



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, April 19, 2018

Time: 12:00 p.m.

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

Mission Statement:

To provide knowledge, guidance, and insight to the RTA and the community on transportation disadvantaged riders and services. Committee members act as ambassadors on transportation ridership issues.

1.	Moment of Reflection	1 minute	No Attachment
2.	Pledge of Allegiance	1 minute	No Attachment
3.	Roll Call	2 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Approval of Minutes for March 15, 2018 RCAT Meeting	2 minutes	Pages 1- 4
6.	Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Commission (CCHRC) Update	7 minutes	No Attachment
7.	Committee Report(s)	5 minutes	No Attachment
8.	Demonstration of Differing Types of Wheelchairs and Safety Issues	10 minutes	No Attachment
9.	RCAT Liaison Report	20 minutes	No Attachment
10.	Chairperson's Report	5 minutes	No Attachment
11.	Informational Items: a) February 2018 CAF Report b) February 2018 Operations Report c) February 2018 Purchased Transportation Report d) February 2018 Maintenance Road Call Report e) Upcoming Events and RTA Functions f) Committee Member Concerns		Pages 5 - 8 Pages 9 - 10 Pages 11 - 14 Page 15 Page 16 Page 17
12.	Requests for Agenda Items	2 minutes	No Attachment

Total: 58 minutes

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

**RTA Committee on Accessible Transportation (RCAT)
MEETING MINUTES
Thursday, March 15, 2018**

Advisory Committee Members Present: John Longoria, Richard Balli, Donnie Contreras, Joyce Lopez, Tammye Salinas

Advisory Committee Members Absent: Sylvia Wilson

Board Member Present: none

Staff Present: Susan Teltschik, Sharon Montez, Melanie Gomez, Monica Jasso

MV Present: Kyle Klicka, Janessa Cano

Employee Representative(s) Present: Gina Salazar

Call to Order: Mr. John Longoria called the meeting to order at 12:06 p.m. Ms. Susan Teltschik called the roll and determined that a quorum was present.

Public Comment: Ms. Gina Salazar and Mr. Richard Balli addressed the RCAT Committee.

Action to Approve Minutes of February 15, 2018 was approved as presented.

MS. SALINAS MADE A MOTION TO ADOPT THE RCAT MINUTES OF FEBRUARY 15, 2018 AS PRESENTED; MR. BALLI SECONDED THE MOTION. CONTRERAS AND LOPEZ VOTING FOR.

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

Mr. Richard Balli updated the committee on ADA citations for the months of January 2018 and February 2018: In January, there were 60 citations issued for disabled parking, 6 citations issued for blocking architecture and 185 citations issued for blocking sidewalks; In February, there were 62 citations issued for disabled parking, 2 citations issued for blocking architecture and

253 citations issued for blocking sidewalks. ADA citations total 568 for the year of 2018.

The CFPWD has a PSA to distribute in English and Spanish on Facebook and all local television stations. The PSA will be presented to the RCAT committee in April.

The Texas Governor's Committee on People With Disabilities (GCPD) will conduct the following webinars on accessible parking:

- Accessible Parking and Disabled Parking Placard Abuse (3/19)
- Accessible Parking: Enforcement (3/20)

The CFPWD participated in the Life After Graduation, Who's Got Your Back Seminar on March 1st. The CCRTA was represented as a vendor. The seminar was well attended with over 400 students, parents and teachers.

April 7th will be the Spring Games for Special Olympics at the Four Bluff stadium.

The CFPWD will host a Q&A session at the Greenwood Senior Center to promote the committee within the community.

March 24th the Corpus Christi Police Department Bomb Squad will host Eggstravaganza Egg Hunt for sight impaired children and their siblings.

In May, the Deaf and Hard of Hearing Center (DHHC) will be recognized at City Hall. The DHHC will also host a run on May 24th.

The Engineering subcommittee of the CFPWD had its quarterly meeting and prioritized five areas for curb ramp and sidewalks including the crosswalk at Houston and Ramsey Streets.

Mr. Richard Balli spoke for Ms. Sylvia Wilson who was absent stating the Corpus Christi Human Relations Committee (CCHRC) had nothing to report.

Committee Reports:

February No-Show/Eligibility Appeals:

The No-Show/Eligibility Appeals Committee was scheduled to meet on Tuesday, March 13, 2018 for no show appeals. They did not meet.

There were no appeals submitted in March.

There were no warning notices issued in February, no seven day proposed service suspensions and no thirty day proposed service suspensions.

Eligibility Appeals:

None scheduled this month.

Recommendation of new RCAT Members:

Ms. Sharon Montez introduced the prospective RCAT committee members with a short bio. Rhonda Alvarez, Randall Chisamore, Alonzo Cuellar and Celia Mendez. These four new members will be presented to the Board of Directors on April 4, 2018 for confirmation.

RCAT Liaison's Report:

Ms. Sharon Montez shared a report presented to the Board of Directors at their Retreat in March, ADA Above & Beyond. Ms. Montez displayed a chart comparing FTA/ADA/DOT Guidelines to Corpus Christi Regional Transit Authority's practice outlining how the Agency goes beyond the requirements set for ADA standards. The CCRTA not only exceeds the standard ADA requirements on the buses, BLine paratransit, bus stops and the transfer stations, the Agency went beyond code requirements when building Staples Street Center.

Ms. Melanie Gomez, Eligibility Coordinator, presented the 2017 Eligibility Metrics comparing the changes between the years of 2016 and 2017.

Ms. Sharon Montez presented the 2017 Customer Service Metrics comparing 2016 and 2017 Pass Sales.

Ms. Sharon Montez shared the 2017 Annual Service Performance Report presented to the Board of Directors on March 7, 2018 outlining the transit services we provide with 117 RTA bus operators and 87 MV bus operators. The RTA had 5,373,427 passenger trips in 2017 compared to 5,472,342 passenger trips in 2016, a decline of 1.8. Factors that impacted ridership included two weather events Hurricane Harvey in August and snow in December, and road construction impacting 39% of the bus services.

Chairperson's Report:

Mr. John Longoria, Chairperson, shared upcoming meeting dates with the committee. Mr. Longoria also addressed the RCAT committee and introduced the idea of having an RCAT Committee Retreat after the new members are confirmed by the Board of Directors.

Informational Items:

Mr. John Longoria advised that these items were made available to the committee members in their packets.

Request for Agenda Items:

None

Other Business:

Mr. John Longoria adjourned the meeting at 12:57 p.m. The next meeting will be held on Thursday, April 19, 2018.



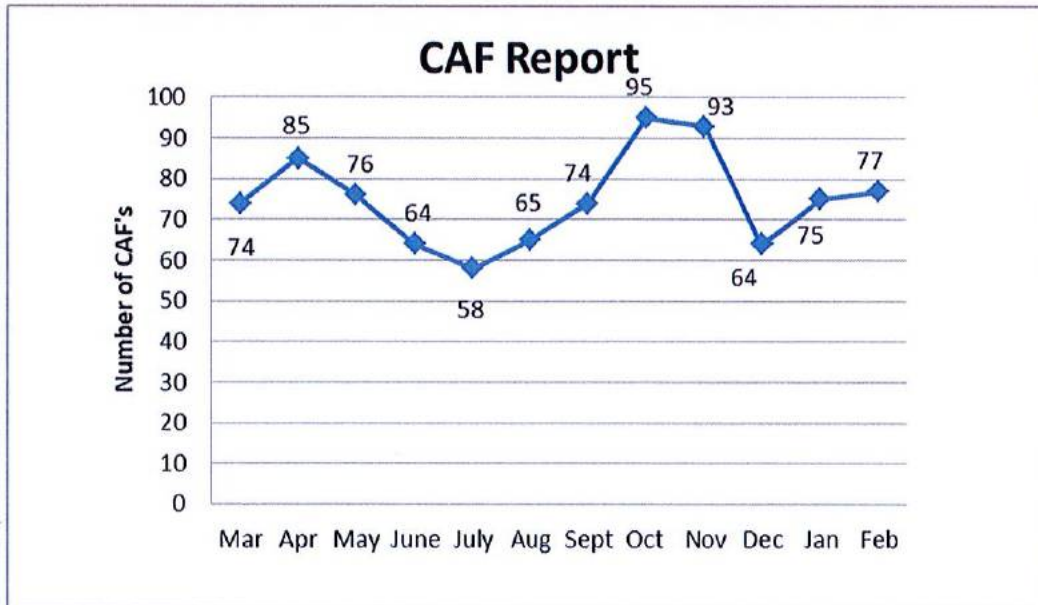
April 19, 2018

Subject: CAF Report for February 2018

Customer Programs Monthly Customer Assistance Form (CAF) Report

For February 2018 there were 77 reported CAF's (excludes commendations) which represents an increase from 75 reported CAF's overall in January 2017. The statistics for February represents a .02% increase, 77 CAF's vs 75 CAF's compared to the month of January 2017.

There were 7 Commendations for the month of February.



Route Summary Report for February 2018

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	1	#32s Southside/Malls Sunday	0
#4 Flour Bluff Mini B	3	#34 Robstown North Circulator	2
#5 Alameda	0	#35 Robstown South Circulator	0
#5x Alameda Express	0	#37 Crosstown/TAMUCC	0
#5s Alameda (Sunday)	0	#50 Calallen/NAS Ex (P&R)	0
#6 Santa Fe/Malls	1	#51 Gregory/NAS Ex (P&R)	0
#8s Flour Bluff/Malls	0	#53 Robstown/NAS Ex (P&R)	0
#12 Saxet Oak Park	1	#54 Gregory/Downtown Express	1
#15 Kostoryz	0	#56 Flour Bluff/Downtown Ex.	0
#15s Ayers/Molina	0	#63 The Wave	0
#16 Morgan	3	#65 Padre Island Connection	1
#17 Carroll/Southside	1	#76 Habor Bridge Shuttle	0
#19 Ayers	2	#76s Harbor Bridge Shuttle (Sun)	0
#19G Greenwood	0	#78 North Beach Shuttle	0
#19M McArdle	0	#90 Flexi-B Port Aransas	0
#21 Arboleda	3	#94 Port Aransas Shuttle	0
#23 Molina	2	B-Line (Para-transit) Services	19
#25 Gollihar/Greenwood	1	Safety and Security	4
#26 Airline/Lipes	0	Facility Maintenance	3
#27 Northwest	1	Service Development	10
#27x Northwest (Express)	1	IT Department	2
#28 Leopard /Omaha	0	Marketing Department	1
#29 Staples	1	Purchased Transportation (REAL)	1
#29F Staples/Flour Bluff	7	Transportation (Other)	3
#29SS Staples/Spohn South	0		
#29s Staples (Sunday)	0		
#32 Southside Mini-B	2	TOTAL CAF'S	77

February 2018 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	7	0	1	8
Driving Issues	5	4	1	10
Customer Services	6	1	2	9
Late/Early – No Show	2	9	5	16
Fare/Transfer Dispute	2	0	0	2
Dispute Drop-off/Pickup	0	1	0	1
Tie Down Issues	0	0	0	0
Bline Call Lines	0	1	0	1
Policy	0	0	0	0
Safety and Security	4	3	3	10
Facility Maintenance	3	0	0	3
Service Development	10	0	0	10
IT Department	2	0	0	2
Marketing Department	1	0	0	1
Purchased Trans (REAL)	1	0	0	1
Transportation (Other)	3	0	0	3
	46	19	12	77
Commendations	7	0	0	

Conclusion:

During February 2018, RTA received 77 CAF's regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; Seven (7) of the 84 reported CAF's (February) were commendations.

There were a total of 46 CAF's/Commendations received regarding RTA Service representing 59% of total customer contacts: 3 for Facilities Maintenance, 10 for Service Development, 4 for Safety and Security, 2 for IT Department, 1 for Marketing, 1 for Purchased Transportation and 25 for Transportation.

A total of 19 CAF's/Commendations were reported regarding B-Line service representing 25% of the total customer contacts.

A total of 12 CAF's were reported regarding Contracted Fixed Route service representing 16% of the total customer contacts.

(There was 1 issue relating to the Bus Stop Closure not included with total CAF numbers).

Actions taken as a result of reported CAF's include but are not limited to the following:

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of RTA operations policy

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

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

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



FEBRUARY 2018 - OPERATIONS REPORT

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

Schedule Adherence	Standard	Dec-17	Jan-18	Feb-18	3-Month Average
Early Departure	<1%	0.0%	0.6%	0.6%	0.4%
Departures within 0-5 minutes	>85%	85.8%	87.3%	88.1%	87.1%
Monthly Wheelchair Boardings	No standard	3,947	3,892	3,535	3,791
Monthly Bicycle Boardings	No standard	7,324	7,411	7,292	7,342

On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.

The following detours potentially impact or will impact on-time performance:

- On Detour • **South Alameda St.** (Ayers-Louisiana): Began June 2, 2017: (1) year project.
 - Routes 5, 5s, 15s, 19, 29, & 29s
- On Detour • **Ayers St.** (Santa Fe-Alameda): Work has begun three months behind schedule: (1) year project.
 - Routes 15s & 19
- On Detour • **Corona Dr.** (Flynn-Everhart): (4) months behind schedule, was to begin Nov. 6, 2017: (14) month project.
 - Route 17
- On Detour • **Carroll Ln.** (Houston-McArdle): Began September 28, 2017: (1) year project.
 - Route 17
- On Detour • **Chaparral St.** (Schatzel-Taylor): Began November 6, 2017: (1) year project.
 - Routes 76, 76s & 78 bond project detour.
- On Detour • **Comanche St. Overpass:** Began October 16, 2017: (9) month project.
 - Routes 21 & 21s
- On Detour • **Gollihar Rd.** (Staples-Kostoryz): All three phases to be completed mid-2019.
 - Routes 32, 37 & 37s
- On Detour • **Old Robstown Rd.** (Leopard-Agnes-Hwy 44): (4) months behind schedule, was to begin Sept. 6 2017, (19) month project.
 - Route 12
- No Detour • **South Staples St** (Alameda-Morgan): Began in November 2017.
 - Routes 5s, 17, 29 & 29s (No Service in construction zone)
- No Detour • **South Staples St** (Brawner Parkway-Kostoryz): Began in March 2018.
 - Routes 17, 29 & 29s (No Service in construction zone)

In February 2018, there were 16 detoured routes out of 46 fixed routes (35%).



FEBRUARY 2018 - OPERATIONS REPORT

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

- Productivity: **2.69** PPH did meet the contract standard of 2.50 PPH.
- In Vehicle Time: **97.9%** did exceed the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **16,437** did exceed the contract standard of 12,250 miles.
- Ridership Statistics: **9,695** ambulatory; **4,178** wheelchair boarding's

Metric	Standard	Dec-17	Jan-18	Feb-18	(3) Month-Ave.
Passengers per Hour	2.50	2.54	2.63	2.69	2.62
In Vehicle Time	95.0%	98.8%	99.1%	97.9%	98.6%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	14,325	17,236	16,437	15,999
Monthly Wheelchair Boardings	No Standard	3,947	4,180	4,178	4,102

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: April 19, 2018

SUBJECT: B-Line Report for February 2018

- Ridership for the month of February 2018 was 14,701 compared to 15,633 for February 2017, which equates to 932 less trips representing an 5.96% **decrease**.
- Ridership for YTD 2018 was 29,595 representing an 7.48% **decrease** over 2017 ridership statistics.

RIDERSHIP 2017 YTD	RIDERSHIP 2018 YTD	DIFFERENCE	% DIFFERENCE
31,986	29,595	2,391	7.48%

Service Standards

- Productivity: 2.69 PPH (Passengers per hour) February 2018, contract standard is 2.50
 - On Time Performance: 84.87% on time performance for February 2018
 - Denials: Zero trips were delivered later than one hour.
 - 2084 trips out of 13,778 trips (15.13%) did not meet the standard for on time performance in February 2018. Of that number:
 - 1762 were < 30 minutes late
 - 234 were > 30 minutes late
 - 60 were > 60 minutes late
 - 28 were > 90 minutes late
 - Passenger "in-vehicle time": Statistical sampling for February 2018 resulted in a total of 52 "in-vehicle time" violations for three days sampled in February with an overall average performance of 97.9% of all trips delivered with no "in-vehicle time violations." MV met the contract standard of delivering 95% of trips without "in-vehicle time" violations on three days of sampling.
 - - 15 "in vehicle" time violations on Tuesday, February 6th
 - 15 "in vehicle" time violations on Thursday, February 15th
 - 22 "in vehicle" time violations on Monday, February 19th
- Of the 52 in vehicle time violations there were
- 46 violations were less than 30 minutes
 - 5 violations were greater than 30 minutes
 - 1 violation were greater than 60 minutes

- Miles between road calls 115,056.9 miles with 7 road call that equates to 16,436.7 miles between road calls for February 2018. MV did exceed the minimum standard of 12,250 miles between road calls for February 2018.

Wheelchair Boardings and associated statistics

For the month of February 2018, there were:

- 9,695 - ambulatory passengers
- 4,178 - wheelchair boarding's
- 544 - personal care attendants (AM)
- 276- companions
- 8- animals

Other Service statistics

There were eighteen **Customer Assistance Forms** recorded for February 2018:

- Nine complaints on late pick-up's – First complainant stated B-Line was late to pick her up twice yesterday. First bus was 1 hour and 15 minutes late and second bus was close to 2 hours late so she canceled the trip. We apologized for the delays in service and assured that we are working diligently on improving operations and on-time performance; Second complainant stated B-Line was late for three of her recent trips. On the first trip- the bus was 2 hours late, second trip- the bus was 45 minutes late, third trip- the bus was 1 hour late. We apologized for the delays in service and assured that we are working diligently on improving operations and on-time performance; Third complainant stated B-Line was 2 hours late picking up her daughter from work. We apologized for the delays in service and assured that we are working diligently on improving operations and on-time performance; Fourth complainant stated B-Line was 20 minutes late for her pick-up from home. We apologized for the delays in service and assured that we are working diligently on improving operations and on-time performance; Fifth complainant stated he was supposed to be picked up at 11:00 a.m. from doctor's office and bus did not arrive until 2:30 p.m. Upon investigation, we found that the passenger had two buses sent to his doctor's office. His originally scheduled bus waited for the passenger for 6 minutes and had no contact with him. The passenger then called back into the call-center asking for a same-day bus and was picked up at 2:07 p.m.; Sixth complainant stated B-Line was severely late and wants something done about it. Upon investigation, we were able to find that the passenger was picked up within her 30-minute window- CAF is invalid; Seventh complainant stated driver showed up early and left before scheduled pick-up time then had to wait for a same-day bus trip. B-Line's Operations Manager counseled our operator on the error and apologized for the mistake on our part; Eighth complainant stated he had a 4:00 p.m. scheduled trip and the bus was 30 minutes late for him. Then he was on route for 1 hour and 15 minutes which caused him to be late for work. We apologized for the delays in service and

assured that we are working diligently on improving operations and on-time performance; Ninth complainant stated B-Line was over 30 minutes late for her pick-up from home then she had to wait for the bus again out in the cold for 2 hours for her pick-up from school. We apologized for the delays in service and assured that we are working diligently on improving operations and on-time performance.

- Five complaints on reckless driving – First complainant stated unit 2008 was speeding through a school zone on Cedar Pass @ Sun Valley. RTA electronics was unable to pull the video footage to verify the complaint. Operator underwent counseling with the safety manager for the claim against her; Second complainant stated unit 2009 exited the freeway and crossed over the white line and forced another vehicle into another lane of traffic. Upon investigation, it was determined that bus #2009 was not in service that afternoon- CAF is invalid; Third complainant stated bus operator was driving too fast and going over potholes and she literally popped up in the air and then landed right on her tailbone. She stated she already has back problems and didn't need that aggravation. The operator underwent counseling with the B-Line Safety Manager; Fourth complainant stated unit 2012 did not slow down as he passed through the Baldwin @ Airport Rd. intersection, which has a dip in the road right before. She claims the movement from the bus caused an injury to her neck. She felt her neck crack and now has a sharp pain. When she got off the bus, she fell to the floor due to the pain in her neck. B-Line's Safety Manager has viewed the video footage and called the claim into corporate. The operator will be undergoing counseling and mandatory safety retraining for this incident; Fifth complainant stated bus got too close to her car she honked and he threw the middle finger. After investigation, we were able to find that B-Line does not have a bus #3553. Our fixed- route buses only run 3008 – 3019. CAF is invalid.
- Two complaints on accidents – First complainant stated he was involved in an accident with a B-line bus. He is requesting to speak to a supervisor to get insurance information. B-Line's Safety Manager, has reached out to passenger and given him the appropriate insurance information, corporate phone numbers, and accident claim number for him to reference; Second complainant stated her daughter fell on the B-Line yesterday. Upon investigation, while exiting the bus, passenger missed her step and tripped hitting her hand. Passenger stated she was okay and denied needing any medical attention.
- One complaint on scheduling – Complainant stated the call-taker booked him to the wrong dialysis center- he goes to dialysis at Six Points not Five Points. We apologized for the miscommunication error on the dialysis center booked on our end.
- One complaint on Standing Order Request – Complainant stated it has been nine months, of being in the middle of the standing order application stack, and feels he is being bypassed by other applications submitted after his. According to our records, the passenger only waited from 12-19-2017 to 02-05-2018 for his standing order to be processed.

Conclusion

The contractor has met or exceeded performance standards in four of the five key areas for February 2018:

- ❑ 2.69 passengers per hour
- ❑ 84.87% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Threshold for passenger in vehicle time violations: 97.9% based on a three-day statistical sampling
- ❑ Miles between road calls for February 2018 at 16,436.7 miles did exceed the minimum contract standard of 12,250 miles.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Road Call/Mileage Comparison for February, 2018

	Total Miles Driven in February for Each Bus Type	Total Road Calls for February for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	22,004	3	3	0	3	0	0	0
Opus								
Totals	0		0	0			0	0
Orion								
Totals	0		0	0			0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	190,554	31	30	1	20	11	2	1
RTS								
Totals	0		0	0			0	0
GILLIG (DSL) (Gillig 35' 638-653) (Gillig 40' 715-722)								
Totals	59,765	14	14	0	14	0	0	1
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
272,323		48	47	1	37	11	2	2

MILES BETWEEN ROAD CALLS
7,360 Compared Total Miles with Chargeable Roadcalls

