



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, May 19, 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 April 21, 2022	5 minutes	Pages 1 - 4
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
8.	RCAT Liaison Report a) CCRTA's TTA 2023 Conference Announcement b) Texas Transit Association Award c) APTA Certificate of Merit to CCRTA 2022 Bus Security Program Excellence d) Revised 2022 Emergency Preparedness Policy e) Approved Making Pilot Route 93 and 95 Permanent f) Key Performance Metrics for Fixed Route and Paratransit	20 minutes	No Attachment
9.	Chairperson's Report	10 minutes	No Attachment
10.	Informational Items: a) March 2022 CAF Report b) March 2022 Operations Report Key Metrics c) March 2022 Purchased Transportation		Pages 5 - 8 Pages 9 -19 Pages 20 -21

	Report		
	d) March 2022 Maintenance Road Call Report		Page 22
	e) Upcoming Events and RTA Functions		Page 23
11.	Adjournment		No Attachment
	Total Minutes:	47	

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, April 21, 2022

Advisory Committee Members Present: Rhonda Alvarez, Robert Box, Randal Chisamore, Inez Garcia, Jeannine Leal, Joyce Lopez, Dr. Deborah Stanley and Imelda Trevino

Advisory Committee Members Absent: John Longoria and Celia Mendez

Board Members Present: None

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

MV Present: None

Call to Order: Ms. Joyce Lopez called the meeting to order at 12:00 p.m.

Moment of Reflection was held.

Pledge of Allegiance was recited.

Roll Call: Ms. Ashlee Winstead-Sherman called the roll and determined that a quorum was present.

Public Comment: None

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

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

Committee for Persons with Disabilities (CFPWD) Update

Ms. Melanie Gomez gave an update on the April CFPWD meeting. A representative from Disability Book Week presented to provide information regarding Disability Book Week. Their goal is to try and promote disability representation in literature. CFPWD assisted them in getting a proclamation approved through City Council for April 23rd through April 29th to be declared as Disability Book Week. The ADA

Citation Report for the month of March there were 230 disabled parking violations issued, 10 for blocking the architect, and 61 for blocking the sidewalk.

No Show/Eligibility Appeals Subcommittee: None

Texas Workforce Solutions-Vocational Rehabilitation Services Presentation

Lee Jones a Vocational Rehabilitation Councilor presented the history of the Texas Workforce Solutions-Vocational Rehabilitation Services. Each program has two components the transition program and the adult program. The transition program is for individuals that are fourteen to twenty-two that are generally in high school and are wanting to go to college but they need those skills and abilities to succeed despite their disability. The adult program is designed to aid in finding employment. They work with people who are blind or visually impaired. That are needing the most training and funding to be able to go into the workforce. At the Criss Cole Rehabilitation Center they are able to learn all of the skills and abilities in one location, in a school-based environment. They learn things like brail, independent living skills, orientation mobility, woodshop skills, and they also have career guidance and adaptive technology training. They have a program that allows them to enter into a career in some sort of food service facility. They also have deaf blind services to help those individuals that are blind and deaf. They also work with people that are blind that are over the age of fifty-five but not necessarily looking for employment but would like to have training on certain skills.

Jesus Hernandez a Vocational Rehabilitation Teacher gave a description of his job duties. He provides training services and non-visual techniques, tips, and skills on how clients can work around their blindness. He showed the committee some examples of the items that he can teach them how to use like large oven mitts, talking clocks and large medicine boxes. He finds out what the clients employment goal is and makes sure to help them at home to achieve those goals. An employment assistance specialist provides accommodations and assistance to a business and employee to keep them employed and makes sure they have the technology they need to do the job.

Joyce Lopez the Orientation Mobility Specialist gave us a description of her job. She teaches the customers how to travel safety and efficiently with a long white cane. She takes them out in the community and teaches them how to navigate using that cane, they even ride the buses for practice.

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

CCRTA Board of Director updates were presented to the committee. Anna Jimenez is the new Vice Chair. The Administration and Finance Committee is now made up of Gabi Canales (Committee Chair), Lynn Allison, Patricia Dominguez, Aaron Munoz and Philip Skrobarczyk. The Operations and Capital Projects Committee is now made up of Eloy Salazar (Committee Chair), Beatriz Charo, Armando Gonzales, Anna Jimenez and Matt Woolbright. The Rural and Small Cities Transit Committee is made up of Patricia Dominguez (Committee Chair), Beatriz Charo and Armando Gonzalez.

At the April CCRTA Board meeting the Board of Directors reappointed Rhonda Alvarez, Randal Chisamore, and Celia Mendez to another two-year term on the RCAT Advisory Board.

Ms. Montez updated the committee on the Del Mar College bus stop progress. She showed various renditions of what the new stop will look like once completed. Construction is estimated to start at the end of July 2022. Service in this area will start July 11, 2022 when classes start.

Ms. Montez presented the resolution to support low or no emission grant 5339(c) and grant for buses and bus facilities 5339 (b). The background information was presented, US goals are to achieve a fifty to fifty-two percent reduction from 2005 levels in new greenhouse gas (GHG) pollution in 2030. Transit bus fleets are undergoing dramatic shifts toward alternative fuel sources. FTA recognizes the need for increased grant funding. These funds will support good-paying jobs and help reduce carbon emissions, leading to cleaner air, healthier communities, and better transportation. These grants are due May 31, 2022. These funds will be used to help modernize bus fleets and bus facilities. Improve the safety and reliability of America's bus systems. Funding for the purchase or lease of zero-emission and low-emission transit vehicles, as well as, required supporting facilities. All eligible expense are attributable to compliance with the Clean Air Act and/or Americans with Disabilities Act. Federal Funds to cover up to 85 percent of cost. Low-No Program has \$1.1 billion in funding in FY 2022. The purpose is to support the transition of the nation's transit fleet to the lowest polluting and most energy efficient transit vehicles. The Low-No program provides funding to state and local government authorities for the purchase or lease of zero-emission and low emission transit buses, include acquisition, construction and leasing of required supporting facilities. Buses and Bus facilities program has \$372 million in funding in FY 2022.

This programs purpose is to assist in the financing of buses and bus facilities capital projects, including replacing, rehabilitating, purchasing or leasing buses or related equipment, and rehabilitating, purchasing, constructing or leasing bus-related facilities. This project's financial impact is estimated at \$60 million.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for February 2022, stating that our ridership is slowly increasing with Passenger Trips up 28.2%, Revenue Service Hours up 23.8% and Revenue Service Miles up 34.5% over February 2021, but still down -55.6% system-wide to pre-covid ridership.

Chairperson's Report:

Ms. Lopez shared the upcoming meeting dates and future events with the committee.

The meeting adjourned at 12:55pm.



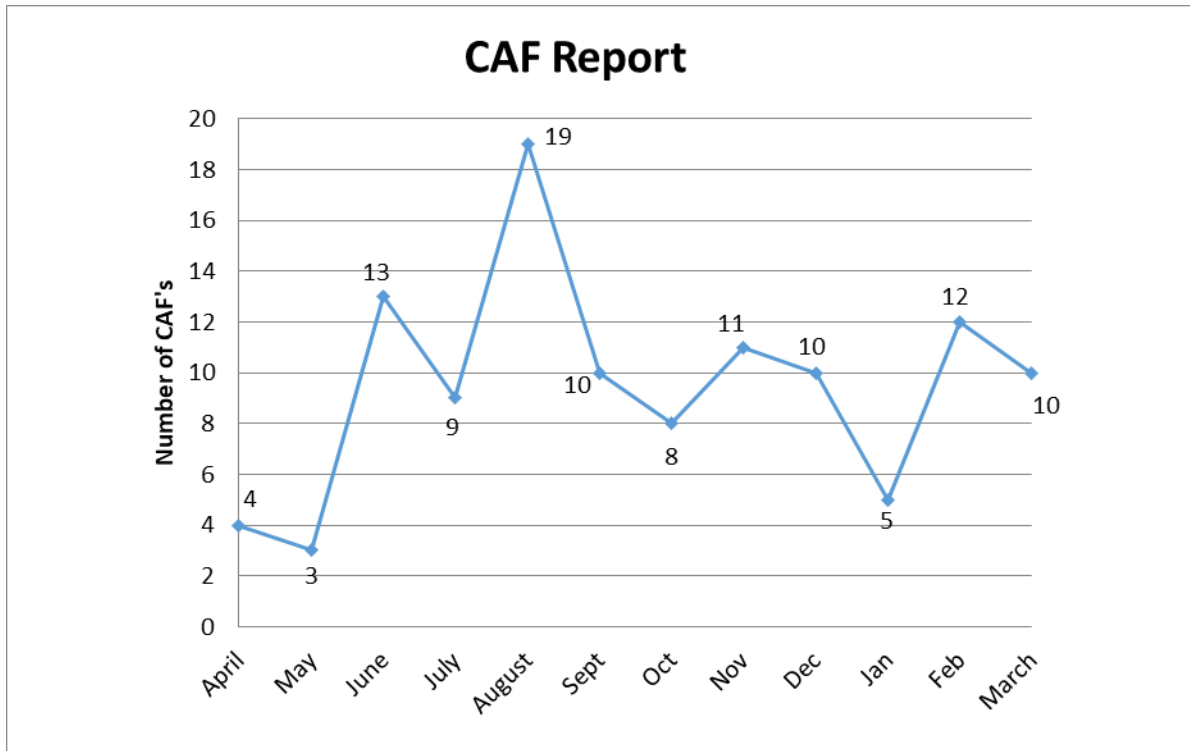
March 31, 2022

Subject: CAF Report for March 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2022, there were 10 reported CAFs which was less than the 12 reported CAFs for February 2022. The decrease of 2 CAFs for March 2022 represents a 17% decrease.

There was one Commendation included in the total for the month of March.



March 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#4 Flour Bluff Mini B		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls	2	#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		#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		#95 Port Aransas Express	
#27x Northwest (Express)		B-Line (Para-Transit) Services	2
#28 Leopard /Omaha		Safety & Security	2
#29 Staples	1	Maintenance	
#29F Staples/Flour Bluff		Service Development	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Transportation	1
		TOTAL CAF's	10

March 2022 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	1	1		2
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	1			1
Policy/Mask Policy				
Denial of Service				
Safety and Security	3			3
Rude	2			2
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations		1		1
TOTAL CAFs	8	2	0	10

Conclusion:

During March 2022, CCRTA received 9 CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there was one Commendation.

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

Two CAFs received regarding BLine Service representing 20% of the total customer assistance contacts; there was one commendation.

No CAFs were received regarding Contracted Fixed Route Service.

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

May 11, 2022

Subject: March 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.

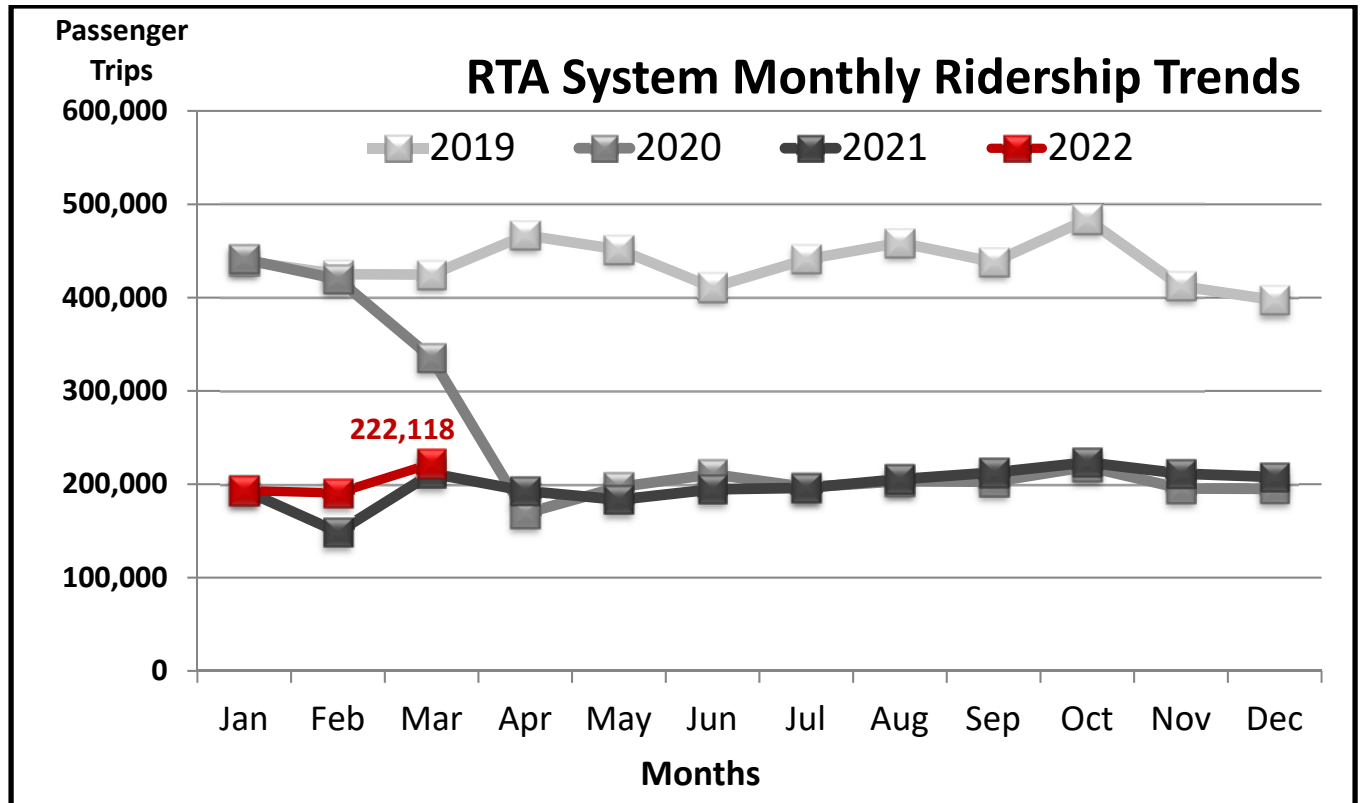


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System-wide Ridership and Service Performance Results

March 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 222,118 which represents a 5.0% increase as compared to 211,578 passenger trips in March 2021 or 10,540 more trips were provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in March 2019 with 425,163 passenger trips, the 222,118 passenger trips represent a 47.8% decrease with 203,045 fewer trips.

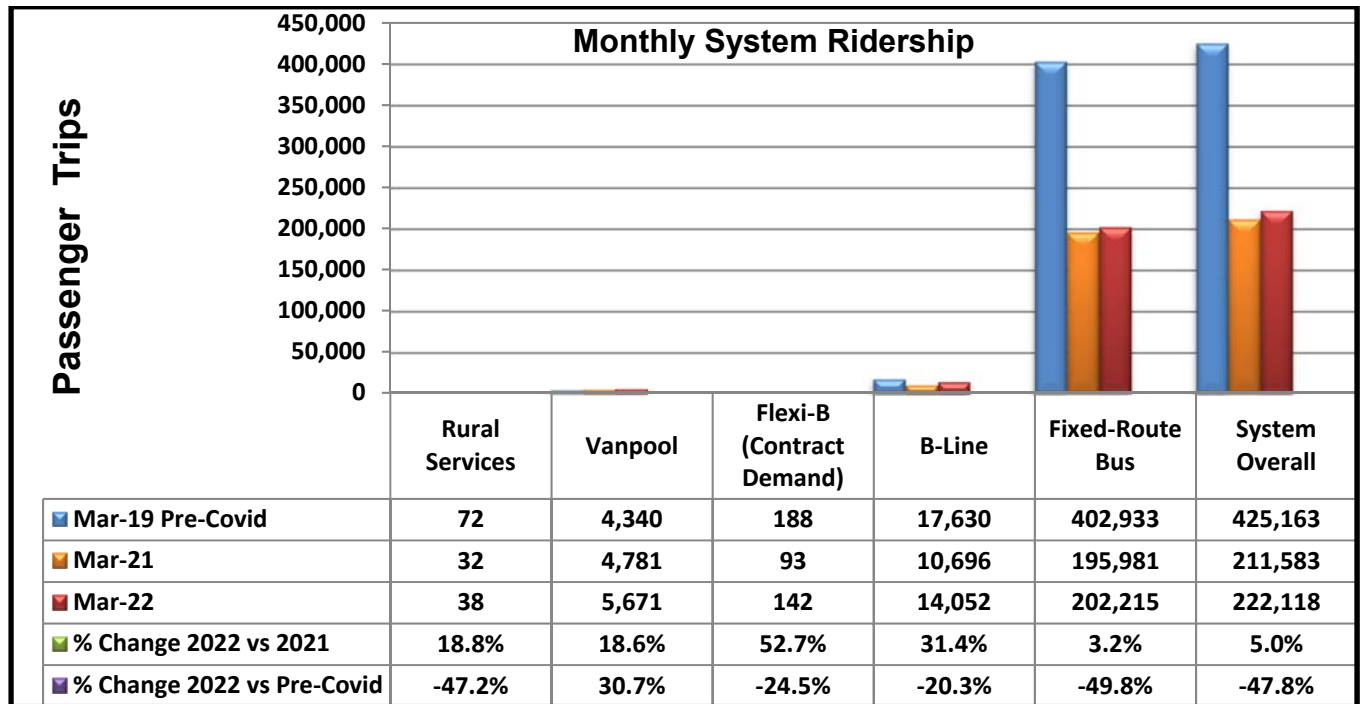


March 2021	March 2022	Variance
23 Weekdays	23 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
31 Days	31 Days	-

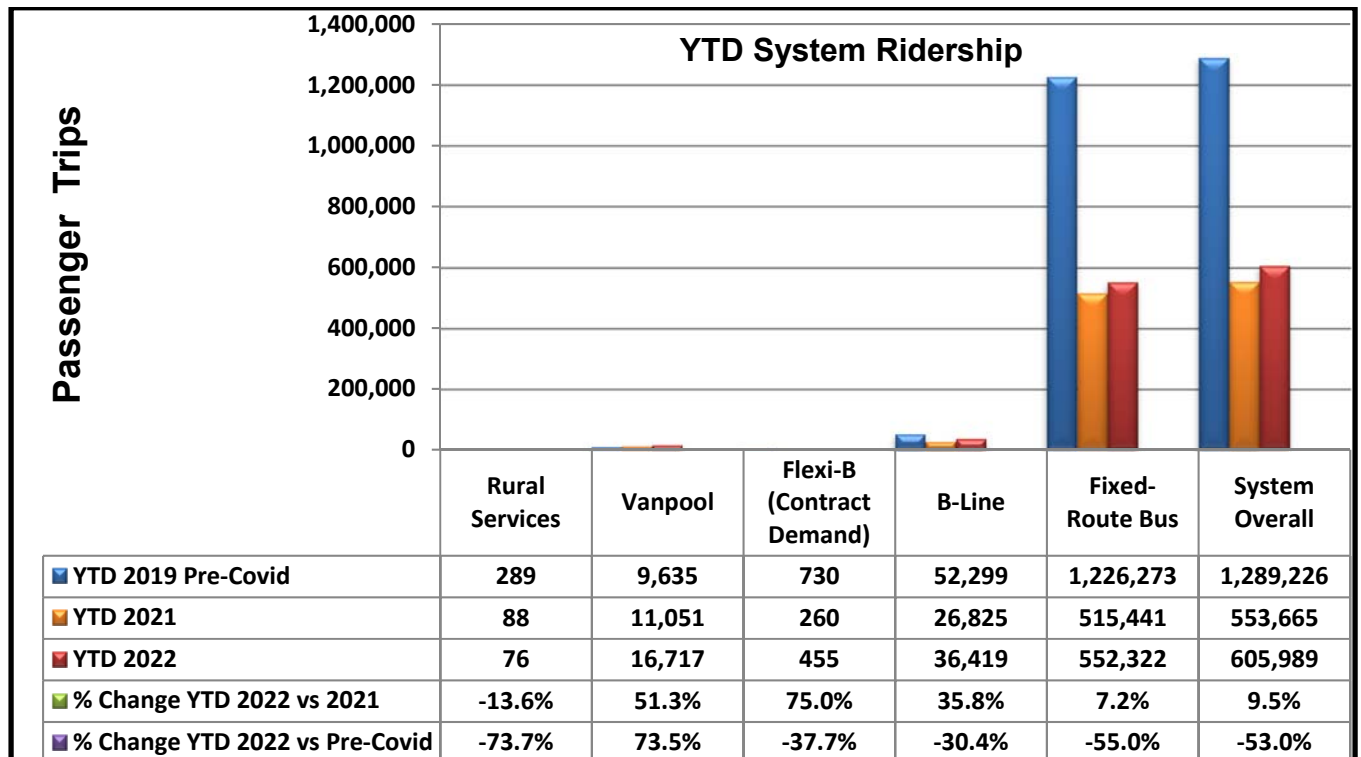
In March 2022, the average retail price for unleaded gas in Corpus Christi was approximately \$3.98 per gallon as compared to \$2.62 per gallon in March 2021¹. A 66% increase in the average cost per gallon. Rainfall was below normal at 0.7 inches as compared to the monthly average of 2.28 inches.² March 2021 was normal at 2.56 inches. The recorded 78 degree average temperature was on target with the average monthly temperature of 77 degrees.

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

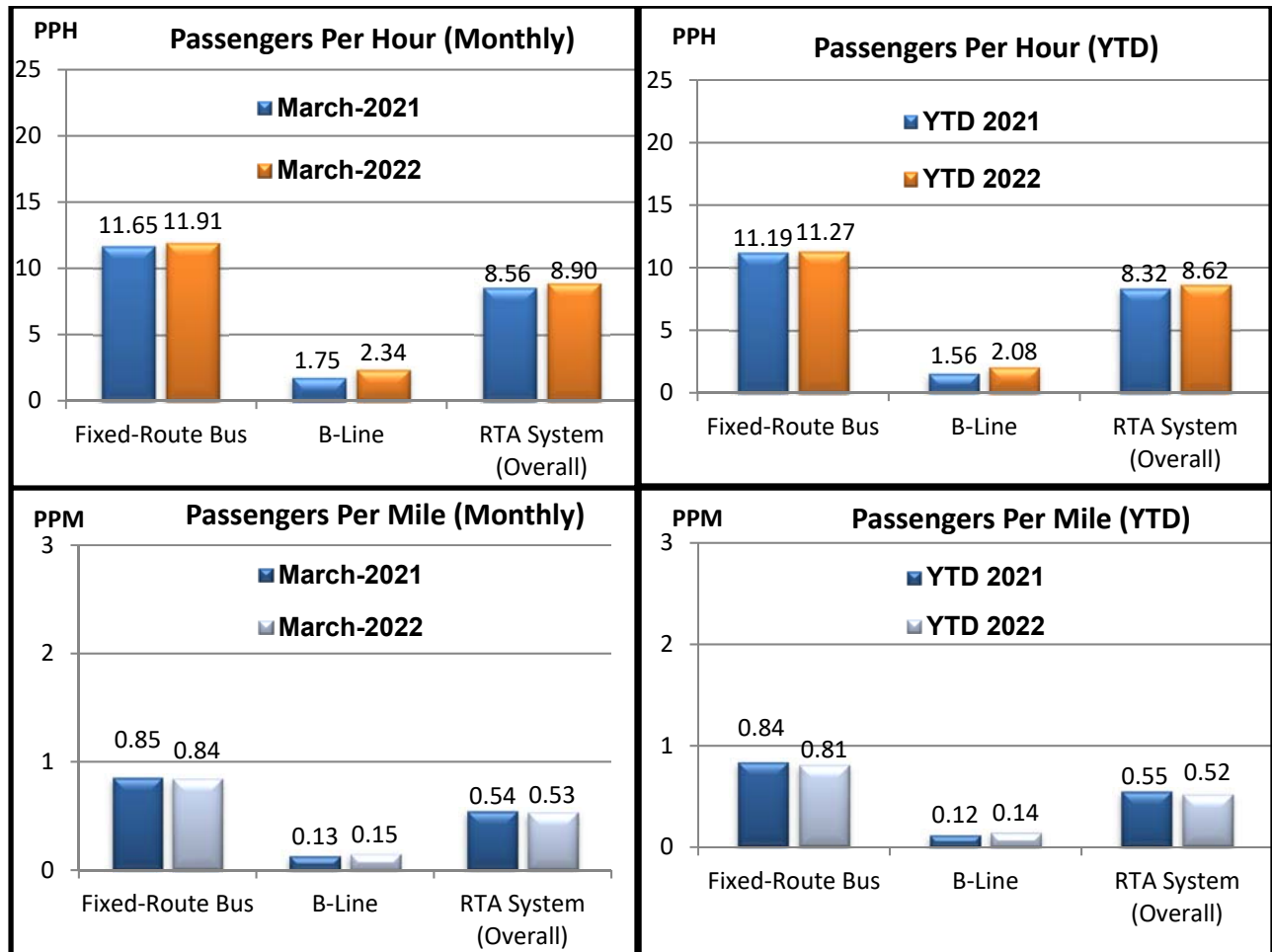
The chart below shows monthly ridership results for all services. CCRTA recorded 10,540 more passenger trips for a 5.0% increase as compared to March 2021. As compared to March 2019 Pre-Covid, passenger trips decreased 47.8%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 52,331 more passenger trips for a YTD increase of 9.5% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 53.0% with 683,237 fewer trips.



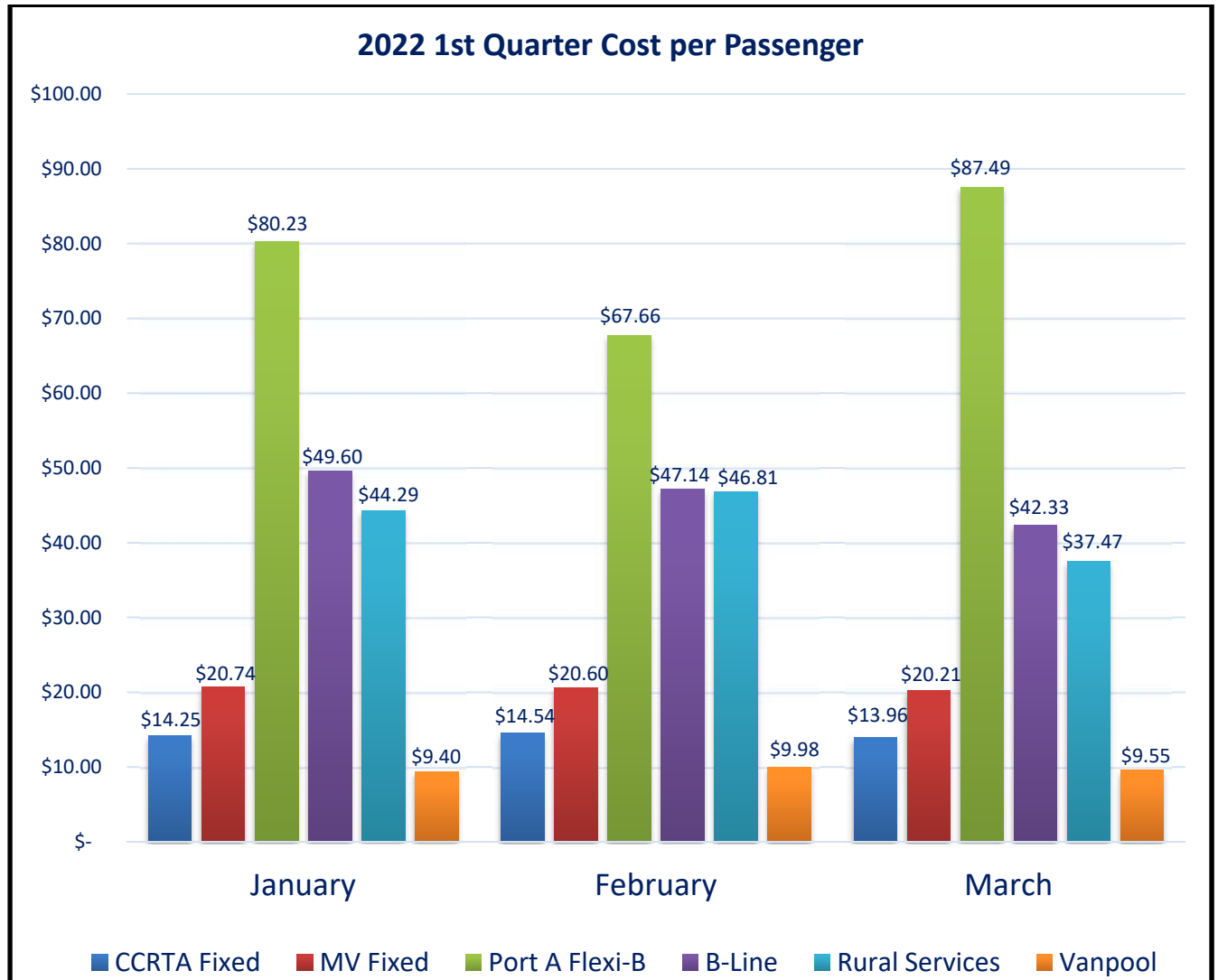
The following charts report system-wide productivity for the month of March 2022 vs. March 2021 and YTD figures.



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

Schedule Adherence	Standard	Dec-21	Jan-22	Feb-22	Mar-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.3%	0.3%	0.1%
Departures within 0-5 minutes	>85%	88.8%	92.0%	90.4%	91.8%	90.7%
Monthly Wheelchair Boardings	No standard	2,486	2,009	2,041	2,341	2,219
Monthly Bicycle Boardings	No standard	4,139	3,924	3,215	4,133	3,853

The following tables include Cost per Passenger totals by service mode for the first quarter of 2022. In addition, year-to-date (YTD) averages by service mode are included.



Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
January	\$ 14.25	\$ 20.74	\$ 80.23	\$ 49.60	\$ 44.29	\$ 9.40
February	\$ 14.54	\$ 20.60	\$ 67.66	\$ 47.14	\$ 46.81	\$ 9.98
March	\$ 13.96	\$ 20.21	\$ 87.49	\$ 42.33	\$ 37.47	\$ 9.55
YTD Average	\$ 14.25	\$ 20.52	\$ 78.46	\$ 46.36	\$ 42.86	\$ 9.64

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)
- **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 late 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 late April 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 March 2022, there were 14 detoured routes out of 32 fixed route services in operation. This equates to approximately 44% of CCRTA services travelling on the local streets. Detoured bus route services include: 6, 12, 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

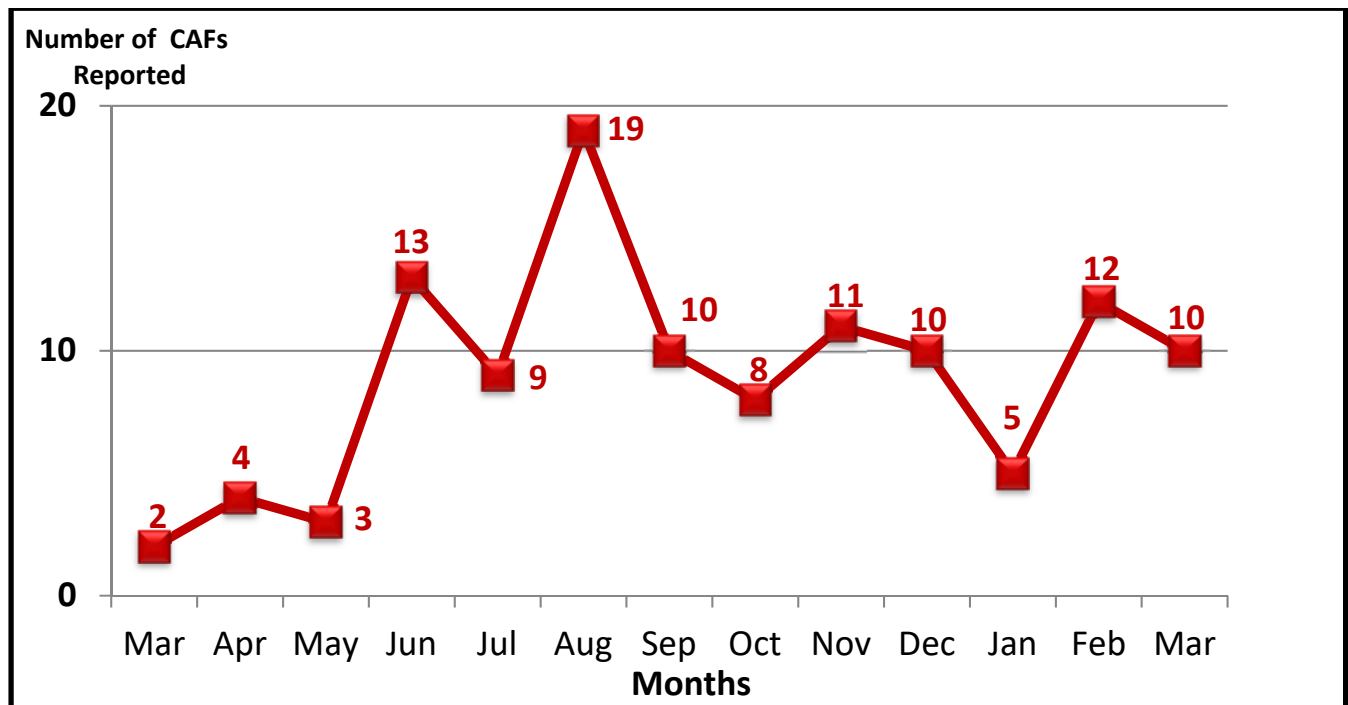
In March 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.34** 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): **28,451** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,390** ambulatory boardings; **3,737** wheelchair boardings

Metric	Standard	Dec-21	Jan-22	Feb-22	Mar-22	(4) Month-Ave.
Passengers per Hour	2.50	2.24	2.05	2.24	2.34	2.22
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	24,683	37,243	16,138	28,451	26,629
Monthly Wheelchair Boardings	No standard	3,731	2,835	2,765	3,737	3,267

Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2022, Customer Service received and processed 10 (CAF's) Customer Assistance Forms. 10 CAF's is 2 fewer than the previous month and represents a 17% decrease. Included in the total CAF count for March was one commendation.



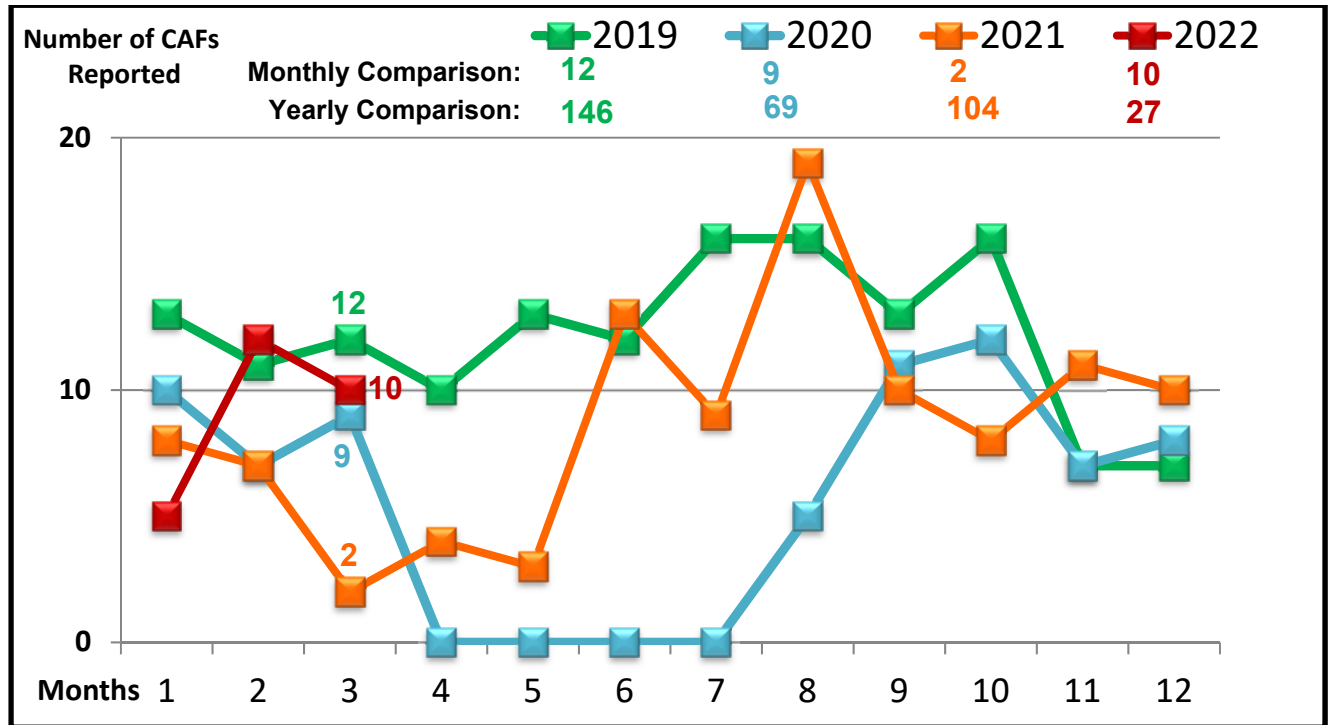
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	
#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	2	#51 Gregory/NAS Ex (P&R)	1
#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		B-Line (Paratransit) Services	2
#27x Northwest (Express)		Safety & Security	2
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples	1	Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Transportation (Other) ADA	1
#32 Southside		TOTAL CAF's	10

CAF Breakdown by Service Type:

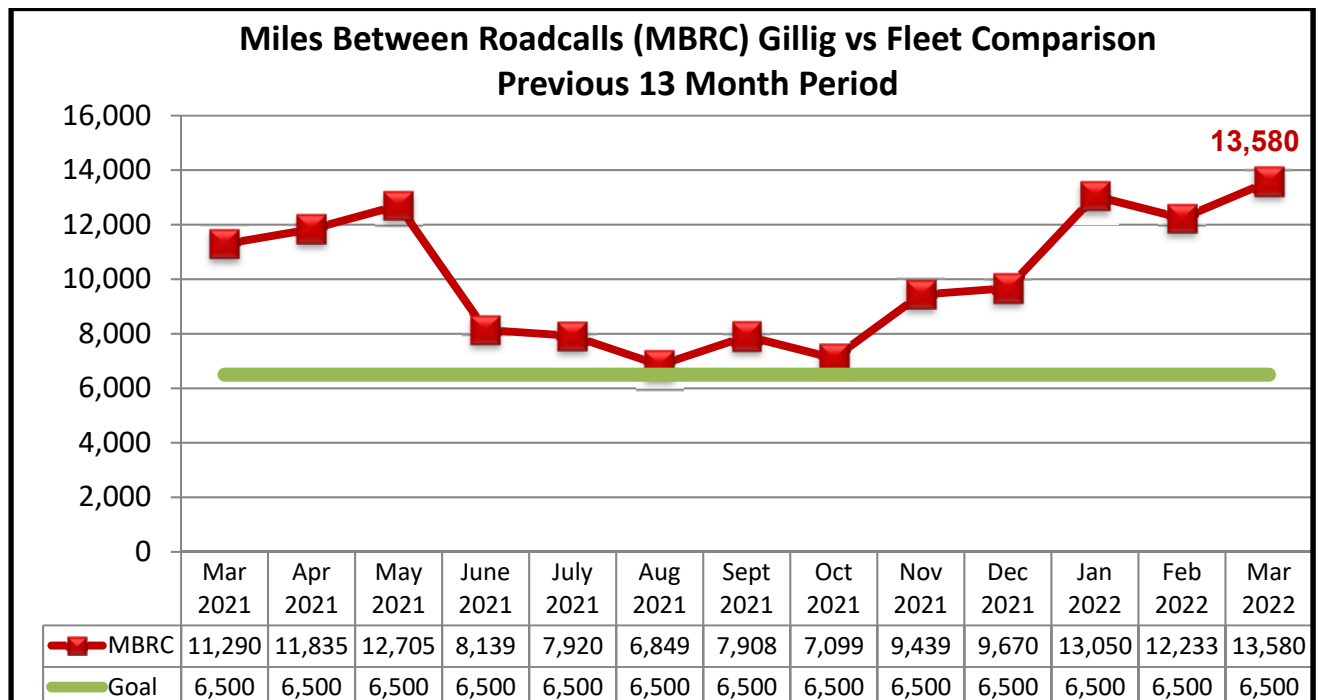
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues				
Driving Issues	1	1		2
Customer Services				
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-line Calls				
Incident at Stop				
Incident on Bus	1			1
Incident at Station	1			1
Policy/Standing Orders				
Denial of Service				
Safety & Security	3			3
Rude	2			2
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations		1		1
Total CAFs	8	2		10

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In March 2022, there were **13,580** miles between road calls (MBRC) recorded as compared to 11,290 MBRC in March 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: April 6, 2022

SUBJECT: B-Line Report for March 2022

- ❑ Ridership for the month of March 2022 was 14,052 compared to 10,696 for March 2021, which equates to 3,356 more trips representing an 31.38% **increase**.

- ❑ Ridership for YTD 2022 was 36,419 representing an 35.77% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
26,825	36,419	9,594	35.77%

Service Standards

- ❑ Productivity: 2.34 PPH (Passengers per hour) March 2022, contract standard is 2.50

- ❑ On Time Performance: 97.68% on time performance for March 2022

- ❑ Denials: Zero trips were delivered later than one hour.

- ❑ 302 trips out of 12,991 trips (2.32%) did not meet the standard for on time performance in March 2022. Of that number:
 - 298 were < 30 minutes late
 - 4 were > 30 minutes late
 - 0 were > 60 minute late
 - 0 were > 90 minutes late

- ❑ Miles between road calls 170,707.50 miles with 6 road call that equates to 28,451.25 miles between road calls for March 2022. MV did exceed the minimum standard of 12,250 miles between road calls for March 2022.

Wheelchair Boarding's and associated statistics

For the month of March 2022, there were:

- 9,390 - ambulatory passengers
- 3,737 - wheelchair boarding's
- 765 - personal care attendants (AM)
- 159 – companions
- 1 - animal

Other Service statistics

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

1 complaint & 1 Commendation

1. Complaint: At 3 o'clock a b line bus number 3033 with the driver name Minerva came down my residential street which is a dead and private road at a high rate of speed. there are lots of witnesses to this event. I stopped this driver and confronted them on their actions, and they apologized but said they did not see the signs at the beginning of the street stating that in private road. I walked with them down to the beginning of the street with the driver continued to apologize and I said I would contact you to let you know that they need to be more aware as there are young children who play in this neighborhood
 - a. Response: Good Morning, this operator informed me of what happened yesterday. She admitted that she made a wrong turn and did not see the sign stating private road until the gentlemen showed it to her. She also stated that she was not speeding and was only going 25 MPH. She did say she kept apologizing and gave him all the informed he needed to get in contact with us. Operator was counseled on the importance of being aware and paying close attention. She is well aware that simple mistakes could cause a lot of problems. She promised that she will never do this again.
2. Commendation: Monica picked up a rider at CC Adult Daycare. When she arrived at the apartment, she couldn't park very close. Monica pushed the rider in the wheelchair to the apartment door, but never losing sight of the bus. Monica went above and beyond to help the rider.
 - a. Thank Mr. Box for taking the time out to recognize the hard work and dedication of our operators it's greatly appreciated.

Conclusion

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

- ❑ 2.34 passengers per hour
- ❑ 97.68% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for March 2022 at 28,451.25 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for March 2022

	Total Miles Driven in March for Each Bus Type	Total Road Calls for March 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	5,007	1	1	0	1	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	155,769	17	17	0	8	9	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	42,930	6	6	0	5	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
203,706		24	24	0	15	10	0	0
MILES BETWEEN ROAD CALLS								
13,580		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, May 25, 2022

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, June 1, 2022

8:30 a.m.

RCAT Committee Meeting

Thursday, June 16, 2022

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
