



CARTA BOARD MEETING

January 17, 2024

1:00 PM

Barrett Lawrimore Conference Room
5790 Casper Padgett Way
North Charleston, SC 29406

AGENDA

1. Call to Order
2. Consideration of Board Minutes –November 15, 2023 Meeting
3. Financial Status Report – Robin Mitchum
4. Downtown Transit Study – Presentation – Milbrey Heard – Nelson Nygaard
5. 2024 Calendar of Events – Request for Approval
6. Project Updates – Ron Mitchum/Staff
7. Mobile Ticketing Sales and Use Report – Ron Mitchum
8. Ridership Report – Megan Ross
9. Executive Director's Report – Ron Mitchum
10. Other Business, If Any
11. Public Comments, If Any
12. Board Comments, If Any

CHARLESTON AREA REGIONAL TRANSPORTATION AUTHORITY (CARTA)
BOARD OF DIRECTORS MEETING
November 15, 2023
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, November 15, 2023.

MEMBERSHIP: MaryBeth Berry; Joe Boykin; Ron Brinson; Mike Brown; Dwayne Green; Will Haynie; John Iacofano; John Labriola; James Lewis; Pat O'Neil; Christie Rainwater; Herb Sass; Michael Seekings; Keith Summey; Ed Sutton; John Tecklenburg; Jimmy Ward; Robert Wehrman

MEMBERS PRESENT: MaryBeth Berry; Joe Boykin; Ron Brinson; Dwayne Green; Will Haynie; John Iacofano; Michael Seekings; Ed Sutton

PROXIES: Craig Harris for John Labriola; Lt. Barbare for Christie Rainwater; Jerry Lahm for Herb Sass; Robert Somerville for John Tecklenburg; Carter McMillan for Robert Wehrman

OTHERS PRESENT: David Bonner (National Express); Denis Komakech (National Express); Tiffany Hopkins (National Express); Maritza Simon (National Express, Tel-A-Ride); Pamela Thomas (National Express); Daniel Monroe (BGRM); Rachel Angelos (BGRM); Elissa Smith (HDR); Tom Hiles (WSP); Abraham Champagne (WSP); William Hamilton (Best Friends of Lowcountry Transit)

STAFF PRESENT: Ron Mitchum; Andrea Kozloski; Robin Mitchum; Megan Ross; Kim Coleman

1. Call to Order

Chairman Seekings called the CARTA Board of Directors Meeting to order at 1:05 p.m. followed by a moment of silence and a quorum determination.

2. Consideration of Board Minutes: October 18, 2023 Meeting

Mr. Lahm made a motion to approve the October 18, 2023 Meeting Minutes as presented.

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

3. Financial Status Report – Robin Mitchum

Robin Mitchum, Deputy Director of Finance and Administration, presented the financial status report for the period ending September 30, 2023. She noted that, overall, the agency remains in good shape and ended the month with unexpended funds of \$2,814,155. Ms. Mitchum provided information on the following activities for FY23 thus far:

Revenues:

- Farebox is the fares collected on the revenue vehicles.
- Passes & Mobile Ticketing are bus pass fares sold to customers.
- Local Contributions are funds received for shelter and bench construction.
- Federal Revenue includes operating for the year-to-date. Federal Revenue is recorded as eligible expenditures are incurred.
- State Mass Transit Funds are operating funds available as match to Federal 5307 operating funds.
- Insurance proceeds are a result of accidents.
- Sale of Assets are the proceeds from the sale of a 2010 New Flyer and ten 1996 New Flyers.

Expenditures:

- Staff Salaries & Benefits include the cost of retiree insurance.
- Supplies include office, facility maintenance and rebranding supplies.
- Printing includes costs of printing route brochures and labels. The overage is reprinting of map brochures and passes for the rebrand.
- Automotive is the cost to service the 2018 Ford F-150.

- Dues/Membership is CARTA's membership with Transportation Association of South Carolina (TASC) and the Charleston Metro Chamber of Commerce.
- Office Equipment Rental includes the monthly battery lease for the electric buses and the postage meter.
- Office Equipment Maintenance (OEM) includes the Genfare software support, GMV Sycromatics, the Swiftly Transit Time and Insights, Swiftly Real Time Passenger Predictions, 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 Dominion and document storage.
- Communications is the cost of phone, internet and radio services at the facilities and on the buses.
- Utilities include electric and water at the SuperStop, Melnick Park & Ride, the Radio Shop at Leeds Avenue and the charging stations at Leeds Avenue.
- Advertising is promotional items related to the rebrand.
- Auditing is the cost of the annual audit.
- Custodial Services are the cost of janitorial services at the Melnick Park & Ride location.
- Pilot Ride Program is customer transportation cost for same-day service through independent rideshare.
- Electric Bus Master Plan is to transition CARTA's diesel bus fleet to all-electric buses.
- Other Professional Services include the Genfare report training, appraisal services, bus wash inspection services and the utility search for the Leeds Avenue infrastructure project service.
- 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 and National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the SuperStop by the City of North Charleston Police Department.
- Rebranding is services provided to comprehensively review and rebrand agency logos and images.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees, 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.
- Interest is the interest accrued on the Melnick Park & Ride Loan.
- Non-Capitalized Assets include the purchase of shelter trash cans and office computer equipment.

Capital Expenditures:

- Rolling Stock is the purchase of a New Flyer Electric Bus and five 2023 Voyager Vans.
- Bus Facilities/Charging Stations are the purchase of two charging depots.
- Bus Shelter Construction/Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras at the Melnick Park & Ride lot, lighting and access control systems at Leeds Avenue, bus stop solar lighting and AVL equipment.
- Capital (IT, Facility Repairs/Maint.) is the purchase of a submersible pump at the Leeds Avenue Facility, building signage and Genfare equipment.

Ms. Mitchum reviewed the activity of the Pilot Ride Program. It was noted that the Agency is at 86% of expended funds for the program. Ms. Mitchum addressed questions and comments. The Board of Directors received the Financial Status Report as information.

4. Armored Transport Services Contract Renewal – Request for Approval

Ron Mitchum, Executive Director, discussed the Armored Transport Services contract. He noted that CARTA is requesting approval to amend the Brink's Inc.-Armored Transport Services contract #CARTA 2019-03 for an additional year pursuant to the renewal terms outlined in the contract. The contract was awarded for a term of one year with

the option to renew for four consecutive terms. If approved, this amendment would extend the contract through November 4, 2024. Mr. Mitchum stated that bids were not received when requested and that staff will continue to look for ways to reduce costs and gain better service. Mr. Mitchum addressed questions and comments.

***Mr. Boykin made a motion to approve the Armored Transport Services Contract Renewal as presented.
Mr. Lahm seconded the motion. The motion was unanimously approved.***

5. Battery Electric Bus Charging Management Software – Request for Approval

Mr. Mitchum discussed the Battery Electric Bus Charging Management Software RFP. He noted that the Selection Committee met on November 8, 2023 and reviewed ten proposals for the Battery Electric Bus Charging Management Software RFP. Proposals were received from Better Fleet, BP Pulse, Charge Point Inc., EO Charging, INIT Innovations in Transportation, Powerflex, Proterra Operating Company, Inc., Smart Energy Water, The Mobility House and ZeroMission. Two additional proposals were received but were deemed non-responsive. The Selection Committee recommends that CARTA award a contract to Charge Point Inc. based on the overall score sheet rankings. Discussion was held and Mr. Mitchum addressed questions and comments. He stated that staff will move forward with negotiating a contract to present to the Board of Directors for approval.

***Mr. Brinson made a motion to approve the Battery Electric Bus Charging Management Software RFP as presented.
Mr. Boykin seconded the motion. The motion was unanimously approved.***

6. Overhead Bus Charging Station Installation – Request for Approval

Mr. Mitchum discussed the Overhead Bus Charging Station Installation IFB. He noted that Invitation for Bids were received by two contractors (Gulf Stream Construction Company, Inc. and Maverick Construction Services, LLC) for the Overhead Bus Charging Station Installation. Upon review of the bids, Maverick Construction Services, LLC was selected based on their low bid and meeting all required specifications. Mr. Mitchum stated that staff is requesting approval to award a contract to Maverick Construction Services, LLC, based upon their bid price of \$457,731.77 and meeting bid requirements. Mr. Mitchum addressed questions and comments.

***Mr. Boykin made a motion to approve the Overhead Bus Charging Station Installation Project as presented.
Mr. Somerville seconded the motion. The motion was unanimously approved.***

7. Parking Lot Repairs – Request for Approval

Mr. Mitchum discussed the Parking Lot Repairs IFB. He noted that Invitation for Bids were received by one contractor, Maverick Construction Services, LLC for the Parking Lot Repairs project. Mr. Mitchum stated that Maverick Construction Services, LLC has met all the required specifications; therefore, staff is requesting approval to award a contract to Maverick Construction Services, LLC based upon their bid price of \$527,950.28 and meeting bid requirements. Mr. Mitchum addressed questions and comments.

***Mayor Haynie made a motion to approve the Parking Lot Repairs Project as presented.
Mr. Boykin seconded the motion. The motion was unanimously approved.***

8. Project Updates – Ron Mitchum/Staff

Mr. Mitchum stated that a detailed report regarding Project Updates was distributed in the Board Meeting Agenda Packet in advance of the meeting. He encouraged Board Members to contact him or the respective project manager regarding any specific concerns or questions. Mr. Mitchum briefed the Board of Directors on the following projects: US 52 BRT Study- HNTB was selected to begin contract negotiations and the project is anticipated to begin in January 2024; OnDemand Program- in October, there were 100 senior riders and 111 Tel-A-Ride customers actively using the OnDemand Service and CARTA had its highest monthly ridership to date and provided a total of 1,213 trips with 70% of the trips being taken by paratransit customers and 30% being taken by senior customers. The trips averaged \$10.65 per trip which is up from September's average of \$9.90 per trip. Tel-A-Ride trips averaged \$10.92 and senior trips averaged \$10.02. To date, CARTA has spent a total of \$120,167.78 on the OnDemand Program which includes trip costs and marketing expenses; Shelter Improvement Program- work continues to improve several shelters/benches and the solar lighting project is moving forward with the installation of additional solar lights as a result of staff having met with bus drivers during their safety meetings to discuss new locations for solar lights. Installation will occur once

the re-brand project has been completed. Mr. Mitchum addressed questions and comments. The Board of Directors received the Project Updates Report as information.

9. Ridership Report

Megan Ross, Transit Planner, discussed the Ridership Reports for October 2023. Ridership Trends for October 2023 are as follows: 202,275 total passenger trips; 11.9 customers per service hour (11.6 last month); 71.8% on-time across all timepoints. Overall ridership comparing October 2023 to September 2023 increased by 5.5%, overall ridership comparing October 2023 to October 2022 increased by 6.4%, and overall ridership comparing 2023 YTD to 2022 YTD increased by 1.7%. Ms. Ross noted that Tel-A-Ride ridership for the month of October was 5,262, which was a decrease of 10.7% when comparing 2022 YTD to 2023 YTD. It was noted that the total missed service for the month of November (as of November 6, 2023) was 100.08. 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 stated that the FTA/PMOC visit on November 8, 2023 went well. Visitors from the FTA/PMOC met regarding the LCRT and took a bus tour of the route; they were very pleased with the progress of the project. Mr. Mitchum delivered an update on Proterra's bankruptcy sale. He also discussed the recent changes at National Express regarding changing the General Manager that was assigned to CARTA. David Bonner has been promoted to Area General Manager for the Carolinas and the company appears to have a solid plan to get back on track. Mr. Mitchum noted that Berkeley County is providing some assistance regarding the sewer line easement for the O&M facility which may reduce our cost associated with the project. He also noted that the BCDCOG Board has approved a contract with CDM Smith for the final design for the Park & Ride at Mt. Pleasant Street and has approved a contract amendment with HDR. Mr. Mitchum addressed questions and comments. The Board of Directors received the Executive Director's Report as information.

11. Other Business, If Any

There was no further business to discuss.

12. Public Comments, If Any

There were three public comments:

- William Hamilton, Best Friends of Lowcountry Transit: Mr. Hamilton thanked the Board for their service to the community, congratulated them for the new bus stop downtown, congratulated the new Mayor of the City of North Charleston and expressed his concerns regarding bus stops, the # 20 and the HOP bus.
- Pamela Thomas, Driver with National Express: Ms. Thomas stated she is happy to see the change with the General Manager but remains concerned about employee benefits.
- Maritza Simon, Tel-A-Ride Driver with National Express: Ms. Simon expressed her concerns regarding lack of communication with management regarding insurance, pay rate, service areas and soliciting drivers' opinions regarding new vehicles.

13. Board Comments, If Any

There was no further business to discuss.

14. Adjourn

Chairman Seekings recognized City of North Charleston Councilman Ron Brinson and thanked him for his service to the Board and to the community and for his outstanding leadership over the past several years. Councilman Brinson stated he enjoyed serving on the Board of Directors and working with Board Members. Chairman Seekings wished everyone a safe and happy Holiday Season. There being no further business before the Board, Chairman Seekings adjourned the meeting at 1:05 p.m.

Respectfully submitted,
Kim Coleman



Charleston Area Regional Transportation Authority

MEMORANDUM

TO: Board of Directors
FROM: Robin W. Mitchum, Deputy Director of Finance & Administration
SUBJECT: November 30, 2023 Financial Report Overview
DATE: January 9, 2024

Please find attached the November 30, 2023 Financial Report. Below is a brief overview of the activities for FY24.

Revenues

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

Expenditures

- Staff Salaries & Benefits includes the cost of retiree insurance.
- Supplies includes office, facility maintenance, and rebranding supplies.
- Printing includes costs of printing route brochures, passes and labels.
- Automotive is the cost to service the 2018 Ford F150.
- Postage is shipping fees.
- Dues/Memberships is CARTA's membership with Transportation Association of South Carolina (TASC).
- Office Equipment Rental includes the monthly battery lease for the electric buses.
- Office Equipment Maintenance (OEM) includes GMV Syncromatics and IT services.
- Rent includes the Ashley Phosphate Park & Ride Lot, Leeds Avenue lot lease from Dominion, and document storage.
- Communications is the cost of phone, internet, and radio services at the facilities and on the buses.
- Utilities includes electric and water at the Superstop, Melnick Park and Ride, the Radio Shop at Leeds Avenue, and the charging stations at Leeds Avenue.
- Custodial services are the cost of janitorial services at the Melnick Park and Ride.

- Pilot Ride Program is customer transportation cost for same day service through independent rideshare.
- Other Professional Services includes bus wash inspection services.
- Shared Contract Services (IGA & Management) is the extensive services BCDCOG provides to CARTA.
- Fixed Route service is the cost of fixed and commuter service provided by National Express Shuttle and Transit.
- Money Transport is the cost of the armored guard service to transport cash deposits to the bank.
- Security Services are contracted security service provided at the Super Stop by the City of North Charleston Police Dept.
- Vehicle Maintenance is the cost to maintain the fleet.
- Facility Repair & Maintenance is the cost to maintain facilities.
- Operating Fees & Licenses include credit card transaction fees and vehicle title & registration fees.
- Insurance includes the cost of liability insurance provided by the Insurance Reserve Fund. The insurance policy renews January 1.
- Paratransit is the cost of paratransit transportation.

Capital Expenditures

- Rolling Stock is costs associated with the purchase of five (5) 2023 Voyager Vans.
- Bus Shelter Construction /Bench Install is the installation of shelters and benches.
- Security/Cameras & Equipment is the purchase of cameras and AVL equipment.

Overall, the agency ended the month with excess of revenues of \$1,771,835.

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

Amount owed to National Express Shuttle & Transit as of 11/30/23 was \$1,157,997.

CARTA
Statement of Revenues & Expenditures
For the Month Ending November 30, 2023

Time elapsed:
17%

	FY24 Budget	Actual	% of Budget
<u>Operating Revenues</u>			
Farebox	1,345,886	248,759	18%
Passes & Mobile Ticketing	527,051	90,243	17%
COC Shuttle	417,104	68,814	16%
MUSC	753,157	122,843	16%
City of Charleston - DASH	706,143	122,041	17%
Local Contributions	-	6,248	N/A
Federal	8,289,057	1,348,938	16%
State Mass Transit Funds	-	260,436	N/A
Sales Tax - Charleston County	12,759,453	2,261,424	18%
Advertising	800,000	138,138	17%
Insurance Proceeds	-	72,425	N/A
Sale of Assets	-	10,775	N/A
TOTAL OPERATING REVENUES	25,597,851	4,751,084	19%
<u>Operating Expenditures</u>			
Retiree Benefits	9,288	1,520	16%
Supplies	100,000	11,553	12%
Printing	25,000	659	3%
Automotive	1,000	437	44%
Postage	250	17	7%
Dues/Memberships	2,500	2,000	80%
Office Equipment Rental	105,012	17,500	17%
Office Equipment Maintenance	239,241	6,916	3%
Rent	32,650	3,238	10%
Communications	166,847	32,622	20%
Utilities	313,674	50,835	16%
Advertising	7,500	-	0%
<i>Professional Services</i>			
Auditing	30,000	-	0%
Legal	1,000	-	0%
Custodial	25,542	3,870	15%
Pilot Ride Program	131,575	25,239	19%
Other	25,000	790	3%
<i>Contract Services</i>			
Shared Services - IGA	3,188,074	512,907	16%
Fixed Route	14,676,071	1,521,587	10%
Money Transport	7,500	1,851	25%
Security Services	105,560	16,545	16%
Vehicle Maintenance	170,000	71,216	42%
Facility Repair & Maintenance	52,835	1,248	2%
Operating Fees & Licenses	50,000	8,200	16%
Insurance	1,083,626	(27)	0%
Fuel	1,638,187	203,777	12%
Paratransit	3,308,576	484,355	15%

CARTA
Statement of Revenues & Expenditures
For the Month Ending November 30, 2023

Time elapsed:
17%

	FY24 Budget	Actual	% of Budget
Miscellaneous	3,500	394	11%
Interest	47,843	-	0%
Non-Capitalized Assets	50,000	-	0%
TOTAL OPERATING EXPENDITURES	25,597,851	2,979,249	12%
Excess (Deficit) of Revenues Over (Under) Expenditures		1,771,835	

Capital Revenues

Rolling Stock	613,428	-	
Bus Facilities/Charging Stations	289,189	-	
Bus Shelter Construction/Bench Install	18,618	-	
Security/ Cameras & Equipment	240,997	975	
Facilities Construction	5,040,000	-	
Sales Tax - Charleston County	1,047,297	19,743	
TOTAL CAPITAL REVENUES	7,249,529	20,718	0%

Capital Expenditures

Rolling Stock	766,785	3,500	
Bus Facilities/Charging Stations	350,000	-	
Bus Shelter Construction/Bench Install	192,763	15,250	
Security/ Cameras & Equipment	295,041	1,968	
Facilities Construction	5,600,000	-	
Capital (IT, Facility Repairs/Maint)	44,940	-	
TOTAL CAPITAL EXPENDITURES	7,249,529	20,718	0%

**CARTA
BALANCE SHEET
11/30/2023**

ASSETS

ASSETS

GENERAL OPERATING (BB&T)	10,258,749.05
PETTY CASH	120.00
ACCOUNTS RECEIVABLE	7,199,267.40
PREPAID EXPENSES	403,814.37
INVENTORY - FUEL	71,690.96
DEFERRED OUTFLOWS: ER CONTR	905.00
LAND	5,563,204.76
CONSTRUCTION IN PROGRESS	2,401,713.63
VEHICLES	51,075,866.34
EQUIPMENT	2,158,782.98
FAREBOXES	1,170,017.00
SHELTERS	4,402,269.59
BUS SIGNAGE	254,913.32
FACILITIES	10,492,454.34
PARK & RIDE FACILITY	178,458.54
ACCUMULATED DEPRECIATION	(34,021,833.86)
TOTAL ASSETS	<u>61,610,393.42</u>

LIABILITIES & EQUITY

LIABILITIES

ACCOUNTS PAYABLE	1,479,719.18
NOTE PAYABLE - BB&T	1,444,179.62
ACCRUED INTEREST	31,712.59
OPEB LIABILITY	134,964.00
DEFERRED INFLOWS: OPEB ASSUMP	9,235.00
TOTAL LIABILITIES	<u>3,099,810.39</u>

EQUITY

CURRENT YEAR FUND BALANCE	1,771,835.20
INVEST IN CAPITAL ASSETS	39,625,693.51
FUND BALANCE	17,113,054.32
TOTAL EQUITY	<u>58,510,583.03</u>

TOTAL LIABILITIES & FUND EQUITY	<u>61,610,393.42</u>
---------------------------------	----------------------

CARTA
OnDemand Program
11/30/2023

<u>Activity</u>	BUDGET	FY 21	FY 22	FY 23	FY 24	Total	Balance	% Complete
		Total Costs	Total Costs	Total Costs	Total Costs			
OnDemand Program (80/20)	394,036	1,421	20,778	98,039	25,239	145,477	248,559	37%
Total	394,036	1,421	20,778	98,039	25,239	145,477	248,559	37%
Federal FTA 5310	312,000	1,137	16,622	75,202	20,191	113,152	198,848	36%
Local	82,036	284	4,156	22,837	5,048	32,325	49,711	
Total	394,036	1,421	20,778	98,039	25,239	145,477	248,559	37%



MEMORANDUM

Date: January 8, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Downtown Charleston Transit Study Update

Staff has continued work on the Downtown Charleston Transit Study with Nelson\Nygaard. In December, Nelson\Nygaard led a downtown service design workshop with staff and representatives from the City and MUSC. Staff also participated in a walking tour of the proposed downtown LCRT alignment and station locations led by Nelson\Nygaard. Staff received final edits to the State of the Transit System and route profiles appendix from Nelson\Nygaard last week.

Since December, Nelson\Nygaard has continued to work on the downtown network concepts, taking into consideration feedback received from staff and local agency representatives. Milbrey Heard and Sam Wright with Nelson\Nygaard are presenting an overview of the draft downtown concepts. The draft concepts include short-term route changes that would be implemented prior to the LCRT, as well as longer-term route changes to be implemented once LRCT service is in operation.

Staff and Nelson\Nygaard are organizing the 3rd TAG meeting, pop-up events at key transfer locations, and meetings with neighborhood groups to present and receive feedback on these concepts in February. There will also be a survey to gather feedback from the public.

Downtown Network Concepts

CARTA Board Meeting

January 17, 2024



BCDCOG
BERKELEY-CHARLESTON-DORCHESTER
COUNCIL OF GOVERNMENTS

DOWNTOWN CHARLESTON TRANSIT STUDY

Study Overview

- Goal: Develop strategy for improving transit in Charleston Peninsula
 - Enhance service frequency, access reliability, and coverage
 - Modernize transit infrastructure
 - Regain ridership post-pandemic and build new ridership
- Evaluate: Needs, opportunities, and challenges
- Recommend:
 - Refined downtown bus network
 - Transit infrastructure improvements
- Align with: LCRT, LRTP, City's Peninsula Plan

Study Timeline



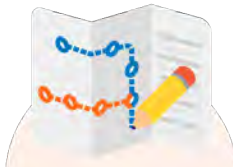
Spring 2023

**Project
Kickoff**



Summer 2023

**Data Analysis &
Initial Stakeholder
Outreach**



Fall 2023

**Downtown
Network Concepts
& Transit Visions**



Winter 2024

**Development
of Study
Recommendations**

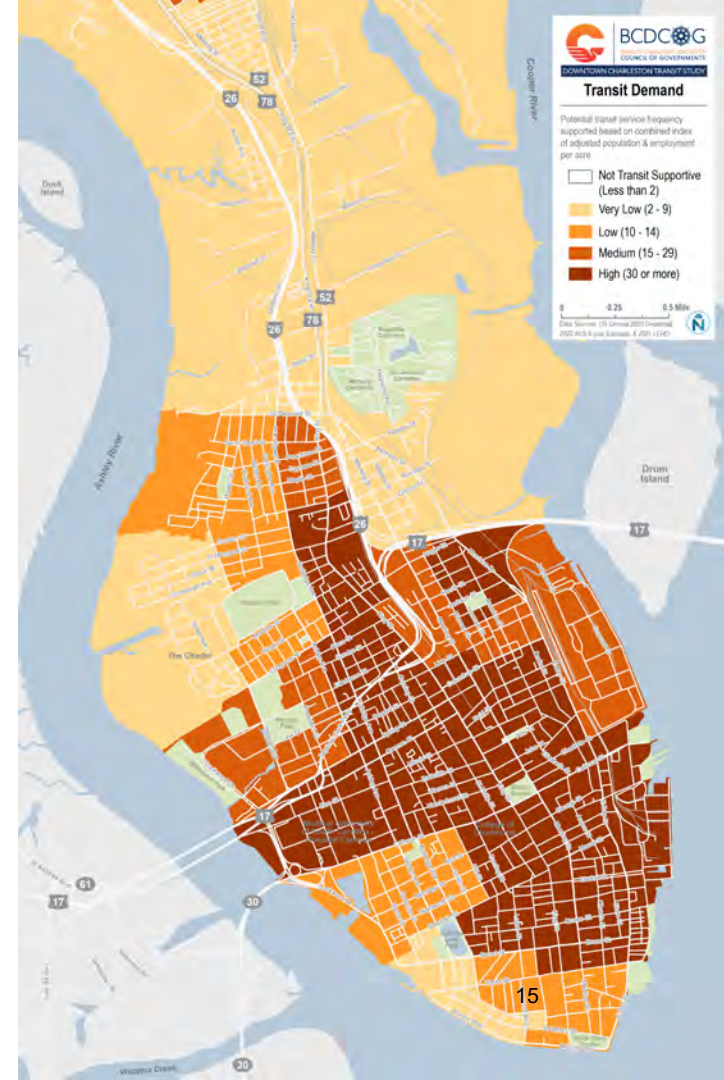


Spring 2024

**Draft &
Final Report**

State of the System

- Current transit demand
 - Future developments
 - Ridership trends
 - On-time performance
 - Fleet constraints
-
- Previous HOP service
 - Future alignment of LCRT and corresponding infrastructure
 - Potential conflicts with planned bicycle and pedestrian facilities

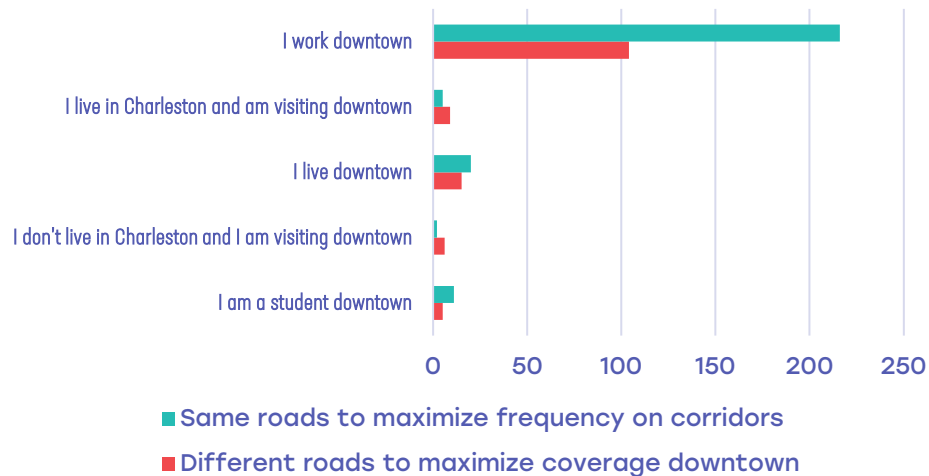


Concepts Overview

- No route alignment changes outside Downtown Charleston
- Adjustments to frequency or span of service are made for the whole route including part that extend beyond the peninsula

From the Transit Needs Survey:

Coverage or Frequency?



Existing Network



DASH Routes & Medical Shuttle



Express Routes



Pre-LCRT Local Route Changes

Existing Local Routes



Route 10

- Extension from Visitor Center to MUSC via LCRT alignment to eliminate forced transfers at the Visitor Center
- Challenge: Existing route has ~160 minute cycle time (including layover), so adding ~30 minutes to replicate LCRT path would add additional peak vehicle on route
- Without schedule changes, it increases annual revenue hours by 19%

Existing Route



Route 11

- Utilize Columbus Street in both directions to access the Visitor Center and provide more intuitive bidirectional service

Existing Route



Route 30

- Reroute onto Spring Street between Ashley Avenue and Meeting Street to provide more intuitive bi-directional service
- Use Columbus Street to get to Meeting Street to have signalized turning movements and reduce interactions with King Street

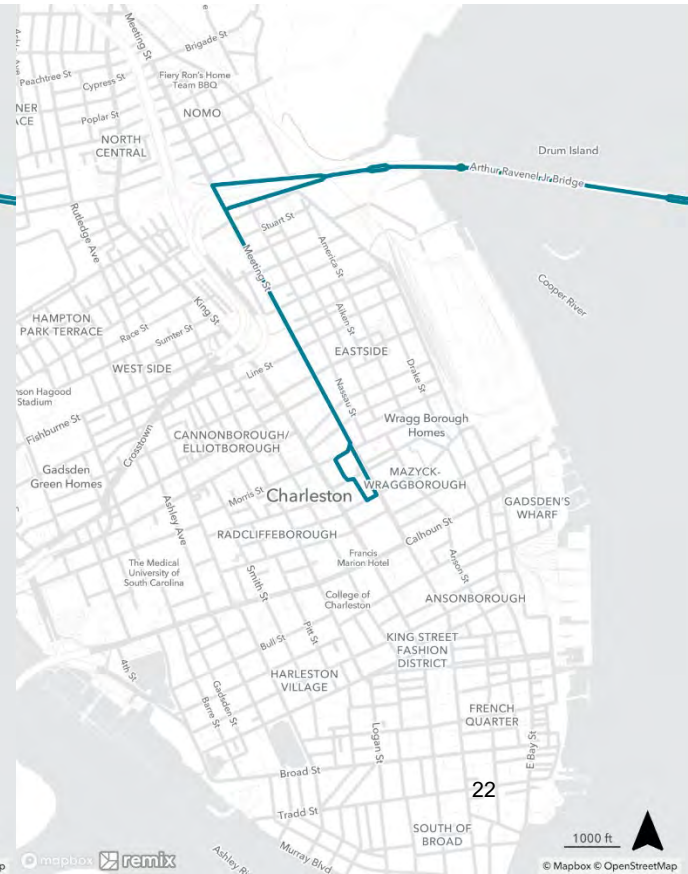
Existing Route



Route 41

- Reroute onto Meeting Street to simplify and make more connections with Routes 10, 11, and 20 north of the Visitor Center

Existing Route



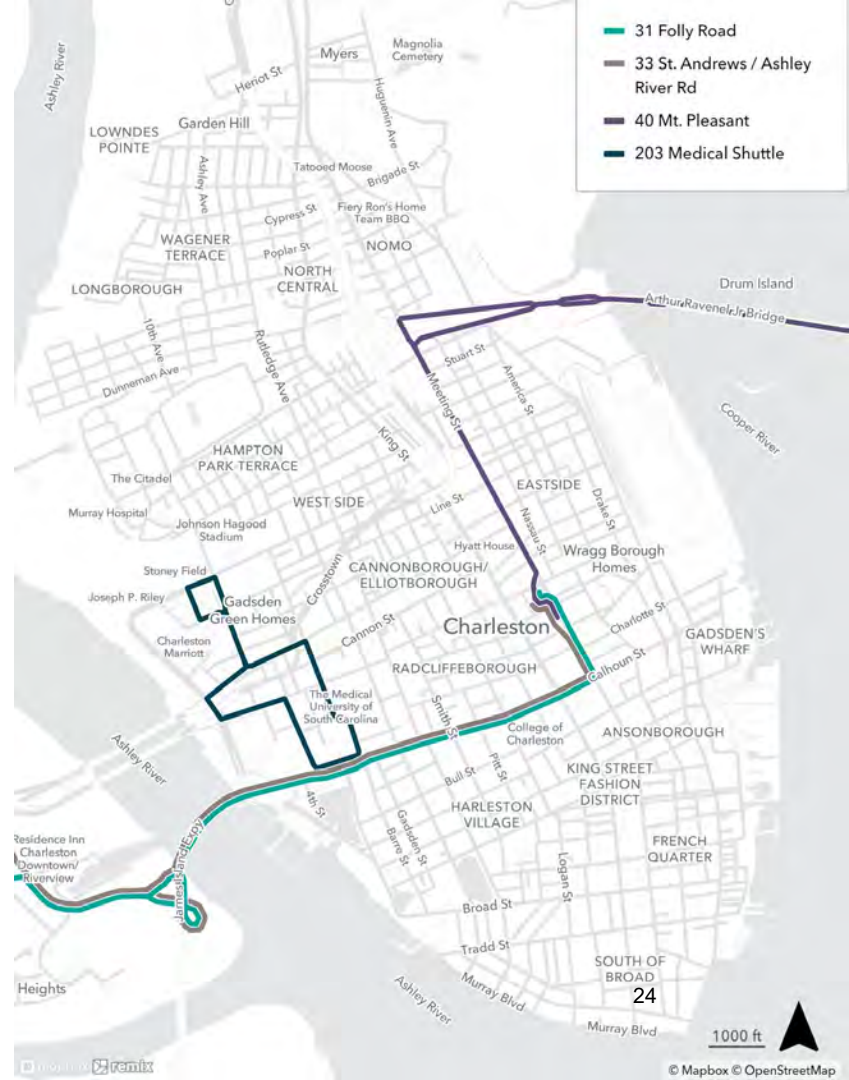
Route 102

- Utilize Hagood Ave to access President St for more direct access to the Citadel, Gadsden Green Homes, and MUSC
- Reduce one-way paired routing by serving the MUSC campus via President Street, Jonathan Lucas Street, and Courtenay Drive

Existing Route



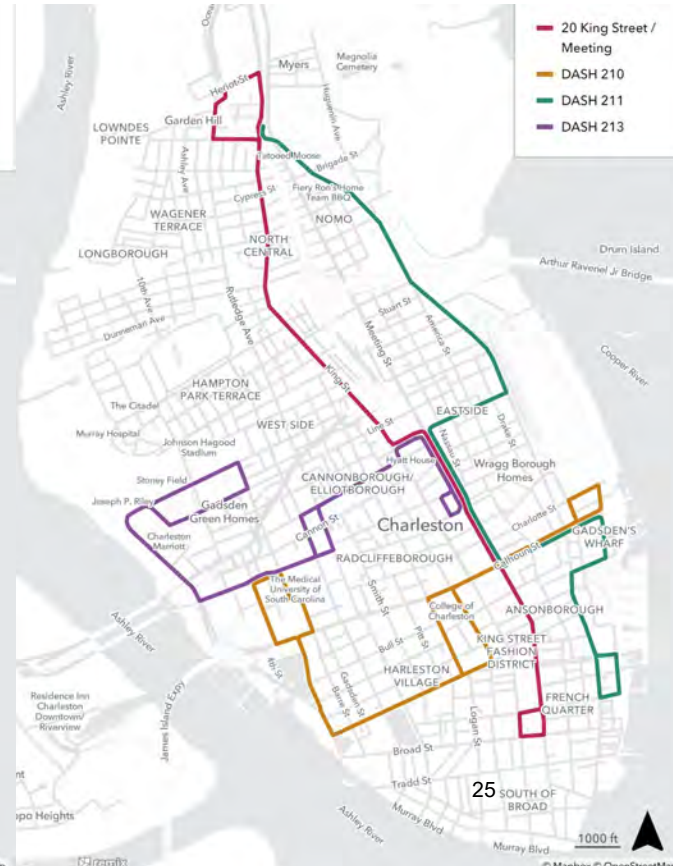
Routes 31, 33, 40, and 203 Medical Shuttle



DASH Routes

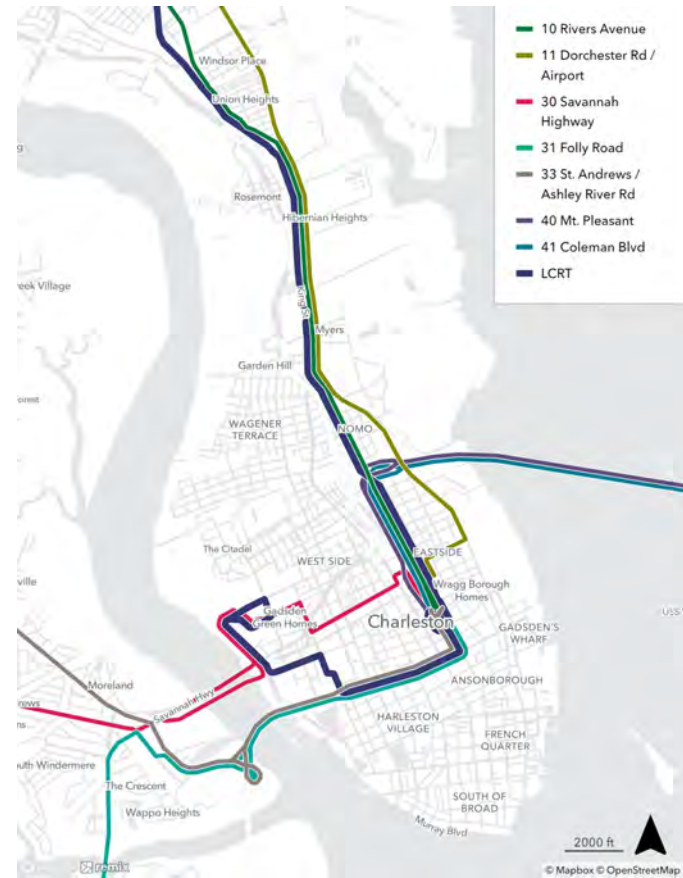
- Simplify existing DASH routes to provide more bi-directional service
- Extended 210 to make additional southern peninsula connections between MUSC, the College of Charleston, and Aquarium
- Extend Route 211 through Eastside and along East Bay St & Morrison Dr
- Rebrand Route 20 as a DASH route

Existing Routes



Post-LCRT Local Route Changes

Pre-LCRT Local Routes



Route 10

- With LCRT providing through service to MUSC, Route 10 terminates back at the Visitor Center
- Additional study to determine alignment of Route 10 north of downtown

Pre-LCRT Route

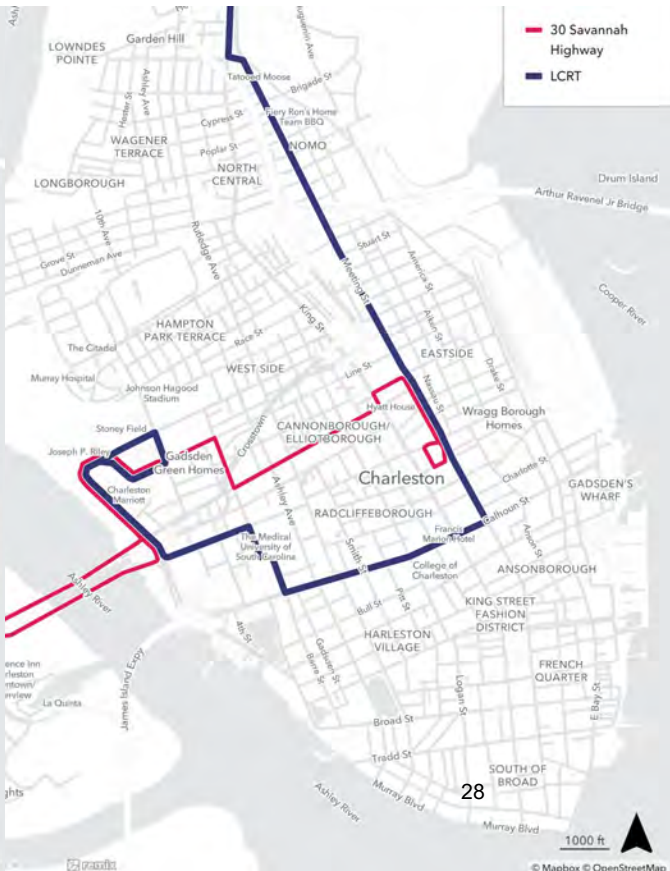


Route 30

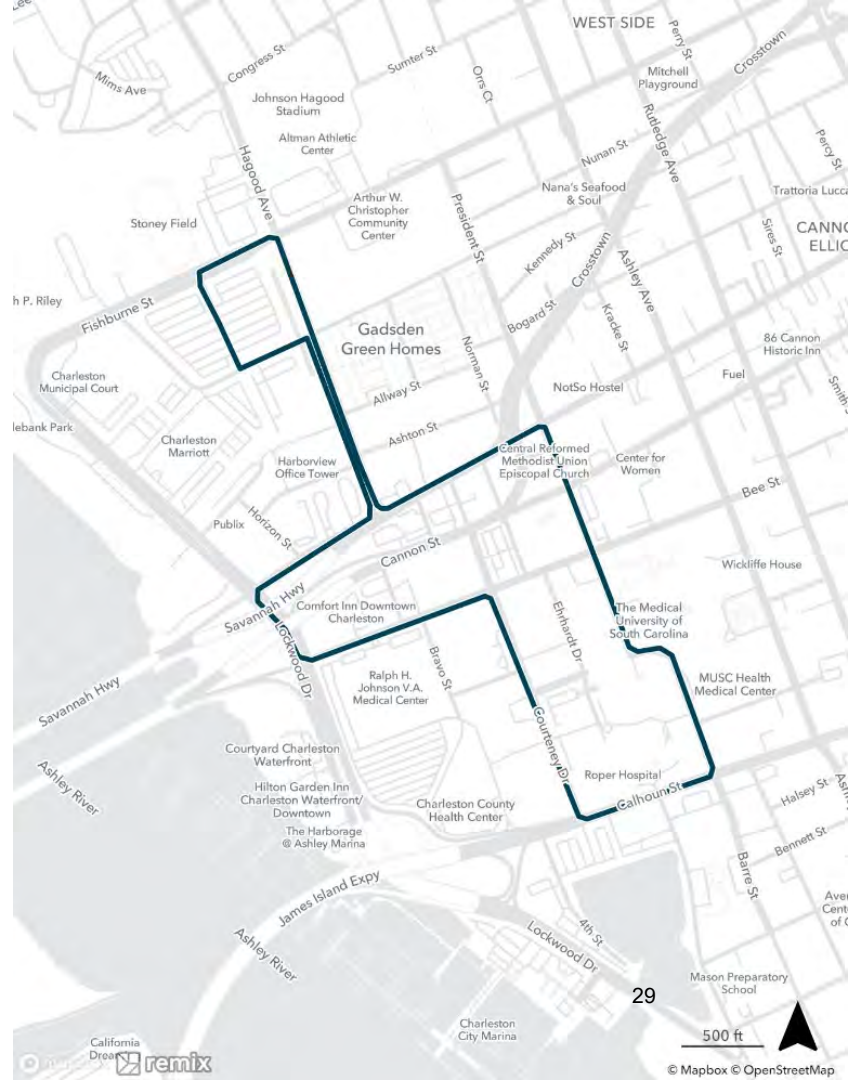
Pre-LCRT Route



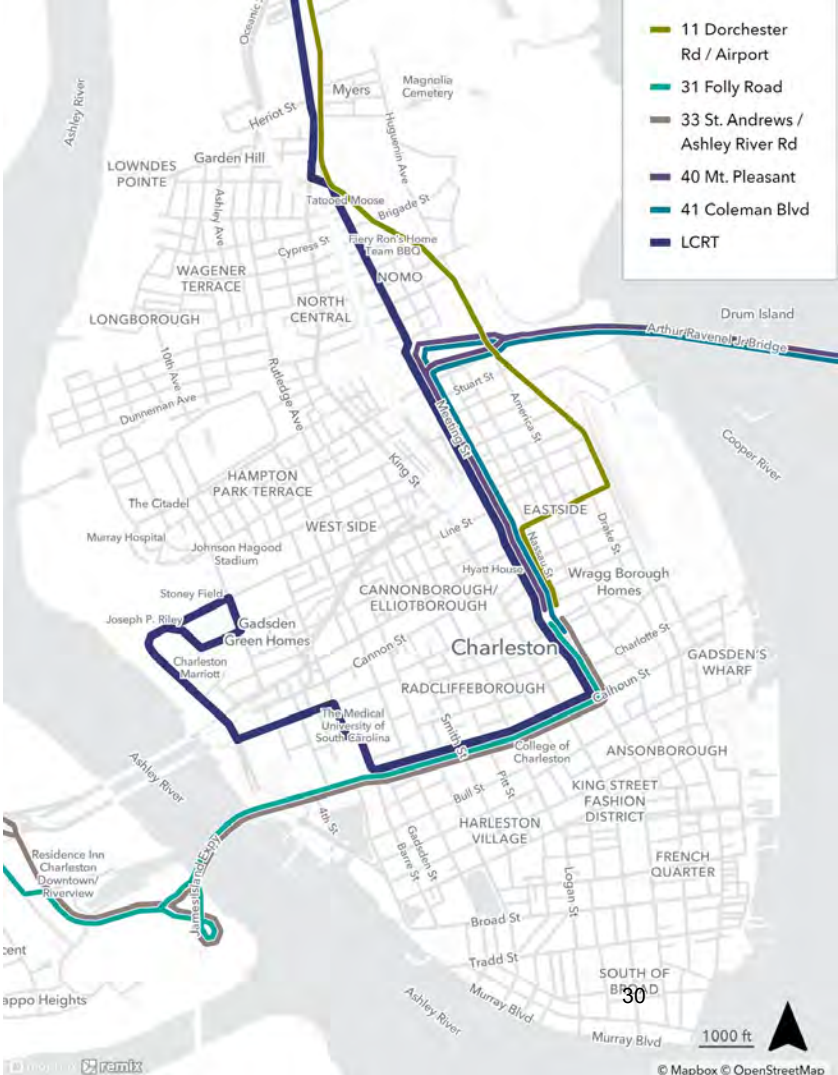
Post-LCRT Route



Route 203 - Medical Shuttle

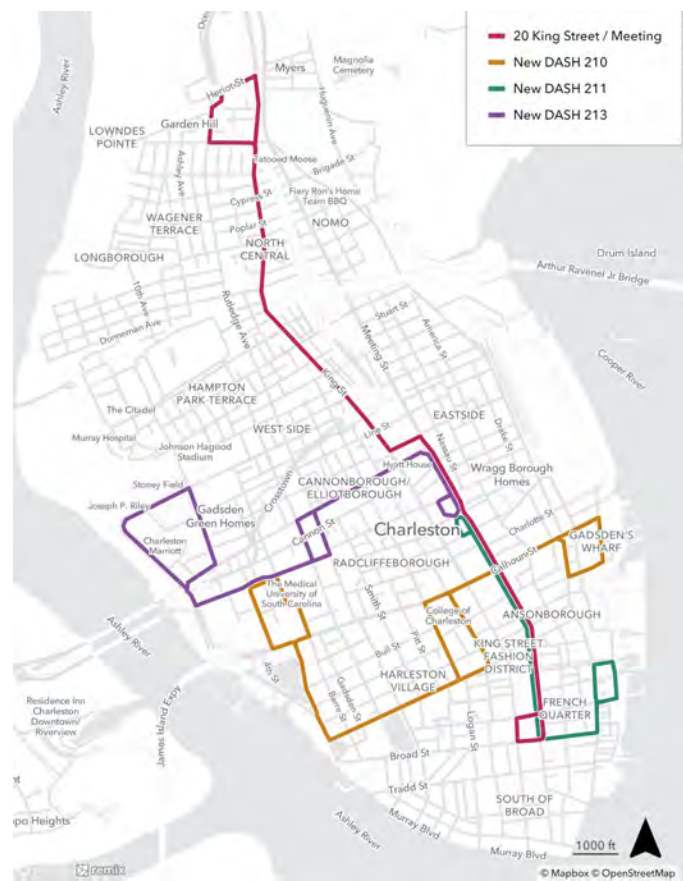


Routes 11, 31, 33, 40, and 41



DASH Routes

Pre-LCRT DASH Routes



Post-LCRT DASH Routes



Route 211 / DASH East

Pre-LCRT Route

- Provides more frequent east side service
- Additional study to determine alignment of Route 11
- Any North Charleston service can be served by a different route to the Super Stop
- Requires flood alternative
- Potential to serve future development at current cruise terminal via Concord Street



Route 102 / DASH West

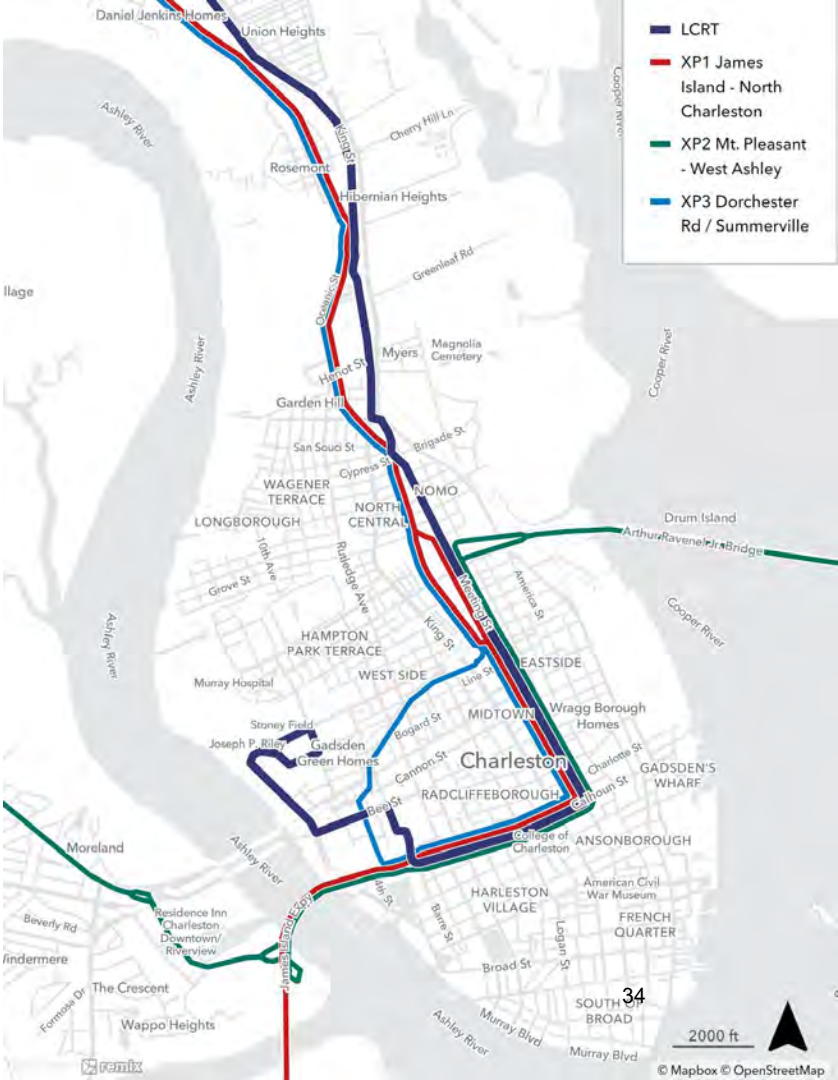
Pre-LCRT Route



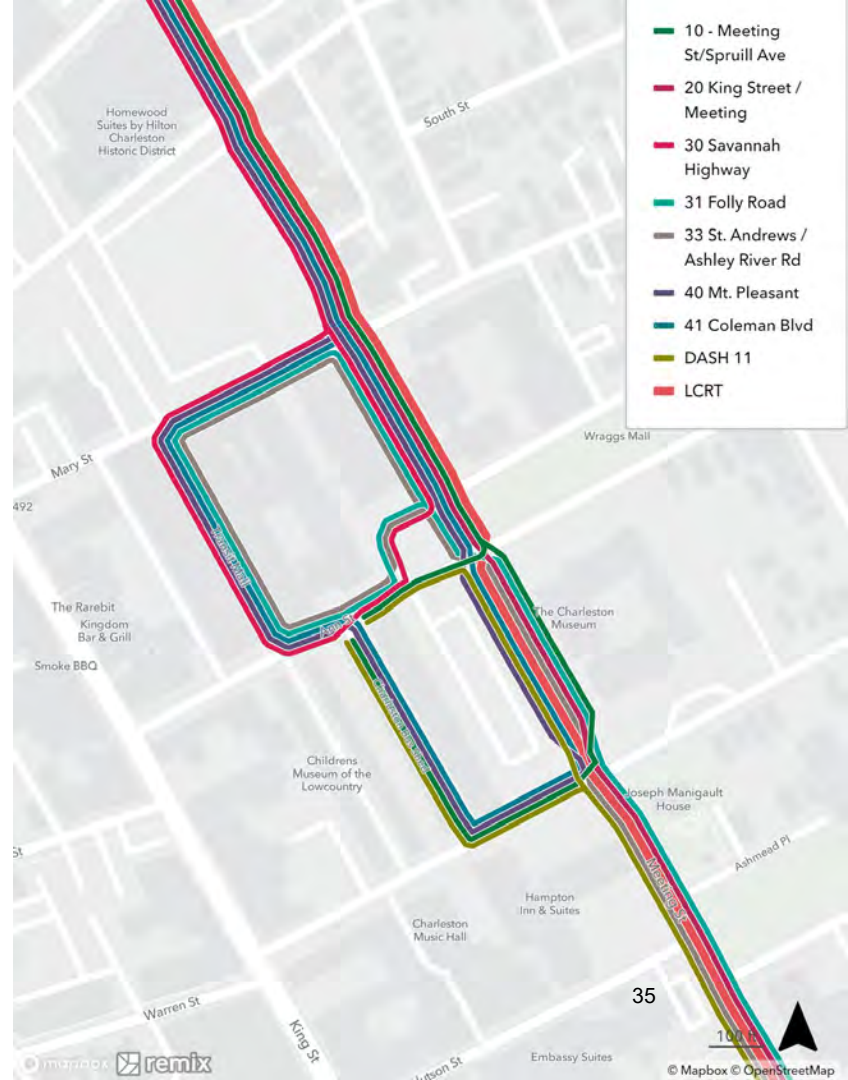
Post-LCRT Route



Express Routes 1, 2, and 3



Transfer Center Considerations



Questions?





Charleston Area Regional Transportation Authority

MEMORANDUM

Date: January 9, 2024
To: CARTA Board of Directors
From: Ron Mitchum, Executive Director
Subject: 2024 Calendar of Events – Request for Approval

The below list represents events and days we would like to participate in during this year. We are seeking approval to provide free ride days as shown below and to participate in the events listed.

Days:

Driver Appreciation Day – March - Promotions

Earth Day – April 22nd – Free Day

Mobility Month – May - Promotions

Dump the Pump – June 20th – Free Day

Ride to the Polls – November 5th – Free Day

Veterans' Ride Free Day – November 11th – Free Day

Christmas Day Free Rides – December 20th – Free Day

Seniors Ride Free Days (4)

- Feb 19th (Monday/Presidents Day) - February is Senior Independence Month
- May 29th (Wednesday – National Senior Health and Fitness Day (Older Americans Month)
- Aug 21st (Wednesday – National Senior Citizen Day)
- Dec 20th (Friday – Holiday gift)

Events:

Stingrays - February

Black Expo - March

MUSC Senior Fair - April

Earth Day – April

College of Charleston Sustainability Fair - April

North Charleston Business Expo - May

Riverdogs – August/September

Trunk or Treat Events – October

Bus Rodeo - October

Turkey Giveaway - November

Christmas Parades – December

Bike Giveaway - December



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: January 8, 2024
To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Transit Planning Project Updates for November-December 2023

Please find the progress reports for transit planning projects.

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

Please let me know if you need additional information.

MEMORANDUM

1. Service Planning Initiatives:

- Staff has continued to work on analyzing the Rt. 10 to improve the route on-time performance and the overall productivity of the route. Staff has begun collecting survey data from riders. Additionally, staff held the first route advisory committee meeting with 5 operators who drive the Rt. 10. We will conduct a second meeting focused on the Rt. 10 due to its length and popularity.
- Changes for the Rt. 104 went into place on November 12th, 2023. As a reminder, these changes were in response to the McMillan closure that occurred. We have received positive feedback so far from this change.
- Staff has continued working with the National Express staff to work out the relief plan for electric buses. Bus swaps are happening either midday or early evening due to low percentages. Currently this causes strain on on-time performance and maintenance who typically make the bus swaps in the evening.
- Staff is working closely with National Express to monitor missed service. We continue to work through ways of improving the hours missed.
- Staff's plans for the warming shelter are in place and performed for the first time in the later part of the month. We will continue to help the community by assisting in transportation needs when traveling to and from the shelters.
- Staff assisted with monthly NTD sample reporting of ridership.

2. Downtown Route Study

- Staff has begun working on the next task for the Downtown Charleston Transit Study with Nelson/ Nygaard. As they finalize the State of the System report, we have scheduled our next round of meetings to start planning our route concepts. We will be developing short-term and long-term plans that will incorporate the LCRT.

3. US 52 BRT Study

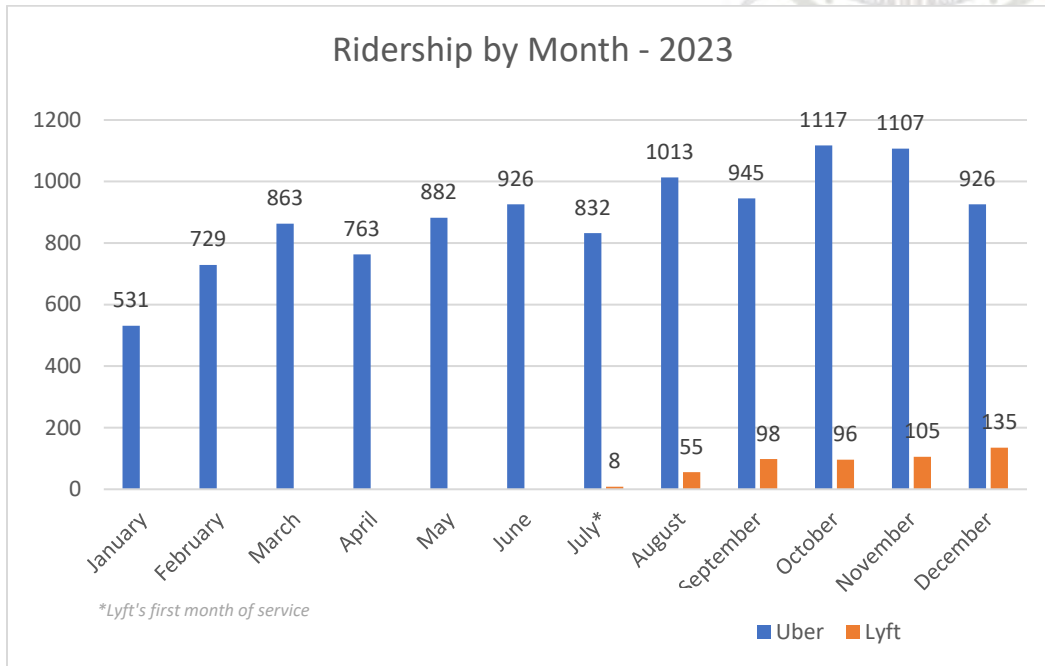
- BCDCOG has completed negotiations and contracted with HNTB to conduct this study.
- Project kick off is scheduled in January.

4. CARTA OnDemand (TNC Pilot)

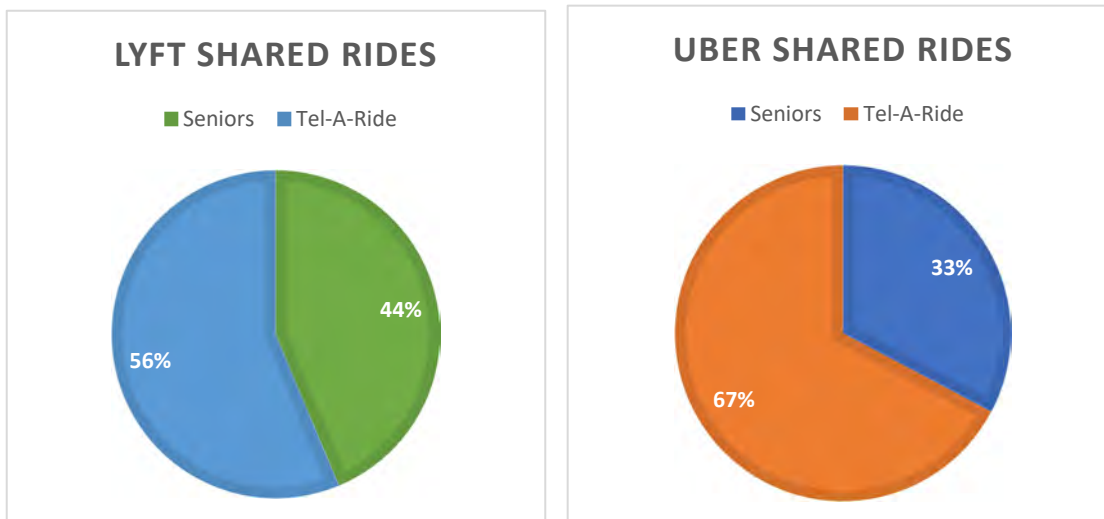
Staff contracts with service providers Uber and Lyft to provide subsidized transportation. CARTA OnDemand launched on February 1, 2021. The service offers door-to-door subsidized services for seniors (55+) and Tel-A-Ride customers and covers the Tel-a-Ride service area Monday through Friday, between the hours of 7 AM and 5 PM. Senior customers pay an initial \$4 with a maximum trip

MEMORANDUM

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

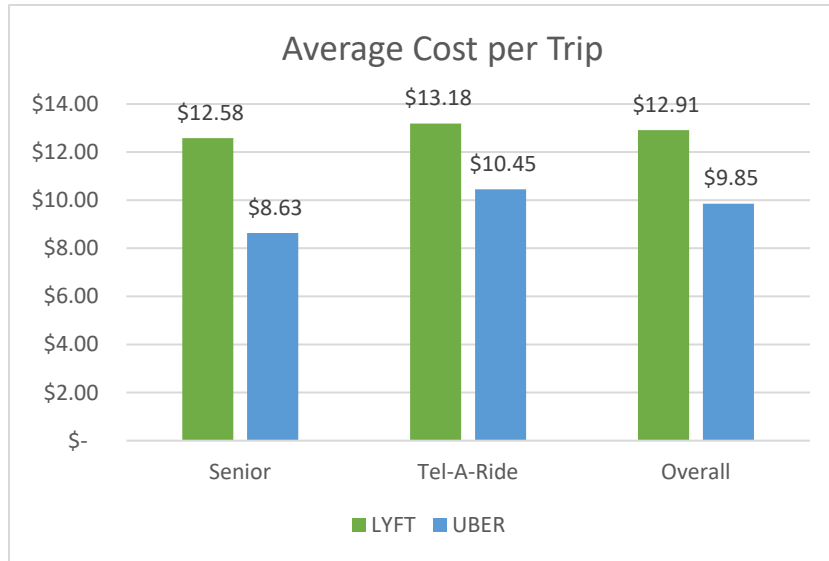


In November 2023, there were one hundred seven (107) senior riders and one hundred twenty-one (121) Tel-A-Ride customers actively using OnDemand service. Also in October, CARTA OnDemand had a total of 1212 trips with 66% of the trips being taken by paratransit customers and 34% being taken by senior customers.



In November, the 1212 trips (Tel-A-Ride and senior) averaged \$10.11 per trip which is down from October average of \$10.65 per trip. Tel-A-Ride trips averaged \$10.65 and senior trips averaged \$9.06. To date (February 2021 – present), CARTA has spent a total of \$120,167.78 on the CARTA OnDemand program which includes trips costs and marketing expenses.

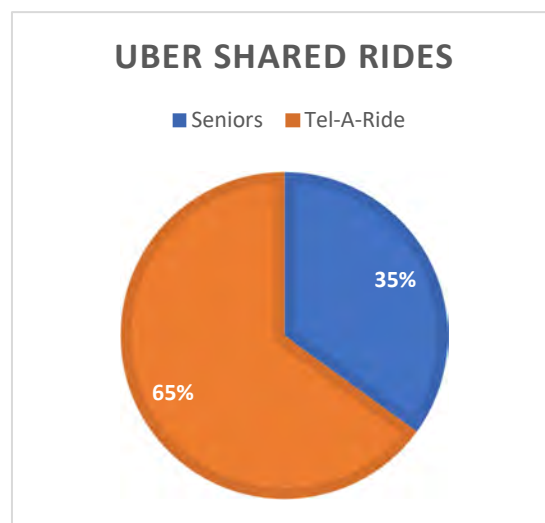
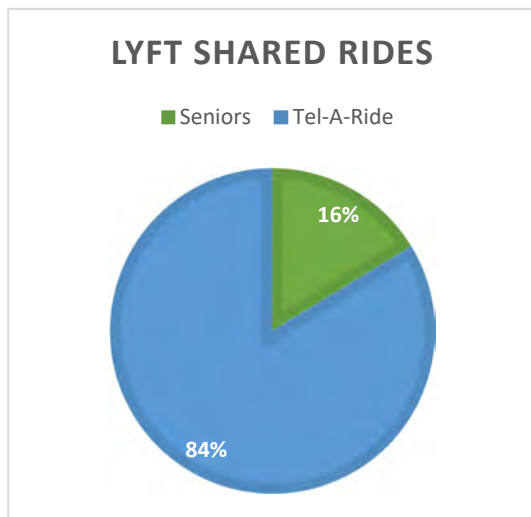
MEMORANDUM



LYFT STATISTICS
• 105 Trips provided
• Avg Trip Cost: \$12.91
• 7 Unique Riders
• Total Cost: \$1,330.58

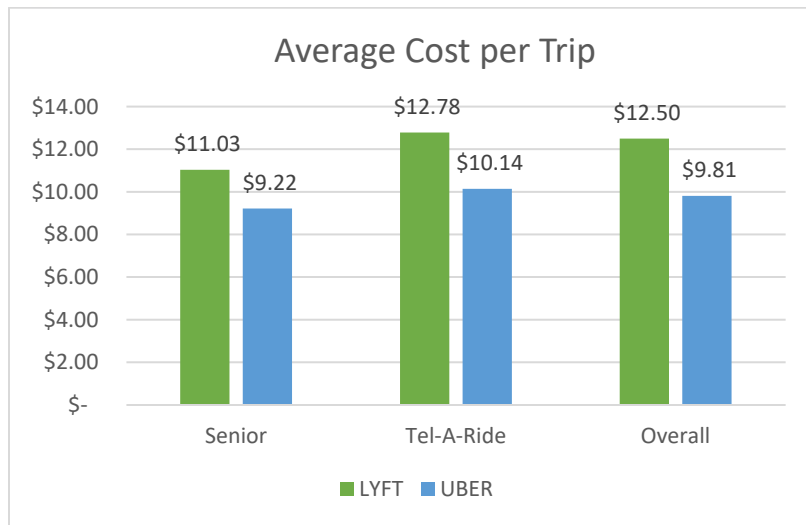
UBER STATISTICS
• 1107 Trips provided
• Avg Trip Cost: \$9.85
• 108 Unique Riders
• Total Cost: \$10,929.46

In December 2023, there were one hundred twenty (120) senior riders and one hundred twenty-nine (129) Tel-A-Ride customers actively using OnDemand service. Also in December, CARTA OnDemand had a total of 1061 trips with 67% of the trips being taken by paratransit customers and 33% being taken by senior customers.



In December, the 1061 trips (Tel-A-Ride and senior) averaged \$10.15 per trip which is up from November average of \$10.11 per trip. Tel-A-Ride trips averaged \$10.55 and senior trips averaged \$9.33. To date (February 2021 – present), CARTA has spent a total of \$146,575.29 on the CARTA OnDemand program which includes trips costs and marketing expenses.

MEMORANDUM



LYFT STATISTICS
<ul style="list-style-type: none"> 135 Trips provided Avg Trip Cost: \$12.50 13 Unique Riders Total Cost: \$1,687.71

UBER STATISTICS
<ul style="list-style-type: none"> 926 Trips provided Avg Trip Cost: \$9.81 106 Unique Riders Total Cost: \$9089.01

5. CARTA Shelter Improvement Program (SIP)

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

Shelters/Benches in development:

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

MEMORANDUM

- Homes of Hope Affordable Housing- HWY 61

Guidelines

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

Solar Lighting Project

CARTA met with bus drivers during their safety meetings to discuss new locations for solar lights. 112 locations were selected for Phase 2. We will work on installing them after the re-brand project has been completed.

Digital Signage

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

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

Three locations have been selected for new digital signs.

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

Locations:

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

MEMORANDUM

296 Dorchester Rd / Leeds Ave SB (at Shelter)

782 Rivers Ave Park & Ride

137 N. Charleston SuperStop

103 N. Charleston Super Stop on Rivers Ave

6. Shipwatch Square/Transit Hub

FTA Low No/Bus & Bus Facilities competitive grant was awarded for facility, workforce development and battery electric buses. The NEPA process to begin in early 2024. Procurement documents for architecture and civil design are being developed. Design anticipated to begin in Spring 2024.

7. Transit Oriented Development Study

The Project team continues to advance deliverables and hold presentations with municipal planning, housing, and other stakeholders. The team continues to advance technical documents and E-TOD Dashboard. Station Area Pike/Ped Task Capital Improvement Planning Task has started. BCDCOG held a Developer Forum, TAC and meetings with municipal staff in November and December. Meetings are being scheduled to brief newly elected officials on the project. The next round of community meetings is anticipated to occur in Spring 2024.

8. Lowcountry Rapid Transit

A&E Design: 60% Design is underway. Full NTP negotiations between SCDOT and TranSystems are complete and out for signature. Bi-Monthly Technical Working Groups are being held to expedite design tasks. 60% design/ROW plans anticipated in Summer 2024. 30% design for the maintenance facility to begin in January 2024.

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

FTA Coordination: Bi-Monthly meetings are held with FTA and their Project Management Oversight Consultant (PMOC) throughout the Engineering phase. PMOC/FTA made a site visit in November and participates in monthly risk review meetings.

NEPA: Documented Categorical Exclusion was approved by FTA in July 2021. Any changes to the design moving forward will be evaluated to see if the change would result in a change to the NEPA approval that would require re-evaluation will be needed. A reevaluation was conducted and cleared for the new Park & Ride location. Public outreach for the 3 station relocations will be conducted in November, December, and January. Corridor re-evaluation of any changes to scope will occur at 60% design.

MEMORANDUM

Maintenance Facility: BCDCOG has acquired the maintenance facility site. Design is scheduled to be advanced to 30% level in January 2024.

Transit Signal Prioritization: Transit signal prioritization at intersections is included of the LCRT project. Several coordination meetings have been held with SCDOT, City of North Charleston, and City of Charleston. Peer agency interviews to occur in early 2024. A demonstration project of the TSP on Dorchester Road was initiated in March 2021 to develop the technology and infrastructure on a smaller scale corridor to advance that technology on CARTA transit buses traveling on Dorchester Road. This will provide the framework for the LCRT TSP technology which can be expanded to the remainder of the corridor. Phase 1 is complete, and scope for second phase is being negotiated with an anticipated start of early 2024.

Public Involvement: Stakeholder and neighborhood meetings are ongoing. LCRT has been coordinating with outreach activities for the TOD and Downtown Transit Study efforts. The project team completed some canvassing in the Rosemont community, and additional canvassing is scheduled to occur in February in the Eastside community.

9. Mt. Pleasant Street Park and Ride

Design is underway. Staff & Consultant will be meeting with TranSystems to coordinate the LCRT in the design.

10. Fairgrounds Park and Ride

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

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

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



Charleston Area Regional Transportation Authority

MEMORANDUM

To: CARTA Board of Directors
From: Ronald E. Mitchum, Executive Director
Subject: Mobile Ticketing Sales and Use: May 1, 2022 – December 31, 2023
Date: January 8, 2024

The mobile ticketing project has allowed CARTA to offer the region's transit customers a safer and more convenient way to plan and pay for their trips. Its use has not only minimized the need of customers to handle cash and create a contactless system, it has also improved the overall efficiency of the system by allowing passengers to board the bus more quickly. The following overview presents mobile ticket sales and usage for each agency from the launch date in May 2022 through December 2023. Steady growth in sales and use can be defined as success. It should be noted that the marketing endeavors were reserved and a full-scale effort is planned for January 2024.

CARTA Mobile Ticket Pass Sales May 2022 – December 2023

Pass Sales by Purchase Date

● All Pass Types



85,302

Total Pass Sales

\$333,274

Gross Sales

6,694

Unique paying users

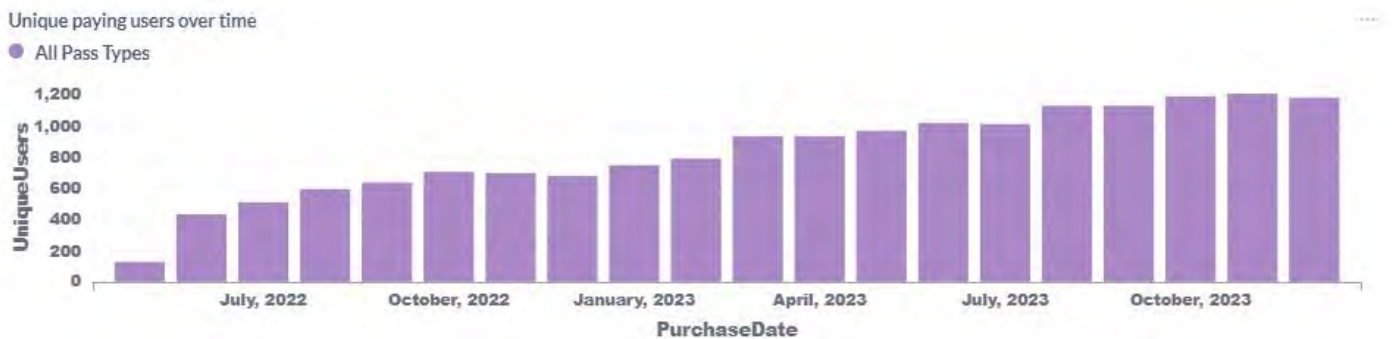
113,068

Passes Activated

Over the previous twelve months, mobile ticket sales have grown 121%, from 3,829 transactions in January 2023 to 8,469 transactions in December 2023. Gross sales total \$333,274 in 113,068 transactions over this period. Paper pass sales totaled \$312,871 over that same period.

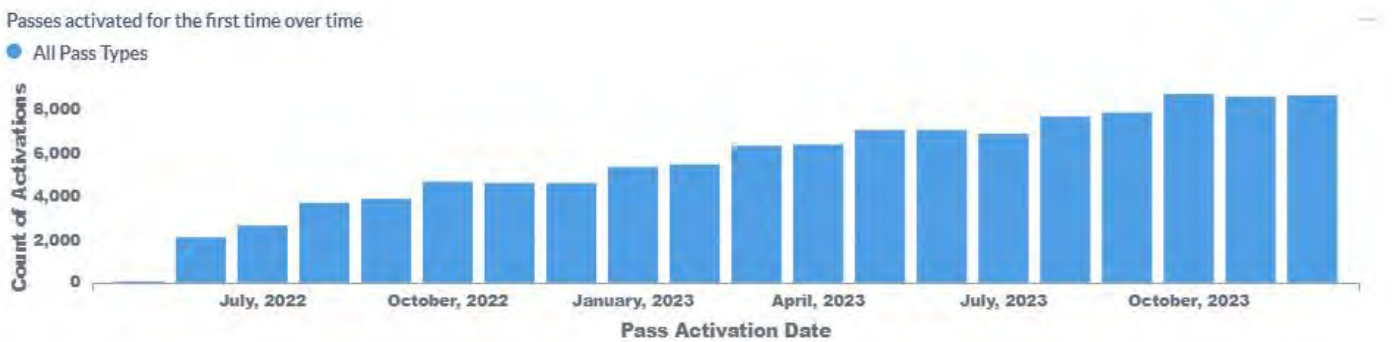
\$333,274 vs. **\$312,871**
Mobile Ticket Sales Paper Ticket Sales

CARTA Mobile Ticket Unique Paying Users May 2022 – December 2023



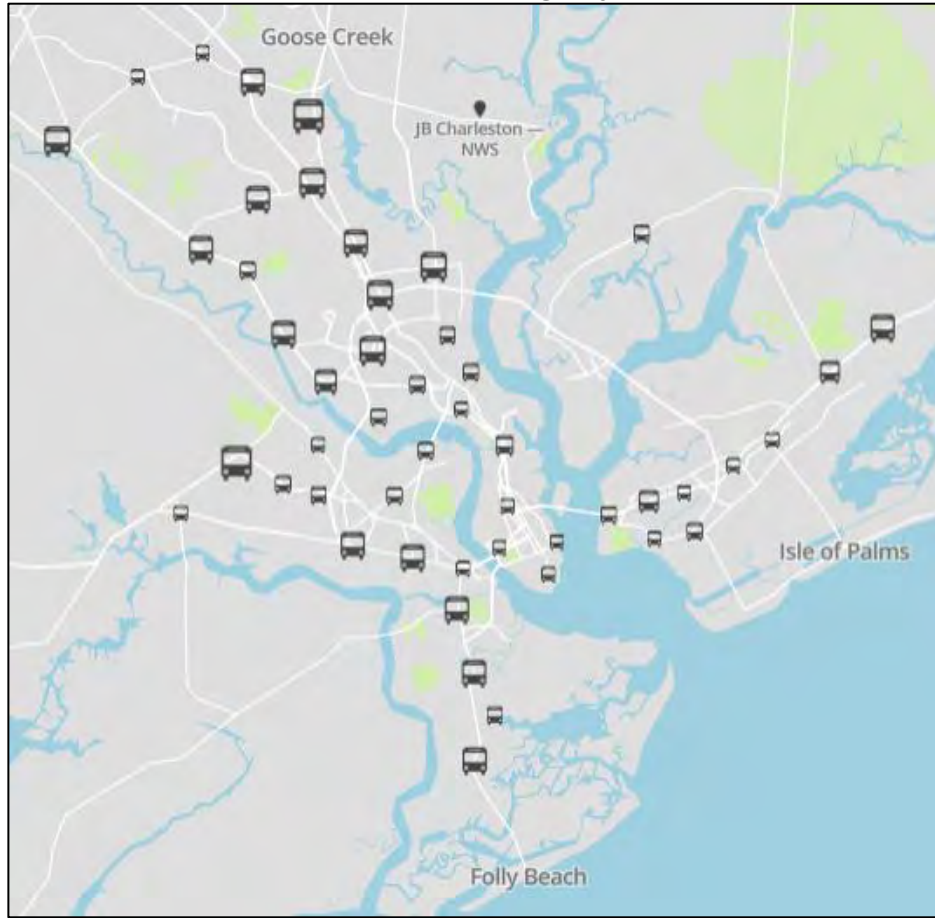
Over the previous twelve months, unique mobile ticket users have grown 59%, from 747 to 1,185. As of December 2023, there are 6,694 unique paying users.

CARTA Mobile Pass Activations May 2022 – December 2023



The trend in pass activation is accelerating with each month with 5,372 passes activated in January 2023 and 8,699 passes activated in December 2023.

CARTA Mobile Pass Usage by Location



CARTA Mobile Pass Usage by Bus Stop

Rank	Stop ID	Stop Name
1	52	Mary St / Meeting St
2	611	Citadel Mall
3	47	Rivers Ave / Cosgrove Ave
4	103	N. Charleston SuperStop on Rivers Ave
5	137	N. Charleston SuperStop
6	27	Rivers Ave / Ashley Phosphate Rd
7	50	Meeting St / Mary St
8	233	Centre Pointe Dr / Tanger Outlet Blvd
9	370	N. Charleston SuperStop on Cosgrove Ave
10	682	Sam Rittenberg Blvd / Ashley River Rd
11	547	Calhoun St / St Philip St
12	112	Meeting St / Woolfe St
13	369	S Antler Dr / Otranto Rd
14	114	Meeting St / Johnson St NB
15	382	Otranto Rd / Rivers Ave



Charleston Area Regional Transportation Authority

MEMORANDUM

Date: January 8th, 2023
To: Ronald E. Mitchum, Executive Director
From: Megan Ross, Transit Planner
Subject: December 2023 Ridership Report Summary Statistics

The following information presents an overview of the ridership statistics for the month of December 2023. Ridership remains in recovery mode after facing impacts from the pandemic.

- Ridership for the month was 171,807 which is a 7.98 % increase from December of last year but a 7.7% decrease from the month of November.
 - Fare Riders 66.48% of total
 - Pass Riders 27.00% of total
 - Transfers 6.52% of total
- The passengers per hour averaged 10.4, which is a 9.5% increase from last year and a decrease of 6.3% from November.
- Average cash payment per passenger was \$0.51, a 14% decrease from last year.
- Revenue for the month totaled \$269,326.12 an increase of 2.4% from last year.
 - Farebox Revenue 67.7% of total
 - Pass/Presale Revenue 32.3% of total
- The system wide cost per passenger was \$6.65.
- Routes that did not meet performance standards include Rt. 13 - Remount Rd., Rt. 30- Savannah Highway, Rt. 40 - Mt. Pleasant, Rt. 41 - Coleman Blvd., Rt. 42 - Wando Circulator, Rt. 102 - North Neck/ Rutledge Ave., and Rt. 104- Montague Ave.
- Farebox recovery for the system was 19.1%.

- Tel-A-Ride ridership for the month was 4,855
- The cost per Tel-A-Ride trip was \$44.65

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

CARTA Monthly Performance December 2023

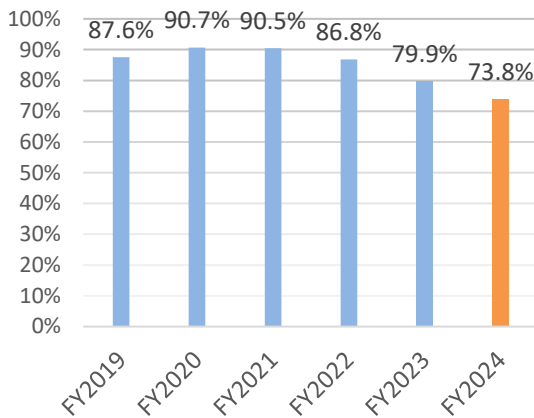
Fixed Route Performance:

- Passengers per Hour: 10.4
- On Time Performance: 76%
- Complaints per 100,000 Passengers: 3.5
- Compliments per 100,000 Passengers: 1.2
- Miles between Road Calls: 23,240
- Revenue Vehicle Accidents per 100,000 Miles: 6.9
- Preventable Accidents per 100,00 Miles: 2.2

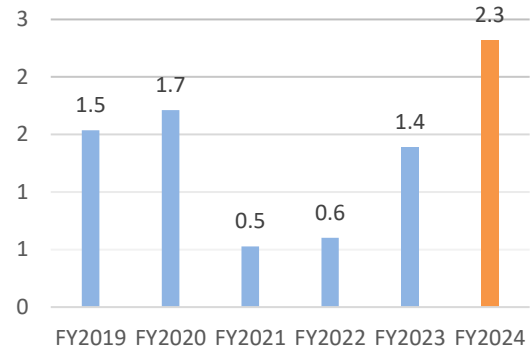
Fixed Route Annual Trends FY 2019 – FY2024

(Notes: 1 - FY2024 is partial year data)

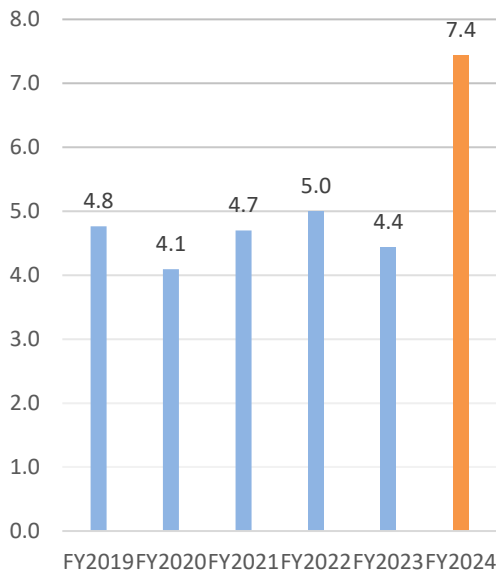
ON TIME PERFORMANCE



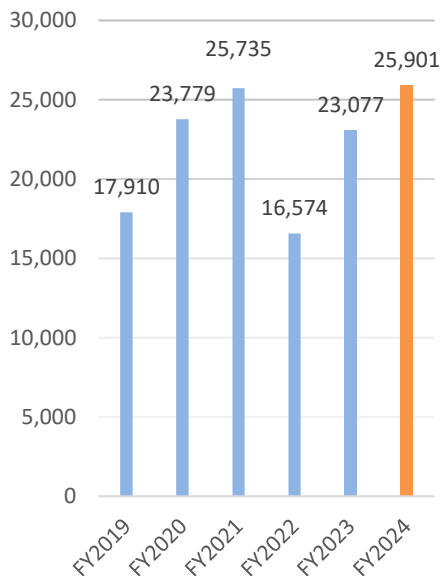
COMPLAINTS PER 100,000 PSGRS



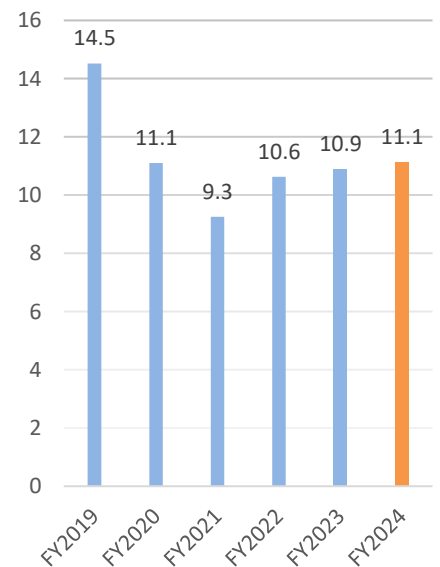
ACCIDENTS PER 100,000 MILES



TOTAL MILES B/W ROAD CALLS



PASSENGERS PER HOUR



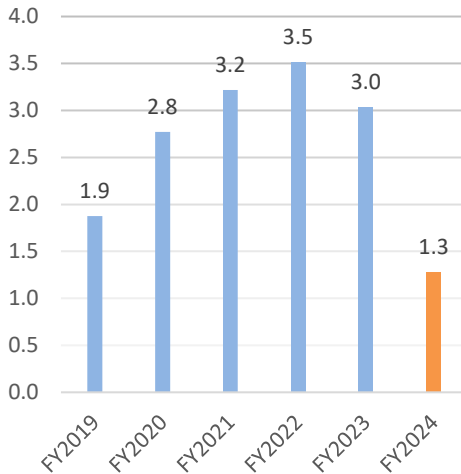
Paratransit Performance:

- Total Passengers: 4,855; Passengers per Hour: 1.6
- No Shows: 272
- On-Time Performance: 93%
- Complaints per 1,000 Passengers: 0.0
- Compliments per 1,000 Passengers: 0.0
- Miles between Road Calls: 25,601
- Total Revenue Accidents per 100,000 Miles: 1.8
- Preventable Accidents per 100,000 Miles: 0.0

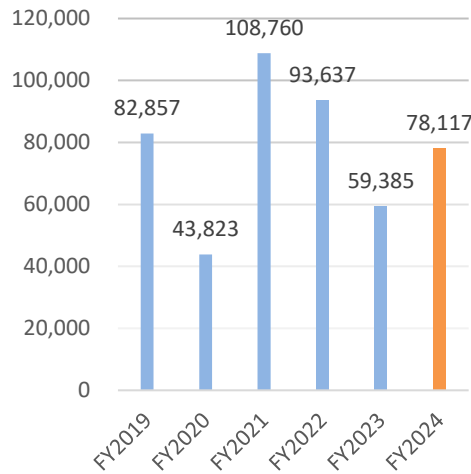
Paratransit Annual Trends - FY2019 – FY2024

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

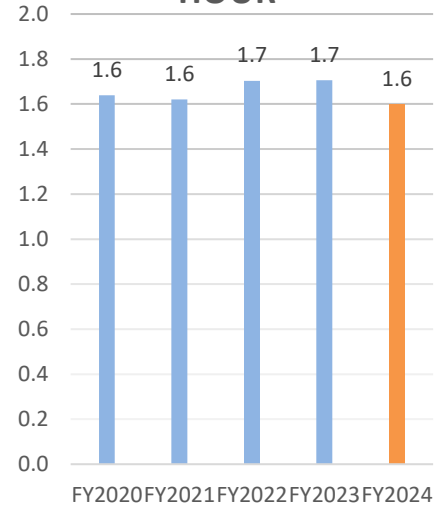
ACCIDENTS PER 100,000 MILES



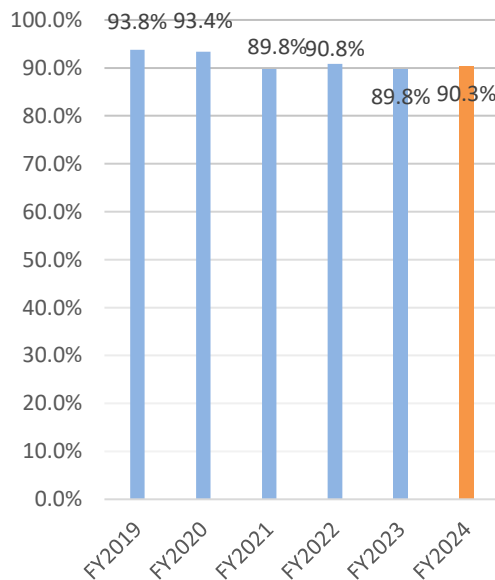
MILES B/W ROAD CALLS



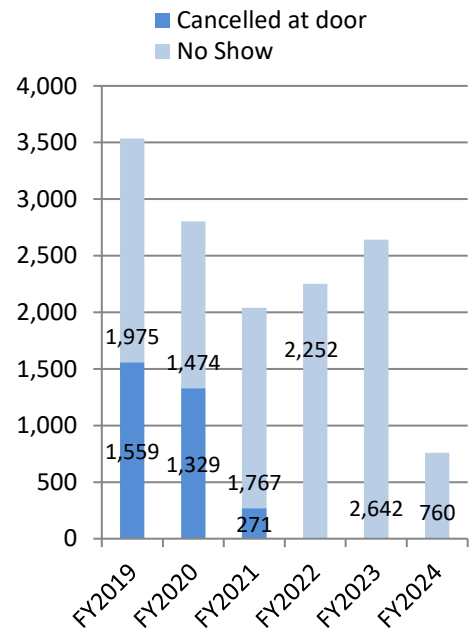
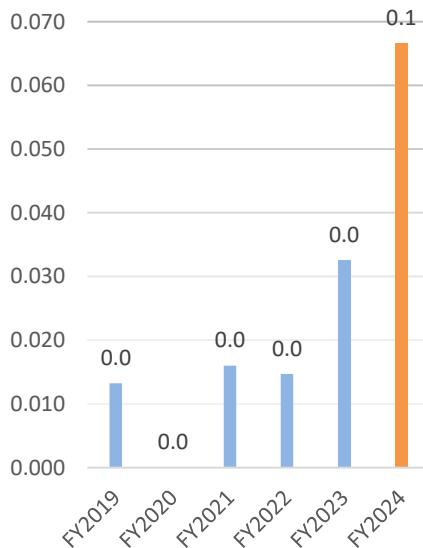
PASSENGERS PER HOUR



ON TIME PERFORMANCE



COMPLAINTS PER 1,000 PASSENGERS



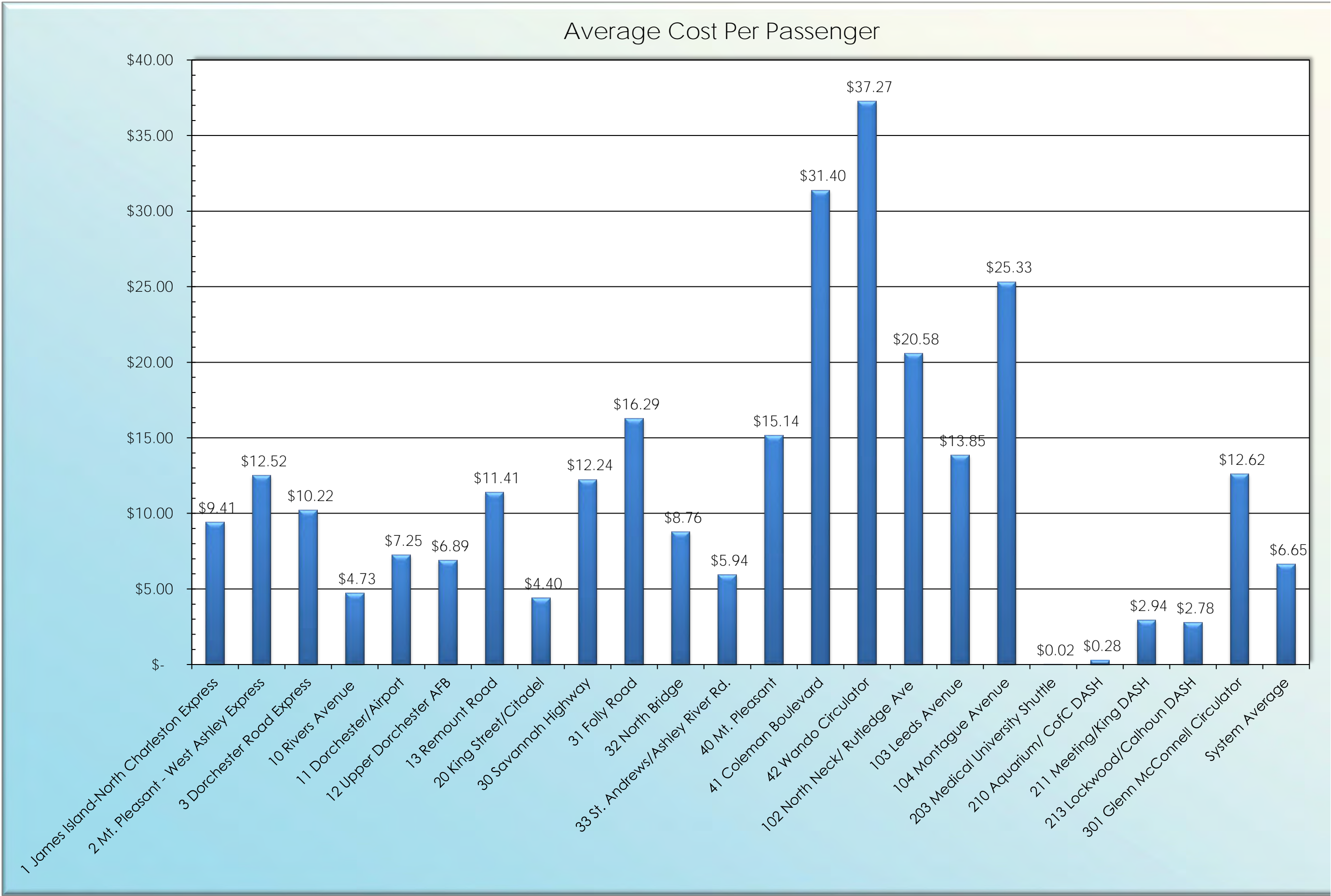
Revenue/Cost/Ridership for the Month of December 2023

Route Name	Farebox Revenue	Pass/Presale Revenue	2022 Revenue	2023 Revenue	Cost of Operation	Hours Operated	Percent Cost Recovered	Cost Per Passenger	Deviation From System Average	Allowable Deviation Under Performance Standards	2022 Passengers Per Hour	2023 Passengers Per Hour	Change from Last Year	Passenger Per Hour Target Under Performance Standards	2022 Ridership	2023 Ridership	Change from Last Year	Change from Last Year	% of Total Ridership
1 James Island-North Charleston Express	\$291.48	\$ 11,270.47	\$ 11,242.28	\$ 11,561.95	\$ 51,910.64	610.07	22.3%	\$ 9.41	3.19%	-5.00%	6	7	18%	15	4,839	4,286	(553)	-11%	2.49%
2 Mt. Pleasant-West Ashley Express	\$ 508.60	\$ 6,811.70	\$ 6,834.68	\$ 7,320.30	\$ 50,898.92	598.18	14.4%	\$ 12.52	-4.70%	-5.00%	5	6	27%	15	3,009	3,480	471	16%	2.03%
3 Dorchester Rd-Summerville Express	\$ 633.97	\$ 5,127.30	\$ 5,162.81	\$ 5,761.27	\$ 35,431.33	416.40	16.3%	\$ 10.22	-2.82%	-5.00%	6	7	24%	15	2,610	2,904	295	11%	1.69%
4 Airport Express	\$ -	\$ -	\$ -	\$ -	\$ -		-	-	-	-5.00%	-	-	-	15	-	-	-	-	0.00%
7 HOP Shuttle (Hospitality on Peninsula)	\$ -	\$ -	\$ -	\$ -	\$ -		-	-	-	-15.00%	-	-	-	10	-	-	-	-	0.00%
10 Rivers Avenue	\$ 33,380.37	\$ 13,369.07	\$ 43,101.63	\$ 46,749.44	\$ 222,102.69	2,610.22	21.0%	\$ 4.73	1.97%	-10.00%	14	14	4%	20	35,697	37,052	1,355	4%	21.57%
11 Dorchester Rd/Airport	\$ 9,991.86	\$ 4,274.47	\$ 15,797.90	\$ 14,266.33	\$ 100,104.56	1,176.46	14.3%	\$ 7.25	-4.83%	-10.00%	12	10	-14%	20	13,991	11,846	(2,144)	-15%	6.90%
12 Upper Dorch/Ashley Phosphate Rd	\$ 11,808.83	\$ 4,775.26	\$ 14,628.38	\$ 16,584.09	\$ 107,729.45	1,266.07	15.4%	\$ 6.89	-3.69%	-10.00%	9	10	13%	20	12,030	13,234	1,204	10%	7.70%
13 Remount Road	\$ 4,021.00	\$ 1,940.57	\$ 5,128.16	\$ 5,961.57	\$ 67,305.91	791.00	8.9%	\$ 11.41	-10.22%	-10.00%	7	7	-5%	20	4,635	5,378	744	16%	3.13%
20 King Street/Meeting St	\$ -	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00	\$ 54,602.03	641.70	11.0%	\$ 4.40	-8.09%	-10.00%	16	17	10%	20	10,246	11,036	790	8%	6.42%
30 Savannah Highway	\$ 3,219.87	\$ 1,486.82	\$ 5,090.92	\$ 4,706.69	\$ 55,159.36	648.25	8.5%	\$ 12.24	-10.55%	-10.00%	7	6	-11%	20	4,692	4,121	(571)	-12%	2.40%
31 Folly Road	\$ 3,053.14	\$ 1,443.76	\$ 4,579.31	\$ 4,496.90	\$ 69,668.85	818.77	6.5%	\$ 16.29	-12.62%	-15.00%	5	5	2%	10	4,077	4,001	(76)	-2%	2.33%
32 North Bridge	\$ 4,970.28	\$ 2,645.45	\$ 6,575.37	\$ 7,615.73	\$ 71,858.21	844.50	10.6%	\$ 8.76	-8.48%	-10.00%	8	9	7%	20	6,962	7,332	369	5%	4.27%
33 St. Andrews/Ashley River Rd	\$ 5,768.35	\$ 3,025.74	\$ 8,250.24	\$ 8,794.09	\$ 58,571.46	688.35	15.0%	\$ 5.94	-4.07%	-10.00%	10	12	17%	20	7,592	8,386	794	10%	4.88%
40 Mt. Pleasant	\$ 2,913.25	\$ 1,244.38	\$ 4,213.76	\$ 4,157.63	\$ 56,381.25	662.61	7.4%	\$ 15.14	-11.71%	-10.00%	6	5	-6%	20	3,710	3,449	(262)	-7%	2.01%
41 Coleman Boulevard	\$ 810.51	\$ 339.41	\$ 1,127.54	\$ 1,149.92	\$ 30,683.33	360.60	3.7%	\$ 31.40	-15.33%	-10.00%	3	3	-15%	20	1,168	941	(227)	-19%	0.55%
42 Wando Circulator	\$ 725.99	\$ 288.39	\$ 913.29	\$ 1,014.38	\$ 30,803.30	362.01	3.3%	\$ 37.27	-15.79%	-15.00%	2	2	1%	10	800	799	(1)	0%	0.47%
102 North Neck/ Rutledge Ave	\$ 896.35	\$ 670.50	\$ 1,354.94	\$ 1,566.85	\$ 39,810.89	467.87	3.9%	\$ 20.58	-15.14%	-15.00%	4	4	1%	10	1,909	1,858	(51)	-3%	1.08%
103 Leeds Avenue	\$ 611.21	\$ 318.42	\$ 1,124.90	\$ 929.63	\$ 13,152.31	154.57	7.1%	\$ 13.85	-12.01%	-15.00%	9	6	-35%	10	1,495	882	(612)	-41%	0.51%
104 Montague Avenue	\$ 1,635.43	\$ 809.45	\$ 2,138.38	\$ 2,444.88	\$ 59,267.49	696.53	4.1%	\$ 25.33	-14.95%	-10.00%	4	3	-27%	10	2,153	2,243	90	4%	1.31%
203 Medical Shuttle	\$ 8.00	\$ 37,726.34	\$ 39,426.34	\$ 37,734.34	\$ 37,907.44	445.50	99.5%	\$ 0.02	80.46%	-10.00%	25	22	-14%	10	12,014	9,700	(2,314)	-19%	5.65%
210 Aquarium/ CofC DASH	\$ -	\$ 42,791.44	\$ 43,414.44	\$ 42,791.44	\$ 44,529.11	523.32	96.1%	\$ 0.28	77.02%	-15.00%	7	12	80%	10	3,587	6,146	2,559	71%	3.58%
211 Meeting/King DASH	\$ -	\$ 25,791.44	\$ 25,791.44	\$ 25,791.44	\$ 87,974.18	1,033.90	29.3%	\$ 2.94	10.24%	-15.00%	14	20	44%	10	13,697	21,166	7,469	55%	12.32%
213 Lockwood/Calhoun DASH	\$ -	\$ 9,791.44	\$ 9,791.44	\$ 9,791.44	\$ 35,803.17	420.77	27.3%	\$ 2.78	8.27%	-15.00%	14	22	56%	10	6,147	9,364	3,217	52%	5.45%
301 Glenn McConnell Circulator	\$ 1,341.66	\$ 794.61	\$ 2,257.96	\$ 2,136.27	\$ 29,934.54	351.80	7.1%	\$ 12.62	-11.94%	-15.00%	5	6	14%	10	2,045	2,202	157	8%	1.28%
TOTAL	\$ 86,590.15	\$ 182,736.46	\$ 263,946.12	\$ 269,326.61	\$ 1,411,590.42	16,589.5	19.1%	\$ 6.65			9.5	10.4	9%		159,104	171,807	12,703	8.0%	100.0%

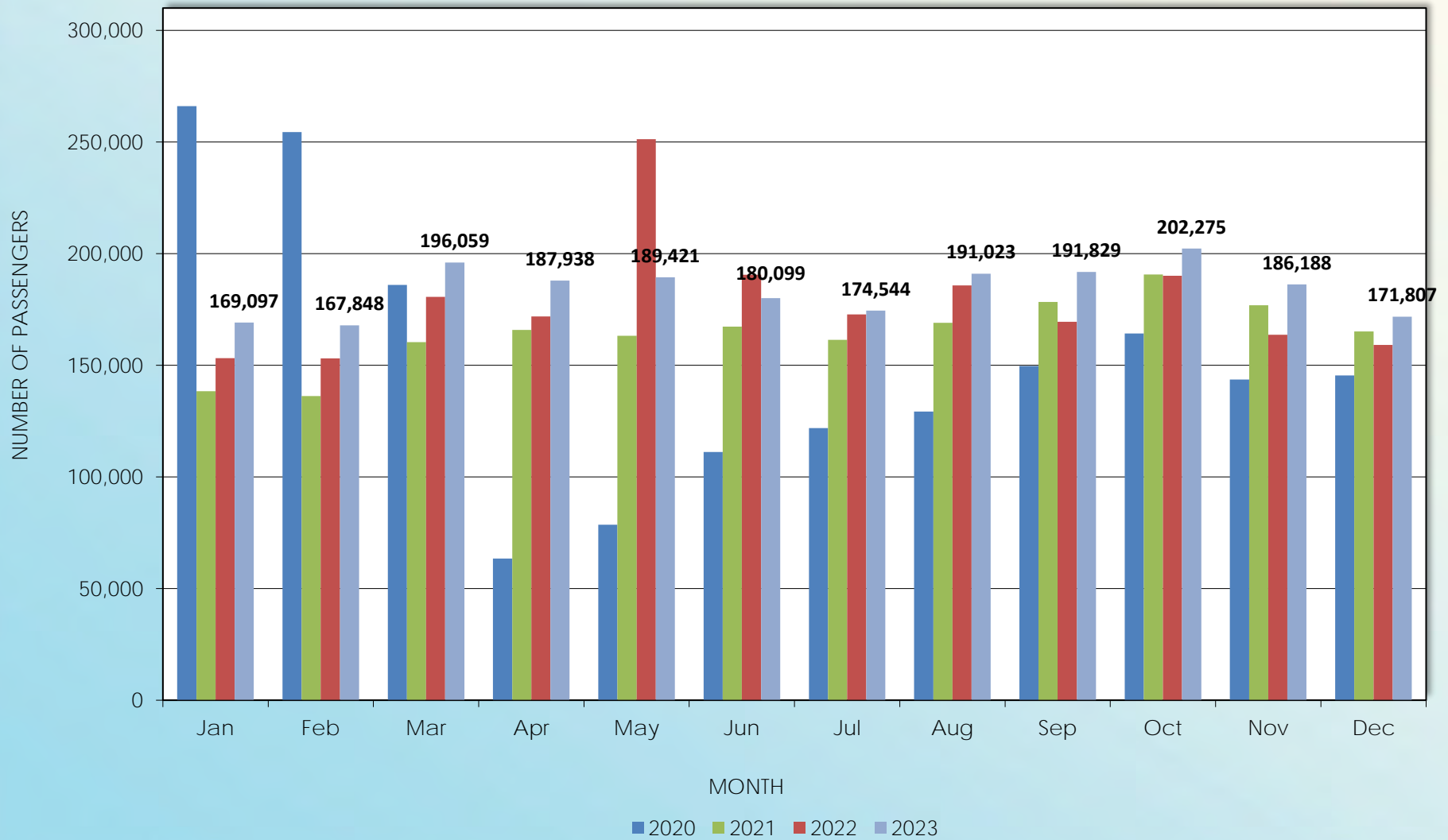
NOT meeting Revenue Recovery StandardsMeeting Passenger Per Hour StandardsNOT Meeting Passenger Per Hour Standards

Revenue/Cost/Ridership for the Month of December 2023

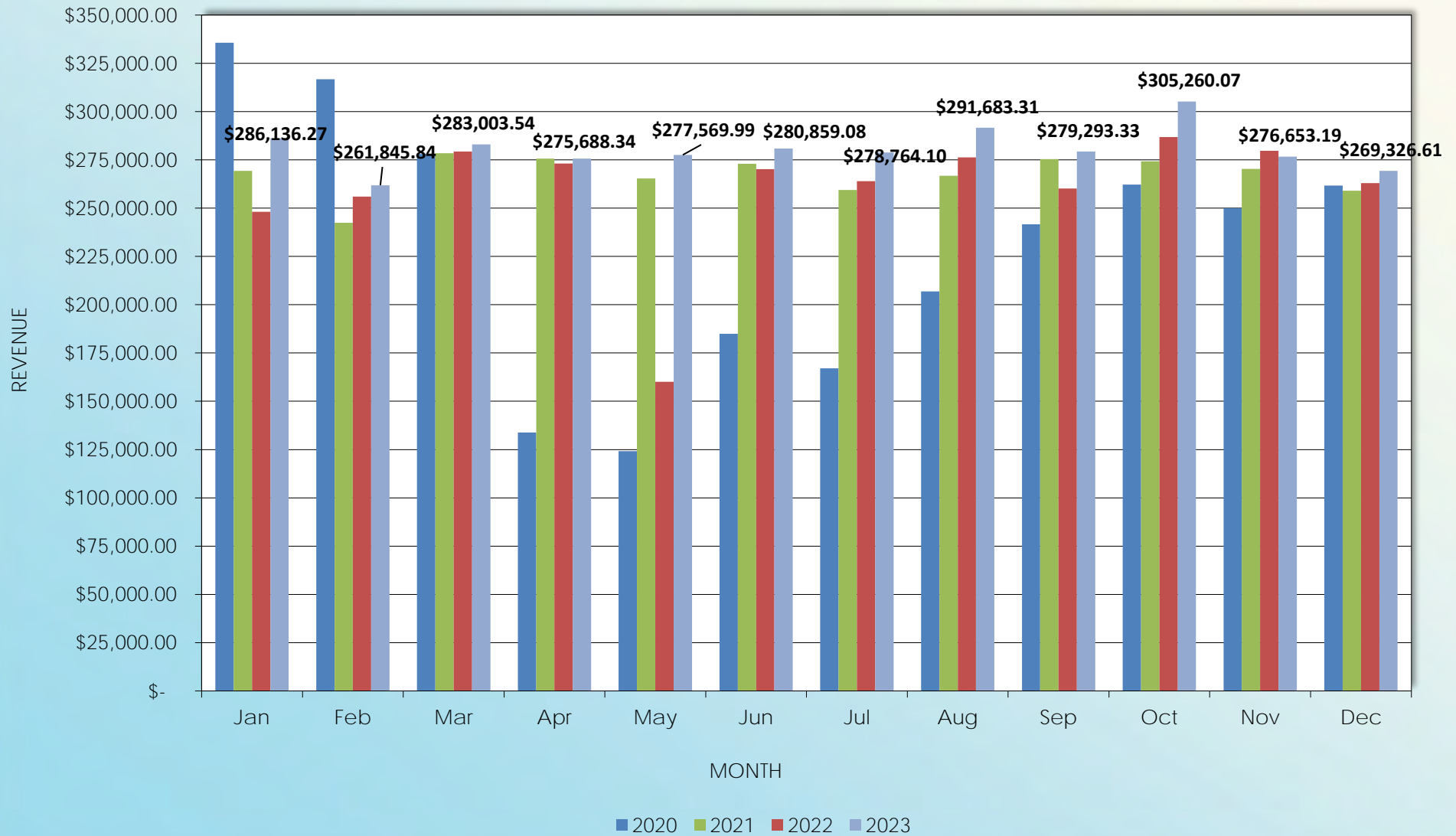
Route Name	Average Cost Per Passenger
1 James Island-North Charleston Express	\$ 9.41
2 Mt. Pleasant - West Ashley Express	\$ 12.52
3 Dorchester Road Express	\$ 10.22
4 Airport Express	-
7 HOP Shuttle (Hospitality on Peninsula)	-
10 Rivers Avenue	\$ 4.73
11 Dorchester/Airport	\$ 7.25
12 Upper Dorchester AFB	\$ 6.89
13 Remount Road	\$ 11.41
20 King Street/Citadel	\$ 4.40
30 Savannah Highway	\$ 12.24
31 Folly Road	\$ 16.29
32 North Bridge	\$ 8.76
33 St. Andrews/Ashley River Rd.	\$ 5.94
40 Mt. Pleasant	\$ 15.14
41 Coleman Boulevard	\$ 31.40
42 Wando Circulator	\$ 37.27
102 North Neck/ Rutledge Ave	\$ 20.58
103 Leeds Avenue	\$ 13.85
104 Montague Avenue	\$ 25.33
203 Medical University Shuttle	\$ 0.02
210 Aquarium/ CofC DASH	\$ 0.28
211 Meeting/King DASH	\$ 2.94
213 Lockwood/Calhoun DASH	\$ 2.78
301 Glenn McConnell Circulator	\$ 12.62
System Average	\$ 6.65



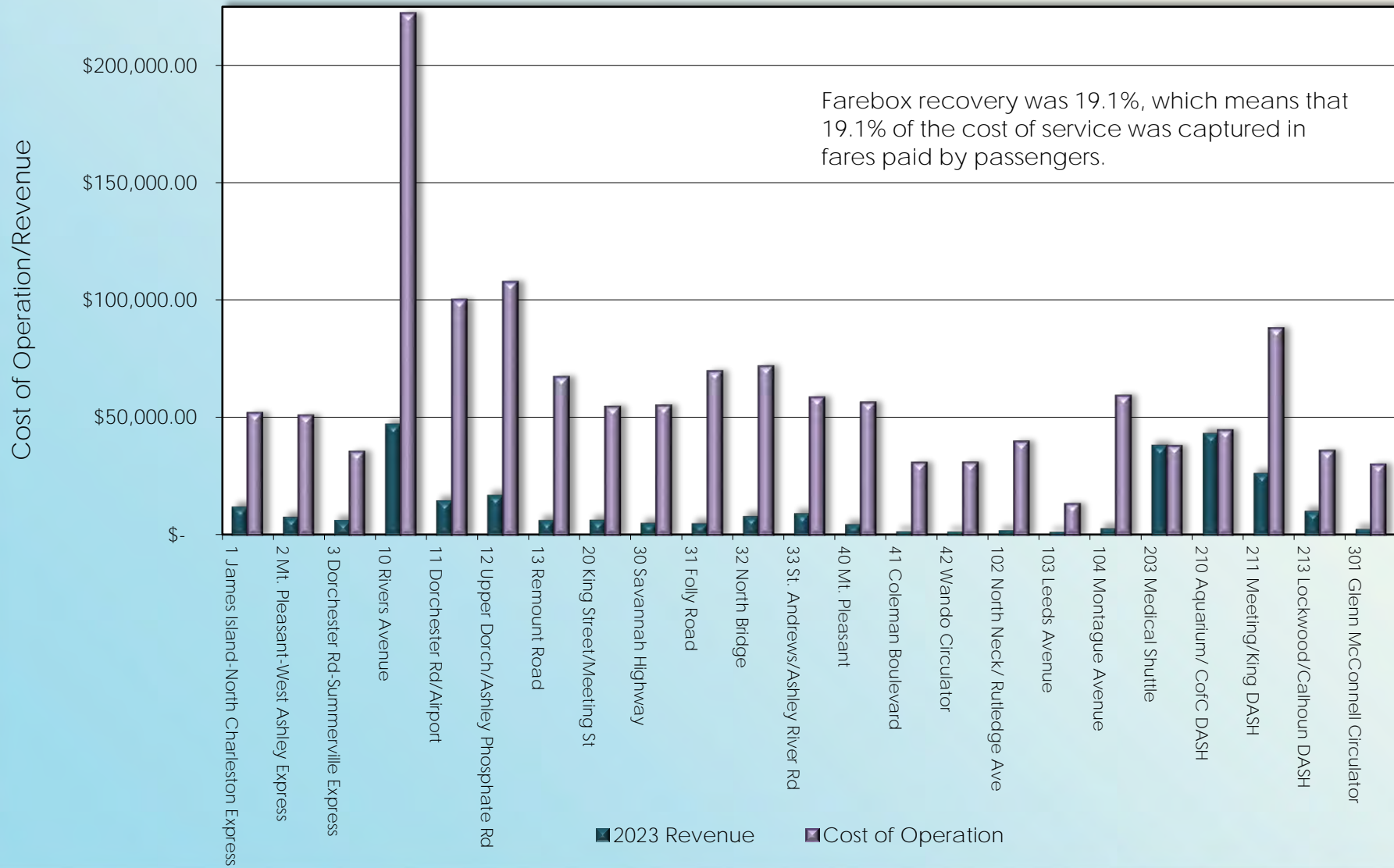
Fixed Route Ridership



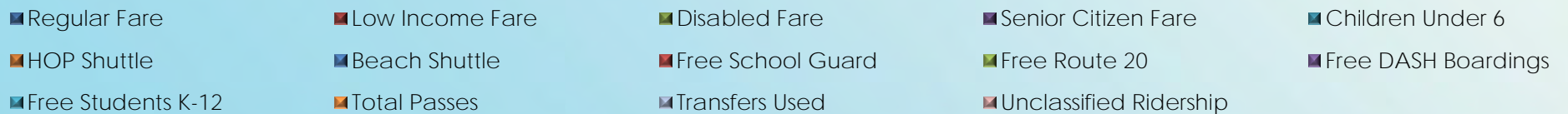
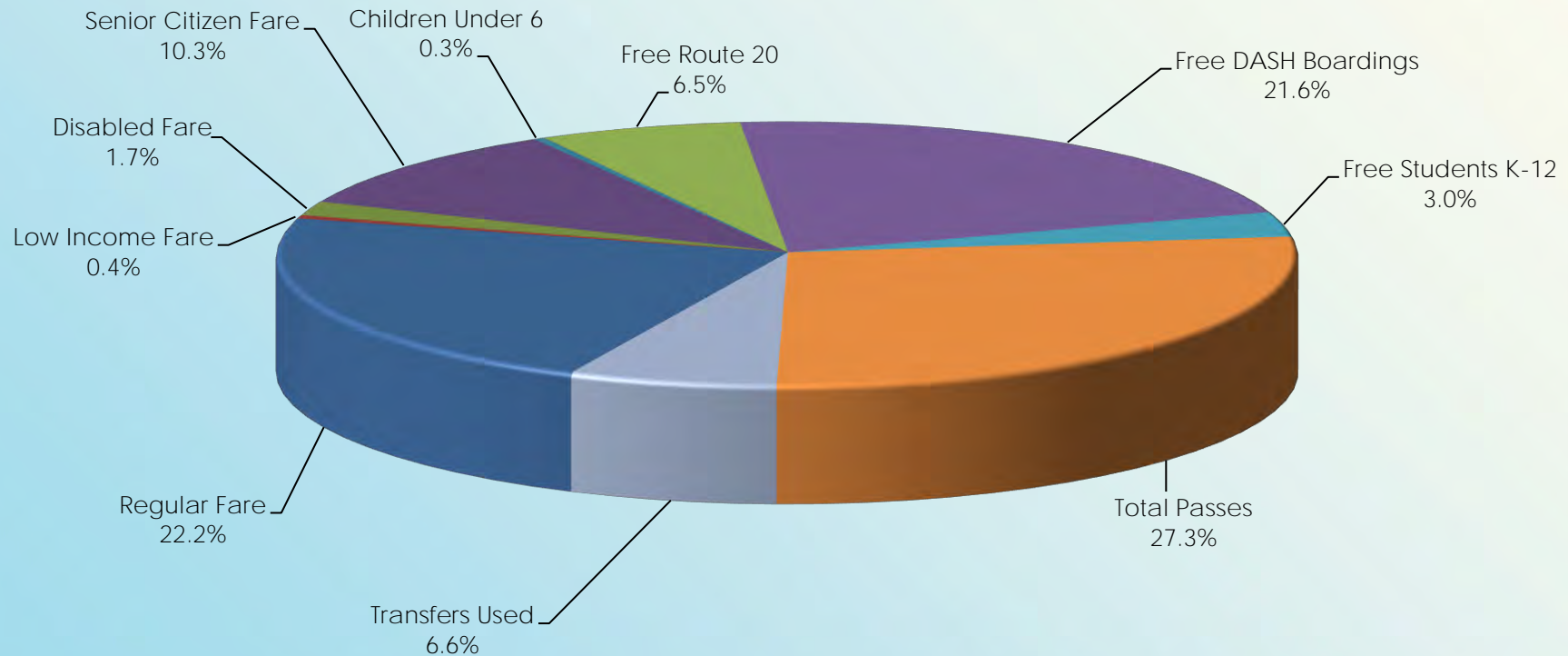
Fixed Route Revenue



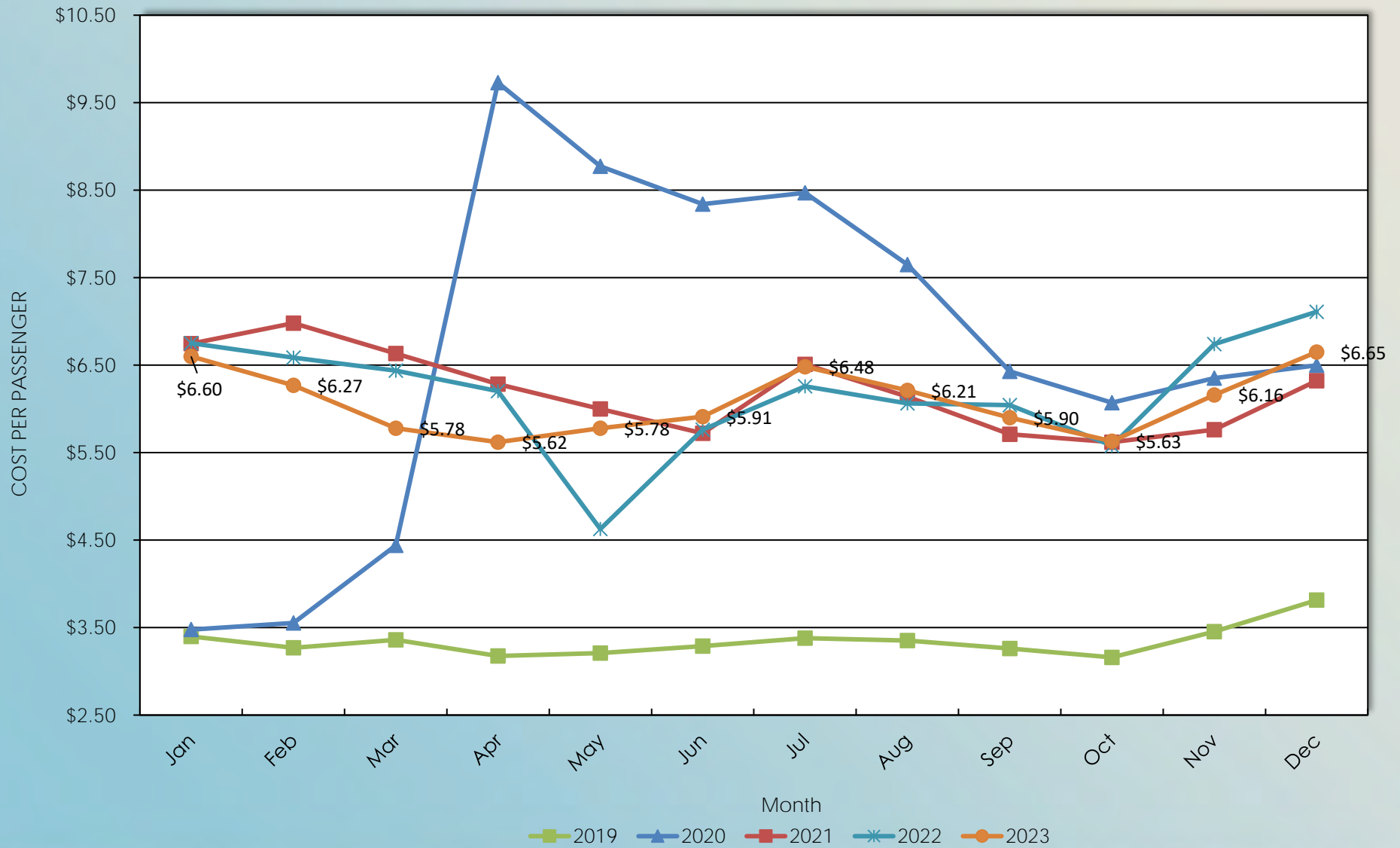
Revenue & Cost by Route December 2023



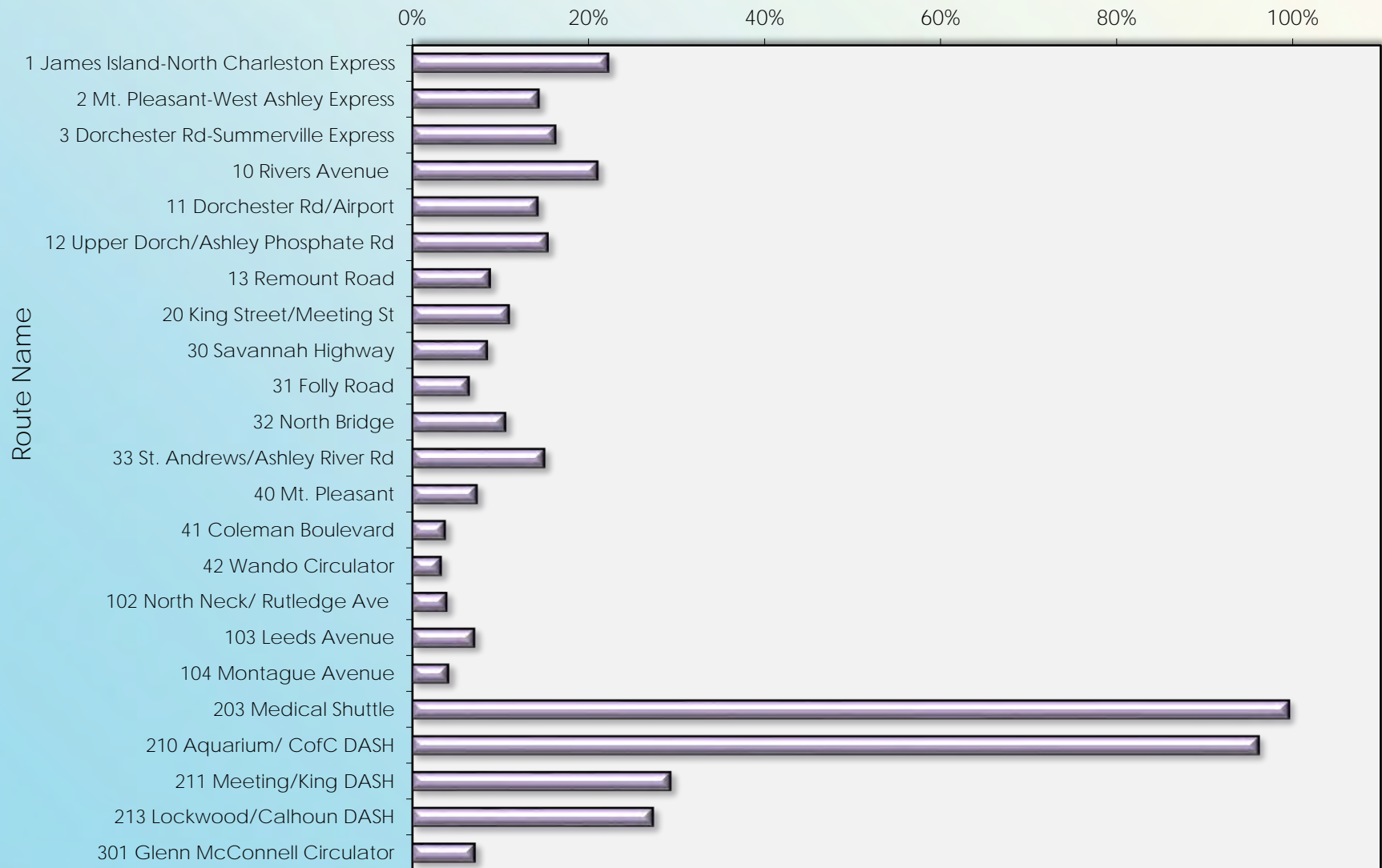
Ridership by Fare Type December 2023



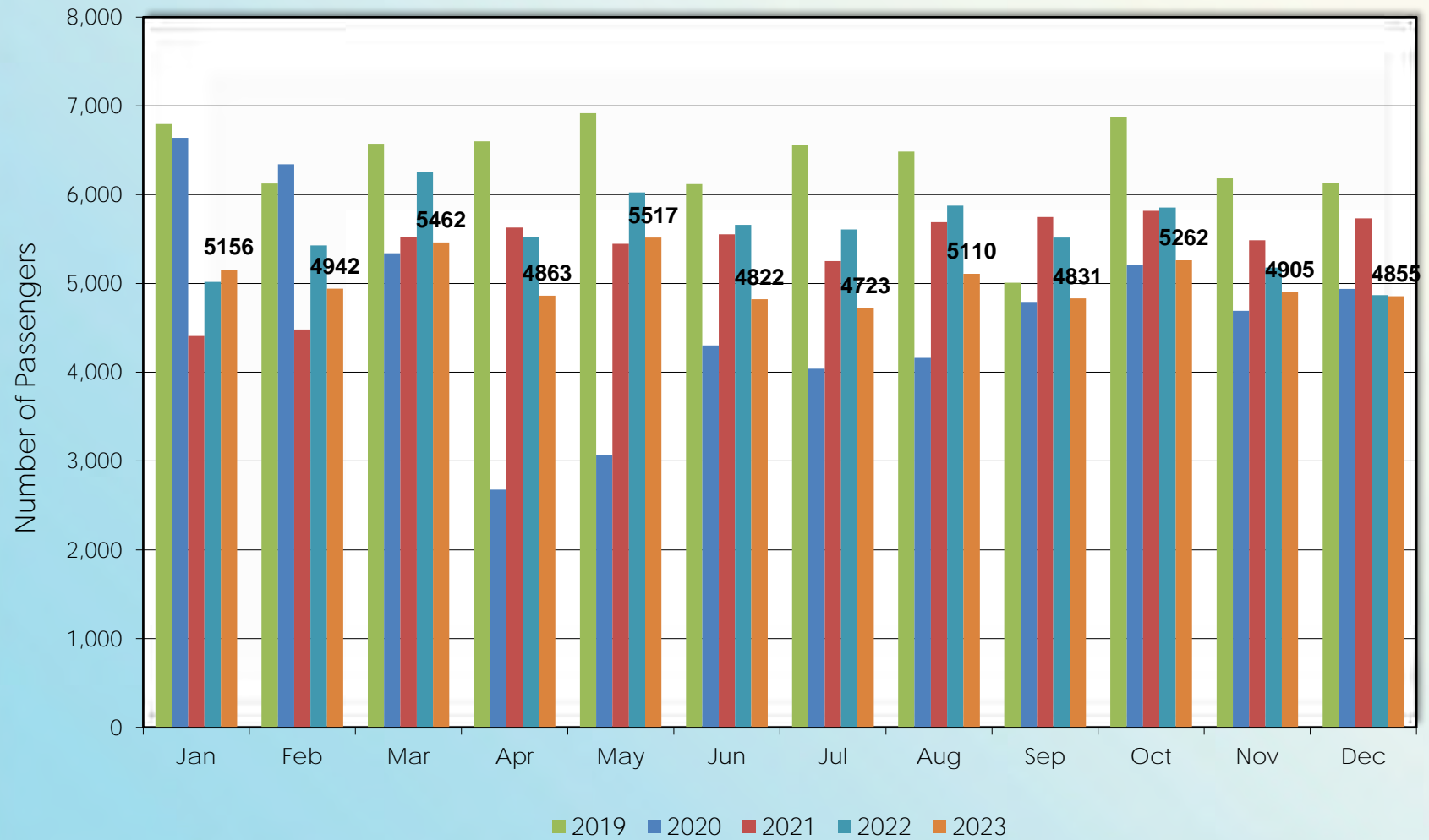
Fixed Route Cost Per Passenger



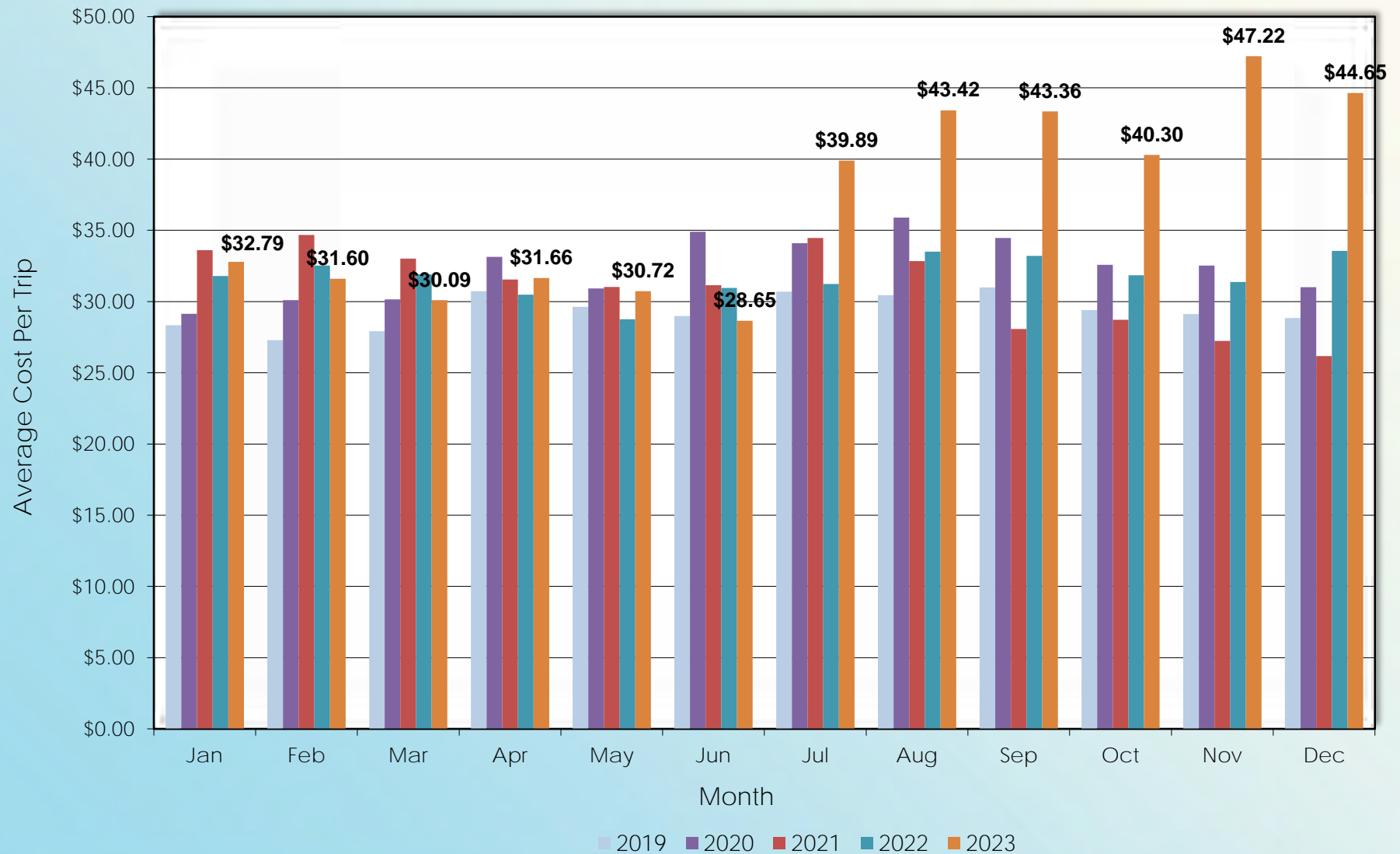
Percent Cost Recovered by Route December 2023



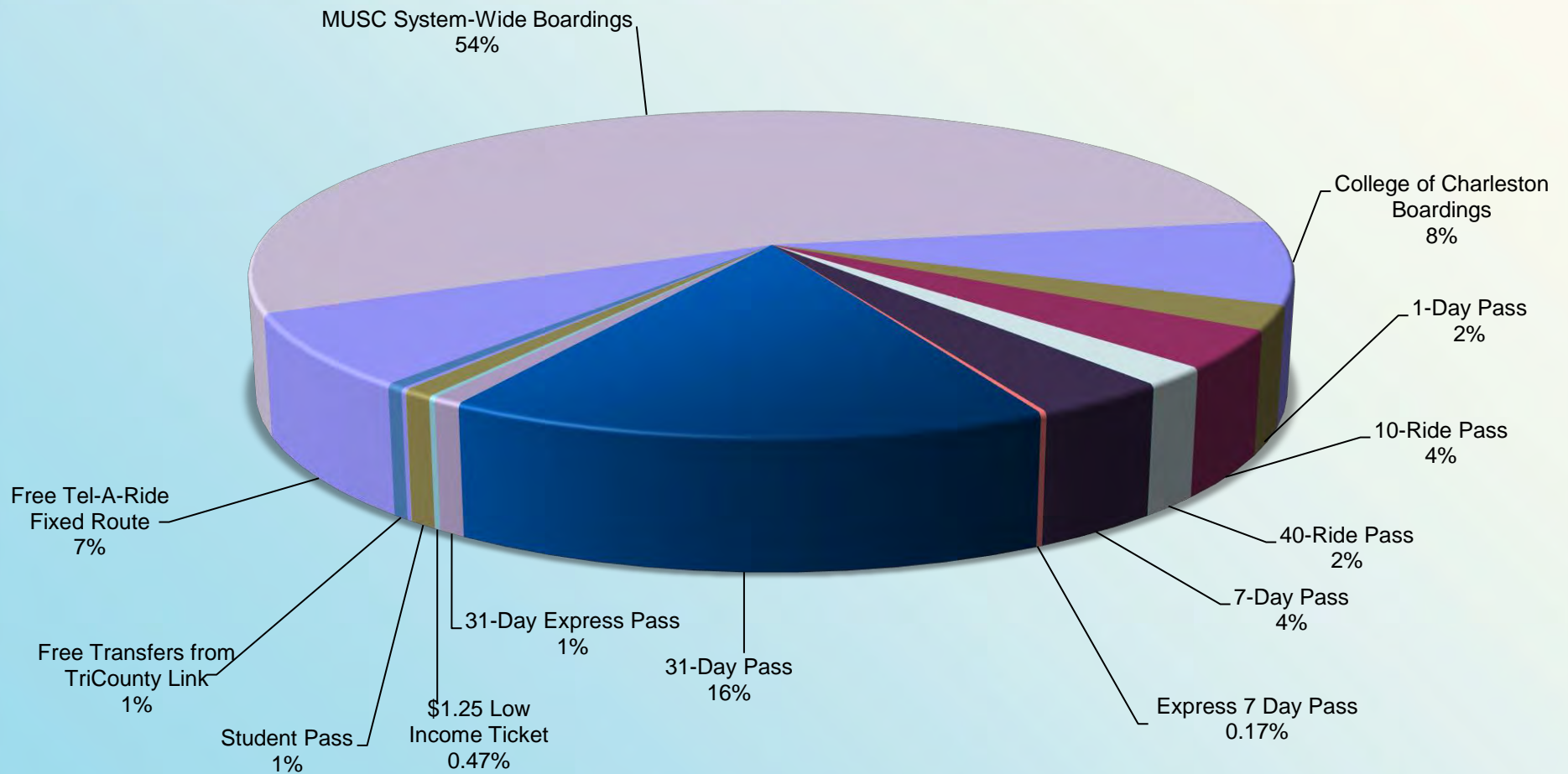
Tel-A-Ride Ridership



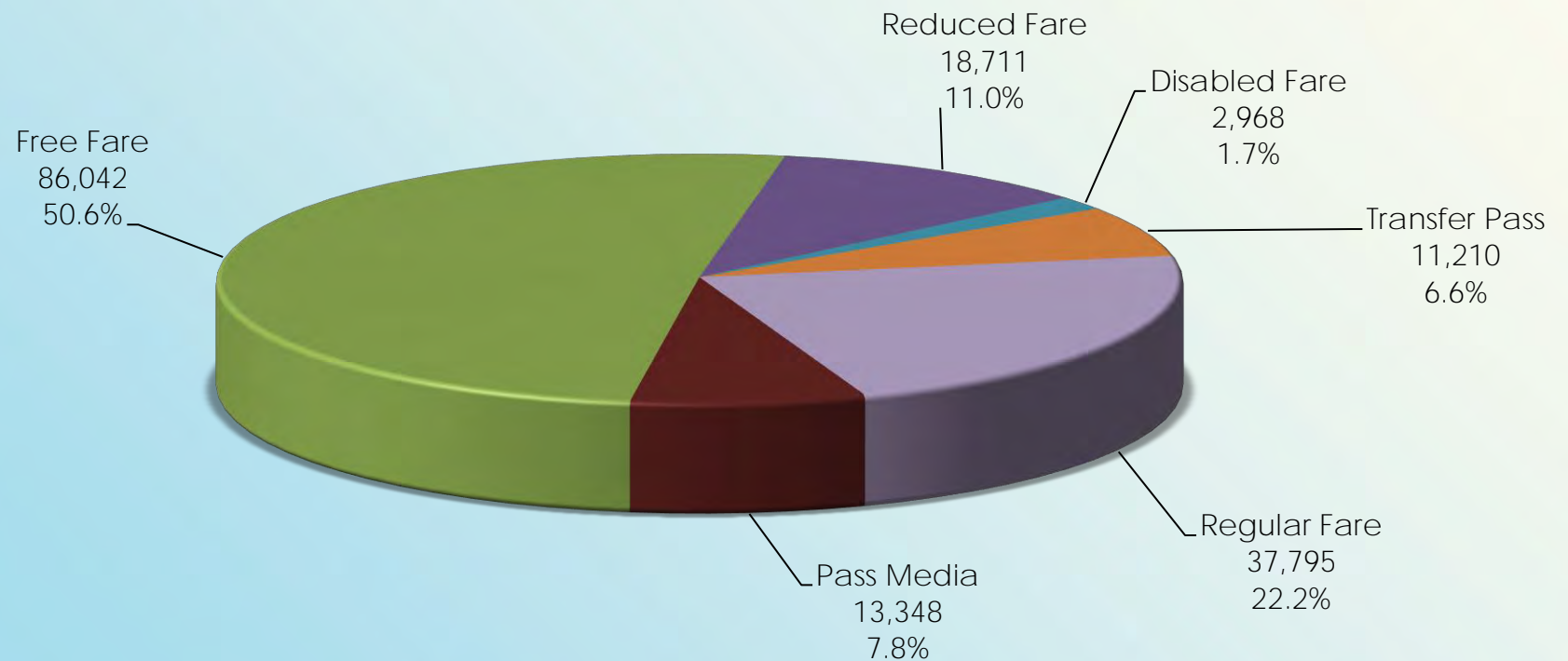
Average Cost Per One-Way Paratransit Trip



Pass Use by Type December 2023



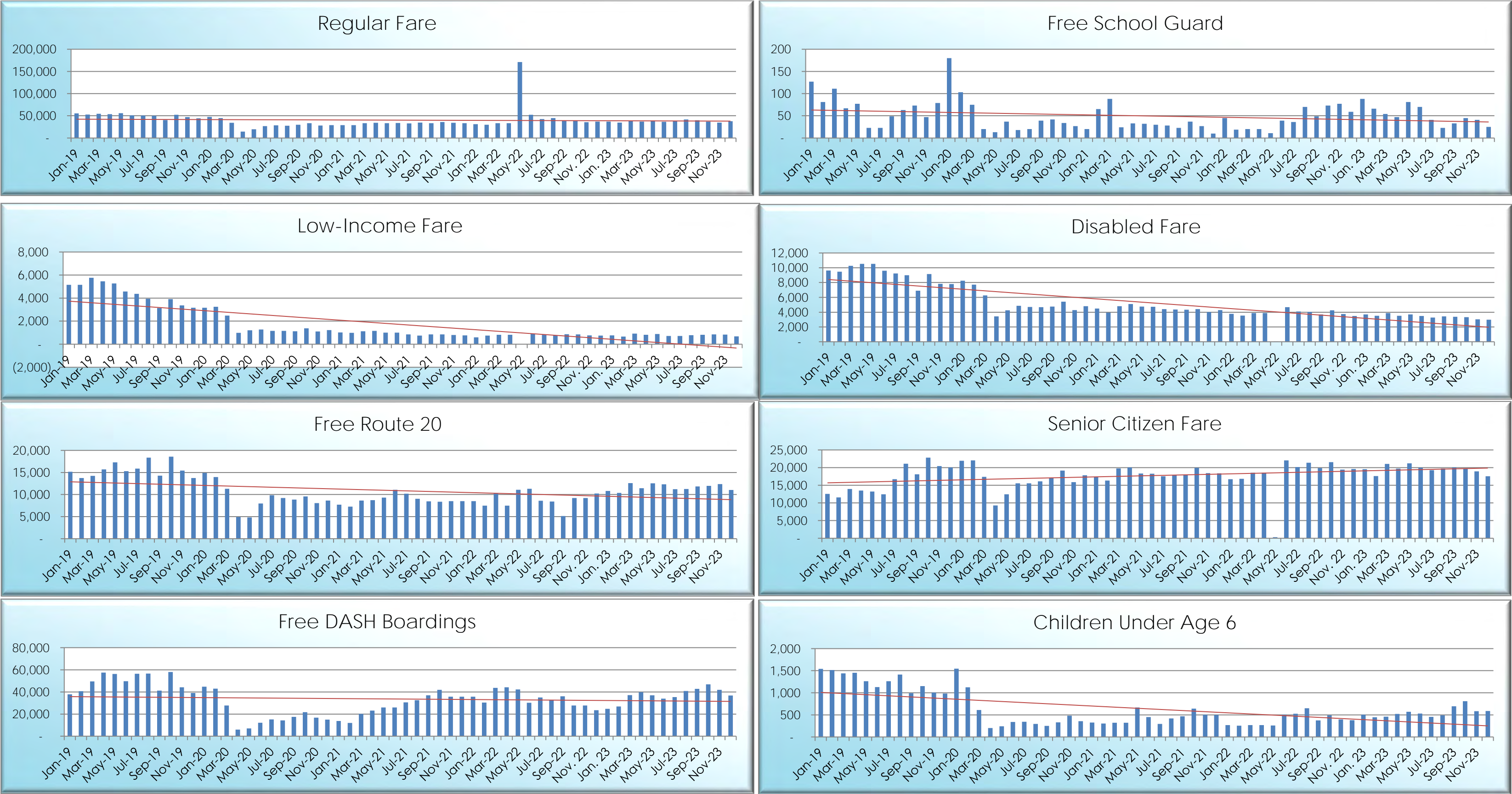
Ridership by Customer Type December 2023



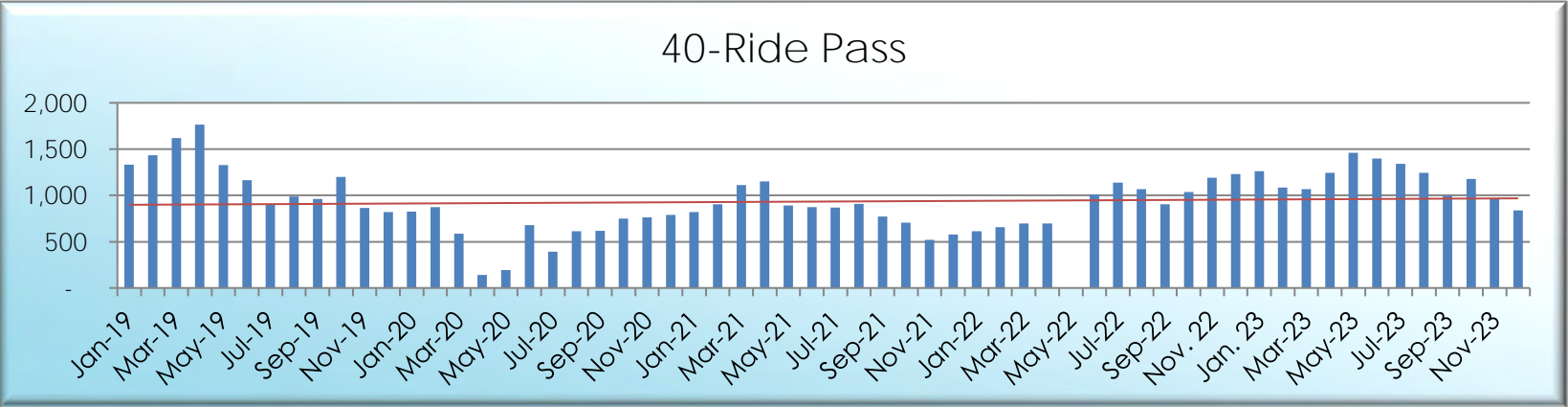
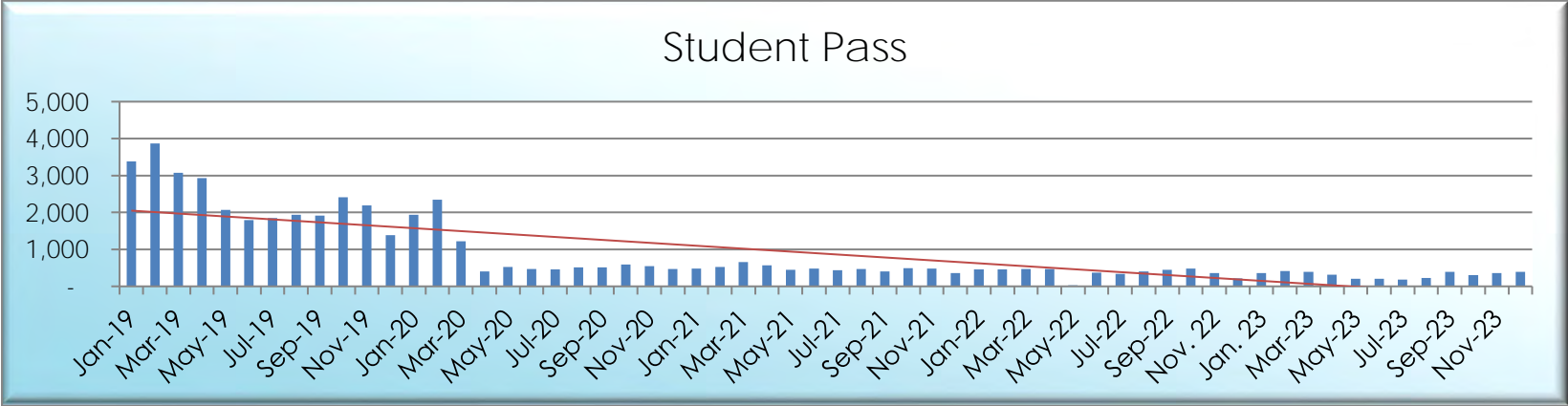
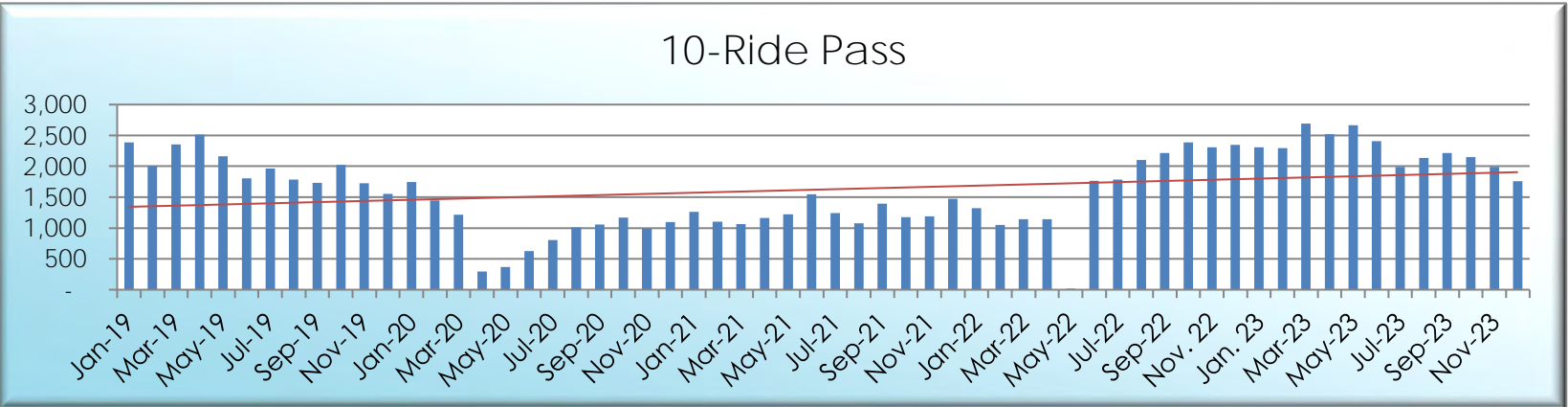
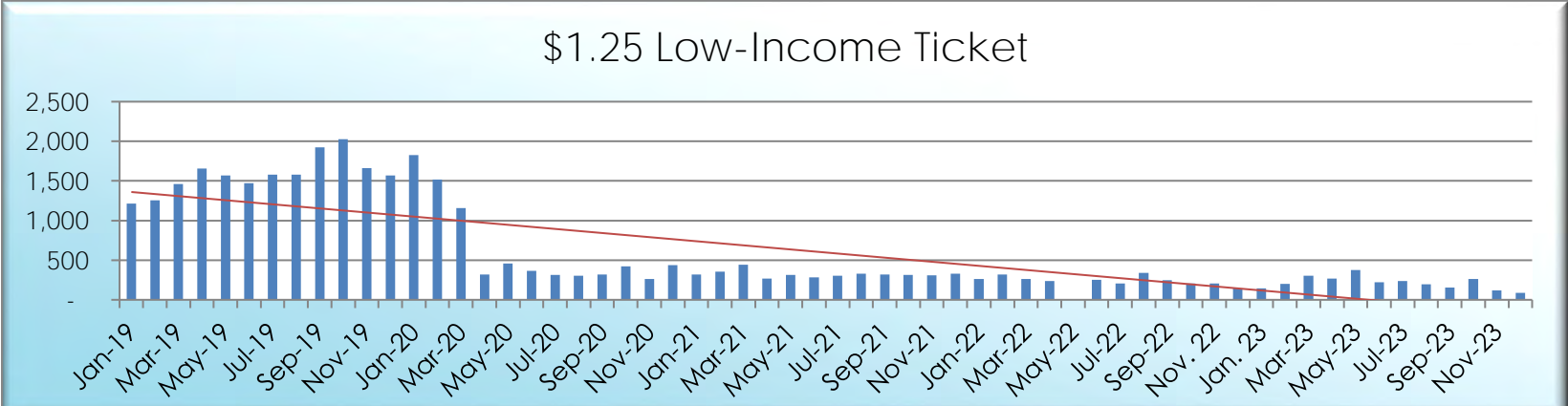
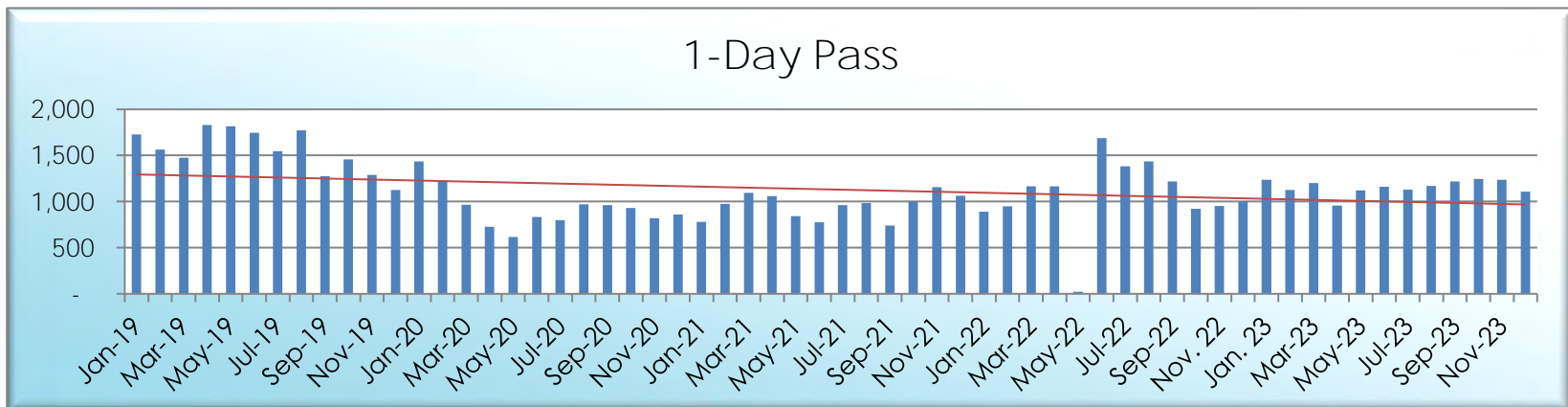
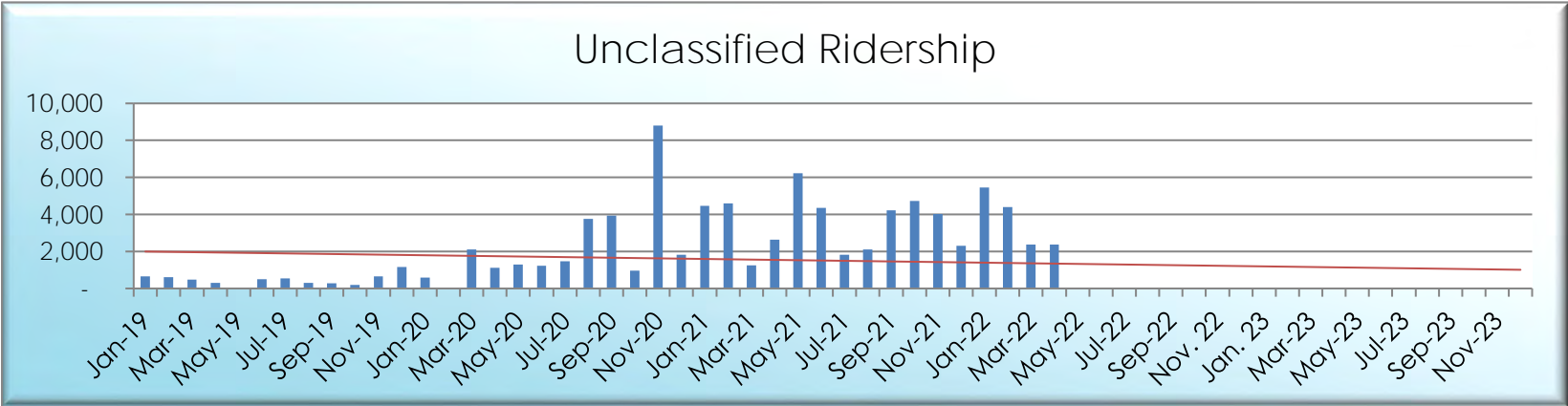
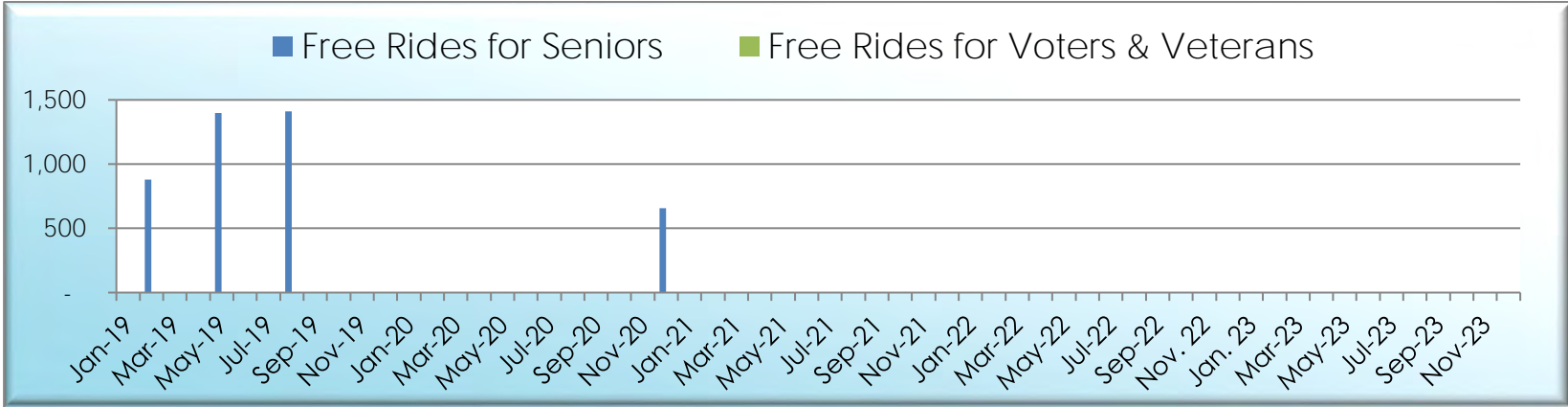
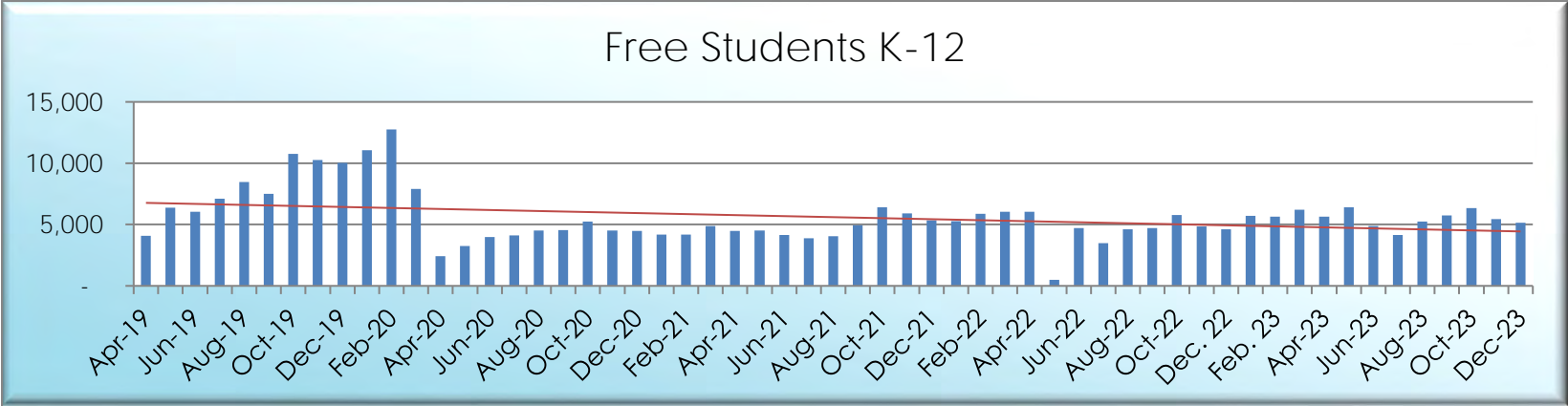
Regular Fare Pass Media Free Fare Reduced Fare Disabled Fare Transfer Pass

Ridership Classification for December 2023		
Type of Fare		
Regular Fare	37,795	22.00%
Low Income Fare	688	0.40%
Disabled Fare	2,968	1.73%
Senior Citizen Fare	17,546	10.21%
Children Under 6	587	0.34%
HOP Shuttle	0	0.00%
Beach Shuttle	0	0.00%
Free School Guard	25	0.01%
Free Route 20	11,036	6.42%
Free DASH Boardings	36,676	21.35%
Free Students K-12	5,158	3.00%
Subtotal	114,212	66.48%
Type of Pass		
1-Day Pass	1,110	0.65%
10-Ride Pass	1,761	1.02%
40-Ride Pass	838	0.49%
3-Day Pass	36	0.02%
7-Day Pass	1,700	0.99%
7-Day Express Pass	81	0.05%
31-Day Pass	7,377	4.29%
31-Day Express Pass	372	0.22%
\$1.25 Low Income Ticket	90	0.05%
Student Pass	387	0.23%
1-Ride Courtesy Pass	5	0.00%
1-Ride Pass	73	0.04%
Free Transfers from TriCounty Link	233	0.14%
Free Tel-A-Ride Fixed Route	3,347	1.95%
MUSC System-Wide Boardings	25,142	14.63%
College of Charleston Boardings	3,833	2.23%
Total Passes	46,385	27.00%
Transfers		
Issued	21,409	
Transfers Used	11,210	6.52%
Wheelchair Count	196	
Unclassified Ridership	0	0.00%
Total Ridership	171,807	100.00%

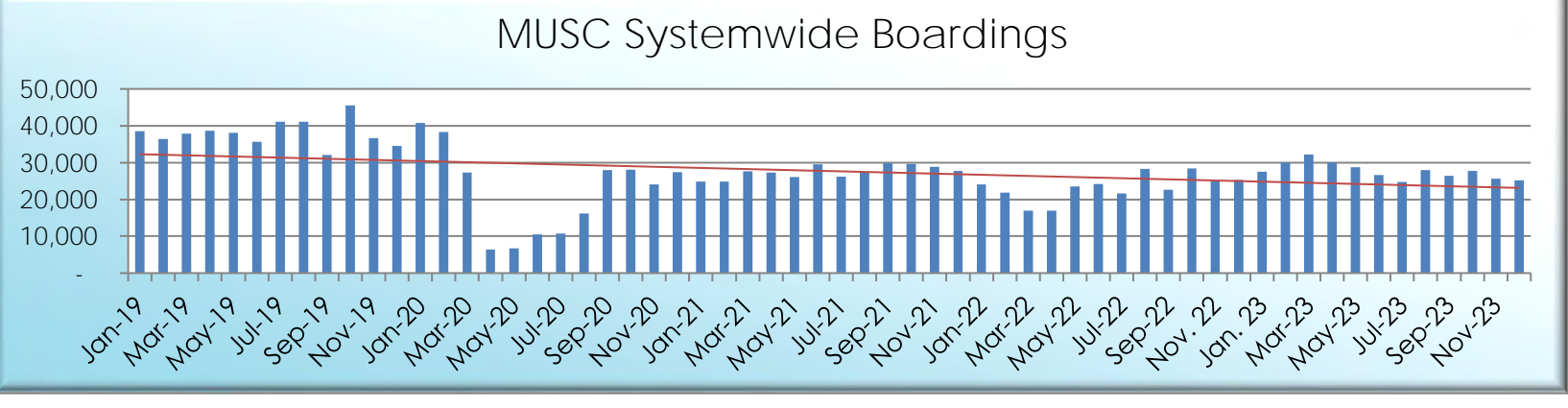
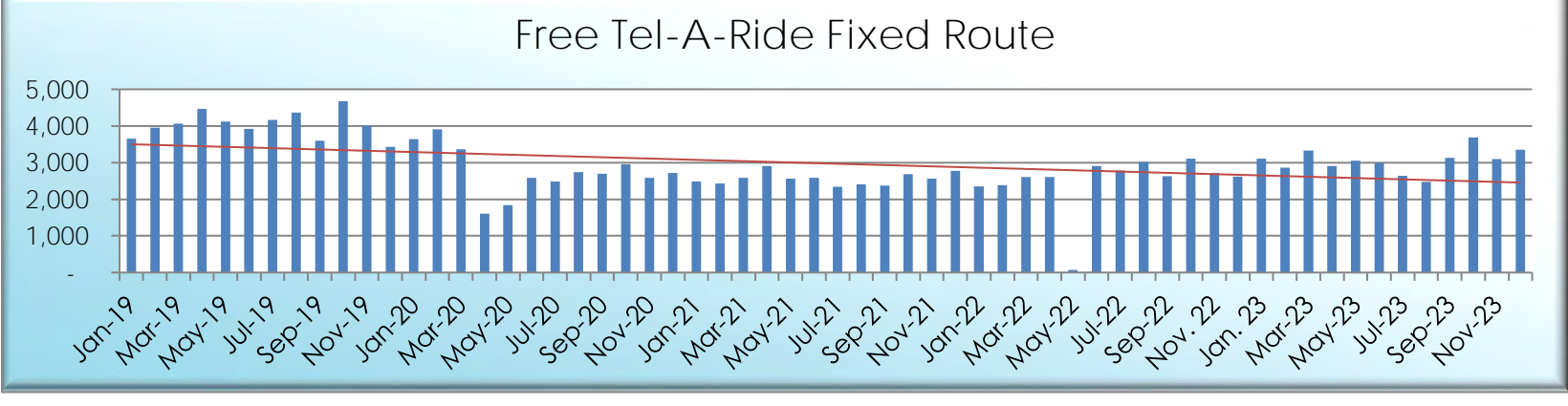
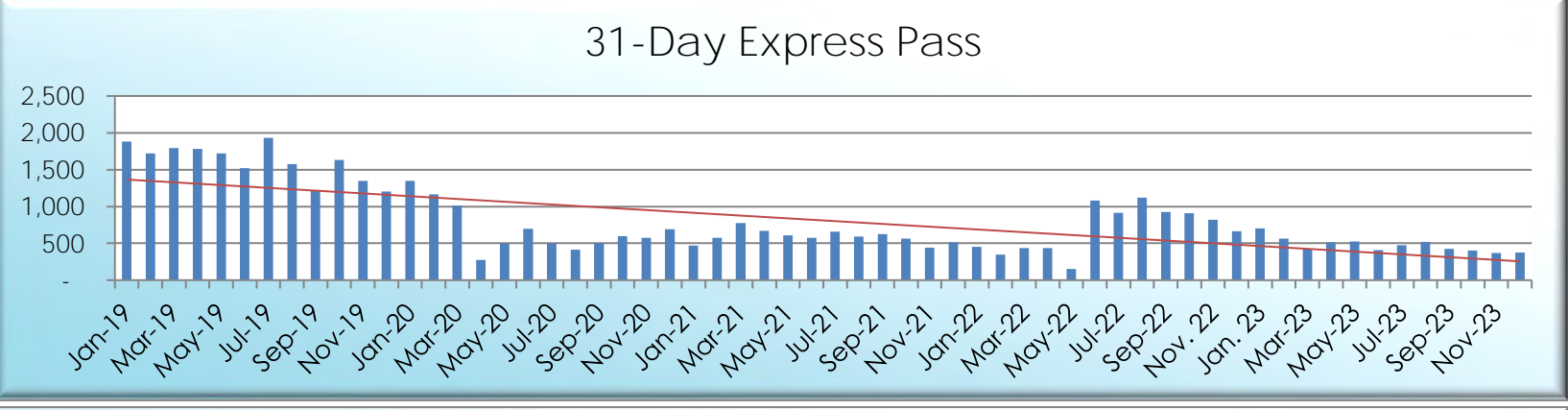
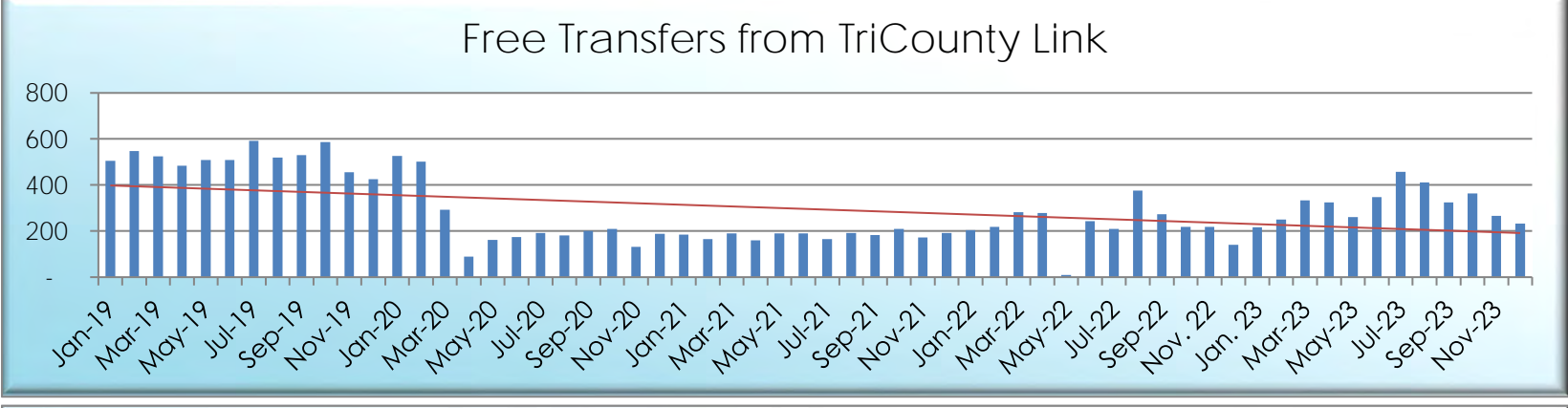
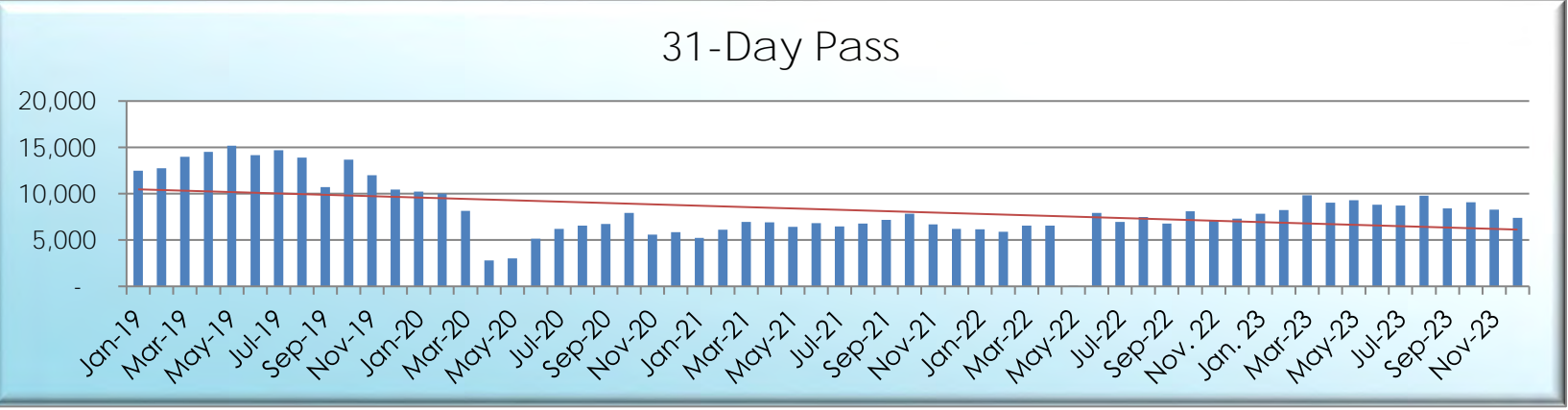
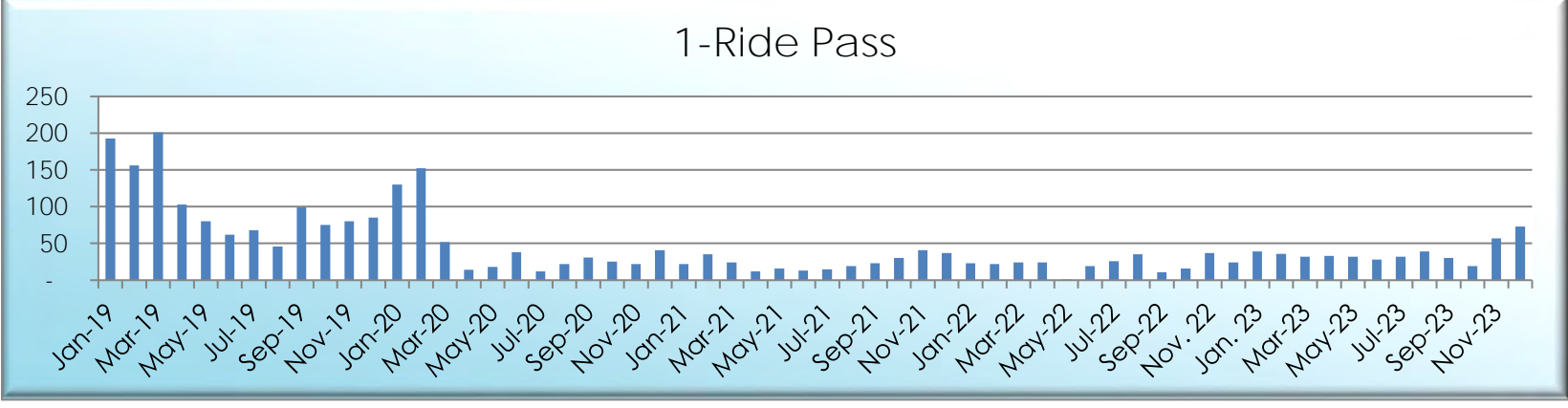
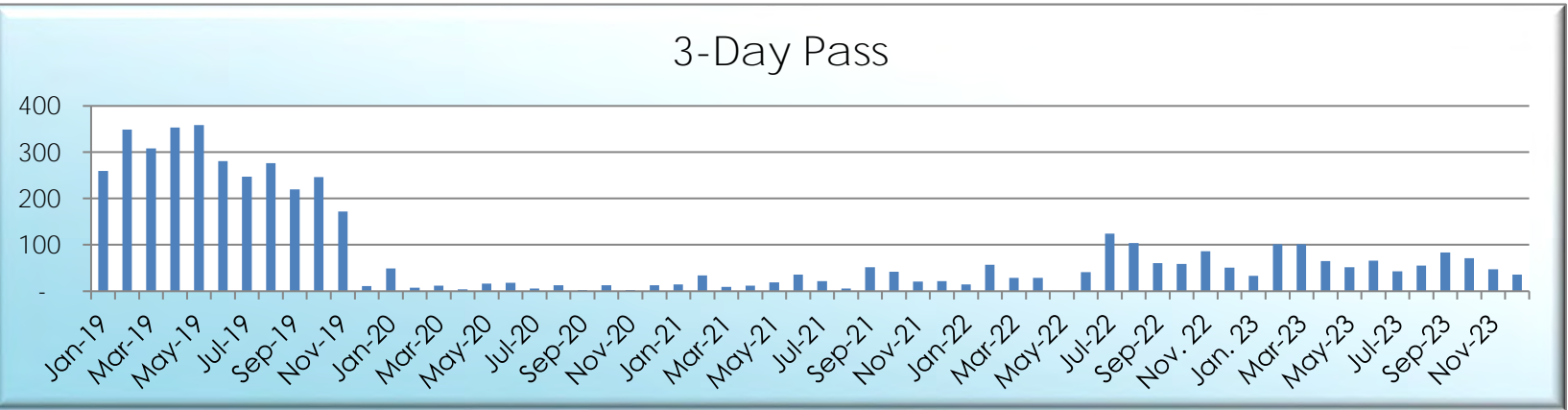
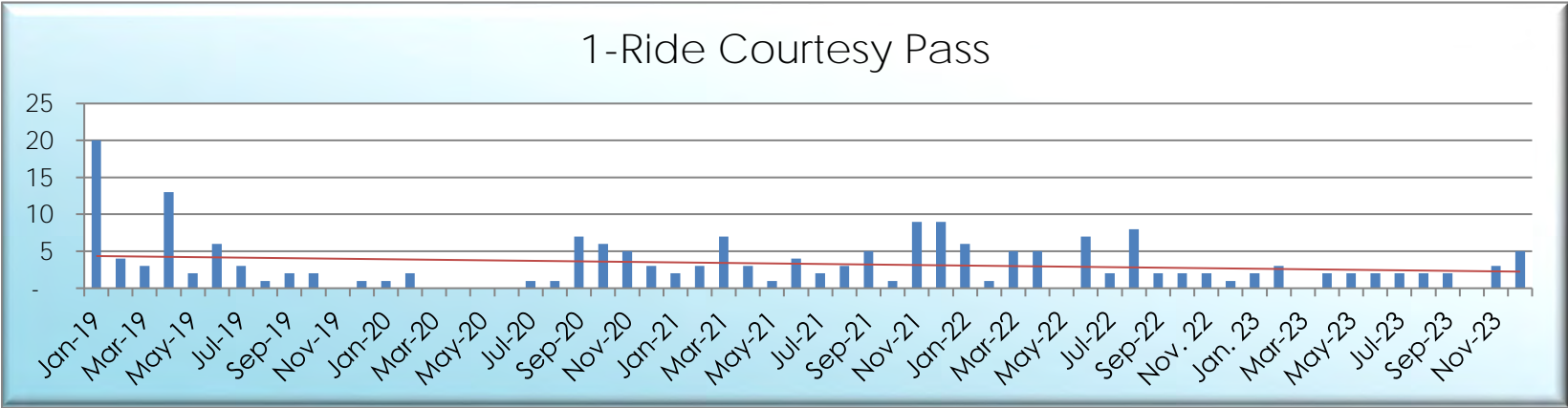
Classification History



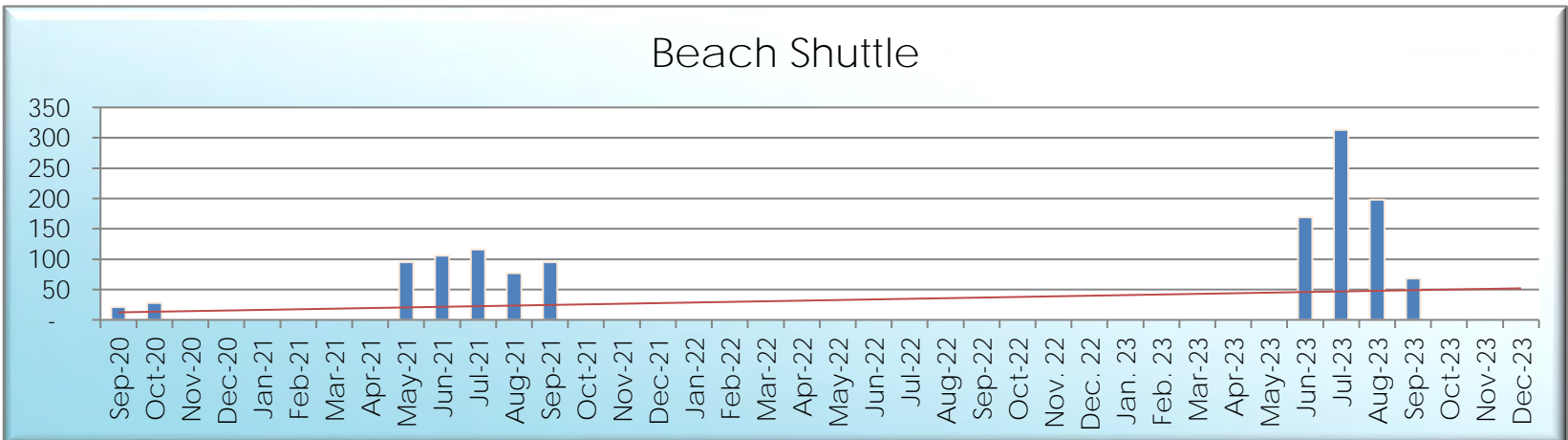
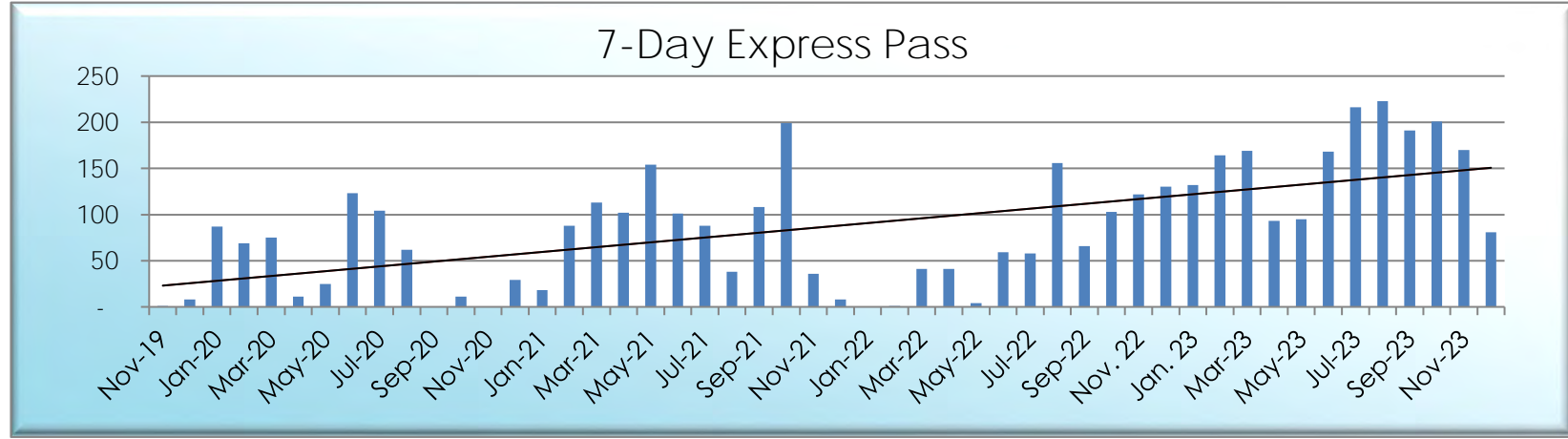
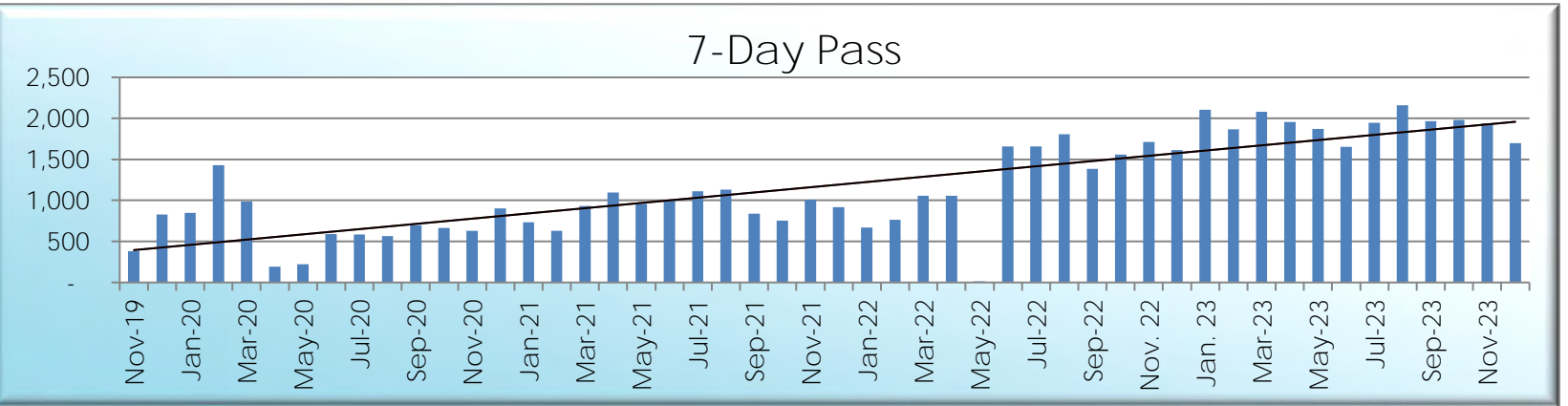
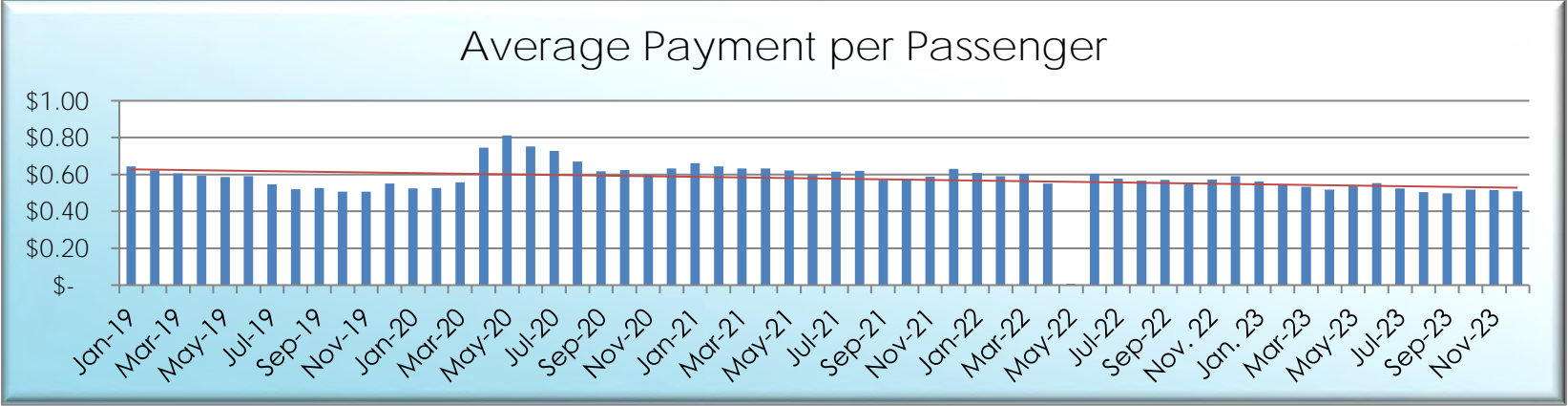
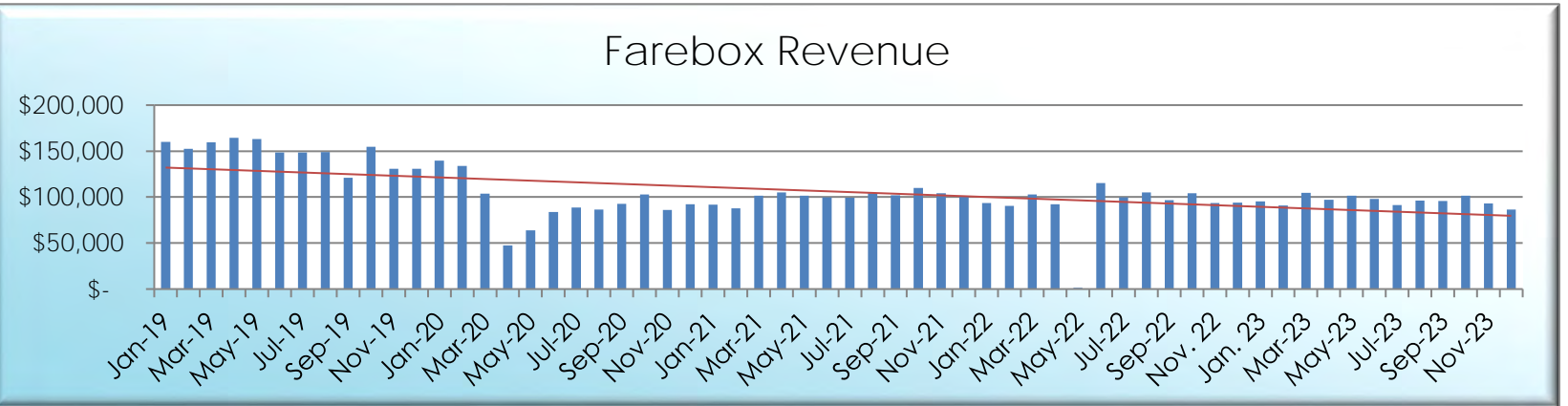
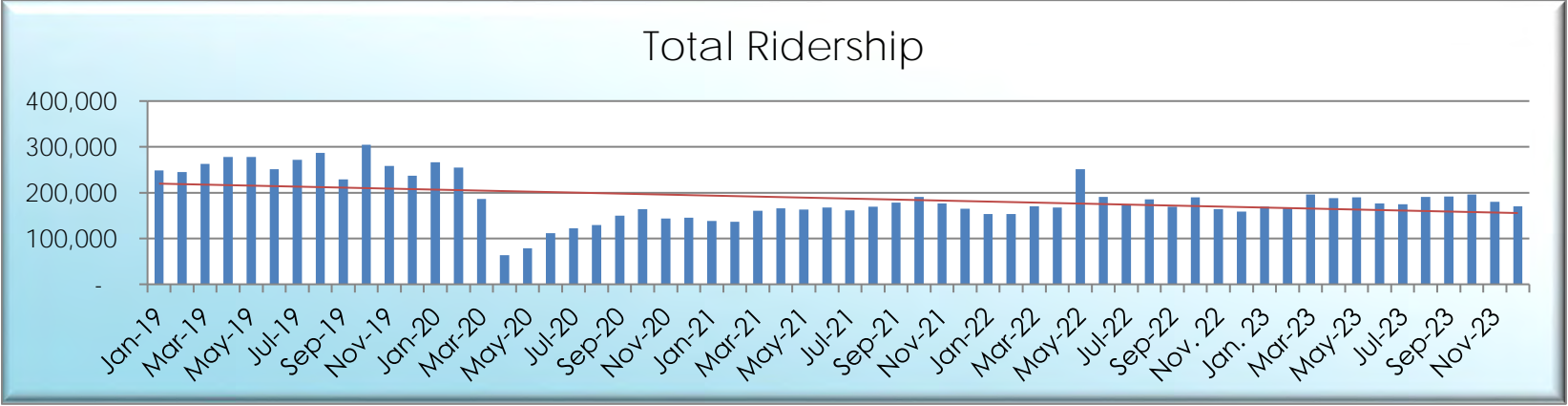
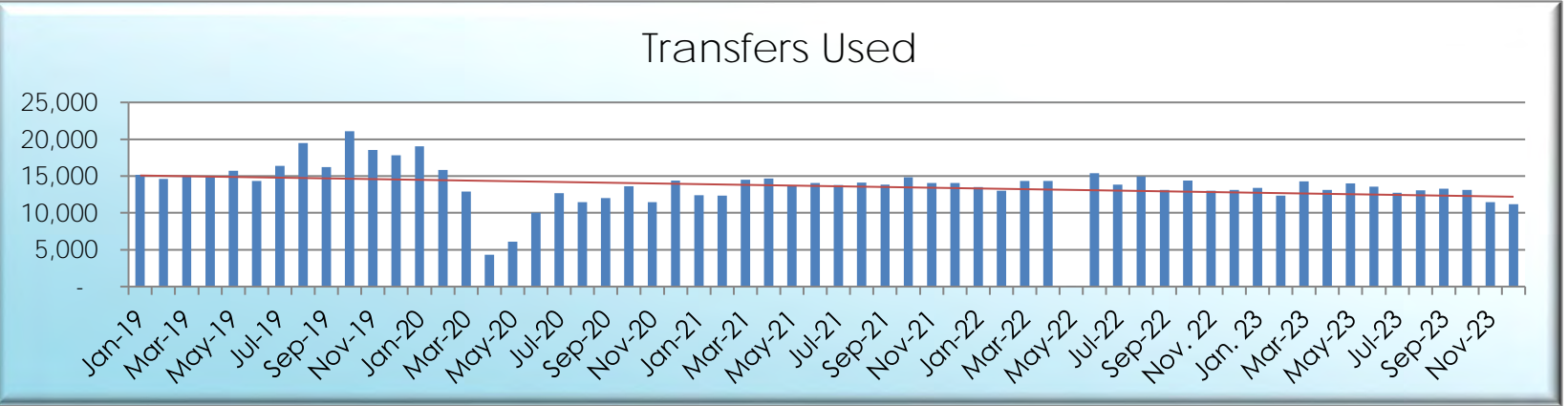
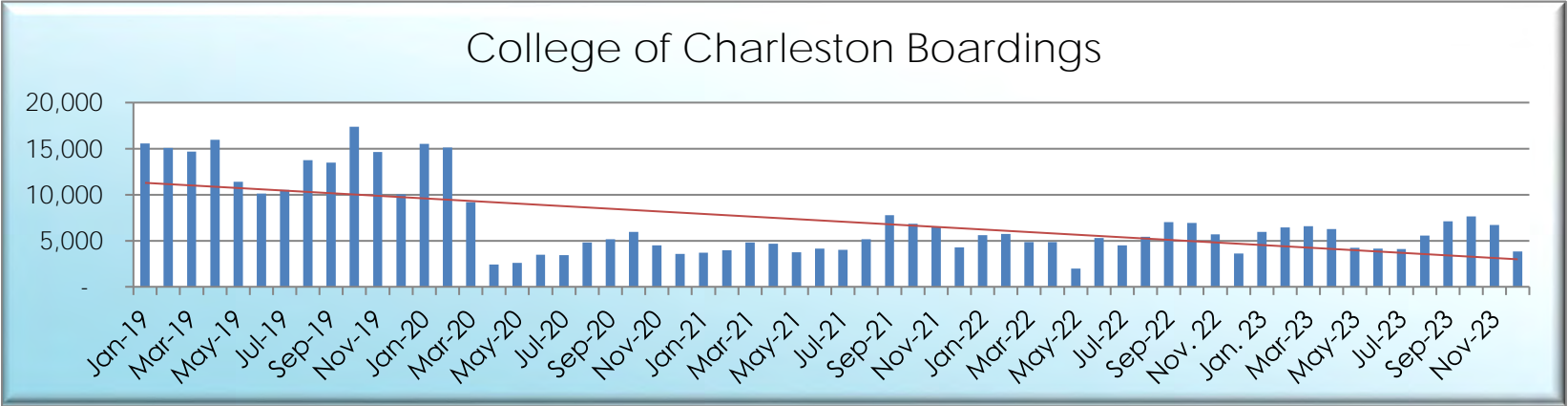
Classification History



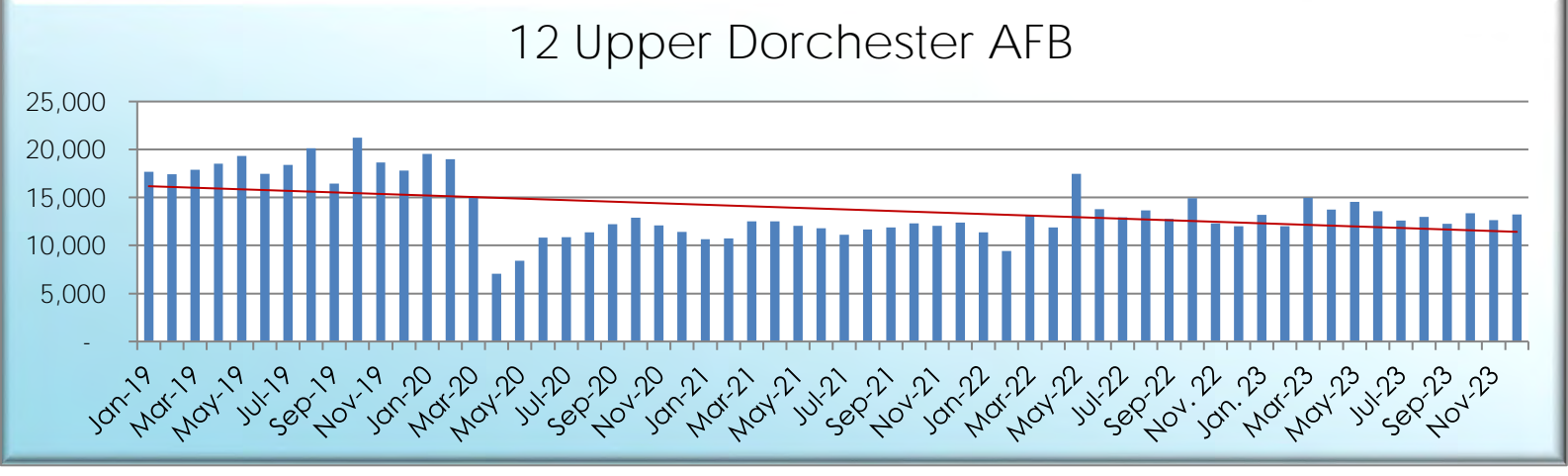
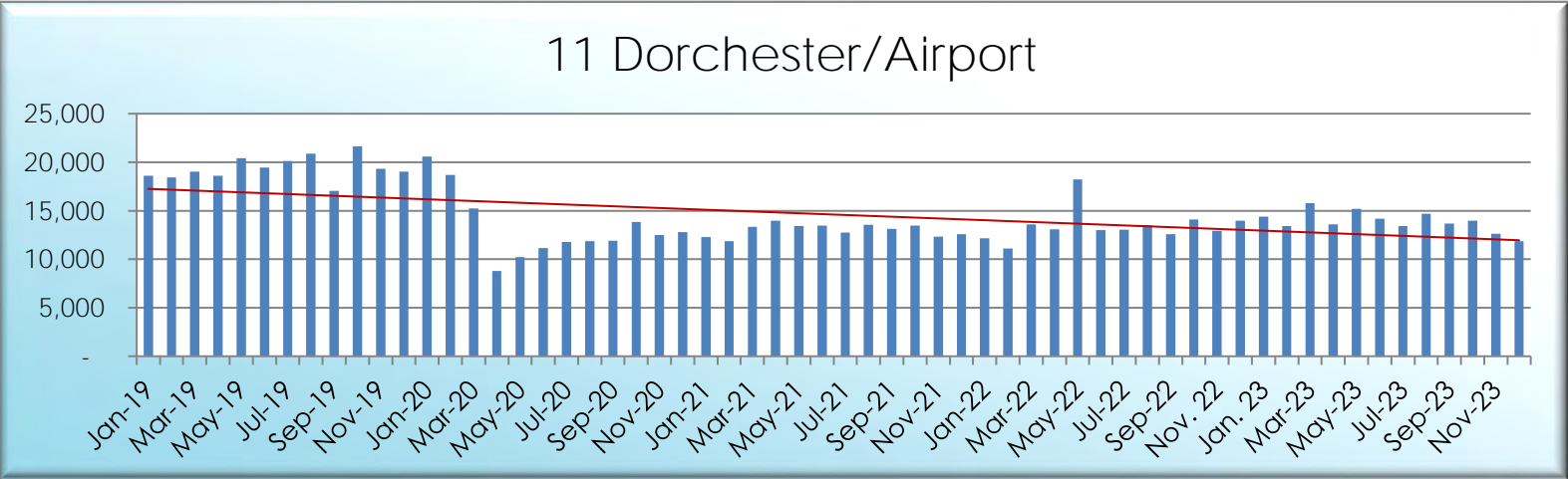
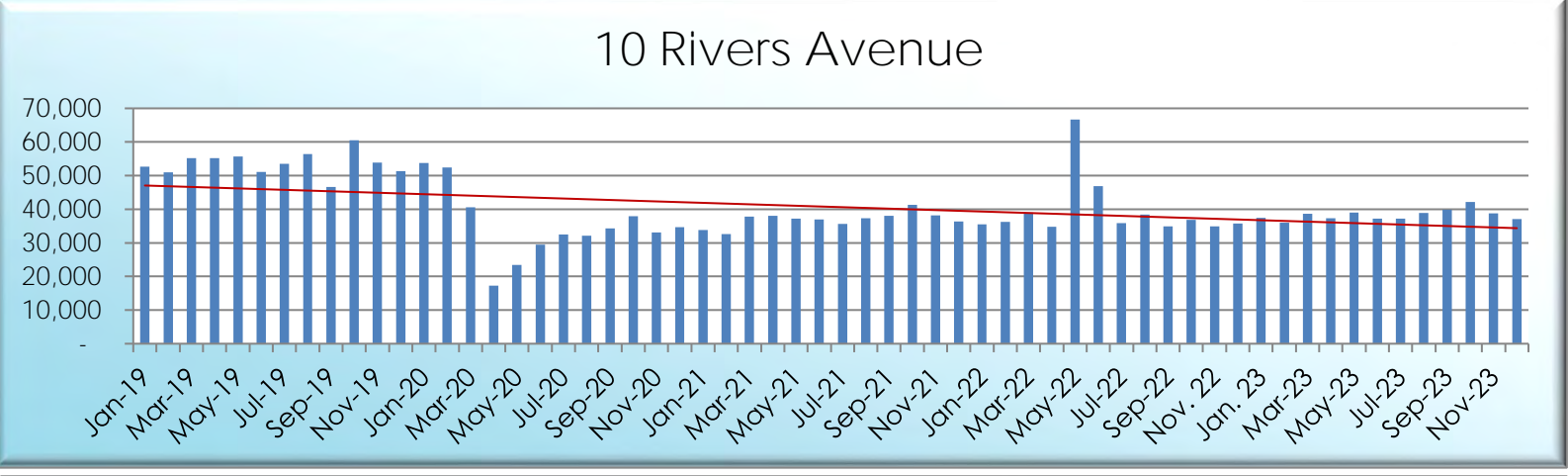
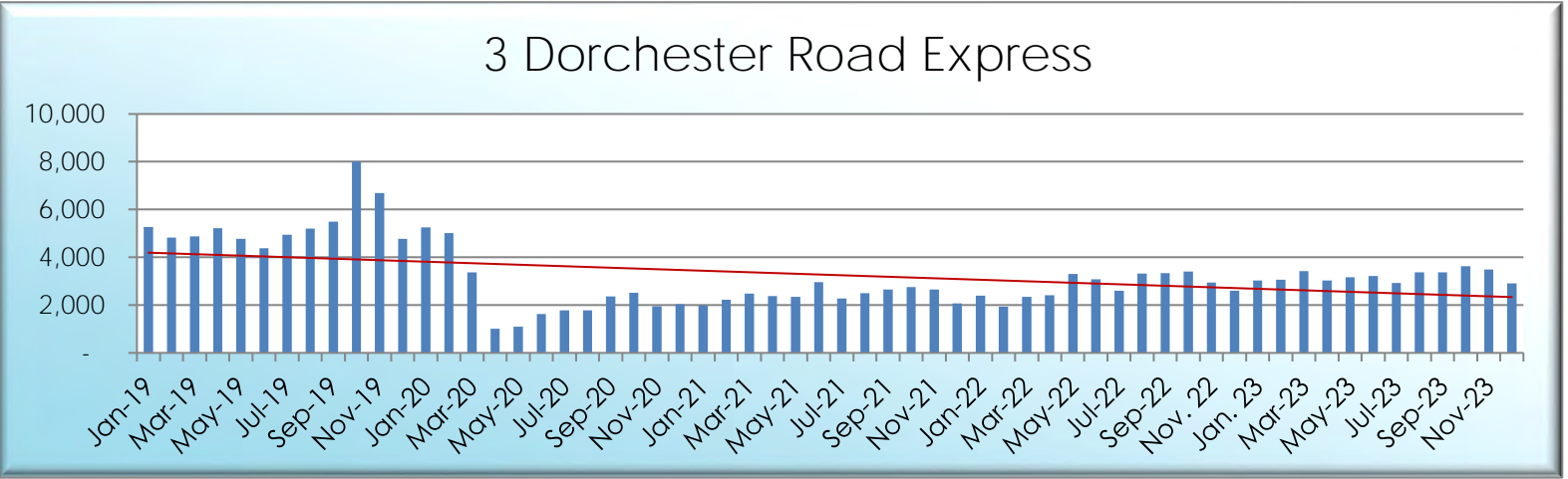
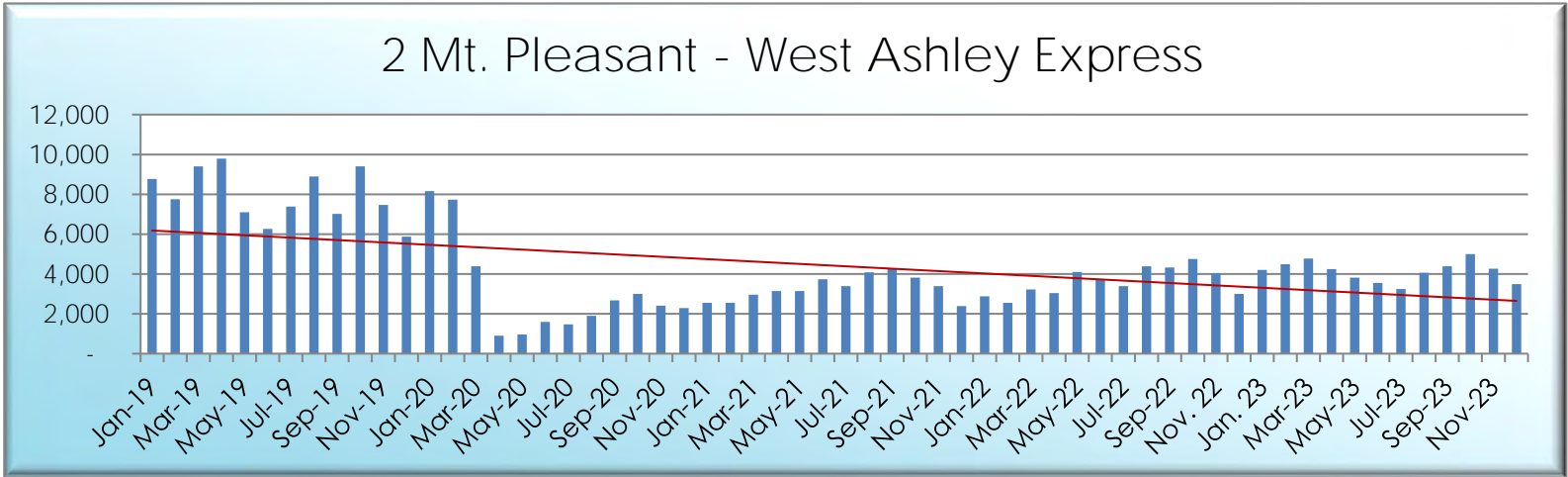
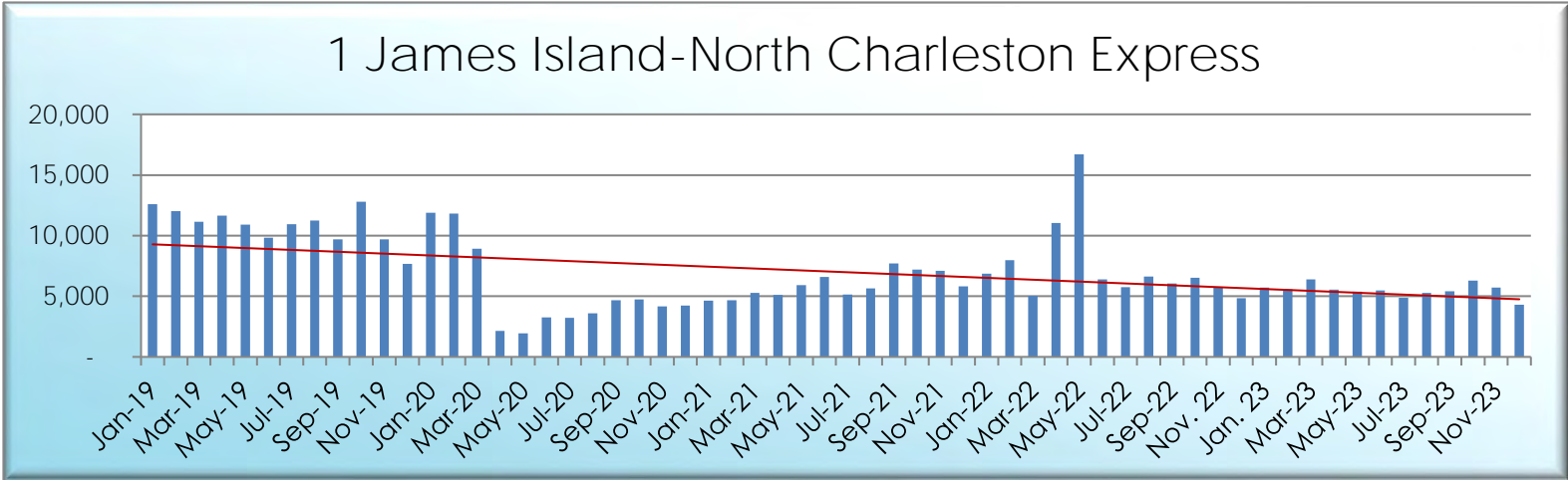
Classification History



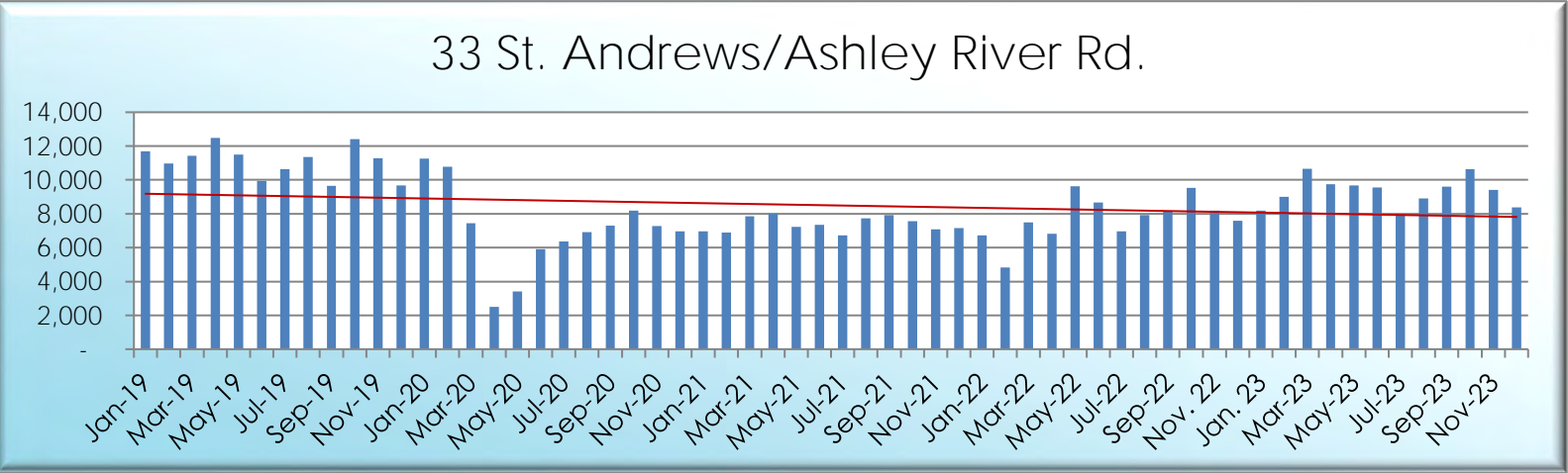
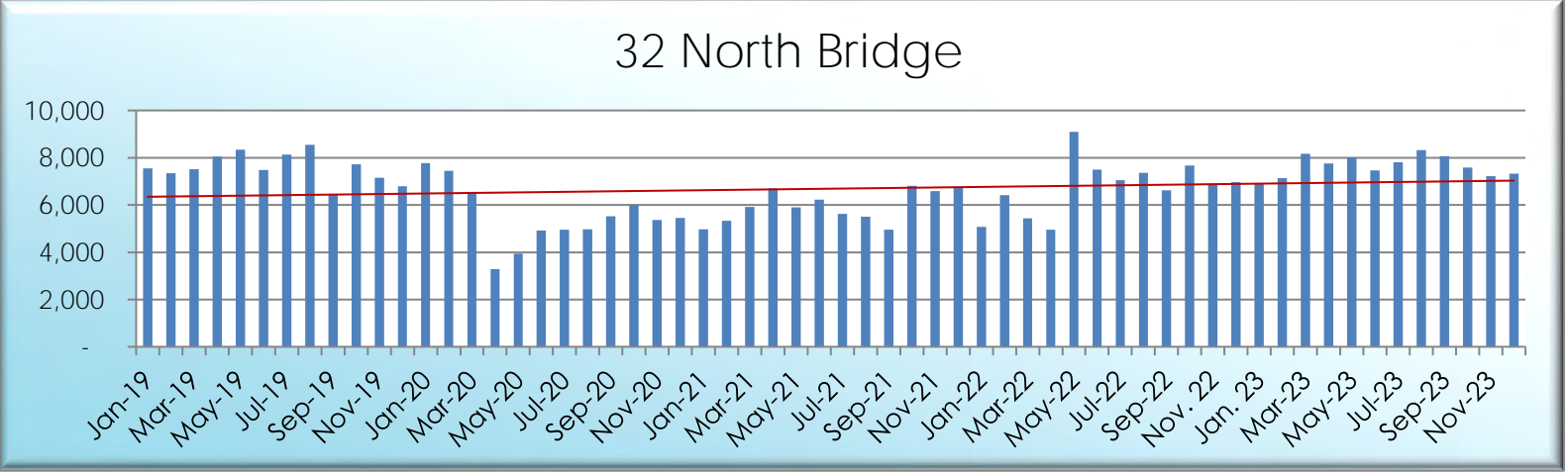
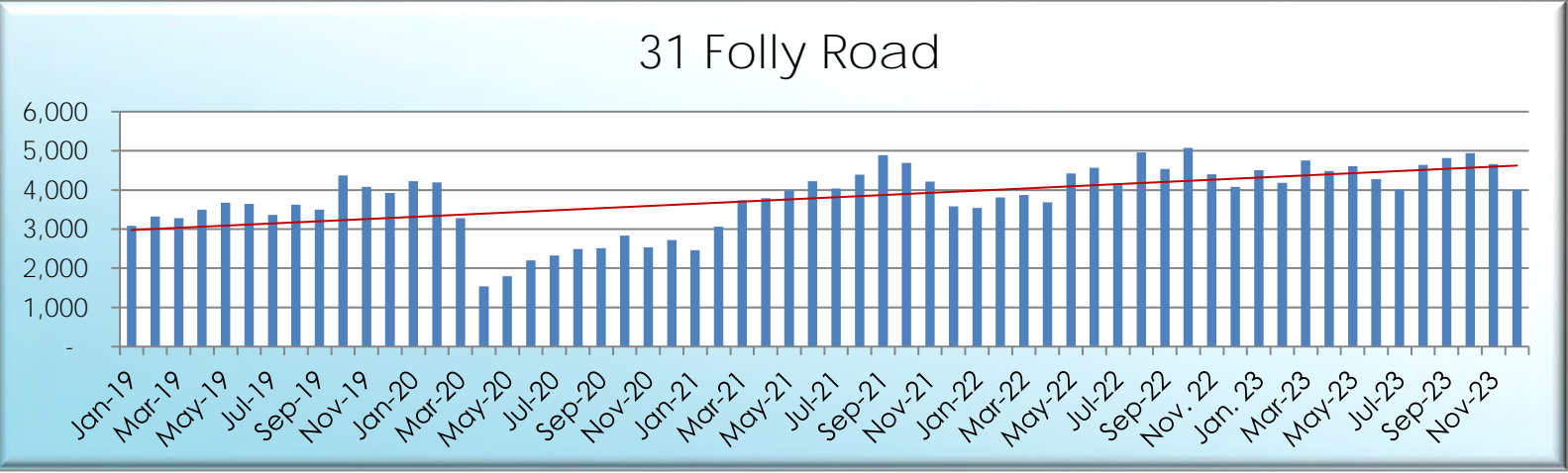
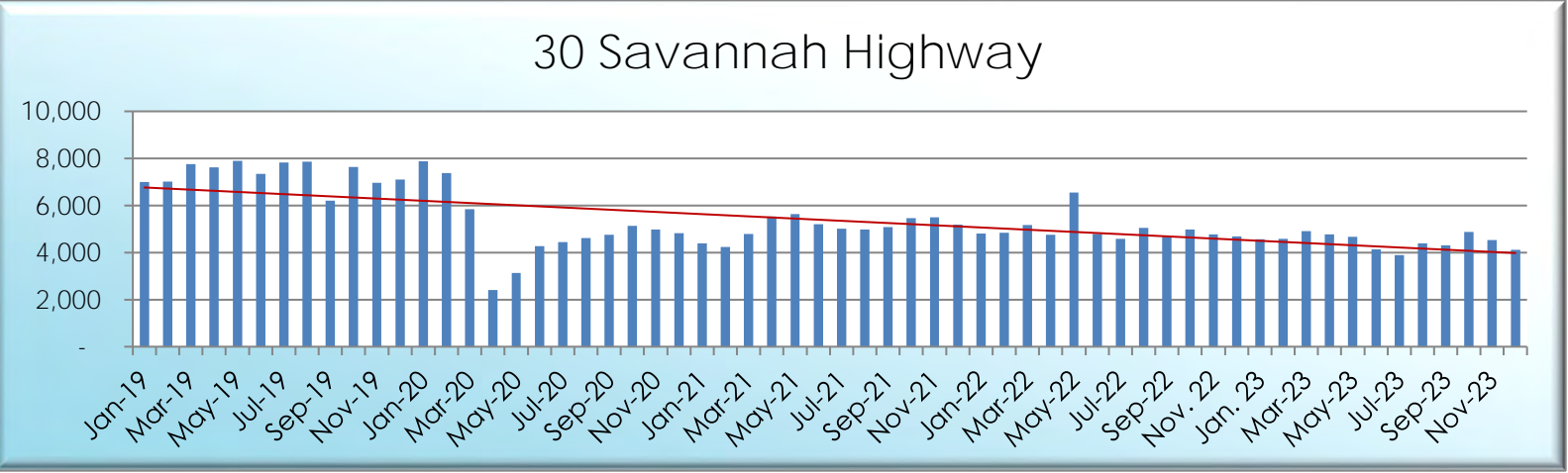
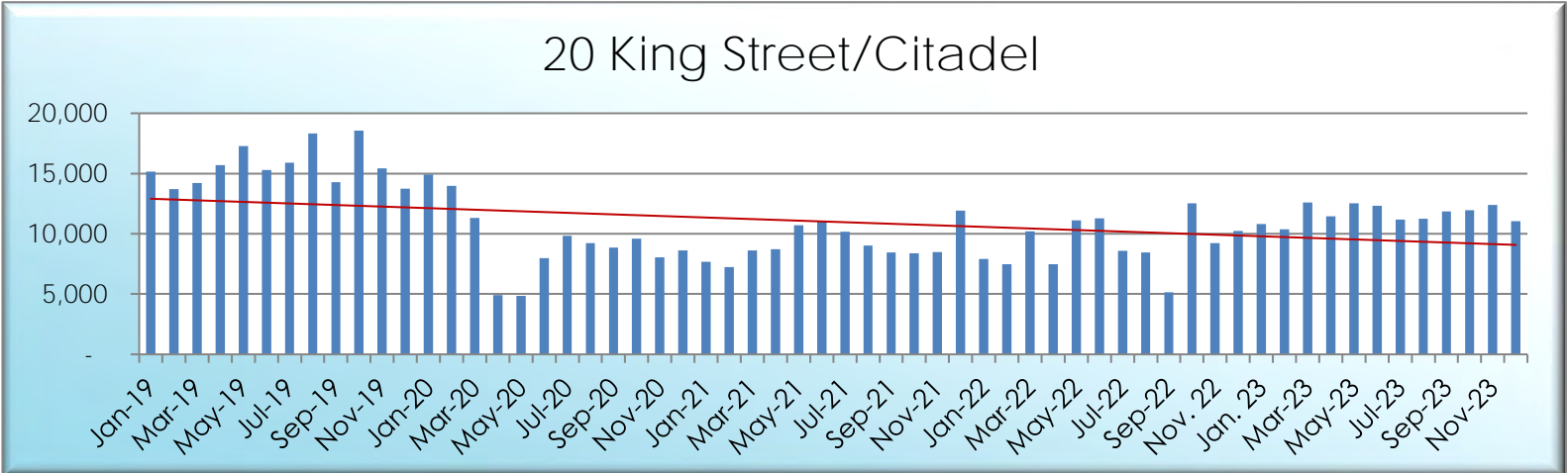
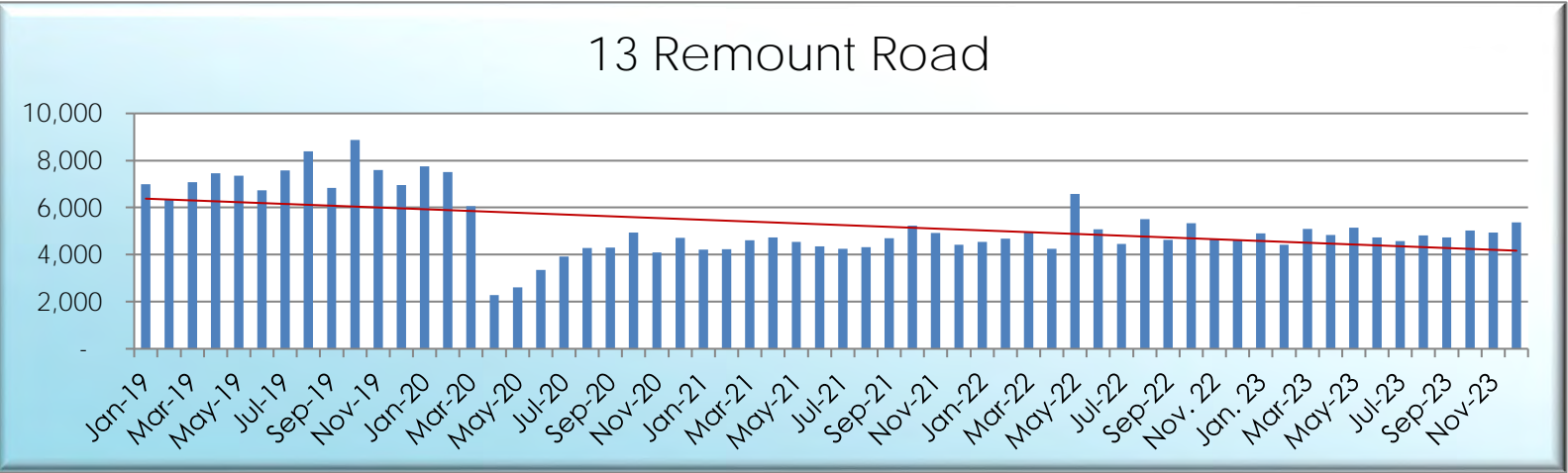
Classification History



Ridership Trends by Route

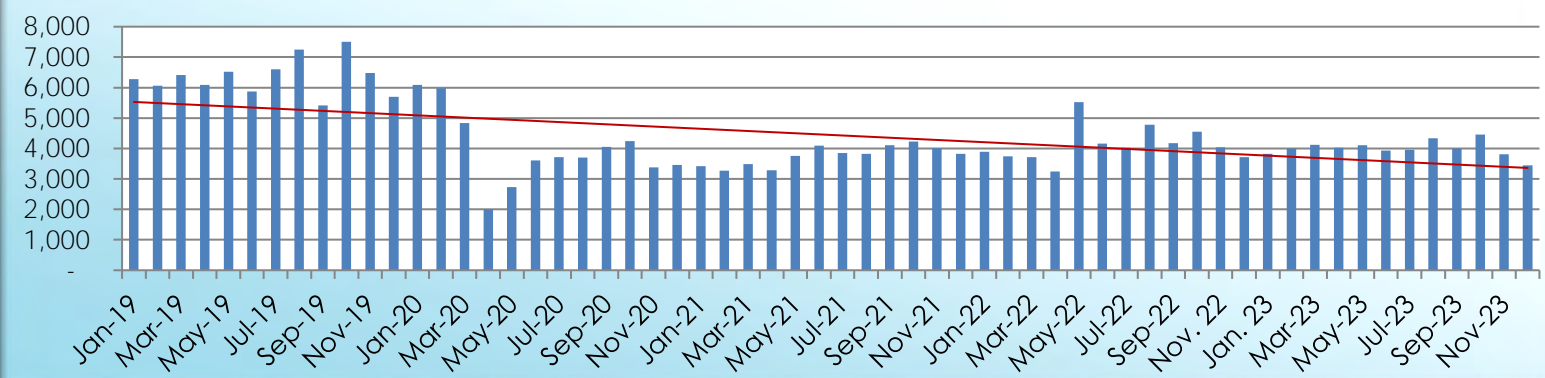


Ridership Trends by Route

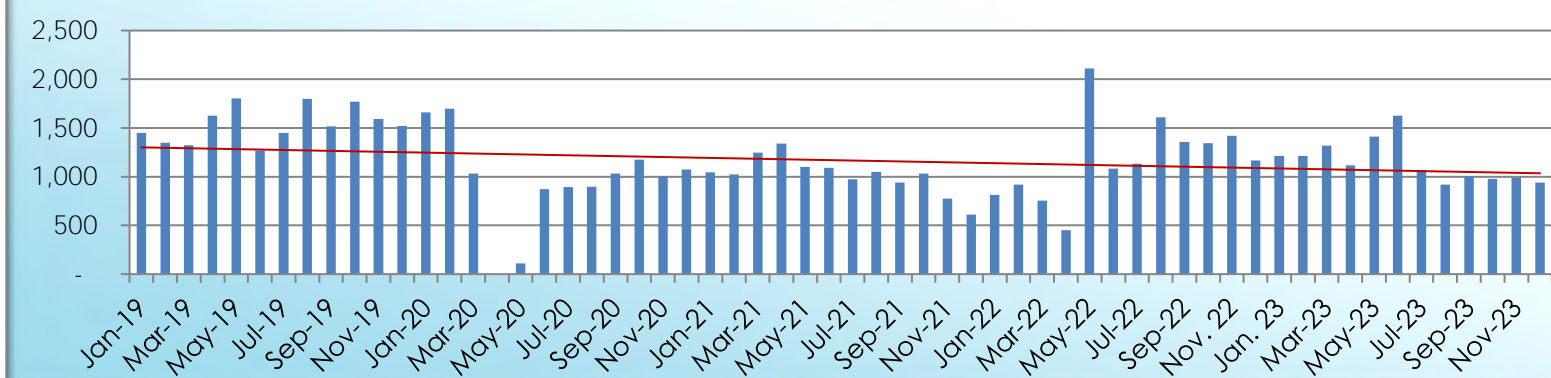


Ridership Trends by Route

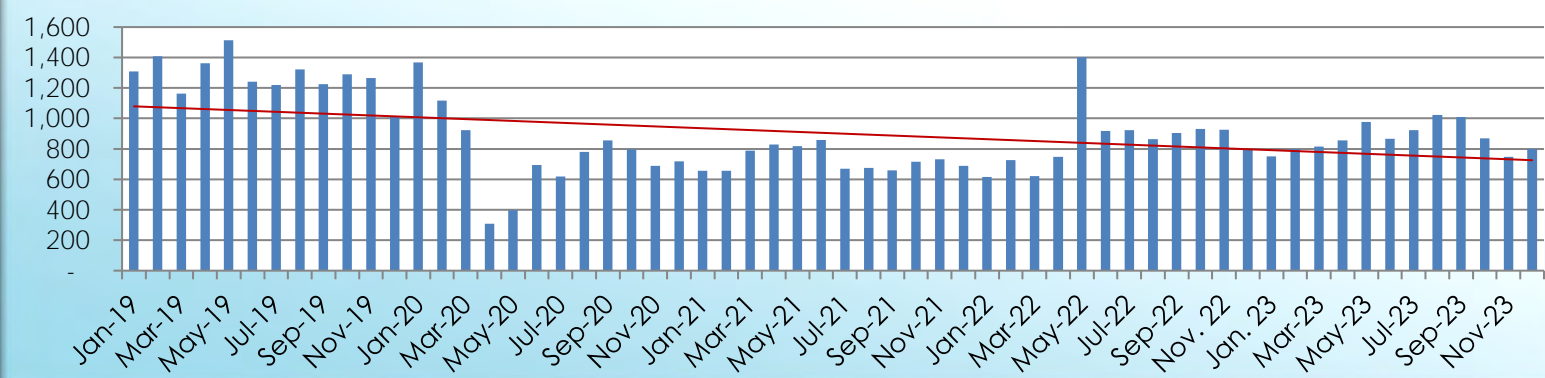
40 Mt. Pleasant



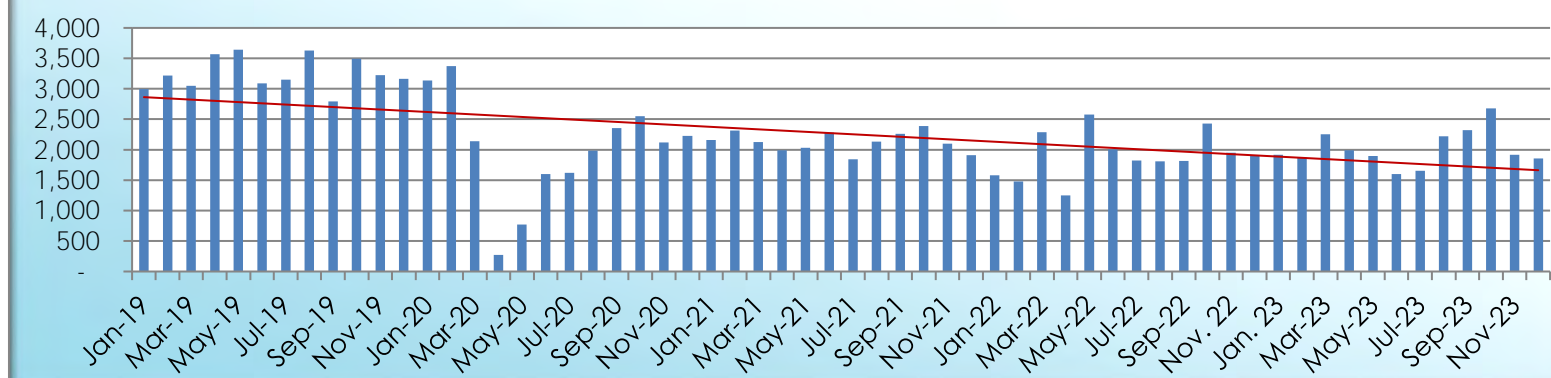
41 Coleman Boulevard



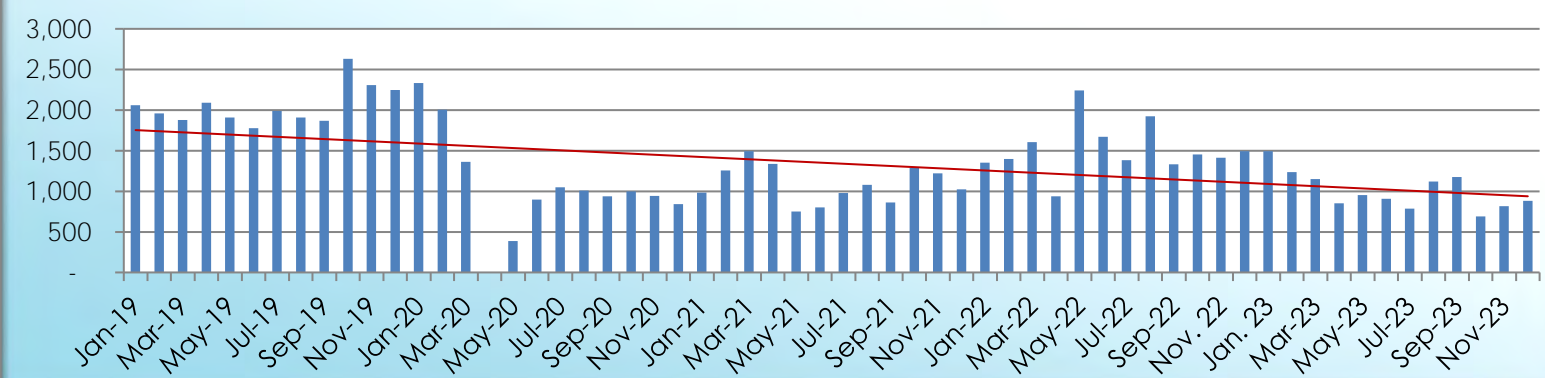
42 Wando Circulator



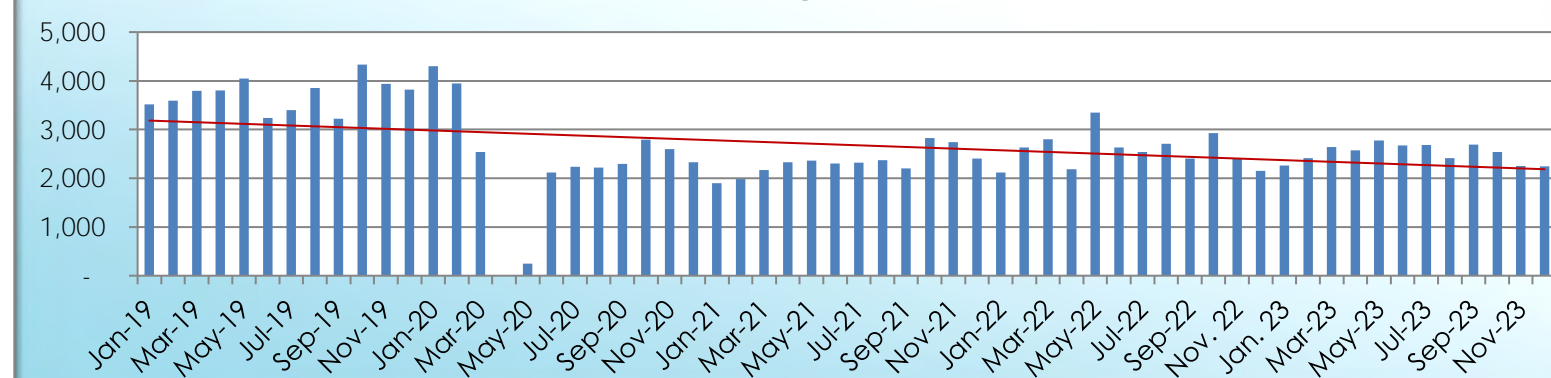
102 North Neck/ Rutledge Ave



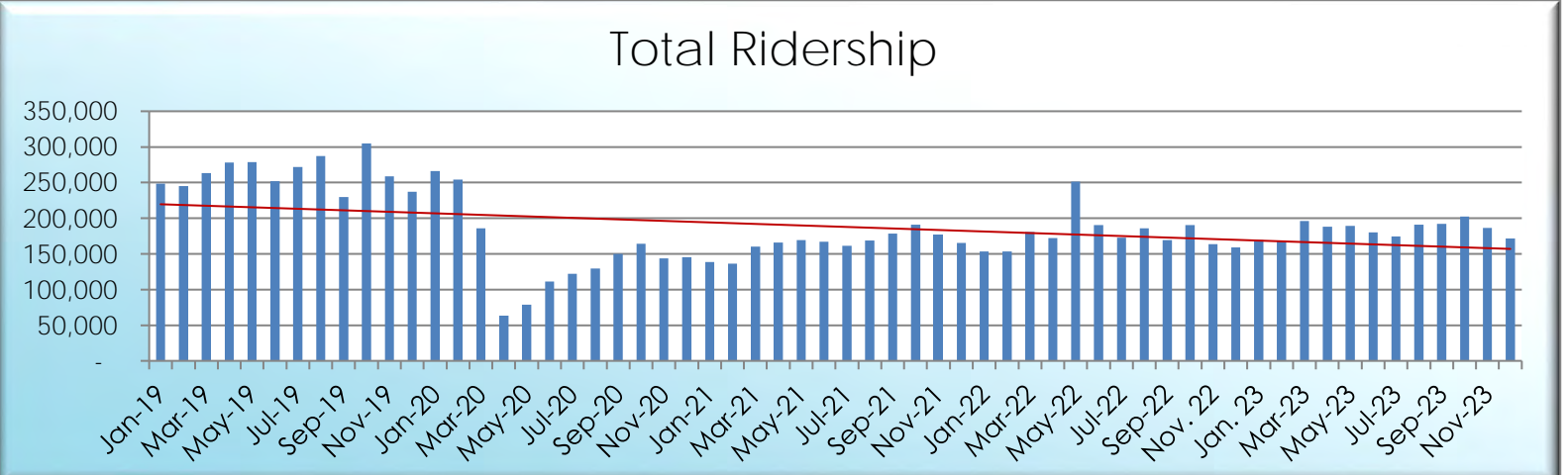
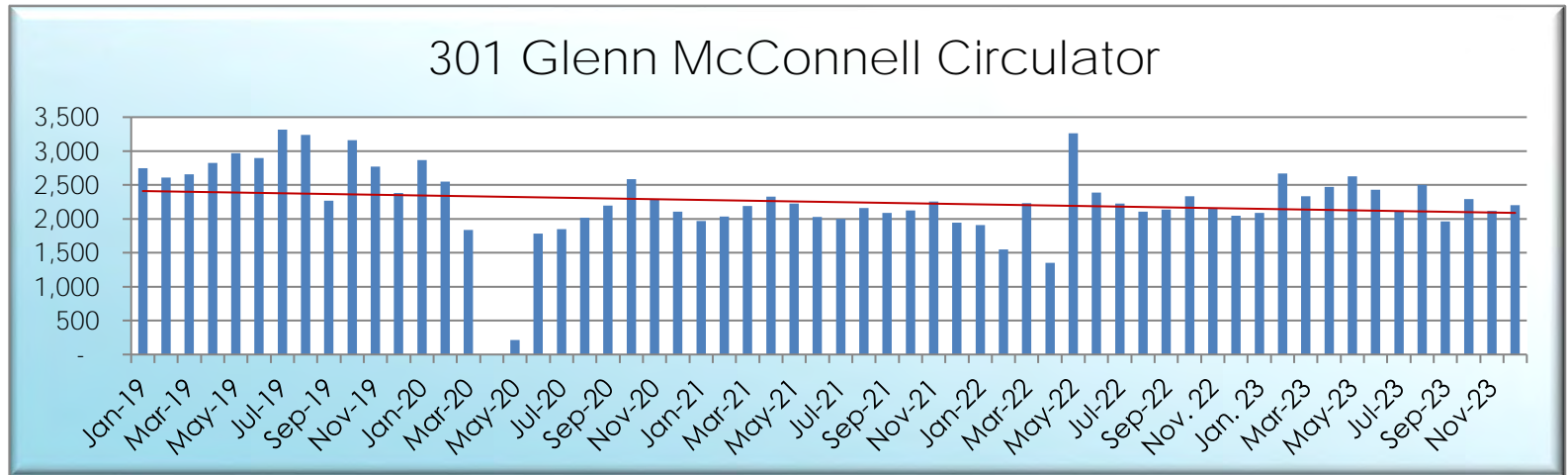
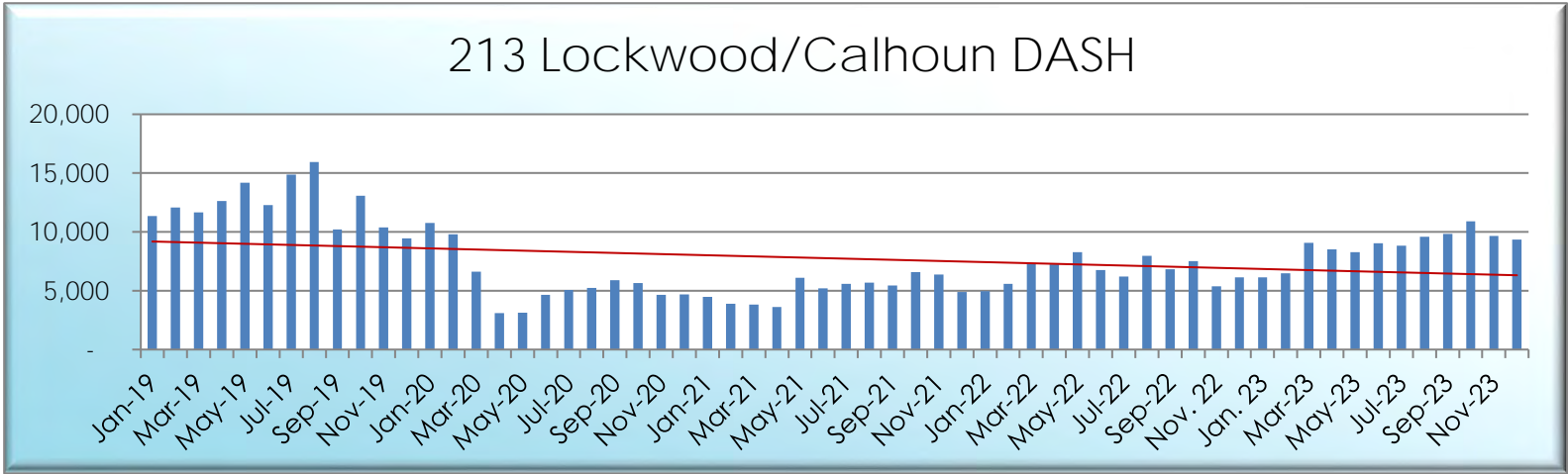
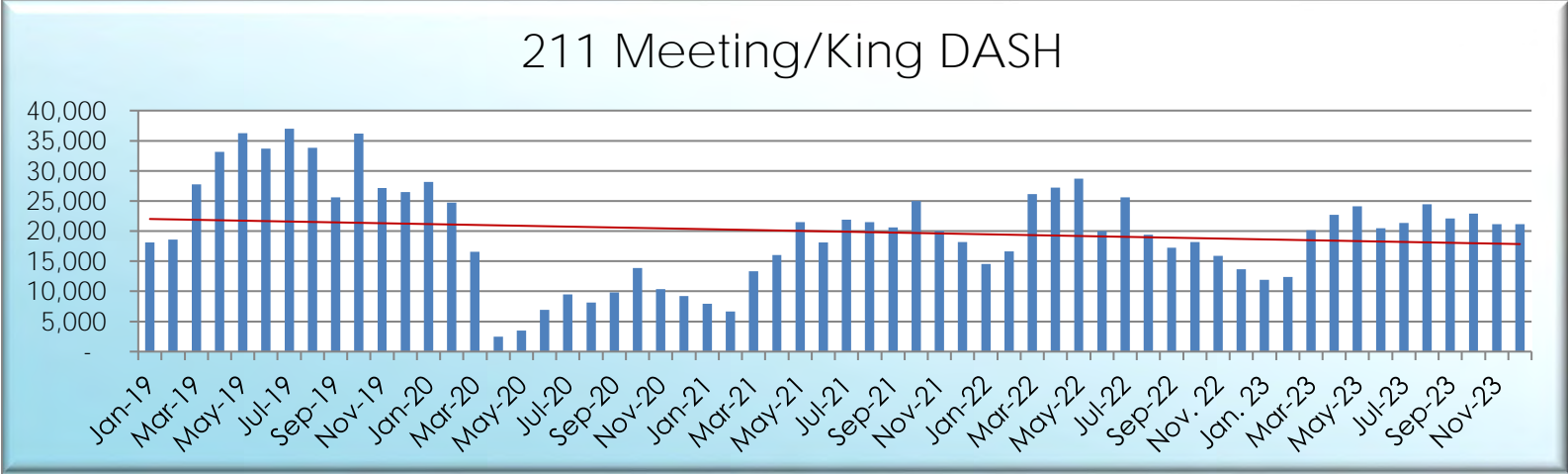
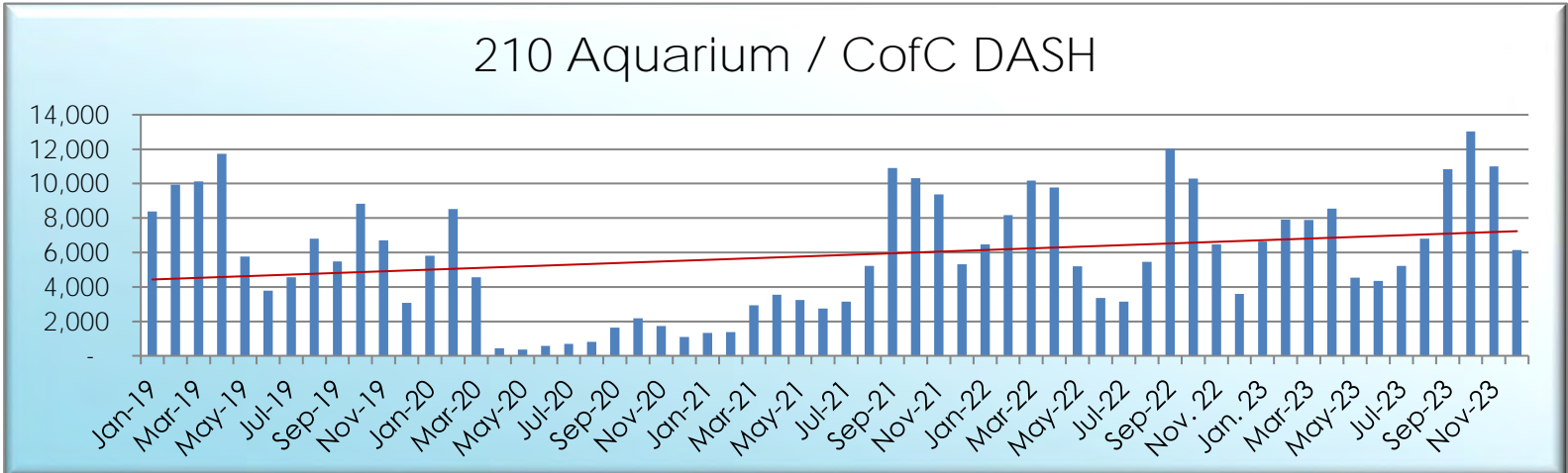
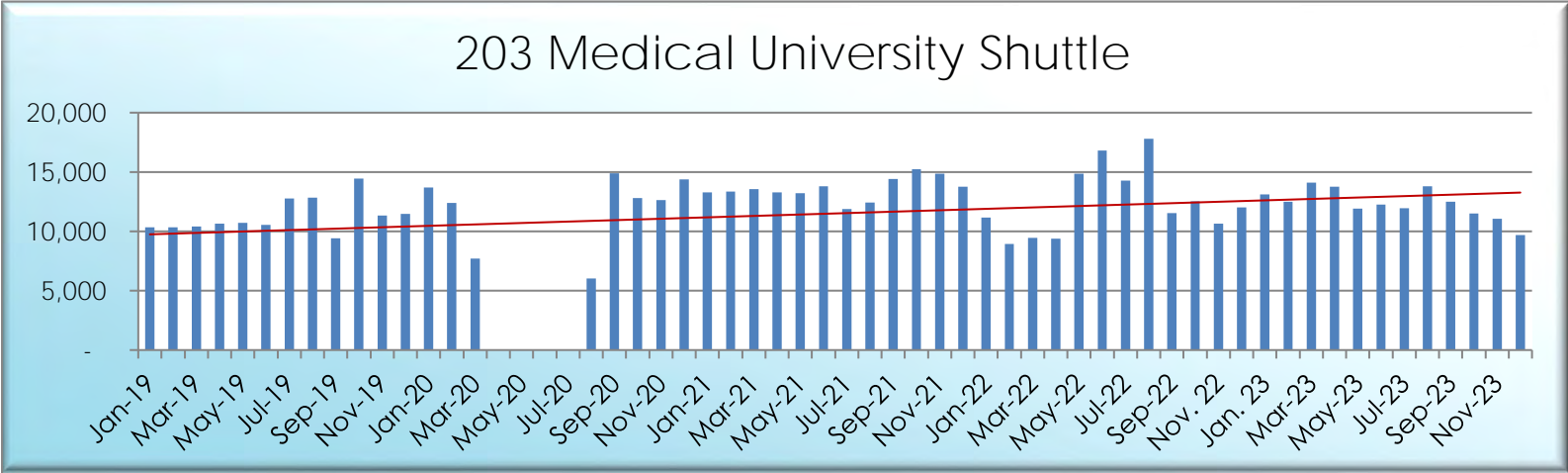
103 Leeds Avenue



104 Montague Avenue



Ridership Trends by Route



Farebox and Pass Revenue History

