



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## RCAT MEETING NOTICE

**Date:** Thursday, October 17, 2024  
**Time:** 12:00 p.m.  
**Location:** CCRTA Staples Street Center  
 602 N. Staples St.  
 Corpus Christi, Texas 78401

### Board Members

Robert Box, Chair, Thomas Cronnon, Vice Chair,  
 Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis

### Mission Statement

To provide knowledge, guidance, and insight to the RTA and the community on transportation disadvantaged riders and services. Committee members act as ambassadors on transportation ridership issues.

1.	Pledge of Allegiance	1 minute	No Attachment
2.	Roll Call	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
4.	Awardment of Unsung Hero Award	5 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for September 19, 2024.	5 minutes	Pages 1 - 3
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	Chairperson's Report a. RCAT Member Updates	20 minutes	No Attachment
8.	RCAT Liaison Report a) New Hire b) Retiree c) Texas Workforce Commission – "We Hire Vets" Award to CCRTA d) August 2024 Operations Report e) CEO Report	30 minutes	No Attachment
9.	Discussion of Scheduling RCAT Route Evaluation		No Attachment
10.	Informational Items: a) August 2024 CAF Report b) August 2024 Operations Report Key Metrics c) August 2024 B-Line Report d) August 2024 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Page 4 - 8 Page 9 – 20 Page 21 – 26 Page 27 Page 28
11.	Adjournment		No Attachment
	Total Minutes:	71	

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting who may need auxiliary aids or services are requested to contact Susan Teltschik at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## RCAT MEETING NOTICE

**Date:** RCAT Meeting – Thursday, October 17, 2024

**Time:** 12:00 p.m.

**Location:** CCRTA Staples Street Center  
602 N. Staples St.  
Corpus Christi, Texas 78401

### Board Members

Robert Box, Chair, Thomas Cronnon, Vice Chair,  
Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis

### Mission Statement

To provide knowledge, guidance, and insight to the RTA and the community on transportation disadvantaged riders and services. Committee members act as ambassadors on transportation ridership issues.

### ATTENDANCE

➤ There are \_\_\_ confirmed attendees for the meeting today.

**Chair will call the meeting to order and state the time : PM**

1.	<b>Pledge of Allegiance</b>	1 minute	No Attachment
	➤ Please join me in the Pledge of Allegiance		
2.	<b>Roll Call – Amanda De La Cerda</b>	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
	➤ Amanda will let you know if anyone signed up to comment		
4.	Awardment of Unsung Hero Award	5 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for September 19, 2024.	5 minutes	Pages 1 - 3
	➤ Is there a Motion to Approve the RCAT Minutes of September 19, 2024? ➤ I ( <b>State Name</b> ) make the motion to adopt. ➤ Is there a second? ➤ I ( <b>State Name</b> ) second the motion. ➤ There is a motion and a second. Any discussion? ➤ All those in favor; all opposed. ➤ Motion passes / fails ( <i>or passes as amended</i> )		Motion <input type="checkbox"/> ____ Second <input type="checkbox"/> ____ (name) Vote Pass / Fail (circle one)
6.	Committee for Persons with Disabilities (CFPWD) Presented by Sandra Cisneros.	5 minutes	No Attachment
7.	Chairperson's Report a. RCAT Member Updates The floor is open to share items such as community outreach, issues continually seeing and how committee can help, etc.	20 minutes	No Attachment
8.	RCAT Liaison Report a) New Hire b) Retiree c) Texas Workforce Commission – “We Hire Vets” Award to CCRTA d) August 2024 Operations Report e) CEO Report	30 minutes	
9.	Discussion of Route Evaluation conducted August 2024		No Attachment

10.	Informational Items: a) August 2024 CAF Report b) August 2024 Operations Report Key Metrics c) August 2024 B-Line Report d) August 2024 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Page 4 - 8 Page 9 – 20 Page 21 – 26 Page 27 Page 28
11.	Adjournment		No Attachment
	Total	71 minutes	

➤ The chair will adjourn the meeting and **state the time** : **PM**

**No-Show/Eligibility Appeals**  
**None scheduled this month.**

**RTA Committee on Accessible Transportation (RCAT)  
MEETING MINUTES**

**September 19, 2024**

---

**Advisory Committee Members Present:** Robert Box, Randal Chisamore, Thomas Cronnon, Rhonda Alvarez, Inez Garcia, and Jeannine Leal

**Advisory Committee Members Absent:** Liliana Macias-Pettis

**Board Members Present:** None

**Staff Present:** Susan Teltschik, Melanie Gomez, Sandra Cisneros, Terry Klinger and Amanda De La Cerda

**MV Present:** Timothy Van Zalen

---

**Call to Order:** Mr. Box called the meeting to order at 12:03 p.m.

**Roll Call:** Amanda De La Cerda called the roll and determined a quorum was present.

**Public Comment:** None

**Chairperson Report:**

Presented by: Robert Box

**Unsung Hero Awardment:**

Rachel Dozier is acknowledged for her exemplary customer service, which has made certain that the customers on her route feel valued and well-informed.

**RCAT Meeting Minutes:**

RCAT Meeting Minutes for May 16, 2024, were approved. Motion made by Rhonda Alvarez and seconded by Inez Garcia.

**Discussion of Unsung Hero Award Nomination:**

The committee reviewed the nominations and nominated Damian Alvarez for the award. Motion was made by Thomas Cronnon. 2<sup>nd</sup> by Jeannine Leal.

**RCAT Member Updates:**

Mr. Cronnon updated the committee regarding the Wings of Texas event scheduled for September 28, 2024. The event, titled Run the Runway, will take place at the Corpus Christi International Airport and will feature both a 5K and a 1K Walk and Run. The CCRTA will be providing shuttle services for the occasion, and he expressed his gratitude to them for their support.

Ms. Inez Garcia informed the committee about the Chair Volleyball Tournament held on Saturday, September 21, 2024, at the Broadmoor Senior Center commencing at 11:30 a.m.

**RCAT Liaison's Report:**

Presented by: Melanie Gomez

**The below information was presented to RCAT Members:**

**Certificate of Appreciation Awarded to CCRTA – Nueces County Operation Health & Wellness**

Award was presented by Joe Gonzales "JAG" to CCRTA for community participation during the Health & Wellness Initiative brought by the Texas A&M University Colonias Program and the US Department of Defense's Innovative Readiness Training program.

**CCRTA New Hires**

CCRTA had one new hire join the Vehicle Maintenance Team.

**July 2024 Operations Report**

There was a rise of 13.8% in passenger trips, a 12.6% increase in revenue service hours, and a 12.0% increase in revenue service miles when compared to July 2023. Out of the 32 bus routes on the local street network. 48 Bus Stops were impacted by continuous construction improvements. 36 additional bus stops are projected to be impacted with the upcoming projects. CCRTA met the Denials and Miles Between Road Calls Metric. However, the passengers per hour and on-time performance were not met.

Mr. Cronnon inquired about the requirements for CCRTA to achieve the specified metrics. Mr. Van Zalen responded by highlighting that the primary concern was related to adequate staffing levels and the accessibility of buses for operators. He noted that certain buses were facing repair delays due to a lack of available parts. However, he mentioned that new operators have been recruited to ensure that staffing levels meet expectations. It was also mentioned that the rise in ridership is linked to the extended service hours.

Ms. Alvarez raised concerns about the challenges of arriving punctually for medical appointments. Mr. Van Zalen responded that the situation should improve with the current staffing levels. However, he noted that the acquisition of new buses is contingent upon available funding.

**CEO Report**

On August 26th, the Pilot Route 4E Express commenced operations in the Flour Bluff Region. Weekday fixed route ridership saw an 8% increase compared to August 2023, averaging 10,811

riders on weekdays. The Bear Lane LED Bus Parking Lot Light Replacement Project has been successfully completed, and new flooring has been installed in the Bear Lane Operator Ready Room. The installation of two new 7.5-ton HVAC units for the Maintenance and Facilities shop has also been finalized.

On August 12th, CCRTA welcomed U.S. Representative Cloud for a tour of the Maintenance Facility. Additionally, on August 28th, CCRTA hosted both the South Texas Military Task Force and U.S. Representative Cloud at the Staples Street Center. The CEO attended APTA's inaugural Workforce Summit in Washington, D.C. and participated in the FTA's Transit Vehicle Innovation and Deployment Centers (TVIDC) focus group organized by the Center for Transportation and the Environment (CTE) on August 30th. The TEX-21 Statewide Zoom meeting addressed topics related to the 89th Session and the 119th Congress. The State of the City event is scheduled for September 5th. On August 16th, the Safety and Security team coordinated a Human Trafficking Summit at the American Bank Center, which was attended by over 125 local, state, and federal law enforcement personnel. Furthermore, Safety & Security has launched a "Park, Stop, & Look" campaign aimed at enhancing child safety in vehicles.

Two events were held to show gratitude towards employees. The CCRTA also honored the retirement of a maintenance supervisor who dedicated 38 years to the organization. Furthermore, informational sessions were organized for bus operators to highlight safe driving practices and to share updates on policies and procedures.

Community engagement initiatives include the Connect Corpus Christi Fair hosted by TAMU-CC on August 29th, a presentation on the CCRTA system overview at TAMU-CC Island Harbor on August 30th, and a system overview presentation delivered by Public Relations to the A/V and Graphic Design Teachers of CCISD. Additionally, the ArtWalk Shuttle Service held on September 6th, and MV Transportation took part in back-to-school shopping events at John F. Kennedy and West Oso Elementary Schools.

### **Review Bus Stop Survey Form for June Route Study**

Ms. Melanie Gomez invited the committee members to express their opinions and concerns about the Route Audit.

Ms. Alvarez expressed her appreciation and contentment with the current route audit, emphasizing its importance in helping her and others understand how to effectively navigate fixed routes. Ms. Gomez informed the committee that Terry Klinger, the CCRTA Mobility Trainer, is ready to offer training sessions for committee members and anyone keen on gaining confidence in navigating the bus routes

The committee did not provide any additional information.

**Adjournment:** 12:41 p.m.



August 31, 2024

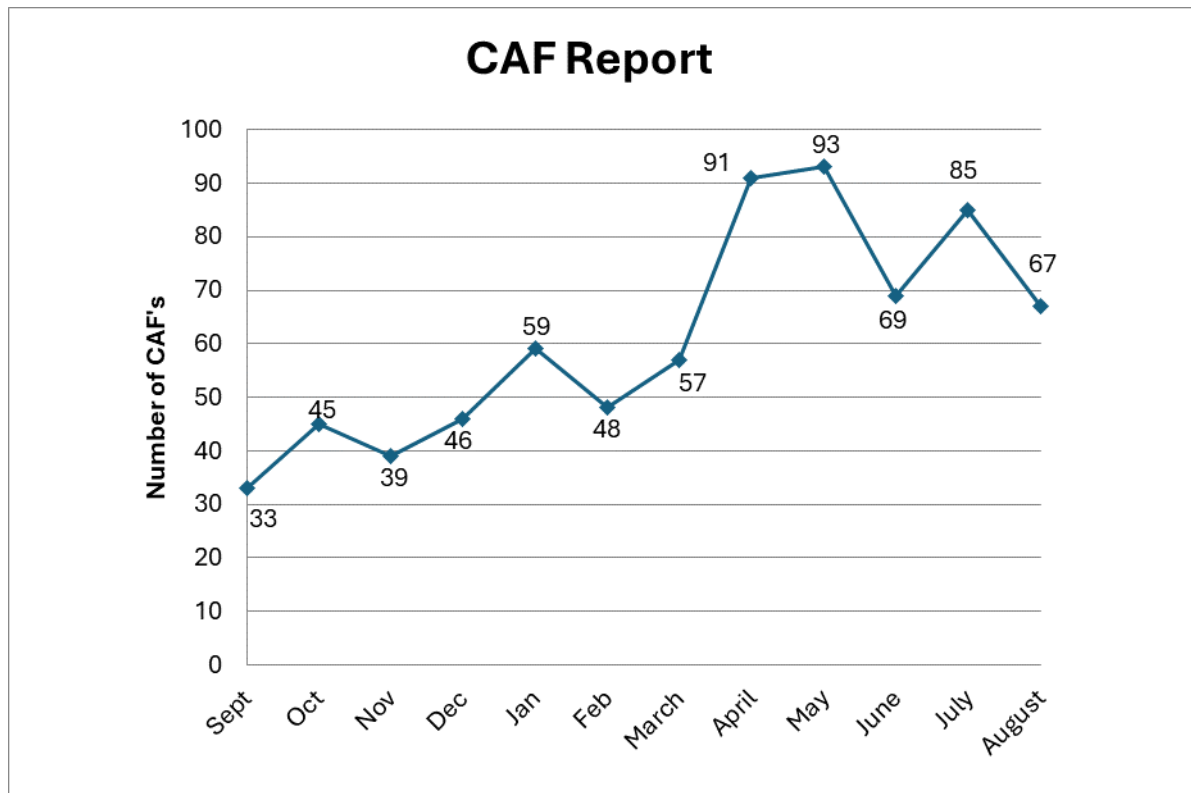
---

**Subject: CAF Report for August 2024**

**Customer Programs Monthly Customer Assistance Form (CAF) Report**

For August 2024, there were 67 reported CAFs which was less than the 85 reported CAFs for July 2024. The decrease of 18 CAFs represents a 26.86% decrease.

There were three commendations included in the total for the month of August.



**August 2024 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	3	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	3
#5 Alameda	1	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	3
#15 Kostoryz/Carroll HS	1	#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers	4	#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	2
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	1
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	5
#26 Airline/Lipes		Transportation	
#27 Leopard	2	Service Development	3
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	17
#29 Staples	5	IT	
#32 Southside	1	Safety & Security	3
#34 Robstown North Circulator		Vehicle Maintenance	2
#35 Robstown South Circulator		COMMENDATIONS	3
#37 Crosstown/TAMUCC	1		
		<b>TOTAL CAF's</b>	<b>67</b>



**August 2024 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	5	3		8
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury	1		1	2
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup	1	2		3
Rude	1	1	2	4
Left Behind/Passed Up	5		5	10
Inappropriate Behavior	3			3
Policy			1	1
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Safety and Security	3			3
Facility Maintenance	20			20
Service Development	3			3
Transportation (Other)				
IT				
Vehicle Maintenance	2			2
Commendations	1	2		3
<b>TOTAL CAFs</b>	<b>48</b>	<b>8</b>	<b>11</b>	<b>67</b>

**Conclusion:**

During August 2024, CCRTA received sixty-seven CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were three commendations.

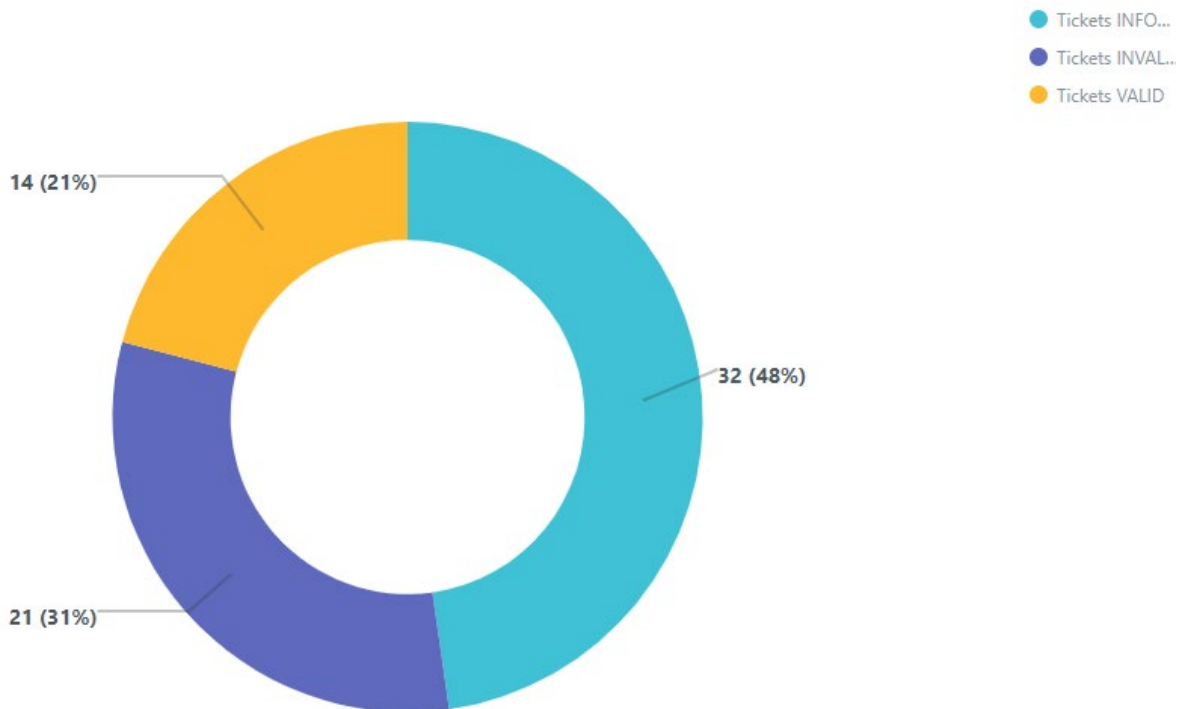
Forty-eight CAFs were received regarding CCRTA Service, representing 72% of the total customer assistance contacts; there was one commendation and thirty informational CAFs.

Eight CAFs were received regarding B-Line Service representing 12% of the total customer assistance contacts; there were two commendations and one informational CAFs.

Eleven CAFs were received regarding Contracted Fixed Route Service representing 16% of the total customer assistance contacts; there were no commendations and no informational CAFs.

**Outcome:**

Fourteen CAFs were found to be Valid.  
Twenty-one CAFs were found to be Invalid.  
Thirty-two CAFs were Informational only.



Actions taken because of the received CAFs include but are not limited to the following:

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of CCRTA's Operations Policy

The CCRTA documents CAFs to capture information regarding a wide range of issues from the community's perspective and point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, in-person, or letter.

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt written response to the customer at the conclusion of the investigation within ten working days.

CAFs play an important role as a quality assurance tool to identify issues regarding service; they also inform CCRTA regarding education and training needs. CAFs assist Service Development in identifying problems around existing service and identifying underserved areas. CAFs also serve to guide policy development.

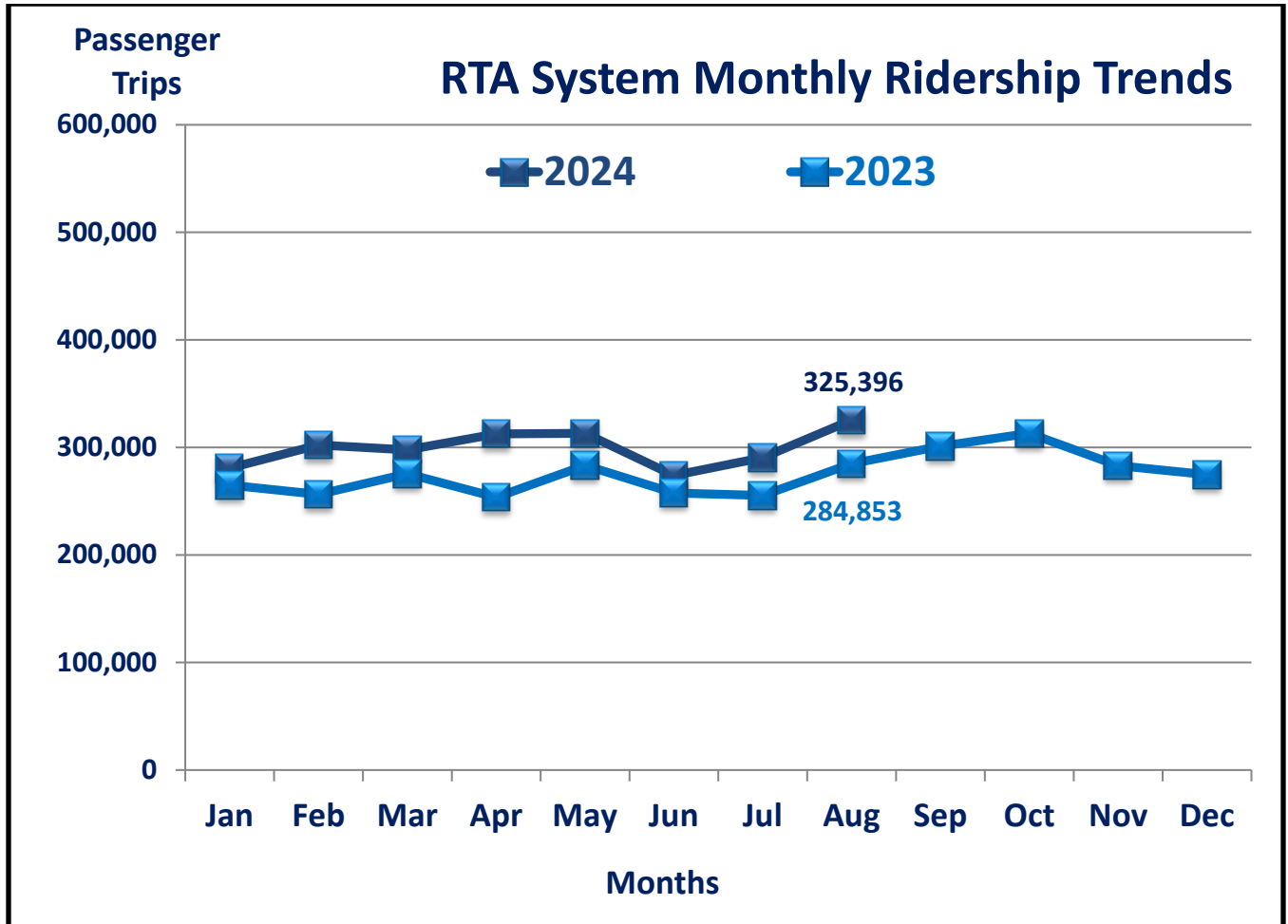
**Subject:** August 2024 Operations Report

The system-wide monthly operations performance report is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls and customer service feedback.



**System-wide Ridership and Service Performance Results**

August 2024 system-wide passenger trips totaled 325,396 which represents a 14.2% increase, compared to 284,853 passenger trips in August 2023 with 40,543 more trips provided this month.



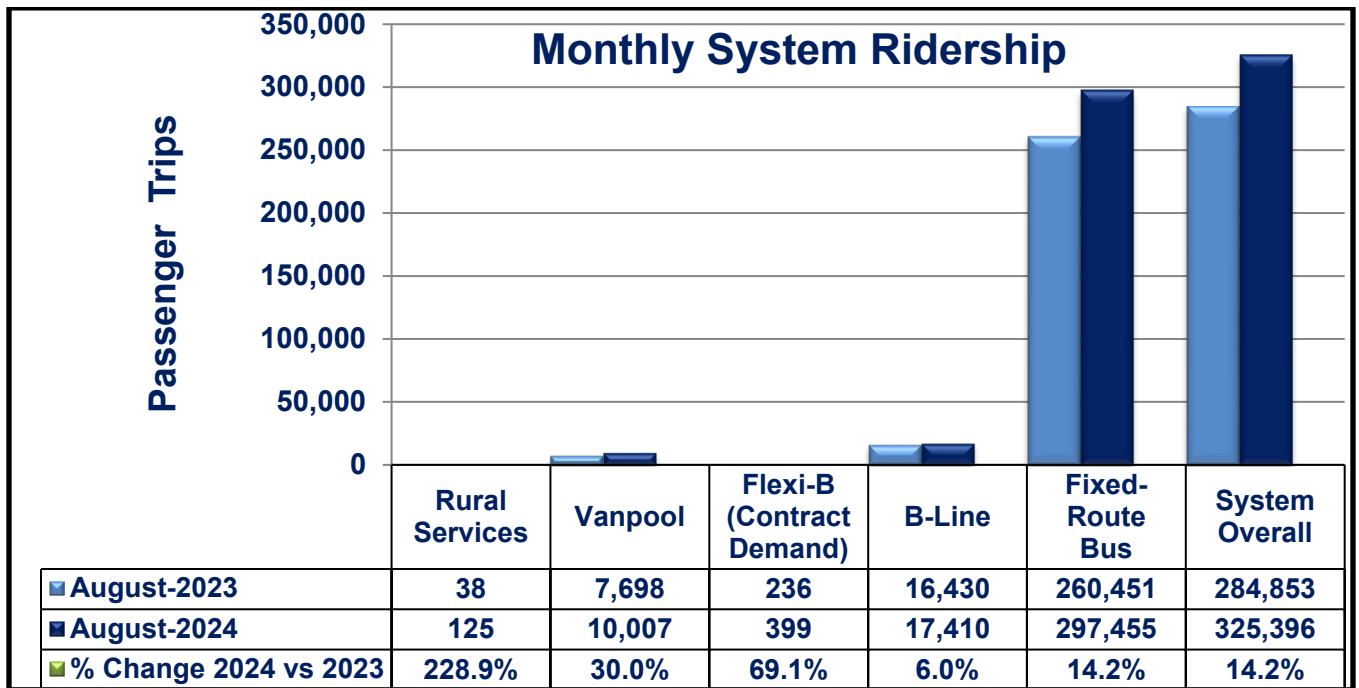
August 2024	August 2023	Variance
22 Weekdays	23 Weekdays	-1
5 Saturdays	4 Saturdays	+1
4 Sundays	4 Sundays	-
31 Days	31 Days	-

The average retail price for unleaded gas in Corpus Christi was \$2.91 per gallon compared to \$3.35 per gallon in August 2023<sup>1</sup> which is a 13% decrease in the average cost per gallon. August rainfall was below

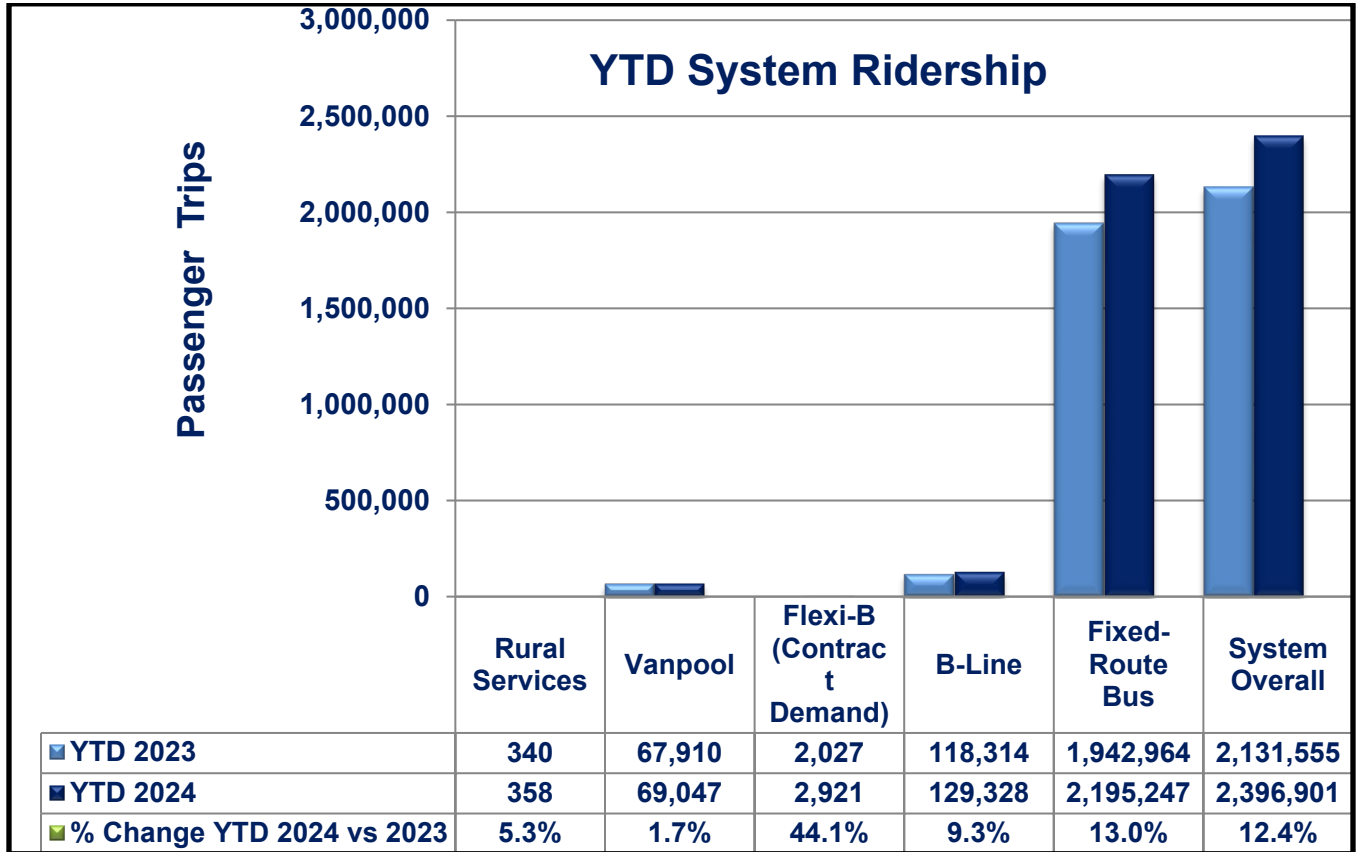
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.  
 2. <https://etweather.tamu.edu/rainhistory>

average at only 0.56 inches. In comparison, August 2023 recorded above normal rainfall at 5.04 inches.<sup>2</sup> Historically, August average rainfall is 2.75 inches. The 96.5-degree average high temperature in August 2024 was slightly above the average temperature of 95.0-degrees.

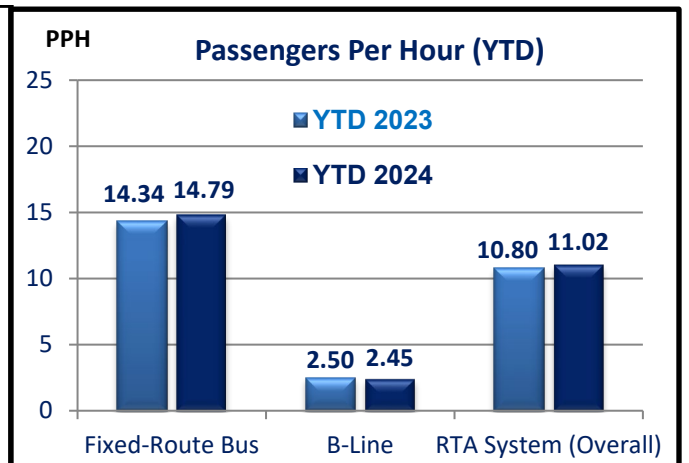
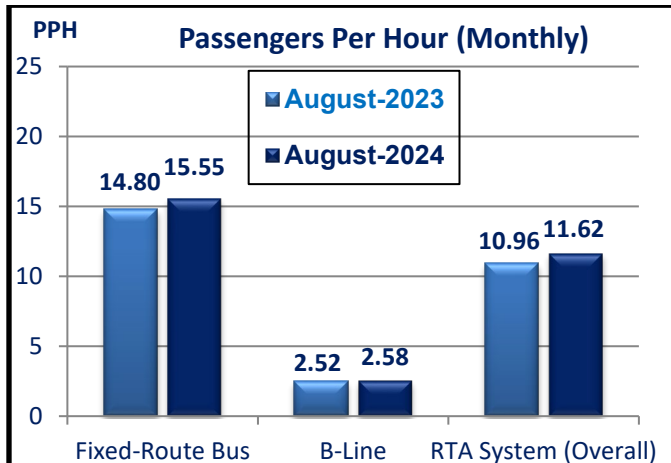
The chart below shows monthly ridership results for all services. CCRTA recorded 40,543 more passenger trips in August 2024 resulting in a 14.2% increase compared to August 2023.

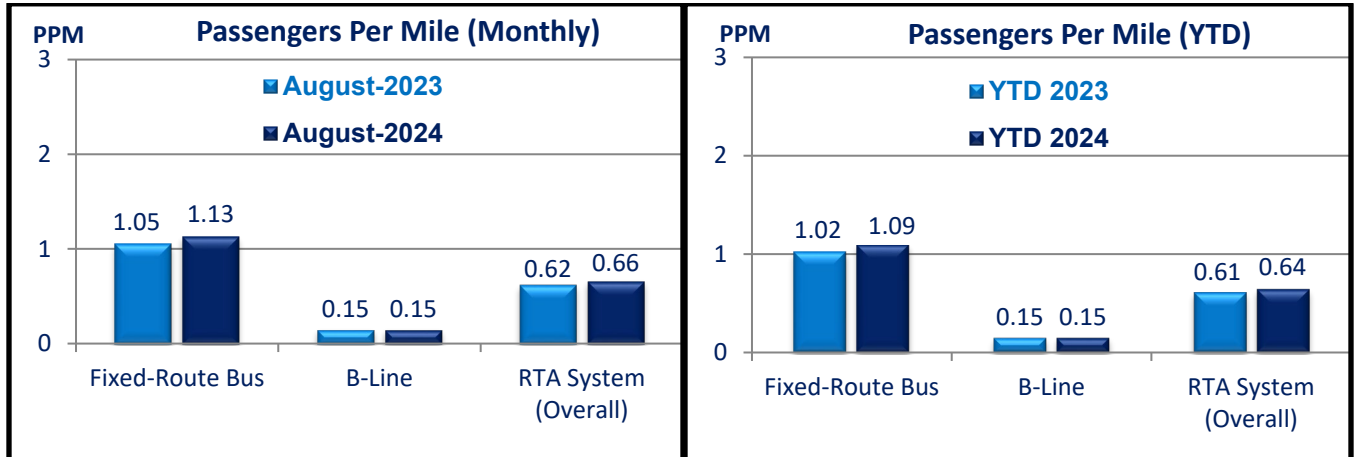


The chart below shows YTD ridership results for all services. 265,346 more trips compared to 2023.



The following four charts are system-wide productivity for the month of August 2024 vs. August 2023 and YTD figures.





The following table shows on-time performance of fixed route services.

Schedule Adherence	Standard	May-24	Jun-24	Jul-24	Aug-24	4-Month Average
Early Departure	<1%	0.2%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	93.9%	94.8%	91.1%	89.4%	93.5%
Monthly Wheelchair Boardings	No standard	4,963	5,689	5,616	5,529	5,449
Monthly Bicycle Boardings	No standard	6,563	5,762	6,332	7,622	6,570

**Bus Routes and Bus Stops Impacted by City and TxDOT Construction Projects**



- **New Harbor Bridge (North Beach):** Route 78 remains on a minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)
- **Port Ave.** Waterline Replacement Project began March 2022, undetermined completion date.
- Routes 21, 23 & 37 (2 stops impacted)
- **IH-37 @ Harbor Bridge Recon.** Began May 31, 2024.
- Route 27 (Express, no stops impacted)
- **Carroll @ Gollihar (outbound only):** Began July 2024.
- Route 17 (2 stops impacted with TCP placement)
- **Comanche St. (Carancahua-Alameda):** Began early 2024.
- Route 23 (2 stops may be impacted with TCP placement)
- **Gollihar Rd. (Crosstown-Greenwood):** Began April 24, 2023.

**On Detour**



**Detours  
Expected**

- Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30, 2023.
- Route 19 (**8** stops closed)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
- Route 32 (not detoured), Route 37 (detoured) (**4** stops on Everhart now impacted, **2** closed on Alameda & **2** closed on S. Staples west Everhart Rd.)
- **Horne Rd. (Between Port & Ayers):** Utility repair began Aug. 12, 2024.
- Routes 15 & 19 (**1** McDonald's bus stop temporarily closed & unserved)
- **Bear Ln. (Utility Replacement)** Road repair began June 2024.
- Route 16 (Coastal Bend Food Bank - **1** stop currently not serviceable)
- **N. Tanchua (Leopard-Kinney):** Utility replacement began February 5, 2024.
- Routes 19 & 23 (**3** stops closed)
- **Alameda St. (Louisiana-Texan Trail):** Work on project began Fall 2023.
- Routes 5 & 17 (**12** of 19 total stops are currently impacted)
- **Brownlee Blvd. (Morgan-Staples)** To begin late 2024.
- Routes 5 (Express) & 17 (**8** stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (60%)
- Routes 6, 76, 78 (no stops impacted)
- **Carroll Ln. (SH-358 to Holly)** Project in design. (60%)
- Route 15 (4 stops may be impacted)
- **Alameda St. (Everhart-Airline):** Project in design. (90%)
- Route 5 (13 stops may be impacted)
- **Alameda St. (Texan Trail-Doddridge):** Project in design. (90%)
- Route 5 (11 stops may be impacted)

For August 2024, there were 11 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 34% of CCRTA services. Impacted bus route services include:  
**5, 15, 16, 17, 19, 21, 23, 25, 27 (Express), 37 & 78**

The total number of bus stops that were impacted or closed was **50**.

Future City Bond projects, the number of additional bus stops which may be impacted or closed is **36**.

**Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics**

In August 2024, B-Line service performance metrics are listed below.

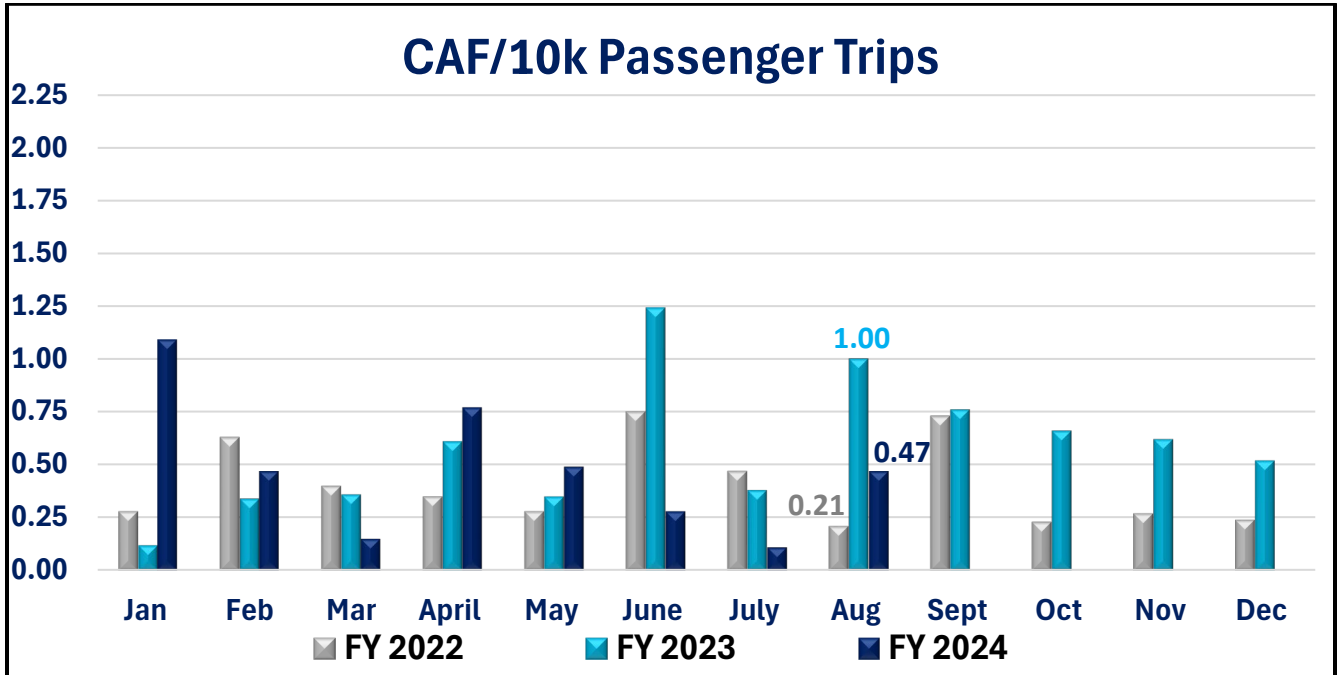
- Productivity: **2.58** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- On-time Performance: **83.6%** for August did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **17,869** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,308** ambulatory boardings; **4,956** wheelchair boardings

Metric	May-24	Jun-24	Jul-24	Aug-24	(4) Month-Ave.
Passengers per Hour	2.51	2.38	2.44	2.58	2.48
On-time Performance	85.1%	90.6%	89.9%	83.6%	87.3%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	29,564	21,139	23,971	17,869	23,136
Monthly Wheelchair Boardings	4,675	4,052	4,498	4,956	4,545

**Customer Programs Monthly Customer Assistance Form (CAF) Report**

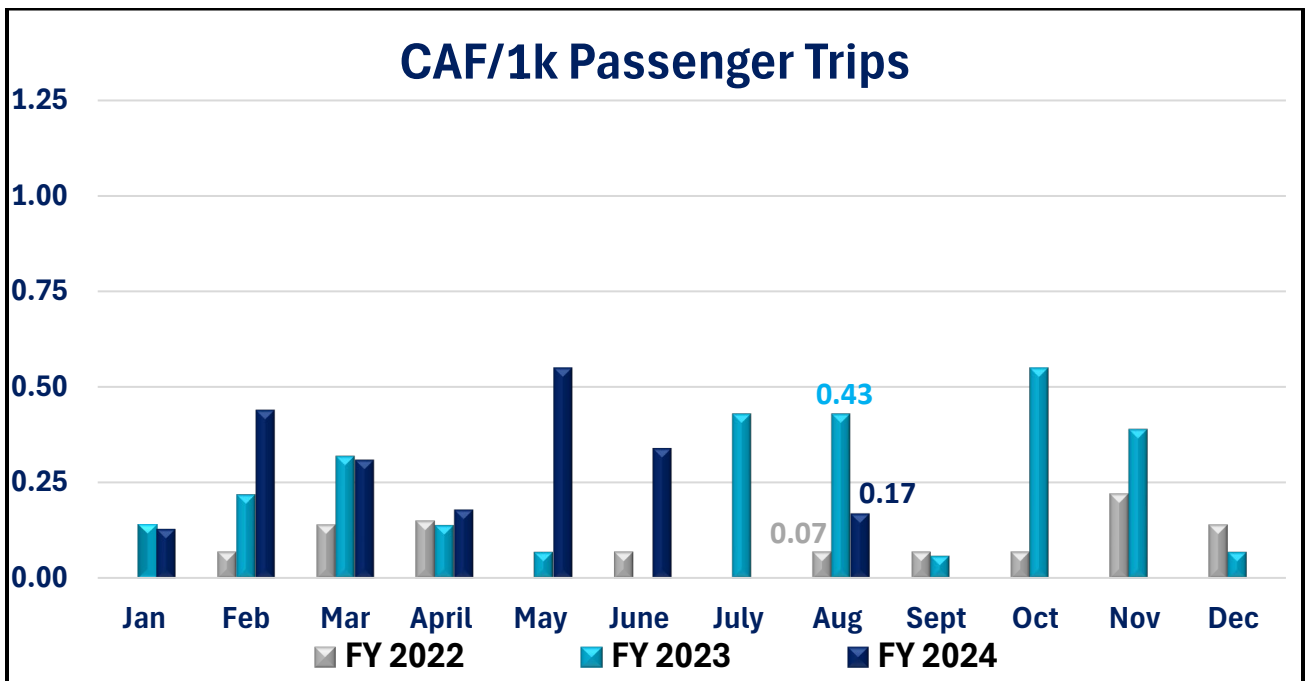
For the month of August 2024, Customer Service received and processed 67 Customer Assistance Forms (CAF's). A total of 59 or 88% were for CCRTA and Contract Fixed Route Services, of which **14** or 0.21% were verified as valid. This equates to approximately **0.47** CAFs **per 10,000** passenger trips. There was 1 commendation received for Fixed Route services.

**Number of CAFs/10k for Fixed Route Services**

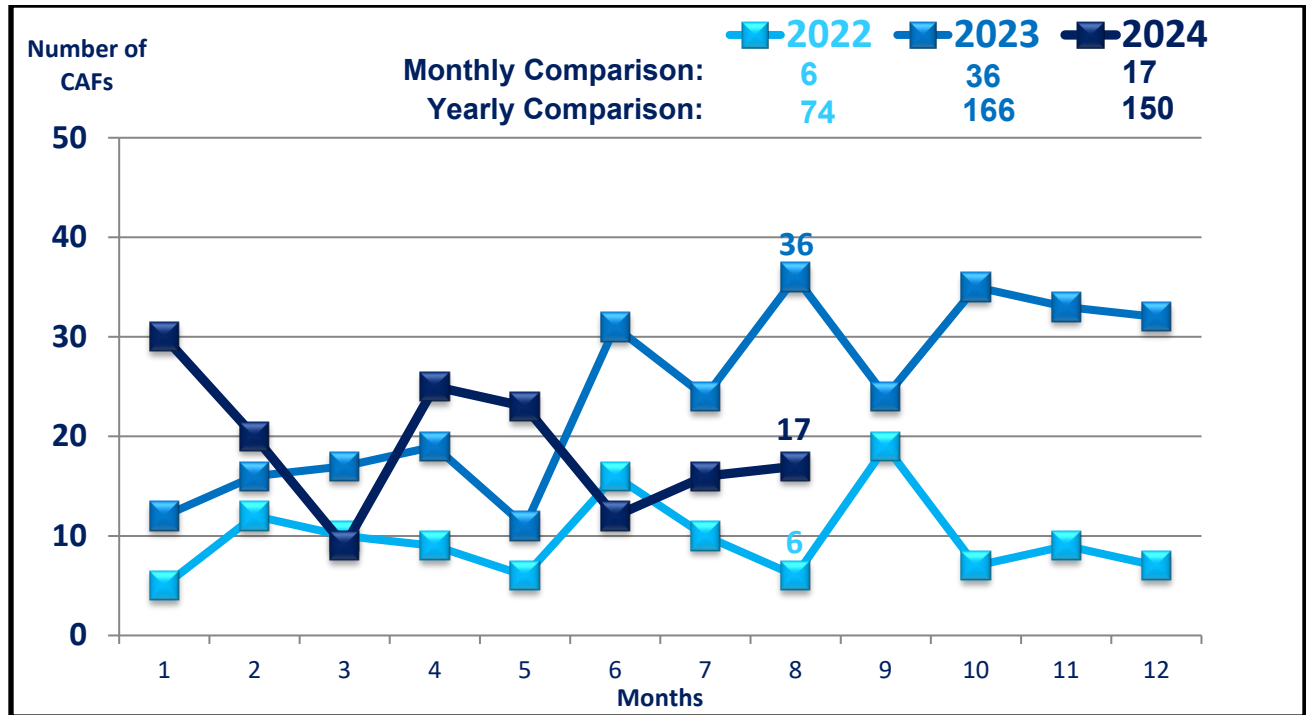


For the month of July 2024, Customer Service received and processed 67 Customer Assistance Forms (CAF's). A total of 8 or 12% were for B-Line Services, of which 3 or 0.04% were verified as valid. This equates to approximately **0.17 CAFs per 1,000** passenger trips. B-Line Services received two commendations in August.

**Number of CAFs/1k for B-Line Services**



**Customer Programs Verified (CAF's) Count**



**Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	3	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	3
#5 Alameda	1	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls		#65 Padre Island Connection	3
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS	1	#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside	1	#90 Flexi-B Port Aransas	
#19 Ayers	4	#93 Flex	2

#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	1
#24 Airline/Yorktown		B-Line (Paratransit) Services	5
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	3
#27 Leopard	2	Facilities Maintenance/Bus Stops	17
#28 Leopard/Navigation		IT	
#29 Staples	5	Safety & Security	3
#32 Southside	1	Vehicle Maintenance	2
#34 Robstown North		Commendations	3
#35 Robstown South			
#37 Crosstown/TAMU-CC	1		
		<b>Total CAFs</b>	<b>67</b>

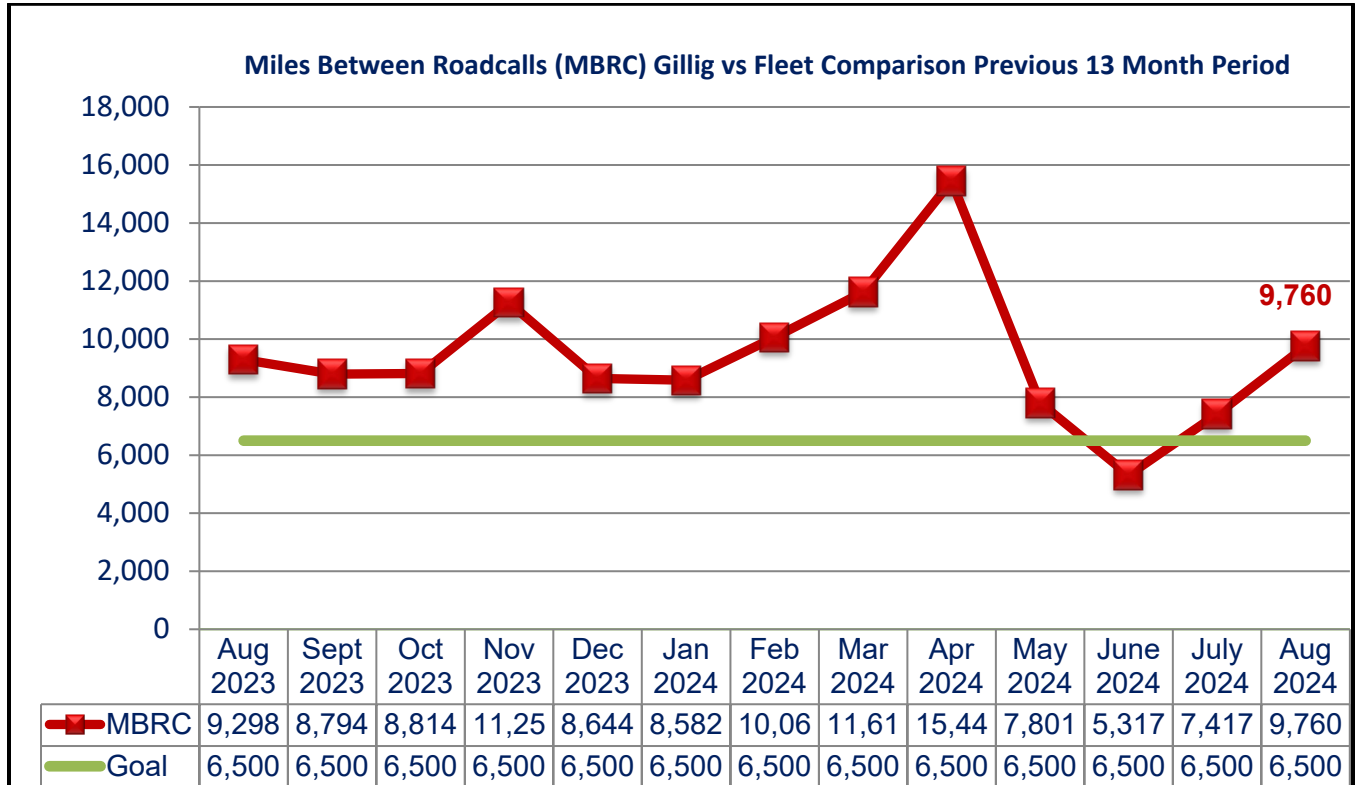
**Processed CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	5	3		8
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury	1		1	2
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup	1	2		3

Rude	1	1	2	4
Left Behind/Passed Up	5		5	10
Inappropriate Behavior	3			3
Policy			1	1
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	3			3
Facility Maintenance	20			20
Service Development	3			3
Transportation (other)				
Overcrowded Vehicle				
IT				
Vehicle Maintenance	2			
Commendations	1	2		3
<b>Total CAFs</b>	<b>48</b>	<b>8</b>	<b>11</b>	<b>67</b>

### **Vehicle Maintenance Department: Miles Between Road Calls Report**

In August 2024, there was only 9,760 miles between road calls (MBRC) recorded as compared to 9,298 MBRC in August 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,447.



**Board Priority**

The Board Priorities are Public Image and Ridership.

Respectfully Submitted,

Submitted by: Liann Alfaro  
Director of Planning

Reviewed by: Gordon Robinson  
Managing Director of Operations

Final Approval by: \_\_\_\_\_  
Miguel Rendón  
Deputy Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: September 9, 2024**

**SUBJECT: B-Line Report for August 2024**

- ❑ Ridership for the month of August 2024 was 17,410 compared to 16,430 for August 2023, which equates to 980 more trips representing a 5.96% **increase**.
- ❑ Ridership for YTD 2024 was 129,328 representing a 9.31% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
118,314	129,328	11,014	9.31%

**Service Standards**

- ❑ Productivity: 2.58 PPH (Passengers per hour) August 2024, contract standard is 2.50
- ❑ On Time Performance: 83.56% on time performance for August 2024
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 2,627 trips out of 16,158 trips (16.44%) did not meet the standard for on time performance in August 2024. Of that number:
  - 2,483 were < 30 minutes late.
  - 154 were > 30 minutes late.
  - 15 were > 60 minutes late.
  - 5 were > 90 minutes late.
- ❑ Miles between road calls 196,556.6 miles with 11 road calls that equates to 17,868.8 miles between road calls for August 2024. MV did exceed the minimum standard of 12,250 miles between road calls for August 2024.

**Wheelchair Boarding's and associated statistics**

For the month of August 2024, there were:

- 11,308 - ambulatory passengers
- 4,956 - wheelchair boarding's
- 934 - personal care attendants (AM)
- 204 – companions
- 8 - animals



## Other Service statistics

There were 15 complaints, and 1 commendation **Customer Assistance Forms** recorded for August 2024:

1. Ms. Glanz called to complain about the FLEX call center. She said the call center frustratingly informed her that she does not need to call every day to request a drop-off. Instead, she needs to tell the driver where she is getting off, and they will let her off at a FLEX stop. She said the FLEX call center is becoming very aggravated with her calling to specify her drop-off location. Following their advice, she informed the driver of her intended stop, but he told her he could not let her off because he had not been instructed to do so. As a result, she was forced to ride all the way to Port Aransas and back.
  - a. We do apologize for this incorrect info. All operators have been addressed again to give the proper protocol as well as dispatch has to. Everyone is aware that if a rider calls to let the driver know what flex stop they are going to we take the info and give it to the driver. As well as if a rider gets on the bus and tells the driver they want to go to a flex stop they drop them at that flex stop.
2. Ms. Gracie Aguilar contacted us to report a significant error with her B-Line ride. She recounted that she had initially scheduled her ride with Kayla, who meticulously confirmed the details by reading them back three times to ensure accuracy. While her outbound trip proceeded without incident, the error occurred during her return journey at 2:30 PM. Rather than being taken home, the driver was inexplicably instructed to drop her off at Walmart. Despite her protests, she was compelled to disembark, necessitating her use of the Fixed Route city bus to reach her home, ultimately delaying her arrival until 4:00 PM.
  - a. After review of the call there was a lot of confusion from Ms. Aguilar with going back and forth with her destination. Once the trips were booked Kayla read back her trips and Ms. Aguilar confirmed that it was correct.
3. Mr. Rene Ramirez called the flex line at 5:15 to schedule a pickup at 6:06 Flex stop 1900. He was tracking the bus and saw that it passed his location. He called the flex line again at 5:55pm and spoke to Johnathan again. Mr. Ramirez stated that Johnathan was rude and not helpful. This is not the first time since the flex started that he was not picked up. He had to call his boss to pick him up. Contact # 361-741-1742
  - a. Please accept our sincerest apology. We have counseled the dispatcher on the importance of making sure we get the information and relay it to the driver in a timely manner. He was also coached on the importance of making sure we provide excellent customer service to everyone we encounter.
4. Mr. Hartwell claims he was at bus stop 605 waiting for Route 3. As the bus approached, he said it didn't even attempt to stop and passed him by.
  - a. same as other complaint
5. Mr. Hartwell claims he was at bus stop 605 waiting for Route 3. He said it didn't even attempt to stop and passed him by. Mr. Hartwell called back at 1:00 pm. He said he got picked up and asked the driver why he passed him and he states the driver If you do not shut up I'll throw you off the bus. He wants a supervisor to call him back as soon as possible 361-548-9786

- a. After speaking with the operator due to video no being available he stated that no one was at the stop and when the rider finally boarded he started being aggressive with him. He stated that he never told him to shut up because he was taught better manners than to tell anyone to shut up but did state he told him that if he doesn't sit down and stop arguing with him he will have him removed from the bus.
6. Ms. Coleman was driving down 3rd Street when a B-Line unit 3017 bus rapidly approached her from behind. As it closed in, the bus started honking aggressively. Glancing in her rearview mirror, she saw the driver gesturing, seemingly questioning why she was driving so slowly. She noted that the posted speed limit on 3rd Street is 30 mph.
  - a. Good afternoon. After viewing the video, it shows 3017 at the maintenance shop at 9:45pm on August 6th 2024
7. We want to take a moment to acknowledge Irene's dedication to her job. Today, due to an incident with B-line ticket [#705](#), we tried to reach a supervisor on the MV side. After many calls to other department supervisors in MV, Irene answered her line. As always, she was friendly, respectful, and readily available to assist with the customer. Despite being off-duty, she had her office phone number forwarded to her mobile. It is always a pleasure to work with someone who demonstrates such commitment to their position.
  - a. Thank you for recognizing Irene's hard work and dedication to providing excellent customer service.
8. Message : Route 51 , to it may concern, on several.different occasions when we get off work at 2:30 on fridays , we have been picked up late . The latest being 5pm last friday was 4 pm . This is unacceptable as we have our loved ones expecting to pick us up at the park and ride on time. Someone keeps messing up the schedule , also every since we switched to the small.buses the AC's dont.cool properly it is extremely uncomfortable in the afternoons. Myself and the other riders have relayed these issues to customer service to which we are promised it will be passed along and requesting to speak to a supervisor would result in the same action. Please help , as we appreciate the service but unfortunately we've been at an inconvenience regularly. On another note Calallen/Robstown bus has never failed to be on time since weve been on this schedule, only the Gregory.route has faltered. Thank you
  - a. We have confirmed with Erica from RTA that last week was in fact WEEK 1 schedule this week is WEEK 2 schedule. We will have maintenance look into the a/c unit and also have the operator turn down the temperature.
9. The guardian of B-Line rider Abraham Mundia called to express her concern after being informed by another relative that Mr. Mundia was at La Playa Restaurant on Saratoga, rather than at his usual drop-off location, which she had scheduled for him today, as she does every day. She is quite upset and requests an immediate call back to discuss the issue. Her contact number is 361-808-5433. Abraham Mundia's guardian called back this afternoon. She went to pick Abraham up at La Playa this morning because he was dropped off at an incorrect destination. (La Playa does not open until 11:00am) She took him to his daycare. This afternoon he did not return home. She called to see where he was and was told he was a no-show when B-Line picked him up at La Playa. She reminded them he was at the daycare. She went to pick him up and he was sitting outside in the heat for over an hour. She is very upset and "needs to get to the bottom of why this happened." Her contact number is 361-808-5433.

- a. We do apologize for this inconvenience. After review of the call the reservationist did book the trip incorrectly. She has been reprimanded for the error she caused. I spoke with the guardian this morning and she is stating that she spoke with someone about the trip but she never spoke to a dispatcher or reservationist to book a same day due to the error. Dispatch stated they were made aware of it after she had picked up Mr. Munguia.
10. Mr. Maldonado, a passenger on Route 51 Gregory Park & Ride, called in highly frustrated because the Week 1 and Week 2 schedules were once again mixed up. He mentioned that this has now occurred four times. When we contacted MV Dispatch to check the status of the bus, they informed us that it hadn't departed yet because it was Week 1. However, Mr. Maldonado knew it was Week 2, as he had been out waiting since 2:30 p.m. We also reached out to RTA Dispatch, expecting their experience to guide us, and they too confirmed it was Week 2. We also received a call from Gregory Overton, a passenger on Route 51 Park & Ride, who reported that he has been waiting for the Route 51 bus since 2:40 p.m. He expressed frustration that, despite it being Week 2, the bus had not yet arrived.
  - a. After getting with Erica from RTA it was confirmed that last Friday we were in fact on WEEK 1 not WEEK 2. Bus was sent out like it was supposed to be.
11. Yesterday on August 14, 2024, the Route 65 driver was rude to me while getting on the bus. I was getting on at Compton/Waldron at 4:47 pm. Once the bus arrived, the driver was talking with the passenger at the front of bus. I waited a little, then I could see and hear them talking, while making me wait out in heat ready to board. I could see that they were having a personal conversation, so I boarded the bus, then she tried to stop me saying rudely "You need to wait until the passenger gets off the bus first!!!!". I was startled at the way she was speaking with me. I got on the bus because she and the passenger were taking their time at him getting off the bus. It was super-hot yesterday. The bus driver (blond hair) has been rude towards me since she started the Route 65. I've been telling her hello, and she just ignores me. She won't say hello back to me. The former driver "Trish" of Route 65 is so different and nice compared to this driver now. She didn't have to get upset with me in that unprofessional manner. I wanted to let you know so you can put in this complaint for me. I appreciate your assistance. Any other questions, please let me know. If you could email me your response, I would appreciate it.
  - a. After review of the video it appears that the operator was giving the rider some safety advice. Operator: "Can you do me a favor?" Rider: "yes". Operator: "when you're at a transfer center don't ride your bike in front of a moving bus." This is the conversation that was had. As soon as she operator the door. The passenger on the outside immediately boarded before the rider at the door could get off. The operator waved her hand and said "hold on ma'am let him get off first ". Because he was at the door ready to de-board. No aggressive tone was taken. The outside passenger made a comment that we couldn't make out and the operator responded with " you need to let him get off first before you get on". The rider cut the operator off saying "I am I am I was waiting." operator then proceed on route with the passenger still commenting. Operator told Ms. Glanz that she was giving him a helping hint for not riding his bike in front of the bus. We did not hear the operator yell or raise her voice in anyway.
12. Mr. Hartwell said that on his B-Line pickup on the way home at approximately 12:36 PM, the driver spoke to him in a very aggressive tone. When Mr. Hartwell told the driver not

to talk to him that way, the driver responded, "I'm the driver, and what I say goes. If you don't like what I said, you can get off my bus and find your own way home."

- a. After reviewing the video the operator boarded Mr. Hartwell and tied down his cart. Once she took off Mr. Hartwell proceed to get up and the operator said " hey you can't get up while I'm driving that dangerous " Mr. Hartwell told her you don't tell me what to do. The operator stated " yes, i do because you are my responsibility right now and I don't want no one getting hurt on my bus" Her tone was elevated because she was shocked at what he did. Conversation ended then at his drop off he made another comment that all i did was release my belt, Operator said i saw you get up and it's all recorded anyway. She got Mr. Hartwell off the unit and call a supervisor to report the incident. Operator stated she was shocked and scared because she has never had anyone stand up while she was driving and all she could think is what if I had to slam on brakes.
13. Mr. Moya was on Route 95, heading inbound and crossing the ferry. Another passenger adjusted the AC vent to get a bit more air, as it was a bit warm. The driver yelled at the passenger, saying not to touch the vents. Mr. Moya commented that it was hot and that the passenger was just adjusting the vent to get some air. The driver responded, "I'm not talking to you," and then kicked Mr. Moya off the bus, telling him he no longer needed to ride.
    - a. After reviewing the video footage the operator did tell the passenger to not touch the vent if they are hot he will do it for them because if they break it then what. Mr. Moya proceed to chime in with profane language at the driver who then stated I'm not talking to you. The rider continued to talk and the operator stated you can get off the bus. The rider continued which prompted the operator to call dispatch requesting help because he wasn't going to argue with the rider. Rider made another comment that we couldn't understand and the driver responded with explain that to them when they get here. Mr. Moya said you want me to get off, let me off the driver did as he was asked. Before Mr. Moya left he called a female passenger on board an A\$\$hole which made the driver upset and he told him to just leave as he was closing the door.
  14. A driver reported that he was traveling directly in front of B-Line Unit 3035. Due to the poor road conditions, he was forced to drive at a moderate speed. Despite this, Unit 3035 aggressively tailgated him, honked repeatedly, and made several unsafe attempts to overtake him. This occurred at the intersection of Annapolis Dr. and Shelly St. Additionally, the driver observed Unit 3035 running a stop sign at the intersection of Florida and Blevins.
    - a. Good Moring. Retraining driver on following distance and how not to be aggressive while driving company vehicle. Drive apologizes for bad driving behavior.
  15. Mr. Jeremiah Guerro came into customer service and said he was injured on rt 4 on July 24, 2024. Bus operator took off before he sat down. He said he was hospitalized and needs to speak to someone.
    - a. I spoke to Jemiah Guerro and he stated that this incident happened on July 24th, 2024. There was no report by driver or dispatch on a incident happening on that day.
  16. Customer complained on the abrupt driving from this operator. Because this, she ends in pain. Mrs. Reyna has communicated this to the operator in various occasions, but nothing has change. She will like to not be pair with this operator from now on.

a. Good morning

Our apologize driver will be retraining on ADA Sensitivity and Accelerating and Speed Managment.

### **Conclusion**

The contractor has met or exceeded performance standards in three of the four key areas for August 2024:

- ❑ 2.58 passengers per hour
- ❑ 83.56% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for August 2024 at 17,868.8 miles did exceed the minimum contract standard of 12,250 miles.

## Road Call/Mileage Comparison for August 2024

	Total Miles Driven in August for Each Bus Type	Total Road Calls for August for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	200,926	36	36	0	17	19	3	3
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	33,305	10	10	0	7	3	0	1
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	234,231	46	46	0	24	22	3	4
<b>MILES BETWEEN ROAD CALLS</b>		<b>Compared Total Miles with Chargeable Roadcalls</b>						
	9,760							



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

(Held at CCRTA Staples Street Center Board Room or Appeals Area)

### MEETINGS

---

CCRTA Committee Meetings

Wednesday, November 20, 2024

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, November 6, 2024

8:30 a.m.

RCAT Committee Meeting

Thursday, November 21, 2024

12:00 p.m.

---

### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

---