



Charleston Area Regional Transportation Authority

## CARTA BOARD MEETING

**March 25, 2026**

**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 –February 18, 2026 Meeting
3. Financial Status Report – Robin Mitchum
4. Shipwatch Square Transit Center – Request for Approval
5. Proterra Battery Electric Bus Parts – Request for Approval
6. Gibbes Museum Bus Wrap Advertising – Request for Approval
7. Beach Reach Service – Request for Approval
8. CARTA Business Continuity and Disaster Recovery Plan Update – Request for Approval
9. Project Updates – Andrea Kozloski
10. Ridership Report – Megan Ross
11. Executive Director’s Report – Ron Mitchum
12. Other Business, If Any
13. Public Comments, If Any
14. Executive Session – Legal and Contractual Matters
15. Board Comments, If Any

The next meeting will be held on April 15, 2026

**CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY  
(CARTA)  
BOARD OF DIRECTORS MEETING  
February 18, 2026  
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, February 18, 2026.

**MEMBERSHIP:** Brad Belt; Joe Boykin; Daniel Brownstein; Reggie Burgess; William Cogswell; Henry Darby; Dwayne Green; Will Haynie; Brandon Hudson; James Lewis; Craig Logan; Pat O'Neil; Christie Rainwater; Michael Seekings; Jimmy Ward; Robert Wehrman

**MEMBERS PRESENT:** Daniel Brownstein; Dwayne Green; Brandon Hudson; James Lewis; Craig Logan; Pat O'Neil; Michael Seekings

**PROXIES:** Craig Harris for Mayor Belt; Kristen Wurster for Chairman Boykin; Ron Brinson for Mayor Burgess; Robert Somerville for Mayor Cogswell; Jerry Lahm for Councilman Darby; Carter McMillan for Councilman Wehrman

**OTHERS PRESENT:** Marissa Cottrell (WSP); Richard Mitchell (RATP Dev); John Mitchell (STV); Elissa Smith (HDR); William Hamilton (Best Friends of Lowcountry Transit); Josh Dix (Hayes Devereaux)

**STAFF PRESENT:** Ron Mitchum; Andrea Kozloski; Robin Mitchum; Jason McGarry; John Cooper; Matthew Spath; Kim Coleman

**1. Call to Order**

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:00 p.m. followed by a moment of silence and a quorum determination.

**2. Consideration of Board Minutes: January 21, 2026 Meeting**

***Mr. Brownstein made a motion to approve the January 21, 2026 Meeting Minutes as presented.***

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

**3. Financial Status Report – Robin Mitchum**

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the month ending December 31, 2025. Ms. Mitchum noted that the agency is 25% through the year. She stated that, overall, the agency remains in good shape and ended the month with unexpended funds of \$180,955. She noted that the Statement of Revenues and Expenditures as well as the Balance Sheet, and information for the OnDemand Program are included in the Board Meeting Agenda Packet. Ms. Mitchum provided a brief overview of the following activities for FY26 thus far:

**Revenues:**

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing are bus pass fares sold to customers.
- Federal Revenue includes operating for the year-to-date. Federal Revenue is recorded as eligible expenditures are incurred.
- Advertising is the advertising on the buses.
- Insurance proceeds are a result of accidents.
- Miscellaneous revenue is the sale of scrap metal.

**Expenditures:**

- Retiree Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and signage supplies.
- Printing includes costs of printing passes and map brochures.
- Automotive is the cost to service the 2018 Ford F-150 and replace an engine in the Dodge Ram.
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times service, 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, SC Works 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 lot, the Radio Shop at Leeds Avenue, Medcom Street and the charging stations at Leeds Avenue.
- OnDemand Program is customer transportation cost for same-day service through independent rideshare.
- Other Professional Services include underground utility tank inspection.
- 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 is the contracted security service provided at the SuperStop by the City of North Charleston Police Department and by Extra Duty Solutions at the SuperStop and at the Mary Street bus stop.
- Vehicle Maintenance is the cost to maintain the fleet and repair the Proterra electric fleet.
- Facility Repair & Maintenance is the cost to maintain facilities. Facility repairs include bus wash repairs.
- 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.
- 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:**

- Capital (IT, Facility Repairs, Maint.) is the purchase of bike racks, shelving for inventory storage, tablets for the AVL system and a video server replacement at Leeds Avenue.

The Board of Directors received the Financial Status Report and the OnDemand Program Activity Report as information.

#### **4. Project Updates – Andrea Kozloski**

Andrea Kozloski, Deputy Director of Operations and Support, delivered a presentation regarding upcoming events and activities noting the following: Senior Free Ride Day on February 16<sup>th</sup>; Black Expo on March 14<sup>th</sup>; Latin Festival on March 21<sup>st</sup>; CARTA Night at the Stingrays on March 22<sup>nd</sup>. She also noted the following events and activities for the upcoming 2<sup>nd</sup> quarter: MUSC Senior Expo on April 1<sup>st</sup>; MUSC Earth Day on April 16<sup>th</sup>; Cinco De Mayo on May 2<sup>nd</sup>; Light the Night; Lowcountry Juneteenth Family Festival; North Charleston Farmers' Market; College of Charleston Orientation Sessions dates are TBD. Ms. Kozloski highlighted a CARTA bus operator, Leroy E. as a rider commented on Social Media that Leroy E. went out of his way to assist a rider by finding her special bag that was lost on the bus. Ms. Kozloski also discussed Service Alerts and Service Advisory notices that were posted during the recent cold weather regarding rides to warming shelters and weather-related service disruptions. Ms. Kozloski discussed CARTA Amenities, noting the shelters and benches in progress. She stated that a total of 179 bus stop-mounted solar lights have been installed as well as a total of 75 shelter-mounted solar lights installed. There have been 428 newly branded signs installed. She presented a slide depicting the kick-off with RATP Dev stating that the changeover has been very well-received. Ms. Kozloski delivered information regarding the Transit App, noting that 767 new CARTA riders were welcomed aboard as they downloaded the app for the first time. A total of 8,031 riders opened the Transit App during the month of January and an average weekday had 1,979 riders opening the Transit App. She noted that 10,628 GO trips were started by riders to receive step-by-step navigation while helping to improve real-time vehicle locations. Ms. Kozloski stated that, during the month of January, users purchased tickets valued at \$31,594. She noted that the most purchased pass was the one-trip ticket and the most popular routes were Route 10 and Route 12. In the interest of time, Ms. Kozloski noted that additional Project Updates are included in the Board Meeting Agenda Packet. Board Members are encouraged to contact staff with questions, comments or concerns regarding the Project Updates report. The Board of Directors received the Upcoming Activities and Events Report as information.

#### **5. Ridership Report – Megan Ross**

In Transit Planner Megan Ross's absence, Marissa Cottrell, our on-site consultant with WSP, presented the Ridership Reports for January 2026. She noted that for the fixed-route ridership trends, passenger trips totaled 226,021 and there were 13.3 customers per service hour. Missed service hours totaled 893.58. Ms. Cottrell reviewed safety trends for January 2026 noting that there were three preventable accidents (hitting a fixed object/parked car) which were on fixed-route vehicles. There were also nine non-preventable accidents. She discussed complaints and commendations regarding Customer Service for the month of January noting that there were seven complaints (rude operator and late/missed service) and there were seven commendations. Ms. Cottrell reviewed On-Time Performance noting that the fixed-route on-time performance for the month of January was 74.2% and the on-time performance for paratransit was 95%. She discussed paratransit services in detail for the month of January regarding the breakdown of total passengers, which was 4,216. There were 196 no-shows and 1,637 cancellations. The average ride length was 27.08 minutes and the average ride distance was 9.19 miles. The on-time performance was 95.0%. She then discussed OnDemand trips for January, noting that ridership for the month was 4,371 passengers between both Uber and Lyft. The trip cost averaged \$10.28, which was a slight increase over December's average cost of \$10.06. Ms. Cottrell stated that 47% of the overall rides were from Tel-A-Ride passengers. Ms. Cottrell and

Mr. Mitchum addressed questions and comments. The Board of Directors received the Ridership Report as information.

**6. Executive Director's Report – Ron Mitchum**

Ron Mitchum, Executive Director, discussed the recent *Post & Courier* article regarding CARTA being in the early stages of exploring the idea of including ferry service across the Charleston Harbor. He stated that discussion was recently held at a Charleston County Council meeting to look into possible funding scenarios for ferry service initiatives. Mr. Mitchum also briefed the Board regarding recent meetings with the Town of Kiawah Island, per their request, in relation to looking into possible transit services in the future. He discussed the Charleston County transportation sales tax (TST) program noting that the County is seeking public input. The potential TST program outlines proposed funding allocations with 20% allocated for public transit. Mr. Mitchum stated that work continues with the City of Charleston regarding the HOP Lot (awaiting finalization of the TRC process for Mt. Pleasant Street). Mr. Mitchum is hopeful to learn that all requirements have been met. He discussed the Union Pier project noting that the Board recently approved \$83 thousand for design/upfit; however, adjustments will need to be made in order to create enough space to allow buses to be able to turn around to exit the lot. Mr. Mitchum anticipates that the cost for the adjustments will be approximately \$99 thousand. He noted that he will seek Board approval for the increase. Chairman Seekings then briefed the Board regarding Beemok Capital's master agreement with the SCSPA regarding the undeveloped land. Mr. Mitchum discussed, in relation to the LCRT project, the Appropriations Bill. He noted that the THUD (transportation, housing & urban development) Bill passed in Congress and was signed by the President. The Bill includes the balance of Federal funding for \$275 million. Mr. Mitchum stated that the FTA interview process is complete and went well. Chairman Seekings requested that a motion be made and seconded to grant Mr. Mitchum and Staff authority to increase the amount of spending in order to meet the total of \$99 thousand that is needed for the adjustments of the HOP lot. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director's Update as information.

***Mr. Brinson made a motion to grant Executive Director Mitchum the authority to increase the amount of spending to total \$99 thousand in order for the appropriate adjustments to be made for the HOP lot project. Mr. Brownstein seconded the motion. The motion was unanimously approved.***

**7. Other Business, If Any**

There was no further business to discuss.

**8. Public Comments, If Any**

There was one Public Comment noted for the record:

- William Hamilton (Best Friends of Lowcountry Transit): Mr. Hamilton expressed his appreciation for the improvements as well as the new dual-sided signage at the bus stops and shelters.

**9. Executive Session – Legal and Contractual Matters**

***Mayor O'Neil 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. Lewis made a motion to reconvene the Board of Directors meeting. Mr. Lahm 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/contractual matters discussed during Executive Session.***

**10. Transition Costs – Request for Approval**

Chairman Seekings requested that a motion be made and seconded regarding approval of \$113,030.07 to cover costs associated with the transition of operations to RATP Dev USA.

***Mr. Brinson made a motion to approve the Transition Costs of \$113,030.07.  
Mr. Brownstein seconded the motion. The motion was unanimously approved.***

**11. Board Comments, If Any**

There was no further business to discuss.

**12. Adjourn**

Chairman Seekings thanked the Board Members for attending today's meeting and for their continued dedicated service to the CARTA Board of Directors and the communities they serve. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:52 p.m.

Respectfully submitted,  
Kim Coleman

DRAFT



## MEMORANDUM

TO: Board of Directors  
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration  
SUBJECT: January 31, 2026 Financial Report Overview  
DATE: March 9, 2026

Please find attached the January 31, 2026 Financial Report. Below is a brief overview of the activities for FY26.

### **Revenues**

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing is bus pass fares sold to customers.
- The Federal revenue includes operating for the year to date. Federal revenue is recorded as eligible expenditures are incurred.
- Advertising is advertising on the buses.
- Insurance proceeds are a result of accidents.
- Miscellaneous revenue is the sale of scrap metal.

### **Expenditures**

- Retiree Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and signage supplies.
- Printing includes costs of printing passes and map brochures.
- Automotive is the cost to service the 2018 Ford F150 and replace an engine in the Dodge Ram.
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes Swiftly real time passenger predictions, Swiftly GPS Playback, Swiftly on-time performance, Swiftly run-times service, RCN NetCloud Essentials & 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, SC Works, 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.
- Auditing is the cost of the FY25 GASB 75 actuary.
- OnDemand Program is customer transportation cost for same day service through independent rideshare.

- Other Professional Services includes underground utility tank inspection and training.
- 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 services provided at the Super Stop by the City of North Charleston Police Dept. and by Extra Duty Solutions at the Super Stop and Mary Street.
- Vehicle Maintenance is the cost to maintain the fleet and repair the Proterra electric fleet.
- Facility Repair & Maintenance is the cost to maintain facilities. Facility repairs include bus wash repairs.
- 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**

- Capital (IT, Facility Repairs/Maint) is the purchase of bike racks, shelving for inventory storage, tablets for the AVL system, a video server replacement at Leeds Avenue, facility engineering for Shipwatch and the vehicle lift equipment.

**Overall, the agency ended the month with excess of revenues of \$645,323**

If you have any questions, please contact me at 843-529-2126 or [robinm@bcdcog.com](mailto:robinm@bcdcog.com).

**Amount owed to National Express Shuttle & Transit as of 01/31/26 was \$1,043,443.32.**

**CARTA**  
**Statement of Revenues & Expenditures**  
**For the Month Ending January 31, 2026**

Time elapsed:  
**33%**

	<b>FY26 Budget</b>	<b>Actual</b>	<b>% of Budget</b>
<b><u>Operating Revenues</u></b>			
Farebox	1,238,120	314,792	25%
Passes & Mobile Ticketing	659,690	187,757	28%
COC Shuttle	393,945	132,102	34%
MUSC	765,160	467,497	61%
City of Charleston - DASH	778,524	259,508	33%
Federal	11,648,167	5,523,758	47%
Sales Tax - Charleston County	12,700,640	4,729,811	37%
Advertising	900,000	359,740	40%
Insurance Proceeds	-	22,640	N/A
Miscellaneous	-	556	N/A
<b>TOTAL OPERATING REVENUES</b>	<b>29,084,246</b>	<b>11,998,161</b>	<b>41%</b>
<b><u>Operating Expenditures</u></b>			
Retiree Benefits	10,660	3,460	32%
Supplies	65,000	14,625	23%
Printing	40,000	8,931	22%
Automotive	2,500	10,873	435%
Postage	50	-	0%
Dues/Memberships	2,500	-	0%
Office Equipment Rental	116,225	35,000	30%
Office Equipment Maintenance	411,100	236,184	57%
Rent	38,175	12,998	34%
Communications	167,095	49,283	29%
Utilities	204,310	61,737	30%
Advertising	5,000	-	0%
<b><i>Professional Services</i></b>			
Auditing	31,850	1,800	6%
Legal	1,000	-	0%
Custodial	11,405	-	0%
On Demand Program	531,050	176,514	33%
Other	20,000	450	2%
<b><i>Contract Services</i></b>			
Shared Services - IGA	3,972,314	1,428,479	36%
Comprehensive Operating Analysis	1,000,000	121,957	12%
Fixed Route	15,650,000	4,401,665	28%
Money Transport	14,230	3,961	28%
Security Services	171,180	47,985	28%
Vehicle Maintenance	350,000	230,032	66%
Vehicle Maintenance - Proterra repairs	-	1,751,950	N/A
Facility Repair & Maintenance	48,050	41,886	87%
Operating Fees & Licenses	63,420	23,373	37%
Insurance	1,085,307	1,131,731	104%
Fuel	1,268,750	440,367	35%
Paratransit	3,735,000	1,096,080	29%

**CARTA**  
**Statement of Revenues & Expenditures**  
**For the Month Ending January 31, 2026**

Time elapsed:  
**33%**

	<b>FY26 Budget</b>	<b>Actual</b>	<b>% of Budget</b>
Miscellaneous	5,950	2,600	44%
Interest	37,125	14,079	38%
Non-Capitalized Assets	25,000	4,838	19%
<b>TOTAL OPERATING EXPENDITURES</b>	<b>29,084,246</b>	<b>11,352,838</b>	<b>39%</b>
Excess (Deficit) of Revenues Over (Under) Expenditures		645,323	

**Capital Revenues**

Rolling Stock	2,228,000	-	
Land	2,520,000	-	
Facilities Construction	4,807,800	327,003	
Security/ Cameras & Equipment	275,841	5,698	
Sales Tax - Charleston County	2,097,360	159,522	
<b>TOTAL CAPITAL REVENUES</b>	<b>11,929,001</b>	<b>492,223</b>	<b>4%</b>

**Capital Expenditures**

Rolling Stock	2,785,000	-	
Bus Shelter Construction/Bench Install	210,000	-	
Land	3,150,000	-	
Facilities Construction	5,414,200	393,353	
Security/ Cameras & Equipment	344,801	91,624	
Capital (IT, Facility Repairs/Maint)	25,000	7,246	
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>11,929,001</b>	<b>492,223</b>	<b>4%</b>

**CARTA  
BALANCE SHEET  
1/31/2026**

**ASSETS**

<b>ASSETS</b>	
GENERAL OPERATING (BB&T)	17,984,112.25
PETTY CASH	160.00
ACCOUNTS RECEIVABLE	5,515,786.96
PREPAID EXPENSES	352,015.72
INVENTORY - FUEL	22,192.66
LAND	8,586,573.20
VEHICLES	52,013,693.00
EQUIPMENT	2,956,873.83
FAREBOXES	1,214,379.70
SHELTERS	4,766,045.48
BUS SIGNAGE	254,913.32
FACILITIES	11,402,529.53
PARK & RIDE FACILITY	183,927.64
ACCUMULATED DEPRECIATION	(43,874,956.17)
RIGHT TO USE LEASES	1,605,170.88
ACCUMULATED DEPRECIATION - RTU	(555,579.32)
TOTAL ASSETS	<u>62,427,838.68</u>

**LIABILITIES & EQUITY**

<b>LIABILITIES</b>	
ACCOUNTS PAYABLE	1,763,961.69
NOTE PAYABLE - BB&T	1,193,663.28
ACCRUED INTEREST	40,290.26
UNEARNED REVENUE	9,034.00
OPEB LIABILITY	133,517.00
LEASE LIABILITY	997,506.33
TOTAL LIABILITIES	<u>4,137,972.56</u>

<b>EQUITY</b>	
CURRENT YEAR FUND BALANCE	645,323.39
INVEST IN CAPITAL ASSETS	36,216,121.69
FUND BALANCE	21,428,421.04
TOTAL EQUITY	<u>58,289,866.12</u>

TOTAL LIABILITIES & FUND EQUITY 62,427,838.68

CARTA  
OnDemand Program  
1/31/2026

Activity	BUDGET	FY 21	FY 22	FY 23	FY 24	FY 25	FY 26	Total	Balance	% Complete
		Total Costs								
OnDemand Program	1,274,036	1,421	20,778	98,039	323,179	501,549	<b>176,514</b>	1,121,480	152,556	88%
Total	1,274,036	1,421	20,778	98,039	323,179	501,549	<b>176,514</b>	1,121,480	152,556	88%
Federal <i>FTA 5310</i>	1,016,000	1,137	16,622	75,203	258,544	388,914	<b>141,211</b>	881,631	134,369	87%
Local	273,441	284	4,156	22,836	64,635	112,635	<b>35,303</b>	239,849	33,592	88%
Total	1,289,441	1,421	20,778	98,039	323,179	501,549	<b>176,514</b>	1,121,480	167,961	87%



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Charleston Area Regional Transportation Authority

## MEMORANDUM

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**To:** CARTA Board of Directors  
**From:** Ronald Mitchum, Executive Director  
**Subject:** Request for Approval – Shipwatch Square Transit Center  
**Date:** March 12, 2026

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Staff is requesting approval to amend the contract with HDR Engineering, Inc. for design and engineering services for the Shipwatch Square Transit Center. The amendment would increase the contract amount by \$104,088.71.

The amendment will fund programming efforts, completion of the furniture design and specifications, bid phase services, construction phase services, and preparation of an updated cost estimate.



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Charleston Area Regional Transportation Authority

## MEMORANDUM

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**Date:** March 12, 2026  
**To:** CARTA Board of Directors  
**From:** Ronald Mitchum, Executive Director  
**Subject:** Request for Approval – Proterra Battery Electric Bus Parts

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Charleston Area Regional Transportation Authority (CARTA) operates several Proterra battery electric buses. In order to maintain a safe and reliable fleet, CARTA is requesting approval to purchase replacement parts to support ongoing operations.

Following the bankruptcy of Proterra, and the subsequent purchase of Proterra bus assets by Phoenix EV, parts manufacturing and availability has become an industry wide issue. A handful of suppliers are offering to sell re-manufactured parts that do not have a guarantee that they can be programmed to operate on Proterra buses and have long lead times. Additionally, transit agencies cannot purchase directly from the manufacturer.

Power Parts LLC. has signed commercial agreements with several of the manufacturers to purchase brand new OEM components with authorization to resale to customers. These parts include battery packs, gearboxes, inverters, and electronics controllers and various other OEM parts.

Staff is requesting approval of a not-to-exceed amount of \$3,960,256.97 to purchase Proterra replacement parts from Power Parts LLC. This authorization will allow CARTA to procure OEM components on an as-needed basis based on fleet condition, parts availability, and operational priorities



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Charleston Area Regional Transportation Authority

## MEMORANDUM

**Date:** March 12, 2026  
**To:** CARTA Board of Directors  
**From:** Ron Mitchum, Executive Director  
**Subject:** Gibbes Museum Bus Wrap Discount – Request for Approval

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The Gibbes Museum would like to renew their contract with CARTA for bus wrap advertising. They are requesting a discounted cost. The request is outlined below:

- Production cost (normally \$4,372) discounted to \$3,500
- Monthly rate (normally \$2,400 per month) discounted for March to \$1,500 and fee free in April

Total cost to the Gibbes Museum would be \$5,000 for a discount of \$4,172. Staff is recommending approval.



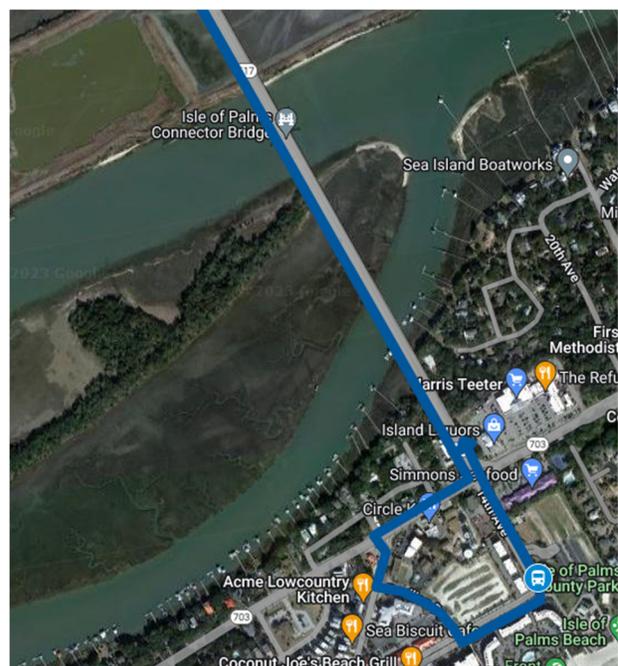
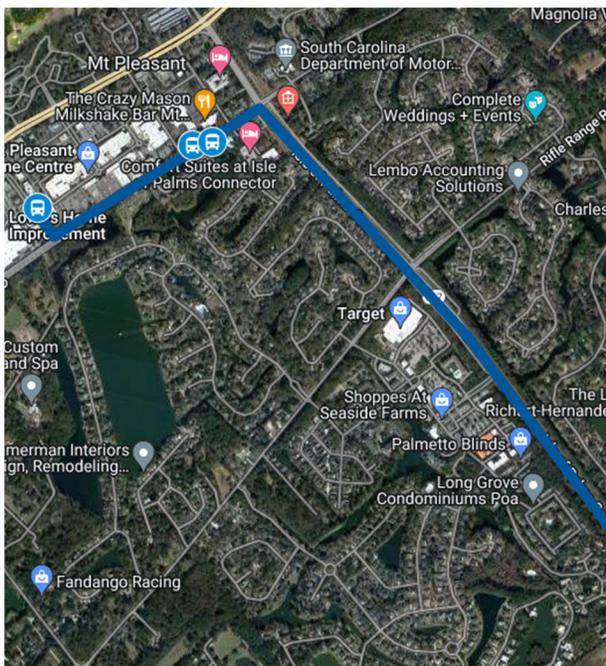
Charleston Area Regional Transportation Authority

## MEMORANDUM

**DATE:** JANUARY 27, 2026  
**TO:** RONALD E. MITCHUM, EXECUTIVE DIRECTOR  
**FROM:** MEGAN ROSS, TRANSIT PLANNER  
**SUBJECT:** ISLE OF PALMS BEACH SHUTTLE

CARTA implemented a seasonal weekend shuttle between the Town of Mt. Pleasant and the City of Isle of Palms, in response to a public request for service to the beach. Along with weekend service, the route also ran on summer holidays, including Memorial Day, Fourth of July, and Labor Day. In preparation for the new service, marketing ventured on many different forums to promote transportation to a local beach. A press conference, ride-a-longs, and social media advertisements were just some of the ways used to encourage locals and tourists to visit IOP.

The route started at bus stop #715 Town Centre/ Market Center Blvd. and ended at Ocean Blvd at 14<sup>th</sup> Ave. The unit also stopped at Hungry Neck Blvd/Theater Dr. (stop number 729 and 714) to allow additional transfer locations with Rt. 40 and Rt. 42. Service runs hourly with the first trip departing at 9:15 AM on Saturday and 9:40 AM on Sunday from the Town Centre stop. The last trip would leave at 5:15 PM on Saturday and 5:40 PM on Sunday. The last return trip would have customers arriving back at the Town Centre by 6:00 PM on Saturday and 6:25 PM on Sunday.



## Ridership

Over the five seasons in operation, ridership varied week to week seemingly increasing on the holiday weekends. Below is a summary of the ridership for the last 5 seasons by month along with the percentage of change by month.

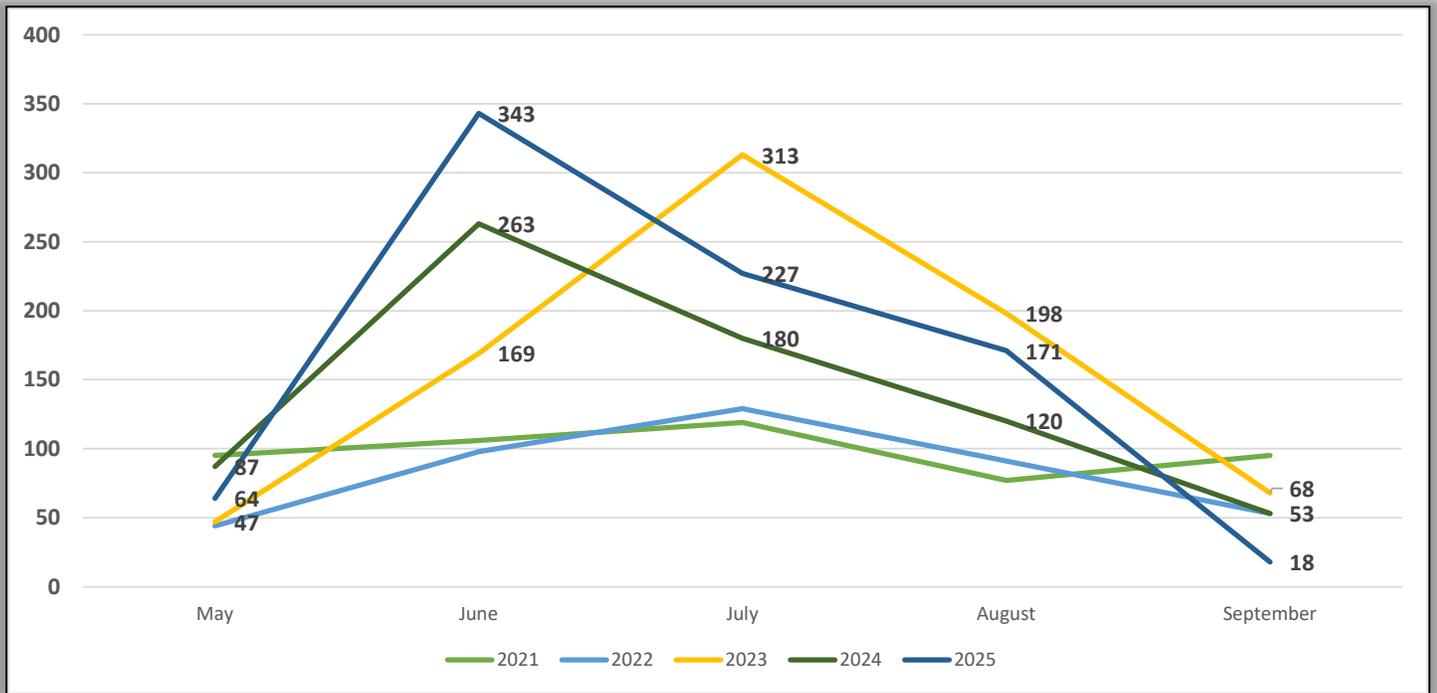


Figure 1- Ridership by month & year

	2021	2022	2023	2024	2025	% of Change
May	95	44	47	87	64	-26.44%
June	106	98	169	263	343	30.42%
July	119	129	313	180	227	26.11%
August	77	91	198	120	171	42.50%
September	95	53	68	53	18	-66.04%
Total	492	415	795	703	823	17.07%

Figure 2- Ridership including % of Increase

During the last season, ridership was 17.1% higher than the previous season. In the month of September, we saw the largest decrease in ridership. This is due to the shuttle only being in operation one day of the month (Labor Day fell on September 1<sup>st</sup>, 2025).

## Cost

The Town of Mt. Pleasant, the City of Isla Palms and CARTA agreed that the cost would be divided between the three for the route to be fully funded. Town Centre in Mt. Pleasant is also allowing passengers to park for free in designated parking spots.

- 2021- the Beach Reach cost about \$24,440 to operator.
- 2022- the Beach Reach cost about \$26,600 to operator.
- 2023- the Beach Reach cost about \$28,200 to operator.
- 2024- the Beach Reach cost about \$29,700 to operator.
- 2025- the Beach Reach cost about \$28,700 to operator.

Staff's projection of the cost for the 2026 season is:

Month	Days	Month Hours	Monthly Cost
May	5	48.75	\$5,426.62
June	8	78.00	\$8,825.10
July	9	87.75	\$9,903.09
August	10	97.50	\$10,902.35
September	3	29.25	\$3,250.07
<b>Total</b>	<b>35</b>	<b>341.25</b>	<b>\$38,307.23</b>

Staff's projection of the cost for the 2026 season with additional service to operate on Fridays:

Month	Days	Month Hours	Monthly Cost
May	7	68.25	\$7,597.26
June	12	117.00	\$13,237.65
July	13	126.75	\$14,429.80
August	14	136.50	\$15,263.29
September	4	39.00	\$4,333.43
<b>Total</b>	<b>50</b>	<b>487.50</b>	<b>\$54,861.43</b>

## Beach Reach Marketing and Communications Support

1. Press release and seasonal kick-off event to launch this year's first day of service.
2. Social media support on all CARTA channels, including paid/boosted campaigns, to help garner more ridership from outlier areas, like North Charleston and Summerville, since this is the closest beach to their town.
3. Provide consistent weekly/monthly canvassing to local Mt. Pleasant businesses and hotels with Shuttle collateral materials.
4. Create and execute a promotion/giveaway with Mount Pleasant Town Centre and other local businesses to help generate awareness and increase traffic for the Shuttle.
5. Have a series of ride-alongs to show how fun and easy it is to take the shuttle.
6. Utilize the Transit app as a communications tool to make riders aware of the service during the summer months of operation.
7. Feature Beach Reach service more prominently on the CARTA website.
8. Provide regular Shuttle information to county, city, and town communications personnel to promote across their channels, to include Mount Pleasant, City of Charleston, North Charleston, Goose Creek, Moncks Corner, and Summerville, to encourage their constituents to use the service.
9. Partner with local news station (s) for an on-air promotion of the service during their news programming.
10. "Dress up" the Trolley for Fourth of July, Memorial Day, and Labor Day to gain more attention from those seeing it on the road, piquing their interest.



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Charleston Area Regional Transportation Authority

## MEMORANDUM

**Date:** March 12, 2026  
**To:** CARTA Board of Directors  
**From:** Ron Mitchum, Executive Director  
**Subject:** CARTA Business Continuity and Disaster Recovery Plan – Request for Approval

---

The Business Continuity and Disaster Recovery Plan has been updated to reflect the new contractor, RATP-Dev. A tracked changes version of the document is attached for your reference. Staff is requesting approval of this update.

# CARTA

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY

~~TRANSD~~EV-TRANSPORTATION RATP-DEV

## BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN

February 22, 2017

March 25, 2026

November 15, 2023

Updated July 1, 2016

Updated August 2, 2014

Updated August 31, 2013

August 31, 2010



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## I. Introduction

### Introduction to This Document

Part I contains information about this document, which provides the written record of the CARTA/~~National Express~~ RATP-Dev Business Continuity Plan ("the PLAN").

Planning for the business continuity of CARTA/ RATP-Dev ~~National Express~~ (CARTA) in the aftermath of a disaster is a complex task. Preparation for, response to, and recovery from a disaster affecting the administrative functions requires the cooperative efforts of many support organizations in partnership with the areas supporting operations. This document records the plan that outlines and coordinates these efforts, reflecting the analyses by representatives from these organizations.

For use in the event of a disaster, this document identifies the recovery facilities (hot sites and shell sites) that have been designated as backups if the functional areas are disabled.

### How to Use This Document

Use this document to learn about the issues involved in planning for the continuity of the critical and essential business functions at CARTA, as a checklist of preparation tasks, for training personnel, and for recovering from a disaster. This document is divided into four parts, as the table below describes.

### Part Contents

- I. Information about the document itself
- II. Design of the plan that this document records, including information about the overall structure of business continuity planning at CARTA.
- III. General responsibilities of the Business Continuity Management Team (BCMT) and Operations Area Support Teams, emphasizing the function of each representative and its preparation responsibilities.
- IV. Recovery actions for the Operations Area Support Teams and important checklists such as the notification list for a disaster and an inventory of resources required for the environment. [Note: If a "disaster" situation arises, Section IV of the Plan is the only section that needs to be referenced. It contains all of the procedures and support information for recovery.]

## **Audience**

This document addresses several groups within CARTA with differing levels and types of responsibilities for business continuity, as follows:

Business Continuity Management Team (BCMT)

Operations Area Support Teams

It should be emphasized that this document is addressed particularly to the members of the BCMT, since they have the responsibility of preparing for, responding to, and recovering from any disaster that impacts CARTA. Part III of this document describes the composition of the BCMT in detail.

## **Distribution**

As the written record of the THE PLAN, this document is distributed to each member of the BCMT, and all relevant stakeholders (Appendix C - Distribution List)

## **II. Design of the Plan**

### **Overview of the Business Continuity Plan**

Part II describes the philosophy of business continuity planning at CARTA generally, and the kind of analysis that produced this Plan. It also provides an overview of the functions of the BCMT in implementing this Plan.

### **Purpose**

CARTA increasingly depends on computer-supported information processing and telecommunications. This dependency will continue to grow with the trend toward information technology solutions to support CARTA operations.

The increasing dependency on computers and telecommunications for operational support poses the risk that a lengthy loss of these capabilities could seriously affect the overall performance of CARTA. A risk analysis which was conducted identified several systems as belonging to risk Category I, comprising those functions whose loss could cause a major impact to CARTA within the first 24-48 hours. It also categorized a majority of CARTA functions as Essential, or Category II - requiring processing support within 1 week of an outage. This risk assessment process will be repeated on a regular basis to ensure that changes to our processing and environment are reflected in recovery planning.

CARTA management recognizes the potential probability of severe damage to data processing telecommunications or support services capabilities that support operations. Because of the potential impact to CARTA, a plan for reducing the risk of damage from a disaster is vital. CARTA's Business Continuity Plan is designed to reduce the risk to an acceptable level by ensuring the restoration of Critical processing within 24-48 hours, and all essential production (Category II processing) within 1 week of the outage.

The plan identifies the critical functions of CARTA and the resources required to support them. The plan provides guidelines for ensuring that needed personnel and resources are available for both disaster preparation and response and that the proper steps will be carried out to permit the timely restoration of services.

The PLAN specifies the responsibilities of the BCMT, whose mission is to establish functional level procedures to ensure the continuity of CARTA's business functions. In the event of a disaster affecting any of the functional areas, the BCMT serves as liaison between the functional area(s) affected and other organizations providing major services. These services include the support provided by CARTA administration, [RATP-Dev](#) ~~National Express~~ administration, operations, and maintenance.

### **Assumptions**

The plan is predicated on the validity of the following three assumptions:

The situation that causes the disaster is localized to the operations facility and systems in North Charleston, SC; the building or space housing the functional area; or to the communication systems and networks that support the functional area. It is not a general disaster, such as an earthquake affecting a major portion of metropolitan Charleston.

It should be noted however, that the plan will still be functional and effective even in an area-wide disaster. Even though the basic priorities for restoration of essential services to the community will normally take precedence over the recovery of an individual organization, THE PLAN can still provide for a more expeditious restoration of resources for supporting key functions.

The plan is based on the availability of the hot sites or the back-up resources, as described in Part IV. The accessibility of these, or equivalent back-up resources, is a critical requirement.

The plan is a document that reflects the changing environment and requirements of CARTA. Therefore, the plan requires the continued allocation of resources to maintain it and to keep it in a constant state of readiness.

### **Development**

CARTA's BCMT, with assistance from key Operations Support Area Teams, is responsible for developing the Business Continuity Plan.

### **Maintenance**

Ensuring that the plan reflects ongoing changes to resources is crucial. This task includes updating the plan and revising this document to reflect updates; testing the updated plan; and training personnel. The BCMT is responsible for this comprehensive maintenance task.

Annually, the BCMT ensures that the plan undergoes a complete review to confirm the incorporation of all changes since the prior year, which could result in major revisions to this document. These revisions will be approved by the Executive Director and the CARTA Board of Directors and distributed to all authorized personnel, who exchange their old plans for the newly revised plans.

### **Testing**

Testing the Business Continuity Plan is an essential element of preparedness. Partial tests of individual components and recovery plans of specific areas will be carried out on a regular basis. A comprehensive exercise of our continuity capabilities and support by our designated recovery facilities will be performed on an annual basis.

### **Organization of Disaster Response and Recovery**

The organizational backbone of business continuity planning at CARTA is the Business Continuity Management Team. In the event of a disaster affecting CARTA or its resources, the BCMT will respond in accordance with this plan and will initiate specific actions for recovery.

### **Business Continuity Management Team**

CARTA Executive Director or Designee: Manages and directs CARTA operations.

CARTA Deputy Director of Operations and Support: Provides liaison with the Committee for support of emergency response activities, service restoration, and resource allocation in the recovery from the disaster. Coordinates all information technology and telecommunication systems recovery.

CARTA Customer Service Supervisor: Oversees the operations of the Customer Service Department and works with the Deputy Director of Operations and Support on areas affected by the disaster.

CARTA Transit Coordinator: Coordinates services and issues with [RATP-Dev National Express](#) as a result of the disaster.

General Manager [RATP-Dev National Express](#): Manages and directs the [TransDev RATP-Dev](#) Administration, Operations and Maintenance functions.

Director Technology [RATP-Dev National Express](#): Coordinates all information technology and telecommunications systems recovery, including operational restoration at the designated hot site.

Operations Manager, [RATP-Dev National Express](#): Provides liaison with the Committee for support of critical business functions affected by the disaster in the area of OPERATIONS.

Maintenance Director, [RATP-Dev National Express](#): Provides liaison with the Committee for support of critical business functions affected by the disaster in the area of MAINTENANCE.

Administrative Services Manager, [RATP-Dev National Express](#): Provides liaison with the Committee for support of critical business functions affected by the disaster in the area of [RATP-Dev National Express](#) Administration.

For the business continuity of CARTA systems, two organizations are primary: the Business Continuity Management Team and its Operations Area Support Teams relevant as affected by the disaster. In the event of a disaster, the BCMT provides primary direction, while the support teams are concerned with resources and tasks integral to running the specific operations area.

This section provides general information about the organization of recovery efforts and the role of the BCMT. Part III of this document describes the BCMT and the responsibilities of each support team in detail.

The BCMT is composed of upper-level managers in CARTA operations and corporate administration. The following is a list of each position on the Business Continuity Management Team, and a brief overview of each member's responsibilities:

### **Operations Area Support Teams**

Under the overall direction of the Business Continuity Management Team, support is provided to assist an operations area's recovery by Operations Area

Support Teams. These teams, described below, will work to restore services and provide assistance at the area level. In many cases, the organizations comprising these support teams have as their normal responsibility the provision of these support services. This support is generally documented in an operations procedures manual. The Business Continuity Plan is an adjunct to that documentation and highlights the individual actions of recovery. In cases where the documentation in this plan and the operations procedure documents differ, the operations documentation has precedence.

#### OPERATIONS AREA SUPPORT TEAM LISTING AND GENERAL RESPONSIBILITIES

##### **Disaster Response**

This section describes six required responses to a disaster, or to a problem that could evolve into a disaster:

1. Detect and determine a disaster condition
2. Notify persons responsible for recovery
3. Initiate the CARTA/ [RATP-Dev National Express](#) Business Continuity Plan
4. Activate the designated hot site
5. Disseminate Internal and Public Communications
6. Provide support services to aid recovery

Each subsection below identifies the organization(s) and/or position(s) responsible for each of these six responses.

##### **Disaster Detection and Determination**

The detection of an event which could result in a disaster affecting operations at CARTA is the responsibility of CARTA Executive Director or Designee or whoever first discovers or receives information about an emergency situation developing in one of the operations areas

##### **Disaster Notification**

The discovery individual will follow existing procedures and notify the General Manager. They will monitor the evolving situation and, if appropriate, will then notify the Business Continuity Management Team representatives based upon a predefined set of notification parameters.

## **Initiation of the PLAN**

Initiation of this Plan is the responsibility of any member of the Business Continuity Management Team.

## **Activation of a Designated Hot Site**

The responsibility for activating any of the designated hot sites or back-up resources is delegated to the CARTA Executive Director. In the absence of CARTA Executive, responsibility reverts to the Deputy Director of Operations and Support. Within 24 hours of the occurrence, the General Manager, or alternate, determines the prognosis for recovery of the damaged functional area through consultation with the Operations Area Support Team Leads.

If the estimated occupancy or recovery of the damaged functional area cannot be accomplished within 24 hours, the usual occupants of the designated back-up site are notified of the intention to occupy their facility.

## **Dissemination of Internal and Public Communications**

The CARTA Executive Director is responsible for directing all meetings, communications and discussions internally and with the news media and the public. In the absence of Executive Director, the responsibility reverts to the most senior official present at the scene, which can include senior management of the [RATP-Dev National Express](#) Team.

Recovery Status Information Number **1-888-382-1149** has been established as a voice mail information number for posting recovery status and information notices. All reports will be placed by the Administrative Manager.

## **Provision of Support Services to Aid Recovery**

During and following a disaster, Operations Area Support Teams are responsible for provisioning support services to aid recovery under the direction of the Business Continuity Management Team.

## **Disaster Recovery Strategy**

The disaster recovery strategy explained below pertains specifically to a disaster disabling the main operations facility. Especially at risk are the critical services designated as Category I (see below). The Operations Support Team individual plans provides for recovering the capacity to support these critical services within 24-48 hours. Summarizing the provisions of the Operations Area Support Team plans, subsections below explain the context in which the CARTA Business

Continuity Plan operates. The Business Continuity Plan complements the strategies for restoring operations under these plans.

This section addresses three phases of disaster recovery:

- Emergency
- Backup
- Recovery

Strategies for accomplishing each of these phases are described below. It should be noted that the subsection describing the emergency phase applies equally to a disaster affecting all Operations Support areas within the facility, the functional area that provides support for the critical service.

### **Emergency Phase**

The emergency phase begins with the initial response to a disaster. During this phase, the existing emergency plans and procedures of the facility direct efforts to protect life and property, the primary goal of initial response. Security over the area is established as local support services such as the Police and Fire Departments are enlisted through existing mechanisms. CARTA's Executive Director is alerted and begins to monitor the situation.

If the emergency situation appears to affect the main facility (or other critical facility or service), either through damage to building, equipment or support facilities, or if access to the facility is prohibited, the General Manager will closely monitor the event, notifying BCMT personnel as required to assist in damage assessment. Once access to the facility is permitted, an assessment of the damage is made to determine the estimated length of the outage. If access to the facility is precluded, then the estimate includes the time until the effect of the disaster on the facility can be evaluated.

If the estimated outage is less than 24-48 hours, recovery will be initiated under normal operational recovery procedures. If the outage is estimated to be longer than 1 week, then the General Manager activates the BCMT, which in turn notifies all relevant stakeholders and the Business Continuity Plan is activated. The recovery process then moves into the back-up phase.

The Business Continuity Management Team remains active until recovery is complete to ensure that the support teams will be ready in the event the situation changes.

## **Back-up Phase**

The back-up phase begins with the initiation of the appropriate Operations Area Support Team plans for outages enduring longer than 24-48 hours. In the initial stage of the back-up phase, the goal is to resume critical services. Services will resume either at the main facility or at the designated hot site, depending on the results of the assessment of damage to equipment and the physical structure of the building.

In the back-up phase, the initial hot site must support critical (Category I) services for up to 1 week and as many Category II services as resources and time permit. During this period, services resume, possibly in a degraded mode, up to the capacity of the hot site. Within this 1 week period, the main facility will be returned to full operational status if possible.

However, if the damaged area requires a longer period of reconstruction, then the second stage of back-up commences. During the second stage, a shell facility (a pre-arranged temporary processing facility that we have contracted to use for this purpose) is assembled and equipment installed to provide for all services until a permanent site is ready. The current back up location is the Charleston County Fleet Operations Center on Headquarters Road.

## **Recovery Phase**

The time required for recovery of the functional area and the eventual restoration of normal processing depends on the damage caused by the disaster. The time frame for recovery can vary from several days to several months. In either case, the recovery process begins immediately after the disaster and takes place in parallel with back-up operations at the designated hot site. The primary goal is to restore normal operations as soon as possible.

## **Scope of the Business Continuity Plan**

The objective of this plan is to restore critical (Category I) systems within 24-48 hours, and Essential (Category II) systems within 1 week of a disaster that disables any functional area and/or essential service supporting the functions in that area.

The initial risk assessment of the services that support CARTA operations assigned services to Category I Critical. This risk category identifies services that have the highest priority and must be restored within 24-48 hours of a disaster disabling a functional area. Specifically, each function of these services was evaluated and allocated a place in one of four risk categories, as described below.

## Category I Critical Functions

Communications  
Vehicle Fueling  
Vehicle Repair  
Operation of Service  
Documentation of Activities  
Operator Support

## Category II Essential Functions

### ESSENTIAL SOFTWARE OPERATION

#### **3CX Phone Management System**

3CX is a cloud based phone management system that can be accessed from any location that has internet access.

#### **Farebox Management System**

Genfare is maintained on a computer in the cash counting room.

#### **GV EdgeBlue Iris Recording System**

The GV EdgeBlue Iris System is the camera system in the facility. This system can be accessed from any location that has internet access.

#### **ADP EnterpriseUKG (payroll)**

ADP EnterpriseUKG is an internet based application, and can be accessed from any location that has internet access.

#### **RTA (maintenance and purchasing tracking)**

RTA will be maintained through RATP-Dev National Express servers. In an emergency situation, RTA will still be accessible through a PC with the software loaded.

#### **Trapeze Spare (Paratransit dispatching and scheduling)**

Trapeze Spare is maintained through National Express servers in the Cloud. In an emergency situation, Trapeze Spare will still be accessible through a PC with the software loaded, any computer with internet access.

#### **DATA REMOVAL**

In the event of an emergency, servers will be removed from the premises, along with backup tapes. Essential PC's and laptops will also be removed in order to be set up at an alternate operating facility, if necessary.

## Category III Necessary Functions

Preventative Maintenance

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Administration

**III. Emergency Operations Centers**

**Appendix A – Contact List**

Title	Name	Primary Phone #	Secondary Phone #
General Manager	Patrice Gilliam-Miller Richard Mitchell	843-410-2293 843-745-4101	843-817-6182 854-200-6141
Operations Manager	Denis Komakeeh Yahari Kell	843-745-1002 843-745-4101	937-661-1238 706-821-1721
Assistant General Manager	Cornell Mack	843-745-4101	706-945-3290
Maintenance Manager	Jason Woznae Steve Stewart	843-745-1001 843-745-4101	404-992-0490 980-208-4900
Human Resources Manager	Shannon Cooper Trevor Collins	843-745-9402 843-745-4101	843-729-6170 843-480-8417
Corporate IT Director/Manager	Neal Hemenover Brandon Neff	630-382-2386 843-745-4101	630-666-9765 843-327-0052
Para Transit Manager	Karen Campbell Yahari Kelly	843-804-6160 843-745-4101	854-207-4320 706-21-1721
Safety & Training Manager	Tiffany Hopkins Maurice Lewis	843-745-1003	843-425-3431

**Appendix B – Plan Distribution List**

Title	Name	Email Address
General Manager	Patrice Gilliam-Miller Richard Mitchell	lathonia.gilliam-miller@wedriveu.com richard.mitchell@ratpdev.com
Executive Director	Ron Mitchum	rmitchum@ridecarta.com
Deputy Director of Operations and Support	Andrea Kozloski	andreak@bcdco.com
Transit Coordinator	Rainee Kearney	rkearney@ridecarta.com
Deputy Director of Finance and Administration	Robin Mitchum	robinm@bcdco.com



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Charleston Area Regional Transportation Authority

## MEMORANDUM

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**Date:** March 9, 2026  
**To:** CARTA Board of Directors  
**From:** Ronald E. Mitchum, Executive Director  
**Subject:** Transit Planning Project Updates for February 2026

---

Please find the progress reports for transit planning projects.

1. Service Planning Initiatives (Project Manager: Megan Ross)
2. CARTA Comprehensive Operational Analysis (Project Manager: Megan Ross)
3. CARTA On-Demand (TNC Pilot Project) (Project Manager: Courtney Cherry)
4. Shelter Improvement Program (Project Manager: Rainee Kearney)
5. Shipwatch Square Transit Center (Project Manager: Sharon Hollis)
6. Lowcountry Rapid Transit (Project Manager: Sharon Hollis)
7. Dorchester Transit Signal Priority (TSP) Pilot Project (Project Manager: Sharon Hollis)
8. Mt. Pleasant Street Park and Ride (Project Manager: Robin Mitchum)
9. Fairgrounds Park and Ride (Project Manager: Robin Mitchum)
10. O&M Facility – LCRT (Project Manager: Robin Mitchum)
11. Mobile Ticketing Sales and Use (Project Manager: Jeff Burns)

Please let me know if you need additional information.

# MEMORANDUM

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## 1. Service Planning Initiatives

- Staff planned and coordinated route closures and delays for the weather event with RATPDev. Additionally, staff attended all Charleston County Coordination calls for the February 1<sup>st</sup> snow day.
- Staff have assisted with the operational transition from We Drive U to RATPDev.
- Staff worked with RATPDev staff to review reporting on missed service and other operational tasks. Staff assisted with training on Spare and Swiftly.
- Staff continue to participate in an LCRT Transit System Meeting. Staff will now also participate in the LCRT Fire/Life Safety and Security Committee and the LCRT Safety and Security Committee. Staff joined the CEL/CIL fleet workshop.
- Staff coordinated all warming shelter openings and additional service required with Hibben and Holy City Missions.
- Staff remain working with Spare and RATPDev to improve efficiency and rider experience for Tel-A-Ride clients.
- Staff continue working with development review and infrastructure improvement along the bus routes.
- Staff tracks and investigates all missed service. It is reported to RATPDev and documented as performance fees.
- Staff is developing a scope for Kiawah Island request for transit.
- Staff developed updates to the Regional Transit Framework Vision Plan.

## 2. Comprehensive Operational Analysis

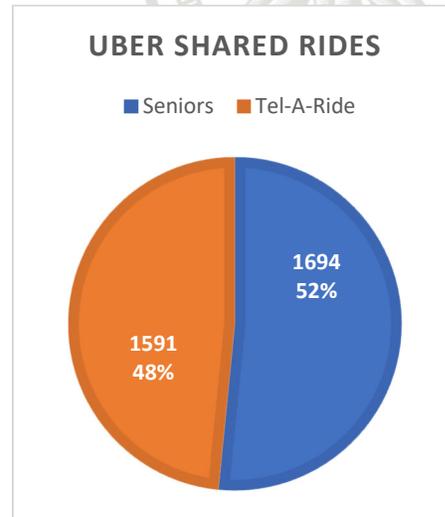
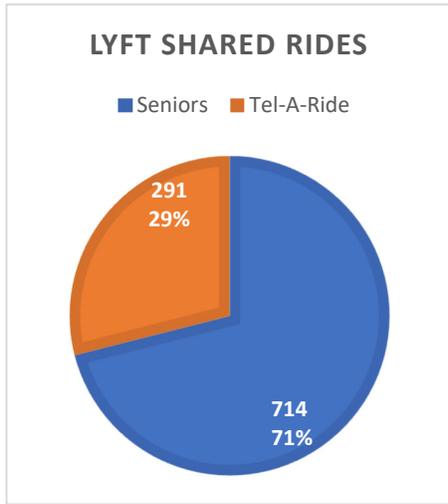
Staff and Nelson\ Nygaard continue with bi-weekly meetings. Staff participated in a workshop to review service plan recommendations. Staff continued reviewing the State of the System report and submitted final edits. That report should be completed in early March.

## 3. CARTA OnDemand (TNC Pilot)

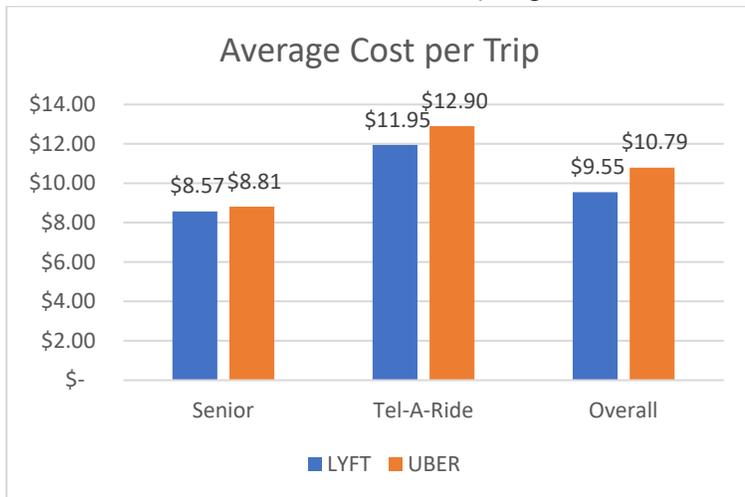
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. On March 1, 2025, program changes were implemented and updated for senior vouchers. Changes included, reduction in CARTA max subsidy, monthly vouchers to weekly vouchers, and an increase in min customer pay. The service offers door-to-door subsidized services for seniors (60+) 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 \$5 with a maximum trip subsidy of \$14 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 February 2026, there were 2,247 senior riders and 233 Tel-A-Ride customers approved to use OnDemand service, a total of 2,480. Also in February, CARTA OnDemand had a total of 4,290 trips with 44% of the trips being taken by paratransit customers and 56% being taken by senior customers.

# MEMORANDUM



In February, the 4,290 trips (Tel-A-Ride and senior) averaged \$10.50 per trip. Tel-A-Ride trips averaged \$12.75 and senior trips averaged \$8.74. To date (February 2021 – present), CARTA has spent a total of \$1,128,521.39 on the OnDemand program.



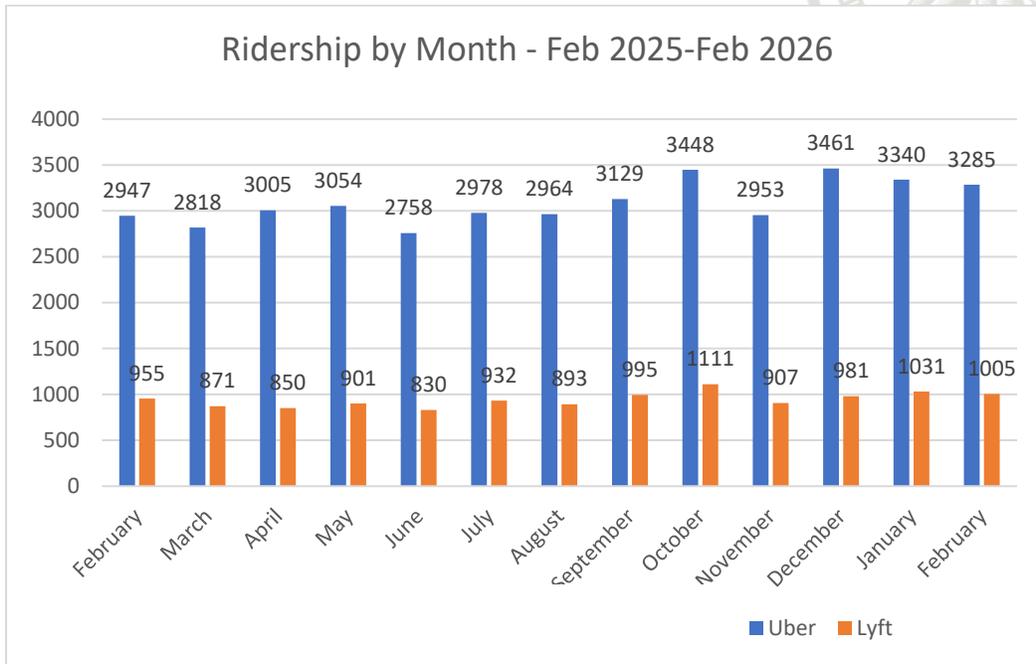
#### LYFT STATISTICS

- 1005 Trips provided
- Avg Trip Cost: **\$9.55**
- 164 Unique Riders
- Total Cost: **\$9,593.47**

#### UBER STATISTICS

- 3285 Trips provided
- Avg Trip Cost: **\$10.79**
- 449 Unique Riders
- Total Cost: **\$35,439.00**

# MEMORANDUM



## Ongoing Tasks:

### *Program Parameters*

- Parameters to CARTA OnDemand were updated and approved 11/2024. Changes to be implemented March 1<sup>st</sup>, 2025. Changes include an increase in the customer fair, reduction in CARTA subsidy amount, an age increase, and reduction in vouchers allocated. These changes resulted in the removal of any current customers under 60 years of age

### *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 efforts
- Outreach efforts specific to CARTA OnDemand have been held at local senior centers, medical facilities, and community living centers.

### *Application approval and customer service*

# MEMORANDUM

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- Staff application process continues to be an efficient approval process
- Staff approves applications from seniors and paratransit customers within 15 days of receiving
- Staff provides customer service by responding to inquiries about the service and assisting new riders with information on how to use Uber and Lyft

## *Performance Monitoring (ongoing)*

- Staff tracks ridership and expenditures on a monthly basis
- Ridership has risen consistently

There are no outstanding or settled claims exceeding \$100,000. There are no claims or litigation involving third-party contracts and potential third-party contracts.

## **4. CARTA Shelter Improvement Program (SIP)**

Bus stops play a vital role in shaping how riders experience transit. CARTA continues to enhance the rider experience by improving bus stop amenities to ensure safety, comfort, and accessibility.

### **In Progress:**

- **Orleans Rd / Carverwood Lane (Stop ID 848)** – Orleans Rd Improvements to install a bench pad as part of the project.
- **5728 Dorchester Rd ( Stop ID 387)**- Developer adding a shelter pad during site renovation project.
- **Battery Island Dr / Folly Rd (Stop ID 167)** – Developer contributing to Improvement funds.
- **98 Wentworth St** – Temporary stop placement, easement agreement, and ADA bench pad and bench; currently in development review/construction phase
- **1940 Savannah Hwy (Stop ID 795)** – Shelter pad requested and stop shift to the far side of the intersection under development review
- **Stocker Dr / Savannah Hwy (Stop ID 591)** – Request for bench pad, trash can, and bench, Charleston County project
- **Meeting St / Line St (Stop ID 59)** – Shelter pad poured; shelter installation pending shelter delivery(developer-initiated)
- **512 Johnnie Dodds Blvd** – Shelter pad poured
- **162 Ashley Ave (Stop ID 138)** – ADA-compliant pad and approved bench pending construction
- **Charleston Place Hotel** – Requested bench and pad- Bench design approved

# MEMORANDUM

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- **Courier Square II** – Detailed site plan received showing CARTA sign, bench, trash receptacle, and 8'x5' landing pad; coordination ongoing with the City and CARTA. Space constraints may require the omission of a bench.
- **Savage Rd** – SCDOT/Charleston County sidewalk project; easement agreement submitted to the County by engineer
- **Dorchester Rd** – SCDOT Safety Audit:
  - **Stop ID 351** – Dorchester Rd / Archdale Blvd: Proposed shift to the far side of the intersection with an ADA-compliant bench pad and accessible path under review.
  - **Stop ID 394** – Dorchester Rd / Franchise St: Proposed shift to the far side of the intersection with ADA-compliant bench pad and path under review.
  - **Stop ID 378** – Dorchester Rd / Ashley Phosphate Rd: Proposed shelter relocation approximately 300 feet to the far side of the intersection.
- **783 Calhoun St / Ashley Ave** – CARTA-initiated infrastructure; shared easement agreement in progress with MUSC
- **575 Calhoun St / Jonathan Lucas St (far side)** – CARTA-initiated infrastructure; shared easement agreement in progress with MUSC
- **485 Jonathan Lucas St / MUSC Quad** – CARTA-initiated infrastructure; shared easement agreement in progress with MUSC

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## Letters of Coordination Issued

CARTA issued letters of coordination to support transit integration in the following developments:

- 4896 Ashley Phosphate Rd
- 5201 Ashley Phosphate Rd
- Park Row Subdivision
- 2296 Clements Ferry Rd
- 8920 Deerwood Dr
- 647 Dupont Rd
- 827 Wappoo Rd
- Caldwell Ave

## 5. Shipwatch Square/Transit Hub

- NEPA: NEPA is complete.
- A&E Design: 100% Design Complete/City Permitting Complete/NOI received.
- IFB: 100% design and bid documents final Anticipated Bid 1<sup>st</sup> Qtr 2026.

## 6. Lowcountry Rapid Transit

A&E Design: 100% design document. IFB/Specifications being finalized.

# MEMORANDUM

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Key Stakeholder Coordination: Stakeholder meetings are ongoing. Maintenance of Traffic Outreach meetings underway. Additional TRC/DRB meetings to be scheduled for April/May 2026.

FTA Coordination: Monthly and quarterly meetings are held with FTA and the Project Management Oversight Consultant (PMOC). PMOC participates in monthly risk review meetings. Annual report and ratings results anticipated in March 2026. Continue to update and submit readiness documents for Full Funding Grant Agreement (FFGA) review. FTA Risk Review scheduled for April 2026.

NEPA: Documented Categorical Exclusion (DCE) 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. A reevaluation for project shift to diesel fleet as submitted and approved by FTA on July 8, 2025. 90% design did not impact Class of Action. No NEPA changes were identified with 100% design. Wetlands permitting is underway, submitted in March 2026.

Maintenance Facility: 60% Redesign/cost estimate submitted early march. Coordination with Dominion and SCDOT are underway related to sewer and utility easements. Wetland permitting submitted with the full Corridor project in March 2026.

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 #9 below.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. Team continues to engage with community via neighborhood association meetings, farmers markets, festivals and events. Outreach in March focused along businesses and neighborhoods along King Street Extension segment. Spring/Summer outreach planned for construction industry. Next public meeting anticipated week of April 27, 2026.

ROW Acquisition: ROW acquisition for the corridor, led by SCDOT, is underway.

Utility Coordination: Monthly utility coordination meetings with all impacted utilities are underway. Pre Utility Agreements are complete for most of the utilities. Dominion and CWS in final edits. Smaller, focused utility coordination meetings with major utility providers, Dominion, CWS, and North Charleston Sewer District are occurring on a regular basis. Discussions for remain in place requests are being held with NCSD, CWS and Dominion. A risk workshop with CWS was held with CWS to discuss mitigation strategies for remaining in place.

Construction Related Activities: Meetings related to coordination on MOT, IGAs, CEI, bidder outreach, and construction phase project procedures are underway. CEI procurement documents and contract templates are in review to advance CEI procurement in Fall 2026.

# MEMORANDUM

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Systems Integration: Tasks associated with transit systems and integration (vehicles, fare vending, technology, etc.) are underway. Bi-weekly meetings with the systems integration team are occurring. Route redesign and CARTA infrastructure modifications to be developed in the coming year as part of CARTA COA effort.

## **7. Dorchester TSP**

- Procurement documents and technical documents are in final draft based on comments from SCDOT.
- IGA comments received by SCDOT; document is undergoing final edits
- Phase 3 to be procured Spring/Summer 2026.

## **8. Mt. Pleasant Street Park and Ride**

We continue to work with the City of Charleston to meet new standards. The Stormwater Permit and plan was submitted to the TRC.

## **9. Fairgrounds Park and Ride**

The ECFC & CARTA trial is scheduled for March 16, 2026.

## **10. O&M Facility (Acres Drive, Ladson)**

Appraisal has been completed and submitted to FTA for approval. Once received we will proceed with purchase of the easement.

## **11. Mobile Ticketing Sales & Use**

During the month of February 2026, mobile ticket sales totaled \$28,237.72. This is a 5.2% decrease in sales revenue over February 2025 and a 10.6% decrease from January 2026. Mobile ticket sales comprised 25.4% of total farebox revenue for the month and totals 24.5% of the revenue fiscal year to date. Mobile ticketing revenue comprised 21.1% of total farebox revenue last year fiscal year to date. Mobile ticket sales are 1.2% lower than mobile ticket sales last year fiscal year to date. There were 1,729 unique users over the month, conducting 16,489 transactions. The pass type with the highest frequency of use is the local, fixed-route, one-trip ticket. The route with the highest usage is Route 10, followed by Route 12. The expanded payment option for CARTA Tel-A-Ride customers has seen increased usage.



Charleston Area Regional Transportation Authority

## MEMORANDUM

**Date:** March 13, 2026  
**To:** Ronald E. Mitchum, Executive Director  
**From:** Megan Ross, Transit Planner  
**Subject:** Monthly Ridership Report – February 2026

The following tables and figures summarize operating statistics for the month of February 2026. Please feel free to contact me with any questions or for further information.

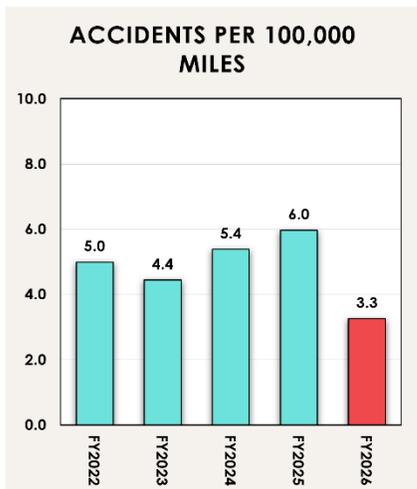
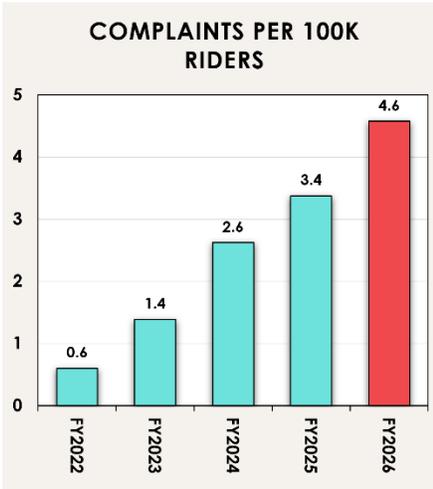
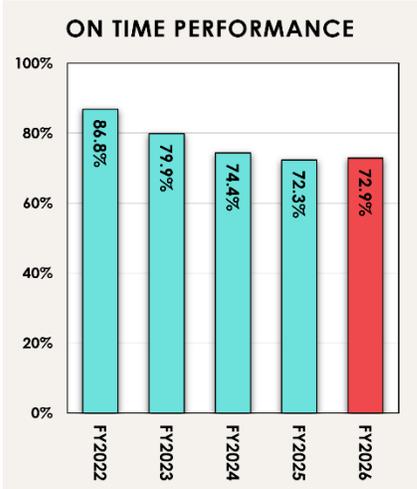
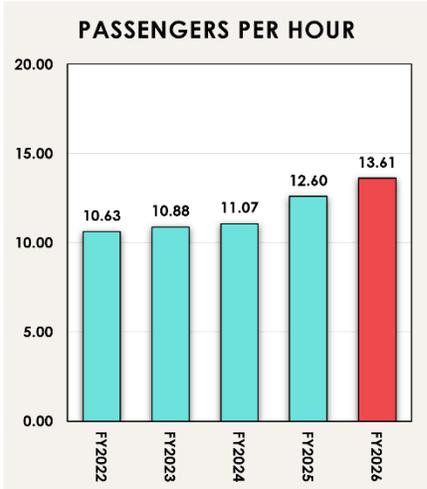
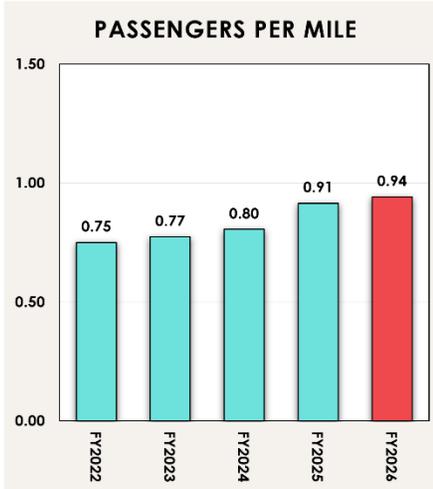
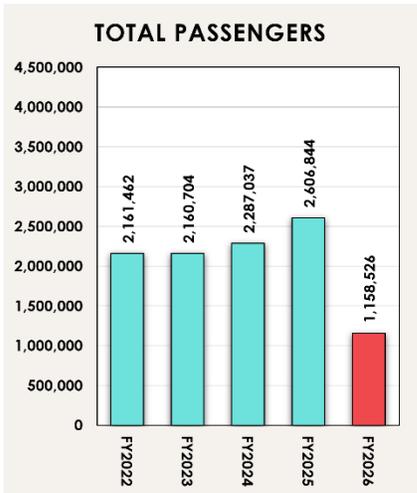
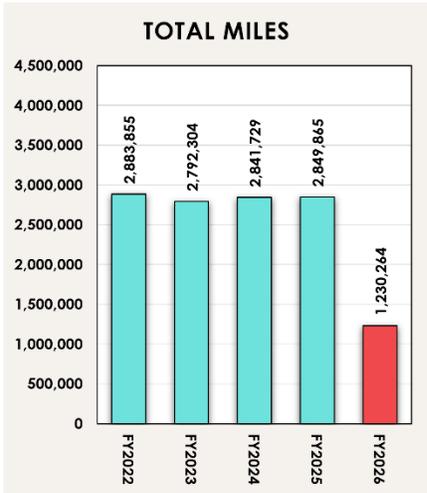
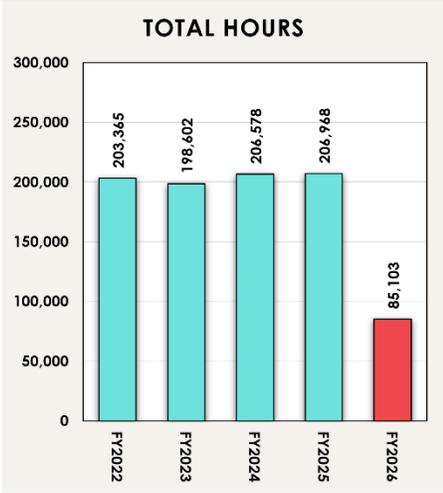
### FIXED-ROUTE METRICS THIS MONTH – FEBRUARY 2026

Fixed Route Metrics	This Month	Percent Change	
	Feb-26	from Same Month Last Year Feb-25	from Last Month Jan-26
<b>Fixed-Route Ridership Overview</b>			
Total Ridership	199,301	↑ 24.4%	↓ -11.8%
Total Revenue Hours	15,197	↓ -6.7%	↓ -10.2%
Total Revenue Miles	243,404	↑ 7.8%	↑ 9.6%
<b>Fixed-Route Efficiency</b>			
Passengers Per Hour	13.1	↑ 33.4%	↓ -1.8%
On-Time Performance	70.4%	↓ -3.8%	↓ -5.1%
<b>Fixed-Route Financial Summary</b>			
Cost per Passenger	\$5.48	▶ -21.6%	▶ 0.0%
Revenue	\$307,262.03	↑ 12.7%	↓ -6.3%
Farebox Recovery	17.5%	↑ 6.3%	↓ -16.1%
<b>Fixed-Route Safety</b>			
Miles Between Road Calls	34,772	▶ 38.6%	▶ 9.6%
Revenue Vehicle Accidents per 100k Miles	1.6	▶ -53.6%	▶ -59.5%
Preventable Accidents per 100k Miles	1.2	▶ -44.4%	▶ -8.8%
<b>Fixed-Route Customer Experience</b>			
Complaints per 100k Passengers	12.0	▶ 175.6%	▶ 288.8%
Compliments per 100k Passengers	0.0	↓ -100.0%	↓ -100.0%
<b>Routes Not Meeting Performance Standards This Month</b>			
XP1 James Island-North Charleston Express	31 Folly Road		
XP2 Mt Pleasant-West Ashley Express	32 North Bridge		
XP3 Dorchester Rd-Summerville Express	33 St. Andrews/Ashley River Rd		
10 Rivers Avenue	40 Mt. Pleasant		
11 Dorchester Rd/Airport	41 Coleman Boulevard		
12 Upper Dorch/Ashley Phosphate Rd	42 Wando Circulator		
13 Remount Road	102 North Neck/ Rutledge Ave		
20 King Street/ Meeting Street	103 Leeds Avenue		
30 Savannah Highway	104 Montague Avenue		
	301 Glenn McConnell Circulator		



Charleston Area Regional Transportation Authority

**FIXED ROUTE ANNUAL TRENDS FY2022 – FY2026 (TO DATE)**





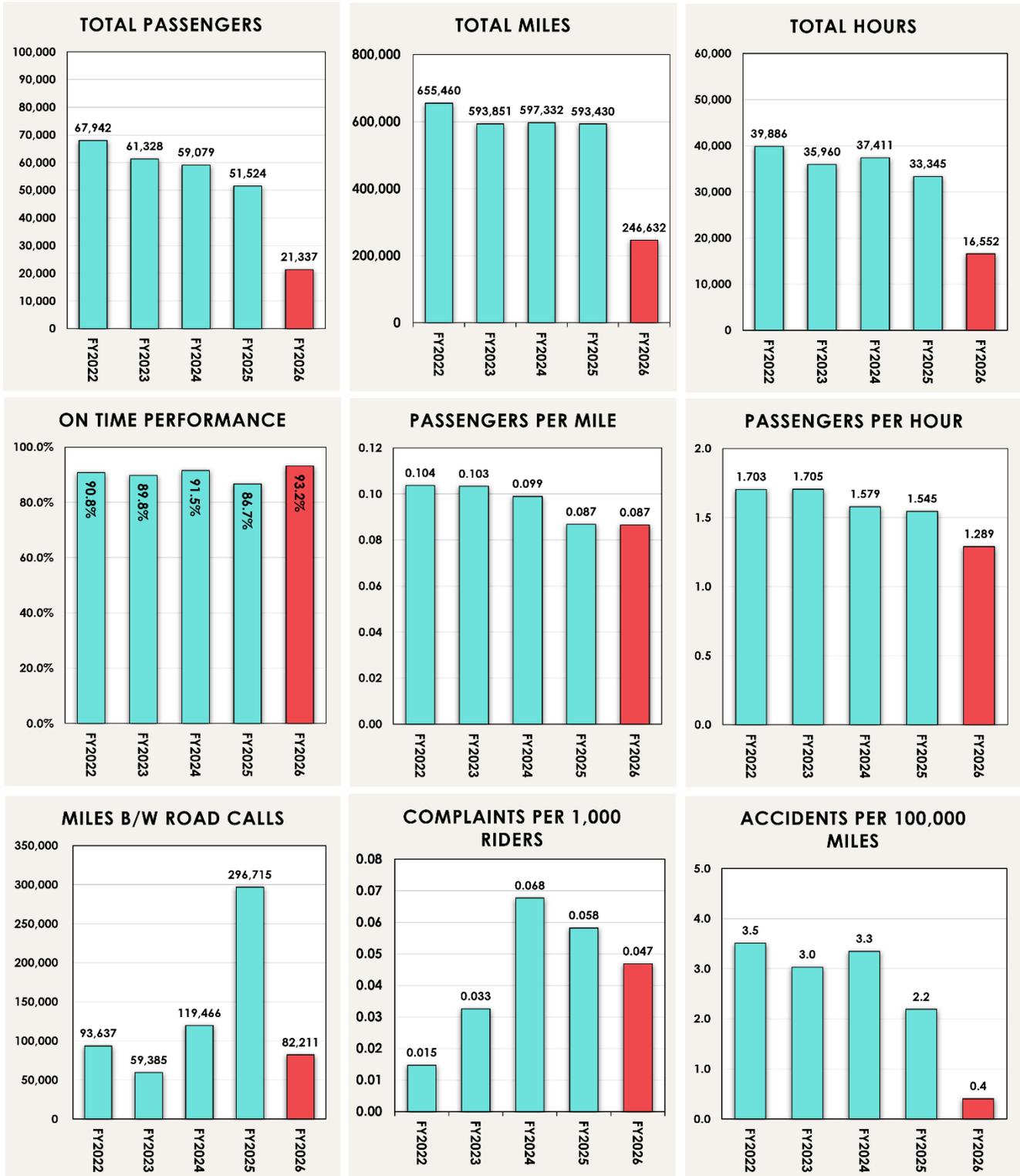
**PARATRANSIT METRICS THIS MONTH – FEBRUARY 2026**

On-Demand Metrics	This Month	Percent Change from Same Month Last Year		Percent Change from Last Month
	Feb-26	Feb-25	Jan-26	
<b>Paratransit Ridership Overview</b>				
Total Ridership	4,034	↓ -4.2%	↓ -4.3%	
Total Revenue Hours	3,085	↑ 19.2%	↓ -3.2%	
Total Revenue Miles	43,848	↓ -7.4%	↓ -3.5%	
<b>Paratransit Efficiency</b>				
Passengers Per Hour	1.3	↓ -19.7%	↓ -1.1%	
No-Shows	194	▶ 50.4%	▶ -1.0%	
On-Time Performance	93.8%	↓ -1.3%	↓ -1.3%	
<b>Paratransit Financial Summary</b>				
Cost per Passenger Trip	\$77.45	▶ 63.3%	▶ 34.6%	
<b>Paratransit Safety</b>				
Miles Between Road Calls	0	-	▶ -100.0%	
Revenue Vehicle Accidents per 100k Miles	0.0	▶ -100.0%	-	
Preventable Accidents per 100k Miles	0.0	▶ -100.0%	-	
<b>Paratransit Customer Experience</b>				
Complaints per 1,000 Passengers	-	-	▶ -100.0%	
Compliments per 1,000 Passengers	0.0	-	-	



Charleston Area Regional Transportation Authority

**PARATRANSIT ANNUAL TRENDS - FY2022 – FY2026 (TO DATE)**

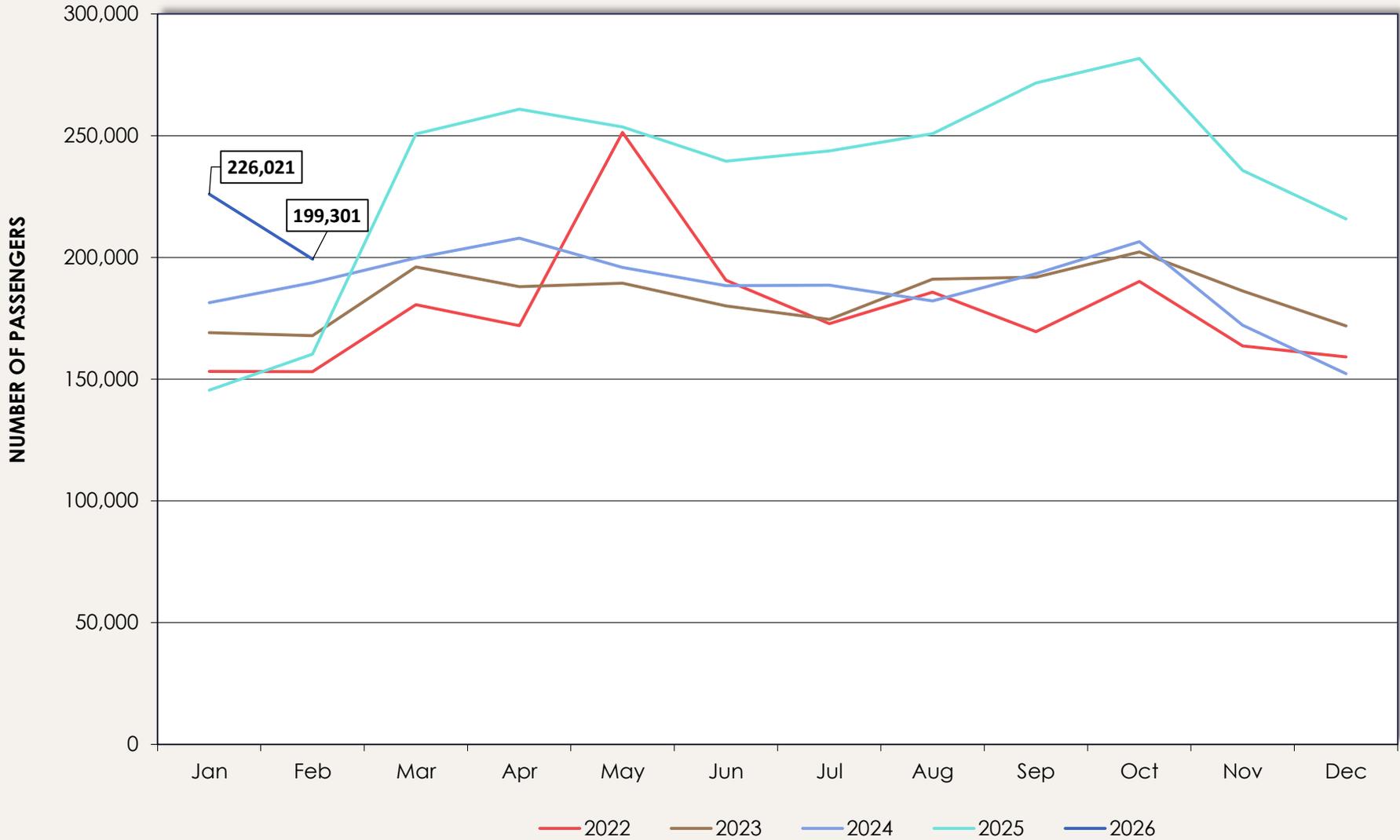


## Revenue/Cost/Ridership for the Month of February 2026

Route Name	Route Name	Farebox Revenue	Pass/Presale Revenue	2025 Revenue	2026 Revenue	Cost of Operation	Hours Operated	Farebox Recovery	Cost Per Passenger	Deviation From System Average	Allowable Deviation Under Performance Standards	2025 Passengers Per Hour	2026 Passengers Per Hour	Change from Last Year	Passenger Per Hour Target Under Performance Standards	2025 Ridership	2026 Ridership	Change from Last Year	Change from Last Year	% of Total Ridership
1 James Island-North Charleston Express	1 James Island-North Charleston Express	\$399.35	\$ 8,953.49	\$ 14,023.93	\$9,352.84	\$ 95,762.83	830.72	9.8%	\$ 14.33	-7.77%	-5%	9	7	-21%	15	5,787	6,031	244	4%	3.03%
2 Mt. Pleasant-West Ashley Express	2 Mt. Pleasant-West Ashley Express	\$ 465.60	\$ 6,826.99	\$ 10,536.66	\$ 7,292.59	\$ 71,463.61	619.93	10.2%	\$ 13.81	-7.33%	-5%	7	7	3%	15	4,546	4,646	100	2%	2.33%
3 Dorchester Rd-Summerville Express	3 Dorchester Rd-Summerville Express	\$782.32	\$ 5,724.09	\$ 7,886.88	\$6,506.41	\$ 49,566.76	429.98	13.1%	\$ 10.47	-4.41%	-5%	8	10	18%	15	3,486	4,113	627	18%	2.06%
4 Airport Express	4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-5%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-15%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	10 Rivers Avenue	\$ 23,951.91	\$ 12,012.57	\$ 40,798.26	\$ 35,964.48	\$ 288,898.91	2,506.13	12.4%	\$ 5.66	-5.09%	-10%	15	18	22%	20	37,175	44,695	7,520	20%	22.43%
11 Dorchester Rd/Airport	11 Dorchester Rd/Airport	\$ 5,232.14	\$ 3,231.39	\$ 11,114.99	\$ 8,463.53	\$ 114,007.71	988.99	7.4%	\$ 8.78	-10.12%	-10%	10	12	27%	20	10,502	12,023	1,521	14%	6.03%
12 Upper Dorch/Ashley Phosphate Rd	12 Upper Dorch/Ashley Phosphate Rd	\$ 8,720.06	\$ 4,487.61	\$ 13,832.97	\$ 13,207.67	\$ 135,121.82	1,172.15	9.8%	\$ 7.30	-7.76%	-10%	10	14	39%	20	12,212	16,697	4,485	37%	8.38%
13 Remount Road	13 Remount Road	\$ 1,167.10	\$ 861.40	\$ 5,062.09	\$ 2,028.50	\$ 54,383.03	471.76	3.7%	\$ 16.34	-13.81%	-10%	7	7	-4%	20	5,170	3,205	(1,965)	-38%	1.61%
20 King Street/Meeting St	20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,003.00	\$ 6,000.00	\$ 59,652.34	517.47	10.1%	\$ 5.81	-7.48%	-10%	13	18	33%	20	8,097	9,238	1,141	14%	4.64%
30 Savannah Highway	30 Savannah Highway	\$ 2,265.48	\$ 1,256.76	\$ 4,672.89	\$ 3,522.24	\$ 60,217.20	522.37	5.8%	\$ 12.12	-11.69%	-10%	7	9	21%	20	4,435	4,676	241	5%	2.35%
31 Folly Road	31 Folly Road	\$ 2,234.08	\$ 1,470.43	\$ 4,088.59	\$ 3,704.51	\$ 82,474.86	715.45	4.5%	\$ 14.40	-13.05%	-15%	6	8	36%	10	4,327	5,471	1,144	26%	2.75%
32 North Bridge	32 North Bridge	\$ 3,358.99	\$ 2,176.21	\$ 7,641.66	\$ 5,535.20	\$ 72,497.65	628.90	7.6%	\$ 8.27	-9.90%	-10%	11	13	18%	20	8,382	8,097	(285)	-3%	4.06%
33 St. Andrews/Ashley River Rd	33 St. Andrews/Ashley River Rd	\$ 3,456.68	\$ 2,575.33	\$ 8,082.65	\$ 6,032.01	\$ 73,834.86	640.50	8.2%	\$ 7.08	-9.37%	-10%	13	15	16%	20	8,531	9,582	1,051	12%	4.81%
40 Mt. Pleasant	40 Mt. Pleasant	\$ 1,395.28	\$ 1,172.63	\$ 3,400.21	\$ 2,567.91	\$ 60,984.94	529.03	4.2%	\$ 13.39	-13.33%	-10%	5	8	50%	20	3,369	4,363	994	29%	2.19%
41 Coleman Boulevard	41 Coleman Boulevard	\$ 535.56	\$ 353.16	\$ 1,296.27	\$ 888.72	\$ 35,303.55	306.25	2.5%	\$ 26.19	-15.02%	-10%	3	4	45%	20	1,072	1,314	242	23%	0.66%
42 Wando Circulator	42 Wando Circulator	\$ 175.76	\$ 140.83	\$ 1,229.06	\$ 316.59	\$ 25,083.10	217.59	1.3%	\$ 47.26	-16.28%	-15%	3	2	-28%	10	1,129	524	(605)	-54%	0.26%
102 North Neck/ Rutledge Ave	102 North Neck/ Rutledge Ave	\$ 383.73	\$ 302.90	\$ 1,628.64	\$ 686.63	\$ 38,029.85	329.90	1.8%	\$ 33.14	-15.73%	-15%	4	3	-20%	10	1,911	1,127	(784)	-41%	0.57%
103 Leeds Avenue	103 Leeds Avenue	\$ 219.36	\$ 117.99	\$ 963.21	\$ 337.35	\$ 11,766.31	102.07	2.9%	\$ 26.03	-14.67%	-15%	7	4	-40%	10	1,131	439	(692)	-61%	0.22%
104 Montague Avenue	104 Montague Avenue	\$ 499.52	\$ 489.69	\$ 1,817.77	\$ 989.21	\$ 52,976.65	459.56	1.9%	\$ 28.53	-15.67%	-10%	3	4	25%	10	2,106	1,822	(284)	-13%	0.91%
203 Medical Shuttle	203 Medical Shuttle	\$ 50.57	\$ 100,136.80	\$ 39,531.76	\$ 100,187.37	\$ 101,377.97	879.43	98.8%	\$ 0.04	81.29%	-10%	21	35	70%	10	9,700	31,115	21,415	221%	15.61%
210 Aquarium/ CofC DASH	210 Aquarium/ CofC DASH	\$ -	\$ 49,057.82	\$ 46,218.89	\$ 49,057.82	\$ 72,865.38	632.09	67.3%	\$ 3.02	49.79%	-15%	10	12	31%	10	7,063	7,885	822	12%	3.96%
211 Meeting/King DASH	211 Meeting/King DASH	\$ -	\$ 29,625.67	\$ 28,595.89	\$ 29,625.67	\$ 111,826.67	970.07	26.5%	\$ 6.07	8.95%	-15%	10	14	44%	10	10,815	13,534	2,719	25%	6.79%
213 Lockwood/Calhoun DASH	213 Lockwood/Calhoun DASH	\$ -	\$ 13,625.67	\$ 12,595.89	\$ 13,625.67	\$ 45,677.32	396.24	29.8%	\$ 4.83	12.29%	-15%	19	17	-12%	10	7,513	6,634	(879)	-12%	3.33%
301 Glenn McConnell Circulator	301 Glenn McConnell Circulator	\$ 812.74	\$ 556.35	\$ 1,636.78	\$ 1,369.09	\$ 38,059.01	330.13	3.6%	\$ 17.72	-13.94%	-15%	5	6	24%	10	1,734	2,070	336	19%	1.04%
<b>TOTAL</b>	<b>System Average</b>	\$56,106.23	\$ 251,155.80	\$ 272,658.92	\$307,262.03	\$ 1,751,832.33	15,196.71	17.5%	\$ 7.25			9.8	13.1	33%		160,193	199,301	39,108	24.4%	100.0%

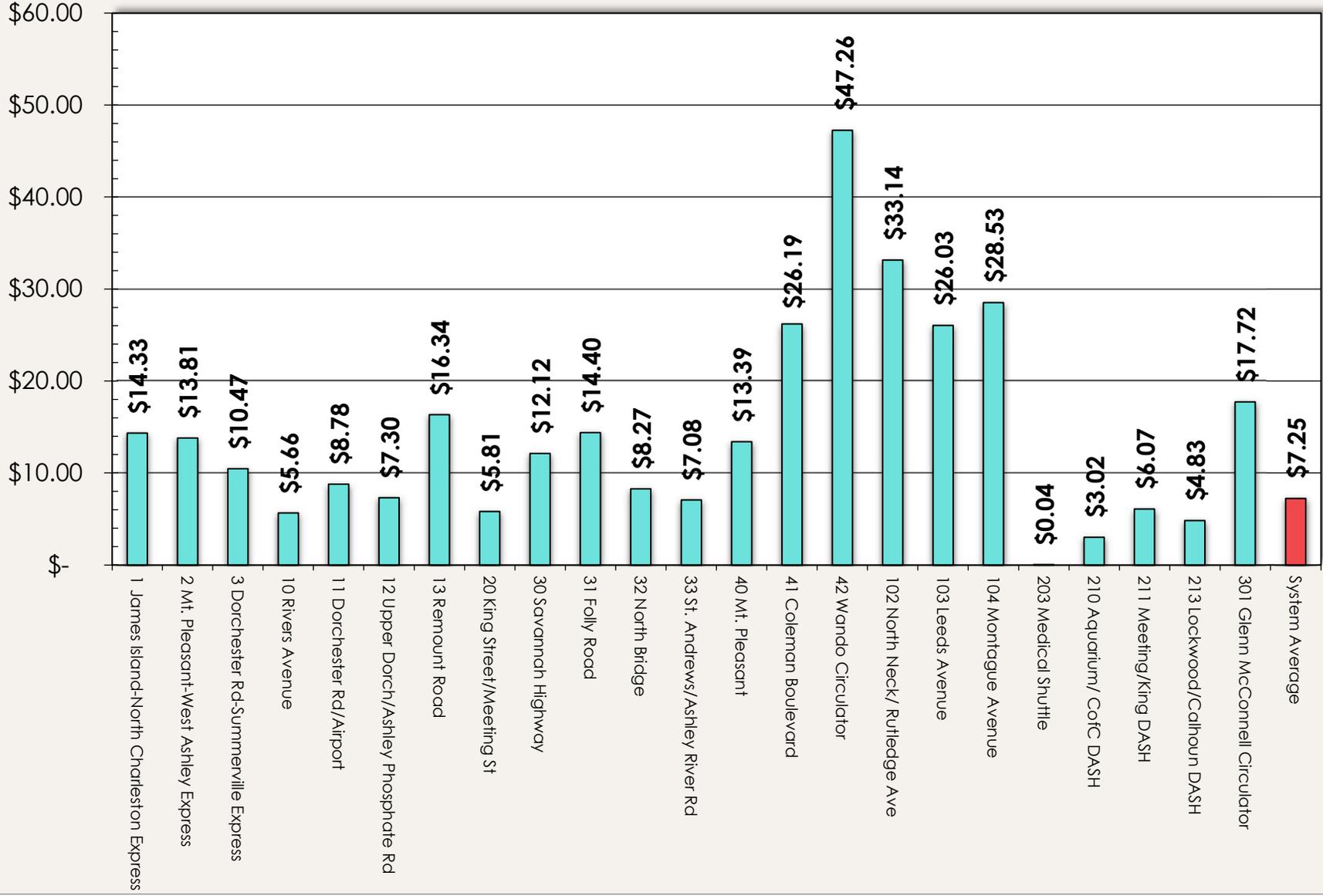
Meeting Passenger Per Hour Standards  
 NOT Meeting Passenger Per Hour Standards

# Ridership - Fixed Route

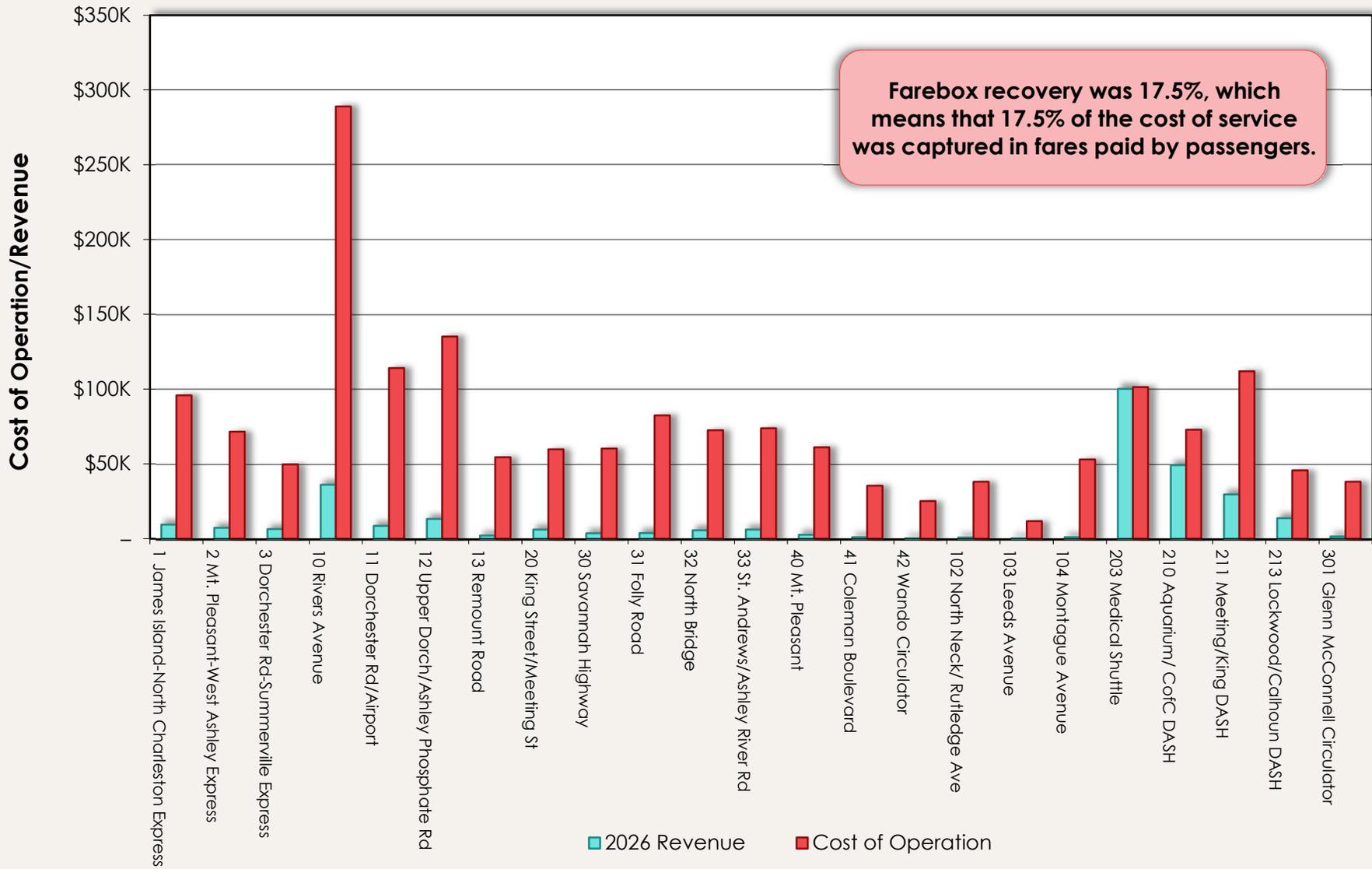




## Average Cost Per Passenger - Fixed Route



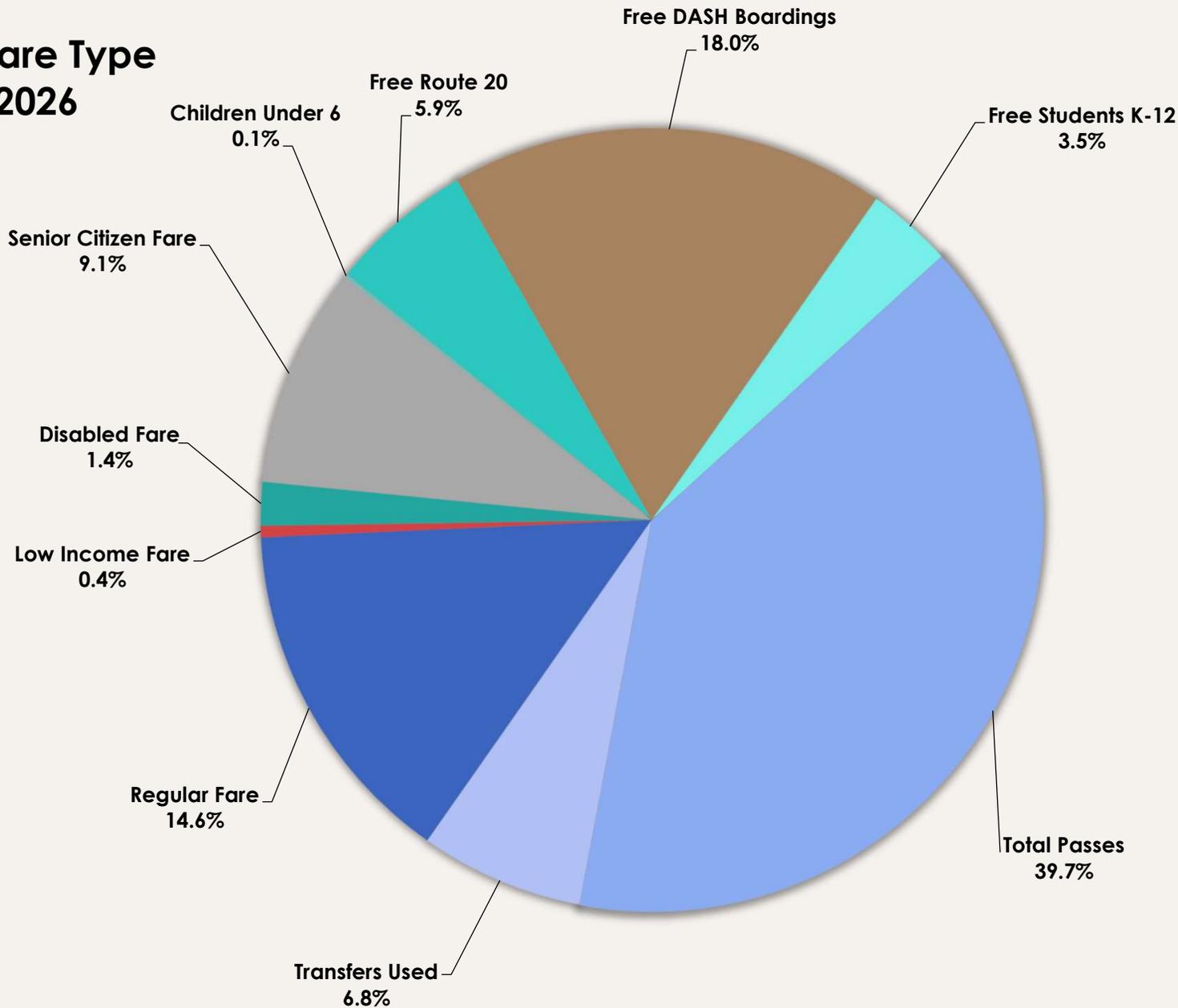
## Revenue & Cost by Route February 2026



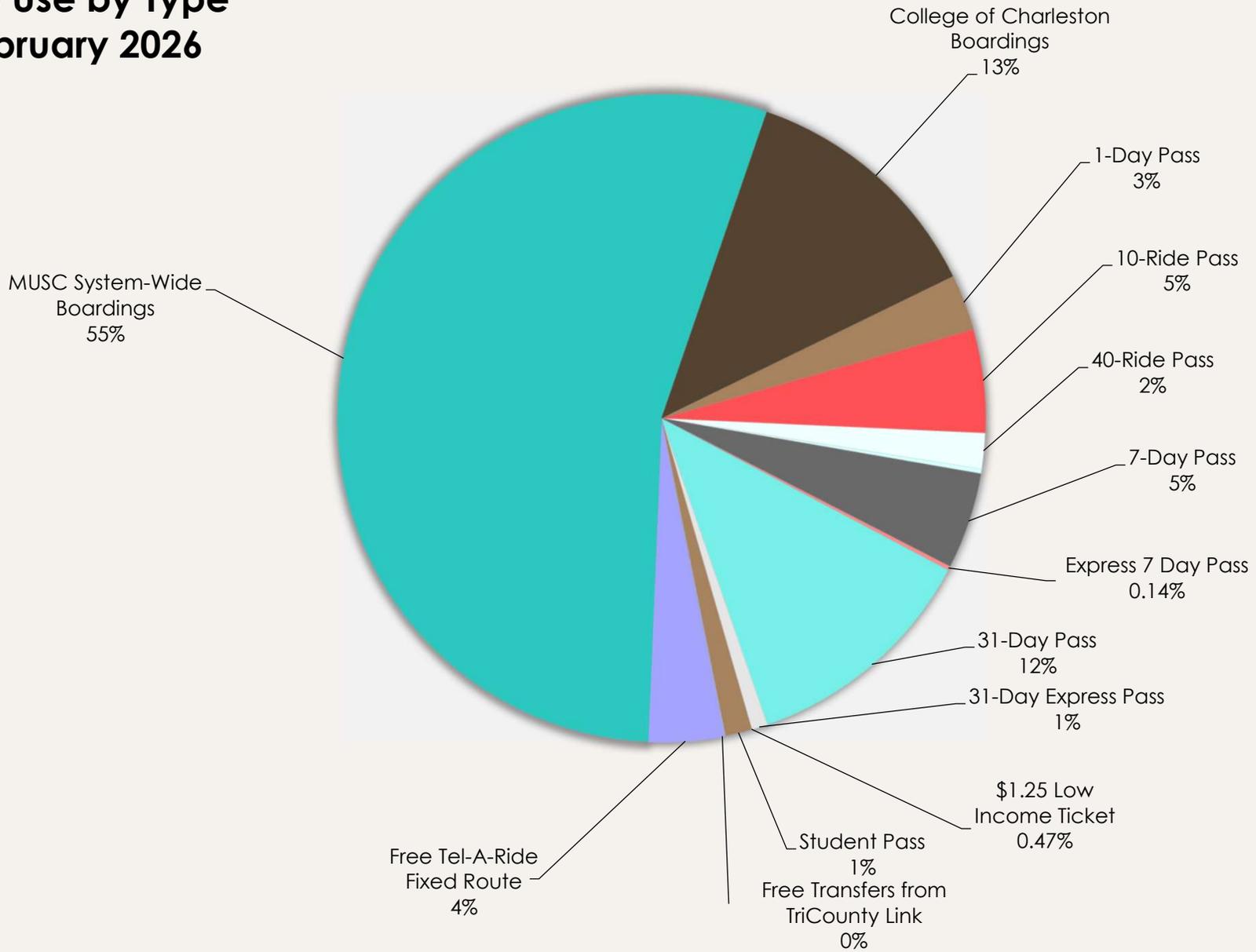


# Ridership by Fare Type February 2026

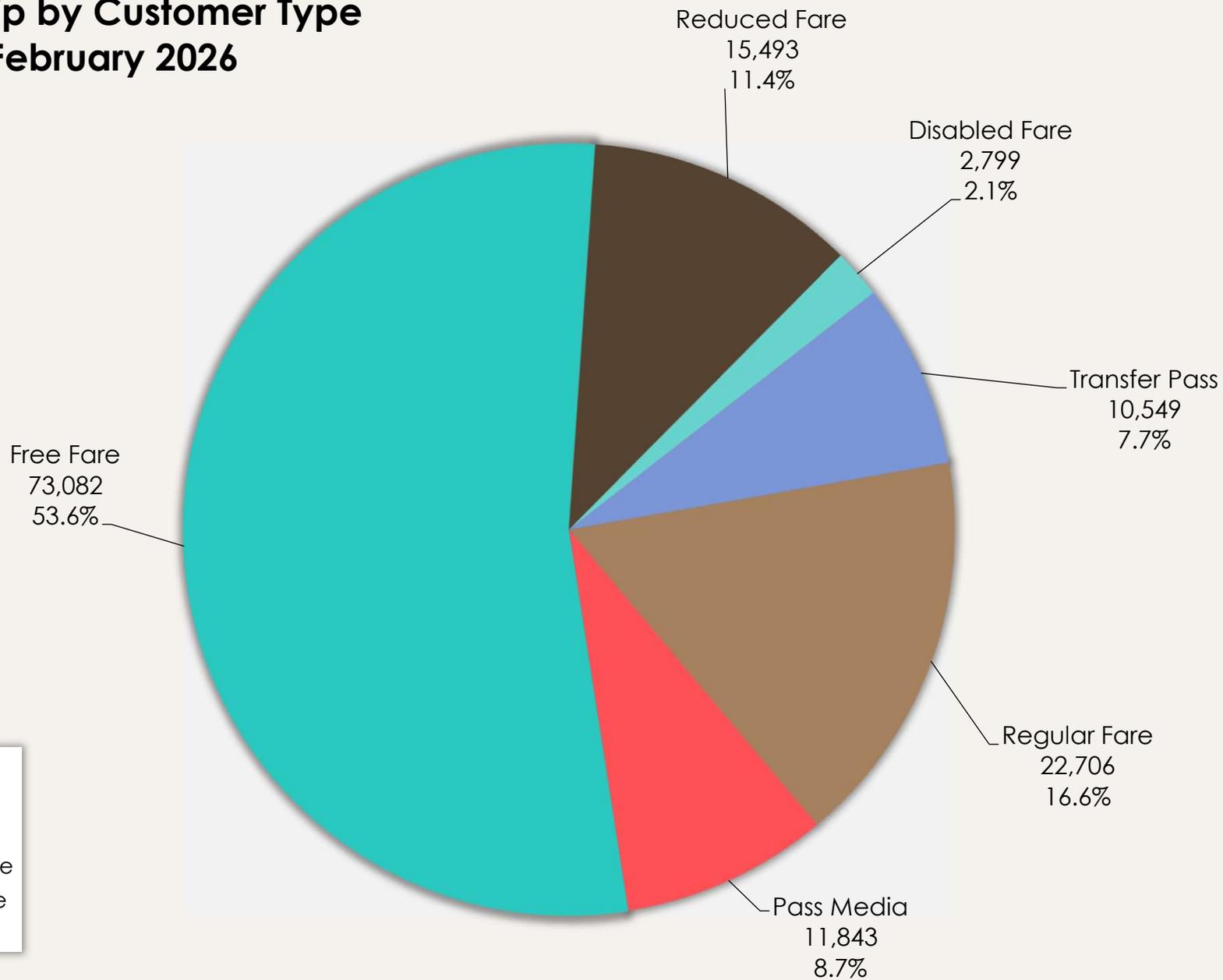
- Regular Fare
- Low Income Fare
- Disabled Fare
- Senior Citizen Fare
- Children Under 6
- HOP Shuttle
- Beach Shuttle
- Free School Guard
- Free Route 20
- Free DASH Boardings
- Free Students K-12
- Total Passes
- Transfers Used
- 



# Pass Use by Type February 2026

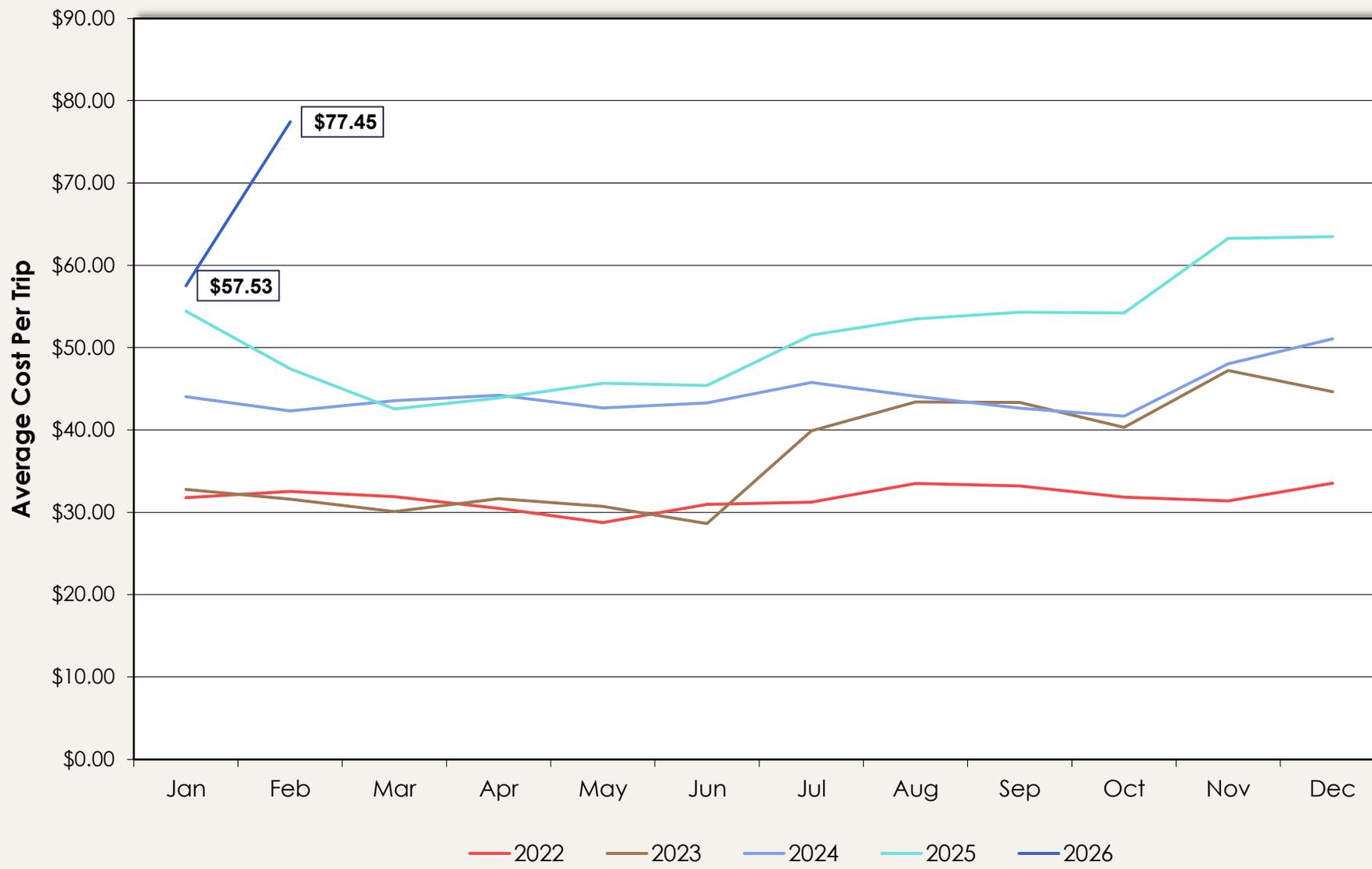


## Ridership by Customer Type February 2026





## Average Cost Per One-Way Paratransit Trip

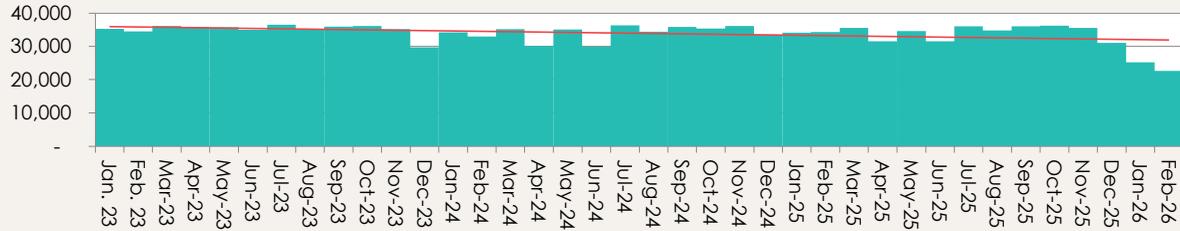


## Ridership Classification for February 2026

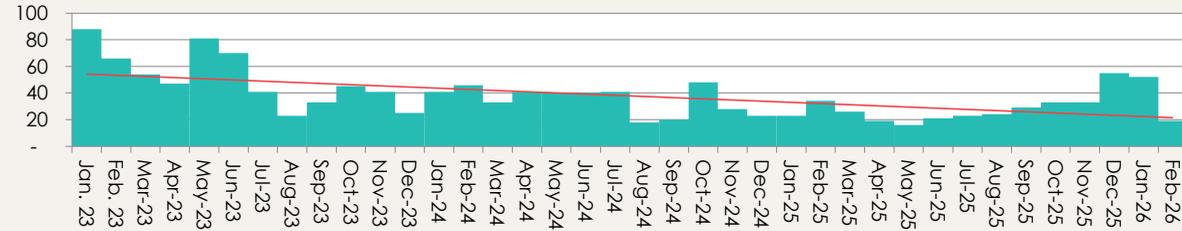
Type of Fare		
Regular Fare	22,706	11.39%
Low Income Fare	740	0.37%
Disabled Fare	2,799	1.40%
Senior Citizen Fare	14,187	7.12%
Children Under 6	172	0.09%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	19	0.01%
Free Route 20	9,238	4.64%
Free DASH Boardings	28,053	14.08%
Free Students K-12	5,528	2.77%
Free Other	3,722	1.87%
<b>Subtotal</b>	<b>126,903</b>	<b>63.67%</b>
Type of Pass		
1-Day Pass	1,185	0.59%
10-Ride Pass	2,188	1.10%
40-Ride Pass	748	0.38%
3-Day Pass	106	0.05%
7-Day Pass	2,049	1.03%
7-Day Express Pass	88	0.04%
31-Day Pass	5,080	2.55%
31-Day Express Pass	341	0.17%
\$1.25 Low Income Ticket	0	0.00%
Student Pass	566	0.28%
1-Ride Courtesy Pass	6	0.00%
1-Ride Pass	58	0.03%
Free Transfers from TriCounty Link	0	0.00%
Free Tel-A-Ride Fixed Route	1,554	0.78%
MUSC System-Wide Boardings	23,193	11.64%
College of Charleston Boardings	5,319	2.67%
<b>Total Passes</b>	<b>61,849</b>	<b>31.03%</b>
Transfers		
Issued	16,225	
Transfers Used	10,549	5.29%
<b>Wheelchair Count</b>	<b>254</b>	
<b>Total Ridership</b>	<b>199,301</b>	<b>100.00%</b>

# Classification History

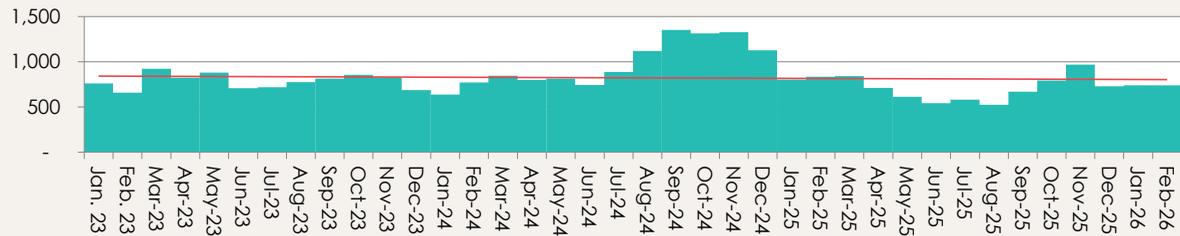
## Regular Fare



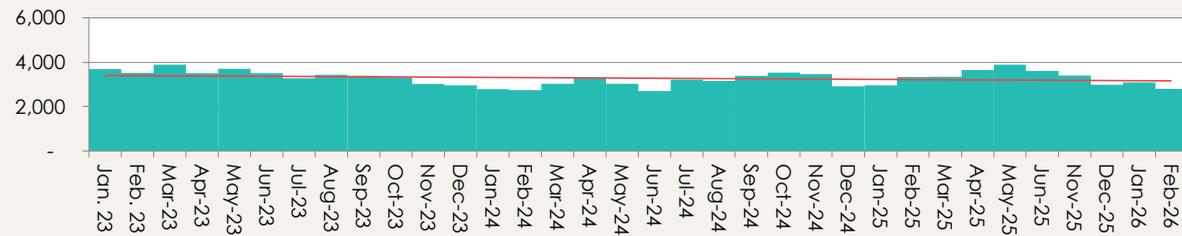
## Free School Guard



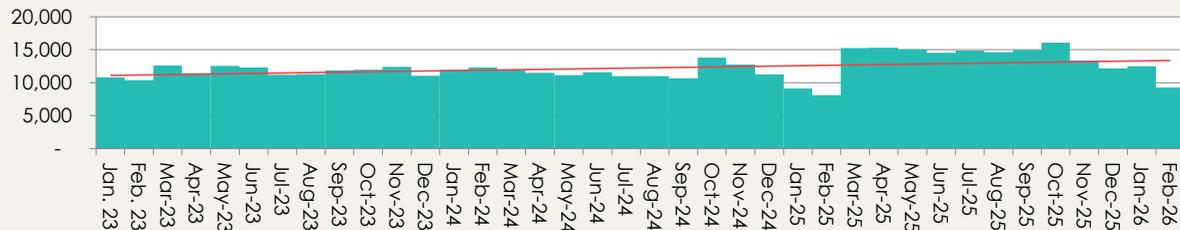
## Low-Income Fare



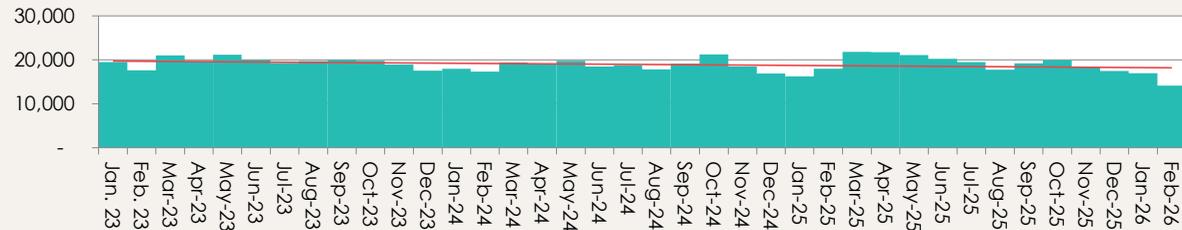
## Disabled Fare



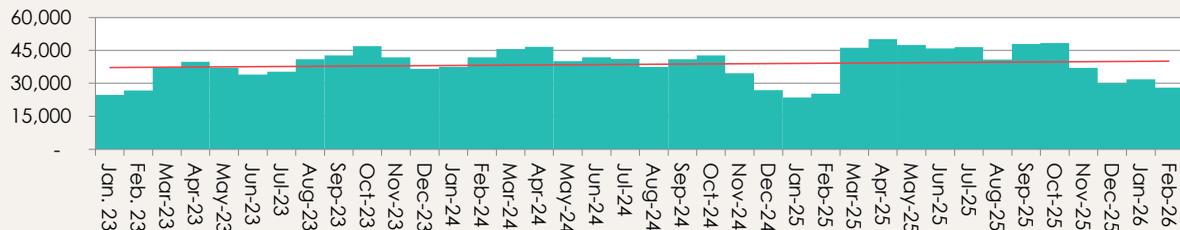
## Free Route 20



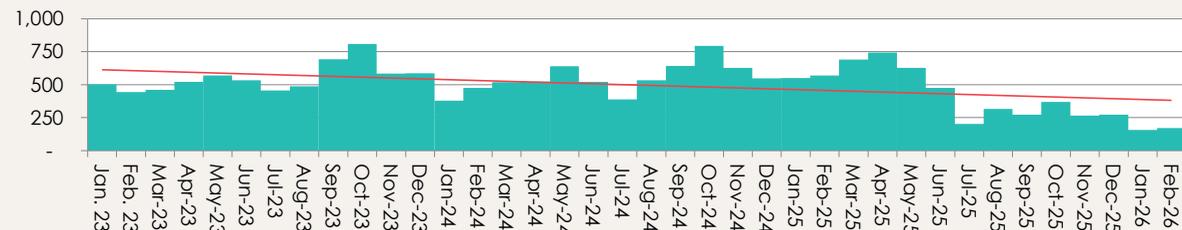
## Senior Citizen Fare



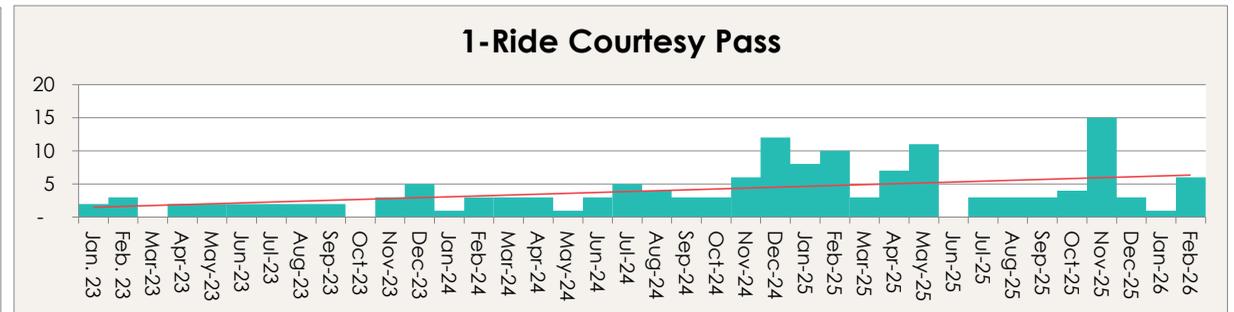
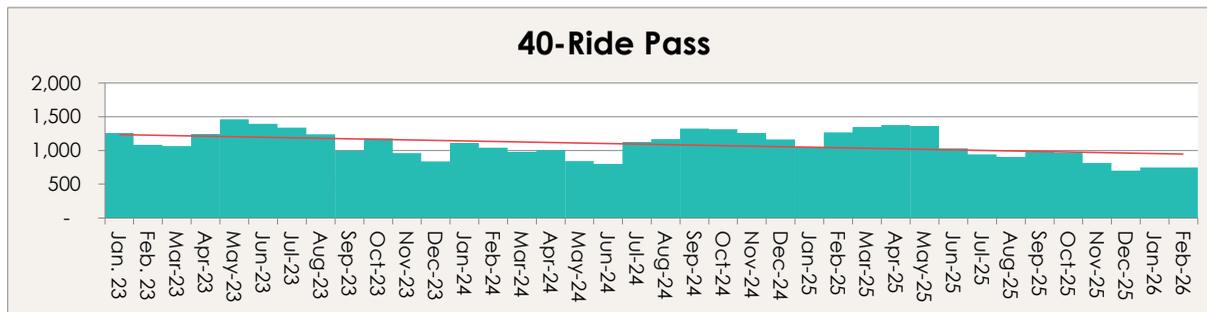
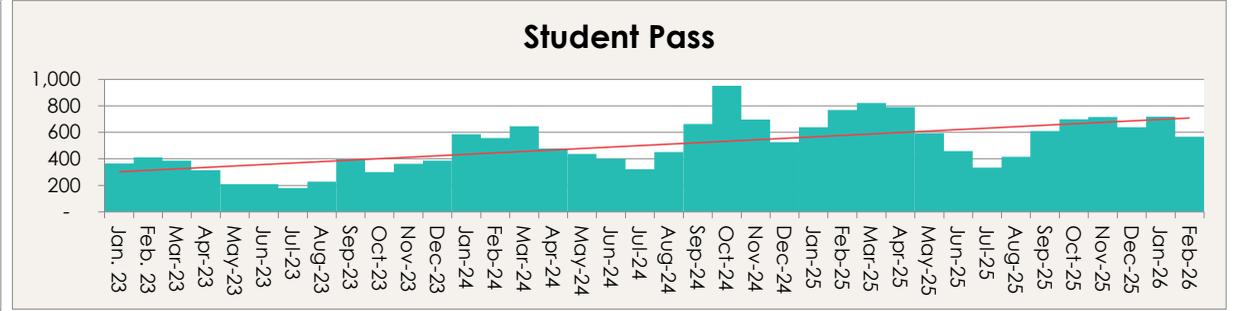
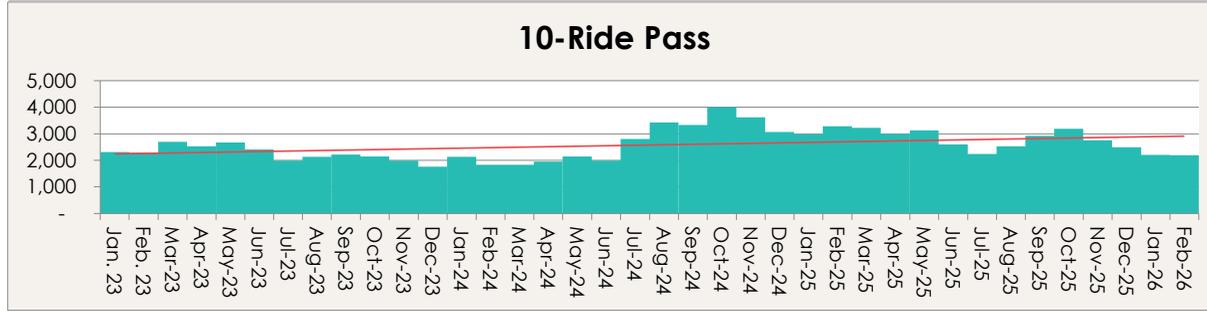
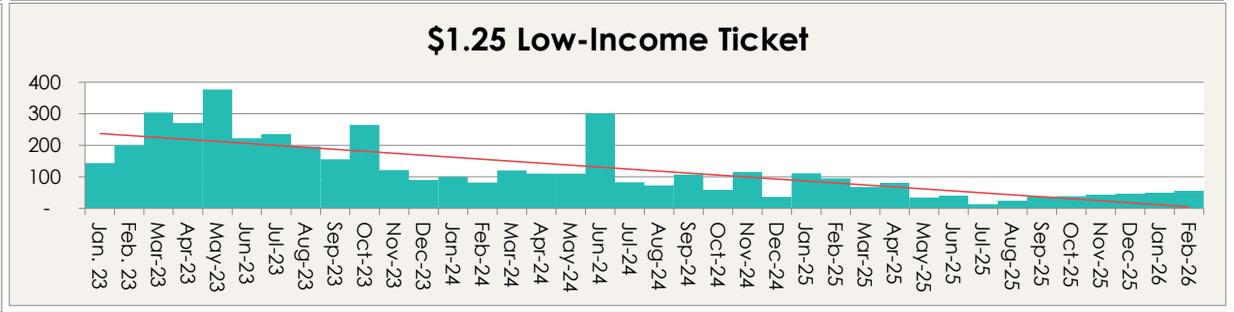
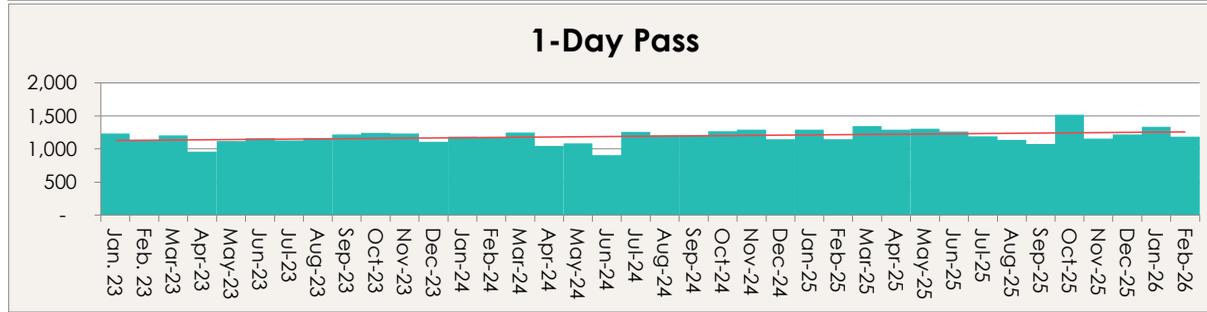
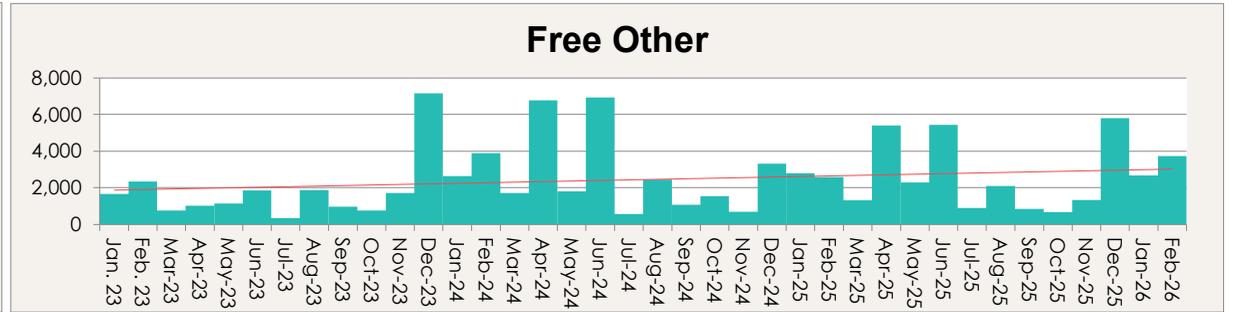
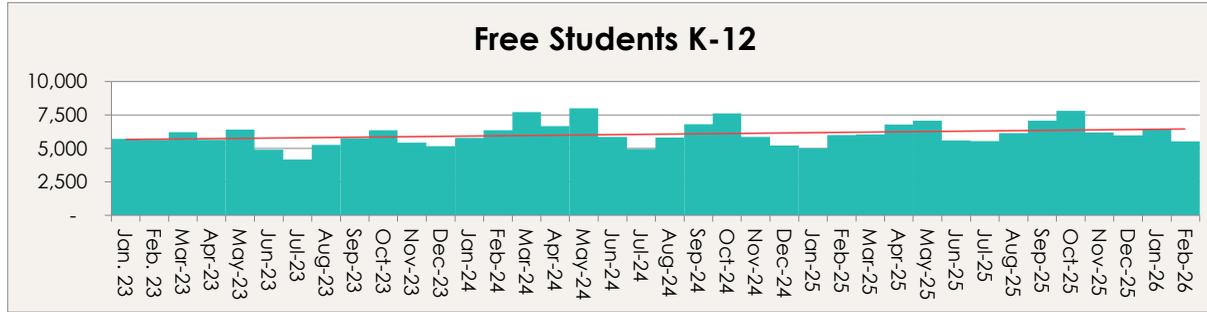
## Free DASH Boardings



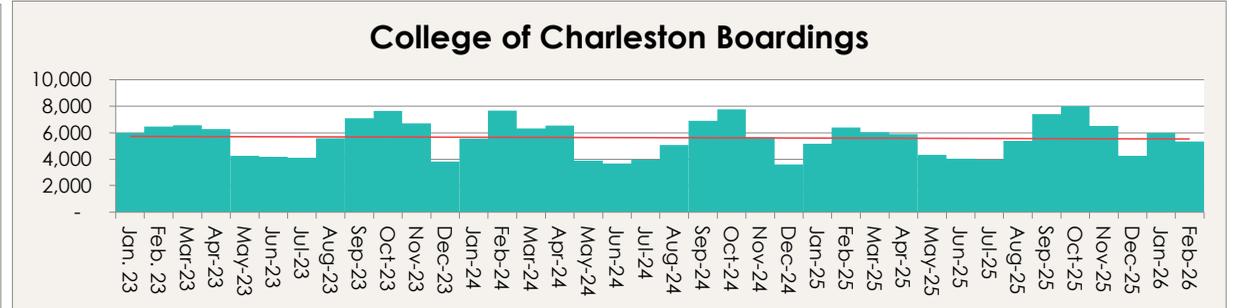
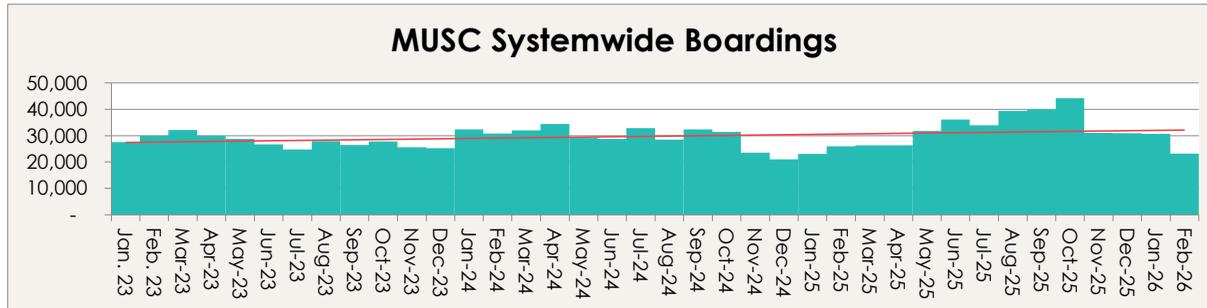
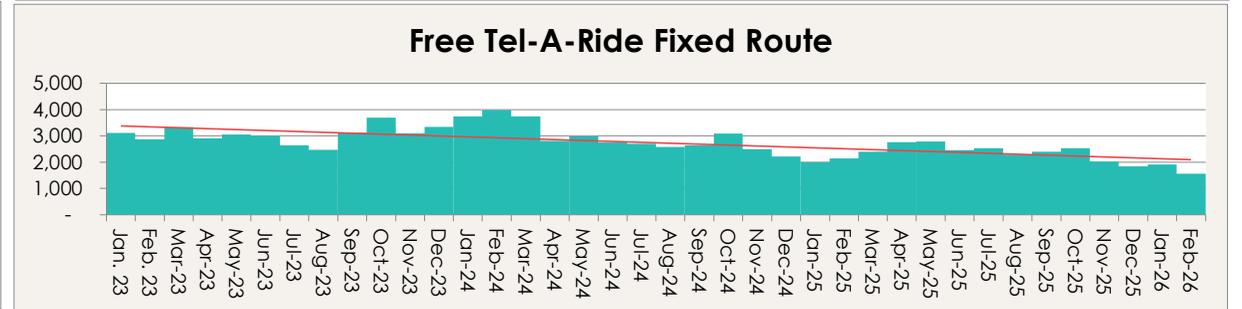
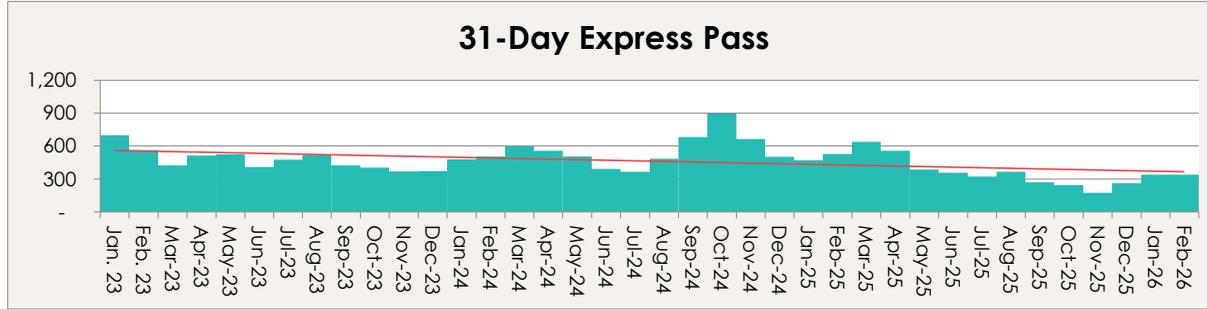
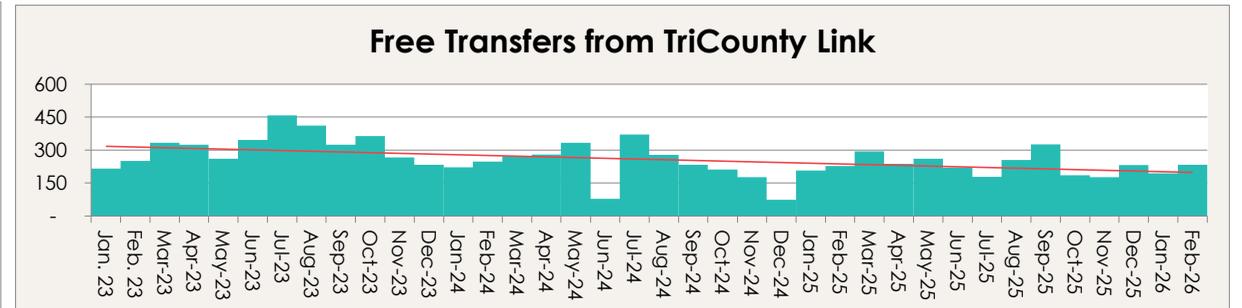
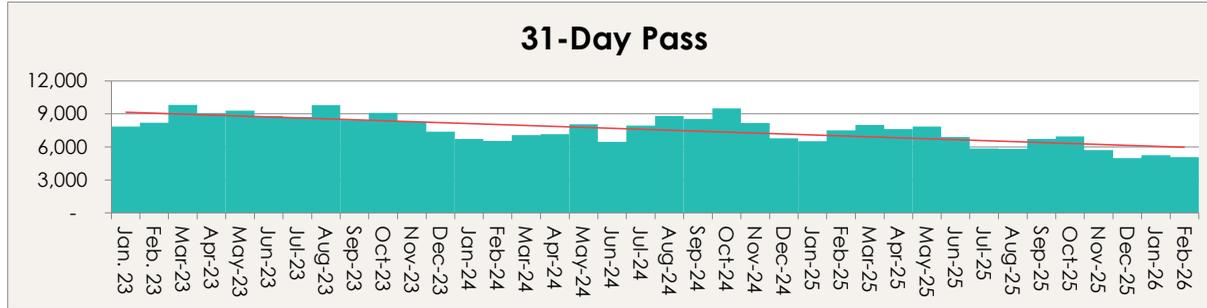
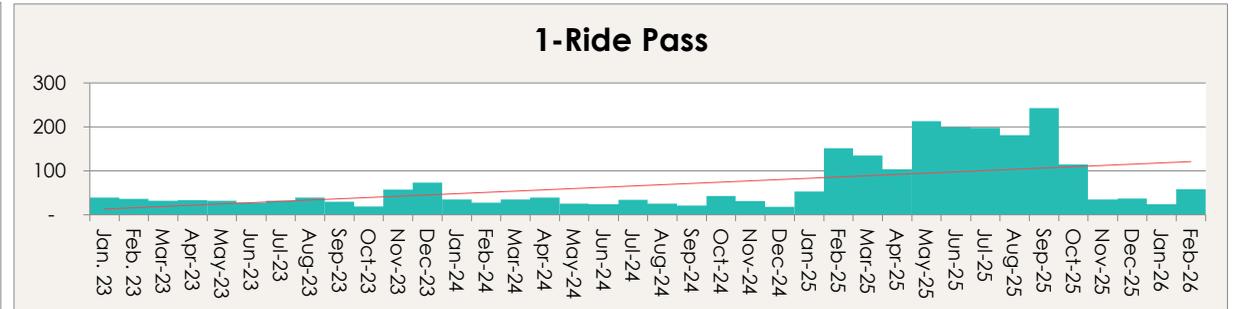
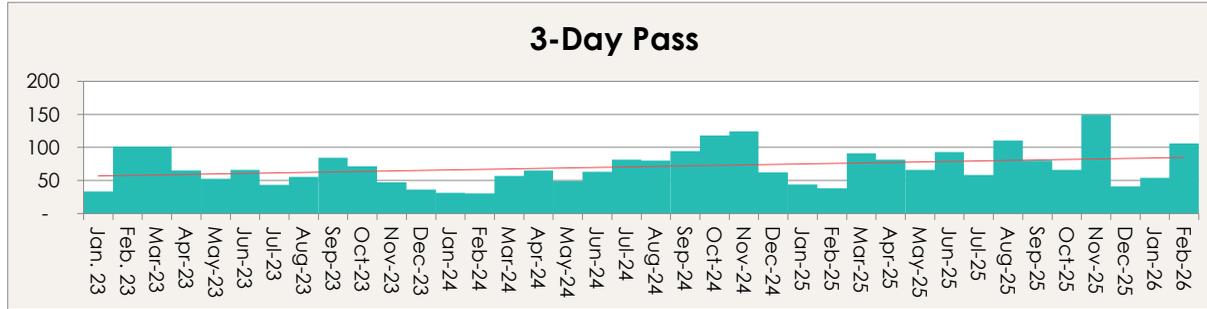
## Children Under Age 6



## Classification History

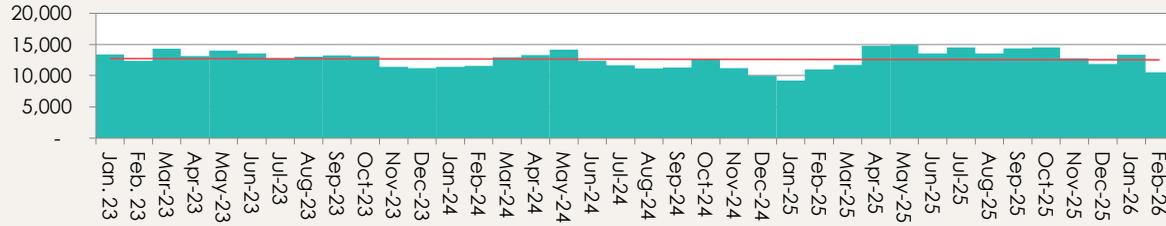


## Classification History

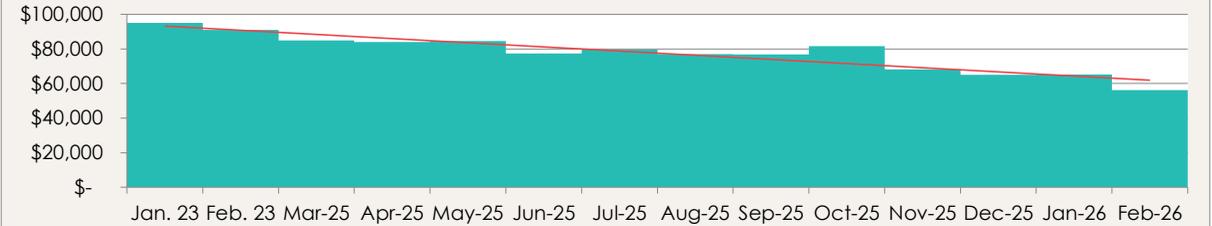


## Classification History

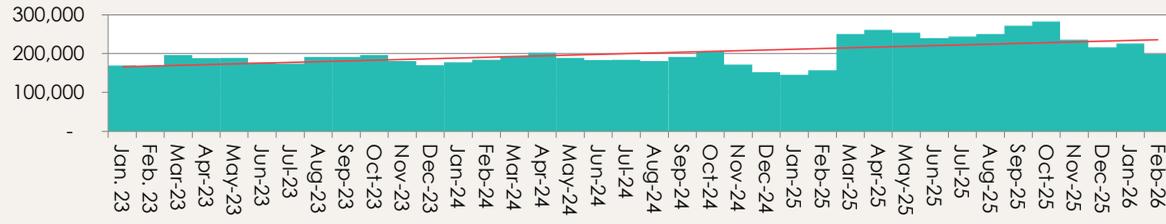
### Transfers Used



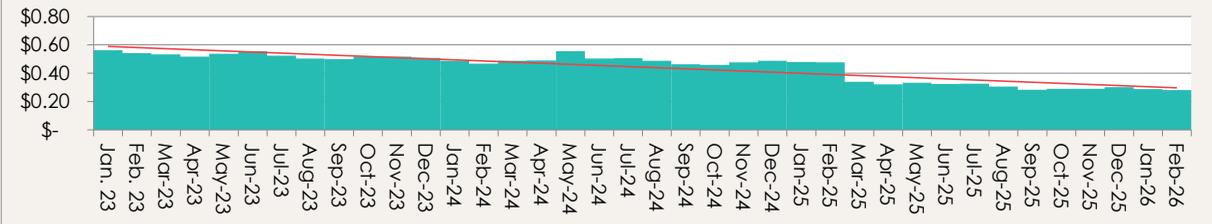
### Farebox Revenue



### Total Ridership



### Average Payment per Passenger



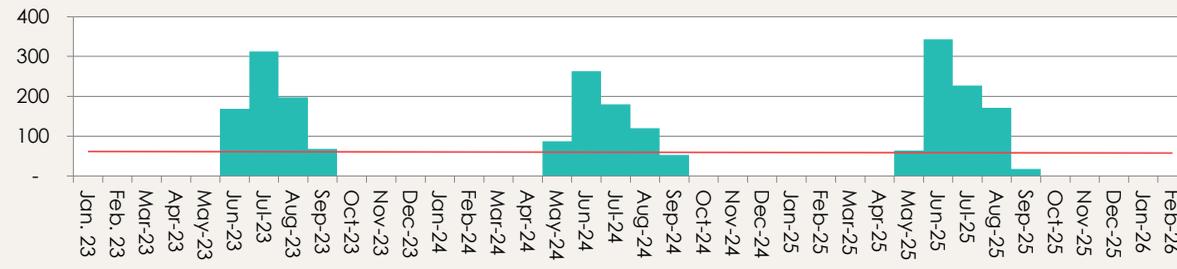
### 7-Day Pass



### 7-Day Express Pass

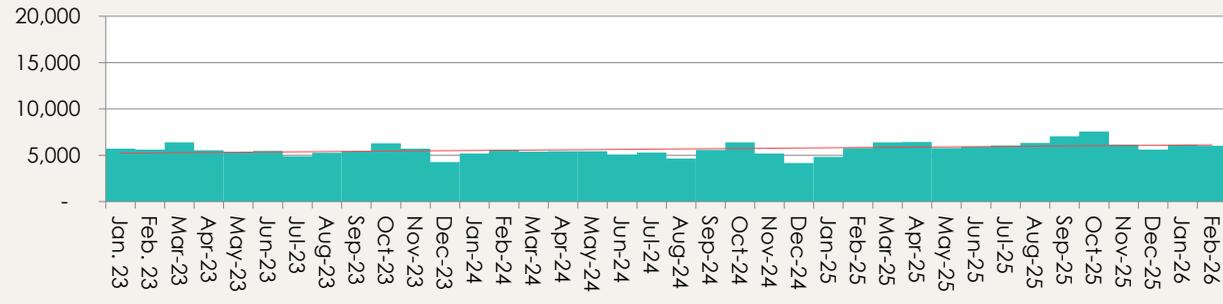


### Beach Shuttle

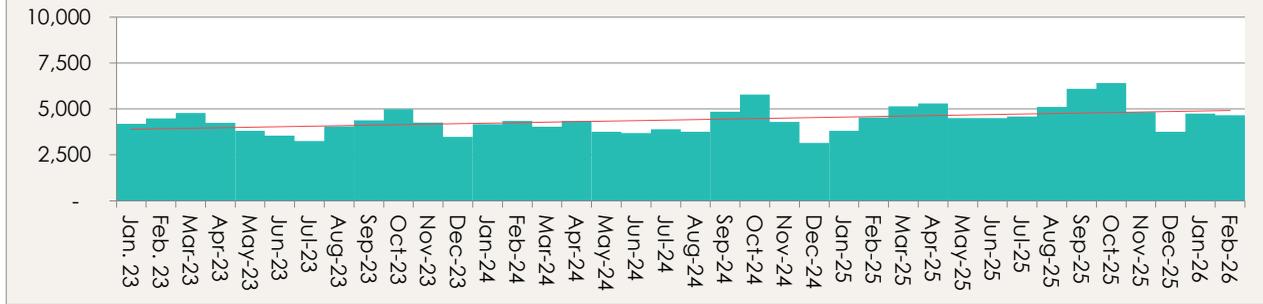


## Ridership Trends by Route

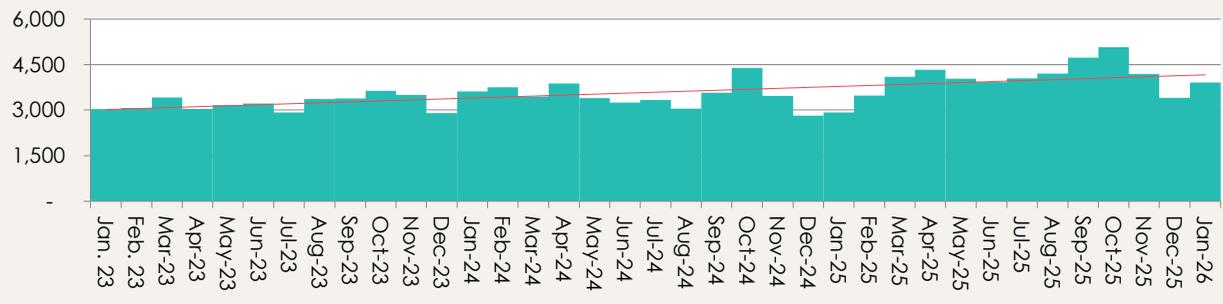
### 1 James Island-North Charleston Express



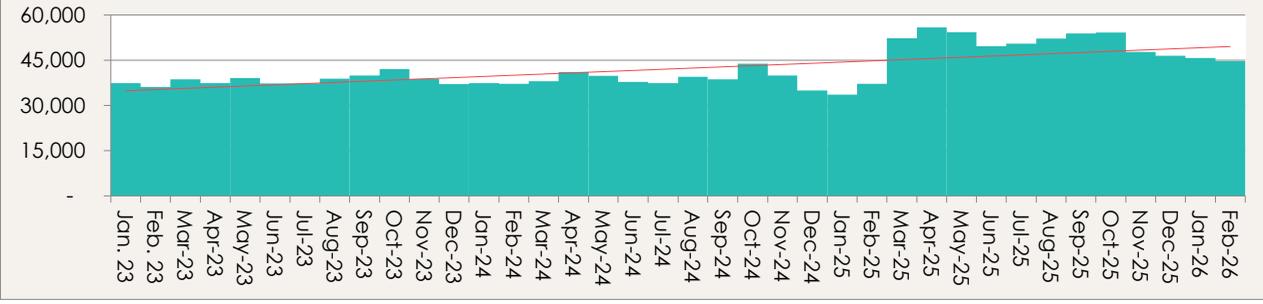
### 2 Mt. Pleasant - West Ashley Express



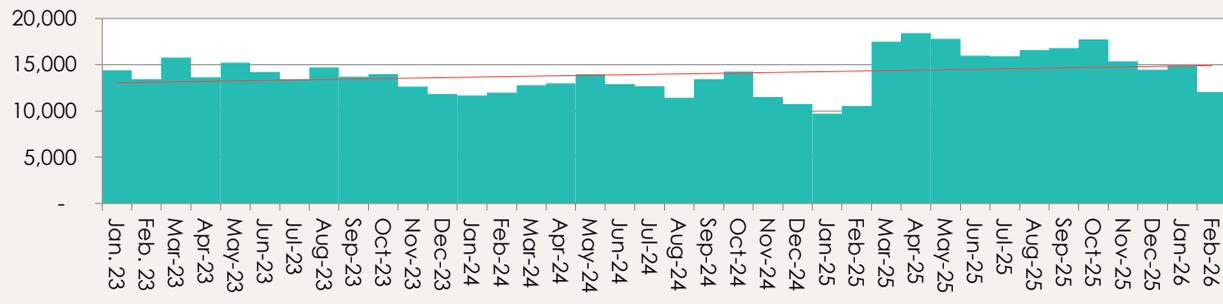
### 3 Dorchester Road Express



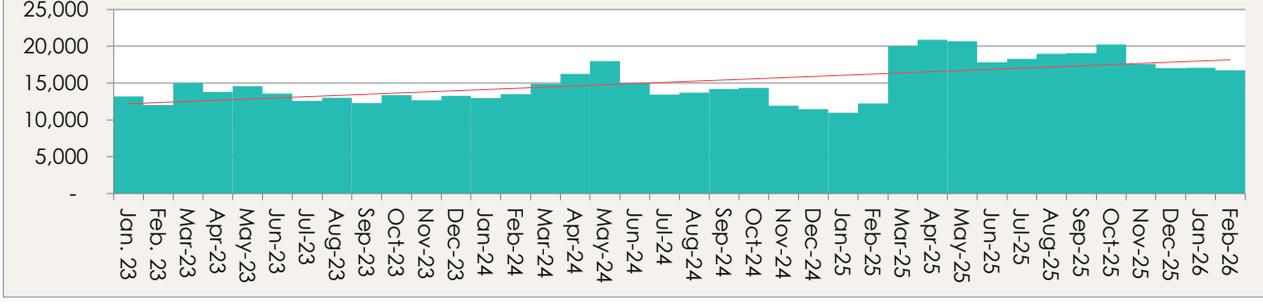
### 10 Rivers Avenue



### 11 Dorchester/Airport

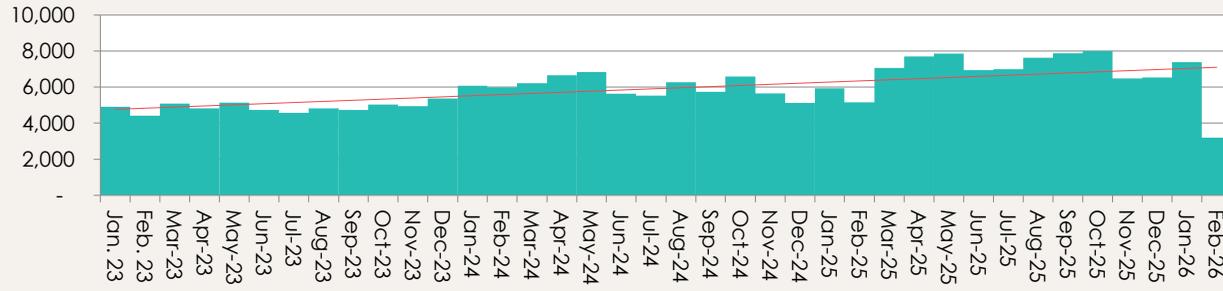


### 12 Upper Dorchester AFB

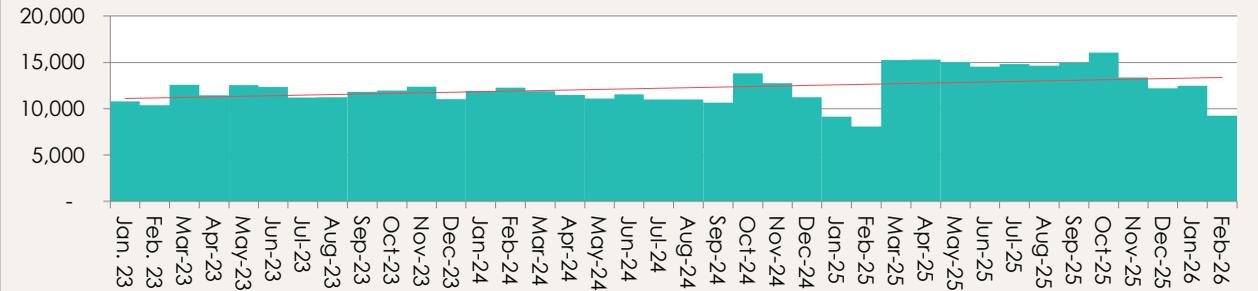


## Ridership Trends by Route

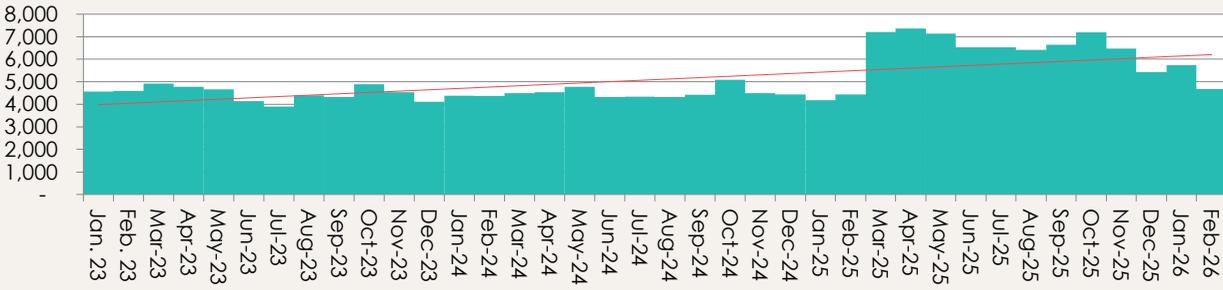
### 13 Remount Road



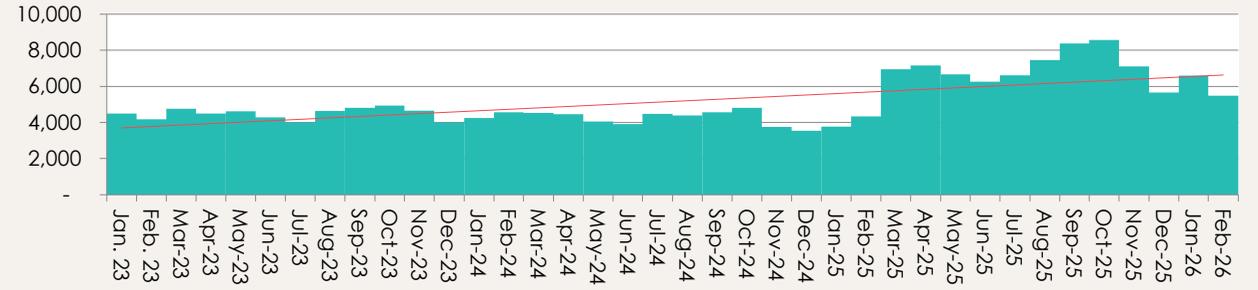
### 20 King Street/Citadel



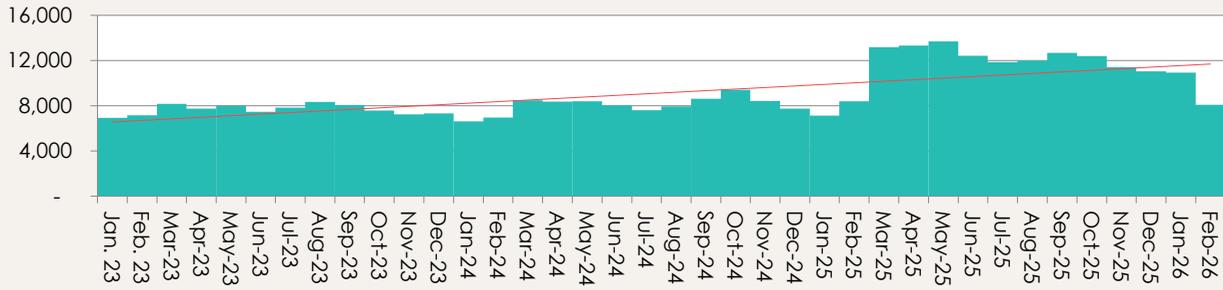
### 30 Savannah Highway



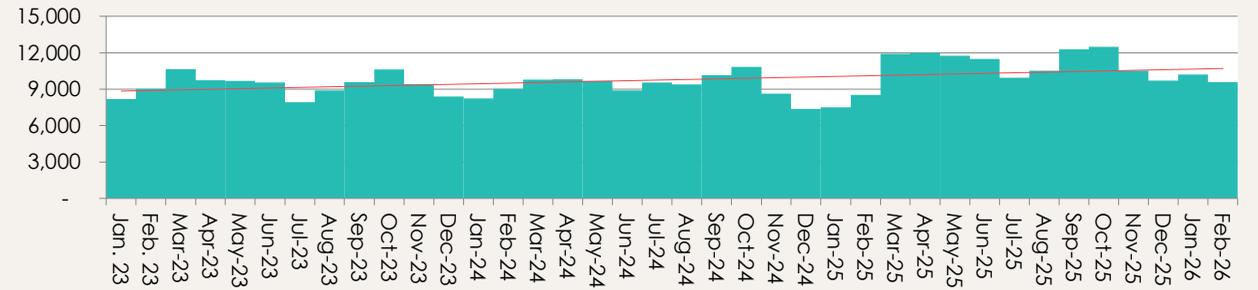
### 31 Folly Road



### 32 North Bridge

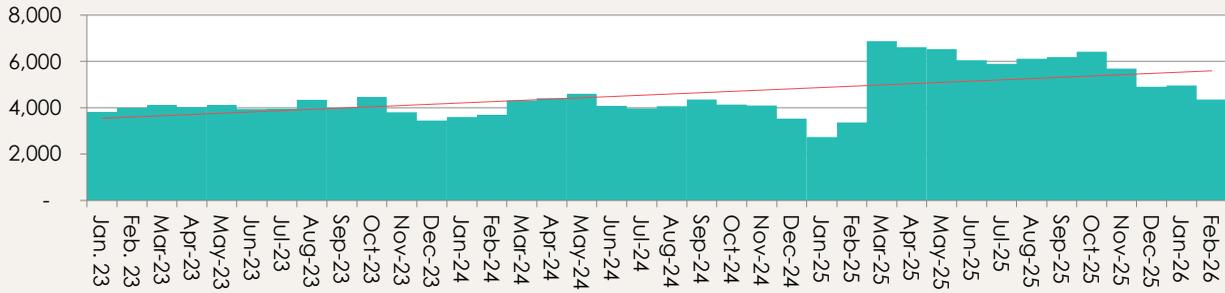


### 33 St. Andrews/Ashley River Rd.

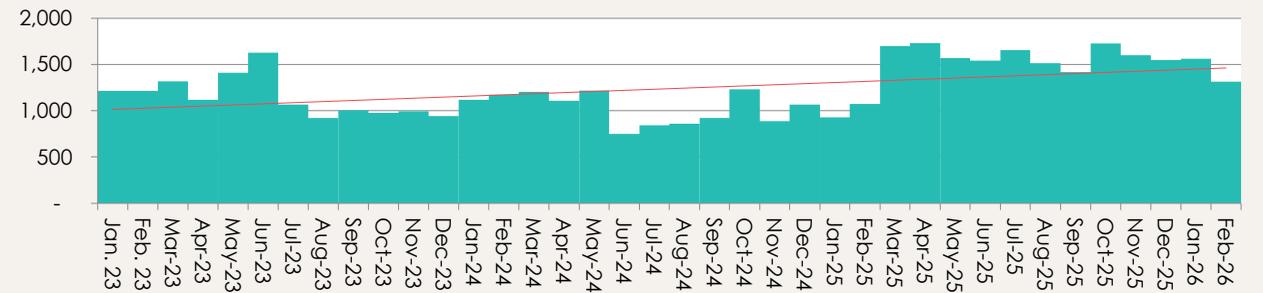


## Ridership Trends by Route

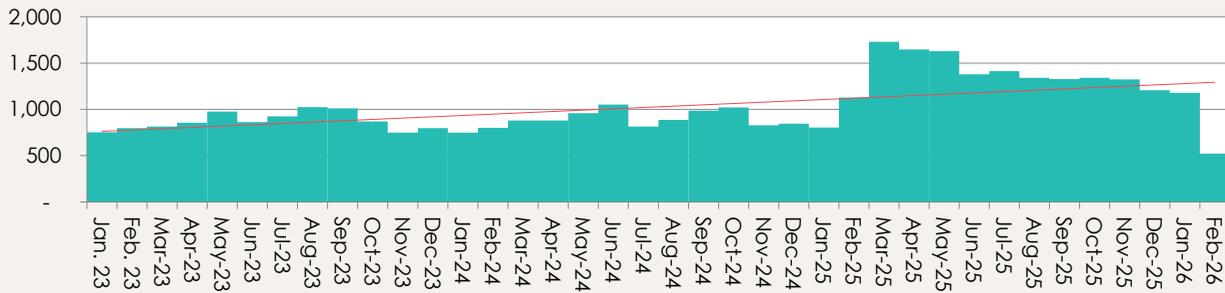
### 40 Mt. Pleasant



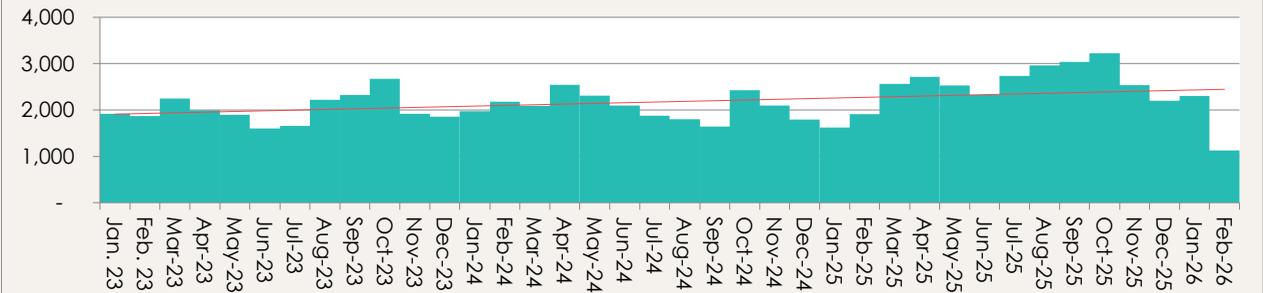
### 41 Coleman Boulevard



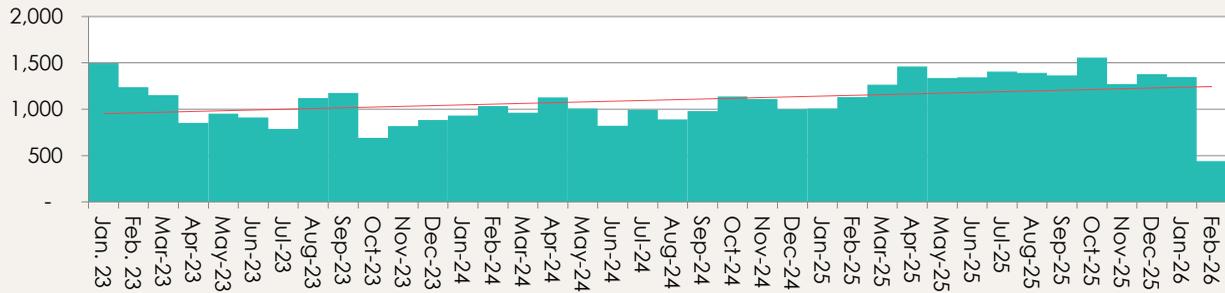
### 42 Wando Circulator



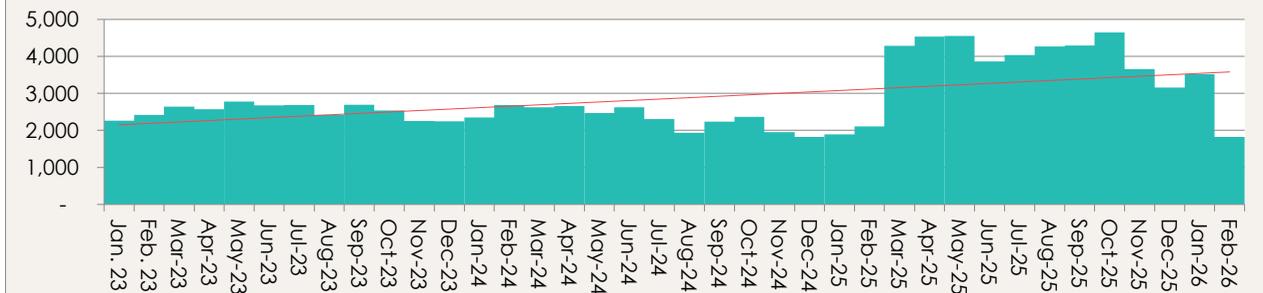
### 102 North Neck/ Rutledge Ave



### 103 Leeds Avenue

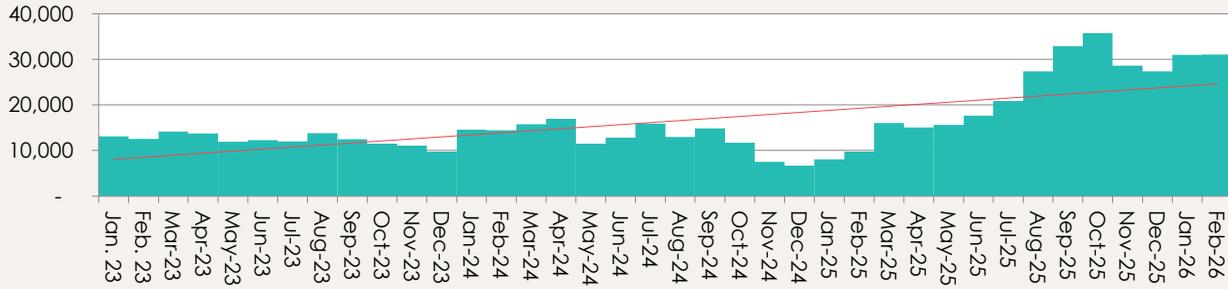


### 104 Montague Avenue

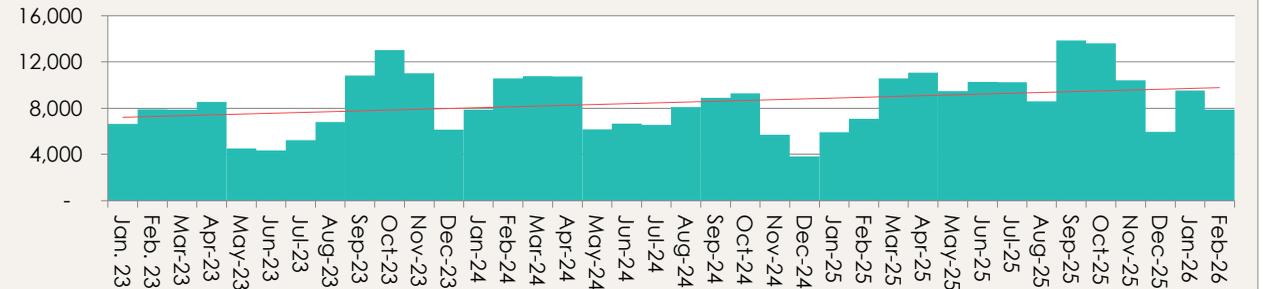


## Ridership Trends by Route

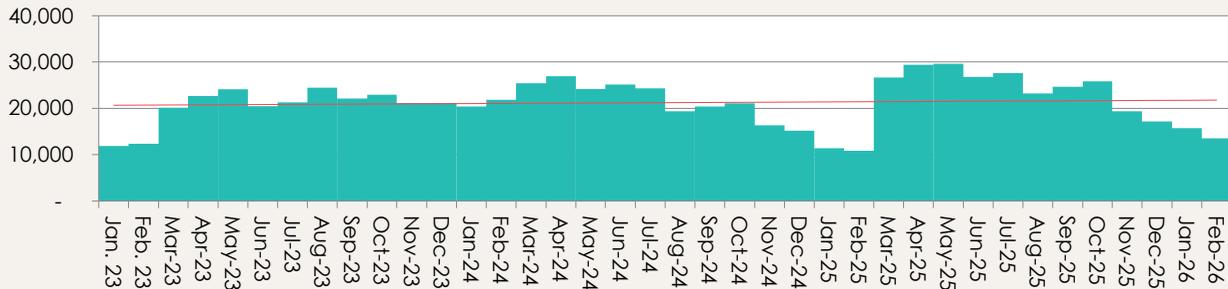
### 203 Medical University Shuttle



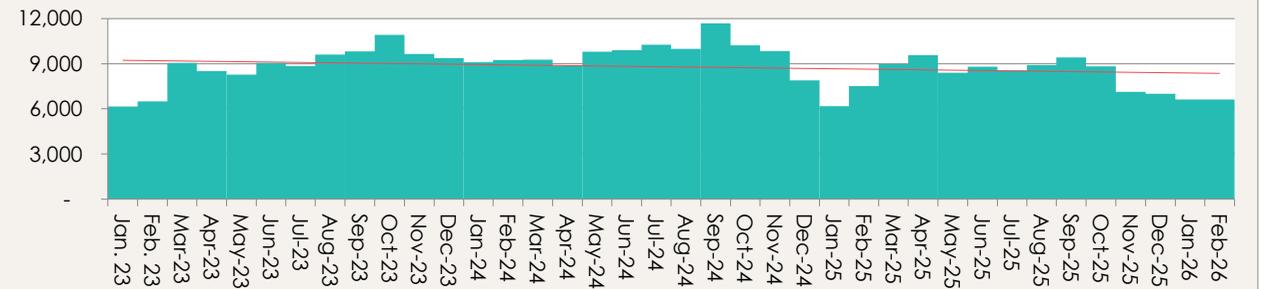
### 210 Aquarium / CofC DASH



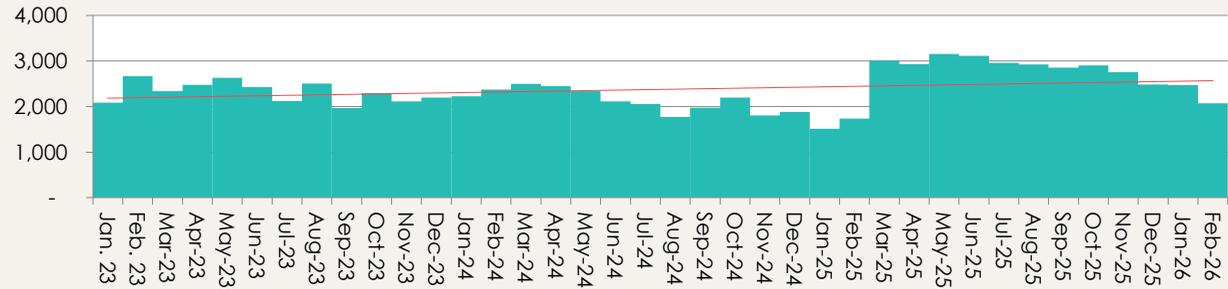
### 211 Meeting/King DASH



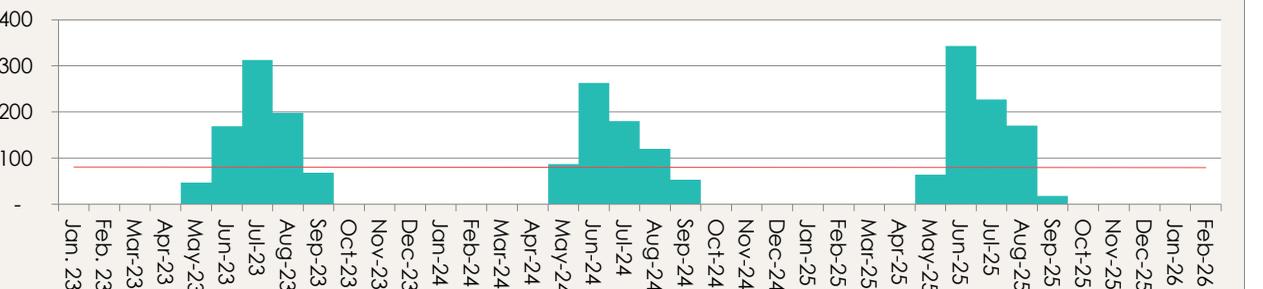
### 213 Lockwood/Calhoun DASH



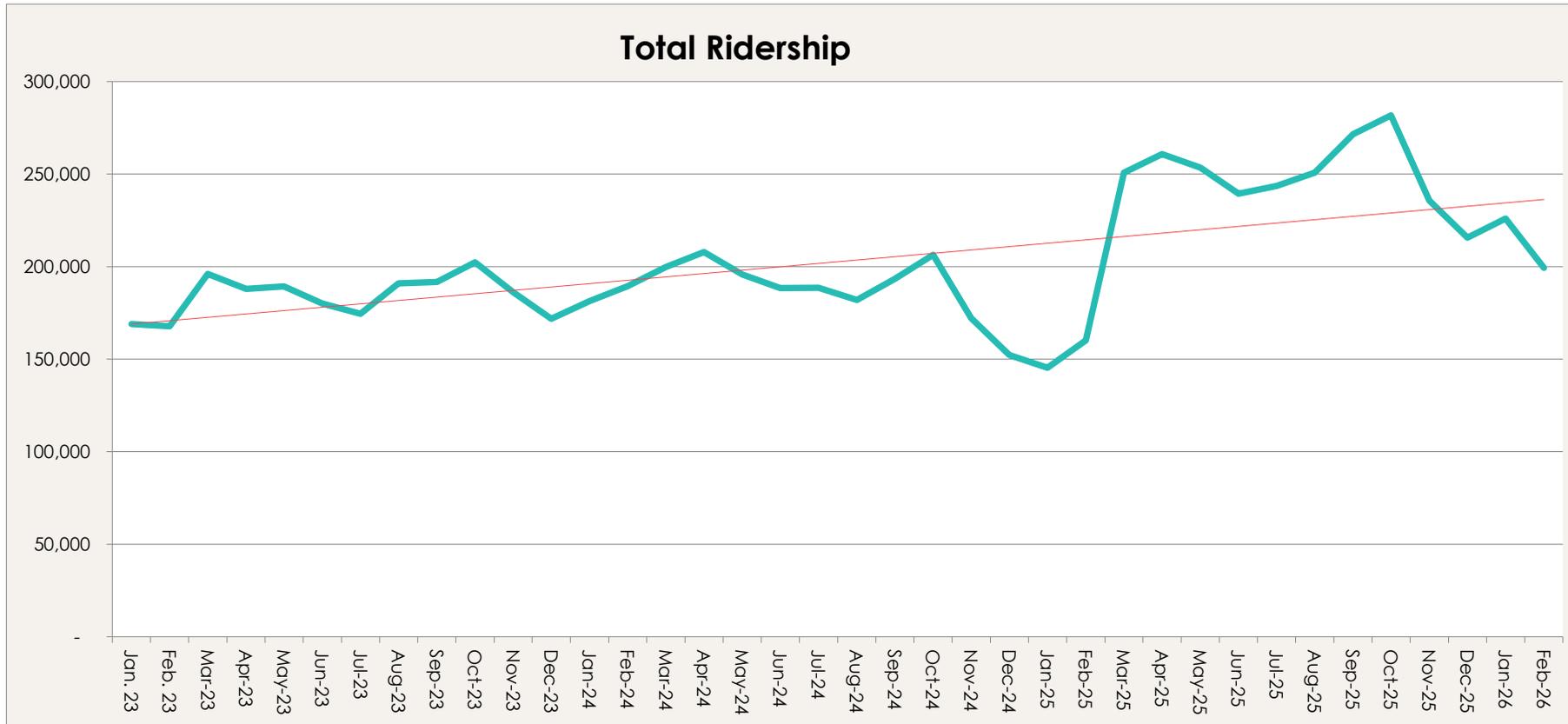
### 301 Glenn McConnell Circulator



### Beach Shuttle



# Ridership Trends by Route



### Farebox and Pass Revenue History

