



Charleston Area Regional Transportation Authority

## CARTA BOARD MEETING

**October 18, 2023**

**12:00 PM**

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

### AGENDA

1. Call to Order
2. Consideration of Board Minutes – September 20, 2023 Meeting
3. Capital Plan – Workshop (Lunch Served)
4. Financial Status Report – Robin Mitchum
5. Bus Wrap Advertising Contract Renewal – Request for Approval
6. Lowcountry Rapid Transit (LCRT) Project Update – Sharon Hollis
7. Project Updates – Ron Mitchum/Staff
8. Ridership Report
9. Executive Director's Report – Ron Mitchum
10. Other Business, If Any
11. Public Comments, If Any
12. Board Comments, If Any

The next CARTA Board Meeting will be held on November 15, 2023

**CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)**  
**BOARD OF DIRECTORS MEETING**  
**September 20, 2023**  
**Meeting Notes**

A Charleston Area Regional Transportation Authority (CARTA) Board of Directors meeting was held at the Berkeley-Charleston-Dorchester Council of Governments (BCDCOG) in the Barrett Lawrimore Conference Room located at 5790 Casper Padgett Way in North Charleston, SC at 1:00 p.m. on Wednesday, September 20, 2023.

**MEMBERSHIP:** MaryBeth Berry; Joe Boykin; Ron Brinson; Mike Brown; Dwayne Green; Will Haynie; John Iacofano; John Labriola; James Lewis; Pat O'Neil; Christie Rainwater; Herb Sass; Michael Seekings; Keith Summey; Ed Sutton; John Tecklenburg; Jimmy Ward; Robert Wehrman

**MEMBERS PRESENT:** MaryBeth Berry; Dwayne Green; John Iacofano; Pat O'Neil; Michael Seekings; Ed Sutton; Jimmy Ward

**PROXIES:** Carter McMillan for Joe Boykin; Craig Harris for John Labriola; Cameron Spencer for Christie Rainwater; Jerry Lahm for Herb Sass; Robert Somerville for John Tecklenburg; Peter Wiggins for Robert Wehrman

**OTHERS PRESENT:** Rachel Angelos (BGRM); Jennifer Blumenthal (Burr + Forman); Stewart Miller (Burr + Forman); Jeff Carty (National Express Transit); Elissa Smith (HDR); David Kinard (HDR); Thomas Niles (WSP); William Hamilton (Best Friends of Lowcountry Transit); Karen Forrest (Best Friends of Lowcountry Transit)

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

**1. Call to Order**

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

**2. Consideration of Board Minutes: August 16, 2023 Meeting**

*Mr. Ward made a motion to approve the August 16, 2023 Meeting Minutes as presented.*

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

**3. Executive Session – Legal Advice**

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

*Mayor O'Neil seconded the motion. The motion was unanimously approved.*

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

*Mayor O'Neil made a motion to reconvene the Board of Directors meeting.*

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

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

**4. Financial Status Report – Robin Mitchum**

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending July 31, 2023. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$2,956,808. Ms. Mitchum reviewed the following activities for FY23 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.
- The Federal revenue includes operating for the year-to-date. Federal revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds are operating funds available as match to Federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets are the proceeds from the sale of a 2010 New Flyer and ten 1996 New Flyers.

#### **Expenditures:**

- Staff Salaries & Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and rebranding supplies.
- Printing includes costs of printing route brochures and labels. The overage is reprinting of map brochures and passes for the rebrand.
- Automotive is the cost to service the 2018 Ford F-150.
- Dues/Membership is CARTA's membership with Transportation Association of South Carolina (TASC) and the Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and the postage meter.
- Office Equipment Maintenance (OEM) includes the Genfare software support, GMV Sycromatics, the Swiftly Transit Time and Insights, Cradlepoint NetCloud Essentials for mobile routers and Zscaler internet security, in addition to IT services.
- Rent includes the Ashley Phosphate Park & Ride lot, Dorchester Village Shopping Center Park & Ride lot, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Advertising is promotional items related to the rebrand.
- Auditing is the cost of the annual audit.
- Custodial Services are the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program is customer transportation cost for same-day service through independent rideshare.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services include the Genfare report training, appraisal services, bus wash inspection services and the utility search for the Leeds Avenue infrastructure project service.
- 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 Transdev and National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services is contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Rebranding is services provided to comprehensively review and rebrand agency logos and images.
- 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, storm water fees, solid waste user fees and vehicle title and registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The policy renews January 1 and this is the majority of the expenditures for FY23.
- Paratransit is the cost of paratransit transportation.
- Interest is the interest accrued on the Melnick Park & Ride Loan.
- Non-Capitalized Assets include the purchase of shelter trash cans and office computer equipment.

#### **Capital Expenditures:**

- Rolling Stock is the purchase of a New Flyer Electric Bus and five 2023 Voyager Vans.
- Bus Facilities/Charging Stations are the purchase of two charging depots.

- Bus Shelter Construction/Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras at the Melnick Park & Ride lot, lighting and access control systems at Leeds Avenue, bus stop solar lighting and AVL equipment.
- Capital (IT, Facility Repairs/Maint) is the purchase of a submersible pump at the Leeds Avenue Facility and Genfare equipment.

Ms. Mitchum reviewed the activity of the Pilot Ride Program. It was noted that the agency is at 72% of expended funds for the program. Ms. Mitchum addressed questions and comments. The Board of Directors received the Financial Status Report as information.

#### **5. FY24 Budget – Request for Approval**

Ms. Mitchum presented the FY24 Budget. She noted that the final adoption of the FY24 Budget was approved by all member governments. Ms. Mitchum stated that the budget will continue to be monitored to ensure that revenues and expenditures remain aligned and that revisions will be recommended as necessary. Ms. Mitchum addressed questions and comments.

***Mr. Lahm made a motion to approve the FY24 Budget as presented.  
Mr. Iacofano seconded the motion. The motion was unanimously approved.***

#### **6. FY23-FY25 Financial Audit Services RFP – Request for Approval**

Ron Mitchum, Executive Director, discussed the FY23-FY25 Financial Audit Services RFP. He noted that the Selection Committee reviewed three proposals for the CARTA Financial Audit Services project. Proposals were received from Love Bailey & Associates, LLC, Mauldin & Jenkins, LLC and Robert E. Milhous, CPA, PA & Associates. The Selection Committee recommends that CARTA award a contract to Robert E. Milhous, CPA, PA & Associates for Financial Audit Services. Mr. Mitchum addressed questions and comments.

***Mr. Ward made a motion to approve the FY23-FY25 Financial Audit Services RFP as presented.  
Mr. Lahm seconded the motion. The motion was unanimously approved.***

#### **7. 2023 Public Transportation Agency Safety Plan (PTASP) – Request for Approval**

Mr. Mitchum presented the 2023 Public Transportation Agency Safety Plan (PTASP). It was noted that safety is a core value of CARTA and managing safety is a core business function of the Agency. CARTA is committed to developing, implementing, maintaining and continuously improving processes to ensure the safety of its customers, employees and the community. The CARTA Safety Committee annually reviews the PTASP as required under the 2021 Bipartisan Infrastructure Law (BIL) to ensure transit safety and to remain in compliance with FTA requirements. Mr. Mitchum reviewed the PTASP and addressed questions and comments.

***Mr. Lahm made a motion to approve the 2023 Public Transportation Agency Safety Plan (PTASP) as presented. Mr. Sutton seconded the motion. The motion was unanimously approved.***

#### **8. Project Updates – Ron Mitchum/Staff**

In the interest of time, Mr. Mitchum stated that a detailed report regarding Project Updates was distributed in the Board Meeting Agenda Packet in advance of the meeting. He encouraged Board Members to contact him or the respective project manager regarding any specific concerns or questions. Mr. Mitchum briefed the Board of Directors on the OnDemand program noting that in August, OnDemand had its highest monthly ridership to date and provided a total of 1,068 trips with 61% of those trips being taken by paratransit customers and 39% being taken by senior customers. Those trips averaged \$8.89 per trip which is slightly up from July's average of \$8.72 per trip. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

#### **9. Ridership Report**

In the interest of time, Mr. Mitchum briefly discussed the Ridership Reports for August 2023. Ridership Trends for August 2023 are as follows: 191,023 total passenger trips; 10.9 customers per service hour (10.5 last month); 75% on-time across all timepoints. Overall ridership comparing July 2023 to August 2023 increased by 9.4%, overall ridership comparing August 2022 to August 2023 increased by 2.9%, and overall ridership comparing 2022 YTD to 2023 YTD

decreased by .22%. It was noted that Tel-A-Ride ridership for the month of August was 5,110, which was a decrease of 10.6% when comparing 2022 YTD to 2023 YTD. It was noted that the total missed service for the month of September (as of September 13, 2023) was 74.98. Mr. Mitchum addressed questions and comments. The Board of Directors received the Ridership Report as information.

**10. Route 104 Adjustment – Request for Consideration**

Mr. Mitchum delivered a presentation regarding Route 104. He noted that McMillan Avenue was closed without notification to CARTA; however, the bus was re-routed in order to maintain the schedule and connections. Mr. Mitchum discussed Route 104’s original routing, the detour routing, the pedestrian path and proposed additional stops. Mr. Mitchum noted that if the Board approves the proposed adjustments, the route will be closely monitored to ensure the costs associated with the changes are justified. Mr. Mitchum addressed questions and comments.

***Mayor O’Neil made a motion for staff to proceed with the next steps regarding Route 104 adjustments and public engagement. Mr. Wiggins seconded the motion. The motion was unanimously approved.***

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

In the interest of time, Mr. Mitchum did not have anything further to discuss; however, he noted that updates are needed to the transit framework plan as Charleston County starts to develop their next transportation sales tax referendum. He suggested that the CARTA Board holds a working lunch next month prior to the regular Board of Directors meeting to be held on October 18<sup>th</sup>.

**12. Other Business, If Any**

There was no further business to discuss.

**13. Public Comments, If Any**

There were two public comments:

- William Hamilton, Best Friends of Lowcountry Transit: Mr. Hamilton congratulated the Board on this year’s success for the Beach Reach Shuttle Service and thanked the Board for their service; he expressed his concerns regarding middle school students riding the bus; he expressed his concerns regarding increasing riders on DASH.
- Karen Forrest, Best Friends of Lowcountry Transit: Ms. Forrest noted that Best Friends of Lowcountry Transit volunteers donated hours of their time promoting the Beach Reach Shuttle service; she expressed her concerns regarding a shelter at Town Center; she discussed QR codes being placed at all hotels, restaurants and businesses to assist with public awareness of CARTA’s services.

**14. Board Comments, If Any**

There was no further business to discuss.

**15. Adjourn**

Chairman Seekings recognized and thanked the City of the Isle of Palms and the Town of Mt. Pleasant for their collaboration regarding this year’s success of the Beach Reach Shuttle service. He announced that the Board’s working lunch will be held at Noon on October 18<sup>th</sup> and the Board of Directors meeting will follow at 1:00 p.m. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:25 p.m.

Respectfully submitted,  
Kim Coleman



## MEMORANDUM

TO: Board of Directors  
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration  
SUBJECT: August 31, 2023 Financial Report Overview  
DATE: October 9, 2023

Please find attached the August 31, 2023 Financial Report. Below is a brief overview of the activities for FY23.

### **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.
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### **Expenditures**

- Staff Salaries & Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing route brochures and labels. The overage is reprinting of map brochures and passes for the rebrand.
- Automotive is the cost to service the 2018 Ford F150.
- Dues/Memberships is CARTA's membership with Transportation Association of South Carolina (TASC) and the Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and the postage meter.
- Office Equipment Maintenance (OEM) includes Genfare software support, GMV Syncromatics, the Swiftly Transit Time and Insights, Swiftly Real Time Passenger Predictions, Cradlepoint NetCloud Essentials for mobile routers and Zscaler internet security, in addition to 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.
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- Auditing is the cost of the annual audit.
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- Pilot Ride Program is customer transportation cost for same day service through independent rideshare.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services includes Genfare report training, appraisal services, bus wash inspection services, and the utility search for Leeds Avenue infrastructure project service.
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- Fixed Route service is the cost of fixed and commuter service provided by Transdev and National Express Shuttle and Transit.
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- Security Services are contracted security service provided at the Super Stop by the City of North Charleston Police Dept.
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### **Capital Expenditures**

- Rolling Stock is the purchase of a New Flyer Electric Bus and five (5) 2023 Voyager Vans.
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- Bus Shelter Construction /Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras at Melnick park and ride, lighting and access control systems at Leeds Avenue, bus stop solar lighting, and AVL equipment.
- Capital (IT, Facility Repairs/Maint) is the purchase of a submersible pump at the Leeds Avenue facility, building signage and Genfare equipment.

**Overall, the agency ended the month with excess of revenues of \$2,811,629.**

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 8/31/23 was \$1,488,798.44.**

**CARTA**  
**Statement of Revenues & Expenditures**  
**For the Month Ending August 31, 2023**

Time elapsed:  
**92%**

	<b>FY23 Original Budget</b>	<b>FY23 Revised Budget</b>	<b>Actual</b>	<b>% of Budget</b>
<b><u>Operating Revenues</u></b>				
Farebox	1,264,265	1,325,675	1,210,150	91%
Passes & Mobile Ticketing	451,134	516,130	491,455	95%
COC Shuttle	417,104	417,104	368,829	88%
MUSC	753,157	753,157	685,888	91%
City of Charleston - DASH	640,492	665,000	616,473	93%
Local Contributions	-	64,715	160,429	248%
Federal	7,846,622	7,762,136	6,955,036	90%
State Mass Transit Funds	563,757	464,907	312,779	67%
Sales Tax - Charleston County	12,632,345	12,354,301	11,669,823	94%
Advertising	700,000	800,000	832,299	104%
Interest	-	-	110	N/A
Insurance Proceeds	100,000	100,000	128,238	128%
Sale of Assets	-	7,157	19,013	266%
Miscellaneous	-	378	378	100%
<b>TOTAL OPERATING REVENUES</b>	<b>25,368,876</b>	<b>25,230,660</b>	<b>23,450,900</b>	<b>93%</b>
<b><u>Operating Expenditures</u></b>				
Staff Salaries & Benefits	8,334	8,848	8,088	91%
Supplies	190,000	300,000	85,352	28%
Printing	25,000	25,000	54,365	217%
Automotive	1,000	1,000	709	71%
Postage	2,085	500	50	10%
Dues/Memberships	2,500	2,500	2,500	100%
Office Equipment Rental	105,687	105,336	105,348	100%
Office Equipment Maintenance	599,953	223,527	200,869	90%
Rent	33,350	33,100	29,231	88%
Communications	166,847	166,847	153,003	92%
Utilities	313,674	313,674	257,728	82%
Advertising	17,500	7,500	15,993	213%
<b><u>Professional Services</u></b>				
Auditing	24,800	25,000	25,000	100%
Legal	7,500	1,000	-	0%
Custodial	25,542	25,542	21,465	84%
Pilot Ride Program	25,000	112,850	87,717	78%
Electric Bus Master Plan	-	58,353	37,541	64%
Other	110,000	45,000	13,362	30%
<b><u>Contract Services</u></b>				
Shared Services - IGA	3,717,619	3,627,902	3,307,325	91%
Fixed Route	14,266,085	14,066,085	11,141,573	79%
Money Transport	7,500	7,500	8,190	109%
Security Services	116,066	105,560	92,180	87%
Rebranding	-	32,903	32,903	100%
Vehicle Maintenance	170,000	170,000	312,137	184%
Facility Repair & Maintenance	33,805	52,285	37,788	72%

**CARTA**  
**Statement of Revenues & Expenditures**  
**For the Month Ending August 31, 2023**

Time elapsed:  
**92%**

	<b>FY23 Original Budget</b>	<b>FY23 Revised Budget</b>	<b>Actual</b>	<b>% of Budget</b>
Operating Fees & Licenses	37,000	45,300	41,748	92%
Insurance	1,198,340	1,052,064	1,044,694	99%
Fuel	1,217,827	1,785,648	1,359,291	76%
Paratransit	2,723,873	2,723,873	2,101,046	77%
Miscellaneous	5,500	3,500	2,526	72%
Interest	50,550	52,463	47,943	91%
Non-Capitalized Assets	165,939	50,000	11,606	23%
<b>TOTAL OPERATING EXPENDITURES</b>	<b>25,368,876</b>	<b>25,230,660</b>	<b>20,639,271</b>	<b>82%</b>
Excess (Deficit) of Revenues Over (Under) Expenditures			<u>2,811,629</u>	

**Capital Revenues**

Rolling Stock	383,482	1,658,772	1,085,851	
Bus Facilities/Charging Stations	354,570	1,132,402	965,330	
Bus Shelter Construction/Bench Install	-	55,855	-	
Security/ Cameras & Equipment	204,411	242,398	231,238	
Facilities Construction	7,675,353	-	-	
Sales Tax - Charleston County	704,655	982,449	526,344	
<b>TOTAL CAPITAL REVENUES</b>	<b>9,322,471</b>	<b>4,071,876</b>	<b>2,808,763</b>	<b>69%</b>

**Capital Expenditures**

Rolling Stock	479,353	2,073,465	1,357,315	
Bus Facilities/Charging Stations	380,754	1,422,880	1,072,913	
Bus Shelter Construction/Bench Install	500,000	230,000	83,634	
Security/ Cameras & Equipment	262,011	300,591	275,003	
Facilities Construction	7,675,353	-	-	
Capital (IT, Facility Repairs/Maint)	25,000	44,940	19,898	
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>9,322,471</b>	<b>4,071,876</b>	<b>2,808,763</b>	<b>69%</b>

**CARTA  
BALANCE SHEET  
8/31/2023**

**ASSETS**

<b>ASSETS</b>	
GENERAL OPERATING (BB&T)	10,857,940.95
PETTY CASH	180.00
ACCOUNTS RECEIVABLE	5,754,596.27
PREPAID EXPENSES	400,656.79
INVENTORY - FUEL	39,979.24
DEFERRED OUTFLOWS: ER CONTR	905.00
LAND	5,563,204.76
CONSTRUCTION IN PROGRESS	2,215,526.23
VEHICLES	54,213,635.34
EQUIPMENT	3,251,990.32
FAREBOXES	1,170,017.00
SHELTERS	4,387,019.59
BUS SIGNAGE	246,800.32
FACILITIES	9,413,944.34
PARK & RIDE FACILITY	155,251.20
ACCUMULATED DEPRECIATION	(35,958,231.54)
TOTAL ASSETS	<u><u>61,713,415.81</u></u>

**LIABILITIES & EQUITY**

<b>LIABILITIES</b>	
ACCOUNTS PAYABLE	2,327,962.71
NOTE PAYABLE - BB&T	1,444,179.61
ACCRUED INTEREST	27,558.10
OPEB LIABILITY	134,964.00
DEFERRED INFLOWS: OPEB ASSUMP	9,235.00
TOTAL LIABILITIES	<u>3,943,899.42</u>
<b>EQUITY</b>	
CURRENT YEAR FUND BALANCE	2,811,629.38
INVEST IN CAPITAL ASSETS	40,833,288.87
FUND BALANCE	14,124,598.14
TOTAL EQUITY	<u>57,769,516.39</u>
TOTAL LIABILITIES & FUND EQUITY	<u><u>61,713,415.81</u></u>

CARTA  
Pilot Ride Program  
8/31/2023

<u>Activity</u>	BUDGET	FY 21	FY 22	<b>FY 23</b>	Total	Balance	% Complete
		Total Costs	Total Costs	<b>Total Costs</b>			
Pilot Ride Program (80/20)	140,000	1,421	20,778	<b>87,717</b>	109,916	30,084	79%
Total	140,000	1,421	20,778	<b>87,717</b>	109,916	30,084	79%
Federal <i>FTA 5310</i>	112,000	1,137	16,622	<b>66,945</b>	84,704	27,296	76%
Local	28,000	284	4,156	<b>20,772</b>	25,212	2,788	
Total	140,000	1,421	20,778	<b>87,717</b>	109,916	30,084	79%



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Charleston Area Regional Transportation Authority

## MEMORANDUM

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**To:** CARTA Board of Directors  
**From:** Ron Mitchum, Executive Director  
**Subject:** Request for Approval – Bus Wrap Advertising  
**Date:** October 9, 2023

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Charleston Area Regional Transportation Authority (CARTA) is requesting approval to amend the Red Falcon Ink, LLC – Bus Wrap & Shelter Advertising contract for an additional year pursuant to the renewal terms outlined in the contract.

The contract was awarded on as a one (1) year contract with four (4) options to annually renew. This amendment will extend the contract through October 28, 2024.



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Charleston Area Regional Transportation Authority

## MEMORANDUM

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**Date:** October 9, 2023  
**To:** CARTA Board of Directors  
**From:** Ronald E. Mitchum, Executive Director  
**Subject:** Transit Planning Project Updates

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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: John Lambert)
5. Shelter Improvement Program (Project Manager: Belen Vitello)
6. SPARE/TCL Project (Project Manager: Belen Vitello)
7. Shipwatch Square Transit Center (Project Manager: Sharon Hollis)
8. Vanpool Program (Project Manager: Courtney Cherry)
9. Transit Oriented Development Study (Project Manager: Sharon Hollis)
10. Lowcountry Rapid Transit (Project Manager: Sharon Hollis)

Please let me know if you need additional information.

# MEMORANDUM

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## 1. Service Planning Initiatives:

- Staff met with IT to discuss the APC project and our approach moving forward. Staff also participated in a product demonstration for a new vendor.
- Staff received the State of the System draft from Nelson/Nygaard. Staff should receive the route profiles within the first week of October. Staff also begin early preparations for the next TAG meeting and open house slated for November.
- Staff has continued to work on analyzing the Rt. 10 to improve the route on-time performance and the overall productivity of the route. This involves looking at frequency, operators, and ridership feedback. The goal of this is to increase ridership along the corridor. Staff is working on a survey for riders and the businesses along Rivers Ave. It should be ready by the beginning of October.
- Staff has created a recommended route for the request from the Ports Authority for the Rt. 104. This recommendation will require an additional bus for the Rt. 104 that interlines with the Rt. 13. With the recommendation, we would also service the request from Clemson University. Staff has scheduled an open house with the businesses along N. Hobson Ave. and an open house at the Superstop for transit riders. The Rt. 104 will continue to use the St. Johns detour until we finalize the new route.
- Staff has continued working with the National Express staff to work out the relief plan for electric buses. Bus swaps are happening either midday or early evening due to low battery percentages. Currently this causes strain on on-time performance and maintenance who typically make the bus swaps in the evening.
- Staff worked with Charleston County monitoring flooding issues caused by the hurricane. Issues related to flooding were anticipated to occur with the Edisto Rivers.
- Staff participated in the Peninsula Plan Kickoff with the City of Charleston. The City of Charleston plans to share feedback from all sessions. Staff was able to provide information on the Downtown Charleston Transit Study.
- Staff promoted CARTA and LCRT at an all-electric vehicle event. Staff had an electric bus on site and shared our plans of moving to all electric in the future.
- Staff participated in the ParaTRAC and TRAC meetings this month.
- Staff attended a meeting with Friends of Bartimaeus to promote Tel-A-Ride and CARTA OnDemand.

## 2. Downtown Route Study

- In September, we participated in the Peninsula Plan Kickoff with the City of Charleston and an all-electric vehicle event. At both events, we were able to receive feedback on improvements we can make for service. Task will be ongoing after kickoff until the project is towards completion in December 2023.

## 3. US 52 BRT Study

- Procurement is underway

# MEMORANDUM

- Project anticipated to begin in Late Fall 2023

## 4. CARTA OnDemand (TNC Pilot)

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

\$21 and any surplus amount being charged to the rider. Tel-A-Ride customers pay an initial \$4 with a maximum trip subsidy of \$30 and any surplus amount being charged to the rider.

In September 2023, there were seventy-three (73) senior riders and ninety (90) Tel-A-Ride customers actively using OnDemand service. Also in September, CARTA OnDemand had its highest monthly ridership yet and provided a total of 1043 trips with 66% of the trips being taken by paratransit customers and 34% being taken by senior customers.

In September, the 1043 trips (Tel-A-Ride and senior) averaged \$9.90 per trip which is up from August's average of \$8.89 per trip. Tel-A-Ride trips averaged \$10.38 and senior trips averaged \$8.97. To date (February 2021 – present), CARTA has spent a total of \$127,045 on the CARTA OnDemand program which includes trips costs and marketing expenses.

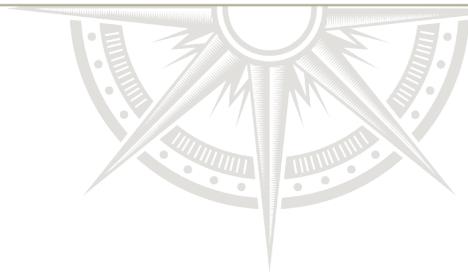
### Lyft Statistics – September 2023

- 98 Trips provided
- Average Trip Cost: \$10.75
- 15 Unique Riders

Total Cost: \$1053.63



# MEMORANDUM

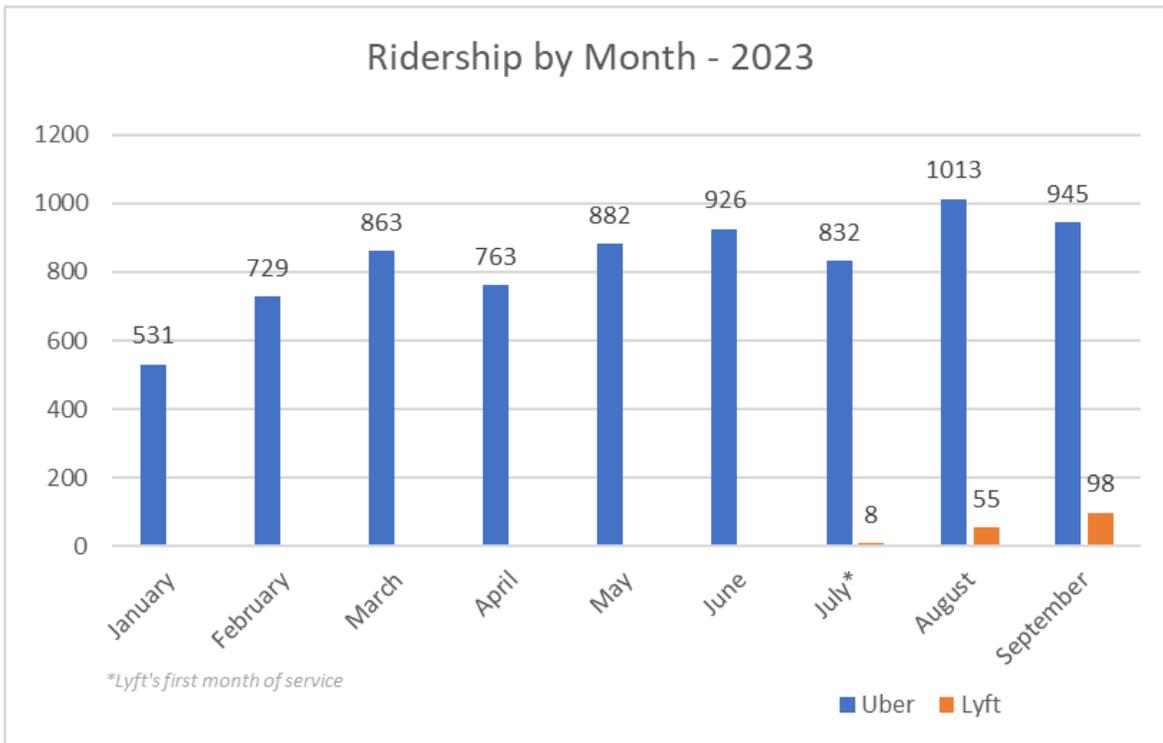


## Uber Statistics – September 2023

- 945 Trips provided
- Average Trip Cost: \$9.82
- 94 Unique Riders
- Total Cost: \$9,276.61



## Overall Ridership (2023)



# MEMORANDUM

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## 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:

- Glenn McConnell Parkway- Working with engineers to resolve design issues
- 583 Savannah Hwy / Oak Forest Dr – Shelter in progress
- 135 The Citadel- Shelter in progress
- 305 Morrison Dr / Stuart St- Shelter in progress with pad down
- 300 Morrison Dr / Stuart St – Shelter in progress with pad down
- 304 Morrison Dr / Jackson St - Bench Only in progress. Issue with ADA
- 302 Morrison Dr / Jackson St (Sanders-Clyde Elementary)- Shelter. Issue with ADA
- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Fall 2023. Project has been stalled
- Dorchester Road – SCDOT Safety Audit, currently reviewing for SCDOT
- 484 King St / Mt. Pleasant St- CARTA initiated infrastructure
- 329 America St / Columbus St- CARTA initiated infrastructure
- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure
- 100 Military Magnet Academy- CARTA initiated infrastructure. Pending approval
- 65 Rivers Ave / Rebecca St- CARTA initiated infrastructure. Pending approval
- 549 Waterfront Park- CARTA initiated infrastructure
- Homes of Hope Affordable Housing- HWY 61

### Guidelines

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

### Solar Lighting Project

We are ready to move forward with the installation of additional solar lights. 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. We are working on installing them at this time after the re-brand project has been completed.

### Digital Signage

This project has been successfully completed. Continue to monitor digital signs. We are seeing issues with accuracy and have shared those concerns to have them update.

# MEMORANDUM

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

Three locations have been selected for new digital signs.

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

## **Locations:**

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

## **6. Spare/TCL On-Demand Project**

The Berkeley-Charleston Dorchester Council of Governments (BCDCOG) is working with SPARE to incorporate software, hardware, and related services necessary to facilitate paratransit-friendly, demand-response transit service delivery for the TriCounty Link (TCL) transit system. Our initial kickoff meeting was had in August. We will be having a follow-up meeting with our team to discuss the current system and strategies to incorporate the new changes and system.

- Discussing Payment Methods
- Sharing GIS data for existing routes
- Planning Implementation

# MEMORANDUM

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## 7. Shipwatch Square/Transit Hub

FTA Low No/Bus & Bus Facilities competitive grant was awarded for facility, workforce development and battery electric buses. Grant programming is underway. NEPA and Design are being scoped.

## 8. Lowcountry Go Vanpool

BCDCOG staff continues to promote the Lowcountry Go Vanpool program through employer outreach, printed marketing materials, outreach events, and virtual presentations. Outreach is still focused on large regional employers, coordinating with, and recruiting local employers with parking difficulties has been a large objective. BCDCOG staff is offering virtual and in-person presentations to provide individuals with an overview of how the vanpool service operates. The Lowcountry Go Vanpool Coordinator continues to promote the program through solicited participation and outreach events.

In September,

- Multiple community outreaches to areas such as local universities and libraries, hospitality centers in Charleston County, and large employers in Berkeley and Dorchester County.
- 2 presentations providing information on the program, how to get started, and finding ways to implement.
- 5 new inquiries for vanpool services and several follow-ups on previous inquiries that were interested in the service from prior presentations and outreach.
- Weekly promoting on social media and shared in multiple community business groups. Facebook boosts and ads have been set up to draw in more traffic to the page and website. Vanpool Flyer has been added to the September addition of the Mt. Pleasant Towne Center Newsletter and looking to be continued into the next couple of months.
- 2 vanpools:
  - Lighthouse for the Blind found a driver. Meetings with the driver and riders to discuss details, routes established, and paperwork is completed. Vanpool started on October 2nd.
  - A second route vanpool is in the works to be started from Hollywood to Summerville.
- Individuals from Cross, SC commuting to Summerville, SC have completed all the paperwork and details have been completed to start their vanpool in early October as well.

The Vanpool Coordinator went to local universities, providing flyers to promote the Vanpool program for students, and local libraries for possible job seekers. Information was also provided to hotels and places with large concentration of restaurants, as their many employees would be

# MEMORANDUM

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starting work around similar times and is localized in one large area. A table event where information was provided and questioned answered at Joint Base Charleston for their Newcomer Orientations, which will be a monthly event. A follow up session was done at Lighthouse for the Blind to complete paperwork, establish route, and coordinate with their new driver for their soon vanpool. Lowcountry GO Vanpool was at the Mount Pleasant Business Expo networking and providing information about the program. Additionally, the vanpool program continues to be promoted internally throughout Summerville Medical Center and US Department of State. Lowcountry GO Vanpool continues to work with SC Works Regional Managers and Workforce Consultants to aid in outreach to large employers and potentially assist in work training opportunities.

BCDCOG Staff continues to promote the vanpool program's pilot period of a monthly fare of \$30 per rider regardless of trip distance, offering the first month free to incite interest. Additionally, offering a discounted rate to the drivers to attract more volunteers. Staff continues to promote the program through social media, such as Facebook posts and community groups, and business newsletters. Lowcountry Go's fleet of 11 vehicles (four 7-passenger and seven 15-passenger) are leased on a first come, first serve basis. The vans are branded with decals containing the Lowcountry Go Vanpool logo and telephone number. The service can accommodate riders in the rural and urban areas of the region as long as one leg of the commute is in the urban area.

## **9. Transit Oriented Development Study**

The Project team continues to advance deliverables and hold presentations with municipal planning, housing, and other stakeholders. The team continues to advance technical documents and E-TOD Dashboard. Staff submitted a grant application for a Phase 3 scope focused on Affordable Housing initiatives in the corridor.

## **10. Lowcountry Rapid Transit**

A&E Design: 60% Design Is underway under LNTP. Full NTP is being negotiated between SCDOT and TranSystems. 3 stations have been shifted due to community and technical coordination at Durant, Huger, and Milford). Design for Maintenance Facility is being scoped, to begin in Fall.

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

FTA Coordination: Bi-Monthly meetings are held with FTA and their Project Management Oversight Consultant (PMOC) throughout the Engineering phase. PMOC/FTA will be doing a site visit in November.

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

# MEMORANDUM

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approval that would require re-evaluation will be needed. A reevaluation was conducted and cleared for the new Park & Ride location. Corridor re-evaluation of any changes to scope will occur at 60% design.

Maintenance Facility: BCDCOG has acquired the maintenance facility site. Design is scheduled to be advanced to 30% level in Fall 2023. Scoping is underway.

Transit Signal Prioritization: Transit signal prioritization at intersections is included of the LCRT project. A demonstration project of the TSP on Dorchester Road was initiated in March 2021 to develop the technology and infrastructure on a smaller scale corridor to advance that technology on CARTA transit buses traveling on Dorchester Road. This will provide the framework for the LCRT TSP technology which can be expanded to the remainder of the corridor. Phase 1 is complete, and scope for second phase is being Programmed with an anticipated start of Fall 2023.

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



Charleston Area Regional Transportation Authority

## MEMORANDUM

**Date:** October 9<sup>th</sup>, 2023  
**To:** Ronald E. Mitchum, Executive Director  
**From:** Megan Ross, Transit Planner  
**Subject:** September 2023 Ridership Report Summary Statistics

The following information presents an overview of the ridership statistics for the month of September 2023. Ridership remains in recovery mode after facing impacts from the pandemic.

- Ridership for the month was 191,829 which is a 13.2 % increase from September of last year and a .42% increase from the month of August (806 passengers).
  - Fare Riders 65.41% of total
  - Pass Riders 27.67% of total
  - Transfers 6.92% of total
- The passengers per hour averaged 11.6, which is a 6.42% increase from last year and an increase of 6.42% from August.
  - Average cash payment per passenger was \$0.50, an 13% decrease from last year.
- Revenue for the month totaled \$279,293.33 an increase of 7.33% from last year.
  - Farebox Revenue 73.5% of total
  - Pass/Presale Revenue 26.5% of total
- The system wide cost per passenger was \$5.90.
- Routes that did not meet performance standards include Rt. 2 - Mt. Pleasant/West Ashley Express, Rt. 13- Remount Rd., Rt. 30 – Savannah Hwy, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, Rt. 102 - North Neck/ Rutledge Ave., Rt. and Rt. 104- Montague Ave.
- Farebox recovery for the system was 19.8%.

- Tel-A-Ride ridership for the month was 4,831.
- The cost per Tel-A-Ride trip was \$43.36.

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

# CARTA Monthly Performance September 2023

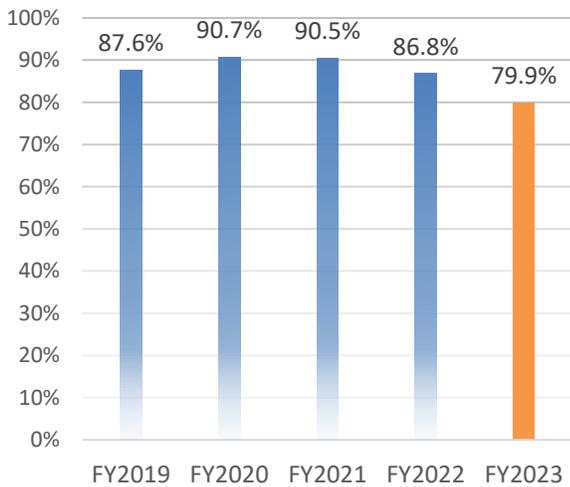
## Fixed Route Performance:

- Passengers per Hour: 11.6
- On Time Performance: 73.5%
- Complaints per 100,000 Passengers: 2.1
- Compliments per 100,000 Passengers: 1.0
- Miles between Road Calls: 22,640
- Revenue Vehicle Accidents per 100,000 Miles: 5.7
- Preventable Accidents per 100,00 Miles: 2.7

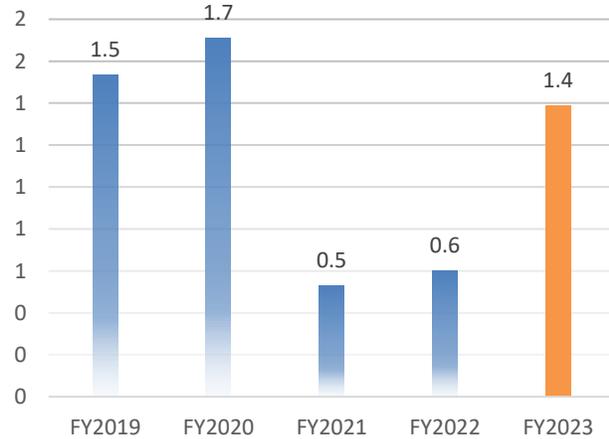
### Fixed Route Annual Trends FY 2019 – FY2023

*(Notes: 1 - FY2023 is partial year data)*

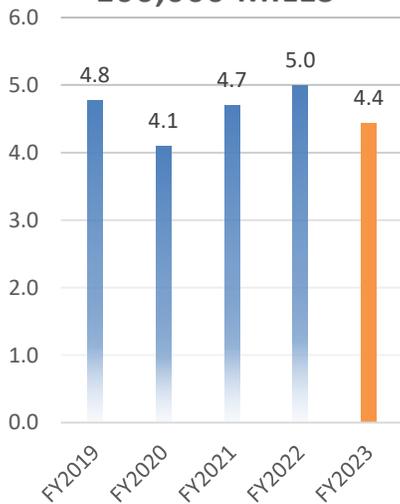
#### ON TIME PERFORMANCE



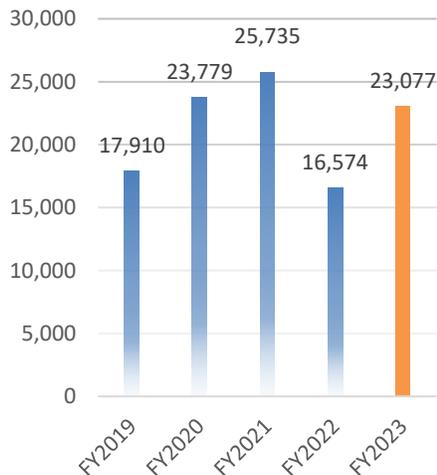
#### COMPLAINTS PER 100,000 PSGRS



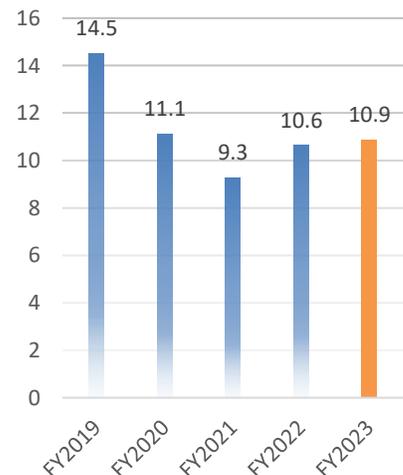
#### ACCIDENTS PER 100,000 MILES



#### TOTAL MILES B/W ROAD CALLS



#### PASSENGERS PER HOUR



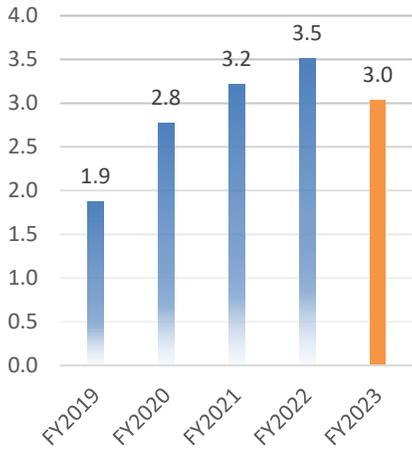
### Paratransit Performance:

- Total Passengers: 4,831; Passengers per Hour: 1.6
- No Shows: 240
- On-Time Performance: 89%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: 48,521
- Total Revenue Accidents per 100,000 Miles: 6.2
- Preventable Accidents per 100,000 Miles: 6.2

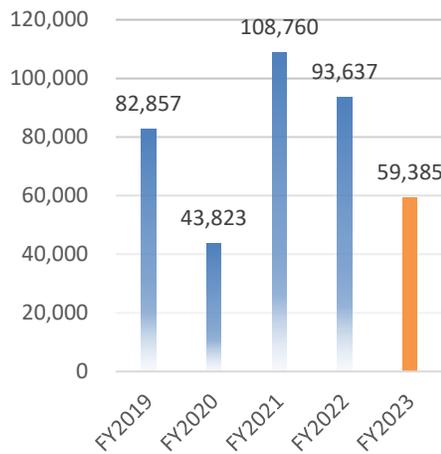
### Paratransit Annual Trends - FY2019 – FY2023

(Notes: 1 - FY2023 is partial year data; 2- Effective January 2021, cancelled at door is rolled into No Shows)

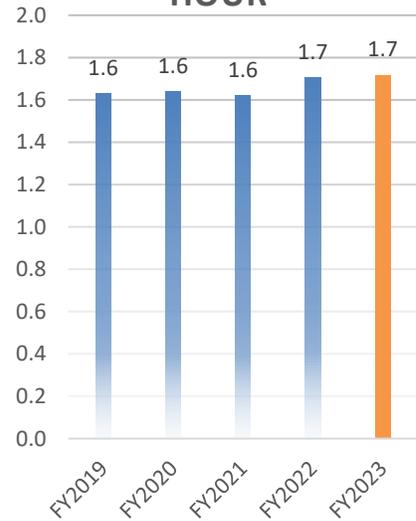
#### ACCIDENTS PER 100,000 MILES



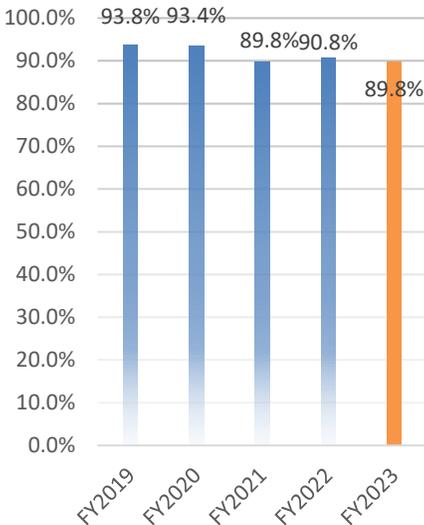
#### MILES B/W ROAD CALLS



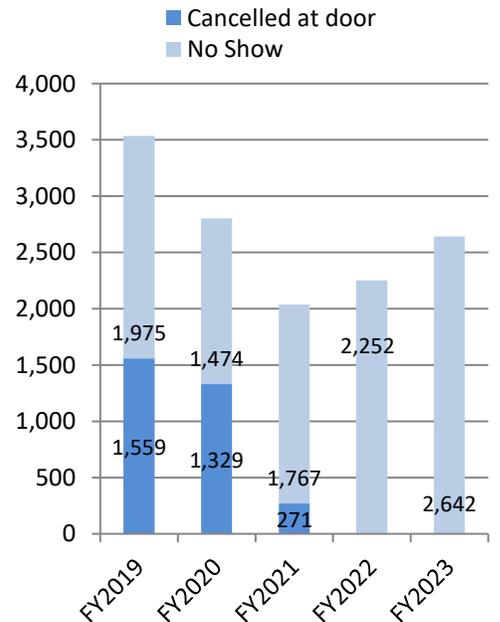
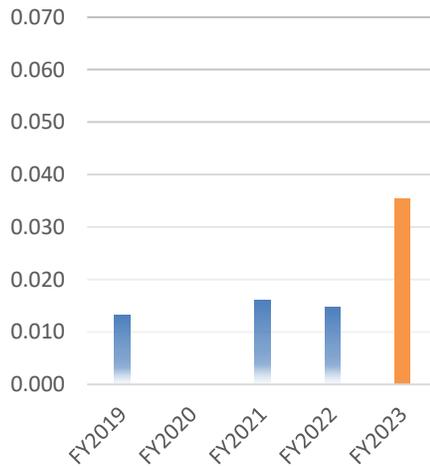
#### PASSENGERS PER HOUR



#### ON TIME PERFORMANCE



#### COMPLAINTS PER 1,000 PASSENGERS



## Revenue/Cost/Ridership for the Month of September 2023

Route Name	Farebox Revenue	Pass/Presale Revenue	2022 Revenue	2023 Revenue	Cost of Operation	Hours Operated	Percent Cost Recovered	Cost Per Passenger	Deviation From System Average	Allowable Deviation Under Performance Standards	2022 Passengers Per Hour	2023 Passengers Per Hour	Change from Last Year	Passenger Per Hour Target Under Performance Standards	2022 Ridership	2023 Ridership	Change from Last Year	Change from Last Year	% of Total Ridership
1 James Island-North Charleston Express	\$ 434.53	\$ 11,220.36	\$ 11,138.84	\$ 11,654.89	\$ 54,499.95	640.45	21.4%	\$ 7.91	1.59%	-5.00%	9	8	-1%	15	6,066	5,419	(647)	-11%	2.82%
2 Mt. Pleasant-West Ashley Express	\$ 436.82	\$ 6,765.03	\$ 7,063.72	\$ 7,201.85	\$ 53,100.11	624.00	13.6%	\$ 10.48	-6.23%	-5.00%	7	7	1%	15	4,318	4,378	60	1%	2.28%
3 Dorchester Rd-Summerville Express	\$ 662.35	\$ 5,012.51	\$ 5,201.53	\$ 5,674.86	\$ 37,155.61	436.63	15.3%	\$ 9.32	-4.52%	-5.00%	8	8	2%	15	3,343	3,379	36	1%	1.76%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 37,512.05	\$ 11,008.20	\$ 40,938.85	\$ 48,520.25	\$ 224,010.15	2,632.43	21.7%	\$ 4.40	1.87%	-10.00%	15	15	1%	20	34,849	39,864	5,014	14%	20.78%
11 Dorchester Rd/Airport	\$ 11,223.91	\$ 3,779.55	\$ 14,785.56	\$ 15,003.46	\$ 100,407.72	1,179.93	14.9%	\$ 6.24	-4.85%	-10.00%	12	12	-3%	20	12,586	13,687	1,101	9%	7.13%
12 Upper Dorch/Ashley Phosphate Rd	\$ 11,693.06	\$ 3,388.40	\$ 14,971.45	\$ 15,081.46	\$ 107,160.11	1,259.28	14.1%	\$ 7.50	-5.72%	-10.00%	11	10	-8%	20	12,772	12,270	(502)	-4%	6.40%
13 Remount Road	\$ 3,818.21	\$ 1,307.07	\$ 5,030.93	\$ 5,125.28	\$ 54,416.55	639.47	9.4%	\$ 10.41	-10.37%	-10.00%	8	7	-6%	20	4,633	4,733	101	2%	2.47%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,004.00	\$ 6,000.00	\$ 54,352.73	638.72	11.0%	\$ 4.08	-8.75%	-10.00%	9	19	115%	20	5,156	11,845	6,689	130%	6.17%
30 Savannah Highway	\$ 3,361.05	\$ 1,191.47	\$ 4,855.88	\$ 4,552.52	\$ 54,529.73	640.80	8.3%	\$ 11.58	-11.44%	-10.00%	8	7	-15%	20	4,673	4,315	(358)	-8%	2.25%
31 Folly Road	\$ 3,810.19	\$ 1,329.52	\$ 4,801.60	\$ 5,139.71	\$ 70,755.05	831.47	7.3%	\$ 13.63	-12.53%	-15.00%	6	6	2%	10	4,533	4,815	281	6%	2.51%
32 North Bridge	\$ 5,469.75	\$ 2,228.25	\$ 6,099.95	\$ 7,698.00	\$ 70,749.09	831.40	10.9%	\$ 7.81	-8.91%	-10.00%	9	10	12%	20	6,619	8,069	1,450	22%	4.21%
33 St. Andrews/Ashley River Rd	\$ 7,084.33	\$ 2,649.62	\$ 8,220.38	\$ 9,733.95	\$ 59,238.11	696.13	16.4%	\$ 5.16	-3.36%	-10.00%	12	14	15%	20	8,130	9,595	1,465	18%	5.00%
40 Mt. Pleasant	\$ 3,126.30	\$ 1,102.76	\$ 4,925.25	\$ 4,229.06	\$ 56,238.47	660.88	7.5%	\$ 13.02	-12.27%	-10.00%	7	6	-11%	20	4,176	3,993	(182)	-4%	2.08%
41 Coleman Boulevard	\$ 845.66	\$ 277.49	\$ 1,221.86	\$ 1,123.15	\$ 32,166.42	378.00	3.5%	\$ 30.89	-16.30%	-10.00%	4	3	-29%	20	1,357	1,005	(352)	-26%	0.52%
42 Wando Circulator	\$ 1,008.35	\$ 278.60	\$ 938.97	\$ 1,286.95	\$ 30,240.69	355.37	4.3%	\$ 28.70	-15.54%	-15.00%	3	3	8%	10	904	1,009	105	12%	0.53%
102 North Neck/ Rutledge Ave	\$ 1,219.49	\$ 641.75	\$ 1,128.82	\$ 1,861.24	\$ 41,307.46	485.42	4.5%	\$ 16.97	-15.29%	-15.00%	4	5	19%	10	1,818	2,324	506	28%	1.21%
103 Leeds Avenue	\$ 731.46	\$ 324.62	\$ 949.63	\$ 1,056.08	\$ 13,881.77	163.13	7.6%	\$ 10.91	-12.18%	-15.00%	9	7	-17%	10	1,334	1,176	(158)	-12%	0.61%
104 Montague Avenue	\$ 1,657.55	\$ 743.49	\$ 2,269.95	\$ 2,401.04	\$ 41,539.78	488.15	5.8%	\$ 14.54	-14.01%	-10.00%	5	6	7%	10	2,401	2,692	292	12%	1.40%
203 Medical Shuttle	\$ 1.00	\$ 37,426.34	\$ 38,430.34	\$ 37,427.34	\$ 38,355.47	450.73	97.6%	\$ 0.07	77.79%	-10.00%	29	28	-5%	10	11,542	12,489	947	8%	6.51%
210 Aquarium/ CofC DASH	\$ -	\$ 49,414.44	\$ 43,414.44	\$ 49,414.44	\$ 64,206.89	754.52	77.0%	\$ 1.37	57.17%	-15.00%	16	14	-12%	10	12,010	10,826	(1,184)	-10%	5.64%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 82,499.20	969.48	31.3%	\$ 2.57	11.47%	-15.00%	22	23	5%	10	17,249	22,096	4,847	28%	11.52%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 36,582.91	429.90	26.8%	\$ 2.73	6.97%	-15.00%	16	23	39%	10	6,813	9,817	3,004	44%	5.12%
301 Glenn McConnell Circulator	\$ 1,570.32	\$ 542.79	\$ 2,237.47	\$ 2,113.11	\$ 31,272.90	367.50	6.8%	\$ 14.84	-13.03%	-15.00%	6	5	-11%	10	2,135	1,966	(169)	-8%	1.02%
Beach Shuttle	\$ -	\$ 1,411.80	\$ 0.00	\$ 1,411.80	\$ 2,489.07	29.25	56.7%	\$ 15.84	36.93%	-15.00%	2	2	28%	10	53	68	15	28%	0.04%
<b>TOTAL</b>	\$ 95,666.38	\$ 183,626.95	\$ 260,212.31	\$ 279,293.33	\$ 1,411,155.95	16,583.0	19.8%	\$ 5.90			10.9	11.6	6%		169,470	191,829	22,359	13.2%	100.0%

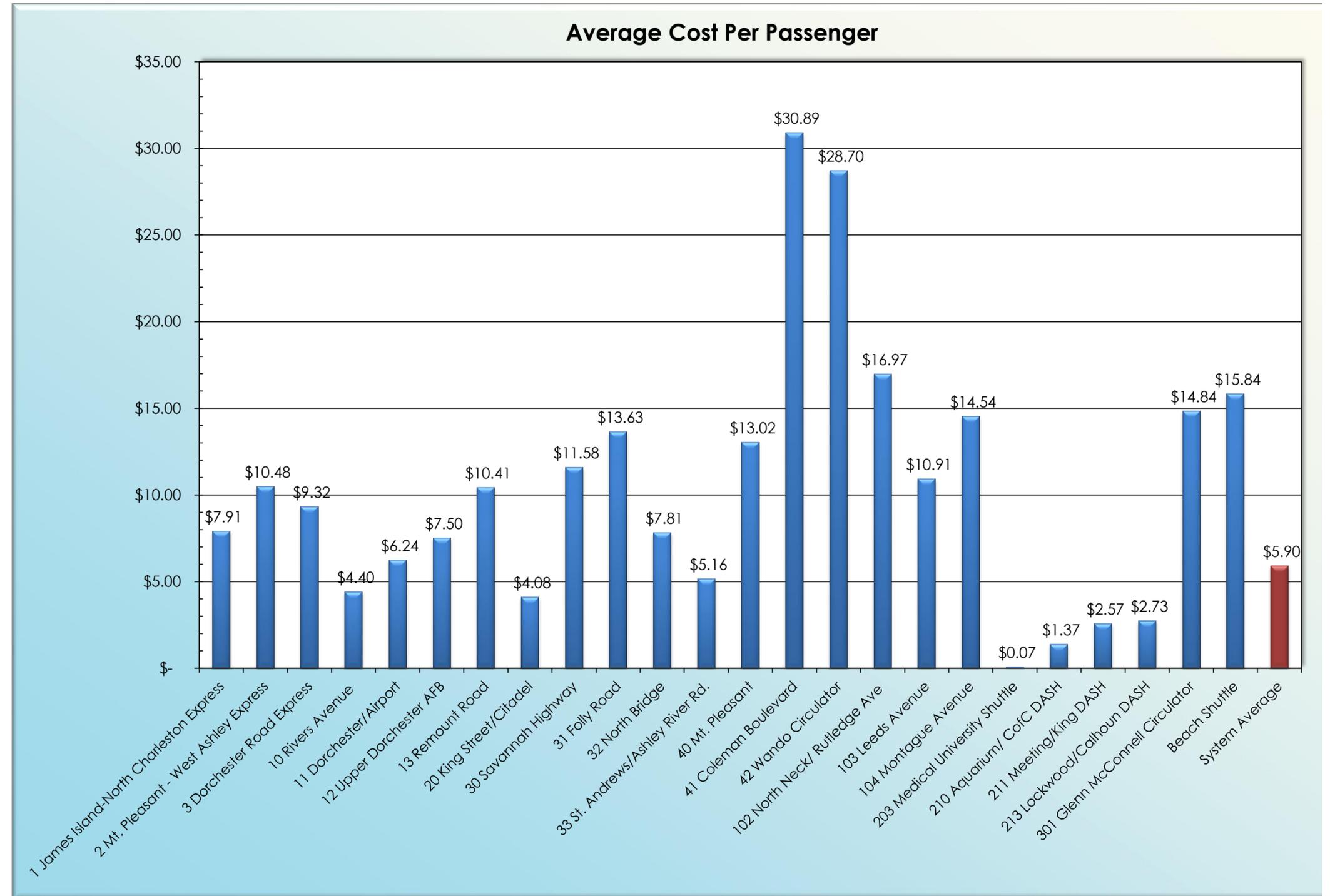
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

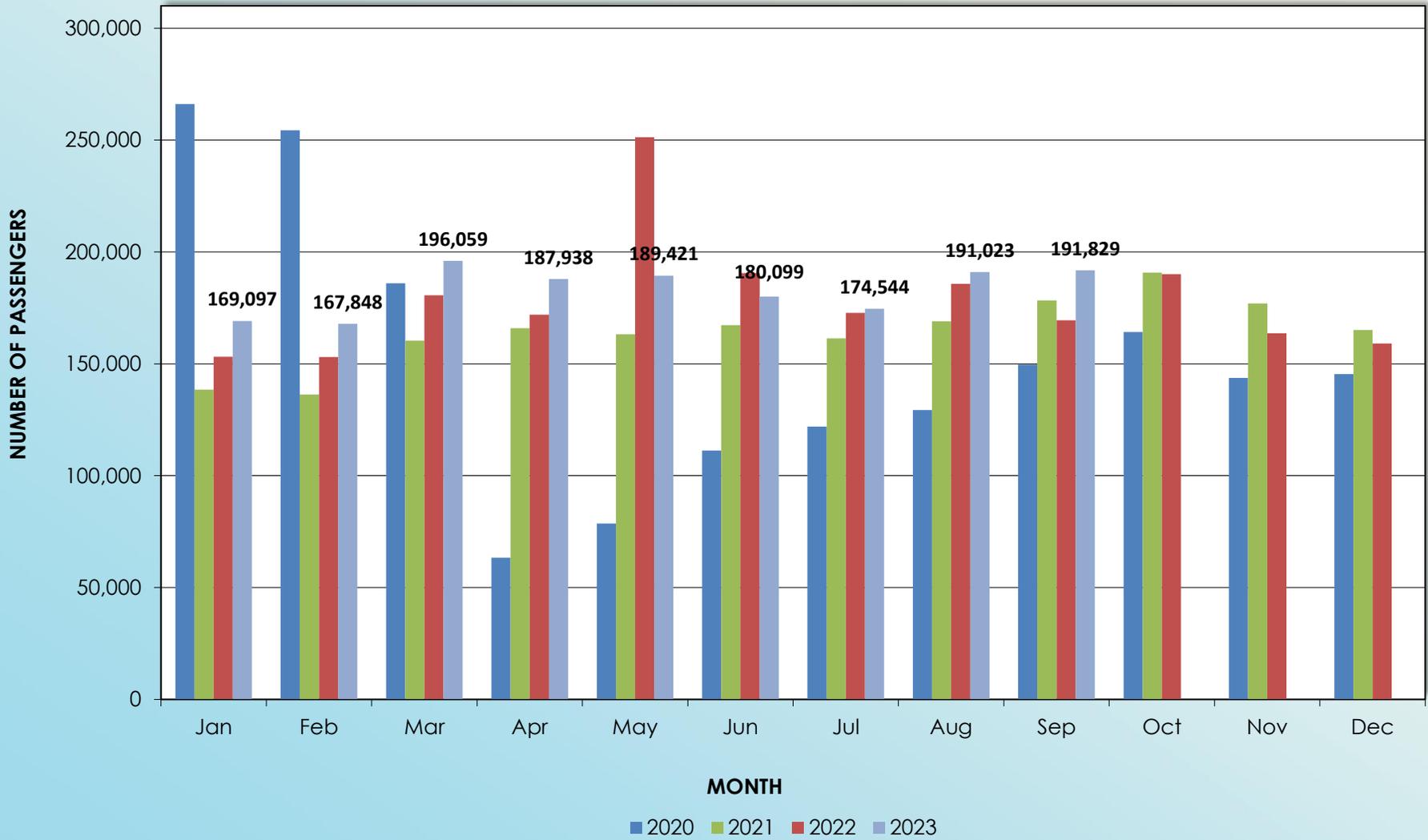
NOT Meeting Passenger Per Hour Standards

## Revenue/Cost/Ridership for the Month of September 2023

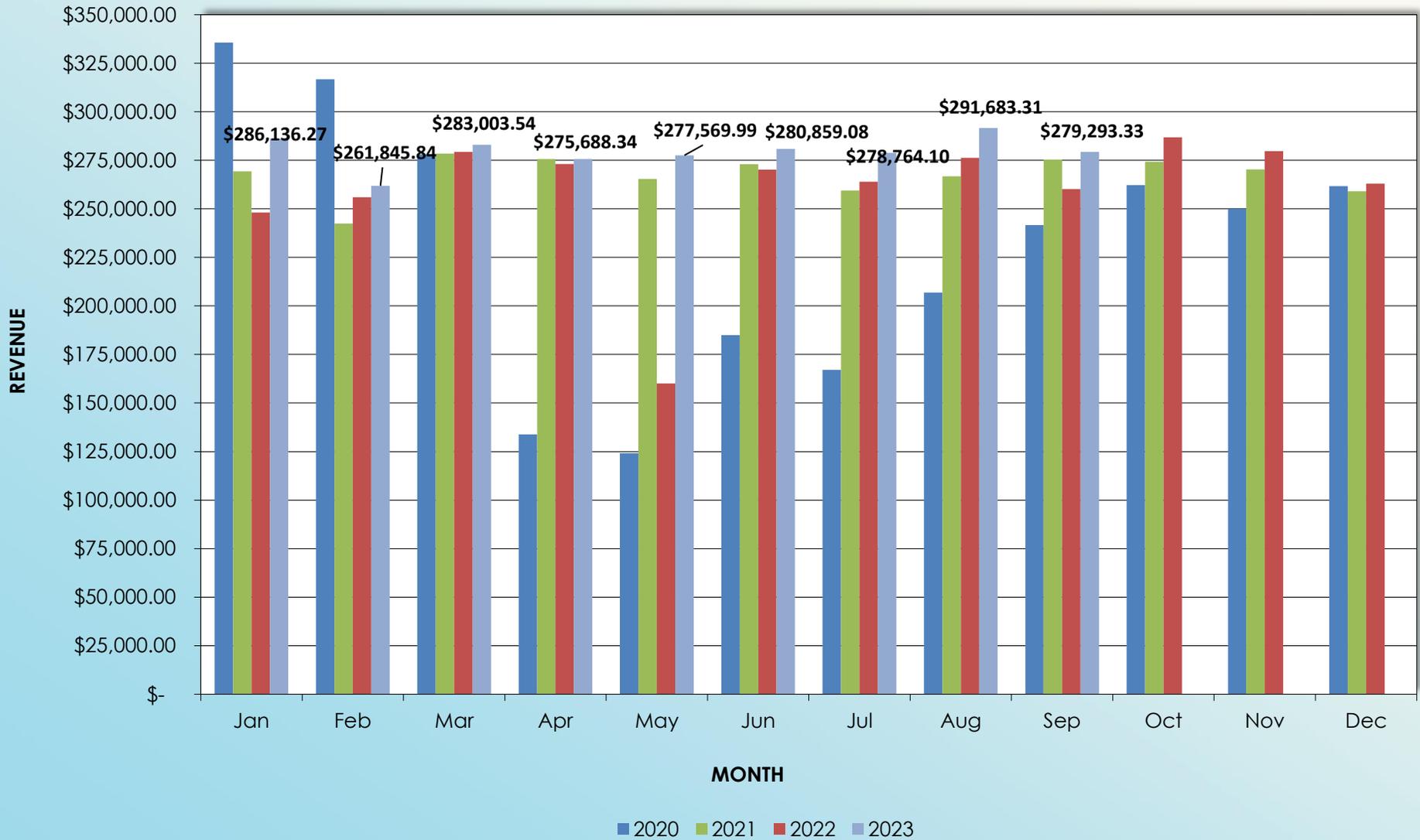
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 7.91
2 Mt. Pleasant - West Ashley Express	\$ 10.48
3 Dorchester Road Express	\$ 9.32
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.40
11 Dorchester/Airport	\$ 6.24
12 Upper Dorchester AFB	\$ 7.50
13 Remount Road	\$ 10.41
20 King Street/Citadel	\$ 4.08
30 Savannah Highway	\$ 11.58
31 Folly Road	\$ 13.63
32 North Bridge	\$ 7.81
33 St. Andrews/Ashley River Rd.	\$ 5.16
40 Mt. Pleasant	\$ 13.02
41 Coleman Boulevard	\$ 30.89
42 Wando Circulator	\$ 28.70
102 North Neck/ Rutledge Ave	\$ 16.97
103 Leeds Avenue	\$ 10.91
104 Montague Avenue	\$ 14.54
203 Medical University Shuttle	\$ 0.07
210 Aquarium/ CofC DASH	\$ 1.37
211 Meeting/King DASH	\$ 2.57
213 Lockwood/Calhoun DASH	\$ 2.73
301 Glenn McConnell Circulator	\$ 14.84
Beach Shuttle	\$ 15.84
<b>System Average</b>	\$ 5.90



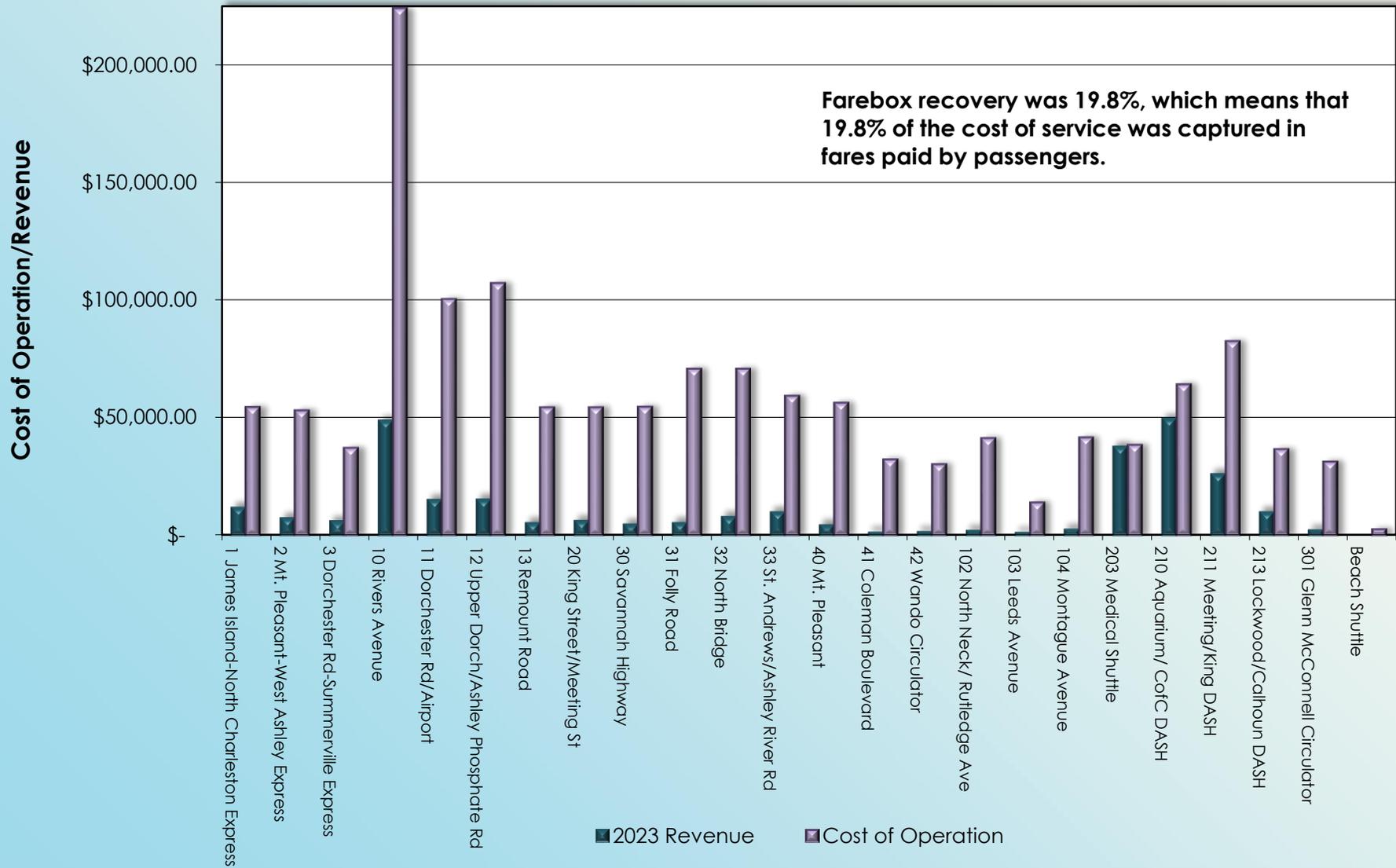
# Fixed Route Ridership



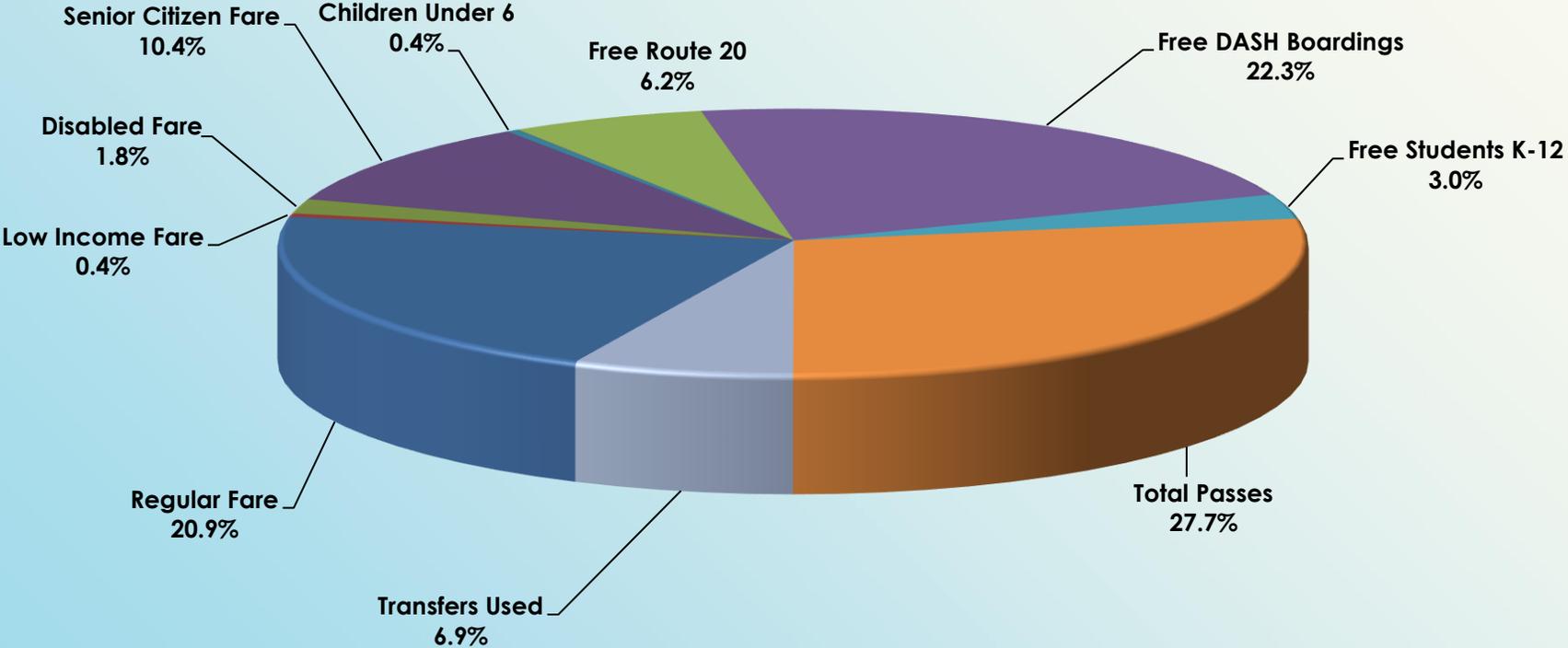
# Fixed Route Revenue



## Revenue & Cost by Route September 2023

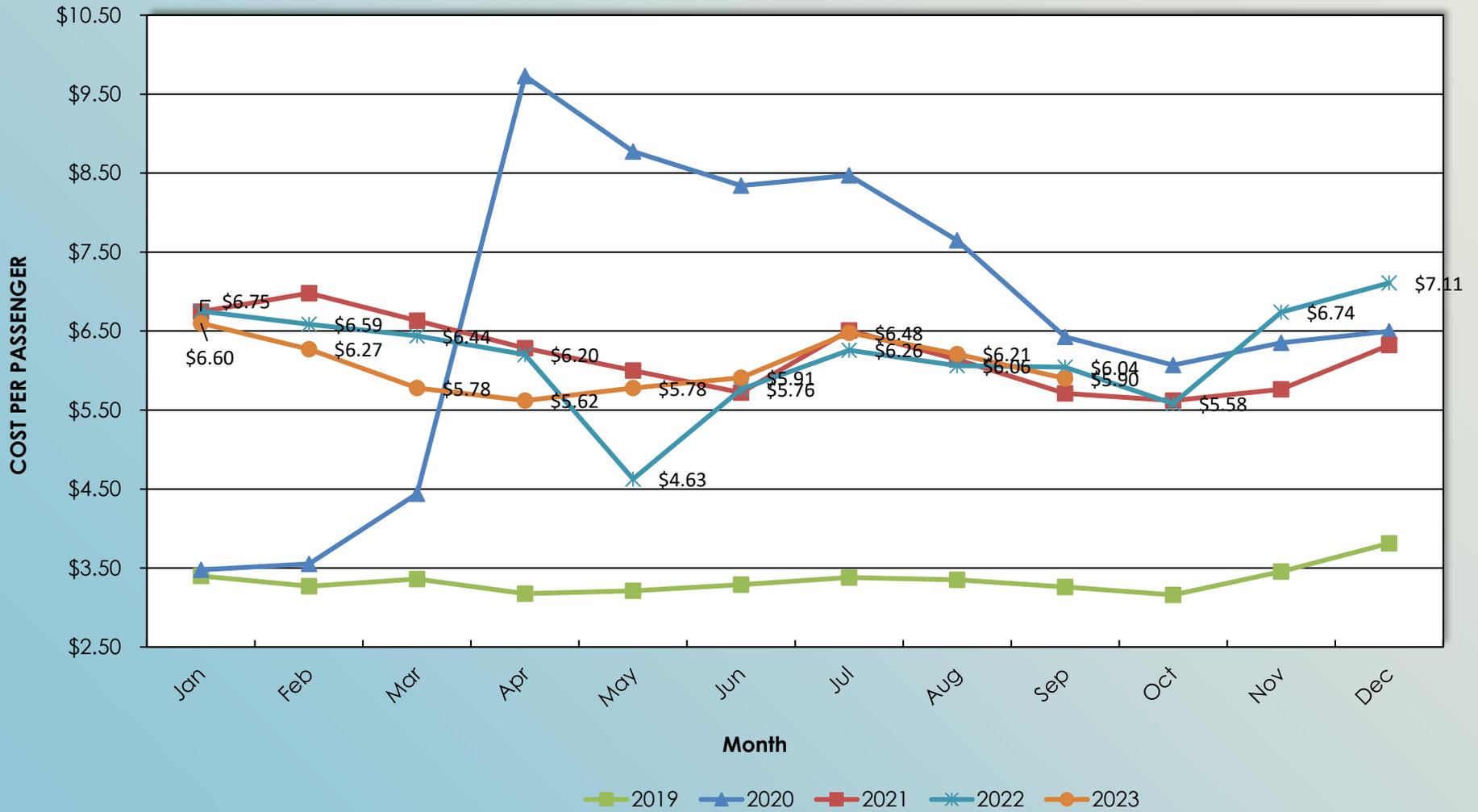


# Ridership by Fare Type September 2023

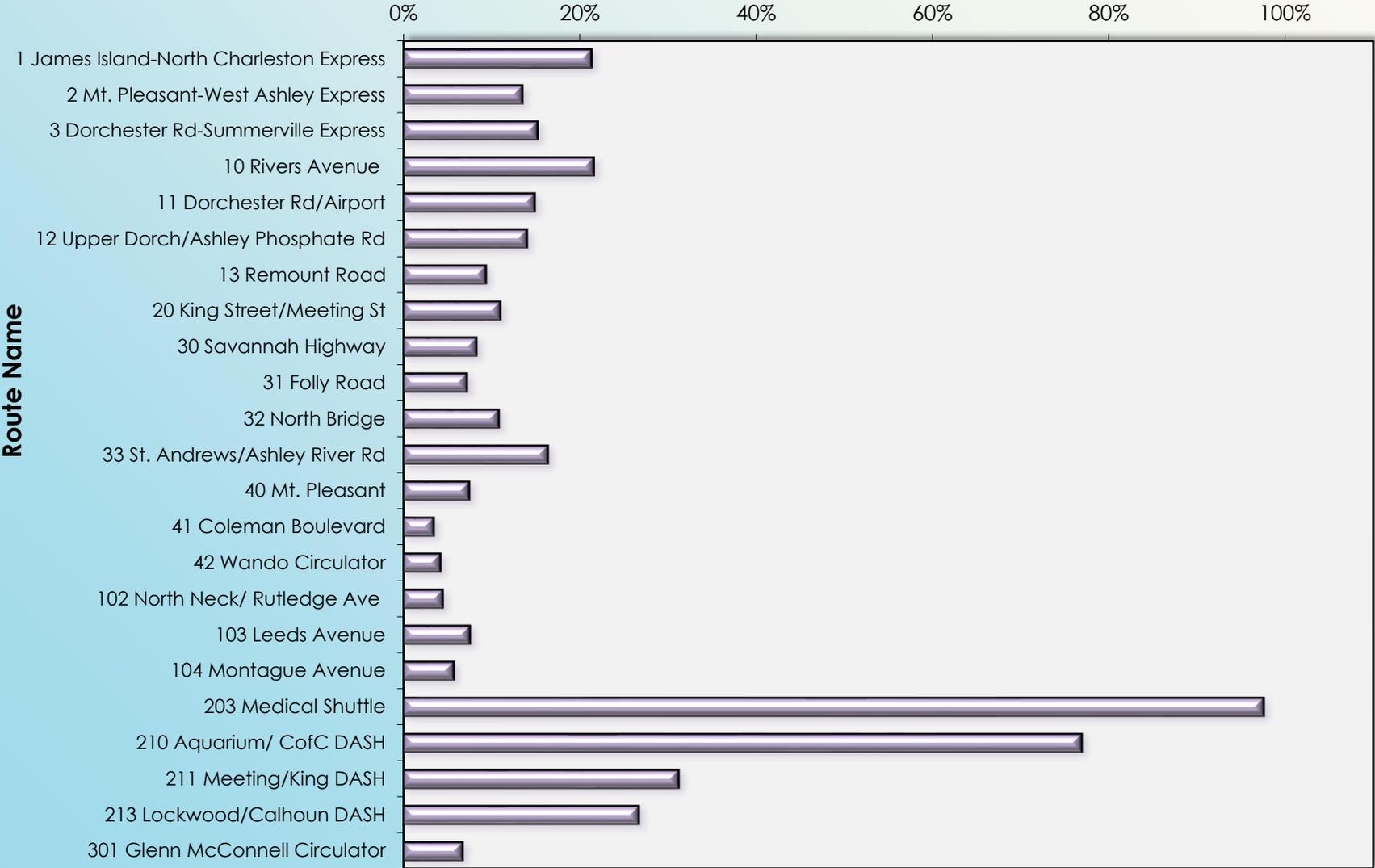


- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
- Unclassified Ridership

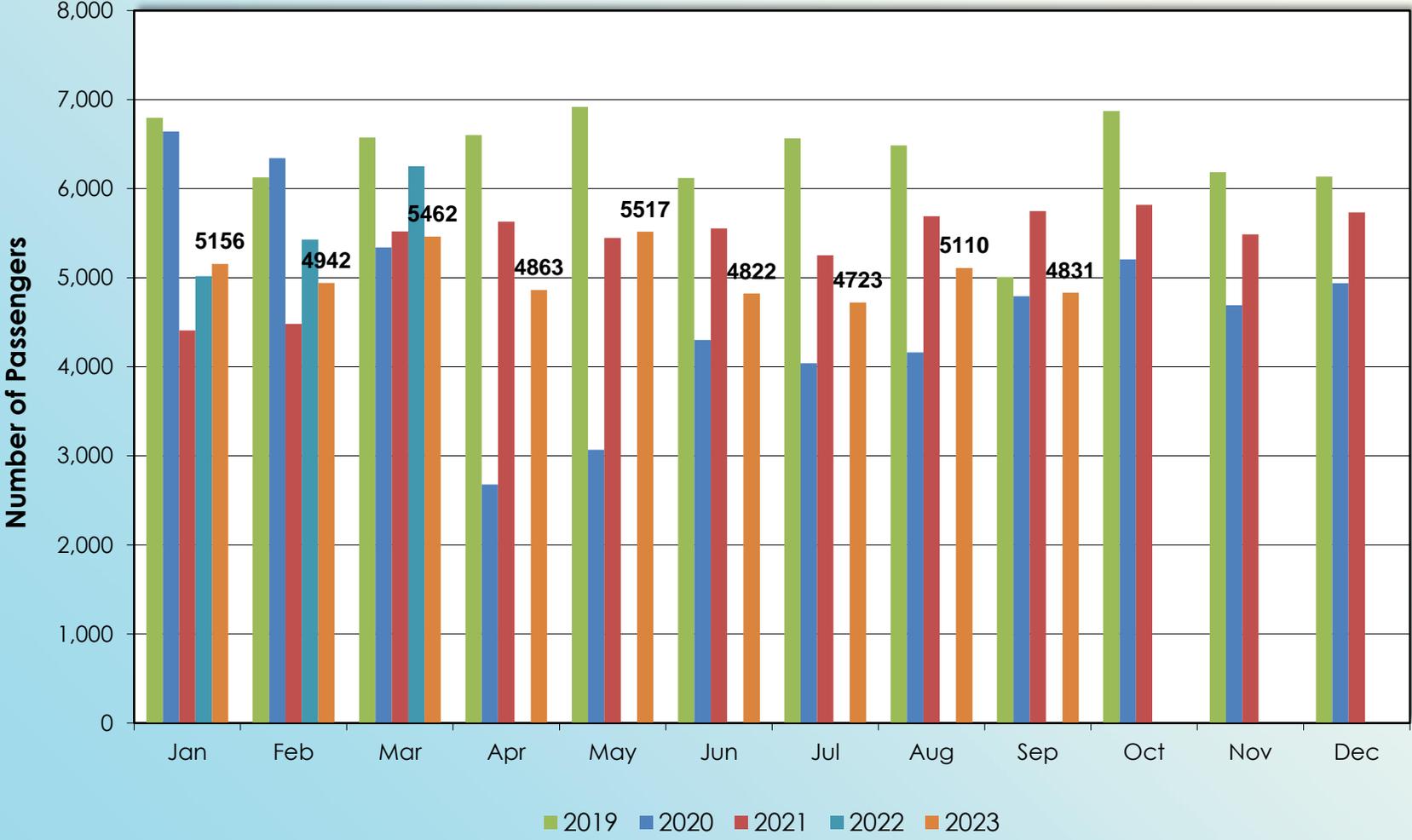
## Fixed Route Cost Per Passenger



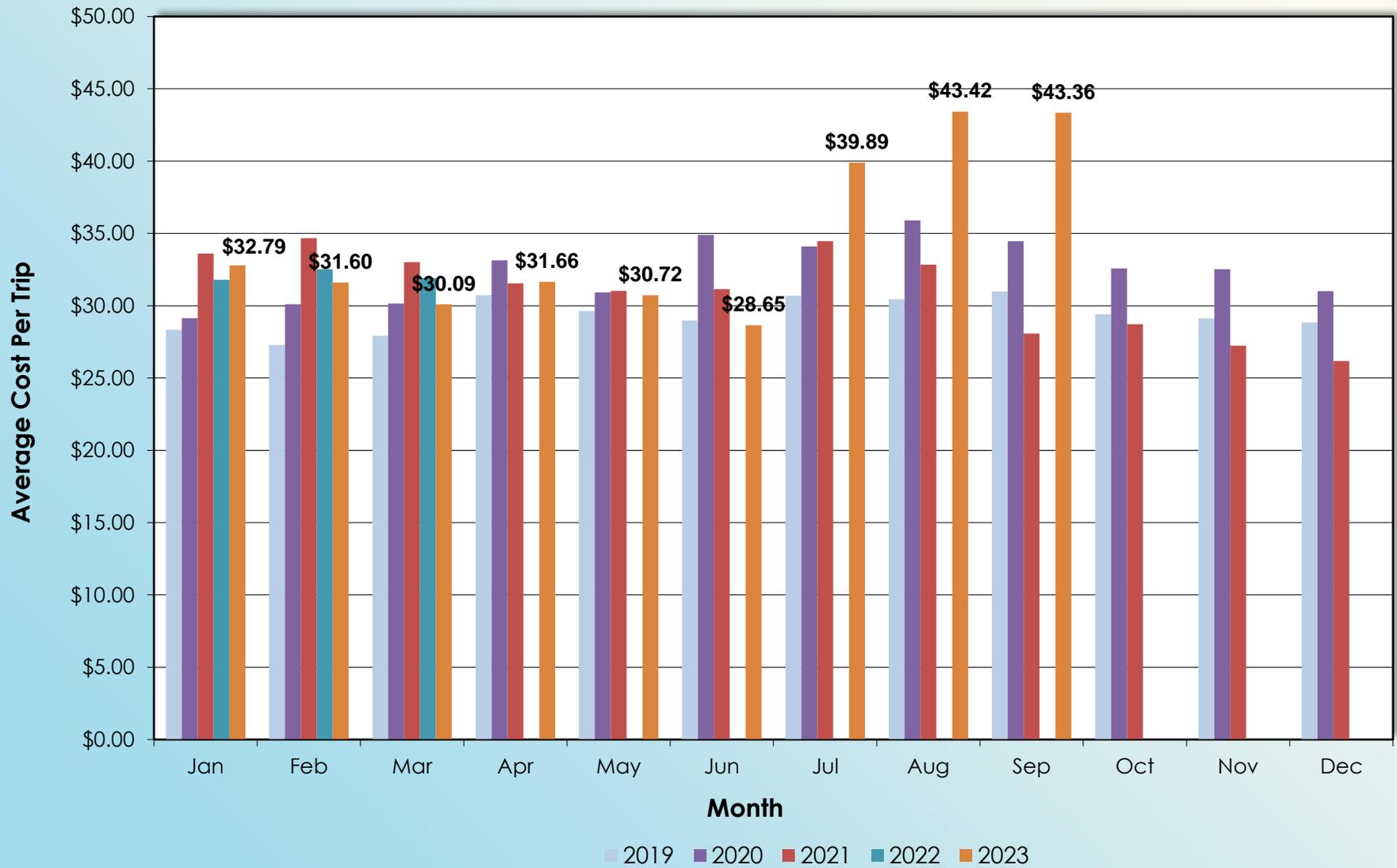
## Percent Cost Recovered by Route September 2023



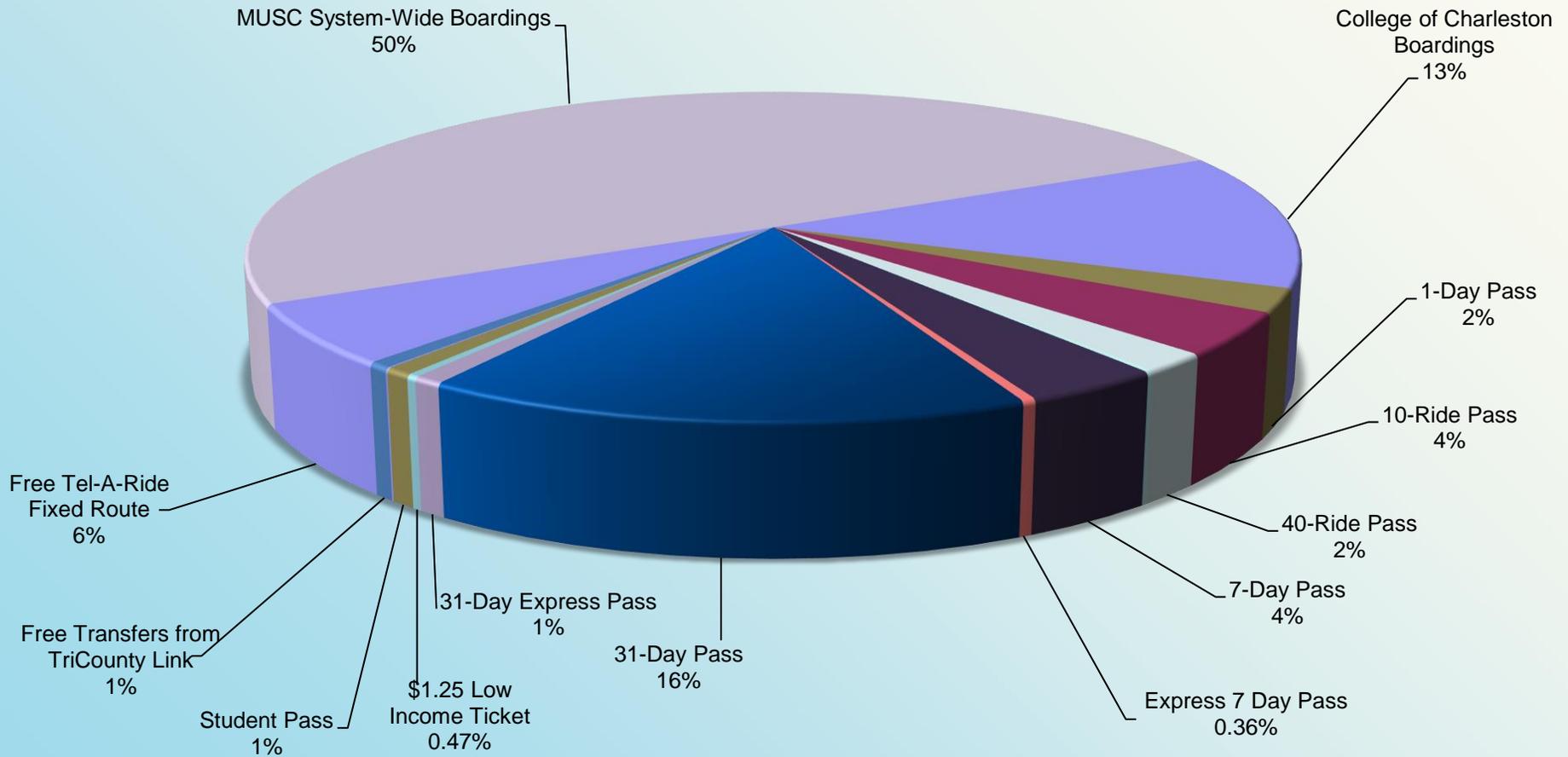
# Tel-A-Ride Ridership



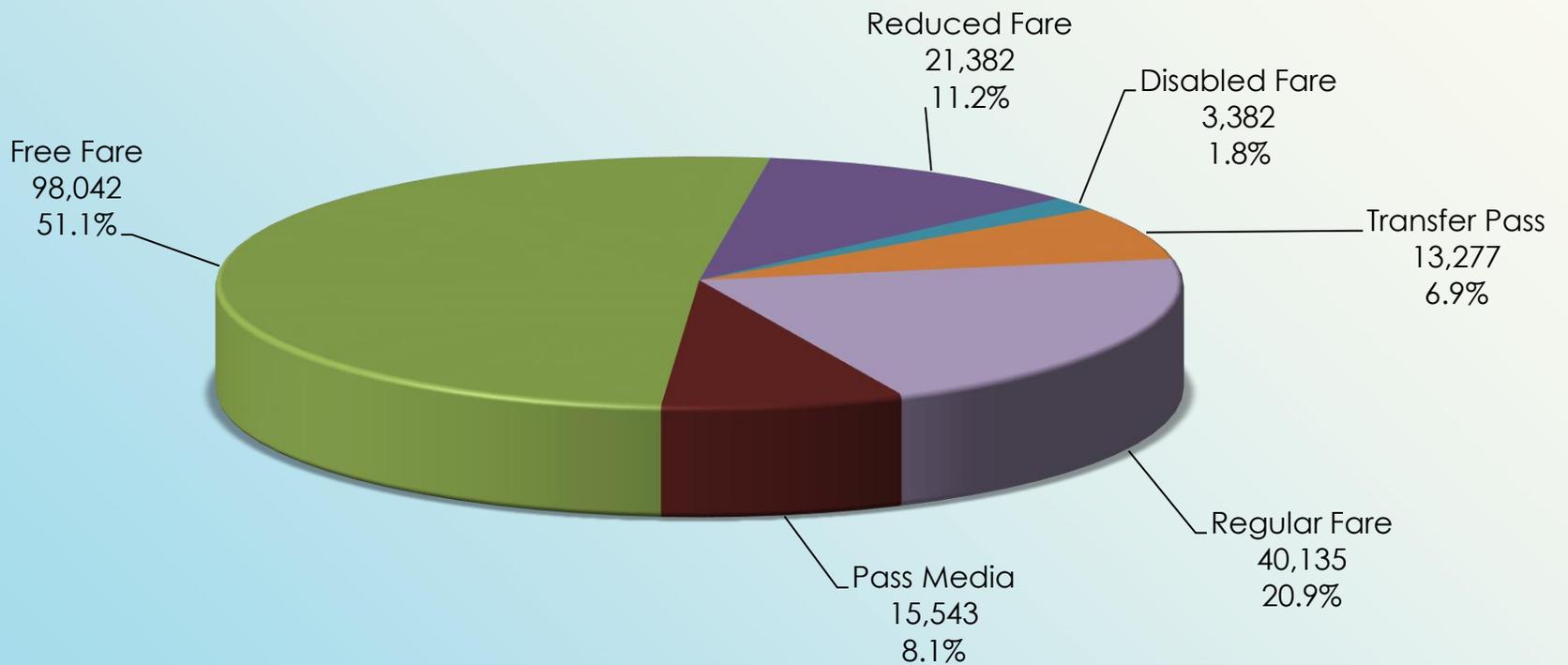
## Average Cost Per One-Way Paratransit Trip



## Pass Use by Type September 2023



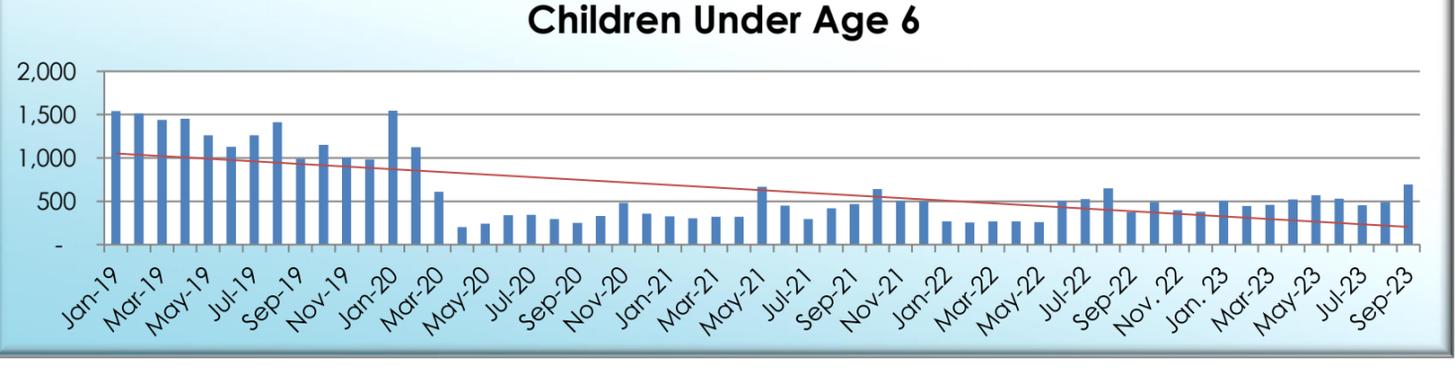
## Ridership by Customer Type September 2023



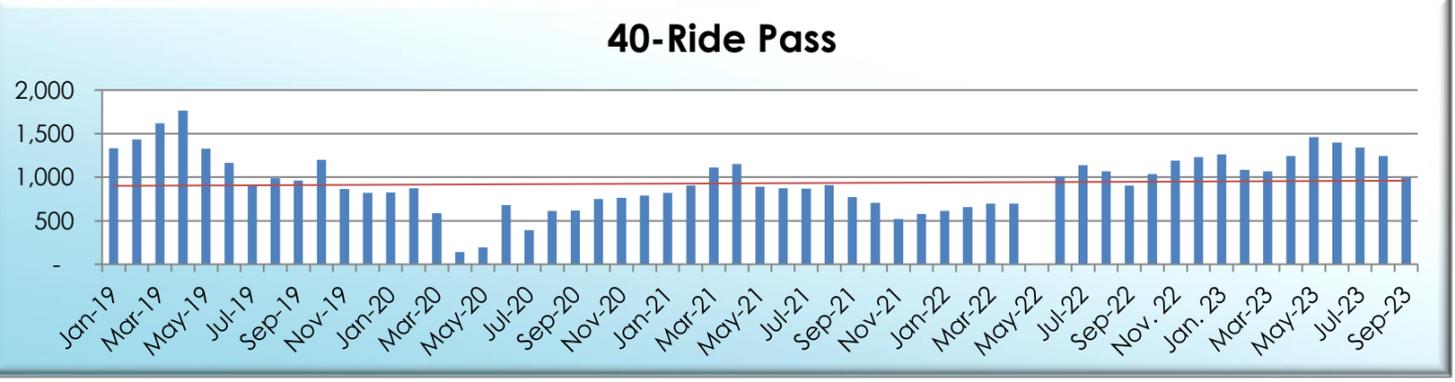
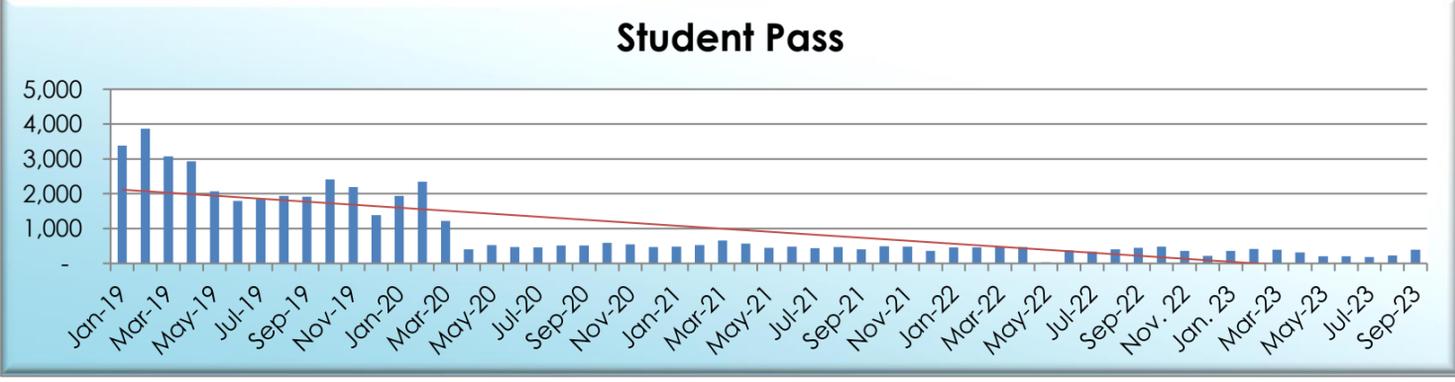
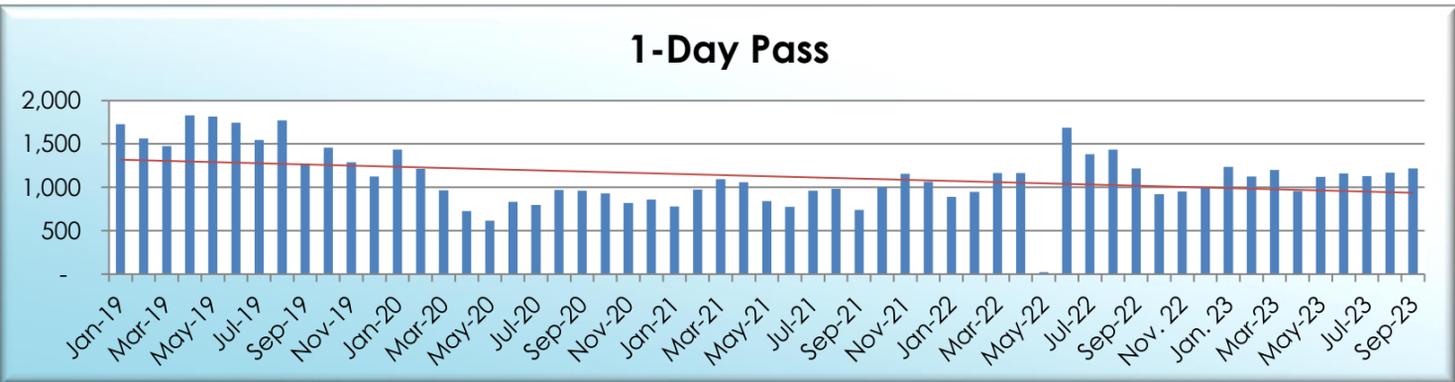
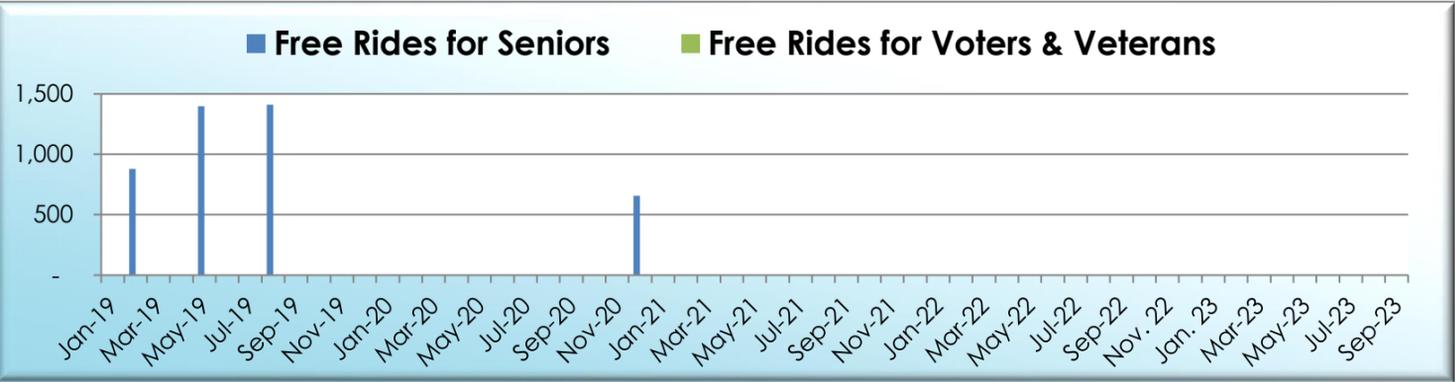
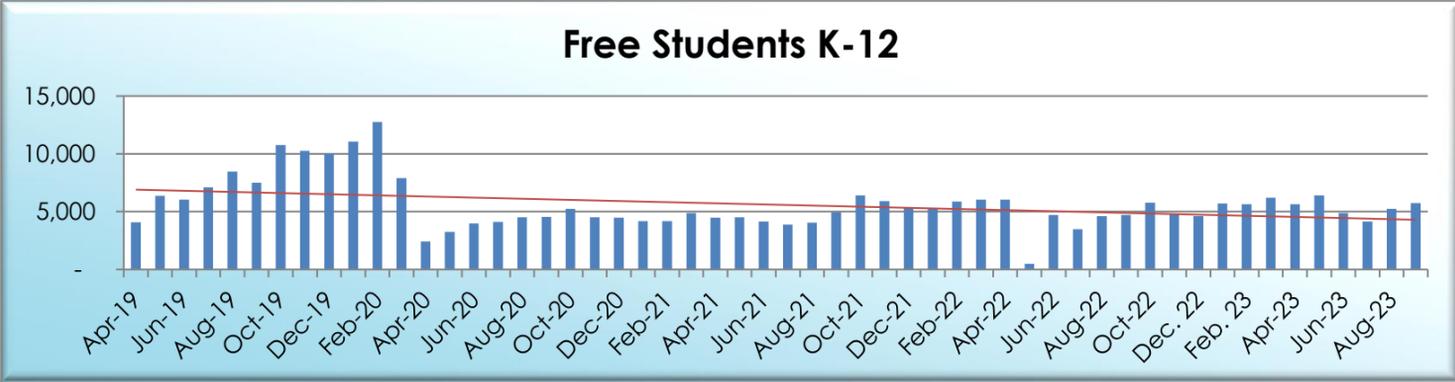
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

<b>Ridership Classification for September 2023</b>		
<b>Type of Fare</b>		
Regular Fare	40,135	20.92%
Low Income Fare	811	0.42%
Disabled Fare	3,382	1.76%
Senior Citizen Fare	20,018	10.44%
Children Under 6	694	0.36%
HOP Shuttle	0	0.00%
Beach Shuttle	68	0.00%
Free School Guard	33	0.02%
Free Route 20	11,845	6.17%
Free DASH Boardings	42,739	22.28%
Free Students K-12	5,749	3.00%
<b>Subtotal</b>	<b>125,474</b>	<b>65.41%</b>
<b>Type of Pass</b>		
1-Day Pass	1,217	0.63%
10-Ride Pass	2,217	1.16%
40-Ride Pass	995	0.52%
3-Day Pass	84	0.04%
7-Day Pass	1,964	1.02%
7-Day Express Pass	191	0.10%
31-Day Pass	8,421	4.39%
31-Day Express Pass	424	0.22%
\$1.25 Low Income Ticket	156	0.08%
Student Pass	397	0.21%
1-Ride Courtesy Pass	2	0.00%
1-Ride Pass	30	0.02%
Free Transfers from TriCounty Link	325	0.17%
Free Tel-A-Ride Fixed Route	3,129	1.63%
MUSC System-Wide Boardings	26,433	13.78%
College of Charleston Boardings	7,093	3.70%
<b>Total Passes</b>	<b>53,078</b>	<b>27.67%</b>
<b>Transfers</b>		
Issued	25,035	
Transfers Used	13,277	6.92%
Wheelchair Count	163	
Unclassified Ridership	0	0.00%
<b>Total Ridership</b>	<b>191,829</b>	<b>100.00%</b>

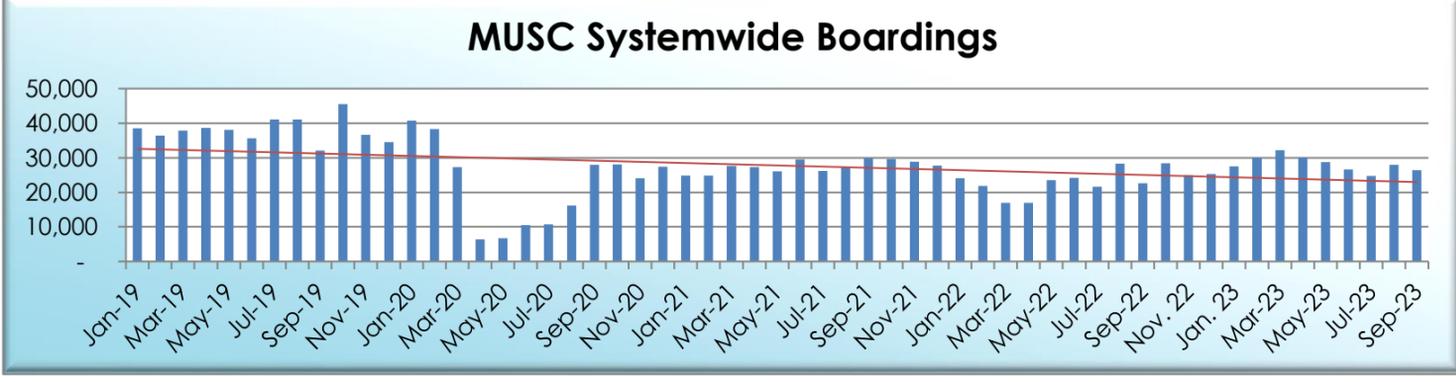
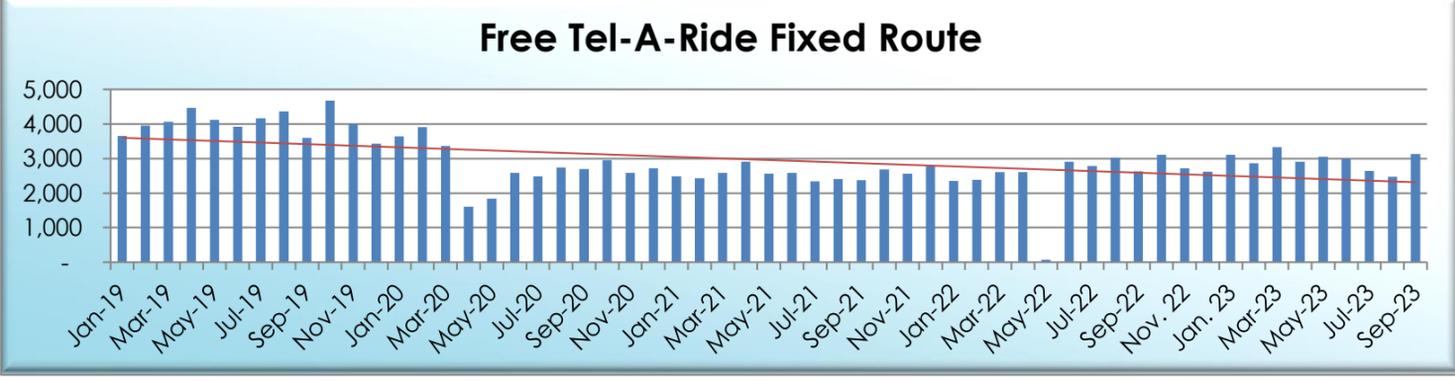
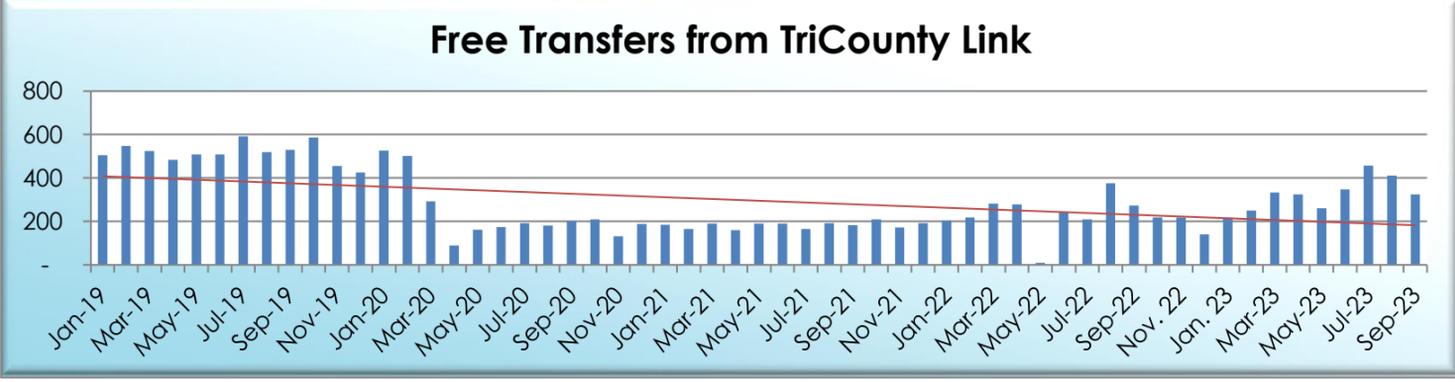
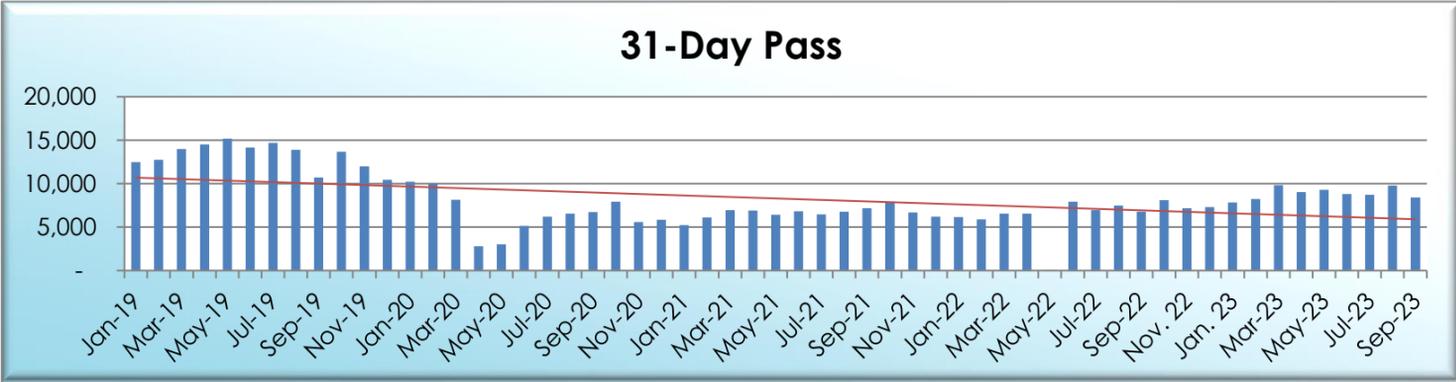
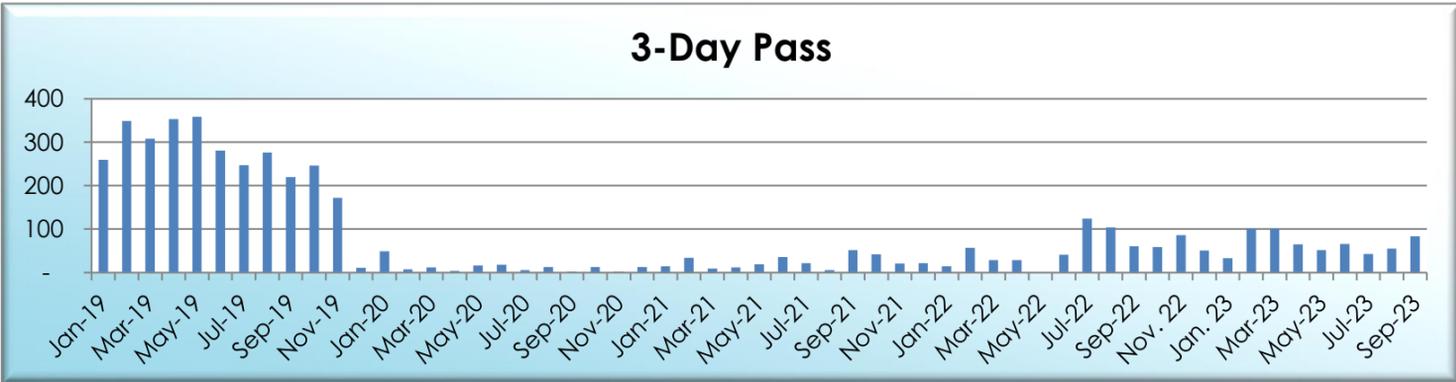
# Classification History



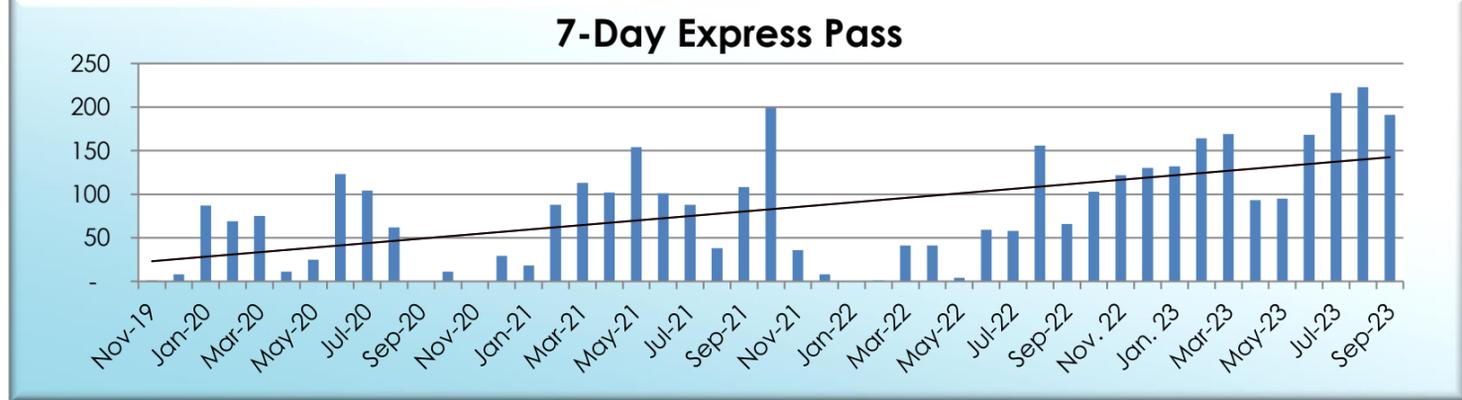
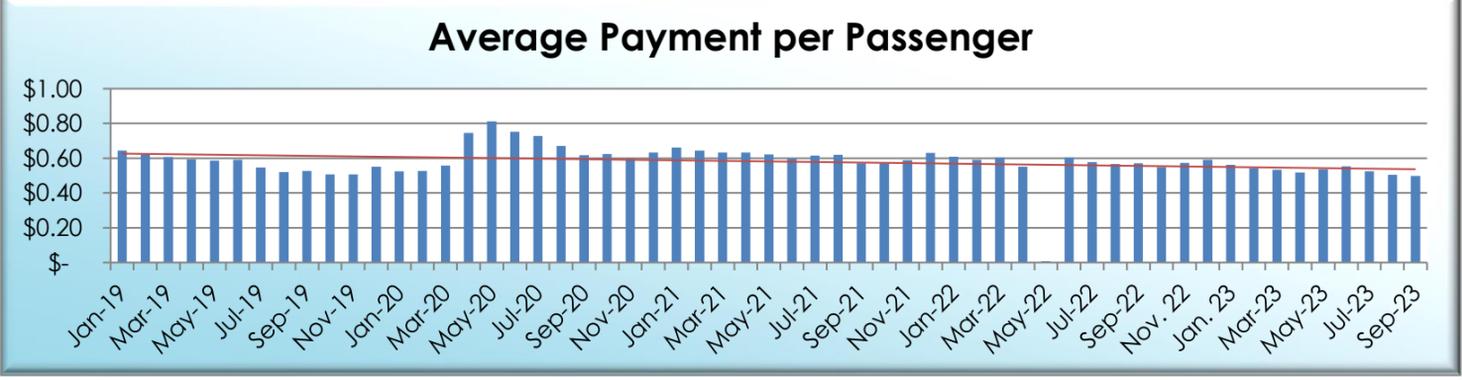
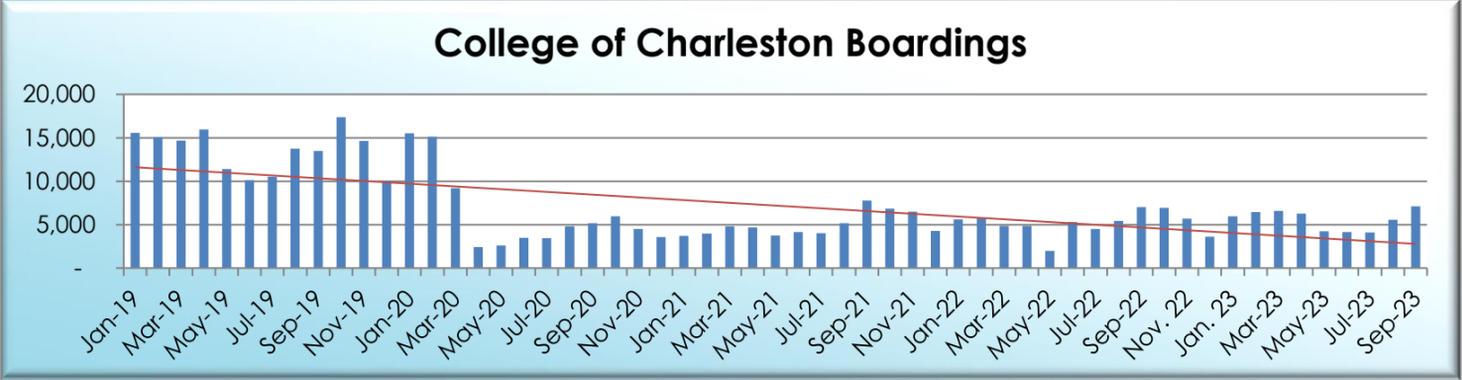
# Classification History



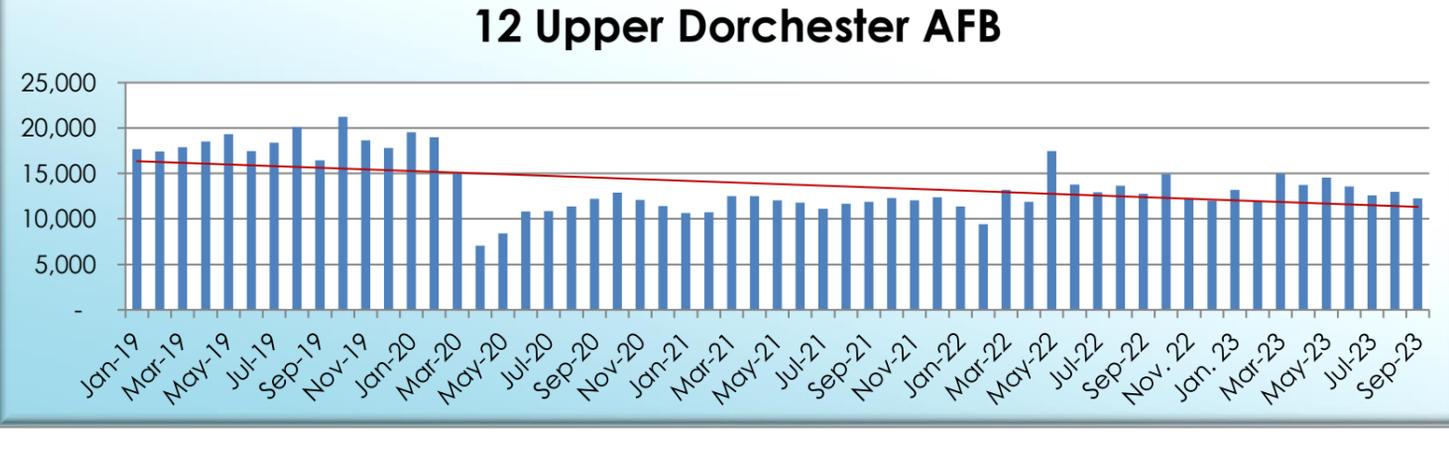
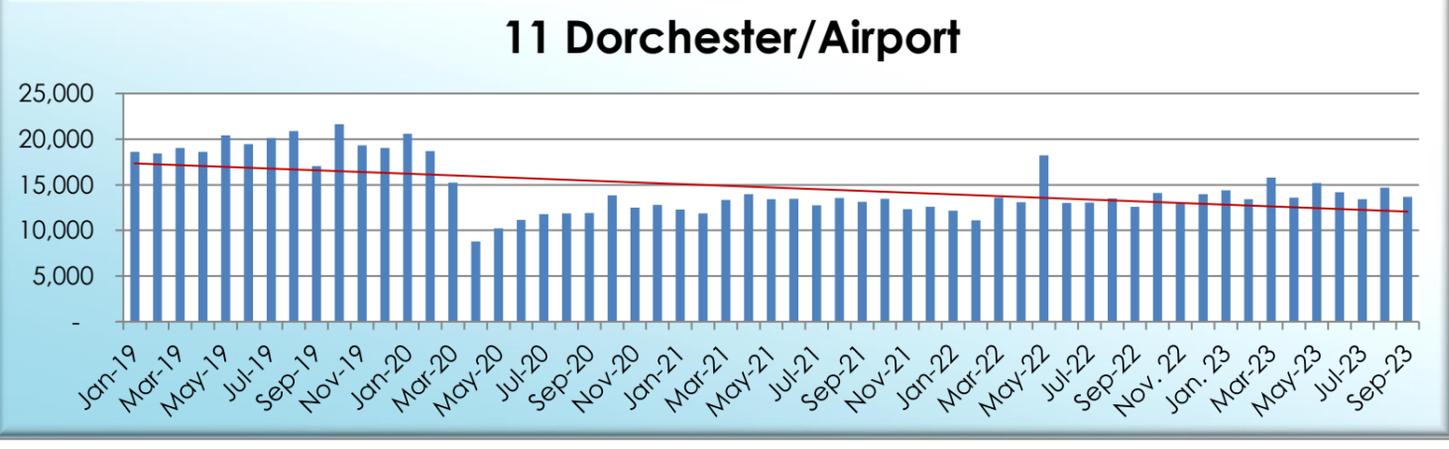
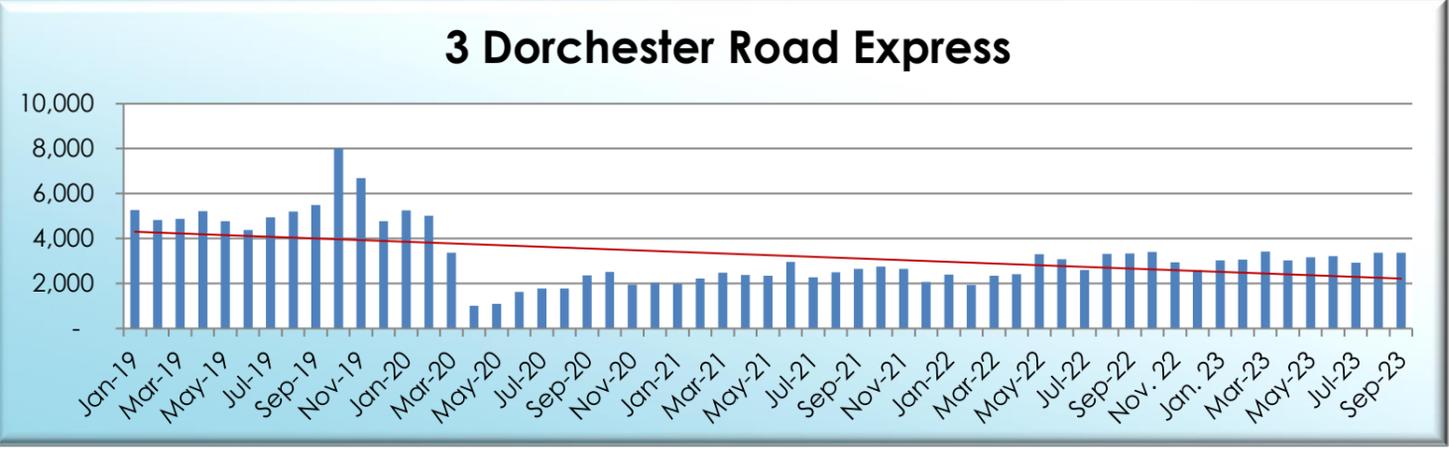
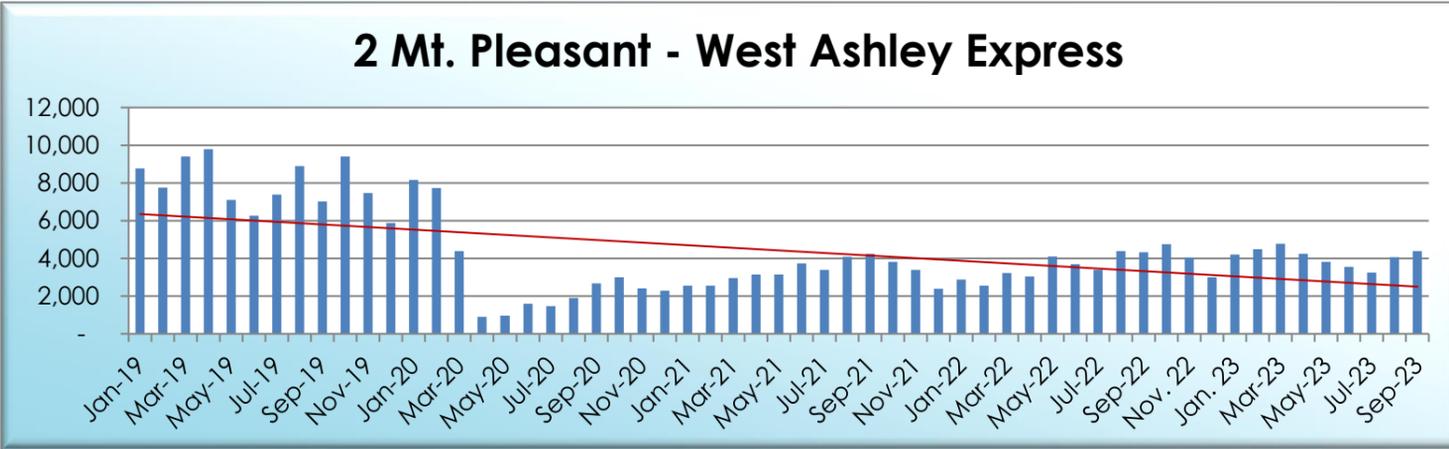
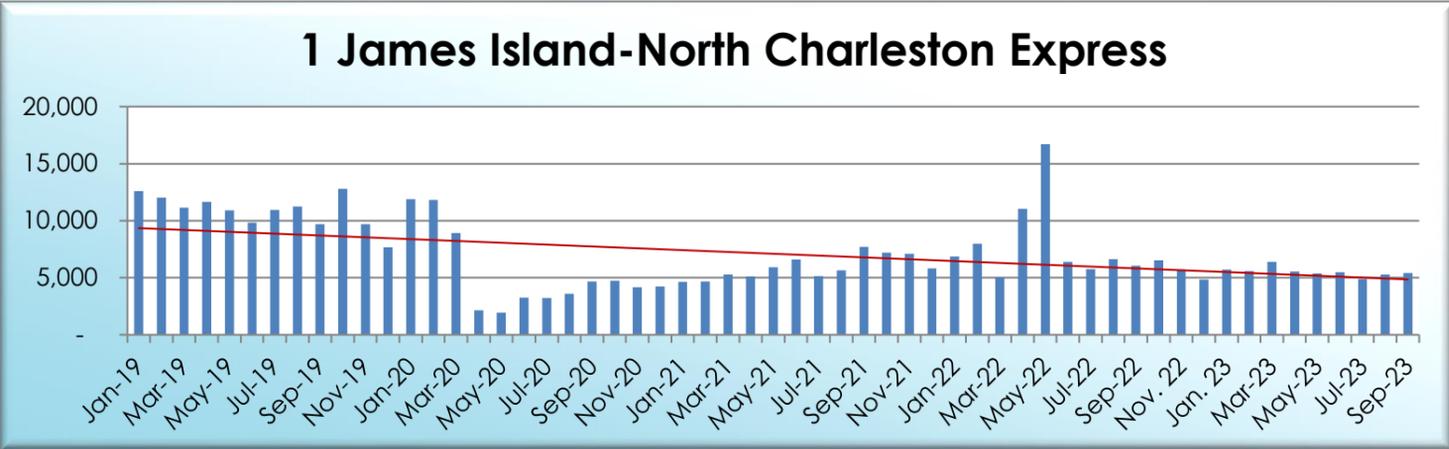
# Classification History



# Classification History



**Ridership Trends by Route**

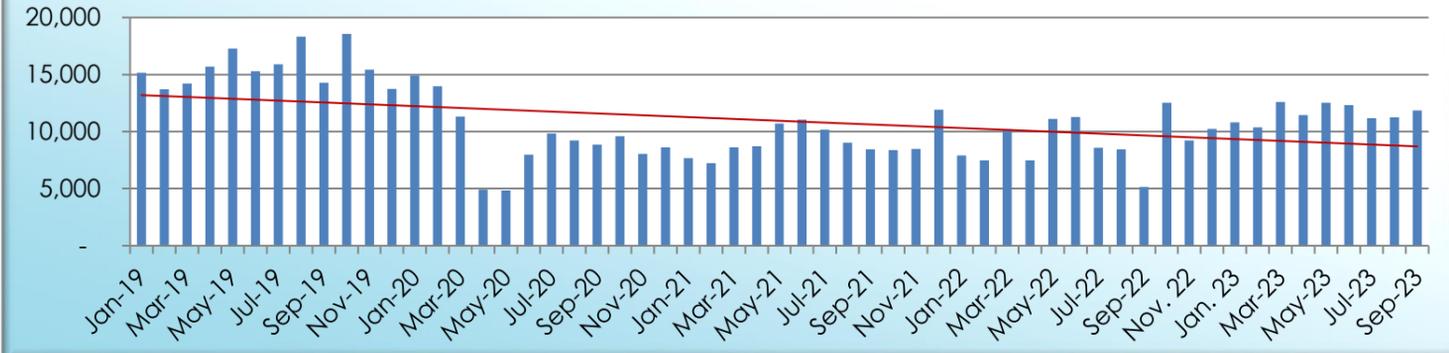


### Ridership Trends by Route

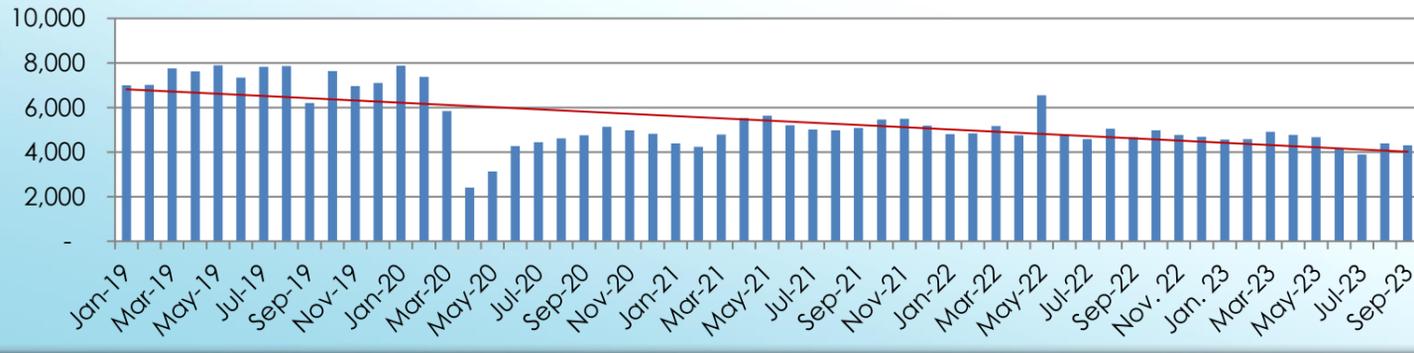
#### 13 Remount Road



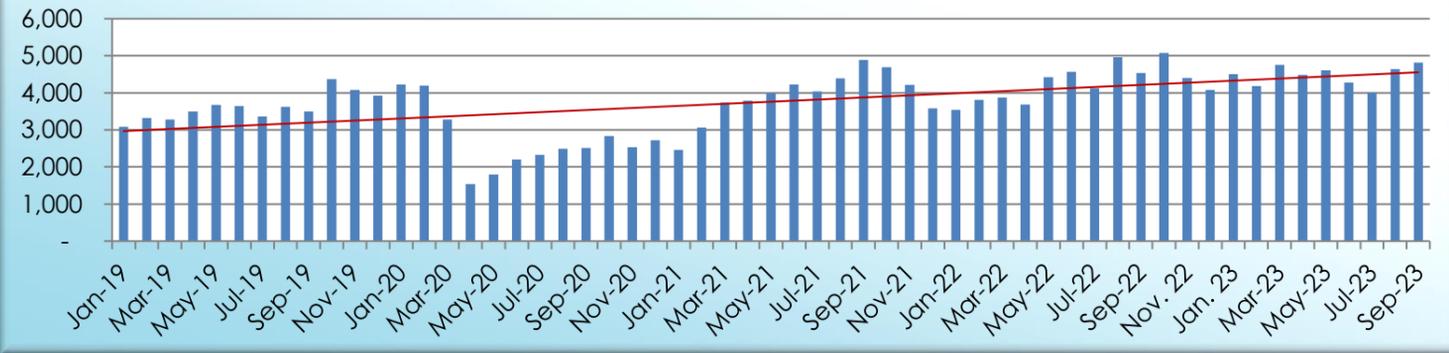
#### 20 King Street/Citadel



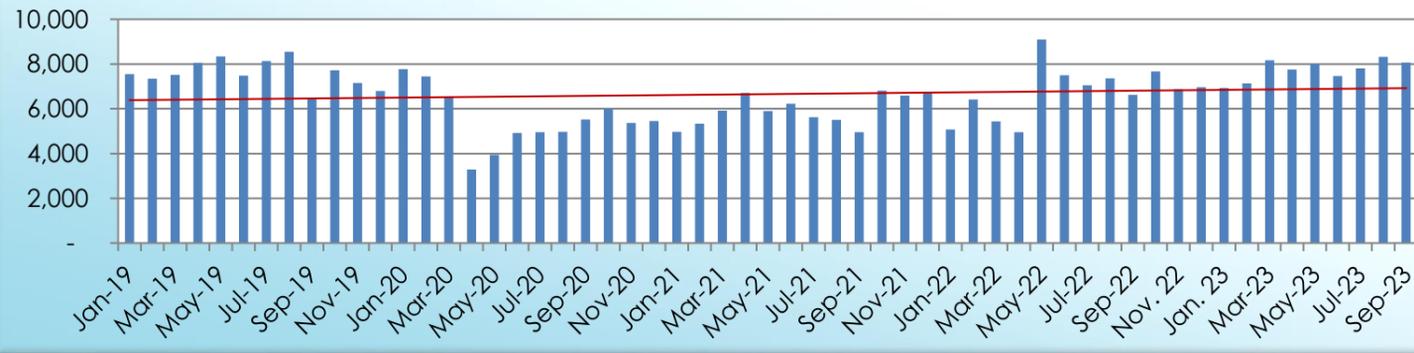
#### 30 Savannah Highway



#### 31 Folly Road



#### 32 North Bridge

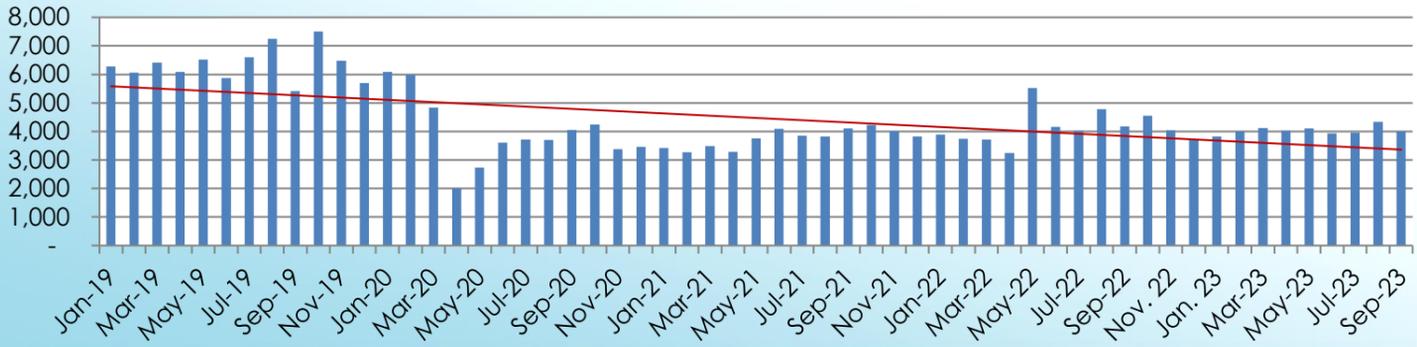


#### 33 St. Andrews/Ashley River Rd.

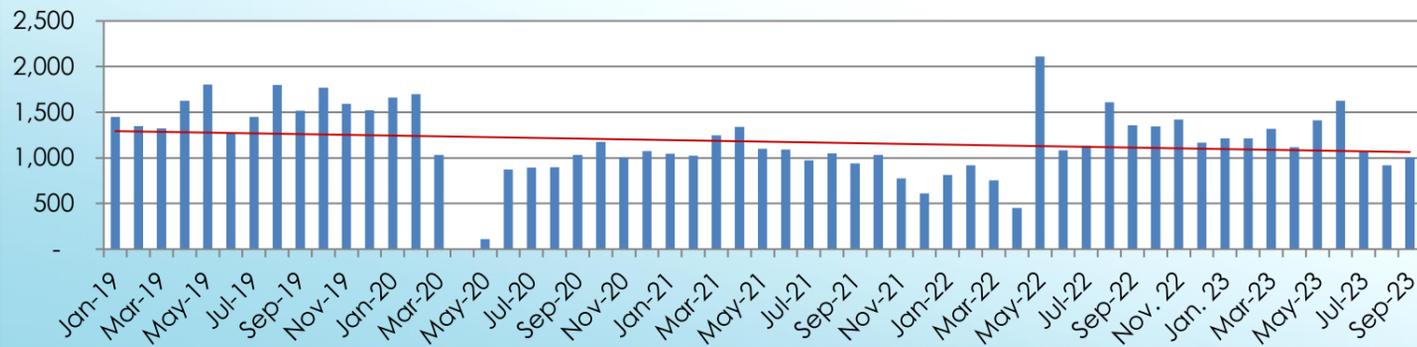


**Ridership Trends by Route**

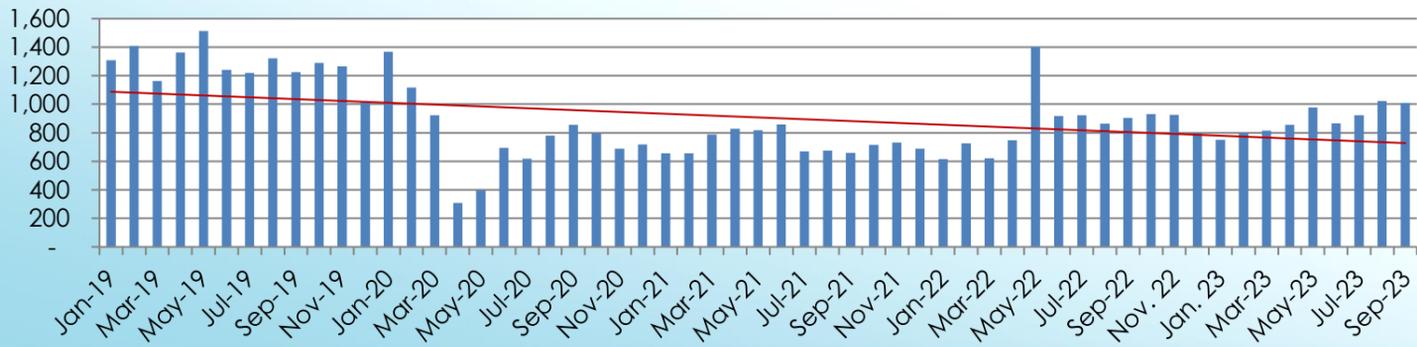
**40 Mt. Pleasant**



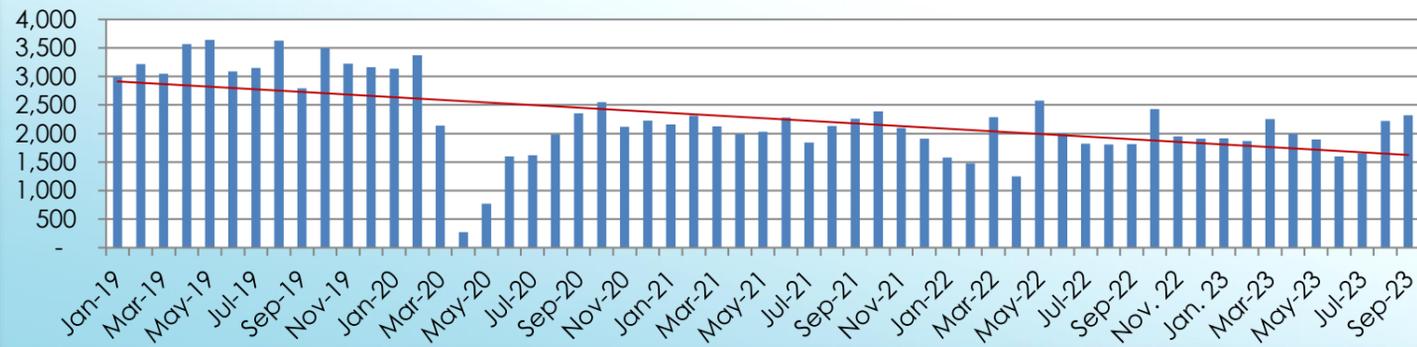
**41 Coleman Boulevard**



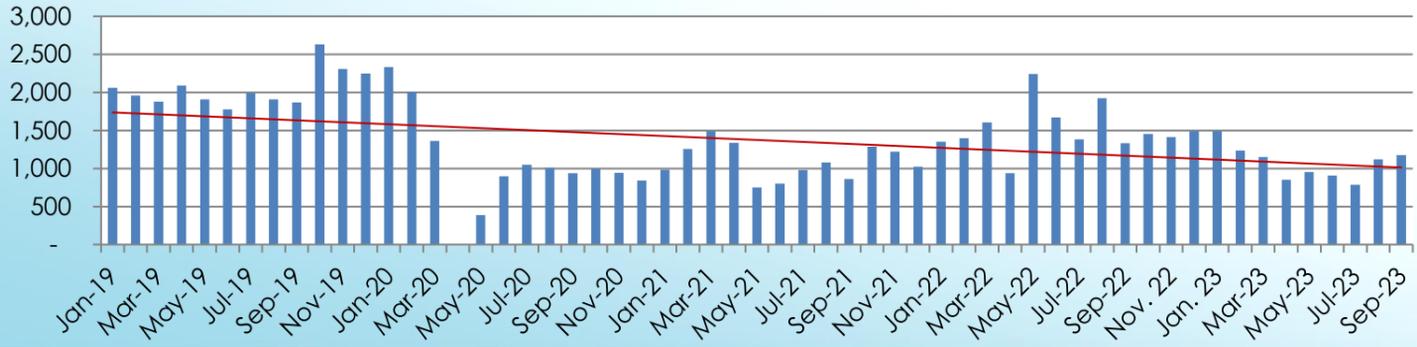
**42 Wando Circulator**



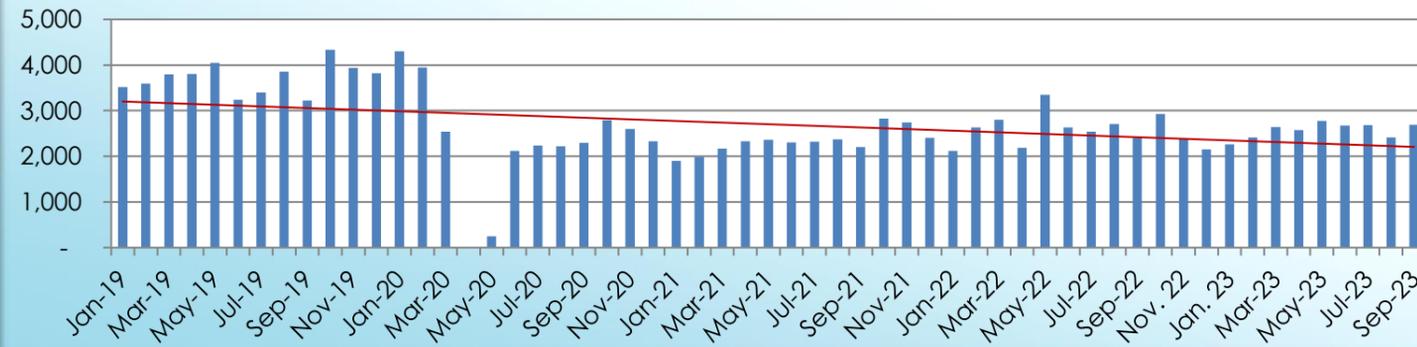
**102 North Neck/ Rutledge Ave**



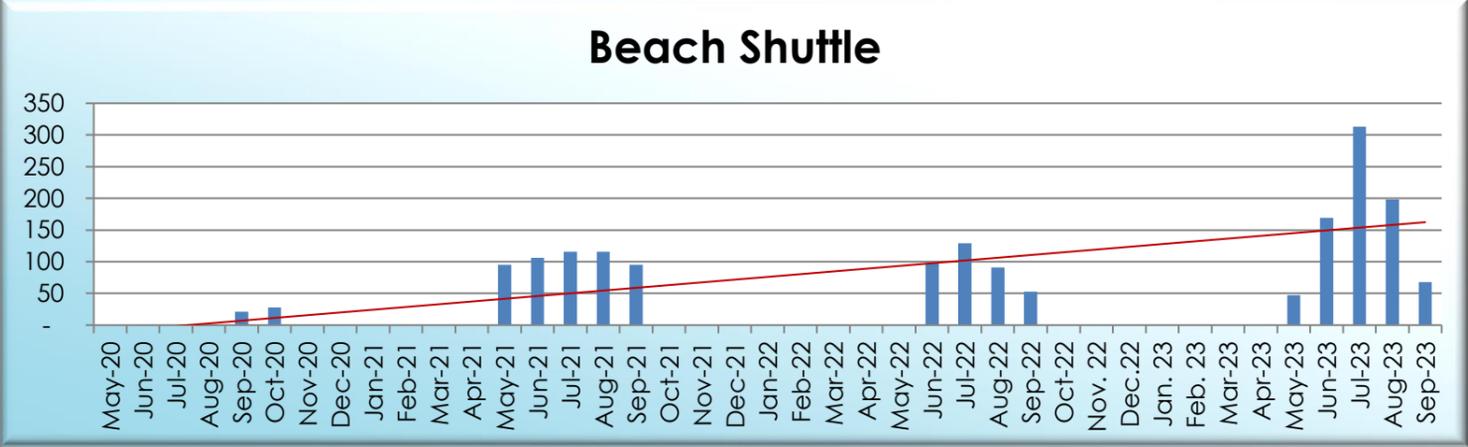
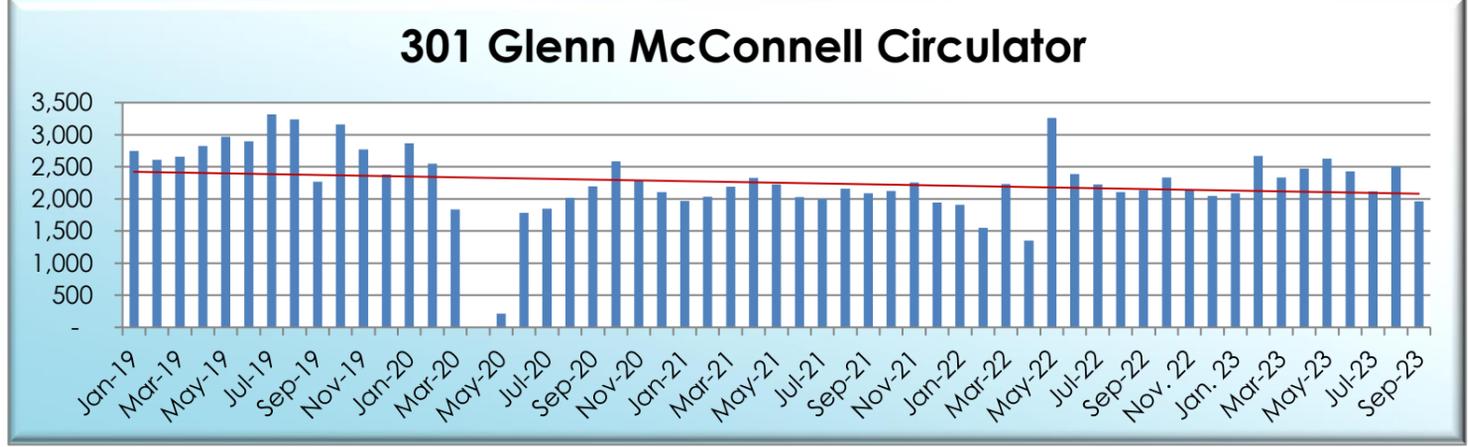
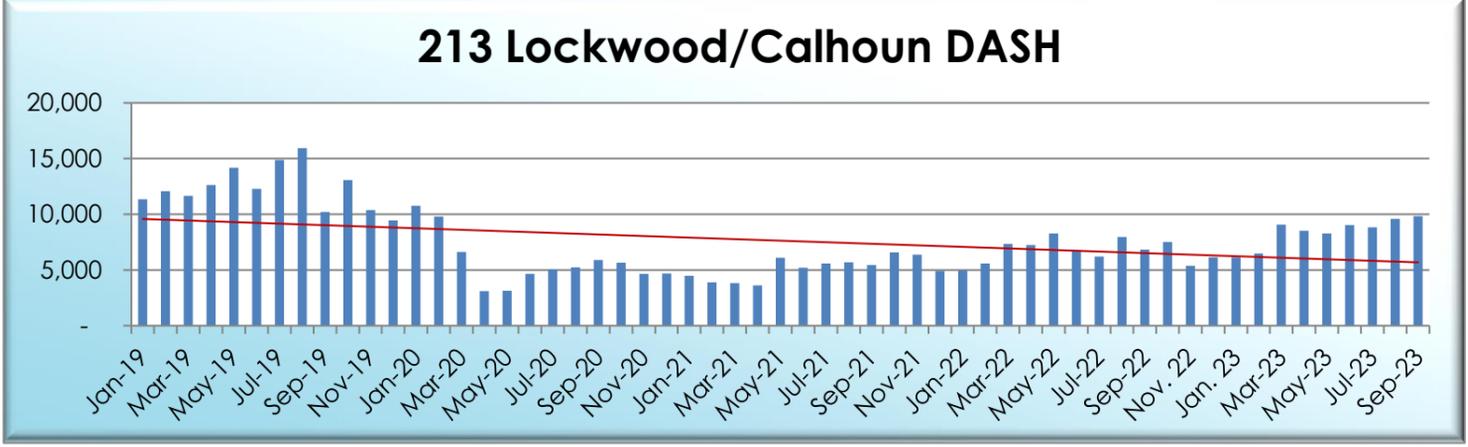
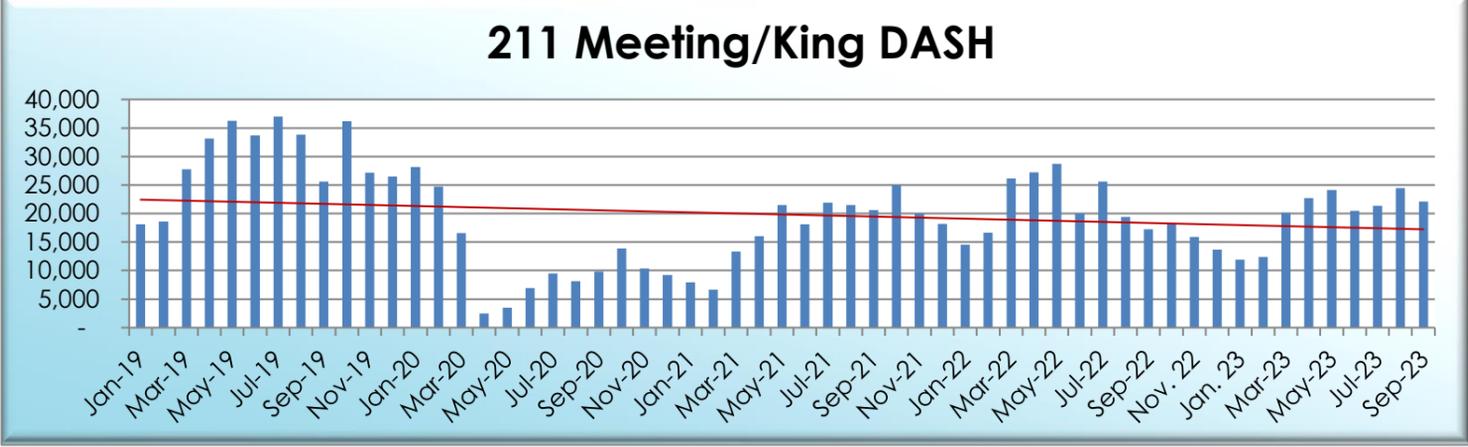
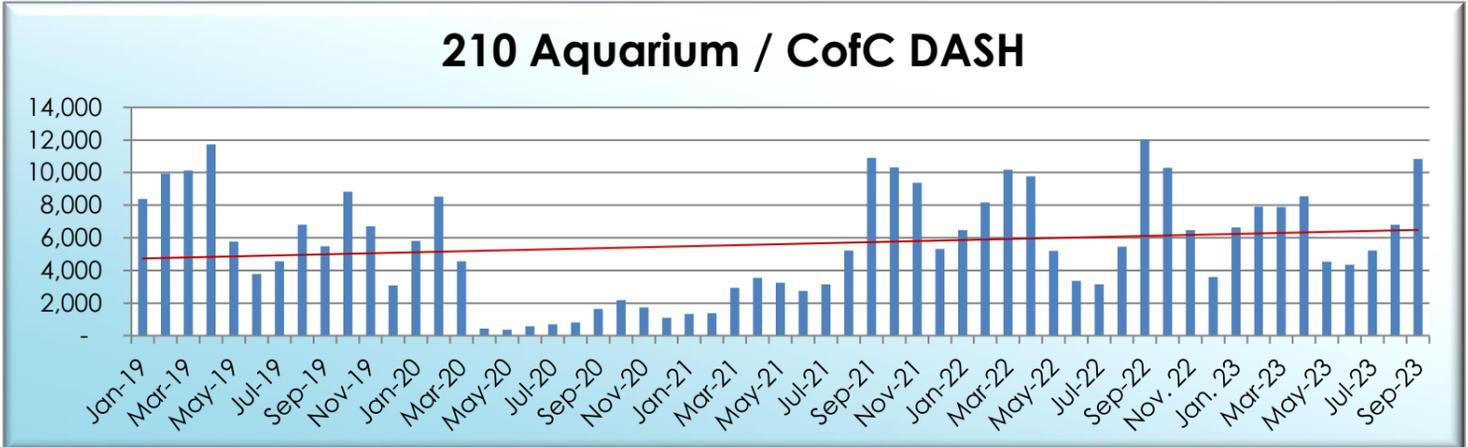
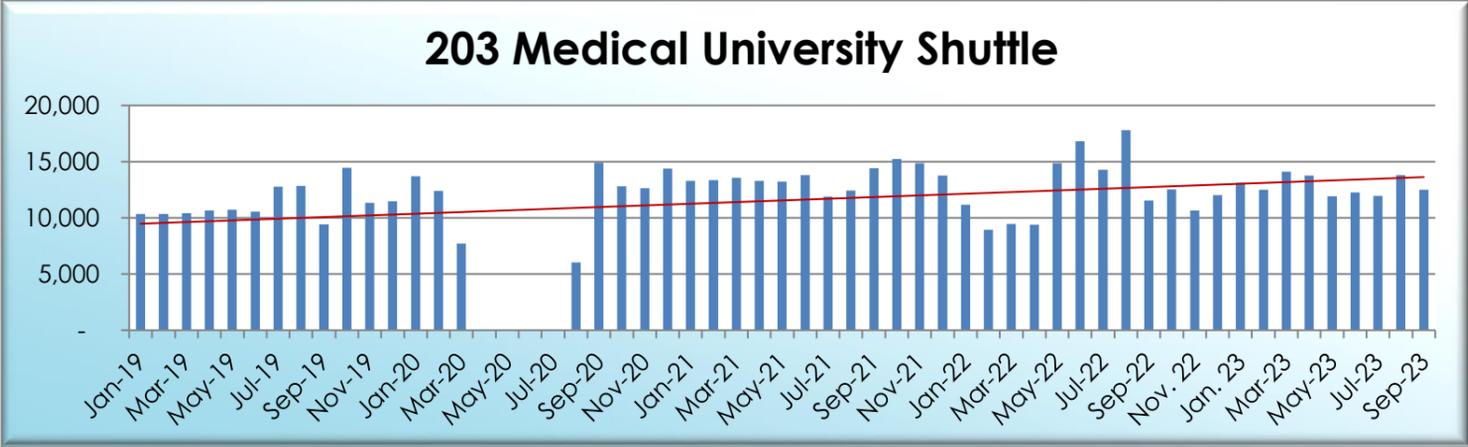
**103 Leeds Avenue**



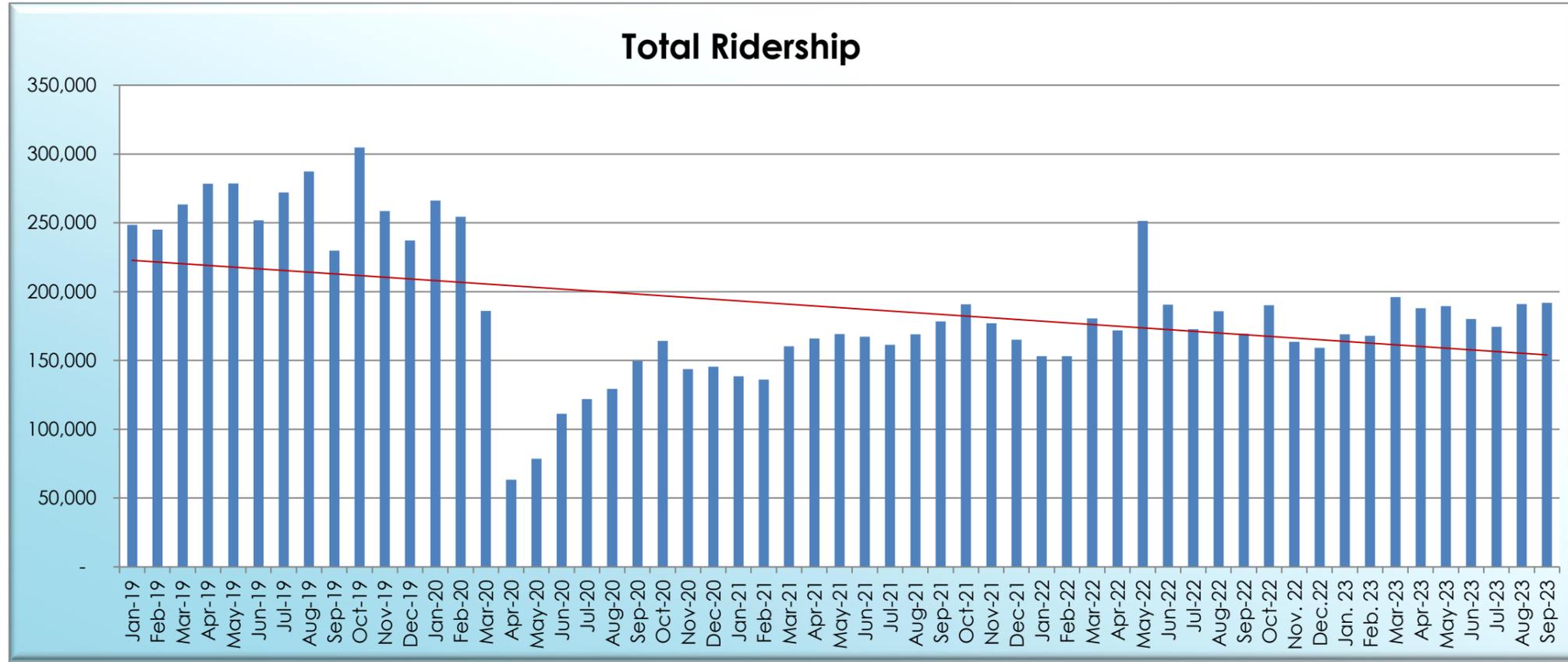
**104 Montague Avenue**



**Ridership Trends by Route**



### Ridership Trends by Route



### Farebox and Pass Revenue History

