



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

November 20, 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 – October 16, 2024 Meeting
3. Financial Status Report – Robin Mitchum
4. Project Updates – Andrea Kozloski
5. CARTA On Demand Program – Courtney Cherry
6. Ridership Report – Megan Ross
7. Executive Director's Report – Ron Mitchum
8. Other Business, If Any
9. Public Comments, If Any
10. Executive Session – Legal Matters
11. Board Comments, If Any

**CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY
(CARTA)
BOARD OF DIRECTORS MEETING
October 16, 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, October 16, 2024.

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

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

PROXIES: Craig Harris for Brad Belt; Adam MacConnell for Reggie Burgess; Robert Somerville for William Cogswell; Chief Gebhardt for Christie Rainwater; Jerry Lahm for Herb Sass

OTHERS PRESENT: David Bonner (WeDriveU Consultant); Elissa Smith (HDR); Ryan Bauman (HDR); John Mitchell (HDR); Mila Buzhinskaya (HNTB); William Hamilton (Best Friends of Lowcountry Transit); Steve Latour (Daniel Island Resident)

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Sharon Hollis; Matthew Spath; Megan Ross; Jeff Burns; Kim Coleman

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:02 p.m. followed by a moment of silence and a quorum determination.

2. Consideration of Board Minutes: September 18, 2024 Meeting

***Mr. Lahm made a motion to approve the September 18, 2024 Meeting Minutes as presented.
Mr. Boykin 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 August 31, 2024. She noted that, overall, the agency remains in good shape as the year-end approaches and ended the month with unexpended funds of \$4,389,520. 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 nine MV-1s, five 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) and the Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and property taxes on the equipment rental.
- Office Equipment Maintenance (OEM) includes GMV 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.
- Advertising is Beach Reach outreach.
- 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.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services include the bus wash inspection services and appraisal services.
- Shared Contract Services (IGA & Management) is the extensive services the BCDCOG provides to CARTA.
- Fixed-Route Service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title and registration fees.

- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews on January 1st and this is the majority of the expenditure for FY24.
- Paratransit is the cost of paratransit transportation provided by National Express Shuttle and Transit.
- Interest is the interest on the Melnick Park & Ride loan.

Capital Expenditures:

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

Ms. Mitchum reviewed the activity of the OnDemand Program as of August 31, 2024. She noted that the FY24 total cost is \$283,738 at 55% completion. The Board of Directors received the Financial Status Report and the OnDemand Program Activity Report as information.

4. Annual Asset Management Plan Progress Report and FY 2025 Performance Targets – Request for Approval – Jeff Burns

Jeff Burns, Grants and Contracts Compliance Administrator, presented the Annual Asset Management Plan Progress Report and FY 2025 Performance Targets. He noted that the Federal Transit Administration established a National Transit Asset Management (TAM) System to monitor and manage public transportation capital assets to enhance safety, reduce maintenance costs, increase reliability and improve performance. The objective is to develop a strategic and systematic process of operating, maintaining and improving public transportation capital assets effectively through their entire life cycle. The mandate requires FTA grantees to maintain an asset management plan for their public transportation assets, including vehicles, facilities, equipment and other infrastructure. CARTA established the goal of achieving and maintaining a state of good repair for its public transportation assets. Transit asset management will be a business model that uses transit asset condition to guide the optimal prioritization of funding. The FTA has defined State of Good Repair (SGR) as the condition in which a capital asset is able to operate at a full level of performance. A capital asset is in a state of good repair when that asset: 1) is able to perform its designed function; 2) does not pose a known unacceptable safety risk; 3) its lifecycle investments must have been met or recovered. Mr. Burns discussed, in detail, the performance measure targets as required by FTA for fiscal year 2025 and noted that CARTA continues to participate in the rule's requirements for metropolitan planning organizations (MPOs) to coordinate with transit providers, set targets and integrate those targets into their planning documents. Mr. Burns reviewed the process that has been established to share TAM information, including data, plans and targets with the BCDCOG and the CHATS MPO, noting CARTA's responsibilities. Mr. Burns stated that staff recommends adoption of the TAM Plan performance targets for fiscal year 2025 which are consistent with last year's performance targets. Mr. Burns and Mr. Mitchum addressed questions and comments.

Mayor O'Neil made a motion to approve the Annual Asset Management Plan Progress Report and FY 2025 Performance Targets as presented.

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

5. Discount Fare Policy Revision – Request for Approval

Andrea Kozloski, Deputy Director of Operations and Support, presented the Discount Fare Policy Revision. She stated that an ad hoc committee was established to revise the Discount Fare Policy to reflect that public sector employees, including military personnel, pay \$1.00 for a one-ride fare. Ms. Kozloski discussed the policy in detail, addressed questions and comments and requested approval of the revisions. Town of Mt. Pleasant Councilman, Daniel Brownstein, acknowledged and thanked CARTA staff for considering the policy revision and believes the change will result in the opportunity to build ridership. He encouraged all public sector members to explore their respective Human Resources and/or Finance Departments to consider the possibility of providing fare reimbursement to employees who utilize CARTA.

***Mr. Brownstein made a motion to approve the Discount Fare Policy Revision as presented.
Mr. Boykin seconded the motion. The motion was unanimously approved.***

6. Project Updates – Ron Mitchum/Staff

Ms. Kozloski discussed the Project Updates report regarding the following Project Updates: Service Planning Initiatives; Downtown Route Study; US 52 BRT Study (noting that the project team continues to develop recommendations for improvements to the existing service; the project team met with staff to review the recommendations and will provide updates based on feedback and outreach efforts; the project team developed materials for upcoming public meetings); CARTA OnDemand (noting that the number of users continues to increase); Shelter Improvement Program (noting that work continues with various locations to improve the bus stops by providing the best amenities for riders as they board and depart the bus); Shipwatch Square Transit Center (noting that regarding the NEPA process, following public comment period, the Class of Action request will be finalized for submittal to the FTA; the A&E Design project team held programming discussions and presented preliminary design; an open house for the public was held for community members to provide feedback on the design); Transit Oriented Development Study (noting that final reports have been completed by the consultant; a virtual online meeting to present the final plans in development was held and staff continues to meet with stakeholders and community members; the BCDCOG was awarded a Phase 3 grant for \$1.2million to continue development of affordable housing plans and neighborhood plans to be procured in the fall); LCRT (noting that 60% design plans were completed and 90% design is underway); Dorchester Transit Signal Priority (TSP) Pilot Project; Mt. Pleasant Street Park & Ride; Fairgrounds Park & Ride; O&M Facility; and Mobile Ticketing Sales and Use (noting that usage continues to increase and staff continues to promote the program). Ms. Kozloski reviewed Upcoming Events and noted that the HOP service was implemented last night. She stated that the trolley has been received and will likely be used in Christmas parades, etc. Ms. Kozloski noted that there will be a ribbon-cutting ceremony for the Military Magnet shelter and she 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 Reports as of September 2024. She noted that passenger trips totaled 193,343 and there were 11.6 customers per service hour (10.6 last month). Ms. Ross stated that overall ridership comparing September 2024 to August 2024 increased by 6.2%, overall ridership comparing September 2024 to September 2023 increased by 1.0%, and overall ridership comparing 2024 YTD to 2023 YTD increased by 4.8%. She stated that Tel-A-Ride ridership for September 2024 was 4,036 (a decrease of 4.3% when comparing 2023 YTD to 2024 YTD). Ms. Ross discussed the OnDemand trips for September 2024, noting that the total ridership was 3,316 passengers between both Uber and Lyft. The trip cost averaged \$10.58, lower than August's average of \$11.86 and 39% of the overall rides were from Tel-A-Ride passengers. Ms. Ross addressed questions and comments. The Board of Directors received the Ridership Reports as information.

8. Executive Director’s Report – Ron Mitchum

Mr. Mitchum briefed the Board of Directors on the following events/projects: the HOP service (kicked-off yesterday); the New Flyer battery event; the two-for-one funding project; the TASC conference; TriCounty Link’s system review; LCRT’s promotional push on 60% design acceptance; and LCRT public meetings to be held in December. 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 two Public Comments that were noted for the record:

- Steven Latour (Daniel Island Resident): Mr. Latour expressed his concerns regarding there being no bus service on Daniel Island and inquired about a possible pilot program on Daniel Island to see if residents/employees on Daniel Island would utilize the service if available.
- William Hamilton (Best Friends of Lowcountry Transit): Mr. Hamilton congratulated the Board regarding the overall increase in ridership. He expressed his concerns regarding student ridership.

11. Executive Session – Legal Matters

*Mr. Boykin made a motion that the Board of Directors convene into Executive Session.
Mr. Lewis seconded the motion. The motion was unanimously approved.
Non-Board Members, Guests and Non-Essential Staff Members were excused.
Mr. Hudson made a motion to reconvene the Board of Directors meeting.
Mayor O’Neil seconded the motion. The motion was unanimously approved.
Chairman Seekings reconvened the Board of Directors meeting noting that no action was taken related to legal and/or contractual matters discussed during Executive Session.*

12. Board Comments, If Any

There was no further business to discuss.

13. Adjourn

Chairman Seekings thanked the Board of Directors for their continued dedicated service to the Board and the communities they serve. He wished Charleston County Councilman Wehrman and Charleston County Legislative Delegate Sutton good luck in the upcoming election. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:15 p.m.

Respectfully submitted,
Kim Coleman



MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: September 30, 2024 Financial Report Overview
DATE: November 13, 2024

Please find attached the September 30, 2024 Financial Report. Below is a brief overview of the activities for FY24.

Revenues

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

Expenditures

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

- Communications is the cost of phone, internet, and radio services at the facilities and on the buses.
- Utilities includes electric and water at the Superstop, Melnick Park and Ride, the Radio Shop at Leeds Avenue, Medcom St, and the charging stations at Leeds Avenue.
- Advertising is Beach Reach outreach.
- Auditing is the cost of FY23 GASB 75 Actuary and audit.
- Custodial services are the cost of janitorial services at the Melnick Park and Ride.
- Pilot Ride Program (CARTA OnDemand) is customer transportation cost for same day service through independent rideshare.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services includes bus wash inspection services and appraisal services.
- Shared Contract Services (IGA & Management) is the extensive services BCDCOG provides to CARTA.
- Fixed Route service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the Super Stop by the City of North Charleston Police Dept.
- 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.
- 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 and six (6) 2023 Braunability Promaster.
- Bus Facilities/Charging Stations is Leeds Avenue parking lot repairs and 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.
- Land is the purchase of land at the fairgrounds.
- Facilities Construction is Shipwatch engineering.
- Capital (IT, Facility Repairs/Maint) is Genfare equipment, shop lifts, and driver shields.

Overall, the agency ended the month with excess of revenues of \$3,997,515.

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

Amount owed to National Express Shuttle & Transit as of 9/30/2024 was \$1,237,874.98.

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

Time elapsed:
100%

	Original FY24 Budget	Revised FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>				
Farebox	1,345,886	1,296,535	1,327,285	102%
Passes & Mobile Ticketing	527,051	595,387	605,357	102%
COC Shuttle	417,104	403,644	399,524	99%
MUSC	753,157	753,157	755,031	100%
City of Charleston - DASH	706,143	706,143	710,494	101%
Local Contributions	-	37,131	51,099	138%
Federal	8,289,057	8,862,392	10,168,373	115%
State Mass Transit Funds	-	260,435	260,436	100%
Sales Tax - Charleston County	12,759,453	12,684,369	12,742,317	100%
Advertising	800,000	800,000	730,703	91%
Insurance Proceeds	-	139,702	217,842	156%
Sale of Assets	-	28,900	61,180	212%
Miscellaneous	-	-	153	N/A
TOTAL OPERATING REVENUES	25,597,851	26,567,795	28,029,794	106%
<u>Operating Expenditures</u>				
Retiree Benefits	9,288	9,307	9,307	100%
Supplies	100,000	175,000	195,409	112%
Printing	25,000	42,000	44,224	105%
Automotive	1,000	3,450	3,530	102%
Postage	250	200	67	34%
Dues/Memberships	2,500	2,500	4,500	180%
Office Equipment Rental	105,012	117,695	117,691	100%
Office Equipment Maintenance	239,241	289,793	222,634	77%
Rent	32,650	33,620	33,521	100%
Communications	166,847	166,847	159,725	96%
Utilities	313,674	316,501	279,347	88%
Advertising	7,500	7,500	6,100	81%
<i>Professional Services</i>				
Auditing	30,000	30,800	30,800	100%
Legal	1,000	1,000	-	0%
Custodial	25,542	25,542	23,220	91%
On Demand Program	131,575	325,000	323,179	99%
Electric Bus Master Plan	-	20,005	20,812	104%
Other	25,000	25,000	8,353	33%
<i>Contract Services</i>				
Shared Services - IGA	3,188,074	3,888,379	3,903,037	100%
Fixed Route	14,676,071	14,676,071	12,743,531	87%
Money Transport	7,500	11,604	12,556	108%
Security Services	105,560	105,560	102,208	97%
Vehicle Maintenance	170,000	341,863	467,060	137%
Facility Repair & Maintenance	52,835	32,213	19,024	59%
Operating Fees & Licenses	50,000	45,000	55,265	123%
Insurance	1,083,626	1,033,626	983,980	95%

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

Time elapsed:
100%

	Original FY24 Budget	Revised FY24 Budget	Actual	% of Budget
Fuel	1,638,187	1,450,000	1,392,667	96%
Paratransit	3,308,576	3,308,576	2,814,604	85%
Miscellaneous	3,500	5,300	4,422	83%
Interest	47,843	47,843	47,900	100%
Non-Capitalized Assets	50,000	30,000	3,606	12%
TOTAL OPERATING EXPENDITURES	25,597,851	26,567,795	24,032,279	90%
Excess (Deficit) of Revenues Over (Under) Expenditures			<u><u>3,997,515</u></u>	

Capital Revenues

Rolling Stock	613,428	598,240	1,309,969	
Bus Facilities/Charging Stations	289,189	1,197,724	927,209	
Bus Shelter Construction/Bench Install	18,618	55,591	55,591	
Land	-	1,066,800	1,066,800	
Security/ Cameras & Equipment	240,997	300,318	139,033	
Facilities Construction	5,040,000	264,436	82,298	
Sales Tax - Charleston County	1,047,297	1,122,381	1,064,433	
TOTAL CAPITAL REVENUES	7,249,529	4,605,490	4,645,333	101%

Capital Expenditures

Rolling Stock	766,785	827,800	1,715,566	
Bus Facilities/Charging Stations	350,000	1,524,571	1,178,070	
Bus Shelter Construction/Bench Install	192,763	180,591	123,070	
Land	-	1,333,500	1,333,500	
Security/ Cameras & Equipment	295,041	368,483	113,073	
Facilities Construction	5,600,000	330,545	102,872	
Capital (IT, Facility Repairs/Maint)	44,940	40,000	79,182	
TOTAL CAPITAL EXPENDITURES	7,249,529	4,605,490	4,645,333	101%

**CARTA
BALANCE SHEET
9/30/2024**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	11,104,528.17
PETTY CASH	160.00
ACCOUNTS RECEIVABLE	10,110,292.68
PREPAID EXPENSES	387,044.71
INVENTORY - FUEL	27,508.05
LAND	9,951,004.63
VEHICLES	52,814,850.34
EQUIPMENT	2,764,507.43
FAREBOXES	1,170,017.00
SHELTERS	4,472,497.59
BUS SIGNAGE	254,913.32
FACILITIES	10,595,325.98
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(37,873,866.03)
RIGHT TO USE LEASES	1,179,416.40
ACCUMULATED DEPRECIATION - RTU	(406,830.95)
TOTAL ASSETS	66,729,827.86

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	3,005,707.94
NOTE PAYABLE - BB&T	1,321,075.75
ACCRUED INTEREST	29,066.14
UNEARNED REVENUE	69,972.50
OPEB LIABILITY	127,941.00
LEASE LIABILITY	809,492.48
TOTAL LIABILITIES	5,363,255.81

EQUITY

CURRENT YEAR FUND BALANCE	3,997,514.68
INVEST IN CAPITAL ASSETS	42,708,773.77
FUND BALANCE	14,660,283.60
TOTAL EQUITY	61,366,572.05

TOTAL LIABILITIES & FUND EQUITY	66,729,827.86
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CARTA
OnDemand Program
9/30/2024

<u>Activity</u>	BUDGET	FY 21	FY 22	FY 23	FY 24	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	737,786	1,421	20,778	98,039	323,179	443,417	294,369	60%
Total	737,786	1,421	20,778	98,039	323,179	443,417	294,369	60%
Federal <i>FTA 5310</i>	587,000	1,137	16,622	75,202	258,544	351,505	235,495	60%
Local	150,786	284	4,156	22,837	64,635	91,912	58,874	
Total	737,786	1,421	20,778	98,039	323,179	443,417	294,369	60%



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: November 8, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for October 2024

Please find the progress reports for transit planning projects.

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

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives

- Staff have continued working with Syncromatics and UTA for our Automatic Passenger Counters and tablet function. UTA has continuously provided feedback on connectivity issues as well as do a side-by-side comparison between GMA counts and their own counts. UTA has submitted a proposal to equip the fleet with an individual system for our APCs. To date, UTA counts are between 20-30% higher than GMV counts.
- Staff completed the Rt. 211 extension to accommodate the new HOP lot coming online in October. Staff implemented the Rt. 211 extension that began October 15th.
- Staff began reporting daily service reports to the Executive Director to help support ongoing improvement efforts.
- Staff continue working on refining the Rt. 10 revised schedule to improve OTP and frequency including on the weekends. Additionally, staff included time for charging with the installation of the on-route charger at Health South. This project is still in progress. Staff would like to implement a new schedule when charging infrastructure is in place and running.
- Staff continue to participate in the US 52 BRT Feasibility Study. Staff attended and assisted with the open house for the US 52 study in Moncks Corner.
- Staff continue to support and participate in the LCRT project. Staff participated in the LCRT Fare collection workshop. Staff helped with the Chamber Infrastructure LCRT tour. Staff also assisted with the onboard surveys for CARTA services.
- Staff participated in weekly meetings with operations reviewing different issues regarding staffing and missed service.
- Staff assisted with monthly NTD sample reporting of ridership.
- Staff attended We Drive U safety meetings to reinforce signing into tablets, submitting ridership counts, and reporting problem areas/ stop issues.

2. Downtown Route Study

- Staff will continue to coordinate with City and Stakeholders on implementation.

3. US 52 BRT Study

- Project team continued to hold regular PMT Meeting.
- Project team held public meetings in Moncks Corner and Goose Creek; online meeting is available until November 15.
- HNTB completed the existing conditions and short range recommendations for TCL routes.
- Next stakeholder committee meeting is November 19.

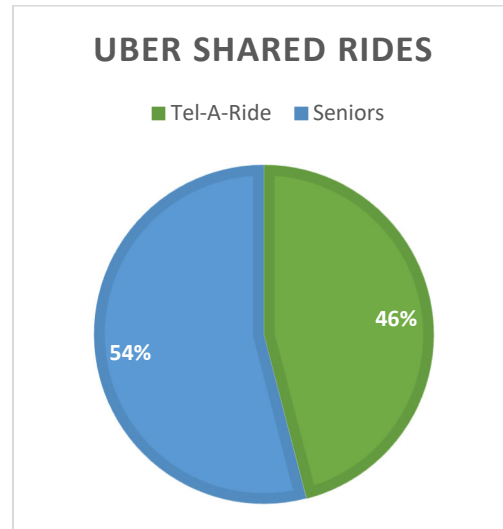
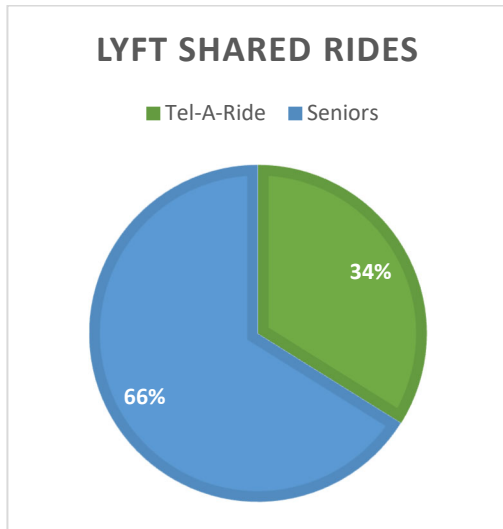
4. CARTA OnDemand (TNC Pilot)

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

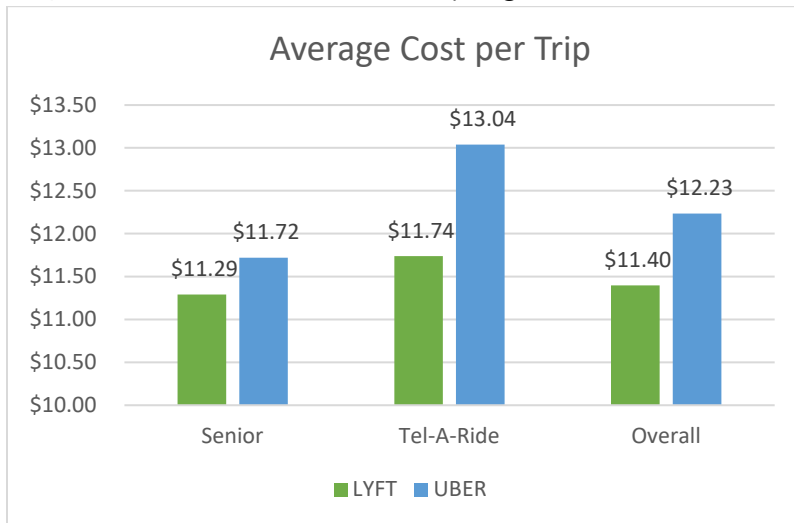
MEMORANDUM

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

In October 2024, there were 1,676 senior riders and 171 Tel-A-Ride customers approved to use OnDemand service, a total of 1,847. Also in October, CARTA OnDemand had a total of 4,063 trips with 44% of the trips being taken by paratransit customers and 46% being taken by senior customers. There was an increase of 549 trips taken from last month, causing a significant increase in cost.



In October, the 4,063 trips (Tel-A-Ride and senior) averaged \$12.05 per trip. Tel-A-Ride trips averaged \$12.83 and senior trips averaged \$11.61. To date (February 2021 – present), CARTA has spent a total of \$484,930 on the OnDemand program.



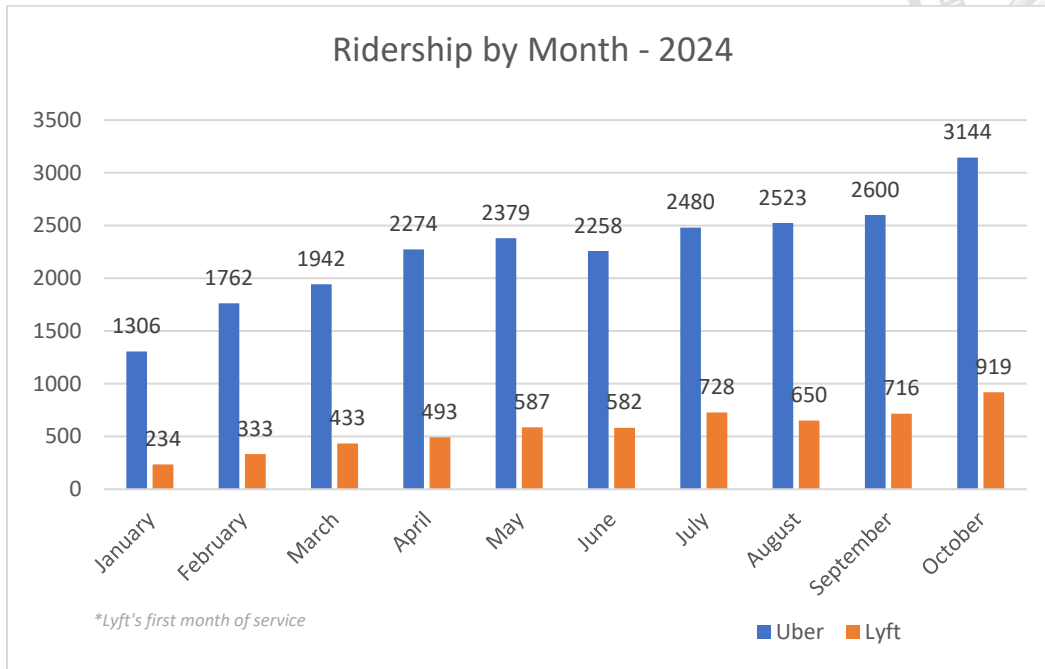
LYFT STATISTICS

- 919 Trips provided
- Avg Trip Cost: **\$11.40**
- 110 Unique Riders
- Total Cost: **\$10,474.15**

UBER STATISTICS

- 3144 Trips provided
- Avg Trip Cost: **\$12.23**
- 340 Unique Riders
- Total Cost: **\$38,465.54**

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 on a monthly basis
- 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:

- 100 Military Magnet Academy- Shelters and pads have been installed and inspected. Ribbon Cutting ceremony to be held.
- Parlor Dr. – Letter of Consideration has been submitted. No further approval is needed for this location.
- 1906 Belgrade Ave– Letter of Consideration has been submitted. No further approval is needed for this location.
- 2451 Raymond Ave – Letter of Consideration has been submitted. No further approval is needed for this location.
- 14 Raymond Ave – Letter of Consideration has been submitted. No further approval is needed for this location.
- 4809 Woodville Rd– Letter of Consideration has been submitted. No further approval is needed for this location.
- Lifestyle Communities @Point Hope – Letter of Consideration has been submitted. No further approval is needed for this location.
- Cooper Crest Apartments- CARTA initiating infrastructure.
- 21 Greenridge Rd – CARTA initiating infrastructure. The design team proposed four location options, showing the variances between them all and suggesting the best location and price. Pending approval.
- Stop 284 @ 3812 W Montague – Shelter installed. Shelter has been inspected and is up to standard.
- Courier Square II – Currently reviewing site plans and determining the need.
- Stop ID 326 @ Dorchester Rd./ Montague Ave
- 3640 Dorchester Rd. - Easement Agreement pending developer signature.
- 133 Azalea Dr / Meridian Rd- Installed the bench. ADA tactile pad has been installed and inspected. The installation is up to standard and is upholding well. Awaiting shelter installation.
- 65 Rivers Ave / Rebecca St- Shelter in construction progress. Making provisions so that it coincides with the LCRT.
- 710 Coleman Blvd / Patriots Point Rd- Shelter in progress.
- 674 Coleman Blvd / Patriots Point Blvd- Shelter in progress.
- Glenn McConnell Parkway- All shelters and pads have been installed. All signage and map installations have been installed,
- 135 The Citadel- Shelter in progress.
- 304 Morrison Dr / Jackson St - Bench Only in progress. Issue with ADA.
- 302 Morrison Dr / Jackson St (Sanders-Clyde Elementary)- Shelter. Issue with ADA.
- Savage Road: Installation of sidewalks and shelter pads scheduled to start in Spring 2024 with completion by Jan 2025.
- Dorchester Road – SCDOT Safety Audit, currently reviewing for SCDOT. Updating plans in Fall of 2024.
- 484 King St / Mt. Pleasant St- CARTA initiated infrastructure.

MEMORANDUM

- 329 America St / Columbus St- CARTA initiated infrastructure.
- 783 Calhoun St / Ashley Ave- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.
- 575 Calhoun St / Jonathan Lucas St (far side) - CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.
- 485 Jonathan Lucas St / MUSC Quad- CARTA initiated infrastructure. Shared easement agreement. Reached out to MUSC on easement agreement progress in May 2024.
- 549 Waterfront Park- CARTA initiated infrastructure.
- Homes of Hope Affordable Housing- HWY 61

Solar Lighting Project

Solar lighting systems provide security and illumination in needed areas when grid power is unattainable or costly to bring to a site. CARTA has invested \$178,180 into solar lights for the region. To date 127 have been installed.

Digital Signage

We continue to monitor digital signs. We are seeing issues with accuracy and have shared those concerns with the vendor.

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

Three locations have been selected for new digital signs. DRC will review on November 21st.

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

6. Shipwatch Square/Transit Hub

- NEPA: Project team is updating the class of action request based on input from community meeting and cultural resources survey.
- A&E Design: Project provided updated concept design for review.
- Public Involvement Task: Project team continued to monitor input during public comment period.
- Workforce Development Task: Began developing IGA with Trident Tech to begin workforce development task.

7. Transit Oriented Development Study

- The final reports have been completed by the consultant.
- A virtual online meeting is in development to begin early 2025.
- Phase 3 scope is in development, to be procured early 2025.

MEMORANDUM

8. Lowcountry Rapid Transit

A&E Design: 90% Design is underway, scheduled for submittal for review in early 2025.

Key Stakeholder Coordination: Project team members continue to meet with stakeholders, community members and property owners. Key Stakeholder Meetings will be held in October/November in advance of public meeting on December 3.

FTA Coordination: Bi-Monthly and quarterly meetings were held with FTA and the Project Management Oversight Consultant (PMOC) throughout the Engineering phase. PMOC participates in monthly risk review meetings. An onboard survey is underway to support ridership forecasts.

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. A reevaluation document for 60% design was submitted to FTA in August 2024 and was approved by FTA in October 2024. No change in NEPA determination.

Maintenance Facility: 30% Design is complete, scoping for Final design is underway. A Value Engineering Workshop is scheduled for November.

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

Public Involvement: Stakeholder and neighborhood meetings are ongoing. A public meeting will be held on December 3 with a virtual meeting starting in November. The project team is in the process of updating website and visualizations for those meetings.

ROW Acquisition: With the 60% design complete, SCDOT has started the ROW acquisition for the corridor.

Utility Coordination: With the 60% design complete, Utility Coordination task is underway.

Systems Integration: With 60% design complete, tasks associated with transit systems and integration (vehicles, fare vending, technology, etc. are being initiated). A charging analysis for battery electric buses for on route vs. depot charging was completed, and additional meetings related to TSP, AVL and Fare Vending are underway.

9. Dorchester TSP

The TSP Team has been working on the following tasks:

- Bi-Monthly Meetings
- Submitted transit gap analysis, staffing analysis, IGA, and signal gap analysis for review

MEMORANDUM

- Upcoming coordination meeting with CARTA technology providers, staff, and partners to discuss IGA and next steps.

10. Mt. Pleasant Street Park and Ride

We are working with Dominion Energy on a relocation concept to resolve SCDOT/City of Charleston comments along King Street.

11. Fairgrounds Park and Ride

The ECFC & CARTA lawsuit is on-going and will go before Judge Dukes on December 2, 2024. Attorneys for both sides continue to work through the items and come to an agreement.

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

The property has been purchased. The adjacent property owner has agreed to sell CARTA the easement for \$135,000 upon final approval of the agreement. 30% Design is complete, scoping for Final design is underway.

13. Mobile Ticketing Sales & Use

During the month of October 2024, mobile ticket sales totaled \$33,869.86. This a 42.7% increase in sales revenue over October 2023 and 8.9% increase over September 2024. Mobile ticket sales comprised 19.4% of total farebox revenue for the month and totals 19.4% of the revenue fiscal year to date. Mobile ticketing revenue comprised 15.4% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 42.7% greater than mobile ticket sales last year fiscal year to date. There were 1,854 unique users over the month, conducting 28,889 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. The project to upgrade the ticketing validator was completed with the full rollout to customers occurring on July 10, 2024. The upgrade was well received by customers and bus operators, both noting the ease of use, faster processing, and better reliability. The hardware continues to perform as expected and is meeting all benchmarks.



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: November 7th, 2024
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: October 2024 Ridership Report Summary Statistics

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

- Ridership for the month was 206,398 which is a 2.0% increase from October of last year and a 6.8% increase from the month of September.
 - Fare Riders 62.91% of total
 - Pass Riders 30.98% of total
 - Transfers 6.11% of total
- The passengers per hour averaged 11.2, which is a 5.9% decrease from October of last year and a 3.5% decrease from the month of September.
 - The average cash payment per passenger was \$0.46, a 12% decrease from last year.
- Revenue for the month totaled \$280,786.60, an 8.0% decrease from last year.
 - Farebox Revenue 67.3% of total
 - Pass/Presale Revenue 32.7% of total
- The system wide cost per passenger was \$6.46.
- Routes that did not meet performance standards include Rt. 41 - Coleman Blvd. and Rt. 104-Montague Ave.
- Farebox recovery for the system was 17.4%.
- Tel-A-Ride ridership for the month was 5,071.

- The cost per Tel-A-Ride trip was \$41.69.

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

CARTA Monthly Performance October 2024

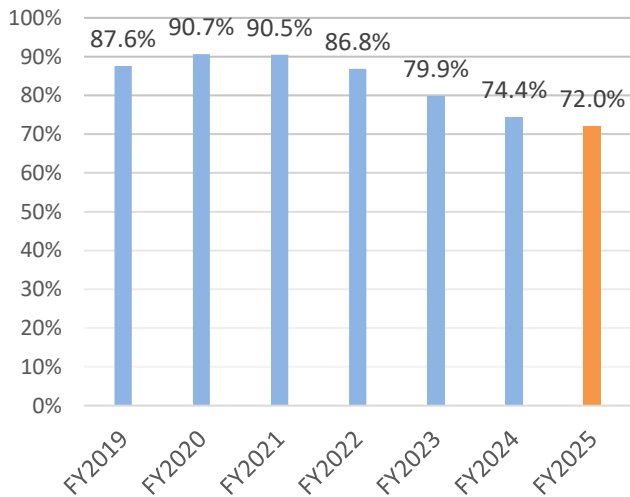
Fixed Route Performance:

- Passengers per Hour: 11.2
- On Time Performance: 72%
- Complaints per 100,000 Passengers: 2.4
- Compliments per 100,000 Passengers: 0.0
- Miles between Road Calls: 18,243
- Revenue Vehicle Accidents per 100,000 Miles: 7.4
- Preventable Accidents per 100,00 Miles: 1.2

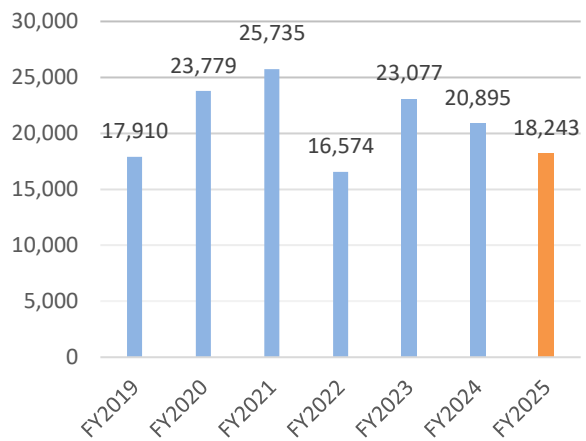
Fixed Route Annual Trends FY 2019 – FY2025

(Notes: 1 - FY2025 is partial year data)

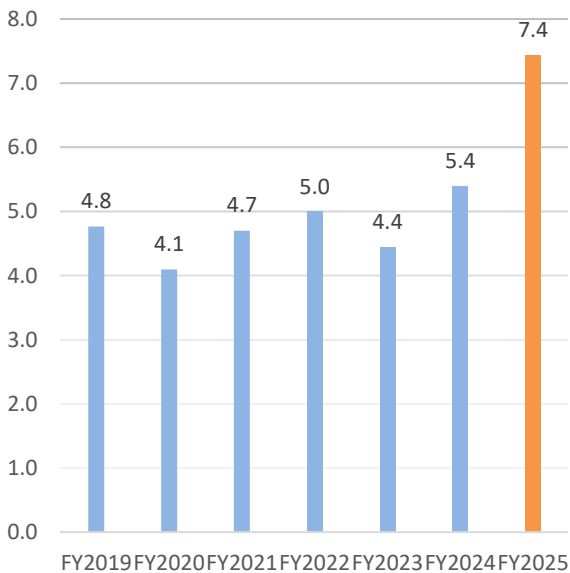
ON TIME PERFORMANCE



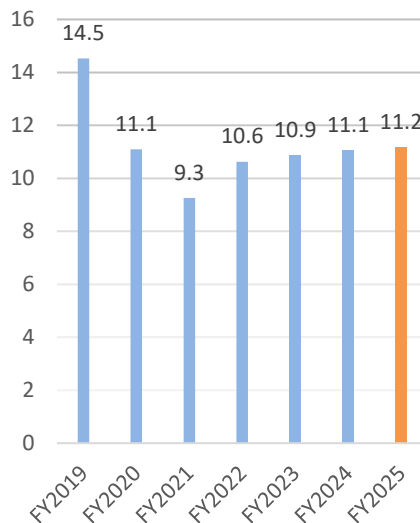
TOTAL MILES B/W ROAD CALLS



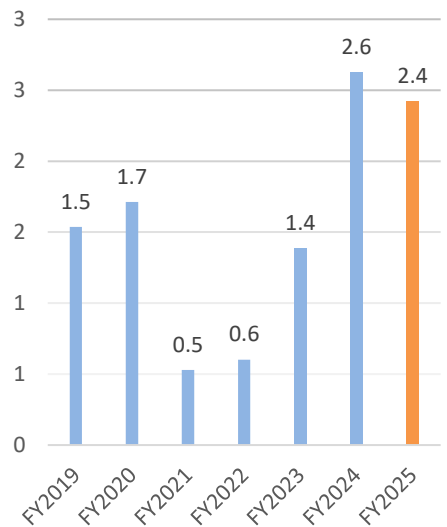
ACCIDENTS PER 100,000 MILES



PASSENGERS PER HOUR



COMPLAINTS PER 100,000 PSGRS



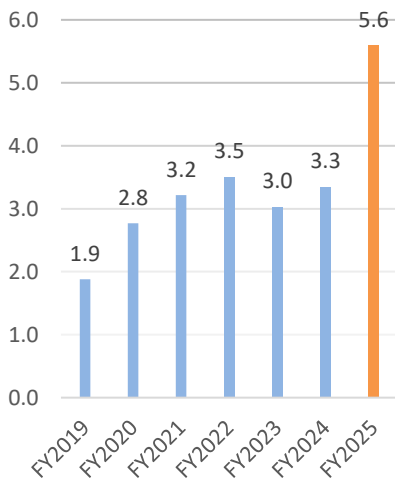
Paratransit Performance:

- Total Passengers: 5,071; Passengers per Hour: 1.7
- No Shows: 204
- On-Time Performance: 83%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: 23,771
- Total Revenue Accidents per 100,000 Miles: 5.6
- Preventable Accidents per 100,000 Miles: 1.9

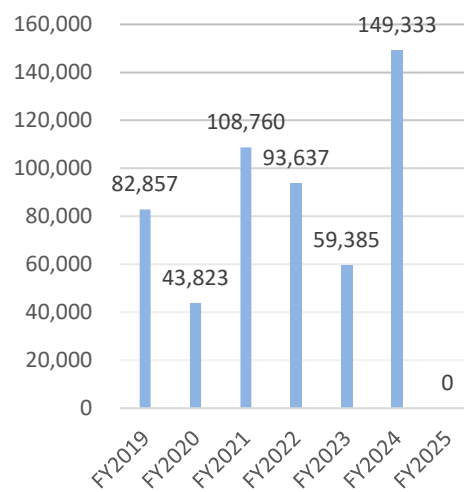
Paratransit Annual Trends - FY2019 – FY2025

(Notes: 1 - FY2025 is partial year data; 2- Effective January 2021, cancelled at door is rolled into No Shows)

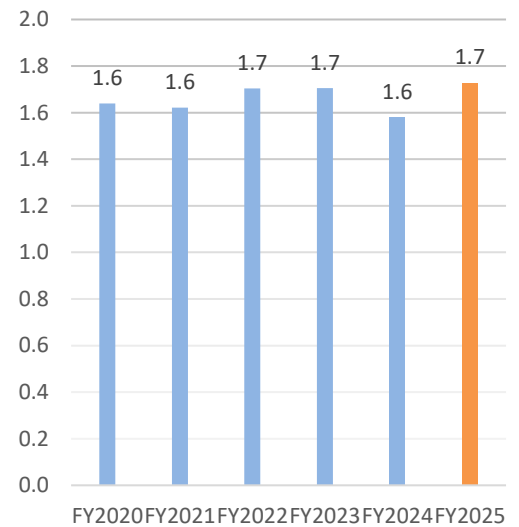
ACCIDENTS PER 100,000 MILES



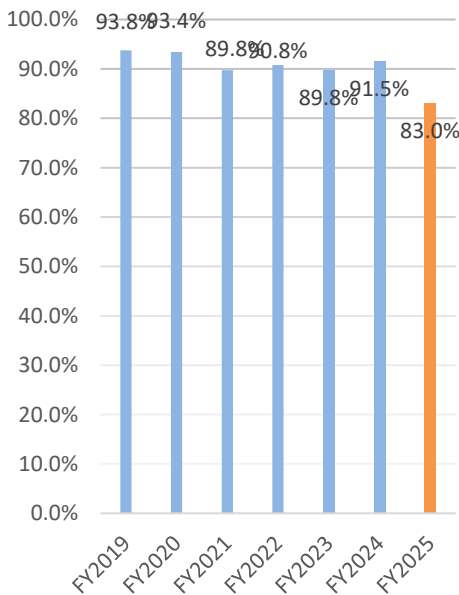
MILES B/W ROAD CALLS



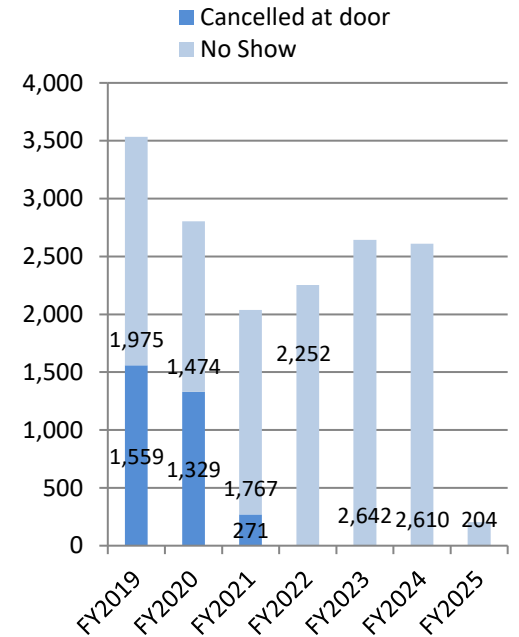
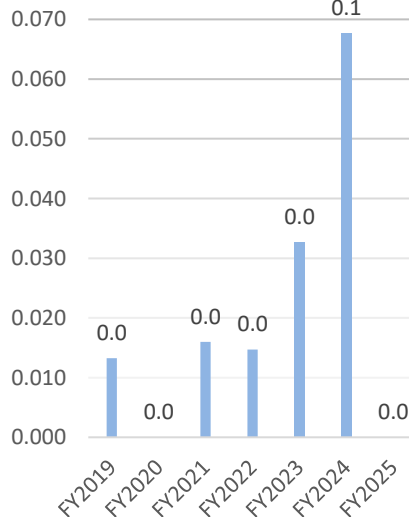
PASSENGERS PER HOUR



ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



Revenue/Cost/Ridership for the Month of October 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	\$355.82	\$ 11,816.09	\$ 12,466.70	\$12,171.91	\$ 63,041.94	721.69	19.3%	\$ 7.96	1.91%	-5.00%	9	9	-1%	15	6,296	6,391	95	2%	3.10%
2 Mt. Pleasant-West Ashley Express	\$ 524.00	\$ 7,452.44	\$ 7,858.73	\$ 7,976.44	\$ 62,511.70	715.62	12.8%	\$ 9.41	-4.64%	-5.00%	7	8	11%	15	4,991	5,793	802	16%	2.81%
3 Dorchester Rd-Summerville Express	\$457.08	\$ 5,514.94	\$ 6,310.64	\$5,972.02	\$ 43,357.76	496.35	13.8%	\$ 8.52	-3.62%	-5.00%	8	9	17%	15	3,632	4,385	753	21%	2.12%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 35,730.36	\$ 14,359.95	\$ 53,815.52	\$ 50,090.31	\$ 250,213.65	2,864.39	20.0%	\$ 4.56	2.62%	-10.00%	15	15	0%	20	42,102	43,868	1,766	4%	21.25%
11 Dorchester Rd/Airport	\$ 10,328.00	\$ 4,653.60	\$ 15,878.26	\$ 14,981.60	\$ 107,393.78	1,229.42	14.0%	\$ 6.50	-3.45%	-10.00%	12	12	0%	20	13,990	14,216	227	2%	6.89%
12 Upper Dorch/Ashley Phosphate Rd	\$ 12,025.08	\$ 4,700.17	\$ 16,847.94	\$ 16,725.25	\$ 116,580.72	1,334.59	14.3%	\$ 6.95	-3.05%	-10.00%	10	11	4%	20	13,352	14,359	1,007	8%	6.96%
13 Remount Road	\$ 4,598.28	\$ 2,158.39	\$ 5,604.25	\$ 6,756.67	\$ 74,090.37	848.17	9.1%	\$ 10.21	-8.28%	-10.00%	8	8	-4%	20	5,030	6,594	1,564	31%	3.19%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00	\$ 59,676.22	683.16	10.1%	\$ 3.88	-7.34%	-10.00%	19	20	8%	20	11,960	13,821	1,861	16%	6.70%
30 Savannah Highway	\$ 3,962.58	\$ 1,665.12	\$ 5,355.48	\$ 5,627.70	\$ 58,733.68	672.37	9.6%	\$ 10.44	-7.82%	-10.00%	8	8	0%	20	4,882	5,087	205	4%	2.46%
31 Folly Road	\$ 3,273.55	\$ 1,577.55	\$ 5,679.50	\$ 4,851.10	\$ 76,358.93	874.14	6.4%	\$ 14.84	-11.04%	-15.00%	6	6	-3%	10	4,939	4,819	(119)	-2%	2.33%
32 North Bridge	\$ 6,223.83	\$ 3,078.68	\$ 7,780.18	\$ 9,302.51	\$ 76,343.21	873.96	12.2%	\$ 7.13	-5.21%	-10.00%	9	11	19%	20	7,577	9,405	1,828	24%	4.56%
33 St. Andrews/Ashley River Rd	\$ 6,827.67	\$ 3,551.94	\$ 11,258.74	\$ 10,379.61	\$ 66,543.93	761.78	15.6%	\$ 5.18	-1.80%	-10.00%	14	14	0%	20	10,646	10,851	205	2%	5.26%
40 Mt. Pleasant	\$ 3,470.89	\$ 1,355.84	\$ 5,316.81	\$ 4,826.73	\$ 59,269.15	678.50	8.1%	\$ 13.14	-9.25%	-10.00%	7	6	-8%	20	4,456	4,142	(314)	-7%	2.01%
41 Coleman Boulevard	\$ 1,223.54	\$ 403.41	\$ 1,187.79	\$ 1,626.95	\$ 35,643.60	408.04	4.6%	\$ 27.60	-12.83%	-10.00%	2	3	22%	20	976	1,232	257	26%	0.60%
42 Wando Circulator	\$ 806.24	\$ 333.88	\$ 1,036.96	\$ 1,140.12	\$ 32,767.06	375.11	3.5%	\$ 31.01	-13.92%	-15.00%	2	3	16%	10	868	1,020	152	17%	0.49%
102 North Neck/ Rutledge Ave	\$ 1,179.37	\$ 793.69	\$ 2,413.02	\$ 1,973.06	\$ 44,774.63	512.57	4.4%	\$ 17.65	-12.99%	-15.00%	5	5	-14%	10	2,676	2,425	(251)	-9%	1.17%
103 Leeds Avenue	\$ 477.24	\$ 371.92	\$ 675.45	\$ 849.16	\$ 16,303.60	186.64	5.2%	\$ 13.60	-12.19%	-15.00%	4	6	54%	10	690	1,136	446	65%	0.55%
104 Montague Avenue	\$ 1,499.68	\$ 773.69	\$ 2,414.05	\$ 2,273.37	\$ 67,482.97	772.53	3.4%	\$ 27.59	-14.03%	-10.00%	5	3	-42%	10	2,539	2,364	(176)	-7%	1.15%
203 Medical Shuttle	\$ 1.20	\$ 45,426.34	\$ 49,930.34	\$ 45,427.54	\$ 45,462.98	520.45	99.9%	\$ 0.00	82.52%	-10.00%	24	22	-4%	10	11,510	11,691	181	2%	5.66%
210 Aquarium/ CofC DASH	\$ -	\$ 33,991.44	\$ 49,414.44	\$ 33,991.44	\$ 74,053.68	847.75	45.9%	\$ 4.32	28.50%	-15.00%	17	11	-35%	10	13,028	9,274	(3,754)	-29%	4.49%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 109,001.08	1,247.82	23.7%	\$ 3.94	6.26%	-15.00%	24	17	-30%	10	22,934	21,111	(1,823)	-8%	10.23%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 39,004.08	446.51	25.1%	\$ 2.86	7.71%	-15.00%	24	23	-7%	10	10,909	10,211	(698)	-6%	4.95%
301 Glenn McConnell Circulator	\$ 1,521.35	\$ 720.88	\$ 2,432.39	\$ 2,242.23	\$ 35,223.43	403.23	6.4%	\$ 14.98	-11.03%	-15.00%	6	5	-8%	10	2,293	2,202	(91)	-4%	1.07%
TOTAL	\$94,485.76	\$ 186,282.84	\$ 305,260.07	\$280,768.60	\$ 1,613,832.17	18,474.8	17.4%	\$ 6.46			11.9	11.2	-6%		202,275	206,398	4,123	2.0%	100.0%

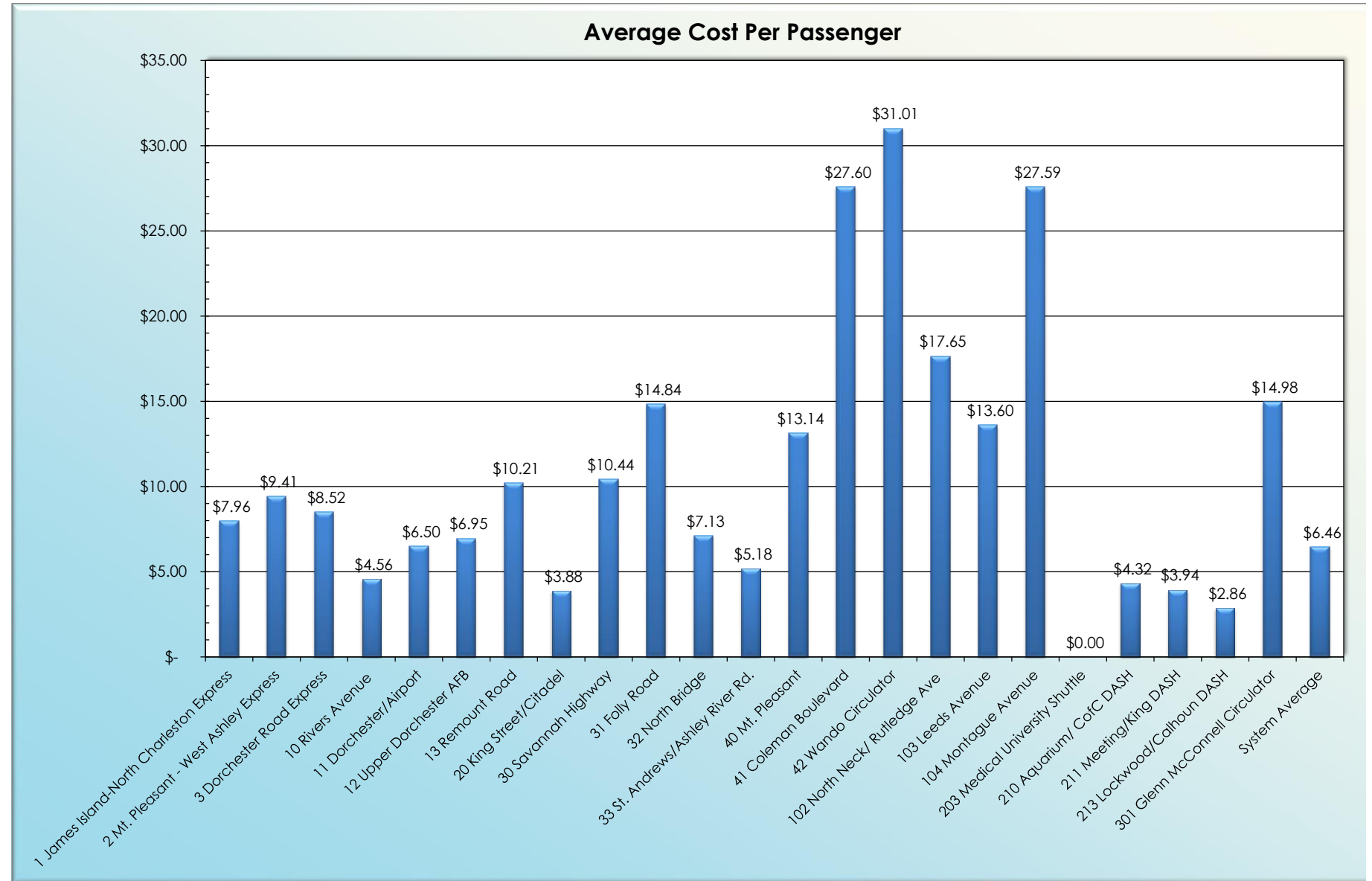
NOT meeting Revenue Recovery Standards

Meeting Passenger Per Hour Standards

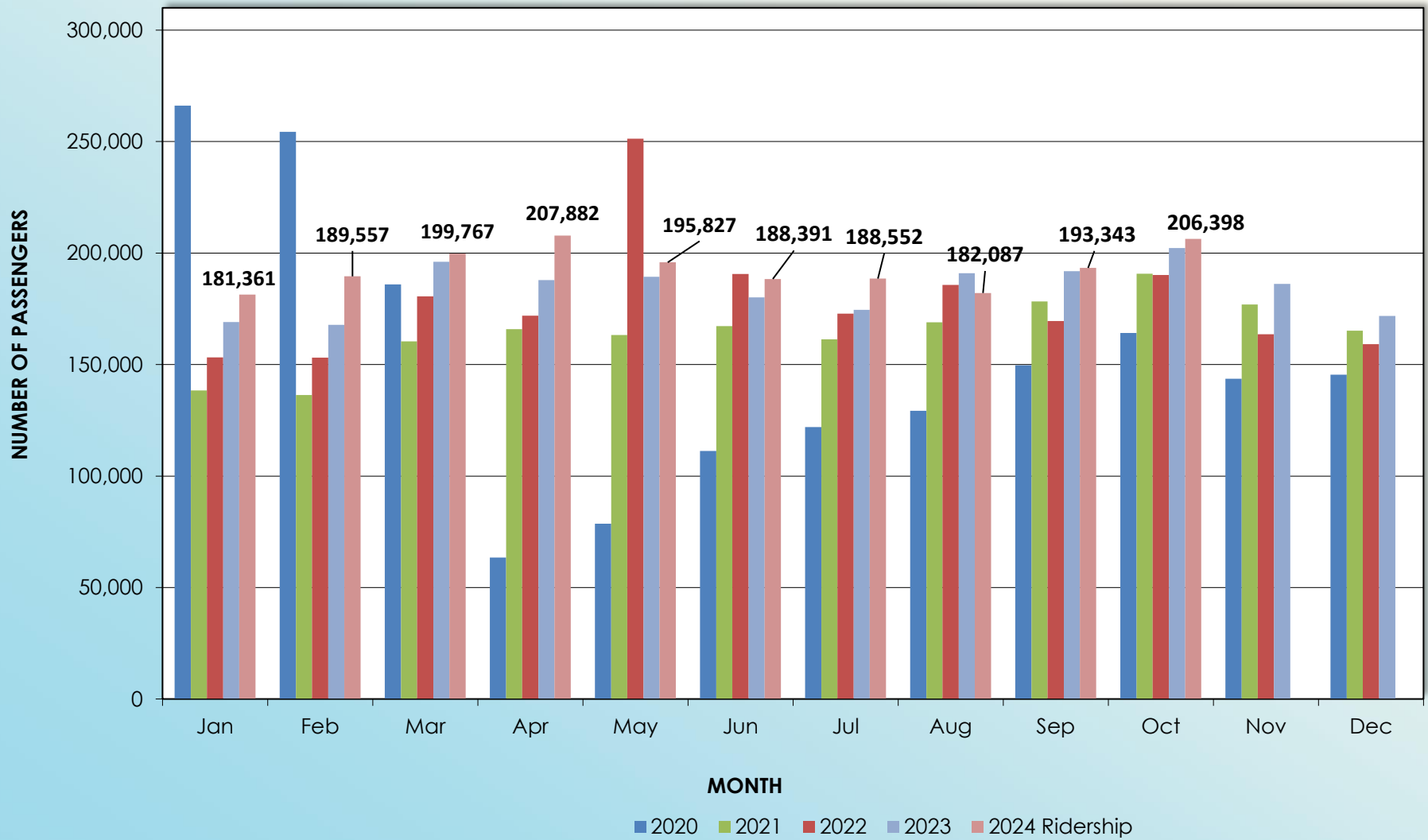
NOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of October 2024

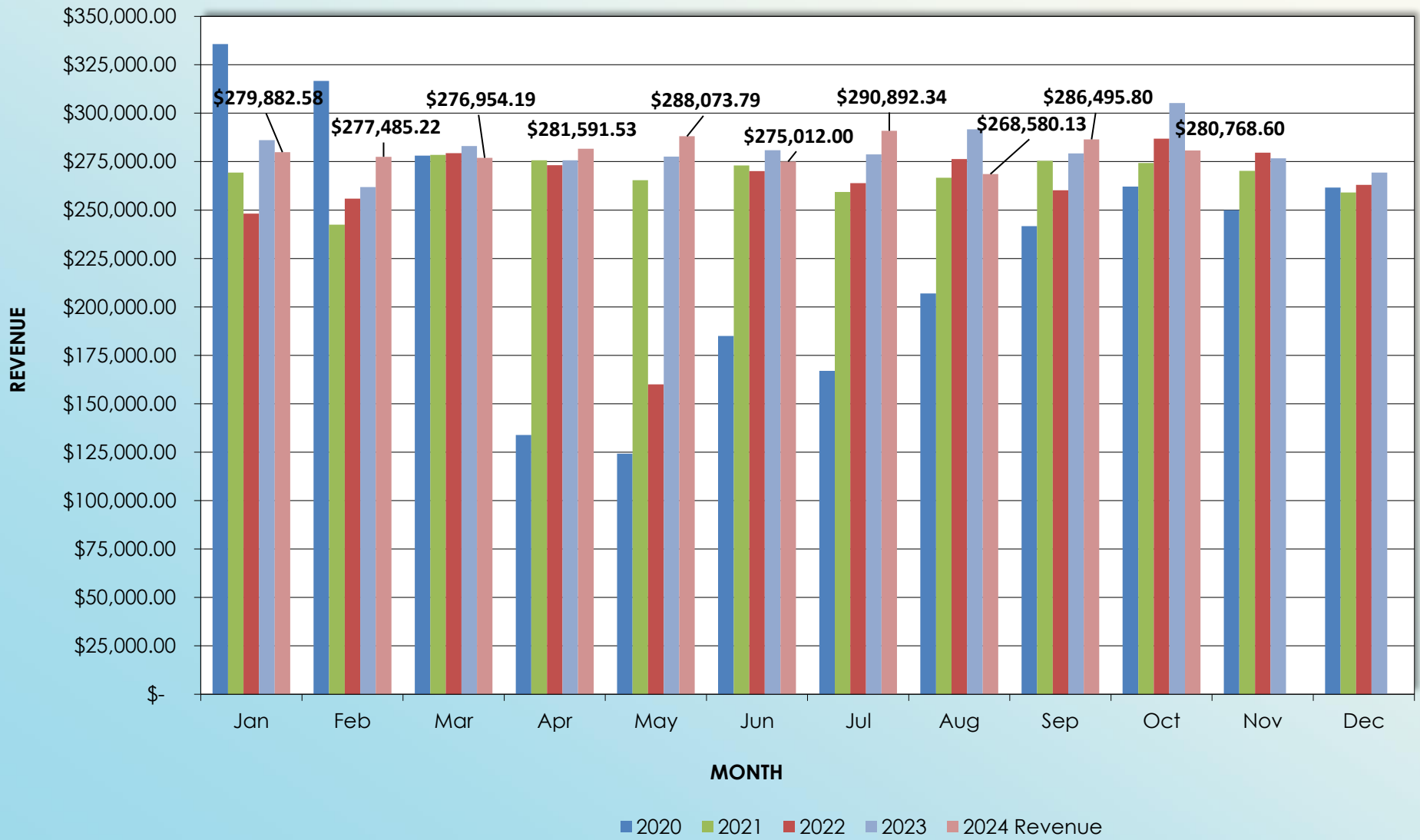
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 7.96
2 Mt. Pleasant - West Ashley Express	\$ 9.41
3 Dorchester Road Express	\$ 8.52
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.56
11 Dorchester/Airport	\$ 6.50
12 Upper Dorchester AFB	\$ 6.95
13 Remount Road	\$ 10.21
20 King Street/Citadel	\$ 3.88
30 Savannah Highway	\$ 10.44
31 Folly Road	\$ 14.84
32 North Bridge	\$ 7.13
33 St. Andrews/Ashley River Rd.	\$ 5.18
40 Mt. Pleasant	\$ 13.14
41 Coleman Boulevard	\$ 27.60
42 Wando Circulator	\$ 31.01
102 North Neck/ Rutledge Ave	\$ 17.65
103 Leeds Avenue	\$ 13.60
104 Montague Avenue	\$ 27.59
203 Medical University Shuttle	\$ 0.00
210 Aquarium/ CofC DASH	\$ 4.32
211 Meeting/King DASH	\$ 3.94
213 Lockwood/Calhoun DASH	\$ 2.86
301 Glenn McConnell Circulator	\$ 14.98
System Average	\$ 6.46



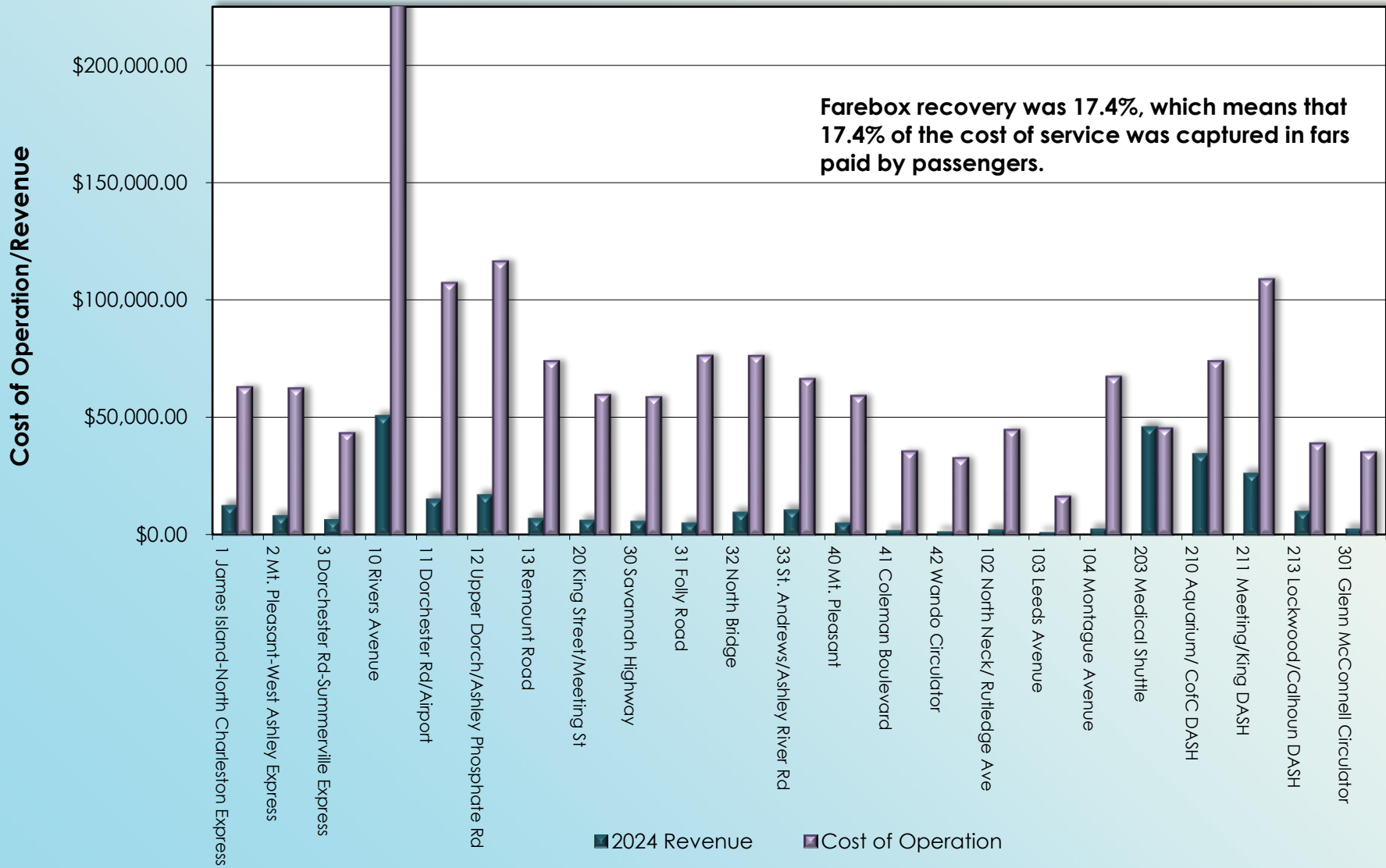
Fixed Route Ridership



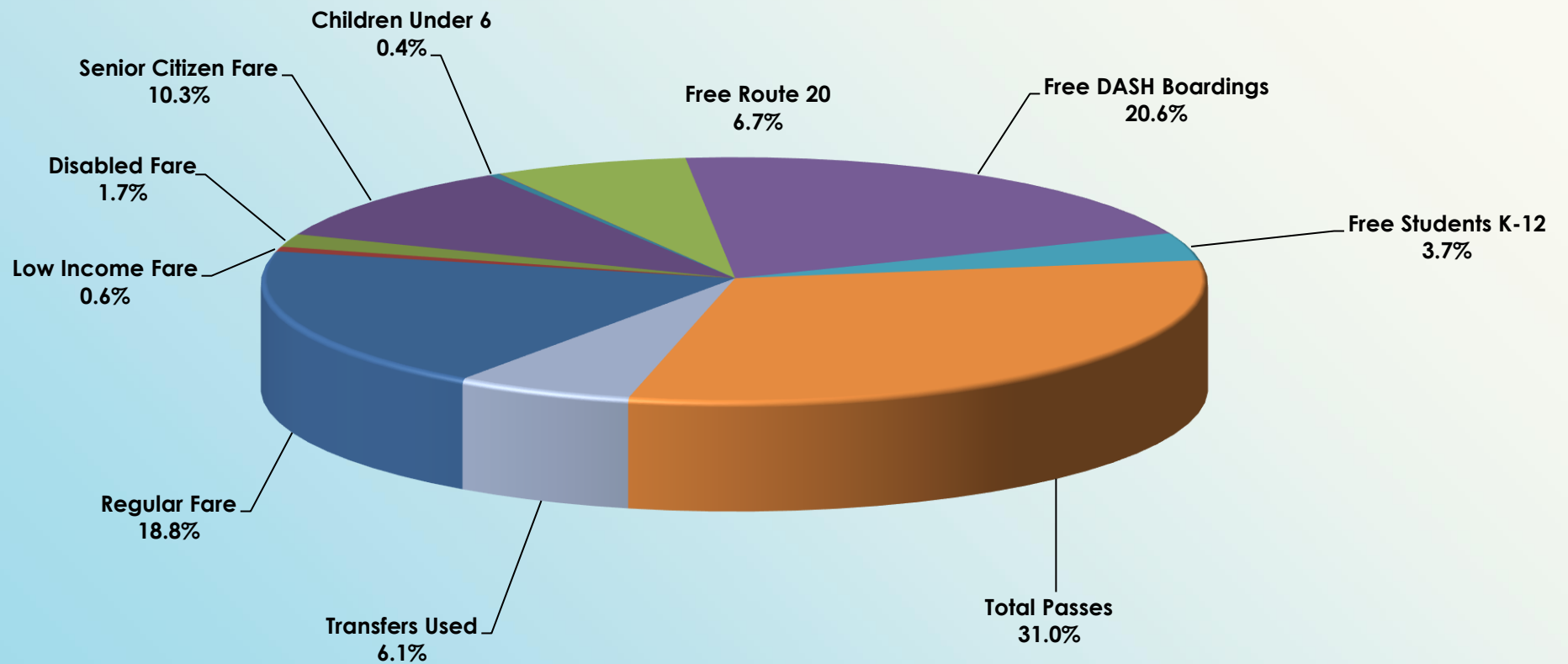
Fixed Route Revenue



Revenue & Cost by Route October 2024

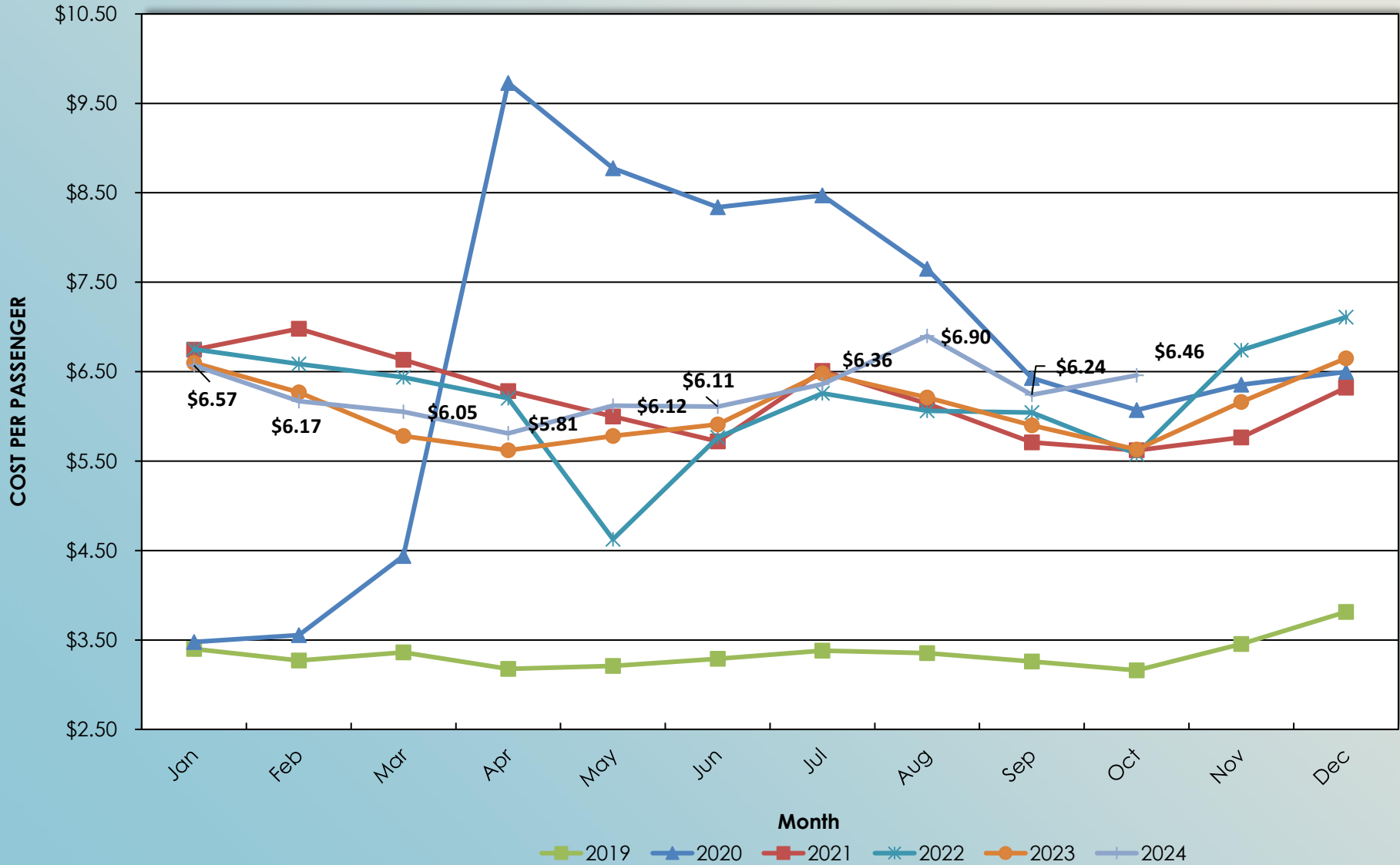


Ridership by Fare Type October 2024

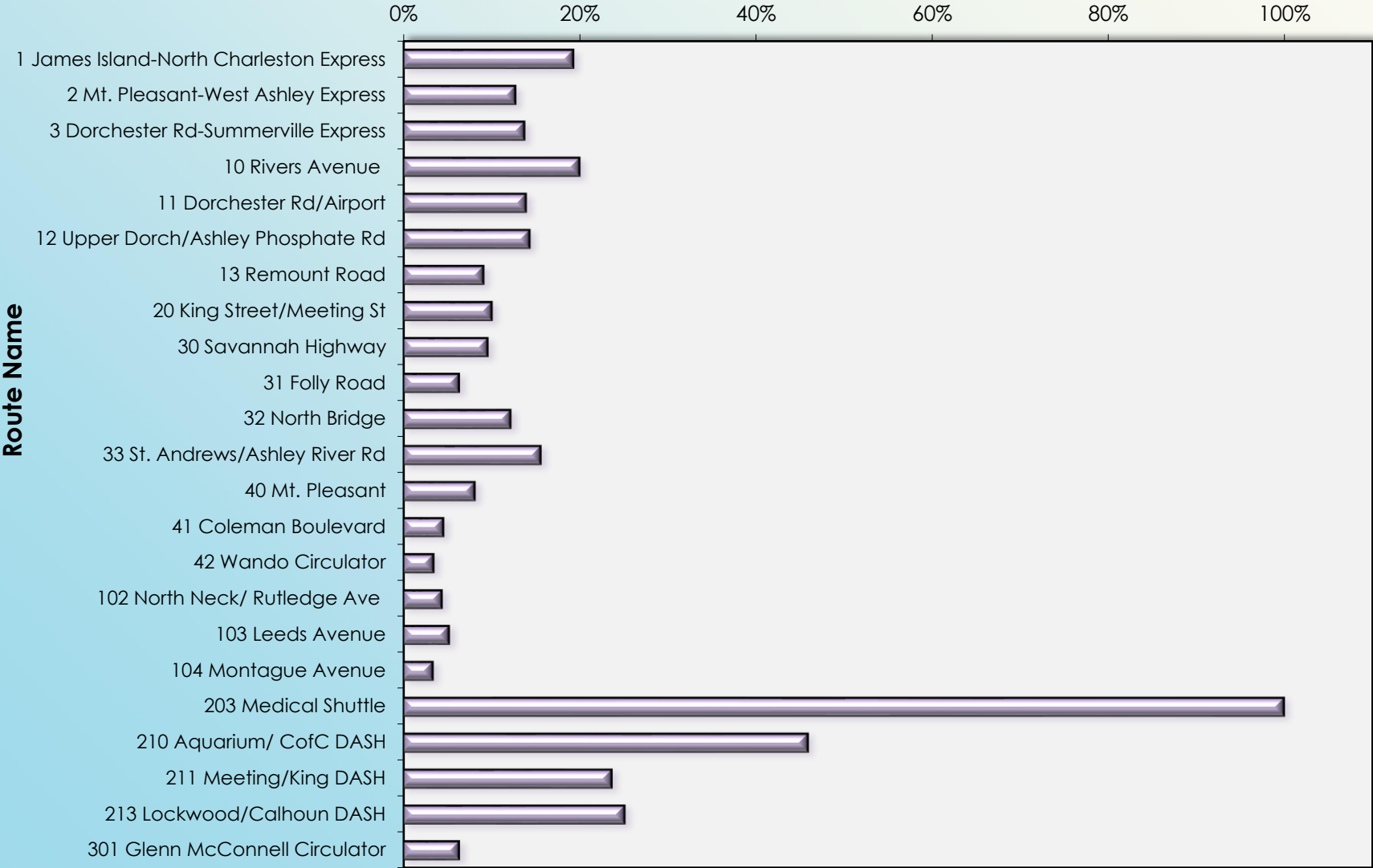


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|----------------------|-------------------|---------------------|--------------------------|-----------------------|
| ■ Regular Fare | ■ Low Income Fare | ■ Disabled Fare | ■ Senior Citizen Fare | ■ Children Under 6 |
| ■ HOP Shuttle | ■ Beach Shuttle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

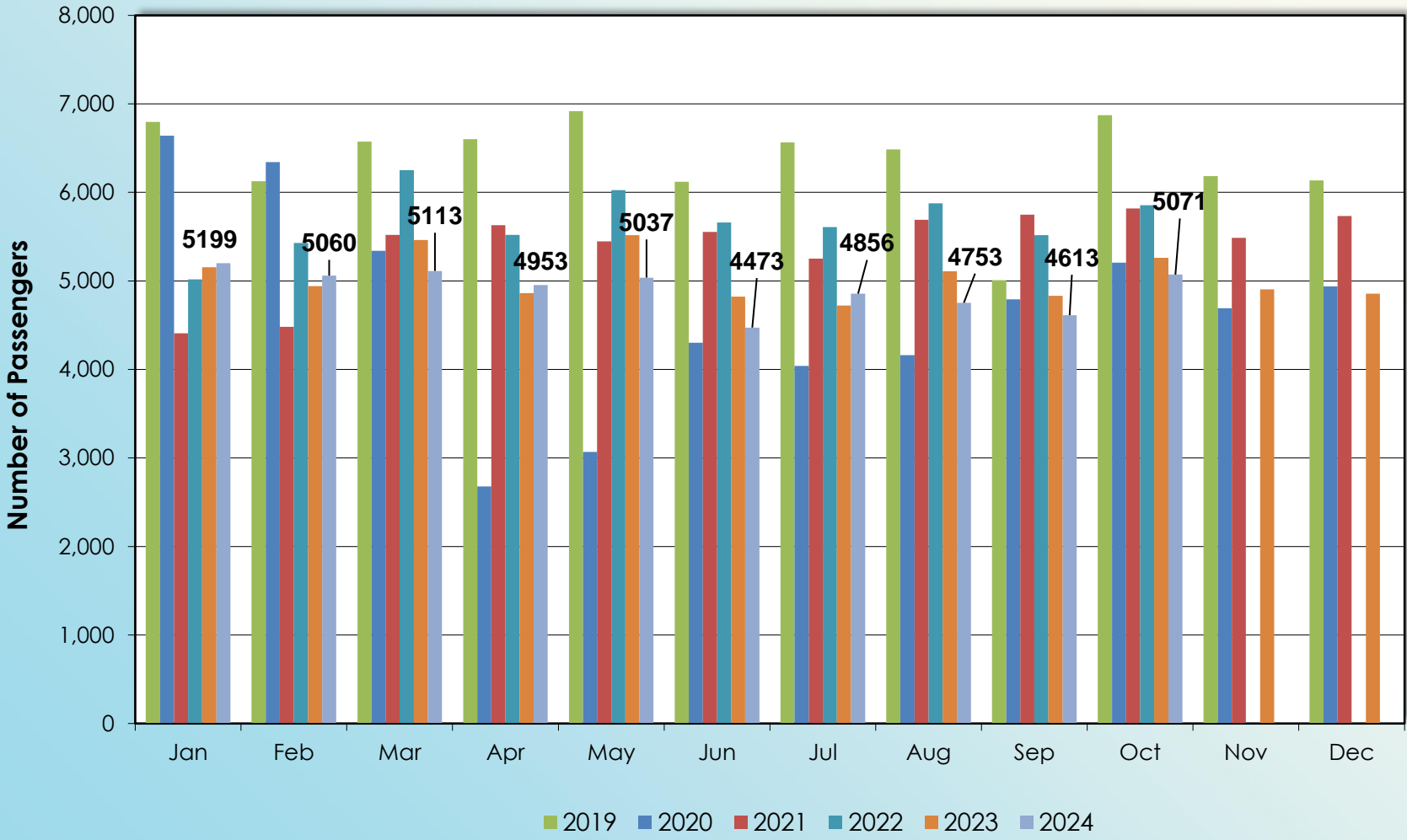
Fixed Route Cost Per Passenger



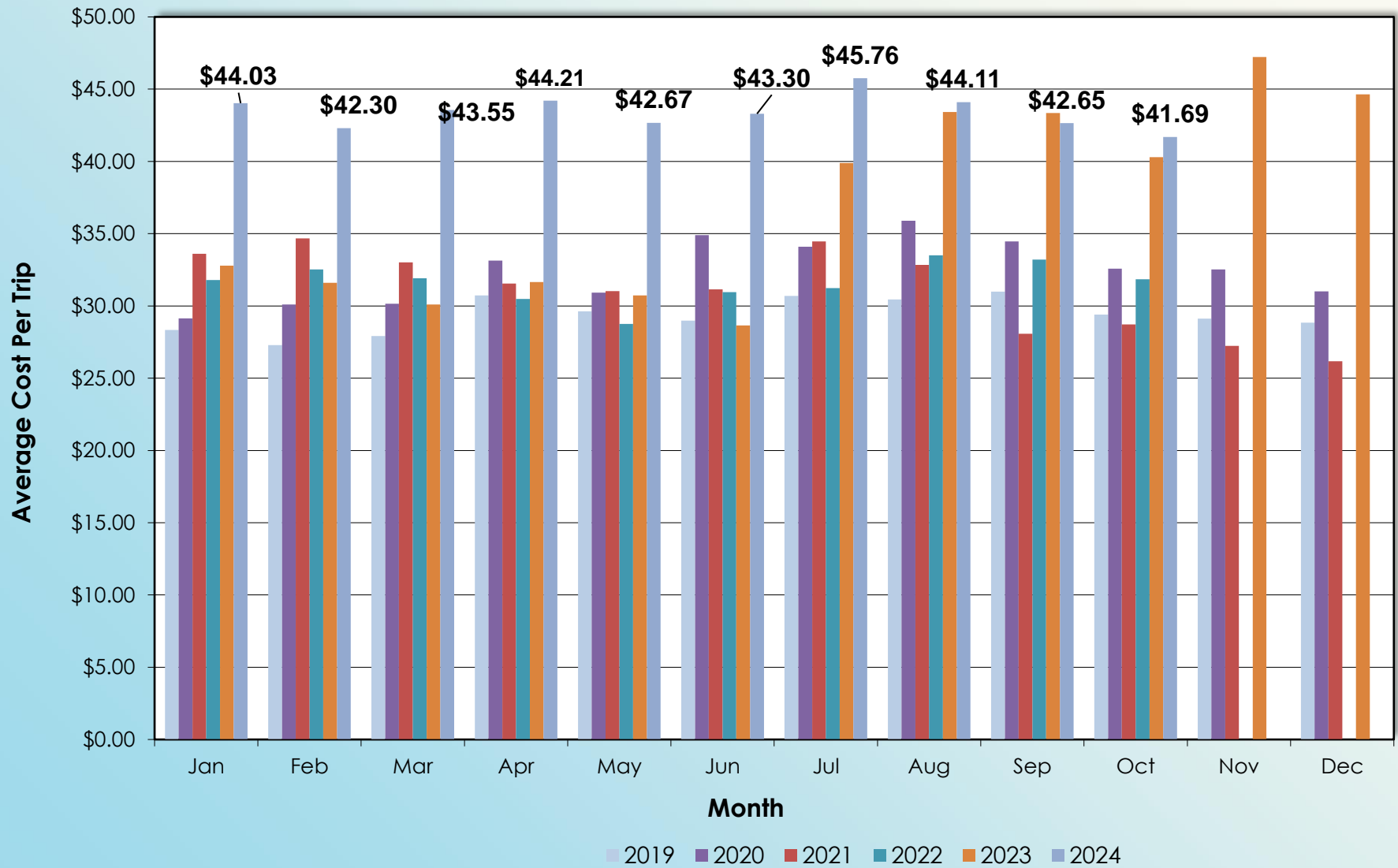
Percent Cost Recovered by Route October 2024



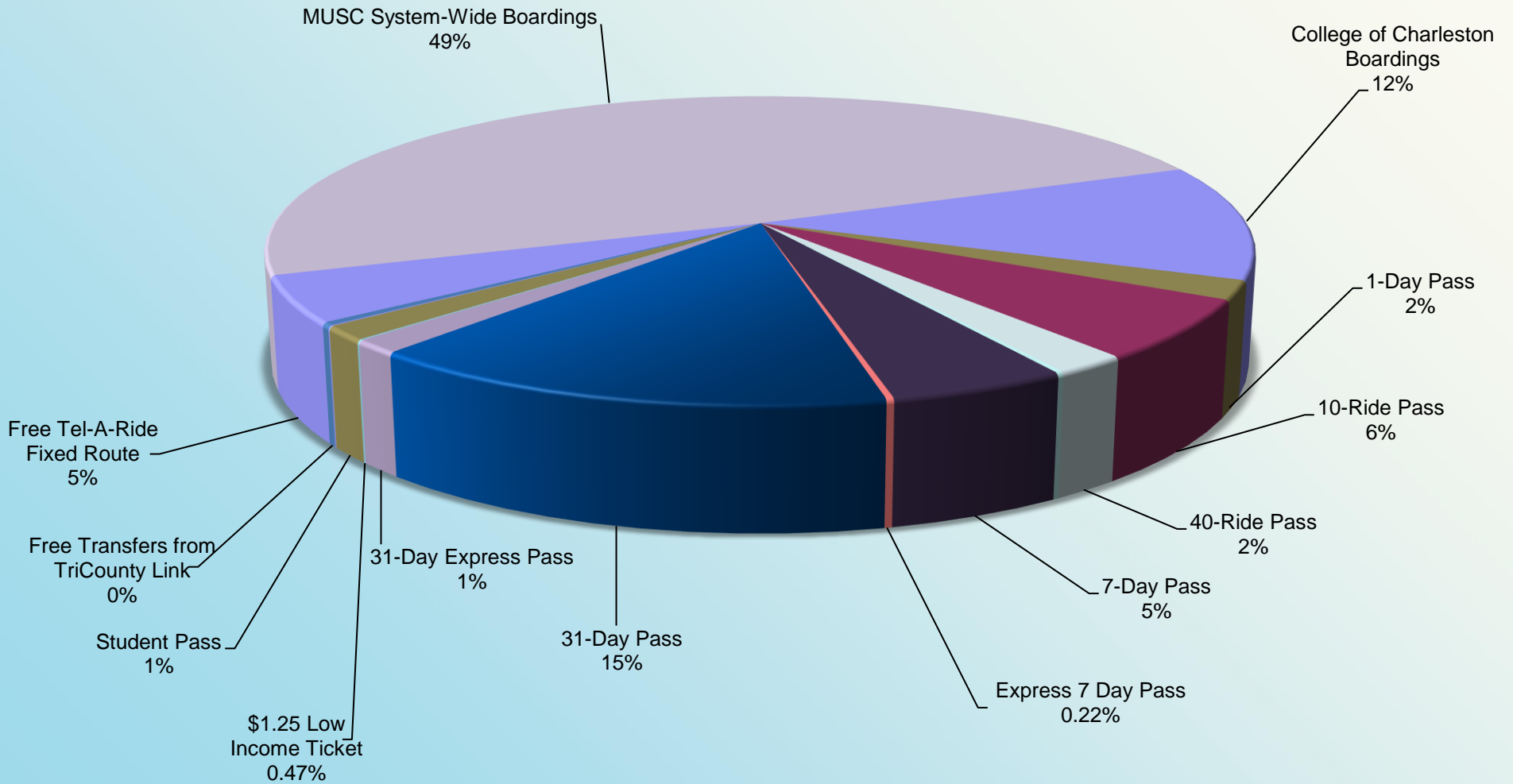
Tel-A-Ride Ridership



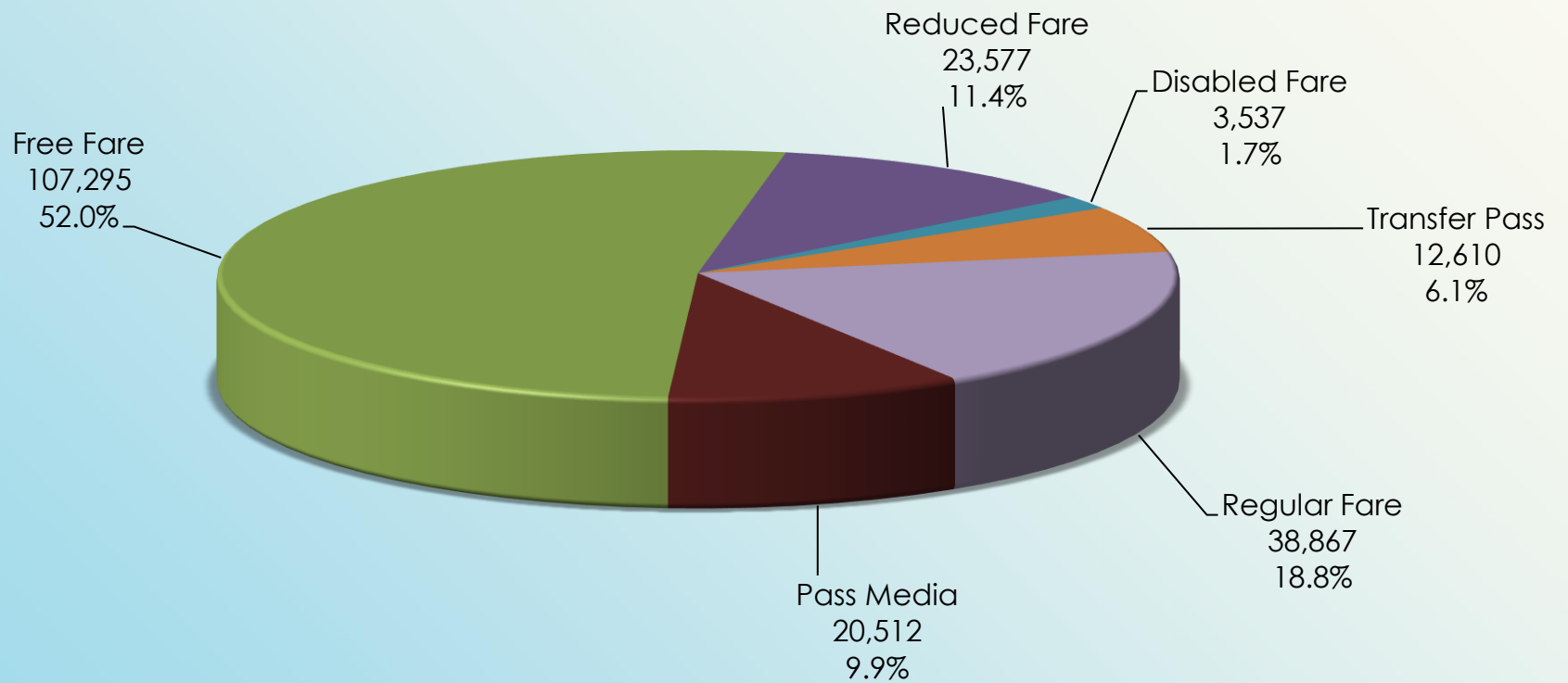
Average Cost Per One-Way Paratransit Trip



Pass Use by Type October 2024



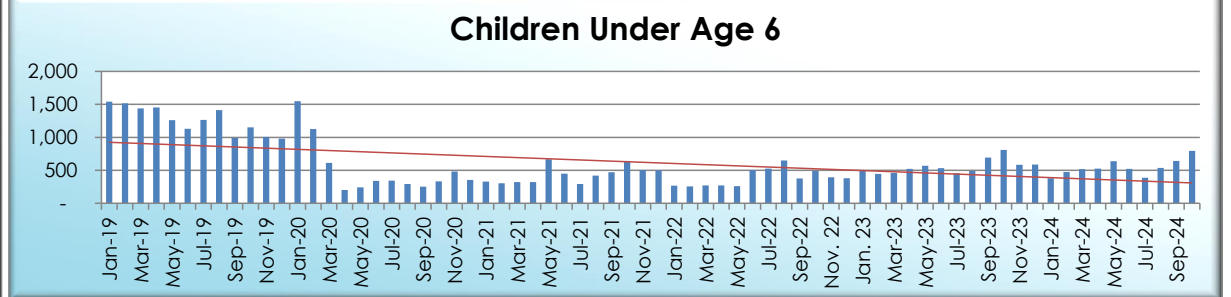
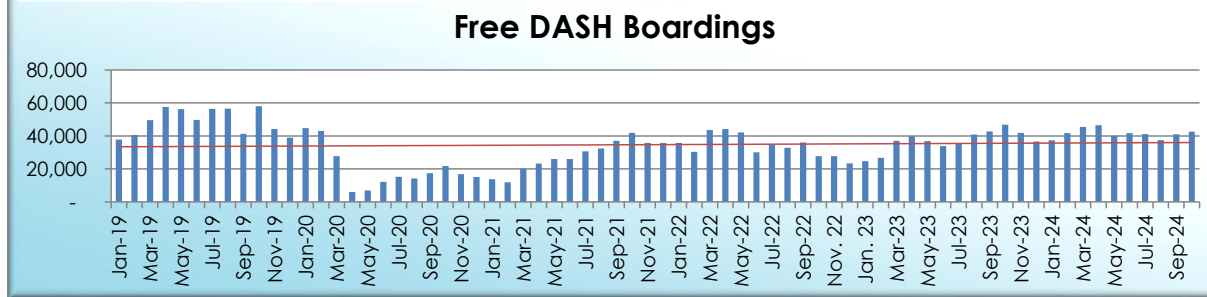
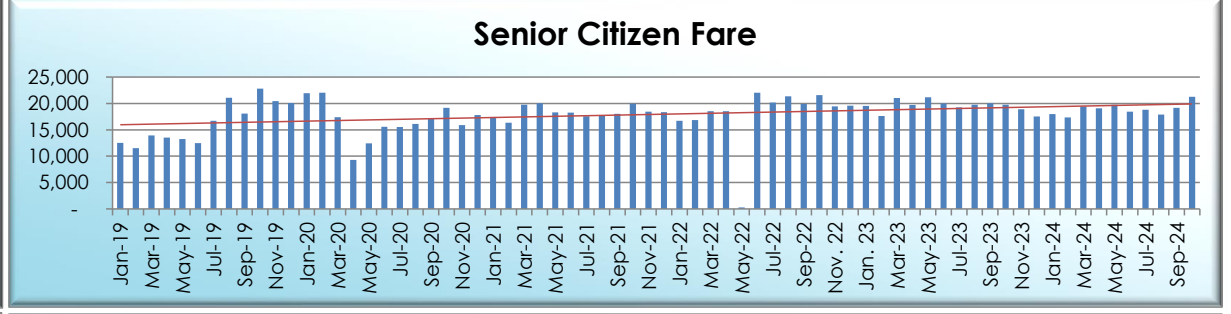
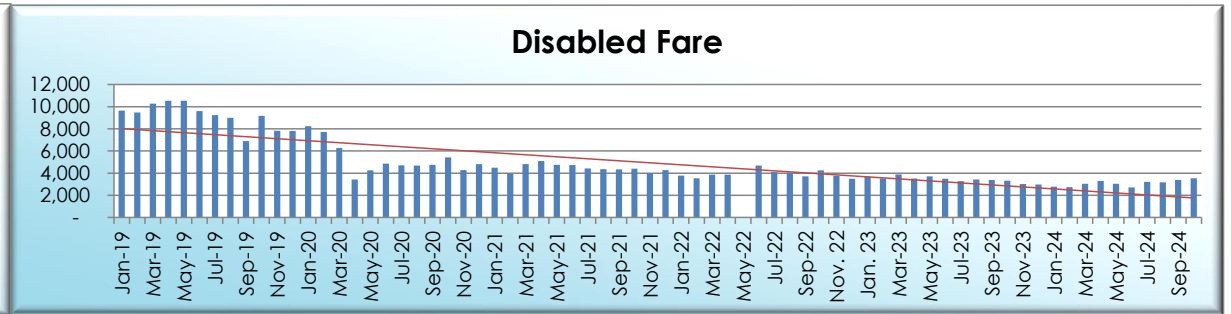
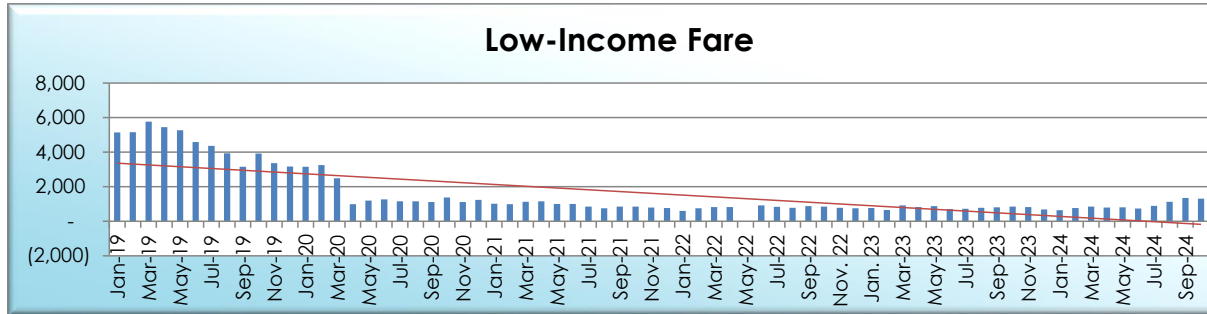
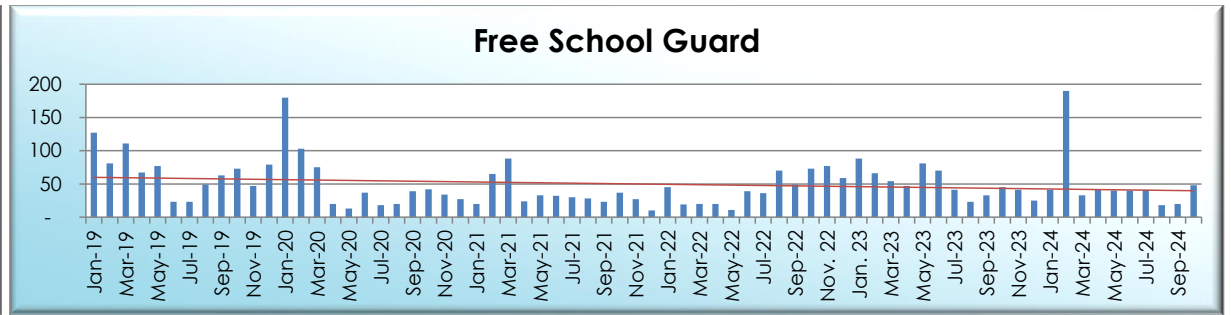
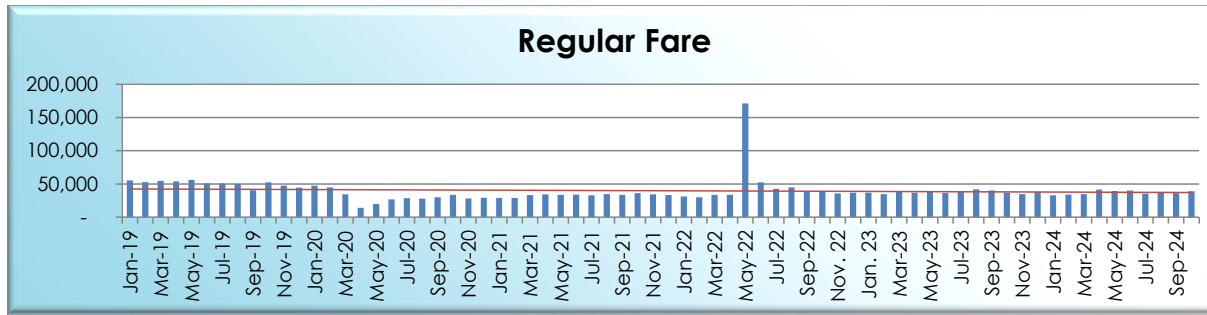
Ridership by Customer Type October 2024



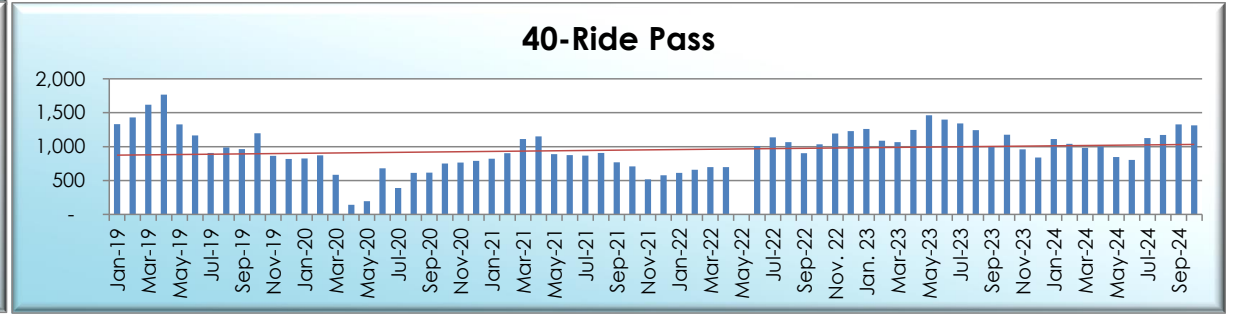
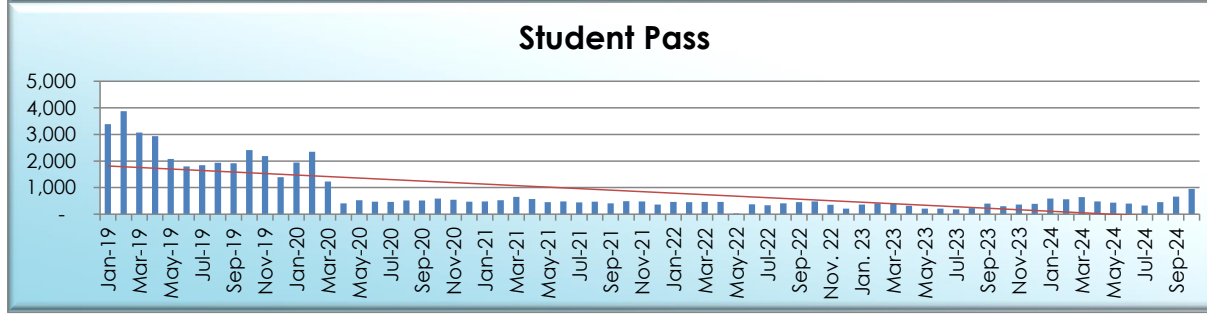
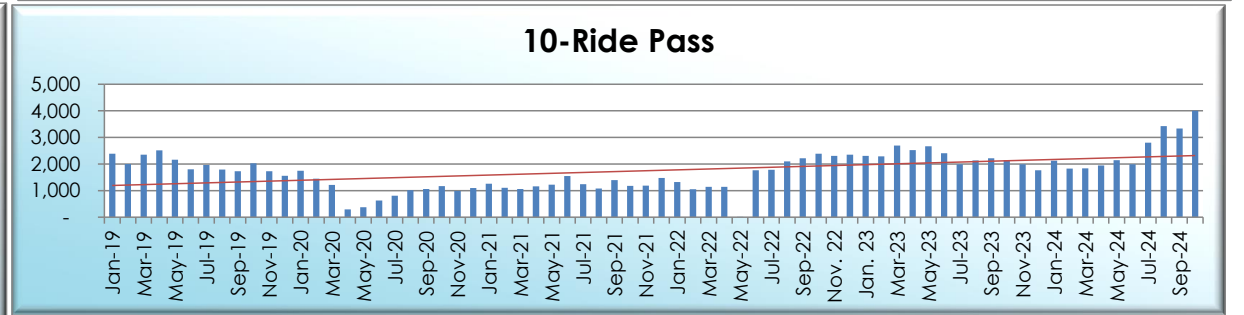
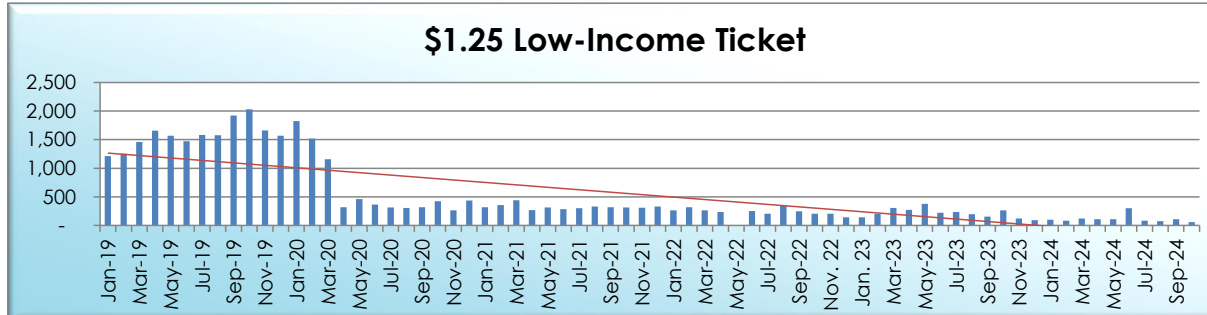
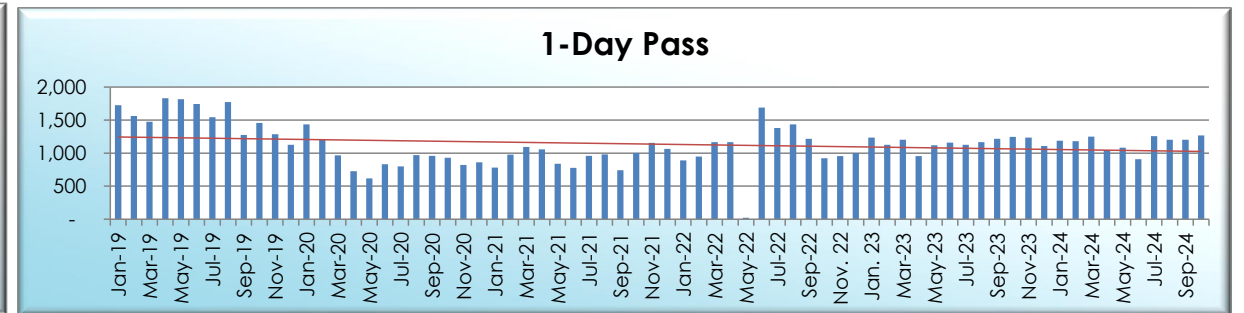
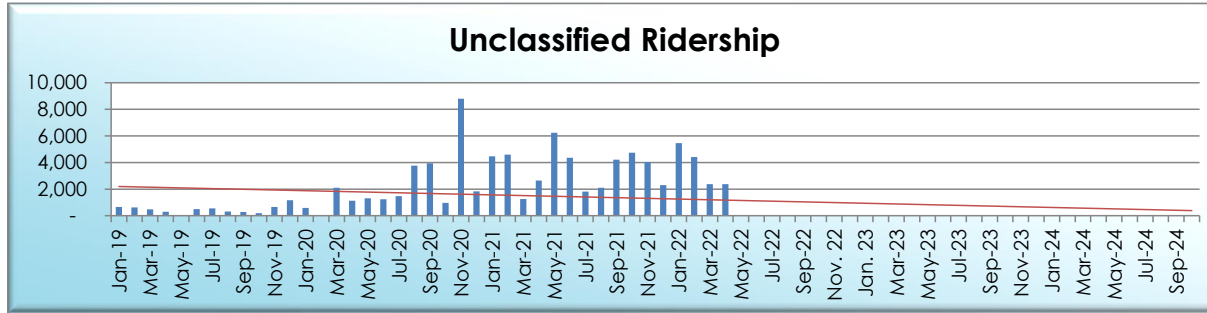
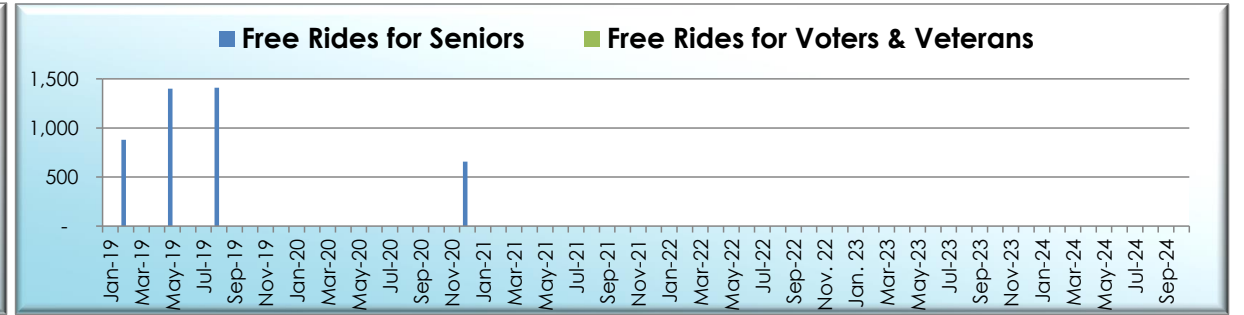
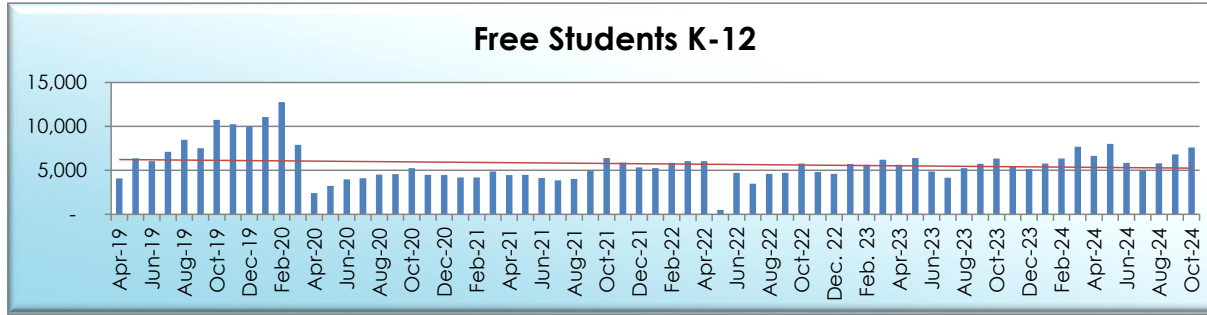
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for October 2024		
Type of Fare		
Regular Fare	38,867	18.83%
Low Income Fare	1,313	0.64%
Disabled Fare	3,537	1.71%
Senior Citizen Fare	21,254	10.30%
Children Under 6	793	0.38%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	48	0.02%
Free Route 20	13,821	6.70%
Free DASH Boardings	42,602	20.64%
Free Students K-12	7,612	3.69%
Subtotal	129,847	62.91%
Type of Pass		
1-Day Pass	1,268	0.61%
10-Ride Pass	4,000	1.94%
40-Ride Pass	1,315	0.64%
3-Day Pass	118	0.06%
7-Day Pass	3,219	1.56%
7-Day Express Pass	138	0.07%
31-Day Pass	9,512	4.61%
31-Day Express Pass	899	0.44%
\$1.25 Low Income Ticket	58	0.03%
Student Pass	952	0.46%
1-Ride Courtesy Pass	3	0.00%
1-Ride Pass	43	0.02%
Free Transfers from TriCounty Link	212	0.10%
Free Tel-A-Ride Fixed Route	3,090	1.50%
MUSC System-Wide Boardings	31,356	15.19%
College of Charleston Boardings	7,758	3.76%
Total Passes	63,941	30.98%
Transfers		
Issued	25,289	
Transfers Used	12,610	6.11%
Wheelchair Count	285	
Unclassified Ridership	0	0.00%
Total Ridership	206,398	100.00%

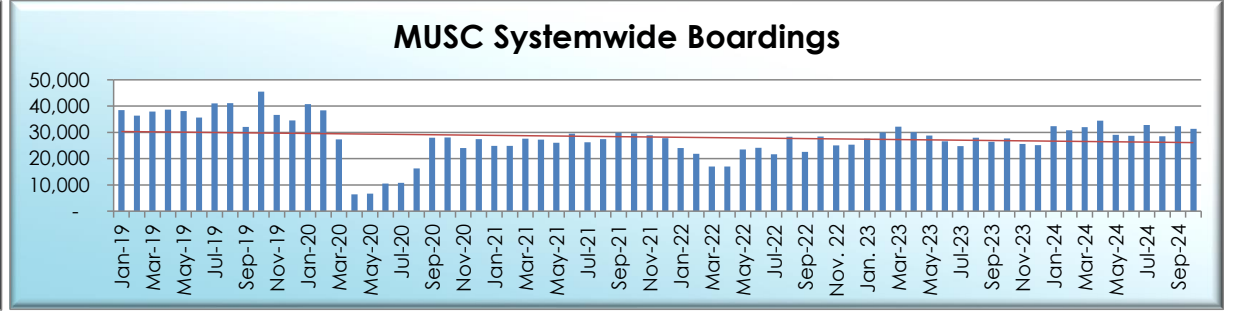
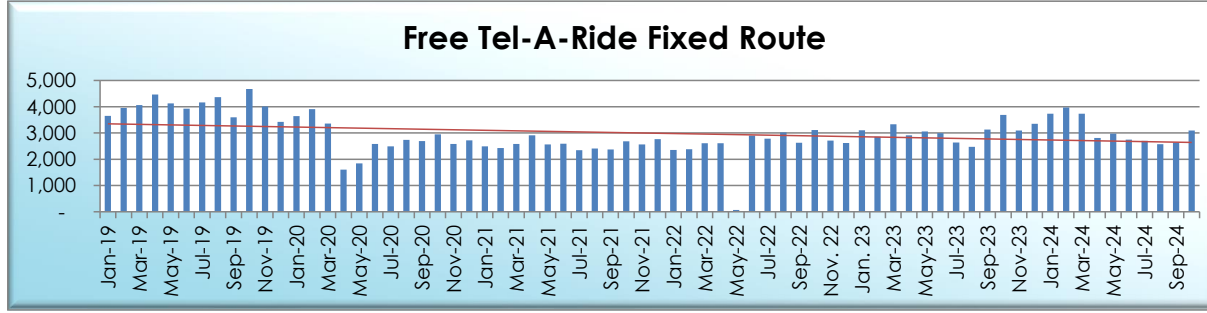
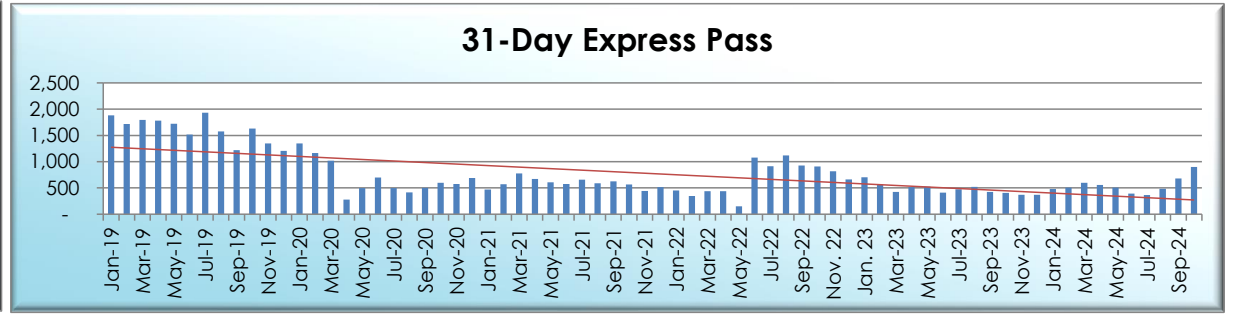
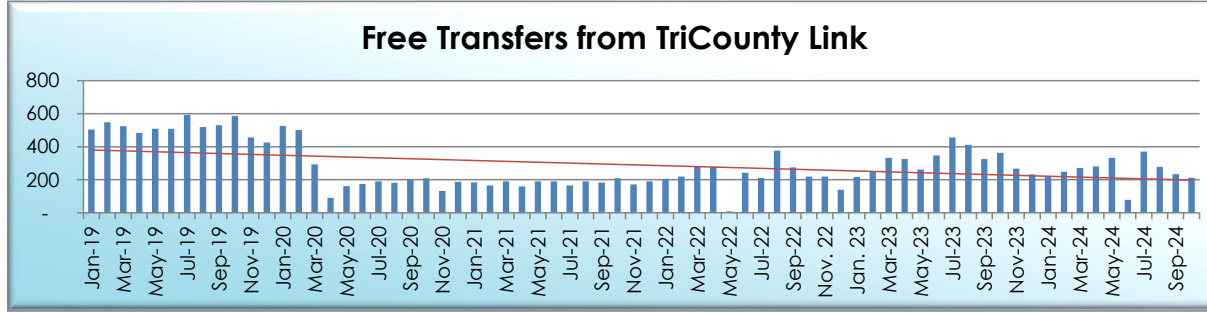
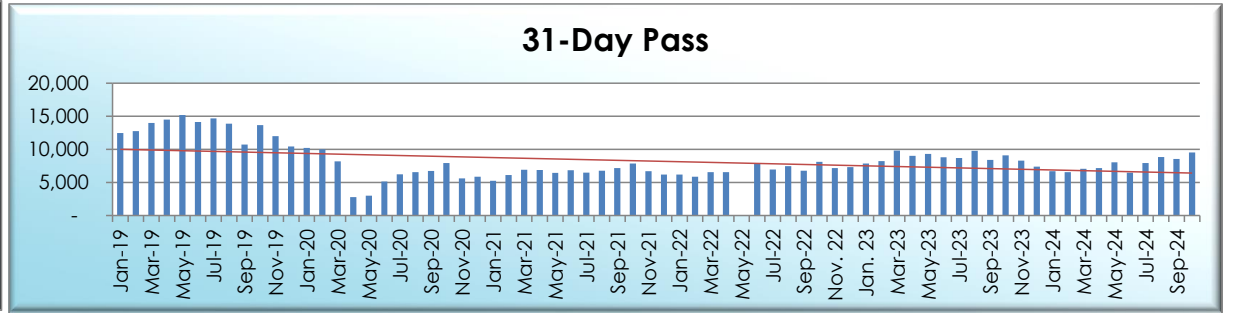
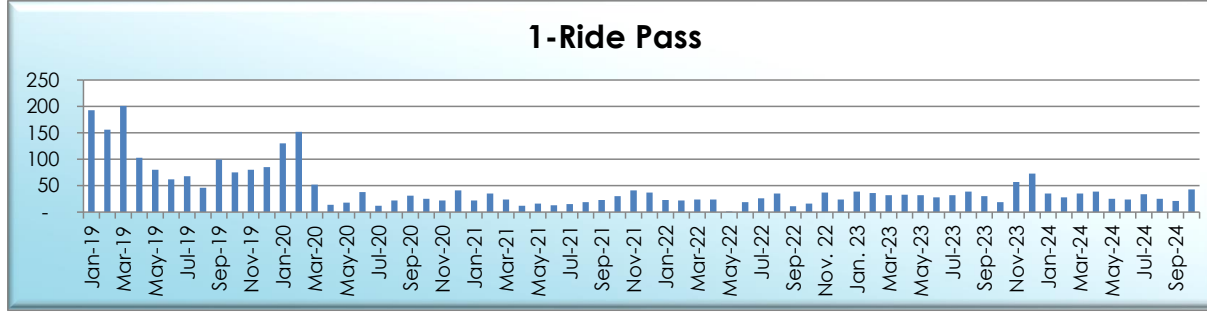
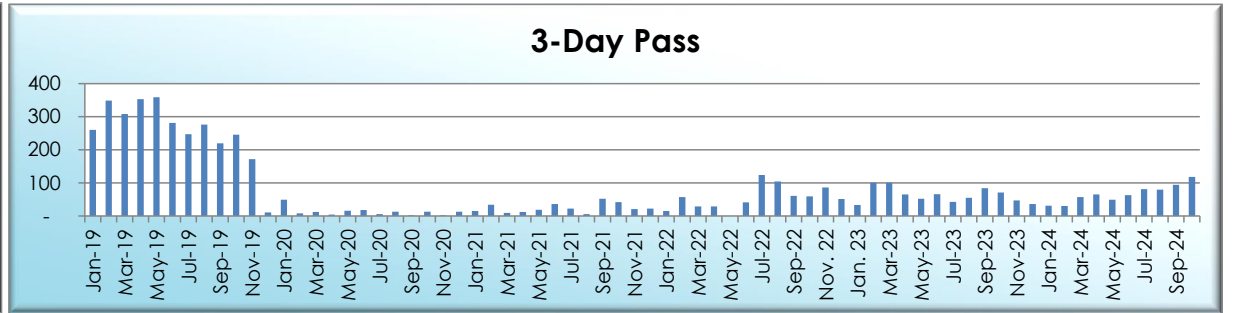
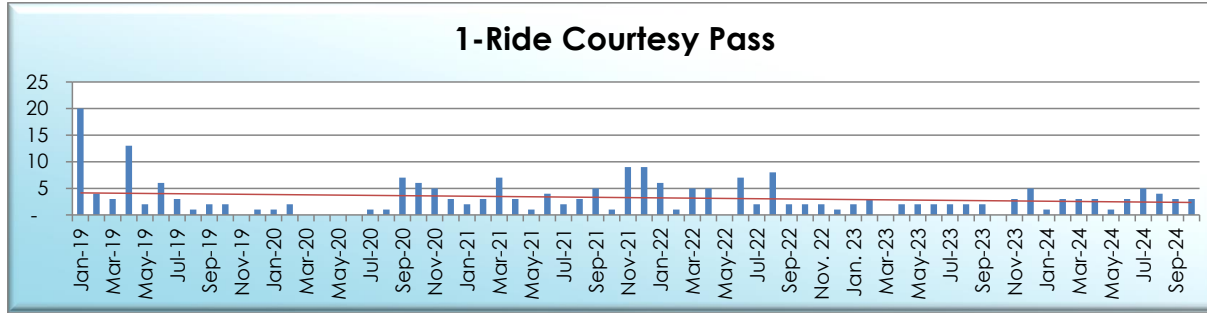
Classification History



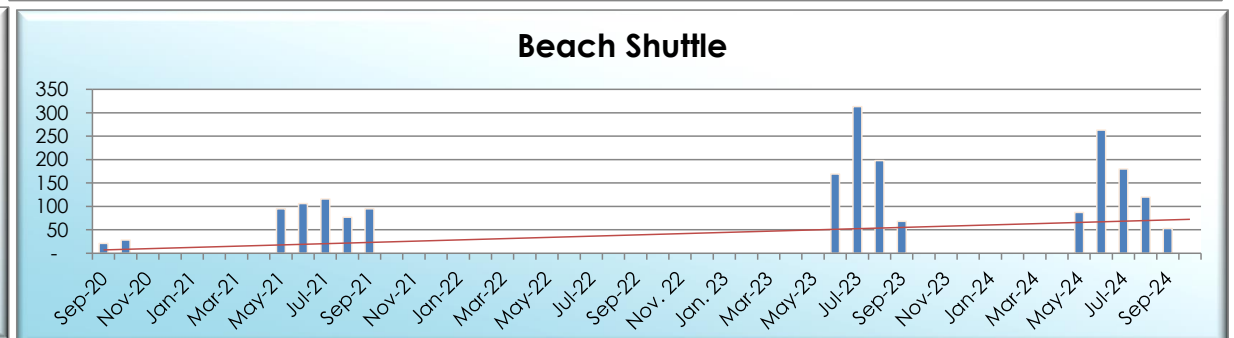
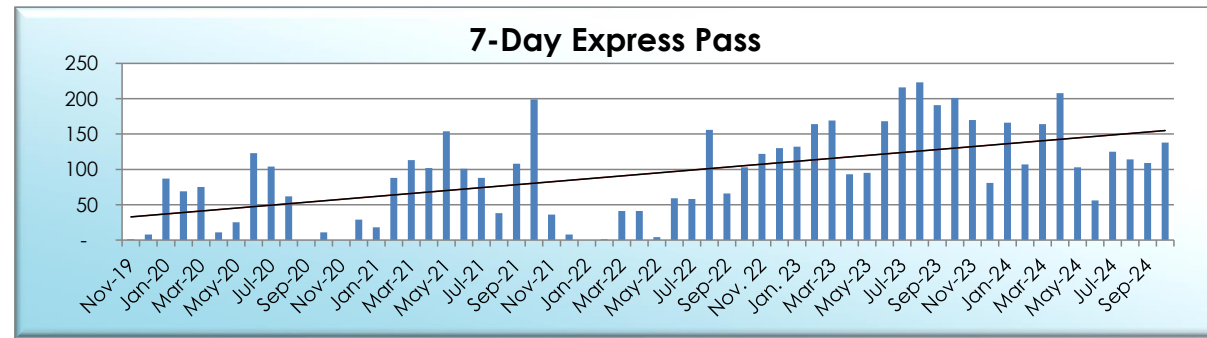
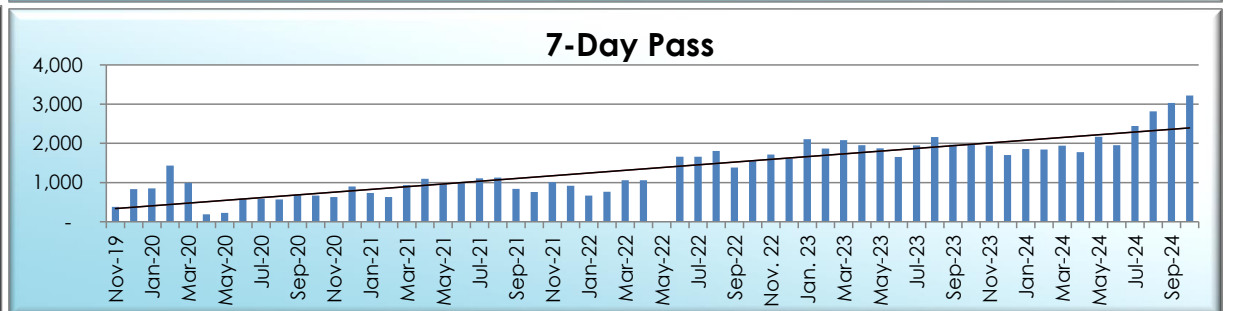
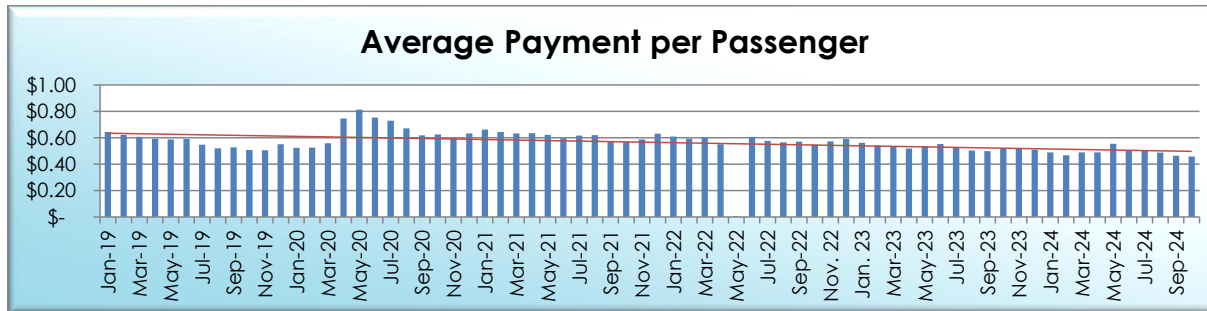
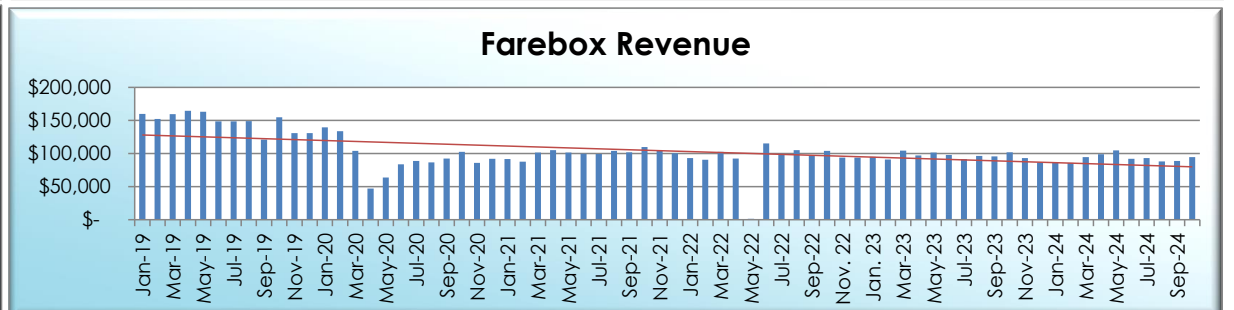
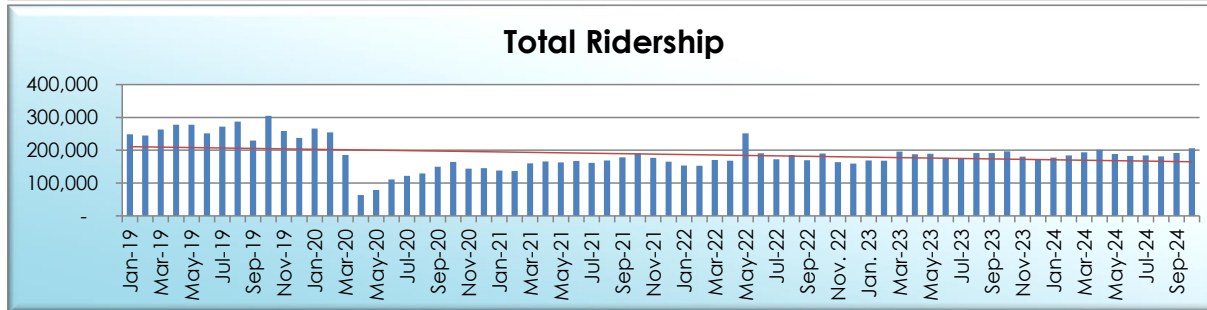
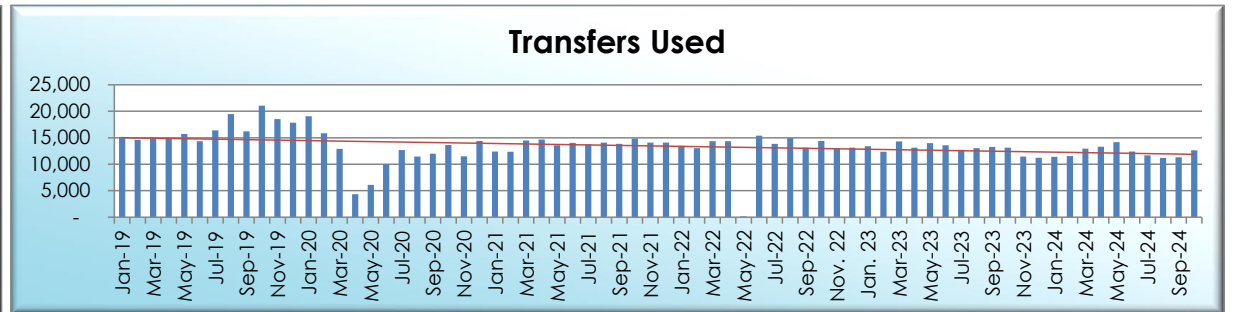
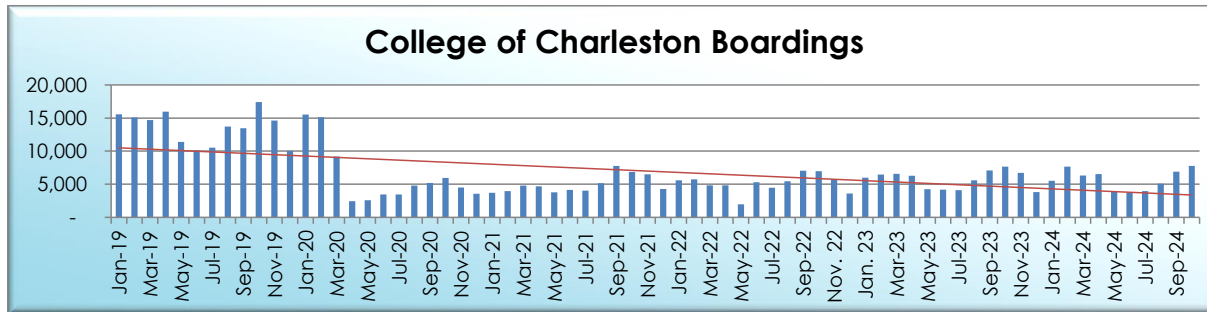
Classification History



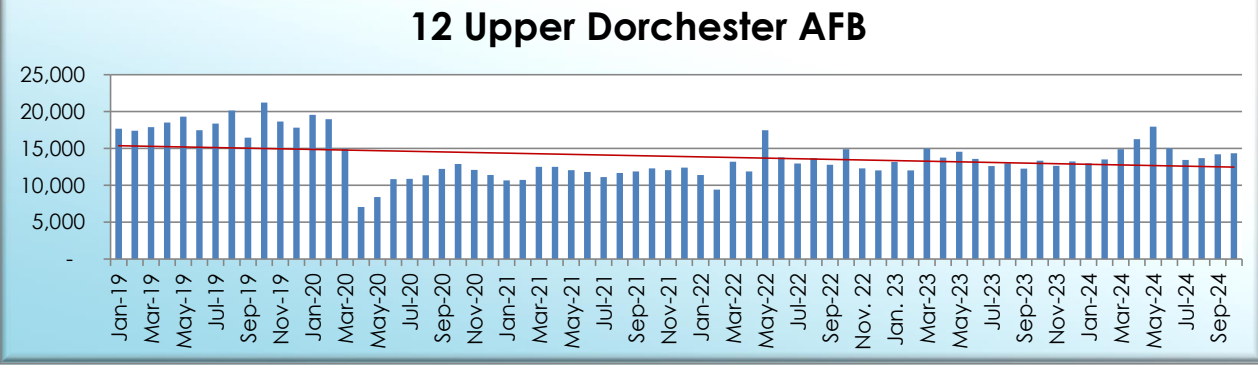
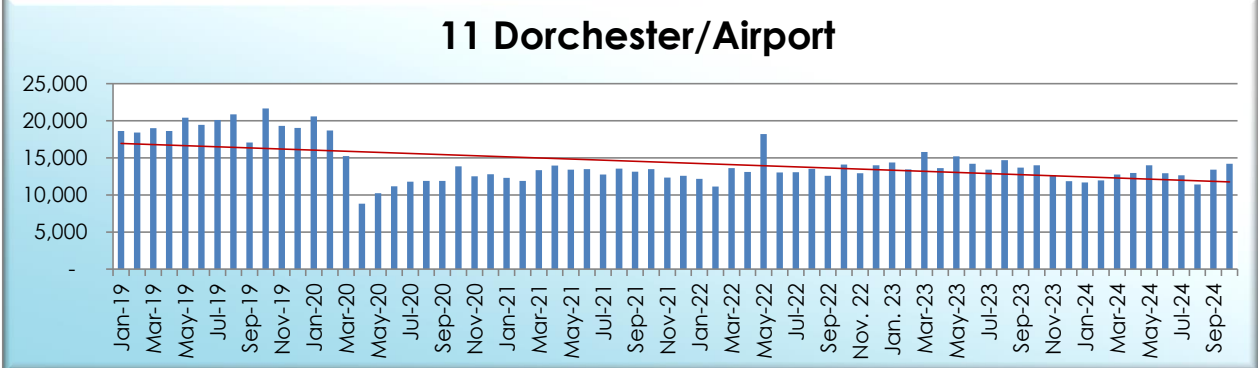
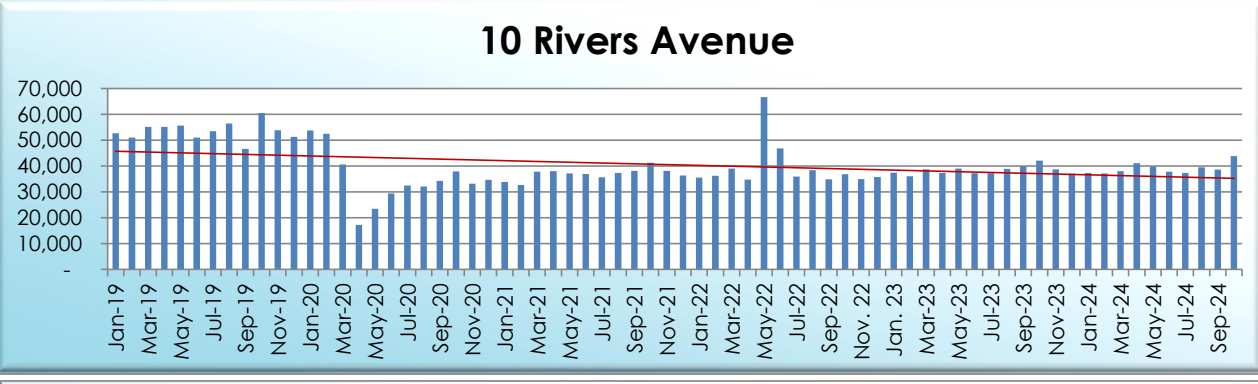
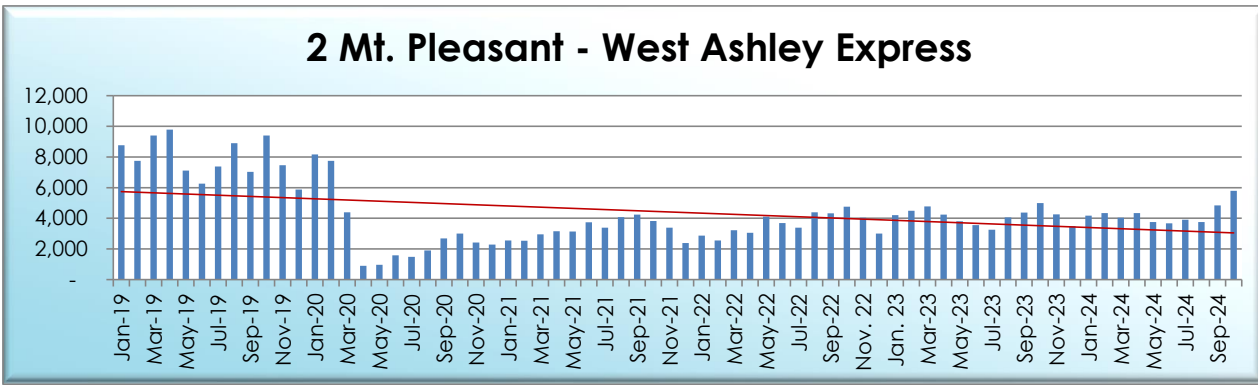
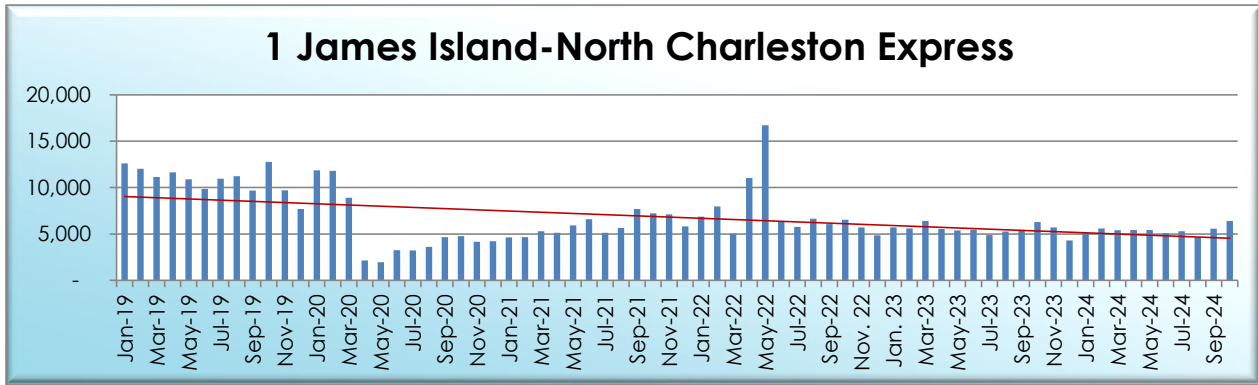
Classification History



Classification History

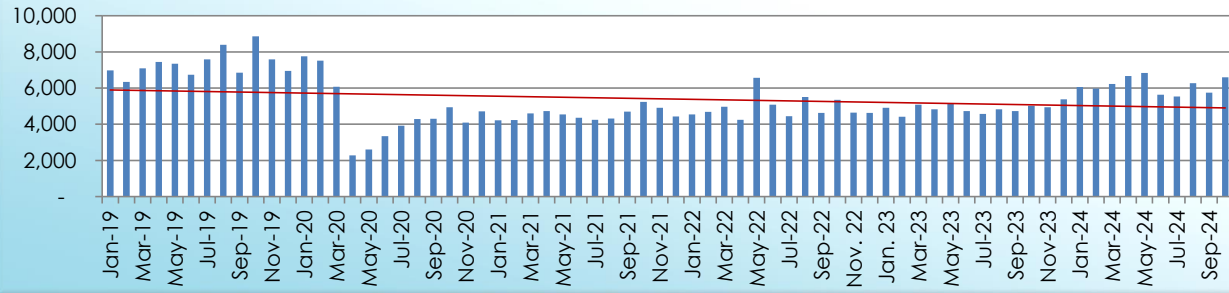


Ridership Trends by Route

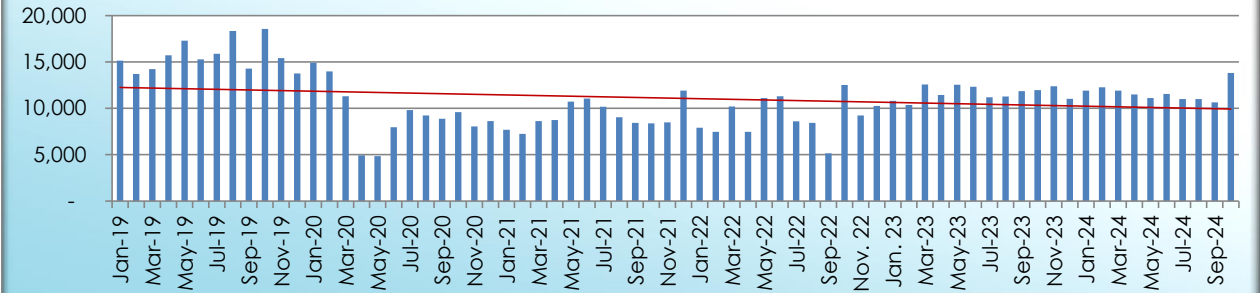


Ridership Trends by Route

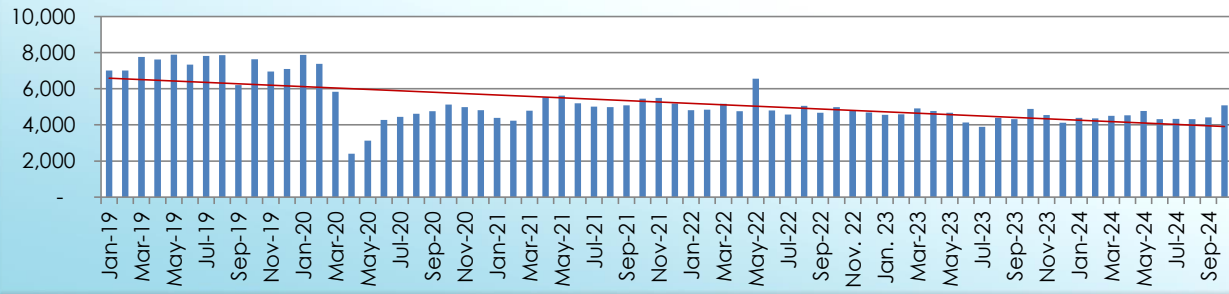
13 Remount Road



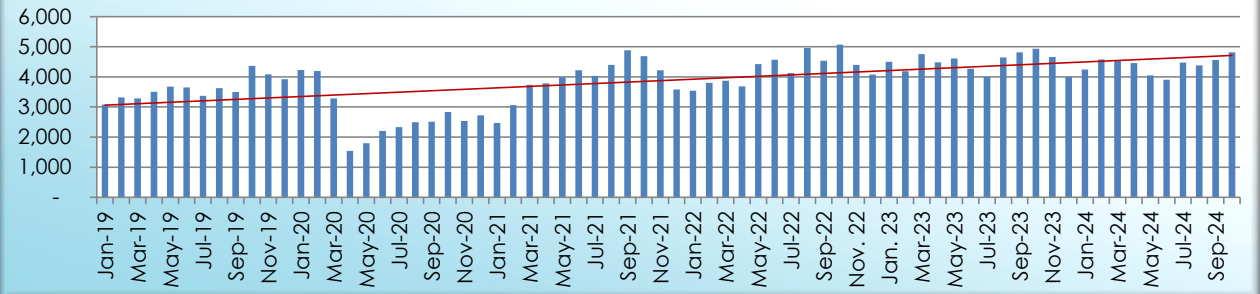
20 King Street/Citadel



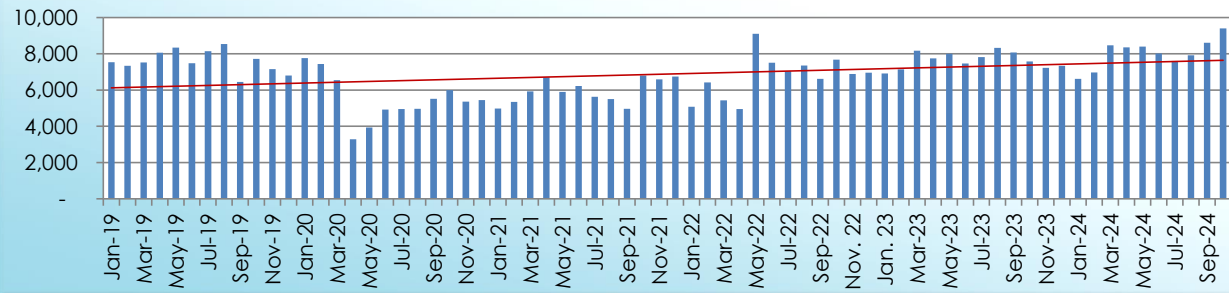
30 Savannah Highway



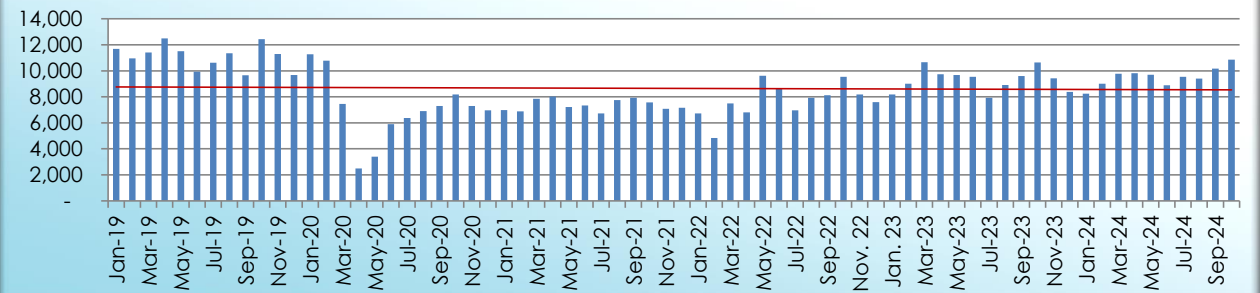
31 Folly Road



32 North Bridge

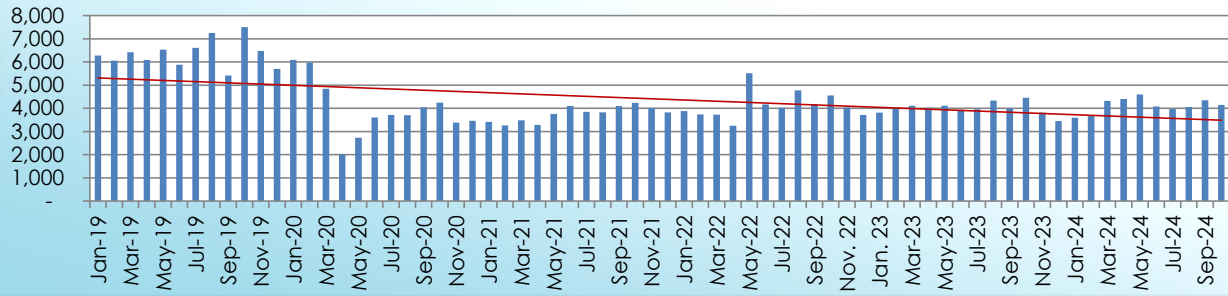


33 St. Andrews/Ashley River Rd.

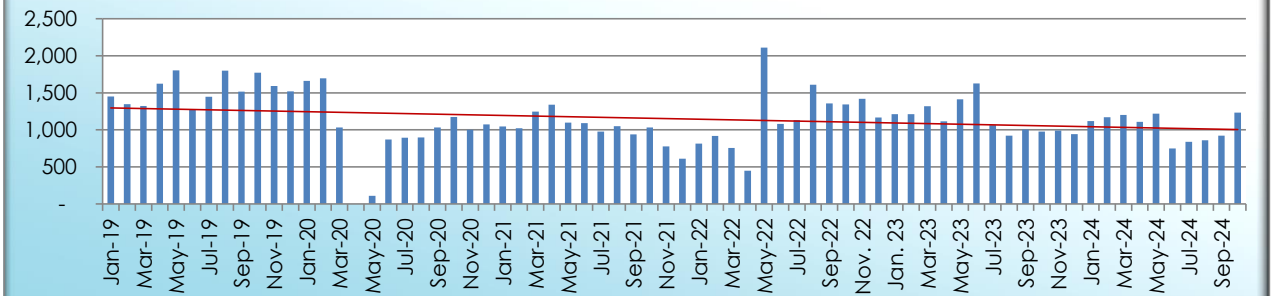


Ridership Trends by Route

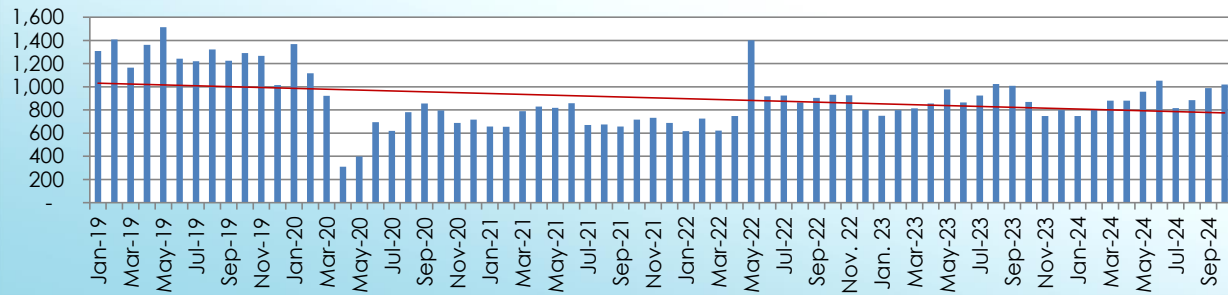
40 Mt. Pleasant



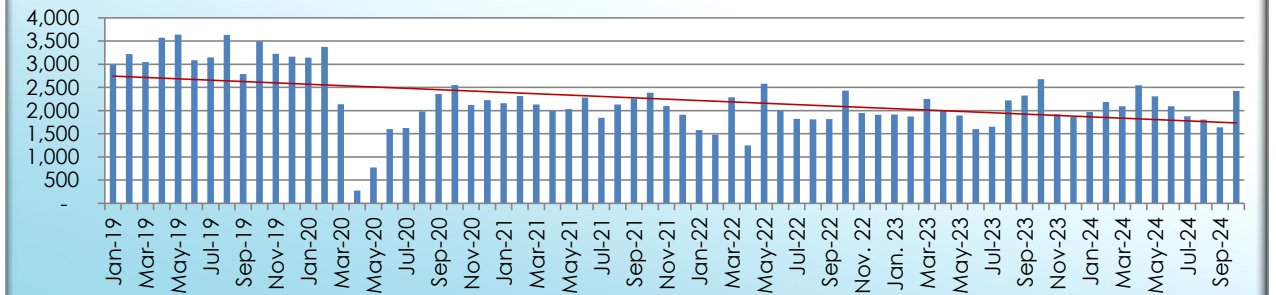
41 Coleman Boulevard



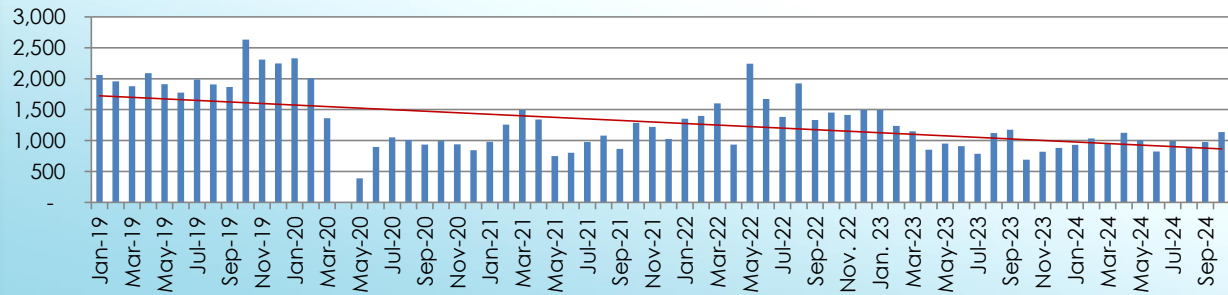
42 Wando Circulator



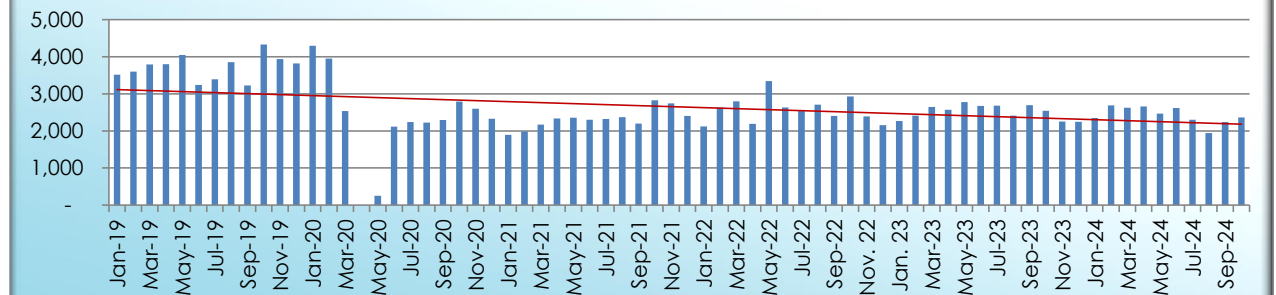
102 North Neck/ Rutledge Ave



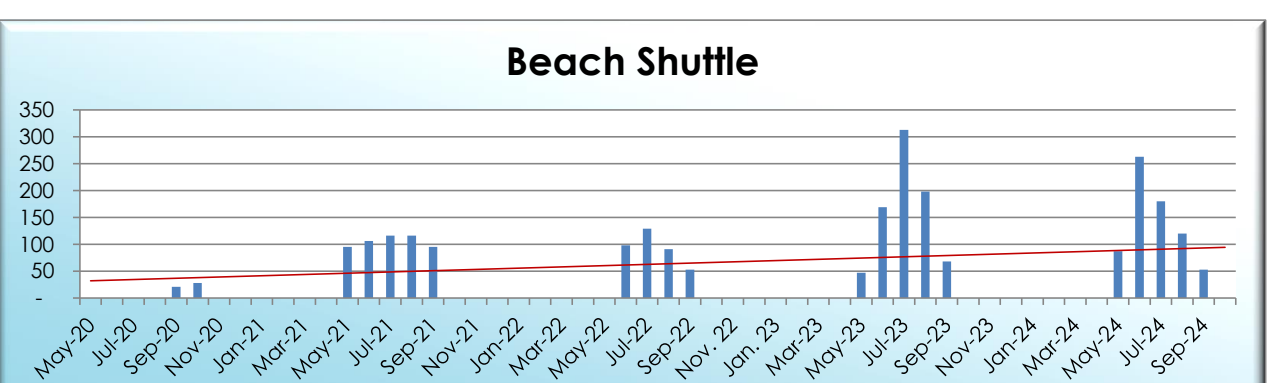
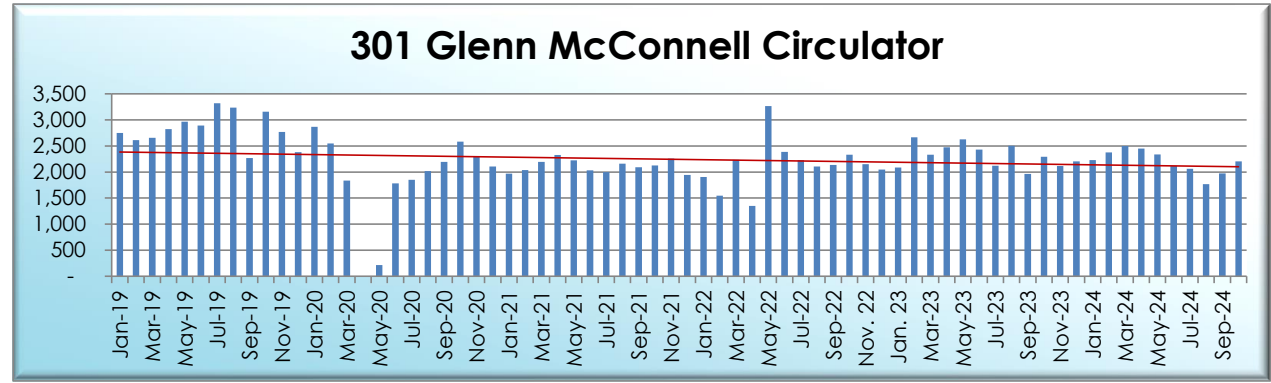
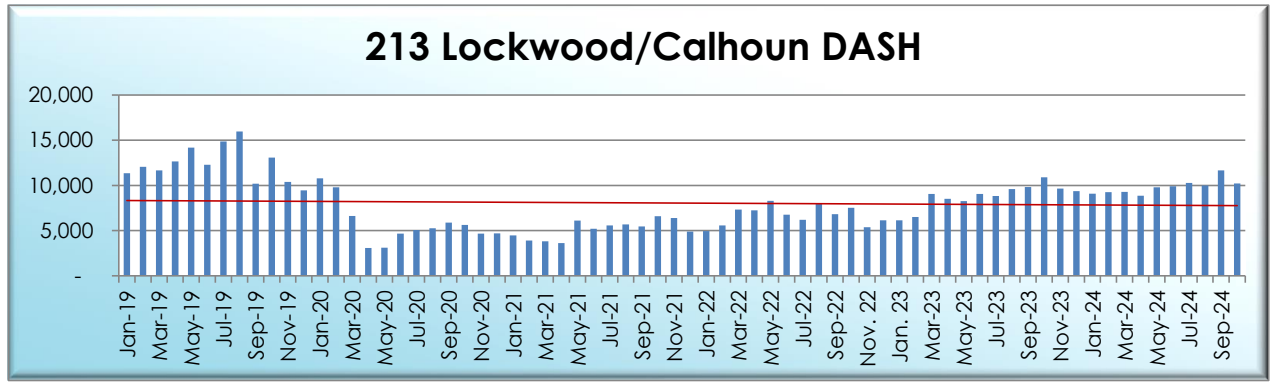
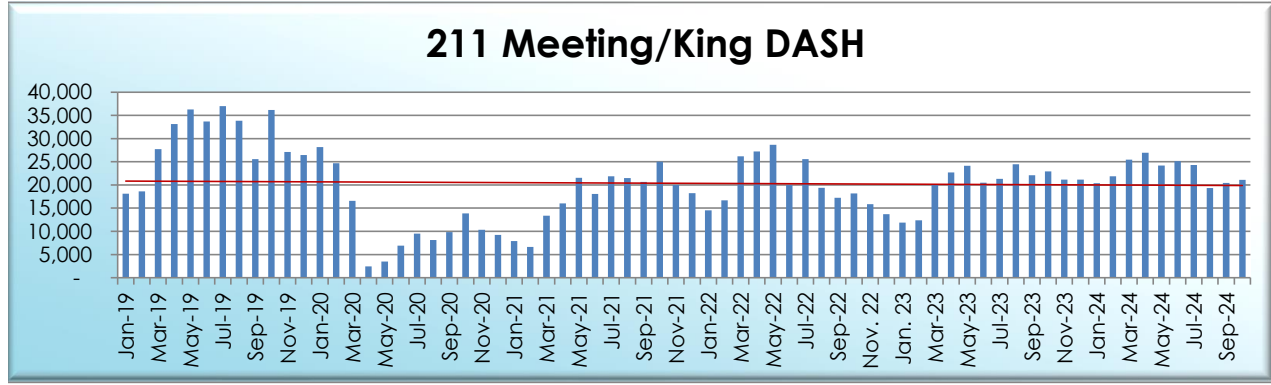
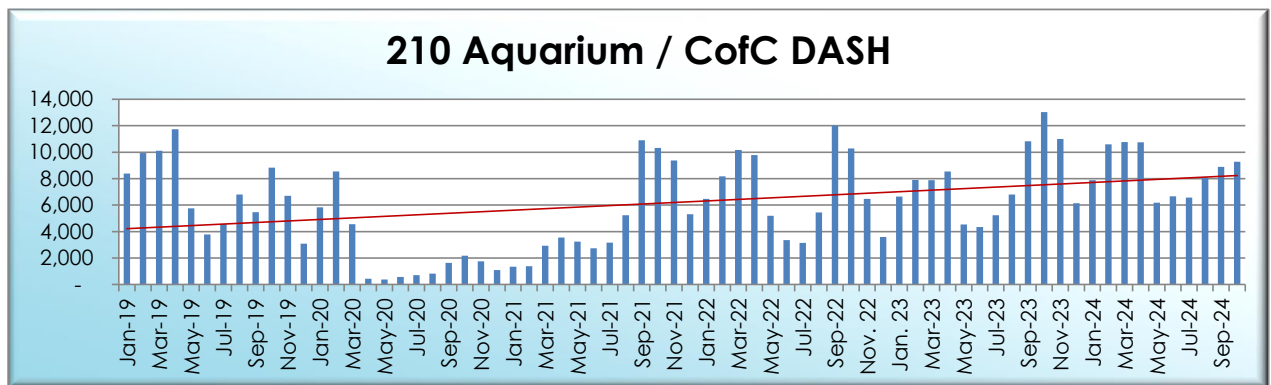
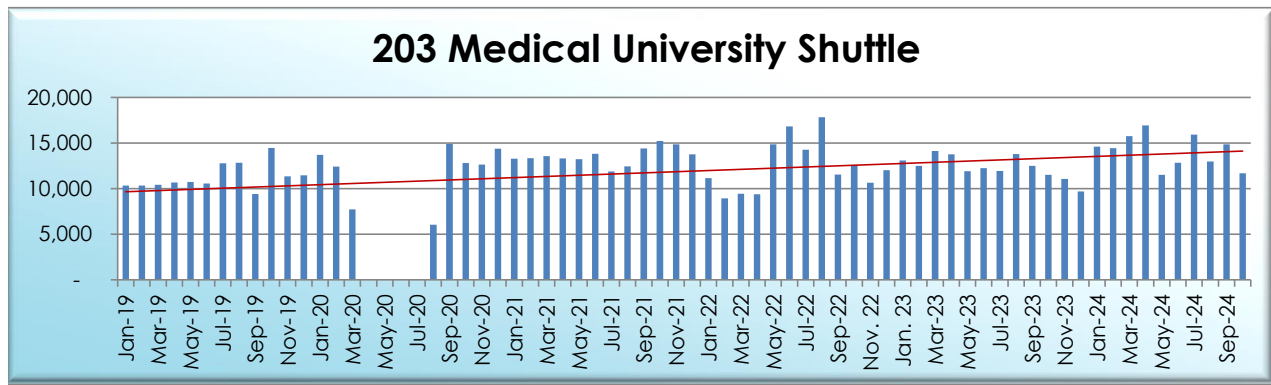
103 Leeds Avenue



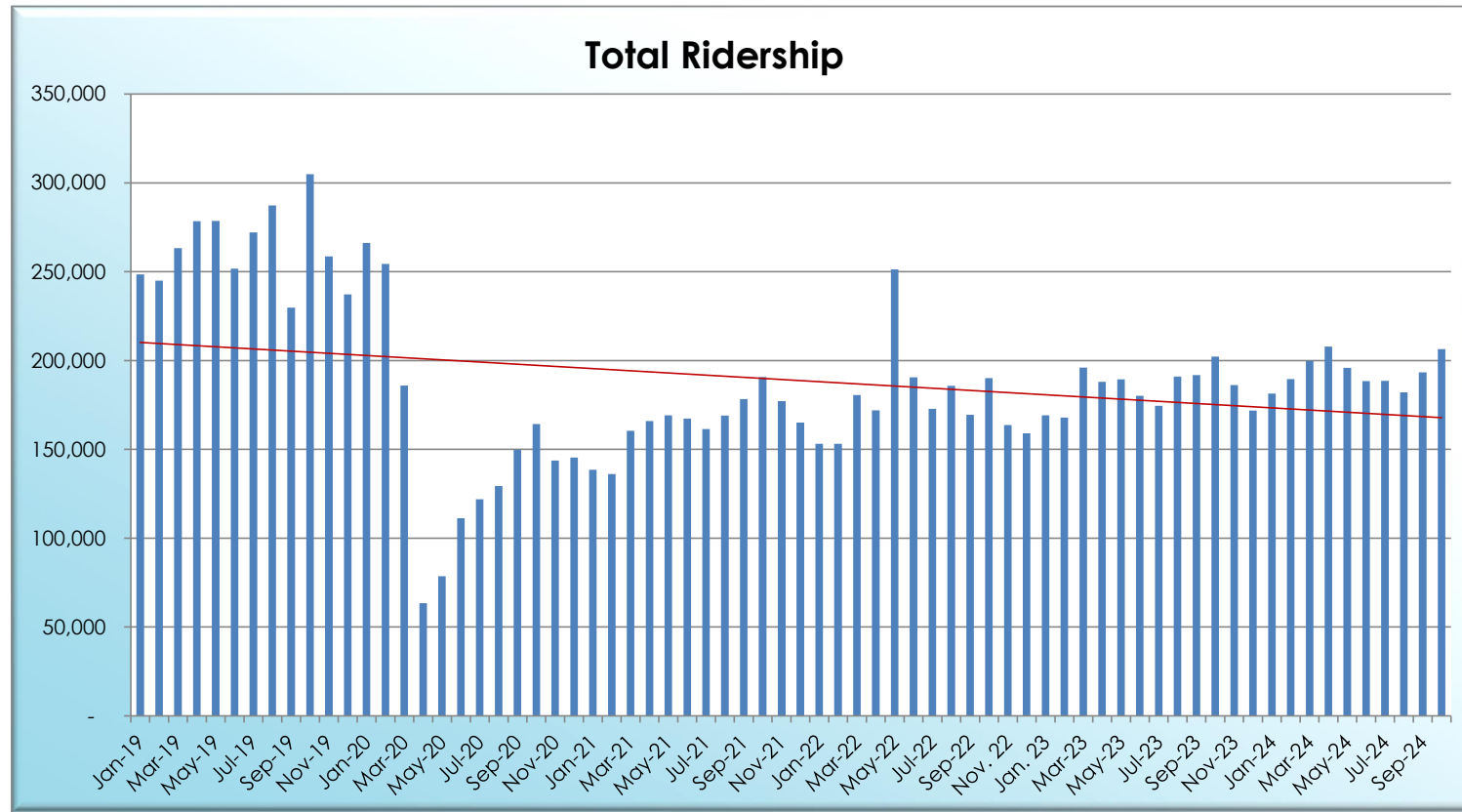
104 Montague Avenue



Ridership Trends by Route



Ridership Trends by Route



Farebox and Pass Revenue History

