



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, October 19, 2023
 Time: 12:00 p.m.
 Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

Imelda Trevino, Chair Robert Box, Vice Chair
 Rhonda Alvarez, Randal Chisamore, Thomas Cronnon,
 Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis, Celia Mendez

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 September 21, 2023.	5 minutes	Pages 1 - 4
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	RCAT Liaison Report a. Oath of Office Re-Appointments by Nueces County and the Small Cities Committee of Mayors (SCCM) to the CCRTA Board of Directors: b. Awards and Recognition - CCRTA New Hires c. Strengthening Mobility and Revolutionizing Transportation (SMART) Grants Program Funding Opportunity d. Update on Shelter Program e. August 2023 Operations Report f. 2024 Budget Workshop #6	25 minutes	No Attachment
7.	Chairperson's Report	5 minutes	No Attachment
8.	RCAT 2024 Agenda Discussion	15 minutes	
9.	Informational Items: a) August 2023 CAF Report b) August 2023 Operations Report Key Metrics c) August 2023 B-Line Report d) August 2023 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 5 - 8 Pages 9 -18 Pages 19 -23 Page 24 Page 25
10.	Adjournment		No Attachment
	Total Minutes:	61	

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

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ATTENDANCE			
➤ There are 5 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 September 21, 2023	5 minutes	Pages 1 - 4
	➤ Is there a Motion to Approve the RCAT Minutes of September 21, 2023? Is there a second? ➤ 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.	RCAT Liaison Report - Sharon Montez a. Oath of Office Re-Appointments by Nueces County and the Small Cities Committee of Mayors (SCCM) to the CCRTA Board of Directors: b. Awards and Recognition - CCRTA New Hires c. Strengthening Mobility and Revolutionizing Transportation (SMART) Grants Program Funding	25 minutes	No Attachment

	Opportunity d. Update on Shelter Program e. August 2023 Operations Report f. 2024 Budget Workshop #6		
7.	Chairperson's Report Read Upcoming Events sheet for announcements	5 minutes	No Attachment
8.	RCAT 2024 Agenda Discussion	15 minutes	No Attachment
9.	➤ Advise members this information included in the packet Informational Items: a) August 2023 CAF Report b) August 2023 Operations Report Key Metrics c) August 2023 B-Line Report d) August 2023 Maintenance Road Call Report Upcoming Events and RTA Functions		Pages 5 - 8 Pages 9 -18 Pages 19 -23 Page 24 Page 25
10.	Adjournment		No Attachment
	Total	61 minutes	

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

No-Show/Eligibility Appeals
None scheduled this month.

RTA Committee on Accessible Transportation (RCAT) MEETING MINUTES

Thursday, September 21, 2023

Advisory Committee Members Present: Robert Box, Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal, Celia Mendez

Advisory Committee Members Absent: Imelda Trevino, Thomas Cronnon, Liliana Macias-Pettis

Board Members Present: None

Staff Present: Susan Teltschik, Sharon Montez, Terry Klinger, Melanie Gomez, Amanda De La Cerda, Joanna Serna

MV Present: None

Call to Order: Mr. Robert Box called the meeting to order at 12:02 p.m.

Pledge of Allegiance was recited.

Roll Call: Amanda De La Cerda called the roll and determined a quorum was present.

Public Comment: None

CEO Introduction:

Derrick Majchszak introduced himself to the RCAT Committee. Mr. Majchszak gave his career history in the transportation industry and his education credentials. He hopes that the relationship between RCAT Committee and the company will strengthen under his position as CEO. He informed the committee that the GM for MV was appointed and that the B-Line hours will be extended until 11:00 p.m. Monday – Friday and weekend hours pending.

Action to Approve Meeting Minutes of August 18, 2023:

Approved as presented.

Jeannine Leal made a motion to adopt the RCAT Minutes of September 21, 2023, as presented, 2nd by Inez Garcia. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update:

Sharon Montez informed the RCAT committee that The Committee for Persons with Disabilities (CFPWD) met on Wednesday, September 13, 2024.

Judy Telge, with the Coastal Bend Center for Independent Living (CBCIL), provided a public comment, offering to present at a future meeting to discuss all the resources that CBCIL provides. As a member of the City's Transportation Advisory Commission, Ms. Telge also expressed an interest to collaborate with the CFPWD to determine the needs of the disabled community and what can be done to meet those needs.

There were no presentations scheduled for this meeting.

The CCPD Parking Control reported that for the month of August, 105 citations were issued for disabled parking, 4 for blocking the architectural design and 30 for blocking the sidewalk.

The committee provided feedback on the PSA's shared on the City's social media page to bring awareness to embracing disabilities, accessible sidewalks, accessible parking, closed captioning, and emergency preparedness. These PSAs were created to celebrate the ADA's 33rd anniversary. The Communications Department will be providing an update for the committee at the next meeting regarding the number of views, comments and feedback provided from the community.

No other updates were provided.

The committee's next meeting will be on Wednesday, October 4th at 3:00pm.

RCAT Liaison's Report:

Ms. Sharon Montez presented the following information to RCAT Members:

The CCRTA received four awards from SWTA (Southwest Transit Association Awards) in Electronic Media, Print Media, Social Media, and Spotlight WARD categories.

2023 Call for Projects was issued June 22, 2023. Four applications were received but only two were submitted within the deadline. CBCIL was awarded for the Purchase of Service and Mobility Management Scopes.

The CCRTA Board made new appointments to the Administration & Finance committee and the Operations & Capital Projects Committee.

The July 2023 Operations Report was presented. 2022 vs 2023 comparison showed an increase of 8.7% in passenger trips. Revenue service miles exhibited a .6% increase compared to July of last year. Quarter 2 Per passenger cost was \$12.43 for fixed routes, MV Fixed Routes cost \$19.48, Port A Flexi-B cost \$58.78, B-Line cost was \$39.22, and Vanpool cost \$9.01.

The committee inquired on the Van Pool Category. Ms. Montez informed them that the Van Pool consists of the employer renting a van and then designating a driver. The driver is an employee

who volunteers to drive the group. Employees meet at the Park & Ride designated location and travel to work from there. The designated driver is granted custody of the vehicle similarly to an employee having access to a company vehicle. The CCRTA has no other involvement other than offsetting some of the cost to ensure workers have access to transportation.

Due to reconstruction activity, 39 bus stops are impacted or remain closed on the Fixed Routes. Ms. Montez informed the committee that if they knew anyone who was unable to reach a bus stop because of the construction to have them apply to B-Line to see if eligible for temporary eligibility. 72 additional bus stops may be impacted in the Fixed Route according to upcoming projects. All metrics were met in July for the B-Line Service Performance.

CEO's August 2023 Report Update:

Ridership increased by 25% compared to August 2023. B-Line Paratransit Services begin extended service hours weekdays until 10:00 p.m. beginning September 1st. Transportation, Maintenance and MV Transportation safely responded to Tropical Storm Harold impacts.

Port Ayers Transfer Station Construction update:

All electrical, plumbing, and irrigation rough ends have been completed at the transfer station and inspected by the city.

Shelter Program Update:

On the current order, 20 out of 53 new shelters have arrived and nine of the shelters have been installed with the remainder to follow. The remaining 33 new shelters will arrive later this month. In future shipments, 228 Beacon Sets, along with additional benches and trash receptacles are expected.

Del Mar College – Oso Creek Update:

Ribbon Cutting was held August 28th @ 10 AM. Celebrated Yorktown & Rodd Field Super Stops that expand Southside services. At the event, it was announced that students (Pre-K through 12th grade) would ride fare free with a student I.D., beginning Friday, September 1st.

CEO Update:

Members of the Board and CCRTA staff met with Gignac Architects to discuss RTA Windstorm Ratings and Improvements. A Meeting was held with Del Mar College and TAMU-CC to discuss opportunities for collaboration.

Budget Workshop #4

The Workshop Reviewed the Customer Service, Facilities Maintenance, Capital Programs, and Staples Center Budgets. An Eligibility Specialist Position was funded for the Customer Service Department. The Budget also saw an increase in professional services and printing increase due to higher ridership and transfer requests. The Facilities Maintenance saw the addition of a Custodial Position that would tend to the Poty Ayers Station Facilities and two positions were converted to Supervisor Positions. The Capital Programs Department helps oversee the CCRTA

construction projects. The Staples Center Budget saw an increase in Property and Liability insurance premiums.

Discussion of 2024 RCAT Agenda:

Mr. Box asked the committee if they would like to table this item until The Chair's Return. The committee voted to wait until the next RCAT Meeting.

Chairperson's Report:

Mr. Box shared the upcoming meeting dates with the committee.

The meeting was adjourned at 12:39 p.m.



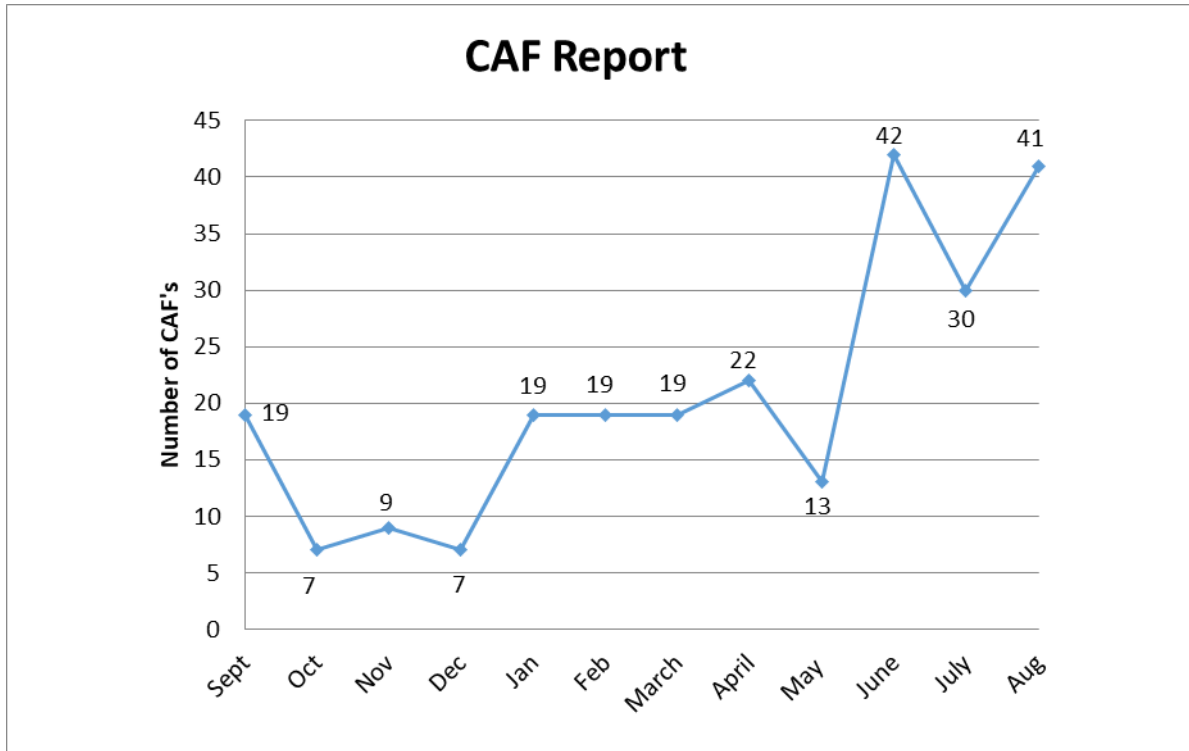
August 31, 2023

Subject: CAF Report for August 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For August 2023, there were 41 reported CAFs which was more than the 30 reported CAFs for July 2023. The increase of 11 CAFs represents a 36.67% increase.

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



August 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#32 Southside	1
#4 Flour Bluff	1	#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	2
#6 Santa Fe/Malls		#50 Calallen/Robstown NAS Ex (P&R)	
#12 Hillcrest/Baldwin	8	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS	2	#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	1
#17 Carroll/Southside		#65 Padre Island Connection	
#19 Ayers		#76 Harbor Bridge Shuttle	1
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	1	#90 Flexi-B Port Aransas	
#23 Molina	5	#93 FLEX	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	2	#95 Port Aransas Express	
#26 Airline/Lipes		B-Line (Para-Transit) Services	5
#27 Leopard		Transportation	
#27x Leopard (Express)		Service Development	
#28 Leopard /Navigation	1	Facilities/Service Development	
#29 Staples	3		
#29F Staples/Flour Bluff	3		
#29SS Staples/Spohn South		COMMENDATIONS	3
		TOTAL CAF's	41

August 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA			1	1
Service Stop Issues	1	1	1	3
Driving Issues	6		3	9
Customer Services				
Late/Early – No Show	1	1	2	4
Alleges Injury	1			1
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup		2		2
Add Bench/Stop				
Left Behind/Passed Up	5		4	9
Inappropriate Behavior	2		1	3
B-Line Call Lines				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Tie-Down Issue	1			1
Denial of Service				
Safety and Security				
Rude	3			3
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations	1	1	1	3
TOTAL CAFs	22	6	13	41

Conclusion:

During August 2023, CCRTA received forty-one CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were three commendations.

Twenty-two CAFs were received regarding CCRTA Service, representing 53% of the total customer assistance contacts; there was one commendation.

Six CAFs were received regarding B-Line Service representing 15% of the total customer assistance contacts; there was one commendation.

Thirteen CAFs were received regarding Contracted Fixed Route Service representing 32% of the total customer assistance contacts; there was one commendation.

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 point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, or letter.

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt, written or verbal response at the conclusion of the investigation to the customer 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

October 4, 2023

Subject: August 2023 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.

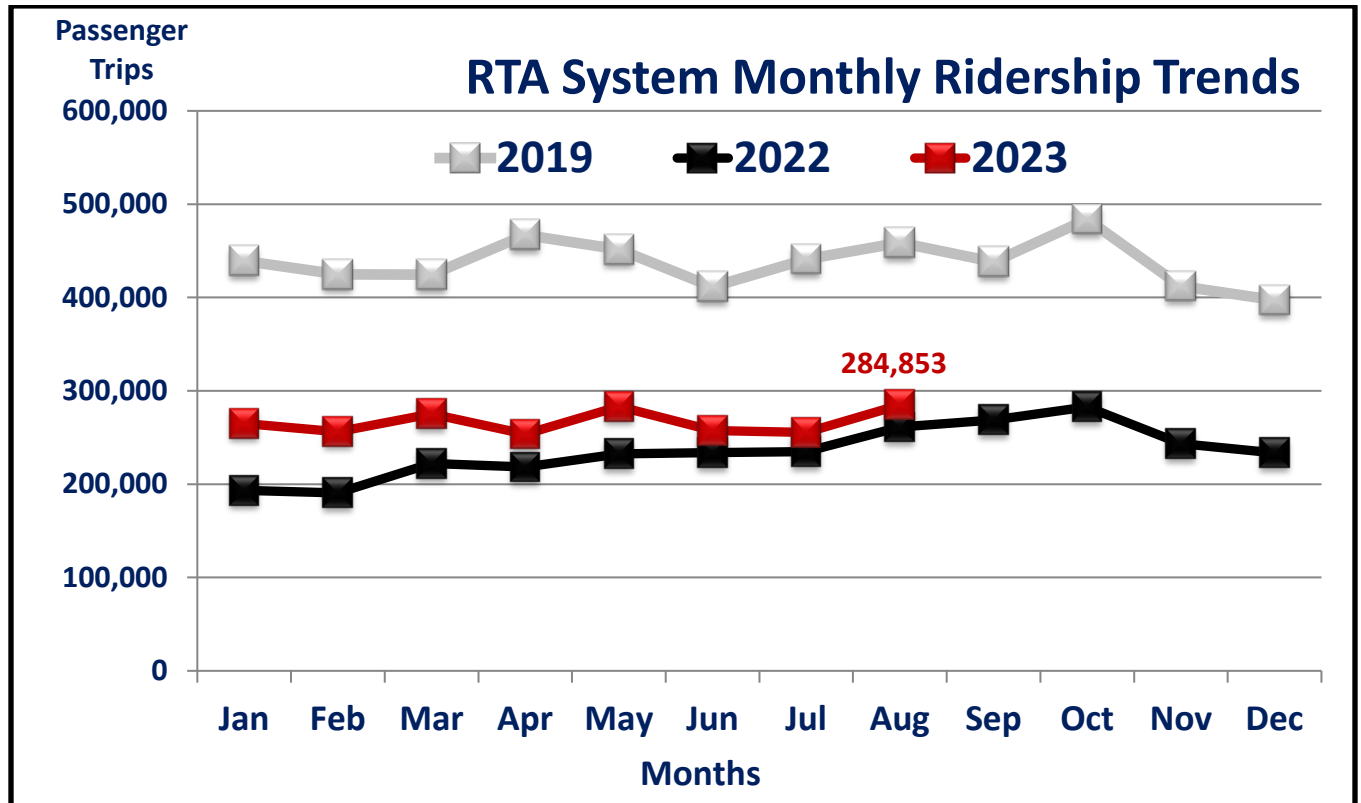


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System-wide Ridership and Service Performance Results

August 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 284,853 which represents an 9.1% increase as compared to 261,182 passenger trips in August 2022 with 23,671 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in August 2019 with 458,699 passenger trips, the 284,853 passenger trips represent a 37.9% decrease with 173,846 fewer trips.

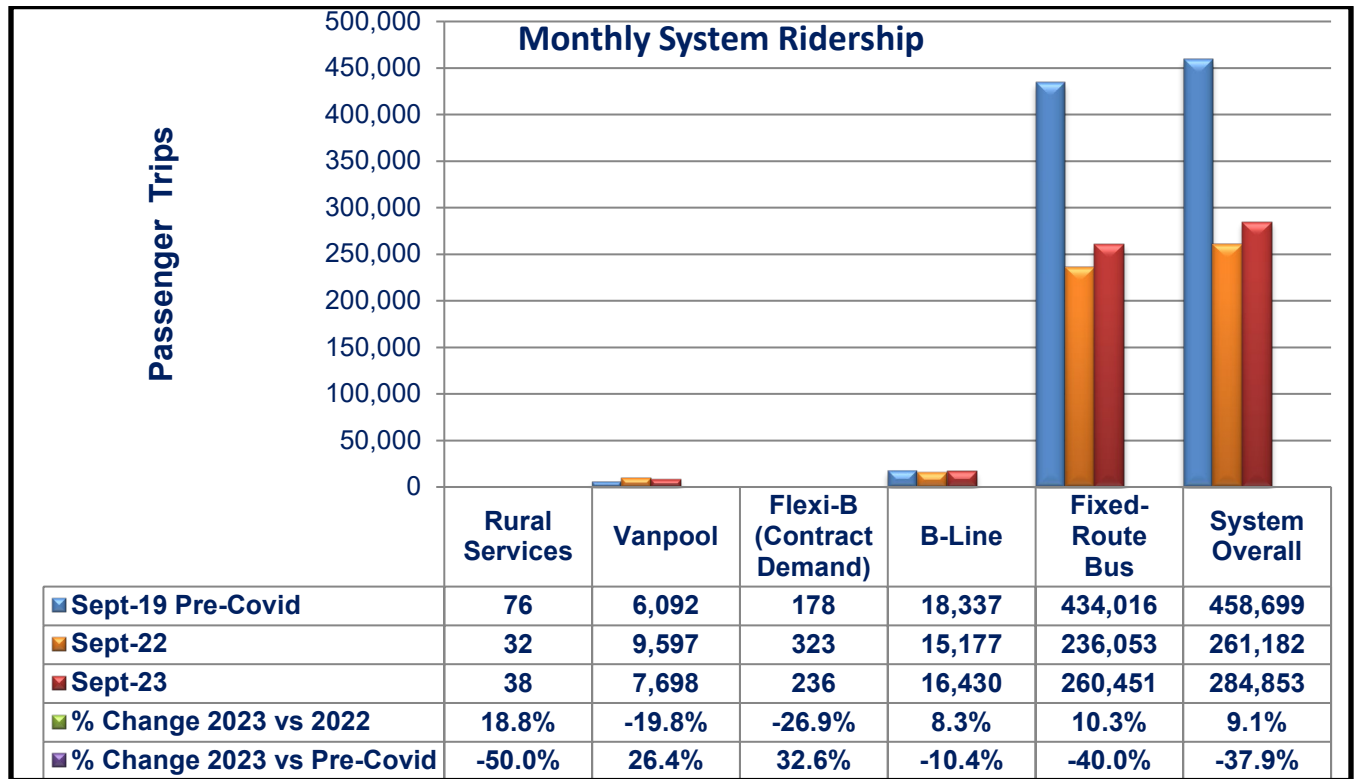


August 2023	August 2022	Variance
23 Weekdays	23 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
31 Days	31 Days	-

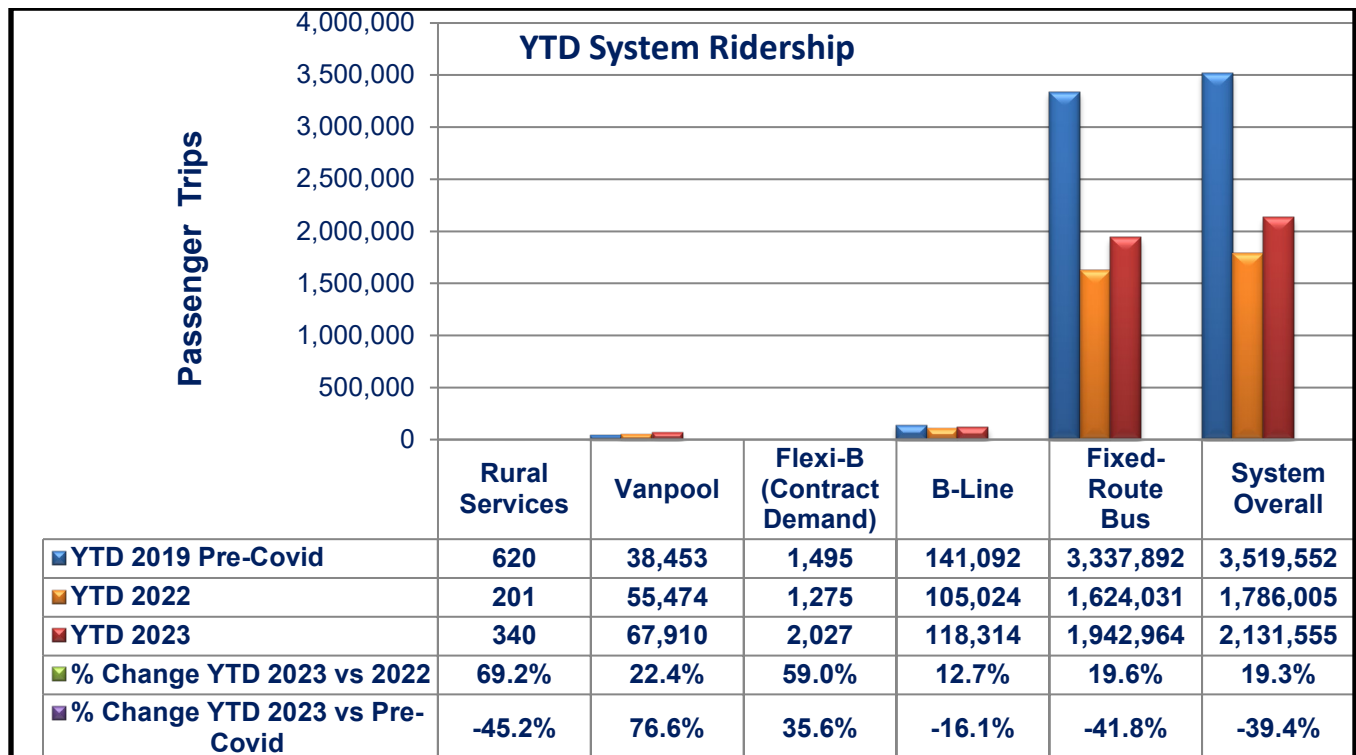
The average retail price for unleaded gas in Corpus Christi was approximately \$3.44 per gallon as compared to \$3.18 per gallon in August 2022¹ which represents a 8.2% increase in the average cost per gallon. Rainfall was 5.0 inches mainly due to Tropical Storm Harold. In August 2022, rainfall totaled 11.2 inches.² Average monthly rainfall in August is approximately 2.8 inches. The 99.7-degree average high temperature for August was above the average monthly temperature of 95.0 degrees.

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

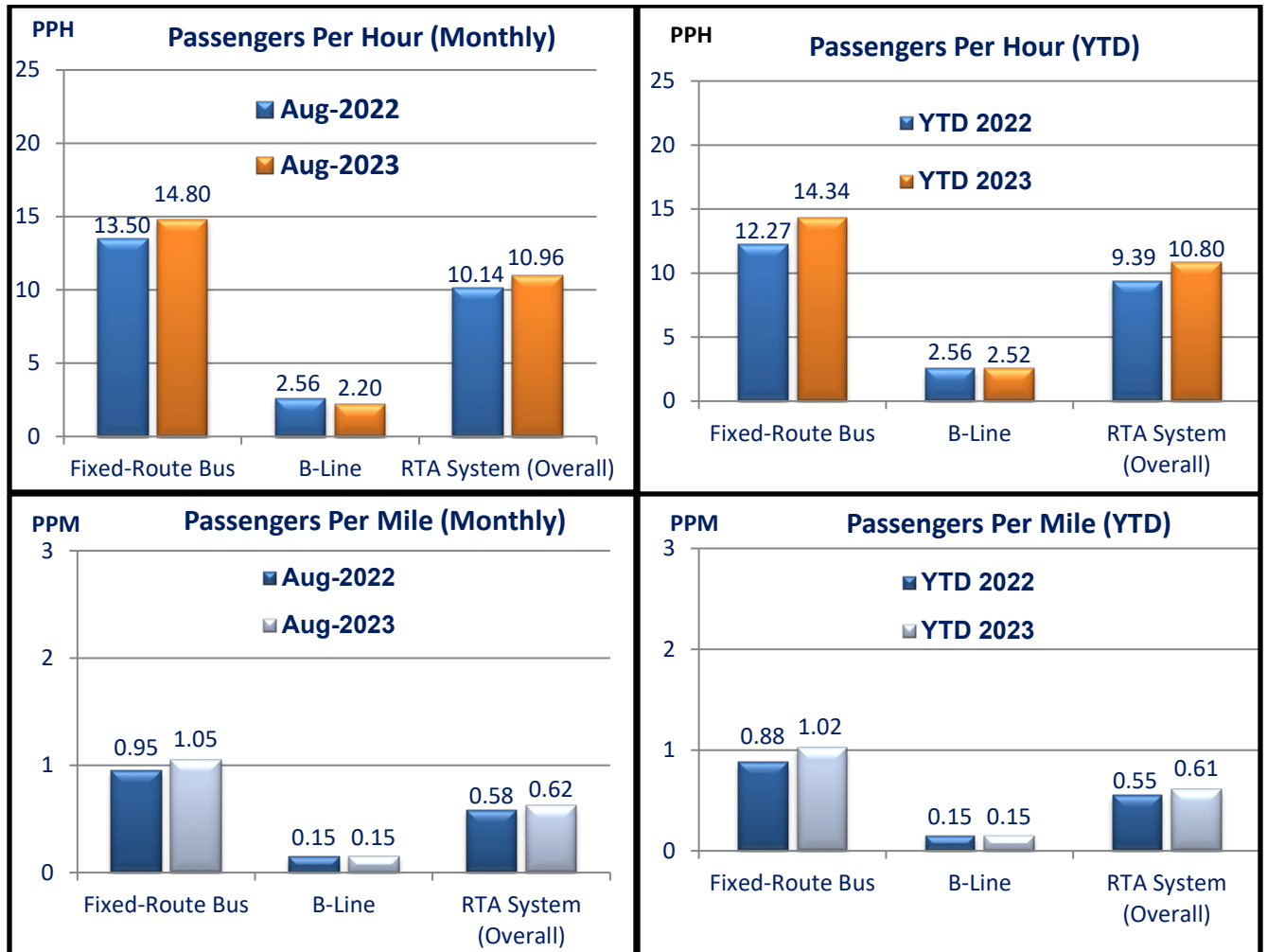
The chart below shows monthly ridership results for all services. CCRTA recorded 23,671 more passenger trips in August 2023 for an 9.1% increase as compared to August 2022. As compared to August 2019 Pre-Covid, passenger trips decreased 37.9%.



The chart below shows YTD ridership results for all services.



The following charts report system-wide productivity for the month of August 2023 vs. August 2022 and YTD figures.



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

Schedule Adherence	Standard	May-23	Jun-23	Jul-23	Aug-23	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.3%	0.1%
Departures within 0-5 minutes	>85%	85.8%	85.5%	89.1%	88.2%	87.1%
Monthly Wheelchair Boardings	No standard	3,344	3,684	3,762	4,480	3,818
Monthly Bicycle Boardings	No standard	5,867	6,237	6,312	6,592	6,252

<p style="text-align: center;">On Detour</p>	<ul style="list-style-type: none"> ➤ Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late October 2023. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) ➤ S. Staples St. (Kostoryz-Baldwin) (29) month project: Began March 2021. Traffic now on newly constructed east section. Project to be complete late October 2023. <ul style="list-style-type: none"> ➤ Route 29 (12 Stops closed) Detour from Staples to Alameda to Texan Trail. ➤ New Harbor Bridge (North Beach): Routes 76 & 78 remain on a minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted) ➤ Leopard St. (Nueces Bay to Palm) Project now complete but (3) <u>stops remain closed</u> due to detour. Routes 27 & 28 remain on detour. <ul style="list-style-type: none"> ➤ 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. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (12 stops impacted) ➤ Gollihar (Crosstown-Greenwood) Began April 24, 2023. <ul style="list-style-type: none"> ➤ Routes 23 & 25 (6 stops closed)
<p style="text-align: center;">Detours Expected</p>	<ul style="list-style-type: none"> ➤ Comanche (Carancahua-Alameda) To begin late-2023. <ul style="list-style-type: none"> ➤ Routes 12, 21, 27 & 28 (4 stops will be impacted) ➤ Brownlee Blvd. (Morgan-Staples) To begin late-2023. <ul style="list-style-type: none"> ➤ Routes 5x & 17 (7 stops will be impacted) ➤ Upper/Mid./Lower Broadway: Project currently in design. <ul style="list-style-type: none"> ➤ Routes 6, 76 & 78 (no stops to be impacted) ➤ McArdle Rd. (Carroll-Kostoryz): Project to begin Fall-2023. <ul style="list-style-type: none"> ➤ Route 19 (8 stops will be impacted) ➤ Alameda (Louisiana-Texan Trail): Project to begin Fall-2023. <ul style="list-style-type: none"> ➤ Route 5 (19 stops impacted)
<p style="text-align: center;">Currently No Detour</p>	<ul style="list-style-type: none"> ➤ Everhart Rd. (SPID-S. Staples): Project to begin Fall-2023. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops will be impacted) ➤ Wildcat (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project. Now half complete as of mid-August 2023. <ul style="list-style-type: none"> ➤ Route 27 (1 stop closed) <u>Temporary detour ended August 21st.</u>

For August 2023, there were 9 impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 27% of CCRTA services travelling on the local streets. Detoured bus route services include: 21, 23, 25, 27, 28, 29, 37, 76 & 78.

Total number of bus stops currently impacted or closed is **36**.

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

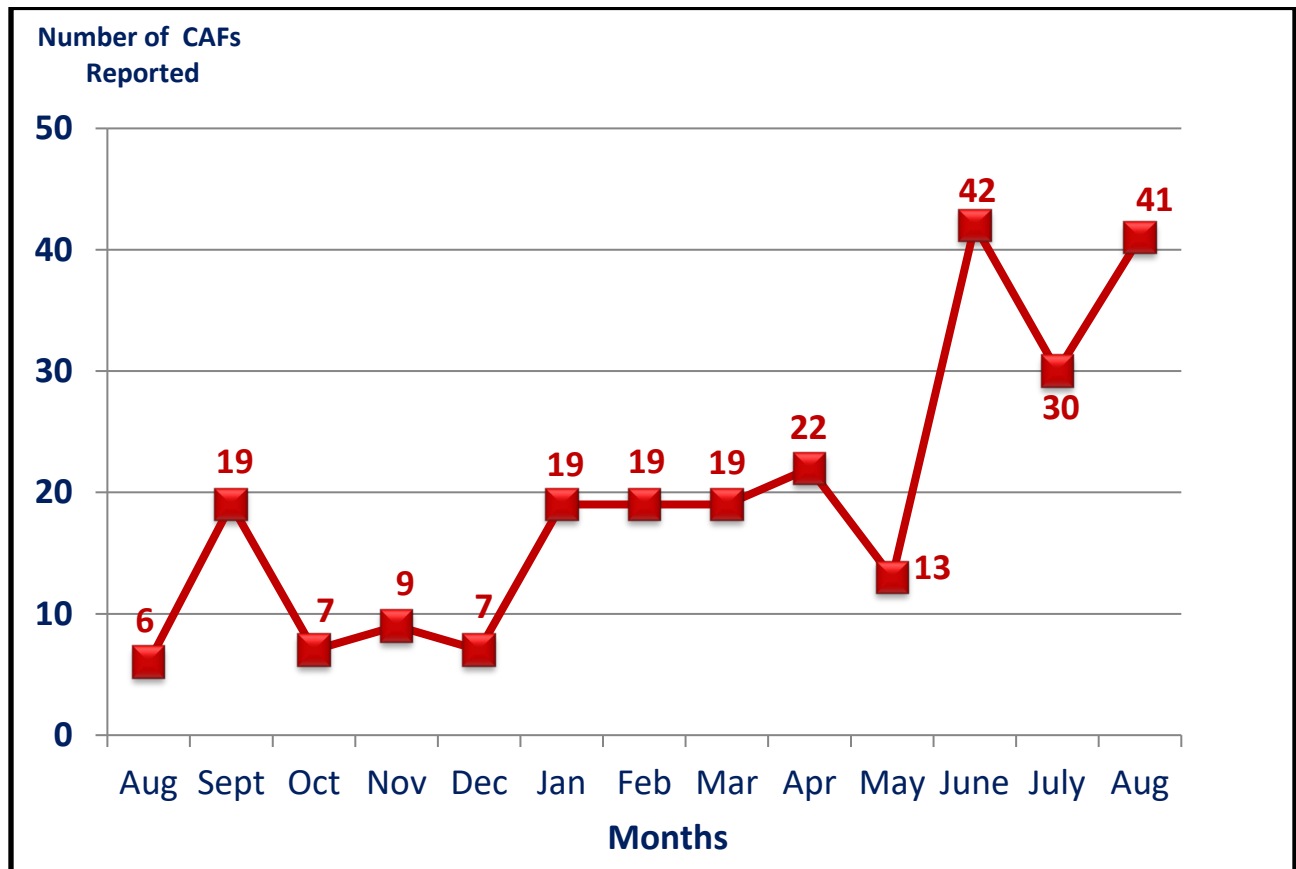
In August 2023, B-Line service performance metrics are listed below.

- Productivity: **2.52** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **13,307** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,919** ambulatory boardings; **4,520** wheelchair boardings

Metric	Standard	May-23	Jun-23	Jul-23	Aug-23	(4) Month-Ave.
Passengers per Hour	2.50	2.63	2.58	2.50	2.52	2.56
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	13,886	12,474	13,774	13,307	13,360
Monthly Wheelchair Boardings	No standard	4,355	4,384	3,975	4,520	4,309

Customer Programs Monthly Customer Assistance Form (CAF) Report

For August 2023, Customer Service received and processed 41 Customer Assistance Forms (CAF's). Of the 41 recorded CAFs, three were commendations.



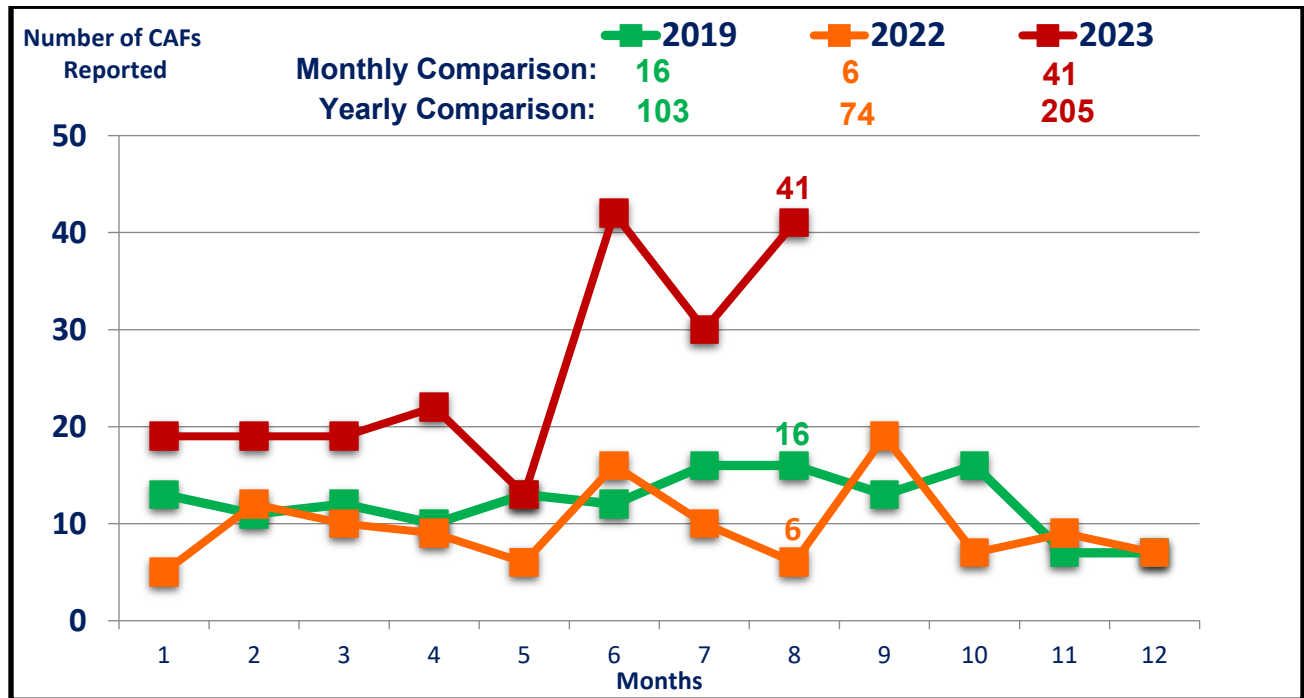
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#34 Robstown North Circulator	
#4 Flour Bluff	1	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	2
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	8	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS	2	#60 Momentum Shuttle	1
#16 Morgan/Port		#65 Padre Island Connection	
#17 Carroll/Southside		#76 Harbor Bridge Shuttle	1
#19 Ayers		#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle		#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 Flex	
#23 Molina	5	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood	2	B-Line (Paratransit) Services	5
#26 Airline/Lipes		Safety & Security	
#27 Leopard		Transportation	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	1	Customer Service Department	
#29 Staples	3	Service Development	
#29F Staples/Flour Bluff	3	Facilities	
#29SS Staples/Spohn South		Commendations	3
#32 Southside	1	TOTAL CAF's	41

CAF Breakdown by Service Type:

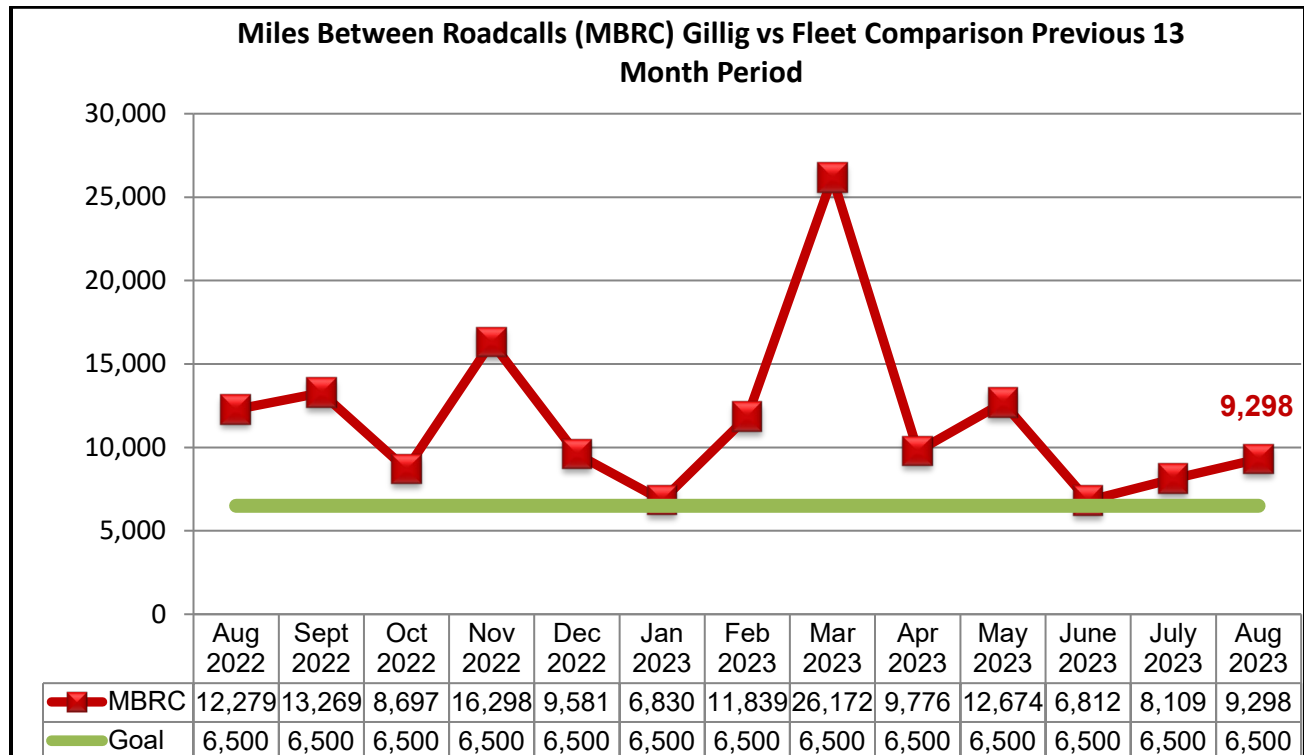
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA			1	1
Service Stop Issues	1	1	1	3
Driving Issues	6		3	9
Customer Services				
Late/Early – No Show	1	1	2	4
Alleges Injury	1			1
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup		2		2
Add Bench/Stop				
Left Behind/Passed Up	5		4	9
Inappropriate Behavior	2		1	3
B-Line Calls				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Securement/Tie Down Issue	1			1
Denial of Service				
Safety & Security				
Rude	3			3
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations	1	1	1	3
Total CAFs	22	6	13	41

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In August 2023, there were 9,298 miles between road calls (MBRC) recorded as compared to 12,279 MBRC in August 2022. 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 11,664.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted & Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: September 7, 2023
SUBJECT: B-Line Report for August 2023

- ❑ Ridership for the month of August 2023 was 16,430 compared to 15,177 for August 2022, which equates to 1,253 more trips representing an 8.26% **increase**.
- ❑ Ridership for YTD 2023 was 118,314 representing a 12.65% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
105,024	118,314	13,290	12.65%

Service Standards

- ❑ Productivity: 2.52 PPH (Passengers per hour) August 2023, contract standard is 2.50
- ❑ On Time Performance: 90.28% on time performance for August 2023
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,487 trips out of 15,298 trips (9.72%) did not meet the standard for on time performance in August 2023. Of that number:
 - 1,411 were < 30 minutes late.
 - 74 were > 30 minutes late.
 - 2 were > 60 minutes late.
 - 0 were > 90 minutes late.
- ❑ Miles between road calls 199,600.3 miles with 15 road calls that equates to 13,306.7 miles between road calls for August 2023. MV did exceed the minimum standard of 12,250 miles between road calls for August 2023.

Wheelchair Boarding's and associated statistics

For the month of August 2023, there were:

- 10,919 - ambulatory passengers
- 4,520 - wheelchair boarding's
- 856 - personal care attendants (AM)
- 133 – companions
- 2 - animals

Other Service statistics

There were 16 complaints and 2 commendations **Customer Assistance Forms** recorded for August 2023:

1. RT 12 Unit 3011 @2:53 Ms. Mary Gonzales was trying to board RT 12 at the HEB on Tarlton and asked the driver to lower the ramp and he would not lower it. She said he told her to get on, jump. She told him she could not she needed the ramp. She walks with a walking cane. She said she would wait for the 23, he said ok it will be here in 5 min. She said she had to wait longer for the 23. Please call her at 361-533-8584
 - a. Please accept our sincerest apologies for the rude behavior displayed by the operator, Charles. The operator will go through Customer Service training.
2. Mrs. Silvia Ruiz Tutor/Caregiver of Mr. Brandon Flores, called to inform about his pick driver appears to have been sleep in the unit at around 6:30 at the pickup area with another customer inside, she had to knock at the driver window to get his attention. Silvia Ruiz 3615586756. They also complained about being too early when her pick up time was at 7:15am.
 - a. Spoke with Operator Jose who stated that he was not in front of the home because he was early and did not want to make the client feel rushed. He stated that he was not sleep but looking at his coversheet to make sure it was correct for the time he picked up the first passenger. We do apologize for the early arrival of the bus but sometimes if there is a cancel in between trips the driver goes to the next pick they see.
3. Ms. Teaknisha Grant and her two kids were waiting at stop #621 when the route 4 passed by waving their hands gesturing no. She said they stopped at the next stop. She would like a call back
 - a. After further investigation, it was noted that the route that passed by that stop was no longer in service and was dropping off her last passengers. The route was supposed to end at 9:56 and return to base but she still had passengers onboard and needed to drop them off. She gestured "no" because she was no longer in service.
4. Anonymous rider - Route 28 did not turn on Omaha. Saw the bus go straight on Leopard causing him to be late to work.
 - a. We apologize for the inconvenience; the operator made a mistake and passed the street. A supervisor was sent out to the location to correct the error and to make sure the operator was following the block paddle correctly. Operator, Marco, stated this will never happen again.
5. B-Line bus driver allowed my walker to be broken which I just got brand new I use it to help me walk and I just had surgery to get a knee replacement. Now thanks to your worker I no longer have a safe walker to use plus I will file a complaint with my social worker and rta to fix or replace my walker which I just got thank you for your time Additional info: Mr. Martinez, his wife, son and daughter were picked up at Texas Adult Daycare. Mr. Martinez was sitting in the front and a gentleman in a motorized wheelchair was boarding. The driver called in because Mr. Martinez' leg was extended and could not bend due to his recent surgery. They asked him to move to the back and he did. But his walker was up front, and the driver strapped in the walker in front of the motorized wheelchair. When the rider was unstrapped at

Leopard & Omaha, he advanced his wheelchair before the driver could move it and bent Mr. Martinez' walker, but the Martinez family wasn't aware of the damage until they got off at 853 Savage. Driver sat there for another 10 minutes after they disembarked and Mr. Martinez got a picture of the vehicle.

- a. We apologize for the inconvenience this has caused. After review of the video it does show the passenger lightly tap the walker but it doesn't show that there was any damage to the walker in question. Safety Manager has reached out to the rider who insisted that it was damaged. Safety manager has given the client the claims dept number to rectify the claim.
6. John Swenson had a pick up at 5725 Curtis Clark Drive on 04/14/23 scheduled for 10:43am Trip was scheduled at 10:43am he called the automated number and it said it would be there about 11:01 am he went outside at 10:57. He said he received voice mail that the bus was going to be there at 10 min. till 11:01 He is disputing the no show. He is concerned about the automated system, he is very upset that it is not accurate.
 - a. Client was called and informed that the system gives an estimated time. He was told that even though the system calls you and states the driver is estimated to arrive 20 minutes after the pick up time, you should be looking for your driver starting at your pick up time because someone could have cancelled prior to your trip which now gives a new estimated time for your actual pick up time.
7. Customer wants to compliment driver Steve on B-Line Route 33 yesterday afternoon) . He is always very courteous and on time.
 - a. Please thank the rider for recognizing all the hard work and dedication displayed by the operator. He will be recognized for a job well done.
8. bus 12 going to staples station at 9am this morning just sped right past me. I had been waiting for it and was at the bus stop but they were going so fast they didn't even stop.
 - a. We apologize for the inconvenience, we have spoke with operator and cover the correct procedures on servicing stops. He apologized and stated he will be more cautious when approaching all bus stops.
9. Ms. Glans claims she was at her bus stop on Ave. D at 3:10 pm but her bus had already passed when it is not supposed to pass till after 3:15pm which is the Building 8 time point. This caused her to miss her connection to the 65. She is also very upset the route 3 transloc is always messed up or logged out so she is unable to track it.
 - a. After reviewing the video, the driver did leave early due to reading his block paddle incorrectly. He has gone through retraining on reading and understanding the block paddles and timing points. The driver promised to stay on track and service the route correctly.
10. Mrs. Lopez detected a propane smell on unit 3016 when she notified the driver answered with " I don't know is not my problem". After the argument she also asked for the unit number and got for response I don't know find it yourself. During the phone call she mentioned headache from the smell.
 - a. We apologize for this inconvenience, we immediately sent out a new unit as soon as we got the report. The road supervisor made sure it went to the mechanics to prevent any future issues along the routes.
11. Passed up passenger and made no attempts to stop. Passenger claims was at the bus stop waiting.

- a. After reviewing the playback, the operator arrived at the stop at 2:27:38 and departed the stop at 2:27:53. All operators have been instructed that if there are no passengers at the stop, they do not have to stop, unless it's a timing point. We apologize for any inconvenience.
12. While was waiting for the route 12 to take off a man in a wheenchair was boarding. The driver got upset at the wheelchair man for boarding so late. The driver said multiple times how he is running late and began to get after the elderly man in the wheel chair like he is a child and yelling at him. The elderly man in the wheelchair kept apologizing but the driver continued to yell and disrespect the elderly man. Once we departed the station the driver was making very fast turns almost causing me to fall out of my seat. I was forced to hold on tight out of fear of falling.
 - a. After reviewing the video, the driver did not yell at the passengers. He did inform the passengers that he was running late. The driver will be going through customer service and defensive driving retraining.
13. Me and my family got on bus 3047 at up River Rd and old robstown Rd the driver was driving reckless then an elderly gentleman got on at nieces (nueces) and bubbylawnace (buddy lawrence) and the driver yelled at him to st down and not pay due to machine not working he told him I said sit down and not pay the drive should not be driving reckless because my wife and kids and other passenger where surprise the way he was acting towards the elderly gentleman he should not be driving a bus if he does not know how to drive safely passengers live whete put in danger he was very careless and rude. It was at 445 and we weren't able to pay the driver was very disrespectful to an elderly gentleman to that was very rude of him
 - a. We apologize for any inconvenience this has caused for any passengers on board. Operator has gone through customer service and defensive driving retraining.
14. Ms. Pricilla Reyes picked up the 12 Unit 3041 at Staples station at 11:am and the driver told the passengers on the bus that she was not going to be able complete the full route due to her running behind schedule. She gets off by Driscoll Middle school but that area was not serviced. She was over 30 min late to her job and had to make phone calls that could have been avoided if the driver stuck to the route. She would like a phone call back at 361-726- 5239
 - a. After speaking with the operator, she was informed not to deviate unless instructed by dispatch. We discussed servicing every stop even when we are running late. She understands and apologizes for any inconvenience this has caused any passenger.
15. MV unit exiting 3002 Buffalo St. pulled a low hanging wire of a pole as it was exiting the parking lot. The church now has no internet service.
 - a. A road supervisor went to the location and the staff at the church stated that the storm on Tuesday had caused the line to drop. The operator was able to go in but the line caught the tail end of the unit upon exiting. The Safety Manager is in contact with the church.
16. Customer called in to commend Damarius for her pleasant, friendly attitude. She is pleasant to ride with and just overall amazing. Also the the supervisor that took over for her was also amazing.
 - a. Please thank the rider for recognizing all the hard work and dedication displayed by the operator and supervisor. They will be recognized for a job well done.

17. Mr. Gomez had a scheduled pick up at 4:20pm, he arrived early and waited, after 30 minutes he tried to call the Bline for 3 times waiting 20 rings tones on each occasion, when he finally manages to reach the scheduling department, he was told that the unit was running late. Unit shows at pick up point at 5:15pm, and took him to port where the unit left around 6pm that area to go to Waldron (drop off) around 6:30pm. He had scheduled another pick up at 7:50pm that did show up in time. During conversation with customer he said that he understood why a delay could happen since he is being a customer for more than 4 years, but he did say that it was frustrating the lack of communication and planing. If he had known the delay and the layover waiting was going to be this long he could had planned a different method of transportation. He is asking for someone to reach him at: Ricardo Gomez 3615497683
 - a. We would like to sincerely apologize for service that was provided this day. After investigating further, our operators were running on a very tight schedule causing Mr. Gomez's bus to arrive late and deviate on route to accommodate all the passengers to the best of our ability. We are looking into a solution to prevent any further delays for our passengers to ensure a proper and timely trip.
18. Mr Garza says for the last few weeks the driver on Route 3 on Wednesday evening its been running late on its time and speeding, running curbs and, taking shortcuts and being very rude to the passengers, to the point of having an incident in the Compton and Waldron transfer station, a white female and a black male where yelling and getting verbal and the driver pick up the female and did not notify it. This happen within 1pm and 3:30 pm Unit 3011/3016 was doing this route at the time of incident Mr Garza is at the point of not getting on this unit for safety reasons. 3615489786
 - a. After further investigation, we have determined that this bus on this specific day was on the route 4. After speaking with the operator, he stated that there was no incident in or around the bus at any point in time during the day.

Conclusion

The contractor has met or exceeded performance standards in three of the four key areas for August 2023:

- ❑ 2.52 passengers per hour
- ❑ 90.28% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for August 2023 at 13,306.7 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for August 2023

	Total Miles Driven in July for Each Bus Type	Tyotal Road Calls for July for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeble Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	2,437	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	200,217	52	52	0	23	29	2	8
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	11,211	0	0	0	0	0	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	213,865	52	52	0	23	29	2	8
MILES BETWEEN ROAD CALLS								
	9,298	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, October 25, 2023

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, November 1, 2023

8:30 a.m.

RCAT Committee Meeting

Thursday, November 16, 2023

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Texas Jazz Festival Shuttle Service

October 20th – 22nd

Dia De Los Muertos Festival Shuttle Service

October 28th

CCISD State of the District

October 31st