



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, March 17, 2022

Time: 12:00 p.m.

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

**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.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for January 20, 2022	5 minutes	Pages 1 - 3
6.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for February 17, 2022	5 minutes	Pages 4 - 5
7.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
8.	RCAT No Show/Eligibility Appeals	2 minutes	No Attachment
9.	Travel Training Presentation	15 minutes	No Attachment
10.	RCAT Liaison Report a) Adoption of New Fare Policy b) Invitation for Bids (IFB) for Del Mar College Bus Stops c) Invitation for Bids (IFB) for Construction of Port Ayers Transfer Station d) TTA Award 2021 TTA Outstanding Metropolitan System - CCRTA	15 minutes	No Attachment

	<ul style="list-style-type: none"> <li>f) TTA Special Recognition to Mr. Jorge Cruz-Aedo</li> <li>g) Key Performance Metrics for Fixed Route and Paratransit</li> </ul>		
11.	Chairperson's Report	10 minutes	No Attachment
12.	Informational Items: <ul style="list-style-type: none"> <li>a) January 2022 CAF Report</li> <li>b) January 2022 Operations Report Key Metrics</li> <li>c) January 2022 Purchased Transportation Report</li> <li>d) January 2022 Maintenance Road Call Report</li> <li>e) Upcoming Events and RTA Functions</li> </ul>		Pages 6 - 9 Pages 10 -18 Pages 19 -20 Page 21 Page 22
13.	Adjournment		No Attachment
	Total Minutes:	64	

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, January 20, 2022**

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**Advisory Committee Members Present:** John Longoria, Dr. Deborah Stanley, Rhonda Alvarez, Imelda Trevino and Robert Box

**Advisory Committee Members Absent:** Randal Chisamore, Jeanine Leal, Inez Garcia, and Joyce Lopez

**Board Members Present:** None

**Staff Present:** Susan Teltschik, Sharon Montez, Terry Klinger, Melanie Gomez, Ashlee Winstead-Sherman

**MV Present:** Benjamin Schmit and Tameka Weathers

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**Call to Order:** Mr. John Longoria called the meeting to order at 12:02 p.m. Ms. Ashlee Winstead-Sherman called the roll and determined that a quorum was present.

**Moment of Reflection**

**Please of Allegiance**

**Public Comment:** None

**Action to Approve Meeting Minutes of November 18, 2021** approved as presented.

Mr. Robert Box made a motion to adopt the RCAT Minutes of September 16, 2021 as presented; 2nd by Imelda Trevino. Stanley, Alvarez, Trevino and Box voting for approval. Motion Passed.

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

CFPWD met on January 5th and received a presentation from Imelda Trevino from Workforce Solutions, which had lots of resourceful information.

ADA Citation Report: 170 disabled parking, 4 blocking architect, 35 sidewalk violations. During the holidays citations do go up, people have a tendency to park where they're not supposed to park because they are in a rush.

The committee is working on City survey which is complete and waiting for legal approval to release to public. The survey is for accessibility issues in the community, and the City will decide on how to address those issues. There were three resignations on the committee, and the City is taking applications through January 25<sup>th</sup>. Because of the resignations, there are new officers for the committee, Chairperson Dr. Jennifer Scott with Choice Living Community, Vice Chairperson Melanie Gomez with CCRTA, and Secretary is Jennifer Gracia.

### **Appointment of RCAT Vice Chairperson**

Joyce Lopez has been appointed as Vice Chairperson.

### **Appointment of No Show Eligibility Appeals Subcommittee**

Joyce Lopez, Robert Box and Inez Garcia volunteered to serve on the committee. Ms. Gomez explained the committee is an adhoc committee and only meets when there is an appeal. Ms. Gomez also explained the No Show Policy in detail.

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

Ms. Montez informed the committee of the newly elected Board Chairperson, Dan Leyendecker and the new Board Secretary Lynn Allison.

Ms. Montez informed the committee of the selection of Clint Hampton as Bus Operator of the Year and Juan Martinez as Employee of the Year.

Ms. Montez presented the Year in Review for 2021, a Transformative Year. Some of the important Changes That Made A Difference were:

- Strong Team Commitment By Leadership
- Secured Grants and Federal Funds
- Monitored and Adjusted Routes as Needed
- Increased Security Officers at Facilities
- Recruitment Campaigns that Hired Quality Employees
- Onsite Vaccine Clinics and Incentives for Employees
- Employee Appreciation Events
- Continue Cleaning Efforts to Mitigate Viruses
- Provide 600,000 Plus FREE Masks on Buses
- Secured New Technology for Daily Operations

Ms. Montez highlighted the accomplishments of the different divisions within the CCRTA, Administration, Operations, Capital Programs & Customer Services,

Executive Affairs & Safety & Security, Marketing and Human Resources, along with mentioning their numerous awards.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for November 2021, stating that our ridership is slowly increasing with Passenger Trips up 8.2%, Revenue Service Hours 5.3% and Revenue Service Miles 15.4% over November 2020, but still down -55.2% system-wide to pre-covid ridership.

**Chairperson's Report:**

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

The meeting adjourned at 12:46pm.

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

**Thursday, February 17, 2022**

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**Advisory Committee Members Present:** John Longoria, Jeanine Leal, Celia Mendez, Joyce Lopez, Dr. Deborah Stanley, Rhonda Alvarez, Imelda Trevino and Robert Box

**Advisory Committee Members Absent:** Randal Chisamore and Inez Garcia  
**Board Members Present:** None

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

**MV Present:** Benjamin Schmit and Tameka Weathers

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

**Moment of Reflection**

**Pledge of Allegiance**

**Public Comment:** None

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

The CFPWD did not have a quorum and did not meet.

**RCAT No Show/Eligibility Appeals**

There were no appeals so the Appeals Committee did not meet.

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

Ms. Montez informed the committee the CCRTA is interested in exploring the feasibility of purchasing electric buses and zero emission vehicles. But before that can be done, there is research that needs to be performed so we are entering into a one-year agreement with the Center for Transportation and the Environment (CTE) to assist us in that endeavor. There is a federal grant available for Low or No Emission vehicles and related equipment. The CTE has performed these feasibility studies for over 70 transit agencies, including Capital Metro in Austin and the Port

Arthur Transit Agency in Texas. The CCRTA is moving toward compliance with the Bipartisan Infrastructure Law.

Ms. Montez informed the committee that the CCRTA awarded a five-year contract to Evergreen Landscape Services, for Bus Stop Cleaning Services, for the amount of \$424,858, with an estimated five-year total of \$2,124,288. Evergreen Landscape Services will be responsible for the weekly inspection of all 1,343 bus stops including trash/litter removal, graffiti removal on all amenities, tree trimming around bus stops, and lawn maintenance/weed/ant prevention at all bus stops. New services that will be provided are, hot spot trash removal, shopping cart and bulky trash removal (i.e., mattresses) and extended grass mowing at intersections.

Awarded a Contract to Tolar Manufacturing Company, Inc., for \$7,082,145, with an additional one-year option of \$1,098,085 for bus stop amenities. Currently the CCRTA has 1,375 bus stops, 71 existing Tolar shelters, 128 sun shade shelters, 40 new 13' Tolar shelter sets, 874 benches, 12 simme seats and 860 Trash receptacles. CCRTA plans to purchase 375 shelters, 699 advertising benches, 530 trash cans, 375 solar lighting, 2 Smart shelters, 345 beacon light with seating kits, and 699 antibacterial coating for benches. The first order placed will be for the 300 shelter sets, priced at approximately \$4,932,500.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for December 2021, stating that our ridership is slowly increasing with Passenger Trips up 6.5%, Revenue Service Hours 6.1% and Revenue Service Miles 17.3% over December 2020, but still down -44.7% system-wide to pre-covid ridership.

**Chairperson's Report:**

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

The meeting adjourned at 12:37pm.



January 31, 2022

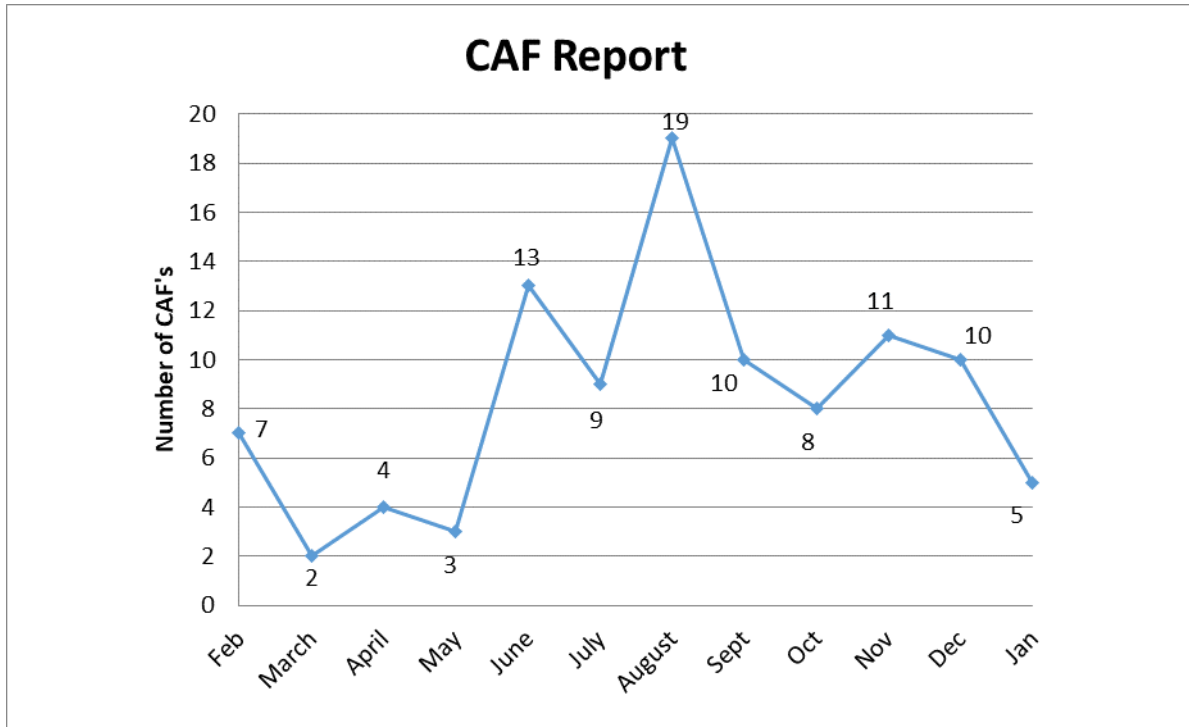
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**Subject: CAF Report for January 2022**

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

For January 2022, there were 5 reported CAFs which was less than the 10 reported CAFs for December 2022. The decrease of 5 CAFs for January 2022 represents a 50% decrease.

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





**January 2022 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	2
#4 Flour Bluff Mini B		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	1
#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	
#23 Molina	1	#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	
#29 Staples		Maintenance	
#29F Staples/Flour Bluff		Service Development	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic			
		TOTAL CAF's	5

**January 2022 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	3		1	4
Driving Issues				
Customer Services				
Late/Early – No Show				
Alleges Damage to Cart				
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				
Policy/Mask Policy				
Denial of Service				
Safety and Security				
Rude				
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
<b>TOTAL CAFs</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>5</b>

## **Conclusion:**

During January 2022, CCRTA received 5 CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no Commendations.

Four CAFs were received regarding CCRTA Service, representing 80% 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 20% of the total customer assistance contacts; there were no commendations.

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

CAF's 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.

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

March 2, 2022

**Subject:** January 2022 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.

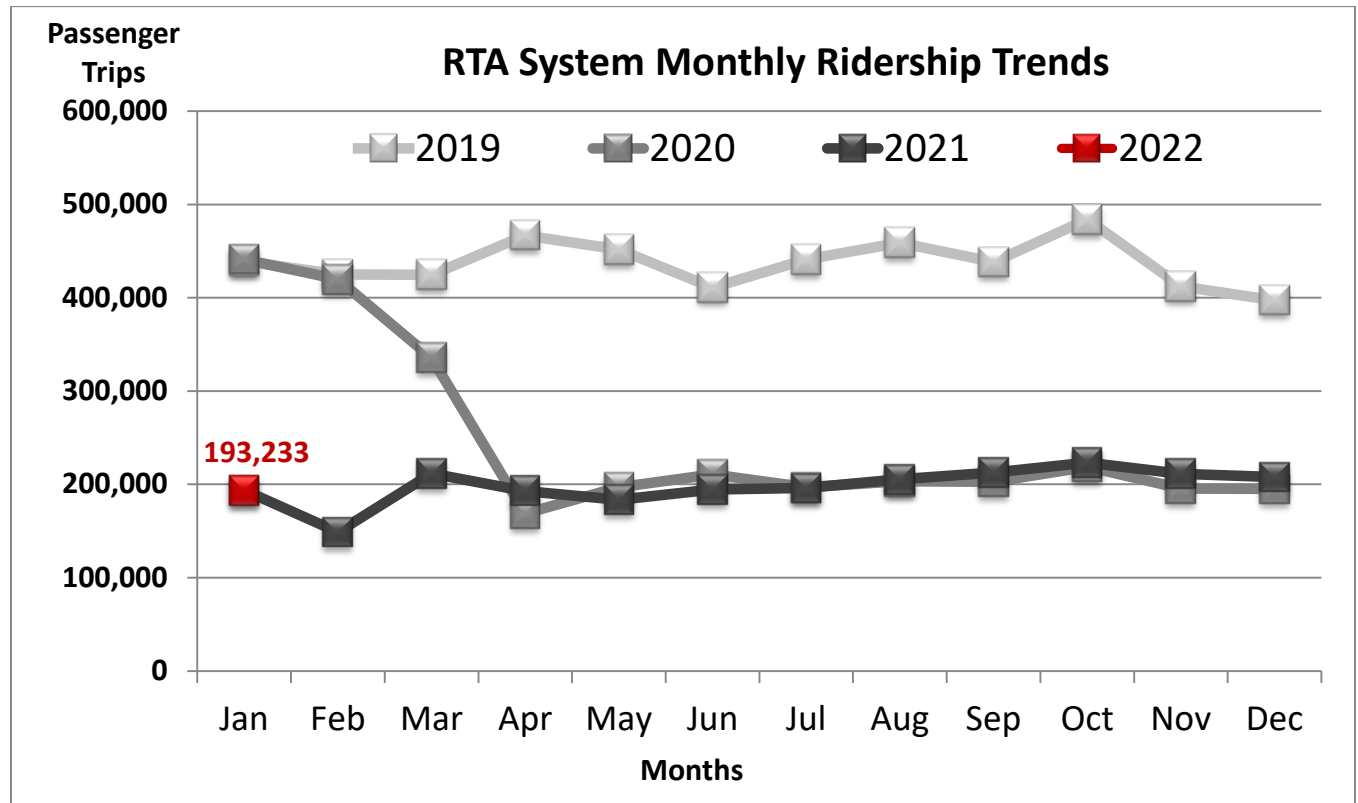


**COMMUTE**  
with **enterprise**



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

January 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 193,233 which represents a 0.2% decrease as compared to 193,657 passenger trips in January 2021 or 424 fewer trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in January 2019 with 439,327 passenger trips, the 193,233 passenger trips represents a 56.0% decrease and 246,094 fewer trips.



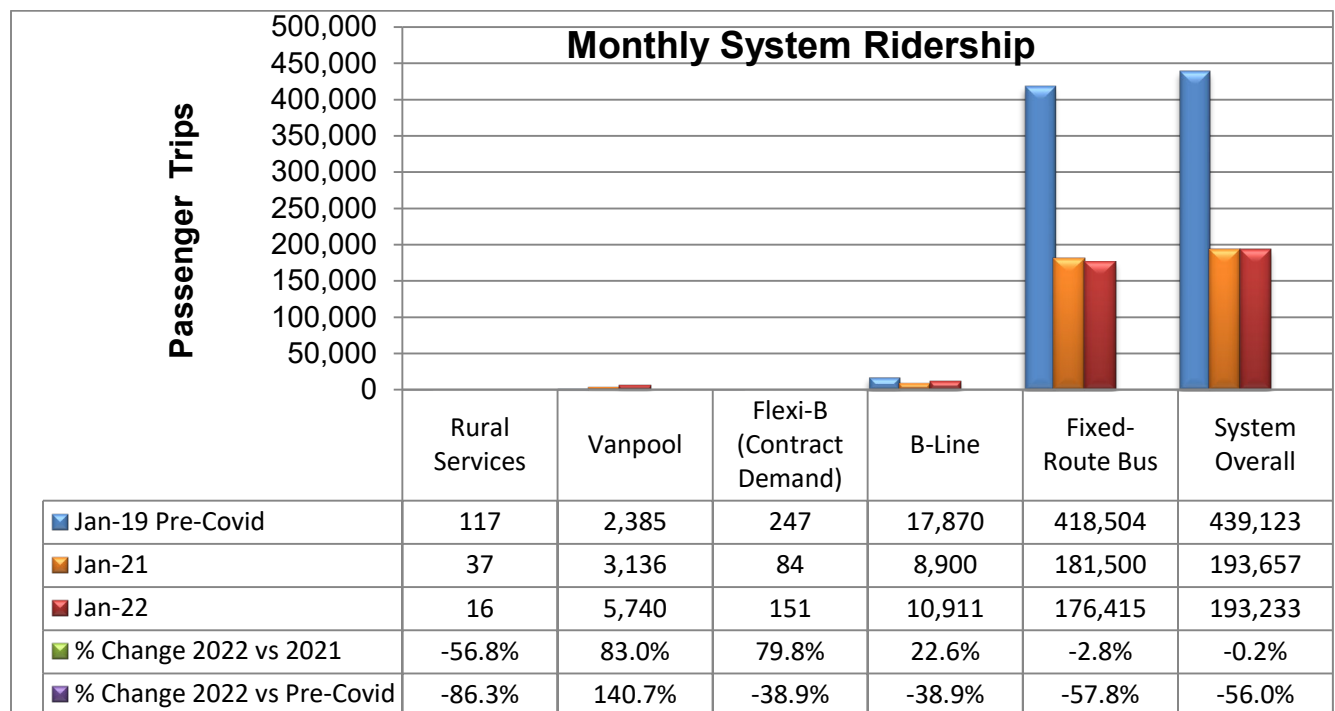
January 2021	January 2022	Variance
20 Weekdays	21 Weekdays	+1
5 Saturdays	5 Saturdays	-
6 Sundays *	5 Sundays	-1
31 Days	31 Days	-

\* Total of 6 Sundays due to reduced service level operated on Friday, January 1, 2021.

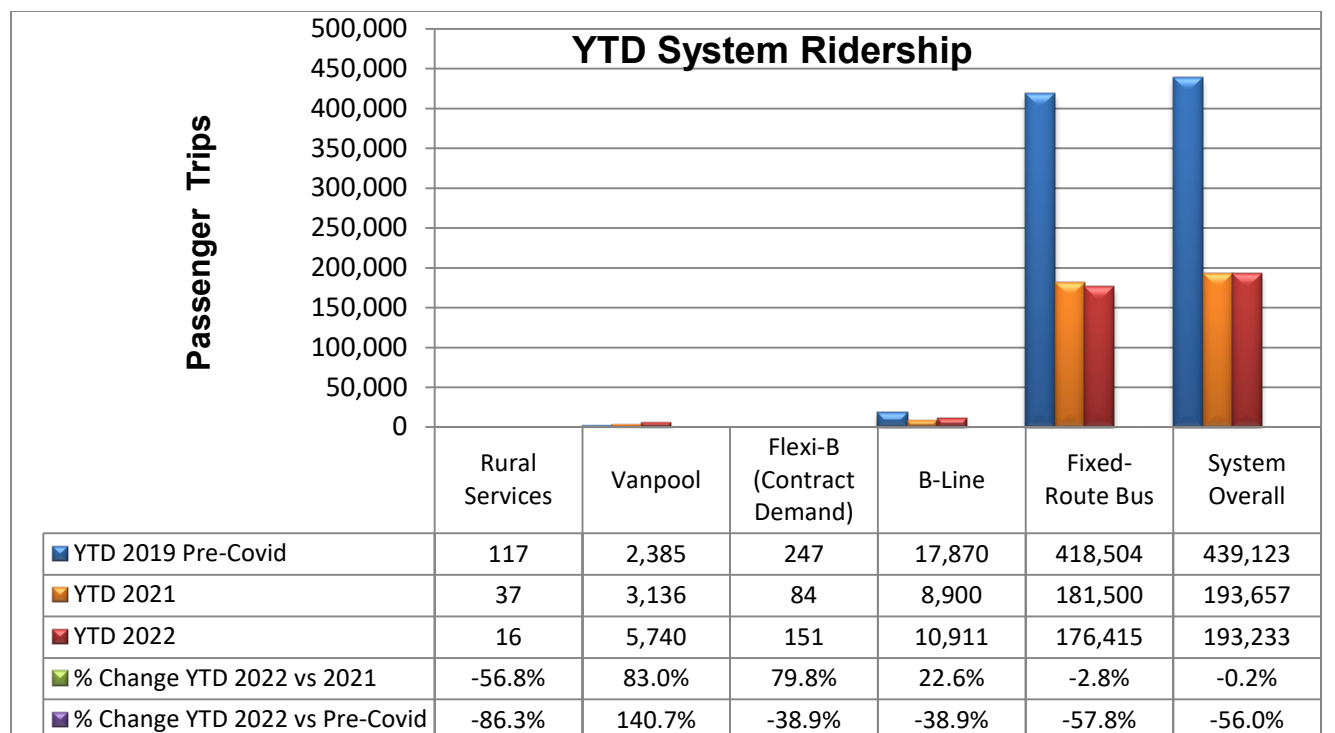
In January 2022, the average retail price for unleaded gas in Corpus Christi was approximately \$2.96 per gallon as compared to \$2.05 per gallon in January 2021<sup>1</sup>. Rainfall was above normal at 2.3 inches as compared to the monthly average of 1.4 inches.<sup>2</sup> January 2021 was below normal at 0.8 inches. The recorded 68-degree average temperature was the normal average temperature of 68-degrees.

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

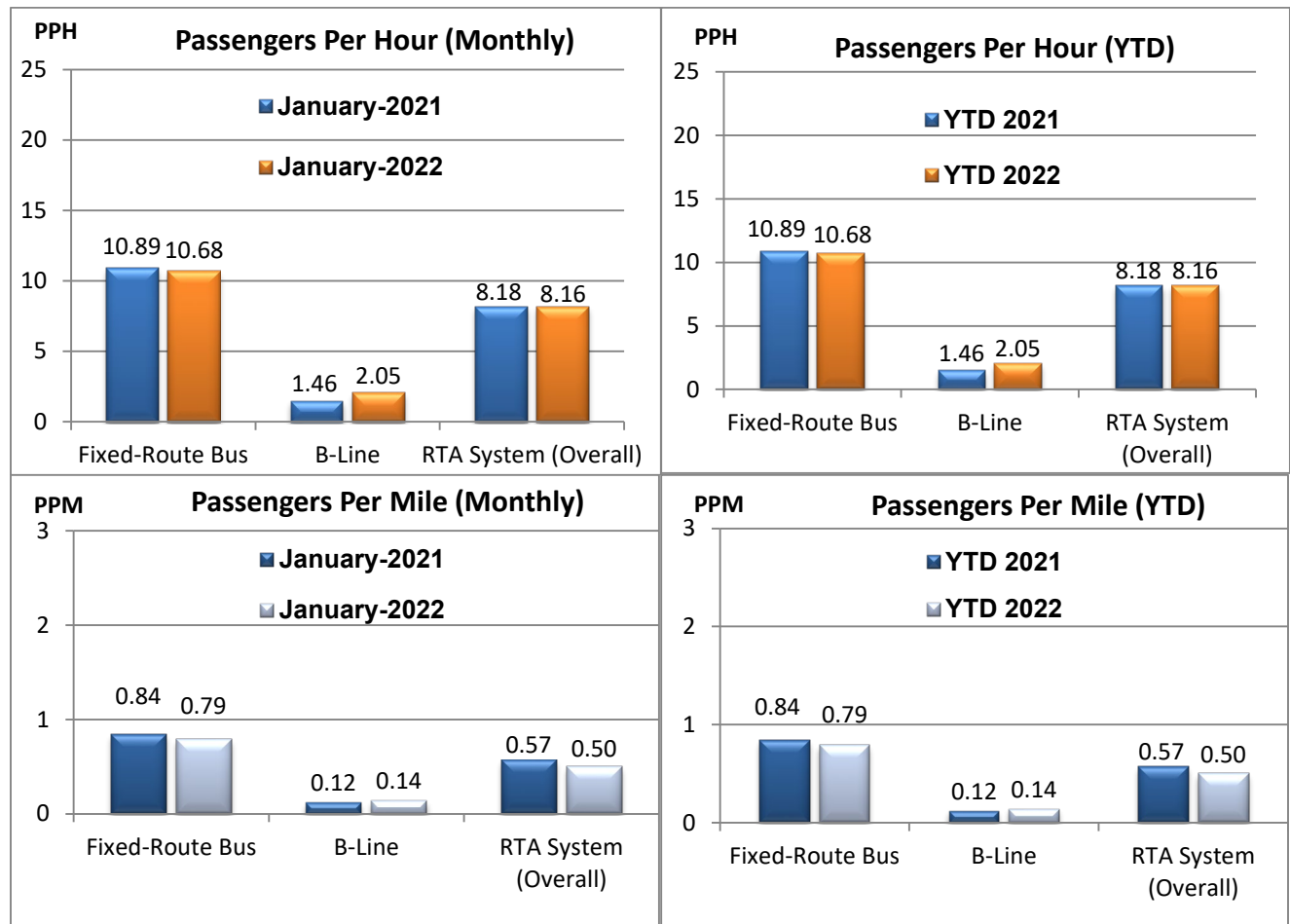
The chart below shows monthly ridership results for all services. CCRTA recorded 424 fewer passenger trips for a 0.2% decrease as compared to January 2021. As compared to January 2019 Pre-Covid, passenger trips decreased 56.0%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 424 fewer passenger trips for a YTD decrease of 0.2% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 56.0% with 246,094 fewer trips.



The following charts report system-wide productivity for the month of January 2022 vs. January 2021 and YTD figures.



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

Schedule Adherence	Standard	Oct-21	Nov-21	Dec-21	Jan-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	88.9%	87.1%	88.8%	92.0%	89.2%
Monthly Wheelchair Boardings	No standard	2,689	2,582	2,486	2,009	2,442
Monthly Bicycle Boardings	No standard	4,429	4,167	4,139	3,924	4,165

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

<b>On Detour</b>	<ul style="list-style-type: none"> <li>• <b>U.S.181 &amp; 361 Interchange in Gregory</b> Began mid-2019 and is now half complete. <ul style="list-style-type: none"> <li>➤ Route 51 (No stops impacted)</li> </ul> </li> <li>• <b>New Harbor Bridge (North Beach)</b> – Routes 76 &amp; 78 remain on minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)</li> <li>• <b>Park Road 22 water exchange bridge</b> Began late 2020. Slight detour only. <ul style="list-style-type: none"> <li>➤ Route 65 (No stops impacted)</li> </ul> </li> </ul>
<b>Off Detour</b>	<ul style="list-style-type: none"> <li>• <b>Bear Ln. (Old Brownsville Rd. to Cliff Maus Dr.)</b> utility repair completed Jan. 2022 <ul style="list-style-type: none"> <li>➤ Route 16 (<b>1 stop <u>now open</u></b> for service)</li> </ul> </li> <li>• <b>Nimitz &amp; MacArthur</b> Resurfacing &amp; curb work completed late Jan. 2022 <ul style="list-style-type: none"> <li>➤ Route 21 (<b>5 stops <u>now open</u></b> for service)</li> </ul> </li> <li>• <b>Laguna Shores Rd.</b> (SPID–Wyndale) (14) month, Phase 1 and 3 completed 1<sup>st</sup> week of Feb. 2022. <ul style="list-style-type: none"> <li>➤ Routes 3 &amp; 4 (<b>13 stops <u>to open</u></b> Feb. 14, 2022)</li> </ul> </li> <li>• <b>Brownlee Blvd. (Laredo-Morgan Ave.)</b> Temporary detour from Brownlee to Crosstown Expressway (ST HWY 286) access roads in both directions. <ul style="list-style-type: none"> <li>➤ Routes 5x &amp; 17 (<b>7</b> reopened of Feb. 10, 2022)</li> </ul> </li> </ul>
<b>On Detour</b>	<ul style="list-style-type: none"> <li>• <b>Winnebago &amp; Lake St.</b>-(Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> <li>➤ Route 12 (<b>10 stops impacted</b>)</li> </ul> </li> <li>• <b>Ayers St.</b> (SPID-Gollihar) (28) Project began January 2020 with anticipated completion February 2022. <ul style="list-style-type: none"> <li>➤ Routes 19G, 19M, 32 &amp; 37 (<b>6 stops remain closed 1 reopened</b>)</li> </ul> </li> <li>• <b>Ocean Dr. Resurfacing</b> (Robert Dr.-Ennis Joslin) Project began March-2021. Project to be complete March 2022. <ul style="list-style-type: none"> <li>➤ Route 6 (<b>12 stops remain closed</b>)</li> </ul> </li> <li>• <b>Leopard St.</b> (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion date late-2022. <ul style="list-style-type: none"> <li>➤ Routes 27 &amp; 28 (<b>4 stops closed</b>)</li> </ul> </li> <li>• <b>S. Staples St.</b> (Kostoryz- Baldwin) (29) month project: Began March 2021 <ul style="list-style-type: none"> <li>➤ Route 29 (<b>8 Stops closed</b>) Detour from Staples to Alameda to Texan Tr.</li> </ul> </li> </ul>
<b>Detour Required</b>	<ul style="list-style-type: none"> <li>• <b>Leopard St.</b> (Crosstown to Palm) (14) month project to begin mid-2022 with anticipated completion in late-2023. <ul style="list-style-type: none"> <li>➤ Routes 27 &amp; 28 (<b>9 stops <u>will be impacted</u></b>)</li> </ul> </li> </ul>
<b>No Detour</b>	<ul style="list-style-type: none"> <li>• <b>Everhart Rd. (SPID-S. Staples):</b> Project could begin mid-2022. <ul style="list-style-type: none"> <li>➤ Routes 32 &amp; 37 (<b>7 stops <u>will be impacted</u></b>)</li> </ul> </li> </ul>

For January 2022, there were 19 detoured routes out of 32 fixed route services in operation. This equates to approximately 59% of CCRTA services travelling on the local streets. Detoured bus route services include: 3, 4, 6, 12, 16, 17, 19, 21, 23, 25, 27, 28, 29, 32, 37, 51, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **66**.  
(**26**) of the **60** stops to reopen for service in February.



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

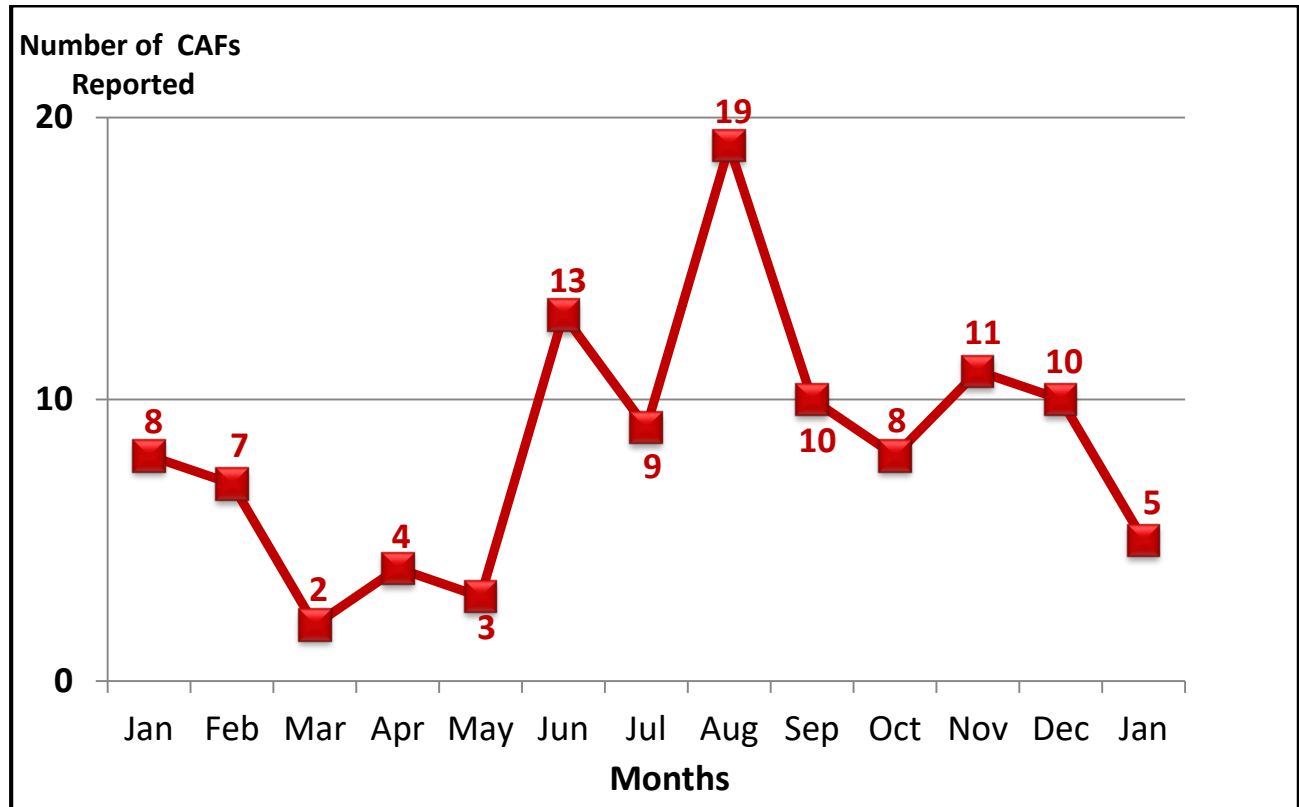
In January 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.05** 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): **37,243** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **7,323** ambulatory boardings; **2,835** wheelchair boardings

Metric	Standard	Oct-21	Nov-21	Dec-21	Jan-22	(4) Month-Ave.
Passengers per Hour	2.50	2.19	2.23	2.24	2.05	2.18
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	9,887	19,225	24,683	37,243	22,759
Monthly Wheelchair Boardings	No standard	3,366	3,401	3,731	2,835	3,333

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

For January 2022, Customer Service received and processed 5 (CAF's) Customer Assistance Forms. 5 CAF's is 5 less than the previous month and represents a 50% decrease. There were no commendations received this month.



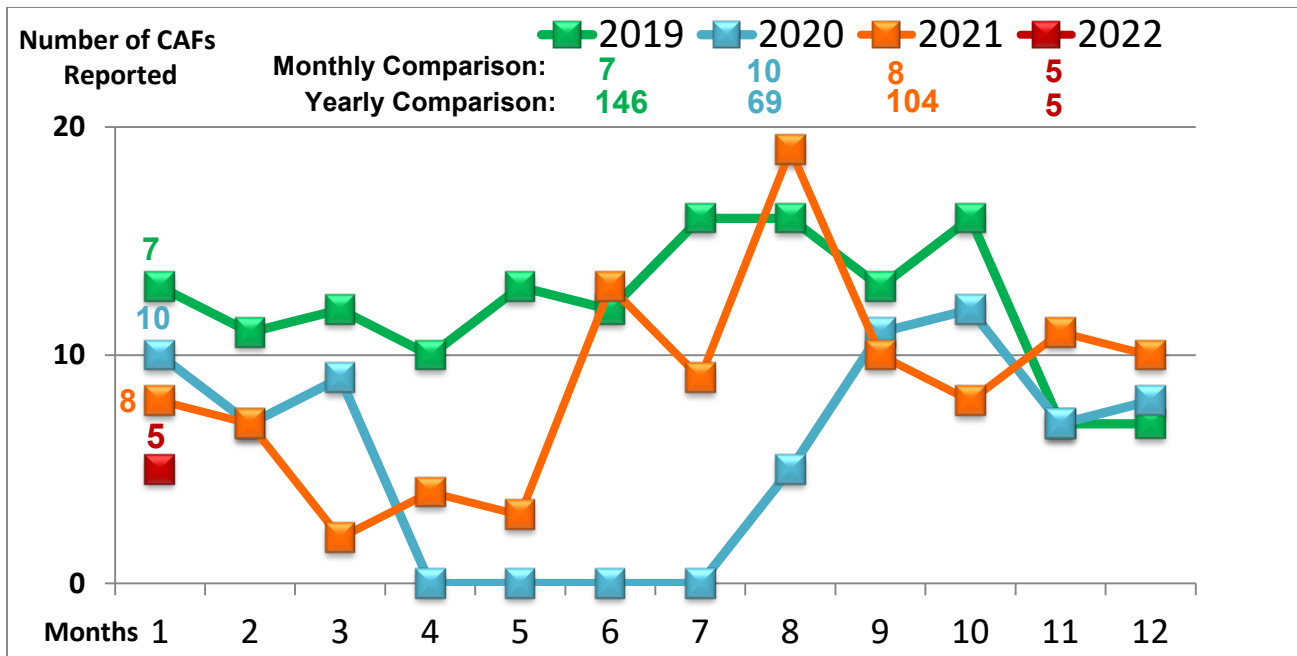
**Route Summary Report:**

<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	1
#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	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	1	#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	
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples		Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Transportation (Other) ADA	
#32 Southside	2	<b>TOTAL CAF's</b>	<b>5</b>

**CAF Breakdown by Service Type:**

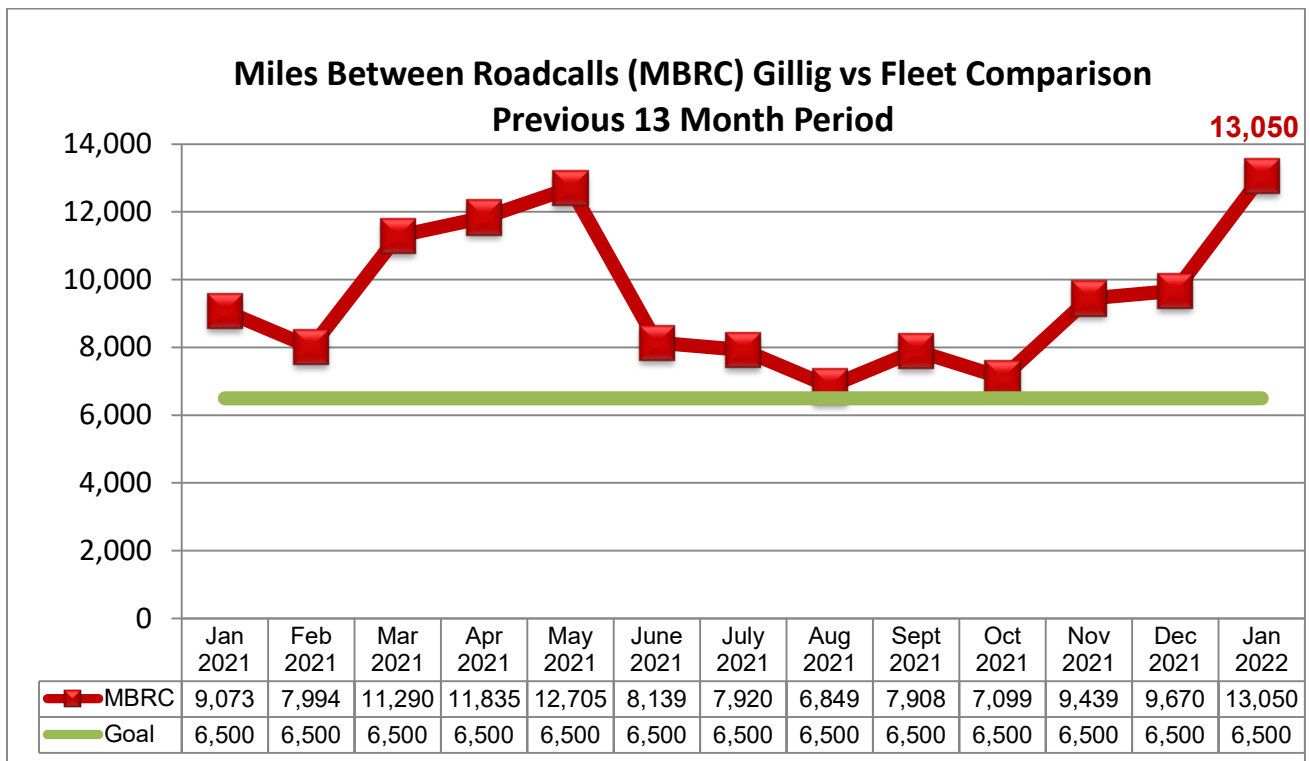
<b>CAF Category</b>	<b>RTA Fixed Route</b>	<b>B-Line ADA Paratransit</b>	<b>MV Fixed Route</b>	<b>Totals</b>
<b>ADA</b>	3		1	4
<b>Service Stop Issues</b>				
<b>Driving Issues</b>				
<b>Customer Services</b>				
<b>Late/Early – No Show</b>				
<b>Alleges Injury</b>				
<b>Fare/Transfer Dispute</b>	1			1
<b>Clean Trash Can</b>				
<b>Dispute Drop-off/Pickup</b>				
<b>Add Bench/Stop</b>				
<b>Tie Down Issues</b>				
<b>Inappropriate Behavior</b>				
<b>B-line Calls</b>				
<b>Incident at Stop</b>				
<b>Incident on Bus</b>				
<b>Incident at Station</b>				
<b>Policy/Standing Orders</b>				
<b>Denial of Service</b>				
<b>Safety &amp; Security</b>				
<b>Rude</b>				
<b>Facility Maintenance</b>				
<b>Service Development</b>				
<b>Vehicle Maintenance</b>				
<b>Over Crowded Vehicle</b>				
<b>Route Suggestion</b>				
<b>Service Maintenance</b>				
<b>Commendations</b>				
<b>Total CAFs</b>	4	0	1	5

### CAF Reports: Current and Historical (4) Year Trends



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

In January 2022, there were **13,050** miles between road calls (MBRC) recorded as compared to 9,073 MBRC in January 2021. 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.



**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: February 4, 2022**

**SUBJECT: B-Line Report for January 2022**

- ❑ Ridership for the month of January 2022 was 10,911 compared to 8,900 for January 2021, which equates to 2,011 more trips representing an 22.60% **increase**.
- ❑ Ridership for YTD 2022 was 10,911 representing an 22.60% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
8,900	10,911	2,011	22.60%

**Service Standards**

- ❑ Productivity: 2.05 PPH (Passengers per hour) January 2022, contract standard is 2.50
- ❑ On Time Performance: 97.96% on time performance for January 2022
- ❑ Denials: Zero trips were delivered later than one hour.
- ❑ 205 trips out of 10,061 trips (2.04%) did not meet the standard for on time performance in January 2022. Of that number:
  - 200 were < 30 minutes late
  - 5 were > 30 minutes late
  - 0 were > 60 minute late
  - 0 were > 90 minutes late
- ❑ Miles between road calls 148,970.1 miles with 4 road call that equates to 37,242.5 miles between road calls for January 2022. MV did exceed the minimum standard of 12,250 miles between road calls for January 2022.

**Wheelchair Boarding's and associated statistics**

For the month of January 2022, there were:

- 7,323- ambulatory passengers
- 2,835 - wheelchair boarding's
- 608 - personal care attendants (AM)
- 145 - companions

## **Other Service statistics**

There were 2 **Customer Assistance Forms** recorded for January 2022:

- Complaint: Monday 24 Jan, 6:22 am. RTA B Line traveling on Texas 358 East exceeding 60-mile speed limit, passing me (60 mph), streets wet, light rain. Semi-truck was following at same speed.

Response: After further investigation the two routes that we were able to find in the area, were not speeding. Speed in that area is 60 and the operators were driving under the speed limit on this day.

- Complaint: Several times a week, the Route 35 at 7:00pm skips the stops by the outlet mall and turns on Main St to go back to the station. This happened again on 1-6-2022 as they were watching TransLoc but then she turned and came back to the stop by the Keach Library to pick up Mr. Casares. The female driver has told the rider that she's running late and skips those stops because no one is ever there.

Response: After speaking with the operator she did state that no one is ever at those stops so she goes pass instead of stopping. Operator was informed to make sure she stops at every stop whether she is later or not because you never know if someone is waiting in the shades.

## **Conclusion**

The contractor has met or exceeded performance standards in three of the four key areas for January 2022:

- ❑ 2.05 passengers per hour
- ❑ 97.96% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for January 2022 at 37,242.5 miles did exceed the minimum contract standard of 12,250 miles.

## Road Call/Mileage Comparison for January 2022

	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
<b>Trolleys (97-103)</b>								
Totals	9,596	5	5	0	4	1	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	154,663	31	31	0	11	20	0	0
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	31,492	9	9	0	2	7	0	0

**TOTAL MILES DRIVEN      TOTAL ROAD CALLS**

195,750	45	45	0	15	28	0	0
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**MILES BETWEEN ROAD CALLS**

13,050
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Compared Total Miles with Chargeable Roadcalls

## 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, March 23, 2022

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, April 6, 2022

8:30 a.m.

RCAT Committee Meeting

Thursday, April 21, 2022

12:00 p.m.

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### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

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Event	Date	Time
Park & Ride for JazzFest	3/18 through 3/19	Fri Mar 18th: 5:00pm - 12:30am Sat Mar 19th: noon - 1:00AM