



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, April 20, 2017

Time: 12:00 p.m.

Location: CCRTA Staples Street Center
602 N. Staples St
Corpus Christi, Texas 78401

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.	Moment of Reflection	1 minute	No Attachment
2.	Pledge of Allegiance	1 minute	No Attachment
3.	Roll Call	2 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Approval of Minutes for March 16, 2017 RCAT Meeting	2 minutes	Pages 1-7
6.	Presentation of 4 th Quarter Unsung Hero Award - Keith Cargile	5 minutes	No Attachment
7.	Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Commission (CCHRC) Update	7 minutes	No Attachment
8.	Presentation: SAMSHA Grant-CHIP-Chronic Homeless Intervention Program -Tammye Salinas	15 minutes	No Attachment
9.	Committee Report(s)	5 minutes	No Attachment
10.	Presentation: No Show Policy-Melanie Gomez	15 minutes	No Attachment
11.	Chairperson's Report	5 minutes	No Attachment
12.	Informational Items: a) February 2017 CAF Report b) February 2017 Operations Report		Pages 8-11 Page 12

	c) February 2017 Purchased Transportation Report		Pages 13-16
	d) February 2017 Maintenance Road Call Report		Page 17
	e) B-Line Eligibility Year End 2016 Report		Page 18
	f) Upcoming Events and RTA Functions		Page 19
	g) Committee Member Concerns		Page 20
13.	Requests for Agenda Items	2 minutes	No Attachment

Total: 63 minutes

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 Melanie Gomez at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.

**RTA Committee on Accessible Transportation (RCAT)
MEETING MINUTES
Thursday, March 16, 2017**

Advisory Committee Members Present: Anne Bauman, Richard Balli, Robert Box, Tammye Salinas

Advisory Committee Members Absent: Donnie Contreras, Joyce Lopez, Sylvia Wilson

Board Members Present: Abel Alonzo

Staff Present: Sharon Montez, Susan Teltschik and Melanie Gomez

MV Present:

Employee Representative(s): Gina Salazar

Call to Order: Ms. Anne Bauman called the meeting to order at 12:04 p.m. Ms. Susan Teltschik called the roll and determined that a quorum was present.

Opportunity for Public Comment:

Action to Approve Minutes of March 16, 2017 was approved as presented.

MR. BOX MADE A MOTION TO ADOPT THE RCAT MINUTES OF FEBRUARY 16, 2017 AS PRESENTED; MR. BALLI SECONDED THE MOTION. BAUMAN, BALLI, BOX AND SALINAS VOTING FOR. CONTRERAS, LOPEZ AND WILSON WERE ABSENT.

Presentation: Ms. Sharon Montez presented the Findings of the Quadrennial Performance Audit performed by Nelson/Nygaard Consulting Associates, Inc. along with their recommendations and the CCRTA's responses.

- Why is the audit necessary? The Texas Transportation Code Section 451.454 states:

“The board of an authority in which the principal municipality has a population of more than 1.9 million or less than 850,000 shall contract at least once every four years for a performance audit of the authority to be conducted by a firm that has experience in reviewing the performance of transit agencies.” What were the findings? There were no findings arising from this audit. The CCRTA is a well run, effective, and efficient organization especially when compared to peer agencies and agency adopted standards.

The peer comparison group consisted of CATA in Little Rock, Arkansas; ECAT in Pensacola, Florida; El Metro in Laredo, Texas; HART in Tampa, Florida; Sun Metro El Paso, Texas. The CCRTA covers the largest square mile area of all the peer agencies, and has the lowest population per square mile. The CCRTA ridership was very consistent all five years while the peer group has been slowly declining. Annual Operating Expenses for Fixed Route: the CCRTA was below the peer group average for all five years. The CCRTA has maintained operating costs even during expansion of route services as the peer group increased substantially over the five year period. Operating Costs per Hour for Fixed Route: the CCRTA consistently outperformed the peer group keeping operating costs per revenue hour below the average for the peer group over the five year period. Annual Revenue per Hour for Demand Response: the CCRTA consistently provided more demand response revenue hours than the peer group average each year. Total Operating Expense for Demand Response: the CCRTA yearly averages were consistently higher than the peer group, but this is a nationwide trend. Transportation systems as a group need to develop more mobility options for the community. Operating Cost per Hour – Demand Response: the CCRTA is higher because the CCRTA consistently provided more demand response service than the peer group. Passengers per Revenue Hour – Demand Response: the CCRTA ridership declined slightly but steadily over the five year period while the peer group maintained. But the CCRTA still had ridership well above the peer group, which indicates that the CCRTA service is better utilized than similar services provided by the peer group.

Recommendations and CCRTA Responses:

Recommendation 1: Continue to progress on addressing agency farebox recovery and fare per passenger for fixed route.

CCRTA Response 1: Review fixed route fare policy

- a) Full fare enforcement effective January 1, 2017. Riders will no longer be able to board the bus without having the full fare.
- b) Transit Plan 20/20 completed detailed assessment of fares.
- c) CCRTA will continue to monitor and review rates to ensure compliance with debt covenants and budget impact.
- d) Fares have been maintained at current levels by design due to large number of low-income transit dependent riders served by the CCRTA

Recommendation 2: Investigate the potential to implement strategies that focus on improving fixed route on-time performance with the specific goals of first, stemming further erosion of service reliability and second, restoring reliability to levels to above 90%.

CCRTA Response 2: Implement on-time performance strategies to improve 85% standard

- a) CCRTA will continue to monitor the road construction in City
- b) CCRTA and City will continue to meet monthly to discuss road projects
- c) In 2015, three of City's bond projects impacted 15 routes
- d) In 2016, six of City's bond projects impacted ten routes
- e) Customer Service and Marketing will share more information with riders on bond project delays

Recommendation 3: Continue to progress on addressing agency farebox recovery and fare per passenger paratransit.

CCRTA Response 3: Review paratransit fare policy

- a) Completed a paratransit fare review under Transit Plan 20/20 that outlines short and long term recommendations.
- b) Fares have been maintained at current levels by design due to large number of low-income transit dependent riders served by the CCRTA.

Recommendation 4: Paratransit demand has been increasing while fixed route demand has been declining. This trend should be explored in greater depth to ascertain if there are factors in CCRTA's service area which drive paratransit use higher or if there are policy differences with other areas that, if addressed, might assist CCRTA in managing paratransit demand.

CCRTA Response 4: Examine the paratransit demand and policies

- a) CCRTA was monitoring 2016 BLine ridership, where 4 out of 12 months had ridership declines
- b) CCRTA will continue to monitor 2017 and reach out to other Texas agencies to collect paratransit data
- c) More education/outreach regarding fixed route services/travel training is being shared through school group sessions, at assisted living centers, and senior centers

Recommendation 5: CCRTA's next Quadrennial Performance Audit, to be filed in 2021, focus on Fiscal Years 2016, 2017, 2018 and 2019.

CCRTA Response 5: NTD reports for 2016, 2017, 2018 & 2019 as basis for 2020 Quadrennial

- a) CCRTA will prepare the 2020 Quadrennial with completed NTD reports for 2016, 2017, 2018, and 2019. Nelson/Nygaard Consulting Associates, Inc. will have access to completed CCRTA audits and NTD final numbers instead of estimates from 2020 for a more accurate Performance Audit. This audit was prepared with estimates from 2016.

Ms. Anne Bauman added the CCRTA does not plan on raising fares in the near future, but does realize fares will have to increase because costs are increasing. Ms. Bauman also praised a bus operator for informing riders of new detours. Mr. Richard Balli also had a bus operator on Route 23 that informed riders of new detours.

Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Committee (CCHRC) Update: Mr. Richard Balli presented an update on the North Beach Redevelopment Project. The North Beach redevelopment is going to be a five year project and work in conjunction with the construction of the new Harbor Bridge. North Beach will have a kayak park, a bird watching area and a dolphin landing. The park will be ADA compliant and will include a new mobility cart to take wheelchairs out into the water. The mobility carts will also be stationed at McGee Beach and Oso Park. There is a registration form at each location to reserve the mobility carts. The city of Corpus Christi is also looking into purchasing Mobi wheelchairs to carry individuals into the sand on the beach.

Mr. Richard Balli also updated the committee on ADA citations for the month of February: There were 101 citations issued for disabled parking, 28 citations issued for blocking architecture and 123 citations issued for blocking sidewalks for a total of 252 citations issued for the year 2017.

Mr. Richard Balli invited the RCAT committee to participate with the CFPWD Community Volunteer Subcommittee at the Special Olympics on Saturday, April 8, 2017 at Flour Bluff High School. Ms. Anne Bauman informed the committee of a bill (H.B. No. 1645) before the Texas Legislature that would require certain school districts to adopt a policy allowing students who participate in Special Olympics to earn a letter for participation. Ms. Bauman urged us to contact our representatives to comment on this bill.

Ms. Sylvia Wilson did not attend the meeting, therefore there was no update given for the Corpus Christi Human Relations Committee (CCHRC).

Discussion and Recommendation of 4th Quarter Unsung Hero Award:

Ms. Anne Bauman had committee members review the commendations for the 4th quarter Unsung Hero Award. There was discussion regarding commendations. The committee was unanimous in their decision to nominate, Keith Cargile because the customer stated he was stranded at a football game after 10pm in Flour Bluff. Keith gave him a ride back to Orange Grove which is a 2 hour drive roundtrip drive. The committee will present him with a certificate at the next RCAT meeting.

Committee Reports:

No-Show/Eligibility Appeals

The No-Show/Eligibility Appeals Committee was scheduled to meet on Tuesday, March 14, 2017 for no show appeals. There were no appeals submitted in February. There were no warning notices issued in February, no seven day proposed service suspensions and no thirty day proposed service suspensions.

RCAT Liaison's Report:

Ms. Sharon Montez presented valuable information concerning the American Public Transportation Association statistics issued on "Who Rides Public Transportation." The key demographics of those who ride public transportation are: 79% of riders are in the 25 to 54 age range, while 14% are either under 25 or over 65; a two person household is the most common rider at 31%; 71% of all riders are employed while 7% are students; 13% of all US households have incomes less than \$15,000, and 21% of households who have incomes less than \$15,000 use public

transportation. Top level income earners, 23% of all US households have incomes over \$100,000, and 21% households who have incomes over \$100,000 use public transportation, showing that there is a cross-section riders of differing economic levels; 51% of transit riders hold a bachelor's degree; 55% of transit riders are women; 54% of riders have a vehicle available to use; 65% of riders have a driver's license; 49% use public transportation to get to work while 21% use public transportation to go shopping and 17% use public transportation for recreational spending; 50% use public transportation five days a week, 13% use public transportation six or seven days a week; 69% of riders walk to the bus stop or station while 11% drive and 10% use another method of transportation; 76% of riders walk to their destination after departing the vehicle; 86% of riders use a pass medium while cash, once the most common form of fare, has diminished to 11%; 50% of riders require a transfer; 53% of riders are long-term having used transit for five or more years and 24% of riders have used transit for seven years or more. Ms. Bauman commented in large metropolitan areas, many workers up to the CEOs ride public transportation because of limited parking availability and the cost of parking.

Ms. Sharon Montez also presented valuable information concerning the American Public Transportation Association (APTA) report on Shared Mobility for the Transformation of Public Transportation. Technology is transforming transportation. The ability to conveniently request, track, and pay for trips via mobile devices is changing the way people get around and interact with cities. This report examines the relationship of public transportation to shared modes, including bikesharing, carsharing, and ridesourcing services provided by companies such as Uber and Lyft. The research included participation by seven cities: Austin, Boston, Chicago, Los Angeles, San Francisco, Seattle and Washington, DC. The key findings of this report were:

1. The more people use shared modes, the more likely they are to use public transit, own fewer cars, and spend less on transportation overall.
2. Shared modes complement public transit, enhancing urban mobility.
3. Shared modes will continue to grow in significance, and public entities should identify opportunities to engage with them to ensure that benefits are widely and equitably shared.
4. The public sector and private operators are eager to collaborate to improve paratransit service using emerging approaches and technology.

This report serves as a baseline for a future analysis for paratransit. APTA recognizes the business model for paratransit is more complex due to

regulatory guidelines and accessible vehicles. Moving forward the strategy will be how to provide equipment and services that are 100% accessible to provide support for paratransit.

Chairperson's Report:

Ms. Anne Bauman shared upcoming meeting dates with the committee and advised the committee that Ms. Joyce Lopez apologizes to the committee for missing the last two meetings due to health issues.

Informational Items:

Ms. Anne Bauman advised that these items were made available to the committee members in their packets.

Request for Agenda Items: None

Other Business: Ms. Anne Bauman adjourned the meeting at 12:59:29 p.m. The next meeting will be held on Thursday, April 20, 2017.



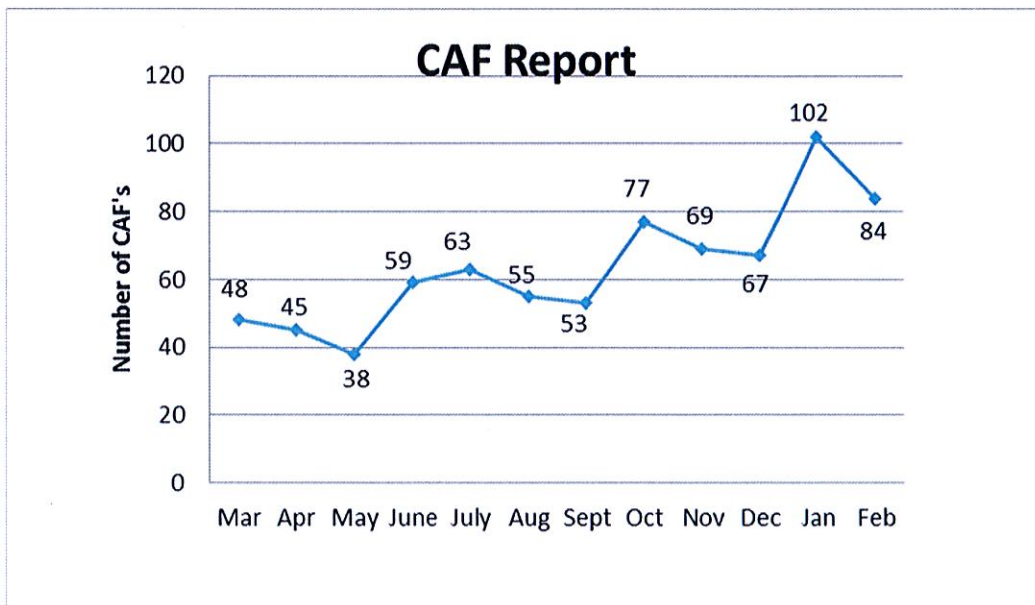
April 20, 2017

Subject: CAF Report for February 2017

Customer Programs Monthly Customer Assistance Form (CAF) Report

For February 2017 there were 84 reported CAF's (excludes commendations) which represents a decrease from 102 reported CAF's overall in January 2017. The statistics for February represents an 18% decrease, 84 CAF's vs 102 CAF's compared to the month of January 2017.

There were 2 Commendations for the month of February.



Route Summary Report for February 2017

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	2	#34 Robstown Circulator	0
#4 Flour Bluff Mini B	0	#37 Crosstown	2
#5 Alameda	1	#51 Gregory Park & Ride	0
#6 Santa Fe/Malls	1	#63 The Wave	0
#8s Flour Bluff/Malls	1	#65 Padre Island Connector	0
#12 Saxet Oak Park	0	#76 Harbor Bridge Shuttle	1
#15 Kostoryz	0	#78 North Beach	1
#16 Agnes/Ruth	1	#83 Advanced Industries	0
#17 Carroll/Southside	7	#84 Lighthouse	0
#19 Ayers/Norton	2	#94 Port Aransas Shuttle	0
#19G Greenwood	0	#95 Flexi-B Port A	0
#19M McArdle	1	B-Line (Para-transit)	9
#21 Arboleda	4	Facility Maintenance	3
#23 Molina	2	Service Development	8
#25 Gollihar/Greenwood	1	Safety and Security	5
#26 Airline/Lipes Connector	1	Vehicle Maintenance	2
#27 Northwest	10	Capital Projects	1
#27s Northwest (Sunday)	1		
#29 Staples	5		
#29F Flour Bluff	7		
#29SS Spohn South	1		
#32 Southside Mini B	4	TOTAL CAF'S	84

February 2017 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	23	0	0	23
Driving Issues	6	5	0	11
Customer Services	22	4	1	27
Late/Early – No Show	3	0	1	4
Fare/Transfer Dispute	0	0	0	0
Dispute Drop-off/Pickup	0	0	0	0
Facility Maintenance	3	0	0	3
Vehicle Maintenance	2	0	0	2
Safety and Security	5	0	0	5
Service Development	8	0	0	8
Capital Projects	1	0	0	1
Total	73	9	2	84
Commendations	1	1	0	2

Conclusion:

During February 2017, RTA received 84 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; two (2) of the 86 reported CAF's (February) were commendations.

There were a total of 73 CAF's/Commendations received regarding RTA Service representing 87% of total customer contacts: 3 for Facilities Maintenance, 8 for Service Development, 5 for Safety and Security, 2 for Vehicle Maintenance, 1 for Capital Projects and 54 for Transportation.

A total of 9 CAF's/Commendations were reported regarding B-Line service representing 11% of the total customer contacts.

A total of 2 CAF's were reported regarding Contracted Fixed Route service representing 2% of the total customer contacts.

Actions taken as a result of reported CAF's 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 RTA operations policy

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

CAF's are redirected to relevant management and supervisory staff for further investigation. Customer Service staff will provide a prompt and written response at the conclusion of the investigation to the customer within ten working days.

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

The following table shows on-time performance of RTA Fixed-Route services.

Schedule Adherence	Standard	Dec-16	Jan-17	Feb-17	3-Month Average
Early Departure	<1%	1.0%	0.0%	0.0%	0.3%
Departures within 0-5 minutes	>85%	88.6%	87.3%	89.0%	88.3%
Monthly Wheelchair Boardings	No standard	3,893	3,873	4,107	3,958
Monthly Bicycle Boardings	No standard	7,161	7,918	7,928	7,669
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

The following existing detours potentially impact on-time performance:

- Kostoryz Road (Brawner – Staples): To be completed December 2017
 - Routes 15, 24S
- McArdle Road (Whitaker – Nile): To be completed May 2017
 - Routes 37, 66S
- Staples Street (Morgan to I-37): To be completed August 2017
 - Routes 5S, 17, 29, 29S
- Williams Street (Staples - Airline): To be completed August 2017
 - Routes 8S, 29, 63
- Cosmopolitan Development:
 - Routes 15S, 76

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

- Productivity: **2.57** PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: **95.7%** did not meet the contract standard of 96%.
- In Vehicle Time: **99.1%** exceeded the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **24,541.3** did exceed the contract standard of 12,250 miles.
- Ridership Statistics: **10,231** ambulatory; **4,391** wheelchair boarding's

Metric	Standard	Dec-16	Jan-17	Feb-17	YTD Average
Passengers per Hour	2.50	2.47	2.57	2.57	2.54
On-time Performance	96%	97.9%	97.0%	95.7%	96.9%
In Vehicle Time	95.0%	99.3%	99.0%	99.1%	99.1%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	20,005	31,953	24,541	25,500
Monthly Wheelchair Boardings	No standard	4,328	4,611	4,391	4,443

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: April 20, 2017

SUBJECT: B-Line Report for February 2017

- Ridership for the month of February 2017 was 15,633 compared to 17,212 for February 2016, which equates to 1579 less trips representing a 9.17% **decrease**.
- Ridership for YTD 2017 was 31,986 representing a 3.18% **decrease** over 2016 ridership statistics.

RIDERSHIP 2016 YTD	RIDERSHIP 2017 YTD	DIFFERENCE	% DIFFERENCE
33,035	31,986	1,049	3.18%

Service Standards

- Productivity: 2.57 PPH (Passengers per hour) February 2017, contract standard is 2.50
- On Time Performance: 95.70% on time performance for February 2017
- Denials: Zero trips were delivered later than one hour.
- 672 trips out of 15,633 trips (4.3%) did not meet the standard for on time performance in February 2017. Of that number:
 - 644 were < 30 minutes late
 - 28 were > 30 minutes late
 - 0 were > 60 minutes late
 - 0 were > 90 minutes late
- Passenger “in-vehicle time”: Statistical sampling for February 2017 resulted in a total of 18 “in-vehicle time” violations for three days sampled in February with an overall average performance of 99.1% of all trips delivered with no “in-vehicle time violations.” MV met the contract standard of delivering 95% of trips without “in-vehicle time” violations on three days of sampling.
 - 15 “in vehicle” time violations on Friday, March 3rd
 - 0 “in vehicle” time violations on Saturday, March 11th
 - 3 “in vehicle” time violations on Sunday, March 12th
 -

Of the 18 in vehicle time violations there were

 - 15 violations were less than 30 minutes
 - 1 violation were greater than 30 minutes
 - 1 violation were greater than 60 minutes

- 1 violation were greater than 90 minutes
-
- Miles between road calls 122,706.7 miles with 5 road call that equates to 24,541.3 miles between road calls for February 2017. MV did exceed the minimum standard of 12,250 miles between road calls for February 2017.

Wheelchair Boardings and associated statistics

For the month of February 2017, there were:

- 10,231 - ambulatory passengers
- 4,391 - wheelchair boarding's
- 637 - personal care attendants (AM)
- 354- companions
- 20 - animals

Other Service statistics

There were nine **Customer Assistance Forms** recorded for February 2017:

- One commendation- Customer service spoke with our operator that received the commendation; she was thankful for the kind words from our customer.
- Four complaints on employees – Complainant stated stores do not open till 10:00 am and Carmen was very rude on the phone. She told him to call her when he was ready. The information she provided to Mr. Davis was correct but we will counsel our dispatcher on her tone of voice when speaking with the passengers; Second complainant stated she asked the bus operator to stop so she could use the restroom but the bus operator told her she was "running late" and couldn't stop. Our operator had another passenger to pick up within their 30 minute window and she was late arriving for the passenger because she had to stop for Ms. Bustamante to use the facilities. For future trips, we did advise Ms. Bustamante to use the facilities at her home before loading onto the bus to ensure it wouldn't throw off another passenger's pick up time again; Third complainant stated unit #2039 was behind the bus, who was already there unloading passengers, honking and honking. It was wet/slippery and she needs to stop being rude. Customer service spoke with our operator and she explained that it was raining and when she arrived at that location, she assumed the other unit was picking up her normal passengers from her route. To get the attention of the care giver and other bus operator, she began to honk her horn. Once it was clarified that the other operator was just dropping off rather than picking up her

passengers, the driver then understood the scenario she drove upon. It was a miscommunication; Fourth complainant stated the B-line unit parked sideways in the parking lot to unload a passenger. Complainant parked in the open handicap spot to allow her client to get off her vehicle and the driver started honking at her. Customer service pulled video footage, you can see the driver arrive at Humpal Physical Therapy, unload her passenger, then move her bus forward to fill out her paperwork with the times of her drop-off. There is a SUV that parks behind the bus but, at no point, does the driver honk or look at the complainant ugly. There is no contact between the two vehicles and the bus operator leaves after entering in her times. CAF is invalid.

- Four complaints on reckless driving – Complainant stated the bus operator was speeding through a school zone by Most Precious Blood. After pulling video footage and checking unit #2005's AVL, we have concluded that our operator will be undergoing safety counseling; Second complainant stated the bus operator ran the red light at Staples @ Elizabeth. She stated that others were honking at him because he was weaving in and out of traffic and also speeding through traffic. He could have caused an accident. After pulling video footage, we cannot confirm the allegations stated against the driver since the video footage is not working properly. We will counsel operator. Third complainant called in stating that unit #2012 cut across the lane and almost hit him on Baldwin by Crosstown. After pulling video footage, we have concluded that our operator will be undergoing mandatory safety retraining; Fourth complainant stated that the bus was driving very slow and that he came to a stop in the middle of the street right in front of where he was going to park. Caller states that bus operator got off of the bus and started to make hand gestures for him to go around him, but caller was going to park where bus was. Caller states that operator proceeded to make a hand gesture "below the waist" and got back into bus and drove away. Upon viewing the footage, you can see that the trainee is driving slowly through the residential area because of two reasons: 1. they are trying to read the numbers on the houses to find their passenger 2. It is a dead end road and they are not sure if they will have enough space to back up without getting stuck. We can see an older pickup truck arrive behind the bus and the operator gets down advising them to go around. At no point was there ever a "below the waist" motion, he is pointing for the vehicle to go around our unit to pass them up. The operator gets back in the bus and they proceed forward since the pickup truck will not work with them.

The operator does pick up and male passenger from Oakdale Street and continues on with his route. Although the driver does motion for the vehicle to move around, there is no foul play. CAF is invalid.

Conclusion

The contractor has met or exceeded performance standards in four of the five key areas for February 2017:

- ❑ 2.57 passengers per hour
- ❑ 95.70% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Threshold for passenger in vehicle time violations: 99.1% based on a three-day statistical sampling
- ❑ Miles between road calls for February 2017 at 24,541.3 miles did exceed the minimum contract standard of 12,250 miles.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Road Call/Mileage Comparison for February 2017

	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	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys								
Totals	20,171	8	8	0	8	0	0	1
Opus								
Totals	0		0	0			0	0
Orion								
Totals	0		0	0			0	0
CNG								
Totals	177,270	10	10	0	6	4	1	0
RTS								
Totals	0		0	0			0	0
GILLIG (DSL)								
Totals	89,265	13	13	0	12	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	286,706	31	31	0	26	5	1	1

MILES BETWEEN ROAD CALLS
11,027 Compared Total Miles with Chargeable Roadcalls

B-Line Eligibility Program - 2016

Year End Statistics - January through December 2016

For the twelve months of 2016, there were:

- ❑ 1,025 applications received, both new and recertification applications
- ❑ 111 withdrew their applications from consideration or “no-showed” for their assessment
- ❑ 114 applications did not complete the application process (as of 3/23/17)*
- ❑ 70 assessment dates were scheduled
- ❑ 578 applicants came in for an assessment
- ❑ 880 applications were reviewed for eligibility
- ❑ 457 were determined unconditionally eligible (initially 456 but 1 was overturned)
- ❑ 254 recertifications were determined unconditionally eligible
- ❑ 125 were determined conditionally eligible
- ❑ 14 recertifications were determined conditionally eligible
- ❑ 16 were determined temporarily eligible
- ❑ 0 were determined temporarily/conditionally eligible
- ❑ 14 applicants were determined ineligible (initially 15 but 1 was overturned)
- ❑ 1 eligibility appeal was scheduled (170 had opportunity to appeal)
- ❑ 735 recertification notices were mailed out (321 needed a reassessment; 414 were recertifications)
- ❑ 429 no show letters were mailed out
- ❑ 7 no show appeal hearings were scheduled
- ❑ 26 appellants attended the no show appeal hearings or submitted a letter to appeal

Currently, we have 2,306 eligible riders on B-Line (as of 4/01/17).



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

Administration & Operations Committee of the Board

Wednesday, April 26, 2017

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, May 3, 2017

8:30 a.m.

No-Shows/Eligibility Appeals

Tuesday, May 16, 2017

11:30 a.m.

RCAT Meeting

Thursday, May 18, 2017

12:00 p.m.

Grants Review

TBD

TRAINING, DEVELOPMENT, AND EDUCATION

MV Safety Training: May 16, 17, 18, 2017

9:30 am – 10:30 am ★ 12:15 pm – 1:15 pm ★ 2:30 pm – 3:30 pm

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

-
-
- | | | |
|-------------------------------|---------------------------------|----------------------------------|
| ▪ Buc Days Rodeo | April 27 - 30 2017 | American Bank Center |
| ▪ Buc Days Carnival | May 4 - 13 2017 | Shoreline Park |
| ▪ Buc Days Illuminated Parade | May 6, 2017
8:00pm – 10:00pm | Leopard St. to
Shoreline Park |

RCAT Committee Member Concerns

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
1/19/2017	8	Jose Chapa	Mr Chapa expressed concern of a safety issue on the trolley buses. When a wheelchair is strapped in, there are instances where the ADA trolley seat is not secure and the seat falls over onto the rider in the wheelchair.	A CAF was entered into the system after the meeting. Maintenance responded that the trolley fleet was inspected and the condition was confirmed. Maintenance is gathering the information on the parts needed to make the corrective repairs and will order parts to make repairs to the entire fleet of trolleys. We will continue to update the committee on the progress of the repairs until they are completed. Parts have been ordered and Director of Maintenance is following up on the delivery date. <u>The Trolley in question has been repaired as of February 16, 2017. Additional parts will be ordered for the remaining six Trolleys to be repaired to correct the condition. This process will take approximately three weeks. Additional parts have been ordered but not yet received as of March 9, 2017. As soon as the parts arrive, the remaining six Trolley units will be repaired.</u>	01/19/2017 02/16/2017 03/16/2017
3/16/2017	Prior to RCAT Meeting	Anne Bauman	Ms. Bauman commented, when sitting in the back of the boardroom, it is difficult to hear the speaker at the podium.	IT increased the volume of the microphone at the podium. The CCRTA administrators will adjust the microphone at the podium before each meeting and place a reminder to the presenter at the podium "Please speak into the microphone"	4/20/2017