



CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
THE CHATTANOOGA PARKING AUTHORITY

BOARD MEETING AGENDA

March 21, 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 Committee Report: Treasurer Patricia McKoy
 - a. Financial Report: Sonja Sparks ([page 10](#))
 - b. Fiscal Forecast: Sonja Sparks ([page 13](#))
 - c. FY25 Budget: Sonja Sparks and Annie Powell ([page 17](#))
 - d. Grant Resolution: Annie Powell ([page 20](#))
 - e. Statistical Report: Philip Pugliese ([page 26](#))
8. Compensation & HR Committee Report: Director Charita Allen
9. Operations Committee Report: Chairman Johan de Nysschen
10. New Business
11. Old Business
 - a. Employee Appreciation Update: Charles Frazier ([page 30](#))
12. Adjournment

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

AND

THE CHATTANOOGA PARKING AUTHORITY

February 15, 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, February 15, 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 February 4, 2024. The following Board members were in attendance and constituted a quorum: Johan de Nysschen, Chairman; Evann Freeman, Vice Chairman; Patricia McKoy, Treasurer; Corey Evatt, Charita Allen, Bill Nye, Stephen Culp, 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 and lead the Pledge of Allegiance. Mr. de Nysschen next opened the meeting for public comments regarding board action items. There were no public comments.

Mr. de Nysschen stated that all members had been sent a copy of the January 25, 2024, Board meeting minutes and asked if there were any additions or corrections. There being no questions or corrections, a motion was made by Ms. Allen and seconded by Ms. McKoy, 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 reported that on January 26, 2024, CARTA provided transportation for Mayor Kelly, Congressman Chuck Fleischmann, and representatives from the Department of Energy while they were in town to announce plans for the new Collaborative for Energy Resilience and Quantum Science. Mr. Frazier next conveyed that he spent time with those officials on one of CARTA's new battery electric buses and shared CARTA's impact in the community in terms of access to opportunity and his priorities for the year ahead. Mr. Frazier further reported that on February 2, 2024, he joined Mr. Jed Mescon, program director and on-air host for Talk Radio 102.3 FM and 1150 AM/WGOW, on his morning radio show. During the interview Mr. Frazier discussed CARTA's unique position in the transportation industry because of electric shuttles, parking resources and the Incline Railway. Following the interview, Mr. Frazier and Mr. Evatt rode the Route 4 bus observing passenger amenities and receiving feedback from passengers.

Mr. Frazier next reported that on February 5th, the CARTA management team met virtually with the leadership team from the Akron Metropolitan Regional Transportation Authority, which was awarded \$38M from the Federal Transit Administration's FY2023 Bus and Bus Facilities Grant. The purpose of the meeting was to allow CARTA staff to hear directly from peers about the processes involved and time required to successfully compete for this type of grant award. Mr. Frazier then reported meeting with the Brentwood Foundation

board of directors and the ATU Local 1212 to meet with and hear from employees across the organization. He stated the importance for himself and the CARTA leadership team to demonstrate active listening as CARTA moves forward in re-imagining its potential impact in the community. Mr. Frazier then introduced Mr. Duan Bush and congratulated him for completing and becoming a certified trainer of the Smith System safety program.

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 January. Ms. Sparks reported that for the month of January, revenue was \$1,954,151 compared to the budgeted \$1,957,446. Parking revenue was over budget \$45,692 due to the meter increase from \$.50 per half hour up to two hours to \$1.00 effective October 2023. Ms. Sparks next reported 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.

Ms. Sparks noted the January Parking Report indicated 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). Ms. Sparks further noted total net parking revenue for the month (adding in surface lot and garage revenues and expenses) reflected a positive net revenue of \$41,143.

Ms. Sparks reported that the Care-A-Van over budget variance in wages and benefits will be recurring and is due to scheduling costs incurred providing coverage of CARTA GO customer service Monday through Friday 6:00 p.m. through 8:00 p.m. and Saturday 2:00 p.m. through 8:00 p.m. that began on August 21, 2023, after the budgeting process was completed.

Mr. de Nysschen requested an update on recovery of funds from parking violations. Mr. Matthews reported collection of 1,172 tickets equating to \$65,000. First notice letters have been sent for all outstanding parking violations and cars are currently being booted on the lots. Mr. Matthew advised an impound lot would be required for on-street booting. Mr. de Nysschen requested CARTA leadership issue an advance notice enforcement statement in coordination with the City of Chattanooga advising the public of CARTA's intent to collect on parking fines, the reasons for the increased enforcement, and the steps necessary to do so. Mr. Frazier advised this proposed notice will be brought to the board for review. Mr. de Nysschen requested a sustainability of service analysis for overall operations to be provided and reviewed during upcoming committee meetings.

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 Mr. Evatt, 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 reported that January was characterized by extreme weather days. On a year-over-year comparison for January, transit ridership was flat; the Enterprise South route was up 17%, CARTA GO was up 35%; shuttle ridership was up 6%; the St. Elmo Shuttle was up 41%; Incline ridership was down 25% due to closures for inclement weather; and Care-A-Van ridership

decreased 3%, with two turndowns. The number of bicycles carried was down 21%; and the number of wheelchairs carried increased 2%. Preventable accidents for the month consisted of transit having three (3), shuttle having one (1), maintenance having one (1) and Care-a-van having two (2). Mr. Frazier advised staff are currently working on a thirteen (13) month rolling graph as it relates to accidents to be added to CARTA's website upon completion. The graph is intended to spot trends, inform ridership and support policy changes as needed.

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

Mr. de Nysschen called on Ms. Powell to present purchasing policy updates. Ms. Powell presented 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. The specific changes to the policy were: 1) modification of the small purchase maximum threshold from \$250,000 to \$50,000, 2) modification of the large purchase threshold from \$250,000 to \$50,000, and 3) the addition of checklists and procedures for evaluating and documenting contractor responsibility consistent with FTA guidelines.

Mr. de Nysschen asked if there were any additional comments or questions regarding the updated purchasing policy. There being none, a motion was made by Mr. Freeman, seconded by Ms. McKoy, and followed by a vote to approve the updated purchasing policy retroactive to July 1, 2023. 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 the committee did not meet but spoke with Mr. Frazier and Mr. Smith regarding CARTA's new employee appreciation program. Ms. Allen called on Mr. Smith to provide an overview of the program. At the conclusion of Mr. Smith's presentation, Mr. de Nysschen deferred adoption of the program until there is further dialog and input from the ATU Local 1212 and staff to ensure universal support.

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

Mr. de Nysschen next called on Mr. Pugliese to present the CARTA GO Analysis Report. Mr. Pugliese reported that CARTA has developed a Mobility-as-a-Service Initiative (MaaS) to work towards a fully integrated mobility platform and Via Mobility was selected to introduce demand responsive microtransit operations as a software-as-a-service. Mr. Pugliese further reported that 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 with 8 full-time driver shifts providing service from 5:00 a.m. to 8:00 p.m., Monday through Saturday. Mr. Pugliese reported that CARTA GO has taken 99,178 ride requests through January 31, 2024, and provides about 250 rides per day currently with a 95.9% service rate. The average trip length is 5.1 miles with a 14-minute ride duration, average customer satisfaction rating is 4.8 out of 5.0, and driver/vehicle productivity hovers around 3.0 rides/hour, which is typical for microtransit operations.

Mr. Pugliese reported that staff intends to expand the overall microtransit Pilot Program by, among other things: 1) utilizing first-hand knowledge and experience of current CARTA GO operators and customer service agents; 2) exploring and testing (a) smaller

vehicles, (b) the use of casual drivers, (c) integrated dispatch, and (d) commingling with certain Care-A-Van trips to gain efficiency; and 3) evaluating and testing (x) reduced microtransit zone sizes and (y) variations to microtransit zone characteristics with CARTA's academic research partners to maximize effectiveness and productivity. Staff will bring a thorough cost analysis and recommendations for the implementation of additional zones to the Operations Committee for discussion.

Mr. Evatt requested CARTA develop a specialized questionnaire for ridership input and CARTA GO usage data to be considered when planning shelter placement. The ATU Local 1212 requested additional driver breaks due to the number of miles driven with CARTA GO service. Mr. de Nysschen requested Mr. Frazier and CARTA leadership utilize Mr. Pugliese's CARTA GO Analysis Report to provide the board with recommendations for strategies to move forward with CARTA GO service in a sustainable manner while also better serving the community.

Mr. de Nysschen advised there would be no update from the Procurement Committee due to Ms. Park's departure from the board.

Under "Old Business" Mr. de Nysschen called on Ms. Peebles to provide an update on the board transparency discussion that took place during the January 25, 2024, board meeting. Ms. Peebles reported that the best practices document shared with staff had been reviewed and staff developed several enhancements to CARTA's website to help increase transparency for the organization. Ms. Peebles advised there will be a multi-phased project implemented over the next several months making relevant information readily available to the public. Phase 1 of the project includes updating (i) the Board of Directors page to include board meeting dates, meeting packets, and audio/video recordings, historical board meeting packets and recordings over the past year, and directors' photographs and email addresses; (ii) the

employment page to include all job openings with job descriptions, and an online application option for each job opening; (iii) a performance stats page providing ridership statistics; and (iv) a media relations page providing a resource page for media partners. Ms. Peebles reported that future phases of the project will include enhancements to CARTA business opportunities, access to financial information, and key performance indicators to help support transparency for CARTA.

Mr. de Nysschen inquired if there were any other business items that need to be addressed. 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

RECOMMENDED ACTION

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

HIGHLIGHTS, ANALYSIS AND CONCLUSIONS

February, 2024

- Revenue for the month was \$1,857,232 compared to a budgeted \$1,912,446.
 - Transit revenue was under budget \$70,488 from an under budget variance in passenger revenue of \$10,477 and federal revenue billing for preventative maintenance of \$50,536 due to a reduction of maintenance expense during the month.

- Expenses for the month were \$2,220,619 compared to a budgeted \$2,311,561.
 - Transit expense was under budget \$125,887 due to a wage and benefit variance of \$80,323 due to vacancies, software maintenance of \$16,413 due to the timing of annual purchases, fuel of \$217,132, maintenance \$5,119 and professional services of \$14,468 which consists of a reduction in maintenance related services such as towing, glass, etc.
 - Parking expense over budget variance of \$47,654 was due to an increase in parking meter expenses due to an increase in Duncan fees. Duncan fees are higher than the previous software used due to improved technology which recognizes more features to enable cost reduction and increased revenue such as tag readers, time recognition, etc. The fees are also based on usage and due to collection efforts of prior period fines we are experiencing more expense.

- The February Parking Report indicates receipts from parking meter and enforcement reflected net positive revenue of \$64,627 and when combined with net shuttle costs of (\$152,382), created a net of (\$87,755). Total net parking revenue for the month (adding in surface lot and garage revenues and expenses) reflected a positive net revenue of \$47,016.

RECURRING VARIANCES

- Parking revenue was over budget \$61,163 due to meter increase from \$.50 per half hour up to two hours to \$1.00 effective October, 2023.
- Care-A-Van expenses were over budget \$36,602 due to an over budget variance in wages and benefits in the amount of \$36,881 from customer service covering after hour and weekend shifts for CARTA GO.

CARTA
Variance Report
For the Eight Months Ending Thursday, February 29, 2024

	MONTHLY ACTUAL	MONTHLY BUDGET	VARIANCE	YTD ACTUAL	YTD BUDGET	VARIANCE
TRANSIT						
Revenues	\$1,122,444	\$1,192,932	(\$70,488)	\$9,145,279	\$9,273,453	(\$128,173)
Expenses	1,314,952	1,440,839	(125,887)	10,451,923	11,486,342	(1,034,419)
NET	(192,508)	(247,907)	55,399	(1,306,644)	(2,212,889)	906,245
SHUTTLE						
Revenues	\$127,891	\$132,474	(\$4,583)	\$1,461,747	\$1,532,097	(\$70,351)
Expenses	198,088	218,055	(19,967)	1,561,089	1,737,696	(176,607)
NET	(70,197)	(85,582)	15,384	(99,342)	(205,599)	106,256
INCLINE						
Revenues	\$157,557	\$188,173	(\$30,616)	\$2,501,515	\$2,512,383	(\$10,868)
Expenses	185,008	214,352	(29,344)	1,658,821	1,708,588	(49,767)
NET	(27,451)	(26,180)	(1,272)	842,695	803,795	38,900
CARE-A-VAN						
Revenues	\$88,619	\$99,310	(\$10,691)	\$733,619	\$702,173	\$31,446
Expenses	271,843	235,241	36,602	2,090,357	1,741,263	349,094
NET	(183,224)	(135,931)	(47,294)	(1,356,738)	(1,039,090)	(317,648)
PARKING						
Revenues	\$360,721	\$299,558	\$61,163	\$2,761,755	\$2,396,463	\$365,292
Expenses	250,727	203,073	47,654	1,721,956	1,623,810	98,146
NET	109,994	96,485	13,509	1,039,799	772,653	267,146
CARTA - Total						
Revenues	\$1,857,232	\$1,912,446	(\$55,214)	\$16,603,915	\$16,416,569	\$187,346
Expenses	2,220,619	2,311,561	(90,942)	17,484,146	18,297,699	(813,553)
NET	(363,387)	(399,115)	35,728	(880,231)	(1,881,130)	1,000,899

FEBRUARY 2024 PARKING REPORT

	<u>Meters</u>	<u>Shuttle</u>	<u>Lots</u>	<u>Garages</u>
Revenues	\$ 196,059	\$ -	\$ 68,334	\$ 122,017
Enforcement	\$ 104,718	\$ -	\$ -	\$ -
Donations	\$ -	\$ 311	\$ -	\$ -
Advertising	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ 800	\$ -	\$ 4,763
Fed/State Grants	\$ -	\$ -	\$ -	\$ -
Total Revenue	\$ 300,777	\$ 1,111	\$ 68,334	\$ 126,780
Onstreet Enforcement Expenses	\$ 236,150	\$ -	\$ -	\$ -
Shuttle Expenses	\$ -	\$ 153,493	\$ -	\$ -
Lot Expense	\$ -	\$ -	\$ 15,748	\$ -
Garage Expense	\$ -	\$ -	\$ -	\$ 44,595
Total Expense	\$ 236,150	\$ 153,493	\$ 15,748	\$ 44,595
Net Revenue	\$ 64,627	\$ (152,382)	\$ 52,586	\$ 82,185
Net Meters & Shuttle	\$ (87,755)			
Total Parking	\$ <u>47,016</u>			

TO: CARTA Board of Directors

FROM: Sonja Sparks
Chief Financial Officer

SUBJECT: Fiscal Forecast

RECOMMENDED ACTION

N/A Information Only

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA's strategic imperatives of Fiscal Accountability and Transparency.

SUMMARY OF NEED

The fiscal forecast update provided is to inform the Board of Directors of the historical use of and limited remaining America Rescue Plan Act (ARPA) funds. Once the ARPA funds are expended, CARTA faces a budget deficit.

BACKGROUND AND HISTORY

As a result of the pandemic, the Federal Transit Administration (FTA) provided grant funds to large and small urban transit agencies to support capital, operating, and other expenses generally eligible under formula grant funding programs to prevent, prepare for and respond to COVID-19. CARTA was provided \$10,784,808 in ARPA Funds to help navigate through the pandemic, and the majority of these funds have been used since 2020 to continue to provide essential service to the community with no significant reductions in service, despite rising costs and no additional contributions from local sources for at least five years. CARTA relies on local funding from municipalities to balance the budget and to prevent reduction in services. The preliminary suggested budget of \$31,033,092 represents a 12.67% increase from last year and utilizes \$1,126,523 of ARPA funds, The fiscal forecast estimates CARTA will expend all ARPA funds by the first quarter of year ending 6/30/2027 with an increase in local funds. Without an increase in local contributions, ARPA funds will be expended by the year ending 6/30/2026.

FISCAL IMPACT

Remaining ARPA funds of \$4,048,415 with eligibility through 9/2029 will be expended by the first quarter of the year ending 6/30/2027 with the suggested preliminary budget of \$31,033,092, conservative increases for subsequent years, and an increase in local contributions. Without an increase in local contributions, ARPA funds will be expended by the year ending 6/30/2026.

CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
JULY 1, 2024 TO JUNE 30, 2033 Version IV
10 YEAR PROJECTION

Attachment 7b1

	<u>2024 Budget</u>	<u>2025 Budget</u>	<u>2026 Budget</u>	<u>2027 Budget</u>	<u>2028 Budget</u>	<u>2029 Budget</u>	<u>2030 Budget</u>	<u>2031 Budget</u>	<u>2032 Budget</u>	<u>2033 Budget</u>	2024 to 2025 % change	Annual % change
<u>OPERATING REVENUE</u>												
Passenger Revenue	4,374,129	5,840,916	5,957,734	6,076,889	6,198,426	6,322,395	6,448,843	6,577,820	6,709,376	6,843,564	33.53%	2.00%
Special Route Guarantee	557,566	571,687	583,121	594,784	606,679	618,813	631,189	643,813	656,689	669,823	2.53%	2.00%
Advertising Revenue	186,000	153,410	153,410	153,410	153,410	153,410	153,410	153,410	153,410	153,410	-17.52%	0.00%
Concession Revenue	280,000	312,436	328,057	344,460	361,683	379,767	398,756	418,693	439,628	461,610	11.58%	5.00%
Parking Garage Revenue	1,461,400	1,650,200	1,666,702	1,683,369	1,700,203	1,717,205	1,734,377	1,751,721	1,769,238	1,786,930	12.92%	1.00%
Parking Lots Revenue	929,404	1,219,598	1,240,576	1,261,913	1,283,618	1,305,697	1,328,155	1,350,999	1,374,236	1,397,873	31.22%	1.72%
Parking Meters Revenue	1,674,631	2,064,000	2,099,583	2,135,779	2,172,599	2,210,054	2,248,155	2,286,913	2,326,339	2,366,444	23.25%	1.72%
Parking Enforcement Rev	1,121,369	1,340,000	1,407,000	1,477,350	1,551,218	1,628,778	1,710,217	1,795,728	1,885,515	1,979,790	19.50%	5.00%
Rent Revenue	99,589	103,137	103,137	103,137	103,137	103,137	103,137	103,137	103,137	103,137	3.56%	0.00%
PM & Unit Overhaul - Sta	463,170	472,179	481,623	491,255	501,081	511,102	521,324	531,751	542,386	553,233	1.95%	2.00%
PM & Unit Overhaul - Fec	3,859,746	3,934,828	4,013,525	4,093,795	4,175,671	4,259,185	4,344,368	4,431,256	4,519,881	4,610,278	1.95%	2.00%
American Rescue Plan	3,051,585	1,126,523	1,398,493	1,523,400	-	-	-	-	-	-	-63.08%	0.00%
FTA Grants & Reimb Rev	752,803	860,431	869,035	877,725	886,503	895,368	904,321	913,364	922,498	931,723	14.30%	1.00%
State Grants & Reimb Rev	67,876	69,030	69,720	70,418	71,122	71,833	72,551	73,277	74,010	74,750	1.70%	1.00%
Local Operating Assistanc	5,905,200	8,405,200	8,657,356	8,917,077	9,184,589	9,460,127	9,743,930	10,036,248	10,337,336	10,647,456	42.34%	3.00%
State Operating Assistanc	2,410,738	2,548,220	2,599,184	2,651,168	2,704,191	2,758,275	2,813,441	2,869,710	2,927,104	2,985,646	5.70%	2.00%
Planning	336,000	341,712	341,712	341,712	341,712	341,712	341,712	341,712	341,712	341,712	1.70%	0.00%
Other Operating Revenue	12,735	19,584	21,542	23,697	26,066	28,673	31,540	34,694	38,164	41,980	53.78%	10.00%
Total Operating Revenue	27,543,940	31,033,092	31,991,511	32,821,338	32,021,909	32,765,531	33,529,428	34,314,246	35,120,657	35,949,359	12.67%	
<u>OPERATING EXPENSES</u>												
Operations	15,387,727	16,726,942	17,228,750	17,745,613	18,277,981	18,826,321	19,391,110	19,972,844	20,572,029	21,189,190	8.70%	3.00%
Maintenance	6,126,782	6,467,413	6,532,087	6,597,408	6,663,382	6,730,016	6,797,316	6,865,290	6,933,942	7,003,282	5.56%	1.00%
General Administration	6,029,430	7,838,736	8,230,673	8,642,207	9,074,317	9,528,033	10,004,435	10,504,657	11,029,889	11,581,384	30.01%	5.00%
Total Operating Expenses	27,543,940	31,033,092	31,991,511	32,985,228	34,015,681	35,084,370	36,192,862	37,342,790	38,535,861	39,773,856	12.67%	
Net Operating Revenue	0	(0)	(0)	(163,890)	(1,993,772)	(2,318,839)	(2,663,434)	(3,028,544)	(3,415,203)	(3,824,496)		

American Rescue Plan has a total of \$4,048,415 operating with eligibility through 9/2029 which will be expended by our first month of year ending 6/30/2027

CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
JULY 1, 2024 TO JUNE 30, 2033 Version IV
10 YEAR PROJECTION

Attachment 7b2

	<u>2024 Budget</u>	<u>2025 Budget</u>	<u>2026 Budget</u>	<u>2027 Budget</u>	<u>2028 Budget</u>	<u>2029 Budget</u>	<u>2030 Budget</u>	<u>2031 Budget</u>	<u>2032 Budget</u>	<u>2033 Budget</u>	2024 to 2025 % change	Annual % change
<u>OPERATING REVENUE</u>												
Passenger Revenue	4,374,129	5,840,916	5,957,734	6,076,889	6,198,426	6,322,395	6,448,843	6,577,820	6,709,376	6,843,564	33.53%	2.00%
Special Route Guarantee	557,566	571,687	583,121	594,784	606,679	618,813	631,189	643,813	656,689	669,823	2.53%	2.00%
Advertising Revenue	186,000	153,410	153,410	153,410	153,410	153,410	153,410	153,410	153,410	153,410	-17.52%	0.00%
Concession Revenue	280,000	312,436	328,057	344,460	361,683	379,767	398,756	418,693	439,628	461,610	11.58%	5.00%
Parking Garage Revenue	1,461,400	1,650,200	1,666,702	1,683,369	1,700,203	1,717,205	1,734,377	1,751,721	1,769,238	1,786,930	12.92%	1.00%
Parking Lots Revenue	929,404	1,219,598	1,240,576	1,261,913	1,283,618	1,305,697	1,328,155	1,350,999	1,374,236	1,397,873	31.22%	1.72%
Parking Meters Revenue	1,674,631	2,064,000	2,099,583	2,135,779	2,172,599	2,210,054	2,248,155	2,286,913	2,326,339	2,366,444	23.25%	1.72%
Parking Enforcement Rev	1,121,369	1,340,000	1,407,000	1,477,350	1,551,218	1,628,778	1,710,217	1,795,728	1,885,515	1,979,790	19.50%	5.00%
Rent Revenue	99,589	103,137	103,137	103,137	103,137	103,137	103,137	103,137	103,137	103,137	3.56%	0.00%
PM & Unit Overhaul - Sta	463,170	472,179	481,623	491,255	501,081	511,102	521,324	531,751	542,386	553,233	1.95%	2.00%
PM & Unit Overhaul - Fec	3,859,746	3,934,828	4,013,525	4,093,795	4,175,671	4,259,185	4,344,368	4,431,256	4,519,881	4,610,278	1.95%	2.00%
American Rescue Plan	3,051,585	3,626,523	421,892	-	-	-	-	-	-	-	18.84%	0.00%
FTA Grants & Reimb Rev	752,803	860,431	869,035	877,725	886,503	895,368	904,321	913,364	922,498	931,723	14.30%	1.00%
State Grants & Reimb Rev	67,876	69,030	69,720	70,418	71,122	71,833	72,551	73,277	74,010	74,750	1.70%	1.00%
Local Operating Assistanc	5,905,200	5,905,200	5,905,200	5,905,200	5,905,200	5,905,200	5,905,200	5,905,200	5,905,200	5,905,200	0.00%	0.00%
State Operating Assistanc	2,410,738	2,548,220	2,599,184	2,651,168	2,704,191	2,758,275	2,813,441	2,869,710	2,927,104	2,985,646	5.70%	2.00%
Planning	336,000	341,712	341,712	341,712	341,712	341,712	341,712	341,712	341,712	341,712	1.70%	0.00%
Other Operating Revenue	12,735	19,584	21,542	23,697	26,066	28,673	31,540	34,694	38,164	41,980	53.78%	10.00%
Total Operating Revenue	27,543,940	31,033,092	28,262,754	28,286,062	28,742,520	29,210,604	29,690,697	30,183,197	30,688,522	31,207,104	12.67%	
<u>OPERATING EXPENSES</u>												
Operations	15,387,727	16,726,942	17,228,750	17,745,613	18,277,981	18,826,321	19,391,110	19,972,844	20,572,029	21,189,190	8.70%	3.00%
Maintenance	6,126,782	6,467,413	6,532,087	6,597,408	6,663,382	6,730,016	6,797,316	6,865,290	6,933,942	7,003,282	5.56%	1.00%
General Administration	6,029,430	7,838,736	8,230,673	8,642,207	9,074,317	9,528,033	10,004,435	10,504,657	11,029,889	11,581,384	30.01%	5.00%
Total Operating Expenses	27,543,940	31,033,092	31,991,511	32,985,228	34,015,681	35,084,370	36,192,862	37,342,790	38,535,861	39,773,856	12.67%	
Net Operating Revenue	0	(0)	(3,728,757)	(4,699,166)	(5,273,161)	(5,873,766)	(6,502,164)	(7,159,592)	(7,847,339)	(8,566,752)		

American Rescue Plan has a total of \$4,048,415 operating with eligibility through 9/2029 which will be expended by our first month of year ending 6/30/2026

TO: CARTA Board of Directors

FROM: Sonja Sparks
Chief Financial Officer

SUBJECT: Approval of Fiscal Year (FY) 2025 Preliminary Operating Budget

RECOMMENDED ACTION

Staff recommends that the Board approve the preliminary operating budget for fiscal year 2025.

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA’s strategic imperatives of Fiscal Accountability and Transparency.

SUMMARY OF NEED

Approval of this item will allow CARTA to submit the preliminary operating budget for year ending 6/30/2025 to the City of Chattanooga and Hamilton County municipalities for contribution requests.

BACKGROUND AND HISTORY

Annually, staff develops the operating budget based on the prior year’s activity and planned areas of improvement. The preliminary suggested budget of \$31,033,092 represents a 12.67% increase from last year and utilizes \$1,126,523 of ARPA funds. This budget includes the following areas of improvements and revenue increases: Incline revenue increase of 25% which is \$804,633; governmental affairs expense of \$150,000; workforce development of \$174,790; management efficiencies of \$93,487; infrastructure improvements of \$212,573; service quality of \$716,889; innovation of \$218,137; and safety and security enhancements of \$40,000. The existing budget includes service expansion on Route 4; and a to be determined, microtransit expansion which is budgeted in the expense amount of \$504,136.

FISCAL IMPACT

CARTA has budgeted \$31,033,092 in a balanced budget for the year ending 6/30/2025 with substantial improvements and two microtransit expansions, ARPA funds of \$1,126,523, and \$1,107,261 of increased revenue from Incline ticket sales, of which \$302,628 will be restricted for future consideration of a capital fee of \$1.25 per ticket for local grant matching funds.

CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
JULY 1, 2024 TO JUNE 30, 2025

Version IV

Attachment 7c1

	<u>Fixed Route</u>	<u>Incline</u>	<u>Care-A-Van</u>	<u>Shuttle</u>	<u>Parking</u>	<u>Total</u>	<u>2024 Budget</u>	<u>Change</u>	
<u>OPERATING REVENUE</u>									
Passenger Revenue	1,554,000	4,144,314	133,488	9,114	-	5,840,916	4,374,129	1,466,787	33.53% based on actual annualized
Special Route Guarantee	569,687	-	-	2,000	-	571,687	557,566	14,121	2.53% increase in UT Mocs contract
Advertising Revenue	135,410	10,000	-	8,000	-	153,410	186,000	(32,590)	-17.52% based on actual annualized
Concession Revenue	-	312,436	-	-	-	312,436	280,000	32,436	11.58% Concessions avg 5 years over \$700,000 SRC
Parking Garage Revenue	-	-	-	1,650,200	-	1,650,200	1,461,400	188,800	12.92% based on actual annualized
Parking Lots Revenue	-	186,500	-	-	1,033,098	1,219,598	929,404	290,195	31.22% based on actual annualized
Parking Meters Revenue	-	-	-	-	2,064,000	2,064,000	1,674,631	389,369	23.25% increase due to meter increases
Parking Enforcement Revenue	-	-	-	-	1,340,000	1,340,000	1,121,369	218,631	19.50% increase due to estimated increase
Rent Revenue	14,400	-	-	88,737	-	103,137	99,589	3,548	3.56% River City, Coca Cola, Shift, Parking
PM & Unit Overhaul - State	414,738	41,809	15,632	-	-	472,179	463,170	9,010	1.95% increase due to FTA grant increases
PM & Unit Overhaul - Federal	3,456,150	348,408	130,270	-	-	3,934,828	3,859,746	75,082	1.95% increase due to FTA grant increases
American Rescue Plan	926,523	100,000	100,000	-	-	1,126,523	3,051,585	(1,925,062)	-63.08%
FTA/Federal Grants & Reimb Rever	216,991	40,905	602,535	-	-	860,431	752,803	107,628	14.30% increase due to FTA grant increases
State Grants & Reimb Revenue	12,274	3,563	53,193	-	-	69,030	67,876	1,154	1.70% increase due to State 10% matching FTA grant
Local Operating Assistance	8,405,200	-	-	-	-	8,405,200	5,905,200	2,500,000	42.34%
State Operating Assistance	2,548,220	-	-	-	-	2,548,220	2,410,738	137,482	5.70% increase due to State UROP increase
Planning (JARC)	341,712	-	-	-	-	341,712	336,000	5,712	1.70% increase due to FTA grant increases
Other Operating Revenue	4,077	9,659	-	-	5,848	19,584	12,735	6,849	53.78% Interest, Tower and Antenna
Total Operating Revenue	18,599,383	5,197,593	1,035,118	1,758,051	4,442,946	31,033,092	27,543,940	3,489,152	12.67%
<u>OPERATING EXPENSES</u>									
Operations	11,704,976	1,138,180	2,768,724	933,750	181,312	16,726,942	15,387,727	1,339,215	8.70% 3% wage increase, new positions, cleaning services
Maintenance	4,378,662	544,366	299,122	1,128,519	116,745	6,467,413	6,126,782	340,631	5.56% Cleaning services, new positions
General Administration	3,512,731	1,043,388	405,954	488,848	2,387,815	7,838,736	6,029,430	1,809,306	30.01% CEO Adjustment, new positions, 3%, cleaning services
Total Operating Expenses	19,596,368	2,725,934	3,473,799	2,551,117	2,685,873	31,033,092	27,543,940	3,489,152	12.67%
Net Operating Revenue	(996,985)	2,471,658	(2,438,681)	(793,066)	1,757,073	(0)	0	(0.2)	

TO: CARTA Board of Directors

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

SUBJECT: Approval of Fiscal Year (FY) 2025 Capital Budget

RECOMMENDED ACTION

Staff recommends that the Board approve the preliminary capital budget for fiscal year 2025.

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA’s strategic imperatives of Fiscal Accountability and Transparency.

SUMMARY OF NEED

Approval of this item will allow CARTA to formally submit a preliminary capital budget for FY 2025.

BACKGROUND AND HISTORY

A capital budget has been developed, identifying funded capital projects for FY 2025 of \$4,393,913 and unfunded capital projects in the amount of \$35,730,000. On March 8, 2024, CARTA submitted a request for \$1,500,000 in local capital match funds from the city of Chattanooga to align with the city of Chattanooga’s capital budget submission process. This amount includes funds of \$658,850 in already awarded grant projects, with the remaining \$841,150 to be utilized as capital match for competitive grant opportunities that are currently available. For fiscal years 2026-2029, CARTA has budgeted \$17,526,390 in capital projects that are projected to be funded.

FISCAL IMPACT

CARTA has budgeted \$4,393,913 in funded capital projects for FY 2025 and is currently developing competitive grant applications for the replacement of electric shuttle buses and smaller vehicles for Care-A-Van and CARTA Go. Once competitive grant application budgets have been finalized, CARTA may require additional match from the city of Chattanooga and will coordinate with the city of Chattanooga on those efforts.

2025-2029 Capital Budget

Item	Project	Approximate Cost	2025	2026	2027	2028	2029	Funded	Notes
1	Maintenance Lifts: 2 replacements	90,000	X					Yes	
2	Incline Replace Truck	45,000	X					Yes	
3	Bus Vacuum	250,000	X					Yes	
4	Support Vehicles 2025-2029	150,000	X	X	X	X	X	Yes	
5	Fare Technology Replacement	1,400,000	X					Yes	
6	Incline Rail Replacement Along Entire Track	650,000	X					Yes	
7	Incline buried trestle bearing repairs and shimming	30,000	X					Yes	
8	Incline engineering	150,000	X	X	X	X	X	Yes	
9	Transportation Handheld Radio Chargers for Supervisor Vehicles	35,000	X					Yes	
10	CARTA Go Vehicle Radios	35,000	X					Yes	
11	Radio Console for Dispatch	150,000	X					Yes	
12	Radio Base Stations for Care-A-Van and Shuttle Park South	50,000	X					Yes	
13	Elevator at Shuttle Park South	250,000	X					Yes	
14	Bus Shelters	245,263	X	X	X	X	X	Yes	
15	Painting Bus Barn/Repair & Paint Breezeway	250,000	X					Yes	
16	Generator for maintenance, Care-A-Van, and bus barn	300,000	X					Yes	
17	Computer Replacements (5 Years)	75,000	X	X	X	X	X	Yes	
18	Switches, ASA, miscellaneous hardware (5 Years)	50,000	X	X	X	X	X	Yes	
19	Wireless Replacements	6,000	X	X	X	X	X	Yes	
20	ITS Consultant (5 Years)	300,000	X	X	X	X	X	Yes	
21	Safety Consultant	300,000	X	X	X			Yes	
22	Replace Security Cameras 5 Years	1,042,650	X	X	X	X	X	Yes	
23	Architectural/Engineering Services	250,000	X	X	X	X	X	Yes	
24	Planning Services Task Orders	500,000	X					No	
25	Electric Shuttle Vehicle Replacement	12,000,000	X					No	competitive grant opportunity
26	Paratransit and Neighborhood Vehicles	2,730,000	X					No	competitive grant opportunity
27	Facility State of Good Repair		X					No	
28	Mobility Hubs	500,000	X					No	competitive grant opportunity
29	Updated Maintenance & Electric Vehicle Storage Facility	20,000,000	X					No	competitive grant opportunity
30	Purchase of Inductive Chargers for 2 locations	600,000		X				Yes	
31	Install of Inductive Chargers at 2 locations	400,000		X				Yes	
32	Incline Replace Brake Timbers on Trestles	40,000		X				Yes	
33	Incline Timber Repairs (Trestles 2-6)	100,000		X				Yes	
34	Incline upper station concrete repairs	150,000		X				Yes	
35	Incline Miscellaneous Bridge Work	100,000			X			Yes	
36	Incline Generator for cable cut	4,500		X				Yes	
37	Incline Fuel Rocket Light	4,000		X				Yes	
38	Incline Troubleshooting Software	40,000		X				Yes	
39	Incline Misc. Bridge & Track Work (2028-2029)	300,000				X	X	Yes	
40	Sprinkler Replacement	400,000		X				Yes	
41	Replacement Electric Bus Batteries	1,000,000				X	X	Yes	
42	Electric Fixed Route Vehicles	10,652,969		X	X			Yes	
43	Diesel Fixed Route Vehicle Replacement	1,655,000			X			Yes	
44	Electric Cutaway Vehicles	369,920		X				Yes	

TO: CARTA Board of Directors

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

SUBJECT: Approval of Resolutions 601 and 602

RECOMMENDED ACTION

Staff recommends that the Board approve Resolutions 601 and 602. Each of these resolutions authorizes staff to apply for and administer specific grants that CARTA has received.

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA's strategic imperatives of Fiscal Accountability and Transparency.

SUMMARY OF NEED

Approval of this item will authorize staff to apply for and administer awarded grants. Resolution 601 authorizes the Chief Executive Officer (CEO) or his designee, the Director of Grants, Technology, and Research, and the General Manager of Planning and Grants to apply for, execute, and amend FY 2023 Department of Energy (DOE) Vehicle Technologies Office Program grant entitled, "AI-Powered Autonomy-Aware Neighborhood Mobility Zones: Equitable Solutions and Business Models for Revamping Transportation." Resolution 602 authorizes the CEO or his designee and the Director of Grants, Technology, and Research to apply for, execute, and amend FY 2024 Federal Transit Administration (FTA) formula grants for sections 5307, 5337, 5339, and 5310.

BACKGROUND AND HISTORY

In January, CARTA was recommended for award a DOE Vehicle Technologies Office program grant in partnership with Vanderbilt University; Nissan, North America; Pennsylvania State University; Cornell University; and Spark the Firm, LLC. Project objectives include a strategic study of the provision of equitable and efficient service; including redesigning fixed lines to work better with the other modes; integrating car share, bike share, autonomous shuttles; and focusing on sustainable business models to implement a long-term shift in commute patterns.

CARTA, as the designated recipient for the Chattanooga area, receives formula funds every year for transit capital and operating assistance projects. Section 5307 funds are primarily used for preventive maintenance and other operating tasks but offers the flexibility for capital projects as well. Section 5337 funds are for keeping the Incline Railway in a state of good repair. Section 5339 funds are for capital projects involving bus and bus facilities. Section 5310 funds are for support of the transportation of older adults and people with disabilities when public transportation services are unavailable, insufficient, or inappropriate. Projects for these funds are chosen through a call for projects process in partnership with the Transportation Planning Organization (TPO). The TPO assists CARTA in awarding projects in a transparent way as there are times when CARTA has applied for these funds to replace Care-A-Van vehicles.

FISCAL IMPACT

On January 8, 2024, the DOE announced a 2023 Vehicle Technologies Program grant award to CARTA in the amount of \$3,294,294. This represents the federal investment in this grant award. Local share in the amount of \$3,147,201 is being provided by Nissan, North America. FY 2024 Section 5307, 5337, 5339, and 5310 FTA grant awards have not been finalized yet but should be available in the coming weeks. Last year's allocations for these grants were \$5,216,833 for Section 5307 funds; \$311,634 in Section 5337 funds;

\$415,568 in Section 5339 funds; and \$609,265 in Section 5310 funds. CARTA anticipates similar awards for FY 2024. The city of Chattanooga and the Tennessee Department of Transportation (TDOT) assist CARTA in matching these funds. Typically, the city of Chattanooga and TDOT each provide 10% of the match for these grants where FTA provides 80%.

RESOLUTION NO. 601

**A RESOLUTION AUTHORIZING THE FILING OF AN APPLICATION WITH
THE DEPARTMENT OF ENERGY, UNITED STATES OF AMERICA,
FOR FISCAL YEAR 2023 VEHICLE TECHNOLOGIES OFFICE PROGRAM**

WHEREAS, the Secretary of Energy is authorized to make grants for projects to qualified applicants; and

WHEREAS, if a grant is awarded to an applicant, the contract for financial assistance will impose certain obligations upon the applicant, including contributing its share of the local project costs; and

WHEREAS, CARTA has been recommended for a Department of Energy Vehicle Technologies Office Program grant entitled “AI-Powered Autonomy-Aware Neighborhood Mobility Zones: Equitable Solutions and Business Models for Revamping Transportation.”

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Chief Executive Officer or designee, the Director of Grants, Technology, and Research, and the General Manager of Planning and Grants of CARTA are authorized to file applications on behalf of CARTA with the U.S. Department of Energy for aid in financing operating and transit capital projects pursuant to the Vehicle Technologies Office Program.
2. The Chief Executive Officer or designee, the Director of Grants, Technology, and Research of the Authority, and the General Manager of Planning and Grants are hereby authorized to furnish such additional information as may be required by the U.S. Department of Energy in connection with the applications for such projects.
3. The Chief Executive Officer or designee, the Director of Grants, Technology, and Research, and the General Manager of Planning and Grants are hereby authorized to execute grant agreements and any amendment, modification, or extension thereto, as may be awarded on behalf of CARTA by the U.S. Department of Energy for aid in financing said projects.

ADOPTED:

March 21, 2024
Date

Johan de Nysschen, Chairman

ATTEST:

27302984v2

Arcie Reeves, Secretary

APPROVED AS TO FORM AND LEGALITY:

Miller & Martin PLLC
CARTA Legal Counsel

RESOLUTION NO. 602

**A RESOLUTION AUTHORIZING THE FILING OF AN APPLICATION WITH
THE DEPARTMENT OF TRANSPORTATION, UNITED STATES OF AMERICA,
AND THE TENNESSEE DEPARTMENT OF TRANSPORTATION
FOR TRANSIT CAPITAL AND OPERATING GRANTS
UNDER SECTIONS 5307, 5310, 5337, AND 5339 OF THE
FEDERAL TRANSIT ADMINISTRATION ACT OF 1964**

WHEREAS, the Secretary of Transportation is authorized to make grants for mass transportation projects to qualified applicants; and

WHEREAS, if a grant is awarded to an applicant, the contract for financial assistance will impose certain obligations upon the applicant, including contributing its share of local project costs; and

WHEREAS, it is required by the U.S. Department of Transportation, in accordance with the provisions of Title VI of the Civil Rights Act of 1964, that in connection with the filing of an application for assistance under the Federal Transit Administration Act of 1964, as amended, the applicant give an assurance that it will comply with Title VI of the Civil Rights Act of 1964, and the U.S. Department of Transportation requirements thereunder; and

WHEREAS, it is the goal of CARTA that minority owned business enterprises be utilized to the fullest extent possible in connection with these projects, and that procedures shall be established and administered to ensure that minority owned businesses shall have the maximum feasible opportunity to compete for contracts when CARTA is procuring construction contracts, supplies, equipment contracts, consultants or other services;

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Chief Executive Officer or designee and the Director of Grants, Technology, and Research of this Authority are authorized to file applications on behalf of CARTA with the U.S. Department of Transportation and the Tennessee Department of Transportation, for aid in financing the operating and transit capital projects pursuant to Sections 5307 (including Job Access eligible projects); 5310 (including New Freedoms eligible projects); 5337 (State of Good Repair Program); and 5339 (Bus and Bus Facilities) of the Federal Transit Administration Act of 1964, as amended, generally described as capital assistance and operating assistance for fiscal year 2024.
2. The Board Chairman and the Chief Executive Officer or designee for the Authority are hereby authorized to execute and file all such certifications and assurances and/or any other documents relating to such applications as are required to be filed by the Board Chairman or the Chief Executive Officer by the U.S. Department of Transportation or the Tennessee Department of Transportation.

3. The Chief Executive Officer or designee and the Director of Grants, Technology, and Research of the Authority are hereby authorized to furnish such additional information as may be required by the U.S. Department of Transportation and the Tennessee Department of Transportation in connection with the applications for such projects.
4. The Chief Executive Officer or designee and the Director of Grants, Technology, and Research are hereby authorized to execute grant agreements and any amendment modification or extension thereto, as may be awarded on behalf of CARTA by the U.S. Department of Transportation and the Tennessee Department of Transportation for aid in financing said projects.

ADOPTED:

March 21, 2024
Date

Johan de Nysschen, Chairman

ATTEST:

Arcie Reeves, Secretary

APPROVED AS TO FORM AND LEGALITY:

Miller & Martin PLLC
CARTA Legal Counsel

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

RECOMMENDED ACTION

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

HIGHLIGHTS, ANALYSIS AND CONCLUSIONS

- February, 2024
 - Fixed Route ridership is up 9% year-over-year but February 24 had 1 extra weekday.
 - CARTA GO is up 34% year-over-year
 - February vs January 2024
 - Weekday fixed route up 18%
 - Saturday fixed route up 16%
 - Sunday fixed route up 5%
 - Shuttle ridership is up 42 % year-over-year with substantial increase in service miles. Per day total ridership on par with 4th quarter 2023.
 - Incline ridership down 31 % year-over-year
 - CAV ridership up 17% year-over-year with 1.32 passengers/hour.
 - Bikes on Board up 17% year-over-year
 - Wheelchair boardings up 36% year-over-year
- UTC Ridership note
 - UTC boardings remain low. Parking at Engel Stadium remains very low per consultation with David Seidel, UTC Director of Parking Services. He anticipates that parking at Engel will rebound in the fall as major construction projects will affect on-campus lots.
 - CARTA Community Outreach has been working with the UTC Sociology Club. This group will be engaging with students to identify transit issues to better inform our operations.
- Fare Free First Friday – March 1, 2024
 - Raining heavily this day, no community outreach activities
 - Daily ridership of 3697 vs 2950 on Friday, March 3, 2023, a 25% increase.

Chattanooga Area Regional Transportation Authority

Statistical Report

For the Period Ending February 29, 2024

	<u>This Month</u>	<u>Month YR</u> <u>Ago</u>	<u>YTD</u>	<u>Prior YTD</u>
<u>TRANSIT</u>				
Ridership	77,872	71,500	637,131	621,416
Weekday Average - with Mocs	3,189	3,050	3,183	3,111
Weekday Average - without Mocs	3,152	2,915	3,076	2,951
Saturday Average	1,963	1,850	2,057	1,946
Sunday Average	765	775	778	741
Miles	160,158	138,129	1,261,511	1,129,859
Passengers/Mile	0.49	0.52	0.51	0.55
Accidents	2	1	13	10
Operating Cost/Rider	9.94	10.80	9.89	10.24
<u>SHUTTLE</u>				
Ridership	20,501	14,480	174,357	142,729
Weekday Average	776	545	750	616
Saturday Average	667	584	851	715
Sunday Average	386	310	468	357
Miles	16,571	11,438	131,230	100,804
Passengers/Mile	1.24	1.27	1.33	1.42
Accidents	0	0	5	1
Operating Cost/Rider	3.39	2.86	3.36	3.16
<u>INCLINE</u>				
Ridership	15,424	22,510	313,351	307,570
Net Revenue/Passenger	(1.78)	0.94	2.69	2.57
Days Down	1	0	4	0
<u>CARE-A-VAN</u>				
Ridership	4,605	3,948	34,364	32,493
Miles	51,336	45,649	394,959	366,954
Turndowns	5	0	14	0
Accidents	2	0	5	4
Operating Cost/Rider	46.02	44.45	48.16	44.90
Passengers/Hour	1.32	1.25	1.27	1.27
<u>TOTAL CARTA</u>				
Ridership	118,402	112,438	1,159,203	1,104,208

*** Notes to the Statistical Report:**

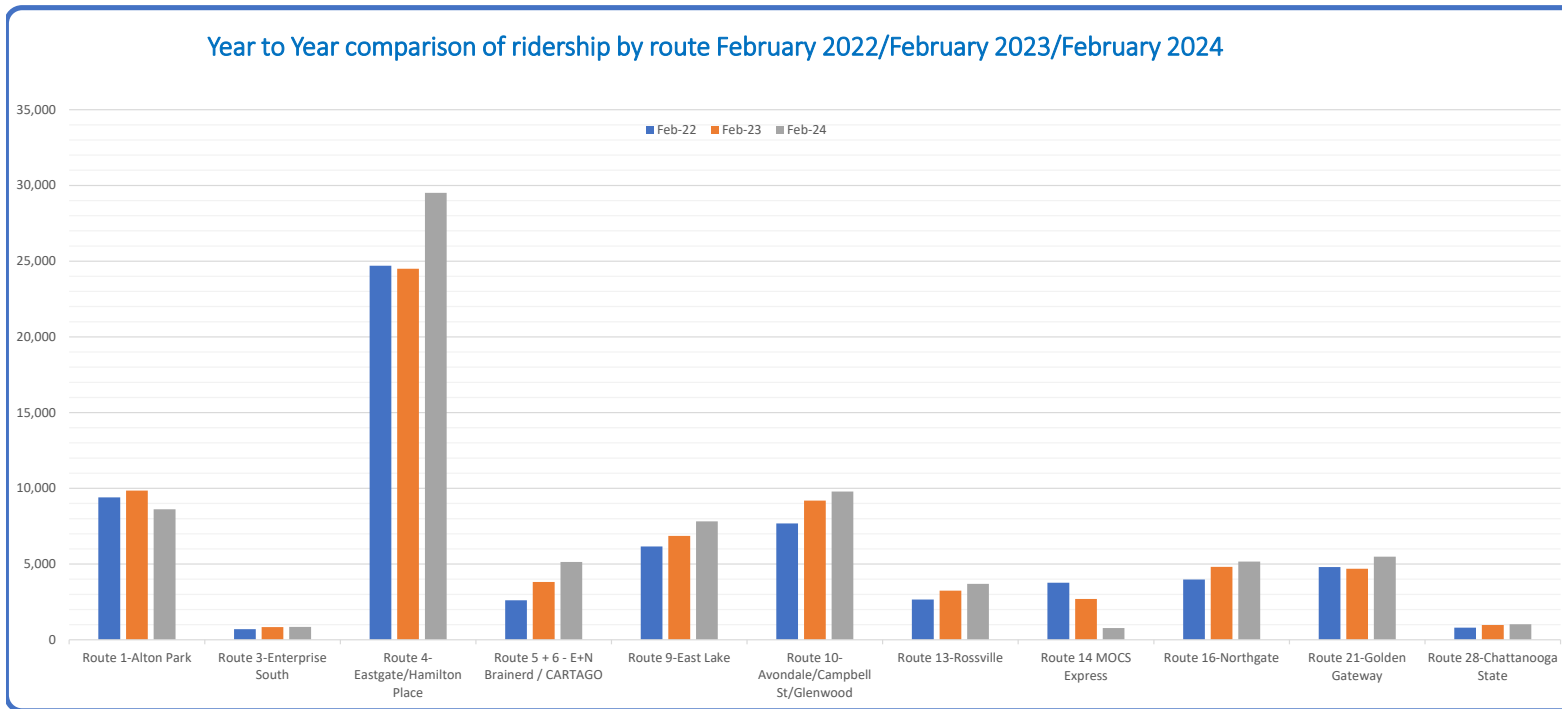
North Shore Shuttle	1,806	2,310	17,678	18,173
MOCS Express	776	2,702	18,100	27,204
Bicycles Carried	1,417	1,207	12,431	11,358
Wheelchairs Carried	1,196	880	9,601	9,390
St.Elmo/Incline	1,864	1,467	16,352	11,294

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

Number of Weekdays	21	20
Number of Saturdays	4	4
Number of Sundays	4	4
	<u>29</u>	<u>28</u>

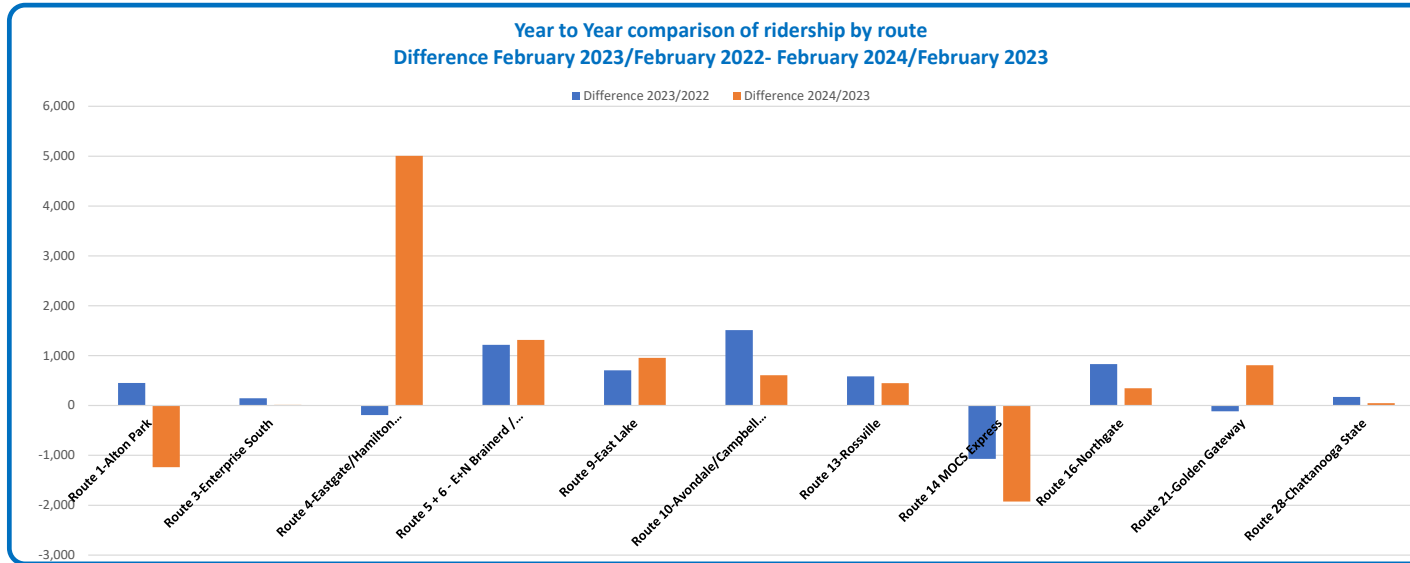
Days of Operation Incline

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



	Feb-22	Feb-23	Feb-24
Route 1-Alton Park	9,401	9,853	8,616
Route 3-Enterprise South	699	845	856
Route 4-Eastgate/Hamilton Place	24,694	24,501	29,507
Route 5 + 6 - E+N Brainerd / CARTAGO	2,603	3,821	5,135
Route 9-East Lake	6,160	6,866	7,820
Route 10-Avondale/Campbell St/Glenwood	7,678	9,188	9,794
Route 13-Rossville	2,665	3,248	3,695
Route 14 MOCS Express	3,771	2,702	776
Route 16-Northgate	3,982	4,814	5,159
Route 21-Golden Gateway	4,804	4,687	5,493
Route 28-Chattanooga State	804	975	1,021

Totals: 67,261 71,500 77,872



	Difference 2023/2022	Difference 2024/2023
Route 1-Alton Park	452	-1,237
Route 3-Enterprise South	146	11
Route 4-Eastgate/Hamilton Place	-193	5,006
Route 5 + 6 - E+N Brainerd / CARTAGO	1,218	1,314
Route 9-East Lake	706	954
Route 10-Avondale/Campbell St/Glenwood	1,510	606
Route 13-Rossville	583	447
Route 14 MOCS Express	-1,069	-1,926
Route 16-Northgate	832	345
Route 21-Golden Gateway	-117	806
Route 28-Chattanooga State	171	46

4239 6,372

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

RECOMMENDED ACTION

N/A Information Only

HIGHLIGHTS, ANALYSIS AND CONCLUSIONS

On February 15, 2024, the CARTA Board of Directors received a presentation outlining a pilot for a formal Employee Appreciation Program. The employee appreciation program included the following elements:

- the purpose of the Employee Appreciation Program;
- the limitations on participating in the program;
- the nomination and evaluation process; and
- official recognition of employees each month

After receiving additional feedback from employees about the pilot, staff met again with the committee and have made updates to the program are as follows:

- A minimum 12-month employment is required for participation;
- Added metric - A safe driving or Incline Mountain Rail operation record for the past 12 months;
- Added metric – compliments received for Customer Service Representatives;
- Changed recognition reward from lunch with executive management to receipt of gift card

The pilot program will begin next month and our first employee appreciation certificate will be awarded at the April 18, 2024 Board of Directors meeting.