



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, April 21, 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 March 17, 2022	5 minutes	Pages 1 - 4
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	RCAT No Show/Eligibility Appeals	2 minutes	No Attachment
8.	Texas Workforce Solutions-Vocational Rehabilitation Services Presentation	20 minutes	No Attachment
9.	RCAT Liaison Report a) CCRTA Board of Directors Updates b) RCAT Member Reappointments c) Update on Del Mar College Bus Stop d) Resolution to Support Low or No Emission Grant 5339(c) and Grant for Buses and Bus Facilities 5339(b) e) Key Performance Metrics for Fixed Route and Paratransit	15 minutes	No Attachment
10.	Chairperson's Report	10 minutes	No Attachment
11.	Informational Items: a) February 2022 CAF Report b) February 2022 Operations Report Key Metrics		Pages 5 - 8 Pages 9 -18

	c) February 2022 Purchased Transportation Report		Pages 19 -22
	d) February 2022 Maintenance Road Call Report		Page 23
	e) Upcoming Events and RTA Functions		Page 24
12.	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 Ashlee Winstead-Sherman 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, March 17, 2022

Advisory Committee Members Present: John Longoria, Joyce Lopez, Robert Box, Randall Chisamore, Rhonda Alvarez, Celia Mendez, Imelda Trevino, Jeanine Leal and Inez Garcia

Advisory Committee Members Absent: Dr. Deborah Stanley

Board Members Present: None

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

MV Present: Benjamin Schmit and Tameka Weathers

Call to Order: Mr. John Longoria called the meeting to order at 12:02 p.m.

Moment of Reflection was held.

Pledge of Allegiance was recited.

Roll Call: Ms. Susan Teltschik called the roll and determined that a quorum was present.

Introductions of new board members:

Imelda Trevino: Ms. Trevino is a Student HireAbility Navigator with Workforce Solutions of the Coastal Bend. Ms. Trevino works with Texas Workforce Commission and Vocational Rehabilitation Services to help promote pre-employment transition services to students with disabilities throughout the Coastal Bend.

Inez Garcia: Ms. Garcia is a member of the Area Agency on Aging which offers support services for independent living for older Americans.

Jeanine Leal: Ms. Leal is the Director of Senior Companion Program sponsored by the City of Corpus Christi. Prior to working at the city, Ms. Leal worked in senior living for 11 years.

Public Comment: None

Action to Approve Meeting Minutes of January 20, 2022 approved as presented.

Mr. Robert Box made a motion to adopt the RCAT Minutes of January 20, 2022 as presented; 2nd by John Longoria; Lopez, Alvarez, Leal, Chisamore, Garcia, Mendez and Trevino voting for approval. Motion Passed.

Action to Approve Meeting Minutes of February 17, 2022 approved as presented.

Imelda Trevino made a motion to adopt the RCAT Minutes of February 17, 2022 as presented; 2nd by Robert Box. Lopez, Alvarez, Leal, Chisamore, Garcia, Mendez voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

CFPWD met on Wednesday March 2, 2022 and they welcomed three new members: Olivia Allen, Jennifer Aleman and Imelda Trevino.

The Parks and Recreation Department with the City of Corpus Christi informed the committee they have aqua chairs and all terrain chairs for rent for use at the area beaches.

February ADA Citation Report: 164 disabled parking, 7 blocking architect, 37 sidewalk violations. The CFPWD has a PSA on ADA parking on the city YouTube channel, please share this video with others.

The CFPWD is working on voting PSA to educate community on the accommodations the city has for voting. Their hope is to have it ready for the November elections.

The city survey is complete and waiting for 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.

CFPWD is working towards an ordinance for close captioning in public places, which if it becomes law, Corpus Christi will be the first city of Texas to make this a law.

No Show/Eligibility Appeals Subcommittee: None

Travel Training Presentation:

Terry Klinger presented information to the RCAT committee on CCRTA Travel Training, independent travel on fixed route for students, veterans and seniors which consists of route planning, navigating the system, contingency planning and interacting with passengers for increased accessibility in the community.

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

On January 8, 2020, the CCRTA Board of Directors adopted a revised Fare Structure to potentially increase the max fixed-route fare from \$0.75 to \$1.00 per trip, increase the Paratransit per trip rate from \$1.25 to \$2.00, and set limits of multi-day passes not to exceed an amount equal to two and one-half times the applicable fare per day. As the CCRTA moves to a more progressive way of collecting fares, the fare policy is also adding the ability for the CCRTA to collect fares via credit card and electronic payments. After the Fare Review Committee met, the board agreed to postpone fare increase.

CCRTA is issuing an Invitation for Bids for construction on Del Mar South campus on two super bus stops; one stop will be located on Yorktown and one stop will be located on Roddfield. Each super stop will be able to accommodate four buses, but we will only have two canopies at each stop for two buses to start.

CCRTA is issuing an Invitation for Bids for construction on the Port Ayers Transfer Station, at the intersection of Port Street and Ayers Street. The existing station was built in 1994. The station has the second highest ridership, after the Staples Street Station. Presently there are three bus bays on Ayers Street and four on the Port Street side. The objective is to keep the existing station in operation while building the new station which will be completely off the roadway to increase safety at the station. CCRTA purchased the property which sits on approximately three acres in 2017. There's currently a parking lot, a bank building and a motor bank with driveways on the property. The bank section of the property will still be intact for 2 years, while a Request for Proposals is issued, to determine if there is any interest for the bank property because of its historical significance. After the two years, the CCRTA can demolish the building.

The CCRTA was selected by their Texas Transit Association (TTA) peers to be awarded the TTA Metro of the Year, a very distinguished award, for safety, planning, practices, and operating procedures. The CCRTA CEO was recognized by TTA for outstanding leadership and support to public transportation during the pandemic.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for January 2022, stating that our ridership is slowly increasing with Passenger Trips down .2%, Revenue Service Hours up .1% and Revenue Service Miles up 13.8% over January 2021, but still down -56% 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.



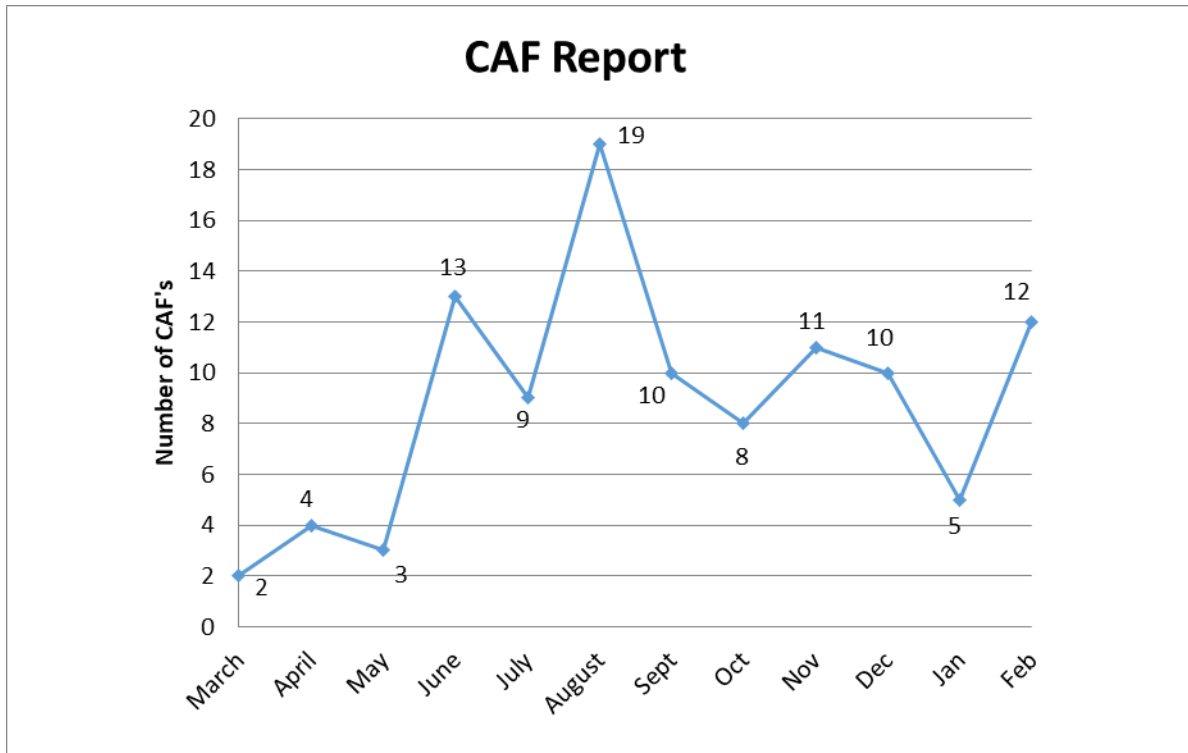
February 28, 2022

Subject: CAF Report for February 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For February 2022, there were 12 reported CAFs which was more than the 5 reported CAFs for January 2022. The increase of 7 CAFs for February 2022 represents a 140% increase.

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



February 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside	
#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	1	#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	1	#54 Gregory/Downtown Express	
#17 Carroll/Southside	1	#56 Flour Bluff/Downtown Express	
#19 Ayers		#60 Islander Connection	
#19G Greenwood		#65 Padre Island Connection	4
#19M McArdle		#66 Crosstown Shuttle	
#21 Arboleda	2	#76 Harbor Bridge Shuttle	
#23 Molina		#78 North Beach Shuttle	
#25 Gollihar/Greenwood		#90 Flexi-B Port Aransas	
#26 Airline/Lipes		#94 Port Aransas Shuttle	
#27 Northwest		#95 Port Aransas Express	
#27x Northwest (Express)		B-Line (Para-Transit) Services	1
#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	12

February 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	1	1		2
Customer Services				
Late/Early – No Show			3	3
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				
Incident at Station				
Policy/Mask Policy				
Denial of Service			1	1
Safety and Security				
Rude			2	2
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
TOTAL CAFs	4	1	7	12

Conclusion:

During February 2022, CCRTA received 12 CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no Commendations.

Four CAFs were received regarding CCRTA Service, representing 34% of the total customer assistance contacts; there were no commendations.

One CAFs received regarding BLine Service representing 8% of the total customer assistance contacts; there were no commendations.

Seven CAFs were received regarding Contracted Fixed Route Service, representing 58% 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.

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

April 6, 2022

Subject: February 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.

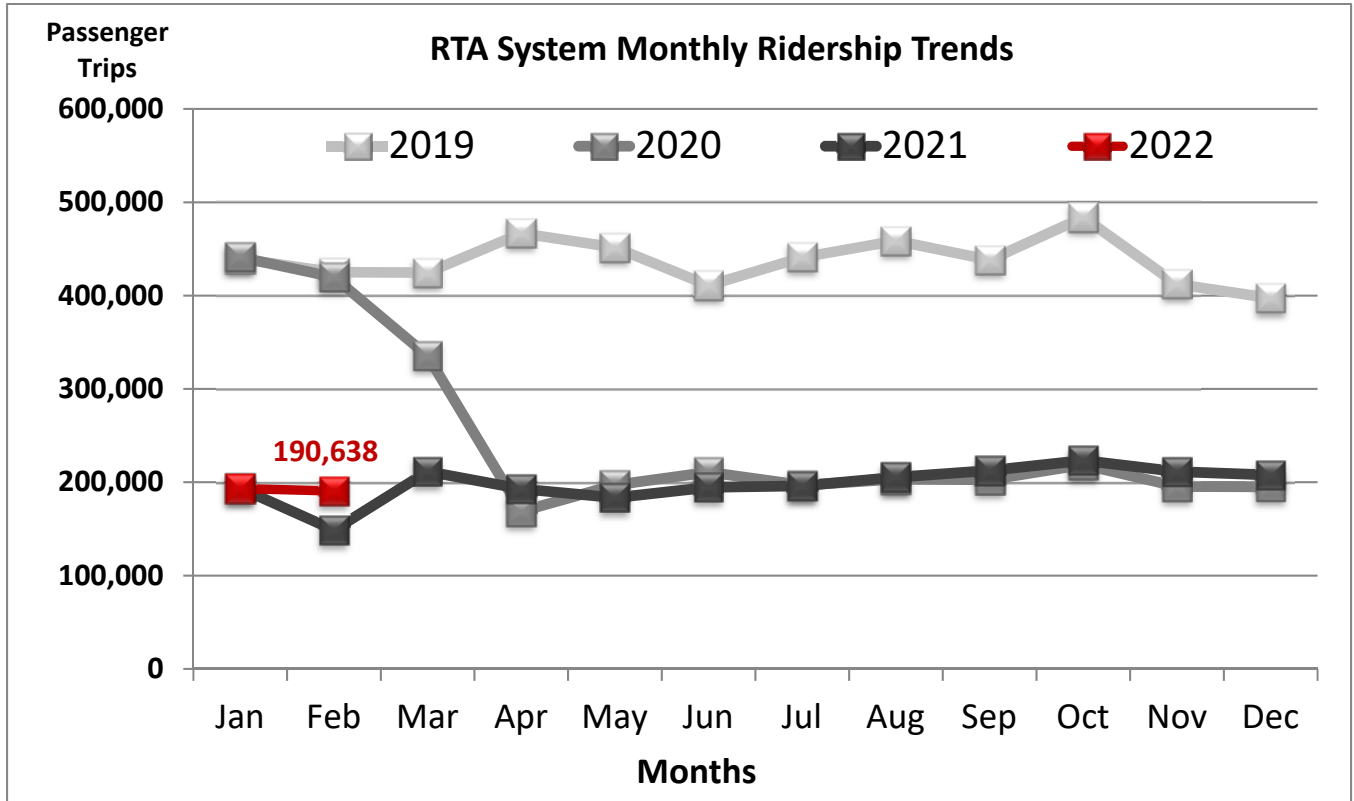


COMMUTE
with **enterprise**



System-wide Ridership and Service Performance Results

February 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 190,638 which represents a 28.2% increase as compared to 148,757 passenger trips in February 2021 or 41,881 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in February 2019 with 424,940 passenger trips, the 190,638 passenger trips represent a 55.1% decrease with 234,302 fewer trips.



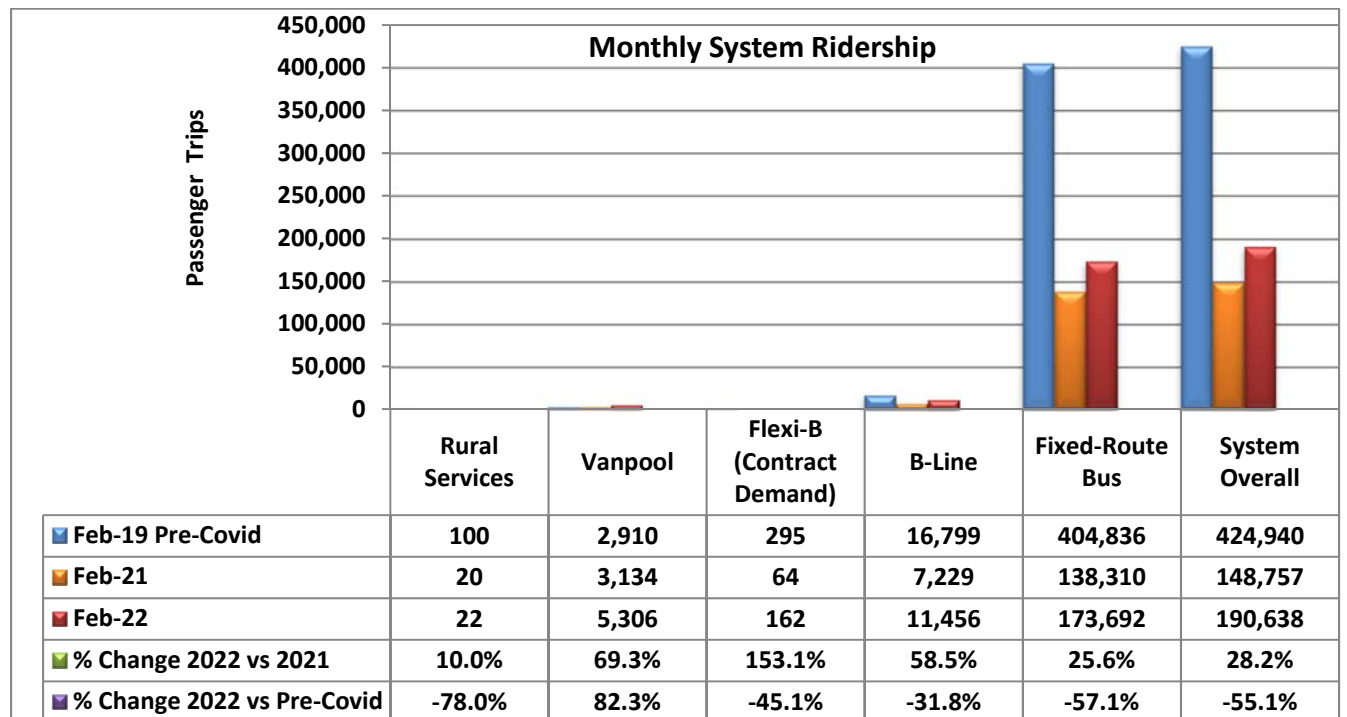
February 2021	February 2022	Variance
16 Weekdays *	20 Weekdays	+4
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
24 Days	28 Days	+4

* No bus services were operated on February 15-18, 2021 due to Winter Storms Uri and Viola.

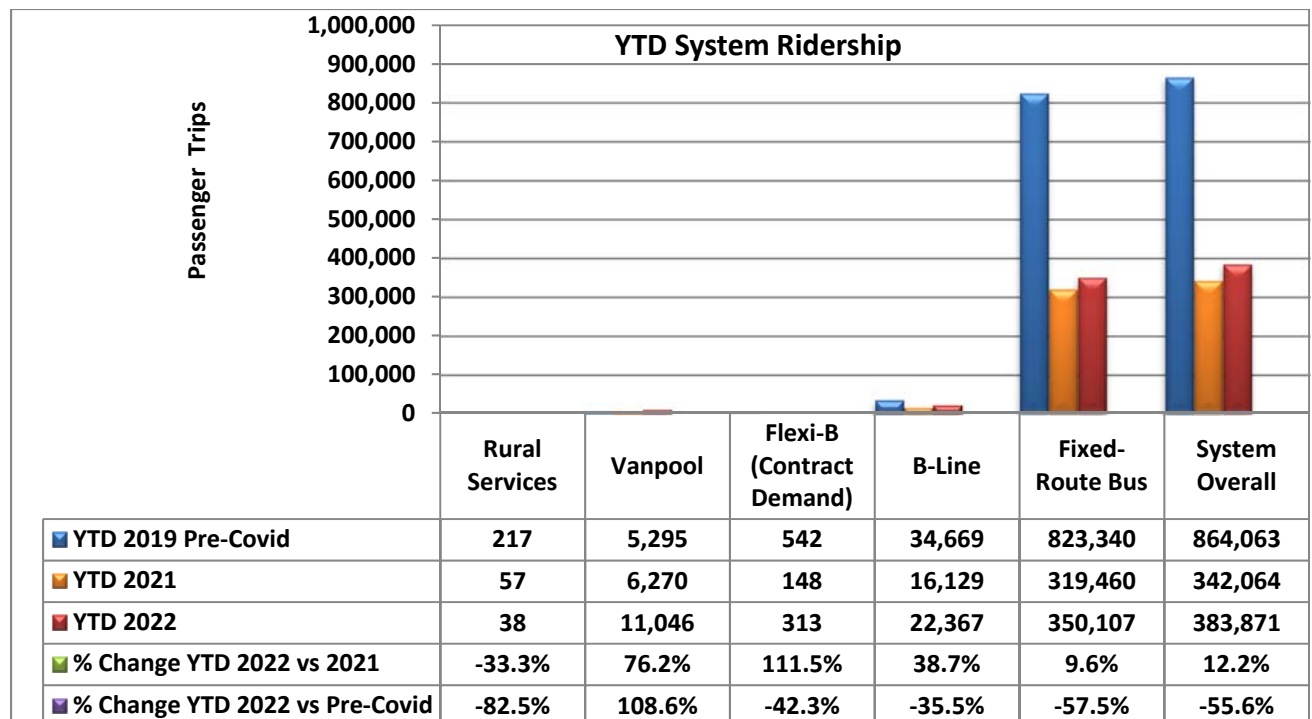
In February 2022, the average retail price for unleaded gas in Corpus Christi was approximately \$3.21 per gallon as compared to \$2.17 per gallon in February 2021¹. A 67% increase in the average cost per gallon. Rainfall was below normal at 0.24 inches as compared to the monthly average of 1.29 inches.² February 2021 was below normal at 0.35 inches. The recorded 67-degree average temperature was 5 degrees below the average temperature of 72-degrees.

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

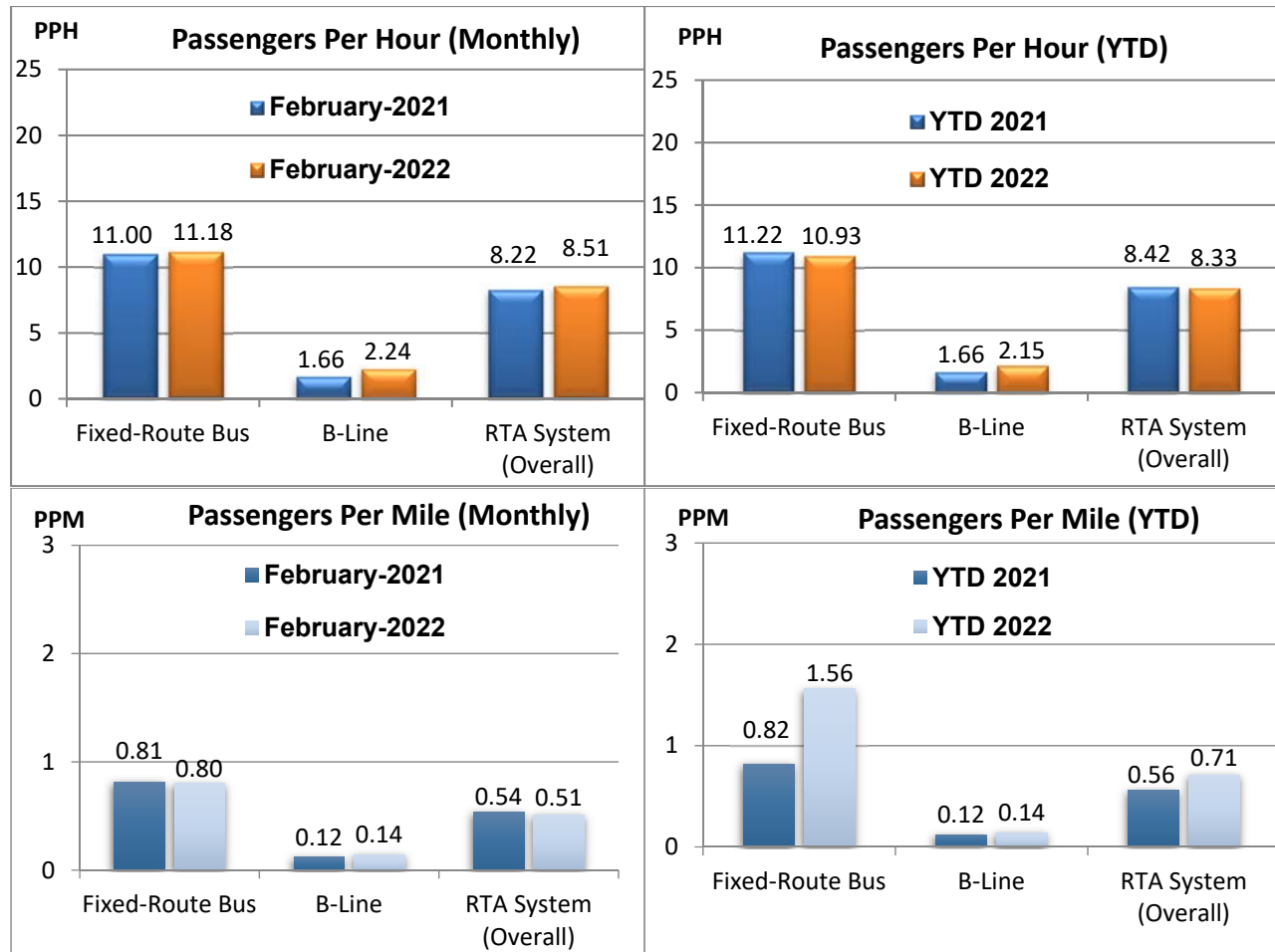
The chart below shows monthly ridership results for all services. CCRTA recorded 41,881 more passenger trips for a 28.2% increase as compared to February 2021. As compared to February 2019 Pre-Covid, passenger trips decreased 55.1%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 41,807 more passenger trips for a YTD increase of 12.2% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 55.6% with 480,192 fewer trips.



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



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

Schedule Adherence	Standard	Nov-21	Dec-21	Jan-22	Feb-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.3%	0.1%
Departures within 0-5 minutes	>85%	87.1%	88.8%	92.0%	90.4%	89.6%
Monthly Wheelchair Boardings	No standard	2,582	2,486	2,009	2,041	2,280
Monthly Bicycle Boardings	No standard	4,167	4,139	3,924	3,215	3,861

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

**On
Detour**

**Off
Detour**

**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)
- **Laguna Shores Rd. (SPID–Wyndale)** (14) month, Phase 1 and 3 completed 1st week of Feb. 2022.
 - Routes 3 & 4 (**13 stops now open** as of Feb. 14, 2022)
- **Brownlee Blvd. (Laredo-Morgan Ave.)** Temporary detour from Brownlee to Crosstown Expressway (ST HWY 286) access roads in both directions.
 - Routes 5x & 17 (**7 now open** as of Feb. 10, 2022)
- **Winnebago & Lake St.-(Harbor Bridge reconstruction):** Began August 2020.
 - Route 12 (**10 stops impacted**)
- **Ayers St. (SPID-Gollihar)** (28) Project began January 2020 with anticipated completion April 2022.
 - Routes 19G, 19M, 32 & 37 (**6 stops remain closed 1 reopened**)
- **Ocean Dr. Resurfacing** (Robert Dr.-Ennis Joslin) Project began March-2021. Project to be complete March 2022.
 - Route 6 (**14 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**) Detour from Staples to Alameda to Texan Tr.
- **Leopard St. (Crosstown to Palm)** (14) month project to begin 2023. This Bond project will extend the current/existing Leopard St. detour.
 - 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 February 2022, there were 17 detoured routes out of 32 fixed route services in operation. This equates to approximately 53% of CCRTA services travelling on the local streets. Detoured bus route services include: 3, 4, 6, 12, 17, 19, 23, 25, 27, 28, 29, 32, 37, 51, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **42**.

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

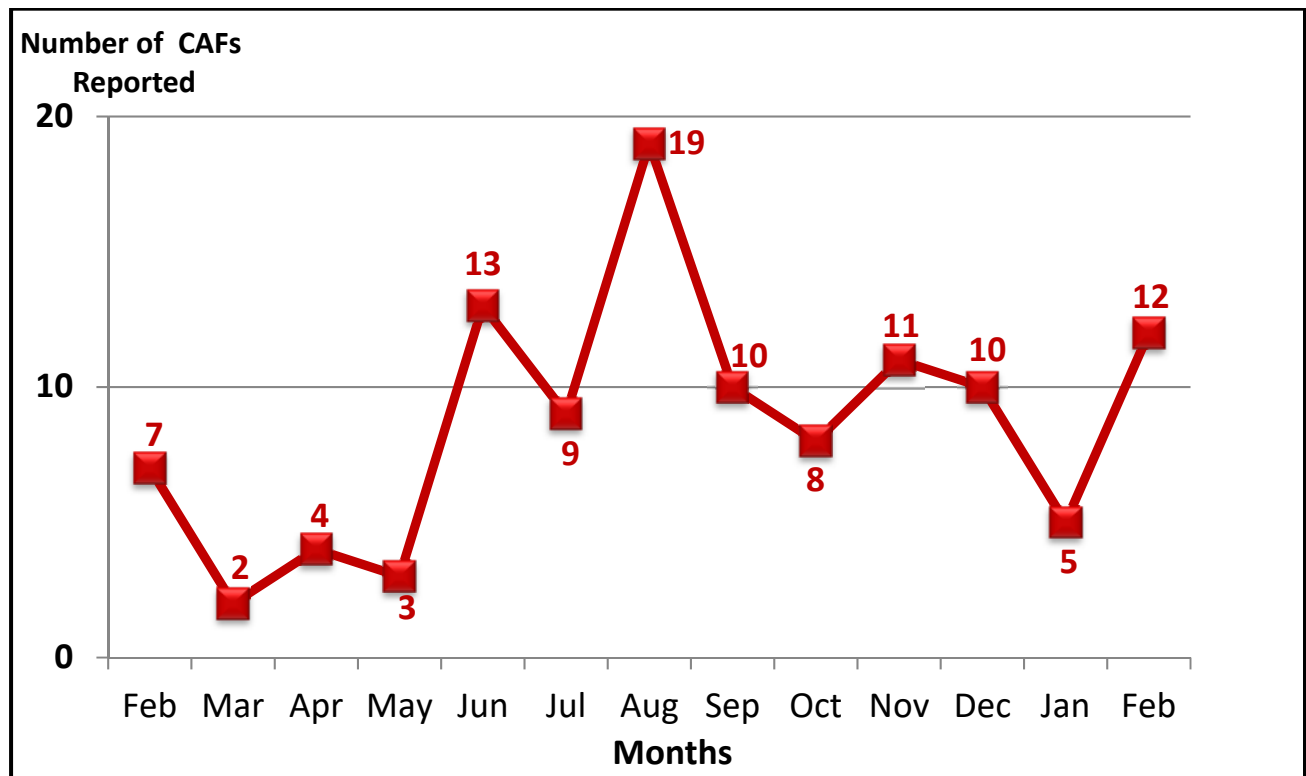
In February 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- 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): **16,138** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **7,977** ambulatory boardings; **2,765** wheelchair boardings

Metric	Standard	Nov-21	Dec-21	Jan-22	Feb-22	(4) Month-Ave.
Passengers per Hour	2.50	2.23	2.24	2.05	2.24	2.19
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	19,225	24,683	37,243	16,138	24,322
Monthly Wheelchair Boardings	No standard	3,401	3,731	2,835	2,765	3,183

Customer Programs Monthly Customer Assistance Form (CAF) Report

For February 2022, Customer Service received and processed 12 (CAF's) Customer Assistance Forms. 12 CAF's is 7 more than the previous month and represents a 140% increase. There were no commendations received this month.



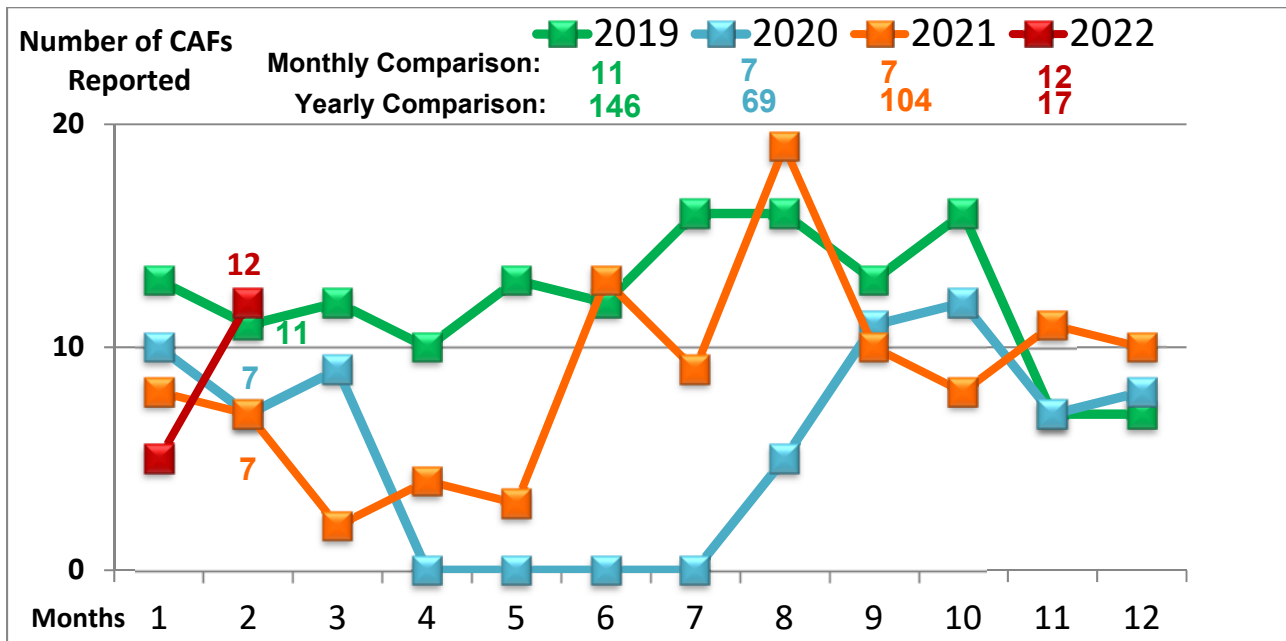
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#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	1	#51 Gregory/NAS Ex (P&R)	
#12 Saxet Oak Park		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz		#54 Gregory/Downtown Express	
#16 Morgan	1	#56 Flour Bluff/Downtown Express	
#17 Carroll/Southside	1	#60 Islander Connection	
#19 Ayers		#65 Padre Island Connection	4
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda	2	#90 Flexi-B Port Aransas	
#23 Molina		#93 Flex	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Northwest		B-Line (Paratransit) Services	1
#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		TOTAL CAF's	12

CAF Breakdown by Service Type:

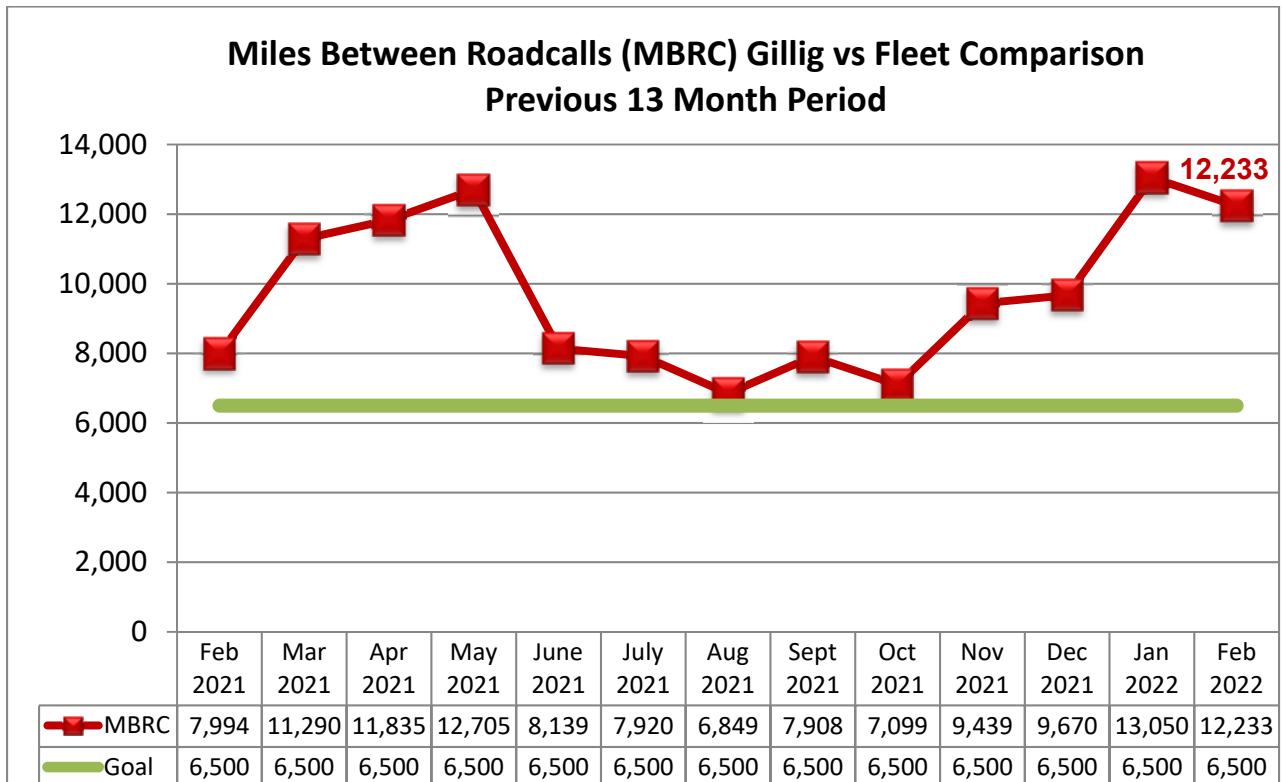
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues	3		1	4
Driving Issues	1	1		2
Customer Services				
Late/Early – No Show			3	3
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-line Calls				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy/Standing Orders				
Denial of Service			1	1
Safety & Security				
Rude			2	2
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
Total CAFs	4	1	7	12

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In February 2022, there were **12,233** miles between road calls (MBRC) recorded as compared to 7,994 MBRC in February 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.



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: March 4, 2022

SUBJECT: B-Line Report for February 2022

- ❑ Ridership for the month of February 2022 was 11,456 compared to 7,229 for February 2021, which equates to 4,227 more trips representing an 58.47% **increase**.
- ❑ Ridership for YTD 2022 was 22,367 representing an 38.68% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
16,129	22,367	6,238	38.68%

Service Standards

- ❑ Productivity: 2.24 PPH (Passengers per hour) February 2022, contract standard is 2.50
- ❑ On Time Performance: 97.64% on time performance for February 2022
- ❑ Denials: Zero trips were delivered later than one hour.
- ❑ 252 trips out of 10,661 trips (2.36%) did not meet the standard for on time performance in February 2022. Of that number:
 - 243 were < 30 minutes late
 - 8 were > 30 minutes late
 - 1 were > 60 minute late
 - 0 were > 90 minutes late
- ❑ Miles between road calls 145,243.9 miles with 9 road call that equates to 16,138.2 miles between road calls for February 2022. MV did exceed the minimum standard of 12,250 miles between road calls for February 2022.

Wheelchair Boarding's and associated statistics

For the month of February 2022, there were:

- 7,977- ambulatory passengers
- 2,765 - wheelchair boarding's
- 573 - personal care attendants (AM)
- 139 – companions
- 2 - animals

Other Service statistics

There were 6 **Customer Assistance Forms** recorded for February 2022:

1. Route 3 was arriving at Compton/Waldron about 4:15 pm, when the bus driver saw the Route 65 arrive too. That Route 65 was supposed to have left at 4:30 from the Southside station. The Route bus driver noticed that it was early and radioed that there was a passenger on her bus needing the Route 65. When I got off the Route 3 bus, I immediately went towards the Route 65 bus and saw Trish was the bus driver. The Route 3 bus driver radioed to the dispatch and reported the Route 65 driver and she received no response from dispatch about the driver being early. Trish looked bewildered and acting like she wasn't all there and in another world. I got on and asked if she was early? She didn't say anything to me. When we got to the Island on White cap it was 4:30 pm. I got off the bus and she jumped off too and told me she didn't know what happened as to why she was early. So, she told me she would have to wait 1/2 hr. at Whitecap intersection. She needs to pay attention to what she's doing and make sure she's alert and abiding to the Route 65 schedule. For the bus passenger's sake, we need an alert bus driver. Previously, I reported Trish to RTA because she was not paying attention to her driving. She would hold intensive conversations with a passenger named Sharon. Trish would turn around and look at the passenger Sharon while driving on the JFK bridge. This was unacceptable for the safety of the passengers. Maybe she needs to take some time off? Maybe she's going thru something.? She was acting like she was in another world. I would like to report this to Tamika at MV to let her know about this employee. I kinda felt sorry for her. With all of the above, the bus driver's behavior is unacceptable and needs to be addressed.
 - o Response: I spoke with Tricia about this incident and explained her error and got her side of things. She was not looking at the time and was just following the route as she normally does. She didn't realize that she was there before her time until she arrived at the stop. She immediately fixed it by restarting the route so that she is on time for all her stops. She did state that she had just dealing with a personal issue concerning the death of her father, prior to starting her shift. She has since been off for a couple days to get herself together to come back with a fresh and alert mind. The operator was also provided EAP information.
2. This am I arrived at bus stop at 6:40 am and there was no route 3 at Compton/Waldron. I saw no bus in sight. So, I caught a ride to NAS base and saw the route 3 turning by hospital. I told my ride to let me off so I can see who the driver was on route 3. Anyway, I got on her bus and told her that she left me by her leaving early before 6:45 am. She told me she left about 6:40 because she asked everyone if there was another passenger. The bus driver told me she knew that I ride the bus at that time but left early anyway. She thought I was off today? That's no reason for her to leave earlier than the set time of 6:45 am. Every time they have a schedule shift the new drivers always mess up the schedule and leave earlier. Please can you let the supervisor Tameka know this? I had a hard time getting to work on account of this new driver leaving earlier because she felt like it. Ricardo never left early. He was our

old driver. Please bring on drivers who know the route 3. We all have to get to work on time and do not have time to have the extra stress of looking for the drivers in the morning during rush hour. They can play their games during the day but not during the rush hours please. The supervisor needs to re train their drivers at MV. I think the drivers name is marlin.

- Response: Good Morning, the operator Marlen did report this incident and we have discussed this issue. She did read the block paddle incorrectly thinking that the time with the P next to it stood for PM. I explained the block paddle and we went over it thoroughly, so she understands, and it doesn't happen again. I tried calling Ms. Glanz give our sincerest apology for this error but received no answer.
3. I am on 3011, the driver is refusing to pick up people because he says it is policy to only pick up 7 people. Since when? This is the only driver in the last 2 months who refuses to completely fill up the bus. If this is going to be policy then another bus needs to run, so people don't have to wait a whole hour. People can get stranded for even longer than that if the bus is constantly at 7 people only. Wednesday, February 17, 2022 at 3:50 pm stop at Golden Gate and Old Brownsville
- Response: Good Afternoon, please give Ms. Patterson our sincerest apology. Operator was addressed last night by the supervisor and was also made to come in to speak with management. Operator was coached and counseled on customer service and co-vid protocol.
4. I have been consistently left behind by the 65 Bus at Port Royal after I get off work. On 02-25-22 the bus left early at 4:15 pm. On 02-26-22 the bus went pass the stop at 4:08 pm. Both times the weather was cold with rain on 02-26-22. The next driver who picks me up is usually there by 5:30 but was late, both times I have been told the previous driver was informed and his bus was not reported as filled up.
- Response: Please extend our deepest apology to Mr. Robles. These incidents were addressed with these 2 new operators as soon as we received the concern, but to make sure we don't have any issues as such in the future we are providing them with retraining as we speak. Again, we do apologize for this inconvenience.
5. Most of them are at whataburger when I get on she's so rude, doesn't even acknowledge that I am there, but last week was at 4:40 from the station me and my husband were getting on and we didn't have a mask and she told us were supposed to provide our own mask but I never have a problem with the other buses getting on without a mask, is anything gonna be done about this??? This is the 4th time reporting her and nothings being done, I want to feel comfortable getting on the bus but sometimes I don't and it's not fair sometimes I rather walk home tbh
- Response: Good Afternoon Susan this operator and I have had a talk. She does ask everyone for their mask because it's required. All our operators are enforcing the mask mandate not only for the rider's safety but for everyone's safety. I will try calling her today to see if we can get to the bottom of the issue between her and this particular operator.

6. On Saturday 2/12/2022 I was at stop 695 in front of Harbour Landing at 8:45 A.M. awaiting the Route 65 to Port Aransas. I saw the bus on the access road, cross Ennis Joslin, and immediately go up on the freeway missing my stop. Second time in a couple of weeks. I have not been utilizing the 65 due to this and also I feel the buses are not being cleaned and sanitized. I have reported dusty window sills, transfers on the floor, empty water bottles. First bus from the yard to Southside and trash. If the bus is being cleaned, why trash. I do not feel safe to ride with the COVID and all the other issues with MV transportation such as not following the route, time points, and masks.
- I will reach out to Ms. Scarborough again today to offer our apology and ask for more information about the uncleaned vehicle. This operator has since been retrained on the route to ensure no further issues. I will also try to get more info in reference to the day she is stating about the vehicle being the first bus out but is dirty. We are still having the vehicles cleaned & sanitized every night, also encouraging the operators to tidy up when they have a little down time at a stop. All our operators are enforcing the mask mandate to all riders to help protect everyone on board.

Conclusion

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

- ❑ 2.24 passengers per hour
- ❑ 97.64% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for February 2022 at 16,138.2 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for February 2022

	Total Miles Driven in February for Each Bus Type	Total Road Calls for February 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	7,088	2	2	0	1	1	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	140,274	28	28	0	12	16	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	36,126	5	5	0	2	3	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	183,488	35	35	0	15	20	0	0
MILES BETWEEN ROAD CALLS								
	12,233	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

RTA Committee Meetings

Wednesday, April 27, 2022

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, May 11, 2022

8:30 a.m.

RCAT Committee Meeting

Thursday, May 19, 2022

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Buc Days NavyArmy Night Parade

8:00pm

Saturday May 7, 2022

There will be a viewing area for ALL persons with disabilities and their companions, not just BLine/fixed route riders.