



**CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
& THE CHATTANOOGA PARKING AUTHORITY**

BOARD MEETING AGENDA

April 17, 2025, 10:00 AM ET

1. **Call to Order**
2. **Quorum Call**
3. **Moment of Silence & Pledge of Allegiance**
4. **Public Comment**
5. **Recognitions:** Jeanine McNulty
6. **Adoption of Minutes** [\(page X\) -2](#)
7. **Special Presentation:** Chattanooga 2.0 Keri Randolph
8. **Staff Updates**
 - A. Care-A-Van Update: Mark Poirier
 - B. CEO Report: Charles D. Frazier
9. **Consent Agenda**
 - A. Statistical Report: Philip Pugliese / Veronica Peebles [\(page 12\) - I](#)
 - B. Public Transportation Agency Safety Plan (Minor Update): Mark Logan [\(page 18\) - I](#)
 - C. CARTA By Laws Update: Scott Wilson [\(page 36\) - I](#)
10. **Action Items:**
 - A. Procurement Report: Annie Powell [\(page 48\) - A](#)
 - B. Finance Report (March): Sander Abernathy [\(page 50\) - A](#)
11. **New Business**
 - A. May Service Enhancements & Pilot Projects: Veronica Peebles [\(page 53\) - I](#)
12. **Old Business**
13. **Adjournment**
14. **Executive Session** (12:00 p.m. - 1:00 p.m.)

MINUTES OF THE BOARD OF DIRECTORS MEETING OF
THE CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
AND
THE CHATTANOOGA PARKING AUTHORITY
March 20, 2025

The regular meeting of the Board of Directors of the Chattanooga Area Regional Transportation Authority (“CARTA”) and the Chattanooga Parking Authority was held Thursday, March 20, 2025, 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 March 02, 2025. The following Board members were in attendance and constituted a quorum: Johan de Nysschen, Chairman; Evann Freeman, Vice Chairman; Daniela Peterson; Arcie D. Reeves, Leandrea Sanderfur, and Bill Nye. The following persons were also in attendance: Charles Frazier, Chief Executive Officer; Scott Wilson, Chief of Staff; 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 opened the meeting with a moment of silent reflection followed by the Pledge of Allegiance. Mr. de Nysschen next opened the meeting for public comments or questions. There were none.

Mr. de Nysschen called on Mr. Wilson to present the March 2025 Ambassador Award. Mr. Wilson recognized Brent Matthews and Lee Rains, stating that on January 10, 2025,

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Mr. Matthews and Mr. Rains went above and beyond when providing assistance to a Care-A-Van driver who was unable to make it up Rose Terrace to deliver a client home due to inclement weather conditions. Not only did they deliver the client home using a four-wheel drive vehicle, but they also assisted the driver in guiding the stuck vehicle safely down the hill.

Mr. de Nysschen then stated that all members had been sent a copy of the February 20, 2025, board meeting minutes and asked if there were any additions, corrections, or comments. Ms. Sanderfur requested a language change on pages eight (8) and nine (9) to reflect more inclusive language. A motion was made by Mr. Freeman and seconded by Ms. Peterson, followed by a vote to approve the minutes as amended. The motion was unanimously approved.

Mr. Frazier advised that in lieu of his CEO report, members of CARTA staff will provide updates.

Mr. Frazier called on Mr. Higgins, Director of the Incline Railway. Mr. Higgins provided the following updates: (i) the ADA restroom at the lower station is sixty-five percent (65%) complete; (ii) stage one (1) of the Incline recovery, track work demolition, is complete; (iii) stage two (2) of the Incline recovery, footer clean up and epoxy application, will begin next week; and (iv) two hundred five (205) crossties have been delivered with two hundred eighty-eight (288) remaining to complete the order. Mr. Higgins next reported the following items are currently being worked on: (i) solutions to cool inside the Incline cars; (ii) gathering quotes on dry pipe installation; (iii) yearly training exercise for the Chattanooga Fire Department and first responders; and (iv) forestry firefighting training for Incline team members.

Ms. Peterson asked if there were plans to include community members in training exercises to which Mr. Higgins responded a community awareness exercise could be offered.

Mr. Frazier called on Mr. Logan, CARTA Chief Safety Officer. Mr. Logan provided the following Safety and Training Department updates: (i) a full behavioral analysis of the 2024 incidents and accidents has been performed; (ii) the preventable accident frequency rate for 2024 was 1.65 with the current rate at 1.48, while the industry standard is 1.5; (iv) twenty percent (20%) of preventable accidents happened in September; and (v) a sight investigation was performed on Frazier Avenue in a collaboration with members of Chattanooga's Transportation Planning Division. Mr. Logan next reported the following items are currently in progress: (i) coordinating with the state safety oversight agency to ensure compliance; (ii) remaining on schedule with the self-certification process of the safety and security certification plan at the Incline Railway; (iii) refining the state safety oversight agency safety plan in coordination with the agency and reviewing standard operating procedures; and (iv) implementing a complete, comprehensive training program that is the "gold standard" for public transit agencies.

Next Mr. Frazier called on Mr. Meredith, Director of Communications and External Relations. Mr. Meredith provided the following department update: (i) social media engagement has increased by fifteen percent (15%); (ii) the token transit advertising program has been completed and new graphics in English and Spanish have been installed on all fixed route buses; (iii) CARTA has committed to featuring the Dolly bus at one event monthly throughout 2025; and (iv) the first day of the free express shuttle connecting downtown and the Northshore attracted 65 riders.

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Ms. Reeves requested the yearly CEO Report continue to be produced. Ms. Peterson asked for clarification on the target audience regarding the marketing efforts to which Mr. Meredith responded, “all of Chattanooga.”

Under “Consent Agenda” Mr. de Nysschen asked if there were any comments or questions regarding the statistical report provided in the board packet sent electronically on March 14, 2025. Ms. Sanderfer and Ms. Reeves advised the new format with graphics is easier to read and provides a cleaner format. Mr. de Nysschen then asked if there were any additional comments or questions regarding consent agenda items. There being none, a motion was made by Mr. Nye and seconded by Ms. Reeves followed by a vote to approve the Consent Agenda items as received, read, understood, and accepted. The motion was unanimously approved.

Mr. de Nysschen asked Ms. Powell to present the Purchasing Policy update. Ms. Powell advised that staff recommended that the Board approve CARTA’s Purchasing Policy effective March 20, 2025. Ms. Powell noted the specific changes to the policy incorporate recommendations from the City of Chattanooga and the FTA’s updates to Circular 4220.1G – Third Party Contracting Guidance.

Mr. de Nysschen asked if there were any questions regarding Ms. Powell’s request. There being none, a motion was made by Mr. Freeman and seconded by Ms. Sanderfur followed by a vote to approve. The item was unanimously approved.

Mr. de Nysschen asked Ms. Powell to present the procurement report. Ms. Powell advised that staff recommended that the Board approve the monthly procurement report that included new procurements over fifty thousand dollars (\$50,000.00) and use of the request for proposals process,

including a five-year agreement with CSR Engineering for an amount not to exceed two hundred fifty thousand dollars (\$250,000.00) for Incline Railway engineering services. The agreement includes inspections of track, trestles, buried trestles, guard timbers, ties, roadbed, switch points, retaining walls and adjacent rock faces; specifications, drawings, and contract preparations; and administrative services such as contract administration, construction inspection, and construction management.

Ms. Powell next advised that staff also request approval for the following procurements: (i) on-site collection services for drug and alcohol testing; (ii) on-site DOT physicals; (iii) graphic design and typesetting; and (iv) security guard services.

Mr. de Nysschen asked if there were any additional comments or questions regarding Ms. Powell's request. There being none, a motion was made by Mr. Nye and seconded by Mr. Reeves followed by a vote to approve. The item was unanimously approved.

Under "New Business" Mr. de Nysschen asked Mr. Frazier to begin the FY 2026 budget presentation. Mr. Frazier stated that the presentation will be reflective at the budget priorities approved during the February 20, 2025 board meeting, and noted that the budgets are preliminary with a final budget date of June 2025.

Mr. Frazier stated that CARTA has been affected by chronic underfunding, lack of proficiency, and oversight challenges. There is now a mandate to properly fund public transit in Mayor Kelly's One Chattanooga Plan. CARTA's two (2) main challenges remain: fixing the foundation and the fiscal cliff when the American Rescue Plan Act ("ARPA") funds run out.

Mr. Frazier called on Mr. Wilson to present the preliminary budget framework for FY 2026. Mr. Wilson advised that his presentation was based on a fully funded budget with any amount shortfalls necessitating budget reconfiguration. The budget was developed utilizing five (5) key commitments: (i) maintaining service quality; (ii) exploring partnerships; (iii) managing remaining federal relief funds; (v) making necessary policy adjustments; and (v) maximizing external funding opportunities.

Mr. Wilson next stated that maintaining service levels allows CARTA to focus on improving rider experience despite equipment challenges and infrastructure limitations. CARTA is exploring regional partnerships by actively pursuing collaborative programs with Hamilton County (\$1,203,720.00), Red Bank (\$19,956.00), and East Ridge (\$129,684.00). CARTA will utilize \$974,000.00 in ARPA funds in FY 2026 and establish a contingency fund with the remaining funds to protect CARTA's operations and employees. CARTA is proposing targeted fare adjustments and policies (\$1,051,743.00) to balance the budget responsibly. Finally, CARTA will continue to aggressively pursue federal and state grants to maximize local investment impact.

Mr. de Nysschen asked what the average age of CARTA's fleet was to which Mr. Frazier advised the majority of the fleet is past its useful life. Mr. de Nysschen stated that the longer a fleet upgrade is deferred, operational expenses will exponentially increase.

Mr. Nye expressed concerns that the proposed Incline price increase will negatively impact ticket sales. Mr. Frazier advised that feedback from See Rock City was utilized when determining ticket price increases and therefore no adjustments were made to youth tickets. Mr. de Nysschen stated that CARTA must optimize revenue sources within its control prior to requesting additional

funding from City and County governments. Price increases are impacting sources that can most absorb them to which Mr. Nye shared his concern of public perception toward a second (2nd) fare increase at the Incline in a short period of time. Mr. de Nysschen concurred, adding that optimizing revenue sources is a tough management decision.

Ms. Sanderfur advised that potential fare increases have been discussed at the monthly Care-A-Van Advisory Council Meeting, and they agreed to a .50 one-way fare increase. Ms. Sanderfur then shared concerns that any increase more than this amount would negatively impact riders that depend on Care-A-Van services. Mr. de Nysschen acknowledged the validity of Ms. Sanderfur's observations, reiterated the fiscal challenges CARTA faced and reminded the board of the tough management decisions that need to be made. Mr. Frazier advised that the increase in Care-A-Van operation costs is necessary and directly related to safety and compliance.

Mr. de Nysschen next stated that without an increase in revenue it is more likely services will have to be cut. Ms. Sanderfur asked if there were any alternative options to supplement the \$105,000.00 additional revenue generated by Care-A-Van fare increases to which Mr. de Nysschen advised all viable options have been reviewed and discussed on multiple occasions. Ms. Peterson requested the board take into account how fare increases would impact the most vulnerable in our community and the length of time services are being utilized, and suggesting a fare increase for fixed route ridership, to which Mr. de Nysschen responded that due to fixed route rider's discretionary income raising those fares would be at a later date.

Mr. Frazier requested the board allow Ms. Powell to provide her presentation which would provide specific details regarding revenue needs, reminding the board members that the budget request is preliminary, and they should provide directions for alternatives.

Mr. Frazier then called on Ms. Powell. Ms. Powell presented on the budget as divided into strategic focus areas providing examples from both the operating and capital budgets. Strategic focus area one (1) included the following: (i) service delivery and safety; (ii) service planning and efficiency; (iii) maintenance and infrastructure; (iv) technology and systems; and (v) financial management. Strategic focus area two (2) is community and customer focus. Examples include website redesign, bus shelters, bus stop signage, and bilingual support. Strategic focus area three (3) is growth and innovation, such as mobility hubs, expansion vehicles, a centralized call center, and strategic operations planning. Next, Mr. Wilson advised strategic focus area four (4) is workforce development, including a safety and training supervisor, offering competitive wages, enhancing safety protocols, and training and extending supervision coverage across all service hours.

Ms. Peterson requested the additional revenue generated from bilingual services to be tracked and reviewed one (1) year from now. Ms. Reeves requested clarification on vehicle replacement priorities to which Mr. Frazier responded paratransit, CARTA GO, big buses, and shuttles. Mr. Nye requested information on the difference in salaries for safety and road supervisors to which Mr. Frazier said he wanted to research and confirm the information due to the recent retirement of CARTA's CFO. Ms. Reeves requested confirmation that the additional supervisors will fulfil the current needs. Mr. Frazier affirmed that based on the current services

offered the current needs will be met. Mr. de Nysschen requested clarification on when fare increases would take place should they be approved to which Mr. Frazier stated that with any fare adjustments there is a Title VI analysis requirement to determine whether the planned change will have a disparate impact on the basis of race, color, or national origin or a disproportionate burden on low-income riders.

At the conclusion of Ms. Powell's presentation she advised that staff recommends that the Board approve the preliminary capital budget for fiscal year ("FY") 2026. The preliminary capital budget includes funded capital projects in the total amount of \$14,152,644.00 and unfunded capital projects in the amount of \$43,425,446.00. Ms. Powell further advised that CARTA intends to submit a request for \$2,856,936.00 to the City of Chattanooga for ten percent (10%) of the unfunded FY 2026 capital needs with a request for commitment of approximately \$1,800,000.00 for FY 2027 if CARTA is awarded a \$14 million grant for the replacement of electric shuttle buses. CARTA has also submitted a request to Hamilton County for \$620,000.00 for a ten percent (10%) local match for specific unfunded capital needs. For fiscal years 2027-2030, CARTA has budgeted \$28,064,203.00 total, and approximately \$5,800,000.00 of that amount is projected to be funded.

Mr. de Nysschen asked if there were any questions regarding the preliminary FY 2026 capital request. There being none, a motion was made by Ms. Reeves and seconded by Ms. Peterson followed by a vote to approve. The budget was approved with Mr. Nye abstaining.

Mr. de Nysschen then called on Mr. Wilson to finalize the preliminary FY 2026 operating budget presentation. Mr. Wilson stated that staff recommended that the Board approve the preliminary operating budget for FY 2026. The key expense changes are as follows: (i) health

insurance increase of five percent (5%); (ii) workers' compensation insurance increase of eight percent (8%); (iii) key positions including IT specialist, planning manager, service supervisors, customer service manager, customer service representatives, and others; (iv) service enhancements including secret shopper service and Incline brush removal services; and (v) three percent (3%) cost of living adjustment for employees.

Mr. Wilson further stated the key revenue adjustments included the following: (i) City of Chattanooga request of \$1.3 million (fifteen percent (15%) above FY 2025); (ii) Hamilton County request for fixed route and Care-A-Van support; (iii) Red Bank request for Care-A-Van support; (iv) East Ridge request for Care-A-Van support; (v) Care-A-Van fare increases ranging between \$.50 - \$1.50; (vi) CARTA GO fare increase ranging between \$.50 - \$1.50; (v) parking revenue increase ranging between \$1.00 - \$.50 and (vi) Incline fare increase of \$3.00 for adults, with no increase for children.

Mr. de Nysschen asked if there were any questions regarding the preliminary FY 2026 operating budget request. There being none, a motion was made by Ms. Reeves and seconded by Mr. de Nysschen followed by a vote to approve. The budget was approved with Mr. Nye abstaining.

Mr. de Nysschen asked if there were any other business items that need to be addressed. There being no further business, a motion was made to adjourn. The meeting was adjourned.

TO: CARTA Board of Directors

FROM: Philip Pugliese - Director of Planning
Veronica Peebles – Chief Administrative Officer

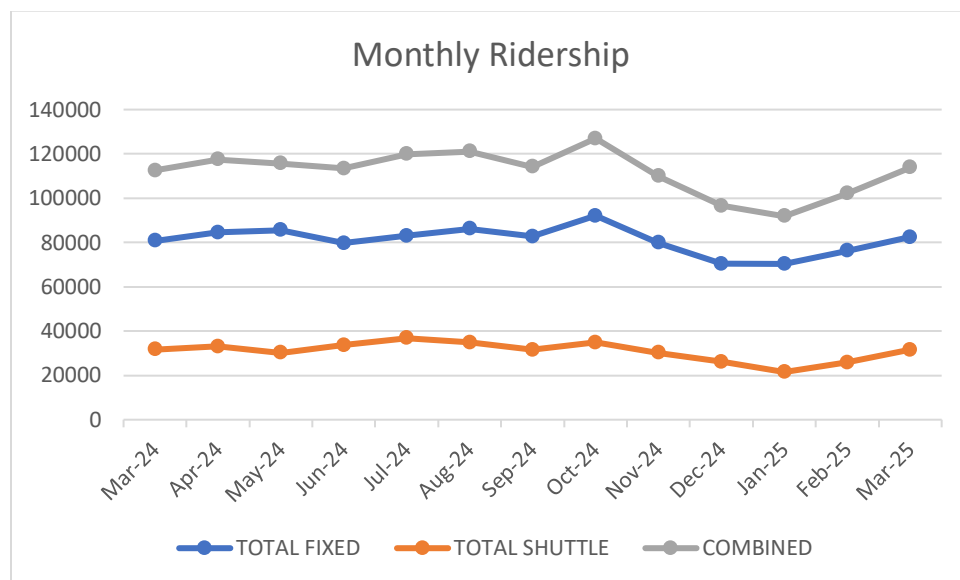
SUBJECT: Statistical Report

RECOMMENDED ACTION

Staff recommend that the Board accept CARTA's statistical report for the month ending March 2025 as information to the Board.

HIGHLIGHTS, ANALYSIS AND CONCLUSIONS

In general, ridership is holding steady for the year-to-date quarter with fixed-route weekday ridership up 3% year-over-year.



- The Incline Railway remains out of service due to the December fire event.
- The Read and Ride program provided 2415 trips in March, up from 2,052 trips in February.
- The Launch Pad pilot program provided service to eighteen active participants taking 610 trips through the week ending March 30, 2025.
- Our Token Transit Mobile Ticketing application continues with steady growth in new users and pass activations. Year-to-date data displayed below.

Token Transit Pass Activations and Unique Users

Mobile passes activated for the first time

4,208

Passes activated for the first time

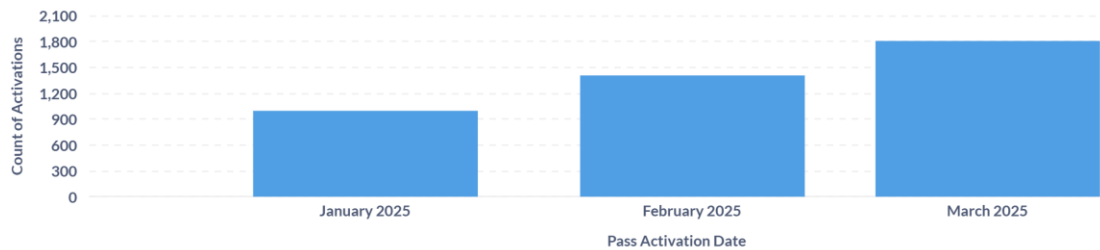
Passes activated for the first time

● all 100%



Passes activated for the first time over time

● All Pass Types



Unique mobile activators

Unique mobile app users who activated a pass.

531

Unique activators

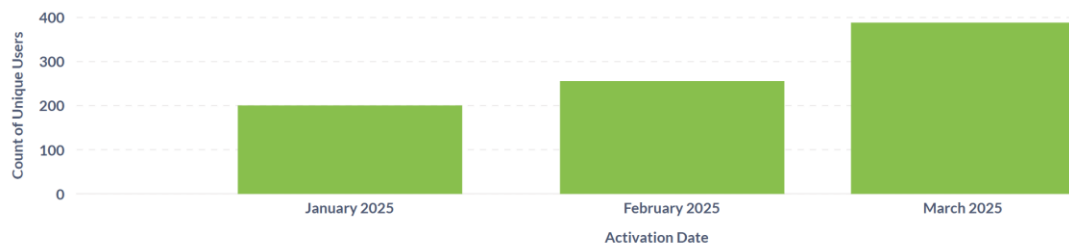
Total unique activators

● all 100%

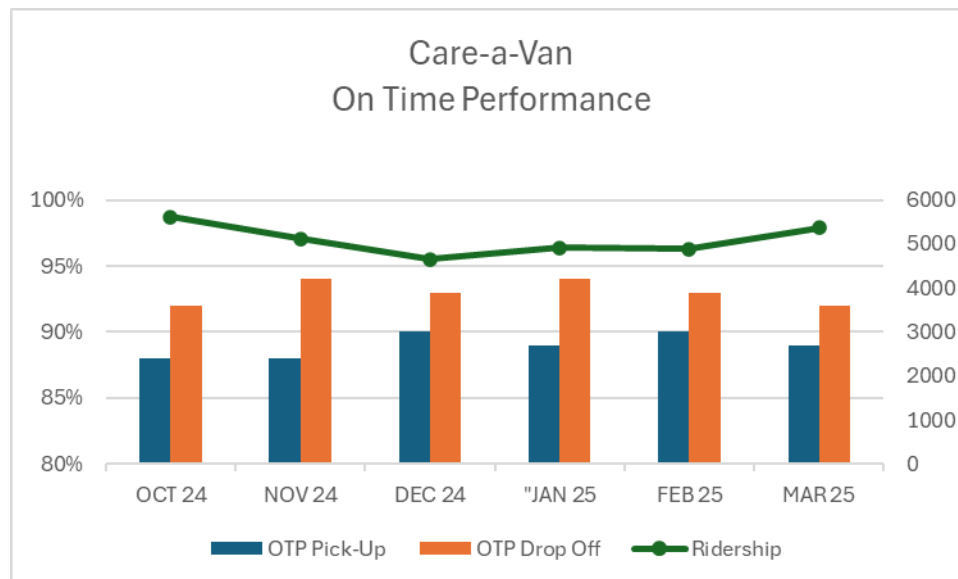
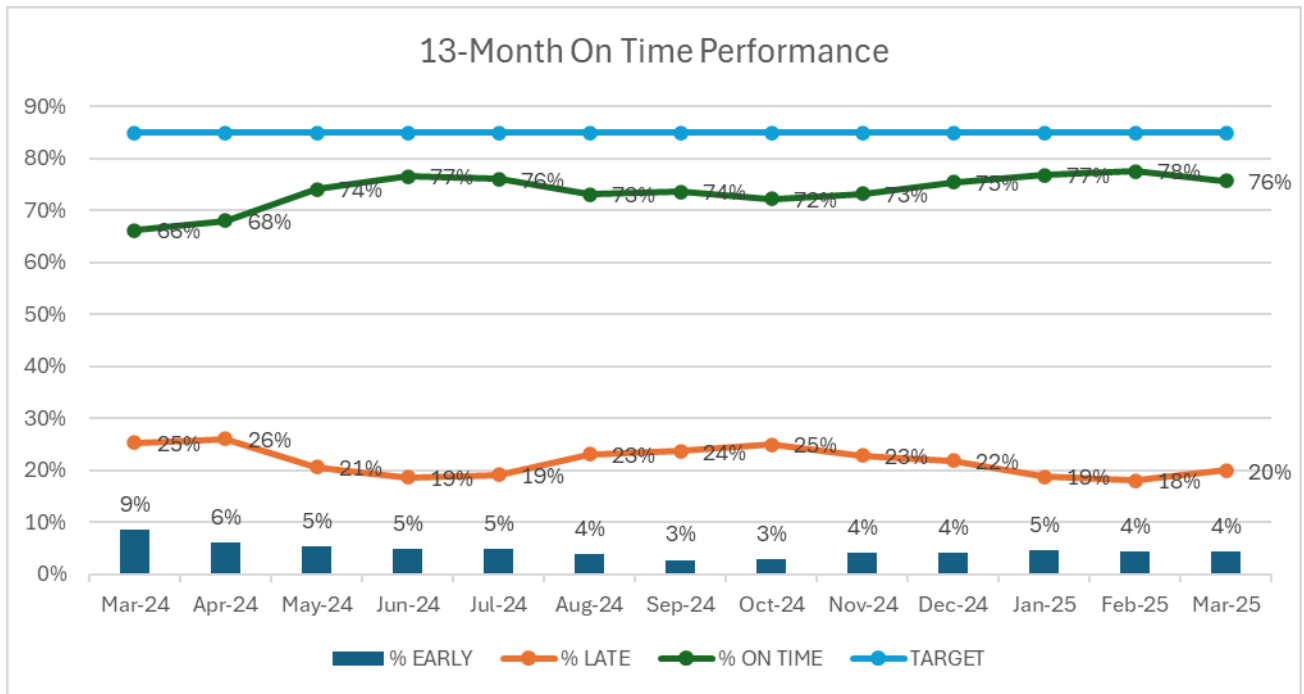


Unique activators over time

● All Pass Types



On-Time Performance for Fixed Route and Care-a-Van



Chattanooga Area Regional Transportation Authority

Statistical Report

For the Period Ending March 31, 2025

	<u>This Month</u>	<u>Month YR Ago</u>	<u>YTD</u>	<u>Prior YTD</u>
<u>TRANSIT</u>				
Ridership	82,365	80,820	723,047	717,951
Weekday Average - with Mocs	3,265	3,197	3,226	3,184
Weekday Average - without Mocs	3,100	3,118	3,052	3,080
Saturday Average	2,053	2,061	2,002	2,057
Sunday Average	708	845	738	785
Miles	158,427	160,036	1,403,344	1,421,547
Passengers/Mile	0.52	0.51	0.52	0.51
Accidents	2	0	16	13
Operating Cost/Rider	10.12	9.44	10.55	9.84
<u>SHUTTLE</u>				
Ridership	26,340	27,595	226,228	201,952
Weekday Average	912	984	874	775
Saturday Average	896	903	956	857
Sunday Average	540	483	518	470
Miles	17,622	17,583	154,728	148,813
Passengers/Mile	1.49	1.57	1.46	1.36
Accidents	0	0	1	5
Operating Cost/Rider	3.16	2.69	2.92	3.27
<u>INCLINE</u>				
Ridership	0	48,500	231,998	361,851
Net Revenue/Passenger	N/A	5.20	3.03	3.03
Days Down	31	8	130	12
<u>CARE-A-VAN</u>				
Ridership	5,365	4,427	44,010	38,791
Miles	45,292	49,426	500,464	444,385
Turndowns	0	0	0	14
Accidents	1	0	3	5
Operating Cost/Rider	44.73	49.77	48.50	48.35
Passengers/Hour	1.61	1.29	1.45	1.27
<u>TOTAL CARTA</u>				
Ridership	114,070	161,342	1,225,283	1,320,545

*** Notes to the Statistical Report:**

North Shore Shuttle	2,703	2,249	24,859	19,927
MOCS Express	3,462	1,662	33,239	19,762
Bicycles Carried	1,269	1,289	13,125	13,720
Wheelchairs Carried	973	1,026	9,344	10,627
St.Elmo/Incline	2,451	1,842	22,190	18,194

Days of Operation Transit, Care-A-Van

Number of Weekdays	21	21
Number of Saturdays	5	5
Number of Sundays	5	4
	<u>31</u>	<u>30</u>

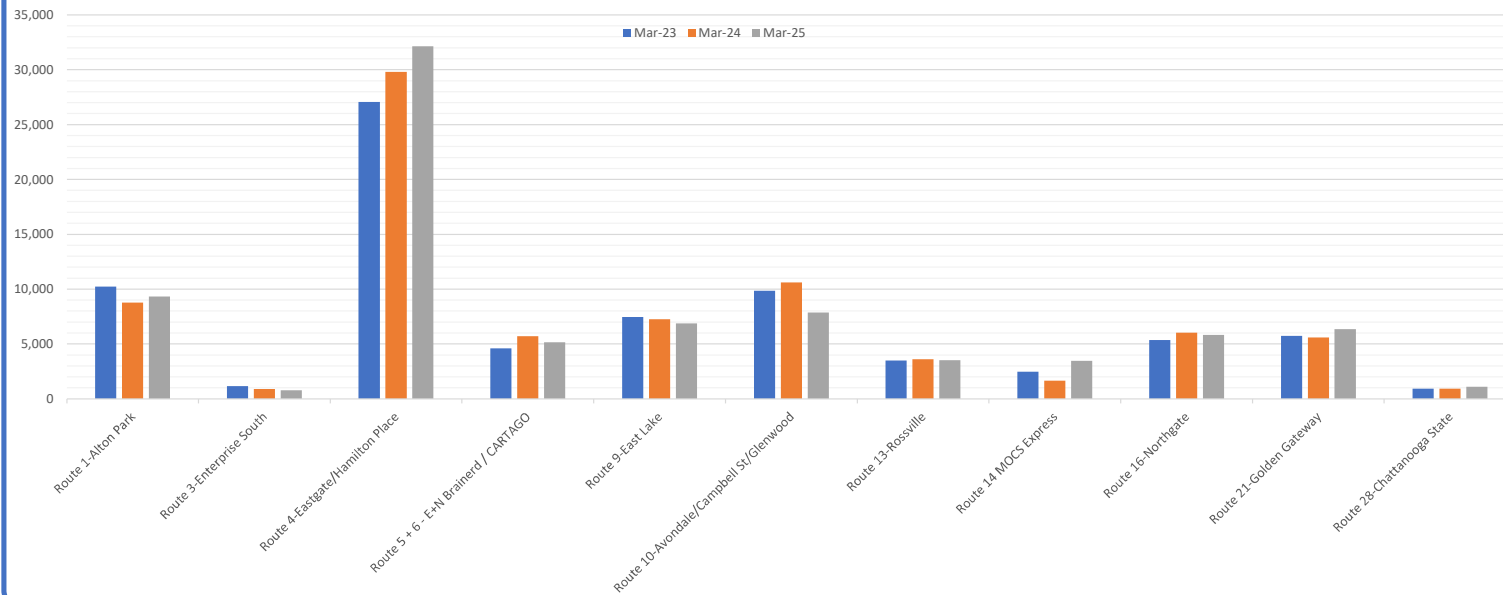
Days of Operation Incline

Number of Weekdays	0	15
Number of Saturdays	0	4
Number of Sundays	0	4
	<u>0</u>	<u>23</u>

Days of Operation Shuttle

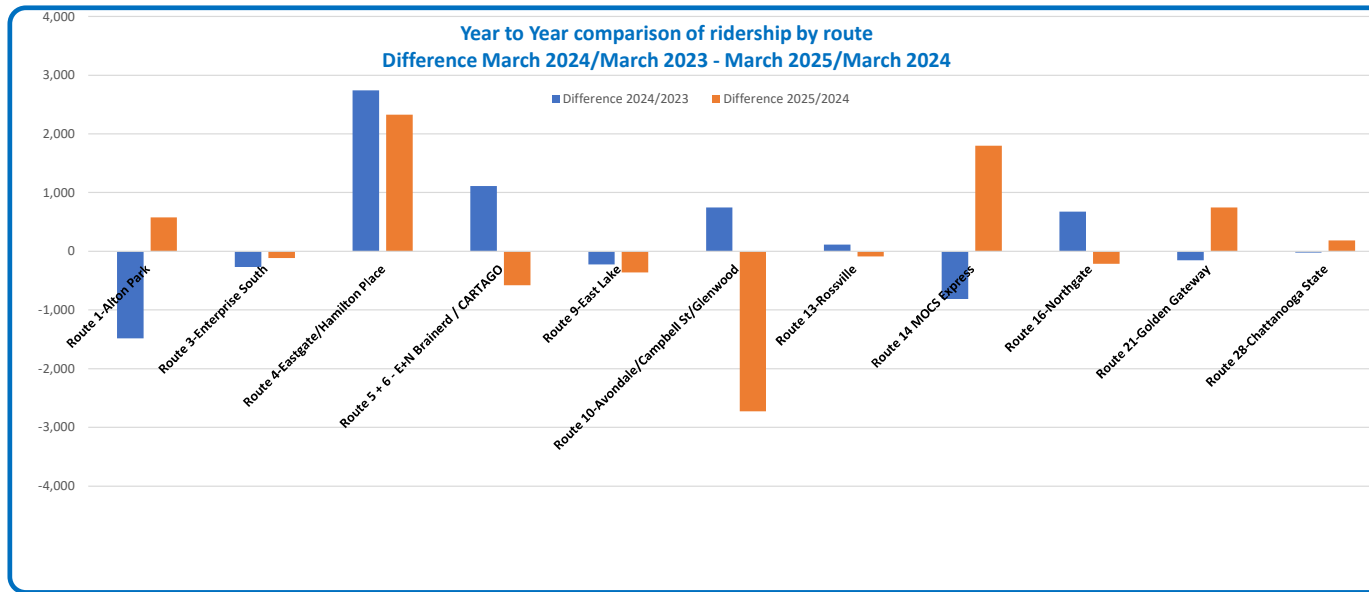
Number of Weekdays	21	21
Number of Saturdays	5	5
Number of Sundays	5	5
	<u>31</u>	<u>31</u>

Year to Year comparison of ridership by route March 2023/March 2024/March 2025



	Mar-23	Mar-24	Mar-25
Route 1-Alton Park	10,243	8,760	9,335
Route 3-Enterprise South	1,152	884	767
Route 4-Eastgate/Hamilton Place	27,063	29,803	32,129
Route 5 + 6 - E+N Brainerd / CARTAGO	4,604	5,718	5,142
Route 9-East Lake	7,464	7,242	6,882
Route 10-Avondale/Campbell St/Glenwood	9,863	10,609	7,881
Route 13-Rossville	3,492	3,605	3,515
Route 14 MOCS Express	2,477	1,662	3,462
Route 16-Northgate	5,354	6,028	5,815
Route 21-Golden Gateway	5,749	5,595	6,340
Route 28-Chattanooga State	935	914	1,097

Totals: 78,396 80,820 82,365



	Difference 2024/2023	Difference 2025/2024
Route 1-Alton Park	-1,483	575
Route 3-Enterprise South	-268	-117
Route 4-Eastgate/Hamilton Place	2,740	2,326
Route 5 + 6 - E+N Brainerd / CARTAGO	1,114	-576
Route 9-East Lake	-222	-360
Route 10-Avondale/Campbell St/Glenwood	746	-2,728
Route 13-Rossville	113	-90
Route 14 MOCS Express	-815	1,800
Route 16-Northgate	674	-213
Route 21-Golden Gateway	-154	745
Route 28-Chattanooga State	-21	183

TO: CARTA Board of Directors
Executive Committee

FROM: Mark Logan
Chief Safety Officer

SUBJECT: Public Transportation Agency Safety Plan (ASP) Rev. 5 – Modifications

RECOMMENDED ACTION

Staff recommends that the Board accept the modifications to CARTA's ASP as presented.

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA's strategic imperatives of safety and compliance.

SUMMARY OF NEED

Acceptance of this item will allow CARTA to remain in compliance with 49 CFR 673. The modifications include the following items:

- Date of Issue added throughout document, not just signature page
- Revisions table updated to include changes made (page 5)
- Updated organizational charts and staff positions (pages 38, 64, 71)
- Enhanced response tree for incident notification (page 68)
- Specific changes for regulatory compliance are as follows:
 - 673.11(a)(7)(ii) (pages 121-126)
 - The assault on a transit worker SOP should have language which includes the Incline
 - 673.11(a)(7)(iv) pages 22-24
 - Language here should include the Safety Committees input to safety risk mitigation efforts
 - 673.13(a) (page 14)
 - Certification of the ASP must be clearly defined by referencing approval by the CEO/BOD, etc. to meet the requirements
 - 673.23(d)(1)(i) (page 14)
 - It must be stated that the Accountable Executive of a large, urbanized area provider must implement safety risk mitigations for the safety risk reduction programs included in the ASP
 - 673.5 (pages 16-17)
 - The Chief Safety Officer may not serve in any other operational or maintenance capacities.

BACKGROUND AND HISTORY

On October 17, 2024, the CARTA Board of Directors approved Revision 5 of the Agency Safety Plan. Revision 5 had previously been approved by the Infrastructure Investments and Jobs Act (IIJA) Safety Committee on 10/9/2024 and subsequently accepted by the State Safety Oversight Officer on 3/4/2025. The modifications presented above were formally accepted by the IIJA on 3/19/2025.



Chattanooga Area Regional Transportation Authority

Agency Safety Plan		Page 5 of 45
	Date of Issue: 10/17/2024	Revision: 5.0

Revisions/Amendments

Revision No.	Revision Date	Purpose	Revision Author
Rev. 0	April 17, 2020	Draft Submittal to TDOT	Cyndi Bonds, DOSS
Rev. 1	Aug. 20, 2020	BOD Approval, 2021	Cyndi Bonds, DOSS
Rev. 2	Dec. 16, 2021	BOD Approval, 2022	Cyndi Bonds, DOSS
Rev. 3	Dec. 31, 2022	New BIL changes	Cyndi Bonds, DOSS
Rev. 4	Dec. 31, 2023	Update Approvals, SPTs, and Org. Chart	Cyndi Bonds, DOSS Daniel Collins, interim DOSS
Rev. 5	Mar. 12, 2025	Update SSO Revisions	Mark Logan CSO

Change Log

Number	Section/Pages	Change
Rev. 1	PTASP Certification/viii	Updated BOD signature page
Rev. 2	PTASP Certification/viii	Updated BOD signature page
Rev. 3	All Sections of PTASP	Significant changes to entire ASP document required to meet new BIL changes
Rev. 4	PTASP Certification/2-3	Updated signature pages
Rev. 4	SPT/12-13	Update SPTs
Rev. 4	Org Chart/31	Update Organizational CHart
Rev. 4	p.8 / p.32	Updated Safety Policy Statement CF / updated org. chart
Rev. 5	p. 14, 16-17, 22-24, 121-126	SSO Revisions & housekeeping such as change in personnel, Org Chart, & Response Tree.



Chattanooga Area Regional Transportation Authority

Agency Safety Plan		Page 14 of 45
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*NOTE: CARTA has done a full review of their NTD data entry and made revisions. The current targets are based on FY2024 data only since that years reporting reflects NTD data entry protocols. Future targets will be based on a rolling average of data starting with FY 2023.

As part of the annual review of the ASP, CARTA will reevaluate our SPTs and determine whether the SPTs need to be refined. Each year during the FTA Certifications and Assurances reporting process, CARTA will transmit any updates to our SPTs to both TDOT and the TPO (unless those agencies specify request another time in writing).

1.1.1 Annual Review and Update of the Agency Safety Plan

Per 49 CFR Part 673.11 (a)(5), this plan includes provisions for annual updates of the SMS. As part of CARTA's ongoing commitment to fully implementing SMS and engaging our employees in developing a strong safety culture, CARTA's Chief Safety Officer (CSO) and Agency Safety Committee (ASC) will review and approve the ASP annually. The review will be conducted as a precursor to certifying to FTA that the ASP is fully compliant with 49 CFR Part 673 and accurately reflects our agency's current implementation status. Certification will be accomplished through CARTA's annual Certifications and Assurances reporting to the FTA. A direct recipient must certify that it and all applicable subrecipients are in compliance with the requirements of this part. CARTA, as a direct FTA fund recipient, certifies its compliance annually through adoption of its ASP following review and approval with its IJALMSC and Board of Directors. CARTA has no subrecipients; should and if this changes, each subrecipient would be expected to adopt this ASP and applicable policies as well as document compliance as part of their agreement with the agency for receipt of funding.

The annual review will include the ASP and applicable supporting documents (SMS Implementation Plan, Standard Operating Procedures, Policies, Manuals, etc.) that are used to fully implement all the processes used to manage safety at CARTA. All changes to the ASP will be noted (as discussed below) and the Accountable Executive will sign and date the title page. Documentation of all changes will be provided to the board of directors for approval whether by signature or by reference to a resolution.

The annual ASP review will follow the update activities and schedule provided below in



Chattanooga Area Regional Transportation Authority

Agency Safety Plan		Page 18 of 45
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- Reviewing the safety training curriculum for the agency, including SMS
- Liaison and coordination with federal, state, and local emergency management partners, to include local law enforcement, fire, and emergency medical response agencies. Liaison with state and federal agencies is managed through local agency protocols and detailed in the agency's emergency management planning and continuity of operations plans.
- Coordinating safety training with external agencies, i.e., emergency responder training and contractor training, emergency drills in conjunction with key staff from other divisions.
- CSO does not serve in other maintenance or operational capacities as required by 673.5.

1.3 SMS Documentation

Per the requirements of 49 CFR Part 673.31, CARTA maintains all documentation incorporated herein by reference for at least three years and will make them available as requested or required to the SSO, the FTA or other federal agencies having jurisdiction and authority.

SOPs, beyond those indicated by reference in the document Sections I-IV, will be maintained and added by reference to assist with the implementation of the ASP or other policies as warranted through review of requirements promulgated by the federal oversight authorities. Topic areas for additional SOPs are included in Appendix.

Section II: Safety Risk Management

Under the requirements of 49 CFR Part 673.25(a), transit agencies must develop and implement a Safety Risk Management (SRM) Process for all elements of the system.

The SRM process consists of the following activities:

- Safety Hazard Identification
- Safety Risk Assessment
- Safety Risk Mitigation

CARTA's formal safety risk management system incorporates these requirements to identify all existing and foreseeable hazards, identify reasonable consequence(s) of those hazards that may result in adverse events, analyze those consequences to evaluate the risk, and establish controls to manage those risks to the lowest practical level. SRM encompasses the use of safety analysis tools by adequately staffed and trained personnel, as well as the use of Subject Matter Experts (SMEs) wherever appropriate and necessary. Under the CSO's guidance, department heads are responsible to ensure that hazards are identified, analyzed, properly mitigated, and documented.

In addition, the SRM process at CARTA is integrated with its safety assurance program to ensure that safety risk mitigations are evaluated for effectiveness over time, following general processes defined below combined with Safety Assurance processes described in Section III.

2.1 Hazard Identification

All employees and contractors are required to identify, report, and work with CSO and key departmental directors to identify methods to mitigate hazards as appropriate. CSO participates in helping to confirm mitigation identified is appropriate for the hazard as identified and confirm that mitigations have been completed and documented in accord with identified requirements including those items delegated to others to address including CARTA staff, contractors, subject matter experts or others.

2.1.1 Hazard Identification Sources



Chattanooga Area Regional Transportation Authority

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Table 6 - Risk Safety Index

Severity	Catastrophic	Critical	Marginal	Negligible
Probability	1	2	3	4
A - Frequent	1A	2A	3A	4A
B - Probable	1B	2B	3B	4B
C - Occasional	1C	2C	3C	4C
D - Remote	1D	2D	3D	4D
E - Improbable	1E	2E	3E	4E
F - Eliminated	Eliminated			

1A, 1B, 1C, 2A, 2B	High	Unacceptable
1D, 2C, 3A, 3B	Serious	Undesirable, management decision required
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B	Medium	Acceptable, with review by the SSRC
4C, 4D, 4E	Low	Acceptable, without review by the SSRC
F	Eliminated	Eliminated

2.3 Safety Risk Mitigation

Safety Risk Mitigations are methods or processes to manage risk agency-wide. Once risk is identified, CARTA must ensure that it is not accepting increased risk without the proper level of management decision, nor misallocating safety resources if existing mitigations are sufficient. Safety Risk Mitigations as required will be identified and recommended by the IJALMSC

Strategic decisions are made to ensure that risk is reduced to the lowest practical level. The risk mitigation strategy in place at CARTA is:

- **Avoid:** Avoidance removes the undesired consequence, such as canceling or delaying the operation or activity until risk is appropriately mitigated.
- **Reduce:** Risk reduction is the application of mitigations to reduce probability or severity to an acceptable level. It is noted here that it is rarely possible to reduce severity without engineering or operational configuration changes (such as speed reduction, reduction in vehicular and pedestrian accidents, mitigation of assaults on transit workers, minimize exposure to infectious diseases, etc.).
- **Segregate:** Segregation limits the exposure of people, assets, operations, or activities to the consequences of the identified hazards.

The hierarchy of mitigation is:

1. Design out the hazards.
2. Install safety devices.
3. Use warning systems.
4. Administrative (rules, procedures, training)
5. Personal Protective Equipment (PPE)

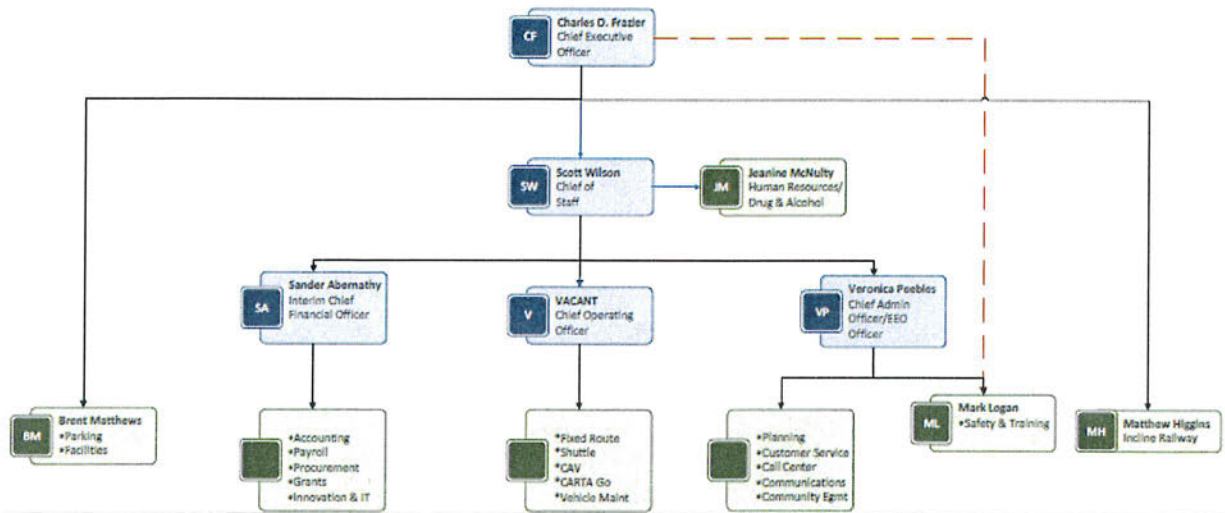


Chattanooga Area Regional Transportation Authority

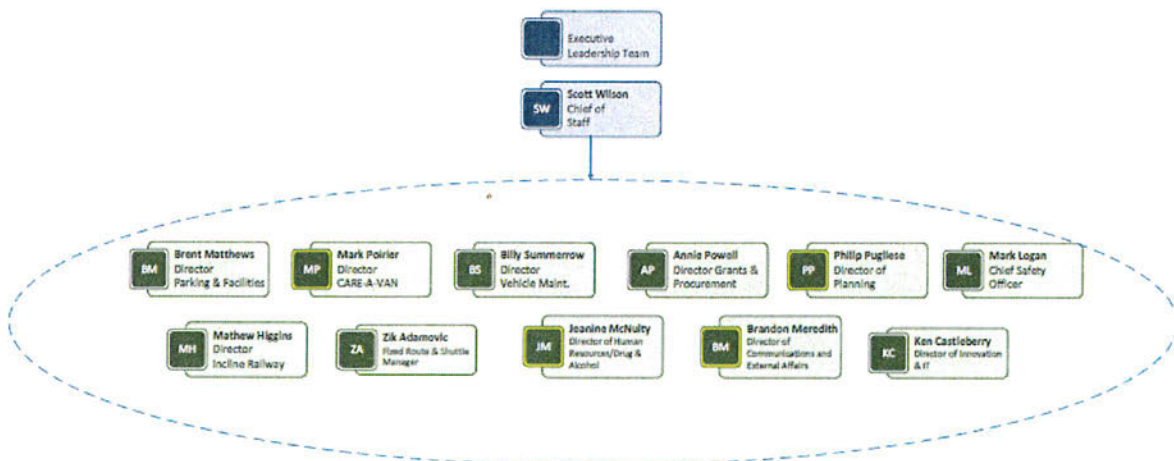
Agency Safety Plan		Page 38 of 45
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Appendix C - Organizational Chart

Executive Leadership Team (Phase 1)

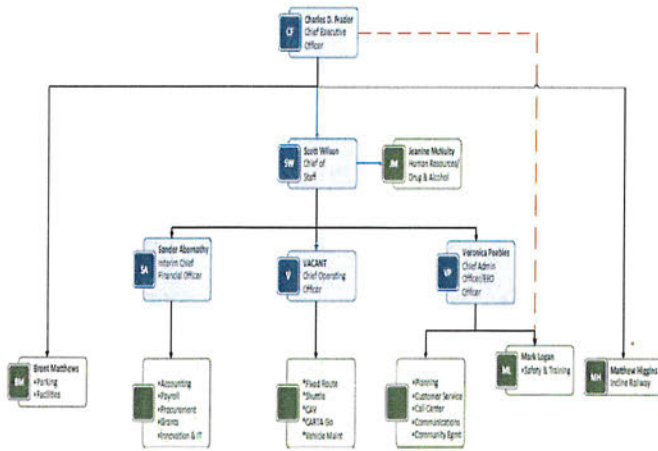


Management Leadership Team



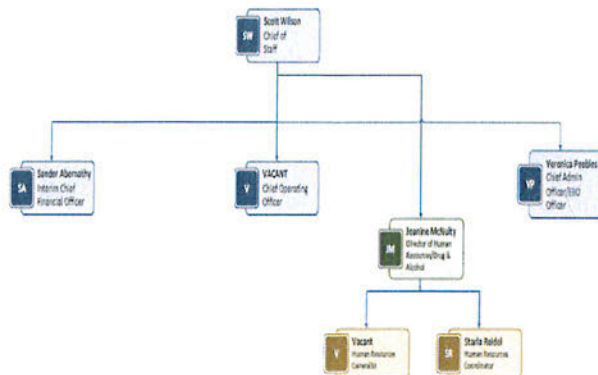
Appendix A Organizational Charts

Executive Leadership Team (Phase 1)



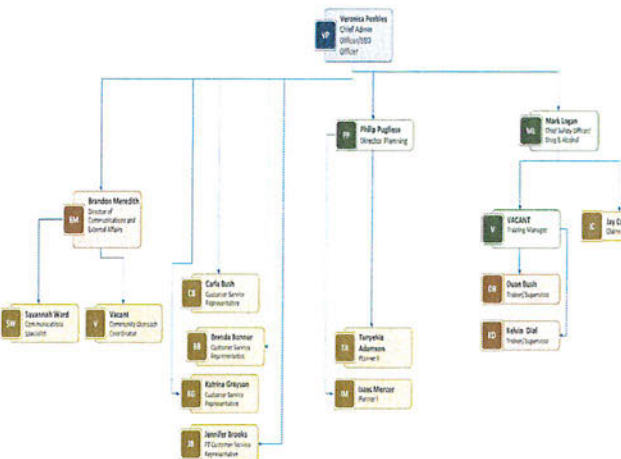
Chief of Staff

Finance, Operations, Administration & Human Resources

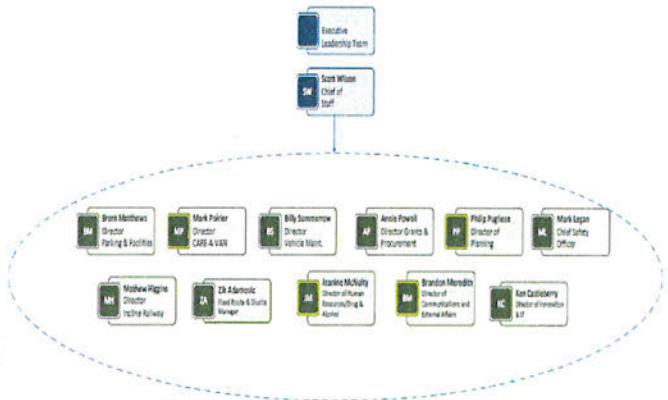


Chief Administrative Officer

Community Relations, Customer Service, Call Center, Communications, Planning & Safety & Training

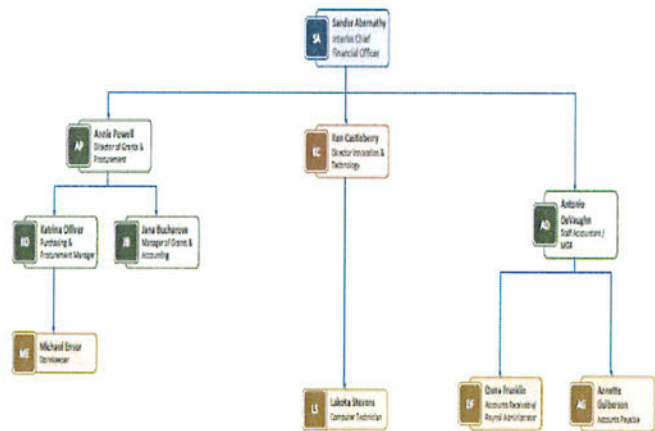


Management Leadership Team



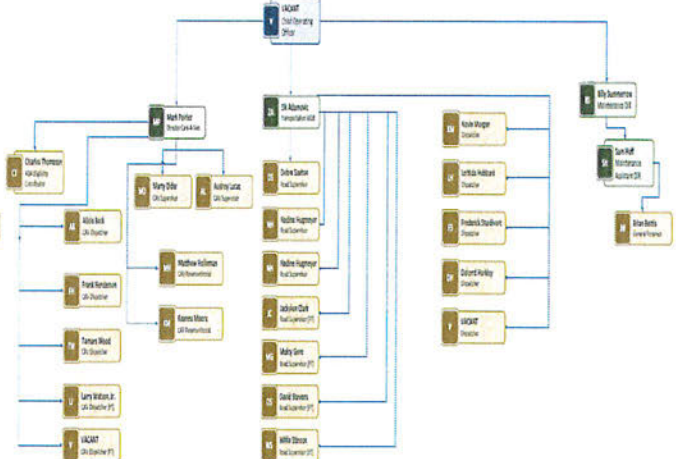
Chief Financial Officer

Accounting, Payroll, Grants, Procurement & Information Technology



Chief Operating Officer

Traffic, Fleet, Route, Shirts, Camp-A-Van, CARE & VAN, and Vehicle Maintenance



Appendix C: Notification Process

Emergency / Critical Incident Phone Tree

<p>CARTA Date _____ Time _____ Employee Name _____</p> <p>Care-A-Van – Fact Finder Form</p> <p>For emergencies ONLY call – 911 and Call / Text Mark Logan at [REDACTED]</p> <p>1. Any fatalities? (Yes) _____ (No) _____</p> <p>2. Any injuries requesting transport from scene? (Yes) _____ (No) _____</p> <p>3. Any disabling damage requiring a tow? (Yes) _____ (No) _____</p> <p>***Email: EMILT@carta.org and marklogan@carta.org***</p> <p>1. Any witnesses please fill this in a "Police Report" and should include T&A being immediately 1</p> <p>2. All other categories will require the use of the "Decision Matrix" form regardless of need for T&A being 1</p> <p>For non-emergencies call – Chattanooga Police Department 423-894-2525</p> <p>4. Any passengers (how many)? _____</p> <p>5. Location (including cross street)? _____</p> <p>6. Adverse Information? (yes, no, what, when, how many)? _____</p> <p>North Supervisor on Duty (for all incidents) Follow Standard Protocols</p> <p>Response Time: (Phone 11, 12 or 13 minutes before when required and in order to start)</p> <p>a. Mark Parker (1st of Contact) [REDACTED]</p> <p>b. Marly Older (2nd Contact) [REDACTED]</p> <p>c. Jay Cotton (3rd Contact) [REDACTED]</p> <p>Route #: _____ Vehicle #: _____ Damage: Minor 1 Moderate 2 Major 3</p> <p>Responding Supervisor: _____ Initial: _____</p> <p>Dispatchers Name: _____ Initial: _____</p> <p>Summary of Event: _____</p> <p>Print and verification should be submitted within 15 minutes with updated results as situation changes</p>	<p>CARTA</p> <h1>Response Tree by Modality</h1>	<p>CARTA Date _____ Time _____ Employee Name _____</p> <p>Fixed Route & Shuttle – Fact Finder Form</p> <p>For emergencies ONLY call – 911 and Call / Text Mark Logan at [REDACTED]</p> <p>1. Any fatalities? (Yes) _____ (No) _____</p> <p>2. Any injuries requesting transport from scene? (Yes) _____ (No) _____</p> <p>3. Any disabling damage requiring a tow? (Yes) _____ (No) _____</p> <p>***Email: EMILT@carta.org and marklogan@carta.org***</p> <p>1. Any witnesses please fill this in a "Police Report" and should include T&A being immediately 1</p> <p>2. All other categories will require the use of the "Decision Matrix" form regardless of need for T&A being 1</p> <p>For non-emergencies call – Chattanooga Police Department 423-894-2525</p> <p>4. Any passengers (how many)? _____</p> <p>5. Location (including cross street)? _____</p> <p>6. Adverse Information? (yes, no, what, when, how many)? _____</p> <p>North Supervisor on Duty (for all incidents) Follow Standard Protocols</p> <p>Response Time: (Phone 11, 12 or 13 minutes before when required and in order to start)</p> <p>a. Zik Adamovic (1st of Contact) [REDACTED]</p> <p>b. Kevin Morgan (2nd Contact) [REDACTED]</p> <p>c. Jay Cotton (3rd Contact) [REDACTED]</p> <p>Route #: _____ Vehicle #: _____ Damage: Minor 1 Moderate 2 Major 3</p> <p>Responding Supervisor: _____ Initial: _____</p> <p>Dispatchers Name: _____ Initial: _____</p> <p>Summary of Event: _____</p> <p>Print and verification should be submitted within 15 minutes with updated results as situation changes</p>
<p>CARTA Date _____ Time _____ Employee Name _____</p> <p>Incline Railway – Fact Finder Form</p> <p>For emergencies ONLY call – 911 and Call / Text Mark Logan at [REDACTED]</p> <p>1. Any fatalities? (Yes) _____ (No) _____</p> <p>2. Any injuries requesting transport from scene? (Yes) _____ (No) _____</p> <p>3. Any disabling damage requiring a tow? (Yes) _____ (No) _____</p> <p>***Email: EMILT@carta.org and marklogan@carta.org***</p> <p>1. Any witnesses please fill this in a "Police Report" and should include T&A being immediately 1</p> <p>2. All other categories will require the use of the "Decision Matrix" form regardless of need for T&A being 1</p> <p>For non-emergencies call – Chattanooga Police Department 423-894-2525</p> <p>4. Any passengers (how many)? _____</p> <p>5. Location (including cross street)? _____</p> <p>6. Adverse Information? (yes, no, what, when, how many)? _____</p> <p>North Supervisor on Duty (for all incidents) Follow Standard Protocols</p> <p>Response Time: (Phone 11, 12 or 13 minutes before when required and in order to start)</p> <p>a. Matthew Higgins (1st of Contact) [REDACTED]</p> <p>b. Ruston Oaks (2nd Contact) [REDACTED]</p> <p>c. Jay Cotton (3rd Contact) [REDACTED]</p> <p>Route #: <u>N/A</u> Vehicle #: <u>N/A</u> Damage: Minor 1 Moderate 2 Major 3</p> <p>Responding Employee: _____ Initial: _____</p> <p>Dispatchers Name: <u>N/A</u> Initial: <u>N/A</u></p> <p>Summary of Event: _____</p> <p>Print and verification should be submitted within 15 minutes with updated results as situation changes</p>	<p>CARTA Date _____ Time _____ Employee Name _____</p> <p>Maintenance – Fact Finder Form</p> <p>For emergencies ONLY call – 911 and Call / Text Mark Logan at [REDACTED]</p> <p>1. Any fatalities? (Yes) _____ (No) _____</p> <p>2. Any injuries requesting transport from scene? (Yes) _____ (No) _____</p> <p>3. Any disabling damage requiring a tow? (Yes) _____ (No) _____</p> <p>***Email: EMILT@carta.org and marklogan@carta.org***</p> <p>1. Any witnesses please fill this in a "Police Report" and should include T&A being immediately 1</p> <p>2. All other categories will require the use of the "Decision Matrix" form regardless of need for T&A being 1</p> <p>For non-emergencies call – Chattanooga Police Department 423-894-2525</p> <p>4. Any passengers (how many)? _____</p> <p>5. Location (including cross street)? _____</p> <p>6. Adverse Information? (yes, no, what, when, how many)? _____</p> <p>North Supervisor on Duty (for all incidents) Follow Standard Protocols</p> <p>Response Time: (Phone 11, 12 or 13 minutes before when required and in order to start)</p> <p>a. Billy Summrow (1st of Contact) [REDACTED]</p> <p>b. Sam Huff (2nd Contact) [REDACTED]</p> <p>c. Jay Cotton (3rd Contact) [REDACTED]</p> <p>Route #: _____ Vehicle #: _____ Damage: Minor 1 Moderate 2 Major 3</p> <p>Responding Supervisor: _____ Initial: _____</p> <p>Dispatchers Name: _____ Initial: _____</p> <p>Summary of Event: _____</p> <p>Print and verification should be submitted within 15 minutes with updated results as situation changes</p>	<p>CARTA Date _____ Time _____ Employee Name _____</p> <p>Parking & Facilities – Fact Finder Form</p> <p>For emergencies ONLY call – 911 and Call / Text Mark Logan at [REDACTED]</p> <p>1. Any fatalities? (Yes) _____ (No) _____</p> <p>2. Any injuries requesting transport from scene? (Yes) _____ (No) _____</p> <p>3. Any disabling damage requiring a tow? (Yes) _____ (No) _____</p> <p>***Email: EMILT@carta.org and marklogan@carta.org***</p> <p>1. Any witnesses please fill this in a "Police Report" and should include T&A being immediately 1</p> <p>2. All other categories will require the use of the "Decision Matrix" form regardless of need for T&A being 1</p> <p>For non-emergencies call – Chattanooga Police Department 423-894-2525</p> <p>4. Any passengers (how many)? _____</p> <p>5. Location (including cross street)? _____</p> <p>6. Adverse Information? (yes, no, what, when, how many)? _____</p> <p>North Supervisor on Duty (for all incidents) Follow Standard Protocols</p> <p>Response Time: (Phone 11, 12 or 13 minutes before when required and in order to start)</p> <p>a. Brent Matthews (1st of Contact) [REDACTED]</p> <p>b. Chris King (2nd Contact) [REDACTED]</p> <p>c. Jay Cotton (3rd Contact) [REDACTED]</p> <p>Route #: <u>N/A</u> Vehicle #: <u>N/A</u> Damage: Minor 1 Moderate 2 Major 3</p> <p>Responding Employee: _____ Initial: _____</p> <p>Dispatchers Name: <u>N/A</u> Initial: <u>N/A</u></p> <p>Summary of Event: _____</p> <p>Print and verification should be submitted within 15 minutes with updated results as situation changes</p>

Appendix F: CARTA Executive Leadership Team

Name	Position/Department	Email	Contact Number
Charles Frazier	Chief Executive Officer	charlesfrazier@gocarta.org	
Sander Abernathy	Chief Financial Officer (Interim)	sanderabernathy@gocarta.org	
Scott Wilson	Chief of Staff	scottwilson@gocarta.org	
Veronica Peebles	Chief Administrative Officer Equal Employment Opportunity Officer	veronicapeebles@gocarta.org	
Vacant	Chief Operating Officer	Vacant	
Annie Powell	Director of Grants & Procurement	anniepowell@gocarta.org	
Billy Summerrow	Director of Maintenance	billysummerrow@gocarta.org	
Brandon Meredith	Director of Communication & External Affairs	brandonmeredith@gocarta.org	
Brent Matthews	Director of Parking & Facilities	brentmatthews@gocarta.org	
Jeanine McNulty	Director of Human Resources	jeaninemcnulty@gocarta.org	
Ken Castleberry	Director of Innovation & Technology	kencastleberry@gocarta.org	
Mark Logan	Chief Safety Officer	marklogan@gocarta.org	
Mark Poirier	Director of Care-A-Van	markpoirier@gocarta.org	
Matthew Higgins	Director on Incline	matthewhiggins@gocarta.org	
Philip Pugliese	Director of Planning	philippugliese@gocarta.org	

Emergency Response Plan

In case of fire, civil disturbance, accident with major injuries or other severe emergencies; notify the following agencies as appropriate:

Agency Notification List

Agency	Number
Lookout Mountain Police/Fire	911
Chattanooga Police/Fire	911
Hamilton County Emergency Service	911
National Park Service	

If it is necessary to call any of the above agencies, also notify one of the individuals listed below (call down list until you reach someone). Also, for minor emergencies (power loss or breakdown) not requiring the notification of the above agencies, notify one of the below individuals.

Emergency Notification List

Name	Title	Work	Cell	Home
Matthew Higgins	Dir. Incline			
Vacant	COO	000-000-0000	000-000-0000	
Mark Logan	CSO			
Annie Powell	Dir. IT / Grants			
Charles Frazier	CEO			

In the absence of the Incline Director, COO, Dir. CSO, Dir. IT/Grants the Lead person in charge shall be responsible for the Incline Railway. However, this does not eliminate the responsibility for calling people on Emergency Notification List. as appropriate. You can also refer to the revised response tree, appendix C.



Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 16-004	Page 13 of 17
	Date of Issue: 9/6/2024	Revision: 1.0
Safety Event Investigation Procedures		

- Other vehicle driver's name, address, telephone number, owner's name.
- Other vehicle insurance company name, policy number and telephone number.
- Vehicle make, model, license plate number of other vehicle(s) involved.
- All perishable evidence, including broken glass, damaged equipment, leaking fluids, or other vehicle parts before they are removed or destroyed.
- Skid marks, marks on the road/rail, condition of the road/rail and other defects.
- Condition of equipment or facilities if another type of event has occurred
- Traffic control signals and devices, area speed limit signs and other warning or control signs or devices for both rail and vehicular traffic.
- All damage, abnormalities and defects to vehicles, road/track, equipment, or materials.
- If possible/applicable, locate, by measurements, the point of impact and note the final position of the vehicle(s). Measurements should be made from fixed objects with key points marked with spray paint, chalk, or grease pencil.
- Observe and examine the condition of the road, tracks, switches, in the vicinity and the relationship to the rail car and/or bus to the equipment. Observe any unusual conditions or circumstances related to the event.
- Determine how the event occurred.
- Initiate arrangements for the operator to be relieved of duty and transported for required post-safety event testing, if required.
- Fully document all the above activities. They are required to be retained in the permanent safety event file.
- Complete the initial safety event/incident investigation (or departmental) report prior to end of shift.
- Follow-up information, contacts or other data required will be so noted in the report.
- Assist in any follow-up investigation.
- Provide only the following information to other parties involved in the safety event/incident:
 - Operator's name.
 - Vehicle(s) numbers.

For further information and questions, contact the CSO at [REDACTED] or email at marklogan@gocarta.org.

5.8. Director of Safety and Training / Chief Safety Officer (CSO)

The CSO is responsible to ensure the implementation of this procedure.


Activities required of the CSO include:

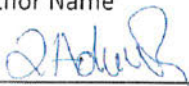
- Oversight of the impartial, fact-finding nature of all investigations at the agency in compliance with the Agency Safety Plan, this procedure, and all other applicable procedures.

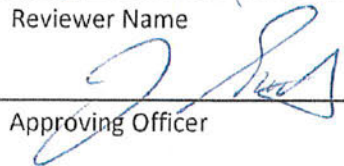


Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 01-004	Page 1 of 6
	Date of Issue: 2 / 27 / 25	Revision: 2.0
Assaults – Operations Department Only		

PREPARED BY: Daniel Collins  Date: 3-29-22
 Author Name

REVIEWED: 2AduR  Date: 6/20/2023
 Reviewer Name

APPROVED:  Date: 6/29/2023
 Approving Officer

- Purpose:** The following procedures are to provide employees within the operations department instructions to manage Assaults (operations includes all CARTA modes including the Incline).
- Scope:** This procedure will detail the action to be taken in the event an assault on another passenger takes place onboard or if the driver or conductor is assaulted by a passenger. Drivers/conductors are encouraged to always remain aware of their surroundings to prevent assaults on themselves and the passengers they are transporting. If an assault takes place on a CARTA vehicle or on CARTA property drivers will take the following actions:
- Requirements:** Operators, Conductor, Dispatchers, Supervisors
- Procedures:**

Definitions:

(DOC) Director of Communications, (CSO) Chief Safety Officer, (CPD) Chattanooga Police Department, (TM) Transportation Manager

ON ROUTE:

PASSENGER ASSAULT [Driver/Conductor Duties]

- Stop your vehicle
- Press covert panic alarm button or panic button located on the tablet if vehicle is not equipped with covert button.
- Open entry/exit doors on vehicle – NEVER TRAP PASSENGERS ON VEHICLE
- Report incident to dispatch or supervisor as soon as possible via radio



Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 01-004	Page 2 of 6
	Date of Issue: 2 / 27 / 25	Revision: 2.0
Assaults – Operations Department Only		

Provide dispatch with the following information:

- Your current location
- Description of assailant(s)
- Any injuries to those remaining onboard and known injuries to assailant

If assailant(s) have exited and threat is gone –

- Secure vehicle – Close the doors to prevent assailant(s) re-entering vehicle
- Notify dispatch/supervisor and await instructions to proceed – DO NOT LEAVE THE SCENE UNTIL AUTHORIZED

As soon as possible after reporting the incident driver will:

- Distribute courtesy cards / and collect completed cards
- Take note of the time, location, and description of all involved parties
- Complete a Dispatch Memorandum/ incident report before leaving work for the day unless otherwise instructed by dispatch or supervisor.

DRIVER/CONDUCTOR ASSAULT [Duties]

- Stop vehicle
- Press covert panic alarm button
- If able Call “CODE BLUE” over the radio with your bus number and location
- If able provide details to dispatch about assailant AND your location on the first call
- Report any injuries to dispatch or supervisor as soon as possible
- Driver/conductor must always cooperate with law enforcement and first responders
- After providing your statement to law enforcement complete a memorandum prior to the end of your shift unless a delayed report is authorized by supervisor or dispatcher.



Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 01-004	Page 3 of 6
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Assaults – Operations Department Only		

Dispatch duties:

CPD must be notified upon any report of assault onboard a CARTA vehicle and police report taken

Dispatch/supervisor will attempt to get the following information on the first call if able:

- CARTA vehicle location – Do Not Rely on GPS location
- Injuries?

Description of assailant(s) to include:

- Number of assailants
- Race
- Gender
- Clothing
- Age

If assailant(s) fled the scene:

- Which direction did they travel?
- Description of vehicle

Dispatch/supervisor will relay all information to CPD in a timely manner

Dispatch maintain communication with the driver until law enforcement arrives

Supervisor duties:

- Ensure CPD has been contacted by dispatch/supervisor and report made for all assaults onboard CARTA vehicles
- Document parties involved if possible at the scene along with those injured and injuries sustained during the incident
- Gather courtesy cards received by driver from passengers onboard
- If able have driver/conductor complete a memorandum/incident report on the scene. If unable advised driver/conductor to complete memorandum/incident report prior to end of shift if practicable.
- Take photos of the scene and injuries
- Complete supervisor report of incident prior to end of shift and turn in all documentation as soon as possible along with the complaint card provided by law enforcement
- Worker's compensation documentation should be completed with driver/conductor and forwarded to Human Resources as soon as possible



Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 01-004	Page 4 of 6
	Date of Issue: 2 / 27 / 25	Revision: 2.0
Assaults – Operations Department Only		

If driver is transported to hospital:

- Supervisor will communicate the hospital of treatment to Human Resources as soon as possible to assist in admittance
- Communicate incident to TM, CSO, and DOC when practicable
- Supervisor will meet the driver/conductor at the hospital to assist with check-in if permitted by hospital staff. Supervisor will provide hospital with company contact information and request notification of release
- Emergency contact of employee will be contacted if needed by supervisor

Employee emergency contact will be provided the following:

- Employee location of treatment only
- Details of injuries and severity should only be provided by the employee directly involved or hospital personnel

Supervisor is not required to remain with driver/conductor
following check in Reasonable follow-up will be done with
employee if able

Any assault at a CARTA facility must be reported and police report taken.
The employee, dispatcher, and supervisor must follow the above procedures to address an
assault both on and off CARTA vehicles.



Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 01-004	Page 5 of 6
	Date of Issue: 2 / 27 / 25	Revision: 2.0
Assaults – Operations Department Only		

Post Incident Reporting

Time of initial call, description of assailant(s) as report by driver/conductor along with any other details related to the incident must be included in post incident reporting. Dispatcher and/or supervisor will complete a memorandum and or a supervisor report of incident. All reports and additional documentation must be completed and turned in by the end of shift.

END OF PROCEDURE:

Assaults – Operations Department Only

- 5. Reference documents: N/A
- 6. Attachments: N/A



Chattanooga Area Regional Transportation Authority

Standard Operating Procedure	SOP 01-004	Page 6 of 6
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Assaults – Operations Department Only		

Document Control

Revision No	Revision Date	Description	Revision Author
1.0	8-14-23	Requirements updated	Collins
2.0	2-27-25	Added language including the Incline	Logan

Referenced Documents

	Document Name	Version	Date
1.			
2.			
3.			
4.			
5.			
6.			

TO: CARTA Board of Directors
Executive Committee
FROM: Scott Wilson
Chief of Staff
SUBJECT: Approval of Amended By-Laws

RECOMMENDED ACTION

Staff recommend that the Board approve the Amended By-Laws of the Chattanooga Area Regional Transportation Authority (CARTA) as presented, with an effective date of April 17, 2025.

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA's need for legal compliance with the City of Chattanooga ordinance related to CARTA's establishment and operations.

SUMMARY OF NEED

Approval of this item is necessary to align CARTA's By-Laws with changes in the City of Chattanooga ordinance that establishes and governs CARTA. These amendments must be formally adopted by the Board to ensure compliance with municipal requirements.

Key amendments include:

1. **Board Structure and Terms**
 - Adjusted Board member terms from five (5) years to three (3) years
 - Added term limits of two (2) consecutive terms with a required three (3) year break before reappointment
 - Maintained City of Chattanooga appointment authority while establishing a minimum of seven (7) total Board members
2. **Meeting Frequency**
 - Changed required meeting frequency from monthly to a minimum of six (6) times per calendar year
 - Maintained five (5) day notice provisions for meetings
 - Added email as an acceptable method for meeting notifications
3. **Executive Leadership**
 - Updated terminology from "General Manager" to "Chief Executive Officer" throughout
 - Added "Chief Financial Officer" as alternative title for Comptroller

BACKGROUND AND HISTORY

CARTA was established in 1973 by City of Chattanooga ordinance, which provides the legal foundation for CARTA's operations and governance structure. The City of Chattanooga approved amendments to this ordinance in October 2024, that necessitate corresponding changes to CARTA's By-Laws.

These amendments represent the first comprehensive update to the By-Laws since September 2023, where language was updated to be more aligned with contemporary expectations, and are required to maintain compliance with the municipal code.

PROCUREMENT OVERVIEW

N/A

FISCAL IMPACT

N/A

DBE PARTICIPATION

N/A

AMENDED AND RESTATED BY-LAWS OF THE
CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY

~~BY-LAWS~~

(Effective April 17, 2025)

ARTICLE I

OFFICES

Section 1. The principal office of the Chattanooga Area Regional Transportation Authority (the “Authority”) shall be 1617 Wilcox Boulevard, City of Chattanooga, County of Hamilton, State of Tennessee, or such other place as shall be determined, from time to time, by a majority of the members of the Authority (herein called the “Board”).

Section 2. The Authority may also have offices at such other places as the Board may from time to time appoint, and the business of the ~~corporation~~Authority may require.

ARTICLE II

PURPOSES AND POWERS

Section 1. The exclusive objects or purposes to be promoted or carried on by this Authority are as set forth in the constitutions and statutes of the States of Georgia and Tennessee, and the ordinances of the ~~Cities~~cities participating in this Authority relating to metropolitan transit authorities, public contracts, and inter-local cooperation, including but not limited to:

(a) The Authority shall license and regulate all forms of the public transportation system, including, but not limited to taxicabs, buses, jitney cabs, cruising cabs, incline railways, airport limousines, and all other local carriers of passengers for hire; provided, however, that the foregoing shall not include Passengers Vehicles for Hire under Chapter 35 of the Chattanooga City Code of Ordinances (the “City Code”) or any other transportation services separately regulated under the City Code or state authority. The Authority shall fix rates for persons and baggage, routes, and all other

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services, including stand-by requirements, and shall have full and final authority to issue or deny licenses, and to revoke or suspend for cause licenses previously issued.

(b) The Authority shall establish, acquire, purchase, construct, extend, improve, maintain, operate and/or franchise a public transportation system, as defined, in (a) of this section, including the acquisition of any type vehicles necessary, car barns, terminals, incline railways, garages, repair shops, buildings, lands, accessory apparatus, rights-of-way and easements, and all other appurtenances necessary, usual, or proper to such a public transportation system.

(c) The Authority, in concert with appropriate local governmental bodies, shall have power to condemn, enter, and take possession of any part of existing public transportation systems.

(d) The Authority shall have the right to make arrangements and/or contracts with any person, firm, federal or state agency, municipality, or public or private corporation relating to acquisition, construction, maintenance, and operation of all or part of the public transportation system. Further, the Authority may contract for loans, grants, or other financial assistance from any state or federal agency or other source.

(e) The Authority may enter into inter- or intra-state contracts or compacts to further the purposes of ~~this act~~ [Tennessee Code Annotated Sections 7-56-101 through 7-56-109, as amended or modified from time to time.](#)

(f) The Authority shall have power to pursue its purposes in the counties and cities of Hamilton County, Tennessee, Catoosa, Dade, and Walker Counties, Georgia. Any city or county government in these four counties may join this Authority by passage of the Chattanooga Area Regional Transportation Authority Ordinance, and by making financial arrangements acceptable to the Authority. Any city or county outside the above four-county area may join the Authority by making financial arrangements with the Authority, and by agreement to their membership by the local governments then members of the Authority.

(g) The Authority shall follow a course of action to promote the orderly growth and development of the area served by the Authority, and therefore adopts the Chattanooga-Hamilton County Regional Planning Commission as the Authority's metropolitan planning organization.

(h) The Authority shall have the right to issue revenue bonds and when acting in concert with local general government shall have the right to issue bonds of general obligation.

Section 2. The corpus and income of the Authority shall be used exclusively for said objects or purposes.

ARTICLE III

SEAL

Section 1. The Authority shall have no seal unless the Board determines otherwise, in which case the seal shall have inscribed thereon, the name of the Authority, the year of its incorporation, and the words "Seal of Authority." Said seal may be used by causing it or a facsimile thereof, to be impressed or affixed or reproduced or otherwise.

ARTICLE IV

THE BOARD

Section 1. The powers of the Authority shall be vested in and exercised by a Board of Members. The Board, which shall consist of one (1) member appointed by each governmental entity that participates in said Authority, other than the City of Chattanooga, ~~and a number equal to the total of all other participating governmental entities plus one (1) shall be~~ plus additional members appointed by the City of Chattanooga equal to no less than seven (7) total. Each member's term shall be for a period of ~~five~~ three (53) years, or until their successor is duly appointed and qualified. Members may serve up to two (2) consecutive terms and may be reappointed after a minimum three (3) year break. In case of the death, disability, removal, or resignation of any member, or any reason a member's position becomes

vacant, said position shall be filled for the remainder of their term by appointment of the body which appointed ~~him~~such member.

Section 2. The members of the Authority shall be removable from office when the governmental bodies or persons causing their election to membership decides that said member or members of the Authority continuance in office is not in the best interests of the said bodies or persons; such decision by said bodies or persons shall be final.

Section 3. Regular meetings of the Board shall be held at least ~~once monthly, on the third Thursday (if not a legal holiday, and if a holiday, on the next following secular day) of each month at 10:00 o'clock A.M. at the office of the Authority, or at such other time of day and place as may be specified in the notice~~six (6) times per calendar year, at a designated time to be fixed by resolution of the Board. Special meetings of the Board may be called by the Chairperson, or in their absence by the Vice-Chairperson, on five (5) days' prior written notice to each member, and shall be called by the Chairperson or Secretary in like manner at the written request of any four (4) members of the Board. At least five (5) days prior to all regular meetings, written notice thereof shall be sent by the Secretary to each member by mail or e-mail to the address furnished the Secretary by such member.

Section 4. A majority of the members shall constitute a quorum for the transaction of business at any regular or special meeting.

Section 5. Notice of any special meeting may be waived, either before or after the holding thereof; and personal attendance at any special meeting shall constitute a waiver of notice by the members present; and absence of any member from Hamilton County, Tennessee, and Catoosa, Dade, and Walker Counties, Georgia shall dispense with the necessity of giving such member any notice of special meeting.

Section 6. The members shall keep the books of the Authority at the office of the Authority or at such other place or places as the Board may from time to time determine.

Section 7. The proceedings at all meetings shall comply with Roberts Rules of Order, except that there shall be no secret balloting.

Section 8. The Members, as such, shall not receive any stated ~~salary~~compensation for their services other than the amount per meeting provided by law, but by resolution of the Board may be allowed out-of-pocket expenses ~~in~~on behalf of the Authority; provided, that nothing herein contained shall be construed to preclude any member from also serving the Authority in any other capacity and receiving compensation therefor.

Section 9. The present Members of the Board shall, before entering upon the discharge of duties of their office, take and subscribe to a written oath or affidavit before any person authorized to administer an oath, that they will faithfully and honestly discharge the duties of their office; and they shall file said affidavit with the Secretary of the Authority.

Section 10. The Chairperson and the other Members of said Authority shall devote a substantial amount of their time and attention to their said office and shall have general supervision in accordance with sound business management principles over the operation of the transit system and of all executives and employees of said system. The said members of the Authority shall keep themselves advised as to the general operating and financial condition of said system, and they shall, upon request, cause to be furnished a monthly report to the local member of government with regard to the operation, maintenance and financial condition of said system, and from time to time shall furnish such other information as the member governments may request.

Section 11. There shall be an Executive Committee empowered to act on the Board's behalf from time to time when the Board of Directors is not in session. This Committee shall consist of the officers of the Authority, and one member at large to be appointed by the Chairperson of the Board of Directors, ~~and the immediate past Chairperson of the Board, as a nonvoting member except if called upon pursuant to the last sentence of this Section.~~ For the purposes of doing business by the Executive Committee, a quorum of three voting members of the Executive Committee shall be present at

any meeting of the Executive Committee. The Chairperson, or in their absence, the Vice-Chairperson, however, should they find that a quorum for doing business does not exist, and that there is a pressing need for matters before the Committee to be resolved, shall call upon any member or members of the Board of Directors necessary to have a quorum present for doing business.

ARTICLE V

OFFICERS

Section 1. The officers of this Authority shall be members of the Authority, and shall consist of a Chairperson, a Vice-Chairperson, a Treasurer, and a Secretary, and shall hold office as such during the terms for which they are elected as ~~Members~~members of the Authority. The same person may not hold more than one such office.

Section 2. The officers of the Authority shall perform such duties as may be required of them by the Board.

Section 3. If the office of Chairperson, Vice-Chairperson, Secretary, or Treasurer, or other officer or agent, one or more, becomes vacant for any reason, the Board, by a majority vote, may choose a successor or successors who shall hold office for the unexpired term in respect of which such vacancy occurs.

Section 4. The officers, and any other agents and employees so designated by the Board, shall each furnish fidelity bonds in such amounts as the Board shall from time to time direct, if any.

Section 5. The Chairperson shall preside at all meetings of the Board, at which ~~they shall~~ be the Chairperson is present. They shall have power to sign, when authorized by the Board, all deeds, bonds, contracts, agreements, and formal instruments and other obligations, in the name of and for the Authority. They shall keep the Board advised and fully informed as to, and freely consult with them concerning the business of the Authority. They shall also have, exercise, and perform all such other powers and duties as may be assigned them from time to time by the Board.

In the event of the death, resignation, removal, disability, or absence of the Chairperson, the Vice-Chairperson shall perform all duties of the Chairperson, and may perform such other duties as may be prescribed by the Board.

Section 6. Subject to such regulations as may from time to time be prescribed by the Board, the Treasurer shall have the custody of the funds and securities of the Authority, including all bonds, deeds, and other papers and documents relating to such property, and shall also have charge of accounts and records. All funds of the Authority not otherwise employed, shall be deposited from time to time to the credit of the Authority in such banks, trust companies, or other depositories as the Board may designate. All disbursements shall be made by check signed by the Comptroller, if one is appointed, and one other officer of the Authority, otherwise by the Treasurer, or in their absence, the Secretary, and the Chairperson or Vice-Chairperson. The Treasurer or Comptroller shall make reports of receipts and disbursements to the Board at each of its regular meetings and at such other times as the Board may request.

Section 7. The Secretary shall keep (if there is no Comptroller) the Minutes of all meetings of the Board in books provided for the purpose; they shall attend to the giving and serving of all notices of the Authority, and subject to the provisions of Article VI relating to the duties of the Comptroller, if one is appointed, shall have charge of such other books and papers as the Board may direct, and the reports of the Treasurer, all of which shall, at all reasonable times, be open to the examination of the officers and the trustees of the Authority; they shall, in general, perform all the duties incident to the office of Secretary, subject to the control of the Board.

Section 8. No officer shall have power or authority to bind the Authority by any contract or engagement, or to pledge its credit, or to render it pecuniarily liable for any purpose, or in any amount except as expressly authorized by the Board.

ARTICLE VI

EXECUTIVE, PROFESSIONAL, AND OTHER EMPLOYMENT

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Section 1. The Board shall hire and fix the compensation of the following:

(a) A ~~Management Consulting Group or a General Manager~~Chief Executive Officer, who shall devote their entire time and attention to the duties of the office, and shall not engage in any business or profession not directly connected therewith, and shall perform such duties and render such services as may be required of them by the Board. Such a ~~General Manager~~Chief Executive Officer shall make and file a bond in such sum as may be fixed by the Board, and shall take the same oath required of Members of the Authority.

(b) A Comptroller or Chief Financial Officer, who shall have charge and custody of all books, papers, documents, and accounts of the Authority, and under whose supervision all necessary accounting records shall be kept, and all checks and vouchers prepared. The Comptroller shall be required to attend in person or by one of their clerks, all of the meetings of the Board, and keep a correct record of all the proceedings of that body, and perform such other duties as may be imposed upon them by the Board. They shall have such clerical assistance in their work as the Board shall deem necessary for the work to be properly performed. They shall make and file a bond in such sum as may be fixed by the Board, and shall take the same oath required of Members of the Authority.

(c) One (1) or more attorneys, who shall be practicing attorneys at law duly licensed in the state(s) where their services will be required, who shall make and file bonds in such sum as may be fixed by the Authority, and take the same oaths required of Members of the Authority, and who shall act as general counsel for the Authority, and advise the Authority and other officers of the Authority in all matters of law which may arise; and who shall prosecute and defend all suits brought by or against the said Authority and all suits to which the said Authority shall be a party.

Section 2. The ~~General Manager~~Chief Executive Officer, if one is employed, otherwise the Board, is authorized to employ a Project Director and such other superintendents, engineers, assistants, consultants, and other executives and employees as may be necessary for the efficient

operation of said Authority, and who shall hold office at the will and pleasure of the ~~General~~
~~Manager~~Chief Executive Officer, if there is one, otherwise the Board.

ARTICLE VII

COMMITTEES

Section 1. The Board may create standing or special committees of the Board with such powers, duties, and tenure as it may determine, from time to time. The Chairperson shall serve ex officio on these committees. The Chairperson may appoint temporary committees of the Board at any time.

ARTICLE VIII

FISCAL YEAR

Section 1. The fiscal year shall begin on the first day in July in each year.

ARTICLE IX

AMENDMENT OF BY-LAWS

Section 1. These by-laws may be amended, altered or repealed at any regular or special meeting of the Board, provided that notice of the proposed amendment be given in writing to all the members at least ten (10) days before such meeting, and further provided that no amendment may be made inconsistent with the governing constitutions, statutes, compacts, and ordinances.

APPROVED BY THE BOARD OF DIRECTORS ON the 17th day of April, 2025.

Summary report: Litera Compare for Word 11.10.0.38 Document comparison done on 3/25/2025 2:40:09 PM	
Style name: Default Style	
Intelligent Table Comparison: Active	
Original DMS: iw://cloudimanage.com/CONTENT/27989900/1	
Modified DMS: iw://cloudimanage.com/CONTENT/27989900/3	
Changes:	
<u>Add</u>	33
Delete	21
Move From	0
Move To	0
Table Insert	0
Table Delete	0
Table moves to	0
Table moves from	0
Embedded Graphics (Visio, ChemDraw, Images etc.)	0
Embedded Excel	0
Format changes	0
Total Changes:	54

TO: CARTA Board of Directors

FROM: Annie Powell
Director of Grants and Procurement

SUBJECT: Procurement Report

RECOMMENDED ACTION

Staff recommend that the Board approve the following requests related to procurement. Approval of procurements under Section A authorizes the Chief Executive Officer to enter contracts with recommended vendors.

A. Board Approval of New Procurements over \$50,000

1. Actuary Services

- Details: staff is requesting a five-year agreement with Cavanagh Macdonald Consulting, LLC not to exceed \$95,000 for actuarial services to include annual valuations of the CARTA pension plan as well as provide projections to CARTA on an as-needed basis; an experience study is included as a one-time expense during the five-year contract period
- Procurement Method: Request for Proposal
- Number of Proposals Received: 4
- Term of Contract: five years

B. Board Approval of the Use of the Request for Proposals Process

Staff requests approval for the following procurements to utilize the Request for Proposals process. The current scope of work for these procurements requires that evaluation criteria other than price be considered when awarding contracts for these services

1. Infrastructure as a Service (IAAS) and Disaster Recover as a Service (DRAAS): moving on premises server and disaster recovery infrastructure from CARTA's premises to a cloud computing model that provides virtualized computing resources
2. Preparation and Collection of CARTA Customer Satisfaction Survey

D. Report on Emergency Procurements

1. Purchase of Rail for Incline Railway Emergency Repairs

- CARTA has issued a purchase order for \$46,654.72 for the purchase of required rail to complete repairs to the Incline Railway due to the fire from December 7, 2024.
- Selected Firm: Progress Rail
- Details: CSR Engineering has confirmed the quantities required for purchase. Railworks will utilize the rail to complete repairs to the track under their contract presented at the February Board meeting.

2. Temporary Services – Interim Chief Financial Officer

- CARTA has entered into an agreement for \$152 per hour for the provision of temporary professional services for an interim Chief Financial Officer. CARTA has a competing quote for similar services at a rate of \$300 per hour.
- Selected Firm: LBMC Staffing Solutions

ALIGNMENT WITH STRATEGIC GOALS

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

SUMMARY OF NEED

Approval of this item will allow CARTA to enter agreements for the above item A1 and to move forward with the Request for Proposals for B1 and B2.

BACKGROUND AND HISTORY

On September 19, 2024, the CARTA Board of Directors formally adopted resolution 606, which established formal guidelines on the contracting authority of the Chief Executive Officer (CEO) and the Chief Financial Officer (CFO). Approval of this resolution set thresholds for contract execution authority at \$50,000 for the CEO and CFO. Any transactions above \$50,000 will require approval of the Board of Directors.

Further, CARTA received recommendations from recent audits indicating that the Board of Directors should also approve the use of the Request for Proposal process instead of a sealed bid process and that CARTA staff should report on any sole source and emergency procurements that take place between each Board meeting. As reported in previous meetings, these items have been added to the Procurement Report as a template and will be reported in future Board meetings.

PROCUREMENT OVERVIEW

A1. Actuary Services

- On January 27, 2025, CARTA released a formal Request for Proposals (RFP) for Actuary Services. CARTA advertised this procurement in the Chattanooga-Times Free Press, included a link to the RFP on CARTA's website, and sent the RFP to seven firms.
- CARTA utilized the following weight evaluation criteria as part of the Request for Proposals process:
 - Experience and expertise of actuary: 25 points
 - Relevant overall experience and expertise of the firm: 25 points
 - Documented specialized expertise in government pension issues: 30 points
 - Price Proposal: 20 points

FISCAL IMPACT

The fiscal impact of this action is listed below:

A1. Actuary Services

- Upon approval, CARTA will enter into a five-year agreement with Cavanaugh MacDonald Consulting, LLC for a not to exceed amount of \$95,000

D1. Purchase of Rail for Incline Railway Emergency Repairs: Progress Rail

- Cost for rail required for Incline Railway emergency repairs: \$46,654.72

D2. Temporary Services – Interim Chief Financial Officer: LBMC Staffing Solutions

- Cost is \$152 per hour

DBE PARTICIPATION

A1. Actuary Services: A DBE goal was not applied to this contract.

To: CARTA Board of Directors

From: Sander Abernathy
Interim Chief Financial Officer

Subject: March 2025 Financial Report

Recommended Action

Staff recommends that the Board approve CARTA's financial report for the month ended March 31, 2025 and the fiscal year-to-date period then ended.

Highlights, Analysis and Conclusions

- Overall revenue for the month was \$1,942,970 versus budgeted revenue of \$2,381,478 which represents a shortfall of \$438,508. The shortfall was due to the Incline being out of service and a \$29,837 shortfall in transit revenue, offset by favorable variances in Shuttle parking, Care-A-Van and Parking.
- Transit revenue was \$21,619 or 2% below budget for the month due to shortfalls in fare collections of \$10,515 and FTA grants of \$13,402, offset by other de minimis items. Year-to-date transit revenue is \$2.1 million greater than budget due to receiving \$2.2 million of Federal grants, principally ARPA funds, earlier than budgeted, offset by a \$66,170 shortfall in fares.
- Shuttle revenue was \$29,837 greater than budget for the month due to greater than budgeted parking revenue at Shuttle locations. Shuttle revenue year-to-date was \$917,912 greater than budget due to receipt of \$832,125 of ARPA grant funds and \$82,946 of parking receipts in excess of budget.
- Incline revenue for March was \$43,697, which consisted principally of Federal grant funds received. Revenue was \$490,799 below budget for the month because the Incline was out of service. For the year, the Incline is \$2.1 million below budget because it has been out of service since the fire.
- Care-A-Van revenue was \$12,347 over budget for the month due to receipt of Federal grants in excess of budget. For the year, Care-A-Van revenue is \$1.6 million over budget due to the receipt of Federal grants earlier than budgeted.
- Parking revenue, excluding amounts included in Shuttle revenue, was \$31,726 over budget for the month due to greater than budgeted collections at meters offset by reduced collections from enforcement. Year to date, parking revenue is 0.4% greater than budget.

For the month, reported expenses were \$443,349 greater than budget due to costs incurred for Incline repairs. Those costs will be reimbursed under CARTA's insurance policy. An advance of \$500,000 on the insurance policy was received and recognized before March. Year-to-date, expenses are \$553,389 under budget.

CARTA
RESULTS OF OPERATIONS
FOR THE MONTH AND NINE MONTHS ENDED MARCH 31, 2025

	MONTH ENDED MARCH 31, 2025			NINE MONTHS ENDED MARCH 31, 2025		
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
TRANSIT						
Revenues	\$ 1,222,353	\$ 1,243,972	\$ (21,619)	\$ 13,300,881	\$ 11,195,745	\$ 2,105,135
Expenses	1,470,100	1,528,126	(58,025)	12,616,746	13,703,113	(1,086,367)
NET	(247,748)	(284,154)	36,407	684,135	(2,507,368)	3,191,502
SHUTTLE						
Revenues	176,342	146,504	29,837	2,236,450	1,318,539	917,912
Expenses	213,307	213,254	53	1,902,638	1,911,355	(8,717)
NET	(36,965)	(66,750)	29,784	333,813	(592,817)	926,629
INCLINE						
Revenues	43,697	534,496	(490,799)	2,285,984	4,359,104	(2,073,120)
Expenses	730,083	233,451	496,632	2,471,551	2,094,550	377,001
NET	(686,386)	301,046	(987,431)	(185,567)	2,264,554	(2,450,121)
CARE-A-VAN						
Revenues	98,607	86,260	12,347	2,344,543	776,339	1,568,204
Expenses	320,602	300,101	20,500	2,679,663	2,690,073	(10,411)
NET	(221,995)	(213,841)	(8,153)	(335,120)	(1,913,735)	1,578,615
PARKING						
Revenues	401,971	370,246	31,726	3,345,891	3,332,210	13,682
Expenses	202,588	218,399	(15,811)	2,182,926	2,007,820	175,106
NET	199,383	151,847	47,537	1,162,966	1,324,390	(161,424)
CARTA - Total						
Revenues	1,942,970	2,381,478	(438,508)	23,513,749	20,981,936	2,531,813
Expenses	2,936,680	2,493,331	443,349	21,853,523	22,406,911	(553,389)
NET	<u>\$ (993,710)</u>	<u>\$ (111,853)</u>	<u>\$ (881,857)</u>	<u>\$ 1,660,226</u>	<u>\$ (1,424,975)</u>	<u>\$ 3,085,202</u>

**CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY
MONTHLY PARKING REPORT
FOR MONTH ENDING MARCH 31, 2025**

Agenda Item 10B2

PARKING AUTHORITY

Effective October 22, 2012, the City of Chattanooga (City) authorized CARTA to serve as the City of Chattanooga Parking Authority (Parking Authority) in addition to CARTA's normal operations. As the Parking Authority, CARTA is responsible for all metered parking and the enforcement of parking in the City. City Ordinance, Article X, Division 2, Section 24-311 through 24-349 discusses the formation of the Parking Authority and authorizes the Parking Authority to use parking revenues "...for the purpose of rental, acquisition, establishment, erection, maintenance, replacement and operation of all parking meters, parking garages and lots, and other parking facilities provided by the Parking Authority; for the purpose of making the parking system safe and effective; for the expenses incurred by and through the Parking Authority in the regulation of vehicular parking and enforcement of these ordinances; and for providing downtown shuttle service. Any sums remaining after expenses for the foregoing purposes shall be remitted to the general fund of the City of Chattanooga..."

Summarized operating results for the Parking Authority portion of CARTA's operations for the month ended March 31, 2025 are presented in the table below. Lots and Garage Revenue and Expense are reported on the line captioned Other net garage income and lot income (Non-CPA)

	Shuttle	Parking	Net Total
Revenues:			
Parking meters		\$200,116	\$200,116
Parking enforcement		91,212	91,212
Shuttle donations, advertising, rent	800		800
Total revenue	800	291,328	292,128
Expenses:			
Operating	83,130	164,027	247,157
Maintenance	85,864	4,573	90,437
Administrative	44,313	33,987	78,300
Total expenses	213,307	202,587	415,894
Net income/(loss) - Chattanooga Parking Authority ("CPA")	(212,507)	88,741	(123,766)
Other net garage and lot income (Non-CPA)	175,542	110,642	286,184
Net parking income - CPA and non-CPA	\$ (36,965)	\$ 199,383	\$ 162,418

TO: CARTA Board of Directors
FROM: Veronica Peebles – Chief Administrative Officer
SUBJECT: May Service Enhancements and Pilot Projects

RECOMMENDED ACTION

N/A Information Only

HIGHLIGHTS, ANALYSIS AND CONCLUSIONS

CARTA will implement its regularly scheduled summer schedule on May 4, 2025. This follows the special interim March 16, 2025, schedule change which introduced the Route 34 – North Shore Express Shuttle pilot route in support of the Walnut Street Bridge construction project.

The May 4 schedule change includes several improvements to our existing route schedule. Note that Route 14 – Mocs Express does not operate in the summer months, providing additional vehicle and driver resources until fall semester. CARTA will take advantage of these resources and establish two pilot projects.

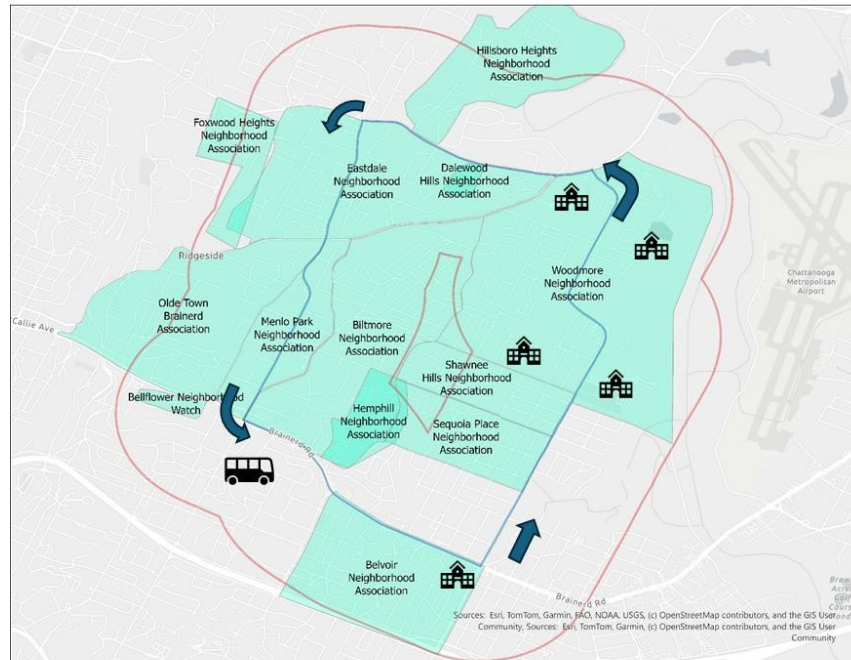
- Routes with improved 30-minute frequency
 - Route 1 – Alton Park
 - Rout 10A – Avondale
 - Route 10G – Glenwood
- Routes with improved 15-minute frequency
 - Route 4 – Hamilton Place to meet mid-day demand
 - Route 34 – North Shore Express Shuttle will continue Thursday-Sunday operations
- Run-time improvements throughout the system to improve on-time performance

N Brainerd Circulator Shuttle – Summer Pilot

CARTA provides demand-responsive service through the N Brainerd neighborhoods with our CARTA GO microtransit operation. Through popular demand, this service is currently operating at capacity, with approximately four passenger trips per service hour, which is an industry leading figure. Based upon the considerations detailed below, CARTA will introduce a special summer pilot N Brainerd Circulator Shuttle route to operate as follows:

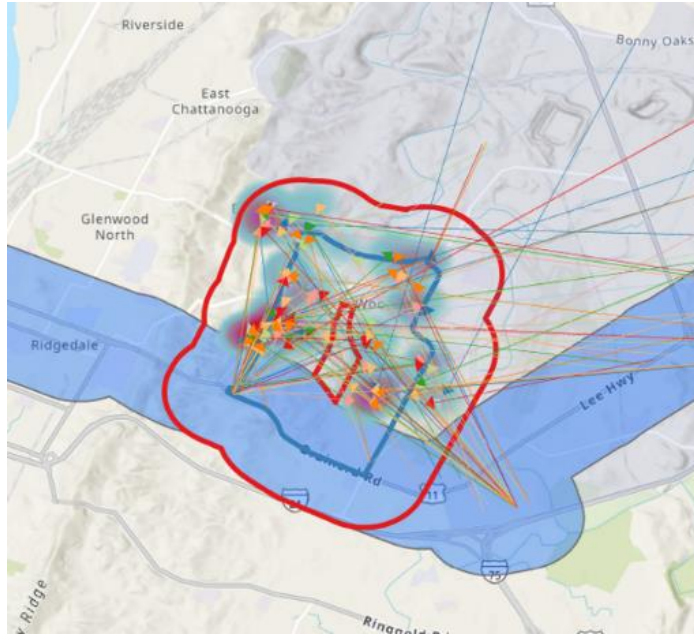
- Monday – Friday, 10:00 AM to 6:00 PM
- Counterclockwise circulator to include:
 - Brainerd Rd to N Moore
 - N Moore to Shallowford Rd
 - Shallowford Rd to Wilcox Blvd
 - Wilcox Blvd to Tunnel Blvd
 - Tunnel Blvd to Brainerd Rd
- This route provides connectivity to the following attractions:
 - Barger Academy
 - Brainerd High School

- Chris L. Ramsey Sr. Community Center
- Woodmore Elementary School
- Boyd Buchanan School
- Dalewood High School
- Numerous neighborhoods
- Brainerd Rd at Germantown Bus Stop for Route 4 connectivity



The rationale for introduction and testing of this service is predicated on the following issues:

- CARTA GO service is at capacity and relief for our drivers is an important need
- 14% of CARTA GO trips that originate within this route walkshed, end within the same area
- Pilot will use existing vehicle and driver resources and capacity
- Service will provide scheduled, passive connectivity for residents to reach Route 4 – Hamilton Place bus line and return to their neighborhood
- Service provides improved connectivity to school and community center resources
- Service will serve as an important test for the evolution of microtransit service to more cost-effective fixed route operations



CARTA GO trip origins and destinations within this walkshed

Route 15 - St Elmo/Incline Shuttle – Summer Expansion Pilot

To provide enhanced service in anticipation of the Incline Railway reopening, CARTA will add an additional vehicle to this route which will increase frequency to every 25-minutes with service from 8:00 AM to 9:45 PM Monday through Sunday. The Community Association of Historic St Elmo (CAHSE) is supportive of this effort and will coordinate with residents and business to promote the service.

Citymapper Pilot – New multimodal trip planning tool

Via Mobility has provided CARTA a no-cost, 1-year pilot of its multimodal trip planning tool, Citymapper. Citymapper is used across the U.S. and Europe to plan, book, and pay for a variety of transportation services. This application will be in addition to CARTA's own BusTracker web portal, and the Transit app.

This service includes:

- Multimodal trip planning and booking
- Integration with CARTA GO and Fixed Route
- Integration with Token Transit
- Online payment options

