



CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY  
THE CHATTANOOGA PARKING AUTHORITY

# BOARD MEETING AGENDA

February 15, 2024, 10:00 AM ET

1. Call to Order
2. Quorum Call
3. Invocation & Pledge of Allegiance
4. Public Comment
5. Adoption of Minutes ([page 2](#))
6. CEO Report
7. Finance & Compliance Committee Report: Treasurer Patricia McKoy
  - a. Financial Report: Sonja Sparks ([page 11](#))
  - b. Statistical Report: Philip Pugliese ([page 14](#))
  - c. Purchasing Policy Approval (Board Action): Annie Powell ([page 18](#))
8. HR & Workforce Relations Committee Report: Director Charita Allen
  - a. Sunshine Award (Information Only): Jeff Smith ([page 27](#))
9. Revenue Committee Report: Director Corey Evatt
10. Compensation Committee Report: Secretary Arcie Reeves
11. Operations Committee Report: Chairman Johan de Nysschen
  - a. CARTA GO Analysis Report (Information Only): Philip Pugliese ([page 33](#))
12. Procurement Committee Report:
13. New Business
14. Old Business
  - a. Board transparency - update: Veronica Peebles ([page 41](#))
15. Adjournment
16. Executive Session (Board Members Only)

**MINUTES OF THE BOARD OF DIRECTORS MEETING OF**  
**THE CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY**

**AND**

**THE CHATTANOOGA PARKING AUTHORITY**

**January 25, 2024**

The regular meeting of the Board of Directors of the Chattanooga Area Regional Transportation Authority (CARTA) and the Chattanooga Parking Authority was held Thursday, January 25, 2024, starting at 10:00 a.m., at the Board Building, 1617B Wilcox Blvd. Chattanooga, TN 37406. The meeting was held in accordance with Section 4, Paragraphs 1 and 2 of the ordinances creating the Authority and pursuant to the notice advertised in the Chattanooga Times Free Press on January 7, 2024. The following Board members were in attendance and constituted a quorum: Johan de Nysschen, Chairman; Patricia McKoy, Treasurer; Arcie Reeves, Secretary; Corey Evatt, Charita Allen, Jenny Park, Bill Nye, Stephen Culp, Daniela Peterson, and LeAndrea Sanderfur. The following persons were also in attendance: Charles Frazier, Chief Executive Officer; Sonja Sparks, Chief Financial Officer; Jeff Smith, Chief Operating Officer; Philip Pugliese; Transportation System Planner; Allen McCallie, Legal Counsel, Miller & Martin; Rachael Ruiz, Legal Counsel, Miller & Martin; Dena Franklin, Payroll & A/R Administrator; and various media and guests. Mr. de Nysschen called the meeting to order and declared a quorum present. Mr. de Nysschen then called on Ms. McKoy to give the invocation. Mr. de Nysschen proposed adding the Pledge of Allegiance to the Board meeting activities. There were no objections. Mr. de Nysschen next opened the meeting for public comments regarding Board action items. There were no public comments.

CARTA Board Meeting Minutes 01.25.2024

Mr. de Nysschen stated that all members had been sent a copy of the November 16, 2023, Board meeting minutes and asked if there were any additions or corrections. There being no further questions or corrections, a motion was made by Mr. Culp and seconded by Ms. Park, followed by a vote to approve the minutes. The motion was unanimously approved.

Mr. de Nysschen then called on Mr. Frazier to present the CEO report. Mr. Frazier advised that since assuming the role of Chief Executive Officer, he has attended his first Tennessee Public Transportation Association (“TPTA”) meeting introducing himself at the state level. He has completed site visits to all CARTA locations, except the Incline location due to inclement weather. The Incline site visit will take place on January 26, 2024. Mr. Frazier further reported that he attended the Transportation Planning Organization’s executive committee meeting with Mr. de Nysschen and is scheduling a follow-up meeting with Melissa Taylor, Director of Transportation Planning of the Transportation Planning Organization for the first week in February. Mr. Frazier reported CARTA has been awarded an additional \$980,000 in grant funding from the Tennessee Department of Transportation’s Multimodal Transportation Services IMPROVE Act for upgrading CARTA’s fare collection systems. Mr. Frazier acknowledged Mr. Adamovic, Ms. Suttles, Mr. Higgins, and Mr. Collins for their proactive safety approach during the inclement weather experienced locally and thanked CARTA employees for their service to the community during the Martin Luther King Jr. holiday.

Mr. de Nysschen asked if there were any additional comments or questions regarding the CEO Report. There being none, a motion was made by Mr. Evatt, seconded by Ms. McKoy, and followed by a vote to accept the CEO Report as information. The motion was unanimously approved.

Mr. de Nysschen next called on Ms. McKoy to provide an update from the Compensation Committee. Ms. McKoy stated that there was nothing to report.

Mr. de Nysschen next called on Ms. Sparks to present the Financial Reports for November and December. Ms. Sparks reported that revenue for November was \$2,028,875 compared to a budgeted \$2,086,446. Parking revenue was over budget \$38,543 due to meter increases from \$.50 per half hour up to two hours to \$1.00 effective October, 2023. Expenses for November were \$2,210,388 compared to a budgeted \$2,279,096. Transit expense was under budget \$113,209 due to wage and benefit variance of \$79,75 due to vacancies, software maintenance of \$18,460 due to the timing of annual purchases. Care-A-Van expenses were over budget \$49,374 due to an over budget variance in wages and benefits in the amount of \$55,480 from customer service covering after hour and weekend shifts for CARTA GO. Parking expense over budget variance of \$34,490 was due to an increase in parking meter expenses due to the continuation of catching up on Duncan fees. The November Parking Report indicated receipts from parking meter and enforcement reflected net positive revenue of \$37,969 and when combined with net shuttle costs of (\$107,973), created a net of (\$70,004). Total net parking revenue for the month (adding in surface lot and garage revenues and expenses) reflected a positive net revenue of \$98,484.

Ms. Sparks then reported that revenue for December 2023 was \$2,042,488 compared to a budgeted \$1,951,446. Shuttle revenue was over budget \$42,620 due to the annual receipt of rent proceeds from River City. The contract with River City for managing the surrounding location of Shuttle Park North owned by CARTA guarantees a minimum of \$36,000 annually with a residual payment of 40% of gross rental proceeds generated from

subleases of the premises that exceed the total operating costs. CARTA received this annual amount of \$31,637.22. Parking revenue was also over budget \$15,621. Parking revenue was over budget \$44,200 due to meter increase from \$.50 per half hour up to two hours to \$1.00 effective October, 2023. Expenses for December were \$2,368,753 compared to a budgeted \$2,279,096. Transit expense over budget variance of \$7,978 is due to a wage and benefit over budget variance of \$54,062. Ms. Sparks noted that CARTA budgets equally over the twelve months of the year, and pays every two weeks for a total of 26 pay periods throughout the year, which results a few months per year containing 3 week pay periods, December was a three (3) pay period month. Software maintenance was under budget \$19,210 due to the timing of annual purchases and the balance was in fuel and maintenance offsetting the over budget variance as well as fuel of \$21,189 and maintenance of \$18,116. Care-A-Van expenses were over budget \$81,285 due to an over budget variance in wages and benefits the amount of \$78,136 from customer service covering after hour and weekend shifts for CARTA GO. Parking expense over budget variance of \$23,543 was due to an increase in parking meter expenses due to the continuation of catching up on Duncan fees. The December Parking Report indicates receipts from parking meter and enforcement reflected net positive revenue of \$54,969 and when combined with net shuttle costs of (\$158,307), created a net of (\$103,338). Total net parking revenue for the month (adding in surface lot and garage revenues and expenses) reflected a positive net revenue of \$99,524.

Mr. de Nysschen requested that Ms. Sparks calendarize payroll expenses to eliminate staffing variances during months with three (3) pay periods. Mr. de Nysschen requested Mr. Frazier analyze the CARTA GO program and provide a sustainability report to the Board. Mr.

de Nysschen then requested Ms. Sparks to analyze CARTA's Pandemic Funds utilization and provide a simplified cash flow analysis of CARTA's financial position when funds are exhausted. Mr. Fraizer indicated that he and Ms. Sparks will provide a presentation at the following Board meeting presenting multiple scenarios for the use of these funds, including making no changes.

Mr. de Nysschen then requested that the cost of meter maintenance be provided at the next Board meeting, and that an update on the removal of parking meters be provided at the March Board meeting. Mr. Culp requested an analysis of the collection enforcement of unpaid parking tickets.

Mr. de Nysschen asked if there were any additional comments or questions regarding the Financial Reports. There being none, a motion was made by Ms. Allen, seconded by Ms. McKoy, and followed by a vote to accept the Financial Report as information. The motion was unanimously approved.

Mr. de Nysschen next called Mr. Pugliese to present the Statistical Report. Mr. Pugliese advised that on a year-to-year comparison for November, Transit ridership was up 5%; Shuttle ridership was up 17%; Incline ridership was up 2.0%; and Care-A-Van ridership increased 6%, with zero turndowns. The number of bicycles carried was up 42%; and the number of wheelchairs carried was down 5%. Transit had three (3) preventable accidents for the month.

Mr. Pugliese further advised that on a year-to-year comparison for December, Transit ridership was up 3%; Shuttle ridership was up 25%; Incline ridership was up 13%; and Care-A-Van ridership increased 5%, with zero turndowns. The number of bicycles carried was up 16%; and the number of wheelchairs carried was up 7%. Care-A-Van had one (1) preventable

accident for the month. Mr. Pugliese noted the first Fare Free First Friday was held on January 5, 2024. Daily ridership on this day was 3,417 which was an increase of 8% year over year.

Mr. de Nysschen asked if there were any additional comments or questions regarding the Statistical Report. The Board discussed the popularity of the St. Elmo Shuttle, whether the majority of riders were residents or tourists, and the impact to the Number 1 Route. The Operations Committee will further analyze these issues. A motion was made by Ms. Park, seconded by Mr. Evatt, and followed by a vote to accept the Statistical Report as information. The motion was unanimously approved.

Mr. de Nysschen called on Ms. Allen to provide an update from the Human Resources and Workforce Relations Committee. Ms. Allen stated there was nothing to report.

Mr. de Nysschen next called on Mr. Evatt to give an update from the Revenue Committee. Mr. Evatt stated that there was nothing to report.

Mr. de Nysschen next called on Mr. Reeves to provide an update from the Compensation Committee. Ms. Reeves stated that there was nothing to report.

Mr. de Nysschen presented the Operations Committee report. Mr. De Nysschen informed the Board of the maturity of the service agreements with Red Bank and East Ridge. He then advised that the City of Lookout Mountain reached out again regarding the lost tax revenue from ceasing sales at the Upper Station of the Incline. Mr. de Nysschen requested that the Board bring this matter to a sustainable conclusion due to the potential negative impacts to CARTA if a solution is not found. Mr. de Nysschen advised that the City of Chattanooga has reached out again regarding the maintenance of public restrooms in CARTA's parking structures. Mr. de Nysschen requested that Mr. Frazier and CARTA's management

team find a solution and provide an update to the Board. Mr. de Nysschen further advised that a meeting with Chattanooga's City Auditor has been set for February 1, 2024. Mr. de Nysschen requested that Mr. Frazier contact the Electric Power Board to discuss the operation of CARTA's electric vehicle charges.

Mr. de Nysschen next called on Daniel Collins to present the Public Transportation Agency Safety Plan – Revision 4. Mr. de Nysschen asked if there were any additional comments or questions regarding the Public Transportation Agency Safety Plan – Revision 4. There being none, a motion was made by Ms. Reeves, seconded by Ms. Mckoy, and followed by a vote to accept the Public Transportation Agency Safety Plan – Revision 4. The motion was unanimously approved.

Mr. de Nysschen asked if there were any additional comments or questions regarding the Operations Committee Report. There being none, a motion was made by Ms. Park, seconded by Ms. Peterson, and followed by a vote to accept the Operations Committee Report as information. The motion was unanimously approved.

Mr. de Nysschen next called on Ms. Park for an update from the Procurement Committee. Ms. Park reminded the Board that the review of outstanding projects and requests for proposals occurs the second Wednesday of every month at 9:30 am in the Tom Dugan conference room at 1617 Wilcox and the prioritized list of projects, purchases and requests for proposals is on the shared drive. Ms. Park and Mr. Frazier noted that CARTA plans to place procurements in order of priority going forward, Ms. Park suggested, and the Board discussed folding the Procurement Committee into Revenue and/or Operations Committee.



Mr. de Nysschen next called on Ms. Powell, Director of Grants, Technology, and Procurement, to present the Board action item contracts for legal services. Ms. Powell advised on November 16, 2023, CARTA released a Request for Proposals (RFP) for five (5) year contracts for legal services. The RFP closed on January 5, 2024. The RFP invited firms to submit proposals for general legal services and/or labor, personnel and workers' compensation services. CARTA staff evaluated proposals received based on the following evaluation criteria: a) experience and expertise of proposed attorneys (30 percent), b) relevant overall experience and expertise of the firm (30 percent), c) documented specialized expertise in transit related issues (25 percent), and d) rate system (15 percent).

At the conclusion of Ms. Powell's presentation and Board discussion, Mr. de Nysschen summarized the facts for the contracts for legal services action. He then asked if there were any additional comments or questions regarding the contracts for legal services action. There being none, a motion was made by Ms. Sanderfur, seconded by Ms. Park, and followed by a roll call vote. Mr. de Nysschen, Ms. McKoy, Mr. Culp, Ms. Allen, Ms. Peterson, and Ms. Park voted in favor; Mr. Evatt, Mr. Nye, Ms. Sanderfur, and Ms. Reeves were opposed. The action passed.

At the conclusion of the vote, Ms. Peterson requested a review of Vendor contracts and Mr. Evatt requested a review of the Request for Proposals (RFP) policy. Mr. de Nysschen directed CARTA management to assess Vendor contracts and performance. Mr. de Nysschen further directed the RFP policy to be reviewed by the Procurement Committee. Mr. de Nysschen requested a review of the Board committees to take place at the February 15, 2024, Board meeting.

Under “Old Business” Mr. Evatt requested community input technology with the ability to access Board meetings remotely. Mr. de Nysschen requested additional suggestions and updates to be discussed at the February 15, 2024, Board meeting.

Mr. de Nysschen inquired if there were any other business items that need to be addressed. This being her last board meeting as a Board member, the Board and CARTA staff thanked Ms. Park for her service. There being no further business, a motion was made to adjourn, and the meeting was adjourned.

**TO:** CARTA Board of Directors  
Finance & Compliance Committee

**FROM:** Sonja Sparks  
Chief Financial Officer

**SUBJECT:** Financial Report

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## **RECOMMENDED ACTION**

Staff recommends that the Board approve CARTA's financial reports for the month ending January 2024.

## **HIGHLIGHTS, ANALYSIS AND CONCLUSIONS**

January, 2024

- Revenue for January was \$1,954,151 compared to a budgeted \$1,957,446.
  - Parking revenue was over budget \$45,692 due to meter increase from \$.50 per half hour up to two hours to \$1.00 effective October, 2023.
- Expenses for January were \$2,195,393 compared to a budgeted \$2,311,561.
  - Transit expense was under budget \$111,074 due to a wage and benefit variance of \$46,819 due to vacancies, software maintenance of \$15,592 due to the timing of annual purchases, fuel of \$24,144, maintenance \$6,106 and professional services of \$17,848 which consists of a reduction in maintenance related services such as towing, glass, etc.
- The January Parking Report indicates receipts from parking meter and enforcement reflected net positive revenue of \$77,566 and when combined with net shuttle costs of (\$148,980), created a net of (\$71,414). Total net parking revenue for the month (adding in surface lot and garage revenues and expenses) reflected a positive net revenue of \$41,143.

**CARTA**  
**Variance Report**  
**For the Seven Months Ending Wednesday, January 31, 2024**

	<u>MONTHLY ACTUAL</u>	<u>MONTHLY BUDGET</u>	<u>VARIANCE</u>	<u>YTD ACTUAL</u>	<u>YTD BUDGET</u>	<u>VARIANCE</u>
<b>TRANSIT</b>						
Revenues	\$1,192,670	\$1,192,932	(\$262)	\$8,022,836	\$8,080,521	(\$57,685)
Expenses	<u>1,329,764</u>	<u>1,440,839</u>	<u>(111,074)</u>	<u>9,136,972</u>	<u>10,045,503</u>	<u>(908,531)</u>
<b>NET</b>	<b>(137,095)</b>	<b>(247,907)</b>	<b>110,812</b>	<b>(1,114,136)</b>	<b>(1,964,982)</b>	<b>850,846</b>
<b>SHUTTLE</b>						
Revenues	\$108,468	\$132,474	(\$24,005)	\$1,333,856	\$1,399,624	(\$65,768)
Expenses	<u>204,334</u>	<u>218,055</u>	<u>(13,722)</u>	<u>1,363,000</u>	<u>1,519,641</u>	<u>(156,640)</u>
<b>NET</b>	<b>(95,865)</b>	<b>(85,582)</b>	<b>(10,283)</b>	<b>(29,145)</b>	<b>(120,017)</b>	<b>90,872</b>
<b>INCLINE</b>						
Revenues	\$219,895	\$233,173	(\$13,278)	\$2,343,958	\$2,324,210	\$19,748
Expenses	<u>179,996</u>	<u>214,352</u>	<u>(34,356)</u>	<u>1,473,812</u>	<u>1,494,236</u>	<u>(20,424)</u>
<b>NET</b>	<b>39,899</b>	<b>18,820</b>	<b>21,079</b>	<b>870,146</b>	<b>829,974</b>	<b>40,171</b>
<b>CARE-A-VAN</b>						
Revenues	\$87,868	\$99,310	(\$11,443)	\$645,000	\$602,863	\$42,137
Expenses	<u>266,657</u>	<u>235,241</u>	<u>31,416</u>	<u>1,818,514</u>	<u>1,506,022</u>	<u>312,492</u>
<b>NET</b>	<b>(178,790)</b>	<b>(135,931)</b>	<b>(42,859)</b>	<b>(1,173,514)</b>	<b>(903,159)</b>	<b>(270,355)</b>
<b>PARKING</b>						
Revenues	\$345,250	\$299,558	\$45,692	\$2,401,034	\$2,096,905	\$304,129
Expenses	<u>214,642</u>	<u>203,073</u>	<u>11,569</u>	<u>1,471,229</u>	<u>1,420,737</u>	<u>50,492</u>
<b>NET</b>	<b>130,607</b>	<b>96,485</b>	<b>34,123</b>	<b>929,805</b>	<b>676,168</b>	<b>253,637</b>
<b>CARTA - Total</b>						
Revenues	\$1,954,151	\$1,957,446	(\$3,295)	\$14,746,683	\$14,504,124	\$242,560
Expenses	<u>2,195,393</u>	<u>2,311,561</u>	<u>(116,167)</u>	<u>15,263,527</u>	<u>15,986,139</u>	<u>(722,611)</u>
<b>NET</b>	<b>(241,243)</b>	<b>(354,115)</b>	<b>112,872</b>	<b>(516,844)</b>	<b>(1,482,015)</b>	<b>965,171</b>

**JANUARY 2024 PARKING REPORT**

	<u>Meters</u>	<u>Shuttle</u>	<u>Lots</u>	<u>Garages</u>
Revenues	\$ 176,954	\$ -	\$ 74,572	\$ 100,764
Enforcement	\$ 101,207	\$ -	\$ -	\$ -
Donations	\$ -	\$ 472	\$ -	\$ -
Advertising	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ 2,400	\$ -	\$ 4,833
Fed/State Grants	\$ -	\$ -	\$ -	\$ -
<b>Total Revenue</b>	<b>\$ 278,161</b>	<b>\$ 2,872</b>	<b>\$ 74,572</b>	<b>\$ 105,597</b>
Onstreet Enforcement Expenses	\$ 200,595	\$ -	\$ -	\$ -
Shuttle Expenses	\$ -	\$ 151,852	\$ -	\$ -
Lot Expense	\$ -	\$ -	\$ 15,130	\$ -
Garage Expense	\$ -	\$ -	\$ -	\$ 52,482
<b>Total Expense</b>	<b>\$ 200,595</b>	<b>\$ 151,852</b>	<b>\$ 15,130</b>	<b>\$ 52,482</b>
<b>Net Revenue</b>	<b>\$ 77,566</b>	<b>\$ (148,980)</b>	<b>\$ 59,442</b>	<b>\$ 53,115</b>
<b>Net Meters &amp; Shuttle</b>	<b>\$ (71,414)</b>			
<b>Total Parking</b>	<b><u>\$ 41,143</u></b>			

**TO:** CARTA Board of Directors  
**FROM:** Philip Pugliese  
**SUBJECT:** Statistical Report

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### **RECOMMENDED ACTION**

Staff recommends that the Board accept CARTA's statistical reports for the month ending January, 2024, as information to the Board.

### **HIGHLIGHTS, ANALYSIS AND CONCLUSIONS**

Ridership on a monthly basis year-over-year is relatively stable with normal variation on individual routes with the exception of continued growth on CARTA GO, Enterprise South, and the St Elmo shuttle.

January characterized with extreme weather days.

- January, 2024
  - Fixed Route ridership total is stable year-over-year.
    - #3 Enterprise South is up 17% year-over-year
    - CARTA GO is up 35% year-over-year
  - Shuttle ridership is up 6% year-over-year with St Elmo Shuttle up 41%
  - Incline ridership down 25% but service was closed due to inclement weather
  - CAV ridership was down slightly at 3% year-over-year with two turndowns
  - Bikes on Board down 21% year-over-year for the month
  - Wheelchairs boardings were up 2% year-over-year for the month
- Fare Free First Friday – February 2, 2024
  - 2024 ridership = 4096
  - 2023 first Friday = 3601
  - Increase of 13.7%

**Chattanooga Area Regional Transportation Authority**

**Statistical Report**

**For the Period Ending January 31, 2024**

	<u>This Month</u>	<u>Month YR</u> <u>Ago</u>	<u>YTD</u>	<u>Prior YTD</u>
<b><u>TRANSIT</u></b>				
Ridership	71,657	72,100	559,259	549,916
Weekday Average - with Mocs	2,816	2,840	3,182	3,119
Weekday Average - without Mocs	2,735	2,760	3,065	2,956
Saturday Average	1,699	1,815	2,069	1,958
Sunday Average	729	589	780	736
Miles	158,912	144,550	1,101,353	991,730
Passengers/Mile	0.45	0.50	0.51	0.55
Accidents	2	0	11	9
Operating Cost/Rider	11.23	11.55	9.89	10.16
<b><u>SHUTTLE</u></b>				
Ridership	15,768	14,936	153,856	128,249
Weekday Average	544	533	746	625
Saturday Average	625	566	875	732
Sunday Average	324	237	479	364
Miles	17,084	12,299	114,659	89,366
Passengers/Mile	0.92	1.21	1.34	1.44
Accidents	2	0	5	1
Operating Cost/Rider	4.50	3.34	3.36	3.19
<b><u>INCLINE</u></b>				
Ridership	16,415	21,842	297,927	285,060
Net Revenue/Passenger	2.43	2.28	2.92	2.70
Days Down	3	0	3	0
<b><u>CARE-A-VAN</u></b>				
Ridership	4,047	4,033	29,759	28,545
Miles	46,739	47,410	343,623	321,305
Turndowns	2	0	9	0
Accidents	1	0	3	4
Operating Cost/Rider	51.78	48.24	48.49	44.97
Passengers/Hour	1.22	1.20	1.26	1.27
<b><u>TOTAL CARTA</u></b>				
<b>Ridership</b>	<b>107,887</b>	<b>112,911</b>	<b>1,040,801</b>	<b>991,770</b>

**\* Notes to the Statistical Report:**

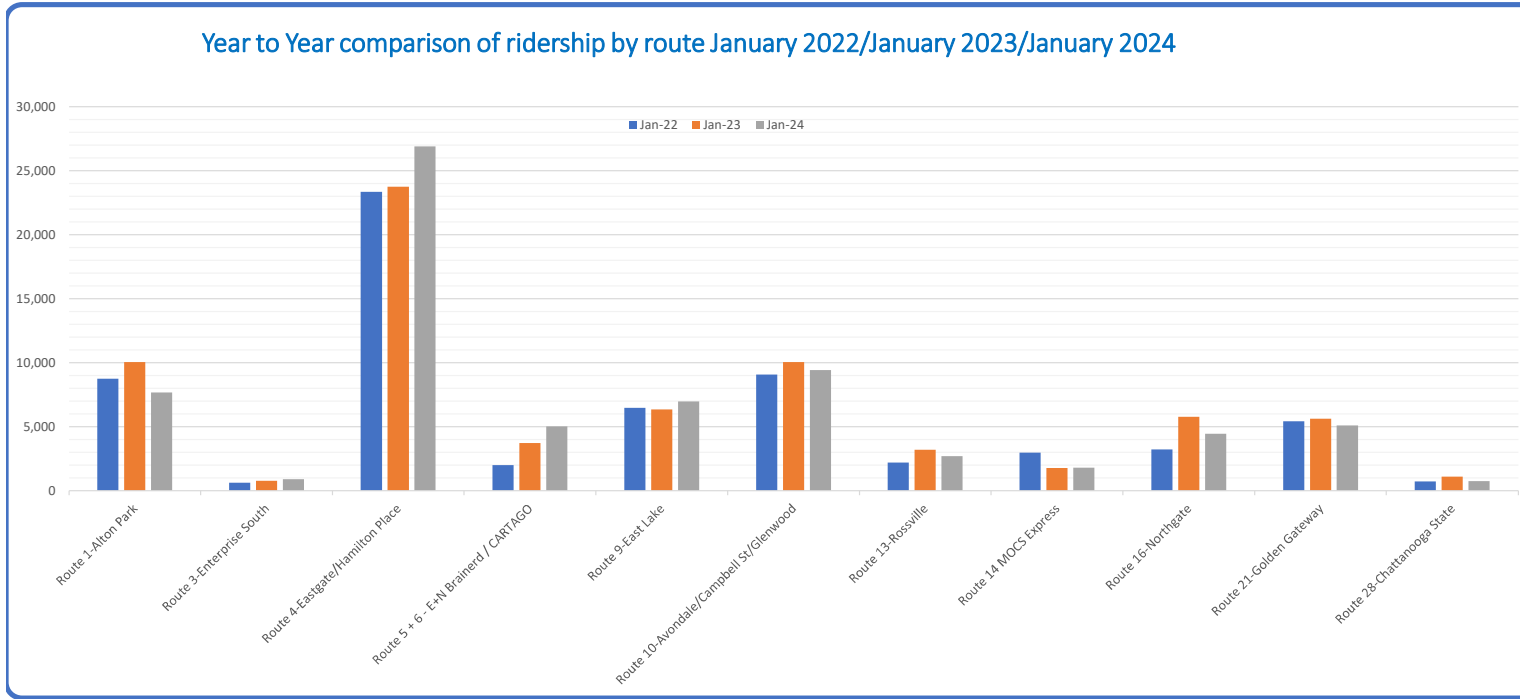
North Shore Shuttle	1,725	1,941	15,872	15,863
MOCS Express	1,783	1,774	17,324	24,502
Bicycles Carried	942	1,185	11,014	10,151
Wheelchairs Carried	914	893	8,405	8,510
St.Elmo/Incline	1,714	1,216	14,488	9,827

Days of Operation Transit, Care-A-Van, Shuttle

Number of Weekdays	22	22
Number of Saturdays	4	4
Number of Sundays	4	4
	<u>30</u>	<u>30</u>

Days of Operation Incline

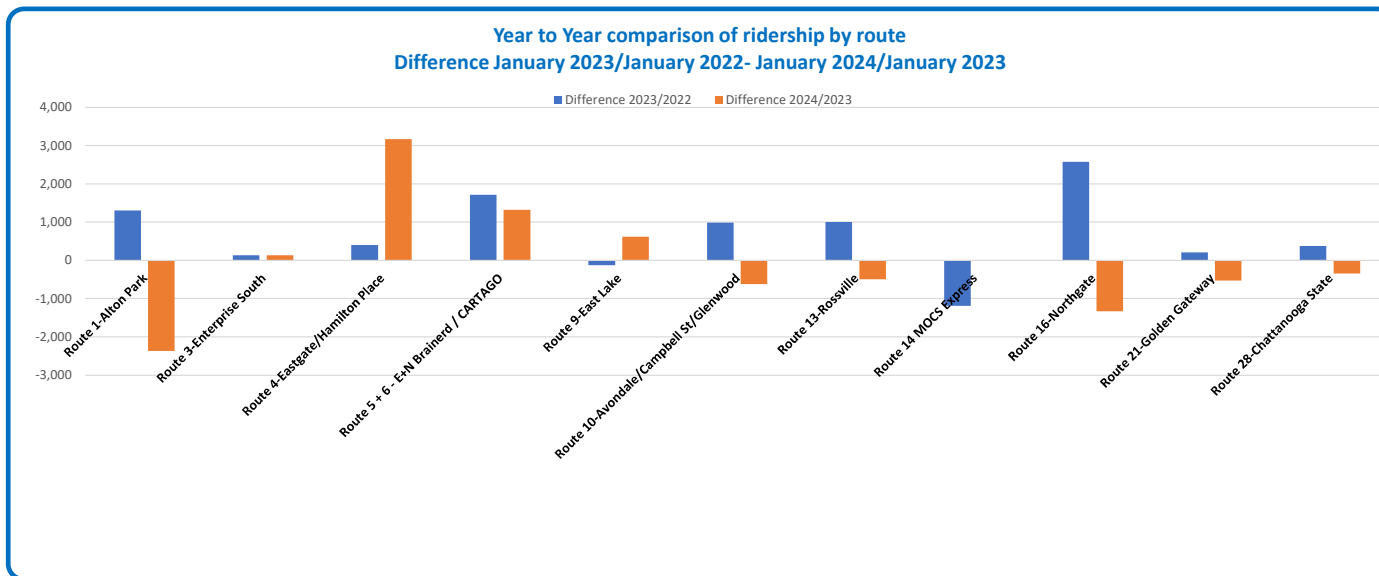
Number of Weekdays	20	22
Number of Saturdays	4	4
Number of Sundays	4	5
	<u>28</u>	<u>31</u>



	Jan-22	Jan-23	Jan-24
Route 1-Alton Park	8,733	10,033	7,666
Route 3-Enterprise South	629	762	895
Route 4-Eastgate/Hamilton Place	23,341	23,737	26,908
Route 5 + 6 - E+N Brainerd / CARTAGO	1,998	3,710	5,027
Route 9-East Lake	6,472	6,348	6,963
Route 10-Avondale/Campbell St/Glenwood	9,057	10,044	9,423
Route 13-Rossville	2,184	3,182	2,689
Route 14 MOCS Express	2,967	1,774	1,783
Route 16-Northgate	3,210	5,780	4,447
Route 21-Golden Gateway	5,424	5,630	5,104
Route 28-Chattanooga State	728	1,100	752

Totals: 64,743 72,100 71,657





	Difference 2023/2022	Difference 2024/2023
Route 1-Alton Park	1,300	-2,367
Route 3-Enterprise South	133	133
Route 4-Eastgate/Hamilton Place	396	3,171
Route 5 + 6 - E+N Brainerd / CARTAGO	1,712	1,317
Route 9-East Lake	-124	615
Route 10-Avondale/Campbell St/Glenwood	987	-621
Route 13-Rossville	998	-493
Route 14 MOCS Express	-1,193	9
Route 16-Northgate	2,570	-1,333
Route 21-Golden Gateway	206	-526
Route 28-Chattanooga State	372	-348

7357                      -443

**TO:** CARTA Board of Directors

**FROM:** Annie Powell  
Director of Grants, Technology, and Research

**SUBJECT:** Approval of CARTA Purchasing Policy

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**RECOMMENDED ACTION**

Staff recommends that the Board approve CARTA’s Purchasing Policy retroactive to July 1, 2023.

**ALIGNMENT WITH STRATEGIC GOALS**

This action aligns with CARTA’s strategic imperatives of compliance and transparency.

**SUMMARY OF NEED**

Approval of this item will allow CARTA to formally adopt the most recent version of the purchasing policy which incorporates recommendations from the City of Chattanooga as well as Tennessee Attorney General’s Opinion No. 22-14, dated November 15, 2022. CARTA’s entire purchasing policy can be found at [https://www.gocarta.org/wp-content/uploads/2024/02/CARTA-Purchasing-Policy\\_February-2024.pdf](https://www.gocarta.org/wp-content/uploads/2024/02/CARTA-Purchasing-Policy_February-2024.pdf).

The specific changes to the policy are as follows:

- Modification of the small purchase maximum threshold from \$250,000 to \$50,000 (pages 20-21, 23, 25)
- Modification of the large purchase threshold from \$250,000 to \$50,000 (pages 20-21, 23, 25-26)
- Addition of checklists and procedures for evaluating and documenting contractor responsibility (page 24)

**BACKGROUND AND HISTORY**

On July 6, 2022, CARTA was notified by the City of Chattanooga’s Office of Internal Audit that an audit of the CARTA procurement process was to be scheduled in the coming months. An entrance interview was held on July 28, 2022. On February 3, 2023, an audit report was provided to CARTA with two recommendations: 1) that CARTA implement policies and procedures to ensure compliance with State laws governing procurements by transit authorities created under Tennessee Code Annotated (TCA0. § 7-56-101, *et. seq.*, and 2) that CARTA establish specific procedures for evaluating and documenting contractor responsibility consistent with FTA guidelines. CARTA updated the Purchasing Policy on July 1, 2023.



***PURCHASING  
POLICY***

*Revised February 2024*

## CARTA Purchasing Summary

- I. Micro-Purchases - purchases / contracts that do not exceed \$10,000. May include telephone quotes.
- II. Small Purchases - purchases / contracts more than \$10,000, but do not exceed \$49,999. May include telephone quotes.
- III. Large Purchases - purchases over \$50,000.
- IV. Dollar Amounts - In the event a contract is entered into for an extended period (i.e. 3 years), or there are multiple purchases of one or more items, the dollar amount for the entire length of the contract, or the total cost of all items anticipated to be purchased (for multiple purchases), must be considered in determining whether it is a micro, small, or large purchase. For example, if for a certain contract \$5,000 is expended per month for a service, over five years the total contract would be \$300,000. The contract would, therefore, be considered a large purchase and require a formally advertised procurement.
- V. Written Quote - document submitted by a vendor to CARTA in writing via fax, mail, or electronic means. Written quotes are preferred for Small Purchases and preferred over telephone quotes or the stamp for Micro Purchases.

### I. Purchases that do not exceed \$10,000 - Options for purchasing:

- A. May be obtained without obtaining competitive quotes if the price is determined to be fair and reasonable. All micropurchases with only one (1) quote must include the “Fair and Reasonable Price Determination” section of the purchase order to be signed, dated, and reason checked off. **The purchase order must be forwarded to accounting.** CARTA will distribute micropurchases procured in this manner equitably among qualified suppliers.
- B. At least two telephone quotes may be obtained, and **must** be documented using the Telephone Quote form, which should include the date, vendor’s name, address, phone number, and contact person. In this case, the “Fair and Reasonable Price Determination” form at the bottom of the purchase order **is not needed. The completed telephone quote form must be forwarded to accounting.**
- C. Two written quotes may be obtained by fax, mail, or electronic means. If submitted electronically, the quote must be printed. No “Fair and Reasonable Price Determination” form at the bottom of the purchase order is needed if you have at least two written quotes. **Copies of all quotes must be forwarded to accounting.**

Davis-Bacon prevailing wage requirements apply to any micropurchases exceeding \$2,000. Procurements may not be divided or reduced to come within the micropurchase limit.

- II. **Purchases that exceed \$10,000, but not more than \$49,999:** There are two options for small purchases, you **must** have at least two written quotes or telephone quotes. Telephone quotes are **acceptable for any purchases under \$50,000.** Such approval will include a cost or price analysis as outlined in CARTA’s purchasing policy.

**III. Purchases over \$50,000:** must be awarded by sealed bid (IFB) or request for proposal (RFP) and must adhere to the formal advertising process.

IV. No contract will be written for or extended beyond 5 years

V. Please refer to CARTA's purchasing policy for details of purchasing regulations.

## I. Purpose

The purpose of these policies and procedures is to establish guidelines relating to the purchase or sale of real and personal property, the granting of concessions, and the making of certain contracts by CARTA, in accordance with U.S. Department of Transportation (U.S. DOT) Federal Transit Administration (FTA) documents, [FTA Circular 4220.1F, 49 C.F.R. 18, Master Agreement, and the Best Practices Procurement Manual, including updates] and the updated Tennessee Municipal Law of 1983. CARTA and its subrecipients may use locally developed procurement procedures, if procurements conform to applicable Federal law and regulations. In practices where there is a conflict between CARTA's purchasing policy and actual practice, the highest governing authority shall prevail.

## II. Definitions

Abstract of Bids: document used to record the results of sealed bids for each bidder, which is subsequently made available for public inspection, after completion of the bid process.

Best-Value: a selection process in which proposals contain both price and qualitative components, and award is based on a combination of price and qualitative considerations. Qualitative considerations may include technical design, technical approach, quality of proposed personnel, and/or management plan. The award selection is based upon consideration of a combination of technical and price factors to determine (or derive) the offer most advantageous and of the greatest value to CARTA.<sup>1</sup>

Board: will mean the Board of Directors of CARTA.

Cardinal Change: a major deviation from the original purposes of the work or the intended method of achievement, or a revision of contract work so extensive, significant, or cumulative that, in effect, the contractor is required to perform very different work from that described in the original contract. Also referred to as a "tag-on."

Change Order: an order authorized by CARTA directing the contractor to make changes, pursuant to contract provisions for such changes, with or without the consent of the contractor.

Chairman: will mean the Chairman of the Board of Directors of CARTA and will include the Vice-Chairman when the Chairman is unavailable.

Contract Administration: the post award administration of the contract to ensure compliance with the terms of the contract by both the contractor and CARTA.

Contract Administration File Documentation: the documentation contained in the contract file maintained by, or on behalf of, the contract administrator. It reflects the actions taken by the contracting parties in accordance with the requirements of the contract and documents the decisions made, and the rationale therefore, of matters which may result (or have resulted) in controversy or dispute.

Design-Bid-Build Project: a construction project under which a recipient commissions an architect or engineer to prepare drawings and specifications under a design services contract, and separately contracts for construction, by engaging the services of a contractor through sealed bidding or competitive negotiations to complete delivery of the project.

Design-Build Project: a construction project under which a recipient enters into a contract with a seller, firm, or consortium of firms both for design and construction of a public transportation facility.

Electronic Commerce (E-Commerce): consists of electronic techniques for accomplishing business transactions including electronic mail or messaging, World Wide Web internet technology, electronic bulletin boards, purchase cards, electronic funds transfer, electronic signatures, and electronic data interchange.<sup>2</sup>

FTA: Federal Transit Administration – an operating administration of the U.S. Department of Transportation.

Joint Procurement: a method of contracting in which two or more purchasers agree from the outset to use a single solicitation document and enter into a single contract with a vendor for delivery of property or services in a fixed quantity, even if expressed as a total minimum or maximum.

Large Purchase: purchases over \$50,000, may include: Invitation for Bids (IFB), Request for Proposals (RFP), Two-Step Procurement Procedures, Design-Bid-Build, Design-Build, and Architectural and Engineering Services (A&E).<sup>3</sup>

Local Government: includes a public transit authority as well as county, municipality, city, town, township, special district, council of governments (whether or not incorporated as a private nonprofit organization under State law), regional or interstate government entity, or any agency or instrumentality thereof.

Micro-Purchase: purchases / contracts that do not exceed \$10,000. May be made with Telephone Quotes.

Noncompetitive Proposals (sole source): procurement only if you can justify not soliciting additional competition in the manner explicitly defined in FTA Circular 4220.1F Chapter VI, § 3i.

Purchase: will mean the procurement by purchase, lease, or otherwise of real or personal property by CARTA, and awarding of contracts for construction, alterations, supplies, equipment, repairs or maintenance, or for rendering any services to CARTA.

Recipient: means CARTA or any organization receiving funds directly from FTA.

Sale: will mean the sale, lease, or other disposition of any real or personal property by CARTA.

Small Purchase: purchases / contracts between \$10,001 and \$49,999. Purchases between \$10,001 and \$49,999 may be made with telephone quotes.

Statute of Frauds: Generally, the Statute of Frauds dictates whether contracts should be oral or written. In order to be enforceable, the Statute of Frauds requires certain contracts to be written and signed by the party charged with performing the contract. For example, contracts for the sale of goods in excess of \$500 must be in writing in order to be enforceable. (See Best Practices Procurement Manual, Section 1.2.2 for a list of other instances where Statute of Frauds applies).

Subrecipient: any organization receiving FTA funds from CARTA, but does not include contractors or subcontractors. Subagreement is the actual agreement between CARTA and the subrecipient.

Telephone Quote: quote for micro-purchases or small purchases obtained by calling a vendor and verbally stating specifications for goods or services in order to solicit a quote. Documentation for

- Has a satisfactory record of performance or the equivalent, and
- Has a satisfactory record of and reputation of integrity.<sup>5</sup>

CARTA verifies this information utilizing a checklist provided by the Tennessee Department of Transportation (TDOT) for responsibility determination. This checklist can be found at <https://www.tn.gov/tdot/multimodal-transportation-resources/office-of-public-transportation/opt-procurement/procurement-review.html> and includes the following activities:

- Verifying that the bidder or proposer has not been suspended or debarred for procurements greater than \$25,000. CARTA includes a contract certification in its contract provisions provided to bidders and proposers but also checks sam.gov to assure that information provided is accurate.
- Verifying that the bidder or proposer has a satisfactory record of integrity and business ethics. This information will be requested from the bidder or proposer and verified through a reference check.
- Verifying DBE compliance: for procurements with subcontracting opportunities, CARTA may set a contract goal for DBE participation. If such a contract goal has been set, CARTA will ensure that it has been met or that the bidder or proposer has made good faith efforts to meet the contract goal.
- Verification of compliance with public policy, administrative and technical capacity, an licensing and taxes through evaluation of information provided by the bidder or proposer and verified through a reference check.
- Verifying the bidder or proposer has the financial resources to perform the contract or can obtain them through evaluation of information provided by the bidder or proposer and verified through a reference check.
- Verifying that the bidder or proposer has the production capability to complete the contract or has the ability to obtain appropriate resources through evaluation of information provided by the bidder or proposer and verified through a reference check.
- Evaluation of timeliness through a review of the project schedule. CARTA will also verify that the bidder or proposer has a history of keeping to the agreed upon schedule through checking references.

Evaluating the above information will allow CARTA to determine if the bidder or proposer is a responsible contractor.

#### **B. Review of Procurement Requests to Avoid Duplicate or Unnecessary Purchases<sup>6</sup>**

CARTA has purchasing procedures for micro-purchases, small purchases, and large purchases (IFB/ RFP/A&E), respectively. The Manager of Purchasing & Procurement completes micro and small purchases, and the Director of Grants, Technology, and Research, with assistance from the Manager of Accounting & Grants conducts IFB/ RFP/A&E purchases/contracts. Directors and managers remain involved in purchases that affect their departments either through consultation with the Purchaser or serving on evaluation or oversight committees for larger procurements.

Because of the collaborative effort involved in conducting IFB/RFP/A&E, it is not possible to make duplicate purchases under this process. Because one person completes small and micro purchases, there is no duplication of these purchases either.

Purchase order requisitions are signed by Managers, Directors, the Chief Financial Officer, the Chief Operating Officer, or the Chief Executive Officer as outlined in the requisition approval memo. This memo will be updated from time to time and kept on file with the most current version of the purchasing policy. These individuals are accountable for



CARTA is the designated recipient for Section 5310 funds and has responsibility for the oversight of subrecipients for these funds. As FTA grantees, all Section 5310 funding recipients must use procurement procedures reflecting applicable state and local laws and regulations, subject to the FTA requirements that the procedures ensure competitive procurement and conform to applicable federal law, including 49 CFR Part 18 – specifically Section 18.36, and FTA Circular 4220.1F, “Third Party Contracting Requirements.”

The procurement procedures used by subrecipients must ensure competitive procurement and conform to applicable federal law. FTA requirements and standards apply to the procurement of all supplies, equipment, and services funded by FTA. Purchasing of equipment may be done directly by the subrecipient, with CARTA oversight, or by CARTA directly. The subrecipient will ensure that purchases are made competitively and that every contract that the subrecipient enters contains all applicable federal and state required clauses, and any certifications required.

## VI. Methods of Procurement

### A. Micro-Purchases

Micro-purchases are purchases or contracts that do not exceed \$10,000. As defined in *U.S. DOT / FTA 4220.1F, Chapter VI, § 3a*, purchases below that threshold may be made without obtaining competitive quotes. The Davis-Bacon Act must be applied to construction contracts over \$2,000. Minimum documentation requirements include determination that the price is fair and reasonable, and how this determination was made. CARTA will distribute micropurchases equitably among qualified suppliers. Procurements may not be divided or reduced in size to be within the micro-purchase limit.

Whenever feasible, it is CARTA’s preference to complete a “Telephone Quote” form documenting at least two telephone quotes or obtain copies of at least two written quotes for such purchases. (See definition of written quote). Once the telephone or written quotes have been obtained, a requisition form will be submitted to the Manager of Purchasing & Procurement with the appropriate signature. Subsequently, the Purchasing and Procurement Manager will complete a “Purchase Order” form. All micro-purchases with only 1 quote must include the “Fair and Reasonable Price Determination Form” signed, dated, and the reason checked off.

If submitted electronically, the written quote must be printed. If the quote is obtained by telephone, the dates, names of vendors, addresses, phone numbers, and contact persons must be submitted for at least 2 vendors and documented on the “Telephone Quote” form. All supporting documentation must be submitted to the Accounts Payable Administrator with the purchase order. If a grant will be used to fund the purchase, the Accounts Payable Administrator will also provide a copy of the documentation to the Director of Grants, Technology and Research and Manager of Accounting and Grants along with any copies of checks paid to vendors under that purchase order.

### B. Small Purchases

Small purchases, as defined in *U.S. DOT / FTA 4220.1F, Chapter VI § 3b*, are purchases of services, supplies, or other property that exceed \$10,000, but not more than \$49,999. CARTA will adopt a maximum threshold of \$49,999 for small purchases. Small purchases must be made by obtaining at least two telephone or written quotes. Telephone quotes may be used for small purchases up to \$49,999.

Written quotes are documents submitted by the vendor to CARTA in writing via fax, mail, or

electronic means. Once the written quotes are received and the low bidder has been determined, a requisition form with the appropriate signature will be submitted to the Purchasing and Procurement Manager and a purchase order form will be completed. All documentation must be submitted to the Accounts Payable Administrator. If a grant will be used to fund the purchase, the Accounts Payable and Administrator will provide a copy of the documentation to the Director of Grants, Technology and Research and the Manger of Accounting and Grants along with copies of checks paid to vendors.

TDOT will monitor CARTA's small and large purchases for compliance with FTA and TDOT requirements. All procurements greater than \$10,000 must be submitted to TDOT for review and approval. Checklists and additional information can be found at <https://www.tn.gov/tdot/multimodal-transportation-resources/office-of-public-transportation/opt-procurement.html>. Any purchase order that is greater than \$10,000 will be reviewed by the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, or Director of Grants, Technology, and Research.

### C. Large Purchases

FTA Circular 4220.1F, Chapter VI states that purchases over \$250,000 must provide for full and open competition. CARTA's policy is that purchases over \$50,000 use the large purchase procurement procedures in accordance with T.C.A. § 7-56-101, *et seq.* These contracts will be awarded by sealed bid or request for proposals, unless there is an explicit exception. Independent estimates must be made before receiving bids or proposals, which may include bidders' estimates of the total cost of the service or project. As mentioned above, TDOT will monitor CARTA's small and large purchases for compliance with FTA and TDOT requirements.

#### 1. *General Requirements for all Large Purchases*

(a) Practices Deemed Restrictive of Competition, and therefore not allowable include:<sup>7</sup>

- Unreasonable requirements placed on firms in order for them to qualify to do business;
- Unnecessary experience and excessive bonding requirements;
- Restraint of Trade: noncompetitive pricing between firms or between affiliated companies;
- Noncompetitive awards to any person or firm on retainer contracts;
- Organizational conflicts of interest (also applies to micro and small purchases);
- Restrictive use of brand names (also applies to micro and small purchases);
- Any arbitrary action in the procurement process (also applies to micro and small purchases);
- Improper Prequalification: using prequalification procedures that conflict with the prequalification standards described in *FTA Circular 4220.1F, Chapter VI, §1.c*;
- Geographic preferences (With the exception of Architectural and Engineering services).

(b) Prequalification: Prequalification lists are generally used in procurements that require lengthy evaluations to determine whether the product is satisfactory to certain standards. CARTA may prequalify people, firms, and property if: 1) CARTA ensures that all prequalification lists it uses are current; 2) CARTA ensures that all prequalification lists it uses include enough qualified sources to provide for maximum full and open competition; and 3) CARTA permits potential bidders or offerors to qualify during the solicitation period (from the issuance of the solicitation to its closing date).<sup>8</sup> Historically, CARTA has not utilized prequalification lists.

(c) Specifications, Plans, and Drawings: Plans, drawings, or specifications will state only CARTA's actual minimum needs and will describe the property or service to be acquired or sold in a manner which will encourage maximum competition and eliminate, insofar as possible, any restrictive features which might limit acceptable offers to a

**TO:** CARTA Board of Directors  
**FROM:** Jeff Smith  
Chief Operating Officer  
**SUBJECT:** Employee Appreciation Program

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**RECOMMENDED ACTION**

N/A Information Only

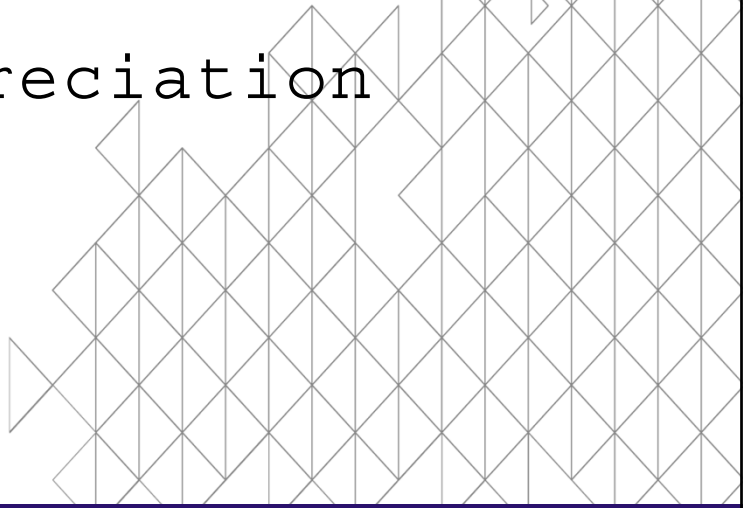
**HIGHLIGHTS, ANALYSIS AND CONCLUSIONS**

This presentation is an introduction to CARTA's Employee Appreciation Program which outlines the process of creating a repeatable positive experience that recognizes and rewards employees who have made a tremendous impact at work and demonstrate above and beyond work performance.



# Employee Appreciation Program

February 15, 2024



1



## SUNSHINE AWARD



Someone who is always customer focused and honest in all that they do. Someone who takes the initiative to help coworkers in job performance. Someone who is newsworthy in all areas of their job performance. Someone who is exceptional every day.



2

## THE LIMITATIONS ON PARTICIPATION IN THE EMPLOYEE APPRECIATION PROGRAM



Employees can be nominated multiple times, but only awarded once a year



Managers are not eligible to be nominated.



To qualify, employees must have no policy violations within the past 90 days.



3

## THE PROCESS OF THE EMPLOYEE APPRECIATION PROGRAM



Any employee, apart from the committee members, can nominate another employee.



Employees will complete the nomination forms and submit them to the committee chair via email or the locked safety suggestion boxes located in each department.



If a committee member is nominated for an award, he/she will step down for that month, and an Administrative employee will step in to vote in his/her place.



The nomination forms are then shared with the corresponding department heads, who will review the employees' recent records to verify eligibility.



The committee will then assess specific characteristics to select an employee for recognition.



4

## CHARACTERISTICS TO BE ASSESSED BY THE COMMITTEE

### Operators, Conductors, Customer Service Representatives

- Observed going above and beyond normal job duties to help an individual.
- Participation in the safety program. For example: attending a safety round table discussion and offering suggestions.
- Completion of all training requirements.
- Uniform/apparel consistently neat and tidy. For example: ironed/pressed, no stains.



5

### MAINTENANCE EMPLOYEES

No returns of completed work repair or service assignments.

Observed going above and beyond normal job duties to help an individual.

Participation in the safety program. For example: attending a safety round table discussion and offering suggestions.

Completion of all training requirements.

Work area is consistently neat and tidy.



6

### ADMINISTRATIVE SUPPORT EMPLOYEES

Adherence and successful completion of all recent work deadlines.

Observed going above and beyond normal job duties to help an individual.

Participation in the safety program. For example: attending a safety round table discussion and offering suggestions.

Completion of all training requirements.

Apparel neat and tidy. For example: ironed/pressed, no stains.



7

## RECOGNITION



An official certificate



Recognition at the monthly board meeting



Company-wide announcement



Lunch with department manager and executive team



8

# COMMITTEE MEMBERS



Alana Shores, CARTA  
Certified ADA Travel  
Trainer Safety Admin.



Chris Crowe, Vice  
President, ATU Local  
1212



Tunyekia Adamson,  
Manager of  
Scheduling



Keith Bettis,  
Maintenance Foreman



Duan Bush,  
Trainer/Supervisor



Jeff Smith  
Chief Operating Officer  
[jeffsmith@gocarta.org](mailto:jeffsmith@gocarta.org)





**TO:** CARTA Board of Directors  
**FROM:** Philip Pugliese  
General Manager Planning & Grants  
**SUBJECT:** CARTA GO

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## **RECOMMENDED ACTION**

N/A Information Only

## **HIGHLIGHTS, ANALYSIS AND CONCLUSIONS**

CARTA has developed a Mobility-as-a-Service Initiative (MaaS) to work towards a fully integrated mobility platform. Via Mobility was selected to introduce demand responsive microtransit operations as a software-as-a-service. CARTA GO launched on August 22, 2022, in a combined service zone which incorporated the historical Route #5-Brainerd and Route #6-East Brainerd Dial-a-Ride services and discontinued routes #8 and #19.

- Operations were launched with 8 full-time driver shifts with service from 5:00 AM to 8:00 PM Monday through Saturday. An additional 3-hour shift M-F was added in October 2023.
- The service has taken 99,178 ride requests through January 31, 2024, and provides about 250 rides per day currently with a 95.9% service rate.
- Average trip length is 5.1 miles with a 14-minute ride duration.
- App-reported average customer satisfaction rating is 4.8 out of 5.0 (based on 2,604 ratings) January 2024 average rating is 4.9.
- Driver/Vehicle productivity hovers around 3.0 rides/hour which is typical for microtransit operations.

## **NEXT STEPS**

Staff intends to expand the overall microtransit pilot program inclusive of, but not limited to, the following tactics:

- Capture and utilize first-hand knowledge and experience of current CARTA GO operators and customer service agents by establishing multiple formal active listening sessions.
- Explore and test 1) smaller vehicles, 2) the use of casual drivers, 3) integrated dispatch, and 4) commingling with certain Care-a-Van trips to gain efficiency.
- Further evaluate and test 1) reduced microtransit zone sizes, and 2) variations to microtransit zone characteristics with our academic research partners to maximize effectiveness and productivity.

Additionally, staff will bring a thorough cost analysis and recommendations for the implementation of additional zones to the Operations Committee for discussion.



# CARTA GO Update

February 15, 2024

1

## CARTA Mobility as a Service: Information and Assessment of Potential Partners for Phase 1

What is MaaS?

MaaS combines all different modes of transport and services in one convenient platform.



Convenient ride planning and booking

Integrates the entire transit network

User-centric from end-to-end



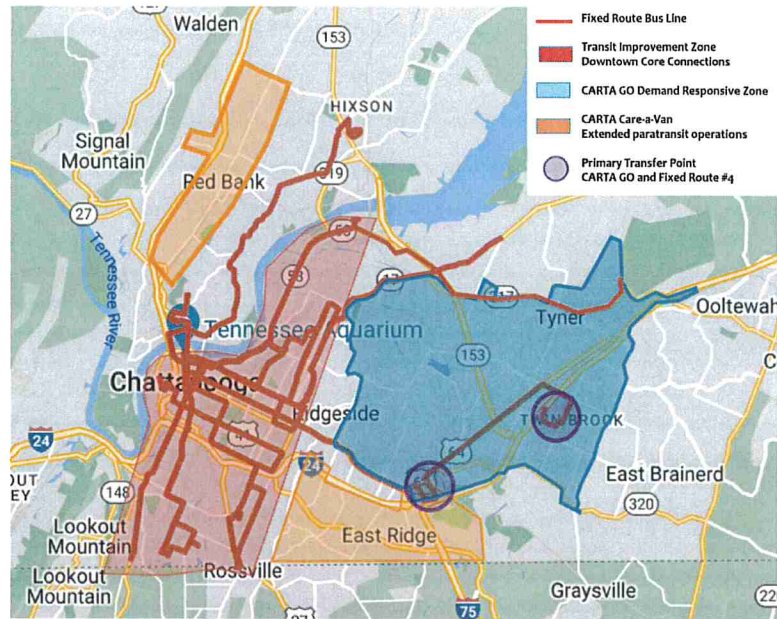
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2

# Implementation

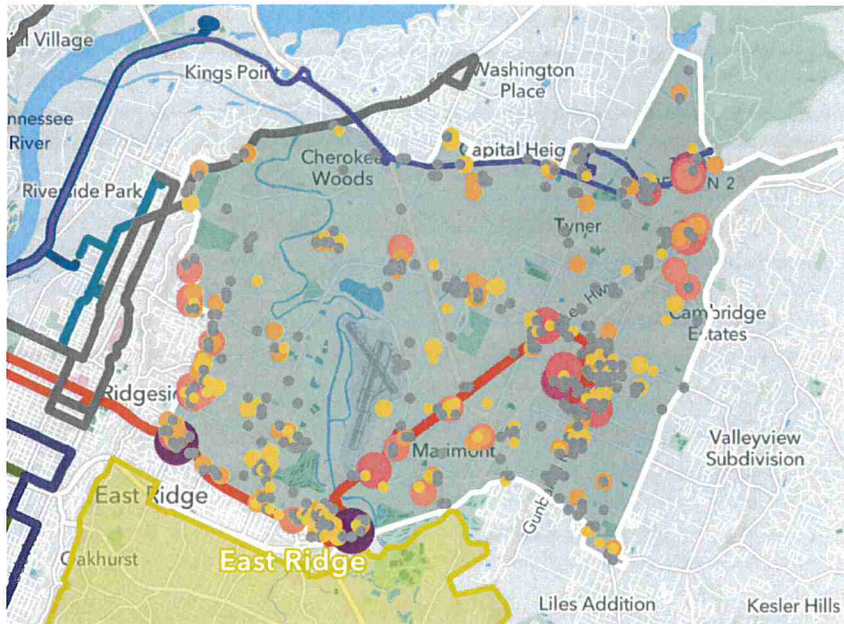


App-based demand responsive service launched in expanded service zone on August 22, 2022, using commercial software as a service to provide baseline data.



3

3



Via Quarterly R...

Quarterly Via ride data in Chattanooga, TN.

[Via](#)  
Last updated in Remix: 7 days ago

Rescale

0 22 52 100 198 335 803 1.2k1.5k



4

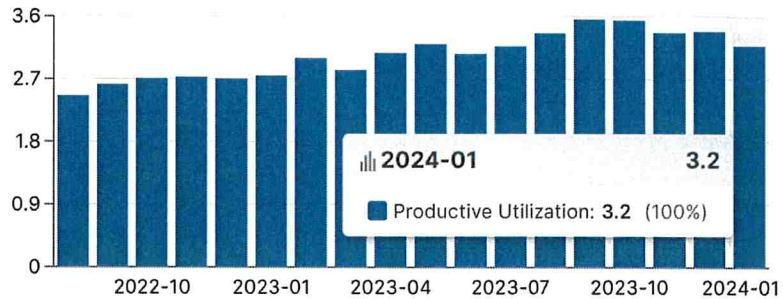
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## Service Performance

**3.2  
Rides  
Per Hour**

### Productive Utilization

Completed rides / productive driver hours (first pickup to last drop off, excluding breaks)



■ Productive Utilization



5

5

## Service Performance

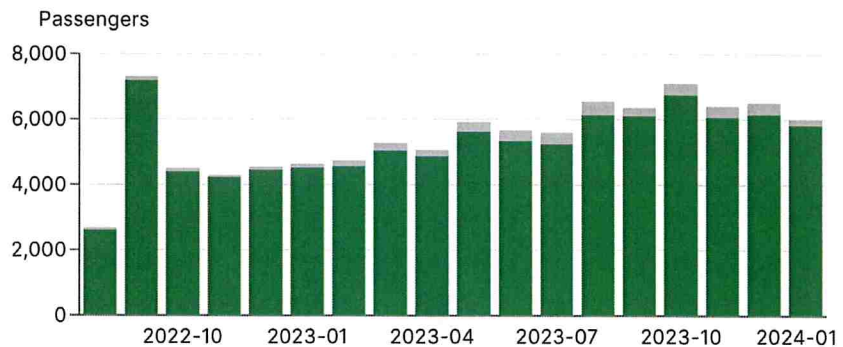
**95.9%  
Service Rate**

-----  
**99,178  
Trip Requests**

-----  
**74,686  
Completed  
Rides**

### Met Demand

Number of ride requests (passengers) met with a ride proposal.



■ Met Demand ■ Seat Unavailable



6

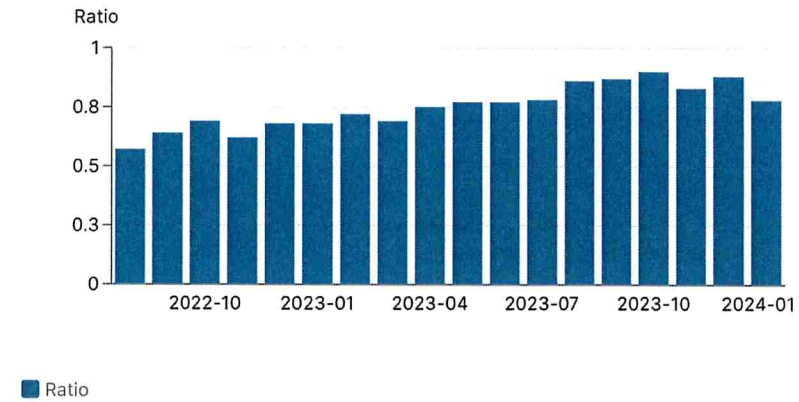
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## Service Performance

**0.9**  
**Peak**  
**Passenger Miles**  
**vs**  
**Driver Miles**

### Passenger-to-driver distance ratio

Ratio of total passenger distance to total driver shift distance.



7

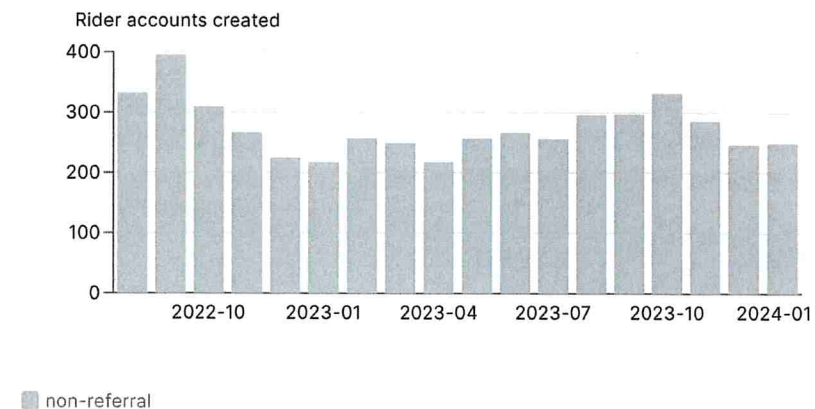
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## Customer Growth

**5,184**  
**Rider Accounts**  
**25% with 5**  
**or more trips**

### Accounts Created Trend

Number of accounts created segmented by acquisition source.



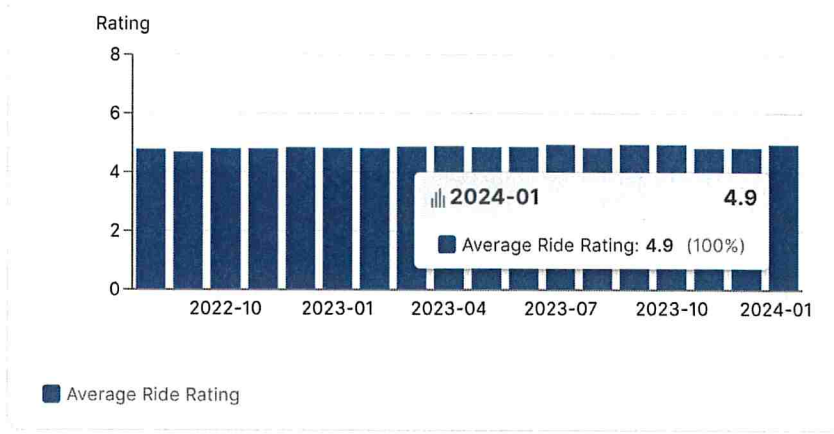
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8

## Customer Satisfaction

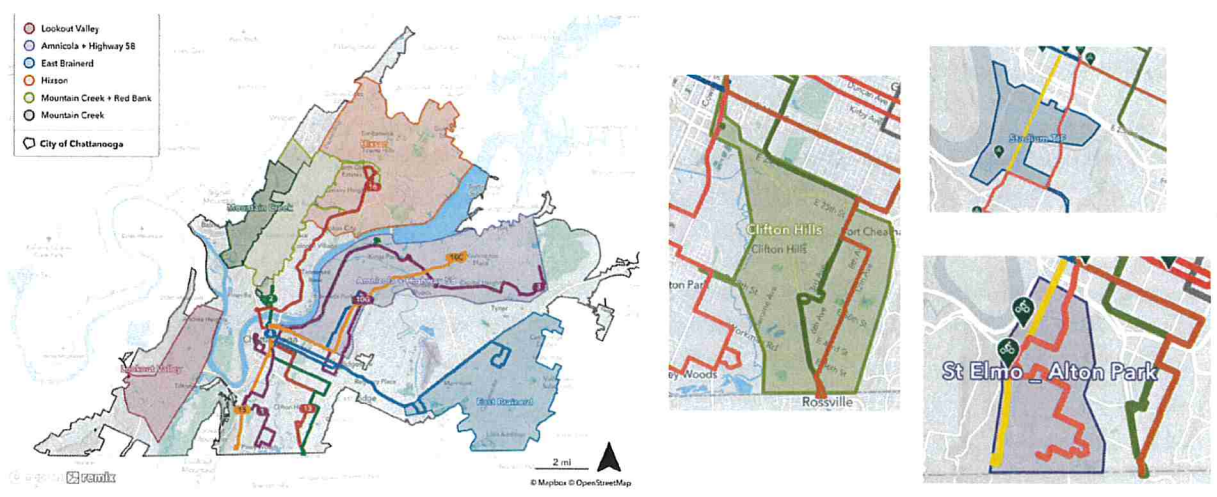
**4.8**  
**Average**  
**Ride Rating**  
**2608 Ratings**

**Average Ride Rating**  
 Average ride rating on a scale of 1-5.



## Right Sizing Zones, Operations and Cost Objectives

Continued Evaluation with ATU, Operators, Operations, Customers, and Academics



# Right Sizing Vehicle and Driver Assets

Continued Evaluation with ATU, Operators, Operations, Customers, and Academics



11

11

# Continued Technology Evaluation

Commercial Product Review and Academic Partner Development

**Pantonium**  
On-demand transit approaches

Ride-hailing Services	On-Demand Microtransit	On-Demand Macrotransit
Risks/Service Hour: 1-5	Risks/Service Hour: 2-4	Risks/Service Hour: 10-30
Cost/Trip: \$7-\$44	Cost/Trip: \$30	Cost/Trip: \$4-\$6
Risks/Planning Approach: No Planning, On-demand only	Risks/Planning Approach: Basic Planning, On-demand	Risks/Planning Approach: Basic Planning, On-demand

**transit** | **THE ROUTING COMPANY** | **via** | **Citymapper**

**SmartTransit**  
CARTA | CHATTANOOGA | SIEMENS

**SIEMENS**  
Siemens Mobility Software Solutions +/- 1000 employees

**scylla** | **HACON** | **EOS.UPGRADE** | **BYTEMARK** | **PADAM MOBILITY**

**Payment & Ticketing**  
Consulting, R&D  
Capacity and timetable management in rail transport  
Trip Planner & Passenger Information  
DRT & Paratransit  
Autonomous Vehicle Platform

**PADAM MOBILITY**  
**ontra**  
Making public transit more efficient & accessible

**spare** | **BLAISE**



12

12



Philip Pugliese  
General Manager Planning & Grants  
[philippugliese@gocarta.org](mailto:philippugliese@gocarta.org)



**TO:** CARTA Board of Directors

**FROM:** Veronica Peebles  
Director of Communications and Planning

**SUBJECT:** Board transparency policy – update

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## **RECOMMENDED ACTION**

N/A Information Only

## **HIGHLIGHTS, ANALYSIS AND CONCLUSIONS**

On January 25, 2024, the Board of Directors engaged in a robust discussion about establishing better transparency to our customers, external stakeholders, and the public. Staff reviewed the best practices document shared at the meeting and developed several enhancements to our website to help increase transparency for the organization. This multi-phased project will be implemented over the next several months making relevant information readily available to the public.

Phase 1 of the project includes these enhancements to the CARTA **test** website, which will be previewed at the meeting. Staff will only publish content after receiving feedback from the board of directors.

- The Board of Directors page has been updated to include the following:
  - Board meeting dates, meeting packets, and audio/video recordings
  - Historical board meeting packets and recordings over the past year
  - Directors' photographs and email addresses
- The Employment page has been updated to include:
  - All job openings with job descriptions
  - Online application option for each opening
- The creation of a new Performance Stats page
  - Ridership statistics
- The creation of a new Media Relations page
  - Resource page for our media partners

Future phases of the project will include enhancements to our business opportunities, access to financial information, and key performance indicators to help support transparency for the organization.



**BOARD OF DIRECTORS**

## Focused on Our Community

The CARTA board members are appointed by the Mayors of Chattanooga and Hamilton County. The CARTA board meetings are held on the third Thursday of each month at 10 a.m. in the CARTA Board Room located at 1617-B Wilcox Boulevard in Chattanooga, Tennessee. The CARTA board meetings are open to the public.

### Board of Directors Meeting Information

Below are details from CARTA's Board meetings, including the Board of Directors meeting agenda, minutes of the Board of Directors meeting from the previous month, and financial and statistical information presented at the Board meeting:

- [▶ 2024](#)
- [▶ 2023](#)

### Representing the City of Chattanooga

- 300 x 300  
Image  
goes  
here.

**Chairman**  
**Johan de Nyaschen**  
carta.board.johan@gmail.com
- 300 x 300  
Image  
goes  
here.

**Vice Chairman**  
**Evann Freeman**  
carta.board.evann@gmail.com
- 300 x 300  
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goes  
here.

**Secretary**  
**Arcie Reeves**  
carta.board.arcie@gmail.com
- 300 x 300  
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here.

**Charita Allen**  
carta.board.charita@gmail.com
- 300 x 300  
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goes  
here.

**Stephen Culp**  
carta.board.stephen@gmail.com
- 300 x 300  
Image  
goes  
here.

**Corey Evatt**  
carta.board.corey@gmail.com
- 300 x 300  
Image  
goes  
here.

**Bill Nye**  
carta.board.bill@gmail.com
- 300 x 300  
Image  
goes  
here.

**Daniela Peterson**  
carta.board.daniela@gmail.com
- 300 x 300  
Image  
goes  
here.

**LeAndrea Sanderfur**  
carta.board.sanderfur@gmail.com

### Representing Hamilton County

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here.

**Treasurer**  
**Patricia McKoy**  
carta.board.mckoy@gmail.com

### Oral Public Presentation Procedures

Download [procedures here](#) for oral presentation of public comments at Board of Directors meetings.

## BOARD OF DIRECTORS PAGE

### Accordion Menu

#### Board of Directors Meeting Information

Below are details from CARTA's Board meetings, including the Board of Directors meeting agenda, minutes of the Board of Directors meeting from the previous month, and financial and statistical information presented at the Board meeting:

▼ 2024			
Date	Board Packets	Recordings	Time & Location
			10 a.m.
1/25/2024	<a href="#">Download</a>	<a href="#">Listen</a>	CARTA Board Room <a href="#">Get Directions</a>
2/15/2024	—	—	—
3/21/2024	—	—	—
4/18/2024	—	—	—
5/16/2024	—	—	—
6/20/2024	—	—	—
7/18/2024	—	—	—
8/15/2024	—	—	—
9/19/2024	—	—	—
10/17/2024	—	—	—
11/21/2024	—	—	—
12/19/2024	—	—	—
▶ 2023			

Photos



**EMPLOYMENT**

### Powered By YOU

Join Our Team

Thank you for your interest in CARTA. CARTA is an equal opportunity employer committed to providing career opportunities to all people without regard to race, color, gender, age, national origin or disability. CARTA offers an excellent compensation and benefits package to include a pension plan, medical, dental and life insurance, paid vacation, paid sick leave, paid holidays, paid personal days and Long Term Disability (LTD).

CARTA is currently accepting applications for positions listed below. Applications are also available at the CARTA Administrative Office located at 1617 Wilcox Boulevard.

We are hiring for the following positions...

Title	Description	Rate of Pay	Application
Bus Operator (10 openings)	<a href="#">View</a>	\$21.79-\$25.64	<a href="#">APPLY</a>
Conductor	<a href="#">View</a>	\$26.41	<a href="#">APPLY</a>
Attendant	<a href="#">View</a>	\$22.50	<a href="#">APPLY</a>

Apply online form

EMPLOYMENT PAGE

Job Description Page



**JOB DESCRIPTION**

### Bus Operator

**Department:** Fixed Route Transportation  
**Reports To:** Transportation Supervisors  
**Rate of Pay:** \$21.79 – \$25.64

**SUMMARY**

The bus operator must, under general supervision, drive a bus (commercial motor vehicle) with due regard to safety and comfort of passengers and to the maintenance of time schedules. He/she must also do other related work as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Other duties may be assigned that are in keeping with the goals and objectives of CARTA.

- Operate a bus over an assigned route and on schedule
- Monitor the receipt of fares going into the fare box
- Answer questions regarding routes and time schedules concerning the Chattanooga Area Regional Transportation Authority
- Operate wheelchair lift when required
- Strap down and secure wheelchairs on bus when required
- Assist disabled/elderly passengers who need help with entering and/or exiting the bus
- Communicate with other CARTA personnel via two-way radio
- Prepare detailed written reports concerning accidents, incidents, breakdowns, and mechanical defects.
- Deal courteously with passengers, the public and fellow employees
- Make ADA announcements if automated announcer is not operating

**QUALIFICATIONS**

- Obtain a Commercial Driver License (minimum class B) with a Passenger endorsement.
- Ability to periodically pass the Department of Transportation physical examination conducted by the company physician
- Maintain a valid Department of Transportation medical examination card
- Ability to pass drug and alcohol tests, background checks and moving violation records checks.

**EDUCATION AND/OR EXPERIENCE**

A bus operator must have a minimum education of a High School Diploma or GED. He/she must be at least 21 years old.



MEDIA RELATIONS

## Welcome, Media!

CARTA is committed to a culture of openness with the media and public that values the free exchange of ideas, data, and information and doing so in a manner that is timely, responsive, and accurate. To honor this commitment, CARTA abides by the following set of core communications principles:

- Honesty and accuracy in all communications
- Prompt response to media requests and respect of media deadlines
- Prompt to correct the record or erroneous information, when appropriate
- Clear and concise writing in media documents and releases
- Transparency through distributing information timely and widely through internet, email, media wires, and other mechanisms
- Respectful of confidential, classified, and non-public information

### Media Contact Information

Chattanooga Area Regional Transportation Authority (CARTA)  
1617 Wilcox Blvd., Chattanooga, TN 37406

**Veronica Peebles, Director of Communications & Planning**  
veronicapeebles@gocarta.org  
Office: 423-629-1411, ext. 122

### Press Releases

PDFs

[Sample PDF, 02/15/24](#)

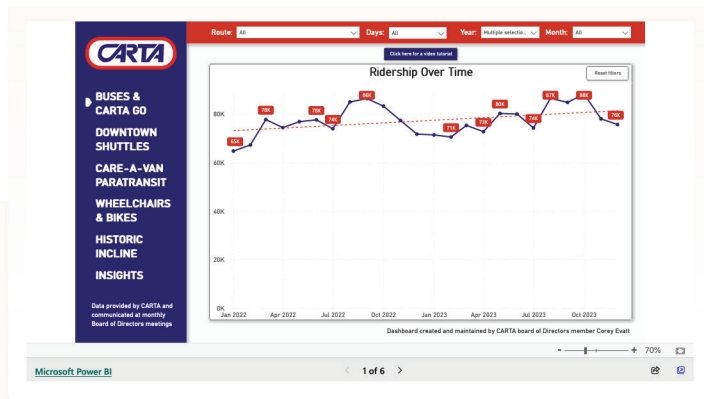
[Sample PDF, 01/15/24](#)

[Sample PDF, 12/15/23](#)

[Sample PDF, 11/15/23](#)

### Media Policy

To provide clear, concise communications, all media inquiries should be channeled through the Director of Communications and Planning. News media shall refer to representatives of newspapers, magazines, newsletters, online publications, television and radio.



PERFORMANCE STATS

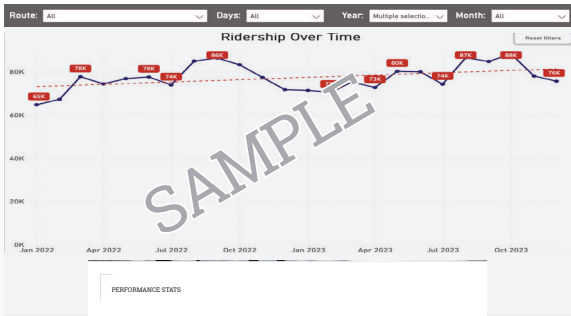
## See How We're Doing. Check Our Performance.

To operate with transparency, CARTA is providing its performance metrics. This information is communicated monthly at the Board of Directors meetings.

**Instructions**

In the graph above, select an option to the left of the graph (the dark blue section) to obtain ridership information. The red section at the top provides ways to filter this information by route, day(s), year(s) or month(s).

ABOUT



PERFORMANCE STATS

[Transit](#)
[Shuttle](#)
[Incline](#)
[Care-a-Van](#)
[Parking](#)

### See How We're Doing

#### Check Our Performance

In its pursuit for transparency with the public, CARTA is providing its performance data. These numbers are communicated monthly at the Board of Directors meetings.

Instructions

In the graph above, select an option to the left of the graph (the dark blue section) to obtain ridership information. The red section at the top provides ways to filter this information by route, day(s), year(s) or month(s).

Categories have not yet been determined