

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

**January 19, 2023**

**9:00 am-Executive Session-(Board, Executive Director and Counsel only)**

**CALL TO ORDER**

**QUORUM CALL**

**INVOCATION**

**ADOPTION OF MINUTES**

**OPERATING REPORTS:**

**Financial Report:** Sonja Sparks

**Statistical Report:** Lisa Maragnano/Philip Pugliese

**Staffing and Recruiting Updates:** Jeff Smith

**Action needed:**

- Personnel Action-vote needed

**Updates:**

- CARTA GO/Via update
- Red Bank Update
- TDOT & Governor's Transportation Plan

**New Business:**

- Compensation Committee Meeting-9:15 am February 16<sup>th</sup>

**REMINDER-** CARTA 50<sup>th</sup> Anniversary Celebration-January 29<sup>th</sup>-50<sup>th</sup> Anniversary and Awards Banquet-at the Westin from 4:00 pm to 6:00 pm

**CARTA**  
**Variance Report**  
**For the Six Months Ending Saturday, December 31, 2022**

	MONTHLY ACTUAL	MONTHLY BUDGET	VARIANCE	YTD ACTUAL	YTD BUDGET	VARIANCE
<b>TRANSIT</b>						
Revenues	\$1,342,221	\$1,369,192	(\$26,971)	\$8,153,017	\$8,200,153	(\$47,135)
Expenses	1,484,668	1,423,719	60,948	7,844,274	8,422,314	(578,039)
<b>NET</b>	<b>(142,447)</b>	<b>(54,527)</b>	<b>(87,920)</b>	<b>308,743</b>	<b>(222,161)</b>	<b>530,904</b>
<b>SHUTTLE</b>						
Revenues	\$216,980	\$226,960	(\$9,980)	\$1,320,677	\$1,361,759	(\$41,083)
Expenses	216,768	215,530	1,238	1,135,108	1,293,182	(158,074)
<b>NET</b>	<b>212</b>	<b>11,430</b>	<b>(11,218)</b>	<b>185,568</b>	<b>68,577</b>	<b>116,991</b>
<b>INCLINE</b>						
Revenues	\$160,503	\$179,932	(\$19,429)	\$2,025,595	\$1,929,589	\$96,006
Expenses	202,551	194,324	8,227	1,306,519	1,165,943	140,576
<b>NET</b>	<b>(42,048)</b>	<b>(14,392)</b>	<b>(27,656)</b>	<b>719,076</b>	<b>763,646</b>	<b>(44,570)</b>
<b>CARE-A-VAN</b>						
Revenues	\$55,652	\$82,918	(\$27,267)	\$511,167	\$497,510	\$13,657
Expenses	285,415	232,735	52,680	1,457,660	1,396,413	61,248
<b>NET</b>	<b>(229,764)</b>	<b>(149,817)</b>	<b>(79,947)</b>	<b>(946,494)</b>	<b>(898,903)</b>	<b>(47,591)</b>
<b>PARKING</b>						
Revenues	\$265,708	\$287,560	(\$21,852)	\$1,786,260	\$1,725,361	\$60,899
Expenses	288,349	175,312	113,037	1,110,311	1,051,870	58,441
<b>NET</b>	<b>(22,640)</b>	<b>112,248</b>	<b>(134,889)</b>	<b>675,949</b>	<b>673,491</b>	<b>2,458</b>
<b>CARTA - Total</b>						
Revenues	\$2,041,063	\$2,146,562	(\$105,499)	\$13,796,715	\$13,714,372	\$82,343
Expenses	2,477,751	2,241,621	236,130	12,853,873	13,329,722	(475,849)
<b>NET</b>	<b>(436,688)</b>	<b>(95,058)</b>	<b>(341,629)</b>	<b>942,842</b>	<b>384,651</b>	<b>558,192</b>

**DECEMBER 2022 PARKING REPORT**

	<u>Meters</u>	<u>Shuttle</u>	<u>Lots</u>	<u>Garages</u>
Revenues	\$ 130,201.00	\$ -	\$ 55,711.00	\$ 116,460.00
Enforcement	\$ 86,958.00	\$ -	\$ -	\$ -
Donations	\$ -	\$ 284.00	\$ -	\$ -
Advertising	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ 800.00	\$ -	\$ 4,974.00
Fed/State Grants	\$ -	\$ 94,462.00	\$ -	\$ -
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Total Revenue	\$ 217,159.00	\$ 95,546.00	\$ 55,711.00	\$ 121,434.00
Onstreet Enforcement Expenses	\$ 272,790.00	\$ -	\$ -	\$ -
Shuttle Expenses	\$ -	\$ 151,358.00	\$ -	\$ -
Lot Expense	\$ -	\$ -	\$ 16,250.00	\$ -
Garage Expense	\$ -	\$ -	\$ -	\$ 65,410.00
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Total Expense	\$ 272,790.00	\$ 151,358.00	\$ 16,250.00	\$ 65,410.00
<b>Net Revenue</b>	<b>\$ (55,631.00)</b>	<b>\$ (55,812.00)</b>	<b>\$ 39,461.00</b>	<b>\$ 56,024.00</b>
<b>Net Meters &amp; Shuttle</b>	<b>\$ (111,443.00)</b>			
<b>Total Parking</b>	<b><u>\$ (15,958.00)</u></b>			

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

meter expense = republic 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 December 31, 2022

	<u>This Month</u>	<u>Month YR Ago</u>	<u>YTD</u>	<u>Prior YTD</u>
<b><u>TRANSIT</u></b>				
Ridership	71,716	71,278	477,816	500,636
Weekday Average - with Mocs	2,764	2,749	3,167	3,257
Weekday Average - without Mocs	2,715	2,717	2,989	3,129
Saturday Average	1,704	1,766	1,979	2,194
Sunday Average	794	688	760	767
Miles	144,813	128,966	847,180	827,542
Passengers/Mile	0.50	0.55	0.56	0.60
Accidents	4	2	9	9
Operating Cost/Rider	12.06	10.78	9.95	8.97
<b><u>SHUTTLE</u></b>				
Ridership	16,424	15,380	113,313	96,365
Weekday Average	577	537	641	523
Saturday Average	551	669	757	760
Sunday Average	324	258	384	338
Miles	12,542	12,755	77,067	83,037
Passengers/Mile	1.31	1.21	1.47	1.16
Accidents	0	0	1	4
Operating Cost/Rider	3.30	3.32	3.17	3.16
<b><u>INCLINE</u></b>				
Ridership	28,349	27,727	263,218	253,375
Net Revenue/Passenger	(1.48)	(0.60)	2.73	2.76
Days Down	0	0	0	0
<b><u>CARE-A-VAN</u></b>				
Ridership	3,625	3,907	24,512	26,088
Miles	43,350	43,572	273,895	279,110
Turndowns	0	11	0	23
Accidents	1	0	4	3
Operating Cost/Rider	58.88	52.51	44.43	39.81
Passengers/Hour	1.17	1.26	1.28	1.44
<b><u>TOTAL CARTA</u></b>				
<b>Ridership</b>	<b>120,114</b>	<b>118,292</b>	<b>878,859</b>	<b>876,464</b>

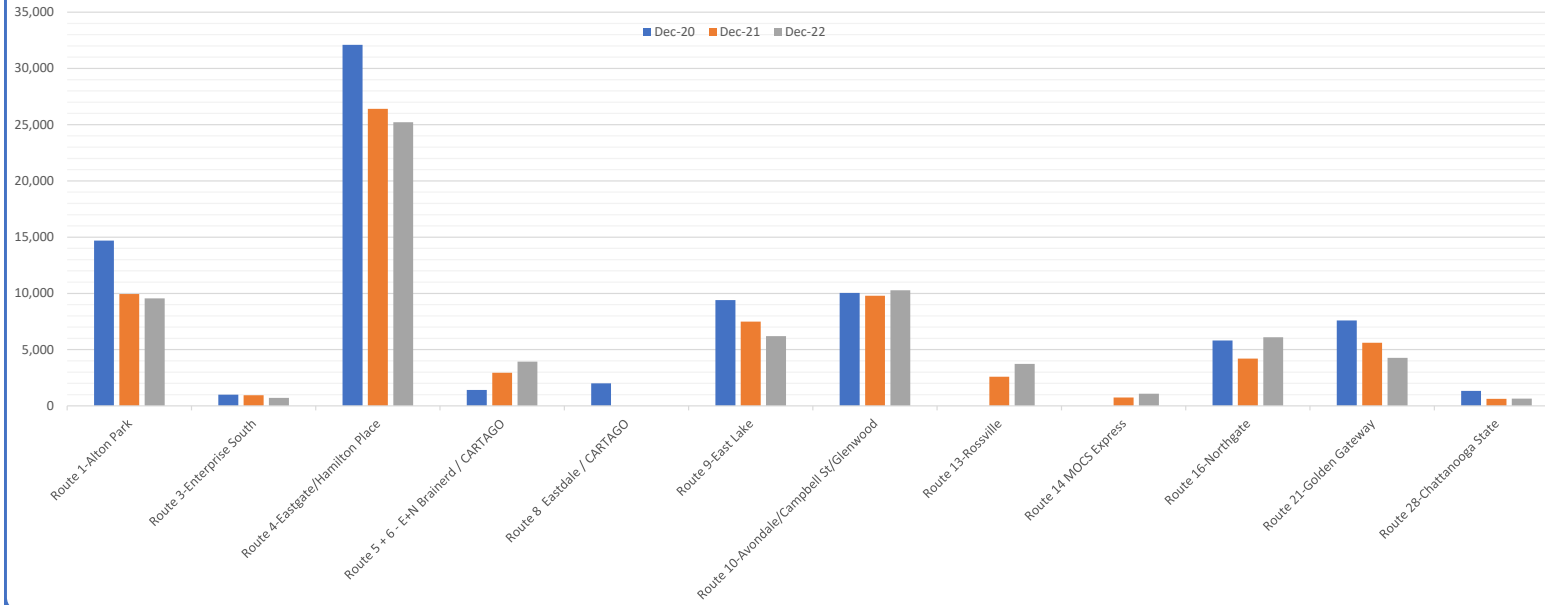
**\* Notes to the Statistical Report:**

North Shore Shuttle	1,732	1,999	13,922	8,979
MOCS Express	1,074	731	22,728	16,660
Bicycles Carried	1,211	1,413	8,966	10,644
Wheelchairs Carried	990	942	7,617	6,150
St.Elmo/Incline	1,367	738	8,611	3,916

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

Number of Weekdays	22	23
Number of Saturdays	5	3
Number of Sundays	3	4
	<u>30</u>	<u>30</u>

Year to Year comparison of ridership by route December 2020/December 2021/December 2022

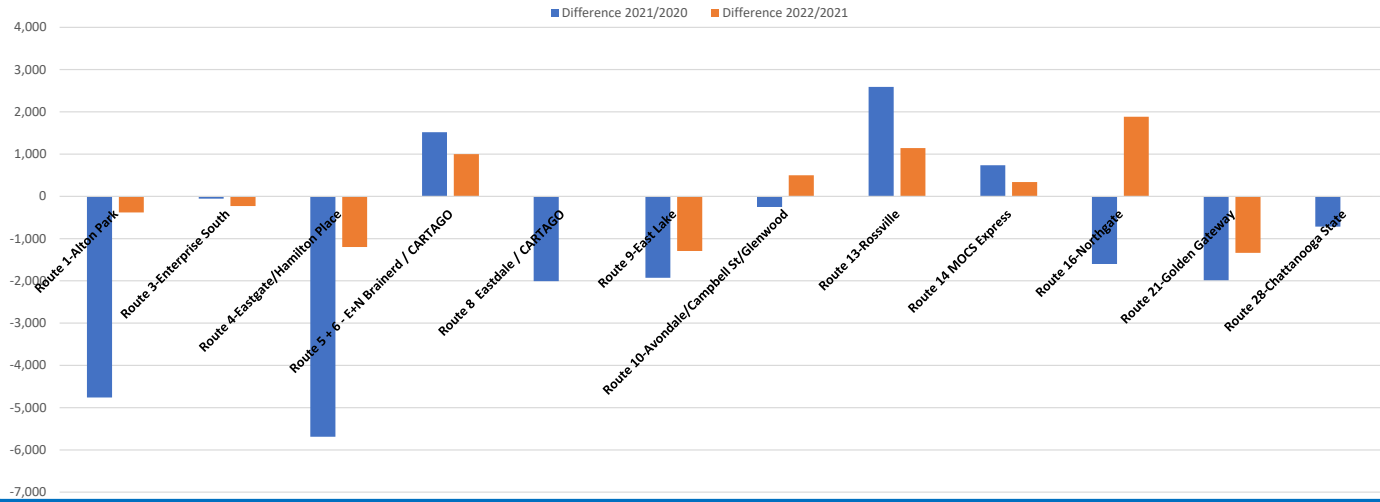


	Dec-20	Dec-21	Dec-22
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Route 1-Alton Park	14,695	9,935	9,556
Route 3-Enterprise South	1,001	946	716
Route 4-Eastgate/Hamilton Place	32,105	26,414	25,215
Route 5 + 6 - E+N Brainerd / CARTAGO	1,420	2,937	3,937
Route 8 Eastdale / CARTAGO	2,006	0	0
Route 9-East Lake	9,414	7,486	6,195
Route 10-Avondale/Campbell St/Glenwood	10,040	9,787	10,286
Route 13-Rossville	0	2,591	3,733
Route 14 MOCs Express	0	737	1,074
Route 16-Northgate	5,807	4,208	6,092
Route 21-Golden Gateway	7,598	5,611	4,276
Route 28-Chattanooga State	1,340	626	636

Totals: 85,426      71,278      71,716

**Year to Year comparison of ridership by route**  
**Difference December 2021/December 2020 - December 2022/December 2021**



	Difference 2021/2020	Difference 2022/2021
Route 1-Alton Park	-4,760	-379
Route 3-Enterprise South	-55	-230
Route 4-Eastgate/Hamilton Place	-5,691	-1,199
Route 5 + 6 - E+N Brainerd / CARTAGO	1,517	1,000
Route 8 Eastdale / CARTAGO	-2,006	0
Route 9-East Lake	-1,928	-1,291
Route 10-Avondale/Campbell St/Glenwood	-253	499
Route 13-Rossville	2,591	1,142
Route 14 MOCS Express	737	337
Route 16-Northgate	-1,599	1,884
Route 21-Golden Gateway	-1,987	-1,335
Route 28-Chattanooga State	-714	10

-14148                      438

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

**AND**

**THE CHATTANOOGA PARKING AUTHORITY**

**December 15, 2022**

The regular meeting of the Board of Directors of the Chattanooga Area Regional Transportation Authority (CARTA) and the Chattanooga Parking Authority was held Thursday, December 15, 2022, at 10:00 a.m., at the CARTA Board Building, 1617 Wilcox Blvd. Chattanooga, TN 37406, and 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 December 4, 2022. The following Board members were in attendance and constituted a quorum: John Bilderback, Chairman; Tamara Steward, Vice Chairman; Charlene Simmons, Secretary; Patricia McKoy, Treasurer; Michael Feely, Bill Allen, LeAndra Sanderfur, John Lively and Bakari Welles. The following persons were also in attendance: Lisa Maragnano, Executive Director; Jeff Smith, Chief Operating Officer; Sonja Sparks, Chief Financial Officer; Philip Pugliese, Transportation System Planner; Savannah Ward, Community Outreach Coordinator; Allen McCallie, Legal Counsel, Miller & Martin; Starla Reidel, Payroll & A/R Administrator; and various media and guests. Chairman John Bilderback called the meeting to order and declared a quorum present. Mr. Bilderback then called on Mr. Feely to give the invocation.

Mr. Bilderback stated that all members had been sent a copy of the November 17, 2022, Board meeting minutes and asked if there were any additions or corrections. There being none, a motion was made by Mr. Feely, seconded by Ms. Steward, followed by a vote to approve the minutes. The motion was unanimously approved.

Mr. Bilderback next called on Ms. Sparks to present the Financial Reports for November 2022. Ms. Sparks noted that Transit revenues were \$2,034 above budget due to an increase in fares received, and expenses were \$146,395 below budget due to a wage and benefit variance of \$154,649. Ms. Sparks explained that the budget is based on the assumption for full staffing, but due to continuing unfilled vacancies, we have an under-budget variance for wages, creating a net positive monthly variance of \$148,429. Shuttle revenues were \$7,922 below budget due to decreases in parking garage revenue at the North and South garages, and expenses were \$31,305 below budget due mainly to an under-budget variance in wages and taxes of \$22,725 and \$7,023 in management fees creating a net positive variance of \$23,383. Incline revenues were \$7,044 above budget due to an increase in ridership and increased concession revenues, and expenses were \$1,893 above budget due to wages, thus creating a net positive variance of \$5,151. Care-A-Van revenues were \$21,392 above budget due to an increase in Federal ADA revenue due to the timing of prior month's billing, and expenses were \$1,000 below budget due to a decrease in cost of supplies of \$1,399, creating a net positive variance of \$22,393. Parking revenues were \$6,689 above budget due to an increase in enforcement revenues, and expenses were \$12,106 below budget due to decreases in parking meter expenses in the amount of \$14,449 and an offsetting over-budget variance in professional services of \$1,445 for meter services, creating a net positive variance of \$18,796. Overall, for the month CARTA experienced a net positive variance of \$218,150.

From the breakout detail of the Parking Reports, Ms. Sparks noted that the combined parking meter and enforcement collections reflected a net positive revenue of \$78,228. Net meters and net shuttle revenues together reflected a net positive of \$31,857, and total net parking revenue for the month of (including surface lot and garage revenues and expenses) was \$171,275.



Mr. Bilderback next called on Ms. Maragnano to present the Financial Report or The Statistical Report. On a year-to-year comparison for November, Transit ridership was up 5.5%; Shuttle ridership was up 24.5%; Incline ridership was up 6.8%; and Care-A-Van ridership was down .4%, with zero (0) turndowns. North Shore Shuttle ridership was up 103.6%; the number of bicycles carried was down 1.9%; and the number of wheelchairs carried was up 40.1%. Regarding Preventable Accidents for the month, Transit, Shuttle and Care-A-Van all had zero (0).

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

Mr. Bilderback next called on Mr. Smith to give a staffing update. Mr. Smith reported that since the last board meeting CARTA has hired one (1) full-time fixed-route driver and lost one (1) full-time fixed-route driver. Mr. Smith reminded the board that CARTA has fifty-seven (57) runs that operate daily on fixed routes; to staff these runs, the fixed route driver pool typically needs eighty-three (83) full-time driver positions, and one (1) part-time driver. CARTA currently has ten (10) full-time drivers out on leave and four (4) drivers in training. Mr. Smith reported that the 2022 year-to-date fixed route positions, CARTA had one hundred thirty-one (131) applicants, interviewed sixty-nine (69) of those candidates, hired twenty-five (25) fixed route drivers and have fourteen (14) still employed with CARTA. Tamara Steward complemented Jeff and his team on his impressive success in keeping CARTA staffed.

Under “Needs Action,” Ms. Maragnano next called on Ms. Bonds to report on the training and communication section of the Agency Safety Plan (ASP), which has been revised with one additional update. The board members were given a copy of the Agency Safety Plan

(ASP) in last board meeting to review for a recommended approval by the Board. Ms. Maragnano, Mr. Bilderback and Ms. Bonds thanked all employees, union and partners for their participation in their contributions with completing the plan.

Mr. Bilderback asked if there were any additional comments or questions regarding the Agency Safety Plan. There being none, a motion was made by Mr. Lively, seconded by Ms. Steward, and followed by a vote to approve the Plan. The motion was unanimously approved.

Mr. Bilderback next called on Ms. Maragnano to give an update on the CARTAGO/VIA demand-response scheduling program that went live on August 22, 2022. Since last month's board meeting, CARTA now has a weekly call with VIA on Tuesdays to discuss the summary of high points and concerns. The week of December 5, 2022, CARTAGO/VIA program has had the highest trip count since the program started. There were a total of 1,123 trips that week, 2 ½ trips per hour, 25 new accounts set up, and 212 repeat trips, with an average approved rating of 4.2. The CARTA team continues to work with the customers and operators to make the process as easy as possible for them. Ms. Steward inquired about the GPS and location mapping issues reported previously, Ms. Maragnano responded most have been improved, with further improvement processes in place.

Ms. Maragnano next announced that CARTA will be celebrating our 50<sup>th</sup> Anniversary the week of January 24<sup>th</sup> – 29<sup>th</sup>, with the theme of focusing on our internal and external community. On January 24, 2023, CARTA will have Employee Appreciation Day. January 26, 2023, will be CARTA's Customer Appreciation Day, on which CARTA will offer customers free rides and gifts to thank them for 50 years of their patronage and commitment to CARTA. On January 29, 2023, a celebration and awards banquet will be held at the Westin from 4:00 p.m. to 6:00 p.m.

Under “New Business” Ms. Maragnano next called on Mr. Pugliese to give an update from planning and service discussions on expansions. On the map that was provided to the board, the red area is the core business where CARTA has the highest count of service and where transit can be most competitive for future ridership. Over the last several years we have been debating the balance of increased ridership frequency versus increased coverage area. The CARTA/GO micros-transit project was introduced in August 2022 in the Brainerd/East Brainerd/Tyner area to improve demand-responsive service as a test for how that application may be used elsewhere. The ultimate goal is to determine whether micro-transit can be more cost-effective than operating fixed route services in certain areas, or whether there is some other hybrid combination that can be utilized with existing resources to further improve accessibility. Mr. Pugliese presented draft designs to provide coverage to every portion of the city to be all-inclusive through a combination of micro transit, operating zones and expanded fixed route zones. CARTA has several ongoing analysis projects with various universities. Vanderbilt University is focusing on paratransit optimization; Penn State is analyzing advanced booking and offline micro transit optimization; Cornell University is focusing on dynamic booking and online micro transit optimization; University of Washington is focusing on mode shift decision framework; University of Tennessee at Chattanooga is doing an environment transit simulation; and UTC and Vanderbilt are focusing on community engagement. CARTA has conducted surveys and focus groups which are in the analysis phase.

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