



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, January 18, 2023
 Time: 12:00 p.m.
 Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

Imelda Trevino, Chair Robert Box, Vice Chair
 Rhonda Alvarez, Randal Chisamore, Thomas Cronnon,
 Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis

Mission Statement

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

1.	Pledge of Allegiance	1 minute	No Attachment
2.	Roll Call	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
4.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for November 16, 2023.	5 minutes	Pages 1 - 2
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	RCAT Liaison Report a. Award Option Year to Tolar Manufacturing for Shelter Amenities b. Award a Contract to RXDX, LLC for Zones 1 & 2 and to Ti-Zack Concrete Inc., for Zone 3, for the ADA Bus Stop Improvements – Phase VII Project c. Award a Contract to Camacho Demolition, LLC, for the Demolition of Kleberg Bank d. October 2023 Operations Report e. November 2023 Operations Report f. November CEO's Report g. December CEO's Report h. Election and Swearing-In of CCRTA Board Chair	30 minutes	No Attachment
7.	Chairperson's Report	5 minutes	No Attachment
8.	Informational Items: a) October 2023 CAF Report b) October 2023 Operations Report Key Metrics c) October 2023 B-Line Report d) October 2023 Maintenance Road Call Report e) November 2023 CAF Report f) November 2023 Operations Report Key		Pages 3-6 Pages 7-16 Pages 17-22 Pages 23 Pages 24-27 Pages 28-37

	Metrics g) November 2023 B-Line Report h) November 2023 Maintenance Road Call Report i) Upcoming Events and RTA Functions		Pages 38-42 Page 43 Page 44
9.	Adjournment		No Attachment
	Total Minutes:	51	

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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ATTENDANCE

➤ There are __ 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 November 16, 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.	a. Award Option Year to Tolar Manufacturing for Shelter Amenities b. Award a Contract to RXDX, LLC for Zones 1 & 2 and to Ti-Zack Concrete Inc., for Zone 3, for the ADA Bus Stop Improvements – Phase VII Project c. Award a Contract to Camacho Demolition, LLC, for the Demolition of Kleberg Bank	30 minutes	No Attachment

	d. October 2023 Operations Report e. November 2023 Operations Report f. November CEO's Report g. December CEO's Report h. Election and Swearing-In of CCRTA Board Chair		
7.	Chairperson's Report Read Upcoming Events sheet for announcements	5 minutes	No Attachment
8.	Informational Items: a) October 2023 CAF Report b) October 2023 Operations Report Key Metrics c) October 2023 B-Line Report d) October 2023 Maintenance Road Call Report e) November 2023 CAF Report f) November 2023 Operations Report Key Metrics g) November 2023 B-Line Report h) November 2023 Maintenance Road Call Report i) Upcoming Events and RTA Functions		Pages 3-6 Pages 7-16 Pages 17-22 Pages 23 Pages 24-27 Pages 28-37 Pages 38-42 Page 43 Page 44
9.	Adjournment		No Attachment
	Total	51 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, November 16, 2023

Advisory Committee Members Present: Robert Box, Randal Chisamore, Jeanine Leal, Celia Mendez, Thomas Cronnon

Advisory Committee Members Absent: Imelda Trevino, Rhonda Alvarez, Lilianna Macias-Pettis

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 November 16, 2023

Jeannine Leal made a motion to adopt the RCAT Minutes of November 16, 2023, as presented; 2nd by Randal Chisamore voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Ms. Melanie Gomez presented. The CFPWD Toy Drive was successful with 250 donations received for the Driscoll Children’s Hospital. CCPD Parking Control issued 48 citations for Disabled Parking, two for blocking architecture design and 11 for blocking the sidewalk.

RCAT Liaison’s Report:

The below information was presented to RCAT Members:

Ms. Montez informed the committee on the FY 2024 Operating & Capital Budget, 2024 Board Meeting Calendar and the Holiday/Service Level Calendar. She discussed the Triennial Review conducted by The Federal Transit Administration and reported that the CCRTA had zero findings.

Ms. Montez presented the September 2023 Operations report. There was a 12.0% increase in passenger trips from September 2022 to September 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 65 additional stops on Fixed Route Services. The B-Line exceeded their metrics in Denials, and Miles Between Road Calls for September 2023.

Ms. Montez presented the CEO's Report. MV Transportation began operating B-Line Service until 11 p.m. on weekdays and Saturdays. The Shelter Expansion Program will see 13 new shelter sets, 17 advertising benches, 20 Beacon Solar Lights, and 20 trash containers installed. The schedule for these is still underway. CEO attended the APTA TRANSform Conference in Orlando and participated in the Jacksonville Transportation Authority podcast.

Discussion of 2024 RCAT Agenda:

2024 Agenda Discussion to continue next year along with the scheduling and planning for the committee to audit the transportation system by riding a few of the routes starting as early as March 2024.

Celia Mendez Fairwell:

Ms. Montez thanked Ms. Mendez for her commitment to and time served on the committee.

Chairperson's Report:

Robert Box shared the upcoming meeting dates with the committee.

The meeting adjourned at 12:57 p.m.



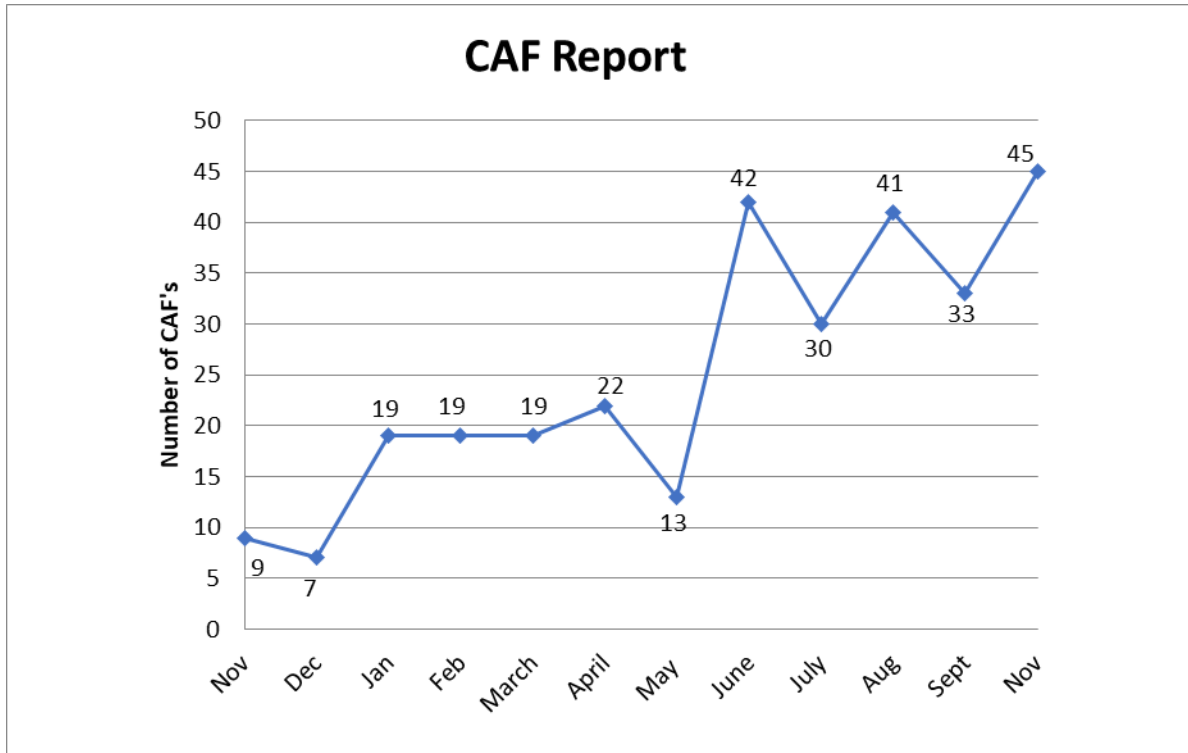
October 31, 2023

Subject: CAF Report for October 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For October 2023, there were 45 reported CAFs which was more than the 33 reported CAFs for September 2023. The increase of 12 CAFs represents a 36.36% increase.

There were six commendations included in the total for the month of October.



October 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#32 Southside	1
#4 Flour Bluff	1	#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	3
#6 Santa Fe/Malls		#50 Calallen/Robstown NAS Ex (P&R)	
#12 Hillcrest/Baldwin	4	#51 Gregory/NAS Ex (P&R)	1
#15 Kostoryz/Carroll HS	3	#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside	2	#65 Padre Island Connection	3
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	7	#93 FLEX	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood		#95 Port Aransas Express	
#26 Airline/Lipes		B-Line (Para-Transit) Services	6
#27 Leopard	1	Transportation	
#27x Leopard (Express)		Service Development	
#28 Leopard /Navigation		Facilities/Service Development	
#29 Staples	3		
#29F Staples/Flour Bluff	2		
#29SS Staples/Spohn South		COMMENDATIONS	6
		TOTAL CAF's	45

October 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	5	2	1	8
Customer Services				
Late/Early – No Show	3	1	2	6
Alleges Injury	2			2
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Left Behind/Passed Up	7	2	6	15
Inappropriate Behavior				
Policy	1			1
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service	3			3
Safety and Security			1	1
Rude	2	1		3
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations	3	2	1	6
TOTAL CAFs	26	8	11	45

Conclusion:

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

Twenty-six CAFs were received regarding CCRTA Service, representing 58% of the total customer assistance contacts; there were three commendations.

Eight CAFs were received regarding B-Line Service representing 18% of the total customer assistance contacts; there were two commendations.

Eleven 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

December 6, 2023

Subject: October 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.

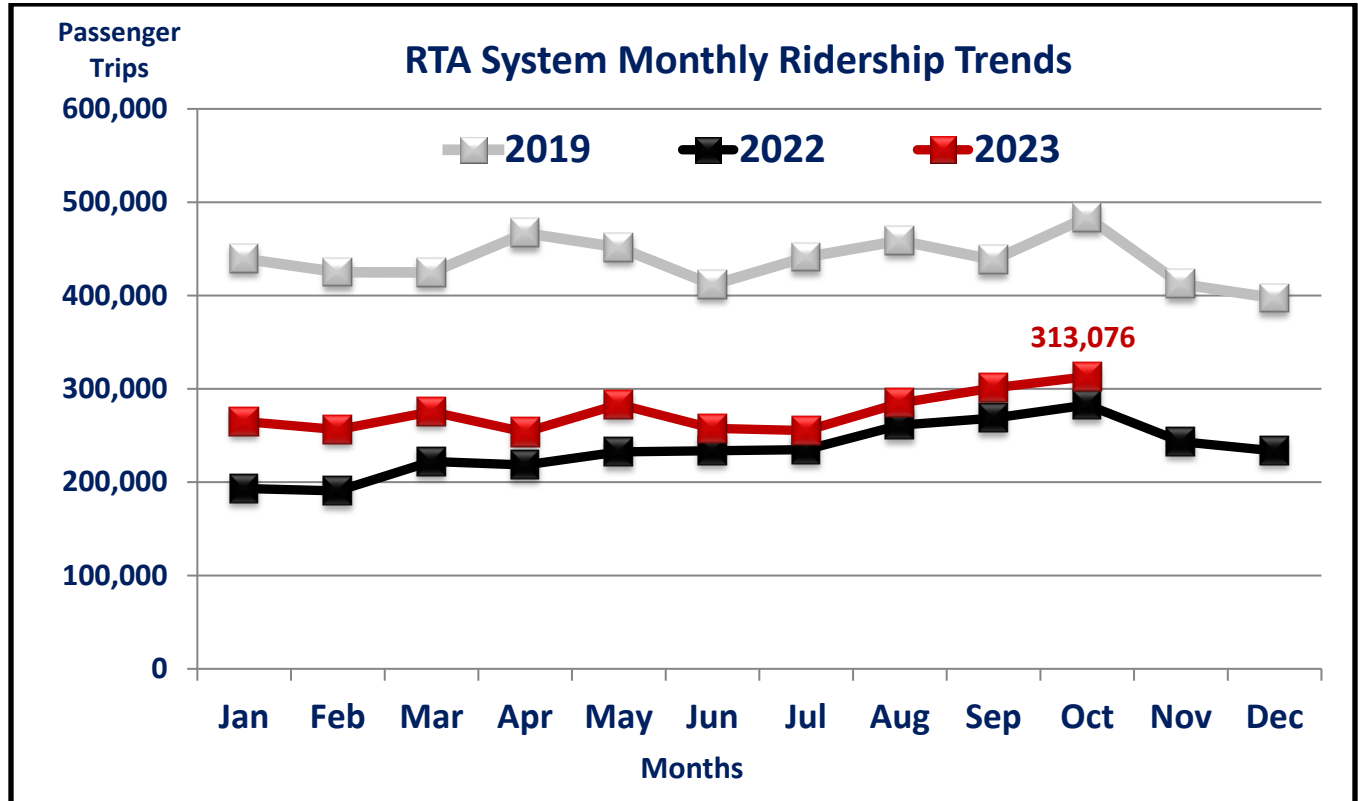


COMMUTE
with **enterprise**



System-wide Ridership and Service Performance Results

October 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 313,076 which represents a 10.7% increase as compared to 282,809 passenger trips in October 2022 with 30,267 more trips provided this month. In comparison to the pre-COVID-19 (pre-Covid) period in October 2019 with 483,801 passenger trips, the 313,076 passenger trips represent a 35.3% decrease with 170,725 fewer trips.

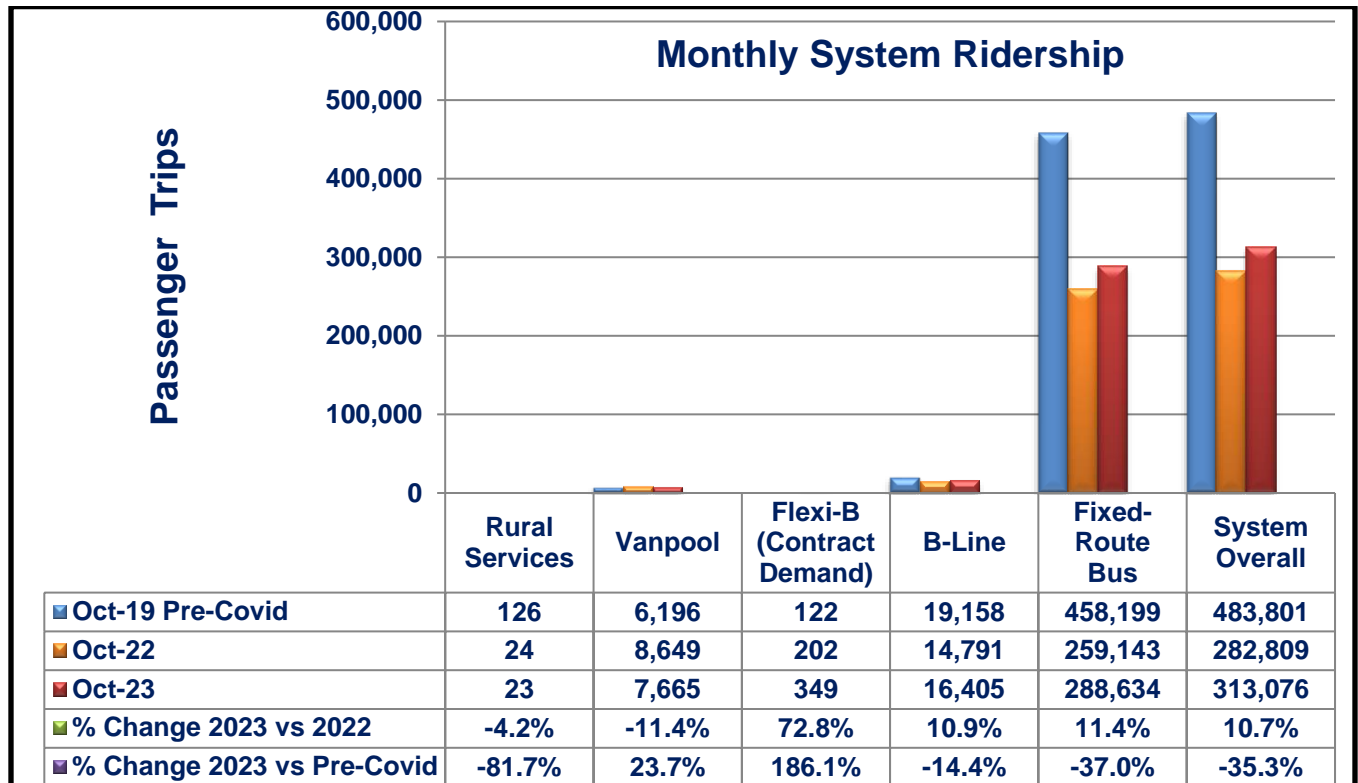


October 2023	October 2022	Variance
22 Weekdays	21 Weekdays	+1
4 Saturdays	5 Saturdays	-1
5 Sundays	5 Sundays	-
31 Days	31 Days	-

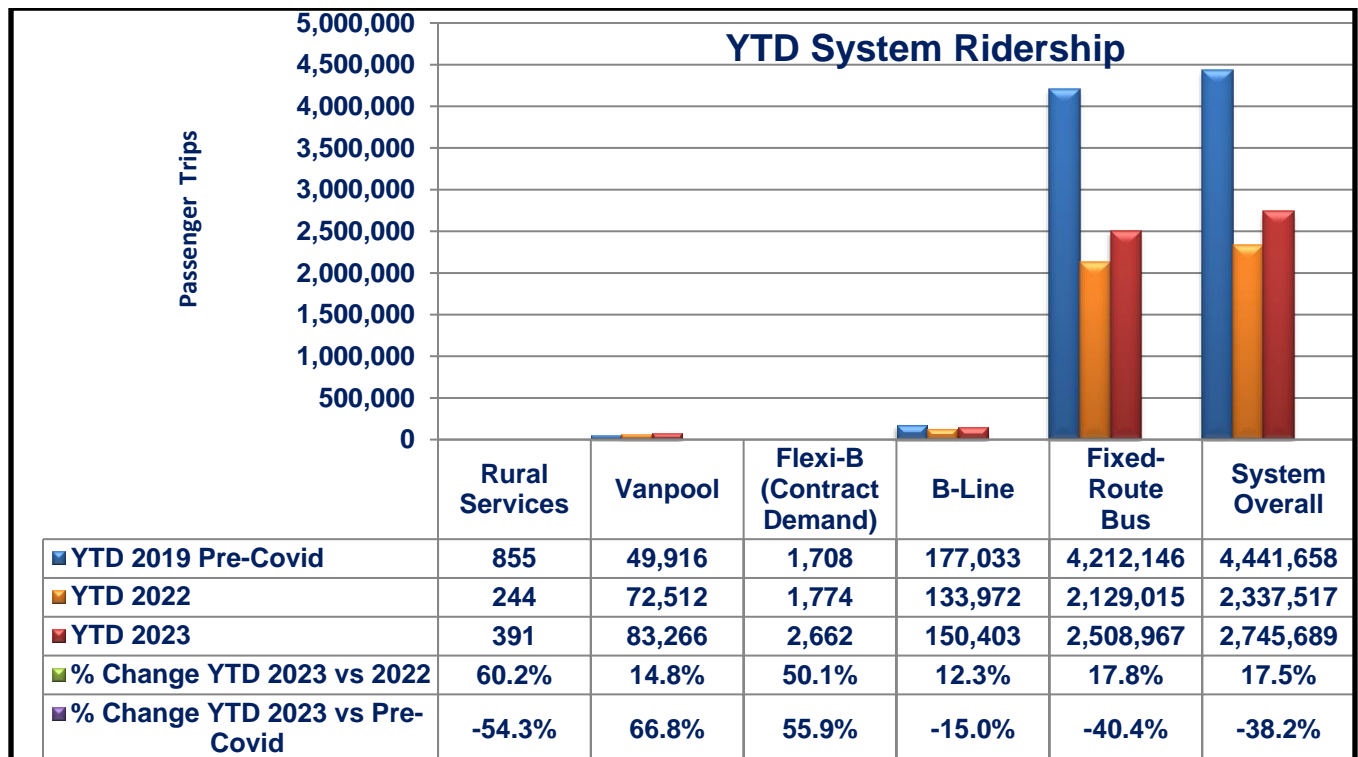
The average retail price for unleaded gas in Corpus Christi was approximately \$2.92 per gallon as compared to \$3.16 per gallon in October 2022¹ which represents an 7.6% decrease in the average cost per gallon. October rainfall was above normal at 3.47 inches with the average rainfall total at 3.04 inches. October 2022 was below the monthly average with only 0.08 inches of rainfall.² The 85.5-degree average high temperature for October 2023 was also close to the normal of 85.0 degrees.

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

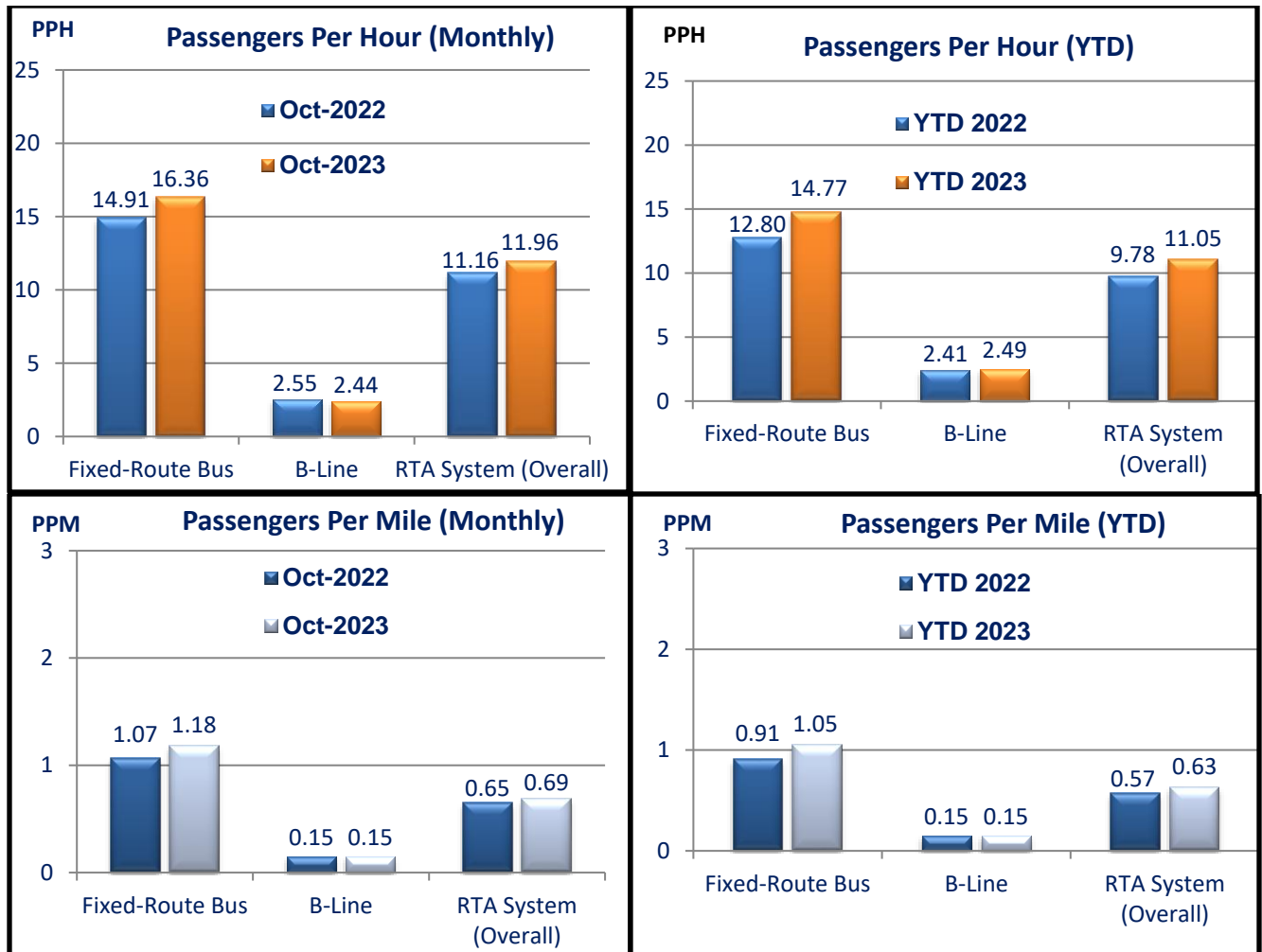
The chart below shows monthly ridership results for all services. CCRTA recorded 30,267 more passenger trips in October 2023 for a 10.7% increase as compared to October 2022. As compared to October 2019 Pre-Covid, passenger trips decreased 35.3%.



The chart below shows YTD ridership results for all services. 408,172 more trips compared to 2022.



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



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

Schedule Adherence	Standard	Jul-23	Aug-23	Sep-23	Oct-23	4-Month Average
Early Departure	<1%	0.0%	0.3%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	89.1%	88.2%	84.3%	89.6%	87.8%
Monthly Wheelchair Boardings	No standard	3,762	4,480	5,129	4,405	4,444
Monthly Bicycle Boardings	No standard	6,312	6,592	6,534	6,222	6,415

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 as of October 2023*)
 - Routes 27 & 28 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**6 stops closed along west phase of two-phase project**)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30th, 2023. Route 19 (**8 stops closed**)

Detours Expected

- **Alameda (Louisiana-Texan Trail):** Preliminary work on project began Fall-2023.
 - Routes 5, 17 & detoured 29 (19 stops will be impacted-but not yet)
- **Brownlee Blvd.** (Morgan-Staples) To begin early-2024.
 - Routes 5x & 17 (**7 stops will be impacted**)
- **Comanche** (Carancahua-Alameda) To begin early-2024.
 - Routes 12, 21, 27 & 28 (**4 stops will be impacted**)
- **Upper/Mid./Lower Broadway:** Project currently in design.
 - Routes 6, 76 & 78 (no stops impacted)

Currently No Detours

- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Routes 32 & 37 (7 stops on Everhart not impacted yet **2 closed** on Alameda)
- **Wildcat** (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project. Almost complete as of this month.
 - Route 27 (**1 stop remains closed**)

For October 2023, there were 10 impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 30% of CCRTA services travelling on the local streets. Detoured bus route services include: 19, 21, 23, 25, 27, 28, 29, 37, 76 & 78.

The total number of bus stops currently impacted or closed is **46**.

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

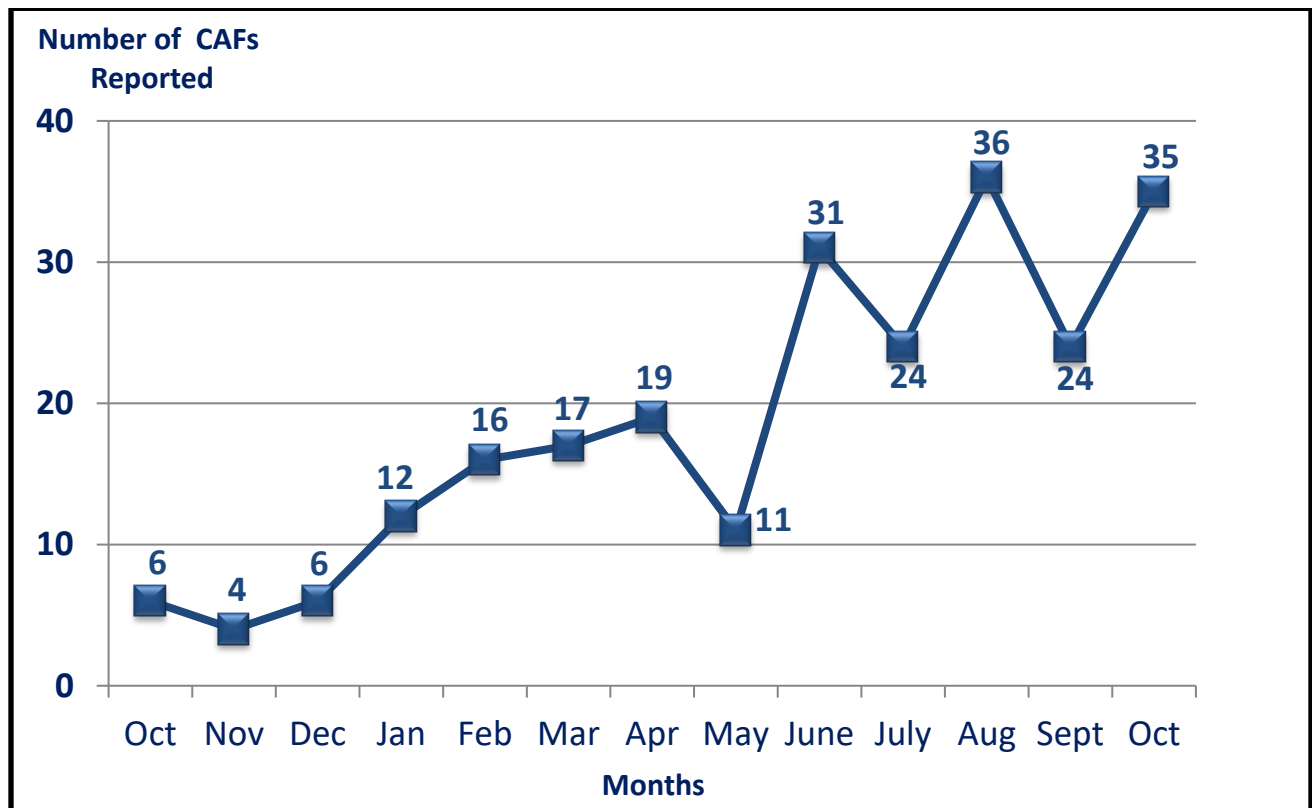
In October 2023, B-Line service performance metrics are listed below.

- Productivity: **2.44** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **15,921** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,054** ambulatory boardings; **4,401** wheelchair boardings

Metric	Jul-23	Aug-23	Sep-23	Oct-23	(4) Month-Ave.
Passengers per Hour	2.50	2.52	2.45	2.44	2.48
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	13,774	13,307	14,725	15,921	14,432
Monthly Wheelchair Boardings	3,975	4,520	4,247	4,401	4,286

Customer Programs Monthly Customer Assistance Form (CAF) Report

For the month of October 2023, Customer Service received and processed 45 Customer Assistance Forms (CAF's) of which 35 or 77% were verified as valid. There were six (6) commendations for the month of October.



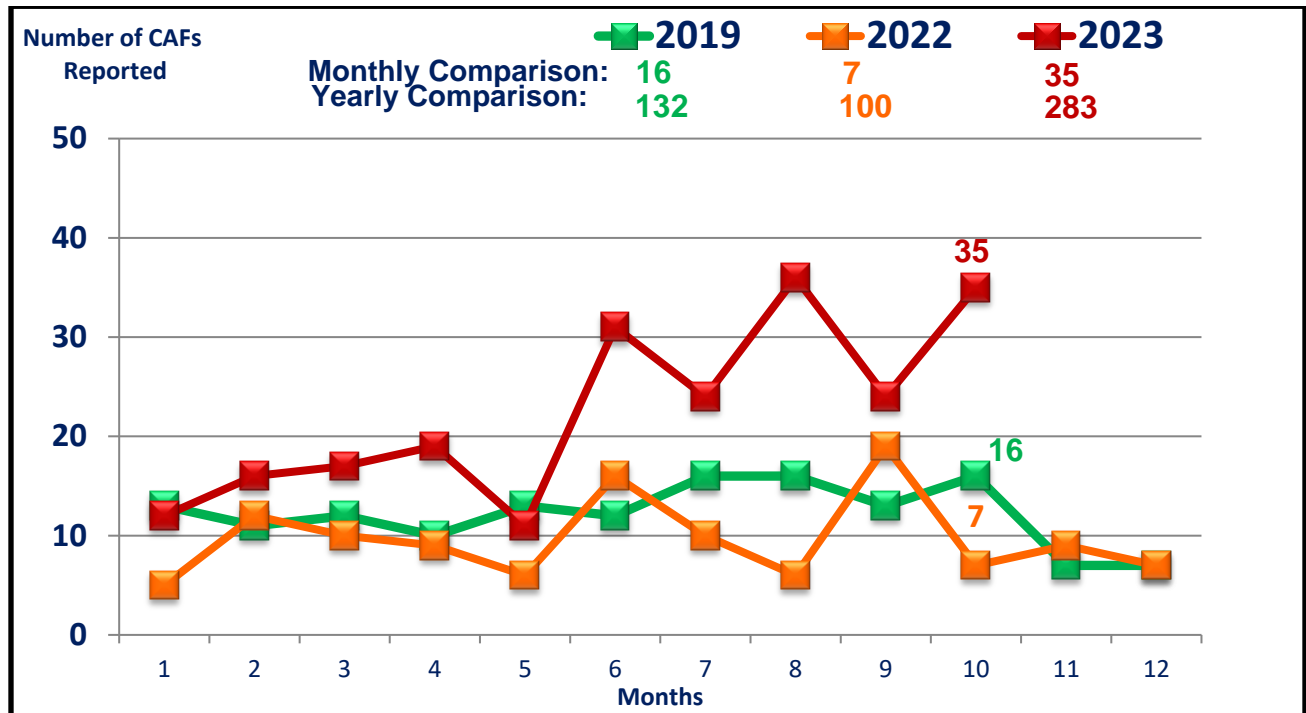
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#34 Robstown North Circulator	
#4 Flour Bluff	1	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	3
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	1
#12 Hillcrest/Baldwin	4	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS	3	#60 Momentum Shuttle	
#16 Morgan/Port		#65 Padre Island Connection	3
#17 Carroll/Southside	2	#76 Harbor Bridge Shuttle	
#19 Ayers		#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle		#90 Flexi-B Port Aransas	
#21 Arboleda		#93 Flex	
#23 Molina	7	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Paratransit) Services	6
#26 Airline/Lipes		Safety & Security	
#27 Leopard		Transportation	
#27x Leopard (Express)	1	Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples	3	Service Development	
#29F Staples/Flour Bluff	2	Facilities	
#29SS Staples/Spohn South		Commendations	6
#32 Southside	1	TOTAL CAF's	45

Processed CAF Breakdown by Service Type:

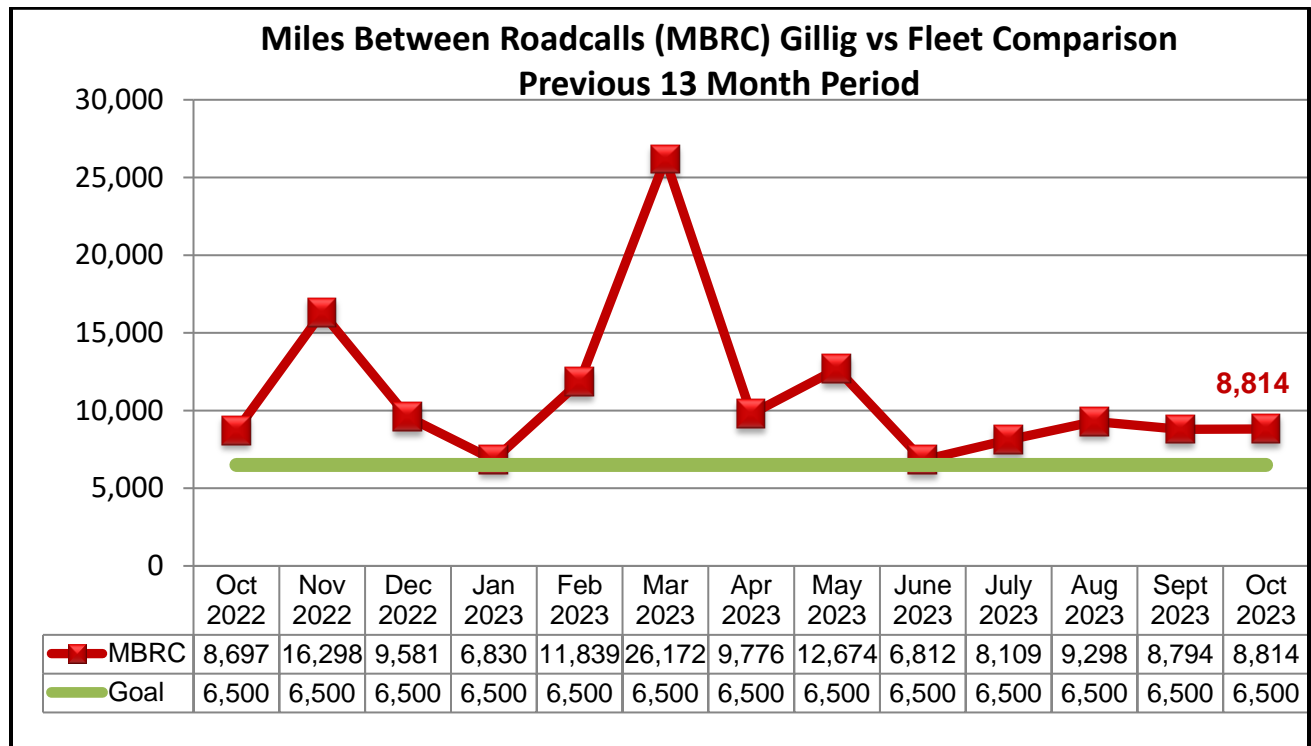
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	5	2	1	8
Customer Services				
Late/Early – No Show	3	1	2	6
Alleges Injury	2			2
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Left Behind/Passed Up	7	2	6	15
Inappropriate Behavior				
Policy	1			1
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service	3			3
Safety & Security			1	1
Rude	2	1		3
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Overcrowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations	3	2	1	6
Total CAFs	26	8	11	45

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In October 2023, there were 8,814 miles between road calls (MBRC) recorded as compared to 8,697 MBRC in October 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 11,053.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted & Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: November 7, 2023
SUBJECT: B-Line Report for October 2023

- ❑ Ridership for the month of October 2023 was 16,405 compared to 14,791 for October 2022, which equates to 1,614 more trips representing a 10.91% **increase**.
- ❑ Ridership for YTD 2023 was 150,403 representing a 12.26% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
133,972	150,403	16,431	12.26%

Service Standards

- ❑ Productivity: 2.44 PPH (Passengers per hour) October 2023, contract standard is 2.50
- ❑ On Time Performance: 92.01% on time performance for October 2023
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,224 trips out of 15,310 trips (7.99%) did not meet the standard for on time performance in October 2023. Of that number:
 - 1,156 were < 30 minutes late.
 - 62 were > 30 minutes late.
 - 6 were > 60 minutes late.
 - 0 were > 90 minutes late.
- ❑ Miles between road calls 191,049.0 miles with 12 road calls that equates to 15,920.8 miles between road calls for October 2023. MV did exceed the minimum standard of 12,250 miles between road calls for October 2023.

Wheelchair Boarding's and associated statistics

For the month of October 2023, there were:

- 11,054 - ambulatory passengers
- 4,401 - wheelchair boarding's
- 832 - personal care attendants (AM)
- 113 – companions
- 5 - animals

Other Service statistics

There were 14 complaints and 3 commendation **Customer Assistance Forms** recorded for October 2023:

1. The bus running the number 4 route in Flour Bluff did not stop for me at the 2026 Waldron stop after 7pm. I was standing at the stop and was waving at the driver. September 30
 - a. After further investigation, the operator stated that after swapping units with the supervisor, they were able to get the route back on time. At the start of the 7:00 run, the driver was about 5 minutes down but still completed the route and the operator stated she did not see anyone at the bus stop.
2. Mr Collins child was left waiting at the bus stop near her school while the route 65 avoided that section of the route by turning left on Alister instead of right. Mr Collins said his daughter did a screen record of this happening while he was tracking it on transloc so they also have proof of it happening. He is upset because this creates a possibly dangerous situation for a young girl having to wait alone at a bus stop due to the bus driver deciding not to do their whole route. Mr Collins noticed the 65 was running really behind schedule but also said that is no excuse for the driver to do this. He wants to be contacted about this ASAP!
 - a. We sincerely apologize for this incident. I have spoken with Mr. Collins to fix the problem. RTA has also went a step further and add the location as a timing point. Operator was coached on the importance of following the route accordingly and asking question if not sure.
3. Mr. Cody Collings Mr. Collings called again about the 65 not going to the Port Aransas Schools at 4:40. This is the second day in a row that it skips this area. Please call him at 361-850-0758
 - a. We apologize for this inconvenience. I spoke with Mr. Collins yesterday as well as the driver in these incidents. While still on the line with Mr. Collins I was able to reach the operator and have him pick up the rider. He has since been pulled from the route to go through proper re-training on this route and is well aware that these type of incidents should never happen.
4. Ms. Baxter called to commend the driver of the B-Line she was on for being calm and cool. There was a man shouting at the driver he wanted to go home, why is it taking so long, he has to ***(relieve himself) When the man was at the door to exit at his house "he let it all hangout and ****(relieved himself) The driver handled it well and remained calm. She said she knows our drivers have to put up with a lot out of people and this driver needs to be commended. Rosemary Baxter 361.946.1556
 - a. Please Thank Ms. Baxter for recognizing Hector's professionalism and dedication to providing great service.
5. I believe 3041 needs to be checked on her driving skills driving and swirving around cars unnecessarily. She dropped someone off at la armada on tarlton was about to leave without checking if any cars were coming to her left. I let that go, but then she speeds up to catch up on ayers on the right lane, no space to go in moves to the

middle lane in front of us and goes straight to the turning lane to turn on baldwin. I don't even know if this is where the complains go ibjust gone u do something about

- a. We would like to apologize for any inconvenience this may have caused. The operator has been pulled for coaching and defensive driving retraining. The operator has apologized for the unsafe behavior and has stated that they will be more careful on the roads.
6. 10/5 RT 65 leaving SS Station at 3:50 (The 65 left the Southside station and went down Staples, down spid feeder onto the freeway bypassing McArdle and Roddfield. We called dispatched and they told him to get off freeway and go back and start the route over. The operator got off and went down Williams back to SS Sation delaying the route further. All this while Karen Glanz is on the phone asking us why this is happening) Karen Glanz is furious that the 65 is late to Compton and Waldron. She has stated that if it is the same driver, she has called to complain that she wants a new driver. Riders depend on competent drivers that know the route, timing points and the importance of being on time. If no changes are made, she is going to the board of directors. She expects a call back 805-504-6999
 - a. We would like to sincerely apologize for any inconvenience this has caused. The operator has been pulled for coaching and retraining on fixed routes. The operator stated he got his morning run and afternoon run mixed up and started running the incorrect route. After dispatch informed him that he was doing the route incorrectly, he went back and corrected his mistake. He apologized and promised to be more aware of which run he is performing at the time.
7. B Line Bus unit 2027 @ 11:15 Alameda @ Everhart going toward uptown was not using their signal light when they were changing lanes. Almost hit an F1450 light blue truck. The individual did not want to leave their number but thought we needed to know.
 - a. After speaking with the operator, he has gone through defensive driving retraining. He stated that he will follow our safe driving habits to ensure the safety of our passengers and the public.
8. Mr. Daniel McKeehan was scheduled to be picked up at 1:30. When he went downstairs, he remembered he had forgotten something so he called Bline to see what time the bus would be there, the girl said 1:45. He went to get the item he forgot and got back at 1:40pm. He waited until 2:20 to call Bline. They told him they had already been there. He asked when and they did not say they just offered another ride. He declined the ride. He would like to know where the miscommunication happened. 281-727-9104
 - a. After further investigation, it was determined that the operator waited on the incorrect side which is why the rider didn't see him. He went to the back but did not go on the other side where the rider know see him. The operator arrived at 1341 and left at 1347. He has been shown the correct side for this rider pick up and apologizes for the error he has made.
9. Mr. Santiago Hernandezh as contacted speaking highly of his B-Line Driver. She was very helpful in her answers and professional.
 - a. Please thank Mr. Santiago for recognizing Cecilia for her hard work and dedication.

10. Calling on behalf of her son who is a student. He was waiting at the bus stop with others and when he was about to board the unit the driver closed the door and drove off. The boy's father witnessed this happening. They understand that the busses get full and if that was the case they really do understand but they find it very unprofessional that the driver didn't give any reason before just closing the door and leaving him standing there. She claims to have made a complaint a while back for another reason but never received a response like was requested so they would like a response to this complaint and the last one.
 - a. We apologize for this inconvenience. The operator stated that he did wave his hand no and say I'm full, but we are not sure if the rider heard him. He has been informed to make sure he is loud enough for everyone to hear him but not to yell. He understands and states that he will get up out of his seat from now on to inform the riders when he is full.
11. Mr. Luna has a Dr. Appointment at 2:45pm and it is now 2:45pm and not even half way there. The appointment is going to get canceled and they are going to be charged \$25 for the no-show. They said what is the point of scheduling ride in advance if they are not going to make their appointments.
 - a. We apologize for this inconvenience. My suggestion after investigating Mr. Luna's trip is to book his trip earlier than 30 minutes before his appt time. It shows Mr. Luna asked for a 14:00 with that if you include the 30-minute window he will be late. His trip is 12 miles my suggestion would be to book a 13-1315 pick up to ensure he gets to his appt on time.
12. B-Line rider, Linda G. Ruiz called to report that on Friday, October 20th, she had a pick up scheduled at 2:20pm from the Walmart on Greenwood. She did acknowledge that she requested to be dropped off and picked up from the grocery side of the store. She said when the bus arrived though, she was on the pharmacy side of the store. She tried to flag the operator to let her know she was waiting at the pharmacy side but the operator kept driving to the grocery side. She believes the unit number was 3031. She believes the operator's name is Ruby. Ms. Ruiz reports that the operator refused to pick her up on the pharmacy side even though she saw her waving at her. Upon getting to the vehicle, Ms. Ruiz claims the operator was rude to her and told her she could only pick up at the side that requested. Ms. Ruiz wants to report that this is the second time this has happened and it's been the same operator to do that. Ms. Ruiz reported that this operator also refuses to pick her up closer to her apartment during cold or rainy weather. She would like for someone to speak to the operator about how rude she is to her and possibly other passengers.
 - a. We do apologize for this, but the operator is doing what she is told. We have been drilling into the operators to pick up where it stated they want to be picked up. My suggestion would be if when the trip is booked for the grocery side but later on before the operator gets there, she wants to be picked up on another side to call dispatch and have them make contact with the operator. This will make sure there is no confusion with the driver doing what was instructed.
13. Sandra Estrada is a B-Line rider, she scheduled a pickup and drop off yesterday. They picked her up, but they couldn't find the drop off point, and took her back home.

She is wondering on how this could happen when this is not the first time she schedule this same itinerary.

- a. We sincerely apologize for this mishap. This is the reason the call takers have to ask for a physical address. After review of the call it sounds as if Ms. Estrada is saying 4015 McArdle when the actual address is MacArthur. When the call taker read it back Ms. Estrada did not state that it was incorrect which made the agent think it was right.
14. Driver was very friendly, knowledgeable, understanding, and professional
- a. F
15. RT 12 Unit 3042 Got on at HEB on Tarlton @1:02. Paid her .10 and asked for her change. The operator said he had no change, so Ms. Alaniz went to the back and sat down. She said she did not say anything to the driver. The operator started to say people cry about their .15 change and start saying I take their money. A lady turned around and said he's a good guy, referring to the operator. Ms. Alaniz said she didn't say anything. The lady continued to say stuff to her and started to raise her voice, so Ms. Alaniz told her to mind her business. Ms. Alaniz said it escalated to them yelling at each other and the operator did not tell the lady who started the argument to stop. Ms. Alaniz felt unsafe and bullied both by the lady and operator. She would like a call back 361-558-9088
- a. After speaking with the operator he stated what was said is " I don't have change I can give you a card. Ms. Alaniz didn't want that. He then stated that no operator has change on them so it would be best to have exact change. He said she walked away before he was done talking and said something he wasn't sure what but that's when another rider said something to her. He originally thought she was upset and talking out loud for him to hear until he looked in his mirror and saw the ladies talking to each other. He wasn't trying to be in their conversation, but it didn't get loud to where they were yelling, and he could hear. We apologize for this mishap on the vehicle. Operator states he apologizes if she felt threatened by him that's not what he is here to do. He was just trying to give her an option.
16. Ms. Ivy was waiting just inside the doors for her 2:15pm pick up from the Workforce Solutions. The security guard at this facility was also watching out for her ride to ensure she didn't miss it. 3:30pm comes around and the bus never showed up so she was forced to find a ride another way home. She is upset because she says she was there waiting. She believes the bus was waiting at the back of the building instead of the front.
- a. After speaking with the operator, she did inform us that they did go to the incorrect location for Ms. Ivy. The operator has gone through retraining and coached on how to view instructions for specific location pickups. She stated she will verify all specifications within the trip that was made and with dispatch to ensure all passengers are arriving and departing the correct locations.
17. Route 12 never showed up to pick me and many others up at the HEB @ Nueced Bay Blvd. While watching it on transloc we noticed it turn left on Cosstown from Tarlton and go straight to Staples Station.

- a. After further investigation, the Route 12 was delayed on the route. A Road Supervisor was in communication with the Route 12 and instructed the operator to detour the route to place the route back on time. The Road Supervisor was informed that he would need to relay any route detours to Dispatch at the time it was made so Dispatch can advise Management and Customer Service.

Conclusion

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

- ❑ 2.44 passengers per hour
- ❑ 92.01% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for October 2023 at 15,920.8 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for October 2023

	Total Miles Driven in October for Each Bus Type	Tyotal Road Calls for October for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	0	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	204,662	47	47	0	24	23	3	4
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	15,676	3	3	0	1	2	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
220,338		50	50	0	25	25	3	4
MILES BETWEEN ROAD CALLS		Compared Total Miles with Chargeable Roadcalls						
8,814								



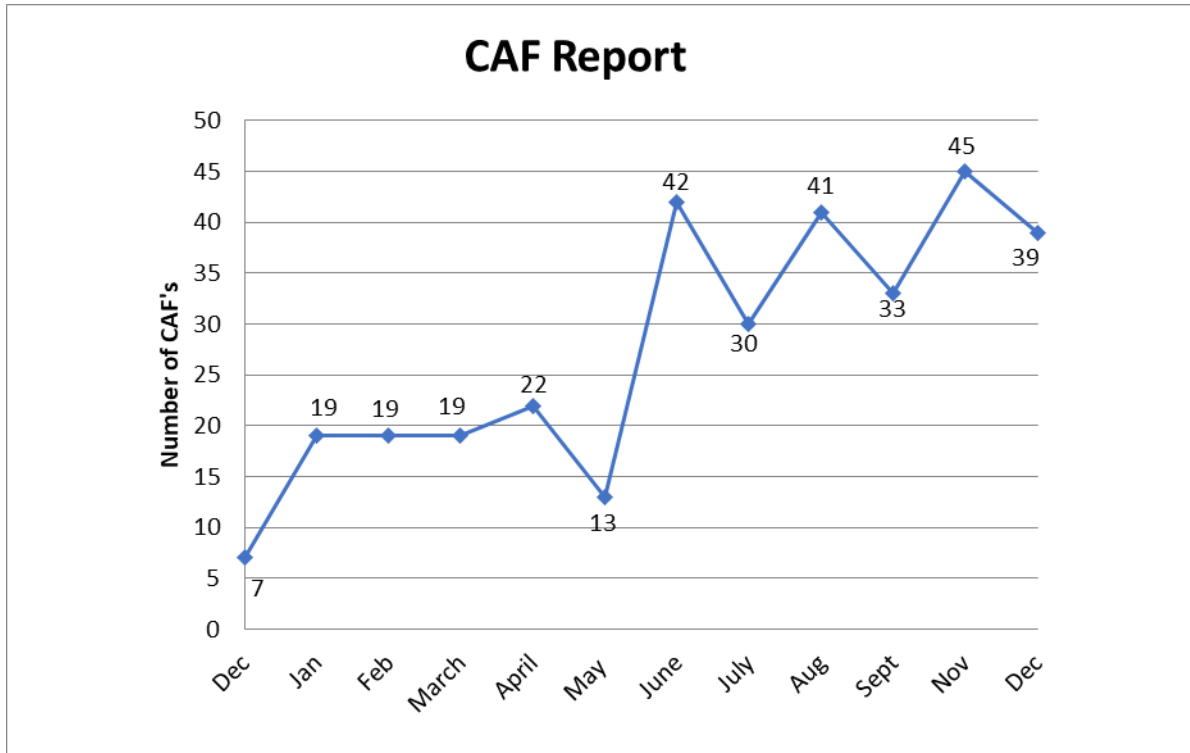
November 30, 2023

Subject: CAF Report for November 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For November 2023, there were 39 reported CAFs which was less than the 45 reported CAFs for October 2023. The decrease of 6 CAFs represents a 13.33% decrease.

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



November 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#32 Southside	
#4 Flour Bluff		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	1
#5x Alameda Express		#37 Crosstown/TAMUCC	1
#6 Santa Fe/Malls		#50 Calallen/Robstown NAS Ex (P&R)	
#12 Hillcrest/Baldwin	3	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	
#16 Morgan/Port	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	1	#83 Advanced Industries	
#21 Arboleda	1	#90 Flexi-B Port Aransas	
#23 Molina	4	#93 FLEX	1
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood		#95 Port Aransas Express	
#26 Airline/Lipes	1	B-Line (Para-Transit) Services	5
#27 Leopard	2	Transportation	1
#27x Leopard (Express)		Service Development	
#28 Leopard /Navigation	2	Facilities/Service Development	1
#29 Staples	1		
#29F Staples/Flour Bluff	3		
#29SS Staples/Spohn South	2	COMMENDATIONS	5
		TOTAL CAF's	39

November 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues				
Driving Issues	2	2		4
Customer Services				
Late/Early – No Show	2	1	3	6
Alleges Injury	2			2
Fare/Transfer Dispute	2		1	3
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Left Behind/Passed Up	3		3	6
Inappropriate Behavior				
Policy				0
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Tie-Down Issue	1	1		2
Denial of Service				0
Safety and Security				0
Rude	3		2	5
Facility/Srvc Development	1			1
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User			1	1
Safety & Transportation				
Commendations	4		1	5
TOTAL CAFs	22	6	11	39

Conclusion:

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

Twenty-two CAFs were received regarding CCRTA Service, representing 57% of the total customer assistance contacts; there were four commendations.

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

Eleven CAFs were received regarding Contracted Fixed Route Service representing 28% 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

January 10, 2024

Subject: November 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.

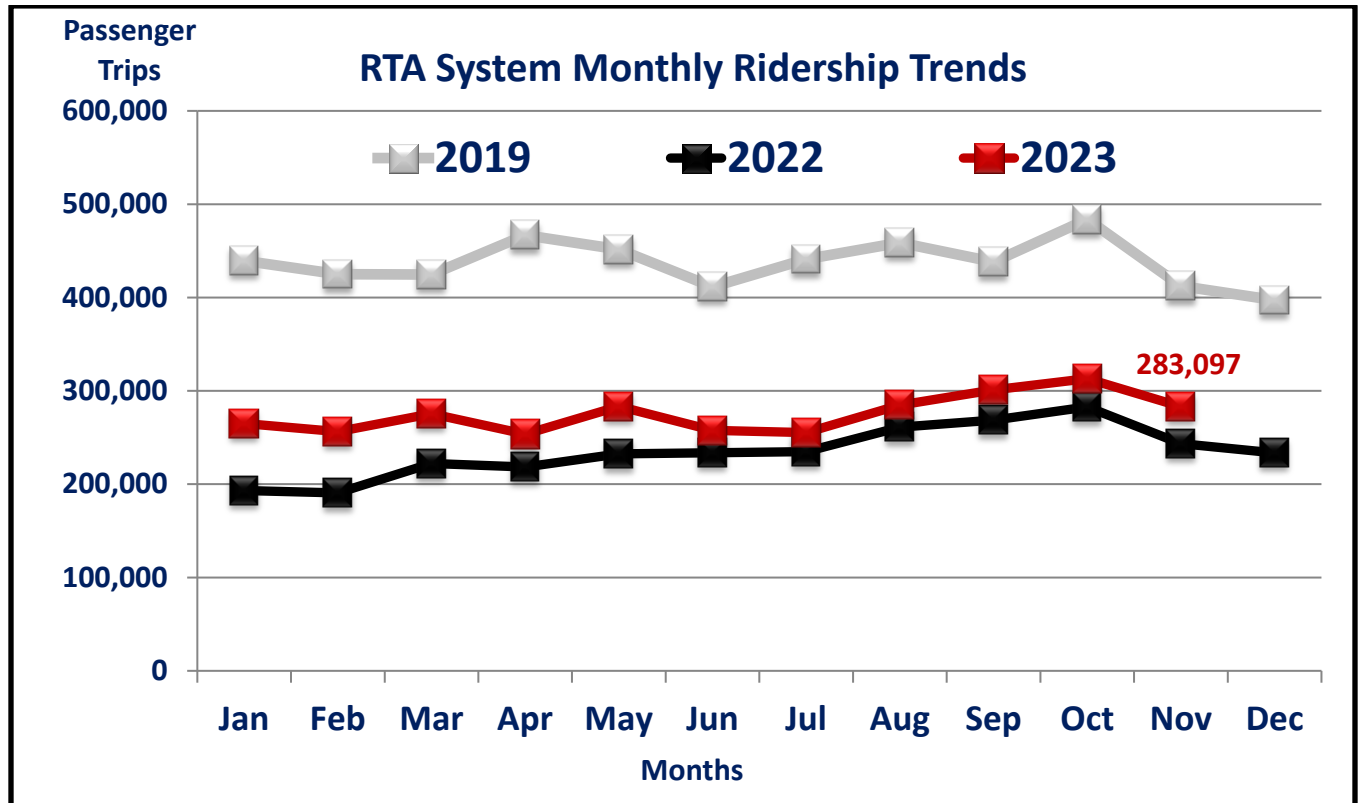


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System-wide Ridership and Service Performance Results

November 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 283,097 which represents a 16.3% increase as compared to 243,473 passenger trips in November 2022 with 39,624 more trips provided this month. In comparison to the pre-COVID-19 (pre-Covid) period in November 2019 with 412,282 passenger trips, the 283,097 passenger trips represent a 35.3% decrease with 129,185 fewer trips.

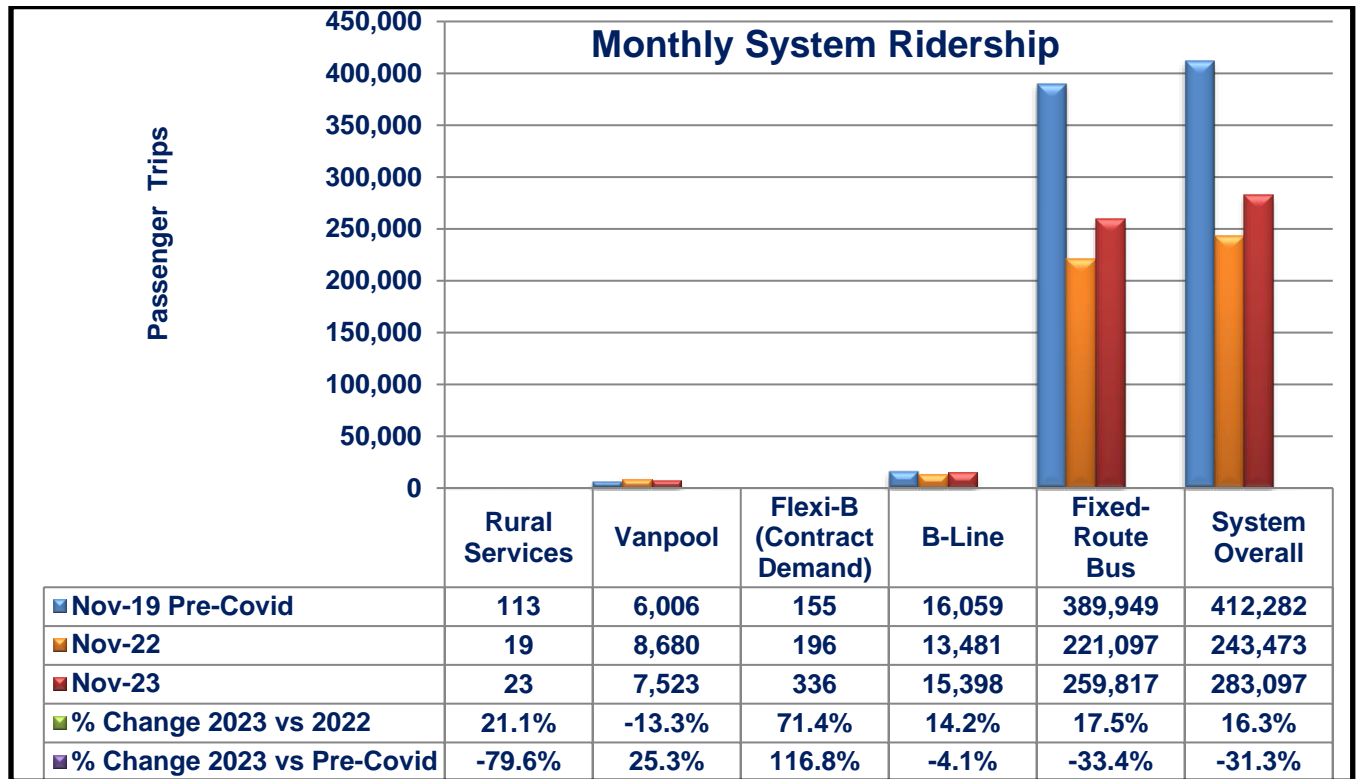


November 2023	November 2022	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
1 Thanksgiving Holiday (No Service)	1 Thanksgiving Holiday (No Service)	-
30 Days	30 Days	-

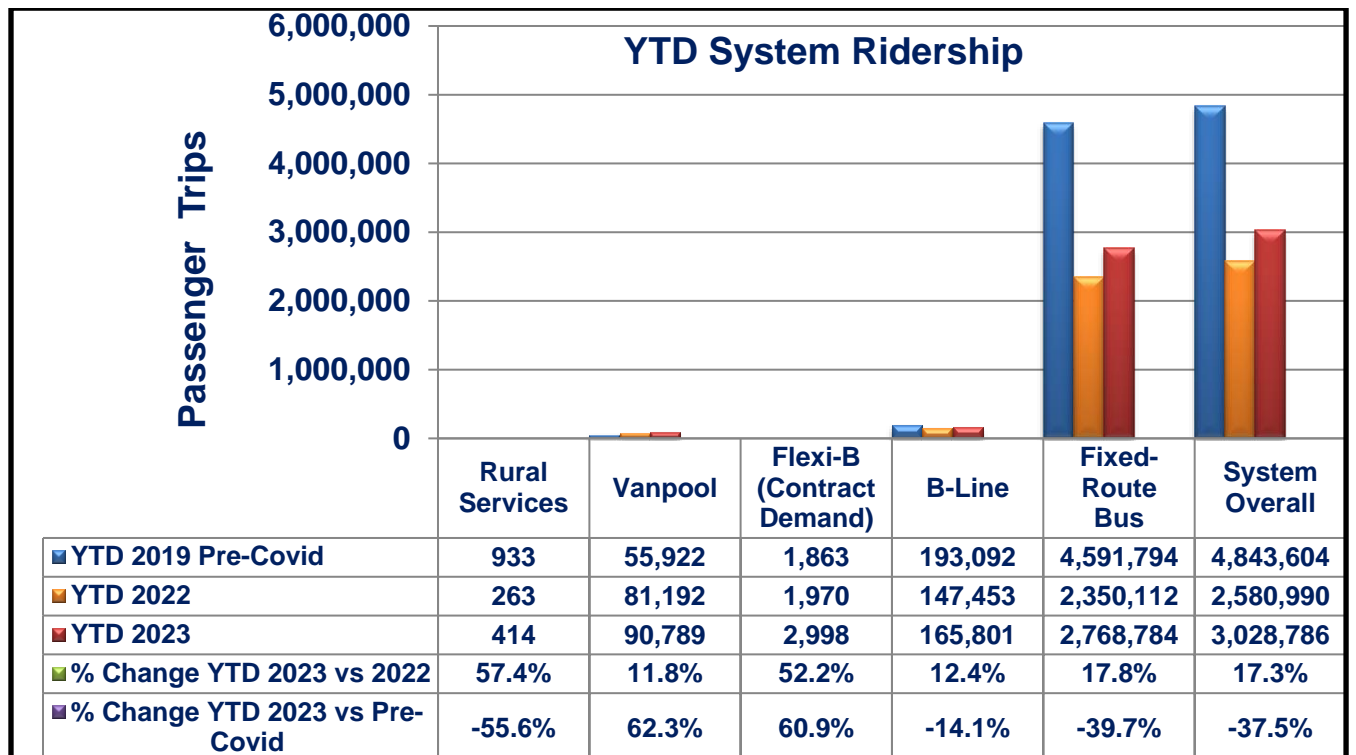
The average retail price for unleaded gas in Corpus Christi was approximately \$2.82 per gallon as compared to \$2.79 per gallon in November 2022¹ which represents an 1.1% increase in the average cost per gallon. November rainfall was above normal at 4.1 inches as compared to the average rainfall of 2.03 inches. November 2022 was above the normal average at 4.8 inches.² The 74-degree average high temperature for November 2023 was below the normal average temperature of 76-degrees.

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

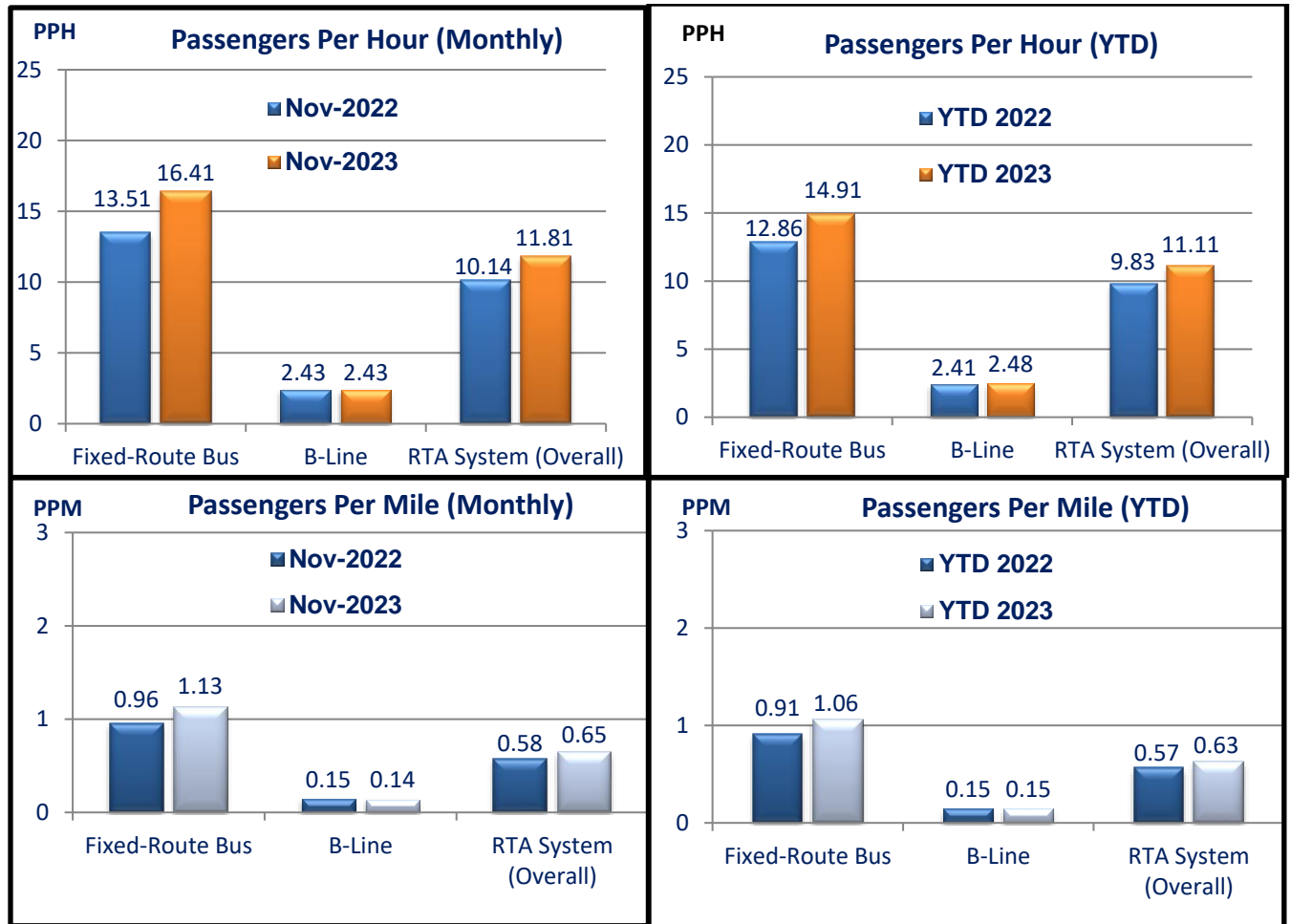
The chart below shows monthly ridership results for all services. CCRTA recorded 39,624 more passenger trips in November 2023 for a 16.3% increase as compared to November 2022. As compared to November 2019 Pre-Covid, passenger trips decreased 31.3%.



The chart below shows YTD ridership results for all services. 447,796 more trips compared to 2022.



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



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

Schedule Adherence	Standard	Aug-23	Sep-23	Oct-23	Nov-23	4-Month Average
Early Departure	<1%	0.3%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.2%	84.3%	89.6%	88.3%	87.6%
Monthly Wheelchair Boardings	No standard	4,480	5,129	4,405	3,408	4,356
Monthly Bicycle Boardings	No standard	6,592	6,534	6,222	5,489	6,209

On Detour

- **Port Ave.** Utility Replacement Project (9) month project (**Now on hold**): Began March 2022 with undetermined completion date.
 - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021 and **Completed on December 4, 2023.**
 - Route 29 (**12 Stops** now open as of Dec. 6) Detour ended Dec. 6, 2023.
- **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 unserviceable and 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 more than half complete as of November 2023**)
 - Routes 27 & 28 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**13 stops closed along west phase of two-phase project**)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30th, 2023.
 - Route 19 (**8 stops closed**)

Detours Expected

- **Alameda (Louisiana-Texan Trail):** Preliminary work on project began Fall-2023.
 - Routes 5, 17 & detoured 29 (19 stops will be impacted-but not yet)
- **Brownlee Blvd.** (Morgan-Staples) To begin early-2024.
 - Routes 5x & 17 (**7 stops will be impacted**)
- **Comanche** (Carancahua-Alameda) To begin early-2024.
 - Routes 12, 21, 27 & 28 (**4 stops will be impacted**)
- **Upper/Mid./Lower Broadway:** Project currently in design.
 - Routes 6, 76 & 78 (no stops impacted)

Currently No Detours

- **Alameda (Del Mar Blvd.-Louisiana):** Utility work began Oct.-2023.
 - Routes 5, 17 & detoured 29 (**1 stop closed**)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Routes 32 & 37 (7 stops on Everhart not impacted yet **2 closed** on Alameda)
- **Wildcat** (Northwest Blvd.-Teague) A (10) month project and almost complete as of this month.
 - Route 27 (**1 stop remains closed**)

For November 2023, there were 12 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 38% of CCRTA services. Detoured bus route services include: 5, 17, 19, 21, 23, 25, 27, 28, 29, 37, 76 & 78.

The total number of bus stops that were impacted or closed was **54** in November. Today, the number of impacted or closed stops has decreased by **12** with the completion of the S. Staples St. bond project allowing for the Route 29 to return to regular routing.

42 stops remain impacted or closed.

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

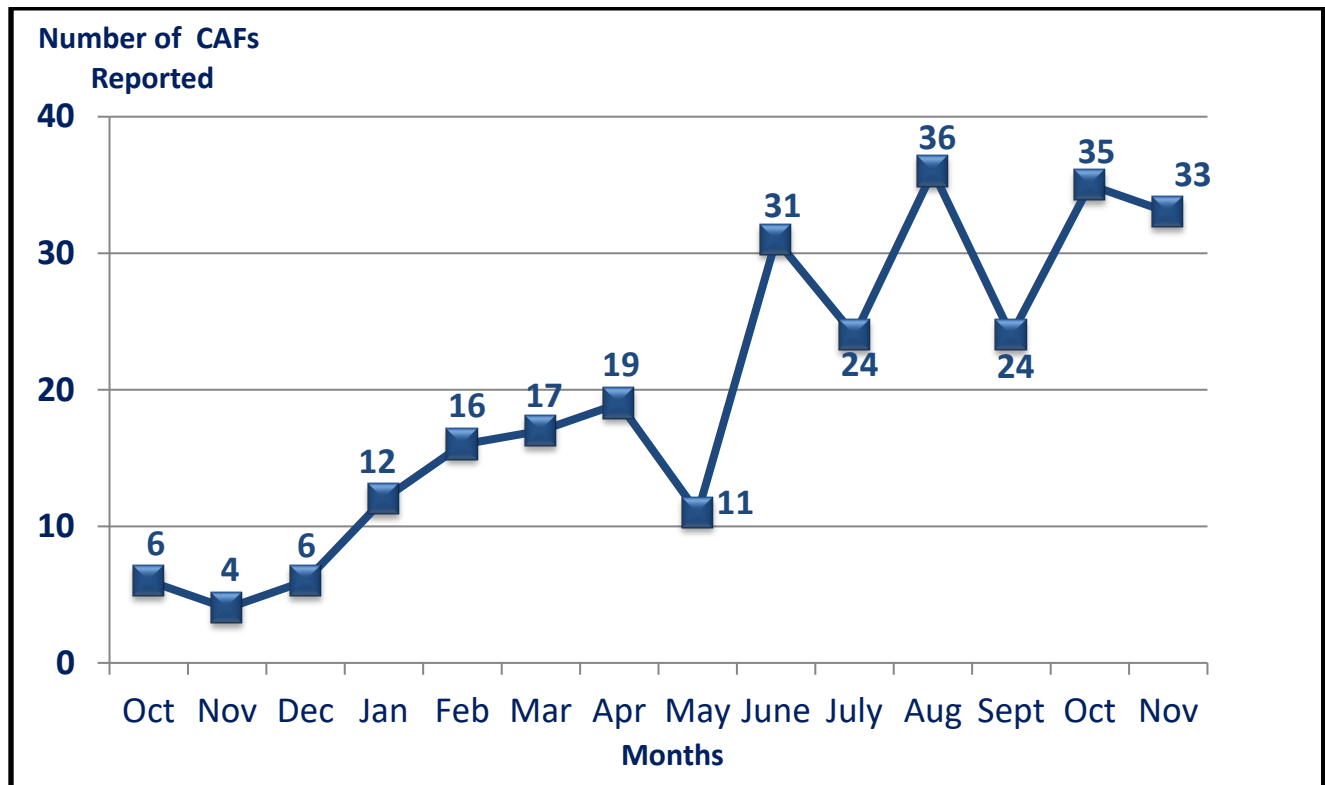
In November 2023, B-Line service performance metrics are listed below.

- Productivity: **2.43** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **14,020** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,305** ambulatory boardings; **4,250** wheelchair boardings

Metric	Aug-23	Sep-23	Oct-23	Nov-23	(4) Month-Ave.
Passengers per Hour	2.52	2.45	2.44	2.43	2.46
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	13,307	14,725	15,921	14,020	14,493
Monthly Wheelchair Boardings	4,520	4,247	4,401	4,250	4,355

Customer Programs Monthly Customer Assistance Form (CAF) Report

For the month of November 2023, Customer Service received and processed 39 Customer Assistance Forms (CAF's) of which 33 or 84% were verified as valid. Of the 33 verified CAFs five (5) were commendations.



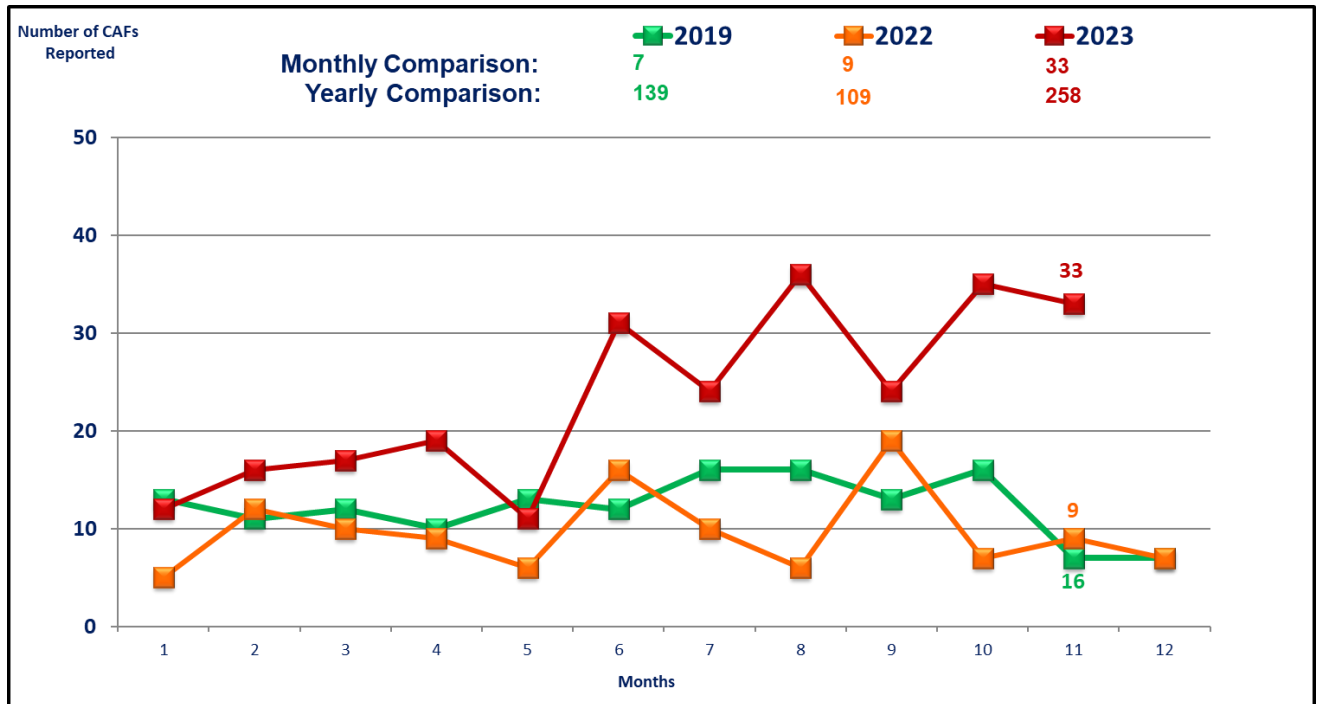
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	1
#5 Alameda		#37 Crosstown/TAMU-CC	1
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	3	#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	1	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 Flex	1
#23 Molina	4	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Paratransit) Services	5
#26 Airline/Lipes	1	Safety & Security	
#27 Leopard	2	Transportation	1
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	2	Customer Service Department	
#29 Staples	1	Service Development	
#29F Staples/Flour Bluff	3	Facilities	1
#29SS Staples/Spohn South	2	Commendations	5
#32 Southside		TOTAL CAF's	39

Processed CAF Breakdown by Service Type:

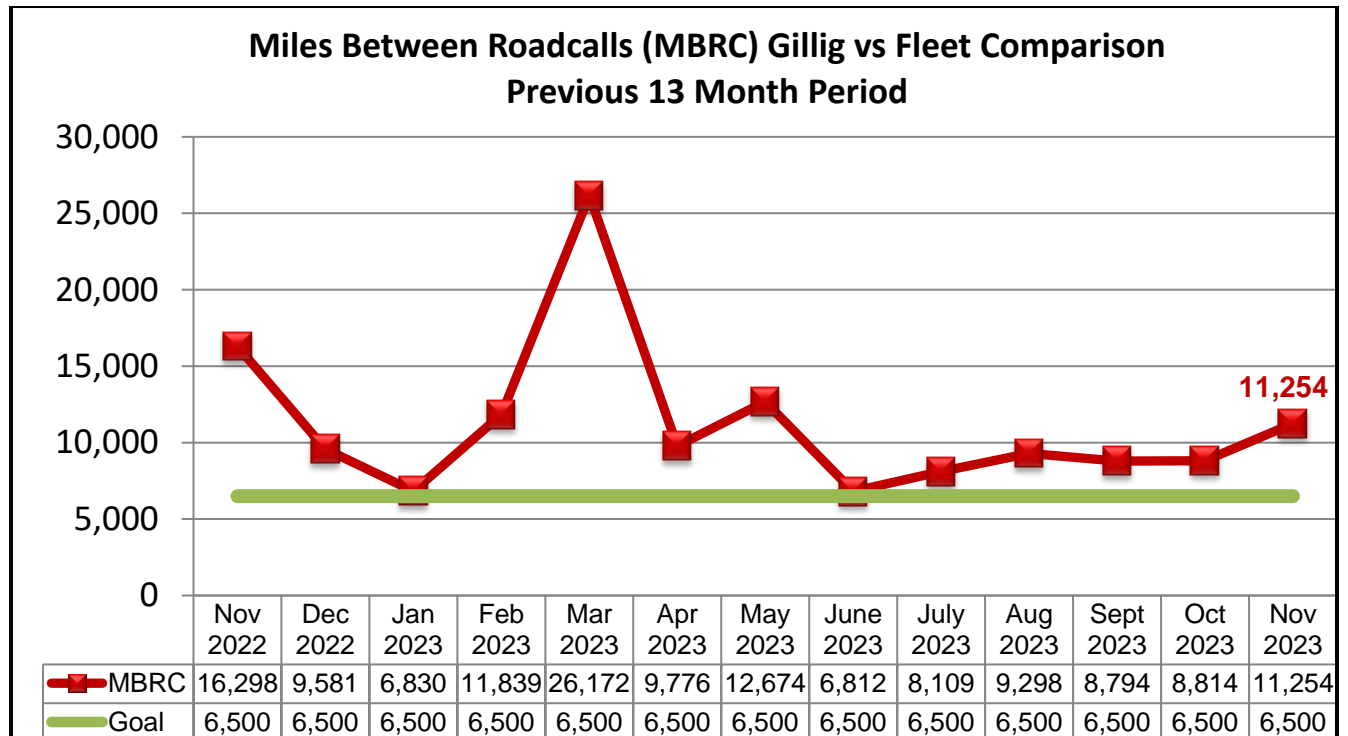
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues				
Driving Issues	2	2		
Customer Services				
Late/Early – No Show	2	1	3	6
Alleges Injury	2			2
Fare/Transfer Dispute	2		1	3
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Left Behind/Passed Up	3		3	6
Inappropriate Behavior				
Policy				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Securement/Tie Down Issue	1	1		2
Denial of Service				
Safety & Security				
Rude	3		2	5
Facility Maintenance				
Service Development	1			1
Vehicle Maintenance				
Overcrowded Vehicle				
Cell Phone User			1	1
Safety Transportation				
Commendations	4		1	5
Total CAFs	22	6	11	39

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In November 2023, there were 11,254 miles between road calls (MBRC) recorded as compared to 16,298 MBRC in November 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 11,250.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Liann Alfaro
Director of Planning

Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: December 7, 2023

SUBJECT: B-Line Report for November 2023

- ❑ Ridership for the month of November 2023 was 15,398 compared to 13,481 for November 2022, which equates to 1,917 more trips representing a 14.22% **increase**.

- ❑ Ridership for YTD 2023 was 165,801 representing a 12.44% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
147,453	165,801	18,348	12.44%

Service Standards

- ❑ Productivity: 2.43 PPH (Passengers per hour) November 2023, contract standard is 2.50

- ❑ On Time Performance: 87.88% on time performance for November 2023

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

- ❑ 1,747 trips out of 14,411 trips (12.12%) did not meet the standard for on time performance in November 2023. Of that number:
 - 1,156 were < 30 minutes late.
 - 62 were > 30 minutes late.
 - 6 were > 60 minutes late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 182,257 miles with 13 road calls that equates to 14,019.8 miles between road calls for November 2023. MV did exceed the minimum standard of 12,250 miles between road calls for November 2023.

Wheelchair Boarding's and associated statistics

For the month of November 2023, there were:

- 10,305 - ambulatory passengers
- 4,250 - wheelchair boarding's
- 751 - personal care attendants (AM)
- 92 – companions
- 0 - animals

Other Service statistics

There were 16 complaints and 1 commendation **Customer Assistance Forms** recorded for November 2023:

1. Believe the driver was checking his phone while behind the wheel everythime he stopped at a bus stop or time point. He never once got out of his seat and got off the bus.
 - a. After safety looked at the video it does not show that the driver was looking at a phone. It does show he looked down at the tablet a couple times but there was no phone in sight. Tablets are on the new bus and dispatch can send the drivers messages on them. Operator stated he was not on his phone and his phone is turned off while driving, also that he looked at the tablet at the stops because dispatch was asking questions and he also looked down at the timing point paperwork to make sure he doesn't get called to Tameka office again for leaving a stop to early.
2. Was at the bus stop by the trash can when the route 3 drove right past them.
 - a. After speaking with the operator, she stated that there was a man walking and she beeped the horn to see if he was going to the stop for her, but he was on his phone and never looked up. She states he was not at the bus stop or near the trash can. He did say something to her when she came back around, and she explained to him that we have to pick up at the stop not down the street from the stop because I could get in trouble.
3. Unit 3021 between 4:15p and 4:25p Individual was getting off 37 going toward violet when the B Line Bus did not yield when 2 cars were exiting the freeway on to the access road. The driver of the car was very upset. He said the Bline bus was putting the safety of the passengers last, and it should be a priority.
 - a. Safety reviewed the video from this day and states “ Operator did brake to yield to the exiting vehicles. The adverse vehicle also used his brakes as if he was stopping which made the operator believe he was letting him go”.
4. Mr. Barboza came to Customer Service and made a complaint against Bline. He called to schedule a pickup at 4710 Middlecoff Cir, Corpus Christi, TX 78413 for 10/28. He wanted a pickup at 12:30 to go to Guardian Funeral Home & Cremation, 5922 Crosstown Access Rd, Corpus Christi, TX 78417 by 1:00pm. They told him they only had 12:40 but he would make it in time. The bus got there at 12:50 and took off at 1:05pm. It passed the Funeral Home and went to pick someone else up instead of letting Mr. Barboza off. Mr. Barboza ended up at his destination at 1:45pm. He would like to know why the person he spoke to told him he would make it on time and why they passed up his destination to go and pick someone else up. He would like a call back at 361-876-6960
 - a. We do apologize for this inconvenience. At the time of the call, it did show the call taker that he would make it to his destination on time. I have spoken with this call taker as well to make sure she fully understands that if a rider has to be to a destination by a certain time then we need to negotiate a different time other than 30 minutes before. This is due to the fact that the operator has a 30 minute window to get there for the rider and this driver

arrived at 1250 which was in the window so he would not have made it on time. Future references would be to book for 1200 to ensure he arrives on time.

5. Courtney Wright was waiting at the temporary bus stop behind Miller highschool, when route 28 stopped, the operator told the customer that the unit is full but when Mrs. Wright look inside the unit it seemed to have at least 3 seats open. This customer is wheelchair bound.
 - a. We do apologize for this inconvenience. After speaking with the operator there were not 3 seats available there was one but the seat that would need to be lifted for the chair to go there was occupied by 2 people. We are not allowed to have them standing which is why she was told the bus is full because we also can't make them get off for her to get on.
6. "Route 28, heading inbound, took the wrong route. It failed to turn onto Nueces Bay Blvd from Leopard. Instead, it continued down Leopard Avenue all the way to the Staples Station. When a passenger brought it up to the driver's attention, he raised his voice and said, 'Well, I don't know. I'm busy trying to figure something else out.'"
 - a. We do apologize for this mishap. We have removed the driver from the road and provided customer service re-training. Operator would like to apologize to the rider because he was frustrated about something else and should not have given the rider attitude. Operator was reminded to always remain professional at all times.
7. 11/5 Unit 3037 Mr. Swenson was picked up from his home at 5725 Curtis Clark at 2:14. He is stating that the driver did not strap his wheelchair properly. He said the same driver has done this before to him and he does not feel safe. He said if the same driver picks him up, he will refuse to board. Please call him 361-9936-0243
 - a. After speaking with the operator, he stated that he in fact strapped Mr. Swenson down exactly how he was training. Mr. Swenson had a problem with the order that he was being strapped down, which is where the problem came in. The operator was asked to demonstrate how he was tying down the wheelchair which is the correct way.
8. Name: Cynthia Entz Email: sillyentz@yahoo.com Phone No. : 3617746021 Message : #16 on November 5,2023 the bus driver is supposed to depart @2:30pm. From Del Mar West Campus and He Departed Sooner. I catch the bus @/Case De Manana Apartments and He Was Getting there @2:28pm. I had to run to the bus stop so I would not miss it. I even mentioned it to the driver he was Early. He Had No Response... Please Resolve this issue it is a inconvenience to be running to the bus Stop.. I know what time to Leave My Home... I don't leave earlier because I don't need to I always make it on Time...
 - a. Please accept our apology for this mistake. The operator has been removed and retrained on the route to ensure we don't have any more wrong turns.
9. The 10:25pm bus never showed up at TAMUCC. Passengers were tracking the bus and noticed it stopped at the gas station on Ennis Joslin @ Ocean and sat there far about 5 min. Then it just turned around back down Ennis Joslin skipping TAMUCC leaving passengers stranded.
 - a. We sincerely apologize for this inconvenience and after speaking with the operator, she stated she had stopped for a break, realized the time, and went straight to her next timing point. The driver was pulled from service to go

through retraining and understanding the importance of the timing points that are provided. She has apologized for leaving the students behind and has assured us that she will service every stop and wait for each timing point to avoid anymore mishaps.

10. Route 28 did not service my bus stop. Instead it went another route.
 - a. Please accept our sincerest apology. This operator was learning the route and before the trainer could tell him to go right, he kept straight. He has been re-directed to follow the correct path and make sure he knows exactly how to do the route.
11. I just received a commendation for the driver of Route 12. The passenger said the driver is always friendly, wishing everyone a good day. I also witnessed another regular driver running a stop sign, forcing her to show off her great defensive driving.
 - a. Please thank the rider for recognizing Stacy for a job well done.
12. Mrs Ernestina Evans Scheluded pick up with the Bline at 7:45AM and the bus did not show up. Scheluder name was Keyla.
 - a. After reviewing the trip listed for Ms. Evans, she was scheduled for an 8:35 trip. The bus was at her residence from 8:34 to 8:40. The reservationists repeat the trips back to each client after booking to ensure all times and dates are verified.
13. Comments: Name: Brittany Casares Email: brittanycasares16@gmail.com Phone No. : 3617261814 Message : Route 35, this is the 3rd time I'm writing about this I show my reduced fare card and get charged .75 cents again, I show the driver my card and again I get charged, when is this gonna get fixed. It happened around 3:01pm at the stop by the library in robstown
 - a. We do apologize for the misunderstanding, but every time you board the bus you have to pay the fare unless you have an all day pass.
14. Unit 3046 Route12 after leaving Staples Street Station didn't turn right from staples to leopard and went straight, missing the courthouse and left the complainant there.
 - a. After speaking with the operator, they stated that they were running behind schedule and notified a Road Supervisor and Dispatch about the delay. The Road Supervisor advised them to detour on the route to get the route back on time. We apologize for any inconvenience this may have caused for any riders. The Road Supervisor did run through the portion of the route that was not serviced and stated there were no passengers in sight.
15. Route 12 at 4:00 pm did not service location number 499 (Ayers @ Edwards). Leaving Mrs. Fernandez and another customer at the stop. Mrs. Fernandez commented that this is not the first time this driver have done this.
 - a. The operator stated that when they serviced the stop, there was no one present at the time they passed by. We apologize for any inconvenience for these riders. Our operators are committed to servicing every stop and providing great service and transportation for all our riders.

16. 11/16/23 B Line 8:45am Mr. Ernest Cortez was picked up at 6002 Blue Water Drive, Corpus Christi, TX at 8:45am. The Operator is driving very aggressively. Mr. Cortez was bouncing on the bus. She goes fast on the bumps. She was going down Joy Street and she was driving really fast and recklessly.
 - a. We would like to sincerely apologize for this mishap. We have spoken to the operator, and they have been pulled from service for retraining. The operator has promised to be more cautious and courteous when transporting our riders to make sure everyone experiences a smooth and pleasant ride.
17. 11/30/2023 Before noon Bline picked up Ms. Diana Dix from her home on Tarlton. The Operator had some trouble with her wheelchair and asked her to move to a seat. When the Bline dropped her off at Broadmoore Park Senior Center Ms. Dix got her phone out from her wheelchair and saw that the screen was cracked and has a white screen. She believes that happened when the operator was moving her wheelchair around. Please call Ms. Cathy Rodriguez from the center at 361-826-3139
 - a. After Safety reviewed the footage, there was no evidence of any movement that might have caused damage to Ms. Dix's phone.

Conclusion

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

- ❑ 2.43 passengers per hour
- ❑ 87.88% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for November 2023 at 14,019.8 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for November 2023

	Total Miles Driven in November for Each Bus Type	Tyotal Road Calls for November for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	0	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	187,744	33	33	0	14	19	0	0
GILLIG (DSL) (Gilliq 35' 647-653) (Gilliq 40' 715-722)								
Totals	14,824	4	4	0	4	0	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	202,569	37	37	0	18	19	0	0
MILES BETWEEN ROAD CALLS								
	11,254	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, February 7, 2024

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, February 28,

8:30 a.m.

RCAT Committee Meeting

No Meeting in December

Thursday, February 15, 2024

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Staff Retreat

January 19th.

Dr. Hector P. Garcia Memorial Foundation Luncheon

January 26th

TAMU-CC President's Ball

January 27th