



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

November 15, 2023

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 – October 18, 2023 Meeting
3. Financial Status Report – Robin Mitchum
4. Armored Transport Services Contract Renewal – Request for Approval
5. Battery Electric Bus Charging Management Software – Request for Approval
6. Overhead Bus Charging Station Installation – Request for Approval
7. Parking Lot Repairs – Request for Approval
8. Project Updates – Ron Mitchum/Staff
9. Ridership Report
10. Executive Director's Report – Ron Mitchum
11. Other Business, If Any
12. Public Comments, If Any
13. Board Comments, If Any

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)
BOARD OF DIRECTORS MEETING
October 18, 2023
Meeting Notes

A Charleston Area Regional Transportation Authority (CARTA) Board of Directors meeting was held at the Berkeley-Charleston-Dorchester Council of Governments (BCDCOG) in the Barrett Lawrimore Conference Room located at 5790 Casper Padgett Way in North Charleston, SC at 12:00 p.m. on Wednesday, October 18, 2023.

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

MEMBERS PRESENT: Joe Boykin; Ron Brinson; John Iacofano; James Lewis; Michael Seekings; Jimmy Ward; Robert Wehrman

PROXIES: Craig Harris for John Labriola; Richard Gebhardt for Christie Rainwater; Jerry Lahm for Herb Sass; Megan Clark for Keith Summey

OTHERS PRESENT: Rachel Angelos (BGRM); Stephanie Maher (National Express); Denis Komakech (National Express); Tiffany Hopkins (National Express); Elissa Smith (HDR); Shawn Epps (HDR); David Kinard (HDR); Tom Hiles (WSP); Shannon Meder (HNTB); Mila Vega (HNTB); William Hamilton (Best Friends of Lowcountry Transit)

STAFF PRESENT: Ron Mitchum; Robin Mitchum; Sharon Hollis; Kim Coleman

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 12:05 p.m. followed by a moment of silence and a quorum determination.

2. Consideration of Board Minutes: September 20, 2023 Meeting

*Mr. Lahm made a motion to approve the September 20, 2023 Meeting Minutes as presented.
Mr. Boykin seconded the motion. The motion was unanimously approved.*

3. Capital Plan – Discussion

Ron Mitchum, Executive Director, noted that a working lunch and discussion would be held regarding Charleston County's sales tax referendum. No action was taken, however, Chairman Seekings noted that discussion of the Capital Plan be placed on January's Board Meeting Agenda. Mr. Mitchum addressed questions and comments.

4. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending August 31, 2023. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$2,811,629. Ms. Mitchum reviewed the following activities for FY23 thus far:

Revenues:

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing are bus pass fares sold to customers.
- Local Contributions are funds received for shelter and bench construction.
- Federal Revenue includes operating for the year-to-date. Federal Revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds are operating funds available as match to Federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets are the proceeds from the sale of a 2010 New Flyer and ten 1996 New Flyers.

Expenditures:

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

Capital Expenditures:

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

Ms. Mitchum reviewed the activity of the Pilot Ride Program. It was noted that the Agency is at 79% of expended funds for the program. The Board of Directors received the Financial Status Report as information.

5. Bus Wrap Advertising Contract Renewal – Request for Approval

Mr. Mitchum discussed the Bus Wrap Advertising Contract Renewal. He stated that CARTA is requesting approval to amend the Red Falcon, Ink, LLC – Bus Wrap & Shelter Advertising Contract for an additional year pursuant to the renewal terms outlined in the contract. Mr. Mitchum noted that the contract was awarded as a one-year contract with four options to renew annually. If approved, this amendment will extend the contract through October 28, 2024. Mr. Mitchum addressed questions and comments.

***Mr. Iacofano made a motion to approve the Bus Wrap Advertising Contract Renewal as presented.
Mr. Lewis seconded the motion. The motion was unanimously approved.***

6. Lowcountry Rapid Transit (LCRT) Project Update – Sharon Hollis

Sharon Hollis, Principal Planner & LCRT Project Manager, delivered an update regarding the LCRT project. She noted that the project is moving along and the design is underway under LNTP at 60%. Full NTP is being negotiated between SCDOT and TranSystems. Three stations have been shifted due to community and technical coordination at Durant, Huger and Milford. The design for the Maintenance Facility is being scoped to begin in the Fall. Key stakeholders have been re-engaged with the start of the design by Engineer of Record and ongoing meetings are being held with the municipalities and other stakeholders as the project advances, including railroads and utilities. Bi-monthly meetings are being held with FTA and their Project Management Oversight Consultant throughout the engineering phase. FTA will conduct a site visit in November. Stakeholder and neighborhood meetings are ongoing and LCRT has been coordinating with outreach activities for the TOD and Downtown Transit Study efforts. Ms. Hollis addressed questions and comments. The Board of Directors received the LCRT Project Update as information.

7. Project Updates – Ron Mitchum/Staff

Mr. Mitchum stated that a detailed report regarding Project Updates was distributed in the Board Meeting Agenda Packet in advance of the meeting. He encouraged Board Members to contact him or the respective project manager regarding any specific concerns or questions. Mr. Mitchum briefed the Board of Directors on the following projects: Downtown Route Study- CARTA participated in the Peninsula Plan Kick-Off with the City of Charleston and an all-electric vehicle event last month. At both events, staff received feedback on improvements that can be made for service. This task will be on-going after the kick-off until the project is towards completion in December 2023; OnDemand Program- in September, there were 73 senior riders and 90 Tel-A-Ride customers actively using the OnDemand Service and CARTA had its highest monthly ridership to date and provided a total of 1,043 trips with 66% of the trips being taken by paratransit customers and 34% being taken by senior customers. The trips averaged \$9.90 per trip which is up from August's average of \$8.89 per trip. To date, CARTA has spent a total of \$127,045 on the OnDemand Program which includes trip costs and marketing expenses; and, the Shelter Improvement Program- work continues to improve the bus stops by providing various amenities for riders throughout the communities CARTA serves. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

8. Ridership Report

Mr. Mitchum discussed the Ridership Reports for September 2023. Ridership Trends for September 2023 are as follows: 191,829 total passenger trips; 11.6 customers per service hour (10.9 last month); 73.5% on-time across all timepoints. Overall ridership comparing August 2023 to September 2023 increased by .42%, overall ridership comparing September 2022 to September 2023 increased by 13.2%, and overall ridership comparing 2022 YTD to 2023 YTD increased by 1.2%. Mr. Mitchum noted that Tel-A-Ride ridership for the month of September was 4,831, which was a decrease of 10.7% when comparing 2022 YTD to 2023 YTD. It was noted that the total missed service for the month of October (as of October 15, 2023) was 323.78. Mr. Mitchum stated that work continues between CARTA and National Express to improve the issues; however, the challenge continues regarding the lack of drivers with CDLs. Mr. Mitchum recognized Stephanie Maher, Regional VP of Operations for National Express and Denis Komakech, Fixed Route Operations Manager with National Express, who are attending today's meeting. Mr. Mitchum addressed questions and comments. The Board of Directors received the Ridership Report as information.

9. Executive Director’s Report – Ron Mitchum

Mr. Mitchum stated that the Route 104 changes have been well-received. He discussed the Route 103 request for the Elections Commission. Mr. Mitchum also noted that plans are moving forward with CDM Smith regarding the Meeting Street parcel Park & Ride facility. Mr. Mitchum briefed the Board of Directors on Proterra’s bankruptcy issues noting that CARTA should have some resolution soon regarding vehicle parts and vendor issues. The Board of Directors received the Executive Director’s Report as information.

10. Other Business, If Any

There was no further business to discuss.

11. Public Comments, If Any

There was one public comment:

- William Hamilton, Best Friends of Lowcountry Transit: Mr. Hamilton expressed his concerns regarding the upcoming Charleston County Sales Tax Referendum.

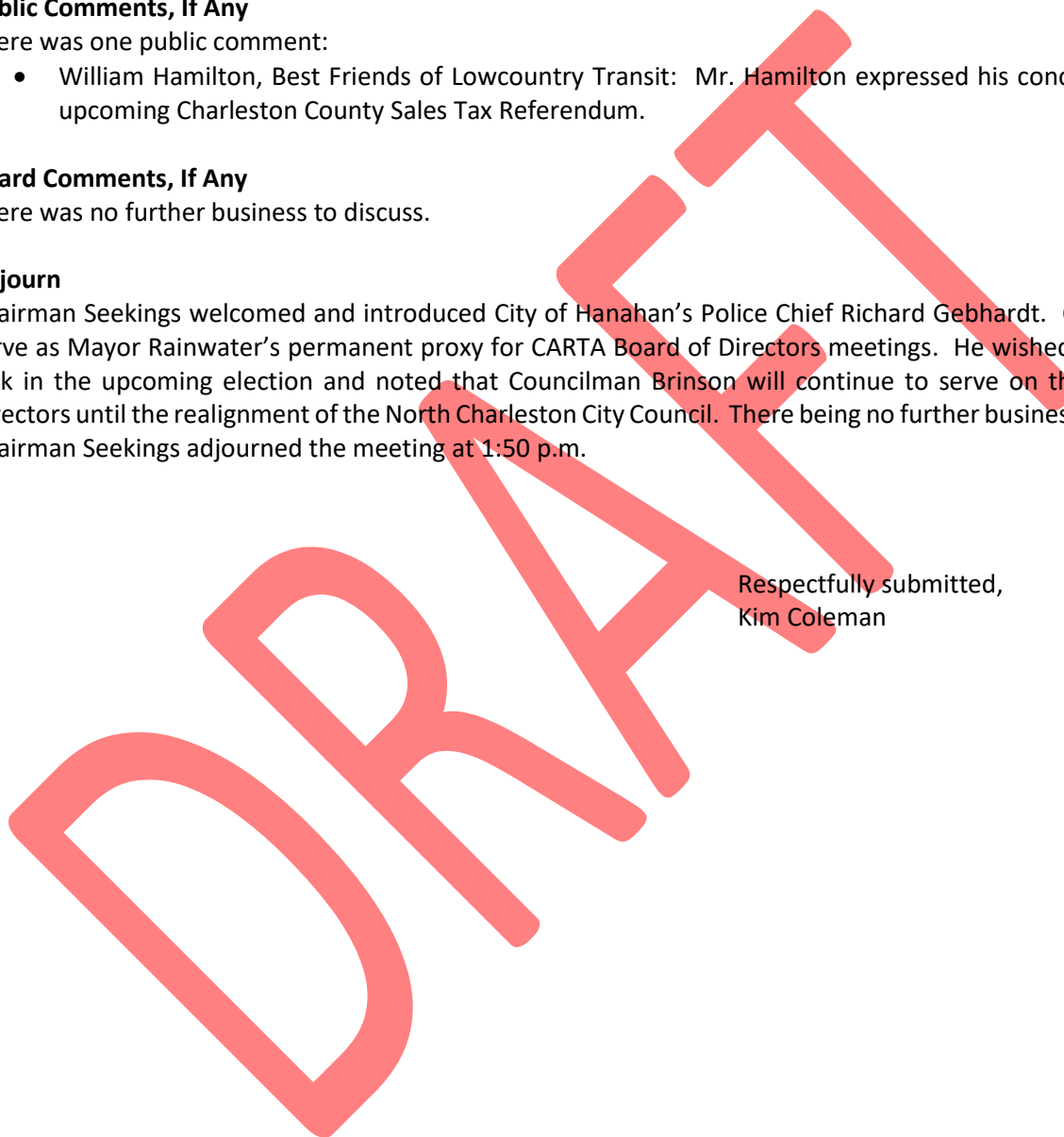
12. Board Comments, If Any

There was no further business to discuss.

13. Adjourn

Chairman Seekings welcomed and introduced City of Hanahan’s Police Chief Richard Gebhardt. Chief Gebhardt will serve as Mayor Rainwater’s permanent proxy for CARTA Board of Directors meetings. He wished Councilman Ward luck in the upcoming election and noted that Councilman Brinson will continue to serve on the CARTA Board of Directors until the realignment of the North Charleston City Council. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:50 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: September 30, 2023 Financial Report Overview
DATE: November 8, 2023

Please find attached the September 30, 2023 Financial Report. Below is a brief overview of the activities for FY23.

Revenues

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing is bus pass fares sold to customers.
- Local contributions are funds received for shelter and bench construction.
- The Federal revenue includes operating for the year to date. Federal revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds is operating funds available as match to federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets is the proceeds from the sale a 2010 New Flyer and ten 1996 New Flyers.

Expenditures

- Staff Salaries & Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing route brochures and labels. The overage is reprinting of map brochures and passes for the rebrand.
- Automotive is the cost to service the 2018 Ford F150.
- Dues/Memberships is CARTA's membership with Transportation Association of South Carolina (TASC) and the Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and the postage meter.
- Office Equipment Maintenance (OEM) includes Genfare software support, GMV Syncromatics, the Swiftly Transit Time and Insights, Swiftly Real Time Passenger Predictions, Cradlepoint NetCloud Essentials for mobile routers and Zscaler internet security, in addition to IT services.
- Rent includes the Ashley Phosphate Park & Ride Lot, Dorchester Village Shopping Center Park & Ride Lot, Leeds Avenue lot lease from Dominion, and document storage.
- 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 promotional items related to the rebrand.
- Auditing is the cost of the annual audit.
- Custodial services are the cost of janitorial services at the Melnick Park and Ride.
- Pilot Ride Program is customer transportation cost for same day service through independent rideshare.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services includes Genfare report training, appraisal services, bus wash inspection services, and the utility search for Leeds Avenue infrastructure project service.
- 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 Transdev and National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the Super Stop by the City of North Charleston Police Dept.
- Rebranding is services provided to comprehensively review and rebrand agency logos and images.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees, storm water fees, solid waste user fees and vehicle title & registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund.
- Paratransit is the cost of paratransit transportation.
- Interest is the interest accrued on the Melnick Park and Ride Loan.
- Non-Capitalized assets include the purchase of shelter trash cans and office computer equipment.

Capital Expenditures

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

Overall, the agency ended the month with excess of revenues of \$2,814,155.

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 9/30/23 was \$1,364,983.27.

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2023

Time elapsed:
100%

	FY23 Original Budget	FY23 Revised Budget	Actual	% of Budget
<u>Operating Revenues</u>				
Farebox	1,264,265	1,325,675	1,311,031	99%
Passes & Mobile Ticketing	451,134	516,130	533,183	103%
COC Shuttle	417,104	417,104	403,116	97%
MUSC	753,157	753,157	747,767	99%
City of Charleston - DASH	640,492	665,000	672,517	101%
Local Contributions	-	64,715	160,429	248%
Federal	7,846,622	7,762,136	7,396,817	95%
State Mass Transit Funds	563,757	464,907	312,779	67%
Sales Tax - Charleston County	12,632,345	12,354,301	12,810,406	104%
Advertising	700,000	800,000	911,671	114%
Interest	-	-	110	N/A
Insurance Proceeds	100,000	100,000	135,274	135%
Sale of Assets	-	7,157	19,013	266%
Miscellaneous	-	378	702	186%
TOTAL OPERATING REVENUES	25,368,876	25,230,660	25,414,815	101%
<u>Operating Expenditures</u>				
Staff Salaries & Benefits	8,334	8,848	8,848	100%
Supplies	190,000	300,000	150,673	50%
Printing	25,000	25,000	56,526	226%
Automotive	1,000	1,000	709	71%
Postage	2,085	500	50	10%
Dues/Memberships	2,500	2,500	2,500	100%
Office Equipment Rental	105,687	105,336	105,348	100%
Office Equipment Maintenance	599,953	223,527	203,003	91%
Rent	33,350	33,100	30,836	93%
Communications	166,847	166,847	160,329	96%
Utilities	313,674	313,674	299,326	95%
Advertising	17,500	7,500	17,978	240%
<i>Professional Services</i>				
Auditing	24,800	25,000	25,000	100%
Legal	7,500	1,000	-	0%
Custodial	25,542	25,542	23,400	92%
Pilot Ride Program	25,000	112,850	98,039	87%
Electric Bus Master Plan	-	58,353	37,541	64%
Other	110,000	45,000	13,362	30%
<i>Contract Services</i>				
Shared Services - IGA	3,717,619	3,627,902	3,641,445	100%
Fixed Route	14,266,085	14,066,085	12,265,571	87%
Money Transport	7,500	7,500	8,965	120%
Security Services	116,066	105,560	100,565	95%
Rebranding	-	32,903	32,903	100%
Vehicle Maintenance	170,000	170,000	324,348	191%
Facility Repair & Maintenance	33,805	52,285	38,292	73%

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2023

Time elapsed:
100%

	FY23 Original Budget	FY23 Revised Budget	Actual	% of Budget
Operating Fees & Licenses	37,000	45,300	44,618	98%
Insurance	1,198,340	1,052,064	1,044,694	99%
Fuel	1,217,827	1,785,648	1,468,914	82%
Paratransit	2,723,873	2,723,873	2,329,820	86%
Miscellaneous	5,500	3,500	3,326	95%
Interest	50,550	52,463	52,097	99%
Non-Capitalized Assets	165,939	50,000	11,634	23%
TOTAL OPERATING EXPENDITURES	25,368,876	25,230,660	22,600,660	90%
Excess (Deficit) of Revenues Over (Under) Expenditures			<u>2,814,155</u>	

Capital Revenues

Rolling Stock	383,482	1,658,772	1,085,851	
Bus Facilities/Charging Stations	354,570	1,132,402	965,330	
Bus Shelter Construction/Bench Install	-	55,855	-	
Security/ Cameras & Equipment	204,411	242,398	247,861	
Facilities Construction	7,675,353	-	-	
Sales Tax - Charleston County	704,655	982,449	526,344	
TOTAL CAPITAL REVENUES	9,322,471	4,071,876	2,825,386	69%

Capital Expenditures

Rolling Stock	479,353	2,073,465	1,357,315	
Bus Facilities/Charging Stations	380,754	1,422,880	1,072,913	
Bus Shelter Construction/Bench Install	500,000	230,000	83,634	
Security/ Cameras & Equipment	262,011	300,591	275,003	
Facilities Construction	7,675,353	-	-	
Capital (IT, Facility Repairs/Maint)	25,000	44,940	36,521	
TOTAL CAPITAL EXPENDITURES	9,322,471	4,071,876	2,825,386	69%

**CARTA
BALANCE SHEET
9/30/2023**

ASSETS

ASSETS		
GENERAL OPERATING (BB&T)		9,017,767.16
PETTY CASH		120.00
ACCOUNTS RECEIVABLE		7,076,869.50
PREPAID EXPENSES		409,406.79
INVENTORY - FUEL		71,690.96
DEFERRED OUTFLOWS: ER CONTR		905.00
LAND		5,563,204.76
CONSTRUCTION IN PROGRESS		2,215,526.23
VEHICLES		54,213,635.34
EQUIPMENT		3,251,990.32
FAREBOXES		1,170,017.00
SHELTERS		4,387,019.59
BUS SIGNAGE		246,800.32
FACILITIES		9,413,944.34
PARK & RIDE FACILITY		155,251.20
ACCUMULATED DEPRECIATION		(36,364,981.09)
	TOTAL ASSETS	<u>60,829,167.42</u>

LIABILITIES & EQUITY

LIABILITIES		
ACCOUNTS PAYABLE		1,843,783.28
NOTE PAYABLE - BB&T		1,444,179.62
ACCRUED INTEREST		31,712.59
OPEB LIABILITY		134,964.00
DEFERRED INFLOWS: OPEB ASSUMP		9,235.00
	TOTAL LIABILITIES	<u>3,463,874.49</u>
EQUITY		
CURRENT YEAR FUND BALANCE		2,814,155.47
INVEST IN CAPITAL ASSETS		40,426,539.32
FUND BALANCE		14,124,598.14
	TOTAL EQUITY	<u>57,365,292.93</u>
	TOTAL LIABILITIES & FUND EQUITY	<u>60,829,167.42</u>

CARTA
Pilot Ride Program
9/30/2023

<u>Activity</u>	BUDGET	FY 21	FY 22	FY 23	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs			
Pilot Ride Program (80/20)	140,000	1,421	20,778	98,039	120,238	19,762	86%
Total	140,000	1,421	20,778	98,039	120,238	19,762	86%
Federal <i>FTA 5310</i>	112,000	1,137	16,622	75,202	92,961	19,039	83%
Local	28,000	284	4,156	22,837	27,277	723	
Total	140,000	1,421	20,778	98,039	120,238	19,762	86%



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Request for Approval – Armored Transport Services
Date: November 6, 2023

Charleston Area Regional Transportation Authority (CARTA) is requesting approval to amend the Brink's Incorporated – Armored Transport Services contract # CARTA 2019-03 for an additional year pursuant to the renewal terms outlined in the contract.

The contract was awarded for a term of one (1) year with the option to renew for four (4) consecutive terms. This amendment will extend the contract through November 4, 2024.



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Request for Approval – Battery Electric Bus Charging Management Software
Date: November 6, 2023

The following agenda item is pending selection committee review and will be included in the reminder packet



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Request for Approval – Overhead Bus Charging Station Installation
Date: November 6, 2023

The following agenda item will be included in the reminder packet. Bids are due on November 8, 2023.



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Request for Approval – Parking Lot Repairs
Date: November 6, 2023

The following agenda item will be included in the reminder packet. Bids are due on November 13, 2023.

MEMORANDUM

Date: November 3, 2023
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates

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

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives

- Staff has continued correspondence with IT to move forward with our current APC hardware. IT is working on configuring a laptop to be able to calibrate the sensors on our units. From there we will be able to install the hardware from the retired fleet onto the new electric vehicles. Staff has additionally met with UTA to run a diagnostic of our current APC data.
- Staff has begun working on the next task for the Downtown Charleston Transit Study with Nelson/ Nygaard. the next task focuses on Transit Lanes and Bus Infrastructure. The next round of TAG meetings and an open house will be held in early December.
- Staff has continued to work on analyzing the Rt. 10 to improve the route on-time performance and the overall productivity of the route. This involves looking at frequency, operator and ridership feedback. The goal of this is to increase ridership along the corridor. Staff has created both a rider and business survey for the corridor. Marketing for the survey will start the first week of November. We will also have staff ride the route to conduct surveys.
- Staff held two different meetings regarding the Rt. 104 change to service N. Hobson again. Staff received positive feedback from the businesses along N. Hobson as well as the passengers who utilize the service. Changes will go in effect November 12th.
- Staff has continued working with the National Express staff to work out the relief plan for electric buses. Bus swaps are happening either midday or early evening due to low percentages. Currently this causes strain on on-time performance and maintenance who typically make the bus swaps in the evening.
- Staff is working closely with National Express to monitor missed service. We continue to work through ways of improving the hours missed.
- Staff participated in the plans for the warming shelters this season.
- Staff worked with the Board of Elections to service their facility for those who vote early. The Rt. 103 services their facility 4 times a day, and the request was to service the facility throughout the entire day. We were able to accommodate the request with little to no effect of existing service.
- Staff assisted with the LCRT tour for the Charleston Metro Chamber of Commerce.
- Staff assisted with monthly NTD sample reporting of ridership.

2. Downtown Route Study

- The State of the Transit System draft was received and feedback has been sent to the consultant. Route profiles are still being completed and should be available by the first week of November.

MEMORANDUM

- Work has started in the feasibility analysis for dedicated transit guideways in the peninsula.
- The next TAC meeting and Public Open House are tentatively planned for the week of December 5, 2023.

3. US 52 BRT Study

- BCDCOG selected HNTB to begin Contract Negotiations
- Project anticipated to begin in January 2024.

4. CARTA OnDemand (TNC Pilot)

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

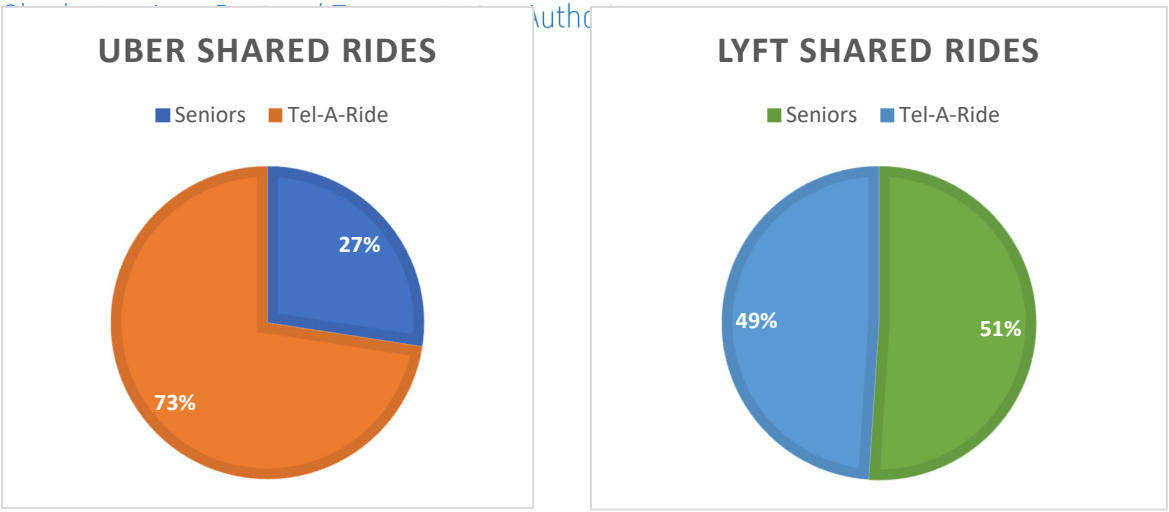
In October 2023, there were one hundred (100) senior riders and one hundred eleven (111) Tel-A-Ride customers actively using OnDemand service. Also in October, CARTA OnDemand had its highest monthly ridership yet and provided a total of 1213 trips with 70% of the trips being taken by paratransit customers and 30% being taken by senior customers.

UBER STATISTICS

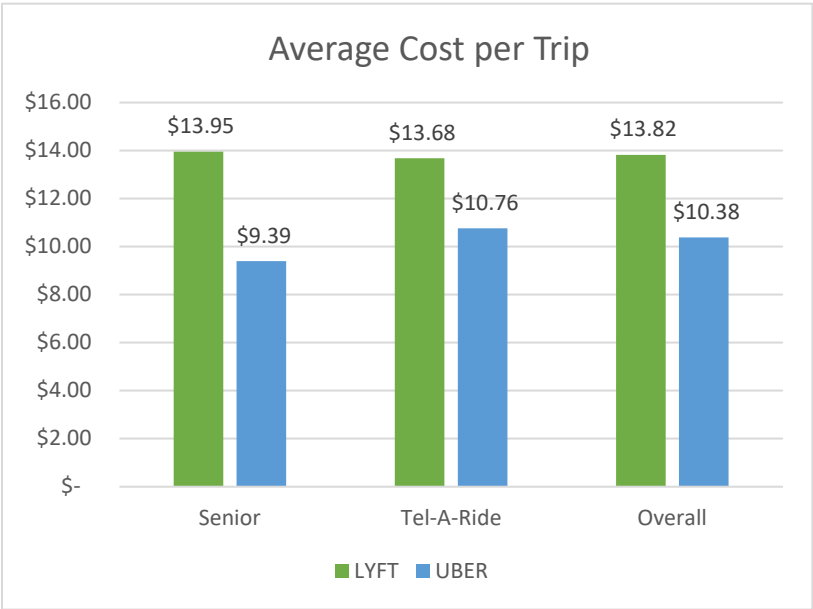
- 1117 Trips provided
- Avg Trip Cost: \$10.38
- 110 Unique Riders
- Total Cost: \$11,622.65

LYFT STATISTICS

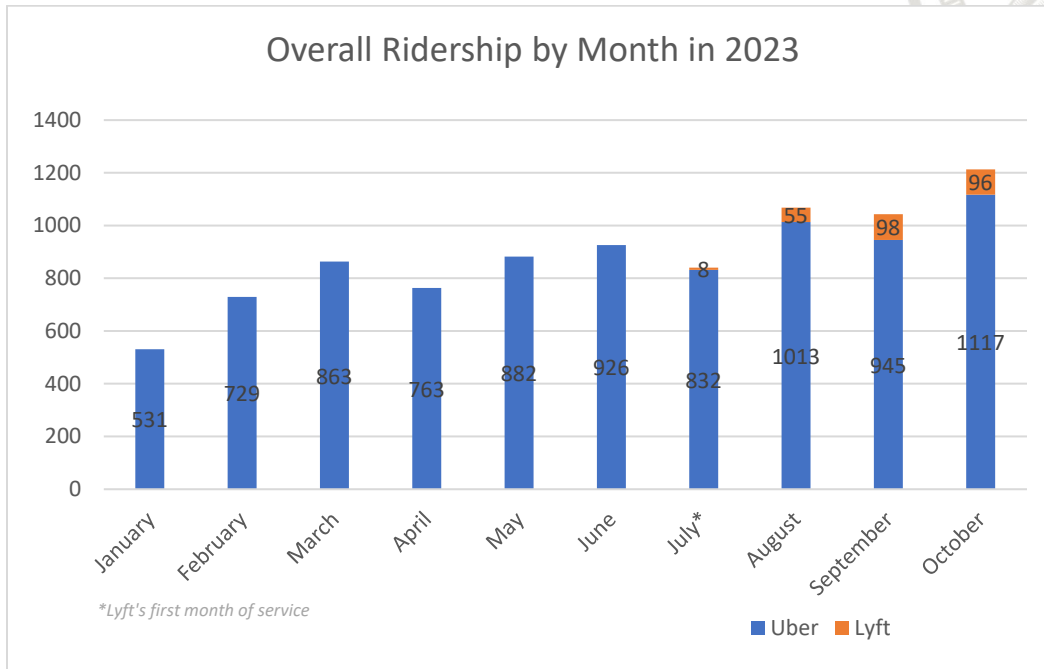
- 96 Trips provided
- Avg Trip Cost: \$13.82
- 15 Unique Riders
- Total Cost: \$1,326.54



In October, the 1213 trips (Tel-A-Ride and senior) averaged \$10.65 per trip which is up from September's average of \$9.90 per trip. Tel-A-Ride trips averaged \$10.92 and senior trips averaged \$10.02. To date (February 2021 – present), CARTA has spent a total of \$120,167.78 on the CARTA OnDemand program which includes trips costs and marketing expenses.



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:

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

MEMORANDUM

Guidelines

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

Solar Lighting Project

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

Digital Signage

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

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

Three locations have been selected for new digital signs.

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

Locations:

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

MEMORANDUM

782 Rivers Ave Park & Ride
137 N. Charleston SuperStop
103 N. Charleston Super Stop on Rivers Ave

6. Spare/TCL On-Demand Project

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

- Discussing Payment Methods
- Sharing GIS data for existing routes
- Planning Implementation
- Creating Service area, identifying hours of operations and meeting ADA requirements

7. Shipwatch Square/Transit Hub

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

8. Lowcountry Go Vanpool

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

In October,

- 2 continuing operating vanpools for Lighthouse for the Blind
- Ongoing community outreaches to areas such as local universities and libraries, hospitality centers in Charleston County, and large employers in Berkeley and Dorchester County.
- 2 presentations and a hiring event with Volvo providing information on the program, how to get started, and finding ways to implement.
- 4 new inquiries for vanpool services and several follow-ups on previous inquiries that were interested in the service from prior presentations and outreach.
- Weekly promoting on social media and shared in multiple community business groups. Facebook boosts and ads have been set up to draw in more traffic to the page and website.

MEMORANDUM

Vanpool marketing continues to be pushed through large employers including new and follows ups to previously interested parties.

The Vanpool Coordinator went to local universities, providing flyers to promote the Vanpool program for students, and local libraries for possible job seekers. Ongoing table event at Joint Base Charleston for their Newcomer Orientations. Met with Lighthouse for the Blind riders to fully establish and answer any concerns. Riders are pleased with the service and are arriving to work more consistently and on time. Lowcountry GO Vanpool was at the Volvo Hiring Event where the program was promoted to possibly new hires with high interest and a few follow up inquires after the event. The program continues to be promoted internally throughout Summerville Medical Center and US Department of State. Charleston Economic Development has been promoting the program through their LinkedIn page with photos and links to the program website. Lowcountry GO Vanpool continues to work with SC Works Regional Managers and Workforce Consultants to aid in outreach to large employers and potentially assist in work training opportunities.

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

9. Transit Oriented Development Study

The Project team continues to advance deliverables and hold presentations with municipal planning, housing, and other stakeholders. The team continues to advance technical documents and E-TOD Dashboard. Station Area Pike/Ped Task Capital Improvement Planning Task has started. Focus groups were held with municipalities, developers, and other key stakeholders. BCDCOG presented to Chamber Leadership Class. Developer Forum and next Stakeholder Committee to be held in November.

10. Lowcountry Rapid Transit

A&E Design: 60% Design is underway under. Full NTP negotiations between SCDOT and TranSystems are complete and out for signature. Bi-Monthly Technical Working Groups are being held to expedite design tasks. 60% design/ROW plans anticipated in Summer 2024. Design for Maintenance Facility is being scoped, to begin in January.

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

MEMORANDUM

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

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. Any changes to the design moving forward will be evaluated to see if the change would result in a change to the NEPA 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 will be conducted in November, December, and January. Corridor re-evaluation of any changes to scope will occur at 60% design.

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

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

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



MEMORANDUM

Date: November 8th, 2023
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: October 2023 Ridership Report Summary Statistics

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

- Ridership for the month was 202,275 which is a 6.7 % increase from October of last year and a 5.5% increase from the month of September.
 - Fare Riders 65.66% of total
 - Pass Riders 27.85% of total
 - Transfers 6.49% of total
- The passengers per hour averaged 11.9, which is a 3.5% increase from last year and an increase of 2.6% increase from September.
 - Average cash payment per passenger was \$0.52, a 5% decrease from last year.
- Revenue for the month totaled \$305,260.07 an increase of 6.4% from last year.
 - Farebox Revenue 70.1% of total
 - Pass/Presale Revenue 29.9% of total
- The system wide cost per passenger was \$5.63.
- Routes that did not meet performance standards include Rt. 2 - Mt. Pleasant/West Ashley Express, Rt. 3- Dorchester Rd- Summerville Express, Rt. 13- Remount Rd., Rt. 30 – Savannah Hwy, Rt. 32- North Bridge, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, Rt. 102 - North Neck/ Rutledge Ave., Rt. 103- Leeds Ave and Rt. 104- Montague Ave.
- Farebox recovery for the system was 21.1%.

- Tel-A-Ride ridership for the month was 5,262.
- The cost per Tel-A-Ride trip was \$40.30.

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

CARTA Monthly Performance October 2023

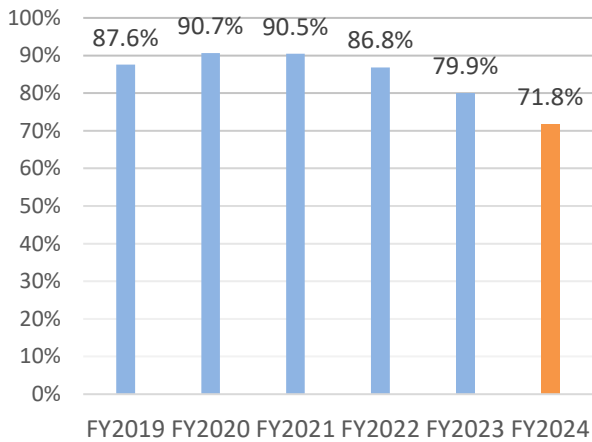
Fixed Route Performance:

- Passengers per Hour: 11.9
- On Time Performance: 71.8%
- Complaints per 100,000 Passengers: 1.5
- Compliments per 100,000 Passengers: 1.0
- Miles between Road Calls: 26,389
- Revenue Vehicle Accidents per 100,000 Miles: 7.2
- Preventable Accidents per 100,00 Miles: 2.9

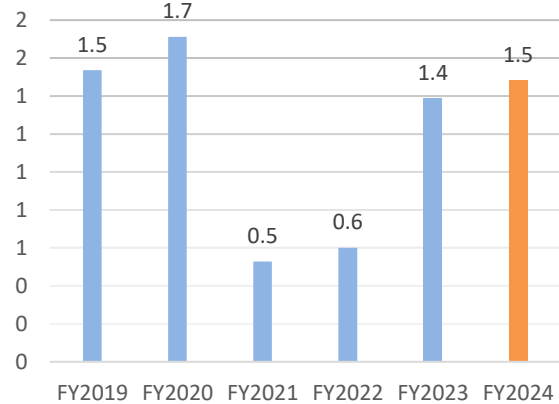
Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)

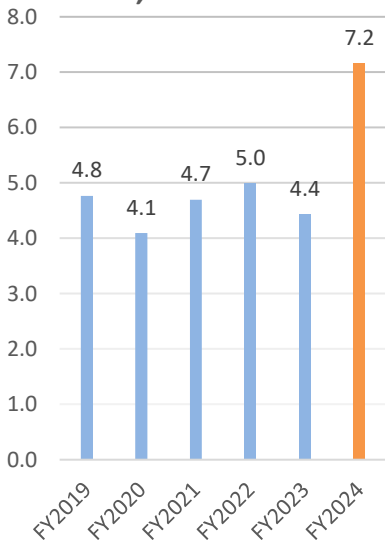
ON TIME PERFORMANCE



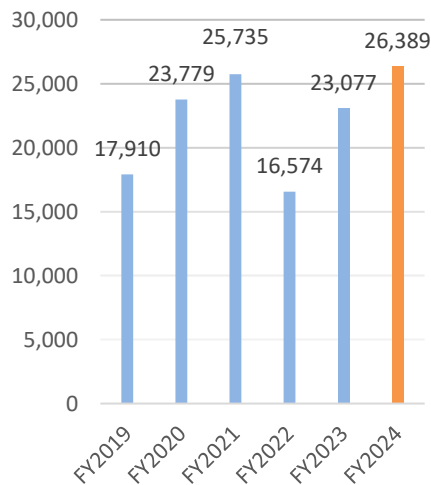
COMPLAINTS PER 100,000 PSGRS



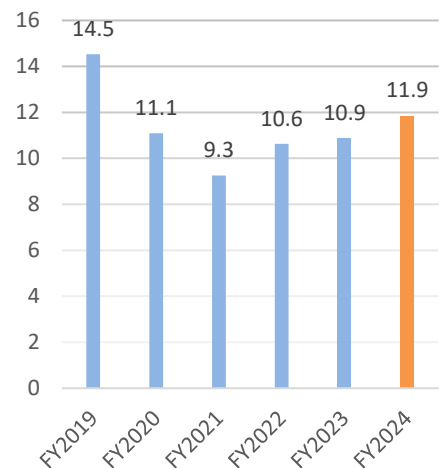
ACCIDENTS PER 100,000 MILES



TOTAL MILES B/W ROAD CALLS



PASSENGERS PER HOUR



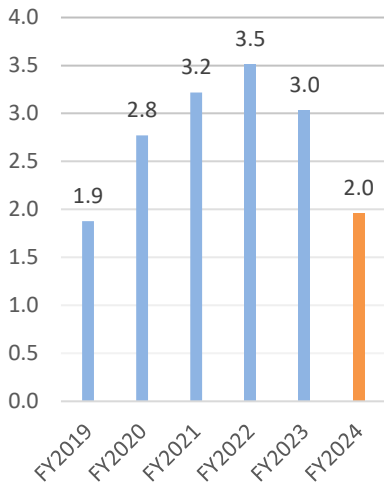
Paratransit Performance:

- Total Passengers: 5,262; Passengers per Hour: 1.7
- No Shows: 237
- On-Time Performance: 84%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: No Road calls reported for October
- Total Revenue Accidents per 100,000 Miles: 2.0
- Preventable Accidents per 100,000 Miles: 2.0

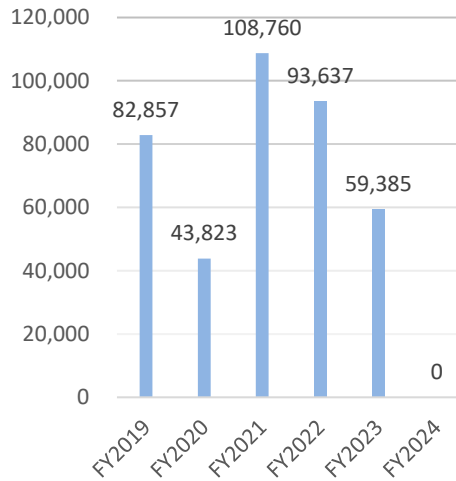
Paratransit Annual Trends - FY2019 – FY2024

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

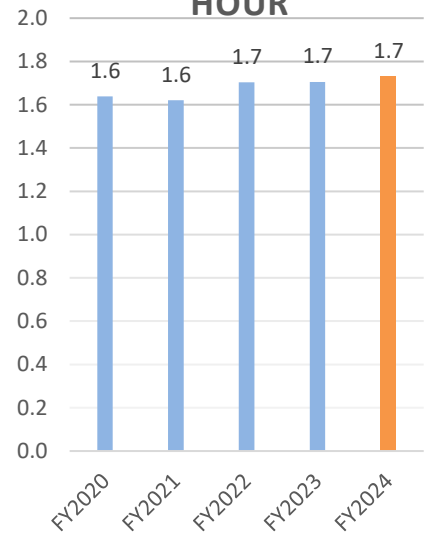
ACCIDENTS PER 100,000 MILES



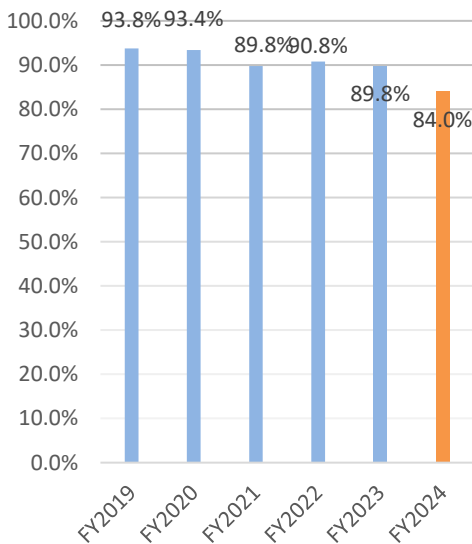
MILES B/W ROAD CALLS



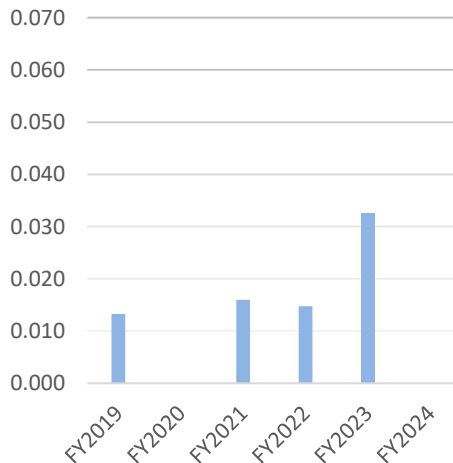
PASSENGERS PER HOUR



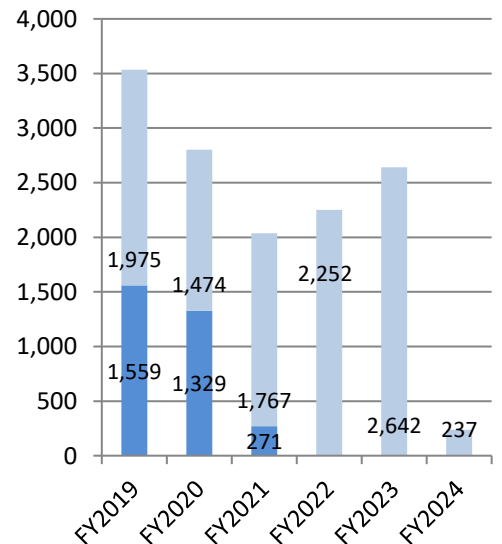
ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



■ Cancelled at door
■ No Show



Revenue/Cost/Ridership for the Month of October 2023

Route Name	Farebox Revenue	Pass/Presale Revenue	2022 Revenue	2023 Revenue	Cost of Operation	Hours Operated	Percent Cost Recovered	Cost Per Passenger	Deviation From System Average	Allowable Deviation Under Performance Standards	2022 Passengers Per Hour	2023 Passengers Per Hour	Change from Last Year	Passenger Per Hour Target Under Performance Standards	2022 Ridership	2023 Ridership	Change from Last Year	Change from Last Year	% of Total Ridership
1 James Island-North Charleston Express	\$ 677.02	\$ 11,789.68	\$ 11,313.24	\$ 12,466.70	\$ 59,575.19	704.17	20.9%	\$ 7.48	-0.21%	-5.00%	9	9	5%	15	6,535	6,296	(239)	-4%	3.11%
2 Mt. Pleasant-West Ashley Express	\$ 665.15	\$ 7,193.58	\$ 6,889.86	\$ 7,858.73	\$ 57,874.66	684.07	13.6%	\$ 10.02	-7.56%	-5.00%	7	7	1%	15	4,761	4,991	230	5%	2.47%
3 Dorchester Rd-Summerville Express	\$ 1,039.47	\$ 5,271.17	\$ 5,179.79	\$ 6,310.64	\$ 40,780.54	482.02	15.5%	\$ 9.49	-5.66%	-5.00%	7	8	2%	15	3,403	3,632	229	7%	1.80%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 40,001.59	\$ 13,813.93	\$ 42,873.95	\$ 53,815.52	\$ 231,450.43	2,735.71	23.3%	\$ 4.22	2.11%	-10.00%	16	15	-1%	20	36,785	42,102	5,317	14%	20.81%
11 Dorchester Rd/Airport	\$ 11,288.23	\$ 4,590.03	\$ 16,192.33	\$ 15,878.26	\$ 101,991.12	1,205.52	15.6%	\$ 6.16	-5.57%	-10.00%	12	12	-4%	20	14,110	13,990	(120)	-1%	6.92%
12 Upper Dorch/Ashley Phosphate Rd	\$ 12,467.25	\$ 4,380.69	\$ 16,340.01	\$ 16,847.94	\$ 108,730.63	1,285.18	15.5%	\$ 6.88	-5.64%	-10.00%	12	10	-12%	20	14,909	13,352	(1,557)	-10%	6.60%
13 Remount Road	\$ 3,953.91	\$ 1,650.34	\$ 5,676.01	\$ 5,604.25	\$ 52,817.92	624.30	10.6%	\$ 9.39	-10.53%	-10.00%	8	8	-3%	20	5,344	5,030	(314)	-6%	2.49%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00	\$ 53,842.46	636.41	11.1%	\$ 4.00	-9.99%	-10.00%	20	19	-4%	20	12,532	11,960	(572)	-5%	5.91%
30 Savannah Highway	\$ 3,753.60	\$ 1,601.88	\$ 5,308.39	\$ 5,355.48	\$ 54,594.59	645.30	9.8%	\$ 10.09	-11.33%	-10.00%	8	8	0%	20	4,983	4,882	(101)	-2%	2.41%
31 Folly Road	\$ 4,059.16	\$ 1,620.34	\$ 5,120.80	\$ 5,679.50	\$ 73,136.28	864.46	7.8%	\$ 13.66	-13.37%	-15.00%	6	6	-5%	10	5,071	4,939	(133)	-3%	2.44%
32 North Bridge	\$ 5,294.12	\$ 2,486.06	\$ 6,392.49	\$ 7,780.18	\$ 70,988.19	839.07	11.0%	\$ 8.34	-10.18%	-10.00%	9	9	-4%	20	7,673	7,577	(96)	-1%	3.75%
33 St. Andrews/Ashley River Rd	\$ 7,765.86	\$ 3,492.88	\$ 8,910.53	\$ 11,258.74	\$ 63,036.32	745.08	17.9%	\$ 4.86	-3.28%	-10.00%	13	14	7%	20	9,533	10,646	1,113	12%	5.26%
40 Mt. Pleasant	\$ 3,854.71	\$ 1,462.10	\$ 5,495.94	\$ 5,316.81	\$ 56,713.90	670.35	9.4%	\$ 11.53	-11.76%	-10.00%	7	7	-3%	20	4,556	4,456	(100)	-2%	2.20%
41 Coleman Boulevard	\$ 867.68	\$ 320.11	\$ 1,290.35	\$ 1,187.79	\$ 33,411.58	394.92	3.6%	\$ 33.03	-17.58%	-10.00%	3	2	-28%	20	1,343	976	(367)	-27%	0.48%
42 Wando Circulator	\$ 752.12	\$ 284.84	\$ 818.45	\$ 1,036.96	\$ 31,324.42	370.25	3.3%	\$ 34.89	-17.83%	-15.00%	3	2	-8%	10	931	868	(63)	-7%	0.43%
102 North Neck/ Rutledge Ave	\$ 1,535.10	\$ 877.92	\$ 1,506.39	\$ 2,413.02	\$ 41,167.18	486.59	5.9%	\$ 14.48	-15.28%	-15.00%	5	5	10%	10	2,431	2,676	245	10%	1.32%
103 Leeds Avenue	\$ 448.97	\$ 226.48	\$ 953.27	\$ 675.45	\$ 14,752.30	174.37	4.6%	\$ 20.39	-16.56%	-15.00%	9	4	-58%	10	1,453	690	(763)	-53%	0.34%
104 Montague Avenue	\$ 1,580.97	\$ 833.08	\$ 2,486.52	\$ 2,414.05	\$ 40,604.57	479.94	5.9%	\$ 15.04	-15.19%	-10.00%	6	5	-10%	10	2,927	2,539	(388)	-13%	1.26%
203 Medical Shuttle	\$ 4.00	\$ 49,926.34	\$ 38,428.39	\$ 49,930.34	\$ 41,413.38	489.50	120.6%	\$ (0.74)	99.43%	-10.00%	30	24	-22%	10	12,519	11,510	(1,009)	-8%	5.69%
210 Aquarium/ CofC DASH	\$ -	\$ 49,414.44	\$ 43,414.44	\$ 49,414.44	\$ 65,419.60	773.25	75.5%	\$ 1.23	54.40%	-15.00%	13	17	28%	10	10,282	13,028	2,746	27%	6.44%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 79,993.38	945.51	32.2%	\$ 2.36	11.10%	-15.00%	20	24	20%	10	18,181	22,934	4,753	26%	11.34%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 37,721.28	445.86	26.0%	\$ 2.56	4.82%	-15.00%	17	24	44%	10	7,527	10,909	3,382	45%	5.39%
301 Glenn McConnell Circulator	\$ 1,680.08	\$ 752.31	\$ 2,296.47	\$ 2,432.39	\$ 32,748.29	387.08	7.4%	\$ 13.22	-13.71%	-15.00%	6	6	-5%	10	2,332	2,293	(39)	-2%	1.13%
TOTAL	\$ 101,688.99	\$ 203,571.08	\$ 268,470.51	\$ 305,260.07	\$ 1,444,088.22	17,068.9	21.1%	\$ 5.63			11.5	11.9	3%		190,120	202,275	12,155	6.4%	100.0%

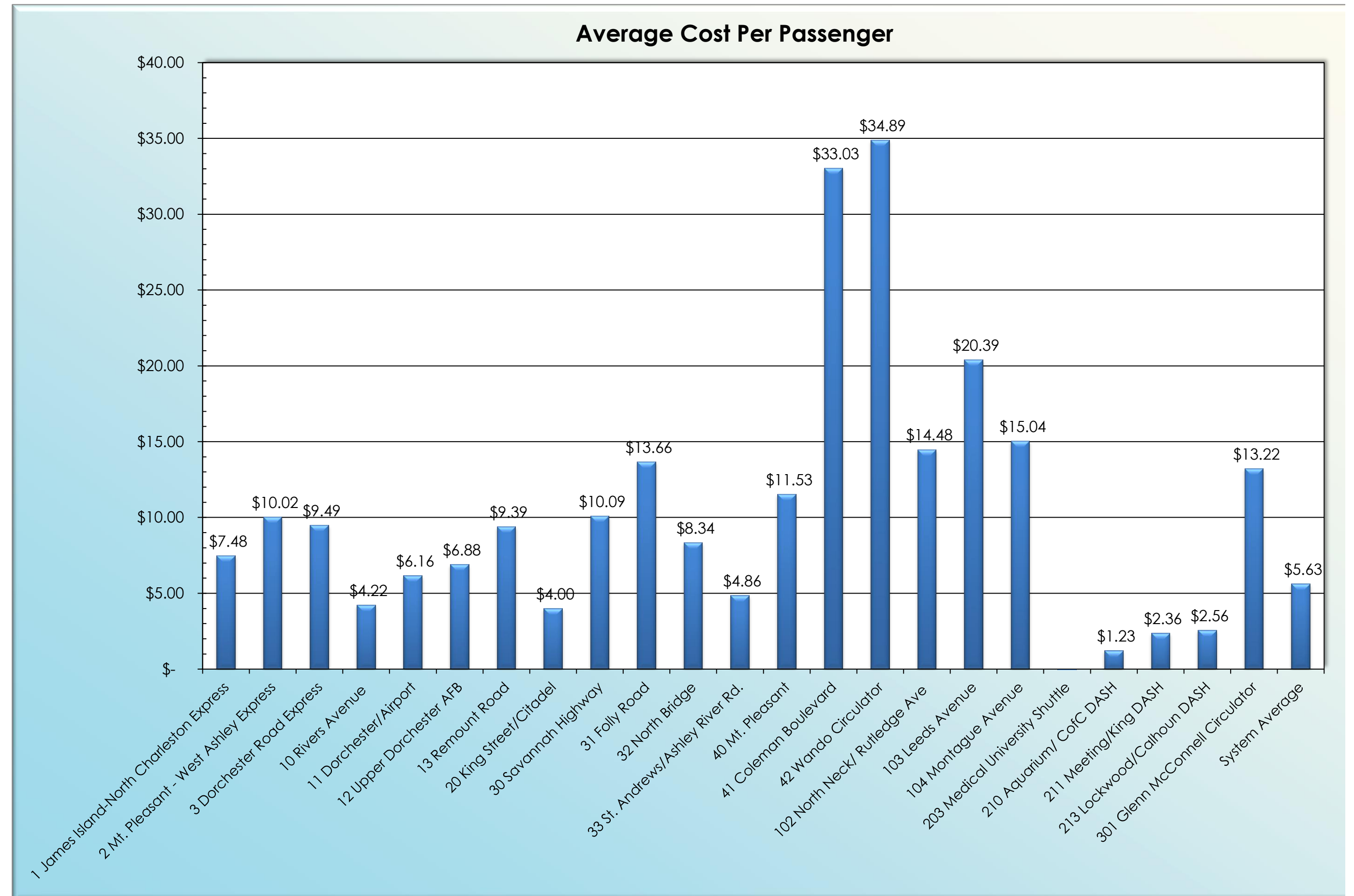
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

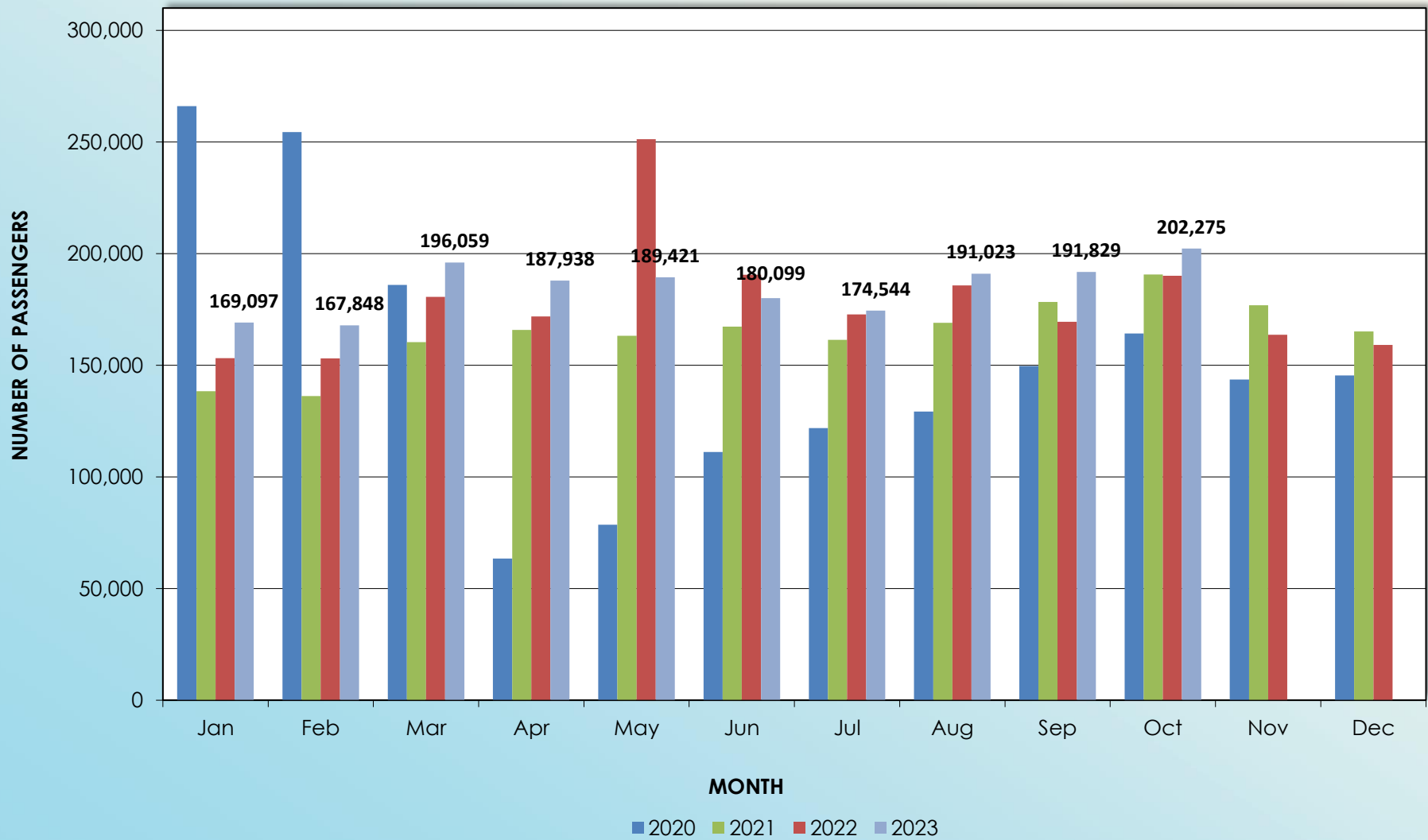
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of October 2023

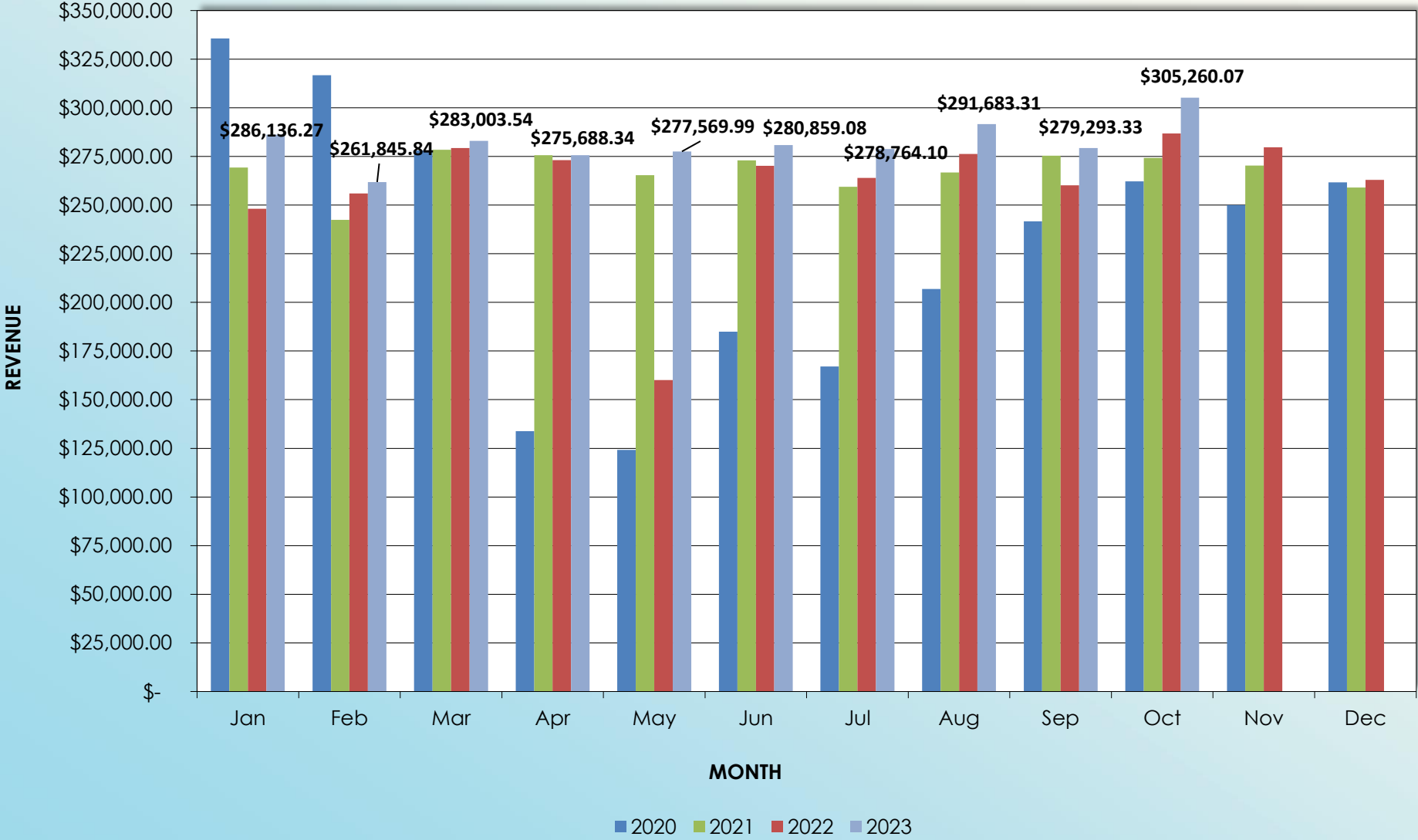
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 7.48
2 Mt. Pleasant - West Ashley Express	\$ 10.02
3 Dorchester Road Express	\$ 9.49
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.22
11 Dorchester/Airport	\$ 6.16
12 Upper Dorchester AFB	\$ 6.88
13 Remount Road	\$ 9.39
20 King Street/Citadel	\$ 4.00
30 Savannah Highway	\$ 10.09
31 Folly Road	\$ 13.66
32 North Bridge	\$ 8.34
33 St. Andrews/Ashley River Rd.	\$ 4.86
40 Mt. Pleasant	\$ 11.53
41 Coleman Boulevard	\$ 33.03
42 Wando Circulator	\$ 34.89
102 North Neck/ Rutledge Ave	\$ 14.48
103 Leeds Avenue	\$ 20.39
104 Montague Avenue	\$ 15.04
203 Medical University Shuttle	\$ (0.74)
210 Aquarium/ CofC DASH	\$ 1.23
211 Meeting/King DASH	\$ 2.36
213 Lockwood/Calhoun DASH	\$ 2.56
301 Glenn McConnell Circulator	\$ 13.22
System Average	\$ 5.63



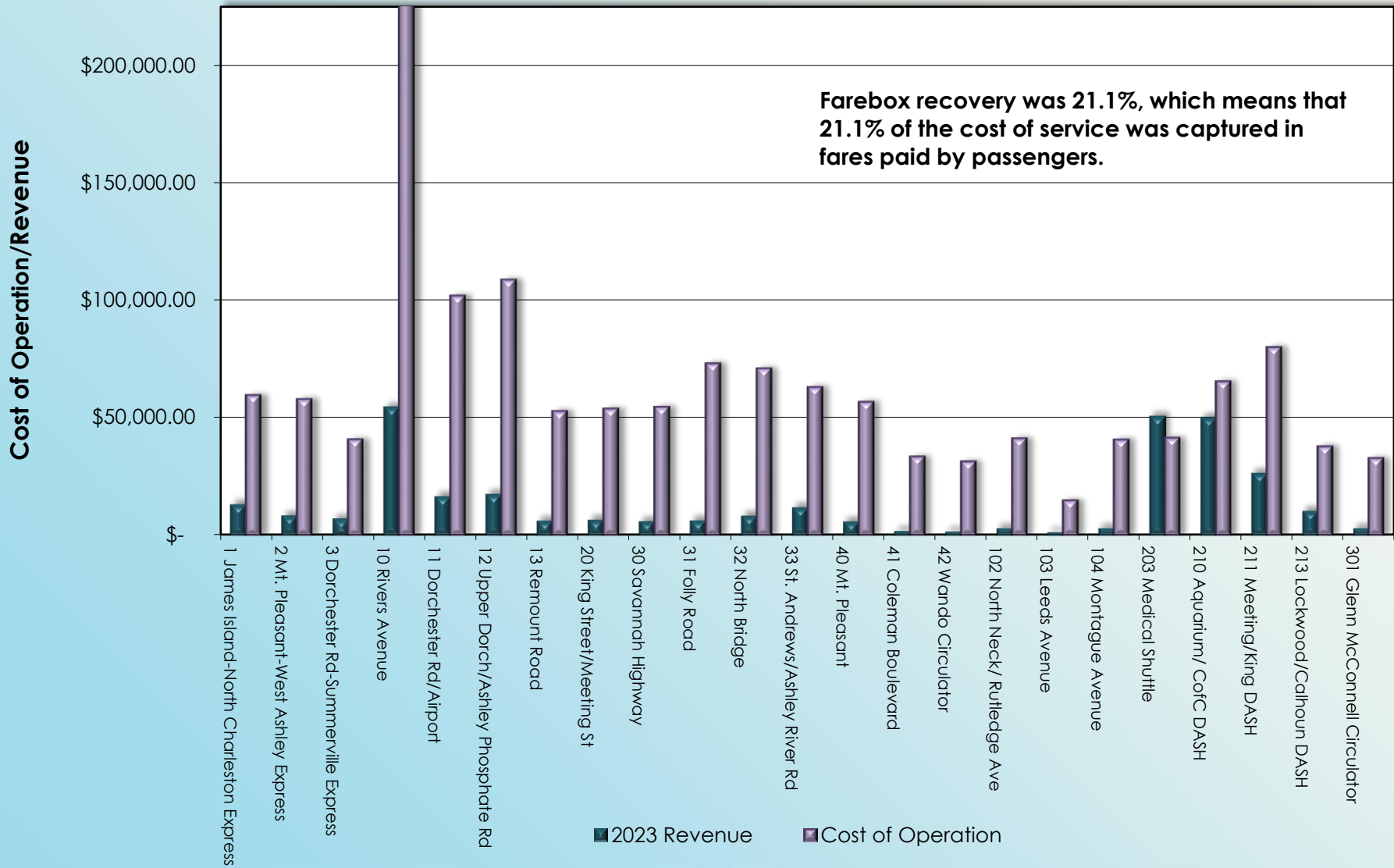
Fixed Route Ridership



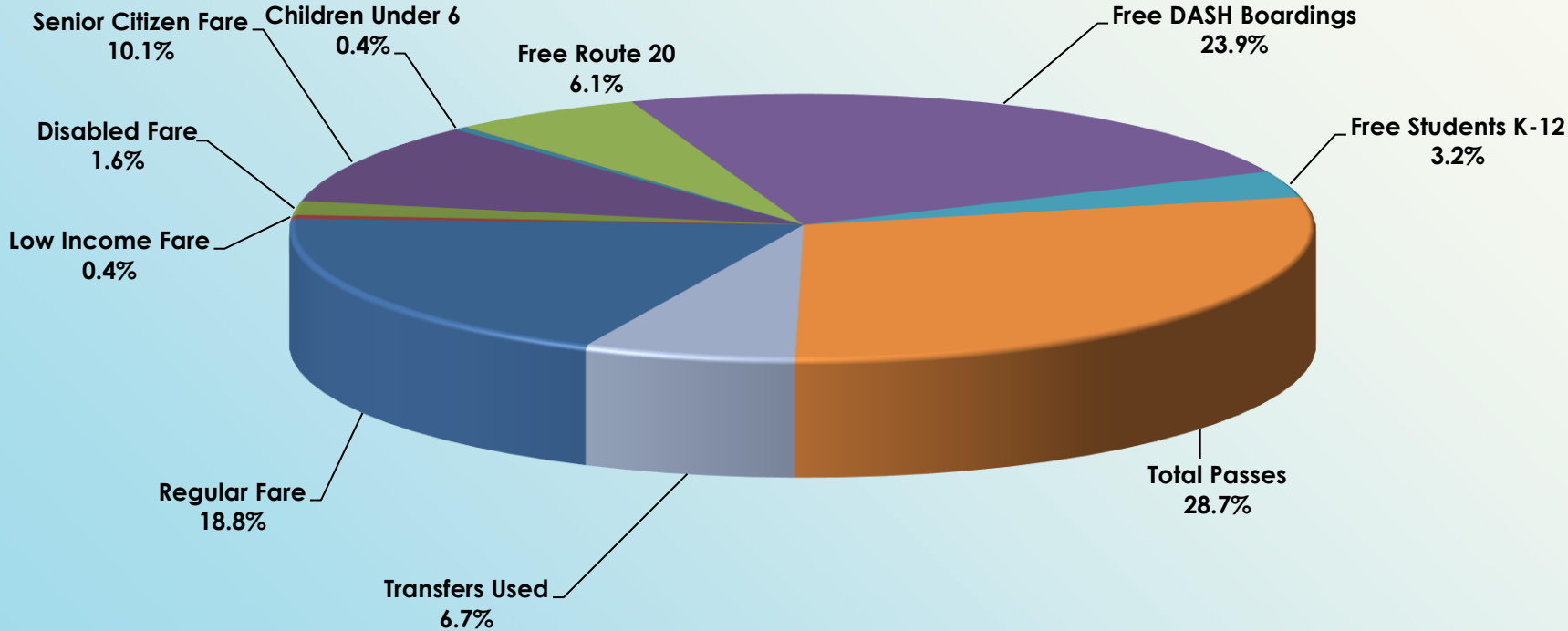
Fixed Route Revenue



Revenue & Cost by Route October 2023

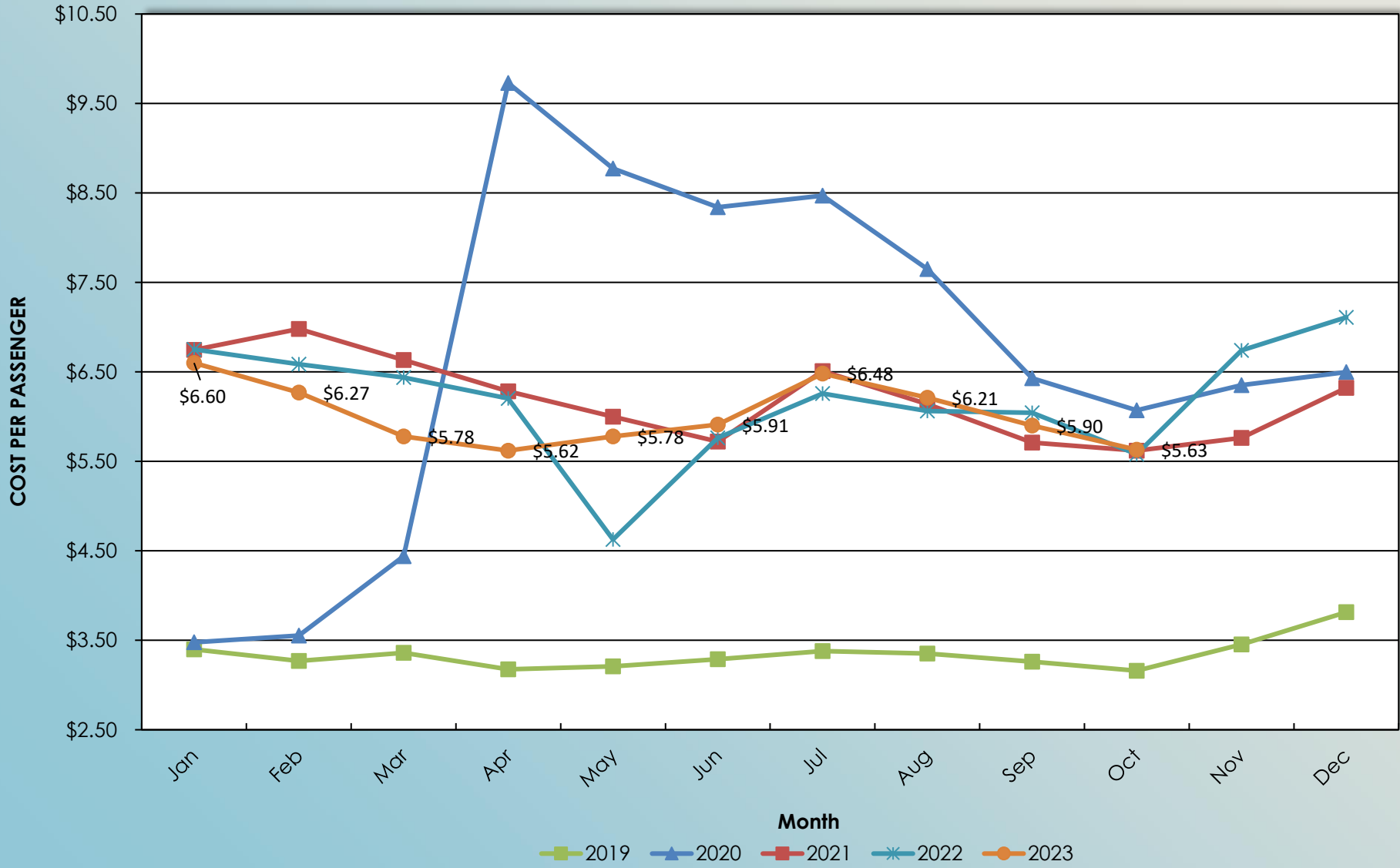


Ridership by Fare Type October 2023

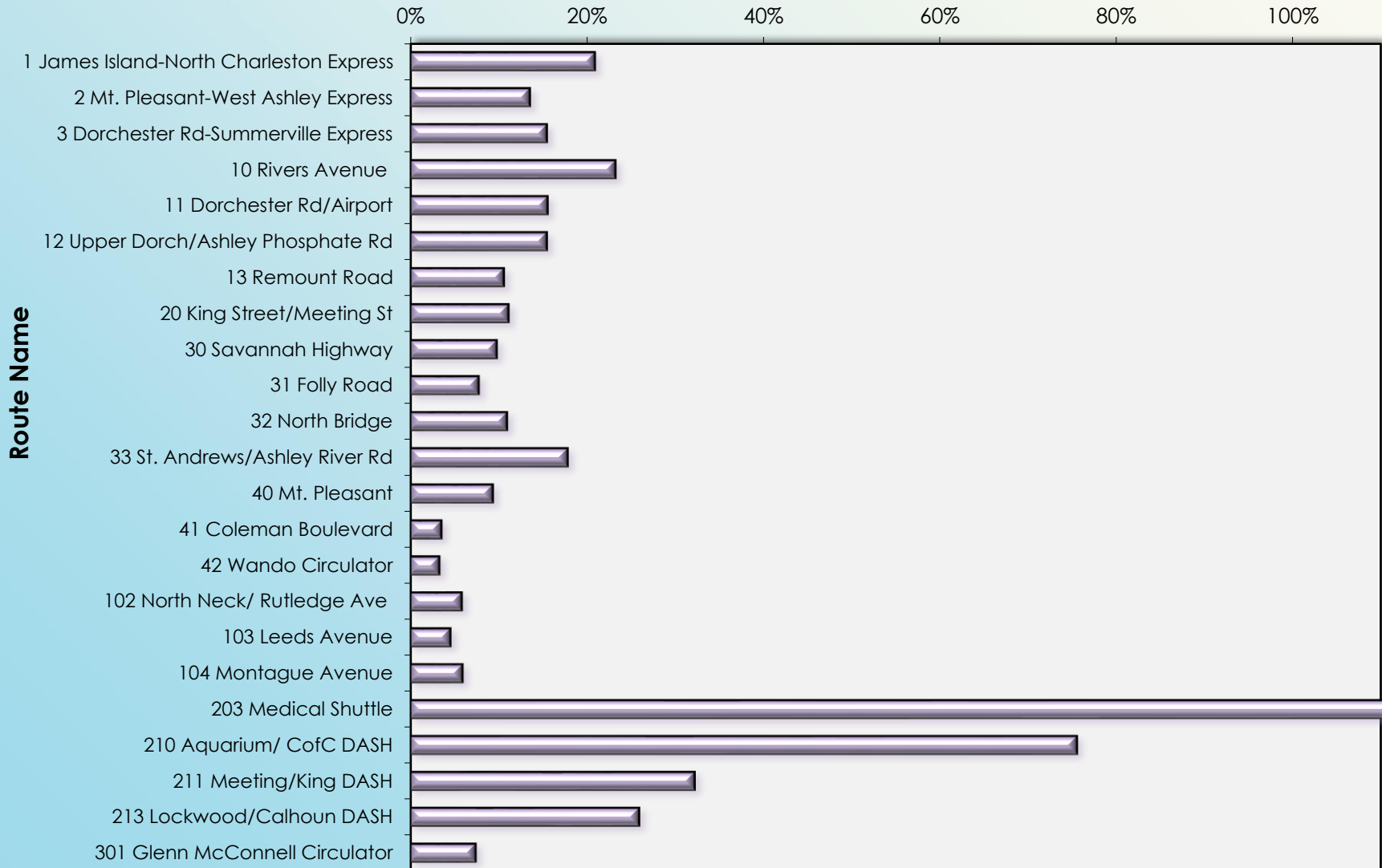


- | | | | | |
|----------------------|-------------------|---------------------|--------------------------|-----------------------|
| ■ Regular Fare | ■ Low Income Fare | ■ Disabled Fare | ■ Senior Citizen Fare | ■ Children Under 6 |
| ■ HOP Shuttle | ■ Beach Shuttle | ■ Free School Guard | ■ Free Route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

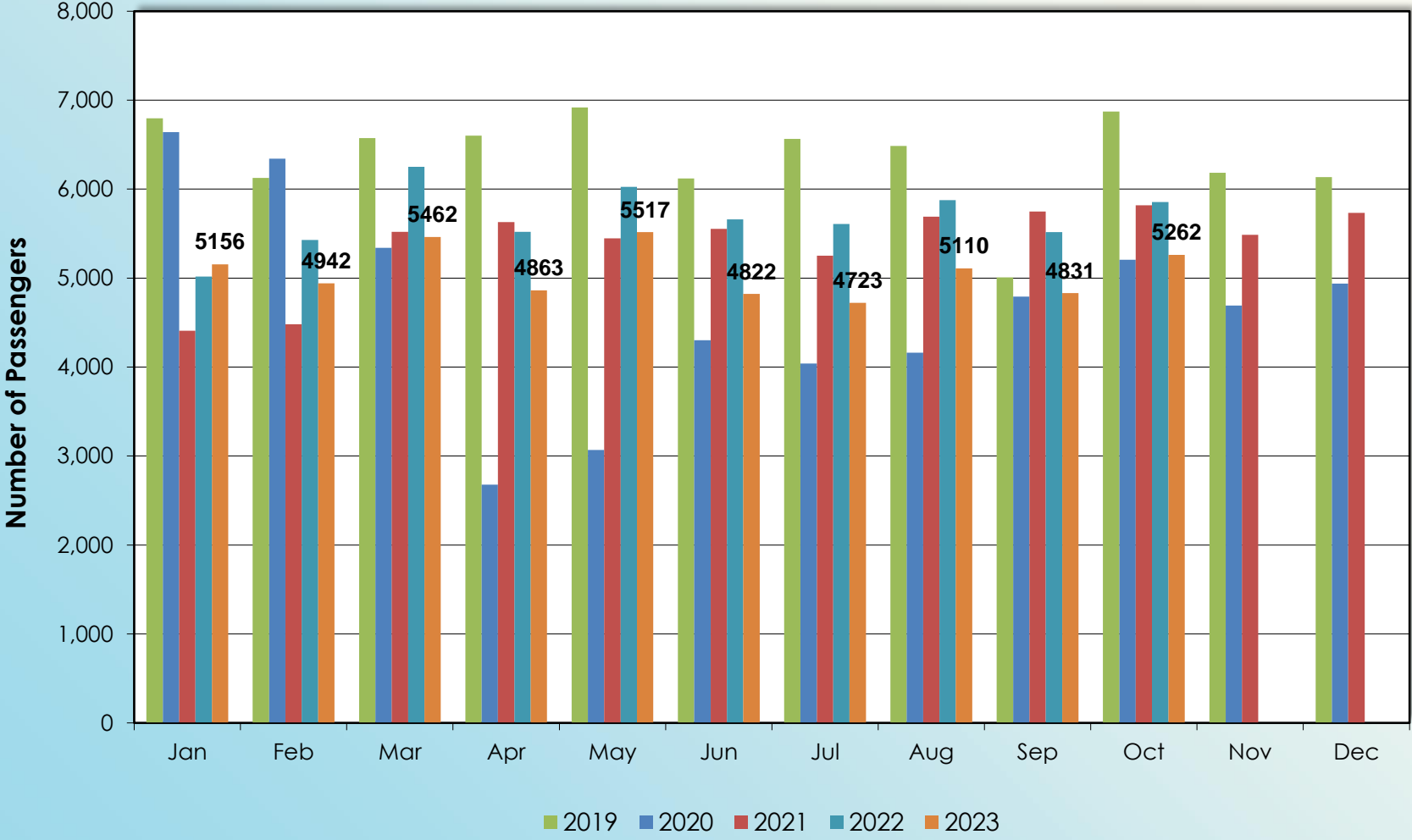
Fixed Route Cost Per Passenger



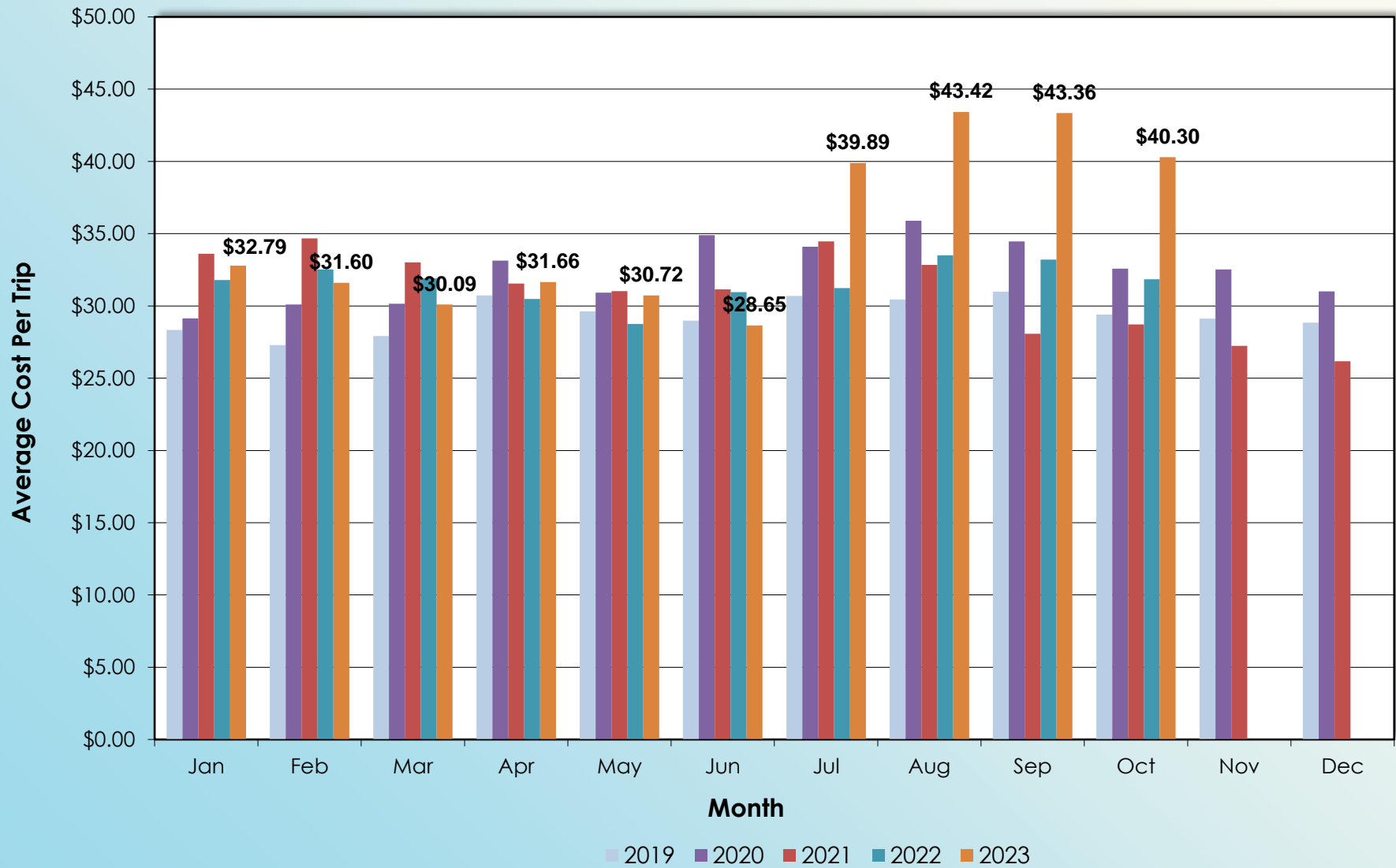
Percent Cost Recovered by Route October 2023



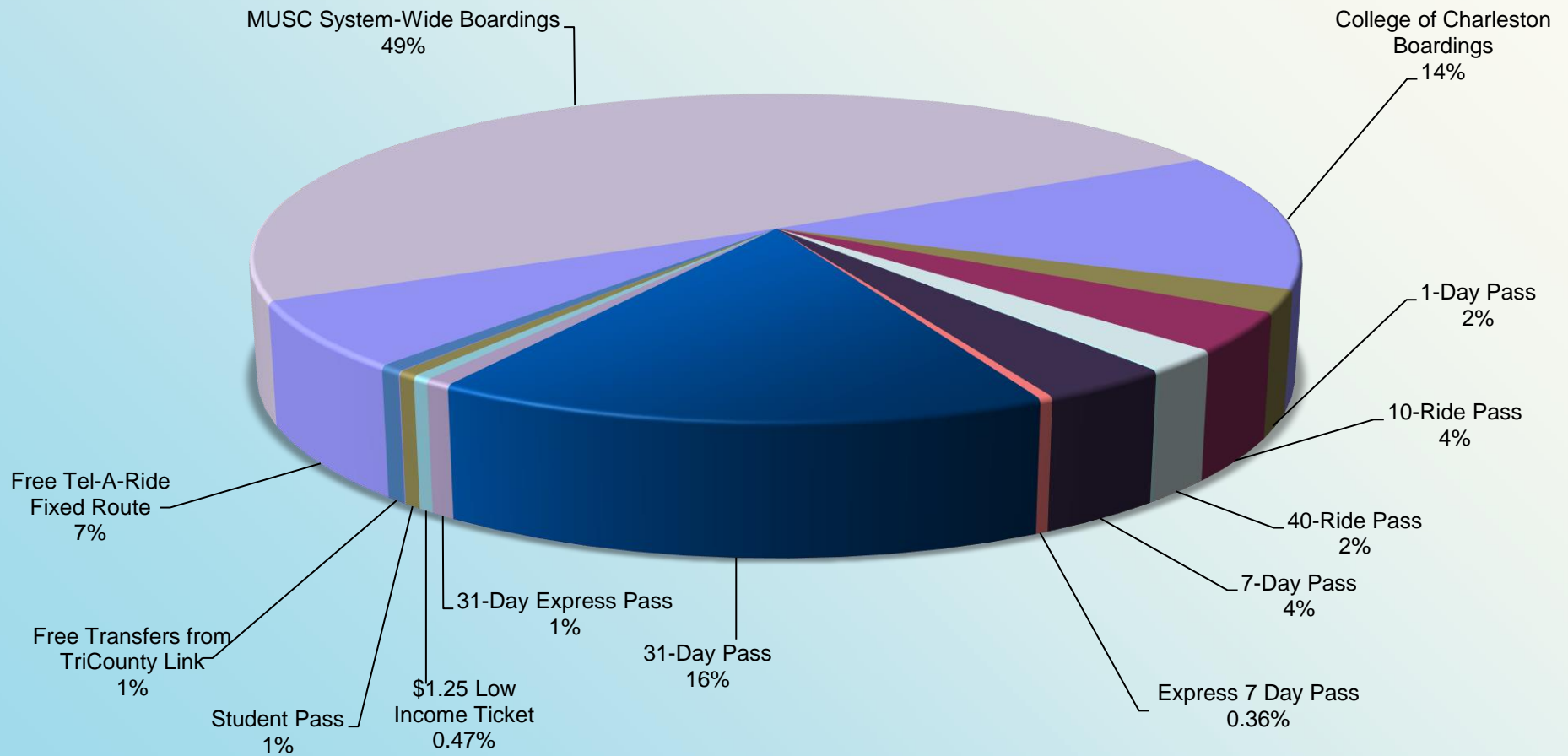
Tel-A-Ride Ridership



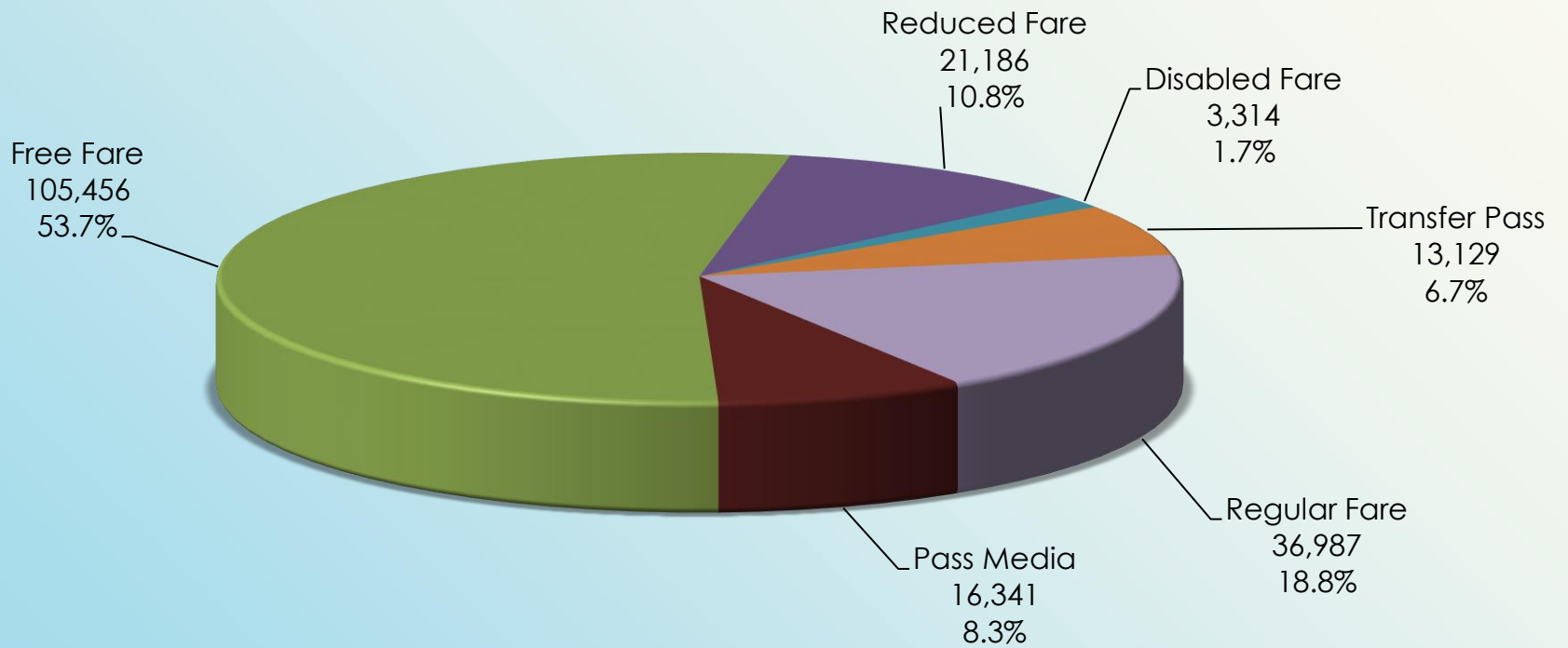
Average Cost Per One-Way Paratransit Trip



Pass Use by Type October 2023



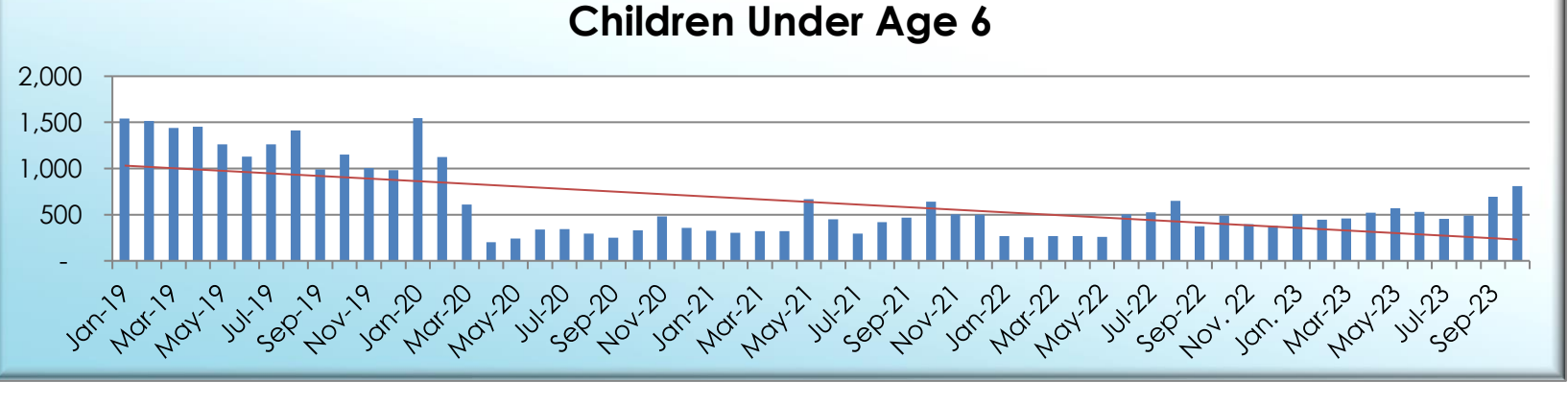
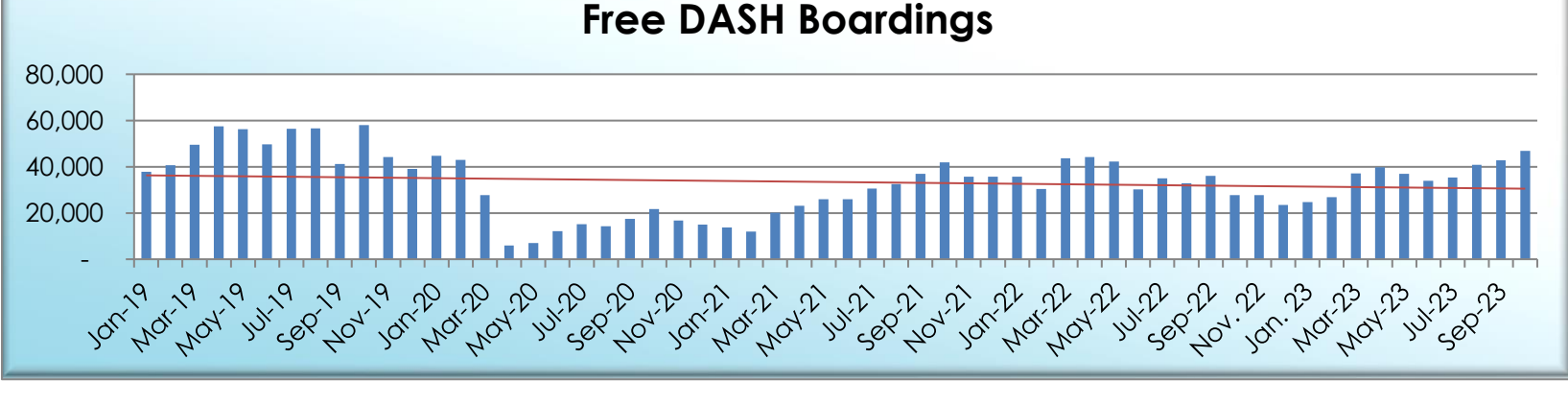
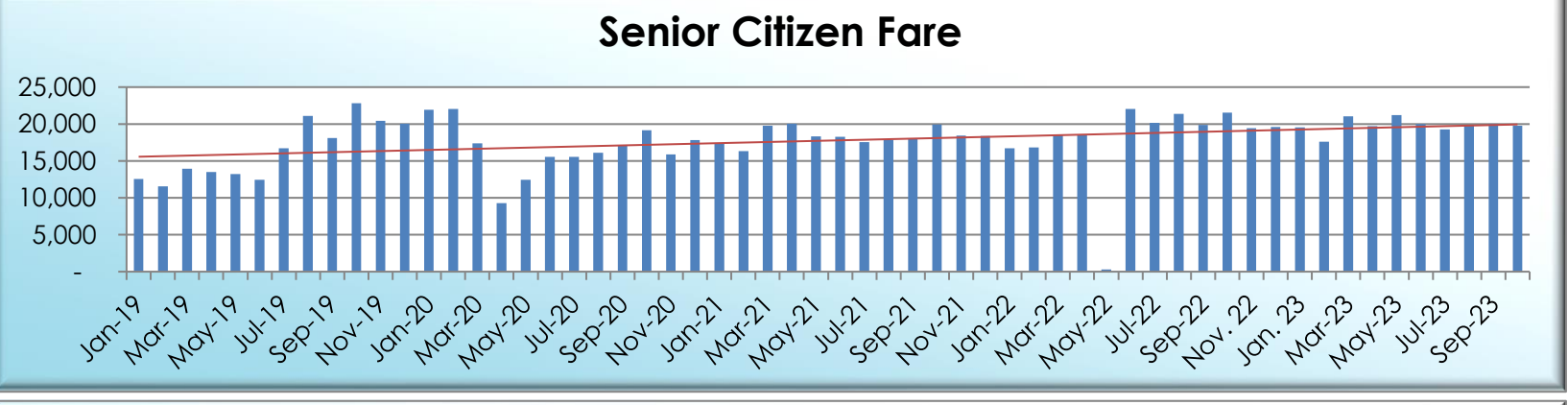
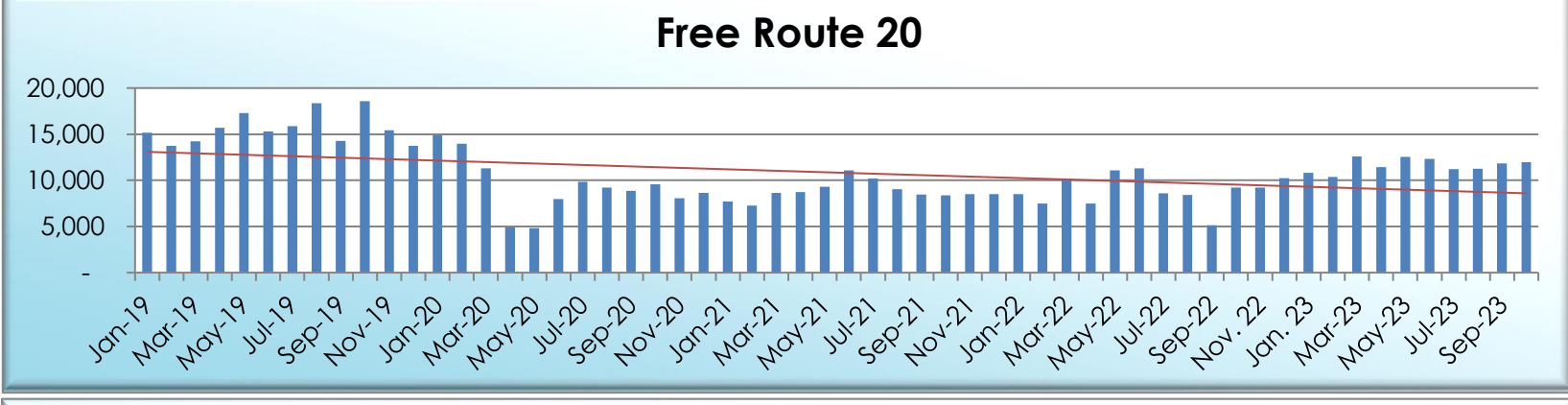
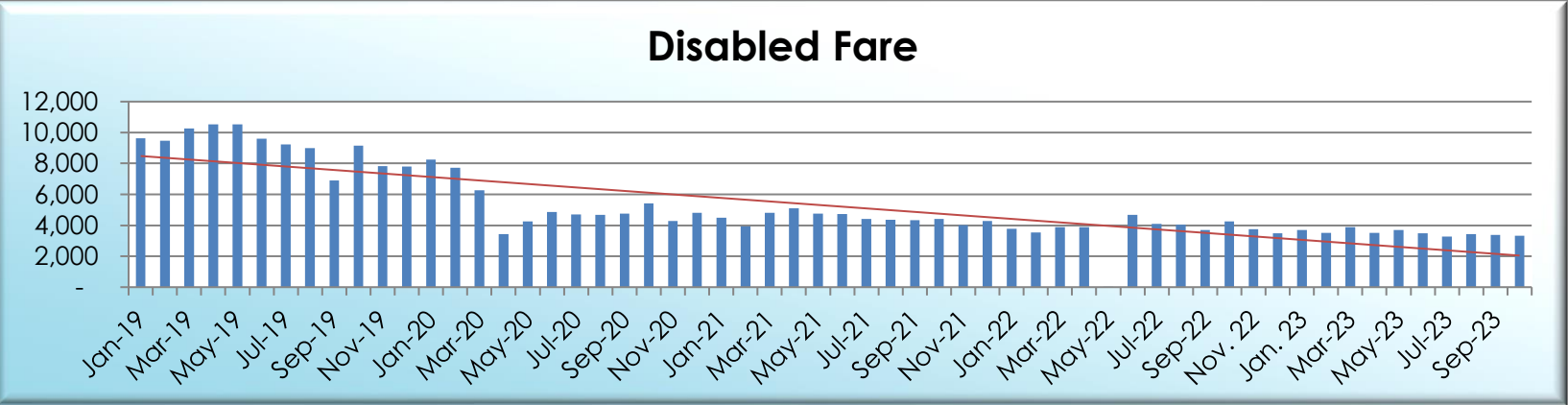
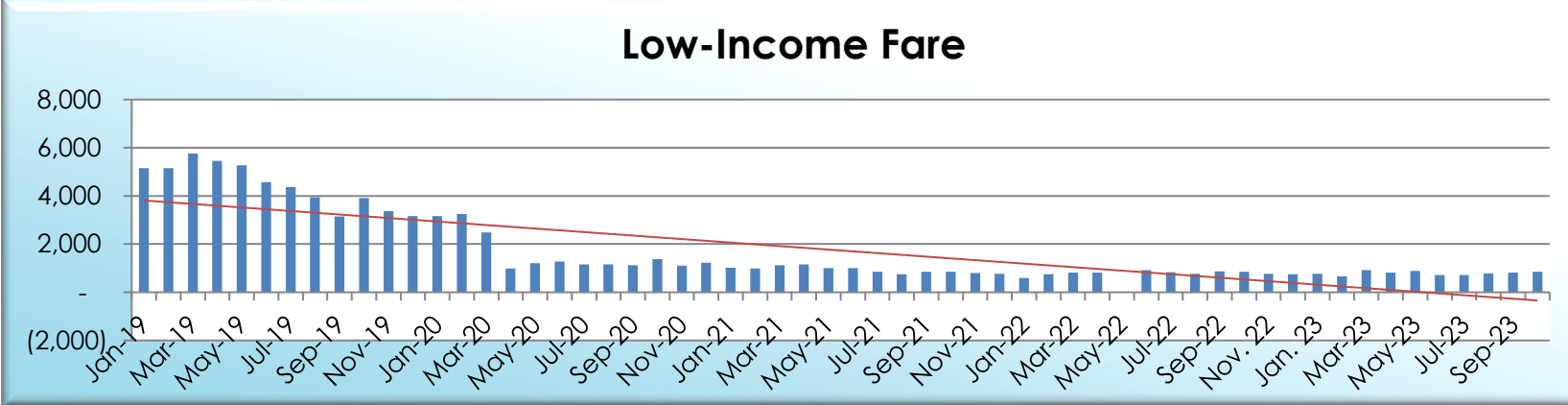
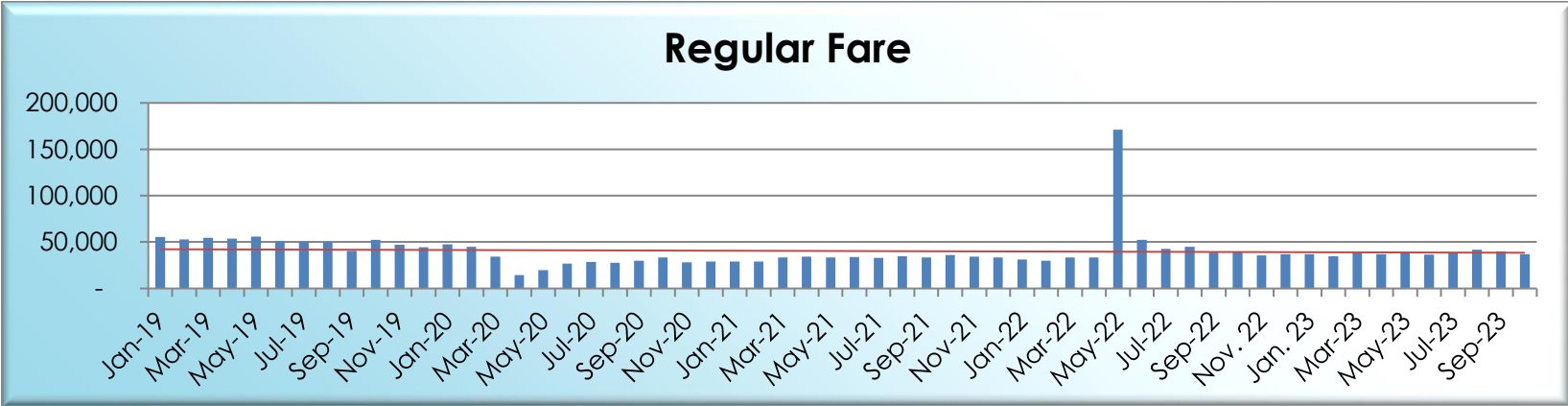
Ridership by Customer Type October 2023



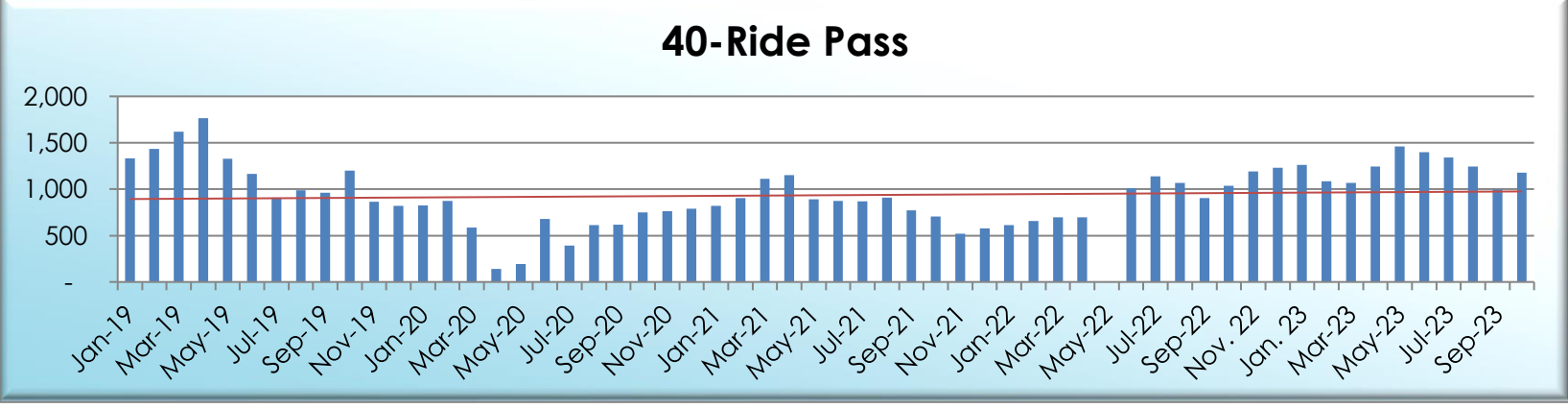
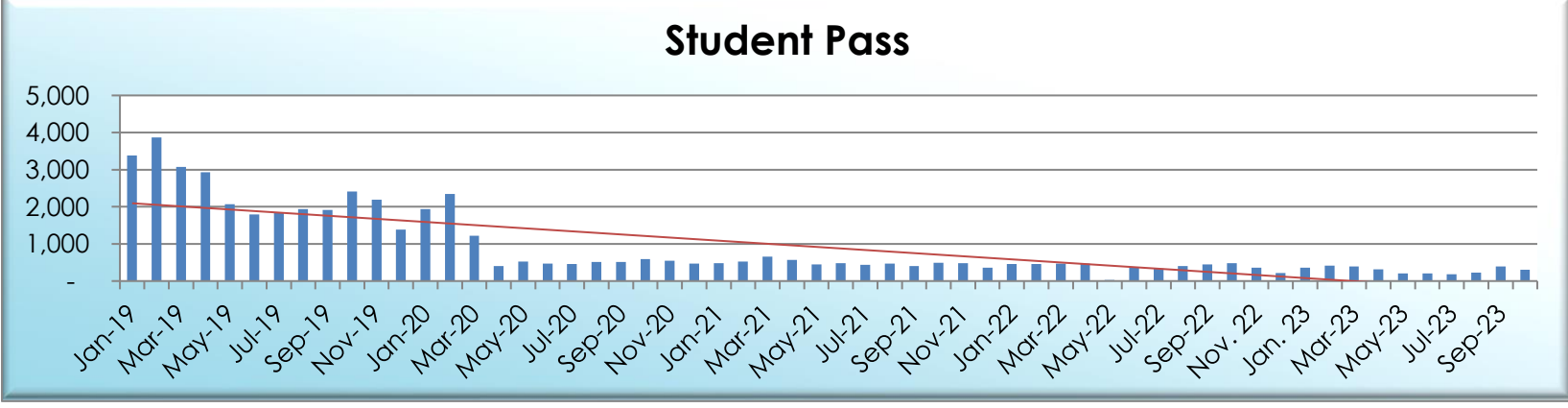
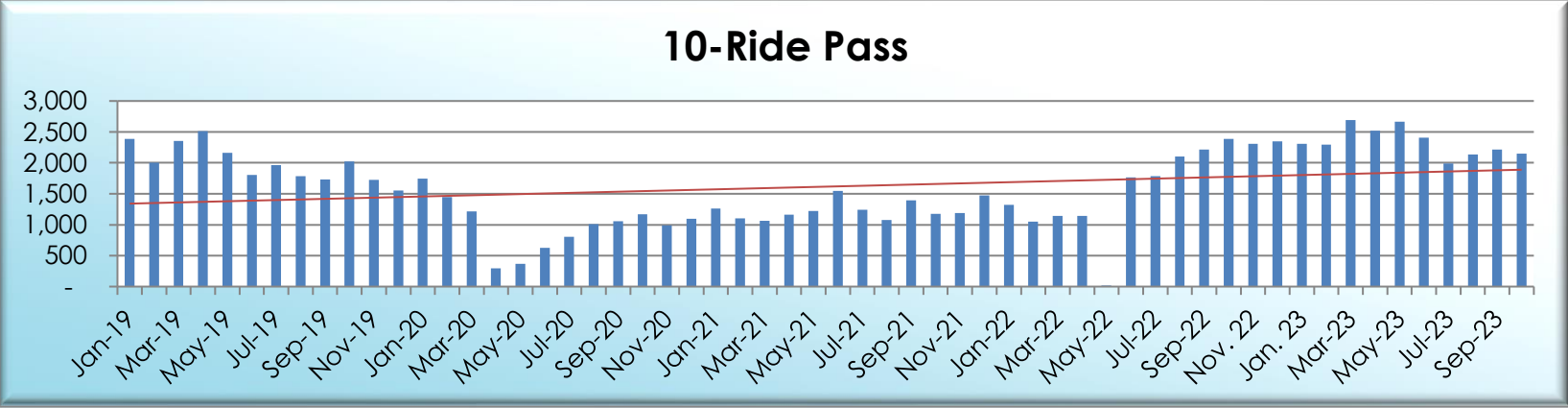
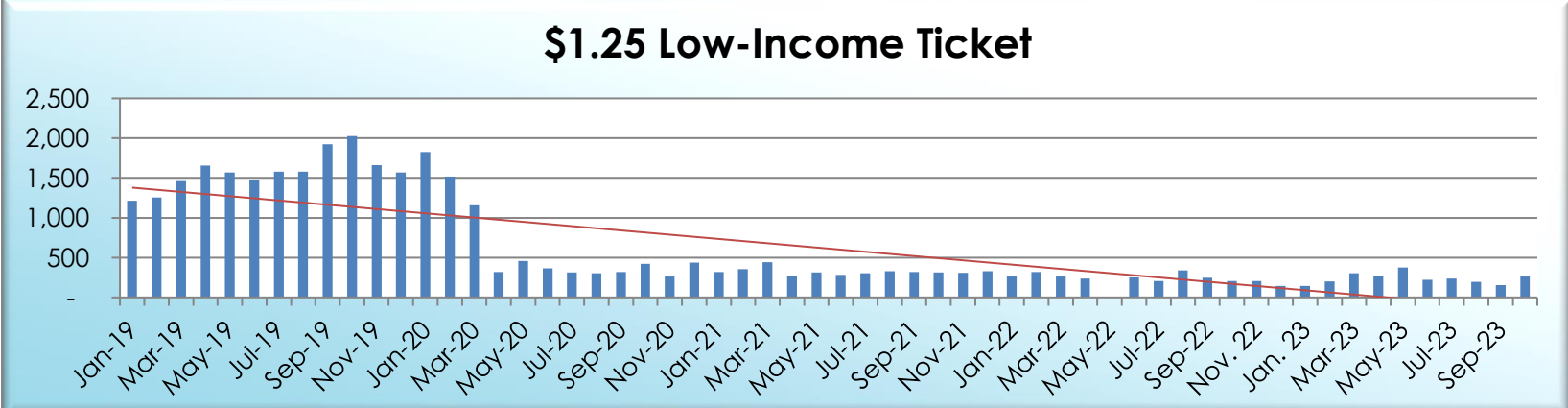
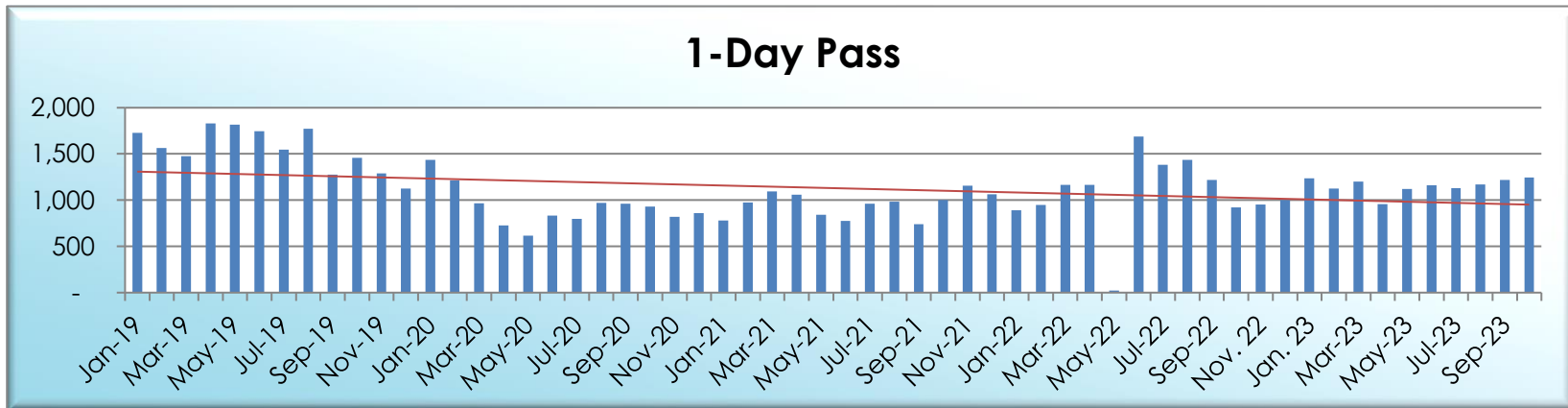
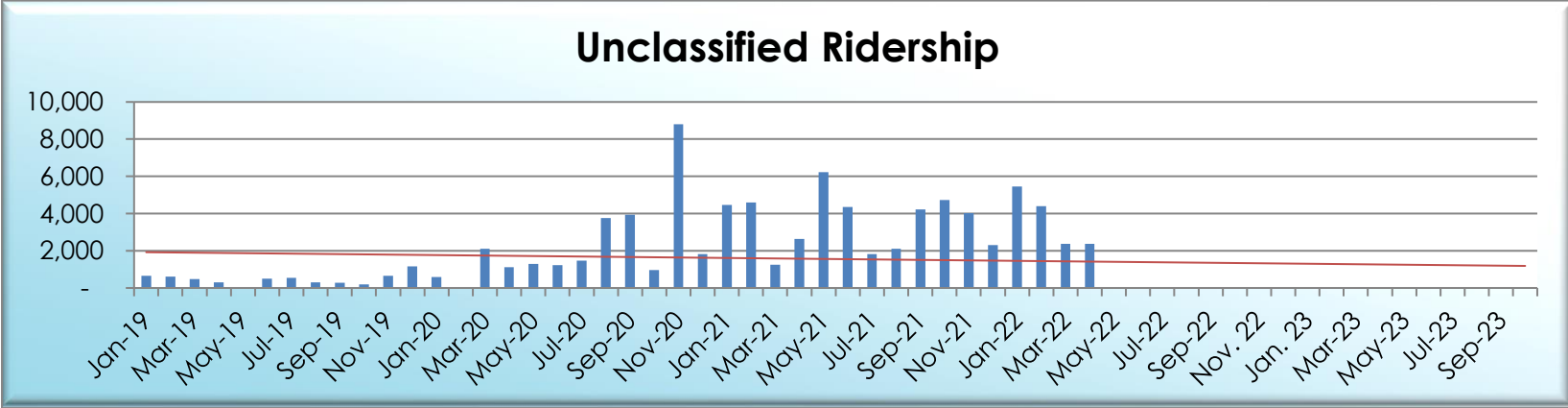
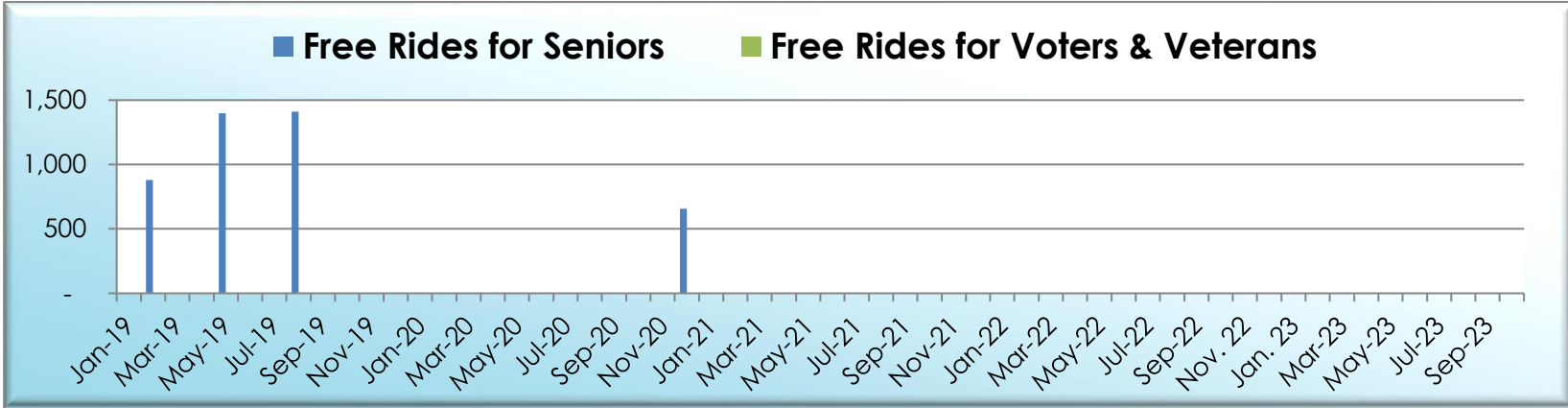
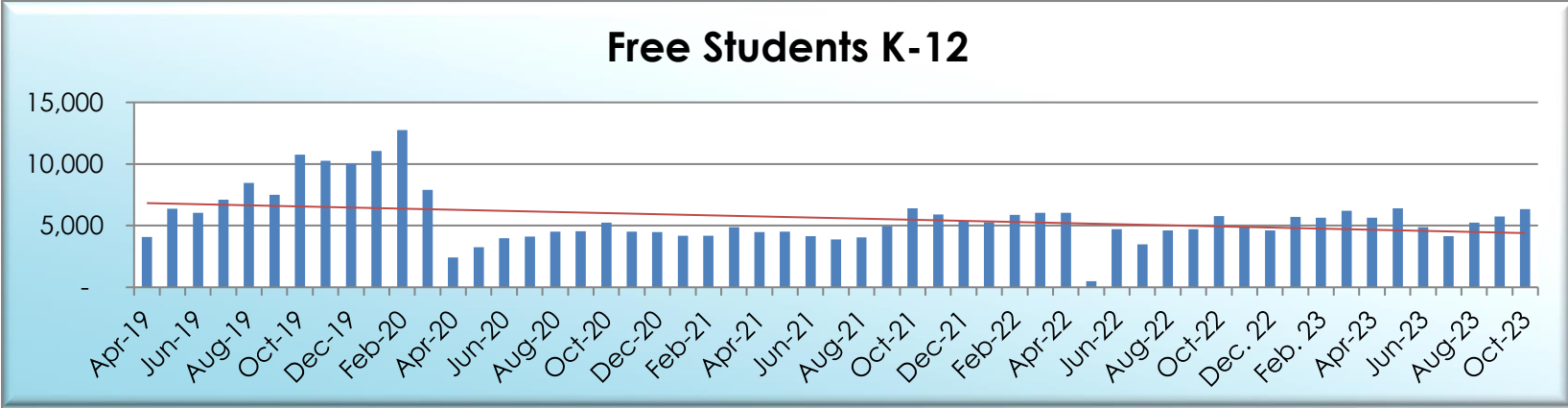
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for October 2023		
Type of Fare		
Regular Fare	36,987	18.29%
Low Income Fare	856	0.42%
Disabled Fare	3,314	1.64%
Senior Citizen Fare	19,765	9.77%
Children Under 6	809	0.40%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	45	0.02%
Free Route 20	11,960	5.91%
Free DASH Boardings	46,871	23.17%
Free Students K-12	6,348	3.14%
Subtotal	132,817	65.66%
Type of Pass		
1-Day Pass	1,245	0.62%
10-Ride Pass	2,146	1.06%
40-Ride Pass	1,177	0.58%
3-Day Pass	71	0.04%
7-Day Pass	1,983	0.98%
7-Day Express Pass	201	0.10%
31-Day Pass	9,094	4.50%
31-Day Express Pass	405	0.20%
\$1.25 Low Income Ticket	265	0.13%
Student Pass	300	0.15%
1-Ride Courtesy Pass	0	0.00%
1-Ride Pass	19	0.01%
Free Transfers from TriCounty Link	363	0.18%
Free Tel-A-Ride Fixed Route	3,689	1.82%
MUSC System-Wide Boardings	27,710	13.70%
College of Charleston Boardings	7,661	3.79%
Total Passes	56,329	27.85%
Transfers		
Issued	24,913	
Transfers Used	13,129	6.49%
Wheelchair Count	179	
Unclassified Ridership	0	0.00%
Total Ridership	202,275	100.00%

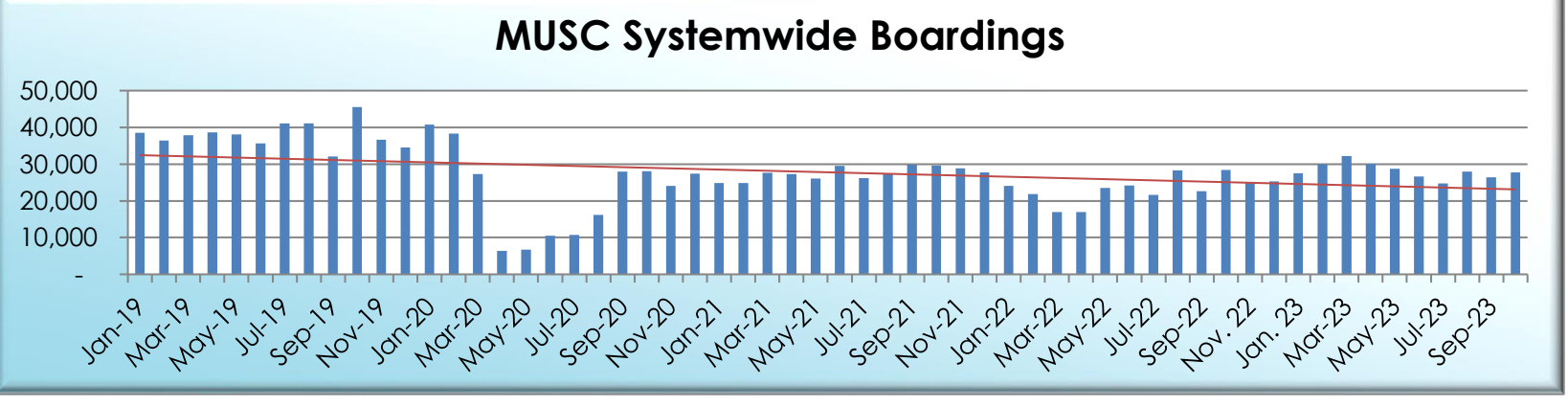
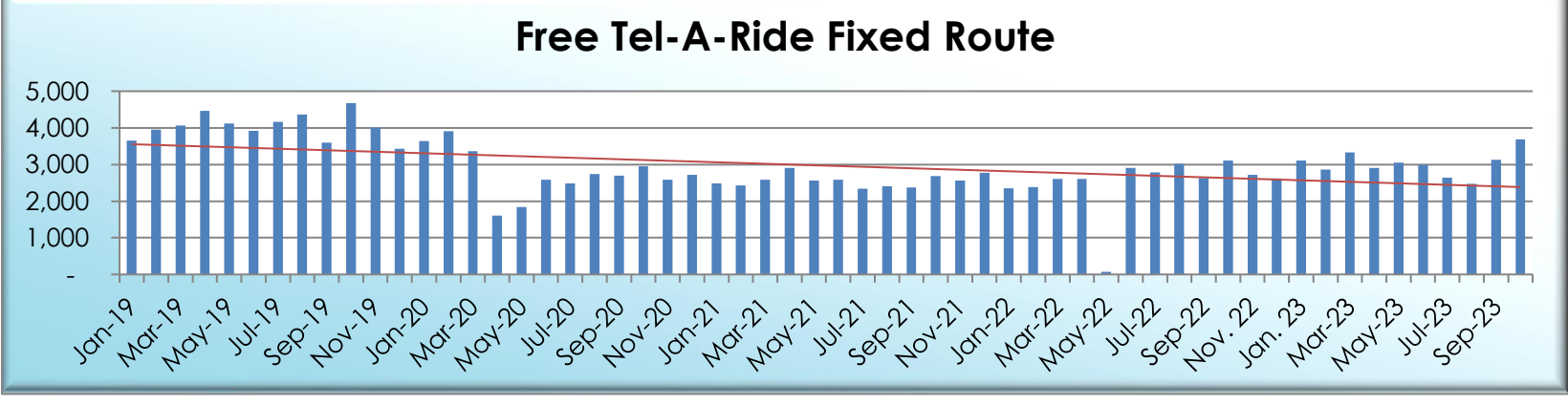
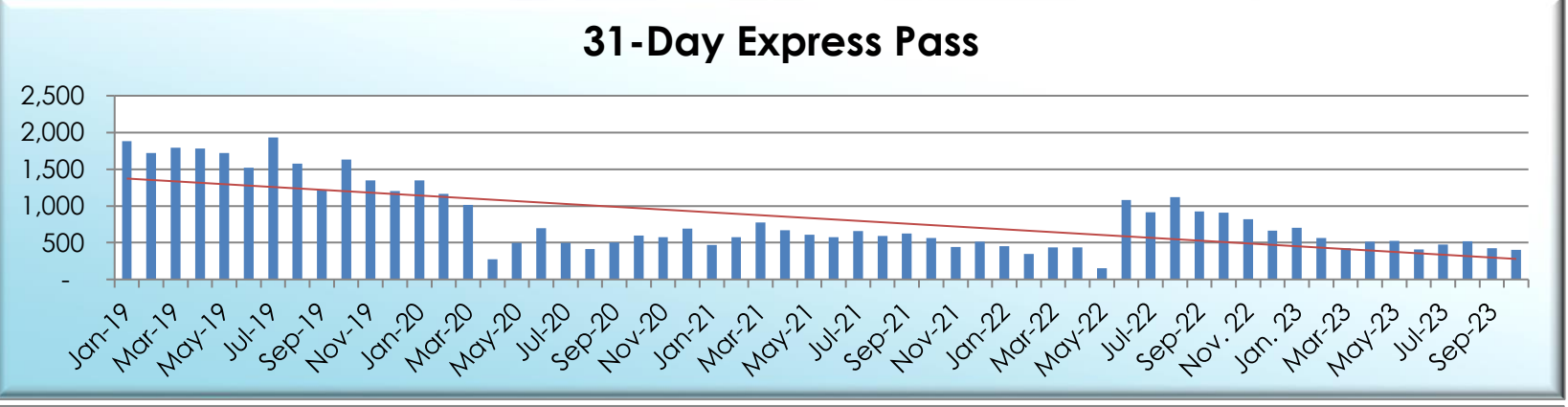
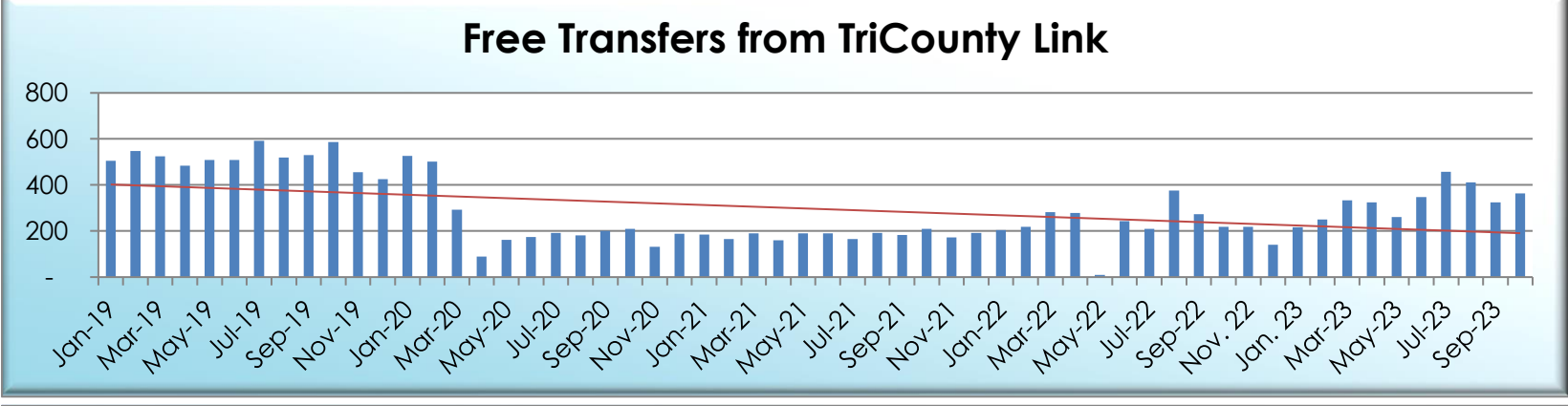
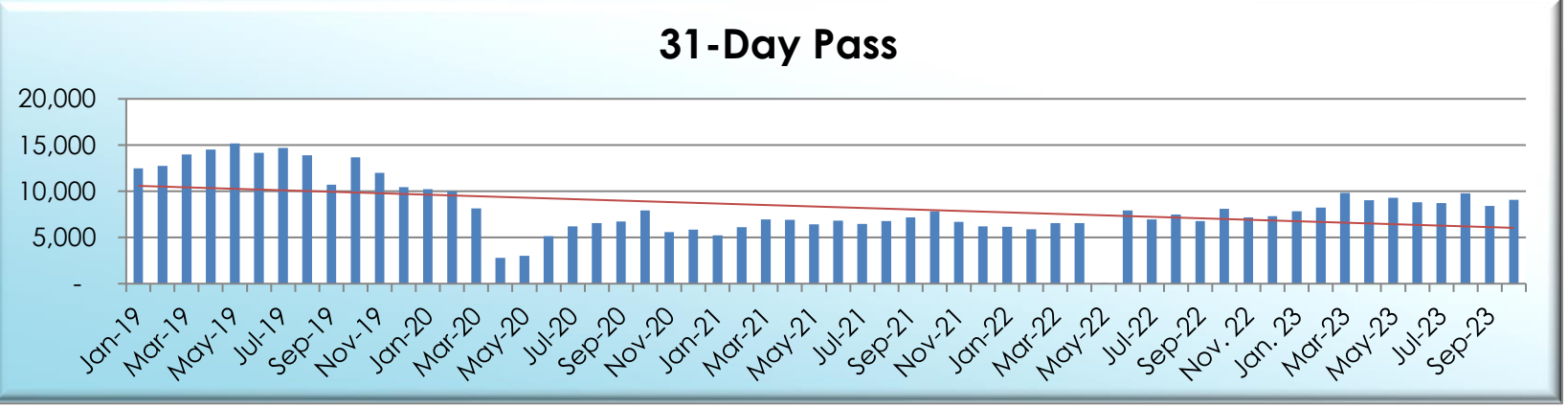
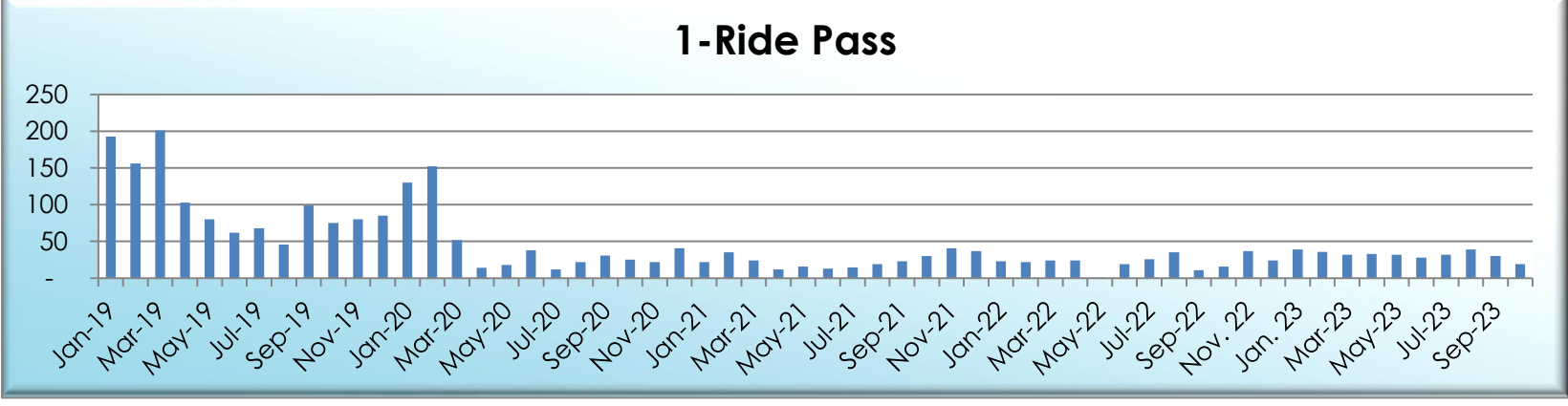
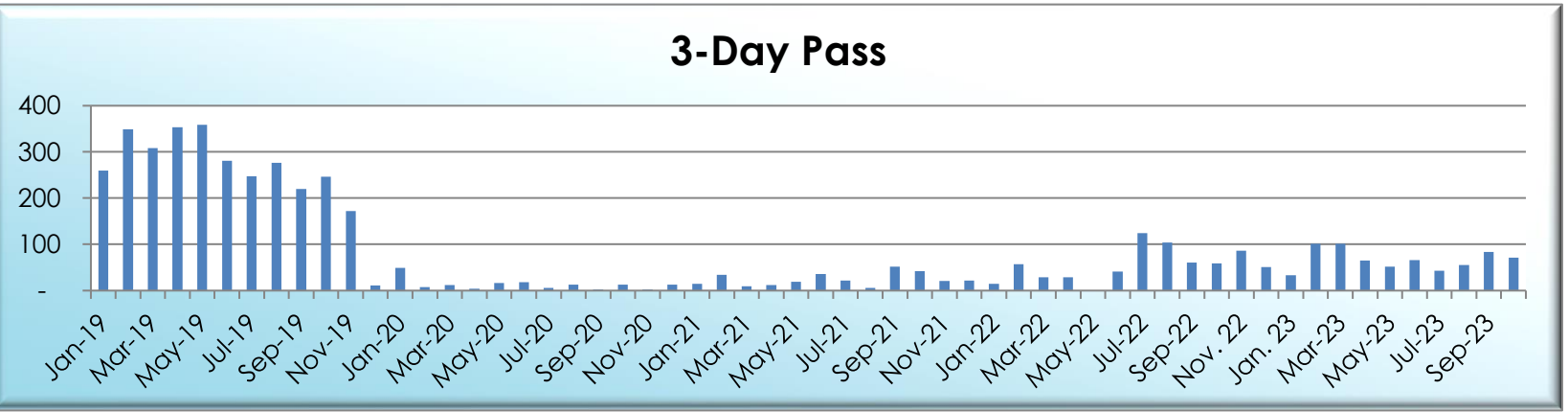
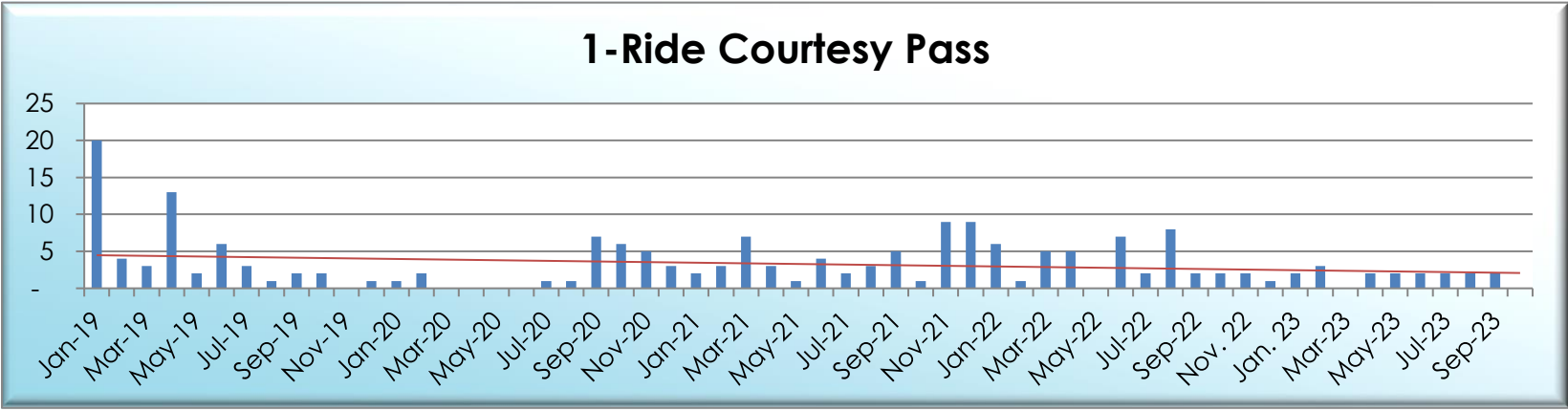
Classification History



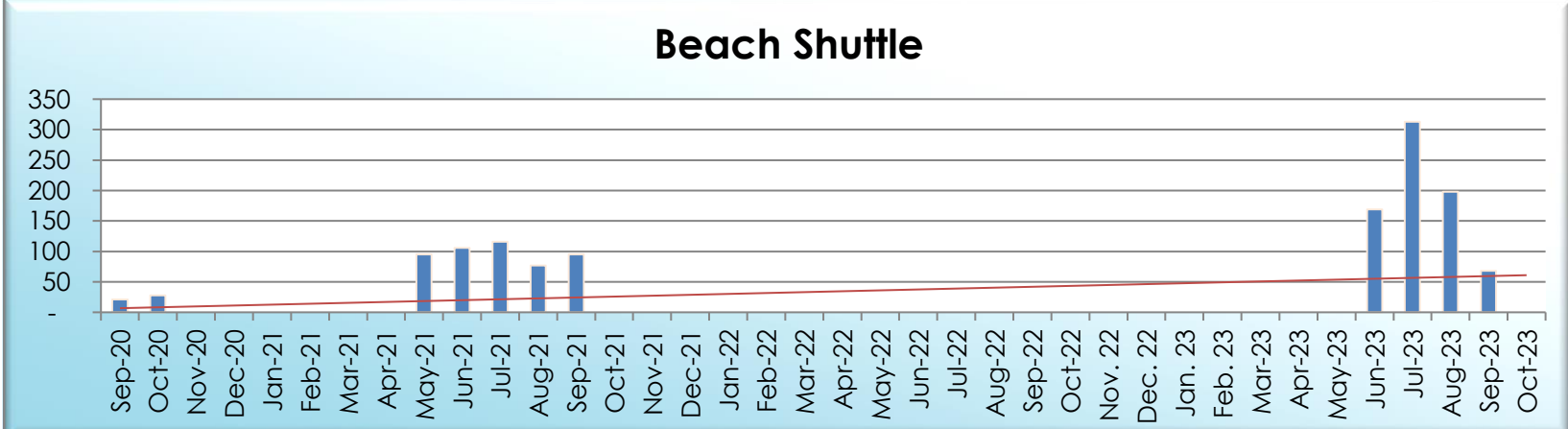
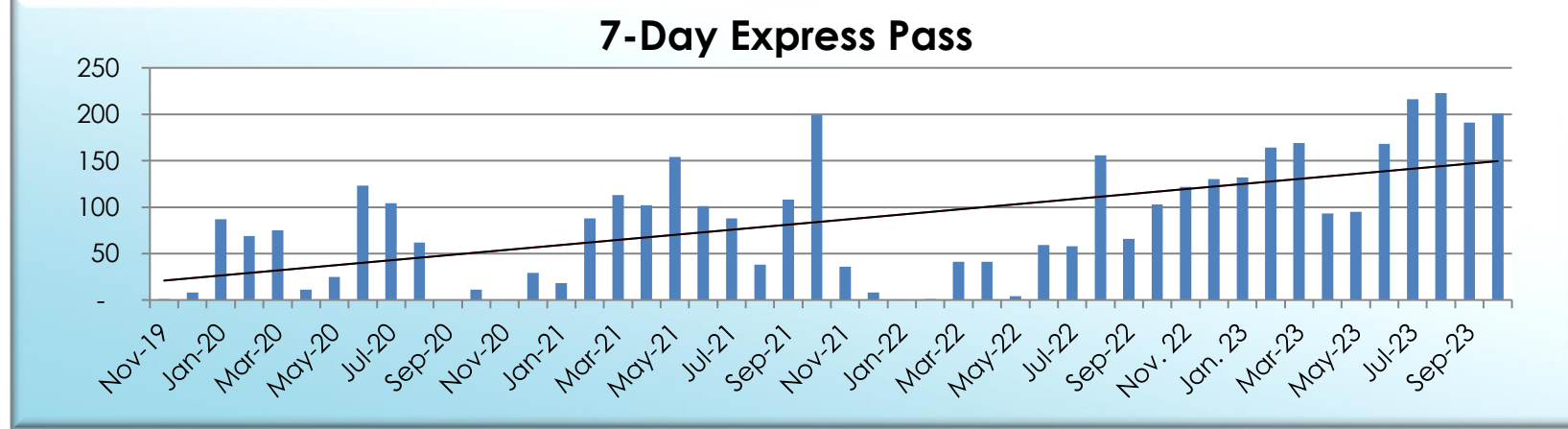
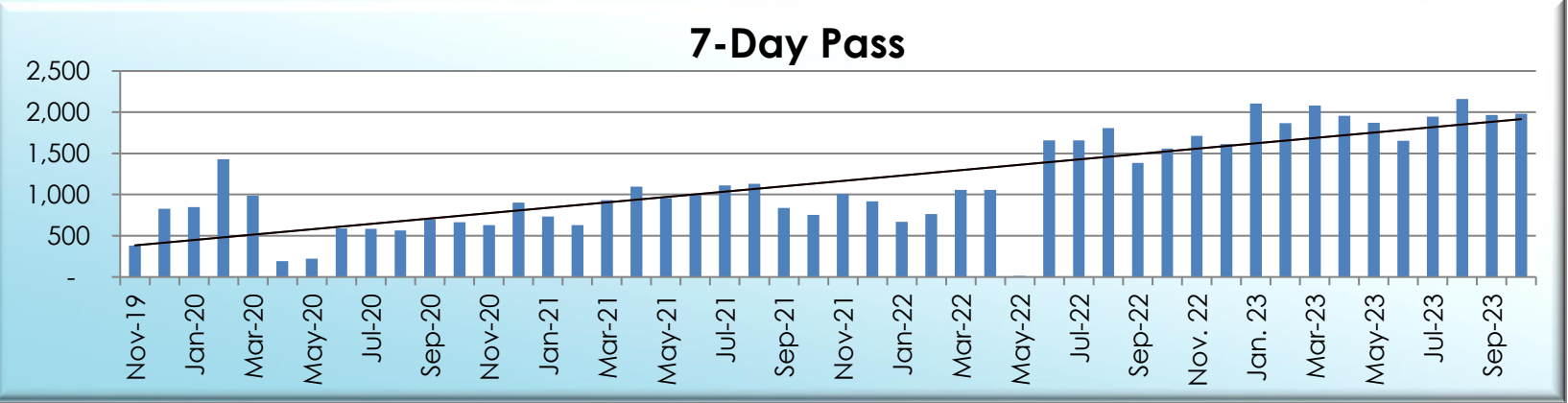
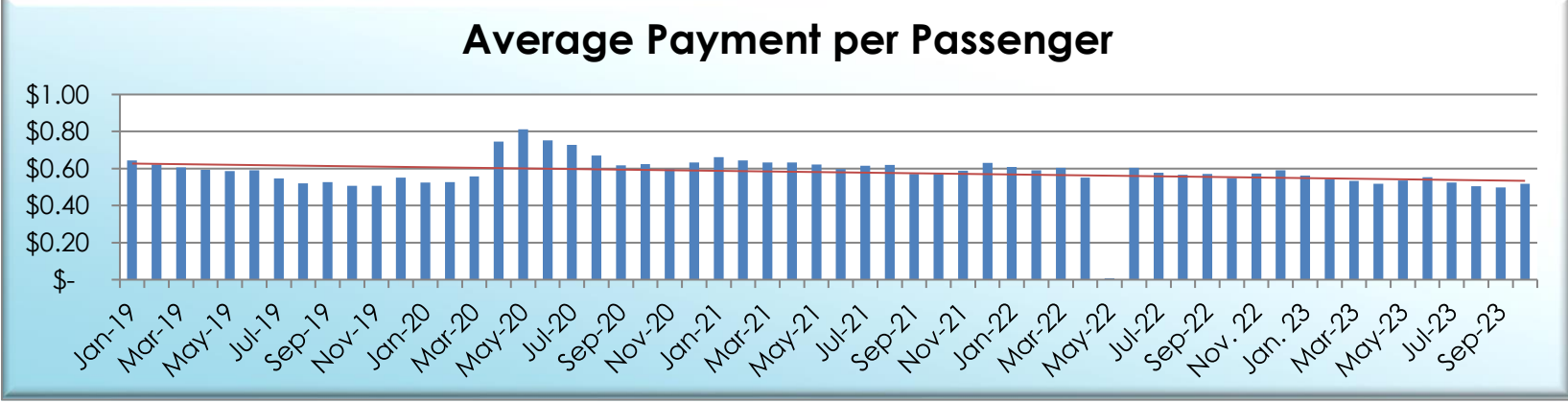
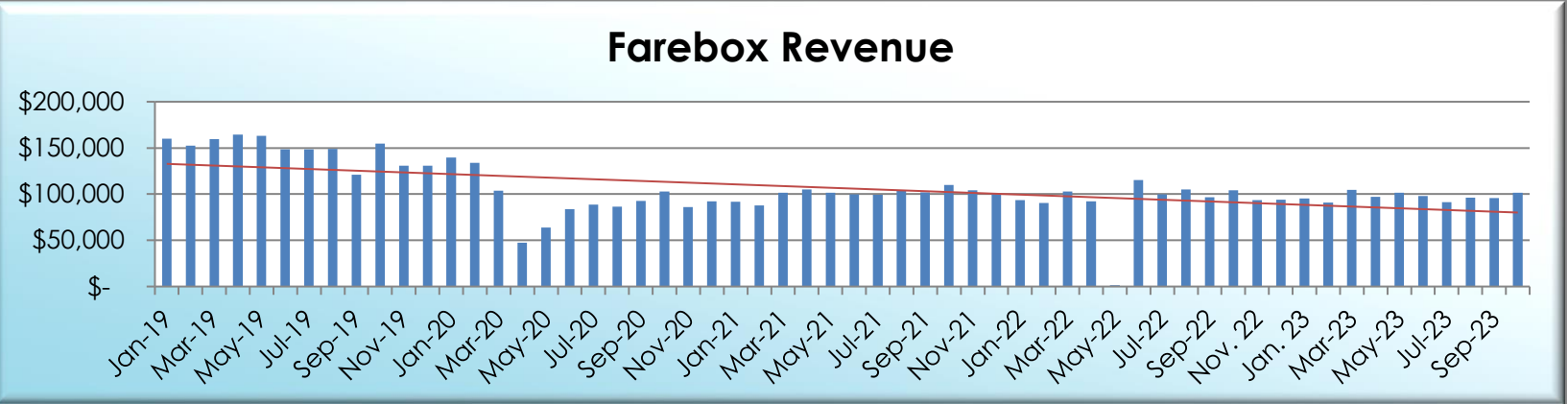
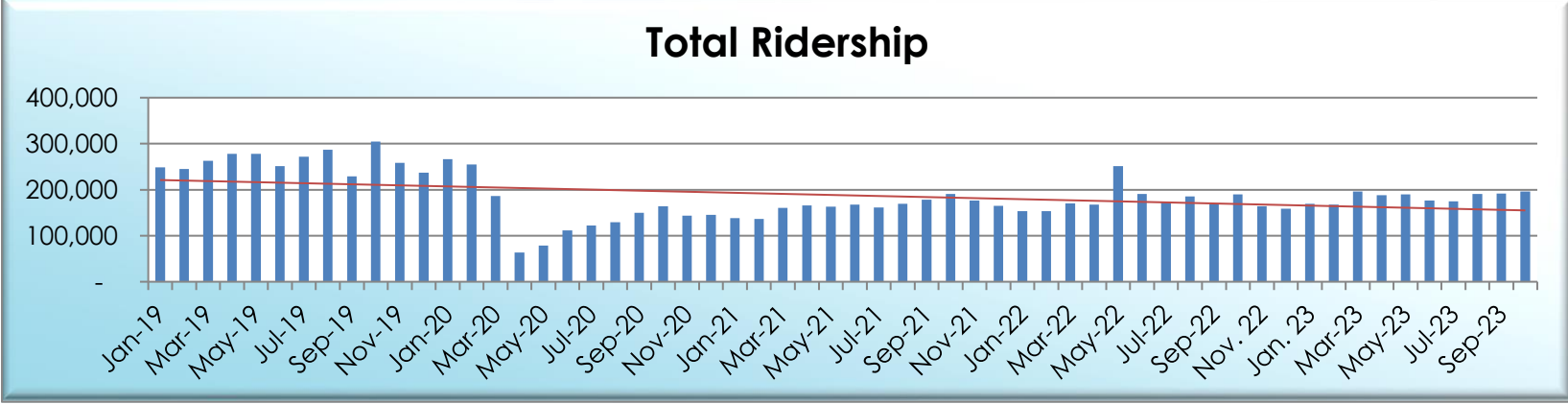
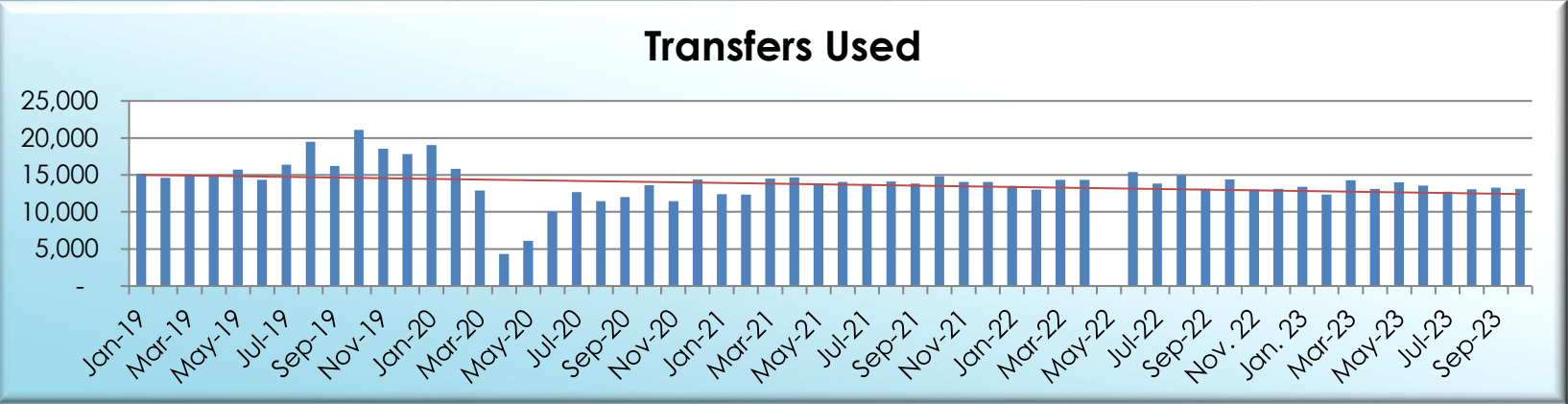
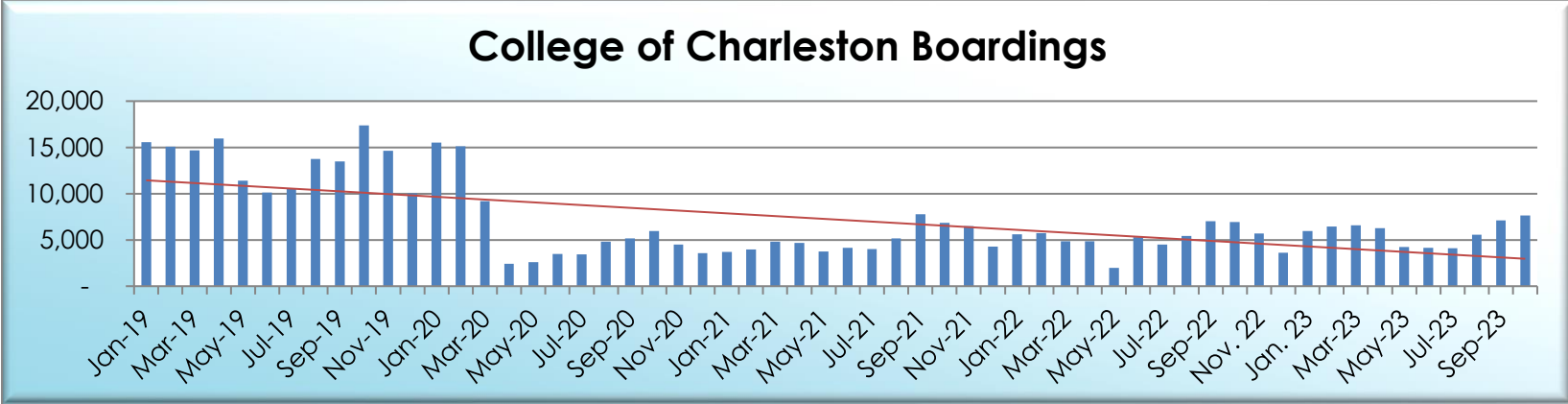
Classification History



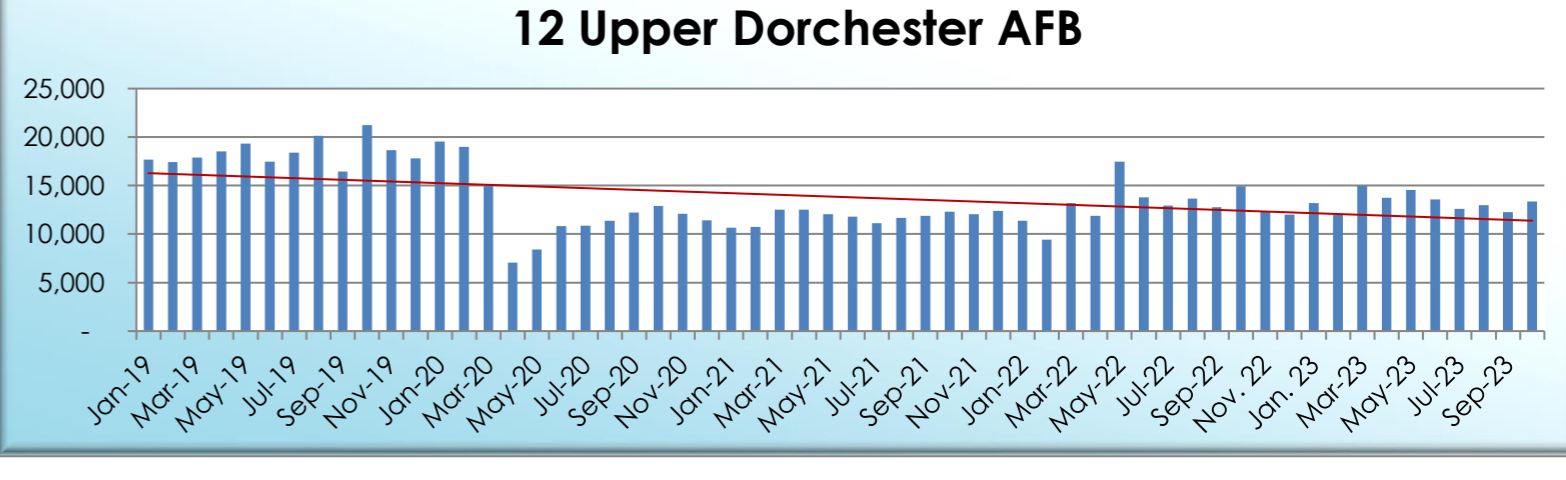
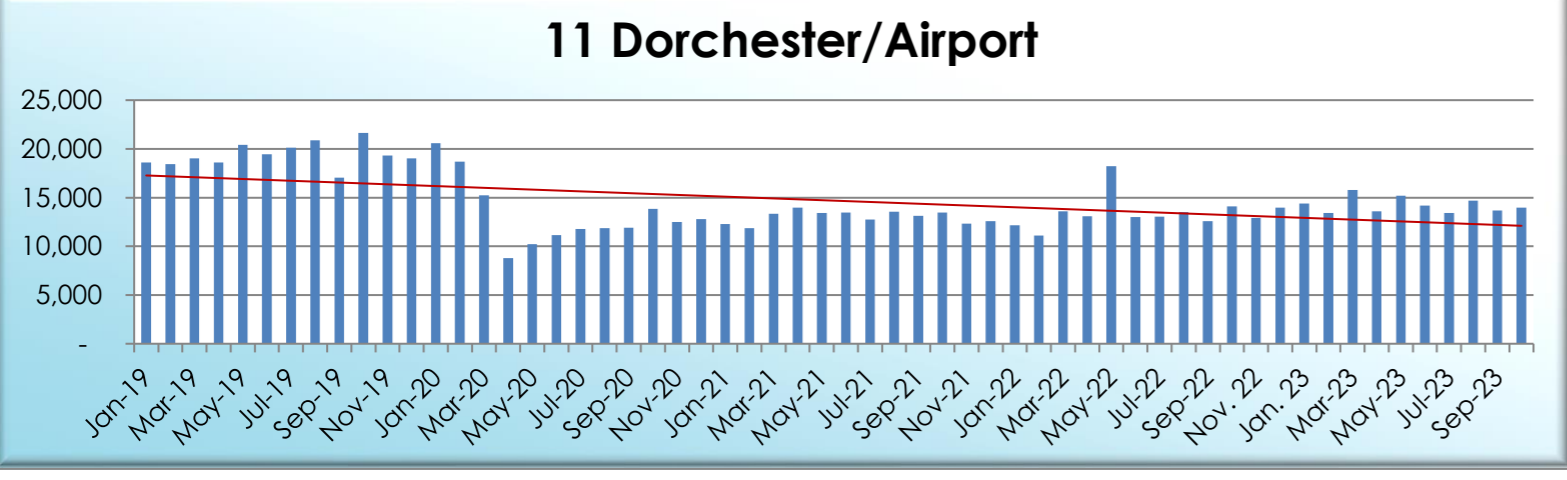
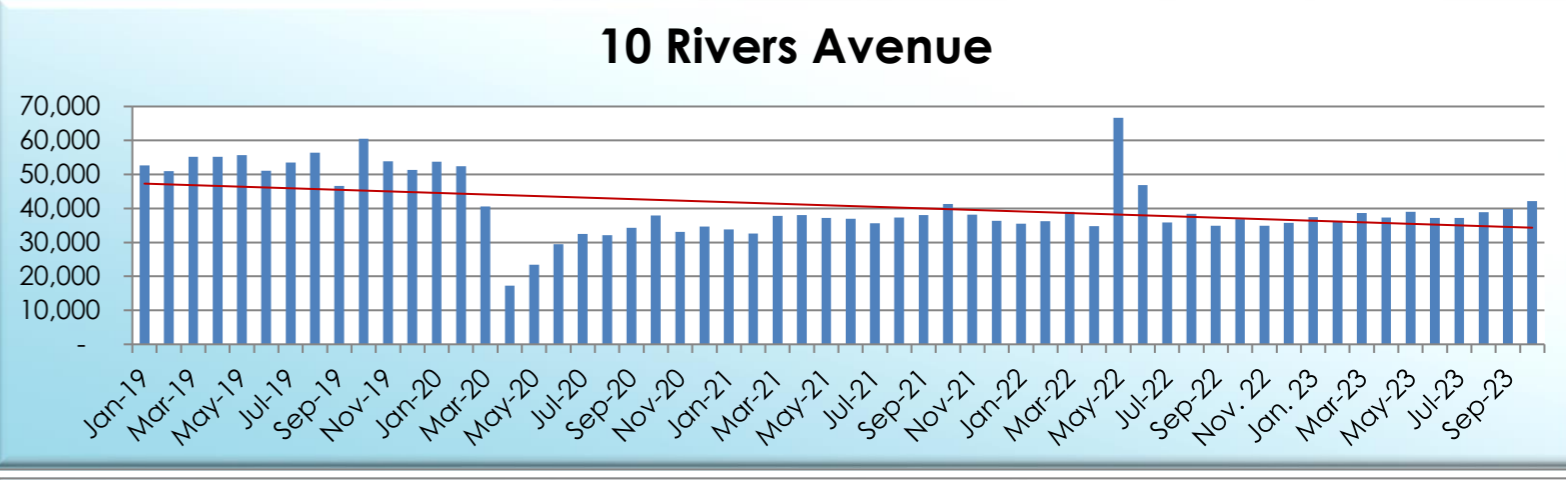
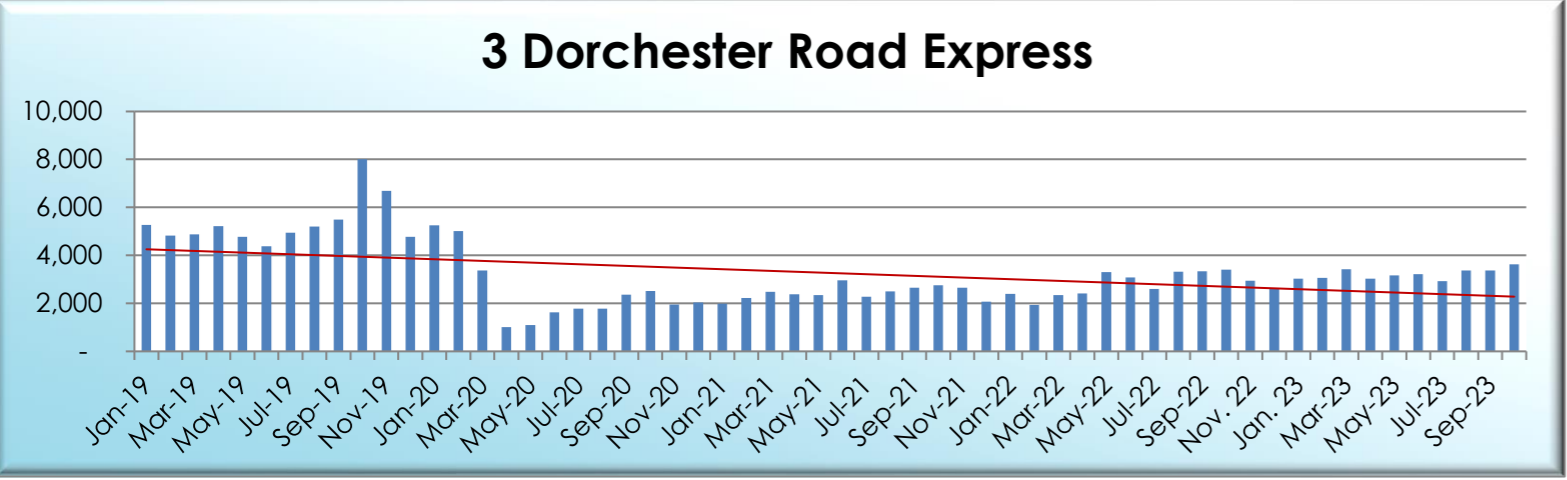
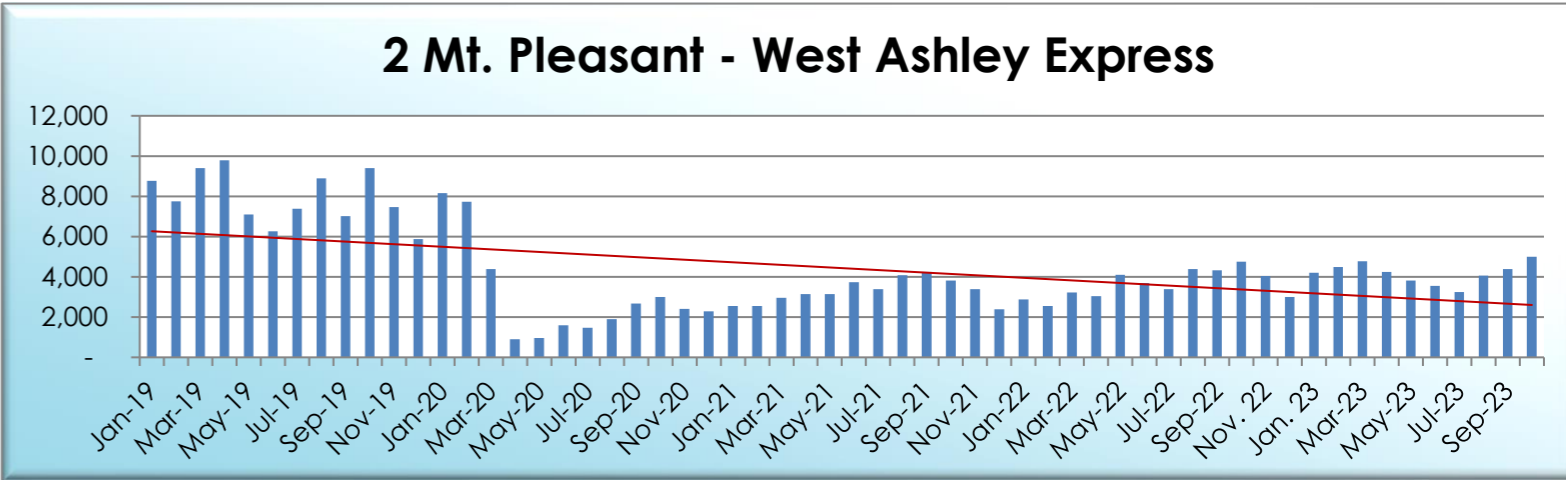
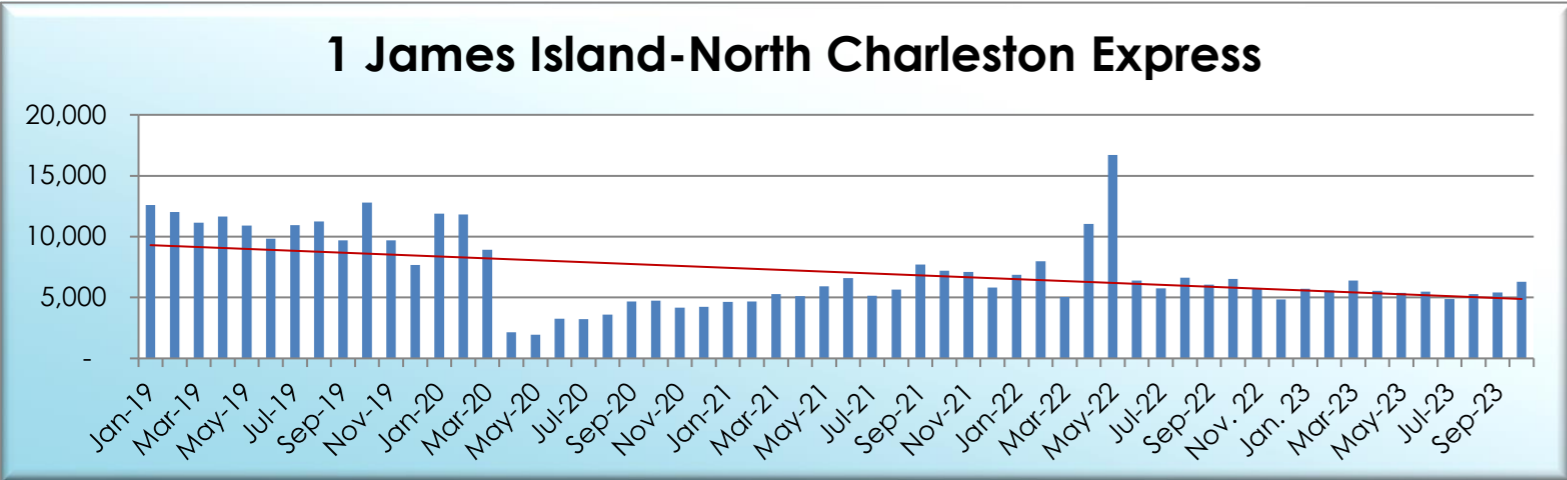
Classification History



Classification History

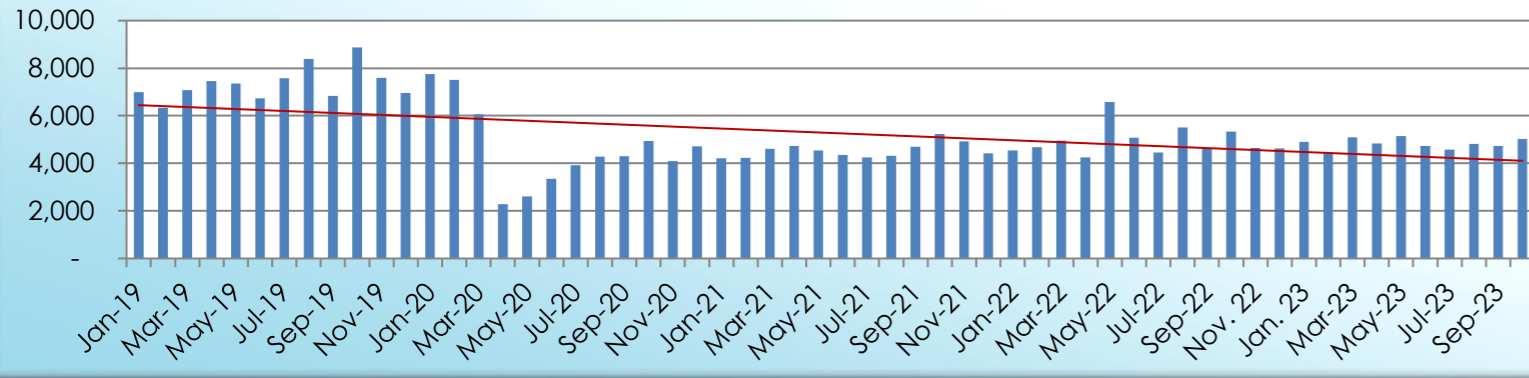


Ridership Trends by Route

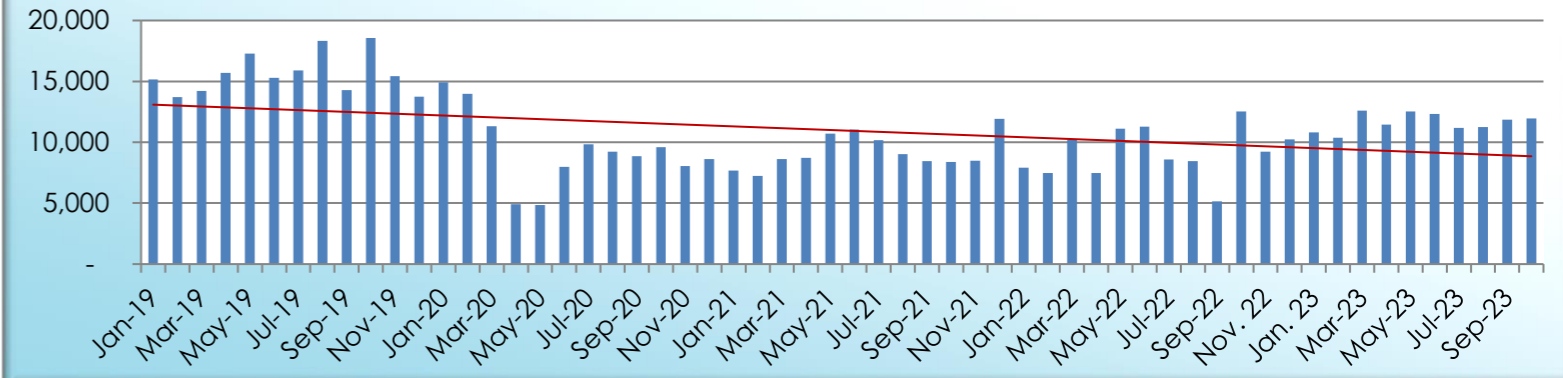


Ridership Trends by Route

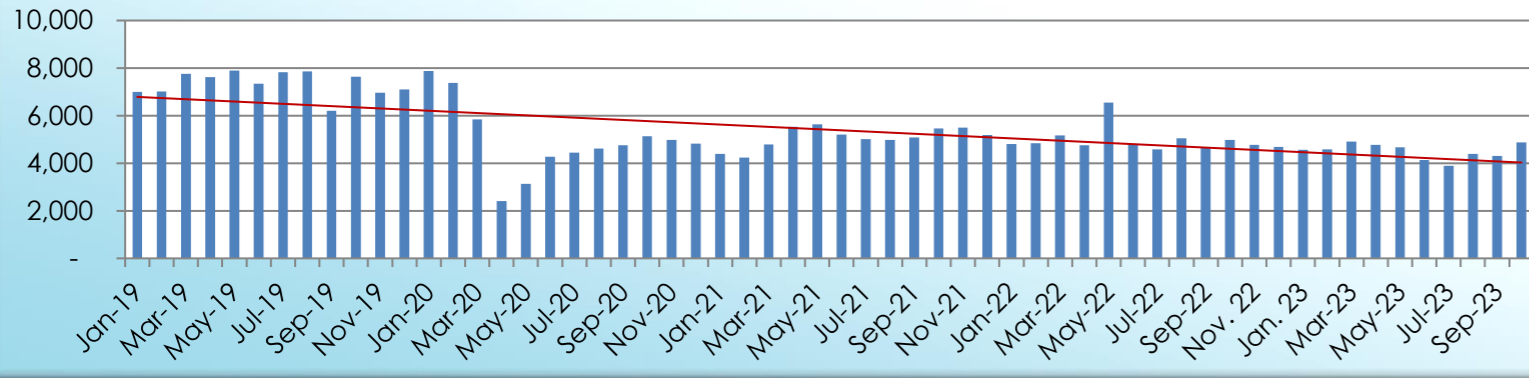
13 Remount Road



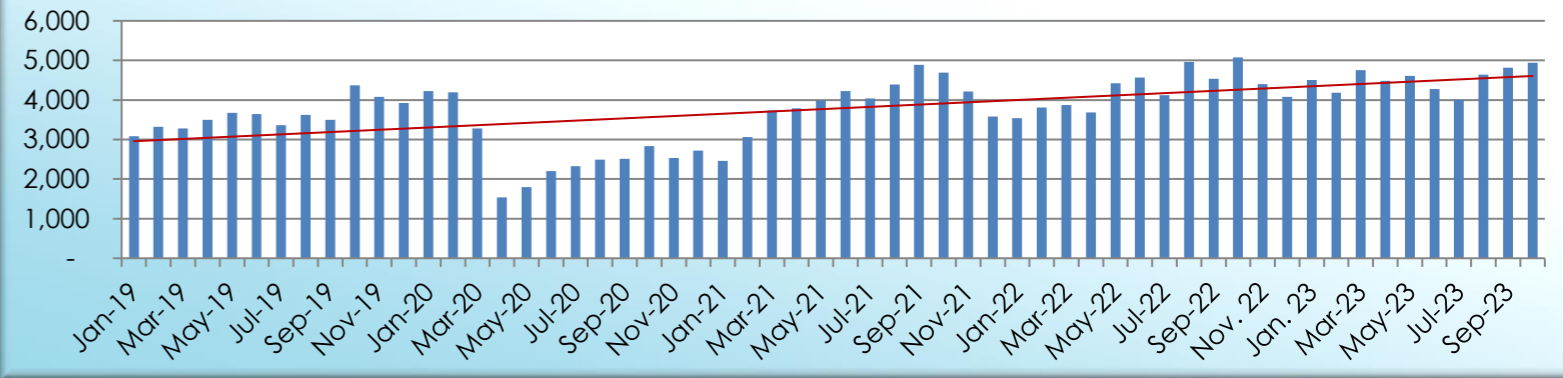
20 King Street/Citadel



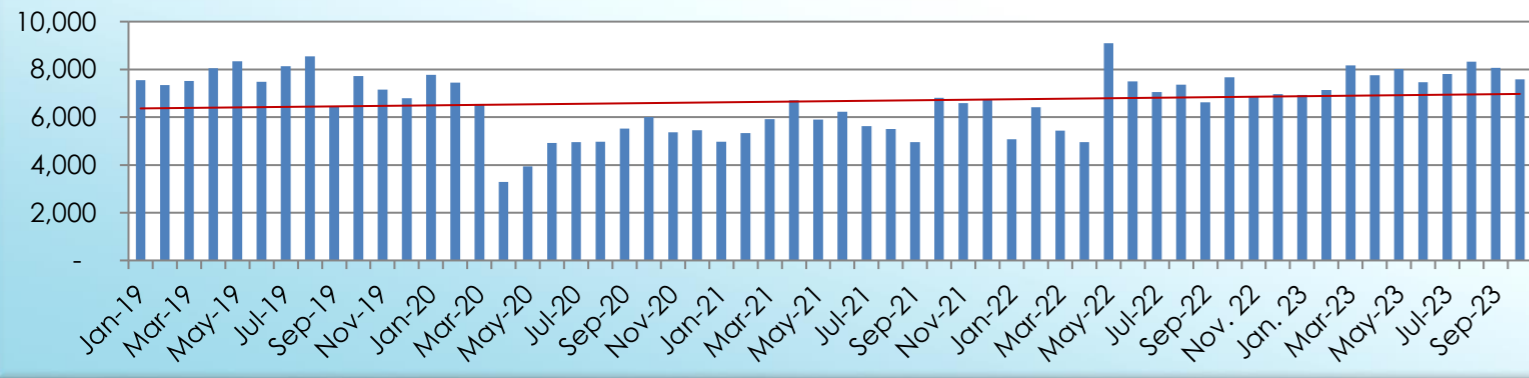
30 Savannah Highway



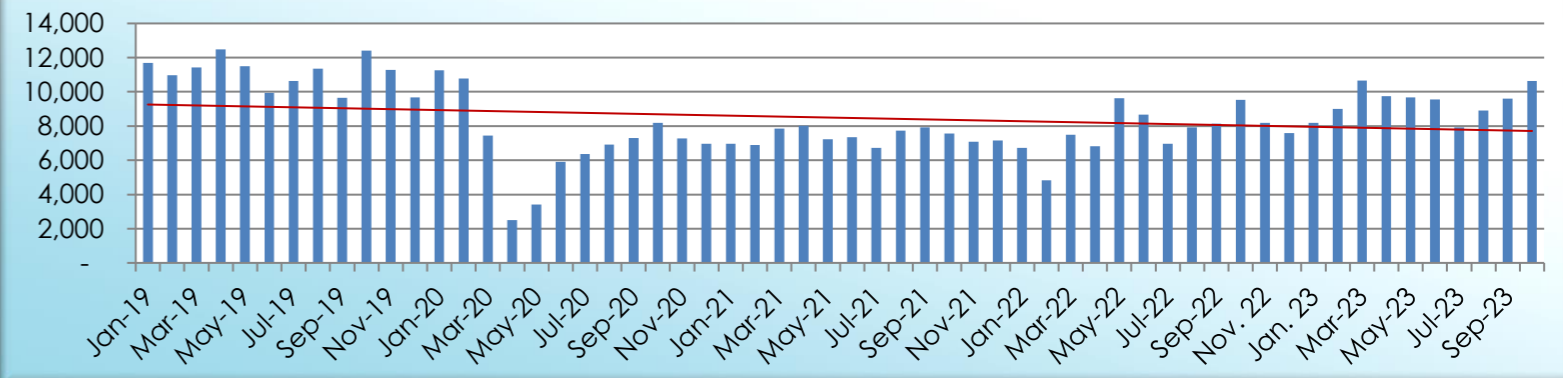
31 Folly Road



32 North Bridge

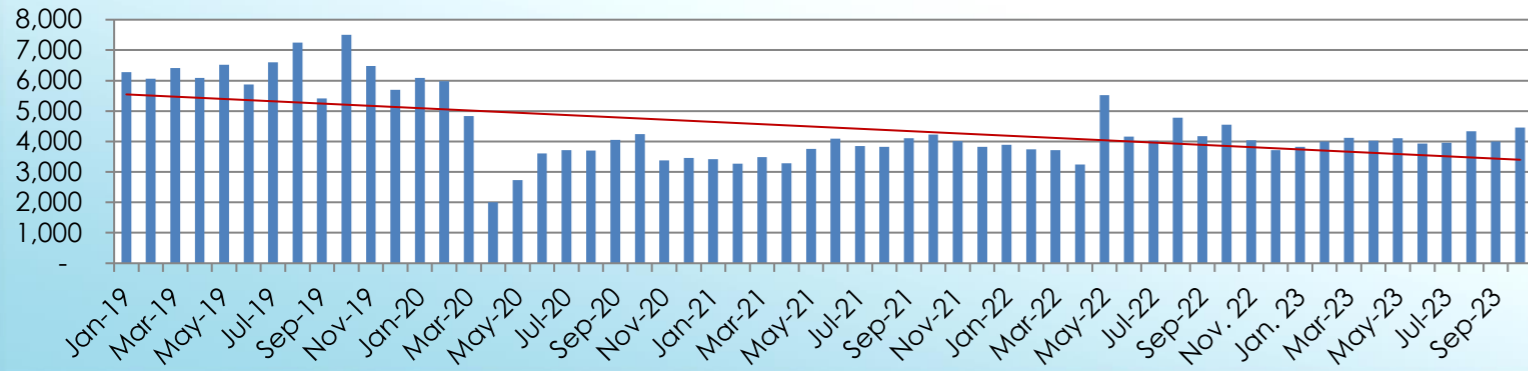


33 St. Andrews/Ashley River Rd.

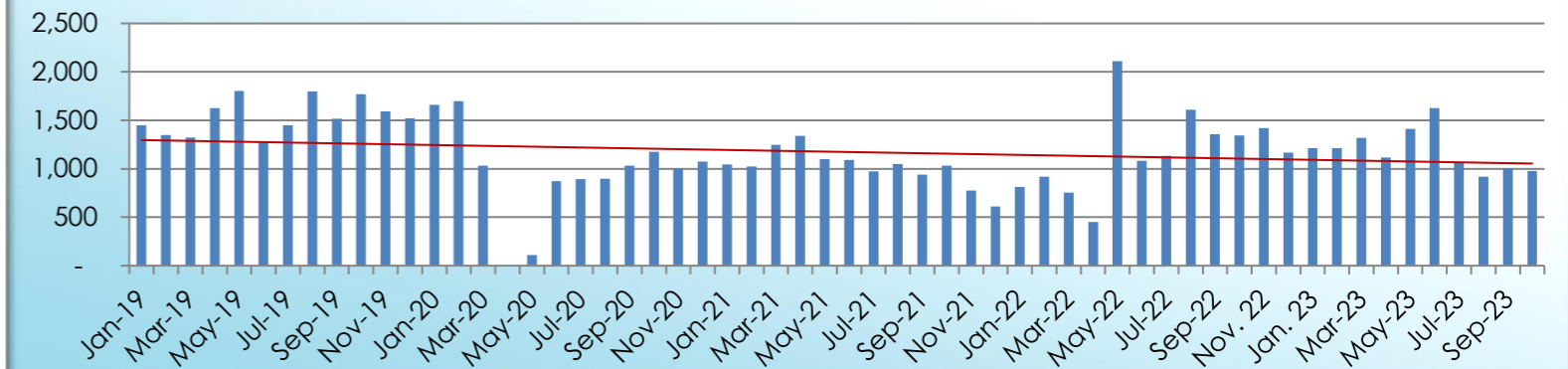


Ridership Trends by Route

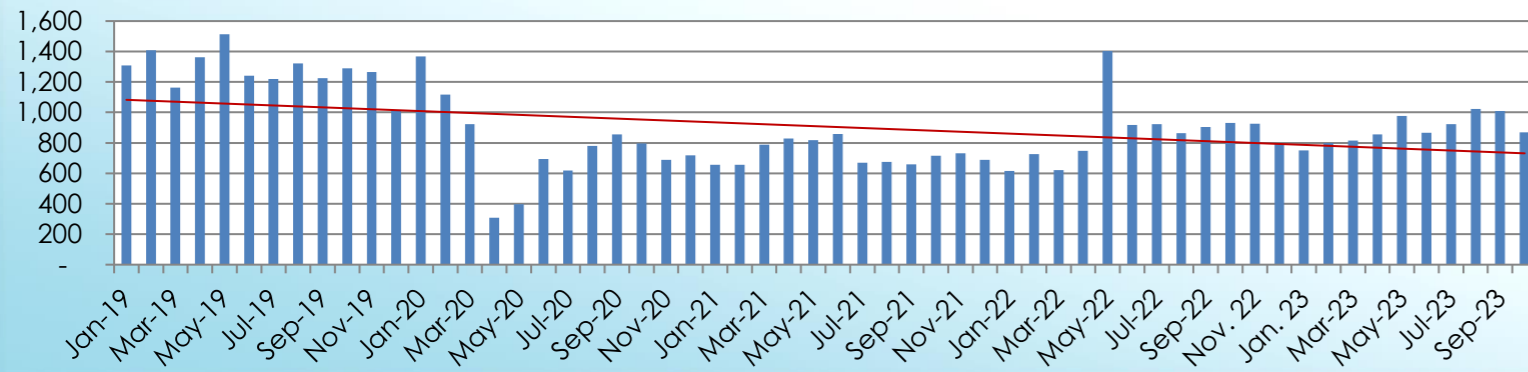
40 Mt. Pleasant



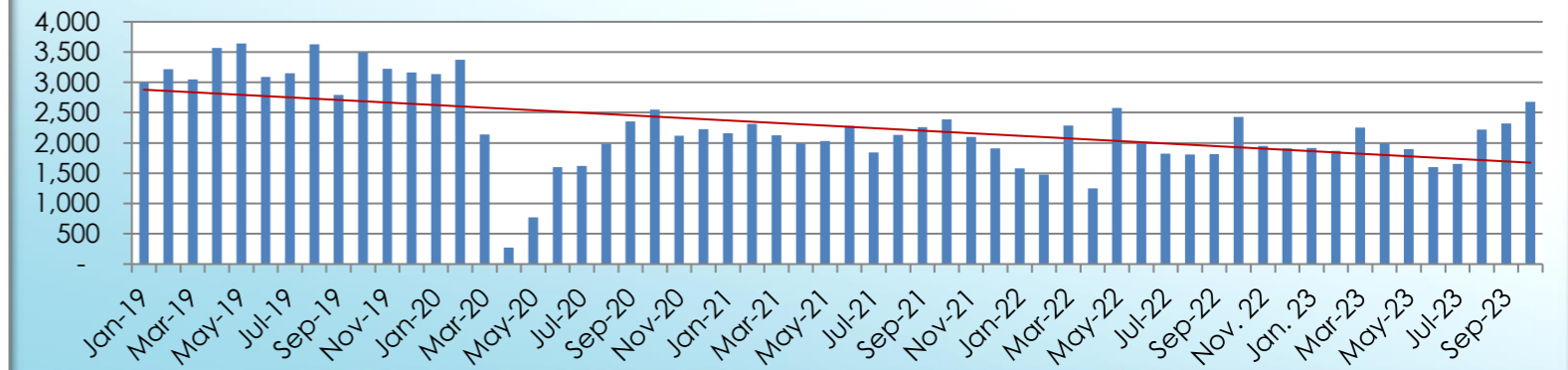
41 Coleman Boulevard



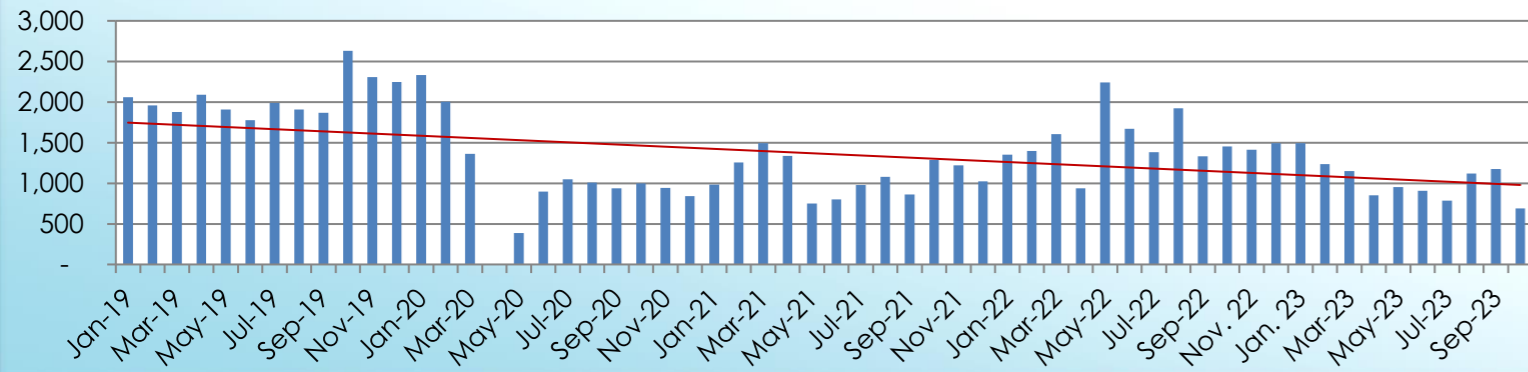
42 Wando Circulator



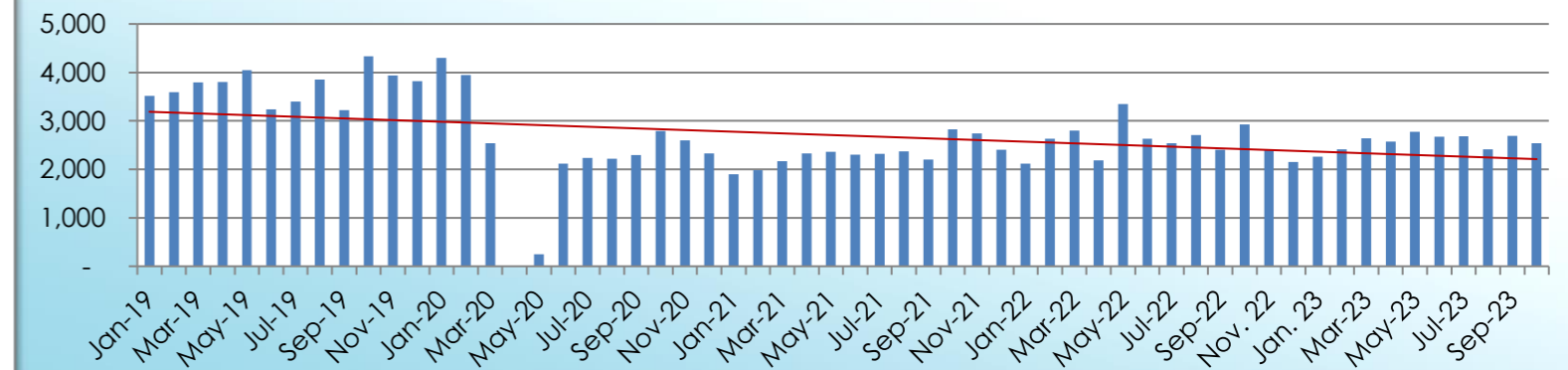
102 North Neck/ Rutledge Ave



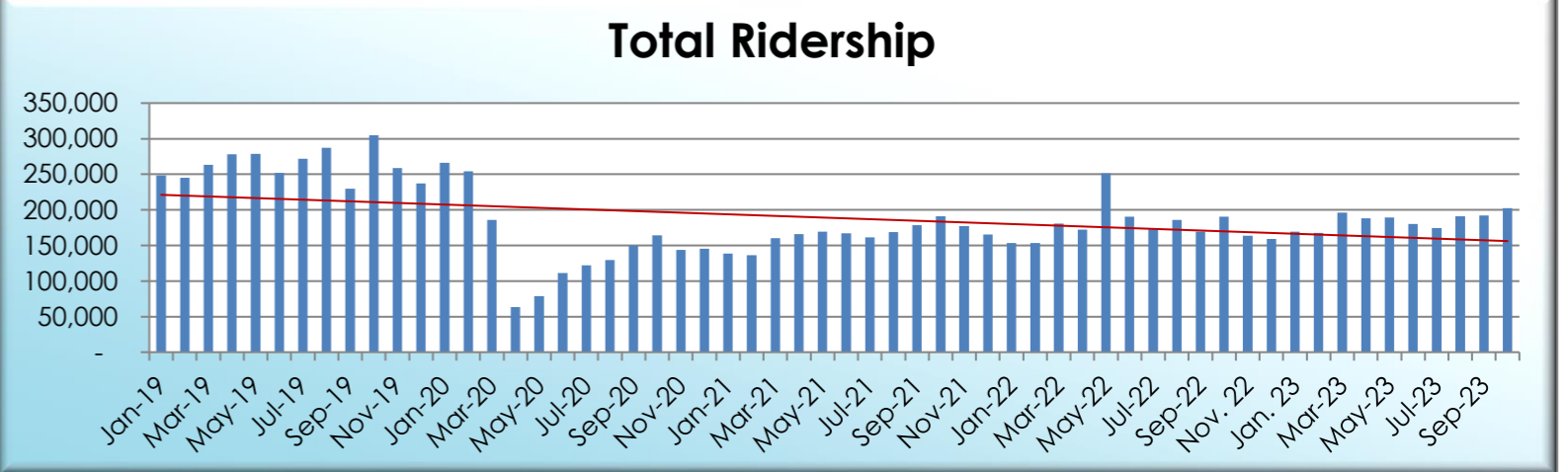
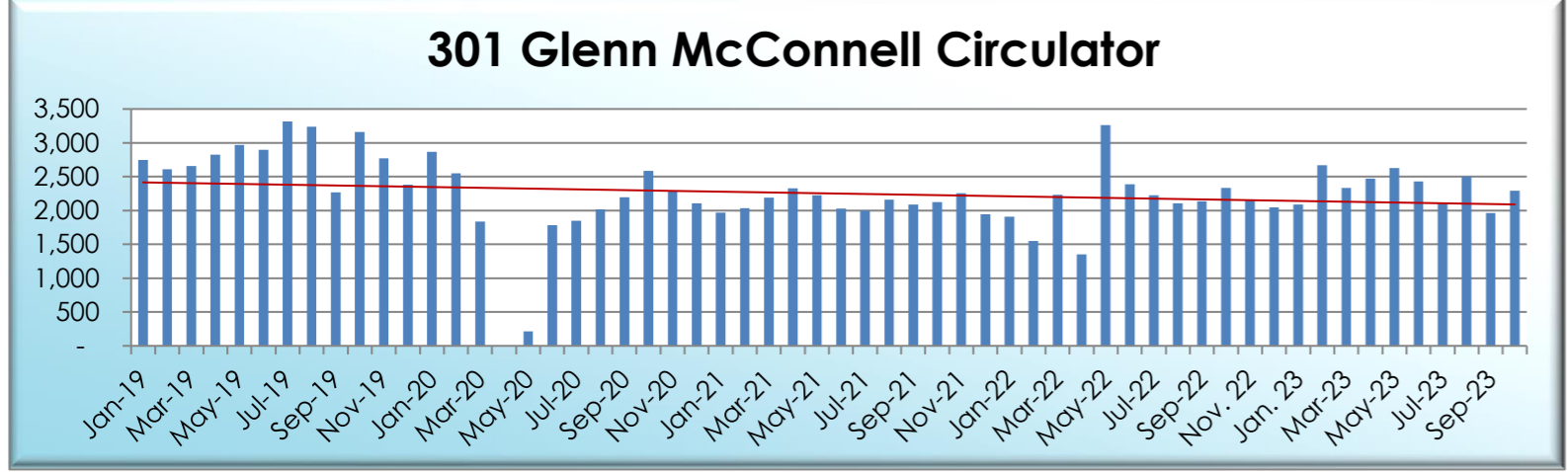
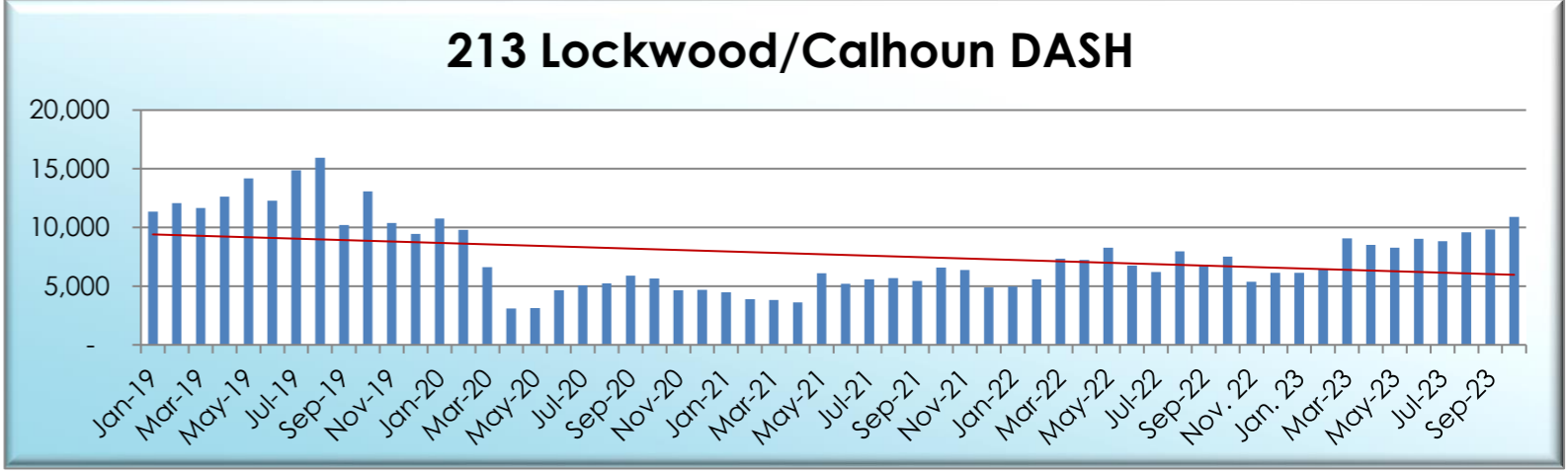
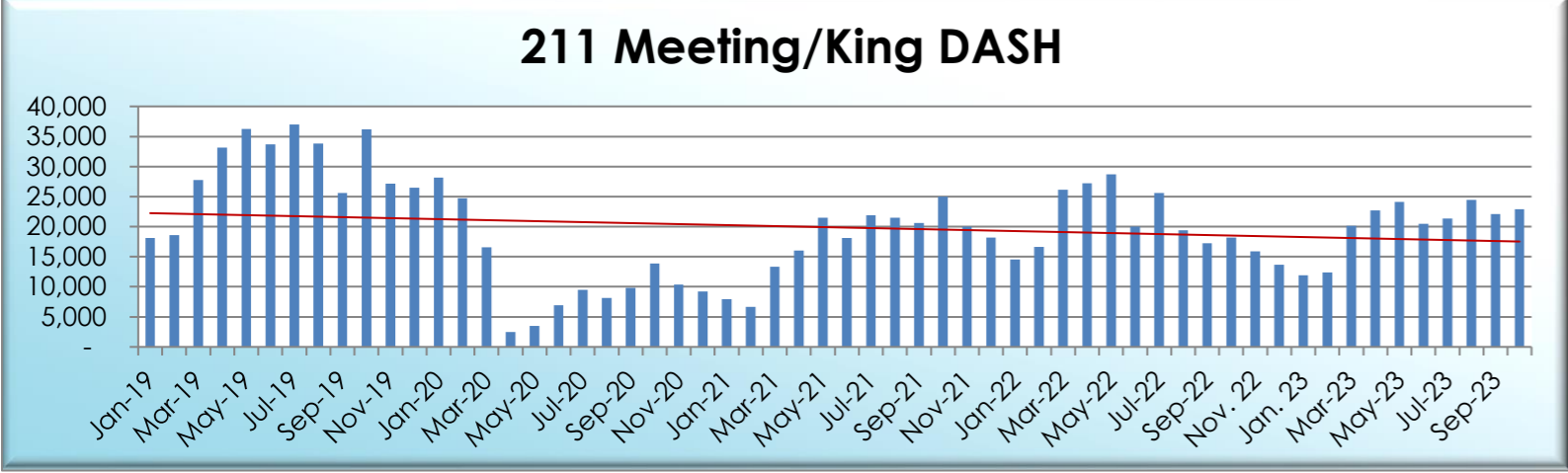
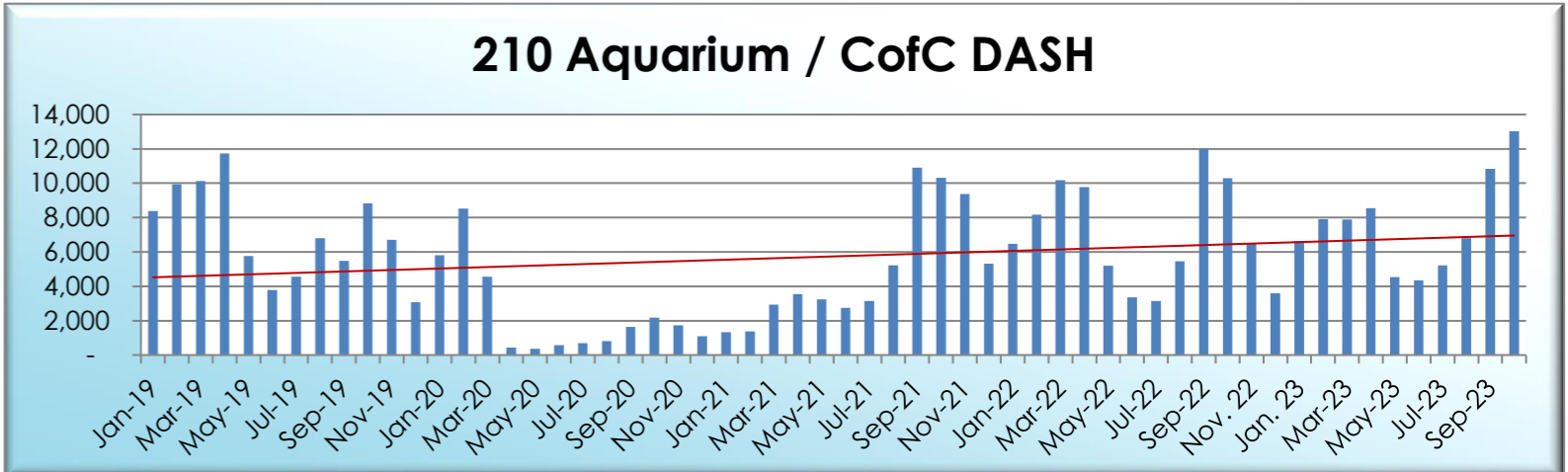
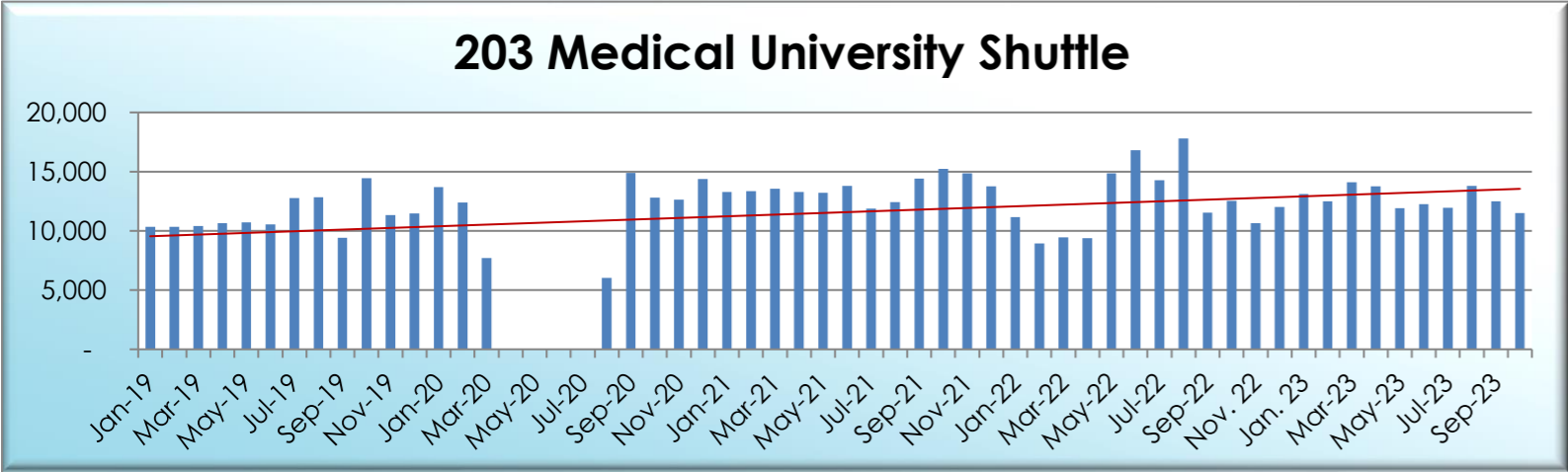
103 Leeds Avenue



104 Montague Avenue



Ridership Trends by Route



Farebox and Pass Revenue History

