



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

April 10, 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 – March 20, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. Project Updates – Ron Mitchum/Staff
5. Ridership Report – Megan Ross
6. Executive Director's Report – Ron Mitchum
7. Other Business, If Any
8. Public Comments, If Any
9. Executive Session – Contractual Matters
10. Board Comments, If Any

The next CARTA Board Meeting will be held on May 15, 2024

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)

BOARD OF DIRECTORS MEETING

March 20, 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, March 20, 2024.

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

MEMBERS PRESENT: Joe Boykin; Daniel Brownstein; Brandon Hudson; Pat O’Neil; Herb Sass; Michael Seekings; Ed Sutton; Robert Wehrman

PROXIES: Robert Somerville for William Cogswell; Craig Harris for John Labriola; Lt. Gebhardt for Christie Rainwater; Jerry Lahm for Robert Wehrman

OTHERS PRESENT: Daniel Monroe (BGRM); Elissa Smith (HDR); Ryan Bauman (HDR); Robert Flagler (HNTB); Mila Buzhinskaya (HNTB); Karen Campbell (Nations Express Transit); Denis Komakech (National Express Transit); Charles Frasier (National Express Transit); Sharon Broderick (National Express Transit, President of Local Union #610); Leisa Barleston (National Express Transit/Local Union #610); Morven Muclean (WSP); Abraham Champagne (WSP); Scott Barhight (Charleston Metro Chamber of Commerce); Legare Clement (Exchange Club of Charleston); William Hamilton (Best Friends of Lowcountry Transit); Louise Brown (Best Friends of Lowcountry Transit); Bo Rupert (Summerville Resident); Linda Ashley (Citizen); Teri Errico Griffis (Post & Courier); Brian Heins (WCIV News 4)

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Sharon Hollis; 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 welcomed back former Board Member and City of North Charleston Councilman, Ron Brinson. Mr. Brinson is the permanent proxy for Mayor Burgess. Ron Mitchum, Executive Director, noted there has been a slight revision to today’s Meeting Agenda to honor a special guest. Chairman Seekings requested a motion to accept the Meeting Agenda as amended. Mr. Boykin made a motion to accept the Revised Meeting Agenda and Mr. Sutton seconded the motion. The motion was unanimously approved.

2. Consideration of Board Minutes: February 21, 2024 Meeting

***Mr. Lahm made a motion to approve the February 21, 2024 Meeting Minutes as presented.
Mr. Harris seconded the motion. The motion was unanimously approved.***

3. Recognition of Special Guest

Andrea Kozloski, Deputy Director of Operations and Support, recognized special guest, Charles Frasier. Ms. Kozloski stated that Mr. Frasier is being recognized at today’s Board of Directors meeting as he celebrates his 50th Employment Anniversary. Mr. Frasier has faithfully served the community for over five decades and continues to be a friendly, knowledgeable and professional driver as well as a special friend to countless CARTA passengers. Karen Campbell, Assistant General Manager with National Express Transit, presented a video regarding Mr. Frasier’s dedicated service. Ms. Campbell introduced Mr. Frasier (aka “King of Route 20”/“King of the #1 Route”). Mr. Frasier thanked the Board of Directors for the opportunity to serve since 1973 stating it has been his pleasure in doing so. On behalf of the Board of Directors, management and staff, Chairman Seekings thanked Mr. Frasier for his many years of invaluable and dedicated service to the agency, his passengers and the community. Mr. Frasier and Board Members posed for a photograph.

4. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending January 31, 2024. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$1,454,933. 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:

- Retiree Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and rebranding supplies.
- Printing includes costs of printing route brochures, passes and labels.
- Automotive is the cost to service the 2018 Ford F-150.
- Postage is shipping fees.
- Dues/Membership is CARTA's membership with Transportation Association of South Carolina (TASC).
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes GMV Sycromatics, GMV Digital Signage, Genfare Support, Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times, RCN NetCloud Essentials and NetCloud Advanced for mobile routers and other IT services.
- Rent includes the Ashley Phosphate Park & Ride lot, Dorchester Village Shopping Center Park & Ride lot, Leeds Avenue lot lease from Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Auditing is the cost of the FY23 GASB 75 Actuary and Audit.
- Custodial Services are the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program (CARTA OnDemand) is customer transportation cost for same-day service through independent rideshare.
- Other Professional Services include the bus wash inspection services and Electric Bus Master Plan services.
- Shared Contract Services (IGA & Management) is the extensive services the BCDCOG provides to CARTA.
- Fixed-Route Service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title and registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews on January 1st and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is the interest accrued on the Melnick Park & Ride loan.

Capital Expenditures:

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

Ms. Mitchum reviewed the activity of the Pilot Ride Program. It was noted that FY24 total cost is at \$50,486 at 43% complete. The Board of Directors received the Financial Status Report as information.

5. Design Services: Public Transit & Workforce Development Center – Request for Approval

Ron Mitchum, Executive Director, discussed design services for the Public Transit and Workforce Development Center. He noted that the BCDCOG Selection Committee met on March 6, 2024 and reviewed two proposals for the Design Services: Public Transit and Workforce Development Center RFQ. Proposals were received from HDR Engineering, Inc. and Wendel Architecture. One additional proposal was received but was determined to be non-responsive. Mr. Mitchum stated that staff is requesting approval to negotiate a scope and fee with HDR Engineering, Inc. based upon the overall score sheet rankings. Mr. Mitchum addressed questions and comments.

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

6. Project Updates – Ron Mitchum/Staff

Ron Mitchum, Executive Director, 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: Service Planning Initiatives regarding the Route 10 Analysis noting that staff is working on proposed changes in order to improve on-time performance and coordination with the introduction of the on-route charging infrastructure located near Trident Hospital; Downtown Route Study noting that staff is wrapping up the second round of public input and awaiting results from the consultants regarding public input; US 52 BRT Study noting that data collection/analysis is underway, the public engagement plan is being completed and the first stakeholder meeting is being scheduled; CARTA OnDemand noting that the riders in February was a 200% increase in trips from December 2023 and the average trip cost was slightly up; Shelter Improvement Program noting that digital signage and solar lighting projects continue although at a slower pace than desired; Shipwatch Square Transit Center noting that staff is currently working on the class of action that will be required for the environmental phase; Transit Oriented Development Study noting that work continues on this project; LCRT noting that engineers continue to work on the completion of the design and the Operations and Maintenance facility design is underway; Mt. Pleasant Street Park & Ride noting that final plans are complete and the first round of the City's TRC review is near completion; Mobile Ticketing Sales & Use noting that customers using the App continues to increase and work continues regarding security issues with passengers using credit cards; LCRT/TOD noting work continues to brief all new councilmembers regarding LCRT and TOD. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

7. Ridership Report – Megan Ross

Megan Ross, Transit Planner, presented the Ridership Report. She discussed the February 2024 Ridership Trends noting that passenger trips totaled 189,557 and there were 11.1 customers per service hour (10.4 last month). On-time, across all timepoints, was 76%. Ms. Ross stated that overall ridership comparing February 2024 to January 2024 increased by 4.5%. Overall ridership comparing February 2024 to February 2023 increased by 12.9%. Overall ridership comparing 2024 YTD to 2023 YTD increased 10.1%. She noted that Tel-A-Ride ridership for the month of February was 5,060 which was an increase of 1.6% when comparing 2023 YTD to 2024 YTD. It was noted that the total missed service for the month of February was 94.97 as compared to 756.96 in February 2023, which was an 88% decrease. Ms. Ross discussed the CARTA OnDemand ridership for February 2024 noting that there were 2,095 passengers between both Uber and Lyft at an average trip cost of \$11.85 which was higher than January's average trip cost of

\$9.49. She noted that 46% 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.

8. Executive Director’s Report – Ron Mitchum

Mr. Mitchum discussed the Shipwatch Square facility regarding the Workforce Development component of that project, specifically, the grant targeted to training for CDLs. He explained that CDL drivers are in high demand in the region resulting in part of the struggle to retain drivers with CDLs. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director’s Report as information.

9. Other Business, If Any

There was no further business to discuss.

10. Public Comments, If Any

There were three public comments:

- William Hamilton, Best Friends of Lowcountry Transit: Mr. Hamilton congratulated the Board regarding the increase in ridership. Best Friends of Lowcountry Transit continues to support efforts to increase ridership. Their efforts also continue regarding outreach to hotel employees in the Town of Mt. Pleasant as well as support for the Beach Reach and DASH shuttles. Best Friends of Lowcountry Transit will continue to support CARTA and the BCDCOG’s efforts regarding the LCRT’s route continuing to the Fairgrounds and expressed his concerns regarding extending the line to Summerville. Mr. Hamilton expressed his concerns regarding continuing to see agitation within the community regarding the misrepresentation of transit and the riders and the chatter in the community regarding the LCRT line not continuing to the Fairgrounds.
- Bo Rupert, Summerville Resident: Mr. Rupert expressed his concerns regarding public transit needing to be more accommodating to visually impaired riders and to residents in the Town of Summerville.
- Louise Brown, Best Friends of Lowcountry Transit: Ms. Brown expressed her concerns regarding some misrepresentation of bus passengers and echoed Mr. Hamilton’s concerns regarding the bus not going to the Fairgrounds.

11. Board Comments, If Any

Town of Mt. Pleasant Councilman Brownstein discussed his recent experience with riding the bus and encouraged all Board Members to ride and engage with passengers and drivers.

12. Adjourn

Chairman Seekings thanked the Board of Directors for their dedicated service to the Board and the communities they serve. Chairman Seekings announced that the next Board of Directors meeting will be held Wednesday, April 10th at 1:00 p.m. instead of the usual third Wednesday of the month. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:42 p.m.

Respectfully submitted,
Kim Coleman



MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: February 29, 2024 Financial Report Overview
DATE: March 28, 2024

Please find attached the February 29, 2024 Financial Report. Below is a brief overview of the activities for FY24.

Revenues

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing is bus pass fares sold to customers.
- Local contributions are funds received for shelter and bench construction.
- The Federal revenue includes operating for the year to date. Federal revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds is operating funds available as match to federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets is the proceeds from the sale 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, Dorchester Village Shopping Center Park & Ride Lot, Leeds Avenue lot lease from Dominion, and document storage.
- Communications is the cost of phone, internet, and radio services at the facilities and on the buses.

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

Capital Expenditures

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

Overall, the agency ended the month with excess of revenues of \$1,852,824.

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 2/29/2024 was \$1,336,705.31.

CARTA
Statement of Revenues & Expenditures
For the Month Ending February 29, 2024

Time elapsed:
42%

	FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>			
Farebox	1,345,886	546,595	41%
Passes & Mobile Ticketing	527,051	257,923	49%
COC Shuttle	417,104	168,657	40%
MUSC	753,157	311,619	41%
City of Charleston - DASH	706,143	298,577	42%
Local Contributions	-	37,131	N/A
Federal	8,289,057	4,031,357	49%
State Mass Transit Funds	-	260,436	N/A
Sales Tax - Charleston County	12,759,453	5,476,724	43%
Advertising	800,000	302,387	38%
Insurance Proceeds	-	94,538	N/A
Sale of Assets	-	10,775	N/A
TOTAL OPERATING REVENUES	25,597,851	11,796,872	46%
<u>Operating Expenditures</u>			
Retiree Benefits	9,288	3,842	41%
Supplies	100,000	84,870	85%
Printing	25,000	3,599	14%
Automotive	1,000	1,932	193%
Postage	250	67	27%
Dues/Memberships	2,500	2,000	80%
Office Equipment Rental	105,012	53,958	51%
Office Equipment Maintenance	239,241	148,318	62%
Rent	32,650	14,472	44%
Communications	166,847	54,721	33%
Utilities	313,674	129,171	41%
Advertising	7,500	-	0%
<i>Professional Services</i>			
Auditing	30,000	30,800	103%
Legal	1,000	-	0%
Custodial	25,542	9,675	38%
Pilot Ride Program	131,575	74,282	56%
Other	25,000	6,557	26%
<i>Contract Services</i>			
Shared Services - IGA	3,188,074	1,544,359	48%
Fixed Route	14,676,071	4,834,016	33%
Money Transport	7,500	5,009	67%
Security Services	105,560	41,815	40%
Vehicle Maintenance	170,000	118,398	70%
Facility Repair & Maintenance	52,835	9,632	18%
Operating Fees & Licenses	50,000	26,375	53%
Insurance	1,083,626	982,024	91%
Fuel	1,638,187	539,233	33%
Paratransit	3,308,576	1,203,328	36%

CARTA
Statement of Revenues & Expenditures
For the Month Ending February 29, 2024

Time elapsed:
42%

	FY24 Budget	Actual	% of Budget
Miscellaneous	3,500	609	17%
Interest	47,843	20,791	43%
Non-Capitalized Assets	50,000	195	0%
TOTAL OPERATING EXPENDITURES	25,597,851	9,944,048	39%
Excess (Deficit) of Revenues Over (Under) Expenditures		1,852,824	

Capital Revenues

Rolling Stock	613,428	598,239	
Bus Facilities/Charging Stations	289,189	307,838	
Bus Shelter Construction/Bench Install	18,618	-	
Security/ Cameras & Equipment	240,997	41,047	
Facilities Construction	5,040,000	7,705	
Sales Tax - Charleston County	1,047,297	226,193	
TOTAL CAPITAL REVENUES	7,249,529	1,181,022	16%

Capital Expenditures

Rolling Stock	766,785	752,800	
Bus Facilities/Charging Stations	350,000	307,838	
Bus Shelter Construction/Bench Install	192,763	79,337	
Security/ Cameras & Equipment	295,041	14,749	
Facilities Construction	5,600,000	15,023	
Capital (IT, Facility Repairs/Maint)	44,940	11,275	
TOTAL CAPITAL EXPENDITURES	7,249,529	1,181,022	16%

**CARTA
BALANCE SHEET
2/29/2024**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	7,681,079.77
PETTY CASH	60.00
ACCOUNTS RECEIVABLE	10,195,292.72
PREPAID EXPENSES	247,634.38
INVENTORY - FUEL	71,690.96
LAND	8,282,386.49
VEHICLES	51,852,084.34
EQUIPMENT	2,171,116.82
FAREBOXES	1,170,017.00
SHELTERS	4,431,891.59
BUS SIGNAGE	254,913.32
FACILITIES	10,497,846.99
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(35,294,308.01)
RIGHT TO USE LEASES	1,179,416.40
ACCUMULATED DEPRECIATION - RTU	(406,830.95)
TOTAL ASSETS	62,512,750.36

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	1,813,705.02
NOTE PAYABLE - BB&T	1,321,075.75
ACCRUED INTEREST	1,956.97
OPEB LIABILITY	127,941.00
LEASE LIABILITY	809,492.48
TOTAL LIABILITIES	4,074,171.22

EQUITY

CURRENT YEAR FUND BALANCE	1,852,824.46
INVEST IN CAPITAL ASSETS	41,925,471.08
FUND BALANCE	14,660,283.60
TOTAL EQUITY	58,438,579.14

TOTAL LIABILITIES & FUND EQUITY	62,512,750.36
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CARTA
OnDemand Program
2/29/2024

Activity	BUDGET	FY 21	FY 22	FY 23	FY 24	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	394,036	1,421	20,778	98,039	74,282	194,520	199,516	49%
Total	394,036	1,421	20,778	98,039	74,282	194,520	199,516	49%
Federal <i>FTA 5310</i>	312,000	1,137	16,622	75,202	59,426	152,387	159,613	49%
Local	82,036	284	4,156	22,837	14,856	42,133	39,903	
Total	394,036	1,421	20,778	98,039	74,282	194,520	199,516	49%



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: March 29, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for March 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 with fixing APC issues. Staff is currently waiting on the APC proposal through Syncromatics and UTA.
- Staff is continuing to collect surveys from riders and businesses along the Rt. 10 corridor. Staff is finalizing a Rt. 10 schedule to accommodate the charging infrastructure being added to end of the line at Health South and to retime the route. Additionally, staff is working create a second scenario to work out the added portion of the Rt. 10 in the route concepts presented in the Downtown Charleston Transit Study.
- Staff met with CCSD to talk about a new registration facility that they are working on to help multi-lingual families. They look to have the facility online in the next two years and are requesting service along Stall Rd and Midland Park Rd. Additionally, CCSD has offered to help with translation videos for passengers and training classes for bus operators. We look to schedule this training in the next few months.
- Staff completed a course on Transit Planning Services with the National Transit Institute.
- Staff met with Councilmember Brownstein to talk about the IOP Beach Reach and different option for including Sullivan's Island next season.
- Staff participated in the monthly Route Committee with the bus operators.
- Staff is working closely with National Express to monitor missed service. We continue to work through ways of improving the hours missed.
- Staff assisted with monthly NTD sample reporting of ridership.

2. Downtown Route Study

- Staff with Nelson/ Nygaard wrapped up the survey for the Downtown Charleston Transit Study route design concepts on the 13th. We received just over 500 surveys from riders of all the routes that we are evaluating on the peninsula. N/N is working on the survey summary, the Future Bus Lane Feasibility review and the next/ final round of outreach for the study.

3. US 52 BRT Study

- Project team is conducting data collection/existing conditions analysis.
- The public engagement plan and stakeholder committees are being developed.
- BCDCOG & Project Team will hold 1st stakeholder committee meeting in Late April/Early May.

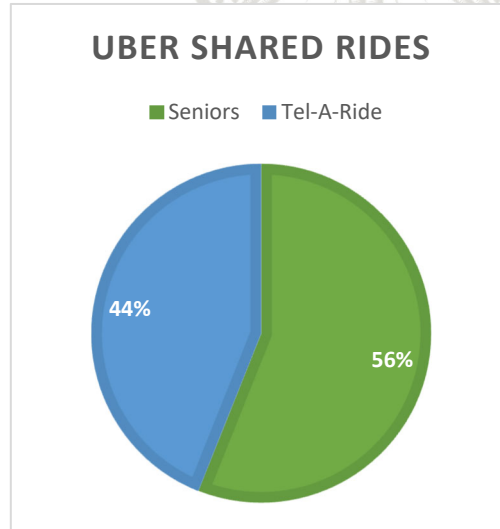
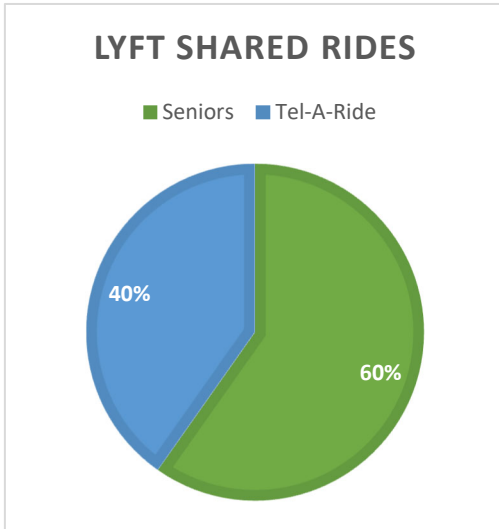
4. CARTA OnDemand (TNC Pilot)

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.

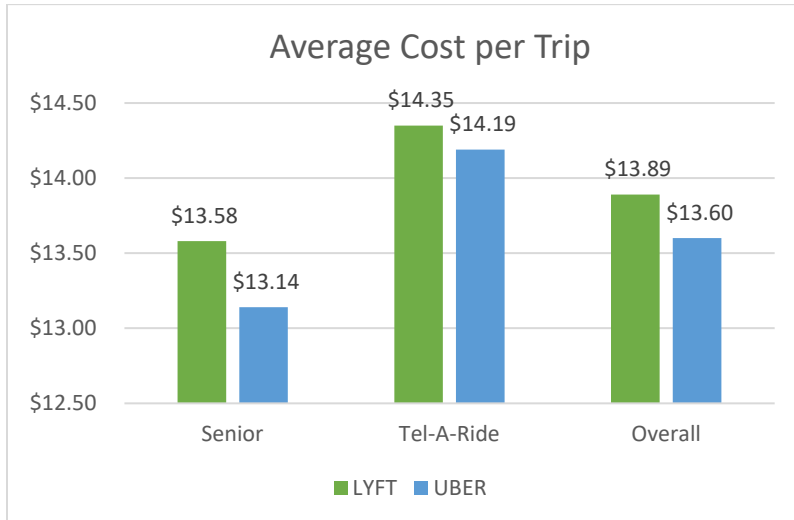
In March 2024, there were 1,190 total senior riders and 168 total Tel-A-Ride customers actively using OnDemand service, a total of 1358. Also in March, CARTA OnDemand had a total of 2375 trips with

MEMORANDUM

43% of the trips being taken by paratransit customers and 57% being taken by senior customers.



In March, the 2375 trips (Tel-A-Ride and senior) averaged \$13.65 per trip. Tel-A-Ride trips averaged \$14.21 and senior trips averaged \$13.22. To date (February 2021 – present), CARTA has spent a total of \$217,326 on the CARTA OnDemand program which includes trips costs and marketing expenses.



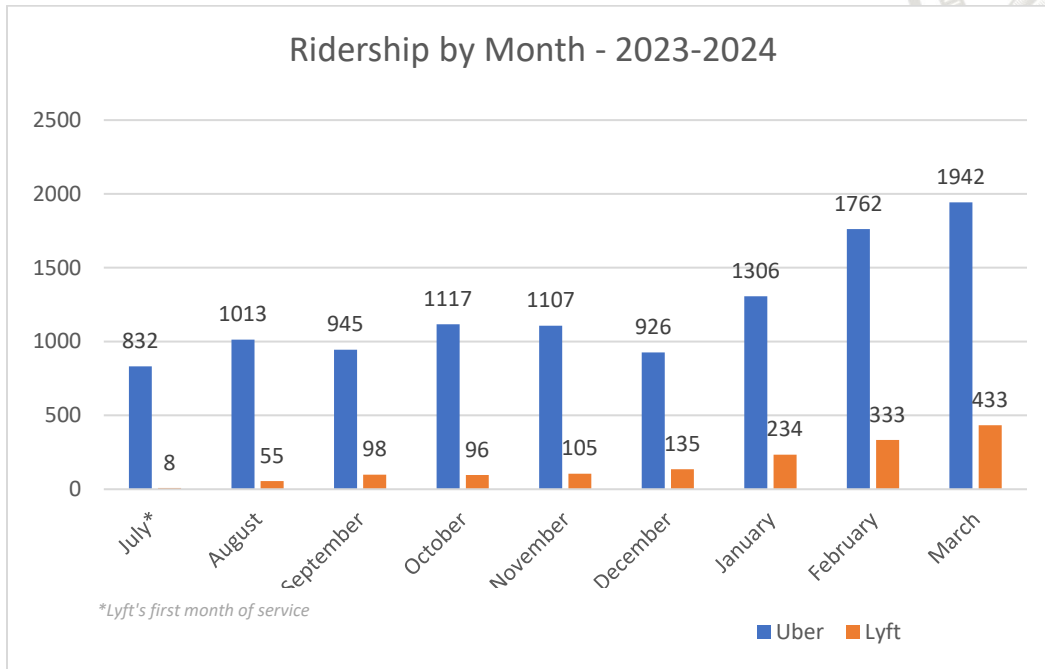
LYFT STATISTICS

- 433 Trips provided
- Avg Trip Cost: \$13.89
- 76 Unique Riders
- Total Cost: \$6,072.62

UBER STATISTICS

- 1753 Trips provided
- Avg Trip Cost: \$13.60
- 273 Unique Riders
- Total Cost: \$26,417

MEMORANDUM



Ongoing Tasks:

Coordination with TNC provider

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

Marketing

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

Application approval and customer service

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

Performance Monitoring (ongoing)

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

MEMORANDUM

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:

- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress
- Glenn McConnell Parkway- Opposite side is currently being constructed
- 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 2024 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. Shared easement agreement.
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. Shared easement agreement.
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. Shared easement agreement.
- 100 Military Magnet Academy- Working with SCDOT, engineer, school and councilman to move location forward
- 65 Rivers Ave / Rebecca St- CARTA initiated infrastructure. Survey and 30% plans. Discussing changes to design SCDOT.
- 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.

MEMORANDUM

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.

- 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. Grant programming is complete. NEPA process has been initiated and procurement/contract negotiations for A&E design is underway. Design anticipated to begin in Spring 2024.

MEMORANDUM

7. Transit Oriented Development Study

The Project team continues to advance deliverables and meet with stakeholders and community members. The team continues to advance technical documents and E-TOD Dashboard. Station Area Pike/Ped Task Capital Improvement Planning Task is underway. An online meeting to complement in person meetings is being developed and anticipated to launch in late April. Final Project report is expected in late spring/early summer 2024.

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 anticipated to be complete in Summer 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. PMOC participates in monthly risk review meetings. PMOC is planning a second site visit in Summer 2024.

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. Any changes to the design moving forward will be evaluated to see if the change would result in a change to the NEPA approval that would require re-evaluation will be needed. A reevaluation was conducted and cleared for the new Park & Ride location. Public outreach for the 3 station relocations has been completed. Met with FTA staff in March to discuss reevaluation needs at 60% design milestone.

Maintenance Facility: BCDCOG has acquired the maintenance facility site. 30% Design is underway. Team held a site visit in March and will return in April to continue to advance design.

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 are underway. A demonstration project of 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 NTP for phase 2 was issued in March.

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 North Charleston Neighborhood Presidents Associations and participated in community events in March.

MEMORANDUM

9. Mt. Pleasant Street Park and Ride

Design is underway. Preliminary design plans have been reviewed by the TRC (City of Charleston) and we are in the process of responding to comments for the second review.

10. Fairgrounds Park and Ride

Final plans have been completed. Appraisal was completed on March 27, 2024. A review appraisal has been requested and should be completed within the next two weeks.

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. Design is underway.

12. Mobile Ticketing Sales & Use

During the month of March 2024, mobile ticket sales totaled \$26,867.35. This a 47.3% increase in sales revenue over March 2023 and 21.1% increase over February 2024. Mobile ticket sales comprised 14.0% 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 1,368 unique users over the month, conducting 24,206 transactions. The pass type with the highest frequency of use is the local, fixed-route, one-trip ticket and the route with the highest usage is Route 10. During this report period, the project to upgrade the ticketing validator continued with all the equipment ongoing testing. There are still a few items to be addressed to finalized the process, for which the vendor's installation team will need to complete. This working is being scheduled and the testing phase can be completed. A full rollout scheduled for late April 2024.