



3613 LUCIUS ROAD. • COLUMBIA, SC • 29201

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Central Midlands Regional Transit Authority SERVICE COMMITTEE AGENDA

Wednesday, November 9, 2022

12:00 p.m.

3613 Lucius Road, Columbia, SC, 29201

Conference Room A (Large) - 2nd Floor

Lill Mood, Chair (Lexington County)

Prior to entering the meeting, please turn all electronic devices (cell phones, pagers, etc.) to a silent, vibrate or off position.

Lill Mood, Chair (Lexington County)

Will Brennan, (City of Columbia) John V. Furgess, Sr. (Richland County Legislative Del.)

Tina Herbert (City of Columbia) Carolyn Gleaton (City of Columbia) Allison Terracio, (Richland County)

Skip Jenkins (City of Cayce) Geraldine Robinson (Town of Eastover) Al Koon (Town of Chapin)

COVID-19 AD-HOC SUBCOMMITTEE MEMBERS

Lill Mood (Lexington County) John V. Furgess, Sr. (Richland County Legislative Delegation)

1. CALL TO ORDER AND DETERMINATION OF QUORUM
2. ADOPTION OF AGENDA PAGE(S) 1
3. MIDLANDS TRANSIT RIDERS' ASSOCIATION UPDATE (Charles Gossett/Walter Durst)
4. ADOPTION OF MINUTES FROM September 14, 2022 PAGE(S) 2-5
5. DISCUSSION AND ACTION ITEMS
 - A. Passenger Amenities Program Update (Todd Warren - Davis & Floyd) PAGE(S) 6-11
 - B. Transit Operations Report September 2022, October 2022 (Lenny Cooksey) PAGE(S) 12-69
 - C. Ridership Analysis - August 2022, September 2022 (Eric Harris) PAGE(S) 70-75
 - D. Lucius and River SuperStop (LeRoy DesChamps/Eric Harris) verbal
 - E. Improved Soda Cap Update (Pamela Bynoe-Reed/Eric Harris) verbal
 - F. COVID-19 Update and other impacts (Cooksey/DesChamps/Bynoe-Reed) verbal
6. ADJOURN

All items on this agenda are subject to action being taken by the Committee. Agenda order is subject to change.

GENERAL INFORMATION ABOUT BOARD COMMITTEE MEETINGS: The COMET will make all reasonable accommodations for persons with disabilities to participate in this meeting. Upon request to the Public Information Specialist and Clerk of the Board, The COMET will provide agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Requests should be sent to The COMET by mail at 3613 Lucius Road, Columbia, SC 29201, by fax at (803) 255-7113, or by e-mail to info@catchthecomet.org. For language assistance, interpreter services, please contact (803) 255-7133, 711 through the Relay Service. Para información en Español, por favor llame al (803) 255-7133.

Take The COMET to the Meeting! Route 6 and DART serve the facility. Visit www.catchthecometsc.gov or call (803) 255-7100 for more details.

The COMET Service Committee Meeting minutes are prepared and presented in summary form. Audio recordings of the meetings are on file at The COMET and are part of the approved minutes. If you would like to hear the recording from the meeting, please contact Juliet Sowell at jsowell@thecometsc.gov.

*Per SC Code of Laws, Title 30, Chapter 4, Section 30-4-80 - All public bodies shall notify persons or organizations, local news media, or such other news media as may request notification of the times, dates, places, and agenda of all public meetings, whether scheduled, rescheduled, or called, and the efforts made to comply with this requirement must be noted in the minutes of the meetings. **The COMET complied with the notification of this meeting on September 7, 2022.***

Central Midlands Regional Transit Authority
SERVICE COMMITTEE MEETING
Wednesday, September 14, 2022 - 12:00 P.M.
3613 Lucius Road, Columbia, SC 29201
Conference Room A (Large) - 2nd Floor

Members Present:

Will Brennan*
Lill Mood, Chair
Carolyn Gleaton*
Alison Terracio (12:05pm)

Members Absent:

Al Koon**
John V. Furgess, Sr.*
Tina Herbert*
Skip Jenkins**
Geraldine Robinson**

Advisory Members Present:

* Via Phone
** Advisory member

Guests Present:

Lenny Cooksey, RATP Dev
Clarissa Coney, RATP Dev
Zane McGee, Davis & Floyd*
Olga Graziano, RATP Dev
Steve Sherrer, RATP Dev
Robert Smith, RATP Dev
Alicia Peterson, RATP Dev
Tiffany Turner, RATP Dev
Dennis Franklin, Transport Care Services
Walter Durst, Midlands Transit Riders
Katherine Carson, Lexington County
Eric Harris, Planning & Development

The COMET Staff Present:

Rosalyn Andrews, Director of Finance/CFO
Jeremy Berry, IT Manager
Jackie Bowers, Director of Operations
Pamela Bynoe-Reed, Director of Marketing & Community Affairs/Public Information Officer
LeRoy DesChamps, Chief Operating Officer
Blake Gibbons, Transit Services Intern
Juliet Sowell, Public Information Specialist/Clerk of the Board

1. CALL TO ORDER AND DETERMINATION OF QUORUM

Madam Chair Mood called the meeting to order at 11:58 p.m. A quorum was present at the opening of the meeting.

2. ADOPTION OF AGENDA

Pages 1-2

Motion:

A motion was made by Ms. Gleaton and seconded by Madam Chair Mood to adopt the agenda.

Approved: Brennan, Gleaton, Mood

Motion passed.

3. MIDLANDS TRANSIT RIDERS' ASSOCIATION (Walter Durst) verbal

Mr. Durst spoke on late buses specifically Bus #801, as their schedule is not consistent running hour to hour. He continued about a WLTX story regarding bus changes that caused a stir in the community. Durst referred to the last Board meeting that the Lucius Road Super Stop will have 16 bus bays when the typical Super Stop would only have 2-4 buses. He questioned why some connections are made on Assembly rather than the Transit Center.

4. ADOPTION OF MINUTES FROM August 10, 2022

Pages 3-5

Motion:

A motion was made by Ms. Gleaton and seconded by Madam Chair Mood to adopt the August 10, 2022 minutes.

Approved: Brennan, Gleaton, Mood, Terracio

Motion Passed.

5. OLD BUSINESS

A. Fare Free Rides Proposal

Motion:

A motion was made by Mr. Brennan to recommend to the Board to *NOT* initiate a Fare Free Rides proposal at this time, motion was seconded by Madam Chair Mood.

Approved: Brennan, Gleaton, Mood, Terracio

Motion Passed.

6. DISCUSSION AND ACTION ITEMS

A. Passenger Amenities Program Update (Zane McGhee)

Pages 6-8

Mr. McGhee reported that a bench was installed at Stop 1407. Mr. McGhee said he received a list of existing stop locations with the intent of adding benches and shelters and will also work on the design of those installations. Mr. McGhee went on to explain the pending items requiring a 3-party agreement between COMET, Dixie Pipeline, and SCDJJ requiring a signature from The COMET and SCDJJ. Mr. McGhee is awaiting signatures from SCDJJ and The COMET. Eric Harris will follow up on the matter of obtaining attention from The COMET on this matter.

B. Transit Operations Report (Lenny Cooksey/Robert Smith)

Pages 9-41

Mr. Cooksey said there was an increase in customer and safety complaints. He said 56% of the complaints “captured” were not valid. They continue to meet their goal. Mr. Cooksey said they continue to look into and address concerns. Mr. Cooksey directs the attention to his slide presentation demonstrating a system that can allow operators to notify the base in real time of a stop needs clean-up. Kevin Bundrick in maintenance and Thelma Walker were named Employees of the Month. All Preventive Maintenance (PM) were completed 100%. On Time Performance continues to be a work in progress. Mr. Cooksey said he will be prepared to speak on the 801 and its routes, schedules, and service changes. Ms. Bowers clarified that Route 101, 83, 84, and Harbison/Broad River Road area are the busiest routes and adjustments must be made during peak hours which will be reflected on the public schedule. Mr. Cooksey said DART overall cancellations decreased at 42% and the OTP is above the target of 90%. Mr. Cooksey also said they are currently installing a system called Drive Cam which is an upgrade from Smart Drive which will help with safety issues.

C. Ridership Analysis -June 2022 (Eric Harris) Verbal

Pages 42-45

Mr. Harris said that next month’s report will show a deeper analysis for June, July, and August. For the month of June in comparison to last year, Ridership is up 9,000 boardings which showed ridership is increasing in the right direction. Every route, including Saturday and Sunday, increased in ridership. Mr. Harris will better assess the August report and figure out ways to better serve, and address service issues.

D. Lucius and River Super Stop (LeRoy DesChamps/Eric Harris) Verbal

Mr. Harris said that in the Board packet, a copy of the proposed plans will be included showing where the buses and routes will be for the Lucius/River change. Mr. Harris said they are 65% complete with the project overall but only 55% financially complete. They are looking at October as the new completion date due to some engineering issues regarding removing the soil from the site. Mr. Harris continued confirming that they are relocating bus routes from COMET Central because complaints were made from different areas, and he felt it was necessary to mitigate those concerns. Mr. Harris continues to work on creating some greenery for the Lucius Road location after the construction period has concluded with some possible Grant assistance.

G. Improved Soda Cap Update (Harris/Bynoe-Reed) Verbal

Mr. Harris begins by commending COMET intern, Blake Gibbons, on his work with the Soda Cap project that he closely oversees as he restructured routes. Blake directs attention to his Soda Cap route presentation. Ms. Bynoe-Reed presents the proposed vehicle wrap displaying our mascot and destinations of the Soda Cap route. Attention was directed to the Destination Focused Stops on westbound and eastbound routes. Popular landmarks and their routes such as the State Museum, Edventure, The Vista, etc. are highlighted routes for our visiting tourists and the routes will be announced on The COMET buses, trolleys, and Soda Cap.

Motion:

A motion was made by Ms. Gleaton recommending the Board adopt changes in the Soda Cap route and signage, motion was seconded by Madam Chair Mood.

Approved: Gleaton, Mood

Motion passed.

6. SPECIAL COVID-19 SUB-COMMITTEE UPDATE

a. Update -The COMET Operations relating to COVID-19 (Lenny Cooksey/LeRoy DesChamps)

No UPDATES

b. Update - Vaccination Program and Impacts to Public Transit (Pamela Bynoe-Reed)

NO UPDATES

7. ADJOURN

Motion:

A motion to adjourn was made by Madam Chair Mood and seconded by Ms. Gleaton.

Approve: Aye (Voice vote, 1:06pm)

Motion passed.

The meeting adjourned at 1:06 P.M.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this _____, 2022.

Prepared by:

Juliet Sowell
Clerk of the Board

Approved by:

Christopher Lawson, Secretary

October 4, 2022

Derrick Huggins
Interim Executive Director
The COMET
3613 Lucius Rd
Columbia, SC 29201

Re: Bus Stop Shelter and Bench Permitting - Summary of Work
D&F Job Number: 13827.00

Dear Mr. Huggins:

WORK COMPLETED THIS PERIOD:

- Site Designs, Status Reports, Effort Review, and Project Management
- Coordination with SCDOT regarding outstanding permits.
- Coordination with UofSC regarding future need for shelter installations.
- Bi-Weekly Meeting with Eric Harris/Blake Gibbons to discuss new work requests and review pending questions needing COMET input

WORK IN PROGRESS:

- Contacting property owners where easements would need to be granted for shelter/bench installations.

UNRESOLVED ISSUES:

- None

PENDING ITEMS REQUIRING CLIENT ACTION:

- Stop #1654, Approval and signature for encroachment agreement with Dixie Pipeline.

Very truly yours,

DAVIS & FLOYD



Todd J. Warren, PE
Vice President

COMET Shelter and Bench Permitting Status October 2022

Completed Sites

Shelters

None for this period

Benches

None for this period

Boarding and Alighting

None for this period

Approved Sites

Shelters

Stop #1654 Broad Shivers NB (Awaiting signed agreement between COMET and Dixie Pipeline)

Benches

Stop #1650 Hardscrabble Bush NB (Awaiting sidewalk completion of Hardscrabble Widening)

Boarding and Alighting

None for this period

Sites Currently Under Permit Review

Shelters

Stop #43 Pendleton Barnwell EB – City of Columbia (City requesting neighborhood feedback)

Benches

Stop #223 Read Oak EB – City of Columbia (City requesting neighborhood feedback)

Boarding and Alighting

None for this period

Sites in Design

Shelters

Stop #788 Decker Boulevard and Wedgefield Road

Stop #1192 Medical Park @ Prisma Health

Stop #1037 Forest Trenholm WB

Stop #1231 Sumter Gervais SB

Benches

Stop #225 Harbison Boulevard and Parkridge Drive

Stop #99 Park Abbeville SB

Stop #1378 W Hospital Sunset NB

Stop #676 Park Elmwood NB

Stop #1134 Broad Zimalcrest SB

Stop #325 Broad Rushmore NB

Stop #331 Broad Shivers SB

Stop #653 Main Colleton SB

Stop #683 Main Prescott NB

Stop #1655 Broad Beatty NB

Stop #21 Harden Rosewood NB

Stop #22 Rosewood Howard EB

Stop #45 Rosewood Kilbourne WB

Stop #319 Broad Heritage SB

Stop #1134 Broad Zimalcrest SB

Stop #335 Gervais Oak EB

Stop #1041 Forest Shandon Baptist EB

Stop #1233 Sumter College SB

Stop #838 Main Elmore NB

Stop #1035 Forest Trenholm EB

*Stop #269 Gavilan Campanella

November 1, 2022

LeRoy DesChamps
Chief Operating Officer
The COMET
3613 Lucius Rd
Columbia, SC 29201

Re: Bus Stop Shelter and Bench Permitting - Summary of Work
D&F Job Number: 13827.00

Dear Mr. DesChamps:

WORK COMPLETED THIS PERIOD:

- Site Designs, Status Reports, Effort Review, and Project Management
- Contacting property owners via letter where easements would need to be granted for shelter/bench installations.
- Bi-Weekly Meeting with Jackie Bowers/Eric Harris/Blake Gibbons to discuss new work requests and review pending questions needing COMET input

WORK IN PROGRESS:

- Contacting property owners via phone where easements would need to be granted for shelter/bench installations.
- Coordination with Lexington Medical regarding Stop #1378 easement agreement.
- Coordination with Rush's Property Management regarding Stop #325 easement agreement.

UNRESOLVED ISSUES:

- None

PENDING ITEMS REQUIRING CLIENT ACTION:

- Stop #1654, Approval and signature for encroachment agreement with Dixie Pipeline.

Very truly yours,

DAVIS & FLOYD



Todd J. Warren, PE
Vice President

COMET Shelter and Bench Permitting Status November 2022

Completed Sites

Shelters

None for this period

Benches

None for this period

Boarding and Alighting

None for this period

Approved Sites

Shelters

Stop #1654 Broad Shivers NB (Awaiting signed agreement between COMET and Dixie Pipeline)

Benches

Stop #1650 Hardscrabble Bush NB (Awaiting sidewalk completion of Hardscrabble Widening)

Boarding and Alighting

None for this period

Sites Currently Under Permit Review

Shelters

*Stop #325 Broad Rushmore NB (Rush's is reviewing easement)

Benches

*Stop #1378 W Hospital Sunset NB (Lexington Medical is reviewing easement)

Boarding and Alighting

None for this period

Sites in Design

Shelters

Stop #788 Decker Boulevard and Wedgefield Road

Stop #1192 Medical Park @ Prisma Health

Stop #1037 Forest Trenholm WB

Stop #1231 Sumter Gervais SB

*Stop #43 Pendleton Barnwell EB

Benches

Stop #225 Harbison Boulevard and Parkridge Drive

Stop #99 Park Abbeville SB

Stop #676 Park Elmwood NB

Stop #1134 Broad Zimalcrest SB

Stop #331 Broad Shivers SB

Stop #653 Main Colleton SB

Stop #683 Main Prescott NB

Stop #1655 Broad Beatty NB

Stop #21 Harden Rosewood NB

Stop #22 Rosewood Howard EB

Stop #45 Rosewood Kilbourne WB

Stop #319 Broad Heritage SB

Stop #335 Gervais Oak EB

Stop #1041 Forest Shandon Baptist EB

Stop #1233 Sumter College SB

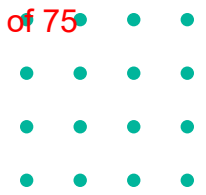
Stop #838 Main Elmore NB

Stop #1035 Forest Trenholm EB

Stop #269 Gavilan Campanella

*Stop #223 Read Oak EB

*Stop #1091 Broad Marley SB



RATP Dev USA Monthly Performance Report

SEPTEMBER 2022

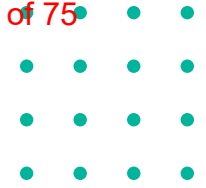




Hot Topics:

1. COVID-19 – Lenny Cooksey
2. Customer Service – Alicia Peterson
3. Maintenance – Ron Sweeney
4. Operations – Tiffany Turner
5. Safety and Training – Darren Goodwin
6. Human Resources – Courtney Coney
7. Performance Indicators - Lenny Cooksey





Covid- 19

RATPDEV /TCS COVID-19 CASES/QUARANTINED

As of 10-5-2022

0



Face masks required.



TSA requires proper wearing of face masks per federal law. Face masks are to be worn at all times. Failure to comply will result in denial of entry to the screening area, and may result in penalties.



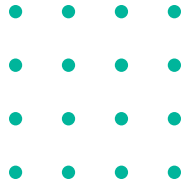
The Health Star System
https://www.tsa.gov

Bus Cleaning	Totals
Detailed	325



LIMITED SHARING





Customer Service





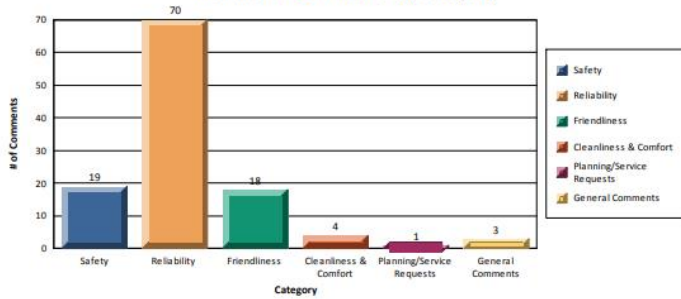
Customer Service

CUSTOMER COMMENTS

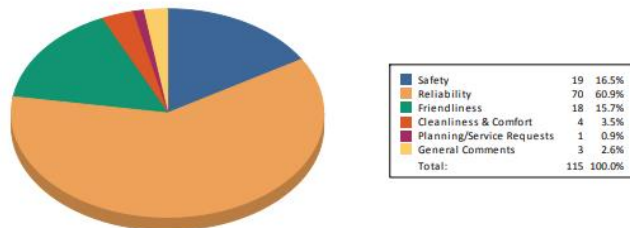
For the Period: 9/1/2022 to 9/30/2022



Number of Comments by Category



Percentage by Category



For the month of September 2022, RATP Dev had a total of 106 customer complaints comparing to 62 of August 2022, that is a 72.58% increase from the previous month. The Safety category was increased to 16.5% from 14.7% and the Reliability category increased to 60.9% from 45.6% of the previous month.

The complaint rate 6.40% (complaints per 10,000 riders) for the month of September is above our target goal of 4.00 to 6.00 complaints per 10,000 customers.

RATP Dev has been continuously addressing the customer complaint issues in different training programs, personal counseling/coaching, and other management actions.





Inclement Weather



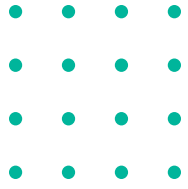
- State of Emergency declared on 9-28-2022
- U of SC vs SC State 09-29-2022
- U of SC reduced service schedule 09-30-2022
- Fixed Route Service suspended 9-30-2022 (8PM)
- Higher number of paratransit cancellation 9-29/10-1





Employees of the Month Tonya Robinson/ Lakeisha Brazzle



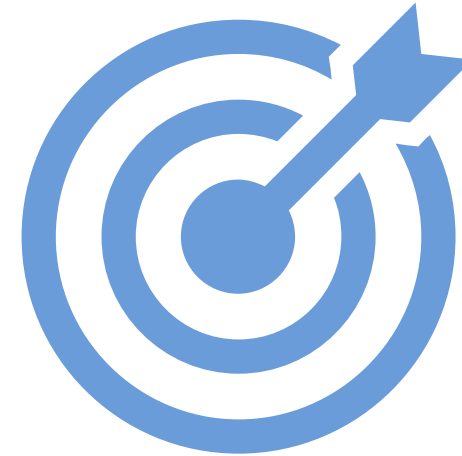
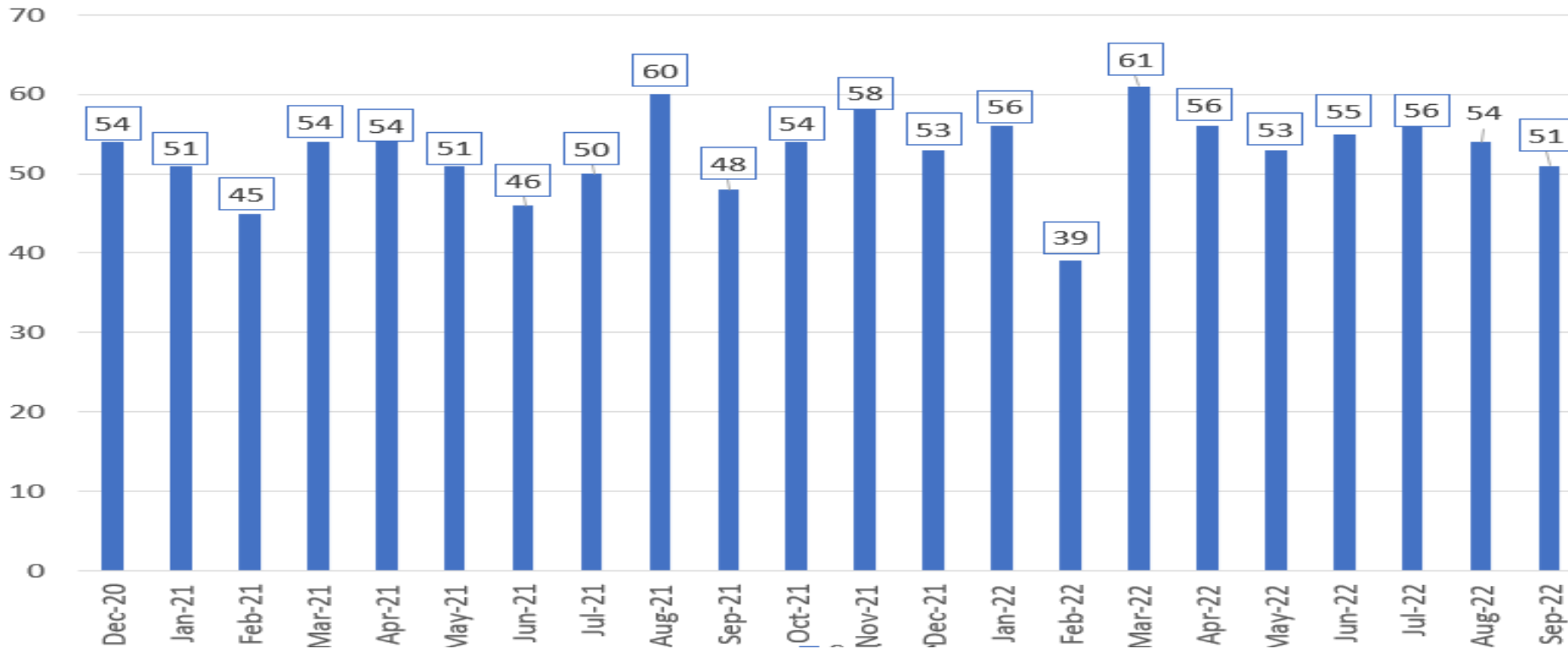


Maintenance





Preventive Maintenance

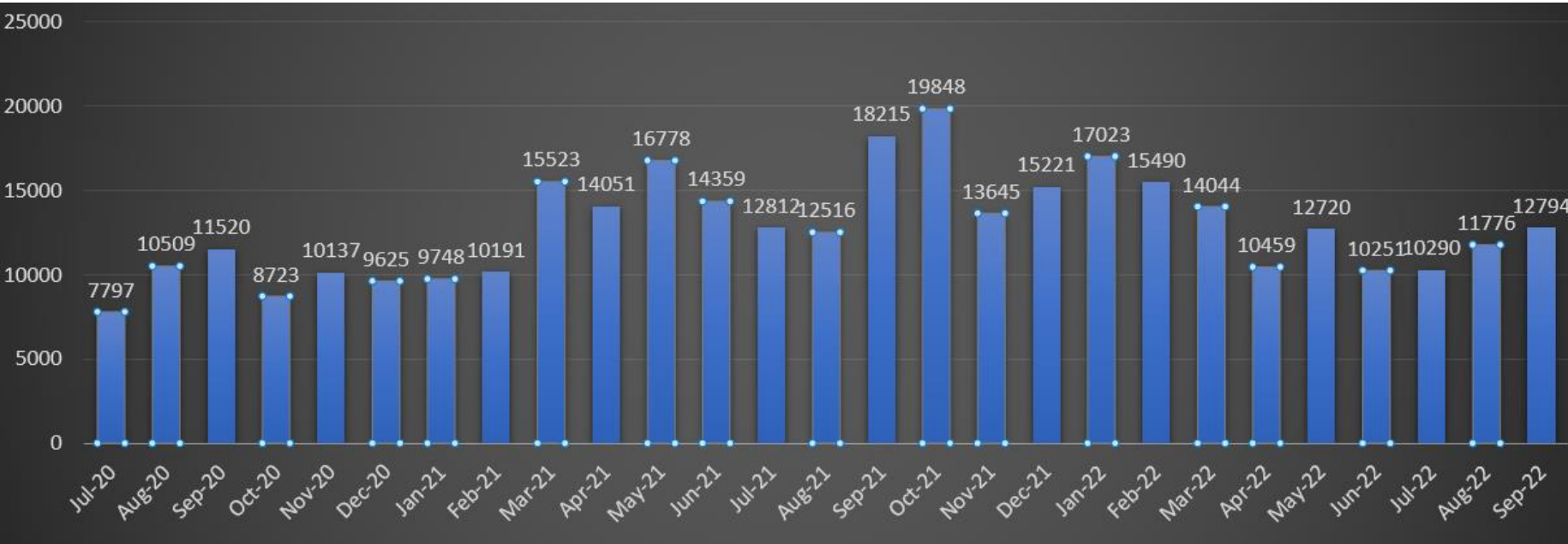


Scheduled PMIs = 51
Completed PMIs = 51
100% On-Time
PMI'S ARE TRIGGERED BY ACCUMULATED
MILEAGE
AMOUNT VARIES BY MONTH





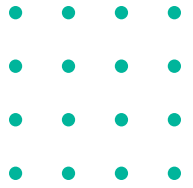
PM Results



Vehicle Preventative Maintenance Interval Statistics

Total Miles Between Road Calls = **12794**
 Target Miles Between Road Calls = 12,000



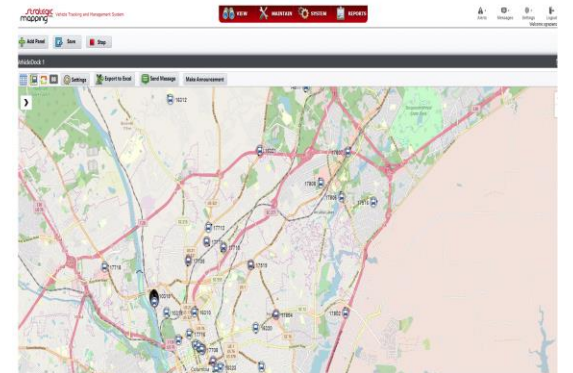


On Time Performance (OTP)





OTP for Fixed Route / DART / Flex



On-time performance is a leading indicator of service reliability and is inscribed as an essential [service standard](#). On-time performance measures the percentage of actual arrival times that are between (<1) minutes early and five (<5) minutes late at designated points along transit routes. The metric is reported by the COMET's AVL system for Fixed Route (Strategic Mapping) and DART Paratransit (Trapeze).

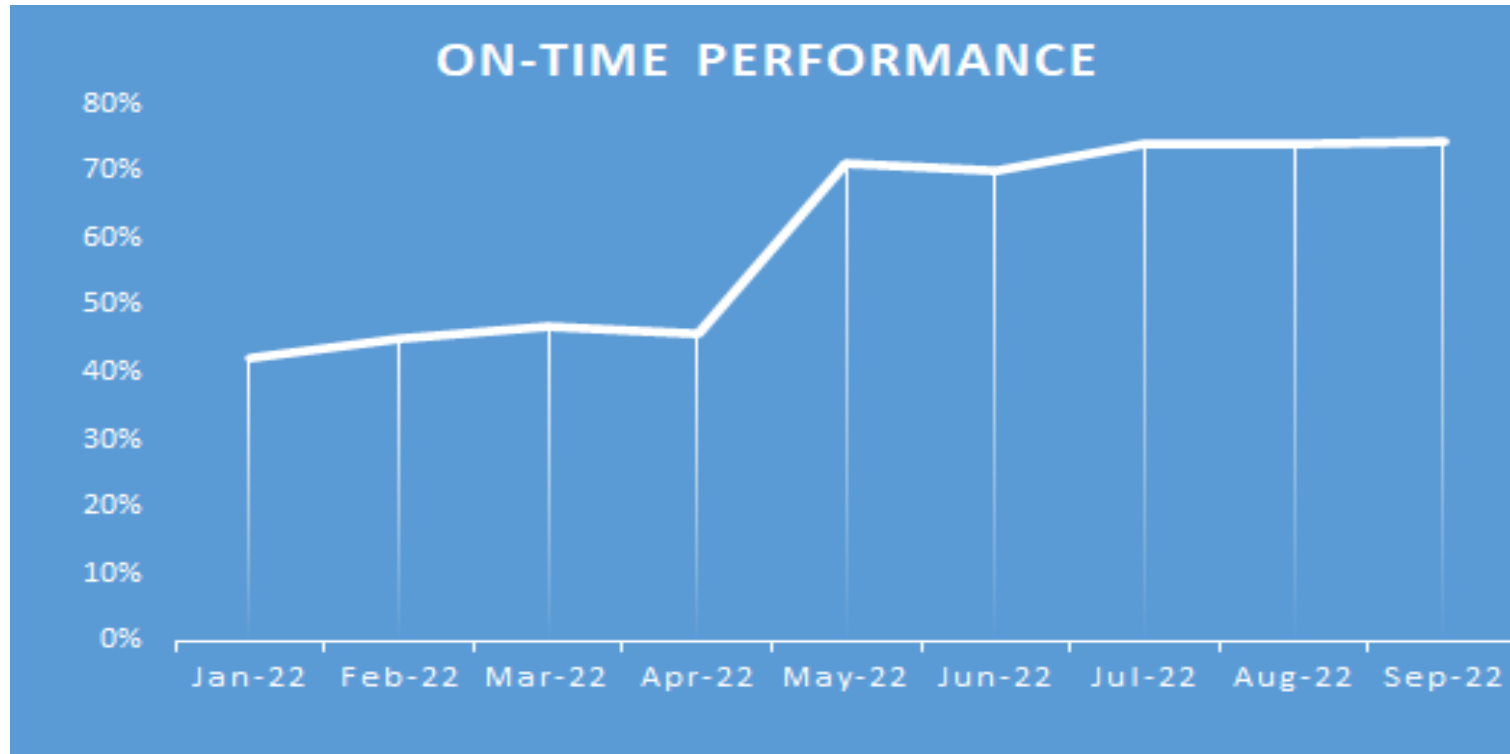
- Fixed Route OTP for September 2022: **75.48%**
- Fixed Route OTP increased by 1.47% compared to August at **74.01%**
- DART/Paratransit OTP for September 2022: **91.62%**
- DART/Paratransit OTP decreased **0.61%** compared to August at **92.23%**

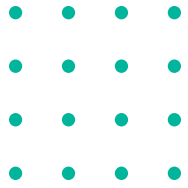
Clever Devices has been replaced with the new AVL system, Strategic Mapping. We are currently in phase one of three-part implementation to improve depiction of the system OTP.





On Time Performance





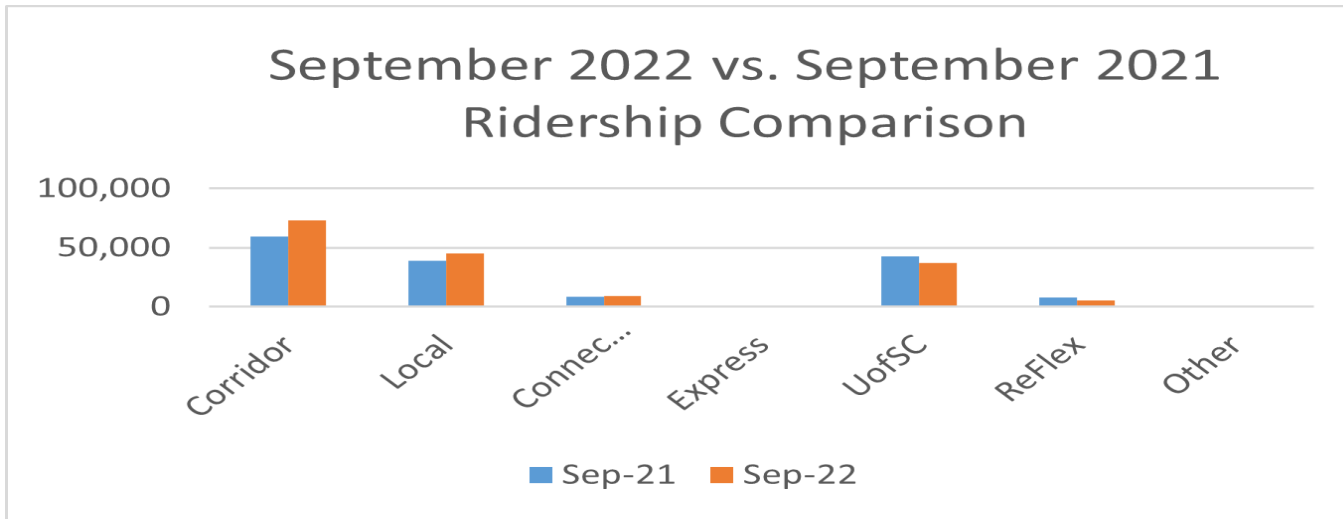
Ridership Summary





All Aboard

- **170,842 total ridership for September 2022**
- 158,796 total ridership for September 2021
- Ridership has increased by 7.30% compared to September 2021

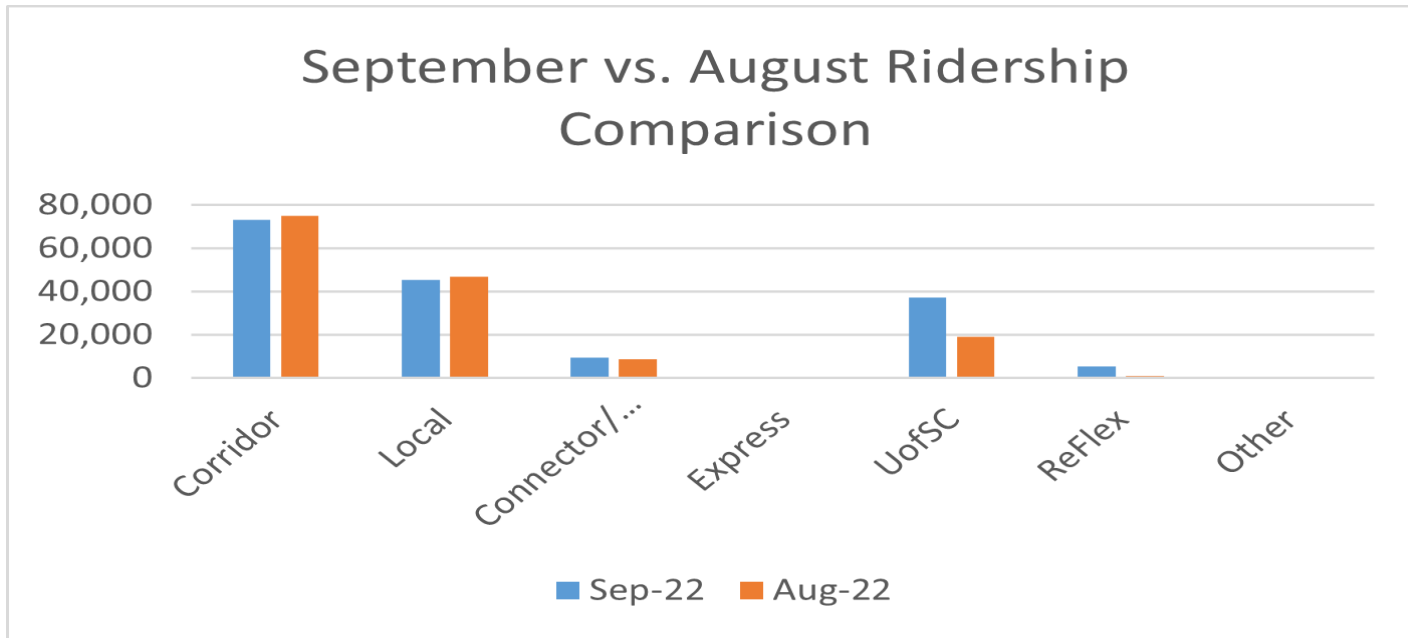




Previous Month Comparison



- **170,842 total ridership for September 2022**
- 151,335 total ridership for August 2022
- Ridership increase 12.11% compared to August 2022





Average Daily Ridership

Average Daily Ridership					
Month	Monthly Ridership		Average Daily Ridership		
	2021	2022	2021	2022	% Change
January	201,634	106,428	28,805	15,204	-47%
February	180,366	112,303	25,767	16,043	-38%
March	197,617	138,952	28,231	19,850	-30%
April	152,549	134,878	21,793	19,268	-12%
May	134,918	121,579	19,274	17,368	-10%
June	112,849	121,607	16,121	17,372	8%
July	111,695	118,533	15,956	16,933	6%
August	137,928	150,627	19,704	21,518	9%
September	158,796	170,842	22,685	24,406	8%
October	138,010	-	19,716	-	-100%
November	101,489	-	14,498	-	-100%
December	112,745	-	16,106	-	-
Year to Date	1,740,596	1,175,749	248,657	167,964	-32%





GAMECOCK RIDERSHIP



UofSC Ridership September vs August				
Route	September 2022 Total	August 2022 Total	Variance	% Change
13 North Loop	1,988	1,040	948	48%
14 Express	3,816	1,478	2338	61%
16 Greek Village	201	100	101	50%
17 Green	1,805	884	921	51%
18 Red	6,719	3,697	3022	45%
19 Blue	5,143	2,051	3092	60%
20 West Campus	16,640	9,520	177	43%
24 Evening 1	262	116	0	56%
25 Evening 2	709	293	0	59%
2001 Gamecock Express	16,249	0	0	100%
	53,532	19,179	34,353	64%

- 53,532 passenger boardings
- Difference of 34,353 passengers compared to August
- Full Service began August 18th





GAMECOCK FOOTBALL SHUTTLE

- September 3, 2022 vs Georgia State W 35-14 (5256)
- September 17, 2022 vs Georgia L 48-7 (4386)
- September 24, 2022 vs Charlotte W 56-20 (6579)
- September 29, 2022, vs SC State W 50-10 (830) Thursday Game



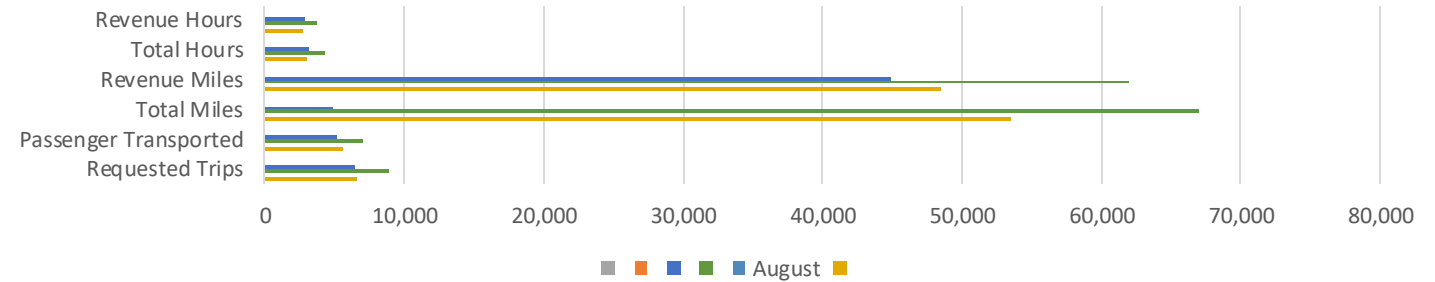


DART Ridership

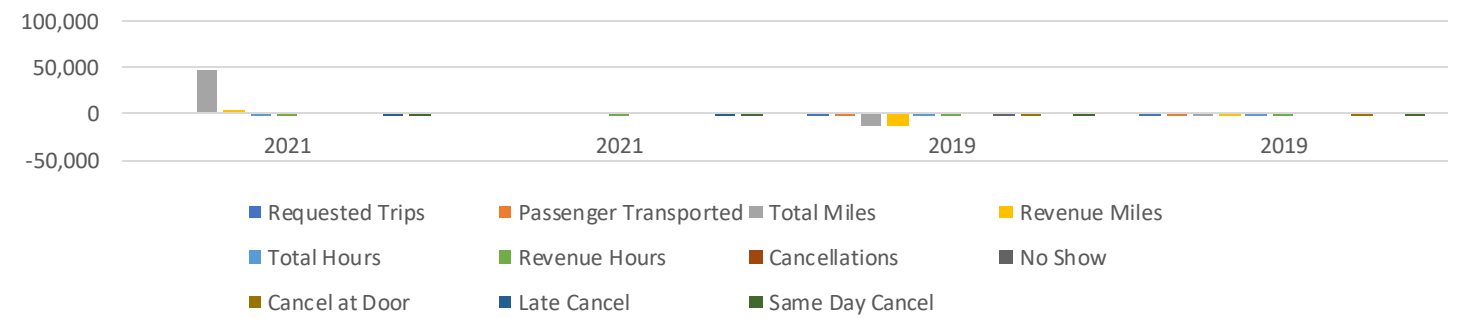


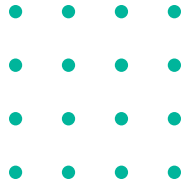
Differences Year over Year				
	2021	2021	2019	2019
Requested Trips	42	0.64%	-2,358.00	-26.43%
Passenger Transported	452	8.84%	-1,405.00	-20.15%
Total Miles	48,638	995.86%	-13,503.00	-20.15%
Revenue Miles	3,596	8.00%	-13,474.00	-21.72%
Total Hours	-70.90	-2.26%	-1,193.80	-28.05%
Revenue Hours	-198.20	-6.79%	-970.40	-26.28%
Cancellations				
No Show	33	32.04%	-2.00	-1.45%
Cancel at Door	29	18.35%	-54.00	-22.41%
Late Cancel	-33	-35.48%	11.00	22.45%
Same Day Cancel	-318	-74.13%	-427.00	-79.37%

2022, 2021, 2019 Trips



Cancellations year over year





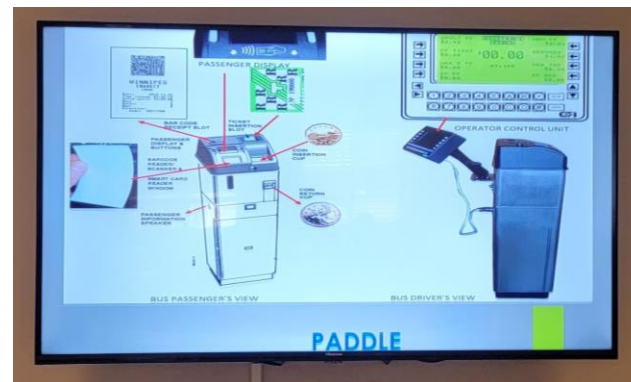
Safety First, Safety Always





Safety First

- Safety First Safety Always
- Safety Meeting – Pedestrian Safety
- Facilities Inspection
- Mandatory Safety Bulletin
 - Mobility Safety and Passenger Securement
- Safety Announcements
 - Bus Securement
- Preventable – 2 (0.67) Per 100,000
- Total Collisions – 7 (2.37) Per 100,000





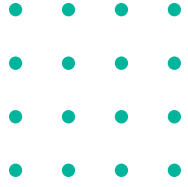
Safety Performance



Vehicle Accidents				
	Fixed	Flex	Dart	Total
Revenue Incidents	7	0	0	7
Deadhead Incidents	0	0	0	0
Per 100,000 Miles	2.37	0	0	2.37
Total Incidents	7	0	0	7

Injuries				
	Fixed	Flex	Dart	Total
Revenue Injuries	0	0	0	0
Deadhead Injuries	0	0	0	0
Per 100,000 Miles	0	0	0	0
Total Injuries	0	0	0	0



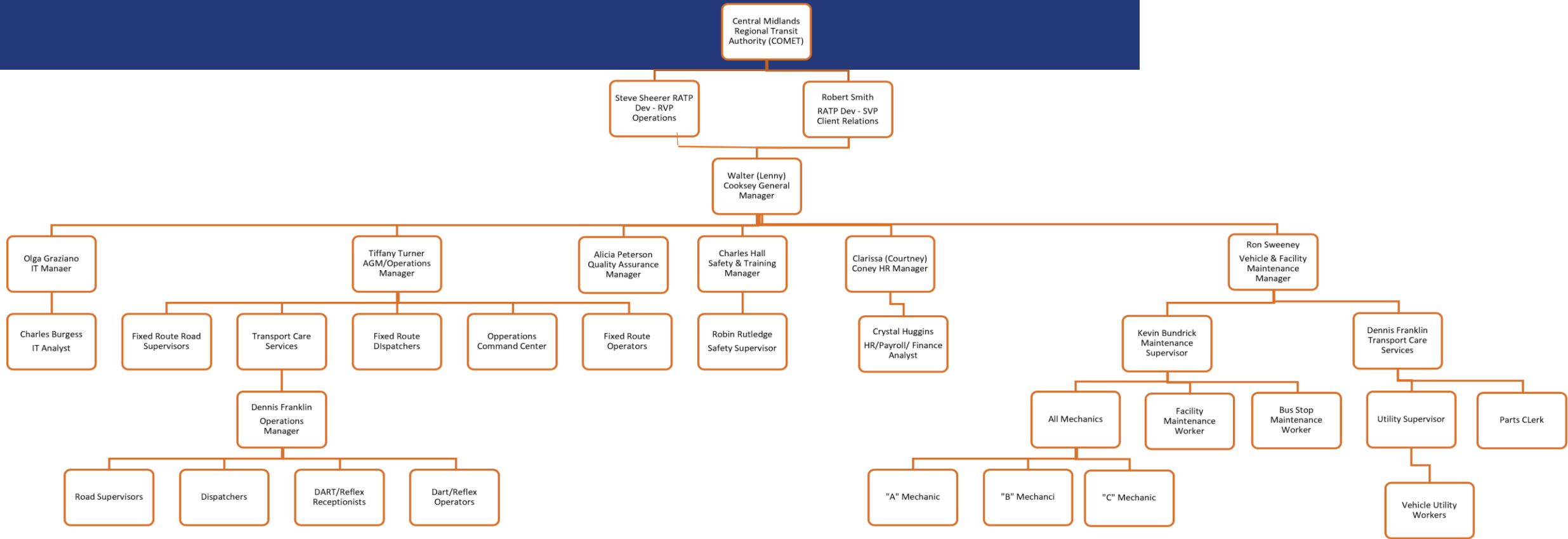


Human Resources





Organizational Chart

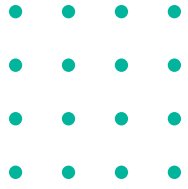




Staffing & Recruitment

Description	Active	Training	Leave	Total
Fix Route Operators	100	7	3	111
U of SC Operator	23	0	1	24
Ops Supervisor (UofSC)	1			1
Dispatcher/supervisor (UofSC)	3			3
Fix Route Operations Supervisor	7			7
Fix Route Dispatcher	3			3
DART/ReFlex Reservationist	2.5			2.5
TCS Total Operators	22	2		24
IT Analyst	1			1
Mechanics	12	0	1	13
Lead mechanic/Maintenance Supervisor	1			1
Utility Worker	8	0		8
Shopkeeper	1			1
Totals	184.50	9	5	199.50





Key Performance Indicator (KPI)





Key Performance Indicator (KPI)

Performance Measure	RATP Dev Contract Goal	RATP Dev April/Actual
On-Time Performance (Fixed Route / Paratransit)	85% / 90%	75.48% / 91.62%
Miles Between Road Calls	12,000	12,794
Customer Complaints (Per 10,000 Customers)	6.0	6.40
Preventable Accidents (Per 10,000 Miles)	2.0	0.06





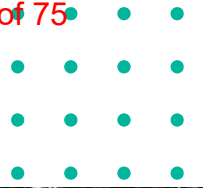
Thank You



RATP Dev USA Monthly Performance Report

**OCTOBER
2022**





Hot Topics:

1. COVID-19 – Lenny Cooksey
2. Customer Service – Alicia Peterson
3. Maintenance – Ron Sweeney
4. Operations – Tiffany Turner
5. Safety and Training – Darren Goodwin
6. Human Resources – Courtney Coney
7. Performance Indicators - Lenny Cooksey





Covid- 19

RATPDEV /TCS COVID-19 CASES/QUARANTINED

As of 11-2-2022

0



Face masks required.

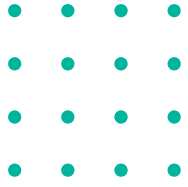


This requires proper wearing of face masks, per Federal law. Face masks are to be worn at all times. Failure to comply will result in denial of entry to the screening area, and may result in penalties.



Bus Cleaning	Totals
Detailed	325





Customer Service



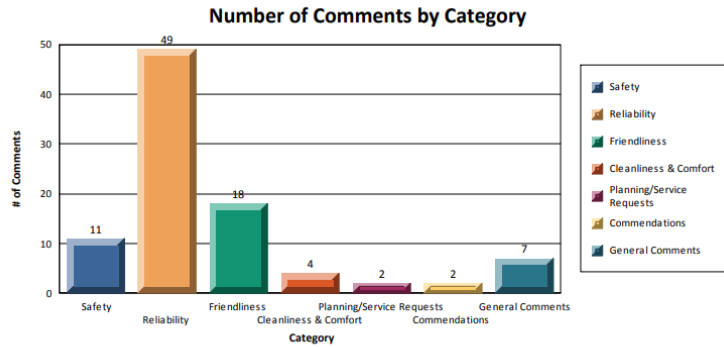


Customer Service

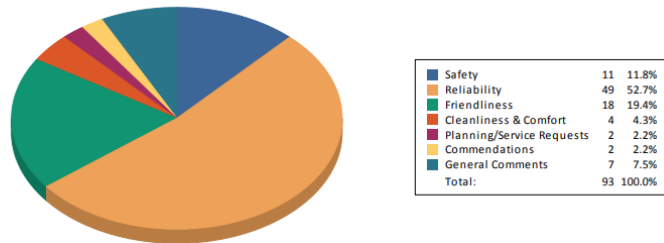
CUSTOMER COMMENTS



For the Period: 10/1/2022 to 10/31/2022



Percentage by Category



For the month of October 2022, RATP Dev had a total of 95 customer complaints comparing to 106 of September 2022, that is a 10.38% decrease from the previous month. The Safety category was decreased to 11.8% from 16.5% and the Reliability category decreased to 52.7% from 60.9% of the previous month.

The complaint rate 5.29% (complaints per 10,000 riders) for the month of October is within our target goal of 4.00 to 6.00 complaints per 10,000 customers.

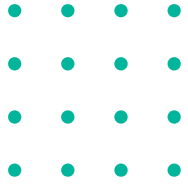
RATP Dev has been continuously addressing the customer complaint issues in different training programs, personal counseling/coaching, and other management actions.





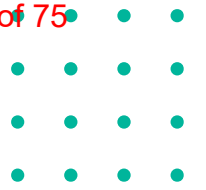
Employees of the Month Tonya Robinson/ Lakeisha Brazzle



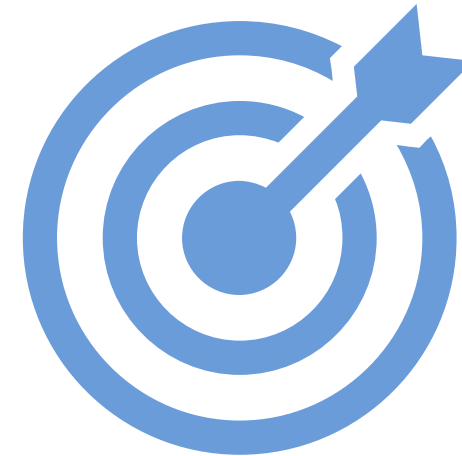
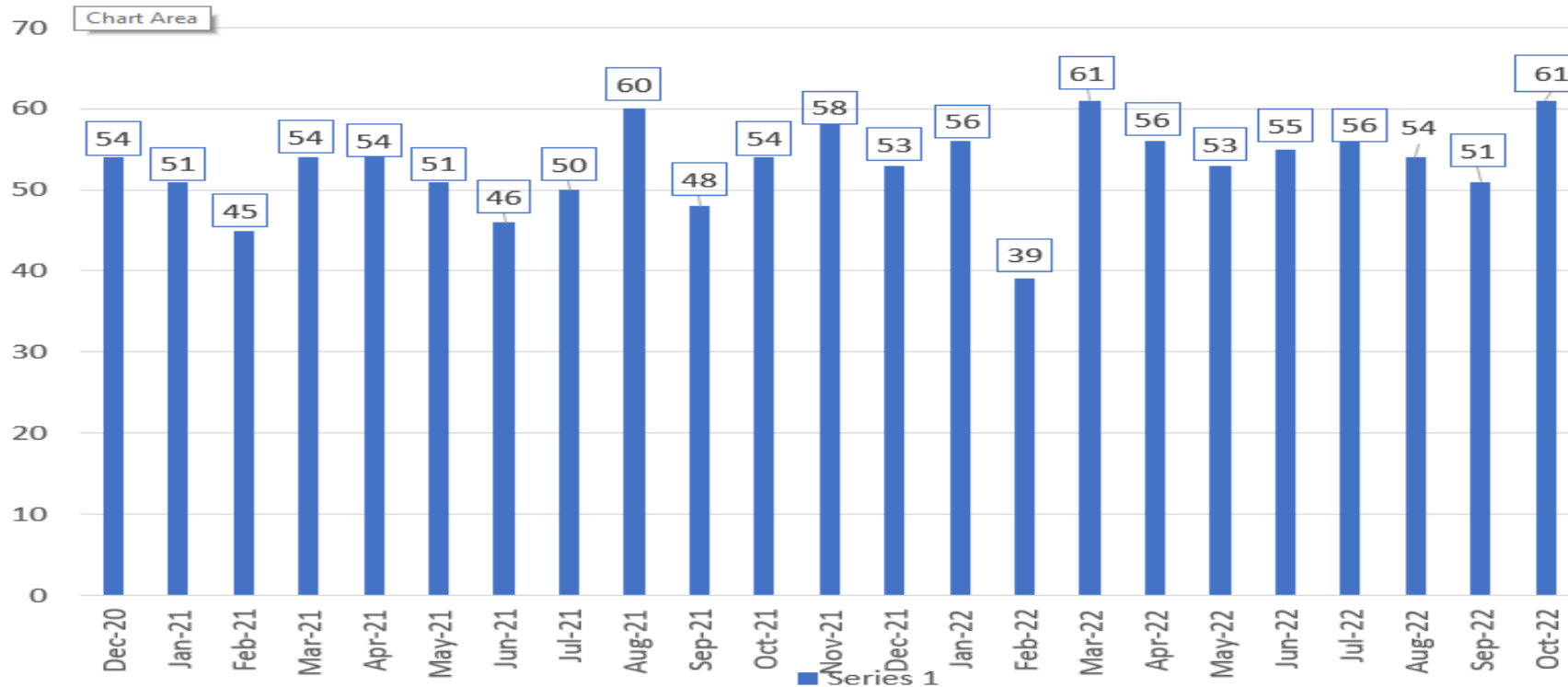


Maintenance





Preventive Maintenance



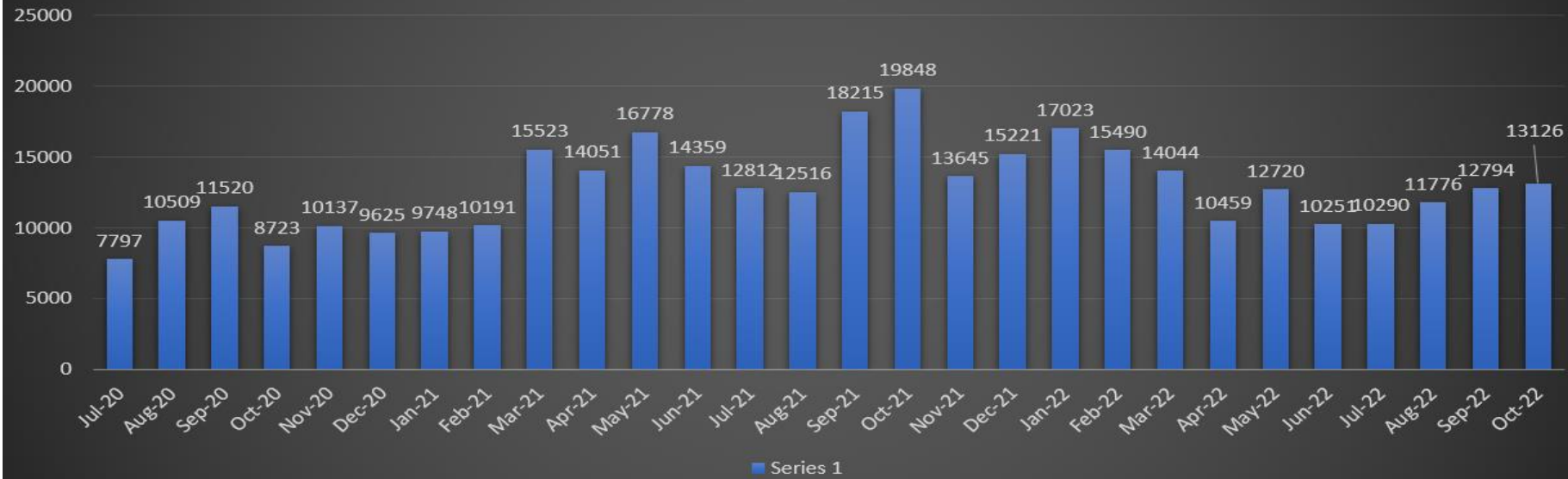
Scheduled PMIs = 61
Completed PMIs = 61
100% On-Time
PMI'S ARE TRIGGERED BY ACCUMULATED
MILEAGE
AMOUNT VARIES BY MONTH





PM Results

Series 1



Total Miles Between Road Calls = **13126**
 Target Miles Between Road Calls = 12,000

Vehicle Preventative Maintenance
Interval Statistics



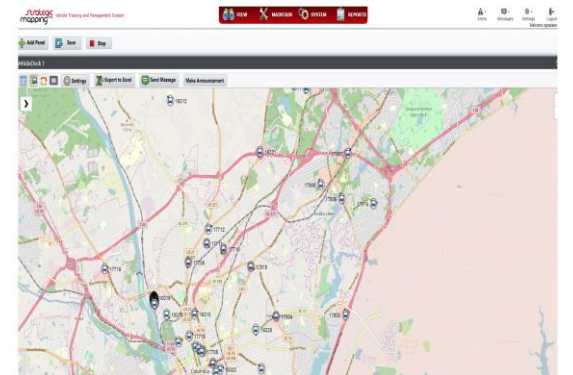


On Time Performance (OTP)





OTP for Fixed Route / DART / Flex



On-time performance is a leading indicator of service reliability and is inscribed as an essential [service standard](#). On-time performance measures the percentage of actual arrival times that are between (<1) minutes early and five (<5) minutes late at designated points along transit routes. The metric is reported by the COMET's AVL system for Fixed Route (Strategic Mapping) and DART Paratransit (Trapeze).

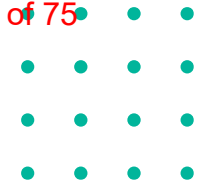
- Fixed Route OTP for October 2022: **74.17%**
- Fixed Route OTP decreased by 1.31% compared to September at **75.48%**
- DART/Paratransit OTP for October 2022: **77.86%**
- DART/Paratransit OTP decreased 15.01% compared to September at **91.62%**

Clever Devices has been replaced with the new AVL system, Strategic Mapping. We are currently in phase one of three-part implementation to improve depiction of the system OTP.

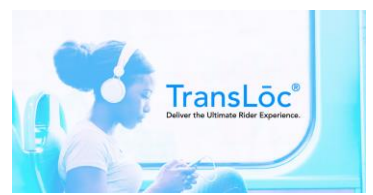
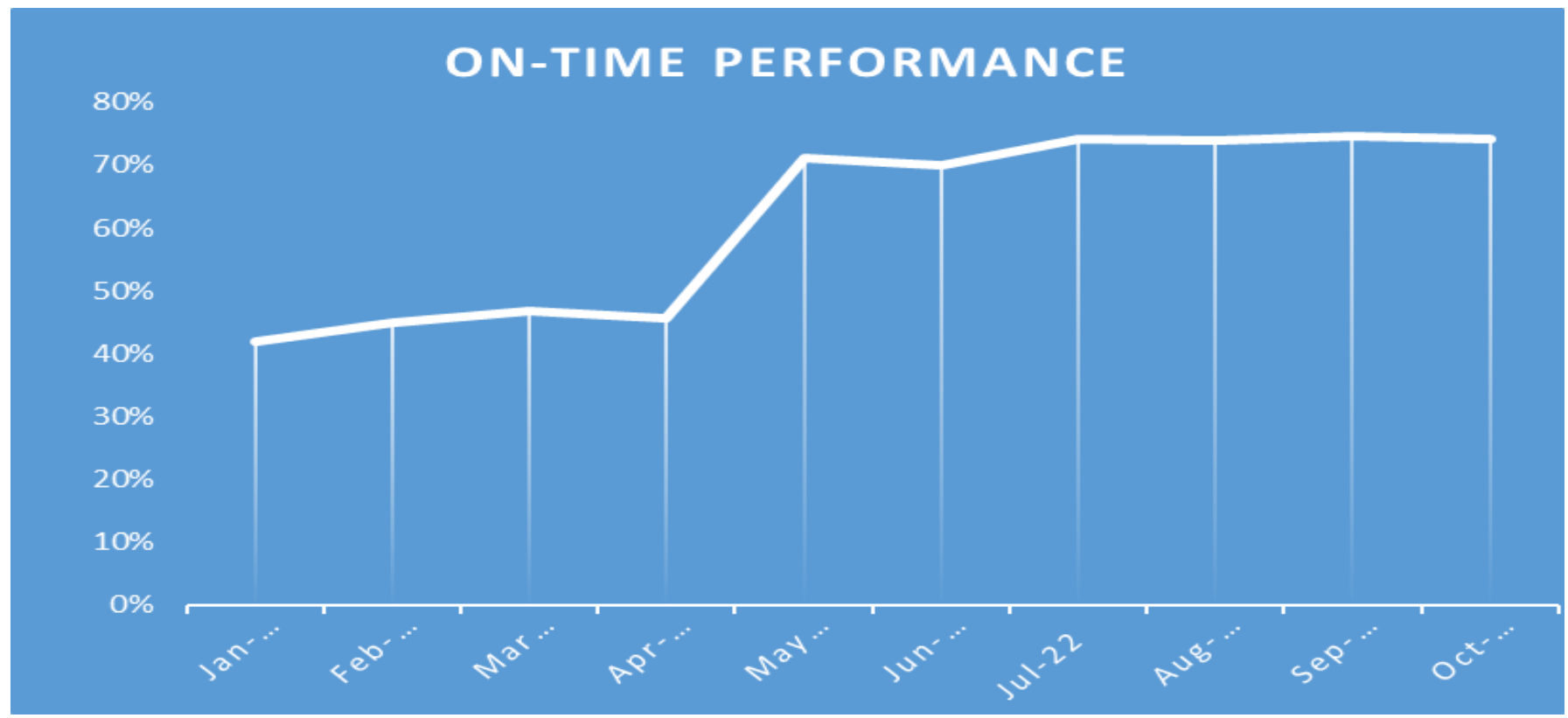


LIMITED SHARING



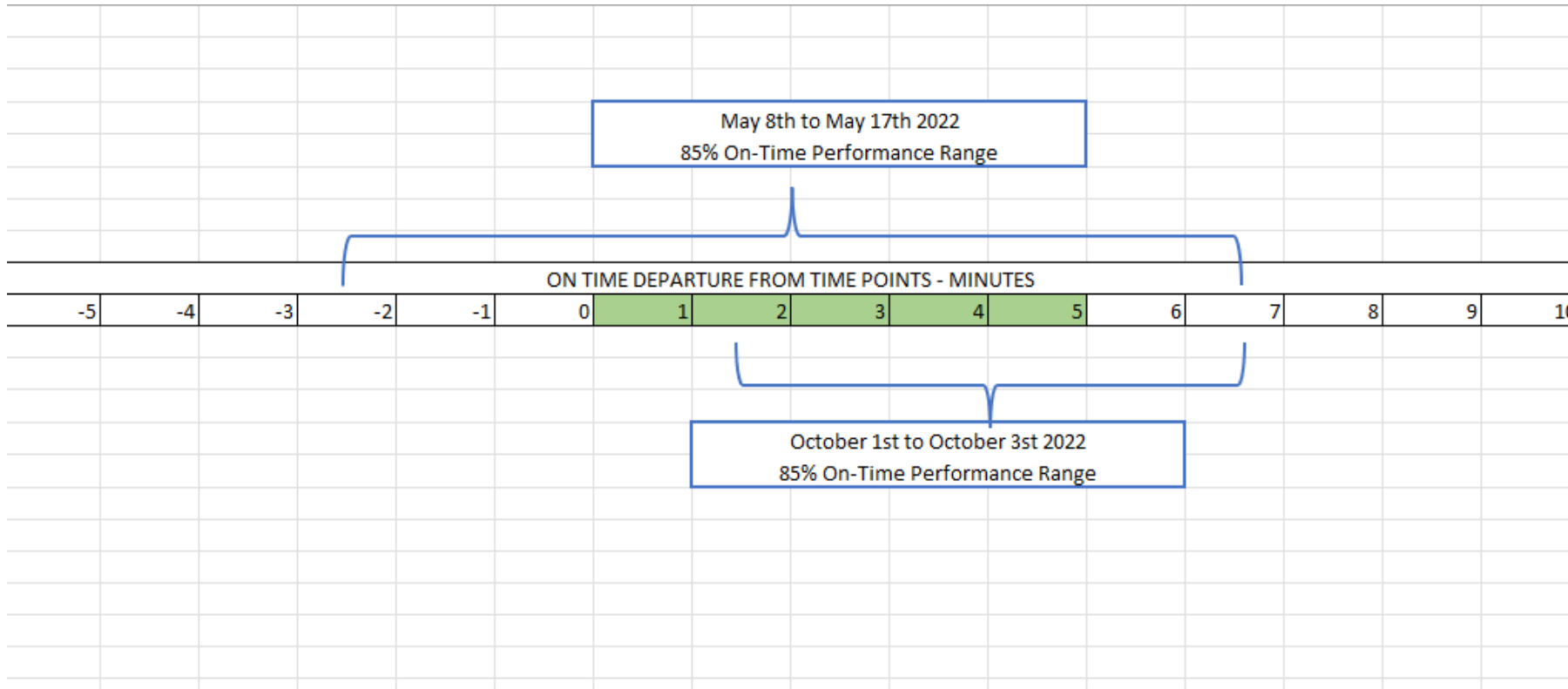


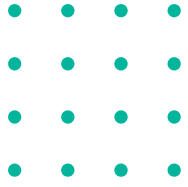
On Time Performance





On Time Performance





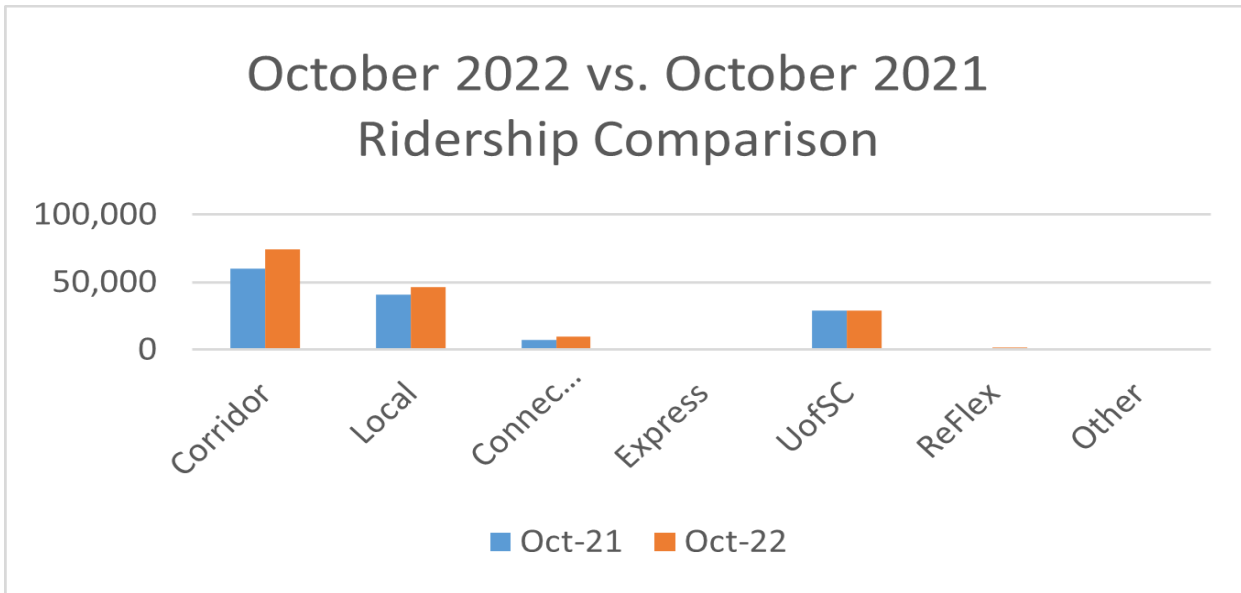
Ridership Summary





All Aboard

- **155,044 total ridership for October 2022**
- 138,010 total ridership for October 2021
- Ridership has increased by 11.63% compared to October 2021

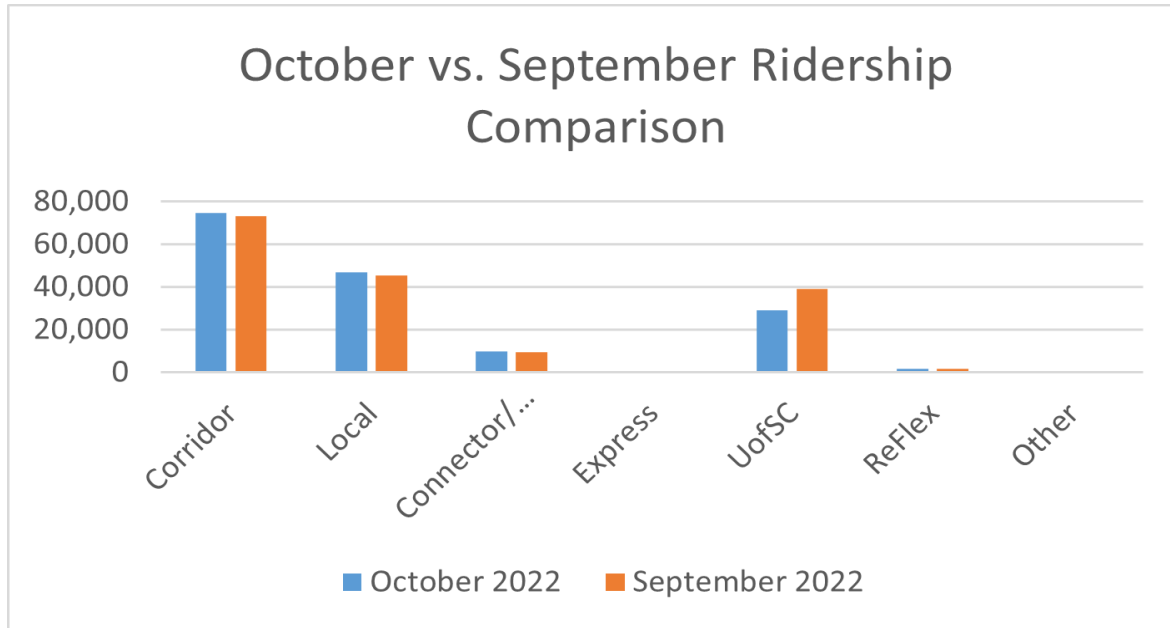




Previous Month Comparison



- **155,044 total ridership for October 2022**
- 170,842 total ridership for September 2022
- Ridership decrease of 9.70% compared to September 2022





Average Daily Ridership

Average Daily Ridership					
Month	Monthly Ridership		Average Daily Ridership		
	2021	2022	2021	2022	% Change
January	201,634	106,428	28,805	15,204	-47%
February	180,366	112,303	25,767	16,043	-38%
March	197,617	138,952	28,231	19,850	-30%
April	152,549	134,878	21,793	19,268	-12%
May	134,918	121,579	19,274	17,368	-10%
June	112,849	121,607	16,121	17,372	8%
July	111,695	118,533	15,956	16,933	6%
August	137,928	150,627	19,704	21,518	9%
September	158,796	170,842	22,685	24,406	8%
October	138,010	155,044	19,716	22,149	12%
November	101,489	-	14,498	-	-100%
December	112,745	-	16,106	-	-
Year to Date	1,740,596	1,330,793	248,657	190,113	-24%





GAMECOCK RIDERSHIP



UofSC Ridership October vs September				
Route	October 2022 Total	September 2022 Total	Variance	% Change
13 North Loop	1,737	1,040	697	40%
14 Express	3,148	1,478	1670	53%
15 Yellow	0	0	0	0%
16 Greek Village	109	100	9	8%
17 Green	1,278	884	394	31%
18 Red	5,768	3,697	2071	36%
19 Blue	4,660	2,051	2609	56%
20 West Campus	11,213	17,506	6293	-56%
24 Evening 1	146	262	0	-79%
25 Evening 2	843	709	0	16%
2001 Gamecock Express	66	41	0	0%
	28,968	27,768	1,200	4%

- 28,968 passenger boardings
- Difference of 1,200 passengers compared to September
- Full Service began August 18th





GAMECOCK FOOTBALL SHUTTLE

- September 3, 2022 vs Georgia State W 35-14 (5256)
- September 17, 2022 vs Georgia L 48-7 (4386)
- September 24, 2022 vs Charlotte W 56-20 (6579)
- September 29, 2022, vs SC State W 50-10 (830) Thursday Game
- October 22, 2022, vs. Texas A&M W 30-24 (4605)
- October 29, 2022, vs. Missouri L 23-10 (4675)



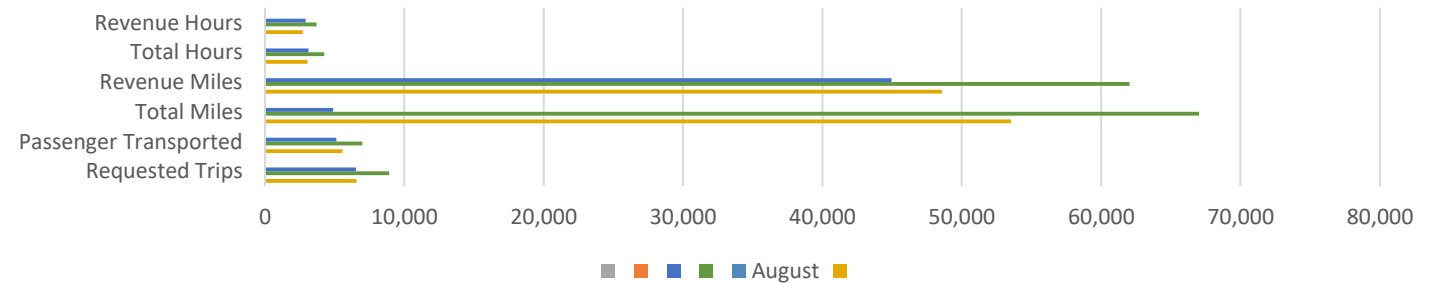


DART Ridership



Differences Year over Year				
	2021	2021	2019	2019
Requested Trips	42	0.64%	-2,358.00	-26.43%
Passenger Transported	452	8.84%	-1,405.00	-20.15%
Total Miles	48,638	995.86%	-13,503.00	-20.15%
Revenue Miles	3,596	8.00%	-13,474.00	-21.72%
Total Hours	-70.90	-2.26%	-1,193.80	-28.05%
Revenue Hours	-198.20	-6.79%	-970.40	-26.28%
Cancellations				
No Show	33	32.04%	-2.00	-1.45%
Cancel at Door	29	18.35%	-54.00	-22.41%
Late Cancel	-33	-35.48%	11.00	22.45%
Same Day Cancel	-318	-74.13%	-427.00	-79.37%

2022, 2021, 2019 Trips

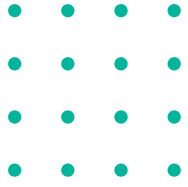


Cancellations year over year



- Requested Trips
- Passenger Transported
- Total Miles
- Revenue Miles
- Total Hours
- Revenue Hours
- Cancellations
- No Show
- Cancel at Door
- Late Cancel
- Same Day Cancel





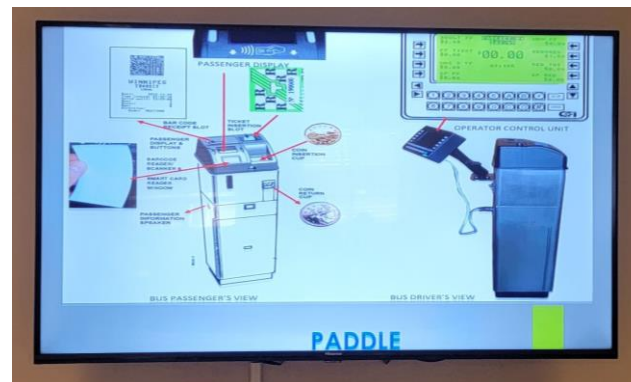
Safety First, Safety Always





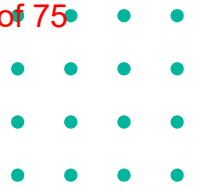
Safety First

- Safety First Safety Always
- Safety Meeting – Pedestrian Safety
- Facilities Inspection
- Mandatory Safety Bulletin
 - Mobility Safety and Passenger Securement
- Safety Announcements
 - Bus Securement
- Preventable RATPDEV – 4 (1.73) Per 100,000
- Preventable DART-1
- Total Collisions – 9 (3.11) Per 100,000





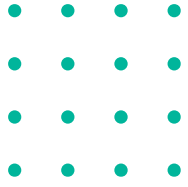
Safety Performance



Vehicle Accidents				
	Fixed	Flex	Dart	Total
Revenue Incidents	7	0	1	8
Deadhead Incidents	1	0	0	1
Per 100,000 Miles	3.11	0	0	3.11
Total Incidents	8	0	1	9

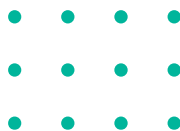
Injuries				
	Fixed	Flex	Dart	Total
Revenue Injuries	4	0	1	5
Deadhead Injuries	0	0	0	0
Per 100,000 Miles	0	0	0	0
Total Injuries	4	0	0	5



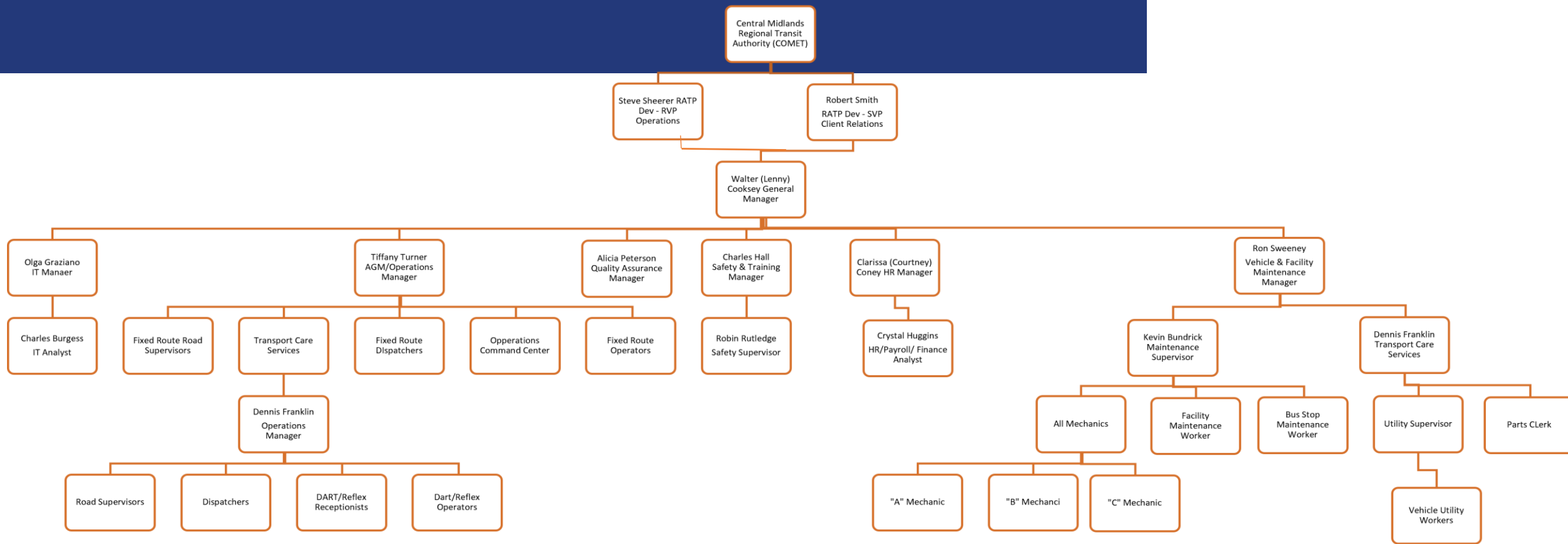


Human Resources





Organizational Chart

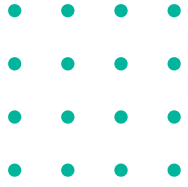




Staffing & Recruitment

Description	Active	Training	Leave	Total
Fix Route Operators	100	7	3	111
U of SC Operator	23	0	1	24
Ops Supervisor (UofSC)	1			1
Dispatcher/supervisor (UofSC)	3			3
Fix Route Operations Supervisor	7			7
Fix Route Dispatcher	3			3
DART/ReFlex Reservationist	2.5			2.5
TCS Total Operators	22	2		24
IT Analyst	1			1
Mechanics	12	0	1	13
Lead mechanic/Maintenance Supervisor	1			1
Utility Worker	8	0		8
Shopkeeper	1			1
Totals	184.50	9	5	199.50





Key Performance Indicator (KPI)





Key Performance Indicator (KPI)



Performance Measure	<i>RATP Dev Contract Goal</i>	<i>RATP Dev April/Actual</i>
On-Time Performance (Fixed Route / Paratransit)	<i>85% / 90%</i>	<i>74.17% / 77.86%</i>
Miles Between Road Calls	<i>12,000</i>	<i>13,126</i>
Customer Complaints (Per 10,000 Customers)	<i>6.0</i>	<i>5.29</i>
Preventable Accidents (Per 10,000 Miles)	<i>2.0</i>	<i>0.17</i>





Thank You

Ridership Report

August		2021		2022			Difference from Previous Year		
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Systemwide totals	All Boardings Total	137,467		156,843				▲ 19,376	
	Fixed-Route Total	131,837	8.2	150,926	11.3	\$ 5.06	13.6%	▲ 19,089	▲ 3.0
	Weekday Service	110,493	8.5	128,968	12.4	\$ 4.54	14.9%	▲ 18,475	▲ 3.9
	Saturday Service	11,271	9.0	12,415	8.1	\$ 7.32	9.8%	▲ 1,144	▼ -0.9
	Sunday Service	10,073	5.3	9,543	6.6	\$ 9.16	8.0%	▼ -530	▲ 1.3
	Flex Route	1,478	2.5	1,638	4.5	\$ 13.97	5.4%	▲ 160	▲ 2.0
	DART	4,152	3.2	4,286	2.7	\$ 25.53	24.8%	▲ 134	▼ -0.5
Special Services	trolley	0		0	#DIV/0!	\$ -	0.0%		
	Gamecock Express 2001	0	N/A	0	#DIV/0!	\$ -	0.0%		
	Inclement Weather Shuttle 7	0	N/A	0	#DIV/0!	\$ -	0.0%		
	COMET @ Night Uber	0	N/A		#DIV/0!	\$ -	0.0%		
	COMET @ Night Lyft	0	N/A	0	N/A	N/A	0.0%		
	COMET To The Market Uber	0	N/A		N/A	N/A	0.0%		
	COMET To The Market Lyft	0	N/A	0	N/A	N/A	0.0%		
	COMET Vanpool	0	N/A		N/A	N/A	0.0%		
	COMET Bikeshare Usage	0	N/A		N/A	\$ -	0.0%		
	BikeShare from COMET Stations	0	N/A	0	N/A	\$ -	0.0%		
	On Demand	0			N/A	\$ -	0.0%		
		0							
	0								
	0								
Weather 		⚡ Avg high 88°; Ave low 67°; Avg temp 89°. ☔ 25 days of rain (4.96 inches)		⚡ Ave high 105°; Ave low 67°; Ave temp 89° 25 days of rain (4.96 inches)					
Events and Occurances 		Flag Day / Father's Day		Transportation Retreat Lower Richland Juneteenth Festival Juneteenth Parade					
Service weekdays			22		22				
Service Saturdays			5		4				
Service Sundays			4		4				
Average weekday boardings			4,033		5,862			▲ 1,829	
Average Saturday			2,750		3,104			▲ 354	
Average Sunday boardings			1,917		2,386			▲ 469	
KEY	No Data (Not in service)	Not to standard	<66% of Standard	>133% of Standard					
Monday through Friday									
Corridor				≥18	≤\$3	≥20%	Boardings	Efficiency	
101 North Main		9,165	17.1	11,428	21.3	\$2.30	25.7%	▲ 2,263	▲ 4.2
201 Rosewood									
301 Farrow		5,953	20.7	7,371	25.6	\$1.78	30.9%	▲ 1,418	▲ 4.9
401 Devine		6,792	20.8	8,207	25.1	\$1.83	30.4%	▲ 1,415	▲ 4.3
501 Two Notch		9,728	12.0	12,326	15.2	\$3.53	18.4%	▲ 2,598	▲ 3.2
601 Shop									
701 Forest		8,710	26.5	9,966	30.3	\$1.38	36.6%	▲ 1,256	▲ 3.8
801 Broad River		11,288	16.2	13,540	19.5	\$2.59	23.5%	▲ 2,252	▲ 3.3
Local				≥12	≤\$5	≥15%	Boardings	Efficiency	
Rt. 6 Eau Claire		3,008	10.9	3,104	11.2	\$5.08	13.6%	▲ 96	▲ 0.3
Rt. 11 Fairfield		2,989	7.5	3,207	8.0	\$7.41	9.7%	▲ 218	▲ 0.5
Rt. 12 Edgewood		3,121	9.1	3,789	11.1	\$5.15	13.4%	▲ 668	▲ 2.0
Rt. 21 Rosewood		1,840	6.5	2,663	9.3	\$6.26	11.3%	▲ 823	▲ 2.8
Rt. 26 West Columbia									
Rt. 28/81 Springdale/Cayce		2,493	21.3	3,534	30.2	\$1.39	36.5%	▲ 1,041	▲ 8.9
Rt. 42 Millwood Ave		2,768	9.8	3,401	12.0	\$4.68	14.5%	▲ 633	▲ 2.2
Rt. 45 Leesburg-Hazelwood		4,243	13.8	4,706	15.3	\$3.52	18.5%	▲ 463	▲ 1.5
Rt. 55 Sandhills		2,704	6.7	3,147	7.8	\$7.68	9.4%	▲ 443	▲ 1.1
Rt. 61 Shop		4,275	9.7	4,581	10.4	\$5.55	12.5%	▲ 306	▲ 0.7
Rt. 75 Decker-Parklane		3,500	11.4	3,695	12.0	\$4.70	14.5%	▲ 195	▲ 0.6
Rt. 84 Bush River/St. Andrews		1,820	8.1	1,198	5.3	\$11.57	6.4%	▼ -622	▼ -2.8

August		2021		2022				Difference from Previous Year	
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Rt. 88	Beltline Crosstown	593	2.8	759	3.6	\$17.34	4.4%	▲ 166	▲ 0.8
Rt. 96L	West Columbia/Cayce	788	3.7	1,168	5.5	\$11.15	6.7%	▲ 380	▲ 1.8
UofSC				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt13	North Loop	116	0.5	1,040	4.4	\$0.00	0.0%	▲ 924	▲ 3.9
Rt14	Express	322	1.4	1,478	6.4	\$0.00	0.0%	▲ 1,156	▲ 5.0
Rt15	Yellow	-	0.0	62	0.3	\$0.00	0.0%	▲ 62	▲ 0.3
Rt16	Greek Village Express	-	0.0	100	1.0	\$0.00	0.0%	▲ 100	▲ 1.0
Rt17	Green	-	0.0	884	3.8	\$0.00	0.0%	▲ 884	▲ 3.8
Rt18	Red	-	0.0	3,697	16.0	\$0.00	0.0%	▲ 3,697	▲ 16.0
Rt19	Blue	-	0.0	2,051	9.0	\$0.00	0.0%	▲ 2,051	▲ 9.0
Rt20	West Campus	88	0.2	9,520	22.2	\$0.00	0.0%	▲ 9,432	▲ 22.0
Rt24	Evening 1	-	0.0	116	0.8	\$0.00	0.0%	▲ 116	▲ 0.8
Rt25	Evening 2	-	0.0	293	2.1	\$0.00	0.0%	▲ 293	▲ 2.1
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings Efficiency		
Rt. 1	Soda Cap 1	639	3.8	608	3.6	\$17.58	4.3%	▼ -31	▼ -0.2
Rt. 2	Soda Cap 2	4	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	▼ -4	#DIV/0!
Rt. 3	Soda Cap 3	1,116	6.8	0	#DIV/0!	#DIV/0!	#DIV/0!	▼ -1,116	#DIV/0!
Rt. 4	Orbit 4	289	2.2	1,943	#DIV/0!	-\$0.80	#DIV/0!	▲ 1,654	#DIV/0!
Rt. 22	Harden	289	2.2	374	2.9	\$22.28	3.5%	▲ 85	▲ 0.6
Rt. 32	North Main - Hard Scrabble	1,104	3.7	1,767	5.9	\$10.42	7.1%	▲ 663	▲ 2.2
Rt. 57L	Killian-Clemson Local	74	0.5	191	1.3	\$48.57	1.6%	▲ 117	▲ 0.8
Rt. 63	Bluff	-	#DIV/0!						
Rt. 74 (frm. 17)	Harrison-Trenholm	-	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	▲ 0	#DIV/0!
Rt. 76	Fort Jackson	46	0.2	259	#DIV/0!	-\$0.80	#DIV/0!	▲ 213	#DIV/0!
Rt. 77	Polo Road	592	2.1	884	3.1	\$20.51	3.7%	▲ 292	▲ 1.0
Rt. 83L	St. Andrews Local	1,910	5.7	1,479	4.4	\$14.15	5.3%	▼ -431	▼ -1.3
Rural				≥5	≤\$12	≥10%	Boardings Efficiency		
Rt. 46	Lower Richland Reflex	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	▲ 0	#DIV/0!
Rt. 47	Eastover Reflex	905	6.5	831	5.9	\$10.30	7.2%	▼ -74	▼ -0.5
Rt. 97	Batesburg-Leesburg	6	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	▼ -6	#DIV/0!
Express				≥10/trip	≤\$5	≥15%	Boardings Efficiency		
Rt. 44X	Lower Richland Express	36	0.4	137	#DIV/0!	-\$0.80	#DIV/0!	▲ 101	#DIV/0!
Rt. 52X	Blythewood Express	-	0.0						
Rt. 53X	Killian Express	-	0.0	0	0.0	#DIV/0!	#DIV/0!	▲ 0	▲ 0.0
Rt. 82X	Harbison Express	-							
Rt. 92X	12th Street Ext. Express	244	2.8	185	2.1	\$23.51	3.9%	▼ -59	▼ -0.7
Rt. 93X	I-26 Express	17	0.2	109	1.2	-\$0.80	#DIV/0!	▲ 92	▲ 1.0
Demand Response/Flex				≥3	≤\$30	≥10%	Boardings Efficiency		
Rt. 31	Denny Terrace Reflex	348	2.2	633	4.1	\$8.41	0.0%	▲ 285	▲ 1.8
Rt. 62	Hopkins Reflex	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	▲ 0	#DIV/0!
DART	ADA Paratransit	4,598	3.1	3,972	2.7	\$20.45	4.4%	▼ -626	▼ -0.4
Saturday									
Corridor				≥18	≤\$3	≥20%	Boardings Efficiency		
101	North Main	1,220	12.5	1,308	13.4	\$4.12	16.2%	▲ 88	▲ 0.9
201	Rosewood	-	0.0						
301	Farrow	486	9.2	677	12.8	\$4.35	15.5%	▲ 191	▲ 3.6
401	Devine	780	13.1	897	15.1	\$3.57	18.3%	▲ 117	▲ 2.0
501	Two Notch	1,048	7.1	1,256	8.5	\$6.92	10.3%	▲ 208	▲ 1.4
601	Shop Road	-	0.0						
701	Forest	1,222	20.4	1,217	20.4	\$2.44	24.6%	▼ -5	▼ 0.0
801	Broad River	1,590	12.6	1,645	13.0	\$4.28	15.7%	▲ 55	▲ 0.4
Local				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt. 6	Eau Claire	354	7.0	286	5.7	\$10.79	6.9%	▼ -68	▼ -1.3
Rt. 11	Fairfield	418	5.8	419	5.8	\$10.62	7.0%	▲ 1	▲ 0.0
Rt. 12	Edgewood	460	7.3	501	8.0	\$7.46	9.6%	▲ 41	▲ 0.7
Rt. 21	Rosewood	264	5.1	325	6.3	\$9.71	7.6%	▲ 61	▲ 1.2
Rt. 26	West Columbia	-	-						
Rt. 28/81	Springdale/Cayce	200	7.4	281	10.4	\$5.54	12.6%	▲ 81	▲ 3.0
Rt. 42	Millwood Ave	387	7.5	424	8.3	\$7.19	10.0%	▲ 37	▲ 0.8
Rt. 45	Leesburg-Hazelwood	584	10.4	603	10.8	\$5.33	13.0%	▲ 19	▲ 0.4
Rt. 55	Sandhills	359	4.9	445	6.1	\$10.10	7.3%	▲ 86	▲ 1.2
Rt. 61	Shop	451	5.6	462	5.8	\$10.65	7.0%	▲ 11	▲ 0.2
Rt. 75	Decker-Parklane	472	8.4	473	8.4	\$7.01	10.2%	▲ 1	▲ 0.0
Rt. 84	Bush River/St. Andrews	250	5.4	229	5.0	\$12.43	6.0%	▼ -21	▼ -0.4
Rt. 88	Beltline Crosstown	-	-	0	0.0	#DIV/0!	0.0%	▲ 0	▲ 0.0
Rt. 96L	West Columbia/Cayce	47	2.0	92	3.9	\$16.12	4.7%	▲ 45	▲ 1.9
UofSC				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt20	West Campus Weekend	1	0.0	206	4.0	\$0.00	0.0%	▲ 205	▲ 4.0
TT 2001	Gamecock Express 2001	-	-	0					
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings Efficiency		

August		2021		2022				Difference from Previous Year			
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency		
Rt. 1	Soda Cap 1	55	1.8	97	3.2	\$19.53	3.9%	▲	42	▲	1.4
Rt. 2	Soda Cap 2	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	■	0	#DIV/0!	
Rt. 3	Soda Cap 3	-	0.0	2	#DIV/0!	-\$0.80	#DIV/0!	▲	2	#DIV/0!	
Rt. 4	Orbit 4	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	■	0	#DIV/0!	
Rt. 22	Harden	-	0.0	0	0.0	#DIV/0!	0.0%	■	0	■	0.0
Rt. 32	North Main - Hard Scrabble	161	2.9	108	2.0	\$32.58	2.4%	▼	-53	▼	-0.9
Rt. 57L	Killian-Clemson Local	20	0.6	15	0.5	\$144.27	0.5%	▼	-5	▼	-0.1
Rt. 76	Fort Jackson	2	0.0	34	#DIV/0!	-\$0.80	#DIV/0!	▲	32	#DIV/0!	
Rt. 77	Polo Road	81	1.6	127	2.4	\$26.16	3.0%	▲	46	▲	0.8
Rt. 83L	St. Andrews Local	297	4.8	257	4.2	\$15.05	5.0%	▼	-40	▼	-0.6
Express					≥10/trip	≤\$5	≥15%	Boardings	Efficiency		
Rt. 82X	Harbison Express	-									
Rt. 92X	12th Street Ext. Express	34	2.7	29	2.3	\$27.40	2.8%	▲	26	▼	-0.4
Demand Response/Flex					≥3	≤\$30	≥10%	Boardings	Efficiency		
Rt. 31	Denny Terrace Reflex	38	1.3	94	3.2	\$18.21	0.00%	▲	56	▲	1.9
DART	ADA Paratransit	277	2.4	166	1.5	\$37.36	5.3%	▼	-111	▼	-0.9
Rural					≥5	≤\$12	≥10%	Boardings	Efficiency		
Rt. 47	Eastover	60	3.4	34	1.9	\$39.14	2.3%	▼	-26	▼	-1.5
Sunday											
Corridor					≥18	≤\$3	≥20%	Boardings	Efficiency		
101	North Main	854	8.8	1,011	10.4	\$5.57	12.5%	▲	157	▲	1.6
201	Rosewood		0.0								
301	Farrow	438	8.7	523	10.4	\$5.55	12.5%	▲	85	▲	1.7
401	Devine	505	8.5	566	9.5	\$6.12	11.5%	▲	61	▲	1.0
501	Two Notch	722	4.9	865	5.9	\$10.41	7.1%	▲	143	▲	1.0
601	Shop Road										
701	Forest	715	12.0	1,059	17.7	\$2.93	21.4%	▲	344	▲	5.7
801	Broad River	1,249	9.9	1,314	10.4	\$5.55	12.5%	▲	65	▲	0.5
Local					≥12	≤\$5	≥15%	Boardings	Efficiency		
Rt. 6	Eau Claire	235	4.7	222	4.4	\$14.13	5.3%	▼	-13	▼	-0.3
Rt. 11	Fairfield	258	3.6	312	4.3	\$14.53	5.2%	▲	54	▲	0.7
Rt. 12	Edgewood	301	5.0	404	6.8	\$8.95	8.2%	▲	103	▲	1.8
Rt. 21	Rosewood	174	3.4	297	5.7	\$10.70	6.9%	▲	123	▲	2.4
Rt. 42	Millwood Ave	291	5.7	373	7.3	\$8.28	8.8%	▲	82	▲	1.6
Rt. 45	Leesburg-Hazelwood	356	6.4	401	7.2	\$8.41	8.6%	▲	45	▲	0.8
Rt. 55	Sandhills	307	4.2	326	4.4	\$14.08	5.4%	▲	19	▲	0.2
Rt. 61	Shop	297	3.7	392	4.9	\$12.69	5.9%	▲	95	▲	1.2
Rt. 75	Decker-Parklane	407	7.3	450	8.0	\$7.41	9.7%	▲	43	▲	0.7
Rt. 84	Bush River/St. Andrews	186	5.5	220	6.5	\$9.31	7.9%	▲	34	▲	1.0
Rt. 88	Beltline Crosstown	-	0.0	0	0.0	#DIV/0!	0.0%	■	0	■	0.0
UofSC					≥12	≤\$5	≥15%	Boardings	Efficiency		
Rt. 20	West Campus Weekend	-	0.0	177	3.4	\$0.00	0.0%	▲	177	▲	3.4
Connector/Shuttle					≥8	≤\$8	≥10%	Boardings	Efficiency		
Rt. 1	Soda Cap 1	49	1.6	7	0.2	\$293.48	0.3%	▼	-42	▼	-1.4
Rt. 2	Soda Cap 2	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	■	0	#DIV/0!	
Rt. 3	Soda Cap 3	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	■	0	#DIV/0!	
Rt. 4	Orbit 4	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	■	0	#DIV/0!	
Rt. 22	Harden	-	0.0	0	0.0	#DIV/0!	0.0%	■	0	■	0.0
Rt. 32	North Main - Hard Scrabble	156	2.9	195	3.6	\$17.69	4.3%	▲	39	▲	0.7
Rt. 76	Fort Jackson	4	0.0	46	#DIV/0!	-\$0.80	#DIV/0!	▲	42	#DIV/0!	
Rt. 77	Polo Road	65	1.3	69	1.3	\$48.82	1.6%	▲	4	▲	0.0
Rt. 83L	St. Andrews Local	227	3.9	233	4.0	\$15.62	4.9%	▲	6	▲	0.1
Express					≥10/trip	≤\$5	≥15%	Boardings	Efficiency		
Rt. 82X	Harbison Express	-	0								
Rt. 92X	12th Street Ext. Express	38	3.1	29	2.3	\$27.40	2.8%	▼	-9	▼	-0.8
Demand Response/Flex					≥3	≤\$30	≥10%	Boardings	Efficiency		
Rt. 31	Denny Terrace Reflex	28	1.2	46	1.9	\$29.66	0.00%	▲	18	▲	0.7
DART	ADA Paratransit	83	3.6	141	6.1	\$5.60	41.2%	▲	58	▲	2.5

Ridership Report

September		2021		2022			Difference from Previous Year		
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Systemwide totals	All Boardings Total	156,269		170,751				▲ 14,482	
	Fixed-Route Total	131,837	8.2	166,420	12.4	\$ 4.62	12.9%	▲ 34,583	▲ 4.2
	Weekday Service	130,877	8.5	143,709	13.8	\$ 4.10	14.3%	▲ 12,832	▲ 5.3
	Saturday Service	11,731	9.0	12,415	8.1	\$ 7.43	8.4%	▲ 684	▼ -0.9
	Sunday Service	7,964	5.3	9,337	6.5	\$ 9.49	6.7%	▲ 1,373	▲ 1.2
	Flex Route	1,360	2.5	1,080	2.9	\$ 21.71	3.1%	▼ -280	▲ 0.5
	DART	4,337	3.2	5,102	3.2	\$ 21.45	24.8%	▲ 765	▲ 0.0
Special Services	trolley	0		0	#DIV/0!	\$ -	0.0%		
	Gamecock Express 2001	0	N/A	15,255	#DIV/0!	\$ -	0.0%		
	Inclement Weather Shuttle 7	0	N/A	0	#DIV/0!	\$ -	0.0%		
	COMET @ Night Uber	0	N/A	1	#REF!	\$ -	0.0%		
	COMET @ Night Lyft	0	N/A	0	N/A	N/A	0.0%		
	COMET To The Market Uber	0	N/A		N/A	N/A	0.0%		
	COMET To The Market Lyft	0	N/A	0	N/A	N/A	0.0%		
	COMET Vanpool	0	N/A		N/A	N/A	0.0%		
	COMET Bikeshare Usage	0	N/A		N/A	\$ -	0.0%		
	BikeShare from COMET Stations	0	N/A	0	N/A	\$ -	0.0%		
	On Demand	0			N/A	\$ -	0.0%		
	0								
	0								
	0								
Weather 🌀		⚡ Avg high 88°; Ave low 67°; Avg temp 89° . ⬆️ 25 days of rain (4.96 inches)		⚡ Ave high 105°; Ave low 67°; Ave temp 89° 25 days of rain (4.96 inches)					
Events and Occurances ⓘ		Flag Day / Father's Day		Transportation Retreat Lower Richland Juneteenth Festival Juneteenth Parade					
Service weekdays		22		22					
Service Saturdays		5		4					
Service Sundays		4		4					
Average weekday boardings		4,033		6,532				▲ 2,499	
Average Saturday		2,750		3,104				▲ 354	
Average Sunday boardings		1,917		2,334				▲ 417	
KEY	No Data (Not in service)	Not to standard	<66% of Standard	>133% of Standard					

Monday through Friday

Corridor				≥18	≤\$3	≥20%	Boardings	Efficiency
101 North Main	9,165	17.1	11,493	21.4	\$2.39	22.2%	▲ 2,328	▲ 4.3
201 Rosewood								
301 Farrow	5,953	20.7	7,479	26.0	\$1.86	26.9%	▲ 1,526	▲ 5.3
401 Devine	6,792	20.8	7,711	23.6	\$2.11	24.5%	▲ 919	▲ 2.8
501 Two Notch	9,728	12.0	11,006	13.6	\$4.16	14.1%	▲ 1,278	▲ 1.6
601 Shop								
701 Forest	8,710	26.5	10,135	30.8	\$1.46	31.9%	▲ 1,425	▲ 4.3
801 Broad River	11,288	16.2	12,948	18.6	\$2.86	19.3%	▲ 1,660	▲ 2.4
Local				≥12	≤\$5	≥15%	Boardings	Efficiency
Rt. 6 Eau Claire	3,008	10.9	3,052	11.0	\$5.29	11.4%	▲ 44	▲ 0.1
Rt. 11 Fairfield	2,989	7.5	3,287	8.2	\$7.32	8.5%	▲ 298	▲ 0.7
Rt. 12 Edgewood	3,121	9.1	3,559	10.4	\$5.64	10.8%	▲ 438	▲ 1.3
Rt. 21 Rosewood	1,840	6.5	2,496	8.8	\$6.84	9.1%	▲ 656	▲ 2.3
Rt. 26 West Columbia								
Rt. 28/91 Springdale/Cayce	2,493	21.3	3,306	28.3	\$1.65	29.3%	▲ 813	▲ 7.0
Rt. 42 Millwood Ave	2,768	9.8	3,531	12.5	\$4.59	13.0%	▲ 763	▲ 2.7
Rt. 45 Leesburg-Hazelwood	4,243	13.8	4,476	14.5	\$3.85	15.1%	▲ 233	▲ 0.7
Rt. 55 Sandhills	2,704	6.7	2,766	6.8	\$8.96	7.1%	▲ 62	▲ 0.1
Rt. 61 Shop	4,275	9.7	4,619	10.5	\$5.61	10.8%	▲ 344	▲ 0.8
Rt. 75 Decker-Parklane	3,500	11.4	3,349	10.9	\$5.38	11.3%	▼ -151	▼ -0.5

September		2021		2022				Difference from Previous Year	
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Rt. 84	Bush River/St. Andrews	1,820	8.1	1,421	6.3	\$9.74	6.6%	-399	-1.8
Rt. 88	Beltline Crosstown	593	2.8	700	3.4	\$18.99	3.5%	107	0.6
Rt. 96L	West Columbia/Cayce	788	3.7	1,179	5.6	\$11.15	5.8%	391	1.9
UofSC				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt 13	North Loop	116	0.5	1,988	8.4	\$0.00	0.0%	1,872	8.0
Rt 14	Express	322	1.4	3,816	16.6	\$0.00	0.0%	3,494	15.2
Rt 15	Yellow	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt 16	Greek Village Express	-	0.0	100	1.0	\$0.00	0.0%	100	1.0
Rt 17	Green	-	0.0	201	0.9	\$0.00	0.0%	201	0.9
Rt 18	Red	-	0.0	1,805	7.8	\$0.00	0.0%	1,805	7.8
Rt 19	Blue	-	0.0	5,143	22.5	\$0.00	0.0%	5,143	22.5
Rt 20	West Campus	88	0.2	17,155	40.1	\$0.00	0.0%	17,067	39.9
Rt 24	Evening 1	-	0.0	257	1.8	\$0.00	0.0%	257	1.8
Rt 25	Evening 2	-	0.0	709	5.0	\$0.00	0.0%	709	5.0
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings Efficiency		
Rt. 1	Soda Cap 1	639	3.8	886	5.2	\$11.93	5.4%	247	1.4
Rt. 2	Soda Cap 2	4	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	-4	#DIV/0!
Rt. 3	Soda Cap 3	1,116	6.8	12	#DIV/0!	-\$0.68	#DIV/0!	-1,104	#DIV/0!
Rt. 4	Orbit 4	289	2.2	1,650	#DIV/0!	-\$0.68	#DIV/0!	1,361	#DIV/0!
Rt. 22	Harden	289	2.2	415	3.2	\$20.12	3.3%	126	1.0
Rt. 32	North Main - Hard Scrabble	1,104	3.7	1,707	5.7	\$10.93	5.9%	603	2.0
Rt. 57L	Killian-Clemson Local	74	0.5	179	1.3	\$52.00	1.3%	105	0.7
Rt. 63	Bluff	-	#DIV/0!						
Rt. 74 (frm. 17)	Harrison-Trenholm	-	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 76	Fort Jackson	46	0.2	349	#DIV/0!	-\$0.68	#DIV/0!	303	#DIV/0!
Rt. 77	Polo Road	592	2.1	773	2.7	\$23.68	2.8%	181	0.6
Rt. 83L	St. Andrews Local	1,910	5.7	1,920	5.7	\$10.83	5.9%	10	0.0
Rural				≥5	≤\$12	≥10%	Boardings Efficiency		
Rt. 46	Lower Richland Reflex	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 47	Eastover Reflex	905	6.5	805	5.8	\$10.77	6.0%	-100	-0.7
Rt. 97	Batesburg-Leesburg	6	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	-6	#DIV/0!
Express				≥10/trip	≤\$5	≥15%	Boardings Efficiency		
Rt. 44X	Lower Richland Express	36	0.4	137	#DIV/0!	-\$0.68	#DIV/0!	101	#DIV/0!
Rt. 52X	Blythewood Express	-	0.0						
Rt. 53X	Killian Express	-	0.0	0	0.0	#DIV/0!	#DIV/0!	0	0.0
Rt. 82X	Harbison Express	-							
Rt. 92X	12th Street Ext. Express	244	2.8	185	2.1	\$23.63	2.8%	-59	-0.7
Rt. 93X	I-26 Express	17	0.2	109	1.2	-\$0.68	#DIV/0!	92	1.0
Demand Response/Flex				≥3	≤\$30	≥10%	Boardings Efficiency		
Rt. 31	Denny Terrace Reflex	348	2.2	653	4.2	\$8.15	0.0%	305	2.0
Rt. 62	Hopkins Reflex	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
DART	ADA Paratransit	4,598	3.1	3,360	2.3	\$24.18	4.4%	-1,238	-0.8
Saturday									
Corridor				≥18	≤\$3	≥20%	Boardings Efficiency		
101	North Main	1,220	12.5	1,219	12.5	\$4.59	12.9%	-1	0.0
201	Rosewood	-	0.0						
301	Farrow	486	9.2	644	12.2	\$4.73	12.6%	158	3.0
401	Devine	780	13.1	867	14.6	\$3.83	15.1%	87	1.5
501	Two Notch	1,048	7.1	1,246	8.5	\$7.10	8.8%	198	1.4
601	Shop Road	-	0.0						
701	Forest	1,222	20.4	1,315	22.0	\$2.32	22.8%	93	1.6
801	Broad River	1,590	12.6	1,693	13.4	\$4.25	13.9%	103	0.8
Local				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt. 6	Eau Claire	354	7.0	408	8.1	\$7.44	8.4%	54	1.1
Rt. 11	Fairfield	418	5.8	392	5.4	\$11.52	5.6%	-26	-0.4
Rt. 12	Edgewood	460	7.3	450	7.2	\$8.51	7.4%	-10	-0.1
Rt. 21	Rosewood	264	5.1	393	7.6	\$8.01	7.9%	129	2.5
Rt. 26	West Columbia	-							
Rt. 28/91	Springdale/Cayce	200	7.4	292	10.8	\$5.41	11.2%	92	3.4
Rt. 42	Millwood Ave	387	7.5	355	6.9	\$8.85	7.2%	-32	-0.6
Rt. 45	Leesburg-Hazelwood	584	10.4	540	9.6	\$6.16	10.0%	-44	-0.8
Rt. 55	Sandhills	359	4.9	453	6.2	\$10.02	6.4%	94	1.3
Rt. 61	Shop	451	5.6	370	4.6	\$13.61	4.8%	-81	-1.0
Rt. 75	Decker-Parklane	472	8.4	485	8.7	\$6.93	9.0%	13	0.3
Rt. 84	Bush River/St. Andrews	250	5.4	237	5.2	\$12.09	5.3%	-13	-0.2
Rt. 88	Beltline Crosstown	-		0	0.0	#DIV/0!		0	0.0
Rt. 96L	West Columbia/Cayce	47	2.0	85	3.6	\$17.63	3.7%	38	1.6
UofSC				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt 20	West Campus Weekend	1	0.0	171	3.3	\$0.00	0.0%	170	3.3
TT 2001	Gamecock Express 2001	-		0					

September		2021		2022			Difference from Previous Year		
Route	Description	Boardings	Boardings per vehicle hour	Boardings	Boardings Per hour or Trip (Efficiency)	Subsidy per passenger	Farebox Recovery Ratio	Boardings	Efficiency
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings Efficiency		
Rt. 1	Soda Cap 1	55	1.8	123	4.1	\$15.35	4.3%	68	2.3
Rt. 2	Soda Cap 2	-	0.0	79	#DIV/0!	-\$0.68	#DIV/0!	79	#DIV/0!
Rt. 3	Soda Cap 3	-	0.0	3	#DIV/0!	-\$0.68	#DIV/0!	3	#DIV/0!
Rt. 4	Orbit 4	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 22	Harden	-	0.0	0	0.0	#DIV/0!	0.0%	0	0.0
Rt. 32	North Main - Hard Scrabble	161	2.9	172	3.1	\$20.27	3.3%	11	0.2
Rt. 57L	Killian-Clemson Local	20	0.6	27	0.8	\$79.91	0.8%	7	0.2
Rt. 76	Fort Jackson	2	0.0	55	#DIV/0!	-\$0.68	#DIV/0!	53	#DIV/0!
Rt. 77	Polo Road	81	1.6	83	1.6	\$40.57	1.7%	2	0.0
Rt. 83L	St. Andrews Local	297	4.8	263	4.3	\$14.80	4.4%	-34	-0.5
Express				≥10/trip	≤\$5	≥15%	Boardings Efficiency		
Rt. 82X	Haribson Express	-							
Rt. 92X	12th Street Ext. Express	34	2.7	29	2.3	\$27.51	2.4%	26	-0.4
Demand Response/Flex				≥3	≤\$30	≥10%	Boardings Efficiency		
Rt. 31	Denny Terrace Reflex	38	1.3	50	1.7	\$34.23	0.00%	12	0.4
DART	ADA Paratransit	277	2.4	149	1.3	\$41.62	5.3%	-128	-1.1
Rural				≥5	≤\$12	≥10%	Boardings Efficiency		
Rt. 47	Eastover	60	3.4	59	3.4	\$18.88	3.5%	-1	0.0
Sunday									
Corridor				≥18	≤\$3	≥20%	Boardings Efficiency		
101	North Main	854	8.8	912	9.4	\$6.37	9.7%	58	0.6
201	Rosewood		0.0						
301	Farrow	438	8.7	494	9.8	\$6.04	10.2%	56	1.1
401	Devine	505	8.5	732	12.3	\$4.66	12.8%	227	3.8
501	Two Notch	722	4.9	781	5.3	\$11.73	5.5%	59	0.4
601	Shop Road								
701	Forest	715	12.0	1,044	17.5	\$3.09	18.1%	329	5.5
801	Broad River	1,249	9.9	1,314	10.4	\$5.67	10.8%	65	0.5
Local				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt. 6	Eau Claire	235	4.7	285	5.7	\$10.95	5.9%	50	1.0
Rt. 11	Fairfield	258	3.6	355	4.9	\$12.79	5.1%	97	1.3
Rt. 12	Edgewood	301	5.0	346	5.8	\$10.70	6.0%	45	0.8
Rt. 21	Rosewood	174	3.4	366	7.1	\$8.65	7.3%	192	3.7
Rt. 42	Millwood Ave	291	5.7	228	4.4	\$14.16	4.6%	-63	-1.2
Rt. 45	Leesburg-Hazelwood	356	6.4	389	6.9	\$8.81	7.2%	33	0.6
Rt. 55	Sandhills	307	4.2	312	4.2	\$14.86	4.4%	5	0.0
Rt. 61	Shop	297	3.7	411	5.1	\$12.18	5.3%	114	1.4
Rt. 75	Decker-Parklane	407	7.3	379	6.8	\$9.06	7.0%	-28	-0.5
Rt. 84	Bush River/St. Andrews	186	5.5	146	4.3	\$14.55	4.5%	-40	-1.2
Rt. 88	Beltline Crosstown	-	0.0	0	0.0	#DIV/0!	0.0%	0	0.0
UofSC				≥12	≤\$5	≥15%	Boardings Efficiency		
Rt. 20	West Campus Weekend	-	0.0	180	3.5	\$0.00	0.0%	180	3.5
Connector/Shuttle				≥8	≤\$8	≥10%	Boardings Efficiency		
Rt. 1	Soda Cap 1	49	1.6	7	0.2	\$293.59	0.2%	-42	-1.4
Rt. 2	Soda Cap 2	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 3	Soda Cap 3	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 4	Orbit 4	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 22	Harden	-	0.0	0	0.0	#DIV/0!	0.0%	0	0.0
Rt. 32	North Main - Hard Scrabble	156	2.9	151	2.8	\$23.19	2.9%	-5	-0.1
Rt. 76	Fort Jackson	4	0.0	47	#DIV/0!	-\$0.68	#DIV/0!	43	#DIV/0!
Rt. 77	Polo Road	65	1.3	61	1.2	\$55.44	1.2%	-4	-0.1
Rt. 83L	St. Andrews Local	227	3.9	197	3.4	\$18.73	3.5%	-30	-0.5
Express				≥10/trip	≤\$5	≥15%	Boardings Efficiency		
Rt. 82X	Haribson Express	-	0						
Rt. 92X	12th Street Ext. Express	38	3.1	29	2.3	\$27.51	2.4%	-9	-0.8
Demand Response/Flex				≥3	≤\$30	≥10%	Boardings Efficiency		
Rt. 31	Denny Terrace Reflex	28	1.2	40	1.7	\$34.11	0.00%	12	0.5
DART	ADA Paratransit	83	3.6	85	3.7	\$9.29	41.2%	2	0.1