



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, November 16, 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 October 19, 2023.	5 minutes	Pages 1 - 2
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	RCAT Liaison Report a. Awards and Recognition – CCRTA New Hires b. FY 2024 Operating & Capital Budget c. 2024 Board Calendar & Committee Meetings Calendar d. 2024 Holidays and Service Levels e. 2023 Federal Transit Administration Triennial Review Report f. September 2023 Operation Report g. CEO's Report	25 minutes	No Attachment
7.	RCAT 2024 Agenda Discussion	15 minutes	
8.	Chairperson's Report	5 minutes	No Attachment
9.	Informational Items: a) September 2023 CAF Report b) September 2023 Operations Report Key Metrics c) September 2023 B-Line Report d) September 2023 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 3 - 7 Pages 8 -17 Pages 18 -22 Page 23 Page 24

10.	Celia Mendez Farewell		No Attachment
11.	Adjournment		No Attachment
	Total Minutes:	61	

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting who may need auxiliary aids or services are requested to contact Susan Teltschik at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.



**CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY**

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Mission Statement

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ATTENDANCE	
➤ There are 5 confirmed attendees for the meeting today	

Chair will call the meeting to order and state the time : PM

1.	Pledge of Allegiance	1 minute	No Attachment
	➤ Please join me in the Pledge of Allegiance		
2.	Roll Call – Amanda De La Cerda	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
	➤ Amanda will let you know if anyone signed up to comment		
4.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for October 19, 2023	5 minutes	Pages 1 - 2
	➤ Is there a Motion to Approve the RCAT Minutes of September 21, 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)		Motion <input type="checkbox"/> _____ Second <input type="checkbox"/> _____ (name) Vote Pass / Fail (circle one)
5.	Committee for Persons with Disabilities (CFPWD) ➤ Melanie Gomez will provide the update.	5 minutes	No Attachment
6.	RCAT Liaison Report a. Awards and Recognition – CCRTA New Hires b. FY 2024 Operating & Capital Budget c. 2024 Board Calendar & Committee Meetings Calendar d. 2024 Holidays and Service Levels e. 2023 Federal Transit Administration Triennial	25 minutes	No Attachment

	Review Report f. September 2023 Operation Report g. CEO's Report		
7.	RCAT 2024 Agenda Discussion	15 minutes	
8.	Chairperson's Report Read Upcoming Events sheet for announcements	5 minutes	No Attachment
9.	<ul style="list-style-type: none"> ➤ Advise members this information included in the packet Informational Items: <ul style="list-style-type: none"> a) September 2023 CAF Report b) September 2023 Operations Report Key Metrics c) September 2023 B-Line Report d) September 2023 Maintenance Road Call Report Upcoming Events and RTA Functions 		Pages 3 - 7 Pages 8 -17 Pages 18 -22 Page 23 Page 24
10.	Celia Mendez Farewell		No Attachment
11.	Adjournment		No Attachment
	Total	61 minutes	

➤ **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, October 19, 2023

Advisory Committee Members Present: Rhonda Alvarez, Robert Box, Randal Chisamore, Jeanine Leal, Celia Mendez, Thomas Cronnon, Lilliana Macias-Pettis

Advisory Committee Members Absent: Inez Gracia, Imelda Trevino

Board Members Present: None

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

MV Present: none

Call to Order: Robert Box called the meeting to order at 12:04 p.m.

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

Public Comment: None

Action to Approve Meeting Minutes of September October 19, 2023

Rhonda Leal made a motion to adopt the RCAT Minutes of September 11, 2023, as presented; 2nd by Jeanine Leal voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Ms. Melanie Gomez informed the RCAT committee that there was not an update due to a meeting cancellation with the committee.

RCAT Liaison's Report:

The below information was presented to RCAT Members:

Ms. Montez informed the committee on Oath of Office Re-Appointments by Nueces County and the Small Cities Committee of Mayors. The CCRTA had three new hires which consisted of two Bus Operators and one Facilities Maintenance Employee. Ms. Montez informed the committee that there was a Resolution to Apply for the Strengthening Mobility and Revolutionizing Transportation (SMART) Stage 1 Planning and Prototyping Grant Funding Opportunity with an application deadline of October 10, 2023. If funding is approved, the Bus Rapid Transit would operate between Staples Street Station and TAMUCC which would run every 15 minutes all day, seven days a week.

Ms. Montez updated the committee on shelter installations. There were 20 New Tolar Shelters installed in September 2023. The methodology in placing the shelters was discussed with newly constructed ADA compliant infrastructure, social service agencies, major employment centers, and schools, colleges and universities being some of the methods in placing the shelters. The total installed shelters are 317 to date with 58 additional shelters to be procured through February 2025.

Ms. Montez presented the August 2023 Operations report. There was a 9.1% increase in passenger trips from August 2022 to August 2023. There are 36 Fixed Route Stops impacted by ongoing construction which includes nine of the local street network bus routes. Upcoming projects will possibly impact 72 additional stops on Fixed Route Services. The B-Line exceeded all their metrics in Passengers per Hours, Denials, and Miles Between Road Calls for August 2023.

Ms. Montez presented the FY2024 Operating & Capital Budget Workshop to the committee. The FY2024 Budget forecasts an 18.4% revenue increase with an estimated 5% increase in Passenger Trips and Hours of Service. Miles of Service is also projected to increase by 9% in 2024. 38 Capital improvement projects will be ongoing in 2024.

Discussion of 2024 RCAT Agenda:

Mr. Box asked the committee if there were topics anyone would like to see on the agenda. Ms. Montez stated that members were free to input topics on any subject matter they would like to present or be presented. 2024 RCAT Agenda items were moved to the following meeting.

Chairperson's Report:

Robert Box shared the upcoming meeting dates with the committee.

The meeting adjourned at 12:52 p.m.



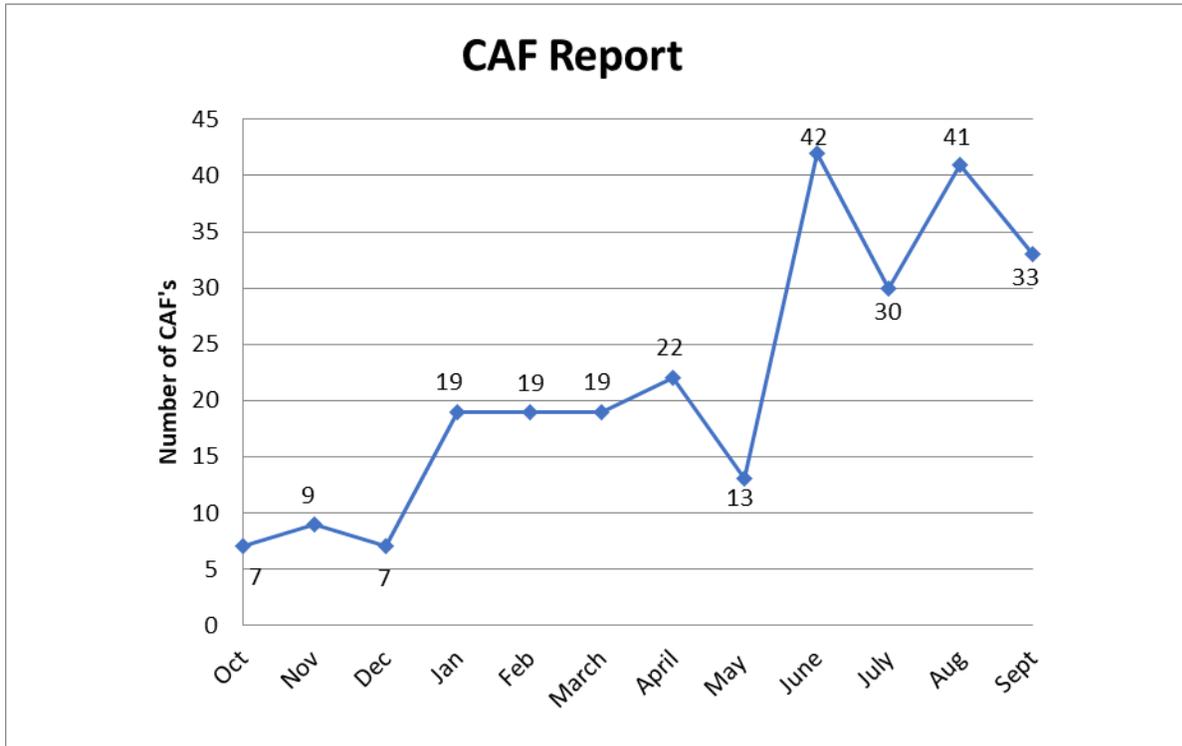
September 30, 2023

Subject: CAF Report for September 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For September 2023, there were 33 reported CAFs which was less than the 41 reported CAFs for August 2023. The decrease of 11 CAFs represents a 19.51% decrease.

There were four commendations included in the total for the month of September.



September 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#32 Southside	2
#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	1	#50 Calallen/Robstown NAS Ex (P&R)	
#12 Hillcrest/Baldwin	1	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	
#16 Morgan/Port	1	#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	1
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	2	#90 Flexi-B Port Aransas	
#23 Molina	2	#93 FLEX	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood		#95 Port Aransas Express	1
#26 Airline/Lipes	2	B-Line (Para-Transit) Services	2
#27 Leopard	1	Transportation	
#27x Leopard (Express)		Service Development	
#28 Leopard /Navigation	3	Facilities/Service Development	
#29 Staples	2		
#29F Staples/Flour Bluff	2		
#29SS Staples/Spohn South		COMMENDATIONS	4
		TOTAL CAF's	33

September 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues			2	2
Driving Issues		1		1
Customer Services			1	1
Late/Early – No Show	4		4	8
Alleges Injury	1			1
Fare/Transfer Dispute	2			2
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Left Behind/Passed Up	6			6
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service	3			3
Safety and Security				
Rude	2			2
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations	3		1	4
TOTAL CAFs	23	2	8	33

Conclusion:

During September 2023, CCRTA received forty-one CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were four commendations.

Twenty-three CAFs were received regarding CCRTA Service, representing 70% of the total customer assistance contacts; there were three commendations.

Two CAFs were received regarding B-Line Service representing 6% of the total customer assistance contacts; there were no commendations.

Eight CAFs were received regarding Contracted Fixed Route Service representing 24% of the total customer assistance contacts; there was one commendation.

Actions taken because of the received CAFs include but are not limited to the following:

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of CCRTA's Operations Policy

The CCRTA documents CAFs to capture information regarding a wide range of issues from the community's perspective point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, or letter.

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt, written or verbal response at the conclusion of the investigation to the customer within ten working days.

CAFs play an important role as a quality assurance tool to identify issues regarding service; they also inform CCRTA regarding education and training needs. CAFs assist Service Development in identifying problems around existing service and identifying underserved areas. CAFs also serve to guide policy development.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

November 1, 2023

Subject: September 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.

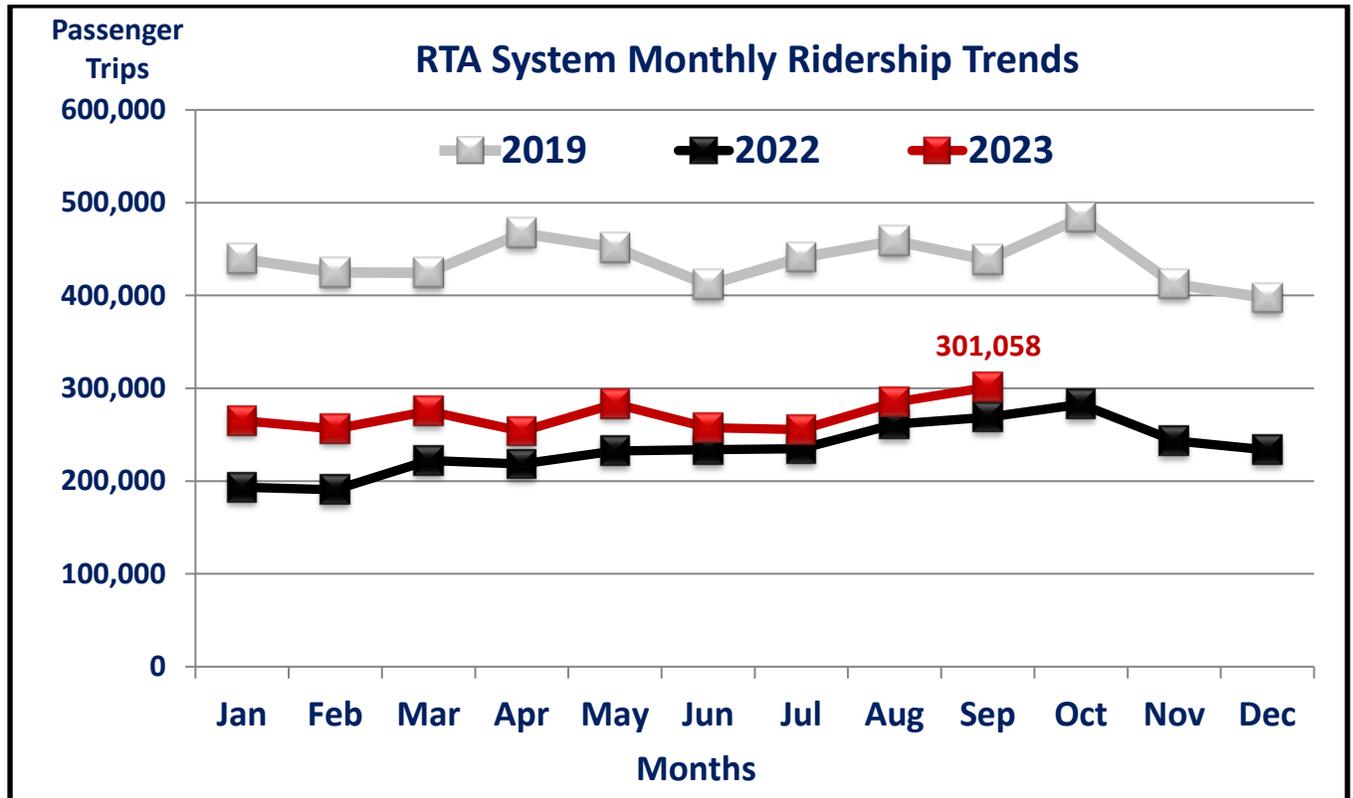


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System-wide Ridership and Service Performance Results

September 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 301,058 which represents a 12.0% increase as compared to 268,700 passenger trips in September 2022 with 32,358 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in September 2019 with 438,270 passenger trips, the 301,058 passenger trips represent a 31.3% decrease with 137,212 fewer trips.

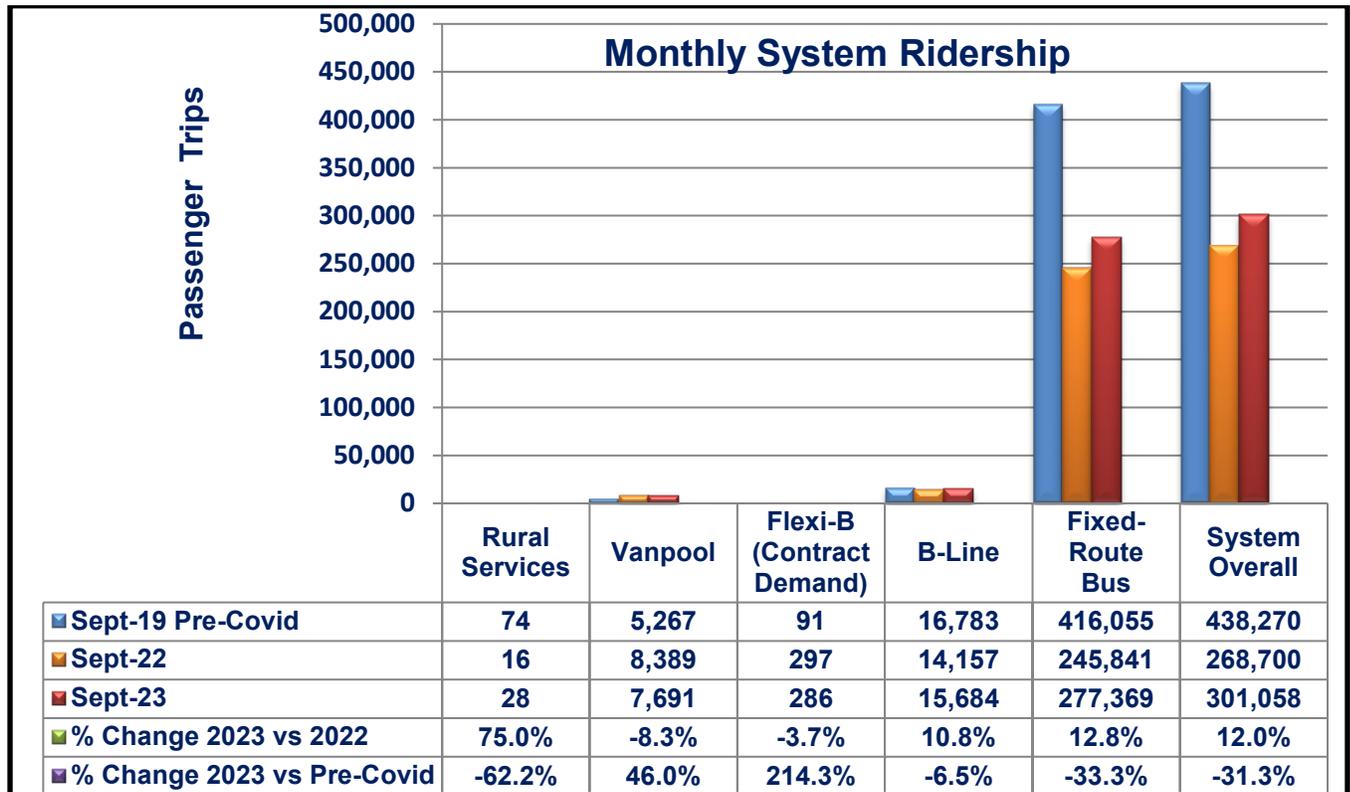


September 2023	September 2022	Variance
20 Weekdays	21 Weekdays	-1
5 Saturdays	4 Saturdays	+1
5 Sundays	5 Sundays	-
30 Days	30 Days	-

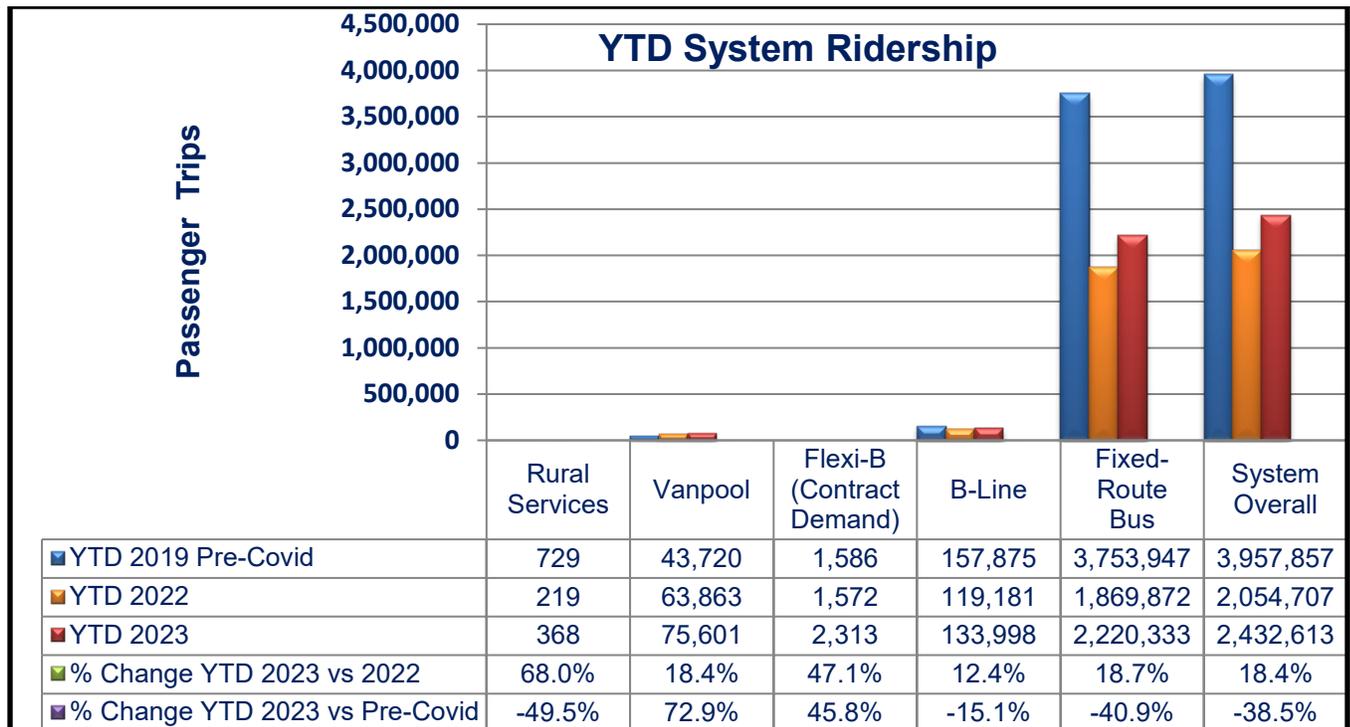
The average retail price for unleaded gas in Corpus Christi was approximately \$3.38 per gallon as compared to \$3.08 per gallon in September 2022¹ which represents an 9.7% increase in the average cost per gallon. September rainfall was 1.01 inches which is below the average monthly total of 5.42 inches. September 2022 was similar with a rainfall total of 1.66 inches.² The 97.3-degree average high temperature for September was above the average monthly temperature of 90.8 degrees.

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

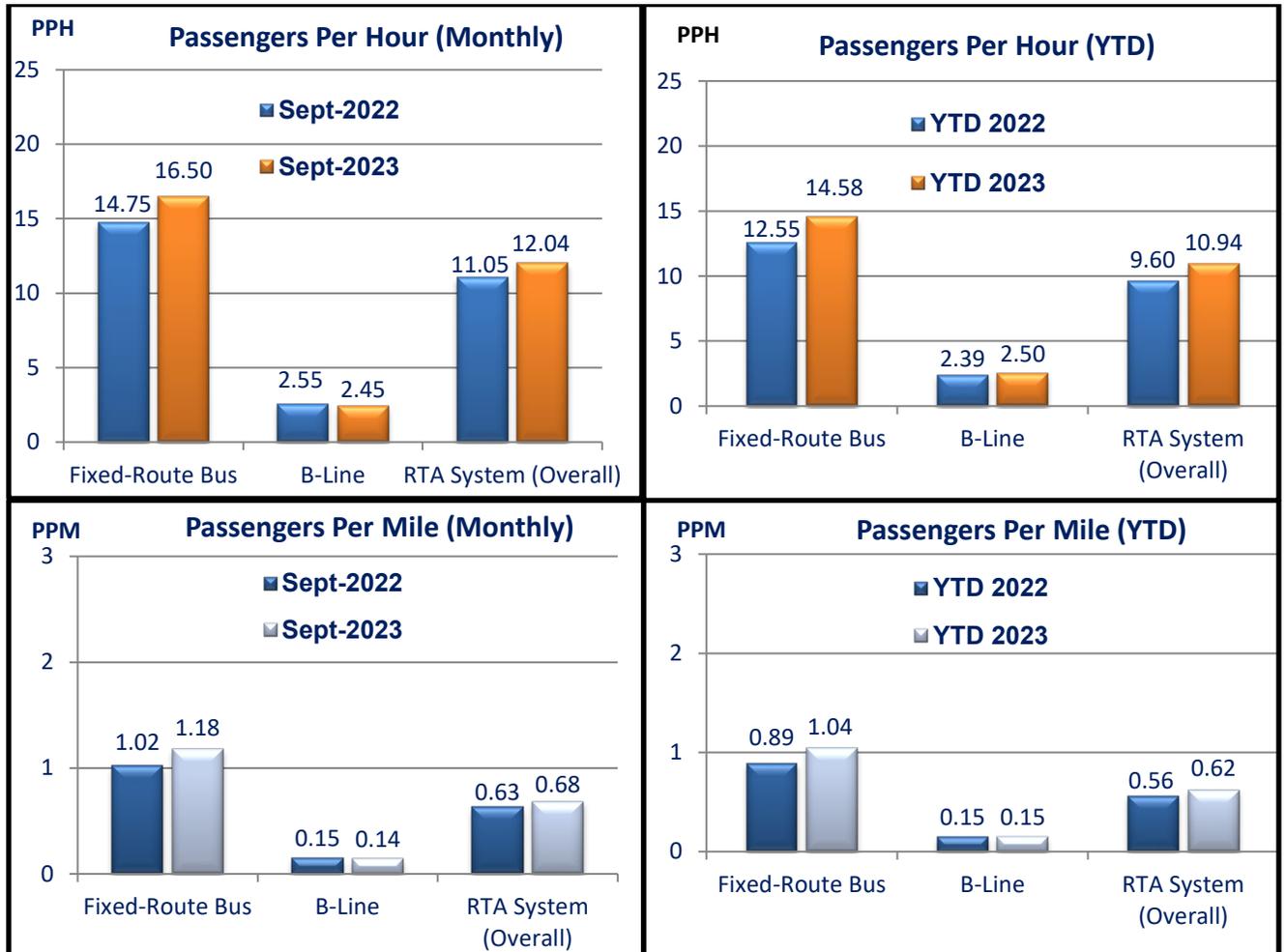
The chart below shows monthly ridership results for all services. CCRTA recorded 32,358 more passenger trips in September 2023 for a 12.0% increase as compared to September 2022. As compared to September 2019 Pre-Covid, passenger trips decreased 31.3%.



The chart below shows YTD ridership results for all services. 377,906 more trips so far compared to 2022.



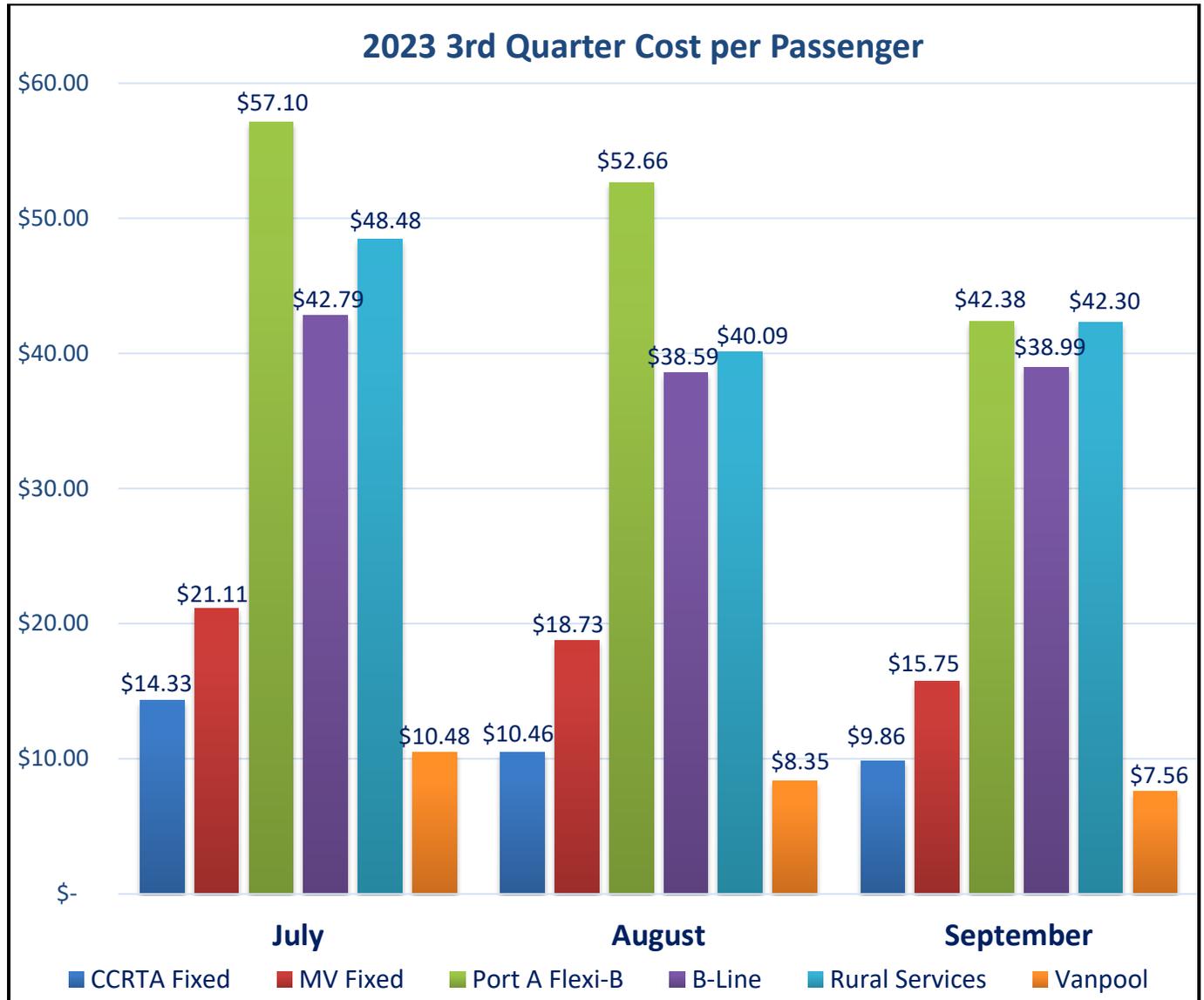
The following charts report system-wide productivity for the month of September 2023 vs. September 2022 and YTD figures.



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

Schedule Adherence	Standard	Jun-23	Jul-23	Aug-23	Sep-23	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.3%	0.0%	0.1%
Departures within 0-5 minutes	>85%	85.5%	89.1%	88.2%	84.3%	86.8%
Monthly Wheelchair Boardings	No standard	3,684	3,762	4,480	5,129	4,264
Monthly Bicycle Boardings	No standard	6,237	6,312	6,592	6,534	6,419

The following tables include Cost per Passenger totals by service mode for the third quarter of 2023. In addition, year-to-date (YTD) averages by service mode are included.



Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
July	\$ 14.33	\$ 21.11	\$ 57.10	\$ 42.79	\$ 48.48	\$ 10.48
August	\$ 10.46	\$ 18.73	\$ 52.66	\$ 38.59	\$ 40.09	\$ 8.35
September	\$ 9.86	\$ 15.75	\$ 42.38	\$ 38.99	\$ 42.30	\$ 7.56
YTD Average	\$ 11.84	\$ 17.42	\$ 43.43	\$ 40.03	\$ 44.65	\$ 8.60

On Detour

- **Port Ave.** Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late 2023.
 - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021. Traffic now on newly constructed east section. Project to be completed November 2023.
 - Route 29 (**12 Stops closed**) Detour from Staples to Alameda to Texan Trail.
- **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. Expected completion in June 2024. (*Project now half complete*)
 - Routes 27 & 28 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**6 stops closed**)
- **Alameda (Louisiana-Texan Trail):** Project to begin Fall-2023.
 - Routes 5, 17 & detoured 29 (19 stops impacted)
- **Brownlee Blvd.** (Morgan-Staples) To begin late-2023.
 - Routes 5x & 17 (**7 stops will be impacted**)
- **Comanche** (Carancahua-Alameda) To begin late-2023.
 - Routes 12, 21, 27 & 28 (**4 stops will be impacted**)
- **McArdle Rd. (Carroll-Kostoryz):** Project to begin Oct 30th, 2023. Route 19M (8 stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project currently in design.
 - Routes 6, 76 & 78 (no stops to be impacted)
- **Everhart Rd. (SPID-S. Staples):** Project to begin late Fall-2023.
 - Routes 32 & 37 (7 stops will be impacted)
- **Wildcat** (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project. Almost complete as of mid-September 2023.
 - Route 27 (**1 stop remains closed**)

Upcoming Detours

Currently No Detour

For September 2023, there were 9 impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 27% of CCRTA services travelling on the local streets. Detoured bus route services include: 21, 23, 25, 27, 28, 29, 37, 76 & 78.

The total number of bus stops currently impacted or closed is **36**.

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

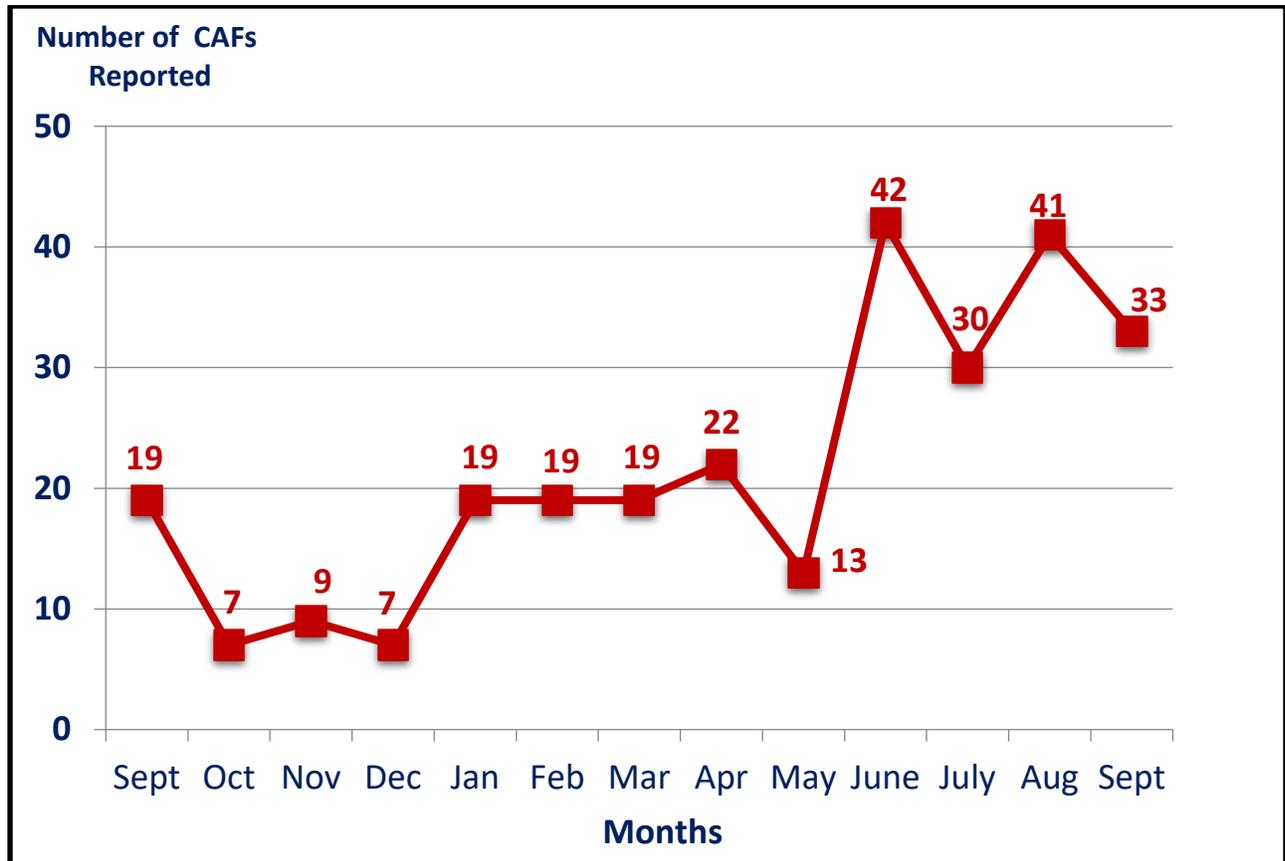
In September 2023, B-Line service performance metrics are listed below.

- Productivity: **2.45** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **14,725** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,404** ambulatory boardings; **4,247** wheelchair boardings

Metric	Standard	Jun-23	Jul-23	Aug-23	Sep-23	(4) Month-Ave.
Passengers per Hour	2.50	2.58	2.50	2.52	2.45	2.51
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	12,474	13,774	13,307	14,725	13,570
Monthly Wheelchair Boardings	No standard	4,384	3,975	4,520	4,247	4,282

Customer Programs Monthly Customer Assistance Form (CAF) Report

For September 2023, Customer Service received and processed 33 Customer Assistance Forms (CAF's). Of the 33 recorded CAFs, four were commendations.



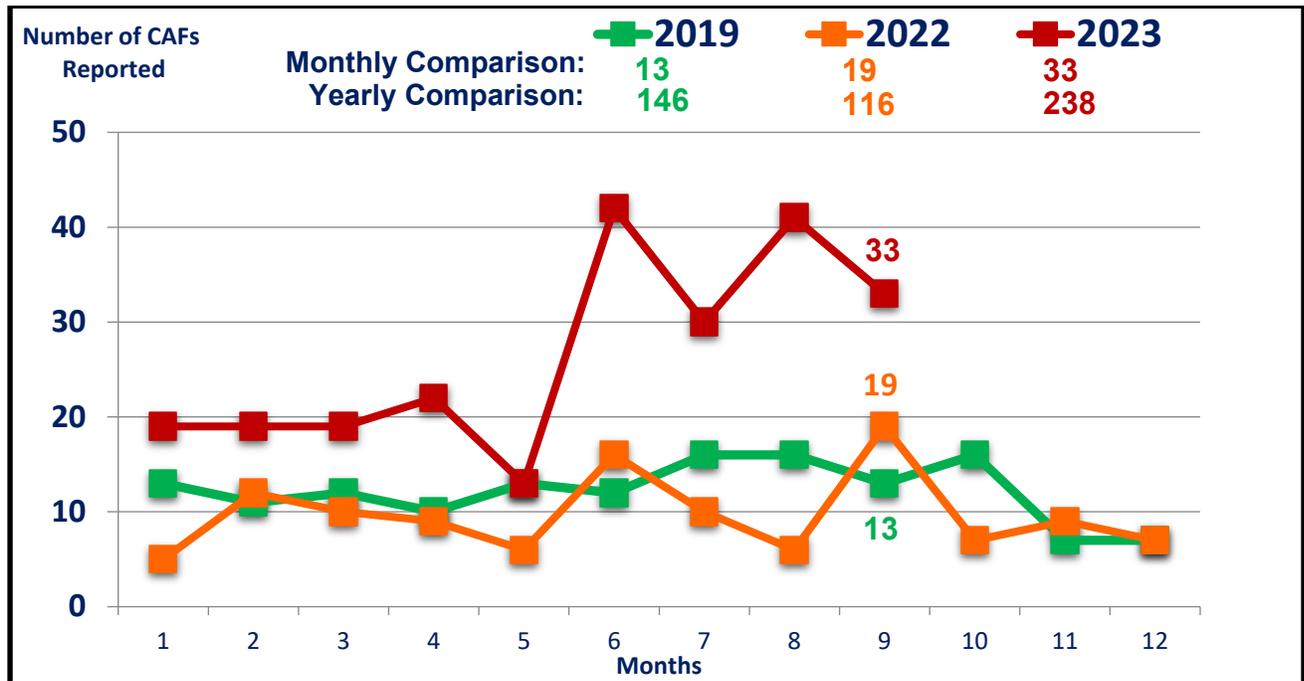
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#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	1	#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	1	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS		#60 Momentum Shuttle	
#16 Morgan/Port	1	#65 Padre Island Connection	1
#17 Carroll/Southside		#76 Harbor Bridge Shuttle	
#19 Ayers		#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle		#90 Flexi-B Port Aransas	
#21 Arboleda	2	#93 Flex	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	1
#25 Gollihar/Greenwood		B-Line (Paratransit) Services	2
#26 Airline/Lipes	2	Safety & Security	
#27 Leopard	1	Transportation	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	3	Customer Service Department	
#29 Staples	2	Service Development	
#29F Staples/Flour Bluff	2	Facilities	
#29SS Staples/Spohn South		Commendations	4
#32 Southside	2	TOTAL CAF's	33

CAF Breakdown by Service Type:

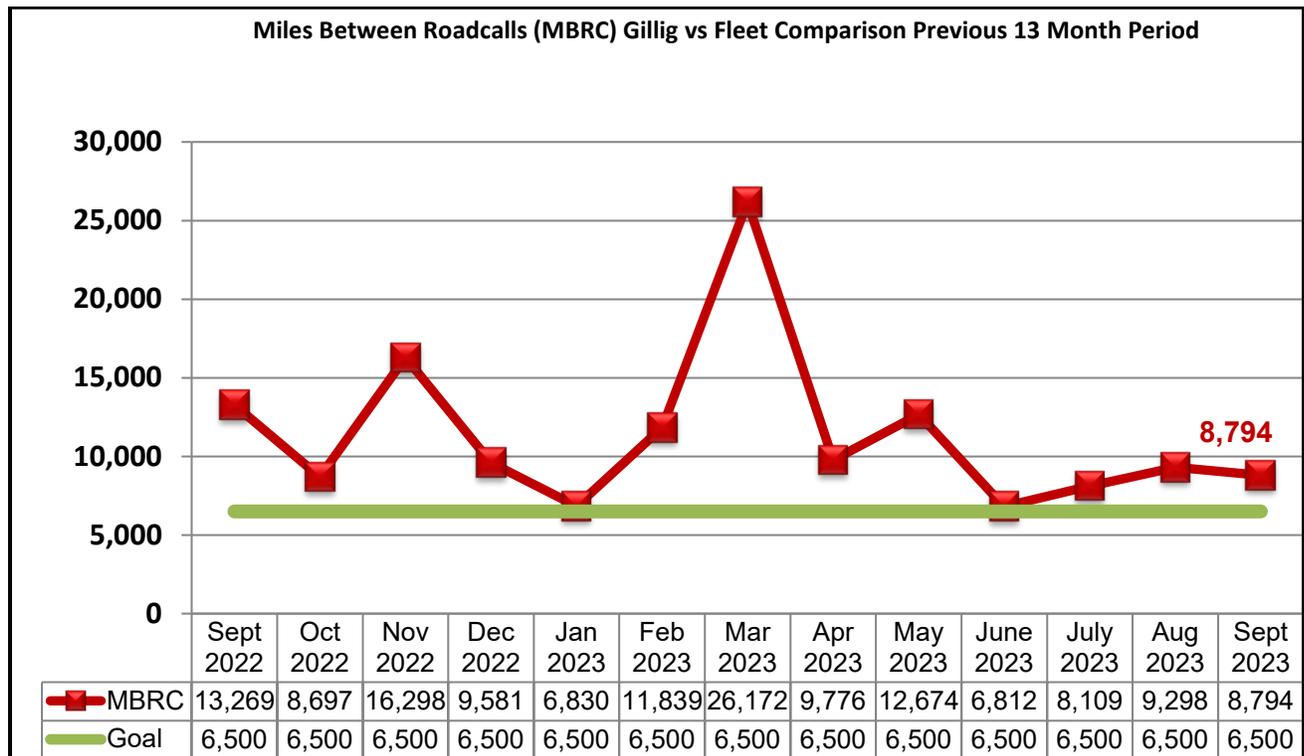
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues			2	2
Driving Issues		1		1
Customer Services			1	1
Late/Early – No Show	4		4	8
Alleges Injury	1			1
Fare/Transfer Dispute	2			2
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Left Behind/Passed Up	6			6
Inappropriate Behavior				
B-Line Calls				
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service	3			3
Safety & Security				
Rude	2			2
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations	3		1	4
Total CAFs	23	2	8	33

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In September 2023, there were 8,794 miles between road calls (MBRC) recorded as compared to 13,269 MBRC in September 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 11,396.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted & Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Miguel Rendón
Deputy Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: October 5, 2023

SUBJECT: B-Line Report for September 2023

- ❑ Ridership for the month of September 2023 was 15,684 compared to 14,157 for September 2022, which equates to 1,527 more trips representing a 10.79% **increase**.

- ❑ Ridership for YTD 2023 was 133,998 representing a 12.43% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
119,181	133,998	14,817	12.43%

Service Standards

- ❑ Productivity: 2.45 PPH (Passengers per hour) September 2023, contract standard is 2.50

- ❑ On Time Performance: 92.08% on time performance for September 2023

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

- ❑ 1,150 trips out of 14,516 trips (7.92%) did not meet the standard for on time performance in September 2023. Of that number:
 - 1,093 were < 30 minutes late.
 - 56 were > 30 minutes late.
 - 1 were > 60 minute late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 191,424.6 miles with 13 road calls that equates to 14,725.0 miles between road calls for September 2023. MV did exceed the minimum standard of 12,250 miles between road calls for September 2023.

Wheelchair Boarding's and associated statistics

For the month of September 2023, there were:

- 10,404 - ambulatory passengers
- 4,247 - wheelchair boarding's
- 894 - personal care attendants (AM)
- 139 – companions
- 0 - animals

Other Service statistics

There were 13 complaints and 1 commendation **Customer Assistance Forms** recorded for September 2023:

1. She was forced to stop her vehicle due to many deer crossing the road. A bus then came up behind her extremely close and started both flashing her and aggressively honking at her. Once the deer finished crossing and she was able to continue the bus continued to tailgate her then would slow down then tailgate her again then slow down over and over again all while flashing her and honking her horn. She said this was a very scary moment for her and her children.
 - a. We sincerely apologize for this mishap. This operator Daniel has been removed from service and gone through customer service, de-escalation and defensive driving retraining. He understands his mistake and states this will never happen again. He never wants anyone to feel threatened or bad about him or the service.
2. Mr. Gomez was being picked up at 1318 Waldron and he is stating the bus did not wait the 5 min. This did not give me enough time to walk out to the bus. He said the bus got there at 11:15 and left at 11:17 He would like a call back at 361-549-7683
 - a. After review of the footage, it does show the driver arrived at the correct location at 1108. Operator did not leave until 1115. We apologize for the inconvenience.
3. Mrs. Glanz called to make a complain about route 3, this route instead of preceding from Compton @ Waldron to NAS did a left turn under SPID and waited all its time at Walmart. MV dispatch was contacted, could not reach driver and sent a supervisor
 - a. After further investigation, the road supervisor contacted the operator and advised that he had been running late and deviated to catch back up. He has gone through coaching for block paddles and the importance of timing points. We have also covered the proper procedures to take when the route is delayed. We apologize for any inconvenience this may have caused.
4. Mr. Collins says that route 65 S Padre island, after leaving the timing point (Eleventh St @ Sandcastle Dr.) made a left on Avenue G and instead of doing a right at 361 made a left leaving a 12-year-old stranded. He is waiting for someone to contact him and explain him the reason of this. Cody Collins 3618500758
 - a. After speaking with the operator, he stated he had misread the route turns and noticed he missed the school stop. He has been coached on reading and double checking the route. He assured us he will service all stop on every route. We apologize for the inconvenience that was caused.
5. Customer called asking why the Rote 34 was late, after looking Transloc it seems route 34/35 was skipped. Two units are involved 3046 and 3016. Customer was waiting since 01:15 normal arrival 01:30 route didn't arrive until 02:35pm
 - a. We would like to sincerely apologize for this mishap. There was a misunderstanding between the AM driver, the relief driver and dispatch due to poor connection over the radio. The AM driver did not hear her instructions clearly while waiting for the relief driver causing the route to be skipped and delayed. The notice of the deviation was also not heard in dispatch because of the same poor radio connection. We have spoken to all

- three employees to make certain they understand all instructions before continuing.
6. Customer ask for Route 3 location since it wasn't on Transloc. Unit 3008 was located leaving Compton @ Waldron 2:54PM Instead 3:00PM passing a few minutes ahead at the NAS hospital timing point. After this run the unit broke down at Compton @ Waldron. Karen Glanz 8055046999
 - a. After further investigation and speaking with the Road Supervisor, the replacement unit was delayed due to heavy traffic on the way to NAS. Once the Road Supervisor arrived to Bldg 8, she transported Ms. Glanz and met up with the 65 so she could make her way home. The operator of the Route 3 was coached on the importance of the block paddles to ensure the route stays on time. He apologized for causing any inconvenience to the passengers and stated he would follow the timing points as listed.
 7. RT 3 Unit 3014 got to building 8 at 4:28. The timing point is at 4pm. She is very upset because she is worried she will not make her 65 connection. (looking at transloc she will make it) She said this is ongoing problem with RT 3 and needs to speak to someone. Please call Karen Glanz at 805-504-6999
 - a. We apologize for this mishap. The operator has been coached and counseled on reading block paddles correctly and following proper procedures when a route is being delayed.
 8. Lady and her service dog were asked to get off the 28 at Staples Station. The operator asked the lady to put her service dog under the seat. However, the dog is a Pit/Saint Bernard mix weighing 100 lbs. and is not able to fit under the seat. She just wants to make sure she doesn't run into this issue again.
 - a. After reviewing the video and speaking with the operator, the passenger and service dog boarded the unit and the service dog took a seat in the middle of the aisle. The operator advised the passenger to have the service dog take a seat in front of her so the aisle was clear for other passengers. The service dog remained in the same spot causing the operator to advise them they needed to exit the unit.
 9. RT 3 Departed Compton and Waldron after the departure time. Got to the stop after building 8, 15 to 20 min late. After he got off the base he announced to the passengers that he was going to take a break. Everyone told him no because they were going to miss their connections. Please call Karen at 805-504-5999
 - a. After speaking with the operator, he did advise he was going to stop for a 10/7 but then realized that the passengers would miss their connection, so he continued the route. We apologize for any inconvenience this might have caused and the operator advised he would be more mindful of when he takes his breaks.
 10. Hi, I wanted to inform you of an incident that seems to be recurring with a particular employee & bus. On 9/20/2023 at 4:49PM Bus 28 Omaha's female driver began talking to a rider when a homeless person was boarding w/their belongings. The driver said "Here they come again. Those people with their suit cases." As a friend to many of the homeless in Corpus Christi & a passionate homeless advocate this concerns me. One of the particular homeless people the driver said this to, was "triggered" by her comments. This homeless individual has PTSD and it really affected them. They called me to report it and they were very hurt, mad, upset and it

brought back all the old bad feelings for them. Now my friend did use some strong language with the driver but I wanted you to know what the driver said. I don't think this is how the city of Corpus Christi wants the RTA to represent them. Could you please follow up on this incident? I am told by other homeless individuals that this is not the 1st occurrence with this bus driver. Maybe some trauma training would be good for the drivers? Thanks again for listening & I hope to hear from you.

- a. After speaking with the operator, she stated that "I said 'where are they going with those suitcases'". Operator said she didn't mean anything by it and remembered it was Wednesday and they were going to the food bank at the center. Operator was reminded that all opinions are not needed to be spoken out loud. She understood and apologized if she offended anyone, she didn't mean to.
11. The number 12 did not pick us up at 5:30 today. I was out there on time and watching it on the tracker. It never made the turn for lighthouse for the blinds stop and kept on going. I had to take a cab home instead. Please remind your drivers of that turn
 - a. After further investigation, dispatch and supervisor were made aware of the route disruption. The operator informed dispatch she was delayed on route and requested assistance from a road supervisor. The supervisor serviced the Lighthouse in her vehicle and instructed the route 1201 to continue the route to get back on track. We would like to extend our apologies for the inconvenience this has caused.
 12. She left her green water bottle on the bus. Driver Mike Rios told her he turned it in and saw it on the MV dispatch desk. She came into customer service and we do not have it nor is it loggen into the track-it system. She claims this has happened multiple times.
 - a.
 13. Ms. Abrego was waiting at stop #1336 Leopard @ Nueces Bay HEB at 4:12 when the 28 did not stop at the bus stop. The 27 was already stopped there however she needed the 28. Ms. Abrego is in a wheelchair and is upset that she must wait in this heat. Call her at 361-813-3339
 - a. After speaking with the operator on Friday he stated that he did not see anyone at the bus stop. He also stated that he didn't see anyone near the stop and if he would have seen someone in a wheelchair trying to get to the stop, he would have waited for her/him. He stated " I'm here to pick up and drop off passengers, not skip or miss anyone. Mss. Tameka I make sure I double check before leaving and no one was there I promise." We do apologize for the inconvenience.
 14. RT 95 AM Driver Mike Rojas Ms. DeHart has really enjoyed riding the 95 with Mike. She said he is very kind and a blessing to her. She is sad that the 95 will end at the end of September.
 - a. Please Thank this rider for recognizing Mikey's hard work and excellent professional driving behaviors he has displayed.

Conclusion

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

- ❑ 2.45 passengers per hour
- ❑ 92.08% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for September 2023 at 14,725.0 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for September 2023

	Total Miles Driven in September for Each Bus Type	Tyotal Road Calls for September for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	18	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	187,741	49	49	0	20	29	2	1
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	14,510	4	4	0	3	1	1	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	202,269	53	53	0	23	30	3	1
MILES BETWEEN ROAD CALLS								
	8,794	Compared Total Miles with Chargeable Roadcalls						

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings

Wednesday, November 15, 2023

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, December 6, 2023

8:30 a.m.

RCAT Committee Meeting

No Meeting in December

Thursday, January 17, 2024

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

CCPD “Lock, Take, Hide” Press Conference

November 16th

Thanksgiving Luncheon @ Bear Lane

November 16th

Thanksgiving (No Service, Admin. Offices Closed)

November 23rd

Day After Thanksgiving (Admin. Offices Closed)

November 24th