



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, February 20, 2025
Time: 12:00 p.m.
Location: CCRTA Staples Street Center
602 N. Staples St.
Corpus Christi, Texas 78401

Board Members

Robert Box, Chair, Thomas Cronnon, Vice Chair,
Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal, Christina
Ommani Edwardson, Terry Klinger, Neva Eileen Schubert

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.	Introduction of New RCAT Members	10 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for January 16, 2025.	5 minutes	Pages 1 - 5
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	Eligibility Program and Annual Report	10 minutes	No Attachment
8.	Chairperson's Report a) RCAT Member Updates b) Unsung Hero Nominations 2024 Q3 & Q4	20 minutes	No Attachment
9.	RCAT Liaison Report a) CCRTA Operations/Services Overview b) RCAT Bylaws Orientation c) December 2024 Operations Report d) CEO's January Report	30 minutes	No Attachment
10.	Informational Items: a) December 2024 CAF Report b) December 2024 B-Line Report c) December 2024 Operations Report Key Metrics d) December 2024 Maintenance Road Call Report e) Upcoming Events and RTA Functions f) Unsung Hero Nominations		Page 6 - 10 Page 11-14 Page 15-27 Page 28 Page 29 Page 30-32
11.	Adjournment		No Attachment
	Total Minutes:	86	

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.



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ATTENDANCE

➤ There are __ confirmed attendees for the meeting today.

Chair will call the meeting to order and state the time : PM

1.	Pledge of Allegiance	1 minute	No Attachment
	➤ Please join me in the Pledge of Allegiance		
2.	Roll Call – Amanda De La Cerda	2 minutes	No Attachment
3.	Introduction of New RCAT Members	10 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
	➤ Amanda will let you know if anyone signed up to comment		
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for January 16, 2025.	5 minutes	Pages 1 - 5
	<ul style="list-style-type: none"> ➤ Is there a Motion to Approve the RCAT Minutes ? ➤ I (State Name) make the motion to adopt. ➤ Is there a second? ➤ I (State Name) second the motion. ➤ There is a motion and a second. Any discussion? ➤ All those in favor; all opposed. ➤ Motion passes / fails <i>(or passes as amended)</i> 		Motion <input type="checkbox"/> ____ Second <input type="checkbox"/> ____ <i>(name)</i> Vote Pass / Fail <i>(circle one)</i>
6.	Committee for Persons with Disabilities (CFPWD) ➤ Presented by Melanie Gomez	5 minutes	No Attachment
7.	Eligibility Program and Annual Report Presented by Melanie Gomez	10 minutes	No Attachment
8.	Chairperson's Report a) RCAT Member Updates The floor is open to share items such as community outreach, issues continually seeing and how committee can help, etc. b) Unsung Hero Nominations 2024 Q3 & Q4	20 minutes	No Attachment
9.	RCAT Liaison Report a) CCRTA Operations/Services Overview b) RCAT Bylaws Orientation c) December 2024 Operations Report	30 minutes	No Attachment

	d) CEO's January Report		
10.	Informational Items: a) December 2024 CAF Report b) December 2024 B-Line Report c) December 2024 Operations Report Key Metrics d) December 2024 Maintenance Road Call Report e) Upcoming Events and RTA Functions f) Unsung Hero Nominations		Page 6– 10 Page 11-14 Page 15-27 Page 28 Page 29 Page 30-32
11.	Adjournment		No Attachment
	Total	86 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**

January 16, 2024

Advisory Committee Members Present: Robert Box, Randal Chisamore, Thomas Cronnon, Rhonda Alvarez, and Jeannine Leal

Advisory Committee Members Absent: Inez Garcia, Liliana Macias-Pettis,

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Terry Klinger, Melanie Gomez and Amanda De La Cerda

MV Present: Tim Van Zalen

Call to Order: Mr. Box called the meeting to order at 12:03 p.m.

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

Public Comment: None

RCAT Meeting Minutes:

RCAT Meeting Minutes for November 21, 2024 were approved. Motion made by Mr. Box and seconded by Mr. Chisamore.

Committee for Persons with Disabilities (CFPWD)

Presented By: Melanie Gomez

The committee convened on January 8, 2025, with no presentations or public comments documented. In November 2024, the engineering committee gathered to discuss the promotion of reporting systems employed by the city, aiming to ensure that the public is well-informed on how to access and utilize these systems for reporting ADA issues. The community volunteer involvement group also met and concentrated on establishing objectives to improve public engagement in their meetings.

The CCPD parking enforcement report for December 2024 revealed 52 citations for disabled parking, along with 3 for architectural design violations and 3 for sidewalk obstructions. For the fiscal year 2024, a total of 1,002 disabled parking tickets were issued, alongside 121 for architectural design concerns and 742 for sidewalk blockages.

Applications for the open positions are currently under review, with the intention of starting terms at the February meeting.

Corpus Christi has launched a revamped website at corpuschristitx.gov. Goals for 2025 include quarterly public service announcements to assist the disabled community, updating bylaws, and addressing various other matters. The upcoming event, "Rise and Shine," is scheduled for

February 15, 2025, at Waters Edge, with the next CFPWD meeting will be held on Wednesday, February 5, 2025.

Customer Service Report – Process and December Report Presentation

Presented By: Melanie Gomez

The Customer Assistance Form (CAF) serves as a platform for the public to express their concerns, complaints, commendations, suggestions, and inquiries. Individuals can submit CAFs through multiple channels, including in-person visits to the Customer Service Center, mailing them to the center, contacting a Customer Service Representative by phone, or submitting them online via CCRTA’s website. To facilitate a thorough investigation of a CAF, specific information is required: the individual's name, email address, phone number, date and time of the incident, route number, bus stop location or vehicle number, the issue reported, a description of the incident, and the desired outcome.

Upon receipt, Customer Service Representatives enter the CAF into the system and assign it to the relevant department, which includes management and supervisory personnel for further examination. The assigned staff members are responsible for providing a written internal response within 10 working days after the investigation concludes. The Customer Service Administrator finalizes the CAF by determining its validity—whether it is valid, invalid, indeterminate, or informational. If requested, the Administrator may follow up with the customer to discuss the outcome. CAFs are essential for quality assurance, helping to identify service or personnel issues and addressing customer needs effectively.

Chairperson Report:

Presented by: Robert Box

Chairperson’s Report RCAT Member Updates:

No updates were made

RCAT Liaison’s Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

CCRTA New Hires

The Transportation Department welcomed five new hires for the position of Bus Operator. The Facility Maintenance Department added one new Facilities Maintenance Technician II to its team. Additionally, the Vehicle Maintenance Department employed one new Garage Service Technician.

October 2024 Operations Report

Passenger trips have increased by 18%, totaling 57,537 additional rides compared to the previous year. This October saw a rise of 2,719 revenue service hours, marking a 10% increase from last October. Revenue service miles also grew by 39,860, reflecting an 8% increase year-over-year. There were six special movement events this October, up from three last month. These events included the Art Walk Shuttle, NAACP State Convention, King HS Staging, Jazz Fest (a three-day event), Red Ribbon staging, and Dia de Los Muertos. Additionally, MV operated Route 94 in Port Aransas for four days this month (on the 7th, 14th, 21st, and 28th). In total, October 2024 recorded 370,613 rides, an increase of 57,537 rides or 18.4% compared to October 2023, which had 313,076 rides. Both years had the same number of operational days (31). The vanpool service also saw growth, with 8,912 rides this October, up by 1,247 from last year's 7,665. A total of 34 vehicles were in operation for vanpool services. Rural transit services showed notable improvement, with Paisano Transit recording 21 rides and REAL recording 177, totaling 198 rides. This increase in rural services is attributed to more riders utilizing the service for school, medical, and employment trips. Overall, there have been 347,280 more rides this year, resulting in a 12.6% increase in total ridership compared to 2023.

In October, the on-time performance (OTP) for large and small buses reached 86.0%, surpassing the 85.0% standard by 1.0%. Out of 308 randomly surveyed trips, 265 were on time, with only 43 trips (14.0%) being 6 minutes or more late. Notably, there were no early, or "hot" trips recorded this month. Fixed routes faced disruptions due to City bond initiatives and TxDOT's Harbor Bridge reconstruction. Specifically, 10 out of 32 fixed route services, or 31%, were affected by construction and resurfacing projects. However, four stops along the western section of Gollihar Road reopened in October, allowing for a partial restoration of service. Despite this, 44 stops remain closed or adversely affected across the transit network, with an additional 29 stops expected to be impacted by future projects. The CCRTA met only two performance metrics related to denials and miles between road calls, while productivity and on-time performance targets were not achieved.

CEO Report:

Weekday Fixed Route Ridership saw a 14% increase compared to November 2023, averaging 11,778 riders. To encourage participation, fare-free rides were offered on Election Day, November 5th. On December 4th, CCRTA will extend Route 60 service for Texas A&M University-Corpus Christi's "Late Night Breakfast," which concludes around 12:30 AM. A promotional campaign for Black Friday and Cyber Monday was launched, allowing customers to buy one monthly pass via the Go Pass App and receive another for free. Additionally, Street Improvement Allocation Award letters and Interlocal Agreements were distributed to nine cities within the CCRTA Service Area. CCRTA also engaged with Ukrainian delegates, providing them a tour in

collaboration with the Corpus Christi Rotary Club. On November 10th, CCRTA hosted its local Roadeo bus competition, with volunteers from local scout troops and TAMU-CC athletics participating. The organization celebrated Employee Appreciation Day on November 19th by distributing fruit cups and held an Employee Thanksgiving Luncheon on November 21st.

CCRTA New Hires

Facilities Maintenance welcomed one new custodian, while the Safety and Security department also onboarded a new employee who will serve as the Security Administrator.

November 2024 Operations Report

Passenger trips increased by 12.5%, totaling 318,608 rides in November 2024, which is 35,511 more rides than the previous year. Revenue service hours rose by 1,466, or 5.9%, while revenue service miles saw an increase of 15,788, equating to a 3.6% rise compared to November 2023. This month featured five special movement events, including the Art Walk, Go Therapy Dogs, and CCISD transportation for individuals from Veterans Memorial and Carroll High Schools to the SSS Operations Facility and PAS. Additionally, the Lock-Take-Hide initiative involved both CCRTA and MV, and MV operated Route 94 in Port Aransas on four specific days. The number of operational days for routes remained consistent at 29 in both November 2024 and November 2023. However, construction activities related to the City bond and TxDOT Harbor Bridge reconstruction affected fixed routes, with 9 out of 32 services, or 28%, impacted by these projects. Currently, 43 bus stops are adversely affected or closed across the transit network, with 29 stops facing potential impacts and detours due to upcoming road construction. The CCRTA met only two performance metrics related to denials and miles between road calls, while productivity and on-time performance targets were not achieved.

CEO Report:

Weekday Fixed Route Ridership saw a 15% increase compared to December 2023, averaging 10,477 riders. During the holiday season, fare-free services were offered, allowing B-Line customers to enjoy the Holiday Express, which featured tours through Candy Cane Lane and Downtown Dasher, showcasing festive activities and city sights. Additionally, fare-free transportation was provided to and from voting centers for the runoff election, along with other community events. The Deputy CEO and I participated in the APTA Safety and Risk Management Seminar held in Atlanta, GA, from December 8th to 11th. We also engaged in a project meeting with representatives from Texas A&M Transportation Institute (TTI), TxDOT, CCRTA, and the City of Corpus Christi to discuss the USDOT SMART Grant Stage 2 application. Furthermore, a meeting was conducted with MV Transportation's President and COO, Kevin Klika, and Senior Vice President, Randy Frantz, among other events. The CCRTA Holiday Party took place at the Omni Hotel on December 7th, where six awards were presented to deserving recipients.

Employee relations efforts included a training session on fraud, forgery, and scams conducted by the CCPD's Fraud Division on December 6th. To honor Employee Appreciation Day on December 12th, staff enjoyed refreshments from Tom's Coffee Truck. Transportation initiatives and community support featured an expanded service on Route 60 for the TAMU-CC "Late Night Breakfast" on December 4th, and the Big Brothers Big Sisters of the Texas Coastal Bend hosted the Big Groove Yacht Rock Concert on December 5th. Additionally, Public Relations engaged with Graphic Design students at Moody High School on December 3rd, along with various other activities.

Committee Questions and Concerns:

Ms. Alvarez inquired about the security at the South Side Station stating that there has been an increase in incidents such as fighting. She also mentioned that the screens at the Bays are not accurate.

Rhonda Alvarez had a late arrival at 12:16 p.m.

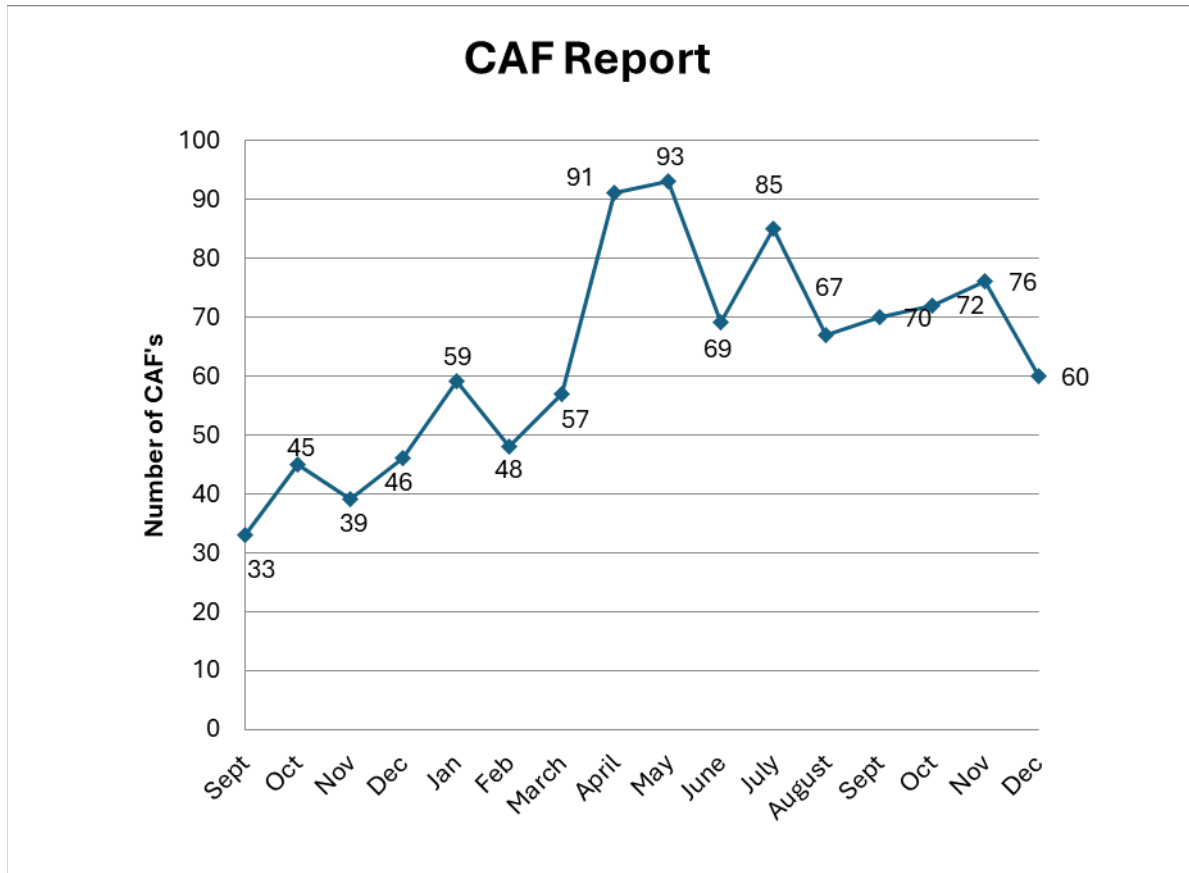
Adjournment: 12:58 p.m.

Subject: CAF Report for December 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For December 2024, there were 60 reported CAFs which was less than the 76 reported CAFs for November 2024. The decrease of 16 CAFs represents a 21.1% decrease.

There were six commendations included in the total for the month of December.



December 2024 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda	2	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	2	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin		#65 Padre Island Connection	3
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	1
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood	1	B-Line (Para-Transit) Services	4
#26 Airline/Lipes		Transportation	3
#27 Leopard	3	Service Development	
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	8
#29 Staples	7	IT/Electronics	7
#32 Southside	1	Safety & Security	2
#34 Robstown North Circulator	2	Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	6
#37 Crosstown/TAMUCC	4		
		TOTAL CAF's	60

December 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	12		2	14
Customer Services				
Late/Early – No Show	2		2	4
Alleges Injury	4			4
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	2	1		3
Left Behind/Passed Up	5	1		6
Inappropriate Behavior	3	1		4
Policy		1		1
Incident at Stop				
Incident on Bus				
Incident at Station	1			1
Tie-Down Issue				
Denial of Service			1	1
Safety and Security	1			1
Facility Maintenance	6			6
Service Development	1			1
Transportation (Other)				
IT/Electronics	7			7
Vehicle Maintenance				
Commendations	4	2		6
TOTAL CAFs	49	6	5	60

Conclusion:

During December 2024, CCRTA received sixty CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were six commendations.

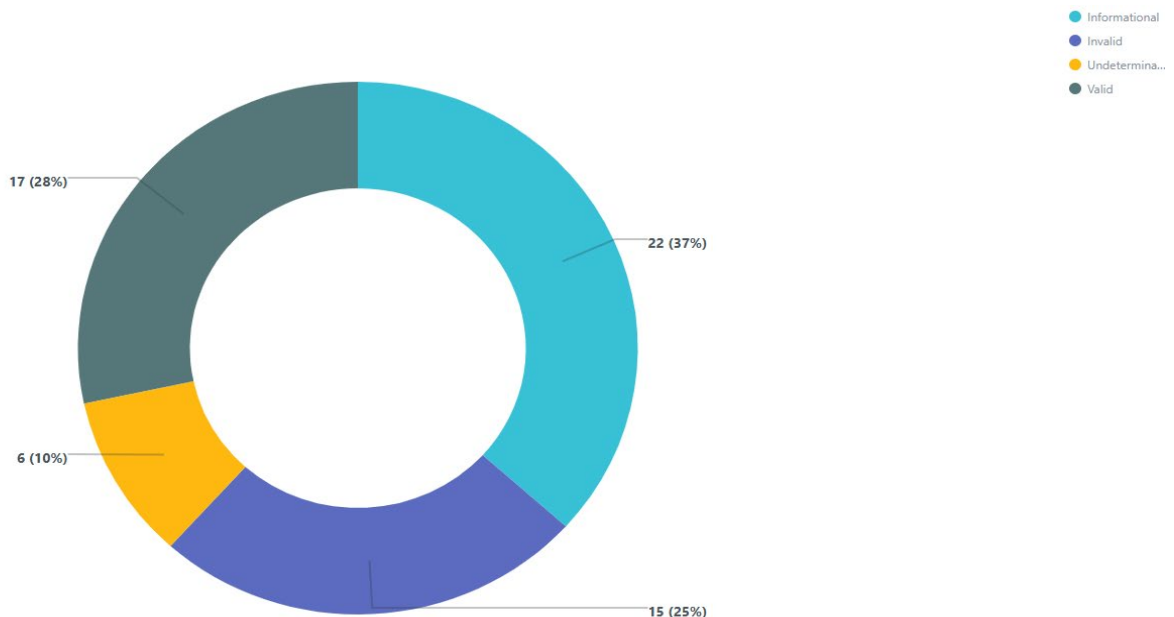
Forty-nine CAFs were received regarding CCRTA Service, representing 82% of the total customer assistance contacts; there were four commendations and 20 informational CAFs.

Six CAFs were received regarding B-Line Service representing 10% of the total customer assistance contacts; there were two commendations and two informational CAF.

Five CAFs were received regarding Contracted Fixed Route Service representing 8% of the total customer assistance contacts; there were no commendations and no informational CAFs.

Outcome:

Seventeen CAFs were found to be Valid.
Fifteen CAFs were found to be Invalid.
Six CAFs were found to be Unable to Determine.
Twenty-two CAFs were Informational only.



Actions taken because of the received CAFs include but are not limited to the following:

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of CCRTA's Operations Policy

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

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt written response to the customer at the conclusion of the investigation within ten working days.

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

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: January 8, 2024

SUBJECT: B-Line Report for December 2024

- ❑ Ridership for the month of December 2024 was 15,493 compared to 15,160 for December 2023, which equates to 333 more trips representing a 2.20% **increase**.
- ❑ Ridership for YTD 2024 was 194,493, representing an 7.48% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
180,961	194,493	13,532	7.48%

Service Standards

- ❑ Productivity: 2.39 PPH (Passengers per hour) December 2024, contract standard is 2.50
- ❑ On Time Performance: 91.06% on time performance for December 2024
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,261 trips out of 14,098 trips (8.94%) did not meet the standard for on time performance in December 2024. Of that number:
 - 1,213 were < 30 minutes late.
 - 47 were > 30 minutes late.
 - 1 were > 60 minute late.
 - 0 were > 90 minutes late.
- ❑ Miles between road calls 173,456.2 miles with 8 road calls that equates to 21,682.0 miles between road calls for December 2024. MV did exceed the minimum standard of 12,250 miles between road calls for December 2024.

Wheelchair Boarding's and associated statistics

For the month of December 2024, there were:

- 9,318 - ambulatory passengers
- 4,943- wheelchair boarding's
- 980 - personal care attendants (AM)
- 238 - companions
- 14 - animals

Other Service statistics

There were 9 complaints, and 2 commendations **Customer Assistance Forms** recorded for December 2024:

1. Mr. Box called to say that Cecil Jones went above and beyond to help another rider Ms. Guterrez this morning. When they got to Ms. Guterrez's stop it was raining. The operator helped her down, walked her to the front door and opened it for her. Any questions you can reach Robert Box at 361-815-9337
 - a. Thanks Mr. Box for recognizing Cecelia's hard work and dedication
2. Mrs. Glanz wanted to complaint about route 65 running more than 20 minutes late.
 - a. Please accept our sincere apology we are in the process of reselecting routes and giving retraining that all operators are able to run all routes on time. As well as making sure the are calling in any delays.
3. Mrs. Fox called to complaint about the driver on route 34. She said that the operator told her " wed dont want you all here". She thinks this is because she was carrng some bags and he think she is homeless. She also said that she is African-American. The driver departed without allowing her in the bus. I contacted dispatch to clarify if she had a incident or if she was a do not board but she was not.

This happen a Robstown station.

- a. After speaking with the operator she stated " i told the rider that she is only able to board with the amount of bags that she can hold. She is not able to put them in the wheelchair area or take up another seat." After which the rider states that that's not true. Operator informed client that she can board but is not able to take put any additional seat. When it was time for her the leave the rider did not board.
4. Mrs. Betsy called to complaint about the driver in route 34/35 not knowing the route. She explained the driver how to do route 34 since he skipped the Curtis place and tried to not pass to GI forum. The driver gave her an attitude by Mrs. Betsy words.
 - a. We do apologize for this inconvenience. This operator has been relieved of their duties.
5. Hi Susan, Amanda, and Ms. Montez, I hope you are doing well. Happy holidays to you and your family. I wanted to give some kudos to the bus driver who drops riders off here at the Senior Center where I office out of. (Oveal Williams Senior Center). Her name is Delia Christal, if I am correct. And she is pure delight. She has a sunny disposition and makes it fun for her rider. Thank you for the opportunity to sit on the RCAT board.

Respectfully,

Jeannine Leal, Senior Companion Program Director
1414 Martin Luther King Drive, Corpus Christi, Texas 78401
O: 361.826.3154 | C: 361.445.7706 | jeanninel@cctexas.com
Corpus Christi Parks & Recreation | www.ccparkandrec.com

- a. Thank you for recognizing Delia's dedication to providing excellent customer service.
6. Mr. Davidson was waiting for his B-Line pickup at his dialysis center at 11:30 a.m. He mentioned that he saw the bus pull in and leave almost immediately, without waiting even a minute. He stated that he attempted to arrange another ride by calling dispatch, but his request was denied, forcing him to wait two hours. He is requesting a call back at 361-371-1747.
 - a. After review of Mr. Davidson trip and avl tracker for the vehicle it does show that the driver arrived to the location at 11:36 and waited until 11:48. Mr. Davidson trip was scheduled for 11:42. In the video it also shows the operator pulling up to the dialysis and waiting.
7. The complainant states that she went to Davita dialysis to drop off a client. After dropping the client she drive off to another location in that parking lot. When she was there an operator of unit 3034 approached and knocked at the window demanding her to move. The complainant described the interaction as the operator being aggressive, because this she told her that she was not going to move at what the operator responded "I am calling the cops".
 - a. After speaking and viewing the video, the operator stated that she got off the vehicle and asked the driver if they could move, because at that Dialysis, we have to pull in and back up when exiting the facilities. Operator stated that she was not aggressive. Operator was out of range to hear what was said between the two.
8. Nelda, daughter of B-Line rider Delia Arellano, ID # 41001, stated she had a B-Line driver that was told to not drive down a street that states "No thru traffic". Nelda stated that the other drivers have been going through her street until this specific driver. The driver then called a road supervisor due to the pathway of getting Delia to the end of the street is not a safe path of travel, as there are no sidewalks at the end of the street where the driver is parked. Per Nelda, she stated the road supervisor was rude, laughing, and mocking her. Nelda then stated the road supervisor stated she was going to be reviewing footage of every driver that has drove down the street so she can write them up for not obeying the "No thru traffic" sign. Nelda stated the "No thru traffic" sign should not apply to the B-Line picking up residents of that street. Nelda felt that the road supervisor handled the situation poorly with laughing/mocking. Nelda may be reached at 361-232-8258
 - a. After speaking with the supervisor and the safety manager going to access the same location. It was determined that the location was not able to be accessed due to the construction. Supervisor stated that she informed the client's daughter that we will not be able to come down the street we will have to pick up at the corner. Client 's daughter got upset and said she is not doing that. Supervisor stated unfortunately ma'am we want to ensure everyone's safety and we are not able to come down this street during the construction.
9. Customer states that the driver was driving too fast. He was coming from Port Aransas in the last 65. He described the ride rough to the point that he was scared. Customer also mention interactions with this driver prior days in which she lied about the bus not going to Padre Island.
 - a. After reviewing the footage is shows that the operator was going 2 mph below the speed limit. The rough ride was due to the rough roadways.

10. Customer complaints about operator not pushing the wheelchair up the ramp and instead telling his sister to do so. Yesterday during pick up trip
 - a. Operator was retrained that it is not the sister responsibility to push him up or off the ramp
11. Mrs. Martinez was driving at the interception of Gollihar and Ayers when as she said a unit number 3021 almost hit her from behind. She explained that when she was preparing to go in the turning lane the bus speed up almost hitting the rear of her car.
 - a. After viewing video, it did show our driver driving a little aggressively. Spoke to the driver and retaining her on driving the proper speed limit and not to tailgate other vehicles.
12. 12/22/24
RT 65 left SS Station @ 3:30 and did not get back to SS station until after 6:20. Ms. Sharon Scarbrough is upset that dispatched called the unit and asked if genfare was working and the operator said no. They had to wait for another bus before they could proceed to Port Aransas. Once in Port Aransas no one got on the bus. When they were coming back into CC dispatched called again and told the bus they had to turn around and pick someone up at Windward. She is upset because this caused her to miss work with one of her clients. Also, she would like to know why they did not tell the 4:30 bus to pick up the individual at Windward instead of sending them back. She would like a call back at 361-271-8996.
 - a. We do apologize for this inconvenience. There was an incident on the route 65 which caused the delay as well as some traffic delays. We have spoken to dispatch about the windward pick and looked at the video and that operator was sent back because they were still near and missed the pick up at the flex stop. They were closer than the other route.

Conclusion

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

- ❑ 2.39 passengers per hour
- ❑ 91.06% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for December 2024 at 21,682.0 miles did exceed the minimum contract standard of 12,250 miles.

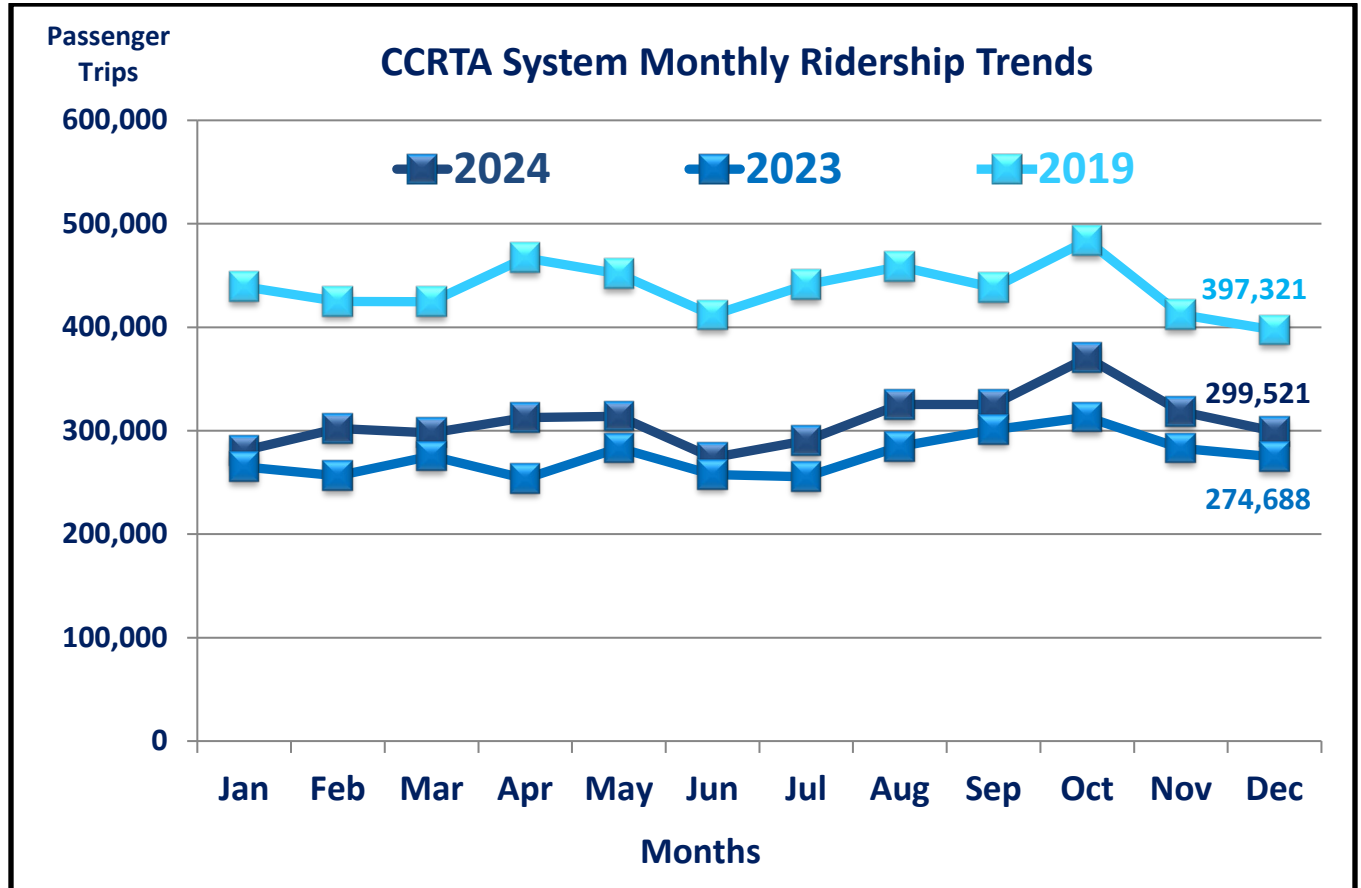
Subject: December 2024 Operations Report

The system-wide monthly operations performance report is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls and customer service feedback.



System-wide Ridership and Service Performance Results

December 2024 system-wide passenger trips totaled 299,521 which represents a 9.0% increase, compared to 274,688 passenger trips in December 2023 with 24,833 more trips provided this month. December 2019 had 397,321 passenger trips or 97,800 more trips as compared to December 2024.



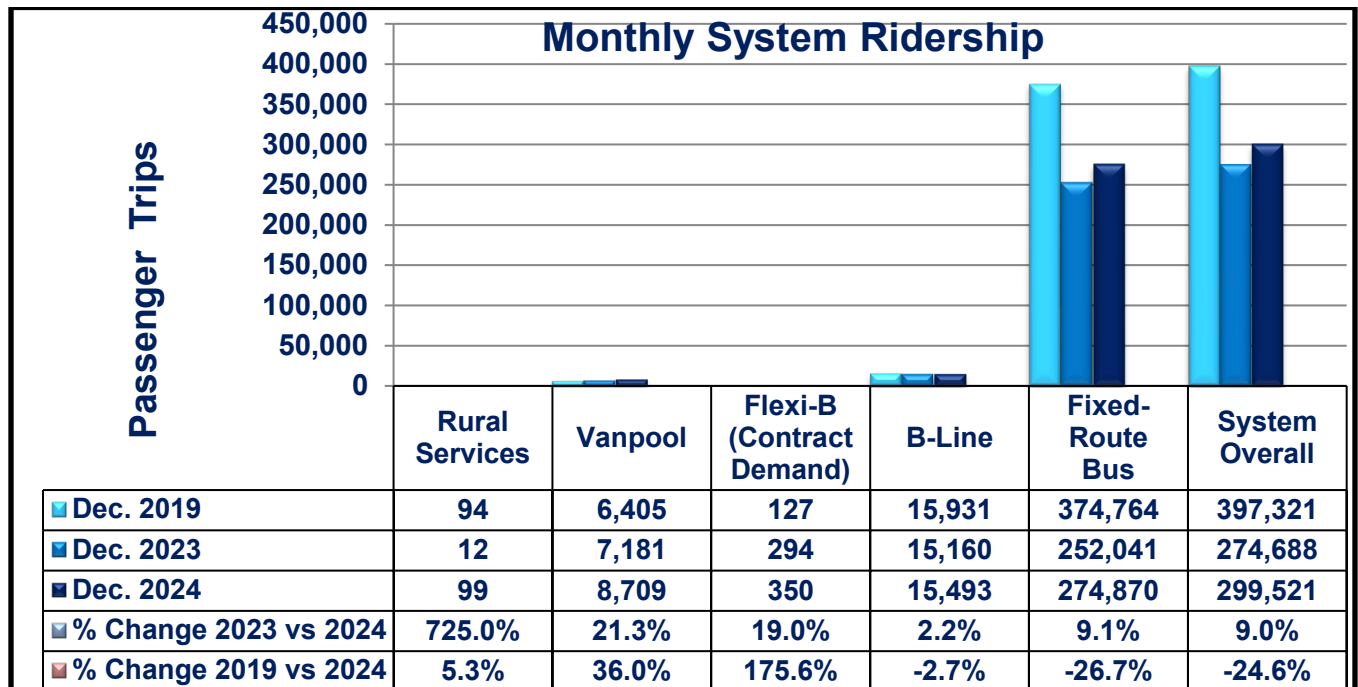
December 2024	December 2023	December 2019
21 Weekdays *	20 Weekdays *	21 Weekdays *
4 Saturdays	5 Saturdays	4 Saturdays
5 Sundays	5 Sundays	5 Sundays
30 Days	30 Days	31 Days

* No service operated on Christmas Day

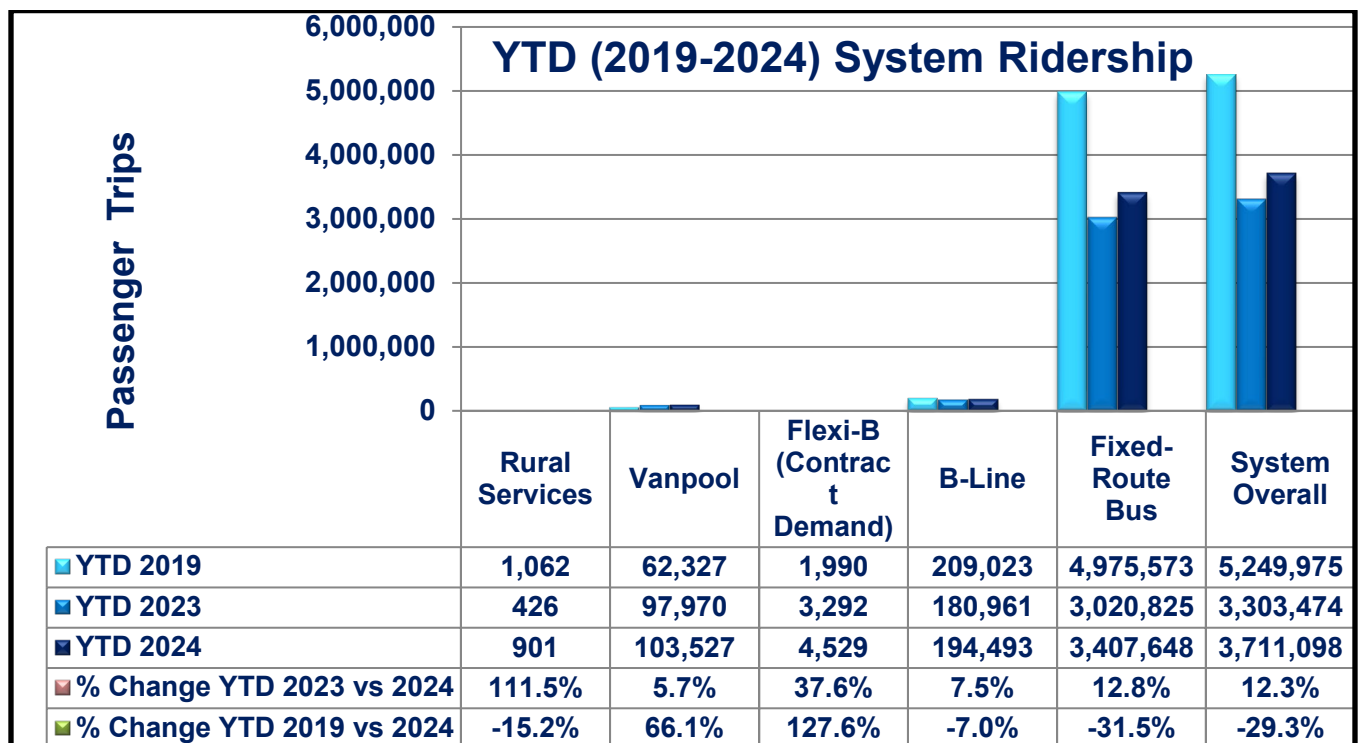
The average retail price for unleaded gas in Corpus Christi was \$2.58 per gallon compared to \$2.57 per gallon in December 2023¹ which is about the same for the average cost per gallon. December rainfall was below average at 0.55 inches. In comparison, December 2023 recorded rainfall at 0.46 inches.² Historically, December average rainfall is 1.93 inches. The 72.9-degree average high temperature in December 2024 was above the average temperature of 69.6-degrees.

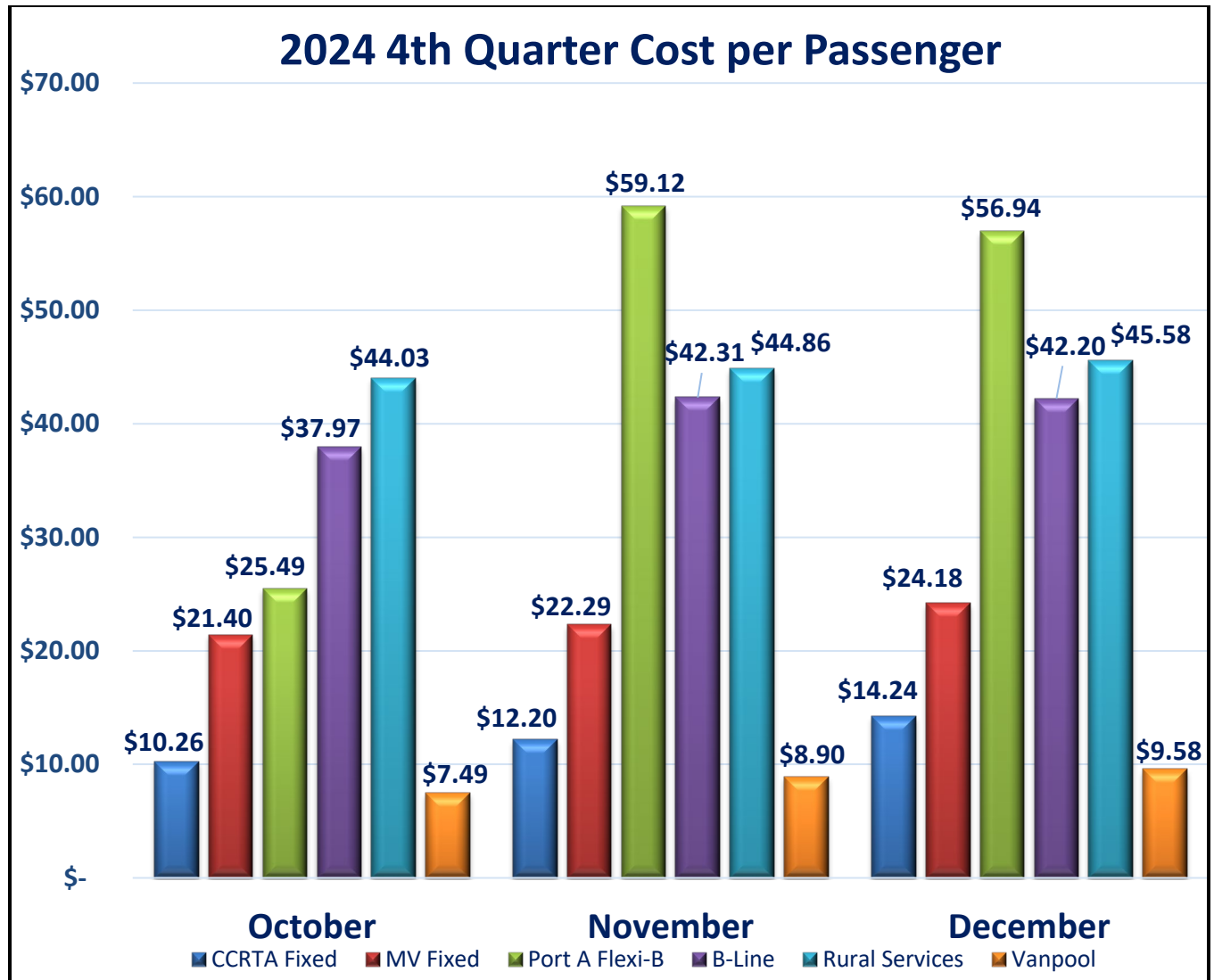
1. GasBuddy.com historical data at <http://www.gasbuddy.com>
 2. <https://etweather.tamu.edu/rainhistory>

The chart below shows monthly ridership results for all services. CCRTA recorded 24,833 more passenger trips in December 2024 resulting in a 9.0% increase compared to December 2023 but recorded 97,800 fewer passenger trips in December 2024 resulting in a 24.6% decrease compared to December 2019.



The chart below shows YTD ridership results for all services. 407,624 more trips compared to 2023, however there were 1,538,877 fewer trips compared to 2019.

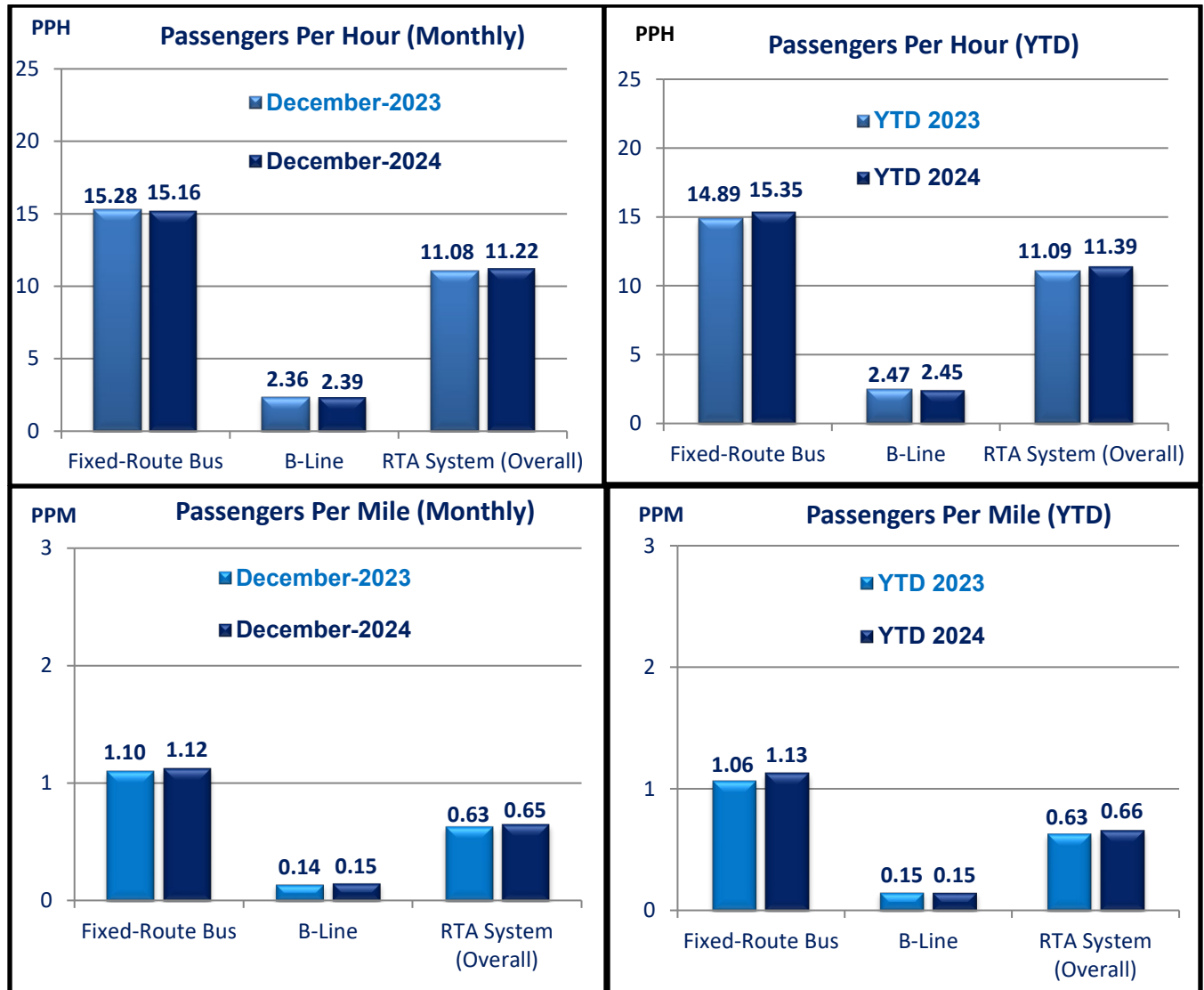




The following tables include Cost per Passenger totals by service mode for the fourth quarter of 2024. In addition, year-to-date (YTD) averages by service mode are included.

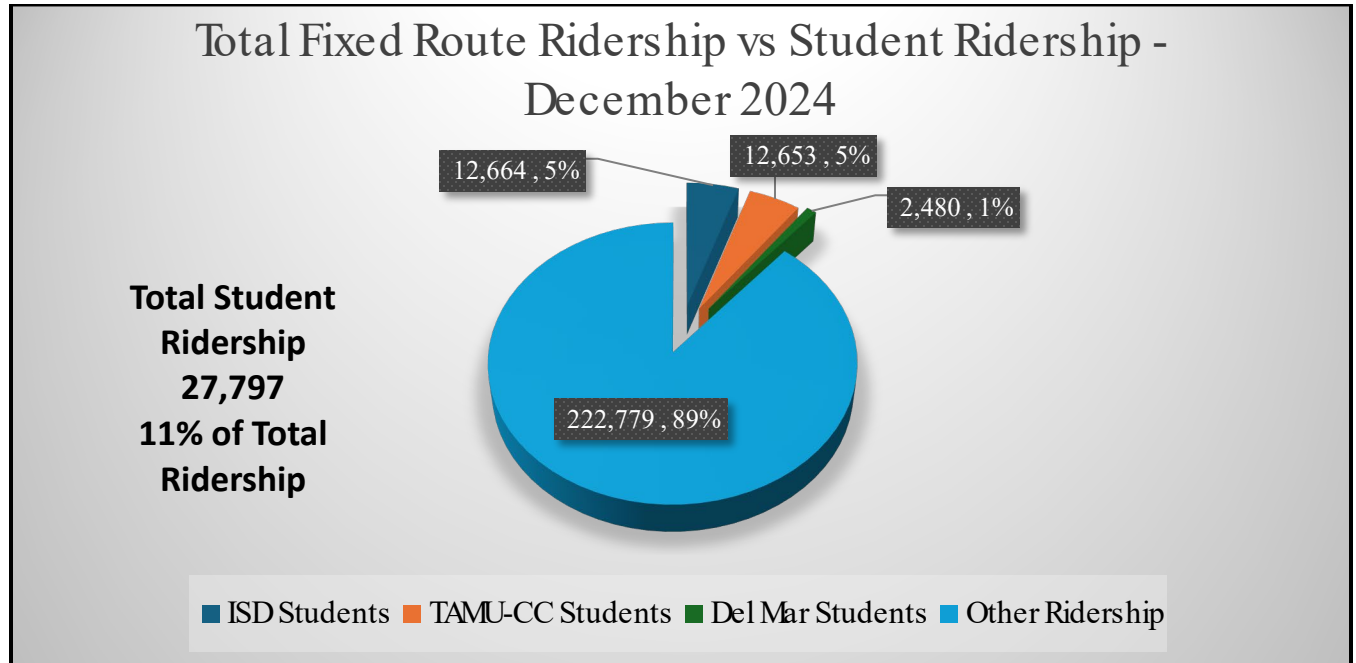
Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
October	\$ 10.26	\$ 21.4	\$ 25.49	\$ 37.97	\$ 44.03	\$ 7.49
November	\$ 12.20	\$ 22.29	\$ 59.12	\$ 42.31	\$ 44.86	\$ 8.90
December	\$ 14.24	\$ 24.18	\$ 56.94	\$ 42.20	\$ 45.58	\$ 9.58
Fourth Qtr. Average	\$ 12.23	\$ 22.62	\$ 47.18	\$ 40.83	\$ 44.82	\$ 8.66
YTD Average	\$ 12.64	\$ 20.65	\$ 39.88	\$ 41.03	\$ 44.98	\$ 8.80

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

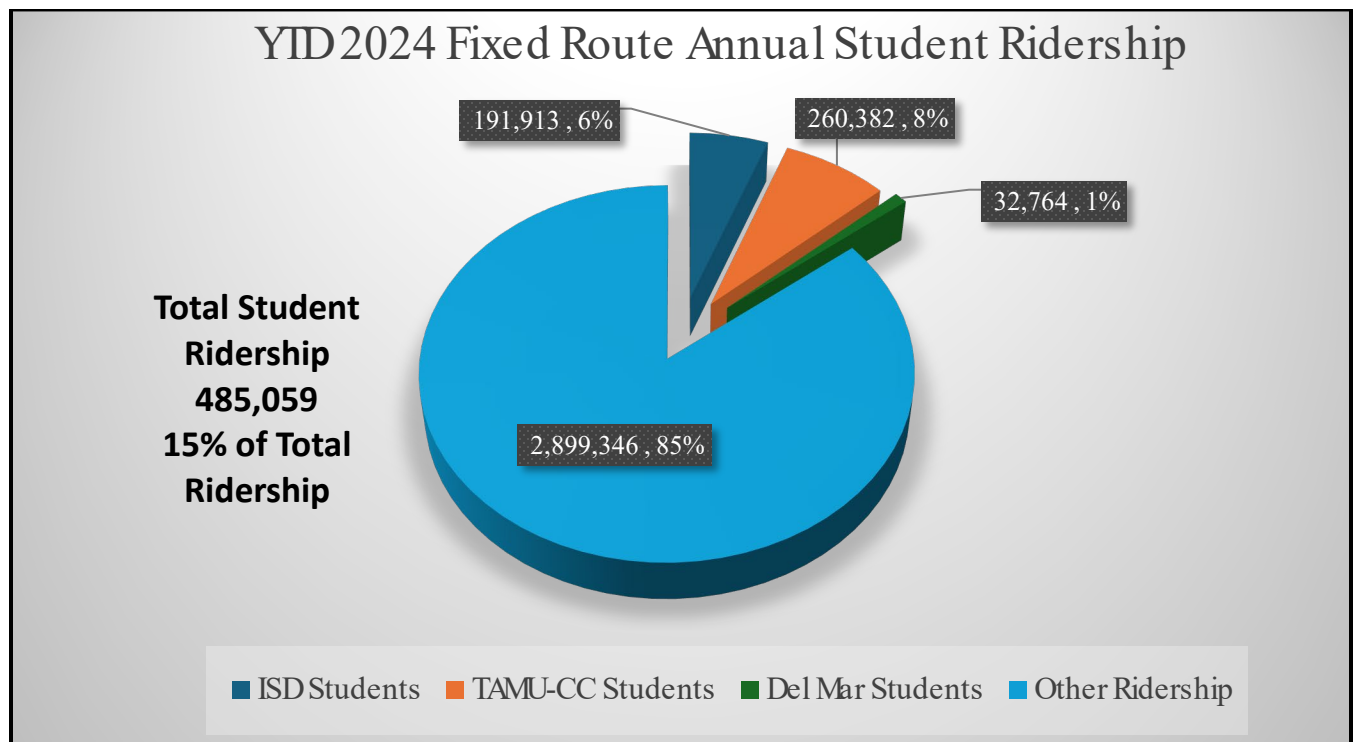


Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for the month of December 2024.



The following chart illustrates a total fixed route ridership vs student ridership for all of 2024.



Bus Routes and Bus Stops Impacted by City of Corpus Christi and TxDOT Construction Projects

On Detour

- **IH-37 @ Harbor Bridge Reconstruction:** Began May 31, 2024.
 - Route 27 (Express, no stops impacted)
- **Carroll @ Gollihar (outbound only):** Began July 2024.
 - Route 17 (**2** stops impacted with traffic control plan (TCP) placement)
- **Comanche St. (Carancahua-Alameda):** Began early 2024.
 - Route 21 (**2** stops impacted)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30, 2023.
 - Route 19 (**8** stops closed)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Route 32 (not detoured), Route 37 (detoured) (**4** stops on Everhart now impacted, **2** closed on Alameda & **2** closed on S. Staples west of Everhart Rd.)
- **Bear Ln. (Utility Replacement):** Road repair began June 2024.
 - Route 16 (Coastal Bend Food Bank - **1** stop currently not serviceable)
- **Brownlee Blvd. (Morgan-Staples):** Began October 2024.
 - Routes 17, 19 & 83 (**2** stops impacted 7 more in future as project progresses)
- **Gollihar Rd. (Crosstown-Greenwood):** Began April 24, 2023.
 - Routes 23 & 25 (**6** stops remain closed for this two-phase project) **4** stops recently re-opened for service.

No Detour

- **Alameda St. (Louisiana-Texan Trail):** Work on project began Fall 2023.
 - Routes 5 & 17 (**12** of 19 total stops are currently impacted)

Detours Expected

- **Upper/Mid./Lower Broadway: Project in design. (60%)**
 - Routes 6, 76, 78 (no stops impacted)
- **Carroll Ln. (SH-358 to Holly) Project in design. (60%)**
 - Route 15 & 17 (**4** stops may be impacted)
- **Alameda St. (Everhart-Airline): Project in design. (90%)**
 - Route 5 (**13** stops may be impacted)
- **Alameda St. (Texan Trail-Doddridge): Project in design. (90%)**
 - Route 5 (**11** stops may be impacted)
- **Park Road 22 (Compass Dr.): Project in design. (30%)**
 - Route 65 (**1** stop may be impacted)

For December 2024, there were 7 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 22% of CCRTA services. Impacted bus route services include:

16, 17, 19, 21, 27(Express), 37 & 83

The total number of bus stops that were impacted or closed was **41**.

For future Bond projects, the number of additional bus stops which may be impacted or closed is **29**.

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

Schedule Adherence	Standard	Sep-24	Oct-24	Nov-24	Dec-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	86.8%	86.0%	90.9%	91.7%	88.9%
Monthly Wheelchair Boardings	No standard	4,615	6,396	7,122	7,369	6,376
Monthly Bicycle Boardings	No standard	6,990	8,064	7,533	6,841	7,357

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

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

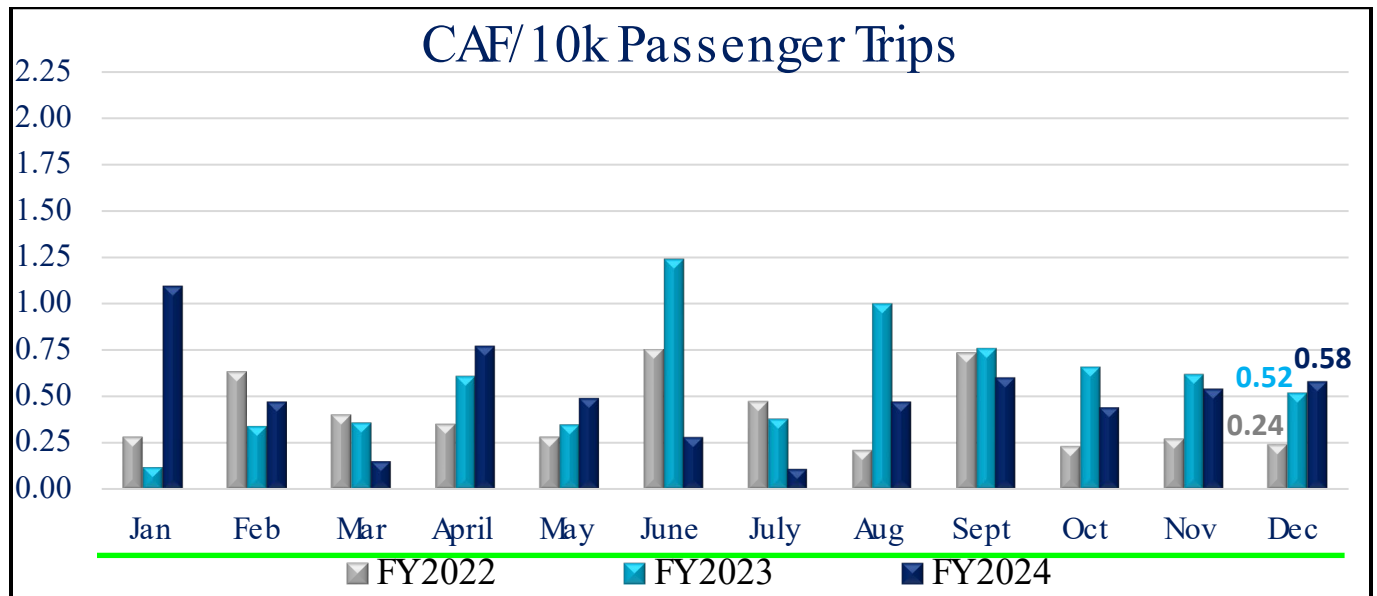
- Productivity: **2.39** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **91.1%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **21,682** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,318** ambulatory boardings; **4,943** wheelchair boardings

Metric	Sep-24	Oct-24	Nov-24	Dec-24	(4) Month-Ave.
Passengers per Hour	2.60	2.46	2.37	2.39	2.46
On-time Performance	83.9%	88.2%	90.6%	91.1%	88.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	18,180	32,876	24,780	21,682	24,380
Monthly Wheelchair Boardings	4,691	5,237	4,805	4,943	4,919

Customer Programs Monthly Customer Assistance Form (CAF) Report

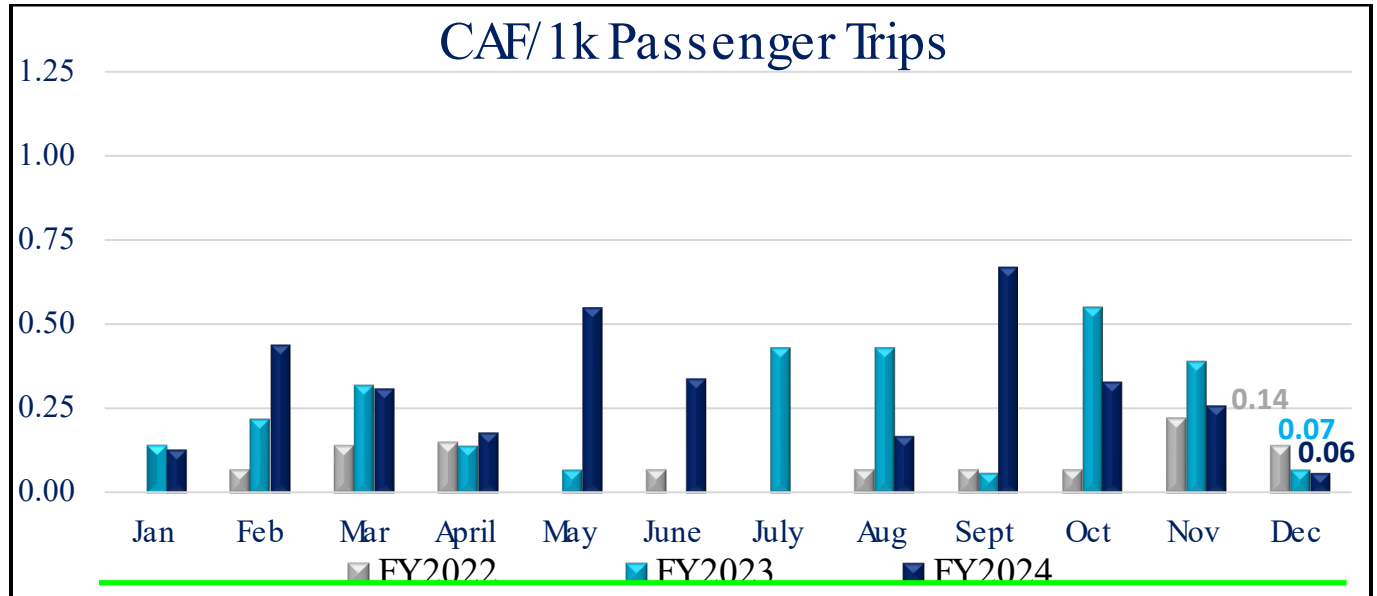
For the month of December 2024, Customer Service received and processed 60 Customer Assistance Forms (CAF's). A total of 54 or 90% were for CCRTA and Contract Fixed Route Services, of which **16** or 29% were verified as valid. This equates to approximately **0.58 CAFs per 10,000** passenger trips. There were four commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services



For the month of December 2024, Customer Service received and processed 60 Customer Assistance Forms (CAF's). A total of 6 or 10% were for B-Line Services, of which 1 or 2% were verified as valid. This equates to approximately **0.06 CAFs per 1,000** passenger trips. B-Line Services received two commendations.

Number of CAFs/1k for B-Line Services



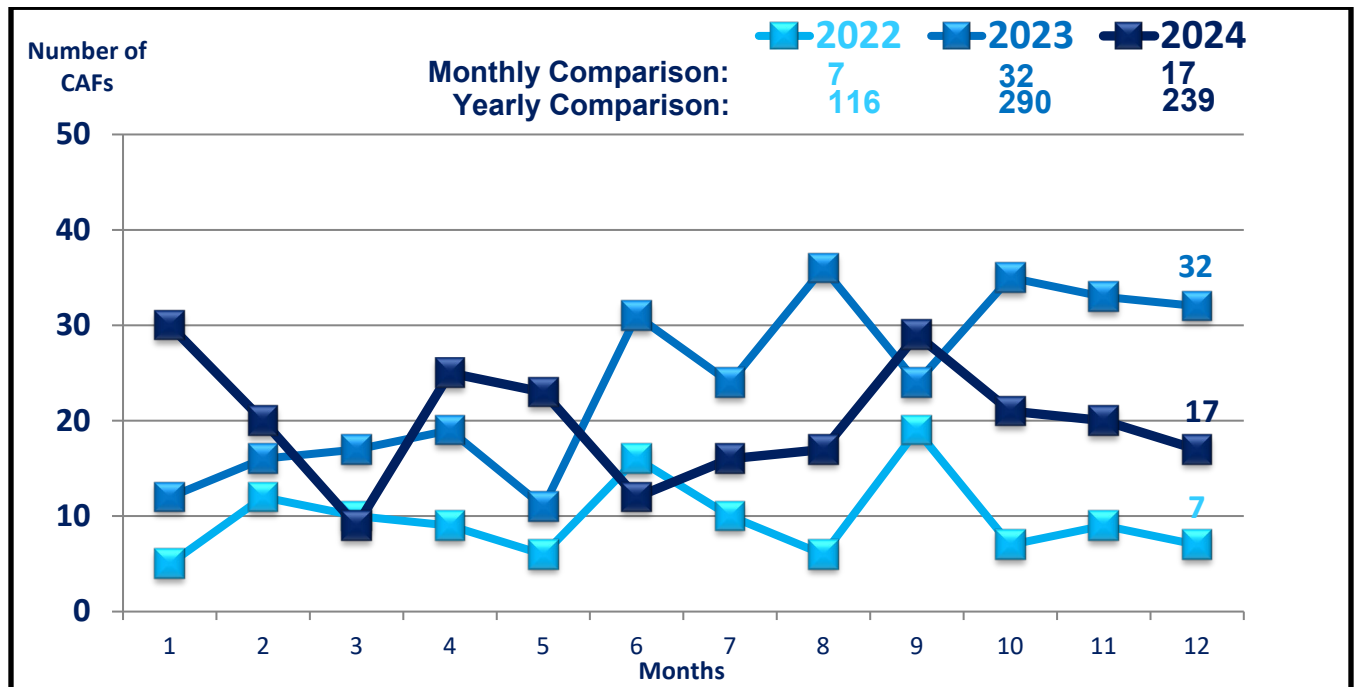
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda	2	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	2	#65 Padre Island Connection	3
#12 Hillcrest/Baldwin		#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	1
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside	1	#90 Flexi-B Port Aransas	
#19 Ayers	1	#93 Flex	
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	
#24 Airline/Yorktown		B-Line (Paratransit) Services	4
#25 Gollihar/Greenwood	1	Transportation	3
#26 Airline/Lipes		Service Development	
#27 Leopard	3	Facilities Maintenance/Bus Stops	8
#28 Leopard/Navigation		IT	7
#29 Staples	7	Safety & Security	2
#32 Southside	1	Vehicle Maintenance	
#34 Robstown North	2	Commendations	6
#35 Robstown South			
#37 Crosstown/TAMU-CC	4		
		Total CAFs	60

Processed CAF Breakdown by Service Type:

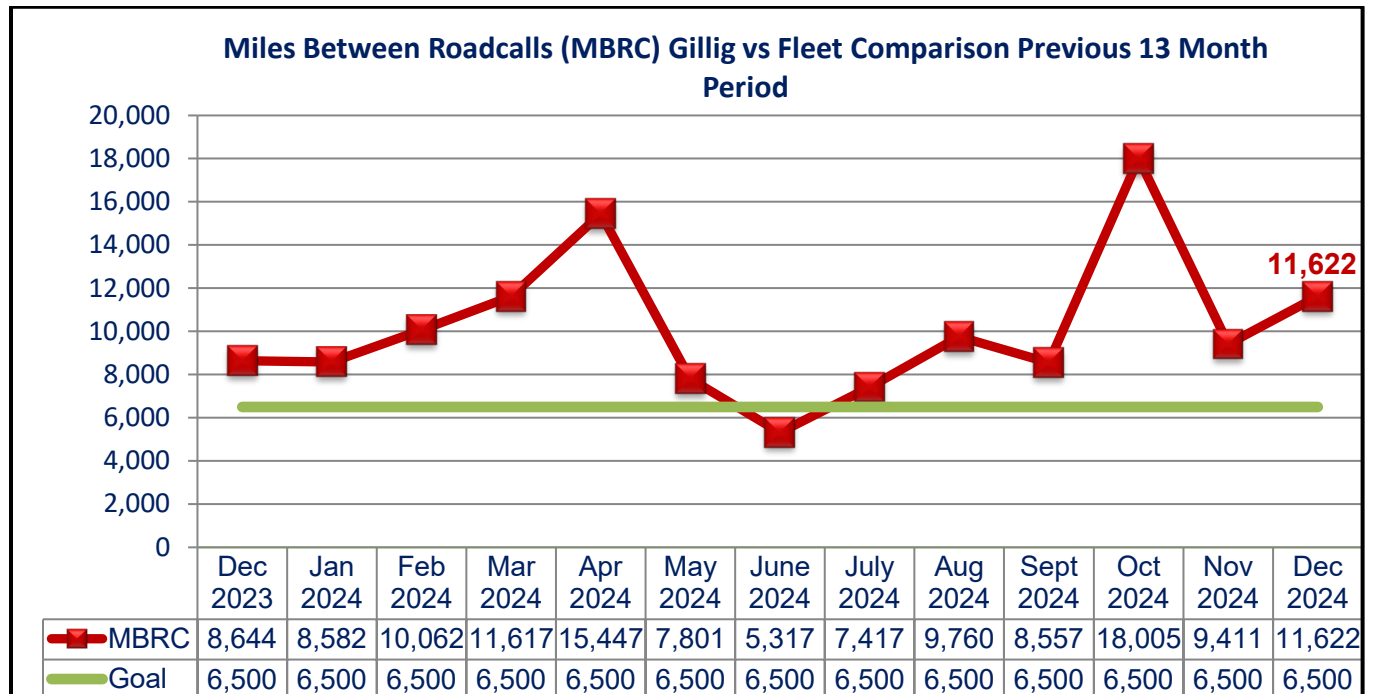
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	12		2	14
Customer Services				
Late/Early – No Show	2		2	4
Alleges Injury	4			4
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	2	1		3
Left Behind/Passed Up	5	1		6
Inappropriate Behavior	3	1		4
Policy		1		1
Incident at Stop				
Incident on Bus				
Incident at Station	1			1
Securement/Tie-Down Issue				
Denial of Service			1	1
Safety & Security	1			1
Facility Maintenance	6			6
Service Development	1			1
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics	7			7
Vehicle Maintenance				
Commendations	4	2		6
Total CAFs				60

Customer Programs Validated (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In December 2024, 11,622 miles between road calls (MBRC) were recorded as compared to 8,644 MBRC in December 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 10,172.



Board Priority

The Board Priorities are Public Image and Ridership.

Respectfully Submitted,

Submitted by: Liann Alfaro
Director of Planning

Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Miguel Rendón
Deputy Chief Executive Officer

Road Call/Mileage Comparison for December 2024

	Total Miles Driven in December for Each Bus Type	Tyotal Road Calls for December for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeble Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	186,890	22	22	0	14	8	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	33,918	10	10	0	5	5	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	220,809	32	32	0	19	13	0	0
MILES BETWEEN ROAD CALLS								
	11,622	Compared Total Miles with Chargeable Roadcalls						

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, February 26, 2025	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, March 12, 2025	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, March 17, 2025	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Unsung Hero Report

July-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
587	3-Jul		15	This passenger would like to commend the bus operator of unit 718. He was picked up at bus stop 797 around 10:45 AM this morning and was impressed by her exceptional service. Despite running late, she remained extremely kind and patient with all her passengers. Throughout the entire trip, he observed her consistently slowing down to allow people running to the stop the opportunity to catch the bus. Additionally, she demonstrated great vigilance by slowing down at stops where people might be hiding from the sun, ensuring no one was left behind.
599	10-Jul		15	A passenger on Route 15, Unit 1006, said the driver was not only very helpful but also kind and full of compassion. The passenger mentioned that the driver is always looking out for her passengers, both those on the bus and those waiting to get on. He feels she deserves to be acknowledged for her amazing work.
Aug-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
688	1-Aug	Steve	B-Line	B-Line client stated he was thankful for the compassion showed to him by Steve, the B-Line driver, on the day he came in for his in person assessment. Larry stated he is newly blind and Steve noticed he was having trouble getting to the B-Line bus from his apartment. Steve quickly came to Larry's aid and allowed him to hold on to his elbow to help him get on the bus. Larry was happy when Steve was also the driver picking him up at the end of his assessment, as Steve quickly came to the double doors at the RTA building to again provide guided assistance to the bus. Larry stated he had a great 1st time experience using the B-Line and hopes he gets Steve for many trips to come.
708	16-Aug	Irene Trevino	B-Line	We want to take a moment to acknowledge Irene's dedication to her job. Today, due to an incident with B-line ticket #705, we tried to reach a supervisor on the MV side. After many calls to other department supervisors in MV, Irene answered her line. As always, she was friendly, respectful, and readily available to assist with the customer. Despite being off-duty, she had her office phone number forwarded to her mobile. It is always a pleasure to work with someone who demonstrates such commitment to their position.
710	17-Aug		27	Mr. Nicholas Chadwick called to say that the operator handled a serious situation excellently. He rides the bus all the time and had never experienced a situation like this and he was happy that the operator did not get panicked.
Sep-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
764	12-Sep		B-Line	I can't thank you enough for the kindness
HONORABLE MENTIONS				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
601	11-Jul	Cynthia Herrera	CS	Mr. De La Vega, called to give a commendation to Cynthia from customer service and the prices of our transit agency. He explained how he has travel all over the United States using public transit on those cities, and we have the best prices and service. About Cynthia, he said that "she is always very well articulated and speaks clearly, unlike other transit agencies, because these she deserve special recognition".
647	25-Jul	Cynthia Herrera	CS	I am writing to express my heartfelt gratitude for the professionalism and exceptional service you provided yesterday. I contacted the CCRTA in the morning to address a very personal and sensitive complaint, and I was immediately impressed by how you handled the situation. Your ability to address my concerns with empathy, efficiency, and professionalism made a significant impact. I quickly noticed that the CCRTA was taking my complaint seriously and acting promptly, thanks to your diligent efforts. Your outstanding work has not gone unnoticed, and I wanted to personally thank you for your exceptional service. Your dedication and care in handling my concerns are truly commendable.
649	25-Jul	John Esparza	Security	I want to extend my heartfelt commendation to everyone involved in addressing the recent incident. Your professionalism and efficiency in handling the situation were truly impressive. The strong security presence provided by the RTA greatly enhances my sense of safety as a rider. Thank you for your dedication and hard work.

Unsung Hero Report

October-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
816	5-Oct	Lucy	B-Line	Steven Gallegos is commending the attitude of the driver in his second trip today. This operator was very professional and courteous.
817	5-Oct		15	Mr. Owens has reach out to us to commend the operator on route 15/25. He praised the drive for his patience , professionalism and attitude.
825	10-Oct		12	Mrs. Lopez, wanted to praise the driver for his skills. She normally ride this route and has never had such a smooth ride.
829	12-Oct		29	Bus operator number 11408, bus vehicle number 719 has received a commendation from bus rider Connie Neisler. Connie called customer service while on the bus to give a commendation for the good-natured, helping driver who has been going above and beyond during her trip. Connie stated the driver has been great with those on wheelchairs and is polite while performing his duties. She would like him to be recognized for his hard work.
867	30-Oct	Steve Garcia	B-Line	My friend called me to commend the driver on the 2 line this morning. She stated the driver, Steve Garcia, helped her to get to the bus stop safely as she didn't bring her walker with her. She stated he was so nice and wish she had him for every bus ride. She wants his supervisor to know how great and nice he is.
Nov-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
901	12-Nov	Dana	27	DANA IS AN AWESOME CURTEOUS BUS DRIVER ROUTE #27 CALALLEN ROBSTOWN
903	11-Nov		26	I also believe in giving praise when it's due. I would like to give credit to Mark who drives the 26/32 bus in the early mornings. I understand he also sometimes drives the 37 bus. Mark is always friendly. He seems to care about his job. Some bus drivers just go through the motions and don't say hello, etc. Mark remembered my name. You can tell when someone cares and definitely when they don't care! He's one of your best drivers!
911	12-Nov		32	Had a good experience with 32 just now bus 907time 3:34 the driver a new guy is very friendly and professional like I wish more of them were . He's a keeper and thank u for hiring a nice driver like him who's nice to people cares respects others it made my day a little better
918	8-Nov	Mark Garcia & Lori Jackson	19G	Minerva Franco, left a message for a commendation on route 19 G. She states she is new to Corpus Christi and uses our fixed route to get around and all of our bus drivers have been helpful when she rides routes 4,5, and 23. But she would like to recognize two drivers: Mark Garcia and Lori Jackson from 19G. She stated the are very helpful with assisting her, answering her route questions, and making sure she is safe getting to her destinations. She would like their supervisor to know that they have helped her tremendously.
928	19-Nov	Paul	29	A passenger expressed her gratitude for the exceptional service provided by Paul, the driver of Route 29F, Unit 1024. At approximately 11:30 a.m., while she was struggling to reach the stop in time, Paul noticed her approaching and stopped to wait for her to arrive. She is extremely appreciative of his hard work and dedication to customer service.
951	27-Nov		78	Today, I am once again on 78>6. @8:25 am This morning, just wanted to let you know, this driver is excellent. Every trip with him, he is very pleasant, & he is really good driver- he even just slowed the bus down by bridge construction, in order to avoid hitting two little birds in the road. Each time the door opens and he is the driver, I am happy because I know it going to a good ride.
958	21-Nov		37	On Thursday, November 21st I missed my B-Line bus and had to take the 37 home to my home at Midtown Corpus Christi on McArdle. I got picked up after 7 pm and when I got to my stop the driver assisted me across the street. I use a wheelchair. I didn't get the driver's name but I want to commend him for going above and beyond. It's truly appreciated.
Dec-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
962	4-Dec	Cecil Jones	B-Line	Mr. Box called to say that Cecil Jones went above and beyond to help another rider Ms. Guterrez this morning. When they got to Ms. Guterrez's stop it was raining. The operator helped her down, walked her to the front door and opened it for her.

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
983	10-Dec	Delia Christal	B-Line	I wanted to give some kudos to the bus driver who drops riders off here at the Senior Center where I office out of. (Oveal Williams Senior Center). Her name is Delia Christal, if I am correct. And she is pure delight. She has a sunny disposition and makes it fun for her rider.
1007	28-Dec	Ms. Pierson	15	A passenger called to commend Ms. Pierson, who was driving Route 15 this morning, 12/28/2024. The passenger mentioned that Ms. Pierson is generous, compassionate, and appears to genuinely love her job.
1008	30-Dec		27	Ms. Veronica Munyon came into customer service this morning 12/30/24 @ 8:30 to let us know that RT 27 Unit 1010 was a very kind operator.
1014	31-Dec	Jimmy	27	Passenger came into customer service to say Jimmy on RT 27-unit 1011 is a very pleasant operator. He was very understanding with her.