



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, November 17, 2022

Time: 12:00 p.m.

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

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

**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.	Roll Call	2 minutes	No Attachment
2.	Public Comment	3 minutes	No Attachment
3.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for October 20, 2022	5 minutes	Pages 1 - 3
4.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
5.	RCAT Liaison Report a. Update on CCRTA 2023 Budget b. Update on CCRTA Long Range System Plan c. Update on Metropolitan Planning Organization (MPO) Long Range Plan d. October CEO's Report e. September Key Performance Metrics for Fixed Route and Paratransit	25 minutes	No Attachment
6.	Chairperson's Report	5 minutes	No Attachment
7.	Informational Items: a) September 2022 CAF Report b) September 2022 Operations Report Key Metrics c) September 2022 Purchased Transportation Report d) September 2022 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 4 - 7 Pages 8 -17 Pages 18 -19 Page 20 Page 21
8.	Adjournment		No Attachment
	Total Minutes:	45	

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, October 20, 2022**

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**Advisory Committee Members Present:** Robert Box, Jeannine Leal, and Imelda Trevino; arriving after the meeting started Rhonda Alvarez, Celia Mendez

**Advisory Committee Members Absent:** Randal Chisamore, Inez Garcia, Dr. Deborah Stanley

**Board Members Present:** None

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

**MV Present:** Benjamin Schmit

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**Call to Order:** Ms. Jeannine Leal called the meeting to order at 12:03 p.m.

**Roll Call:** Ms. Susan Teltschik called the roll and determined a quorum was not yet present.

**Public Comment:** None

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

Ms. Melanie Gomez informed the RCAT committee the October 5th CFPWD meeting had a presentation Meagan Jackson from the Coastal Bend Center for Independent Living (CBCIL). CBCIL is a certified marketplace provider (previously ObamaCare). She spoke about the Navigator program that assist people with marketplace for insurance, assist with eligibility enrollment forms and finding plans for individuals. Open enrollment starts on November 1<sup>st</sup>.

The City of Corpus Christi Neighborhood Services had two accessibility calls. One of the calls was about a ramp that needed to be built and resource information was given to the person that called. Another call was about the new Science & Technology School that did not have enough accessible parking places and they didn't have the proper signage for the parking places. The City was told by the school the new signage would be taken care of and the spaces properly marked to make the parking ADA compliant.

The engineering department reported construction will begin this month on Waldron Road from SPID to Purdue and Wildcat from FM624 to Teague. Both are reconstruction of the streets, so there will be ADA improvements.

Parks & Rec Department reported they will have a community-wide drive through Trunk or Treat at Salinas Park on Wednesday October 26<sup>th</sup>. Parks & Rec also shared upon voters approve the bond 2022 projects as it relates to Park & Rec, there will be two pools built at the Bill Witt Aquatic Center; one will be a recreational pool with a zero depth entry and the other will be a competition pool also with a zero depth entry and a chair lift. Also in the bond project is funds for a multi-generational play-for-all at Cole Park, similar to the one at Salinas Park

The Corpus Christi parking control reported there were 186 violations for disabled parking, 12 for blocking the architect and 23 for blocking the sidewalks.

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

Ms. Montez updated the committee on the shelter installations. There were 300 Tolar shelters sets purchased for installation over the next seven months. CCRTA will also purchase 699 6' advertising benches, 530 44-gallon trash cans, 375 solar lighting kits to go with the shelters, two smart screens for the larger shelters for route information and 345 beacon light and seating kits to be placed in areas where there are right-of-way constraints. The CCRTA has already installed the first set of 40 shelters; 18 on Staples St., 9 on Ayers St., 4 on Port Ave., 4 in Robstown, 2 on Leopard St., and 1 each at Del Mar West Campus, the VA Clinic and Santa Fe @ Morgan by Spohn Hospital. Future shelter and beacon seats will be placed on Leopard St., Staples St., Alameda St, McArdle St., Santa Fe St., Gollihar St., Ayers St., Everhart Rd., Port St., and Weber Rd. When CCRTA completes the installation of the new shelters, they will be at 45% of all bus stops having a shelter/bench/seat. This is a phenomenal accomplishment because the industry reported by survey in 2018, only 11% of bus stops have shelters.

Ms. Montez informed the committee that the power washing contract with Nash Entities was expiring but Nash Entities was also the low bidder on the invitation for bid and will continue with the power washing which cleans and sanitizes the bus stations at night.

Ms. Montez updated the committee on the new GoPass mobile app that became available on Monday, October 3<sup>rd</sup>. The CCRTA will promote the app through a bus wrap, physical & digital media, advertising, and community outreach. Ms. Montez played the new commercial for the committee and also discussed the FAQs for the GoPass that are listed on the CCRTA website.

Ms. Montez updated the committee on the Staples Street Center repairs. Senator Juan “Chuy” Hinojosa has moved back into their offices on the second floor. Ridership is continuing to increase and has increased 31% over 2021. CCRTA hired 5 new bus operators in September that are currently in training. The entire industry is struggling with hiring bus operators after COVID. CCRTA held three biometric and flu shot clinics, two at the Bear Ln facilities and one at Staples Street Center.

Ms. Montez made the committee aware of all the meetings and conferences that were held in September along with the events, celebrations and outreach.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for August 2022, stating that our ridership is slowly increasing with Passenger Trips up 22.4%, still down 50.2% system-wide to pre-covid ridership. B-Line service performance was presented, still down 25.6% compared to pre-covid but up over 2021 by 22.4%. The current construction projects impacting fixed route services were shared with the committee. B-Line metrics were passengers per hour 2.56, miles between road calls 20,301, and monthly wheelchair boardings 4,174.

**Action to Approve Meeting Minutes of September 15, 2022** approved as presented.

Ms. Imelda Trevino made a motion to adopt the RCAT Minutes of September 15, 2022 as presented; 2nd by Celia Mendez; Alvarez, Box, Leal, Mendez and Trevino voting for approval. Motion Passed.

**Chairperson’s Report:**

Ms. Jeannine Leal shared the upcoming meeting dates with the committee.

The meeting adjourned at 12:41p.m.



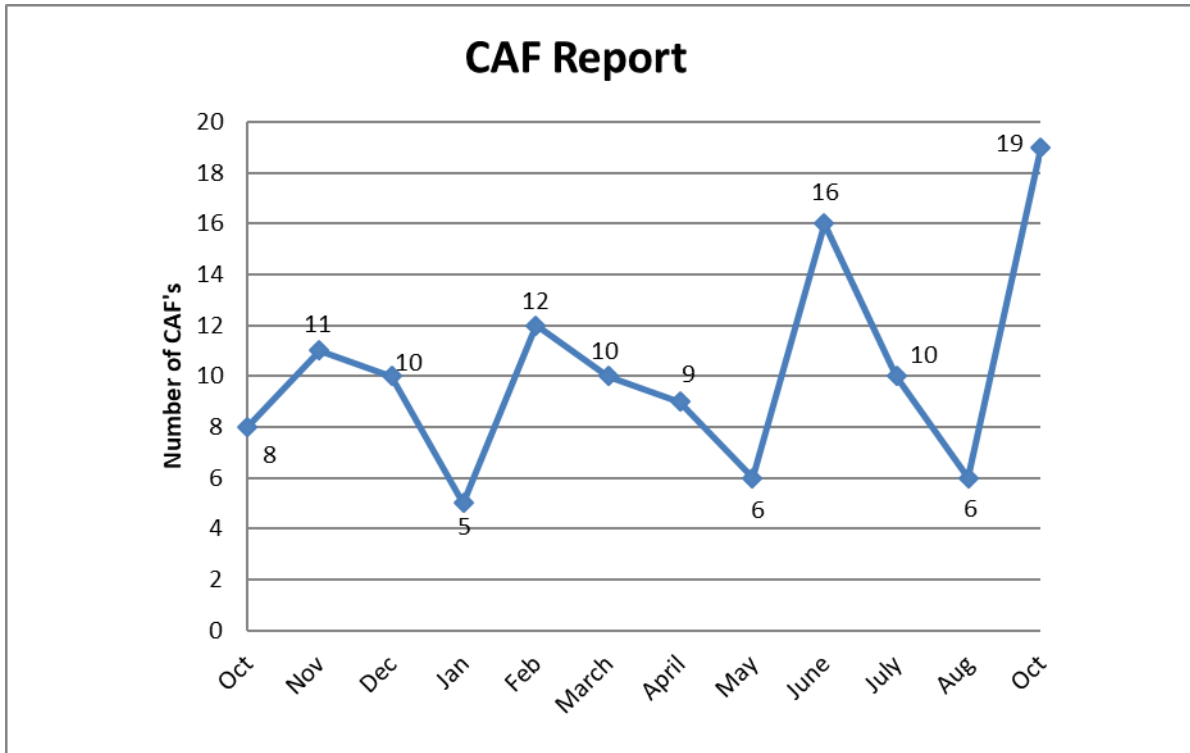
September 30, 2022

**Subject: CAF Report for September 2022**

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

For September 2022, there were 19 reported CAFs which was more than the 6 reported CAFs for August 2022. The increase of 13 CAFs for September 2022 represents a 316.67% increase.

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



**September 2022 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	1
#4 Flour Bluff		#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 Hillcrest/Baldwin		#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS	1	#53 Robstown/NAS Ex (P&R)	
#16 Morgan/Port		#54 Gregory/Downtown Express	
#17 Carroll/Southside	1	#60 Momentum Shuttle	
#19 Ayers		#65 Padre Island Connection	1
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda	1	#83 Advanced Industries	
#23 Molina		#90 Flexi-B Port Aransas	
#24 Airline/Yorktown		#93 FLEX	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Leopard	3	B-Line (Para-Transit) Services	1
#27x Leopard (Express)		Safety & Transportation	1
#28 Leopard /Navigation		Service Development	
#29 Staples	5	Facilities/Service Development	
#29F Staples/Flour Bluff	2		
#29SS Staples/Spohn South	1	COMMENDATIONS	1
		TOTAL CAF's	19

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

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	4		1	5
Driving Issues	3			3
Customer Services	1			1
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Policy	1			1
Denial of Service	2			2
Safety and Security				
Rude	3			3
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation	1			1
Commendations	1			1
<b>TOTAL CAFs</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>19</b>

## **Conclusion:**

During September 2022, CCRTA received nineteen CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no commendations.

Seventeen CAFs were received regarding CCRTA Service, representing 90% of the total customer assistance contacts; there was one commendation.

One CAF was received regarding B-Line Service representing 5% of the total customer assistance contacts; there were no commendations.

One CAF was received regarding Contracted Fixed Route Service representing 5% 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

November 2, 2022

**Subject:** September 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.

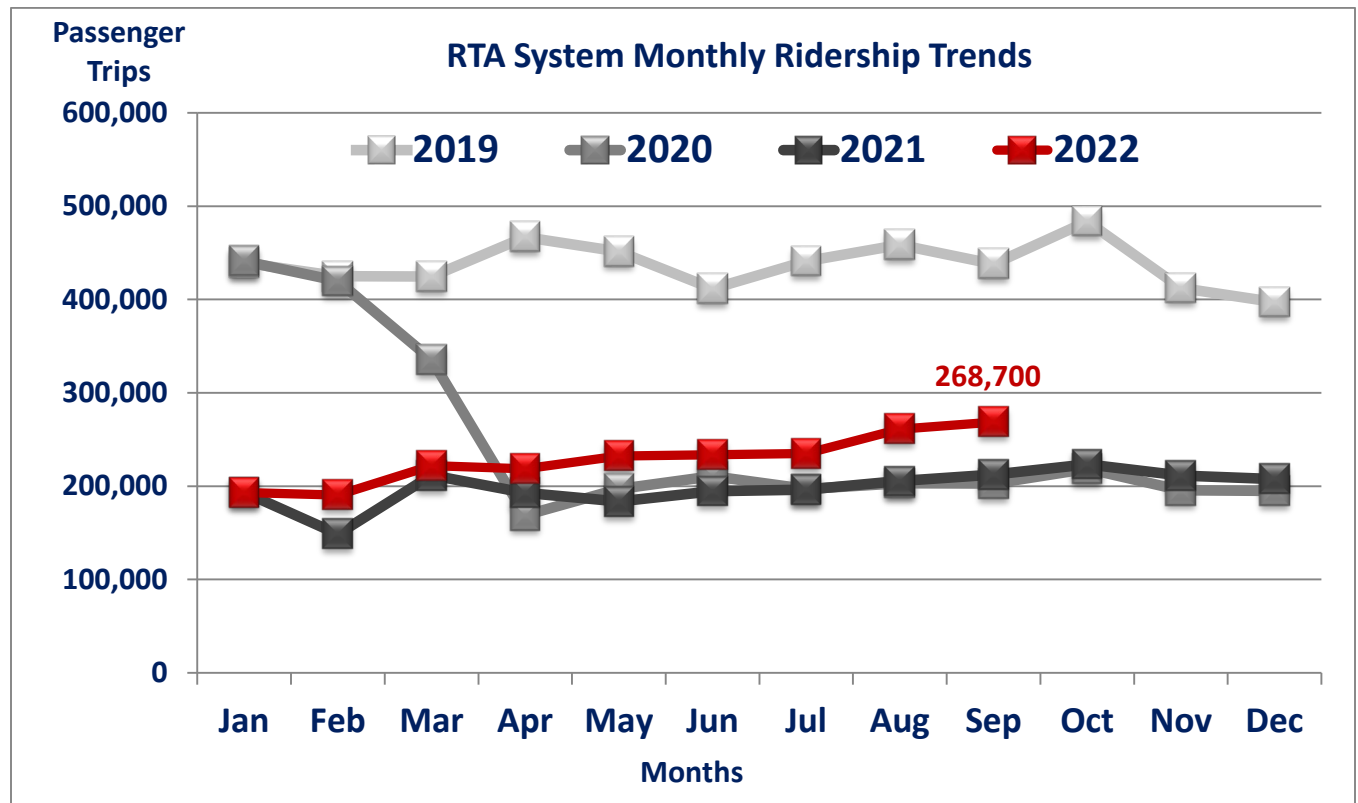


**COMMUTE**  
with enterprise



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

September 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 268,700 which represents a 26.4% increase as compared to 212,561 passenger trips in September 2021 with 56,139 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in September 2019 with 438,196 passenger trips, the 268,700 passenger trips represent a 38.7% decrease with 169,496 fewer trips.

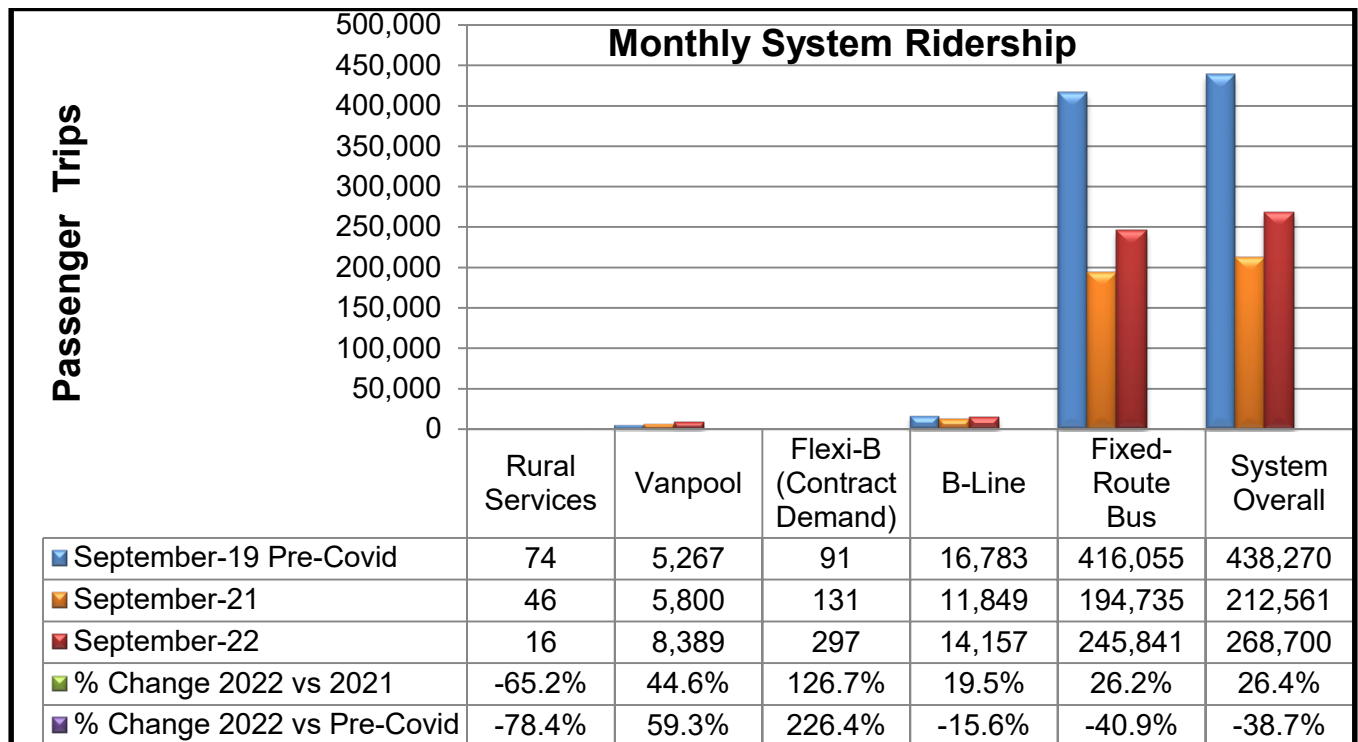


September 2022	September 2021	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
1 Labor Day Holiday	1 Labor Day Holiday	-
30 Days	30 Days	-

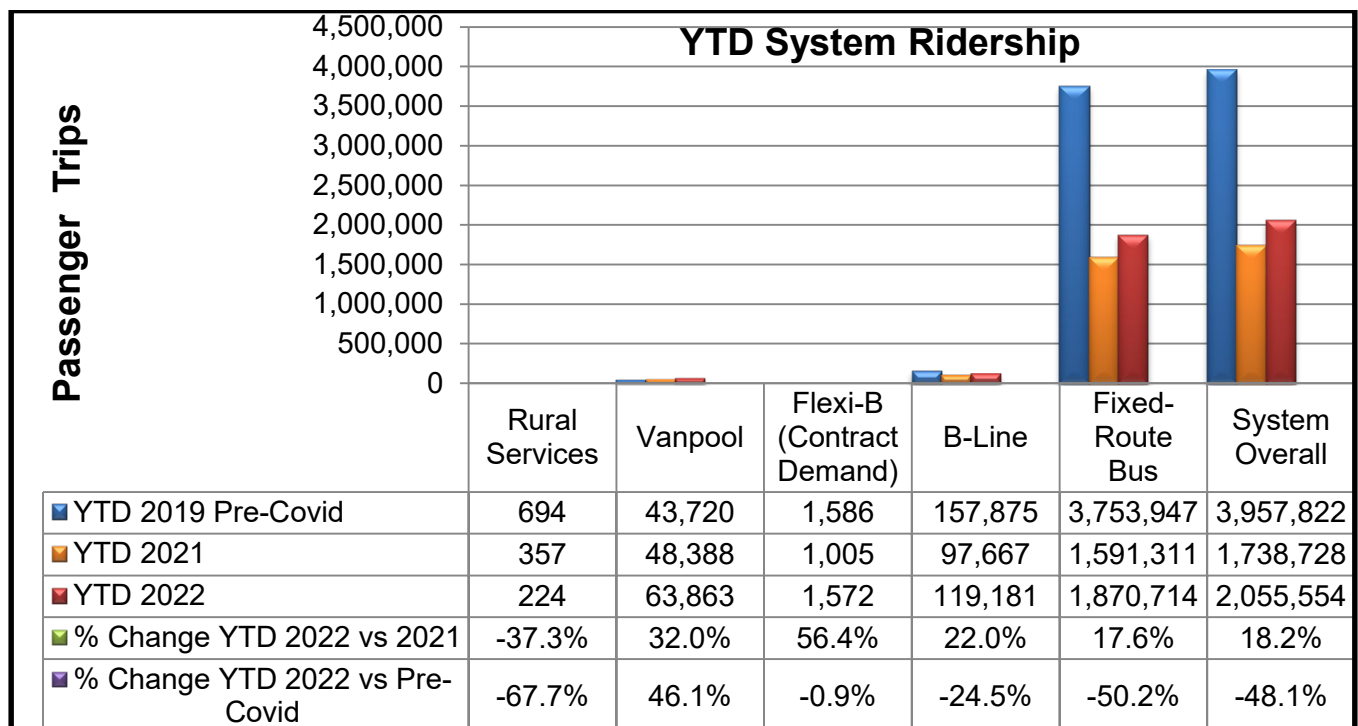
The average retail price for unleaded gas in Corpus Christi was approximately \$2.98 per gallon as compared to \$2.82 per gallon in September 2021<sup>1</sup> which represents a 5.3% increase in the average cost per gallon. Rainfall was below normal at 1.66 inches and lower than September 2021 at 7.44 inches<sup>2</sup>. The normal average rainfall for September is approximately 5.42 inches. The 93.2-degree average temperature was higher than the average monthly temperature of 90.8 degrees.

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

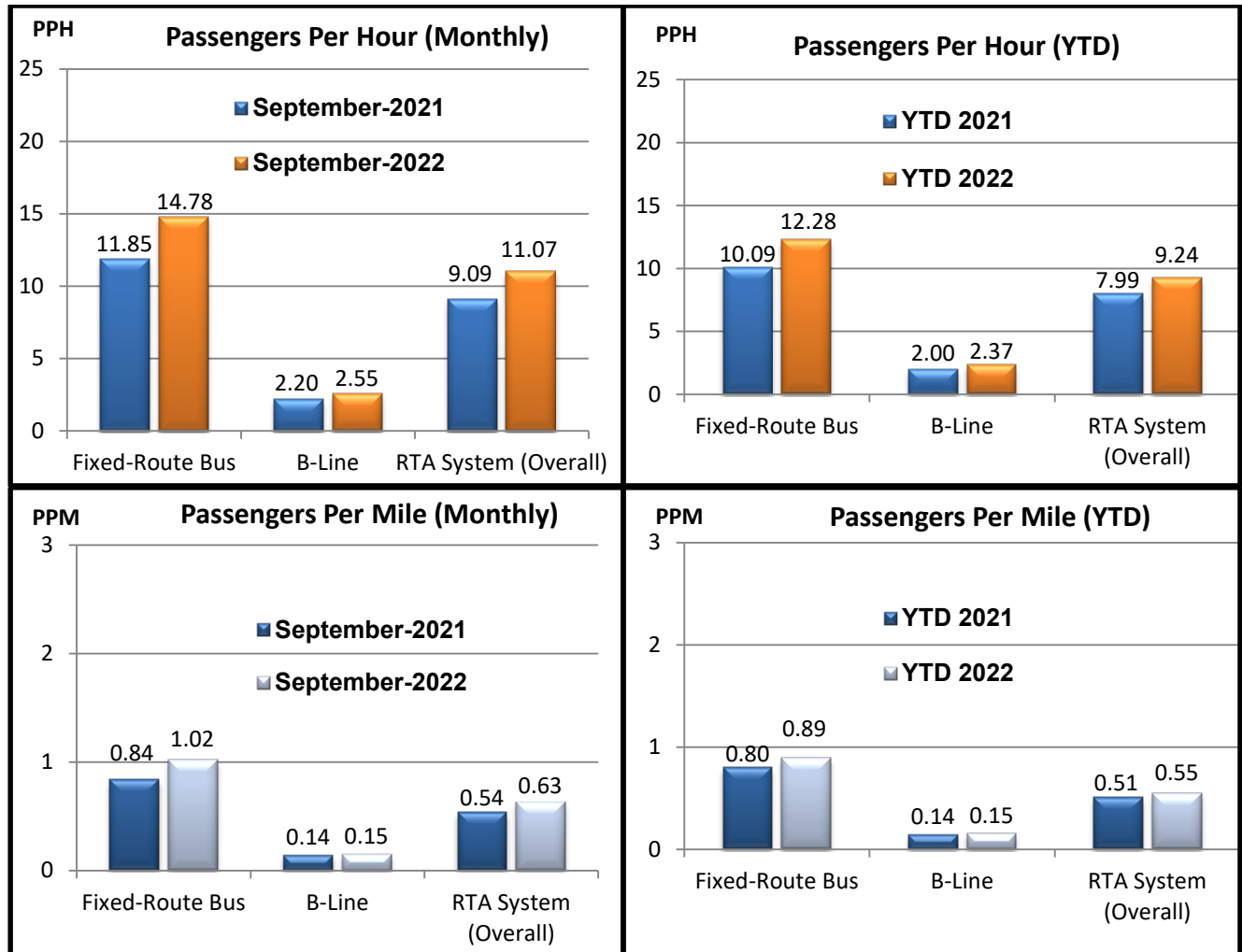
The chart below shows monthly ridership results for all services. CCRTA recorded 56,139 more passenger trips for a 26.4% increase as compared to September 2021. As compared to September 2019 Pre-Covid, passenger trips decreased 38.7%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 316,826 more passenger trips for a YTD increase of 18.2% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 48.1% with 1,902,268 fewer trips.



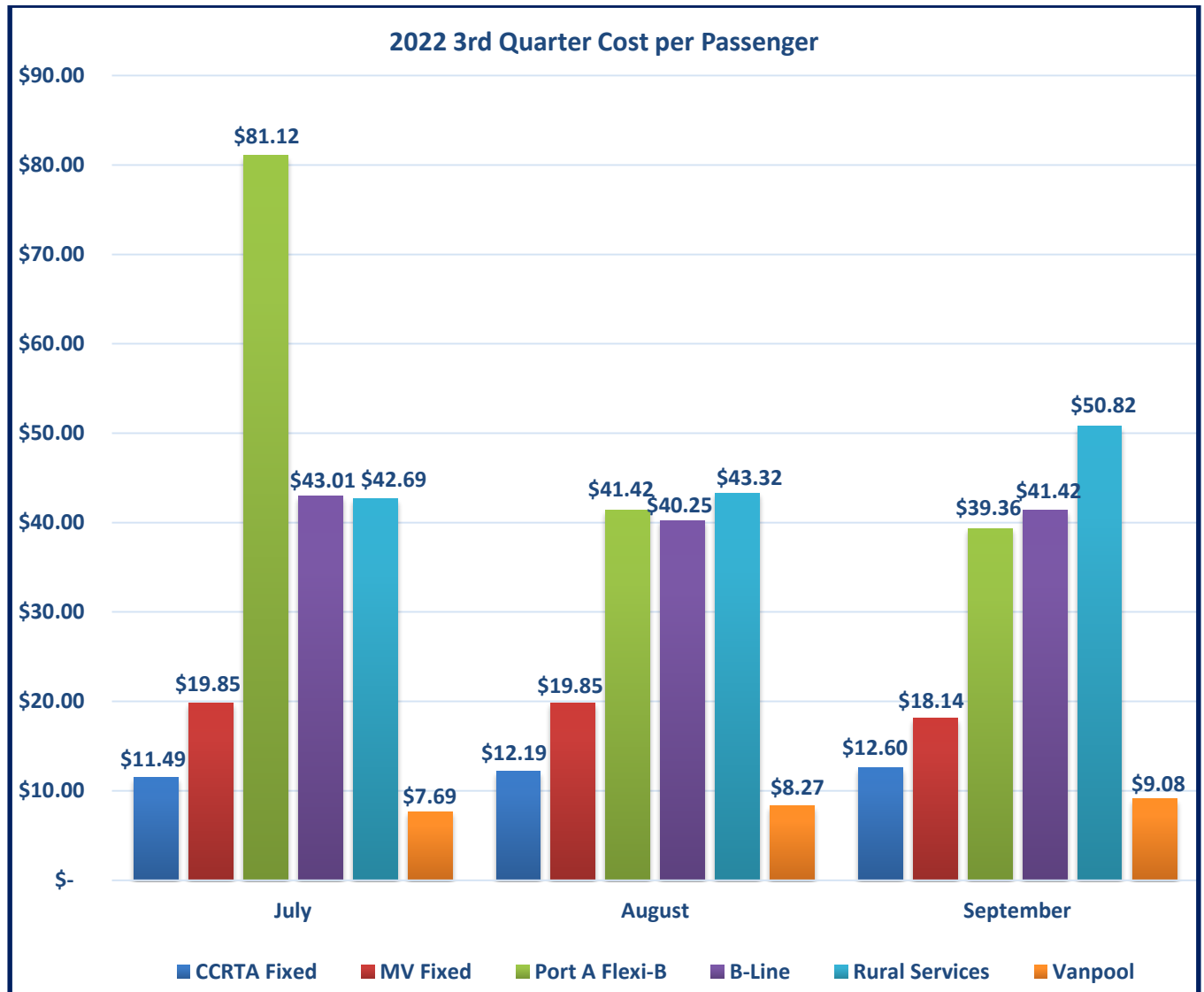
The following charts report system-wide productivity for the month of September 2022 vs. September 2021 and YTD figures.



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

Schedule Adherence	Standard	Jun-22	Jul-22	Aug-22	Sep-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	92.5%	90.9%	91.4%	90.4%	91.3%
Monthly Wheelchair Boardings	No standard	3,351	3,259	3,659	3,431	3,425
Monthly Bicycle Boardings	No standard	5,311	5,526	5,245	4,809	5,223

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



**Cost per Passenger - 3rd Quarter 2022**

	MB DO	MB PT	DR DO	DR PT (MV)	DR PT (RU)	VP PT
Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
July	\$ 11.49	\$ 19.85	\$ 81.12	\$ 43.01	\$ 42.69	\$ 7.69
August	\$ 12.19	\$ 19.85	\$ 41.42	\$ 40.25	\$ 43.32	\$ 8.27
September	\$ 12.60	\$ 18.14	\$ 39.36	\$ 41.42	\$ 50.82	\$ 9.08
<b>3rd Qtr. Average</b>	<b>\$ 12.09</b>	<b>\$ 19.28</b>	<b>\$ 53.97</b>	<b>\$ 41.56</b>	<b>\$ 45.61</b>	<b>\$ 8.35</b>

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

<b>On Detour</b>	<ul style="list-style-type: none"> <li>• <b>U.S.181 &amp; 361 Interchange in Gregory:</b> Began mid-2019 and is now half complete. <ul style="list-style-type: none"> <li>➤ Route 51 (No stops impacted)</li> </ul> </li> <li>• <b>New Harbor Bridge (North Beach):</b> Routes 76 &amp; 78 remain on minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)</li> <li>• <b>Park Road 22 water exchange bridge:</b> Began late 2020. Slight detour only. <ul style="list-style-type: none"> <li>➤ Route 65 (No stops impacted)</li> </ul> </li> <li>• <b>Winnebago &amp; Lake St.</b> (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> <li>➤ Route 12 (<b>10 stops impacted</b>)</li> </ul> </li> <li>• <b>Leopard St.</b> (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion is late-2022. <ul style="list-style-type: none"> <li>➤ Routes 27 &amp; 28 (<b>4 stops closed</b>)</li> </ul> </li> <li>• <b>Port Ave.</b> Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late Jan. 2023. <ul style="list-style-type: none"> <li>➤ Routes 21, 23 &amp; 37 (<b>2 stops impacted</b>)</li> </ul> </li> <li>• <b>S. Staples St.</b> (Kostoryz-Baldwin) (29) month project: Began March 2021 <ul style="list-style-type: none"> <li>➤ Route 29 (<b>12 Stops closed</b>) Detour from Staples to Alameda to Texan Trail</li> </ul> </li> </ul>
<b>No Detour</b>	<ul style="list-style-type: none"> <li>• <b>Waldron Road</b> (SPID to Purdue) To begin November 7, 2022. <ul style="list-style-type: none"> <li>➤ Route 4 (<b>13 stops will be impacted</b>)</li> </ul> </li> </ul>
<b>Detours may be required</b>	<ul style="list-style-type: none"> <li>• <b>Wildcat</b> (Northwest Blvd. to Teague) To begin Oct. 2022 <ul style="list-style-type: none"> <li>➤ Route 27 (<b>4 stops may be impacted</b>)</li> </ul> </li> <li>• <b>Leopard St.</b> (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"> <li>➤ Routes 27 &amp; 28 (<b>9 stops will be impacted</b>)</li> </ul> </li> <li>• <b>McArdle</b> (Carroll to Kostoryz) To begin late-2022 <ul style="list-style-type: none"> <li>➤ Route 19 (<b>8 stops may be impacted</b>)</li> </ul> </li> <li>• <b>Gollihar</b> (Crosstown to Greenwood) To begin late-2022 <ul style="list-style-type: none"> <li>➤ Routes 23 &amp; 25 (<b>11 stops may be impacted</b>)</li> </ul> </li> <li>• <b>Alameda</b> (Chamberlain to Texan Tr.) To begin late-2023 <ul style="list-style-type: none"> <li>➤ Routes 5 &amp; 17 (<b>8 stops will be impacted</b>)</li> </ul> </li> </ul>
<b>No Detour</b>	<ul style="list-style-type: none"> <li>• <b>Everhart Rd. (SPID-S. Staples):</b> Project could begin late-2023. <ul style="list-style-type: none"> <li>➤ Routes 32 &amp; 37 (<b>7 stops will be impacted</b>)</li> </ul> </li> </ul>

For September 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**

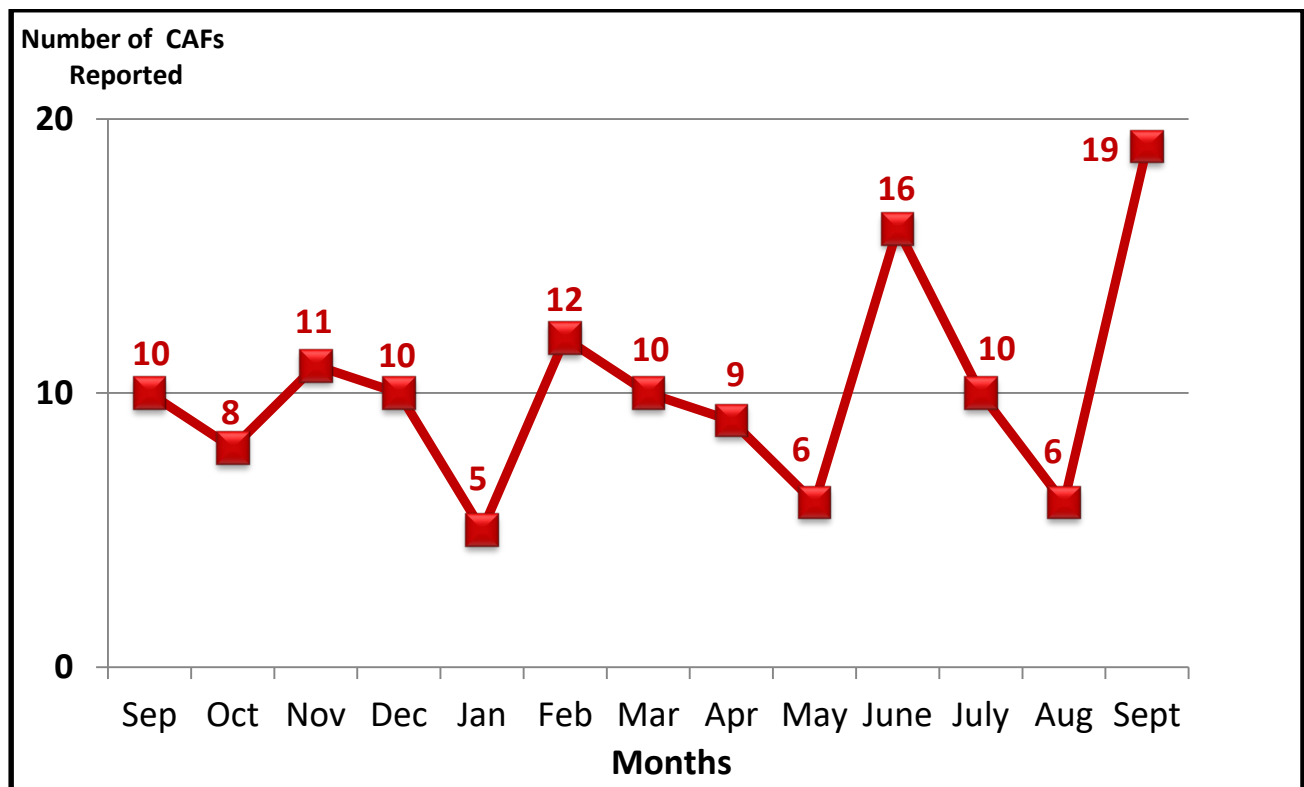
In September 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.55** 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): **14,453** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,539** ambulatory boardings; **3,729** wheelchair boardings

Metric	Standard	Jun-22	Jul-22	Aug-22	Sep-22	(4) Month-Ave.
Passengers per Hour	2.50	2.53	2.51	2.56	2.55	2.54
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	12,934	13,731	20,301	14,453	15,355
Monthly Wheelchair Boardings	No standard	3,653	3,490	4,174	3,729	3,762

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

For September 2022, Customer Service received and processed 19 (CAF's) Customer Assistance Forms. 19 CAF's is 13 more than the previous month and represents a 317% increase. One commendation was recorded and is included within the 19-total number of CAFs.



**Route Summary Report:**

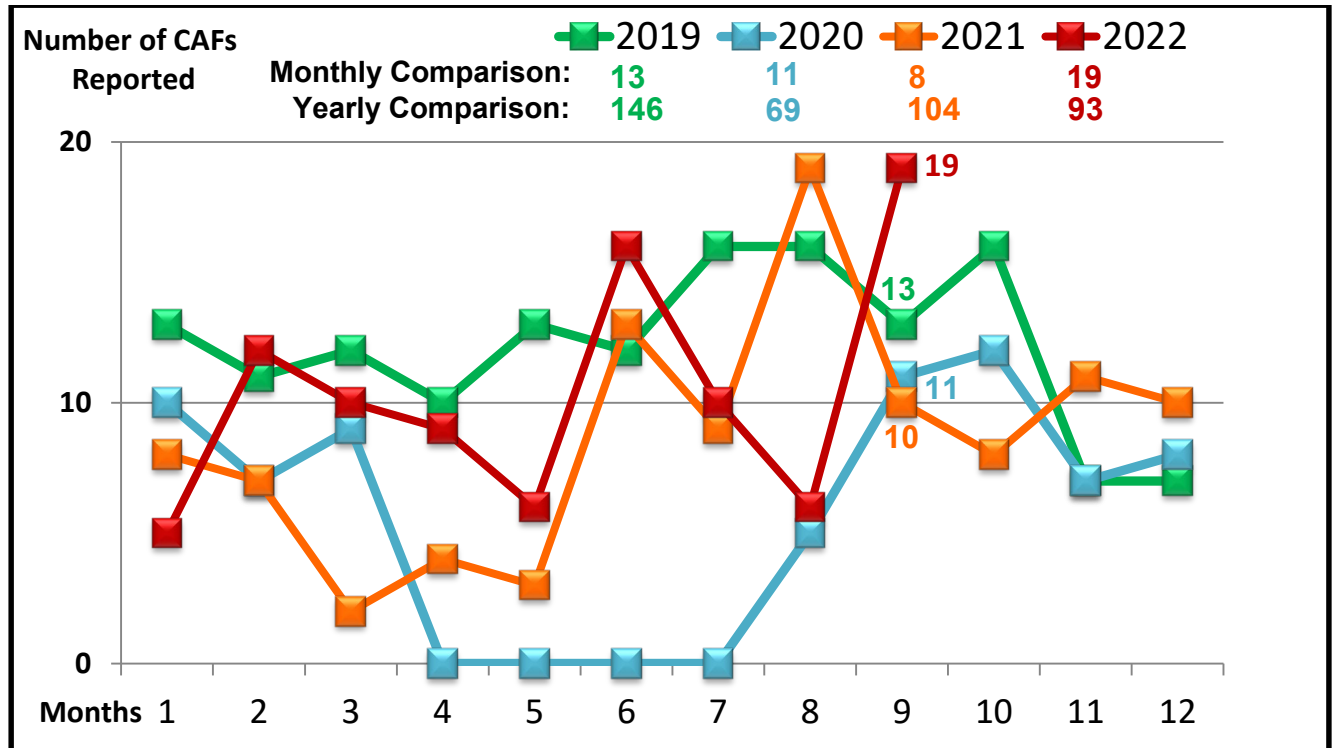
<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS	1	#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside	1	#65 Padre Island Connection	1
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	1	#90 Flexi-B Port Aransas	
#23 Molina		#93 Flex	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood		#95 Port Aransas Express	
#26 Airline/Lipes		B-Line (Paratransit) Services	1
#27 Leopard	3	Safety & Security	1
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples	5	Service Development/Facilities	
#29F Staples/Flour Bluff	2	Facilities/Service Development	
#29SS Staples/Spohn South	1	Commendations	1
#32 Southside	1	<b>TOTAL CAF's</b>	<b>19</b>



**CAF Breakdown by Service Type:**

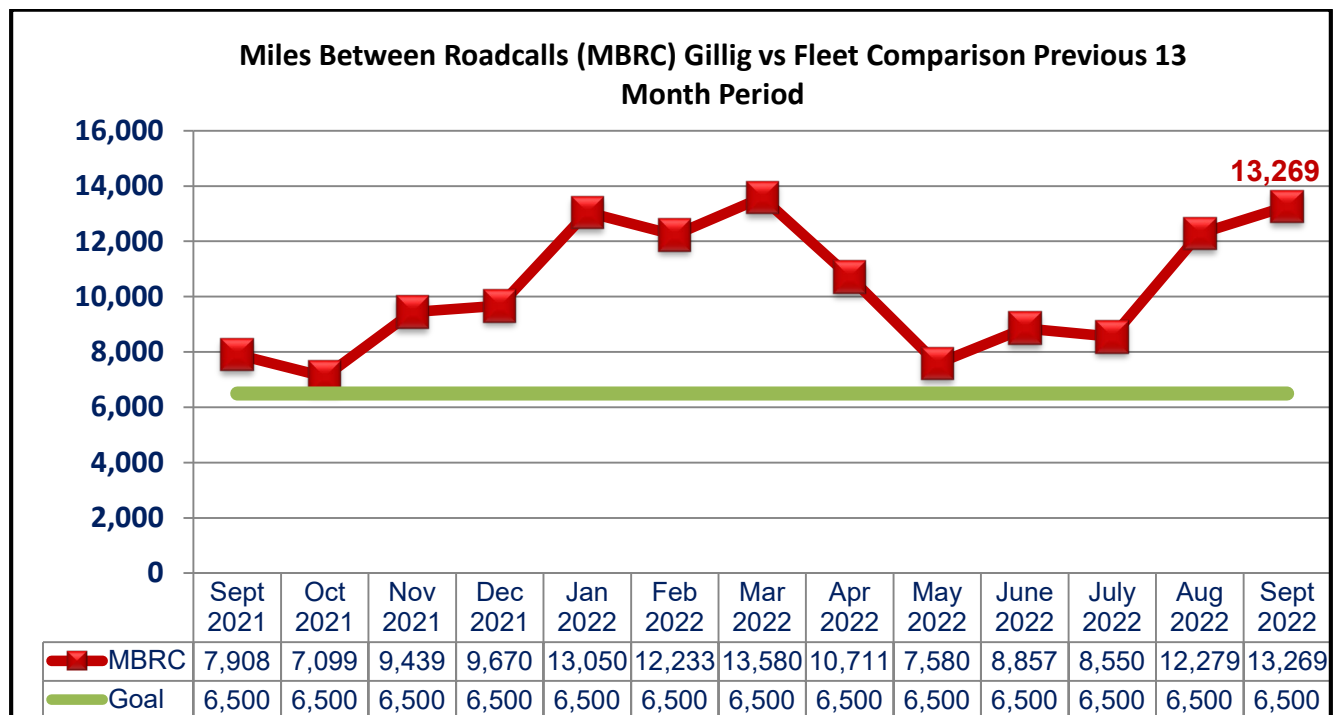
<b>CAF Category</b>	<b>RTA Fixed Route</b>	<b>B-Line ADA Paratransit</b>	<b>MV Fixed Route</b>	<b>Totals</b>
<b>ADA</b>				
<b>Service Stop Issues</b>	<b>4</b>		<b>1</b>	<b>5</b>
<b>Driving Issues</b>	<b>3</b>			<b>3</b>
<b>Customer Services</b>	<b>1</b>			<b>1</b>
<b>Late/Early – No Show</b>				
<b>Alleges Injury</b>				
<b>Fare/Transfer Dispute</b>	<b>1</b>			<b>1</b>
<b>Clean Trash Can</b>				
<b>Dispute Drop-off/Pickup</b>				
<b>Add Bench/Stop</b>				
<b>Tie Down Issues</b>				
<b>Inappropriate Behavior</b>				
<b>B-line Calls</b>				
<b>Incident at Stop</b>				
<b>Incident on Bus</b>		<b>1</b>		<b>1</b>
<b>Incident at Station</b>				
<b>Policy/Standing Orders</b>	<b>1</b>			<b>1</b>
<b>Denial of Service</b>	<b>2</b>			<b>2</b>
<b>Safety &amp; Security</b>				
<b>Rude</b>	<b>3</b>			<b>3</b>
<b>Facility Maintenance</b>				
<b>Service Development</b>				
<b>Vehicle Maintenance</b>				
<b>Over Crowded Vehicle</b>				
<b>Cell Phone User</b>				
<b>Safety Transportation</b>	<b>1</b>			<b>1</b>
<b>Commendations</b>	<b>1</b>			<b>1</b>
<b>Total CAFs</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>19</b>

**Number of CAF Reports: Current and Historical (4) Year Trends**



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

In September 2022, there were **13,269** miles between road calls (MBRC) recorded as compared to 7,908 MBRC in September 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 10,325.



**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: \_\_\_\_\_  
                          Miguel Rendón  
                          Acting Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: October 4, 2022**

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

- ❑ Ridership for the month of September 2022 was 14,157 compared to 11,849 for September 2021, which equates to 2,308 more trips representing an 19.48% **increase**.
  
- ❑ Ridership for YTD 2022 was 119,181 representing an 22.03% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
97,667	119,181	21,514	22.03%

**Service Standards**

- ❑ Productivity: 2.55 PPH (Passengers per hour) September 2022, contract standard is 2.50
  
- ❑ On Time Performance: 92.27% on time performance for September 2022
  
- ❑ Denials: Zero denial of service (as defined by FTA)
  
- ❑ 1020 trips out of 13,198 trips (7.73%) did not meet the standard for on time performance in September 2022. Of that number:
  - 979 were < 30 minutes late
  - 37 were > 30 minutes late
  - 4 were > 60 minutes late
  - 0 were > 90 minutes late
  
- ❑ Miles between road calls 173,440 miles with 12 road call that equates to 14,453.3 miles between road calls for September 2022. MV did exceed the minimum standard of 12,250 miles between road calls for September 2022.

**Wheelchair Boarding's and associated statistics**

For the month of September 2022, there were:

- 9,539 - ambulatory passengers
- 3,729 - wheelchair boarding's
- 772 - personal care attendants (AM)
- 117 – companions
- 0 - animals

## Other Service statistics

There were 2 complaints and 0 Commendation **Customer Assistance Forms** recorded for September 2022:

- Pedro Mejia's nephew called in to make a complaint for his 85-yr-old uncle. On Wednesday when the B-Line driver picked up his uncle from CC Adult Daycare on Gollihar, the driver put his hands on Mr Mejia and forced him into a seat and told him "you sit your f...ing a\$\$ here!" The family told the nephew about the incident on Saturday and the nephew called up here to complain to a supervisor and get the name of the driver for a police report. Roxanne answered the phone and had words with the nephew, said "you don't scare me" then hung up on him. He called back, and he said "Roxanne I believe we got disconnected" and she hung up again. Mr. Mejia's nephew went to the City of CC this morning to file a complaint, and was on his way to the CCPD to file a formal complaint with them.
  - RESPONSE: We have reviewed the footage from that day and it does show the driver guide him to a specific seat due to the rest of the bus being occupied. We did not hear the driver use any foul language with the rider. We have also addressed the call taker about the incident in question. She has been counseled on the proper way to assist any caller that ask for a supervisor and operator information.
  
- Sharon Scarborough was standing at bus stop #695 and watched as the R65 entered the freeway at Ennis Joslin and missed her stop. This has been an ongoing problem, and she can't continue to miss her work appointments on the island! She called in and was told by dispatch that the driver said he went by the stop and no one was there. She questioned how did he say he went by the stop when she saw him pass by on the freeway.
  - Response: We do apologize for this inconvenience to Ms. Scarborough. We have address this new operator to ensure no further mishaps when he does this route. We have also made all operators that operator this route to make sure they go to all stops even when no one is standing their just to make sure we are not missing anyone who maybe hiding from the sun.

## Conclusion

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

- ❑ 2.55 passengers per hour
- ❑ 92.27% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for September 2022 at 14,453.3 miles did exceed the minimum contract standard of 12,250 miles.

## Road Call/Mileage Comparison for September 2022

	Total Miles Driven in September for Each Bus Type	Total Road Calls for September for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
<b>Trolleys (97-103)</b>								
Totals	4,492	0	0	0	0	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	177,615	28	28	0	10	18	0	0
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	16,923	9	9	0	5	4	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	<b>199,029</b>	<b>37</b>	<b>37</b>	<b>0</b>	<b>15</b>	<b>22</b>	<b>0</b>	<b>0</b>
<b>MILES BETWEEN ROAD CALLS</b>								
	<b>13,269</b> Compared Total Miles with Chargeable Roadcalls							

## UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

### MEETINGS

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CCRTA Committee Meetings

Wednesday, November 23, 2022

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, December 7, 2022

8:30 a.m.

RCAT Committee Meeting

No Meeting in December

Thursday, January 19, 2023

12:00 p.m.

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### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

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TAMUCC basketball games at

American Bank Center

Park & Ride shuttles available from

Texas A&M University-Corpus Christi

Community invited to games on shuttles

Nov 14<sup>th</sup> & Nov 17<sup>th</sup>

5:30pm – game over