



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, March 21, 2024
 Time: 12:00 p.m.
 Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

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 February 15, 2024.	5 minutes	Pages 1 - 3
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	B-Line Presentation	10 minutes	No Attachment
7.	RCAT Liaison Report a. Awards and Recognition – CCRTA New Hires & CCRTA Retiree b. APTA Adwheel Award Presented to CCRTA for Best Print Media for Workforce Development c. Discussion and Possible Action to Confirm Four Reappointments Recommended by the Chief Executive Officer (CEO) and Appointed by the Board Chair to RTA’s Committee on Accessible Transportation (RCAT) for a Two-Year Term d. Presentation on 2023 Year in Review e. January 2024 Operations Report f. CEO Report	25 minutes	No Attachment
8.	RCAT Member Updates	15 minutes	
9.	Informational Items: a) January 2024 CAF Report b) January 2024 Operations Report Key Metrics c) January 2024 B-Line Report d) January 2024 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 4 - 8 Pages 9 - 19 Pages 20 - 24 Pages 25 Pages 26

10.	Adjournment		No Attachment
	Total Minutes:	66	

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 February 15, 2024.	5 minutes	Pages 1 - 3
	➤ Is there a Motion to Approve the RCAT Minutes of February 15, 2024? ➤ I (State Name) make the motion to adopt. ➤ Is there a second? ➤ I (State Name) second the motion. ➤ 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)	5 minutes	No Attachment
	➤ Melanie Gomez will provide the update.		
6.	B-Line Presentation	10 minutes	No Attachment
	➤ Melanie Gomez will provide the update.		

7.	<p>RCAT Liaison Report</p> <ul style="list-style-type: none"> a. Awards and Recognition – CCRTA New Hires & CCRTA Retiree b. APTA Adwheel Award Presented to CCRTA for Best Print Media for Workforce Development c. Discussion and Possible Action to Confirm Four Reappointments Recommended by the Chief Executive Officer (CEO) and Appointed by the Board Chair to RTA’s Committee on Accessible Transportation (RCAT) for a Two-Year Term d. Presentation on 2023 Year in Review e. January 2024 Operations Report f. CEO Report 	25 minutes	
8.	<p>RCAT Member Updates</p> <p>The floor is open to share items such as community outreach, issues continually seeing and how committee can help, etc.</p>	15 minutes	
9.	<p>Informational Items:</p> <ul style="list-style-type: none"> a) January 2024 CAF Report b) January 2024 Operations Report Key Metrics c) January 2024 B-Line Report d) January 2024 Maintenance Road Call Report e) January Events and RTA Functions 		<p>Pages 4 - 8</p> <p>Pages 9 - 19</p> <p>Pages 20 - 24</p> <p>Pages 25</p> <p>Pages 26</p>
10.	Adjournment		No Attachment
	Total	66 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, February 15, 2024

Advisory Committee Members Present: Robert Box, Randal Chisamore, Thomas Cronnon

Advisory Committee Members Absent: Rhonda Alvarez, Inez Garcia, Jeannine Leal, and Lilliana Macias-Pettis

Board Members Present: None

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

MV Present: Timothy Van Zalen

Call to Order: Robert Box called the meeting to order at 12:00 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 January 18, 2024

Thomas Cronnon made a motion to adopt the RCAT Minutes of January 18, 2024, as presented, 2nd by Randal Chisamore.

Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Presented by: Ms. Melanie Gomez

CFPWD meeting was held on Wednesday, February 7, 2024.

Aliza Long, representing the Deaf and Hard of Hearing Center, delivered a presentation to the CFPWD about proper etiquette when interacting with individuals who are deaf. The City Council is currently seeking to fill three vacancies on the committee. Following up on the issue, the city contacted the Planning Community Department regarding the accessibility of the North Beach parking spots. An inspection revealed that the spots did not meet the required standards, as they lacked a sign indicating they were designated for accessible parking. The contractors have been tasked with rectifying this issue to ensure compliance. The Parks and Recreation department has announced that the renovations at Cole Park are expected to be finished by June.

The CCPD Parking Control issued 86 citations which consisted of one for blocking architectural design and one blocking the sidewalk.

B-Line Service Mobile App Demonstration

Presented by: Timothy Van Zalen

Mr. Van Zalen presented the B-Line mobile app, covering the process of downloading, signing up, booking, canceling trips, and making payments. He highlighted key features including:

1. Distinct Client ID and rider ID.
2. Trip booking reasons like work or shopping.
3. Option to bring an additional rider.
4. Access to previously scheduled trips.

The committee asked if the app prioritizes trip scheduling based on categories, to which Mr. Van Zalen confirmed it does. Regarding payment options beyond Cash, Mr. Van Zalen and Susan Teltschik mentioned the B-Line Pass, requiring disclosure of the pass ID if not received by mail. Ms. Melanie Gomez added that riders can also use the GO Pass app for payments.

When asked about rider onboarding and education on using the B-Line and the app, Ms. Melanie Gomez explained that riders receive educational materials during onboarding and will be trained on the app upon its launch.

RCAT Liaison's Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

Awards and Recognition – CCRTA New Hires & CCRTA Retiree:

Six new Bus Operators and one Marketing Intern was onboarded. Robert Garcia who served 29 years at CCRTA Retired.

Announcement of Committee Appointments by the Board Chair and Action to Confirm Committee Appointments:

The Administration and Finance Committee appointees were Beatriz Charo, Gabby Canales, Anna Jimenez, and Erica Maymi. The Operations & Capital Projects Committee appointees were Aaron Munoz, Lynn Allison, Jeremy Coleman, Armando Gonzalez, and Eloy Salazar. The Rural and Small Cities Transit Committee Appointees were Armando Gonzalez, Beatriz Charo, Anna Jimenez, Erica Maymi, and Eloy Salazar. The Rural and Small Cities Transit Committee Appointees were Armando Gonzalez, Beatriz Charo, Anna Jimenez, Erica Maymi, and Eloy Salazar. The Legislative Committee appointees were Lynn Allison, Gabby Canales, Jeremy Coleman, and Aaron Munoz.

December 2023 Operations Report:

There was an increase of 17.6% in passenger trips, 4.8% decrease in revenue service hours, and 4.6% increase in revenue service miles compared to December 2022. Fixed Routes Services experienced bus stop impacts in 34% of the routes due to ongoing construction.

The committee inquired if the CCRTA would be able to determine when the CCRTA would need to expand the fleet due to high ridership demand. Sharon Montez informed the committee that the CCRTA does have metrics in place to track this.

CEO's Report:

Ridership increased by 5% compared to January 2023. The CCRTA B-Line App is now available on the Apple Store and Google Play Store. Ongoing Construction at the Port Ayers Transfer Station with the completion of the Canopy concrete pour on January 30th. Demolition of Kelberg Bank Project headed underway per the approval of the City of Corpus Christi. Continued improvement of Employee Relations in continuing education regarding social matters such as Human Trafficking Awareness and Employee Appreciation Events. Continued Community Focus through outreach events such as Nueces County Junior Livestock Parade, TAMU-CC shuttle service to games, and Dr. Hector P. Garcia Memorial Foundation Luncheon.

RCAT Member Updates:

Sharon Montez notified the committee that the RCAT Chair position was open and that the application to apply for the role had been published on the CCRTA website. Additionally, she reminded the committee about the available vacancies within the committee.

No other updates were presented.

Chairperson's Report:

Robert Box shared the upcoming meeting dates with the committee.

The meeting was adjourned at 12:47 p.m.



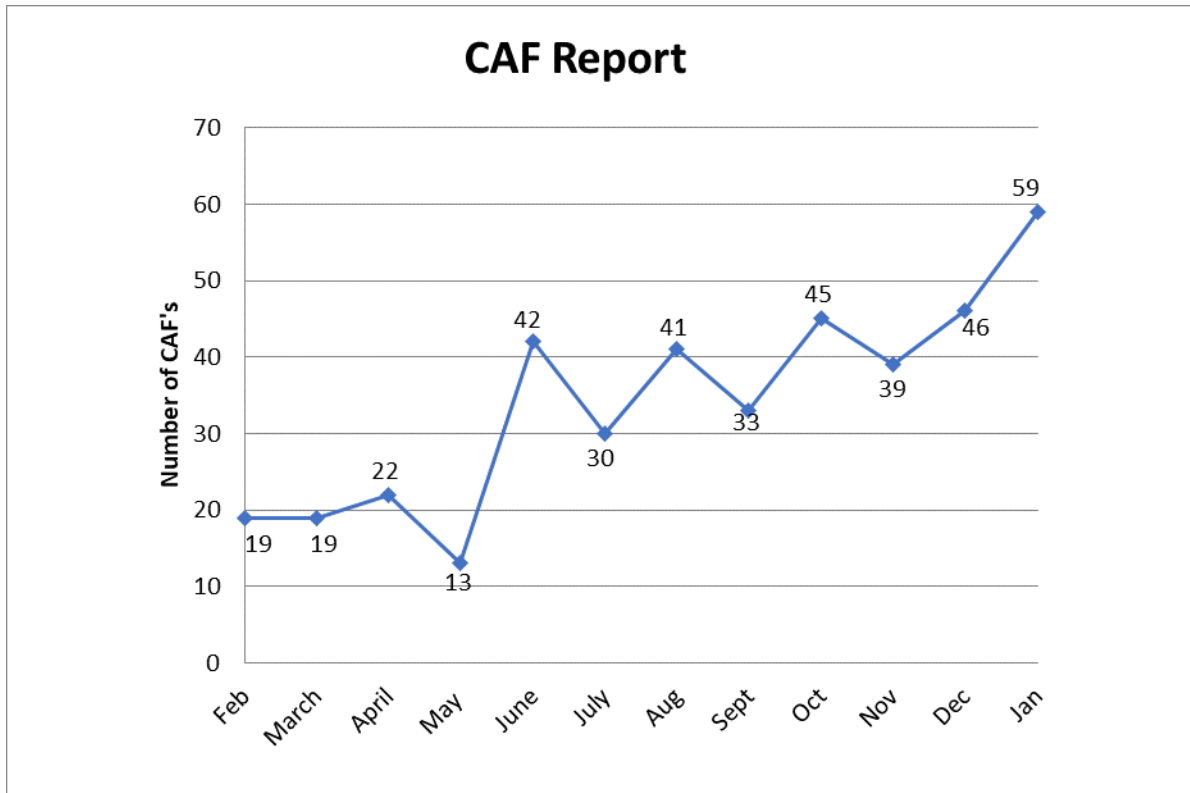
January 31, 2024

Subject: CAF Report for January 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For January 2024, there were 59 reported CAFs which was more than the 46 reported CAFs for December 2023. The increase of 13 CAFs represents a 28.26% increase.

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



January 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	5	#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	1
#5 Alameda		#37 Crosstown/TAMUCC	1
#5x Alameda Express		#50 Calallen/Robstown NAS Ex (P&R)	
#6 Santa Fe/Malls	1	#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	5	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS	1	#60 Momentum Shuttle	1
#16 Morgan/Port		#65 Padre Island Connection	4
#17 Carroll/Southside	1	#76 Harbor Bridge Shuttle	
#19 Ayers	2	#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle		#90 Flexi-B Port Aransas	
#21 Arboleda	2	#93 FLEX	1
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	6
#26 Airline/Lipes		Transportation	3
#27 Leopard	5	Service Development	
#27x Leopard (Express)		Facilities/Bus Stop Needs Attention	3
#28 Leopard /Navigation	1	IT	1
#29 Staples	6	Safety & Security	
#29F Staples/Flour Bluff		Vehicle Maintenance	1
#29SS Staples/Spohn South		COMMENDATIONS	6
#32 Southside	1	TOTAL CAF's	59

January 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues	2		1	3
Driving Issues			2	2
Customer Services				
Late/Early – No Show	1	3	8	12
Alleges Injury	1			1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup	1	3	1	5
Add Bench/Stop				
Left Behind/Passed Up	7		3	10
Inappropriate Behavior	1		1	2
Policy	1			1
Incident at Stop				
Incident on Bus				
Incident at Station				0
Tie-Down Issue				
Denial of Service				
Safety and Security	1			1
Rude	5			5
Facility Maintenance	3			3
Service Development				
Transportation (Other)	3			3
Over Crowded Vehicle				
IT	1		1	2
Vehicle Maintenance	1			1
Commendations	6			6
TOTAL CAFs	36	6	17	59

Conclusion:

During January 2024, CCRTA received fifty-nine CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were six commendations.

Thirty-six CAFs were received regarding CCRTA Service, representing 61% of the total customer assistance contacts; there were six commendations and six informational CAFs.

Six CAFs were received regarding B-Line Service representing 10% of the total customer assistance contacts; there were no commendations.

Seventeen CAFs were received regarding Contracted Fixed Route Service representing 29% of the total customer assistance contacts; there were no commendations.

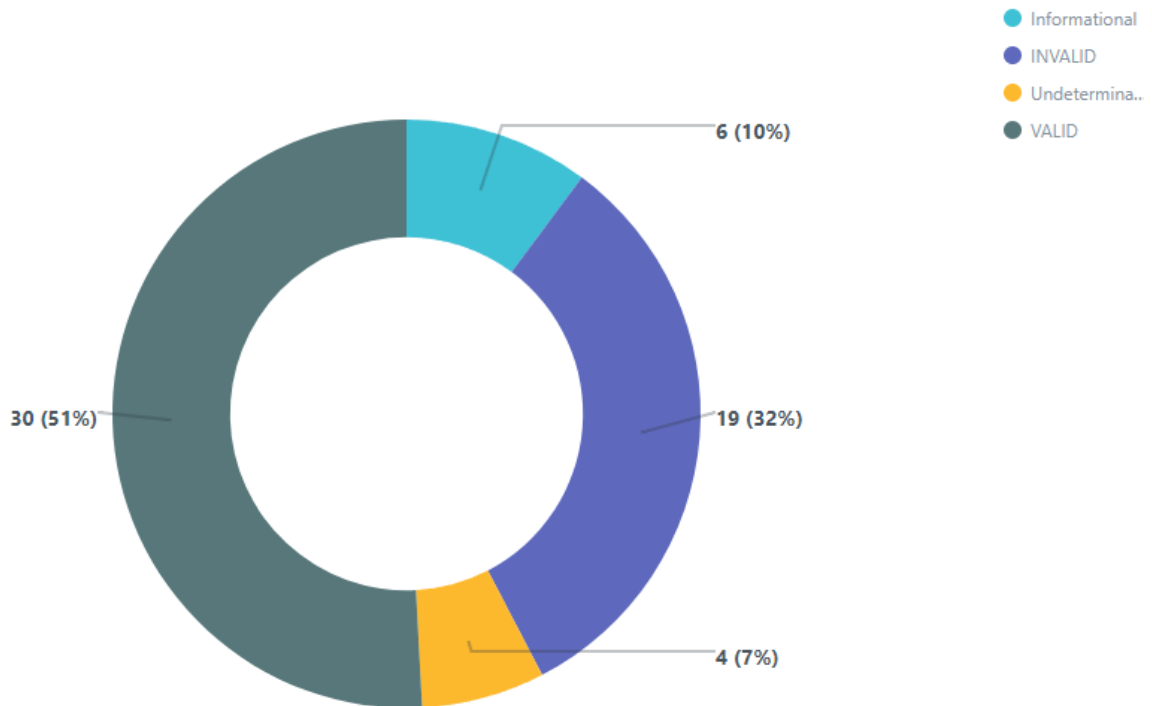
Outcome:

Thirty CAFs were found to be Valid.

Nineteen CAFs were found to be Invalid.

Four CAFs were Unable to be Determined due to a bad hard drive or camera angle.

Six CAFs were Informational only.



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 and point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, in-person, or letter.

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

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

March 6, 2024

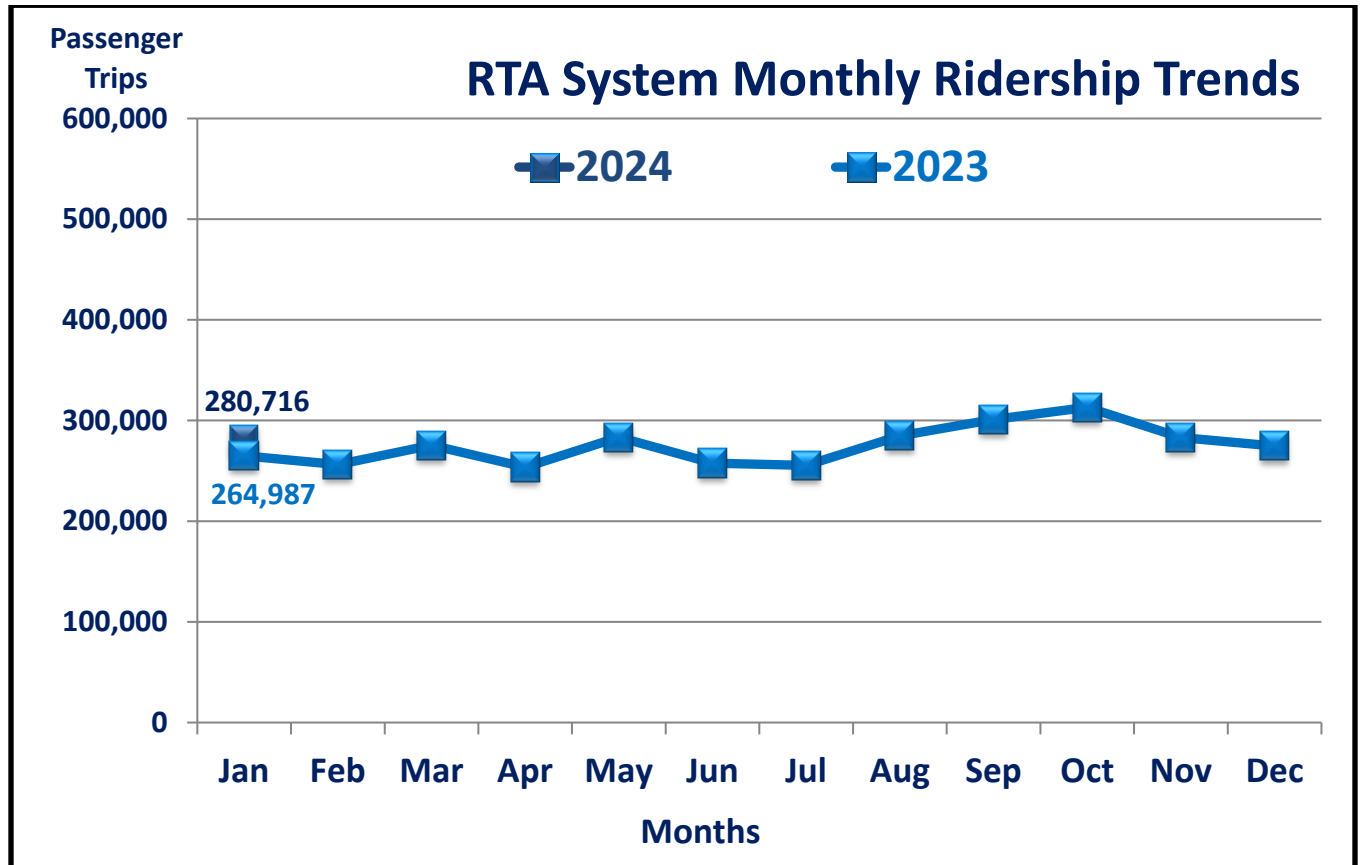
Subject: January 2024 Operations Report

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.



System-wide Ridership and Service Performance Results

January 2024 system-wide passenger trips totaled 280,716 which represents a 5.9% increase, compared to 264,987 passenger trips in January 2023 with 15,729 more trips provided this month.

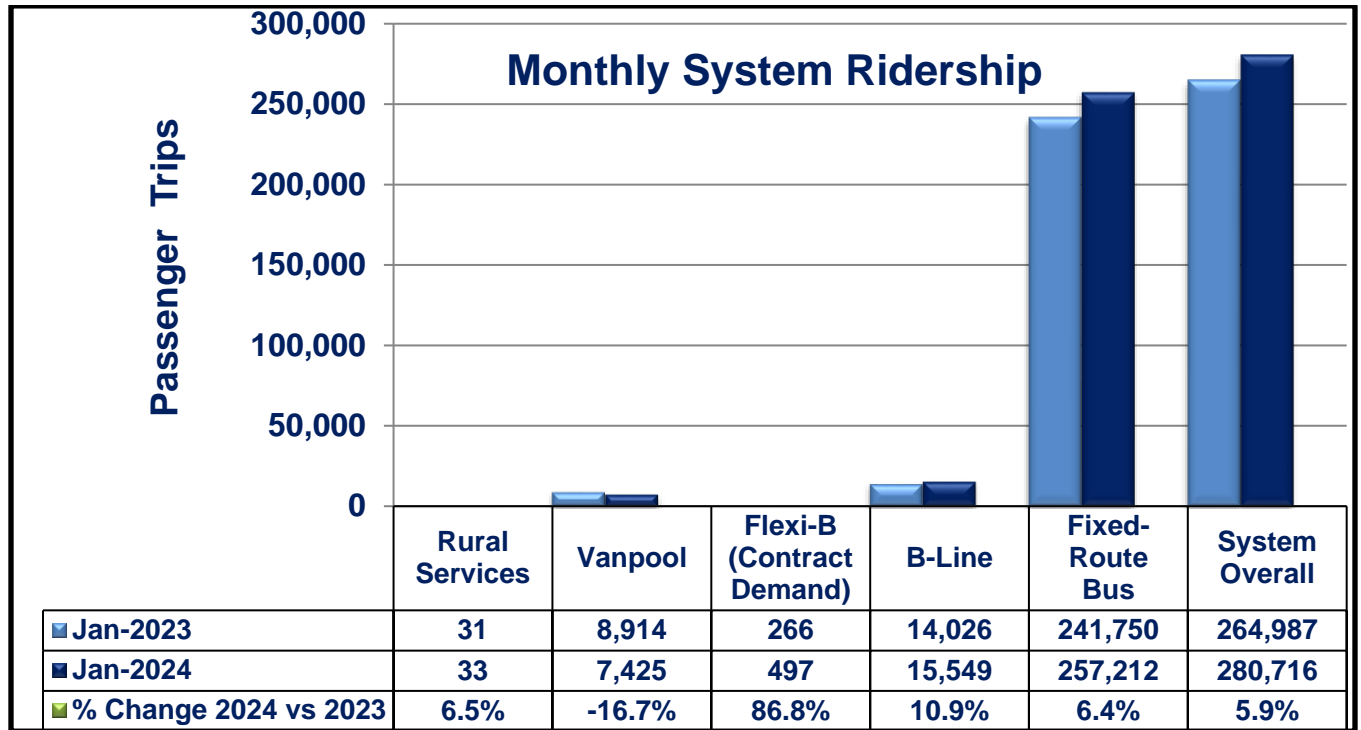


January 2024	January 2023	Variance
22 Weekdays	22 Weekdays	-
4 Saturdays	4 Saturdays	-
5 Sundays	5 Sundays	-
31 Days	31 Days	-

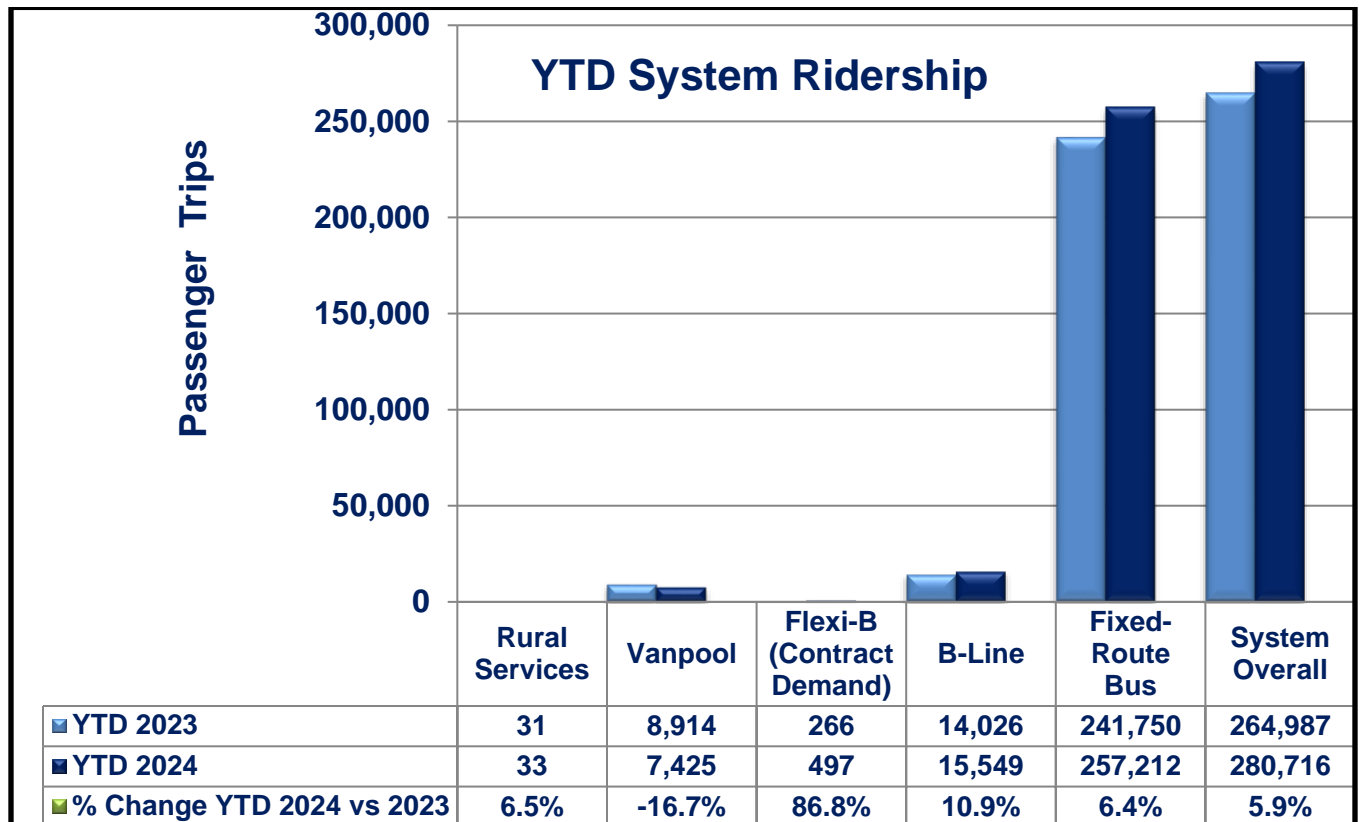
The average retail price for unleaded gas in Corpus Christi was approximately \$2.70 per gallon compared to \$3.10 per gallon in January 2023¹ which represents an 12.9% decrease in the average cost per gallon. January rainfall was 3.41 inches compared to the average rainfall of 1.93 inches. January 2023 was below the normal average at 0.72 inches.² The 66-degree average high temperature for January 2024 is below the normal average temperature of 67.9-degrees.

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

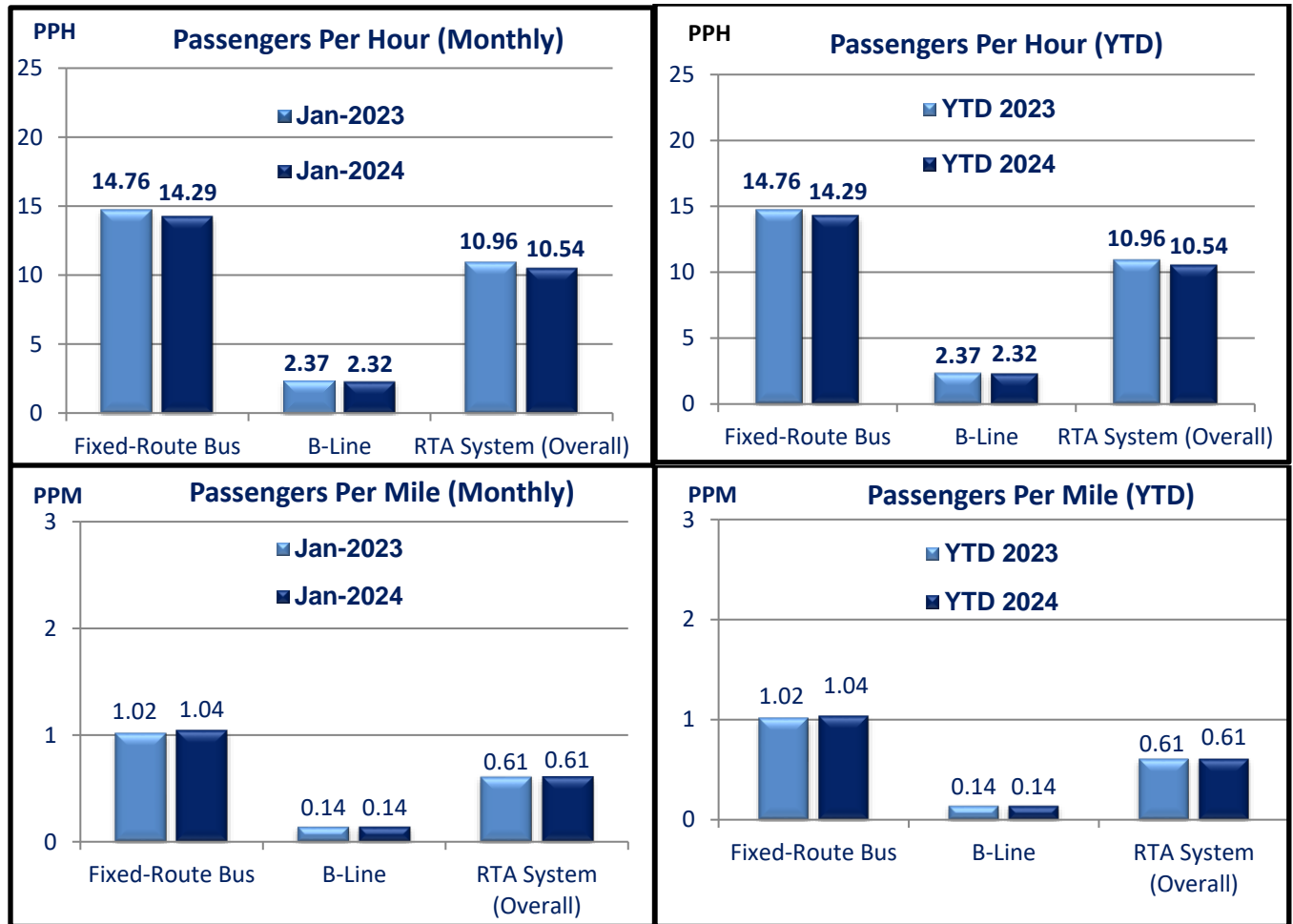
The chart below shows monthly ridership results for all services. CCRTA recorded 15,729 more passenger trips in January 2024 resulting in a 5.9% increase compared to January 2023.



The chart below shows YTD ridership results for all services. 15,729 more trips compared to 2023.



The following charts are system-wide productivity for the month of January 2024 vs. January 2023 and YTD figures.



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

Schedule Adherence	Standard	Oct-23	Nov-23	Dec-23	Jan-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.3%	0.1%
Departures within 0-5 minutes	>85%	89.6%	88.3%	88.6%	92.6%	89.8%
Monthly Wheelchair Boardings	No standard	4,405	3,408	3,258	3,324	3,599
Monthly Bicycle Boardings	No standard	6,222	5,489	5,309	5,337	5,589



The following tables include Cost per Passenger totals by service mode for the fourth 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
October	\$ 11.68	\$ 16.10	\$ 40.10	\$ 39.44	\$ 39.66	\$ 8.98
November	\$ 11.13	\$ 15.54	\$ 40.10	\$ 39.19	\$ 41.50	\$ 8.53
December	\$ 13.18	\$ 16.49	\$ 46.77	\$ 40.39	\$ 41.11	\$ 9.65
YTD Average	\$ 11.84	\$ 16.99	\$ 40.95	\$ 39.92	\$ 42.75	\$ 8.67

On Detour

- **Port Ave.** Utility Replacement Project (9) month project (**On hold**): Began March 2022 with an undetermined completion date.
 - Routes 21, 23 & 37 (**2** stops impacted)
- **New Harbor Bridge (North Beach):** Routes 76 & 78 remain on a minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)
- **Leopard St.** (Nueces Bay to Palm) Project now complete but (**3**) stops remain 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 nearing completion*)
 - Routes 27 & 28 (**12** stops impacted)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**13** stops closed for this 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 (**8** stops will be impacted)
- **Comanche** (Carancahua-Alameda) Began early-2024.
 - Routes 12, 21, 27 & 28 (**4** stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (30%)
 - Routes 6, 76 & 78 (no stops impacted)
- **Carroll Ln.** (SH-358 to Holly) Project in design. (30%)
 - Route 15 (**4** stops might be impacted)
- **Alameda (Everhart-Airline):** Project in design. (30%)
 - Route 5 (13 stops might be 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 but **2** closed on Alameda & **2** closed on S. Staples west of the Everhart Rd. intersection)
- **Wildcat** (Northwest Blvd.-Teague) is now open to two-way travel as of Feb. 2024
 - Route 27 (**1** stop remains closed)

For January 2024, there were 11 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 34% of CCRTA services.

Impacted bus route services include: **5, 17, 19, 21, 23, 25, 27, 28, 37, 76 & 78.**

The total number of bus stops that were impacted or closed was **44** in January.

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

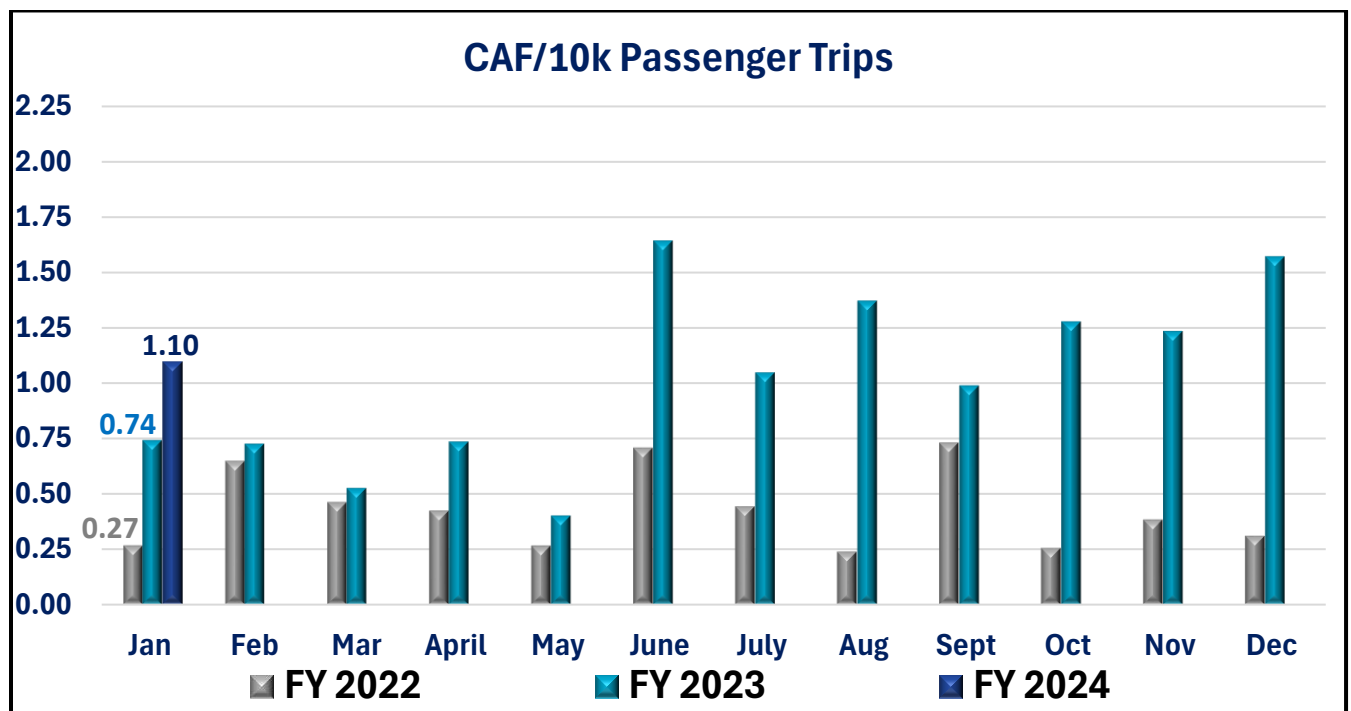
In January 2024, B-Line service performance metrics are listed below.

- Productivity: **2.32** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **91.5%** for January did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **15,691** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,551** ambulatory boardings; **4,095** wheelchair boardings

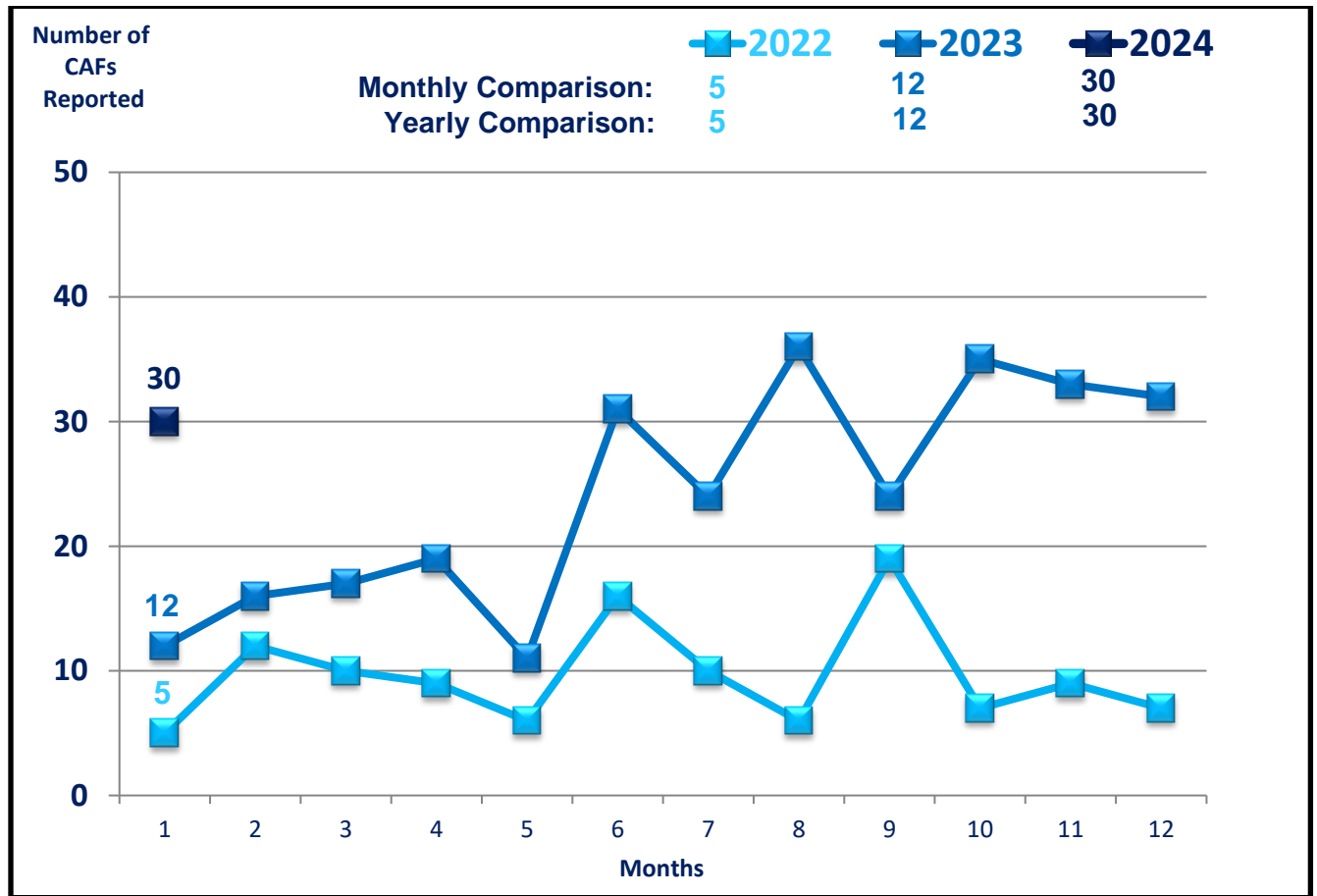
Metric	Standard	Oct-23	Nov-23	Dec-23	Jan-24	(4) Month-Ave.
Passengers per Hour	2.50	2.44	2.43	2.36	2.32	2.39
On-time Performance	95.0%	92.1%	87.9%	88.3%	91.5%	90.0%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	15,921	14,020	20,070	15,691	16,425
Monthly Wheelchair Boardings	No standard	4,401	4,250	4,202	4,095	4,237

Customer Programs Monthly Customer Assistance Form (CAF) Report

For the month of January 2024, Customer Service received and processed 59 Customer Assistance Forms (CAF's) of which 30 or 51% were verified as valid. This equates to approximately 1.10 CAFs per 10,000 passenger trips. There were six commendations in the month of January.



Number of CAF Reports: Current and Historical Trends



Route Summary Report:

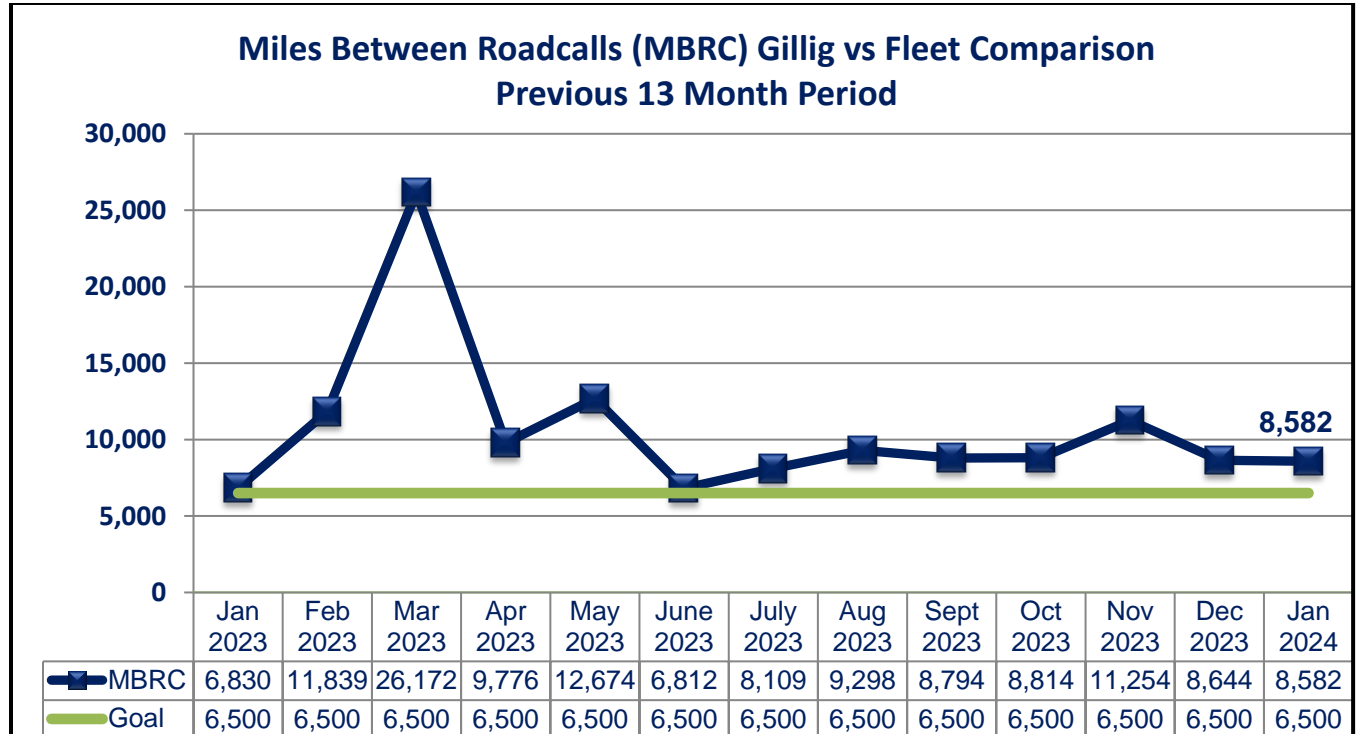
Route	# of CAFs	Route	# of CAFs
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#4 Flour Bluff	1	#35 Robstown South Circulator	1
#5 Alameda		#37 Crosstown/TAMU-CC	1
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls	1	#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	5	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS	1	#60 Momentum Shuttle	1
#16 Morgan/Port		#65 Padre Island Connection	4
#17 Carroll/Southside	1	#76 Harbor Bridge Shuttle	
#19 Ayers	2	#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle		#90 Flexi-B Port Aransas	
#21 Arboleda	2	#93 Flex	1
#23 Molina	2	#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	5	Transportation	3
#27x Leopard (Express)		Facilities Maintenance	3
#28 Leopard/Navigation	1	IT	1
#29 Staples	5	Service Development	
#29F Staples/Flour Bluff		Vehicle Maintenance	1
#29SS Staples/Spohn South		Commendations	6
#32 Southside	1	TOTAL CAF's	59

Processed CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues	2		1	3
Driving Issues			2	2
Customer Services				
Late/Early – No Show	1	3	8	12
Alleges Injury	1			1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup	1	3	1	5
Add Bench/Stop				
Left Behind/Passed Up	7		3	10
Inappropriate Behavior	1			1
Policy	1			1
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	1			1
Rude	5			5
Facility Maintenance/Service Development	3			3
Transportation (other)	3			3
Vehicle Maintenance				
IT	1			1
Vehicle Maintenance-IT	1		1	2
Vehicle Maintenance	1			1
Commendations	6			6
Total CAFs	36	6	17	59

Vehicle Maintenance Department: Miles Between Road Calls Report

In January 2024, there were 8,582 miles between road calls (MBRC) recorded as compared to 6,830 MBRC in January 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 10,584.



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: February 7, 2023

SUBJECT: B-Line Report for January 2024

- ❑ Ridership for the month of January 2024 was 15,549 compared to 14,026 for January 2023, which equates to 1,523 more trips representing a 10.86% **increase**.

- ❑ Ridership for YTD 2024 was 15,549 representing a 10.86% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
14,026	15,549	1,523	10.86%

Service Standards

- ❑ Productivity: 2.32 PPH (Passengers per hour) January 2024, contract standard is 2.50

- ❑ On Time Performance: 91.54% on time performance for January 2024

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

- ❑ 1,227 trips out of 14,509 trips (8.46%) did not meet the standard for on time performance in January 2024. Of that number:
 - 1,200 were < 30 minutes late.
 - 27 were > 30 minutes late.
 - 0 were > 60 minutes late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 188,296.2 miles with 12 road calls that equates to 15,691.35 miles between road calls for January 2024. MV did exceed the minimum standard of 12,250 miles between road calls for January 2024.

Wheelchair Boarding's and associated statistics

For the month of January 2024, there were:

- 10,551 - ambulatory passengers
- 4,095 - wheelchair boarding's
- 732 - personal care attendants (AM)
- 167 – companions
- 4 - animals

Other Service statistics

There were 16 complaints **Customer Assistance Forms** recorded for January 2024:

1. Mrs. Johns and her sister were waiting for her pick up at Walmart as schedule (12:20), after waiting for some time they reached to the B-line to confirm time and location. Under Mrs. Johns impression the B-line was late for more than 30 min. The scheduler indicated her that the operator will be there shortly and for her to be at the pickup location, the customer was already at the location and she continued waiting. Not much longer after this conversation the customer notice the B-line moving around a black vehicle that stood blocking the line of sight, as she waited for the B-line to reappear around to pick them up she realized that the unit turned the other way and left without them. Mrs. Johns was very disappointed for the late and lack of service, and believes that this happen due to the operator running late on the route. She also had to contact other people for them to be able to arrive home.
 - a. We do apologize for any inconvenience this may have caused. After review of Mrs. Jones trip she was scheduled for a 12:20 the operator arrived within the window at 12:45 and waited 6 minutes before calling dispatch to depart. Operator stated he waited on the pharmacy side for the 5 minutes and drove by the grocery side to see if someone would wave him down.
2. Customer argues pick up time, She explained her bus was supposed to pick her up at 12:43 and when she opened the door she saw the unit leaving without her.
 - a. After review of Ms. Harkless trip it shows she was scheduled for a 12:40 pick up the driver actually arrived early at 12:35 and waited 10 minutes before departing the location. Driver did not actually leave until 12:46 and never saw anyone come out.
3. Ms. Glanz waited for Route 3 at building 8 on the base at 8:00 am. She saw on Transloc that Bus 3008 was parked at Compton @ Waldron. She called at 8:45 am, and the bus was still there. At 9:00 am, the bus finally started its route, skipping a run. When dispatch was contacted, they didn't know anything because the driver hadn't informed them.
 - a. We reached out to the operator to see what was going on. He stated that he trying to keep up with the changes but keep going back to the old way. Operator was coached on the importance of learning to adjust to the changes.
4. Karen Glanz was waiting at Compton and Waldron to catch the 6:30am bus to the base when it never came. She said it was tracking close to Building 8 at 6:30 am to 6:54 am so she had to have her husband take her to work. She would like someone to call her to talk about issues going on with this route.
 - a. We apologize for the inconvenience you have experienced on this route. This operator is no longer with the company.
5. Karen Glanz called to say the RT 3 got to Compton /Waldron after 5:40. The bus should have left at 5:40 but they left after 5:45. Karen asked what happened and he yelled, "are you a supervisor?" If there was a problem with the bus the operator should have answered her without yelling. Please call Karen at 808-504-6999 and email ahkeglanz@gmail.com

- a. We do apologize for this inconvenience. The type of behavior displayed by the operator is unacceptable. This operator is no longer with the company.
- 6. They saw the bus sitting at the stop sign, and when it departed, it completely ignored them, passing them by. They believe the driver was retaliating against them for an argument that had taken place the day before due to them being short 10 cents in change.
 - a. After speaking with the operator she stated that she is not sure who this is In reference to. She never leaves anyone when she drives this route and she has been doing this route for the last couple years. All operators are aware that if the person is not at the stop we are not stopping half way to pick up. If they sign to the driver that they would like this bus the operator will wait awhile at the stop. We want to make sure everyone is safe while being transported.
- 7. Ms. Glanz claims she was waiting at the bus stop on Compton @ Waldron with another passenger and says the Route 3 at 5:35 am never showed up.
 - a. We do apologize there was a delay with the route 3 this morning. There was an issue on the vehicle which caused the route delay. Once the issue was addressed and fixed the route continued on.
- 8. The passenger was on the unit while it was in Port Aransas and witnessed its departure five minutes early. It departed at 7:35 am instead of its scheduled time of 7:40 am.
 - a. Please accept our sincerest apology. Operator has been removed, coached and retrained on the importance of departing locations on time.
- 9. Your bus number 3008 traveling from Port Aransas to Padre. Island tailgated me and just about ran me off the damn road. I was going the speed limit. It's a limit not a suggestion the big red bus tailgating me for about 10 minutes until he could finally get into the second lane. This was while it was only one lane 5:53 PM Tuesday. I really don't appreciate being almost runoff the road and having my life put in danger because your driver was was antsy to make sure that he got to his next stop on time. The driver continued to exceed the speed limit will be on the 60 mile an hour posted limit.
 - a. We do apologize for any mishap. After speaking with the driver and trying to find footage of this act we were not able to find any video of the operator speeding or tailgating.
- 10. Ms. Robinson is upset that she is getting home so late. She, along with many others, is getting picked up at the Lighthouse of the Blind at 5:30 pm and not getting home until almost 8:00 pm. She doesn't understand why they send only one bus to pick up 12 people. Please be aware that she does, in fact, want a callback but is only available on Fridays.
 - a. We do apologize but after looking over Ms. Robinson's trip for the last 2 months I'm not showing that she was dropped off at 8:00 pm. The latest she has been dropped of is 6:58 pm.
- 11. Yesterday, January 24th, my son, Isaac Hernandez, was dropped off by the BLine at Choice Living Community before 8:30 when no one was there to let him into the building. Every time I schedule a ride for him I state that he needs to arrive after 8:30 because that is when they open. My son was standing outside alone until

someone arrive to open the doors. How can this be prevented in the future, at least until his standing order is processed?

- a. Please accept our sincerest apology. Unfortunately the only way this will be possible is to get a pick time as close to 8:30 as possible like an 8:00 or 8:15. Sometimes when booking the trip it shows the agent that he will arrive after 8:30 but if any other rider on that route cancels it makes him get dropped off sooner. In the standing order request you are requesting an 8:35 which is what needs to be done now. When booking your trip ask the agent for an 8:30 so we know for sure he will get there afterwards.
12. Mr. Rodriguez, a customer who has been using the B-Line service for at least 7 years, called on Thursday between 4:00 PM and 4:20 PM to schedule a pick-up at 11:40 AM and a return trip at 4:30 PM on Saturday. On Saturday, he waited until 12:25 PM for the first part of the trip before calling to inquire about the status of his ride. To his surprise, the employee on the phone denied the appointment and indicated to the customer that the appointment was scheduled for Friday instead of Saturday. The employee also pointed out that Mr. Rodriguez was at fault for not having the scheduler read back the appointment details to him. Because this, the customer could not visit his ill friend, and felt belittled when they pointed him at fault.
- a. We do apologize for this inconvenience after review of the call it does show that the agent chose the incorrect date. She did repeat the correct day but selected the wrong date. She has been coached on the importance of saying the date so that she is making the correct trip.
13. The passenger stated that the driver told him he couldn't have a drink while aboard the bus. The passenger informed and showed him that it was not only just a cup of ice, but it also had a lid. However, the driver insisted and had him exit the bus.
- a. After speaking with the driver he stated that he informed the rider that he could not board with an open container. The rider then pulled out a cup with a two small lid. The driver let him know that he is not able to ride with the open container.
14. Mrs. Barrera Scheduled on Monday a pick up at 7:20am for today. She waited until 7:50am and reached to check on the status, at what she was told that it will take a few extra minutes for the bus to be there. When she called again after 15 minutes, for her surprise she was told that the bus has left since nobody was on sight when they passed by. Mrs. Barrera is wheelchair bound and waited inside her house in front of the windows and never saw the B-Line there. The pick up location is 4126 Theresa st.
- a. We do apologize after review of the client's trip when she first called it was estimated to arrive at 7:56. Driver actually arrived at 7:55 and waited until 8:04. At which time the driver had to move on due to no one coming out.
15. Customer claims that the operator on Route 28 was speeding, on her opinion the operator could not make a safe stop in case of pedestrian or animal where in the way of traffic, or when a stop is requested.
- a. After speaking with the driver she stated that she was not speeding but going the speed limit. She does this route everyday and is well aware of the speed in every area.

16. Customer claims that the operator on Route 28 was speeding, on her opinion the operator could not make a safe stop in case of pedestrian or animal where in the way of traffic, or when a stop is requested.
- a. After speaking with the driver she stated that she was not speeding but going the speed limit. She does this route everyday and is well aware of the speed in every area.

Conclusion

The contractor has met or exceeded performance standards in two of the four key areas for January 2024:

- ❑ 2.32 passengers per hour
- ❑ 91.54% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for January 2024 at 15,691.35 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for January 2024

	Total Miles Driven in January for Each Bus Type	Tyotal Road Calls for January for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	194,251	24	24	0	17	7	1	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	28,880	13	13	0	9	4	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	223,131	37	37	0	26	11	1	0
MILES BETWEEN ROAD CALLS		Compared Total Miles with Chargeable Roadcalls						
	8,582							



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings

Wednesday, April 24, 2024

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, April 3, 2024

8:30 a.m.

RCAT Committee Meeting

Thursday, April 18, 2024

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
