



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

August 21, 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 –June 12, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. 2024 CARTA PTASP – Request for Approval
5. On-Call Engineering Services: Bus Shelters & Amenities – Request for Approval
6. Project Updates – Ron Mitchum/Staff
7. Ridership Report – Megan Ross
8. Executive Director’s Report – Ron Mitchum
9. Other Business, If Any
10. Public Comments, If Any
11. Executive Session – Legal Advice
12. Board Comments, If Any

The next CARTA Board Meeting will be held on September 18, 2024

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)

BOARD OF DIRECTORS MEETING

June 12, 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, June 12, 2024.

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

MEMBERS PRESENT: MaryBeth Berry; Joe Boykin; Daniel Brownstein; Dwayne Green; Will Haynie; Brandon Hudson; James Lewis; Pat O’Neil; Michael Seekings; Ed Sutton; Jimmy Ward; Robert Wehrman

PROXIES: Craig Harris for Brad Belt; Ron Brinson for Reggie Burgess; Robert Somerville for William Cogswell; Lt. Gebhardt for Christie Rainwater; Jerry Lahm for Herb Sass

OTHERS PRESENT: Milbrey Heard (Nelson/Nygaard); Sam Wright (Nelson/Nygaard); Daniel Monroe (BGRM); Mila Buzhinskaya (HNTB); Daniel Brock (HNTB); Stuart Day (Stantec); Abraham Champagne (WSP); Patrice Miller (WeDriveU); Karen Campbell (WeDriveU); Denis Komachek (WeDriveU); Tiffany Hopkins (WeDriveU); William Hamilton (Best Friends of Lowcountry Transit); Rose Pletzt (Best Friends of Lowcountry Transit); Representatives of the Exchange Club of Charleston: Carl Schultz; Frank Shorter; Duncan Townsend; Gary Leonard; Buzz Buske; Ronald Meek; Tim Smith; Jeremy Pitts; Buddy Wallace; News Media Personnel; Additional Interested Parties

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Jeff Burns; Sharon Hollis; Megan Ross; Michelle Emerson; Noelle Traynham (Marketing Intern); 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: May 15, 2024 Meeting

Mr. Brinson made a motion to approve the May 15, 2024 Meeting Minutes as presented.

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

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending April 30, 2024. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$2,439,141 at 58% 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 four MV-1s, four 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 and property taxes on the equipment rental.
- Office Equipment Maintenance (OEM) includes GMV Sycromatics, GMV Digital Signage, Genfare Support, Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times, RCN NetCloud Essentials and NetCloud Advanced for mobile routers and other IT services.
- Rent includes the Ashley Phosphate Park & Ride lot, Dorchester Village Shopping Center Park & Ride lot, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue 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 1st and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is the interest 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 as of April 30, 2024. She noted that the FY24 total cost is at \$144,479 at 67% complete. The Board of Directors received the Financial Status Report as information.

4. Downtown Transit Study – Presentation – Milbrey Heard, Nelson/Nygaard

Megan Ross, Transit Planner, introduced Milbrey Heard and Sam Wright with Nelson/Nygaard. Ms. Heard and Mr. Wright delivered a presentation on the Downtown Transit Study. They discussed the proposed downtown network concepts and discussed the transit supportive infrastructure which includes the downtown transit center, the first/last mile transit access and the BRT running ways feasibility. They presented the study timeline, the proposed route span and frequencies, change in operating costs and discussed the next steps. Ms. Heard and Mr. Wright addressed questions and comments. The Board of Directors received the Downtown Transit Study presentation as information.

5. FY24 Proposed Budget Revision – Request for Approval – Robin Mitchum

Ms. Mitchum presented the FY24 Proposed Budget Revision. She reviewed the line-item revisions in detail and stated that the budget will continue to be monitored to ensure revenues and expenditures remain aligned. Ms. Mitchum stated that staff will make recommended revisions as necessary.

***Mr. Boykin made a motion to approve the FY24 Proposed Budget Revision as presented.
Mr. Sutton seconded the motion. The motion was unanimously approved.***

6. FY25 Proposed Budget – Request for Approval – Robin Mitchum

Ms. Mitchum presented the FY25 Proposed Budget. She reviewed, in detail, the proposed line-item changes in revenue, expenditures and capital expenditures. Ms. Mitchum stated that the budget will continue to be monitored to ensure revenue and expenditures remain aligned and that revisions will be recommended as necessary. She noted that the proposed budget will be presented to member governments for their approval and will be presented to the CARTA Board of Directors for final approval. Chairman Seekings explained the budget process to the newer Board Members and commended Ms. Mitchum and the Finance staff for their tremendous work on the budget.

***Mr. Brinson made a motion to approve the FY25 Proposed Budget as presented.
Mr. Lewis seconded the motion. The motion was unanimously approved.***

7. Title VI Plan Update – Request for Approval – Jeff Burns

Jeff Burns, Grants and Contracts Compliance Administrator, presented the Title VI Plan update. He explained that Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, age, sex or national origin. As a public transit provider, it is required that CARTA ensure that all levels of 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.” Mr. Burns noted that 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 the FTA 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. Mr. Burns stated that staff recommends approval of the Title VI Plan.

***Mr. Green made a motion to approve the Title VI Plan Update as presented.
Mr. Sutton seconded the motion. The motion was unanimously approved.***

8. Project Updates – Ron Mitchum/Staff

Ron Mitchum, Executive Director, delivered a detailed report regarding the following Project Updates: Service Planning Initiatives; Downtown Route Study; US 52 BRT Study; CARTA OnDemand (noting that staff will propose recommended adjustments to the program at a future Board Meeting in order to control costs); Shelter Improvement Program; Shipwatch Square Transit Center; Transit Oriented Development Study (noting that the Phase 2 deliverable

is expected at the end of July and that the BCDCOG received a discretionary, competitive grant of \$1.2 million for a Phase 3 planning effort to continue the development of affordable housing and neighborhood plans to be initiated later in the calendar year); LCRT (noting that 60% design review is underway); Mt. Pleasant Street Park & Ride (noting that the consultant has responded to the 80 comments received from the City's TRC process and that the consultant has initiated the review and approval process with the SCDOT); Fairgrounds Park & Ride; O&M Facility; and Mobile Ticketing Sales and Use. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

9. Ridership Report – Megan Ross

Ms. Ross presented the May 2024 Ridership Trends noting that passenger trips totaled 195,827 and there were 11.1 customers per service hour (11.7 last month). She stated that overall ridership comparing May 2024 to April 2024 decreased by 5.8%. Ms. Ross noted that the slight decrease is a normal trend this time of year due to students being on summer break. Overall ridership comparing May 2024 to May 2023 increased by 3.4%. Overall ridership comparing 2024 YTD to 2023 YTD increased 7%. She noted that Tel-A-Ride ridership for the month of May was 5,037 which was a decrease of 2.2% when comparing 2023 YTD to 2024 YTD. Ms. Ross discussed the OnDemand ridership for May 2024 noting that there were 2,966 passengers between both Uber and Lyft. Trip cost averaged at \$11.92, which was lower than April's average of \$13.03. 40% of the overall rides were from Tel-A-Ride passengers. Ms. Ross addressed questions and comments. The Board of Directors received the Ridership Report as information.

10. Executive Director's Report – Ron Mitchum

Mr. Mitchum had no further business to discuss.

11. Other Business, If Any

There was no further business to discuss.

12. Public Comments, If Any

There were 4 Public Comments that were recorded and noted for the record.

- Best Friends of Lowcountry Transit Representatives, William Hamilton and Rose Peltz:
 - Mr. Hamilton congratulated the Board of Directors and staff on the Beach Reach shuttle ridership and expressed his concerns regarding the DASH route and the parcel of land at the Fairgrounds that CARTA plans to utilize. He also expressed his concerns regarding the LCRT not serving the Summerville area.
 - Ms. Peltz expressed her concerns regarding no bus or LCRT service being extended to the Summerville area.
- Exchange Club of Charleston Representatives, Carl Schultz and Duncan Townsend:
 - Mr. Schultz discussed the map of the Fairgrounds property and expressed his concerns regarding the parcel of land that CARTA plans to utilize.
 - Mr. Townsend expressed his concerns regarding the Fairgrounds property and the parcel of land that CARTA plans to utilize as well as the parcel of land the Fairgrounds has offered to CARTA.

13. Executive Session, If Necessary

There was no Executive Session held.

14. Board Comments, If Any

There was no further business to discuss.

15. Adjourn

Chairman Seekings thanked the Board of Directors for their continued dedicated service to the Board and the communities they serve. He noted that the next Board of Directors meeting will be held on August 21st. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:00 p.m.

Respectfully submitted,
Kim Coleman



Charleston Area Regional Transportation Authority

MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: June 30, 2024 Financial Report Overview
DATE: August 12, 2024

Please find attached the June 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 nine MV-1s, five 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) and Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and property taxes on the equipment rental.
- Office Equipment Maintenance (OEM) includes GMV 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.
- Advertising is Beach Reach outreach.
- 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.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services includes bus wash inspection services and appraisal 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.
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Capital Expenditures

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- 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 \$3,786,974.

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

Amount owed to National Express Shuttle & Transit as of 6/30/2024 was \$1,411,517.

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

Time elapsed:
75%

	Original FY24 Budget	Revised FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>				
Farebox	1,345,886	1,296,535	1,000,487	77%
Passes & Mobile Ticketing	527,051	595,387	438,552	74%
COC Shuttle	417,104	403,644	300,414	74%
MUSC	753,157	753,157	566,275	75%
City of Charleston - DASH	706,143	706,143	533,959	76%
Local Contributions	-	37,131	43,379	117%
Federal	8,289,057	8,862,392	7,915,727	89%
State Mass Transit Funds	-	260,435	260,436	100%
Sales Tax - Charleston County	12,759,453	12,684,369	9,928,091	78%
Advertising	800,000	800,000	587,237	73%
Insurance Proceeds	-	139,702	186,423	133%
Sale of Assets	-	28,900	59,814	207%
TOTAL OPERATING REVENUES	25,597,851	26,567,795	21,820,947	82%
<u>Operating Expenditures</u>				
Retiree Benefits	9,288	9,307	6,965	75%
Supplies	100,000	175,000	153,996	88%
Printing	25,000	42,000	24,964	59%
Automotive	1,000	3,450	2,279	66%
Postage	250	200	67	34%
Dues/Memberships	2,500	2,500	4,500	180%
Office Equipment Rental	105,012	117,695	100,183	85%
Office Equipment Maintenance	239,241	289,793	215,817	74%
Rent	32,650	33,620	27,297	81%
Communications	166,847	166,847	118,978	71%
Utilities	313,674	316,501	209,412	66%
Advertising	7,500	7,500	4,100	55%
<i>Professional Services</i>				
Auditing	30,000	30,800	30,800	100%
Legal	1,000	1,000	-	0%
Custodial	25,542	25,542	17,415	68%
On Demand Program	131,575	325,000	210,806	65%
Electric Bus Master Plan	-	20,005	15,005	75%
Other	25,000	25,000	7,838	31%
<i>Contract Services</i>				
Shared Services - IGA	3,188,074	3,888,379	2,923,899	75%
Fixed Route	14,676,071	14,676,071	9,305,234	63%
Money Transport	7,500	11,604	9,610	83%
Security Services	105,560	105,560	75,360	71%
Vehicle Maintenance	170,000	341,863	339,638	99%
Facility Repair & Maintenance	52,835	32,213	14,086	44%
Operating Fees & Licenses	50,000	45,000	42,502	94%
Insurance	1,083,626	1,033,626	981,825	95%
Fuel	1,638,187	1,450,000	1,018,553	70%

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

Time elapsed:
75%

	Original FY24 Budget	Revised FY24 Budget	Actual	% of Budget
Paratransit	3,308,576	3,308,576	2,129,953	64%
Miscellaneous	3,500	5,300	3,040	57%
Interest	47,843	47,843	36,245	76%
Non-Capitalized Assets	50,000	30,000	3,606	12%
TOTAL OPERATING EXPENDITURES	25,597,851	26,567,795	18,033,973	68%
Excess (Deficit) of Revenues Over (Under) Expenditures			<u><u>3,786,974</u></u>	

Capital Revenues

Rolling Stock	613,428	598,240	598,239	
Bus Facilities/Charging Stations	289,189	1,197,724	463,387	
Bus Shelter Construction/Bench Install	18,618	55,591	-	
Land	-	1,066,800	-	
Security/ Cameras & Equipment	240,997	300,318	143,127	
Facilities Construction	5,040,000	264,436	261,083	
Sales Tax - Charleston County	1,047,297	1,122,381	337,159	
TOTAL CAPITAL REVENUES	7,249,529	4,605,490	1,802,995	39%

Capital Expenditures

Rolling Stock	766,785	827,800	752,800	
Bus Facilities/Charging Stations	350,000	1,524,571	463,387	
Bus Shelter Construction/Bench Install	192,763	180,591	96,954	
Land	-	1,333,500	-	
Security/ Cameras & Equipment	295,041	368,483	108,118	
Facilities Construction	5,600,000	330,545	370,461	
Capital (IT, Facility Repairs/Maint)	44,940	40,000	11,275	
TOTAL CAPITAL EXPENDITURES	7,249,529	4,605,490	1,802,995	39%

**CARTA
BALANCE SHEET
6/30/2024**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	12,886,831.83
PETTY CASH	160.00
ACCOUNTS RECEIVABLE	7,049,065.49
PREPAID EXPENSES	379,681.77
INVENTORY - FUEL	71,690.96
LAND	8,599,110.02
VEHICLES	51,852,084.34
EQUIPMENT	2,373,066.54
FAREBOXES	1,170,017.00
SHELTERS	4,462,007.59
BUS SIGNAGE	254,913.32
FACILITIES	10,536,561.23
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(37,024,479.20)
RIGHT TO USE LEASES	1,179,416.40
ACCUMULATED DEPRECIATION - RTU	(406,830.95)
TOTAL ASSETS	<u><u>63,561,754.88</u></u>

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	2,117,798.10
NOTE PAYABLE - BB&T	1,321,075.75
ACCRUED INTEREST	17,411.73
OPEB LIABILITY	127,941.00
LEASE LIABILITY	809,492.48
TOTAL LIABILITIES	<u>4,393,719.06</u>

EQUITY

CURRENT YEAR FUND BALANCE	3,786,974.01
INVEST IN CAPITAL ASSETS	40,720,778.21
FUND BALANCE	14,660,283.60
TOTAL EQUITY	<u>59,168,035.82</u>

TOTAL LIABILITIES & FUND EQUITY	<u><u>63,561,754.88</u></u>
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CARTA
OnDemand Program
6/30/2024

Activity	BUDGET	FY 21	FY 22	FY 23	FY 24	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	394,036	1,421	20,778	98,039	210,806	331,044	62,992	84%
Total	394,036	1,421	20,778	98,039	210,806	331,044	62,992	84%
Federal <i>FTA 5310</i>	312,000	1,137	16,622	75,202	168,644	261,605	50,395	84%
Local	82,036	284	4,156	22,837	42,162	69,439	12,597	
Total	394,036	1,421	20,778	98,039	210,806	331,044	62,992	84%



Charleston Area Regional Transportation Authority

MEMORANDUM

TO: CARTA Board of Directors
FROM: Ronald E. Mitchum, Executive Director
DATE: Aug 12, 2024
SUBJECT: Public Transportation Agency Safety Plan Annual Certification (PTASP)

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, to remain in compliance with FTA requirements.

Safety management as a systematic and comprehensive approach to identifying safety hazards & risks associated with transit system operations & related maintenance activities is active. A Safety Management Systems (SMS) framework, as an explicit element of the agency's responsibility, has been adopted by establishing safety policy, procedures and quarterly Safety Committee meetings; identifying hazards and controlling risks; goal setting, and measuring performance. Performance is measured IAW the 2021 BIL. The SMS fosters agency-wide support for transit safety by maintaining & continuously improving a culture of safety. Every employee is responsible for safety, where management is held accountable for the safety of all employees in the organization with an active role in transit safety.

This plan complies with FTA regulations established by Section 5329(d) of the 2012 Moving Ahead for Progress Act & the 2021 BIL. On February 23, 2023, FTA finalized changes to the National Transit Database (NTD) safety and security reporting requirements. FTA has adopted two significant changes to data collected on transit worker assaults and bus impact fatalities. All assaults will be promptly reported to the NTD via the CARTA CSO to the Accountable Executive. Every employee directly responsible for safety (operators, supervisors, managers), must complete Assault Awareness & De-escalation training.

The PTASP Accountable Executive, the Board of Directors, the local Union representative & the CARTA Safety Committee, in cooperation with FTA, have reviewed the current PTASP. This is IAW 49 U.S.C. § 5329 & assures the requirements through the establishment of a comprehensive SMS framework. CARTA is compliant with 49 C.F.R. Part 673 and all applicable FTA requirements.

CARTA Public Transportation Agency Safety Plan Self Certification and Approval

Ronald E. Mitchum, PTASP Accountable Executive Date

CARTA Board of Directors, Chairman Date

CARTA

Charleston Area Regional Transportation Authority



PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP)

FTA Recipient ID# 1115,

CARTA

5790 Casper Padgett Way
North Charleston, SC 29406
Telephone (843) 769-1022

Contact Person: Jeff Hughes BCDCOG Safety Manager

Adopted: Aug 16, 2024

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN for CARTA

TRANSIT AGENCY INFORMATION

Transit Agency	Name		Address
	Charleston Area Regional Transportation Authority		5790 Casper Padgett Way North Charleston, SC 29406
Accountable Executive	Name		Title
	Ronald E. Mitchum		Executive Director
Chief Safety Officer	Name		Title
	Lathornia Gilliam_Miller		General Manager
Mode(s) of Service Covered by This Plan:		List All FTA Funding Types (e.g., 5307, 5337, 5339):	
Fixed-Route Bus Service		Section 5307, 5310, 5324, 5339, 5340	
Demand-Response Bus Service			
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)			
Fixed-Route Bus Service			
Demand-Response Bus Service			
Does the agency provide transit services on behalf of another transit agency or entity?	Yes	No	Description of Arrangement(s)
		✓	
Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Name		Address

PLAN DEVELOPMENT, APPROVAL, & UPDATES

BCD COG	NAME	Date Signed
Safety Manager	Jeff W. Hughes	
Signature		
BCD CARTA Executive Director	Ronald E. Mitchum	
Signature		
Approval by Board of Directors (or equivalent)	CARTA Board of Directors	Approval
Signature(s)		

CONTENTS

TRANSIT AGENCY INFORMATION	Error! Bookmark not defined.
PLAN DEVELOPMENT, APPROVAL, & UPDATES	Error! Bookmark not defined.
ACTIVITY LOG	1
DEFINITIONS & ACRONYMS	3
BACKGROUND	6
1 SAFETY POLICIES & PROCEDURES CFR 673.23	7
1.1 Commitment to Safety	7
1.2 Annual PTASP Review & Update	8
1.3 Organization Structure & System Safety Responsibilities.....	8
2 SAFETY RISK MANAGEMENT CFR 673.25	8
2.1 Safety Hazard Identification.....	9
2.1.1 Non-Punitive Reporting Policy	10
2.1.2 Safety Risk Assessment	11
2.1.3 Safety Risk Mitigation	11
2.1.4 Safety Risk Prioritization	13
3 SAFETY ASSURANCE CFR 673.27	13
3.1 Defining Safety Goals & Objectives/Outcomes	15
3.2 Defining Safety Performance Measures	15
3.2.1 Metrics	16
3.3 Monitoring Performance & Evaluating Results.....	19
3.4 Integrating Results into Agency Decision-Making Processes.....	19
3.5 Sustaining a Safety Management System.....	20
4 SAFETY PROMOTION CFR 673.29.....	20
4.1 Safety Promotion, Culture, & Training.....	20
4.1.1 Safety Culture.....	20
4.1.2 Training	21
4.1.3 Safety Communication.....	23
APPENDICES	25

Appendix A – Staff Safety Roles & Responsibilities Appendix D – Risk Assessment Matrix
Appendix B – Safety Assessment & System Review Appendix E – Hazard Assessment Log
Appendix C – Facility Safety & Security Assessment Appendix F – Prioritized Safety Risk Log
Appendix G – Safety Performance Matrix

DEFINITIONS & ACRONYMS

The following definitions may be used throughout this document & correspond to the definitions provided in 49 CFR 673.5.

Accident is an "event", as defined below, that involves any of the following:

1. A loss of life,
2. A report of a serious injury to a person,
3. A collision of public transportation vehicles,
4. An evacuation for life safety reasons,

Accountable Executive (AE) is a single, identifiable individual who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan (PTASP), defined below, of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan (as defined below), & control or direction over the human & capital resources needed to develop & maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), & the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Assault is defined as a violent physical or verbal attack; A threat or attempt to inflict offensive physical contact or bodily harm on a person that puts the person in immediate danger of or in apprehension of such harm or contact.

Chief Safety Officer (CSO) is an adequately trained individual who has responsibility for safety & reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A CSO may not serve in other operational or maintenance capacities, unless the CSO is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Event is an "accident", as defined above, or "incident" or "occurrence" (each as defined below).

FTA is Federal Transit Administration, an agency within the U.S. D.O.T.

Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment (as defined below).

Incident is an "event" (as defined above), that involves any of the following:

1. A personal injury that is not a serious injury,
2. One or more injuries requiring medical transport, or
3. Damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

Investigation is the process of determining the causal & contributing factors of an "accident", "incident", or "hazard" (each as defined here), for the purpose of preventing recurrence & mitigating risk.

National Public Transportation Safety Plan is the plan to improve the safety of all public transportation systems that receive federal financial assistance under 49 U.S.C. Chapter 53.

Occurrence is an "event" (as defined above), without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

Operator of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302(14).

Performance measure is an expression based on a quantifiable indicator of performance or condition that is used to establish targets & to assess progress toward meeting the established targets.

Performance target is a quantifiable level of performance or condition, expressed as a value for the measure as required by the FTA.

Public Transportation Agency Safety Plan (PTASP) is the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 & this part.

Risk is the composite of predicted severity & likelihood of the potential effect of a hazard.

Risk mitigation is a method or methods to eliminate or reduce the effects of hazards.

Safety Assurance is processes within a transit agency's Safety Management System that functions to ensure the implementation & effectiveness of safety risk mitigation, & to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, & assessment of information.

Safety Committee is a group of employer/employee representatives, including front line employees who collaborate to identify & recommend solutions to health & safety issues in the workplace required per Title 49 U.S.C. 5329(d).

Safety Management Policy is the transit agency's documented commitment to safety, which defines the transit agency's safety objectives, accountabilities & responsibilities of its employees in regard to safety.

Safety Management System (SMS) is the formal, top-down, organization-wide approach to managing safety risk & assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, & policies for managing risks & hazards.

Safety Manager (SM) is the BCD COG safety professional responsible for developing safe work practices, crafting written safety programs, leading safety training, conducting workplace inspections & audits.

Safety performance target is a Performance Target related to safety management activities.

Safety Promotion is a combination of training & communication of safety information to support SMS as applied to the transit agency's public transportation system.

Safety risk assessment is the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management is a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards & analyzing, assessing, & mitigating safety risk.

Serious injury is any injury which:

1. Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received;
2. Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);
3. Causes severe hemorrhages, nerve, muscle, or tendon damage;
4. Involves any internal organ; or
5. Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Small public transportation provider is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service & does not operate a rail fixed guideway public transportation system.

State of good repair means the condition in which a capital asset operates at a full level of performance.

Transit agency means an operator of a public transportation system.

Transit Asset Management Plan is the strategic & systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, & replacing transit capital assets to manage their performance, risks, & costs over their life cycles, for the purpose of providing safe, cost-effective, & reliable public transportation, as required by 49 U.S.C. 5326 & 49 CFR part 625.

CDC	-	Center for Disease Control
CFR	-	Code of Federal Regulations
CSO	-	Chief safety officer
FTA	-	Federal Transit Administration
MAP-21	-	Moving Ahead for Progress in the 21st Century
NTD	-	National Transit Database
PTASP	-	Public transportation agency safety plan
SGR	-	State of good repair
SMS	-	Safety management system
SOP	-	Standard operating procedure
SRM	-	Safety Risk Management
TAM	-	Transit asset management
U.S.C.	-	United States Code

BACKGROUND

The Moving Ahead for Progress in the 21st Century (MAP-21) Act grants the Federal Transit Administration (FTA) the authority to establish & enforce a comprehensive regulatory framework to oversee the safety of public transportation throughout the United States. As a component of this safety oversight framework, MAP-21 requires certain recipients of FTA Chapter 53 funding to develop & implement a Public Transportation Agency Safety Plan (PTASP). CARTA has established this comprehensive safety plan per Title 49 U.S.C. 5329 (d) and the Bipartisan Infrastructure Law (BIL) signed November 15, 2021.

In addition to greater safety oversight responsibilities, MAP-21 & the BIL grant expanded regulatory authority to put FTA in a position providing guidance to transit agencies. The use of strengthened safety data supports management decisions, improves the commitment of transit leadership to safety & fosters a culture of safety that promotes awareness & responsiveness to safety risks. The framework to this approach is called a safety management system (SMS), which moves the transit industry towards a more holistic, performance-based approach to safety. The SMS framework has been adopted by FTA in its National Public Transportation Safety Plan (NTSP).

The PTASP for CARTA supports & is consistent with an SMS approach to safety risk management. SMS is an integrated collection of policies, processes, & behaviors meant to ensure a formalized, proactive & data-driven approach to safety risk management. The aim of an SMS is to increase the safety performance of transit systems by proactively identifying, assessing, & controlling safety risks.

An SMS supports management decisions on how to prioritize the allocation of resources (money, time, etc.) to address safety concerns. The approach is meant to be flexible & scalable, so that transit agencies of all types & sizes can efficiently meet the regulatory requirements of MAP-21 & BIL. The PTASP for CARTA addresses the following elements, outlined in **Table 1** (below):

<input checked="" type="checkbox"/> Safety Management Policy Statement:	A policy statement establishing senior management commitment to continual safety improvement, signed by the executive accountable for the operation of the agency & the board of directors.
<input checked="" type="checkbox"/> Document Control:	A description of the regular annual process used to review & update the plan including a timeline for implementation of the process.
<input checked="" type="checkbox"/> Core Safety Responsibilities:	A description of the responsibilities, accountabilities, & authority of the AE, the key safety officers, & key members of the safety management team.
<input checked="" type="checkbox"/> Safety Training Program:	A description of the comprehensive safety training program for agency staff that ensures that staff are trained & competent to perform their safety duties.
<input checked="" type="checkbox"/> Safety Risk Management:	A description of the formal processes the agency uses to identify hazards, analyze & assess safety risks, & develop, implement & evaluate risk controls.
<input checked="" type="checkbox"/> Safety Risks:	A description the most serious safety risks to the public, personnel & property.
<input checked="" type="checkbox"/> Risk Control:	A description of the risk control strategies & actions that the agency will undertake to minimize exposure of the public, personnel & property to hazards, including a schedule for implementing the risk control strategies & the primary entity responsible for each strategy.
<input checked="" type="checkbox"/> Safety Assurance:	A list of defined safety performance indicators for each priority risk & associated targets the agency will use to determine if it is achieving the specified safety goals.
<input checked="" type="checkbox"/> Desired Safety Outcomes:	A description of desired safety outcomes for each risk using the measurable safety performance indicators established.

Table 1: Elements of a Public Transportation Agency Safety Plan (PTASP)

1 SAFETY POLICIES & PROCEDURES CFR 673.23

1.1 COMMITMENT TO SAFETY

Safety is a core value of CARTA, & managing safety is a core business function of the authority/agency. CARTA is committed to developing, implementing, maintaining, & continuously improving processes to ensure the safety of its customers, employees, & the public. CARTA will use safety management processes to direct the prioritization of safety & allocate its organizational resources-people, processes, & technology-in balance with its other core business functions. CARTA aims to support a robust safety culture, & achieve the highest level of safety performance, meeting all established safety standards.

All levels of management & all frontline employees are accountable for the delivery of the highest level of safety performance, starting with the General Manager of CARTA, National Express Transit, property #723. BCD COG is committed to safety, by building and maintaining a positive culture of safety.

CARTA is committed to:

Executive Commitment to Safety: Executive Management will lead the development of an organizational culture that promotes safe operations & provides appropriate resources to supporting this core management function. Executive leadership, supported by the BCDCOG Safety Manager, promotes safety culture through fostering and ensuring safe practices, improving safety when needed, and encouraging effective employee safety reporting and communication. CARTA will hold executives, managers, & employees accountable for safety performance with oversight from BCDCOG Safety Manager. The Safety Committee includes management, as well as front line employees, to further our commitment to safety.

Communication & Training: Employee engagement is crucial to a functioning safety management system (SMS). Communication systems will be put in place to enable greater awareness of CARTA safety objectives & safety performance targets as well as to provide on- going safety communication up, down, & across the organization. All levels of management must proactively engage employees & working keep open lines of safety communication. All employees will be made aware of the importance of CARTA's SMS and trained in safety reporting procedures with assistance from the BCDCOG Safety Manager. Mandatory Assault Awareness De-escalation training is conducted through the National Transit Institute to all employees directly responsible for safety (operators, supervisors, maintenance, dispatch). CARTA's GM & Safety Managers are required to have SMS training through the FTA, under TSI training website.

Responsibility & Accountability: All levels of management will be responsible for delivering safe & quality transit services that represent CARTA's performance of its SMS. Managers will take an active role in the Safety Risk Management (SRM) process & ensure that Safety Assurance (SA) functions are supported. Managers are responsible for ensuring that SRM is being performed in their operational areas of control to assure that the safety risk associated with safety hazards is assessed & mitigated. Safety performance will be an important part of performance evaluations for CARTA managers & employees. The BCDCOG Safety Manager ensures that there is responsibility & accountability through the continuous awareness of the culture of safety within the organization.

Responsibility of Employees & Contractors: All employees & contractors will support safety management by ensuring that hazards are identified & reported.

Employee Reporting: Executive management has established a safety reporting program as a viable tool for employees to voice their safety concerns, as well as directly to the BCD COG Safety Manager. All frontline employees will be responsible for utilizing this program as part of the SMS. No action will be taken against

any employee who communicates a safety condition through the CARTA safety reporting program, unless such disclosure indicates the following: an illegal act, gross misconduct or negligence, or a deliberate or willful disregard of CARTA rules, policies, & procedures.

Performance Monitoring & Measuring: CARTA has established realistic measures of safety performance & establish safety performance targets to ensure continual improvement in safety performance. Managers will verify that the safety risk mitigations put in place are appropriate & effective.

Review & Evaluation: CARTA measures SMS performance by analyzing key safety performance indicators, reviewing inspections, investigations & corrective action reports, & auditing the processes that support the SMS. These activities become the basis for revising or developing safety objectives, safety performance targets & plans with the goal of continuous safety improvement.

1.2 ANNUAL PTASP REVIEW & UPDATE

CARTA management (including Union representative) will review the PTASP annually, update the document as necessary, & implement the changes within a timeframe that will allow the agency to timely submit for annual review. This includes annual self-certification of compliance by the AE & Board of Directors.

Annual review of the PTASP will be conducted by the BCDCOG Safety Manager in July of each calendar year. Necessary updates outside the annual update window may be handled as PTASP addenda. Reviews of the PTASP & any subsequent updates, addenda, adoption, & distribution activities will be documented in the Activity Log at the beginning of this document.

1.3 ORGANIZATION STRUCTURE & SYSTEM SAFETY RESPONSIBILITIES

While the AE has the ultimate responsibility for CARTA's implementation of its PTASP, CARTA's executive management has the overall responsibility of safe & secure operations of CARTA & contract service operators. Each employee is required to carry out specific system safety responsibilities, depending on the employee's position, in compliance with the PTASP.

The information provided in the Staff Safety Roles & Responsibilities table (Appendix A) describes each position & general system safety responsibilities, & the agency's reporting structure.

2 SAFETY RISK MANAGEMENT CFR 673.25

The number of near misses, known as accident precursor data, is significantly greater than the number of accidents for comparable types of events. The practice of reporting & learning from accident precursor data is a valuable complement to other hazard identification practices. To be successful, hazard identification must take place within a non-punitive & a just safety culture. CARTA employs systematic safety improvements by discovering & learning of potential weaknesses through everyday reporting & awareness.

SRM is a process within a transit agency's PTASP for identifying hazards & analyzing, assessing, & mitigating safety risk. The 49 C.F.R. Part 673 defines safety risk as "the composite of predicted severity & likelihood of the potential effect of a hazard." In other words, we need to know how often (likelihood) & how badly (severity) a safety concern might impact people, our systems, or our environment.

The potential effect of a hazard is a consequence. When a transit agency becomes aware of a safety concern, it is important to correctly identify the origin of the safety concern – that's the hazard. If we mistake a

consequence for the hazard, we might not fully understand the actual safety concern & its true potential (safety risk) & the condition could worsen. In the allocation of resources, we aim to mitigate the safety risk of the potential consequence or consequences of a hazard. If the consequence is mistaken for the hazard, we also might allocate resources to address only the single consequence & miss other consequences that could cause equal or greater harm or damage to property.

When we look at safety risk, we want to allocate resources to address what could happen & events that have already happened. The SRM assists to consider all possibilities of what could happen consequently, such as injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock; or damage to the environment. For example, the hazard is heavy fog on a bus route & the consequence could be a collision with a pedestrian in the crosswalk or the hazard is an incomplete procedure for handling hazardous waste has a potential consequence of a major oil spill. It should be noted that the example identifies just one consequence for each hazard, but most hazards can generate more than one consequence or indicate a system defect. An example of a system defect is a tire blowout that seems like an isolated event, however a safety risk investigation following the procedure described herein revealed a recent uptick in tire failures. This analysis discovered the cause that has the high likelihood to reoccur that could lead to severe result.

The CSO leads CARTA's SRM process, working with the Safety Team & Safety Committee to identify hazards & consequences, assess safety risk of potential consequences, & mitigate safety risk with oversight and assistance from the BCDCOG Safety Manager. The results of SRM process are documented in our Hazard Assessment Log & referenced materials.

CARTA's SRM process applies to all elements of our system including our operations & maintenance; facilities & vehicles; & personnel recruitment, training, & supervision.

2.1 SAFETY HAZARD IDENTIFICATION

The safety hazard identification process offers CARTA the ability to identify hazards & potential consequences in the operation & maintenance of our system. Hazards can be identified through a variety of sources, including:

- Employee Safety Report Forms (ESRs);
- Review of DriveCam/vehicle camera footage;
- Review of monthly performance data & safety performance targets;
- Observations from supervisors;
- Maintenance reports;
- Comments from customers, passengers, & third parties, including insurance claims & vendors;
- Drivers' Safety Committee, & staff meetings;
- Results of audits & inspections of vehicles & facilities;
- Results of training assessments;
- Investigations into safety events, incidents, & occurrences; &
- Federal Transit Administration (FTA) & other oversight authorities (mandatory information source).

When a safety concern is observed by CARTA management or supervisory personnel, whatever the source, it is reported to the CSO. Procedures for reporting hazards to CSO are reviewed during staff meetings, the quarterly Safety Committee meetings & in the Drivers' Safety meetings. CARTA's CSO also receives employee reports from the ESRs, customer comments related to safety, & the SmartDrive incident log. The CSO reviews these sources for hazards & documents them in the Hazard Assessment Log.

CARTA's CSO also may enter hazards into the Hazard Assessment Log based on their review of operations & maintenance, the results of audits & observations & information received from FTA & other oversight authorities, as well as the National Transportation Safety Board.

The CSO may conduct further analyses of hazards & consequences entered into the Log to collect information & identify additional consequences & to inform which hazards should be prioritized for safety risk assessment. In following up on identified hazards, the Chief Safety Officer may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard;
- Conduct a walkthrough of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs &/or video), & taking any measurements deemed necessary;
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard;
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.);
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard;
- Review any past reported hazards of a similar nature; &
- Evaluate tasks &/or processes associated with the reported hazard.

The CSO will then prepare an agenda to discuss identified hazards & consequences with the Safety Committee during quarterly meetings. This agenda may include additional background on the hazards & consequences, such as the results of trend analyses, vehicle camera footage, vendor documentation, reports & observations, or information supplied by FTA or other oversight authorities, to include lessons learned.

Any identified hazard that poses a real & immediate threat to life, property, or the environment must immediately be brought to the attention of the AE & the BCD COG Safety Manager, then addressed through the SRM process (with or without the full Safety Committee) for safety risk assessment & mitigation. This means that the CSO believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of Environmental Protection Agency or any State environmental protection standards. Otherwise, the Safety Committee will prioritize hazards for further SRM activity.

2.1.1 Non-Punitive Reporting Policy

CARTA is committed to the safest transit operating standards practicable. To achieve this, it is imperative that CARTA have uninhibited reporting of all safety events that may compromise safe operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety. Such communication must be completely free of any form of reprisal.

CARTA will not take disciplinary action against any employee who discloses a safety event. This policy shall not apply to information received by CARTA from a source other than the employee, or that involves an illegal act, or a deliberate or willful disregard of rules, regulations, or agency policies or procedures.

CARTA's method of collection, recording, & disseminating information obtained from transit safety reports has been developed to protect, to the extent permissible by law, the identity of any employee who provides transit safety information.

2.1.2 Safety Risk Assessment

Once a hazard has been identified, CARTA will conduct an assessment to determine the potential consequences. Factors to be considered are the likelihood of occurrence, the severity of the consequences (should there be an occurrence), & the level of exposure to the hazard. CARTA will assess risks subjectively by experienced personnel using a risk assessment matrix. Results of the risk assessment process will help determine whether the risk is being appropriately managed or controlled. If the risks are acceptable, the hazard will continue to be monitored. If the risks are unacceptable, steps will be taken by CARTA to lower the risk to an acceptable or tolerable level, or to remove, avoid, or otherwise eliminate the hazard.

The CSO & Safety Team assess prioritized hazards using CARTA's Safety Risk Matrix. This matrix expresses assessed risk as a combination of one severity category & one likelihood level, also referred to as a hazard rating. For example, a risk may be assessed as "1A" or the combination of a Catastrophic (1) severity category & a Frequent (A) probability level.

This matrix also categorizes combined risks into levels, High, Medium, or Low, based on the likelihood of occurrence & severity of the outcome. For purposes of accepting risk:

- "High" hazard ratings will be considered unacceptable & require action from CARTA to mitigate the safety risk,
- "Medium" hazard ratings will be considered undesirable & require CARTA's Safety Team to make decisions regarding their acceptability, &
- "Low" hazard ratings may be accepted by the CSO without additional review.

Using a categorization of High, Medium, or Low allows for hazards to be prioritized for mitigation based on their associated safety risk, taking existing mitigations into account.

The CSO schedules safety risk assessment activities on the Safety Team's agenda & prepares a Safety Risk Assessment Package. This package is distributed in advance of the Safety Team meeting. During the meeting, the CSO reviews the hazard & its consequence(s) & reviews available information distributed in the Safety Risk Assessment Package on severity & likelihood. The CSO may request support from members of the Safety Team in obtaining additional information to support the safety risk assessment.

Once sufficient information has been obtained, the CSO will facilitate completion of relevant sections of the Hazard Assessment Log, using the Safety Risk Assessment Matrix, with the Safety Team. The CSO will document the Safety Team's safety risk assessment, including hazard rating & mitigation options for each assessed safety hazard in the Hazard Assessment Log. The CSO will maintain on file Safety Team agendas, Safety Risk Assessment Packages, additional information collection, & completed Hazard Assessment Log sections for a period of three years from the date of generation.

2.1.3 Safety Risk Mitigation

On February 23, 2023, FTA finalized changes to the National Transit Database (NTD) safety and security reporting requirements. FTA has adopted two significant changes to data collected on transit worker assaults and bus impact fatalities. All assaults will be promptly reported to the NTD via the CARTA CSO to the AE, and every employee receives de-escalation training to reduce any possible assaults on operators.

CARTA has established a safety risk reduction program for transit operations to improve safety performance by reducing the number and rates of safety events, injuries, and assaults on transit workers. The safety risk reduction program must, at a minimum, address:

- Reduction of vehicular and pedestrian safety events involving transit vehicles that includes consideration of safety risk mitigations consistent with § 673.20(a);
- Reduce exposure from infectious diseases with training, PPE, and physical barriers;
- Minimizing exposure to infectious diseases with guidance on strategies from the CDC and SC DHEC;
- Reduction and mitigation of assaults on transit workers that includes consideration of safety risk mitigations consistent with § 673.20(a);
- Implementation of safety risk mitigations consistent with § 673.20(a)(4);
- Assaults are promptly reported to the supervisor, CSO, and BCDCOG Safety Manager. The assault is recorded on internal tracking records and reported to the NTD per the 2021 Bipartisan Infrastructure Law.
- And mandatory Assault Awareness & De-escalation training is given to all new employees initially, then annually for all operators, maintenance personnel and supervisors directly responsible for safety. The National Transit Institute has a direct delivery course located here: <https://www.ntionline.com/assault-awareness-and-prevention-for-transit-operators-direct-delivery/>

In general, CARTA will take the following safety actions to mitigate risk – these actions can be categorized into three broad categories, including:

1. Physical Barriers:
These include objects and technologies that are engineered to discourage, or warn against, or prevent inappropriate action or mitigate the consequences of events (e.g., traffic control devices, fences, safety restraining systems, transit controls/signals, transit monitoring systems, etc.).
2. Administrative:
These include procedures and practices that mitigate the likelihood of accident/incident (e.g., safety regulations, standard operating procedures, personnel proficiency, supervision inspection, training, etc.).
3. Training & Awareness:
These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers and pedestrians, safety training and de-escalation training.

CARTA's AE & CSO review current methods of safety risk mitigation & establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on recommendations from the Safety Team and the Safety Committee per Title 49 U.S.C. 5329(d).

CARTA can reduce safety risk by reducing the likelihood &/or severity of potential consequences of hazards. The assessment process may indicate that certain hazards have an acceptable level of risk, while others require mitigation to an acceptable or tolerable level. CARTA will further manage risk by completing a Hazard Assessment Log (Appendix E) that can help prioritize safety risks. The level of risk can be lowered by reducing the severity of the potential consequences, likelihood of occurrence, exposure to that risk, or by some combination.

2.1.4 Safety Risk Prioritization

Once a hazard has been identified & the risk level assessed, CARTA will prioritize safety risks. A Prioritized Safety Risk Log is included in Appendix F organizes & prioritizes the system's safety risks. It identifies the priority level for safety risks, provides a description of the risk, the planned mitigation strategies to address the risk, the outcome of the planned mitigation strategies, staff responsible for implementation, the timeline of the planned mitigation strategies, & the status of the prioritized safety risk. The Prioritized Safety Risk Log will be updated during the quarterly meetings of the Safety Committee, ensuring continual progress towards risk reduction.

3 SAFETY ASSURANCE CFR 673.27

Safety assurance provides the necessary feedback to ensure that the SMS is functioning effectively & that CARTA is meeting or exceeding its safety objectives. Safety assurance requires a clear understanding of how safety performance will be evaluated, or in other words, what metrics will be used to assess system safety & determine whether the SMS is working properly. Having decided on the metrics by which success will be measured; safety management requires embedding these metrics in the organizational culture & encouraging their use for ongoing performance improvement.

Through our Safety Assurance process, CARTA:

1. Evaluates our compliance with operations & maintenance procedures to determine whether our existing rules & procedures are sufficient to control our safety risk;
2. Assesses the effectiveness of safety risk mitigations to make sure the mitigations are appropriate & are implemented as intended;
3. Investigates safety events to identify causal factors; &
4. Analyzes information from safety reporting, including data about safety failures, defects, or conditions.

CARTA has many processes in place to monitor its entire transit system for compliance with operations & maintenance procedures, including:

- Safety audits,
- Informal inspections,
- Regular review of on-board camera footage to assess drivers & specific incidents,
- Safety surveys,
- Employee Safety Reporting Program,
- Problem Area Reporting Program,
- Investigation of safety occurrences,
- Safety review prior to the launch or modification of any facet of service,
- Daily data gathering & monitoring of data related to the delivery of service, &
- Regular vehicle inspections & preventative maintenance.

Results from the above processes are compared against recent performance trends quarterly & annually by the CSO to determine where action needs to be taken. The CSO enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Safety Committee.

CARTA monitors safety risk mitigations to determine if they have been implemented & are effective, appropriate, & working as intended. The CSO maintains a list of safety risk mitigations in the Safety Risk Log. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.

The CSO establishes one or more mechanisms for monitoring safety risk mitigations as part of the mitigation implementation process & assigns monitoring activities to the appropriate director, manager, or supervisor. These monitoring mechanisms may include tracking a specific metric on daily, weekly, or monthly logs or reports; conducting job performance observations; or other activities. The CSO will endeavor to make use of existing CARTA processes & activities before assigning new information collection activities.

CARTA CSO & the Safety Committee review the performance of individual safety risk mitigations during quarterly Safety Committee meetings, based on the reporting schedule determined for each mitigation, & determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the Safety Committee will propose a course of action to modify the mitigation or take other action to manage the safety risk. The CSO will approve or modify this proposed course of action & oversee its execution.

CARTA's CSO & the Safety Committee also monitor daily transit operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, & occurrence investigations;
- Monitoring employee safety reporting;
- Reviewing results of internal safety audits & inspections; &
- Analyzing operational & safety data to identify emerging safety concerns.

The CSO works with the Safety Committee & AE to carry out & document all monitoring activities.

CARTA maintains documented procedures for conducting safety investigations of events (accidents, incidents, & occurrences, as defined by FTA) to find causal & contributing factors & review the existing mitigations in place at the time of the event (see CARTA/National Express Transit Safety Policies & Procedures Manual for specific procedures for conducting safety investigations). These procedures also reflect all traffic safety reporting & investigation requirements & sources of documentation include accident/incident data collections forms, report checklists & supporting materials for conducting investigations, such as driver & witness statements, supervisor reports, police reports, camera footage, electronic device recordings, photographs, & analysis reports.

The CSO, supported by the Safety Manager, maintains all documentation of CARTA's investigation policies, processes, forms, checklists, activities, & results. As detailed in the procedures, an investigation report is prepared & sent to the Accident/Incident Review Board for integration into their analysis of the event.

CARTA's Accident/Incident Review Board consists of members that represent management, the union, operations, & maintenance. The CSO chairs the board. CARTA's Accident/Incident Review Board confirms whether:

- The accident was preventable or non-preventable;
- The required discipline or retraining of Personnel was reasonable;
- The causal factor(s) indicate(s) that a safety hazard contributed to or was present during the event; &
- The accident appears to involve underlying organizational causal factors beyond just individual employee behavior.

The CSO, Safety Committee & the BCD COG Safety Manager routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, & other safety communication channels. When necessary, the CSO & Safety Committee ensure that the concerns are investigated or analyzed through the SRM process.

The CSO, Safety Committee & the BCD COG Safety Manager also review internal & external reviews, including audits & assessments, with findings concerning CARTA's safety performance, compliance with operations & maintenance procedures, or the effectiveness of safety risk mitigations currently in use.

3.1 DEFINING SAFETY GOALS & OBJECTIVES/OUTCOMES

Setting safety goals & objectives is part of strategic planning & establishing safety policy for CARTA. Clearly defining safety goals is the first part in creating a safety performance measurement system. Safety goals are general descriptions of desirable long-term impacts. The overarching goal of the PTASP is to:

To make transit safer for all customers, employees, & the local community through policy development, hazard investigation, data collection, risk analysis, effective oversight programs, & information sharing

The Safety objective of the PTASP is to:

- *Foster agency-wide support for transit safety by establishing a culture where everyone in the organization takes an active role in securing transit safety*
- *Establish regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators & maintenance personnel*
- *Coordinate with local jurisdictions, the CHATS MPO & SCDOT to improve safety for transit access & transit facilities*

The safety objective will be measured by defining specific performance metrics, including a baseline & targets consistent with the National Public Transportation Safety Plan.

3.2 DEFINING SAFETY PERFORMANCE MEASURES

Performance measurement is the regular systematic collection, analysis, & reporting of data that track resources used, work produced, & whether specific outcomes were achieved. In other words, it is a tool to quantify & improve performance, & engage & communicate with CARTA staff & external stakeholders.

The two core functions of performance measurement include monitoring & evaluating progress. Performance can be measured in terms of inputs, outputs, outcomes, & efficiency, among other criteria.

CARTA will utilize these basic principles of performance measurement, including:

- Stakeholder involvement & acceptance
- Focus on agency goals & activities
- Clarity & precision

- Creditability & robustness
- Variety of measures, number of measures & hierarchy of measures
- Forward-looking measures
- Integration into agency decision-making
- Timely reporting
- Understand agency specifics, including context & scale of operations
- Realism of goals & targets

3.2.1 Metrics

System safety data can be collected through a variety of sources, including:

- Near miss information
- Accident investigation reports (with causal factor analysis)
- Internal safety audits (or reviews)
- Safety committee meetings
- Injury reports (including occupational injury)
- Safety event reports (including assaults, accidents, incidents, & occurrences)
- System monitoring (including testing & inspection records)
- Hazard management program

This safety data will be analyzed & used for the development of key safety performance indicators & targets.

CARTA will initially focus on areas based on data delivered to the National Transit Database (NTD), as the following:

- **Fatalities**
 1. Total number of reportable fatalities
 2. Rate of reportable fatalities per total vehicle revenue miles
- **Injuries**
 3. Total number of reportable injuries
 4. Rate of reportable injuries per total vehicle revenue miles
- **Safety Events**
 5. Total number of reportable (major) safety events (including assaults)
 6. Rate of reportable safety events per total vehicle revenue miles (VRM)
- **System Reliability**
 7. Mean distance between major mechanical failures

These safety performance measures are used to select improvement targets for these four measures & for each mode of transit to encourage improvements & monitor the safety performance of delivering transit services. In addition, CARTA will select additional performance measures & targets, both leading & lagging, to insure continual improvement of our SMS IAW CFR § 673.20(b).

CARTA will make its safety performance measures improvement targets available to applicable state agencies & metropolitan planning organizations (MPOs), & to the maximum extent practicable, will coordinate with both in the selection of safety performance targets. Targets will be adopted into local CHATS Metropolitan Transportation Improvement Plans (MTIP) & amendments of this Plan.

CARTA's AE, or designee, shares our PTASP, including safety performance targets, with the Charleston Area Regional Transportation Study (CHATS) MPO each year after its formal adoption by the Board of Directors. CARTA's AE also provides a copy of our formally adopted plan to the SCDOT. CARTA staff is available to coordinate with SCDOT & the CHATS MPO in the selection of State & CHATS MPO safety performance targets upon request.

The safety data collected from the above sources will be analyzed for potential safety impacts. Identified areas of concern are reported to appropriate staff personnel in the form of specific project reports, memos, & recommendations from the safety committee.

Records of system safety data are maintained for a minimum of three years. Certain information, such as safety certification backup documentation is maintained by CARTA's document control process. In addition to safety data, CARTA maintains other data & documentation of activities required by the PTASP. Distribution of safety-related reports & data is accomplished through the Safety Committee and the BCDCOG Safety Manager. These records will be available to the FTA or other oversight entity upon request.

2024 Safety Performance CARTA								
	Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Average distance between major mechanical failures)
Target	All Bus Services	0	0/1,000,000 VRM	5	1.46 /1,000,000 VRM	20	5.84/1,000,000 VRM	28,000 VRM

2024 Risk Reduction Performance CARTA								
	Collision (Total)	Collision Collision/VRM (Rate)	Pedestrian Collision Collision/VRM (Total & Rate)	Vehicular Collision Collision/VRM (Total & Rate)	Transit Worker Fatality (Rate)	Transit Worker Injury (Rate)	Assaults on Transit Workers (Total)	Rate of Assaults on Transit Workers Total/VRM (Rate)
Target	25	7.2	0-Total 0/1,000,000 VRM	20-Total 5.84/ 1,000,000 VRM	0/1,000,000 VRM	1.46	2	.58/1,000,000 VRM

Target SPT injuries (5)/ by annual expected VRM (3,424,186) X 1,000,000 =1.4 per 1,000,000 VRM

Target SPT safety events (25)/ by annual expected VRM (3,424,186) X 1,000,000=4.3

Actual SPT system reliability 3,424,186 /117= 29,267

*If CARTA fails to meet the annual safety performance targets, there will be mitigation to improve the performance through training, improved safety communication and safety awareness.

2023 Safety Performance CARTA								
	Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Average distance between major mechanical failures)
Target	All Bus Services	0	0/1,000,000 VRM	15	4.38/1,000,000 VRM	20	5.84/1,000,000 VRM	25,000 VRM
Actual	All Bus Services	0	0/1,000,000 VRM	2	.58/1,000,000 VRM	14	4.09/1,000,000 VRM	29,267 VRM

2023 Risk Reduction Performance CARTA								
	Collision (Total)	Collision Collision/VRM (Rate)	Pedestrian Collision Collision/VRM (Total & Rate)	Vehicular Collision Collision/VRM (Total & Rate)	Transit Worker Fatality (Rate)	Transit Worker Injury (Rate)	Assaults on Transit Workers (Total)	Rate of Assaults on Transit Workers Total/VRM (Rate)
Target	25	7.2	0-Total 0/1,000,000 VRM	25-Total 7.2/1,000,000 VRM	0/1,000,000 VRM	1.4	2	.57/1,000,000 VRM
Actual	12	3.5	0-Total 0/1,000,000 VRM	12-Total 3.5/1,000,000 VRM	0/1,000,000 VRM	.58	2	.57/1,000,000 VRM

2022 Safety Performance CARTA								
	Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Avg. distance between major mechanical failures)
Target	All Bus Services	0	0/1,000,000 VRM	5	.5/1,000,000 VRM	30	3/1,000,000 VRM	25,000 VRM
Actual	All Bus Services	0	0/1,000,000 VRM	20	2/1,000,000 VRM	34	3.4/1,000,000 VRM	31,024 VRM

2021 Safety Performance CARTA								
	Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Average distance between major mechanical failures)
Target	All Bus Services	0	0/1,000,000 passenger trips	6	.6/1,000,000 passenger trips	50	5/1,000,000 passenger trips	18,000 miles
Actual	All Bus Service	0	0/1,000,000 passenger trips	2	.2/1,000,000 passenger trips	54	5.4/1,000,000 passenger trips	Ave. Distance 26,840 miles

3.3 MONITORING PERFORMANCE & EVALUATING RESULTS

The safety goals, objectives/outcomes, & measures are organized into a Safety Performance Matrix (Appendix G), along with the Prioritized Safety Risk Log (Appendix F) that demonstrates continual progress towards risk reduction through mitigation strategies. Having this information organized, particularly in matrixes, allows CARTA to continuously monitor safety performance & evaluate results. Evaluations of safety performance will be conducted & documentation will be updated annually. The CSO enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Safety Committee.

CARTA will monitor performance with its progress toward these goals & compliance with operations & maintenance procedures through announced compliance reviews, unannounced compliance reviews, ride-along evaluations, internal audits, & peer reviews. The PTASP Administrator will be responsible for evaluation progress toward meeting the safety goals, objectives/outcomes, & measures.

3.4 INTEGRATING RESULTS INTO AGENCY DECISION-MAKING PROCESSES

CARTA is committed to using the data collected & information learned to inform decision-making & instill positive change. The main objective is the continuous improvement of transit system safety. When performance goals are not met, CARTA will work to identify why such goals were not met & what actions can be taken to minimize the gap in achieving defined goals. However, when goals are easily achieved, action will be taken to exceed expectations & re-establish a reasonable baseline.

Uses of performance results include:

- Focus attention on performance gaps & trigger in-depth investigations of what performance problems exist
- Help make informed resource allocation decisions
- Identify needs for staff training or technical assistance
- Help motivate employees to continue making program improvements
- Support strategic planning efforts by providing baseline information for tracking progress
- Identify best practices through benchmarking
- Respond to elected officials & the public's demand for accountability

3.5 SUSTAINING A SAFETY MANAGEMENT SYSTEM

To sustain the SMS, CARTA will ensure that processes are employed to instill an organizational foundation. Examples of actions taken to sustain the SMS include:

- **Create measurement-friendly culture:**
All staff, including senior managers, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Senior managers will also lead by example & utilize performance metrics in decision-making processes.
- **Build organization capacity:**
Investment in developing skilled human resources capacity is essential to sustaining an SMS. Both technical & managerial skills will be needed for data collection & analysis & setting goals. Managing staff & the governing board will commit the financial resources required for organizational capacity & maintaining an SMS on a continuous basis.
- **Reliability & transparency of performance results:**
The SMS will be able to produce & report its results, both good & bad. Performance information should be transparent & made available to all stakeholders. Messengers should be protected to preserve the integrity of the measurement system. The focus should be on opportunities for improvement rather than allocating blame.
- **Demonstrate continuous commitment to measurement:**
Visible commitment to using metrics is a long-term initiative. CARTA demonstrates a commitment to performance measurement by establishing a formal process of reporting performance results, such as including transit safety & performance measurement as a standing agenda item at staff meetings.

4 SAFETY PROMOTION CFR 673.29

4.1 SAFETY PROMOTION, CULTURE, & TRAINING

CARTA believes safety promotion is critical to the success of an SMS by ensuring that the entire organization fully understands & trusts its safety policies, procedures, & structure. Further, safety promotion involves establishing an organizational & workplace culture that recognizes safety as a core value, training employees in safety principles, & allowing open communications of safety issues.

4.1.1 Safety Culture

A positive & strong safety culture must be generated from the top. The actions, attitudes, & decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee, with the ultimate responsibility for safety resting with the AE. Employees must trust that they will have management support for decisions made in the interest of safety, while also recognizing that intentional breaches of safety will not be tolerated.

The primary goal of safety promotion at CARTA is to develop and maintain a positive safety culture that allows the SMS to succeed. A positive safety culture is defined as one which is:

- A. **An Informed Culture**
 - Employees understand the hazards & risks involved in their areas of operation

- Employees are provided with the necessary knowledge, training & resources
 - Employees work continuously to identify & overcome threats to safety
- B. A Just Culture**
- Employees know & agree on what is acceptable & unacceptable behavior
 - Human errors must be understood, but negligence & willful violations cannot be tolerated
- C. A Reporting Culture**
- Employees are encouraged to voice safety concerns & to share critical safety information without the threat of punitive action
 - When safety concerns are reported, they are analyzed, & appropriate action is taken
- D. A Learning Culture**
- Learning is valued as a lifetime process beyond basic-skills training
 - Employees are encouraged to develop & apply their own skills & knowledge to enhance safety
 - Employees are updated on safety issues by management, & safety reports are fed back to staff so that everyone learns the pertinent lessons
 - The Safety Committee ensures wide dissemination of valuable safety-related information throughout the organization

4.1.2 Training

During the initial implementation of an SMS, specific training will be required for all employees & contract staff, to reiterate the agency's safety culture & describe how CARTA's SMS works. The CSO is the resource person for providing a corporate perspective on CARTA's approach to safety management, as well as the BCDCOG Safety Manager. Safety training needs will depend on the safety responsibilities of the individual staff members & the nature of tasks performed. Mandatory de-escalation training is given to all new employees initially, then annually for all operators, maintenance personnel and supervisors directly responsible for safety. The National Transit Institute has a direct delivery course located here: <https://www.ntionline.com/assault-awareness-and-prevention-for-transit-operators-direct-delivery/>

CARTA's comprehensive safety training program applies to all employees directly responsible for safety, including:

- Revenue vehicle operators
- Dispatchers
- Maintenance technicians
- Managers & supervisor,
- Agency Leadership & Executive Management
- Chief Safety Officer
- Accountable Executive

CARTA dedicates resources to a comprehensive safety training program, as well as training on SMS roles & responsibilities. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities & their role in the SMS. Basic training requirements for employees, including frequencies & refresher training, are documented in the employee's file & outlined in the Employee Handbook. Operations safety-related skill training includes the following:

- New-hire bus vehicle operator classroom & hands-on skill training, including behind-the-wheel training
- Bus vehicle operator refresher training
- Bus vehicle operator retraining (recertification or return to work)
- Assault awareness de-escalation training
- Classroom & on-the-job training for dispatchers
- Classroom & on-the-job training for operations supervisors & managers
- Accident investigation training for operations supervisors & managers

Vehicle maintenance safety-related skill training includes the following:

- Ongoing vehicle maintenance technician skill training
- Ongoing skill training for vehicle maintenance supervisors
- Occupational safety training
- Assault awareness de-escalation training
- Formal certification from accredited institutions
- Ongoing hazardous material training for vehicle maintenance technicians & supervisors
- Training provided by vendors

Safety Management training topics may include:

A. Initial Safety Training for All Staff

1. Basic principles of safety management include the integrated nature of SMS, risk management, safety culture, etc.
2. Corporate safety philosophy, safety goals & objectives, safety policy & safety standards
3. Importance of complying with the safety policy & SMS procedures & the approach to disciplinary actions for different safety issues
4. Organizational structure, roles & responsibilities of staff in relation to safety
5. Transit agency's safety record, including areas of systemic weakness
6. Requirement for ongoing internal assessment of organization safety performance (e.g., employee surveys, safety audits & assessments)
7. Reporting accidents, incidents & perceived hazards
8. Lines of communication for safety managers
9. Feedback & communication methods for the dissemination of safety information
10. Safety promotion & information dissemination
11. Assault awareness & de-escalation training

B. Safety Training for Operations Personnel

1. Unique hazards facing operational personnel
2. Seasonal safety hazards & procedures (e.g., evacuation operations)
3. Procedures for hazard reporting
4. Procedures for reporting safety events (accidents & incidents)
5. Emergency procedures
6. Assault awareness & de-escalation training

C. Safety Training for Management

1. *Principles of SMS & SMS Awareness*- Free of cost, FTA sponsored training online courses located: <https://tsi-dot.csod.com/> to maintain & build a stronger culture of safety
2. Management responsibilities & accountabilities for safety
3. Legal issues (e.g., liability)
4. Assault awareness & de-escalation training

D. Training for the Safety Officer

1. Familiarization with different transit modes, types of operation, routes, etc.
2. *Principles of SMS & SMS Awareness*- Free of cost, FTA sponsored online training courses located: <https://tsi-dot.csod.com/> to maintain & build a stronger culture of safety
3. Understanding the role of human performance in safety event causation & prevention
4. Operation of the SMS
5. Investigating safety events
6. Crisis management & emergency response planning
7. Safety promotion
8. Communication skills
9. Performing safety audits & assessments
10. Monitoring safety performance
11. National Transit Database (NTD) safety event (including assaults) reporting requirements
12. *Assault awareness & de-escalation training*

4.1.3 Safety Communication

CARTA's CSO, CARTA Safety Manager & the BCDCOG Safety Manager coordinate safety communication activities for the SMS. Activities will focus on the three categories of communication activity established in 49 CFR Part 673:

- Communicating safety & safety performance information throughout the agency: Communicate information on safety & safety performance during monthly staff meetings. CARTA also has a permanent agenda item in all monthly Drivers' Meetings dedicated to safety. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact service or safety performance, & updates regarding SMS implementation. CARTA also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, CSO posts safety bulletins & flyers on the bulletin boards located in all bus operator & maintenance technician break rooms & in the 'back hallway,' advertising safety messages & promoting awareness of safety issues.
- Communicating information on hazards & safety risks relevant to employees' roles & responsibilities throughout the agency: As part of new-hire training, CARTA distributes safety policies & procedures, included in the Employee Handbook, to all employees. CARTA provides training on these policies & procedures & discusses them during safety talks between supervisors & bus operators to vehicle technicians. All operators & supervisors are required to complete the FTA's *Assault Awareness & De-escalation* training to reduce conflicts and assaults to improve

service. For newly emerging issues or safety events at the agency, CARTA CSO issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees. All new hazards are also communicated within the Safety Committee who collaborate to mitigate those hazards and recorded.

- Informing employees of safety actions taken in response to reports submitted through the ESRs: CARTA provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRs, including handouts & flyers, safety talks, updates to bulletin boards & one-on-one discussions between employees & supervisors.

APPENDICES

A – CARTA Safety Roles

B – Safety Assessment & System Review

C – Facility Assessment

D – SRM Matrix & Workbook

E – Hazard Assessment Log

F – Prioritized Safety Risk Log

G – Safety Performance Matrix



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald Mitchum, Executive Director
Subject: Request for Approval – On-Call Engineering Services: Bus Shelters & Amenities
Date: August 12, 2024

The following agenda items is pending selection committee recommendation and will be included in the reminder packet.



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: August 12, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for June/July 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. Dorchester Transit Signal Priority (TSP) Pilot Project (Project Manager: Sharon Hollis)
10. Mt. Pleasant Street Park and Ride (Project Manager: Robin Mitchum)
11. Fairgrounds Park and Ride (Project Manager: Robin Mitchum)
12. O&M Facility – LCRT (Project Manager: Robin Mitchum)
13. Mobile Ticketing Sales and Use (Project Manager: Jeff Burns)

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives

June

- Staff continues moving forward with fixing our APC issues. Scope approved by the BCDCOG Board late June. Staff is currently working on the notice to proceed with Syncromatics.
- Staff is summarizing the Route 10 ridership surveys and developing recommendations to improve the Rt. 10 which includes a revised schedule adding frequency to weekday and weekend service. Staff is also incorporating recommendations for the Rt. 10 changes from the DCTS to understand how those changes would affect the schedule.
- Staff participated in the IT Review, Dispatch review and facility review for the Dorchester TSP.
- Staff is participating in daily and weekly meetings with operations reviewing different issues regarding staffing and missed service.
- Staff participated in the monthly route committee meeting.
- Staff participated in the TRAC meeting.
- Staff assisted with monthly NTD sample reporting of ridership.

July

- Staff completed notice to proceed with Syncromatics and UTA for our Automatic Passenger Counters. We held our kickoff meeting this month and work will begin in August.
- Staff participated in a Streetlight overview meeting with SCDOT.
- Staff participated in a mobility focused meeting as a stakeholder for City of Charleston's zoning code rewrite.
- Staff began identifying CARTA stops on the LCRT plans that need to be relocated due to stations or other project elements requiring a shift.
- Staff participated in the US 52 BRT Feasibility Study stakeholder meeting.
- Staff met with Charleston County Economic Development to continue discussion of a route on Palmetto Commerce Parkway.
- Staff participated in a transit meeting with United Way.
- Staff participated in daily and weekly meetings with operations reviewing different issues regarding staffing and missed service.
- Staff participated in the monthly route committee meeting.
- Staff assisted with monthly NTD sample reporting of ridership.

MEMORANDUM

2. Downtown Route Study

- Final deliverables for the Downtown Network Concepts, Future BRT Running Way Feasibility Review, Downtown Transfer Location Assessment and the First/ Last Mile Access Analysis were completed.
- Project team held the final TAG meeting, an online open house, and a in person open house in June.
- Staff received the final report for the Downtown Charleston Transit Study.
- Staff will be requesting plan approval at a future CARTA Board meeting.

3. US 52 BRT Study

- Project team developed draft existing conditions analysis and is incorporating client feedback.
- Team held Focus group meetings with staff and elected officials from Berkeley County, Moncks Corner, and Goose Creek.
- Team held the second stakeholder committee meeting in July focused on transit service types.
- A meeting was held with transit planning staff focused on TCL services.
- Project team began developing the fall public engagement schedule.

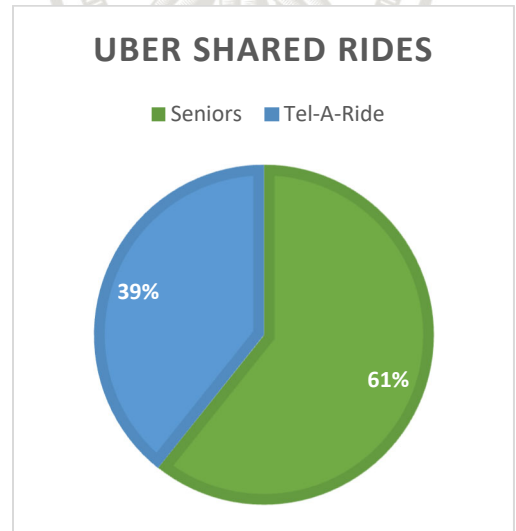
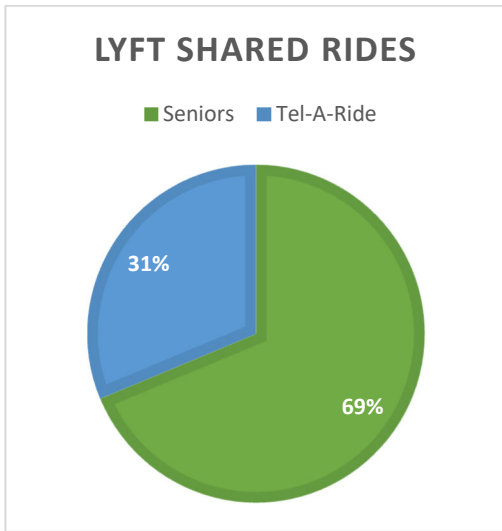
4. CARTA OnDemand (TNC Pilot)

June

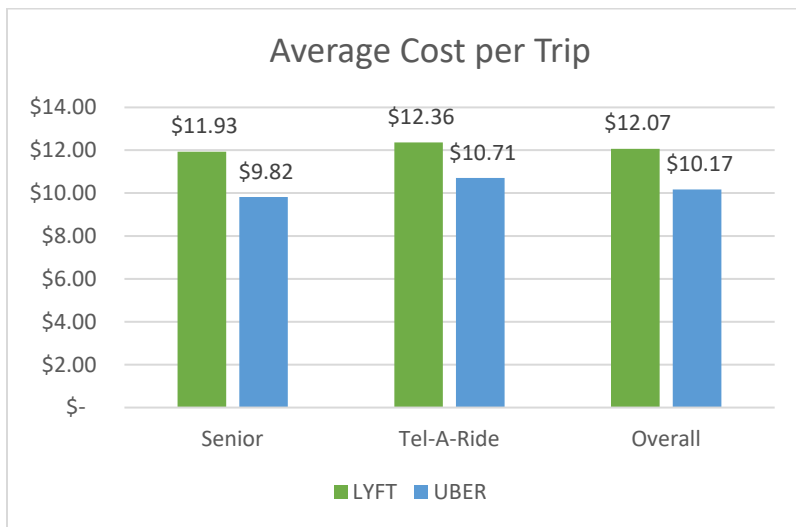
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. The service offers door-to-door subsidized services for seniors (55+) and Tel-A-Ride customers and covers the Tel-a-Ride service area Monday through Friday, between 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 June 2024, there were 1440 total senior riders, and 197 total Tel-A-Ride customers approved to use OnDemand service, a total of 1637. Also in April, CARTA OnDemand had a total of 2840 trips with 37% of the trips being taken by paratransit customers and 63% being taken by senior customers.

MEMORANDUM



In June, the 2840 trips (Tel-A-Ride and senior) averaged \$10.55 per trip. Tel-A-Ride trips averaged \$10.98 and senior trips averaged \$10.29. To date (February 2021 – present), CARTA has spent a total of \$339,466 on the OnDemand program.



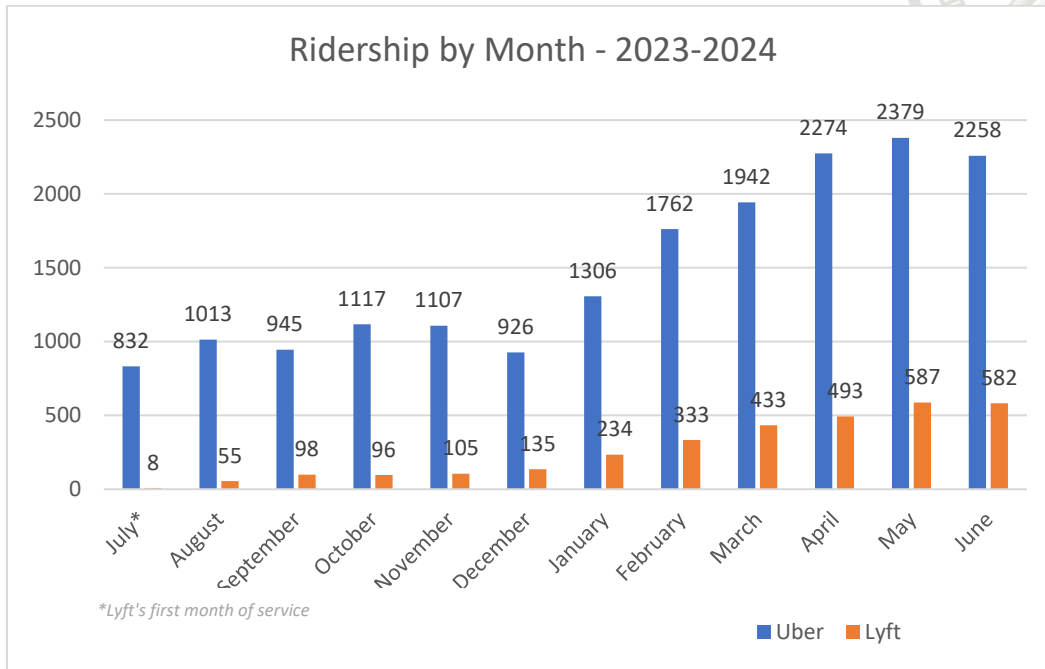
LYFT STATISTICS

- 582 Trips provided.
- Avg Trip Cost: **\$12.07**
- 111 Unique Riders
- Total Cost: **\$7,022.32**

UBER STATISTICS

- 2258 Trips provided.
- Avg Trip Cost: **\$10.16**
- 308 Unique Riders
- Total Cost: **\$22,945.39**

MEMORANDUM



Ongoing Tasks:

Coordination with TNC provider

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

Marketing

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

Application approval and customer service

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

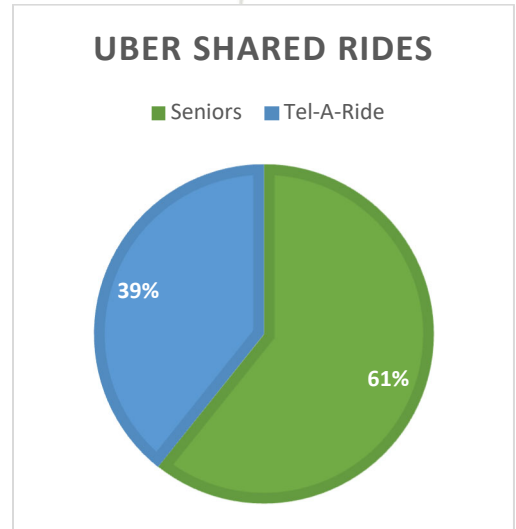
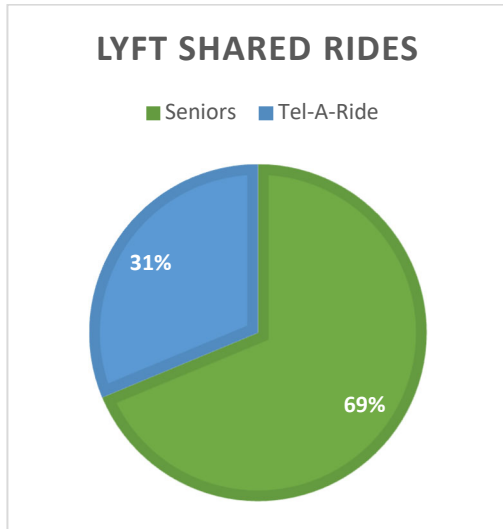
Performance Monitoring (ongoing)

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

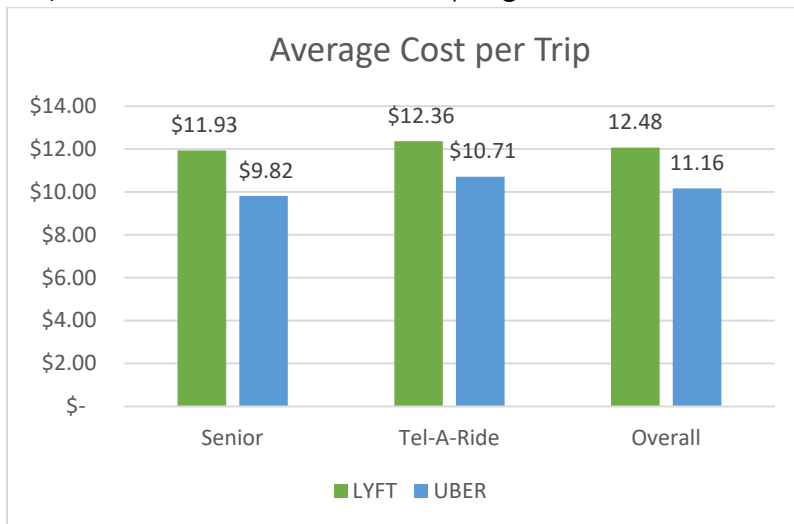
MEMORANDUM

July

In July 2024, there were 1481 total senior riders, and 161 total Tel-A-Ride customers approved to use OnDemand service, a total of 1642. Also in July, CARTA OnDemand had a total of 3,208 trips with 37% of the trips being taken by paratransit customers and 63% being taken by senior customers.



In July, the 3208 trips (Tel-A-Ride and senior) averaged \$11.55 per trip. Tel-A-Ride trips averaged \$11.40 and senior trips averaged \$10.29. To date (February 2021 – present), CARTA has spent a total of \$406,764 on the OnDemand program.



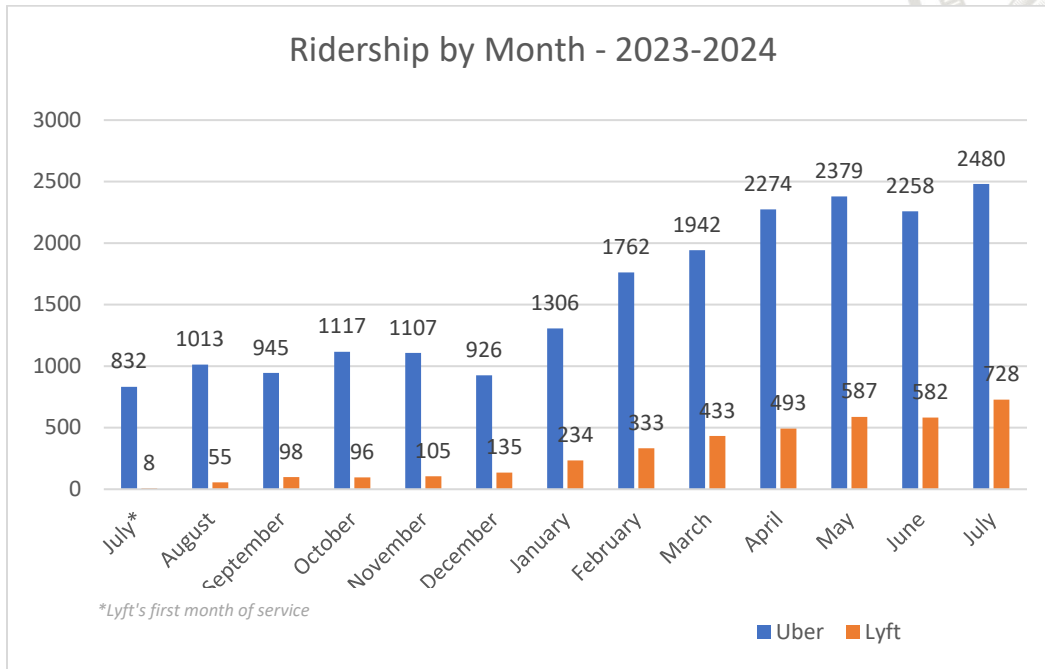
LYFT STATISTICS

- 728 Trips provided.
- Avg Trip Cost: **\$12.48**
- 110 Unique Riders
- Total Cost: **\$9,084.52**

UBER STATISTICS

- 2480 Trips provided.
- Avg Trip Cost: **\$11.16**
- 331 Unique Riders
- Total Cost: **\$26,213.95**

MEMORANDUM



5. CARTA Shelter Improvement Program (SIP)

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

Shelters/Benches in development:

- 133 Azalea Dr / Meridian Rd- Installed the bench. ADA tactile pad has been installed and inspected. Installation is up to standard as of July 2024
- 583 Savannah Hwy / Oak Forest Dr – ADA pad has been installed and inspected. Installation is up to standard as of July 2024.
- 65 Rivers Ave / Rebecca St- Shelter in construction progress. Making provisions so that it coincides with the LCRT.
- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress.
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress.
- Glenn McConnell Parkway- Opposite side is currently being constructed.
- 135 The Citadel- Shelter in progress
- 304 Morrison Dr / Jackson St - Bench Only in progress. Issue with ADA.
- 302 Morrison Dr / Jackson St (Sanders-Clyde Elementary)- Shelter. Issue with ADA.
- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Spring 2024 with completion 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.

MEMORANDUM

- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress.
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. Shared easement agreement. Reached out to 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.
- 100 Military Magnet Academy- Scope was adjusted to include bus stop 37 and align with the LCRT Shared Use Path. Plans have been submitted to SCDOT.
- 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. 9 solar lights have been installed and installation for the remaining locations are scheduled for August.

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 will review in September.

- 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: Project team met with FTA to discuss Class of Action; FTA requested a meeting to be held with adjoining communities. Meeting to be scheduled this Fall.
- A&E Design: Project team began programming the transit center and workforce development offices. Staff meetings and facility tour were conducted in July.
- Public Involvement: Continue to respond to requests from public/stakeholders as needed. Public meetings are planned to occur late 2024.

7. Transit Oriented Development Study

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

MEMORANDUM

- Final deliverables in August 2024.
- The final Technical Advisory Committee meeting was held in July.
- The ETOD dashboard is complete and will be live in August.
- Project team members presented value capture and affordable housing strategies to North Charleston Council members.
- Continued project participation in community events. An online meeting to be held in Fall.
- BCDCOG was awarded a Phase 3 grant 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. Final 60% Plans expected to be complete in August following Risk Register Refresh and updated cost estimate.

Key Stakeholder Coordination: Project team members continue to meet with stakeholders, community members and property owners.

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/FTA 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 August 2024.

Maintenance Facility: BCDCOG acquired the maintenance facility site. 30% Design is advancing with initial draft submittal anticipated in September 2024.

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

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. That schedule is currently being developed.

MEMORANDUM

Systems Integration: With 60% design nearing completion, tasks associated with transit systems and integration (vehicles, fare vending, technology, etc. are being initiated). A charging analysis for battery electric buses for on route vs. depot charging is underway and will be complete in October 2024.

9. Dorchester TSP

The TSP Team has been working on the following tasks:

- Bi-Monthly Meetings Underway
- Reviewing the signal inventory
- Continuing to develop VISSIM model/methodology
- Meetings held with CARTA and BCDCOG operations team to understand technology gaps and opportunities. Draft report of those meetings submitted for review.

10. Mt. Pleasant Street Park and Ride

Our second TRC meeting was held on August 1, 2024. We have a few landscape & drainage issues to address. SCDOT is reviewing our plans. We should have responses ready for TRC in 2 weeks.

11. Fairgrounds Park and Ride

The ECFC did not accept our proposal to purchase the property. We have started eminent domain (condemnation) procedures and deposited \$1,333,500 on account with the attorney.

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

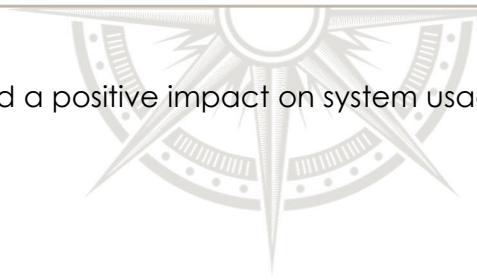
The property has been purchased. Staff are working with adjacent property owner and Berkeley County Water and Sanitation to make connection for sewer. 30% design underway with draft deliverable anticipated September.

13. Mobile Ticketing Sales & Use

During the month of July 2024, mobile ticket sales totaled \$29,285.22. This a 33.7% increase in sales revenue over June 2023 and 13.2% increase over June 2024. Mobile ticket sales comprised 15.6% of total farebox revenue for the month and totals 14.1% of the revenue fiscal year to date. Mobile ticketing revenue constituted 10.5% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 40.8% greater than mobile ticket sales last year fiscal year to date. There were 1,658 unique users over the month, conducting 23,179 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 was completed with the full rollout to customers occurring on July 10, 2024. The upgrade was well received by customers and bus operators, both noting the ease of use, faster processing, and better reliability.

MEMORANDUM

The outreach conducted by the Marketing team likely had a positive impact on system usage and the increase in mobile ticketing users.





Charleston Area Regional Transportation Authority

MEMORANDUM

Date: July 17th, 2024
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: June 2024 Ridership Report Summary Statistics

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

- Ridership for the month was 188,391 which is a 4.6 % increase from June of last year and a 3.8 % decrease from the month of May.
 - Fare Riders 67.64% of total
 - Pass Riders 25.78% of total
 - Transfers 6.58% of total
- The passengers per hour averaged 11.2, which the exact same as last year and a 0.90% increase from May.
 - Average cash payment per passenger was \$0.50, a 9% decrease from last year.
- Revenue for the month totaled \$275,012.00 a 2.1% decrease from last year.
 - Farebox Revenue 71.6% of total
 - Pass/Presale Revenue 28.4 of total
- The system wide cost per passenger was \$6.11.
- Routes that did not meet performance standards include Express 2- Mt. Pleasant-West Ashley Express, Rt. 13- Remount Rd., Rt. 30 Savannah Highway, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, Rt. 102- North Neck/ Rutledge Ave., and Rt. 104- Montague Ave.
- Farebox recovery for the system was 19.3%.
- Tel-A-Ride ridership for the month was 4,473.

- The cost per Tel-A-Ride trip was \$43.30.

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

CARTA Monthly Performance June 2024

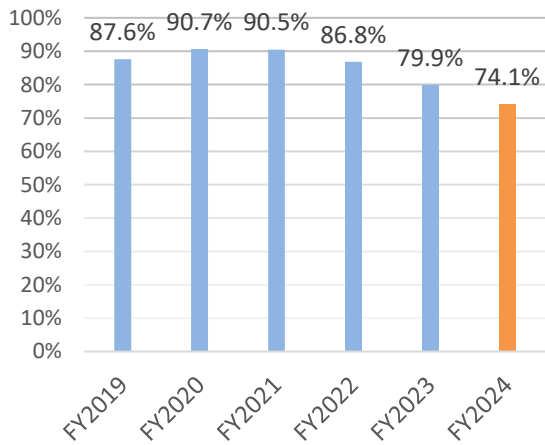
Fixed Route Performance:

- Passengers per Hour: 11.2
- On Time Performance: 75%
- Complaints per 100,000 Passengers: 5.3
- Compliments per 100,000 Passengers: 1.1
- Miles between Road Calls: 16,726
- Revenue Vehicle Accidents per 100,000 Miles: 5.1
- Preventable Accidents per 100,00 Miles: 2.6

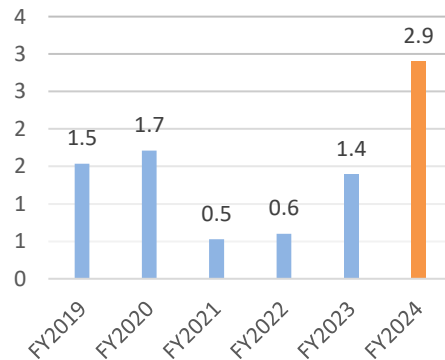
Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)

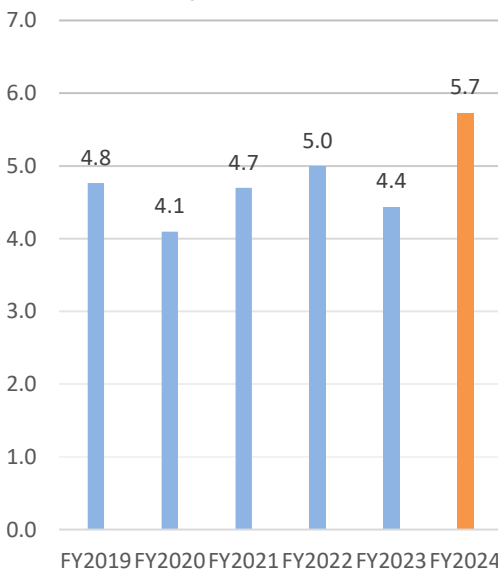
ON TIME PERFORMANCE



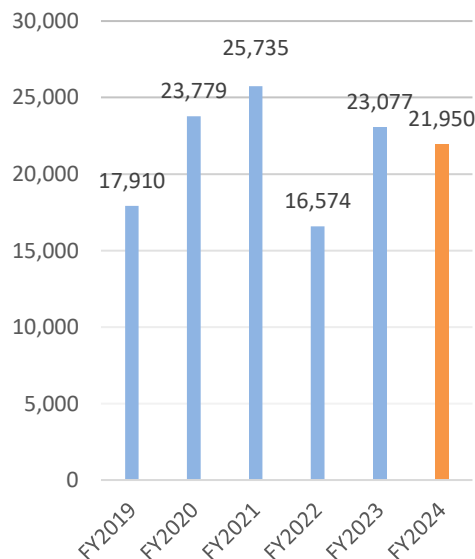
COMPLAINTS PER 100,000 PSGRS



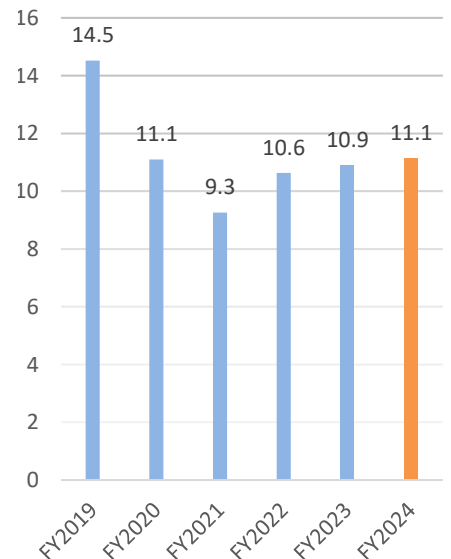
ACCIDENTS PER 100,000 MILES



TOTAL MILES B/W ROAD CALLS



PASSENGERS PER HOUR



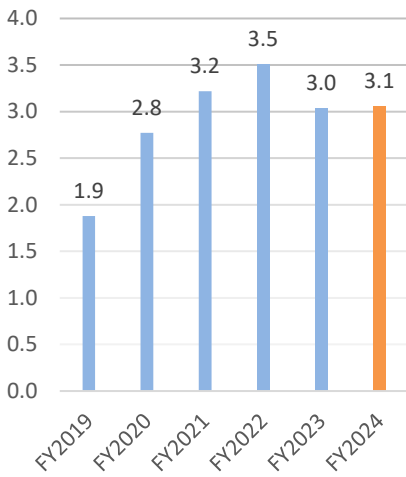
Paratransit Performance:

- Total Passengers: 5,037; Passengers per Hour: 1.6
- No Shows: 173
- On-Time Performance: 94%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: 25,601
- Total Revenue Accidents per 100,000 Miles: 4.1
- Preventable Accidents per 100,000 Miles: 2.0

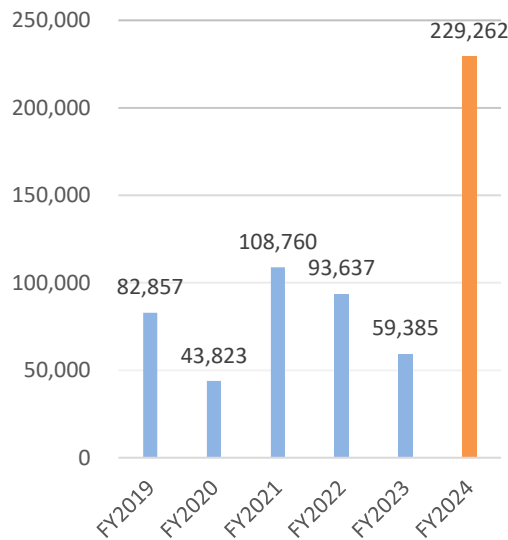
Paratransit Annual Trends - FY2019 – FY2024

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

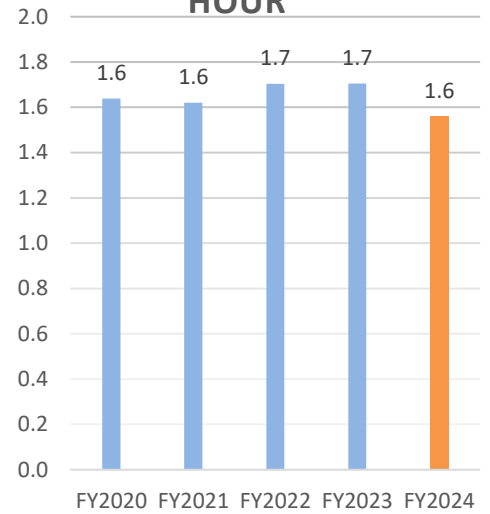
ACCIDENTS PER 100,000 MILES



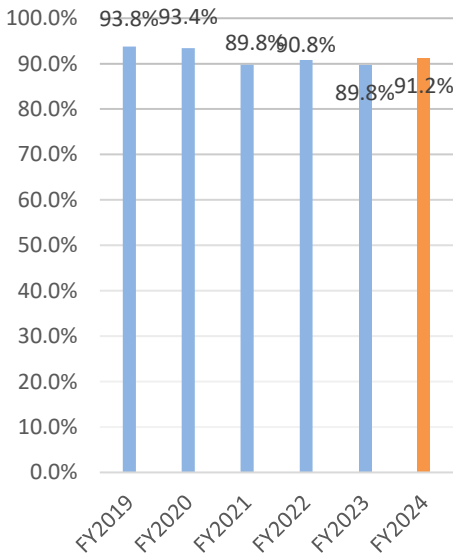
MILES B/W ROAD CALLS



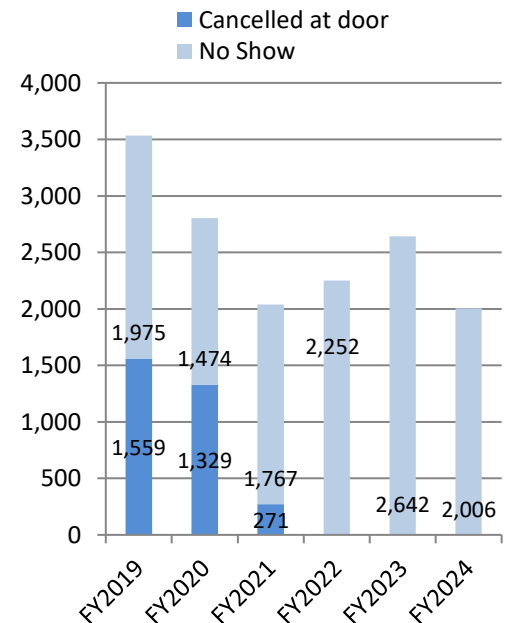
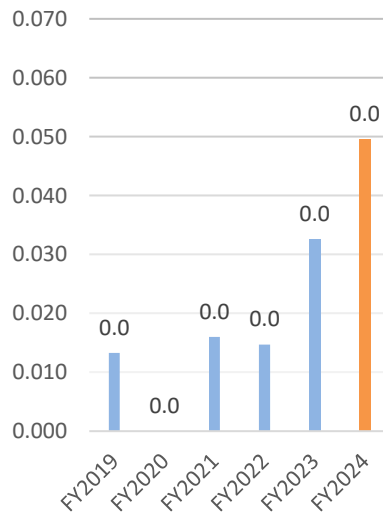
PASSENGERS PER HOUR



ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



Revenue/Cost/Ridership for the Month of June 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	\$269.06	\$ 11,252.33	\$ 11,732.68	\$11,521.39	\$ 54,272.71	639.58	21.2%	\$ 8.36	1.96%	-5.00%	8	8	3%	15	5,467	5,112	(355)	-6%	2.71%
2 Mt. Pleasant-West Ashley Express	\$ 481.27	\$ 6,655.00	\$ 7,167.13	\$ 7,136.27	\$ 53,357.95	628.80	13.4%	\$ 12.58	-5.90%	-5.00%	5	6	13%	15	3,558	3,675	118	3%	1.95%
3 Dorchester Rd-Summerville Express	\$602.39	\$ 5,049.93	\$ 5,605.46	\$ 5,652.32	\$ 36,910.16	434.97	15.3%	\$ 9.63	-3.96%	-5.00%	7	7	13%	15	3,213	3,246	33	1%	1.72%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 34,683.81	\$ 11,293.98	\$ 46,550.74	\$ 45,977.79	\$ 224,658.35	2,647.50	20.5%	\$ 4.73	1.19%	-10.00%	16	14	-9%	20	37,249	37,774	525	1%	20.05%
11 Dorchester Rd/Airport	\$ 10,434.21	\$ 3,861.43	\$ 15,515.34	\$ 14,295.64	\$ 99,589.63	1,173.62	14.4%	\$ 6.60	-4.92%	-10.00%	13	11	-13%	20	14,202	12,915	(1,287)	-9%	6.86%
12 Upper Dorch/Ashley Phosphate Rd	\$ 12,395.14	\$ 4,488.86	\$ 16,886.57	\$ 16,884.00	\$ 107,780.85	1,270.15	15.7%	\$ 6.05	-3.61%	-10.00%	11	12	12%	20	13,564	15,014	1,449	11%	7.97%
13 Remount Road	\$ 4,475.27	\$ 1,683.43	\$ 5,456.56	\$ 6,158.70	\$ 68,358.93	805.58	9.0%	\$ 11.05	-10.26%	-10.00%	8	7	-8%	20	4,730	5,630	900	19%	2.99%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,001.00	\$ 6,000.00	\$ 54,584.13	643.25	11.0%	\$ 4.20	-8.28%	-10.00%	21	18	-14%	20	12,327	11,565	(762)	-6%	6.14%
30 Savannah Highway	\$ 3,379.16	\$ 1,289.94	\$ 4,579.66	\$ 4,669.10	\$ 55,137.40	649.77	8.5%	\$ 11.70	-10.80%	-10.00%	7	7	2%	20	4,140	4,314	174	4%	2.29%
31 Folly Road	\$ 3,303.11	\$ 1,166.98	\$ 5,223.47	\$ 4,470.09	\$ 70,798.57	834.33	6.3%	\$ 16.99	-12.96%	-15.00%	5	5	-8%	10	4,275	3,903	(372)	-9%	2.07%
32 North Bridge	\$ 5,195.25	\$ 2,396.34	\$ 7,456.14	\$ 7,591.59	\$ 71,187.21	838.91	10.7%	\$ 7.93	-8.61%	-10.00%	9	10	3%	20	7,463	8,015	552	7%	4.25%
33 St. Andrews/Ashley River Rd	\$ 6,552.64	\$ 2,656.97	\$ 10,483.24	\$ 9,209.61	\$ 59,247.01	698.20	15.5%	\$ 5.63	-3.73%	-10.00%	14	13	-6%	20	9,548	8,887	(661)	-7%	4.72%
40 Mt. Pleasant	\$ 3,317.44	\$ 1,220.66	\$ 4,909.25	\$ 4,538.10	\$ 56,081.00	660.89	8.1%	\$ 12.62	-11.18%	-10.00%	6	6	3%	20	3,937	4,083	145	4%	2.17%
41 Coleman Boulevard	\$ 1,001.68	\$ 223.44	\$ 1,680.35	\$ 1,225.12	\$ 31,904.46	375.98	3.8%	\$ 41.05	-15.43%	-10.00%	4	2	-52%	20	1,627	747	(879)	-54%	0.40%
42 Wando Circulator	\$ 904.18	\$ 314.31	\$ 1,120.78	\$ 1,218.49	\$ 30,205.62	355.96	4.0%	\$ 27.57	-15.24%	-15.00%	2	3	22%	10	865	1,051	186	22%	0.56%
102 North Neck/ Rutledge Ave	\$ 1,115.34	\$ 625.63	\$ 1,280.83	\$ 1,740.97	\$ 41,399.93	487.88	4.2%	\$ 18.95	-15.07%	-15.00%	3	4	30%	10	1,598	2,093	494	31%	1.11%
103 Leeds Avenue	\$ 479.29	\$ 245.63	\$ 830.78	\$ 724.92	\$ 13,836.75	163.06	5.2%	\$ 15.96	-14.03%	-15.00%	5	5	-3%	10	909	822	(88)	-10%	0.44%
104 Montague Avenue	\$ 1,908.68	\$ 783.68	\$ 2,781.63	\$ 2,692.36	\$ 61,350.61	722.99	4.4%	\$ 22.38	-14.88%	-10.00%	6	4	-34%	10	2,671	2,621	(50)	-2%	1.39%
203 Medical Shuttle	\$ 12.85	\$ 43,026.34	\$ 38,928.34	\$ 43,039.19	\$ 39,521.20	465.74	108.9%	\$ (0.27)	89.63%	-10.00%	26	28	5%	10	12,255	12,836	581	5%	6.81%
210 Aquarium/ CofC DASH	\$ -	\$ 38,791.44	\$ 32,414.44	\$ 38,791.44	\$ 33,284.23	392.24	116.5%	\$ (0.83)	97.27%	-15.00%	11	17	53%	10	4,342	6,659	2,317	53%	3.53%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 87,993.10	1,036.96	29.3%	\$ 2.47	10.04%	-15.00%	24	24	2%	10	20,506	25,144	4,638	23%	13.35%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 36,019.16	424.47	27.2%	\$ 2.65	7.91%	-15.00%	21	23	13%	10	9,053	9,908	855	9%	5.26%
301 Glenn McConnell Circulator	\$ 1,495.89	\$ 631.93	\$ 2,671.79	\$ 2,127.82	\$ 31,170.44	367.33	6.8%	\$ 13.74	-12.45%	-15.00%	6	6	-8%	10	2,429	2,114	(316)	-13%	1.12%
Beach Shuttle	\$ -	\$ 3,764.20	\$ 3,764.80	\$ 3,764.20	\$ 8,273.54	97.50	45.5%	\$ 17.15	26.22%	-15.00%	2	3	24%	10	169	263	94	56%	0.14%
TOTAL	\$92,006.66	\$ 183,005.34	\$ 268,623.88	\$275,012.00	\$ 1,426,922.93	16,815.7	19.3%	\$ 6.11			11.2	11.2	0%		180,099	188,391	8,292	4.6%	99.9%

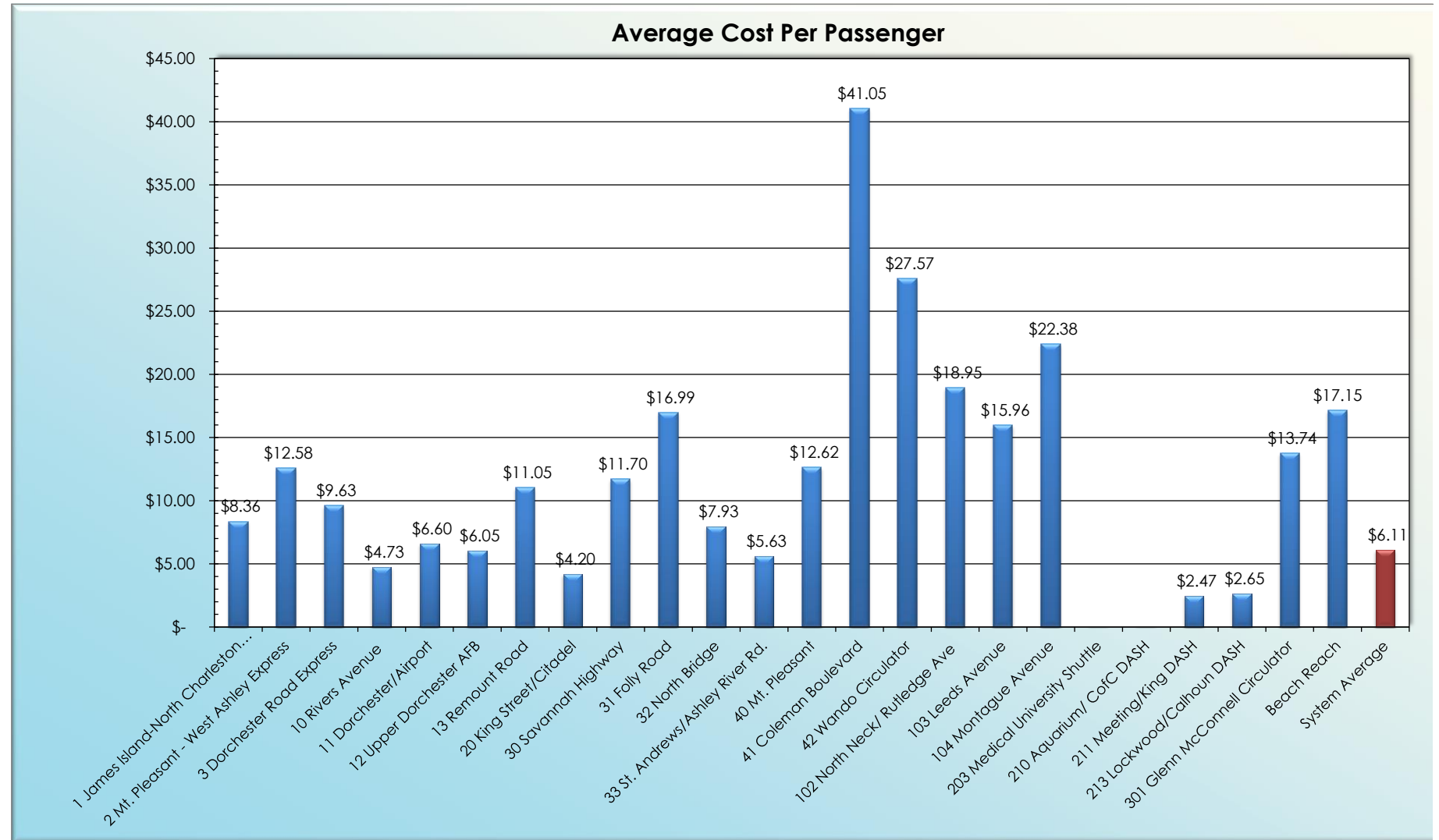
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

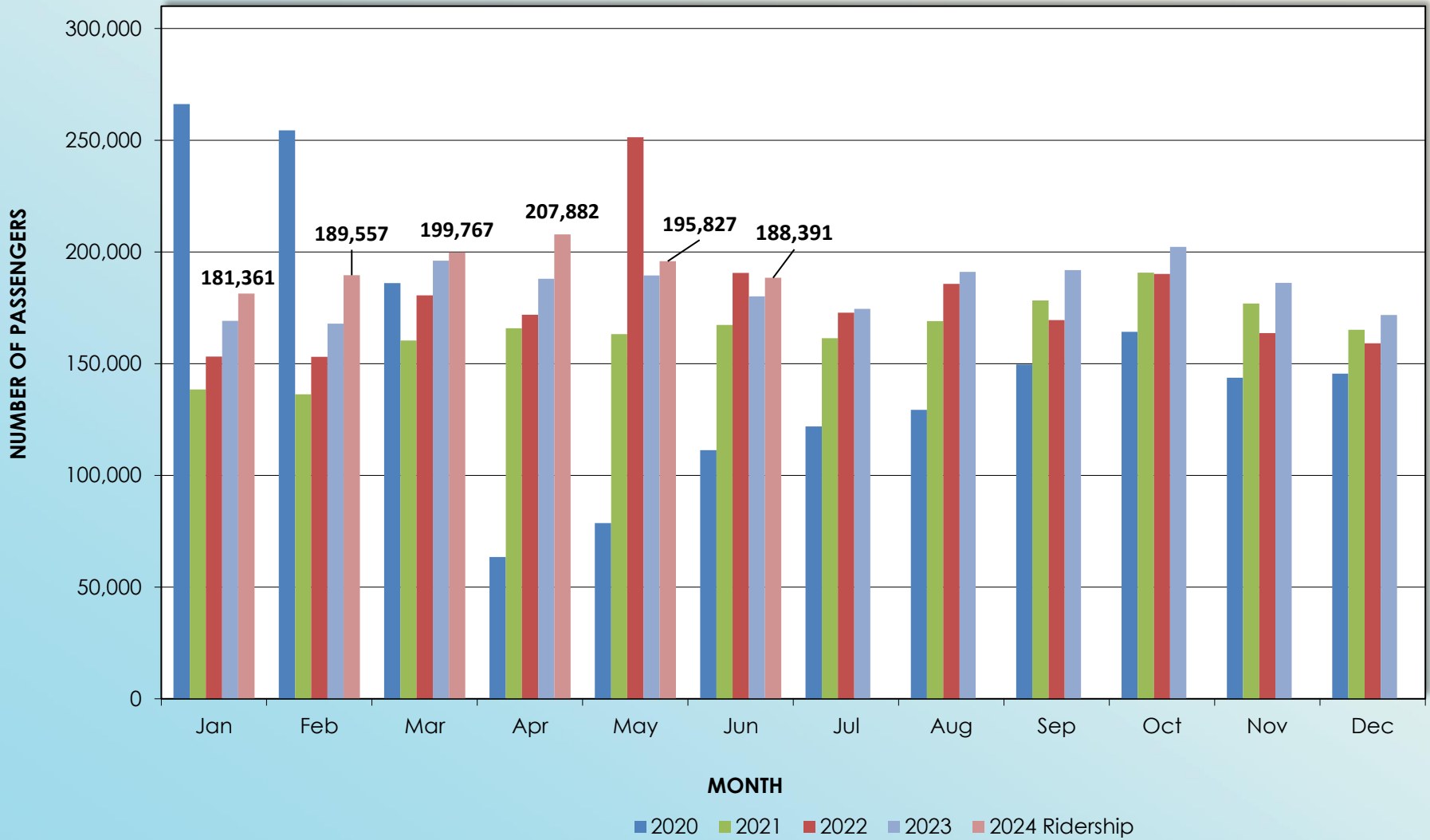
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of June 2024

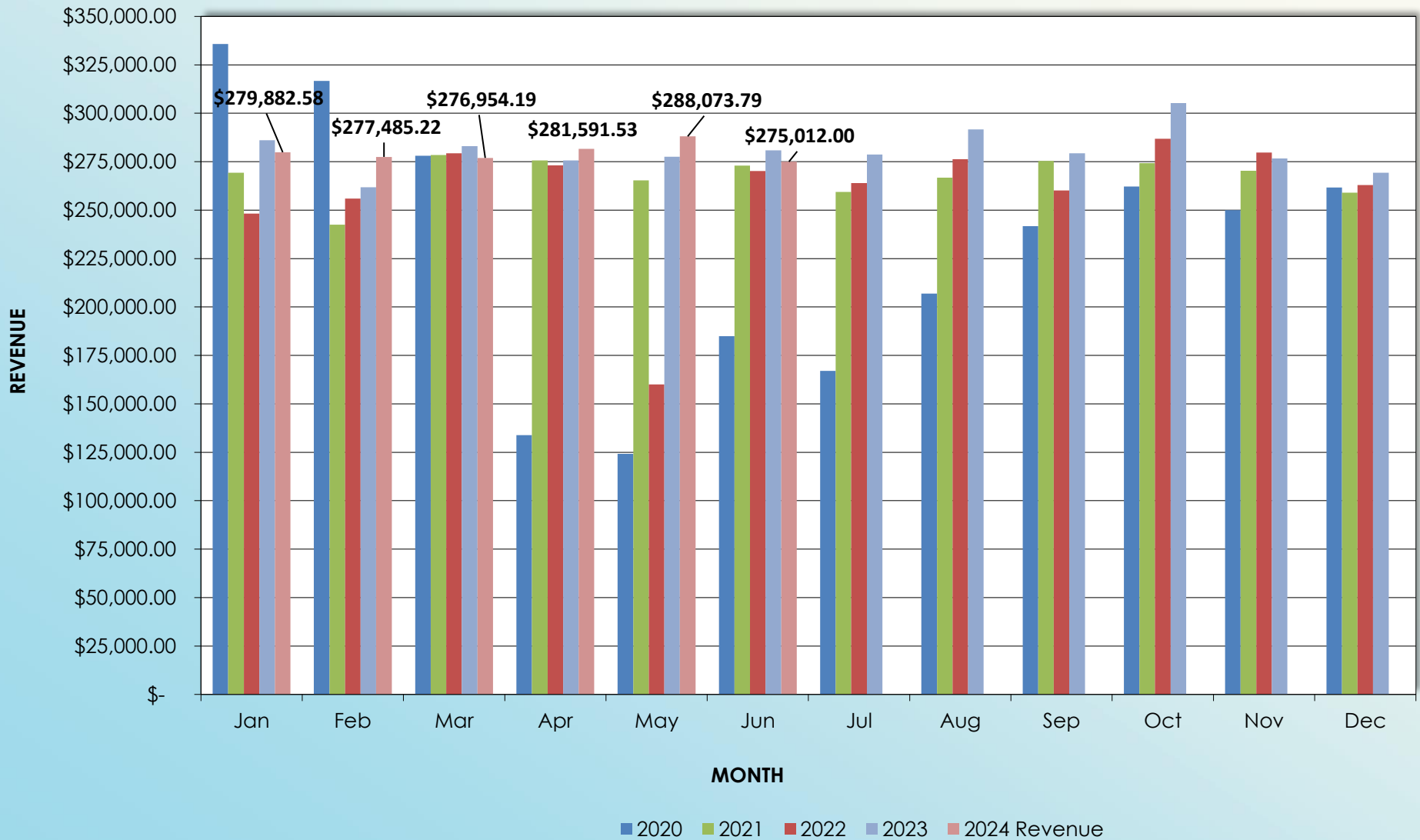
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 8.36
2 Mt. Pleasant - West Ashley Express	\$ 12.58
3 Dorchester Road Express	\$ 9.63
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.73
11 Dorchester/Airport	\$ 6.60
12 Upper Dorchester AFB	\$ 6.05
13 Remount Road	\$ 11.05
20 King Street/Citadel	\$ 4.20
30 Savannah Highway	\$ 11.70
31 Folly Road	\$ 16.99
32 North Bridge	\$ 7.93
33 St. Andrews/Ashley River Rd.	\$ 5.63
40 Mt. Pleasant	\$ 12.62
41 Coleman Boulevard	\$ 41.05
42 Wando Circulator	\$ 27.57
102 North Neck/ Rutledge Ave	\$ 18.95
103 Leeds Avenue	\$ 15.96
104 Montague Avenue	\$ 22.38
203 Medical University Shuttle	\$ (0.27)
210 Aquarium/ CofC DASH	\$ (0.83)
211 Meeting/King DASH	\$ 2.47
213 Lockwood/Calhoun DASH	\$ 2.65
301 Glenn McConnell Circulator	\$ 13.74
Beach Reach	\$17.15
System Average	\$ 6.11



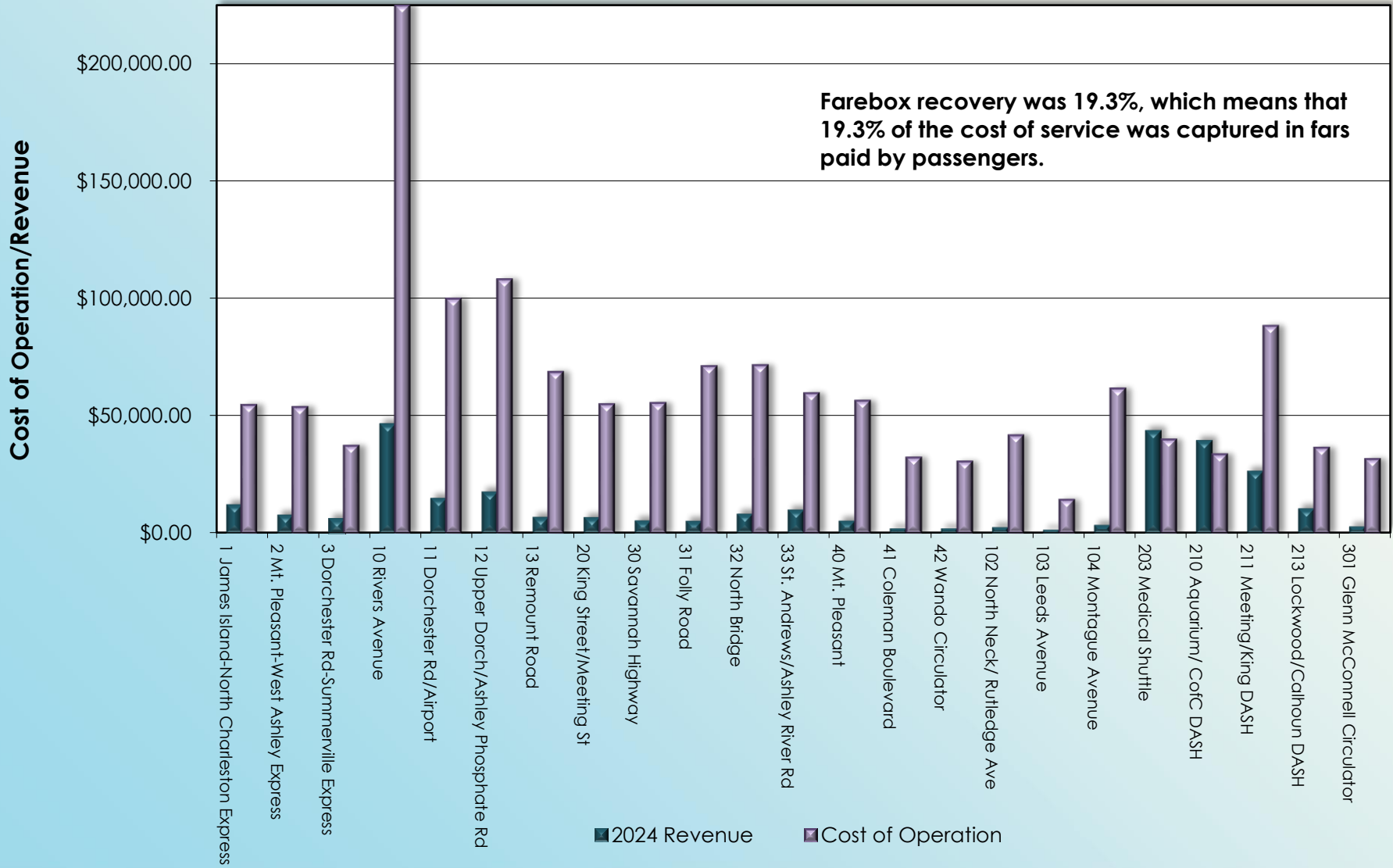
Fixed Route Ridership



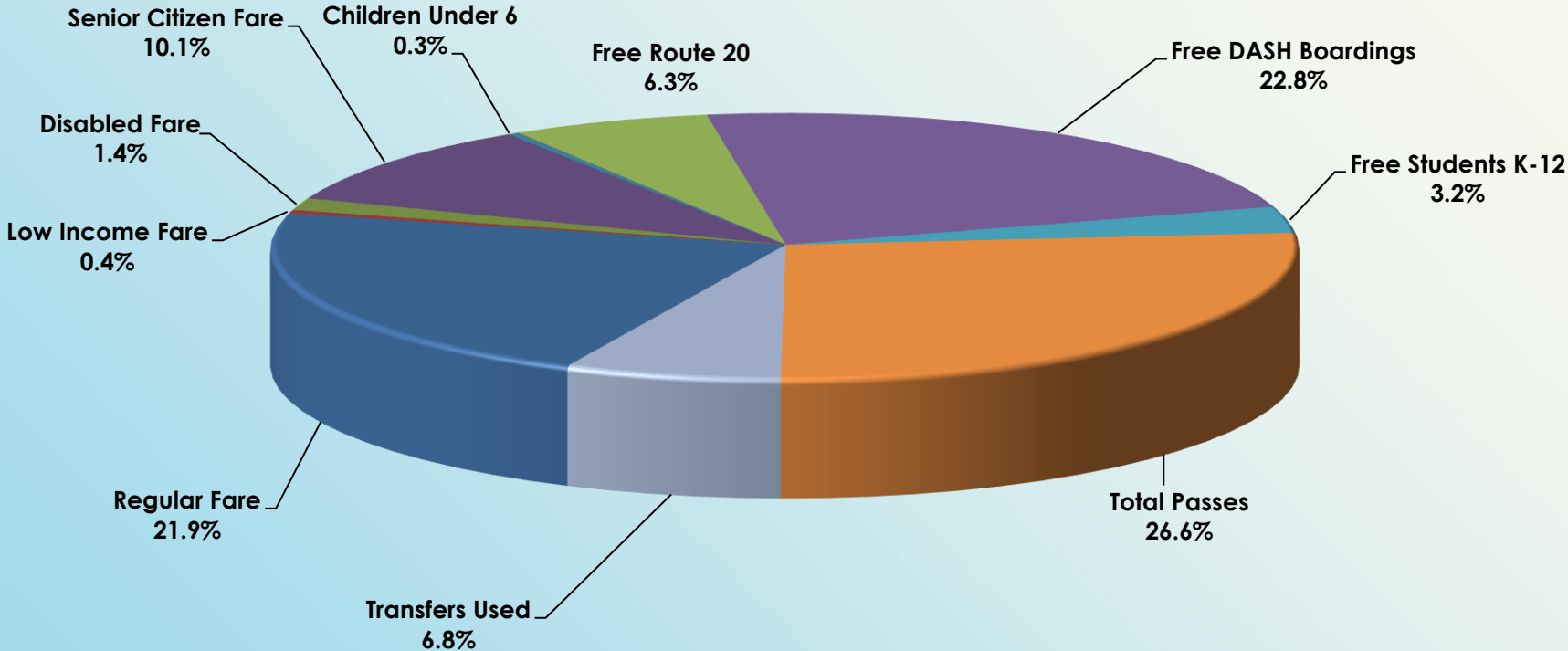
Fixed Route Revenue



Revenue & Cost by Route June 2024

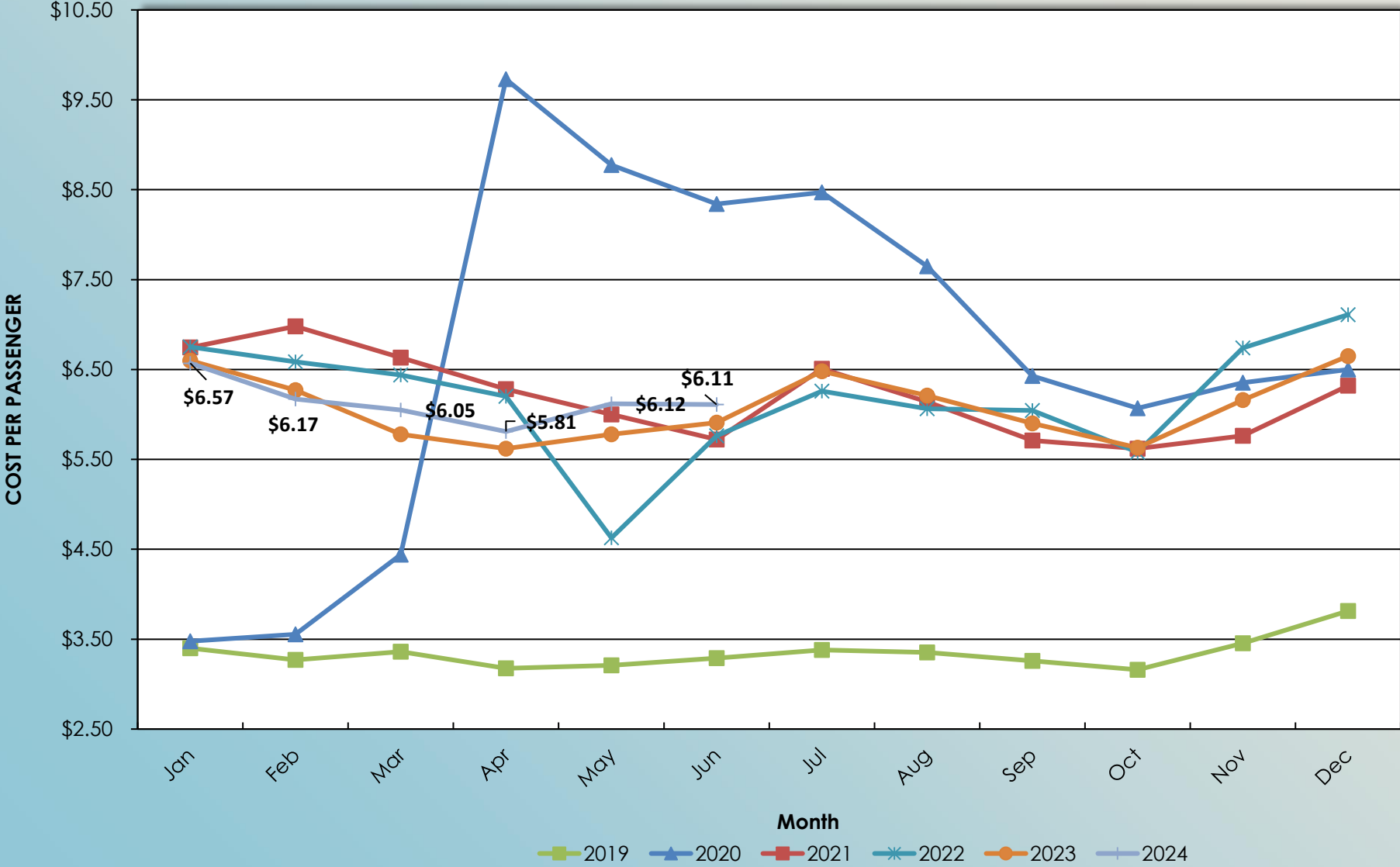


Ridership by Fare Type June 2024

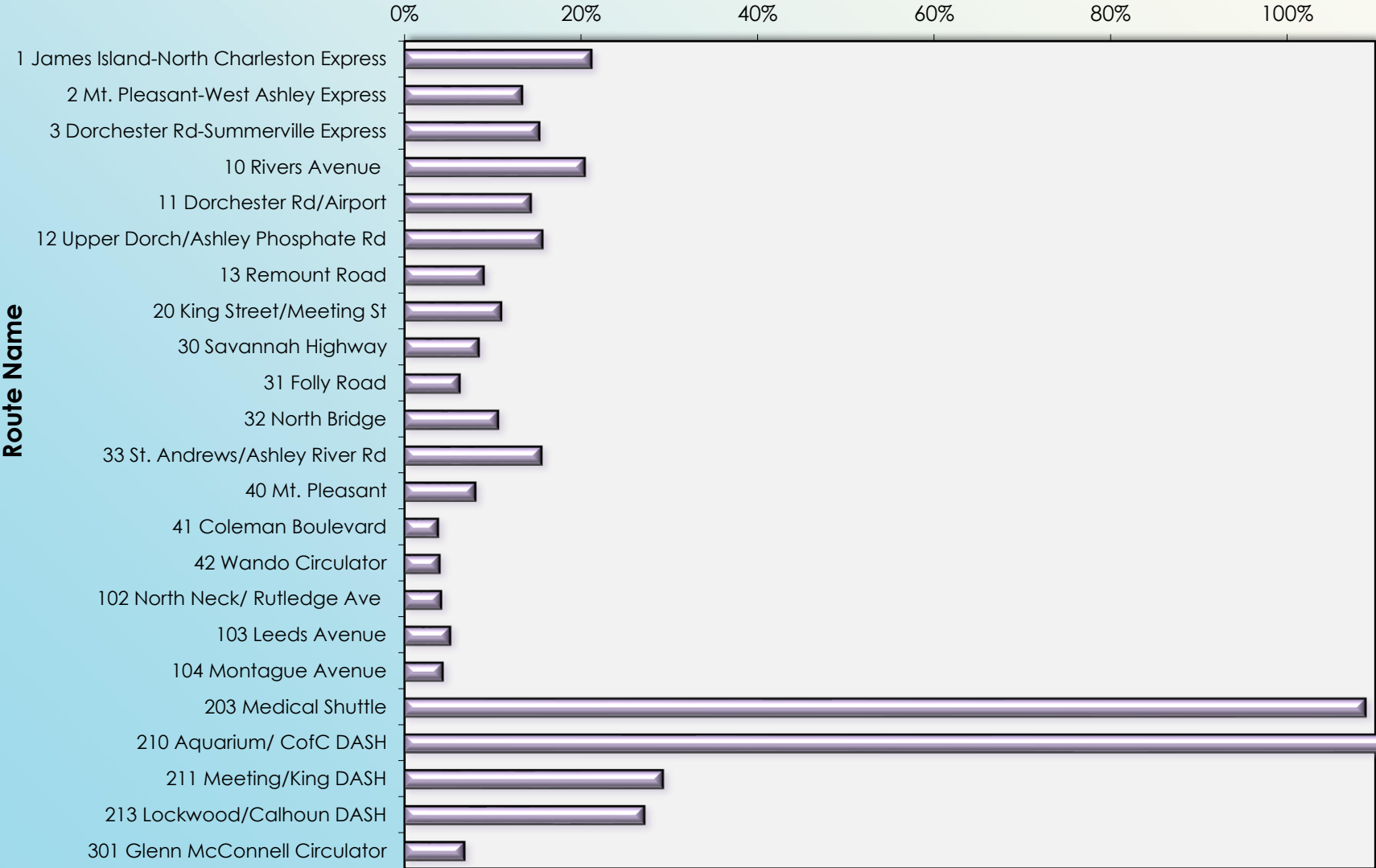


- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
- Unclassified Ridership

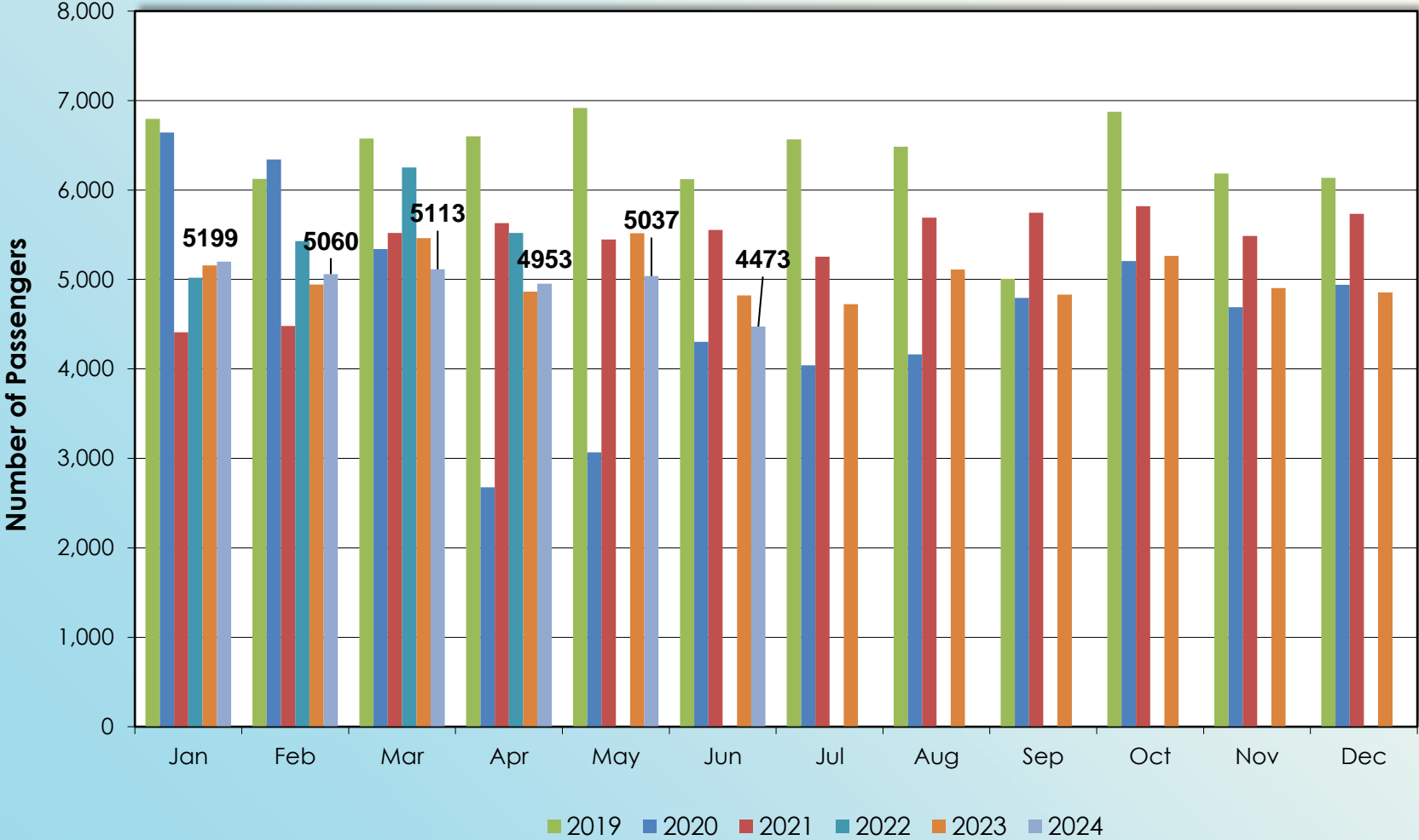
Fixed Route Cost Per Passenger



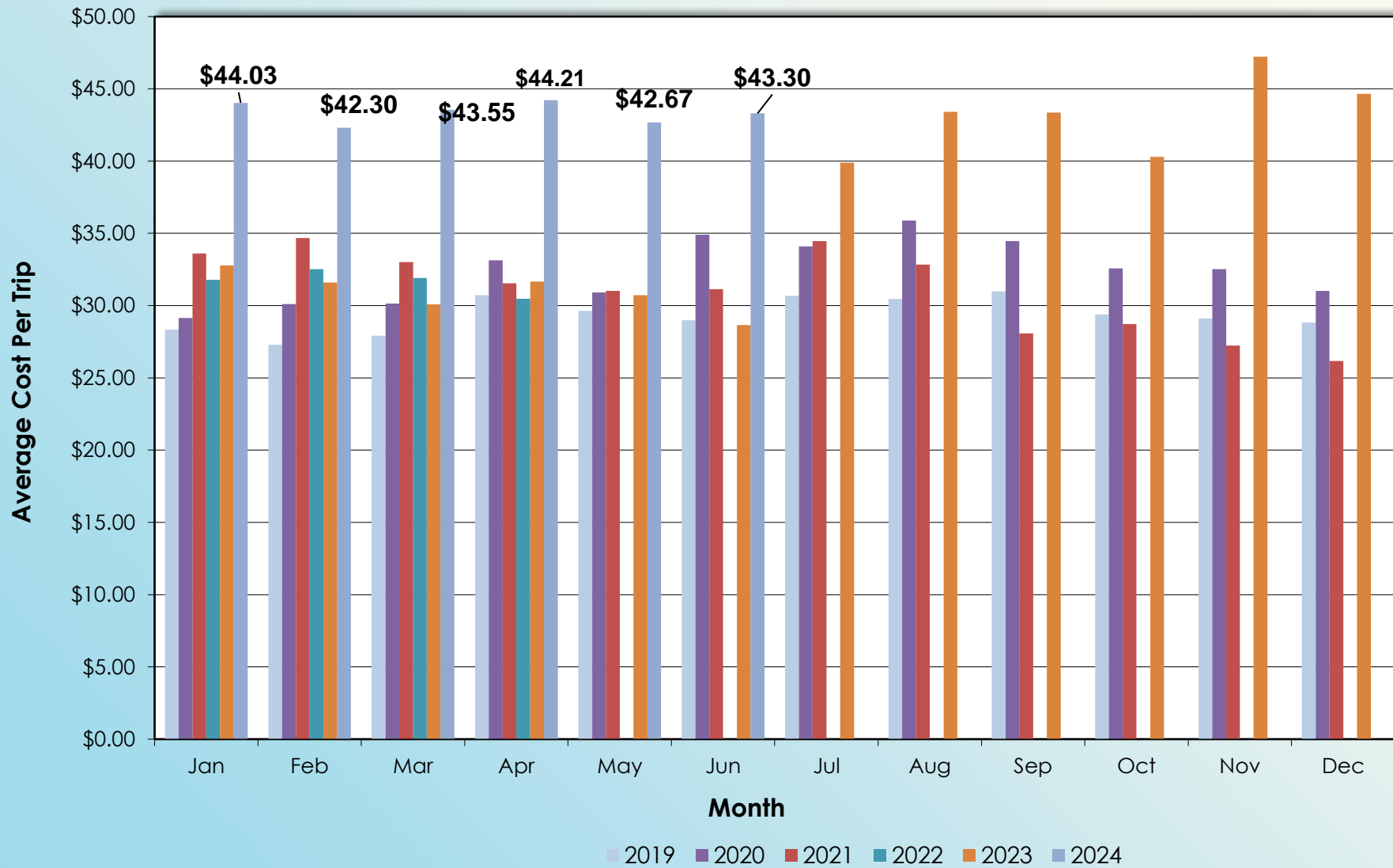
Percent Cost Recovered by Route June 2024



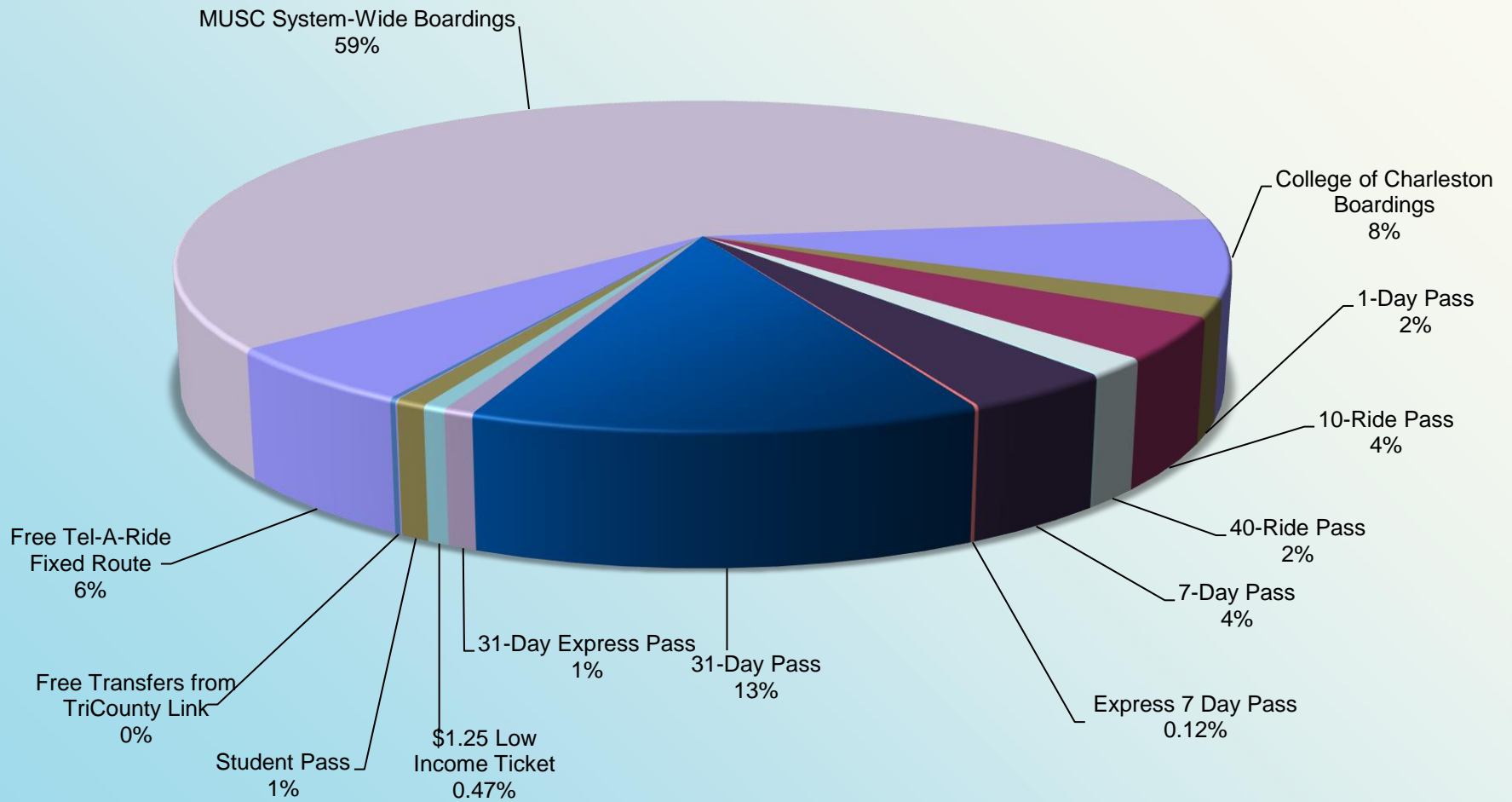
Tel-A-Ride Ridership



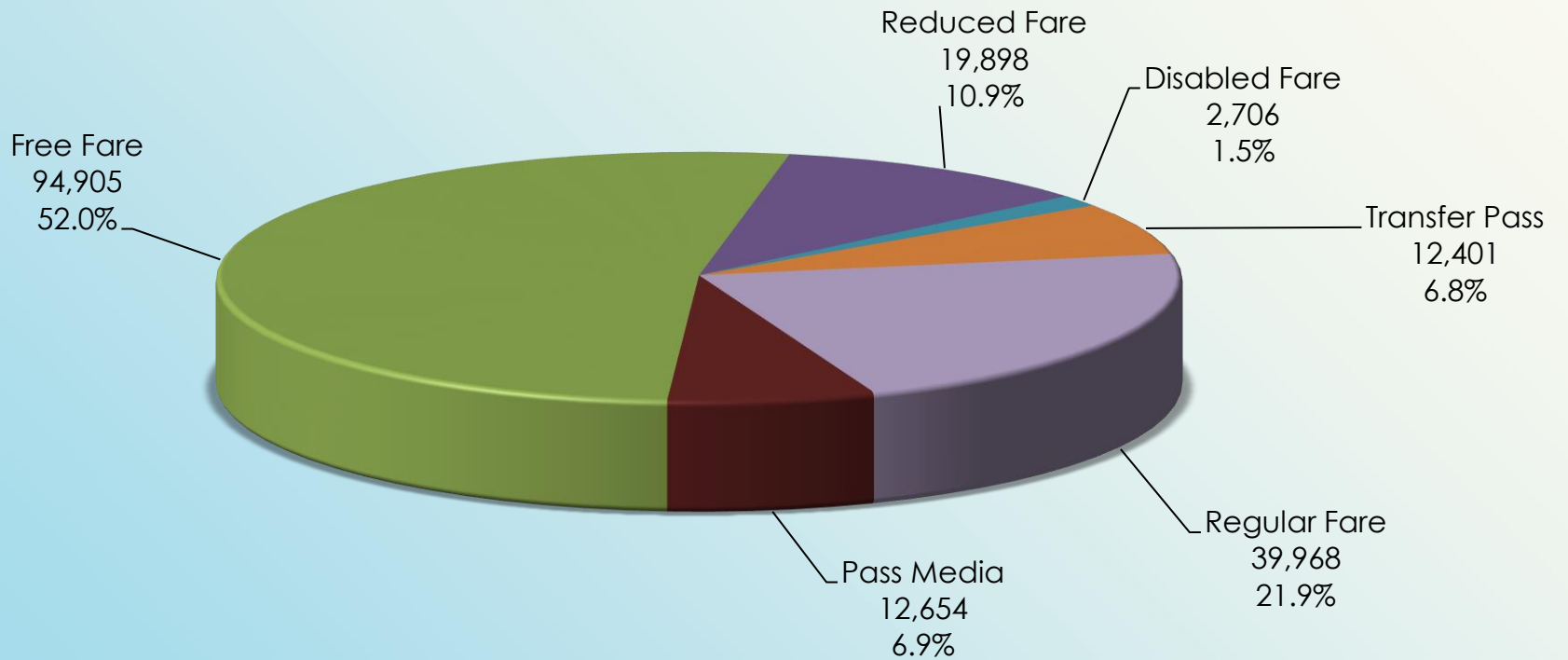
Average Cost Per One-Way Paratransit Trip



Pass Use by Type June 2024



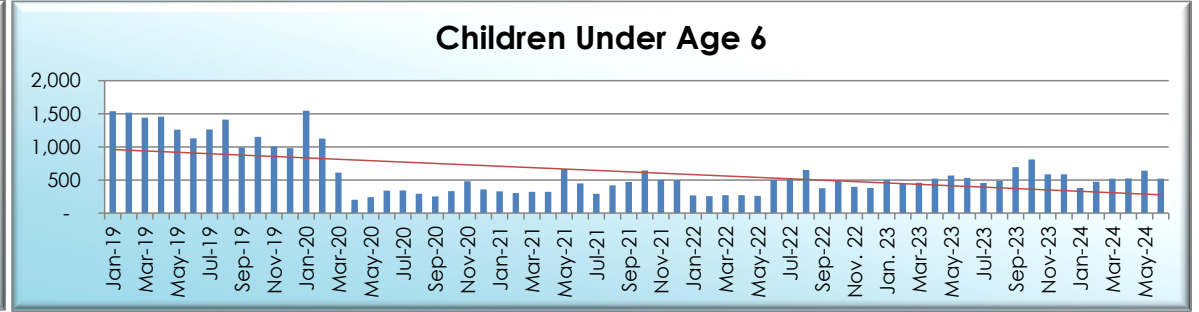
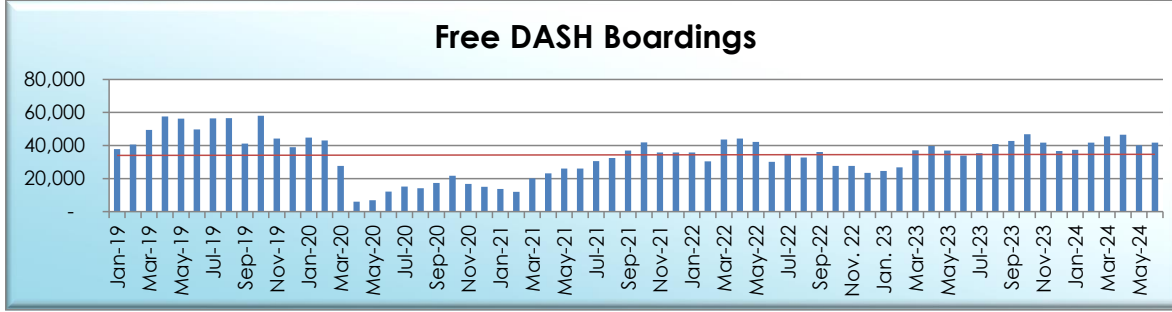
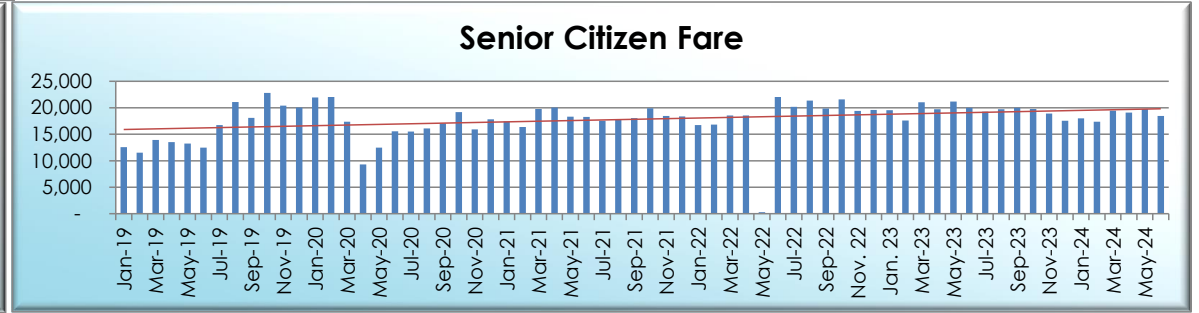
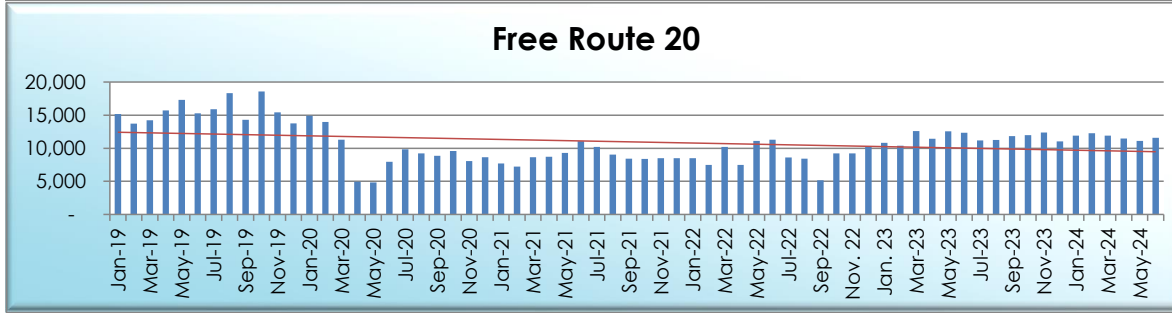
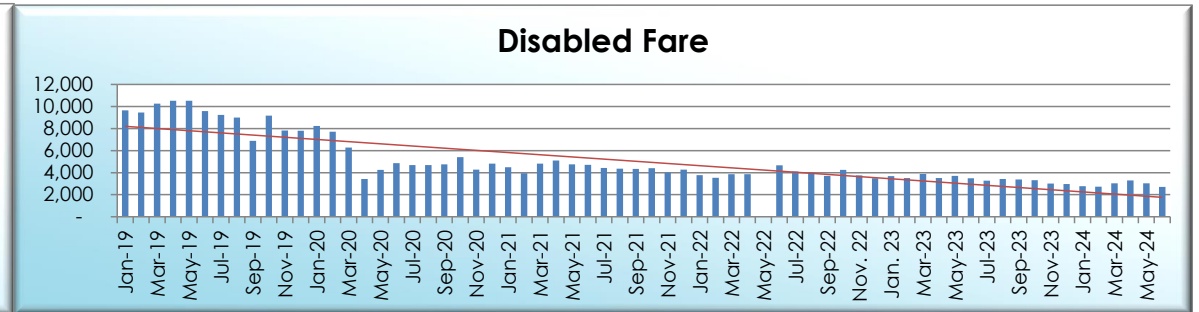
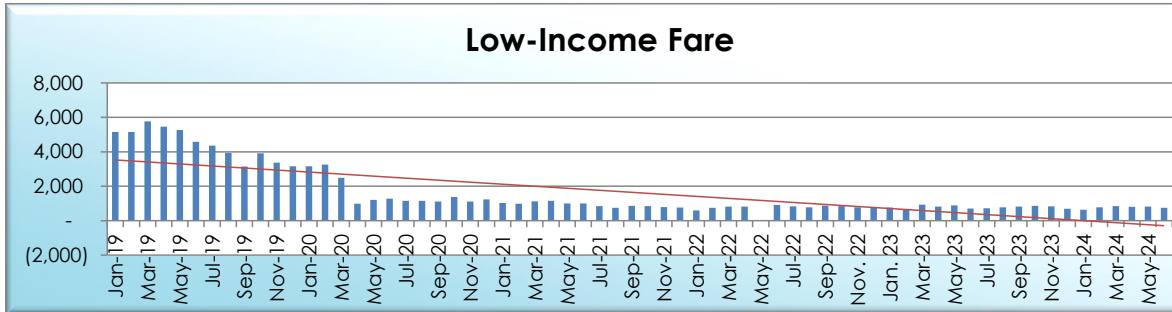
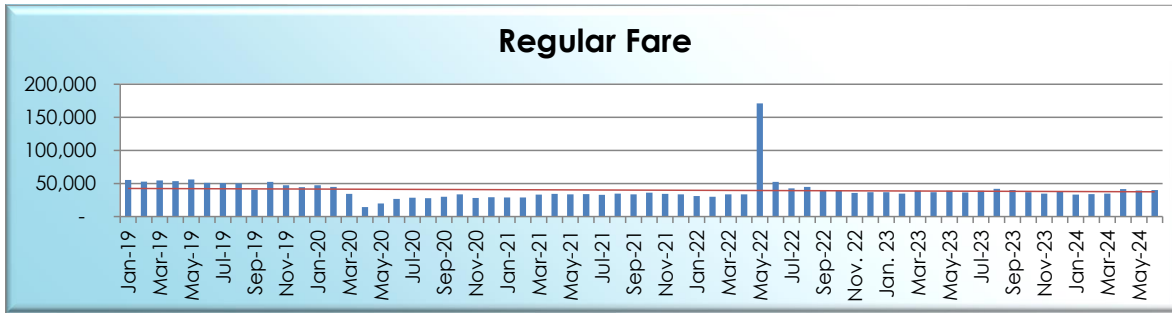
Ridership by Customer Type June 2024



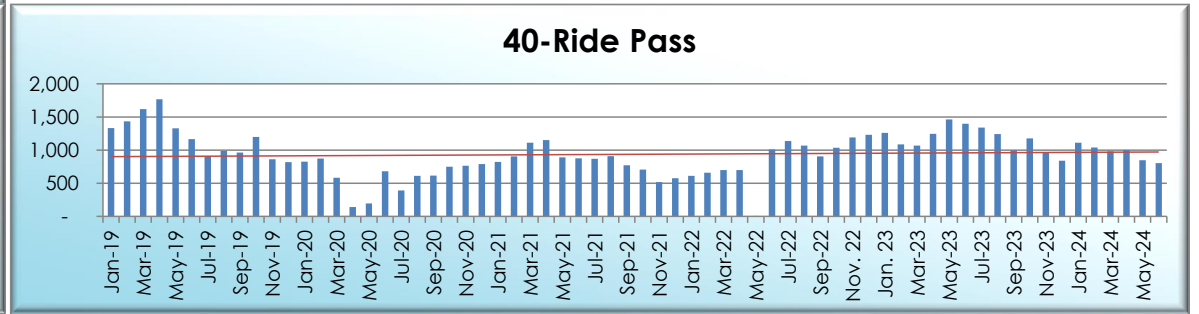
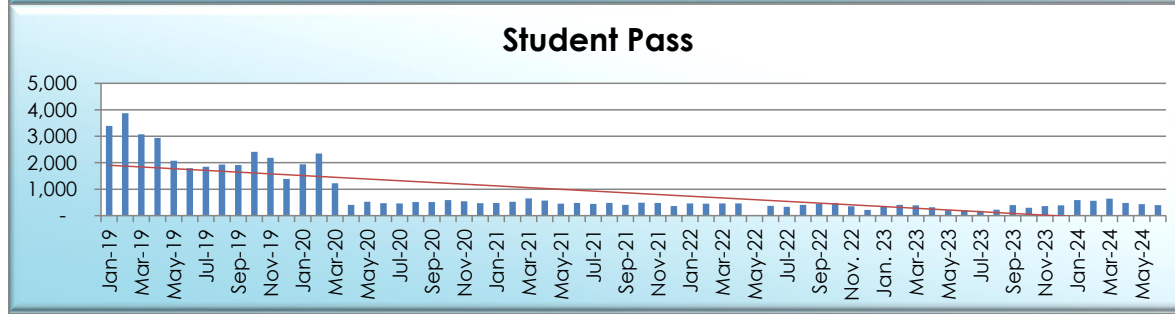
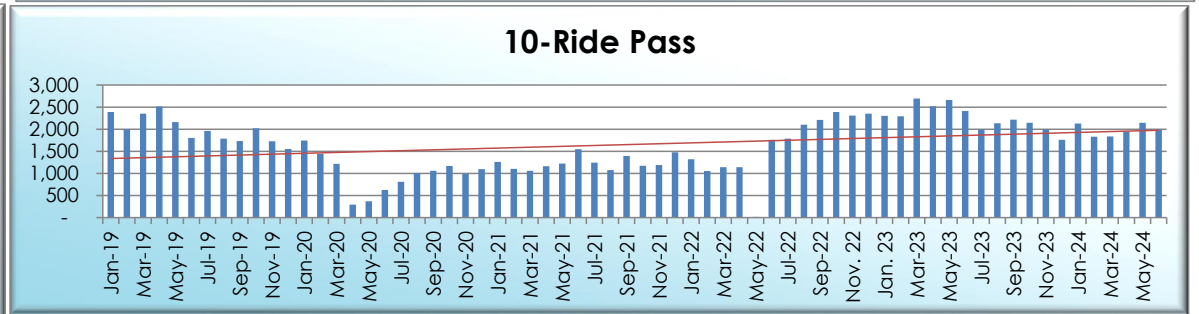
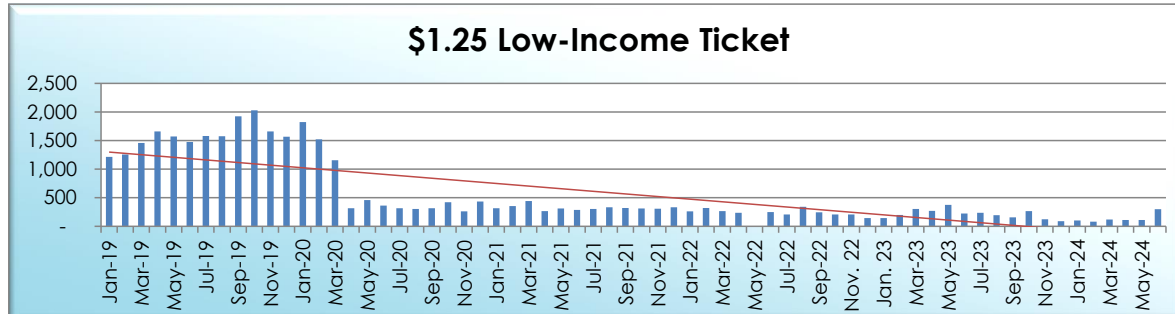
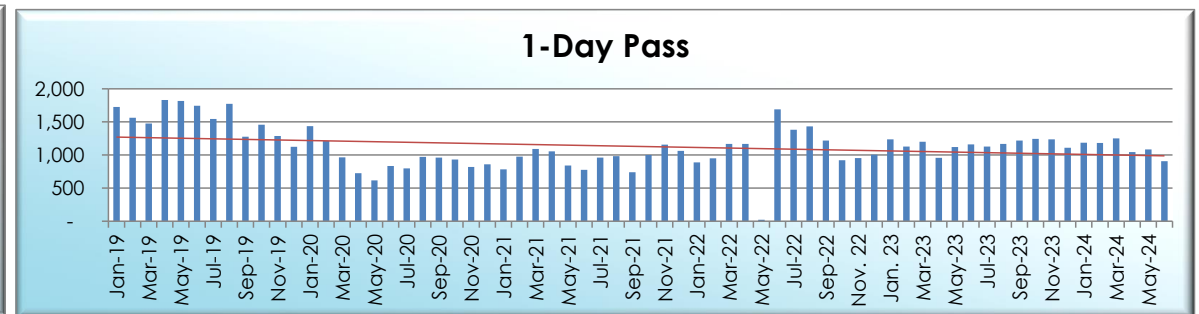
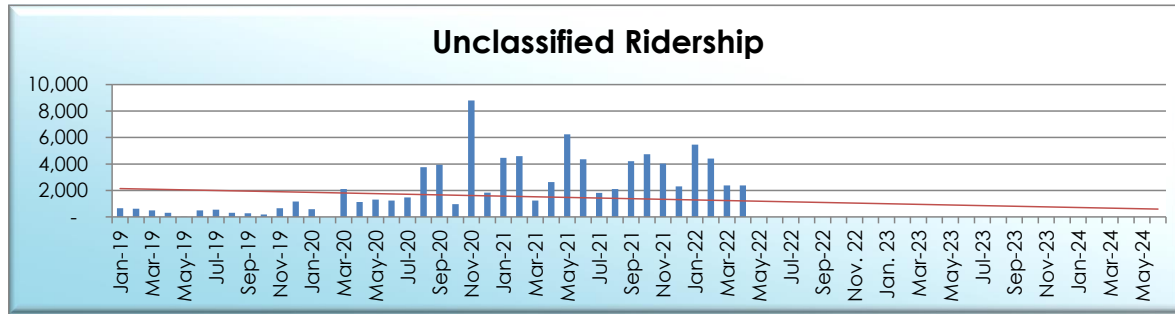
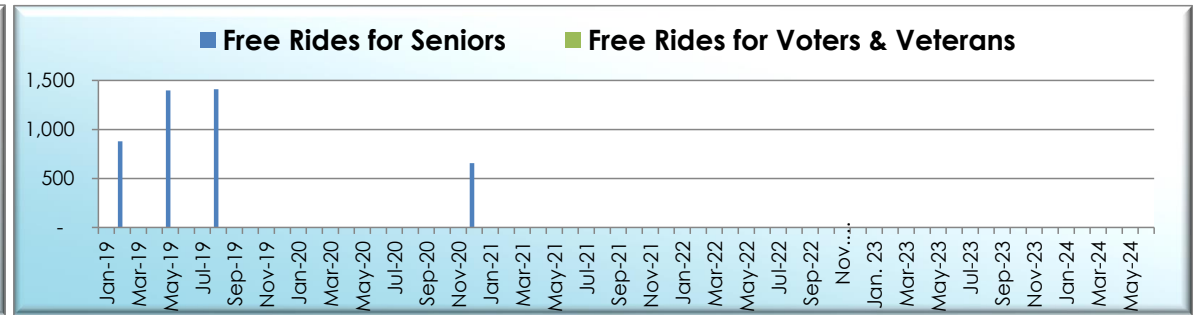
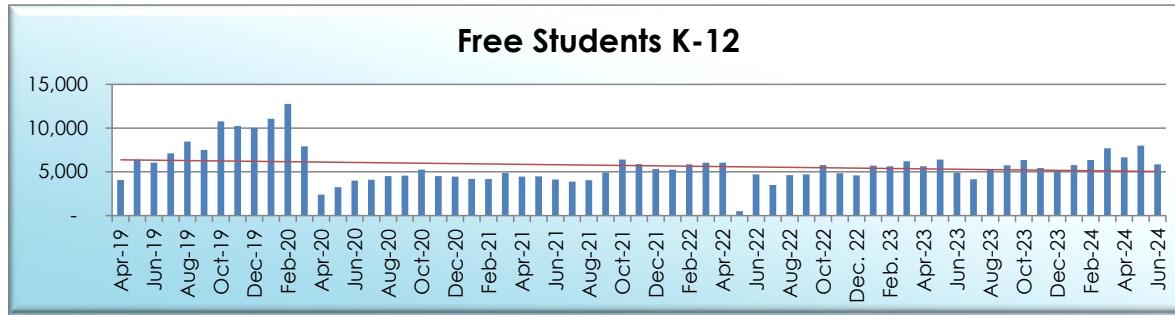
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for June 2024		
Type of Fare		
Regular Fare	39,968	21.22%
Low Income Fare	744	0.39%
Disabled Fare	2,706	1.44%
Senior Citizen Fare	18,452	9.79%
Children Under 6	522	0.28%
HOP Shuttle	0	0.00%
Beach Shuttle	87	0.00%
Free School Guard	40	0.02%
Free Route 20	11,565	6.14%
Free DASH Boardings	41,711	22.14%
Free Students K-12	5,855	3.11%
Subtotal	127,422	67.64%
Type of Pass		
1-Day Pass	907	0.48%
10-Ride Pass	1,994	1.06%
40-Ride Pass	803	0.43%
3-Day Pass	63	0.03%
7-Day Pass	1,952	1.04%
7-Day Express Pass	56	0.03%
31-Day Pass	6,464	3.43%
31-Day Express Pass	391	0.21%
\$1.25 Low Income Ticket	301	0.16%
Student Pass	401	0.21%
1-Ride Courtesy Pass	3	0.00%
1-Ride Pass	24	0.01%
Free Transfers from TriCounty Link	79	0.04%
Free Tel-A-Ride Fixed Route	2,749	1.46%
MUSC System-Wide Boardings	28,689	15.23%
College of Charleston Boardings	3,692	1.96%
Total Passes	48,568	25.78%
Transfers		
Issued	23,612	
Transfers Used	12,401	6.58%
Wheelchair Count	734	
Unclassified Ridership	0	0.00%
Total Ridership	188,391	100.00%

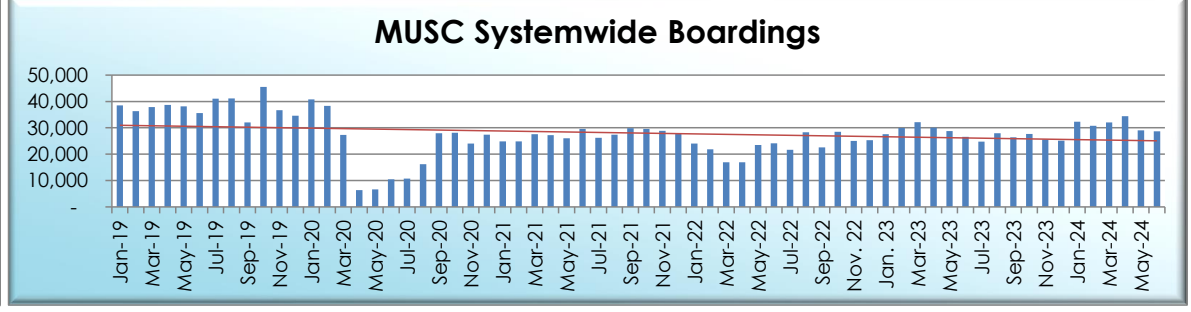
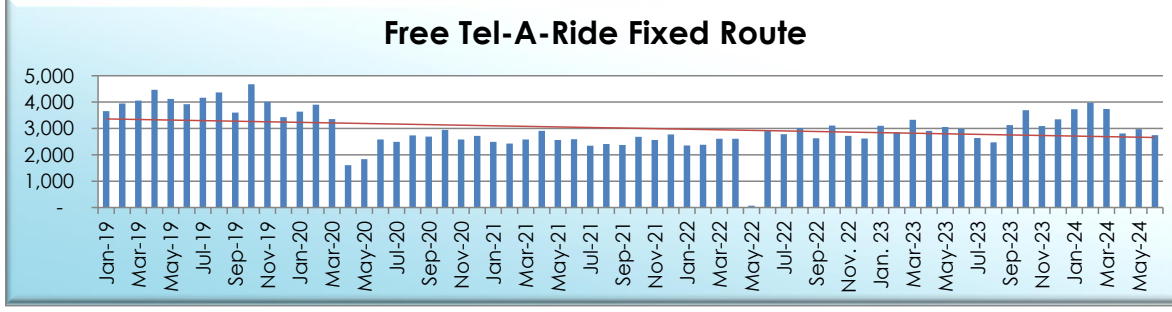
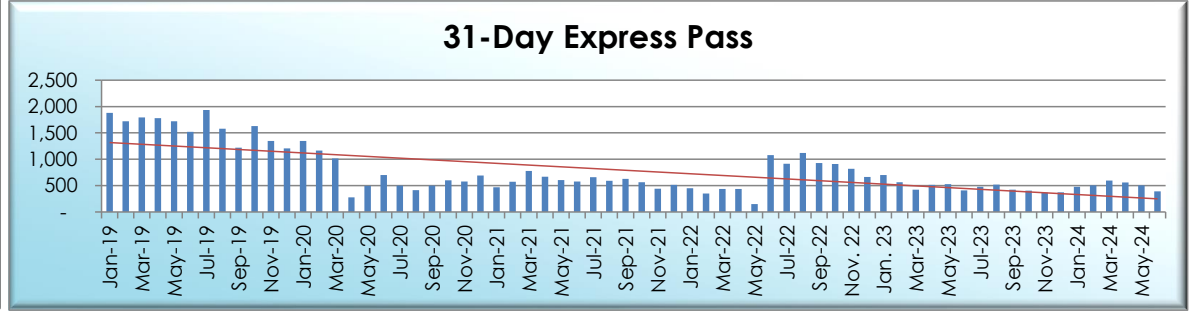
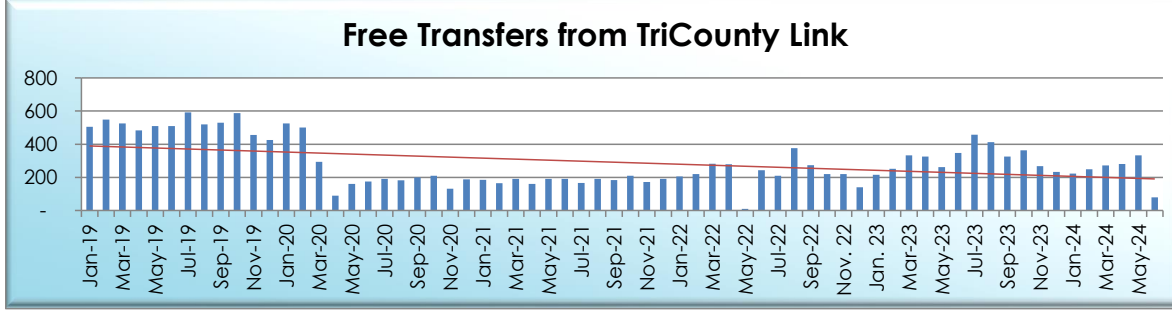
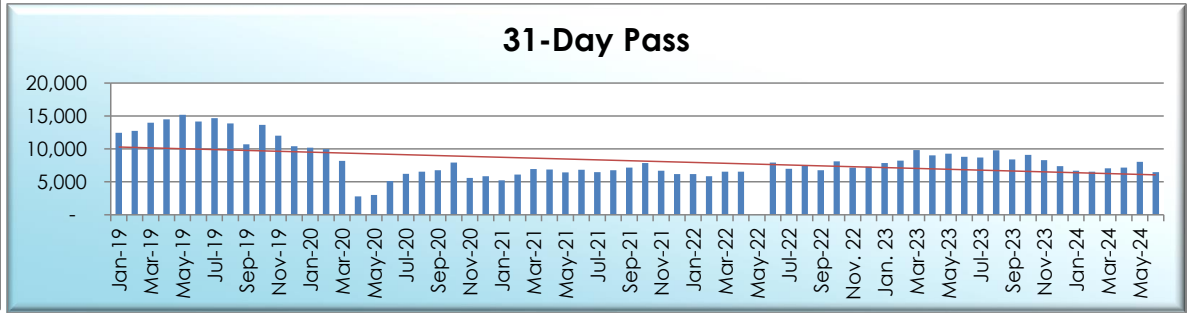
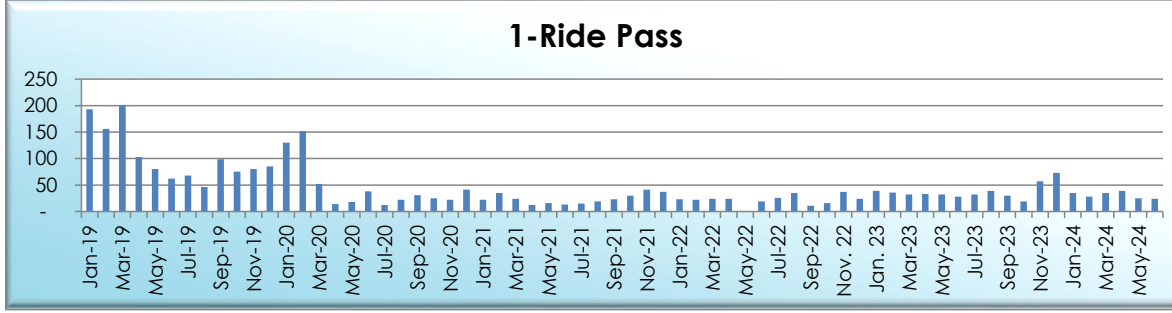
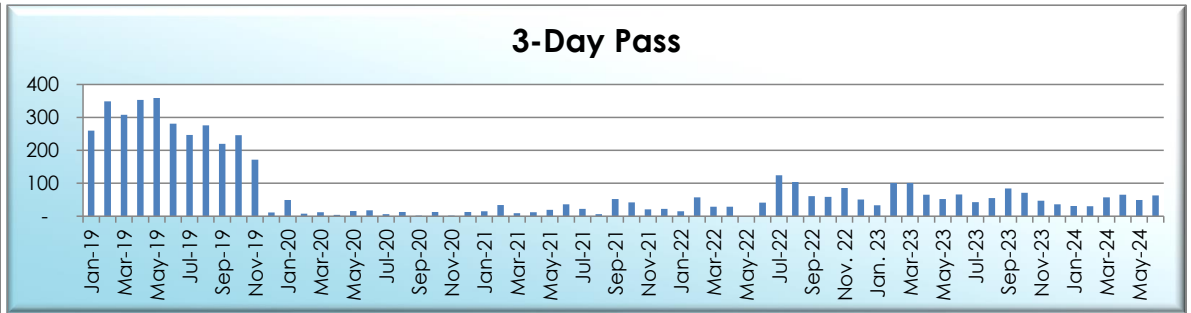
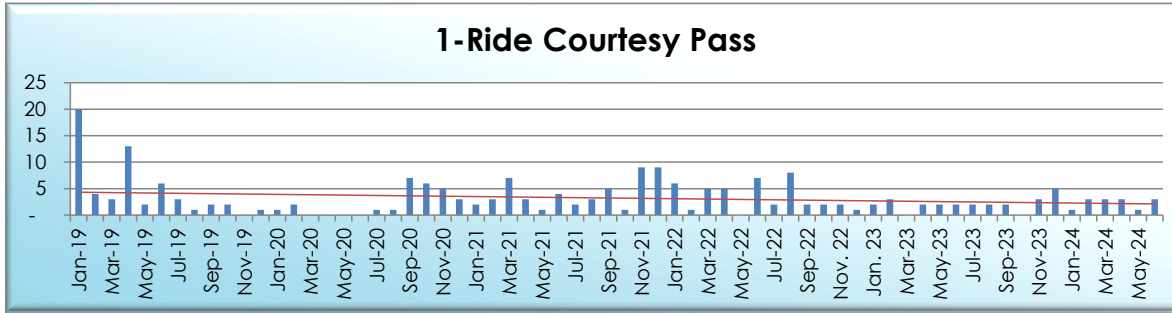
Classification History



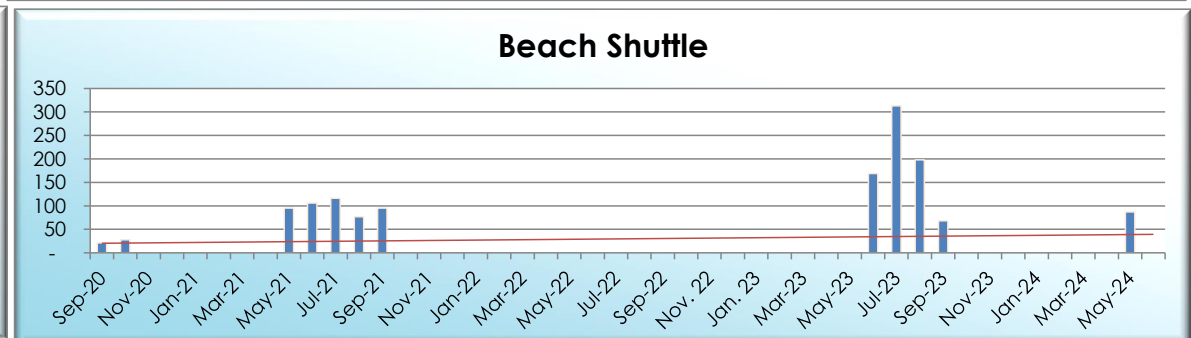
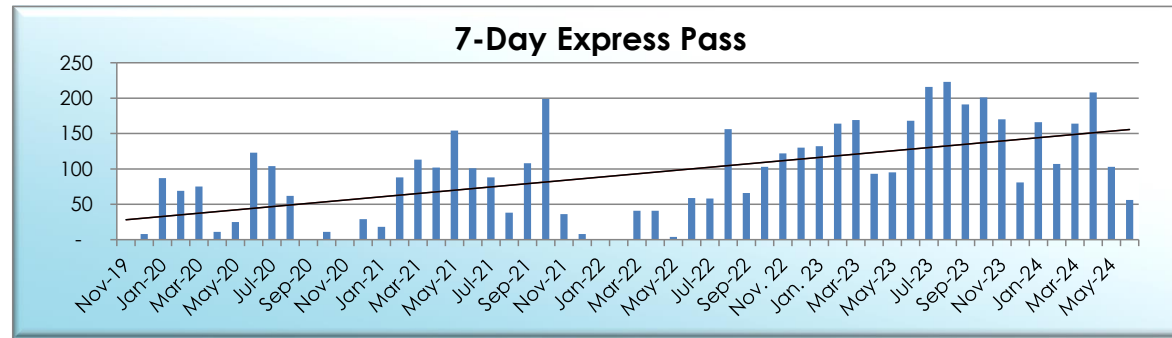
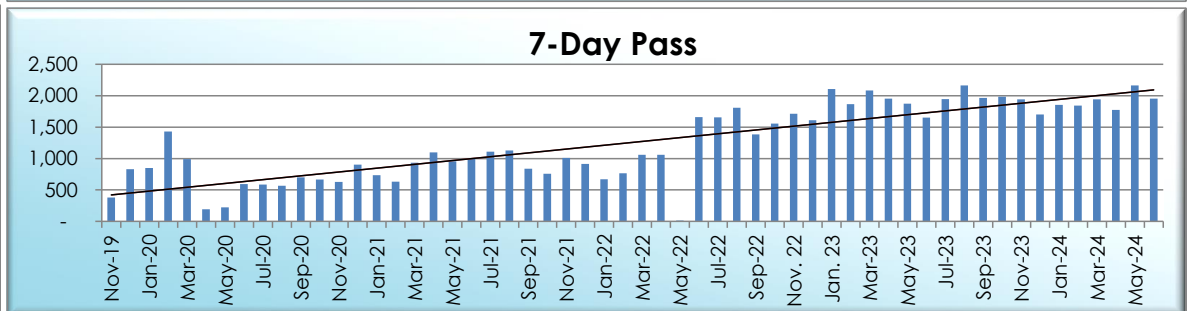
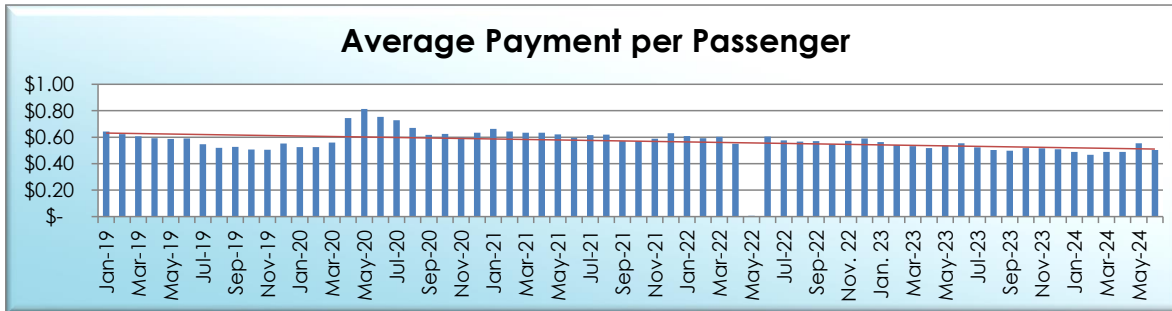
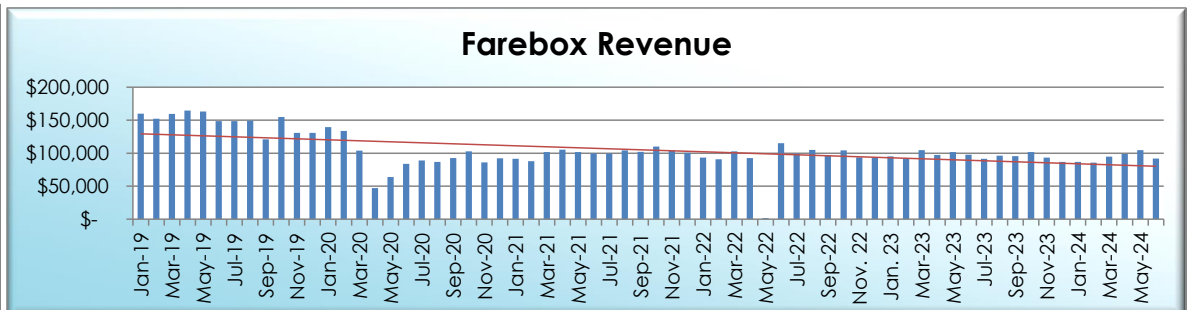
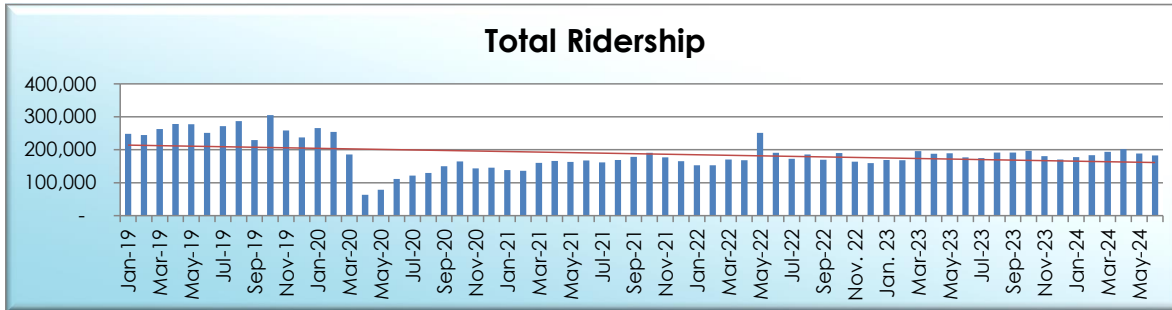
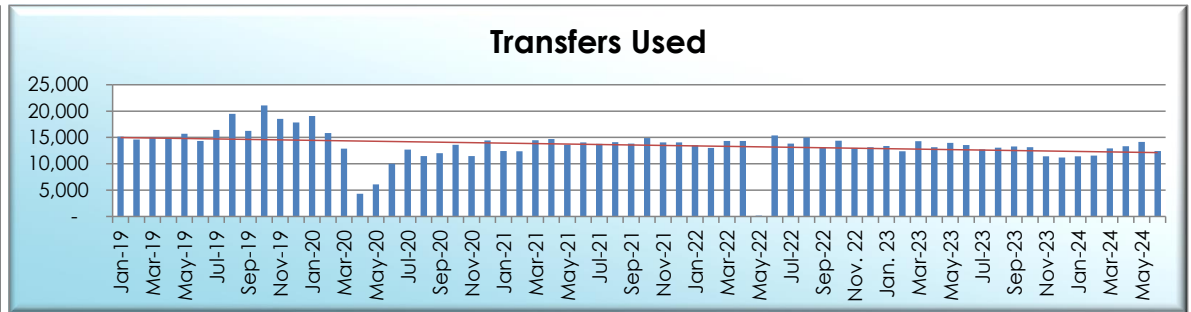
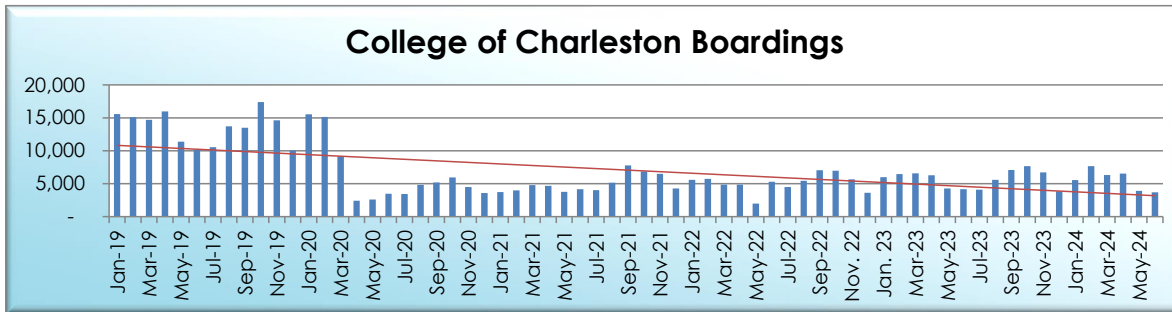
Classification History



Classification History

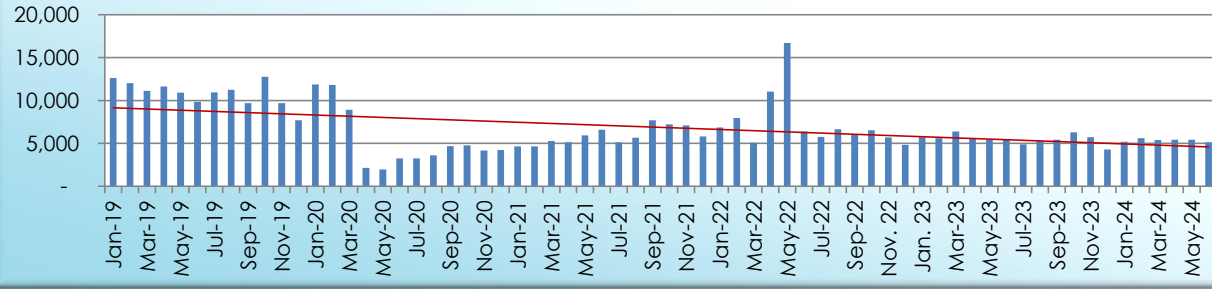


Classification History

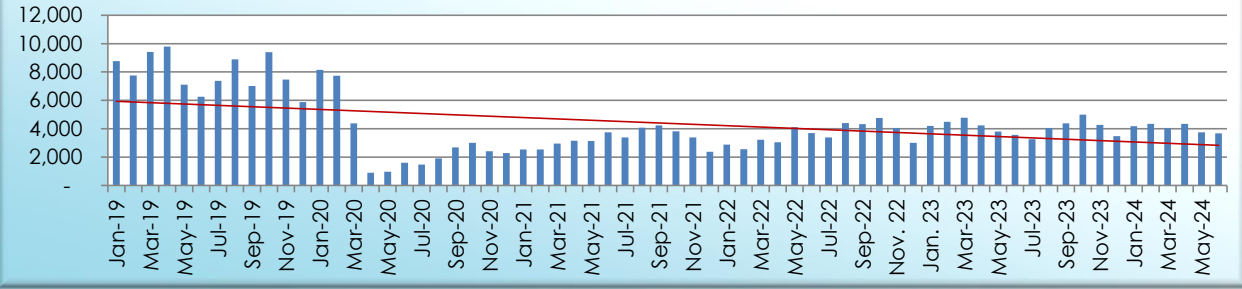


Ridership Trends by Route

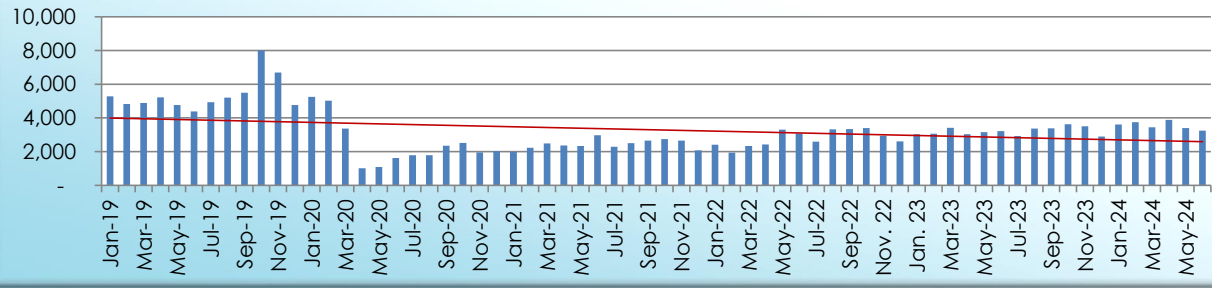
1 James Island-North Charleston Express



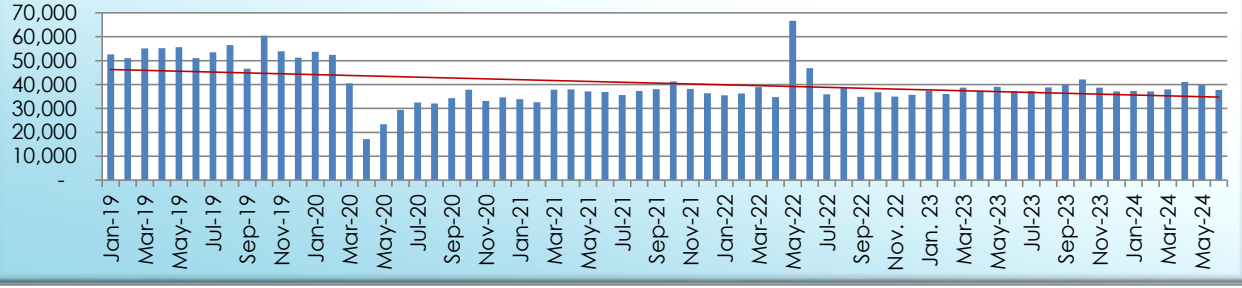
2 Mt. Pleasant - West Ashley Express



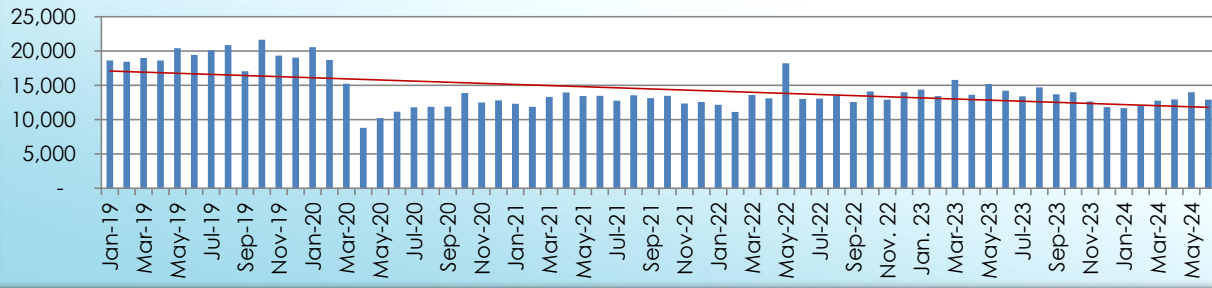
3 Dorchester Road Express



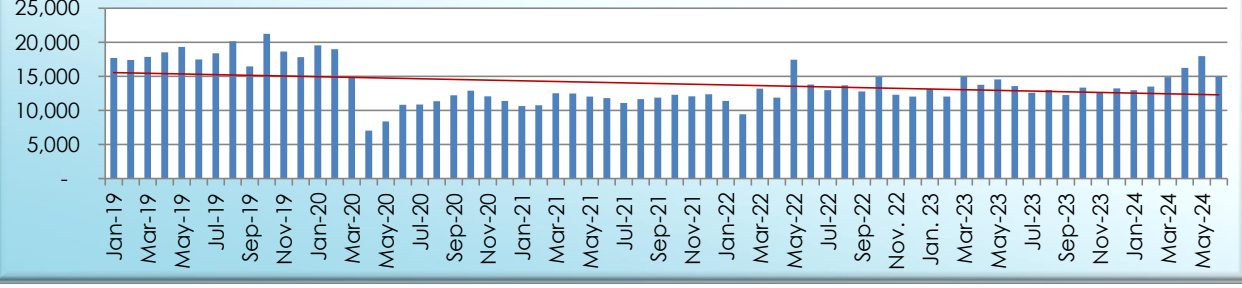
10 Rivers Avenue



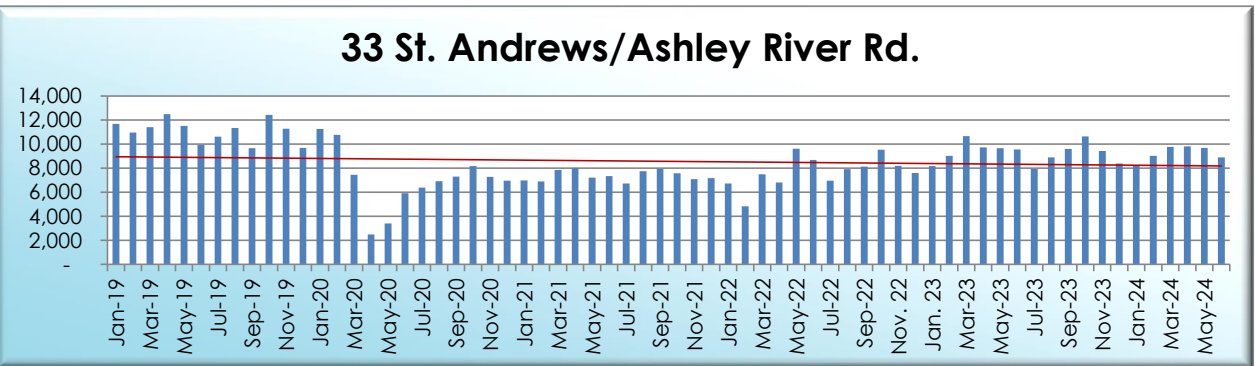
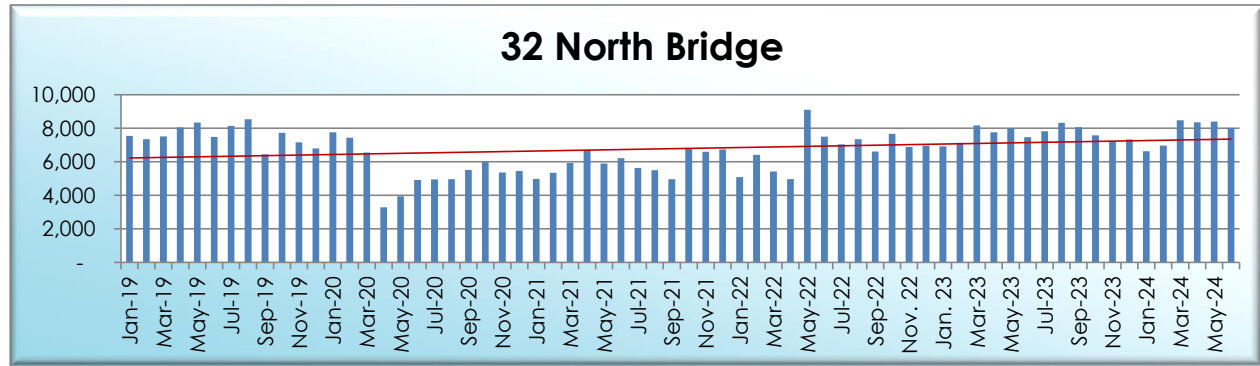
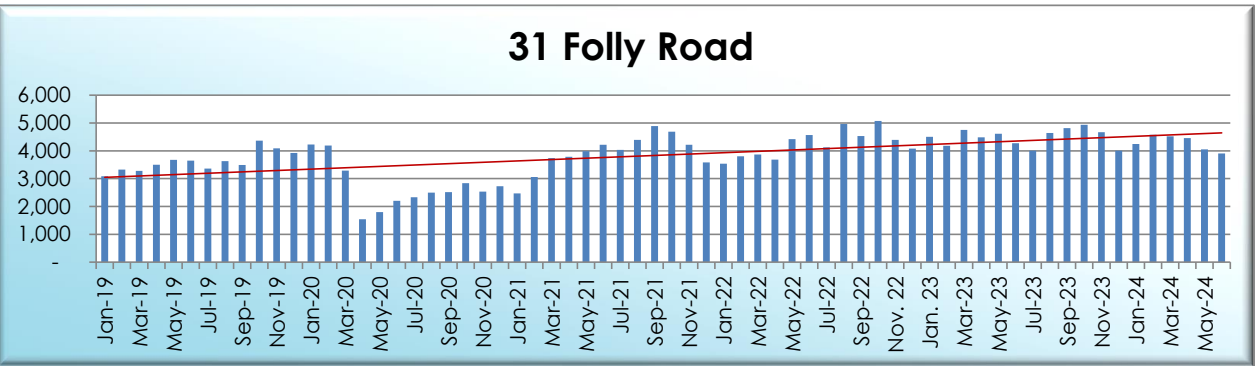
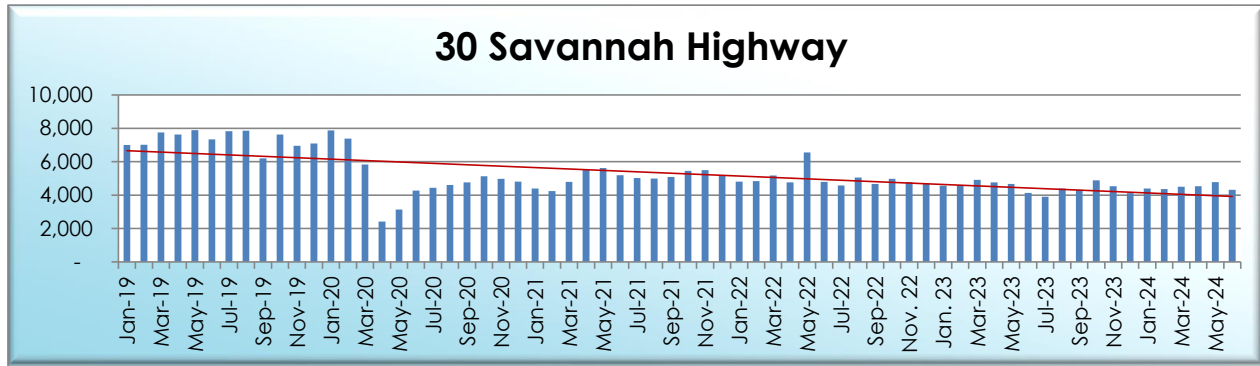
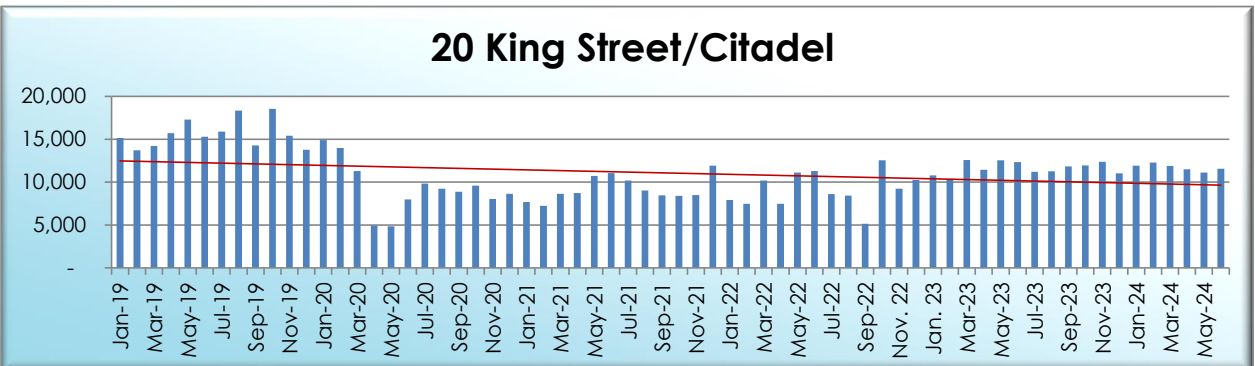
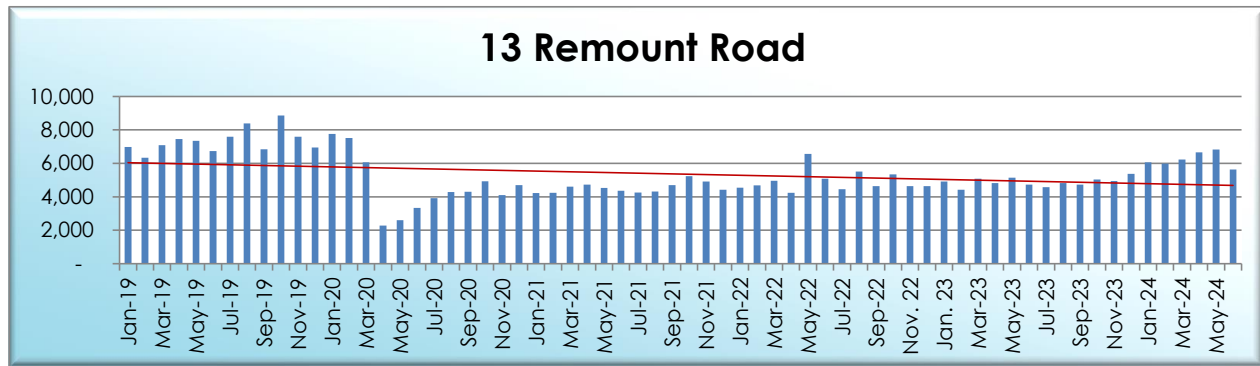
11 Dorchester/Airport



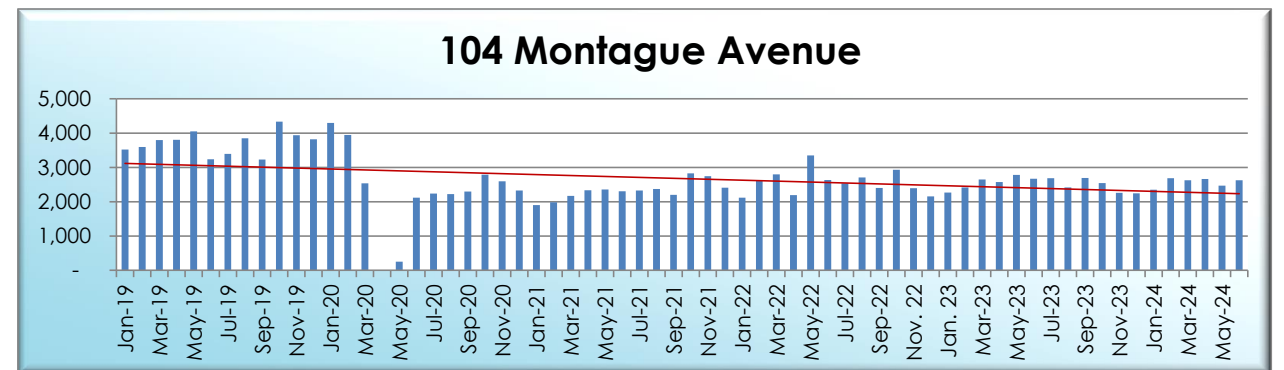
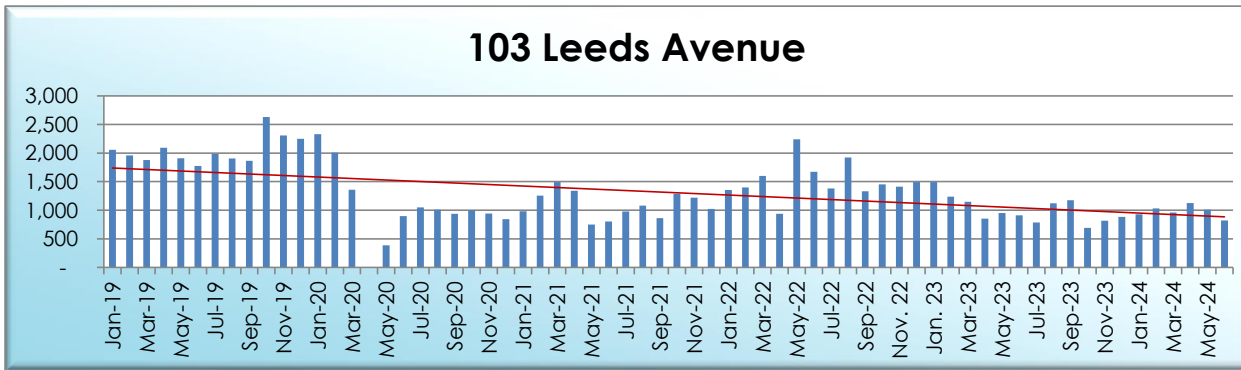
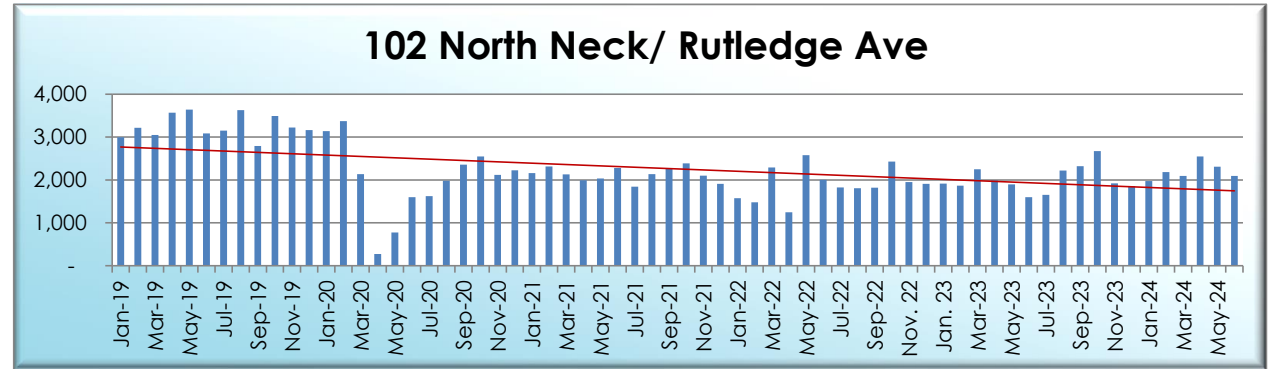
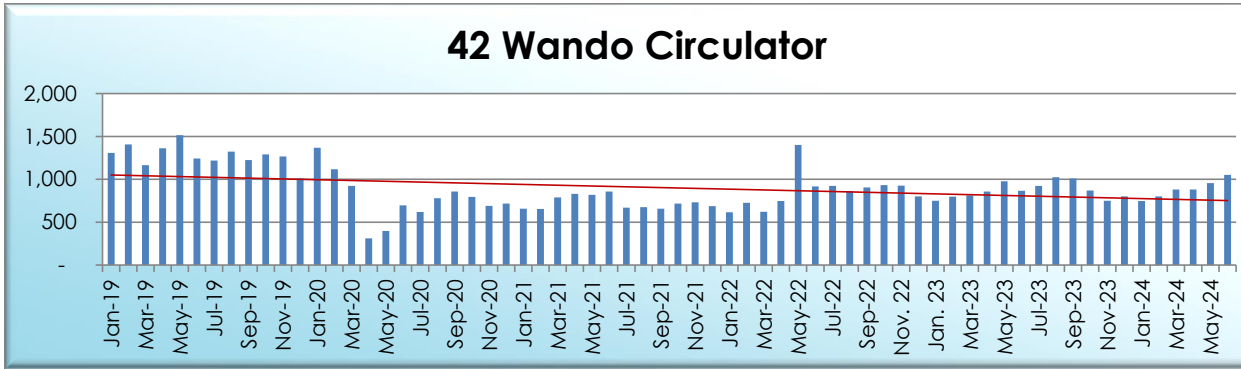
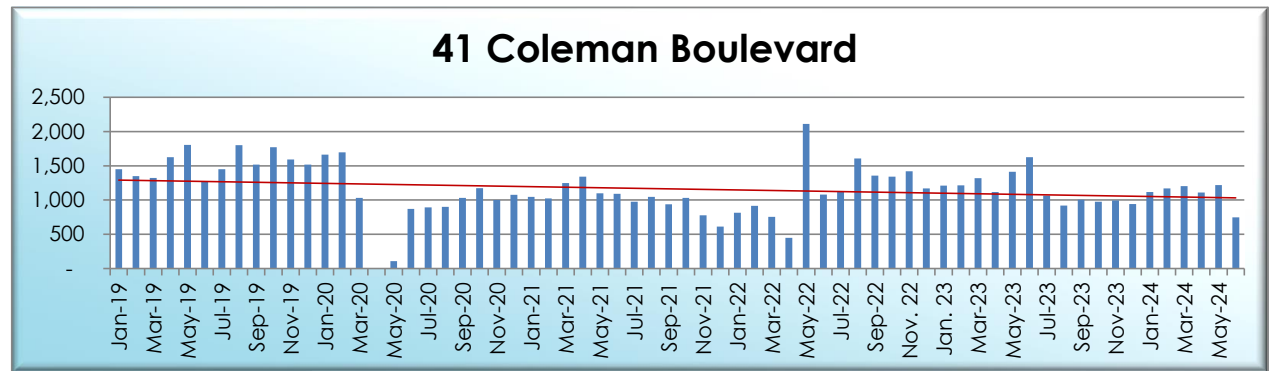
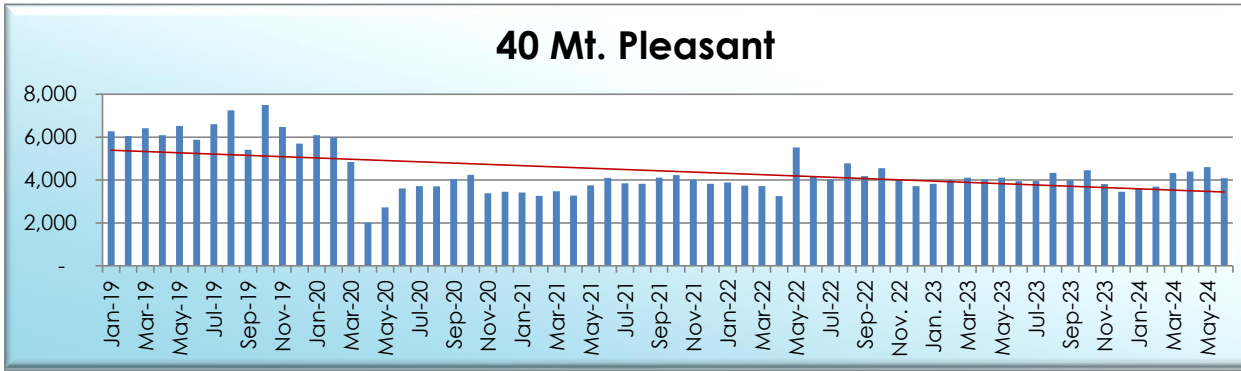
12 Upper Dorchester AFB



Ridership Trends by Route

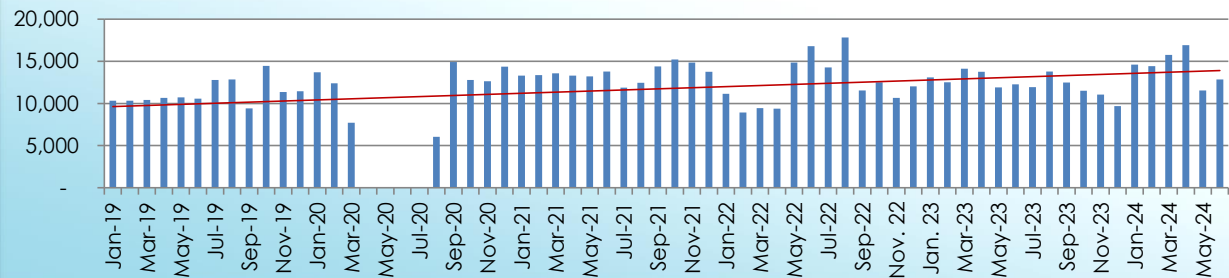


Ridership Trends by Route

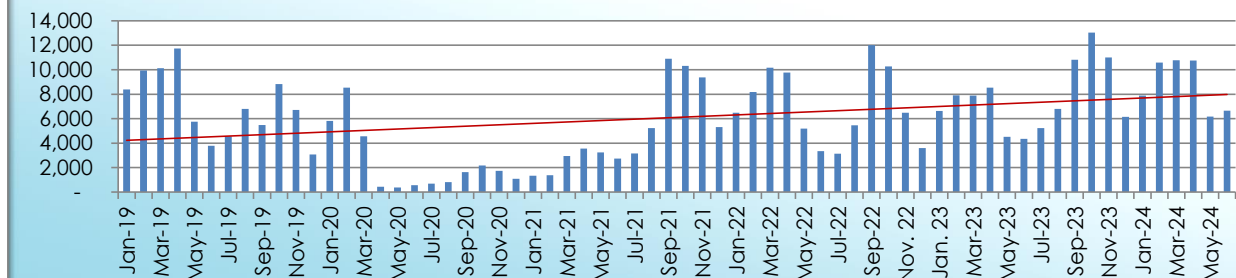


Ridership Trends by Route

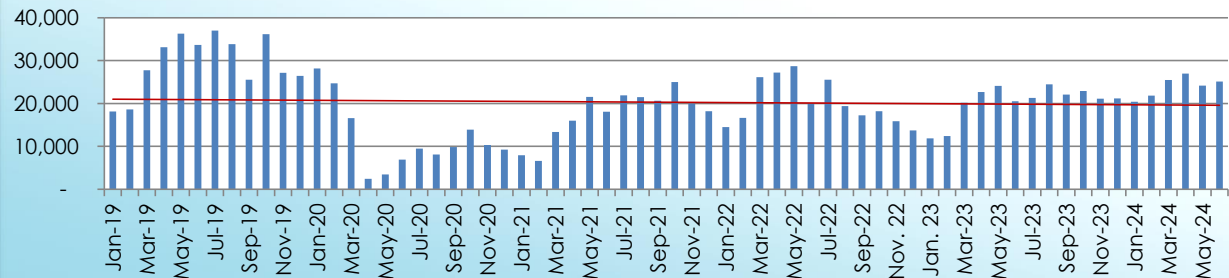
203 Medical University Shuttle



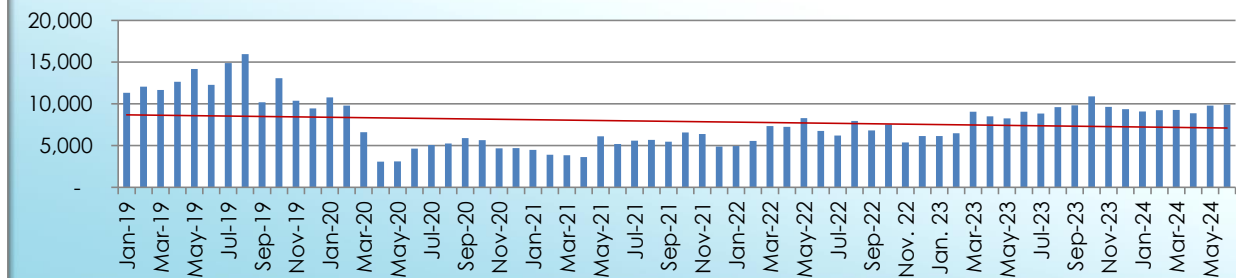
210 Aquarium / CofC DASH



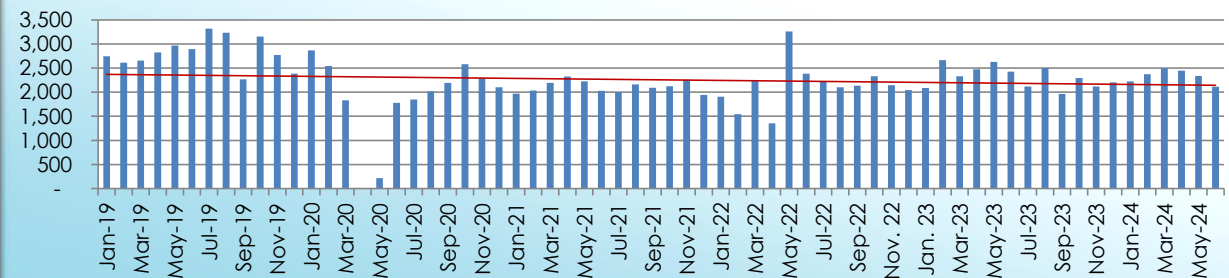
211 Meeting/King DASH



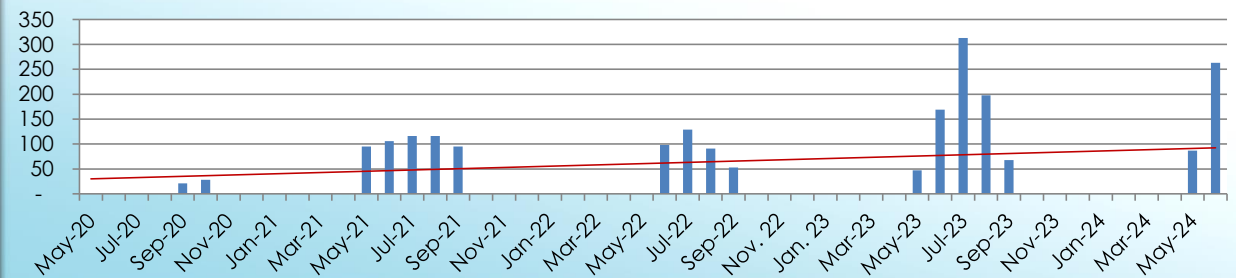
213 Lockwood/Calhoun DASH



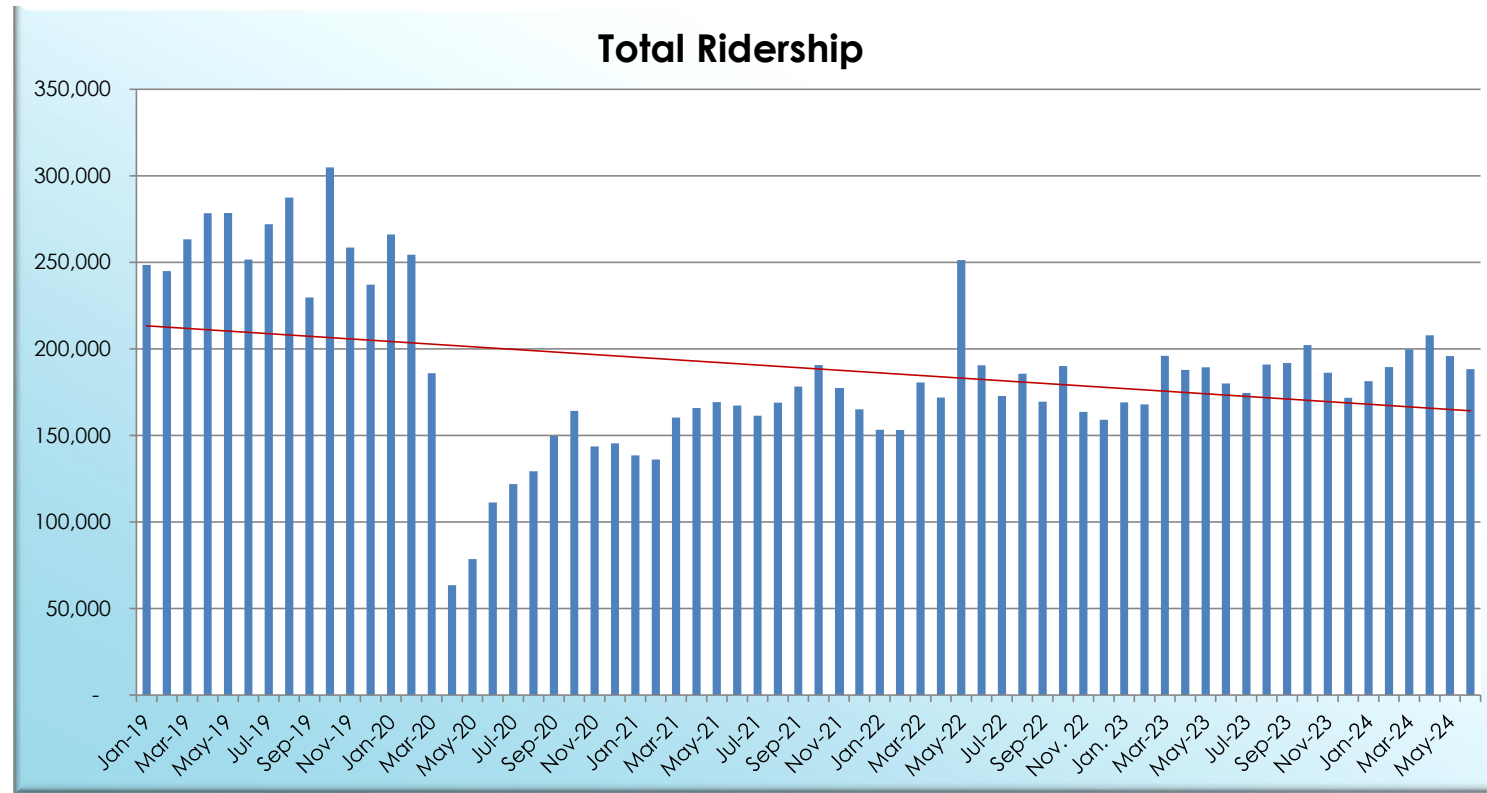
301 Glenn McConnell Circulator



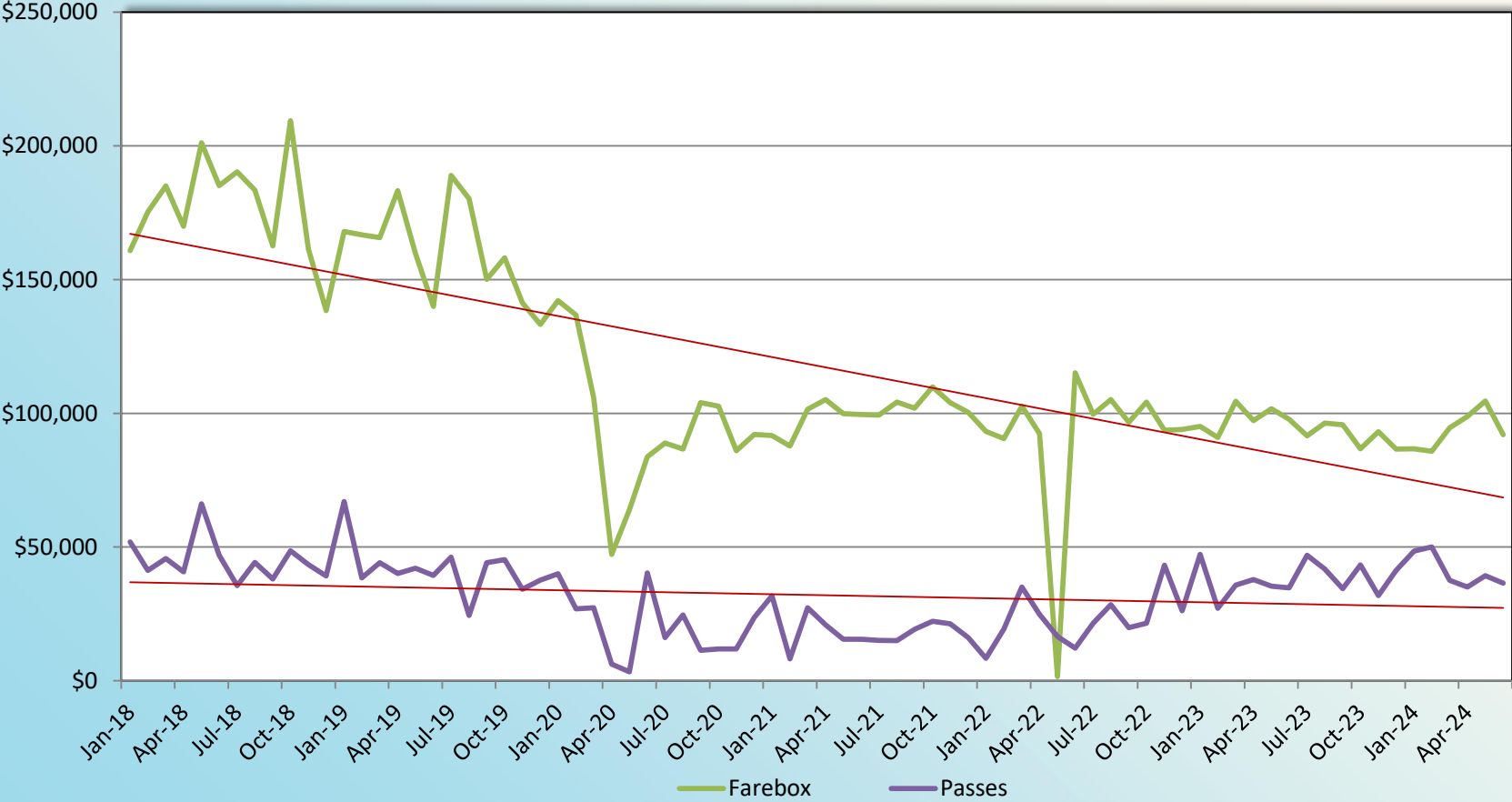
Beach Shuttle



Ridership Trends by Route



Farebox and Pass Revenue History





MEMORANDUM

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

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

- Ridership for the month was 188,552 which is an 8.0 % increase from July of last year and a 0.1% increase from the month of June.
 - Fare Riders 63.88 of total
 - Pass Riders 29.93% of total
 - Transfers 6.19% of total
- The passengers per hour averaged 10.6, which is a .95% from July of last year and a 5.36% decrease from June of this year.
 - Average cash payment per passenger was \$0.51, a 4% decrease from last year.
- Revenue for the month totaled \$290,892.34, a 4.6% increase from last year.
 - Farebox Revenue 62.5% of total
 - Pass/Presale Revenue 37.5% of total
- The system wide cost per passenger was \$6.36.
- Routes that did not meet performance standards include Express 2- Mt. Pleasant-West Ashley Express, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, and Rt. 104- Montague Ave.
- Farebox recovery for the system was 19.5%.
- Tel-A-Ride ridership for the month was 4,856.

- The cost per Tel-A-Ride trip was \$45.76.

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

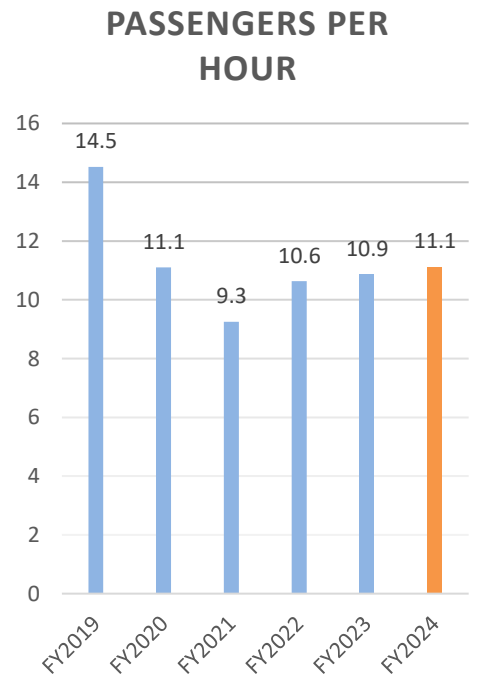
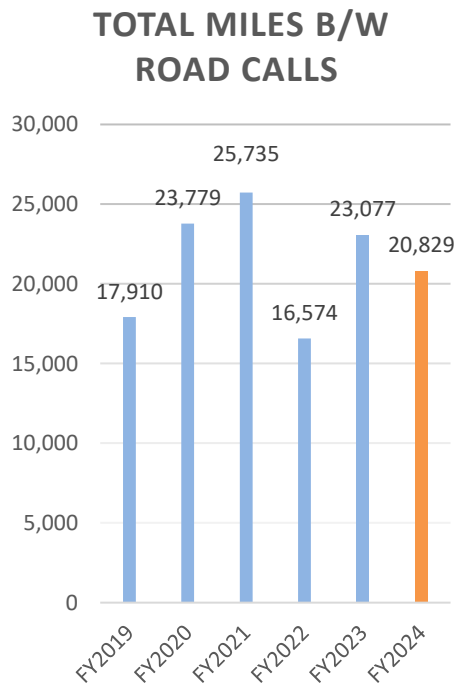
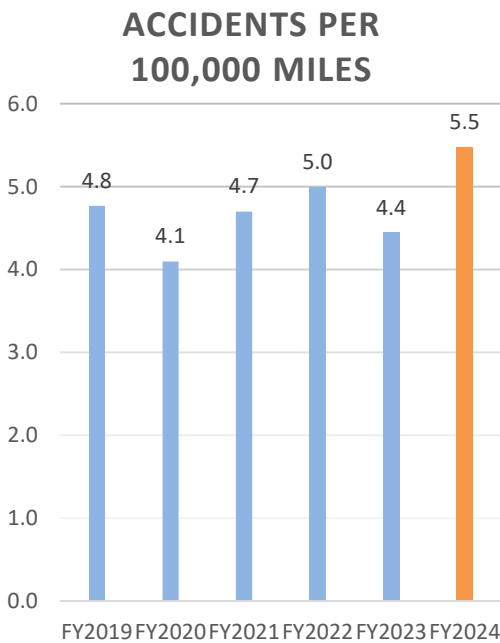
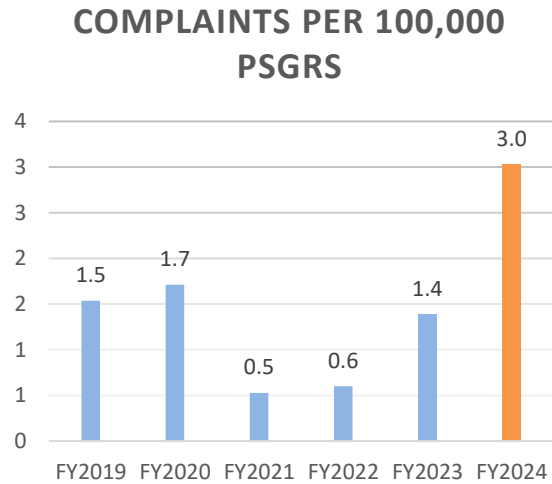
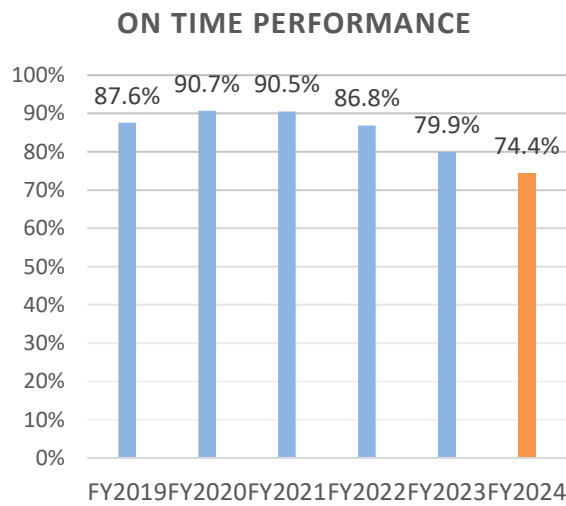
CARTA Monthly Performance July 2024

Fixed Route Performance:

- Passengers per Hour: 10.6
- On Time Performance: 76.8%
- Complaints per 100,000 Passengers: 4.2
- Compliments per 100,000 Passengers: 0.5
- Miles between Road Calls: 14,589
- Revenue Vehicle Accidents per 100,000 Miles: 3.2
- Preventable Accidents per 100,00 Miles: 0.8

Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)



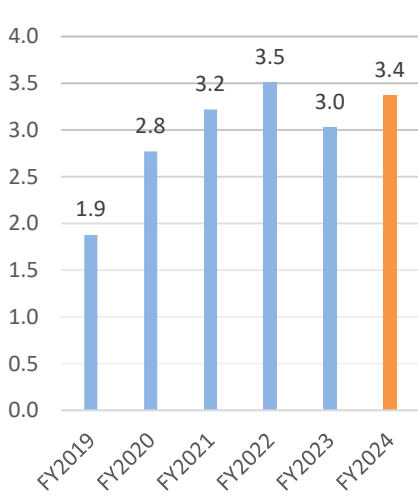
Paratransit Performance:

- Total Passengers: 4,856; Passengers per Hour: 1.6
- No Shows: 197
- On-Time Performance: 95%
- 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: 6.2
- Preventable Accidents per 100,000 Miles: 0.0

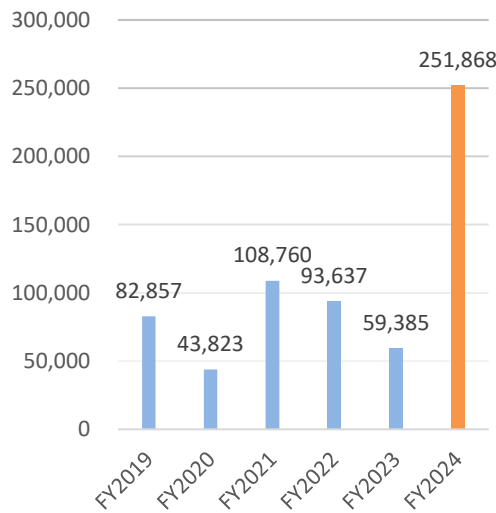
Paratransit Annual Trends - FY2019 – FY2024

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

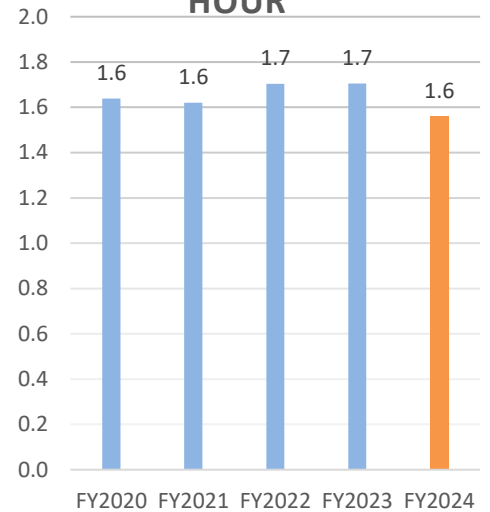
ACCIDENTS PER 100,000 MILES



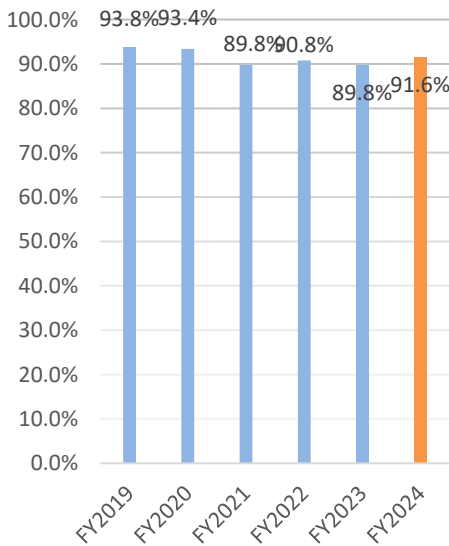
MILES B/W ROAD CALLS



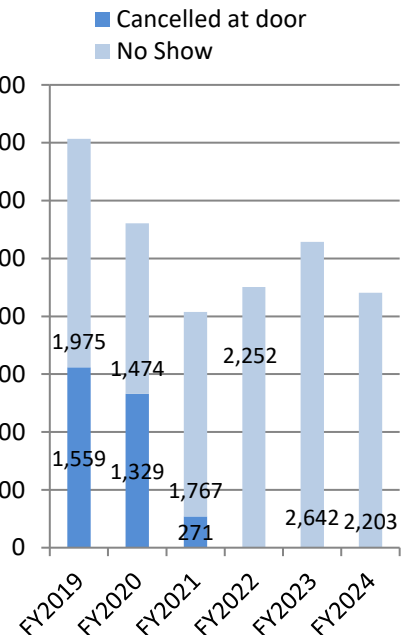
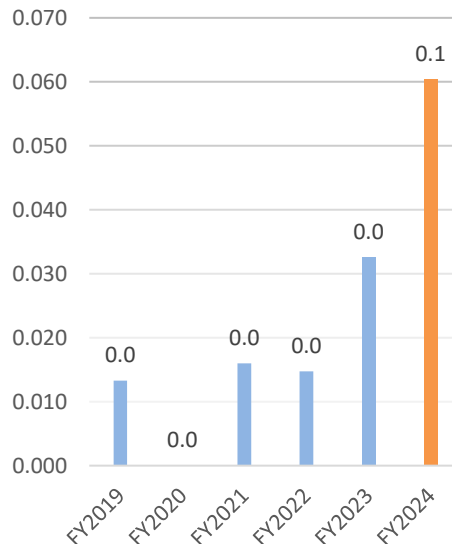
PASSENGERS PER HOUR



ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



Revenue/Cost/Ridership for the Month of July 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	\$252.27	\$ 12,173.83	\$ 12,165.84	\$12,426.10	\$ 59,126.13	704.29	21.0%	\$ 8.84	1.50%	-5.00%	8	7	-4%	15	4,882	5,282	400	8%	2.80%
2 Mt. Pleasant-West Ashley Express	\$ 487.91	\$ 7,367.20	\$ 7,403.63	\$ 7,855.11	\$ 58,210.22	693.38	13.5%	\$ 12.90	-6.02%	-5.00%	5	6	9%	15	3,253	3,905	651	20%	2.07%
3 Dorchester Rd-Summerville Express	\$591.40	\$ 5,626.06	\$ 5,744.01	\$ 6,217.46	\$ 40,479.69	482.18	15.4%	\$ 10.27	-4.15%	-5.00%	7	7	4%	15	2,921	3,335	413	14%	1.77%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 35,247.25	\$ 17,319.09	\$ 49,853.73	\$ 52,566.34	\$ 239,877.69	2,857.34	21.9%	\$ 5.02	2.40%	-10.00%	14	13	-7%	20	37,238	37,340	102	0%	19.80%
11 Dorchester Rd/Airport	\$ 10,259.10	\$ 5,870.49	\$ 16,219.31	\$ 16,129.59	\$ 101,021.24	1,203.33	16.0%	\$ 6.71	-3.55%	-10.00%	11	11	-5%	20	13,410	12,657	(753)	-6%	6.71%
12 Upper Dorch/Ashley Phosphate Rd	\$ 12,017.95	\$ 6,235.51	\$ 17,163.21	\$ 18,253.46	\$ 110,286.12	1,313.69	16.6%	\$ 6.85	-2.96%	-10.00%	10	10	5%	20	12,600	13,444	844	7%	7.13%
13 Remount Road	\$ 4,632.87	\$ 2,564.41	\$ 5,773.07	\$ 7,197.28	\$ 70,436.06	839.01	10.2%	\$ 11.44	-9.30%	-10.00%	7	7	-7%	20	4,575	5,529	954	21%	2.93%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,006.00	\$ 6,000.00	\$ 57,048.33	679.54	10.5%	\$ 4.63	-9.00%	-10.00%	17	16	-6%	20	11,195	11,016	(179)	-2%	5.84%
30 Savannah Highway	\$ 3,543.78	\$ 2,011.77	\$ 4,621.93	\$ 5,555.55	\$ 56,179.44	669.19	9.9%	\$ 11.67	-9.62%	-10.00%	6	6	9%	20	3,896	4,337	441	11%	2.30%
31 Folly Road	\$ 3,546.72	\$ 2,076.95	\$ 5,137.27	\$ 5,623.67	\$ 73,161.13	871.47	7.7%	\$ 15.08	-11.83%	-15.00%	5	5	8%	10	4,003	4,478	475	12%	2.37%
32 North Bridge	\$ 5,145.48	\$ 3,527.23	\$ 8,596.20	\$ 8,672.71	\$ 72,973.92	869.24	11.9%	\$ 8.46	-7.63%	-10.00%	9	9	-4%	20	7,815	7,605	(210)	-3%	4.03%
33 St. Andrews/Ashley River Rd	\$ 6,921.91	\$ 4,424.87	\$ 9,408.42	\$ 11,346.78	\$ 62,844.34	748.58	18.1%	\$ 5.40	-1.46%	-10.00%	11	13	13%	20	7,933	9,540	1,607	20%	5.06%
40 Mt. Pleasant	\$ 3,464.60	\$ 1,839.04	\$ 5,165.83	\$ 5,303.64	\$ 57,512.59	685.07	9.2%	\$ 13.17	-10.29%	-10.00%	6	6	-1%	20	3,954	3,965	11	0%	2.10%
41 Coleman Boulevard	\$ 1,077.06	\$ 389.69	\$ 1,309.04	\$ 1,466.75	\$ 32,969.39	392.72	4.4%	\$ 37.50	-15.06%	-10.00%	3	2	-24%	20	1,064	840	(224)	-21%	0.45%
42 Wando Circulator	\$ 820.36	\$ 378.05	\$ 1,219.76	\$ 1,198.41	\$ 31,219.85	371.88	3.8%	\$ 36.83	-15.67%	-15.00%	3	2	-13%	10	924	815	(108)	-12%	0.43%
102 North Neck/ Rutledge Ave	\$ 1,192.92	\$ 870.63	\$ 1,563.92	\$ 2,063.55	\$ 42,387.90	504.91	4.9%	\$ 21.48	-14.65%	-15.00%	3	4	10%	10	1,652	1,877	225	14%	1.00%
103 Leeds Avenue	\$ 649.27	\$ 459.53	\$ 754.41	\$ 1,108.80	\$ 15,089.42	179.74	7.3%	\$ 14.11	-12.17%	-15.00%	5	6	15%	10	784	991	207	26%	0.53%
104 Montague Avenue	\$ 1,786.98	\$ 1,067.57	\$ 3,118.57	\$ 2,854.55	\$ 63,694.77	758.71	4.5%	\$ 26.43	-15.03%	-10.00%	6	3	-45%	10	2,683	2,302	(381)	-14%	1.22%
203 Medical Shuttle	\$ -	\$ 43,226.34	\$ 39,648.59	\$ 43,226.34	\$ 43,574.13	519.04	99.2%	\$ 0.02	79.69%	-10.00%	26	31	20%	10	11,941	15,918	3,977	33%	8.44%
210 Aquarium/ CofC DASH	\$ -	\$ 33,991.44	\$ 34,114.44	\$ 33,991.44	\$ 34,239.58	407.85	99.3%	\$ 0.04	79.76%	-15.00%	13	16	24%	10	5,222	6,572	1,350	26%	3.49%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 90,308.20	1,075.72	28.6%	\$ 2.65	9.05%	-15.00%	21	23	8%	10	21,330	24,302	2,972	14%	12.89%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 37,346.62	444.86	26.2%	\$ 2.68	6.70%	-15.00%	20	23	15%	10	8,836	10,265	1,429	16%	5.44%
301 Glenn McConnell Circulator	\$ 1,531.75	\$ 955.37	\$ 2,547.62	\$ 2,487.12	\$ 32,599.17	388.31	7.6%	\$ 14.62	-11.88%	-15.00%	6	5	-8%	10	2,120	2,060	(60)	-3%	1.09%
Beach Shuttle	\$ -	\$ 3,764.80	\$ 5,646.40	\$ 3,764.80	\$ 8,149.16	97.07	46.2%	\$ 24.36	26.69%	-15.00%	3	2	-31%	10	313	180	(133)	-42%	0.10%
TOTAL	\$93,169.58	\$ 197,722.76	\$ 278,764.10	\$290,892.34	\$ 1,490,735.09	17,757.1	19.5%	\$ 6.36			10.5	10.6	1%		174,544	188,552	14,008	8.0%	99.9%

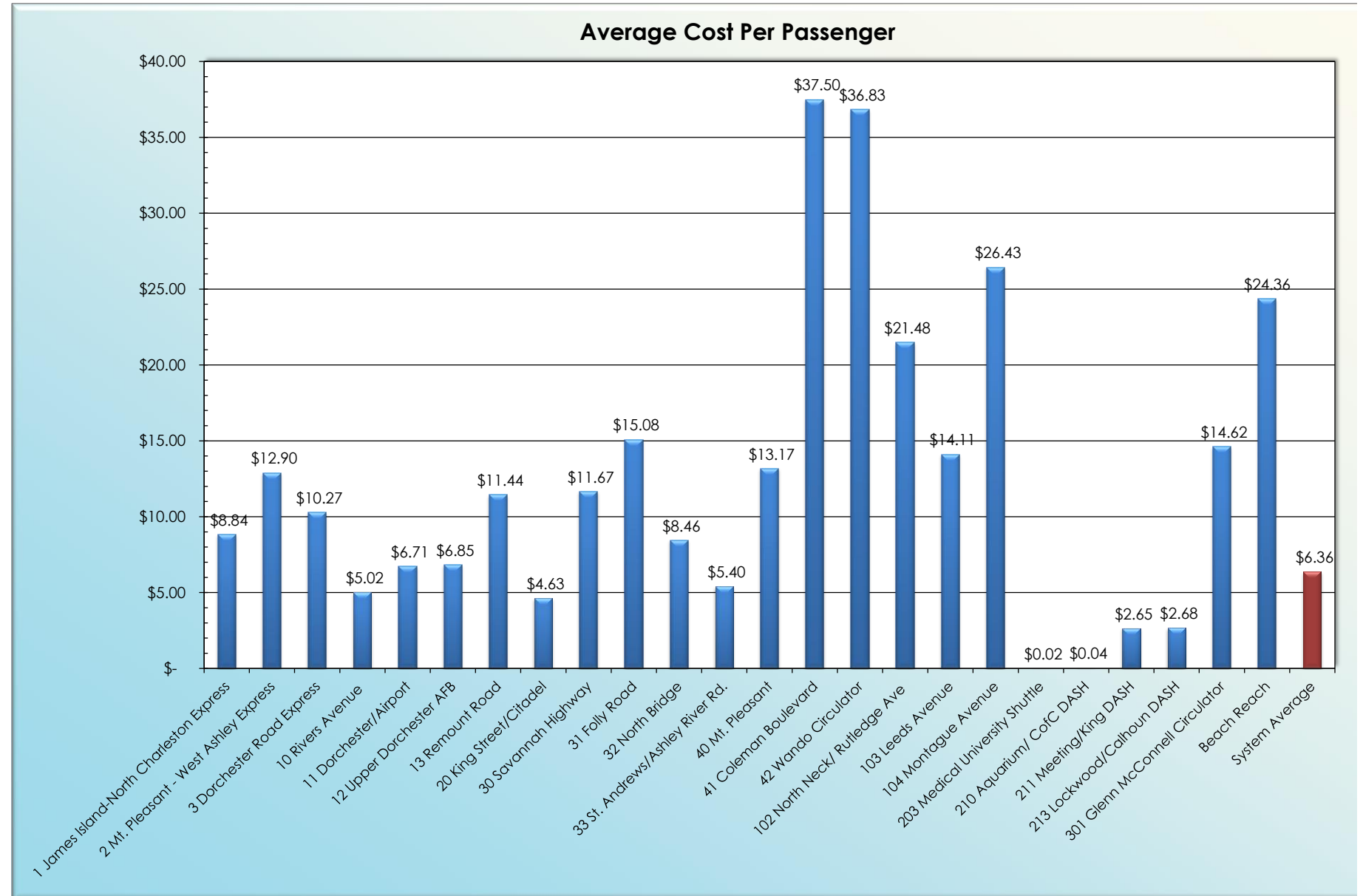
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

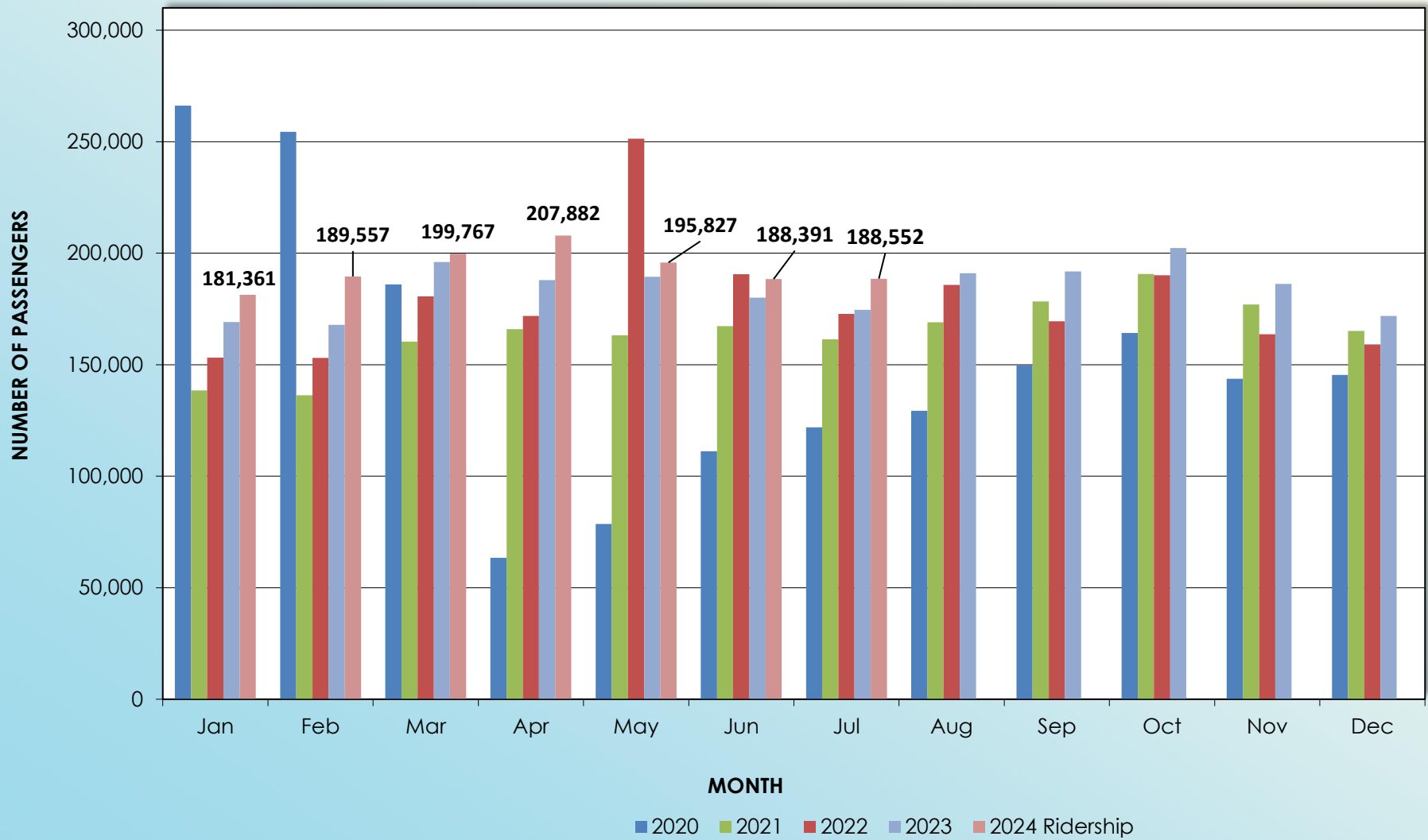
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of July 2024

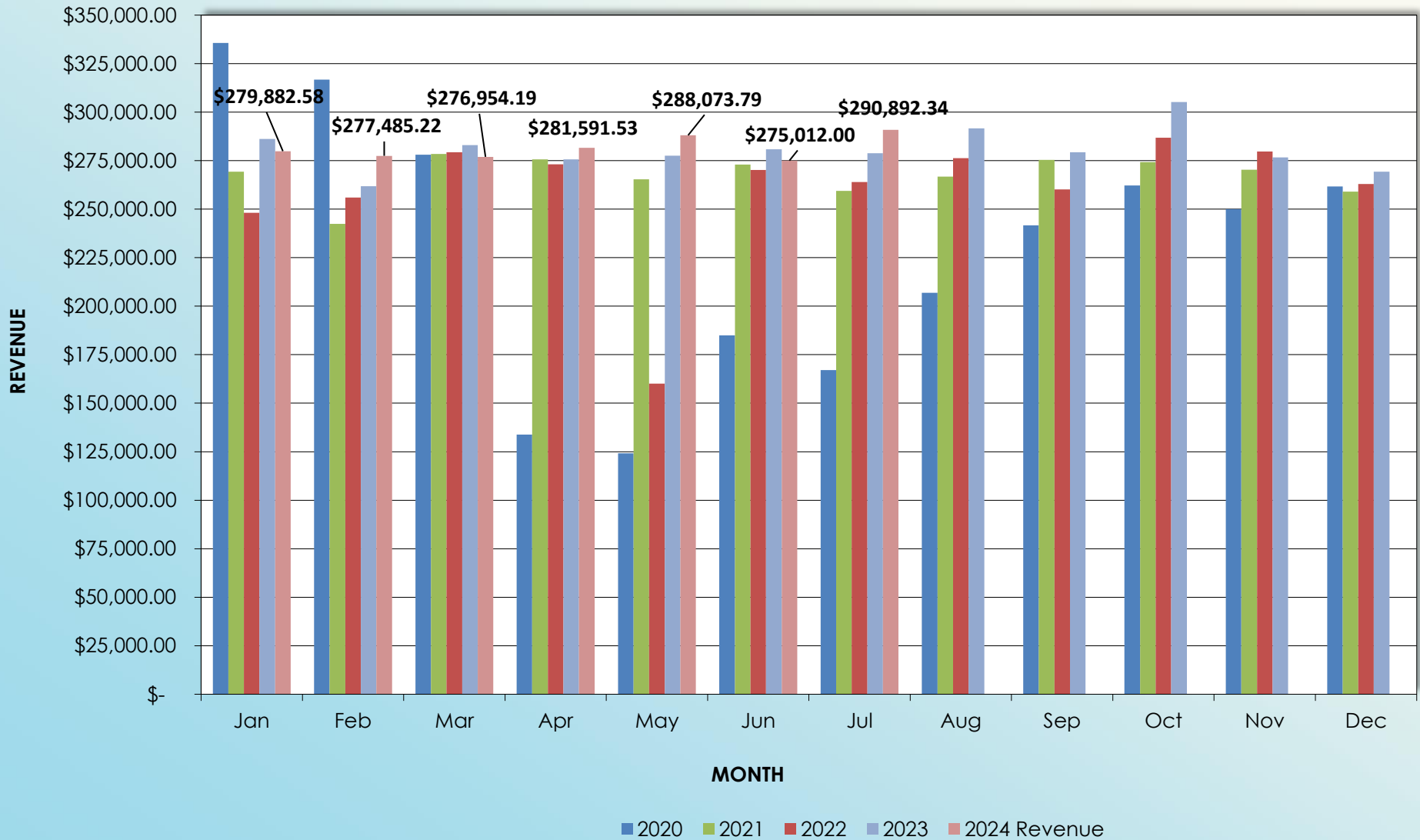
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 8.84
2 Mt. Pleasant - West Ashley Express	\$ 12.90
3 Dorchester Road Express	\$ 10.27
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 5.02
11 Dorchester/Airport	\$ 6.71
12 Upper Dorchester AFB	\$ 6.85
13 Remount Road	\$ 11.44
20 King Street/Citadel	\$ 4.63
30 Savannah Highway	\$ 11.67
31 Folly Road	\$ 15.08
32 North Bridge	\$ 8.46
33 St. Andrews/Ashley River Rd.	\$ 5.40
40 Mt. Pleasant	\$ 13.17
41 Coleman Boulevard	\$ 37.50
42 Wando Circulator	\$ 36.83
102 North Neck/ Rutledge Ave	\$ 21.48
103 Leeds Avenue	\$ 14.11
104 Montague Avenue	\$ 26.43
203 Medical University Shuttle	\$ 0.02
210 Aquarium/ CofC DASH	\$ 0.04
211 Meeting/King DASH	\$ 2.65
213 Lockwood/Calhoun DASH	\$ 2.68
301 Glenn McConnell Circulator	\$ 14.62
Beach Reach	\$24.36
System Average	\$ 6.36



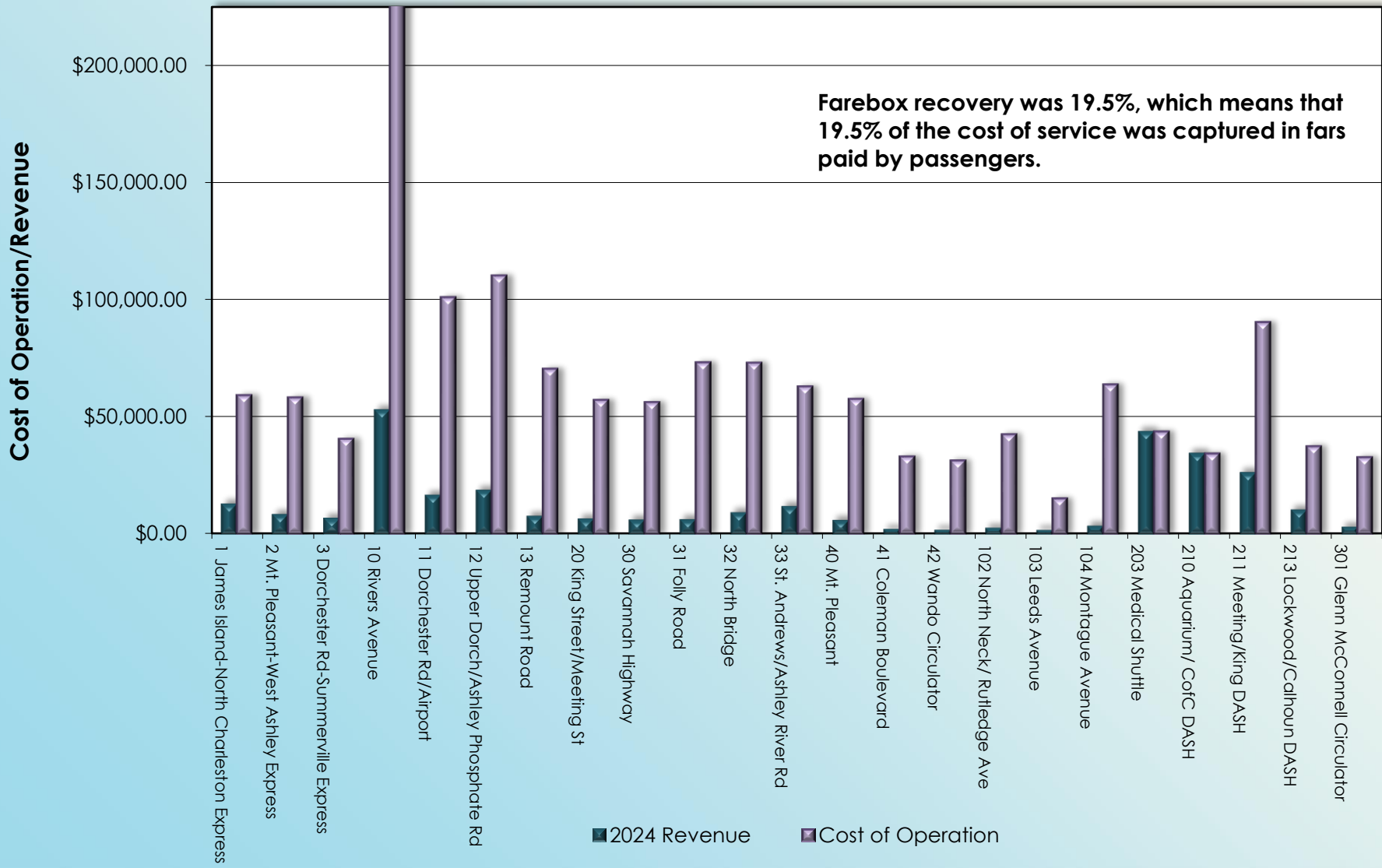
Fixed Route Ridership



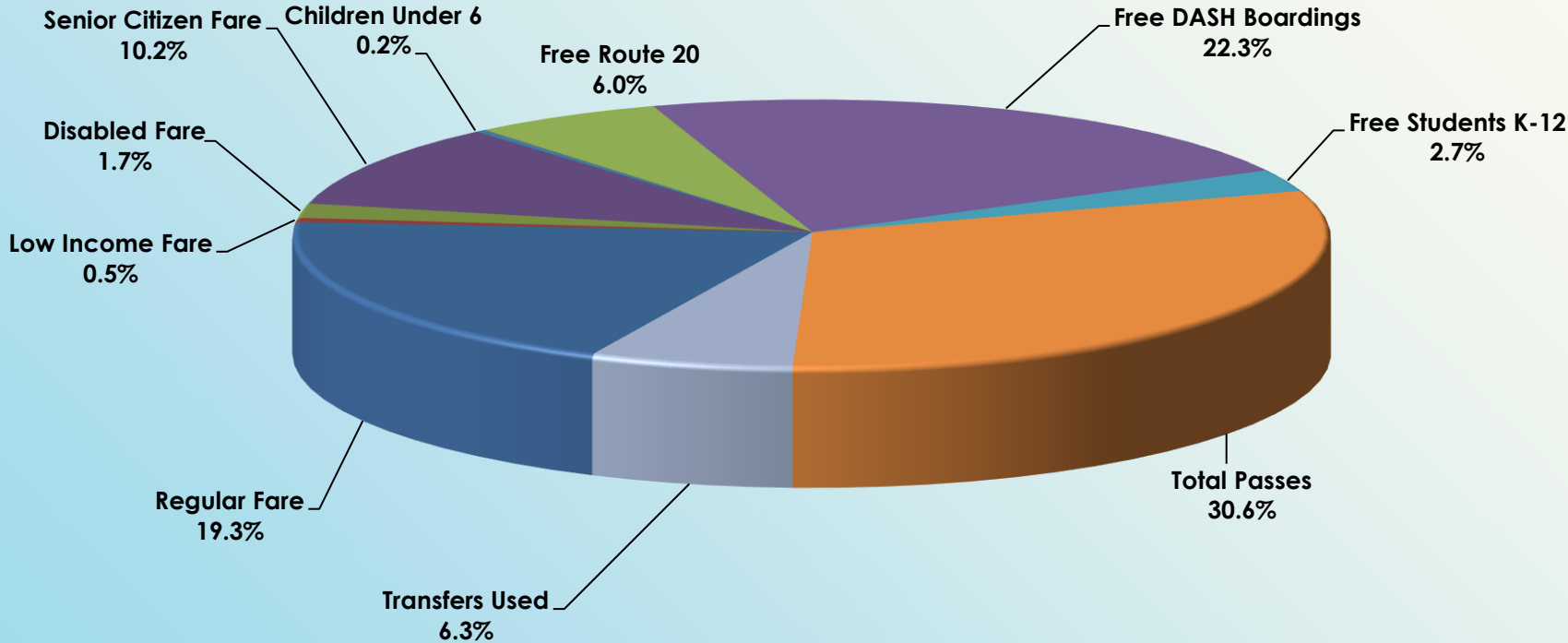
Fixed Route Revenue



Revenue & Cost by Route July 2024

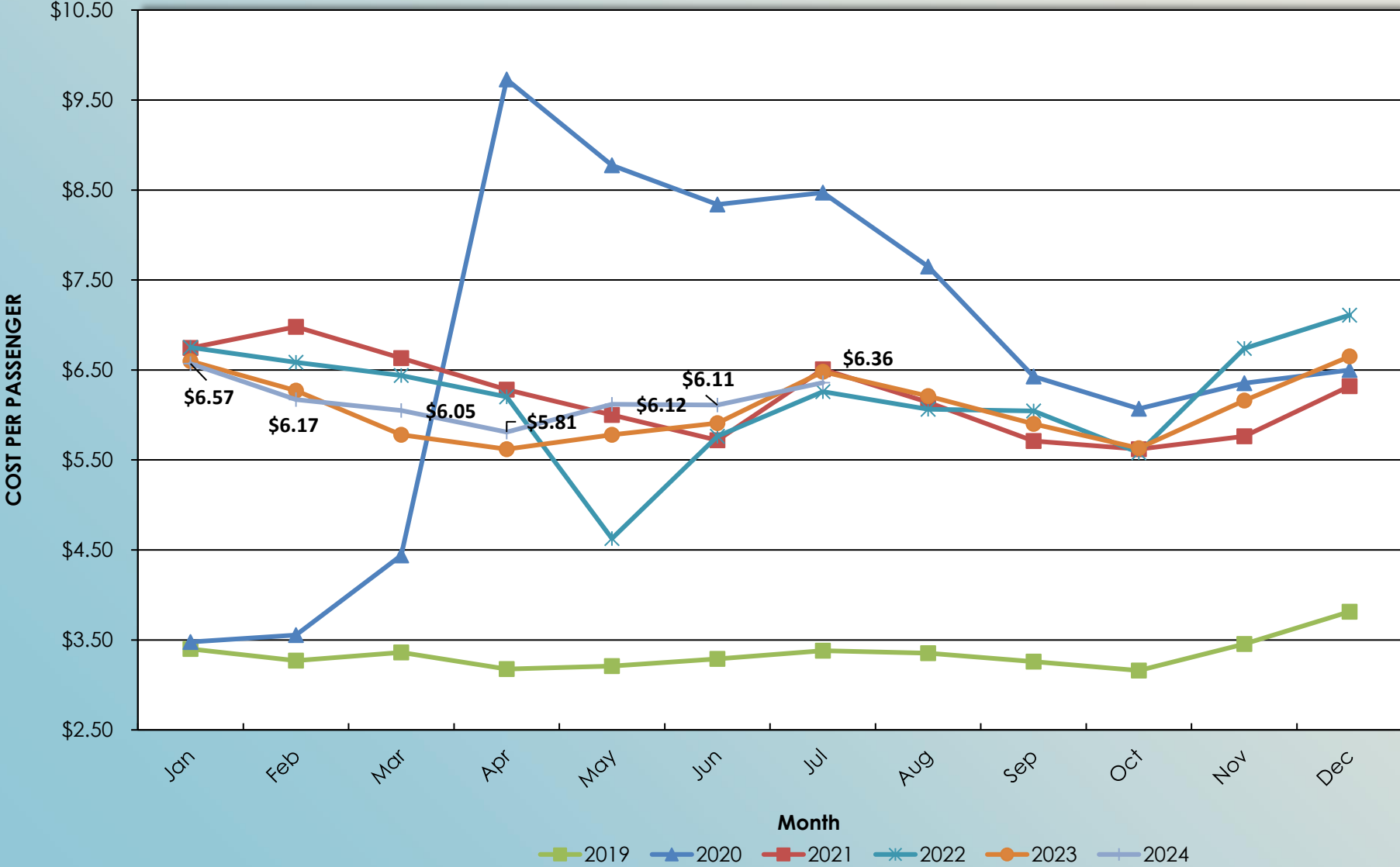


Ridership by Fare Type July 2024

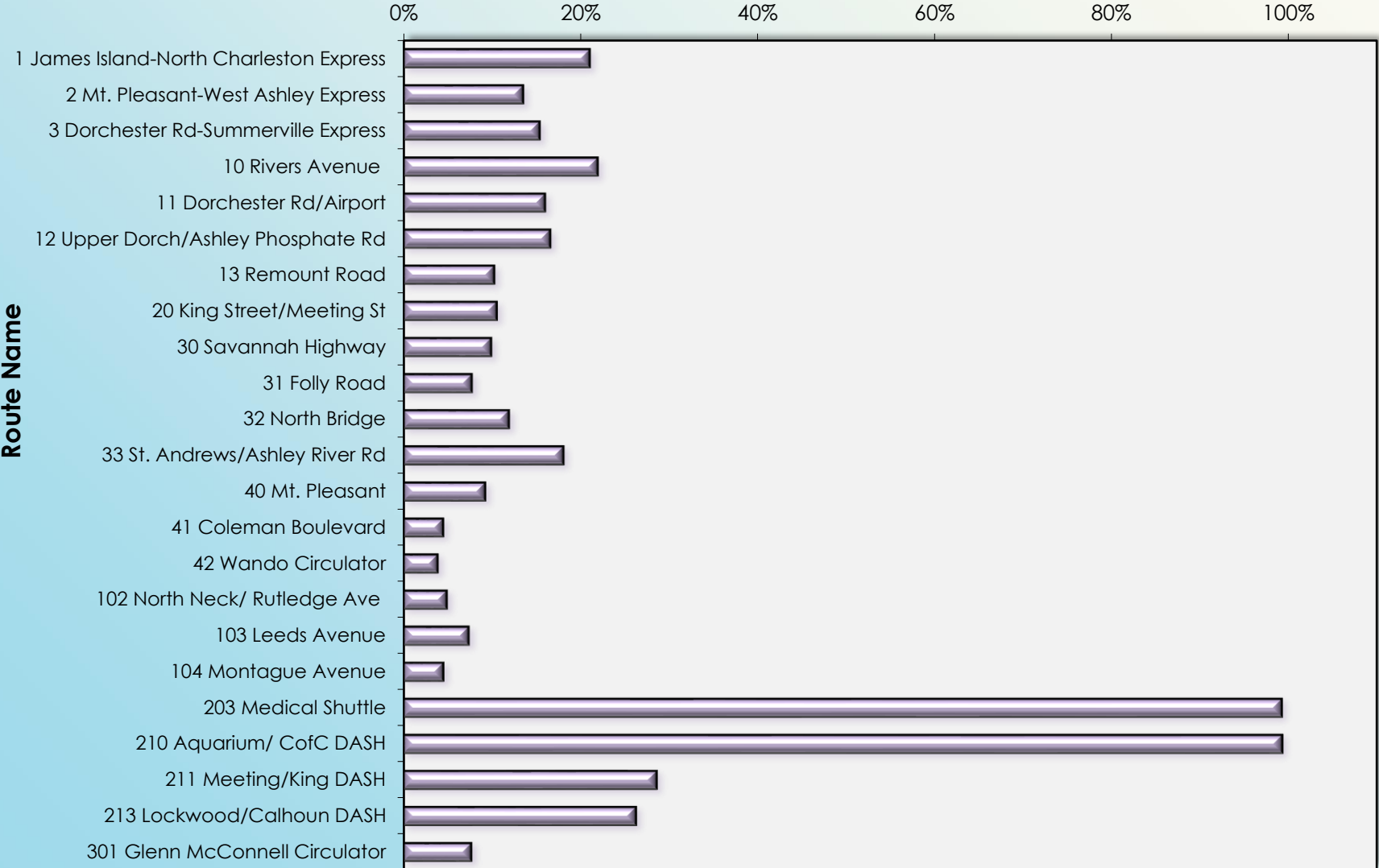


- | | | | | |
|----------------------|-------------------|---------------------|--------------------------|-----------------------|
| ■ Regular Fare | ■ Low Income Fare | ■ Disabled Fare | ■ Senior Citizen Fare | ■ Children Under 6 |
| ■ HOP Shuttle | ■ Beach Shuttle | ■ Free School Guard | ■ Free Route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

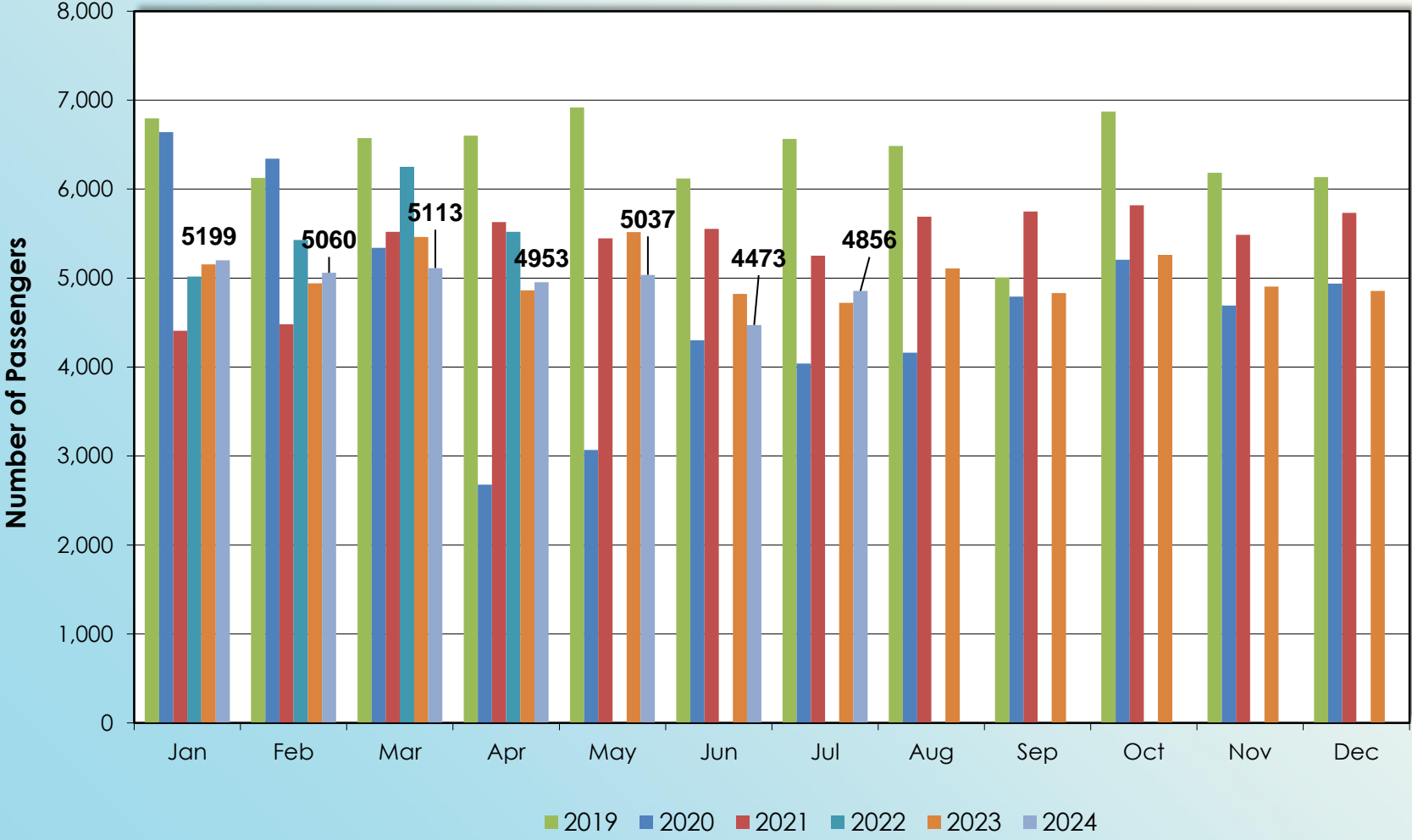
Fixed Route Cost Per Passenger



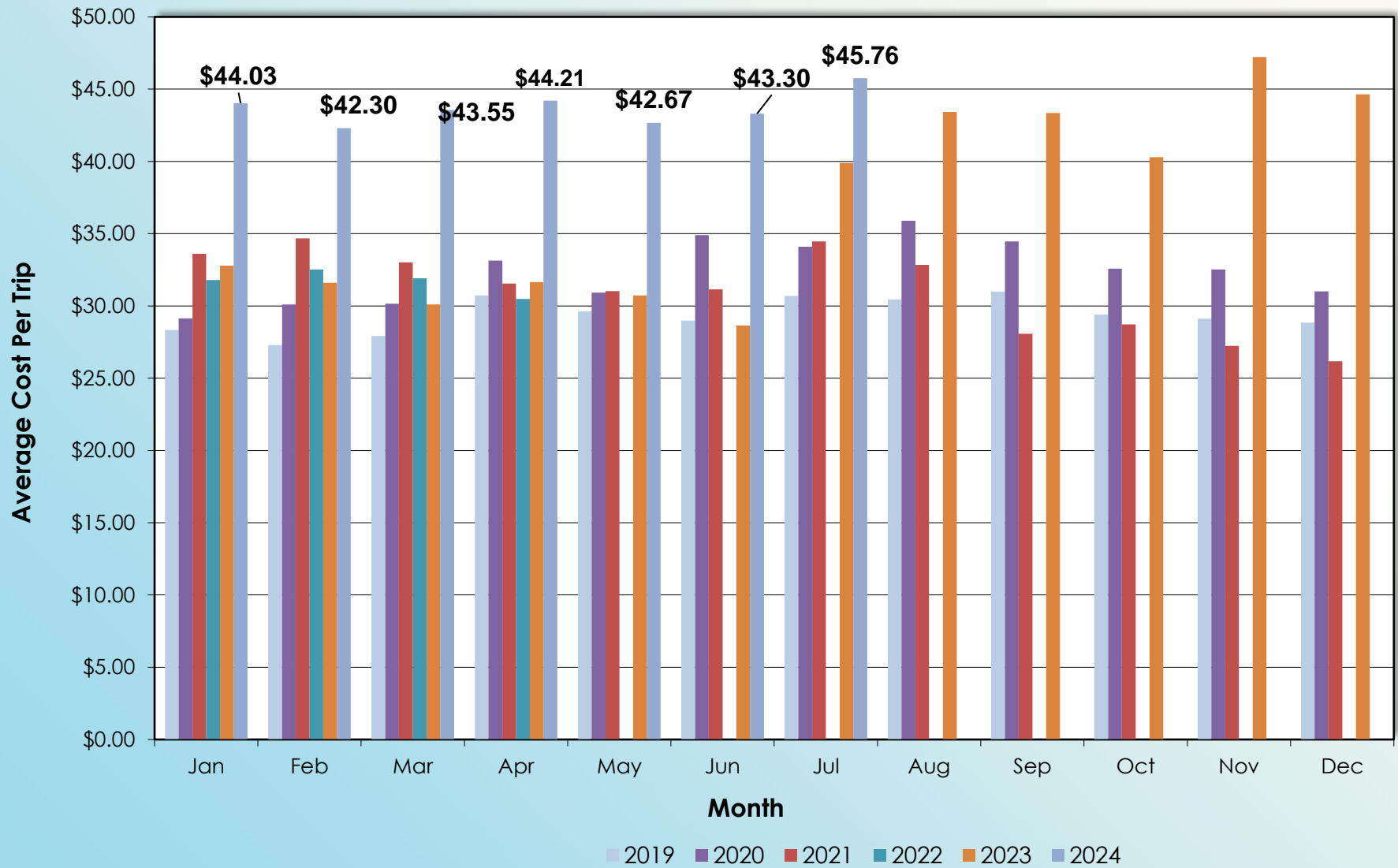
Percent Cost Recovered by Route July 2024



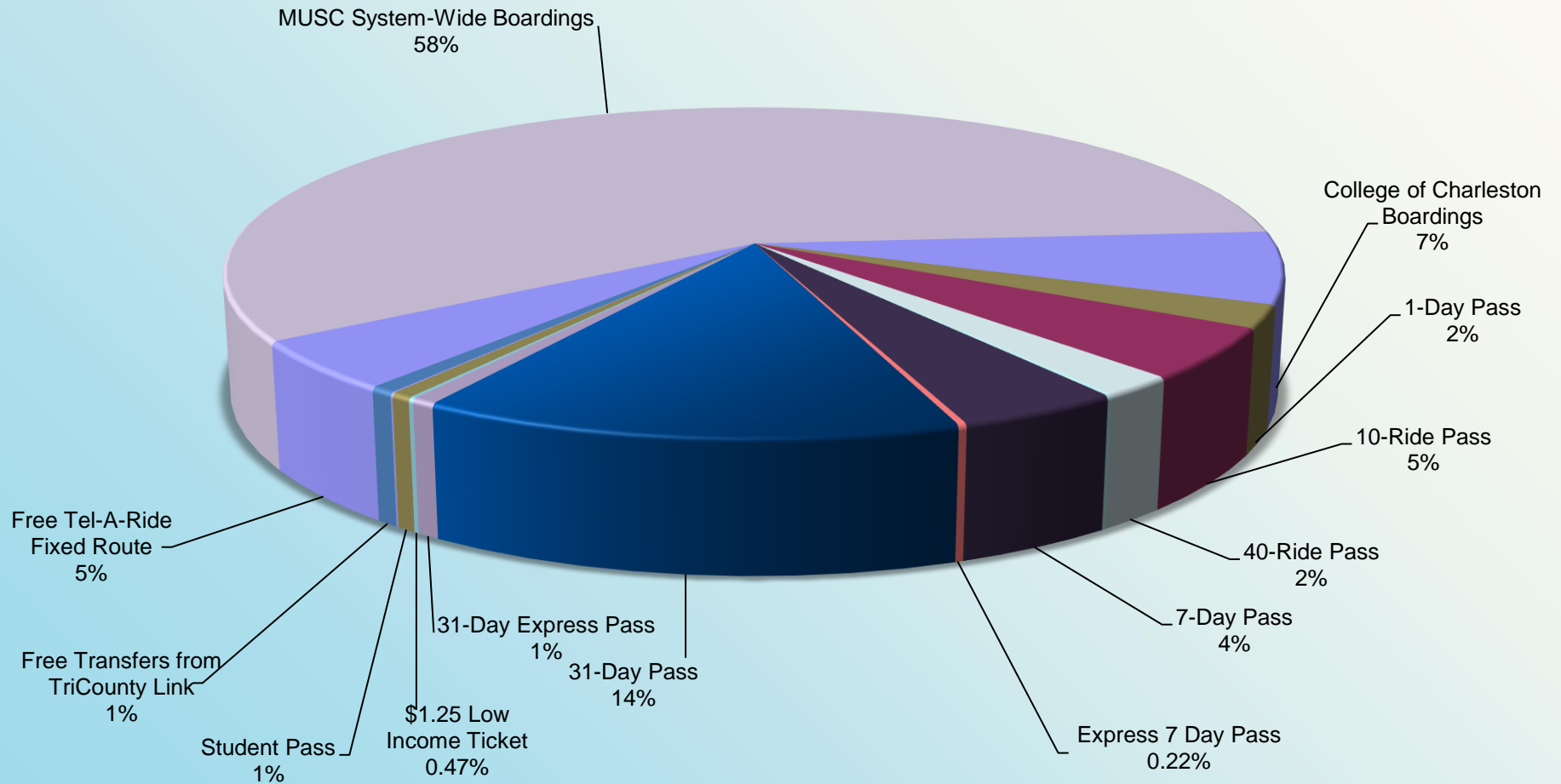
Tel-A-Ride Ridership



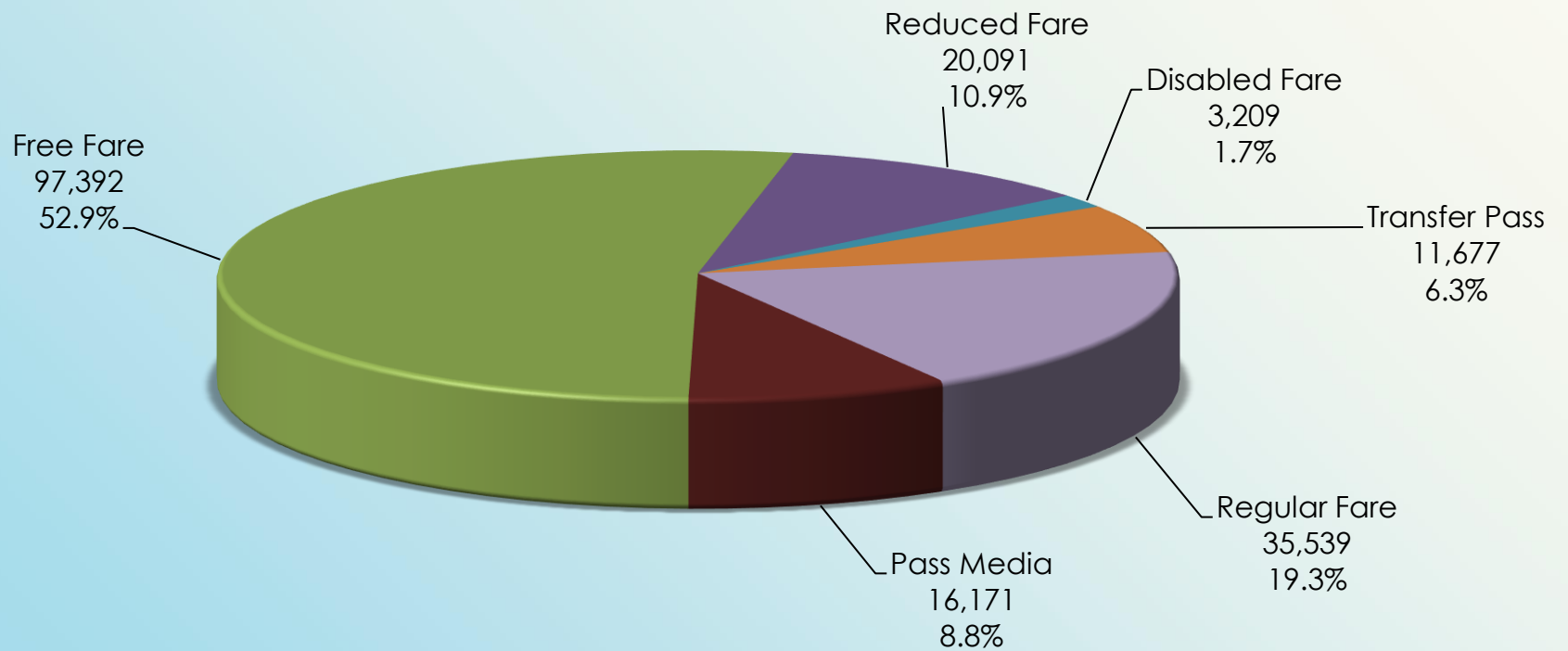
Average Cost Per One-Way Paratransit Trip



Pass Use by Type July 2024



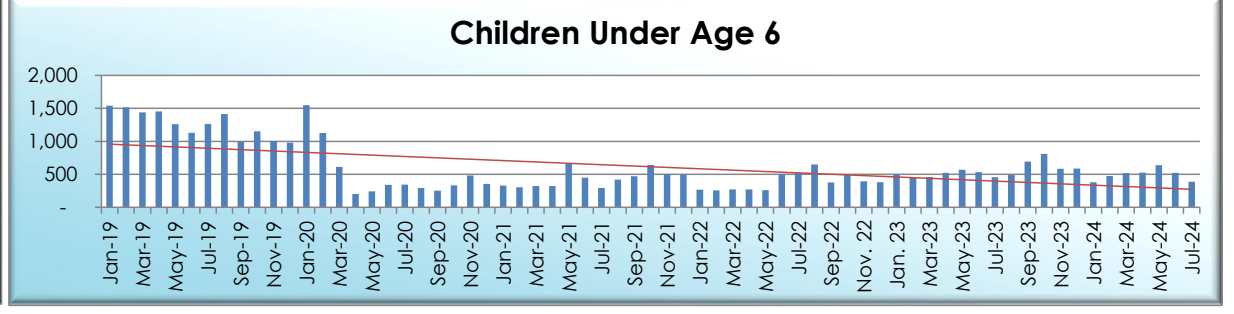
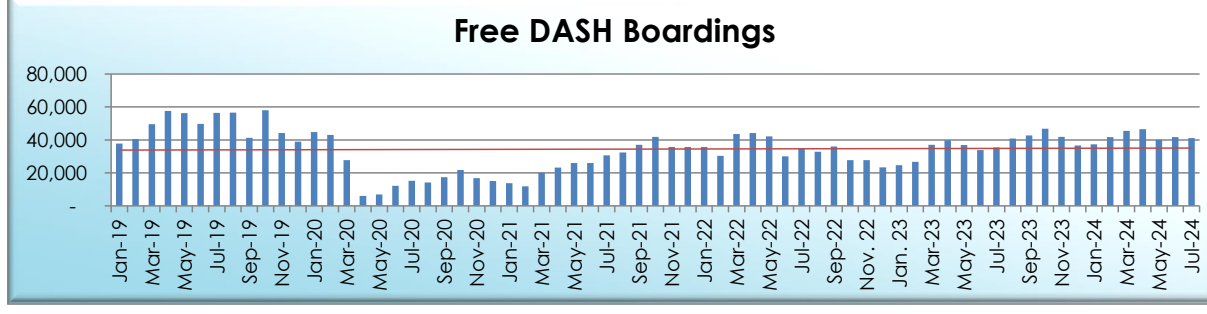
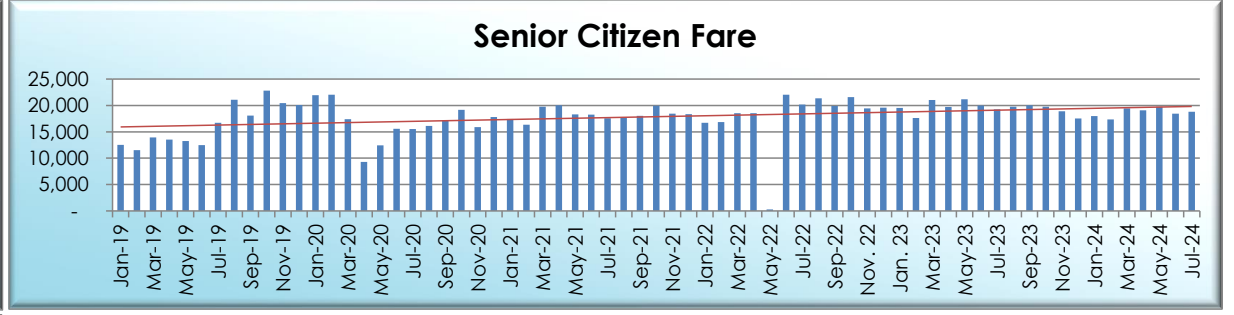
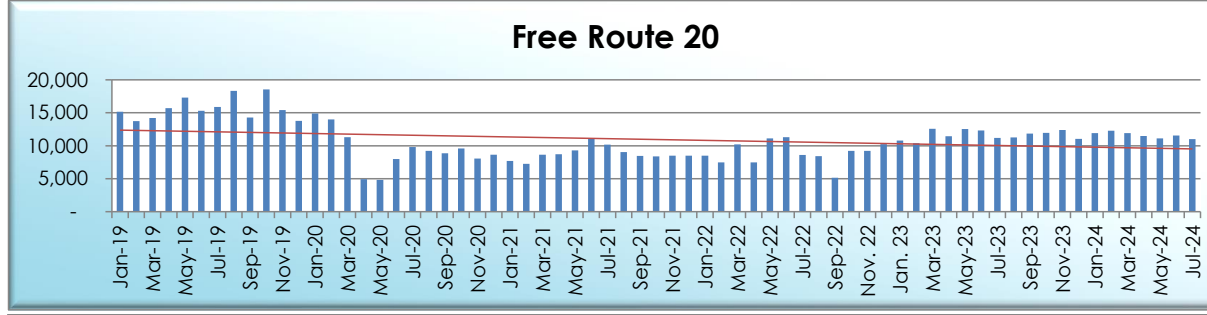
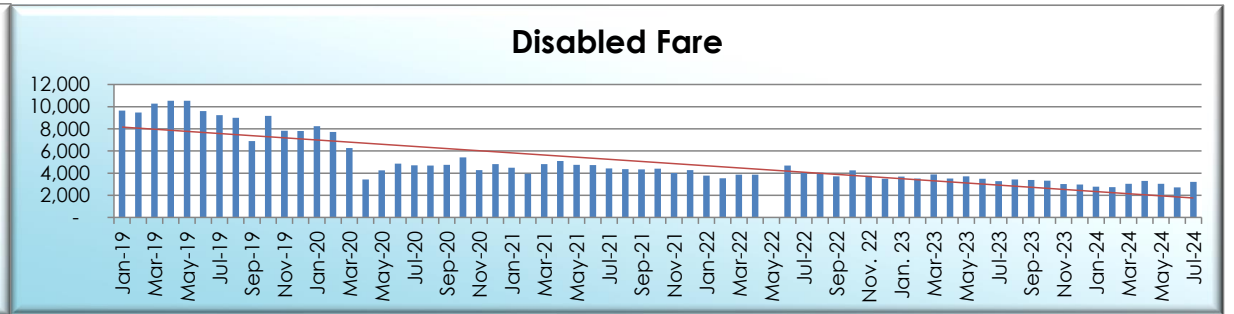
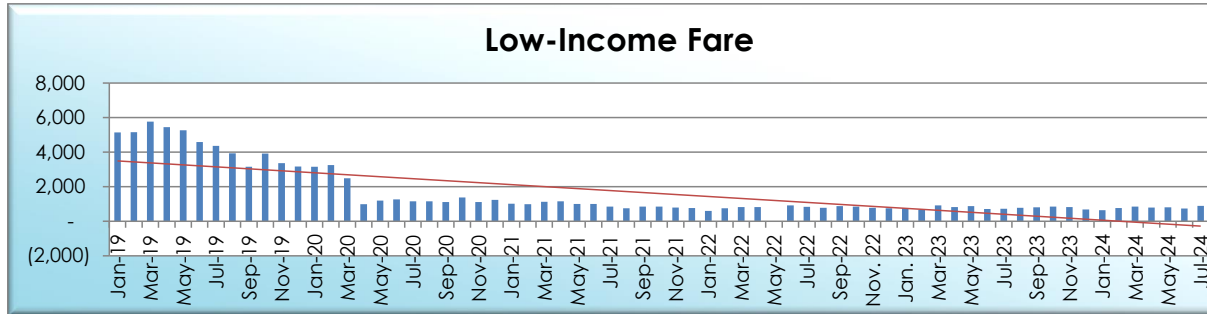
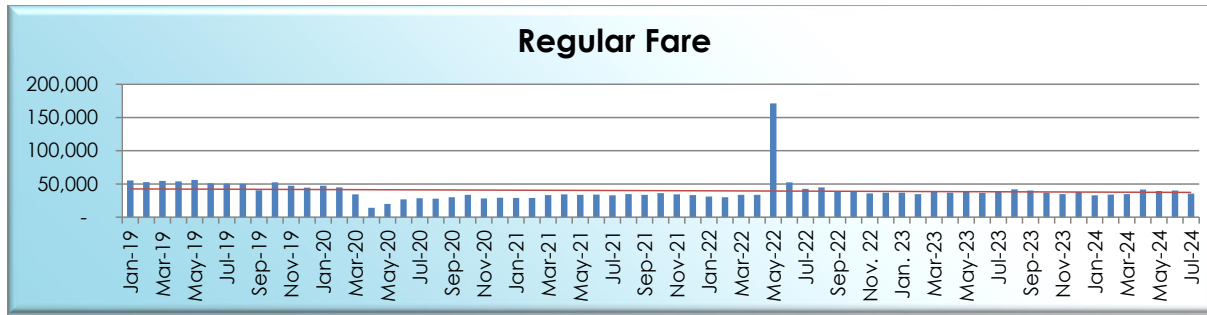
Ridership by Customer Type July 2024



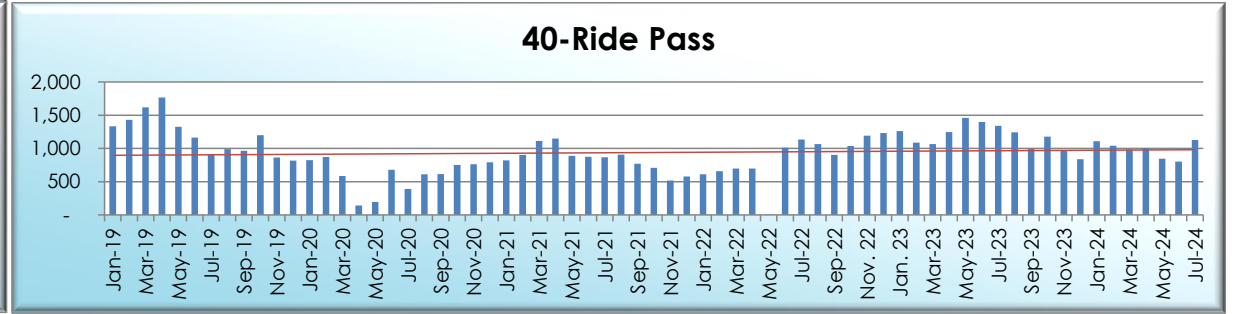
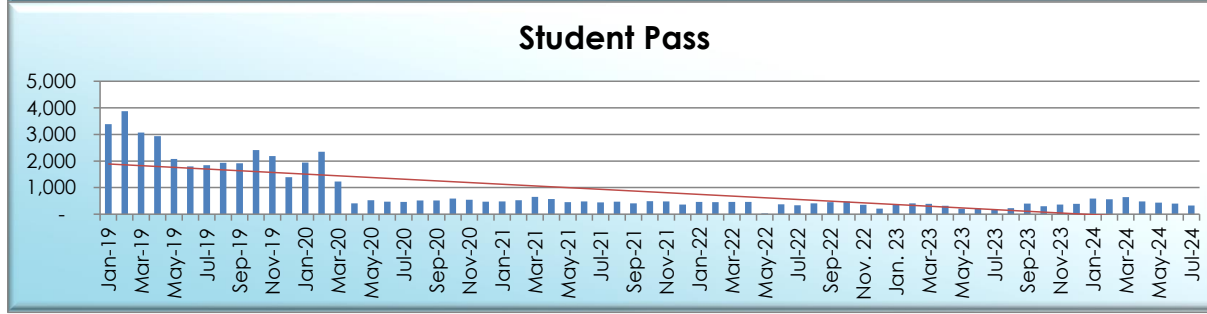
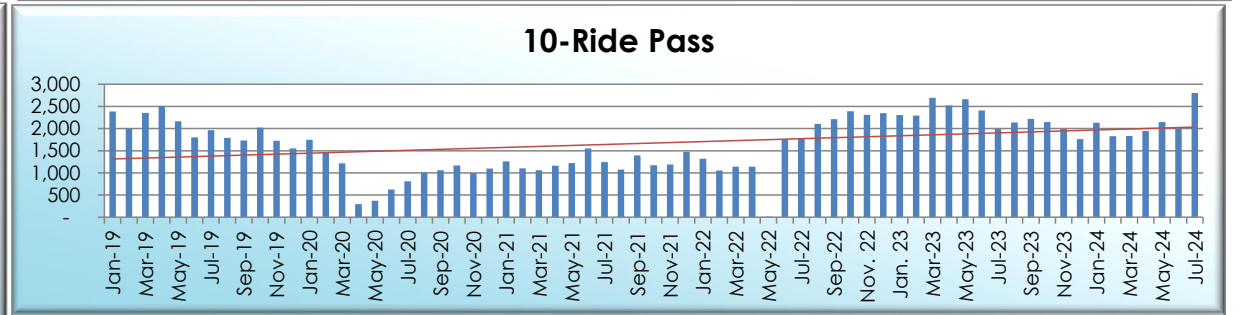
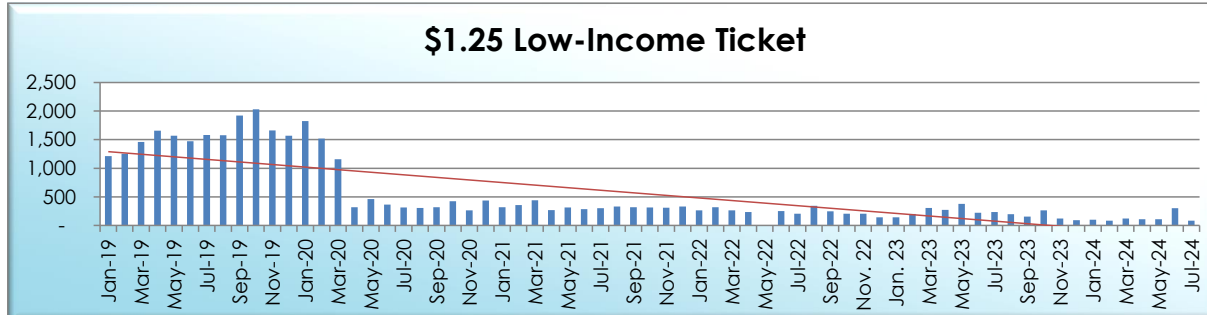
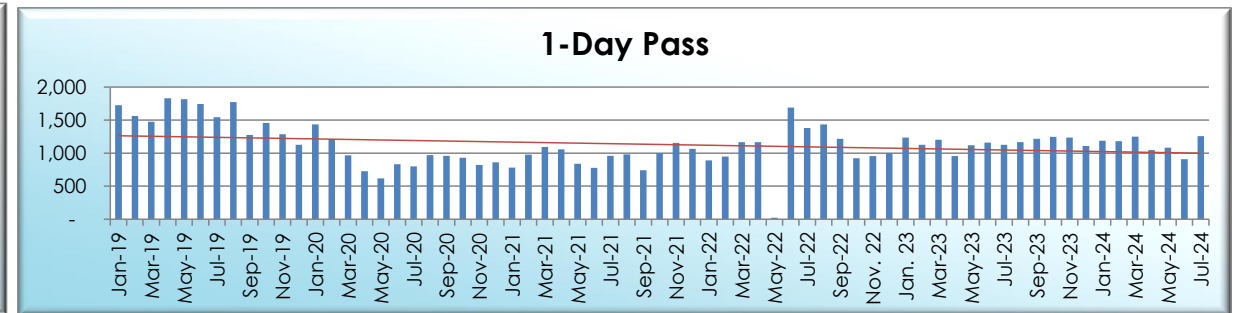
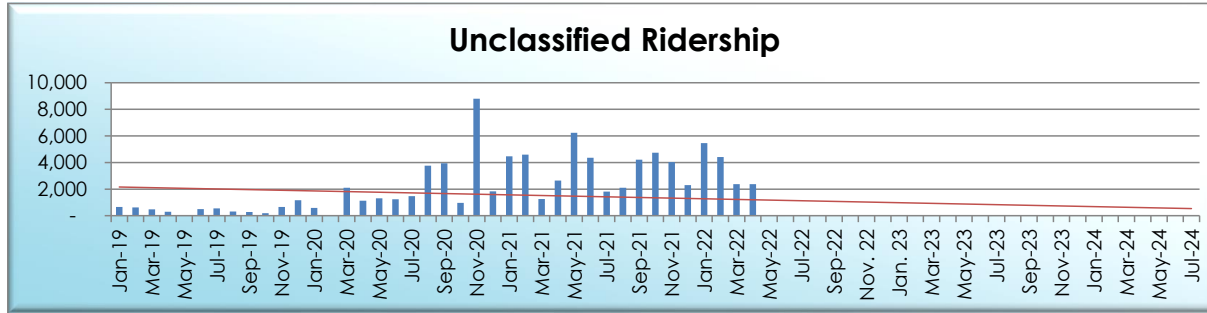
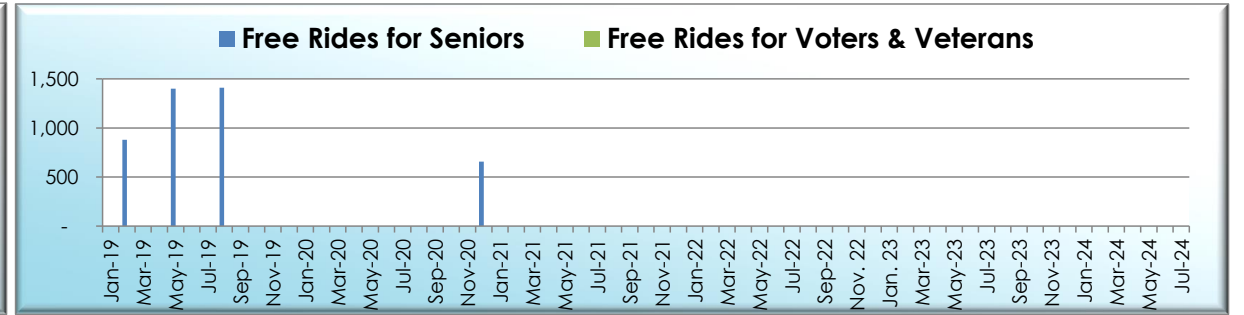
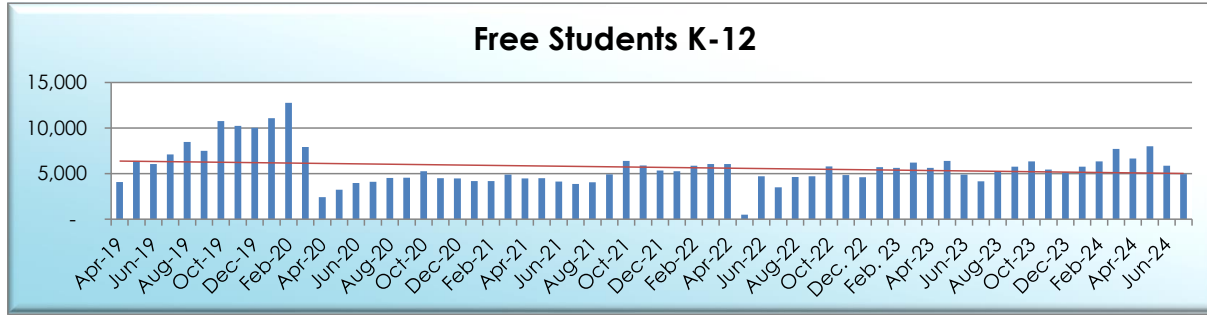
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for July 2024		
Type of Fare		
Regular Fare	35,539	18.85%
Low Income Fare	887	0.47%
Disabled Fare	3,209	1.70%
Senior Citizen Fare	18,799	9.97%
Children Under 6	387	0.21%
HOP Shuttle	0	0.00%
Beach Shuttle	180	0.00%
Free School Guard	41	0.02%
Free Route 20	11,016	5.84%
Free DASH Boardings	41,139	21.82%
Free Students K-12	4,948	2.62%
Subtotal	120,438	63.88%
Type of Pass		
1-Day Pass	1,258	0.67%
10-Ride Pass	2,801	1.49%
40-Ride Pass	1,126	0.60%
3-Day Pass	81	0.04%
7-Day Pass	2,445	1.30%
7-Day Express Pass	125	0.07%
31-Day Pass	7,936	4.21%
31-Day Express Pass	365	0.19%
\$1.25 Low Income Ticket	83	0.04%
Student Pass	322	0.17%
1-Ride Courtesy Pass	5	0.00%
1-Ride Pass	34	0.02%
Free Transfers from TriCounty Link	371	0.20%
Free Tel-A-Ride Fixed Route	2,701	1.43%
MUSC System-Wide Boardings	32,819	17.41%
College of Charleston Boardings	3,965	2.10%
Total Passes	56,437	29.93%
Transfers		
Issued	23,848	
Transfers Used	11,677	6.19%
Wheelchair Count	176	
Unclassified Ridership	0	0.00%
Total Ridership	188,552	100.00%

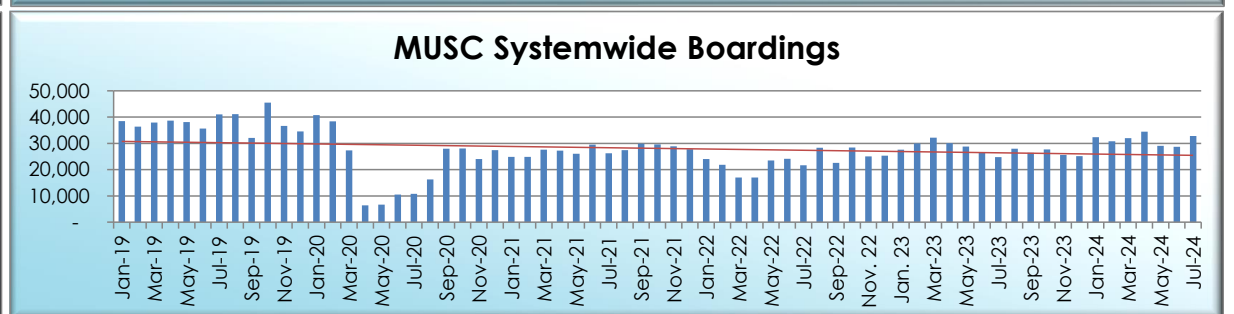
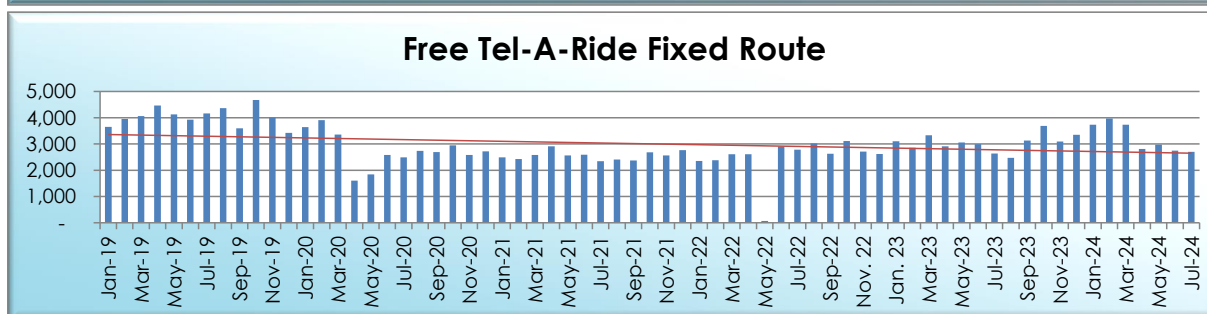
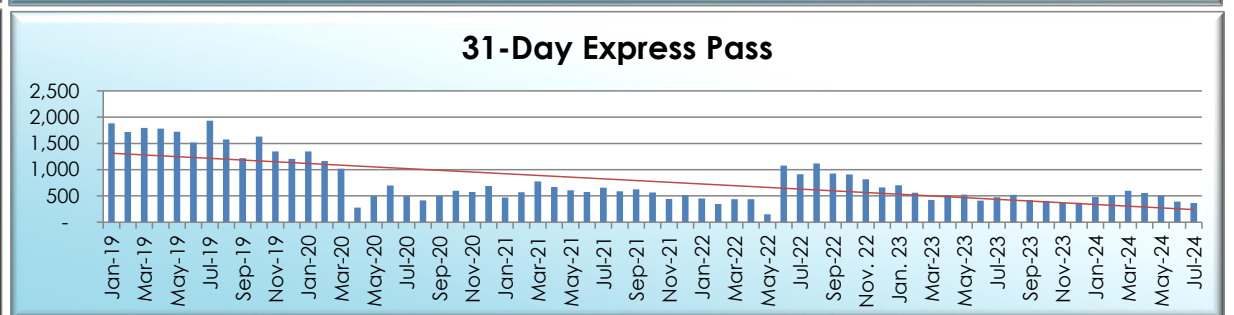
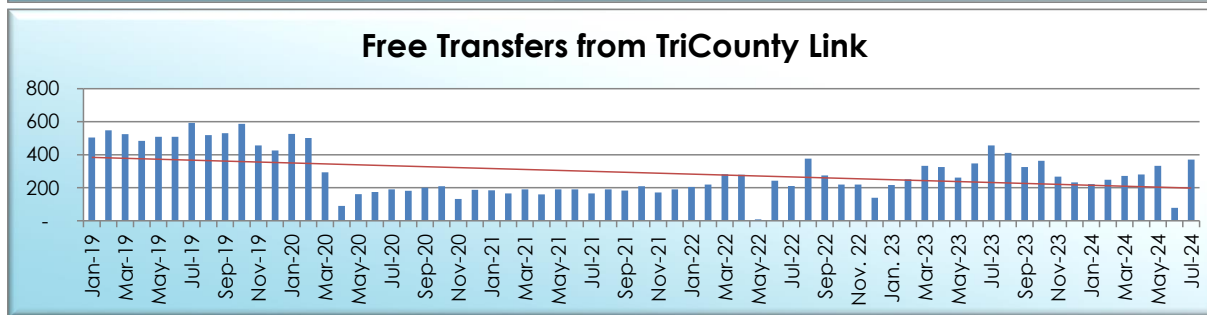
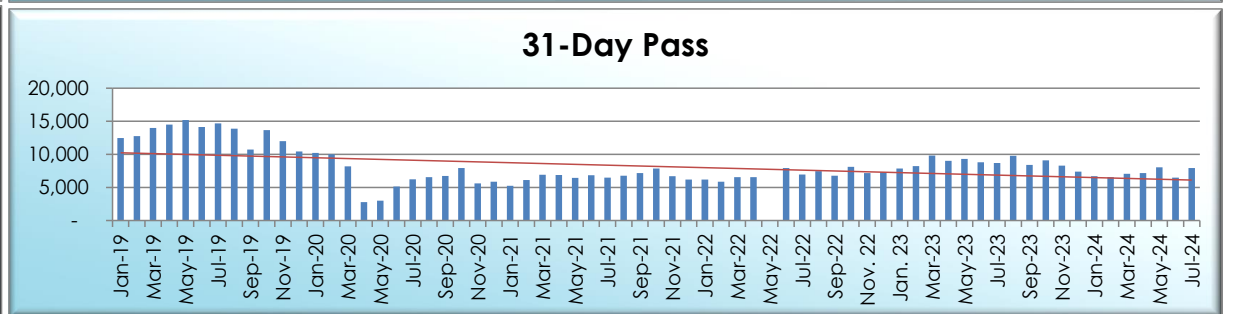
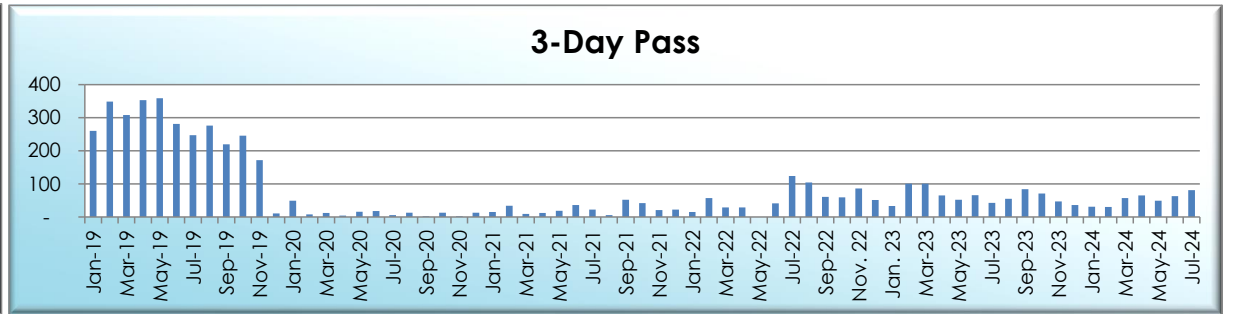
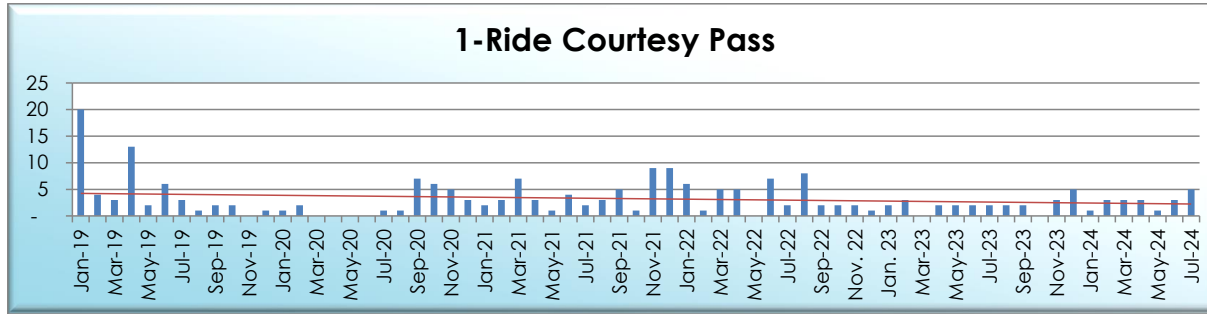
Classification History



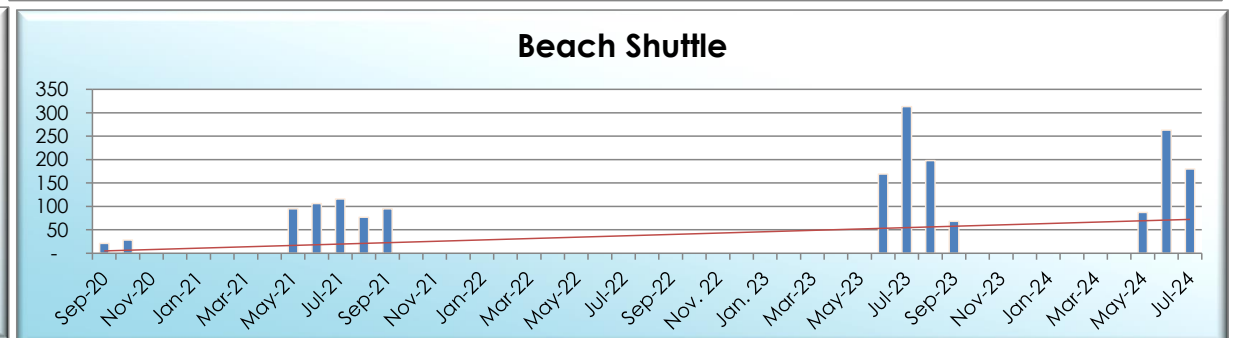
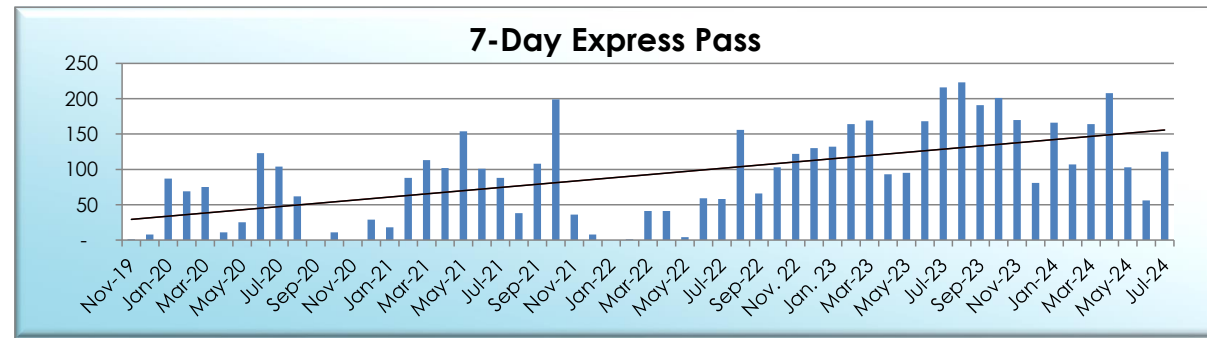
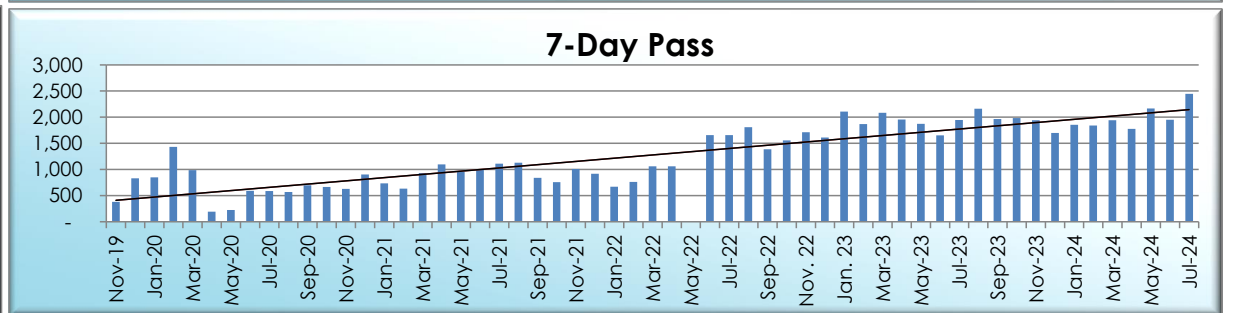
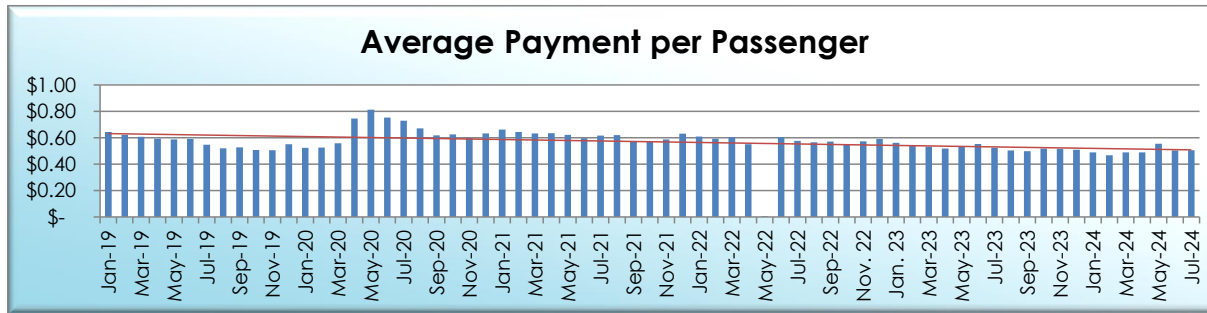
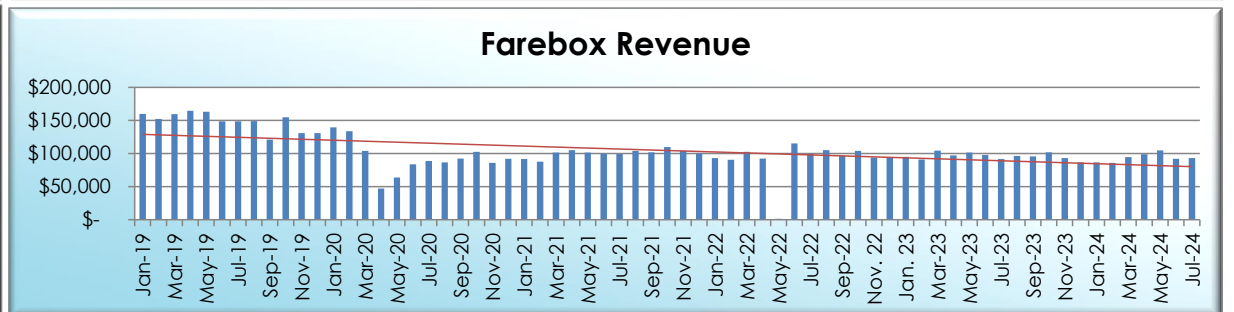
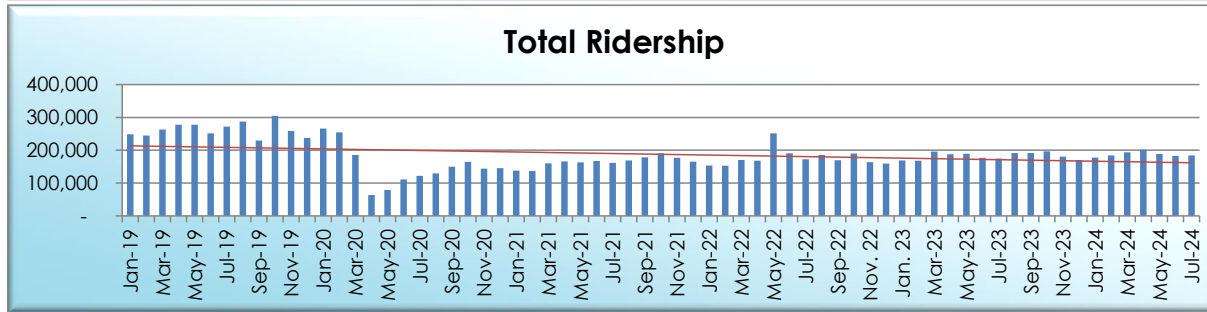
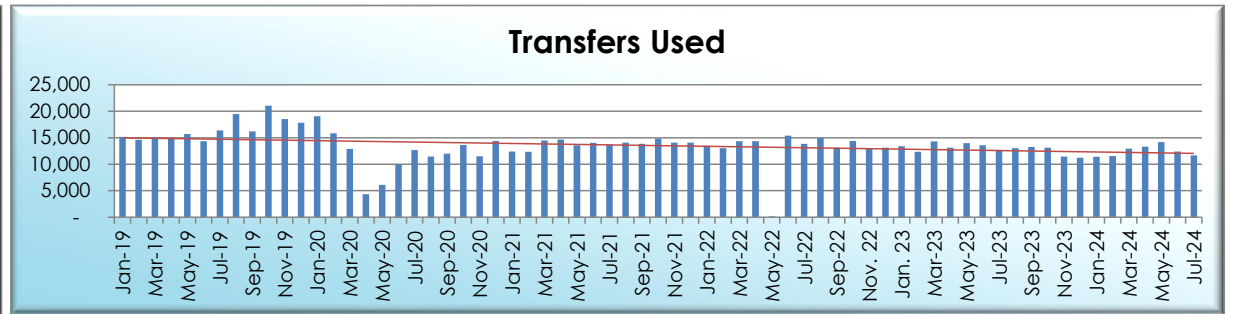
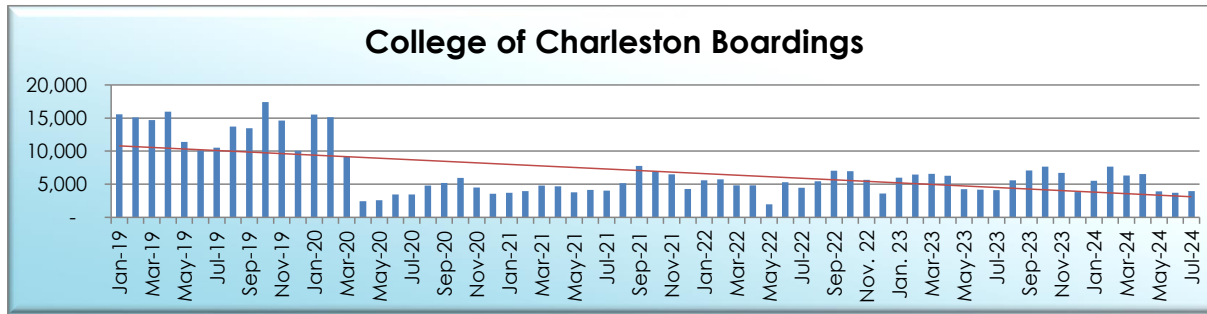
Classification History



Classification History

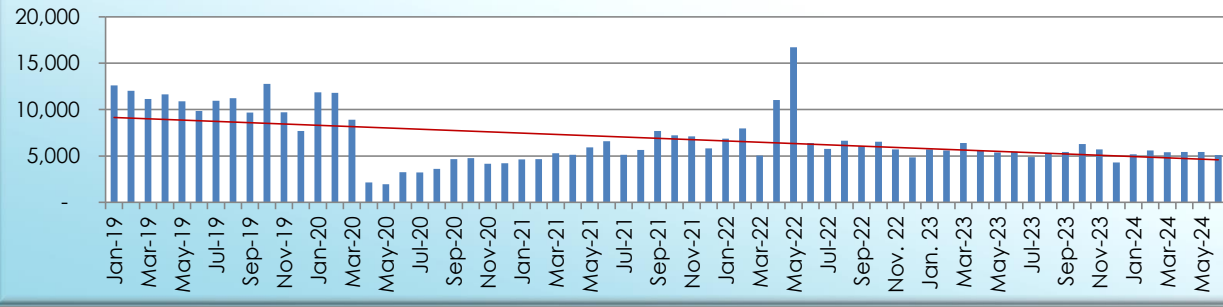


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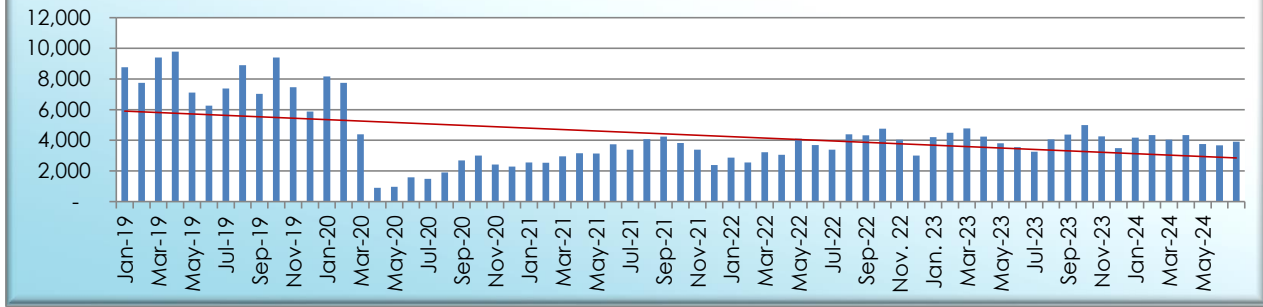


Ridership Trends by Route

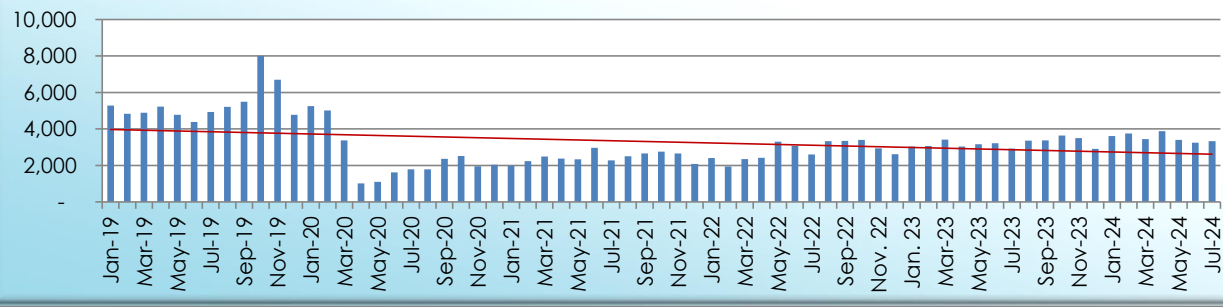
1 James Island-North Charleston Express



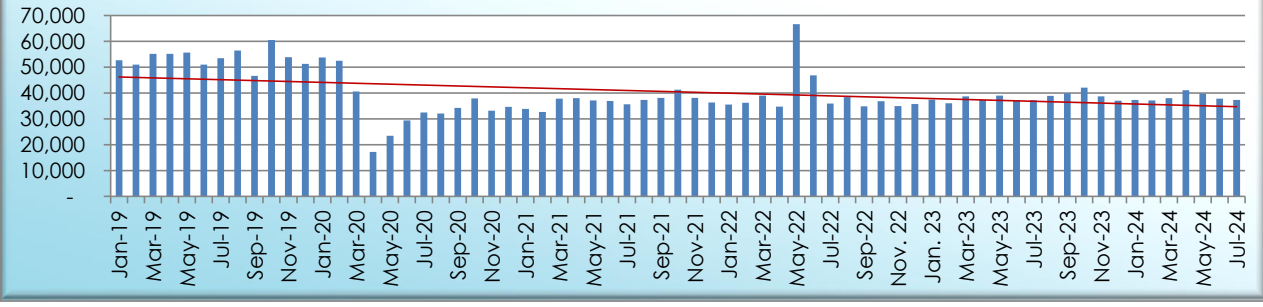
2 Mt. Pleasant - West Ashley Express



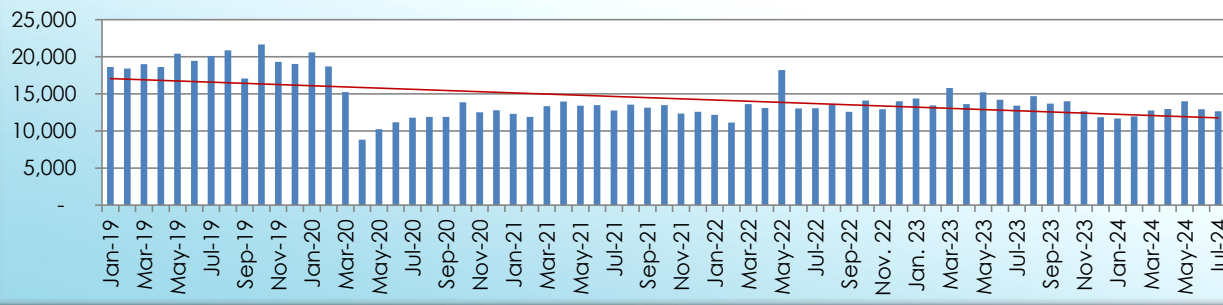
3 Dorchester Road Express



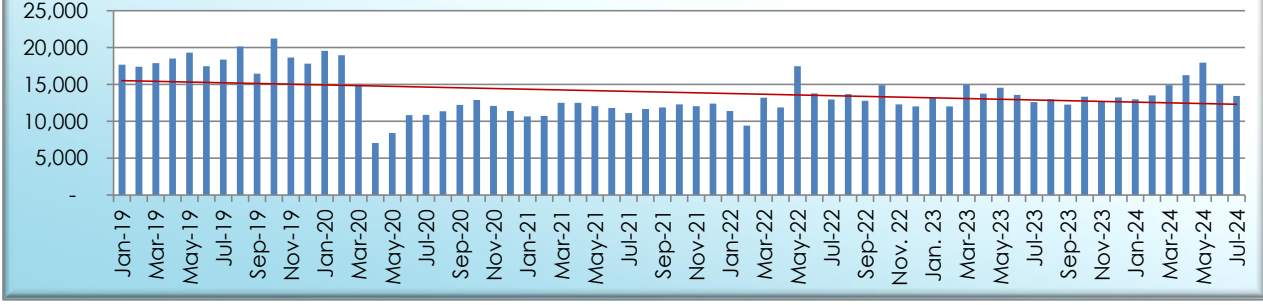
10 Rivers Avenue



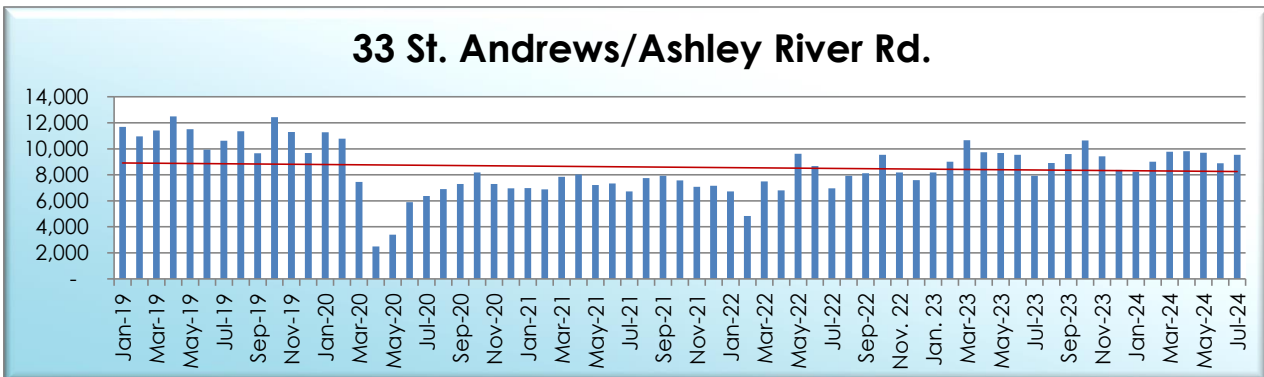
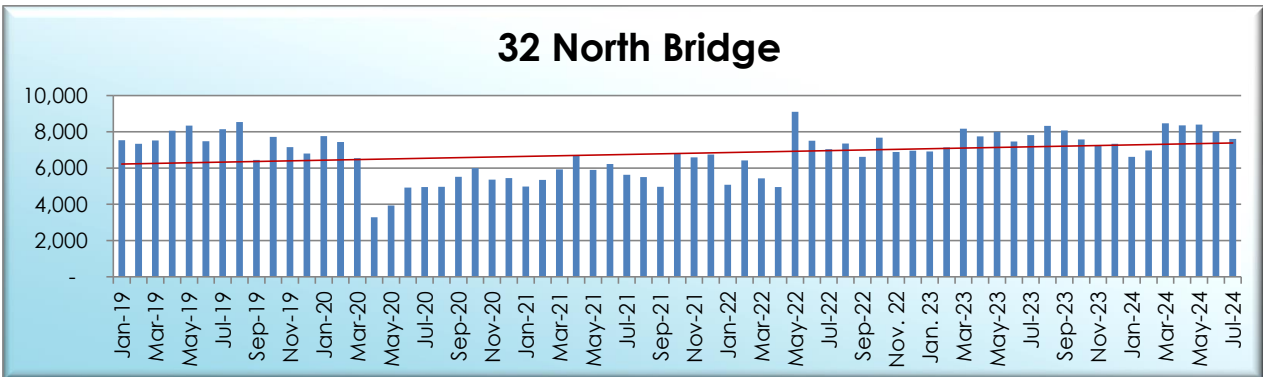
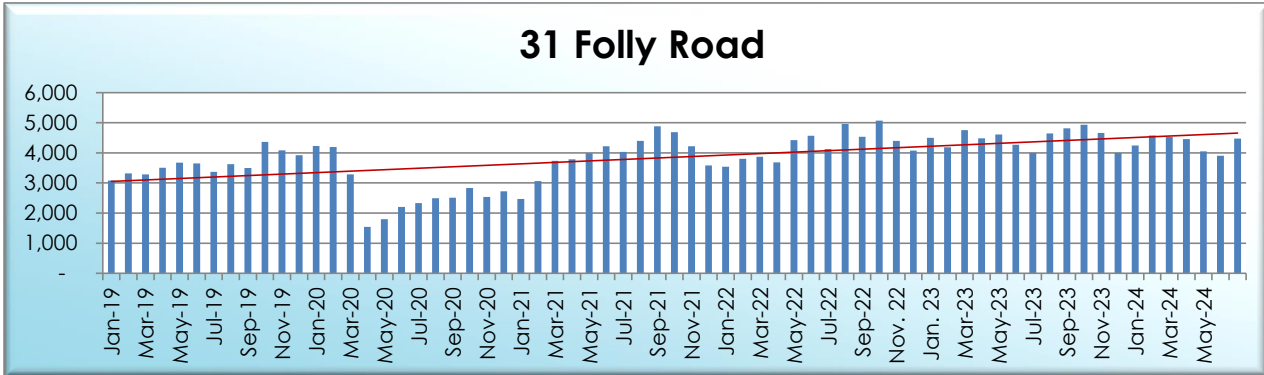
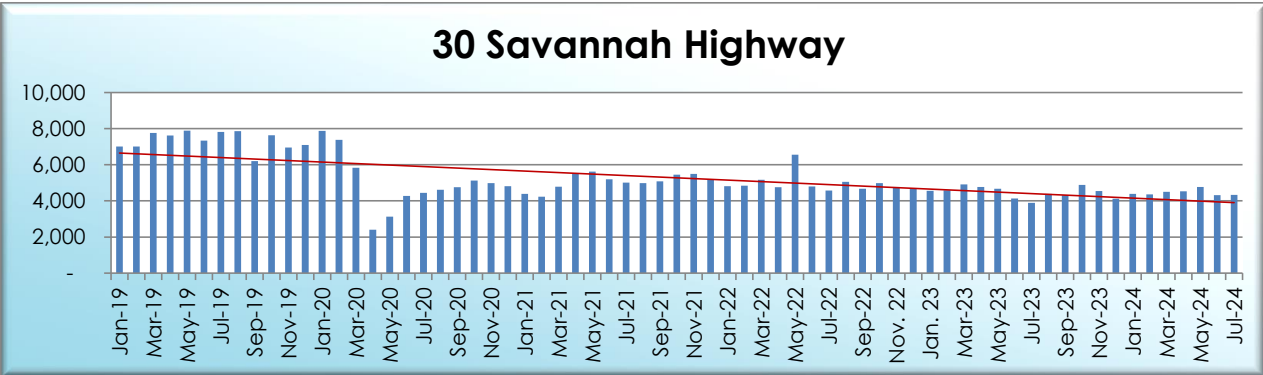
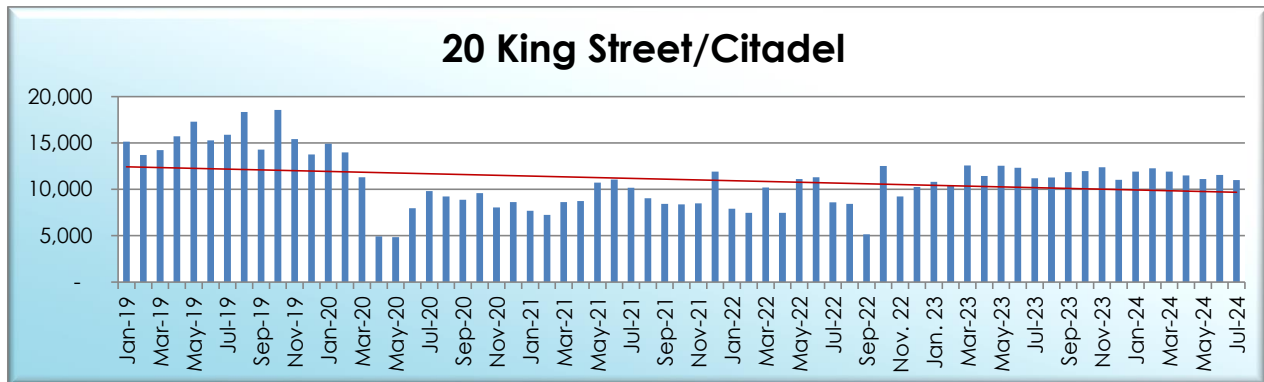
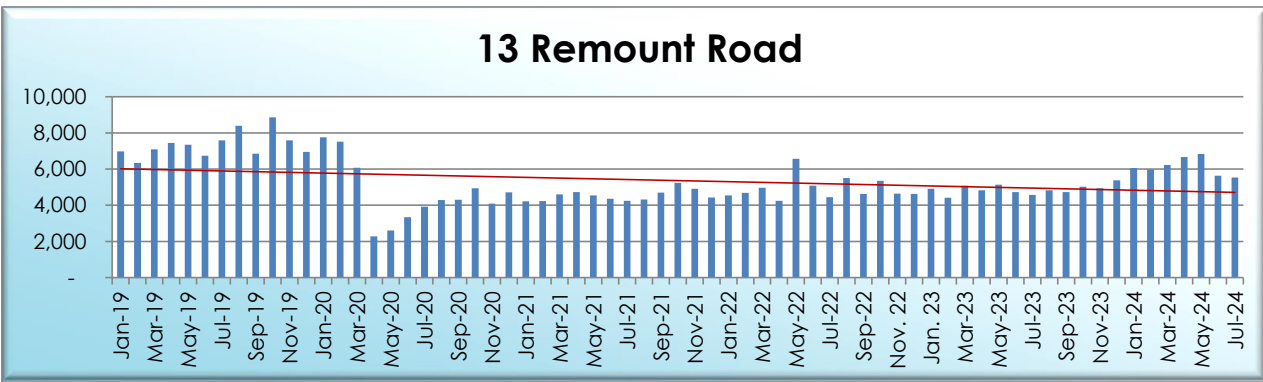
11 Dorchester/Airport



12 Upper Dorchester AFB

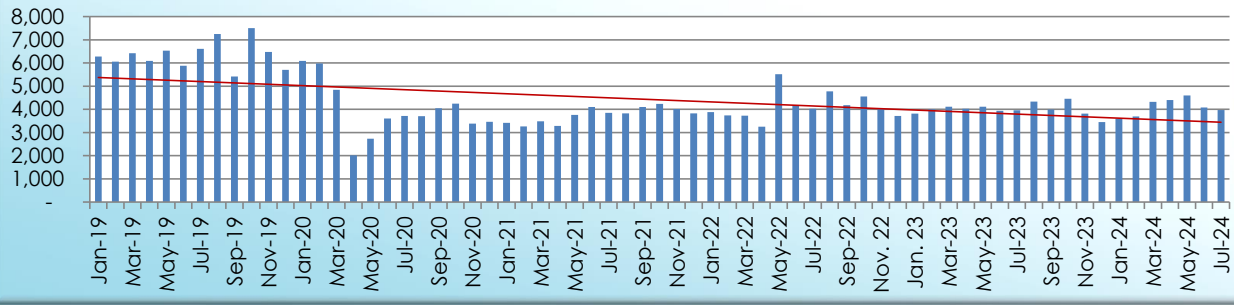


Ridership Trends by Route

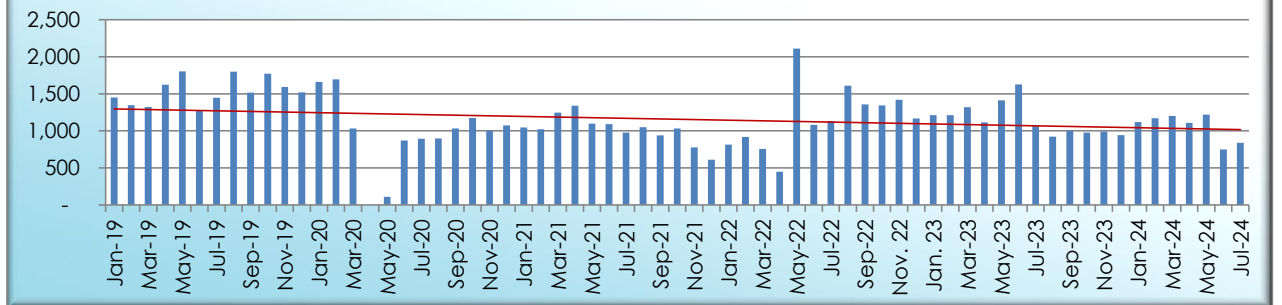


Ridership Trends by Route

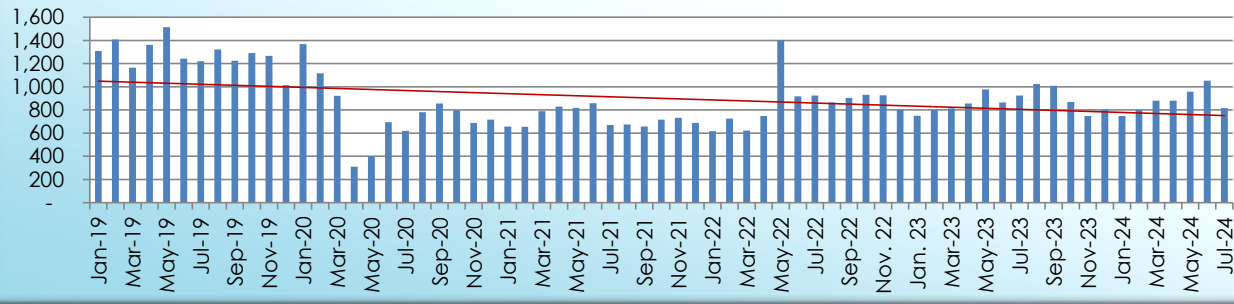
40 Mt. Pleasant



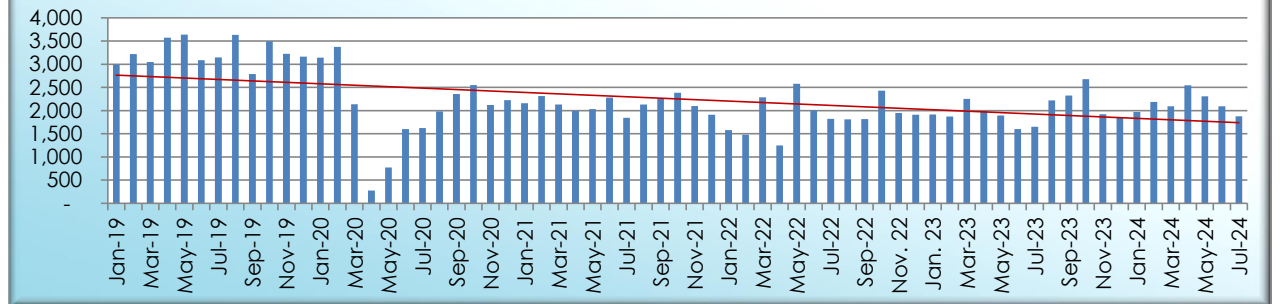
41 Coleman Boulevard



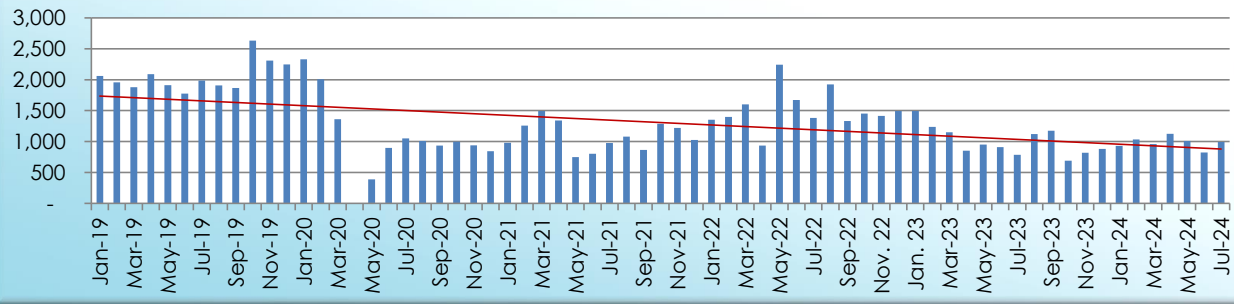
42 Wando Circulator



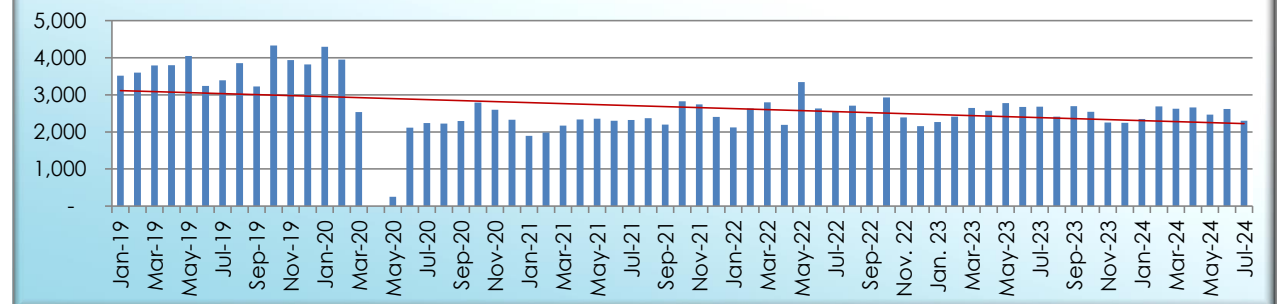
102 North Neck/ Rutledge Ave



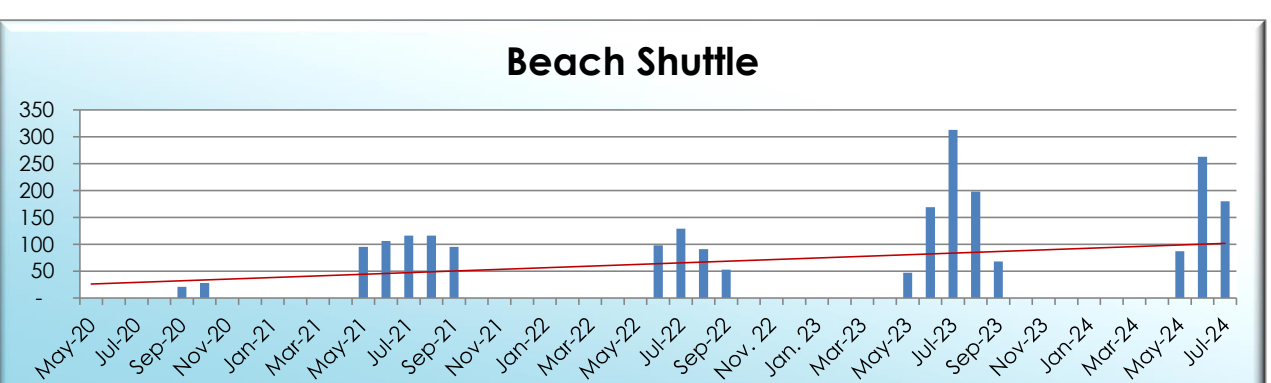
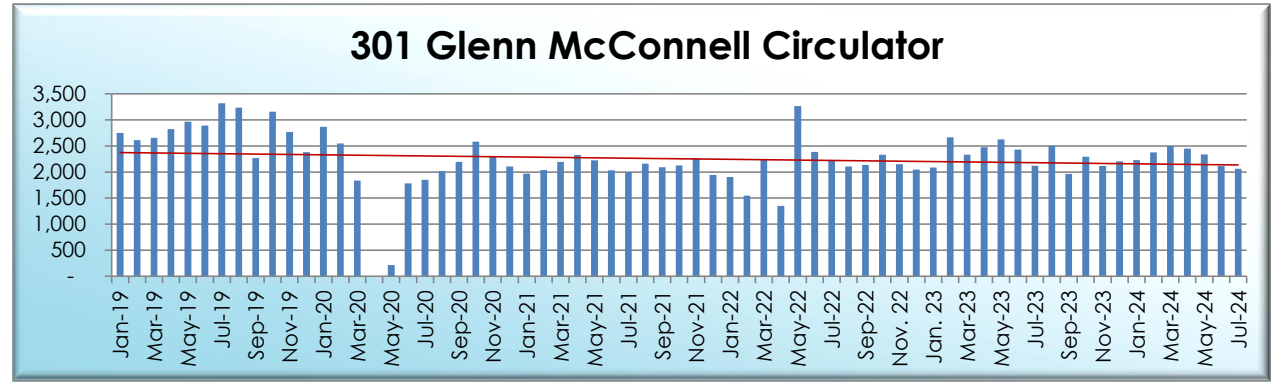
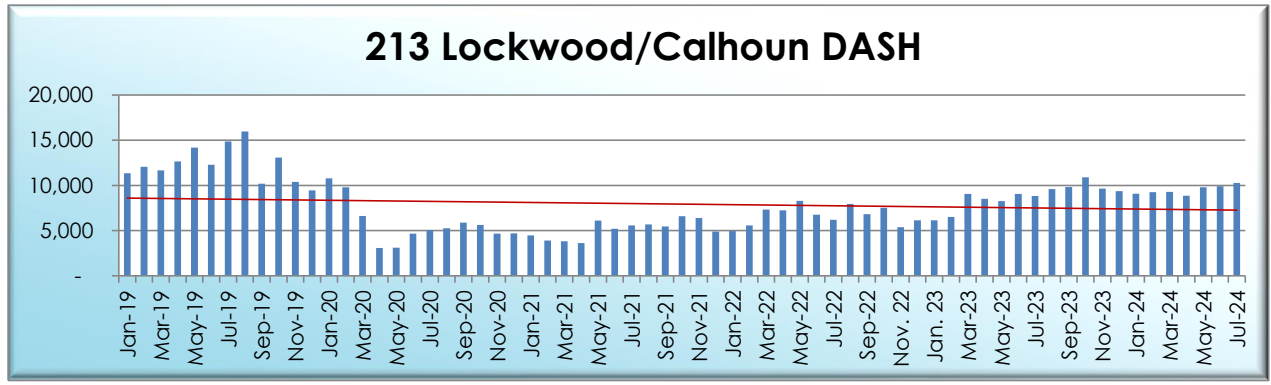
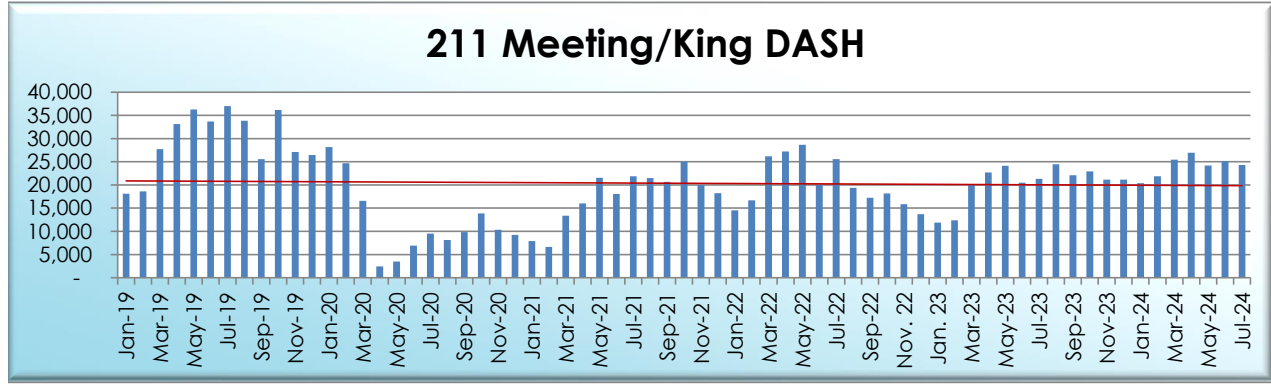
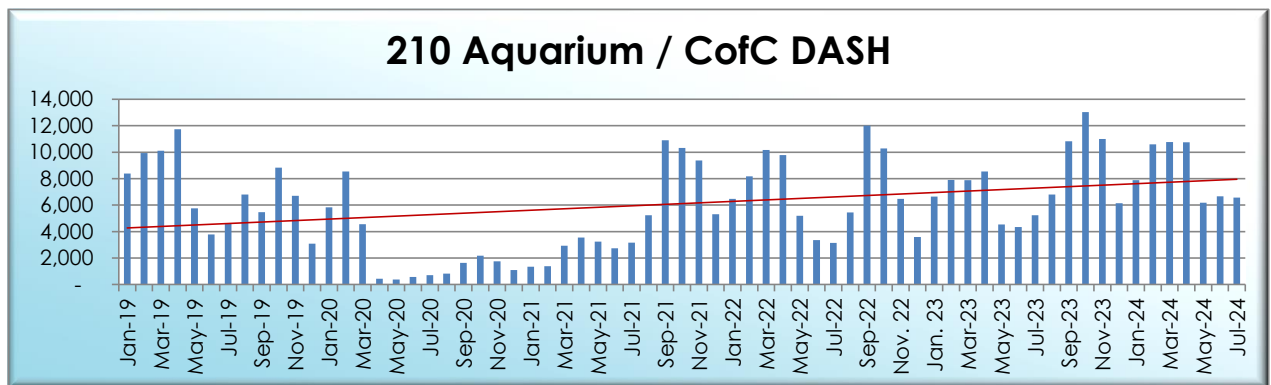
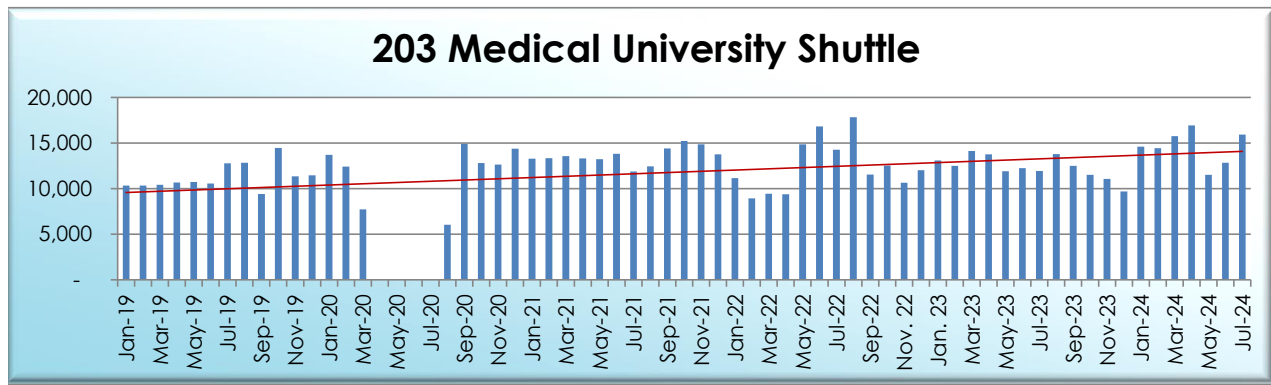
103 Leeds Avenue



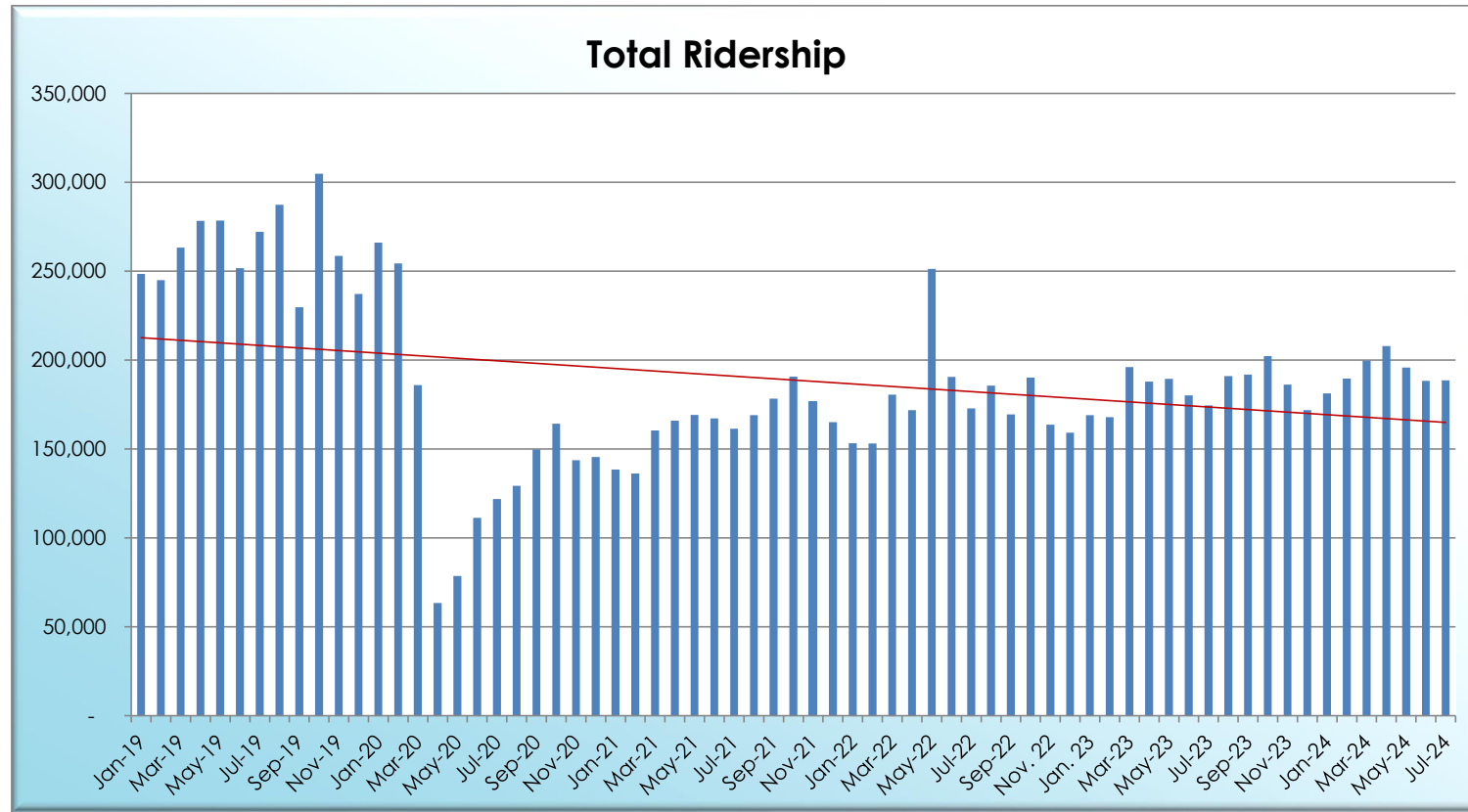
104 Montague Avenue



Ridership Trends by Route



Ridership Trends by Route



Farebox and Pass Revenue History

