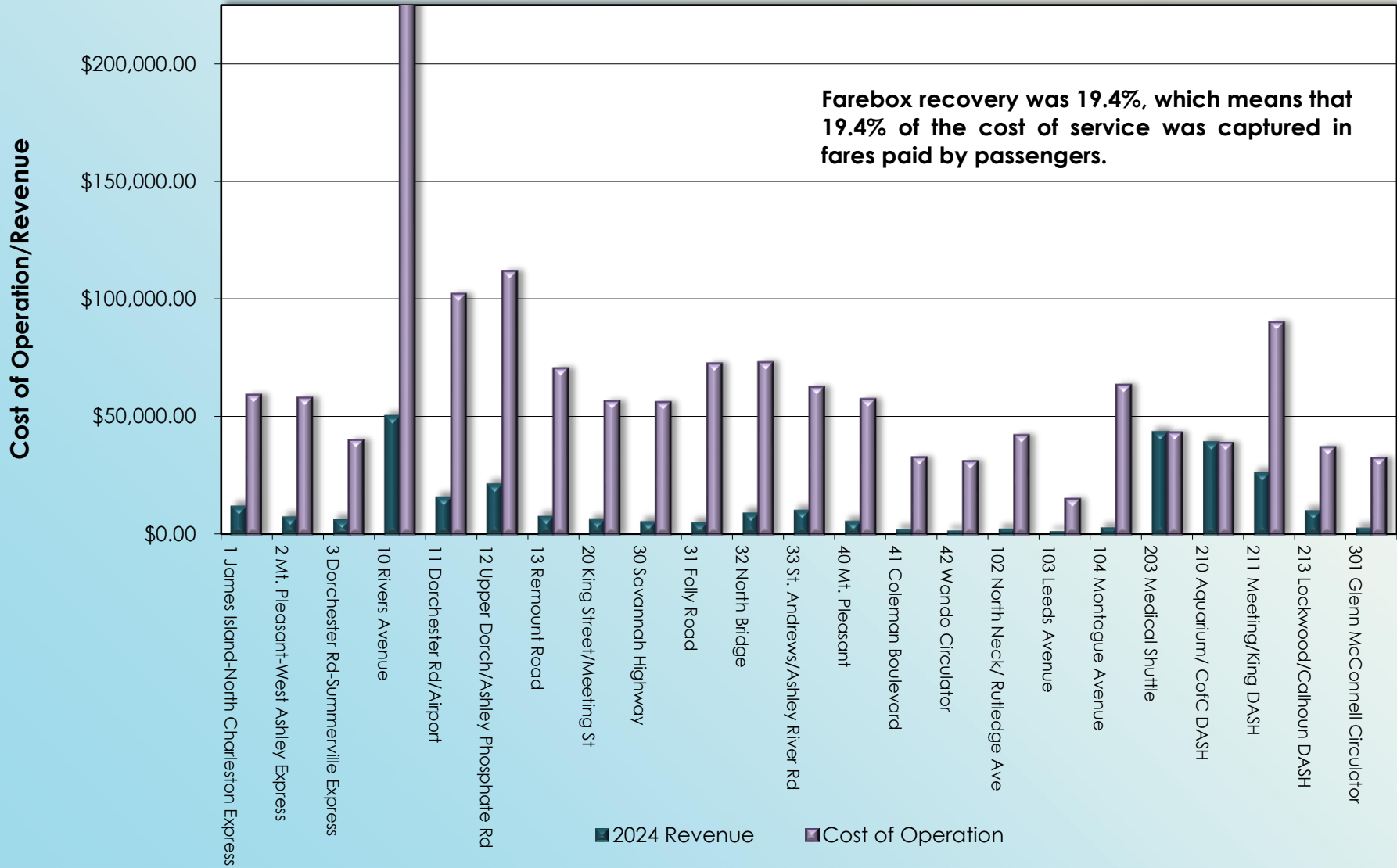
## Fixed Route Ridership



# Fixed Route Revenue

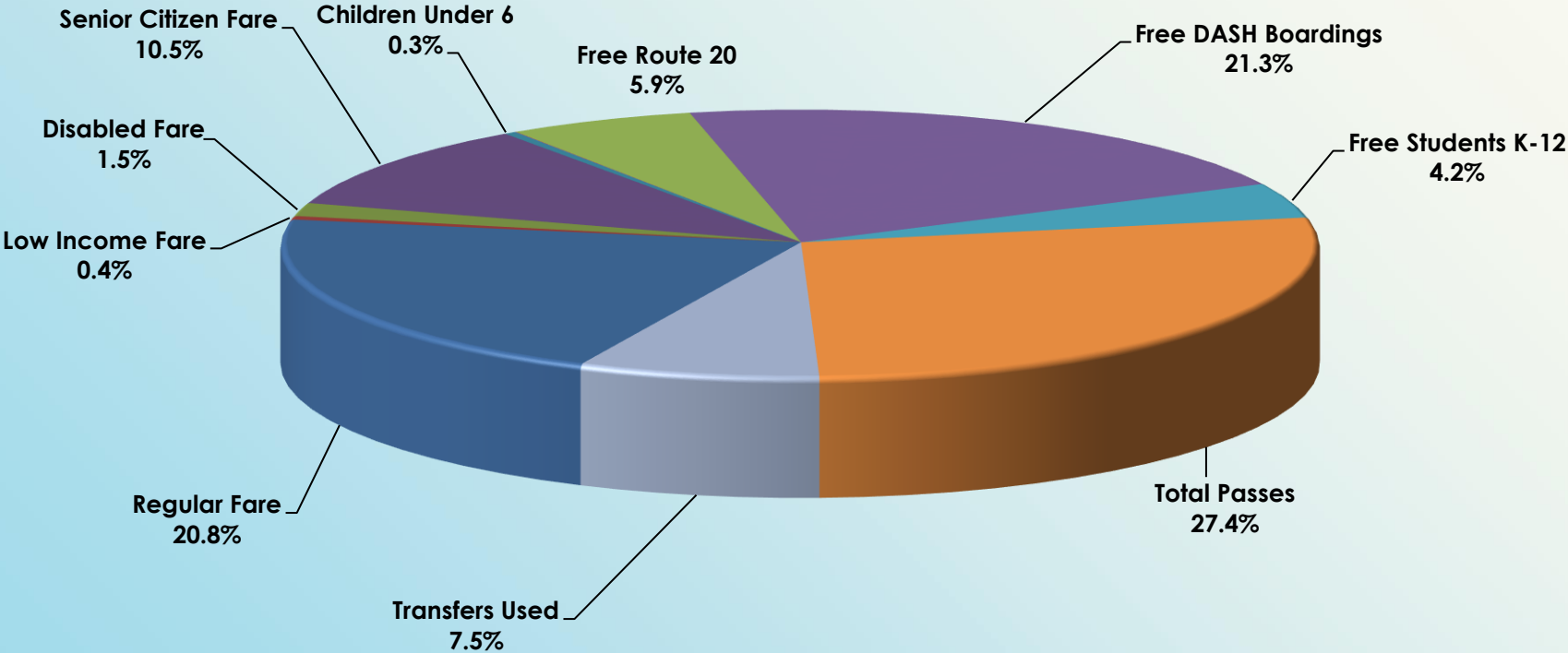


## Revenue & Cost by Route May 2024



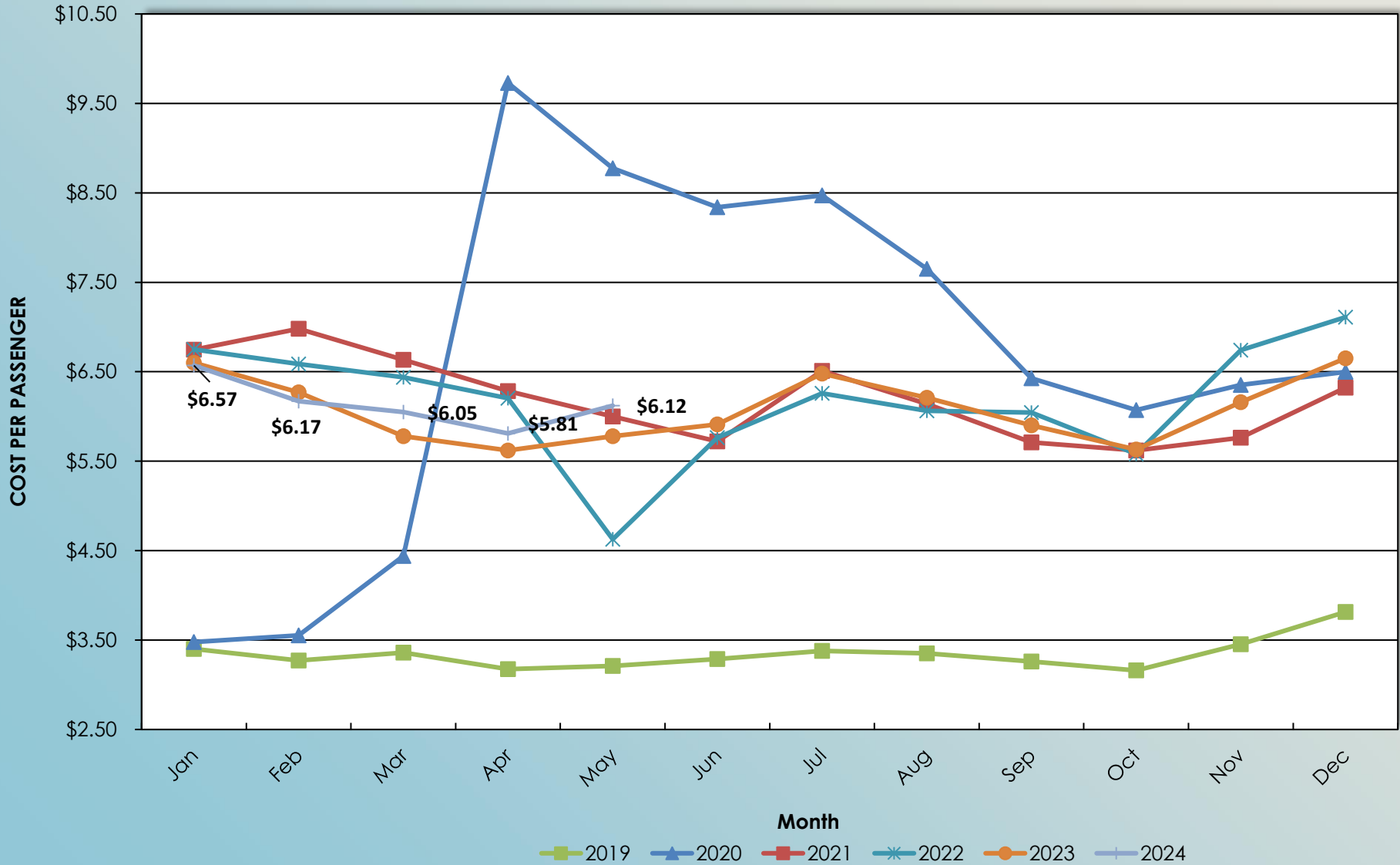


# Ridership by Fare Type May 2024

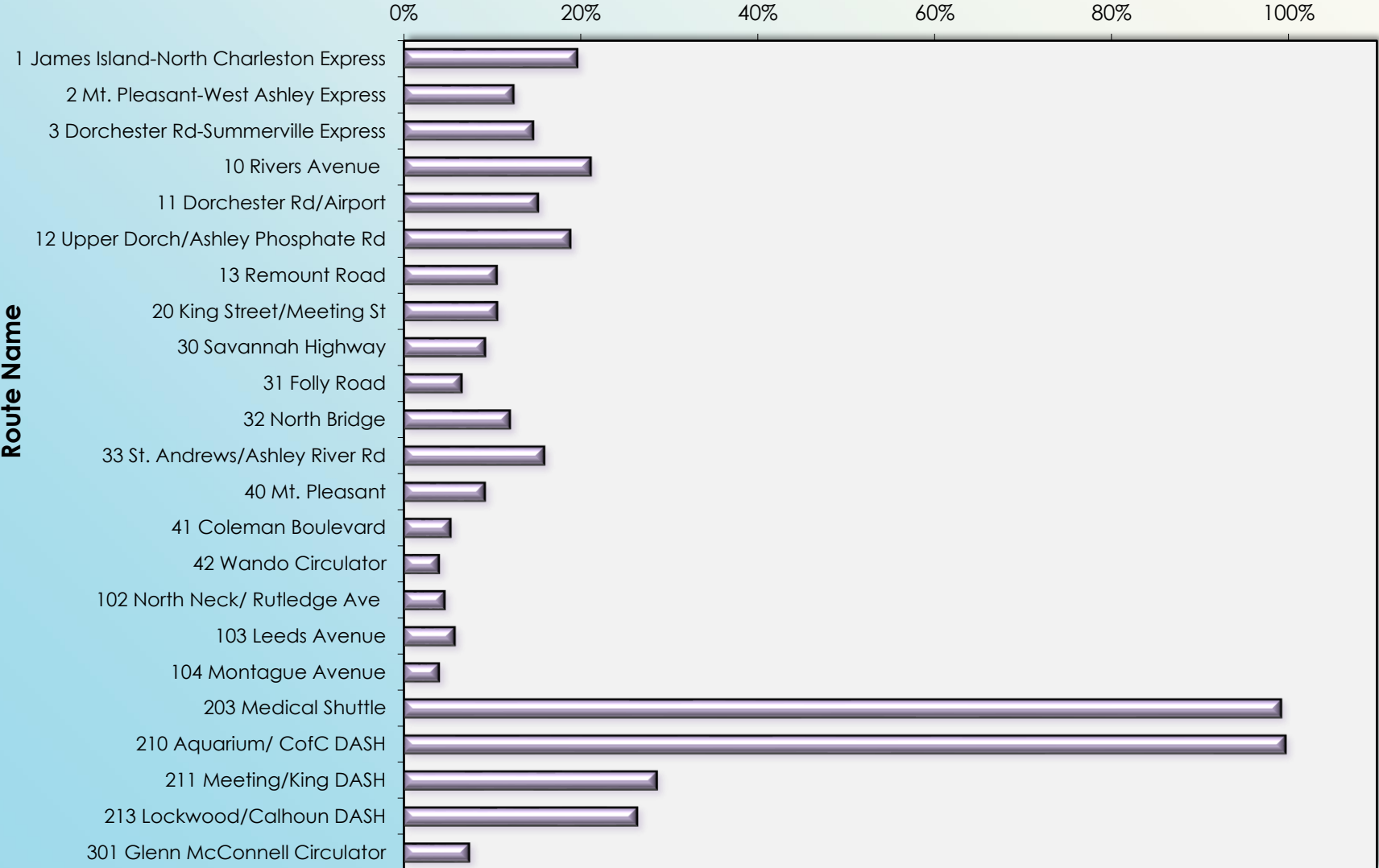


- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
- Unclassified Ridership

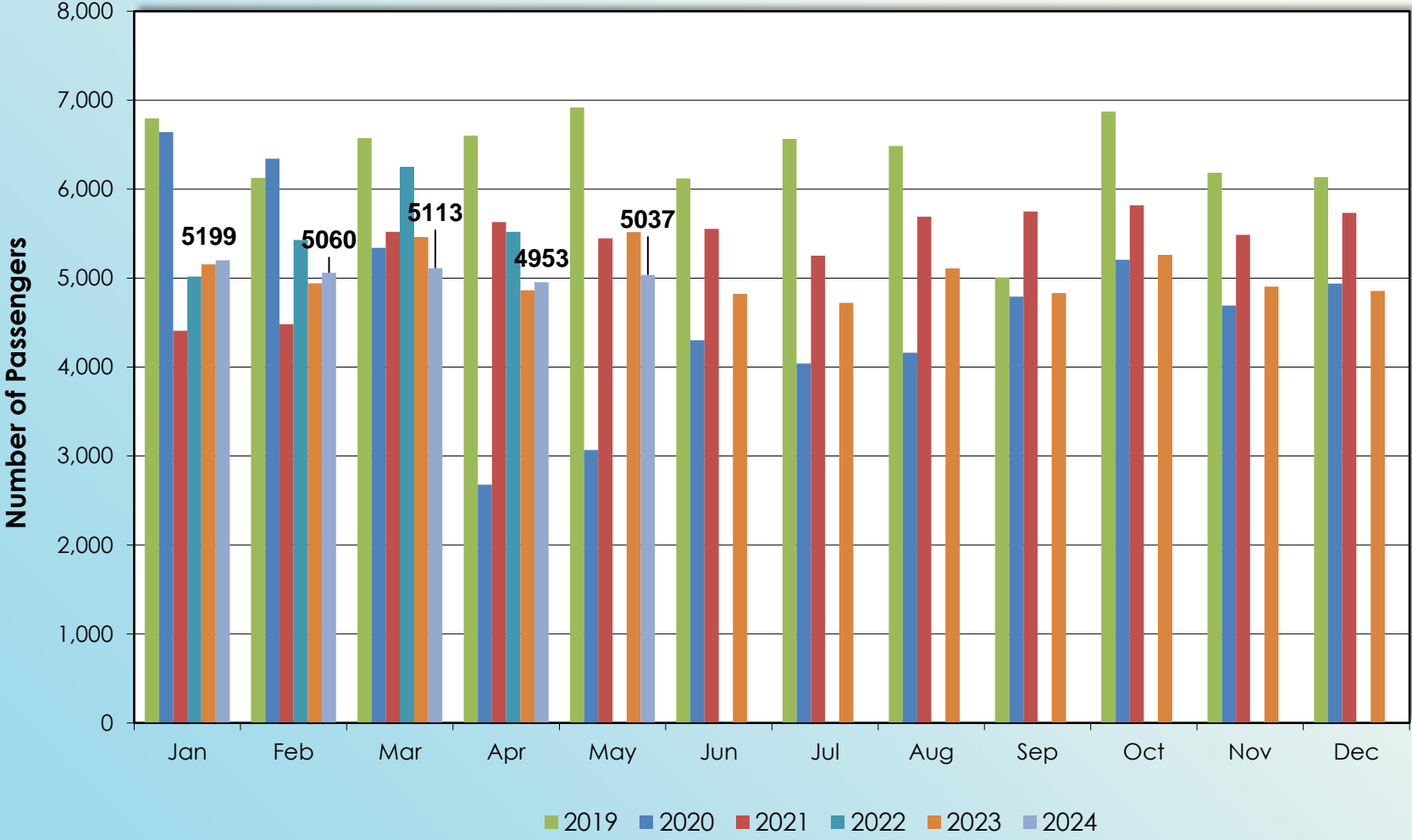
# Fixed Route Cost Per Passenger



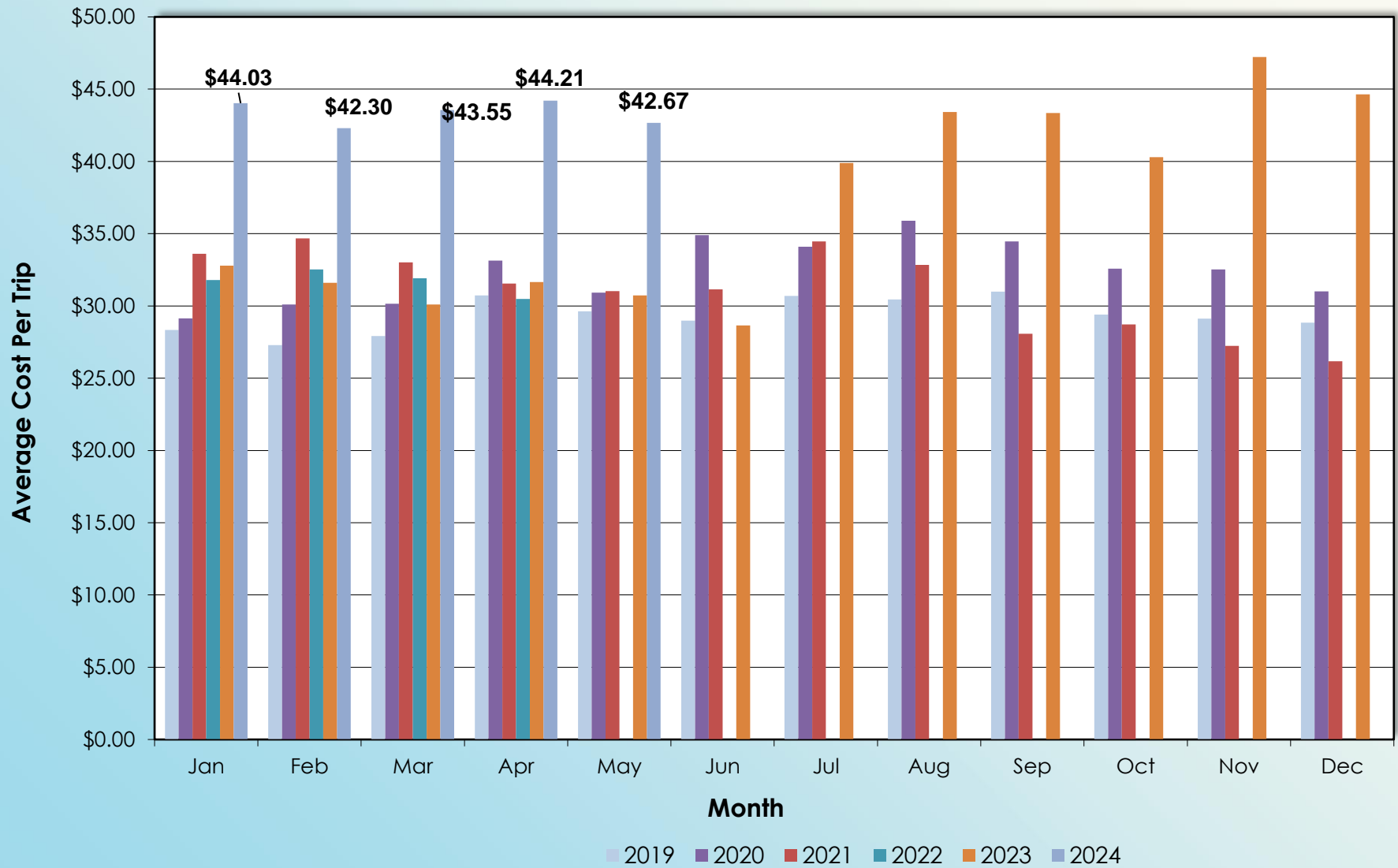
## Percent Cost Recovered by Route May 2024



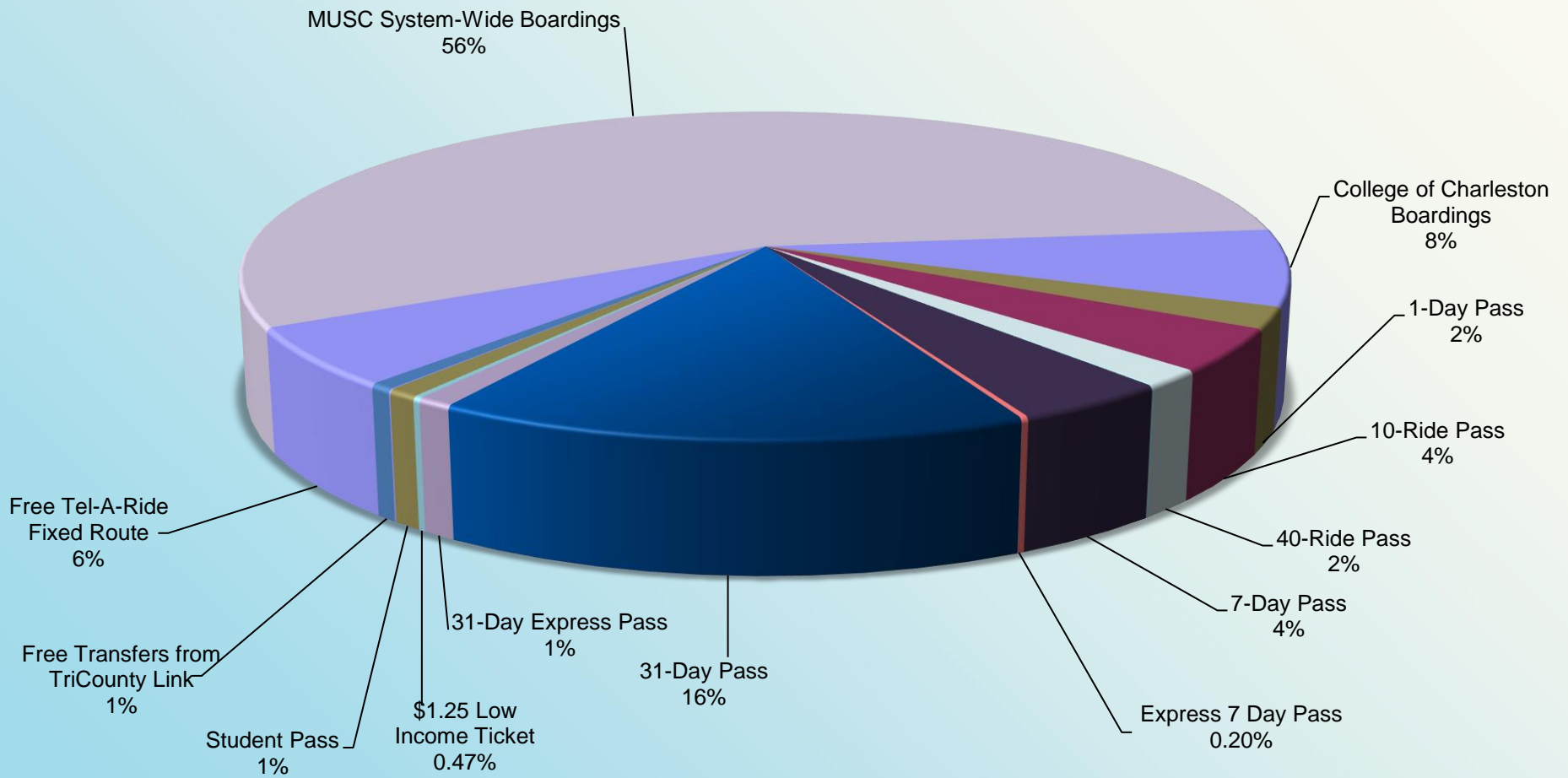
# Tel-A-Ride Ridership



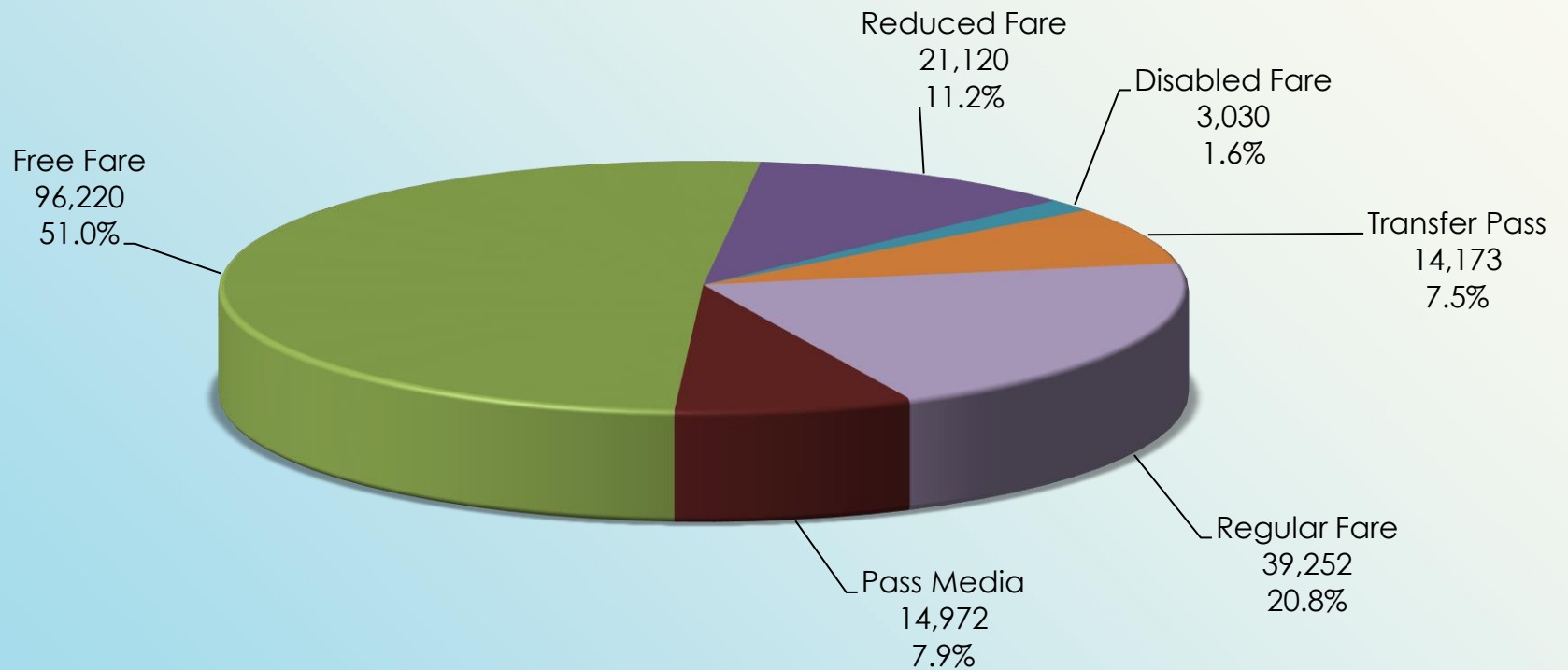
## Average Cost Per One-Way Paratransit Trip



## Pass Use by Type May 2024



## Ridership by Customer Type May 2024

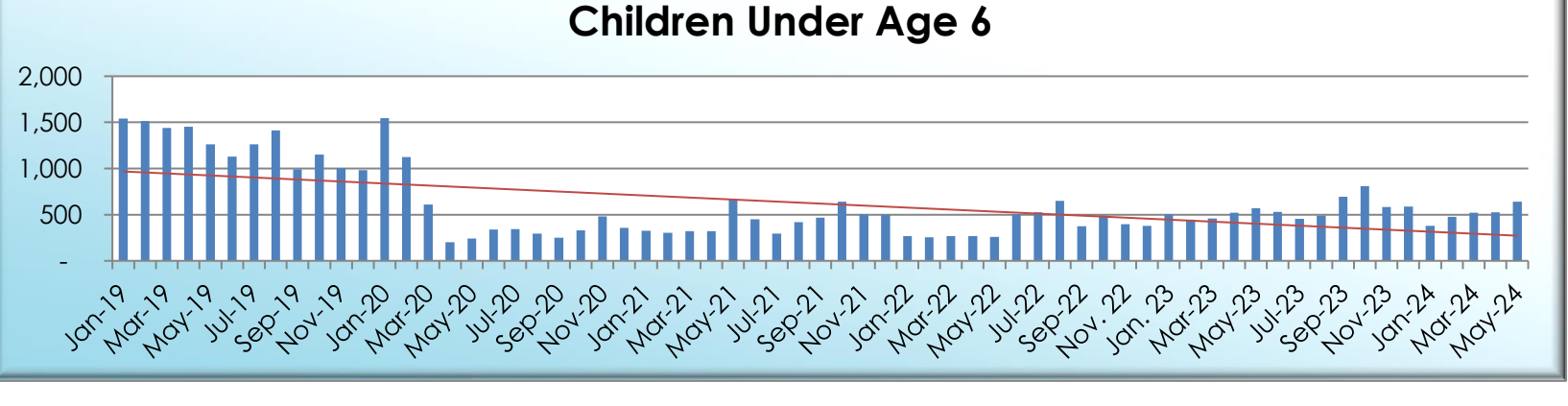
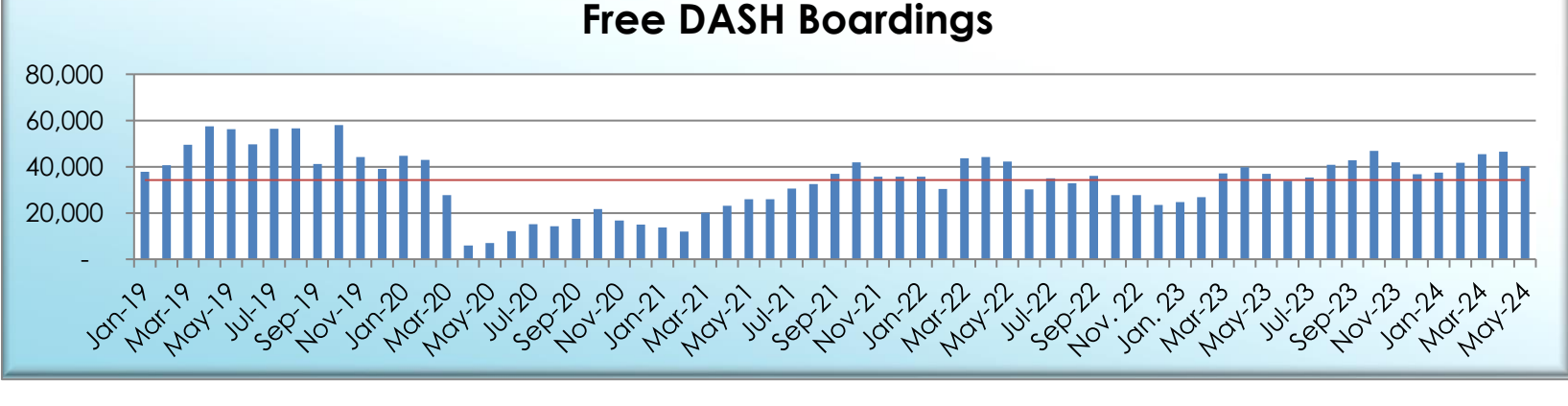
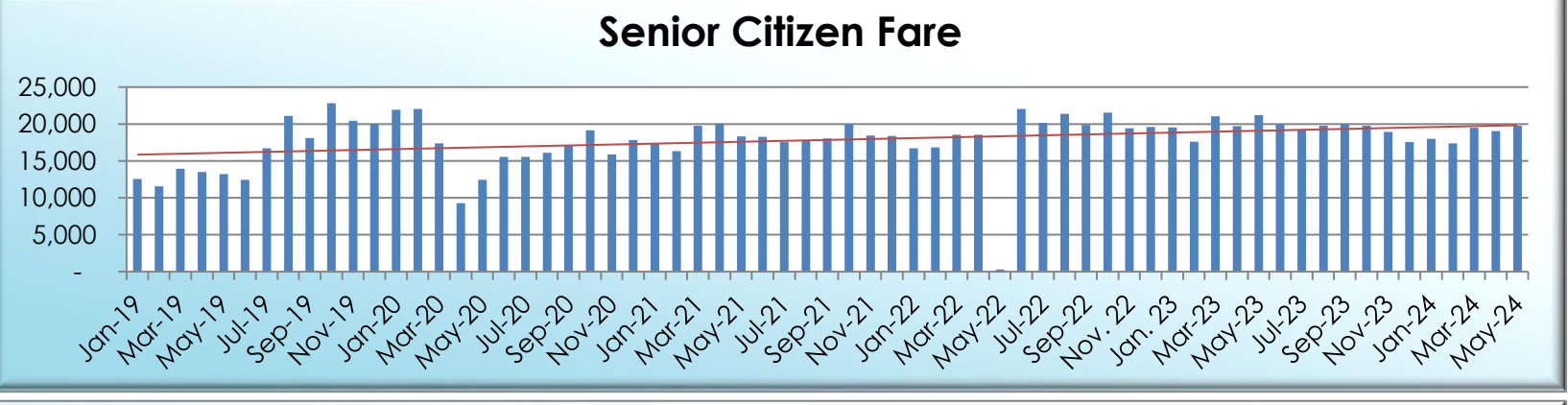
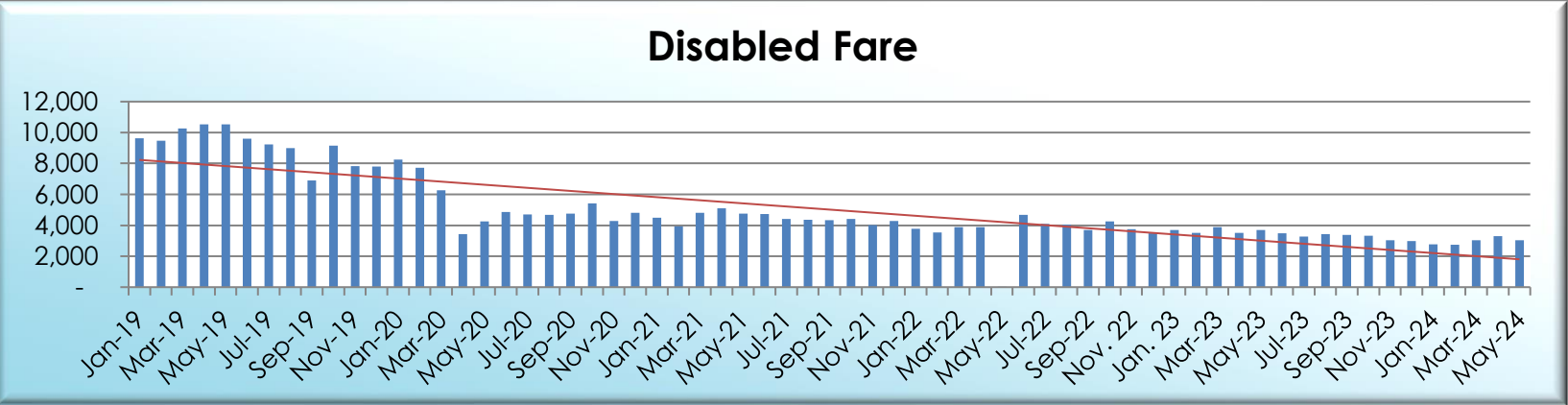
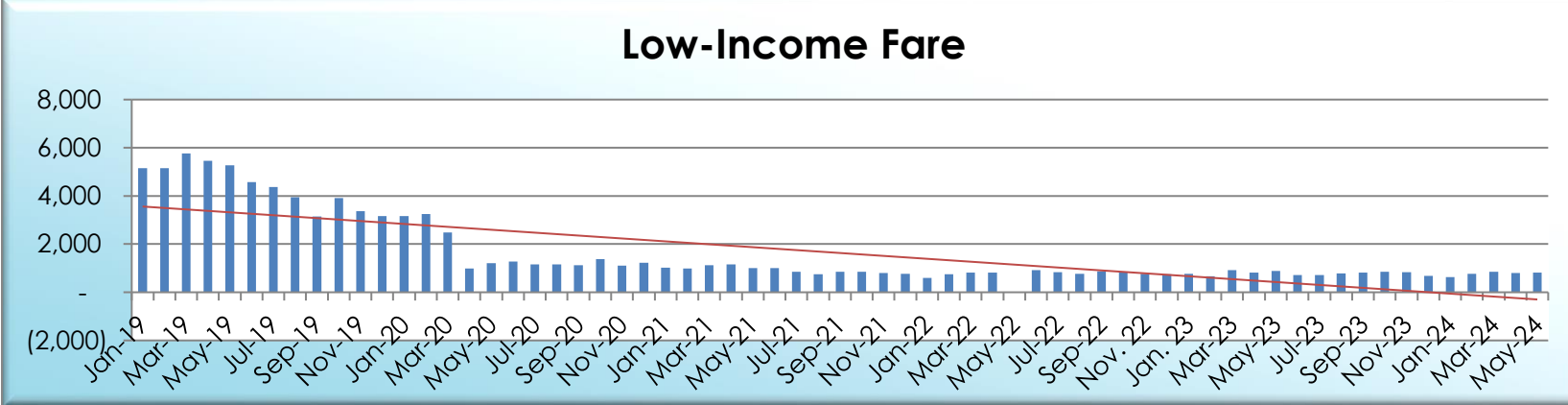
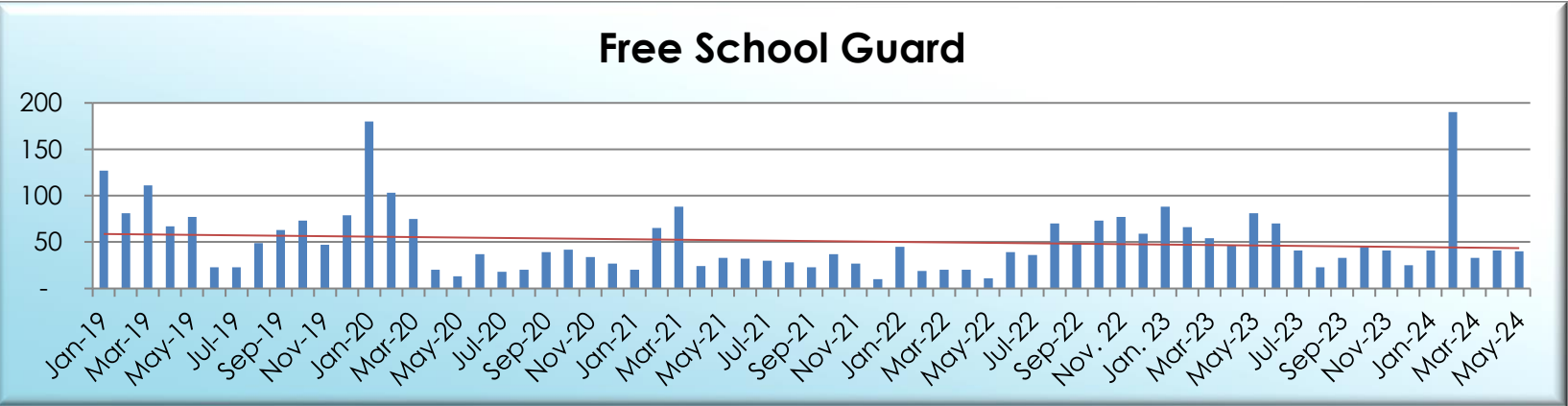
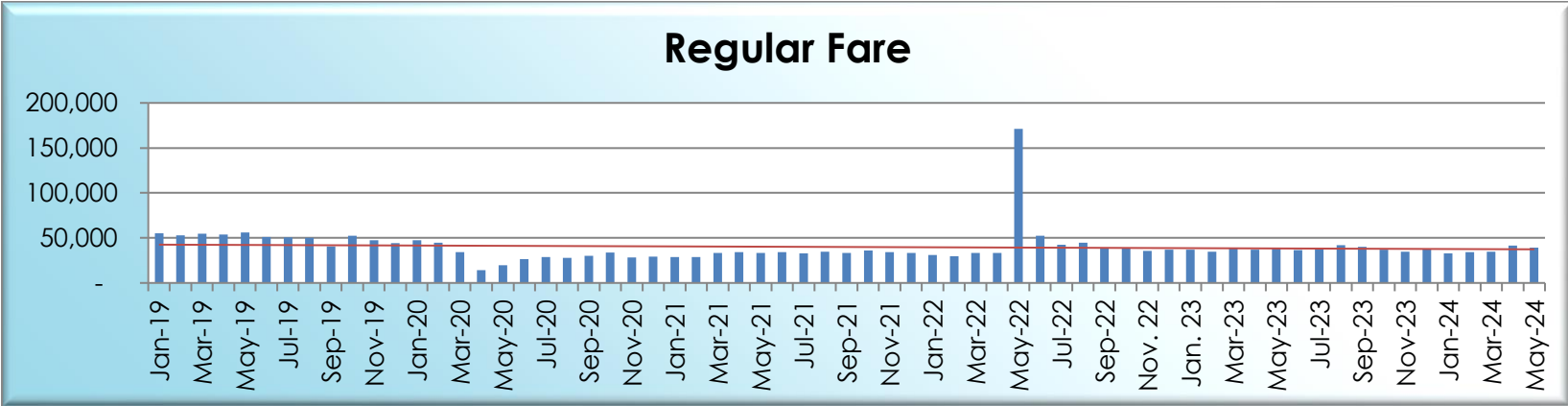


Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

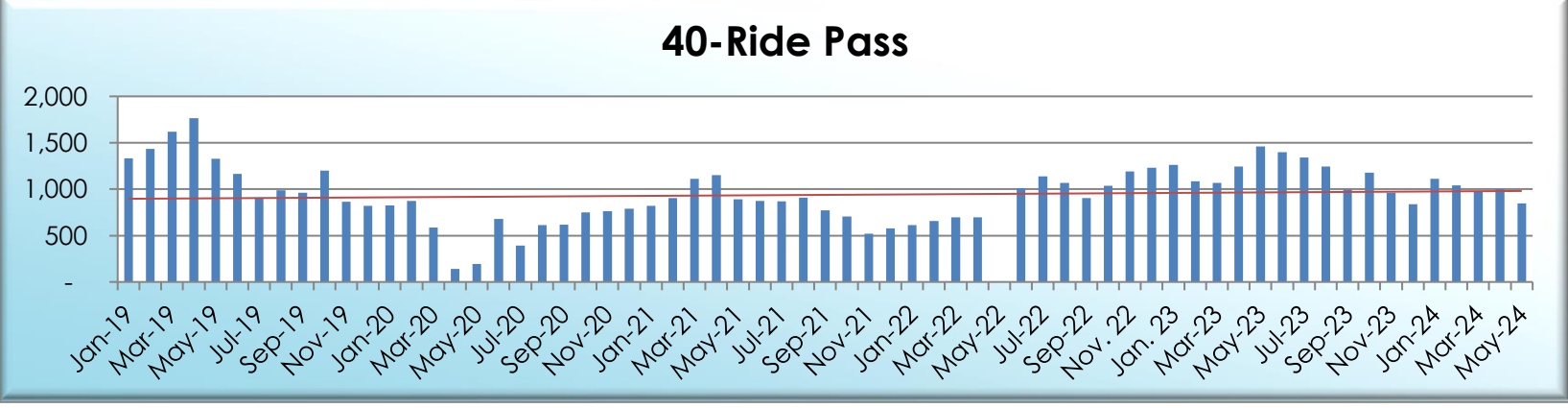
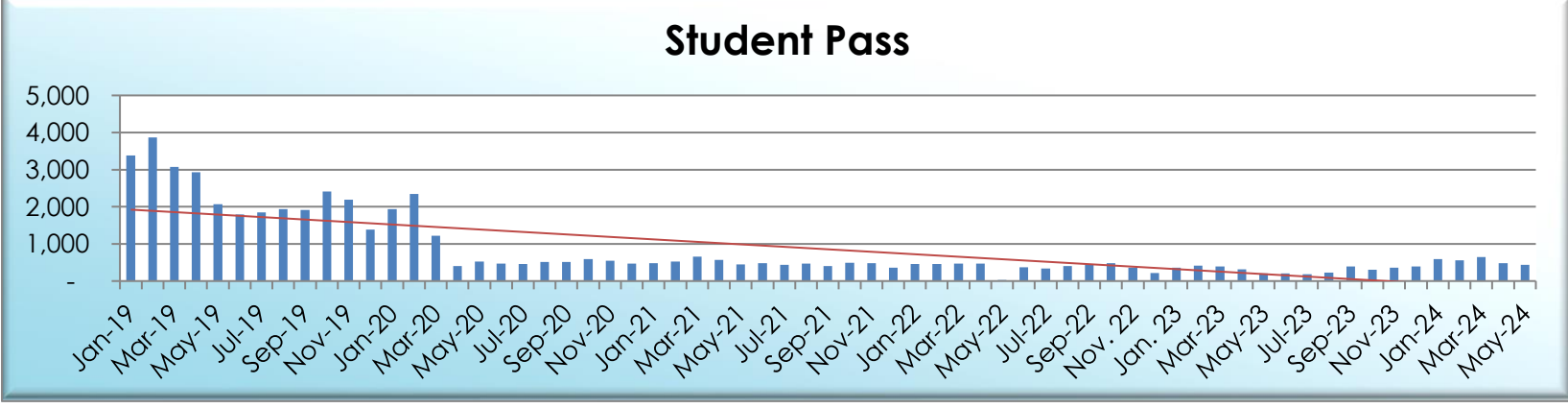
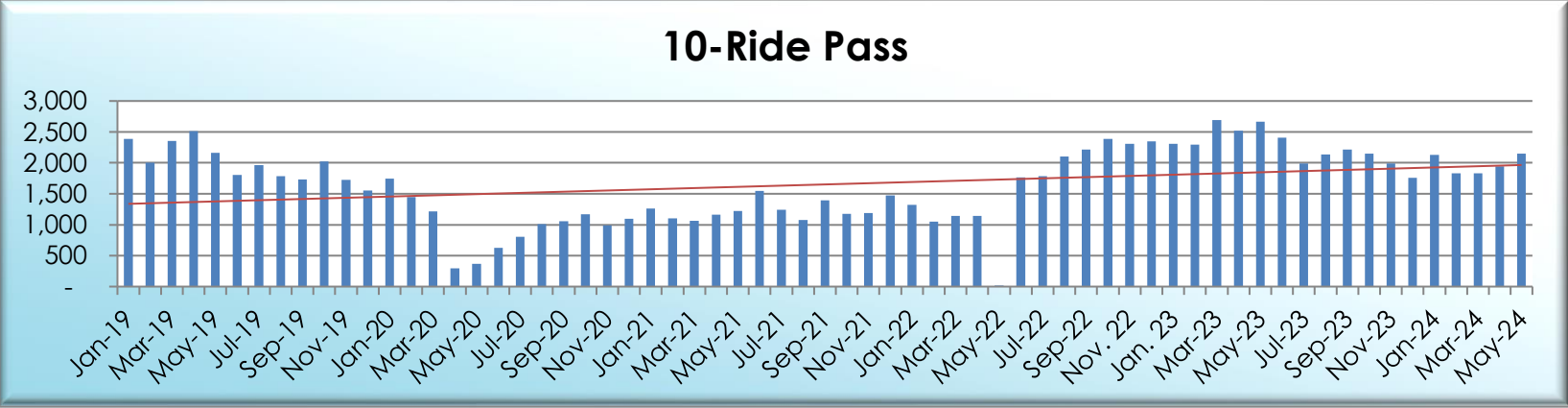
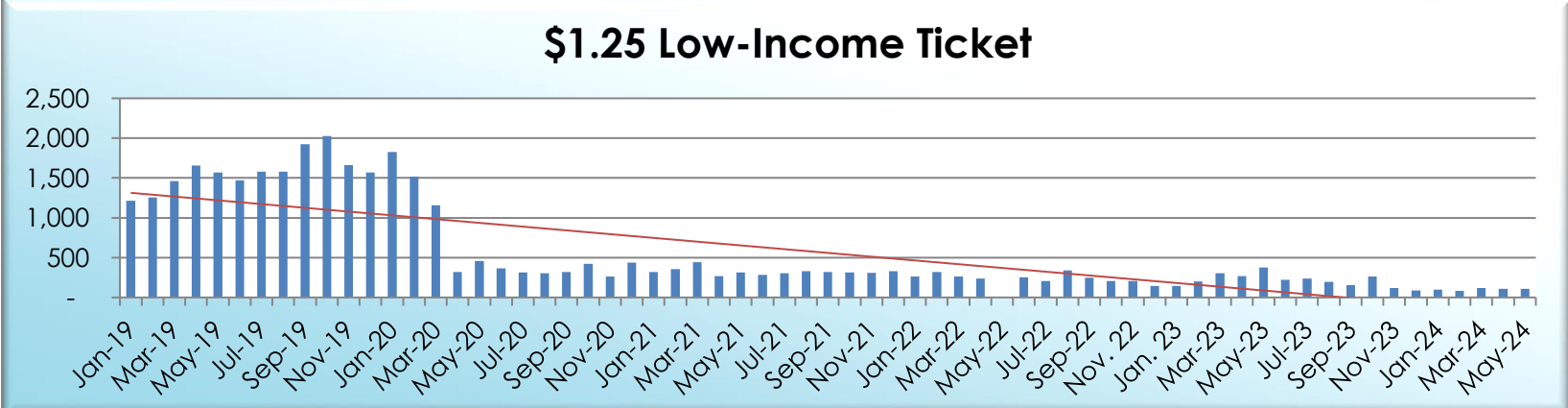
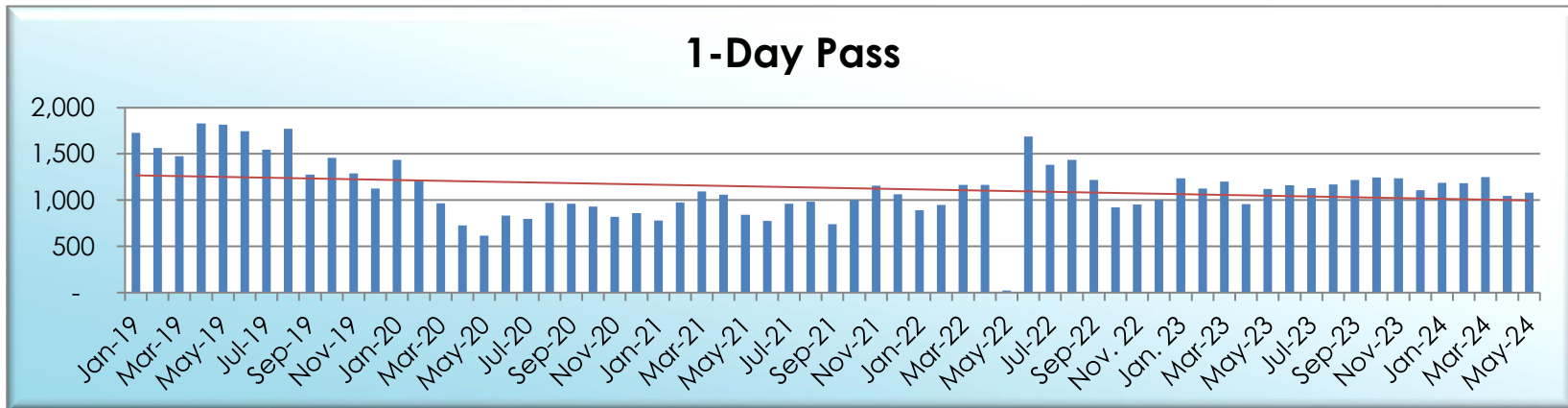
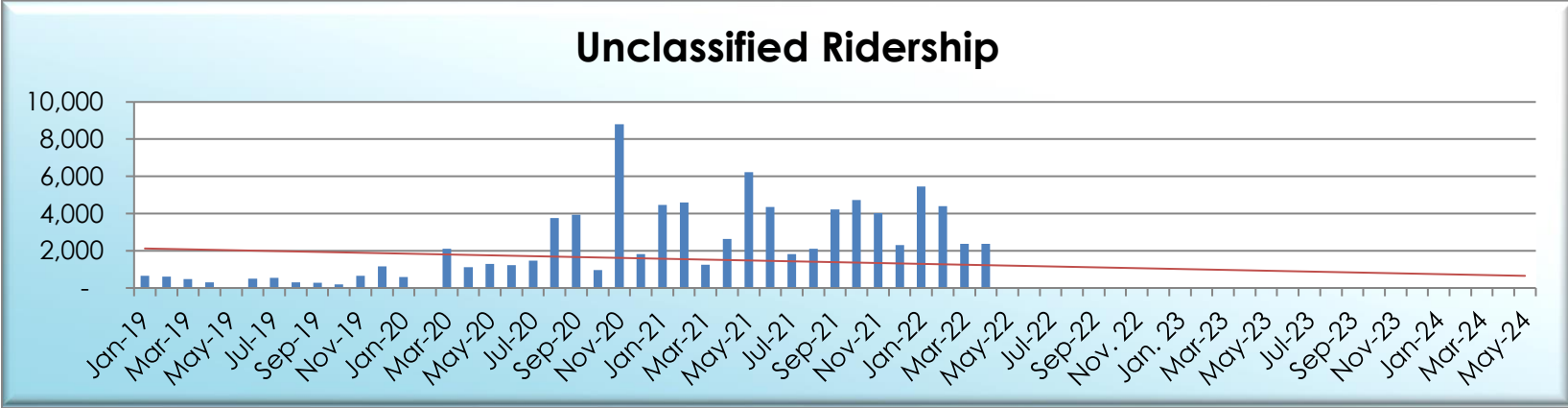
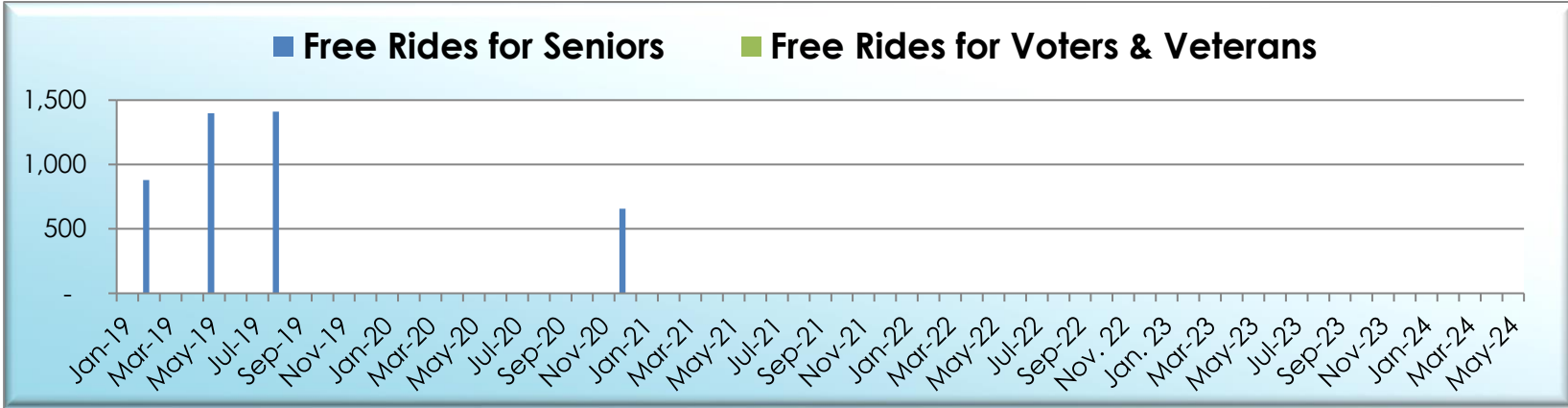
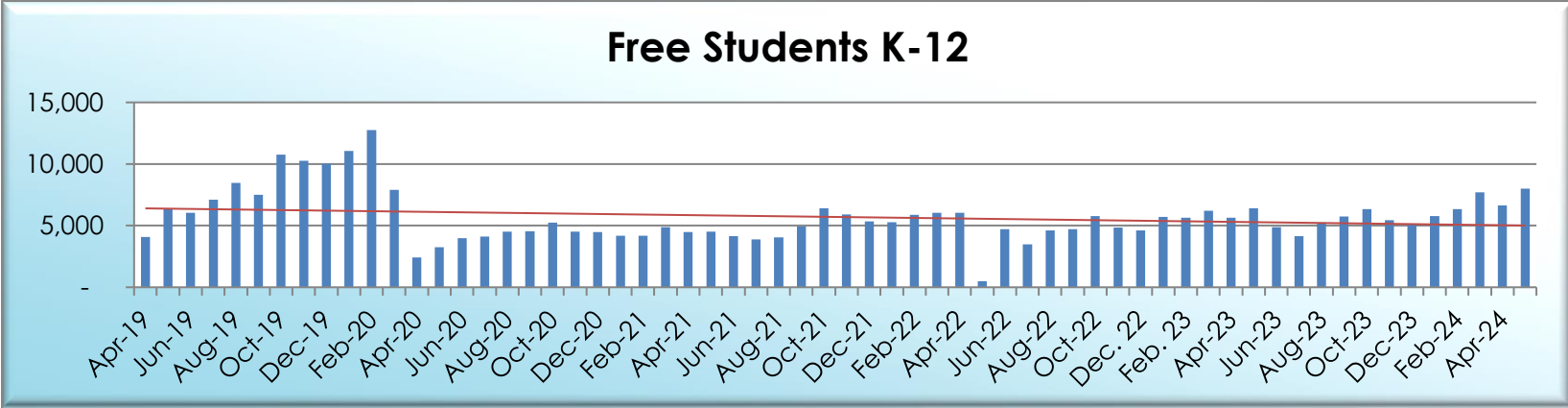
<b>Ridership Classification for May 2024</b>		
<b>Type of Fare</b>		
Regular Fare	39,252	20.04%
Low Income Fare	811	0.41%
Disabled Fare	3,030	1.55%
Senior Citizen Fare	19,761	10.09%
Children Under 6	640	0.33%
HOP Shuttle	0	0.00%
Beach Shuttle	87	0.00%
Free School Guard	40	0.02%
Free Route 20	11,111	5.67%
Free DASH Boardings	40,155	20.51%
Free Students K-12	8,004	4.09%
<b>Subtotal</b>	<b>129,864</b>	<b>66.32%</b>
<b>Type of Pass</b>		
1-Day Pass	1,083	0.55%
10-Ride Pass	2,147	1.10%
40-Ride Pass	846	0.43%
3-Day Pass	49	0.03%
7-Day Pass	2,165	1.11%
7-Day Express Pass	103	0.05%
31-Day Pass	8,048	4.11%
31-Day Express Pass	506	0.26%
\$1.25 Low Income Ticket	110	0.06%
Student Pass	438	0.22%
1-Ride Courtesy Pass	1	0.00%
1-Ride Pass	25	0.01%
Free Transfers from TriCounty Link	333	0.17%
Free Tel-A-Ride Fixed Route	2,972	1.52%
MUSC System-Wide Boardings	29,053	14.84%
College of Charleston Boardings	3,911	2.00%
<b>Total Passes</b>	<b>51,790</b>	<b>26.45%</b>
<b>Transfers</b>		
Issued	26,396	
Transfers Used	14,173	7.24%
Wheelchair Count	190	
Unclassified Ridership	0	0.00%
<b>Total Ridership</b>	<b>195,827</b>	<b>100.00%</b>



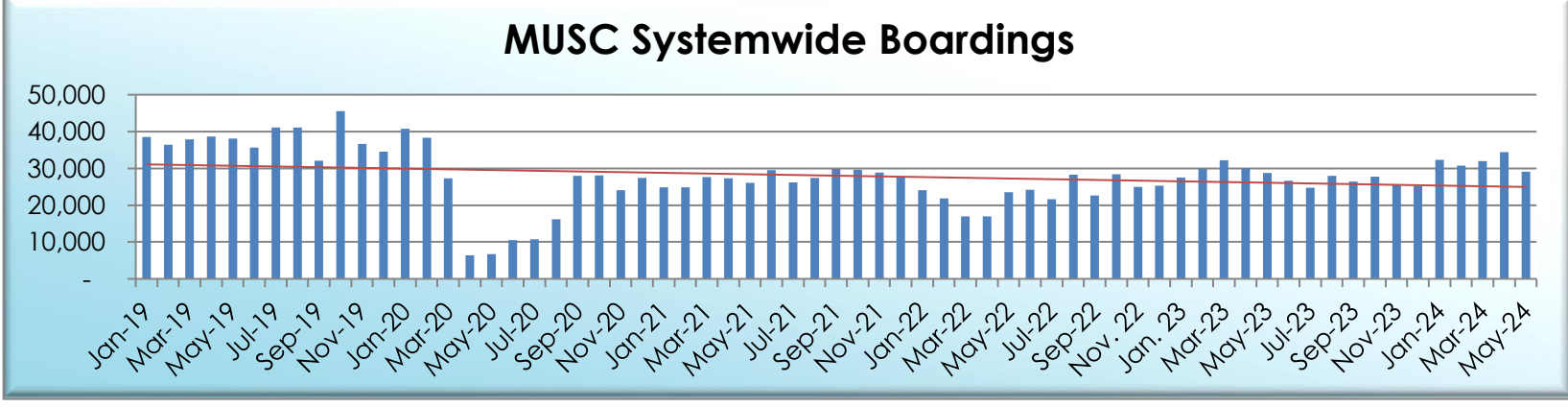
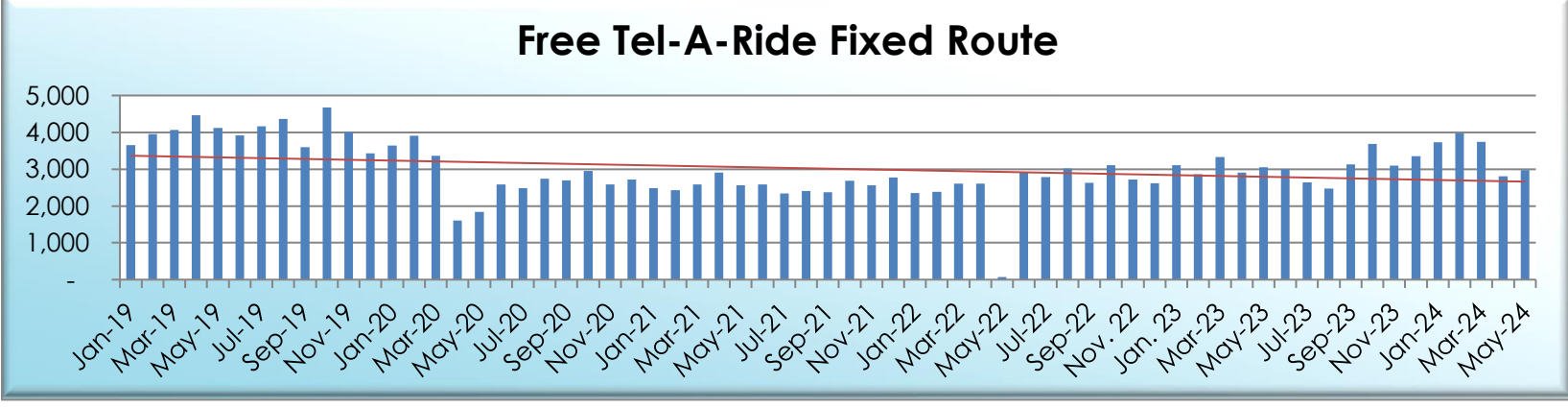
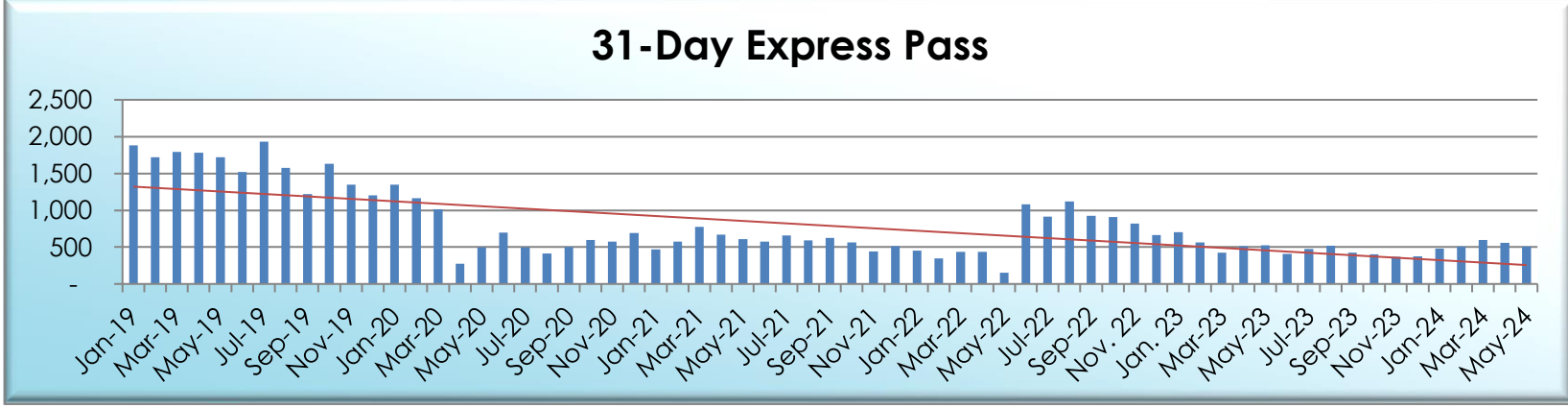
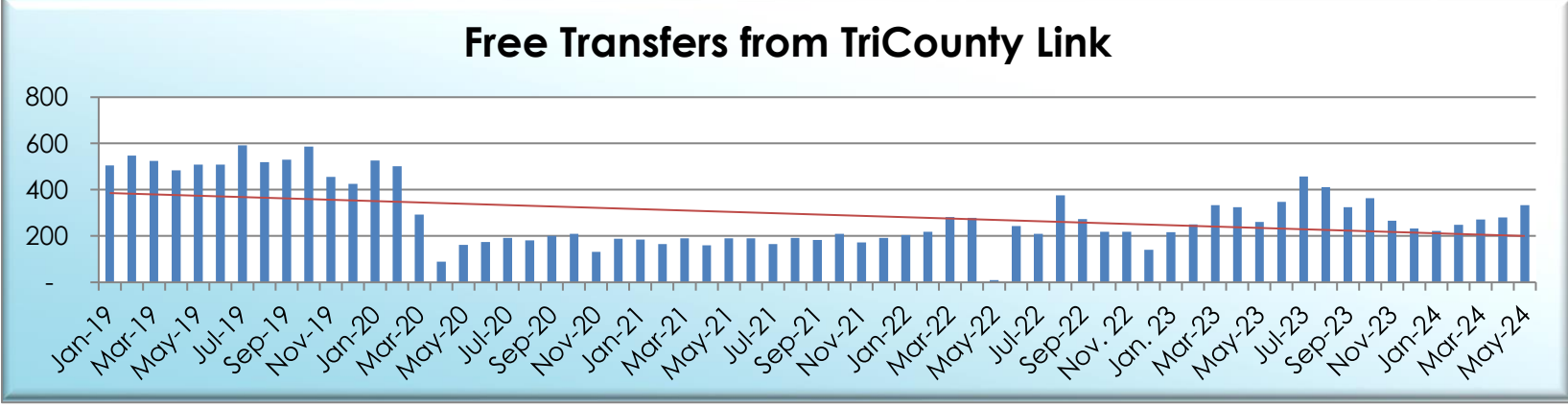
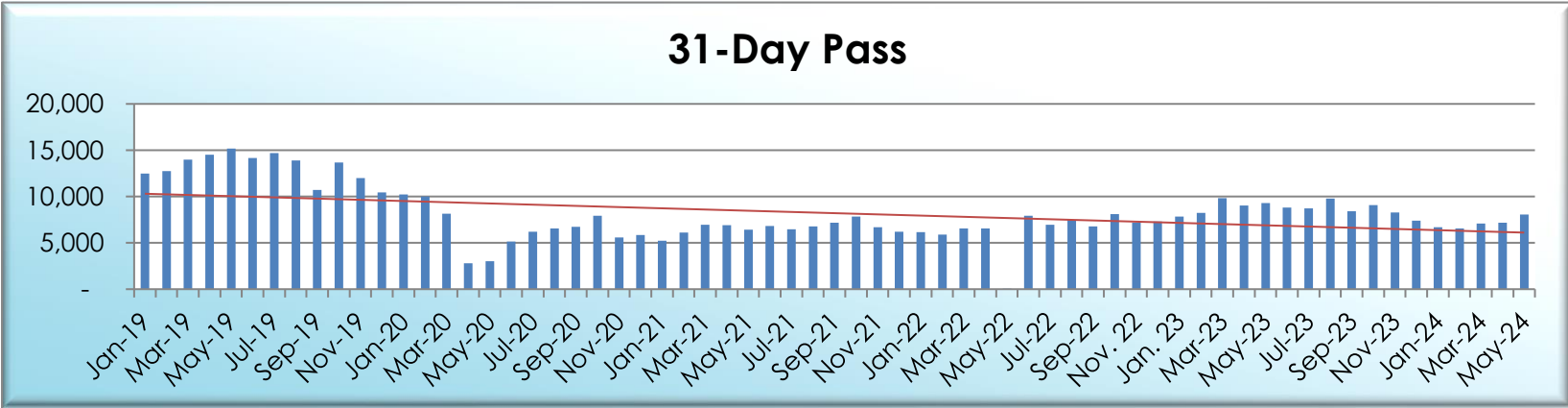
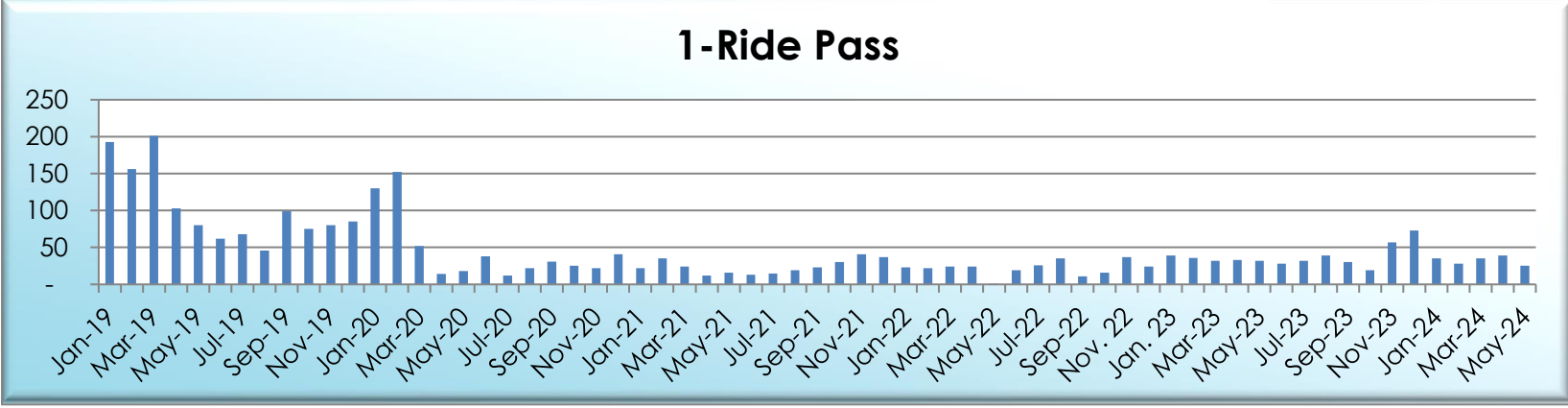
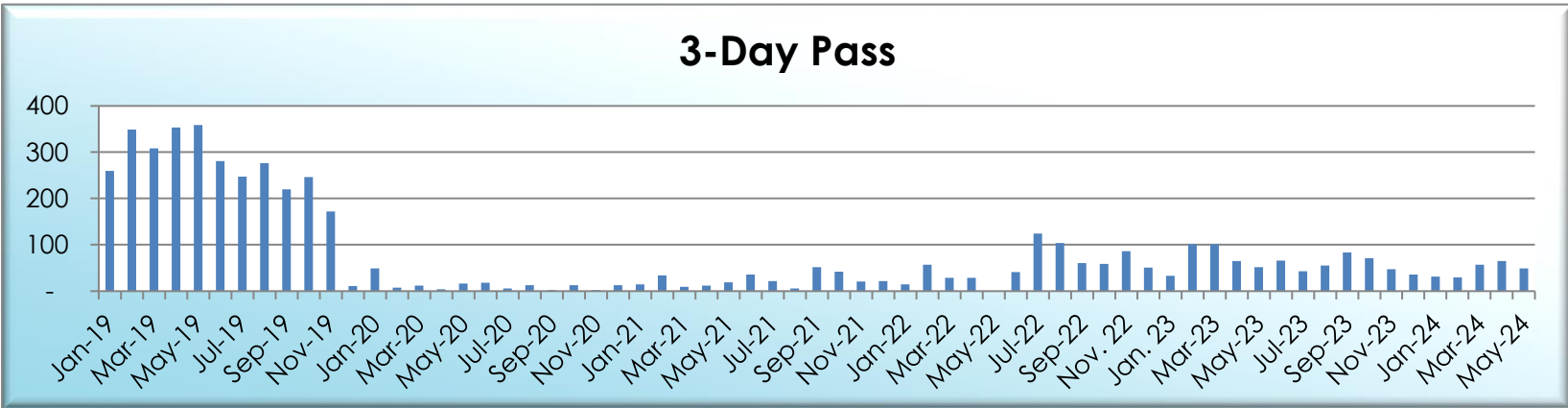
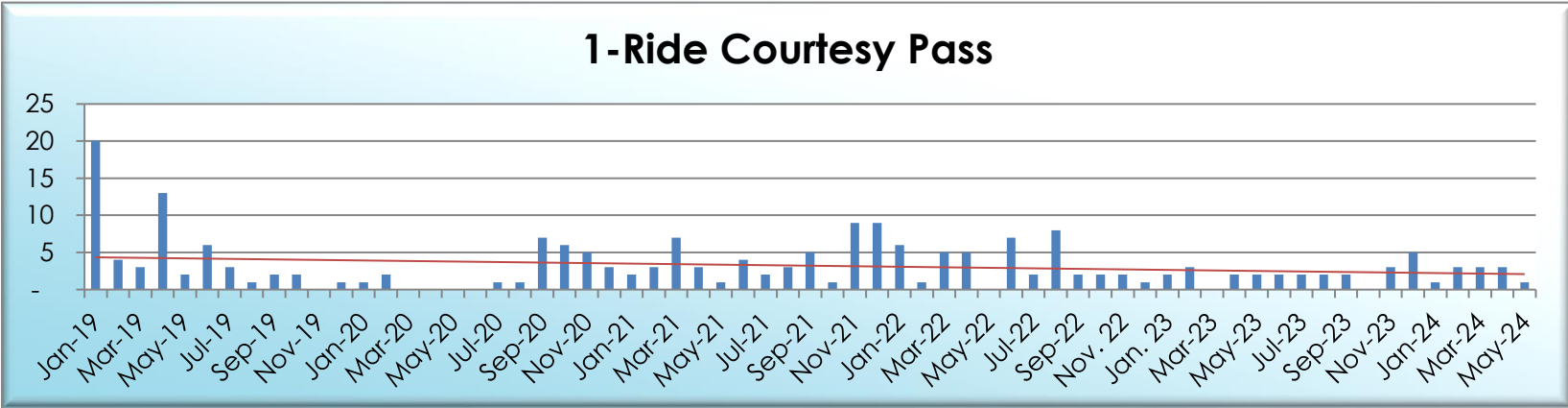
# Classification History



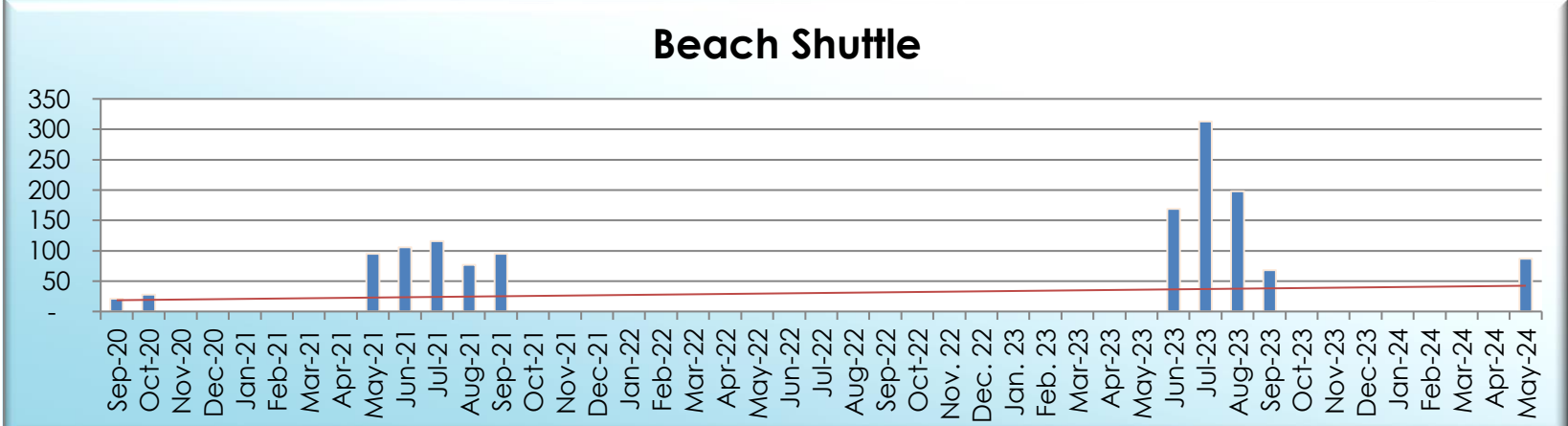
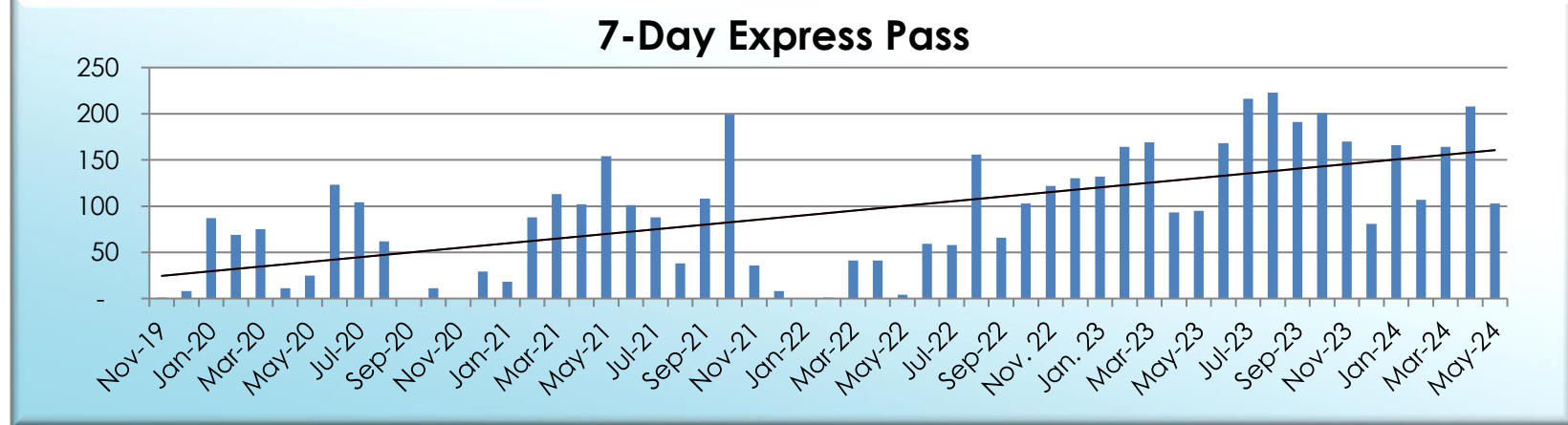
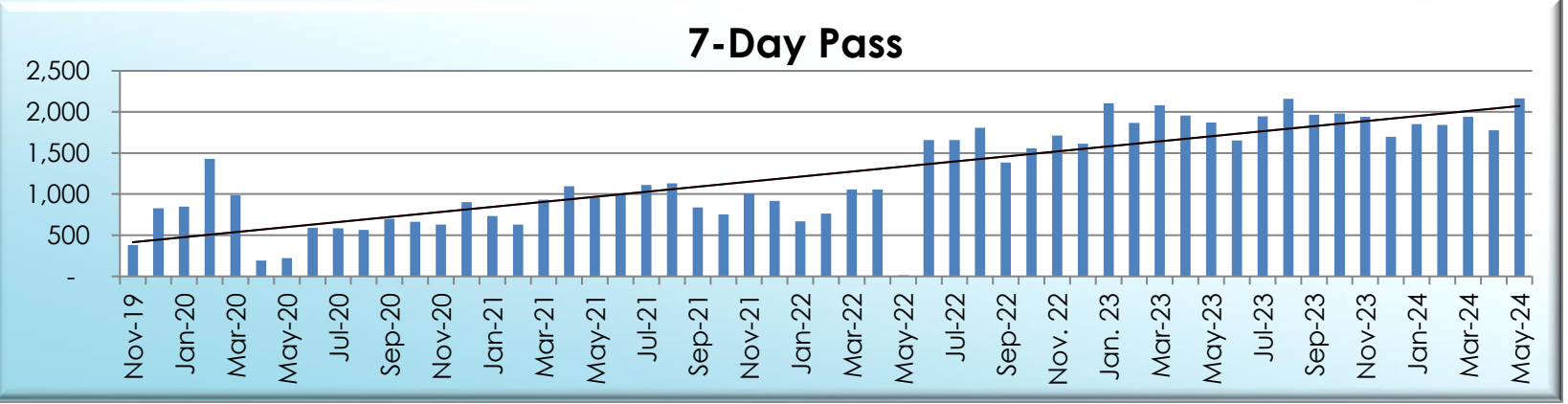
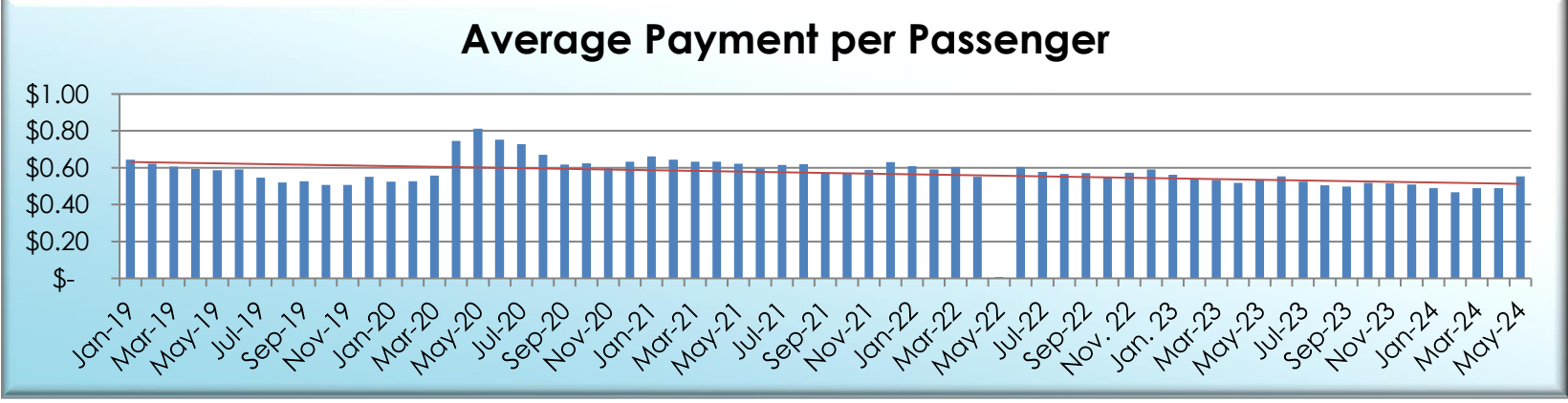
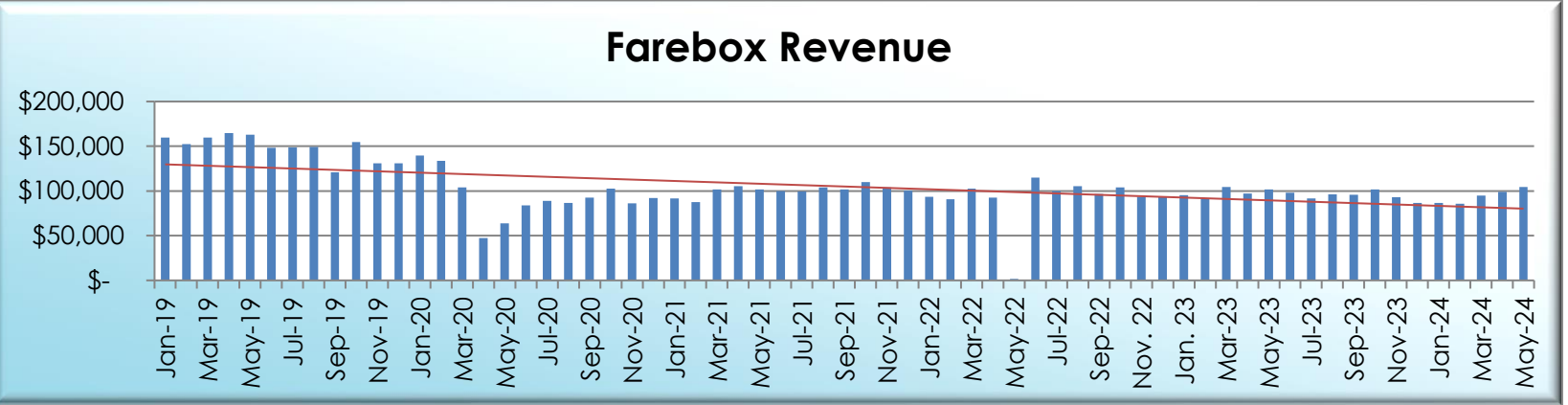
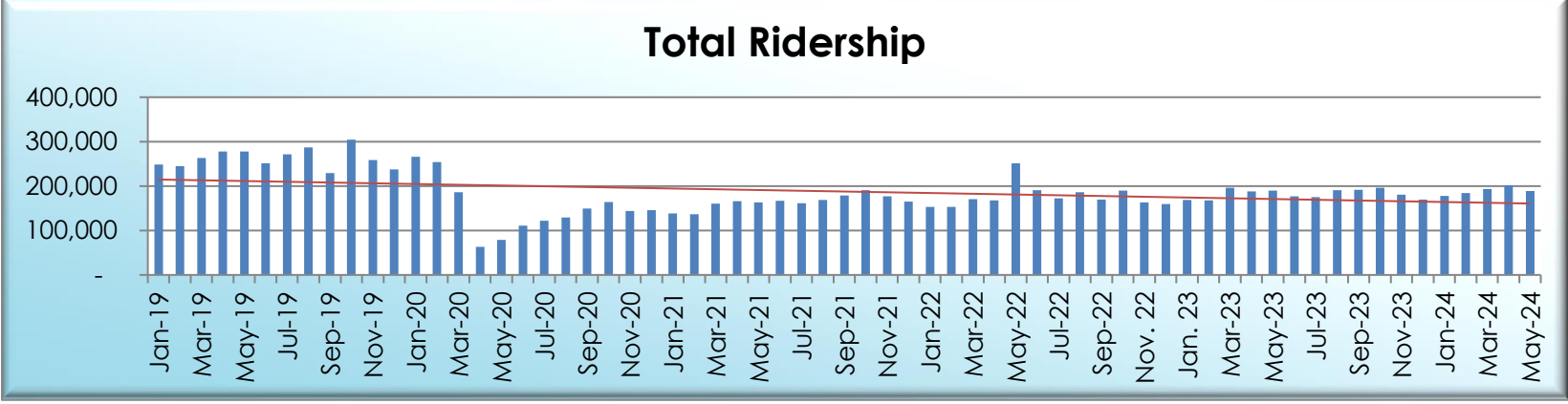
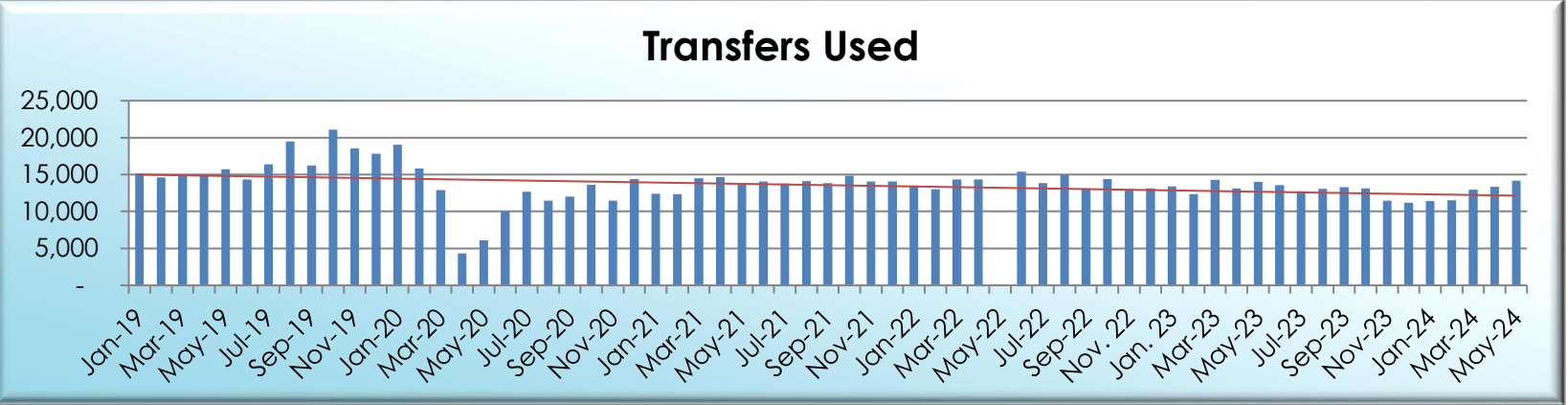
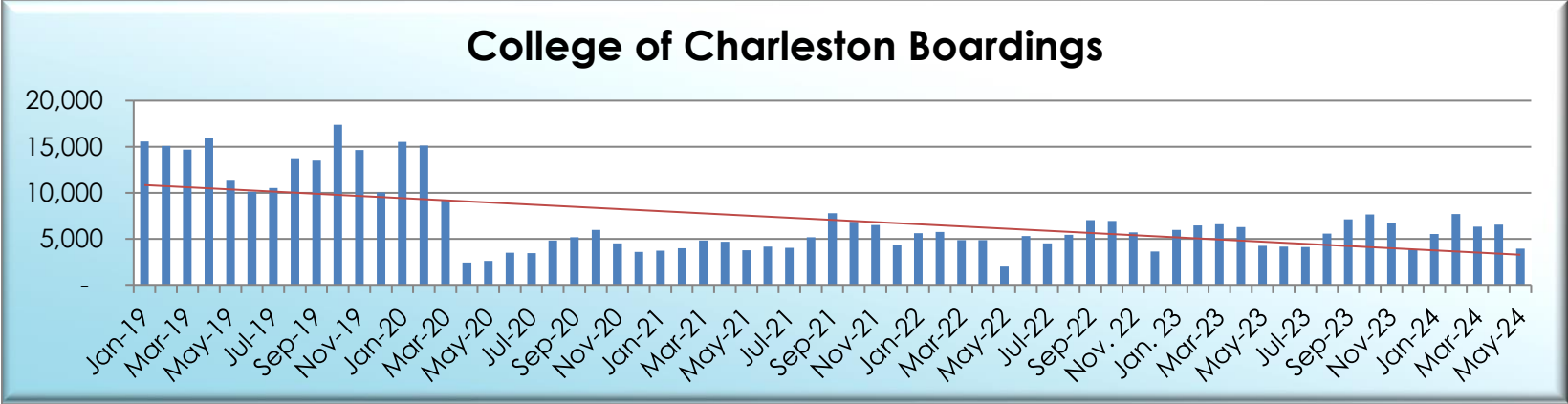
### Classification History



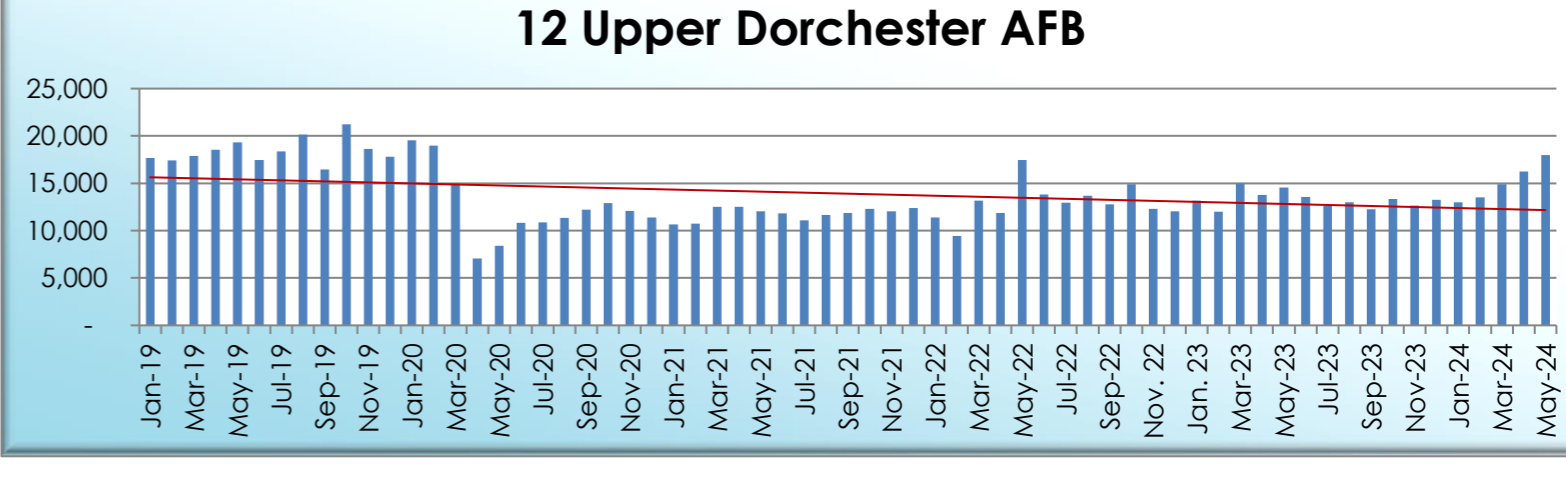
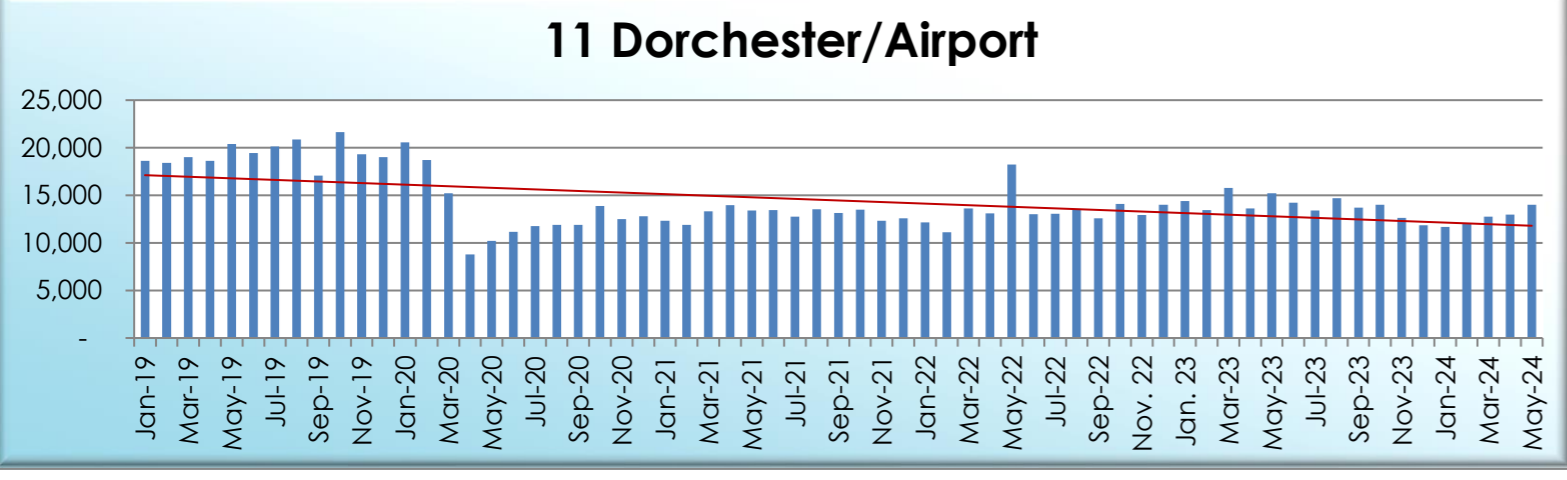
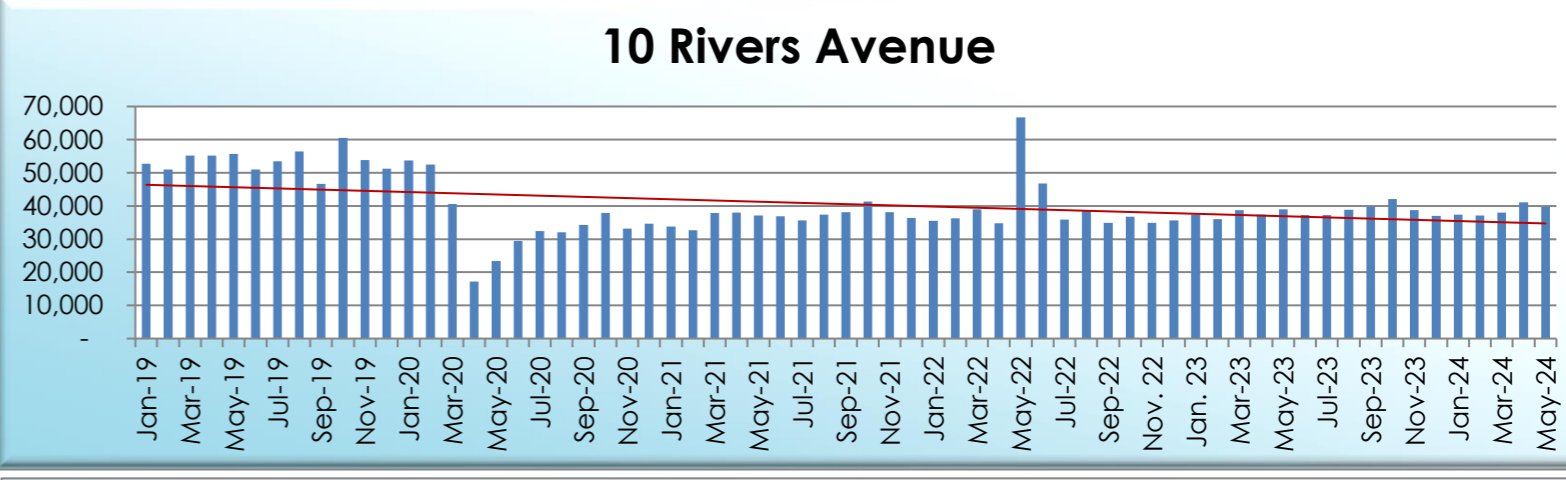
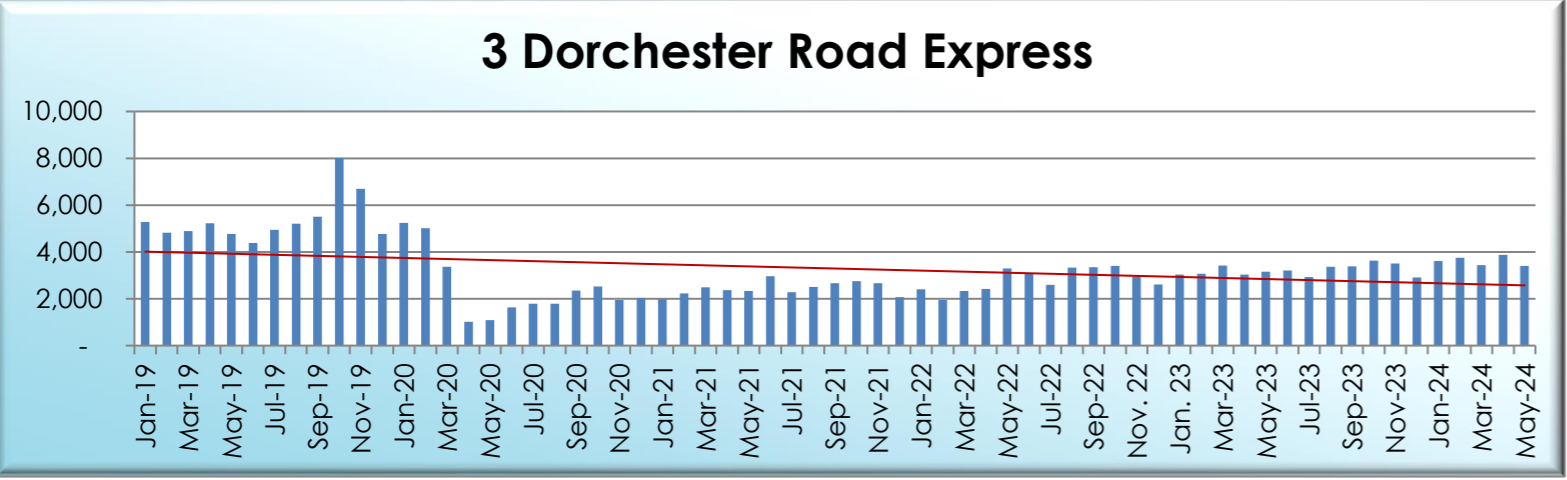
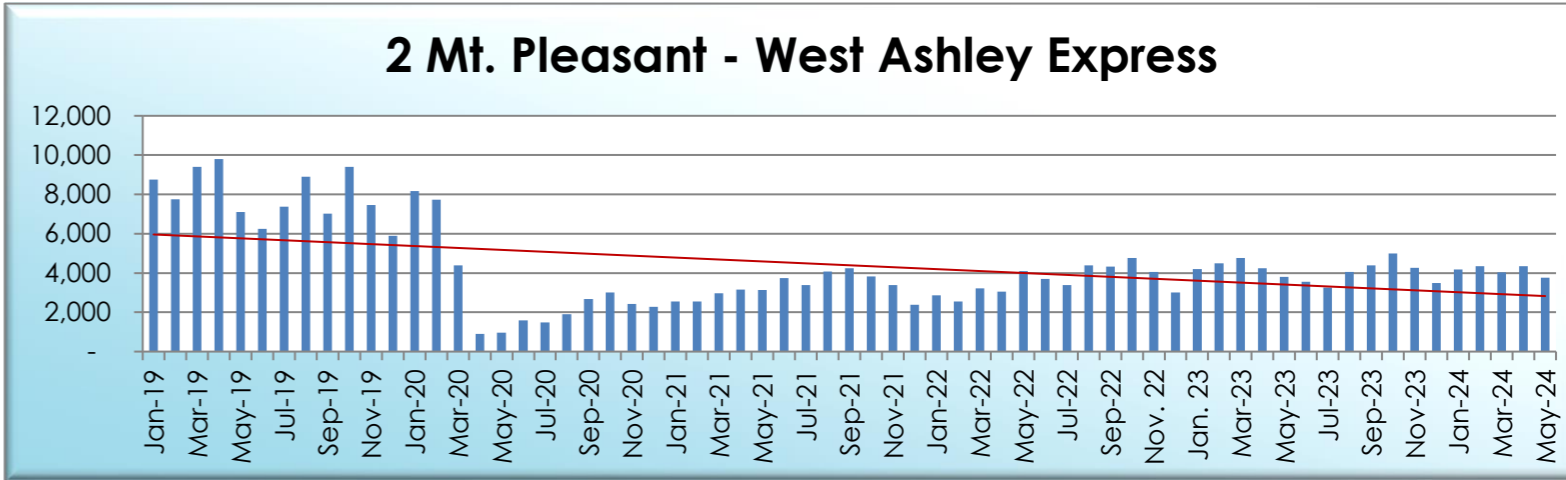
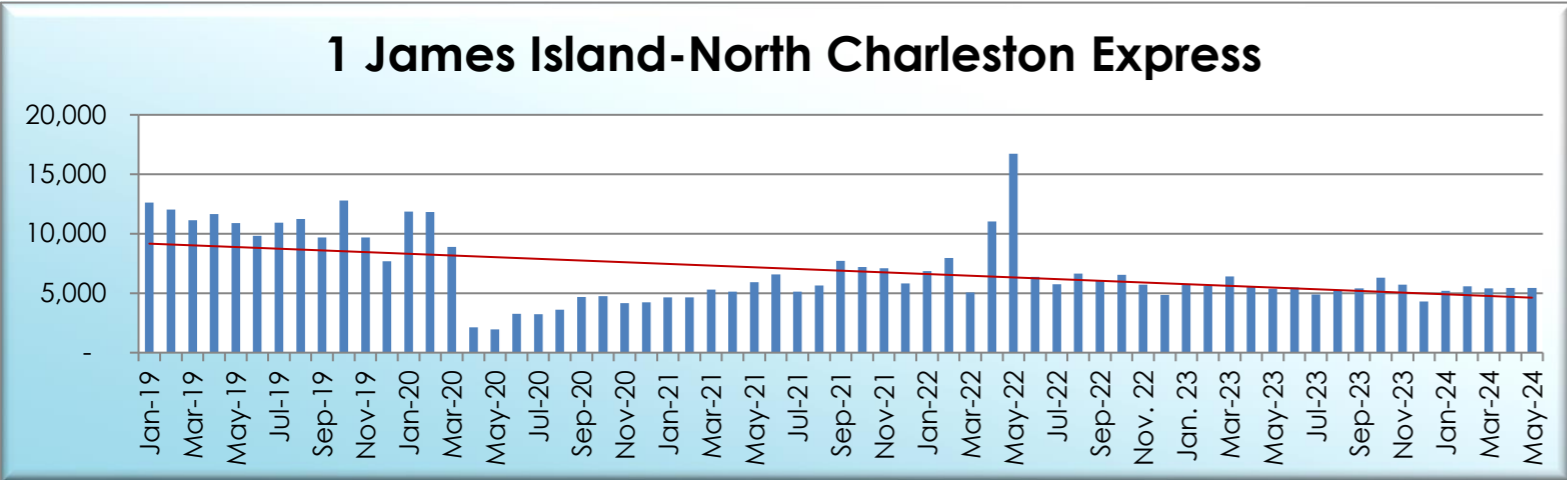
# Classification History



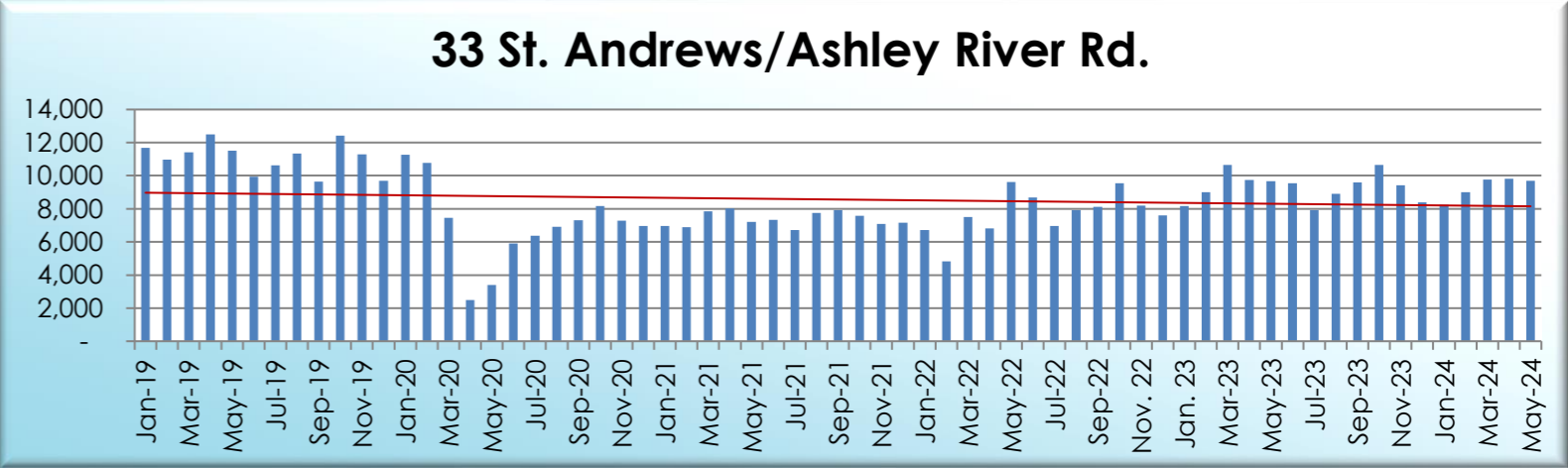
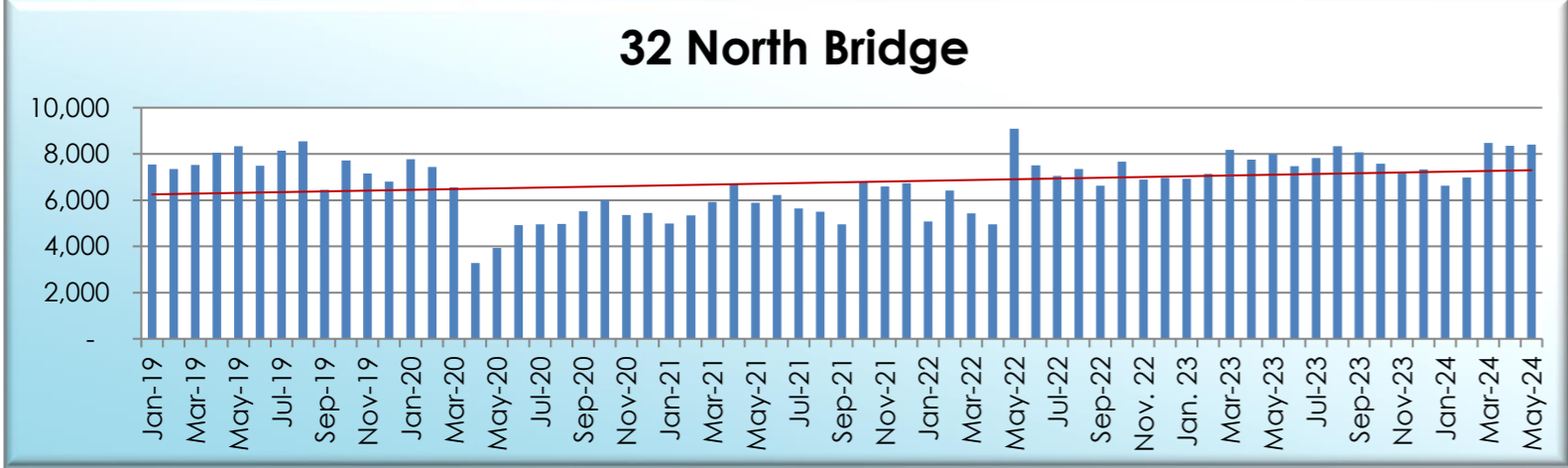
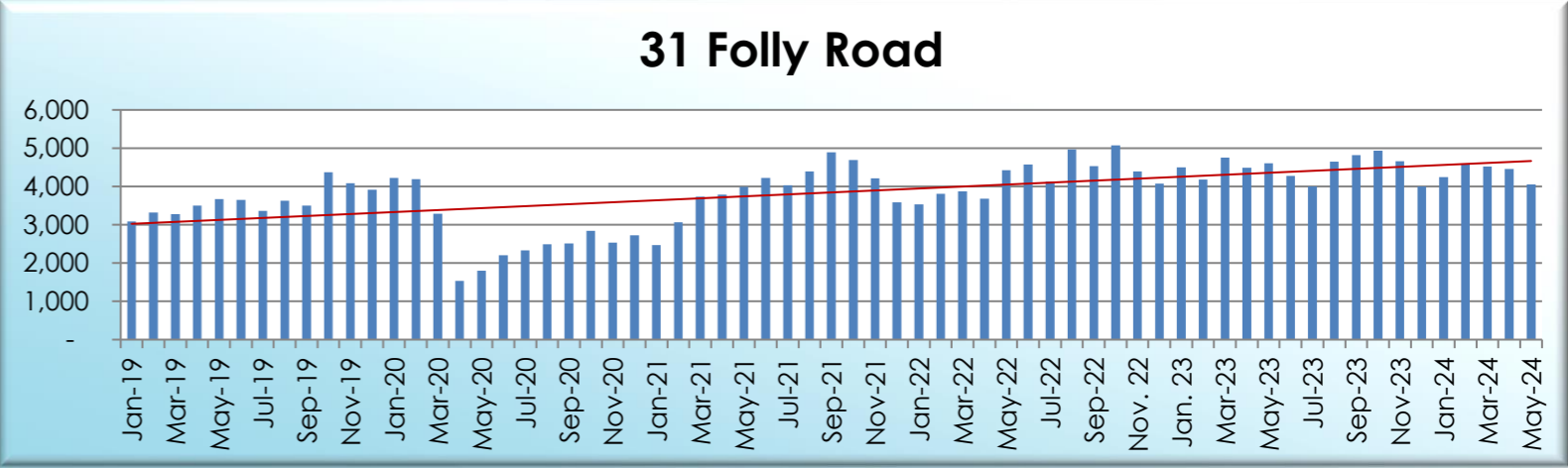
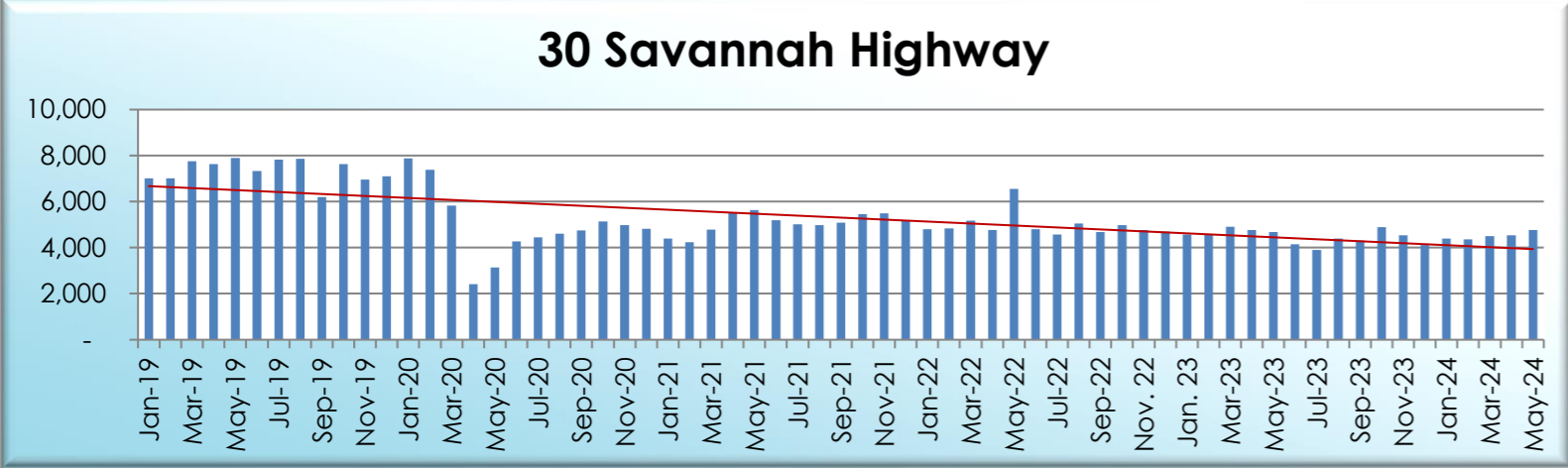
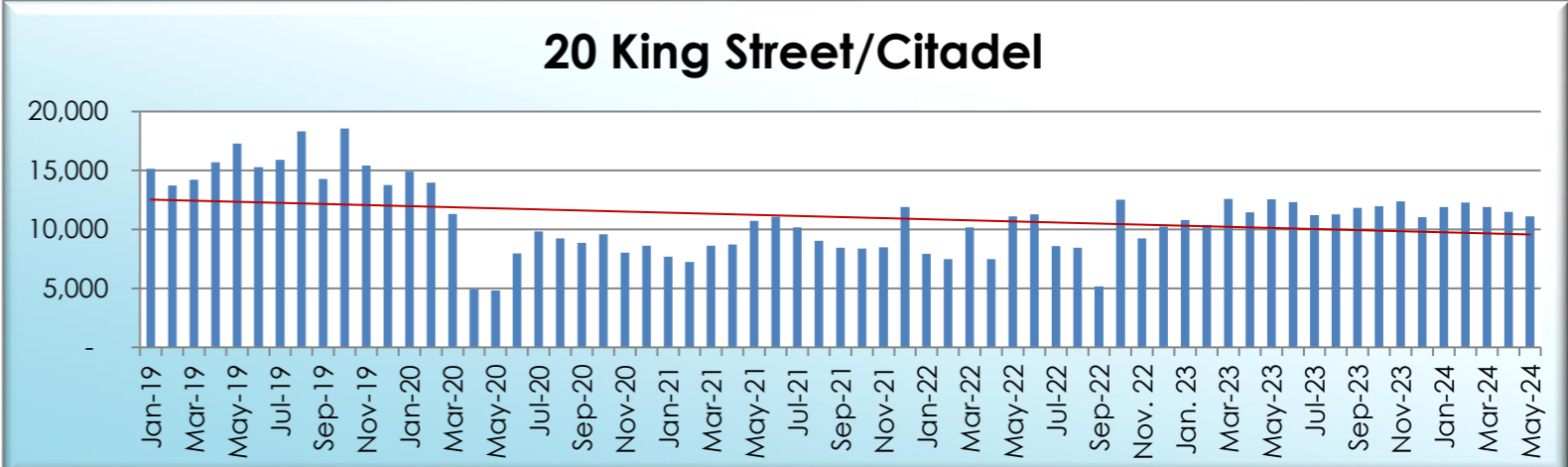
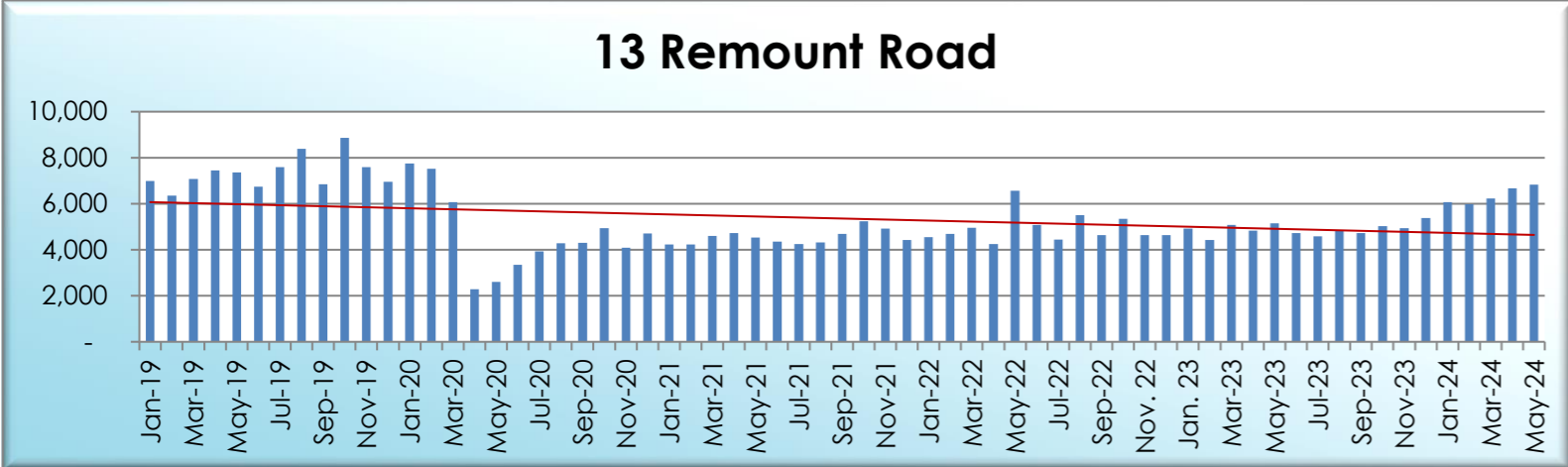
# Classification History



**Ridership Trends by Route**

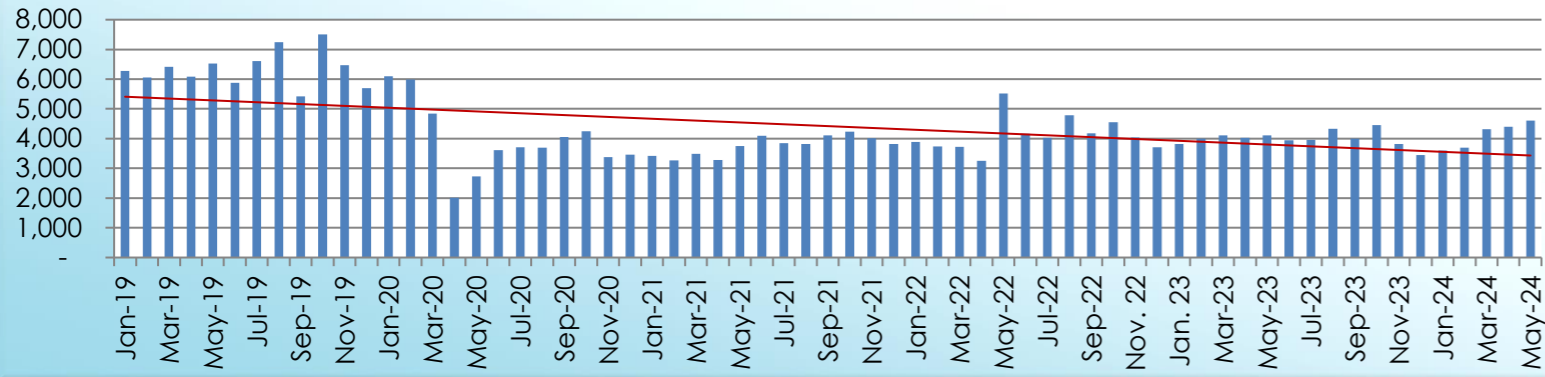


**Ridership Trends by Route**

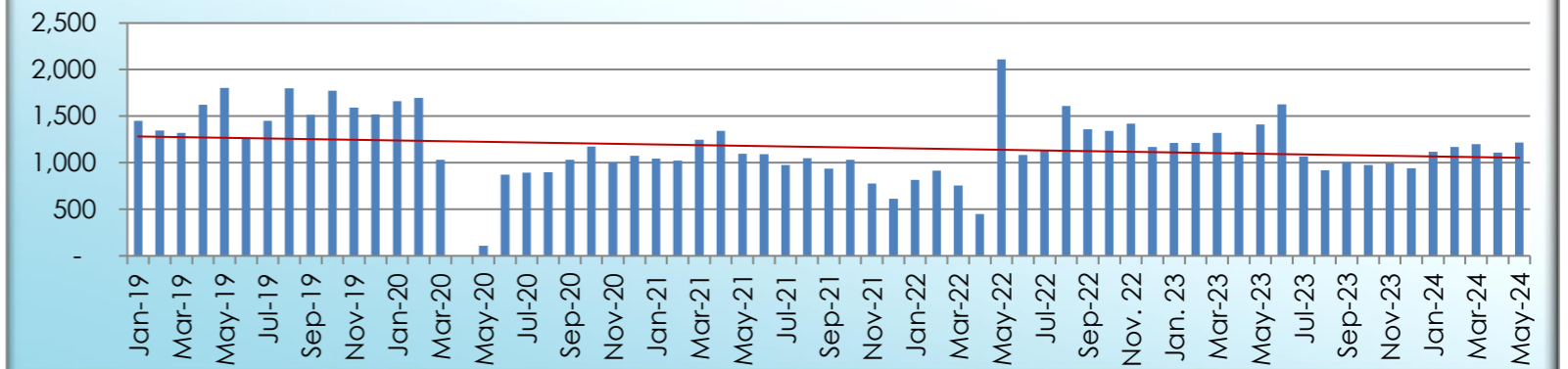


## Ridership Trends by Route

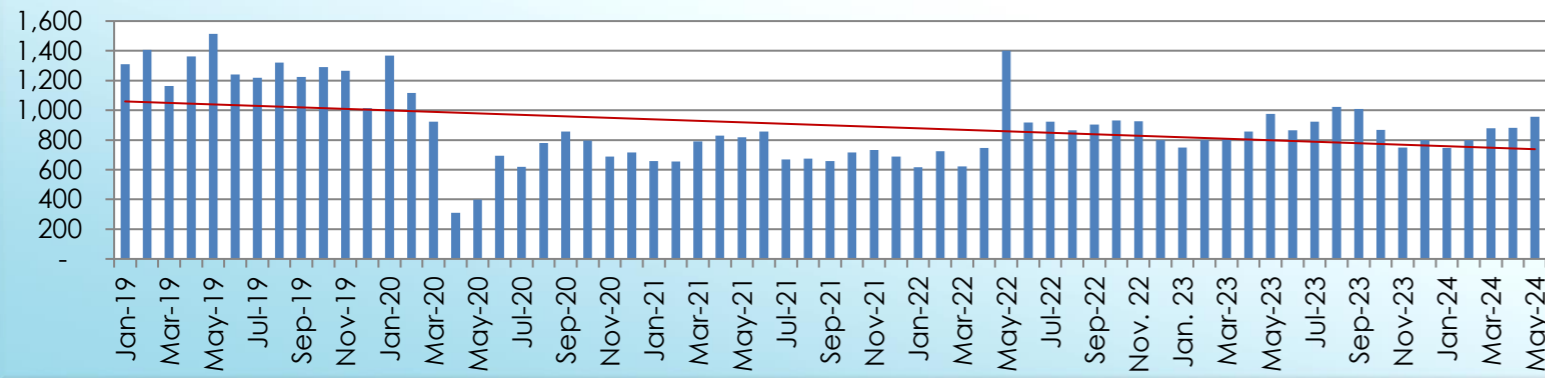
### 40 Mt. Pleasant



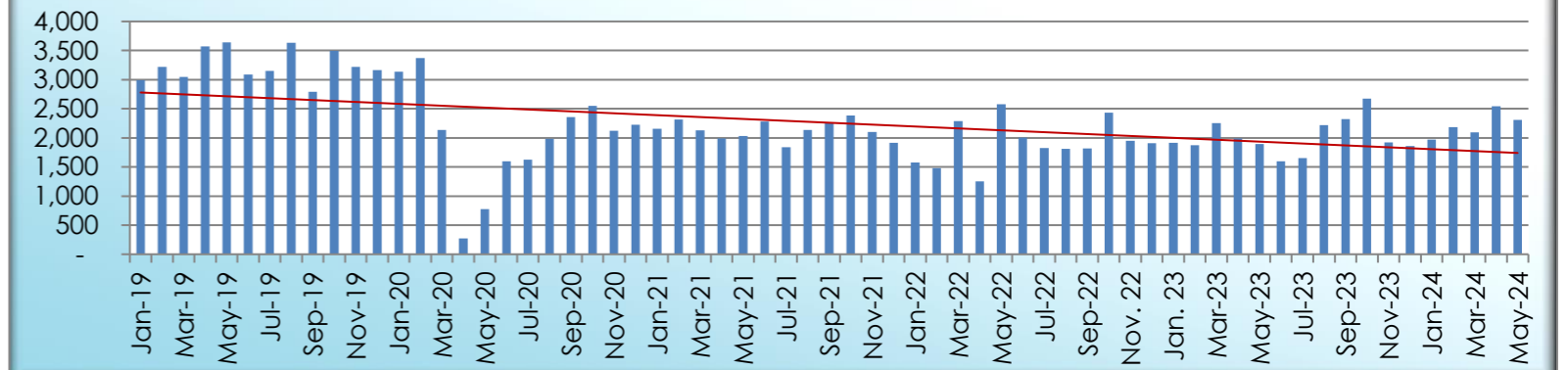
### 41 Coleman Boulevard



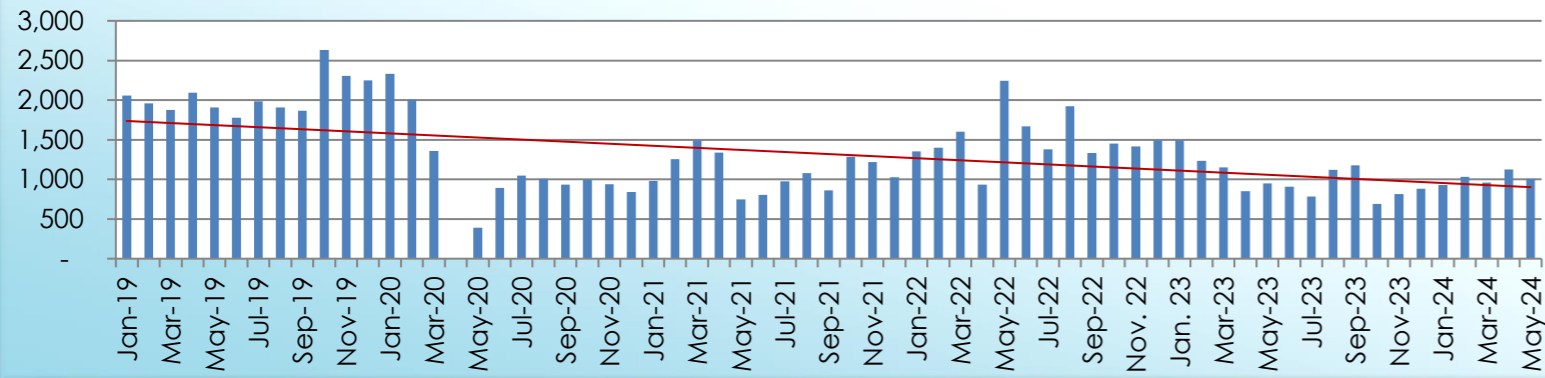
### 42 Wando Circulator



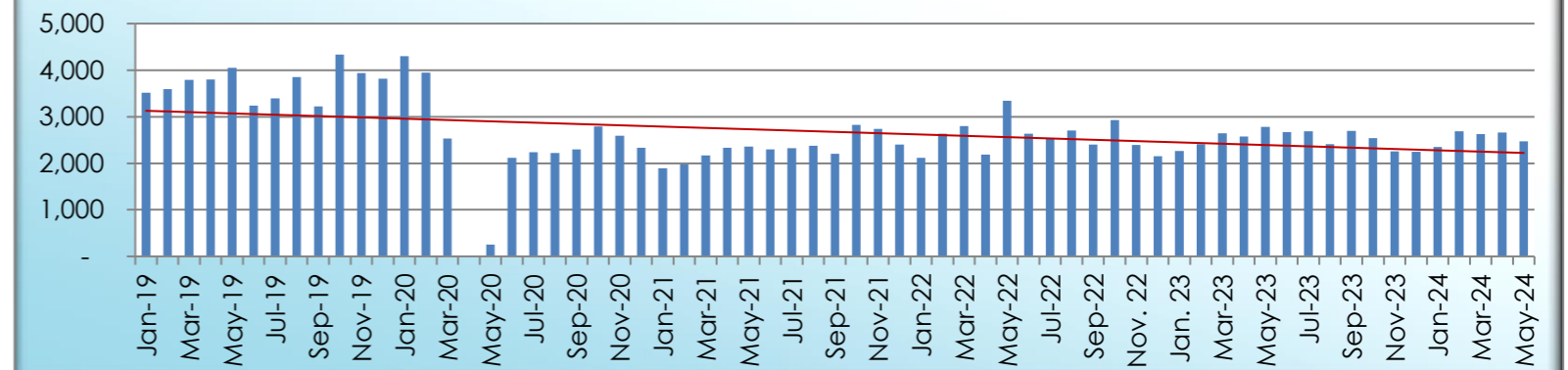
### 102 North Neck/ Rutledge Ave



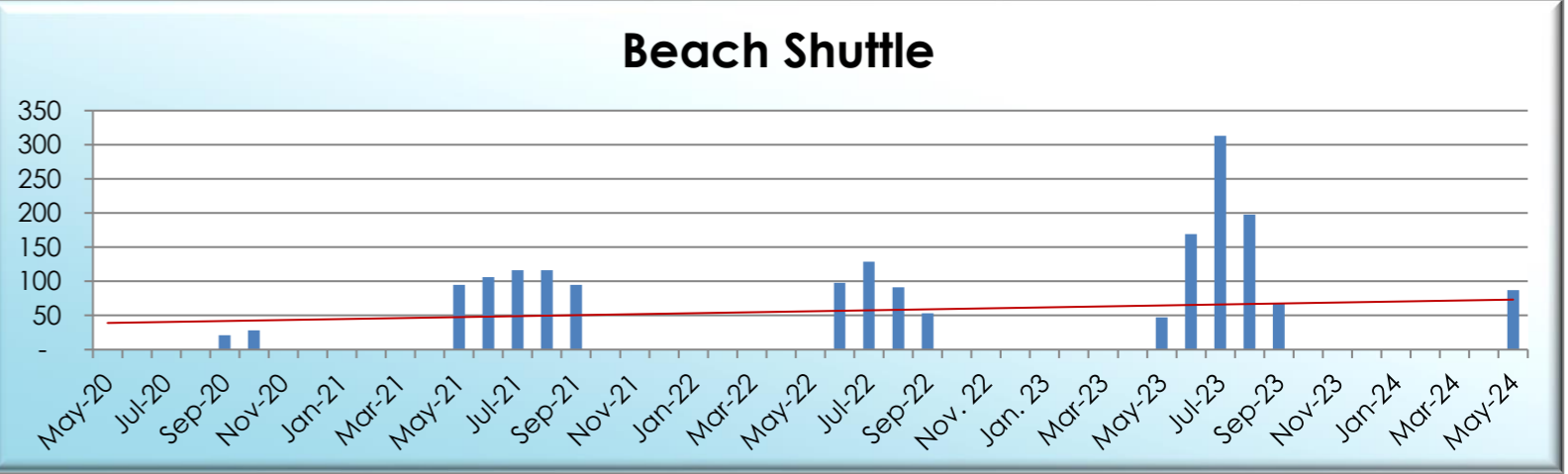
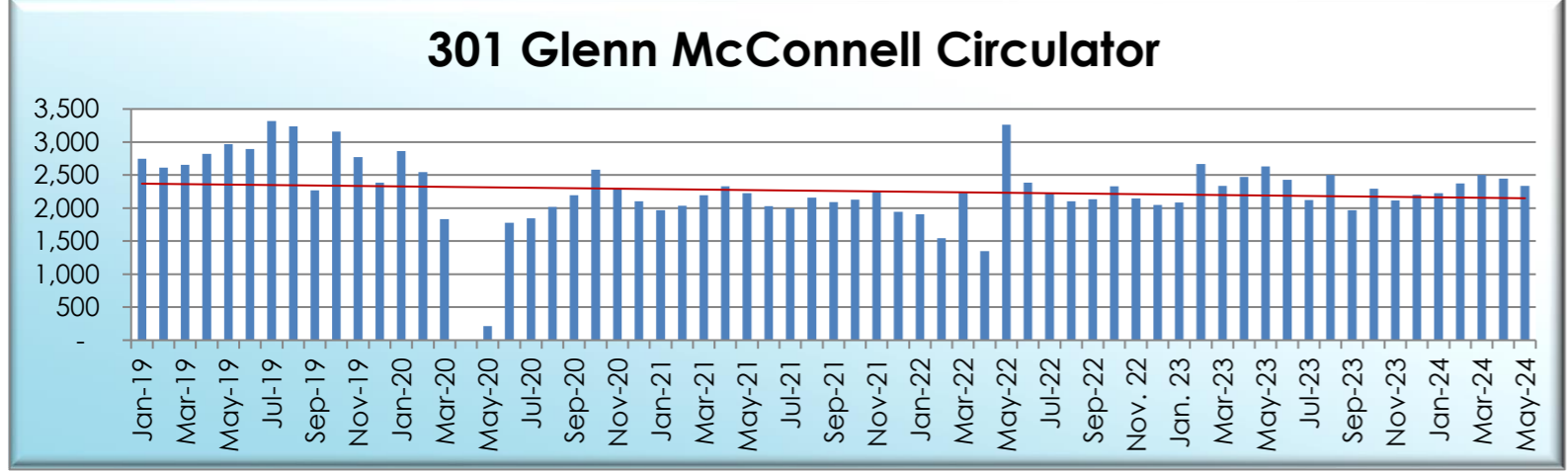
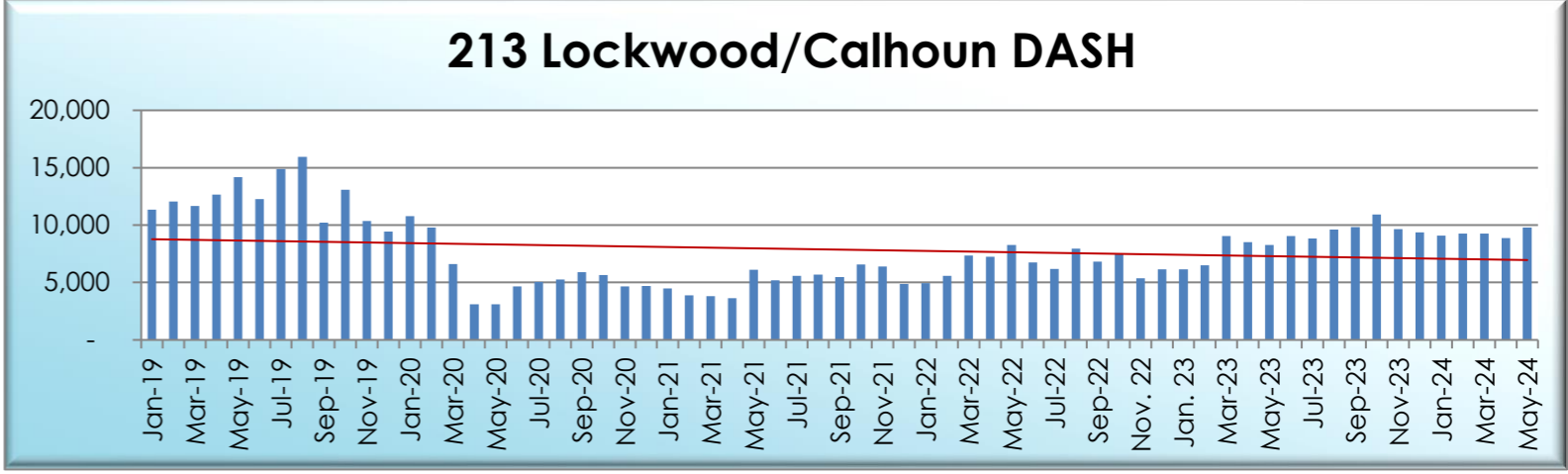
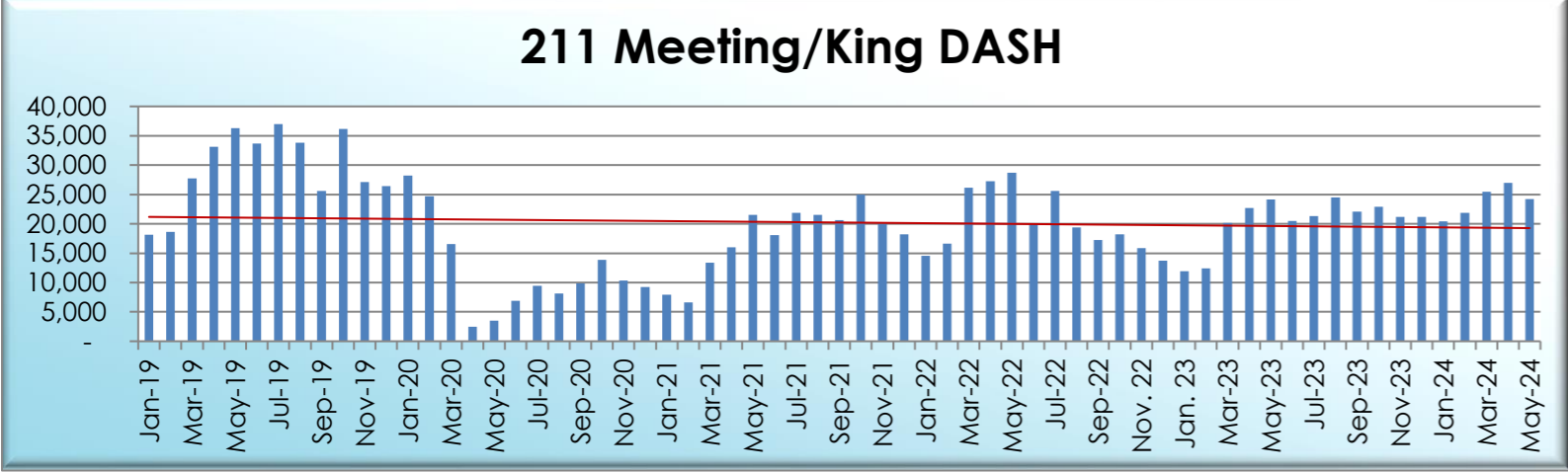
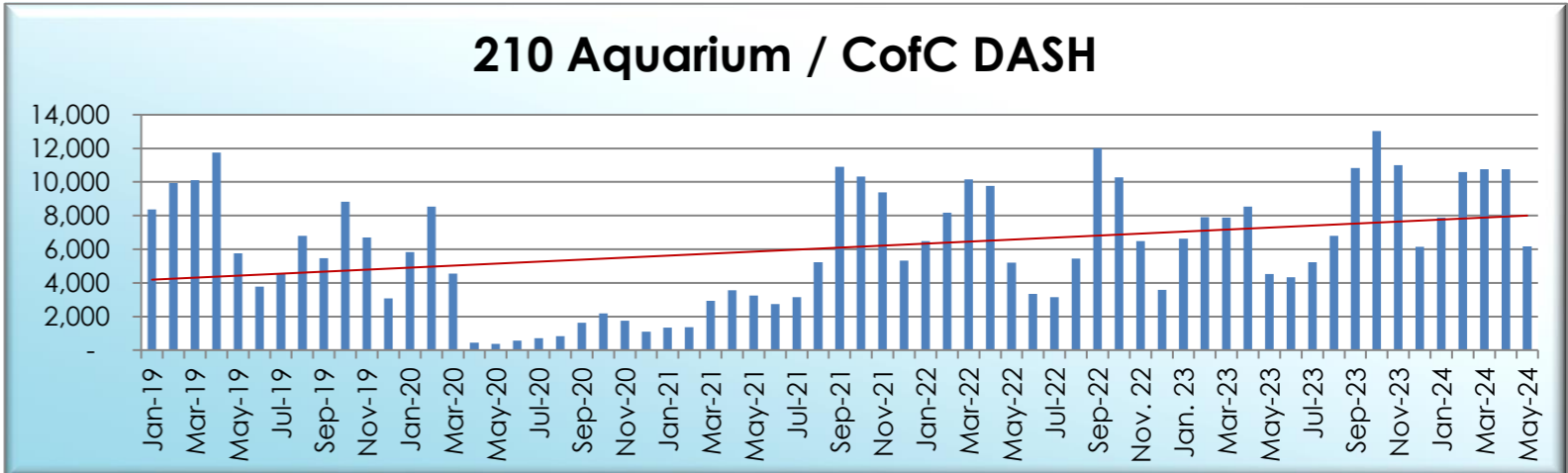
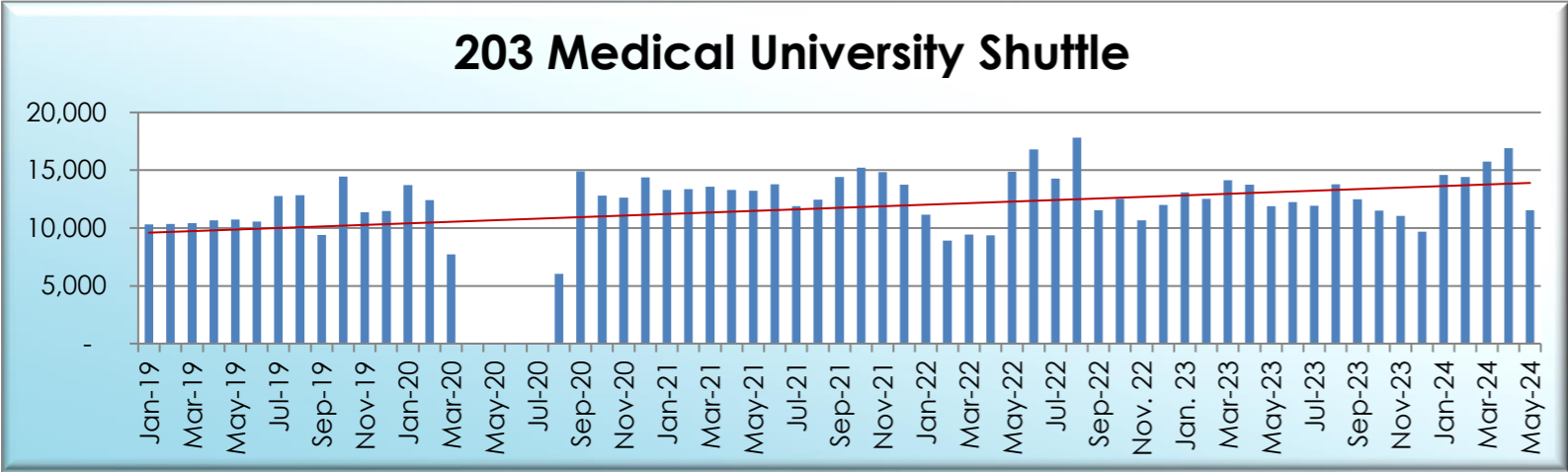
### 103 Leeds Avenue



### 104 Montague Avenue

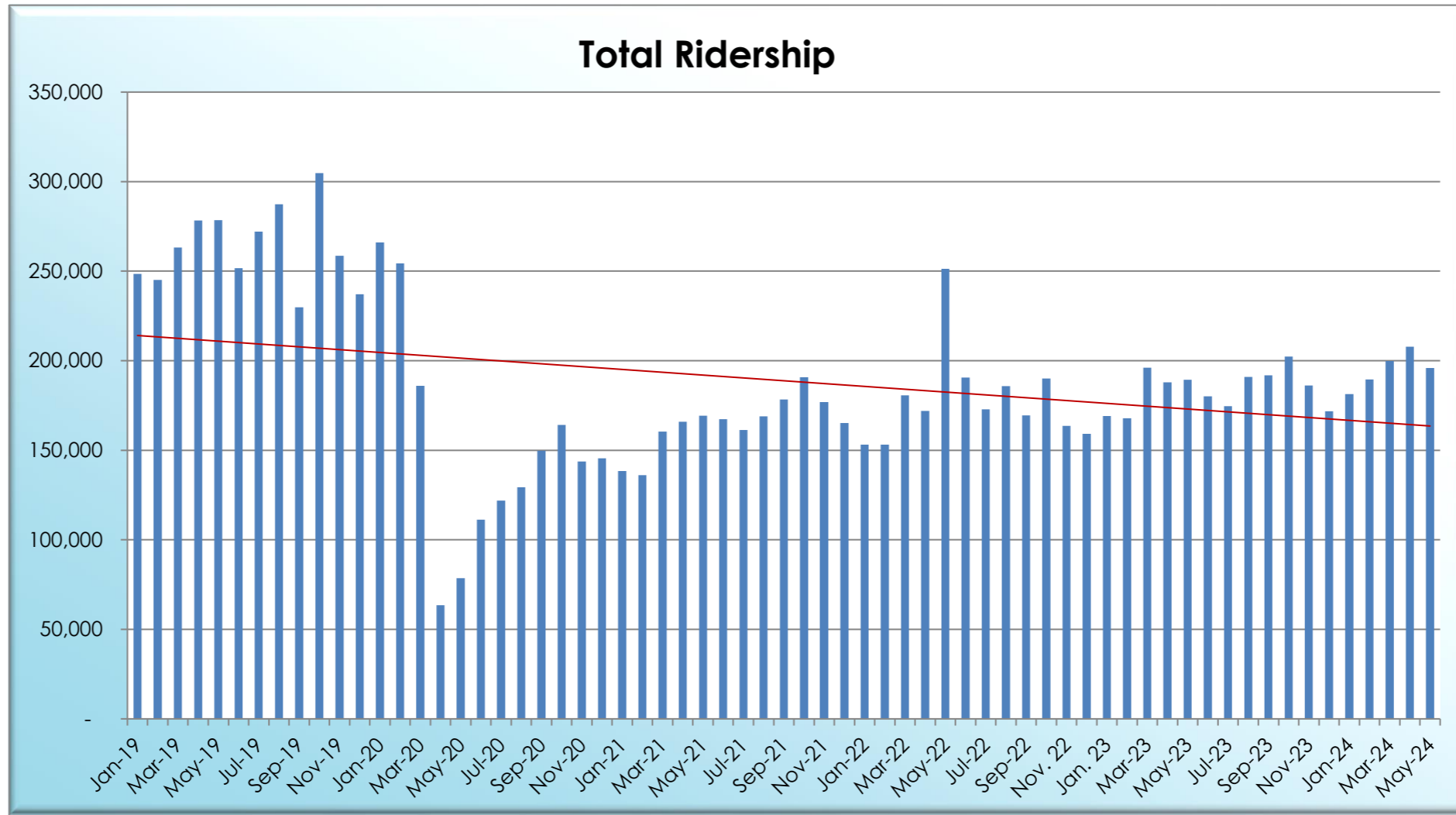


**Ridership Trends by Route**





### Ridership Trends by Route



### Farebox and Pass Revenue History

