



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, January 19, 2023

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 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.	Pledge of Allegiance	1 minute	No Attachment
2.	Roll Call	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
4.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for November 17, 2022	2 minutes	Pages 1 - 3
5.	Update on Committee for Persons with Disabilities	5 minutes	No Attachment
6.	RCAT Liaison Report a) December 2022 CEO Report b) January 2023 CEO Report c) Review of Final Long-Range System Plan d) Key Performance Metrics for Fixed Route and Paratransit e) Update on Port Ayers Station f) Update on Del Mar College Oso Creek	30 minutes	No Attachment
7.	Chairperson’s Report	10 minutes	No Attachment
8.	Informational Items: a) October & November 2022 CAF Report b) October & November 2022 Operations Report c) October & November 2022 Purchased Transportation Report		Pages 4 -11 Pages 12-31 Pages 32-36

	d) October & November 2022 Maintenance Road Call Report		Page 37-38
	e) Upcoming Events and RTA Functions		Page 39
9.	Adjournment		No Attachment
	Total Minutes:	53	

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, November 17, 2022

Advisory Committee Members Present: Rhonda Alvarez, Robert Box, Jeannine Leal, Celia Mendez, Dr. Debra Stanley, and Imelda Trevino

Advisory Committee Members Absent: Randal Chisamore, Inez Garcia

Board Members Present: None

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

MV Present: Benjamin Schmit and Tameka Weathers

Call to Order: The virtual meeting was called to order at 12:08 p.m. by Imelda Trevino. Ms. Susan Teltschik called the roll and determined that a quorum was present.

Public Comment: There was no public comment

Action to Approve Meeting Minutes of October 20, 2022 approved as presented. Mr. Robert Box made a motion to adopt the RCAT Minutes of October 20, 2022 as presented; Seconded by Rhonda Alvarez. Alvarez, Box, Leal, Mendez, Stanley and Trevino voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update: Ms. Melanie Gomez updated the committee that Doug Wayland from St Mark's Church presented to the CFPWD committee information regarding their Access Plus Ramp Ministry. This program assists persons with disabilities in need of a ramp to enter their home. The program has built 281 ramps along with 45 minor modifications to homes such as doorway enlargements and grab bars since its inception. They only build one ramp per month, so 12 per year. The service is free to residents, and they have a waiting list of approximately 30 residents. They can be contacted through the church or on Facebook.

CFPWD had another presentation from Connor Rice who is studying to be an educator at TAMUCC. His presentation was about the importance of diversity, equity and inclusion.

Neighborhood Services had two calls regarding two cars parked in ADA parking. The businesses received a letter from the city explaining the importance of ADA parking.

The monthly citations for October, 228 disabled parking without a permit, 10 blocking the architect and 38 blocking sidewalk.

The City of Corpus Christi survey project to identify needs of persons with disabilities, it was determined that TAMUCC will take on the task of the survey and present the information to the City and the CFPWD.

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

Ms. Montez presented the Update on the CCRTA 2023 Budget. The 2023 Service Plan projections, the CCRTA will provide approximately: 3,174,488 passenger trips (an estimated 15.9% increase from 2022 projection) with 308,465 hours of service (an estimated 4.7% increase from 2022 projection) and travel 5,435,608 miles of service (an estimated 4.6% increase from 2022 projection).

The CCRTA will implement initial Long Range System Plan recommendations including improved service to Del Mar College Oso Creek campus by increasing connections to Southside Station and improve connectivity at the new Port Ayers Station. The CCRTA also plans to complete service improvements to meet increasing ridership levels, per operator and budget constraints, and continue to monitor ridership levels including passenger loads.

Employee positions remain the same as 2022, CCRTA will not be adding any new positions and will remain at 288.38 Full Time Equivalent employees.

The 2023 Operating Revenues budget will decrease by 14.3% largely due to not receiving any monies from the American Rescue Plan for the federal grant funding for COVID. The Operating Expenses budget remains flat at a 1.1% increase.

Ms. Montez also reviewed the Capital Improvement Program for the next five years stating the majority of the budget is for buses, bus stop shelters and other large capital improvements, mostly matched by federal dollars.

Ms. Montez presented the update on the Long Range System Plan which is aimed to re-align system-wide services with public needs to increase ridership and identify service and capital improvements with financial projections. The plan will provide a road map for innovative service improvements and prioritized capital investments through 2027 and beyond. Ever since the COVID crisis, we have been struggling to

get back to the 14,000-15,000 riders per day. Currently we are around 10,000 a day. The CCRTA conducted Public & Stakeholder Outreach and collected rider input regarding services, gathered input from operators, and conducted one-on-one meetings with key stakeholders receiving recommendations for improved connections, additional high frequency corridors along with less transfers and later evening trips. The CCRTA will finalize service improvement recommendations over next 5+ years looking to expand service span, improve frequency and transfers, implement On-Demand zones and a potential Bus Rapid Transit service. Final recommendations will be presented at Board of Directors meeting in January 2023.

Ms. Montez presented the update on the Metropolitan Planning Organization (MPO) Long Range Plan. The MPO works with the City of Corpus Christi, Nueces County, the Port of Corpus Christi, City of Portland, San Patricio County, CCRTA, TXDOT, to coordinate all types of funding available. They meet twice a month so all entities know what the other is working on, so the agencies avoid redundancy.

Ms. Montez presented the CEO's October Report stating that Ridership increased by up to 30% and we hired four employees. CCRTA provided free rides for the first day of Early Voting and on November 8th, Election Day. CCRTA also held Employee Appreciation Day on October 31st, where lunch, commemorative shirts, and giveaways were provided to all employees and contractors. We also participated in many industry and organizational meeting and conferences along with community outreach.

The September 2022 key metrics report for fixed route and B-line was presented. The system-wide highlights for the month of September 2022 versus September 2021 were presented. Passenger trips increased 26.4%, revenue service hours increased 3.9% and revenue service miles also increased 7.5%. RTA system monthly ridership trend for 2019, 2020, 2021 and 2022 was presented. Percentage of change year to date 2022 versus 2021 for B-line is up 22% and the system overall is up 18.2%. The impacted and upcoming fixed route services were presented by location and route. The B-line service performance four-month average was 2.54 passengers per hour, zero percent denials, 15,355 miles between road calls, and 3,762 monthly wheel chair boardings.

Chairperson's Report: Ms. Trevino shared the upcoming meeting dates with the committee. Dr. Stanley shared this will be her last meeting, her term is up and she is moving out of the country.

The meeting adjourned at 12:46pm.



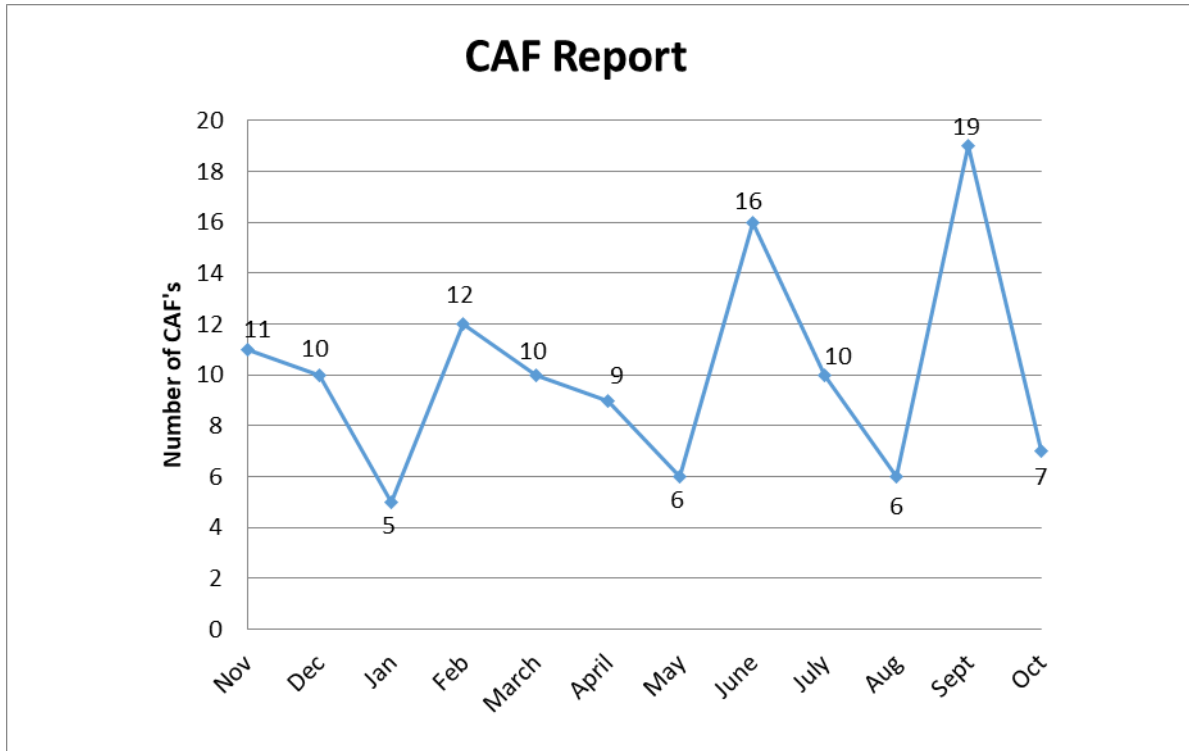
October 31, 2022

Subject: CAF Report for October 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For October 2022, there were 7 reported CAFs which was less than the 19 reported CAFs for September 2022. The decrease of 12 CAFs for October 2022 represents a 271.43% decrease.

There were two Commendations included in the total for the month of October.



October 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#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		#53 Robstown/NAS Ex (P&R)	
#16 Morgan/Port	1	#54 Gregory/Downtown Express	
#17 Carroll/Southside		#60 Momentum Shuttle	
#19 Ayers	1	#65 Padre Island Connection	
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#83 Advanced Industries	
#23 Molina		#90 Flexi-B Port Aransas	
#24 Airline/Yorktown	1	#93 FLEX	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Leopard	1	B-Line (Para-Transit) Services	1
#27x Leopard (Express)		Safety & Transportation	
#28 Leopard /Navigation		Service Development	
#29 Staples		Facilities/Service Development	
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South		COMMENDATIONS	2
		TOTAL CAF's	7

October 2022 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	2			2
Customer Services			1	1
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior	1			1
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy				
Denial of Service				
Safety and Security				
Rude				
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations	2			2
TOTAL CAFs	5	1	1	7

Conclusion:

During October 2022, CCRTA received seven CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were two commendations.

Five CAFs were received regarding CCRTA Service, representing 72% of the total customer assistance contacts; there were two commendations.

One CAF was received regarding B-Line Service representing 14% of the total customer assistance contacts; there were no commendations.

One CAF was received regarding Contracted Fixed Route Service representing 14% 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.



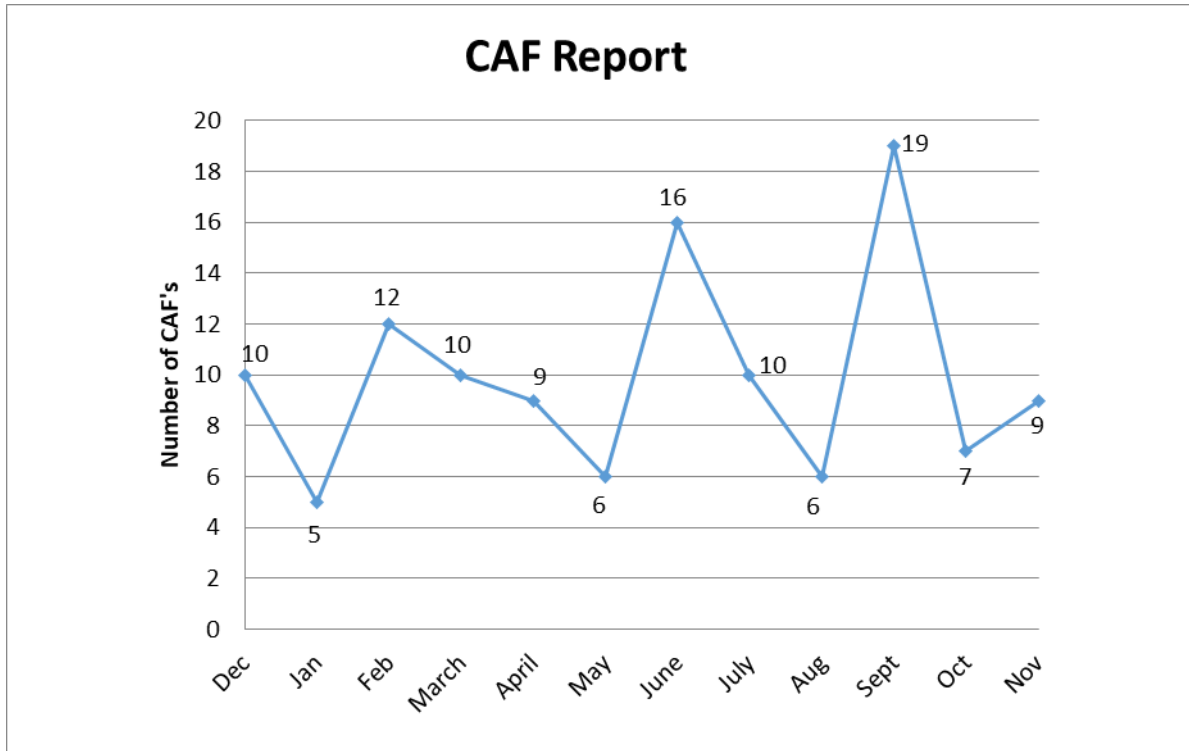
November 30, 2022

Subject: CAF Report for November 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For November 2022, there were 9 reported CAFs which was more than the 7 reported CAFs for October 2022. The increase of 2 CAFs for November 2022 represents a 28.57% increase.

There were no Commendations included in the total for the month of November.



November 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#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		#53 Robstown/NAS Ex (P&R)	
#16 Morgan/Port	1	#54 Gregory/Downtown Express	
#17 Carroll/Southside	1	#60 Momentum Shuttle	
#19 Ayers	1	#65 Padre Island Connection	
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#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Leopard	1	B-Line (Para-Transit) Services	3
#27x Leopard (Express)		Safety & Transportation	
#28 Leopard /Navigation		Service Development	
#29 Staples		Facilities/Service Development	
#29F Staples/Flour Bluff	1		
#29SS Staples/Spohn South	1	COMMENDATIONS	
		TOTAL CAF's	9

November 2022 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	1	2		3
Customer Services	1			1
Late/Early – No Show				
Alleges Injury	1			1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy	2			2
Denial of Service				
Safety and Security				
Rude				
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations				0
TOTAL CAFs	5	3	1	9

Conclusion:

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

Five CAFs were received regarding CCRTA Service, representing 56% of the total customer assistance contacts; there were no commendations.

Three CAFs were received regarding B-Line Service representing 33% of the total customer assistance contacts; there were no commendations.

One CAF was received regarding Contracted Fixed Route Service representing 11% 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.

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CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

December 7, 2022

Subject: October 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.

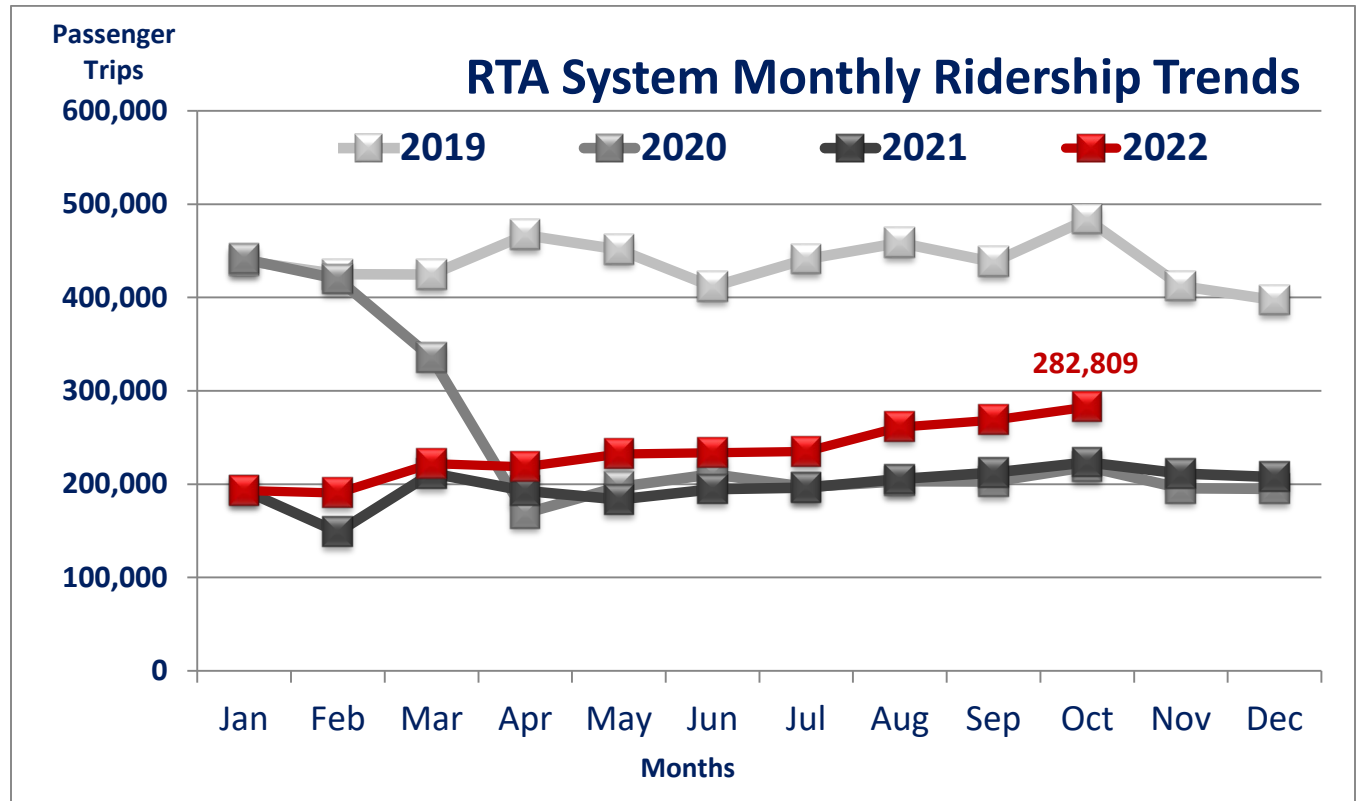


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System-wide Ridership and Service Performance Results

October 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 282,809 which represents a 26.6% increase as compared to 223,403 passenger trips in October 2021 with 59,406 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in October 2019 with 483,801 passenger trips, the 282,809 passenger trips represent a 41.5% decrease with 200,992 fewer trips.

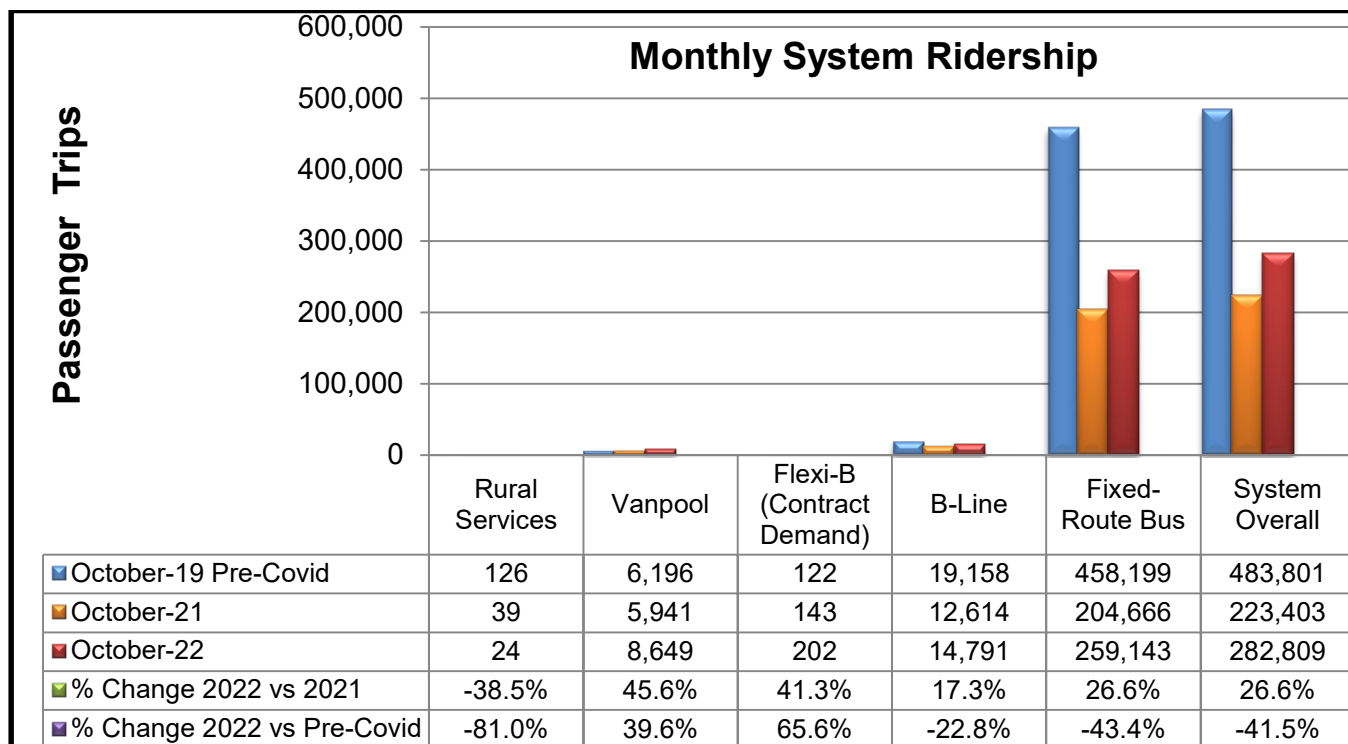


October 2022	October 2021	Variance
21 Weekdays	21 Weekdays	-
5 Saturdays	5 Saturdays	-
5 Sundays	5 Sundays	-
No Holiday	No Holiday	-
31 Days	31 Days	-

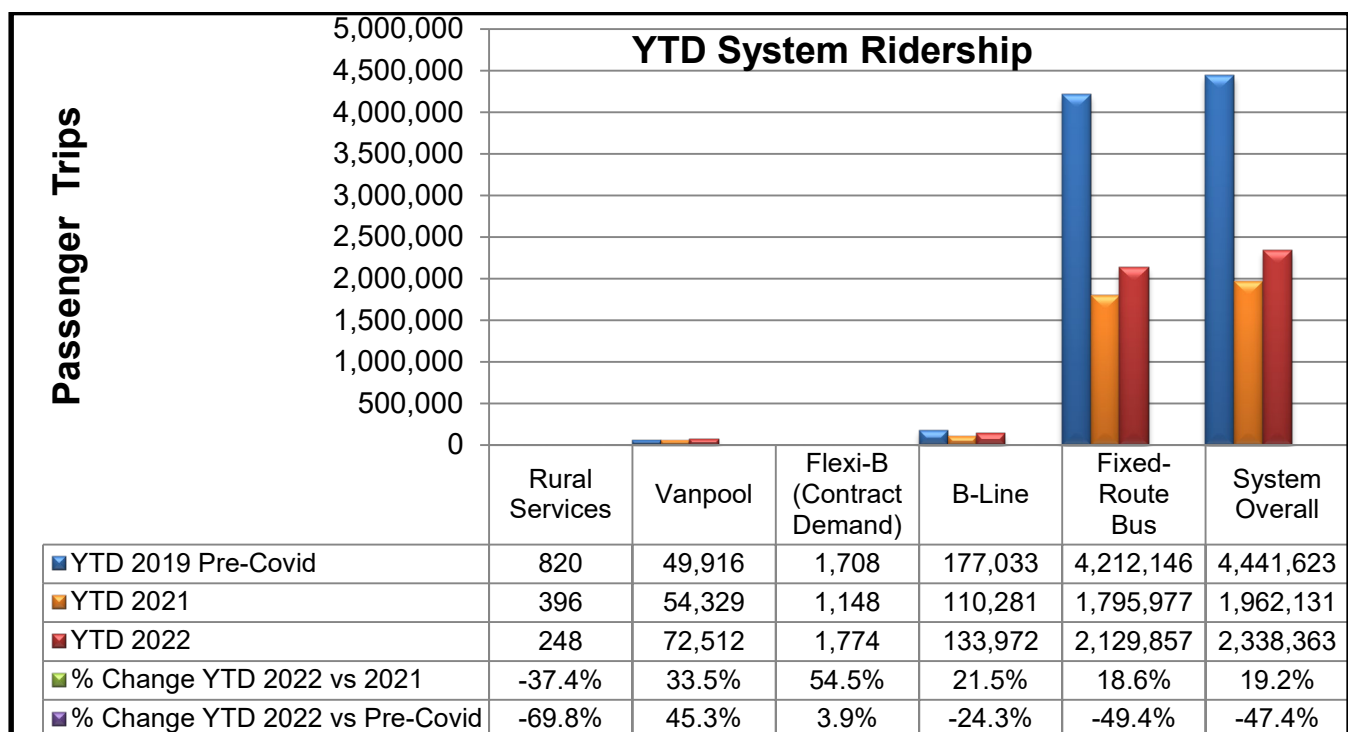
The average retail price for unleaded gas in Corpus Christi was approximately \$3.01 per gallon as compared to \$2.79 per gallon in October 2021¹ which represents a 7.3% increase in the average cost per gallon. Rainfall was below normal at 0.81 inches and lower than October 2021 at 6.52 inches². The normal average rainfall for October is approximately 3.13 inches. The 86.0-degree average temperature was higher than the average monthly temperature of 84.9 degrees.

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

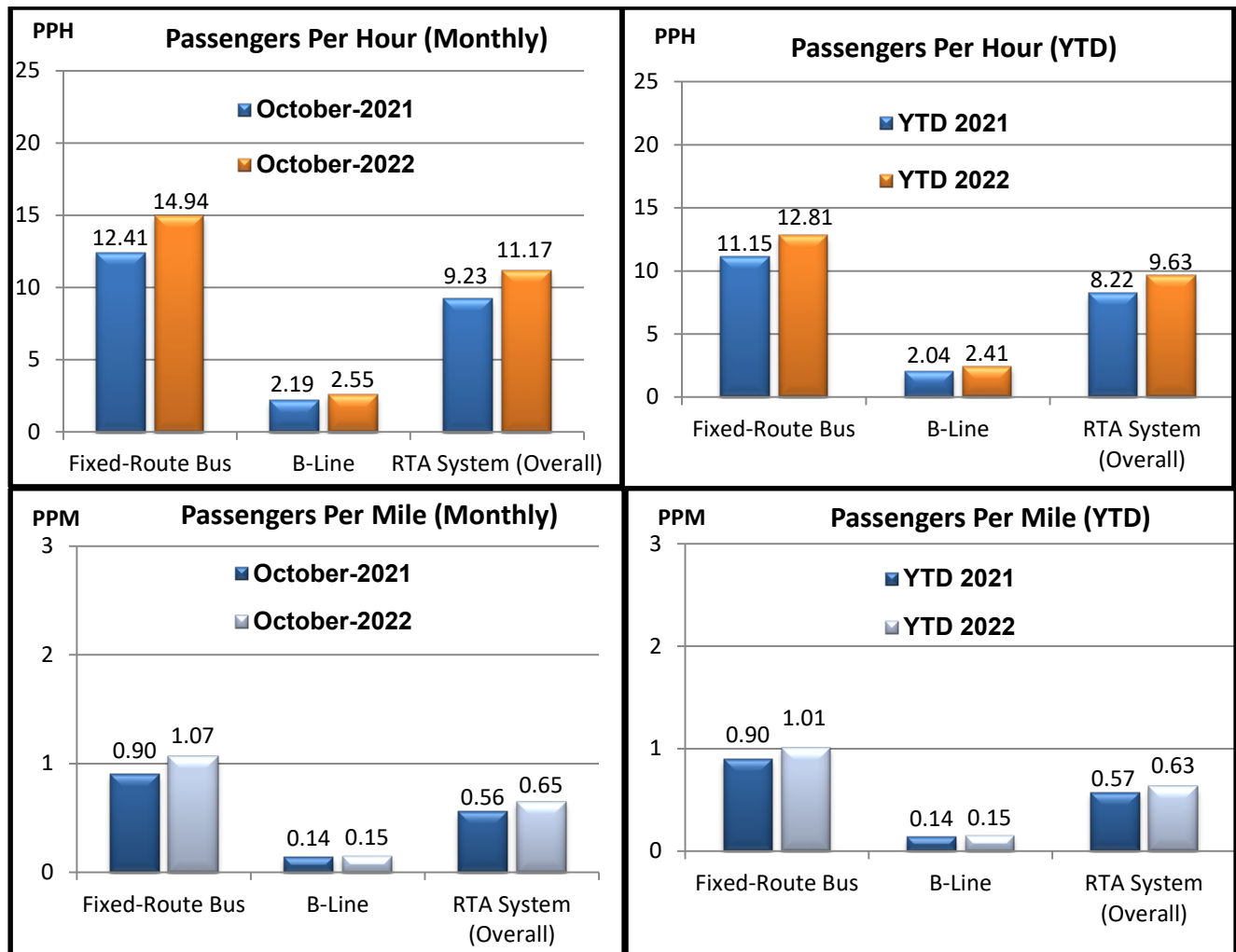
The chart below shows monthly ridership results for all services. CCRTA recorded 59,406 more passenger trips for a 26.6% increase as compared to October 2021. As compared to October 2019 Pre-Covid, passenger trips decreased 41.5%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 376,232 more passenger trips for a YTD increase of 19.2% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 47.4% with 2,103,260 fewer trips.



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



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

Schedule Adherence	Standard	Jul-22	Aug-22	Sep-22	Oct-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.5%	0.1%
Departures within 0-5 minutes	>85%	90.9%	91.4%	90.4%	88.3%	90.2%
Monthly Wheelchair Boardings	No standard	3,259	3,659	3,431	3,971	3,580
Monthly Bicycle Boardings	No standard	5,526	5,245	4,809	5,637	5,304

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

On Detour	<ul style="list-style-type: none"> • 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 (4 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 late Jan. 2023. <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
No Detour	<ul style="list-style-type: none"> • Waldron Road (SPID to Purdue) To begin November 2022. <ul style="list-style-type: none"> ➤ Route 4 (13 stops will be impacted)
Detours may be required	<ul style="list-style-type: none"> • Wildcat (Northwest Blvd. to Teague) To begin late-2022 <ul style="list-style-type: none"> ➤ Route 27 (4 stops may be impacted) • Leopard St. (Crosstown to Palm) (14) month project to begin late-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) • 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)
No Detour	<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 October 2022, there were 10 detoured routes out of 32 fixed route services in operation. This equates to approximately 31% of CCRTA services travelling on the local streets. Detoured bus route services include: 12, 21, 23, 27, 28, 29, 37, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **22**.

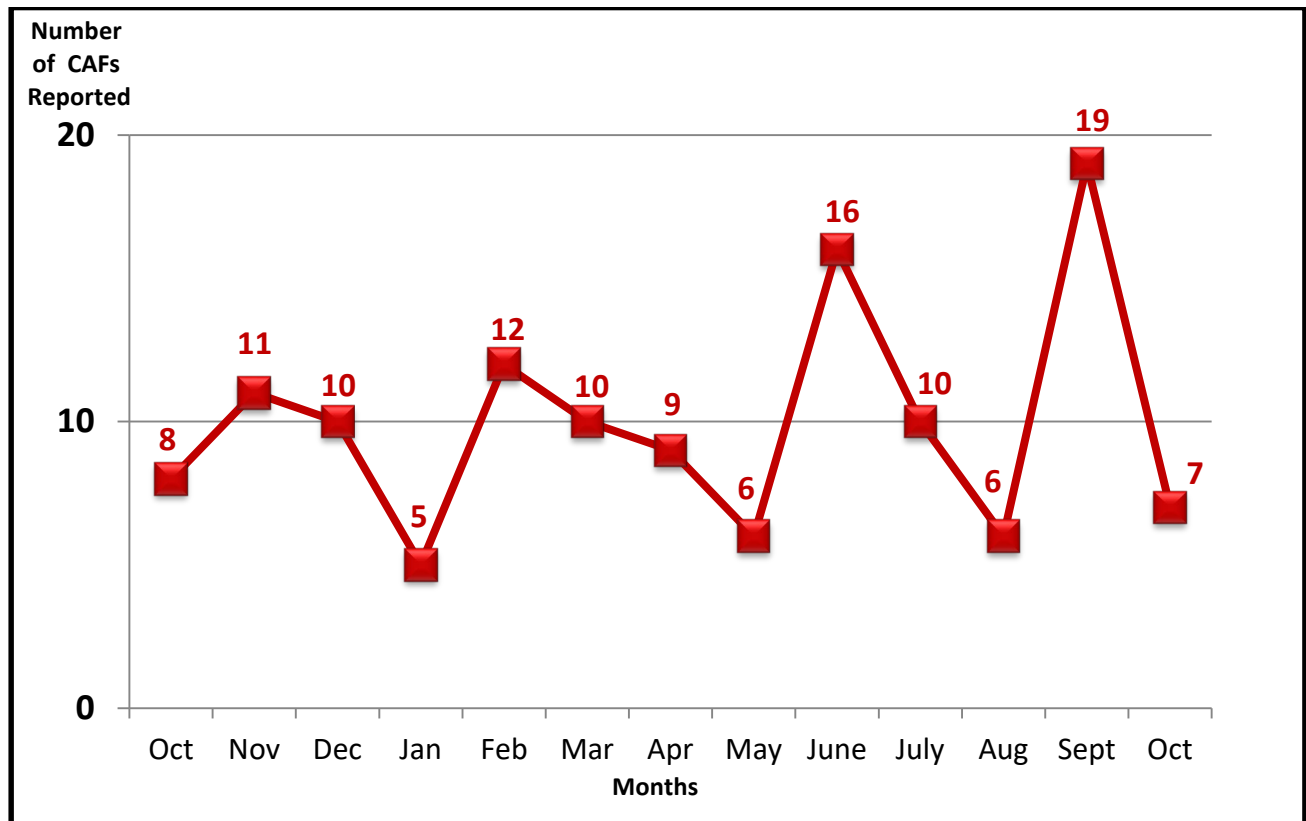
Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- 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): **21,852** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,807** ambulatory boardings; **3,917** wheelchair boardings

Metric	Standard	Jul-22	Aug-22	Sep-22	Oct-22	(4) Month-Ave.
Passengers per Hour	2.50	2.51	2.56	2.55	2.55	2.54
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	13,731	20,301	14,453	21,852	17,584
Monthly Wheelchair Boardings	No standard	3,490	4,174	3,729	3,917	3,828

Customer Programs Monthly Customer Assistance Form (CAF) Report

For October 2022, Customer Service received and processed 7 (CAF's) Customer Assistance Forms. 7 CAF's is 12 less than the previous month and represents a 63% decrease. Two commendations were recorded and are included within the 7-total number of CAFs.



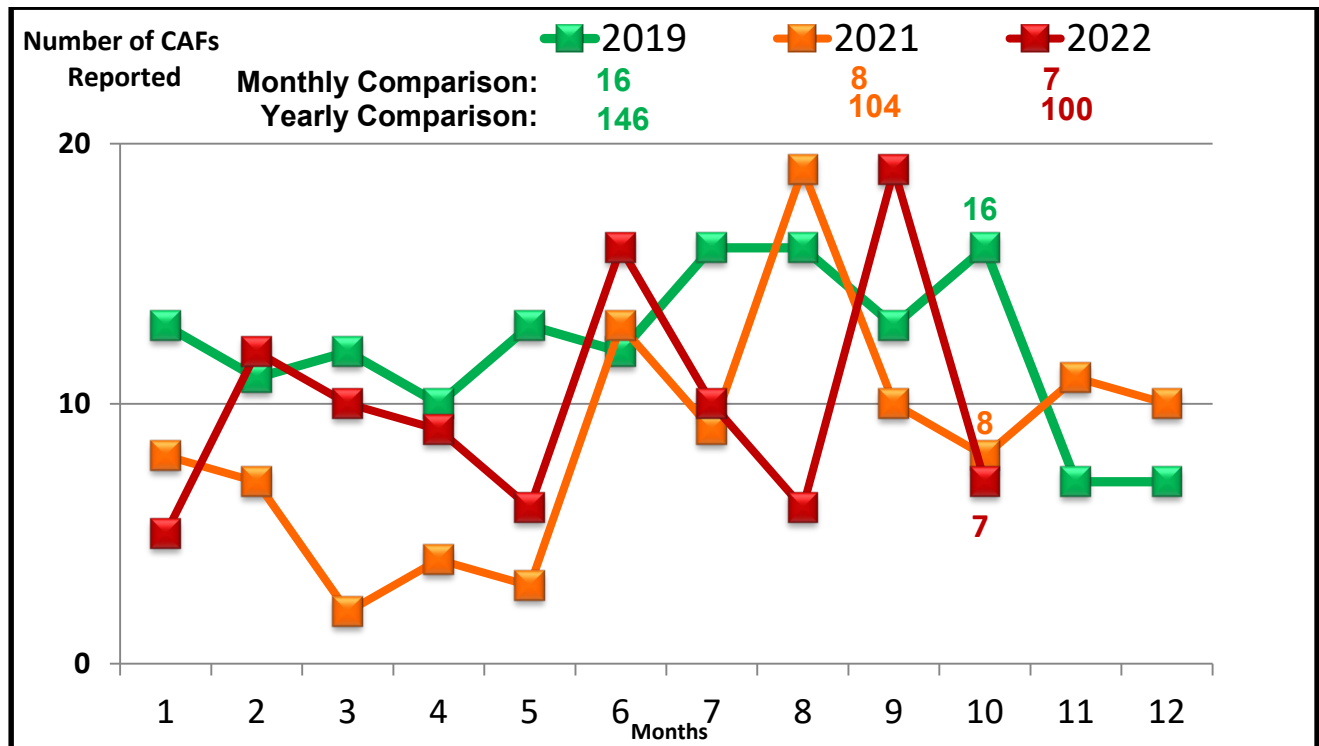
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/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		#54 Gregory/Downtown Express	
#16 Morgan/Port	1	#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	
#19 Ayers	1	#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#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	1	B-Line (Paratransit) Services	1
#27 Leopard		Safety & Security	
#27x Leopard (Express)	1	Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples		Service Development/Facilities	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South		Commendations	2
#32 Southside		TOTAL CAF's	7

CAF Breakdown by Service Type:

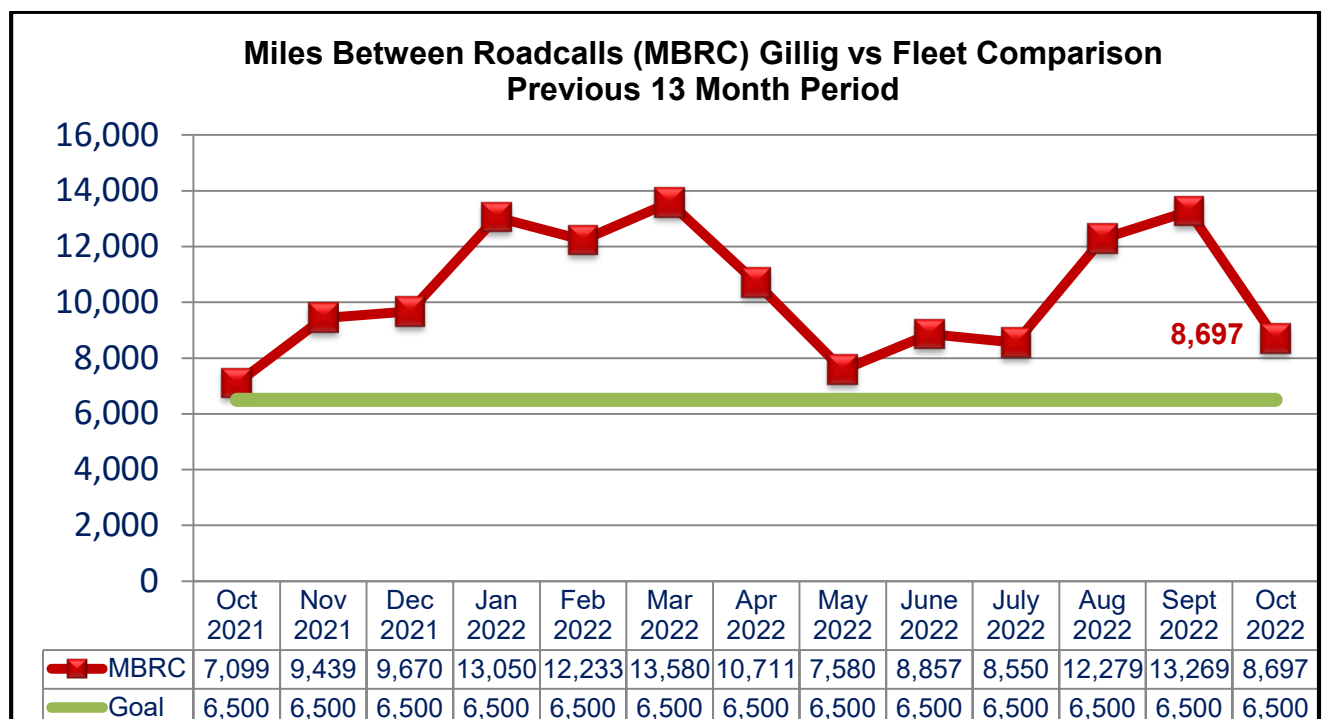
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues				
Driving Issues	2			2
Customer Services			1	1
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior	1			1
B-line Calls				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy/Standing Orders				
Denial of Service				
Safety & Security				
Rude				
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations	2			2
Total CAFs	5	1	1	7

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



Vehicle Maintenance Department: Miles Between Road Calls Report

In October 2022, there were **8,697** miles between road calls (MBRC) recorded as compared to 7,099 MBRC in October 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 10,386.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robison
Director of Planning

Reviewed by: Derrick Majchszak
Managing Director of Operations

Final Approval by: 

Miguel Rendón
Acting Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

January 11, 2023

Subject: November 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.

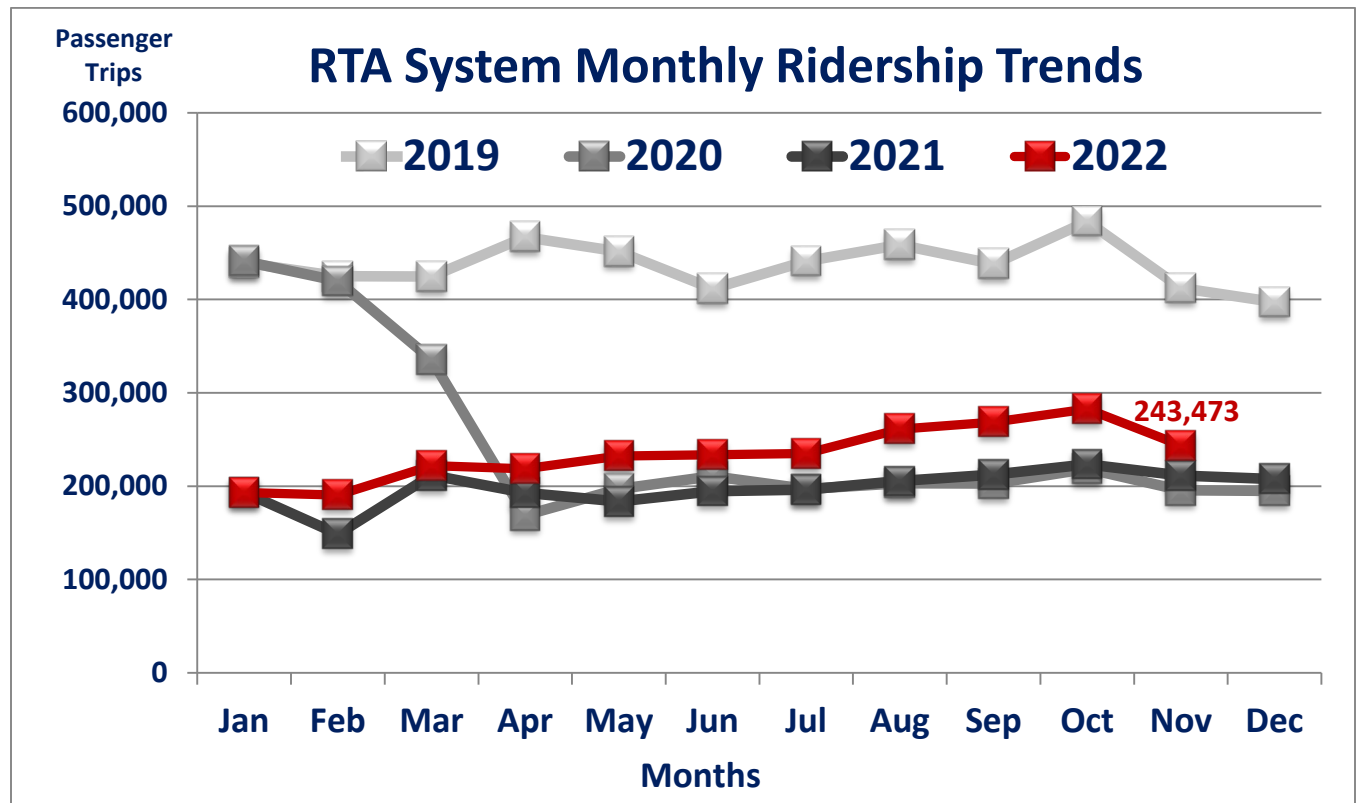


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System-wide Ridership and Service Performance Results

November 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 243,473 which represents a 15.1% increase as compared to 211,460 passenger trips in November 2021 with 32,013 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in November 2019 with 412,282 passenger trips, the 243,473 passenger trips represent a 40.9% decrease with 168,809 fewer trips.

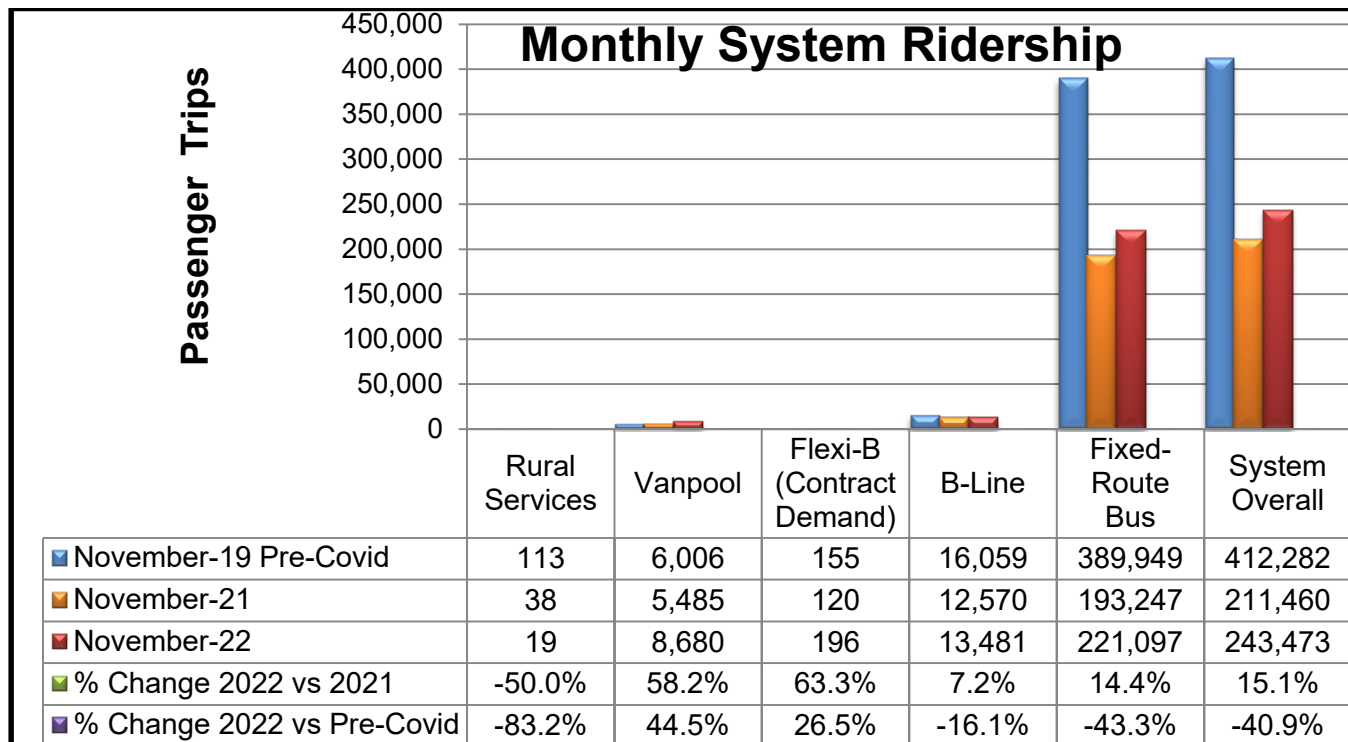


November 2022	November 2021	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
1 No Service on Thanksgiving Day	1 No Service on Thanksgiving Day	-
30 Days	30 Days	-

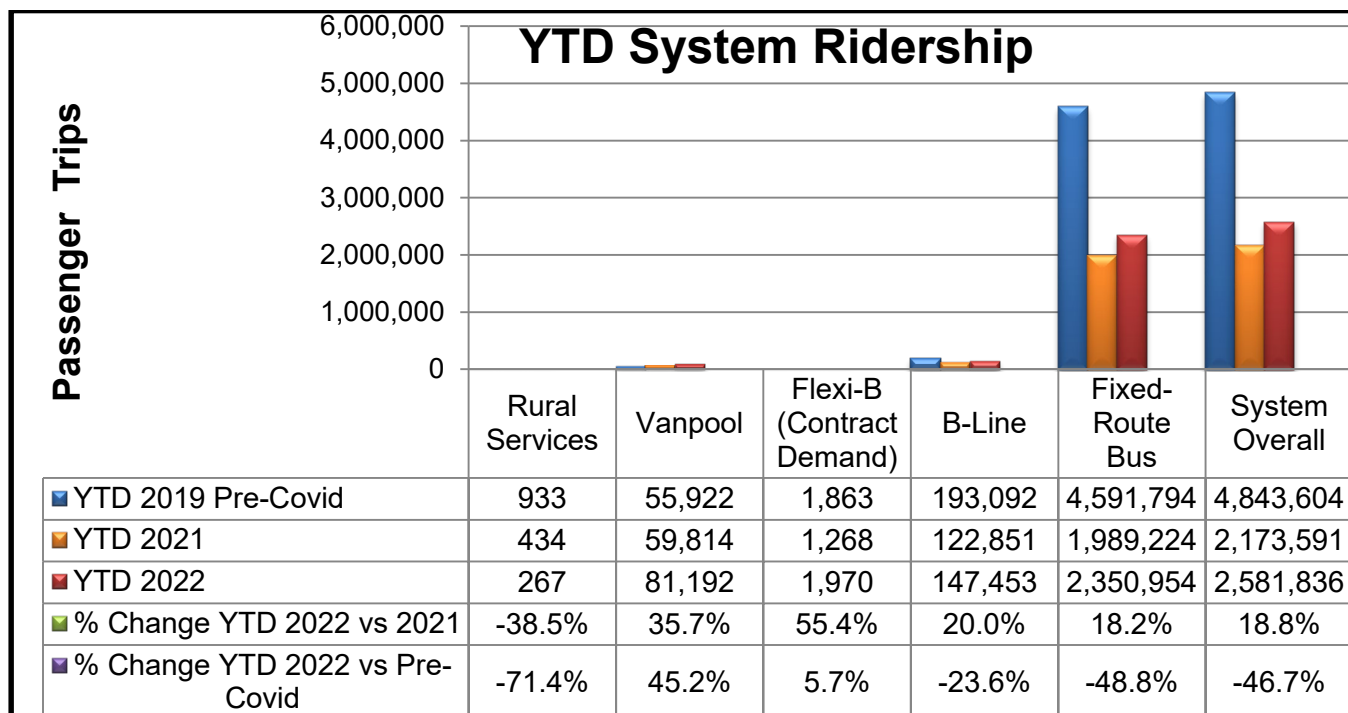
The average retail price for unleaded gas in Corpus Christi was approximately \$2.81 per gallon as compared to \$2.90 per gallon in November 2021¹ which represents a 3.2 % decrease in the average cost per gallon. Rainfall was above normal at 3.74 inches and greater than November 2021 total rainfall of 0.67 inches². The normal average rainfall for November is approximately 2.03 inches. The 70.4 degree average temperature was lower than the average monthly temperature of 76.1 degrees.

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

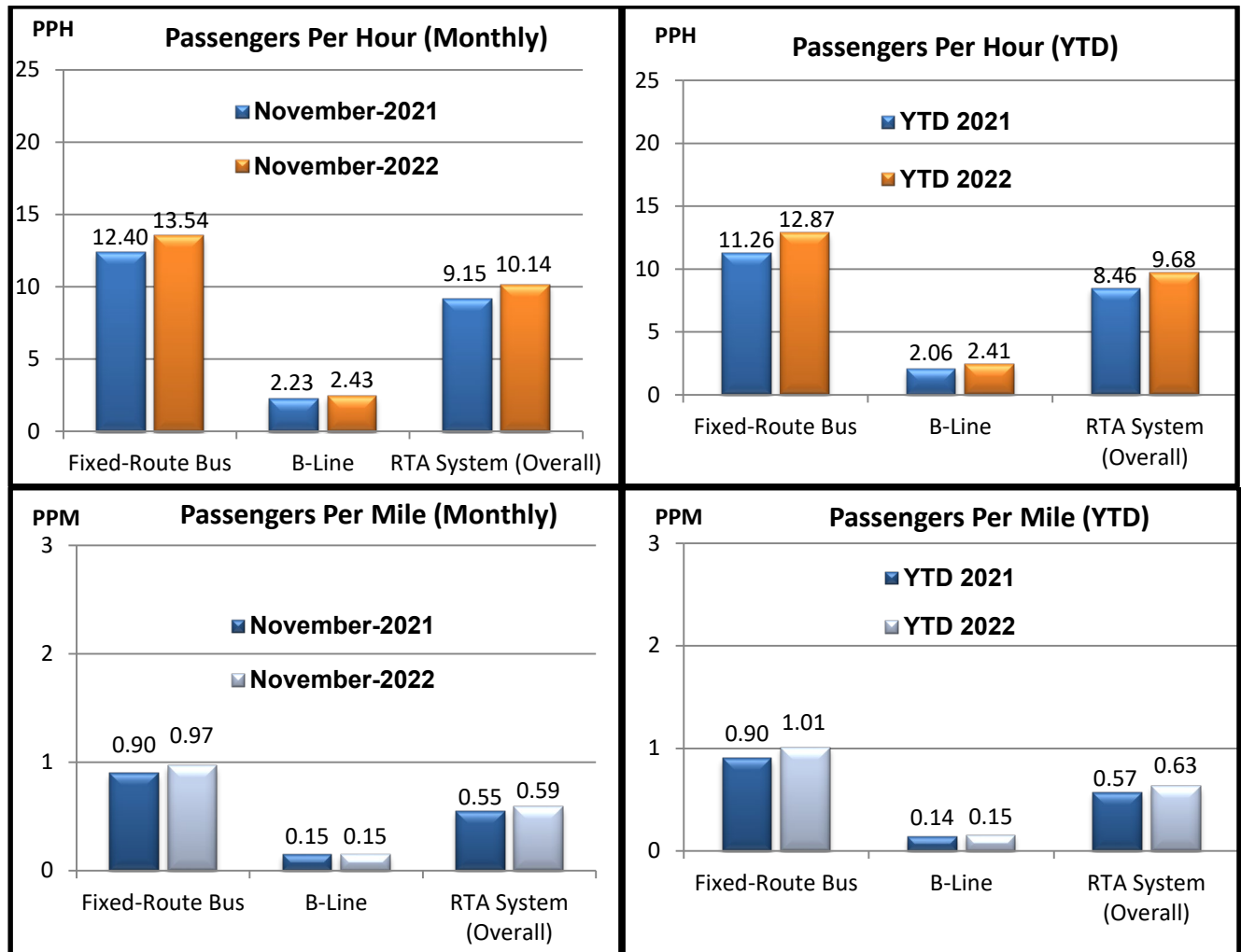
The chart below shows monthly ridership results for all services. CCRTA recorded 32,013 more passenger trips for a 15.1% increase as compared to November 2021. As compared to November 2019 Pre-Covid, passenger trips decreased 40.9%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 408,245 more passenger trips for a YTD increase of 18.8% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 46.7% with 2,261,768 fewer trips.



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



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

Schedule Adherence	Standard	Aug-22	Sep-22	Oct-22	Nov-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.5%	0.0%	0.1%
Departures within 0-5 minutes	>85%	91.4%	90.4%	88.3%	89.5%	89.9%
Monthly Wheelchair Boardings	No standard	3,659	3,431	3,971	2,899	3,490
Monthly Bicycle Boardings	No standard	5,245	4,809	5,637	4,694	5,096

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

No Detour	<p>Waldron Road (SPID-Purdue) Began November 28, 2022. Phase 1 is anticipated to last six weeks.</p> <ul style="list-style-type: none"> ➤ Route 4 (13 stops temporarily impacted)
On Detour	<ul style="list-style-type: none"> • Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late January 2023. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) • Leopard St. (Nueces Bay-Palm) (14) month project: Began April 2021-anticipated completion in late January 2023. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (4 stops closed) Project should reopen soon-#s will change. • 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. • Park Road 22 water exchange bridge: Began late 2020. Slight detour only. <ul style="list-style-type: none"> ➤ Route 65 (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) • Winnebago & Lake St. (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> ➤ Route 12 (4 stops impacted) ➤ Leopard St. (Crosstown-Palm) (14) month project began Dec. 5, 2022. This Bond project will extend the current/existing Leopard St. detour. ➤ Routes 27 & 28 (9 stops impacted)
Detours may be required	<ul style="list-style-type: none"> • Wildcat (Northwest Blvd.-Teague) To begin early-2023. <ul style="list-style-type: none"> ➤ Route 27 (4 stops may be impacted) • McArdle (Carroll-Kostoryz) To begin mid-2023. <ul style="list-style-type: none"> ➤ Route 19 (8 stops may be impacted) • Gollihar (Crosstown-Greenwood) To begin mid-2023. <ul style="list-style-type: none"> ➤ Routes 23 & 25 (11 stops may be impacted) • Alameda (Chamberlain-Texan Tr.) To begin late-2023. <ul style="list-style-type: none"> ➤ Routes 5 & 17 (8 stops will be impacted)
No Detour	<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 November 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: 4, 12, 21, 23, 27, 28, 29, 37, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **44**.

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

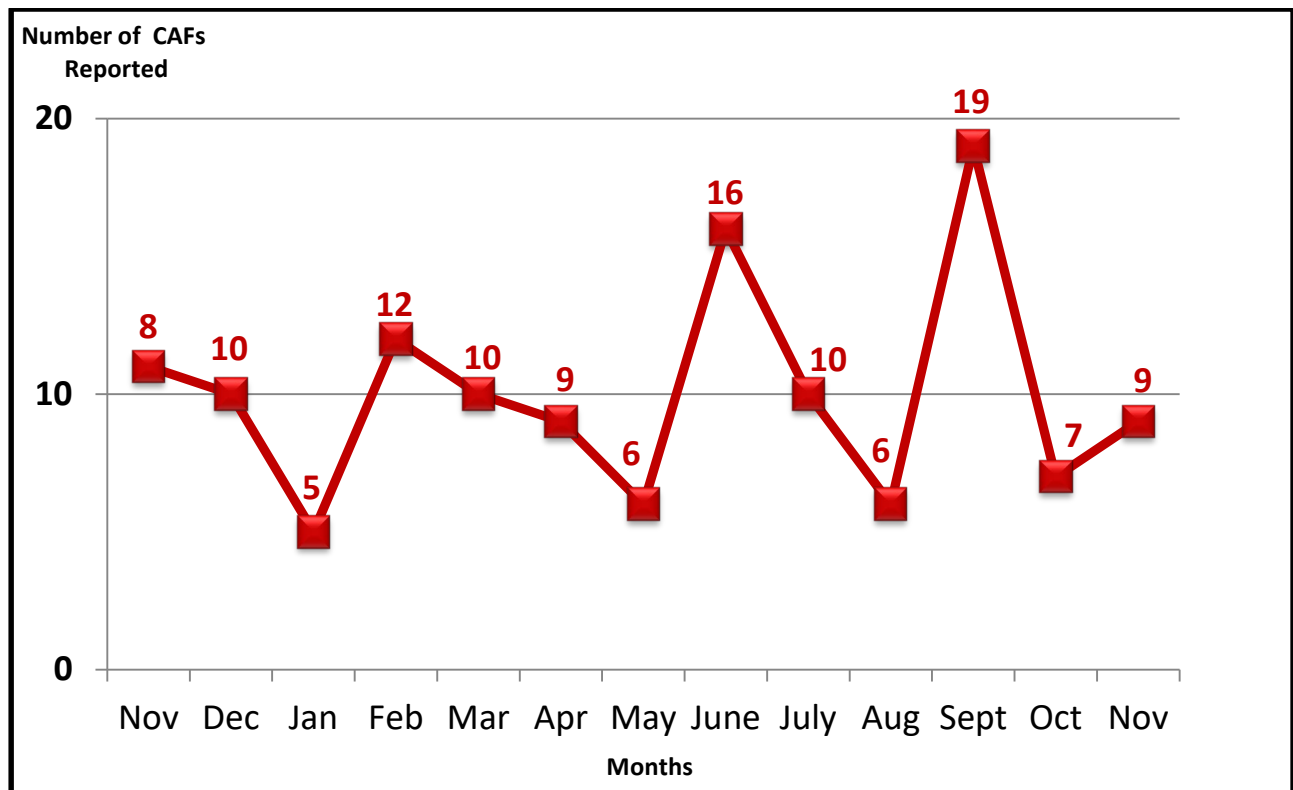
In November 2022, B-Line service metrics were adversely impacted by RSV, Influenza and the persistent COVID-19 pandemic.

- Productivity: **2.43** 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): **13,936** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,112** ambulatory boardings; **3,461** wheelchair boardings

Metric	Standard	Aug-22	Sep-22	Oct-22	Nov-22	(4) Month-Ave.
Passengers per Hour	2.50	2.56	2.55	2.55	2.43	2.52
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	20,301	14,453	21,852	13,936	17,635
Monthly Wheelchair Boardings	No standard	4,174	3,729	3,917	3,461	3,820

Customer Programs Monthly Customer Assistance Form (CAF) Report

For November 2022, Customer Service received and processed 9 Customer Assistance Forms (CAF's). 9 CAF's is 2 more than the previous month and represents a 29% increase. No commendations were received from customers.



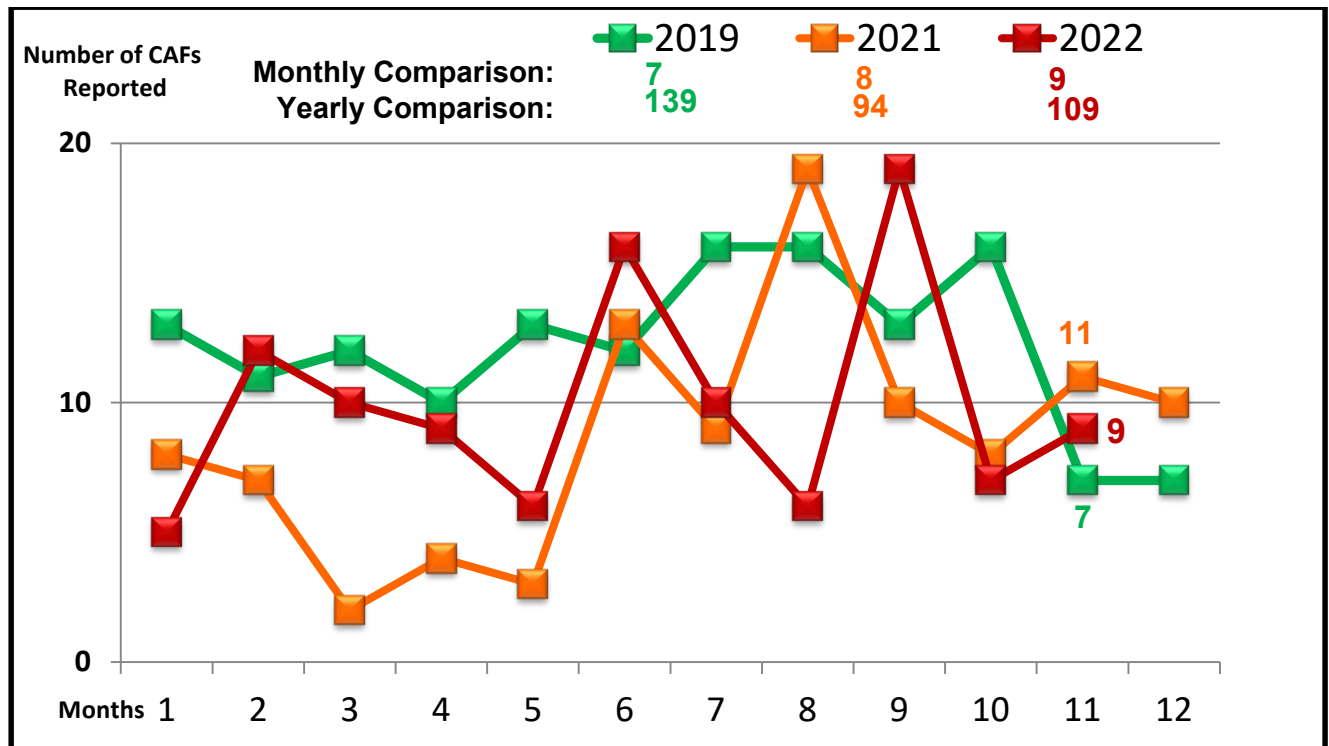
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/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		#54 Gregory/Downtown Express	
#16 Morgan/Port	1	#60 Momentum Shuttle	
#17 Carroll/Southside	1	#65 Padre Island Connection	
#19 Ayers	1	#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#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	3
#27 Leopard	1	Safety & Security	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples		Service Development/Facilities	
#29F Staples/Flour Bluff	1	Facilities/Service Development	
#29SS Staples/Spohn South	1	Commendations	
#32 Southside		TOTAL CAF's	9

CAF Breakdown by Service Type:

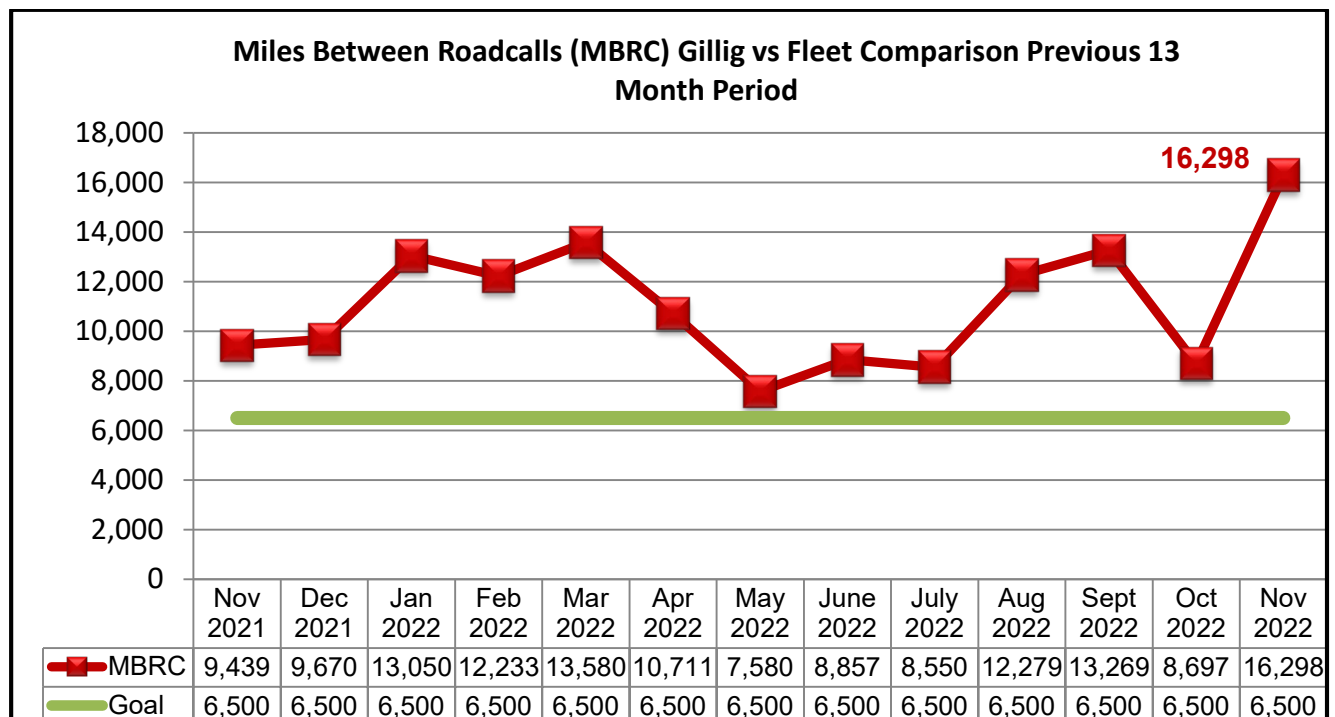
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	1	2		3
Customer Services	1			1
Late/Early – No Show				
Alleges Injury	1			1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-Line Calls				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy/Standing Orders	2			2
Denial of Service				
Safety & Security				
Rude				
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations				
Total CAFs	5	3	1	9

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In November 2022, there were **16,298** miles between road calls (MBRC) recorded as compared to 9,439 MBRC in November 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 11,093.



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: November 3, 2022
SUBJECT: B-Line Report for October 2022

- ❑ Ridership for the month of October 2022 was 14,791 compared to 12,614 for October 2021, which equates to 2,177 more trips representing an 17.26% **increase**.

- ❑ Ridership for YTD 2022 was 133,972 representing an 21.48% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
110,281	133,972	23,691	21.48%

Service Standards

- ❑ Productivity: 2.55 PPH (Passengers per hour) October 2022, contract standard is 2.50

- ❑ On Time Performance: 92.03% on time performance for October 2022

- ❑ Denials: Zero denial of service (as defined by FTA)

- ❑ 1088 trips out of 13,658 trips (7.97%) did not meet the standard for on time performance in October 2022. Of that number:
 - 1051 were < 30 minutes late
 - 37 were > 30 minutes late
 - 0 were > 60 minutes late
 - 0 were > 90 minutes late

- ❑ Miles between road calls 174,818.3 miles with 8 road call that equates to 21,852.3 miles between road calls for October 2022. MV did exceed the minimum standard of 12,250 miles between road calls for October 2022.

Wheelchair Boarding's and associated statistics

For the month of October 2022, there were:

- 9,807 - ambulatory passengers
- 3,917 - wheelchair boarding's
- 886 - personal care attendants (AM)
- 174 - companions
- 7 - animals

Other Service statistics

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

- Daniel Salinas (36732) called to file a complaint. He reports that on Wednesday, October 26, at approximately 2:30pm, he was picked up from Davita Dialysis to go home on Pecan Valley. He said he boarded the bus and they drove off. When they arrived at his destination, the operator told him he had arrived and Mr. Salinas didn't recognize the location. Mr. Salinas is legally blind. He told the operator that he did not live there. When the operator asked where he lived, Mr. Salinas told him and reports that the operator got mad at him. He reports that the operator yelled at him telling him that he said he was some other rider. The operator accused him of saying he was another passenger. The operator said he asked Mr. Salinas before he boarded if he was (the name of the other passenger) and that Mr. Salinas said yes. Mr. Salinas reports that he did not hear what the operator said upon boarding the bus. He wants MV to know that it was an honest mistake. He did not intentionally board the bus claiming to be someone else. He said he noticed the operator was not going in the general direction of where he lives but knows that it's a shared ride and he thought someone else was getting picked up since the bus had arrived early for him. He just feels that the operator was very unprofessional by advising dispatch (in front of Mr. Salinas) that Mr. Salinas told him he was the other rider. Mr. Salinas reports that he did yell back to the operator because he felt so embarrassed by the way the operator was making a big deal about it. He wanted to apologize for allowing the operator to get the best of him and get upset also. His number is 361-461-6943 should you need to speak to him. Thanks.
 - We do apologize for this mishap. We have spoken with the operator to make sure we don't have situations of this nature happen again. We have encouraged him to make sure he speaks very clearly and loud enough for the rider to hear him. If need be ask more than once if this is the correct person. We have also addressed his behavior and he is positive nothing like this will happen again.

- Buss 16 from staples street station. Mornings first departure. There was a guy in a reflective vest that said the 16 was running every half hour on about Wednesday 10/5/2022 however today 10/10/2022 I took the 6:10ish 27 instead of the 5:10ish 27 to avoid the over crowded 16 and the 27. However, there was no 16 at 7:40-7:50. That makes it impossible to clock in at work after getting a hot meal at the stripes by the VA. I feel the overcrowded Buss is bad enough the fraudulent statement is kinda like assault and psychological abuse. Please don't lie to people. Also please don't racketeer A situation to cause pain. I know you all drivers do the best you can your awesome across the entire United States and world.
 - We apologize for this inconvenience. Since this complaint the times for the second 16 has been change and is still every 30 mins starting at 630 am. We have made sure all of the supervisors are aware of the time change.

Conclusion

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

- ❑ 2.55 passengers per hour
- ❑ 92.03% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for October 2022 at 21,852.3 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: December 7, 2022

SUBJECT: B-Line Report for November 2022

- ❑ Ridership for the month of November 2022 was 13,481 compared to 12,570 for November 2021, which equates to 911 more trips representing an 7.25% **increase**.

- ❑ Ridership for YTD 2022 was 147,453 representing an 20.03% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
122,851	147,453	24,602	20.03%

Service Standards

- ❑ Productivity: 2.43 PPH (Passengers per hour) November 2022, contract standard is 2.50

- ❑ On Time Performance: 89.46% on time performance for November 2022

- ❑ Denials: Zero denial of service (as defined by FTA)

- ❑ 1,321 trips out of 12,538 trips (10.54%) did not meet the standard for on time performance in November 2022. Of that number:
 - 1255 were < 30 minutes late
 - 63 were > 30 minutes late
 - 2 were > 60 minutes late
 - 1 were > 90 minute late

- ❑ Miles between road calls 167,227.7 miles with 12 road call that equates to 13,935.6 miles between road calls for November 2022. MV did exceed the minimum standard of 12,250 miles between road calls for November 2022.

Wheelchair Boarding's and associated statistics

For the month of November 2022, there were:

- 9,112 - ambulatory passengers
- 3,461 - wheelchair boarding's
- 735 - personal care attendants (AM)
- 164 - companions
- 9 - animals

Other Service statistics

There were 3 complaints and 0 Commendation **Customer Assistance Forms** recorded for November 2022:

- BLine bus number 3029 had a reckless driver. On Sunday, 11/6 around 340pm the bus was driving onto I37 from the feeder coming from the downtown area (probably coming the HQ of the CCRTA). Where road merges onto I37 it is almost parallel to the detour exit to get onto Crosstown Expressway via that new circle back. The bus driver came into I37 crossed over several lanes and solid lines to take the exit for crosstown.
 - Please accept our sincerest apology this operator has been coached and counseled by safety to prevent any further actions as such.
- Pedro Mejia was supposed to be picked up at 5:30pm from Bingo, which ended at 5:00. He is 84 yr old He saw the bus and began walking towards it. Before he got there the bus left. It was cold that night and he was waiting inside. They called dispatch and they said they would send a bus to pick him up but be outside. An hour and a half later his nephew had driven in from Falfurrius and he was still waiting for the bus. Mr. Mejia has a phone but was not notified that the bus had arrived.
 - We sincerely apologize for this inconvenience. After speaking with the driver, she actually arrived a little early and wait until 1739 for Mr. Mejia. When departing the location, she did not see the client at all. She stated, “ if I would have seen him I would have stopped”. Unfortunately, the driver is not able to go inside the location for fear of losing sight of her bus. Another bus was sent back for Mr. Mejia an hour later.
- Mr. Mayez was walking up to take the 16 and it left before 745.
 - We apologize for this inconvenience I spoke with the operator and he stated that he didn’t leave until 746. We also did playback and it confirms that the operator departed at 746.

Conclusion

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

- ❑ 2.43 passengers per hour
- ❑ 89.46% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for November 2022 at 13,935.6 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for October 2022

	Total Miles Driven in October for Each Bus Type	Total Road Calls for October 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	5,667	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	1,836,119	41	41	0	20	21	1	5
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	19,933	5	5	0	4	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	1,861,719	46	46	0	24	22	1	5

MILES BETWEEN ROAD CALLS

77,572 Compared Total Miles with Chargeable Roadcalls

Road Call/Mileage Comparison for November 2022

	Total Miles Driven in November for Each Bus Type	Total Road Calls for November 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	5,261	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	175,546	23	23	0	9	14	0	2
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	14,770	3	3	0	3	0	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	195,577	26	26	0	12	14	0	2

MILES BETWEEN ROAD CALLS

16,298 Compared Total Miles with Chargeable Roadcalls

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, January 25, 2023	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, February 1, 2023	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, February 16, 2023	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
