



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, February 18, 2016

Time: 12:00 p.m.

Location: RTA Administration/Operations Facility
5658 Bear Lane
Corpus Christi, Texas

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 January 21, 2016 RCAT Meeting	2 minutes	Pages 1-5
4.	Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Commission (CCHRC) Update	5 minutes	No Attachment
5.	Presentation: 3 rd Quarter Unsung Hero Award Recipients	10 minutes	No Attachment
6.	Presentation: Board of Directors Chairman	10 Minutes	No Attachment
7.	Procurement Update	7 minutes	No Attachment
8.	Presentation: ADA Bus Stop Improvements Phase VI	10 Minutes	No Attachment
9.	Committee Report(s)	7 minutes	No Attachment
10.	Chairperson's Report	5 minutes	No Attachment
11.	Informational Items a) December 2015 CAF Report b) December 2015 Operations Report c) December 2015 Purchased Transportation Report d) December 2015 Maintenance Road Call		Pages 6-8 Page 9 Pages 10-12 Page 13

	Report e) Upcoming Events and RTA Functions		Page 14
12.	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, January 21, 2016

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

Advisory Committee Members Absent: Joe Luis de la Garza

Board Members Present: Curtis Rock

Staff Present: Sharon Montez, Rosa Villarreal, Gordon Robinson, Billy Laridis and Melanie Gomez

MV Present: CJ Loomis and Janessa Cano

Employee Representative(s): None

Call to Order: Ms. Tammye Salinas 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

No public comment. Ms. Salinas asked everyone to introduce themselves, due to new committee members and staff. Committee members and Ms. Sharon Montez took a brief moment to introduce themselves.

Action to Approve Minutes of October 15, 2015 was approved as presented.

MR. BOX MADE A MOTION TO ADOPT THE RCAT MINUTES OF OCTOBER 15, 2015 AS PRESENTED; MR. CONTRERAS SECONDED THE MOTION. SALINAS, LOPEZ, CHAPA, BALLI AND WILSON VOTING FOR. DE LA GARZA WAS ABSENT.

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

Mr. Richard Balli gave an update to the CFPWD committee on behalf of Ms. Sylvia Wilson, who was having trouble speaking. Mr. Balli stated the committee added a new member by the name of Linda Lindsey. Mr. Balli also mentioned that he had asked committee members to come up with ideas to provide outreach to other community committees, where the CFPWD could meet with those committees and answer any questions. Regarding the CCHRC, Mr. Balli had nothing new to report since the committee did not meet. They did not have a quorum for that meeting.

Discussion and Recommendation of 3rd Quarter Unsung Hero Award Recipients

The committee reviewed all the recipients that received commendations during the 3rd quarter. After discussion of the commendations and previous nominations, the committee unanimously chose Phyllis Vestle (MV), Janessa Cano (MV), Charlotte Leach (MV) and Melanie Gomez (CCRTA) as the 3rd Quarter recipients.

Presentation: Pilot Project – Seating/Lighting for Right of Way Constrained Areas

Ms. Montez advised the committee about a pilot program that CCRTA is implementing regarding seating and lighting options at bus stops, specifically areas where there are right of way constraints. She mentioned that bus stop observations were conducted throughout the service area and it was noted that numerous bus stops have constrained sidewalk width for placement of shelters or benches. Because CCRTA wants to do better to provide amenities for their riders, other amenity options were researched for those areas. Bench options were researched as well as solar lighting options in an effort to enhance safety at bus stops. Ms. Montez explained one of the lighting options, PV Stop Solar Lighting, to the committee. She also explained possible seating options to the committee. These seating options would allow seating placement in areas where the sidewalk is constrained. Ms. Montez mentioned that it could take 5 to 6 weeks for an order to come in and that prototypes would be placed at stops with high ridership and constrained areas. The initial purchase would be for 12 benches and once those have been installed, they will try and obtain feedback from bus operators and riders before going forward. Ms. Montez advised that the Board of Directors would like to see seating at all bus

stops. Ms. Sylvia Wilson asked if by the March meeting, locations would be known of where the new seating and lighting had been installed so that members could also look at them. Ms. Montez confirmed that those locations would be available by the March RCAT meeting.

Update: Procurement

Mr. Billy Laridis introduced himself to the committee and advised the committee that he would be presenting the procurement update on a regular basis as requested by the Board of Directors. Mr. Laridis advised that they are looking to RCAT for any feedback regarding future purchases. He provided the committee with procurement items for the next 6 months. He advised that he would be available to answer any questions and relay any feedback the committee has to the Board.

Presentation: Update on Transit Plan 20/20 (COA)

Mr. Gordon Robinson introduced himself and gave a brief background on the Transit Plan, when it was kicked off and what the purpose is. He advised that CCRTA is looking at all the new services, how they are performing, what are the unmet needs and what can be done to increase ridership. Mr. Robinson also advised the committee that this also includes an extensive public outreach effort. He presented to the committee the results of the online and paper surveys that have been conducted. The most requests from riders were amenities and weekend service. Mr. Robinson also provided requests that were made from a Project Advisory Committee meeting. Local and regional stakeholders requested more late night service, alternative and attractive ways to provide services, better services for senior facilities, operating the Harbor Ferry and additional trip planning tools. He advised that they will continue to conduct outreach and will provide those results to the RCAT committee. Mr. Balli recommended providing a PSA demonstration of a person in a wheelchair or walker boarding a fixed-route bus as an effort to increase ridership. Ms. Wilson and Ms. Lopez recommended promoting the services that Marshall Burns offers as CCRTA's Mobility Coordinator as a PSA. Ms. Wilson requested that Mr. Robinson include the City's Committee for Persons with Disabilities as an option for providing outreach.

Committee Reports

No-Show/Eligibility Appeals

The No-Show/Eligibility Appeals Committee met on Tuesday, January 19, 2016. Members present were Robert Box, Joyce Lopez, and Richard Balli. Staff members present were Melanie Gomez and Janessa Cano (MV). There were 6 appeals scheduled in January. Two appellants were present to appeal a 7-day proposed service suspension. One service suspension was dismissed due to extenuating circumstances. One service suspension was dismissed contingent upon the appellant attending a B-Line Orientation. One appellant was present to appeal a 30-day proposed service suspension. The service suspension was reduced to 7 days contingent upon the appellant attending a B-Line Orientation. Three appellants provided a letter to appeal a 30-day proposed service suspension. One service suspension was dismissed due to extenuating circumstances. One service suspension was dismissed contingent upon the appellant and/or representative attending a B-Line Orientation. One service suspension was reduced to 7 days contingent upon the appellant attending a B-Line Orientation. There were 10 warning notices issued in December, 15 seven day proposed service suspensions and 9 thirty day proposed service suspensions. The No-Show/Eligibility Appeals Committee met on Friday, December 18, 2015. Committee members present were Donnie Contreras, Sylvia Wilson, and Richard Balli, RCAT members. Caren Cornelius, Occupational Therapist, listened to an audio recording of the appeal hearing. Two appeals were scheduled to appeal the decision of ineligibility for ADA Paratransit service. The appellants 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, information that was provided after the assessment process and information obtained during the assessment process. Committee members were unanimous in their decision that the individuals' disability did indeed prevent the use of fixed-route service. The decision of ineligibility was overturned and both appellants were granted unconditional eligibility.

Chairperson's Report

Ms. Salinas shared upcoming meeting dates with the committee. Ms. Montez took the opportunity to introduce Curtis Rock, CCRTA's Board Chair and Anne Bauman. Ms. Montez gave both an opportunity to speak.

Informational Items

These items were made available to the committee members in their packets.

Request for Agenda Items

Ms. Wilson requested that Board Chair, Curtis Rock present to the committee regarding his expectations of RCAT and how the committee can assist with any accessibility issues.

Other Business: Ms. Salinas adjourned the meeting at 12:45p.m. The next meeting will be held on Thursday, February 18, 2016.



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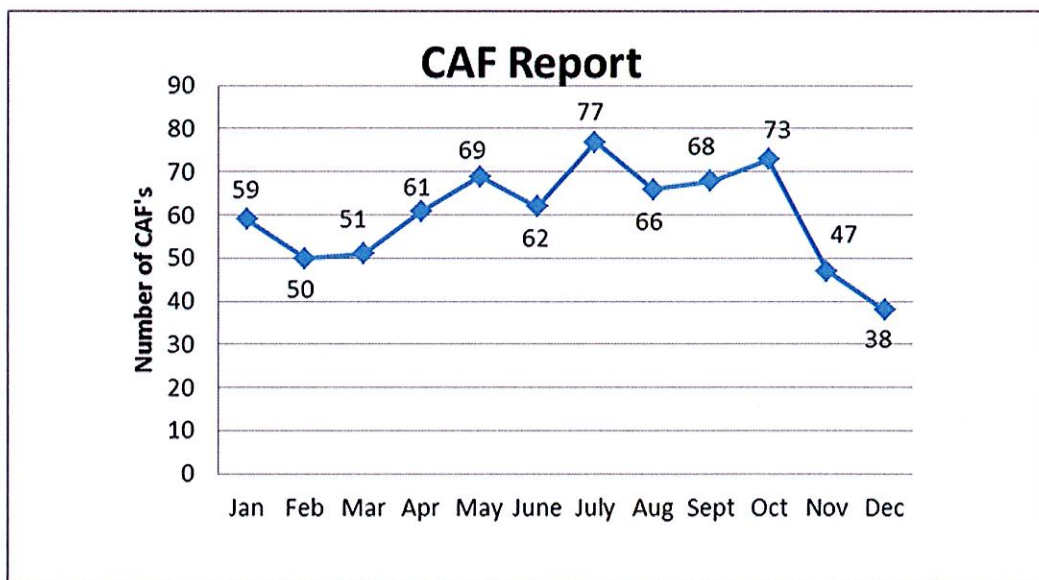
February 18, 2016

Subject: CAF Report for December 2015

Customer Programs Monthly Customer Assistance Form (CAF) Report

For December 2015 there were 38 reported CAF's (excludes commendations) which represents a decrease from 47 reported CAF's overall in November 2015. The statistics for December represents a 19% decrease, 38 CAF's vs 47 CAF's compared to the month of November 2015.

There were 8 Commendations for the month of December.



Route Summary Report for December 2015

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	2	#32S Southside/Malls (Sun)	0
#4 Flour Bluff Mini B	0	#34 Robstown Circulator	0
#5 Alameda	0	#37 Crosstown	1
#6 Santa Fe/Malls	0	#50 Calallen Park & Ride	0
#8 Flour Bluff/Malls (Sun)	0	#51 Gregory Park & Ride	0
#12 Saxet Oak Park	0	#63 The Wave	0
#15 Kostoryz	2	#65 Padre Island Connector	0
#16 Agnes/Ruth	1	#67 Robstown/Gregory	0
#17 Carroll/Southside	0	#76 Harbor Bridge Shuttle	0
#19 Ayers/Norton	3	#76S Harbor Bride (Sun)	1
#19G Greenwood	1	#77 Harbor Ferry	0
#19M McArdle	0	#78 North Beach	0
#21 Arboleda	1	#84 LightHouse	0
#23 Molina	3	#94 Port Aransas Shuttle	0
#25 Gollihar/Greenwood	0	#95 Flexi-B Port A	0
#26 Airline/Lipes Connector	1	B-Line (Para-transit)	7
#27 Northwest	3	Facility Maintenance	2
#27X Northwest Express	0	Service Development	3
#29 Staples	0	Safety and Security	6
#29F Flour Bluff	0		
#29S Staples (Sun)	0		
#32 Southside Mini B	1	TOTAL CAF'S	38

December 2015 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	9	0	1	10
Driving Issues	1	1	0	2
Customer Services	4	4	0	8
Late/Early – No Show	3	2	0	5
Fare Dispute	0	0	1	1
Disputed drop-off/pickup	0	0	0	0
Facility Maintenance	2	0	0	2
Service Development	3	0	0	3
Safety and Security	6	0	0	6
Transportation (Other)	1	0	0	1
Total	29	7	2	38
Commendations	4	3	1	8

Conclusion:

During December 2015, RTA received 38 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; eight (8) of the 46 reported CAF's (December) were commendations.

There were a total of 29 CAF's/Commendations received regarding RTA Service representing 71.6% of total customer contacts: 2 for Facilities Maintenance, 3 for Service Development, 6 for Safety and Security, and 18 for Transportation.

A total of 7 CAF's/Commendations were reported regarding B-Line service representing 21.7% of the total customer contacts.

A total of 2 CAF's/Commendations were reported regarding Contracted Fixed Route service representing a 6.5% 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.



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DECEMBER 2015 - OPERATIONS REPORT

Bus On-Time Performance:

Schedule Adherence	Standard	Oct-15	Nov-15	Dec-15	YTD Average
Early Departure	<1%	1.1%	0.0%	0.0%	0.6%
Over 3 minutes Late	<20%	26.4%	22.1%	33.3%	19.2%
Over 5 minutes Late	<5%	16.6%	15.6%	24.0%	10.5%
Over 10 minutes Late	<1%	5.1%	6.6%	13.3%	3.7%
Monthly Wheelchair Boardings	No standard	6,000	4,675	4,503	5,278
Monthly Bicycle Boardings	No standard	8,648	7,367	7,116	7,473

B-Line Service Metrics:

Metric	Standard	Sep-15	Oct-15	Nov-15	Dec-15	YTD Average
Passengers per Hour	2.50	2.59	2.59	2.62	2.58	2.60
On-time Performance	96%	96.4%	95.1%	96.1%	96.2%	96.6%
In Vehicle Time	95.0%	99.6%	99.4%	99.6%	99.5%	99.3%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%
Miles Between Roadcalls	12,250	67,474	28,391	40,682	31,915	28,137
Monthly Wheelchair Boardings		5,156	5,497	4,792	5,000	4,885



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BOARD INFORMATIONAL DOCUMENT

DATE: January 7, 2016

SUBJECT: B-Line Report for December 2015

- ❑ Ridership for the month of December 2015 was 16,364 compared to 15,508 for December 2014, which equates to 856 more trips representing a 5.52% **increase**.
- ❑ Ridership for YTD 2015 was 195,089 representing a 5.55% **increase** over 2014 ridership statistics.

RIDERSHIP 2014 YTD	RIDERSHIP 2015 YTD	DIFFERENCE	% DIFFERENCE
184,828	195,089	10,261	5.55%

Service Standards

- ❑ Productivity: 2.58 PPH (Passengers per hour) November 2015, contract standard is 2.50
- ❑ On Time Performance: 96.2% on time performance for December 2015
- ❑ Denials: Zero trips were delivered later than one hour.
- ❑ 621 trips out of 15,508 trips (3.8%) did not meet the standard for on time performance in December 2015. Of that number:
 - 601 were < 30 minutes late
 - 17 were > 30 minutes late
 - 1 were > 60 minutes late
 - 2 were > 90 minutes late
- ❑ Passenger "in-vehicle time": Statistical sampling for December 2015 resulted in a total of 9 "in-vehicle time" violations for three days sampled in December with an overall average performance of 99.5% 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.
 - 8 "in vehicle" time violations on Friday, December 4th
 - 1 "in vehicle" time violations on Saturday, December 12th

- 0 "in vehicle" time violations on Sunday, December 20th

▪

Of the 9 in vehicle time violations there were

- 9 violations were less than 30 minutes
- 0 violation were greater than 30 minutes
- 0 violation were greater than 60 minutes

- Miles between road calls 127,658 miles with 4 road calls that equates to 31,914.5 miles between road calls for December 2015. MV did exceed the minimum standard of 12,250 miles between road calls for December 2015.

Wheelchair Boardings and associated statistics

For the month of December 2015, there were:

- 10,218 - ambulatory passengers
- 5,000 - wheelchair boarding's
- 889 - personal care attendants (AM)
- 257 - companions

Other Service statistics

There were ten **Customer Assistance Forms** recorded for December 2015:

- Two commendations – customer service spoke with operators that received these commendations; they were thankful for the kind words from our customers
- One complaint on reckless driving – Complaint stated unit 2028 almost hit them in parking lot of Science and Technology; customer service has tried pulling video but unsuccessful and tried calling Complainant back several times but unsuccessful. CAF invalid
- Two complaints related to customer service – Complaint on calling client to inform unit will be late; roommate of client stated the dispatcher was rude and needed to be more patient; customer service will meet with all dispatchers on how they use their tone with clients; Second complaint was on an operator. Complainant stated the operator did not assist client to seat and make sure he was secure. Customer service and safety manager review video and stated the operator did follow protocol- CAF invalid
- One complaint on incident in vehicle – Complainant states mother was picked up on Dec. 15 and was not secured. Client fell out of wheel chair. After investigation management will follow up with operator and disciplinary actions will occur.
- Two complaints on receiving a no show – client stated the unit left 2 mins early before the trip was a no show; after review, customer service will remove the no show and give the client a same day trip. Customer service apologized for the inconvenience on the error; second complaint is valid – video was pulled and verified the operator did wait his allotted time

- One complaint on unauthorized behavior – Complaint stated a B-Line operator was parked at Starplex hugging and kissing a male individual; investigation was made and found the complaint is valid; employee was disciplined
- One complaint on operator – Complaint stated he noticed operator eating at Nano's and said there was a passenger on board; customer service reviewed video and verified there was no passenger on vehicle; called back the complainant to inform him of the investigation – CAF invalid

Conclusion

The contractor has met or exceeded performance standards in five of the five key areas for December 2015:

- ❑ 2.58 passengers per hour
- ❑ 96.2 on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Threshold for passenger in vehicle time violations: 99.5% based on a three-day statistical sampling
- ❑ Miles between road calls for December 2015 at 31,914.5 miles did exceed the minimum contract standard of 12,250 miles.



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Road Call/Mileage Comparison for December 2015

	Total Miles Driven in December for Each Bus Type	Total Road Calls for December for Each Bus Type	Type I Roadcalls	Type II Roadcalls	A/C	W/C
Trolleys						
Totals	22,720	8	8	0	0	0
Opus						
Totals	0		0	0	0	0
Orion						
Totals	0		0	0	0	0
CNG						
Totals	199,186	12	12	0	0	0
RTS						
Totals	0		0	0	0	0
GILLIG						
Totals	93,741	17	17	0	0	0
TOTAL MILES DRIVEN			TOTAL ROAD CALLS			
	315,647	37	37	0	0	0
MILES BETWEEN ROAD CALLS						
	8,531					



UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

(Held at RTA Bear Lane Facility Board Room or Board Conference Room)

MEETINGS

RTA Board of Directors Meeting
Wednesday, March 2, 2016

8:30 a.m.

Administration & Operations Committee of the Board
Wednesday, February 24, 2016

8:30 a.m.

RCAT Meeting
Thursday, March 17, 2016

12:00 p.m.

No-Shows/Eligibility Appeals
Tuesday, March 15, 2016

11:30 a.m.

Grants Review
TBD

TRAINING, DEVELOPMENT, AND EDUCATION

- MV Safety Training: March 8, 9, 10, 2016

9:15 am – 10:15 am ★ 12:30 pm – 1:30 pm ★ 3:30 pm – 4:30 pm

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

- RTA/MV Rodeo: 9:00 am