



## RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, January 16, 2020

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 October 17, 2019 RCAT Meeting	2 minutes	Pages 1 - 3
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	No Show/Eligibility Appeals Committee Report	5 minutes	No Attachment
8.	Discussion of 4 <sup>th</sup> Quarter Unsung Hero Award	5 minutes	Page 4
9.	Discussion and Approval of RCAT 2019 Meeting Calendar	5 minutes	Page 5
10.	Short Term Service Plan and Facility Improvements Overview	10 minutes	No Attachment
11.	Update on Fare Recommendation	5 minutes	No Attachment
12.	RCAT Liaison Report	10 minutes	No Attachment
13.	Chairperson's Report	10 minutes	No Attachment
14.	Informational Items: a) October 2019 CAF Report b) November 2019 CAF Report c) October 2019 Operations Report d) November 2019 Operations Report e) October 2019 Purchased Transportation Report f) November 2019 Purchased Transportation Report		Pages 6 - 9 Pages 10 - 13 Pages 14 - 15 Pages 16 - 17 Pages 18 - 20 Page 21 - 23

	g) October 2019 Maintenance Road Call Report		Page 24
	h) November 2019 Maintenance Road Call Report		Page 25
	i) Upcoming Events and RTA Functions		Page 26
15.	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 Susan Teltschik at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.

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

**Thursday, October 17, 2019**

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**Advisory Committee Members Present:** John Longoria, Richard Balli, Rhonda Alvarez, Tammye Salinas, Randal Chisamore, Celia Mendez and Robert Box

**Advisory Committee Members Absent:** Joyce Lopez, Dr. Deborah Stanley

**Board Members Present:** None

**Staff Present:** Susan Teltschik, Sharon Montez, Robert Saldana, Terry Klinger, Melanie Gomez

**MV Present:** Janessa Cano, Letty James

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**Call to Order:** Mr. John Longoria called the meeting to order at 12:03 p.m. Ms. Susan Teltschik called the roll and determined that a quorum was present.

**Public Comment:** None

**Action to Approve Meeting Minutes of August 20, 2019** approved as presented. Mr. Richard Balli made a motion to adopt the RCAT Minutes of August 20 2019 as presented; 2nd by Mr. John Longoria. Box, Salinas, Chisamore and Alvarez voting for approval. Motion Passed.

**Discussion of 2<sup>nd</sup> & 3<sup>rd</sup> Quarter Unsung Hero Award**

Minerva Robles was chosen as the 2<sup>nd</sup> Quarter Unsung Hero Award for going above and beyond by finding a cell phone on the B-Line bus and taking it back to the customer who had left it. The customer was very grateful.

Phyllis Vestle with B-Line was chosen as the 3<sup>rd</sup> Quarter Unsung Hero Award for two commendations stating she is doing a great job and is very concerned about safety.

### **Committee for Persons with Disabilities (CFPWD) Update**

Mr. Balli informed the committee of the ADA Citation Count for January 2019 through September 2019: Disabled Parking 687; Blocking Sidewalk 2,325; Blocking the Architecture 71; Scooter Complaints (0).

Non-Profit Organizations can now apply for the building ramps for the disabled community and the permit fee will be waived.

### **No-Show/Eligibility Appeals for October 2019**

The No-Show/Eligibility Appeals Committee met on Tuesday, October 15, 2019 for no show appeals. Members present were Robert Box, Rhonda Alvarez and Richard Balli. Staff members present were Melanie Gomez and Janessa Cano (MV). There was 1 appeal submitted in October. One appellant was present to appeal a 7-day proposed service suspension. The proposed service suspension was dismissed due to extenuating circumstances.

For the month of September, there were 11 warning notices, 8 seven day proposed service suspension notices, 2 twenty-one day proposed service suspension notices and 1 thirty day proposed service suspension notice issued.

### **Eligibility Appeals**

None scheduled this month.

**Staff Presentation:** Mr. Robert Saldana, Managing Director Administration presented the Fare Review Study to the RCAT Members. Fare Recovery Ratio is the percentage of our operating expenses covered by the fare received from the riders. CCRTA is between approximately 5.6% while other agencies of similar size are between 14% to 24%. The new fare structure for fixed- route and B-Line were discussed highlighting the \$1.00 fare for fixed route, eliminating transfers, \$.50 reduced fare for students, seniors and people with disabilities, eliminating the off-peak fare, \$2.00 fare for B-Line, eliminating the B-Line pass. There will also free rides for seniors age 65 and older.

**RCAT Liaison's Report:** Ms. Sharon Montez presented the following information to RCAT Members:

- RCAT Route 28 Evaluation Analysis Discussion on August 20, 2019. Members discussed a very positive experience on Route 28.
- Future trips may have to be scheduled at a different location to ride other routes. The RCAT Committee has evaluated all the routes that are less than an hour leaving from Staples Street Station.

- CC Police Department requested that the City Hall bus stop be relocated due to safety concerns because people were congregating near stop and not riding buses. The bus stop makes it challenging to clear the area. Bus stop will be relocated to the Staples Street Station, at Bay M which will require modifications to accommodate the three different route buses, which are the 54, 56, and the 76.

**Chairperson's Report:**

Mr. John Longoria suggested for the Fare Recommendations to the Fare Review Board a breakdown of the percentage of riders in each category; regular riders, reduced-fare riders, premium fare riders, premium reduced-fare riders and seniors. He stated this information would be critical in the decision making process. Mr. Longoria shared the upcoming meeting dates with the committee.

The meeting adjourned at 1:09pm.

# Unsung Hero Report

## October-19

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
15328	7-Jun	Nikki Perry & Urban Arrisola	B-Line	Mrs. Olsen would like to compliment 2 drivers and disptach in B-Line. She had 2 scheidung rides for today 06-07-19. She said both drivers were terrific. Unfortunately her doctor's appointment cancelled last minute, after she had already been picked up. She said the drivers and disptach worked together to go over and beyond to get her home so she did not have to wait hours before her next ride. She greatly appreciates all efforts made calling her experience a "Blessing". She would like the employees recognized.
15456	8-Oct	Robbie	B-Line	Ms. Jones uses the B-Line service. She stated a female operator, named Robbie, is very helpful and goes out of her way to help her sister with her wheelchair and carry her belongings. She is also very friendly and nice. She enjoys riding with her.

## Nov-19

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
				-NONE-

## Dec-19

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
				-NONE-

# 2020 RCAT CALENDAR PROPOSED

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  
14 - NS/Eligibility Appeals  
16 - RCAT

JULY  
16 - NS/Eligibility Appeals  
No Meeting

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	29

FEBRUARY  
19 - NS/Eligibility Appeals  
21 - **ROUTE EVALUATION**

AUGUST  
13 - NS/Eligibility Appeals  
15 - RCAT

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  
**ROUTE EVALUATION**

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  
17 - RCAT

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  
**ROUTE EVALUATION**

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		

NO SHOW/ELIGIBILITY  
 RCAT MEETING  
 ROUTE EVALUATION

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



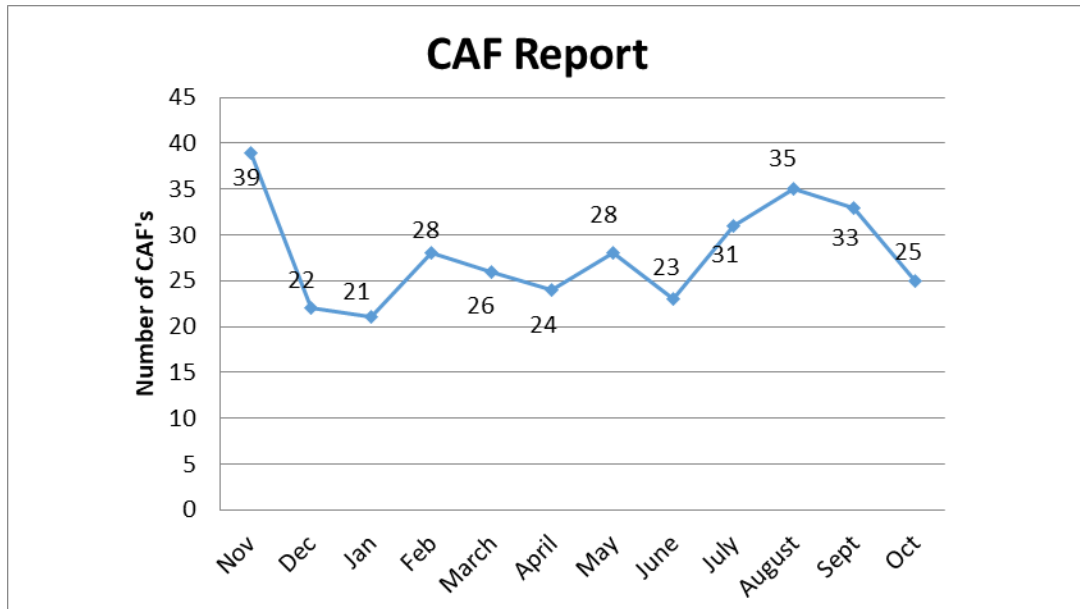
October 31, 2019

**Subject: CAF Report for October 2019**

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

For October 2019 there were 25 reported CAF's which represents an decrease from 33 reported CAF's for September 2019. The decrease of 8 CAFs for October 2019 represents a 24% decrease.

There were 3 Commendations included in the total for the month of October.





**October 2019 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside Mini-B	
#4 Flour Bluff Mini B		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	2
#6 Santa Fe/Malls		#50 Calallen/NAS Ex (P&R)	
#12 Saxet Oak Park	1	#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	2	#65 Padre Island Connection	
#19G Greenwood		#66 Crosstown Shuttle	
#19M McArdle		#76 Harbor Bridge Shuttle	
#21 Arboleda		#78 North Beach Shuttle	
#23 Molina		#90 Flexi-B Port Aransas	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Northwest	3	B-Line (Para-Transit) Services	2
#27x Northwest (Express)		Safety/Transportation	9
#28 Leopard /Omaha		Facilities Maintenance	
#29 Staples	2	Service Development	
#29F Staples/Flour Bluff	1	Facilities/Service Development	2
#29SS Staples/Spohn South		Transportation (Other)	
#30 Westside/Health Clinic		Service Maintenance	
		<b>TOTAL CAF's</b>	<b>25</b>

**October 2019 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues				
Driving Issues	2		1	3
Customer Services	2	1		3
Late/Early – No Show	3			3
Alleges Injury	6			6
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior	1			1
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station	1			1
Policy				
Denial of Service	1			1
Safety and Security	1			1
Rude	1			1
Facility/Srvc Development	1			1
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion	1			1
Service Maintenance				
Commendations	2	1		3
<b>TOTAL CAFs</b>	<b>22</b>	<b>2</b>	<b>1</b>	<b>25</b>

## **Conclusion:**

During October 2019, CCRTA received 25 CAF's regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; 3 of the 25 reported CAFs were commendations.

There were a total of 22 CAFs/Commendations received regarding CCRTA Service representing 88% of total customer contacts: 9 for Safety/Security, 2 for Facilities/Planning, 9 for Transportation and 2 Commendation.

There were a total of 2 CAF/Commendations received regarding B-Line service representing 8% of the total CAFs.

There was a total of 1 CAF received regarding Contracted Fixed Route service representing 4% of the total CAFs.

Actions taken as a result of the received 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.



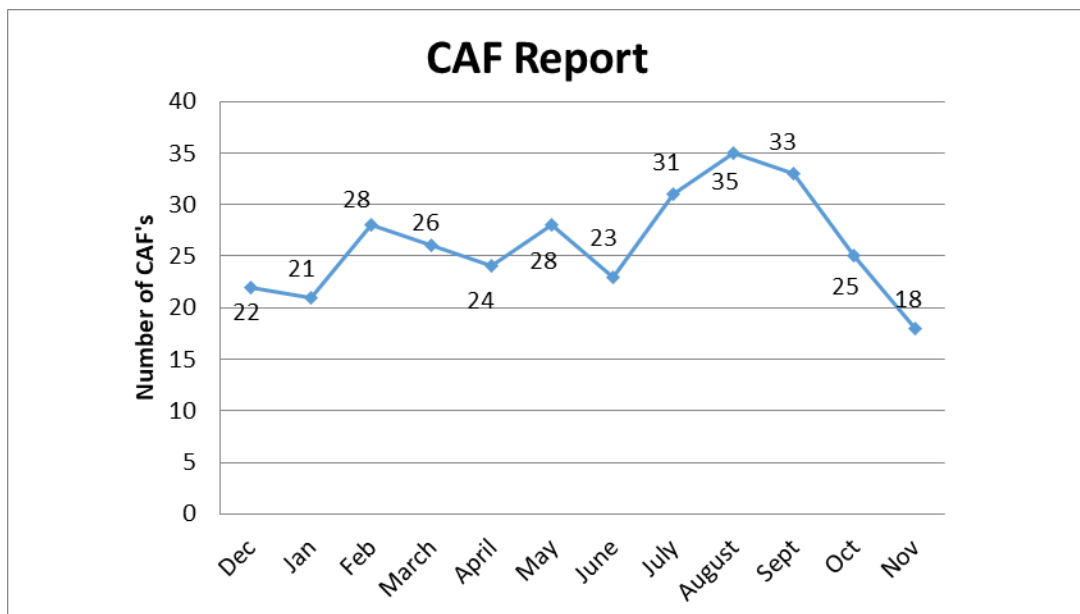
November 30, 2019

**Subject: CAF Report for November 2019**

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

For November 2019 there were 18 reported CAF's which represents an decrease from 25 reported CAF's for October 2019. The decrease of 7 CAFs for November 2019 represents a 28% decrease.

There were no Commendations included in the total for the month of November.



**November 2019 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside Mini-B	
#4 Flour Bluff Mini B		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	1
#5x Alameda Express		#37 Crosstown/TAMUCC	1
#6 Santa Fe/Malls	1	#50 Calallen/NAS Ex (P&R)	
#12 Saxet Oak Park		#51 Gregory/NAS Ex (P&R)	1
#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	1	#65 Padre Island Connection	
#19G Greenwood		#66 Crosstown Shuttle	
#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		#95 Port Aransas Express	
#27 Northwest		B-Line (Para-Transit) Services	3
#27x Northwest (Express)		Safety/Transportation	4
#28 Leopard /Omaha		Facilities Maintenance	
#29 Staples		Service Development	
#29F Staples/Flour Bluff	1	Facilities/Service Development	
#29SS Staples/Spohn South		Transportation (Other) ADA	1
#30 Westside/Health Clinic		Service Maintenance	
		<b>TOTAL CAF's</b>	<b>18</b>

**November 2019 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	MV Fixed Route	Totals
ADA	1			1
Service Stop Issues	1	1	1	3
Driving Issues		1	1	2
Customer Services	2			2
Late/Early – No Show				
Alleges Injury	3			3
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy				
Denial of Service				
Safety and Security	4			4
Rude	2			2
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
<b>TOTAL CAFs</b>	<b>13</b>	<b>3</b>	<b>2</b>	<b>18</b>

## **Conclusion:**

During November 2019, CCRTA received 18 CAF's regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; there were no commendations.

There were a total of 13 CAFs/Commendations received regarding CCRTA Service representing 72% of total customer contacts: 1 ADA, 1 for Safety/Security, 3 for Safety/Transportation and 8 for Transportation, with 0 Commendations.

There were a total of 3 CAF/Commendations received regarding B-Line service representing 16% of the total CAFs.

There was a total of 2 CAF received regarding Contracted Fixed Route service representing 11% of the total CAFs.

Actions taken as a result of the received 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.



## OCTOBER 2019 - OPERATIONS REPORT

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

Schedule Adherence	Standard	Jul-19	Aug-19	Sep-19	Oct-19	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	94.3%	90.4%	88.4%	90.7%	90.9%
Monthly Wheelchair Boardings	No standard	5,222	5,097	4,373	4,759	4,863
Monthly Bicycle Boardings	No standard	9,304	9,629	8,115	8,780	8,957

### The following construction projects potentially impact on-time performance:

- |               |   |
|---------------|---|
| On Detour     | <ul style="list-style-type: none"> <li>• <b>North Beach-U.S. 181 realignment (Harbor Bridge reconstruction)</b> <ul style="list-style-type: none"> <li>➤ Routes 76 &amp; 78</li> </ul> </li> </ul>  |
| On Detour     | <ul style="list-style-type: none"> <li>• <b>Carroll Ln.</b> (Houston-Gollihar) (27) month project-<u>To be complete mid-2020.</u> <ul style="list-style-type: none"> <li>➤ Route 17 (Final phase of a four-phase project has begun)</li> </ul> </li> </ul>                                      |
| On Detour     | <ul style="list-style-type: none"> <li>• <b>Leopard St.</b> (at Crosstown/Brownlee) TxDOT project began June 2019.           <ul style="list-style-type: none"> <li>➤ Route 28</li> </ul> </li> </ul>   |
| On Detour     | <ul style="list-style-type: none"> <li>• <b>Morgan Ave.</b> (Staples-Crosstown) (14) month project began August 2019.</li> <li>• <b>Morgan Ave.</b> (Staples-Ocean Dr) (15) month project began August 2019.           <ul style="list-style-type: none"> <li>➤ Route 23</li> </ul> </li> </ul> |
| Future Detour | <ul style="list-style-type: none"> <li>• <b>Leopard Street TxDOT Project</b> (Mexico to Doss St.) (24) month project-<u>To be complete late 2021</u> <ul style="list-style-type: none"> <li>➤ Routes 27 &amp; 28</li> </ul> </li> </ul>   |
| No Detour     | <ul style="list-style-type: none"> <li>• <b>South Staples St.</b> (Brawner Parkway-Kostoryz)-3/4 complete-traffic to be complete Jan. 2020.           <ul style="list-style-type: none"> <li>➤ Routes 17 &amp; 29</li> </ul> </li> </ul>  |
| No Detour     | <ul style="list-style-type: none"> <li>• <b>Everhart Rd.</b> (Holly Rd-SPID) (22) month project-Began September 2019.           <ul style="list-style-type: none"> <li>➤ Routes 17 &amp; 32</li> </ul> </li> </ul>  |
| No Detour     | <ul style="list-style-type: none"> <li>• <b>Ayers St.</b> (SPID-Gollihar) (12) month project-To begin November 2019.           <ul style="list-style-type: none"> <li>➤ Routes 19G &amp; 19M</li> </ul> </li> </ul>   |





No Detour

- **S. Staples St.** (Kostoryz- Baldwin) (29) month project-To be complete 2021.

- Route 29

Future Detour

- **Leopard St.** (Palm-Nueces Bay) (14) month project-To be complete late 2021.

- Routes 27 & 28 Detour to begin late-2019

Future Detour

- **Leopard St.** (Doss-Palm) (13) month project-To be complete late 2021.

- Routes 27 & 28 Detour to begin late-2019

No Detour

- **Sea Town Improvements** (5) month project-To begin December 2019

- Routes 76 & 78

Future Detour

- **Airline Rd.** (SPID-McArdle) (9) month project-To be complete early-2021

- Routes 26 & 65

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

- Productivity: **2.85** 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: **15,261** did meet contract standard of 12,250 miles.
- Ridership Statistics: **13,242** ambulatory boardings; **4,779** wheelchair boardings

Metric	Standard	Jul-19	Aug-19	Sep-19	Oct-19	(4) Month-Ave.
Passengers per Hour	2.50	2.84	2.83	2.85	2.85	2.84
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	8,602	5,078	5,836	15,261	8,694
Monthly Wheelchair Boardings	No standard	4,843	4,882	4,305	4,779	4,702



## NOVEMBER 2019 - OPERATIONS REPORT

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

Schedule Adherence	Standard	Aug-19	Sep-19	Oct-19	Nov-19	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.5%	0.1%
Departures within 0-5 minutes	>85%	90.4%	88.4%	90.7%	91.6%	90.3%
Monthly Wheelchair Boardings	No standard	5,097	4,373	4,759	3,643	4,468
Monthly Bicycle Boardings	No standard	9,629	8,115	8,780	7,188	8,428

### The following construction projects potentially impact on-time performance:

#### North Beach-U.S. 181 realignment (Harbor Bridge reconstruction)

On Detour

On Detour

On Detour

On Detour

Future  
Detour

No Detour

No Detour

No Detour

No Detour

- Routes 76 & 78
- **Carroll Ln.** (Houston-Gollihar) (27) month project-To be complete mid-2020.
  - Route 17 (Final phase of a four-phase project has begun)
- **Leopard St.** (at Crosstown/Brownlee) TxDOT project began June 2019.
  - Route 28
- **Morgan Ave.** (Staples-Crosstown) (14) month project began August 2019.
- **Morgan Ave.** (Staples-Ocean Dr) (15) month project began August 2019.
  - Route 23
- **Leopard Street TxDOT Project** (Mexico to Doss St.) (24) month project-To be complete late 2021
  - Routes 27 & 28
- **South Staples St.** (Brawner Parkway-Kostoryz)-3/4 complete-traffic to be complete Jan. 2020. **(Soon to be completed)**
  - Routes 17 & 29
- **Everhart Rd.** (Holly Rd-SPID) (22) month project-Began September 2019.
  - Routes 17 & 32
- **Ayers St.** (SPID-Gollihar) (28) month project-Began December 2019.
  - Routes 19G & 19M
- **Sea Town Improvements** (5) month project-To begin December 2019



No Detour

Future Detour

Future Detour

No Detour

Future Detour

- Routes 76 & 78
- **S. Staples St.** (Kostoryz- Baldwin) (29) month project-To begin March 2020.
  - Route 29
- **Leopard St.** (Palm-Nueces Bay) (14) month project-To be complete late 2021.
  - Routes 27 & 28 Detour to begin early-2020
- **Leopard St.** (Doss-Palm) (13) month project-To be complete late 2021.
  - Routes 27 & 28 Detour to begin early-2020
- **Airline Rd.** (SPID-McArdle) (9) month project-To be complete early-2021
  - Routes 26 & 65
- **Laguna Shores Rd.** (SPID-Wyndale) (14) month project-To begin mid 2020 complete late-2021
  - Routes 4

Currently, there are (5) detoured routes out of 32 fixed routes travelling on the local street network (15%). Detoured routes include: 17, 23, 28, 76 & 78. Future detours indicated in a dashed outline will account for an additional (4) or (14%) of detoured bus route services including routes: (4, 26, 27 & 65).

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

- Productivity: **2.67** 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 (MBRC): **9,207** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,030** ambulatory boardings; **4,089** wheelchair boardings

Metric	Standard	Aug-19	Sep-19	Oct-19	Nov-19	(4) Month-Ave.
Passengers per Hour	2.50	2.83	2.85	2.85	2.67	2.80
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	5,078	5,836	15,261	9,207	8,846
Monthly Wheelchair Boardings	No standard	4,882	4,305	4,779	4,089	4,514

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: November 6, 2019**

**SUBJECT: B-Line Report for October 2019**

- ❑ Ridership for the month of October 2019 was 19,158 compared to 18,589 for October 2018, which equates to 569 more trips representing an 3.06% **increase**.
  
- ❑ Ridership for YTD 2019 was 177,033 representing an 8.10% **increase** over 2018 ridership statistics.

RIDERSHIP 2018 YTD	RIDERSHIP 2019 YTD	DIFFERENCE	% DIFFERENCE
163,769	177,033	13,264	8.10%

**Service Standards**

- ❑ Productivity: 2.85 PPH (Passengers per hour) October 2019, contract standard is 2.50
  
- ❑ On Time Performance: 91.85% on time performance for September 2019
  
- ❑ Denials: Zero trips were delivered later than one hour.
  
- ❑ 1,452 trips out of 17,806 trips (8.15%) did not meet the standard for on time performance in October 2019. Of that number:
  - 1,398 were < 30 minutes late
  - 53 were > 30 minutes late
  - 1 was > 60 minute late
  - 0 were > 90 minutes late
  
- ❑ Miles between road calls 137,351.4 miles with 9 road call that equates to 15,261.3 miles between road calls for October 2019. MV did not exceed the minimum standard of 12,250 miles between road calls for October 2019.

**Wheelchair Boardings and associated statistics**

For the month of October 2019, there were:

- 13,242- ambulatory passengers
- 4,779 - wheelchair boarding's
- 907 - personal care attendants (AM)
- 230 - companions

## Other Service statistics

There were seven **Customer Assistance Forms** recorded for October 2019:

- One commendation- Customer Service for the B-Line spoke with our operator and thanked her for the outstanding service. She was appreciative of the kind words.
- Four complaints on Driving - First complainant stated B-Line unit did a U-turn on the feeder road then blocked traffic and used the entrance to get onto I-37. Upon review of video footage, our operator underwent counseling and received safety points for his actions; Second complainant stated bus swerved into right lane and almost hit him. Upon review of the video, our operator has undergone counseling with management; Third complainant stated she witnessed a B-Line unit run a red light. Upon review of the video, our operator has undergone mandatory counseling, retraining, and received safety points for his actions; Fourth complainant stated B-Line unit was driving in the middle of the road to avoid potholes and almost ran her into ditch. Video footage for this incident was unsuccessful so we cannot confirm nor deny the allegations from this day. Our operator underwent counseling as a pre-caution.
- One complaint on an Operator- Complainant stated unit has a bad seatbelt and had to ask operator to help his daughter strap herself in correctly. She became frustrated and kicked him off the bus, he feels he has the right to his daughter's safety. Upon review of the video footage, we have determined our operator will undergo mandatory counseling, retraining, and management will do an inspection of unit 2010 to verify issues with seatbelts, if any.
- One complaint with Safety- Complainant stated her daughter had a bruise on her arm upon returning home from daycare. She would like video footage to be pulled to see if the incident happened on the B-Line bus. Upon review of the video footage, we can confirm that any injuries did not happen inside of our B-Line unit. Ms. Dansfield was sitting alone on her trip going to/from Ability House on the 31<sup>st</sup> of October and was never touched by any other riders.

## **Conclusion**

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

- ❑ 2.85 passengers per hour
- ❑ 91.85% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for October 2019 at 15,261.30 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: December 5, 2019**

**SUBJECT: B-Line Report for November 2019**

- ❑ Ridership for the month of November 2019 was 16,059 compared to 16,501 for November 2018, which equates to 442 less trips representing an 2.68% **decrease**.
  
- ❑ Ridership for YTD 2019 was 193,092 representing an 7.11% **increase** over 2018 ridership statistics.

RIDERSHIP 2018 YTD	RIDERSHIP 2019 YTD	DIFFERENCE	% DIFFERENCE
180,270	193,092	12,822	7.11%

**Service Standards**

- ❑ Productivity: 2.67 PPH (Passengers per hour) November 2019, contract standard is 2.50
  
- ❑ On Time Performance: 92.79% on time performance for November 2019
  
- ❑ Denials: Zero trips were delivered later than one hour.
  
- ❑ 1,077 trips out of 14,939 trips (7.21%) did not meet the standard for on time performance in November 2019. Of that number:
  - 1,043 were < 30 minutes late
  - 30 were > 30 minutes late
  - 4 were > 60 minutes late
  - 0 were > 90 minutes late
  
- ❑ Miles between road calls 119,689.2 miles with 13 road call that equates to 9,206.9 miles between road calls for November 2019. MV did not exceed the minimum standard of 12,250 miles between road calls for November 2019.

**Wheelchair Boardings and associated statistics**

For the month of November 2019, there were:

- 11,030- ambulatory passengers
- 4,089 - wheelchair boarding's
- 717 - personal care attendants (AM)
- 223 - companions

## Other Service statistics

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

- One complaint on Driving - Complainant stated operator was speeding through a school zone. Upon review of video footage, our operator underwent mandatory retraining, counseling, and received safety points for her actions.
- One complaint on Scheduling- Complainant stated his 5:30 am bus was late and caused him to find another ride to work. Upon further investigation, his standing order was affected when the scheduler was running reports. Management has done retraining to prevent the error from happening in the future and offered an apology for the trouble this caused.
- One complaint on Safety- Complainant stated her daughter was hit on the bus by a fellow rider and told to move seat to prevent further harm. Upon review of video footage, RTA has issued out letters for suspensions of service for those who were the source for the incident on the bus.
- One complaint on an Operator- Complainant stated unit has a bad seatbelt and had to ask operator to help his daughter strap herself in correctly. She became frustrated and kicked him off the bus, he feels he has the right to his daughter's safety. Upon review of the video footage, we have determined our operator will undergo mandatory counseling, retraining, and management will do an inspection of unit 2010 to verify issues with seatbelts, if any.
- One complaint with Safety- Complainant stated her daughter had a bruise on her arm upon returning home from daycare. She would like video footage to be pulled to see if the incident happened on the B-Line bus. Upon review of the video footage, we can confirm that any injuries did not happen inside of our B-Line unit. Ms. Dansfield was sitting alone on her trip going to/from Ability House on the 31<sup>st</sup> of October and was never touched by any other riders.



## **Conclusion**

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

- ❑ 2.67 passengers per hour
- ❑ 92.79% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for November 2019 at 9,206.9 miles did not exceed the minimum contract standard of 12,250 miles.



### Road Call/Mileage Comparison for October, 2019

	Total Miles Driven in <b>October</b> for Each Bus Type	Total Road Calls for <b>October</b> for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
<b>Trolleys (97-103)</b>								
Totals	21,115	6	6	0	3	3	0	1
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	240,231	31	31	0	23	8	0	0
<b>GILLIG (DSL) (Gillig 35' 638-653) (Gillig 40' 715-722)</b>								
Totals	33,396	8	8	0	5	3	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	294,742	45	45	0	31	14	0	1
<b>MILES BETWEEN ROAD CALLS</b>		Compared Total Miles with Chargeable Roadcalls						
	9,508							



### Road Call/Mileage Comparison for November, 2019

	Total Miles Driven in <b>November</b> for Each Bus Type	Total Road Calls for <b>November</b> for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non- Chargeable Roadcalls	A/C	W/C
<b>Trolleys (97-103)</b>								
Totals	18,777	0	0	0	0	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	219,411	22	21	1	15	7	2	1
<b>GILLIG (DSL) (Gillig 35' 638-653) (Gillig 40' 715-722)</b>								
Totals	28,335	4	4	0	4	0	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	266,523	26	25	1	19	7	2	1
<b>MILES BETWEEN ROAD CALLS</b>								
	14,028	Compared Total Miles with Chargeable Roadcalls						



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

### MEETINGS

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Administration & Operation Committees of the Board

Wednesday, January 22, 2020

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, February 5, 2020

8:30 a.m.

RCAT Route Evaluation

Thursday, February 20, 2020

12:00 p.m.

Bus Ride – Meet at Staples St Center

No-Shows/Eligibility Appeals

Tuesday, February 18, 2020

11:30 a.m.

Grants Review

TBD

### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

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The SURGE  
Public Event

January 21<sup>st</sup>  
Momentum Wave Plaza  
TAMUCC

9:00am – 12:00pm