



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, September 15, 2022

Time: 12:00 p.m.

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

Board Members

Rhonda Alvarez Robert Box Randal Chisamore Inez Garcia Jeannine Leal 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 a Vice-Chairperson for today's meeting | 5 minutes | No Attachment |
| 6. | Discussion and Possible Action to Approve the RCAT Meeting Minutes for August 18, 2022 | 5 minutes | Pages 1 - 3 |
| 7. | Committee for Persons with Disabilities (CFPWD) | 5 minutes | No Attachment |
| 8. | RCAT Liaison Report <ul style="list-style-type: none">a. Certificate of Appreciation Awarded to CCRTA from the 176th Medical Brigade and Nueces County for Participation and Service to the Community of Nueces Countyb. 'FY 2022 Distinguished Budget Presentationc. CCRTA GoPass app Going Lived. September CEO's Reporte. July Key Performance Metrics for Fixed Route and Paratransit | 20 minutes | No Attachment |

| | | | |
|-----|--|-----------|---------------|
| 9. | Chairperson's Report | 5 minutes | No Attachment |
| 10. | Informational Items: | | Pages 4 - 7 |
| | a) July 2022 CAF Report | | Pages 8 -17 |
| | b) July 2022 Operations Report Key Metrics | | Pages 18 -20 |
| | c) July 2022 Purchased Transportation Report | | Page 21 |
| | d) July 2022 Maintenance Road Call Report | | Page 22 |
| | e) Upcoming Events and RTA Functions | | |
| 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 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, August 18, 2022

Advisory Committee Members Present: Rhonda Alvarez, Robert Box, Randal Chisamore, Inez Garcia, Jeannine Leal, Celia Mendez and Imelda Trevino

Advisory Committee Members Absent: Dr. Deborah Stanley

Board Members Present: None

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

MV Present: Benjamin

Call to Order: Ms. Sharon Montez called the meeting to order at 12:06 p.m.

Moment of Reflection was held.

Pledge of Allegiance was recited.

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

Public Comment: None

Action to Approve a Vice-Chairperson for the August Meeting: Ms. Montez announced after speaking with Ms. Imelda Trevino she selected as Vice-Chairperson for the June meeting.

Action to Approve Meeting Minutes of June 16, 2022 approved as presented. Mr. Robert Box made a motion to adopt the RCAT Minutes of June 16, 2022 as presented; 2nd by Inez Garcia; Alvarez, Box, Chisamore, Garcia, Leal, Mendez and Trevino voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Ms. Melanie Gomez informed the RCAT committee the August CFPWD meeting had a presentation from the Texas Workforce Solutions Vocational Rehab Services. TWS informed the committee about services they provide for persons with physical, mental or emotional disabilities that prevent them from maintaining a job.

There was also a presentation from the Corpus Christi State Supported Living Center, which is part of Texas Health and Human Services. They informed the committee of volunteer opportunities and opportunities to donate items and opportunities to help with fundraising.

The Corpus Christi parking control reported there were 160 violations for disabled parking, 20 for blocking the architect and 19 for blocking the sidewalks.

The committee voted to support Driscoll Childrens' Hospital again this year instead of Toys for Tots at Christmas. Last year the committee received over 500 items for donation. If you want to donate items there is a donation box located on the third floor and in Customer Service. The donation drive will run from August 15th to September 15th

Ms. Gomez informed the RCAT committee that Angela Bregman is new CFPWD committee member.

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

Ms. Montez informed the committee the CCRTA Board of Directors has two new board members; Jeremy Coleman and Erika Maymi.

Ms. Montez informed the committee the CCRTA Earned Five South West Transit Association (SWTA) Awards:

Spotlight Award: Employee Appreciation Day

Event: CCRTA Buc Days Parade Event

Prints: Buc Days Wrap

Social Media: Children's Buc Days Parade Campaign

Electronic: Job Fair Radio Ad

Ms. Montez informed the committee that the board entered into an Interlocal Agreement with Dallas Area Rapid Transit for GoPass Subscription and License. The CCRTA continuously seeks to improve our rider experience and modernize our fare payment and trip planning options. This app will enhance the customer experience by offering a cashless fare payment, fare capping, multimodal trip planning, fare payment and trip planning in one app, safety and security concerns submittal through app, in-app and push messaging to customers. It will also allow for affiliate pass creation for corporations, students, groups, conference attendees, etc. The estimated first year project cost is \$110,825.00. We will have significant outreach to our riders at the stations to show them how to use the app and with information on all our social media outlets.

Ms. Montez then informed the committee of the two new bus stops at Del Mar College-Oso Creek Campus at Yorktown and Rodd Field. This will assist the CCRTA in expanding our services to the Southside of Corpus Christi. Del Mar has had a soft opening and some classes are being held there, and has an estimated completion date of January 2023. We plan to have our bus stops also completed by January 2023.

The contract was awarded to Marshall Company. Marshall Company was established in 1941 and Mr. Michael Dodson is the president. Marshall Company has performed work for Del Mar College, Texas A&M University-Kingsville, Workforce Solutions of the Coastal Bend, Diocese of Corpus Christi, Texas Parks and Wildlife and Rock Engineering. The financial impact is \$2,544,900 and is budgeted in the 2022 Capital Projects budget. This project is funded with 75% federal funds and 25% local funds. The amount of the grant award for the project was \$2,844,510.

Ms. Montez presented the design of the new Port Ayers Transfer Station, the second busiest station. The original station was built 1994 and the large columns present a safety factor that can hide persons and activities. The design for the new station allows for all the buses to be off the roads of Ayers and Port and repurposes the Kleberg Bank property. The architectural firm is Gignac and Associates and as soon as they have a timeline, Ms. Montez will bring the information back to the committee. Weather permitting, the construction on the station will begin in May 2023 and be completed by the end of the year.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for June 2022, stating that our ridership is slowly increasing with Passenger Trips up 20.1%, Revenue Service Hours down 1.4% and Revenue Service Miles up .2% over June 2021, but still down 50.7% system-wide to pre-covid ridership. The fixed route bus on-time performance metric was shown. The current construction projects impacting fixed route services was shown to the committee. B-Line service performance was presented. Passengers per hour was at 2.53, denials were at 0%. Miles between road calls were 12,394, and monthly wheelchair boardings were 3,653.

Chairperson's Report:

Ms. Imelda Trevino shared the upcoming meeting dates with the committee.

The meeting adjourned at 12:45pm.



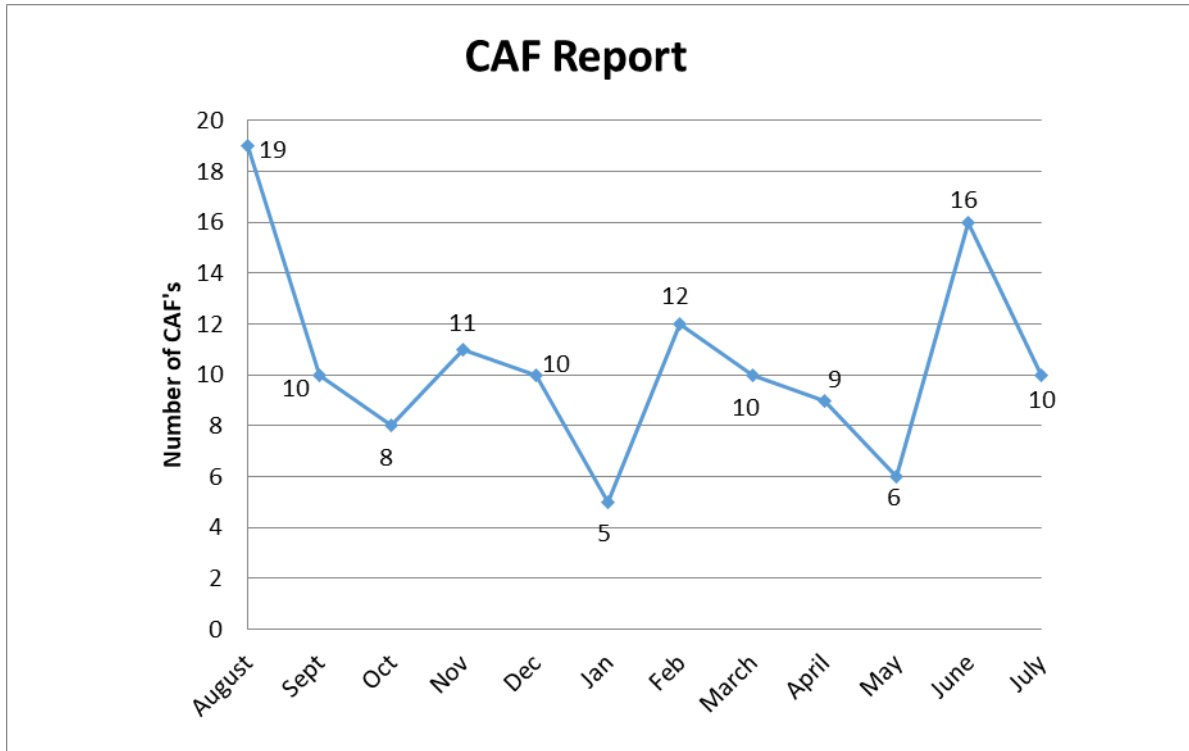
July 31, 2022

Subject: CAF Report for July 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2022, there were 10 reported CAFs which was less than the 16 reported CAFs for June 2022. The decrease of 6 CAFs for July 2022 represents a 38% decrease.

There were three Commendations included in the total for the month of July.



July 2022 for Route Summary Report:

| Route | # of CAFs | Route | # of CAFs |
|----------------------------|-----------|----------------------------------|-----------|
| #3 NAS Shuttle | | #32 Southside | 1 |
| #4 Flour Bluff Mini B | 2 | #34 Robstown North Circulator | |
| #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 | 1 |
| #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 | | #93 FLEX | |
| #27 Northwest | | #94 Port Aransas Shuttle | |
| #27x Northwest (Express) | | #95 Port Aransas Express | 1 |
| #28 Leopard /Omaha | | B-Line (Para-Transit) Services | 0 |
| #29 Staples | 1 | Safety & Security | |
| #29F Staples/Flour Bluff | | Service Development | |
| #29SS Staples/Spohn South | | Facilities/Service Development | |
| #30 Westside/Health Clinic | | COMMENDATIONS | 3 |
| | | TOTAL CAF's | 10 |

July 2022 CAF Breakdown by Service Type:

| CAF Category | RTA Fixed Route | B-Line Paratransit | Purchased Transportation | Totals |
|---------------------------|-----------------|--------------------|--------------------------|-----------|
| ADA | | | | |
| Service Stop Issues | | | 2 | 2 |
| Driving Issues | | | | |
| 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 | | | | |
| Bline Call Lines | | | | |
| Incident at Stop | | | | |
| Incident on Bus | | | | |
| Incident at Station | | | | |
| Policy/Mask Policy | | | | |
| Denial of Service | | | | |
| Safety and Security | | | 1 | 1 |
| Rude | 2 | | 1 | 3 |
| Facility/Srvc Development | | | | |
| Service Development | | | | |
| Transportation (Other) | | | | |
| Over Crowded Vehicle | | | | |
| Cell Phone User | 1 | | | 1 |
| Service Maintenance | | | | |
| Commendations | 2 | | 1 | 3 |
| TOTAL CAFs | 5 | 0 | 5 | 10 |

Conclusion:

During July 2022, CCRTA received ten CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were three commendations.

Five CAFs were received regarding CCRTA Service, representing 50% of the total customer assistance contacts; there were two commendations.

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

Five CAFs were received regarding Contracted Fixed Route Service representing 50% of the total customer assistance contacts; there was one commendation.

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.



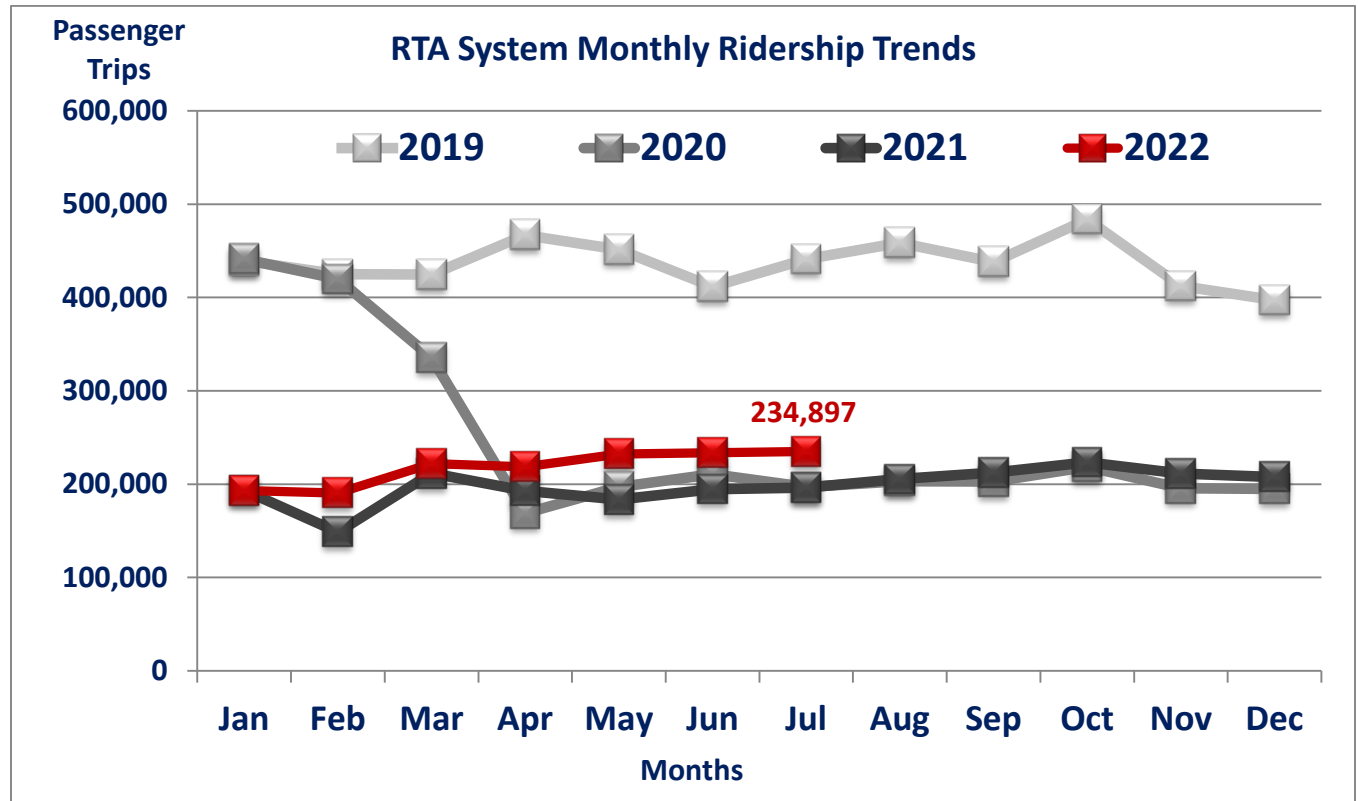
Subject: July 2022 Operations Report

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.



System-wide Ridership and Service Performance Results

July 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 234,897 which represents a 19.7% increase as compared to 196,180 passenger trips in July 2021 with 38,717 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in July 2019 with 441,053 passenger trips, the 234,897 passenger trips represent a 46.7% decrease with 206,156 fewer trips.

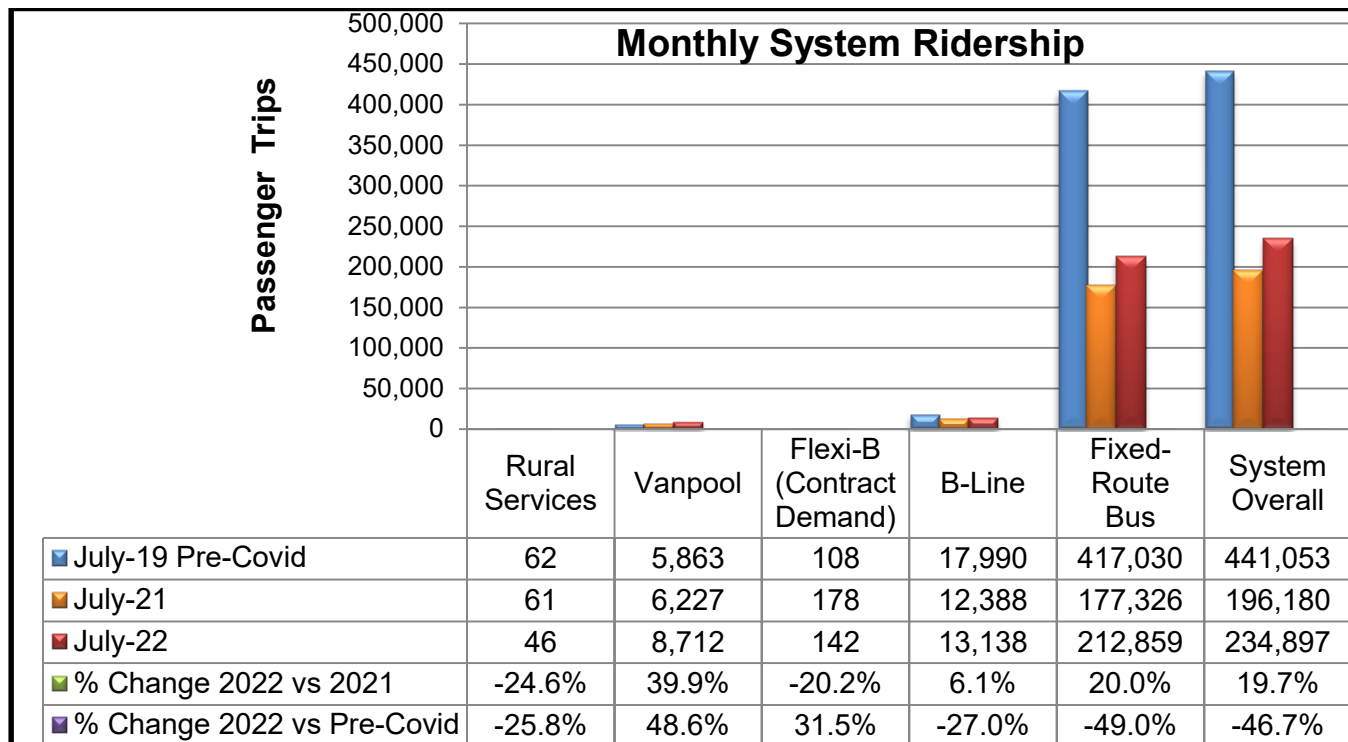


| July 2022 | July 2021 | Variance |
|--|--|----------|
| 20 Weekdays | 22 Weekdays | -2 |
| 5 Saturdays | 5 Saturdays | - |
| 6 Sundays | 4 Sundays | +2 |
| Monday, July 4 th , Holiday | Sunday, July 4 th , Holiday | - |
| 31 Days | 31 Days | - |

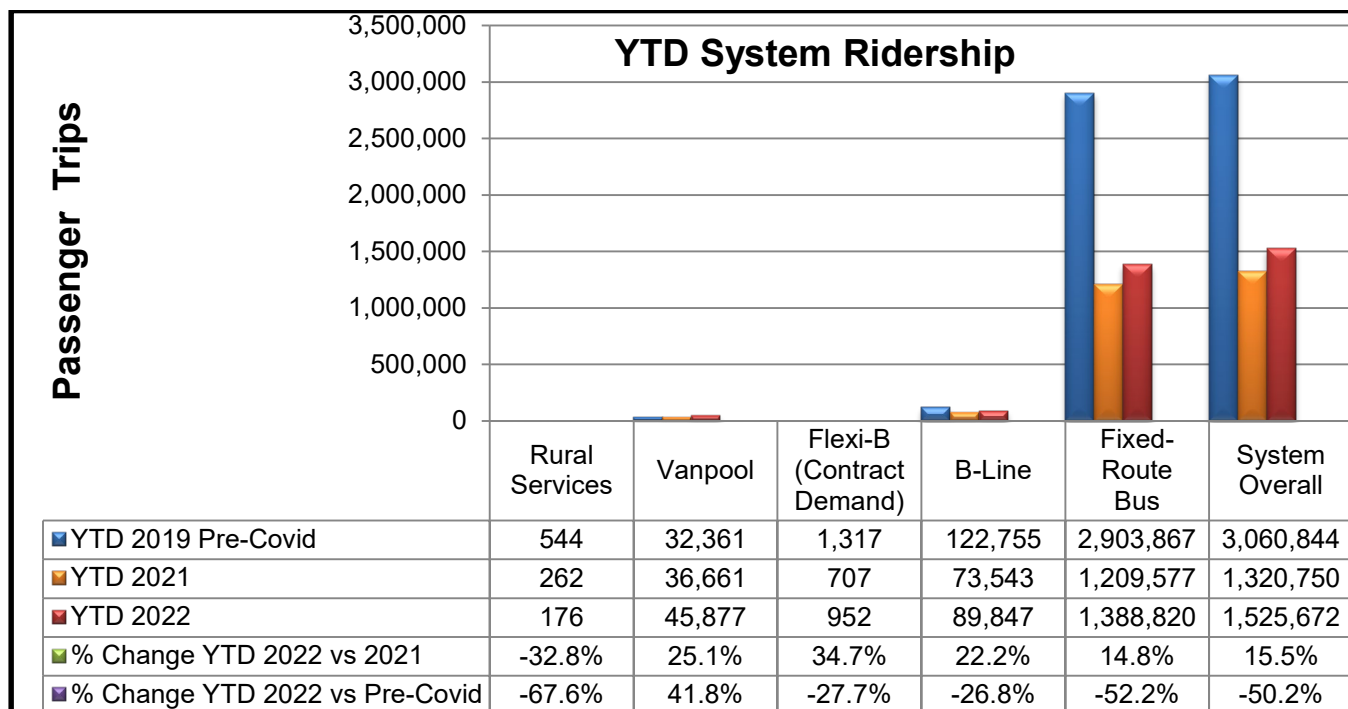
In July 2022, services operated two less weekdays and two more Sundays as compared to July 2021. The average retail price for unleaded gas in Corpus Christi was approximately \$3.85 per gallon as compared to \$2.82 per gallon in July 2021¹. A 73% increase in the average cost per gallon. Rainfall was below normal at 0.54 inches as compared July 2021 with 9.28 inches². The normal July rainfall amount is approximately 2.54 inches. The recorded 92.0-degree average temperature was slightly lower than the average monthly temperature of 93.7 degrees.

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

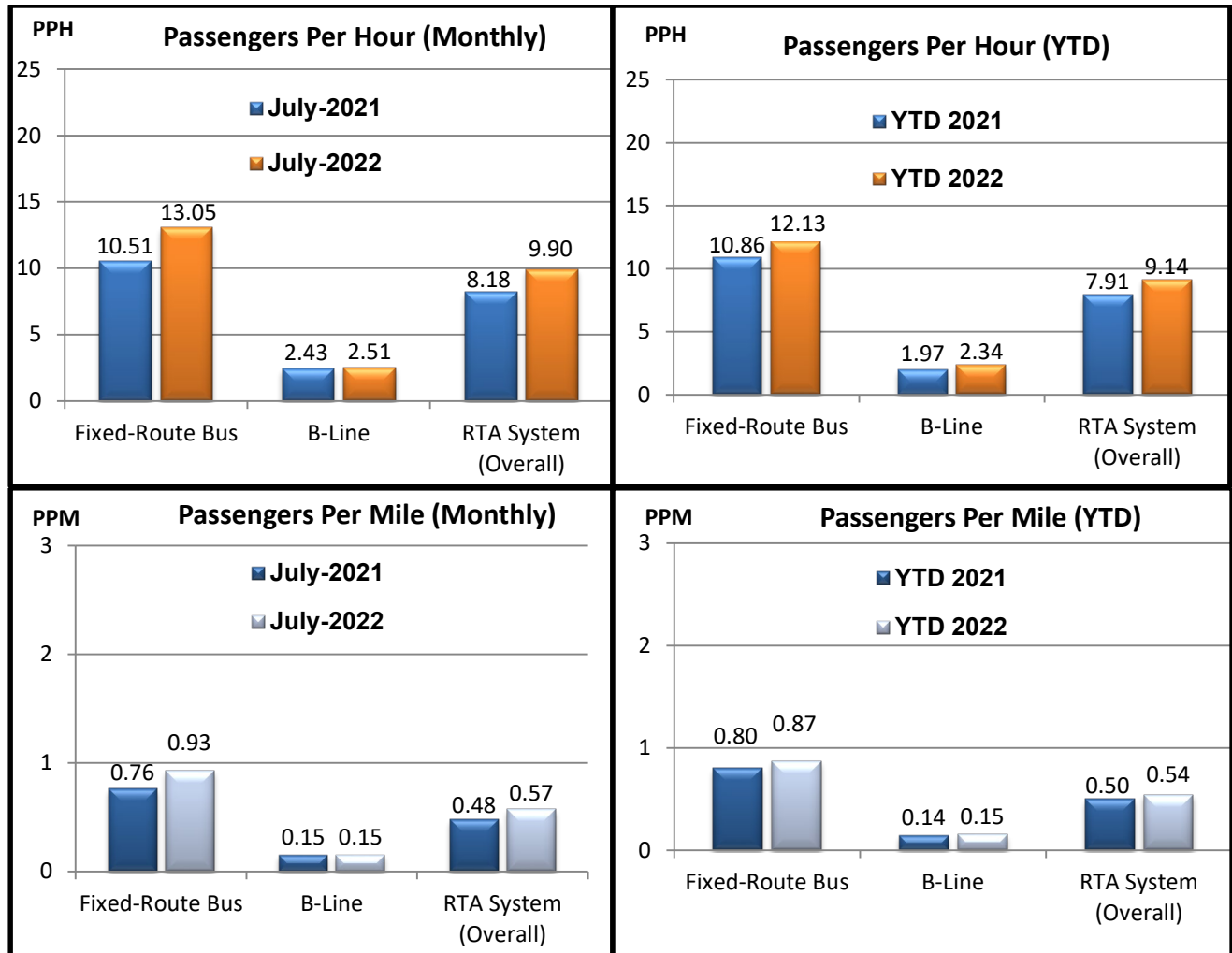
The chart below shows monthly ridership results for all services. CCRTA recorded 38,717 more passenger trips for a 19.7% increase as compared to July 2021. As compared to July 2019 Pre-Covid, passenger trips decreased 46.7%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 204,922 more passenger trips for a YTD increase of 15.5% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 50.2% with 1,535,172 fewer trips.



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



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

| Schedule Adherence | Standard | Apr-22 | May-22 | Jun-22 | Jul-22 | 4-Month Average |
|-------------------------------|-------------|--------|--------|--------|--------|-----------------|
| Early Departure | <1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Departures within 0-5 minutes | >85% | 89.7% | 92.1% | 92.5% | 90.9% | 91.3% |
| Monthly Wheelchair Boardings | No standard | 2,485 | 3,132 | 3,351 | 3,259 | 3,057 |
| Monthly Bicycle Boardings | No standard | 4,159 | 5,051 | 5,311 | 5,526 | 5,012 |

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

| | |
|---------------------------------------|---|
| <p>On Detour</p> | <ul style="list-style-type: none"> • U.S.181 & 361 Interchange in Gregory: Began mid-2019 and is now half complete. <ul style="list-style-type: none"> ➤ 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. <ul style="list-style-type: none"> ➤ Route 65 (No stops impacted) • Winnebago & Lake St. (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> ➤ Route 12 (10 stops impacted) • Leopard St. (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion is late-2022. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (4 stops closed) • Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in September 2022. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) • S. Staples St. (Kostoryz-Baldwin) (29) month project: Began March 2021 <ul style="list-style-type: none"> ➤ Route 29 (12 Stops closed) Detour from Staples to Alameda to Texan Trail |
| <p>No Detour</p> | <ul style="list-style-type: none"> • Waldron Road (SPID to Purdue) To begin Fall-2022 <ul style="list-style-type: none"> ➤ Route 4 (13 stops will be impacted) |
| <p>Detours may be required</p> | <ul style="list-style-type: none"> • Leopard St. (Crosstown to Palm) (14) month project to begin Fall 2022. This Bond project will extend the current/existing Leopard St. detour. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (9 stops will be impacted) • Wildcat (Northwest Blvd. to Teague) To begin late 2022 <ul style="list-style-type: none"> ➤ Route 27 (4 stops may be impacted) • McArdle (Carroll to Kostoryz) To begin late-2022 <ul style="list-style-type: none"> ➤ Route 19 (8 stops may be impacted) • Gollihar (Crosstown to Greenwood) To begin late-2022 <ul style="list-style-type: none"> ➤ Routes 23 & 25 (11 stops may be impacted) • Alameda (Chamberlain to Texan Tr.) To begin late-2023 <ul style="list-style-type: none"> ➤ Routes 5 & 17 (8 stops will be impacted) |
| <p>No Detour</p> | <ul style="list-style-type: none"> • Everhart Rd. (SPID-S. Staples): Project could begin late-2023. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops will be impacted) |

For July 2022, there were 11 detoured routes out of 32 fixed route services in operation. This equates to approximately 34% of CCRTA services travelling on the local streets. Detoured bus route services include: 12, 21, 23, 27, 28, 29, 37, 51, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **28**.

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

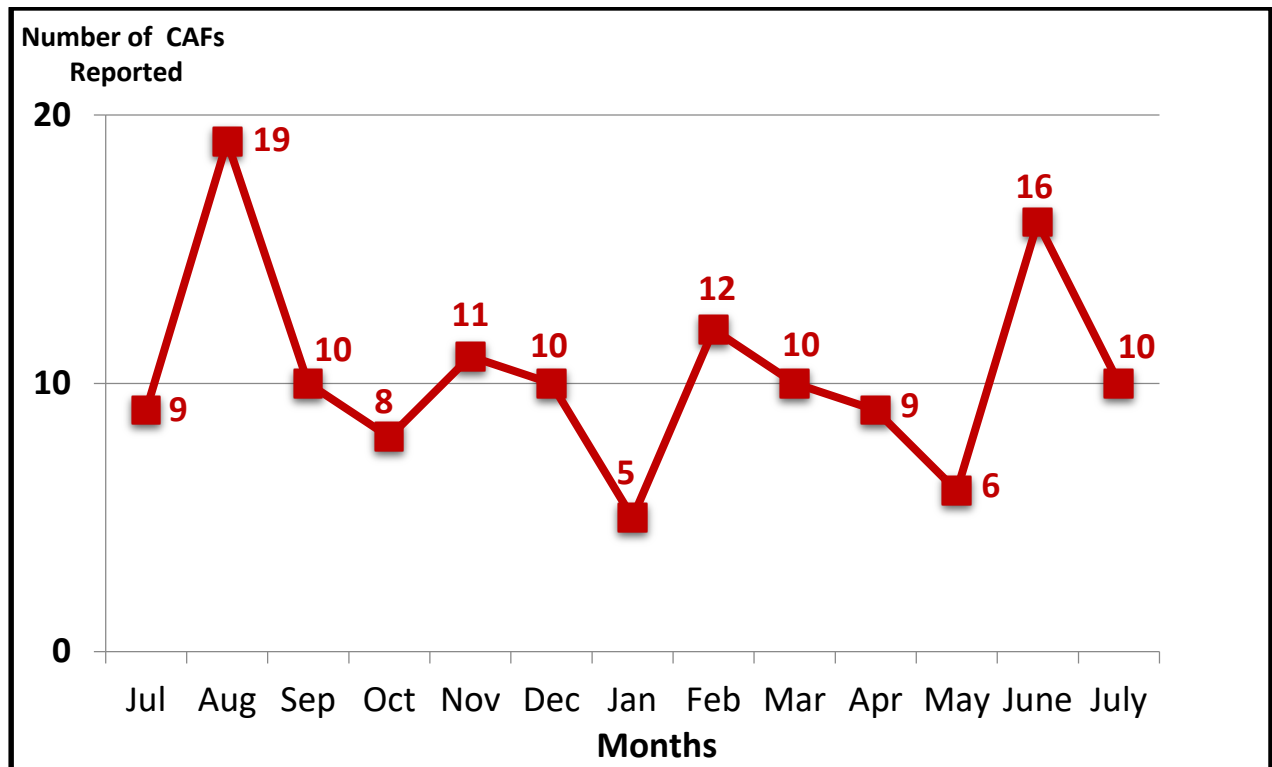
In July 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.51** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **13,731** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **8,752** ambulatory boardings; **3,490** wheelchair boardings

| Metric | Standard | Apr-22 | May-22 | Jun-22 | Jul-22 | (4) Month-Ave. |
|------------------------------|-------------|--------|--------|--------|--------|----------------|
| Passengers per Hour | 2.50 | 2.37 | 2.35 | 2.53 | 2.51 | 2.44 |
| Denials | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.0% |
| Miles Between Road Calls | 12,250 | 15,950 | 18,076 | 12,934 | 13,731 | 15,173 |
| Monthly Wheelchair Boardings | No standard | 3,670 | 3,741 | 3,653 | 3,490 | 3,639 |

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2022, Customer Service received and processed 10 (CAF's) Customer Assistance Forms including three commendations. 10 CAF's is 6 less than the previous month and represents a 38% decrease.



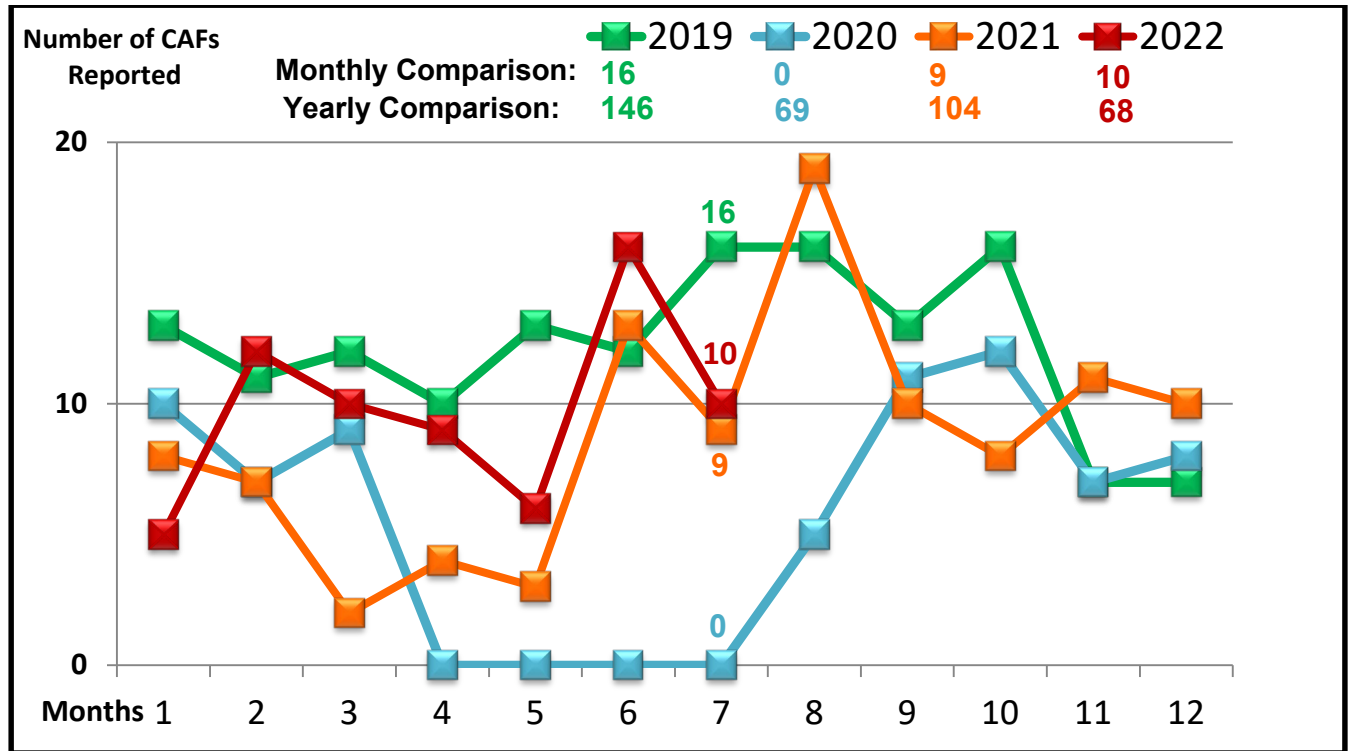
Route Summary Report:

| Route | # of CAFs | Route | # of CAFs |
|----------------------------|------------------|----------------------------------|------------------|
| #3 NAS Shuttle | | #34 Robstown North Circulator | |
| #4 Flour Bluff | 2 | #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/Port | | #56 Flour Bluff/Downtown Express | |
| #17 Carroll/Southside | | #60 Islander Connection | |
| #19 Ayers | | #65 Padre Island Connection | 1 |
| #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 | 1 |
| #27 Northwest | | B-Line (Paratransit) Services | |
| #27x Northwest (Express) | | Safety & Security | |
| #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 | | Commendations | 3 |
| #32 Southside | 1 | TOTAL CAF's | 10 |

CAF Breakdown by Service Type:

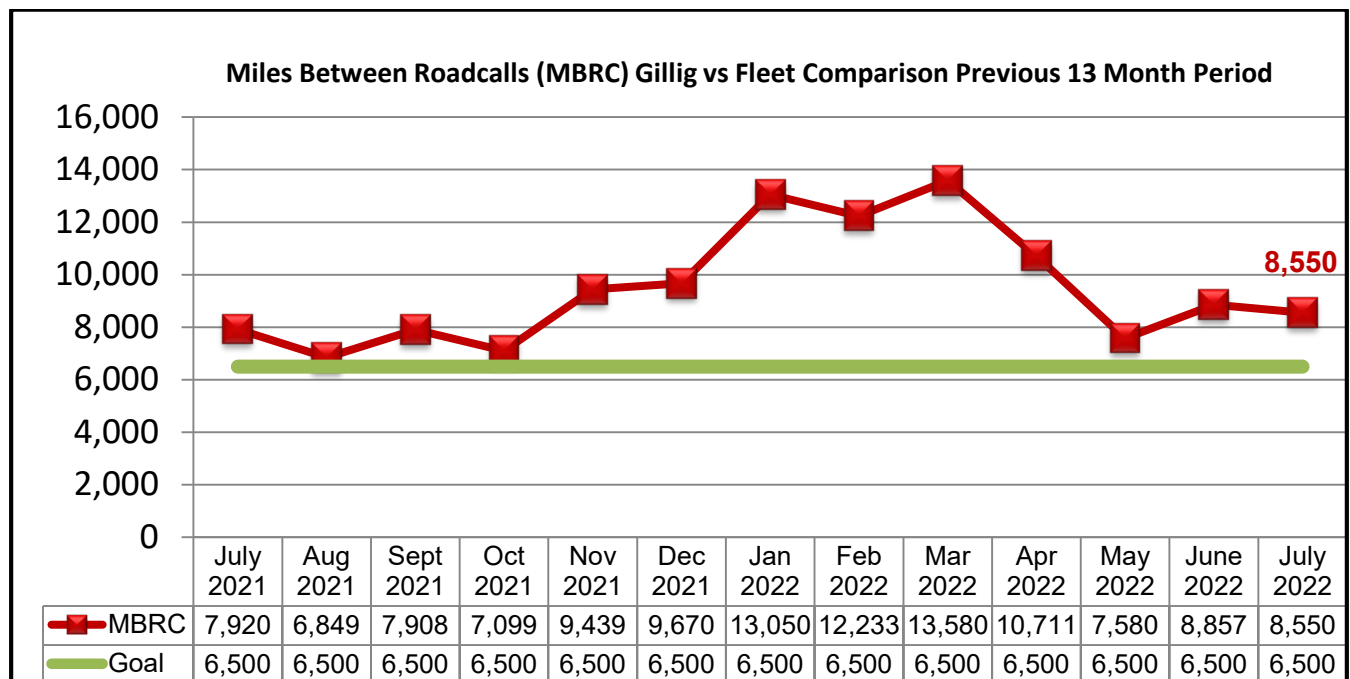
| CAF Category | RTA Fixed Route | B-Line ADA Paratransit | MV Fixed Route | Totals |
|--------------------------------|------------------------|-------------------------------|-----------------------|---------------|
| ADA | | | | |
| Service Stop Issues | | | 2 | 2 |
| Driving Issues | | | | |
| Customer 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 | | | | |
| Incident at Station | | | | |
| Policy/Standing Orders | | | | |
| Denial of Service | | | | |
| Safety & Security | | | 1 | 1 |
| Rude | 2 | | 1 | 3 |
| Facility Maintenance | | | | |
| Service Development | | | | |
| Vehicle Maintenance | | | | |
| Over Crowded Vehicle | | | | |
| Cell Phone User | 1 | | | 1 |
| Service Maintenance | | | | |
| Commendations | 2 | | 1 | 3 |
| Total CAFs | 5 | 0 | 5 | 10 |

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In July 2022, there were 8,550 miles between road calls (MBRC) recorded as compared to 7,920 MBRC in July 2021. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,496.



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: _____
Mike Rendón
Acting Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: August 4, 2022

SUBJECT: B-Line Report for July 2022

- ❑ Ridership for the month of July 2022 was 13,138 compared to 12,388 for July 2021, which equates to 750 more trips representing an 6.05% **increase**.

- ❑ Ridership for YTD 2022 was 89,847 representing an 22.17% **increase** over 2021 ridership statistics.

| RIDERSHIP 2021 YTD | RIDERSHIP 2022 YTD | DIFFERENCE | % DIFFERENCE |
|--------------------|--------------------|------------|--------------|
| 73,543 | 89,847 | 16,304 | 22.17% |

Service Standards

- ❑ Productivity: 2.51 PPH (Passengers per hour) July 2022, contract standard is 2.50

- ❑ On Time Performance: 93.68% on time performance for July 2022

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

- ❑ 770 trips out of 12,178 trips (6.32%) did not meet the standard for on time performance in July 2022. Of that number:
 - 739 were < 30 minutes late
 - 30 were > 30 minutes late
 - 1 was > 60 minute late
 - 0 were > 90 minutes late

- ❑ Miles between road calls 164,775.9 miles with 12 road call that equates to 13,731.3 miles between road calls for July 2022. MV did exceed the minimum standard of 12,250 miles between road calls for July 2022.

Wheelchair Boarding's and associated statistics

For the month of July 2022, there were:

- 8,752 - ambulatory passengers
- 3,490 - wheelchair boarding's
- 724 - personal care attendants (AM)
- 170 – companions
- 2 - animals

Other Service statistics

There were 5 **Customer Assistance Forms** recorded for JULY 2022: 4 complaints & 1 Commendation

1. Complaint- Customer called to say Rosalinda is verbally abusive to her passengers and they're tired of it. Customer stated she wants to walk 30 minutes to Compton to avoid riding with Rosalinda. Customer boards at stop #657 in the morning and wears her earbuds playing loud music so she doesn't have to listen or talk to Rosalinda. Rosalinda has told her "you must be very boring" and "I want my customers to talk to me" and yells "GOOD MORNING" at her. Customer doesn't want to talk to her in the morning. She also asks "where do you want to go" even though the customer boards most every morning to go to Compton & Waldron. Customer just wants to get on and ride, and she will pull the string when she's ready to get off. Rosalinda tells riders "it's my way or the highway, this is MY bus" When a supervisor is riding with her she's polite, but as soon as the supervisor gets off the bus, she's ugly to customers again.
 - a. We apologize for any inconvenience or the feeling of being uncomfortable. WE did watch the video from this day in question and it does not seem as if the operator was being rude at all. When the operator ask the question of where the rider is going it's what she is supposed to do. If by chance the bell breaks the operator will not know to stop at a certain stop unless she is told. We did hear the operator say good morning but nothing else. I have spoken to the operator and made it very clear that the riders don't have to talk to you if they don't want to. If you say good morning and they don't say anything back do not force them to. As far as the statement "it's my way or the highway" the operator said she never said that. Operator has been told to make sure she just follows the proper procedures, say good morning and proceed with the route
2. Complaint- wanted to report to you how I got sick with COVID 19 from the bus. Last Wed, I was on the Rt. 4 leaving Compton/Waldron about 4:40 pm. While I was on the bus, this Jr. High/High School student was really sick and sneezed like a Tornado/Hurricane all over the passengers. He was not wearing a mask and did not cover his mouth. We all looked at him in amazement. He acted like he didn't care that he was spreading all his germs to everybody. It was pretty obvious he was really sick and got onto the bus while being to sick and spreading all his germs. Later, that evening I developed a fever and tested positive for COVID 19. I have been down sick for over a week now and barely recovering. I have been off work due to the quarantine period and recovery. I heard that there are RTA and MV Bus drivers and passengers who are getting sick with COVID 19 by the numbers now. It appears that passengers taking the bus have COVID 19 and possibly feverish. Due to the fast growing high numbers of COVID 19 cases, is RTA thinking about imposing the mask mandate again? I feel for the RTA and MV Drivers who are catching COVID 19 due to them not wearing a mask and covering their mouths when coughing and sneezing. I just thought I would let you know what is happening out there while riding the RTA/MV buses. Thank you for your time, please let me know what you think
 - a. We are sorry to hear about the diagnoses that you have been given. Although right now it is not mandate by TSA to wear a mask on public transportation we strongly encourage our operators and passengers to continue to wear a mask. We still have the mask dispenser on every bus so that those who don't have one could get one from the bus. We will continue to suggest mask but it is solely up to the individual.
3. Complaint- On Sunday 7/17/2022, Sharon Scarborough was standing at bus stop #695 and watched as the R65 entered the freeway and missed her stop. This has been an ongoing problem, and she can't miss her work appointments on the island!
 - a. We are greatly sorry to Ms. Scarborough for this mishap. Operator was brought in and counseled on the importance of going to every stop even when there is no one

there. He understood and stated this will never happen again he will go to every stop even if he does not see anyone.

4. Complaint- Once again, the RTA Express from Sandcastle @11th drove right past our rider. He was sitting in a truck with my husband trying to avoid the heat while waiting on this bus. THERE is NO BENCH at this DESIGNATED stop. My husband had to follow along (HONKING) until he got the female driver's attention to STOP and get this rider. The driver's response that if she's running late and there's no one there she doesn't have to stop. PLEASE PLACE A BENCH AT THIS STOP. IT is cruel to have riders standing, waiting for long periods of time in this HEAT and not even provide a place to sit so the driver can SEE that there is a rider.
 - a. We apologize for this inconvenience, but the operator did state that one was at the bus stop. Operator was reminded to make a complete stop at all timing points just in case a rider is waiting in the shade. This way she will see them heading towards the bus.
5. Commendation- Please tell Management that the busses are always so clean, and the drivers are EXCELLENT and it is a phenomenal service everything! Customer Service and the Transit Stations! I am so happy on the bus I do it all the time and see different parts of the city. LOVE YOU GUYS! Julie Bray Your biggest fan in Flour Bluff
 - a. Please thank Ms. Bray for recognizing the hard work and dedication of all of our employees.

Conclusion

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

- ❑ 2.51 passengers per hour
- ❑ 93.68% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for July 2022 at 13,731.3 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for July 2022

| | Total Miles Driven in July for Each Bus Type | Total Road Calls for July 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 | #REF! | 2 | 2 | 0 | 1 | 1 | 0 | 0 |
| CNG (35' 901-926) (40' 1001-1024) | | | | | | | | |
| Totals | #REF! | 42 | 42 | 0 | 19 | 23 | 2 | 2 |
| GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722) | | | | | | | | |
| Totals | #REF! | 6 | 6 | 0 | 3 | 3 | 2 | 0 |

TOTAL MILES DRIVEN TOTAL ROAD CALLS

| | | | | | | | |
|-------|----|----|---|----|----|---|---|
| #REF! | 50 | 50 | 0 | 23 | 27 | 4 | 2 |
|-------|----|----|---|----|----|---|---|

MILES BETWEEN ROAD CALLS

| | |
|-------|--|
| #REF! | Compared Total Miles with Chargeable Roadcalls |
|-------|--|

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings

Wednesday, September 28, 2022

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, October 5, 2022

8:30 a.m.

RCAT Committee Meeting

Thursday, October 20, 2022

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

GoPass App Goes Live with Outreach

10/03/2022

National Night Out – Village @ Greenwood

10/04/2022

Fun, food, games, entertainment, snacks & prizes

4:00pm – 6:00pm