



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, May 18, 2023

Time: 12:00 p.m.

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

**Board Members**

Imelda Trevino, Chair    Robert Box, Vice Chair  
Rhonda Alvarez    Randal Chisamore    Inez Garcia  
Jeannine Leal    Celia Mendez

**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 RCAT Meeting Minutes for March 16, 2023	5 minutes	Pages 1 - 4
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	RCAT Liaison Report a) Mr. Box reappointment b) Award Contract to Marshall Company Ltd. for the Construction of the New Port Ayers Station c) Update on Shelter Installation Program d) February 2023 Key Performance Metrics for Fixed Route and Paratransit e) March 2023 Key Performance Metrics for Fixed Route and Paratransit f) CEO's May 2023 Report	20 minutes	No Attachment
7.	Chairperson's Report	10 minutes	No Attachment
8.	Informational Items: a) February 2023 CAF Report b) March 2023 CAF Report c) February 2023 Operations Report Key Metrics d) March 2023 Operations Report Key		Pages 5 - 8 Pages 9 - 12 Pages 13 - 22 Pages 23 - 32

	<p>Metrics</p> <p>e) February 2023 Purchased Transportation Report</p> <p>f) March 2023 Purchased Transportation Report</p> <p>g) February 2023 Maintenance Road Call Report</p> <p>h) March 2023 Maintenance Road Call Report</p> <p>i) Upcoming Events and RTA Functions</p>		<p>Pages 33 - 36</p> <p>Pages 37 - 41</p> <p>Page 42</p> <p>Page 43</p> <p>Page 44</p>
9.	Adjournment		No Attachment
	Total Minutes:	46	

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 Amanda De La Cerda 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, March 16, 2023**

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**Advisory Committee Members Present:** Imelda Trevino, Robert Box, Rhonda Alvarez, Randall Chisamore and Inez Garcia

**Advisory Committee Members Absent:** Celia Mendez, Jeanine Leal

**Board Members Present:** None

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

**MV Present:** Benjamin Schmit

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**Call to Order:** Ms. Imelda Trevino called the meeting to order at 12:02 p.m.

**Pledge of Allegiance** was recited.

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

**Public Comment:** None

**Action to Approve Meeting Minutes of February 16, 2023** as presented.

Mr. Robert Box made a motion to adopt the RCAT Minutes of February 16, 2023 as presented; 2nd by Rhonda Alvarez. Motion Passed.

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

**Representative:** Melanie Gomez

**Meeting Date:** Wednesday, March 2, 2023.

**Meeting Summary:**

South Texas Lighthouse for the Blind hosting ADA Easter Egg Hunt. Held Saturday, April 1, 2023 @ Texas State Aquarium. Contact Alana Monroe @ (361) 693 – 6183 for more information.

**ADA Issues**

Two locations were not in accordance with ADA

- One was deemed compliant
- One was missing an accessible parking spot and signage

### **Corpus Christi Police Department Parking Enforcement Report**

- 116 citations were issued for Disabled Parking
- 6 citations were issued for blocking parking architect
- 91 citations were issued for blocking the sidewalk

### **ADA Committee Resolution**

ADA has sent the resolution for review to the city council regarding the design and funding of protecting bike paths of high traffic areas on state highways and frontage roads.

### **ADA Action Items**

ADA has begun the resolution item regarding Cole Park and Labonte Park reconstruction for accessibility improvements.

### **RCAT Liaison's Report:**

**Representative/Presenter:** Sharon Montez

### **Low or No Emission Vehicle Program Grant 5339(b)**

Ms. Montez discussed the FTA Grant Opportunity and the partnership with Center for Transportation and the Environment (CTE), Cassidy & Associates. A Bus Manufacture is still pending as well as engineer selection from the Current engineering pool. The grant will allow for \$1.7 billion in FY2023 funds to support state and local efforts. The aid will allow for compliance with the greenhouse gas reduction set forth by the U.S. The goal is to achieve 50-52% reduction of GHG by 2030. Ms. Montez also discussed the economic growth the grant would allow in the community – good-paying jobs, reduced emissions, healthier communities, and better transportation. The grant would allow for a \$22 million cost allocation to 13 electrical buses and infrastructure support. It would also allow for a \$2 Million cost allocation to the Robstown Transfer Station and electrical supporting infrastructure.

### **CEO's Report for March 2023 – Meeting March 1, 2023**

Ms. Montez discussed that ridership increased by 37%. The construction of Del Mar College – Oso Creek is more than 55% completed. The shelter expansion program has installed 240 out of 300 shelters to date. New hires were added to the company which consisted of 3 Bus Operators, 2 Custodians, and 1 Garage Service Tech. The Port Ayers Transfer Station Construction is ongoing with IFB due March 10<sup>th</sup> and Contract Recommendation will commence on March 22<sup>nd</sup>. Ms. Montez discussed the Community Focus which consisted of:

### **February Outreach**

Education Service Center – Outreach with Disabled High School Students (Feb. 9th & 10th)

Carroll High School – Literacy Night (Feb. 15th)

TAMUCC Homecoming Park & Ride Shuttle (Feb. 25th)

### **Upcoming Outreach**

Buc Days Shuttle (Mar. 2nd)

Downtown Art walk (Mar. 3rd)

Health Fairs at Affordable Housing Complexes (Mar. 2nd & 3rd)

High School Career Fair (Mar. 4th)

JFK STEM Career Day at JFK Elementary (Mar. 10th)

Ms. Montez also discussed the ongoing Wellness Campaign at CCRTA. The campaign consists of two gym facilities located at each location. The CCRTA team is currently opting in a wellness challenge with weekly weigh ins and fitness classes offered at both facilities. Mr. Montez also discussed the Workplace Positivity Initiative with the “B” Polite Campaign.

Ms. Montez discussed the company’s achievements which consisted of:

1. Best Marketing and Communications on Workforce Development – Special Event  
Employee Appreciation Day
2. Best Marketing and Communications to Support Ridership – Print Media

## Buc Days Parade Bus Wrap

Board Members of CCRTA also achieved accolades in:

1. “Spirit of MLK” awarded by TAMU-CC’s Islander Cultural Alliance to Jeremy Coleman on February 27, 2023.
2. “Local Small Business of the Year” awarded by Region VI’s Local Small Business to Anna Jimenez on February 15, 2023.

### **Key Performance Metrics for Fixed Route and Paratransit**

Ms. Montez discussed the growth between January 2022 and January 2023. Passenger Trips increased by 35.3%. Revenue Service Hours increase by 6.7%. Revenue Service Miles increased by 12.9%. The impact of current current projects impacting fixed routes were discussed. There were a total of 48 impacted stops. The addition of upcoming projects was also discussed. Upcoming projects would impact and additional 64 stops.

### **Chairperson’s Report:**

**Representative/Presenter: Imelda Trevino**

Ms. Trevino shared the upcoming meeting dates with the committee and events that CCRTA will assist or host in such as:

1. Touch a Truck, Saturday, March 25, 2023 @ 10:00 A.M. – 2:00 P.M.
2. TTA – Texas Transit Association, April 11<sup>th</sup> – 15<sup>th</sup>
3. TTA – Texas Transit Association Rodeo Competition, Saturday, April 15<sup>th</sup>
4. Sandfest, April 14<sup>th</sup> – April 16<sup>th</sup>

**The meeting adjourned at 12:43 p.m.**



February 28, 2023

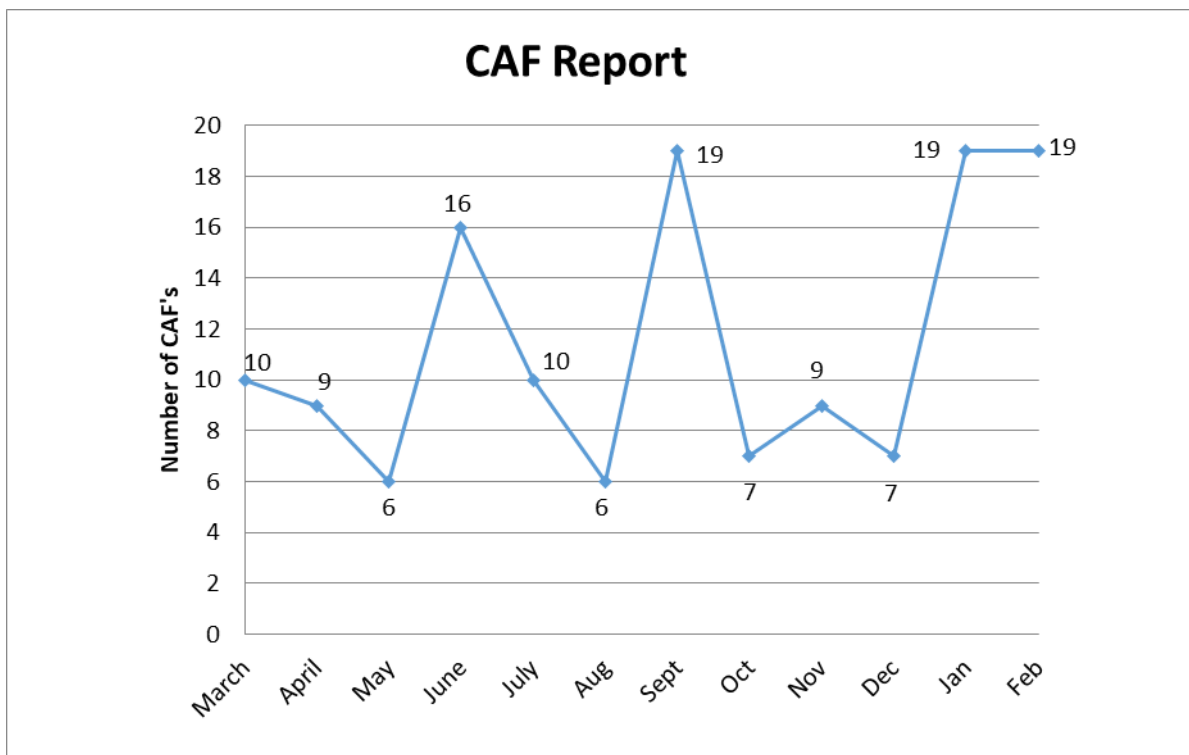
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**Subject: CAF Report for February 2023**

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

For February 2023, there were 19 reported CAFs which was the same as the 19 reported CAFs for January 2022.

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



**February 2023 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#4 Flour Bluff		#34 Robstown North Circulator	1
#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	3	#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	1	#78 North Beach Shuttle	
#21 Arboleda		#83 Advanced Industries	
#23 Molina		#90 Flexi-B Port Aransas	
#24 Airline/Yorktown		#93 FLEX	1
#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	2
#28 Leopard /Navigation		Service Development	
#29 Staples	2	Facilities/Service Development	
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South		COMMENDATIONS	1
		TOTAL CAF's	19



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

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	3		1	4
Driving Issues	1	1	3	5
Customer Services				
Late/Early – No Show		1		1
Alleges Injury	1		1	2
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				
Denial of Service	1			1
Safety and Security				
Rude	3		1	4
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations		1		1
<b>TOTAL CAFs</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>19</b>

## **Conclusion:**

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

Nine CAFs were received regarding CCRTA Service, representing 47% 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.

Six CAFs were received regarding Contracted Fixed Route Service representing 32% 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.



March 31, 2023

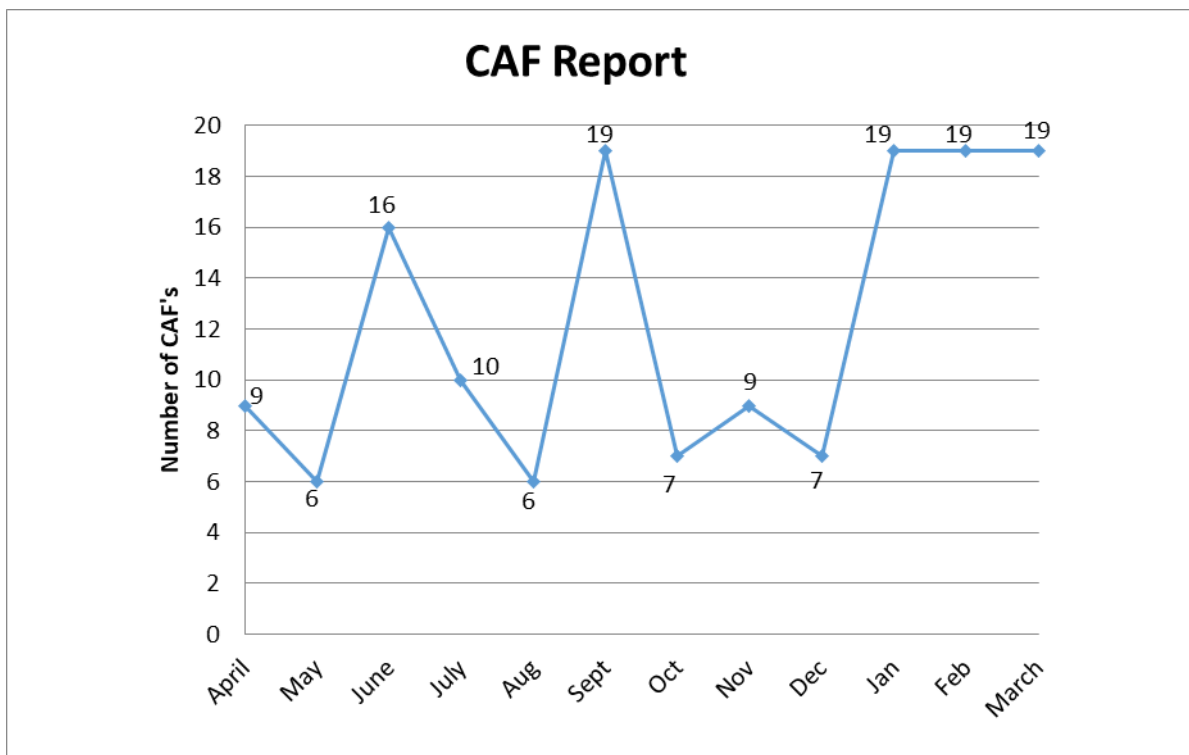
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**Subject: CAF Report for March 2023**

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

For March 2023, there were 19 reported CAFs which was the same as the 19 reported CAFs for February 2023.

There were five commendations included in the total for the month of March.



**March 2023 for Route Summary Report:**

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

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

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1		2	3
Driving Issues	3	1	1	5
Customer Services				
Late/Early – No Show			1	1
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop	1			1
Incident on Bus	1			1
Incident at Station				
Policy				
Denial of Service			2	2
Safety and Security				
Rude		1		1
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations	1	1	3	5
<b>TOTAL CAFs</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>19</b>

## **Conclusion:**

During March 2023, CCRTA received nineteen CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were five commendations.

Seven CAFs were received regarding CCRTA Service, representing 37% of the total customer assistance contacts; there were no commendations.

Three CAFs were received regarding B-Line Service representing 16% of the total customer assistance contacts; there was one commendation.

Nine CAFs were received regarding Contracted Fixed Route Service representing 47% of the total customer assistance contacts; there were three 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.

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CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

April 5, 2023

**Subject:** February 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.

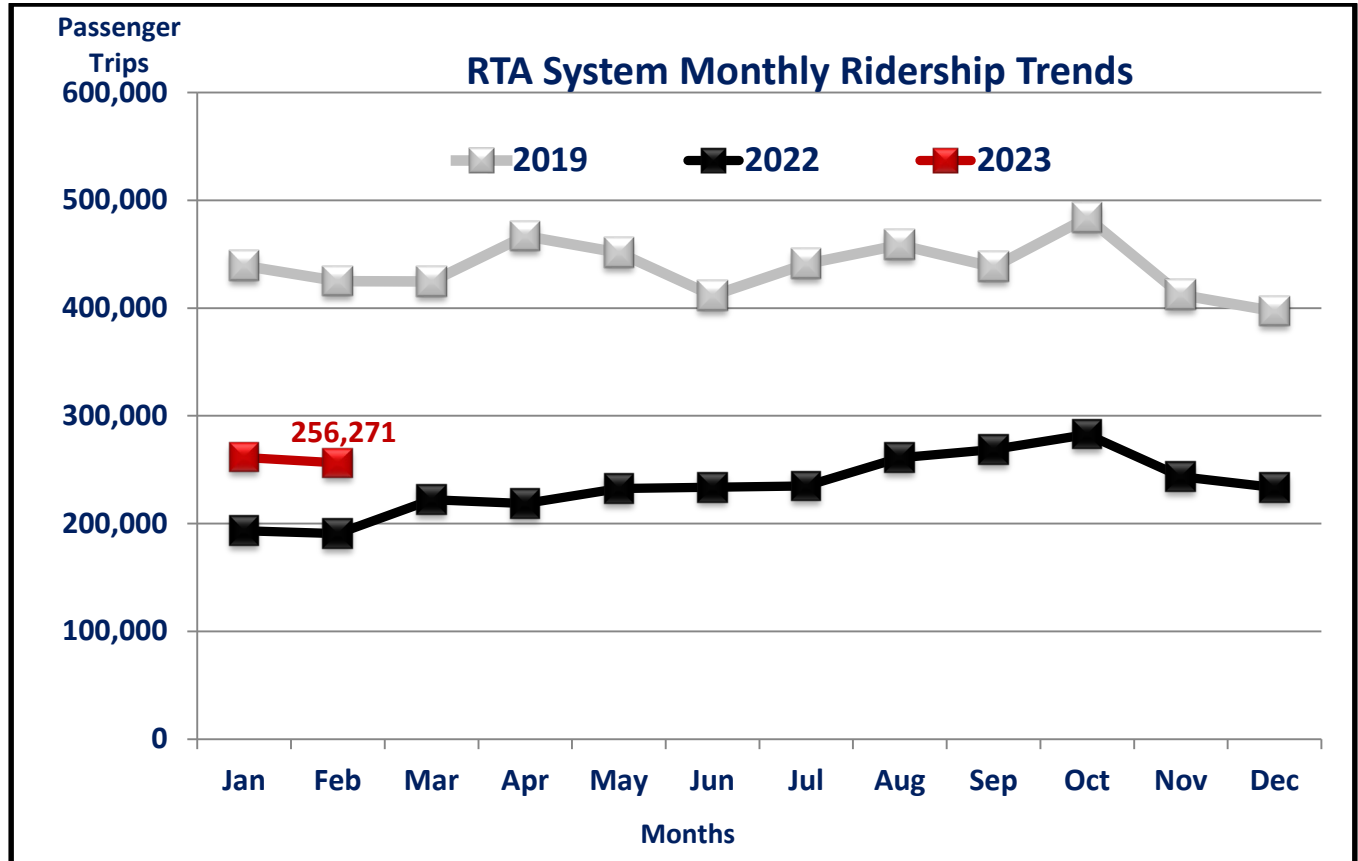


**COMMUTE**  
with enterprise



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

February 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 256,271 which represents a 34.4% increase as compared to 190,638 passenger trips in February 2022 with 65,633 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in February 2019 with 424,940 passenger trips, the 256,271 passenger trips represent a 39.7% decrease with 168,669 fewer trips.



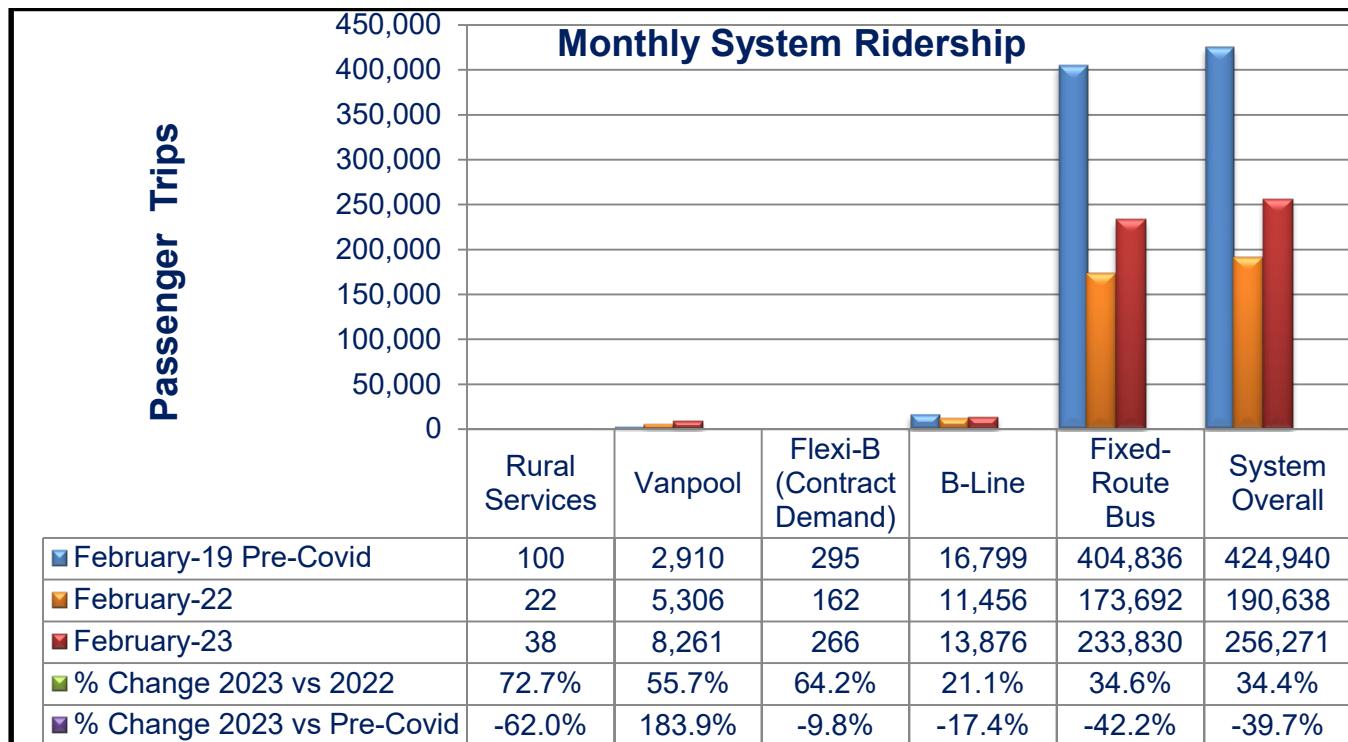
February 2023	February 2022	Variance
20 Weekdays	20 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
28 Days	28 Days	-

The average retail price for unleaded gas in Corpus Christi was approximately \$2.94 per gallon as compared to \$3.12 per gallon in February 2022<sup>1</sup> which represents a 5.8% decrease in the average cost per gallon. Rainfall was below normal at 0.19 inches and similar to last year’s total of 0.24 inches for February.<sup>2</sup> Normal average February rainfall is approximately 1.93 inches. The 76.1 degree average temperature was above the average monthly temperature of 71.9 degrees.

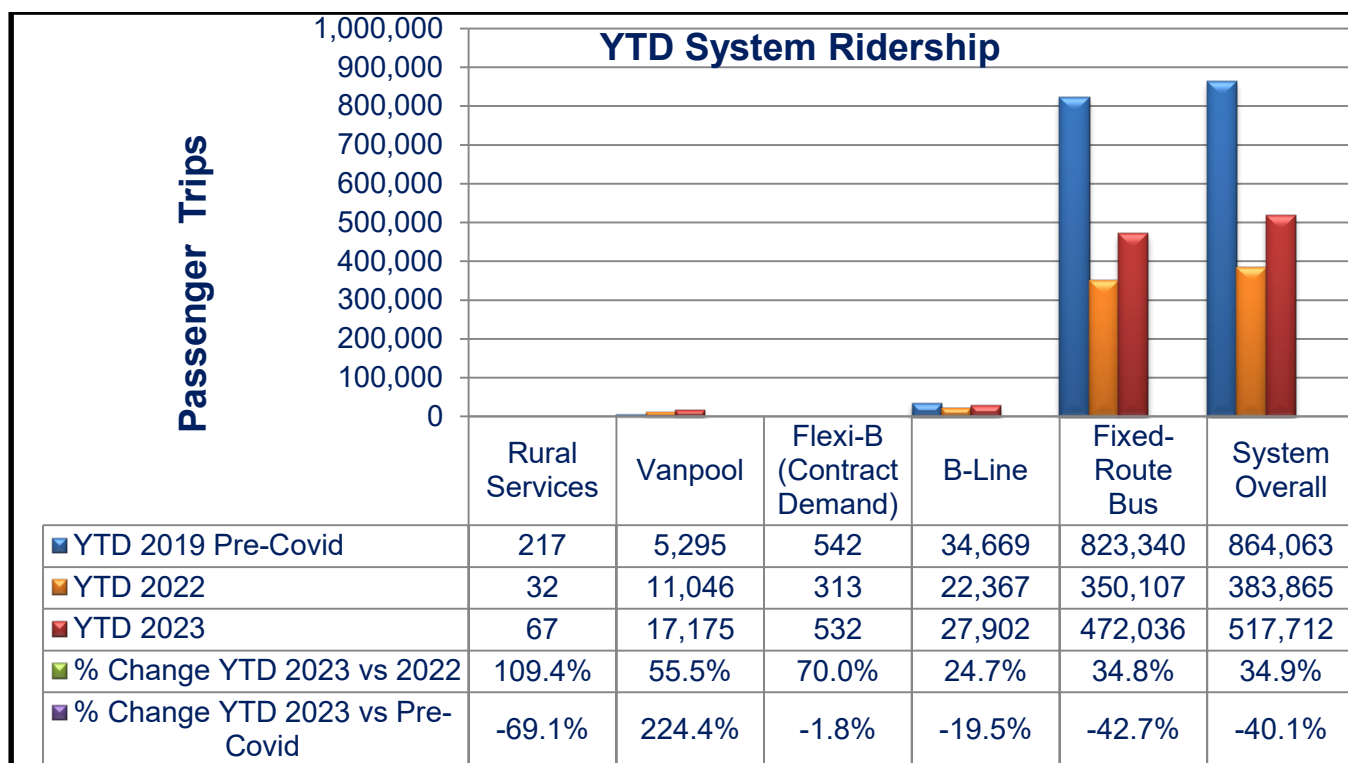
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.  
 2. <https://etweather.tamu.edu/rainhistory>



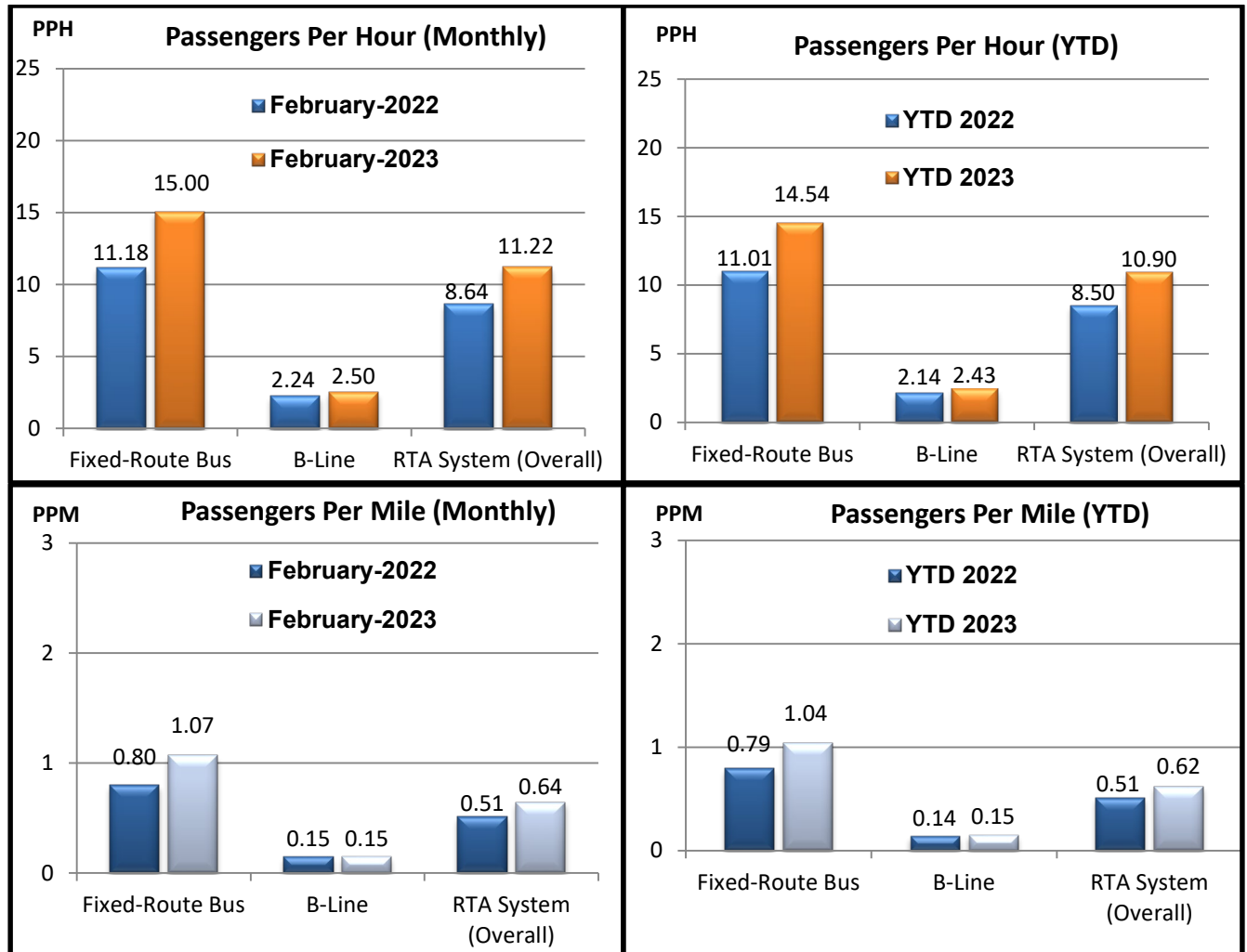
The chart below shows monthly ridership results for all services. CCRTA recorded 65,633 more passenger trips in February 2023 for a 34.4% increase as compared to February 2022. As compared to February 2019 Pre-Covid, passenger trips decreased 39.7%.



The chart below shows YTD ridership results for all services.



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



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

Schedule Adherence	Standard	Nov-22	Dec-22	Jan-23	Feb-23	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.4%	0.1%
Departures within 0-5 minutes	>85%	89.6%	89.3%	93.6%	93.1%	91.4%
Monthly Wheelchair Boardings	No standard	2,899	3,732	3,463	3,084	3,295
Monthly Bicycle Boardings	No standard	4,694	4,429	4,444	4,280	4,462

<p style="text-align: center;"><b>On Detour</b></p>	<ul style="list-style-type: none"> <li>• <b>Port Ave.</b> Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late March 2023. <ul style="list-style-type: none"> <li>➤ Routes 21, 23 &amp; 37 (<b>2 stops impacted</b>)</li> </ul> </li> <li>• <b>Leopard St.</b> (Nueces Bay-Palm) (14) month project: Began April 2021-anticipated completion in late March 2023. <ul style="list-style-type: none"> <li>➤ Routes 27 &amp; 28 (<b>4 stops closed</b>)</li> </ul> </li> <li>• <b>S. Staples St.</b> (Kostoryz-Baldwin) (29) month project: Began March 2021. First Phase now complete-traffic switch over to new constructed east section. <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> <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>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>Winnebago &amp; Lake St.</b> (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> <li>➤ Route 12 (<b>4 stops impacted</b>)</li> </ul> </li> <li>• <b>Leopard St.</b> (Crosstown-Palm) (14) month project began Dec. 5, 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 impacted</b>)</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Detours Expected</b></p>	<ul style="list-style-type: none"> <li>• <b>McArdle</b> (Carroll-Kostoryz) To begin mid-2023. <ul style="list-style-type: none"> <li>➤ Route 19 (<b>8 stops may be impacted</b>)</li> </ul> </li> <li>• <b>Gollihar</b> (Crosstown-Greenwood) To begin mid-2023. <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-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> <li>• <b>Comanche</b> (Carancahua-Alameda) To begin late-2023. <ul style="list-style-type: none"> <li>➤ Routes 12, 21, 27 &amp; 28 (<b>4 stops will be impacted</b>)</li> </ul> </li> <li>• <b>Brownlee Blvd.</b> (Morgan-Staples) To begin late-2023. <ul style="list-style-type: none"> <li>➤ Routes 5x &amp; 17 (<b>7 stops will be impacted</b>)</li> </ul> </li> </ul>
<p style="text-align: center;"><b>No Detour</b></p>	<ul style="list-style-type: none"> <li>• <b>Wildcat</b> (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project. <ul style="list-style-type: none"> <li>➤ Route 27 (<b>1 stop closed 3 stops slightly impacted</b>)</li> </ul> </li> <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> <li>• <b>Waldron Rd.</b> (SPID-Purdue): Began November 28, 2022. Phase 2 complete, Phase 3 about to begin which is anticipated to last six weeks. <ul style="list-style-type: none"> <li>➤ Route 4 (<b>13 stops temporarily impacted</b>)</li> </ul> </li> </ul>

For February 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**

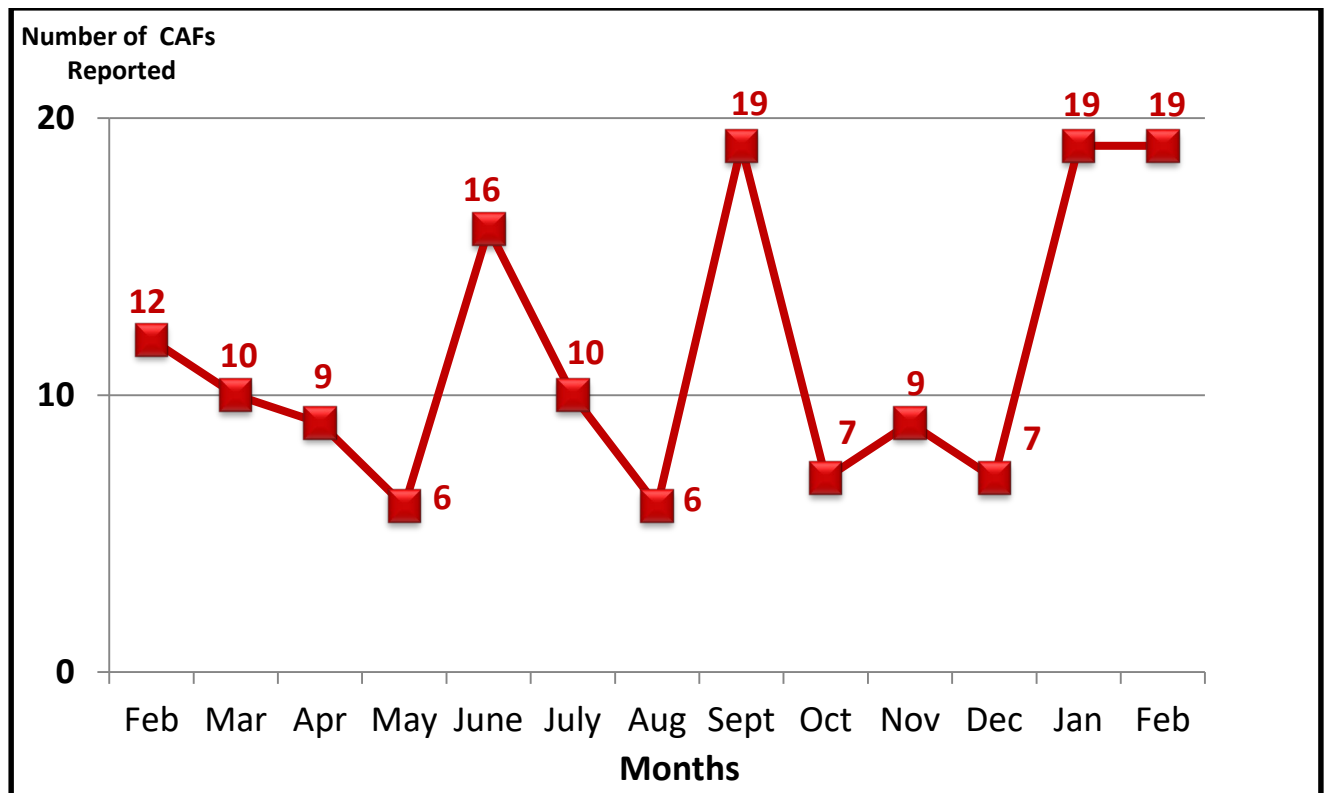
In February 2023, B-Line service metrics remain slightly impacted by RSV, Influenza and the persistent COVID-19 pandemic.

- Productivity: **2.50** 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): **12,554** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,181** ambulatory boardings; **3,705** wheelchair boardings

Metric	Standard	Nov-22	Dec-22	Jan-23	Feb-23	(4) Month-Ave.
Passengers per Hour	2.50	2.43	2.40	2.37	2.50	2.43
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	13,936	15,366	13,216	12,554	13,768
Monthly Wheelchair Boardings	No standard	3,461	3,879	3,680	3,705	3,681

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

For February 2023, Customer Service received and processed 19 Customer Assistance Forms (CAF's). 19 CAF's matches the previous month total and represents a 0% increase. There was one commendation received from customers.



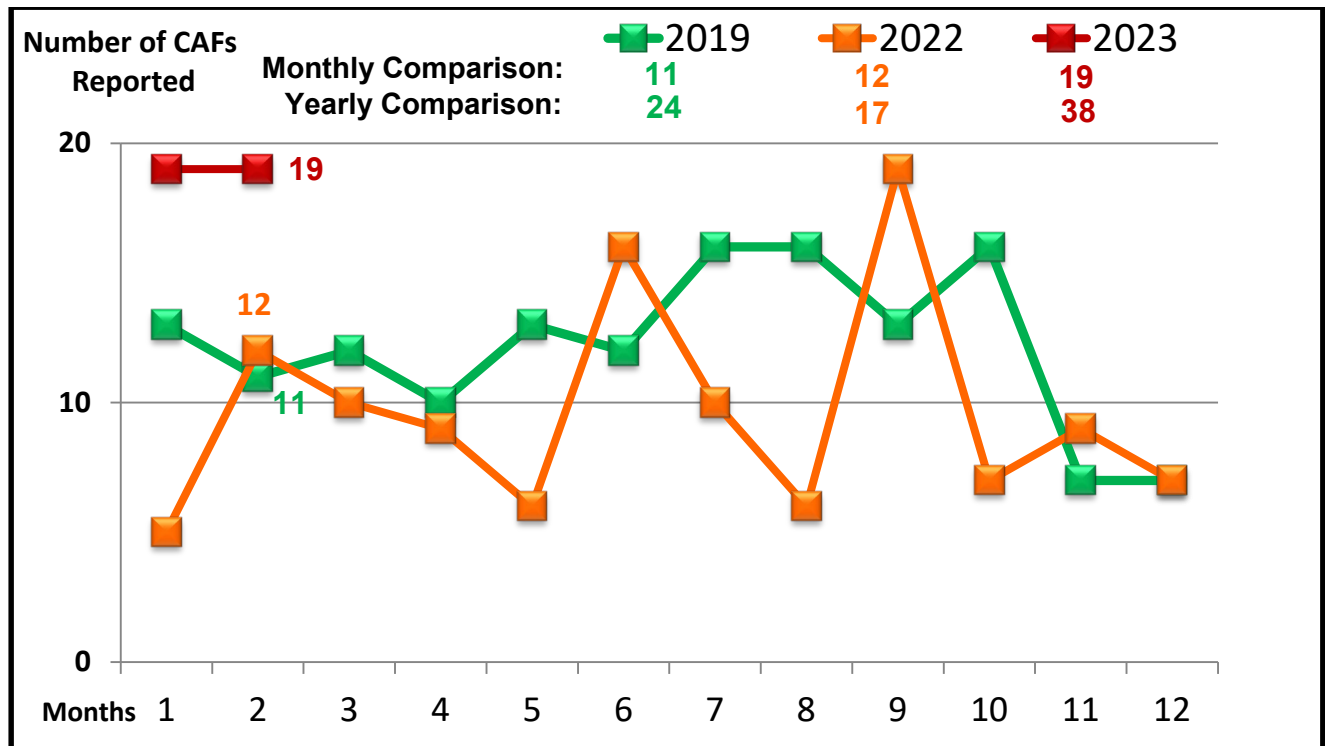
**Route Summary Report:**

<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle		#34 Robstown North Circulator	1
#4 Flour Bluff		#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	3	#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	1	#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina		#93 Flex	1
#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 & Transportation	2
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples	2	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:**

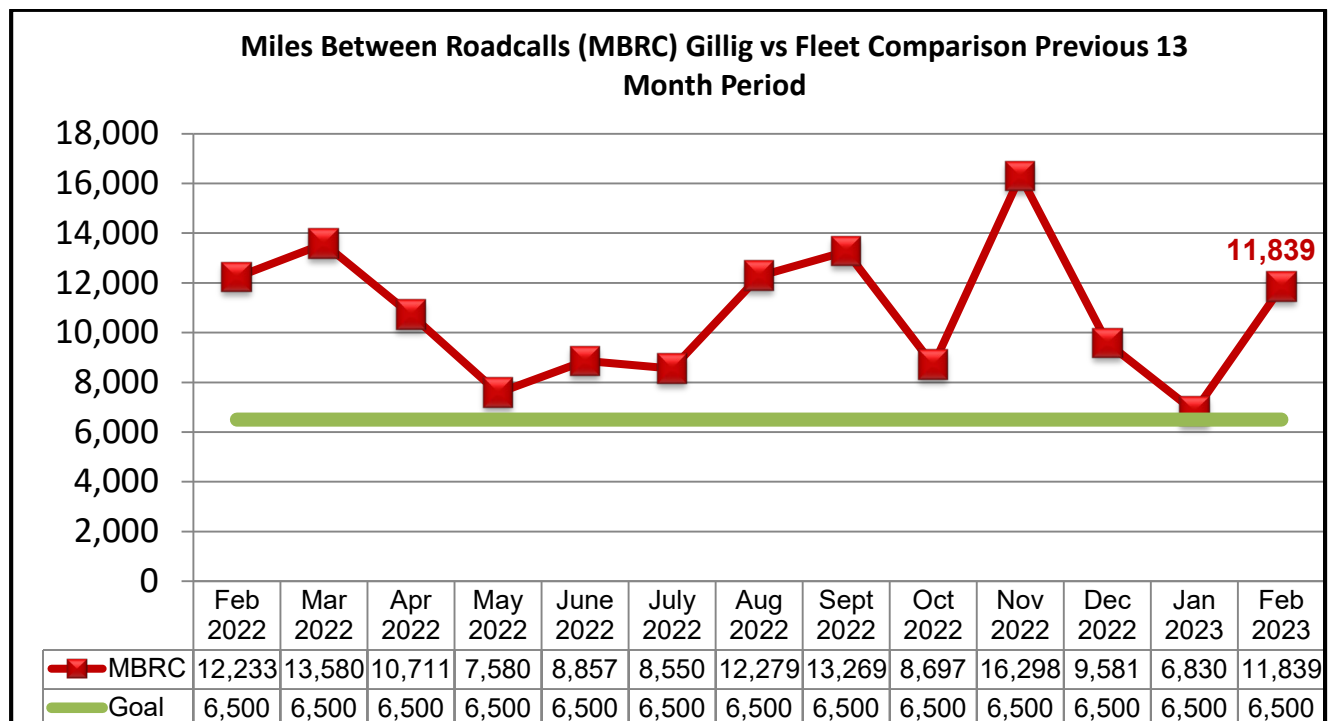
<b>CAF Category</b>	<b>RTA Fixed Route</b>	<b>B-Line ADA Paratransit</b>	<b>MV Fixed Route</b>	<b>Totals</b>
<b>ADA</b>				
<b>Service Stop Issues</b>	<b>3</b>		<b>1</b>	<b>4</b>
<b>Driving Issues</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>
<b>Customer Services</b>				
<b>Late/Early – No Show</b>		<b>1</b>		<b>1</b>
<b>Alleges Injury</b>	<b>1</b>		<b>1</b>	<b>2</b>
<b>Fare/Transfer Dispute</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>Inappropriate Behavior</b>				
<b>B-Line Calls</b>				
<b>Incident at Stop</b>				
<b>Incident on Bus</b>				
<b>Incident at Station</b>				
<b>Policy/Standing Orders</b>				
<b>Denial of Service</b>	<b>1</b>			<b>1</b>
<b>Safety &amp; Security</b>				
<b>Rude</b>	<b>3</b>		<b>1</b>	<b>4</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>9</b>	<b>4</b>	<b>6</b>	<b>19</b>

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



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

In February 2023, there were 11,839 miles between road calls (MBRC) recorded as compared to 12,233 MBRC in February 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 10,793.



**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

May 3, 2023

**Subject:** March 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.

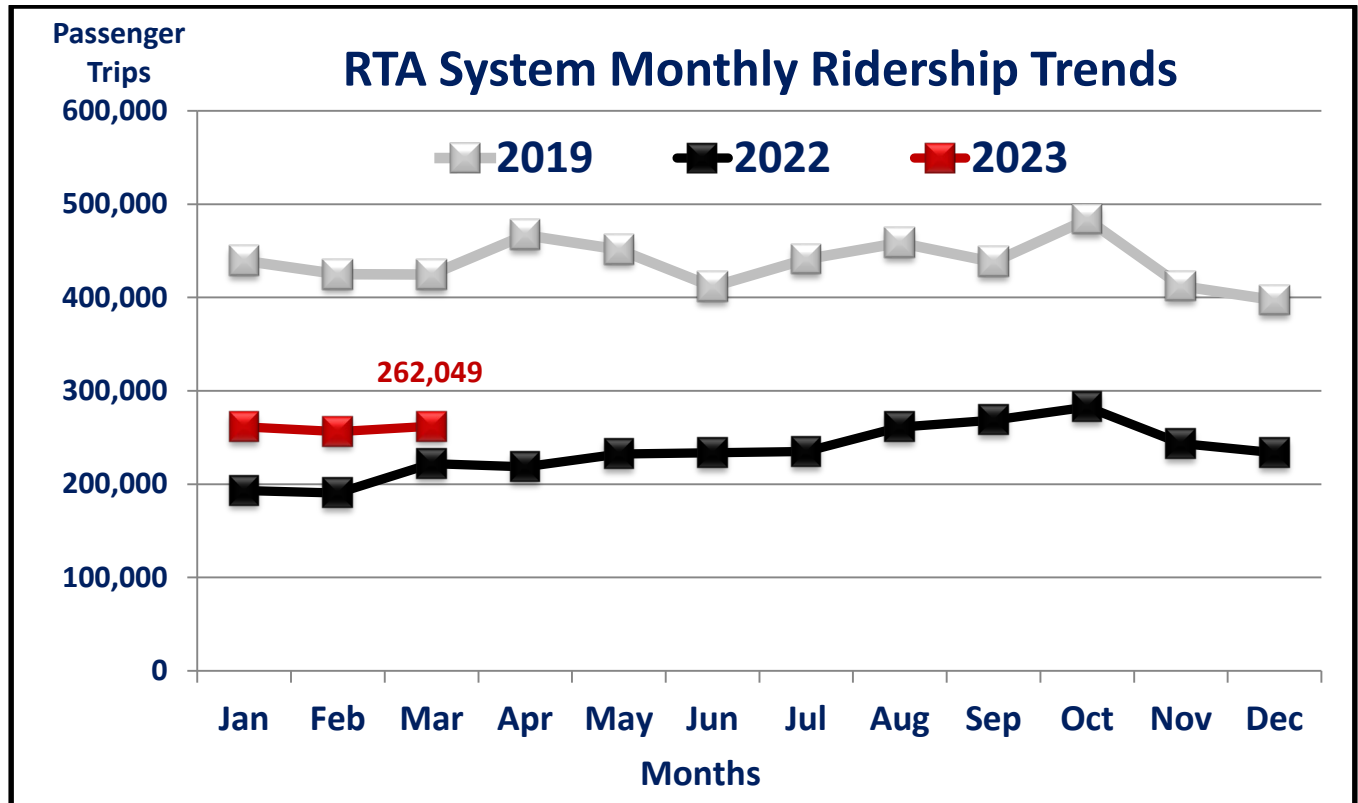


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**System-wide Ridership and Service Performance Results**

March 2023 system-wide ridership levels continued to be slightly impacted by the COVID-19 pandemic. Passenger trips totaled 262,049 which represents a 18.0% increase as compared to 222,118 passenger trips in March 2022 with 39,931 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in March 2019 with 425,186 passenger trips, the 262,049 passenger trips represent a 38.4% decrease with 163,137 fewer trips.

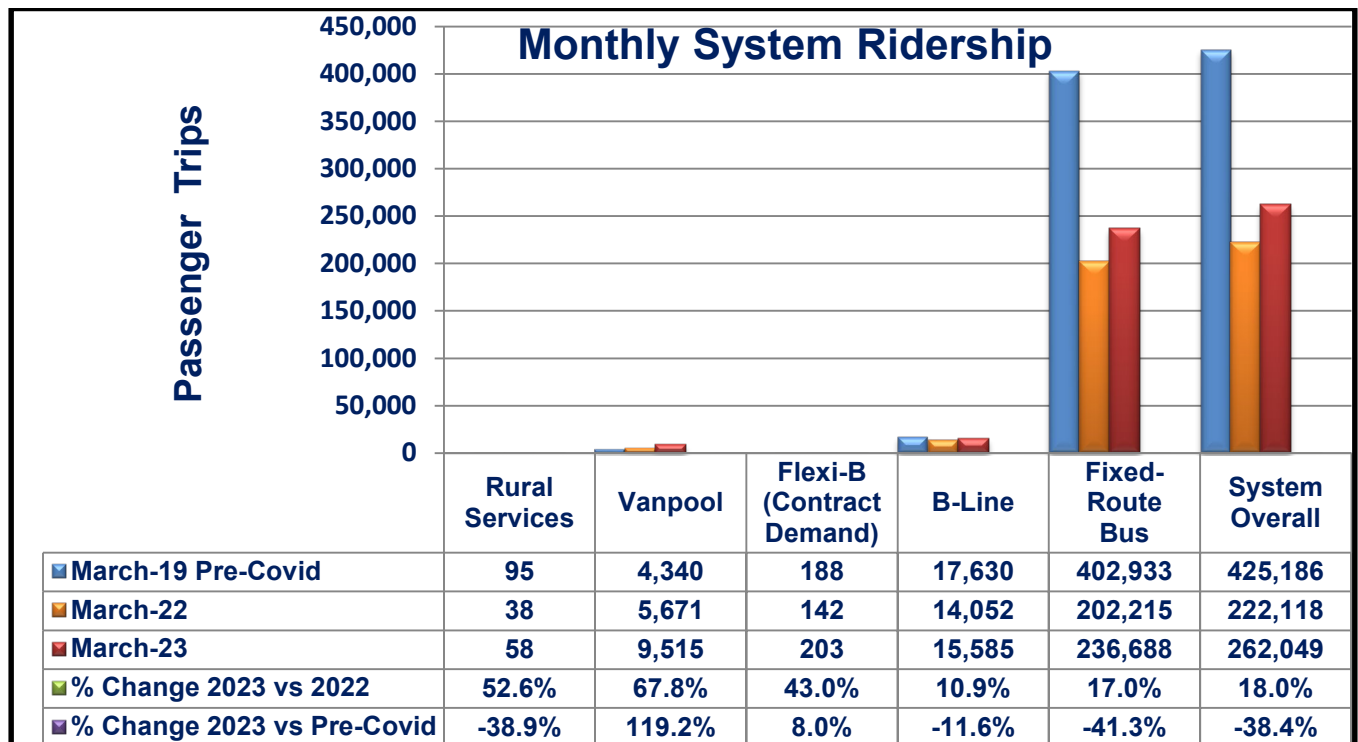


March 2023	March 2022	Variance
23 Weekdays	23 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
31 Days	31 Days	-

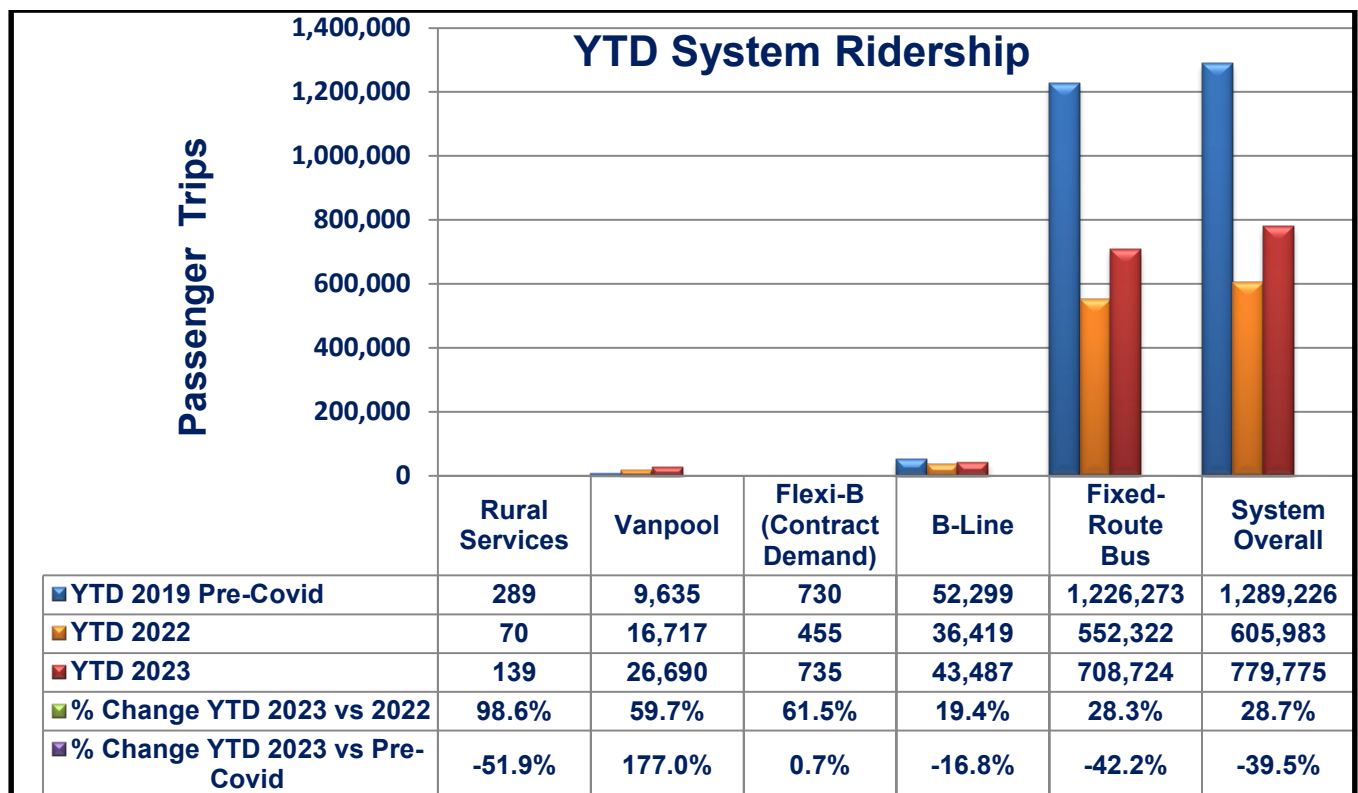
The average retail price for unleaded gas in Corpus Christi was approximately \$3.09 per gallon as compared to \$3.86 per gallon in March 2022<sup>1</sup> which represents a 19.9% decrease in the average cost per gallon. Rainfall was below normal at 0.72 inches and similar to last year’s total of 0.70 inches for March.<sup>2</sup> Normal average March rainfall is approximately 2.28 inches. The 72.1-degree average temperature was above the average monthly temperature of 67.4 degrees.

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

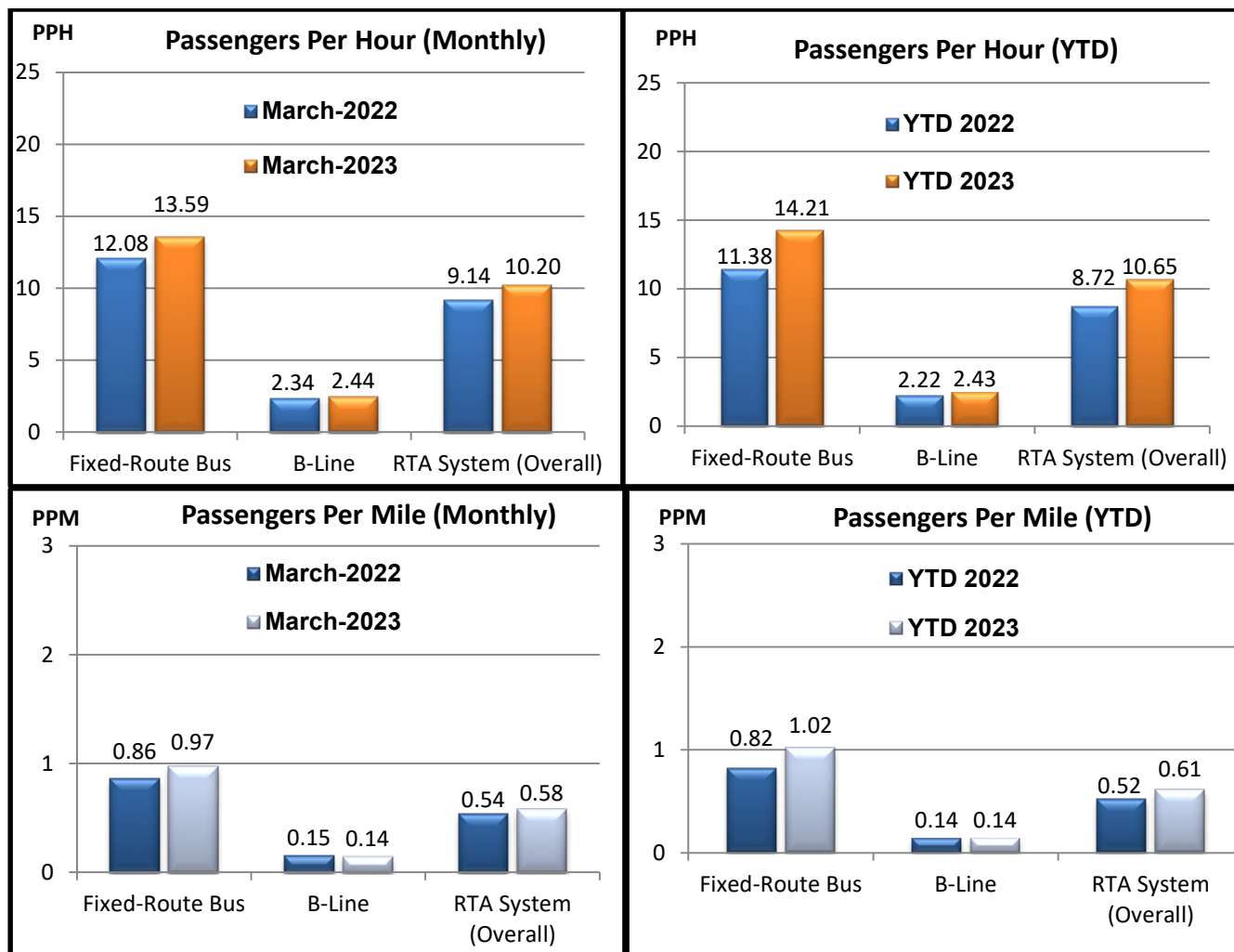
The chart below shows monthly ridership results for all services. CCRTA recorded 39,931 more passenger trips in March 2023 for a 18.0% increase as compared to March 2022. As compared to March 2019 Pre-Covid, passenger trips decreased 38.4%.



The chart below shows YTD ridership results for all services.



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



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

Schedule Adherence	Standard	Dec-22	Jan-23	Feb-23	Mar-23	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.4%	0.0%	0.1%
Departures within 0-5 minutes	>85%	89.3%	93.6%	93.1%	90.4%	91.6%
Monthly Wheelchair Boardings	No standard	3,732	3,463	3,084	3,331	3,403
Monthly Bicycle Boardings	No standard	4,429	4,444	4,280	5,257	4,603

**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 (**6 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 March 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 **50**.

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

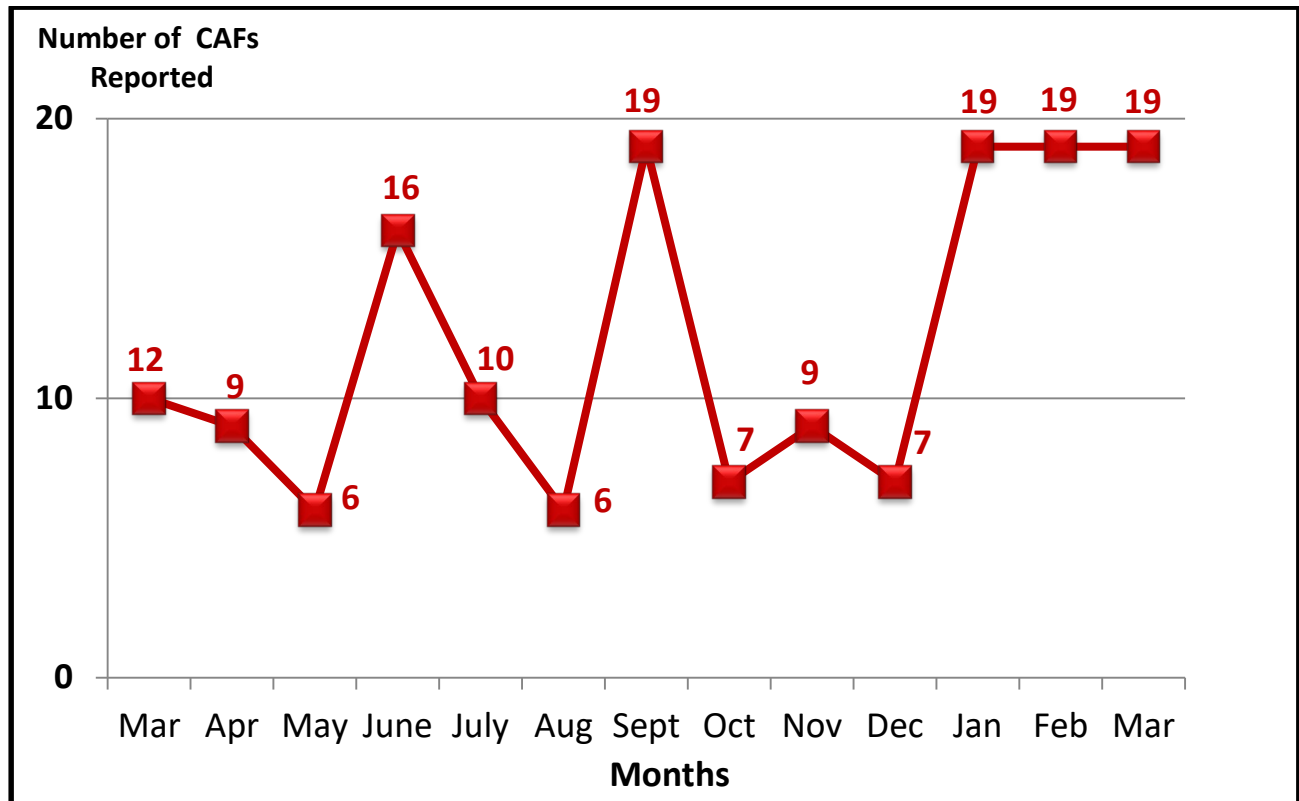
In March 2023, B-Line service metrics remain slightly impacted by RSV, Influenza and the persistent COVID-19 pandemic.

- Productivity: **2.44** 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): **20,731** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,252** ambulatory boardings; **4,179** wheelchair boardings

Metric	Standard	Dec-22	Jan-23	Feb-23	Mar-23	(4) Month-Ave.
Passengers per Hour	2.50	2.40	2.37	2.50	2.44	2.43
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	15,366	13,216	12,554	20,731	15,466
Monthly Wheelchair Boardings	No standard	3,879	3,680	3,705	4,179	3,861

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

For March 2023, Customer Service received and processed 19 Customer Assistance Forms (CAF's). 19 CAF's matches the previous two month's total and represents a 0% increase. However, of the 19 CAFs, five were commendations received from customers.



**Route Summary Report:**

<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle	1	#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	3	#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	1
#19 Ayers		#76 Harbor Bridge Shuttle	1
#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	2
#27 Leopard	2	Safety, Security & Transportation	2
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	1	Customer Service Department	
#29 Staples		Service Development	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South	1	Commendations	5
#32 Southside		TOTAL CAF's	19

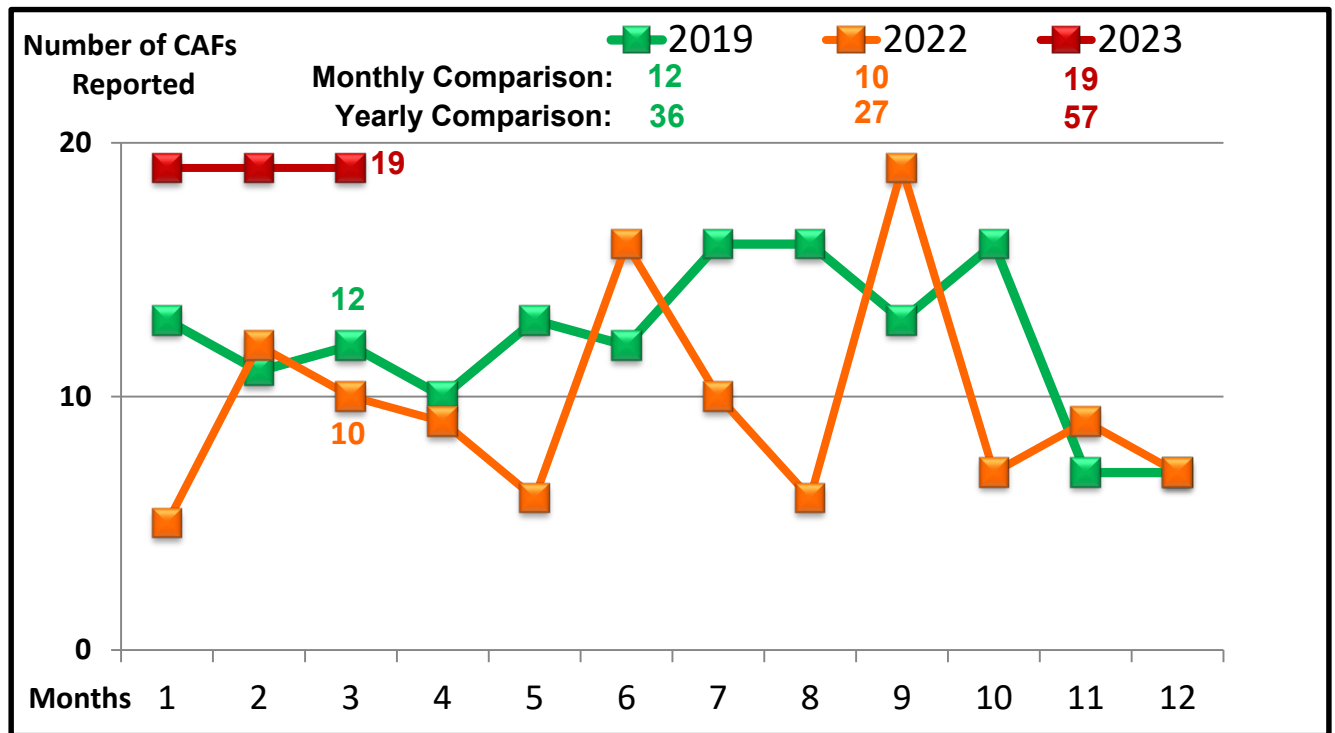


**CAF Breakdown by Service Type:**

<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>2</b>	<b>3</b>
<b>Driving Issues</b>	<b>3</b>	<b>1</b>	<b>1</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>Fare/Transfer Dispute</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>1</b>			<b>1</b>
<b>Incident on Bus</b>	<b>1</b>			<b>1</b>
<b>Incident at Station</b>				
<b>Policy/Standing Orders</b>				
<b>Denial of Service</b>			<b>2</b>	<b>2</b>
<b>Safety &amp; Security</b>				
<b>Rude</b>		<b>1</b>		<b>1</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>3</b>	<b>5</b>
<b>Total CAFs</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>19</b>

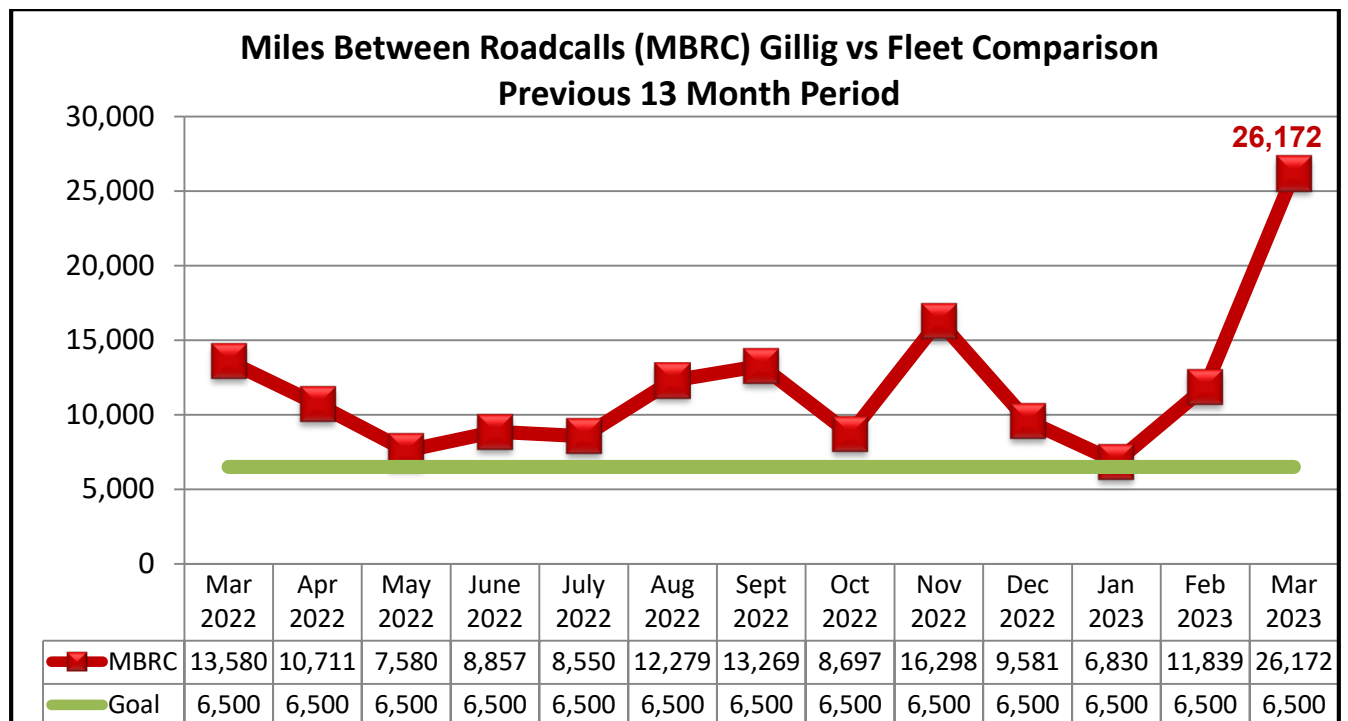


**Number of CAF Reports: Current and Historical Trends**



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

In March 2023, there were 26,172 miles between road calls (MBRC) recorded as compared to 13,580 MBRC in March 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 11,865.



**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

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: March 3, 2023**

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

- ❑ Ridership for the month of February 2023 was 13,876 compared to 11,456 for February 2022, which equates to 2,420 more trips representing a 21.12% **increase**.
- ❑ Ridership for YTD 2022 was 27,902 representing a 24.75% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
22,367	27,902	5,535	24.75%

**Service Standards**

- ❑ Productivity: 2.50 PPH (Passengers per hour) February 2023, contract standard is 2.50
- ❑ On Time Performance: 93.52% on time performance for February 2023
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 833 trips out of 12,851 trips (6.48%) did not meet the standard for on time performance in February 2023. Of that number:
  - 799 were < 30 minutes late.
  - 32 were > 30 minutes late.
  - 2 were > 60 minutes late.
  - 0 were > 90 minutes late.
- ❑ Miles between road calls 163,195 miles with 13 road calls that equates to 12,553.5 miles between road calls for February 2023. MV did exceed the minimum standard of 12,250 miles between road calls for February 2023.

**Wheelchair Boarding's and associated statistics**

For the month of February 2023, there were:

- 9,181 - ambulatory passengers
- 3,705 - wheelchair boarding's
- 853 - personal care attendants (AM)
- 133 – companions
- 4 - animals

**Other Service statistics**

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

1. There was a scheduled (B)Line Trip at 10:04 am to Walmart on South Staples Street, and a 12:15 pm to H. E. B., Moore Plaza. I was outside waiting for the (B)Line Bus during the entire 30-Minute Time Window; the 30-Minute Time Window opened at 12:15 pm, and it closed at 12:45 pm. And the bus that I did see dropped off a passenger at Walmart, and the Bus Operator said to me that he did not come for me, and left Sir or Mam. The Time Window for my trip to Moore Plaza had expired when I saw the vehicle that was not for me. I was lied to by (B)Line Dispatcher when she told me that there was a bus outside of Walmart at 12:40 pm but there was not. I won't accept that No-Show Sir or Mam. Jon
  - a. We apologize for any inconvenience this has caused the rider. After investigating this I was found that the riders driver arrived at 1215 and did not leave until 1222. For future trips if MR. Swenson could let the reservationist know which side he will be on so that him and the driver don't miss each other.
2. Ms. Laing called to say that April with B-line is always polite and courteous when she calls to schedule her rides.
  - a. Thank Ms. Lang for recognizing a job well done.
3. I'm currently riding bus 75 going to Port Aransas for work. This bus driver has been driving wreckless and careless. A gentleman closed his eyes just for a second and she literally stopped the bus and got up and came towards the gentleman and told him that she is not going to have people nodding out during riding her bus. She is very disrespectful. I have brain cancer and I absolutely can not be thrown around and she can not be hitting every curb on turns just because she is in a hurry. I just want to make it to work alive. I'd rather not join my 22 yr old God Son that got killed by two car's racing while walking to work and crossing main road. Last week 1/2 ago. I do have disabled kids at home too take care of . My Head is in excruciating pain because of her yelling hits curbs, slams on brakes to wake a different man whom is deaf.... I'm about to get off and finish walking to work. I'm disabled widowed single mom with brain cancer who has to work to care for my family. I'm behind on everything and about to lose everything in storage. If This woman causes me new medical I will have to quit my job. Safety is supposed to be her #1 priority. She disrespectfully. Told an elderly Lady to be quiet and that' she knows her job and she needs to shut up and not tell her how to do her job.... THIS IS UNCALLED FOR and is not going to be tolerated... If she doesn't get consent I will be sure to let higher up know and I will keep going up the H&R then so on... I will be riding bus every single day
  - a. We apologize for this inconvenience cause to the rider. This driver has been put through retraining and counseled on the importance of provide excellent customer service and making our rider feel safe.
4. Roland Riojas 361.695.5002 called to complain the Route 12 passed him up. Yesterday the same driver picked him up but berated him for not being ready. Today he was watching the tracker and knew the bus was approaching so he was waiting at the curb to board. The R12 rolled through the stop sign, did not stop and passed him

going very fast. Mr. Riojas feels this was retaliation for yesterday. He said this driver drives like a maniac

- a. WE do apologize for the inconvenience caused to this rider. This operator has been spoken to and stated that she did not see the rider. This operator will also be put through retraining to ensure no further incidents of this nature.
5. Marty @ 614.975.9837 called to say bus #3043 ran a red light at Ennis Joslin & SPID. Bus was in the right hand lane and wanted to merge into the left hand lane on Ennis Joslin. The light turned red and the bus proceeded through the red light at 5:30pm 2/8/2023.
  - a. After review we did not find evidence of the driver going thru a red light
6. Mr. James Taylor got on Unit 1201 RT 12 at HEB on Port & Tarlton around 2:33 on Tuesday, February 7, 2023. He was looking for his change card when the operator said it's people like yall I run behind... conversation took place and ended with the operator saying, if you don't like it you can shut up or get out. The Operator started talking in Spanish to people he knew on the bus making Mr. Taylor uncomfortable. He would like a call back 361-695-5002
  - a. After review of the video the operator and rider was having a conversation about not having his change card ready. The operator did stated that the route is tight and if you could have it ready before you board so we are not delayed any further. The rider kept going on about it and which prompt the driver to say it's riders like you that are not ready that makes us later. Operator has been counseled on the importance of keeping our opinions to our self and not offending the riders.
7. Ms. Rives is a B-Line rider and claims her pick up was nearly 20 min early. Her pick up time is set to be at 10:03 am and her ride was there at 9:45. She asked the driver why she is so early and the driver said in a frustrating voice that she is early because she has other people to pick up also. Rives was not ready to be picked up and the driver then gaver her attitude saying well I'll just come back and pick you up if you need more time to get ready but expect me to be late. Peggy Rives ID# 39065
  - a. After speaking with the operator she stated that she did arrive early because she was closer to her then her other pick up. She stated that once the rider said she wasn't ready she said I will come back but I may be a little late. Driver has been counseled on customer service and the way others may interpret how you are saying things by your demeanor or posture. She understands and apologize if the rider took it as her being frustrated or having an attitude.
8. As I was getting on the freeway entrance on agnes bus driver on unit 2025 on the freeway almost ran me off the freeway I was entering and had plenty of time and he sped up would not me on had to come to an almost stop to not hit him he could of moved over with no traffic as I honked he just and laughed very unprofessional it was a small and are they allowed on the freeway and he was going really fast.
  - a. We apologize for this inconvenience operator will be put in retraining so that issues as such does not happen again.

## **Conclusion**

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

- ❑ 2.50 passengers per hour
- ❑ 93.52% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for February 2023 at 12,553.5 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: April 6, 2023**

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

- ❑ Ridership for the month of March 2023 was 15,585 compared to 14,052 for March 2022, which equates to 1,533 more trips representing a 10.91% **increase**.
  
- ❑ Ridership for YTD 2022 was 43,487 representing a 19.41% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
36,419	43,487	7,068	19.41%

**Service Standards**

- ❑ Productivity: 2.44 PPH (Passengers per hour) March 2023, contract standard is 2.50
  
- ❑ On Time Performance: 94.42% on time performance for March 2023
  
- ❑ Denials: Zero denial of service (as defined by FTA)
  
- ❑ 804 trips out of 14,397 trips (5.58%) did not meet the standard for on time performance in March 2023. Of that number:
  - 777 were < 30 minutes late.
  - 27 were > 30 minutes late.
  - 0 were > 60 minutes late.
  - 0 were > 90 minutes late.
  
- ❑ Miles between road calls 186,576 miles with 9 road calls that equates to 20,730.7 miles between road calls for March 2023. MV did exceed the minimum standard of 12,250 miles between road calls for March 2023.

**Wheelchair Boarding's and associated statistics**

For the month of March 2023, there were:

- 10,252 - ambulatory passengers
- 4,179 - wheelchair boarding's
- 981 - personal care attendants (AM)

- 169 – companions
- 4 - animals

### Other Service statistics

There were 8 complaints and 4 Commendation **Customer Assistance Forms** recorded for March 2023:

1. As I was getting on the freeway entrance on agnes bus driver on unit 2025 on the freeway almost ran me off the freeway I was entering and had plenty of time and he sped up would not me on had to come to an almost stop to not hit him he could of moved over with no traffic as I honked he just and laughed very unprofessional it was a small and are they allowed on the freeway and he was going really fast.
  - a. We apologize for this inconvenience operator will be put in retraining so that issues as such does not happen again.
2. Just wanted to give a shout out to Darryl my driver on bus route #24 on Saturday 3/4 Very great person and very helpful to get me to where I was going. Lucky to have a team member like him Thanks for your kindness Sir
  - a. Please let Mr. Walker know that we appreciate him recognizing our operator for a job well done.
3. On Tuesday March 14th, at 6:15am, Ms. Delia Cristan had just picked up one of her regular passengers on para transit. After leaving from this pick-up and turning onto a fairly heavily raveled roadway and getting a block or so down the road, Ms. Cristan noticed a very small child walking in the middle of the road on a side street. She immediately stopped her unit and advised her passengers to stay where they were, there is a small child in the road. She got off her unit and had to run to the child as it was entering the road she was traveling on (Gollihar near Townsend) and there was another car coming on Gollihar. Ms. Cristan was able to get to the child and get it out of the roadway and safely onto her bus, where another passenger assisted her with the child while she called into to dispatch and waited for police to arrive. When police arrived, they took custody of the young girl to reunite her with her family. Ms. Cristan's attentiveness, likely saved this little girls life. Ms. Cristan has been a driver for the B-Line (CCRTA Paratransit) for more than 3 decades, starting in 1988, well before MV was first awarded the contract in 2002. Ms. Cristan rarely shows up on DriveCam, having only 1 coachable scored event in the last 365 days, and has never had a preventable since working for MV.
  - a. Thank you for recognizing Ms. Cristian act of kindness, bravery and dedication.
4. Good afternoon, Today March 19,2023 at 12:41pm I was riding on the 12 bus on the way to HEB on Port and Tarlton HEB and was told that we couldn't stand up behind the yellow line holding on to the handle. I was unaware that this was not allowed. If it is allowed then two disabled people were not allowed to get on the bus due to it being full. We might want to look into getting a big bus for the 12 or inform the driver that we are allowed to stand up behind the yellow line.



- a. Thank you for informing us on the route 12. It is correct that you are not allowed to stand up behind the yellow line especially while the bus is in motion. If a bus is full the operator will not be able to take anymore people. We are working with planning reviewing the ridership on the route 12 to see what can be done.
5. On Thursday 3/9 at 12:14 B-Line driver pulled up to Walmart to pick up Mr. Santiago after he saw several other BLines that were picking up other riders. His pick up time was 11:45. Mr. Zamora was sitting outside in the middle of the store on the only benches. Driver pulled up to the door where there are no benches to sit on. Mr. Zamora stood up and motioned for the driver to drive down to pick him up. Driver motioned for him to walk to the bus. Mr. Zamora motioned again for the driver to drive down to pick him up. Driver got out of the bus and walked towards Mr. Zamora motioning for him to walk towards him. Driver got to Mr. Zamora and said "hurry up, I'm at the end of your pickup time. The driver put his hands on the cart and started pulling it towards the bus, threatening to leave Mr. Zamora at Walmart. Mr. Zamora has had problems with this driver before being rude to his mother when he was her PCA, but his mother would not let him put in a complaint. Now the driver is being rude and threatening towards Mr. Zamora and he feels threatened and afraid.
  - a. We apologize for behavior displayed by this driver. Operator will be coached and counseled as well as placed in customer service retraining.
6. I also would like to say that the driver Rosalinda on route 4 went above and beyond with my friend. It was her first time on the bus and Rosalinda was very nice and comforting which made my friend happy. She's like the tough love mom.
  - a. Please thank Ms. Gomez for recognizing Rosalinda's hard work.
7. First time rider was waiting at Bay M for the Route 12. When she realized she was waiting at the wrong bay, she saw the 12 and ran towards it. She saw the bus operator watching her run in her mirror. The bus was still at the curb but the door was shut. She stood in front of the door, waiting for the door to open and the operator shook her finger at her and began to take off. The first time rider had to walk home to Villa Dr.
  - a. We apologize for this inconvenience after speaking to the operator the bus she walked up to was not the on duty 12. The bus that had just pulled off was the 12 and this operator was on her way back to the yard. Operator has been advised to open the door to verbally communicate this with any rider and contact the bus that just pulled to the light and let them know that a rider was left at the station.
8. Mimi Nino is a B-Line rider. Her B-Line id is 40828. She was picked up at the Laundry Depot on Everhart @ Holly. After she was picked up they went to pick up another client at an adult daycare. She does not know the location or the name of the daycare. At this daycare there are speedbumps and the driver refused to low down on the speedbumps. The driver would go over the speed bumps at a way higher speed than she should have. Ms. Nino was jolted multiple times and now she feels sore. She said she will never ride with that drier again and if she comes to pick her up she will refuse to board.

- a. Please accept our sincerest apology. This operator has been coached on the proper way of handling speed bumps and her speed. She has stated that she will make the necessary changes to make the riders trip more enjoyable.
9. Bus stop beach avenue @ church st. In Port Aransas, TX. Incident happen on Friday March 10, 2023 @ 6pm. I was waiting at this stop to be on my way home from work. I arrived at the stop at 5:30pm as usual and keep track of the bus on the TransLoc app. When it was 6pm, the bus still didn't come pick me up. I see on the app that the bus did not complete its route and decided to go back to Corpus Christi. Since this was the last bus for the day, I had to find an alternative transportation back to Corpus Christi. Not to mention I purchased a day pass earlier that day that I only used once.
  - a. Please accept our sincerest apology this operator was new and was counseled and coached on the importance of following the block paddle and left & right provided to them.
10. I wanted to make a good remark on the bus driver of the 12 going to Hillcrest on Monday at 5 he realized that he had passed a passenger and he turned around and picked him up that was AMAZING to see how he cared about us we are reliant on the bus driver to have compassion and understanding of the bus being our only means of transportation and when he realized that a mistake was made he didn't say oh well the next person can get him he fixed his mistake right away and turned around. I hope you realize what a blessing drivers like these are
  - a. Thank you for recognizing the great work and compassion our operators have for the riders.
11. Ms. Doyle was standing and ready to board at he bus stop and the route 28 drove right past her without even attempting to slow down. Then the unit stopped at the very next stop to pick up the passengers at that one. She feels targeted like she was passed on purpose.
  - a. We apologize for the inconvenience this may have caused. The operator stated that they did not see anyone at the bus stop so they went on to the next. Operator was reminded to always service every stop because someone could be there hiding from the sun.
12. I just received a call from Mr. Orta stating that his B-Line ride today was terrible. His initial complaint is that the driver refused to help him board and that she just stood behind him. When Orta told her to get in front of him to guide him she refused and said she is doing what she is supposed to. He got upset and told her he needed her help and she told him to call someone. He then asked her who to call and she respoded I don't care who you call just call someone. When he got to his destination at walmart she stood in front of him. He then got confused and asked why are you in front of me now then? She then responded "oh whatever". He felt very unsecure and unsafe.
  - a. We apologize for this mishap with Mr. Orta. I have spoken with and will call him again once video has been reviewed. Operator will be retrained on customer and proper protocol when assisting riders on/off the unit.

## **Conclusion**

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

- ❑ 2.44 passengers per hour
- ❑ 94.42% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for March 2023 at 20,730.7 miles did exceed the minimum contract standard of 12,250 miles.

## Road Call/Mileage Comparison for February 2023

	Total Miles Driven in February for Each Bus Type	Total Road Calls for February 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	4,579	0	0	0	0	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	150,971	20	20	0	10	10	2	0
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	33,881	8	8	0	6	2	1	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	189,431	28	28	0	16	12	3	0

**MILES BETWEEN ROAD CALLS**

**11,839**

**Compared Total Miles with Chargeable Roadcalls**

			Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non- Chargeable Roadcalls	A/C	W/C
<b>Trolleys (97-103)</b>								
Totals	5,015	0	0	0	0	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	168,425	17	17	0	4	13	0	2
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	35,936	12	12	0	4	8	0	0
<b>TOTAL MILES DML ROAD CALLS</b>								
	209,376	29	29	0	8	21	0	2

**MILES BETWEEN ROAD CALLS**

**26,172** 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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<u>RTA Committee Meetings</u> Wednesday, May 24, 2023	8:30 a.m.
<u>RTA Board of Directors Meeting</u> Wednesday, June 7, 2023	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, June 15, 2023	12:00 p.m.

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**UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS**

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