



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

BOARD MEETING AGENDA

May 15, 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. **Guest Presentation:**
7. **Adoption of Minutes** [\(page 2\) - A](#)
8. **Staff Updates**
 - A. Human Resources Update: Jeanine McNulty
 - B. CEO Report: Charles D. Frazier
9. **Consent Agenda**
 - A. Statistical Report: Philip Pugliese [\(page 12\) - I](#)
10. **Action Items:**
 - A. Procurement Report: Annie Powell [\(page 18\) - A](#)
 - B. Financial Report: Sander Abernathy [\(page 21\) - A](#)
 - C. Care-A-Van Program Levels Policy: Mark Poirier [\(page 24\) - A](#)
11. **Old Business**
12. **Adjournment**

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

AND

THE CHATTANOOGA PARKING AUTHORITY

April 17, 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 April 06, 2025. The following Board members were in attendance and constituted a quorum: Johan de Nysschen, Chairman; Evann Freeman, Vice Chairman; Charita Allen; Treasurer, Stephen Culp, Corey Evatt, 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.

CARTA Board Meeting Minutes 04.17.2025

Mr. de Nysschen called on Ms. McNulty to present the April 2025 Ambassador Award. Ms. McNulty recognized Leonard Coleman and Juanita Overbay, both fixed route drivers. On April 09, 2025, a rider inadvertently left his phone on a bus driven by Ms. Overbay while changing buses. When Mr. Coleman, driver of the second bus, was told of the incident he contacted dispatch to facilitate a meeting with Ms. Overbay to retrieve the rider's phone.

Mr. de Nysschen then stated that all members had been sent a copy of the March 20, 2025, board meeting minutes and asked if there were any additions, corrections, or comments. A motion was made by Ms. Allen and seconded by Ms. Peterson, followed by a vote to approve the minutes. The motion was unanimously approved.

Mr. de Nysschen then called on Keri Randolph with Chattanooga 2.0 to provide a special presentation on behalf of the Out – of – School Time Alliance (OST Alliance), an action team of Chattanooga 2.0. The OST Alliance is a network of nearly fifty (50) providers who serve children after school, on weekends and during the summer months. The OST Alliance has developed a program locator. Ms. Randolph advised that CARTA has partnered with Chattanooga 2.0 and added an interactive fixed route overlay. The overlay allows visitors to identify which bus routes will transport children and families to programs and services.

Ms. Peterson requested information on the economic impact of removing transportation barriers to access these types of programs to which Ms. Randolph advised she would provide at a later date. Mr. de Nysschen requested that CARTA management partner with local support providers build a model of contribution and quantify economic impact. Mr. Frazier advised that this project is underway and will be presented to the board within the next few months.

Mr. Frazier called on Mr. Poirier to provide a Care-A-Van update. Mr. Poirier advised that the FTA mandates complimentary paratransit service to be provided within $\frac{3}{4}$ of a mile of all fixed route services. Next he shared the following six (6) month operational statics: (i) there are approximately five thousand one hundred (5,100) average monthly riders, (ii) the average passenger per hour is 1.56 per route, (iii) average weekday trip distance is 9.1 miles, (iv) average weekend trip distance is 10.1 miles, (v) forty two percent (42%) of monthly rides are for employment, and (vi) thirty seven percent (37%) of monthly rides are for medical or dialysis appointments.

Mr. Poirier presented the following completed improvements for Care-A-Van reservations: (i) a new reservations script has been put in place, (ii) all will call and call backs have been eliminated, (iii) all trips are now negotiated within ADA guidelines of plus or minus one (1) hour, (iv) reservations are now accepted seven (7) days a week, (v) reservations standard operating procedures (SOP) and job descriptions have been updated and distributed, and (vii) a part time weekend reservationist has been hired. The remaining needed Care-A-Van reservation improvements include a new phone system to include phone tree queue, annual Trapeze training, and the formation of one call center where Care-A-Van and CARTA GO scheduling are combined.

Mr. de Nysschen requested clarification on what is needed for the remaining improvements to which Mr. Poirier advised that a new phone system would need to be purchased or the current system will need to be upgraded and relocating the CARTA GO customer service team 12th Street location while leaving one customer service team member at the Wilcox Boulevard location.

Mr. Poirier next presented on the completed improvements for Care-A-Van scheduling including (i) the creation and implementation of Trapeze route templates, (ii) staff training on route optimization best practices, (iii) creation of a rider subscription form, and (iv) adjustment of work hours for schedulers to fit business needs. The remaining needed Care-A-Van scheduling improvements include developing standard operating procedures for the operator bidding process with the director to finalize the run cut and to implement a regular bidding cadence.

The following improvements for Care-A-Van dispatching have been completed; (i) Automatic Vehicle Locator (AVL) has been activated and enabled, (ii) standard radio 10 codes have been created and implemented, (iii) Trapeze views have been standardized for all users, (iv) standard operating procedures (SOP) have been updated and distributed to all dispatchers, (v) a part-time dispatcher has been hired for night and weekend coverage, and (vi) Trapeze RealTime views have been enabled and all dispatcher have been trained. The remaining needed Care-A-Van dispatching improvements are to integrate CARTA GO dispatch into the SOPs, complete annualized Trapeze training, and to hire an additional full-time dispatcher.

Mr. Poirier then advised that all operators have received standardized training on the use of Mobile Data Terminal (MDT), operator SOPs have been updated and distributed, and monthly operator meetings have been implemented. The remaining improvements are annual ADA refresher training, creating a standard operating manual, and considering adding mandatory safety meetings in the collective bargaining agreement.

Mr. Poirier next introduced Alicia Beck, a Care-A-Van dispatcher, and Kelly Daniels, a Care-A-Van operator, to provide their thoughts on the improvements. Ms. Beck advised

streamlining the dispatcher process has made her job less chaotic and she feels better prepared to complete her daily tasks. Ms. Daniels stated the improvements are helping to ensure Care-A-Van services are sustainable and allow for growth.

Ms. Reeves requested information on the cost savings from the improvements made, a timeline for the monthly safety meetings and follow up on eligibility standards. Mr. Poirier advised that a standardized ADA application and medical verification form is now in place. Mr. Culp requested clarification on trip distances to which Mr. Poirier responded that the goal is to locate riders to pick up each trip to reduce costs and inefficiency. Ms. Peterson requested that during passenger pickups and initial screenings, CARTA staff stay mindful of opportunities to connect passengers with unmet needs to community resources. Mr. de Nysschen asked how close to capacity Care-A-Van is to which Mr. Poirier advised it is over capacity.

Under “Consent Agenda” Mr. de Nysschen asked if there were any comments or questions regarding the statistical report, public transportation agency safety plan, or CARTA bylaws update provided in the board packet sent electronically on March 11, 2025. There being none, a motion was made by Mr. Evatt and seconded by Mr. Nye to approve the statistical report as received, read, understood, and accepted. The motion was unanimously approved. Next a motion was made by Mr. Culp and seconded by Mr. Evatt to approve the public transportation agency safety plan as received, read, understood, and accepted. The motion was unanimously approved.

Mr. de Nysschen requested clarification on the board member term reductions from five (5) to three (3) years in the revised CARTA bylaws, to which Ms. Ruiz responded the changes will take place at the end of the current term. A motion was made by Ms. Allen and seconded by Ms.

Peterson to approve the updated CARTA bylaws as received, read, understood, and accepted. The motion 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: (i) new procurements over fifty thousand dollars (\$50,000.00) to include a five-year agreement with Cavanagh Macdonald Consulting for actuarial services not to exceed \$95,000, (ii) use of the request for proposals process to include Infrastructure as a Service (IAAS) and Disaster Recovery as a Service (DRAAS) and preparation and collection of CARTA Customer Satisfaction Survey, and (iii) emergency procurements of \$46,654.72 to purchase rail for Incline Railway emergency repairs, and temporary services for an Interim Chief Financial Officer for a rate of \$152 per hour through LBMC Staffing Solutions.

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 motion was unanimously approved.

Mr. de Nysschen requested Mr. Abernathy present the financial report. Mr. Abernathy advised that staff recommended that the Board approve the March 2025 financial report. Mr. Abernathy reported that total revenue for the month was \$1,942,970.00 versus budgeted revenue of \$2,381,478.00 resulting in a shortfall of \$438,508.00. The shortfall was due to the Incline being out of service and a \$29,837.00 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 above budget.

Incline revenue was \$43,697, which consisted principally of federal grant funds received. Revenue was \$490,799 below budget for the month due to the Incline Railway being out of service. For the year, the Incline is \$2.1 million below budget because it has been out of service since the December 07, 2024, fire.

Care-A-Van revenue was \$12,347 over budget for the month due to receipt of federal grants above 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 was \$31,726.00 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.

Monthly reported expenses were \$443,349 greater than budget due to costs incurred for Incline repairs. Those expenses will be reimbursed by CARTA's insurance. Overall, year-to-date expenses are \$553,389 under budget.

Ms. Reeves requested that the board receive the updated budget in time to review before the deadline for submittal, to which Mr. Abernathy responded the anticipated presentation date will be at the next board meeting. Mr. de Nysschen requested operational improvements be included in the presentation as well. Mr. Culp requested information on how loss revenue is being calculated for the Incline to which Mr. Frazier responded that the insurance provider has provided very specific guidelines on loss revenue calculations that CARTA is following. Mr. de Nysschen asked if there were any additional comments or questions regarding the March financial report. There being none, a motion was made by Ms. Allen and seconded by Mr. Culp followed by a vote to approve. The motion was unanimously approved.

Under “New Business” Mr. de Nysschen asked Ms. Peebles to begin the May service enhancement and pilot project presentation. Ms. Peebles stated that CARTA will implement its summer schedule on May 4, 2025, which includes improved frequency by taking advantage of the Mocs Express resources that are not used during the summer months. Routes with improved 30-minute frequency are Route 1 Alton Park, Route 10A Avondale, and Route 10G Glenwood. Routes with improved 15-minute frequency are Route 4 Hamilton Place, and Route 34 Northshore Express Shuttle.

CARTA will introduce a special summer only North Brainerd Circulator Shuttle pilot route with 30-minute frequency operating with counterclockwise pattern Monday through Friday, 10:00 AM to 6:00 PM to travel from Brainerd Rd. to N. Moore, N. Moore to Shallowford Rd., Shallowford Rd. to Wilcox Blvd., Wilcox Blvd. to Tunnel Blvd., and Tunnel Blvd. bac to Brainerd Rd. This zero fare pilot program will provide relief to CARTA GO services that are currently at

capacity, provide improved connectivity to school and community center resources, and is anticipated to increase fixed route rider usage. Current system resources will be utilized resulting in no additional operating cost. Mr. Frazier advised that if this pilot program is made permanent, it will likely become a paid service.

Mr. de Nysschen asked for clarification on how tracking ridership impacts including transfers to Route 4 will be completed to which Ms. Peebles responded that current tracking processes will be utilized. Mr. Frazier further advised that tracking Route 4 impacts will most likely be a manual process and will provide additional information before the next board meeting. Mr. Evatt asked for communication plan details on the pilot to which Ms. Peebles responded that the communications team will utilize social media and the CARTA website. Mr. Frazier advised a targeted outreach in addition to printed flyers on both the CARTA GO and Care-A-Van buses will be used as well. Mr. Evatt requested CARTA management include neighborhood associations in the communication plan.

Ms. Peebles presented a second summer pilot program that will add an additional vehicle to Route 15 - St Elmo/Incline Shuttle that is being rolled out in anticipation of the Incline Railway reopening. This summer expansion pilot will increase route frequency to every 25 minutes with service from 8:00 AM to 9:45 PM Monday through Sunday.

CARTA will also roll out the Citymapper Pilot, a new multimodal trip planning tool. Via Mobility has provided CARTA with a no-cost, 1-year pilot of its multimodal trip planning tool. The service includes multimodal trip planning and booking, integration with CARTA GO and fixed route services and integration with Token Transit.

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Mr. de Nysschen ask Mr. Frazier to provide an update on the Incline Railway restoration. Mr. Frazier stated that the concrete footers are eighty-five (85%) complete, the rail has been received, and the rail cars have been inspected with the safety certified. Mr. Frazier next advised that the cable and rail have been fully delivered and timber partially delivered. The lower station ADA bathroom is complete. The lower station security fencing is complete. The lower station building and column upgrades are in process. The rail car air cooling system design is underway, and CARTA is currently vetting options for the rail and dry pipe fire suppression system.

Mr. de Nysschen asked if there were any other business items that need to be addressed. There being none, a motion was made to adjourn. The meeting was adjourned and the board moved into executive session.

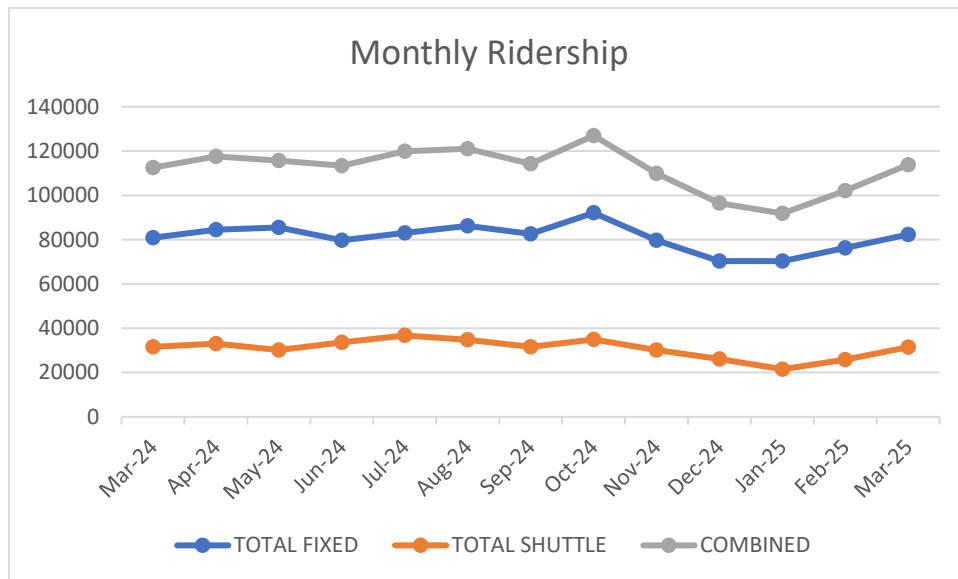
TO: CARTA Board of Directors
FROM: Philip Pugliese - Director of Planning
SUBJECT: Statistical Report

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

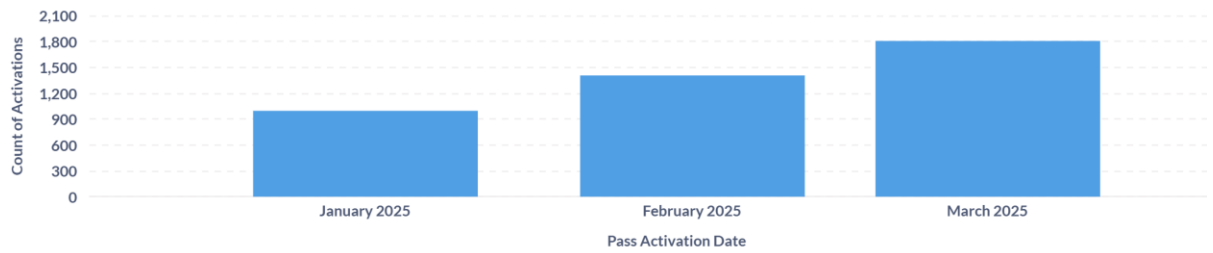
Passes activated for the first time

● 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

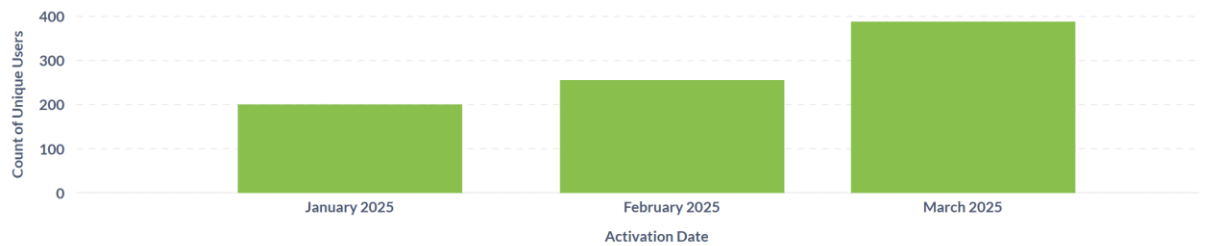
Total unique activators

● all 100%

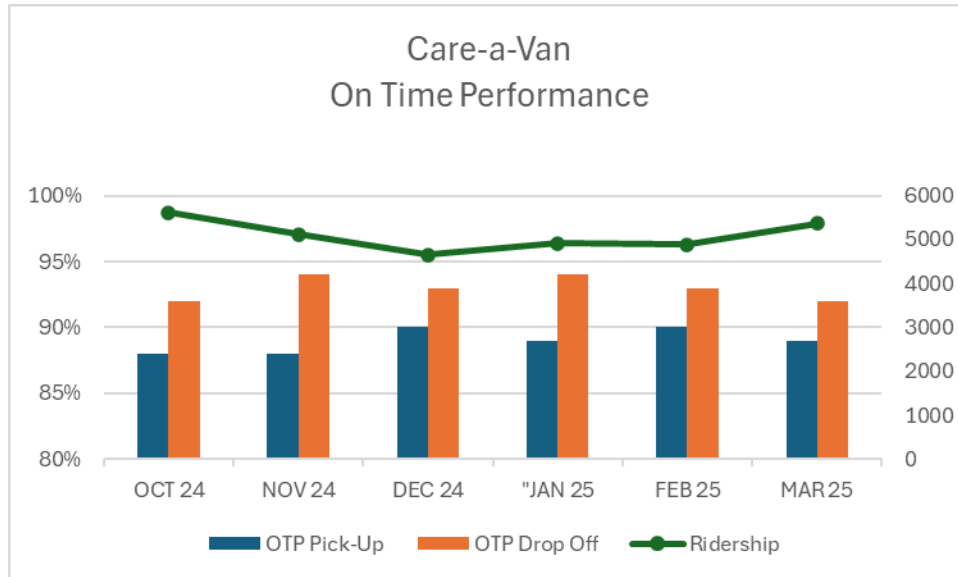
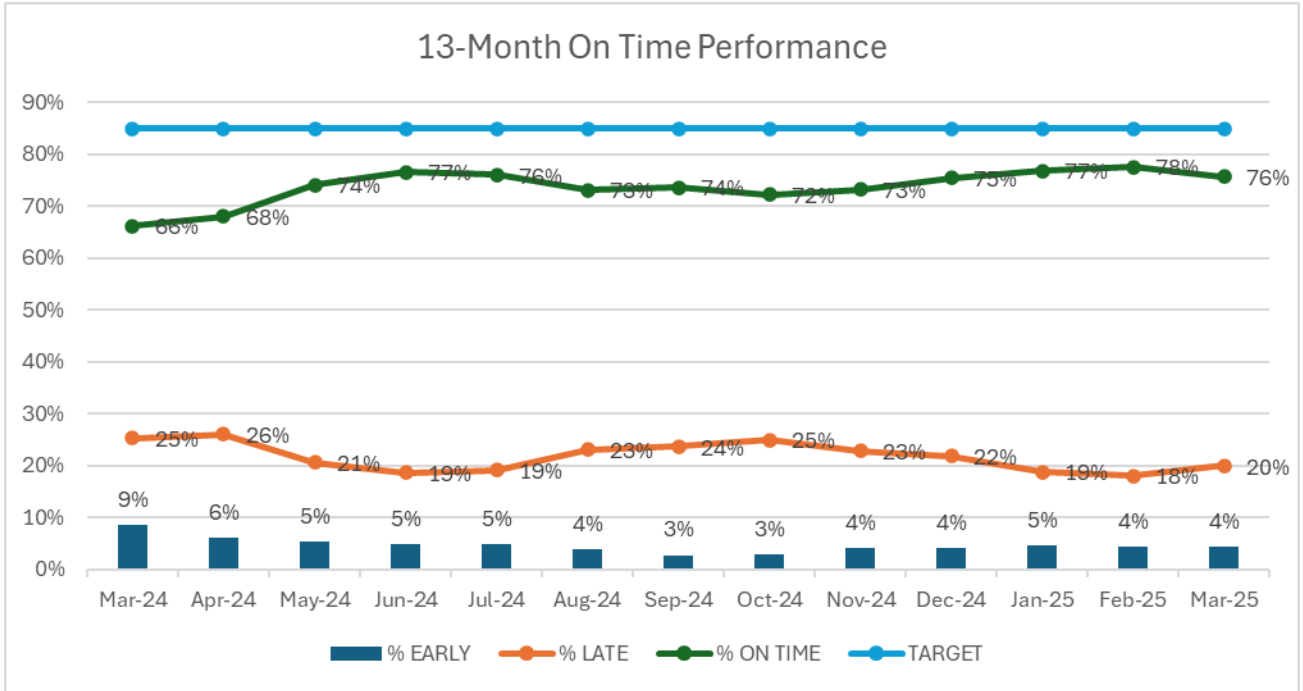


Unique activators over time

● All Pass Types



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



Chattanooga Area Regional Transportation Authority

Statistical Report

For the Period Ending April 30, 2025

	<u>This Month</u>	<u>Month YR</u>		<u>Prior YTD</u>
		<u>Ago</u>	<u>YTD</u>	
<u>TRANSIT</u>				
Ridership	87,605	84,501	810,652	802,452
Weekday Average - with Mocs	3,490	3,294	3,253	3,196
Weekday Average - without Mocs	3,331	3,220	3,081	3,095
Saturday Average	2,201	2,206	2,020	2,071
Sunday Average	676	803	734	787
Miles	159,747	166,890	1,563,091	1,588,437
Passengers/Mile	0.55	0.51	0.52	0.51
Accidents	1	1	17	14
Operating Cost/Rider	9.40	9.39	10.43	9.79
<u>SHUTTLE</u>				
Ridership	32,941	28,689	259,169	230,641
Weekday Average	1,194	989	907	797
Saturday Average	1,198	1,035	979	873
Sunday Average	472	696	514	491
Miles	17,780	17,259	172,508	166,072
Passengers/Mile	1.85	1.66	1.50	1.39
Accidents	0	0	1	5
Operating Cost/Rider	2.41	2.42	2.85	3.16
<u>INCLINE</u>				
Ridership	0	26,144	231,998	387,995
Net Revenue/Passenger	N/A	2.88	(1.58)	3.02
Days Down	30	18	160	30
<u>CARE-A-VAN</u>				
Ridership	5,704	4,804	49,714	43,595
Miles	47,324	51,566	547,788	495,951
Turndowns	0	0	0	14
Accidents	0	0	3	5
Operating Cost/Rider	41.73	45.63	47.73	48.05
Passengers/Hour	1.67	1.34	1.47	1.27
<u>TOTAL CARTA</u>				
Ridership	126,250	144,138	1,351,533	1,464,683

*** Notes to the Statistical Report:**

North Shore Shuttle	2,714	2,138	27,573	22,065
MOCS Express	3,486	1,632	36,725	21,394
Bicycles Carried	1,321	1,285	14,446	15,005
Wheelchairs Carried	1,168	1,143	10,512	11,770
St.Elmo/Incline	2,300	2,216	24,490	20,410

Days of Operation Transit, Care-A-Van

Number of Weekdays	22	22
Number of Saturdays	4	4
Number of Sundays	3	4
	<u>29</u>	<u>30</u>

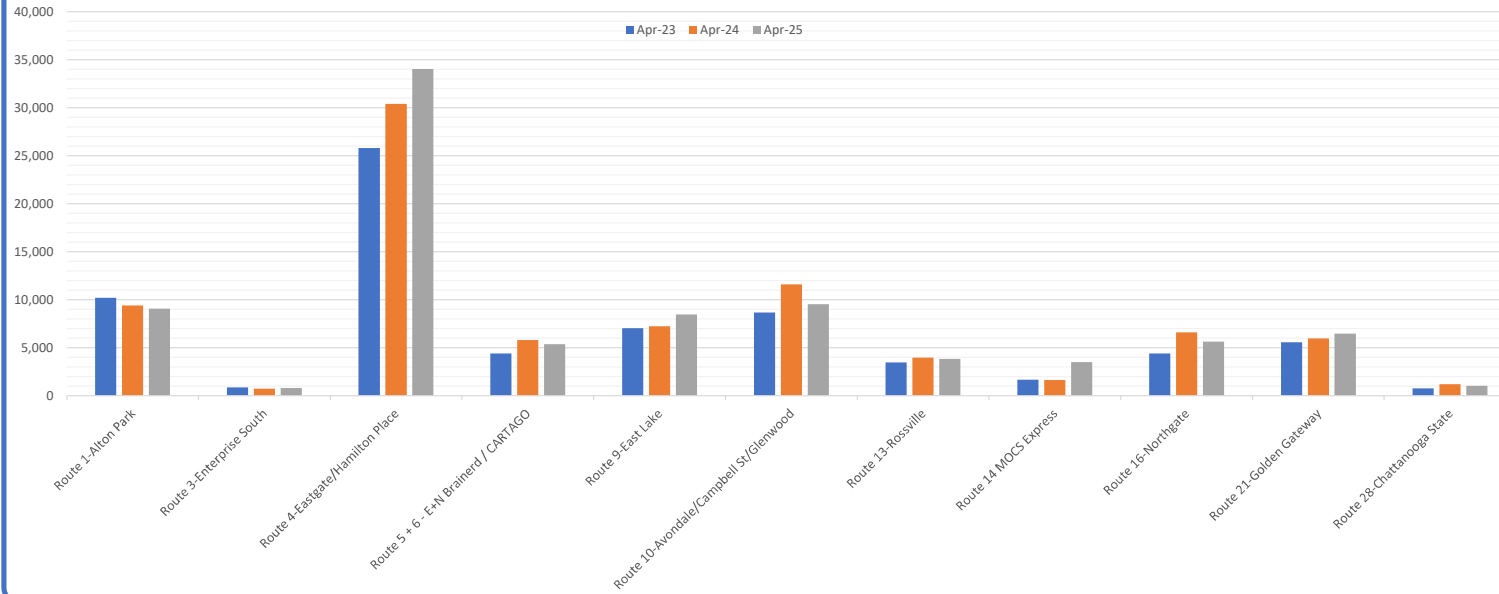
Days of Operation Incline

Number of Weekdays	0	8
Number of Saturdays	0	2
Number of Sundays	0	2
	<u>0</u>	<u>12</u>

Days of Operation Shuttle

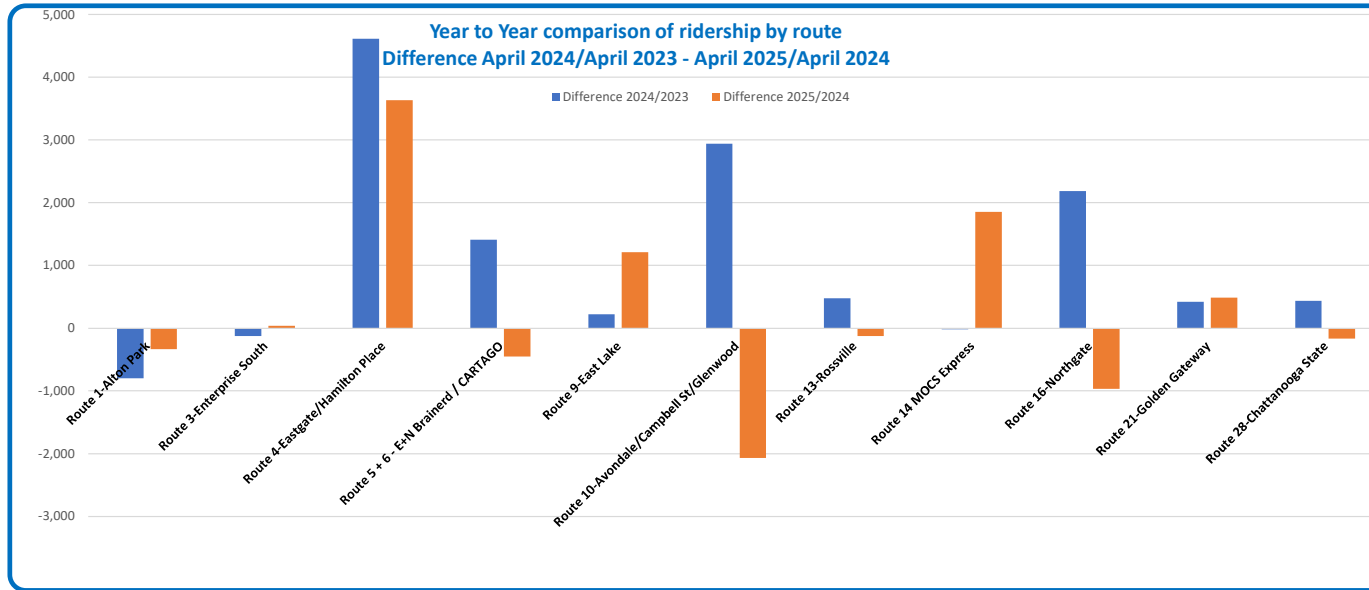
Number of Weekdays	22	22
Number of Saturdays	4	4
Number of Sundays	4	4
	<u>30</u>	<u>30</u>

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



	Apr-23	Apr-24	Apr-25
Route 1-Alton Park	10,194	9,395	9,058
Route 3-Enterprise South	865	739	776
Route 4-Eastgate/Hamilton Place	25,782	30,397	34,029
Route 5 + 6 - E+N Brainerd / CARTAGO	4,389	5,801	5,348
Route 9-East Lake	7,020	7,240	8,451
Route 10-Avondale/Campbell St/Glenwood	8,650	11,589	9,518
Route 13-Rossville	3,473	3,948	3,824
Route 14 MOCS Express	1,650	1,632	3,486
Route 16-Northgate	4,402	6,589	5,624
Route 21-Golden Gateway	5,546	5,964	6,451
Route 28-Chattanooga State	772	1,207	1,040

Totals: 72,743 84,501 87,605



	Difference 2024/2023	Difference 2025/2024
Route 1-Alton Park	-799	-337
Route 3-Enterprise South	-126	37
Route 4-Eastgate/Hamilton Place	4,615	3,632
Route 5 + 6 - E+N Brainerd / CARTAGO	1,412	-453
Route 9-East Lake	220	1,211
Route 10-Avondale/Campbell St/Glenwood	2,939	-2,071
Route 13-Rossville	475	-124
Route 14 MOCS Express	-18	1,854
Route 16-Northgate	2,187	-965
Route 21-Golden Gateway	418	487
Route 28-Chattanooga State	435	-167

Total 11,758 3,104

TO: CARTA Board of Directors
CARTA Executive Committee

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. Pest Control Services

- Details: staff is requesting a five-year agreement with Lookout Pest Control, LLC, not to exceed \$73,500 for pest control services to include monthly service at 1617 Wilcox, 1617-B Wilcox, Incline Upper Station, Incline Lower Station, Shuttle Park South, Shuttle Park North, and Ray Evans Transit Center facilities. Buses and vans will receive pest control services two times per month.
- Procurement Method: Request for Proposals
- Number of Proposals Received: 2
- 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. Microtransit & Paratransit Scheduling Software as a Service (SaaS): for commingling of CARTA Go and Care-A-Van trips, including a customer-facing application for scheduling rides
2. Employee Recruitment Services: evaluation criteria to include recruitment specialty, relevant overall experience of the firm, and price proposal/commission

C. Report on Sole Source Procurements

1. Incline Railway Trackwork

- For regularly scheduled track repairs outlined in the most recent inspection of the Incline Railway
- Completion of these activities will allow the Incline Railway to remain in service for the entirety of 2026 without closing for maintenance repairs and saving on mobilization and updated labor rates
- Not to exceed contract price of \$217,016

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 an agreement for the above item A1 and move ahead with issuing a 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. This Procurement Report or an updated version thereof will be presented to the Board of Directors for approval of any contracts that meet this threshold.

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. Pest Control Services

- On February 4, 2025, CARTA released a formal Request for Proposals for Pest Control 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 six (6) firms.
- CARTA utilized the following weighted evaluation criteria as part of the Request for Proposals process:
 - Experience: 30 percent
 - Firm Reputation: 30 percent
 - Price: 40 percent

C1. Incline Railway Trackwork

- Sole source procurement for trackwork for the Incline Railway, identified in the 2025 inspection report by CSR Engineering.
- Railworks has been the sole proposer for the last 3 years and are already mobilized at the Incline Railway due to repairs related to the fire. Mobilization costs for winter of 2026 are estimated at approximately \$25,000.
- CARTA received a budgetary estimate from CSR Engineering of \$163,000. While the price provided by Railworks (\$217,016) is approximately 33% higher than the budgetary estimate, it is considered fair and reasonable when analyzing the elements of cost that Railworks provided at CARTA's request. Below are details provided by Railworks
 - Direct costs of \$160,136 are for 1,226 workhours and include labor, owned equipment, rental equipment, supplies, fees, and disposal. Railworks indicated that they would be providing a 5-person crew working 10 hours per day.
 - Indirect costs of \$17,855 represent 160 workhours and include labor, owned equipment, and disposal. This represents an approximate indirect cost rate of 10%, which is generally considered reasonable in most industries.
 - An estimated profit margin of 18% (\$39,025) is considered reasonable for railroad construction, particularly when considering the unique nature of the Incline Railway with slopes that are not typical in traditional railroad construction.
- Staff recommend the use of the sole source procurement process as there would be increases in cost should this work be delayed (approximately \$25,000). In addition, CARTA would have to close the

Incline for 3-4 weeks in the winter of 2026, foregoing revenue of between \$96,114 and \$128,152 based on average passenger revenue from January and February of 2024.

FISCAL IMPACT

The fiscal impact of this action is listed below:

A1. Pest Control Services

- Upon approval, CARTA will enter into a five-year agreement with Lookout Pest Control, LLC for a not to exceed amount of \$73,500.

C1. Incline Railway Trackwork

- Not to exceed contract price of \$217,016

DBE PARTICIPATION

A1. Pest Control Services: A DBE goal was not applied to this contract as there were no certified DBE pest control firms in our geographic area.

To: CARTA Board of Directors

From: Sander Abernathy
Interim Chief Financial Officer

Subject: April 2025 Financial Report

We are pleased to present the financial results for April. You will notice that the report is more detailed than in previous months. We are working to provide the Board more details of our operating results to increase financial transparency. We welcome any comments or suggestions you may have.

Recommended Action

Staff recommends that the Board approve CARTA's financial report for the month ended April 30, 2025, and the fiscal year-to-date period then ended.

Highlights, Analysis and Conclusions

- Overall revenue for the month was \$1,897,222 versus budgeted revenue of \$2,306,480 which represents a shortfall of \$409,255. The shortfall was due to the Incline being out of service and a \$16,494 shortfall in transit revenue, offset by a favorable variance in Parking.
- Transit revenue was \$65,091 or 5% below budget for the month due to shortfalls in fare collections of \$16,494 and FTA grants of \$80,071. Year-to-date transit revenue is \$2.0 million greater than budget due to receiving \$2.1 million of Federal grants, principally ARPA funds, earlier than budgeted, offset by a \$86,156 or 7% shortfall in fares.
- Shuttle revenue was \$47,436 greater than budget for the month due to greater than budgeted parking revenue at Shuttle locations. Shuttle revenue year-to-date was \$965,347 greater than budget due to receipt of \$832,125 of ARPA grant funds and \$126,584 of parking receipts in excess of budget.
- Reported Incline revenue for March was a negative amount of \$37,699 due to reclassifications of amounts during the month. Actual revenue was \$0 as the Incline is closed. For the year, the Incline is \$2.6 million below budget because it has been out of service since the fire in December.
- Care-A-Van revenue was \$10,960 under budget for the month due to Federal grants which were \$9,193 less than 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 \$116,554 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 \$139,421 less than budget due to the timing of parking management fees, professional fees, and bank and credit card fees. Year-to-date, expenses are \$692,822 favorable compared to budget due to favorable variances in personnel costs and professional fees and third-party costs offset by unfavorable variances in fuel, material, and supplies.

Chattanooga Area Regional Transit Authority
Month and Ten Months Ended April 30, 2025

	Month of April, 2025			Ten Months Ended April 30, 2025		
	ACTUAL	PROJECT	VARIANCE	ACTUAL	PROJECT	VARIANCE
Total CARTA						
Revenue						
Fares	\$ 123,795	\$ 514,988	\$ (391,193)	\$ 3,459,397	\$ 5,373,514	\$ (1,914,116)
Federal	278,638	444,748	(166,109)	7,904,019	4,447,475	3,456,543
State	245,501	257,454	(11,953)	2,460,954	2,574,526	(113,573)
Local	516,667	516,667	-	5,166,667	5,166,667	-
Parking	669,341	522,817	146,526	5,475,417	5,228,166	247,252
Other revenue	63,280	49,806	13,474	944,520	498,069	446,452
Total CARTA revenue	1,897,222	2,306,480	(409,255)	25,410,974	23,288,417	2,122,558
Expenses						
Personnel costs	1,670,338	1,689,210	(18,871)	16,178,169	16,865,368	(687,201)
Parking management fees	-	34,620	(34,620)	400,730	346,188	54,542
Professional and third-party fees	119,844	198,378	(78,534)	1,521,563	1,983,771	(462,207)
Fuel, materials and supplies	270,927	289,334	(18,411)	3,327,023	2,893,382	433,638
Bank and credit card fees	15	34,065	(34,050)	317,691	340,648	(22,957)
Other expenses	292,786	247,719	45,065	2,462,248	2,470,886	(8,637)
Total CARTA expenses	2,353,910	2,493,326	(139,421)	24,207,424	24,900,243	(692,822)
Total CARTA earnings before depreciation	\$ (456,688)	\$ (186,846)	\$ (269,834)	\$ 1,203,550	\$ (1,611,826)	\$ 2,815,380
Transit						
Revenue						
Fares	\$ 115,480	\$ 131,974	\$ (16,494)	\$ 1,233,583	\$ 1,319,739	\$ (86,156)
Federal	254,500	334,572	(80,071)	5,488,529	3,345,711	2,142,818
State	242,045	247,937	(5,892)	2,374,501	2,479,361	(104,861)
Local	516,667	516,667	-	5,166,667	5,166,667	-
Other revenue	50,190	12,824	37,366	216,484	128,240	88,245
Transit revenue	1,178,882	1,243,974	(65,091)	14,479,764	12,439,718	2,040,046
Expenses						
Personnel costs	1,104,110	1,126,861	(22,750)	10,707,251	11,221,482	(514,227)
Professional and third-party fees	89,037	102,144	(13,106)	862,097	1,021,444	(159,347)
Fuel, materials and supplies	196,026	214,836	(18,813)	1,832,407	2,148,395	(315,990)
Bank and credit card fees	15	750	(735)	7,222	7,501	(279)
Other expenses	69,628	83,533	(13,905)	666,585	832,418	(165,835)
Transit expenses	1,458,816	1,528,124	(69,309)	14,075,562	15,231,240	(1,155,678)
Transit earnings before depreciation	\$ (279,934)	\$ (284,150)	\$ 4,218	\$ 404,202	\$ (2,791,522)	\$ 3,195,724
Shuttle						
Revenue						
Fares	\$ -	\$ 167	\$ (167)	\$ -	\$ 1,667	\$ (1,667)
Federal	-	-	-	832,125	-	832,125
Parking	181,155	137,516	43,639	1,501,751	1,375,166	126,584
Other revenue	12,785	8,821	3,964	96,515	88,210	8,305
Shuttle revenue	193,940	146,504	47,436	2,430,391	1,465,043	965,347
Expenses						
Personnel costs	149,713	149,316	398	1,427,583	1,486,096	(58,515)
Parking management fees	-	23,584	(23,584)	260,179	235,838	24,340
Professional and third-party fees	10,810	14,544	(3,734)	111,032	145,436	(34,403)
Fuel, materials and supplies	20,089	20,830	(740)	225,663	208,294	17,369
Other expenses	5,293	4,982	311	64,084	48,947	15,138
Shuttle expenses	185,905	213,256	(27,349)	2,088,541	2,124,611	(36,071)
Shuttle earnings before depreciation	\$ 8,035	\$ (66,752)	\$ 74,785	\$ 341,850	\$ (659,568)	\$ 1,001,418

Chattanooga Area Regional Transit Authority
Month and Ten Months Ended April 30, 2025

	Month of April, 2025			Ten Months Ended April 30, 2025		
	ACTUAL	PROJECT	VARIANCE	ACTUAL	PROJECT	VARIANCE
Incline						
Revenue						
Fares	\$ -	\$ 371,723	\$ (371,723)	\$ 2,132,151	\$ 3,940,868	\$ (1,808,716)
Federal	(36,070)	40,776	(76,845)	(686,897)	407,760	(1,094,657)
State	(3,322)	3,781	(7,103)	30,534	37,810	(7,276)
Parking	1,388	15,542	(14,154)	143,464	155,417	(11,953)
Other revenue	305	27,674	(27,369)	629,032	276,746	352,286
Incline revenue	(37,699)	459,496	(497,194)	2,248,284	4,818,601	(2,570,316)
Expenses						
Personnel costs	110,181	145,347	(35,168)	1,204,472	1,448,151	(243,686)
Professional and third-party fees	8,428	61,808	(53,381)	419,499	618,073	(198,575)
Fuel, materials and supplies	20,470	17,324	3,144	906,078	173,243	732,833
Bank and credit card fees	-	4,001	(4,001)	36,003	40,006	(4,003)
Other expenses	4,491	4,969	(479)	49,069	48,528	542
Incline expenses	143,570	233,449	(89,885)	2,615,121	2,328,001	287,111
Incline earnings before depreciation	\$ (181,269)	\$ 226,047	\$ (407,309)	\$ (366,837)	\$ 2,490,600	\$ (2,857,427)
Care-A-Van						
Revenue						
Fares	\$ 8,315	\$ 11,124	\$ (2,809)	\$ 93,663	\$ 111,240	\$ (17,577)
Federal	60,208	69,400	(9,193)	2,270,262	694,004	1,576,257
State	6,778	5,736	1,042	55,919	57,355	(1,436)
Care-A-Van revenue	75,301	86,260	(10,960)	2,419,844	862,599	1,557,244
Expenses						
Personnel costs	274,914	250,277	24,638	2,548,076	2,493,256	54,823
Professional and third-party fees	4,843	11,779	(6,936)	62,274	117,787	(55,513)
Fuel, materials and supplies	33,132	31,463	1,669	327,811	314,636	13,176
Bank and credit card fees	-	132	(132)	1,673	1,324	349
Other expenses	4,588	6,448	(1,861)	57,298	63,170	(5,871)
Care-A-Van expenses	317,477	300,099	17,378	2,997,132	2,990,173	6,964
Care-A-Van earnings before depreciation	\$ (242,176)	\$ (213,839)	\$ (28,338)	\$ (577,288)	\$ (2,127,574)	\$ 1,550,280
Parking						
Revenue						
Parking	\$ 486,798	\$ 369,759	\$ 117,041	\$ 3,830,202	\$ 3,697,583	\$ 132,621
Other revenue	-	487	(487)	2,489	4,873	(2,384)
Parking revenue	486,798	370,246	116,554	3,832,691	3,702,456	130,237
Expenses						
Personnel costs	31,420	17,409	14,011	290,787	216,383	74,404
Parking management fees	12,878	11,036	(11,036)	140,551	110,350	30,202
Professional and third-party fees	6,726	8,103	(1,377)	66,661	81,031	(14,369)
Fuel, materials and supplies	1,210	4,881	(3,671)	35,064	48,814	(13,750)
Bank and credit card fees	-	29,182	(29,182)	272,793	291,817	(19,024)
Other expenses	195,908	147,787	60,999	1,625,212	1,477,823	147,389
Parking expenses	248,142	218,398	29,744	2,431,068	2,226,218	204,852
Parking earnings before depreciation	\$ 238,656	\$ 151,848	\$ 86,810	\$ 1,401,623	\$ 1,476,238	\$ (74,615)

TO: CARTA Board of Directors
Executive Committee

FROM: Mark Poirier
Director of Paratransit

SUBJECT: Care-A-Van Program Policies

RECOMMENDED ACTION

Staff recommend that the Board formally adopt three distinct Care-A-Van (CAV) program levels with defined delivery areas and independent service characteristics.

ALIGNMENT WITH STRATEGIC GOALS

This action aligns with CARTA’s strategic imperatives of shaping the future of sustainable mobility and ensuring compliant and efficient service.

SUMMARY OF NEED

Approval of this item will create distinctions between the types of services provided by Care-A-Van and allow CARTA to assign different service delivery characteristics such as fare, service area and rider qualifications, accordingly.

CAV Level 1 – American with Disabilities (ADA) Paratransit Program

- Service Type:
 - Door-to-door, reservation-based one day prior and up to seven days in advance.
- Service Area:
 - Trip origin and destination must be within ¼ mile of fixed route bus lines.
- Eligibility:
 - Persons with qualified disabilities as defined by ADA
- Fare:
 - \$2.50
- Provider:
 - CARTA Care-a-Van staff operators
- Reservations:
 - Care-a-Van staff
- Hours of Service:
 - Monday through Friday 4:40am to 12:45am
 - Saturday 5:30am to 12:45am
 - Sunday 8:00am to 8:00pm

CAV Level 2 – Chattanooga City limits Paratransit Program

- Service Type
 - Door-to-door, reservation-based one day prior and up to seven days in advance.
- Service Area:
 - Trip origin and destination must be within Chattanooga City limits
- Eligibility:
 - Persons with qualified disabilities as defined by ADA
- FARE:
 - \$2.50
- Provider:
 - CARTA Care-a-Van Staff Operators
- Reservations:
 - Care-a-Van Staff
- Hours of Service:
 - Monday through Friday 4:40am to 12:45am
 - Saturday 5:30am to 12:45am
 - Sunday 8:00am to 8:00pm

CAV Level 3 – Regional Paratransit Program

- Service Type:
 - Origin-to-destination with door-to-door available upon request, reservation based one day prior and up to seven days in advance.
- Service Area:
 - Base - Trip origin and destination must be within individual municipal limits (East Ridge and Red Bank)
 - Extended - Trip origin or destination is outside of the base city limits.
- Eligibility:
 - Based on individual service contracts with Red Bank and East
- Fare:
 - Within City Limits \$2.50
 - Outside City Limits (TBD)
- Provider:
 - Care-a-Van Staff
- Hours of Service:
 - Monday through Friday 4:40am to 12:45am
 - Saturday 5:30am to 12:45am
 - Sunday 8:00am to 8:00pm

CAV Level 4 – Premium Paratransit Program

- Service Type:
 - Origin-to-destination with door-to-door available upon request, reservations are same day minimum two hours before.
- Service Area:
 - Hamilton County
- Eligibility:
 - Persons with qualified disabilities as defined by the ADA and based on individual service contracts with Red Bank and East
- Fare:
 - TBD
- Provider:
 - TBD
- Hours of Service:
 - Monday through Friday 4:40am to 12:45am
 - Saturday 5:30am to 12:45am
 - Sunday 8:00am to 8:00pm

BACKGROUND AND HISTORY

- The CARTA Board of Directors have not formally adopted CAV service levels and have generally provided service to anyone who applied and resided within the Chattanooga City limits.