

**CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
AND
THE CHATTANOOGA PARKING AUTHORITY
BOARD MEETING AGENDA**

November 16, 2023

CALL TO ORDER

QUORUM CALL

INVOCATION

ADOPTION OF MINUTES

OPERATING REPORTS:

Finance and compliance Committee Report: Patricia McKoy

- Audit Report- James Bence, Mauldin & Jenkins
- Financial Report: Sonja Sparks
- Statistical Report: Philip Pugliese

HR and Workforce Relations Committee Report: Charita Allen

Revenue Committee Report: Corey Evatt

Compensation Committee Report: Arcie Reeves

Operations Committee Report: Johan de Nysschen

Procurement Committee Report: Jenny Park

New Business:

- Introduction to CARTA's Agency Safety Plan: Cyndi Bonds
- Discussion regarding a potential board transparency policy: Corey Evatt

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

AND

THE CHATTANOOGA PARKING AUTHORITY

October 19, 2023

The regular meeting of the Board of Directors of the Chattanooga Area Regional Transportation Authority (CARTA) and the Chattanooga Parking Authority was held Thursday, October 19, 2023, 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 October 01, 2023. The following Board members were in attendance and constituted a quorum: Johan de Nysschen, Chairman; Evann Freeman, Vice Chairman; Patricia McKoy, Treasurer; Arcie Reeves, Secretary; Corey Evatt, Bill Nye, Stephen Culp, Daniela Peterson, and LeAndrea Sanderfur. The following persons were also in attendance: Jeff Smith, interim Executive Director; Sonja Sparks, Chief Financial Officer; Philip Pugliese; Transportation System Planner; Allen McCallie, Legal Counsel, Miller & Martin; Rachael Ruiz, Legal Counsel, Miller & Martin; Dena Franklin, Payroll & A/R Administrator; Starla Reidel, Human Resource Coordinator; and various media and guests. At Mr. de Nysschen's request, Ms. Rachael Ruiz called the meeting to order and declared a quorum present. Ms. Ruiz then called on Ms. McKoy to give the invocation.

Ms. Ruiz stated that all members had been sent a copy of the September 21, 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 Ms. McCoy and seconded by Mr. Evatt, followed by a vote to approve the minutes. The motion was unanimously approved.

Ms. Ruiz next called on Ms. McKoy to give an update from the Finance and Compliance Committee. No update was presented. Ms. Ruiz next called on Ms. Reeves to give an update from the Finance Committee. Ms. Reeves stated the committee is still working through the documents that were submitted to them and an update will be provided upon completion.

Ms. Ruiz next called on Ms. Sparks to present the Financial Reports for September 2023. Ms. Sparks noted that for the month of September, total CARTA revenue from all divisions generated a favorable variance of \$41,901 from the budget, and expenses showed a favorable variance of \$179,178, resulting in a net favorable variance to budget of \$137,277. Variances were attributable to annual maintenance of software, decreases in federal revenue, and lower maintenance costs.

Ms. Sparks indicated a total favorable variance through September of \$691,950; however, Care-A-Van was bit over budget due to an increase in wages and benefits due to new and increased weekend service of Care-A-Van. Total revenues have exceeded budget due to increased parking (meter and surface lots), and passenger ridership is on track for this time of year.

Ms. Sparks noted that the Parking Report reflected a positive net revenue from all parking operations totaling \$119,425, generated from on-street meters, surface lots, garages, and enforcement, as offset by the costs of parking management and downtown shuttle operational costs. In response the Mr. Evatt's request for clarification regarding shuttle operations, Ms. Spark advised the parking financials included all shuttle locations and expenses. Mr. Matthews also advised the October 2023 financial reports will include revenue

from the rate increase voted for at the September 21, 2023, board meeting. Mr. McCallie advised that CARTA is obligated to use parking income to support the free downtown electric shuttle operations, otherwise it reverts to the City budget as per the parking enforcement transfer agreement. Mr. de Nysschen inquired whether the relationship between the shuttle and parking funds could be leveraged to benefit the greater Chattanooga community outside of downtown, and whether there is a way to decouple that relationship, which warrants discussion with City Council. Mr. de Nysschen, after questioning by Mr. Nye, requested the annual parts budget to be distributed to the board when available.

Ms. Ruiz next called Mr. Pugliese to present the Statistical Report. Mr. Pugliese stated that ridership is reaching pre-pandemic averages. Mr. Pugliese then advised that on a year-to-year comparison for September, transit ridership was down 1.3%; Shuttle ridership was up 21.2%; Incline ridership was up 12.5%; and Care-A-Van ridership declined 1.1%, with six (6) turndowns due to staffing availability during early morning hours. The North Shore Shuttle ridership was up 20.2%; the number of bicycles carried was up 5.1%; and the number of wheelchairs carried was up 36.7%, Care-A-Van each had zero (0) preventable accidents for the month, Shuttle had one (1), and Transit had two (2). Mr. de Nysschen requested that an investigative report be presented at the October 19, 2023, board meeting addressing the decrease in Mocs Express ridership.

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

Ms. Ruiz next called on Ms. Reeves, in Ms. Allen's absence, to report on the HR and Workforce Relations Committee. Ms. Reeves reported that she continues to review CARTA's hiring processes and will provide a draft of the updated hiring policy upon completion. Mr. de Nysschen requested the committee include and work with CARTA leadership on this policy revision.

Ms. Ruiz next called on Mr. Smith to give a staffing update. Mr. Smith reported that CARTA has seventy-seven (77) full-time fixed-route drivers, including two (2) in training, one (1) out on workers compensation, and four (4) out on long-term illness. Since the last Board meeting, CARTA has hired two (2) fixed route drivers.

Ms. Ruiz next called on Mr. Evatt to give an update from the Revenue Committee. Mr. Evatt stated there has not been an in-person committee meeting since the September board meeting. The committee continues to gather and analyze source data to locate additional revenue opportunities.

Ms. Ruiz next called on Mr. Reeves to provide an update from the Compensation Committee. Ms. Reeves stated the committee did not meet this month. She further stated the committee continues to review benefit package options for the open Executive Director position. Mr. de Nysschen stated that priority should be placed on developing performance-based compensation for all CARTA staff, and that board member compensation and honorariums should be excluded from committee discussions.

Ms. Ruiz next called on Mr. de Nysschen to give an update on the Operations Committee. Mr. de Nysschen called on Mr. Pugliese to provide a presentation summarizing a recent meeting with Jarrett Walker & Associates, and a planned micro-transit pilot program to expand micro-transit zones and build a useful system for the community. The goal of the

pilot program is to determine how best to serve those who have the most need. The pilot testing will involve Care-A-Van drivers using CARTA-GO and VIA. The board discussed the benefits and challenges of micro-transit, funding, community benefits, and feasibility through demand, response time, economics, and on-the-ground experience.

Ms. Ruiz next called for an update from the Procurement Committee. Mr. de Nysschen advised that Ms. Park will provide an update at the next board meeting. Mr. de Nysschen also requested assistance from Mr. McCallie with setting up a meeting with the City Auditor to review the results of the procurement audit.

Ms. Ruiz inquired if there were any other business items that need to be addressed.

Ms. Sanderfur reported that CARTA hosted a well-attended Care-A-Van customer appreciation event on Saturday, October 15th.

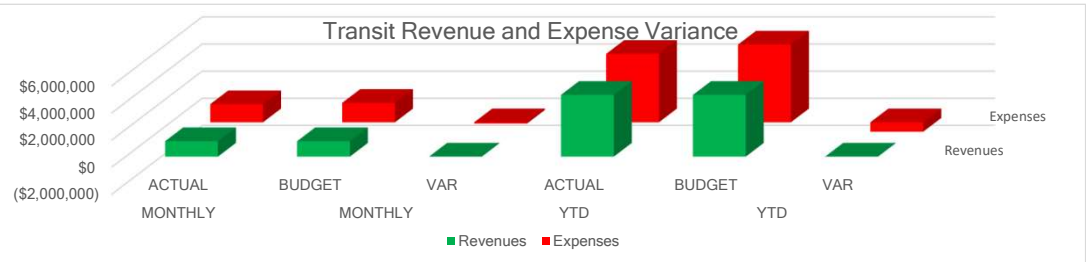
There being no further business, a motion was made to adjourn, and the meeting was adjourned.

CARTA
Variance Report
For the Four Months Ending Tuesday, October 31, 2023

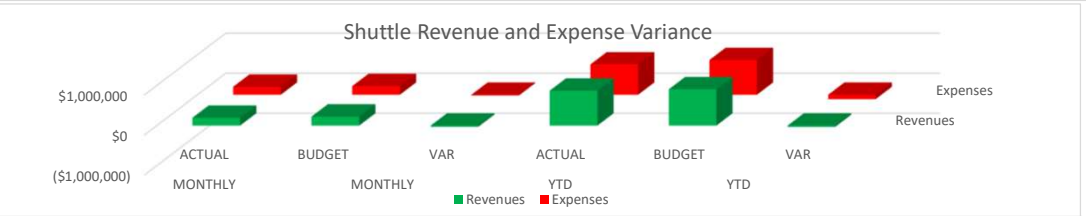
| | MONTHLY ACTUAL | MONTHLY BUDGET | VARIANCE | YTD ACTUAL | YTD BUDGET | VARIANCE |
|----------------------|-------------------|-------------------|-----------------|------------------|--------------------|------------------|
| TRANSIT | | | | | | |
| Revenues | \$1,141,195 | \$1,138,932 | \$2,263 | \$4,556,326 | \$4,555,726 | \$599 |
| Expenses | 1,336,400 | 1,434,111 | (97,710) | 5,044,218 | 5,736,443 | (692,225) |
| NET | (195,206) | (295,179) | 99,974 | (487,892) | (1,180,717) | 692,825 |
| SHUTTLE | | | | | | |
| Revenues | \$197,281 | \$226,935 | (\$29,654) | \$872,962 | \$907,741 | (\$34,779) |
| Expenses | 199,961 | 216,931 | (16,970) | 757,694 | 867,723 | (110,029) |
| NET | (2,680) | 10,004 | (12,685) | 115,267 | 40,018 | 75,250 |
| INCLINE | | | | | | |
| Revenues | \$453,706 | \$428,173 | \$25,533 | \$1,556,341 | \$1,523,692 | \$32,650 |
| Expenses | 216,019 | 213,314 | 2,706 | 896,812 | 853,256 | 43,556 |
| NET | 237,686 | 214,859 | 22,827 | 659,530 | 670,436 | (10,906) |
| CARE-A-VAN | | | | | | |
| Revenues | \$98,066 | \$80,849 | \$17,217 | \$361,616 | \$323,394 | \$38,222 |
| Expenses | 258,064 | 211,797 | 46,267 | 997,604 | 847,187 | 150,416 |
| NET | (159,998) | (130,948) | (29,050) | (635,987) | (523,793) | (112,194) |
| PARKING | | | | | | |
| Revenues | \$403,459 | \$299,558 | \$103,901 | \$1,373,925 | \$1,198,232 | \$175,694 |
| Expenses | 240,084 | 202,944 | 37,140 | 792,666 | 811,776 | (19,110) |
| NET | 163,375 | 96,614 | 66,761 | 581,260 | 386,456 | 194,804 |
| CARTA - Total | | | | | | |
| Revenues | \$2,293,706 | \$2,174,446 | \$119,260 | \$8,721,171 | \$8,508,785 | \$212,385 |
| Expenses | 2,250,528 | 2,279,096 | (28,568) | 8,488,993 | 9,116,385 | (627,392) |
| NET | 43,178 | (104,650) | 147,828 | 232,178 | (607,600) | 839,778 |

CARTA
Variance Report
For the Two Months Ending October 31, 2023

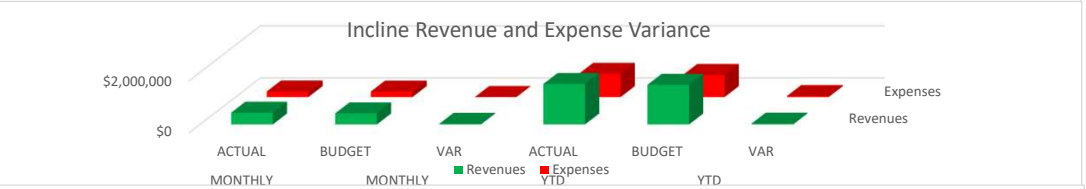
| | MONTHLY ACTUAL | MONTHLY BUDGET | VAR | VAR(%) | YTD ACTUAL | YTD BUDGET | VAR | VAR(%) |
|----------------|-------------------|-------------------|-----------------|--------|------------------|--------------------|------------------|--------|
| TRANSIT | | | | | | | | |
| Revenues | \$1,141,195 | \$1,138,932 | \$2,263 | 0.2% | \$4,556,326 | \$4,555,726 | \$600 | 0.0% |
| Expenses | 1,336,400 | 1,434,111 | (\$97,711) | -7.3% | 5,044,218 | 5,736,443 | (\$692,225) | -13.7% |
| NET | (195,205) | (295,179) | \$99,974 | | (487,892) | (1,180,717) | \$692,825 | |



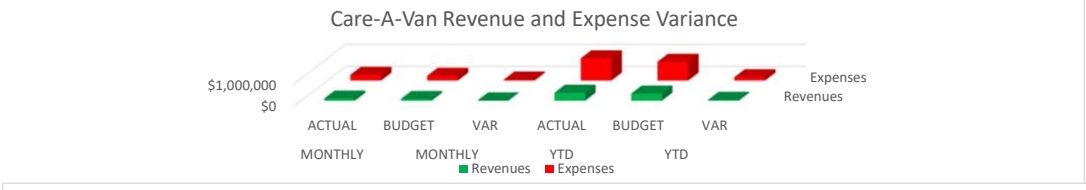
| | | | | | | | | |
|----------------|----------------|---------------|-------------------|--------|----------------|---------------|-----------------|--------|
| SHUTTLE | | | | | | | | |
| Revenues | \$197,281 | \$226,935 | (\$29,654) | -15.0% | \$872,962 | \$907,741 | (\$34,779) | -4.0% |
| Expenses | 199,961 | 216,931 | (\$16,970) | -8.5% | 757,694 | 867,723 | (\$110,029) | -14.5% |
| NET | (2,680) | 10,004 | (\$12,684) | | 115,268 | 40,018 | \$75,250 | |



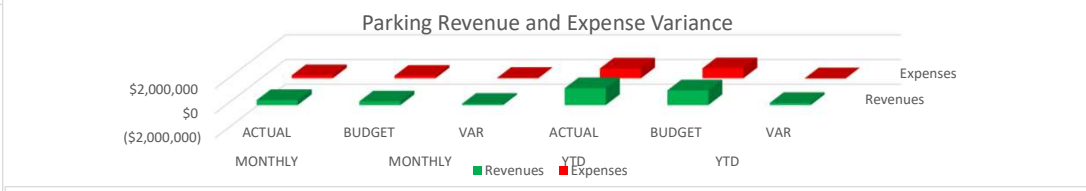
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|----------------|----------------|----------------|-----------------|------|----------------|----------------|-------------------|------|
| INCLINE | | | | | | | | |
| Revenues | \$453,706 | \$428,173 | \$25,533 | 5.6% | \$1,556,341 | \$1,523,692 | \$32,649 | 2.1% |
| Expenses | 216,019 | 213,314 | \$2,705 | 1.3% | 896,812 | 853,256 | \$43,556 | 4.9% |
| NET | 237,687 | 214,859 | \$22,828 | | 659,529 | 670,436 | (\$10,907) | |



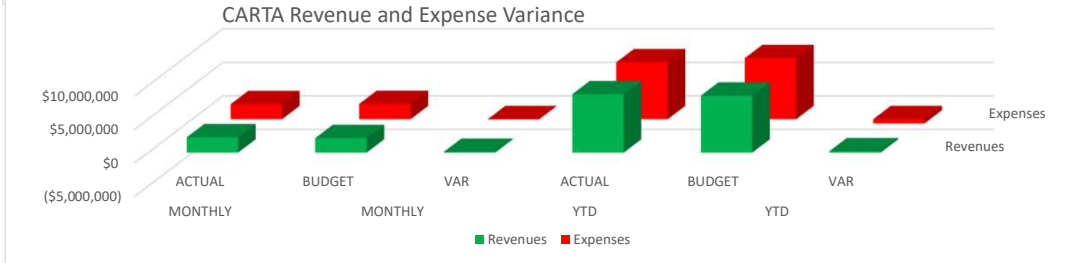
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|-------------------|------------------|------------------|-------------------|-------|------------------|------------------|--------------------|-------|
| CARE-A-VAN | | | | | | | | |
| Revenues | \$98,066 | \$80,849 | \$17,217 | 17.6% | \$361,616 | \$323,394 | \$38,222 | 10.6% |
| Expenses | 258,064 | 211,797 | \$46,267 | 17.9% | 997,604 | 847,187 | \$150,417 | 15.1% |
| NET | (159,998) | (130,948) | (\$29,050) | | (635,988) | (523,793) | (\$112,195) | |



| | | | | | | | | |
|----------------|----------------|---------------|-----------------|-------|----------------|----------------|------------------|-------|
| PARKING | | | | | | | | |
| Revenues | \$403,459 | \$299,558 | \$103,901 | 25.8% | \$1,373,925 | \$1,198,232 | \$175,693 | 12.8% |
| Expenses | 240,084 | 202,944 | \$37,140 | 15.5% | 792,666 | 811,776 | (\$19,110) | -2.4% |
| NET | 163,375 | 96,614 | \$66,761 | | 581,259 | 386,456 | \$194,803 | |



| | | | | | | | | |
|----------------------|---------------|------------------|------------------|-------|----------------|------------------|------------------|-------|
| CARTA - Total | | | | | | | | |
| Revenues | \$2,293,707 | \$2,174,447 | \$119,260 | 5.2% | \$8,721,170 | \$8,508,785 | \$212,385 | 2.4% |
| Expenses | \$2,250,528 | \$2,279,097 | (\$28,569) | -1.3% | \$8,488,994 | \$9,116,385 | (\$627,391) | -7.4% |
| NET | 43,179 | (104,650) | \$147,829 | | 232,176 | (607,600) | \$839,776 | |



OCTOBER 2023 PARKING REPORT

| | <u>Meters</u> | <u>Shuttle</u> | <u>Lots</u> | <u>Garages</u> |
|---------------------------------|-----------------------------|-----------------------|----------------------|---------------------|
| Revenues | \$ 207,943.00 | \$ - | \$ 145,955.00 | \$ 126,237.00 |
| Enforcement | \$ 78,892.00 | \$ - | \$ - | \$ - |
| Donations | \$ - | \$ 852.00 | \$ - | \$ - |
| Advertising | \$ - | \$ 1,000.00 | \$ - | \$ - |
| Rental | \$ - | \$ 800.00 | \$ - | \$ 5,471.00 |
| Fed/State Grants | \$ - | \$ 62,921.00 | \$ - | \$ - |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| Total Revenue | \$ 286,835.00 | \$ 65,573.00 | \$ 145,955.00 | \$ 131,708.00 |
| Onstreet Enforcement Expenses | \$ 225,166.00 | \$ - | \$ - | \$ - |
| Shuttle Expenses | \$ - | \$ 158,017.00 | \$ - | \$ - |
| Lot Expense | \$ - | \$ - | \$ 15,795.00 | \$ - |
| Garage Expense | \$ - | \$ - | \$ - | \$ 41,944.00 |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| Total Expense | \$ 225,166.00 | \$ 158,017.00 | \$ 15,795.00 | \$ 41,944.00 |
| Net Revenue | \$ 61,669.00 | \$ (92,444.00) | \$ 130,160.00 | \$ 89,764.00 |
| Net Meters & Shuttle | \$ (30,775.00) | | | |
| Total Parking | <u>\$ 189,149.00</u> | | | |

NOTE: Meters and Shuttle are combined because expenses of both are recognized as parking expenses by city code.

meter expense = management expense, rent expense, salaries, meetings, travel, bank and c.c. fees, taxes, property insurance, etc.

garage fees = management fees plus security fees plus insurance

Incline lot revenue and expenses are reported in Incline which will create a difference

Chattanooga Area Regional Transportation Authority

Statistical Report

For the Period Ending October 31, 2023

| | <u>This Month</u> | <u>Month YR Ago</u> | <u>YTD</u> | <u>Prior YTD</u> |
|--------------------------------|-------------------|-------------------------|----------------|------------------|
| <u>TRANSIT</u> | | | | |
| Ridership | 88,260 | 83,767 | 333,866 | 328,680 |
| Weekday Average - with Mocs | 3,424 | 3,313 | 3,288 | 3,266 |
| Weekday Average - without Mocs | 3,172 | 3,044 | 3,143 | 3,075 |
| Saturday Average | 2,269 | 2,070 | 2,206 | 2,073 |
| Sunday Average | 774 | 767 | 815 | 763 |
| Miles | 164,130 | 146,516 | 634,738 | 561,176 |
| Passengers/Mile | 0.54 | 0.57 | 0.53 | 0.59 |
| Accidents | 1 | 0 | 6 | 5 |
| Operating Cost/Rider | 9.09 | 9.00 | 9.25 | 9.46 |
| <u>SHUTTLE</u> | | | | |
| Ridership | 24,117 | 20,540 | 96,501 | 78,987 |
| Weekday Average | 783 | 680 | 791 | 654 |
| Saturday Average | 1,066 | 931 | 974 | 829 |
| Sunday Average | 526 | 321 | 565 | 396 |
| Miles | 17,787 | 13,155 | 63,739 | 51,657 |
| Passengers/Mile | 1.36 | 1.56 | 1.51 | 1.53 |
| Accidents | 1 | 0 | 3 | 1 |
| Operating Cost/Rider | 3.02 | 2.53 | 3.08 | 3.07 |
| <u>INCLINE</u> | | | | |
| Ridership | 55,845 | 53,170 | 213,315 | 199,342 |
| Net Revenue/Passenger | 4.26 | 3.50 | 3.09 | 3.21 |
| Days Down | 0 | 0 | 0 | 0 |
| <u>CARE-A-VAN</u> | | | | |
| Ridership | 4,560 | 4,226 | 17,539 | 16,767 |
| Miles | 51,134 | 45,654 | 203,773 | 185,748 |
| Turndowns | 0 | 0 | 7 | 0 |
| Accidents | 1 | 0 | 1 | 3 |
| Operating Cost/Rider | 45.41 | 41.62 | 45.62 | 42.28 |
| Passengers/Hour | 1.30 | 1.39 | 1.27 | 1.31 |
| <u>TOTAL CARTA</u> | | | | |
| Ridership | 172,782 | 161,703 | 661,221 | 623,776 |

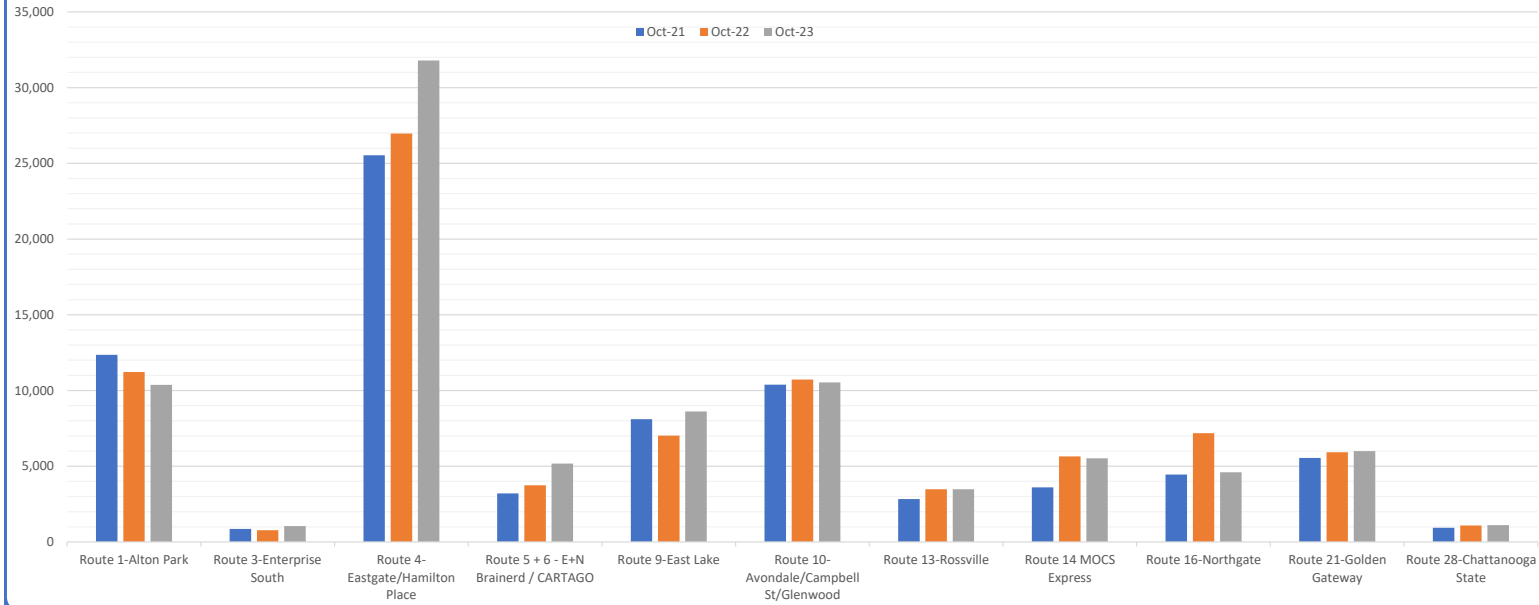
*** Notes to the Statistical Report:**

| | | | | |
|---------------------|-------|-------|--------|--------|
| North Shore Shuttle | 2,409 | 2,426 | 10,344 | 9,187 |
| MOCS Express | 5,529 | 5,653 | 12,296 | 16,231 |
| Bicycles Carried | 1,963 | 1,514 | 6,881 | 6,495 |
| Wheelchairs Carried | 1,241 | 1,244 | 5,379 | 5,522 |
| St.Elmo/Incline | 2,137 | 1,721 | 8,719 | 5,713 |

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

| | | |
|---------------------|-----------|-----------|
| Number of Weekdays | 22 | 21 |
| Number of Saturdays | 4 | 5 |
| Number of Sundays | 5 | 5 |
| | <u>31</u> | <u>31</u> |

Year to Year comparison of ridership by route October 2021/October 2022/October 2023

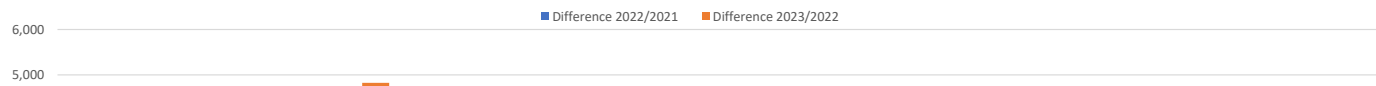


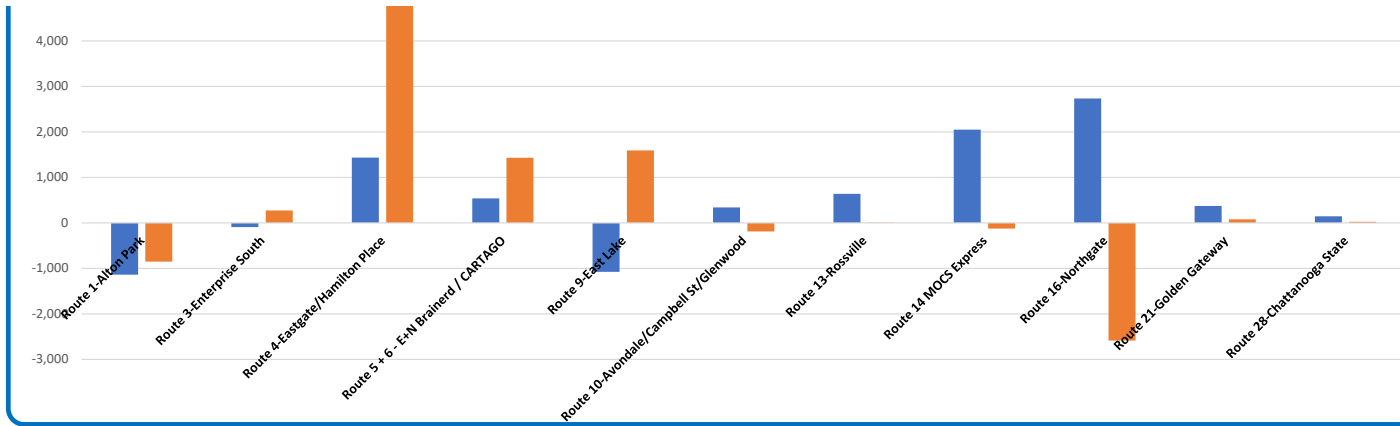
| | Oct-21 | Oct-22 | Oct-23 |
|--|--------|--------|--------|
|--|--------|--------|--------|

| | | | |
|--|--------|--------|--------|
| Route 1-Alton Park | 12,357 | 11,219 | 10,370 |
| Route 3-Enterprise South | 863 | 773 | 1,047 |
| Route 4-Eastgate/Hamilton Place | 25,527 | 26,963 | 31,791 |
| Route 5 + 6 - E+N Brainerd / CARTAGO | 3,203 | 3,741 | 5,175 |
| Route 9-East Lake | 8,099 | 7,024 | 8,618 |
| Route 10-Avondale/Campbell St/Glenwood | 10,386 | 10,725 | 10,537 |
| Route 13-Rossville | 2,836 | 3,474 | 3,484 |
| Route 14 MOCS Express | 3,601 | 5,653 | 5,529 |
| Route 16-Northgate | 4,452 | 7,187 | 4,601 |
| Route 21-Golden Gateway | 5,549 | 5,923 | 6,000 |
| Route 28-Chattanooga State | 941 | 1,085 | 1,108 |

Totals: 77,814 83,767 88,260

Year to Year comparison of ridership by route Difference October 2022/October 2021- October 2023/October 2022





| | Difference 2022/2021 | Difference 2023/2022 |
|--|-------------------------|-------------------------|
| Route 1-Alton Park | -1,138 | -849 |
| Route 3-Enterprise South | -90 | 274 |
| Route 4-Eastgate/Hamilton Place | 1,436 | 4,828 |
| Route 5 + 6 - E+N Brainerd / CARTAGO | 538 | 1,434 |
| Route 9-East Lake | -1,075 | 1,594 |
| Route 10-Avondale/Campbell St/Glenwood | 339 | -188 |
| Route 13-Rossville | 638 | 10 |
| Route 14 MOCS Express | 2,052 | -124 |
| Route 16-Northgate | 2,735 | -2,586 |
| Route 21-Golden Gateway | 374 | 77 |
| Route 28-Chattanooga State | 144 | 23 |

5953

4,493