



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, May 16, 2024
 Time: 12:00 p.m.
 Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

Robert Box, 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 April 18, 2024.	5 minutes	Pages 1 - 4
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	Chairperson's Report a. Discussion of Unsung Hero Awards b. RCAT Member Updates	20 minutes	No Attachment
7.	RCAT Liaison Report a. CCRTA New Hires b. APTA Gold Safety & Security Awards 1. Bus Security Award 2. Bus Emergency Management Award c. March 2024 Operations Report d. CEO Report e. Review Bus Stop Survey Form for June Route Study	30 minutes	No Attachment
8.	Informational Items: a) Unsung Heroes b) March 2024 CAF Report c) March 2024 Operations Report Key Metrics d) March 2024 B-Line Report e) March 2024 Maintenance Road Call Report f) Upcoming Events and RTA Functions g) Route Evaluation Form		Page 5 Pages 6 - 10 Pages 11 - 20 Pages 21-25 Page 26 Page 27 Page 28
9.	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 April 18, 2024.	5 minutes	Pages 1 - 3
	<ul style="list-style-type: none"> ➤ 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) ➤ Melanie Gomez will provide the update.	5 minutes	No Attachment
6.	Chairperson’s Report a. Discussion of Unsung Hero Awards b. RCAT Member Updates The floor is open to share items such as community outreach,	20 minutes	No Attachment

	issues continually seeing and how committee can help, etc.		
7.	RCAT Liaison Report a. CCRTA New Hires b. APTA Gold Safety & Security Awards 1. Bus Security Award 2. Bus Emergency Management Award c. March 2024 Operations Report d. CEO Report e. Review Bus Stop Survey Form for June Route Study	30 minutes	
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9.	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**

April 18, 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, Sandra Cisneros, Amanda De La Cerda

MV Present: Timothy Van Zalen

Call to Order: Sharon Montez 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

Committee for Persons with Disabilities (CFPWD) Update

Presented by: Ms. Melanie Gomez

There was no presentation.

RCAT Liaison's Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

January 2024 Operations Report

There was an increase of 5.9% in passenger trips, 10.1% increase in revenue service hours, and 7.0% increase in revenue service miles compared to January 2023.

Eligibility has experienced an increase in applications for Fixed Route.

Mr. Cronnon questioned what the high-water mark was on the B-Line and Fixed Route Service.

Ms. Montez informed the committee that the ridership per month averaged about 14k riders per day and annual ridership was closer to 4+ million. CCRTA has experienced an increase in ridership

and averages 3+ Million in annual ridership. Ms. Montez also informed the committee that there is expected to be an influx of ridership due to the “Senior Tsunami” or baby boomers as reported.

CEO Report

Operation and Project progress included a rise in Ridership by 19% in comparison to February 2023, completion of 85% of bollard installation at Port Ayers Transfer Station and pouring of three sections of the platform this week. The Transfer Station is also being fitted with the new CCRTA logo color scheme. CEO and Deputy CEO attended various events to help advance the CCRTA’s mission. Additionally, contracts for ADA Bus Stops Phase VII were granted for zones 1, 2, and 3. Ongoing efforts in Employee Relations were highlighted by Coffee Day hosted by Travelin Tom’s Coffee Truck and the observance of National Employee Appreciation Day on March 1st.

Discussion and Possible Action to Adopt a Resolution to Apply for FTA Funding for Eight (8) CNG

CCRTA is actively pursuing funding to acquire eight CNG buses as a replacement for the existing diesel buses. The estimated cost for these buses is over \$5 million. By transitioning to CNG buses, CCRTA aims to reduce fuel expenses and contribute to a more environmentally friendly transportation system. Additionally, these buses will be utilized in Workforce Development Training, further enhancing their value.

Furthermore, CCRTA is also seeking funding for the construction of a new Facilities Building. This new building will adhere to Windstorm codes and will be designed to withstand a category four hurricane. Unlike the current building, which was constructed prior to these standards, the new facility will ensure the safety and resilience of CCRTA's operations. In addition to meeting windstorm requirements, the facility will undergo upgrades to enhance CCRTA's ability to respond to emergency situations in the event of a catastrophe. The estimated cost for this project is over \$49 million.

Mr. Cronnon questioned whether CCRTA will acquire funding by continuously applying for funding or by also looking at other sources of funding.

Ms. Montez has informed the committee that they are also exploring alternative sources of funding, in addition to continuously applying for funding.

Discussion and Possible Action to Confirm Appointment of Chairperson of RTA’s Committee on Accessible Transportation (RCAT)

Mr. Box was nominated to the RCAT Chair and accepted. Mr. Box will nominate a Vice Chair and the RCAT Committee will vote on it.

Update on Shelter Program

Ms. Montez reviewed the Service Standards and Shelter Placement Methodology. The standards encompassed various criteria such as a minimum of 30 daily boardings, proximity to major employment centers and transfer points, accessibility to social service centers and senior citizen activity centers, among others. All these factors were deemed necessary for the installation of a shelter.

To enhance data analysis, Automatic Passenger Counters will be implemented on the buses. These counters will provide real-time data that can be analyzed daily.

Mr. Cronnon inquired about the current process in place.

Ms. Montez informed the committee that the Fair Box system is currently being utilized. This system allows the operator to select the appropriate category for each rider by pressing a designated button. The current system is expected to automatically generate the relevant data.

The Shelter Program is currently in its Option Year and is anticipated to receive a delivery of amenities in early summer 2024.

Ms. Alvarez raised a query regarding the semi-seat benches.

Ms. Montez informed the committee that benches would be installed, provided there is a three-foot clearance for wheelchairs, among other considerations.

Ms. Montez also informed the committee that the project aims to have 44% of the bus stops equipped with shelters. However, the installation of shelters in neighborhoods has started to pose challenges for residents, as it has led to the congregation of unhoused individuals and other groups.

Mr. Cronnon expressed his concern that the riders primarily come from these neighborhoods and are essentially the ones who require the shelters.

Ms. Alvarez inquired about high ridership and its impact on trash at the bus stops.

Ms. Montez informed the committee that the CCRTA does have a Bus Stop Maintenance contract that consists of trash pickup, landscaping, graffiti removal, tree trimming, etc.

February 2024 Operations Report

Passenger trips saw a 17.9% rise, revenue service hours increased by 11.8%, and revenue service miles went up by 11.3% when compared to February 2023. Additionally, 34% of bus routes were affected by ongoing construction improvements.

CEO Report

There was a 4% increase in ridership compared to March 2023. Customer Service hours have been extended to include Saturdays from 8 a.m. to 5 p.m. Kleberg Bank has been demolished. ADA Bus Stop Phase VII Zones one and three have been finished, while Zone two is still undergoing construction. The CEO has been actively involved in advancing CCRTA's mission by attending various functions. Additionally, CCRTA has taken part in community events such as STEM Night at Cunningham @ South Park Middle School, the Buc Days Leadership Program Scholars tour of the Port of Corpus Christi, and the State of Downtown event.

Mr. Box arrived at 12:46

Action to Approve Meeting Minutes of March 21, 2024

Mr. Cronnon made a motion to adopt the RCAT Minutes of March 21, 2024, as presented, 2nd by Inez Garcia.

Motion Passed.

RCAT Member Updates:

Mr. Box opened the floor to committee members to discuss items.

Ms. Alvarez informed everyone about Sandfest and to use bus 65 and 94 to take you there.

Ms. Macias-Pettis has requested that the Eligibility Department come discuss the application process with case managers at her facility. She wants to ensure that her patients have transportation sorted to ensure a smooth transition into the patient recovery process.

Ms. Montez will continue arranging the RCAT Committee Fixed Route audit in June.

Ms. Macias-Pettis is interested in hosting the meeting in June and would also like to deliver a presentation to the committee.

Mr. Box would like to reinstate The Unsung Heroes Awards.

Adjournment: 1:03 p.m.

Unsung Hero Report

QUARTERLY REPORT JANUARY - MARCH 2024

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
141	3-Jan	Gary Stokely	29	Date: 1/3/24 Time: 5:30pm Unit: 915 RT 29 Beatrice Rodriguez aka Sugar called to say that operator Gary did an excellent job driving through a detour yesterday at Staples @ Everhart. He did not knock down any cones or hit anything. Once he got through it everyone on the bus cheered for him. She has never been on a bus with such excellent driving skills.
148	11-Jan	RACHEL DOZIER	29	The driver consistently provides valuable information to passengers. In instances where the RTA communicates updates about routes, detours, or rider alerts, she ensures that all passengers are well-informed. Recently, passengers have been notified of an upcoming change in the driver for this route, and many express a preference for the current driver due to her excellent communication and professionalism.
152	11-Jan	RACHEL DOZIER	29	Called to say the operator, Rachel is a very good and polite. She will be missed on this route.
158	16-Jan	HERIBERTO PEREZ	29	RT 29F Unit 914 Professional, polite, and safe driver. He should be a trainer to the current and new drivers. He has been riding RTA for years and this is the first driver I wanted to call in for.
189	26-Jan	MANUAL MARTINEZ	32	Mr. Lopez enter the route 32 at weber, and driven to Southside Transfer Station. During this trip he had a very pleasant journey, having only praising words for the operator identified as Mr. Martinez.
241	27-Feb		65	02/27 RT 6501 6:40am Called to compliment the Operator because she was very pleasant with the passengers and the ride was very smooth.
282	14-Mar	Pedro Garza	29	Mr. Lopez says Bus Operator Pedro Garza on unit 1003, route 29, is one hell of a driver - a very polite and knowledgeable employee.

QUARTERLY REPORT JANUARY - MARCH 2024 HONORABLE MENTIONS

168	19-Jan	Marcus Guerro	Customer Service	Mr. Alejandro Escobar came in yesterday, Thursday, January 18, to get a replacement BID, however the machine was down. He came today, Friday, January 19, to see if it was back up. To his surprise Marcus Guerro had it printed and the BID was waiting for him to pick up. He called to say how professional and courteous he was treated by Marcus. He really appreciated that.
305	27-Mar	Joe Honeycutt	Security Guards	Mrs. Scarbrough wanted to appreciate the labor done by the security guard that rides the buses in the morning (Mr. Honeycutt). She exalted his professionalism, walking the aisle and been sure that everything is ok in a friendly manner. Even when he needs to bring attention to customers that are falling sleep he does it in a friendly but assertive manner. She even said that he should be training the other security guards.
252	1-Mar		B-LINE	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.



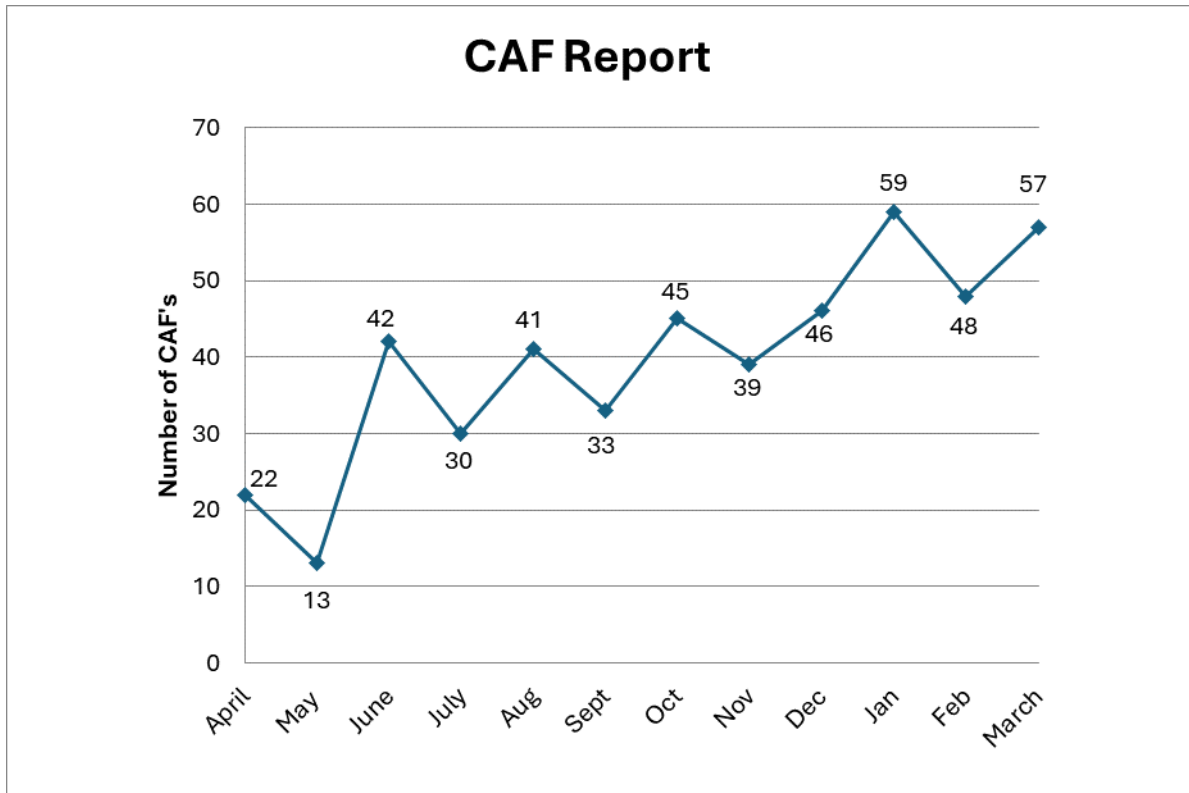
March 31, 2024

Subject: CAF Report for March 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2024, there were 57 reported CAFs which was more than the 48 reported CAFs for February 2023. The increase of 9 CAFs represents an 18.75% increase.

There were three commendations included in the total for the month of March.



March 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	4	#65 Padre Island Connection	
#15 Kostoryz/Carroll HS	1	#76 Harbor Bridge Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	2	#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	7
#26 Airline/Lipes		Transportation	1
#27 Leopard	3	Service Development	4
#28 Leopard /Navigation	1	Facilities/Bus Stop Needs Attention	11
#29 Staples	1	IT	4
#32 Southside		Safety & Security	9
#34 Robstown North Circulator	1	Vehicle Maintenance	1
#35 Robstown South Circulator		COMMENDATIONS	3
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	57

March 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	4		1	5
Customer Services				
Late/Early – No Show		3		3
Alleges Injury	3			3
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup		2		2
Add Bench/Stop				
Left Behind/Passed Up	3		3	6
Inappropriate Behavior		1		1
Policy	1		1	2
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Safety and Security	6			6
Rude	1	1	1	3
Facility Maintenance	11			11
Service Development	4			4
Transportation (Other)	1			1
Over Crowded Vehicle				
IT	4			4
Vehicle Maintenance	1		1	2
Commendations	2	1		3
TOTAL CAFs	42	8	7	57

Conclusion:

During March 2024, CCRTA received fifty-seven CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were three commendations.

Forty-two CAFs were received regarding CCRTA Service, representing 74% of the total customer assistance contacts; there were two commendations and twenty-eight informational CAFs.

Eight CAFs were received regarding B-Line Service representing 14% of the total customer assistance contacts; there was one commendation.

Seven CAFs were received regarding Contracted Fixed Route Service representing 12% of the total customer assistance contacts; there were no commendations.

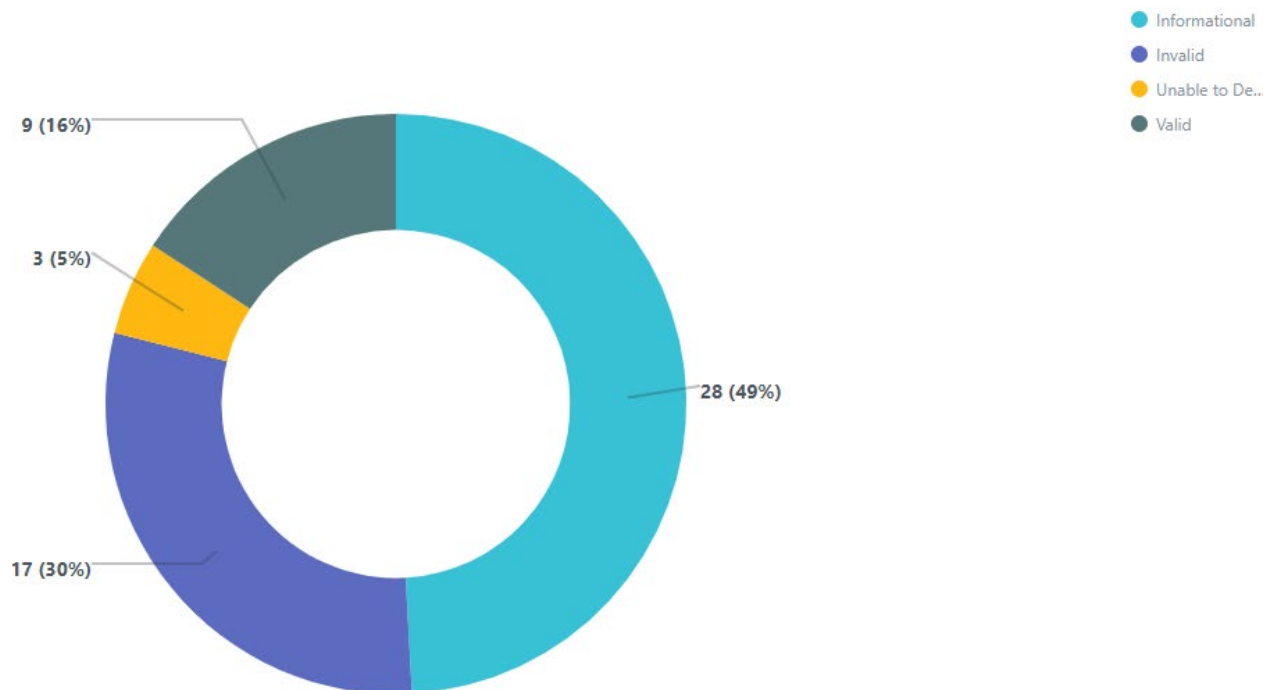
Outcome:

Nine CAFs were found to be Valid.

Seventeen CAFs were found to be Invalid.

Three CAFs were Unable to be Determined due to rider name, relief vehicle and camera angle.

Twenty-eight 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

May 8, 2024

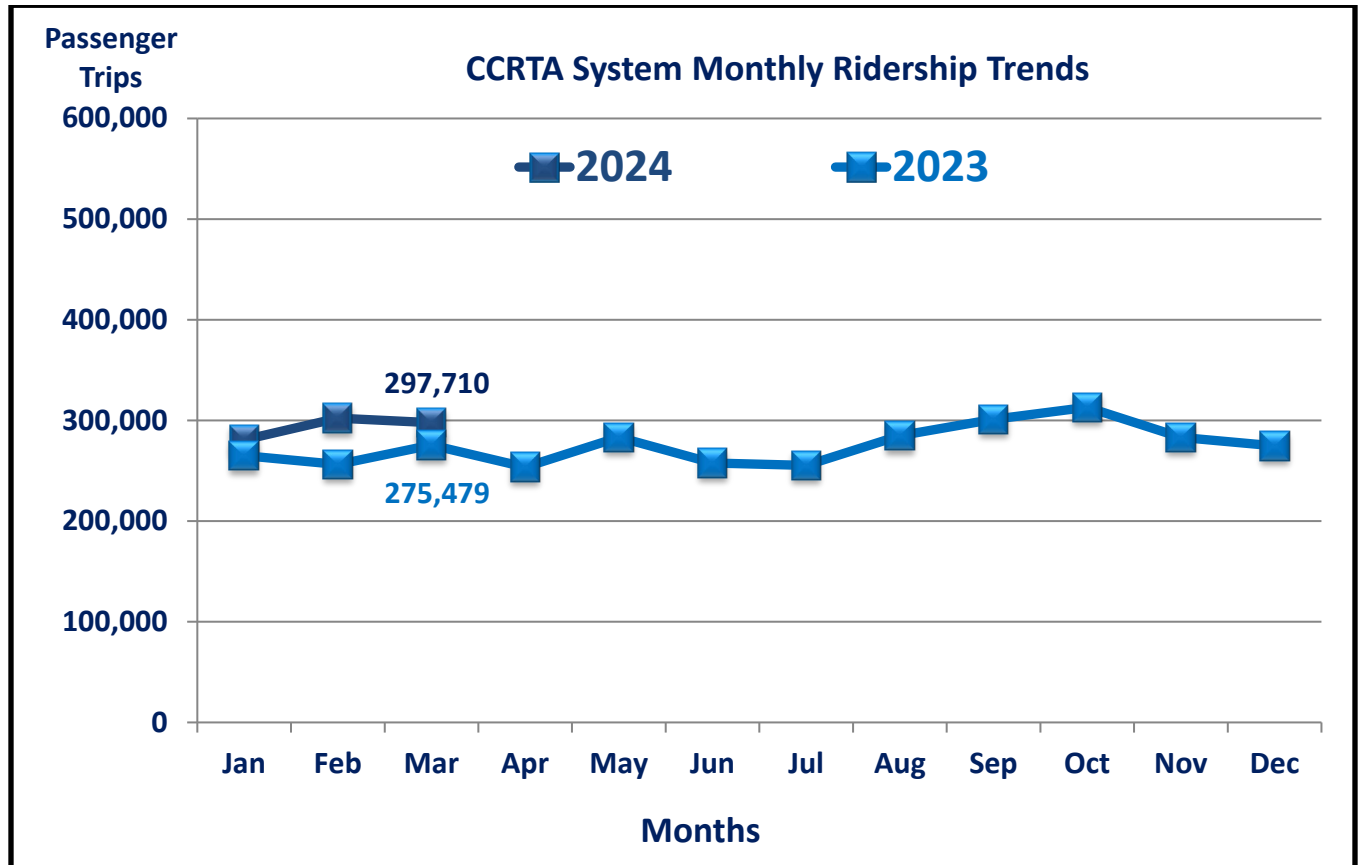
Subject: March 2024 Operations Report

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

March 2024 system-wide passenger trips totaled 297,710 which represents a 8.1% increase, compared to 275,479 passenger trips in March 2023 with 22,231 more trips provided this month.

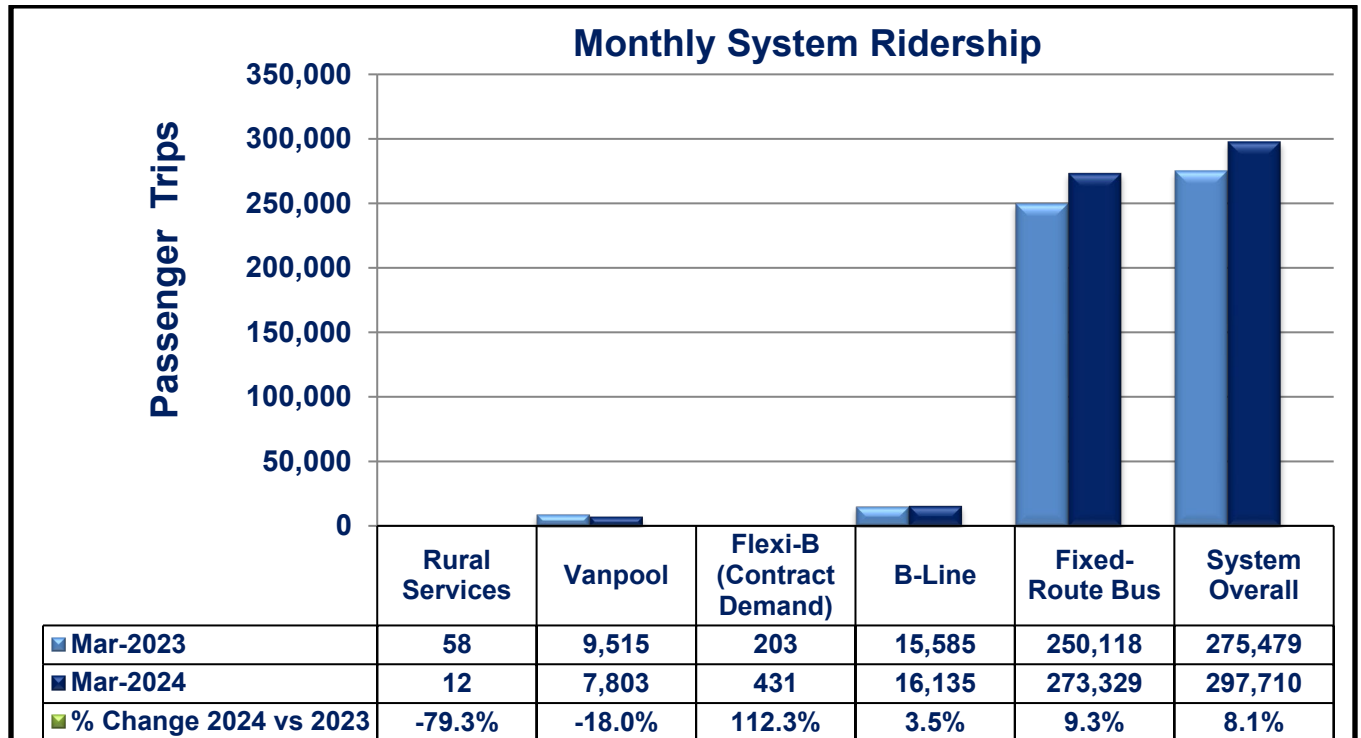


March 2024	March 2023	Variance
21 Weekdays	23 Weekdays	-2
5 Saturdays	4 Saturdays	+1
4 Sundays	4 Sundays	-
30 Days (No Service on Easter: March 31 st)	31 Days (No Service on Easter: April 9 th)	-1

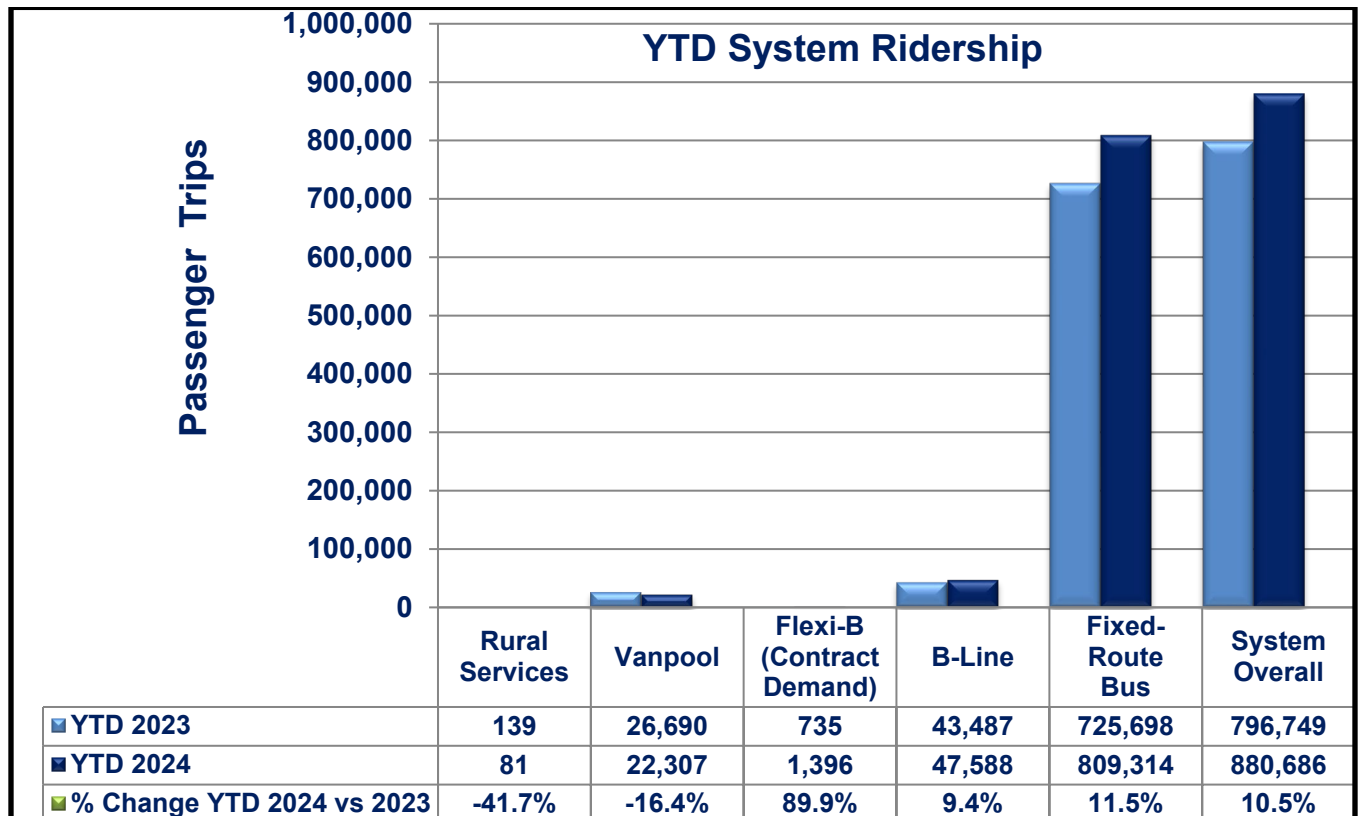
The average retail price for unleaded gas in Corpus Christi was approximately \$3.08 per gallon compared to \$3.05 per gallon in March 2023¹ which represents a 1.0% increase in the average cost per gallon. March rainfall was below average at 0.85 inches. In comparison, March 2023 was below normal at 0.72 inches.² Historically, March average rainfall is 2.28 inches. The 80.2-degree average high temperature in March 2024 was above the normal average temperature of 76.7-degrees.

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

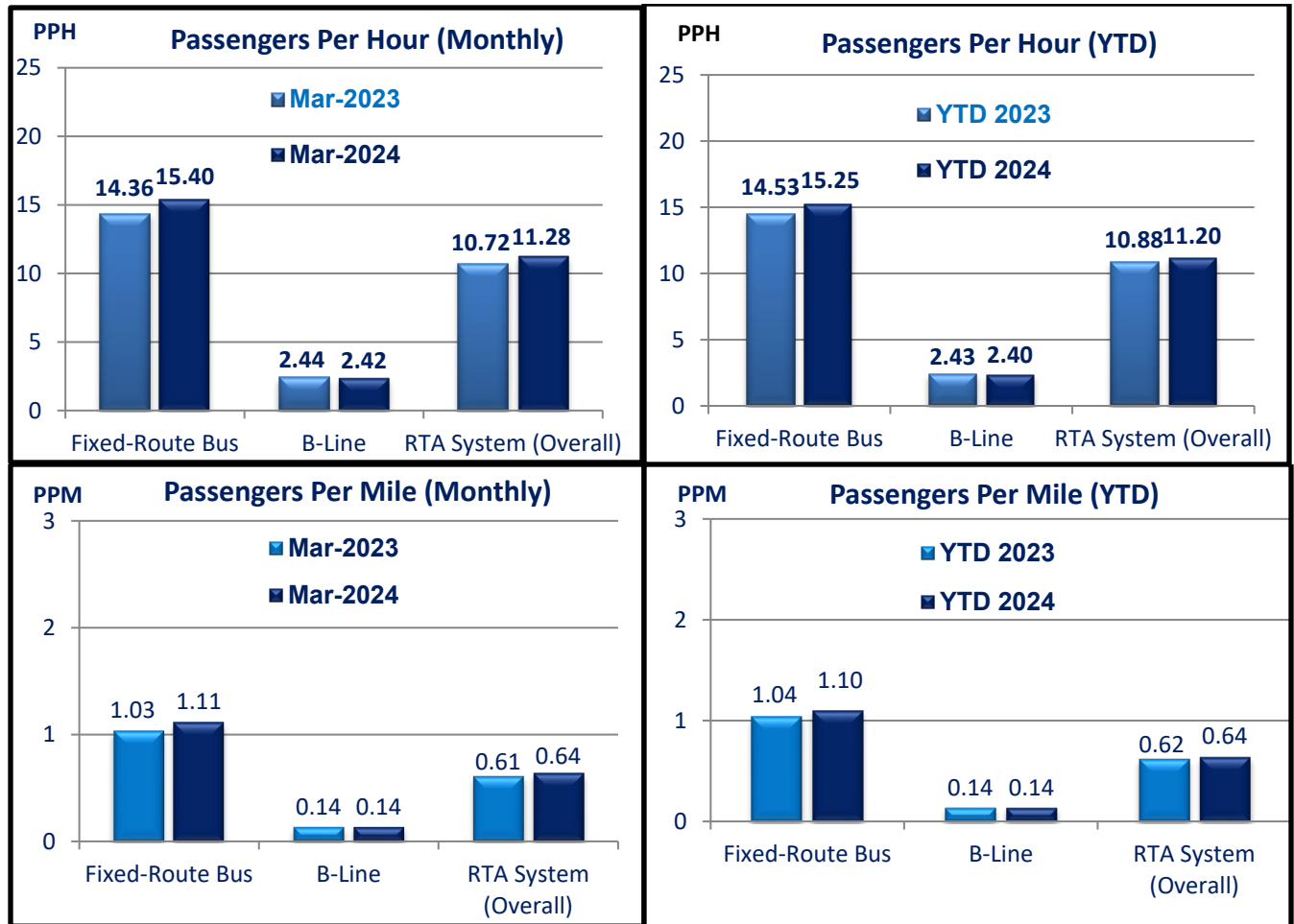
The chart below shows monthly ridership results for all services. CCRTA recorded 22,231 more passenger trips in March 2024 resulting in an 8.1% increase compared to March 2023.



The chart below shows YTD ridership results for all services. 83,937 more trips compared to 2023.



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



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

Schedule Adherence	Standard	Dec-23	Jan-24	Feb-24	Mar-24	4-Month Average
Early Departure	<1%	0.0%	0.3%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.6%	92.6%	85.7%	88.4%	88.8%
Monthly Wheelchair Boardings	No standard	3,258	3,324	3,736	4,672	3,680
Monthly Bicycle Boardings	No standard	5,309	5,337	5,759	5,922	5,563

On Detour

- **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)
- **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)
- **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)
- **Comanche St.** (Carancahua-Alameda) Began early-2024.
 - Routes 12, 21, 27 & 28 (**4** stops will be 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 30th, 2023. Route 19 (**8** stops closed)

Detours Expected

- **Alameda St. (Louisiana-Texan Trail):** Preliminary work on project began Fall-2023.
 - Routes 5 & 17 (19 stops will be impacted-but not yet)
- **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 might be impacted)
- **Alameda St. (Everhart-Airline):** Project in design. (30%)
 - Route 5 (13 stops might be impacted)

Currently No Detours

- **Alameda St. (Del Mar-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)

For March 2024, there were 12 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 38% of CCRTA services.

Impacted bus route services include: **5, 12, 17, 19, 21, 23, 25, 27, 28, 37, 76 & 78.**

The total number of bus stops that were impacted or closed was **47**.

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

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

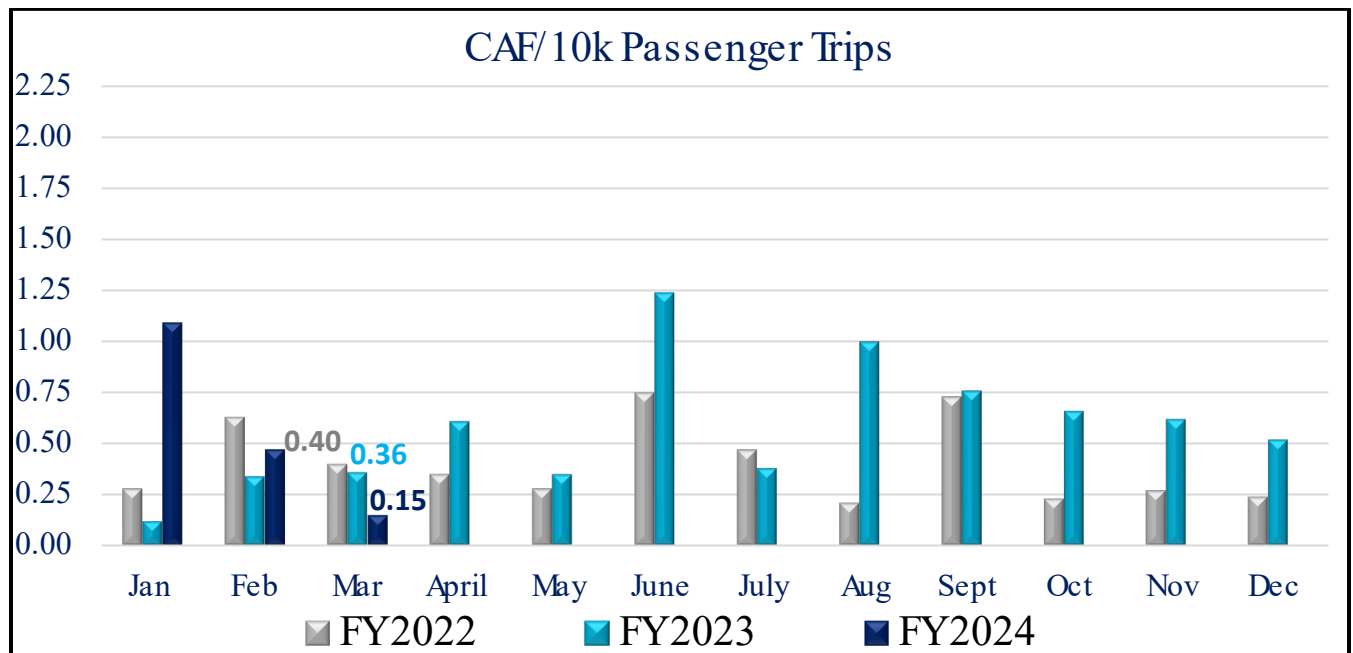
- Productivity: **2.42** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **87.8%** for March did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **21,095** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,936** ambulatory boardings; **4,264** wheelchair boardings

Metric	Standard	Dec-23	Jan-24	Feb-24	Mar-24	(4) Month-Ave.
Passengers per Hour	2.50	2.36	2.32	2.47	2.42	2.39
On-time Performance	96%	88.3%	91.5%	86.2%	87.8%	88.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	20,270	15,691	22,962	21,095	20,005
Monthly Wheelchair Boardings	No standard	4,202	4,095	4,133	4,264	4,174

Customer Programs Monthly Customer Assistance Form (CAF) Report

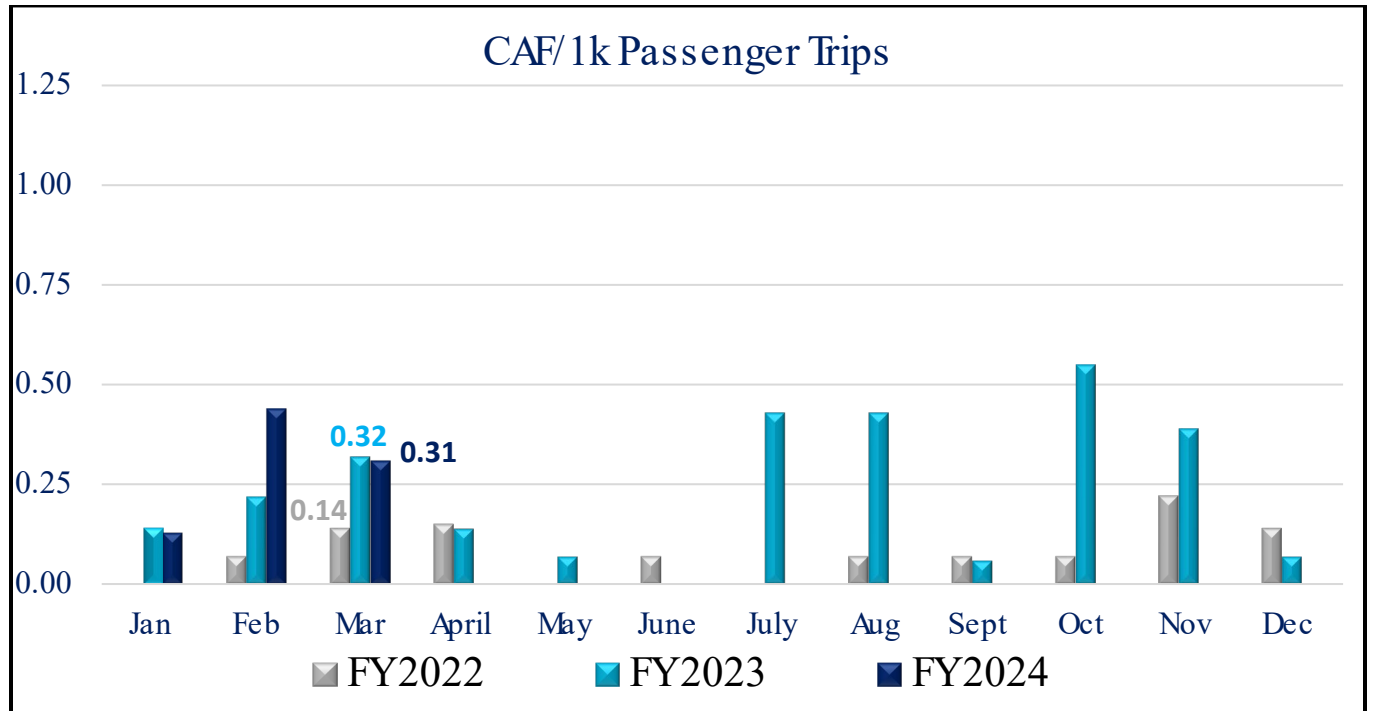
For the month of March 2024, Customer Service received and processed 57 Customer Assistance Forms (CAF's). A total of 49 were for Fixed Route Services, of which 4 or 8.2% were verified as valid. This equates to approximately 0.15 CAFs per 10,000 passenger trips. For Fixed Route Services, two commendations were received.

Number of CAFs/10k for Fixed Route Services



For the month of March 2024, Customer Service received and processed 57 Customer Assistance Forms (CAF's). A total of 8 were for B-Line Services, of which 5 or 62.5% were verified as valid. This equates to approximately 0.31 CAFs per 1,000 passenger trips. For B-Line service, one commendation was received.

Number of CAFs/1k for B-Line Services



Route Summary Report:

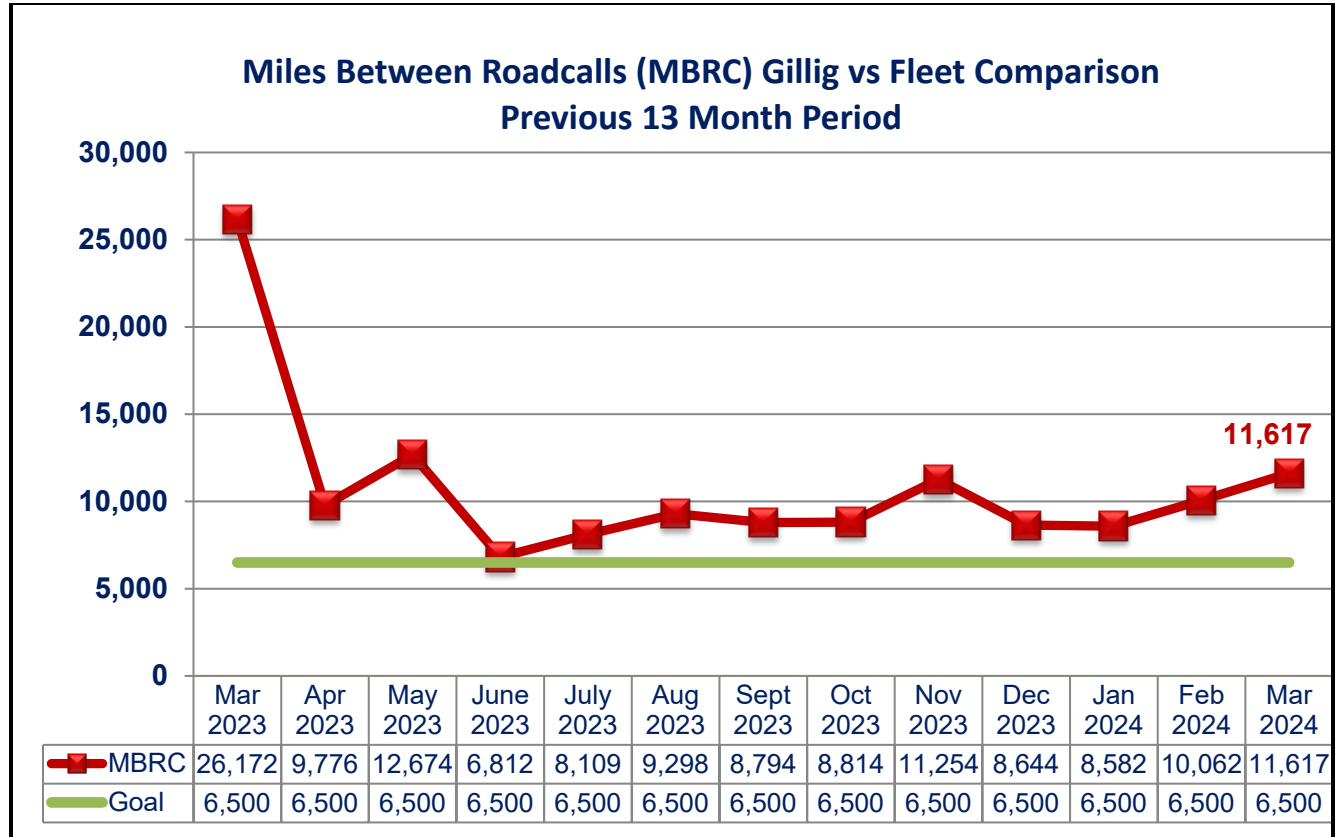
Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls		#65 Padre Island Connection	
#12 Hillcrest/Baldwin	4	#76 Harbor Bridge Shuttle	
#15 Kostoryz/Carroll HS	1	#78 North Beach Shuttle	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	2	#93 Flex	
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	7
#25 Gollihar/Greenwood		Transportation	1
#26 Airline/Lipes		Service Development	4
#27 Leopard	3	Facilities Maintenance/Bus Stops	11
#28 Leopard/Navigation	1	IT	4
#29 Staples	1	Safety & Security	9
#32 Southside		Vehicle Maintenance	1
#34 Robstown North	1	Commendations	3
#35 Robstown South			
#37 Crosstown/TAMU-CC	1		
		Total CAFs	57

Processed CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	4		1	5
Customer Services				
Late/Early – No Show		3		3
Alleges Injury	3			3
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup		2		2
Add Bench/Stop				
Left Behind/Passed Up	3		3	6
Inappropriate Behavior				1
Policy	1		1	2
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	6			6
Rude	1	1	1	3
Facility Maintenance/Service Development	15			15
Transportation (other)	1			1
Vehicle Maintenance				
IT				
Vehicle Maintenance-IT	4			4
Vehicle Maintenance	1		1	2
Commendations	2	1		3
Total CAFs	42	8	7	57

Vehicle Maintenance Department: Miles Between Road Calls Report

In March 2024, there were 11,617 miles between road calls (MBRC) recorded as compared to 26,172 MBRC in March 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 10,816.



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: _____
Miguel Rendón
Deputy Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: April 5, 2024

SUBJECT: B-Line Report for March 2024

- ❑ Ridership for the month of March 2024 was 16,135 compared to 15,585 for March 2023, which equates to 550 more trips representing a 3.53% **increase**.

- ❑ Ridership for YTD 2024 was 47,588 representing a 9.43% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
43,487	47,588	4,101	9.43%

Service Standards

- ❑ Productivity: 2.42 PPH (Passengers per hour) March 2024, contract standard is 2.50

- ❑ On Time Performance: 87.80% on time performance for March 2024

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

- ❑ 1,847 trips out of 15,141 trips (12.2%) did not meet the standard for on time performance in March 2024. Of that number:
 - 1,750 were < 30 minutes late.
 - 93 were > 30 minutes late.
 - 3 were > 60 minutes late.
 - 1 was > 90 minute late.

- ❑ Miles between road calls 189,857.5 miles with 9 road calls that equates to 21,095.28 miles between road calls for March 2024. MV did exceed the minimum standard of 12,250 miles between road calls for March 2024.

Wheelchair Boarding's and associated statistics

For the month of March 2024, there were:

- 10,936 - ambulatory passengers
- 4,264 - wheelchair boarding's
- 752 - personal care attendants (AM)
- 178 – companions
- 5 - animals

Other Service statistics

There were 15 complaints and 1 commendation **Customer Assistance Forms** recorded for Mar 2024:

1. John Swenson He said he called Sunday 3/3 @12:15 to order a trip for Tuesday 3/05 and Wednesday 03/06. He said Carolyn made his reservation. He called to check on his ride this morning and they told him he did not have a reservation for today. He would like a call back at 361-993-0243
 - a. After reviewing the call from Mr. Swenson I have discovered that when booking his trip Mr. Swenson stated " I would like schedule a trip for Wednesday it's Jon Swenson". Trip for Wednesday was booked as requested.
2. A concerned driver reported that Route 34/35 came to a complete stop in the middle of the railroad tracks.
 - a. Operator stated that she did not stop completely in the railroad tracks but did go very slow over them because the passenger on board wanted her to take it very easy.
3. The passenger who called stated that she was yelled at and kicked off the bus for drinking out of a water bottle containing tea while on the bus. She spoke to a supervisor soon after, and he told her the driver didn't have the authority to do that. She was also informed that the policy allows her to drink out of a bottle with a lid. She says the supervisor also encouraged her to call and report the incident. The drivers name was Jose Valenzuela.
 - a. After speaking with the operator, he stated that the rider was drinking from a beer can, not a water bottle. He questioned her and said "Are you drinking on my bus?", she said no. The passenger behind her stated that she was and that she had put the beer can in her purse. Operator told the rider that she can't come on the bus with an open can, as well as that she couldn't drink an alcoholic beverage on the bus. Once rider continued to drink, operator pulled over and asked her to de-board his bus.
4. Mr. Navarro has expressed concern that the drivers transporting him to work are not reading the notes. He is unsure of the correct procedure, as he has received conflicting information about whether he needs to include his pick-up and drop-off locations in the notes when scheduling rides. This morning's driver, for instance, was unaware of the route to the destination and asked Mr. Navarro for assistance. It's important to note that Mr. Navarro's vision is impaired.
 - a. Mr. Navarro has been informed that if there is a specific area he would like to be picked up or dropped off he should let the agent know when booking his trips.
5. 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 feedback.
6. 02/28 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. Supervisor went out to the location and we have changed the comments to reflect to pick client up near crosswalk which the client can see from the stairs.
7. The customer stated that they had a drink with a lid on it, but the driver still denied the ride because drinks are not allowed on the bus. An extract of the CCRTA Rider Rules says: "No food or drink is allowed on CCRTA vehicles unless in closed, spill-proof containers" <https://www.ccrta.org/wp-content/uploads/2022/07/Rider-Rules-1.pdf>
 - a. After speaking with the operator he stated that he tells everyone the same thing if your drink does not have a lid you are not able to ride unless you throw it out. This rider said i have a lid operator said that you have to put the lid on the drink before you are able to board. She walked away.
 8. Mrs. Gonzales asked the driver in route 12 if she was heading to Julian's Barbecue in Baldwin, She negated that claim and told the customer to leave the unit. Customer also states that when she asked for the ramp the driver was not very happy and gave her an "attitude". The driver was Black female.
 - a. Speaking with the operator Damaris she stated that no one asked her about Julian's Barbecue or if they did she didn't hear them. She normally get questions about Port. She also stated that " I always put the ramp out with no problem and don't give attitude or be unprofessional because I'm not rude or mean as well as I know we are recorded all the time".
 9. Bline Ms. Leal is the sister of Gilberto Lopez. Mr. Lopez has a standing order for 7:30am. Ms. Leal called B Line at 8:01 to see where his ride was, they asked her to call back in 10 Min, so she did. She was told that his bus would be there at 8:30. She is upset because her brother is frustrated already. She would like to call back 361-813-5546.
 - a. We do apologize for the inconvenience this late pick has cause. The original driver had a vehicle breakdown which caused the delay. While waiting for another bus we were trying to find another route for the client. Due to being placed on another route it made the trip later and Mr. Lopez was picked up at 8:40. I tried to call Ms. Leal but she did not answer left a voicemail message will try again later.

10. Mr. Garcia approached the B-Line unit and even looked inside the bus, searching for someone. The driver then began cussing him out.
 - a. I have looked for Jesus Guerra and can't find that client. I also looked for Jesus Garcia and none of them rode on that day.
11. "Sara Salazar, residing at 5017 Crestwick Dr., regularly schedules appointments, but as of recently, she has been showing up so late that she has been forced to cancel multiple appointments. She would greatly appreciate a call back."
 - a. After review of Ms. Salazar trips she has made 26 trips in the last month and have canceled 2 stating that arrival time is too late. The trips were 7:00 and the trip was canceled at 7:15 and 7:20. The driver has until 7:30. My suggestion would be if 7:30 is too late to be picked up I will recommend to her to try for a 6:45.
12. The customer's scheduled trip was at 5:40 PM, but they did not show up until 6:20 PM. Additionally, the customer claims that his pick up on Sunday was also delayed by 40 minutes.
 - a. We do apologize for the late arrival. Rider had a 17:42 - 18:12 pick up had trouble with the rider pick up before Mr. Navarro which caused him to arrive at 18:17, 5 minutes late. On Sunday another rider had an accident on the bus before picking up Mr. Navarro. We had to have that operator take that client home and have the bus cleaned. Another bus was sent but arrived at 10:40.
13. Tara Gamino and her 2-year-old daughter were trying to board RT 24 at Cimarron and Yorktown when the operator did not allow them on the bus because her 2-year-old was eating crackers. Ms. Gamino was trying to get her daughter to her doctor and now she had to walk. She is a frequent rider on 24 and said everyone is nice to her and her kids except this female driver. I called RTA dispatch to see what the rules are for a child eating something and they called a supervisor to pick them up.
 - a. Spoke with the operator whom stated that she never refused to board the rider, she did tell her that they are not able to eat and drink on the bus because the little had an open plastic bowl of yogurt that she was eating and the mom had an open Arizona tea can. Rider got upset and said I'll walk and walked away before the operator could tell her to just drink the tea or throw it away and close the container because there is no eating on the bus.
14. Hello. I want to start by saying this is the second time this has happened. On bus stop #1485 bus 28 at around 4:26-4:28pm. did not attempt to stop to pick me up. She just slowly drove by. She signaled something but I don't know she was referring to. Please make this stop. This has been a class on this matter. Why is this driver not doing her job. She needs to be reprimanded or make an example of. Again, this needs to stop!! I need to be at my destination and now I couldn't because she decided not to stop. My body language showed I was there waiting for a bus and ready to board. To me, this shows she doesn't care about her job. Please look into this matter. Thanks for your time Roberto
 - a. We do apologize for this inconvenience the operator has been told to stop at all stop when someone is there even if she thinks they are not riding. This is to ensure that hand gestures are not mistaken for the wrong indication. She understood and stated that it will never happen again.

15. Mr. Ramos, explained how the driver in route 12 denied them from bringing inside the bus a foam cup with lid. In order to ride they had to discard their drink. He commented how the operator used phrases like " Not in my route" when they asked why other drivers allow them to have it. They also described the operator as "a black female by the name of Bea"
 - a. We do understand the riders concern. Operator states she is just following the rule of no food or drink unless in a spill proof container.
16. At image and Support center, when the B-line was picking up Mr. Jose Cupertino, an employee hear the operator calling the customer Spoiled Brat. Operator name is Hector.
 - a. We do apologize for this display of horrible behavior. Operator has been removed and gone through customer service retraining as well have been reminded that we do not call anyone out of their name especially when you are a representative of the company.

Conclusion

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

- ❑ 2.42 passengers per hour
- ❑ 87.80% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for March 2024 at 21,095.28 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for March 2024

	Total Miles Driven in March for Each Bus Type	Tyotal Road Calls for March for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeble Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	190,415	34	34	0	17	17	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	18,683	3	3	0	1	2	1	2
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	209,098	37	37	0	18	19	1	2
MILES BETWEEN ROAD CALLS								
	11,617	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, May 22, 2024 8:30 a.m.

CCRTA Board of Directors Meeting
Wednesday, June 5, 2024 8:30 a.m.

RCAT Committee Meeting
Thursday, June 20, 2024 12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Operator # _____ Bus # _____

Route# _____ Bus Stop# _____ Weather: Hot Cold Rain

What time was the bus scheduled to arrive? _____ a.m. p.m. What time did the bus arrive? _____ a.m. p.m.

1. Were you greeted when you boarded the bus? Yes No If no, comment: _____

2. Did you witness if the driver was helpful if a rider needed assistance? Yes No If no, comment: _____

3. Was the operator dressed professionally? Yes No If no, comments on appearance of driver: _____

4. Were the audible ADA announcements in a loud enough tone to be heard? Yes No If no, comment: _____

5. Was the quality of your ride satisfactory? Excellent Good Fair Needs Improvement

Comment: _____

6. Did the air conditioning, or heating, meet your comfort needs? Yes No If no, comment: _____

7. Did the wheelchair ramp function adequately if it was used? Yes No If no, comment: _____

8. Is the head sign in the front of the bus legible and does it display the correct route information for you to identify your specific route and bus? Yes No If no, comments: _____

9. Was the bus clean, were the windows clean and clear? Yes No If no, comment: _____

10. Did you use the GoPass App/Real Time system? If you used the system, did it work to your satisfaction? Yes No

Comment: _____

11. Did you experience any noise made by the bus that was excessive or discomforting? Yes No

If yes, comment: _____

12. Did the stop request signal device properly function for you? Yes No If no, comment: _____

13. Did you experience any issues with the doors upon entering or exiting the vehicle? Yes No

If yes, what issues? _____

14. Did the vehicle break down, or exhibit any performance issues, or experience a delay? Yes No NA

If yes, what issues, comment: _____

15. Did the kneel system work satisfactorily in lowering the bus entrance? Yes No If no, comment: _____

16. On rainy days did you notice or experience any water leakage issues on the interior of the bus? Yes No NA

If yes, comment: _____

17. Did you see any bus stops during your trip that are in need of repair? Yes No

If yes, comment: _____

18. Where did you exit the bus, Bus Stop # _____ Time: _____ a.m. p.m.

Please enter any other comments you may have below or on the back of this form:

Rider Name: _____ 28 _____ Date: _____