



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, March 21, 2019
 Time: 12:00 p.m.
 Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

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.	Moment of Reflection	1 minute	No Attachment
2.	Pledge of Allegiance	1 minute	No Attachment
3.	Roll Call	2 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Approval of Meeting Minutes for January 17, 2019 RCAT Meeting	2 minutes	Pages 1 - 3
6.	Presentation: 3 rd Quarter Unsung Hero Award Recipient	10 mins	No Attachment
7.	Discuss and Recommendation of 4 th Quarter Unsung Hero Award Recipient	5 mins	Page 4
8.	Discuss RCAT Route Evaluation	5 mins	Page 5
9.	Committee for Persons with Disabilities (CFPWD)	10 minutes	No Attachment
10.	No Show/Eligibility Appeals Committee Report	5 minutes	No Attachment
11.	RCAT Liaison Report	10 minutes	No Attachment
12.	Chairperson's Report	10 minutes	No Attachment
13.	Informational Items: a) January 2019 CAF Report b) February 2019 Operations Report c) January 2019 B-Line Report d) January 2019 Road Call/Mileage Report e) 2019 RCAT Meeting Calendar Final f) Upcoming Events and RTA Functions g) Member Inquiry at RCAT Mtgs_ 1-17-19		Pages 6 - 9 Pages 10 - 20 Pages 21 - 22 Pages 23 Pages 24 Pages 25 Pages 26
14.	Adjournment		No Attachment

Total: 64 minutes.

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 Michelle Martinez at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made. Para información en Español, favor de comunicarse al 361-289-2712.

RTA Committee on Accessible Transportation (RCAT)
MEETING MINUTES
Thursday, January 17, 2019

Advisory Committee Members Present: John Longoria, Richard Balli, Joyce Lopez, Dr. Deborah Stanley, Rhonda Alvarez, Christa Rasche, Randall Chisamore, and Celia Mendez

Advisory Committee Members Absent: Tammye Salinas and Donnie Contreras

Board Members Present: No Board Members Present

Staff Present: Susan Teltschik, Sharon Montez, Michelle Martinez, Terry Klinger, Gina Salazar, and Melanie Gomez

MV Present:

Employee Representative(s) Present:

Call to Order: Mr. John Longoria called the meeting to order at 12:02 p.m. Ms. Michelle Martinez called the roll and determined that a quorum was present.

Public Comment: Ms. Gina Salazar, ATU 1769 commented that the route evaluation looked great but would like to reflect operator number and not name. Vehicles are equipped with Operator number plates and it will be more effective on the form if it reflects number. Another suggestion by Ms. Salazar was to add to the evaluation form whether name plate was displayed.

Action to Approve Meeting Minutes of October 18, 2018: approved as presented.

Mr. Randall Chisamore made a motion to adopt the RCAT Minutes of November 15, 2018 as presented; Mr. Longoria seconded the motion. Balli, Lopez, Stanley, Alvarez, Rasche, Chisamore, and Mendez voting for. Salinas and Contreras were not present.

Discussion of 3rd Quarter Unsung Hero Award:

Committee Reports:

Committee for Persons with Disabilities (CFPWD) Update:

Mr. Balli informed the committee of the ADA citation count. The total year to date citations for 2017 were 1,975. For 2018, 4238 citations, disabled parking, blocking the architecture and blocking the sidewalks.

September No-Show/Eligibility Appeals

The No-Show/Eligibility Appeals Committee was scheduled to meet on Tuesday, November 13, 2018 for no show appeals. The committee did not meet, there were no appeals.

Eligibility Appeals:

None scheduled for November.

Discussion and Approval of Route Evaluation Form:

Ms. Sharon Montez discussed that a set of meetings were held throughout 2018 to approve the route evaluation form and tentatively looking at taking Route 21 to Port Ayers @ 11:50 am and return by 12:50 pm. Motion to approve Evaluation Form by Ms. Alvarez and Second by Mr. Balli. Longoria, Lopez, Stanley, Rasche, Chisamore, and Mendez voting for, Motion Carried. Salinas and Contreras were not present.

Discussion and Approval RCAT 2019 Meeting Calendar:

Motion to approve RCAT 2019 Meeting Calendar by Dr. Stanley and Second by Ms. Mendez. Balli, Alvarez, Longoria, Lopez, Rasche, and Chisamore voting for, Motion Carried. Salinas and Contreras were not present.

Presentation CCRTA Transforming Transportation Survey Overview:

Mr. Jeremy Sirio, CCRTA Marketing Production Coordinator discussed Transforming Transportation: Surveying our communities. Mr. Sirio discussed Understanding our audience, English and Spanish Survey options, Where we are surveying; digital media, transfer stations, outreach areas, and campuses. Mr. Sirio reviewed agency goals, data analysis, present results, data utilization and future survey themes.

RCAT Liaison's Report:

Ms. Sharon Montez presented service facts to assist newest committee members with understanding agency routes, ridership and passenger miles.

Ms. Sharon Montez presented the Hector P. Garcia Clinic Bus Stop Improvement partnership with Nueces County. Estimated cost of smart technology shelter is \$25,000.00 and is projected to be completed in 7.5 months.

Ms. Sharon Montez presented before and after Demolition of the Six Points Transfer Station pictures and cost of \$39,200.00.

Ms. Sharon Montez presented B-Line No Show Policy background, definitions, key changes to new policy and the next steps in which the policy will be presented to BOD in March 2019, Riders will be notified via mail-outs, websites, and audio recording.

Ms. Sharon Montez discussed new safety enhancements for CCRTA; 1. Installed card readers in East and West doors. 2. Card readers for restrooms; on first floor customers service representatives will receive 4 programmed cards and if any are missing, they will be de-programmed at the end of day. 3. Adding two non-commissioned security guards that will work Monday through Friday 6 am through 6 pm. Contract is under revision.

Chairperson's Report:

Mr. John Longoria shared the upcoming meeting dates with the committee.

Informational Items:

Mr. Longoria shared upcoming Career Fair at Mary Grett and Dr. Stanley expanded on the event.

Mr. Longoria shared upcoming Youth Resource Fair, March 2, 2019 and Jeremy Sirio expanded on the event.

Mr. John Longoria adjourned the meeting at 12:58 p.m. The next meeting will be held on Route Evaluation on Thursday, February 21, 2019.

4th Quarter Unsung Hero Report

October-18

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
15046	3-Oct	Jesse Rodriguez	Rt.27	Customer states driver was extremely patient and very nice while he got his things together to board the bus. He said it was a great experience.
15063	5-Oct	Richard Ponce	Rt.26	Customer states it was her first time on bus and operator calmed her by answering all her questions. Great experience.
15088	15-Oct	Gordon Leach	Rt.32	Customer states operator is one of few who has a good personality and good attitude.

Nov-18

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
15129	1-Nov	Paul Garcia	Rt.17	Customer states operator is a good driver & very alert.

Dec-18

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
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HONORABLE MENTIONS

15126	31-Oct	Julia Sanchez	Customer Ser.	Customer states CSR always helps him with directions and has a great attitude.
15130	5-Nov	Solheia Hall	Customer Ser.	Customer states CSR is very helpful and goes above and beyond.
11-Jul	30-Nov	Sylvia Ybarra	Receptionist	Customer states receptionist went above and beyond by calling him back about his bike and giving him info on how to help his situation.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

RCAT ROUTE EVALUATION

Evaluation Questions		Yes	No	Unanswered	Not Applicable
Date: <u>02/21/19</u>					
Operator # <u>21035</u> Bus # <u>1006</u> Route <u>21</u>					
Weather <u>Cold and Drizzly</u> Location: <u>Staples Street Station</u>					
1	Were you greeted when you boarded the bus?	9	1	0	0
2	Did you witness if the driver was helpful if a rider needed assistance?	9	0	1	0
3	Was the operator dressed professionally	10	0	0	0
4	Were the audible ADA announcements in a loud enough tone to be heard?	7	1	2	0
6	Did the air conditioning, or heating, meet your comfort needs?	10	0	0	0
7	Did the wheelchair ramp function adequately if it was used?	10	0	0	0
8	Is the head sign in the front of the bus legible and does it display the correct route information for you to identify your specific route and bus?	6	0	4	0
9	Was the bus clean, were the windows clean and clear?	6	1	3	0
10	Did you use the TransLoc/MOBI system? If you used the system, did it work to your satisfaction?	0	0	0	10
11	Did you experience any noise made by the bus that was excessive or discomforting?	2	7	1	0
12	Did the stop request signal device properly function for you?	8	0	2	0
13	Did you experience any issues with the doors upon entering or exiting the vehicle?	1	9	0	0
14	Did the vehicle break down, or exhibit any performance issues, or experience a delay?	1	7	0	2
15	Did the kneel system work satisfactorily in lowering the bus entrance?	9	1	0	0
16	On rainy days did you notice or experience any water leakage issues on the interior of the bus?	0	7	0	3
17	Did you see any bus stops during your trip that are in need of repair?	0	8	1	1
18	Where did you exit the bus?	Bus Stop #: <u>Staples Street Station</u>			Time: <u>1:08 pm</u>
		Excellent	Good	Fair	Needs Improvement
5	Was the quality of your ride satisfactory?	4	6	0	0

Based on 10 Participant Evaluation forms.



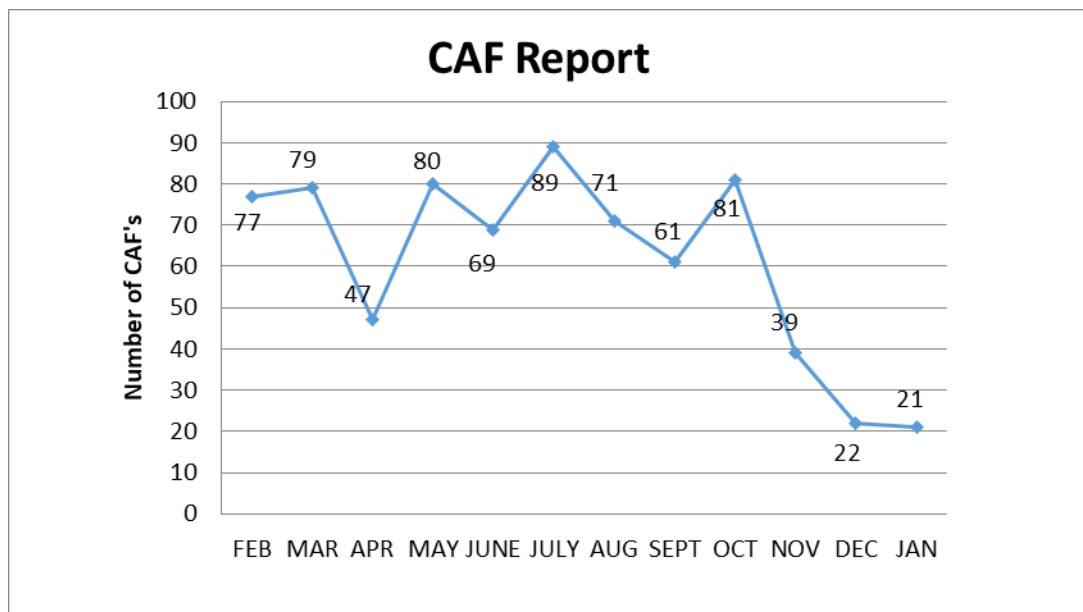
January 31, 2019

Subject: CAF Report for January 2019

Customer Programs Monthly Customer Assistance Form (CAF) Report

For January 2019 there were 21 reported CAF's which represents a decrease from 22 reported CAF's for December 2018. The statistics for January 2019 represent a 4.5% decrease, 21 CAF's vs 22 CAF's compared to the month of December 2018.

There was 1 Commendation for the month of January.



Route Summary Report for January 2019

CAF Category	RTA Fixed Route	B-Line Paratransit	MV Fixed Route	Totals
ADA	1			1
Service Stop Issues	2			2
Driving Issues		2		2
Customer Services	2		1	3
Late/Early – No Show	1		1	2
Alleges Injury				
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station				
No Wifi				
Denial of Service				
Safety and Security	4			4
Rude	2			2
Facility Maintenance				
Service Development				
Transportation (Other)	1			1
Over Crowded Vehicle				
Route Suggestion				
Stop Location Dirty	2			2
TOTAL CAFs	16	2	2	20
Commendations	1	0	0	1

January 2019 CAF Breakdown by Service Type:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside Mini-B	
#4 Flour Bluff Mini B		#34 Robstown North Circulator	1
#5 Alameda	1	#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls	2	#50 Calallen/NAS Ex (P&R)	
#12 Saxet Oak Park		#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz		#53 Robstown/NAS Ex (P&R)	
#16 Morgan		#54 Gregory/Downtown Express	
#17 Carroll/Southside	1	#56 Flour Bluff/Downtown Express	
#19 Ayers		#63 The Wave	
#19G Greenwood		#65 Padre Island Connection	2
#19M McArdle		#76 Harbor Bridge Shuttle	1
#21 Arboleda		#78 North Beach Shuttle	
#23 Molina	1	#90 Flexi-B Port Aransas	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		B-Line (Para-transit) Services	2
#27 Northwest	3	Safety and Security	1
#27x Northwest (Express)		Safety/Transportation	3
#28 Leopard /Omaha		Facility Maintenance	2
#29 Staples		Service Development	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South		Transportation (Other)	
#30 Westside/Health Clinic		IT	
		TOTAL CAF's	21

Conclusion:

During January 2019, CCRTA received 21 CAF's regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; 1 of the reported CAFs was a commendation.

There were a total of 17 CAF's/Commendations received regarding CCRTA Service representing 81% of total customer contacts: 1 Commendation, 2 for Facilities, 4 for Safety and Security and 10 for Transportation.

A total of 2 CAF's/Commendations were reported regarding B-Line service representing 9.5% of the total CAFs.

A total of 2 CAF's were reported regarding Contracted Fixed Route service representing 9.5% of the total CAFs.

Actions taken as a result of the reported CAF's 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 CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, an e-mail, a letter or in person.

CAF's are redirected to relevant management and supervisory staff for further investigation. Customer Service staff will provide a prompt and written response at the conclusion of the investigation to the customer within ten working days.

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



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

April 3, 2019

Subject: Operations Report for February 2019

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.

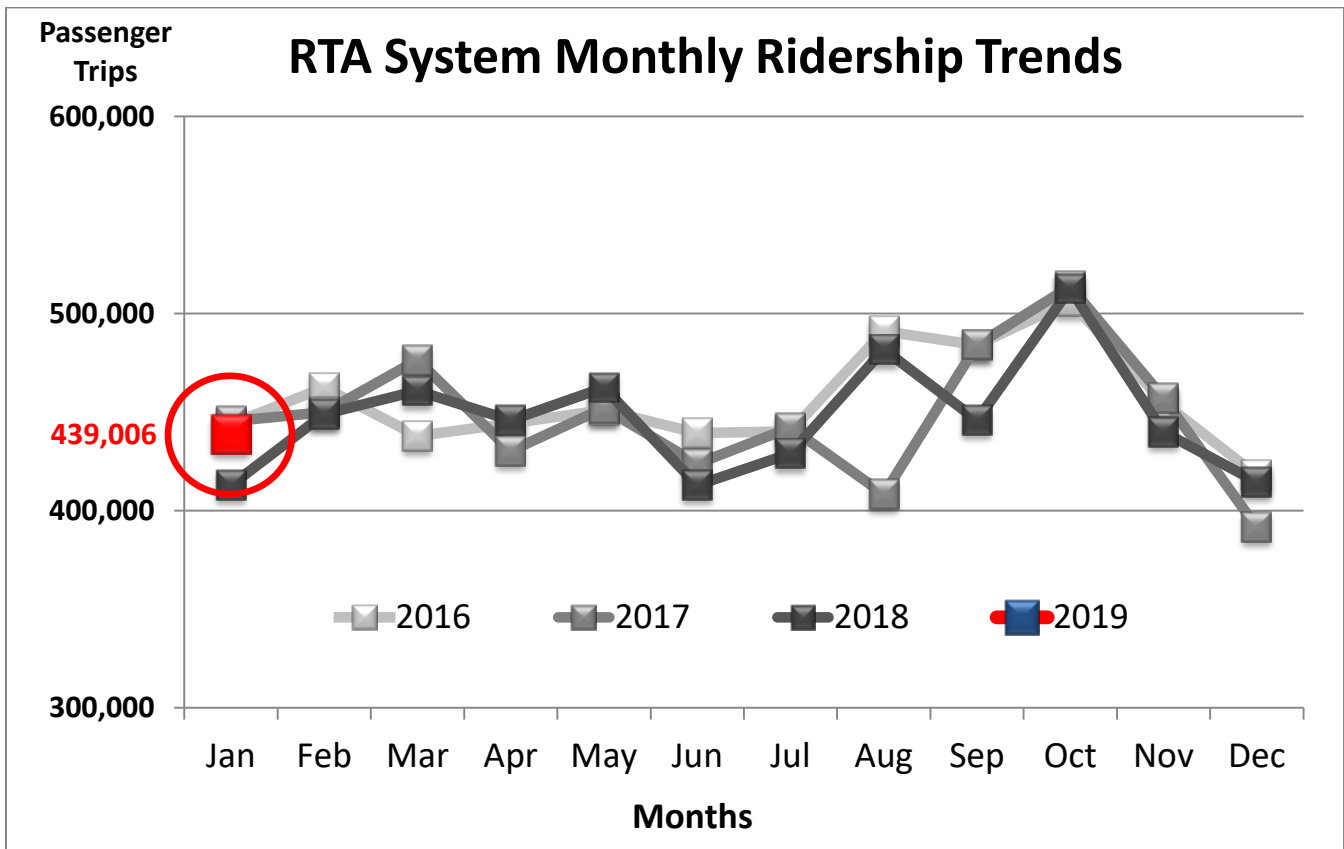


1. System-wide Ridership and Service Performance Results

Boardings for all services in February 2019 totaled **439,006**. This represents a **6.3% increase** as compared to **412,867** boardings in February 2018 or **26,139 more** boardings this month.

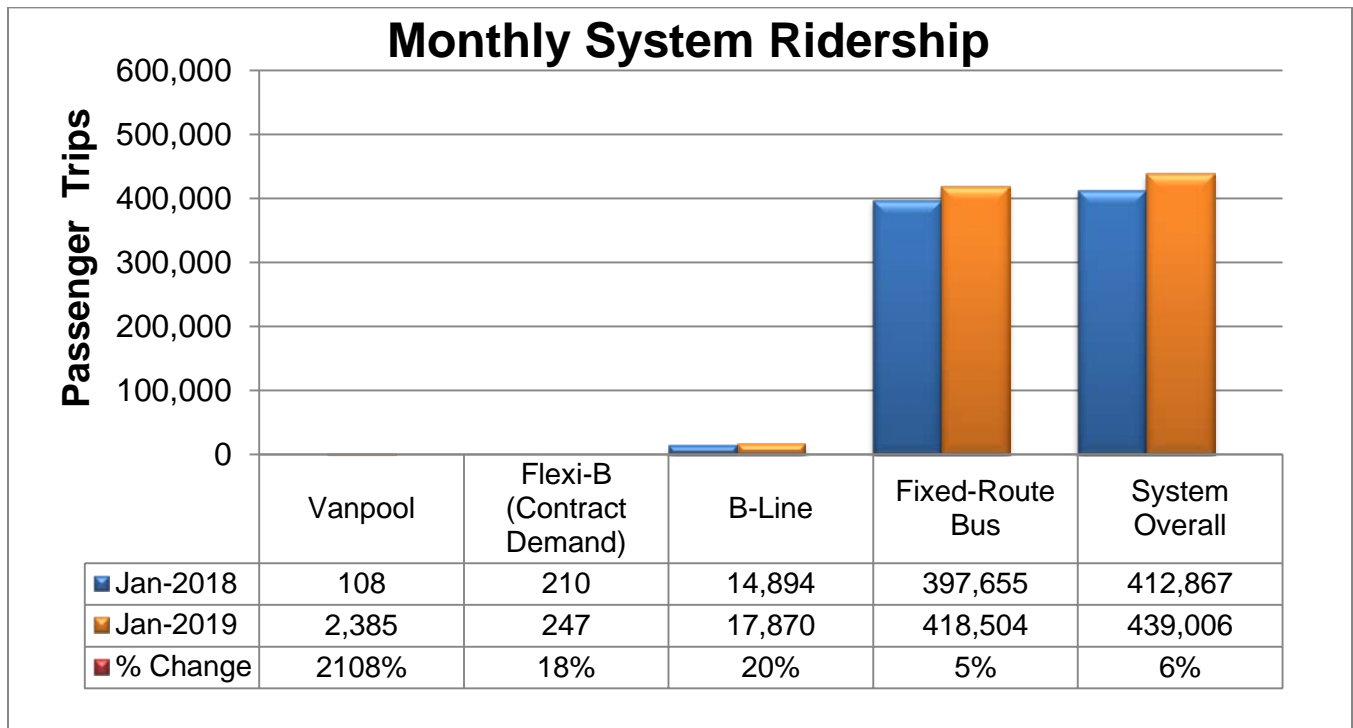
February 2019	February 2018	Variance
20 Weekdays	20 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
0 Holiday reduced service level	0 Holiday reduced service level	-
28 Days	28 Days	-

This February the average retail price for unleaded gas in Corpus Christi was approximately \$2.03 per gallon compared to approximately \$2.29 per gallon in February 2018¹. February rainfall was approximately 0.68 of an inch compared to February 2018 which was also low at only 0.46 of an inch. Normal or average rainfall is 1.93 inches.² Temperatures were an average of 62.7 degrees. The range was between 43.0 and 87.1 degrees.

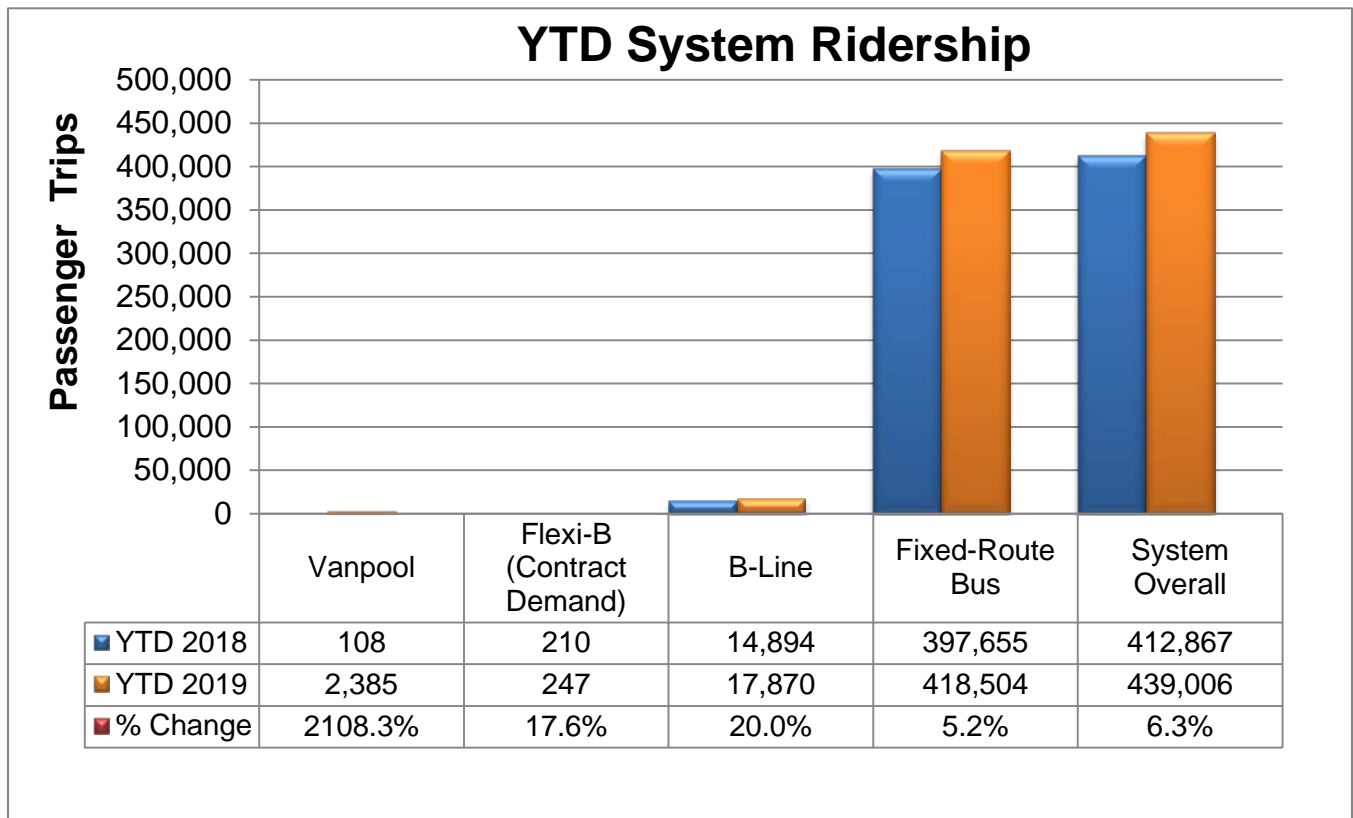


1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://www.usclimatedata.com/climate/corpus-christi/texas/united-states>

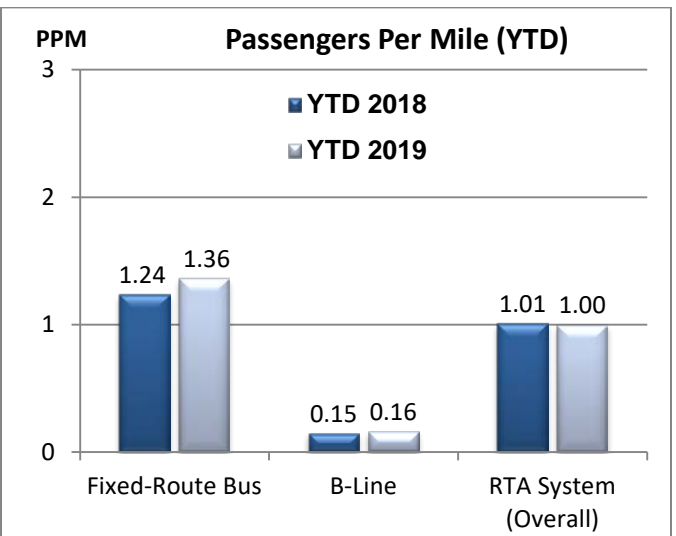
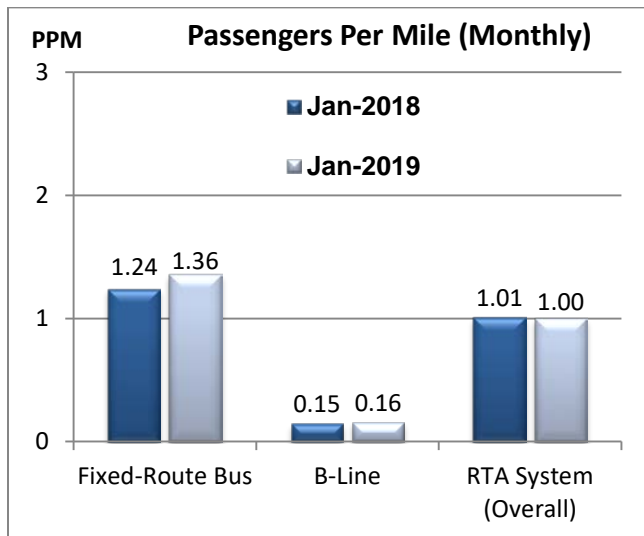
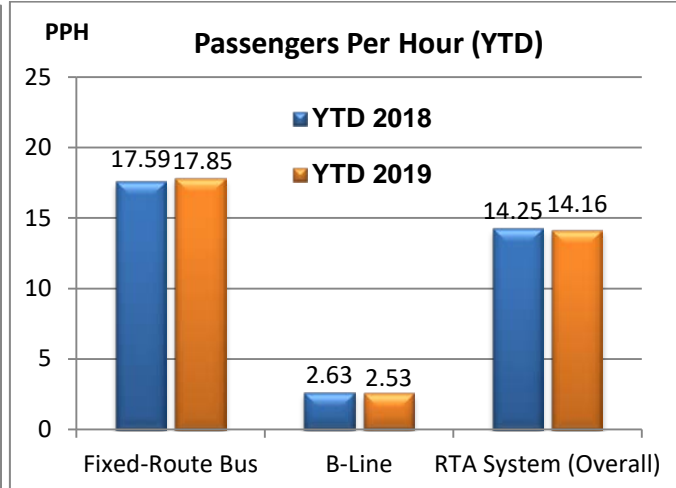
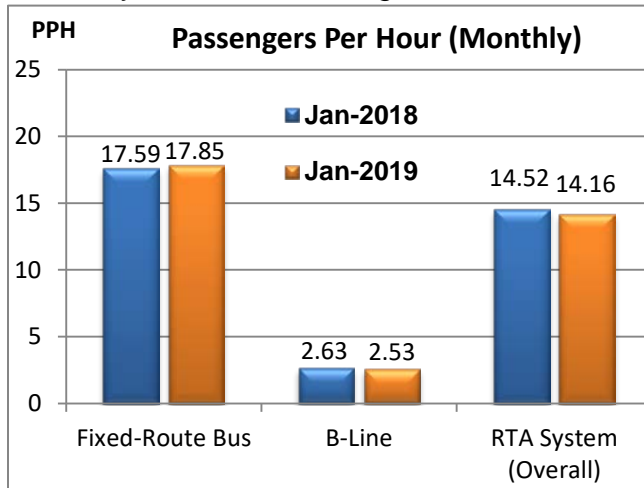
The chart below shows monthly ridership results for all services. CCRTA recorded **26,139** more boardings for an increase of **6.3%** this month as compared to February 2018.



The chart below shows YTD ridership results for all services. CCRTA recorded **26,139** more boardings for a YTD increase of **6.3%** in 2019 as compared to the same period in 2018.



The following charts report system-wide productivity for the month of February 2019 vs. February 2018 and YTD figures.



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

Schedule Adherence	Standard	Nov-18	Dec-18	Jan-19	3-Month Average
Early Departure	<1%	0.3%	0.2%	0.2%	0.2%
Departures within 0-5 minutes	>85%	87.9%	86.1%	88.3%	87.4%
Monthly Wheelchair Boardings	No standard	4,377	4,589	4,556	4,507
Monthly Bicycle Boardings	No standard	7,714	7,275	7,967	7,652

The following detours potentially impact on-time performance:

On Detour	<ul style="list-style-type: none"> • Comanche St. Overpass-(9) month project-<u>Nearing completion</u>* <ul style="list-style-type: none"> ➤ Route 21
On Detour	<ul style="list-style-type: none"> • S. Alameda St. (Ayers-Louisiana)-(19) month project-<u>Nearing completion</u>* <ul style="list-style-type: none"> ➤ Routes 5 & 17
On Detour	<ul style="list-style-type: none"> • Ayers St. (Santa Fe-Alameda)-<u>Complete</u> Sunset detour March (Elizabeth & 3rd)* <ul style="list-style-type: none"> ➤ Route 6 & 19
On Detour	<ul style="list-style-type: none"> • North Staples St (IH-37 Bridge Overpass)-To be complete mid-summer 2019 <ul style="list-style-type: none"> ➤ Route 12
On Detour	<ul style="list-style-type: none"> • Corona Dr. (Flynn-Everhart)-(10) month project-<u>Nearing completion</u>* <ul style="list-style-type: none"> ➤ Route 17
On Detour	<ul style="list-style-type: none"> • Carroll Ln. (Houston-McArdle)-(27) month project-To be complete October 2019 <ul style="list-style-type: none"> ➤ Route 17
On Detour	<ul style="list-style-type: none"> • Gollihar Rd. (Staples-Kostoryz)-(2) year project-To be complete March 2019 <ul style="list-style-type: none"> ➤ Routes 32 & 37
On Detour	<ul style="list-style-type: none"> • Old Robstown Rd. (Leopard-Agnes-Hwy 44)-(1) year project-To be complete late April 2019 <ul style="list-style-type: none"> ➤ Route 12
No Detour	<ul style="list-style-type: none"> • South Staples St. (Brawner Parkway-Kostoryz)-Half complete-traffic switched to south side lanes of travel. <ul style="list-style-type: none"> ➤ Routes 17 & 29
No Detour	<ul style="list-style-type: none"> • North Beach Improvements (5) month project-To be complete May 2019 <ul style="list-style-type: none"> ➤ Routes 76 & 78
No Detour	<ul style="list-style-type: none"> • Ayers St. (SPID-Gollihar) (12) month project-To be complete March 2020 <ul style="list-style-type: none"> ➤ Routes 19G & 19M
No Detour	<ul style="list-style-type: none"> • Everhart Rd. (Holly Rd-SPID) (22) month project-To be complete March 2021 <ul style="list-style-type: none"> ➤ Routes 17 & 32
On Detour	<ul style="list-style-type: none"> • Morgan Ave. (Staples-Crosstown) (14) month project-To be complete April 2020 <ul style="list-style-type: none"> ➤ Routes 16 & 23 Detour to begin late-2019
On Detour	<ul style="list-style-type: none"> • Morgan Ave. (Staples-Ocean Dr) (15) month project-To be complete Sept. 2020 <ul style="list-style-type: none"> ➤ Route 23 Detour to begin late-2019
No Detour	<ul style="list-style-type: none"> • S. Staples St. (Kostoryz- Baldwin) (29) month project-To be complete Dec. 2021 <ul style="list-style-type: none"> ➤ Route 29
On Detour	<ul style="list-style-type: none"> • Leopard St. (Palm-Nueces Bay) (14) month project-To be complete Nov. 2020 <ul style="list-style-type: none"> ➤ Routes 27 & 28 Detour to begin late-2019
On Detour	<ul style="list-style-type: none"> • Leopard St. (Crosstown-Palm) (13) month project-To be complete Dec. 2020 <ul style="list-style-type: none"> ➤ Routes 27 & 28 Detour to begin late-2019
No Detour	<ul style="list-style-type: none"> • Sea Town Improvements (5) month project-To be complete March 2019 <ul style="list-style-type: none"> ➤ Routes 76 & 78

Currently there are 8 detoured routes out of 32 fixed routes travelling on the local street network (25%). (4) Future detours will account for an additional 13% of detoured routing. However (4) projects are nearing completion.

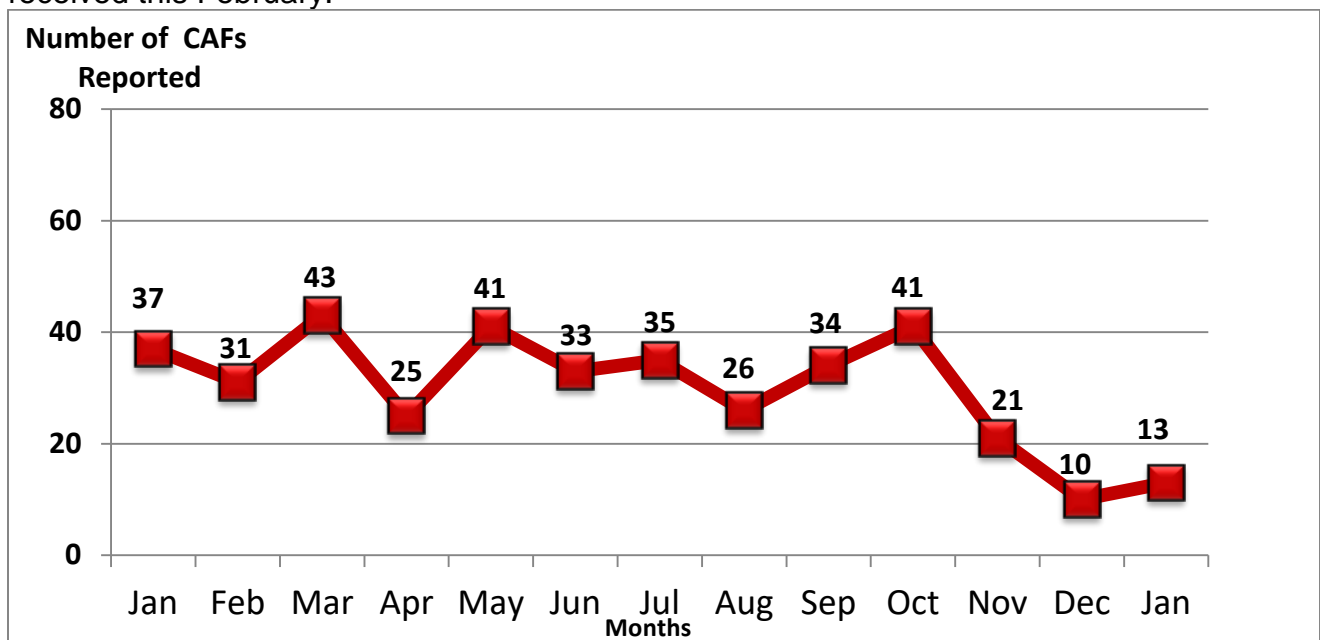
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- **Productivity:** 2.63 PPH did meet the contract standard of 2.50 PPH.
- **Denials:** 0 denials or 0.0% did meet contract standard of 0.0%.
- **Miles between Road Calls:** 15,640 did meet the contract standard of 12,250 miles.
- **Ridership Statistics:** 11,460 ambulatory; 5,062 wheelchair boardings

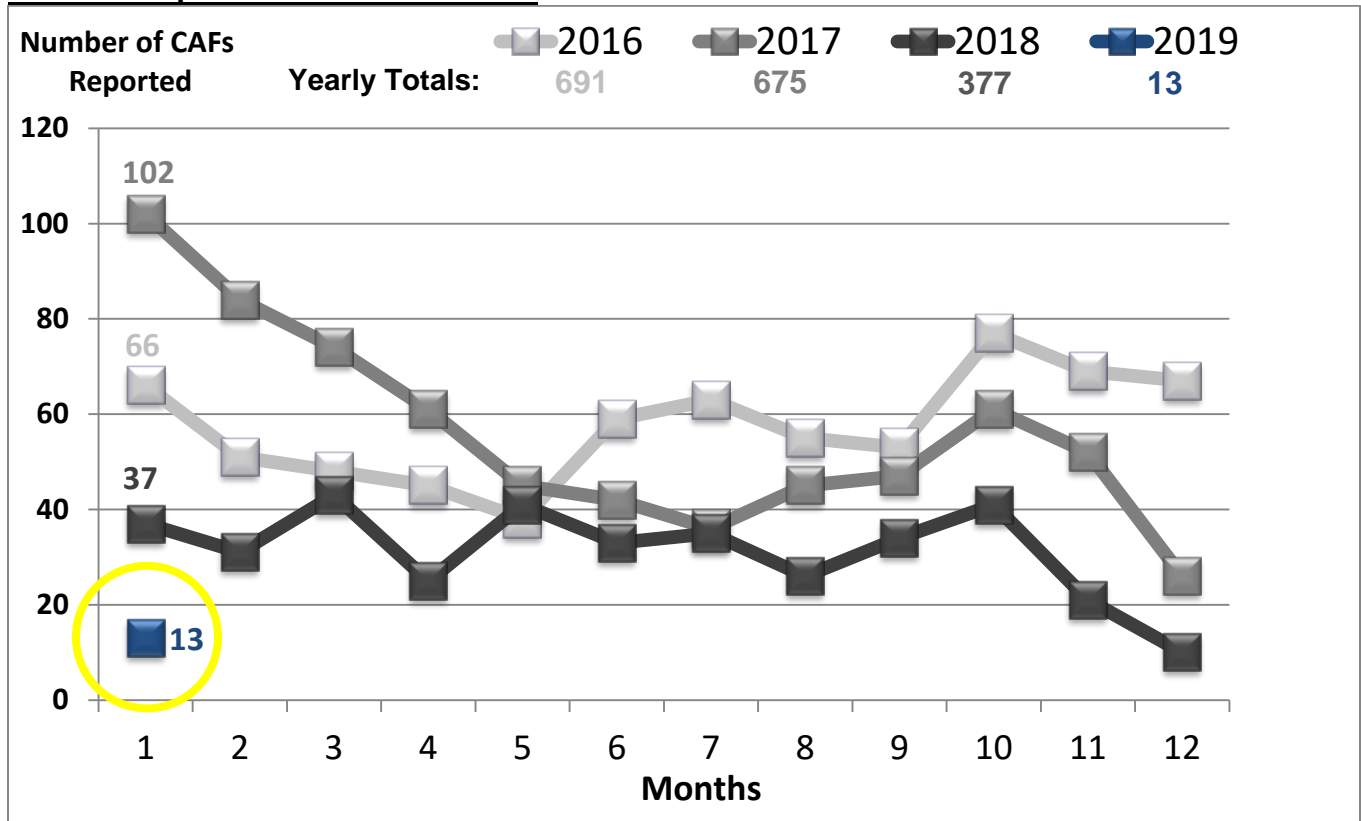
Metric	Standard	Nov-18	Dec-18	Jan-19	(3) Month-Ave.
Passengers per Hour	2.50	2.55	2.54	2.63	2.57
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	15,924	19,449	15,640	17,004
Monthly Wheelchair Boardings	No standard	4,848	4,608	5,062	4,839

3. Customer Programs Monthly Customer Assistance Form (CAF) Report

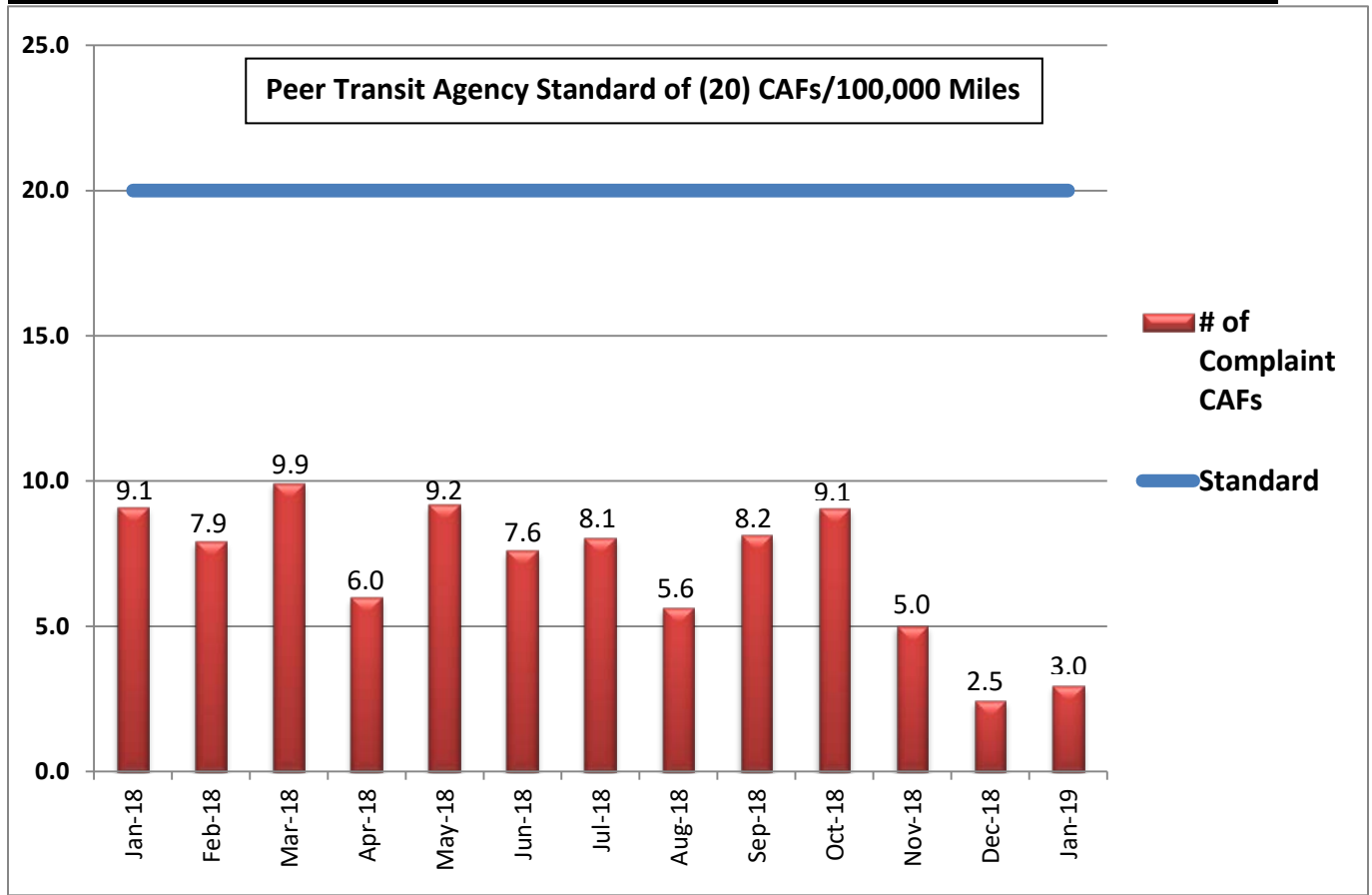
For February 2019, Customer Service received and processed 28 Customer Assistance Forms (CAF's) of which 13 or 61% were verified as valid. This represents an increase of 3 CAFs received and verified from the 13 CAF's in January 2018. There were 4 commendations received this February.



3a. CAF Reports: Historical Trends



3b. Reported Complaint CAFs w/o Commendations & Suggestions: Historical Trend



3d. February 2019 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues	4		3	7
Driving Issues	1	1		2
Customer Services				
Late/Early – No Show		1		1
Alleges Injury	1		2	3
Fare/Transfer Dispute	2			2
Clean Trash Can				
Dispute Drop-off/Pickup		3		3
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-line Calls				
Incident at Stop				
Incident at Station				
Incident on Bus	1			1
No Wifi				
Denial of Service	1			1
Safety & Security	1			1
Rude	2	1		3
Facility Maintenance				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Stop Location Dirty				
Commendations	2	2	0	4
Total CAFs	15	8	5	28

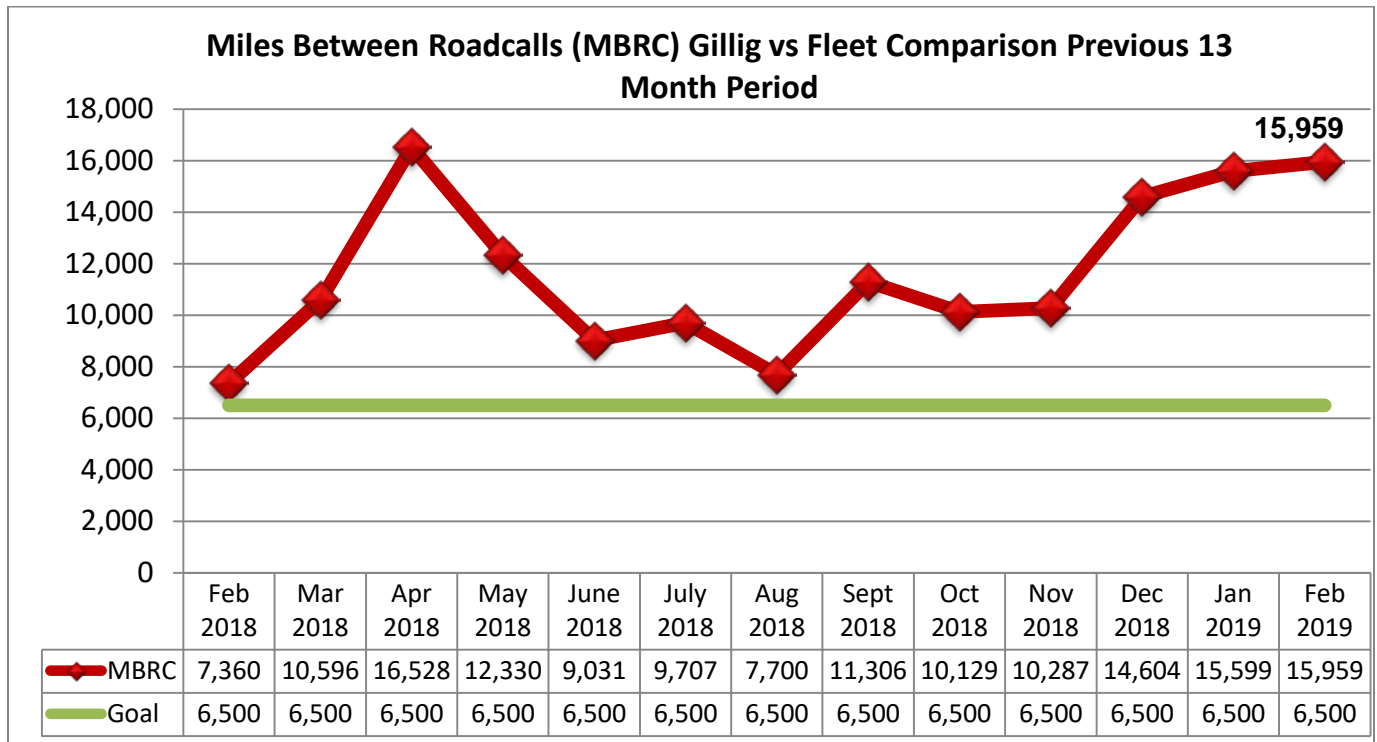
3c. Route Summary Report for February 2019:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside Mini-B	1
#4 Flour Bluff Mini B		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls		#50 Calallen/NAS Ex (P&R)	
#12 Saxet Oak Park	3	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz	1	#53 Robstown/NAS Ex (P&R)	
#16 Morgan		#54 Gregory/Downtown Express	
#17 Carroll/Southside	2	#56 Flour Bluff/Downtown Express	
#19 Ayers		#63 The Wave	
#19G Greenwood	1	#65 Padre Island Connection	
#19M McArdle	1	#76 Harbor Bridge Shuttle	
#21 Arboleda	1	#78 North Beach Shuttle	
#23 Molina	4	#90 Flexi-B Port Aransas	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	

#26 Airline/Lipes		B-Line (Para-transit) Services	8
#27 Northwest	1	Safety & Security	1
#27x Northwest (Express)		Safety/Transportation	3
#28 Leopard /Omaha		Facility Maintenance	
#29 Staples		Service Development/Facilities	
#29F Staples/Flour Bluff		Transportation (Other)	1
#29SS Staples/Spohn South		IT	
#30 Westside/Health Clinic		TOTAL CAF's	28

4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For February 2019, 15,959 miles between road calls (MBRC) were recorded as compared to 7,360 MBRC in February 2017. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



Respectfully Submitted,

Submitted by: Wesley Vardeman
Outreach Coordinator

Submitted by: Bryan Garner
Director of Maintenance

Reviewed by: Gordon Robinson
Director of Planning

Reviewed by: Jennifer Fehribach
Managing Director of Operations

Final Approval by: _____
Jorge Cruz-Aedo

Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: February 7, 2019

SUBJECT: B-Line Report for January 2019

- ❑ Ridership for the month of January 2019 was 17,870 compared to 14,894 for January 2018, which equates to 2,976 more trips representing an 19.98% **increase**.
- ❑ Ridership for YTD 2019 was 17,870 representing an 19.98% **increase** over 2018 ridership statistics.

RIDERSHIP 2018 YTD	RIDERSHIP 2019 YTD	DIFFERENCE	% DIFFERENCE
14,894	17,870	2,976	19.98%

Service Standards

- ❑ Productivity: 2.63 PPH (Passengers per hour) January 2019, contract standard is 2.50
- ❑ On Time Performance: 93.77% on time performance for January 2019
- ❑ Denials: Zero trips were delivered later than one hour.
- ❑ 1019 trips out of 16,347 trips (6.23%) did not meet the standard for on time performance in January 2019. Of that number:
 - 968 were < 30 minutes late
 - 47 were > 30 minutes late
 - 4 were > 60 minutes late
 - 0 were > 90 minutes late
- ❑ Miles between road calls 125,118.1 miles with 8 road call that equates to 15,639.8 miles between road calls for January 2019. MV did exceed the minimum standard of 12,250 miles between road calls for January 2019.

Wheelchair Boardings and associated statistics

For the month of January 2019, there were:

- 11,460 - ambulatory passengers
- 5,062 - wheelchair boarding's
- 958 - personal care attendants (AM)
- 374- companions
- 16- animals

Other Service statistics

There were three **Customer Assistance Forms** recorded for January 2019:

- Two complaints on driving – First complainant stated operator was reading while driving down I-37 which caused him to swerve the bus. After reviewing video footage, the operator underwent counseling and retraining with our Safety Manager; Second complainant stated she saw a bus 2007 speeding through a school zone area. After reviewing video footage, we can confirm that the complaint is invalid.
- One complaint on operator – Complainant stated that the operator took two individuals to Robstown instead of taking him straight home. Customer Service found that this trip was added to a secondary route when the original route could not complete the trip. The operator was following the schedule given to them.

Conclusion

The contractor has met or exceeded performance standards in three of the four key areas for January 2019:

- ❑ 2.63 passengers per hour
- ❑ 93.77% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for January 2019 at 15,639.8 miles did exceed the minimum contract standard of 12,250 miles.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Road Call/Mileage Comparison for January, 2019

	Total Miles Driven in January for Each Bus Type	Total Road Calls for January for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	22,480	6	6	0	3	3	0	2
Opus								
Totals	0		0	0			0	0
Orion								
Totals	0		0	0			0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	244,973	8	8	0	8	0	0	0
RTS								
Totals	0		0	0			0	0
GILLIG (DSL) (Gillig 35' 638-653) (Gillig 40' 715-722)								
Totals	28,919	9	9	0	8	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	296,372	23	23	0	19	4	0	2
MILES BETWEEN ROAD CALLS								
		15,599						
Compared Total Miles with Chargeable Roadcalls								

2019 RCAT CALENDAR

JANUARY

S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

JANUARY
15 - NS/Eligibility Appeals
17 - RCAT

JULY
16 - NS/Eligibility Appeals
18 - RCAT

JULY

S	M	T	W	TH	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY

S	M	T	W	TH	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

FEBRUARY
19 - NS/Eligibility Appeals
21 - **ROUTE EVALUATION**
Meet at CCRTA for first ride

AUGUST
13 - NS/Eligibility Appeals
ROUTE EVALUATION

AUGUST

S	M	T	W	TH	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

MARCH

S	M	T	W	TH	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

MARCH
12 - NS/Eligibility Appeals
14 - RCAT

SEPTEMBER
17 - NS/Eligibility Appeals
19 - RCAT

SEPTEMBER

S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

APRIL

S	M	T	W	TH	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

APRIL
16 - NS/Eligibility Appeals
ROUTE EVALUATION

OCTOBER
15 - NS/Eligibility Appeals
ROUTE EVALUATION

OCTOBER

S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

MAY

S	M	T	W	TH	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

MAY
14 - NS/Eligibility Appeals
16 - RCAT

NOVEMBER
19 - NS/Eligibility Appeals
21 - RCAT

NOVEMBER

S	M	T	W	TH	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JUNE

S	M	T	W	TH	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JUNE
18 - NS/Eligibility Appeals
ROUTE EVALUATION

DECEMBER
17 - NS/Eligibility Appeals
No Meeting

DECEMBER

S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Route Evaluations are independent CCRTA bus rides that can be performed anytime during the month.

RCAT Meetings start at 12:00 p.m.
NS/EA (No Show/Eligibility Appeals) Meetings start at 11:30 a.m.
Grants Review are scheduled as needed.

* Meetings are subject to change



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

Administration & Operation Committees of the Board

Wednesday, March 27, 2019

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, April 3, 2019

8:30 a.m.

RCAT Route Evaluation

April 18, 2019

12:00 p.m.

No-Shows/Eligibility Appeals

Times to be Determined

11:30 a.m.

TRAINING, DEVELOPMENT, AND EDUCATION

MV April Safety Trainings

Times to be Determined

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Marina Arts District ArtWalk

April 5th

5:30 p.m.-10:00 p.m.

Relay for Life of Corpus Christi

April 12th

6:00 p.m.-

Steppin Up & Out Walk/Run & Howdy Daze

April 20th

12:00 a.m.-11:59 p.m.

RCAT Committee Member Inquiries

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
1/17/2019	6	John Longoria	In reference to the Committee for Persons with Disabilities (CFPWD) Report, Mr. Longoria asked what was the age group for the adult wheelchair softball team that Mr. Balli is trying to form?	In response to Mr. Longoria's question, Mr. Richard Balli stated that there is a wheelchair softball field which is the Miracle League of Corpus Christi but it is built for children.	1/17/2019
1/17/2019	6	John Longoria	In reference to the Committee for Persons with Disabilities (CFPWD) Report, Mr. Longoria asked what has happened that the citations have doubled?	In response to Mr. Longoria's question, Mr. Balli stated that citizen excuses to CCPD are that they pay taxes or that they paid for the concrete so they are able to park in these areas. As a result, they receive citations and we see that the numbers have increased.	1/17/2019
1/17/2019	9	John Longoria	In reference to the Discussion and Approval of RCAT 2019 Meeting Calendar, Mr. Longoria asked if there was another month besides December that we did not have a meeting?	In response to Mr. Longoria's question, Ms. Sharon Montez stated that we did but because of the RCAT Route Evaluation, we added July back.	1/17/2019