



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

February 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 –January 17, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. FY23 Audit Presentation – Robert Milhous, CPA
5. Beach Reach Service – Request for Approval – Megan Ross
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. Board Comments, If Any

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)

BOARD OF DIRECTORS MEETING

January 17, 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, January 17, 2024.

MEMBERSHIP: MaryBeth Berry; Joe Boykin; Mike Brown; Daniel Brownstein; William Cogswell; Dwayne Green; Will Haynie; John Labriola; 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; James Lewis; Pat O'Neil; Michael Seekings; Jimmy Ward; Robert Wehrman

PROXIES: Robert Somerville for William Cogswell; Craig Harris for John Labriola; Lt. Davis for Christie Rainwater; Jerry Lahm for Herb Sass

OTHERS PRESENT: Milbrey Heard (Nelson\Nygaard); Sam Wright (Nelson\Nygaard); David Bonner (National Express); Stephanie Maher (National Express); Daniel Monroe (BGRM); Elissa Smith (HDR); Abraham Champagne (WSP); Shannon Meder (HNTB); Mila Buzhinskaya (HNTB); William Hamilton (Best Friends of Lowcountry Transit); Steve Latour (Daniel Island)

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Jeff Burns; Megan Ross; Daniel Brock; Kim Coleman

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:05 p.m. followed by a moment of silence and a quorum determination. Chairman Seekings introduced and welcomed new Board Member, Daniel Brownstein. Mr. Brownstein is Councilman for the Town of Mt. Pleasant. Chairman Seekings congratulated Board Member Jimmy Ward for his re-election to the City of Isle of Palms Council. Chairman Seekings also announced the passing of former Board Member, Alfred Harrison. Mr. Harrison served on the Board of Directors since 1997; Chairman Seekings recognized Mr. Harrison's outstanding service and leadership.

2. Consideration of Board Minutes: November 15, 2023 Meeting

Mr. Boykin made a motion to approve the November 15, 2023 Meeting Minutes as presented.

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

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending November 30, 2023. She noted that, overall, the agency remains in good shape and ended the month with an excess of revenues of \$1,771,835. Ms. Mitchum provided information on the following activities for FY24 thus far:

Revenues:

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

Expenditures:

- 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.
- Automotive is the cost to service the 2018 Ford F-150.
- Postage is shipping fees.
- Dues/Membership is CARTA's membership with Transportation Association of South Carolina (TASC).
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes GMV Sycromatics and IT services.
- Rent includes the Ashley Phosphate Park & Ride lot, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Custodial Services are the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program is customer transportation cost for same-day service through independent rideshare.
- Other Professional Services include the bus wash inspection services.
- Shared Contract Services (IGA & Management) is the extensive services the BCDCOG provides to CARTA.
- Fixed-Route Service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title and registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews on January 1st.
- Paratransit is the cost of paratransit transportation.

Capital Expenditures:

- Rolling Stock is costs associated with the purchase of five 2023 Voyager Vans.
- Bus Shelter Construction/Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras and AVL equipment.

Ms. Mitchum reviewed the activity of the Pilot Ride Program. It was noted that FY24 total cost is at \$25,239 at 37% 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, noted that work continues on the Downtown Charleston Transit Study with Nelson\Nygaard. She introduced Milbrey Heard (Senior Principal) and Sam White (Senior Associate), with Nelson\Nygaard. In December, Nelson\Nygaard led a downtown service design workshop with staff and representatives from the City of Charleston and MUSC. Staff also participated in a walking tour of the proposed downtown alignment and station locations led by Nelson\Nygaard. Staff received final edits to the State of the Transit System and route profiles appendix from Nelson\Nygaard. Since December, Nelson\Nygaard has continued to work on the downtown network concepts, taking into consideration feedback received from staff and local agency representatives. Ms. Heard and Mr. Wright presented an overview of the draft downtown concepts which include short-term route changes that would be implemented prior to the LCRT as well as longer-term route changes to be implemented once LCRT service is in operation. It was noted that staff and Nelson\Nygaard are organizing the third TAG meeting, pop-up events at key transfer locations and meetings with neighborhood groups to present and receive feedback on these concepts in February. There will also be a survey to gather feedback from the public. Ms. Heard

and Mr. White addressed questions and comments. The Board of Directors received the Downtown Transit Study presentation as information.

5. 2024 Calendar of Events – Request for Approval

Ron Mitchum, Executive Director, presented the proposed dates for the 2024 Calendar of Events. He noted that staff is seeking approval to provide free rides and/or offer promotions on the specific days/dates listed as well as participate in the various events that are listed. Proposed Days/Dates for Free Ride and/or Promotions: March (Driver Appreciation Day Promotions); April 22nd (Earth Day Free Day); May (Mobility Month Promotions); June 20th (Dump the Pump Free Day); November 5th (Ride to the Polls Free Day); November 11th (Veteran’s Ride Free Day); December 20th (Christmas Free Ride Day); as well as the 4 “Seniors Ride Free” Days to be held on February 19th (Presidents’ Day – February is “Senior Independence Month”); May 29th (National Senior Health & Fitness Day – May is “Old Americans Month”); August 21st (“National Senior Citizens’ Day”); December 20th (Holiday Gift). The events are as follows: Stingrays in February; Black Expo in March; MUSC Senior Fair in April; Earth Day in April; College of Charleston Sustainability Fair in April; North Charleston Business Expo in May; Charleston Riverdogs in either August or September; Trunk or Treat events in October; Turkey Giveaway in November; Christmas Parades in December; Bike Giveaway in December. It was noted that there may be a “No Pay May” if missed service numbers continue to decrease as well as free transportation to warming shelters. Mr. Mitchum requested that Christmas Day, December 25, 2024, also be offered as a Free Ride Day in observance of the Christmas Holiday. He addressed questions and comments.

***Mr. Ward made a motion to approve the Calendar of Events as amended to include Christmas Day and Transportation to Warming Shelters.
Mr. Lewis seconded the motion. The motion was unanimously approved.***

6. 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: Route 10 Analysis; US 52 BRT Study; Shelter Improvement Program; Shipwatch Square Transit Center; Transit Oriented Development Study; Mt. Pleasant Street Park & Ride; O&M Facility for LCRT; Transit Signal Prioritization for Dorchester Road. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

7. Mobile Ticketing Sales and Use Report – Ron Mitchum

Mr. Mitchum introduced Jeff Burns, Grants and Contracts Compliance Administrator. Mr. Burns presented the Mobile Ticketing Sales and Use report. He noted that the mobile ticketing project has allowed CARTA to offer the region’s transit customers a safer and more convenient way to plan and pay for their trips. Its use has not only minimized the need of customers to handle cash and create a contactless system, it has also improved the overall efficiency of the system by allowing passengers to board the bus more quickly. Mr. Burns discussed the overview of the mobile ticket sales and usage since the launch date in May 2022 through December 2023 noting steady growth in sales and usage. A full-scale marketing effort is planned for January 2024. Mr. Burns addressed questions and comments. The Board of Directors received the Mobile Ticketing Sales and Usage Report as information.

8. Ridership Report – Megan Ross

Megan Ross, Transit Planner, presented the Ridership Reports as of November 2023 and December 2023. She discussed the November 2023 Ridership Trends noting that passenger trips totaled 186,188 and there were 11.1 customers per service hour (11.9 in October 2023). On-time, across all timepoints, was 73.7%. Ms. Ross stated that overall ridership comparing November 2023 to October 2023 decreased by 8.0%. Overall ridership comparing November 2023 to November 2022 increased by 13.8%. Overall ridership comparing 2023 YTD to 2022 YTD increased 2.7%. She noted that Tel-A-Ride ridership for the month of November was 4,905 which was a decrease of 10.3% when comparing 2022 YTD to 2023 YTD. It was noted that the total missed service for the month of November 2023 was 388.37 as compared to 465.65 in November 2022. Ms. Ross discussed the CARTA OnDemand ridership for November 2023 noting that there were 1,212 passengers between both Uber and Lyft at an average trip cost of \$10.11 which was lower than October 2023’s average trip cost of \$10.65. She noted that 66% of the overall rides were from Tel-A-

Ride passengers. Ms. Ross then discussed December 2023 Ridership Trends noting that passenger trips totaled 171,807 and there were 10.4 customers per service hour (11.1 in November 2023). On-time, across all timepoints, was 76%. Ms. Ross stated that overall ridership comparing December 2023 to November 2023 decreased by 7.7%. Overall ridership comparing December 2023 to December 2022 increased by 8.0%. Overall ridership comparing 2023 YTD to 2022 YTD increased 3.1%. She noted that Tel-A-Ride ridership for the month of December was 4,855 which was a decrease 9.5% when comparing 2022 YTD to 2023 YTD. It was noted that the total missed service for the month of December 2023 was 55.10 as compared to 363.59 in December 2022. Ms. Ross discussed the CARTA OnDemand ridership for December 2023 noting that there were 1,061 passengers between both Uber and Lyft at an average trip cost of \$10.15 which was higher than November 2023's average trip cost of \$10.11. She noted that 67% 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.

9. Executive Director's Report – Ron Mitchum

Mr. Mitchum discussed the matters regarding the Exchange Club Website and emails to Board members. Meetings continue with the Fairgrounds and Exchange Club for a resolution to the issues. An appraisal is scheduled for next week so matters are expected to make progress. Discussion is also going forward regarding the recent OnDemand article in the Post & Courier. Referendum meetings are being held as well. Mr. Mitchum noted that the sale is complete with Proterra and they are focusing on getting parts ordered and distributed to customers. He announced that SCDOT Secretary, Christy Hall, plans to retire March 31, 2024. Mr. Mitchum addressed questions and comments. 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 were two public comments:

- William Hamilton, Best Friends of Lowcountry Transit: Mr. Hamilton thanked the Board for their service to the community; he expressed his concerns regarding missed service and the APP; he hopes there is no changes to the #11.
- Steve Latour of Daniel Island: Mr. Latour expressed his concerns regarding the lack of CARTA service on Daniel Island.

12. Board Comments, If Any

There was no further business to discuss.

13. Adjourn

Chairman Seekings thanked the Board of Directors for their service. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:25 p.m.

Respectfully submitted,
Kim Coleman



MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: December 31, 2023 Financial Report Overview
DATE: February 12, 2024

Please find attached the December 31, 2023 Financial Report. Below is a brief overview of the activities for FY24.

Revenues

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

Expenditures

- Retiree Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing route brochures, passes and labels.
- Automotive is the cost to service the 2018 Ford F150.
- Postage is shipping fees.
- Dues/Memberships is CARTA's membership with Transportation Association of South Carolina (TASC).
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes GMV Syncromatics, GMV Digital Signage, Genfare Support, Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times , RCN NetCloud Essentials and Netcloud Advanced for mobile routers, and other IT services.
- Rent includes the Ashley Phosphate Park & Ride Lot, Leeds Avenue lot lease from Dominion, and document storage.
- Communications is the cost of phone, internet, and radio services at the facilities and on the buses.

- Utilities includes electric and water at the Superstop, Melnick Park and Ride, the Radio Shop at Leeds Avenue, and the charging stations at Leeds Avenue.
- Auditing is the cost of FY23 GASB 75 Actuary.
- Custodial services are the cost of janitorial services at the Melnick Park and Ride.
- Pilot Ride Program (CARTA OnDemand) is customer transportation cost for same day service through independent rideshare.
- Other Professional Services includes bus wash inspection services.
- Shared Contract Services (IGA & Management) is the extensive services BCDCOG provides to CARTA.
- Fixed Route service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the Super Stop by the City of North Charleston Police Dept.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title & registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews January 1 and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is interest accrued on the Melnick Park and Ride Loan.

Capital Expenditures

- Rolling Stock is costs associated with the purchase of five (5) 2023 Voyager Vans.
- Bus Facilities/Charging Stations is Leeds Avenue charging infrastructure.
- Bus Shelter Construction /Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras and AVL equipment.
- Facilities Construction is Leeds Avenue parking lot repairs.
- Capital (IT, Facility Repairs/Maint) is Genfare, camera and AVL equipment.

Overall, the agency ended the month with excess of revenues of \$1,107,242.

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 12/31/23 was \$1,353,001.27.

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

Time elapsed:
25%

	FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>			
Farebox	1,345,886	354,107	26%
Passes & Mobile Ticketing	527,051	137,131	26%
COC Shuttle	417,104	101,386	24%
MUSC	753,157	184,637	25%
City of Charleston - DASH	706,143	180,887	26%
Local Contributions	-	6,248	N/A
Federal	8,289,057	2,270,837	27%
State Mass Transit Funds	-	260,436	N/A
Sales Tax - Charleston County	12,759,453	3,387,743	27%
Advertising	800,000	206,793	26%
Insurance Proceeds	-	88,016	N/A
Sale of Assets	-	10,775	N/A
TOTAL OPERATING REVENUES	25,597,851	7,188,996	28%
<u>Operating Expenditures</u>			
Retiree Benefits	9,288	2,280	25%
Supplies	100,000	13,778	14%
Printing	25,000	3,599	14%
Automotive	1,000	437	44%
Postage	250	67	27%
Dues/Memberships	2,500	2,000	80%
Office Equipment Rental	105,012	36,458	35%
Office Equipment Maintenance	239,241	132,596	55%
Rent	32,650	10,166	31%
Communications	166,847	39,993	24%
Utilities	313,674	78,419	25%
Advertising	7,500	-	0%
<i>Professional Services</i>			
Auditing	30,000	1,800	6%
Legal	1,000	-	0%
Custodial	25,542	5,805	23%
Pilot Ride Program	131,575	36,016	27%
Other	25,000	790	3%
<i>Contract Services</i>			
Shared Services - IGA	3,188,074	920,062	29%
Fixed Route	14,676,071	2,611,021	18%
Money Transport	7,500	3,006	40%
Security Services	105,560	25,310	24%
Vehicle Maintenance	170,000	98,597	58%
Facility Repair & Maintenance	52,835	5,571	11%
Operating Fees & Licenses	50,000	18,891	38%
Insurance	1,083,626	983,192	91%
Fuel	1,638,187	318,128	19%
Paratransit	3,308,576	720,541	22%

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

Time elapsed:
25%

	FY24 Budget	Actual	% of Budget
Miscellaneous	3,500	491	14%
Interest	47,843	12,740	27%
Non-Capitalized Assets	50,000	-	0%
TOTAL OPERATING EXPENDITURES	25,597,851	6,081,754	24%
Excess (Deficit) of Revenues Over (Under) Expenditures		1,107,242	

Capital Revenues

Rolling Stock	613,428	-	
Bus Facilities/Charging Stations	289,189	6,591	
Bus Shelter Construction/Bench Install	18,618	-	
Security/ Cameras & Equipment	240,997	975	
Facilities Construction	5,040,000	5,954	
Sales Tax - Charleston County	1,047,297	34,007	
TOTAL CAPITAL REVENUES	7,249,529	47,527	1%

Capital Expenditures

Rolling Stock	766,785	5,000	
Bus Facilities/Charging Stations	350,000	6,591	
Bus Shelter Construction/Bench Install	192,763	15,250	
Security/ Cameras & Equipment	295,041	1,968	
Facilities Construction	5,600,000	7,443	
Capital (IT, Facility Repairs/Maint)	44,940	11,275	
TOTAL CAPITAL EXPENDITURES	7,249,529	47,527	1%

**CARTA
BALANCE SHEET
12/31/2023**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	8,505,068.51
PETTY CASH	120.00
ACCOUNTS RECEIVABLE	9,129,081.22
PREPAID EXPENSES	244,545.52
INVENTORY - FUEL	71,690.96
DEFERRED OUTFLOWS: ER CONTR	905.00
LAND	5,563,204.76
CONSTRUCTION IN PROGRESS	2,415,747.63
VEHICLES	51,077,366.34
EQUIPMENT	2,165,647.72
FAREBOXES	1,170,017.00
SHELTERS	4,402,269.59
BUS SIGNAGE	254,913.32
FACILITIES	10,492,454.34
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(34,431,774.57)
TOTAL ASSETS	<u><u>61,239,715.88</u></u>

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	2,148,436.45
NOTE PAYABLE - BB&T	1,444,179.62
ACCRUED INTEREST	44,453.02
OPEB LIABILITY	134,964.00
DEFERRED INFLOWS: OPEB ASSUMP	9,235.00
TOTAL LIABILITIES	<u>3,781,268.09</u>

EQUITY

CURRENT YEAR FUND BALANCE	1,107,241.55
INVEST IN CAPITAL ASSETS	39,238,151.92
FUND BALANCE	17,113,054.32
TOTAL EQUITY	<u>57,458,447.79</u>

TOTAL LIABILITIES & FUND EQUITY	<u><u>61,239,715.88</u></u>
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CARTA
OnDemand Program
12/31/2023

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	36,016	156,254	237,782	40%
Total	394,036	1,421	20,778	98,039	36,016	156,254	237,782	40%
Federal <i>FTA 5310</i>	312,000	1,137	16,622	75,202	28,813	121,774	190,226	39%
Local	82,036	284	4,156	22,837	7,203	34,480	47,556	
Total	394,036	1,421	20,778	98,039	36,016	156,254	237,782	40%



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: February 12, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for January 2024

Please find the progress reports for transit planning projects.

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

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives:

- Staff has continued moving forward fixing our APC issues. Currently staff are working on a scope to include UTA's services under our Syncromatics contract. The scope will cover the installation of the Hella Gen 1 sensors in the electric buses that do not have APC sensors. It will include recalibrating and reconfiguration of the entire fleet as well as staff training. Additionally, it will include the ability to automatically generate reports to check the health and accuracy of the sensors. Staff plans to move forward with the scope in the next month.
- Staff has continued to work on analyzing the Rt. 10 to improve the route on-time performance and the overall productivity of the route. Staff is continuing to collect surveys from riders and businesses along the corridor.
- Staff participated in assisting operations with route detours due to President Biden's visit (1/8/2024). The next day (1/9/2024), staff assisted with weather related detours and stoppage in service due to wind speeds.
- Staff is working closely with National Express to monitor missed service. We continue to work through ways of improving the hours missed.
- Staff continues working with partners in the community to provide service to warming shelters.
- Staff assisted with monthly NTD sample reporting of ridership.

2. Downtown Route Study

- Staff, with Nelson/ Nygaard, worked to coordinate the next outreach events which will take place in February. We will be discussing the concepts and changes to the routes downtown.
- We will be holding a TAG meeting with stakeholders and pop-up meetings at high frequented bus stops throughout the peninsula.
- Additionally in January, staff met with College of Charleston to discuss the project and receive feedback on the progress so far.

3. US 52 BRT Study

- BCDCOG held a Kick Off Meeting in January
- Data collection and Engagement Plan development are underway.

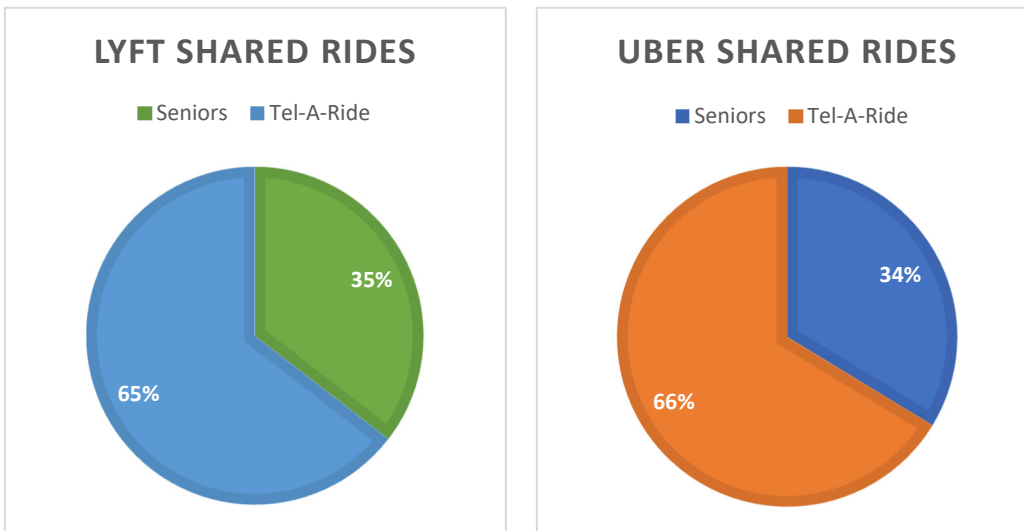
4. CARTA OnDemand (TNC Pilot)

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

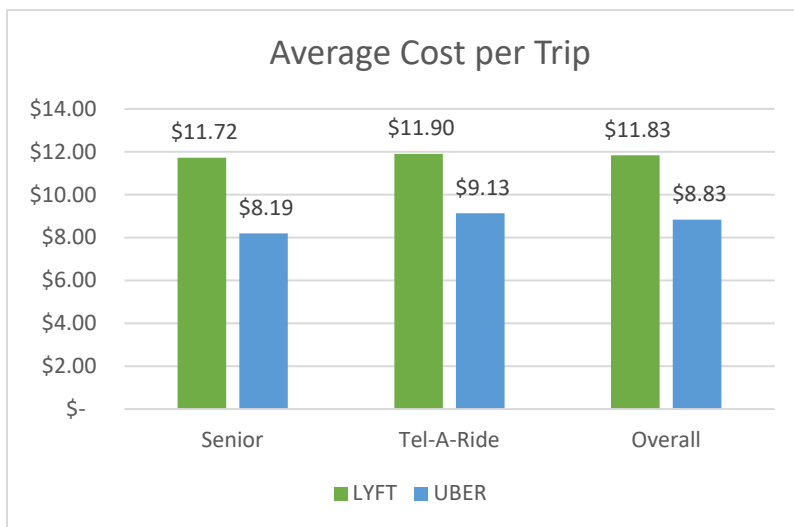
MEMORANDUM

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 January 2024, we saw a significant increase in applications that resulted in six hundred sixty-five (665) total senior riders and one hundred thirty (130) total Tel-A-Ride customers actively using OnDemand service. Also in January, CARTA OnDemand had a total of 1540 trips with 66% of the trips being taken by paratransit customers and 34% being taken by senior customers.



In January, the 1540 trips (Tel-A-Ride and senior) averaged \$9.49 per trip which is down from December average of \$10.15 per trip. Tel-A-Ride trips averaged \$9.71 and senior trips averaged \$9.03. To date (February 2021 – present), CARTA has spent a total of \$173,415.24 on the CARTA OnDemand program which includes trips costs and marketing expenses.



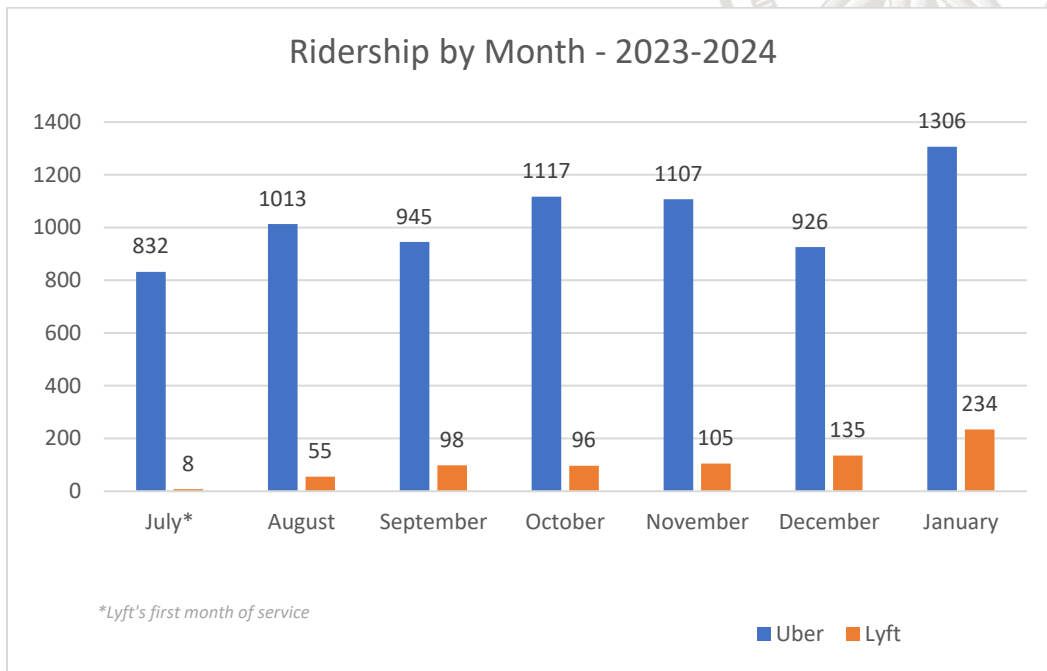
LYFT STATISTICS

- 234 Trips provided
- Avg Trip Cost: **\$11.83**
- 32 Unique Riders
- Total Cost: **\$2,768.62**

UBER STATISTICS

- 1311 Trips provided
- Avg Trip Cost: **\$8.83**
- 148 Unique Riders
- Total Cost: **\$11,701.26**

MEMORANDUM



- Staff coordinated with Uber and Lyft to ensure consistent service delivery and address service delivery and billing issues
- 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
- Staff improved application process to provide more efficient approval process
- Staff approve applications from seniors and paratransit customers as they were received
- Staff provided customer service by responding to inquiries about the service and assisting new riders with information on how to use Uber
- Staff tracks ridership and expenditures monthly
- Ridership has risen consistently

5. CARTA Shelter Improvement Program (SIP)

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

Shelters/Benches in development:

- 7 Rivers Ave / Carver Ave- CARTA initiated wood bench has been installed and added to our system.
- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress

MEMORANDUM

- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress
- 772 N Hwy 17 / Long Point Rd- 761 Sweetgrass Basket Pkwy / Two Island Ct- Installed and added to our system
- 761 Sweetgrass Basket Pkwy / Two Island Ct- 761 Sweetgrass Basket Pkwy / Two Island Ct- Shelter installed and inspected and added to our system
- Glenn McConnell Parkway- Opposite side is currently being constructed
- 583 Savannah Hwy / Oak Forest Dr – Shelter in progress
- 135 The Citadel- Shelter in progress
- 304 Morrison Dr / Jackson St - Bench Only in progress. Issue with ADA.
- 302 Morrison Dr / Jackson St (Sanders-Clyde Elementary)- Shelter. Issue with ADA.
- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Spring 2025 with completion by Jan 2025.
- Dorchester Road – SCDOT Safety Audit, currently reviewing for SCDOT
- 484 King St / Mt. Pleasant St- CARTA initiated infrastructure
- 329 America St / Columbus St- CARTA initiated infrastructure
- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. MUSC to meet mid-January
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. MUSC to meet mid-January
- 100 Military Magnet Academy- Working with Senior Center next door on exact location
- 65 Rivers Ave / Rebecca St- CARTA initiated infrastructure. Survey and 30% plans
- 549 Waterfront Park- CARTA initiated infrastructure
- Homes of Hope Affordable Housing- HWY 61

Guidelines

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

Solar Lighting Project

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

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.

MEMORANDUM

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

Locations:

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

6. Shipwatch Square/Transit Hub

FTA Low No/Bus & Bus Facilities competitive grant was awarded for facility, workforce development and battery electric buses. NEPA class of action determination request is underway. A&E Design Contract procurement is underway. Anticipated contract award to start design is April 2024.

7. Transit Oriented Development Study

The Project team continues to advance deliverables and meet with stakeholders. The team continues to advance technical documents and E-TOD Dashboard. Station Area Pike/Ped Task Capital Improvement Planning Task has started. BCDCOG began meeting with elected officials in Charleston County, City of Charleston, and North Charleston in January and will continue through February. Community outreach and online survey is anticipated to occur in Spring 2024.

MEMORANDUM

8. Lowcountry Rapid Transit

A&E Design: 60% Design is underway. Bi-Monthly Technical Working Groups are being held to expedite design tasks. 60% design/ROW plans scheduled to be complete in Summer 2024. 30% design for the maintenance facility to begin in January 2024.

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

FTA Coordination: Bi-Monthly meetings are held with FTA and their Project Management Oversight Consultant (PMOC) throughout the Engineering phase. An updated schedule was developed and provided to ELT/FTA with new design milestones in January.

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 in July 2023. Public outreach for the 3 station relocations was completed in November, December, and January, and coordination will continue. 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 January 2024.

Transit Signal Prioritization: Transit signal prioritization at intersections is included of the LCRT project. Several coordination meetings have been held with SCDOT, City of North Charleston, and City of Charleston. Peer agency interviews were held in January 2024 and will continue into the coming months. 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 early 2024.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. LCRT has been coordinating with outreach activities for the TOD and Downtown Transit Study efforts. The project team met with the Liberty Hill Community and additional canvassing is planned to occur in February in the Eastside community. LCRT updates to be scheduled with newly elected municipal council members and Mayors in February.

9. Mt. Pleasant Street Park and Ride

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

MEMORANDUM

10. Fairgrounds Park and Ride

Final plans have been completed. Appraisal has been scheduled for February 20, 2024 and final document issued within two weeks. Once appraisal is complete, we can start negotiations on purchase of the parcel.

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

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

12. Mobile Ticketing Sales & Use

During the month of January 2024, mobile ticket sales totaled \$23,605.57. This a 32.1% increase in sales revenue over January 2023 and 14.1% increase over December 2023. Mobile ticket sales comprised 14.8% of all farebox revenue during January 2024 and 13.9% of total farebox revenue fiscal year to date. Mobile ticketing revenue constituted 9.7% of total farebox revenue last year fiscal year to date. There were 1,374 unique users over the month, conducting 22,781 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 February 2024, the project to upgrade the ticketing validator will commence with equipment installation schedule to begin on February 12th, followed by a testing phase with a full rollout scheduled for mid-March 2024.



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: February 9th, 2024
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: January 2024 Ridership Report Summary Statistics

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

- Ridership for the month was 181,361 which is a 7.3 % increase from January of last year and a 5.6% increase from the month of December.
 - Fare Riders 62.72% of total
 - Pass Riders 30.99% of total
 - Transfers 6.29% of total
- The passengers per hour averaged 10.4, which is a 4.0% increase from last year and the same as December 2023.
 - Average cash payment per passenger was \$0.49, a 13% decrease from last year.
- Revenue for the month totaled \$279,882.58 a decrease of 2.2% from last year.
 - Farebox Revenue 64.1% of total
 - Pass/Presale Revenue 35.9% of total
- The system wide cost per passenger was \$6.57.
- Routes that did not meet performance standards include Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, and Rt. 104- Montague Ave.
- Farebox recovery for the system was 19.0%.
- Tel-A-Ride ridership for the month was 5,199.
- The cost per Tel-A-Ride trip was \$44.03.

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

CARTA Monthly Performance January 2024

Fixed Route Performance:

- Passengers per Hour: 10.4
- On Time Performance: 76%
- Complaints per 100,000 Passengers: 3.9
- Compliments per 100,000 Passengers: 0.6
- Miles between Road Calls: 16,726
- Revenue Vehicle Accidents per 100,000 Miles: 3.4
- Preventable Accidents per 100,00 Miles: 1.7

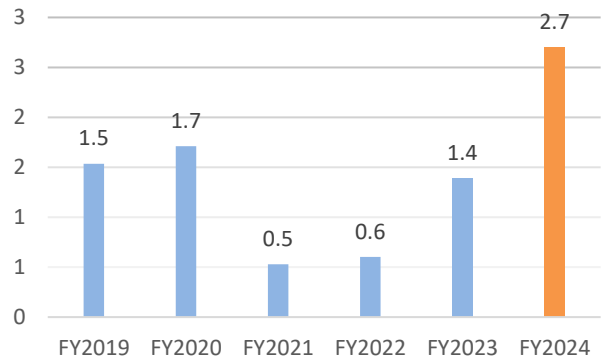
Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)

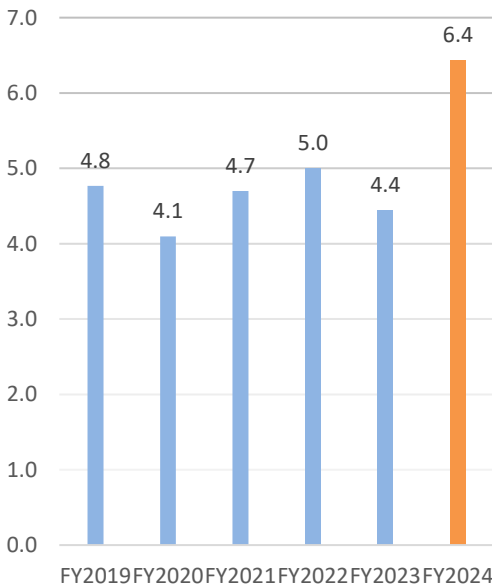
ON TIME PERFORMANCE



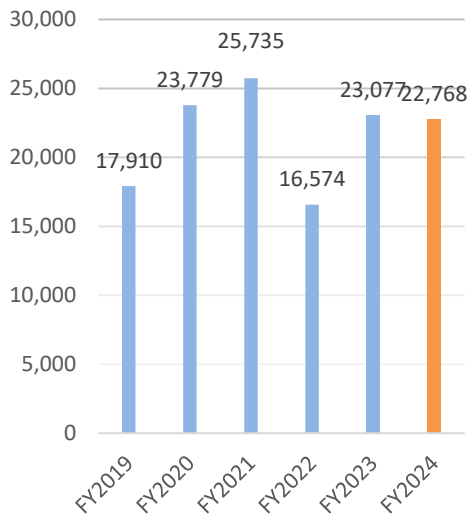
COMPLAINTS PER 100,000 PSGRS



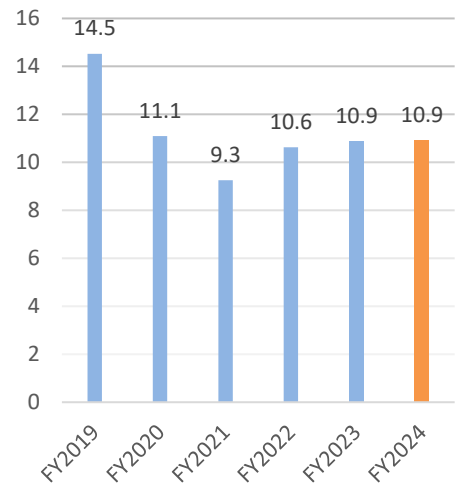
ACCIDENTS PER 100,000 MILES



TOTAL MILES B/W ROAD CALLS



PASSENGERS PER HOUR



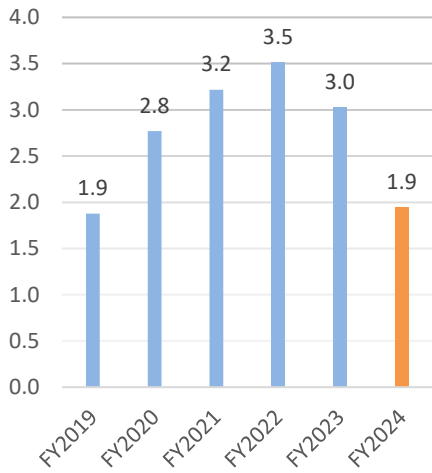
Paratransit Performance:

- Total Passengers: 5,199; Passengers per Hour: 1.6
- No Shows: 274
- On-Time Performance: 90%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.2
- Miles between Road Calls: 25,601
- Total Revenue Accidents per 100,000 Miles: 4.1
- Preventable Accidents per 100,000 Miles: 4.1

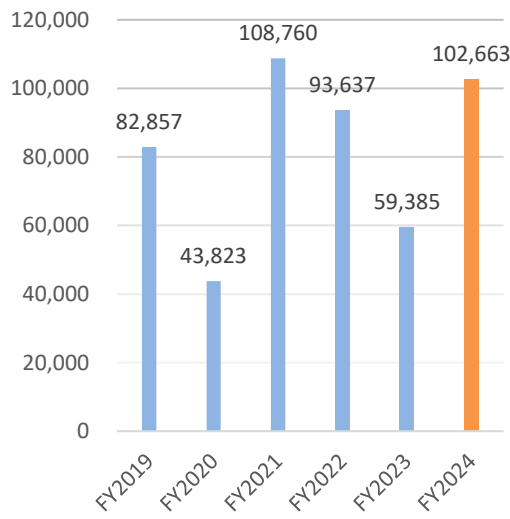
Paratransit Annual Trends - FY2019 – FY2024

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

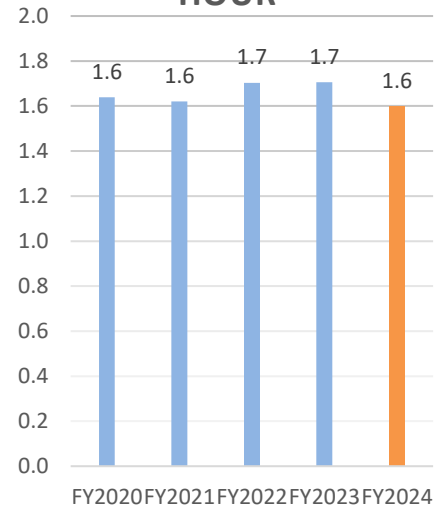
ACCIDENTS PER 100,000 MILES



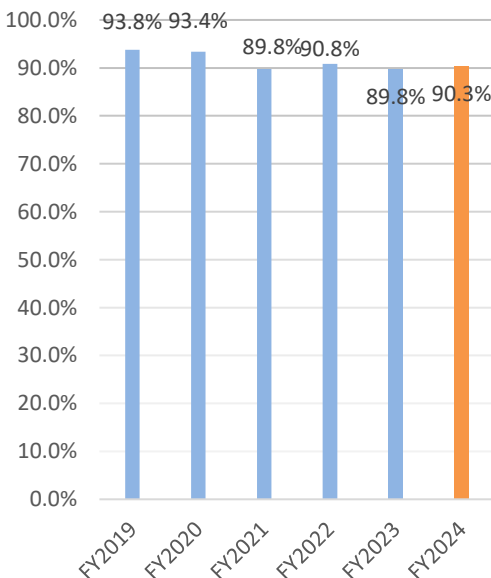
MILES B/W ROAD CALLS



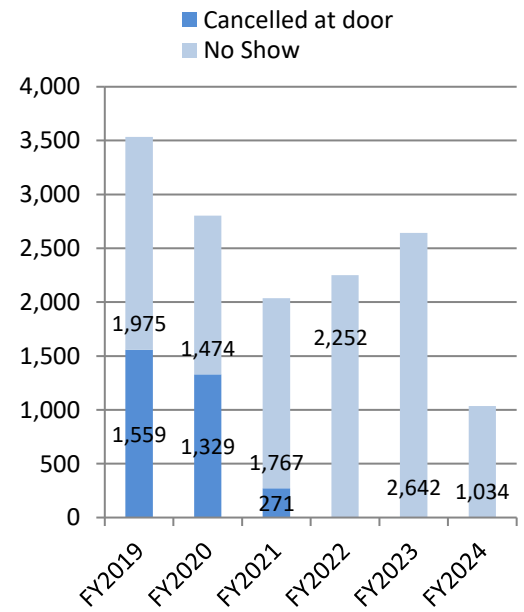
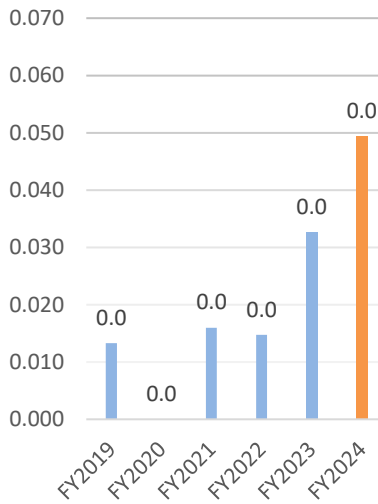
PASSENGERS PER HOUR



ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



Revenue/Cost/Ridership for the Month of January 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	\$339.21	\$ 11,863.13	\$ 12,431.59	\$12,202.34	\$ 56,801.23	674.45	21.5%	\$ 8.61	2.46%	-5.00%	7	8	12%	15	5,716	5,182	(534)	-9%	2.86%
2 Mt. Pleasant-West Ashley Express	\$ 598.30	\$ 7,281.35	\$ 7,771.75	\$ 7,879.65	\$ 55,582.59	659.98	14.2%	\$ 11.41	-4.85%	-5.00%	6	6	-1%	15	4,199	4,179	(19)	0%	2.30%
3 Dorchester Rd-Summerville Express	\$662.11	\$ 5,572.44	\$ 5,831.78	\$ 6,234.55	\$ 38,847.51	461.27	16.0%	\$ 9.02	-2.98%	-5.00%	7	8	20%	15	3,030	3,617	587	19%	1.99%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 33,232.61	\$ 15,407.64	\$ 49,557.04	\$ 48,640.25	\$ 232,815.58	2,764.42	20.9%	\$ 4.93	1.87%	-10.00%	14	14	-6%	20	37,407	37,325	(82)	0%	20.58%
11 Dorchester Rd/Airport	\$ 9,833.00	\$ 4,821.02	\$ 18,057.81	\$ 14,654.02	\$ 102,077.99	1,212.06	14.4%	\$ 7.49	-4.67%	-10.00%	12	10	-20%	20	14,377	11,679	(2,698)	-19%	6.44%
12 Upper Dorch/Ashley Phosphate Rd	\$ 11,585.82	\$ 5,357.88	\$ 17,923.50	\$ 16,943.70	\$ 109,758.73	1,303.26	15.4%	\$ 7.15	-3.59%	-10.00%	10	10	-2%	20	13,174	12,980	(195)	-1%	7.16%
13 Remount Road	\$ 4,365.23	\$ 2,503.44	\$ 6,212.77	\$ 6,868.67	\$ 68,233.91	810.20	10.1%	\$ 10.12	-8.96%	-10.00%	8	7	-1%	20	4,912	6,065	1,153	23%	3.34%
20 King Street/Meeting St	\$ 1.75	\$ 6,000.00	\$ 6,000.00	\$ 6,001.75	\$ 56,116.54	666.32	10.7%	\$ 4.21	-8.33%	-10.00%	16	18	9%	20	10,799	11,911	1,112	10%	6.57%
30 Savannah Highway	\$ 3,643.78	\$ 1,813.00	\$ 5,673.34	\$ 5,456.78	\$ 55,078.12	653.99	9.9%	\$ 11.30	-9.12%	-10.00%	7	7	-4%	20	4,564	4,392	(172)	-4%	2.42%
31 Folly Road	\$ 3,002.14	\$ 1,753.81	\$ 5,713.06	\$ 4,755.95	\$ 71,312.10	846.75	6.7%	\$ 15.67	-12.36%	-15.00%	5	5	-6%	10	4,500	4,249	(252)	-6%	2.34%
32 North Bridge	\$ 4,914.49	\$ 2,734.41	\$ 7,564.78	\$ 7,648.90	\$ 72,231.77	857.67	10.6%	\$ 9.75	-8.44%	-10.00%	8	8	-6%	20	6,922	6,624	(297)	-4%	3.65%
33 St. Andrews/Ashley River Rd	\$ 5,739.50	\$ 3,399.18	\$ 9,763.10	\$ 9,138.68	\$ 61,084.59	725.31	15.0%	\$ 6.31	-4.06%	-10.00%	11	11	1%	20	8,177	8,235	57	1%	4.54%
40 Mt. Pleasant	\$ 2,787.47	\$ 1,483.52	\$ 4,611.46	\$ 4,270.99	\$ 56,326.24	668.81	7.6%	\$ 14.48	-11.44%	-10.00%	6	5	-5%	20	3,818	3,594	(225)	-6%	1.98%
41 Coleman Boulevard	\$ 845.84	\$ 461.12	\$ 1,376.68	\$ 1,306.96	\$ 31,777.36	377.32	4.1%	\$ 27.28	-14.91%	-10.00%	3	3	-7%	20	1,212	1,117	(95)	-8%	0.62%
42 Wando Circulator	\$ 630.31	\$ 308.38	\$ 895.53	\$ 938.69	\$ 30,775.16	365.42	3.1%	\$ 39.94	-15.97%	-15.00%	2	2	0%	10	750	747	(3)	0%	0.41%
102 North Neck/ Rutledge Ave	\$ 886.57	\$ 814.20	\$ 1,679.89	\$ 1,700.77	\$ 40,664.95	482.85	4.2%	\$ 19.75	-14.84%	-15.00%	4	4	3%	10	1,917	1,972	56	3%	1.09%
103 Leeds Avenue	\$ 638.37	\$ 383.71	\$ 1,399.71	\$ 1,022.08	\$ 14,443.49	171.50	7.1%	\$ 14.44	-11.95%	-15.00%	9	5	-38%	10	1,493	930	(564)	-38%	0.51%
104 Montague Avenue	\$ 1,606.01	\$ 968.59	\$ 2,612.59	\$ 2,574.60	\$ 60,919.52	723.35	4.2%	\$ 24.87	-14.80%	-10.00%	5	3	-29%	10	2,265	2,346	82	4%	1.29%
203 Medical Shuttle	\$ -	\$ 40,926.34	\$ 39,426.34	\$ 40,926.34	\$ 41,008.56	486.93	99.8%	\$ 0.01	80.78%	-10.00%	29	30	5%	10	13,097	14,608	1,511	12%	8.05%
210 Aquarium/ CofC DASH	\$ -	\$ 42,791.44	\$ 43,414.44	\$ 42,791.44	\$ 60,431.06	717.55	70.8%	\$ 2.24	51.79%	-15.00%	10	11	14%	10	6,638	7,889	1,251	19%	4.35%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 87,633.66	1,040.55	29.4%	\$ 3.03	10.41%	-15.00%	12	20	60%	10	11,897	20,403	8,506	71%	11.25%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 36,226.63	430.15	27.0%	\$ 2.91	8.00%	-15.00%	14	21	49%	10	6,147	9,090	2,943	48%	5.01%
301 Glenn McConnell Circulator	\$ 1,423.25	\$ 919.33	\$ 2,636.21	\$ 2,342.58	\$ 31,024.45	368.38	7.6%	\$ 12.88	-11.47%	-15.00%	6	6	8%	10	2,086	2,227	141	7%	1.23%
TOTAL	\$ 86,735.76	\$ 193,146.82	\$ 286,136.27	\$ 279,882.58	\$ 1,471,171.75	17,468.5	19.0%	\$ 6.57			10.0	10.4	4%		169,097	181,361	12,264	7.3%	100.0%

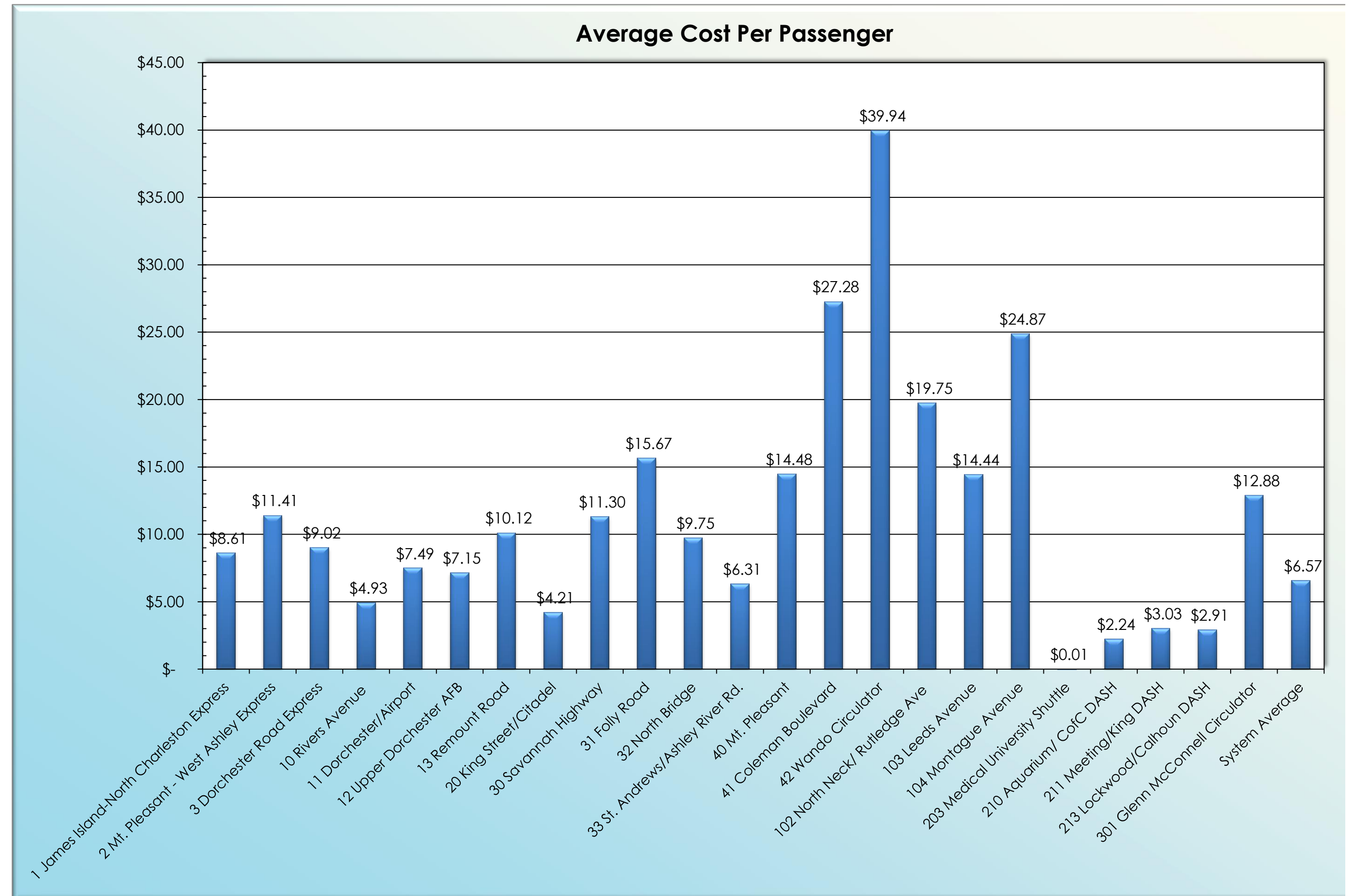
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

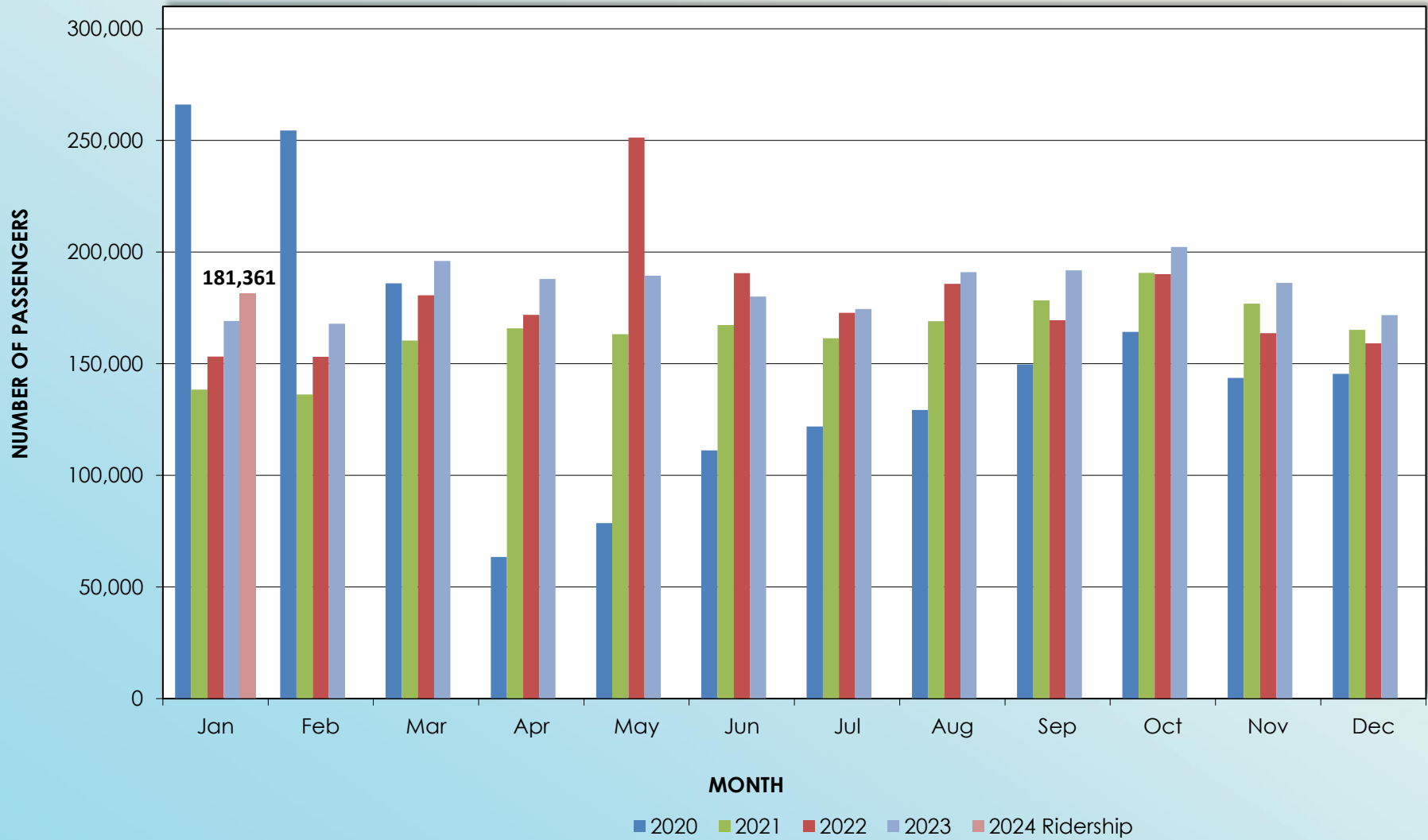
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of January 2024

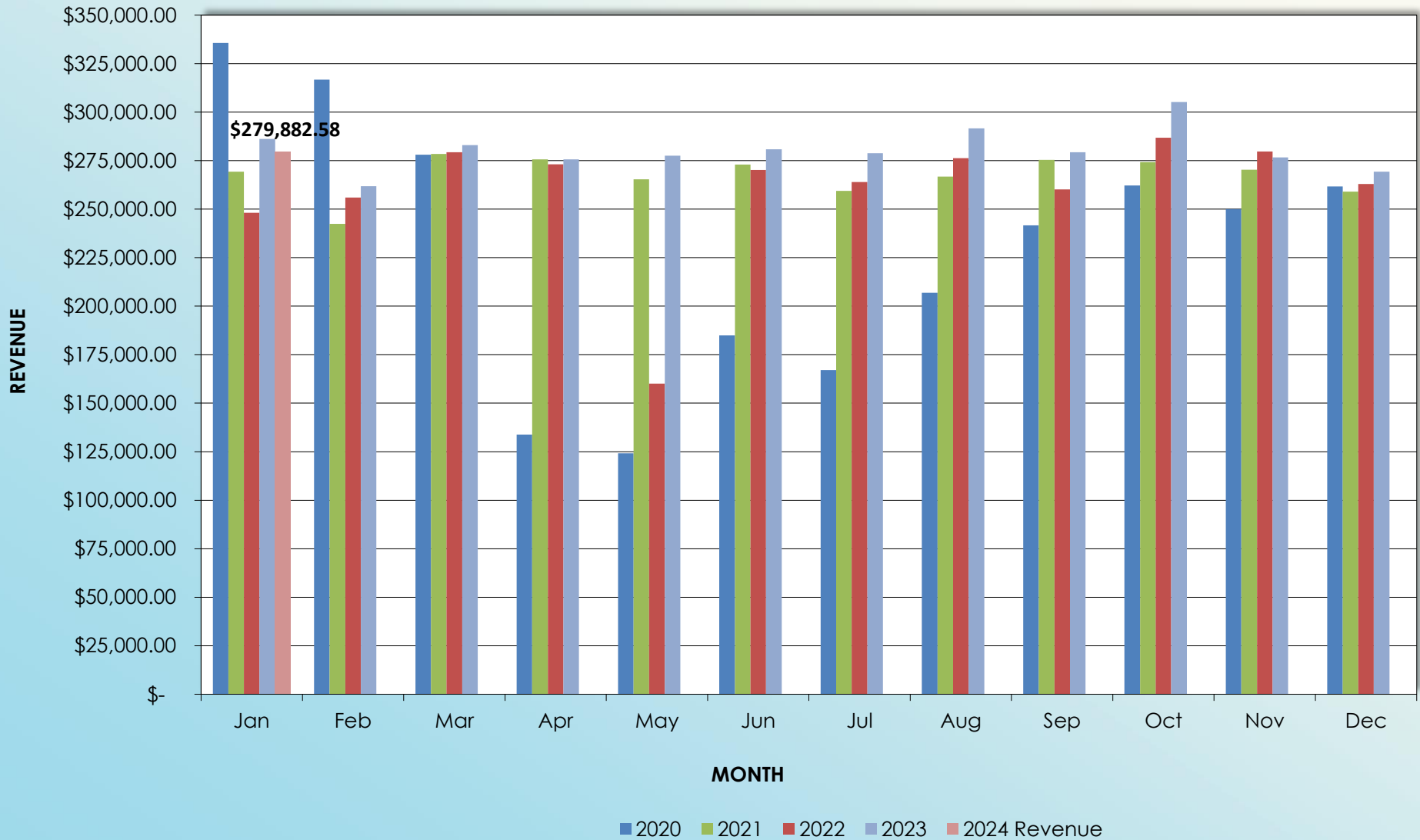
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 8.61
2 Mt. Pleasant - West Ashley Express	\$ 11.41
3 Dorchester Road Express	\$ 9.02
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.93
11 Dorchester/Airport	\$ 7.49
12 Upper Dorchester AFB	\$ 7.15
13 Remount Road	\$ 10.12
20 King Street/Citadel	\$ 4.21
30 Savannah Highway	\$ 11.30
31 Folly Road	\$ 15.67
32 North Bridge	\$ 9.75
33 St. Andrews/Ashley River Rd.	\$ 6.31
40 Mt. Pleasant	\$ 14.48
41 Coleman Boulevard	\$ 27.28
42 Wando Circulator	\$ 39.94
102 North Neck/ Rutledge Ave	\$ 19.75
103 Leeds Avenue	\$ 14.44
104 Montague Avenue	\$ 24.87
203 Medical University Shuttle	\$ 0.01
210 Aquarium/ CofC DASH	\$ 2.24
211 Meeting/King DASH	\$ 3.03
213 Lockwood/Calhoun DASH	\$ 2.91
301 Glenn McConnell Circulator	\$ 12.88
System Average	\$ 6.57



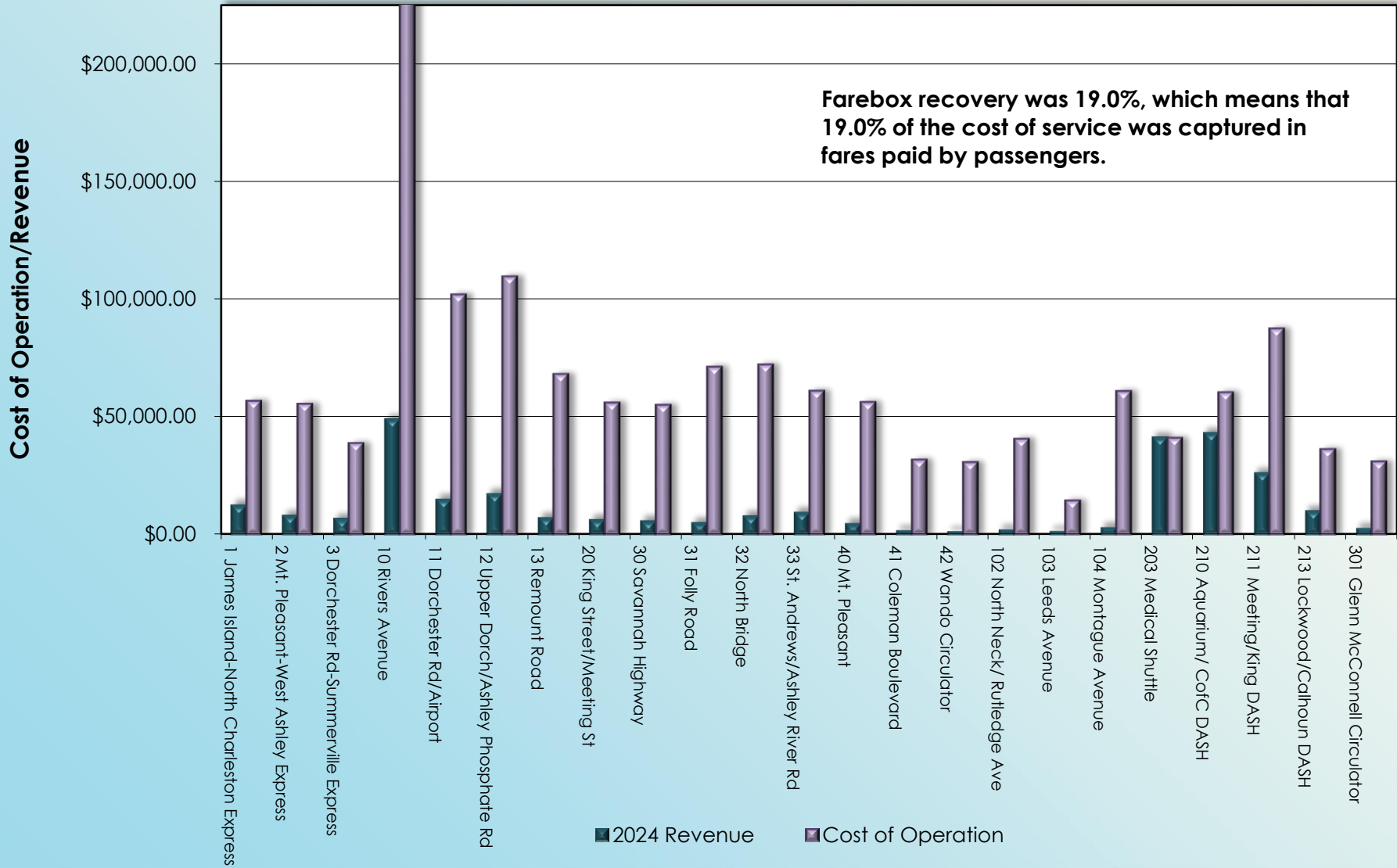
Fixed Route Ridership



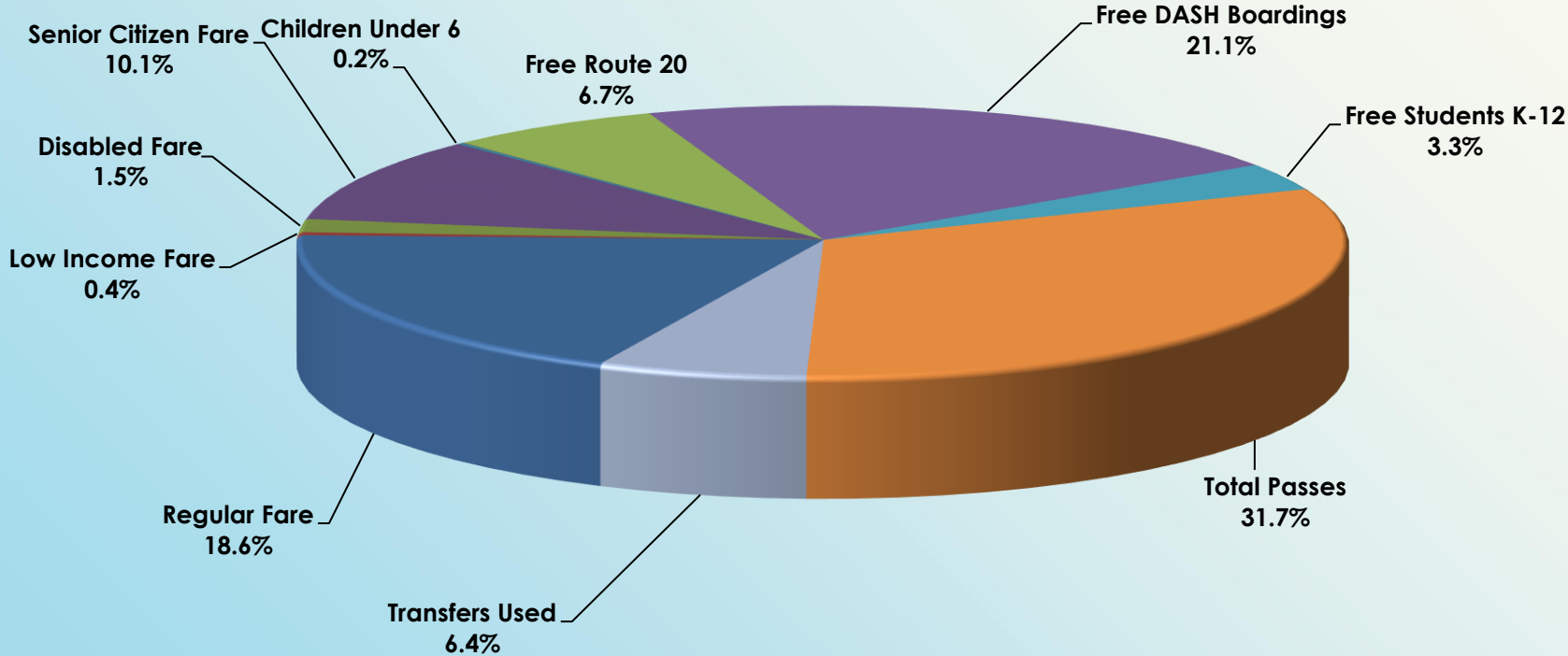
Fixed Route Revenue



Revenue & Cost by Route January 2024

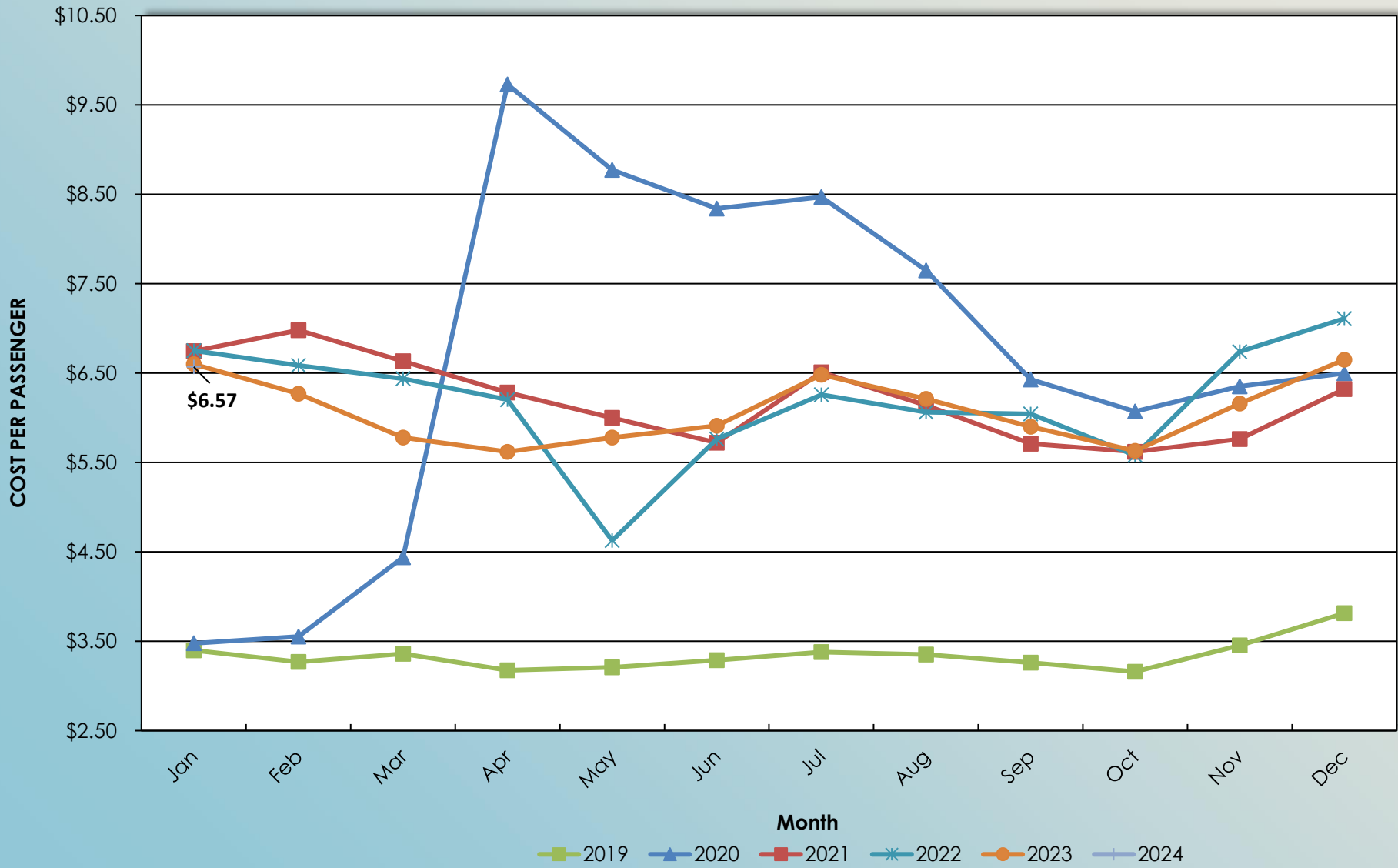


Ridership by Fare Type January 2024

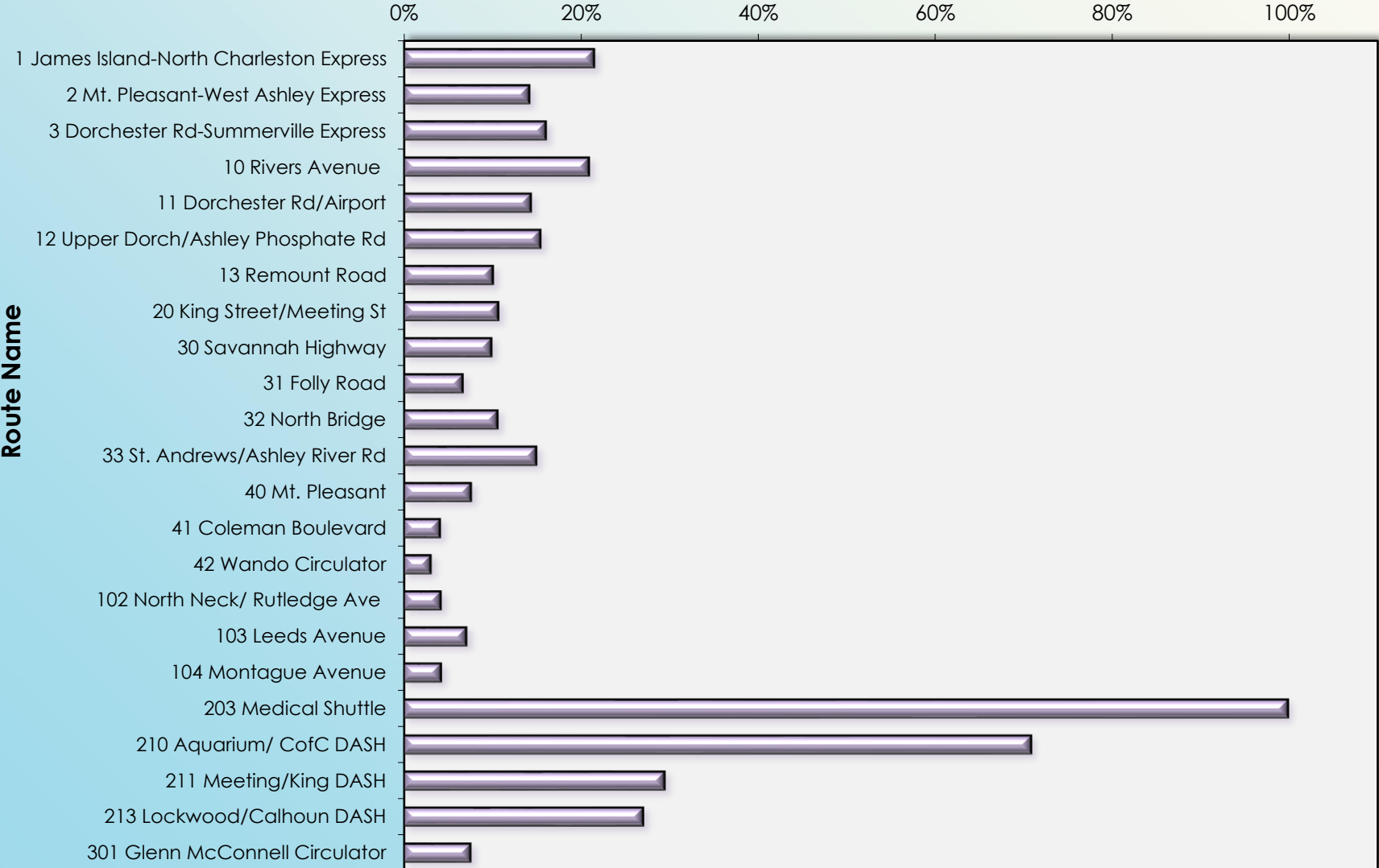


- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
- Unclassified Ridership

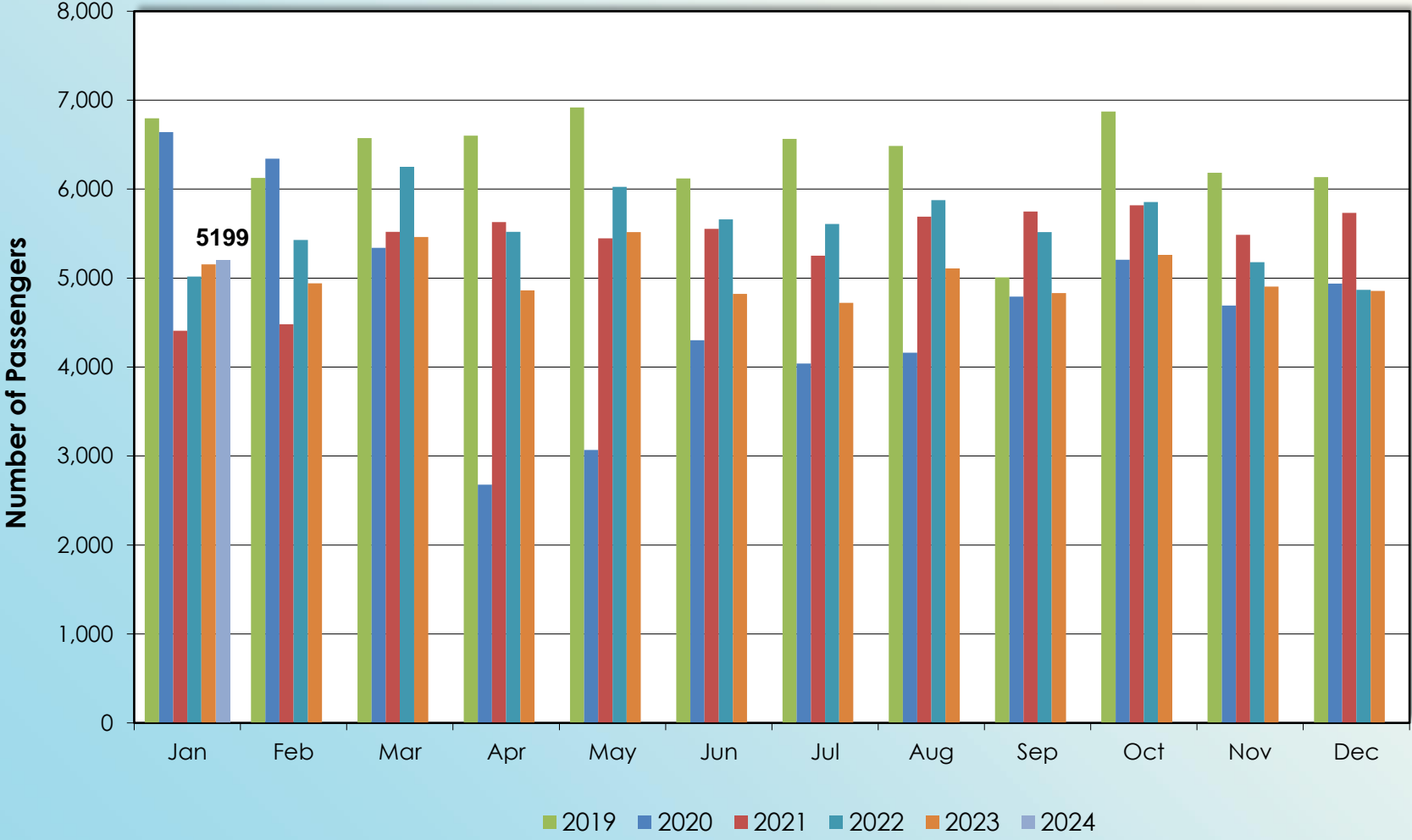
Fixed Route Cost Per Passenger



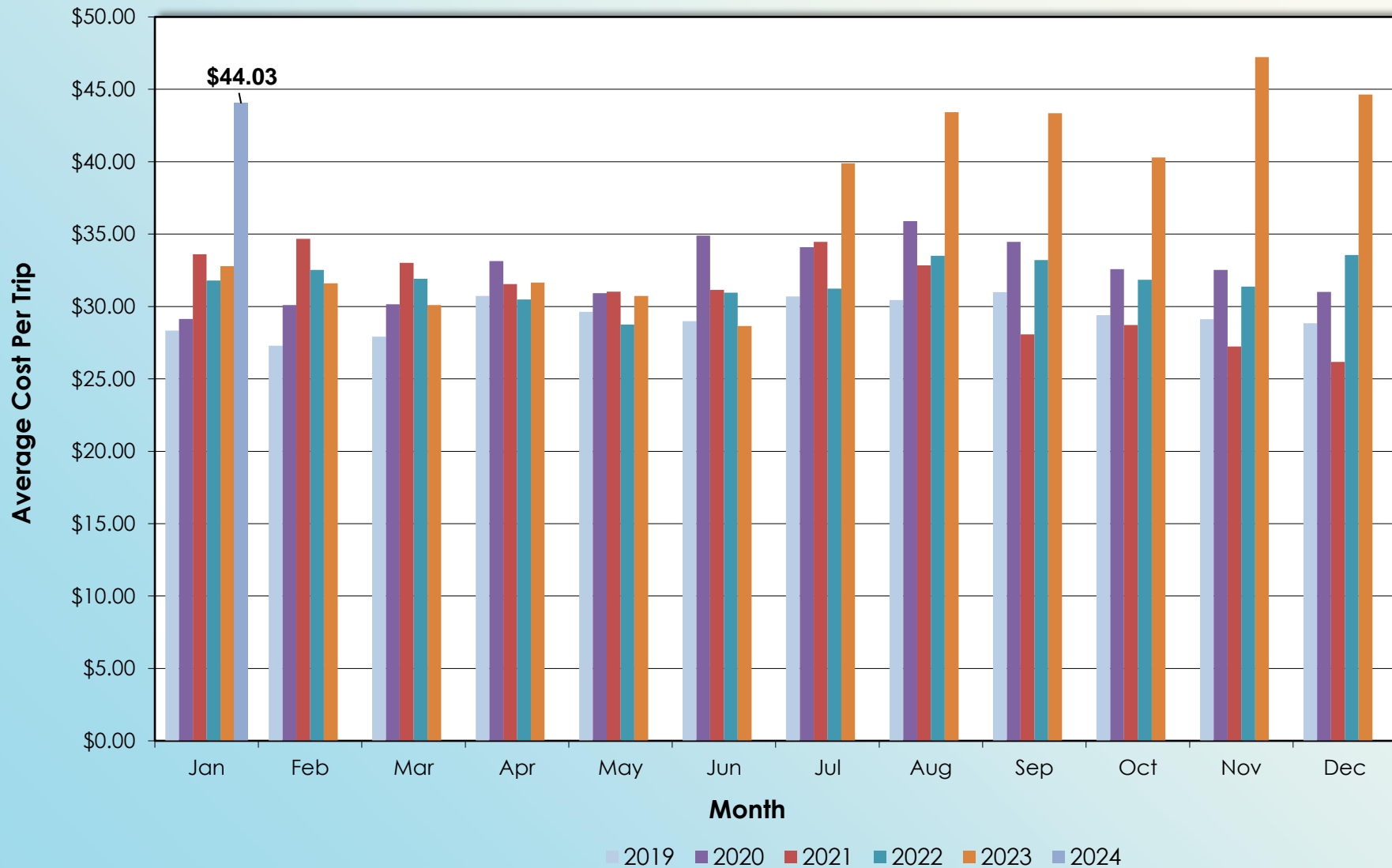
Percent Cost Recovered by Route January 2024



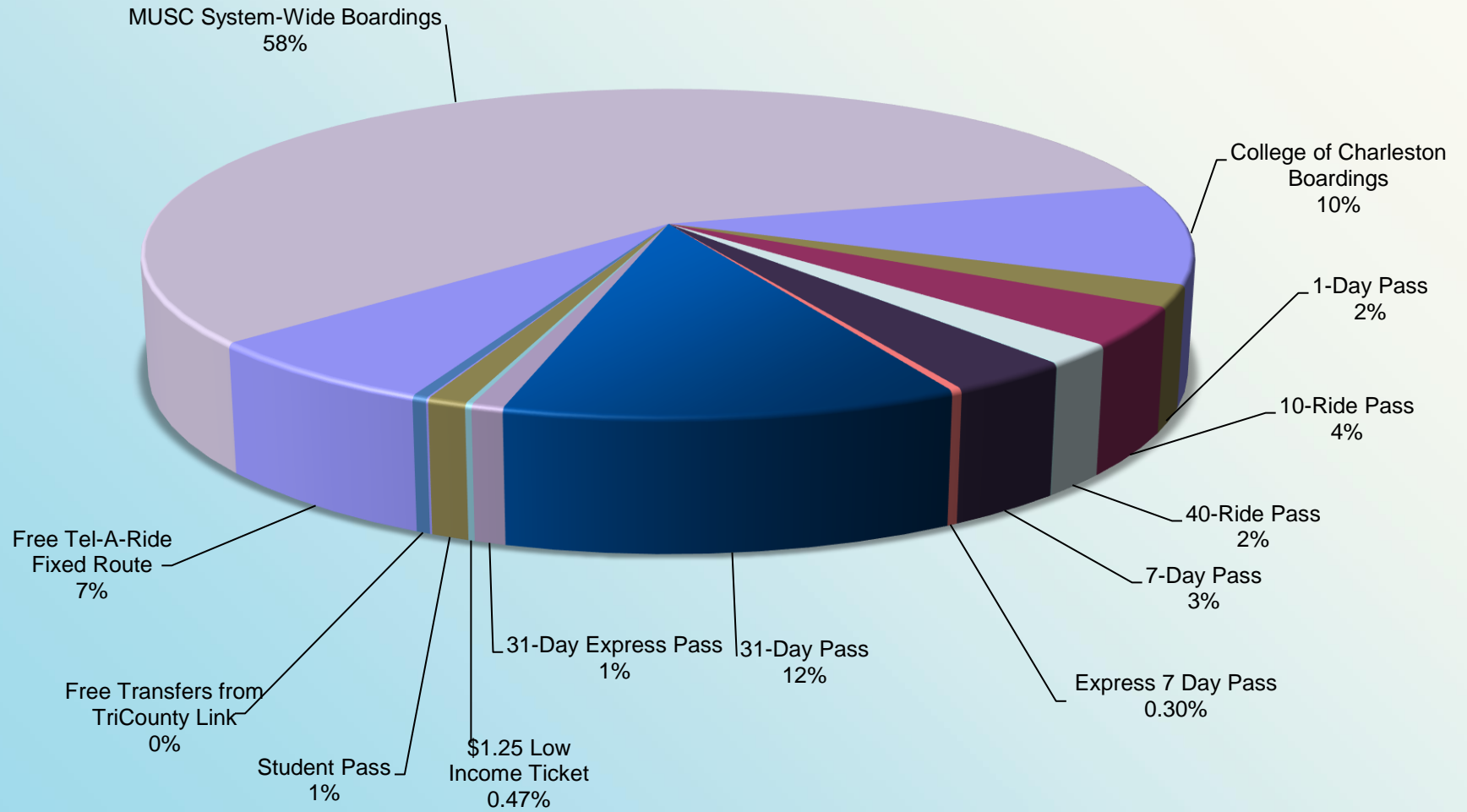
Tel-A-Ride Ridership



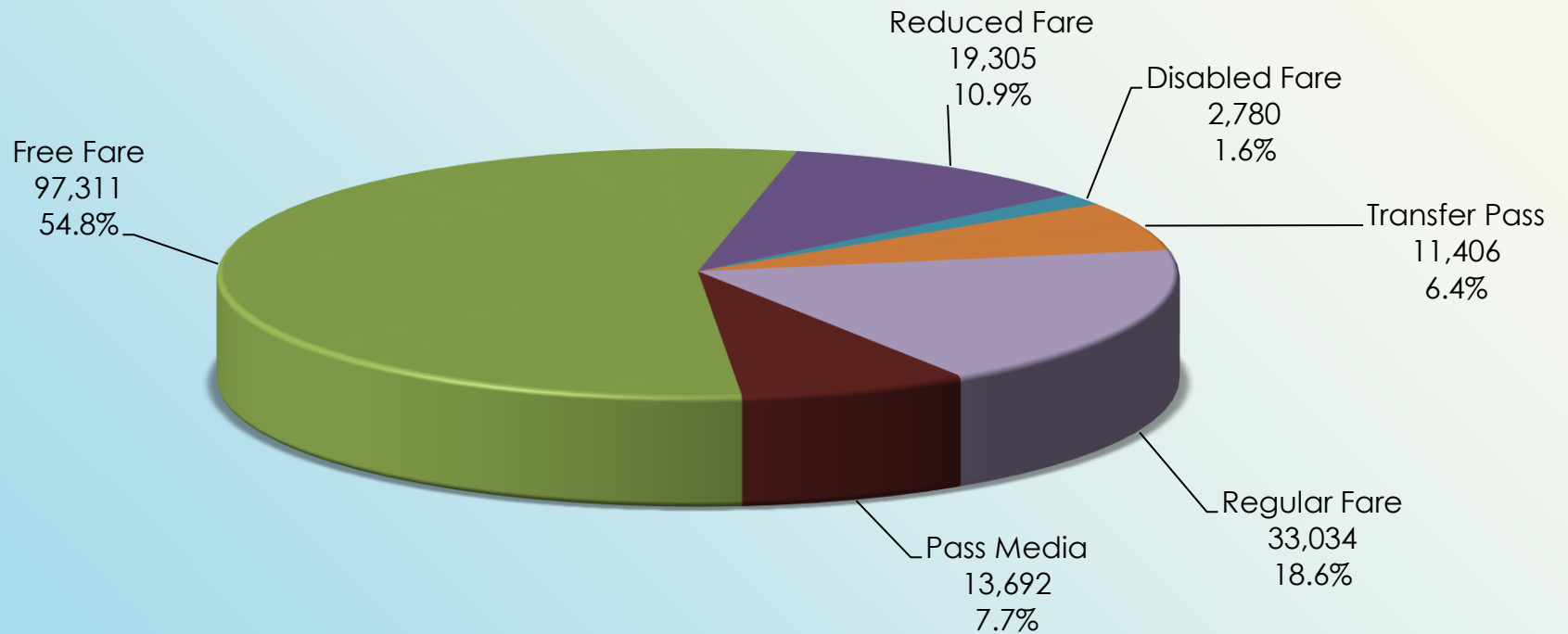
Average Cost Per One-Way Paratransit Trip



Pass Use by Type January 2024



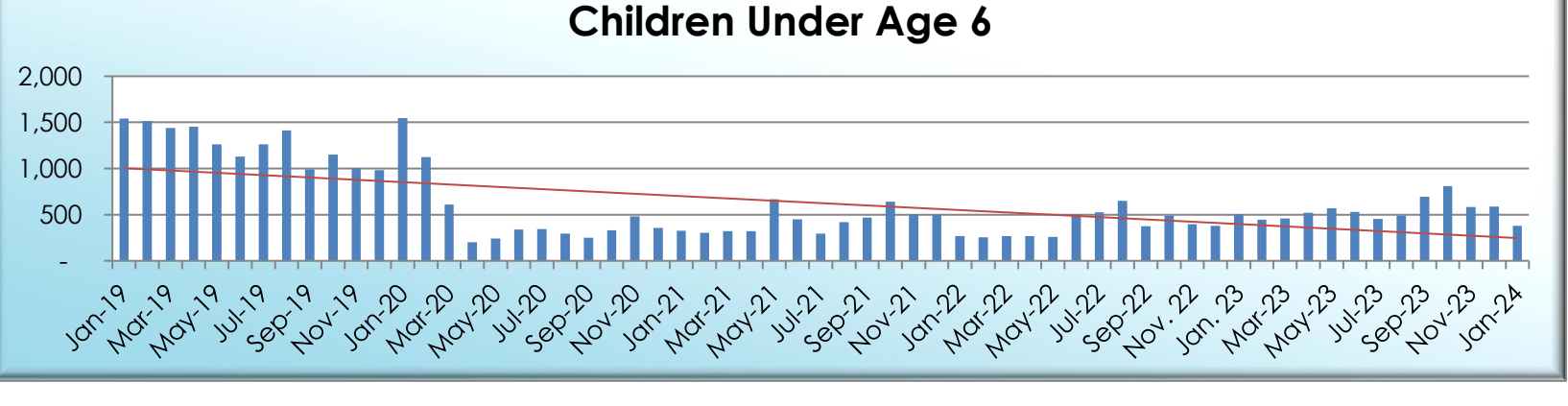
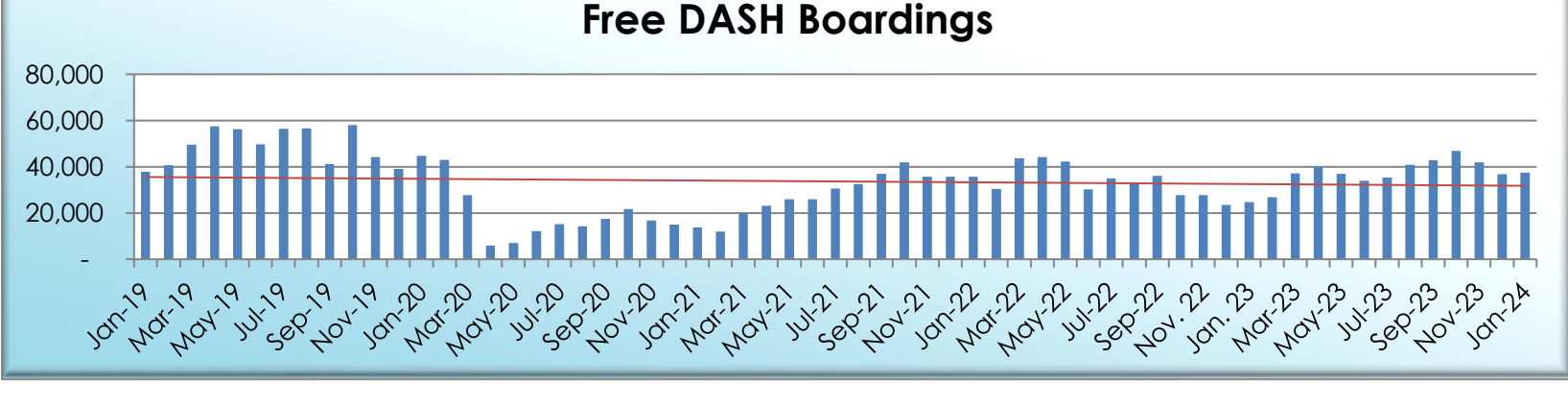
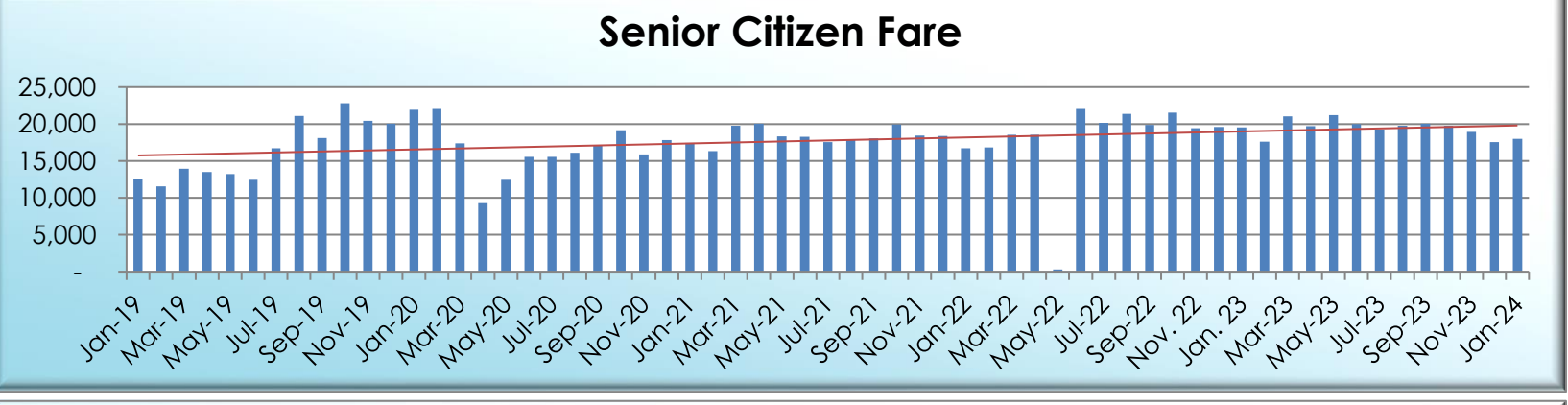
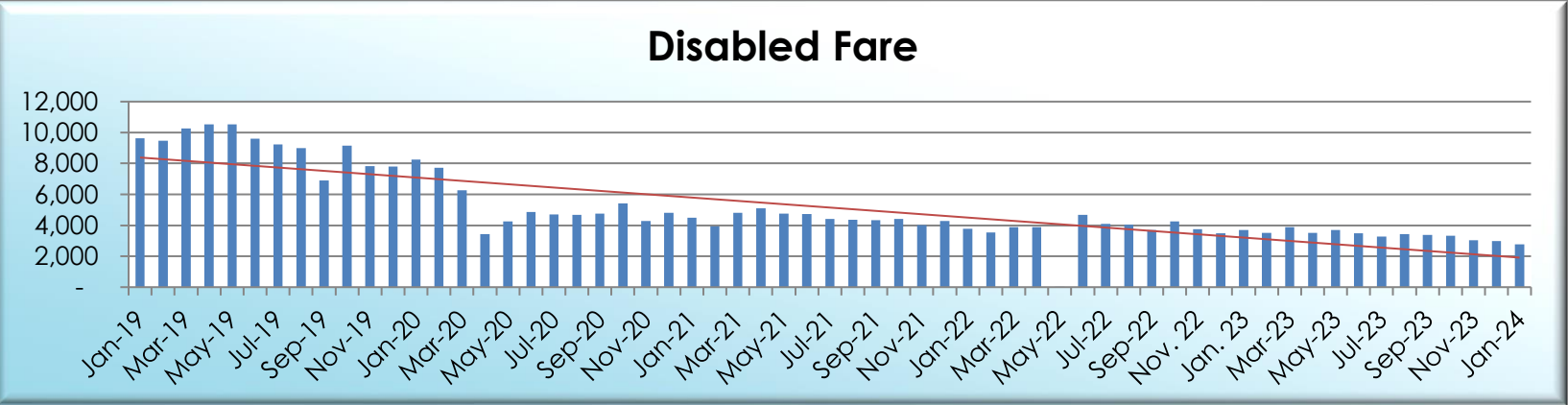
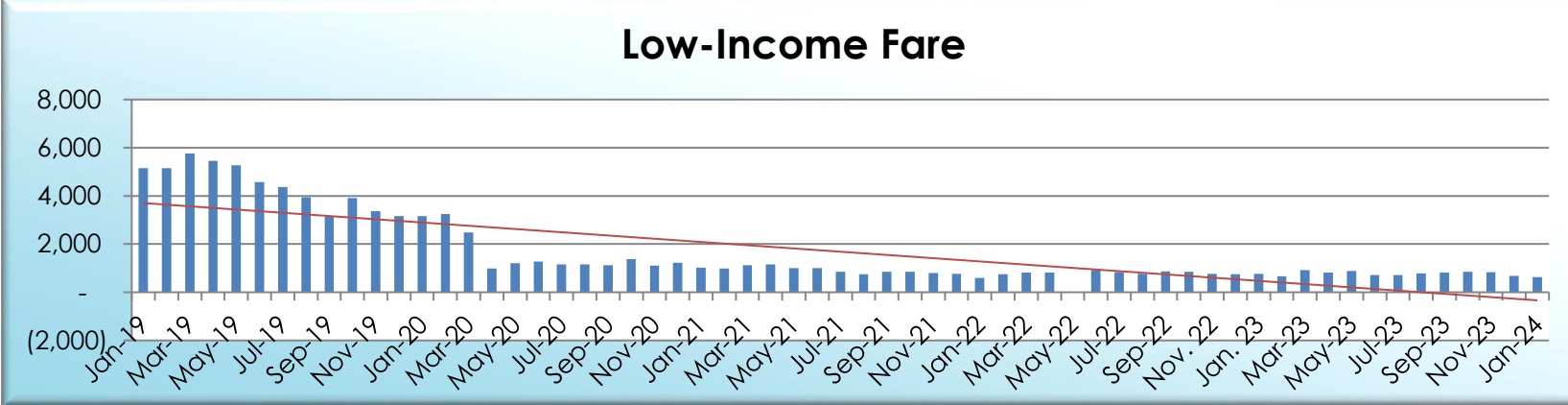
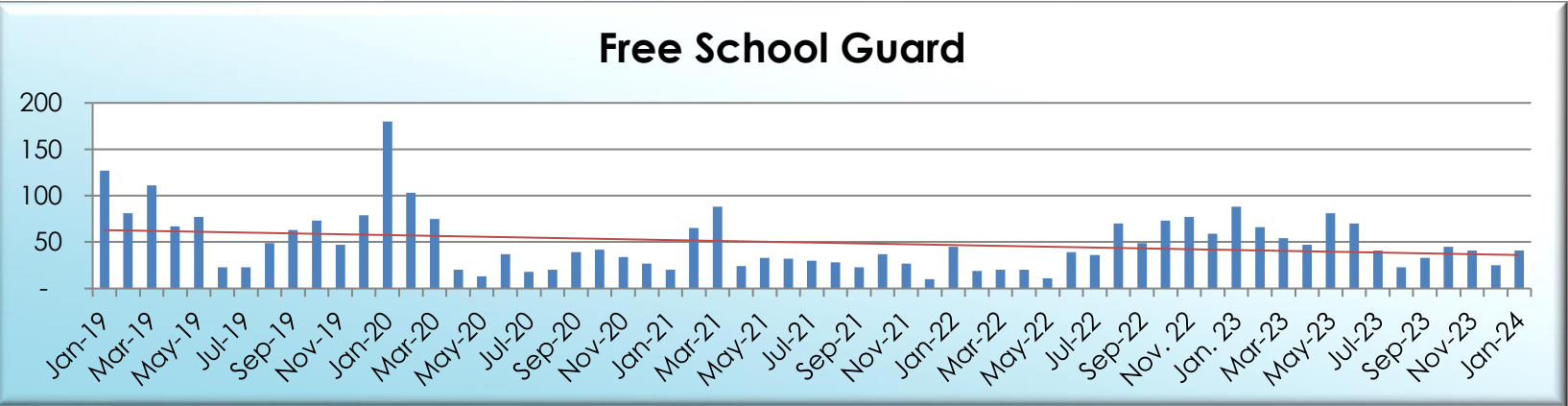
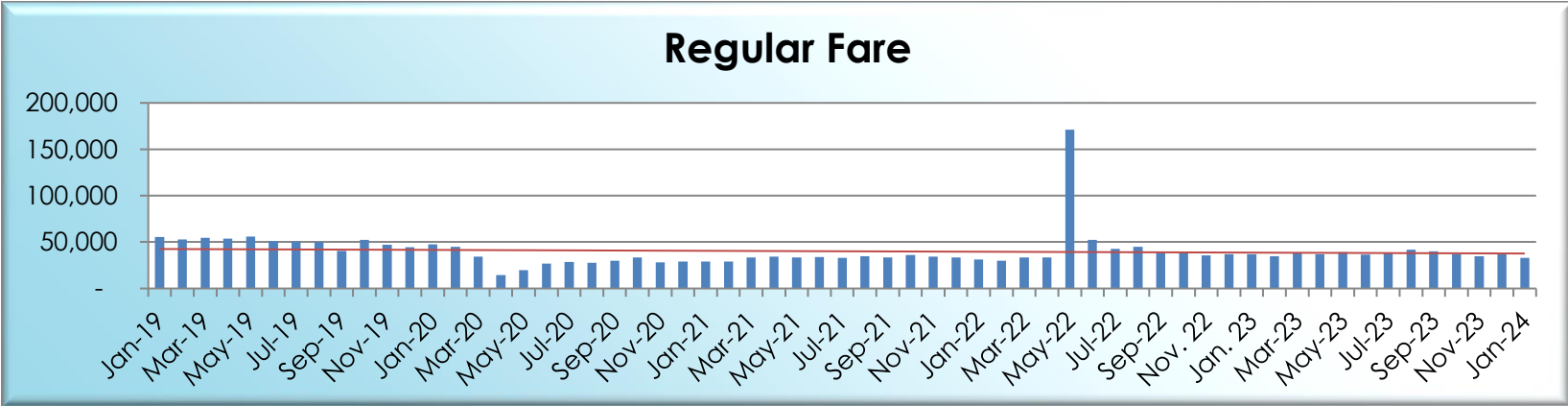
Ridership by Customer Type January 2024



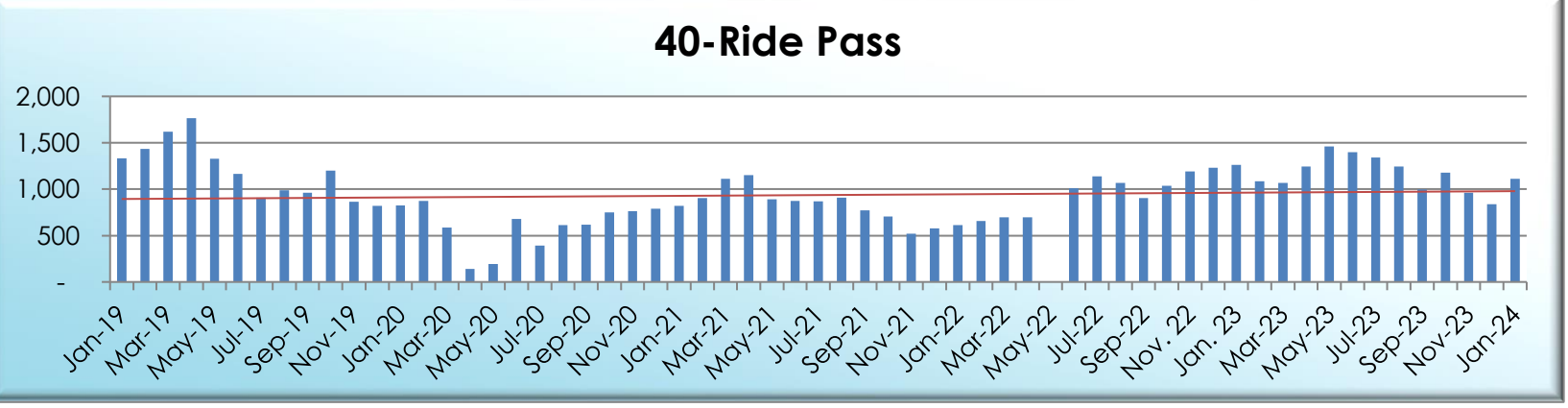
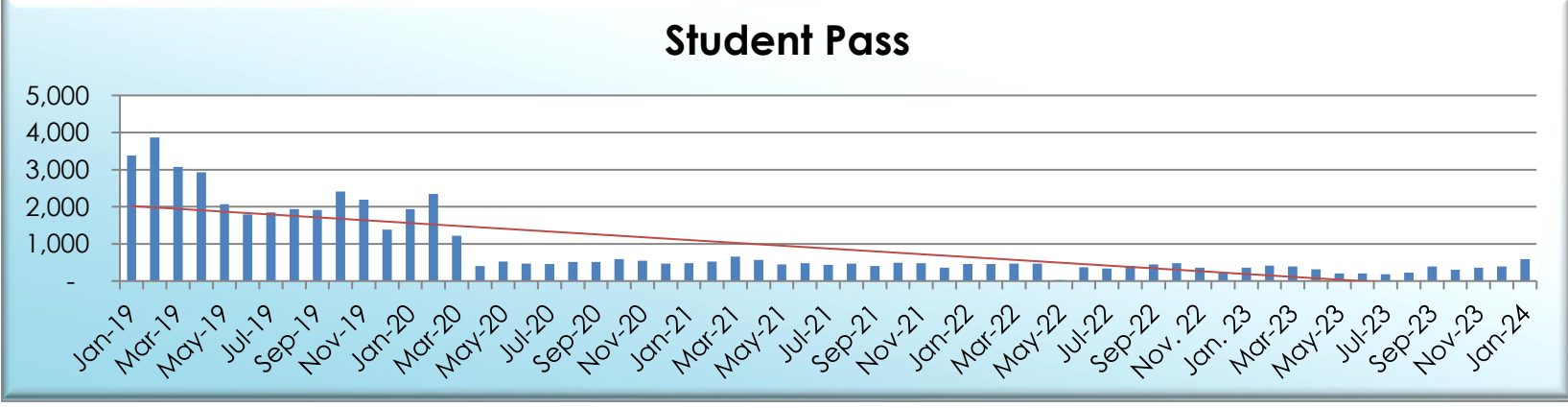
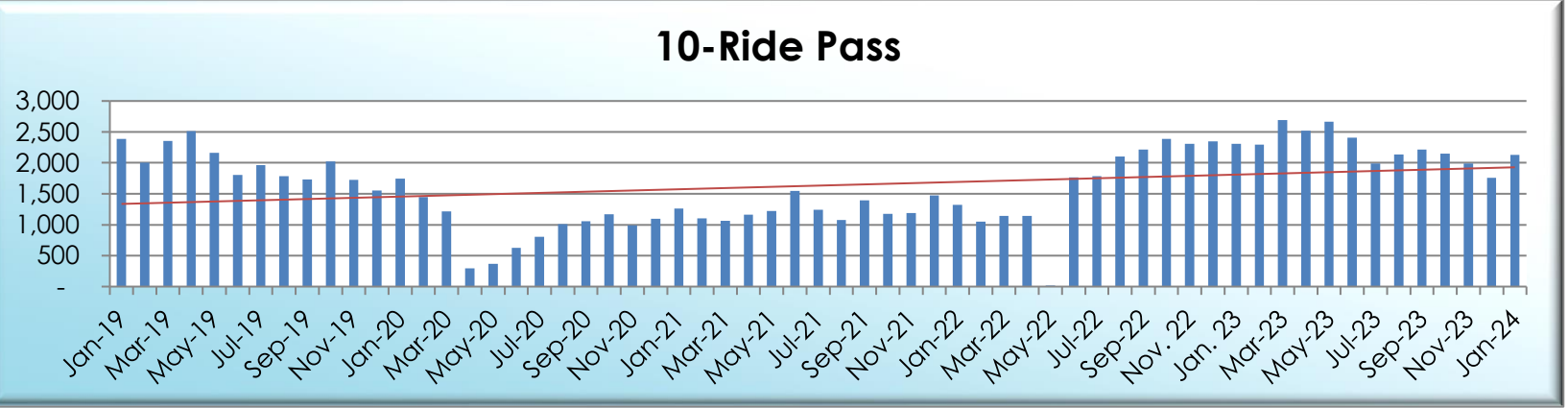
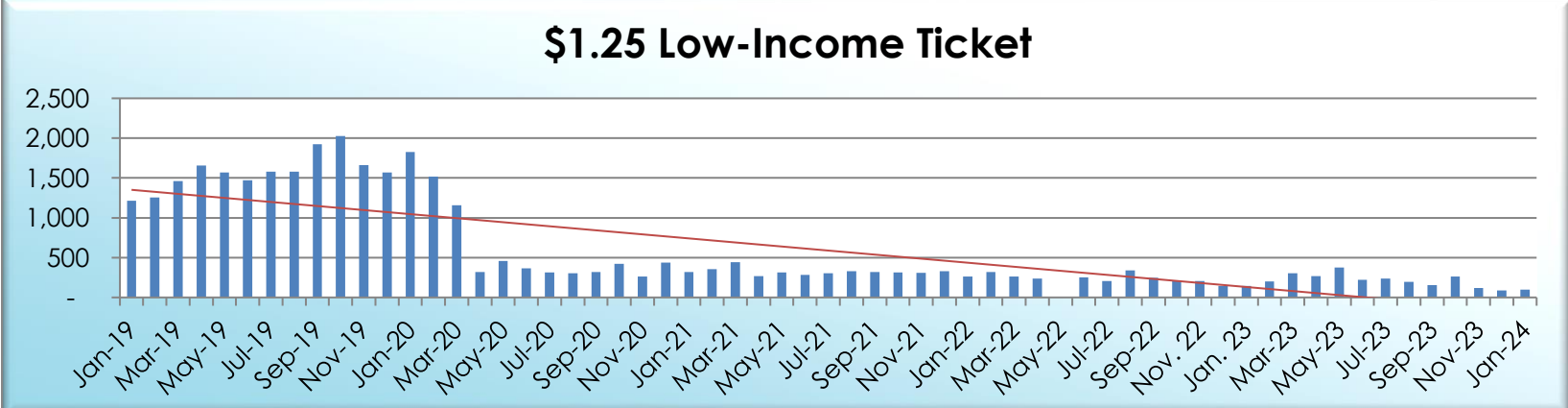
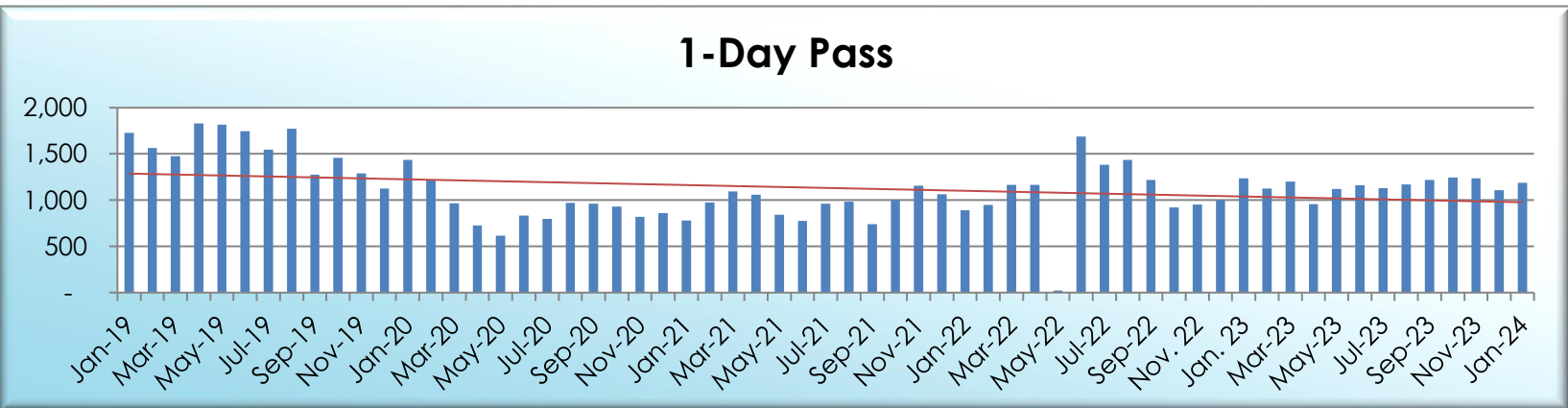
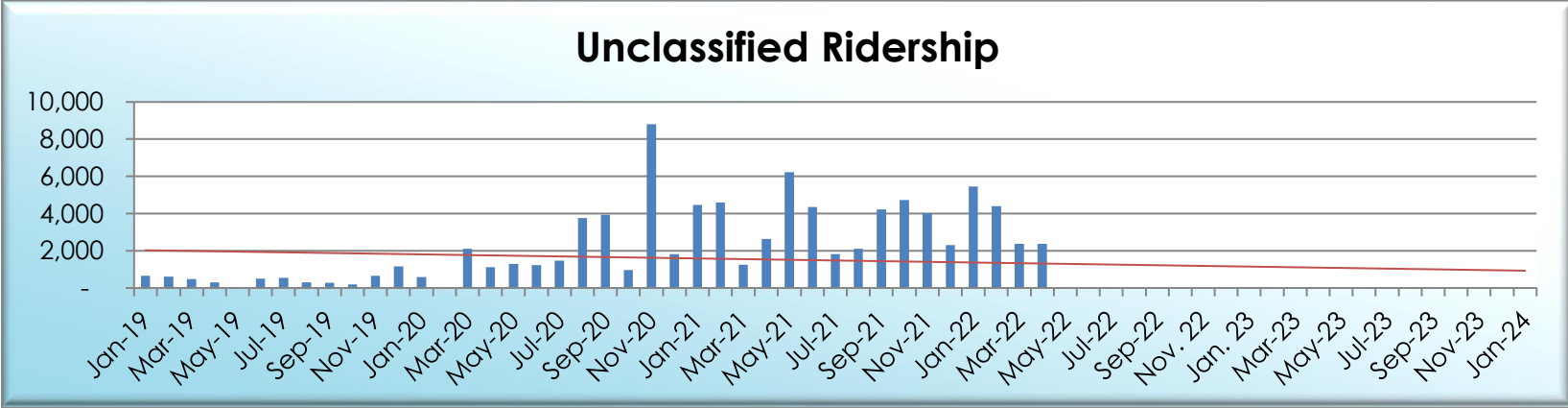
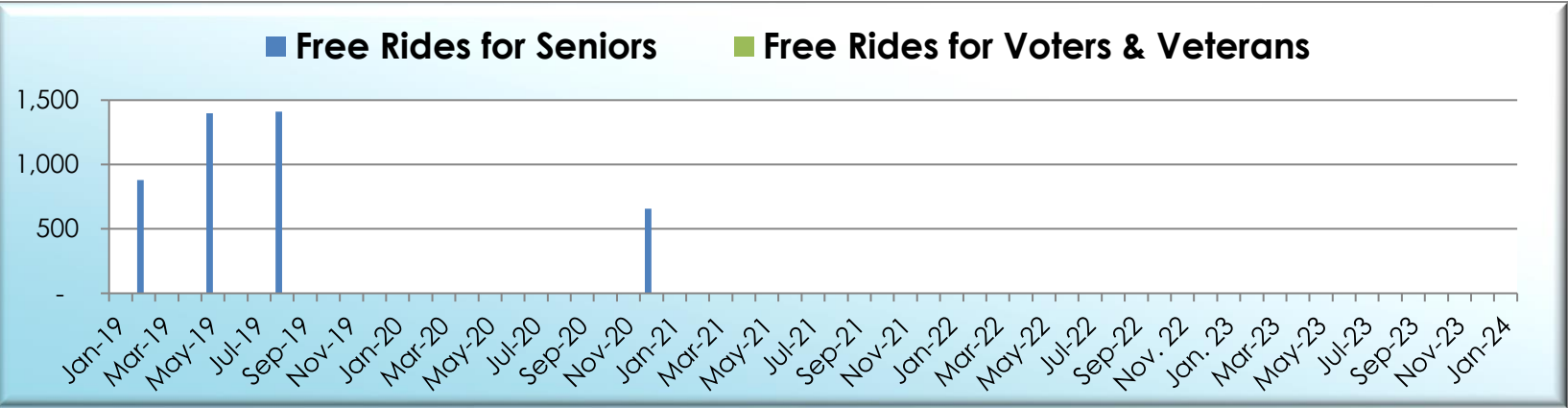
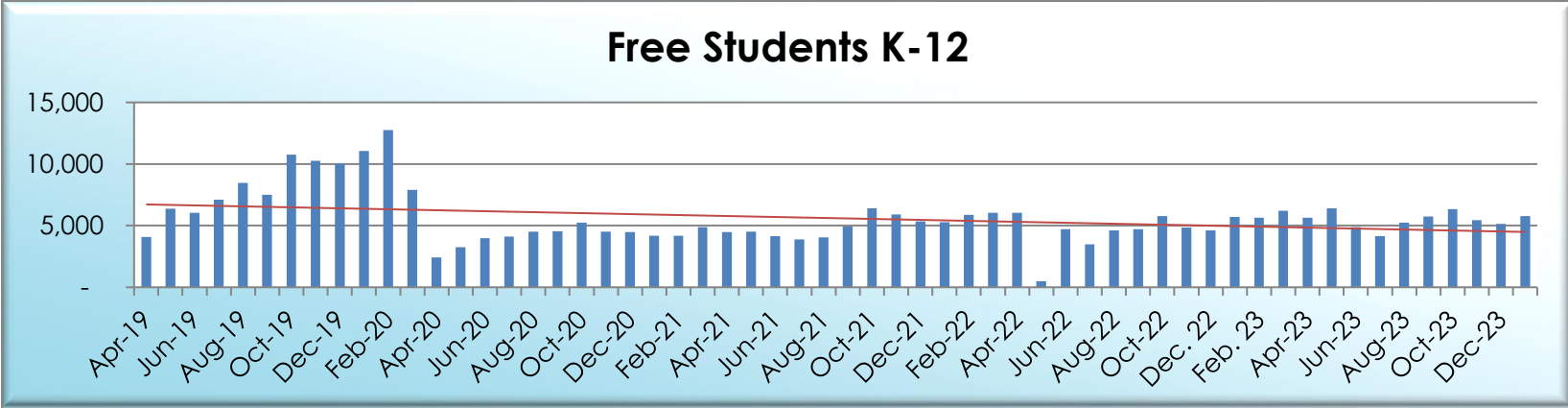
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for January 2024		
Type of Fare		
Regular Fare	33,034	18.21%
Low Income Fare	638	0.35%
Disabled Fare	2,780	1.53%
Senior Citizen Fare	17,981	9.91%
Children Under 6	378	0.21%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	41	0.02%
Free Route 20	11,911	6.57%
Free DASH Boardings	37,382	20.61%
Free Students K-12	5,773	3.18%
Subtotal	113,751	62.72%
Type of Pass		
1-Day Pass	1,187	0.65%
10-Ride Pass	2,130	1.17%
40-Ride Pass	1,110	0.61%
3-Day Pass	31	0.02%
7-Day Pass	1,854	1.02%
7-Day Express Pass	166	0.09%
31-Day Pass	6,701	3.69%
31-Day Express Pass	478	0.26%
\$1.25 Low Income Ticket	100	0.06%
Student Pass	586	0.32%
1-Ride Courtesy Pass	1	0.00%
1-Ride Pass	35	0.02%
Free Transfers from TriCounty Link	222	0.12%
Free Tel-A-Ride Fixed Route	3,730	2.06%
MUSC System-Wide Boardings	32,335	17.83%
College of Charleston Boardings	5,538	3.05%
Total Passes	56,204	30.99%
Transfers		
Issued	21,928	
Transfers Used	11,406	6.29%
Wheelchair Count	155	
Unclassified Ridership	0	0.00%
Total Ridership	181,361	100.00%

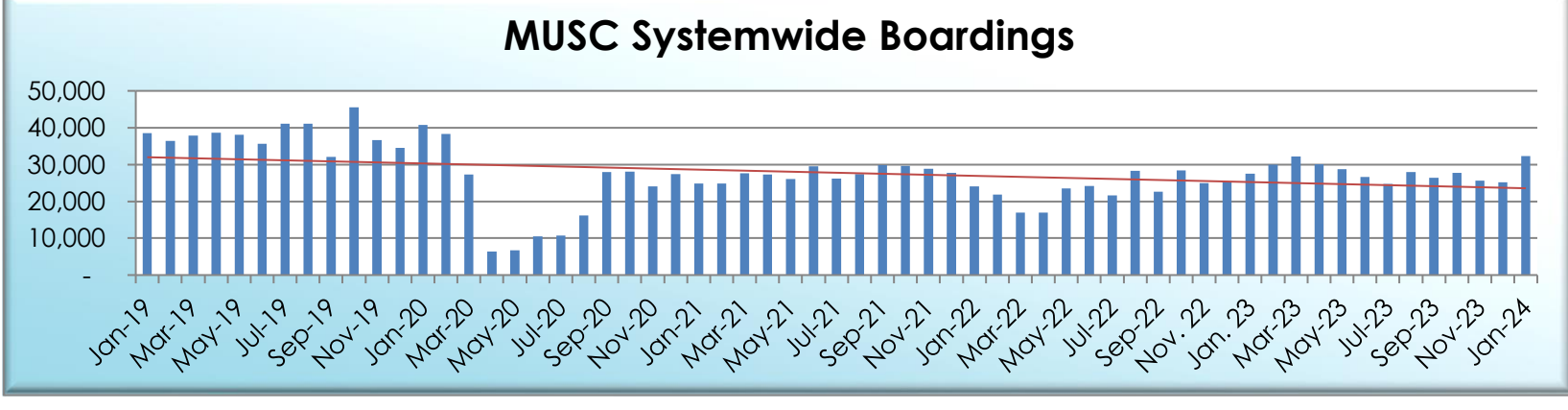
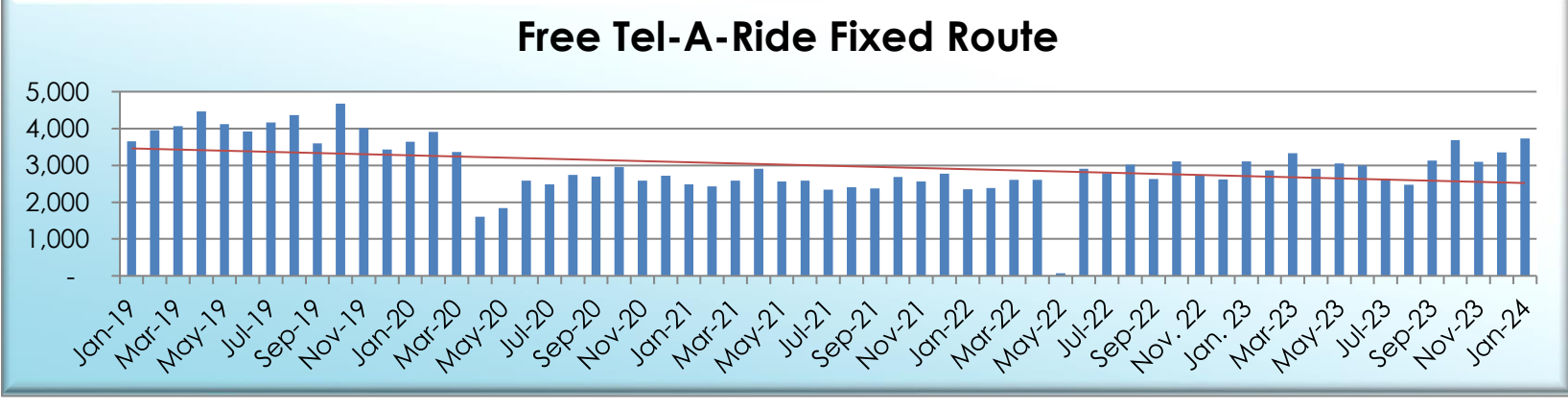
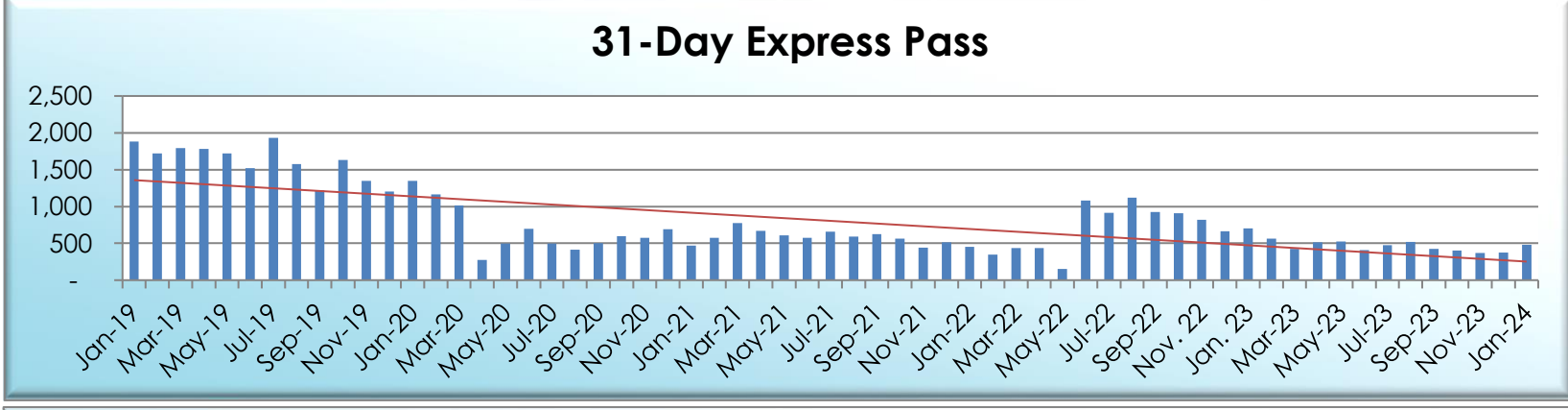
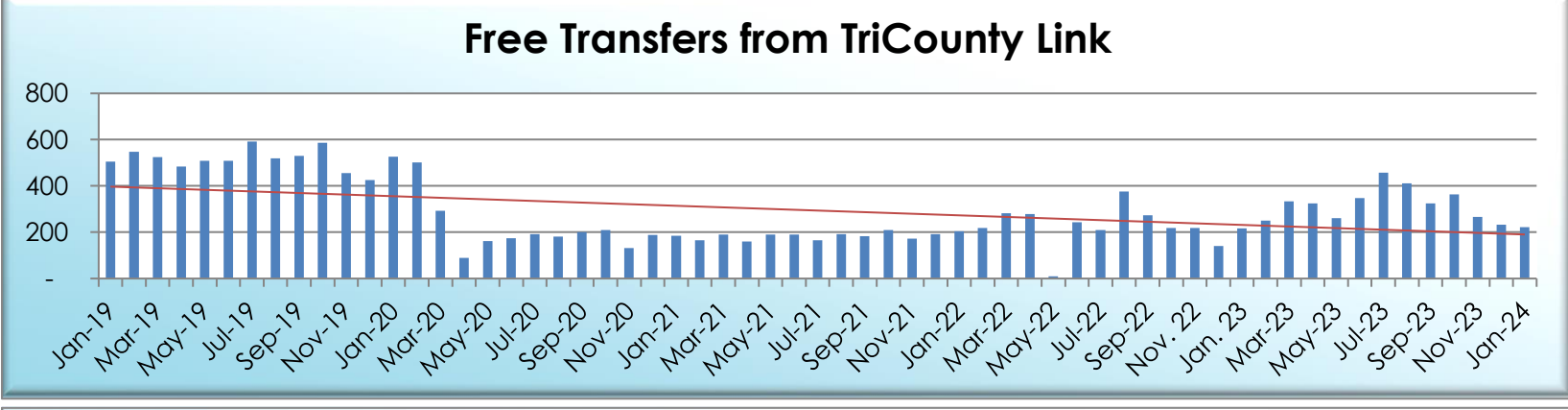
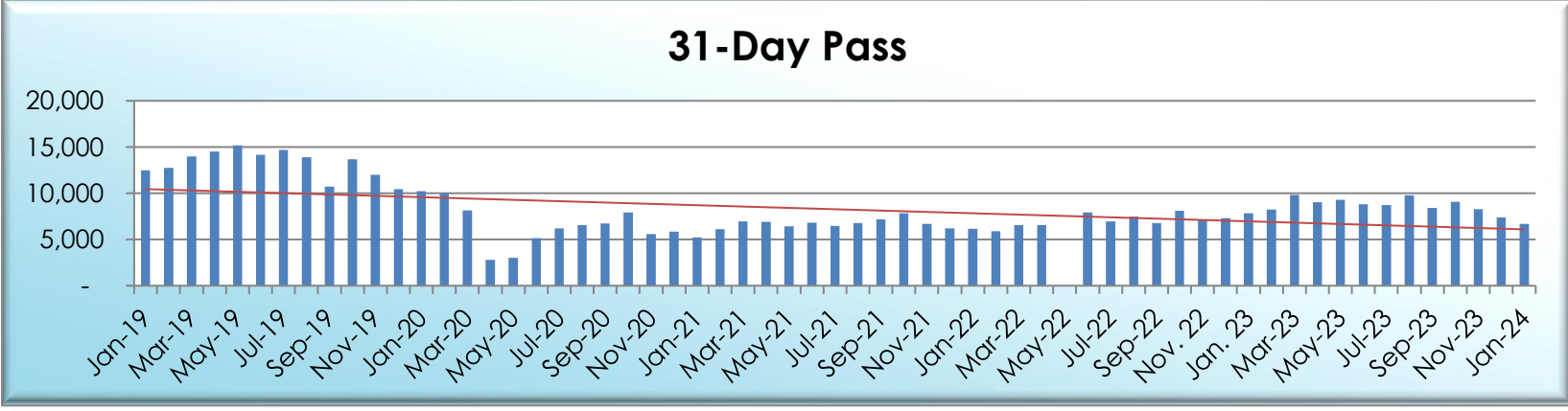
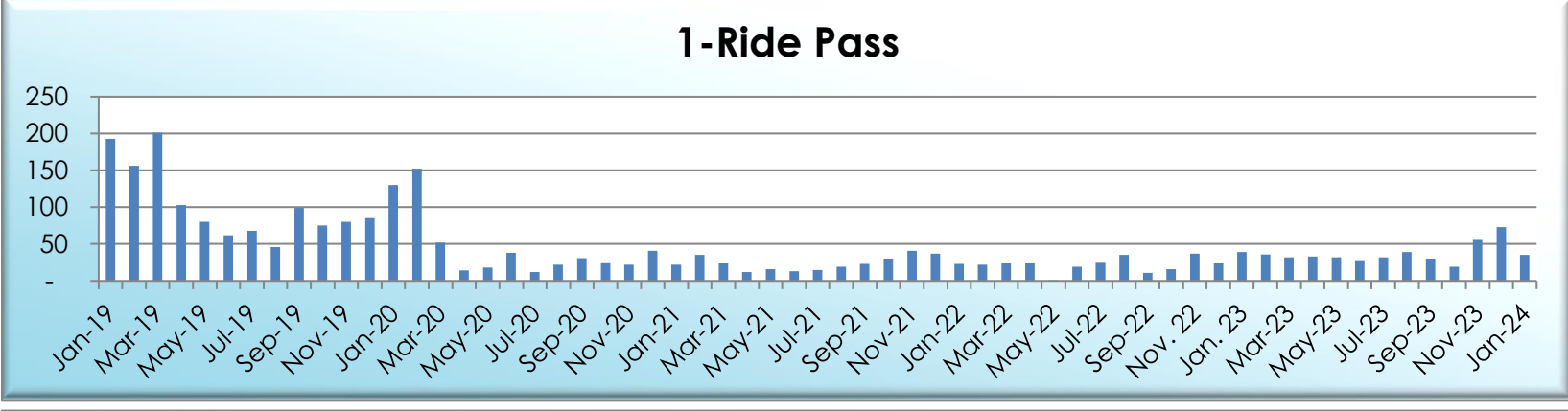
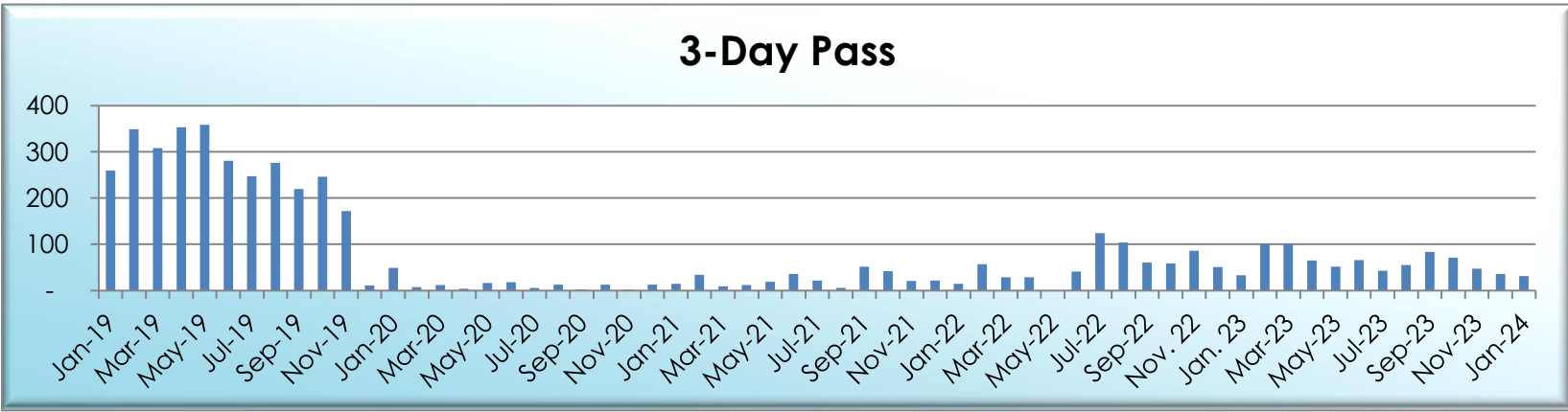
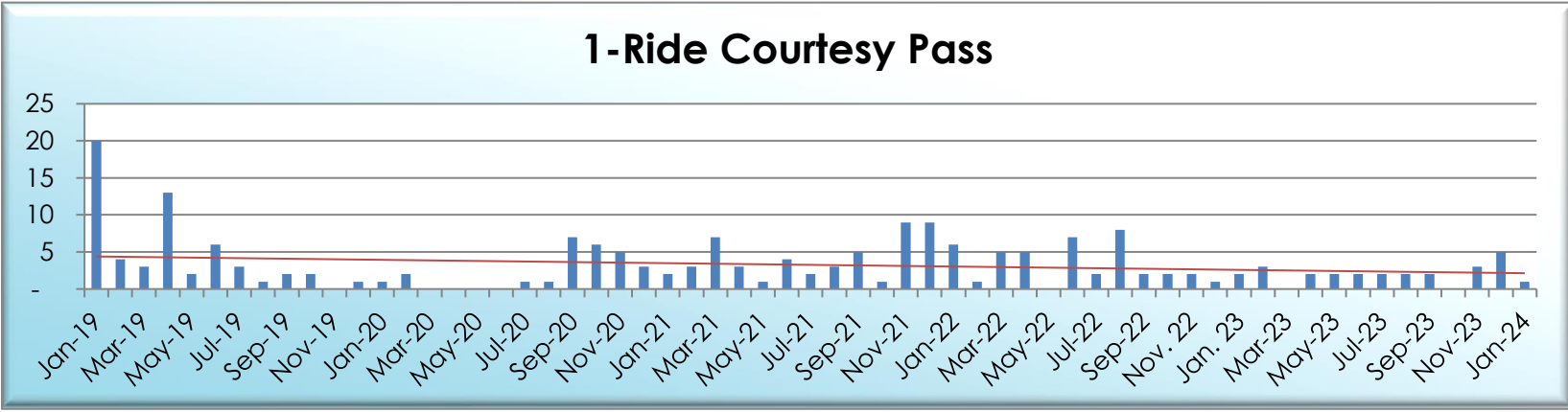
Classification History



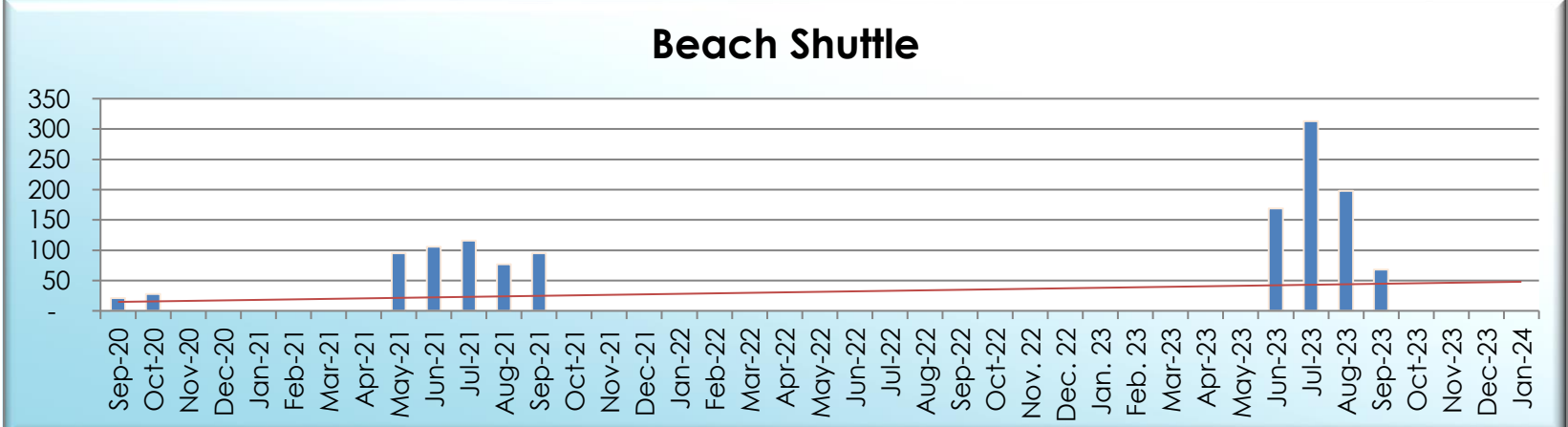
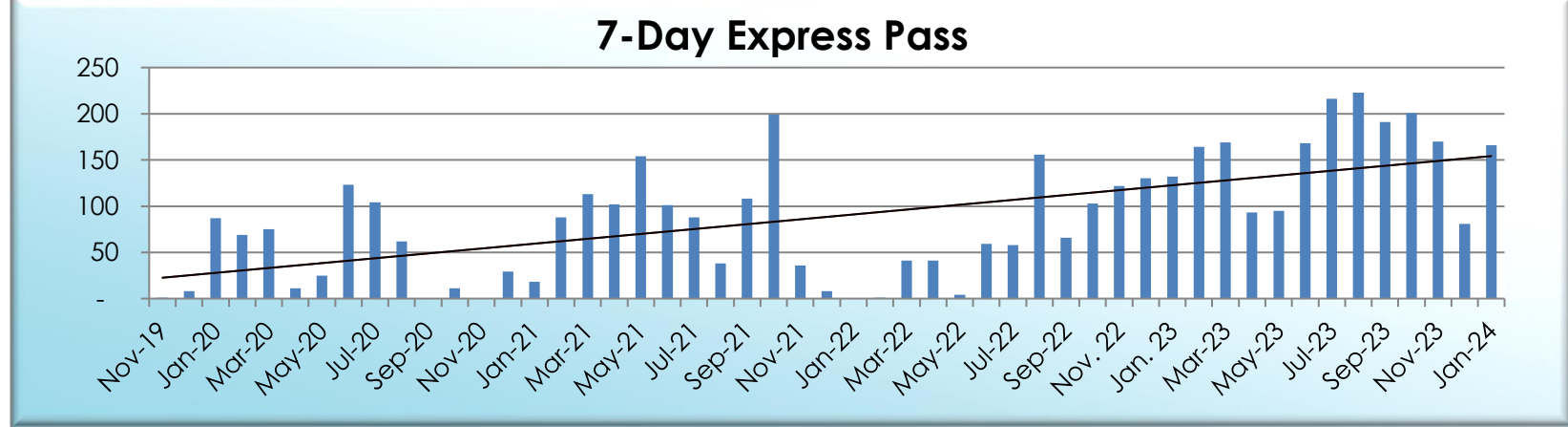
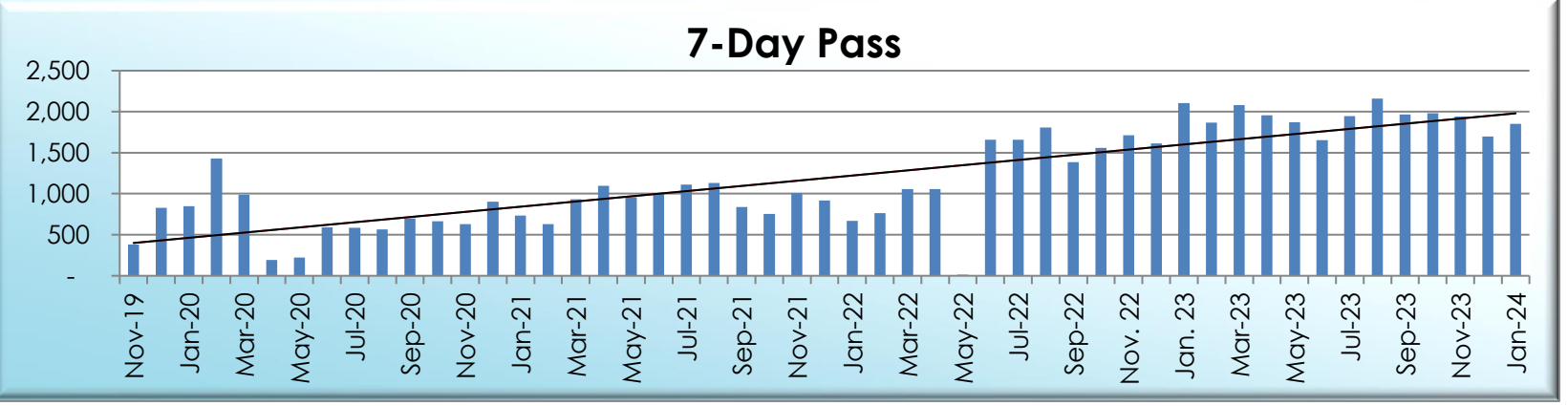
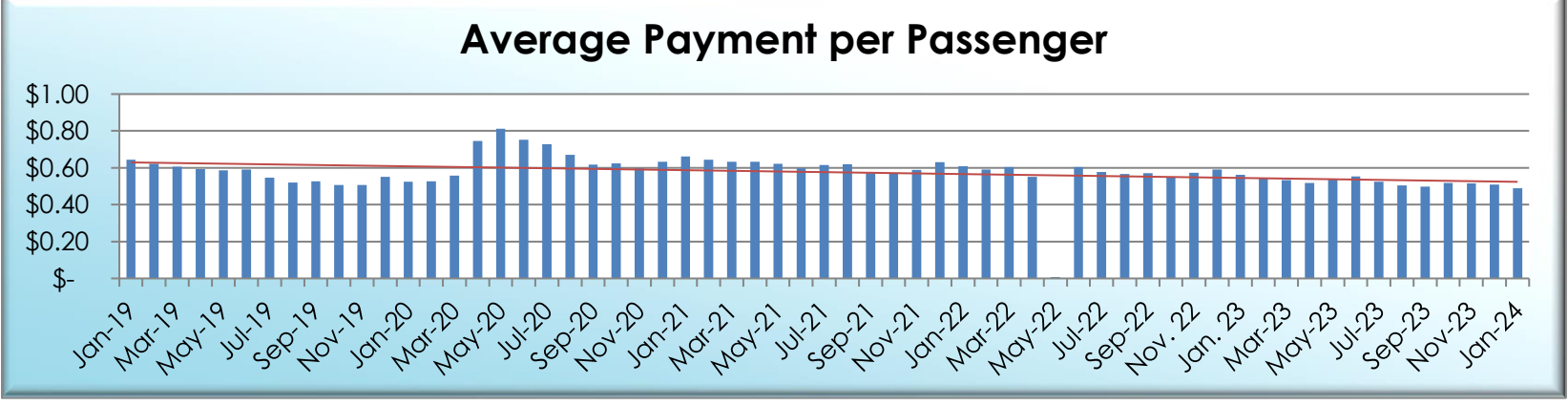
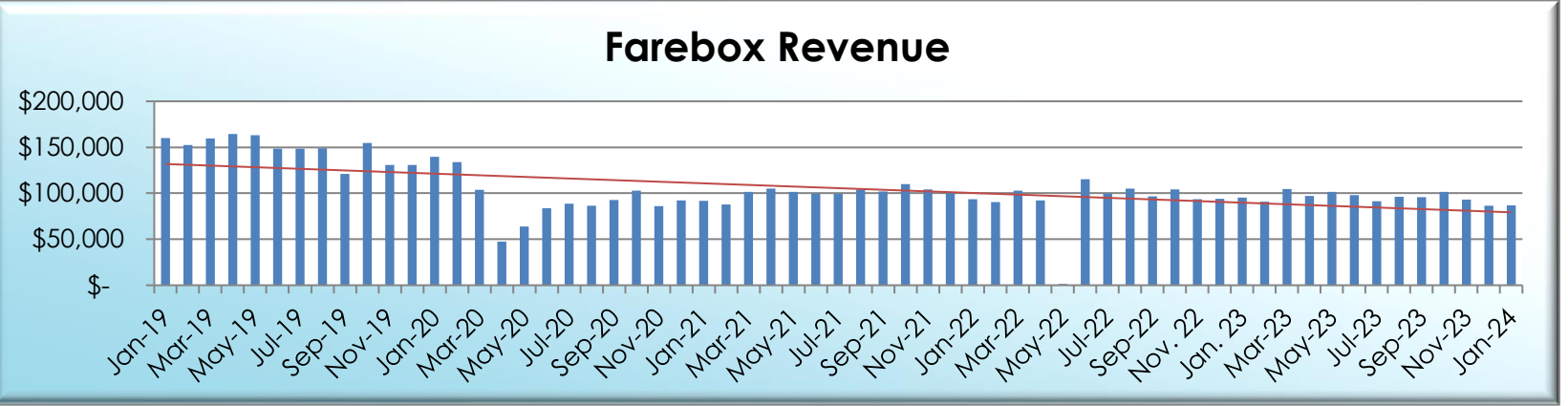
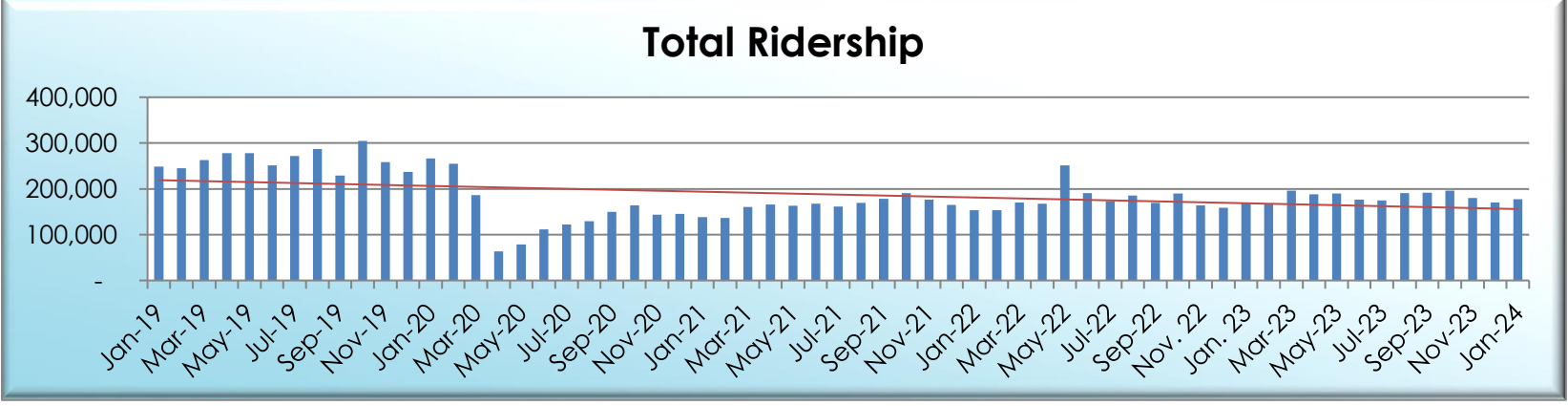
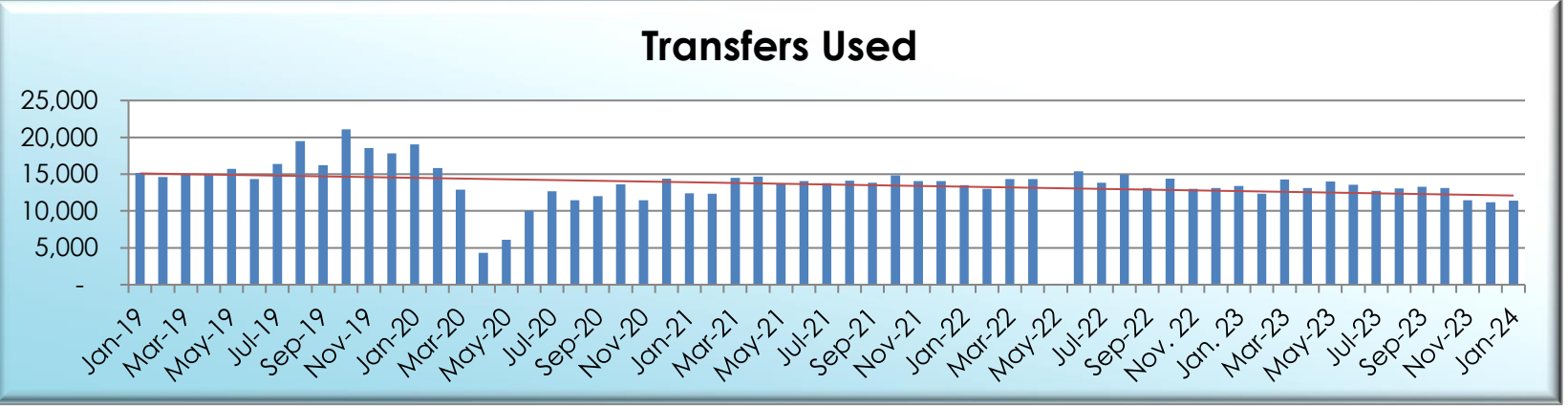
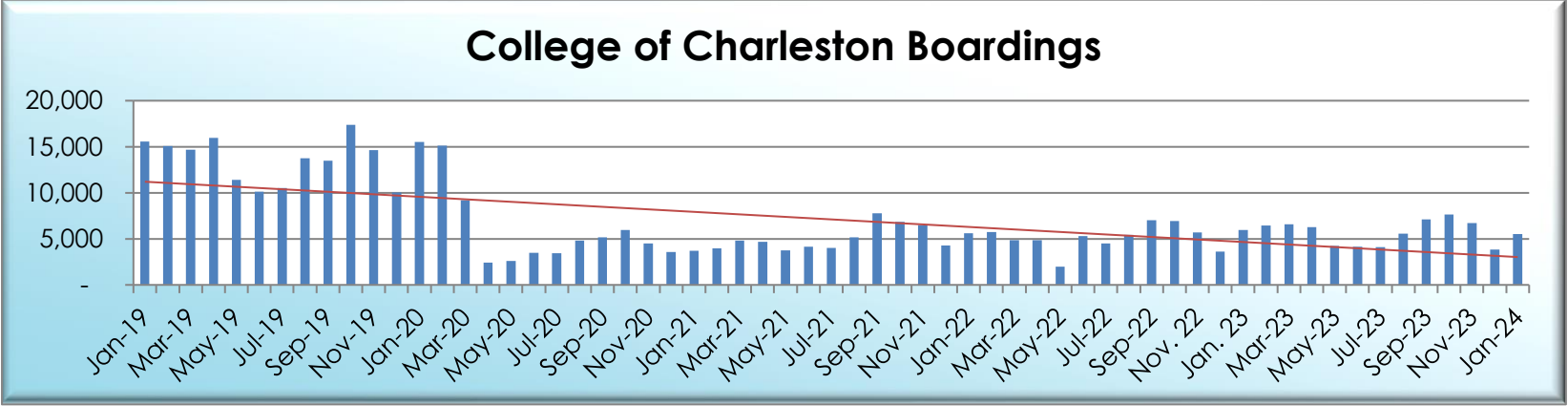
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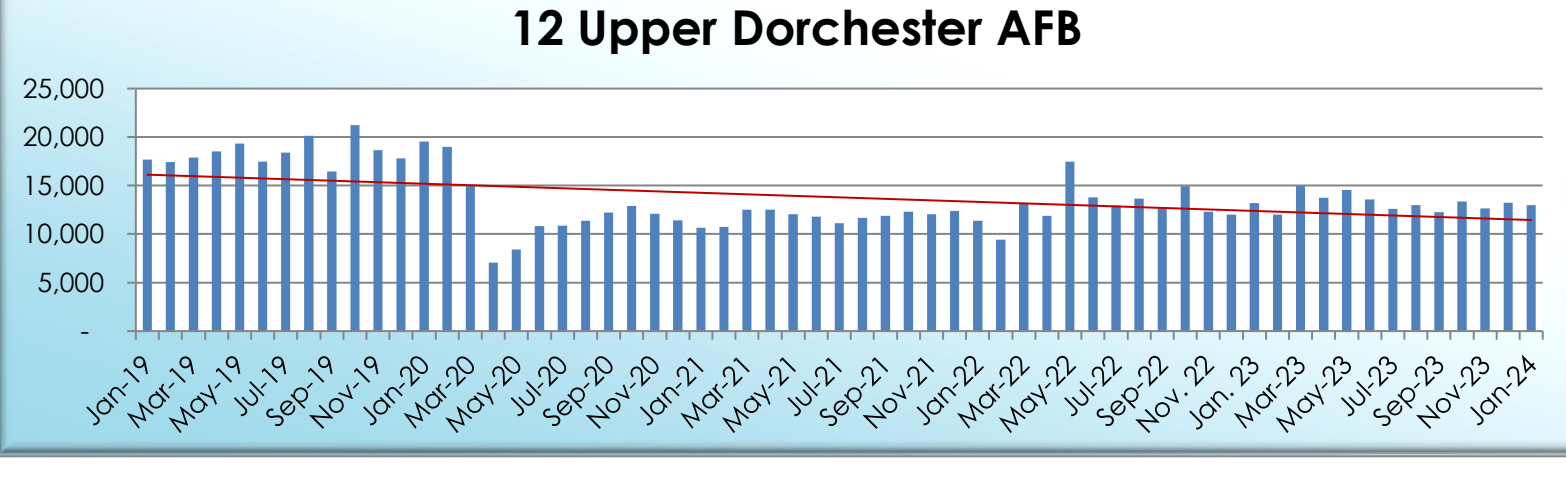
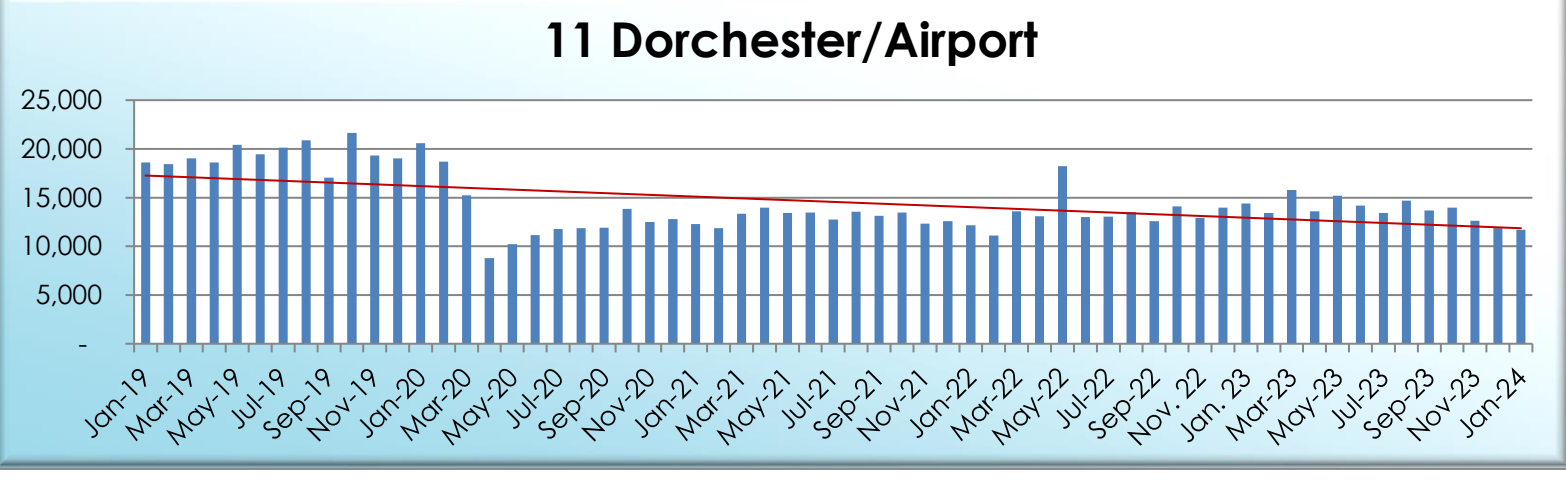
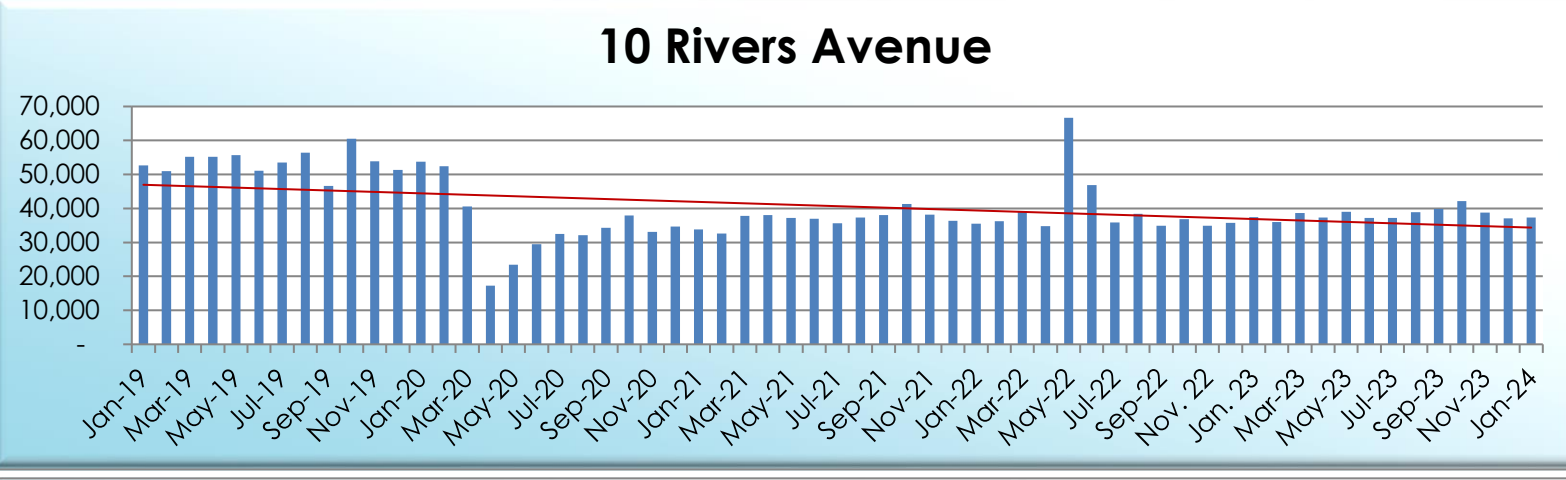
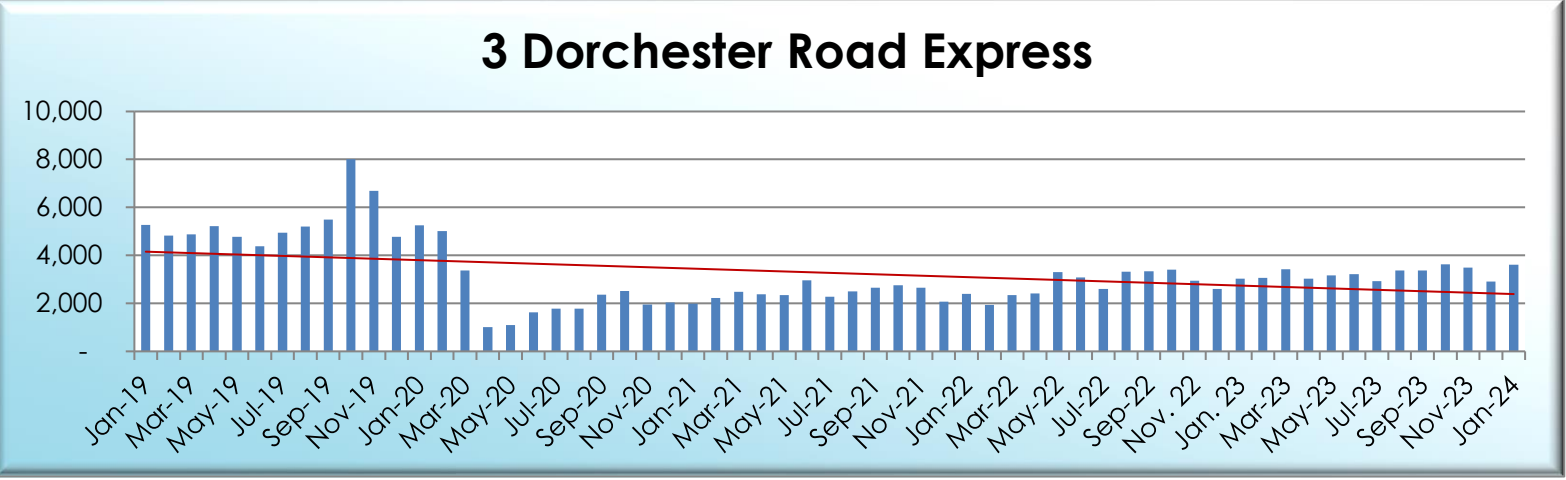
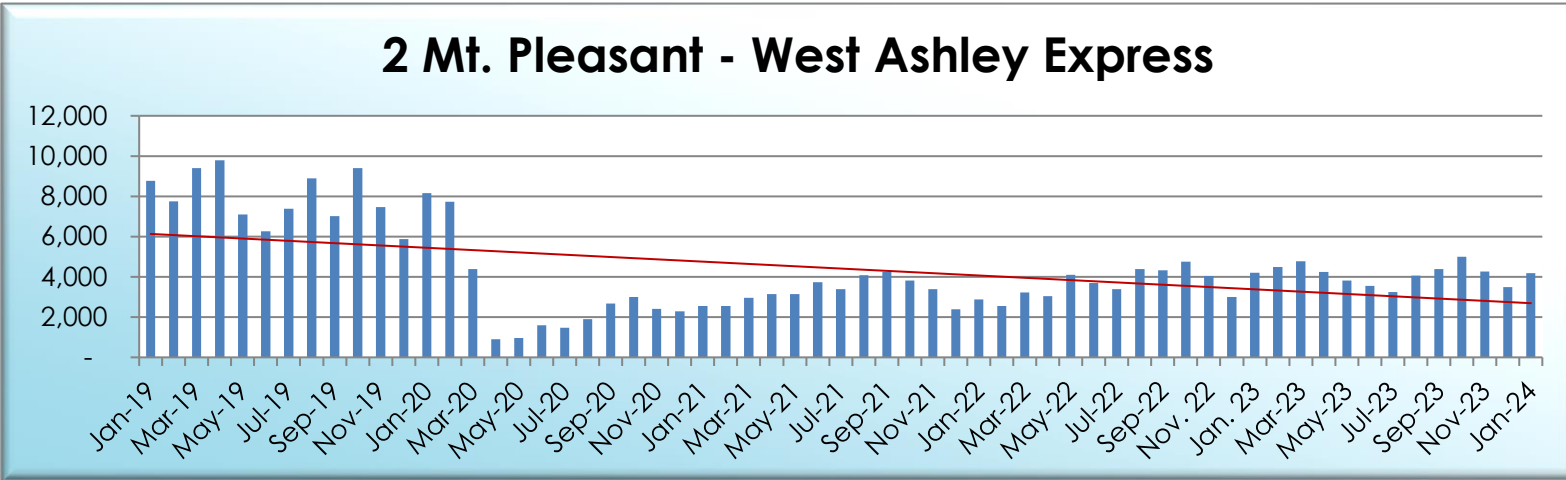
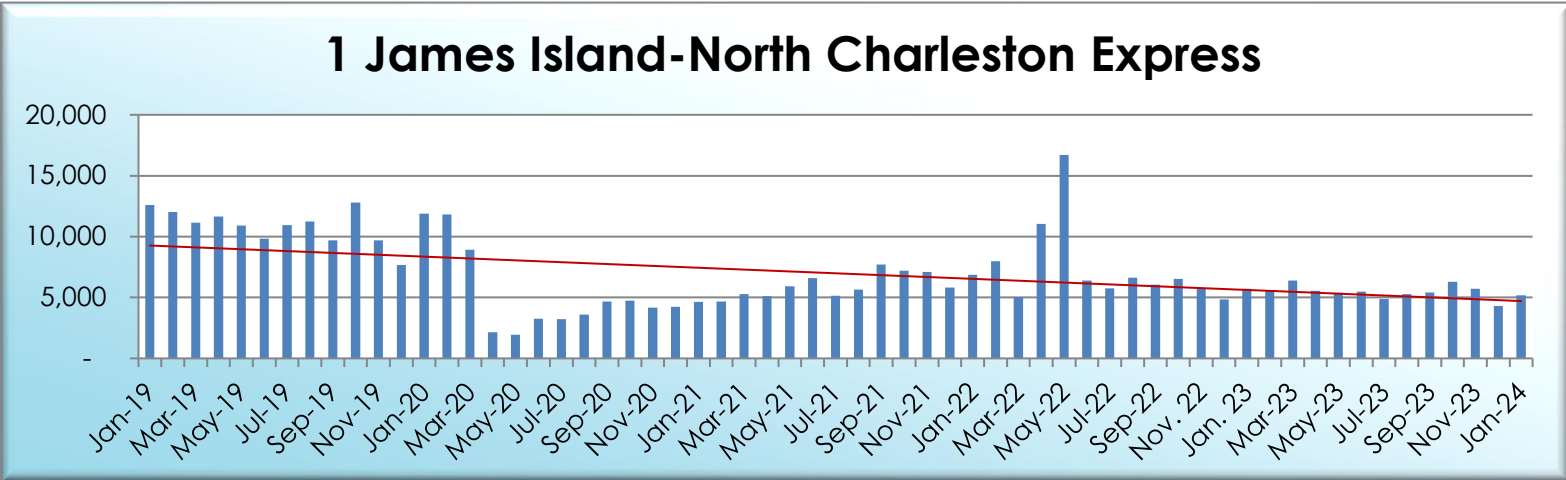
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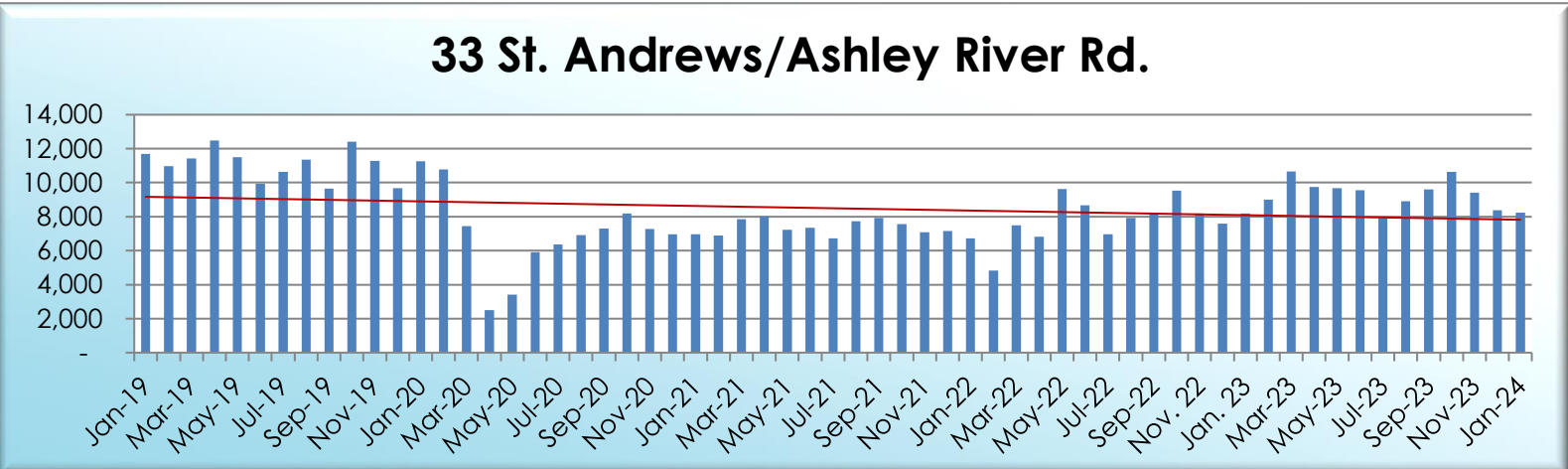
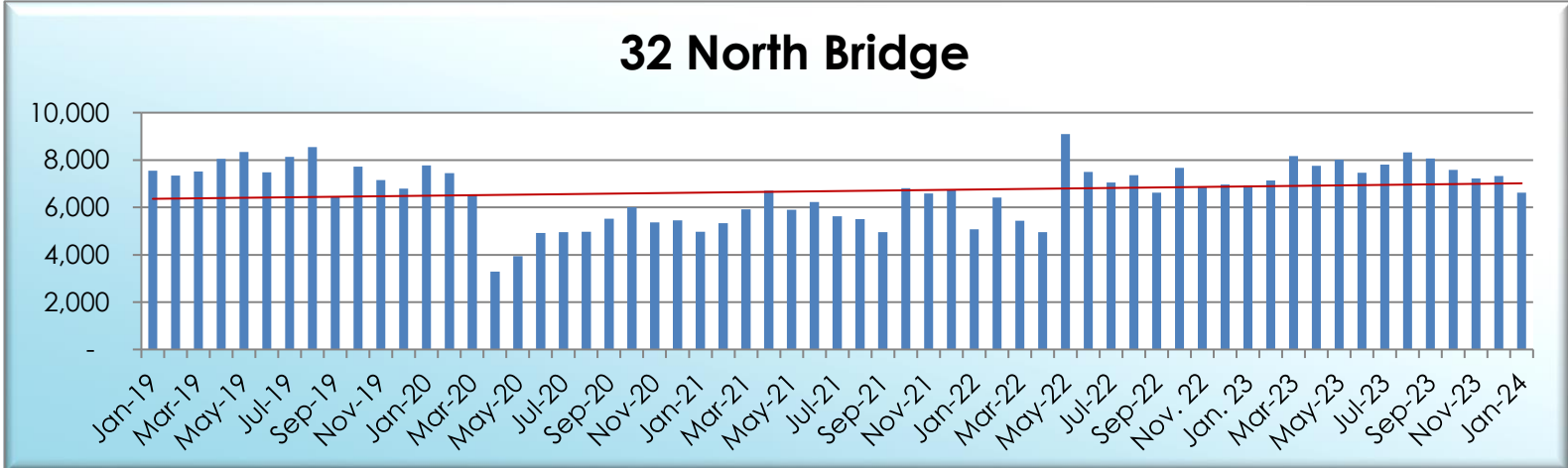
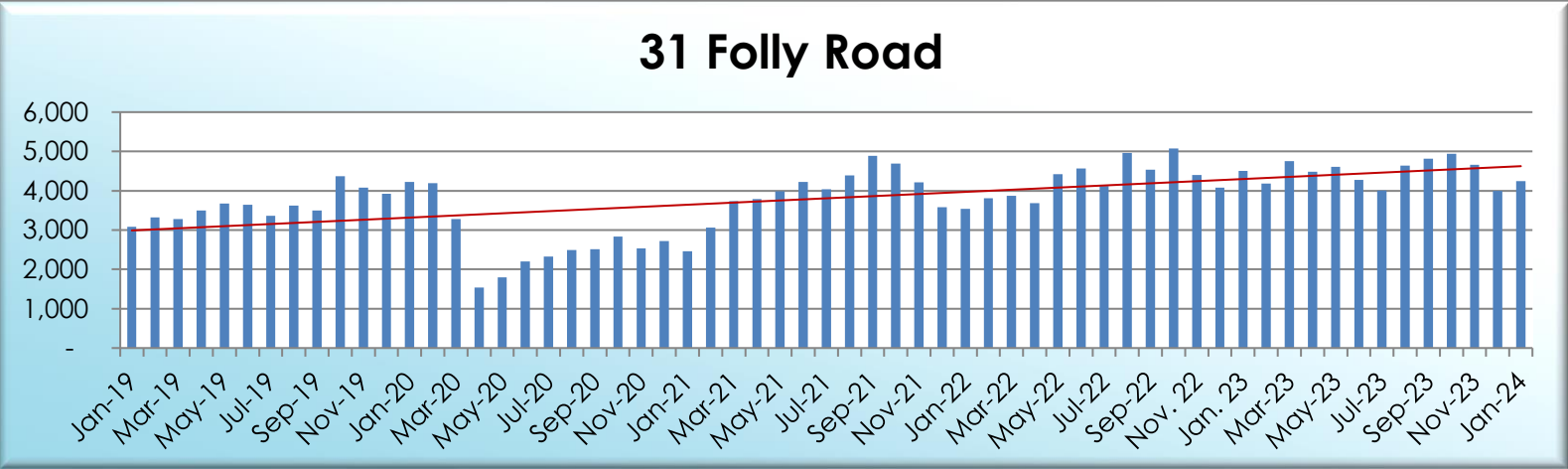
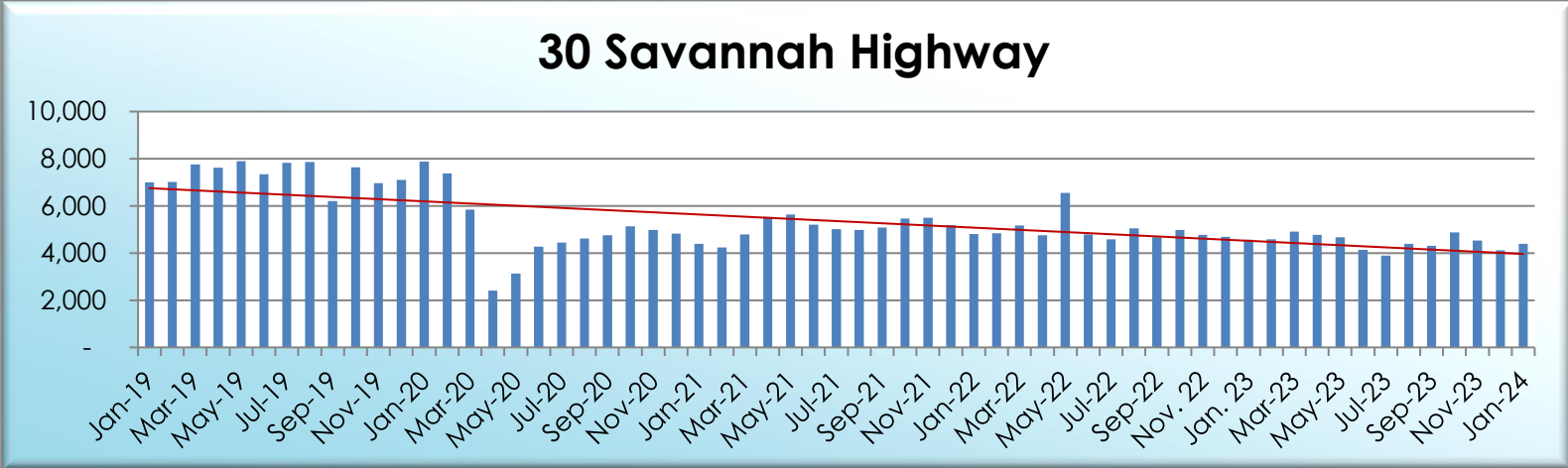
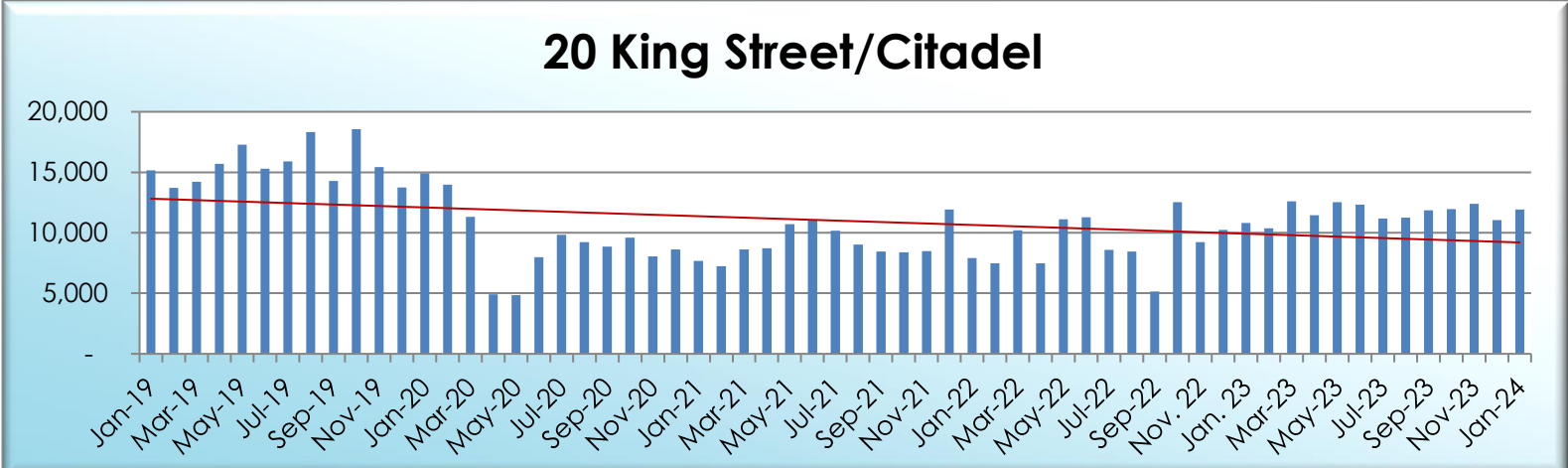
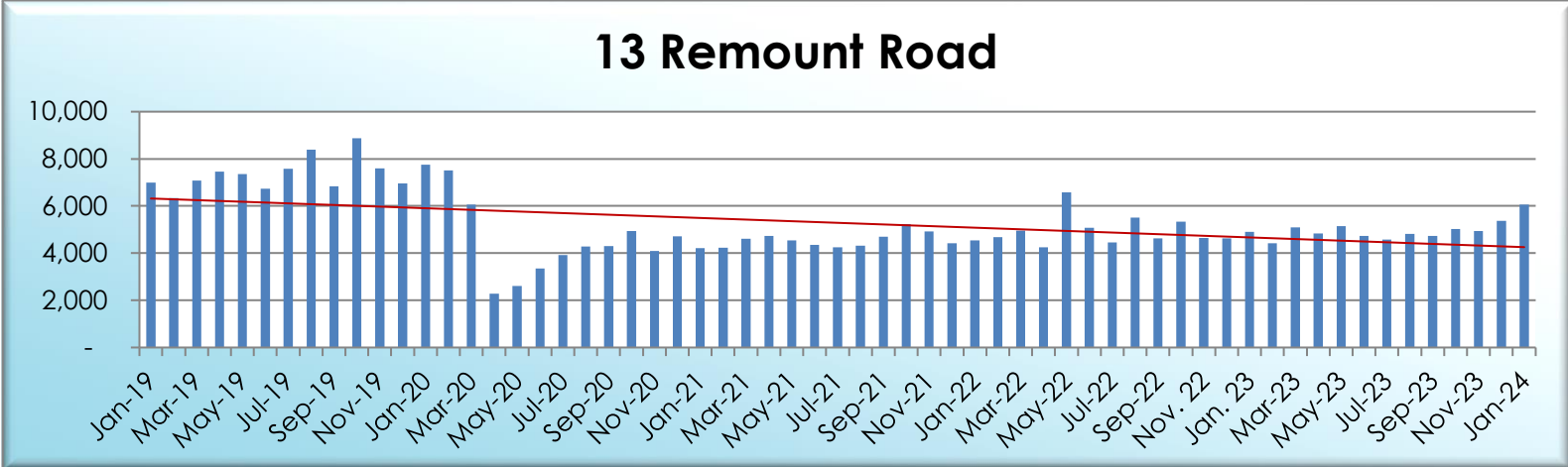
Classification History



Ridership Trends by Route

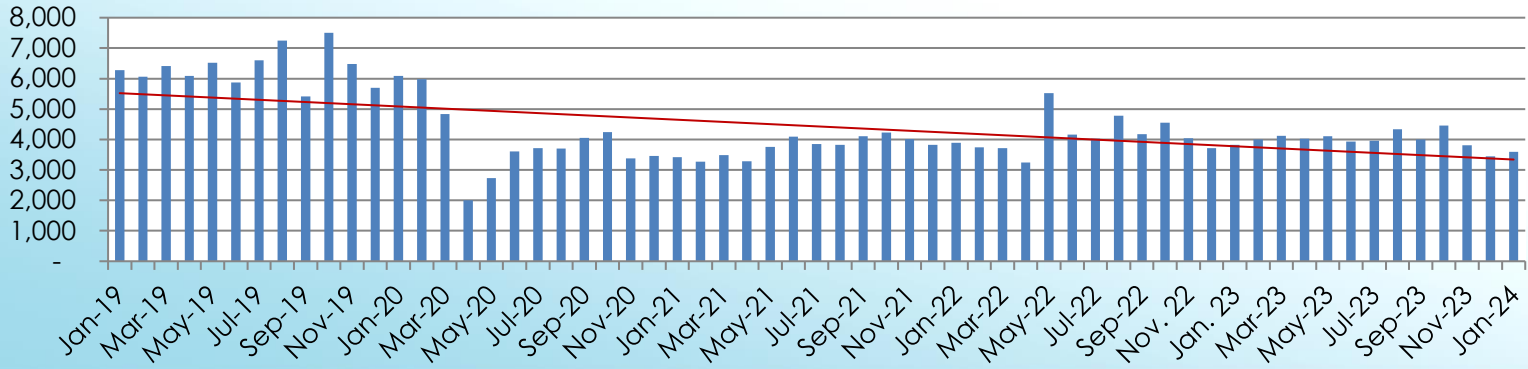


Ridership Trends by Route

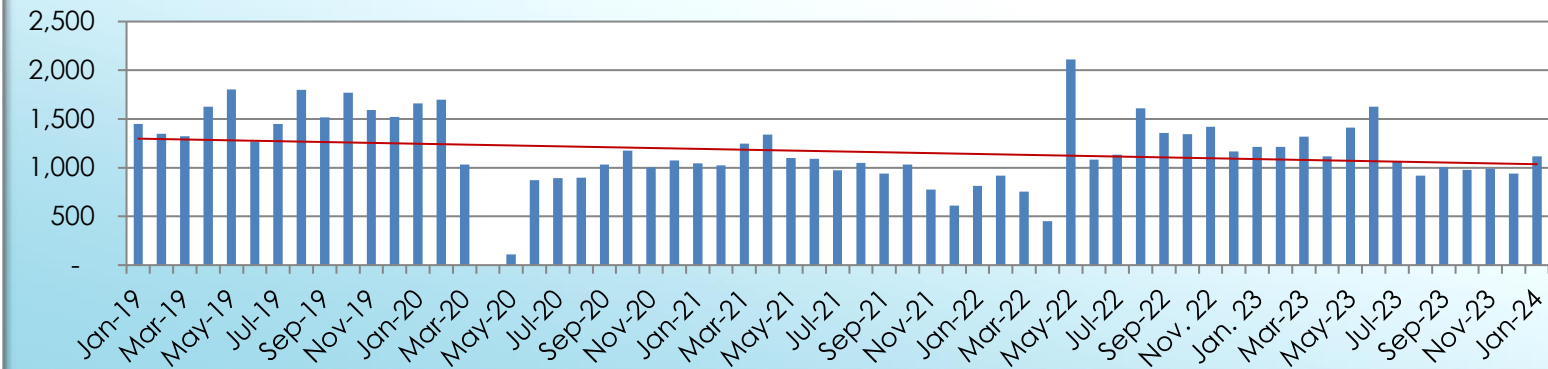


Ridership Trends by Route

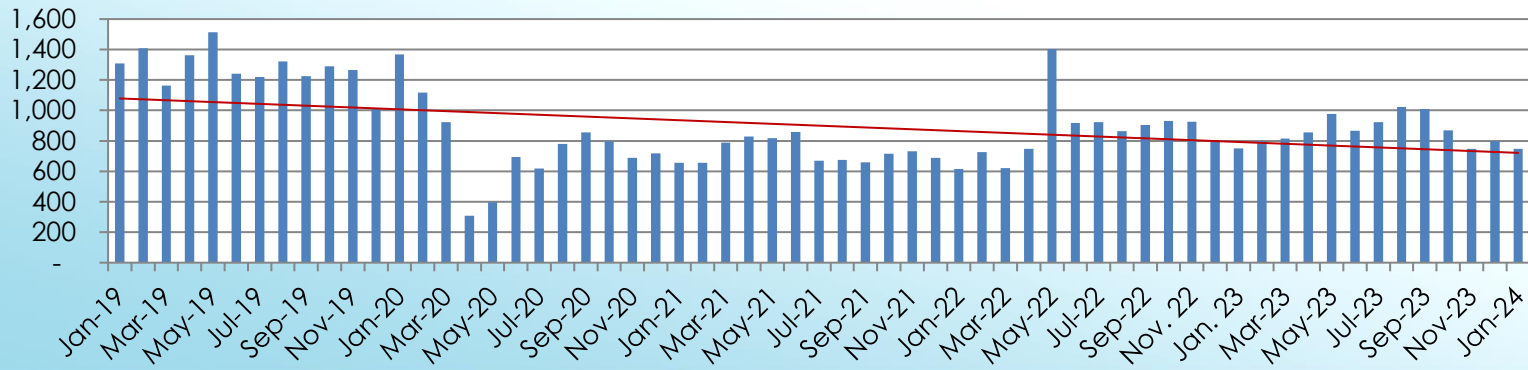
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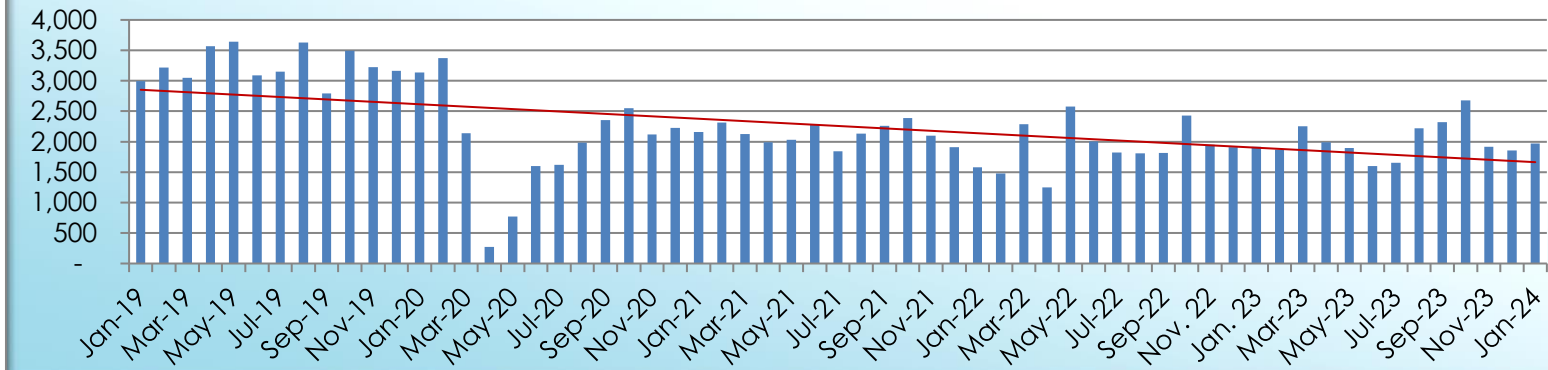
41 Coleman Boulevard



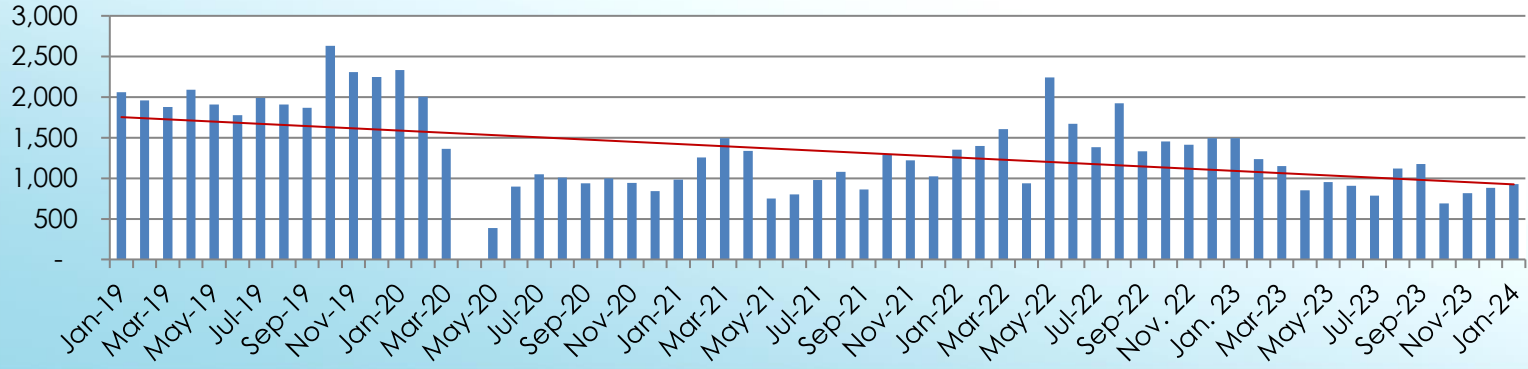
42 Wando Circulator



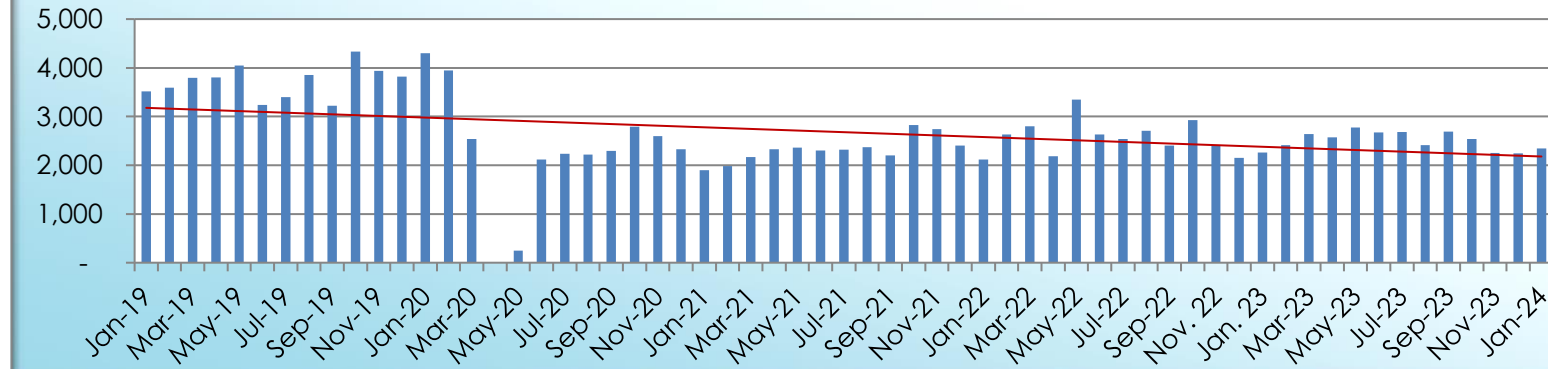
102 North Neck/ Rutledge Ave



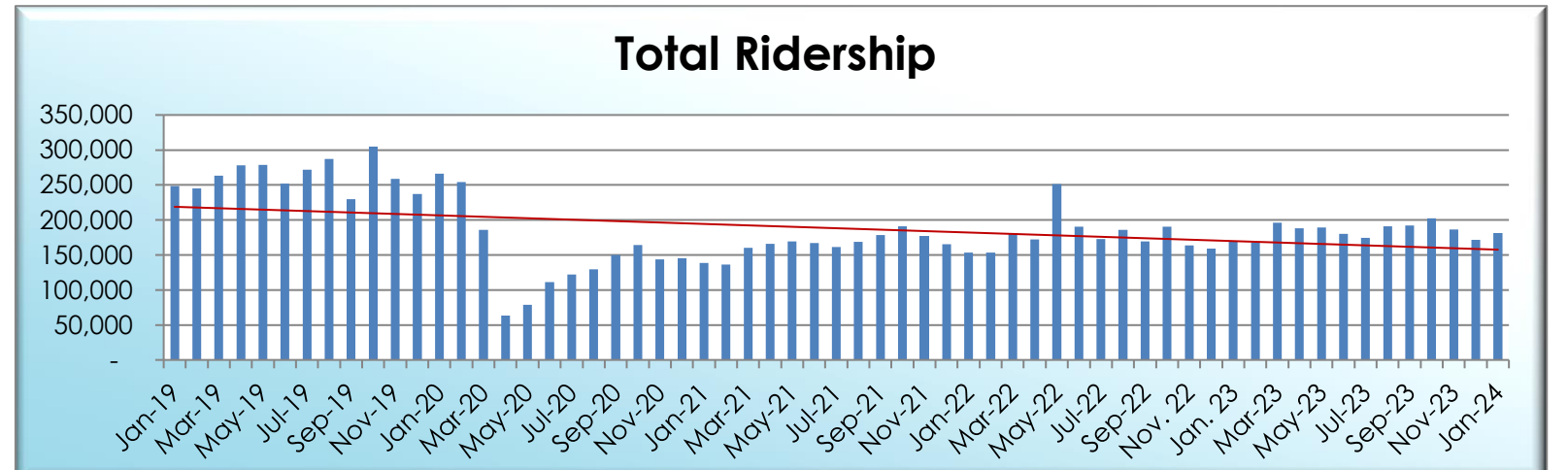
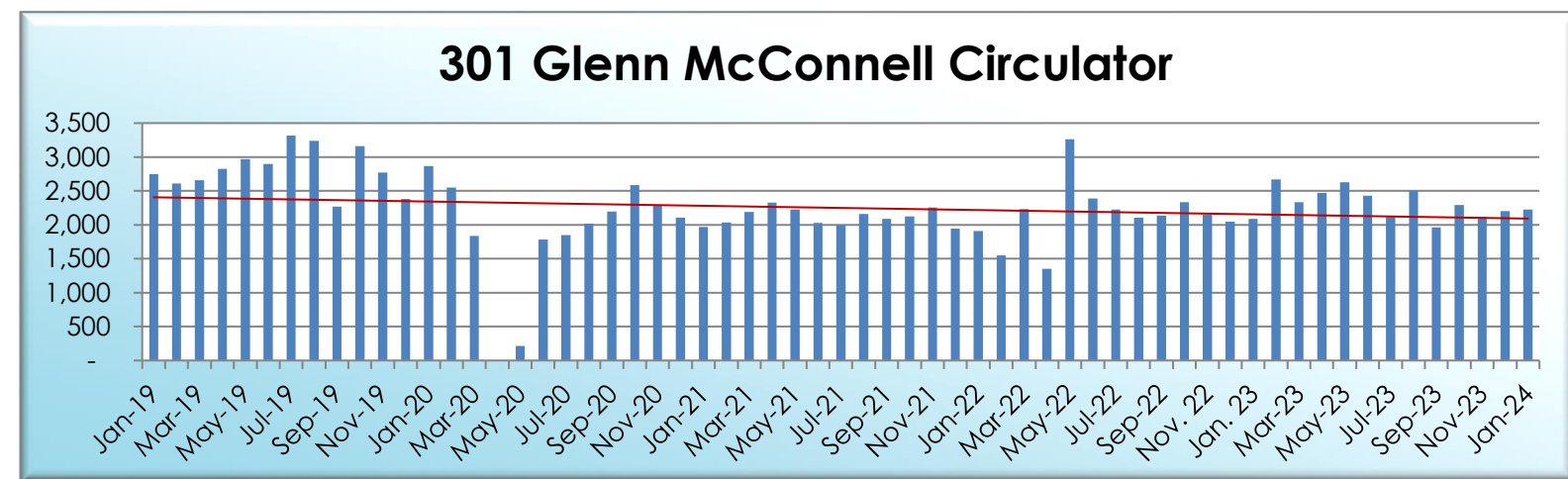
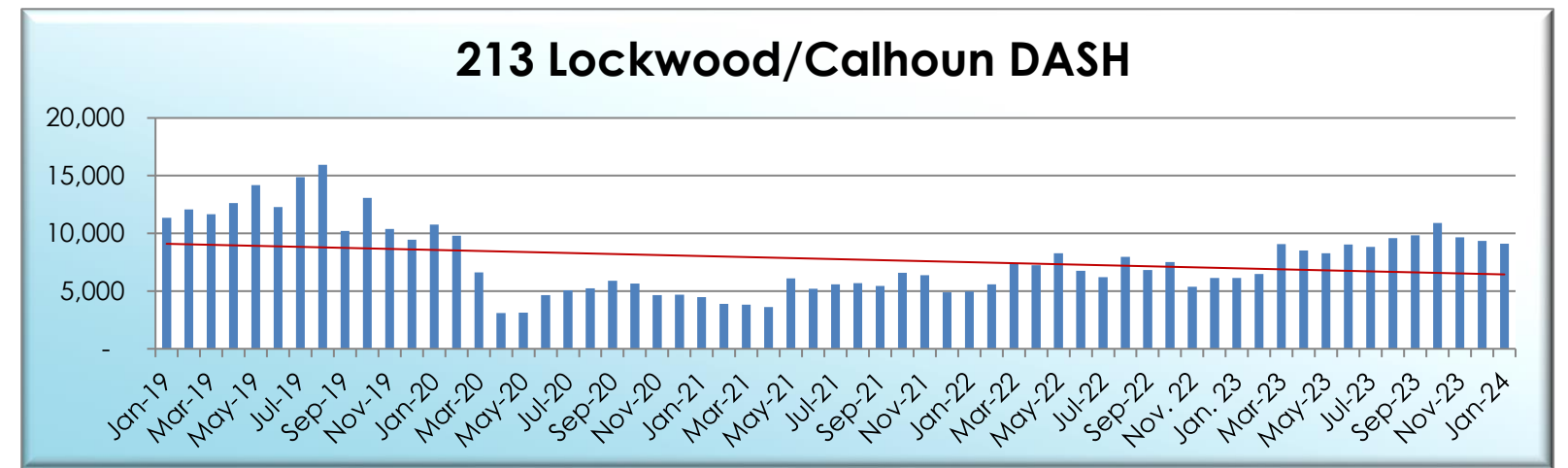
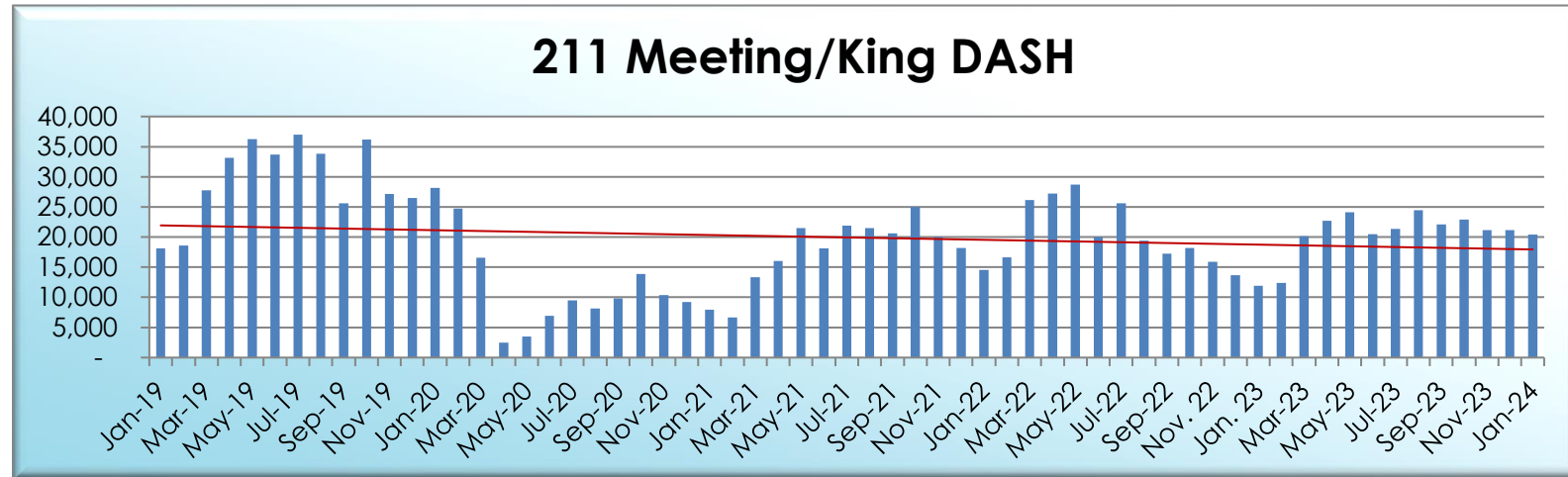
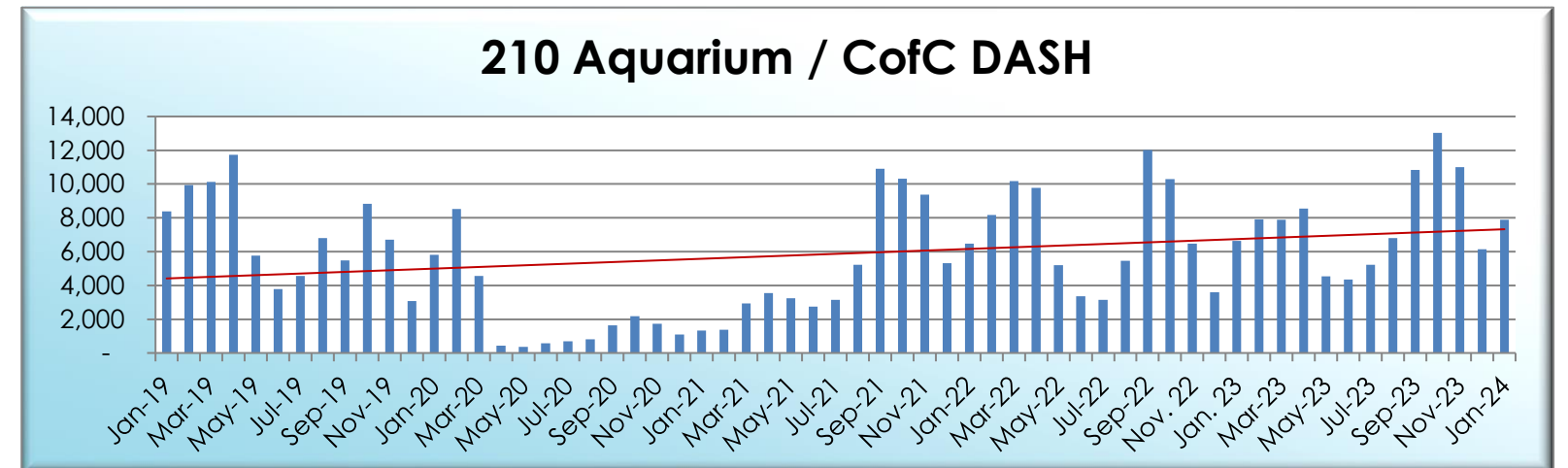
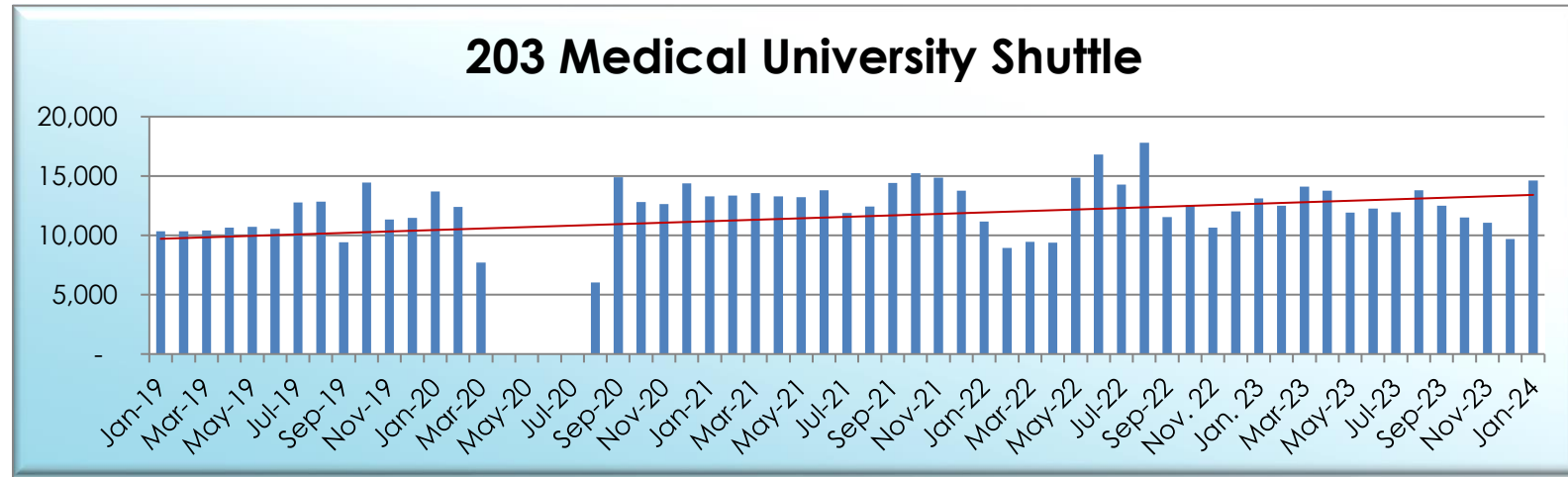
103 Leeds Avenue



104 Montague Avenue



Ridership Trends by Route



Farebox and Pass Revenue History

