



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, November 17, 2016

Time: 12:00 p.m.

Location: CCRTA Staples Street Center
602 N. Staples
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.	Roll Call	2 minutes	No Attachment
2.	Public Comment	3 minutes	No Attachment
3.	Approval of Minutes for September 15, 2016 RCAT Meeting	2 minutes	Pages 1-5
4.	Presentation: 2 nd Quarter Unsung Hero Award Recipient	5 minutes	No Attachment
5.	Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Commission (CCHRC) Update	7 minutes	No Attachment
6.	Discussion and Recommendation of 3 rd Quarter Unsung Hero Award Recipient(s)	10 minutes	Page 6
7.	January 2017 Service Improvements	10 minutes	PowerPoint
8.	Discussion of RCAT Meeting Frequency	15 minutes	No Attachment
9.	Committee Report(s)	5 minutes	No Attachment
10.	Chairperson's Report	5 minutes	No Attachment
11.	Informational Items a) August & September 2016 CAF Report b) August & September 2016 Operations Report c) August & September 2016 Purchased Transportation Report		Pages 7-12 Page 13-14 Pages 15-19

	d) August & September 2016 Maintenance Road Call Report		Page 20-21
	e) Upcoming Events and RTA Functions		Page 22
12.	Requests for Agenda Items	2 minutes	No Attachment

Total: 66 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, September 15, 2016

Advisory Committee Members Present: Anne Bauman, Tammye Salinas, Donnie Contreras, Robert Box, Richard Balli, Jose Chapa, and Sylvia Wilson

Advisory Committee Members Absent: Joyce Lopez

Board Members Present: None

Staff Present: Sharon Montez, Gordon Robinson, Victoria Reyes, Mike Rendon, Roxie Garrison, Mary Diaz and Melanie Gomez

MV Present: CJ Loomis and Janessa Cano

Employee Representative(s): Gina Salazar

Call to Order: Ms. Anne Bauman called the meeting to order at 12:00 p.m. Ms. Melanie Gomez called the roll and determined that a quorum was present.

Opportunity for Public Comment

Mr. Abel Alonzo wanted to share his support for proposed fare increases and wanted to recommend that the committee do the same. He expressed not being happy about the increases but understands that it is necessary. Mr. Alonzo also wanted to caution to committee about ensuring the Board of Directors is supporting their decision as well. Mr. Donnie Contreras wanted to chime in on fare increases as well, and believes that the committee should do all that they can to keep the cost for public transportation to a minimum for people with disabilities. He also provided additional information to the committee regarding the Walk and Roll Event being held on Saturday, September 24th. He encouraged all members to attend and represent the committee. Mr. Contreras announced that two buses were able to get wrapped with an advertisement for the event. He thanked RTA staff member, Victoria Reyes for her support with this event. Mr. Contreras invited members to attend the Press Conference commemorating the ADA on Monday, September 19th at 10:30 at the

Operations Facility on Bear Lane. Ms. Sylvia Wilson added that on Tuesday, September 20th at the City Council meeting, a proclamation would be announced to acknowledge September 24th as the Coastal Bend Walk and Roll Celebration Event. She invited all the members to attend the meeting by 11:15am, as proclamations would begin at 11:30am. Mr. Jose Chapa wanted to report an incident on Saturday, September 10 on unit 641, where an operator passed him up. Ms. Sharon Montez asked if the complaint had been submitted to the Customer Service Department. Mr. Chapa advised that he had filed a CAF. Ms. Montez said she would follow up to determine the status. Mr. Richard Balli recommended that for any future incidents, it would be wise to obtain the operator's name or ID number. Ms. Anne Bauman reported that riders going to vote can ride free on B-Line on voting day as well as on fixed-route.

Action to Approve Minutes of August 18, 2016 was approved as presented.

MR. BOX MADE A MOTION TO ADOPT THE RCAT MINUTES OF AUGUST 18, 2016 AS PRESENTED; MR. CHAPA SECONDED THE MOTION. BAUMAN, LOPEZ, CONTRERAS, SALINAS, AND BALLI VOTING FOR. LOPEZ WAS ABSENT.

Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Committee (CCHRC) Update

Mr. Richard Balli did not have a report of the CFPWD meeting as there was no quorum. Ms. Sylvia Wilson provided a report for the CCHRC meeting that was held on Thursday, September 1st. She advised that a presentation was given by the Human Relations staff of the EEOC process regarding employment discrimination complaints. She advised that their jurisdiction is only within the city limits of Corpus Christi but they do take intakes for other complaints and those are forwarded to the San Antonio field office for further investigation. Ms. Wilson also advised that an update was provided by one of the commissioners regarding Citizens Alliance for Fairness and Progress, which was created to address concerns of the residents of Hillcrest who will be affected by the construction of the new bridge.

Discussion and Recommendation of 2nd Quarter Unsung Hero Award

Ms. Anne Bauman had committee members review the commendations for the 2nd quarter. There was discussion regarding several of the commendations and employees. The committee was unanimous in their

decision to nominate Sylvia Ybarra as the 2nd Quarter Unsung Hero. Mr. Donnie Contreras, Ms. Anne Bauman and Ms. Sharon Montez all had great things to say about Ms. Ybarra and her great customer service.

Transit Plan 20/20 Update

Mr. Gordon Robinson provided recent updates on the Transit Plan 20/20. He went over major milestones and outreach activities that have been completed since the plan was implemented. Mr. Robinson discussed fare analysis goals as well as five proposed fare structure scenarios. The next steps would be to complete the final report of the 5 year implementation and service expansion plan and initiate Phase 1 for 2017. Mr. Donnie Contreras voiced his concern with raising fares and how it would negatively impact the disabled community. He is in favor of going with the scenario that increases the fares by the least amount. Ms. Anne Bauman mentioned that she remembered reading an article that broke down the cost per trip on the public transportation for RTA versus how much the public pays and she was shocked at the significant difference. Ms. Bauman believes if a fare increase is to be implemented, it should be across the board for all riders.

July Operations Report

Mr. Gordon Robinson reported monthly and year to date ridership trends, weekday boardings, CAF trends, miles between road calls, collision rates and performance standards for all modes of service and the current averages. Mr. Robinson added that since RTA is no longer providing the Harbor Ferry service, which has some impact in the decrease in ridership numbers. Mr. Donnie Contreras asked if there was a plan to have the Harbor Ferry service return in the future. Ms. Sharon Montez advised that it wasn't in the budget for 2017.

Procurement Update

Ms. Sharon Montez advised the committee that the Managing Director of Administration has been hired and will be overseeing the Procurement Department. Mr. Robert Saldana will be providing any future procurement updates. Ms. Montez provided a procurement update for the committee. Ms. Montez provided a list and current status of all procurement items that have been awarded and are currently up for award. Ms. Anne Bauman questioned whether the new benches have reduced the cost relative to cleaning. Ms. Montez explained that when the initial contract was issued, only a number of stops had been determined but not an assessment of all the stops. Since then, assessments of the stops have been done and RTA

now has more information relative to the stops which will allow for a tighter scope of work which will lead to a reduction of cost. Ms. Bauman also asked if the price for auditing was for a yearly or quarterly audit. Ms. Montez confirmed that it was for a yearly audit.

CCRTA 2017 Budget Update

Ms. Sharon Montez advised that at the last Board meeting, the Big Picture Budget was presented. There have been several budget workshops since then. Ms. Montez discussed several department line items in the budget, explaining revenues and expenditures. She provided budget amounts for 2016 and proposed budget amounts for 2017. As a result of the decline in sales tax revenues, the CEO requested that all departments decrease their budget by 6%. Ms. Montez requested feedback from the committee regarding meeting frequency for the RCAT committee. The CEO is requesting to propose having the RCAT committee meet every other month with special meetings when needed for action items. Ms. Anne Bauman asked when this would take effect. Ms. Montez advised that it could take effect immediately, with no meeting for October, a meeting for November and no meeting for December. For 2017, the meetings would begin every other month beginning with January. Mr. Donnie Contreras recommended that meeting every month is very important to remain a valid committee. Ms. Sylvia Wilson added that as the ADA Coordinator for the City of Corpus Christi, it is a positive relationship to have with RTA and RCAT and meeting every month. In her opinion, reducing the number of meetings could potentially lead to no meetings at all. She suggested even having short meetings or meetings that didn't require lunch in an effort to save on costs. Ms. Wilson also suggested that the Board and RTA should feel free to ask more of the RCAT committee. In lieu of meetings, perhaps trainings could be attended or the committee could revisit policies and procedures as a free service. The committee was in agreement to table this discussion for the next meeting and make a determination at that point. Ms. Montez advised she would take all of the comments back to the CEO for further discussion. Mr. Contreras mentioned wanting to add to the next agenda about the plan for emergency preparedness evacuation for persons with disabilities.

Committee Reports

No-Show/Eligibility Appeals

The No-Show/Eligibility Appeals Committee was scheduled to meet on Tuesday, September 13, 2016 for no show appeals. There were no

appeals submitted in September. There were 9 warning notices issued in August, 0 seven day proposed service suspensions and 0 thirty day proposed service suspensions. The No-Show/Eligibility Appeals Committee met on Tuesday, September 13, 2016 for eligibility appeals. Committee members present were Robert Box, Joyce Lopez and Richard Balli, RCAT members, Caren Cornelius, Occupational Therapist, and Christina Lopez, CCRTA's ADA Compliance Officer. One appeal was scheduled to appeal the decision of ineligibility for ADA Paratransit service. The appellant appealing the decision of ineligibility did attend the hearing and provided additional and valuable information to the committee. Committee members reviewed the new information provided and information obtained during the assessment process. Committee members were unanimous in their decision that the individual's disability did indeed prevent the use of fixed-route service. The decision of ineligibility was overturned and the appellant was granted unconditional eligibility.

Chairperson's Report

Ms. Bauman shared upcoming meeting dates with the committee.

Informational Items

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

Request for Agenda Items

Mr. Richard Balli would like an agenda item regarding additional signage at the Staples Street Center. Mr. Mike Rendon advised that signage has been posted through the area and police officers have been trying to keep through traffic to a minimum.

Other Business: Ms. Bauman adjourned the meeting at 1:30 p.m. The next meeting will be held on Thursday, October 20, 2016.

Unsung Hero's Report

July-16

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
12033	1-Jul	Alexis Salazar	B-Line	Ms. Tate called in to report Ms. Alexis Salazar. She has never rode with this particular driver before and was very pleased with her trip. Morgen stated that the driver was kind, nice, polite, and drove very well for being new to the company.
12046	11-Jul	Rudy Espinoza	B-Line	Mr. Hopwood stated that he had impeccable service all day on Saturday with two drivers who were kind, courteous, respectful of their passengers, had a good work ethic, very time efficient with their routes, and the buses were clean.
12047	11-Jul	Jocelyn Tate	B-Line	Mr. Hopwood stated that he had impeccable service all day on Saturday with two drivers who were kind, courteous, respectful of their passengers, had a good work ethic, very time efficient with their routes, and the buses were clean.
12053	13-Jul	Customer Service	B-Line	Customer stated yesterday he received remarkable service and he wanted to ensure that their hard work does not go unnoticed. He appreciates their efforts in making sure that his outings are correct for his future trips.
12079	20-Jul	Joe Palacios	Transportation	Customer called in to give operator commendation.

Aug-16

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
12117	12-Aug	Eric Lira	Transportation	Commendation for Transportation Operator.
13002	25-Aug	Richard Thompson	Transportation	Customer stated Richard Thompson is a very polite, courteous and approachable driver.
13019	31-Aug	Rose Schmitz	B-Line	Mr. Box stated this call taker is always pleasant when he calls. He stated whenever he calls he's hopes it her on the phone because she always accommodating. She's just an outstanding call taker. He stated there are other good call takers, but, she's outstanding.

Sep-16

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
13062	26-Sep	Jocelyn Tate	B-Line	The customer wanted to commend bus operator Joslyn. He stated she is always professional & just an awesome operator. She's very mature&always comes to work.
13075	30-Sep	Cheryl Goad	Transportation	Customer was not aware of detour and had to go to MacArthur through construction area and on the street. He was almost hit by a car. The bus saw him coming, waving his arms. The driver waited. He is very appreciative of her kindness and would like her supervisor know.



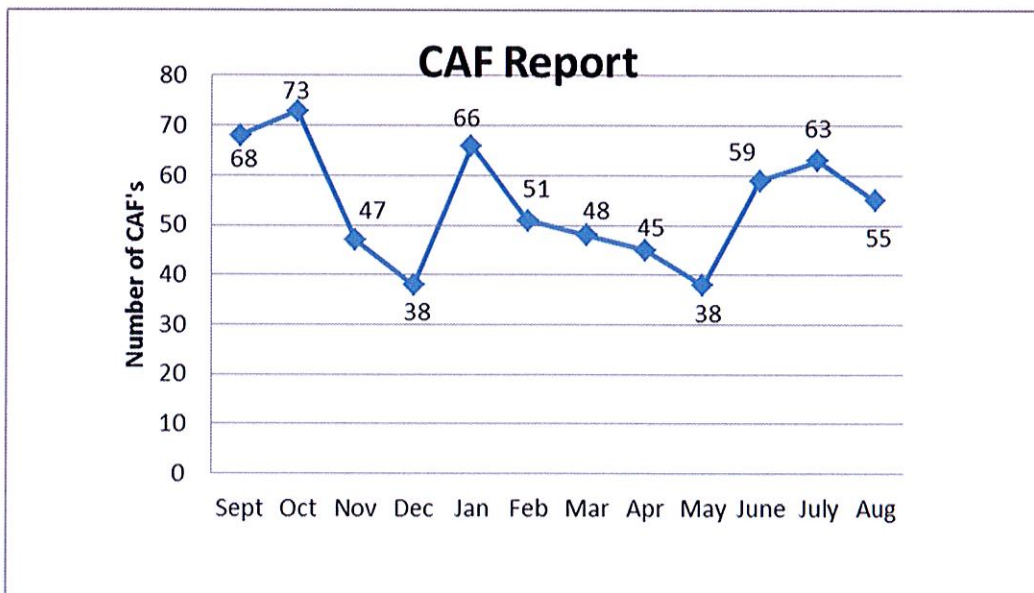
October 20, 2016

Subject: CAF Report for August 2016

Customer Programs Monthly Customer Assistance Form (CAF) Report

For August 2016 there were 55 reported CAF's (excludes commendations) which represents a decrease from 63 reported CAF's overall in July 2016. The statistics for August represents a .13% decrease, 55 CAF's vs 63 CAF's compared to the month of July 2016.

There were 4 Commendations for the month of August.



Route Summary Report for August 2016

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	1	#34 Robstown Circulator	0
#4 Flour Bluff Mini B	4	#37 Crosstown	1
#5 Alameda	0	#51 Gregory Park & Ride	0
#5S Alameda(Sun)	0	#63 The Wave	0
#6 Santa Fe/Malls	0	#65 Padre Island Connector	4
#12 Saxet Oak Park	0	#67 Robstown/Gregory	1
#15 Kostoryz	0	#76 Harbor Bridge Shuttle	0
#16 Agnes/Ruth	0	#77 Harbor Ferry	0
#17 Carroll/Southside	2	#78 North Beach	0
#19 Ayers/Norton	0	#84 LightHouse	0
#19G Greenwood	1	#94 Port Aransas Shuttle	1
#19M McArdle	0	#95 Flexi-B Port A	0
#21 Arboleda	1	B-Line (Para-transit)	2
#23 Molina	6	Facility Maintenance	2
#25 Gollihar/Greenwood	0	Service Development	6
#26 Airline/Lipes Connector	1	Safety and Security	4
#27 Northwest	2	Transportation (Other)	5
#27X Northwest	1		
#29 Staples	6		
#29F Flour Bluff	1		
#29SS Spohn South	2		
#32 Southside Mini B	0	TOTAL CAF'S	55

August 2016 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	11	0	1	11
Driving Issues	3	1	0	4
Customer Services	10	1	2	14
Late/Early – No Show	4	0	4	8
Disputed drop-off/pickup	0	0	0	0
Fare/Transfer Dispute	1	0	0	1
Facility Maintenance	2	0	0	2
Service Development	6	0	0	6
Safety and Security	4	0	0	4
Transportation (other)	5	0	0	5
Total	46	2	7	55
Commendations	2	2	0	4

Conclusion:

During August 2016, RTA received 55 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; four (4) of the 59 reported CAF's (August) were commendations.

There were a total of 46 CAF's/Commendations received regarding RTA Service representing 87% of total customer contacts: 2 for Facilities Maintenance, 6 for Service Development, 4 for Safety and Security, 34 for Transportation.

A total of 2 CAF's/Commendations were reported regarding B-Line service representing 2.9% of the total customer contacts.

A total of 7 CAF's/Commendations were reported regarding Contracted Fixed Route service representing a 10.1% 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.



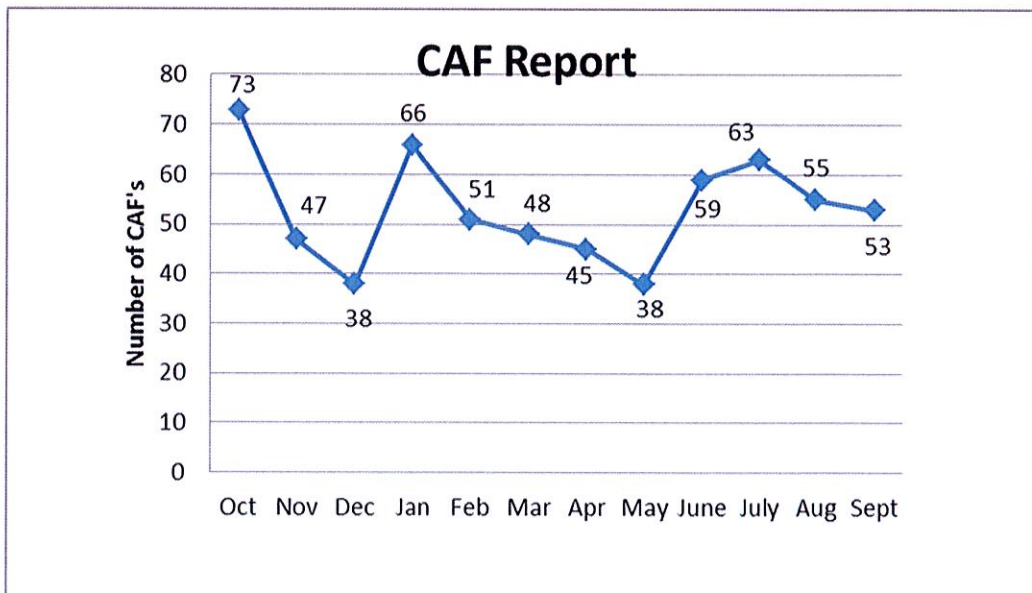
November 17, 2016

Subject: CAF Report for September 2016

Customer Programs Monthly Customer Assistance Form (CAF) Report

For September 2016 there were 53 reported CAF's (excludes commendations) which represents a decrease from 55 reported CAF's overall in August 2016. The statistics for September represents a .04% decrease, 53 CAF's vs 55 CAF's compared to the month of August 2016.

There were 2 Commendations for the month of September.



Route Summary Report for September 2016

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	6	#29SS Spohn South	1
#4 Flour Bluff Mini B	0	#32 Southside Mini B	1
#5 Alameda	1	#34 Robstown Circulator	0
#5S Alameda(Sun)	0	#37 Crosstown	0
#6 Santa Fe/Malls	0	#51 Gregory Park & Ride	0
#8S FlourBluff/Malls	1	#63 The Wave	1
#12 Saxet Oak Park	3	#65 Padre Island Connector	2
#15 Kostoryz	0	#67 Robstown/Gregory	2
#16 Agnes/Ruth	0	#76 Harbor Bridge Shuttle	1
#17 Carroll/Southside	2	#77 Harbor Ferry	0
#19 Ayers/Norton	2	#78 North Beach	0
#19G Greenwood	0	#84 LightHouse	0
#19M McArdle	0	#94 Port Aransas Shuttle	0
#21 Arboleda	1	#95 Flexi-B Port A	0
#21S Arboleda(Sun)	1	B-Line (Para-transit)	0
#23 Molina	3	Facility Maintenance	6
#25 Gollihar/Greenwood	0	Service Development	3
#26 Airline/Lipes Connector	1	Safety and Security	4
#27 Northwest	5	IT Department	1
#27S Northwest (Sun)	1		
#29 Staples	2		
#29F Flour Bluff	2	TOTAL CAF'S	53

September 2016 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	10	0	3	13
Driving Issues	4	0	0	4
Customer Services	10	0	0	10
Late/Early – No Show	2	0	5	7
Fare/Transfer Dispute	1	0	1	2
Wheel Chair (Tie Downs)	1	0	0	1
Over Crowded Bus	2	0	0	2
Facility Maintenance	6	0	0	6
Service Development	4	0	0	4
Safety and Security	3	0	0	3
IT Department	1	0	0	1
Total	44	0	9	53
Commendations	1	1	0	2

Conclusion:

During September 2016, RTA received 53 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; two (2) of the 55 reported CAF's (September) were commendations.

There were a total of 44 CAF's/Commendations received regarding RTA Service representing 87.2% of total customer contacts: 6 for Facilities Maintenance, 4 for Service Development, 3 for Safety and Security, 1 for IT Department and 30 for Transportation.

A total of 0 CAF's were received regarding B-Line Service.

A total of 9 CAF's were reported regarding Contracted Fixed Route service representing a 17.3% 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.



**CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY**

AUG 2016 - OPERATIONS REPORT

Bus On-Time Performance:

Schedule Adherence	Standard	Jun-16	Jul-16	Aug-16	3-Month Average
Early Departure	<1%	1.4%	0.6%	1.9%	1.3%
Departures within 0-5 minutes	>85%	92.5%	90.0%	89.4%	90.6%
Monthly Wheelchair Boardings	No standard	5,321	5,028	5,674	5,341
Monthly Bicycle Boardings	No standard	8,646	8,727	9,821	9,065
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

B-Line Service Metrics:

Metric	Standard	Jun-16	Jul-16	Aug-16	(3) month Average
Passengers per Hour	2.50	2.57	2.50	2.63	2.58
On-time Performance	96%	96.5%	97.1%	96.5%	96.9%
In Vehicle Time	95.0%	99.5%	99.8%	99.3%	99.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	27,124	31,777	15,355	24,756
Monthly Wheelchair Boardings	No standard	5,159	4,702	5,065	4,947



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

SEPT 2016 - OPERATIONS REPORT

Bus On-Time Performance:

Schedule Adherence	Standard	Jul-16	Aug-16	Sep-16	3-Month Average
Early Departure	<1%	0.6%	1.9%	2.4%	1.6%
Departures within 0-5 minutes	>85%	90.0%	89.4%	85.4%	88.2%
Monthly Wheelchair Boardings	No standard	5,028	5,674	6,160	5,621
Monthly Bicycle Boardings	No standard	8,727	9,821	9,600	9,383
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

B-Line Service Metrics:

Metric	Standard	Jul-16	Aug-16	Sep-16	(3) month Average
Passengers per Hour	2.50	2.50	2.63	2.58	2.58
On-time Performance	96%	97.1%	96.5%	95.1%	96.7%
In Vehicle Time	95.0%	99.8%	99.3%	99.4%	99.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	31,777	15,355	18,313	24,040
Monthly Wheelchair Boardings	No standard	4,702	5,065	4,512	4,947

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: September 7, 2016
SUBJECT: B-Line Report for August 2016

- Ridership for the month of August 2016 was 17,899 compared to 16,737 for August 2015, which equates to 1162 more trips representing a 6.94% **increase**.
- Ridership for YTD 2016 was 135,950 representing a 6.06% **increase** over 2015 ridership statistics.

RIDERSHIP 2015 YTD	RIDERSHIP 2016 YTD	DIFFERENCE	% DIFFERENCE
128,183	135,950	7,767	6.06%

Service Standards

- Productivity: 2.63 PPH (Passengers per hour) August 2016, contract standard is 2.50
- On Time Performance: 96.5% on time performance for August 2016
- Denials: Zero trips were delivered later than one hour.
- 622 trips out of 17,899 trips (3.5%) did not meet the standard for on time performance in August 2016. Of that number:
 - 616 were < 30 minutes late
 - 6 were > 30 minutes late
 - 0 were > 60 minutes late
 - 0 were > 90 minutes late
- Passenger “in-vehicle time”: Statistical sampling for August 2016 resulted in a total of 15 “in-vehicle time” violations for three days sampled in August with an overall average performance of 99.3% 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.
 - 7 “in vehicle” time violations on Monday, August 1st
 - 8 “in vehicle” time violations on Friday, August 12th
 - 0 “in vehicle” time violations on Sunday, August 21st
 -

Of the 15 in vehicle time violations there were

 - 13 violations were less than 30 minutes
 - 2 violation were greater than 30 minutes
 - 0 violation were greater than 60 minutes

- Miles between road calls 138,190.4 miles with 9 road call that equates to 15,354.5 miles between road calls for August 2016. MV did exceed the minimum standard of 12,250 miles between road calls for August 2016.

Wheelchair Boardings and associated statistics

For the month of August 2016, there were:

- 11,587 - ambulatory passengers
- 5,065 - wheelchair boarding's
- 925 - personal care attendants (AM)
- 322 - companions

Other Service statistics

There were three **Customer Assistance Forms** recorded for August 2016:

- One commendation – Customer service spoke with our operator that received the commendation; they were thankful for the kind words from our customer.
- One complaint on driver – Complainant stated that he was dropped off at HEB late and did not have enough time to shop. When his return bus arrived, the driver told him she would wait 5 more minutes for him to finish checking out. He felt the driver was rude. Customer service pulled video footage for the trip and spoke with the passenger. He did not have a violation on his drop-off nor was the bus late, our driver waited 14 minutes for the passenger, and he called in a same-day trip once the passenger was ready at HEB. Customer service suggested that the passenger allot himself more time at HEB for future trips.
- One complaint on services - Complainant stated that unit # 2010's engine stopped in the middle of the road headed towards Leopard St. He feels it is dangerous and that the buses should be checked every day. Customer service apologized for the bus malfunction and explained to the customer that each unit receives a pre/post trip inspection by each operator.

Conclusion

The contractor has met or exceeded performance standards in five of the five key areas for August 2016:

- 2.63 passengers per hour
- 96.5% on time performance
- Zero denial of service (as defined by FTA)

- Threshold for passenger in vehicle time violations: 99.3% based on a three-day statistical sampling
- Miles between road calls for August 2016 at 15,354.5 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: October 6, 2016

SUBJECT: B-Line Report for September 2016

- Ridership for the month of September 2016 was 16,425 compared to 16,898 for September 2015, which equates to 473 less trips representing a 2.80% **decrease**.
- Ridership for YTD 2016 was 152,375 representing a 5.03% **increase** over 2015 ridership statistics.

RIDERSHIP 2015 YTD	RIDERSHIP 2016 YTD	DIFFERENCE	% DIFFERENCE
145,081	152,375	7,294	5.03%

Service Standards

- Productivity: 2.58 PPH (Passengers per hour) September 2016, contract standard is 2.50
- On Time Performance: 95.1% on time performance for September 2016
- Denials: Zero trips were delivered later than one hour.
- 801 trips out of 16,425 trips (4.9%) did not meet the standard for on time performance in September 2016. Of that number:
 - 777 were < 30 minutes late
 - 24 were > 30 minutes late
 - 0 were > 60 minutes late
 - 0 were > 90 minutes late
- Passenger “in-vehicle time”: Statistical sampling for September 2016 resulted in a total of 16 “in-vehicle time” violations for three days sampled in September with an overall average performance of 99.4% 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.
 - 3 “in vehicle” time violations on Tuesday, September 6th
 - 13 “in vehicle” time violations on Friday, September 16th
 - 0 “in vehicle” time violations on Sunday, September 25th
 -

Of the 16 in vehicle time violations there were

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

- Miles between road calls 128,191.8 miles with 7 road call that equates to 18,313.1 miles between road calls for September 2016. MV did exceed the minimum standard of 12,250 miles between road calls for September 2016.

Wheelchair Boardings and associated statistics

For the month of September 2016, there were:

- 10,821 - ambulatory passengers
- 4,512 - wheelchair boarding's
- 884 - personal care attendants (AM)
- 206 - companions
- 2 - animals

Other Service statistics

There was one **Customer Assistance Form** recorded for September 2016:

- One commendation – Customer service spoke with our operator that received the commendation; she was thankful for the kind words from our customer.

Conclusion

The contractor has met or exceeded performance standards in four of the five key areas for September 2016:

- 2.58 passengers per hour
- 95.1% on time performance
- Zero denial of service (as defined by FTA)
- Threshold for passenger in vehicle time violations: 99.4% based on a three-day statistical sampling
- Miles between road calls for September 2016 at 18,313.1 miles did exceed the minimum contract standard of 12,250 miles.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Road Call/Mileage Comparison for August 2016

	Total Miles Driven in August for Each Bus Type	Total Road Calls for August for Each Bus Type	Type I Roadcalls	Type II Roadcalls	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys								
Totals	23,334	2	0	2	0	2	0	0
Opus								
Totals	0		0	0			0	0
Orion								
Totals	0		0	0			0	0
CNG								
Totals	182,135	25	22	3	13	12	1	2
RTS								
Totals	0		0	0			0	0
GILLIG								
Totals	110,066	25	25	0	20	5	2	2
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	315,535	52	47	5	33	19	3	4
MILES BETWEEN ROAD CALLS		9,562						
Compared Total Miles with Chargeable Roadcalls								



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Road Call/Mileage Comparison for September 2016

	Total Miles Driven in September for Each Bus Type	Total Road Calls for September for Each Bus Type	Type I Roadcalls	Type II Roadcalls	Chargeable Roadcalls	Non- Chargeable Roadcalls	A/C	W/C
Trolleys								
Totals	20,388	4	4	0	4	0	0	0
Opus								
Totals	0		0	0			0	0
Orion								
Totals	0		0	0			0	0
CNG								
Totals	185,032	27	26	1	20	7	0	0
RTS								
Totals	0		0	0			0	0
GILLIG								
Totals	95,174	15	13	2	14	1	5	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	300,594	46	43	3	38	8	5	0

MILES BETWEEN ROAD CALLS
7,910 Compared Total Miles with Chargeable Roadcalls



UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

RTA Board of Directors Meeting

Wednesday, December 7, 2016

8:30 a.m.

Administration & Operations Committee of the Board

None

RCAT Meeting

January 19, 2017

12:00 p.m.

No-Shows/Eligibility Appeals

Tuesday, December 13, 2016

11:30 a.m.

Grants Review

TBD

TRAINING, DEVELOPMENT, AND EDUCATION

- MV Safety Training: December 13, 14, 15, 2016

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

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

- “Good Old Fashioned Canned Food Drive” – Donate canned foods through December 14th to benefit the Food Bank of Corpus Christi. Canned foods can be dropped off at the Drivers’ Room on Bear Lane or the 3rd Floor of the Staples Street Center.