



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, May 16, 2019

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 Meeting Minutes for March 21, 2019 RCAT Meeting	2 minutes	Pages 1-3
6.	Presentation of 4 th Quarter Unsung Hero Award	5 minutes	No Attachment
7.	Discussion of 1st Quarter Unsung Hero Award	5 minutes	Page 4
8.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
9.	No Show/Eligibility Appeals Committee Report	5 minutes	No Attachment
10.	Discuss RCAT Route Evaluation	5 minutes	Page 5-6
11.	Presentation CCRTA Route Improvements	10 minutes	No Attachment
12.	RCAT Liaison Report	10 minutes	No Attachment
13.	Chairperson's Report	10 minutes	No Attachment
14.	Informational Items: a) March 2019 CAF Report b) March 2019 Operations Report c) March 2019 Purchased Transportation Report		Pages 7-10 Pages 11-12 Pages 13-14

	d) March 2019 Maintenance Road Call Report e) Upcoming Events and RTA Functions f) Committee Member Concerns		Page 15 Page 16 Page 17
15.	Adjournment		No Attachment

Total: 59 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 Michelle Martinez 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 21, 2019

Advisory Committee Members Present: John Longoria, Richard Balli, Joyce Lopez, Dr. Deborah Stanley, Rhonda Alvarez, Christa Rasche, Tammye Salinas and Celia Mendez

Advisory Committee Members Absent: Randall Chisamore and Donnie Contreras

Board Members Present: None

Staff Present: Susan Teltschik, Sharon Montez, Michelle Martinez, Terry Klinger, Melanie Gomez and Jeremy Sirio

MV Present: Janessa Cano, Kyle Klika, Willis Massey

Employee Representative(s) Present:

Call to Order: Mr. John Longoria called the meeting to order at 12:02 p.m. Ms. Michelle Martinez called the roll and determined that a quorum was present.

Public Comment: No public comment.

Action to Approve Meeting Minutes of January 17, 2019: approved as presented.

Dr. Deborah Stanley made a motion to adopt the RCAT Minutes of January 21, 2019 as presented; 2nd by Mr. Longoria. Balli, Lopez, Alvarez, Rasche, Salinas, and Mendez voting for approval. Motion Passed. Mr. Chisamore and Mr. Contreras were not present.

Presentation of 3rd Quarter Unsung Hero Award to Kurt Beuhman & Willis Massey Kirk. Mr. Beuhman was not present.

Discussion of 4th Quarter Unsung Hero Award: A motion by Richard Balli to nominate Mr. Richard Ponce for 4th Quarter Unsung Hero Award. A second by Mr. John Longoria. All members in favor, Motion Passed.

Committee Reports:

Committee for Persons with Disabilities (CFPWD) Update: Mr. Balli informed the committee of the ADA Citation Count for January 2019; Blocking Sidewalk 277; Blocking the Architecture 4; (newly added) Scooter Complaints 4. ADA Citation Count for February 2019; Blocking Sidewalk 300; Blocking Architecture 8; Scooter Complaints 0; YTD 593

No-Show/Eligibility Appeals for February 2019

The committee did not meet, there were no appeals.

Eligibility Appeals:

None scheduled for February 2019.

RCAT Liaison's Report: Ms. Sharon Montez presented the following information to RCAT Members;

- RCAT Route Evaluation Analysis Discussion on Route 21 from February 21st 2019. Mr. Balli discussed the riding again recently and has submitted another evaluation form to Operator Number 10950. Operator was courteous and very observant. Members discussed a very positive experience on Route 21. Ms. Alvarez has also begun using the routes more frequently and complimented Operator Mary Lizzie.
- Discussion on the upcoming April 18, 2019 RCAT Route Evaluation Route 76. Boarding will begin at Corpus Christi City Hall.
- Board Approved On-Board Automated Passenger Counters (APC) System for Bus Fleet Board; Purchase of 14 APC's; Project would be funded using 5339 Formula Funds (80/20); Will pursue DBE participation for this project.
- Discussion on Board Approved B-LINE No-Show and Late Cancellation Policy at March 6th Meeting; CCRTA Staff will notify B-Line Riders through various avenues, such as the website, audio recordings, and during B-Line eligibility assessments, One month grace period will be given.
- Discussion on Board approved support of a Grant Application with the Texas A&M Transportation Institute for a United States Department of

Transportation (USDOT) Automated Driving System (ADS) Demonstration Grant.

- Discussion on an invitation for bids for the demolition of Kleberg Bank and upon lease termination of Kleberg Bank, CCRTA will: Issue an Invitation for Bids for Demolition of the Kleberg Bank; remove items that benefit the organization; hold a furniture/vault disposition sale. Ms. Montez also discussed the scope of work for the bid; Includes demolition of bank and drive through canopy (approximately 28,000 sq. ft.), Asbestos abatement, footing removal up to 3 ft. below grade, debris removal, and backfill to fill in demolition area.

Chairperson’s Report:

Mr. John Longoria shared the upcoming meeting dates with the committee.

Administration & Operation Committees of the Board

Wednesday, March 27, 2019 8:30 a.m.

RTA Board of Directors Meeting

Wednesday, April 3, 2019 8:30 a.m.

RCAT Route Evaluation

April 18, 2019 12:00 p.m.

No-Shows/Eligibility Appeals

Times to be Determined 11:30 a.m.

Informational Items:

Mr. Longoria shared upcoming Fiesta de la Flor.

Mr. Longoria shared upcoming Relay for Life of Corpus Christi.

Mr. John Longoria adjourned the meeting at 12:41 p.m. The next will be the RCAT Route Evaluation on Thursday, April 18, 2019, Route 76.

2019 1st Quarter Unsung Hero Report

January-19

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description

Feb-19

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
15219	8-Feb	Alexis Salazar	Blinc	Unit #2033, Operator Alexis picked up Ms. Brown and her attendant and was very thoughtful, kind and went out of her way to be helpful.
15225	12-Feb	Willis Massey	Blinc	The customer emailed our eligibility coordinator regarding MV bus operator Willis. She stated she was in a great deal of pain from physical therapy; however, the bus operator helped her get on and off the bus. He also assisted in ensuring she was buckled in good. She explained

Mar-19

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
15247	5-Mar	Roman Calderon	Blinc	The bus operator saved a baby (less than 1 year old) that was in the middle of the street by itself. The bus operator waited until someone came to claim the baby.
15260	19-Mar	April Salcido	Blinc	The customer came in to say call taker, April, was very friendly, courteous and helpful.



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RCAT Route Evaluation

Evaluation Questions		Yes	No	Unanswered	Not Applicable
Date: <u>04/18/19</u> Operator # <u>10937</u> Bus # <u>100</u> Route <u>76</u> Weather <u>Clear, Sunny, & Warm</u> Location: <u>Corpus Christi Hall</u>					
Comment 1: The driver did a great job maneuvering the bus through the construction sites. His driving skills were safe-no curb jumps! Comment 2: Operator was very professional while operating the route. Any passenger who had questions about other connecting routes or bus stops; he'd take his time to explain them to the riders. All other passengers seemed to enjoy the ride as well. The route passed by a lot of major tourist stops and I feel that it's great for the public. Gives them access to events etc.					
1	Were you greeted when you boarded the bus?	9	3	0	0
2	Did you witness if the driver was helpful if a rider needed assistance?	11	0	1	0
3	Was the operator dressed professionally	10	0	2	0
4	Were the audible ADA announcements in a loud enough tone to be heard?	5	6	1	0
6	Did the air conditioning, or heating, meet your comfort needs?	9	2	0	1
7	Did the wheelchair ramp function adequately if it was used?	12	0	0	0
8	Is the head sign in the front of the bus legible and does it display the correct route information for you to identify your specific route and bus?	12	0	0	0
9	Was the bus clean, were the windows clean and clear?	9	3	0	0
10	Did you use the TransLoc/MOBI system? If you used the system, did it work to your satisfaction?	3	6	3	0
11	Did you experience any noise made by the bus that was excessive or discomforting?	1	11	0	0
12	Did the stop request signal device properly function for you?	6	0	0	6

Based on 12 Participant Evaluation forms.



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13	Did you experience any issues with the doors upon entering or exiting the vehicle?	0	11	0	1	
14	Did the vehicle break down, or exhibit any performance issues, or experience a delay?	1	9	0	2	
15	Did the kneel system work satisfactorily in lowering the bus entrance?	10	1	0	1	
16	On rainy days did you notice or experience any water leakage issues on the interior of the bus?	1	1		10	
17	Did you see any bus stops during your trip that are in need of repair?	2	9	0	1	
18	Where did you exit the bus?	Bus Stop #: <u>9017</u>			Time: <u>1:03</u> <u>pm</u>	
		Excellent	Good	Fair	Needs Improvement	N/A
5	Was the quality of your ride satisfactory?	5	5	1	0	1



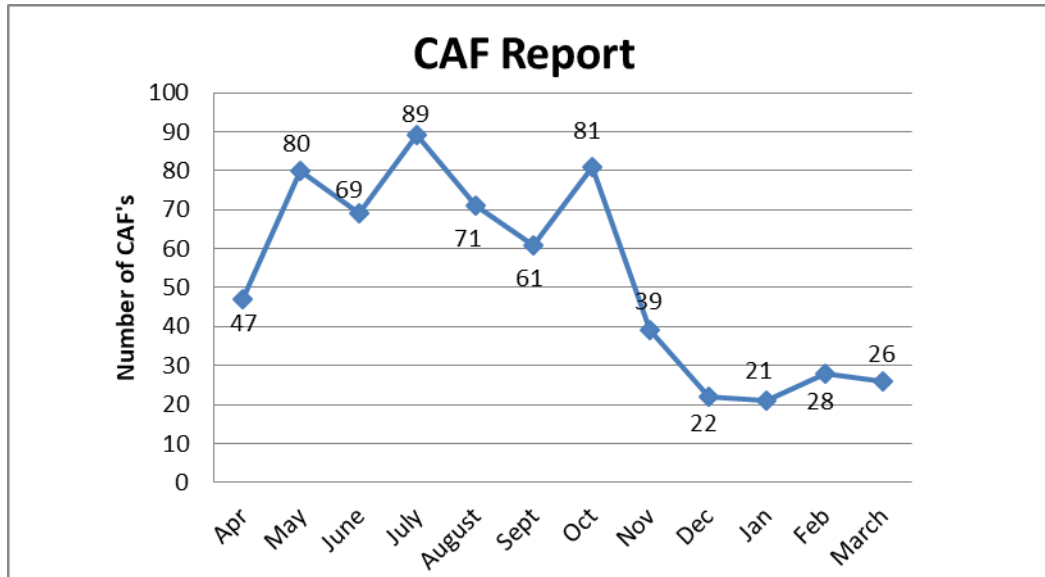
March 31, 2019

Subject: CAF Report for March 2019

Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2019 there were 26 reported CAF's which represents an decrease from 28 reported CAF's for February 2019. The decrease of 2 CAFs for March 2019 represents a 7% decrease.

There were 4 Commendations included in the total for the month of March.



Route Summary Report for March 2019

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

March 2019 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	MV Fixed Route	Totals
ADA	2			2
Service Stop Issues	1		1	2
Driving Issues	1	3		4
Customer Services	2		1	3
Late/Early – No Show	1		1	2
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop	4			4
Tie Down Issues				
Inappropriate Behavior	1			1
Bline Call Lines				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
No Wifi				
Denial of Service				
Safety and Security				
Rude	2			2
Facility Maintenance				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Stop Location Dirty	1			1
Commendations	2	2	0	4
TOTAL CAFs	17	6	3	26

Conclusion:

During March 2019, CCRTA received 26 CAF's regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; 4 of the 26 reported CAFs were commendations.

There were a total of 17 CAF's/Commendations received regarding CCRTA Service representing 65% of total customer contacts: 5 for Facilities/Planning and 12 for Transportation.

A total of 6 CAF's/Commendations were reported regarding B-Line service representing 23% of the total CAFs.

A total of 3 CAF's were reported regarding Contracted Fixed Route service representing 12% of the total CAFs.

Actions taken as a result of the 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 CCRTA's Operations Policy

The CCRTA 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, an e-mail, a 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 CCRTA 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.



Subject: March 2019 Operations Report

1. System-wide Ridership and Service Performance Results

Boardings for all services in March 2019 totaled 425,091. This represents a -7.7% decrease as compared to 460,668 boardings in March 2018 or 35,577 fewer boardings this month.

March 2019	March 2018	Variance
21 Weekdays	22 Weekdays	-1
5 Saturdays	4 Saturdays	+1
5 Sundays	5 Sundays	-
0 Holiday reduced service level	0 Holiday reduced service level	-
31 Days	31 Days	-

The following detours potentially impact on-time performance:

On Detour

- **Comanche St. Overpass**-(14) month project-Nearing completion*
 - Route 21---TxDOT Project

On Detour

- **S. Alameda St.** (Ayers-Louisiana)-(19) month project-Nearing completion*
 - Routes 5 & 17

On Detour

- **North Staples St** (IH-37 Bridge Overpass)-To be complete mid-summer 2019
 - Route 12---TxDOT Project-Nearing completion*

On Detour

- **Corona Dr.** (Flynn-Everhart)-(10) month project-Nearing completion*
 - Route 17

On Detour

- **Carroll Ln.** (Houston-McArdle)-(27) month project-To be complete late 2019
 - Route 17

On Detour

- **Gollihar Rd.** (Staples-Kostoryz)-(2) year project-To be complete May 2019
 - Routes 32 & 37-Nearing completion*

On Detour

- **Old Robstown Rd.** (Leopard-Agnes-Hwy 44)-(1) year project-To be complete late May 2019-Nearing completion*
 - Route 12

No Detour

- **South Staples St.** (Brawner Parkway-Kostoryz)-Half complete-traffic switched to south side lanes of travel. To be complete by years end.
 - Routes 17 & 29

No Detour

- **North Beach Improvements** (5) month project-To be complete June 2019
 - Routes 76 & 78

No Detour

- **Ayers St.** (SPID-Gollihar) (12) month project-To be complete March 2020
 - Routes 19G & 19M

No Detour

- **Everhart Rd.** (Holly Rd-SPID) (22) month project-To be complete March 2021
 - Routes 17 & 32

On Detour

- **Morgan Ave.** (Staples-Crosstown) (14) month project-To be complete April 2020

On Detour

No Detour

On Detour

On Detour

No Detour

- Routes 16 & 23 Detour to begin late-2019
- **Morgan Ave.** (Staples-Ocean Dr) (15) month project-To be complete Sept. 2020
- Route 23 Detour to begin late-2019
- **S. Staples St.** (Kostoryz- Baldwin) (29) month project-To be complete Dec. 2021
- Route 29
- **Leopard St.** (Palm-Nueces Bay) (14) month project-To be complete Nov. 2020
- Routes 27 & 28 Detour to begin late-2019
- **Leopard St.** (Crosstown-Palm) (13) month project-To be complete Dec. 2020
- Routes 27 & 28 Detour to begin late-2019
- **Sea Town Improvements** (5) month project-To be complete May 2019
- Routes 76 & 78

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

- Productivity: **2.66** 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: **12,696** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,083** ambulatory; **5,195** wheelchair boardings

Metric	Standard	Jan-19	Feb-19	Mar-19	(3) Month-Ave.
Passengers per Hour	2.50	2.63	2.69	2.66	2.66
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	15,640	23,690	12,696	17,342
Monthly Wheelchair Boardings	No standard	5,062	4,914	5,195	5,057

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: April 5, 2019

SUBJECT: B-Line Report for March 2019

- ❑ Ridership for the month of March 2019 was 17,630 compared to 16,491 for March 2018, which equates to 1,139 more trips representing an 6.91% **increase**.
- ❑ Ridership for YTD 2019 was 52,299 representing an 13.48% **increase** over 2018 ridership statistics.

RIDERSHIP 2018 YTD	RIDERSHIP 2019 YTD	DIFFERENCE	% DIFFERENCE
46,086	52,299	6,213	13.48%

Service Standards

- ❑ Productivity: 2.66 PPH (Passengers per hour) March 2019, contract standard is 2.50
- ❑ On Time Performance: 91.61% on time performance for March 2019
- ❑ Denials: Zero trips were delivered later than one hour.
- ❑ 1,349 trips out of 16,086 trips (8.39%) did not meet the standard for on time performance in March 2019. Of that number:
 - 1,278 were < 30 minutes late
 - 61 were > 30 minutes late
 - 7 were > 60 minutes late
 - 3 were > 90 minutes late
- ❑ Miles between road calls 126,962.2 miles with 10 road call that equates to 12,696.22 miles between road calls for March 2019. MV did exceed the minimum standard of 12,250 miles between road calls for March 2019.

Wheelchair Boardings and associated statistics

For the month of March 2019, there were:

- 11,083 - ambulatory passengers
- 5,195 - wheelchair boarding's
- 944 - personal care attendants (AM)
- 385 - companions
- 23 - animals

Other Service statistics

There were four **Customer Assistance Forms** recorded for March 2019:

- One Commendation- Customer Service spoke with our staff member that received the commendation; she was thankful for the kind words from our passenger.
- Three complaints on Reckless Driving- First complainant stated she believes bus was speeding through a school zone by Hamlin Middle School. Customer Service pulled the GPS tracking on bus 2041 and found that our operator was going 15 MPH in a 20 MPH school zone - CAF is invalid; Second complainant stated operator forced her out of her lane. Customer Service pulled video footage and found that the opposing vehicle tried cutting off our bus (that was already merged into the lane). Safety Manager reviewed footage - CAF is invalid; Third complainant stated bus pulled out in front of them while leaving the Wal-Mart parking lot. Customer Service pulled the video footage and found that our operator correctly merged onto Carmel Pkwy, but a Dodge Charger sped up, cut off our operator, and then pulled into the space right before her. Error was not on our operator – CAF invalid.

Conclusion

The contractor has met or exceeded performance standards in three of the four key areas for March 2019:

- ❑ 2.66 passengers per hour
- ❑ 91.61% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for March 2019 at 12,696.12 miles did exceed the minimum contract standard of 12,250 miles.



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Road Call/Mileage Comparison for March, 2019

	Total Miles Driven in March for Each Bus Type	Total Road Calls for March 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	22,055	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	231,790	11	11	0	10	1	0	0
RTS								
Totals	0		0	0			0	0
GILLIG (DSL) (Gillig 35' 638-653) (Gillig 40' 715-722)								
Totals	33,694	3	3	0	3	0	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	287,539	17	17	0	16	1	0	0
MILES BETWEEN ROAD CALLS								
		17,971						
Compared Total Miles with Chargeable Roadcalls								



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

Administration & Operation Committees of the Board

May 22, 2019

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, June 5, 2019

8:30 a.m.

RCAT Route Evaluation

Thursday, June 20, 2019

12:00 p.m.

Bus Ride – Meet at Staples St Center

No-Shows/Eligibility Appeals

Tuesday, June 9, 2019

11:30 a.m.

Grants Review

TBD

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Event	Date	Time
44th Armed Forces Day BEACH TO BAY 6-PERSON RELAY MARATHON	Saturday, May 18, 2019	7:00 am

