



**RCAT MEETING NOTICE**

Date: RCAT Meeting – Thursday, August 17, 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, Thomas Cronnon,  
Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis, 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 the RCAT Meeting Minutes for June 15, 2023.	5 minutes	No Attachment
5.	RCAT Liaison Report a. Awarded contract to Acrisure, LLC DBA Carlisle Insurance b. Awarded contract to Occupational Medical Services to the Doctors Center c. May 2023 Operations Report d. CEO's Report June 2023 e. June 2023 Operations Report f. CEO's Report July 2023 g. Budget Work Shop #1	25 minutes	No Attachment
6.	Chairperson's Report	10 minutes	No Attachment
7.	Chair to open up floor to Discuss RCAT Board Calendar 2024	15 minutes	No Attachment
8.	Informational Items: a) May 2023 CAF Report b) June 2023 CAF Report c) May 2023 Operations Report Key Metrics		Pages 3 - 6 Pages 7 -10 Pages 11 -20

	d) June 2023 Operations Report Key Metrics		Page 21 -31
	e) May 2023 B-Line Report		Page 32 -33
	f) June 2023 B-Line Report		
	g) May 2023 Maintenance Road Call Report		Page 34 -37
	h) June 2023 Maintenance Road Call Report		Page 38
	i) Upcoming Events and RTA Functions		Page 39
			Page 40
9.	Adjournment		No Attachment
	Total Minutes:		

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 minimum of 48 hours in advance so that appropriate arrangements can be made.



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

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ATTENDANCE			
➤ There are __ confirmed attendees for the meeting today			
Chair will call the meeting to order and <u>state the time</u> : <b>PM</b>			
1.	Pledge of Allegiance ➤ Those who can stand, please stand and join me in the Pledge of Allegiance	1 minute	No Attachment
2.	<b>Roll Call – Amanda De La Cerda</b>	2 minutes	No Attachment
3.	Public Comment ➤ Amanda will let you know if anyone signed up to comment	3 minutes	No Attachment
4.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for June 15, 2023. ➤ Is there a Motion to Approve the RCAT Minutes of June 15, 2023? Is there a second? ➤ There is a motion and a second. Any discussion? ➤ All those in favor; all opposed ➤ Motion passes / fails (or passes as amended)	5 minutes	No Attachment Motion <input type="checkbox"/> ____ Second <input type="checkbox"/> ____ (name) Vote Pass / Fail (circle one)
5.	RCAT Liaison Report - Sharon Montez • Awarded contract to Acrisure, LLC DBA Carlisle Insurance	25 minutes	No Attachment

	<ul style="list-style-type: none"> <li>• Awarded contract to Occupational Medical Services to the Doctors Center</li> <li>• May 2023 Operations Report</li> <li>• CEO's Report June 2023</li> <li>• June 2023 Operations Report</li> <li>➤ CEO's Report July 2023</li> </ul>		
6.	<p>Chairperson's Report</p> <ul style="list-style-type: none"> <li>• Read <b>BLUE</b> sheet for announcements</li> </ul>	5 minutes	No Attachment
7.	Chair to open up floor to Discuss RCAT Board Calendar 2024	15 minutes	No Attachment
8.	<ul style="list-style-type: none"> <li>➤ Advise members this information included in the packet</li> </ul> <p>Informational Items:</p> <ul style="list-style-type: none"> <li>a) May 2023 CAF Report</li> <li>b) June 2023 CAF Report</li> <li>c) May 2023 Operations Report Key Metrics</li> <li>d) June 2023 Operations Report Key Metrics</li> <li>e) May 2023 B-Line Report</li> <li>f) June 2023 B-Line Report</li> <li>g) May 2023 Maintenance Road Call Report</li> <li>h) June 2023 Maintenance Road Call Report</li> </ul> <p>Upcoming Events and RTA Functions</p>		<p>Pages 4 - 7</p> <p>Pages 8 - 17</p> <p>Pages 18 - 19</p> <p>Page 20</p> <p>Page 21</p>
9.	i) Adjournment		No Attachment
	Total		

➤ The chair will adjourn the meeting and state the time : **PM**

**No-Show/Eligibility Appeals**  
**None scheduled this month.**

**RTA Committee on Accessible Transportation (RCAT)  
MEETING MINUTES**

**Thursday, June 15, 2023**

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**Advisory Committee Members Present:** Imelda Trevino, Robert Box, Rhonda Alvarez, Randal Chisamore, Thomas Cronnon, Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis

**Advisory Committee Members Absent:** Celia Mendez

**Board Members Present:** None

**Staff Present:** Susan Teltschik, Sharon Montez, Terry Klinger, Melanie Gomez, Amanda De La Cerda

**MV Present:** None

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**Call to Order:** Imelda Trevino called the meeting to order at 12:00 p.m.

**Pledge of Allegiance** was recited.

**Roll Call:** Amanda De La Cerda called the roll and determined a quorum was present.

**Public Comment:** None

**Action to Approve Meeting Minutes of May 18, 2023** approved as presented. Jeanine Leal made a motion to adopt the RCAT Minutes of May 18, 2023 as presented; 2nd by Robert Box. Motion Passed.

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

Ms. Melanie Gomez informed the committee about the hurricane preparedness being conducted by The Office of Emergency Management. The Neighborhood Service Department has changed their name to the Planning and Community Development Department. Engineering Services Department will conduct sidewalk updates. Parks and Recreation has a new digital summer guide showcasing summer events. The guide will include information regarding the upgrades being conducted to splash pad locations. CCPD Parking Control issued 108 citations for disabled parking, six for

blocking architectural design and 43 for blocking the sidewalks. New committee member Dr. Susan tower was inducted into the CFPWD.

Chair presented on new RCAT Appointees Mr. Thomas Cronnon and Lilliana Macias-Pettis.

**RCAT Liaison's Report:** Ms. Sharon Montez presented on the awards received by the CCRTA. CCRTA Received the "Transit Innovation Award," "Customer Service Employee," and the "Spirit of ADA Advocacy Award."

A contract was awarded to Electronic Data Magnetics (EDM), Inc. for the Procurement of Bus Passes.

The April Operations Report was presented. 2022 vs 2023 comparison showed an increase of 16.1% in passenger trips. Revenue service miles exhibited an 8.8% increase compared to April of last year. Due to City bond and State bridge reconstruction activity, 11 out of 32 fixed route services or 34% were directly impacted in April by construction and or resurfacing (paving) projects. 52 stops remain impacted or closed.

CEO's June 2023 Report was presented. Ridership increased by 14% compared to May 2022. The CCRTA hired three Bus Operators and one Garage Service Technician. There will be ongoing construction at Del Mar College – Oso Creek and Port Ayers Transfer Station sites. CCRTA assisted the community by providing shuttle services during Buc Days. Committed to Employee safety, the CCRTA hosted an employee training that focused on Active Shooter Training.

**Chairperson's Report:**

Ms. Sharon Montez shared the upcoming meeting dates and future events with the committee.

The meeting adjourned at 12:48pm.



May 31, 2023

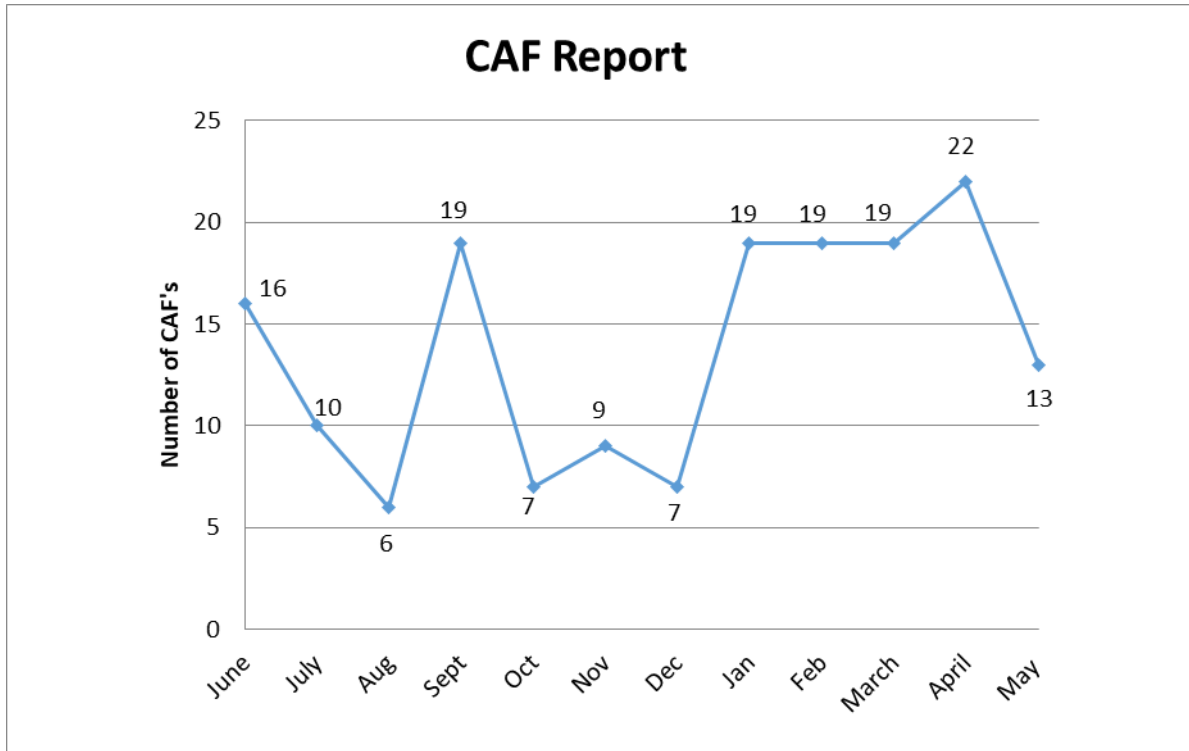
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**Subject: CAF Report for May 2023**

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

For May 2023, there were 13 reported CAFs which was more than the 22 reported CAFs for April 2023. The decrease of 9 CAFs represents a 40.9% decrease.

There were two commendations included in the total for the month of May.



**May 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/Robtwn NAS Ex (P&R)	
#12 Hillcrest/Baldwin	1	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS	1	#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	2
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	1	#90 Flexi-B Port Aransas	
#23 Molina		#93 FLEX	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	1	#95 Port Aransas Express	
#26 Airline/Lipes		B-Line (Para-Transit) Services	2
#27 Leopard	1	Transportation	
#27x Leopard (Express)	1	Service Development	
#28 Leopard /Navigation		Facilities/Service Development	
#29 Staples			
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South		COMMENDATIONS	2
		TOTAL CAF's	13



**May 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	1	1		2
Customer Services				
Late/Early – No Show			1	1
Alleges Injury				
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Left Behind/Passed Up	1			1
Inappropriate Behavior	1	1	3	5
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy				
Denial of Service				
Safety and Security				
Rude				
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations			2	2
<b>TOTAL CAFs</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>13</b>

## **Conclusion:**

During May 2023, CCRTA received thirteen CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were two commendations.

Five CAFs were received regarding CCRTA Service, representing 39% of the total customer assistance contacts; there were no commendations.

Two CAFs were received regarding B-Line Service representing 15% of the total customer assistance contacts; there were no commendations.

Six CAFs were received regarding Contracted Fixed Route Service representing 46% of the total customer assistance contacts; there were two 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.



June 30, 2023

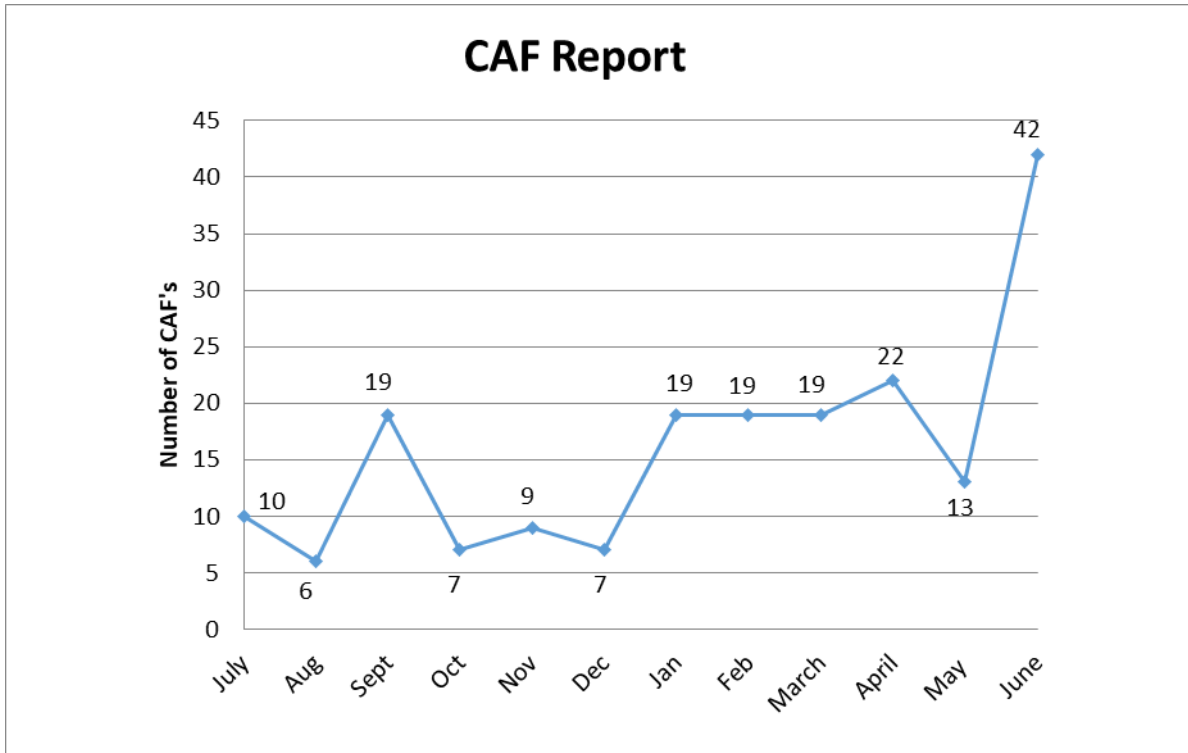
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**Subject: CAF Report for June 2023**

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

For June 2023, there were 42 reported CAFs which was more than the 13 reported CAFs for May 2023. The increase of 29 CAFs represents a 223.08% increase.

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



**June 2023 for Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#32 Southside	1
#4 Flour Bluff	2	#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	1
#5x Alameda Express		#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls	1	#50 Calallen/Robstown NAS Ex (P&R)	
#12 Hillcrest/Baldwin	2	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	1
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside	3	#65 Padre Island Connection	6
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood	1	#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	2	#90 Flexi-B Port Aransas	
#23 Molina	1	#93 FLEX	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	2	#95 Port Aransas Express	1
#26 Airline/Lipes	1	B-Line (Para-Transit) Services	
#27 Leopard	4	Transportation	
#27x Leopard (Express)	1	Service Development	
#28 Leopard /Navigation	2	Facilities/Service Development	
#29 Staples	1		
#29F Staples/Flour Bluff	3		
#29SS Staples/Spohn South	1	COMMENDATIONS	1
		TOTAL CAF's	42

**June 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	5		3	8
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury				
Fare/Transfer Dispute			3	3
Clean Trash Can				
Dispute Drop-off/Pickup	2			2
Add Bench/Stop				
Left Behind/Passed Up	12		9	21
Inappropriate Behavior			1	1
B-Line Call Lines				
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Policy				
Denial of Service	1			1
Safety and Security				
Rude				
Facility/Service Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations		1		1
<b>TOTAL CAFs</b>	<b>22</b>	<b>1</b>	<b>19</b>	<b>42</b>

## **Conclusion:**

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

Twenty-two CAFs were received regarding CCRTA Service, representing 52% of the total customer assistance contacts; there were no commendations.

One CAF was received regarding B-Line Service representing 3% of the total customer assistance contacts; the one CAF was a commendation.

Nineteen CAFs were received regarding Contracted Fixed Route Service representing 45% 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.

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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.



**Subject:** May 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.

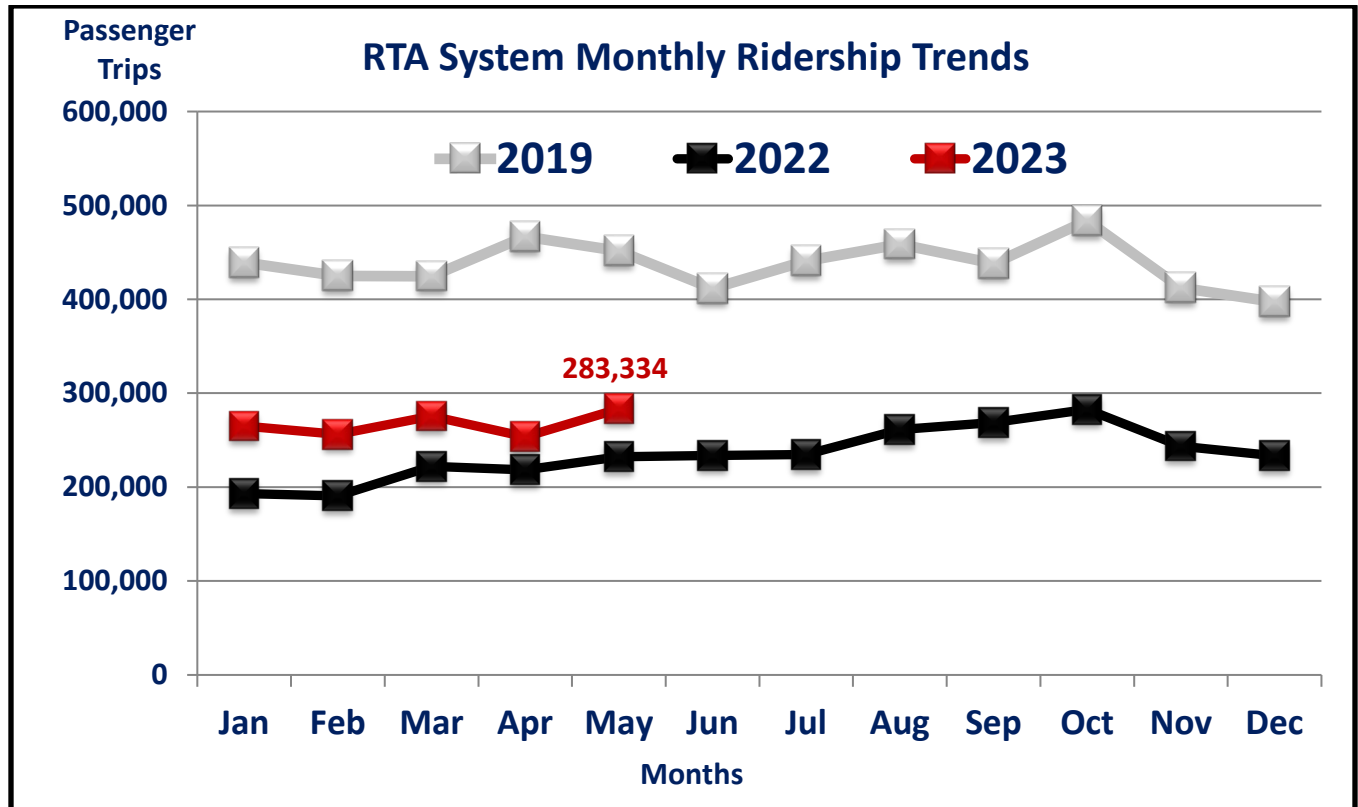


**COMMUTE**  
with enterprise



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

May 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 283,334 which represents a 21.8% increase as compared to 232,574 passenger trips in May 2022 with 50,760 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in May 2019 with 449,388 passenger trips, the 283,334 passenger trips represent a 37.0% decrease with 166,054 fewer trips.



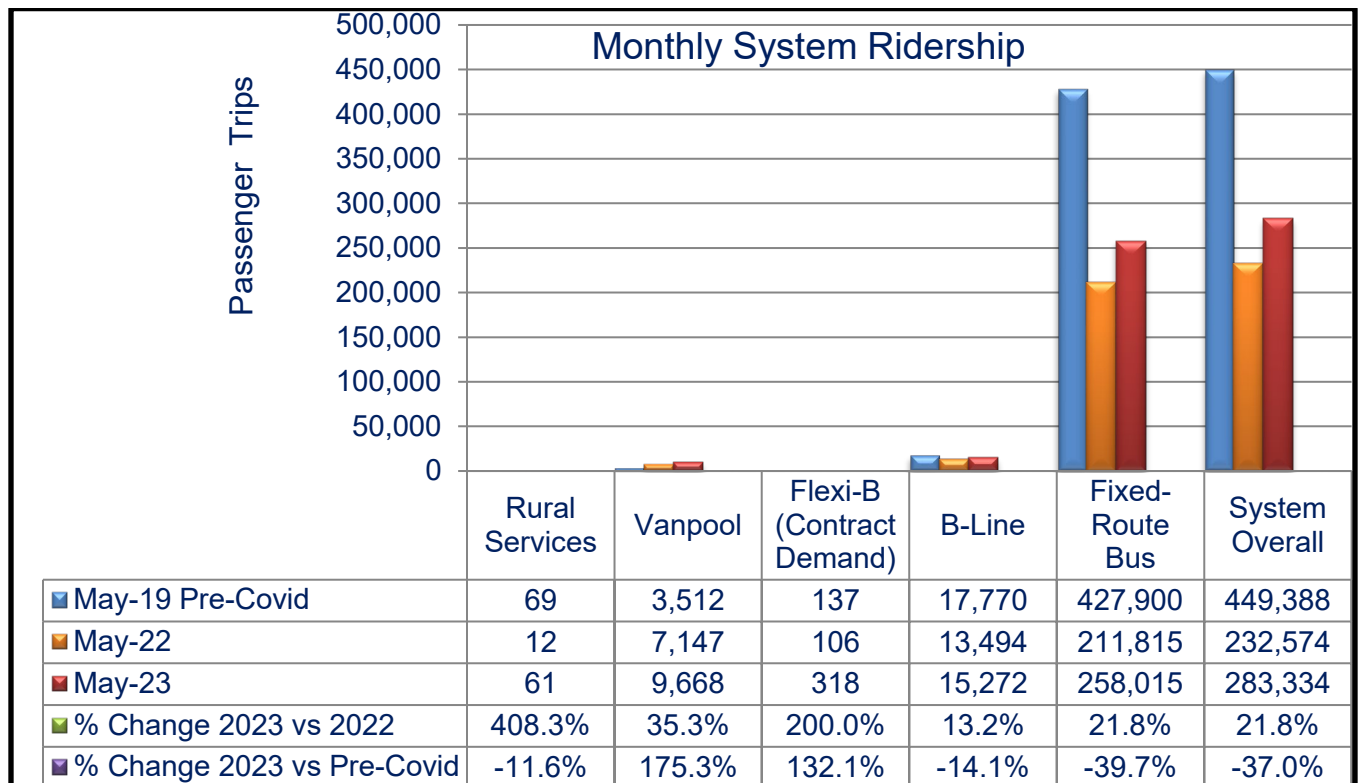
May 2023	May 2022	Variance
22 Weekdays	21 Weekdays	+1
4 Saturdays	4 Saturdays	-
5 Sundays	6 Sundays	-1
31 Days	31 Days	-

The average retail price for unleaded gas in Corpus Christi was approximately \$2.92 per gallon as compared to \$4.15 per gallon in May 2022<sup>1</sup> which represents a 29.6% decrease in the average cost per gallon. Rainfall was normal at 3.3 inches as compared to last year’s total of 2.7 inches for May.<sup>2</sup> Normal average May rainfall is approximately 3.1 inches. The 80-degree average temperature was right at the normal the average monthly temperature of 79 degrees.

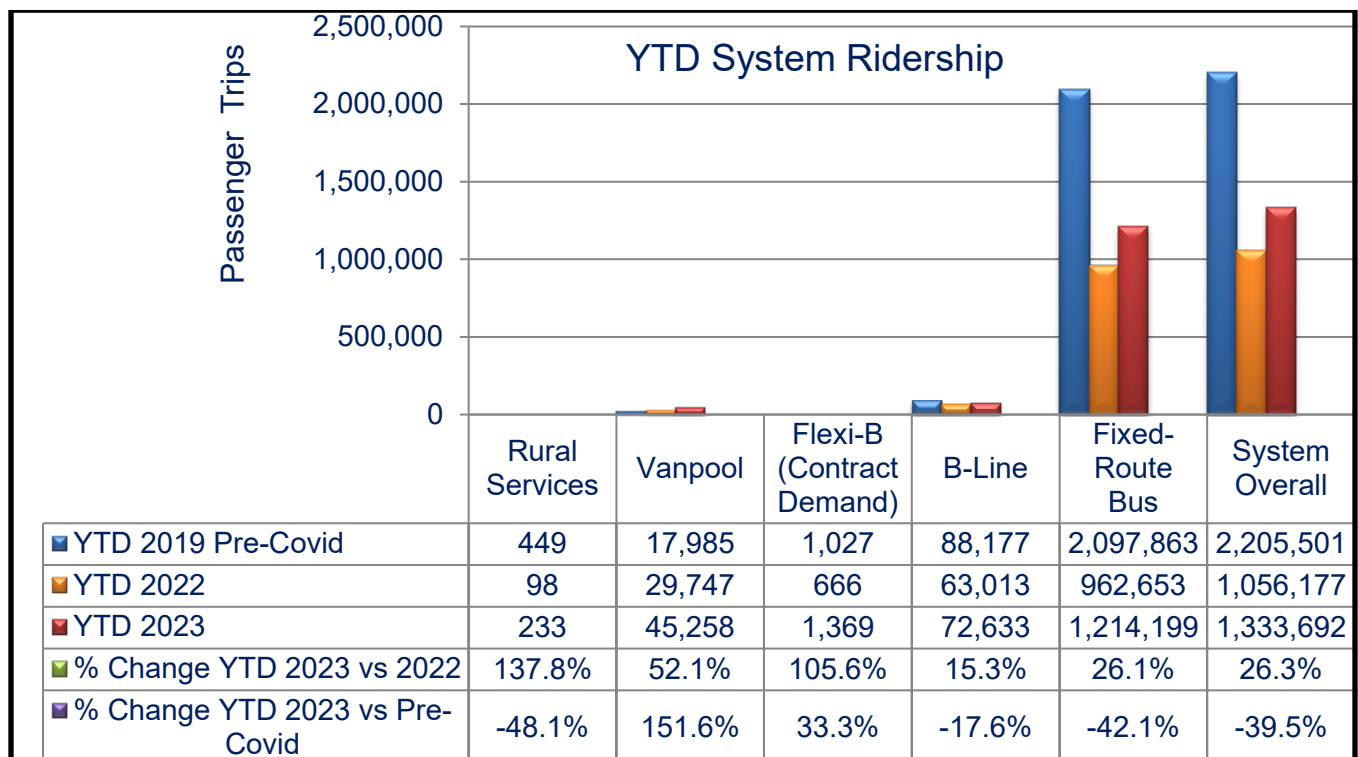
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.  
 2. <https://etweather.tamu.edu/rainhistory>



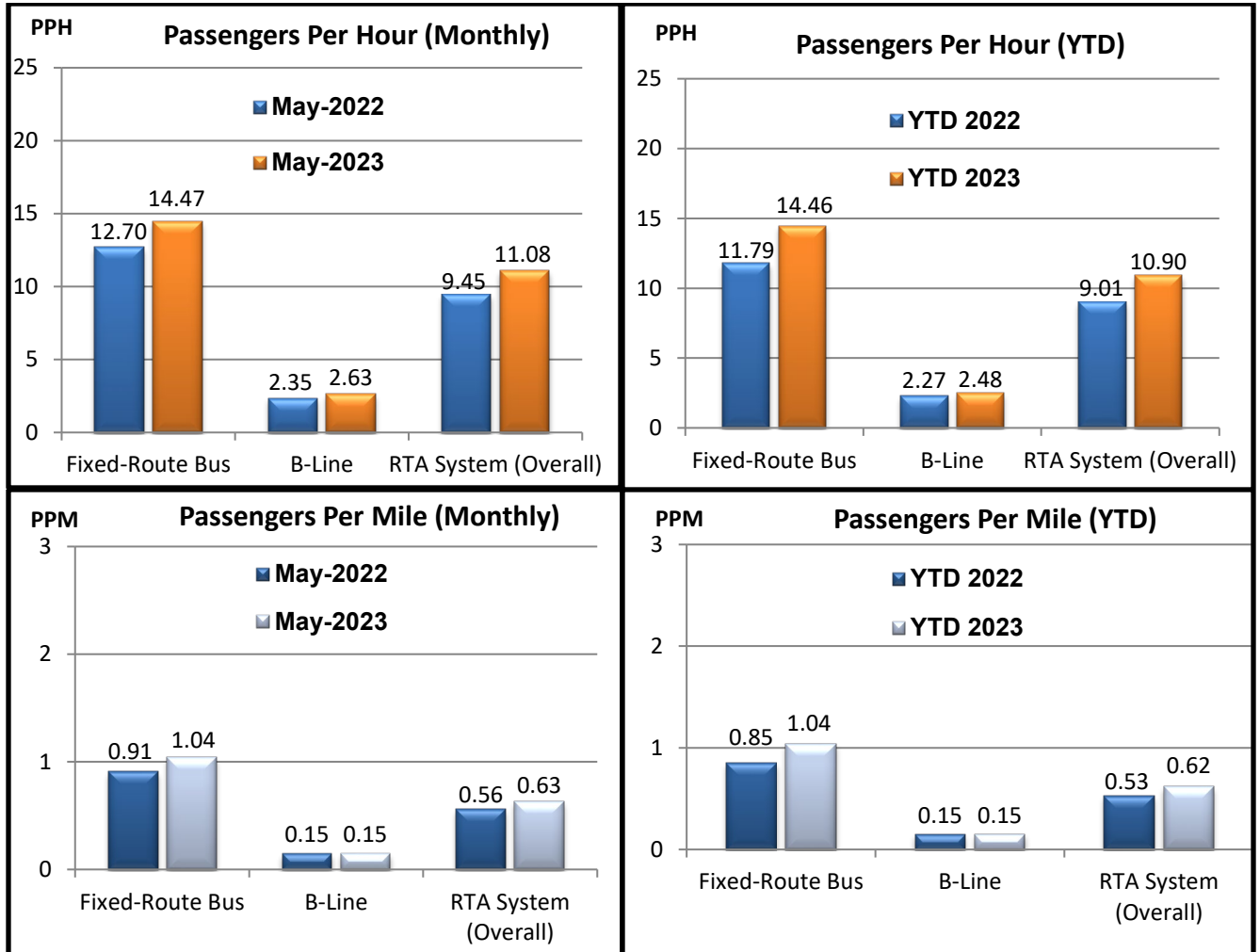
The chart below shows monthly ridership results for all services. CCRTA recorded 50,760 more passenger trips in May 2023 for a 21.8% increase as compared to May 2022. As compared to May 2019 Pre-Covid, passenger trips decreased 37.0%.



The chart below shows YTD ridership results for all services.



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



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

Schedule Adherence	Standard	Feb-23	Mar-23	Apr-23	May-22	4-Month Average
Early Departure	<1%	0.4%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	93.1%	90.4%	93.6%	85.8%	90.7%
Monthly Wheelchair Boardings	No standard	3,084	3,331	2,424	3,344	3,046
Monthly Bicycle Boardings	No standard	4,280	5,257	4,605	5,867	5,002

<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 April 2023. <ul style="list-style-type: none"> <li>➤ Routes 21, 23 &amp; 37 (<b>2 stops impacted</b>)</li> </ul> </li> <li>• <b>S. Staples St.</b> (Kostoryz-Baldwin) (29) month project: Began March 2021. 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. Nearing Completion. <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>Leopard St.</b> (Nueces Bay to Palm) Project now complete but (<b>3</b>) <u>stops remain closed</u> due to detour. Routes 27 &amp; 28 remain on detour. <ul style="list-style-type: none"> <li>➤ Routes 27 &amp; 28</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>12 stops impacted</b>)</li> </ul> </li> <li>• <b>Gollihar</b> (Crosstown-Greenwood) Began April 24, 2023. <ul style="list-style-type: none"> <li>➤ Routes 23 &amp; 25 (<b>6 stops closed</b>)</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Detours Expected</b></p>	<ul style="list-style-type: none"> <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> <li>• <b>Upper/Mid./Lower Broadway:</b> Project currently in design. <ul style="list-style-type: none"> <li>➤ Routes 6, 76 &amp; 78 (no stops to be impacted)</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Currently 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>) <u>to detour in late June</u></li> </ul> </li> <li>• <b>Waldron Rd.</b> (SPID-Purdue): Began November 28, 2022. Phase 5 complete, Final Phase 6 began and is to be completed late July 2023. <ul style="list-style-type: none"> <li>➤ Route 4 (<b>13 stops temporarily impacted</b>)</li> </ul> </li> <li>• <b>Everhart Rd. (SPID-S. Staples):</b> Project to begin Fall-2023. <ul style="list-style-type: none"> <li>➤ Routes 32 &amp; 37 (7 stops will be impacted)</li> </ul> </li> <li>• <b>McArdle Rd. (Carroll-Kostoryz):</b> Project to begin Fall-2023. <ul style="list-style-type: none"> <li>➤ Route 19 (8 stops will be impacted)</li> </ul> </li> <li>• <b>Alameda (Louisiana-Texan Trail):</b> Project to begin Fall-2023. <ul style="list-style-type: none"> <li>➤ Route 5 (19 stops impacted)</li> </ul> </li> <li>• <b>Everhart Rd. (SPID-S. Staples):</b> Project to begin Fall-2023. <ul style="list-style-type: none"> <li>➤ Routes 32 &amp; 37 (7 stops will be impacted)</li> </ul> </li> <li>• <b>Comanche (Carancahua-Alameda):</b> Project to begin late 2023. <ul style="list-style-type: none"> <li>➤ Routes 12, 21, 27 &amp; 28 (4 stops impacted)</li> </ul> </li> </ul>

For May 2023, there were **11** impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 34% of CCRTA services travelling on the local streets. Detoured bus route services include: 4, 21, 23, 25, 27, 28, 29, 37, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **49**.

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

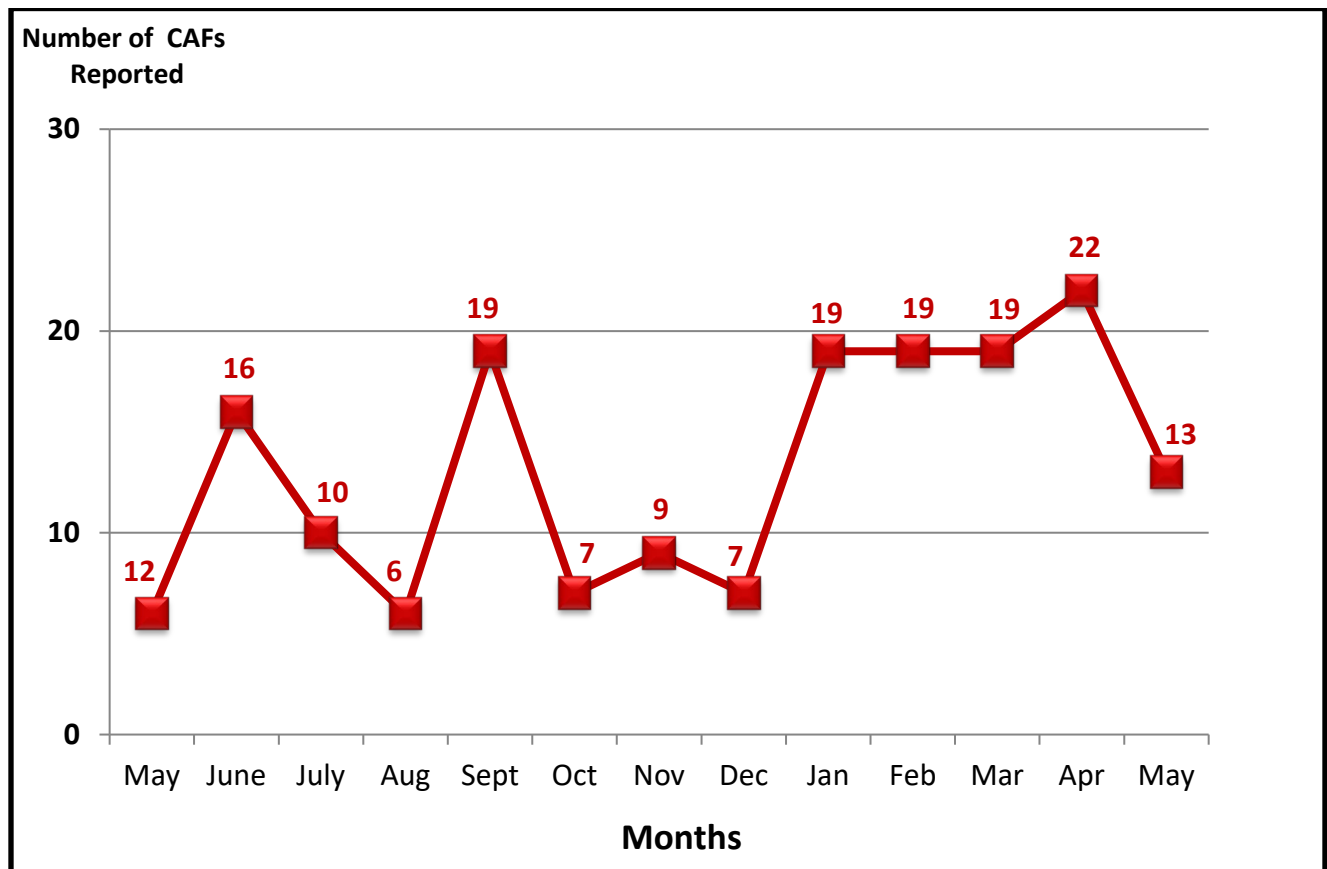
In May 2023, B-Line service metrics remain slightly impacted by factors related to the COVID-19 pandemic.

- Productivity: **2.63** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **13,886** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,978** ambulatory boardings; **4,355** wheelchair boardings

Metric	Standard	Feb-23	Mar-23	Apr-23	May-23	(4) Month-Ave.
Passengers per Hour	2.50	2.50	2.44	2.49	2.63	2.52
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	12,554	20,731	14,998	13,886	15,542
Monthly Wheelchair Boardings	No standard	3,705	4,179	3,822	4,355	4,015

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

For May 2023, Customer Service received and processed 13 Customer Assistance Forms (CAF's). 13 CAF's represents a 40.9% decrease. Of the 13 CAFs, two were commendations.



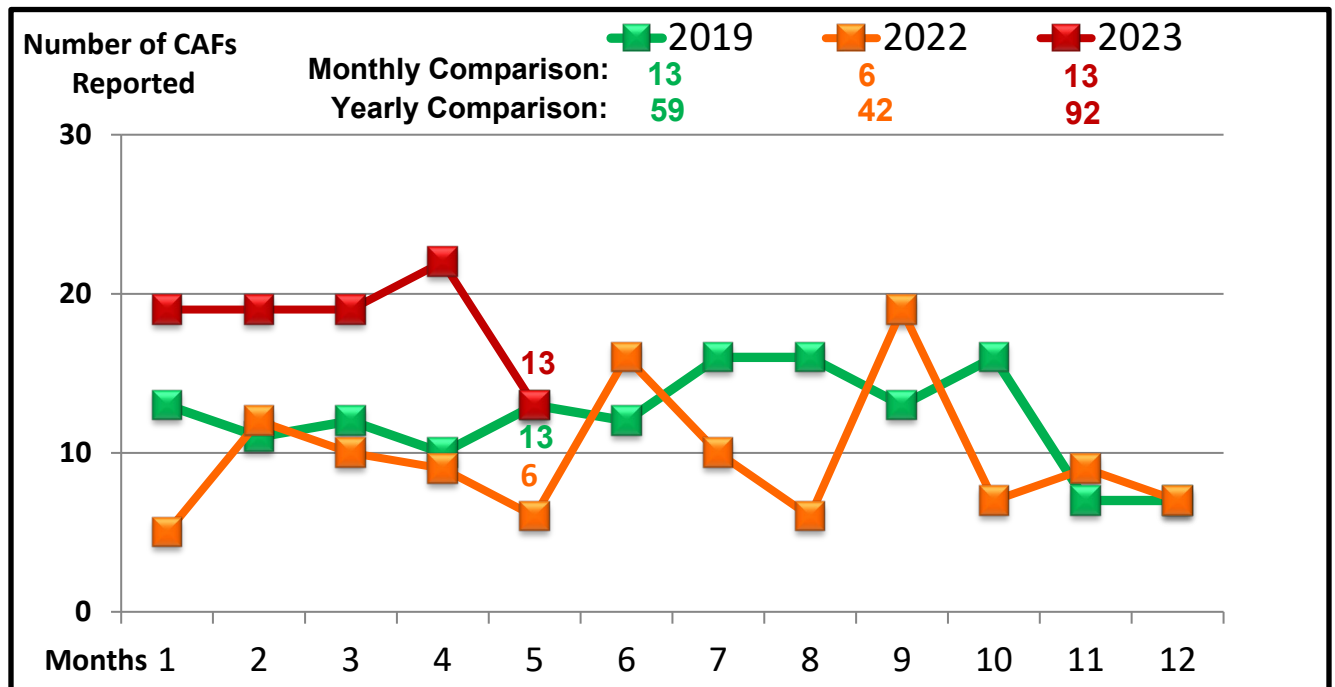
**Route Summary Report:**

<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	1	#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS	1	#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	2
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	1	#90 Flexi-B Port Aransas	
#23 Molina		#93 Flex	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	1	#95 Port Aransas Express	
#26 Airline/Lipes		B-Line (Paratransit) Services	2
#27 Leopard	1	Safety, Security & Transportation	
#27x Leopard (Express)	1	Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples		Service Development	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South		Commendations	2
#32 Southside		TOTAL CAF's	13

**CAF Breakdown by Service Type:**

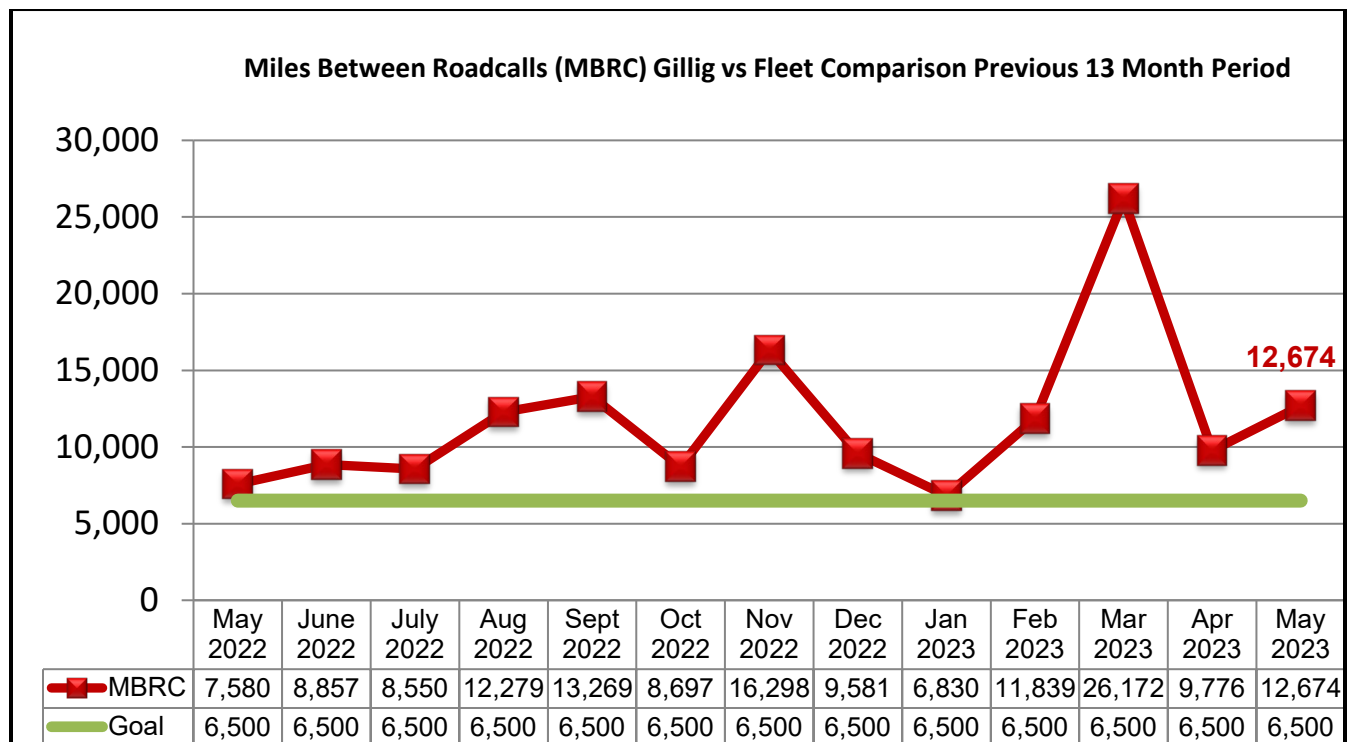
<b>CAF Category</b>	<b>RTA Fixed Route</b>	<b>B-Line ADA Paratransit</b>	<b>MV Fixed Route</b>	<b>Totals</b>
<b>ADA</b>				
<b>Service Stop Issues</b>	<b>1</b>			<b>1</b>
<b>Driving Issues</b>	<b>1</b>	<b>1</b>		<b>2</b>
<b>Customer Services</b>				
<b>Late/Early – No Show</b>			<b>1</b>	<b>1</b>
<b>Alleges Injury</b>				
<b>Fare/Transfer Dispute</b>	<b>1</b>			<b>1</b>
<b>Clean Trash Can</b>				
<b>Dispute Drop-off/Pickup</b>				
<b>Add Bench/Stop</b>				
<b>Left Behind/Passed Up</b>	<b>1</b>			<b>1</b>
<b>Inappropriate Behavior</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</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>Safety &amp; Security</b>				
<b>Rude</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>2</b>	<b>2</b>
<b>Total CAFs</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>13</b>

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



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

In May 2023, there were 12,674 miles between road calls (MBRC) recorded as compared to 7,580 MBRC in May 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 11,723.



**Board Priority**

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by:           Gordon Robinson  
                                  Director of Planning

Final Approval by:     \_\_\_\_\_

                                  Derrick Majchszak  
                                  Chief Executive Officer





CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

August 2, 2023

**Subject:** June 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.

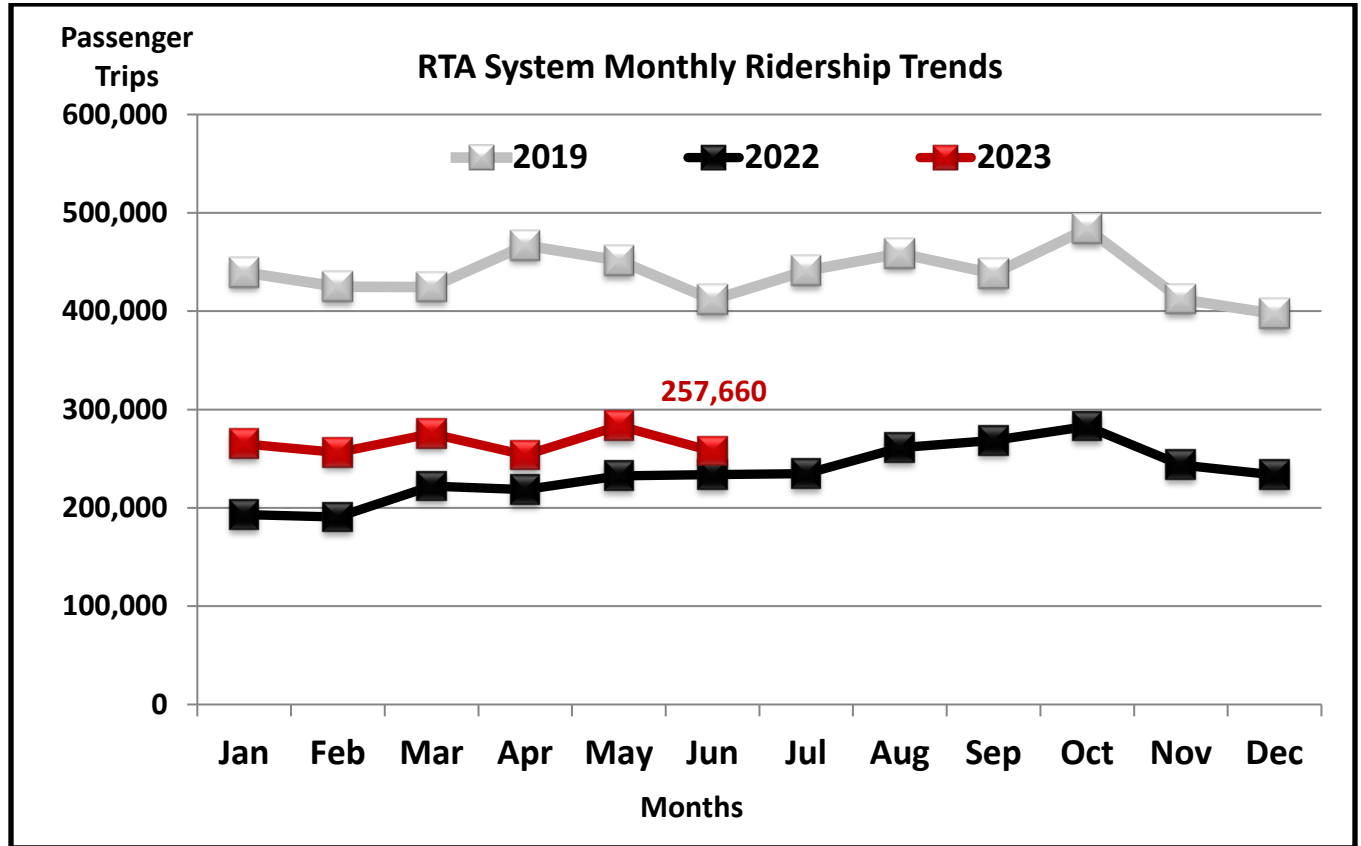


**COMMUTE**  
with **enterprise**



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

June 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 257,660 which represents a 10.2% increase as compared to 233,749 passenger trips in June 2022 with 23,911 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in June 2019 with 411,577 passenger trips, the 257,660 passenger trips represent a 37.4% decrease with 153,917 fewer trips.

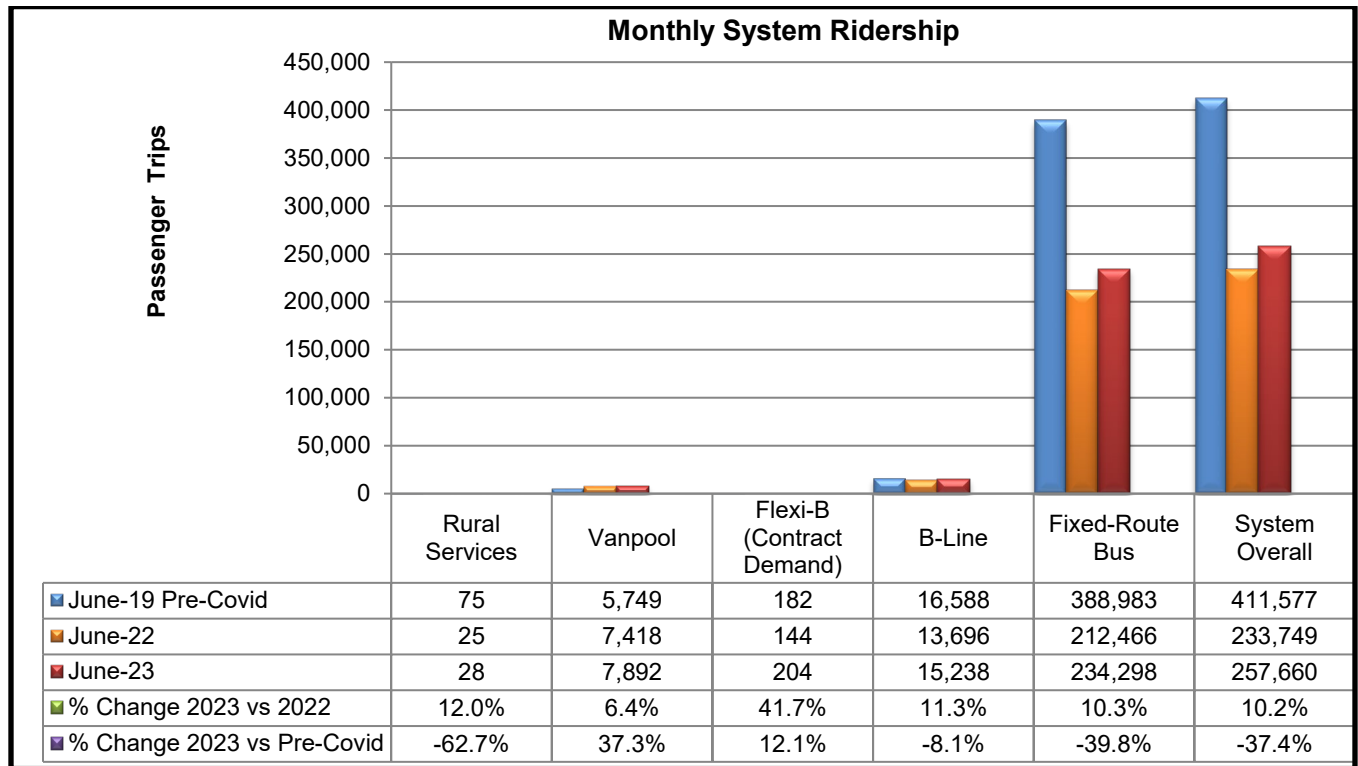


June 2023	June 2022	Variance
22 Weekdays	22 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
30 Days	30 Days	-

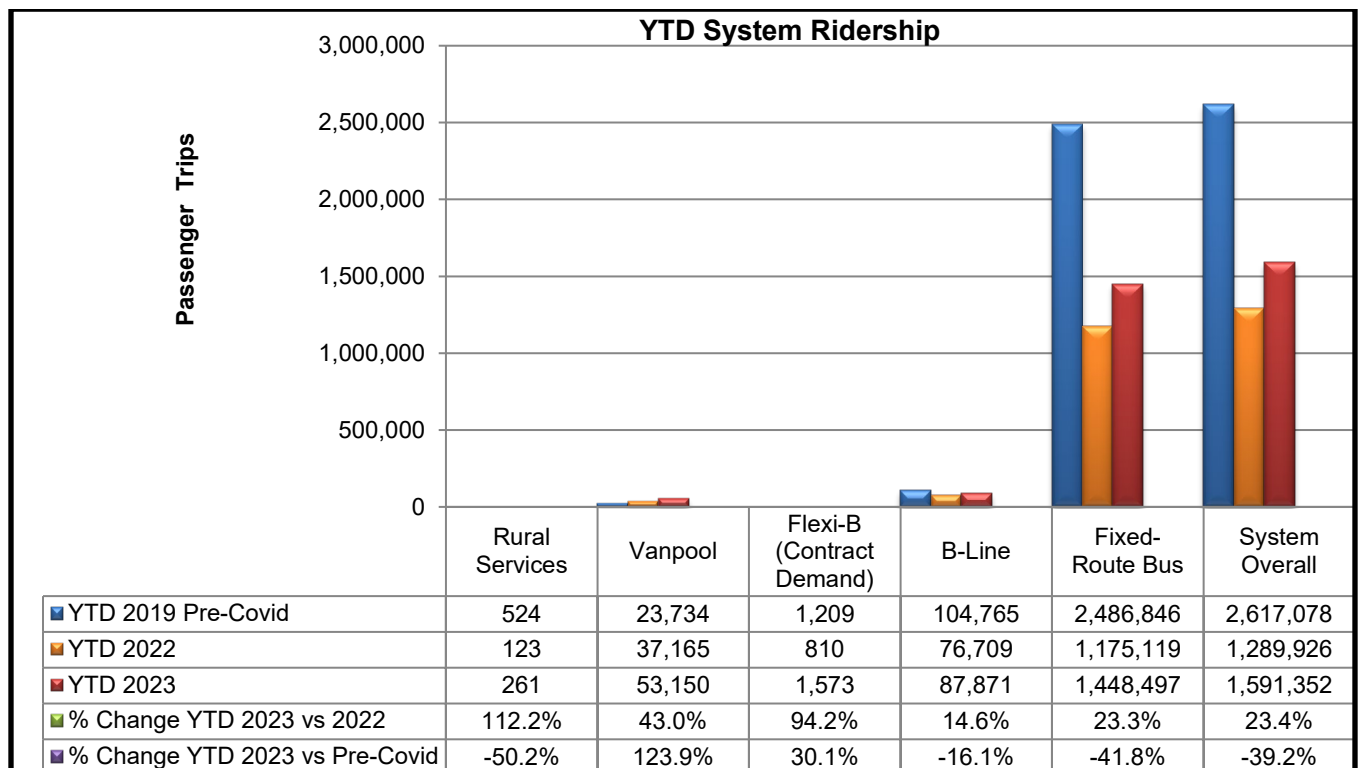
The average retail price for unleaded gas in Corpus Christi was approximately \$3.31 per gallon as compared to \$4.42 per gallon in June 2022<sup>1</sup> which represents a 25.1% decrease in the average cost per gallon. Rainfall was below normal at 0.80 inches and similar to last year’s rainfall total of 0.27 inches for June.<sup>2</sup> Normal average June rainfall is approximately 3.56 inches. The 96.2-degree average high temperature for June was above the average monthly temperature of 91.6 degrees.

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

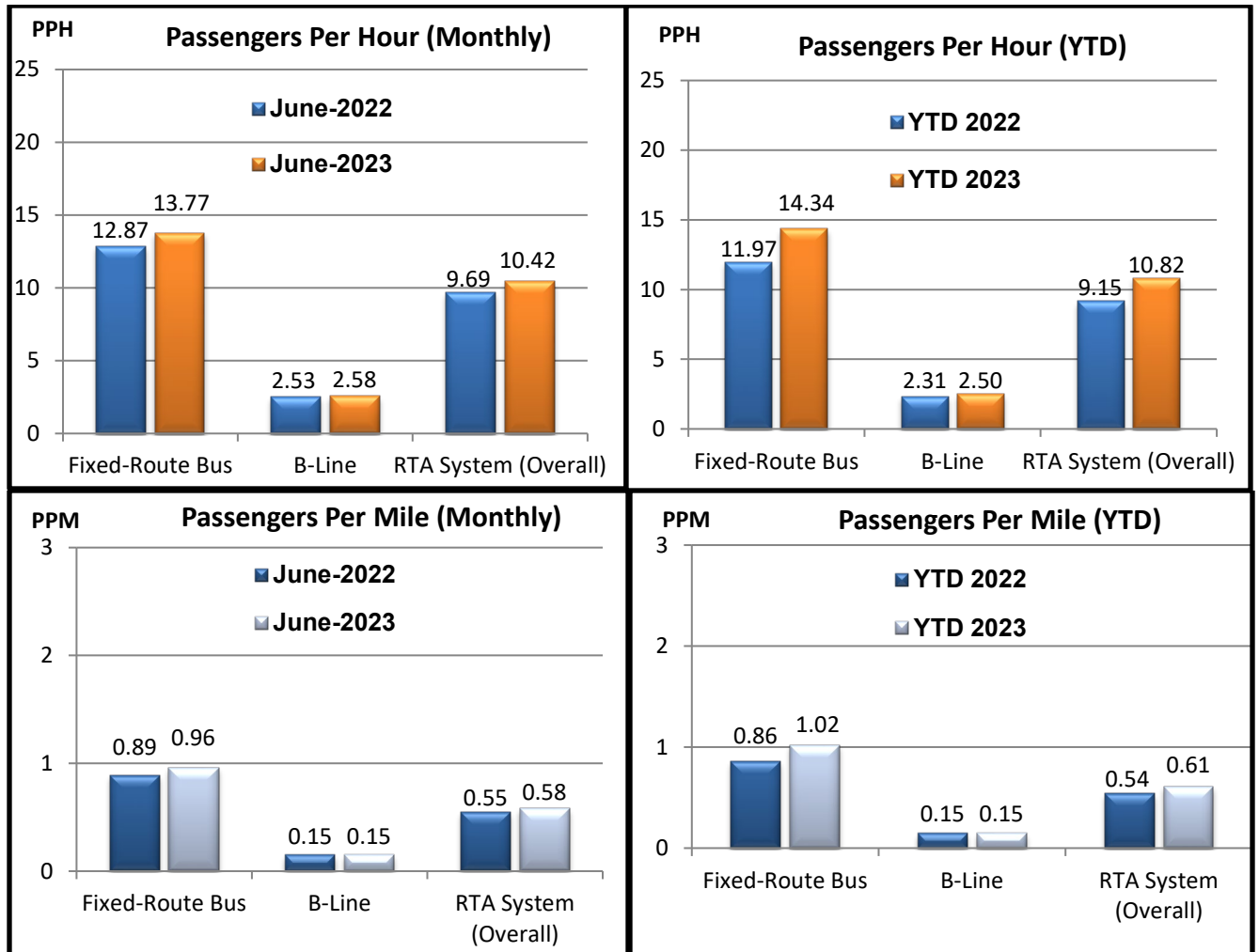
The chart below shows monthly ridership results for all services. CCRTA recorded 23,911 more passenger trips in June 2023 for a 10.2% increase as compared to June 2022. As compared to June 2019 Pre-Covid, passenger trips decreased 37.4%.



The chart below shows YTD ridership results for all services.



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



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

Schedule Adherence	Standard	Mar-23	Apr-23	May-22	Jun-23	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	90.4%	93.6%	85.8%	85.5%	88.8%
Monthly Wheelchair Boardings	No standard	3,331	2,424	3,344	3,684	3,196
Monthly Bicycle Boardings	No standard	5,257	4,605	5,867	6,237	5,492

## On Detour

- **Port Ave.** Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late August 2023.
  - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021 with anticipated completion in late September 2023. Second Phase is now half complete. Traffic now on newly 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. Nearing Completion.
  - Route 65 (No stops impacted)
- **New Harbor Bridge (North Beach):** Routes 76 & 78 remain on a minor detour under U.S. HWY 181 in the inbound direction. No stops impacted.
- **Leopard St.** (Nueces Bay to Palm) Project now complete but (**3**) stops remain closed due to detour. Routes 27 & 28 remain on detour.
  - Routes 27 & 28
- **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 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
  - Routes 23 & 25 (**6 stops closed**)
- **Wildcat** (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project.
  - Route 27 (**4 stops closed**) Began detour in June 2023.
- **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**)
- **Upper/Mid./Lower Broadway:** Project currently in design.
  - Routes 6, 76 & 78 (no stops to be impacted)
- **McArdle Rd. (Carroll-Kostoryz):** Project to begin Fall-2023.
  - Route 19 (8 stops will be impacted)
- **Alameda (Louisiana-Texan Trail):** Project to begin Fall-2023.
  - Route 5 (19 stops impacted)
- **Everhart Rd. (SPID-S. Staples):** Project to begin Fall-2023.
  - Routes 32 & 37 (7 stops will be impacted)
- **Waldron Rd.** (SPID-Purdue): Project began November 28, 2022. Final Phase 6 has begun and will be completed in July 2023.
  - Route 4 (**13 stops temporarily impacted**)

## Detours Expected

## Currently No Detour

For June 2023, there were **11** impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 33% of CCRTA services travelling on the local streets. Detoured bus route services include: 4, 21, 23, 25, 27, 28, 29, 37, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **52**.

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

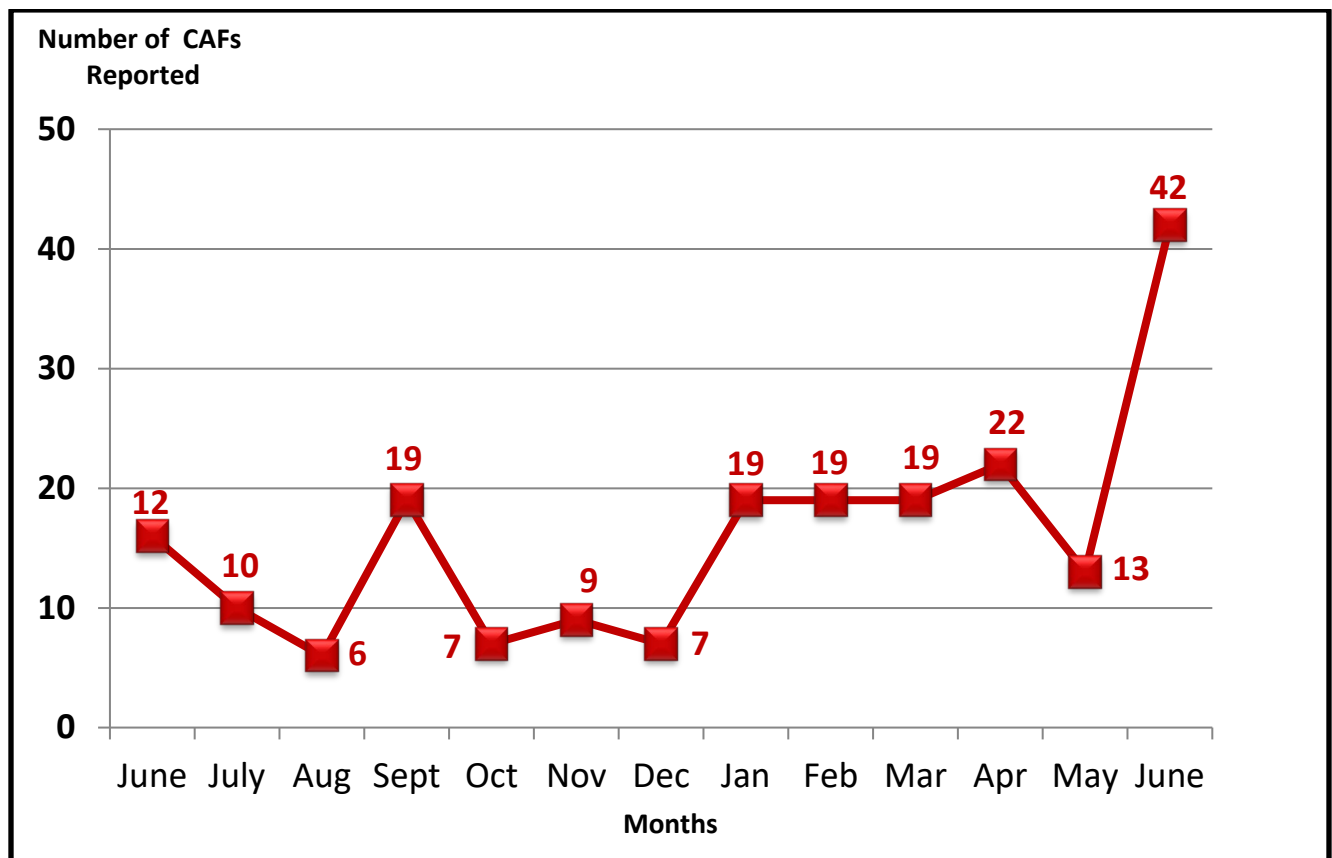
In June 2023, B-Line service metrics remain slightly impacted by factors related to the COVID-19 pandemic.

- Productivity: **2.58** 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): **12,474** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,803** ambulatory boardings; **4,384** wheelchair boardings

Metric	Standard	Mar-23	Apr-23	May-23	Jun-23	(4) Month-Ave.
Passengers per Hour	2.50	2.44	2.49	2.63	2.58	2.54
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	20,731	14,998	13,886	12,474	15,522
Monthly Wheelchair Boarding's	No standard	4,179	3,822	4,355	4,384	4,185

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

For June 2023, Customer Service received and processed 42 Customer Assistance Forms (CAF's). Of the 42 CAFs, one was a B-Line service commendation.



**Route Summary Report:**

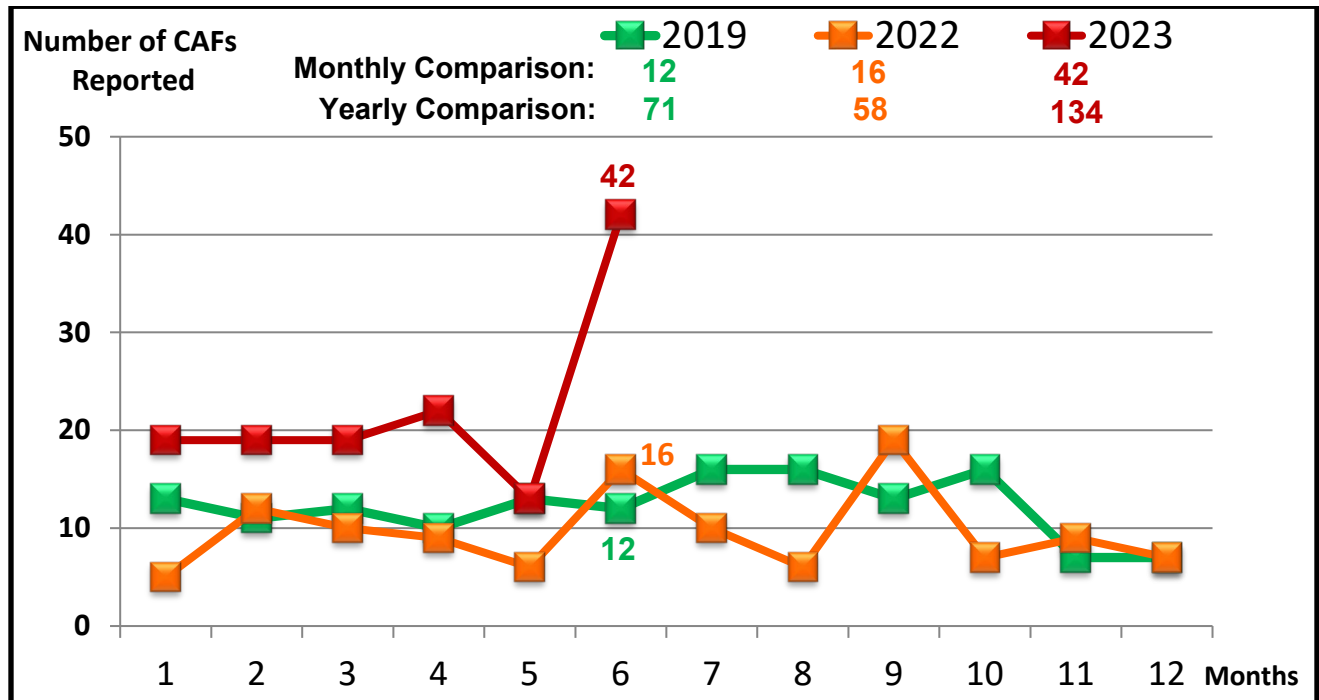
<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle	4	#34 Robstown North Circulator	
#4 Flour Bluff	2	#35 Robstown South Circulator	1
#5 Alameda		#37 Crosstown/TAMU-CC	
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls	1	#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	2		
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	1
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside	3	#65 Padre Island Connection	6
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood	1	#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	2	#90 Flexi-B Port Aransas	
#23 Molina	1	#93 Flex	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	2	#95 Port Aransas Express	1
#26 Airline/Lipes	1	B-Line (Paratransit) Services	
#27 Leopard	4	Safety, Security & Transportation	
#27x Leopard (Express)	1	Facilities Maintenance	
#28 Leopard/Navigation	2	Customer Service Department	
#29 Staples	1	Service Development	
#29F Staples/Flour Bluff	3	Facilities/Service Development	
#29SS Staples/Spohn South	1	Commendations	1
#32 Southside	1	TOTAL CAF's	42

**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>5</b>		<b>3</b>	<b>8</b>
<b>Customer Services</b>				
<b>Late/Early – No Show</b>	<b>1</b>		<b>2</b>	<b>3</b>
<b>Alleges Injury</b>				
<b>Fare/Transfer Dispute</b>			<b>3</b>	<b>3</b>
<b>Clean Trash Can</b>				
<b>Dispute Drop-off/Pickup</b>	<b>2</b>			<b>2</b>
<b>Add Bench/Stop</b>				
<b>Left Behind/Passed Up</b>	<b>12</b>		<b>9</b>	<b>21</b>
<b>Inappropriate Behavior</b>			<b>1</b>	<b>1</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>Denial of Service</b>	<b>1</b>			<b>1</b>
<b>Safety &amp; Security</b>				
<b>Rude</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>Total CAFs</b>	<b>22</b>	<b>1</b>	<b>19</b>	<b>42</b>

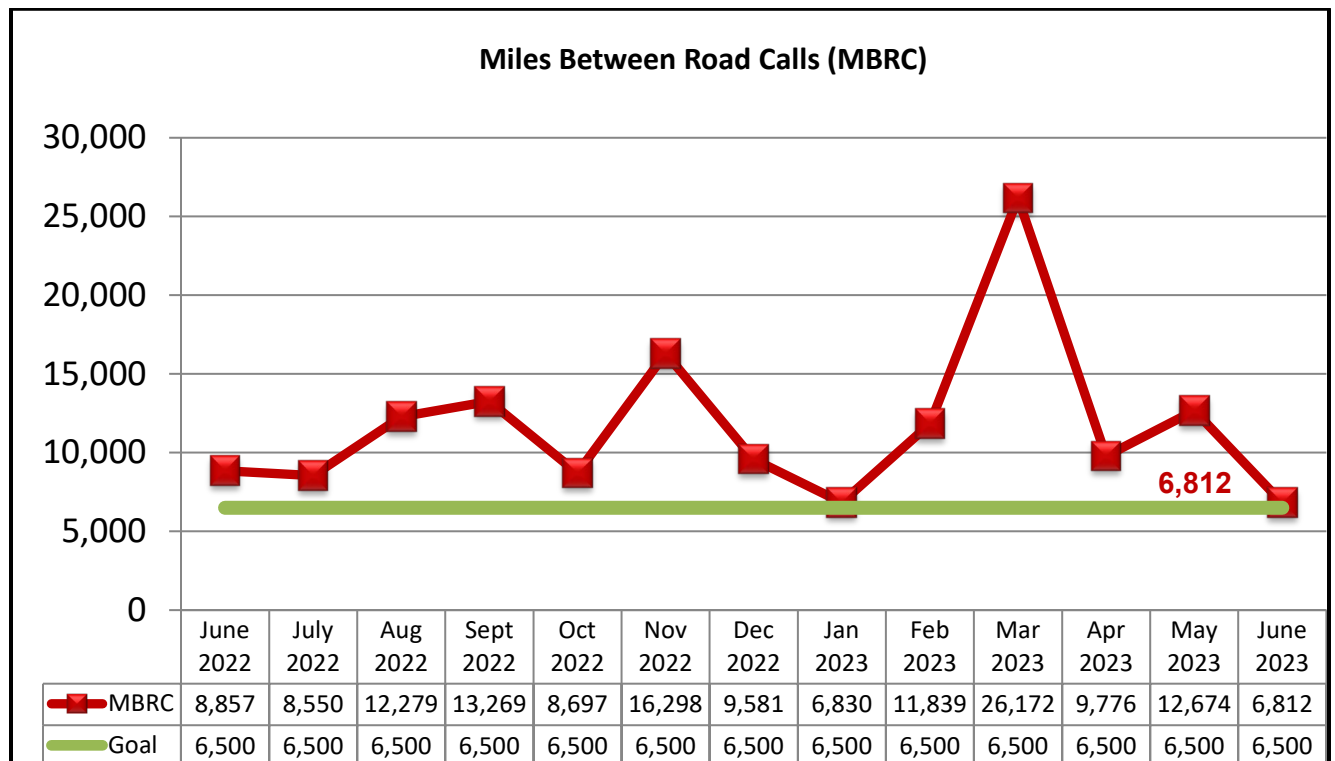


**Number of CAF Reports: Current and Historical Trends**



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

In June 2023, there were 6,812 miles between road calls (MBRC) recorded as compared to 8,857 MBRC in June 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 11,664.



**Board Priority**

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted & Reviewed by: Gordon Robinson  
Director of Planning (Interim Managing Director of Operations)

Final Approval by: \_\_\_\_\_  
Derrick Majchszak  
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: June 7, 2023**

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

- ❑ Ridership for the month of May 2023 was 15,272 compared to 13,494 for May 2022, which equates to 1,778 more trips representing a 13.18% **increase**.
  
- ❑ Ridership for YTD 2022 was 72,633 representing a 15.27% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
63,013	72,633	9,620	15.27%

**Service Standards**

- ❑ Productivity: 2.63 PPH (Passengers per hour) May 2023, contract standard is 2.50
  
- ❑ On Time Performance: 85.31% on time performance for May 2023
  
- ❑ Denials: Zero denial of service (as defined by FTA)
  
- ❑ 2,090 trips out of 14,226 trips (14.69%) did not meet the standard for on time performance in May 2023. Of that number:
  - 1,913 were < 30 minutes late.
  - 148 were > 30 minutes late.
  - 26 were > 60 minutes late.
  - 3 were > 90 minutes late.
  
- ❑ Miles between road calls 180,519.2 miles with 13 road calls that equates to 13,886.1 miles between road calls for May 2023. MV did exceed the minimum standard of 12,250 miles between road calls for May 2023.

**Wheelchair Boarding's and associated statistics**

For the month of May 2023, there were:

- 9,978 - ambulatory passengers
- 4,355 - wheelchair boarding's
- 849 - personal care attendants (AM)
- 81 – companions
- 9 - animals

## Other Service statistics

There were 4 complaints and 2 Commendation **Customer Assistance Forms** recorded for May 2023:

1. He saw the bus at the stop with the emergency lights on, decided to go across the street and at the moment of boarding driver yelled at him, also when he requested the stop she didn't stop until she got to Staples street station. He felt embarrassed by her treatment.
  - a. After speaking with the operator she stated that she didn't yell at the rider but she did inform him that crossing the street was dangerous. Also that when he stated to her I used the stop request and you didn't stop she notified dispatch the request stop wasn't working because she did not hear the bell go off. . Operator was coached on the importance of remaining professional at all times and watching your tone when speaking with others.
2. MS Perez says that the driver on route 12 ( Stacy) is always very helpful and the best driver we have.
  - a. Thank Ms. Perez for recognizing the dedication of our employees.
3. Just in general Stacy on route 12 is the best of the best!
  - a. Thank you, this operator will be recognized for a job well, done
4. The complainant and another passenger were talking about an injury they had and talking about the medicines they are taking and praying it will get better. The driver Tricia decided it was her place to but into their conversation and tell them God is not going to heal her leg!
  - a. We apologize for the comments made by this operator. This operator will go through customer service refresher training to ensure we don't have issues as such. She has also been informed to keep her comments about anyone's religious belief, medical issues, or personal situations to herself and not but into someone else conversation unless you are invited. Also, to not have any distractions while driving which includes having a conversation with the passengers while operating the vehicle.
5. Route 6504 - The complainant was talking with another passenger about how the old busses have a rough drive and they rattle. The driver decided to join in the conversation and tell the passengers that she is tired of hearing of these busses. Passenger found that to be rude and to not talk to her like that or she will call in and complain like others call and complain. The driver then said no they told the passenger its only you that calls to complain and they to pay any attention to your complaints.

- a. Operator has been coached on the importance of not butting into someone else conversation and giving opinions that are not asked for or warranted. Operator will complete customer service refresher training.
6. Bus 3033 at 6:50AM May 19,2023 West bound on 358 proceeded to cross the double white line last minute to exit on Leopard nearly clipping my husband and myself on our way to work.
  - a. Please accept our sincerest apology. After review of the video footage the operator put his turning signal on at the last minute before the solid white line to get over and adverse vehicle appears to slow down to allow him over. Then driver goes over. Operator will still receive refresher training for awareness to make sure he is focused and gets over in the proper land before the last minute.
7. Route 3 was supposed to depart at 3pm and departed 3:16 Compton and Waldron, due to the late departure the compliant lost the connection with route 65.
  - a. We do apologize for this inconvenience after speaking with the operator she stated that she had been holding it until she could no longer hold it. She was informed to try and go before the 3 pm to avoid being extremely late causing others to miss there connecting bus. She understood and stated that she will make it a happen to go no later than 14:45.

### **Conclusion**

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

- ❑ 2.63 passengers per hour
- ❑ 85.31% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for May 2023 at 13,886.1 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: July 7, 2023**

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

- ❑ Ridership for the month of June 2023 was 15,238 compared to 13,696 for June 2022, which equates to 1,542 more trips representing a 11.26% **increase**.
  
- ❑ Ridership for YTD 2022 was 87,871 representing a 14.55% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
76,709	87,871	11,162	14.55%

**Service Standards**

- ❑ Productivity: 2.58 PPH (Passengers per hour) June 2023, contract standard is 2.50
  
- ❑ On Time Performance: 87.75% on time performance for June 2023
  
- ❑ Denials: Zero denial of service (as defined by FTA)
  
- ❑ 1,720 trips out of 14,043 trips (12.25%) did not meet the standard for on time performance in June 2023. Of that number:
  - 1,531 were < 30 minutes late.
  - 172 were > 30 minutes late.
  - 16 were > 60 minutes late.
  - 1 were > 90 minute late.
  
- ❑ Miles between road calls 187,113.7 miles with 15 road calls that equates to 12,474.2 miles between road calls for June 2023. MV did exceed the minimum standard of 12,250 miles between road calls for June 2023.

**Wheelchair Boarding's and associated statistics**

For the month of June 2023, there were:

- 9,803 - ambulatory passengers
- 4,384 - wheelchair boarding's
- 874 - personal care attendants (AM)
- 176 – companions
- 1 - animal

## Other Service statistics

There were 15 complaints **Customer Assistance Forms** recorded for June 2023:

1. Customer was waiting for the route 65 on bus stop 695 at 7:30. Around 7:50 she noticed the delay and contacted dispatch, she was told the unit broke and there was one on its way. Then, at 8:05am notice the unit 3015 on the highway passing her by. She had to board the other 65 across SPID at 8:35 going to south side and around to the island. She commented the incident that operator, and the operator told her they do not get repercussions on this kind of incidents and also commented that they don't watch the cameras the majority of the time. Watching instant replay, you could see the unit 3015 going off route and out of service from the yard to Southside transfer station, taking McArdle to Airline on the feeder road and highway passing all the exits until Waldron rd. Passing stops on McArdle, Roddfield rd, and all the ones on the feeder road including 695 and Walmart on Flour Buff.
  - a. We sincerely apologize for this inconvenience and this issue has been fully addressed with this operator.
2. Both the 7:00 am, and the 7:50 am route 54 to Gregory never made it to Gregory. After departing the station at 7 am it looked lost and eventually made its way back to the station. When 7:50 am came around it looks like it didn't even attempt to try. When I got this call I then contacted MV dispatch who had no idea this was even happening. The driver did not report this to dispatch so at least an effort to correct the issue could be attempted. Both route 54 morning runs were skipped. When you see the playback on the R54, the operator wandered around uptown/downtown and the north side of IH37 then coming back to the station. It looked as if they were looking for an entrance to the Harbor Bridge, but they never found it. Never went over the bridge for either trip.
  - a. After investigating this complaint and speaking with the operator we have found that the operator got turned completely around and got very confused. He has since been taking out on this route and retraining on it to ensure no further mishaps as such. Please accept our sincerest apology for this inconvenience.
3. Mrs. Salazar was at 6:30AM on Stop 657 (Waldron / Las Palmas Apts.) She also stipulates that the route 4 (Unit 3042) was on the left lane Inbound, she tried to get the driver attention raising her hand and the driver left her behind. When the driver passes her up she had to walk to Compton @ Waldron to get the 29, when she arrived (7:00AM) she saw the route 4 and spoke to the driver. This is a customer that uses our services to go to work at the mall.
  - a. We have brought this operator in and explained the importance of following the route accordingly and not deviating without proper approval. This operator has been fully addressed and will not happen again.
4. We received a phonecall stating how professional the B-line operators are, she had nothing but good words for them. She has been with the B-line for 4-5 years

- a. Please extend our deepest thanks to this rider for recognizing the hard work and dedication of the operators
- 5. Passenger waiting at building 8 NAS is also watching transloc hes been waiting since 11:50 for the route 3. He then noticed the 3 turned around and left the NAS without completing the route. I called MV dispach and they then called the route 3 to see what was going on. The driver of the route claimed he was 25 min behind and took it upon himself to not finish the route to put himself back on time.
  - a. We apologize for this inconvenience. This operator has been retrained and counseled on the importance of not deviating from the route causing someone to get left behind.
- 6. Mr. Garza was waiting at the bus stop. When the bus was approaching his stop the driver then murged the bus into the middle lane to enter the base leaving Mr. Garza and his service animal. He is diabetic and is concerned for himself and his dog being in this extreme heat.
  - a. Good morning Susan, We (MV Supervisors and CCRTA electronics) were unable to pull video to confirm what happened. The operator has been pulled from route for retraining and to address the issue today. In addition to being retrained, a supervisor will also go out on route with the operator for a bit to ensure she understands the importance of going to every stop. After speaking with the driver, she did not see the customer, Mr. Garza, the first time (when he was passed up). The driver did pickup the Mr. Garza on the next round and as they were entering the base, Mr. Garza was removed from the bus by base security because his base pass was expired. We do apologize for any inconvenience caused to Mr. Garza.
- 7. We were contacted today by Mr Brian Anderson, a professional truck driver from GP Transport, at Gregory Tx, he was very surprised that the unit 3015 pass his truck and them cutting him off about 4 feet from the front of the truck and proceeding to speed up more that 70mph , this happened at John F Kennedy Memorial Causeway around 09:13am.
  - a. After speaking with the operator, he did admit to passing this adverse vehicle who was going 40 mph and began to speed up to not allow the bus to pass. He was informed to make sure that we are being safe when we are on the road providing a service that our community needs. He understood and promised it will not happen again.
- 8. This happened twice before with the same bus driver. Third time finally came inside to the customer service desk to complain. Asked for a day pass and was given a transfer and a change card. The transfer is only good for 2 hours and customer rides to several places all day long. The change card does him no good, he needs a day pass (I comped a day pass for him since it was the third time this has happened to him) Driver needs to know how to issue a day pass when requested.
  - a. After speaking with the operator about this problem. He stated that the genfare machine was not counting the riders change card and change. It would count one or the other. Due to it not being enough fare on the change card the system was not giving the day pass option. We have reached out to the electronics department to see if this can be fixed. We apologize for the inconvenience this has caused the rider.



9. Student was catching the route 28 from Miller summer school. When he boarded the 28 and tried to pay his fare the driver then stated "I doesn't do that summer student shit" and forced him to pay 75 cents.
  - a. We have coached and counseled this operator on the importance of providing excellent customer service. As well as the procedures when dealing with students. He very apologetic and stated that he loves his job and is sorry because he should have asked instead of assuming this person was trying to get over on him because he is new on the route. Please accept our sincerest apology for the inconvenience that happened on this day.
10. We received a phone call from Mr. Richard Benet around 2:59pm asking for the location of route 95. We saw the unit 3042 at HEB @ Aransas Pass waiting for its departure time. When customer was notified he states that the unit never went through location 1111 HEB @ Ingleside.
  - a. After speaking with the operator, we have found that he admitted that he passed the street he was supposed to turn on and had the intention on turning on church street to make up for his error but by the time he got to that church st. it had slipped his mind. Operator was counseled on the importance of making sure we follow the Left & right turn headways that are provided. Also told that if he passes the correct street find the next big enough street for you to get back on track. We apologize for the inconvenience this has caused Mr. Benet. WE strive to provide the best service to all our riders.
11. Route 35 Robstown circular around 9:00-9:15. The route was more than 10 minutes early. I had to walk to Robstown station from the highway by Popeyes. All with a messed up knee while trying to get to work. The concern is that the bus drivers need to stick to their schedule; being too early can mess people up. Especially, in this heat. It should not matter what route it is. I am not from here and I have rode buses in small and big town and they stick to schedule. Being late is understandable but being early is not. Being in a rush to end your route is not okay when providing service to the public. Actually only 5 minutes early. Operator did not wait out time at timing point stop #2015 Outlet Mall; wasn't supposed to leave timing point until 9:00am. Arrived at Robstown Station at 9:00am instead of scheduled time of 9:05am
  - a. We apologize this inconvenience. The operator time was off by a couple of minutes causing him to think it was time for him to go. Operator has been instructed to use the time in the bus so these situations will not arise.
12. Customer calls to ask for the route 3 NAS, we look at transloc and it shows the unit very early at Compton and Waldron, under further investigation we notice the unit doing a change of direction at Ocean drive (08:05) arriving early at the Ocean drive @ Cercy timing point 08:06AM Instead 08:26AM and it arrived at Compton @ Waldron at 08:16am instead 08:40AM after this the route has a layover until 9:00AM but the unit departed at 9:13AM on this trip for Unkown reason the unit never went to TAMUCC (08:11AM To 08:15AM)
  - a. After further investigation we have found that the base closes the gate at 8 which cause the operators to have to turn around on the base. Due to the gate being close the operator wasn't able to get to this stop and waited at the next stop on the base for the time correct time. We have been informed that it's a permanent change.

13. Sharon called in because she was stuck in PortA after the R65 left the timing point 5 minutes early, causing her to miss the bus. When she arrived at her bus stop #1410 on Ave G, she saw the bus already turning on Hwy 361. She reminded us that R65 isn't supposed to leave #1406 until 9:55am. Sharon was very upset because she had an emergency in CC and was stranded in PortA.
  - a. We do apologize for this inconvenience. This operator has been counseled on the importance of not leaving the stop too early and making sure we service every stop along the way unless notified otherwise.
14. Hi, I waited at bus stop 696 for 45 minutes waiting for bus 65 only for them to skip my stop, I was boarding the 8:54 bus and saw the bus skip both the stop before this one and this stop by getting on the highway. Thanks for ruining my day R65 entered the SPID freeway at Ennis Joslin and skipped two stops
  - a. Please accept our sincerest apology. This operator has been addressed fully.
15. Customer states that driver on route 4 unit 3011 decided to stop on a closed bus stop to let a customer out, when other customers tried to leave she closed the door and told them that only that customer is allowed out.
  - a. We sincerely apologize for this inconvenience. The operator has been addressed fully and coached on the importance of following the block paddle and treating everyone the same. She understands and ensures that it will not happen again.

### **Conclusion**

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

- ❑ 2.58 passengers per hour
- ❑ 87.75% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for June 2023 at 12,474.2 miles did exceed the minimum contract standard of 12,250 miles.

### Road Call/Mileage Comparison for May 2023

	Total Miles Driven in May for Each Bus Type	Total Road Calls for May 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	4,491	0	0	0	0	0	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	166,106	25	25	0	12	13	0	0
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	32,184	14	14	0	4	10	0	0
<b>TOTAL MILES DRIVEN</b>			<b>TOTAL ROAD CALLS</b>					
	<b>202,782</b>	<b>39</b>	<b>39</b>	<b>0</b>	<b>16</b>	<b>23</b>	<b>0</b>	<b>0</b>
<b>MILES BETWEEN ROAD CALLS</b>								
	<b>12,674</b>	<b>Compared Total Miles with Chargeable Roadcalls</b>						

### Road Call/Mileage Comparison for June 2023

	Total Miles Driven in June for Each Bus Type	Total Road Calls for June 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	4,204	1	1	0	0	1	0	0
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	168,790	42	42	0	25	17	0	0
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	31,381	9	9	0	5	4	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	204,375	52	52	0	30	22	0	0
<b>MILES BETWEEN ROAD CALLS</b>		<b>Compared Total Miles with Chargeable Roadcalls</b>						
	6,812							

**UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS**

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

**MEETINGS**

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<u>CCRTA Committee Meetings</u> Wednesday, August 24, 2022	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, September 7, 2022	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, September 15, 2022	12:00 p.m.

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

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