



## RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, February 17, 2022

Time: 12:00 p.m.

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

This meeting will be virtual. If you would like to join via Go To Meeting please contact Susan Teltschik via email at [STeltschik@ccrta.org](mailto:STeltschik@ccrta.org) to receive the meeting link.

### **Board Members**

John Longoria, Chairman Rhonda Alvarez Robert Box Randal Chisamore Inez Garcia  
Jeannine Leal Joyce Lopez Celia Mendez Dr. Deborah Stanley Imelda Trevino

### **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.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	RCAT No Show/Eligibility Appeals	2 minutes	No Attachment
7.	RCAT Liaison Report a) Professional Service Agreement for Zero Emission Fleet Feasibility Assessments and Transition Plan with the Center for Transportation and the Environment (CTE) b) Award Contract for Bus Stop Maintenance Services c) Award Contract for Bus Stop Shelter Amenities d) Key Performance Metrics for Fixed Route and Paratransit	25 minutes	No Attachment
8.	Chairperson's Report	10 minutes	No Attachment
9.	Informational Items: a) December 2021 CAF Report		Pages 1-4

	b) December 2021 Operations Report Key Metrics		Pages 5-15
	c) December 2021 Purchased Transportation Report		Pages 16-17
	d) December 2021 Maintenance Road Call Report		Page 18
	e) Upcoming Events and RTA Functions		Page 19
10.	Adjournment		No Attachment
	Total Minutes:	49	

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.



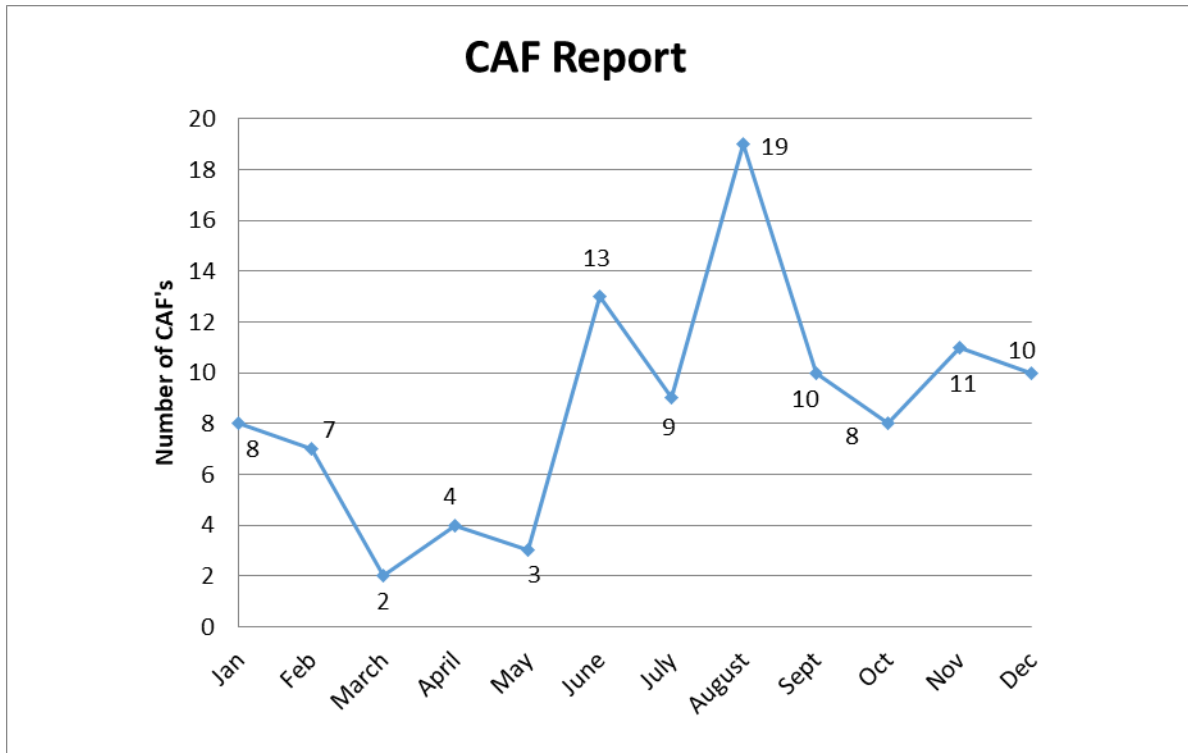
December 31, 2021

**Subject: CAF Report for December 2021**

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

For December 2021, there were 10 reported CAFs which was less than the 11 reported CAFs for November 2021. The decrease of 1 CAF for December 2021 represents a 9% decrease.

There were zero Commendations included in the total for the month of December.



**December 2021 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#4 Flour Bluff Mini B		#34 Robstown North Circulator	1
#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		#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz		#53 Robstown/NAS Ex (P&R)	
#16 Morgan		#54 Gregory/Downtown Express	
#17 Carroll/Southside		#56 Flour Bluff/Downtown Express	
#19 Ayers		#60 Islander Connection	
#19G Greenwood		#65 Padre Island Connection	
#19M McArdle		#66 Crosstown Shuttle	
#21 Arboleda		#76 Harbor Bridge Shuttle	1
#23 Molina		#78 North Beach Shuttle	
#25 Gollihar/Greenwood		#90 Flexi-B Port Aransas	
#26 Airline/Lipes		#94 Port Aransas Shuttle	
#27 Northwest	1	#95 Port Aransas Express	
#27x Northwest (Express)		B-Line (Para-Transit) Services	
#28 Leopard /Omaha		Safety & Security	2
#29 Staples	3	Maintenance	
#29F Staples/Flour Bluff	1	Service Development	
#29SS Staples/Spohn South	1	Facilities/Service Development	
#30 Westside/Health Clinic			
		<b>TOTAL CAF's</b>	<b>10</b>

**December 2021 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	3		1	4
Service Stop Issues	2			2
Driving Issues	1			1
Customer Services				
Late/Early – No Show				
Alleges Damage to Cart				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Policy/Mask Policy				
Denial of Service				
Safety and Security	2			2
Rude				
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
<b>TOTAL CAFs</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>10</b>

## **Conclusion:**

During December 2021, CCRTA received 11 CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no Commendations.

Nine CAFs were received regarding CCRTA Service, representing 90% of the total customer assistance contacts; there were no commendations.

There were no CAFs received regarding BLine Service; there were no commendations.

One CAF was received regarding Contracted Fixed Route Service, representing 10% of the total customer assistance contacts; there were no commendations.

Actions taken as a result 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 point of view. CAFs are communicated to the Customer Service group via the telephone, e-mail, or letter.

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt, written or verbal response at the conclusion of the investigation to the customer 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 serves to guide policy development.



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 2, 2022

**Subject:** December 2021 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.

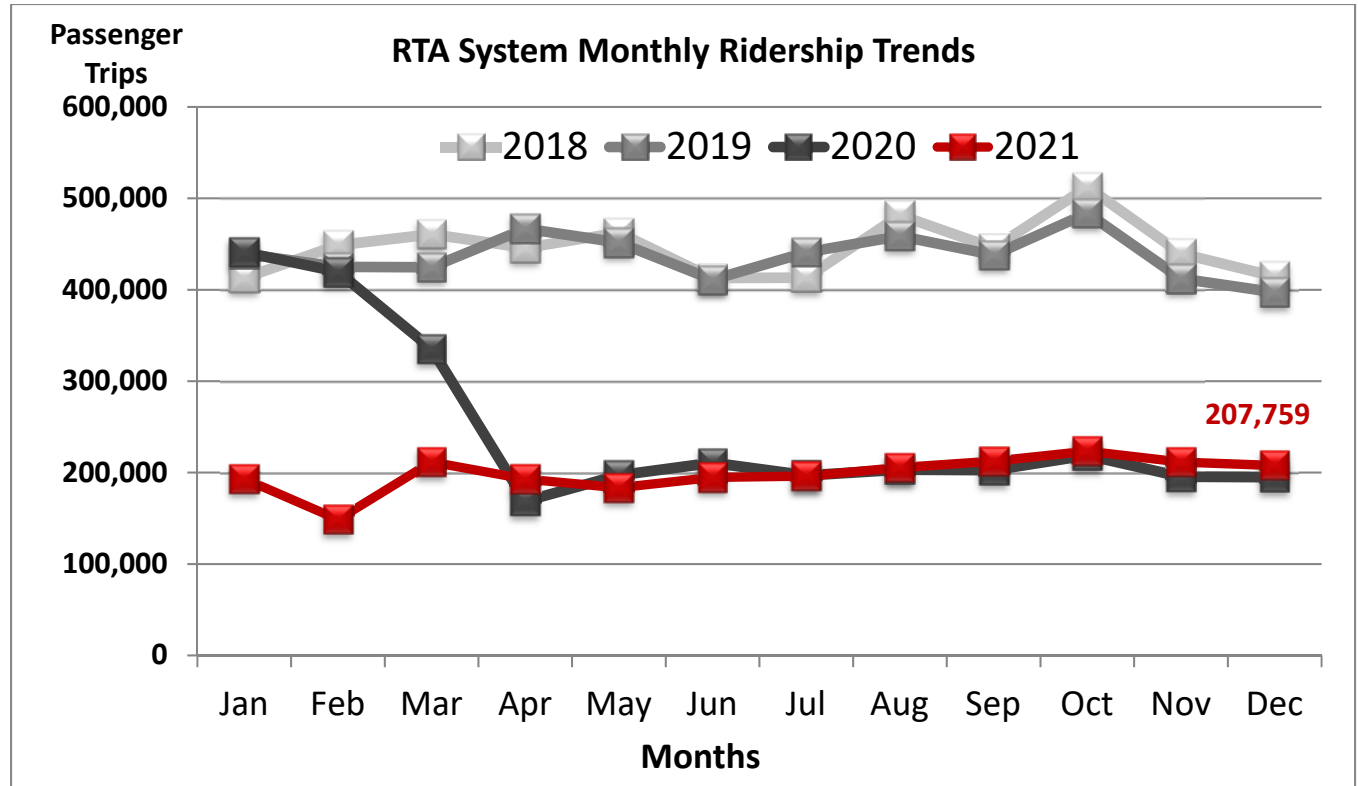


**COMMUTE**  
with enterprise



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

December 2021 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 207,759 which represents a 6.5% increase as compared to 195,029 passenger trips in December 2020 or 12,730 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in December 2019 with 397,312 passenger trips, the 207,759 passenger trips this month represents a 47.7% decrease of 189,553 fewer trips.



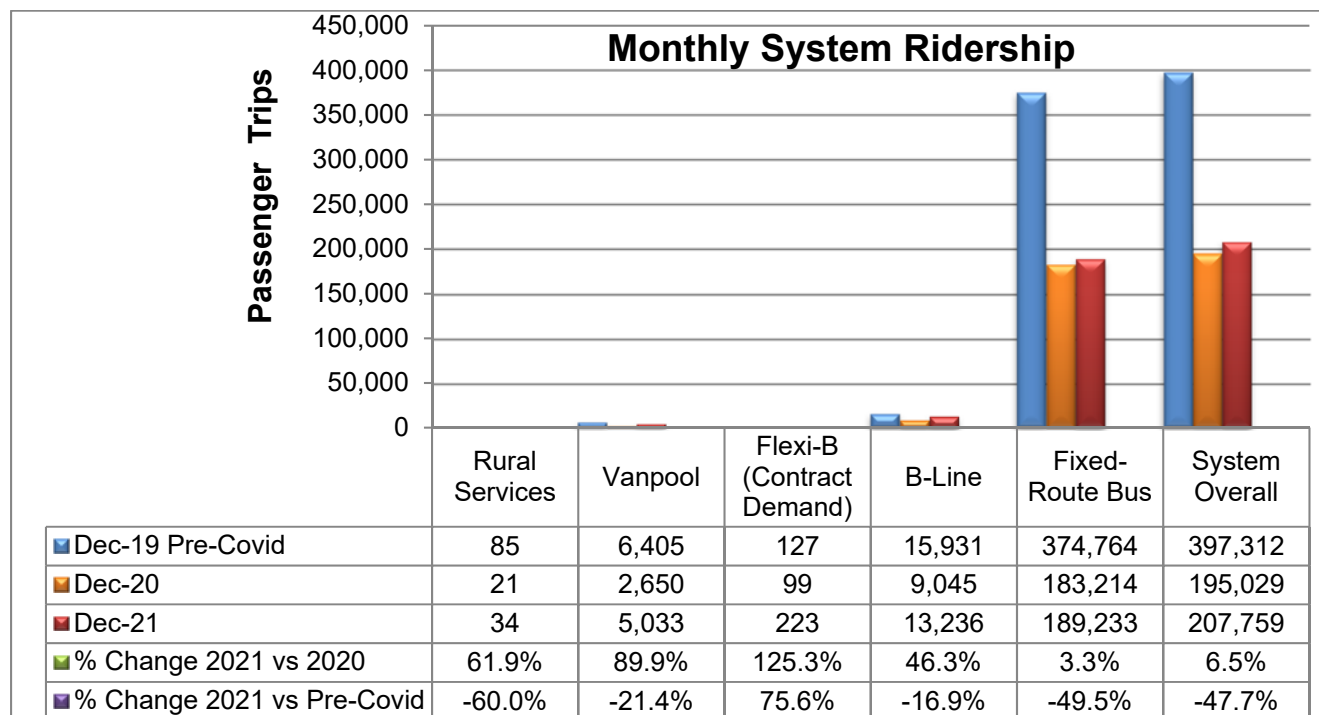
December 2020	December 2021	Variance
22 Weekdays	23 Weekdays	+1
4 Saturdays	3 Saturdays	- 1
4 Sundays	4 Sundays	-
1 Christmas Day Holiday (No Service Operated)	1 Christmas Day Holiday (No Service Operated)	-
31 Days	31 Days	-

In December 2021, the average retail price for unleaded gas in Corpus Christi was approximately \$2.83 per gallon as compared to \$1.85 per gallon in December 2020<sup>1</sup>. Rainfall was below normal at 0.66 inches as compared to the monthly average of 1.93 inches.<sup>2</sup> December 2020 was below normal at only 1.50 inches. The recorded 69-degree average temperature was above the normal average temperature of 60-degrees.

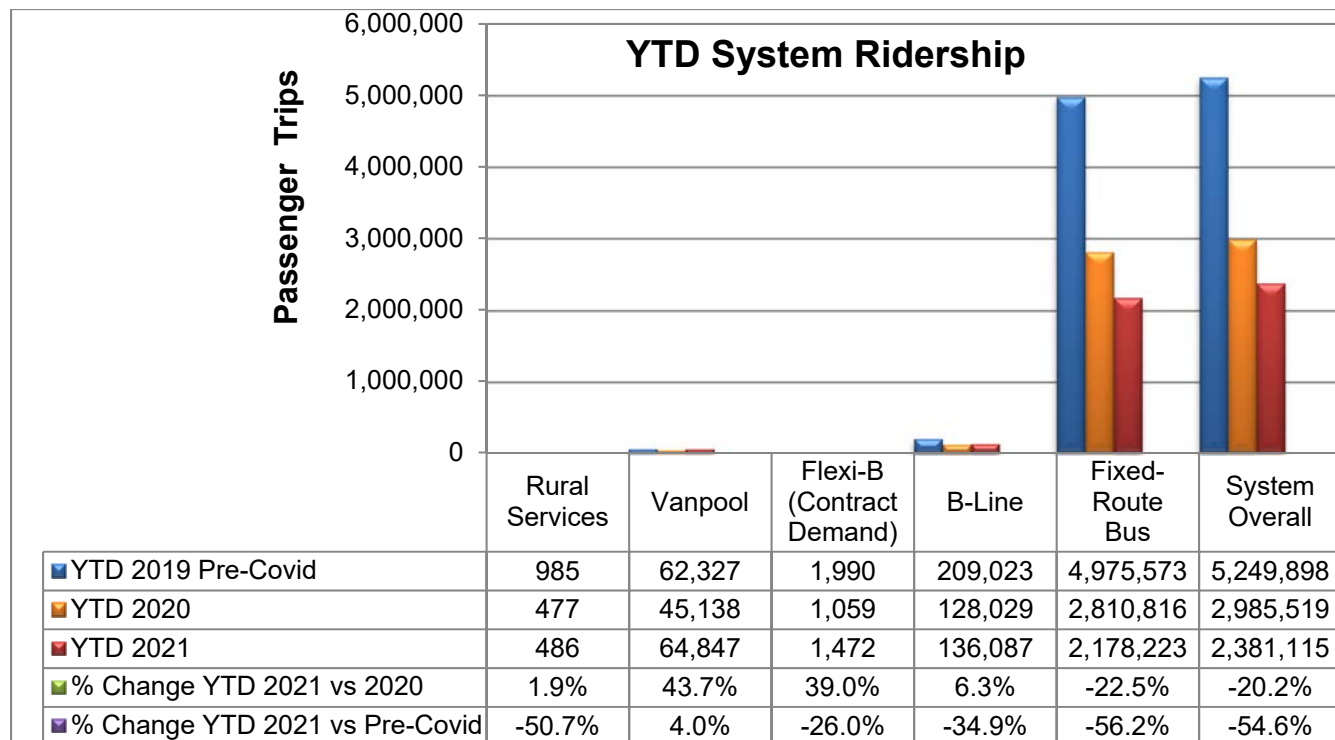
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.  
 2. <https://etweather.tamu.edu/rainhistory>



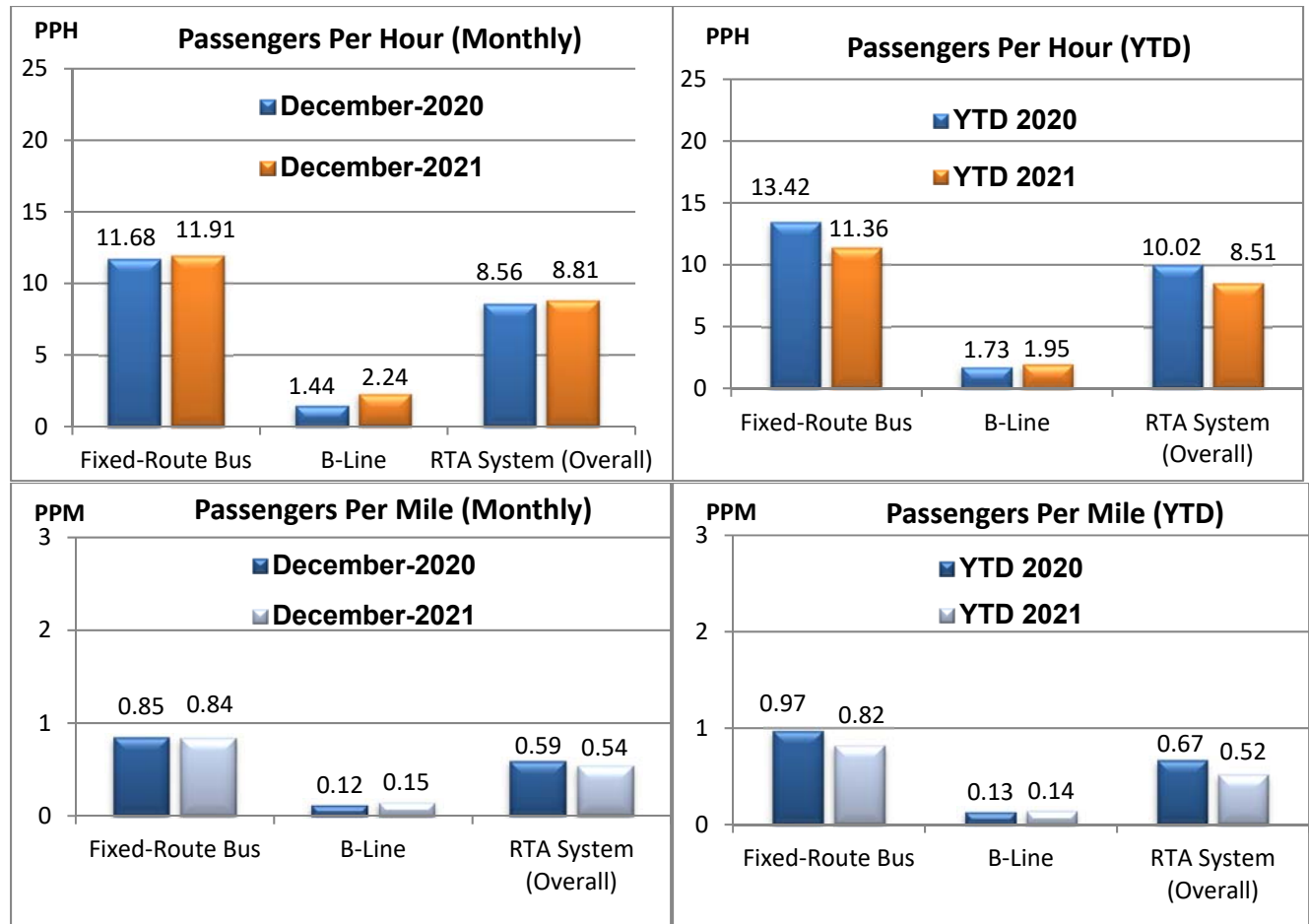
The chart below shows monthly ridership results for all services. CCRTA recorded 12,730 more passenger trips for a 6.5% increase as compared to December 2020. As compared to December 2019 Pre-Covid, passenger trips decreased 47.7%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 604,404 fewer passenger trips for a YTD decrease of 20.2% in 2021 as compared to 2020. As compared to YTD 2019 Pre-Covid, passenger trips decreased 54.6% with 2,868,783 fewer trips.



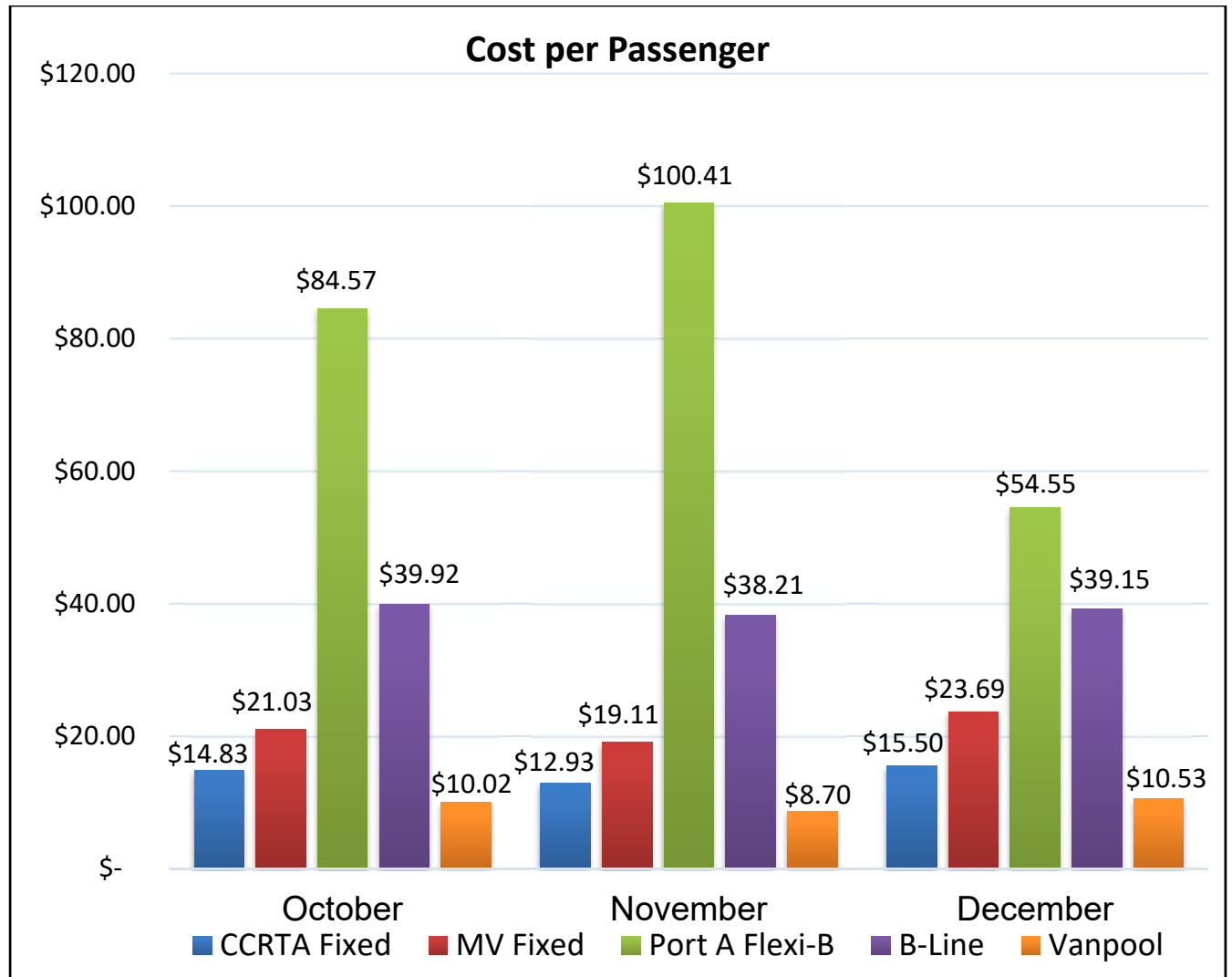
The following charts report system-wide productivity for the month of December 2021 vs. December 2020 and YTD figures.



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

Schedule Adherence	Standard	Sep-21	Oct-21	Nov-21	Dec-21	4-Month Average
Early Departure	<1%	0.4%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	83.4%	88.9%	87.1%	88.8%	87.1%
Monthly Wheelchair Boardings	No standard	3,165	2,689	2,582	2,486	2,731
Monthly Bicycle Boardings	No standard	4,407	4,429	4,167	4,139	4,286

The following tables include Cost per Passenger totals by service mode for the fourth quarter of 2021. In addition, year-to-date (YTD) averages by service mode are included.



Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Vanpool
October	\$ 14.83	\$ 21.03	\$ 84.57	\$ 39.92	\$ 10.02
November	\$ 12.93	\$ 19.11	\$ 100.41	\$ 38.21	\$ 8.70
December	\$ 15.50	\$ 23.69	\$ 54.55	\$ 39.15	\$ 10.53
Quarterly Average	\$ 14.42	\$ 21.28	\$ 79.84	\$ 39.09	\$ 9.75

The following construction projects potentially impact current or future on-time performance:

**On  
Detour**

**Detour  
Required**

**No Detour**

- **U.S.181 & 361 Interchange in Gregory** Began mid-2019 and is now half complete.
  - Route 51 (No stops impacted)
- **New Harbor Bridge (North Beach)** – Routes 76 & 78 remain on minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)
- **Park Road 22 water exchange bridge** Began late 2020. Slight detour only.
  - Route 65 (No stops impacted)
- **Bear Ln. (Old Brownsville Rd. to Cliff Maus Dr.)** – utility repair began July 2021.
  - Route 16 (**1 stop closed**)
- **Winnebago & Lake St.**-(Harbor Bridge reconstruction): Began August 2020.
  - Route 12 (**10 stops impacted**)
- **Brownlee Blvd. (Laredo-Morgan Ave.)** Temporary detour from Brownlee to Crosstown Expressway (ST HWY 286) access roads in both directions.
  - Route17 (**7 temporarily closed**)
- **Laguna Shores Rd.** (SPID–Wyndale) (14) month, Began October 26, 2020 with Phase 1 and 3 to be complete late January 2022, total completion in October 2022
  - Routes 3 & 4 (**14 stops closed**)
- **Ayers St.** (SPID-Gollihar) (28) Project began January 2020 with anticipated completion February 2022.
  - Route 19 (**6 stops remain closed 1 reopened**)
- **Nimitz & MacArthur** Resurfacing & curb work began June 2021 with anticipated completion February 2022.
  - Route 21 (**5 stops impacted**)
- **Ocean Dr. Resurfacing** (Robert Dr.-Ennis Joslin) Project began March-2021. Project to be complete March 2022.
  - Route 6 (**12 stops remain closed**)
- **Leopard St.** (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion date late-2022.
  - Routes 27 & 28 (**4 stops closed**)
- **S. Staples St.** (Kostoryz- Baldwin) (29) month project: Began March 2021
  - Route 29 (**8 Stops closed**)
- **Leopard St.** (Crosstown to Palm) (14) month project to begin mid-2022 with anticipated completion in late-2023.
  - Routes 27 & 28 (**9 stops will be impacted**)
- **Everhart Rd. (SPID-S. Staples):** Project could begin mid-2022.
  - Routes 32 & 37 (**7 stops will be impacted**)

For December 2021, there were 15 detoured routes out of 33 fixed route services. This equates to approximately 45% of CCRTA services travelling on the local streets. Detoured bus route services include: 3, 4, 6, 12, 16, 17, 19, 21, 27, 28, 29, 51, 65, 76 & 78.

Total number of bus stops currently impacted or closed is 67.

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

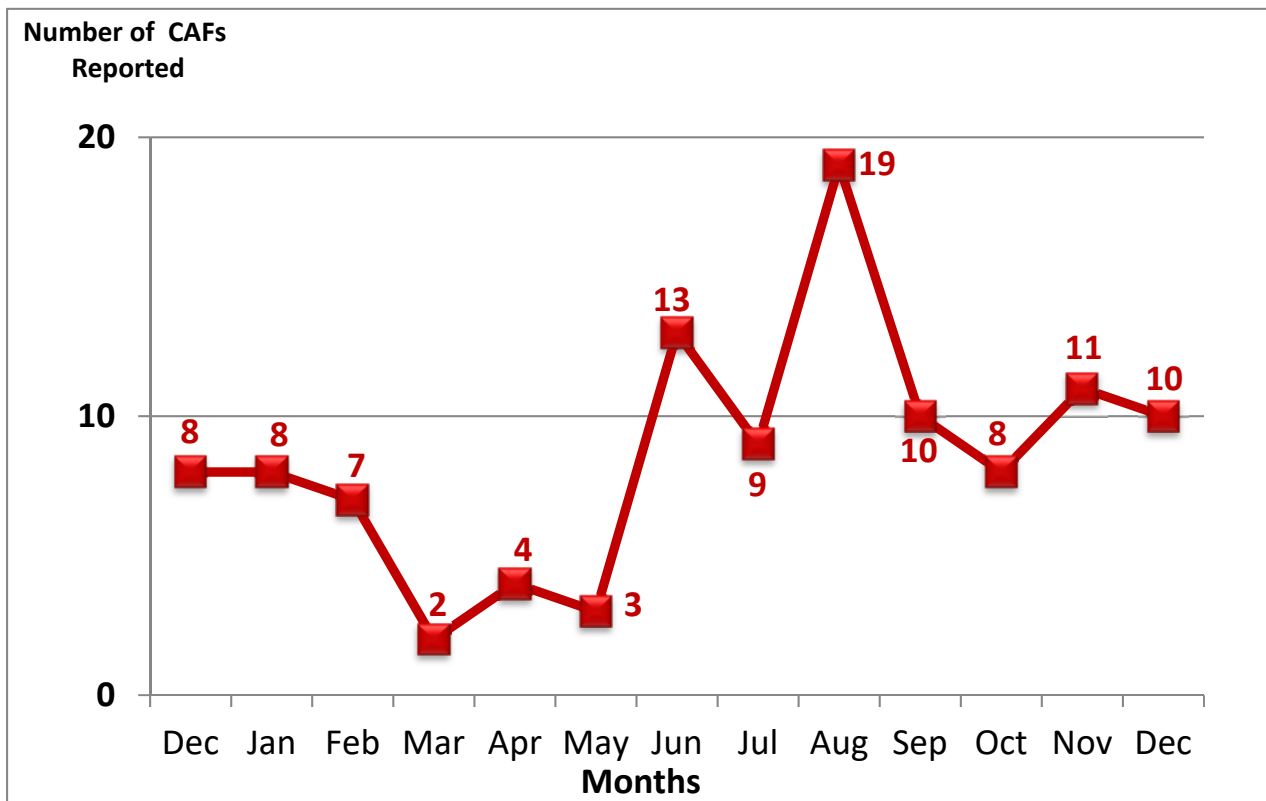
In December 2021, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.24** Passengers Per Hour (PPH) did not 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): 24,683 did meet the contract standard of 12,250 miles.
- Ridership Statistics: **8,557** ambulatory boardings; **3,731** wheelchair boardings

<b>Metric</b>	<b>Standard</b>	<b>Sep-21</b>	<b>Oct-21</b>	<b>Nov-21</b>	<b>Dec-21</b>	<b>(4) Month-Ave.</b>
Passengers per Hour	2.50	2.20	2.19	2.23	2.24	<b>2.22</b>
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	<b>0.0%</b>
Miles Between Road Calls	12,250	15,624	9,887	19,225	24,683	<b>17,355</b>
Monthly Wheelchair Boardings	No standard	3,219	3,366	3,401	3,731	<b>3,429</b>

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

For December 2021, Customer Service received and processed 10 (CAF's) Customer Assistance Forms. 10 CAF's is 1 less than the previous month and represents a 9% decrease. There were no commendations received this month.



**Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	1
#4 Flour Bluff		#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMUCC	
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Saxet Oak Park		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz		#54 Gregory/Downtown Express	
#16 Morgan		#56 Flour Bluff/Downtown Express	
#17 Carroll/Southside		#60 Islander Connection	
#19 Ayers		#65 Padre Island Connection	

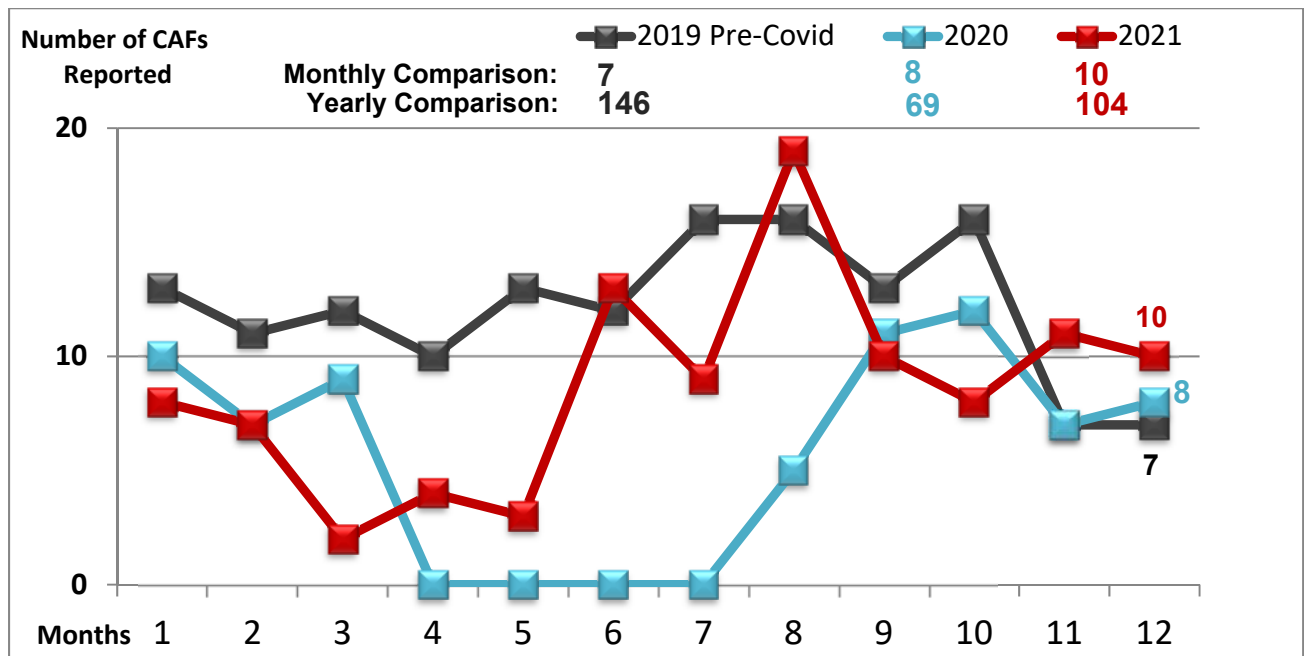
#19G Greenwood		#76 Harbor Bridge Shuttle	1
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#90 Flexi-B Port Aransas	1
#23 Molina		#93 Flex	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Northwest	1	B-Line (Paratransit) Services	
#27x Northwest (Express)		Safety & Security	2
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples	3	Customer Service Department	
#29F Staples/Flour Bluff	1	Service Development/Facilities	
#29SS Staples/Spohn South	1	Facilities/Service Development	
#30 Westside/Health Clinic		Transportation (Other) ADA	
#32 Southside		TOTAL CAF's	10

**CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA	3		1	4
Service Stop Issues	2			2
Driving Issues	1			1
Customer Services				
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				

Inappropriate Behavior				
B-line Calls				
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Policy/Standing Orders				
Denial of Service				
Safety & Security	2			2
Rude				
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
Total CAFs	9	0	1	10

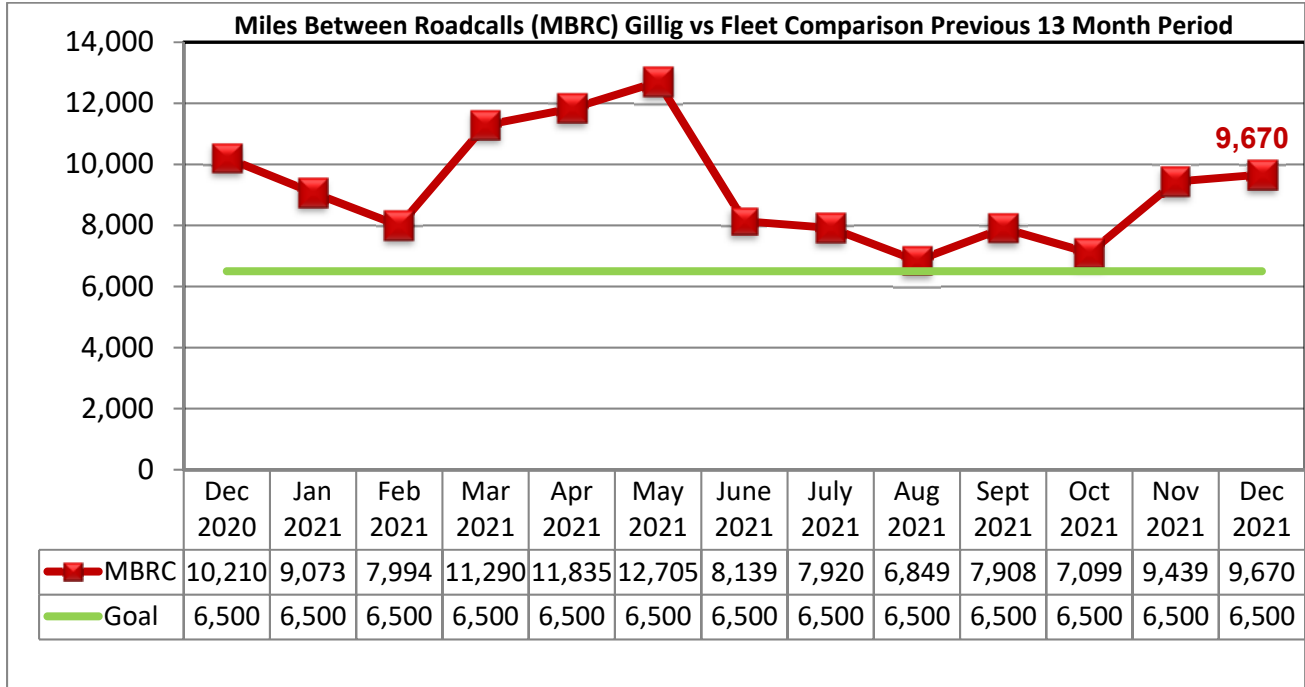
**CAF Reports: Current and Historical Trends**





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

In December 2021, there were **9,670** miles between road calls (MBRC) recorded as compared to 10,210 MBRC in December 2020. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. In addition, seasonal high weather temperatures impact the number of road calls.



**Board Priority**

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson  
Director of Planning

Reviewed by: Derrick Majchszak  
Managing Director of Operations

Final Approval by:   
Jorge G. Cruz-Aedo  
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: January 5, 2022**

**SUBJECT: B-Line Report for December 2021**

- ❑ Ridership for the month of December 2021 was 13,236 compared to 9,045 for December 2020, which equates to 4,191 more trips representing an 46.33% **increase**.
- ❑ Ridership for YTD 2021 was 136,087 representing an 6.29% **increase** over 2020 ridership statistics.

RIDERSHIP 2020 YTD	RIDERSHIP 2021 YTD	DIFFERENCE	% DIFFERENCE
128,029	136,087	8,058	6.29%

**Service Standards**

- ❑ Productivity: 2.24 PPH (Passengers per hour) December 2021, contract standard is 2.50
- ❑ On Time Performance: 97.32% on time performance for December 2021
- ❑ Denials: Zero trips were delivered later than one hour.
- ❑ 327 trips out of 12,193 trips (2.68%) did not meet the standard for on time performance in December 2021. Of that number:
  - 321 were < 30 minutes late
  - 6 were > 30 minutes late
  - 0 were > 60 minute late
  - 0 were > 90 minutes late
- ❑ Miles between road calls 98,731.5 miles with 4 road call that equates to 24,682.9 miles between road calls for December 2021. MV did exceed the minimum standard of 12,250 miles between road calls for December 2021.

**Wheelchair Boarding's and associated statistics**

For the month of December 2021, there were:

- 8,557- ambulatory passengers
- 3,731 - wheelchair boarding's
- 717 - personal care attendants (AM)
- 223 - companions
- 8 - animals

### **Other Service statistics**

There were ZERO **Customer Assistance Forms** recorded for December 2021:

### **Conclusion**

The contractor has met or exceeded performance standards in three of the four key areas for December 2021:

- ❑ 2.24 passengers per hour
- ❑ 97.32% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for December 2021 at 24,682.9 miles did exceed the minimum contract standard of 12,250 miles.

## Road Call/Mileage Comparison for December, 2021

	Total Miles Driven in December for Each Bus Type	Total Road Calls for December 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	13,975	5	5	0	5	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	150,956	23	23	0	10	13	0	0
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	28,471	8	8	0	5	3	0	0

**TOTAL MILES DRIVEN    TOTAL ROAD CALLS**

193,401	36	36	0	20	16	0	0
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**MILES BETWEEN ROAD CALLS**

9,670	Compared Total Miles with Chargeable Roadcalls
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# 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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RTA Committee Meetings

Wednesday, February 23, 2022

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, March 2, 2022

8:30 a.m.

RCAT Committee Meeting

Thursday, March 17, 2022

12:00 p.m.

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### Note:

RCAT Meetings will be held virtually until further notice.