



3613 LUCIUS ROAD. • COLUMBIA, SC • 29201

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Central Midlands Regional Transit Authority SERVICE COMMITTEE AGENDA

Wednesday, September 13, 2023 - 12:00 p.m.

3613 Lucius Road, Columbia, SC, 29201

Conference Room A (Large) - 2nd Floor

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)

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

1. CALL TO ORDER AND DETERMINATION OF QUORUM

2. ADOPTION OF AGENDA

PAGE(S) 1

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

PAGE(S) 2-9

4. ADOPTION OF MINUTES FROM August 9, 2023

5. DISCUSSION AND ACTION ITEMS

A. Passenger Amenities Program Update (Zane McGhee-Davis & Floyd)

PAGE(S) 10-12

B. Lucius and River SuperStop Update (Eric Harris) Verbal

PAGE(S) 13-38

C. Transit Operations Report July 2023 (Lenny Cooksey)

a. Ridership Analysis - July 2023 (Eric Harris)

PAGE(S) 39-41

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.

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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 of the meeting, please contact Angela Jacobs at ajacobs@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 August 4, 2023

**Central Midlands Regional Transit Authority
SERVICE COMMITTEE MEETING MINUTES
Wednesday, August 8, 2023-12:00 P.M.**

Members Present

Will Brennan*
John V. Furgess, Sr., Vice Chair
Carolyn Gleaton
Tina Herbert* Joined 12:26
Lill Mood, Chair

Advisory Members Absent

Skip Jenkins
Al Koon
Geraldine Robinson

*Via phone or virtual

COMET Staff Present:

Rosalyn Andrews, Director of Finance/CFO*
Jackie Bowers, Director of Operations
Pamela Bynoe-Reed, Pamela Bynoe-Reed, Director of Marketing and Community Affairs
LeRoy DesChamps, Interim Executive Director
Angela Jacobs, Board Clerk & Community Programs Specialist
Michelle Ransom, Regional Grants Manager*
Arlene Prince, Director of Compliance & Civil Rights Officer
Crystal Willis, Financial Accountant*

Guests Present:

Courtney Coney, RATP Dev
Lenny Cooksey, RATP Dev
Walter Durst, MTRA*
Natavis Eric Harris, Planning Consultant*
Rickey Mack, RATP Dev
Zane McGhee, Davis & Floyd *
Alicia Peterson, RATP Dev

1. CALL TO ORDER AND DETERMINATION OF A QUORUM

Ms. Mood called the meeting to order at 12:00 P.M. A quorum was present at the opening of the meeting.

2. ADOPTION OF AGENDA

Page 1

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Gleaton to adopt the agenda.

Approved: Brennan, Furgess, Gleaton , Mood

Absent: Herbert

Motion passed.

3. MIDLANDS TRANSIT RIDERS' ASSOCIATION UPDATE

Mr. Durst shared that he was delighted to hear a “no profanity” announcement on the bus in English and Spanish and he commended Ms. Bynoe-Reed on the USC Transit commercial. Mr. Durst asked that the July 12th minutes be corrected to remove the statement that inferred he agreed with Phases 2 and 3 of the Lucius and River project. He said there are several things in Phases 2 and 3 that the MTRA vehemently oppose.

4. ADOPTION OF July 12, 2023, MINUTES

Page 2-7

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Gleaton to amend the July 12, 2023, meeting minutes removing Mr. Durst's inference that he and Mr. Furgess were in agreement with Phase 2 and 3 of the Lucius and River project.

Approved: Brennan, Furgess, Gleaton, Mood

Absent: Herbert

Motion passed.

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Gleaton to adopt the Amended July 12, 2023, meeting minutes.

Approved: Brennan, Furgess, Gleaton, Mood

Absent: Herbert

Motion passed.

5. DISCUSSION AND ACTION ITEMS

A. Passenger Amenities Program Update (Zane McGhee)

Pages 8-10

Mr. McGhee reported that they are continuing to coordinate with SCDOT and the property owner at Stop 799 on Decker Blvd. and are close to a resolution. The Midlands Tech NE Campus stop location has been finalized and four stops have been submitted to SCDOT for review. The property owner at Broad River and Zimelcrest have been contacted and they are still considering the request.

B. Lucius & River Road Superstop Update (Eric Harris)

Mr. Harris reported that the site is still moving as scheduled to be completed by the end of August and that much of the work has been completed. He said there are several intricacies staff would like to sort out. In early July, staff met with the Earlewood Neighborhood Association and the meeting went very well. Councilwoman Tina Herbert was in attendance, and there was a good showing from the community and lots of positive feedback was received. The neighborhood is excited about The COMET Loop because it will give them access to key destinations. He reported that public engagement will continue to gather additional feedback and when moving into Phase 2 staff can find ways to resolve or rectify any issues that may have occurred in Phase 1. Phase 1 is very minimal but it is important to stay connected and minimize any impacts of that phase and how it is communicated to the public. There will be communication with the Earlewood Neighborhood because it is in their community. The site should be complete by the end of August and there will be a quality assurance/quality control process (QA/QC) to make sure that it is safe for buses to board and a light installed at the site. Ms. Mood asked if staff was

satisfied with the resolution of the construction concerns and Mr. Harris said that would be determined during the QA/QC process. Mr. Furgess asked who would validate the safety of the site to the Board and Mr. Harris said the QA/QC process would include multiple tests to validate safety and will be reported to the board. Mr. Furgess also asked if the concerns the city had about water in the area had been addressed and Mr. DesChamps said once the city raised their concerns, they were addressed by the contractor Brownstone and the project manager. He said anything that was brought to staff's attention, including the water erosion issue had to be addressed and resolved in order to allow the project to move forward. Mr. Furgess asked who would validate Brownstone's work and answer questions about why the issues occurred with the project before moving forward. Mr. Harris said a series of meetings will be held and reports to explain why the issues occurred, what the resolutions were and will be presented to the committee and the Board. Mr. Harris said all concerns have been addressed and per the contract, up to 12 months after the project is complete the contractor is still responsible for correcting any issues after the fact.

C. Transit Operations Report May 2023 (Lenny Cooksey)

Pages 11-37

Mr. Cooksey reported that nationally COVID cases increased during the summer, with no new operator cases reported since the one reported in July. He said reports indicate an increase in late fall and early winter and an updated vaccine is expected in late September. He reported that they met their customer service target and that reliability decreased but has been good overall. Mr. Cooksey recognized and introduced Courtney Coney, RATP Dev HR Manager and Alicia Peterson, RATP Dev Quality Assurance Manager and asked them to explain to the board what motivates them and helps them do their jobs. Ms. Coney said they live by four objectives which are to define, align, drive, and sustain the workforce. She said this is done by creating a culture that elevates the employee experience. She said happy people perform better, they are more engaged and more productive which leads to a reduction in customer complaints, absenteeism, and bad retention levels. Ms. Coney said her daily motivation is the customers they serve and how important is that they operate effectively and efficiently. Ms. Peterson said she likes to answer the question of "why?" when there is a customer complaint. This is done by pulling video footage, speaking with the operator, and reviewing any reporting that was provided to determine the "why". She said having a good rapport and working relationship with other managers and staff is also important when dealing with complaints to ensure that everyone is addressing or advising their staff on prevention of complaints. Mr. Cooksey also recognized Olga Graziano, RATP Dev IT Manager, who was unable to join the meeting, and said she keeps all of the systems running behind the scenes and is a critical part of the team. Ms. Mood thanked Mr. Cooksey for putting faces to the names of those who are doing good work. Ms. Gleaton said some riders open windows on the buses while the air is running and asked how this type of complaint is addressed. Ms. Peterson said she works with the maintenance manager to have the bus checked for any issues and that because the air is a vacuum system the bus will cool properly with the windows and doors closed. She said her concern is making sure everything is functioning properly and that one way to rectify the issue is to ask passengers to keep windows closed. Ms. Mood asked if operators could make a request for passengers to close the windows for the comfort of all passengers and Mr. Cooksey said one remedy is ordering buses in the future with windows that cannot be opened. Ms. Bynoe-Reed suggested having an announcement programmed that states, "our buses are climate-controlled, please keep the windows close for your additional comfort". Mr. Cooksey said several measures have been put in place to combat road calls due to air conditioning issues and

that he would have Ms. Graziano program the message on the buses. Mr. DesChamps said he receives a report every morning and has noticed the decrease in air conditioning problems/complaints due to the measures put in place by RATP Dev. Mr. Cooksey reported that maintenance exceeded its performance target and on-time performance increase slightly from the previous month and reached 80% or above six times during the month, but there were some construction challenges that impacted their numbers. He reported that ridership increased from the previous year with increases expected with the start of classes. He reported that full service will commence when USC starts on August 24th. He reported that DART ridership had several no-shows in July and may be contributed to the weather but no significant change in numbers to ridership. There was one less preventable accident in July versus June and their safety target was exceeded. He reported that RATP Dev will engage with operators and staff during Spirit Week in September which includes various festivities. He said the union should be near completion of reviewing the run-pick, which is a selection process for new operators on new routes beginning September 10th. Ms. Mood asked if steps had been taken to reinstate service to Route 47 and Mr. Cooksey said they would need to hire additional operators before the route is reinstated and will be prepared for the rollout in December. Ms. Mood said her understanding was that the route would be reinstated in September and Mr. DesChamps said due to hiring issues the service change would not be in September. Ms. Bowers said COMET staff and RATP Dev staff met and determined that additional drivers would be needed before the route reinstatement. Mr. DesChamps said staff thought they would hit the September date but based on operator staffing issues it would not be reinstated until January 2024. Ms. Bowers said September is the next scheduled service change and Mr. Furgess said when they left the July Board meeting, it was agreed that is when the reinstatement would be facilitated and that if there is anything different, something is wrong with the picture. Mr. Harris said he recollects the motion approved was that Route 47 would return to a fixed route but there was not a specific date given for the route to go back into service. Mr. Furgess said he made the motion and would not allow him to change what that motion was. Mr. Furgess said he was told by staff that reinstatement would begin in September and this is the information he is putting on the street. Ms. Bowers reiterated that September was the service change date by union contract. Union contract does services changes in January, May, and September each year and that her recollection from the Board meeting was that staff would meet about Route 47 and Mr. Furgess said that was not his recollection and that staff should review the recording. He asked what was causing the route not to be reinstated in September and Mr. Cooksey said he understood that staff would provide a timeline after they met, about the reinstatement of service and that it would go back to the Service Committee. Mr. Furgess said the motion was Board approved and does not come back to the Service Committee and that the committee was out of the matter. Ms. Bynoe-Reed added that there would be outreach done in Lower Richland to let the community know about the reinstatement and making sure that what is developed is what they need. Mr. Furgess said talking to the community was immaterial and that powers to be in Lower Richland already know about the reinstatement from his recollection of the Board meeting. Ms. Mood said she was not in attendance at the last Board meeting and that at the last July Service Committee meeting her understanding was that services changes for Phases 2 and 3 would be in January and the exception was that Route 47 is not a new service but returning from flex to full service and it didn't appear to require as many steps as a major service change. Ms. Mood asked for clarity from Mr. Cooksey. Mr. Cooksey said the last conversation was that it would be a tight window to reinstate in September, and that after meeting with The COMET staff he understood that a timeline would be created and would include the hiring of additional operators. Mr. Cooksey said

he would need to see what the fixed-route service would look like before he could determine the number of operators needed and that both entities would create a timeline for the full route to resume. He said he thought that reinstatement was approved in the meeting, changes would not take place until January. Mr. Furgess said there is no way anyone on the Board voted to continue Route 47 in January and that it is being discussed now because the original fixed route was removed, replaced with a flex route and is now being returned to a fixed route. Mr. Furgess said one of his concerns was the number of buses and noted that there are four Soda Cap buses with empty ridership that could be used and that the driver shortage did not come before the Service Committee or the Board and asked if Mr. Cooksey was short on drivers. Mr. Cooksey said he has enough drivers to fill the current routes but would be short if the full Route 47 resumed in September. Mr. Furgess asked if anyone from Heyward Career Center had been hired and Mr. Cooksey said he would talk to Ms. Coney to see if they had available candidates. Ms. Mood said what she heard is that the route could be run between September and January but if someone called out sick the pool of operators would be depleted. Mr. Cooksey said he would need to see the service they would be running today in order to build into their timeline of when operators choose their schedules and they have already reached that deadline. Mr. Harris said after the last Service Committee meeting, staff did not have a chance to report on their findings for the route and after the discussion of returning to a fixed route they discovered that it would require additional trips and the frequency would require more buses and manpower. He said there are some buses kept on site but they must abide by FTA regulations that a spare ratio is available to supplement service deficiencies in the event of emergencies. Mr. Harris shared a plan of action for reinstatement of Route 47 which includes service route design, public outreach, modifications, and implementation. Mr. Furgess said he had grave concerns that there is discussion about bringing Route 47 before the Service Committee when it has already been approved by the Board, and that members work to approve things for the community and then there is no action from staff. Ms. Mood said her conception was that the Service Committee action was to recommend to the Board that Route 47 go back to a fixed route and her understanding is that the recommendation was approved at the Board meeting and from previous meetings she didn't think the process required public meetings because it is changing from flex to a fixed route. Mr. Harris said the timeline is out of scope with what was discussed in the Service Committee because after staff discussed September being not as feasible that they wanted to present a timeline that would include engagement of the public to let them know what was being planned. Ms. Bynoe-Reed said anytime there is a service change the public must be notified and staff wanted to do due diligence for the Lower Richland community by meeting with them and addressing any questions or concerns they may have since a fixed route has been out of existence for a while now. Mr. Furgess said that going forward any actions coming from the Board should be directed to the Executive Director because now he is hearing excuses and that the Board knew nothing about a date other than September until it was mentioned by staff. He said he felt there were too many people involved. Ms. Mood asked Mr. DesChamps to see, given Mr. Cooksey's deadlines, if there is any way to expediate the Board's decision. Mr. Furgess said it could not be done in this meeting because the committee cannot tamper with what the Board has decided on and recommended bringing the item back to the next Board meeting. He said there was nothing Ms. Mood could do at the Service Committee level when the action was taken by the Board. Ms. Mood said she was not giving Mr. DesChamps a new directive from the committee but from the Board's action whether anything can be done to make the change happen in September, and it can be reported at the next Board meeting. Mr. Furgess said it was a done deal at the Board meeting and it is not up for discussion again in this setting. Ms. Mood asked Mr.

Furgess what his expectation was and he said staff should have advised the Board that it could not be done in September at their last meeting during approval. He said there should not have been a staff discussion after the Board's approval and that action should have been taken. Ms. Mood said her understanding was that when the motion was made to restore Route 47 to a fixed route, that there was a possibility that it could be done in September and that no action can be taken at the committee meeting but a report taken back to the Board about the status of that action. Mr. Furgess said other Board members are concerned and that he believes it is often when the Board gives a directive it is on staff's timeline. He said it would be acceptable if staff came back with other timeliness such as October or November to start the service. Ms. Mood said we should not get into a pattern of making service changes in between the agreed upon service date changes. Mr. Brennan said he understands policies, procedures, and timelines for the organization but with the critical need of the residents of Lower Richland, it is upon Mr. DesChamps as the Interim ED to recognize the criticalness and reroute the path to making it happen which means sort of bucking the trend of regular public meetings and public awareness. He said it falls on the ED to figure out the quickest way to get it done under the vote that was taken by the full Board and that if there is an emergency or critical status that can be triggered it would be the best route for Mr. DesChamps to take to make this happen. Ms. Mood said it was in Mr. DesChamps lap to bring back to the Board what he able to do and where we are. Mr. DesChamps agreed to give the Board an update on the status of Route 47 at the next meeting. Mr. Cooksey said RATP Dev is prepared to do what is necessary but there is work to be done on the backend and reiterated that he must see the routes they are running. He said he has classes running every two weeks and can meet the obligation of operators but cannot meet the obligation of providing additional buses. Ms. Mood said to Mr. Furgess' point, there are a lot of people involved because there are a lot of things that must be done but her surprise is that Mr. Cooksey had not received information on what the route would look like. Ms. Mood said nothing would be resolved at this committee level and that Mr. DesChamps would provide an update at the Board meeting. Mr. Furgess asked Mr. Cooksey what the latest bus was he could catch from downtown and Mr. Cooksey said he would provide that information. Mr. Furgess also asked what time of day USC Transit stopped doing student runs and what are done with those buses after those runs end. Mr. Cooksey said USC runs end around 8pm but would provide the exact time and said USC branded buses are kept at The COMET when they are not on routes. Ms. Bowers said they are only allowed to use SodaCap and USC Transit buses if there is a need and that the current Route 47 uses cutaway buses and the current ReFlex buses would need to be rewrapped for use on the route. Ms. Mood said her concern is not restarting the fixed route with smaller buses because it will take time to build ridership but wondered if there was a temporary solution to the bus wrap. Mr. Furgess said he is concerned that when speaking to the public about the penny tax there will be complaints that there is less service after the penny tax than before so there needs to be additional service going forward or something exciting about the service or the public will not vote for the penny tax. He said he would not encourage anyone to vote for the penny because he has never done it in the past. He feels that it is the Board's fault and that staff needs to start taking these issue seriously. Ms. Mood said she hopes as informed board members, they would determine how to accommodate a few people without running a 40 ft bus which is why The COMET went into partnership with Uber and Lyft to accommodate those who needed a ride late at night. Ms. Mood said she believes in conveying the rationale for changes to the public and not that a bus used to run at 11pm, now runs until now and what was done to accommodate those who needed the service. Mr. Furgess said he would not go into his community and mention to any bus rider to use Uber or Lyft when asking for the penny tax

vote. Ms. Mood reminded Mr. Furgess that per the agreement it was their obligation to cover the rideshare costs. He said he would only discuss The COMET and bus service with communities and recommended that staff could. Mr. Harris confirmed that the latest route on North Main would be 9:15 and the latest USC would be around midnight. Mr. Furgess asked what USC does at midnight and Mr. Harris said the Routes are Evening 1 and Evening 2 to facilitate students getting to and from campus.

D. Ridership Analysis - May 2023 (Eric Harris)

Pages N/A

Mr. Harris shared the ridership report and advised the Board that it would be provided as a supplement to the committee packet. He said for the month of June there was a good report with an increase of 14,000 passengers from last year. The only deficiency was Sunday service with most of those routes going and down by 50 passengers with not much of an impact. He said we are doing well month to month and what would be provided next month is a trajectory of how we are performing from a year-to-year standpoint, looking at the ridership trends to figure out which routes are doing well and those that are not performing. He said the goal is to get back to the pre-pandemic numbers and determining strategies to fast-track the process. Compared to other agencies across the nation The COMET has been able to retain some pre-pandemic ridership. He said they will continuously update the service route analysis and would like to update the document every two years and a detailed report provided to the Service Committee and the Board. Ms. Mood said she has missed getting the route analysis the past few months to be able to speak to so they can speak knowledgably and share which routes are doing well and what the trends are and that it is the community's oversight and responsibility to look at those details. Mr. Harris said going forward the reports will be included in the Service Committee report and the current report would be sent via email as a supplement to the packet. Ms. Gleaton said she noticed there were two 701s on Forest Drive due to overcrowding and Mr. Bowers said it is normal to add a tripper to accommodate overcrowding.

E. Agency Safety Plan (Arlene Prince)

Pages

Dr. Prince reported that the safety plan was required to be put in place by the FTA in July 2020 and during that time funding was being received from SCDOT and a consultant was used to develop the plan. The document also contains an SMS Development Plan which is a safety assessment prepared by the consultant before the plan was put in place. Since 2020 a Safety Committee has reviewed the plan annually in July for updates and the only changes needed now are personnel title changes, organization chart update, and an update to the contractor's name. She said Homeland Security did an assessment of the Safety, Security and Emergency Preparedness and Disaster Recovery Plan and suggested that the document be a stand alone and not a part of the Safety Plan and is being removed. She said RATP Dev's safety officer is responsible for implementation of the plan. Staff is asking that the committee recommend to the Board the approval of the Safety Plan.

Motion:

A motion was made by Mr. Furgess and seconded by Ms. Gleaton to recommend to the Board the approval of the updated Safety Plan.

Approved: Brennan, Furgess, Gleaton, Herbert, Mood

Motion passed.

6. ADJOURNMENT

Motion: A motion was made by Ms. Gleaton to adjourn.

Approved: Aye (Voice Vote, 1:21 P.M.)

The meeting was adjourned at 1:21 P.M.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Adopted this _____, 2023.

Prepared by:

Angela R. Jacobs, Board Clerk & Community Programs Specialist

Reviewed by:

Pamela Bynoe-Reed, Director of Marketing & Community Affairs/PIO
(Board Administrator)

Approved by:

Christopher Lawson, Secretary

September 7, 2023

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
- SCDOT Approved Stop #799, #1039, #1041
- Property owner for Stop #1134 is not interested in providing easement
- Monthly Meeting with Jackie Bowers/Eric Harris to discuss new work requests and review pending questions needing COMET input

WORK IN PROGRESS:

- Coordination with Lexington Medical regarding Stop #1378 easement agreement
- Coordination with McEntire Produce regarding Stop #195 easement agreement
- Coordination with HOA regarding Stop #319 for SCDOT approval

UNRESOLVED ISSUES:

- SCDOT addressing ADA compliance issue with new sidewalk at Stop #1650

PENDING ITEMS REQUIRING CLIENT ACTION:

- None

Very truly yours,

DAVIS & FLOYD



Todd J. Warren, PE
Vice President

COMET Shelter and Bench Permitting Status September 2023

Completed Sites

Shelters

None for this period

Benches

None for this period

Boarding and Alighting

None for this period

Approved Sites

Shelters

*Stop #799 Decker Boulevard and Quiet Ln

Benches

Stop #1650 Hardscrabble Bush NB (Provided to AOS, coordinating with SCDOT project)

*Stop #1041 Forest Shandon Baptist EB

*Stop #1039 Forest Shandon Baptist WB

Boarding and Alighting

None for this period

Sites Currently Under Permit Review

Shelters

Stop #195 McEntire Produce (Awaiting signed easement)

Stop #838 Main Elmore NB

Benches

*Stop has been added/updated to this status since previous report.

Stop #1378 W Hospital Sunset NB (Lexington Medical is reviewing easement)
Stop #319 Broad Heritage SB

Boarding and Alighting

None for this period

Sites in Design

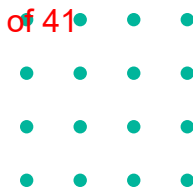
Shelters

Stop #788 Decker Boulevard and Wedgefield Road
Stop #1192 Medical Park @ Prisma Health
Stop #43 Pendleton Barnwell EB
Stop #3203 Midlands Tech College NE SuperStop

Benches

Stop #225 Harbison Boulevard and Parkridge Drive
*Stop #1134 Broad Zimalcrest SB (will be removed next report)
Stop #331 Broad Shivers SB
Stop #683 Main Prescott NB
Stop #21 Harden Rosewood NB
Stop #22 Rosewood Howard EB
Stop #45 Rosewood Kilbourne WB
Stop #335 Gervais Oak EB
Stop #1233 Sumter College SB
Stop #269 Gavilan Campanella
Stop #223 Read Oak EB

*Stop has been added/updated to this status since previous report.



RATP Dev USA Monthly Performance Report

AUGUST 2023



Hot Topics:

COVID-19 – Lenny Cooksey

Customer Service – Alicia Peterson

Maintenance – Kevin Bundrick

Operations – Rickey Mack

Safety and Training – Mary Saunders

Human Resources – Courtney Coney

Performance Indicators - Lenny Cooksey





Covid-19

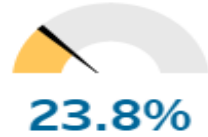
Data as of 11:59 PM on September 2, 2023

AT LEAST 1 DOSE

Kids aged under 5 with at least 1 dose
 count: **16,181**
 population: **291,296**



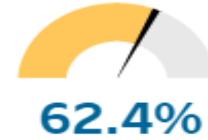
Kids aged 5-11 with at least 1 dose
 count: **104,596**
 population: **439,755**



Residents aged 12 & older with at least 1 dose
 count: **3,135,146**
 population: **4,486,989**

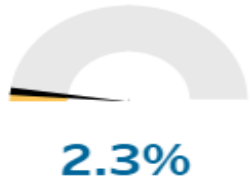


All Eligible Residents with at least 1 dose
 count: **3,255,923**
 population: **5,218,040**

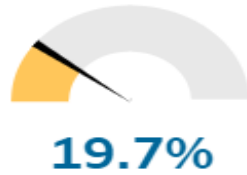


COMPLETED VACCINATIONS

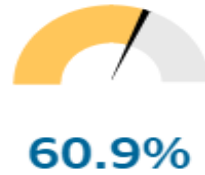
Kids aged under 5 with Completed Vaccine* Series
 count: **6,607**
 population: **291,296**



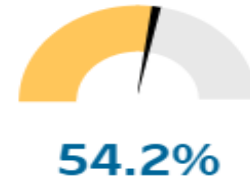
Kids aged 5-11 with Completed Vaccine* Series
 count: **86,846**
 population: **439,755**



Residents aged 12 & older with Completed Vaccine* Series
 count: **2,732,925**
 population: **4,486,989**



All Eligible Residents with Completed Vaccine* Series
 count: **2,826,378**
 population: **5,218,040**



Face masks required.



Bus Cleaning	Totals
Detailed	426
Special Detail	2



Customer Service

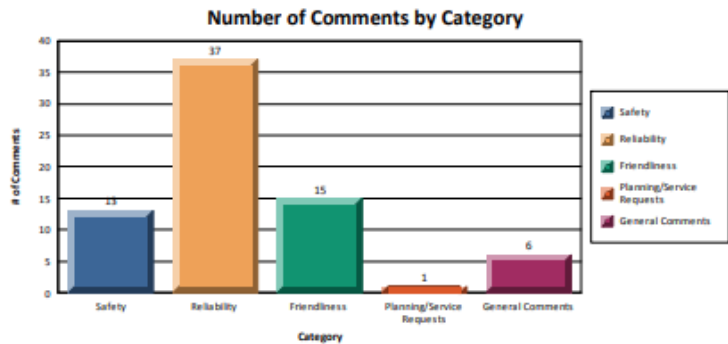




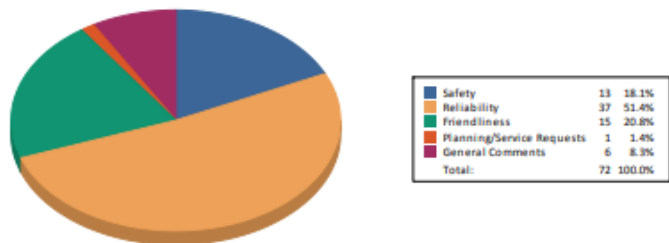
Customer Service

CUSTOMER COMMENTS

For the Period: 8/1/2023 to 8/31/2023



Percentage by Category



For the month of August 2023, RATP Dev had a total of **52** customer complaints comparing to 52 of July 2023, that is a **43.90 % increase** from the previous month. The Safety category was decreased to 18.1% from 24.6% and the Reliability category increased to 51.4% from 40.4% of the previous month.

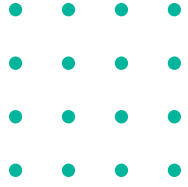
The complaint rate **4.21%** (complaints per 10,000 riders) for the month of August is **within** our target goal of 4.00 to 6.00 complaints per 10,000 customers.

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



Employee of The Month
Daniel Dunlop



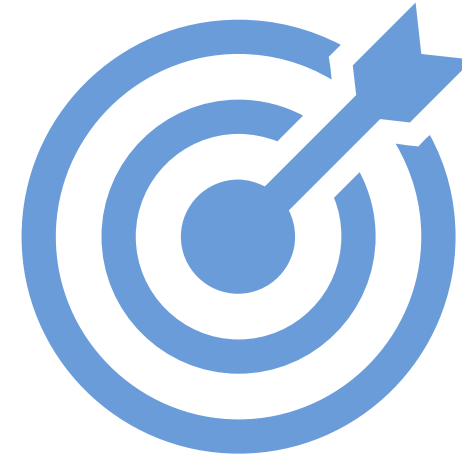
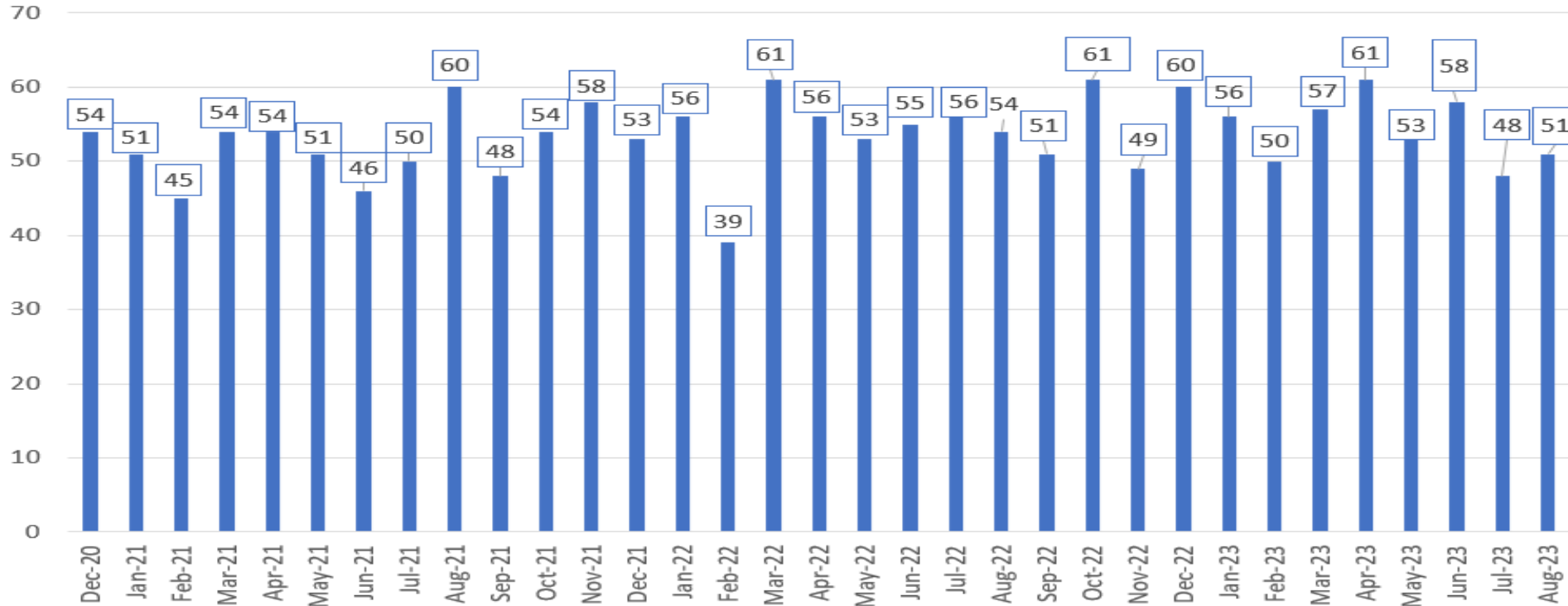


Maintenance





Preventive Maintenance

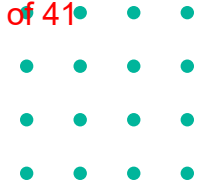


Scheduled PMIs = 51
Completed PMIs = 51
100% On-Time

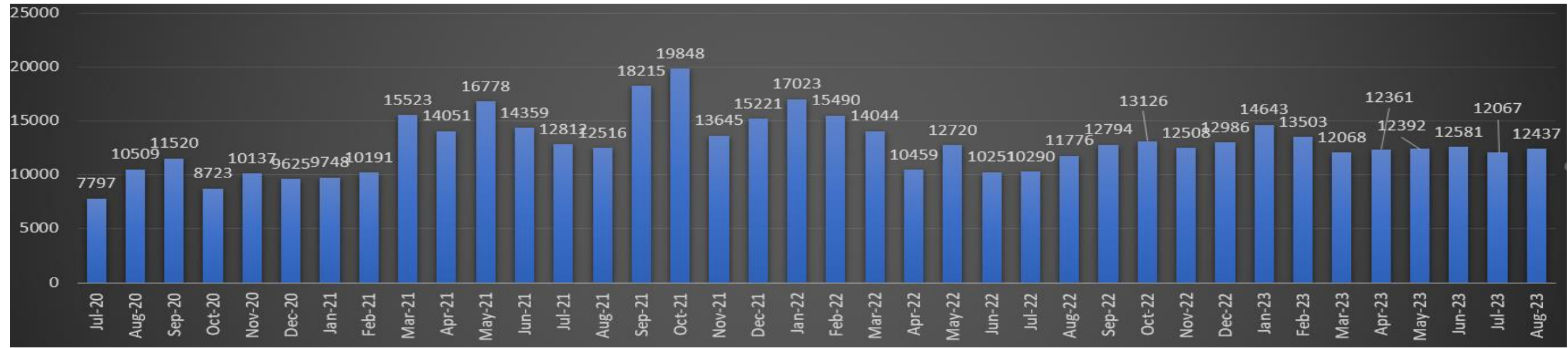
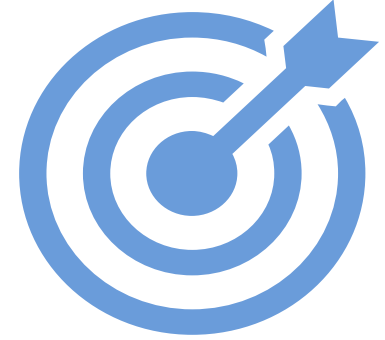
PMI'S ARE TRIGGERED BY ACCUMULATED MILEAGE

AMOUNT VARIES BY MONTH





PM Results

Total Miles Between Road Calls = **12437**
 Target Miles Between Road Calls = 12437

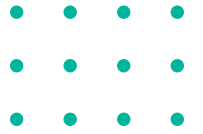
Vehicle Preventative Maintenance
 Interval Statistics



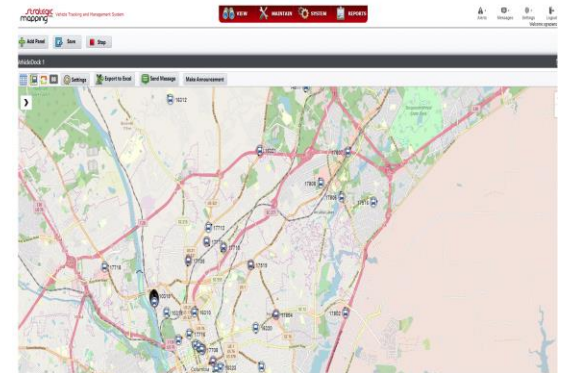


On Time Performance (OTP)





OTP for Fixed Route / DART / Flex



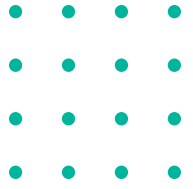
On-time performance is a leading indicator of service reliability and is inscribed as an essential [service standard](#). On-time performance measures the percentage of actual arrival times that are between (<1) minutes early and five (<6) minutes late at designated points along transit routes. The metric is reported by the COMET's AVL system for Fixed Route (Strategic Mapping) and DART Paratransit (Trapeze).

- Fixed Route OTP for August 2023: **75.93%**
- Fixed Route OTP decrease by 2.52 % compared to July 2023 at **77.90%**
- DART/Paratransit OTP for August 2023: **90.50%**
- DART/Paratransit OTP decrease **0.79%** compared to July 2023 at **91.22%**

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.



Ridership Summary





All Aboard

- **136,820 total ridership for August 2023**
- 150,627 total ridership for August 2022
- Ridership has decrease by 9.16% compared to July 2022

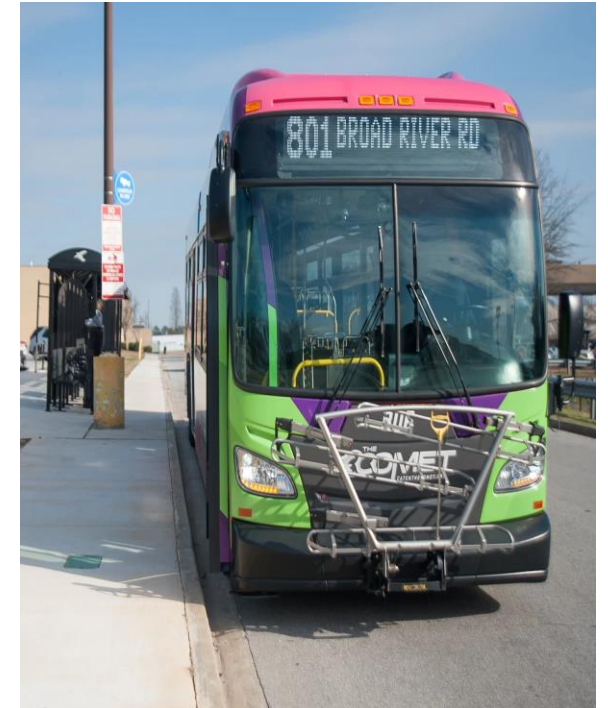




Previous Month Comparison



- **136,820 total ridership for August 2023**
- 123,381 total ridership for July 2023
- Ridership increase of 10.89% compared to July 2023





Average Daily Ridership

Average Daily Ridership					
Month	Monthly Ridership		Average Daily Ridership		
	2022	2023	2022	2023	% Change
January	106,428	144,066	15,204	20,581	35%
February	112,303	150,528	16,043	21,504	34%
March	138,952	158,632	19,850	22,662	14%
April	134,878	147,800	19,268	21,114	10%
May	121,579	131,263	17,368	18,752	8%
June	121,607	127,984	17,372	18,283	5%
July	118,533	123,381	16,933	17,626	4%
August	150,627	136,820	21,518	19,546	-9%
September	170,842		24,406		-100%
October	155,044		22,149		-100%
November	122,649		17,521		-100%
December	111,331		15,904		-100%
Year to Date	1,564,773	1,120,474	223,539	100,068	-23%





GAMECOCK RIDERSHIP

Route	July 2023 Total	June 2023 Total	Variance	% Change
13 North Loop	38	28	10	26%
14 Express	330	394	64	-19%
15 Yellow	No Service	No Service	EVOLVE	EVOLVE
16 Greek Village	No Service	No Service	EVOLVE	EVOLVE
17 Green	No Service	No Service	EVOLVE	EVOLVE
18 Red	No Service	No Service	EVOLVE	EVOLVE
19 Blue	No Service	No Service	EVOLVE	EVOLVE
20 West Campus	97	234	137	-141%
24 Evening 1	No Service	No Service	EVOLVE	EVOLVE
25 Evening 2	No Service	No Service	EVOLVE	EVOLVE
	465	656	191	-41%



- 465 Total passenger boardings
- Difference of -191 passengers compared to June



DART Ridership



Passenger Information

<i>Clients</i>	74.85	%
<i>Companions</i>	0.00	%
<i>Attendants</i>	24.86	%
<i>Others</i>	0.28	%
<i>Pass. Per Trip</i>	1.27	
<i>Average Length</i>	29.07	Minutes
<i>Average Distance</i>	8.30	Miles
<i>Transferred Passengers</i>	0	

Requested Trip Information

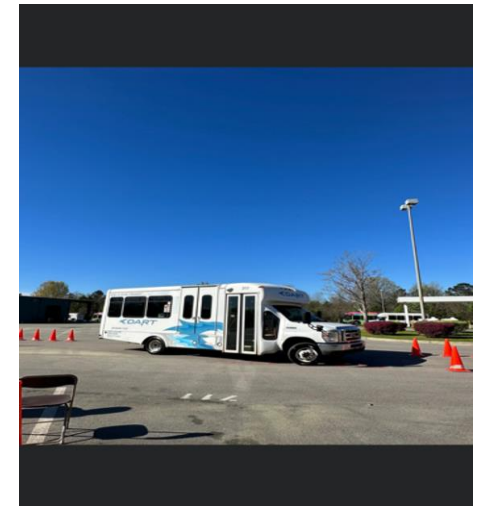
<i>Total Requested</i>	5885	<i>No Shows</i>	75
<i>Unscheduled</i>	11	<i>Cancels CD</i>	119
<i>Unscheduled</i>	0.19 %	<i>No Shows</i>	3.30 %
<i>Cancel Adv.</i>	1547		
<i>Late Cancels</i>	28	<i>No Shows Other</i>	0
<i>Same Day</i>	97	<i>Cancel Other</i>	0
<i>Site Closure</i>	0	<i>Missed</i>	0
<i>User Error</i>	46	<i>MissedT</i>	0
<i>Cancels</i>	29.19 %	<i>Missed</i>	0.00 %
<i>Transferred Trips</i>	0		

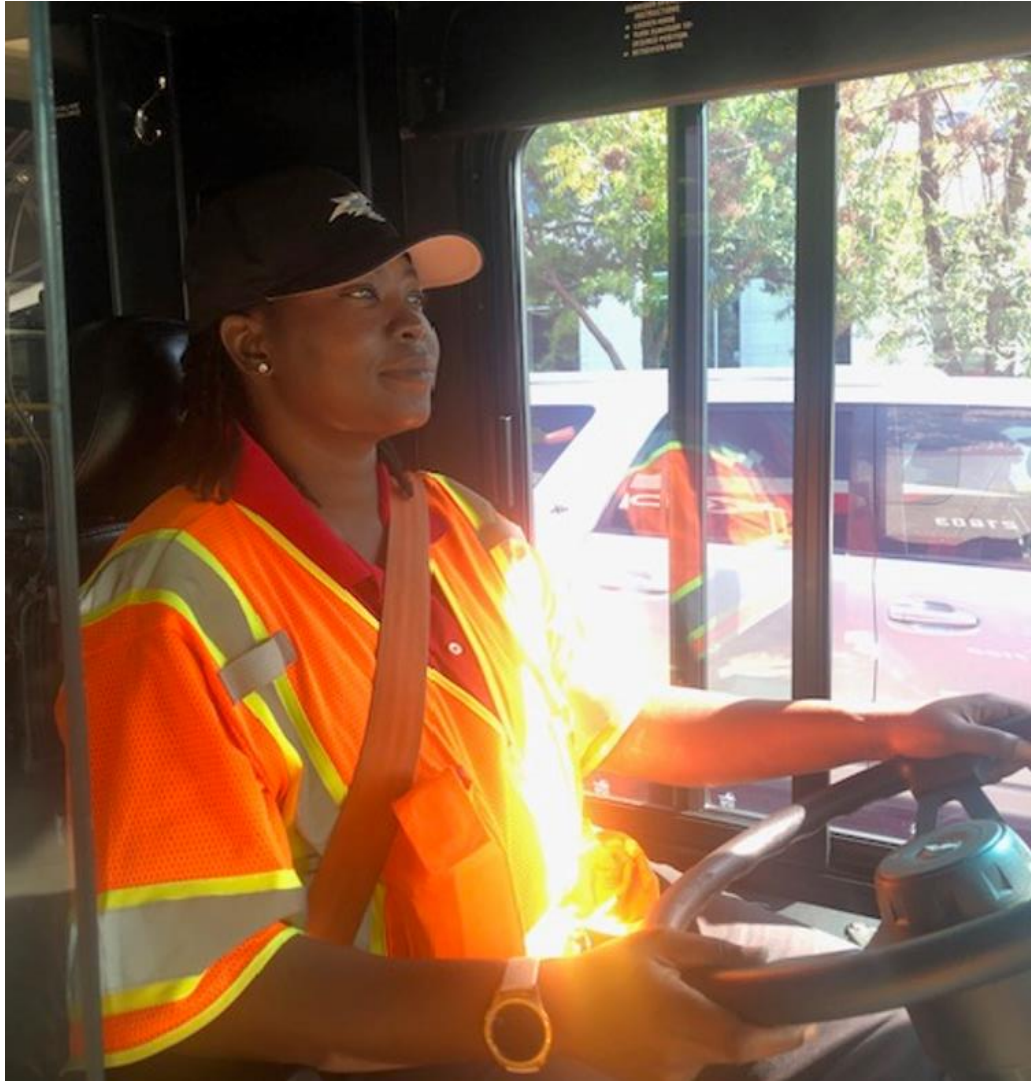
Hours Allocation

<i>Total</i>	2880.17	Hours
<i>Deadhead</i>	10.97	%
<i>Service</i>	89.03	%
<i>Live</i>	89.03	%
<i>Brk, Lnch, or Out</i>	0.00	%
<i>User defined breaks</i>	0.00	%

Miles Allocation

<i>Total</i>	48718.8	Miles
<i>Deadhead</i>	9.85	%
<i>Service</i>	90.15	%
<i>Live</i>	90.15	%
<i>Brk, Lnch, or Out</i>	0.00	%
<i>User defined breaks</i>	0.00	%





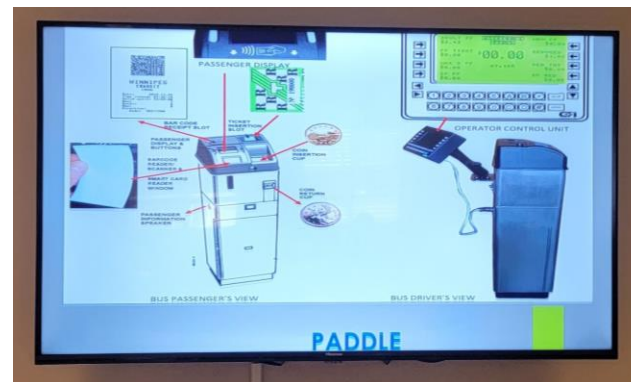
Safety = Success





Safety starts with YOU

- Safety = Success
A Winning Formula 4 Everyone
- Safety Meeting – Wheelchair & Bus Securements
- Facilities Inspection
- Mandatory Safety Bulletin
- Slip, Trips, & Falls/ Safe Awareness
- Preventable RATPDEV – 2(0.69) Per 100,000
- Preventable DART-0
- Total Collisions – 6 Per (2.09) 100,000



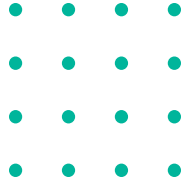


Safety Performance

Vehicle Accidents				
	Fixed	Flex	Dart	Total
Revenue Incidents/Accident	5	0	1	6
Deadhead Incidents/Accidents	0	0	0	0
Per 100,000 Miles	0	0	0	2.09
Total Incidents /Accidents	6	0	0	6

Injuries				
	Fixed	Flex	Dart	Total
Revenue Injuries	2	0	0	2
Deadhead Injuries	0	0	0	0
Per 100,000 Miles	0	0	0	0.69
Total Injuries	2	0	0	2



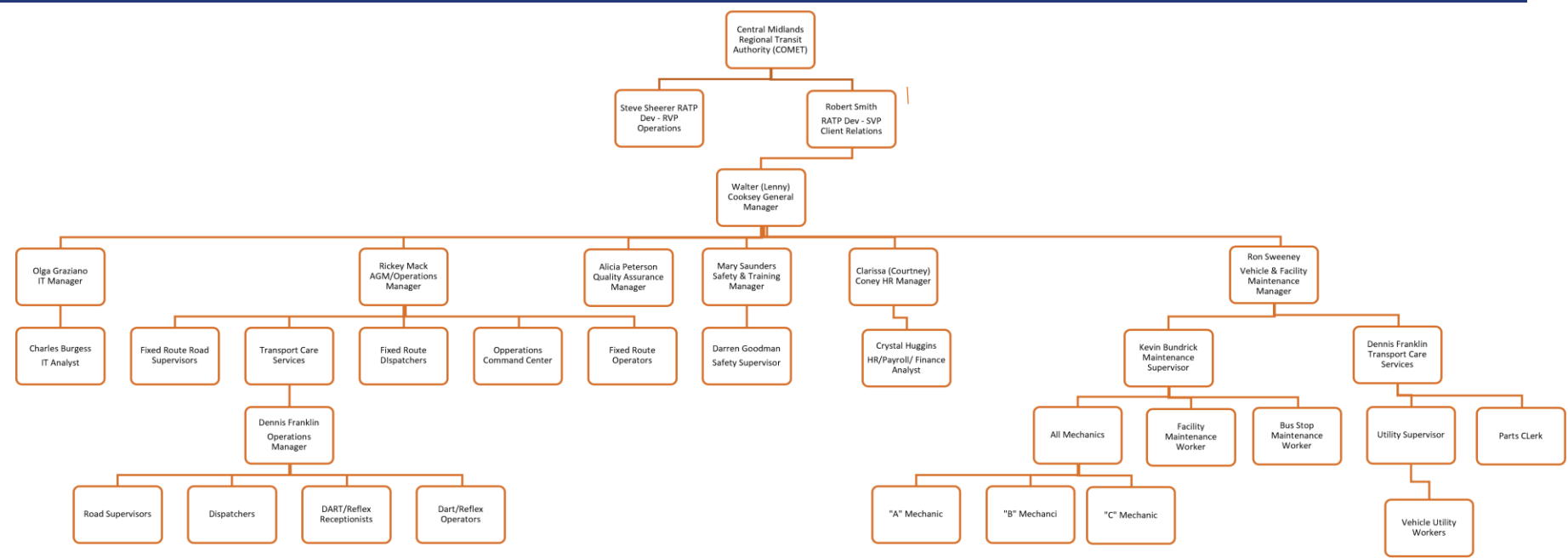


Human Resources





Organizational Chart

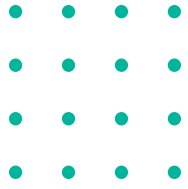




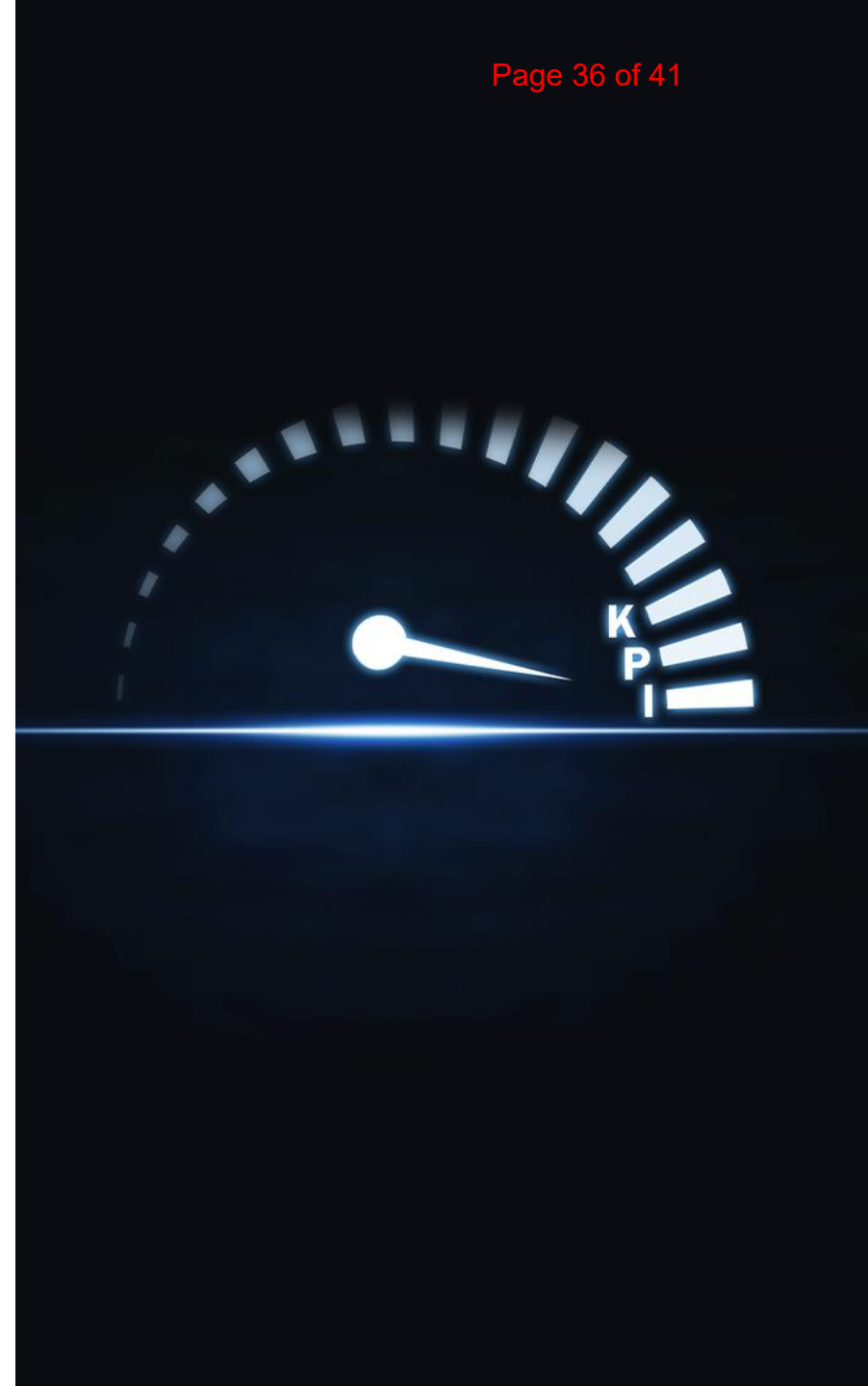
Staffing & Recruitment

Description	Active	Training	Leave	Total
Fix Route Operators/USC	113	4	7	124
Ops Supervisor (USC)	2			2
Dispatcher/supervisor (USC)	1			1
Fix Route Operations Supervisor	08		1	09
Fix Route Dispatcher	2			2
DART/Reflex Reservationist	3.0			3.0
TCS Total Operators	21		3	24
IT Analyst	1			1
Mechanics	13	0	0	13
Lead mechanic/Maintenance Supervisor	1			1
Utility Worker	10			10
Shopkeeper	1			1
Totals	176.0	4	11	191.0





Key Performance Indicator (KPI)





Key Performance Indicator (KPI)

Performance Measure	<i>RATP Dev Contract Goal</i>	<i>RATP Dev August /Actual</i>
On-Time Performance (Fixed Route / Paratransit)	<i>85% / 90%</i>	<i>75.80%/ 90.50%</i>
Miles Between Road Calls	<i>12,000</i>	<i>12,437</i>
Customer Complaints (Per 10,000 Customers)	<i>6.0</i>	<i>4.21</i>
Preventable Accidents (Per 10,000 Miles)	<i>2.0</i>	<i>0.06</i>



Thank You

Ridership Report

July		2022		2023			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	122,421		130,562				▲ 8,141	
	Fixed-Route Total	117,219	8.2	124,999	9.3	\$ 6.10	13.6%	▲ 7,780	▲ 1.1
	Weekday Service	91,428	8.5	98,668	9.5	\$ 6.01	13.8%	▲ 7,240	▲ 1.0
	Saturday Service	14,726	9.0	15,097	9.9	\$ 5.71	14.4%	▲ 371	▲ 0.9
	Sunday Service	11,065	5.3	11,234	7.8	\$ 7.49	11.4%	▲ 169	▲ 2.5
	Flex Route	1,505	2.5	1,185	3.2	\$ 19.44	4.7%	▼ -320	▲ 0.8
	DART	3,697	3.2	4,378	2.7	\$ 25.00	24.8%	▲ 681	▼ -0.4
Special Services	trolley	0		0	#DIV/0!	\$ -	0.0%		
	Gamecock Express 2001	0	N/A	0	#DIV/0!	\$ -	0.0%		
	Inclement Weather Shuttle 7	4	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%		
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		5		4				
	Average weekday boardings		209		193			▼ -16	
	Average Saturday		56		39			▼ -17	
	Average Sunday boardings		36		26			▼ -10	
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	9,917	17.1	9,892	18.4	\$2.61	26.9%	▼ -25	▲ 1.3
201	Rosewood								
301	Farrow	4,050	20.7	6,123	21.3	\$2.14	31.1%	▲ 2,073	▲ 0.6
401	Devine	6,835	20.8	7,042	21.6	\$2.09	31.5%	▲ 207	▲ 0.8
501	Two Notch	9,932	12.0	10,608	13.1	\$4.07	19.2%	▲ 676	▲ 1.1
601	Shop								
701	Forest	8,346	26.5	8,206	24.9	\$1.68	36.4%	▼ -140	▼ -1.6
801	Broad River	12,183	16.2	13,225	19.0	\$2.51	27.8%	▲ 1,042	▲ 2.8
Local				≥12	≤\$5	≥15%	Boardings	Efficiency	
Rt. 6	Eau Claire	2,181	10.9	2,464	8.9	\$6.44	13.0%	▲ 283	▼ -2.0
Rt. 11	Fairfield	2,828	7.5	3,512	8.8	\$6.53	12.9%	▲ 684	▲ 1.3
Rt. 12	Edgewood	3,004	9.1	3,129	9.2	\$6.23	13.4%	▲ 125	▲ 0.1
Rt. 21	Rosewood	2,344	6.5	1,947	6.8	\$8.69	10.0%	▼ -397	▲ 0.3
Rt. 26	West Columbia								
Rt. 28/81	Springdale/Cayce	2,727	21.3	3,064	26.2	\$1.56	38.2%	▲ 337	▲ 4.9
Rt. 42	Millwood Ave	2,430	9.8	2,751	9.7	\$5.80	14.2%	▲ 321	▼ -0.1
Rt. 45	Leesburg-Hazelwood	3,999	13.8	4,124	13.4	\$3.96	19.6%	▲ 125	▼ -0.4
Rt. 55	Sandhills	2,593	6.7	3,096	7.7	\$7.65	11.2%	▲ 503	▲ 1.0
Rt. 61	Shop	4,037	9.7	4,867	11.0	\$5.01	16.1%	▲ 830	▲ 1.3
Rt. 75	Decker-Parklane	3,344	11.4	3,178	10.3	\$5.43	15.1%	▼ -166	▼ -1.1

July		2022		2023				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	1,242	8.1	1,400	6.2	\$9.62	9.1%	▲ 158	▼ -1.9
Rt. 88	Beltline Crosstown	587	2.8	544	2.6	\$24.35	3.8%	▼ -43	▼ -0.2
Rt. 96L	West Columbia/Cayce	989	3.7	857	4.1	\$15.32	5.9%	▼ -132	▲ 0.4
UofSC				≥12	≤\$5	≥15%		Boardings	Efficiency
Rt13	North Loop	132	0.6	153	0.6	\$0.00	0.0%	▲ 21	▲ 0.1
Rt14	Express	74	1.4	408	1.8	\$0.00	0.0%	▲ 334	▲ 0.4
Rt15	Yellow	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt16	Greek Village Express	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt17	Green	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt18	Red	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt19	Blue	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt 20	West Campus	225	0.5	674	1.6	\$0.00	0.0%	▲ 449	▲ 1.0
Rt 24	Evening 1	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Rt 25	Evening 2	-	0.0	0	0.0	\$0.00	0.0%	0	0.0
Connector/Shuttle				≥8	≤\$8	≥10%		Boardings	Efficiency
Rt. 1	Soda Cap 1	639	3.8	913	5.4	\$11.28	7.9%	▲ 274	▲ 1.6
Rt. 2	Soda Cap 2	-	0.0	204	#DIV/0!	-\$0.96	#DIV/0!	▲ 204	#DIV/0!
Rt. 3	Soda Cap 3	-	6.8	7	#DIV/0!	-\$0.96	#DIV/0!	▲ 7	#DIV/0!
Rt. 4	Orbit 4	1,614	12.3	1,356	#DIV/0!	-\$0.96	#DIV/0!	▼ -258	#DIV/0!
Rt. 22	Harden	233	1.8	314	2.4	\$26.53	3.5%	▲ 81	▲ 0.6
Rt. 32	North Main - Hard Scrabble	1,739	5.8	1,461	4.9	\$12.61	7.1%	▼ -278	▼ -0.9
Rt. 57L	Killian-Clemson Local	219	1.5	137	1.0	\$67.87	1.4%	▼ -82	▼ -0.6
Rt. 63	Bluff	-	#DIV/0!	-	#DIV/0!	-	#DIV/0!	0	#DIV/0!
Rt. 74 (frm. 17)	Harrison-Trenholm	-	#DIV/0!	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Rt. 76	Fort Jackson	203	0.7	166	#DIV/0!	-\$0.96	#DIV/0!	▼ -37	#DIV/0!
Rt. 77	Polo Road	743	2.6	489	1.7	\$37.55	2.5%	▼ -254	▼ -0.9
Rt. 83L	St. Andrews Local	1,383	4.1	2,003	6.0	\$10.07	8.7%	▲ 620	▲ 1.8
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	627	4.5	699	5.0	\$12.23	7.3%	▲ 72	▲ 0.5
Rt. 97	Batesburg-Leesburg	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
				≥10/trip	≤\$5	≥15%		Boardings	Efficiency
Rt. 44X	Lower Richland Express	106	1.2	38	#DIV/0!	-\$0.96	#DIV/0!	▼ -68	#DIV/0!
Rt. 52X	Blythwood 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	165	2.8	290	3.3	\$14.54	6.2%	▲ 125	▲ 0.5
Rt. 93X	I-26 Express	77	0.2	0	0.0	#DIV/0!	#DIV/0!	▼ -77	▼ -0.2
Demand Response/Flex				≥3	≤\$30	≥10%		Boardings	Efficiency
Rt. 31	Denny Terrace Reflex	681	4.4	331	2.1	\$16.09	0.0%	▼ -350	▼ -2.2
Rt. 62	Hopkins Reflex	-	0.0	0	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
DART	ADA Paratransit	4,857	3.3	4,058	2.8	\$20.02	4.4%	▼ -799	▼ -0.5
Saturday									
Corridor				≥18	≤\$3	≥20%		Boardings	Efficiency
101	North Main	1,637	12.5	1,556	16.0	\$3.17	23.3%	▼ -81	▲ 3.5
201	Rosewood	-	0.0	-	-	-	-	-	-
301	Farrow	815	9.2	805	15.2	\$3.37	22.2%	▼ -10	▲ 6.0
401	Devine	1,032	13.1	1,001	16.9	\$2.95	24.6%	▼ -31	▲ 3.8
501	Two Notch	1,365	7.1	1,459	9.9	\$5.68	14.5%	▲ 94	▲ 2.8
601	Shop Road	-	0.0	-	-	-	-	-	-
701	Forest	1,513	20.4	1,410	23.6	\$1.83	34.4%	▼ -103	▲ 3.2
801	Broad River	2,138	12.6	2,332	18.4	\$2.61	26.9%	▲ 194	▲ 5.8
Local				≥12	≤\$5	≥15%		Boardings	Efficiency
Rt. 6	Eau Claire	475	7.0	364	7.2	\$8.14	10.6%	▼ -111	▲ 0.2
Rt. 11	Fairfield	480	5.8	524	7.2	\$8.16	10.5%	▲ 44	▲ 1.4
Rt. 12	Edgewood	573	7.3	581	9.3	\$6.16	13.5%	▲ 8	▲ 2.0
Rt. 21	Rosewood	403	5.1	378	7.3	\$8.07	10.7%	▼ -25	▲ 2.2
Rt. 26	West Columbia	-	-	-	-	-	-	-	-
Rt. 28/81	Springdale/Cayce	274	7.4	344	12.7	\$4.21	18.6%	▲ 70	▲ 5.3
Rt. 42	Millwood Ave	470	7.5	455	8.9	\$6.48	12.9%	▼ -15	▲ 1.4
Rt. 45	Leesburg-Hazelwood	671	10.4	650	11.6	\$4.72	16.9%	▼ -21	▲ 1.2
Rt. 55	Sandhills	473	4.9	603	8.2	\$7.08	12.0%	▲ 130	▲ 3.3
Rt. 61	Shop	549	5.6	613	7.6	\$7.66	11.2%	▲ 64	▲ 2.0
Rt. 75	Decker-Parklane	634	8.4	660	11.8	\$4.63	17.2%	▲ 26	▲ 3.4
Rt. 84	Bush River/St. Andrews	311	5.4	259	5.6	\$10.73	8.2%	▼ -52	▲ 0.2
Rt. 88	Beltline Crosstown	-	-	0	0.0	#DIV/0!	0.0%	0	0.0
Rt. 96L	West Columbia/Cayce	111	4.7	86	3.6	\$17.13	5.3%	▼ -25	▼ -1.1
UofSC				≥12	≤\$5	≥15%		Boardings	Efficiency
Rt 20	West Campus Weekend	3	0.0	13	0.3	\$0.00	0.0%	▲ 10	▲ 0.3
TT 2001	Gamecock Express 2001	-	-	0	-	-	-	-	-

July		2022		2023			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	87	2.9	153	5.1	\$11.93	7.5%	66	2.2
Rt. 2	Soda Cap 2	-	0.0	102	#DIV/0!	-\$0.96	#DIV/0!	102	#DIV/0!
Rt. 3	Soda Cap 3	-	0.0	6	#DIV/0!	-\$0.96	#DIV/0!	6	#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	148	2.9	99	1.8	\$35.45	2.6%	-49	-1.1
Rt. 57L	Killian-Clemson Local	20	0.6	23	0.7	\$93.65	1.0%	3	0.1
Rt. 76	Fort Jackson	2	0.0	37	#DIV/0!	-\$0.96	#DIV/0!	35	#DIV/0!
Rt. 77	Polo Road	104	1.6	92	1.8	\$36.25	2.6%	-12	0.2
Rt. 83L	St. Andrews Local	382	4.8	398	6.4	\$9.27	9.4%	16	1.6
Express				≥10/trip	≤\$5	≥15%		Boardings	Efficiency
Rt. 82X	Haribson Express	-							
Rt. 92X	12th Street Ext. Express	33	2.7	94	7.6	\$7.74	11.1%	91	4.9
Demand Response/Flex				≥3	≤\$30	≥10%		Boardings	Efficiency
Rt. 31	Denny Terrace Reflex	94	1.3	81	2.7	\$21.13	0.00%	-13	1.4
DART	ADA Paratransit	202	2.4	197	1.7	\$31.48	5.3%	-5	-0.7
Rural				≥5	≤\$12	≥10%		Boardings	Efficiency
Rt. 47	Eastover	35	3.4	35	2.0	\$32.01	2.9%	0	-1.4
Sunday									
Corridor				≥18	≤\$3	≥20%		Boardings	Efficiency
101	North Main	1,288	8.8	1,162	11.9	\$4.57	17.4%	-126	3.1
201	Rosewood		0.0						
301	Farrow	626	8.7	587	11.7	\$4.69	17.0%	-39	3.0
401	Devine	673	8.5	768	12.9	\$4.13	18.9%	95	4.4
501	Two Notch	1,075	4.9	994	6.8	\$8.79	9.9%	-81	1.9
601	Shop Road								
701	Forest	1,141	12.0	1,042	17.4	\$2.82	25.4%	-99	5.4
801	Broad River	1,654	9.9	1,776	14.0	\$3.74	20.5%	122	4.1
Local				≥12	≤\$5	≥15%		Boardings	Efficiency
Rt. 6	Eau Claire	264	5.3	250	5.0	\$12.30	7.3%	-14	-0.3
Rt. 11	Fairfield	442	6.1	466	6.4	\$9.30	9.4%	24	0.3
Rt. 12	Edgewood	433	5.0	391	6.5	\$9.11	9.6%	-42	1.5
Rt. 21	Rosewood	268	5.2	287	5.5	\$10.94	8.1%	19	0.4
Rt. 42	Millwood Ave	282	5.5	348	6.8	\$8.76	9.9%	66	1.3
Rt. 45	Leesburg-Hazelwood	459	8.2	453	8.1	\$7.19	11.8%	-6	-0.1
Rt. 55	Sandhills	407	4.2	447	6.1	\$9.88	8.9%	40	1.9
Rt. 61	Shop	482	6.0	459	5.7	\$10.56	8.4%	-23	-0.3
Rt. 75	Decker-Parklane	547	7.3	612	10.9	\$5.07	16.0%	65	3.6
Rt. 84	Bush River/St. Andrews	204	5.5	216	6.4	\$9.34	9.4%	12	0.9
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	3	0.0	6	0.1	\$0.00	0.0%	3	0.1
Connector/Shuttle				≥8	≤\$8	≥10%		Boardings	Efficiency
Rt. 1	Soda Cap 1	7	1.6	7	0.2	\$293.31	0.3%	0	-1.4
Rt. 2	Soda Cap 2	-	0.0	40	#DIV/0!	-\$0.96	#DIV/0!	40	#DIV/0!
Rt. 3	Soda Cap 3	-	0.0	3	#DIV/0!	-\$0.96	#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	323	2.9	169	3.1	\$20.37	4.5%	-154	0.2
Rt. 76	Fort Jackson	43	0.0	61	#DIV/0!	-\$0.96	#DIV/0!	18	#DIV/0!
Rt. 77	Polo Road	89	1.3	98	1.9	\$33.97	2.8%	9	0.6
Rt. 83L	St. Andrews Local	326	3.9	339	5.8	\$10.32	8.5%	13	1.9
Express				≥10/trip	≤\$5	≥15%		Boardings	Efficiency
Rt. 82X	Haribson Express	-	0						
Rt. 92X	12th Street Ext. Express	18	3.1	89	7.2	\$8.22	10.5%	71	4.1
Demand Response/Flex				≥3	≤\$30	≥10%		Boardings	Efficiency
Rt. 31	Denny Terrace Reflex	68	1.2	39	1.7	\$34.99	0.00%	-29	0.5
DART	ADA Paratransit	4,857	3.6	4,378	188.7	\$0.18	41.2%	-479	185.1