



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, March 16, 2023

Time: 12:00 p.m.

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

**Board Members**

John Longoria, Chairman Rhonda Alvarez Robert Box Randal Chisamore Inez Garcia  
Jeannine Leal Joyce Lopez Celia Mendez Dr. Deborah Stanley Imelda Trevino

**Mission Statement**

To provide knowledge, guidance, and insight to the RTA and the community on transportation disadvantaged riders and services. Committee members act as ambassadors on transportation ridership issues.

1.	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 February 16, 2023	5 minutes	Pages 1 - 3
5.	Introduction of RCAT Vice Chair	5 minutes	No Attachment
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	RCAT Liaison Report a) Low or No Emission Vehicle Program Grant 5339(c) and Buses and Bus Facilities Competitive Program Grant 5339(b) b) CEO's Report for March 2023 c) Key Performance Metrics for Fixed Route and Paratransit	15 minutes	No Attachment
8.	Opportunity for Discussion of RCAT 2023 Direction	15 minutes	No Attachment
9.	Chairperson's Report	5 minutes	No Attachment
10.	Informational Items: a) January 2023 CAF Report b) January 2023 Operations Report Key Metrics		Pages 4 - 7 Pages 8 -17

	c) January 2023 Purchased Transportation Report		Pages 18 -21
	d) January 2023 Maintenance Road Call Report		Page 22
	e) Upcoming Events and RTA Functions		Page 23
11.	Adjournment		No Attachment
	Total Minutes:	56	

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting and 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, February 16, 2023**

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**Advisory Committee Members Present:** Imelda Trevino, Jeanine Leal, Celia Mendez, Rhonda Alvarez, Randal Chisamore and Robert Box

**Advisory Committee Members Absent:** Inez Garcia

**Board Members Present:** None

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

**MV Present:** Tameka Weathers

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**Call to Order:** Ms. Imelda Trevino called the meeting to order at 12:01 p.m.

**Pledge of Allegiance**

**Moment of Reflection**

**Roll Call:** 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 January 19, 2023 approved as presented.**

Mr. Robert Box made a motion to adopt the RCAT Minutes of January 19, 2023 as presented; Seconded by Jeannine Leal. Alvarez, Box, Chisamore, Leal, Mendez, and Trevino voted for approval. Motion Passed.

**Action to Approve RCAT 2023 Meeting Calendar.**

Ms. Jeannine Leal made a motion to adopt the RCAT 2023 Meeting Calendar. Seconded by Robert Box. Alvarez, Box, Chisamore, Leal, Mendez, and Trevino voted for approval. Motion Passed.

**Public Comment:** None

**Committee for Persons with Disabilities (CFPWD) Update:** Ms. Melanie Gomez informed the committee the pamphlet was handed out to each member explaining

who and what the CFPWD are and these pamphlets are handed out at outreach programs. Neighborhood Services reported on three concerns from the public. One concern was that there was not enough ADA parking in the downtown area. Another concern was a request for a ramp at a restaurant, but the restaurant was accessible and the customer didn't want to use the accessible entrance; this is a personal preference and the restaurant was not cited. Also, a business was reaching out for guidance about ADA accessible parking because the company is non-compliant. There were no other staff reports. CCPD parking citations for January; 196 disabled parking, 10 blocking the architect, and 65 blocking the sidewalk.

**B-Line Update 2022 Year-End Report:** Ms. Melanie Gomez informed the committee of the updated information received for B-Line for 2022. There were 940 applications including new, recertification and reassessed applications, a 34% increase over 2021. Only 1 person withdrew their application. 91 applications have not completed the full application process. The 91 applications will be held for 6 months. 185 days were used for assessments, over the phone. There are presently no in-person assessments due to COVID. There were 591 assessments completed over the phone a 51% increase from 2021. Of the 940 applications, 853 were reviewed and it was determined that 498 were unconditional, 238 were recertifications, 76 were conditionally eligible, 17 were recertifications and 22 were temporarily eligible for either 6 months, 9 months, or 12 months. 2 were determined ineligible. 117 could have appealed the decision but didn't appeal. 816 recertification notices were sent out, these notices are sent out every month. Of those notices, 458 needed a reassessment and 358 were recertifications, just one page to complete. As of February 7, 2023, there are 1815 eligible riders, but only approximately 1,000 active riders.

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

Ms. Montez informed the committee of the CEO's Report to the Board of Directors for March. The CEO Legislative Meeting was held with Senator Juan "Chuy" Hinojosa, Senator Morgan LaMantia, Representative Todd Hunter and Representative J.M. Lozano January 23<sup>rd</sup> through January 26<sup>th</sup> 2023. On January 12<sup>th</sup> we held a Rural Committee for the first time in years. We invited the Small Cities Mayors and their staff to hear how our services are going in their areas. CCRTA is also gearing up a wellness program with incentives. CCRTA built a mini gym on the first floor for employees to utilize before or after work or during the day, with group exercise classes and nutritional classes. CCRTA also has a mental wellness program, with this month's reminder to maintain a respectful workplace to build a stronger

environment. APTA has also started a mental wellness program to align with the national group. In the community, we participated in Nueces County Junior Livestock Show, the NAACP Freedom Fund Gala, the MLK Commemorative March, and the Dr. Hector P Garcia Memorial Foundation Luncheon. There was a CCISD Expo for High School we attended as well as a 2023 Strategic Plan & Presentation for Habitat for Humanity and a Gala for the Corpus Christi United Chamber of Commerce. CCRTA adjusted service to Metro Ministries with Route 28 but Leopard Street is still under construction so there may be delays and detours. Ridership increased by 41% compared to January 2022 for a weekday average of 9,580. CCRTA had 4 New hires in January 2023; 3 Bus Operators and a Marketing Intern from TAMU-CC. We are always hiring bus drivers if you know of someone.

For the operation and project update, with the shelter expansion program, we're installing shelters every month through March. Then we will install 75 more over the next year and a half. The Del Mar College – Oso Creek Construction at Yorktown Blvd. & Rodd Field Rd. is 55% complete for the Yorktown bus stop. Yorktown should be completed by the end of March and the beginning of May for the Rodd Field. Bids are due back for Port Ayers Transfer Station Construction are out and we will begin construction in mid-April to be completed by February 2024. The station will be closed and we will line up the buses along Ayers Street. Also for upcoming events, The Texas Transit Association (TTA) met in Austin on Feb 1<sup>st</sup>, Feb 23<sup>rd</sup> – 25<sup>th</sup> is the SWTA conference in Colorado, and the TTA Legislative conference in Austin March 5<sup>th</sup> – 8<sup>th</sup> and then APTA Legislative conference in DC March 11<sup>th</sup> – 15<sup>th</sup>. Legislative conferences are important as they help promote the competitive grants we requested.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for December 2022, stating that our ridership is increasing with Passenger Trips up 12.4%, Revenue Service Hours increased by 3.8% and Revenue Service Miles increased by 7.7% over December 2021, but still down -46.4% system-wide to pre-covid ridership.

### **Chairperson's Report:**

Ms. Trevino shared the upcoming meeting dates with the committee. Ms. Trevino shared her thoughts on the involvement of the committee and asked the members to bring ideas to the next meeting for community involvement to bring awareness of CCRTA service to the community.

The meeting adjourned at 12:37 pm.



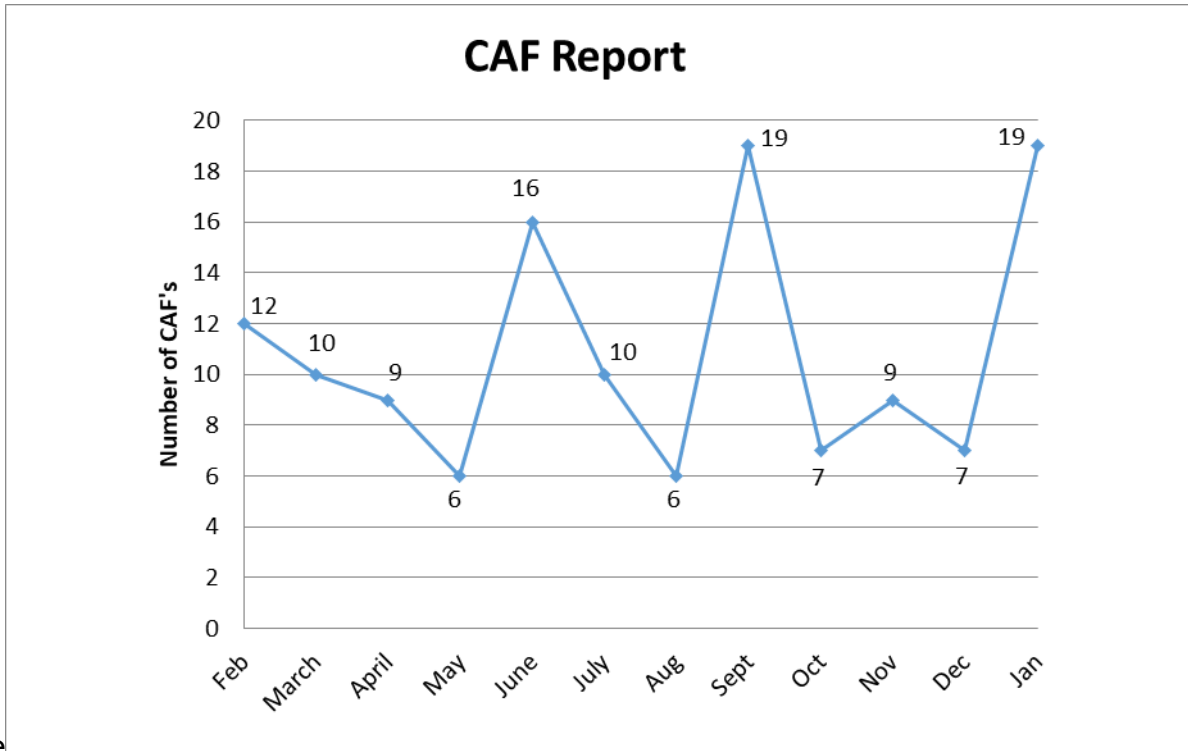
January 31, 2023

**Subject: CAF Report for January 2023**

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

For January 2023, there were 19 reported CAFs which was more than the 7 reported CAFs for December 2022. The *increase of 12 CAFs* for January 2023 represents a **171.42%** increase.

There was one commendation included in the total for the month of January.



**January 2023 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#4 Flour Bluff	2	#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	1
#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	2	#65 Padre Island Connection	1
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#83 Advanced Industries	
#23 Molina	2	#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	2	B-Line (Para-Transit) Services	3
#27x Leopard (Express)		Safety & Transportation	2
#28 Leopard /Navigation		Service Development	
#29 Staples	1	Facilities/Service Development	
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South		COMMENDATIONS	1
		TOTAL CAF's	19

**January 2023 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	2	1	2	5
Customer Services				
Late/Early – No Show	1			1
Alleges Injury			1	1
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Tie Down Issues		1		1
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Policy	1		1	2
Denial of Service	1			1
Safety and Security				
Rude	3			3
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations		1		1
<b>TOTAL CAFs</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>19</b>



## **Conclusion:**

During January 2023, CCRTA received nineteen CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there was one commendation.

Eleven CAFs were received regarding CCRTA Service, representing 58% of the total customer assistance contacts; there were no commendations.

Four CAFs were received regarding B-Line Service representing 21% of the total customer assistance contacts; there was one commendation.

Four CAFs were received regarding Contracted Fixed Route Service representing 21% 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 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 serve to guide policy development.



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

March 1, 2023

**Subject:** January 2023 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.

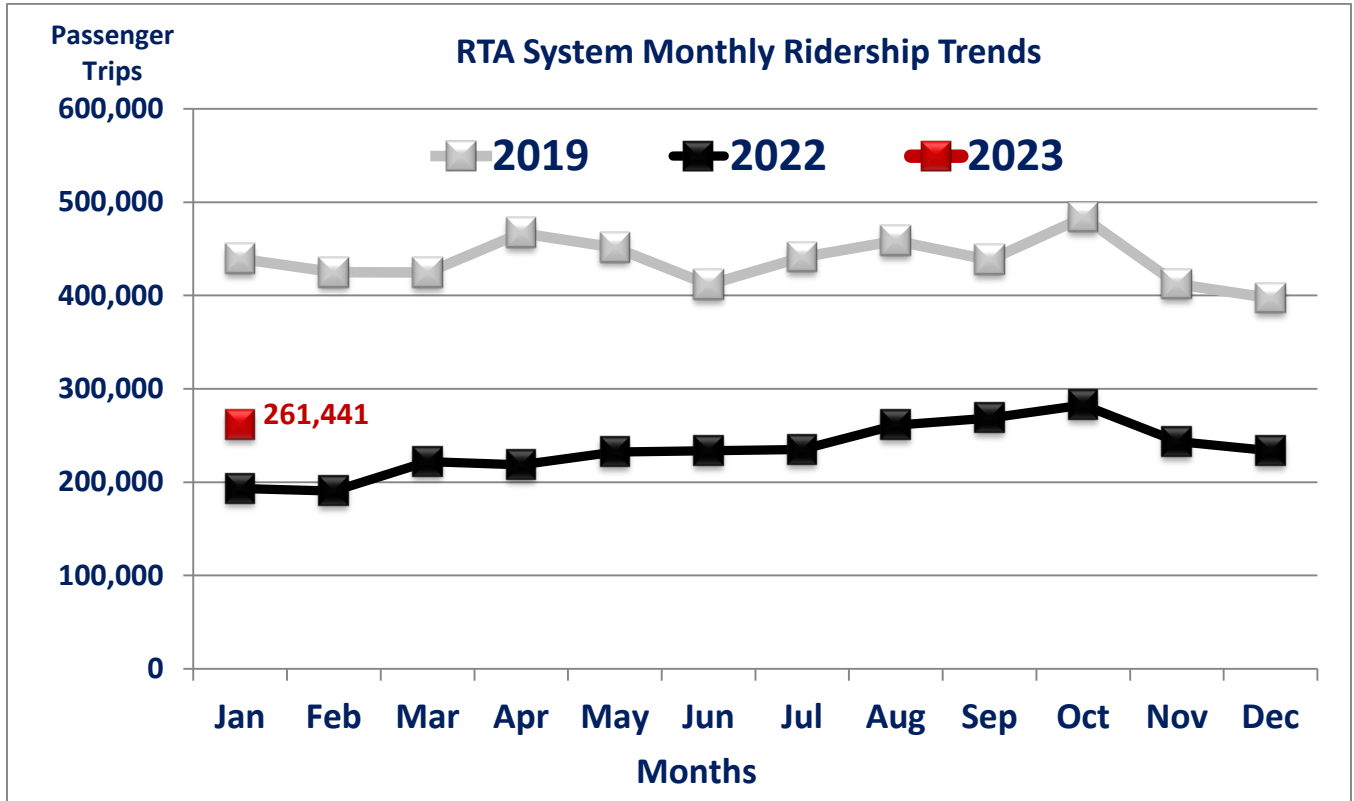


**COMMUTE**  
with **enterprise**



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

January 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 261,441 which represents a 35.3% increase as compared to 193,233 passenger trips in January 2022 with 68,208 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in January 2019 with 439,123 passenger trips, the 261,441 passenger trips represent a 40.5% decrease with 177,682 fewer trips.

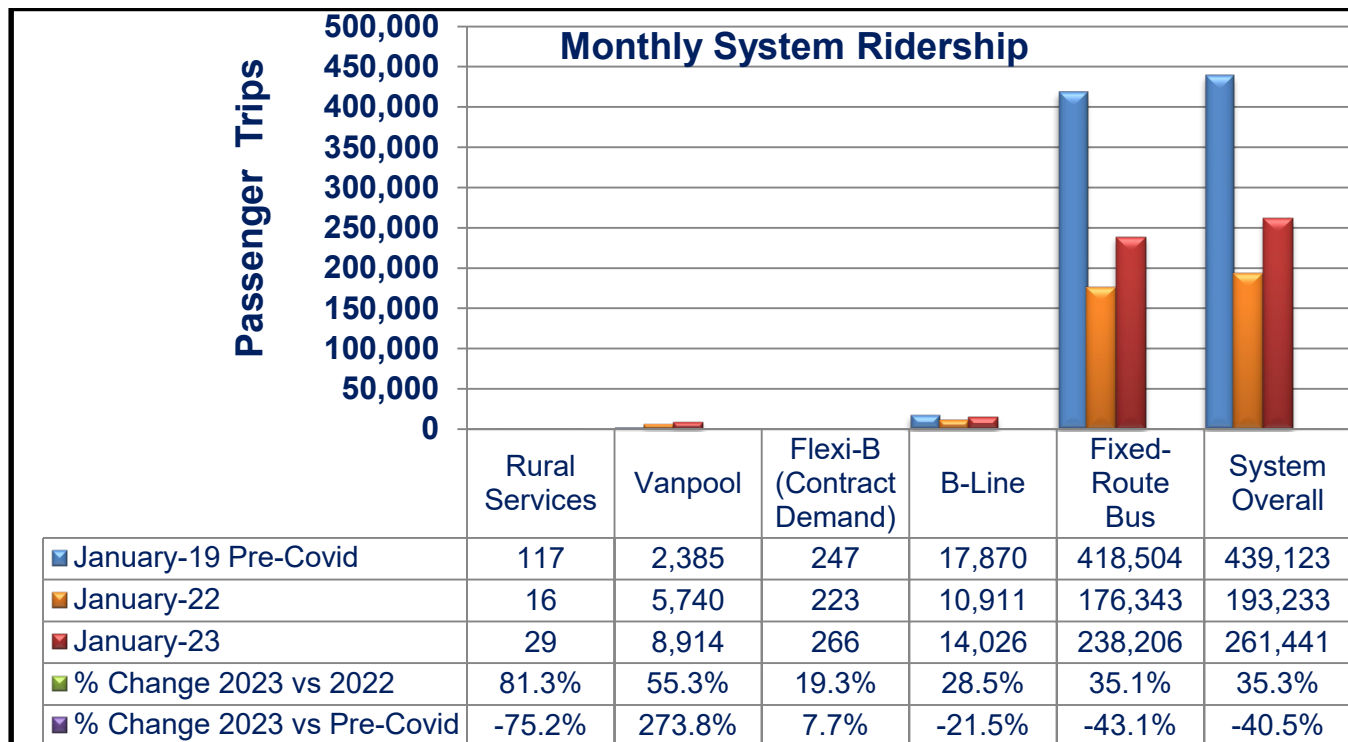


January 2023	January 2022	Variance
22 Weekdays	21 Weekdays	+1
4 Saturdays	5 Saturdays	-1
5 Sundays	5 Sundays	-
Sunday Service Levels on Jan. 1, 2023	Sunday Service Levels on Jan. 1, 2022	-
31 Days	31 Days	-

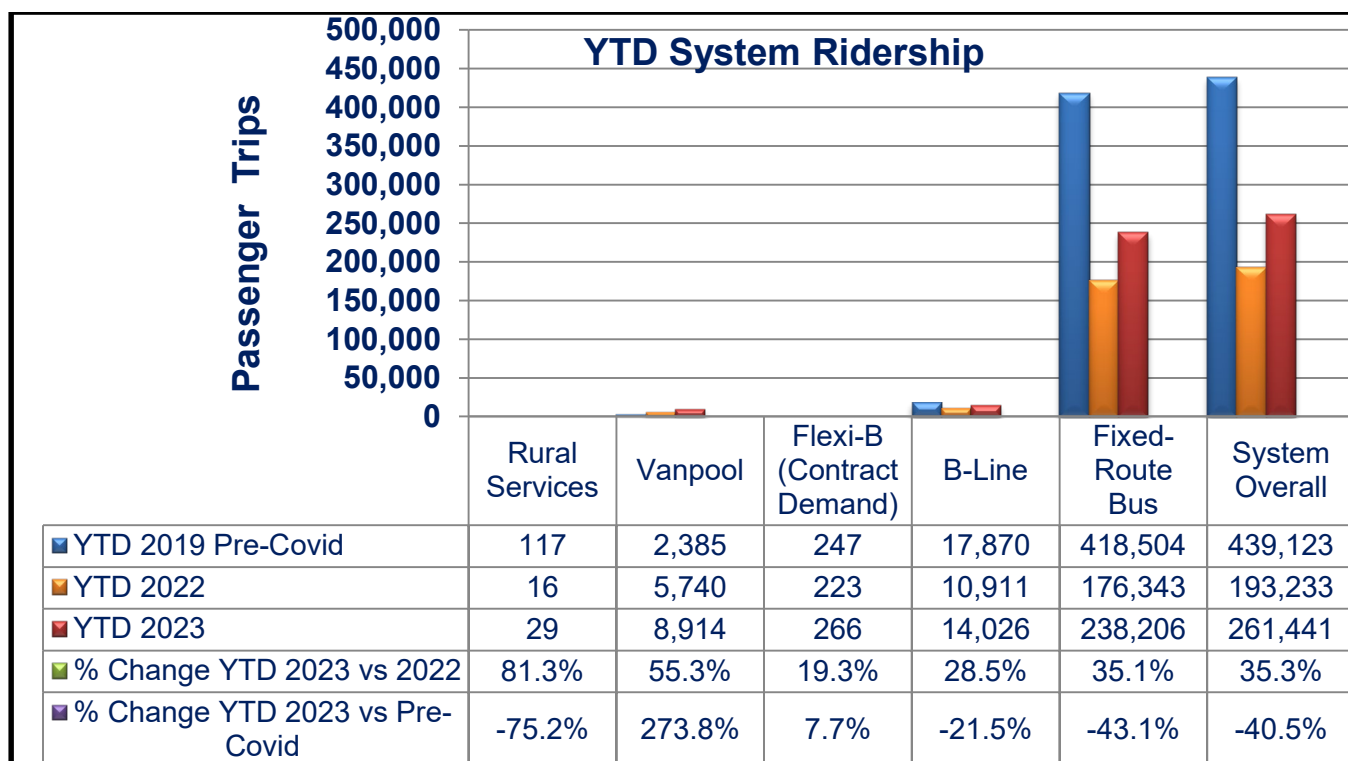
The average retail price for unleaded gas in Corpus Christi was approximately \$2.58 per gallon as compared to \$2.96 per gallon in January 2022<sup>1</sup> which represents a 12.8 % decrease in the average cost per gallon. Rainfall was below normal at 0.72 inches as compared to the January 2022 total rainfall of 2.31 inches.<sup>2</sup> Normal average January rainfall is approximately 1.39 inches. The 74.3-degree average temperature was above the average monthly temperature of 67.9 degrees.

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

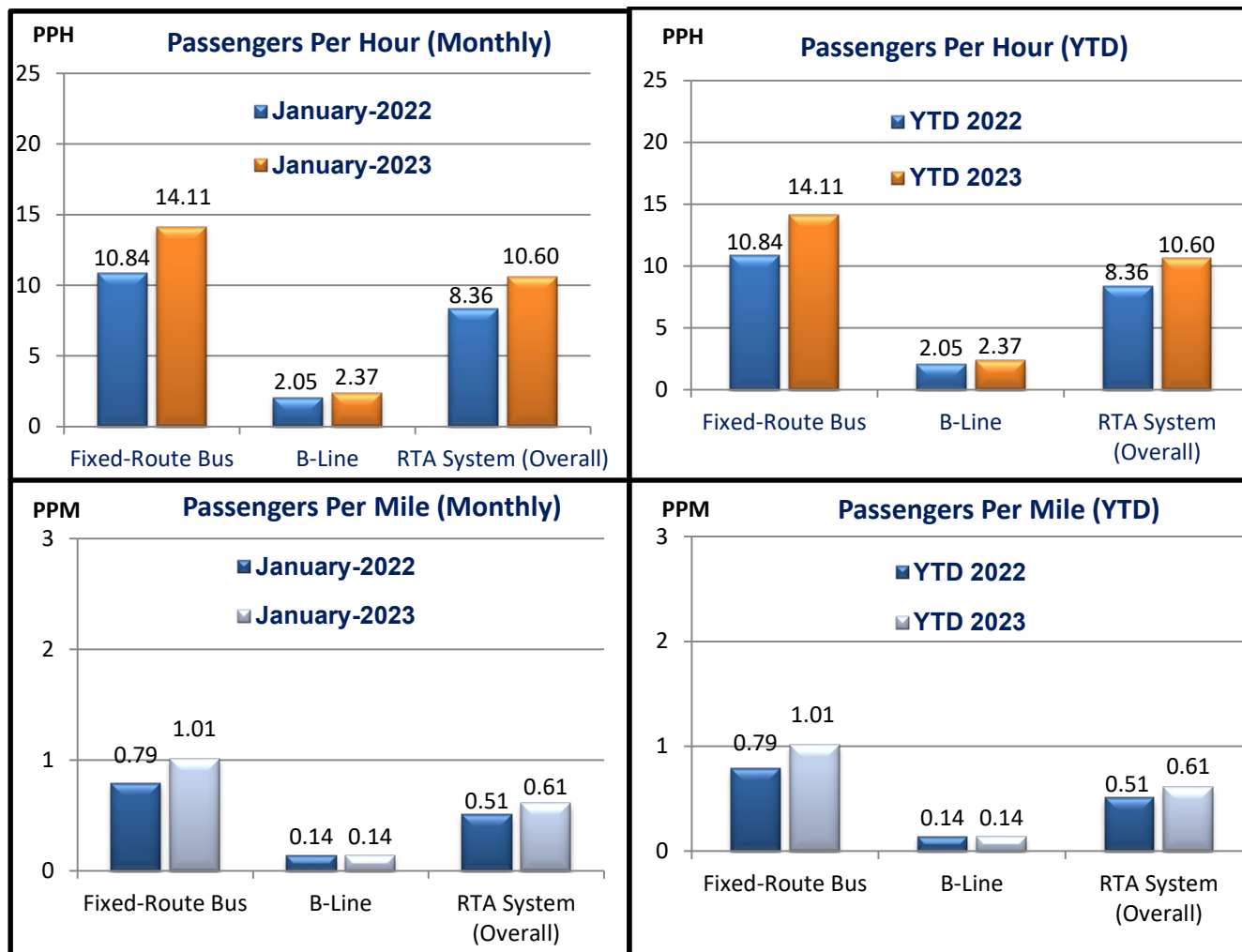
The chart below shows monthly ridership results for all services. CCRTA recorded 68,208 more passenger trips in January 2023 for a 35.3% increase as compared to January 2022. As compared to January 2019 Pre-Covid, passenger trips decreased 40.5%.



The chart below shows YTD ridership results for all services.



The following charts report system-wide productivity for the month of January 2023 vs. January 2022 and YTD figures.



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

Schedule Adherence	Standard	Oct-22	Nov-22	Dec-22	Jan-23	4-Month Average
Early Departure	<1%	0.5%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.3%	89.6%	89.3%	93.6%	90.2%
Monthly Wheelchair Boardings	No standard	3,971	2,899	3,732	3,463	3,516
Monthly Bicycle Boardings	No standard	5,637	4,694	4,429	4,444	4,801

**On Detour**

- **Port Ave.** Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late March 2023.
  - Routes 21, 23 & 37 (**2 stops impacted**)
- **Leopard St.** (Nueces Bay-Palm) (14) month project: Began April 2021-anticipated completion in late March 2023.
  - Routes 27 & 28 (**4 stops closed**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021. First Phase now complete-traffic switch over to new constructed east section.
  - 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.
  - 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.
  - 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 Expected**

- **McArdle** (Carroll-Kostoryz) To begin mid-2023.
  - Route 19 (**8 stops may be impacted**)
- **Gollihar** (Crosstown-Greenwood) To begin mid-2023.
  - Routes 23 & 25 (**11 stops may be impacted**)
- **Alameda** (Chamberlain-Texan Tr.) To begin late-2023.
  - Routes 5 & 17 (**8 stops will be impacted**)
- **Comanche** (Carancahua-Alameda) To begin late-2023.
  - Routes 12, 21, 27 & 28 (**4 stops will be impacted**)
- **Brownlee Blvd.** (Morgan-Staples) To begin late-2023.
  - Routes 5x & 17 (**7 stops will be impacted**)

**No Detour**

- **Wildcat** (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project.
  - Route 27 (**1 stop closed 3 stops slightly impacted**)
- **Everhart Rd. (SPID-S. Staples):** Project could begin late-2023.
  - Routes 32 & 37 (**7 stops will be impacted**)
- **Waldron Rd.** (SPID-Purdue): Began November 28, 2022. Phase 2 complete, Phase 3 about to begin which is anticipated to last six weeks.
  - Route 4 (**13 stops temporarily impacted**)

For January 2023, there were **11** impacted fixed 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 **48**.

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

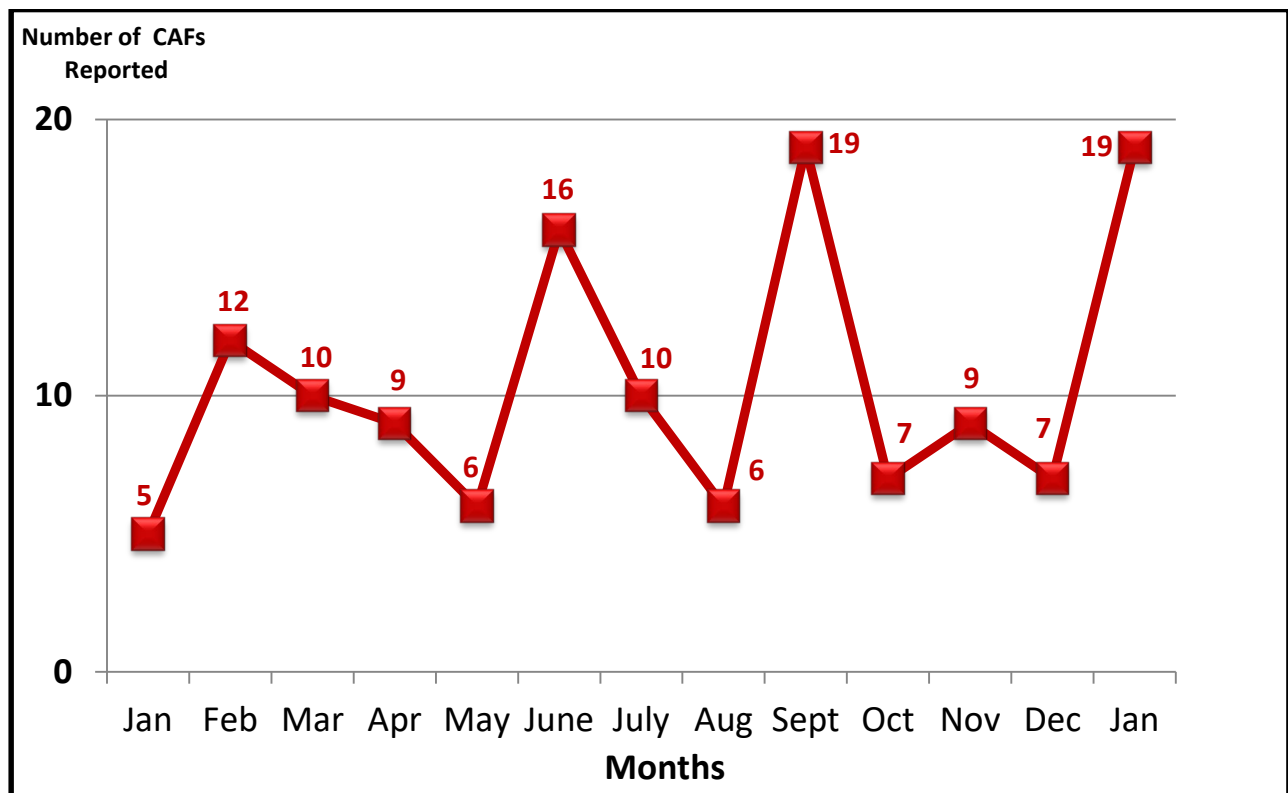
In January 2023, B-Line service metrics remain slightly impacted by RSV, Influenza and the persistent COVID-19 pandemic.

- Productivity: **2.37** 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): **13,216** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,417** ambulatory boardings; **3,680** wheelchair boardings

Metric	Standard	Oct-22	Nov-22	Dec-22	Jan-23	(4) Month-Ave.
Passengers per Hour	2.50	2.55	2.43	2.40	2.37	2.44
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	21,852	13,936	15,366	13,216	16,092
Monthly Wheelchair Boardings	No standard	3,917	3,461	3,879	3,680	3,734

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

For January 2023, Customer Service received and processed 19 Customer Assistance Forms (CAF's). 19 CAF's is 12 more than the previous month and represents a 171% increase. There was one commendation received from customers.



**Route Summary Report:**

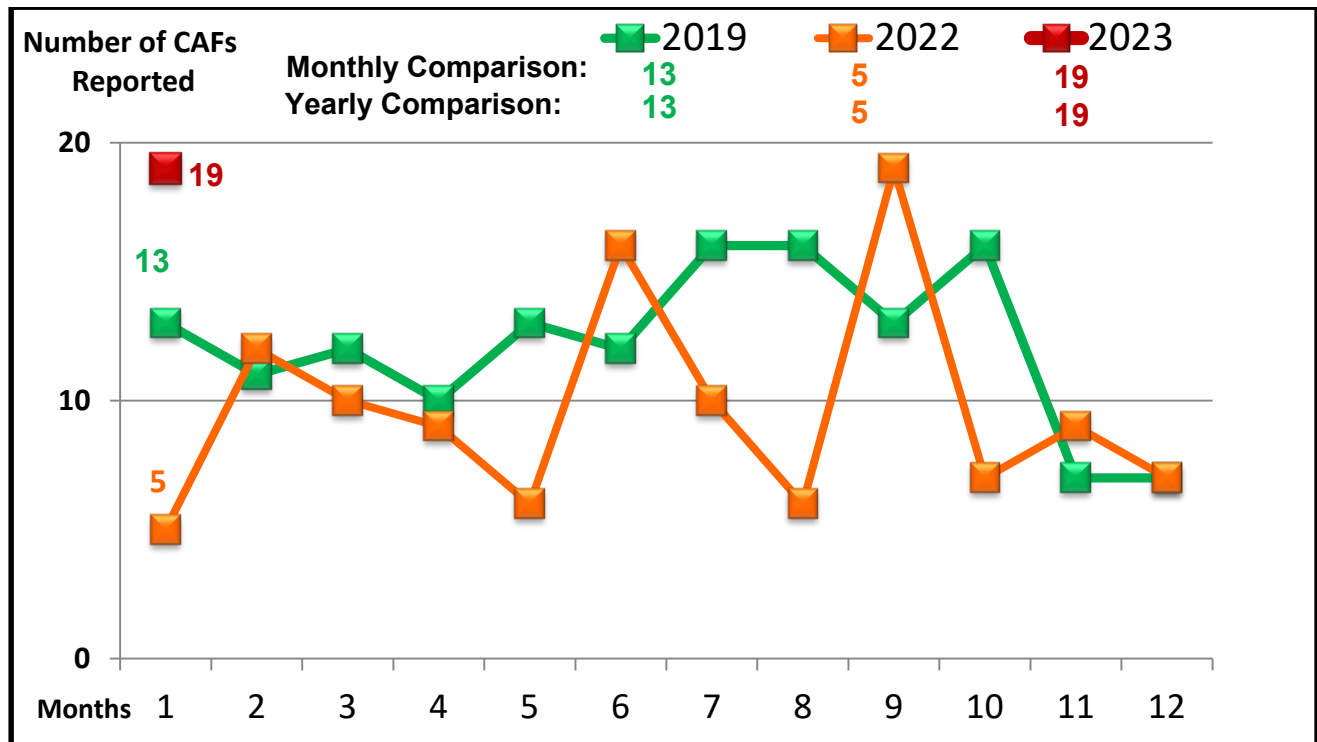
<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff	2	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	1
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin		#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	1
#19 Ayers	2	#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	2	#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	2	Safety, Security & Transportation	2
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples	1	Service Development	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South		Commendations	1
#32 Southside		TOTAL CAF's	19



**CAF Breakdown by Service Type:**

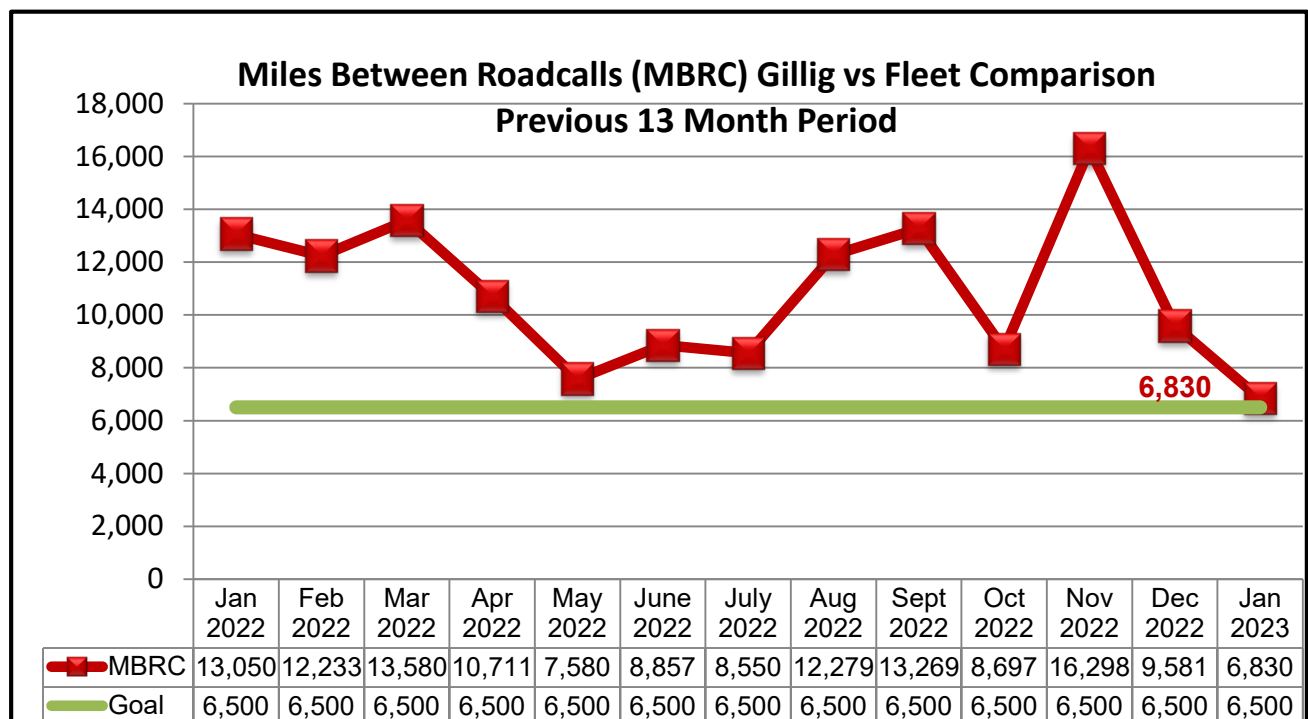
<b>CAF Category</b>	<b>RTA Fixed Route</b>	<b>B-Line ADA Paratransit</b>	<b>MV Fixed Route</b>	<b>Totals</b>
<b>ADA</b>				
<b>Service Stop Issues</b>	<b>1</b>			<b>1</b>
<b>Driving Issues</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>
<b>Customer Services</b>				
<b>Late/Early – No Show</b>	<b>1</b>			<b>1</b>
<b>Alleges Injury</b>			<b>1</b>	<b>1</b>
<b>Fare/Transfer Dispute</b>	<b>1</b>			<b>1</b>
<b>Clean Trash Can</b>				
<b>Dispute Drop-off/Pickup</b>		<b>1</b>		<b>1</b>
<b>Add Bench/Stop</b>				
<b>Tie Down Issues</b>		<b>1</b>		<b>1</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>2</b>
<b>Denial of Service</b>	<b>1</b>			<b>1</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>Commendations</b>		<b>1</b>		<b>1</b>
<b>Total CAFs</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>19</b>

### Number of CAF Reports: Current and Historical Trends



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

In January 2023, there were 6,830 miles between road calls (MBRC) recorded as compared to 13,050 MBRC in January 2022. 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 10,886.



**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: Rita Patruel for\_  
Miguel Rendón  
Acting Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: February 2, 2023**

**SUBJECT: B-Line Report for January 2023**

- ❑ Ridership for the month of January 2023 was 14,026 compared to 10,911 for January 2022, which equates to 3,115 more trips representing a 28.55% **increase**.
  
- ❑ Ridership for YTD 2022 was 14,026 representing a 28.55% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
10,911	14,026	3,115	28.55%

**Service Standards**

- ❑ Productivity: 2.37 PPH (Passengers per hour) January 2023, contract standard is 2.50
  
- ❑ On Time Performance: 94.78% on time performance for January 2023
  
- ❑ Denials: Zero denial of service (as defined by FTA)
  
- ❑ 681 trips out of 13,037 trips (5.22%) did not meet the standard for on time performance in January 2023. Of that number:
  - 660 were < 30 minutes late.
  - 21 were > 30 minutes late.
  - 0 were > 60 minutes late.
  - 0 were > 90 minutes late.
  
- ❑ Miles between road calls 171,804.5 miles with 13 road calls that equates to 13,215.7 miles between road calls for January 2023. MV did exceed the minimum standard of 12,250 miles between road calls for January 2023.

**Wheelchair Boarding's and associated statistics**

For the month of January 2023, there were:

- 9,417 - ambulatory passengers
- 3,680 - wheelchair boarding's
- 761 - personal care attendants (AM)
- 168 - companions

**Other Service statistics**

There were 7 complaints and 1 Commendation **Customer Assistance Forms** recorded for January 2023:

- 1) Driver first of all stopped passed the bus stop at the entrance of a carwash and not at the stop. This wasn't the problem though. When the passengers approached the unit the driver said nothing and when a passenger was boarding the bus the driver decided to start deploying the wheelchair ramp almost hitting the passenger. The driver did not get out of the seat and extend his arm like he is supposed to, nor did he say anything. The driver wasn't even looking out the door. He was looking out his window to his left.
  - a) After speaking with the operator he stated "once I arrived the riders start trying to board before I had the opportunity to even deploy the ramp. That's how one almost go hit with it because they did not wait for me to do anything." I explained to the operator that once he opens the door he need to say loudly for all passengers to please wait until I come around and step back I'm deploying the ramp.
- 2) Tuesday 1/10/23 or Thursday, 1/12/23 Sara Watson Salazar was picked from Post-Acute Hospital and was strapped in and 4 spokes on her wheel chair were broken. Mom notice the wheelchair was not working correctly right away because it would not roll right. 5017 crest wick drive 78413 is her home address They are renting the wheelchair. Please call Sara Salazar 361-411-3611 Oralia Watson 361-688-0223
  - a) Safety manager is reviewing footage to see if it was damaged by the operator and will reach out to this client to explain the findings.
- 3) Stephanie Gomez was waiting at Compton @ Waldron Wednesday, January 18, 2023 for RT 4. When RT 4 got their she started asking the Operator if she went to a certain location and the Operator told her you should already know, why are you asking about this route and shut the door on Ms. Gomez arm. Ms. Gomez started hitting the door/window until she opened it. She told the operator that she was going to call the police and press charges against her for assault. She did call the police but she had to leave the scene so they told her to call back when she had time to talk. Phone: 325-207-8706
  - a) After review of video footage, it shows that the door never made contact with the rider and she actually kicked the door once the operator closed it. Video also shows that the operator answer the riders question and after answering the same question repeatedly operator asked if she was riding and the rider stated "No" that's when the operator closed the door and moved up to allow another bus in behind her.
- 4) The incident happened between 2:00 & 4:00. The female driver was driving fast down Jamaica. At Pleiades Pl a dog was crossing the street. The bus hit the dog and did not stop. The dog is injured. This lady driver always drives fast, the male driver drives slow throught the neighborhood.
  - a) We thank this customer for informing us of this situation. The operator actually informed us when it happened. We have reviewed the footage and you do see a dog on the side of the roadway who proceed to dart out in front of the bus at the last minute not leaving the operator enough time to be able to stop. Operator who is a road sup did come back to the area in a different vehicle to try and find the dog but was not able to location it.

- 5) Concerned citizen called in to report a B-Line bus turned left at Staples & Baldwin. This is a construction zone and there is a sign that states "No Left Turn" Concerned citizen states the bus turned inappropriately.
  - a) We greatly appreciate this citizen informing of this issue. We have pulled video footage and reviewed it. Safety will be speaking with this operator to make sure that he will never forget the signage posted regardless of how long he has to wait at a red light.
- 6) B-Line bus operator found a wallet and went out of his way to return it to the passenger. The passenger said this driver is always very kind and its always helping out his passengers when he can. Mr. Martinez is very impressed with the drivers work ethic.
  - a) Thank Mr. Martinez for recognizing the hard work and dedication of this operator.
- 7) I was driving on the island at around 5-510pm on 01/25/2023 and one of your short buses numbered 3009 was literally tailgating me to the point that I could barely see their headlights. When I finally just pulled over to get out of the buses way they honked at me. This is totally unacceptable and I expect someone to call and discuss this situation with me. Unbelievably dangerous as I was driving a SEDAN and going well within the speed limit.
  - a) We apologize for this mishap. Safety manager stated that he did not see where the operator was tailgating but still coached by the her on the importance of the 5 sec following distance and always remaining professional.
- 8) Hello, good evening I have been trying to leave a voicemail with Tamika and Melanie about a situation on my B Line trip this evening. I had an 8:00 PM trip from 4922 Wexford Drive to Taqueria Jalisco number two on Horne Road. I believe April made the trip when I called on Tuesday morning. Every time I have made this trip, the drivers have driven into the parking lot to drop me off with no problems pulling into the parking lot and going around to the other side and exiting. The driver tonight, Ruby, dropped me off at stripes and said there was no room for her to pull into the Jalisco's and drop me off, nor could she leave the bus to safely guide me across the parking lot to the Jaliscos. She is the only driver who has ever said this all other drivers who have taken me on this trip before have pulled into the parking lot and droppme off just fine. This driver dropped me off at the stripes, and I asked for assistance to get to the Jalisco's and refused saying she couldn't leave the bus and the dispatch won't let her. I am totally blind. It is dark, my PCA is legally blind, and cannot see in the dark to cross to the Jalisco. The driver tried to guide us from the bus, but she was not very good at it, and we had to find our way. This could have been a dangerous situation for 2 blind passengers had there been more traffic. Ruby was very abrupt, and raised her voice about not being able to drop us off at the Jalisco's saying that I can't walk you to the door and left us to find our way. A bystander took this picture of her, turning around and going back to the bus, leaving us to stand in the middle of the parking lot. I then proceeded to call dispatch to see if I could leave a voicemail with Tamika in customer service. The dispatcher was very rude and hung up on me. My PCA also called in and instead of being transferred to Melanie Gomez he was transferred to a fax number. we were lucky to be able to get to the Jalisco's's, but it could have been a very dangerous situation with Ruby and the dispatcher not willing to help to get passengers to a safe place. Please make sure this gets to Tamika and/or Melanie please reach out to me. My number is 361-229-8080. Melanie reached out to her Monday morning and received more information: By the

way, the rider is Amy Lora- Colunga. I called to let her know we received her concern and would be looking into it. She claims she's been going there almost every Friday for almost a year and this is the only time she's had an issue. She said about three trips back, a supervisor even dropped her off there and there was no mention of any concerns with dropping off at the restaurant. She also said that every time she called that night to get transferred to Tameka's or my voicemail she got transferred to a fax or the call was released. She was riding with Tim Hatch. He is also legally blind but he does assist her at times as he has more vision and O&M skills than she does but in the dark, they both had trouble seeing where they were going. Just wanted to share that additional information.

- a) I will be reaching out to this client later today. This location has been assessed previously and was assessed again. On this location file there are notes to drop off and pick up in the stripes parking lot. The reason for these notes are because the Jalisco parking lot is very narrow as well as there is a drive-thru which makes it an even tighter fit and if the parking lot is full then our bus would be stuck there with no way out. I have made it very clear to the operator where she shall pull the bus and how to assist riders to the door with still having sight of the bus. She understands and wanted to me to know that she did walk them to the middle of the parking lot & would never say for them to figure it out on their own. In no way shape or form would she ever leave a client to chance anything alone. She did state that she waited before leaving the location until she was not able to see them anymore.

### **Conclusion**

The contractor has met or exceeded performance standards in two of the four key areas for January 2023:

- ❑ 2.37 passengers per hour
- ❑ 94.78% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for January 2023 at 13,215.7 miles did exceed the minimum contract standard of 12,250 miles.

## Road Call/Mileage Comparison for January 2023

	Total Miles Driven in <b>January</b> for Each Bus Type	Total Road Calls for <b>January</b> 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	4,976	0	0	0	0	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	171,828	43	43	0	19	24	0	1
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	28,084	24	24	0	11	13	1	0

**TOTAL MILES DRIVEN      TOTAL ROAD CALLS**

<b>204,888</b>	<b>67</b>	<b>67</b>	<b>0</b>	<b>30</b>	<b>37</b>	<b>1</b>	<b>1</b>
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**MILES BETWEEN ROAD CALLS**

<b>6,830</b>
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**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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RTA Committee Meetings

Wednesday, March 22, 2023

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, April 5, 2023

8:30 a.m.

RCAT Committee Meeting

Thursday, April 20, 2023

12:00 p.m.

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### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

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Touch A Truck

RTA Bus & MV Van on display

Whataburger Field

Saturday 3/25/2023

10:00am – 2:00pm

Texas Transit Association (TTA) Conference

Corpus Christi Hosting

April 11<sup>th</sup> – April 15<sup>th</sup>

TTA Statewide Rodeo Competition

Whataburger Field

April 15, 2023

8:30am until 12:00pm

Port Aransas Sand Fest

Shuttle service provided

April 14<sup>th</sup> – 16<sup>th</sup>

8:00am – 8:00pm