



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, April 18, 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 March 21, 2024.	5 minutes	Pages 1 - 3
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	RCAT Liaison Report a. January 2024 Operations Report b. CEO Report c. Action to Enter into Negotiations for General Engineering Services Pool d. Update on Bear Lane Facilities Windstorm Risk Assessment e. Discussion and Possible Action to Adopt a Resolution to Apply for FTA Funding for Eight (8) CNG Buses and a New Maintenance Facility f. Discussion and Possible Action to Confirm Appointment of Chairperson of RTA's Committee on Accessible Transportation (RCAT) g. Update on Shelter Program h. February 2024 Operations Report i. CEO Report	30 minutes	No Attachment
7.	RCAT Member Updates	15 minutes	
8.	Informational Items: a) February 2024 CAF Report b) February 2024 Operations Report Key Metrics c) February 2024 B-Line Report d) February 2024 Maintenance Road Call Report		Pages 4 - 8 Pages 9 - 18 Pages 19 - 25 Pages 26

	e) Upcoming Events and RTA Functions		Pages 27
9.	Adjournment		No Attachment
	Total Minutes:	61	

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

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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 March 21, 2024.	5 minutes	Pages 1 - 3
	➤ Is there a Motion to Approve the RCAT Minutes of March 21, 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.	RCAT Liaison Report a. January 2024 Operations Report b. CEO Report c. Action to Enter into Negotiations for General Engineering Services Pool	30 minutes	

	<p>d. Update on Bear Lane Facilities Windstorm Risk Assessment</p> <p>e. Discussion and Possible Action to Adopt a Resolution to Apply for FTA Funding for Eight (8) CNG Buses and a New Maintenance Facility</p> <p>f. Discussion and Possible Action to Confirm Appointment of Chairperson of RTA's Committee on Accessible Transportation (RCAT)</p> <p>g. Update on Shelter Program</p> <p>h. February 2024 Operations Report</p> <p>i. CEO Report</p>		
7.	<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	
8.	<p>Informational Items:</p> <p>a) February 2024 CAF Report</p> <p>b) February 2024 Operations Report Key Metrics</p> <p>c) February 2024 B-Line Report</p> <p>d) February 2024 Maintenance Road Call Report</p> <p>e) Upcoming Events and RTA Functions</p>		<p>Pages 4 - 8</p> <p>Pages 9 - 18</p> <p>Pages 19 - 25</p> <p>Pages 26</p> <p>Pages 27</p>
9.	Adjournment		No Attachment
	Total	61 minutes	

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

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

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

March 21, 2024

Advisory Committee Members Present: Robert Box, Randal Chisamore, Thomas Cronnon, Rhonda Alvarez, Inez Garcia, and Lilliana Macias-Pettis

Advisory Committee Members Absent: Jeannine Leal

Board Members Present: None

Staff Present: Sharon Montez, Susan Teltschik, Melanie Gomez, Terry Klinger, Sandra Cisneros, 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 March 21, 2024

Thomas Cronnon made a motion to adopt the RCAT Minutes of March 21, 2024, as presented, 2nd by Randal Chisamore.

Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Presented by: Ms. Melanie Gomez

The Committee for Persons with Disabilities (CFPWD) convened on Wednesday, March 6, 2024.

The ADA activity report was updated by the Planning and Community Development department, highlighting the completion of an ADA compliant parking lot at North Beach. Updates on Baker Middle School were also discussed, with the Public Works Department prioritizing street improvements and ADA ramps for other schools ahead of Baker Middle School. The Planning and Community Development department assured the committee of ongoing updates.

CCPD Parking Control reported issuing 67 citations for disabled parking violations, none for obstructing architectural design, and 54 for blocking sidewalks in February.

An ADA Celebration Workshop is in the planning stages to commemorate the 34th anniversary of the ADA on July 19th from 9 a.m. to 1 p.m. Choice Living Community may host the event, featuring vendors, speakers, resources, and breakout sessions. Updates on the workshop will be provided as more details are confirmed.

Three new members were welcomed to the committee: Aliza Long from the Deaf and Hard of Hearing Center, Sonya Durrwachter from Calallen ISD, and Michelle Jones from Wings of Texas.

The committee's next meeting is scheduled for Wednesday, April 3rd at 3:00pm.

B-Line Presentation

Presented By: Melanie Gomez

Ms. Gomez provided her background with CCRTA for 19 years, working in the eligibility department for Paratransit Service.

The presentation detailed the definition of B-Line, the steps to meet the eligibility criteria, the evaluations carried out to establish eligibility, and the categories of eligibility. The eligibility process offers a complimentary pre-interview service, as all interviews are exclusively conducted in person.

Mr. Cronnon inquired about the possibility of completing the application electronically. Melanie indicated that it could be accomplished using different software.

Mr. Cronnon raised a concern about the possibility of the applicant not having a printer. Melanie assured him that in such cases, the rider can reach out to Eligibility and request a physical copy of the application to be sent via mail or fax.

Mr. Cronnon inquired about the maximum distance that bus drivers are permitted to travel to pick up riders. Melanie responded by stating that if the rider is within the designated radius, they can be picked up.

Ms. Pettis asked if riders could utilize B-Line in Portland, Texas. Melanie clarified that although B-Line services Gregory, it is not permitted to stop in Portland due to city regulations. Melanie suggested that riders could arrange private transportation to Gregory, where B-Line can then take them to the City of Corpus.

Ms. Garcia asked about the reason behind the B-Line not reaching San Patricio County. Ms. Montez explained that despite the CCRTA's outreach initiatives to neighboring cities and counties, they ultimately rejected the proposal.

Ms. Alvarez requested a more thorough vetting process for the new buses being purchased, citing her experience with the current ones being too bouncy and causing discomfort to passengers. Meanwhile, Ms. Garcia expressed concerns regarding logistics and planning for riders, noting that the bus did not have sufficient space for three wheelchairs and other passenger equipment during the trip. Ms. Montez stated that she would pass the information along to Operations Department.

RCAT Liaison's Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

Awards and Recognition – CCRTA New Hires:

There was a total of eight new employees added to the CCRTA. The Vehicle Maintenance Department saw three new additions, while the Customer Service Department gained one, and the Transportation Department expanded with four new employees.

APTA Adwheel Award Presented to CCRTA for Best Print Media for Workforce Development:

The Entry Title was “CCRTA Career Fair Print Media” which was used for the September 18, 2023, Career Fair. The Career Fair attracted nearly 30 attendees, resulting in over 20 applications being submitted (13 for Bus Operator positions, 8 for other roles within the organization). Following the event, 10 job offers were extended to candidates. In early October, a New Hire Bus Operating Training Class commenced with a total of 16 participants. The new hires are essential in supporting our workforce due to the increasing demand for Bus Operators and the retirement of current staff members.

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

Jeanine Leal, Randall Chisamore, Inez Garcia, and Rhonda Alvarez were reappointed to the RCAT committee.

Presentation on 2023 Year in Review

The committee reviewed the presentation.

January 2024 Operations Report

Postponed to next meeting.

CEO Report

Postponed to next meeting.

RCAT Member Updates:

Mr. Box allowed the committee members to speak.
Committee members did not have any new information.

Ms. Montez requested the committee members to notify us if they have any presentations to share, so that we can arrange a suitable time slot for them in upcoming meetings.

Adjournment: 1:00 p.m.



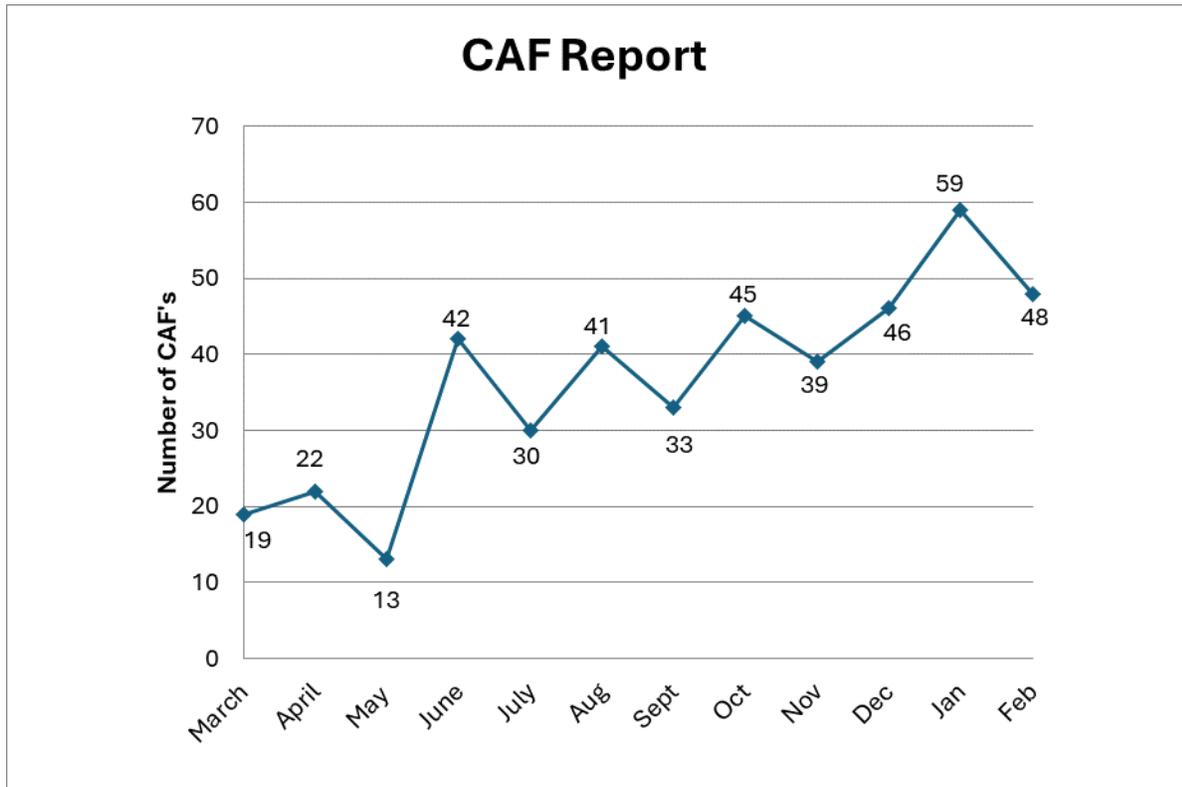
February 29, 2024

Subject: CAF Report for February 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For February 2024, there were 48 reported CAFs which was less than the 59 reported CAFs for January 2023. The decrease of 11 CAFs represents an 18.64% decrease.

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



February 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	1
#12 Hillcrest/Baldwin	4	#65 Padre Island Connection	
#15 Kostoryz/Carroll HS		#76 Harbor Bridge Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	5	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina	6	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	11
#26 Airline/Lipes	1	Transportation	1
#27 Leopard	1	Service Development	4
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	4
#29 Staples	1	IT	
#32 Southside		Safety & Security	
#34 Robstown North Circulator	1	Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	1
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	48

February 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	4			4
Customer Services		1		1
Late/Early – No Show		2	3	5
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Left Behind/Passed Up	3	3	4	10
Inappropriate Behavior	1	3		4
Policy	2			2
Incident at Stop	1			1
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Safety and Security				
Rude	5	1	2	8
Facility Maintenance	4			4
Service Development	4			4
Transportation (Other)	1			1
Overcrowded Vehicle				
IT				
Vehicle Maintenance	1	1		2
Commendations			1	1
TOTAL CAFs	27	11	10	48

Conclusion:

During February 2024, CCRTA received forty-eight CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there was one commendation.

Twenty-seven CAFs were received regarding CCRTA Service, representing 56% of the total customer assistance contacts; there were no commendations and eleven informational CAFs.

Eleven CAFs were received regarding B-Line Service representing 23% of the total customer assistance contacts; there were no commendations.

Ten CAFs were received regarding Contracted Fixed Route Service representing 21% of the total customer assistance contacts; there was one commendation and one informational CAF.

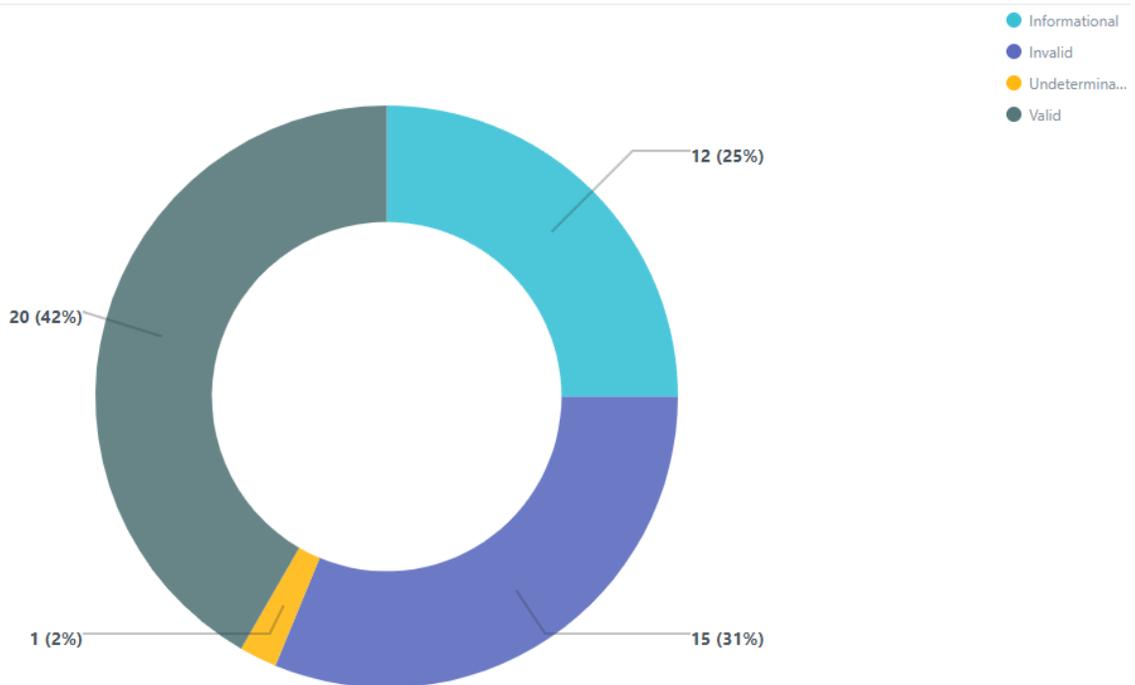
Outcome:

Twenty CAFs were found to be Valid.

Fifteen CAFs were found to be Invalid.

One CAF was Unable to be Determined due to being unable to determine speed.

Twelve 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 to the customer at the conclusion of the investigation 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

April 3, 2024

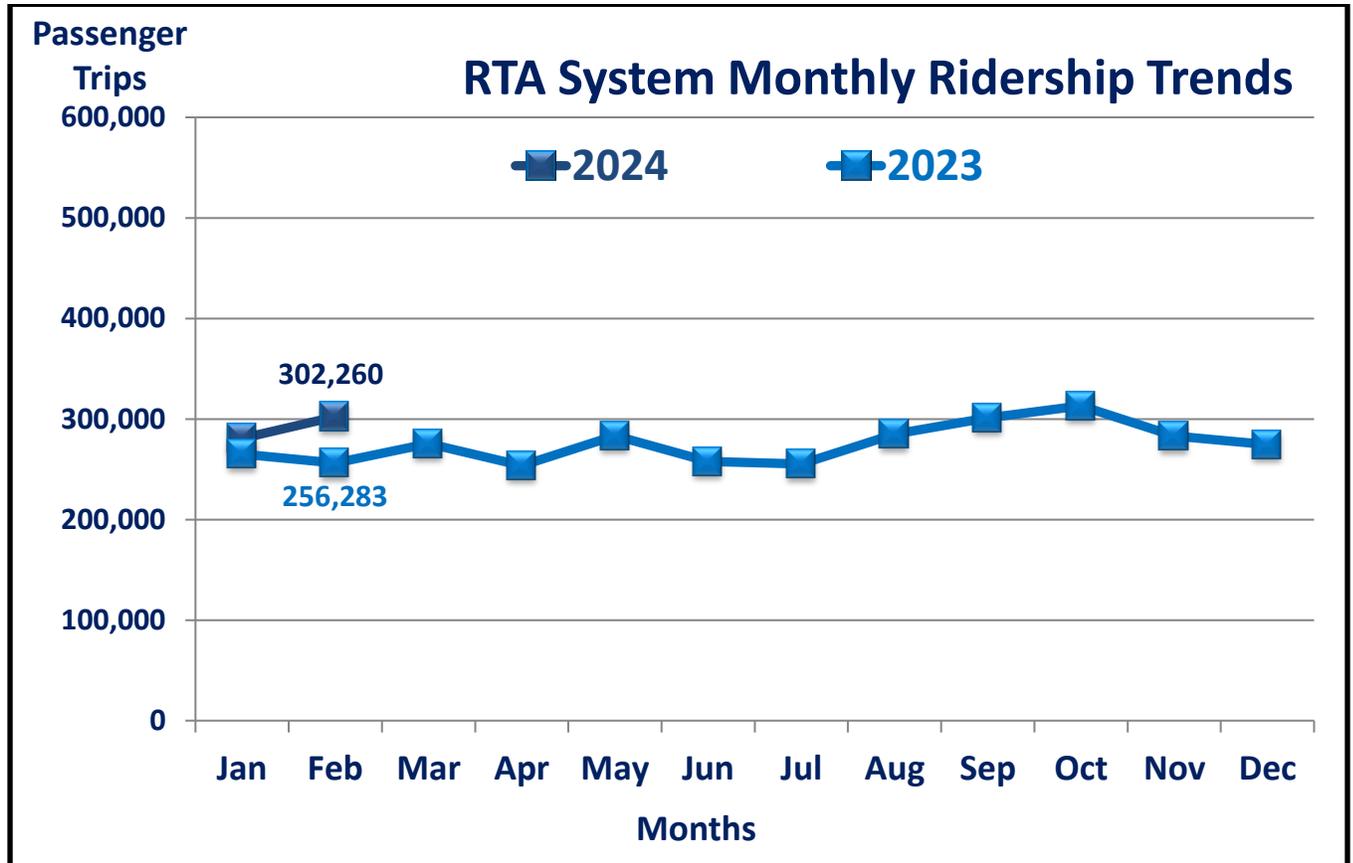
Subject: February 2024 Operations Report

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

February 2024 system-wide passenger trips totaled 302,260 which represents a 17.9% increase, compared to 256,283 passenger trips in February 2023 with 45,977 more trips provided this month.

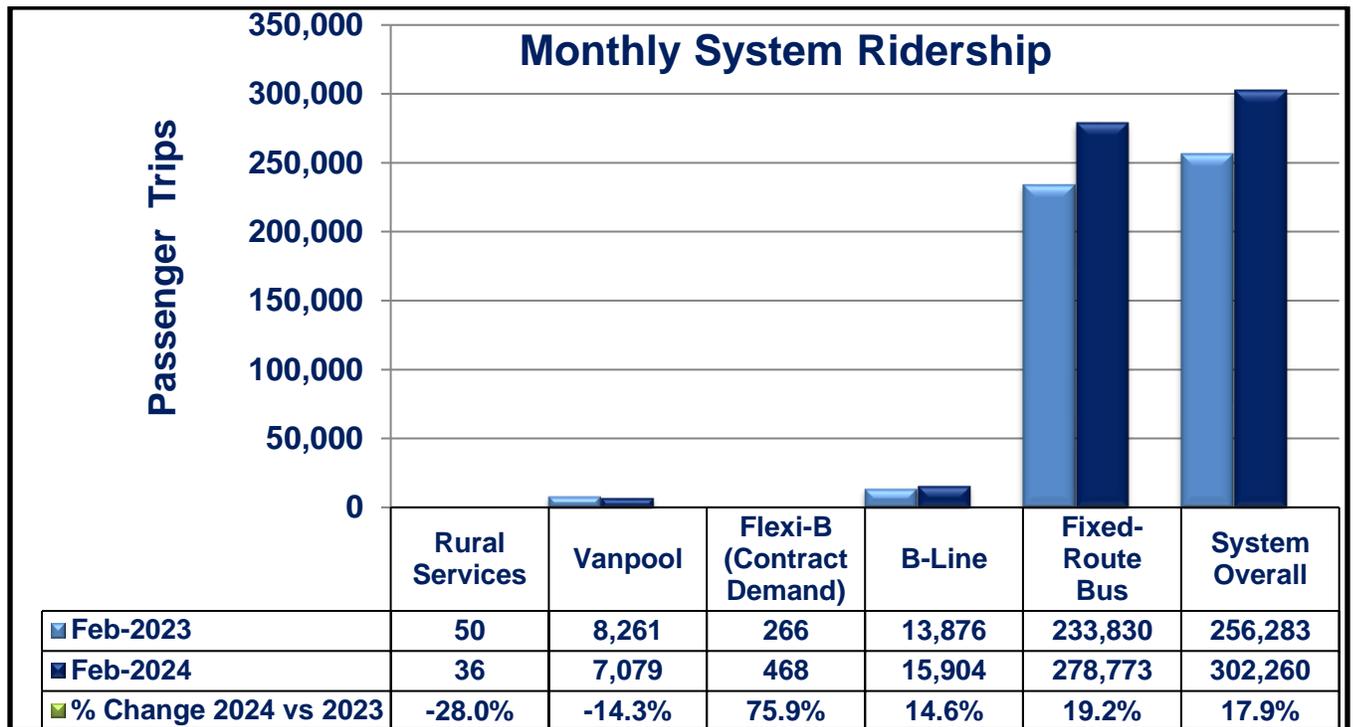


February 2024	February 2023	Variance
21 Weekdays	20 Weekdays	+1
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
29 Days	28 Days	+1

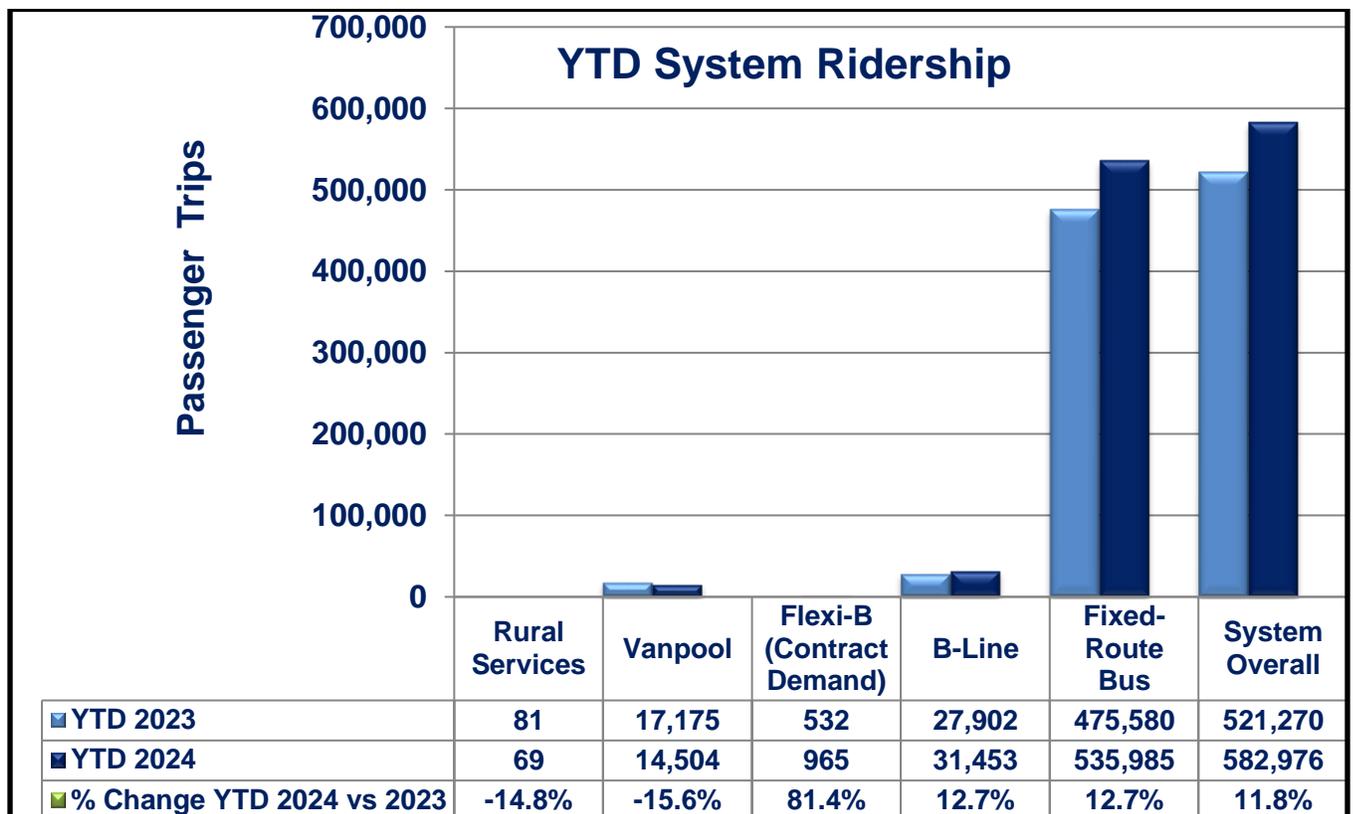
The average retail price for unleaded gas in Corpus Christi was approximately \$2.86 per gallon compared to \$2.89 per gallon in February 2023¹ which represents a 1.0% decrease in the average cost per gallon. February rainfall was below average at 1.10 inches compared to the average rainfall of 1.29 inches. February 2023 was below the normal average at 0.19 inches.² The 75.8-degree average high temperature for February 2024 was above the normal average temperature of 71.9-degrees.

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

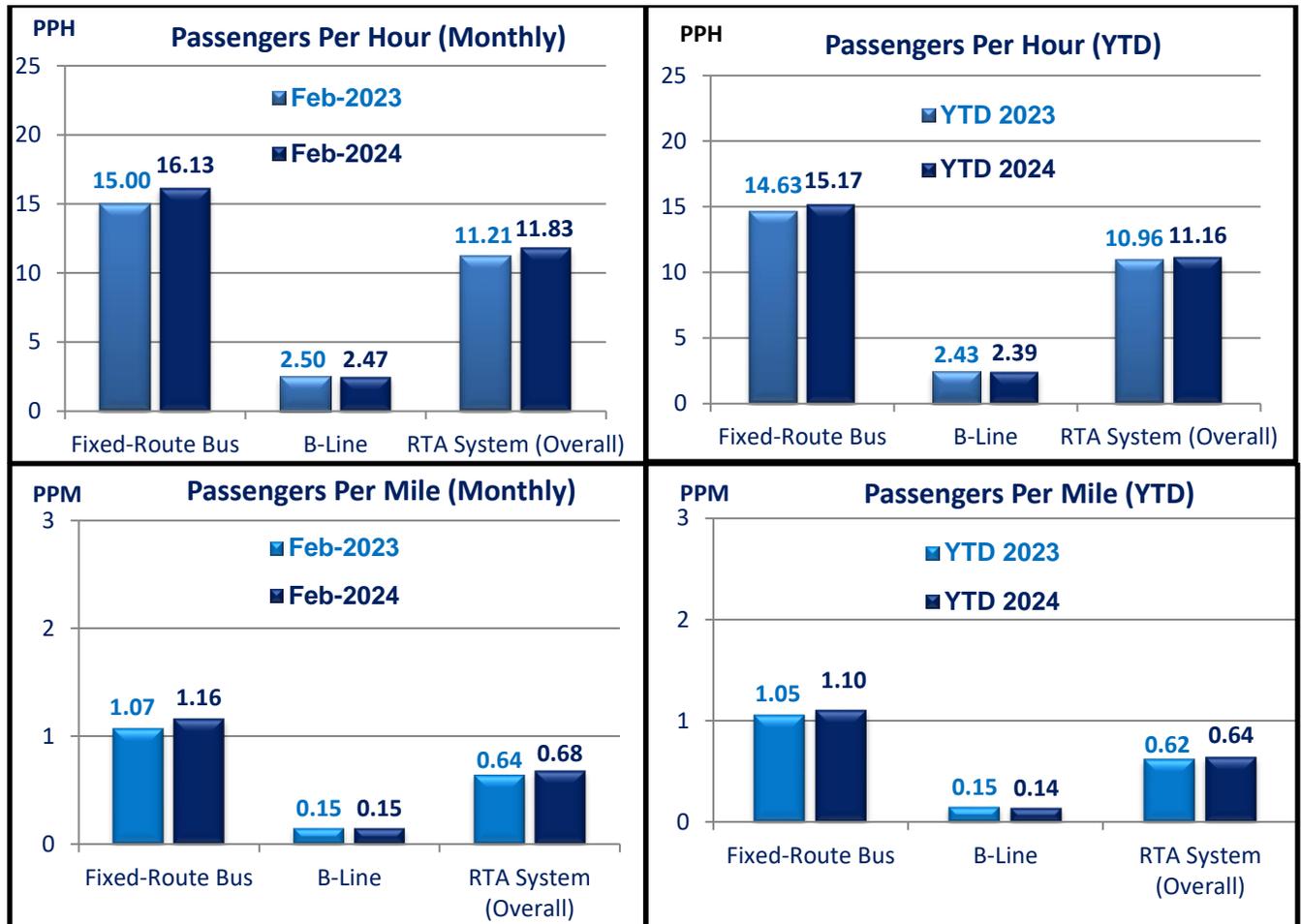
The chart below shows monthly ridership results for all services. CCRTA recorded 45,977 more passenger trips in February 2024 resulting in a 17.9% increase as compared to February 2023.



The chart below shows YTD ridership results for all services. 61,706 more trips compared to 2023.



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



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

Schedule Adherence	Standard	Nov-23	Dec-23	Jan-24	Feb-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.3%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.3%	88.6%	92.6%	85.7%	88.8%
Monthly Wheelchair Boardings	No standard	3,408	3,258	3,324	3,736	3,432
Monthly Bicycle Boardings	No standard	5,489	5,309	5,337	5,759	5,474

On Detour

- **Port Ave.:** Waterline 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.
 - Routes 27 & 28 (**12** stops impacted)
- **Gollihar Rd.** (Crosstown-Greenwood): Began April 24, 2023.
 - Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd.** (Carroll-Kostoryz): Project began Oct 30, 2023.
 - Route 19 (**8** stops closed)

Detours Expected

- **Alameda St.** (Louisiana-Texan Trail): Preliminary work began Fall-2023.
 - Routes 5, 17 (**19** stops will be impacted-but not yet)
- **Comanche St.** (Carancahua-Alameda): Began early-2024.
 - Routes 12, 21, 27 & 28 (**4** stops will be impacted)
- **Brownlee Blvd.** (Morgan-Staples): To begin mid-2024.
 - Routes 5x & 17 (**8** 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 may be impacted)
- **Alameda St.** (Everhart-Airline): Project in design (30%).
 - Route 5 (**13** stops may be impacted)

Currently No Detours

- **Alameda St.** (Del Mar Blvd.-Louisiana): Utility work began Oct.-2023.
 - Routes 5, 17 (**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)

For February 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 **43** in February.

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

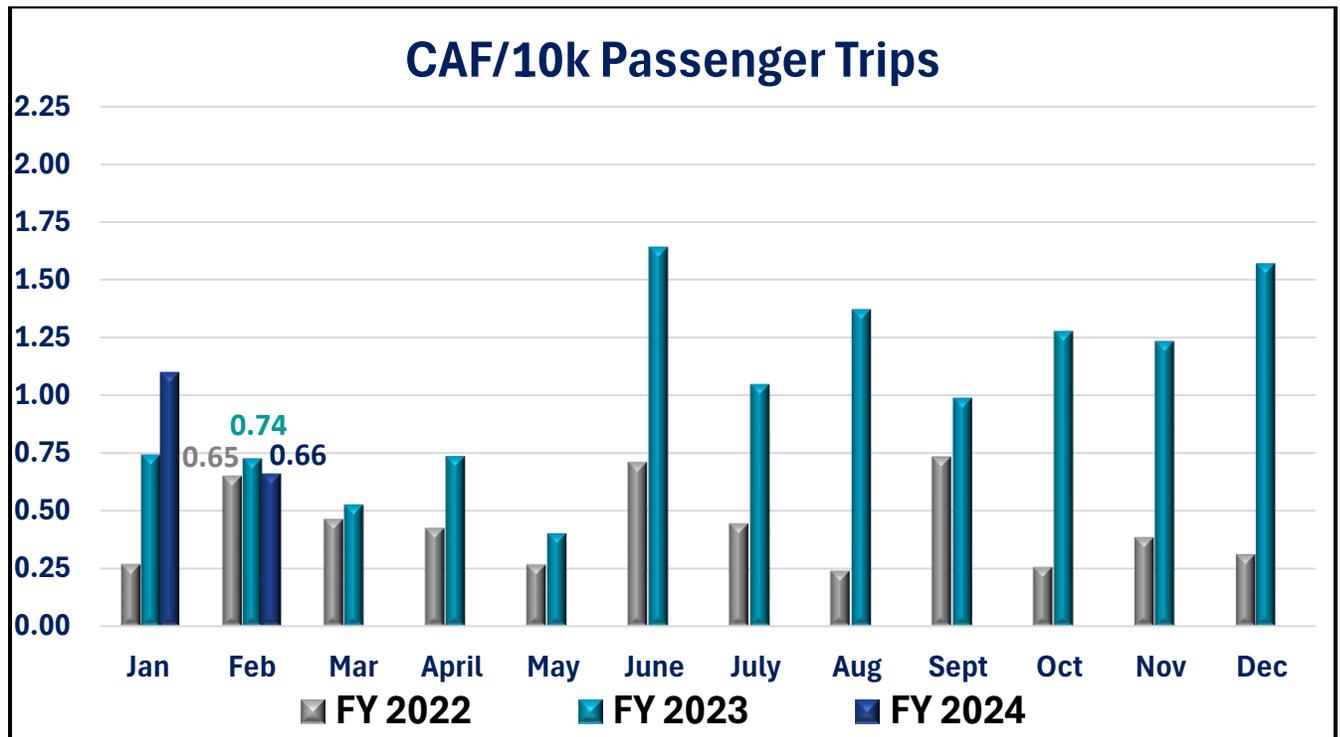
In February 2024, B-Line service performance metrics are listed below.

- Productivity: **2.47** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **86.2%** for February 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): **22,962** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,910** ambulatory boardings; **4,133** wheelchair boardings

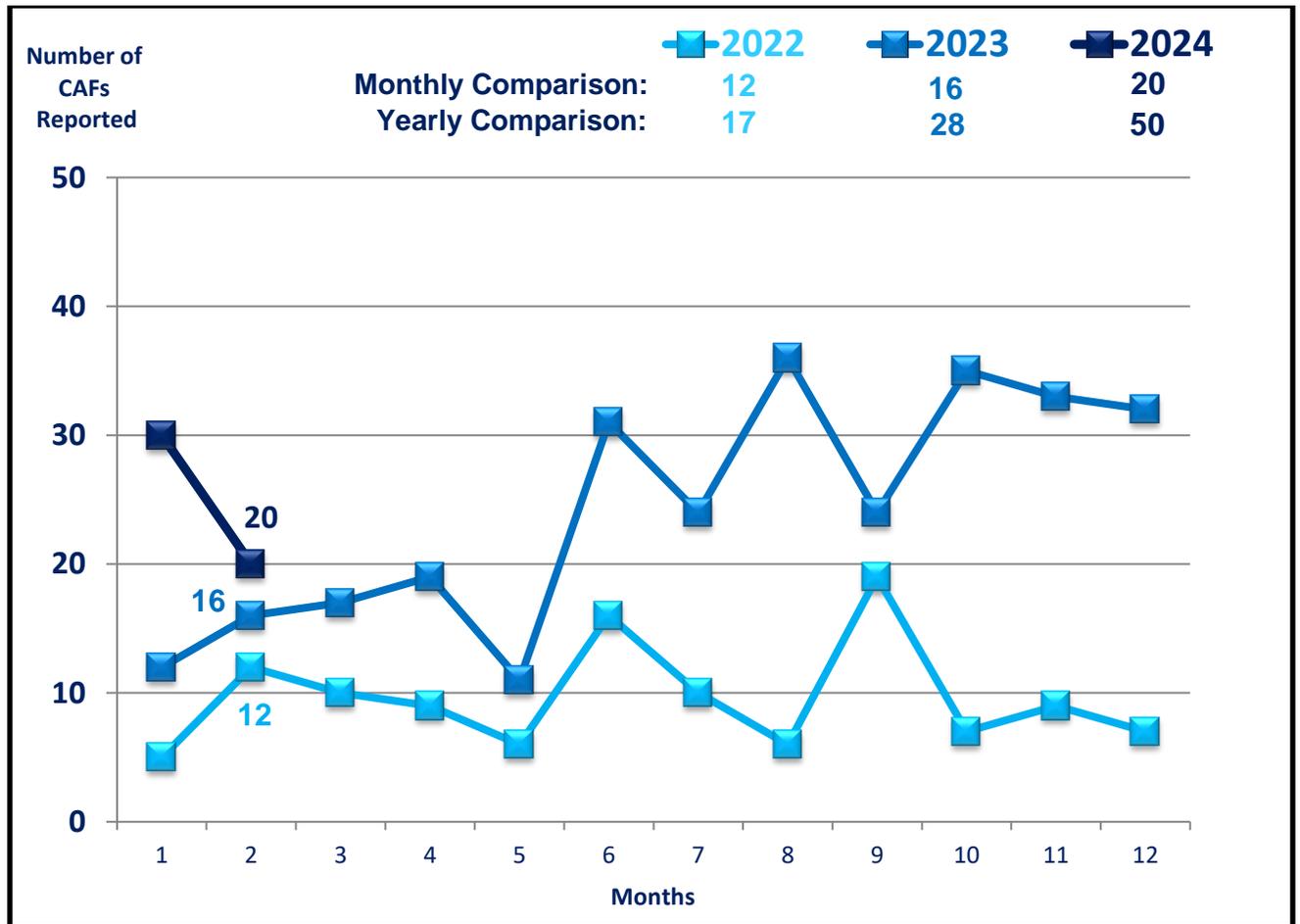
Metric	Standard	Nov-23	Dec-23	Jan-24	Feb-24	(4) Month-Ave.
Passengers per Hour	2.50	2.43	2.36	2.32	2.47	2.40
On-time Performance	95%	87.9%	88.3%	91.5%	86.2%	88.5%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	14,020	20,270	15,691	22,962	18,236
Monthly Wheelchair Boardings	No standard	4,250	4,202	4,095	4,133	4,170

Customer Programs Monthly Customer Assistance Form (CAF) Report

For the month of February 2024, Customer Service received and processed 48 Customer Assistance Forms (CAF's) of which 20 or 42% were verified as valid. This equates to approximately 0.66 CAFs per 10,000 passenger trips. There was one commendation for the month of February.



Number of CAF Reports: Current and Historical Trends



Route Summary Report:

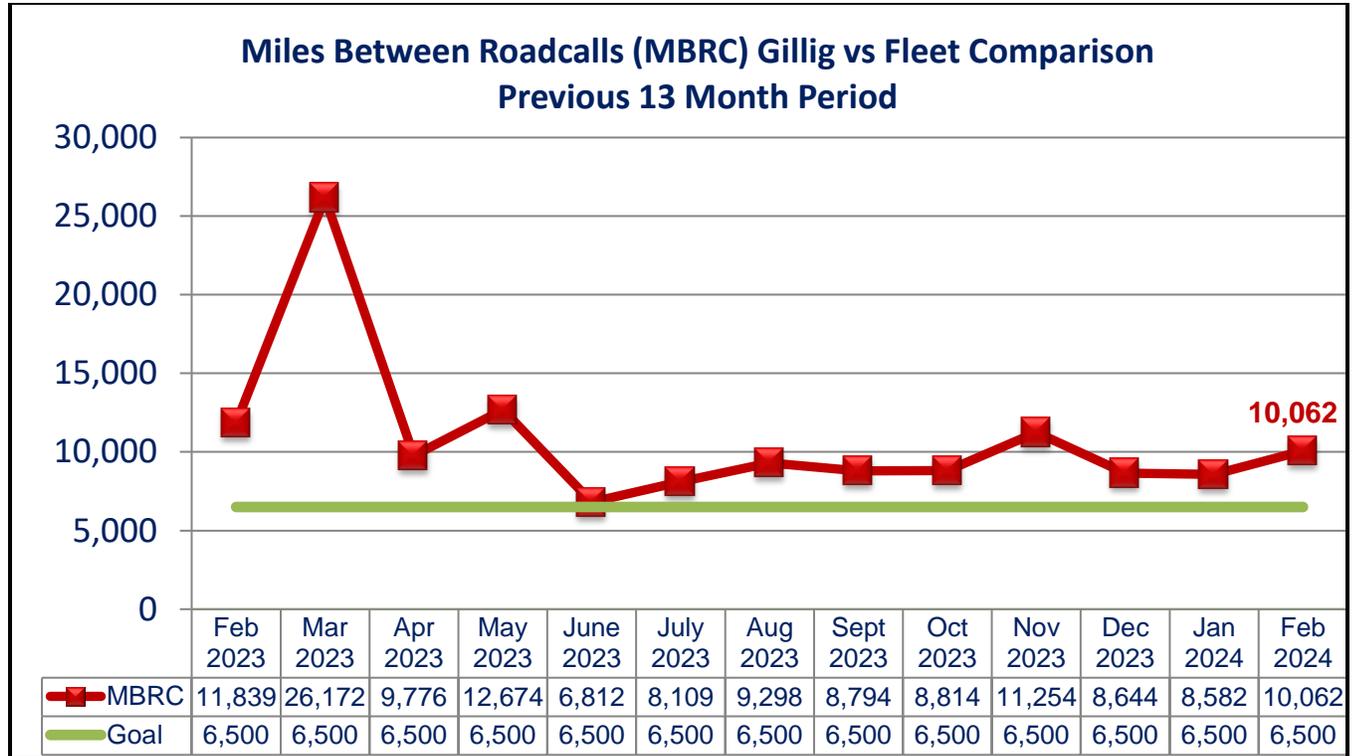
Route	# of CAFs	Route	# of CAFs
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#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	1
#6 Santa Fe/Malls	1	#65 Padre Island Connection	
#12 Hillcrest/Baldwin	4	#76 Harbor Bridge Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach Shuttle	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	5	#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	6	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	11
#25 Gollihar/Greenwood		Transportation	1
#26 Airline/Lipes	1	Service Development	4
#27 Leopard	1	Facilities Maintenance/Bus Stops	4
#28 Leopard/Navigation		IT	
#29 Staples	1	Safety & Security	
#32 Southside		Vehicle Maintenance	
#34 Robstown North	1	Commendations	1
#35 Robstown South			
#37 Crosstown/TAMU-CC	1		
		Total CAFs	48

Processed CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	4			4
Customer Services		1		1
Late/Early – No Show		2	3	5
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Left Behind/Passed Up	3	3	4	10
Inappropriate Behavior	1	3		4
Policy	2			2
Incident at Stop	1			1
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service				
Safety & Security				
Rude	5	1	2	8
Facility Maintenance/Service Development	8			8
Transportation (other)	1			1
Vehicle Maintenance				
IT				
Vehicle Maintenance-IT				
Vehicle Maintenance	1	1		2
Commendations			1	1
Total CAFs	27	11	10	48

Vehicle Maintenance Department: Miles Between Road Calls Report

In February 2024, there were 10,062 miles between road calls (MBRC) recorded as compared to 11,839 MBRC in February 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 10,833.



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: March 6, 2023

SUBJECT: B-Line Report for February 2024

- ❑ Ridership for the month of February 2024 was 15,904 compared to 13,876 for February 2023, which equates to 2,028 more trips representing a 14.62% **increase**.

- ❑ Ridership for YTD 2024 was 31,453 representing a 12.73% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
27,902	31,453	3,551	12.73%

Service Standards

- ❑ Productivity: 2.47 PPH (Passengers per hour) February 2024, contract standard is 2.50

- ❑ On Time Performance: 86.15% on time performance for February 2024

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

- ❑ 2,069 trips out of 14,936 trips (13.85%) did not meet the standard for on time performance in February 2024. Of that number:
 - 1,948 were < 30 minutes late.
 - 120 were > 30 minutes late.
 - 1 was > 60 minute late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 183,694.8 miles with 8 road calls that equates to 22,961.85 miles between road calls for February 2024. MV did exceed the minimum standard of 12,250 miles between road calls for February 2024.

Wheelchair Boarding's and associated statistics

For the month of February 2024, there were:

- 10,910 - ambulatory passengers
- 4,133 - wheelchair boarding's
- 748 - personal care attendants (AM)
- 109 – companions
- 4 - animals

Other Service statistics

There were 20 complaints and c commendations **Customer Assistance Forms** recorded for Feb 2024:

1. Mr. Moise says that the route 3 at NAS Drive @ Skipper (0605) Is not servicing his stop. As an example today at 06:05AM. he was left behind, in one of the new stops that lights up. He also carries a flashlight the majority of the time to signal, but has not work to stop this from happening. He did recognized that this happen assiduously but not all the time.
 - a. We apologize for this inconvenience we have coached driver Adrian and have showed him his error. He is well aware of where he went wrong and has vowed to never let it happen again.
2. Name: Rebekah Lundy Email: rebekahbrianne@gmail.com Phone No. : 3617395729 Message : Driving down Staples and bus pulled out in front of me from Walmart parking lot. There was not room for her to safely pull into traffic, yet she continued to push her way in. I honked and she proceeded to flip me off, with my children in the car. It was bus 3050.
 - a. We apologize for this inappropriate behavior. We have pulled the operator who stated that she was already in the process of pulling out when the adverse driver came over on here. She confessed to the flipping off and has been retrained on customer service and coached on professional manners when being a representative of the compnay. She apologized saying it was a rough day, which she was informed is no excuse for her bad behavior.
3. Dr. Jennifer Scott from Choice Living Community, called to report that on February 7th, an operator by the name of Tim, picked up Isaac Hernandez from CLC. She believes his pick-up was scheduled for 3:30pm. When her and a staff member saw Tim outside of his bus, on his phone and smoking a cigarette, they approached him to ask him if he was waiting to pick up one of their clients. He said, yes and that he was waiting for Isaac. One of the staff members went back into the facility to find Isaac, only to find that he was not inside and several people reported that he had already gotten on the bus. The staff member went back to the bus and sure enough, Isaac was already on Tim's bus. Dr. Scott believes that the only reason Tim didn't see Isaac board the bus is because he was too busy on his phone. She would also like to report that CLC is on a school campus and that Tim, nor anyone else, cannot be smoking on campus. She said there are children in the area from Annapolis Christian Academy and although her clients are adults, there is no smoking allowed on campus. She understands that she cannot tell anyone what to do on their breaks but he cannot be smoking on a school campus. She would like a response from someone regarding how this going to be handled. Her number is 361-510-0672.
 - a. Please except our sincerest apology. After review of the video footage operator was seen smoking. Operator was pulled from route and coached by the safety manager. He is well aware that he is not to smoke on campus or any adult day care centers. He knows to keep a lookout for his passengers when picking them up and not be distracted by his cellular device. He is

remorseful and promise to never let this happen again. Safety manager will reach out to Dr. Scott.

4. Mr. Flores waited for his 7:00 am B-Line pickup at Building 32. The bus, as usual, parked on the opposite side. Anticipating this, Mr. Flores walked over and confirmed his hunch. Spotting the bus, he hurried toward it, but it drove off, leaving him behind. This was the bus meant to take him to work at Advanced Industries. Mr. Flores wants a call back.
 - a. We apologize for this inconvenience after review of Mr. Flores trip. The operator followed the directions given to get to Mr. Flores apartment. Operator stated that he was at building 32 and followed the directions to the letter to make sure he was correct. Operator arrived at 707 and left at 714. Operator also stated that he never saw Mr. Flores approaching the bus or he would have transported the client.
5. Mr. Navarro's complaint is related to the late arrival of his transportation to work yesterday. He also pointed at the lack of communication between the scheduler and the driver with the instructions on the pick up and drop off, and the constant repetition of having to explain them.
 - a. After reviewing Mr. Navarro he was scheduled for a 5:40 operator arrived at 6:10 and waited client was boarded and departed at 6:15 and taken straight to his destination. A suggestion is to inform the call taker of the time you have to be at work and remember that the operator has a 30 minute window to arrive on location for you.
6. Bus driver stuck middle finger at me while trying to merge in the left lane while right lane was under construction. Bus number 3024 on Everhart and holly 02/14/2024 3:30 pm
 - a. We do apologize for this inappropriate behavior. Operator will be removed from route to under go customer service training.
7. Mr. Ronny Tucker called upset that he missed his B Line pickup this morning at 8:20am. He called B Line at 8:25 and Rosie told him yes, he missed it. He is upset because the Operators call or honk for other passengers when they are in front of their homes, but he never receives a call. He wants to know why. Please call him at 361-232-1767 for an explanation and how he can request the same curtesy everyone else is getting.
 - a. After review of Mr. Tucker trip it does show that he had an 8:20 operator arrived at 8:18 and waited until 8:25 before moving on. My suggestion would be to inform the call taker that you would like the driver to honk the horn upon arrival.
8. Tanya the Group Home Supervisor asked the operator that dropped off 3 of her clients at 4622 Mokry if she could park right in front of the house so that one of the individuals who uses a walking could just walk straight into the house. Tanya explained to the operator that it is hard and dangerous for the individual with the walker to walk on the sidewalk that is broken up. The Operator responded you want me to do it because it is easier for you right? Tanya explained the reason behind the request and the Operator said I will do it today, but I will not do it tomorrow. She said the Operator was very rude and unprofessional. Please contact Tanya at 361-742-0785

- a. We apologize for the rude behavior displayed by the operator. After review of the complaint the operator has been removed from route and placed in customer service training. She has also been reminded that we provide excellent customer service and assist our riders well within safety reasoning. She has also been counselled on the importance of remaining professional at all times.
9. Joy Graham called to let us know that bus #2032 (possibly 2023, I don't see a #2032 in the system) had absolutely no brake lights. She said when the bus stopped there were no brake lights and she was afraid they would cause an accident
 - a. Please thank Ms. Graham for informing us of this issue. We have a supervisor in route to check the vehicle and if the brake lights are out we will switch out vehicles.
10. I'm waiting for my stop for route 24 I'm trying to go to del mar oso creek campus at the 1:30 stop by the wing n more. My bus driver who's a skinny Mexican guy with sunglasses slowed down didnt even stop and just kept going. Now I have to wait 30 more minutes for this dude to come back around when I was trying to get to school early.
 - a. After speaking with the operator he stated that he did wave at the person but the person made no attempt to let him know he wanted his bus that's why he didn't stop. Sometimes people are just sitting at the bus stop. Operator has been informed that if it's your stop to actually stop if they don't get up then move on.
11. Called to compliment the Operator because she was very pleasant with the passengers and the ride was very smooth.
 - a. Please thank this rider for recognizing the operators hardwork and dedication.
12. Mr. Reyna waited for bus 34 at the bus stop since 8:50 am, but it never arrived. He believes route 34 from CCRTA is highly unreliable, citing frequent issues like breakdowns, delays, or the bus taking the wrong route (35 instead of 34). Upset by this, he insists on a call back for an explanation of the route's consistent unreliability.
 - a. After review of the route the operator is following the block paddle given. The normal delays are due to the train which we try to avoid but sometimes is unavoidable. IT and planning will be getting together to review the route to make sure any changes made were relayed to everyone.
13. Route 4 was at Walmart at 8:54 when Karen Glanz asked the Operator, Rosalinda, when they were going to leave for Compton and Waldron. The Operator answered you need to be patient, I know who you are, and I know how you are. Mrs. Glanz was upset that the operator answered her with those comments instead of the time. Mrs. Glanz would like a response via email: ahkeglanz@gmail.com
 - a. Please accept our sincerest apology. Operator has been coached on the importance of just answering the questions to the best of their ability, as well as keep their personal opinion to themselves. Operator has been put in customer service retraining.
14. Hello, my middle schoolers at Driscoll MS have been taking the #12 to school daily. The last few days, the driver has not stopped to pick them up from the stop, claiming the bus is full when it is not. This is causing issues with my children being

late to classes because back-to-back busses are leaving them behind. I'd like to resolve this asap. Their stop is at Palm @ MLK, and they have two bus times to catch between 8am and 8:30am. This happened this morning, but it has been happening at least 3x a week now. Driscoll Middle School starts classes at 8:50 so they're usually on the earlier bus to be there on time for breakfast and class.

- a. Video has been pulled and viewed for the day in question. We have watched the video for both routes and we don't see the operator say the bus is full nor do we see anyone at the bus stop. No sure if they are sitting in a car in the area because we do see a car but the operator doesn't know that they are in a car. We also don't allow standing on our units. I'm not sure where they were but in the video I'm not showing anyone at the stop.
15. The B Line bus parked in front of 3221 Olsen and got out to smoke. The homeowner was cutting his yard and avoided that area because of the smell. He understands that it was outside, and people can smoke, however he was offended when the operator littered by disposing of his cigarette bud on the ground. He thinks he should have put it out and taken it with him.
- a. We apologize for this display of unacceptable behavior. Operator has been pulled from route and explained the importance of the representation that he is displaying is unacceptable. He was informed that we will not receive another smoking complaint or littering complaint or we will have to take further steps. Thank the customer for informing us of this type of behavior.
16. Ms. Sylvia Ruis is calling for her son Brandon Flores. Brandon had a pickup this morning at 10342 River Run Building 32 at 7am for work. Brandon went outside to see if the bus was there and saw it by the dumpster at Building 34. Brandon had to get his bike so he could go to Building 34 but the bus took off. He rode his bike and caught up to the bus, the operator did not let him on the bus but told him to contact RTA. This is causing him to miss work. Ms. Ruis called on Monday 02/26 and spoke to someone in Bline about the same thing happening. She was told that an email was going to go to the supervisor but as of today no one has called her. She would like a call back at 361-558-6756
- a. We are in the process of have a supervisor go out to the location to see exactly where the passenger wants to be picked up from to make sure it's safe. The operator did stated that they were near the dumpster but did not see the building number 32 but followed the direction in the comments which states by the dumpster and building 32 is in the back. If the supervisor feels the bus is not able to fit we will have to come up with a meeting spot.
17. Mrs. Robinson is delighted with the recent changes made to the pick-up process last week. She reports that dividing the group into two has been highly effective, and she is thrilled that her feedback was finally taken into account. She also wanted to express her praise for the people involved in this process.
- a. Thank Mrs. Robinson for the the feedback.
18. Mr. Adrian Bolden was waiting for the RT 12 at Staples Station last night and the 9pm bus never showed up. He waited until 9:15 and decided to walk home. He would like a call back at 361-752-0739
19. Ms. Karen Glanz called to say the 3pm RT 3 left Compton and Waldron late and did not get to Building 8 until after 3:29 pm when it should have been there at 3.13

making the bus late getting back to Compton and Waldron so the passengers could make their connection to the 65 at 3:47pm. Email her at ahkeglanz@gmail.com

20. Ms. Robinson called back on 2/22/2024 to complain that her pickup time was 5:30pm, but it was 6:40pm and she's still waiting at S TX Lighthouse for the Blind. She's waiting with several B-Line riders but also other workers who have to stay with them until they are picked up. She said they did split the riders up between the buses as she had asked, but they can't be waiting for over an hour for pickup. Please call her about her late pickup yesterday. Previous complaint: Belva Robinson called about the service she's been receiving on B-Line. She wants someone, other than Tameka, to call her back regarding her concerns. She called upset because a new operator has been assigned to her route from South Texas Lighthouse for the Blind. She reported that every time a new operator takes over that route, there are problems. She's upset because this particular operator from yesterday, 2/12/24, picked up 12 passengers from STLB to take them home and this operator didn't know her way to these passengers' homes and was asking them where to turn. Ms. Robinson said they are all blind and they don't know where the bus is and how to give directions. She reported that the operator either almost hit someone or someone almost hit her, and the operator had to call it in and report it. Then the operator was having issues navigating through the complex to get to her house. She's wondering why these operators are not trained beforehand when taking on new routes. She feels this is a safety issue and this is not the first time this has happened. Her other complaint was that they are picking up 12 people, all from STLB, so it's taking longer to get home. She reported that there have been times when she doesn't get home until close to 8pm
21. Customer accompanied by other three, wave at the bus driver and instead slow down he speeded up and left them behind. They said this could be because they already complaint about this same driver a week ago, Beth Kolarich 3612783874
22. As Ms. Jordan approached the front of the bus, the driver unexpectedly raised his shield, accidentally striking her in the face. When she requested the deployment of the ramp, the driver initially refused. Recounting the incident, she mentioned having to ask multiple times before the driver finally obliged. In a moment of frustration, she muttered to herself, referring to him as an idiot. Sensing the tension, the driver, perhaps having overheard her remark, began stowing the ramp without allowing her to use it. The situation escalated, prompting Ms. Jordan to issue a threat to involve the police. It was only after this ultimatum that the driver relented and deployed the ramp.

Conclusion

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

- ❑ 2.47 passengers per hour
- ❑ 86.15% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for February 2024 at 22,961.85 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for February 2024

	Total Miles Driven in February for Each Bus Type	Total Road Calls for February for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	180,726	30	30	0	12	18	1	1
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	30,585	16	16	0	9	7	0	1
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	211,311	46	46	0	21	25	1	2
MILES BETWEEN ROAD CALLS		Compared Total Miles with Chargeable Roadcalls						
	10,062							



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, May 8, 2024

8:30 a.m.

RCAT Committee Meeting

Thursday, May 16, 2024

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
