



Charleston Area Regional Transportation Authority

CARTA BOARD MEETING

October 19, 2022

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 – September 21, 2022 Meeting
3. Financial Status Report – Robin Mitchum
4. Armored Transport Services Contract Renewal – Request for Approval
5. Project Updates – Ron Mitchum/Staff
6. Ridership Report – Megan Ross
7. Executive Director's Report – Ron Mitchum
8. Other Business, If Any
9. Public Comments, If Any
10. Executive Session – Contractual Matters
11. Board Comments, If Any

Next scheduled meeting will be held on November 16, 2022

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)
BOARD OF DIRECTORS MEETING
September 21, 2022
Meeting Notes

A Charleston Area Regional Transportation Authority (CARTA) Board of Directors meeting was held at the Berkeley-Charleston-Dorchester Council of Governments in the Barrett Lawrimore Conference Room located at 5790 Casper Padgett Way in North Charleston, SC at 1:00 p.m. on Wednesday, September 21, 2022.

MEMBERSHIP: Mary Beth Berry; Ron Brinson; Mike Brown; Dwayne Green; Alfred Harrison; Will Haynie; Jenny Costa Honeycutt; John Iacofano; John Labriola; James Lewis; Pat O'Neil; Teddie Pryor; Christie Rainwater; Michael Seekings; Keith Summey; John Tecklenburg; Jimmy Ward; Robert Wehrman

MEMBERSHIP PRESENT: Mary Beth Berry; Ron Brinson; Dwayne Green; John Iacofano; James Lewis; Michael Seekings; Jimmy Ward

PROXIES: Lynn Christian for Alfred Harrison; Carter McMillan for Jenny Costa Honeycutt; Craig Harris for John Labriola; Jerry Lahm for Teddie Pryor; Dennis Turner for Christie Rainwater; Ray Anderson for Keith Summey; Robert Sommerville for John Tecklenburg; Wes Linker for Robert Wehrman

OTHERS PRESENT: Alisha Wigfall (Transdev); Scott Donahue (SCDOT); Rachel Angelos (BGRM); Chloe Field (BGRM); David Kinard (HDR); Abraham Champagne (WSP); Marcela Rabens (Universal Latin News); William Hamilton (Best Friends of Lowcountry Transit); Helena Peltz (Best Friends of Lowcountry Transit); Louise Brown (Best Friends of Lowcountry Transit); Brendan Patman (Mt. Pleasant)

STAFF PRESENT: Ron Mitchum; Andrea Kozlowski; Robin Mitchum; Megan Ross; Belen Vitello; Michelle Emerson; Morgan Grimes; John Lambert

1. Call to Order

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

2. Consideration of Board Minutes: August 17, 2022 Meeting

*Mr. Lahm made a motion to approve the August 17, 2022 Meeting Minutes as presented.
Chief Turner seconded the motion. The motion was unanimously approved.*

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending August 31, 2022. Ms. Mitchum noted that, overall, the agency remains in good shape and ended the month under budget with unexpended revenues of \$1,573,697. She reviewed the following activities for FY22 thus far, stating that no issues are anticipated:

Revenues:

- Farebox is the fares collected on the revenue vehicles.
- Passes are bus pass fares sold to customers.
- Local contributions are funds received from local organizations for shelter and bench construction.
- The Federal revenue includes operating for the year-to-date. Federal revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds are operating funds available as match to federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets is the proceeds from the sale of a support vehicle, a 2016 Goshen, four 1996 New Flyers and shelter scrap metal.

Expenditures:

- Staff Salaries & Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and PPE (masks) supplies.
- Printing includes cost of printing route maps, brochures and passes.
- Automotive is the cost of maintaining the administrative staff vehicle.
- Dues/Membership is CARTA's membership with Transportation Association of South Carolina (TASC).
- Office Equipment Rental includes the monthly battery lease for the electric buses and the postage meter.
- Office Equipment Maintenance (OEM) includes the Swiftly Transit Time and Insights, Cradlepoint NetCloud Essentials for mobile routers and Zscaler internet security, in addition to IT services.
- Rent includes the Ashley Phosphate Park & Ride lot, Dorchester Village Shopping Center Park & Ride lot, Leeds Avenue lot lease from SCE&G, SC works Trident lease space and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Auditing is the cost of the actuary valuation for GASB 75 and the annual audit.
- Custodial Services is the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program is customer transportation cost for same-day service through independent rideshare.
- Other Professional Services include appraisal fees for the Ladson property, UST compliance inspections, New Flyer customer training services and Proterra Bus Inspections.
- Shared Contract Services (IGA & Management) is the extensive services the BCDCOG provides to CARTA.
- Fixed-Route Service is the cost of fixed and commuter service provided by Transdev.
- Money Transport is the cost of the armored guard service, Brinks, to pick up and transport cash deposits to the bank.
- Security Services is contracted security service provided at the SuperStop and the Leeds Avenue temporary bus parking lot by the City of North Charleston Police Department.
- Rebranding is services provided to comprehensively review and rebrand agency logos and images.
- Electric Bus Master Plan is the project to develop the necessary planning documents to transition CARTA's diesel bus fleet to all-electric buses.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities and maintenance on the fare vault.
- Operating Fees & Licenses include credit card transaction fees, storm water fees, solid waste user fees and vehicle title and registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund.
- Paratransit is the cost of paratransit transportation provided by Transdev.
- Interest is the interest accrued on the Melnick Park & Ride Loan.
- Non-Capitalized Assets include the purchase of additional driver and side shields, air filtration equipment on the buses and office equipment.

Capital Expenditures:

- Rolling Stock is the purchase of 3 New Flyer buses and 20 Proterra buses.
- Bus Shelter Construction/Bench is the purchase of shelters.
- Security/Cameras & Equipment is the purchase of cameras at the SuperStop and the upgrading of the access control system and cameras at the Leeds Avenue facility.
- Capital includes the purchase of two diesel fuel pumps.

Ms. Mitchum noted that the amount owed to Transdev as of August 31, 2022 is \$1,310,250. The Board of Directors received the Financial Status Report as information.

4. FY23 Budget – Request for Approval – Robin Mitchum

Ms. Mitchum presented the FY23 Budget. She discussed the budget in detail and noted that all member governments approved the FY23 proposed budget at their respective Council meetings. Ms. Mitchum stated that the budget will be monitored to ensure revenues and expenditures remain aligned. She noted that recommended revisions will be made to the Board of Directors as necessary.

Mr. Brinson made a motion to approve the FY23 Budget as presented.

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

5. FY22 Audit Services – Request for Approval

Ms. Mitchum discussed FY22 Audit Services. She noted that CARTA is requesting approval to amend the Robert E. Milhous, CPA, PA & Associates-Financial Audit Services for an additional year pursuant to the renewal terms outlined in the contract. The contract was awarded as a one-year contract with four options to renew annually. This amendment, if approved, will extend the contract through September 30, 2023.

Mr. Ward made a motion to approve the FY22 Audit Services as presented.

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

6. Asset Management Plan – Request for Approval – Jeff Burns

Ms. Mitchum presented the Asset Management Plan on Jeff Burns' behalf as Mr. Burns is attending meetings in Columbia. Ms. Mitchum noted that the FTA established a National Transit Asset Management (TAM) System to monitor and manage public transportation capital assets to enhance safety, reduce maintenance costs, increase reliability and improve performance. The objective is to develop a strategic and systematic process of operating, maintaining and improving public transportation capital assets effectively through their entire life cycle. The mandate requires FTA grantees to update their asset management plans for their public transportation assets, including vehicles, facilities, equipment and other infrastructure every four years. In 2018, CARTA established the goal of achieving and maintaining a state of good repair for its public transportation assets. Transit asset management will be a business model that uses transit asset condition to guide the optimal prioritization of funding. The FTA has defined State of Good Repair (SGR) as the condition in which a capital asset is able to operate at a full level of performance. A capital asset is in a state of good repair when that asset is able to perform its designed function, does not pose a known unacceptable safety risk and its lifecycle investments must have been met or recovered. Ms. Mitchum discussed the performance measure targets that are required by the FTA. Ms. Mitchum and Mr. Mitchum addressed questions and comments.

Mr. Green made a motion to approve the Asset Management Plan as presented.

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

7. Lowcountry Rapid Transit Intergovernmental Agreement – Request for Approval

Ron Mitchum, Executive Director, presented the Lowcountry Rapid Transit Intergovernmental Agreement (IGA). He noted that since the Board previously approved the IGA, there have been changes to the agreement for Charleston County and the SCDOT. Mr. Mitchum discussed the changes and noted that all parties have approved and agreed to the terms of the IGA. Mr. Mitchum addressed questions and comments.

Mr. Lahm made a motion to approve the Lowcountry Rapid Transit Intergovernmental Agreement as presented.

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

8. Project Updates – Ron Mitchum/Staff

Ron Mitchum, Executive Director, delivered an update on the following projects, noting that progress is being made on all projects: Stop/Shelter Design Guidelines; Service Planning Initiatives; CARTA OnDemand; Shelter Improvement Program; Solar Lighting Installation; Digital Signage; Shipwatch Square Transit Center; Vanpool Program; Transit Oriented Development Study; Lowcountry Rapid Transit; and Special Events Impacting CARTA Services. Mr. Mitchum discussed the Leeds Avenue lighting project in detail and noted there is a temporary resolution regarding the switchgear part until the full sized switchgear becomes available. Mr. Mitchum noted that project summaries were

distributed in the Board Meeting Agenda Packet in advance of the meeting and encouraged Board Members to contact him or the respective project manager regarding any specific concerns or questions. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

9. Ridership Report – Megan Ross

Megan Ross, Transit Planner, presented the Ridership Report as of August 31, 2022. She noted that passenger trips totaled 185,722 and there were 10.7 customers per service hour (10.4 last month). On-time, across all timepoints, was 87%. Ms. Ross stated that overall ridership comparing July 2022 to August 2022 increased by 7.5%, overall ridership comparing August 2021 to August 2022 increased by 9.9%, and overall ridership comparing 2021 YTD to 2022 YTD increased by 15.6%. She noted that Tel-A-Ride ridership for the month was 5,877, which was an increase of 8.1% comparing 2021 YTD to 2022 YTD. Ms. Ross discussed the Passengers Per Hour by Route, noting the following: 203-Medical Shuttle (36); 211-Meeting/King DASH (21); 10-Rivers Avenue (15); North Charleston-James Island Express (8); 213-Lockwood/Calhoun DASH (18), 20-King Street (12); and 11-Dorchester Road/Airport (12). Ms. Ross addressed questions and comments. The Board of Directors received the Ridership Report as information.

10. Executive Director's Report – Ron Mitchum

Mr. Mitchum discussed an article that reappeared regarding \$72 million in funding for public transit for South Carolina. He noted that the article is not based on new any funds. Mr. Mitchum discussed the State Transit Task Force and noted that the agency is participating in the Transit Task Force. Mr. Mitchum addressed questions and comments.

11. Other Business, If Any

There was no other business to discuss.

12. Public Comments, If Any

There were five public comments:

- Helena Peltz, of Best Friends of Lowcountry Transit, expressed her concerns regarding lack of late-night bus service for employees who work late shifts and for disabled individuals. She also expressed her concerns regarding bus operators changing the digital signs to read the correct destination.
- Marcela Rabens, of Universal Latin News, thanked the Board for their time. She expressed her concerns regarding the need for more Spanish/Latino literature to be easily accessible to the Spanish/Latino population.
- Louise Brown, of Best Friends of Lowcountry Transit, thanked the Board and staff for their work with improvements to the system.
- Brendan Patman, of Mt. Pleasant, expressed his concerns regarding the need for more frequent bus service and for late-night service.
- William Hamilton, of Best Friends of Lowcountry Transit, thanked Board Members and staff for the new bench on Wolfe Street and the improvements at the Mary Street bus stop. He expressed his concerns regarding improvements needs for the DASH service.

13. Executive Session – Contractual Matters

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

Chairman Seekings reconvened the Board Meeting noting that no action was taken related to matters discussed during Executive Session.

14. Board Comments, If Any

There was no further business to discuss.

15. Adjourn

Chairman Seekings thanked Board Members for their service. There being no further business before the Board, Chairman Seekings adjourned the meeting at 2:40 p.m.

Respectfully submitted,
Kim Coleman

DRAFT



Charleston Area Regional Transportation Authority

MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: September 30, 2022 Financial Report Overview
DATE: October 12, 2022

Please find attached the September 30, 2022 Financial Report. Below is a brief overview of the activities for FY22.

Revenues

- Farebox is the fares collected on the revenue vehicles.
- Passes is bus pass fares sold to customers.
- Local contributions is funds received from local organizations for shelter and bench construction.
- The Federal revenue includes operating for the year to date. Federal revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds is operating funds available as match to federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets is the proceeds from the sale of a support vehicle, a 2016 Goshen, five 1996 New Flyers, and shelter scrap metal.

Expenditures

- Staff Salaries & Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and PPE (masks) supplies.
- Printing includes costs of printing route maps, brochures, and passes.
- Automotive is the cost of maintaining the administrative staff vehicle.
- Dues/Memberships is CARTA's membership with Transportation Association of South Carolina (TASC).
- Office Equipment Rental includes the monthly battery lease for the electric buses and the postage meter.
- Office Equipment Maintenance (OEM) includes the Swiftly Transit Time and Insights, Cradlepoint NetCloud Essentials for mobile routers and Zscaler internet security, in addition to IT services.
- Rent includes the Ashley Phosphate Park & Ride Lot, Dorchester Village Shopping Center Park & Ride Lot, Leeds Avenue lot lease from SCE&G, SC Works Trident lease space, and document storage.
- Communications is the cost of phone, internet, and radio services at the facilities and on the buses.
- Utilities includes electric and water at the Superstop, Melnick Park and Ride, the Radio Shop at Leeds Avenue, and the charging stations at Leeds Avenue.
- Auditing is the cost of the actuary valuation for GASB 75 and annual audit.
- Custodial services is the cost of janitorial services at the Melnick Park and Ride.
- Pilot Ride Program is customer transportation cost for same day service through independent rideshare.
- Other Professional Services includes appraisal fees for the Ladson property, UST compliance inspections, New Flyer customer training services, shelter repairs, and Proterra Bus Inspections.
- Shared Contract Services (IGA & Management) is the extensive services BCDCOG provides to CARTA.

- Fixed Route service is the cost of fixed and commuter service provided by Transdev.
- Money Transport is the cost of the armored guard service, Brinks, to pick up and transport cash deposits to the bank.
- Security Services is contracted security service provided at the Super Stop and the Leeds Avenue temporary bus parking lot by the City of North Charleston Police Dept.
- Rebranding is services provided to comprehensively review and rebrand agency logos and images.
- Electric Bus Master Plan is the project to develop the necessary planning documents to transition CARTA's diesel bus fleet to all-electric buses.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities and maintenance on the fare vault.
- Operating Fees & Licenses include credit card transaction fees, storm water fees, solid waste user fees and vehicle title & registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund.
- Paratransit is the cost of paratransit transportation provided by Transdev.
- Interest is the interest accrued on the Melnick Park and Ride Loan.
- Non Capitalized assets include the purchase of additional driver and side shields, air filtration equipment on the buses, and office equipment.

Capital Expenditures

- Rolling Stock is the purchase of three (3) New Flyer buses and twenty (20) Proterra buses.
- Bus Shelter Construction/Bench is the purchase of shelters.
- Security/Cameras & Equipment is the purchase of cameras at the Superstop and the upgrading of the access control system and cameras at the Leeds Avenue facility.
- Capital includes is the purchase of two diesel fuel pumps.

Overall, the agency ended the month with excess of revenues of \$2,171,378.

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

Amount owed to Transdev as of 9/30/2022 is \$1,602,519.24.

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2022

Time elapsed:
100%

	FY22 Original Budget	FY22 Revised Budget	Actual	% of Budget
<u>Operating Revenues</u>				
Farebox	1,840,925	1,264,265	1,286,862	102%
Passes	473,478	451,134	356,896	79%
COC Shuttle	417,104	417,104	414,318	99%
MUSC	951,364	738,389	723,877	98%
City of Charleston - DASH	640,492	640,492	640,492	100%
Local Contributions	-	77,565	100,091	129%
Federal	11,601,438	12,735,187	11,682,728	92%
State Mass Transit Funds	475,794	563,757	563,757	100%
Sales Tax - Charleston County	6,658,003	7,558,383	8,609,971	114%
Advertising	700,000	700,000	673,173	96%
Insurance Proceeds	-	118,754	167,747	141%
Sale of Assets	10,000	10,000	27,437	274%
Miscellaneous	-	64	501	783%
TOTAL OPERATING REVENUES	23,768,598	25,275,094	25,247,850	100%
<u>Operating Expenditures</u>				
Staff Salaries & Benefits	8,334	8,034	8,033	100%
Supplies	151,670	100,000	87,956	88%
Printing	37,500	20,000	26,439	132%
Marketing	10,000	-	-	N/A
Automotive	1,000	1,000	1,810	181%
Postage	2,900	2,085	1,563	75%
Dues/Memberships	1,513	1,500	1,500	100%
Office Equipment Rental	107,877	105,687	105,503	100%
Office Equipment Maintenance	1,101,938	612,649	197,567	32%
Rent	33,800	32,800	29,901	91%
Communications	170,561	164,185	158,771	97%
Utilities	205,674	180,674	141,273	78%
Advertising	58,500	17,500	-	0%
<u>Professional Services</u>				
Auditing	24,300	24,800	24,800	100%
Legal	7,500	7,500	266	4%
Custodial	23,220	23,480	23,220	99%
Pilot Ride Program	40,000	25,000	20,778	83%
Other	110,000	110,000	75,650	69%
<u>Contract Services</u>				
Shared Services - IGA	2,588,887	3,306,116	2,997,691	91%
Fixed Route	13,690,074	14,067,168	12,946,207	92%
Money Transport	7,500	7,500	6,375	85%
Security Services	96,191	198,521	166,704	84%
Rebranding		68,520	31,848	46%
Electric Bus Master Plan	87,595	301,164	140,620	47%
Vehicle Maintenance	150,000	170,000	228,756	135%
Facility Repair & Maintenance	14,950	40,812	25,344	62%

CARTA
Statement of Revenues & Expenditures
For the Month Ending September 30, 2022

Time elapsed:
100%

	FY22 Original Budget	FY22 Revised Budget	Actual	% of Budget
Operating Fees & Licenses	25,000	27,500	24,899	91%
Insurance	832,399	998,340	944,893	95%
Fuel	1,065,531	1,751,008	1,943,798	111%
Paratransit	2,587,469	2,587,469	2,413,241	93%
Miscellaneous	5,500	5,500	4,618	84%
Interest	56,210	56,210	56,208	100%
Non-Capitalized Assets	465,005	252,372	240,240	95%
TOTAL OPERATING EXPENDITURES	23,768,598	25,275,094	23,076,472	91%
Excess (Deficit) of Revenues Over (Under) Expenditures			<u><u>2,171,378</u></u>	

Capital Revenues

Rolling Stock	13,270,970	15,112,124	14,316,059	
Bus Facilities/Charging Stations	6,553,574	3,488,425	733,204	
Security/ Cameras & Equipment	80,097	176,225	41,508	
Park & Ride Construction/Leeds Ave.	2,800,000	-	-	
Sales Tax - Charleston County	6,222,247	5,321,867	4,270,279	
TOTAL CAPITAL REVENUES	28,926,888	24,098,641	19,361,050	80%

Capital Expenditures

Rolling Stock	17,747,668	19,036,032	18,005,924	
Bus Facilities/Charging Stations	8,164,494	4,320,000	-	
Bus Shelter Construction/Bench Install	100,000	500,000	342,765	
Land	600,000	-	-	
HOP Lot Construction / Leeds Ave.	2,200,000	-	916,505	
Security/ Cameras & Equipment	97,440	225,323	78,570	
Capital (IT, Facility Repairs/Maint)	17,286	17,286	17,286	
TOTAL CAPITAL EXPENDITURES	28,926,888	24,098,641	19,361,050	80%

**CARTA
BALANCE SHEET
9/30/2022**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	6,625,792.79
PETTY CASH	180.00
ACCOUNTS RECEIVABLE	8,988,958.53
PREPAID EXPENSES	362,285.27
INVENTORY - FUEL	32,099.08
DEFERRED OUTFLOWS: ER CONTR	2,409.00
LAND	4,623,977.25
VEHICLES	54,949,730.52
EQUIPMENT	2,230,320.81
FAREBOXES	1,170,017.00
SHELTERS	4,339,489.56
BUS SIGNAGE	238,290.32
FACILITIES	10,281,644.63
PARK & RIDE FACILITY	155,251.20
ACCUMULATED DEPRECIATION	(33,624,365.22)
TOTAL ASSETS	<u>60,376,080.74</u>

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	3,596,968.02
NOTE PAYABLE - BB&T	1,563,120.52
ACCRUED INTEREST	34,324.43
UNEARNED REVENUE	3,200.00
OPEB LIABILITY	173,017.00
DEFERRED INFLOWS: OPEB ASSUMP	24,581.00
TOTAL LIABILITIES	<u>5,395,210.97</u>

EQUITY

CURRENT YEAR FUND BALANCE	2,171,377.73
INVEST IN CAPITAL ASSETS	42,686,315.58
FUND BALANCE	10,123,176.46
TOTAL EQUITY	<u>54,980,869.77</u>

TOTAL LIABILITIES & FUND EQUITY	<u>60,376,080.74</u>
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Charleston Area Regional Transportation Authority

MEMORANDUM

Date: October 12, 2022
To: CARTA Board of Directors
From: Ronald E. Mitchum
Subject: Request for Approval – Armored Transport Services

Charleston Area Regional Transportation Authority (CARTA) is requesting approval to amend the Brink's Incorporated – Armored Transport Services contract # CARTA2019-03 for an additional year pursuant to the renewal terms outlined in the contract.

This will extend the contract through November 4, 2023.



5790 CASPER PADGETT WAY • NORTH CHARLESTON, SC 29406 • TEL 843.529.0400

A Berkeley-Charleston-Dorchester Council of Governments Program



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: October 7, 2022
To: CARTA Board of Directors
From: Ron Mitchum, Executive Director
Subject: Transit Planning Project Updates

Please find the progress reports for transit planning projects.

1. Service Planning Initiatives (Project Manager: Megan Ross)
2. Downtown Route Study (Project Manager: Megan Ross)
3. US 52 BRT Study (Project Manager: Megan Ross)
4. CARTA On-Demand (TNC Pilot Program) (Project Manager: John Lambert)
5. Shelter Improvement Program (Project Manager: Belen Vitello)
6. Solar Lighting Installation (Project Manager: Belen Vitello)
7. Shipwatch Square Transit Center (Project Manager: Sharon Hollis)
8. Vanpool Program (Project Manager: Courtney Cherry)
9. Transit Oriented Development Study (Project Manager: Sharon Hollis)
10. Lowcountry Rapid Transit (Project Manager: Sharon Hollis)
11. Special Events Impacting CARTA Services (Project Manager: Belen Vitello)

Staff will be available at the Board Meeting to answer any questions you may have regarding the projects.

MEMORANDUM

1. Service Planning Initiatives:

- Staff has begun work with Nelson/Nygaard who will be assisting the region with the Downtown Route Restoration Study, the US 52 BRT Corridor Study and validating the APC data. Staff has begun the process by comparing data from bus operator counts, Genfare reporting, and Syncromatics. We have received the scope of work and we are reviewing it for approval to proceed. The initial scope was revised to include changing out our existing hardware in the units.
- The Rethink Folly Committee determined a survey was necessary to identify if a trolley was needed and who it would be serving. Staff has assisted with the committee in forming the survey and it will be distributed in the coming months.
- Trident Medical Center is expanding and building a Mental Health Facility on Ingleside Blvd. in March of 2023. Staff will be meeting again with Trident Medical leadership to review plans for the parking lot of the facility to determine the best locations in the parking lot to incorporate transit.
- Charleston County has requested service at two different locations, one on Ingleside Blvd. and the second on Palmetto Commerce Pkwy. Currently, we do not have service that runs in that area. This request is now the second one along this particular corridor. Staff is beginning to review possible routes for this corridor. In the meantime, staff is reaching out to the specific businesses to consider Vanpool as a solution to their needs.
- Staff met to review development for three different shelters along Morrison Drive. Staff determined placement for two shelter locations and two different bench locations to improve the bus stops on Morrison Drive by Sanders-Clyde Elementary. In the coming year, a stop light with a crosswalk will be added to Morrison Dr/ Johnson St. and sidewalk will be added across from the construction of the two new buildings.
- Dorchester County has requested assistance transporting passengers to a warming shelter in Summerville. Staff is reviewing options for what is the best solution to assist with this service. Staff is considering TriCounty Link's route D305, D306, and CS2 as the best options however this service is only Monday- Friday.
- The Post and Courier has requested a modification to the Rt. 103 to service their new location at 4500 Leeds Ave. Staff is looking at having the Rt. 103 service this area like it's services the County Building twice in the AM peak and twice during the PM peak. Additionally, the Post and Courier has requested that this location be services 7 days a week. The Rt. 103 is only in service Monday-Friday. Staff is also recommending Vanpool as an option for the employees. We are working with them to see where their employees are traveling from to get a better idea which option will be best.
- The Clemson facility located at 1240 Supply St. has requested service to their location due to the Viaduct Rd. being closed and the new access road to their location is a longer walk for students. Staff is reviewing our existing service to see which options will best work with their request.
- Staff is working to review the current Rt. 20 and Rt. 301 due to on time performance issues related to traffic delays.

2. Downtown Route Study

- Staff is working with Nelson Nygaard to develop scope.
- Work is anticipated to begin late 2022

MEMORANDUM

3. US 52 BRT Study

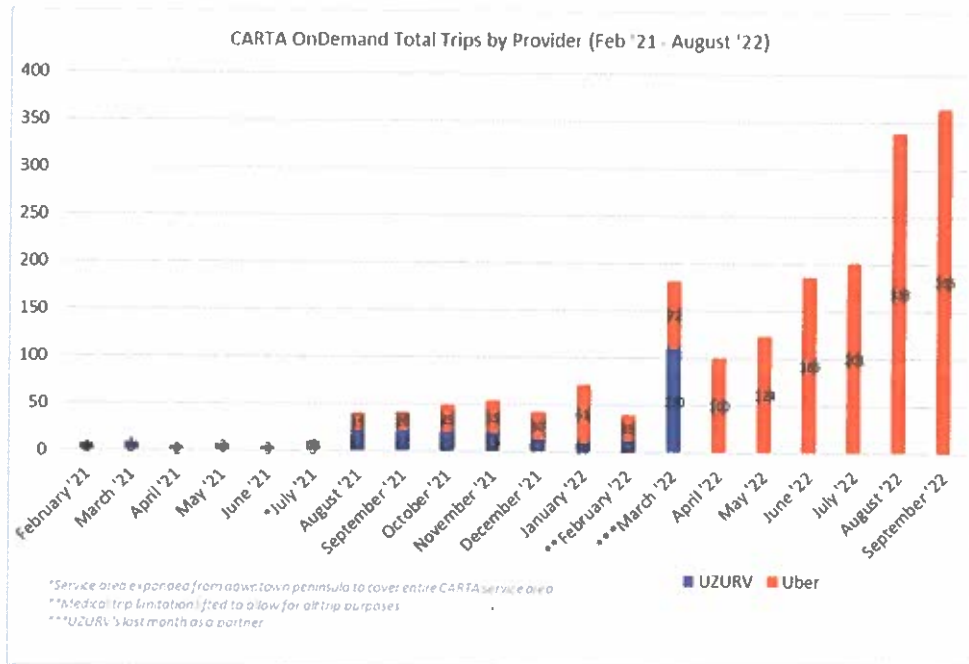
- Scope is being developed.
- Work is anticipated to begin first qtr. of 2023

4. CARTA OnDemand (TNC Pilot)

BCDCOG staff has continued promoting the OnDemand program through outreach directed towards regional senior centers, assisted living communities, housing developments, and medical facilities. Feedback from users regarding the service has been positive. One-hundred and six (106) seniors have been approved to use the service. There are currently thirty-six (36) active Tel-a-Ride customers using OnDemand service. CARTA OnDemand has provided an average of 94 total trips per month since the program began and an average of 178 trips per month in 2022. Ridership has continued to increase since the expansion of the service in summer of 2021 to cover the entire CARTA service area.

Transdev will be accommodating WAV trip requests for OnDemand through the existing Tel-a-Ride system. The agency is also exploring options for call-in ride scheduling to accommodate customers that wish to use the OnDemand service but do not have the ability to use the Uber app. The agency will be rebidding the project prior to the expiration of the Uber contract in January 2023 in order to enlist two (2) TNC providers.

Uber has remained popular with CARTA OnDemand's customer base and the number of rides per month on the service has continued to increase in 2022. In August there were 365 Uber rides at an average cost of \$11.22 per trip which is down from the August average of \$12 per trip. To date (February 2021 – present), CARTA has spent a total of \$28,999.99 on the CARTA OnDemand program which includes trips costs and marketing expenses.



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5. CARTA Shelter Improvement Program (SIP)

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

Shelters/Benches in development:

- Morrison Yard- Working with their development team of the exact locations for shelters along Morrison.
- Invoice: Bees Ferry Apartments
- Invoice Clements Ferry Road Development
- Glenn McConnell Widening- Construction has begun. Bus Stop shifted due to construction.
- 713 Houston Northcutt Blvd/ Ann Edwards Ln- Construction complete. Bus Stop has been shifted to new bus shelter. Working on
- Recent Inspections: Removal of Canterbury House Shelter, Removal of damaged Folly/Windermere shelter, removal of shelter at Maybank/Wappoo Creek Dr, install of historical shelter at Maybank/Wappoo Creek Dr. at Folly/Windermere. Construction should be completed in September.
- 330 America St./ Reid St. (Bench) Wildwood has installed the bench. CARTA performed final inspection.
- 112 Meeting St./ Woolfe St Wildwood has installed the bench. CARTA performed final inspection.
- 741 Meeting Street Project- Working with developer for new location and shelter for BSID 30 Meeting/Brigade St. Working with developers through the permitting process.

New Designs:

- 411 Meeting Street
- Meeting with Thomas and Hutton to discuss projects along Clemet's Ferry Roadway
- St. Andrews Mixed Use Development
- Olmstead Park Development
- Mikasa Tract Apartments
- Meeting/Mt. Pleasant Street- New Hotel (two locations for bus stop improvements)
- 72 Medical Plaza Drive / Trident Medical Arts Center- Teaming up with Trident Medical to install a new pad. CARTA will install the shelter.

MEMORANDUM

- Trident Metal Health Facility- Working with their team to develop infrastructure for transit use.
- 102 Trident Medical Center - 9279 Medical Plaza Dr- Teaming up with Trident Medical to install a new pad. CARTA will install the shelter.

6. Solar Lighting Project

We are ready to move forward with more solar lights. CARTA will be meeting with bus drivers during their safety meetings to discuss new locations for solar light in September. Selected 112 locations for Phase 2.

7. Shipwatch Square/Transit Hub

Developing Class of Action worksheet for NEPA work to begin.

8. Lowcountry Go Vanpool

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

In September,

- 1 community events.
- A meeting and presentation with the SC Works Trident Business Services team and their partners from Berkeley, Charleston and Dorchester County Economic Development on September 8th.
- 2 follow-up inquiries for vanpool services.
- 1 potential user completed driver recommendations and route finalized.

The Taco Boy on Folly's vanpool contract comes to a close at the end of September. It has operated smoothly since beginning its journey in May. The General Manager, drivers, and workers all had positive feedback about the program and its efficiency and look forward to using the program again next summer. A second employer, Xtream Cleaners, have identified eligible rider groups and are expected to become the program's second active vanpool in October.

BCDCOG Staff continues to promote the vanpool program's pilot period, the monthly fare is \$30 per rider regardless of trip distance. Lowcountry Go's fleet of 11 vehicles (four 7-passenger and seven 15-passenger) are leased on a first come, first serve basis. The vans are branded with decals containing the Lowcountry Go Vanpool logo and telephone number. The service is able to accommodate

MEMORANDUM

riders in the rural and urban areas of the region as long as one leg of the commute is in the urban area.

9. Transit Oriented Development Study

Selection committee has selected a consultant. Upon award and contract, phase II is anticipated to begin in Fall 2022.

10. Lowcountry Rapid Transit

A&E Design: SCDOT has received proposals for EOR. Selection and contract negotiations will occur, and full NTP is anticipated in Early 2023.

Key Stakeholder Coordination: BCDCOG/County/SCDOT/ interagency agreements have been approved. Final signatures are anticipated in October.

FTA Coordination: LCRT received approval to enter the engineering phase of the CIG program and received a Medium-High rating under the program criteria. Bi-Monthly meetings will continue to be held with FTA. FTA's Project Management Oversight Consultant (PMOC) throughout the Engineering phase.

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. Any changes to the design moving forward will be evaluated to see if the change would result in a change to the NEPA approval that would require re-evaluation will be needed.

Maintenance Facility: COG staff is coordinating with the fairgrounds on the maintenance facility site and park and ride locations. Design is scheduled to be advanced to 30% level in Fall 2022 pending ROW negotiations.

Transit Signal Prioritization: Transit signal prioritization at intersections is part of the LCRT project definition. A demonstration project of the TSP on Dorchester Road was initiated in March 2021 to develop the technology and infrastructure on a smaller scale corridor to advance that technology on CARTA transit buses traveling on Dorchester Road. This will provide the framework for the LCRT TSP technology which can be expanded to the remainder of the corridor. Phase 1 is complete, and scope for second phase is being Programmed with an anticipated start of late Fall 2022.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. Morgan Grimes, LCRT's communications specialist, has been visiting businesses along the corridor and reaching out to neighborhoods and community organizations. She has had direct communications with over 815 businesses and community members along the corridor, with 20 touchpoints in August, and 2 outreach events, National Night Out and Business Expo. Morgan continues to hold office hours throughout the corridor.

MEMORANDUM

11. Upcoming Special Events that could Impact CARTA Services

Staff continues to coordinate service adjustments due to special events and road closures. The following upcoming events are scheduled for September:

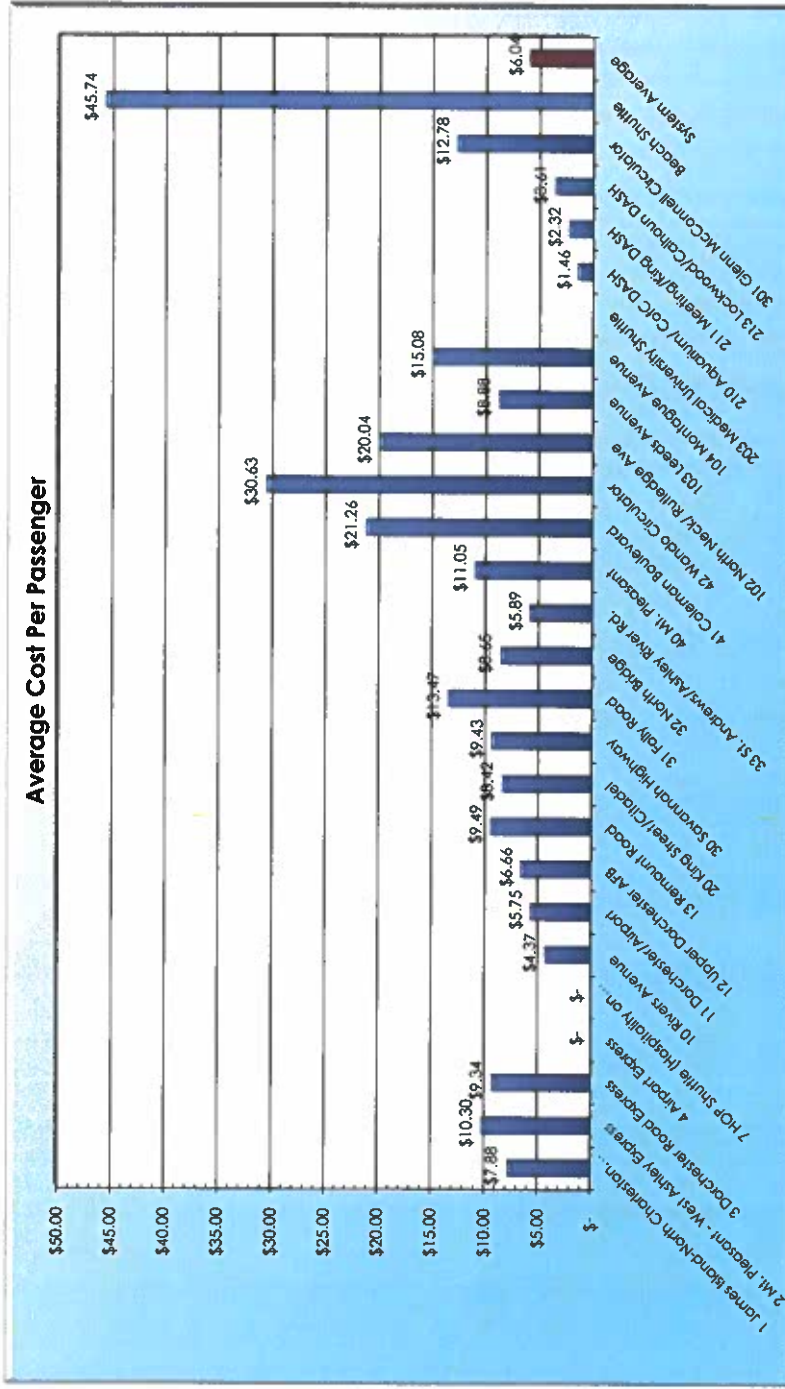
- Reminder: Nighttime Lane closures for Glenn McConnell Parkway Widening Project. The lane closure should begin at 7 PM.
- Second Sunday: October 9- Second Sunday on King Street between Calhoun and Queen Street
- October 15- Southeastern Wildlife Exposition is proud to present Flyways (Visitors Center)
- October 22- Harvest Festival in North Charleston from 4-7 on East Montague Avenue near Park Circle closed between Jenkins Ave and Virginia Ave
- September 29- October 9 MOJA Festival
- October 8- Avondale 5K Run and Walk in West Ashley Right in front of Triangle Char + Bar, at the corner of Savannah Highway and Magnolia Road in the Avondale neighborhood of West Ashley
- September 26-28, 2019, King Tides, flooding in the usual areas, (Rt. 11, 213)
- NOVEMBER HEADS UP: November 2, The 15th Annual James Island Run/Walk goes across the James Island Connector. The post-race festival will be held at Cannon Park

Revenue/Cost/Ridership for the Month of September 2022

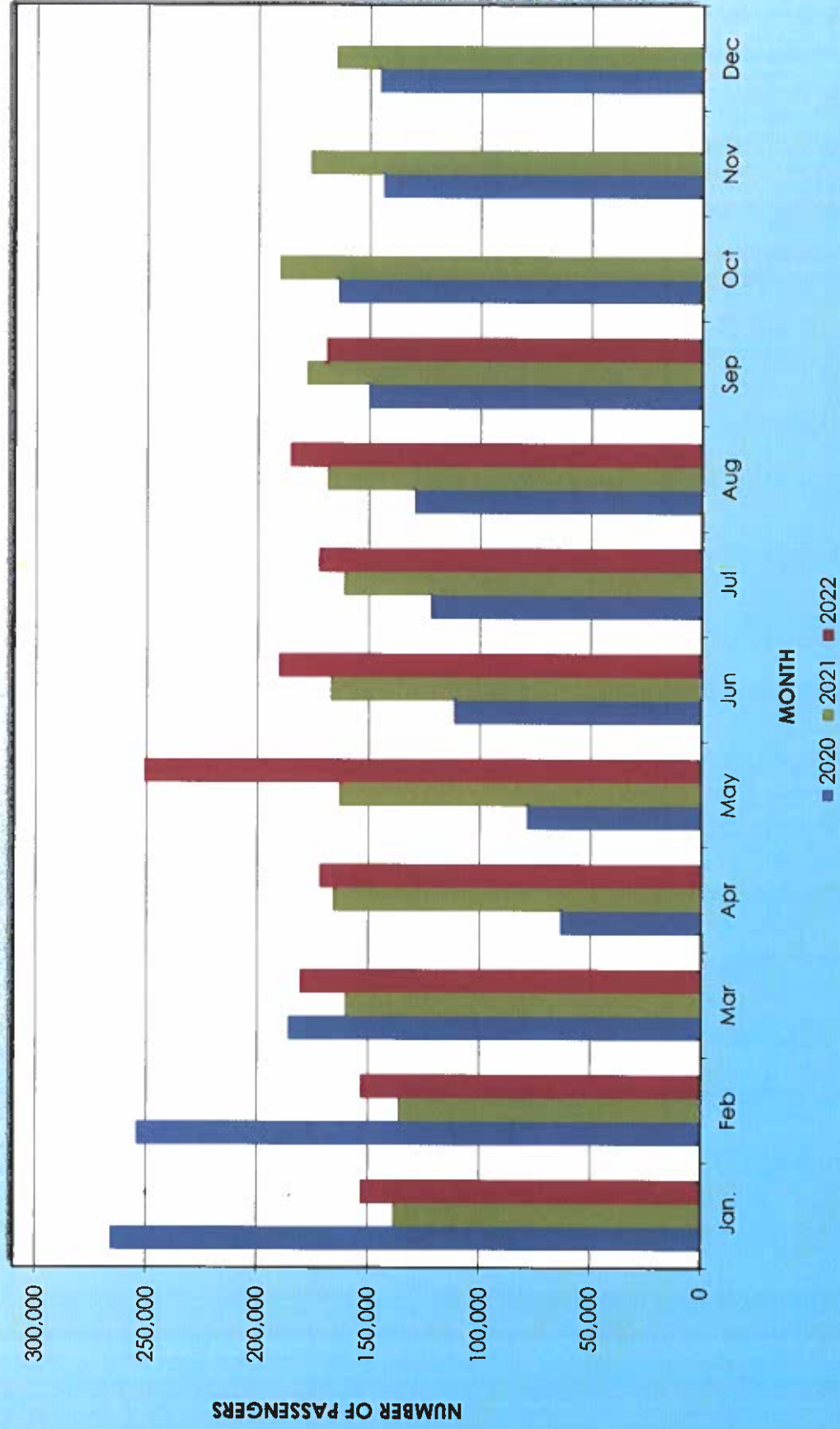
Route Name	Farebox Revenue	Pass/Presale Revenue	2021 Revenue	2022 Revenue	Cost of Operation	Hours Operated	Percent Cost Recovered	Cost Per Passenger	Deviation From System Average	Deviation Under Performance Standards	2021 Passengers Per Hour	2022 Passengers Per Hour	Change from Last Year	Hour Target Under Performance Standards	2021 Ridership	2022 Ridership	Change from Last Year	% of Total Ridership
1 James Island-North Charleston Express	\$ 381.15	\$ 10,737.69	\$ 14,648.95	\$ 11,138.84	\$ 38,973.34	210.94	18.9%	\$ 7.88	-1.34%	-5.00%	9	9	-2%	15	7,702	6,066	(1,636)	-21%
2 Mt. Pleasant-West Ashley Express	\$ 771.23	\$ 6,291.99	\$ 9,493.09	\$ 7,063.72	\$ 31,599.56	631.74	13.2%	\$ 10.30	-6.55%	-5.00%	6	7	7%	15	4,241	4,318	77	2%
3 Dorchester Rd-Summerville Express	\$ 552.45	\$ 4,649.08	\$ 6,457.26	\$ 5,201.53	\$ 36,429.72	439.55	14.3%	\$ 9.34	-5.93%	-5.00%	6	8	33%	15	2,658	3,343	685	26%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-
7 HOP Shuttle (Hospically on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-
10 River Avenue	\$ 35,000.04	\$ 5,938.81	\$ 47,999.09	\$ 40,938.85	\$ 193,195.44	2031.04	21.2%	\$ 4.37	0.53%	-15.00%	14	15	6%	20	38,099	34,849	(3,250)	-9%
11 Dorchester Rd/Airport	\$ 12,717.77	\$ 3,067.84	\$ 15,917.53	\$ 14,765.34	\$ 87,150.37	1031.53	17.0%	\$ 5.75	-3.27%	-10.00%	11	12	8%	20	13,130	12,566	(564)	-4%
12 Upper Dorchester/Ashley Phosphate Rd	\$ 12,784.94	\$ 2,126.51	\$ 14,204.36	\$ 14,971.45	\$ 99,971.85	1,250.34	15.0%	\$ 6.66	-5.26%	-10.00%	9	11	14%	20	11,878	12,772	894	8%
13 Remount Road	\$ 4,241.44	\$ 789.47	\$ 5,596.13	\$ 5,000.93	\$ 49,010.02	591.34	10.3%	\$ 9.49	-9.99%	-10.00%	7	8	7%	20	4,694	4,633	(61)	-1%
20 King Street Meeting St	\$ 4,000.00	\$ 6,000.00	\$ 6,004.29	\$ 6,004.29	\$ 49,277.73	596.38	12.1%	\$ 8.42	-8.11%	-10.00%	13	9	-32%	20	8,442	5,156	(3,286)	-39%
30 Savannah Highway	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
31 Falls Road	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
32 North Ridge	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
33 St. Andrews/Ashley River Rd	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
40 Mt. Pleasant	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
41 Coleman Boulevard	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
42 Wando Circular	\$ 4,059.57	\$ 729.31	\$ 5,444.29	\$ 4,853.86	\$ 48,931.28	590.39	9.9%	\$ 9.43	-10.34%	-10.00%	8	8	1%	20	5,085	4,673	(412)	-8%
102 North Neck/Rutledge Ave	\$ 784.91	\$ 154.06	\$ 1,022.63	\$ 1,022.63	\$ 57,571.80	345.42	3.3%	\$ 30.63	-16.98%	-15.00%	2	4	47%	20	938	1,357	419	45%
103 Lecky Avenue	\$ 784.91	\$ 154.06	\$ 1,022.63	\$ 1,022.63	\$ 57,571.80	345.42	3.3%	\$ 30.63	-16.98%	-15.00%	2	4	47%	20	938	1,357	419	45%
104 Montague Avenue	\$ 784.91	\$ 154.06	\$ 1,022.63	\$ 1,022.63	\$ 57,571.80	345.42	3.3%	\$ 30.63	-16.98%	-15.00%	2	4	47%	20	938	1,357	419	45%
203 Medical Shuttle	\$ 4,000.00	\$ 6,000.00	\$ 6,004.29	\$ 6,004.29	\$ 49,277.73	596.38	12.1%	\$ 8.42	-8.11%	-10.00%	13	9	-32%	20	8,442	5,156	(3,286)	-39%
210 Medical Shuttle	\$ 4,000.00	\$ 6,000.00	\$ 6,004.29	\$ 6,004.29	\$ 49,277.73	596.38	12.1%	\$ 8.42	-8.11%	-10.00%	13	9	-32%	20	8,442	5,156	(3,286)	-39%
211 Meeting St DASH	\$ 4,000.00	\$ 6,000.00	\$ 6,004.29	\$ 6,004.29	\$ 49,277.73	596.38	12.1%	\$ 8.42	-8.11%	-10.00%	13	9	-32%	20	8,442	5,156	(3,286)	-39%
213 Meeting St DASH	\$ 4,000.00	\$ 6,000.00	\$ 6,004.29	\$ 6,004.29	\$ 49,277.73	596.38	12.1%	\$ 8.42	-8.11%	-10.00%	13	9	-32%	20	8,442	5,156	(3,286)	-39%
201 Glenwood/Carroll DASH	\$ 1,873.72	\$ 963.75	\$ 2,091.18	\$ 2,237.47	\$ 29,511.76	354.08	7.6%	\$ 12.78	-12.68%	-15.00%	3	3	-4%	10	95	53	(42)	-4%
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201 Glenwood/Carroll Circular	\$ 1,873.72	\$ 963.75	\$ 2,091.18	\$ 2,237.47	\$ 29,511.76	354.08	7.6%	\$ 12.78	-12.68%	-15.00%	3	3	-4%	10	95	53	(42)	-4%
201 Glenwood/Carroll Circular	\$ 1,873.72	\$ 963.75	\$ 2,091.18	\$ 2,237.47	\$ 29,511.76	354												

Revenue/Cost/Ridership for the Month of September 2022

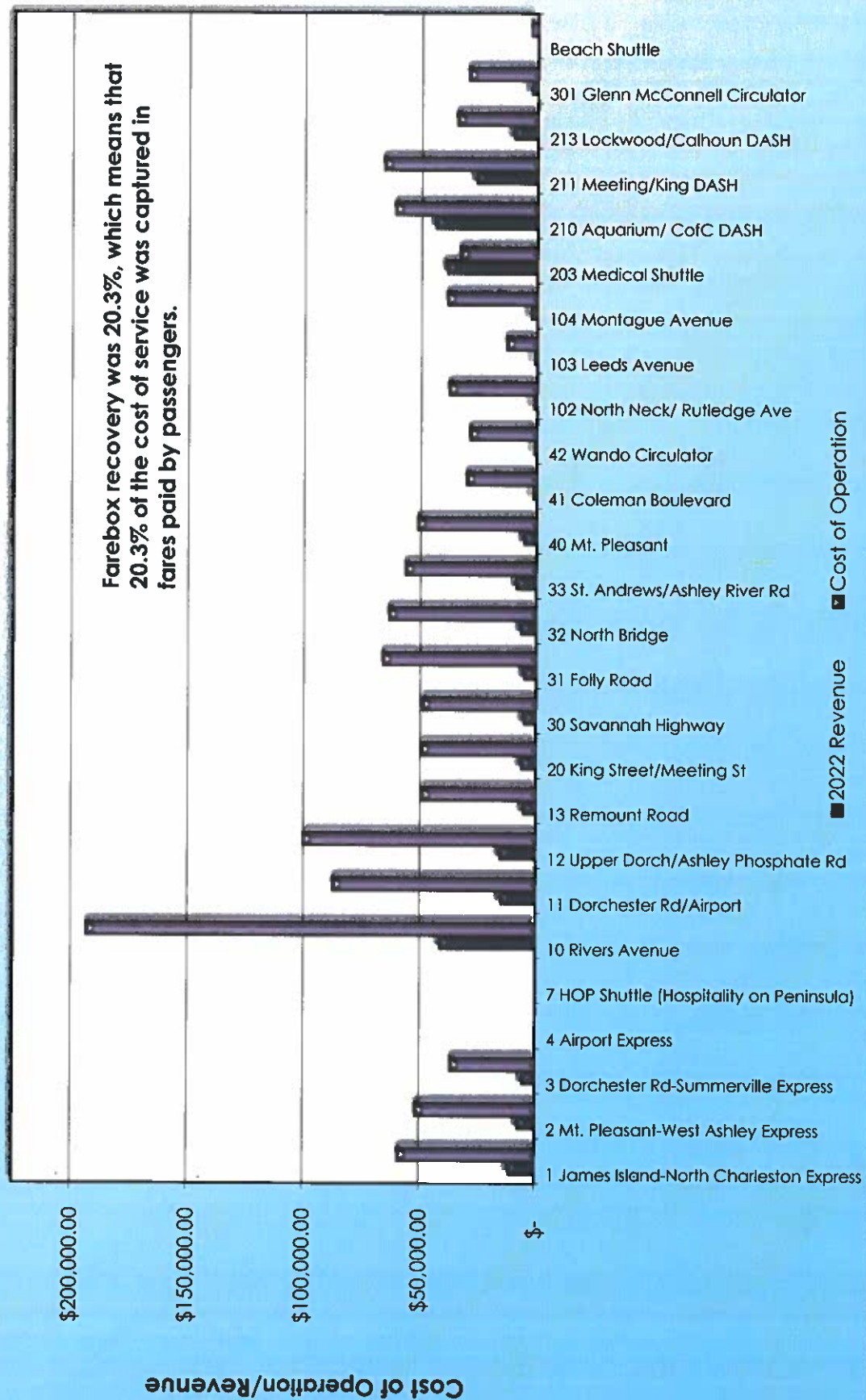
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 7.88
2 Mt. Pleasant - West Ashley Express	\$ 10.30
3 Dorchester Road Express	\$ 9.34
4 Airport Express	\$ 9.34
7 HOP Shuttle (Hospitality on Peninsula)	\$ 4.37
10 Rivers Avenue	\$ 5.75
11 Dorchester/Airport	\$ 6.66
12 Upper Dorchester AFB	\$ 9.49
13 Remount Road	\$ 8.42
20 King Street/Citadel	\$ 9.43
30 Savannah Highway	\$ 13.47
31 Folly Road	\$ 8.65
32 North Bridge	\$ 5.89
33 St. Andrews/Ashley River Rd.	\$ 11.05
40 Mt. Pleasant	\$ 21.26
41 Coleman Boulevard	\$ 30.63
42 Wando Boulevard	\$ 20.04
102 North Neck/ Rutledge Ave	\$ 15.08
103 Leeds Avenue	\$ 8.88
104 Montague Avenue	\$ 15.08
203 Medical University Shuttle	\$ (0.48)
210 Aquarium/ Co/C DASH	\$ 1.46
211 Meeting/King DASH	\$ 2.32
213 Lockwood/Calhoun DASH	\$ 3.61
301 Glenn McConnell Circulator	\$ 12.78
Beach Shuttle	\$ 45.74
System Average	\$ 6.04



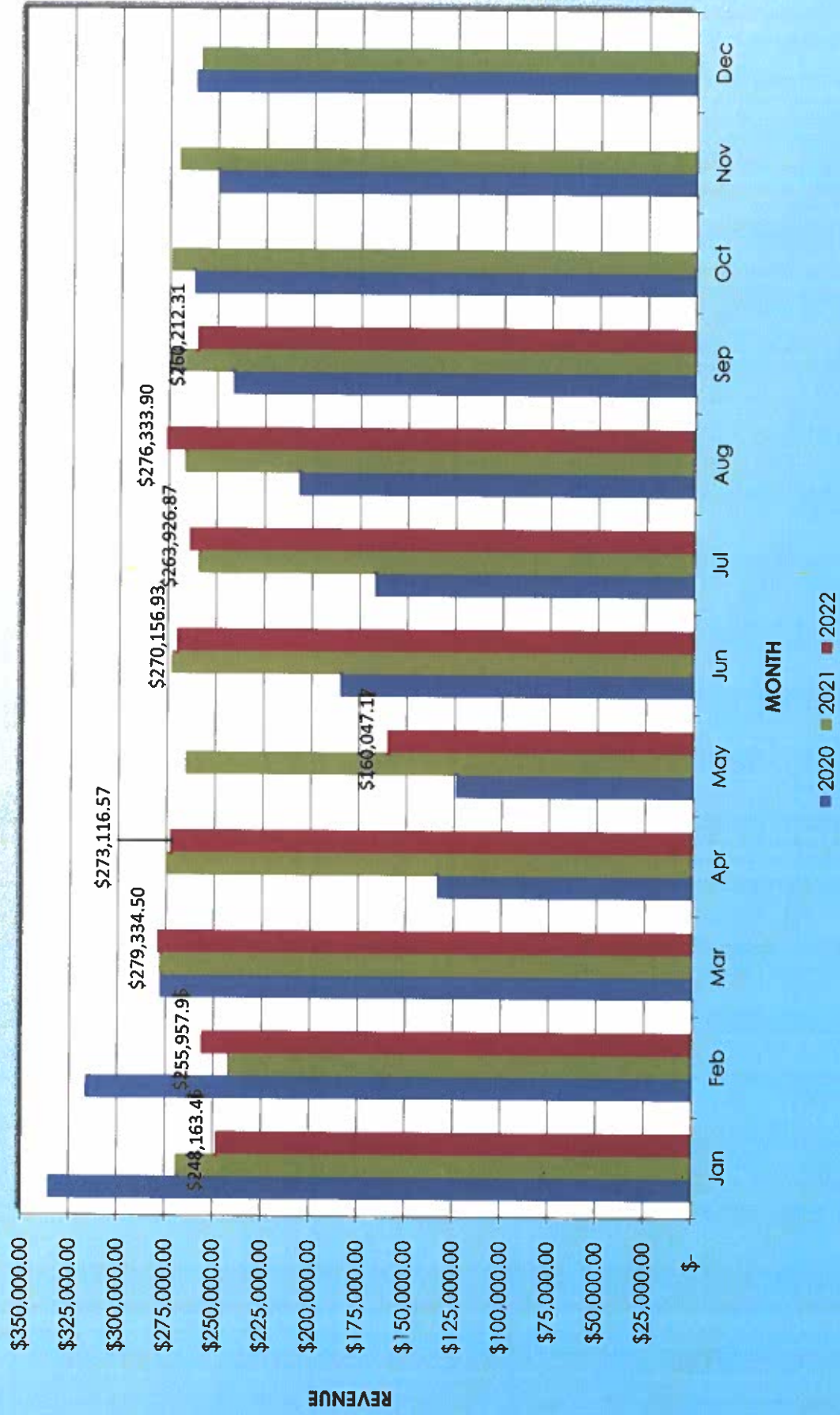
Fixed Route Ridership



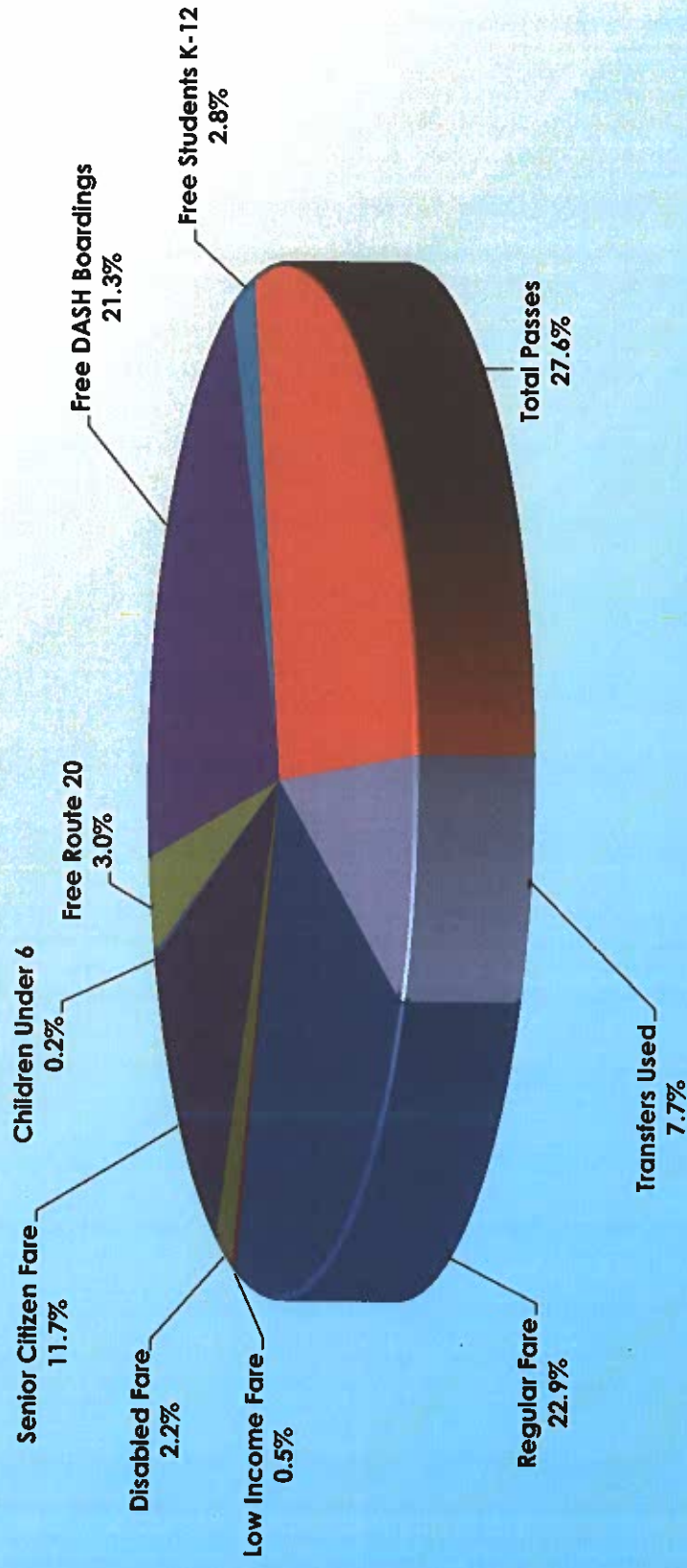
Revenue & Cost by Route September 2022



Fixed Route Revenue

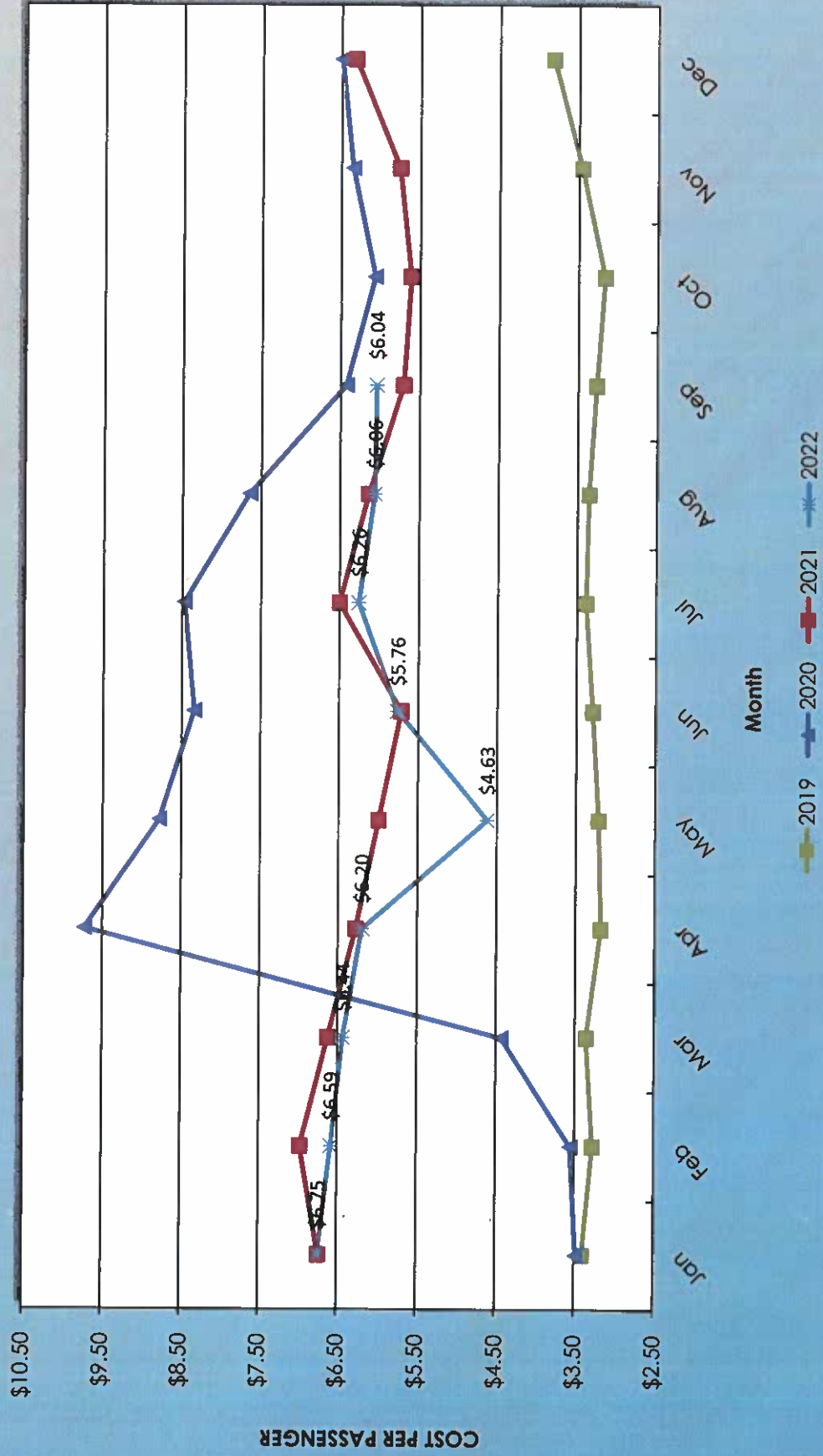


Ridership by Fare Type September 2022

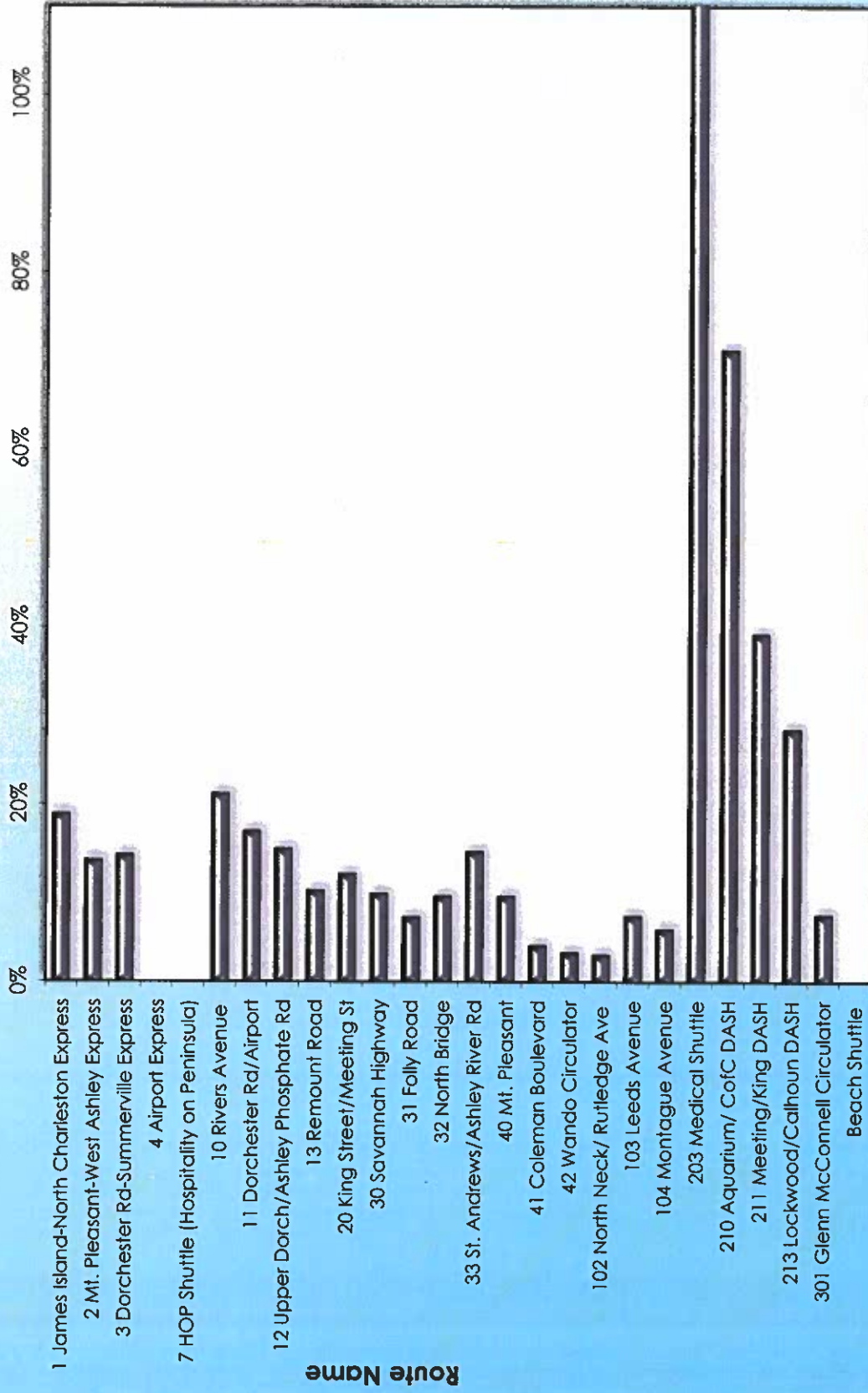


- Regular Fare
- HOP Shuttle
- Free Students K-12
- Low Income Fare
- Beach Shuttle
- Total Passes
- Disabled Fare
- Free School Guard
- Transfers Used
- Senior Citizen Fare
- Free Route 20
- Unclassified Ridership
- Children Under 6
- Free DASH Boardings

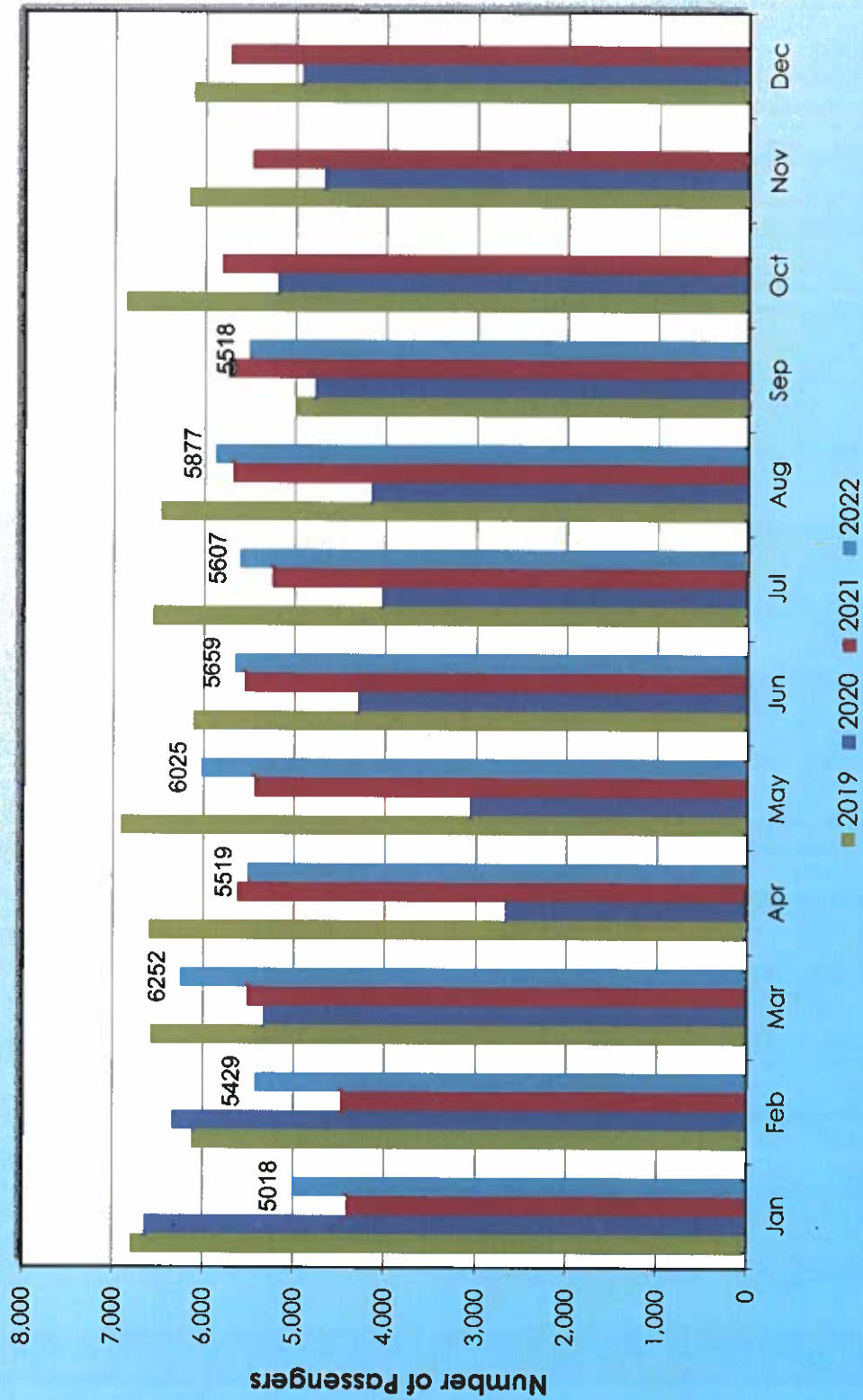
Fixed Route Cost Per Passenger



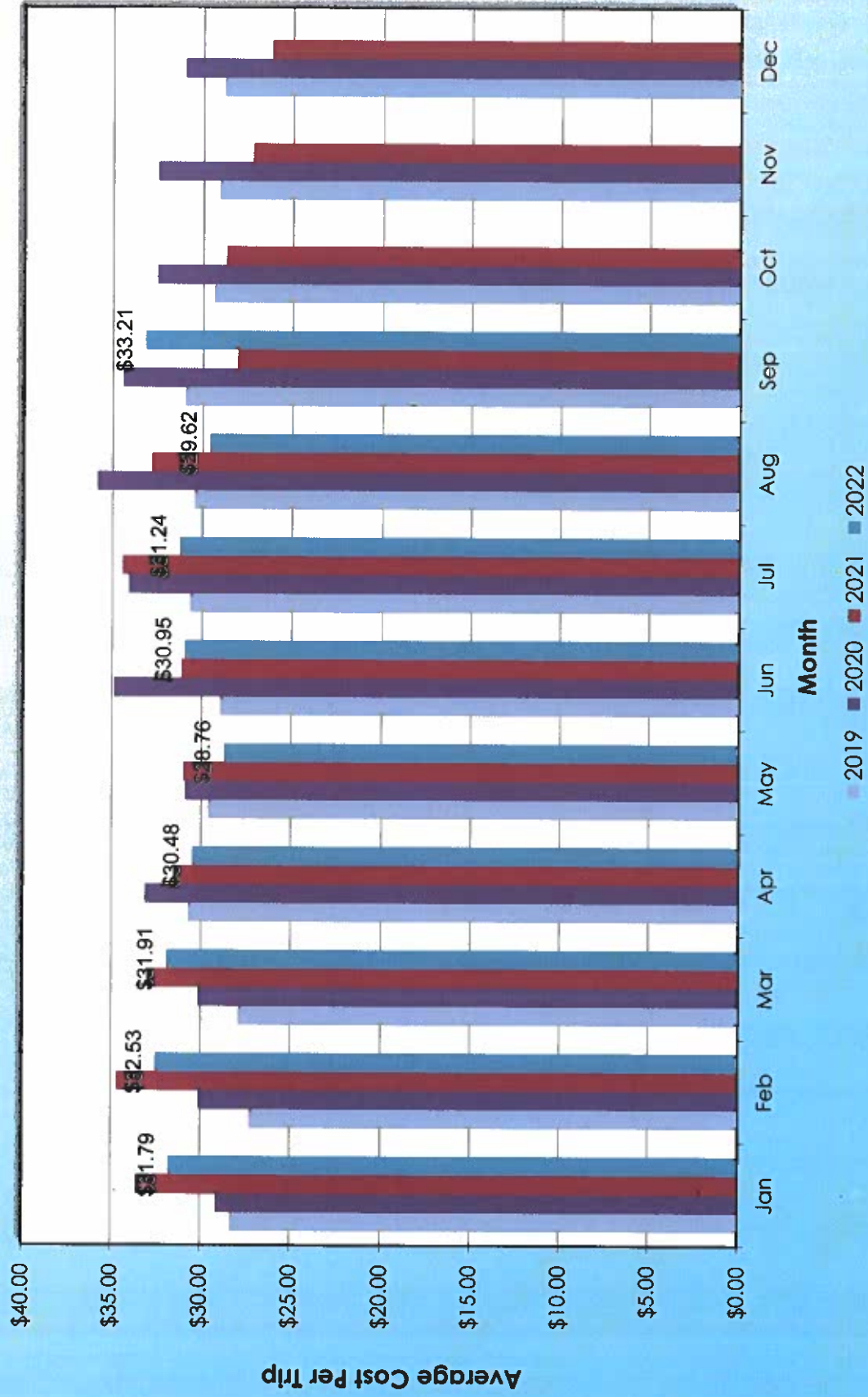
Percent Cost Recovered by Route September 2022



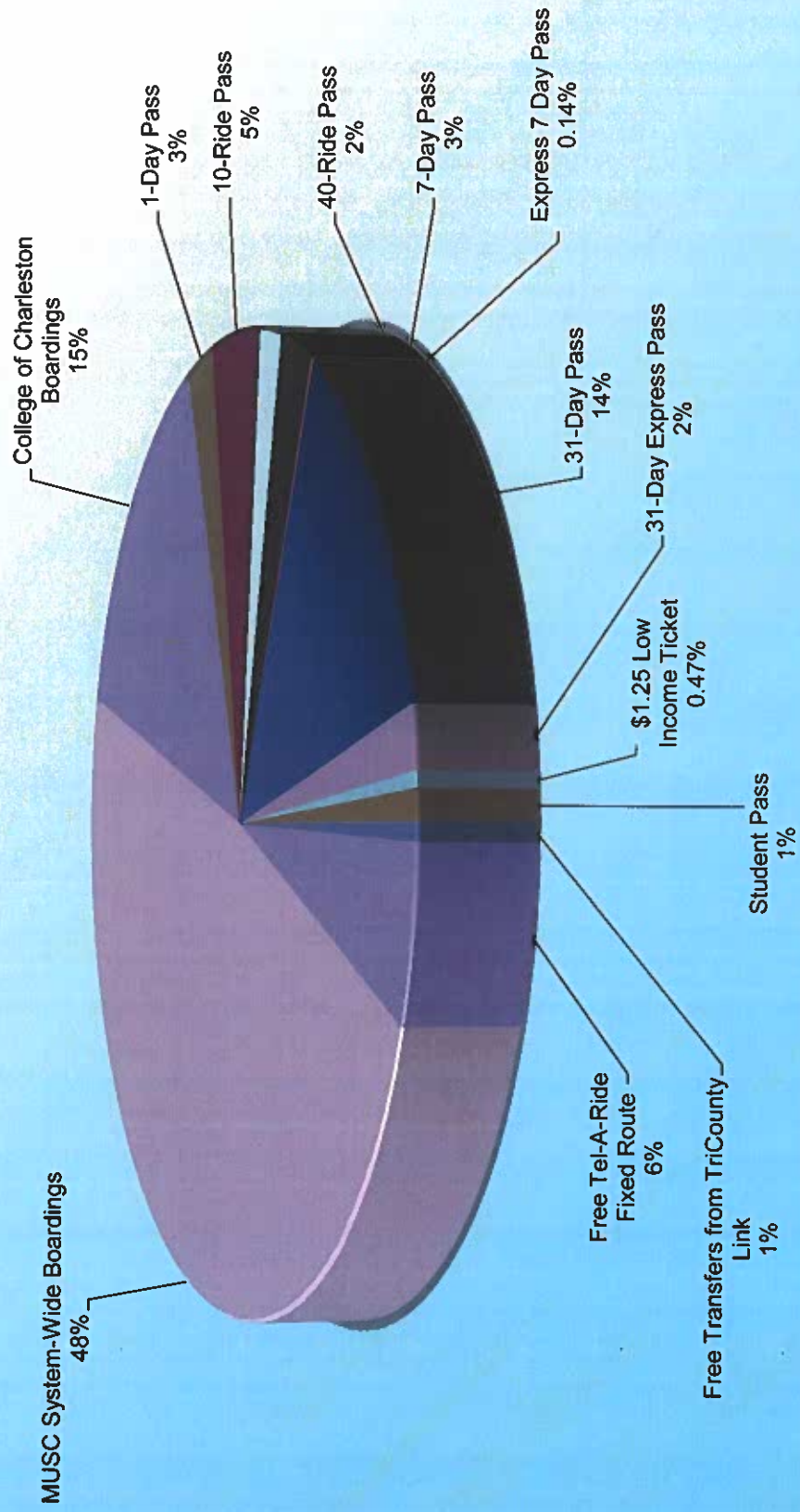
Tel-A-Ride Ridership



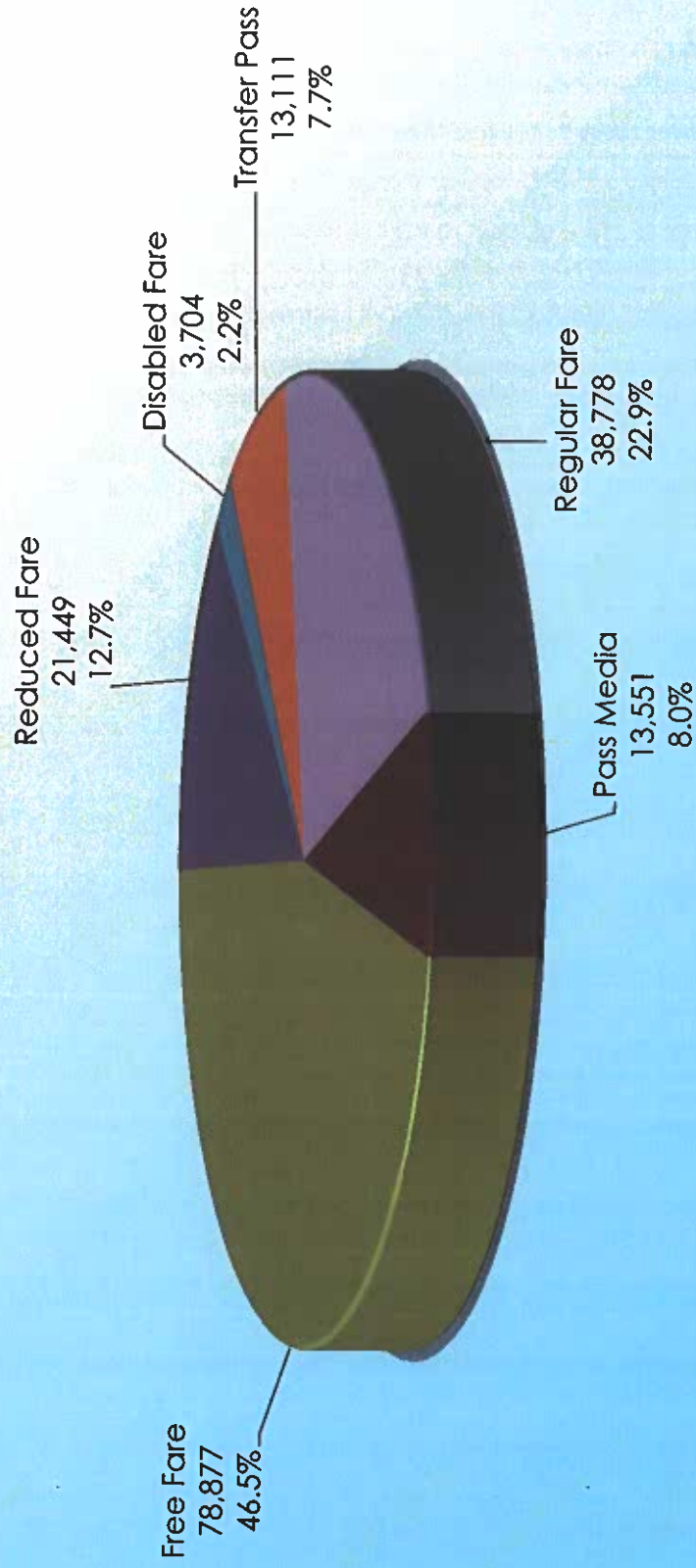
Average Cost Per One-Way Paratransit Trip



Pass Use by Type September 2022



Ridership by Customer Type September 2022

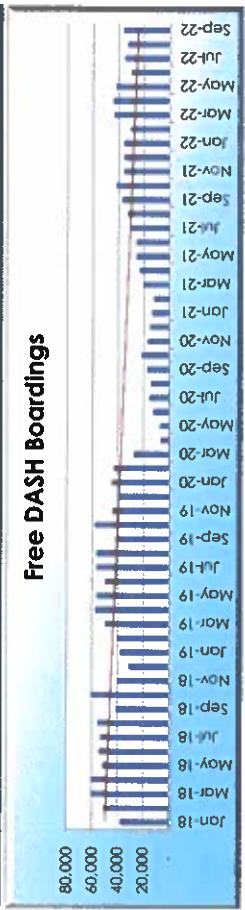
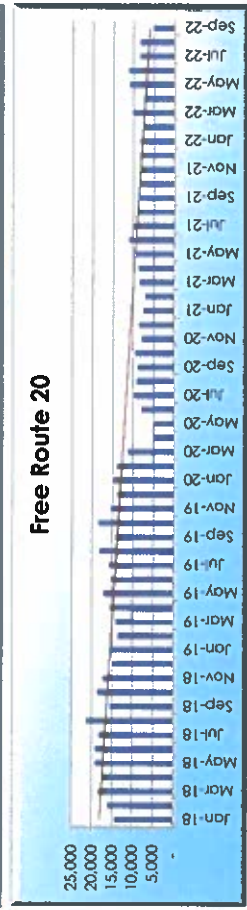
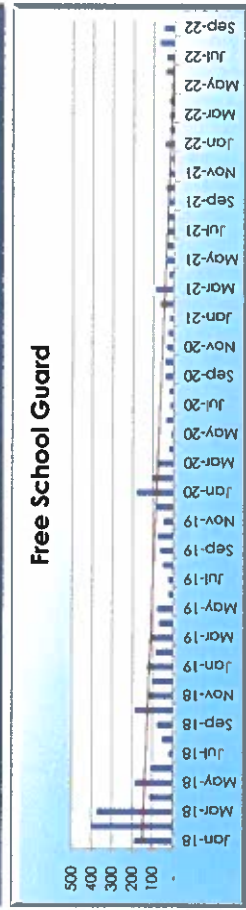
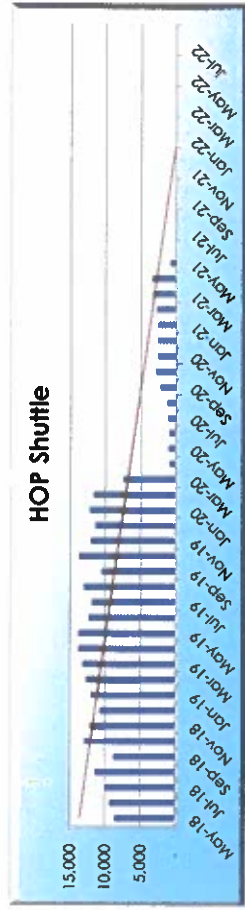
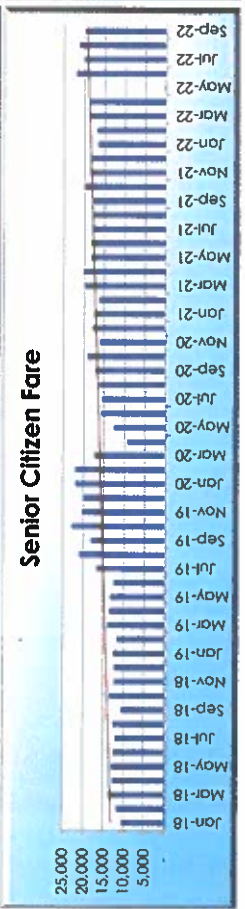
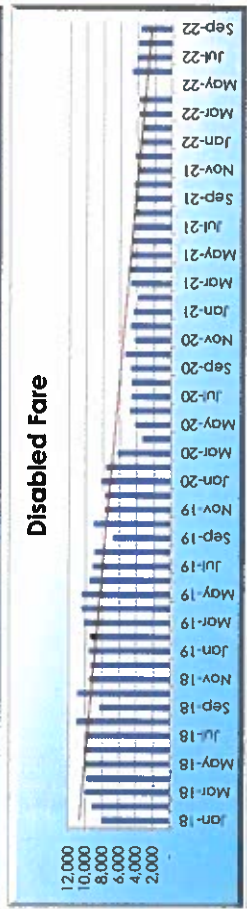
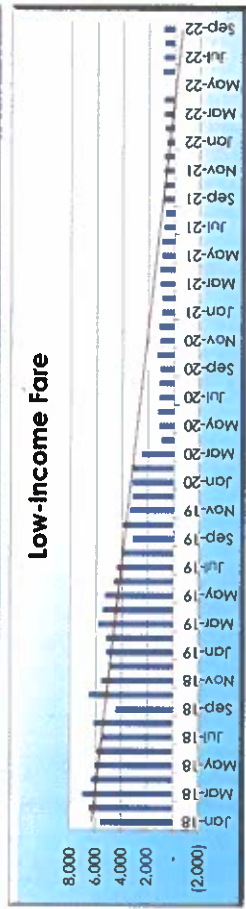
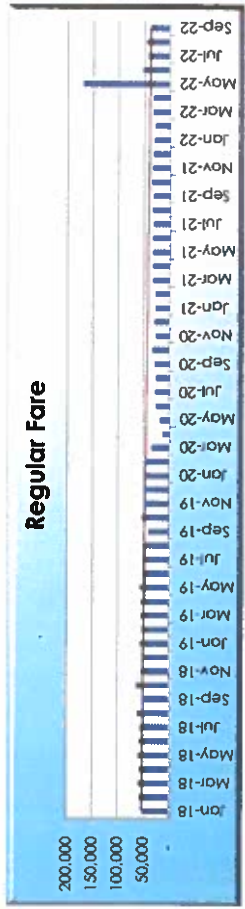


Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

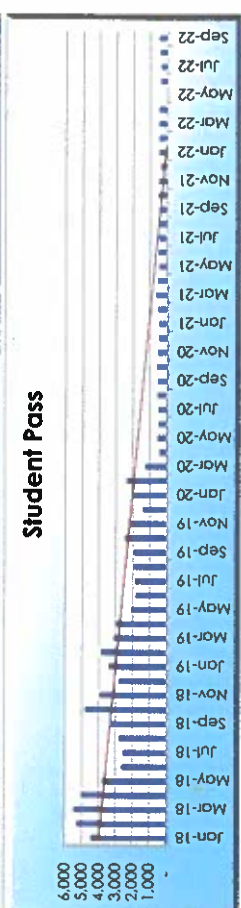
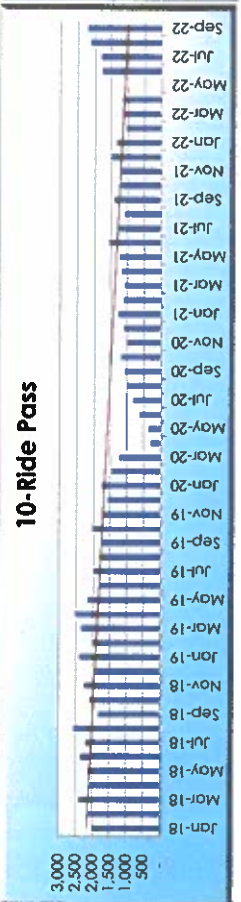
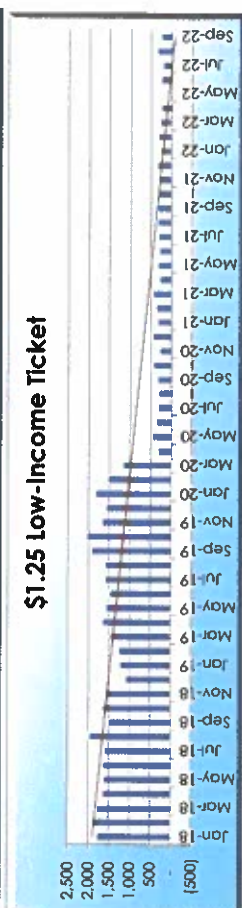
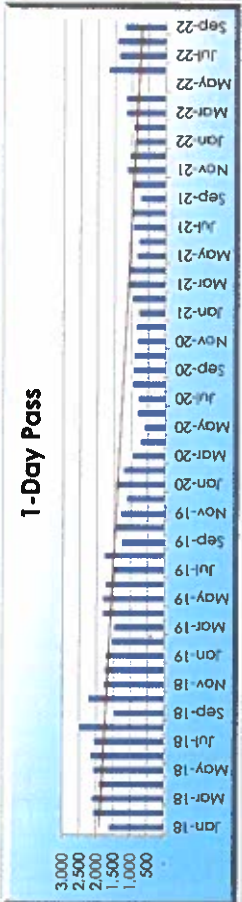
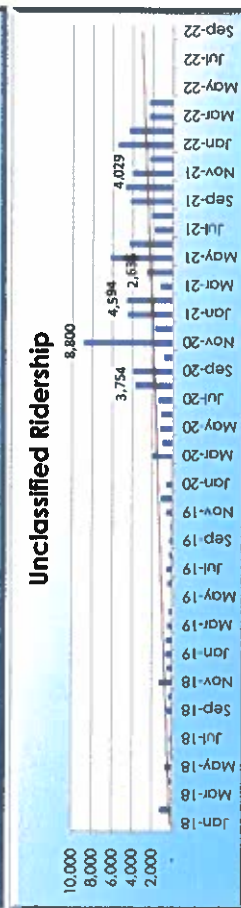
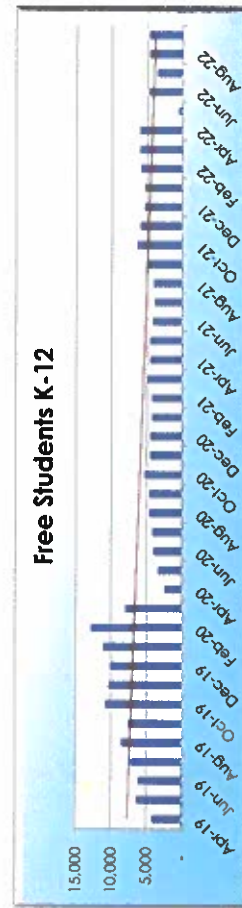
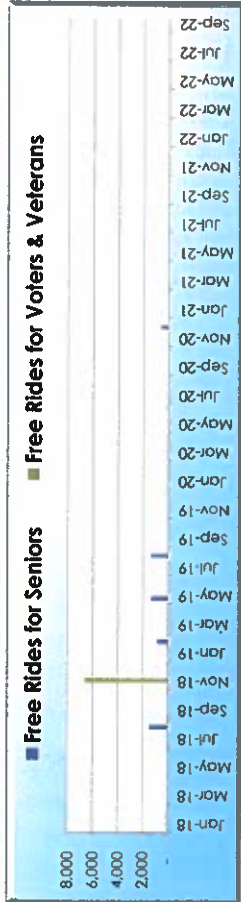
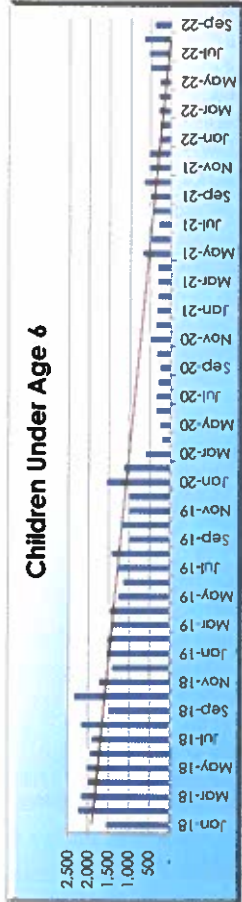
Ridership Classification for August 2022			
Type of Fare			
Regular Fare	38,778		22.88%
Low Income Fare	872		0.51%
Disabled Fare	3,704		2.19%
Senior Citizen Fare	19,879		11.73%
Children Under 6	375		0.22%
HOP Shuttle	0		0.00%
Beach Shuttle	0		0.00%
Free School Guard	49		0.03%
Free Route 20	5,156		3.04%
Free DASH Boardings	36,072		21.29%
Free Students K-12	4,708		2.78%
Subtotal	109,593		64.67%
Type of Pass			
1-Day Pass	1,219		0.72%
10-Ride Pass	2,213		1.31%
40-Ride Pass	903		0.53%
3-Day Pass	61		0.04%
7-Day Pass	1,385		0.82%
7-Day Express Pass	66		0.04%
31-Day Pass	6,765		3.99%
31-Day Express Pass	928		0.55%
\$1.25 Low Income Ticket	246		0.15%
Student Pass	452		0.27%
1-Ride Courtesy Pass	2		0.00%
1-Ride Pass	11		0.01%
Free Transfers from TriCounty Link	274		0.16%
Free Tel-A-Ride Fixed Route	2,625		1.55%
MUSC System-Wide Boardings	22,581		13.32%
College of Charleston Boardings	7,035		4.15%
Total Passes	46,766		27.60%
Transfers			
Issued	24,894		
Transfers Used	13,111		7.74%
Wheelchair Count	440		
Unclassified Ridership	0		0.00%
Total Ridership	169,470		100.00%

The figure displays eight bar charts arranged in a 4x2 grid, showing monthly fare revenue for various transit services from January 2018 to September 2022. Each chart includes a red trend line and a blue background with white bars. The x-axis labels are rotated 45 degrees for readability.

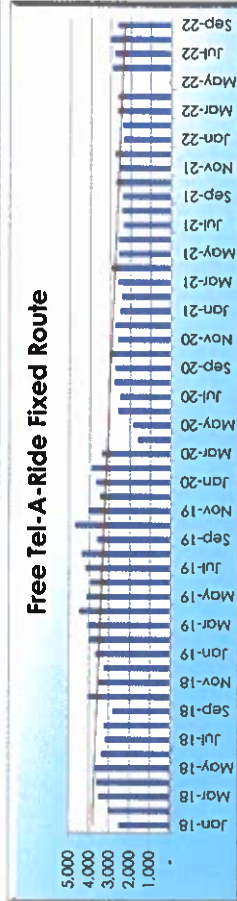
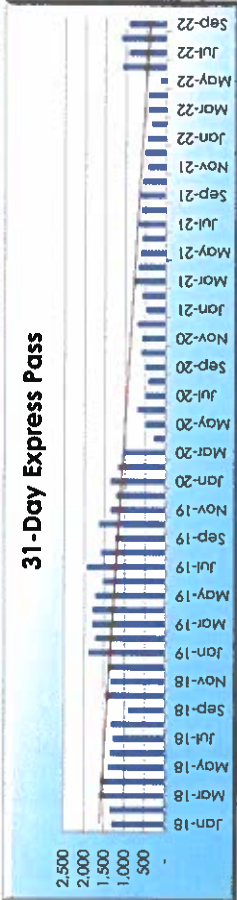
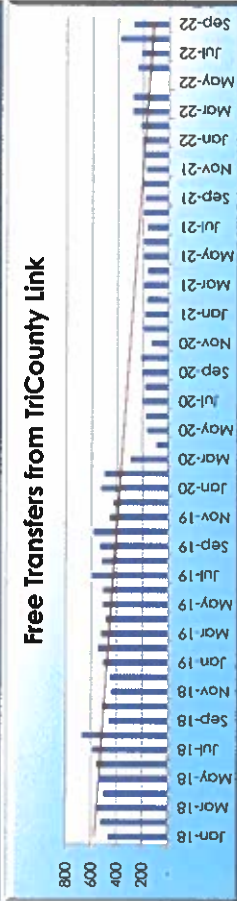
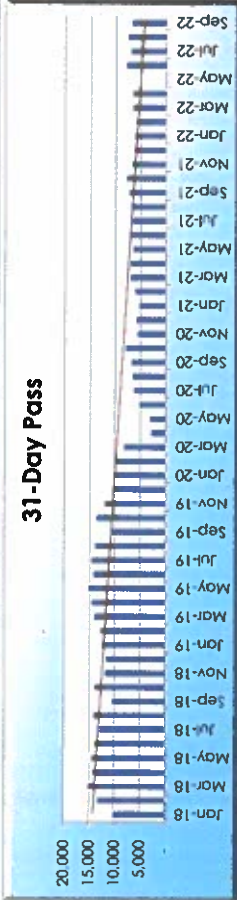
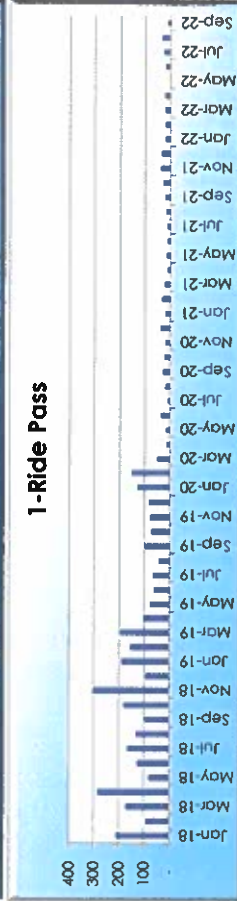
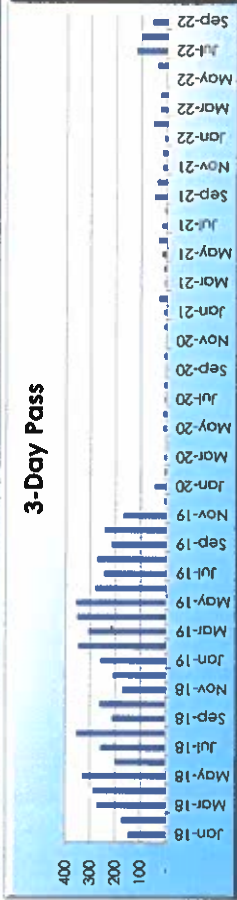
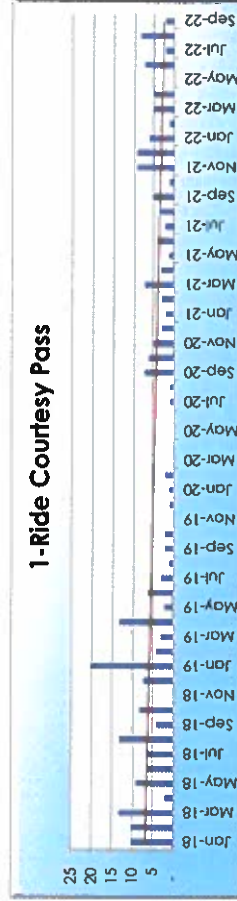
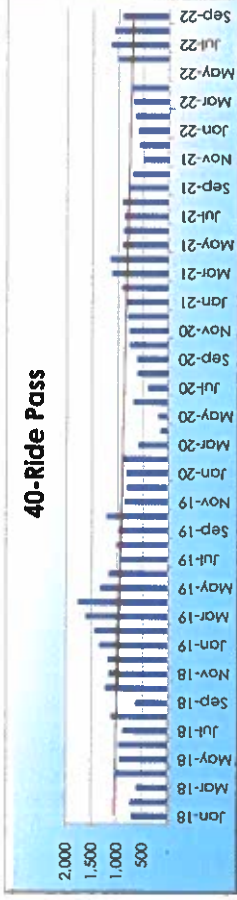
- Regular Fare:** Y-axis scale 0 to 200,000. Shows a steady increase in revenue over time, with a significant spike in late 2022.
- Low-Income Fare:** Y-axis scale 0 to 8,000 (with a multiplier of 1,000). Shows a steady increase in revenue over time.
- Disabled Fare:** Y-axis scale 0 to 12,000. Shows a steady increase in revenue over time.
- Senior Citizen Fare:** Y-axis scale 0 to 25,000. Shows a steady increase in revenue over time.
- HOP Shuttle:** Y-axis scale 0 to 15,000. Shows a steady increase in revenue over time.
- Free School Guard:** Y-axis scale 0 to 500. Shows a steady increase in revenue over time.
- Free Route 20:** Y-axis scale 0 to 25,000. Shows a steady increase in revenue over time.
- Free DASH Boardings:** Y-axis scale 0 to 80,000. Shows a steady increase in revenue over time.



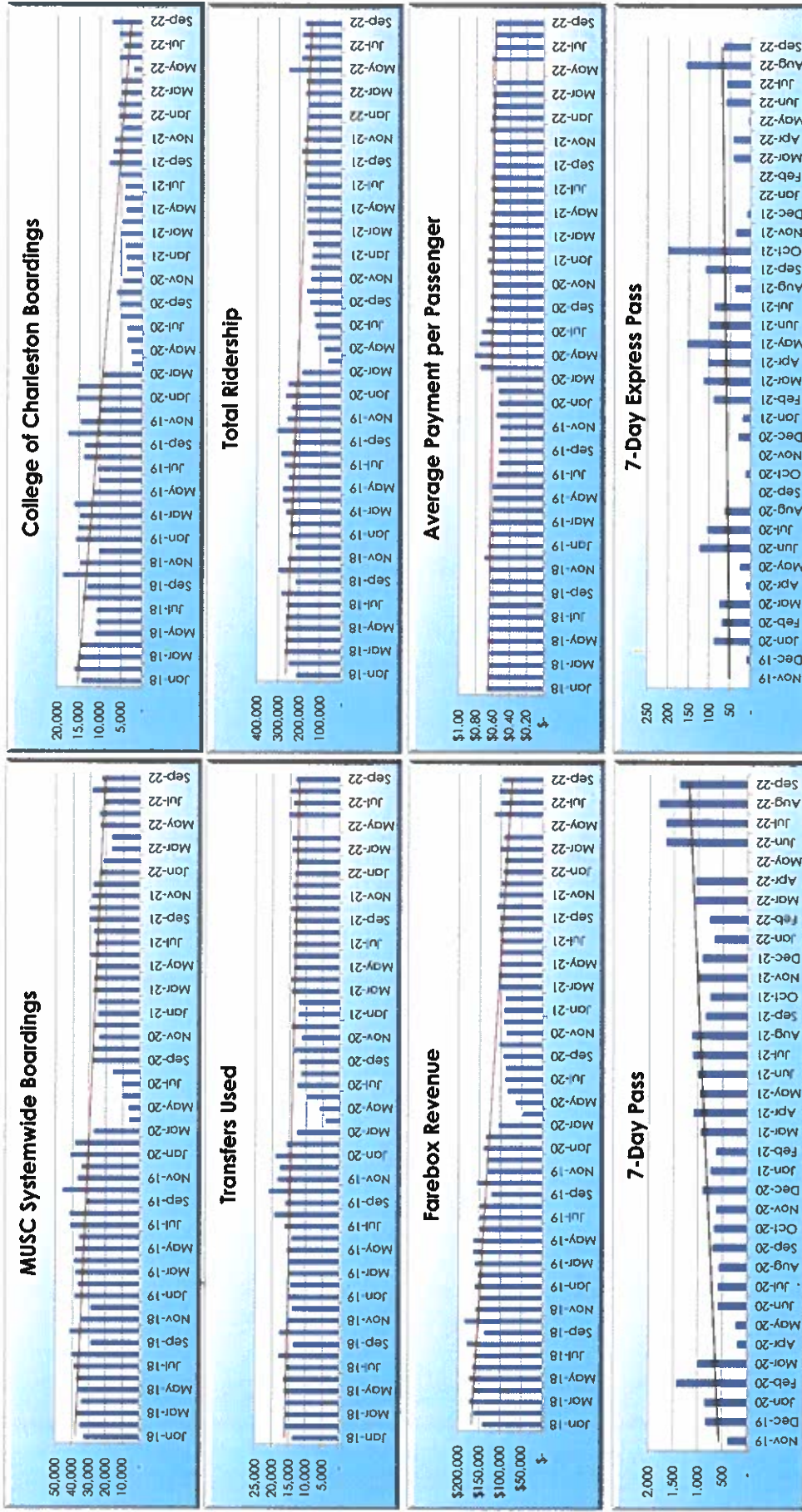
Classification History



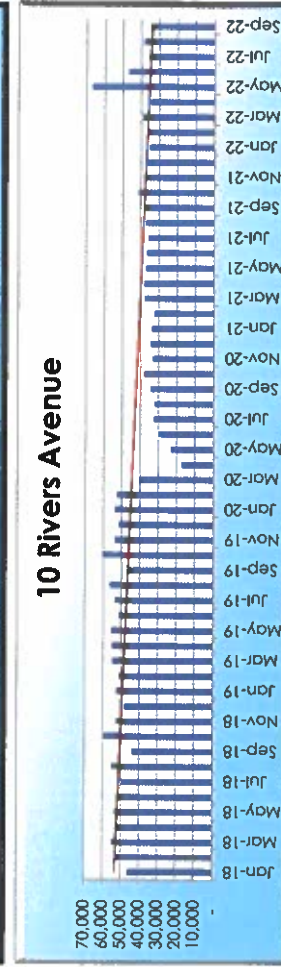
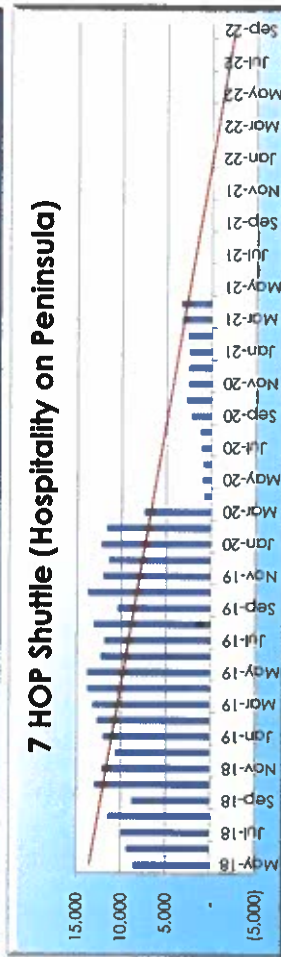
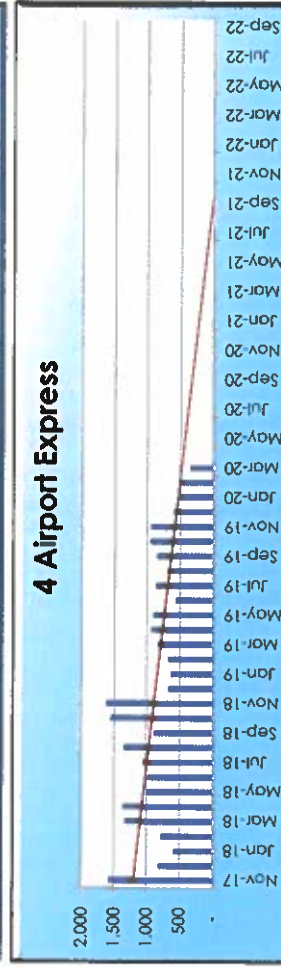
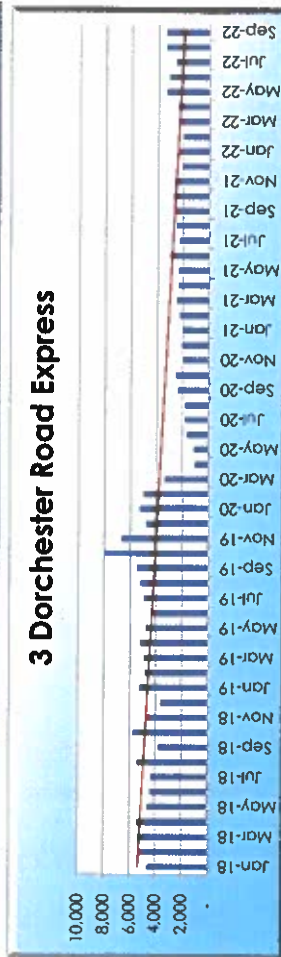
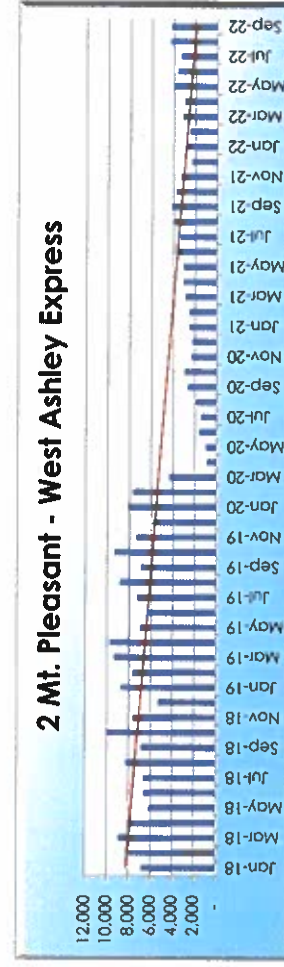
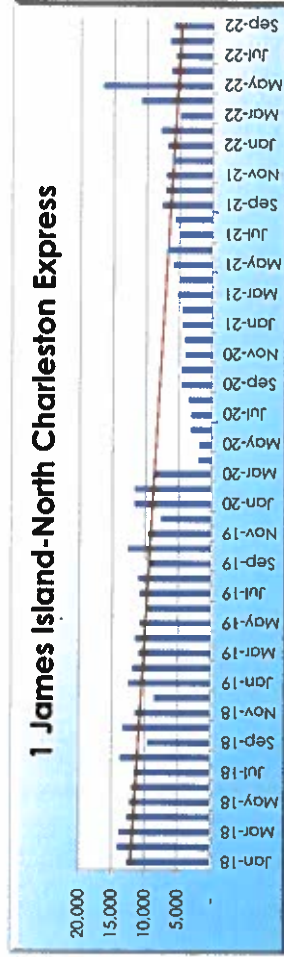
Classification History



Classification History

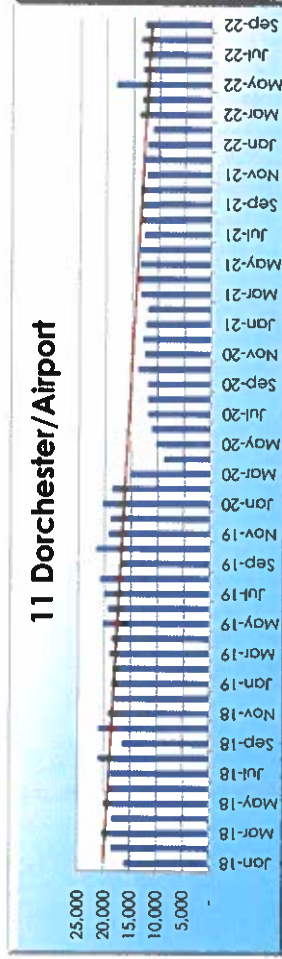


Ridership Trends by Route

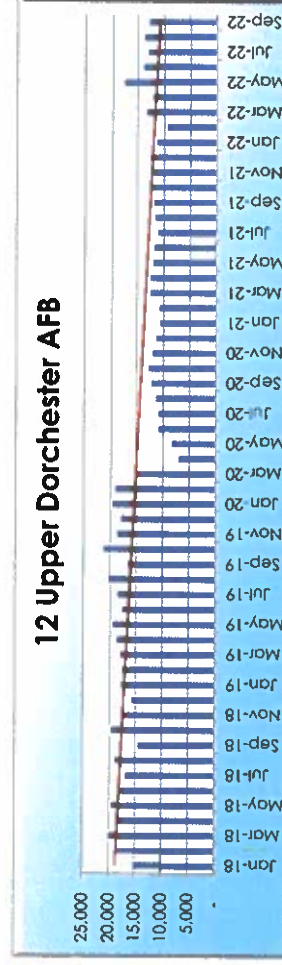


Ridership Trends by Route

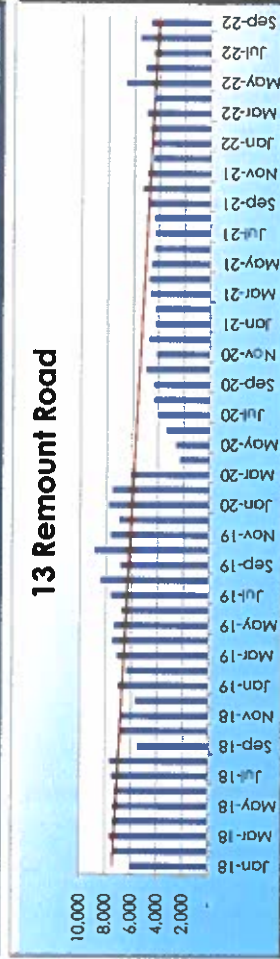
11 Dorchester/Airport



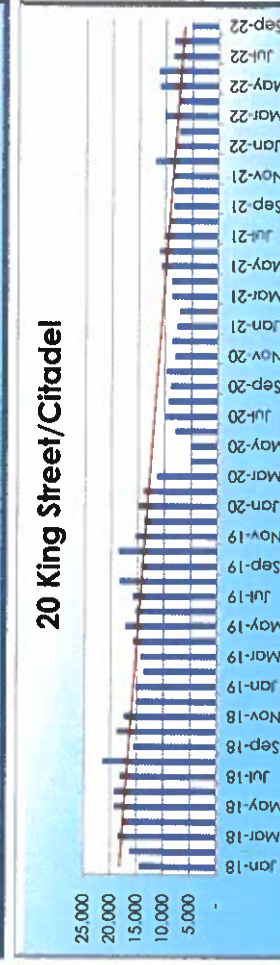
12 Upper Dorchester AFB



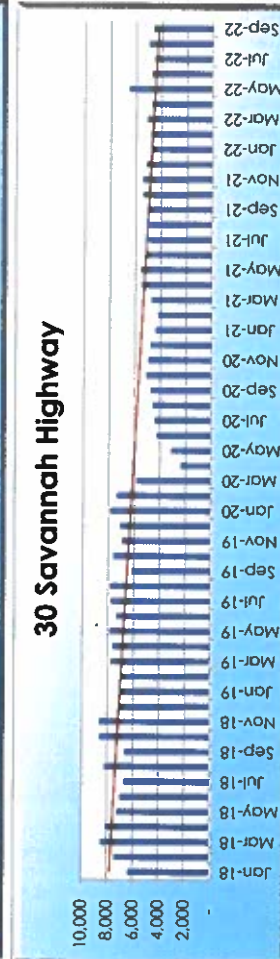
13 Remount Road



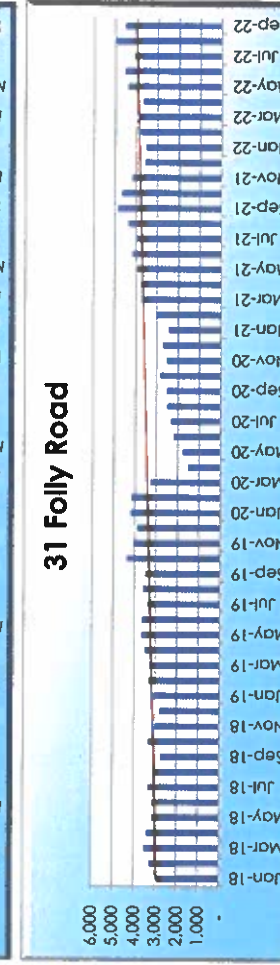
20 King Street/Citadel



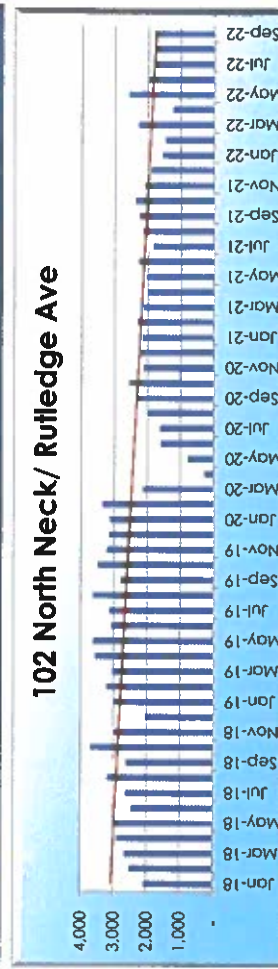
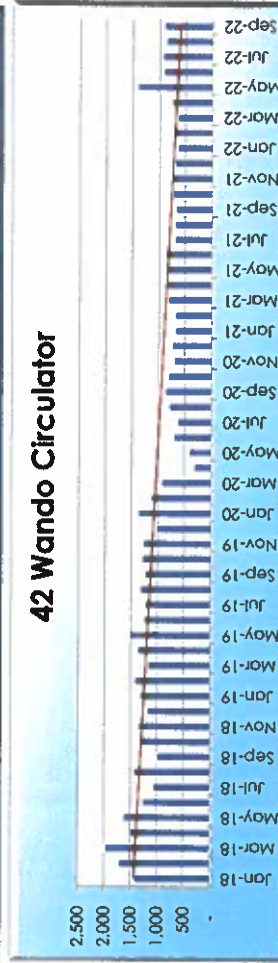
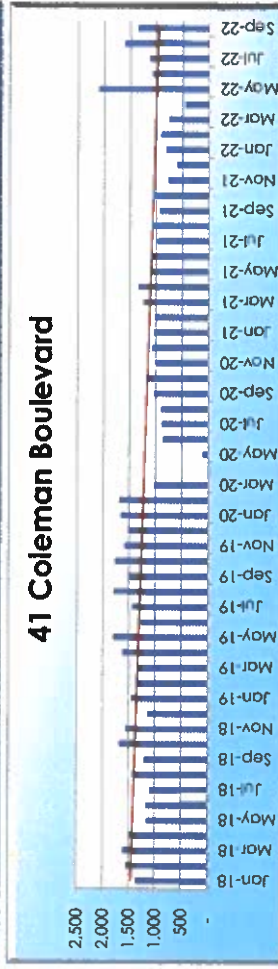
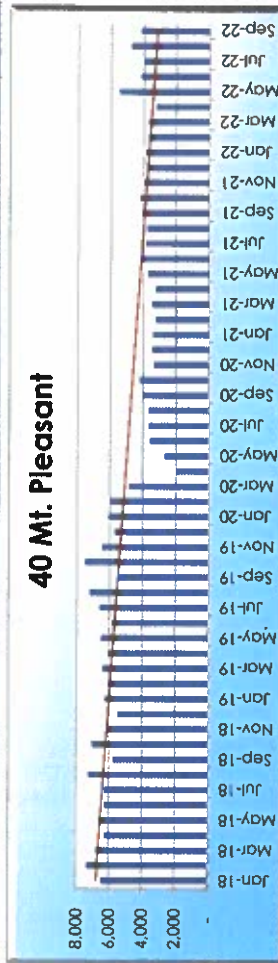
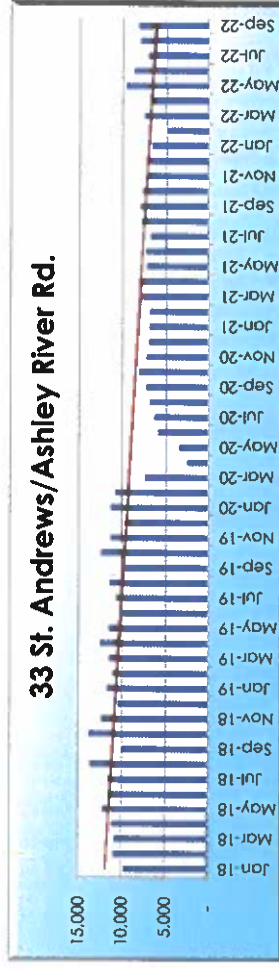
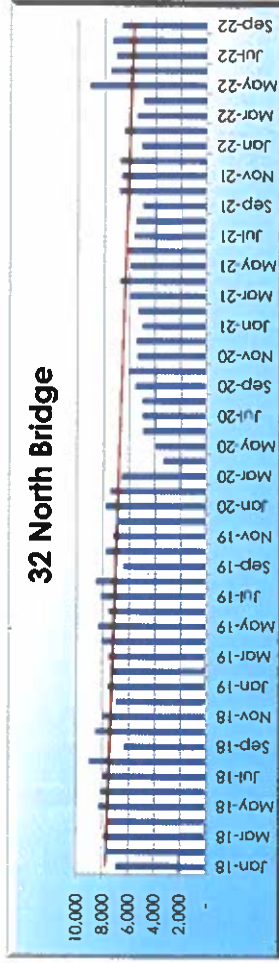
30 Savannah Highway



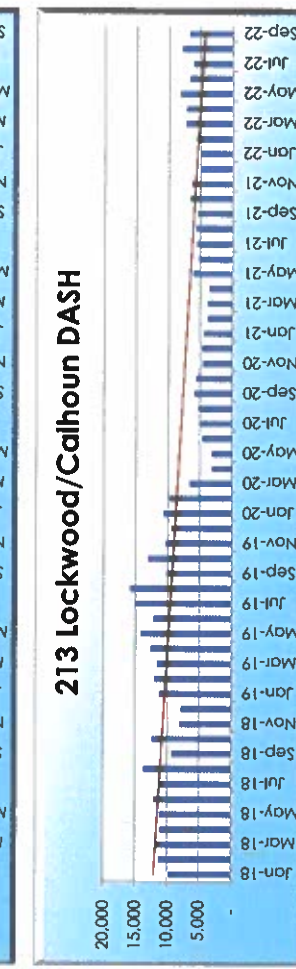
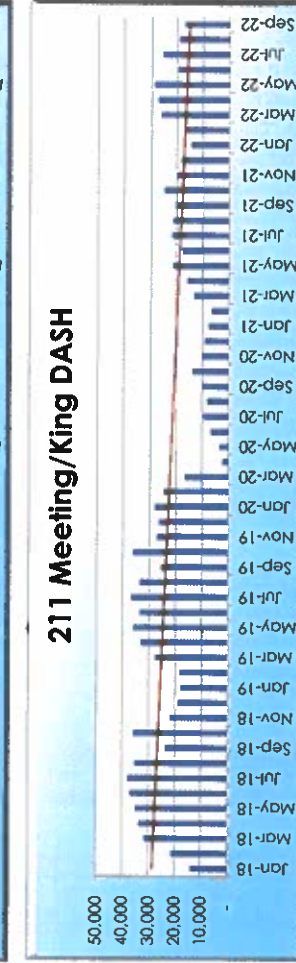
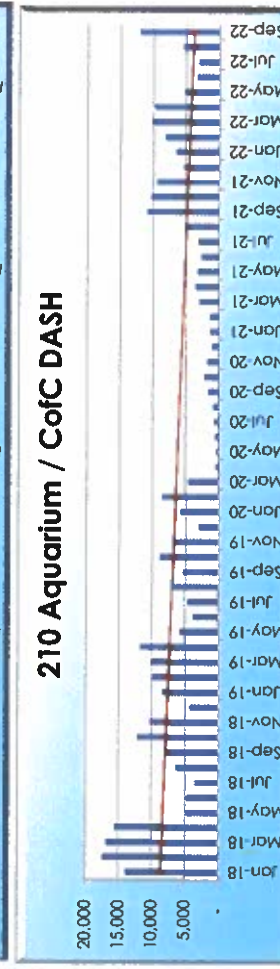
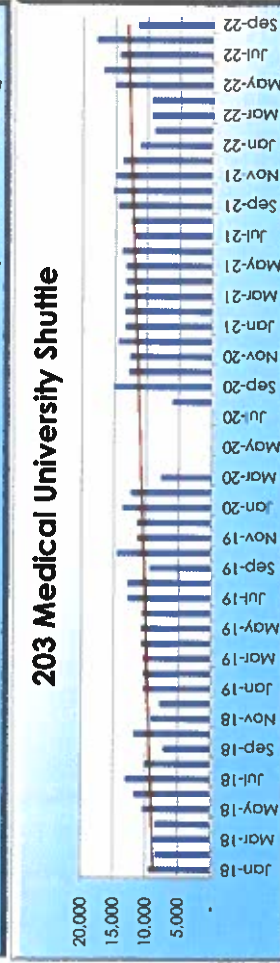
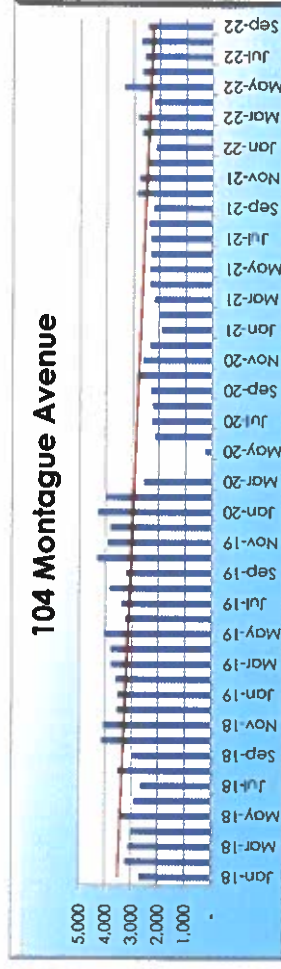
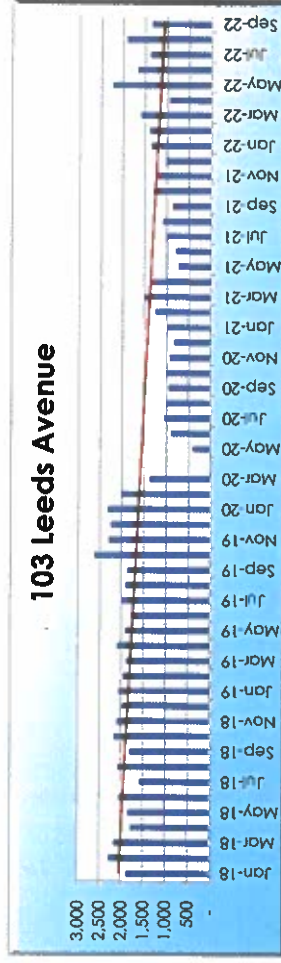
31 Folly Road



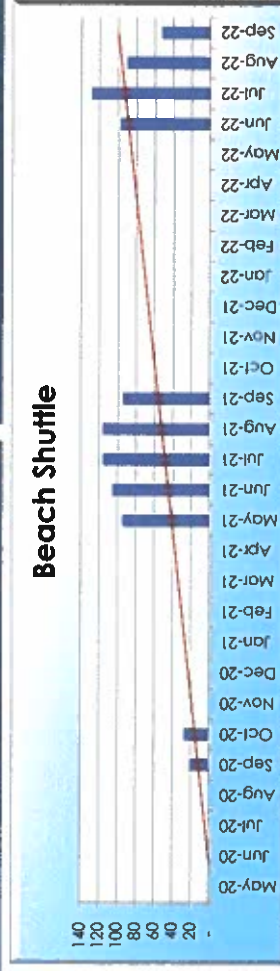
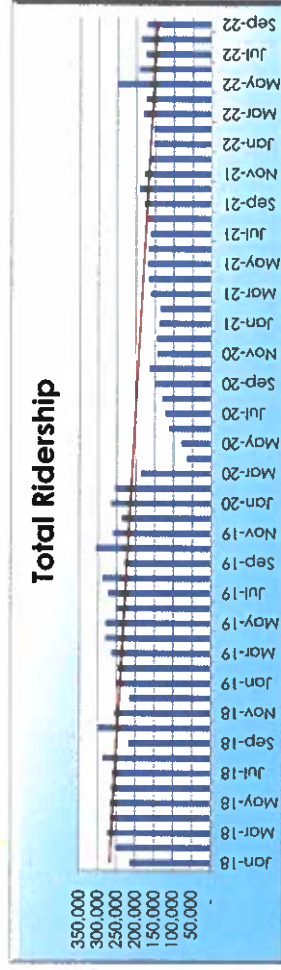
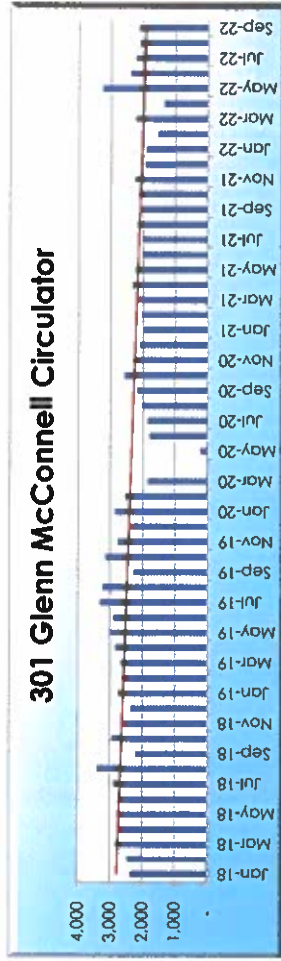
Ridership Trends by Route



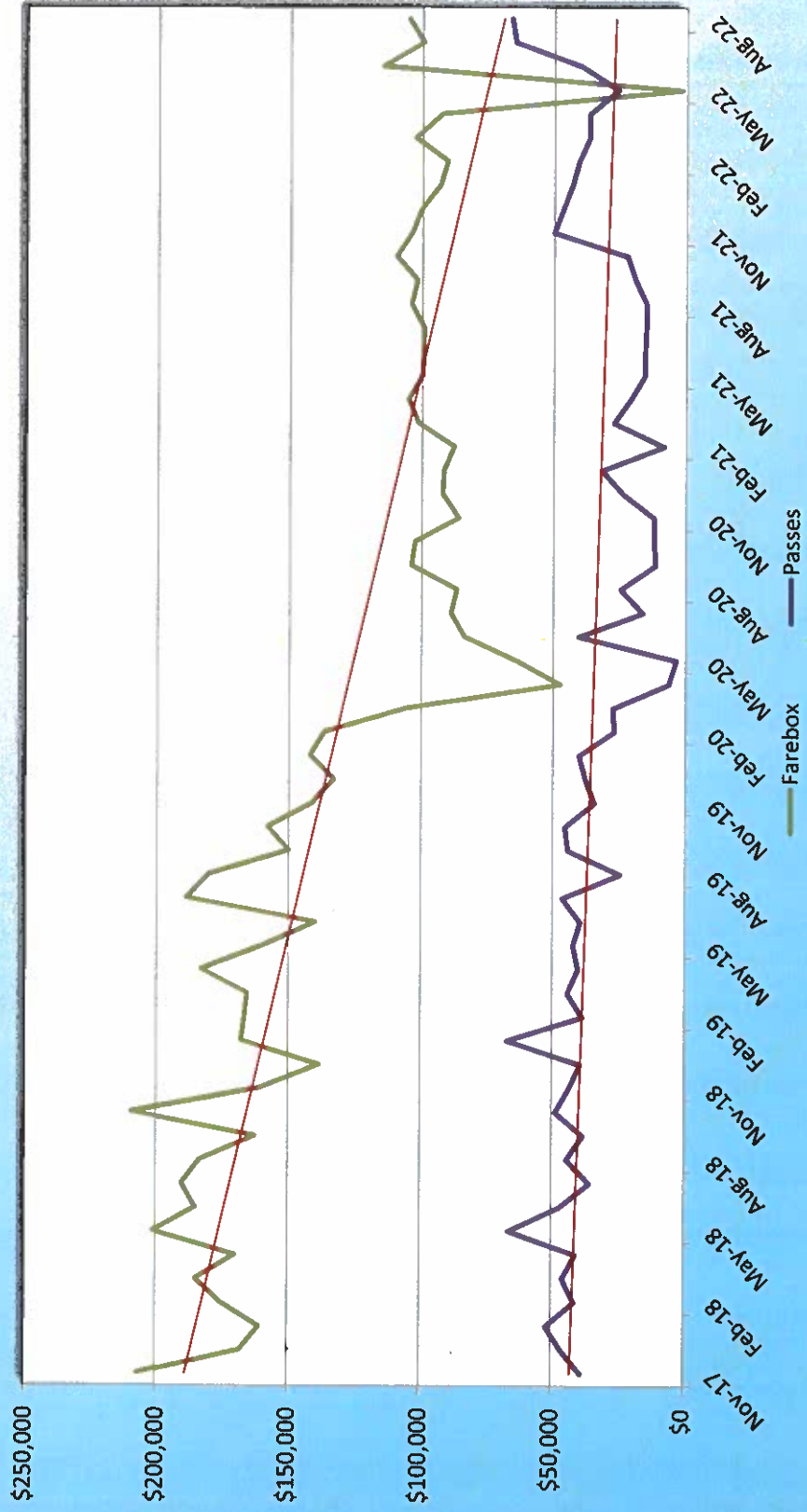
Ridership Trends by Route



Ridership Trends by Route



Farebox and Pass Revenue History



CARTA Monthly Performance September 2022

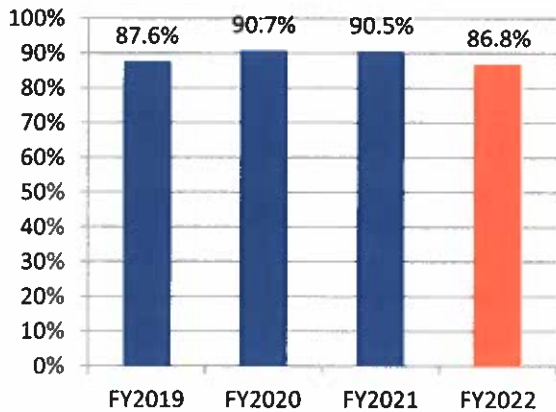
Fixed Route Performance:

- Passengers per Hour: 10.6
- On Time Performance: 84%
- Complaints per 100,000 Passengers: 0.6
- Compliments per 100,000 Passengers: 0.0
- Miles between Road Calls: 17,690
- Revenue Vehicle Accidents per 100,000 Miles: 2.8
- Preventable Accidents per 100,00 Miles: 1.4

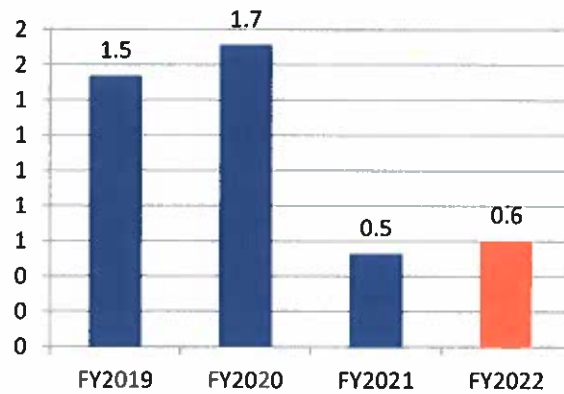
Fixed Route Annual Trends FY 2018 – FY2022

(Notes: FY2022 is partial year data)

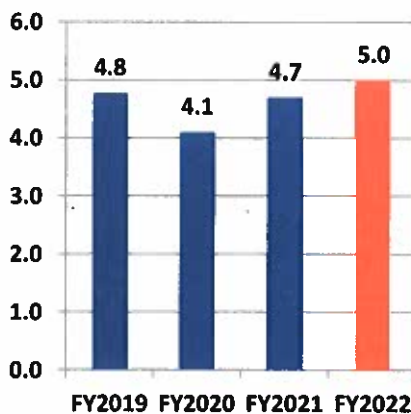
On Time Performance



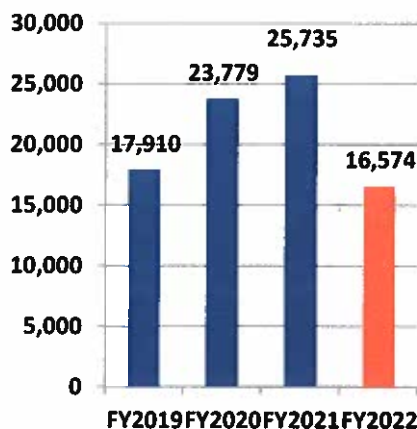
Complaints per 100,000 Psgrs



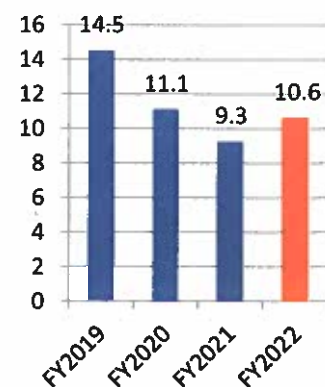
Accidents per 100,000 Miles



Total Miles b/w Road Calls



Passengers per Hour



Paratransit Performance:

- Total Passengers: 5,518; Passengers per Hour: 1.6
- No Shows: 212
- On-Time Performance: 94%
- Complaints per 1,000 Passengers: 0; Compliments per 1,000 Passengers: 0
- Miles between Road Calls: 0
- Total Revenue Accidents per 100,000 Miles: 5.5; Preventable Accidents per 100,000 Miles: 5.5

Paratransit Annual Trends - FY2019 – FY2022

(Notes: 1 - FY2022 is partial year data; 2- Effective January 2021, cancelled at door is rolled into No Shows)

