



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, August 18, 2022

Time: 12:00 p.m.

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

Board Members

Rhonda Alvarez Robert Box Randal Chisamore Inez Garcia Jeannine Leal Celia Mendez
Dr. Deborah Stanley Imelda Trevino

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.	Discussion and Possible Action to Approve a Vice-Chairperson for today’s meeting	5 minutes	No Attachment
6.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for June 16, 2022	5 minutes	Pages 1 - 2
7.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
8.	RCAT Liaison Report a. Two new members of the CCRTA Board of Directors appointed by the City of Corpus Christi; Jeremy Coleman and Erica Maymi b. South West Transit Association (SWTA) Awards – 5 Marketing Awards c. The Board of Directors approved an Interlocal Agreement with Dallas Area Rapid Transit for GoPass Subscription and License d. The Board of Directors Awarded the Contract for the Construction of the Del Mar Oso Creek Campus – Bus Stops (2) to Marshall Company	25 minutes	No Attachment

	<ul style="list-style-type: none"> e. The Board of Directors approved the Design Concept for the New Port Ayers Transfer Station f. June Key Performance Metrics for Fixed Route and Paratransit 		
9.	Chairperson's Report	5 minutes	No Attachment
10.	Informational Items: <ul style="list-style-type: none"> a) May 2022 CAF Report b) June 2022 CAF Report c) May 2022 Operations Report Key Metrics d) June 2022 Operations Report Key Metrics e) May 2022 Purchased Transportation Report f) June 2022 Purchased Transportation Report g) May 2022 Maintenance Road Call Report h) June 2022 Maintenance Road Call Report i) Upcoming Events and RTA Functions 		Pages 3 - 6 Pages 7 -10 Pages 11 -20 Page 21 -31 Page 32 -33 Page 34 -37 Page 38 Page 39 Page 40
11.	Adjournment		No Attachment
	Total Minutes:	52	

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, June 16, 2022

Advisory Committee Members Present: Rhonda Alvarez, Robert Box, Inez Garcia, Jeannine Leal, and Imelda Trevino

Advisory Committee Members Absent: Randal Chisamore, Dr. Deborah Stanley, Celia Mendez

Board Members Present: None

Staff Present: Susan Teltschik, Sharon Montez, Terry Klinger, Melanie Gomez

MV Present:

Call to Order: Ms. Sharon Montez called the meeting to order at 12:00 p.m.

Moment of Reflection was held.

Pledge of Allegiance was recited.

Roll Call: Ms. Susan Teltschik called the roll and determined a quorum was present.

Public Comment: None

Action to Approve a Vice-Chairperson for the June Meeting: There were two nominations, Jeannine Leal and Imelda Trevino. Ms. Trevino was elected as Vice-Chairperson for the June meeting by a show of hands vote.

Action to Approve Meeting Minutes of May 19, 2022 approved as presented. Mr. Robert Box made a motion to adopt the RCAT Minutes of May 19, 2022 as presented; 2nd by Imelda Trevino; Alvarez, Box, Garcia, Leal, and Trevino voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Ms. Melanie Gomez informed the committee the May CFPWD meeting was not held.

B-Line Update

Ms. Melanie Gomez informed the committee about the CCRTA paratransit B-Line and the process for eligibility. Ms. Gomez informed the committee of the No Show Policy and the No Show/Eligibility Appeals process. Ms. Gomez presented the B-Line 2021 year-end report; 701 applications received and of those applications received, 576 applications were reviewed with 461 applicants receiving unconditional eligibility, 90 applicants receiving conditional eligibility, 24 applicants receiving temporary eligibility and 1 applicant was determined ineligible. There were no No-Show letters mailed out. As of 3/28/2022 there are 1,816 eligible B-Line riders.

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

Ms. Montez informed the Committee on May 27th the CCRTA Applied for 5339 (b) Funding for Electric Buses, Electric Bus Infrastructure and Rural Transfer Stations. Ms. Montez informed the Committee of a new telephone system for B-Line called Ripple. The IVR system will make trip reminder calls the night before between 6:00 and 7:00 pm. When the customer receives the call they will be able to confirm the pickup, cancel the pickup or repeat the message. The IVR system will make Immanent Arrival calls on the day of the ride 10 minutes prior to the bus arriving. The customer can choose to be transferred to a call taker if they have questions. Customers need to opt-in for the service as a voice call, an SMS message and/or email notification.

Ms. Montez reviewed the Key Performance Metrics for Fixed Route and Paratransit for April 2022, stating that our ridership is slowly increasing with Passenger Trips up 13.3%, Revenue Service Hours down 0.2% and Revenue Service Miles up .07% over April 2021, but still down -53.2% system-wide to pre-covid ridership. The fixed route bus on-time performance metric was shown. The current projects impacting fixed route services was show for the committee. B-Line service performance was presented. Passengers per hour was at 2.37, denials were at 0%. Miles between road calls were 15,950, and monthly wheelchair boardings were 3,670.

Chairperson's Report:

Ms. Sharon Montez shared the upcoming meeting dates and future events with the committee.

The meeting adjourned at 12:42pm.



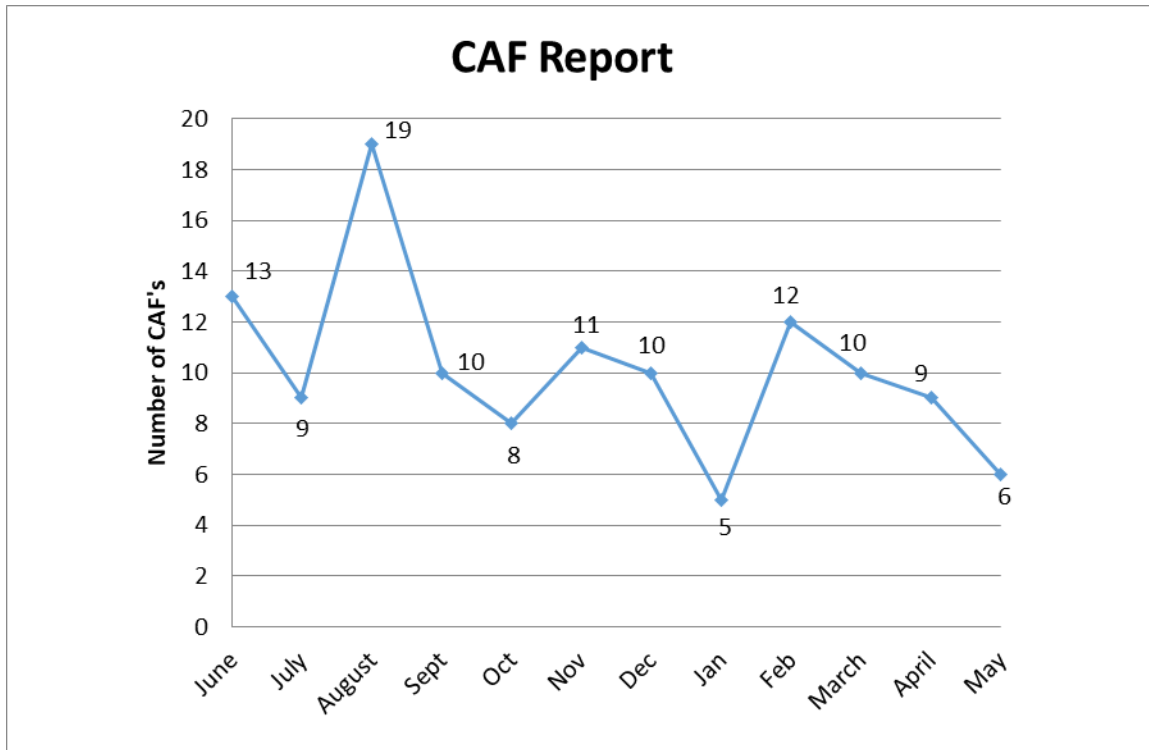
May 31, 2022

Subject: CAF Report for May 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For May 2022, there were 6 reported CAFs which was less than the 9 reported CAFs for April 2022. The decrease of 3 CAFs for May 2022 represents a 33% decrease.

There were no Commendations included in the total for the month of May.



May 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside	
#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)	
#12 Saxet Oak Park	1	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz		#53 Robstown/NAS Ex (P&R)	
#16 Morgan		#54 Gregory/Downtown Express	
#17 Carroll/Southside		#56 Flour Bluff/Downtown Express	
#19 Ayers		#60 Islander Connection	
#19G Greenwood		#65 Padre Island Connection	
#19M McArdle	1	#66 Crosstown Shuttle	
#21 Arboleda		#76 Harbor Bridge Shuttle	
#23 Molina	1	#78 North Beach Shuttle	
#25 Gollihar/Greenwood		#90 Flexi-B Port Aransas	
#26 Airline/Lipes		#94 Port Aransas Shuttle	
#27 Northwest		#95 Port Aransas Express	
#27x Northwest (Express)		B-Line (Para-Transit) Services	
#28 Leopard /Omaha		Safety & Security	1
#29 Staples		Maintenance	
#29F Staples/Flour Bluff		Service Development	
#29SS Staples/Spohn South	1	Facilities/Service Development	
#30 Westside/Health Clinic		Transportation	
		TOTAL CAF's	6

May 2022 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	2			2
Customer Services	1			1
Late/Early – No Show				
Alleges Injury	1			1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop	1			1
Incident on Bus				
Incident at Station				
Policy/Mask Policy				
Denial of Service				
Safety and Security				
Rude				
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
TOTAL CAFs	5	0	1	6

Conclusion:

During May 2022, CCRTA received 6 CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no commendations.

Five CAFs were received regarding CCRTA Service, representing 83% of the total customer assistance contacts; there were no commendations.

There were no CAFs received regarding BLine Service; there were no commendations

One CAF was received regarding Contracted Fixed Route Service representing 17% of the total customer assistance contacts; there were no commendations.

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

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

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

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

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



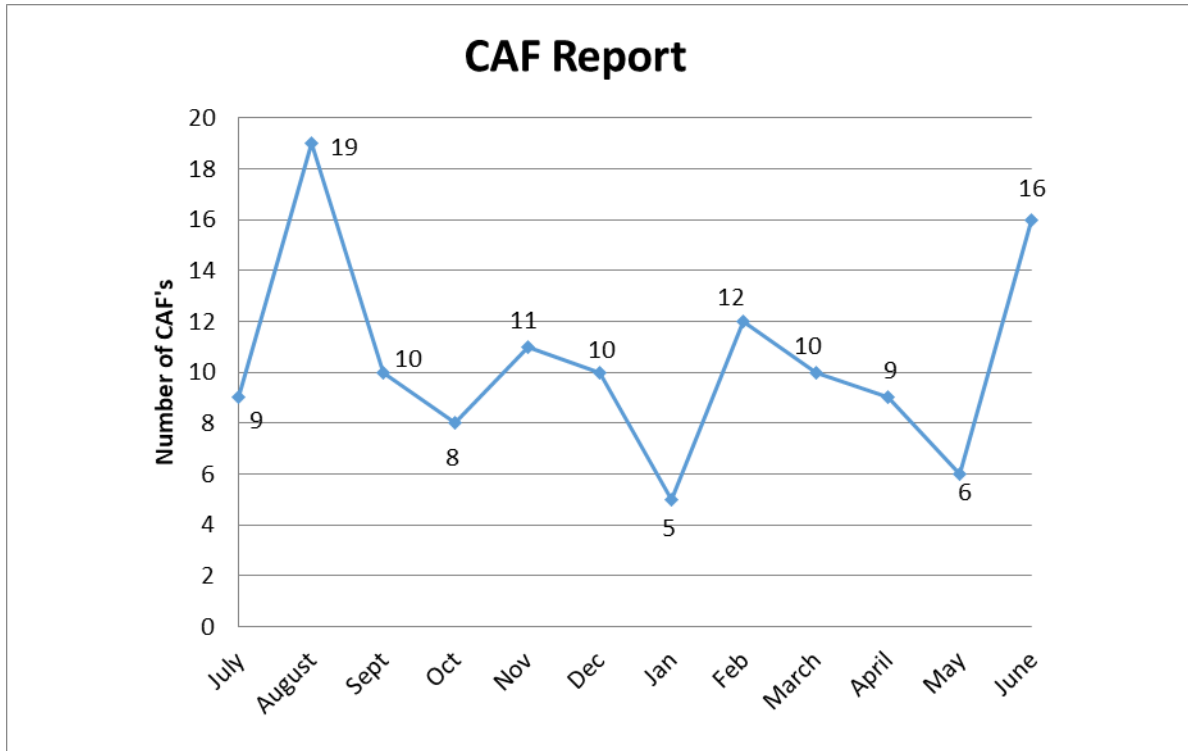
June 30, 2022

Subject: CAF Report for June 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For June 2022, there were 16 reported CAFs which was more than the 6 reported CAFs for May 2022. The increase of 10 CAFs for June 2022 represents a **167%** increase.

There was one Commendation included in the total for the month of June.



June 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#4 Flour Bluff Mini B		#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	1
#5x Alameda Express		#37 Crosstown/TAMUCC	1
#6 Santa Fe/Malls		#50 Calallen/NAS Ex (P&R)	
#12 Saxet Oak Park		#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz		#53 Robstown/NAS Ex (P&R)	
#16 Morgan	1	#54 Gregory/Downtown Express	
#17 Carroll/Southside	1	#56 Flour Bluff/Downtown Express	
#19 Ayers	1	#60 Islander Connection	
#19G Greenwood		#65 Padre Island Connection	
#19M McArdle		#66 Crosstown Shuttle	
#21 Arboleda		#76 Harbor Bridge Shuttle	
#23 Molina	1	#78 North Beach Shuttle	
#25 Gollihar/Greenwood		#90 Flexi-B Port Aransas	
#26 Airline/Lipes		#93 FLEX	2
#27 Northwest	2	#94 Port Aransas Shuttle	
#27x Northwest (Express)		#95 Port Aransas Express	3
#28 Leopard /Omaha		B-Line (Para-Transit) Services	1
#29 Staples		Safety & Security	2
#29F Staples/Flour Bluff		Service Development	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Transportation	
		TOTAL CAF's	16

June 2022 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	3			3
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury				
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior	1			1
Bline Call Lines				
Incident at Stop				
Incident on Bus			2	2
Incident at Station				
Policy/Mask Policy				
Denial of Service				
Safety and Security	2			2
Rude			3	3
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations		1		1
TOTAL CAFs	8	1	7	16

Conclusion:

During June 2022, CCRTA received 16 CAF's regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there was one commendation.

Eight CAFs were received regarding CCRTA Service, representing 50% of the total customer assistance contacts; there were no commendations.

One CAF was received regarding BLine Service representing 6% of the total customer assistance contacts; there was one commendation.

Seven CAFs were received regarding Contracted Fixed Route Service representing 44% of the total customer assistance contacts; there were no commendations.

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

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

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

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

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



Subject: May 2022 Operations Report

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

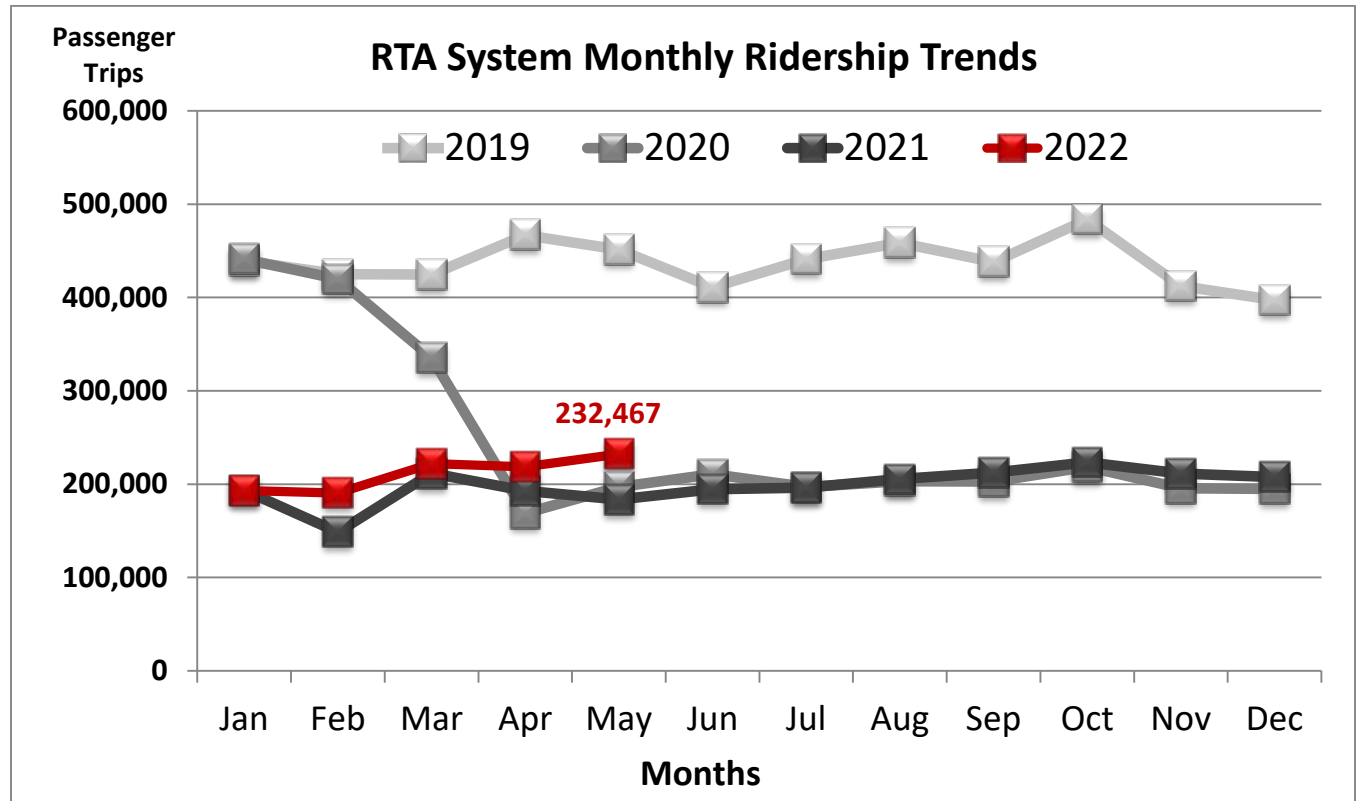


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System-wide Ridership and Service Performance Results

May 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 232,467 which represents a 26.7% increase as compared to 183,480 passenger trips in May 2021 with 48,987 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in May 2019 with 449,319 passenger trips, the 232,467 passenger trips represent a 48.3% decrease with 216,852 fewer trips.

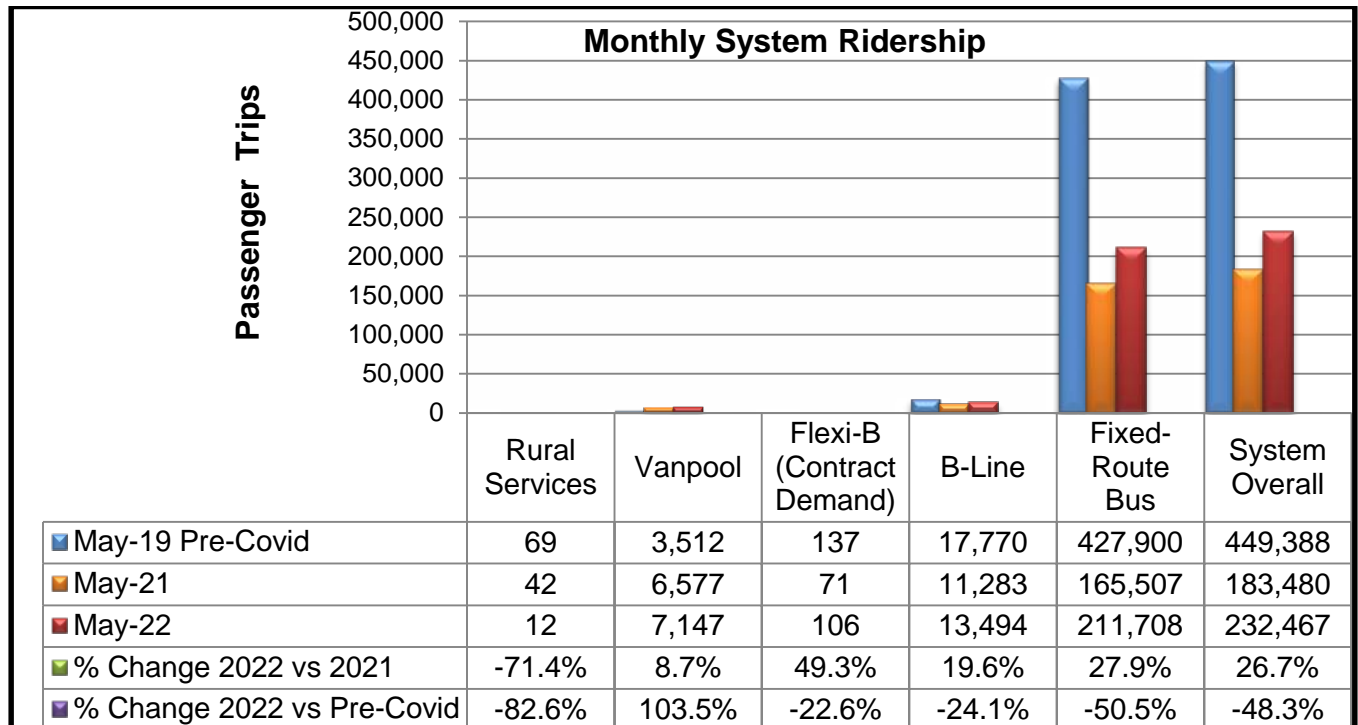


May 2022	May 2021	Variance
21 Weekdays	20 Weekdays	+1
4 Saturdays	5 Saturdays	-1
5 Sundays	5 Sundays	-
1 Memorial Day Holiday: Reduced Service	1 Memorial Day Holiday: Reduced Service	-
31 Days	31 Days	-

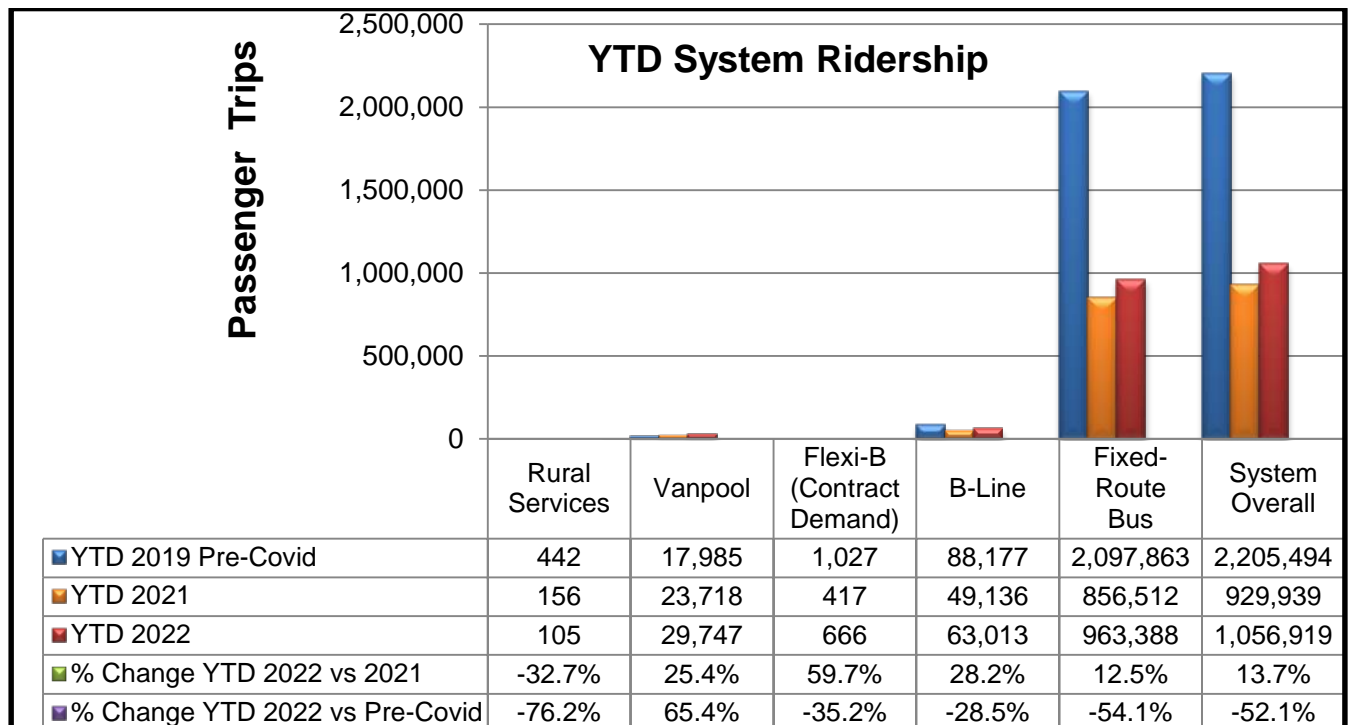
In May 2022, the average retail price for unleaded gas in Corpus Christi was approximately \$4.17 per gallon as compared to \$2.68 per gallon in May 2021¹. A 56% increase in the average cost per gallon. Rainfall was below normal at 2.7 inches as compared May 2021 with 10.8 inches². Normal May rainfall is approximately 3.4 inches. The recorded 90.3 degree average temperature was significantly higher than the average monthly temperature of 87.3 degrees.

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

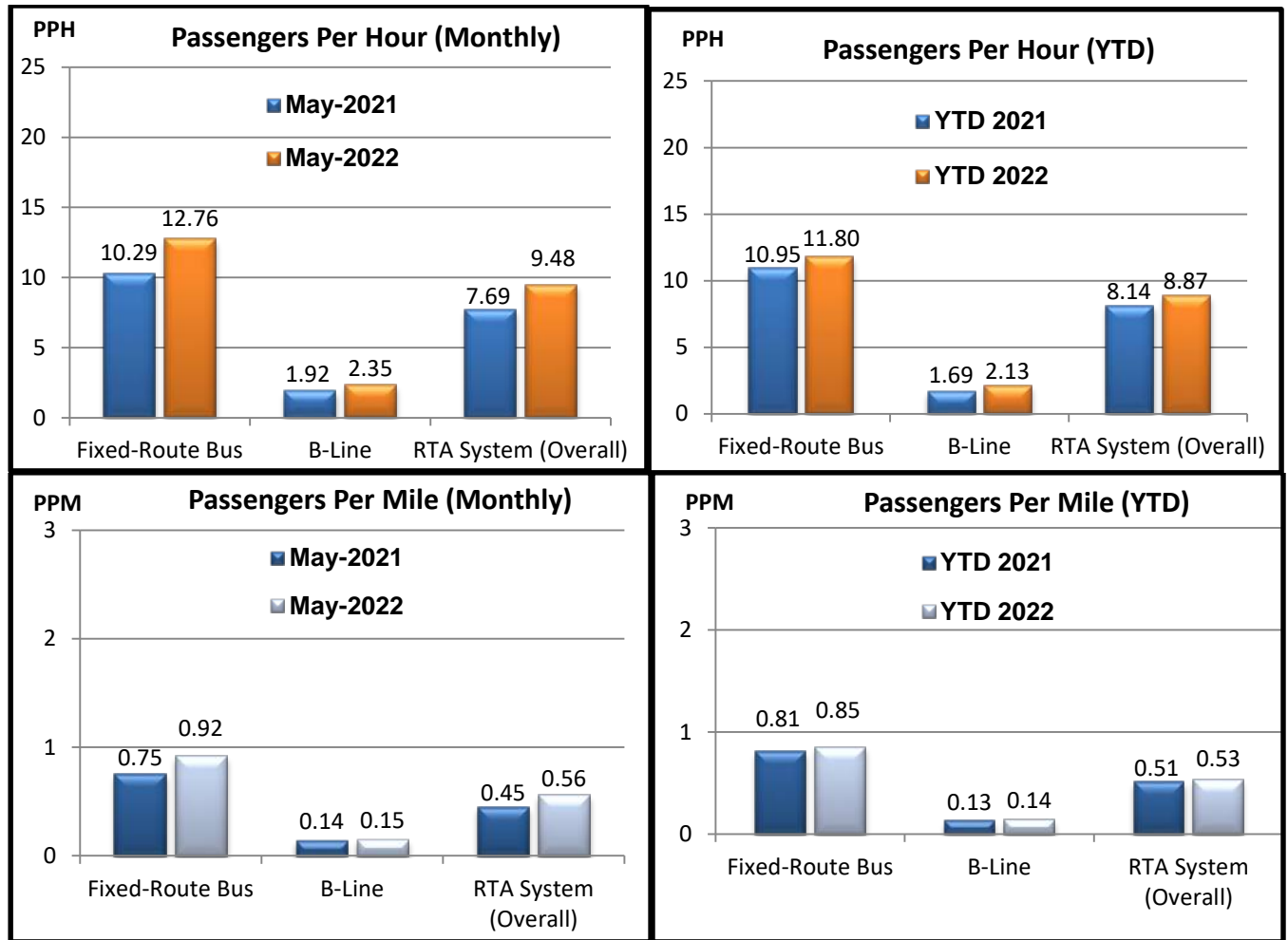
The chart below shows monthly ridership results for all services. CCRTA recorded 48,987 more passenger trips for a 26.7% increase as compared to May 2021. As compared to May 2019 Pre-Covid, passenger trips decreased 48.3%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 126,980 more passenger trips for a YTD increase of 13.7% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 52.1% with 1,148,575 fewer trips.



The following charts report system-wide productivity for the month of May 2022 vs. May 2021 and YTD figures.



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

Schedule Adherence	Standard	Feb-22	Mar-22	Apr-22	May-22	4-Month Average
Early Departure	<1%	0.3%	0.3%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	90.4%	91.8%	89.7%	92.1%	91.0%
Monthly Wheelchair Boardings	No standard	2,041	2,341	2,485	3,132	2,500
Monthly Bicycle Boardings	No standard	3,215	4,133	4,159	5,051	4,140

The following construction projects potentially impact current or future on-time performance:

Off Detour

On Detour

Detour Required

No Detour

- **Ayers St.** (SPID-Gollihar) (28) Project completed mid-May 2022.
 - Routes **19, 23 & 37 (6 stops are now open)**
- **Ocean Dr. Resurfacing** (Robert Dr.-Ennis Joslin) Project completed late May 2022. Project to be complete mid-May 2022.
 - Route **6 (14 stops are now open)**
- **U.S.181 & 361 Interchange in Gregory:** Began mid-2019 and is now half complete.
 - Route 51 (No stops impacted)
- **New Harbor Bridge (North Beach):** Routes 76 & 78 remain on minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)
- **Park Road 22 water exchange bridge:** Began late 2020. Slight detour only.
 - Route 65 (No stops impacted)
- **Winnebago & Lake St.** (Harbor Bridge reconstruction): Began August 2020.
 - Route 12 (**10 stops impacted**)
- **Leopard St.** (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion is late-2022.
 - Routes 27 & 28 (**4 stops closed**)
- **Port Ave.** Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in September 2022.
 - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021
 - Route 29 (**8 Stops closed**) Detour from Staples to Alameda to Texan Trail
- **Richter St.** (Holly-SPID) (2) month project: Began late April 2022 with anticipated completion early June 2022.
 - Route 15 (**5 Stops closed**) Detour from Richter & Sokol to Kostoryz
- **Leopard St.** (Crosstown to Palm) (14) month project to begin in 2023. This Bond project will extend the current/existing Leopard St. detour.
 - Routes 27 & 28 (**9 stops will be impacted**)
- **Everhart Rd. (SPID-S. Staples):** Project could begin mid-2022.
 - Routes 32 & 37 (**7 stops will be impacted**)

For May 2022, there were 13 detoured routes out of 32 fixed route services in operation. This equates to approximately 41% of CCRTA services travelling on the local streets. Detoured bus route services include: 6, 12, 15, 19, 21, 23, 27, 28, 29, 37, 51, 76 & 78.

Total number of bus stops currently impacted or closed is **29**.

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

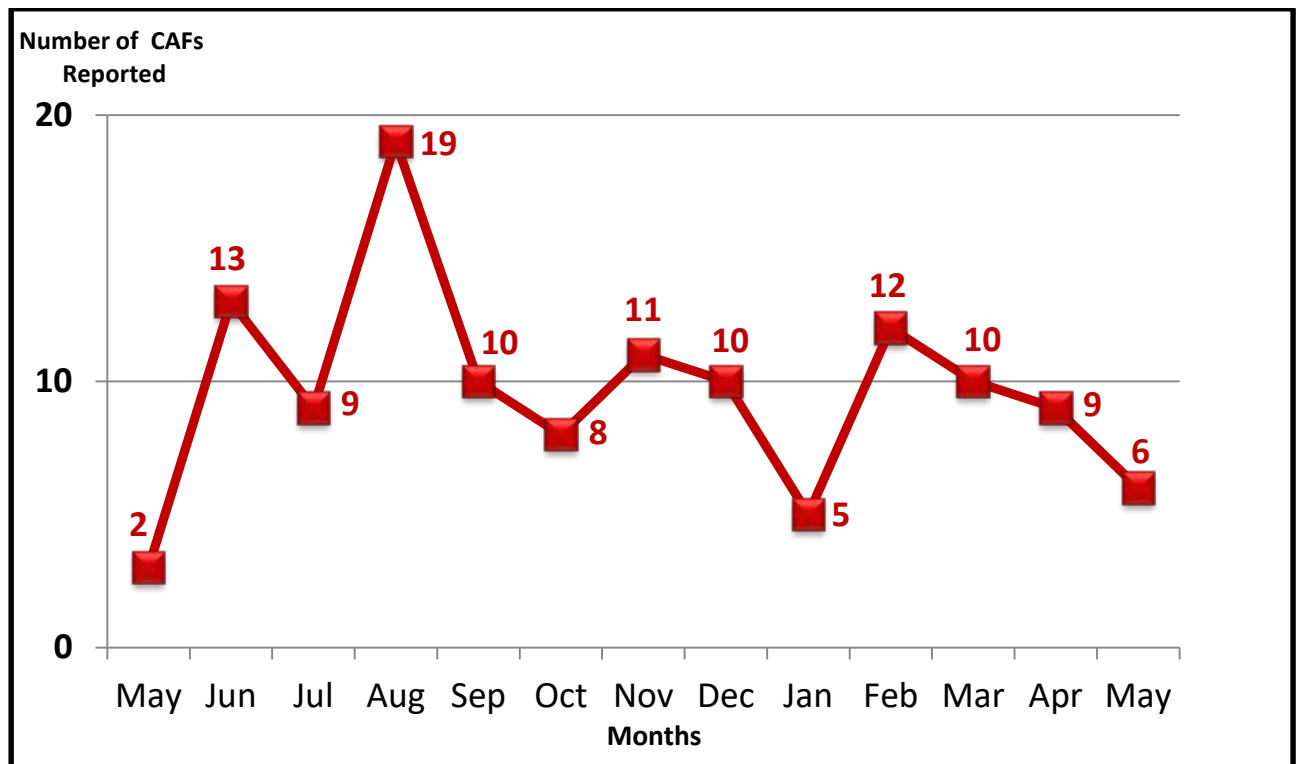
In May 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.35** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **18,076** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **8,900** ambulatory boardings; **3,741** wheelchair boardings

Metric	Standard	Feb-22	Mar-22	Apr-22	May-22	(4) Month-Ave.
Passengers per Hour	2.50	2.24	2.34	2.37	2.35	2.33
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	16,138	28,451	15,950	18,076	19,654
Monthly Wheelchair Boardings	No standard	2,765	3,737	3,670	3,741	3,478

Customer Programs Monthly Customer Assistance Form (CAF) Report

For May 2022, Customer Service received and processed 6 (CAF's) Customer Assistance Forms. 6 CAF's is 3 less than the previous month and represents a 33% decrease. There were no Commendations received for the month of May.



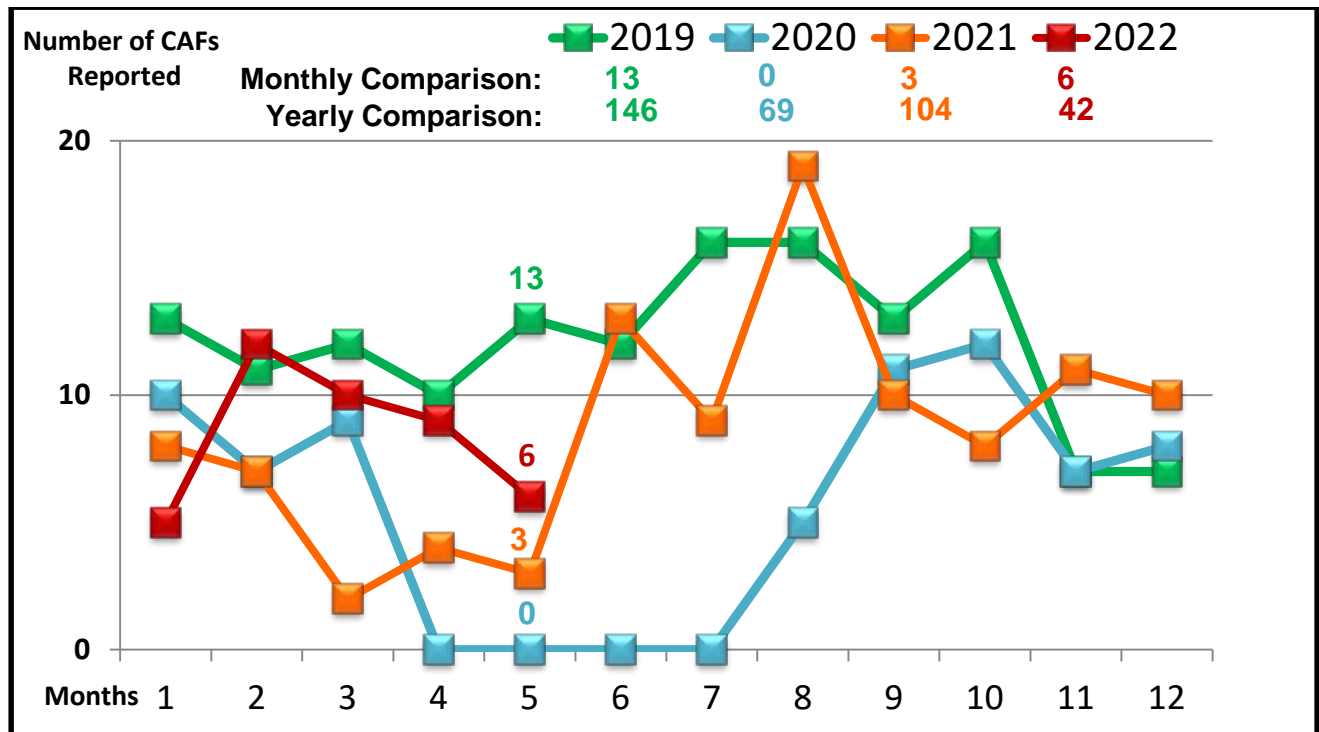
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMUCC	
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Saxet Oak Park	1	#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz		#54 Gregory/Downtown Express	
#16 Morgan		#56 Flour Bluff/Downtown Express	
#17 Carroll/Southside		#60 Islander Connection	
#19 Ayers		#65 Padre Island Connection	
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle	1	#78 North Beach Shuttle	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	1	#93 Flex	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Northwest		B-Line (Paratransit) Services	
#27x Northwest (Express)		Safety & Security	1
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples		Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South	1	Facilities/Service Development	
#30 Westside/Health Clinic		Transportation (Other) ADA	
#32 Southside		TOTAL CAF's	6

CAF Breakdown by Service Type:

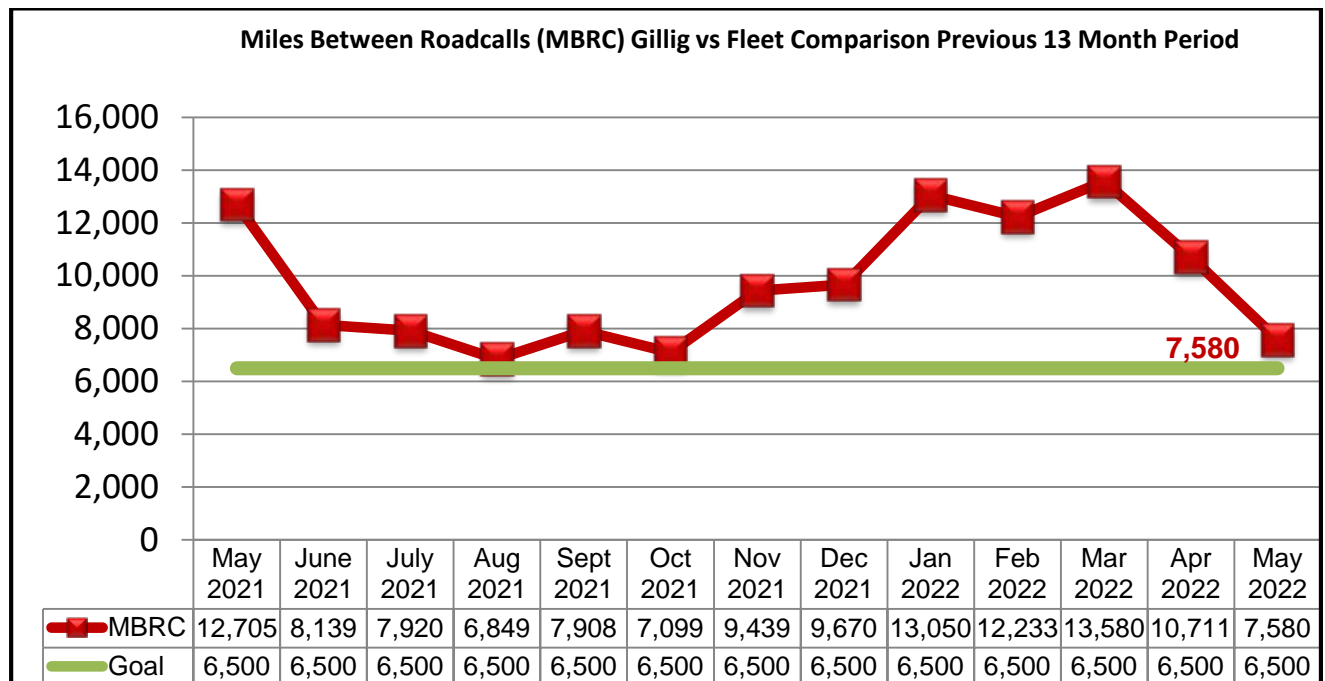
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	2			2
Customer Services	1			1
Late/Early – No Show				
Alleges Injury	1			1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-line Calls				
Incident at Stop	1			1
Incident on Bus				
Incident at Station				
Policy/Standing Orders				
Denial of Service				
Safety & Security				
Rude				
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
Total CAFs	5	0	1	6

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In May 2022, there were 7,580 miles between road calls (MBRC) recorded as compared to 12,705 MBRC in May 2021. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. Above average high temperatures for the month contributed to the number of road calls.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robison
Director of Planning

Reviewed by: Derrick Majchszak
Managing Director of Operations

Final Approval by: 
Jorge G. Cruz-Aedo
Chief Executive Officer



Subject: June 2022 Operations Report

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

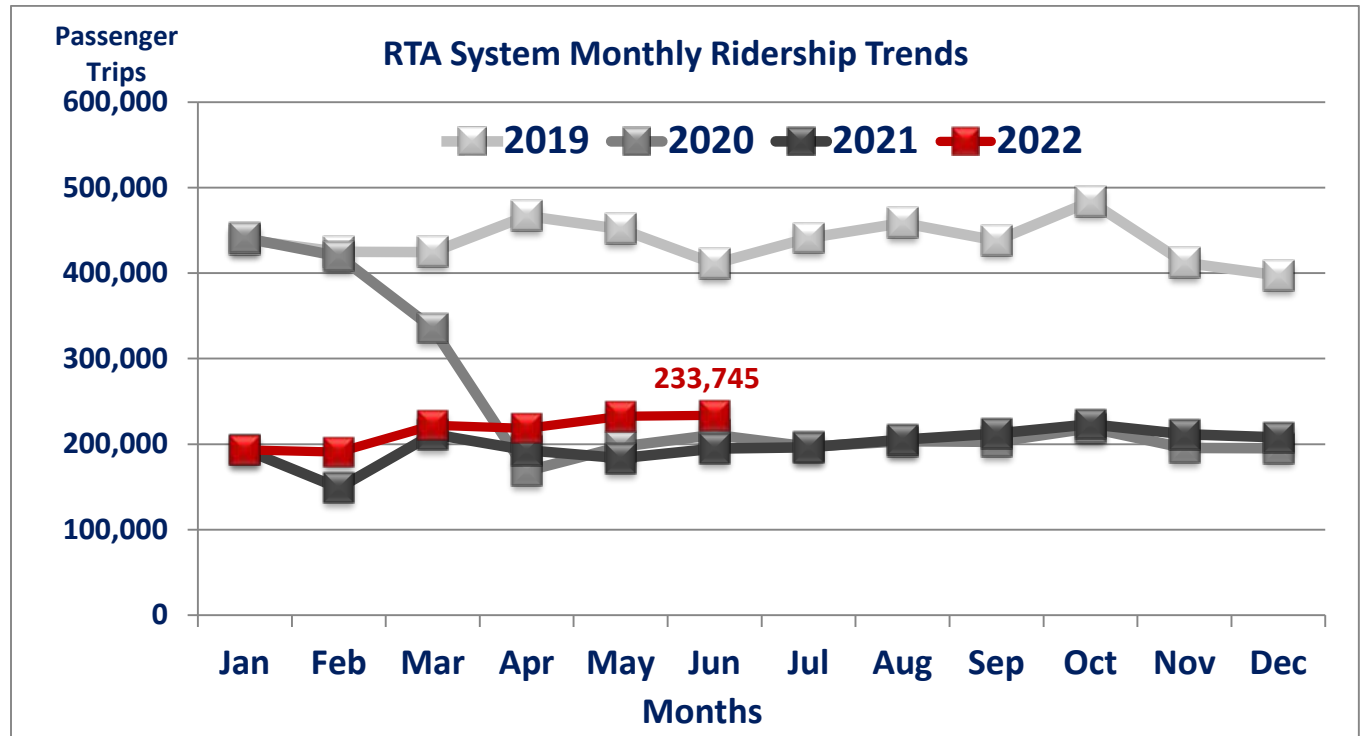


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System-wide Ridership and Service Performance Results

June 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 233,745 which represents a 20.1% increase as compared to 194,631 passenger trips in June 2021 with 39,114 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in June 2019 with 411,568 passenger trips, the 233,745 passenger trips represent a 43.2% decrease with 177,823 fewer trips.

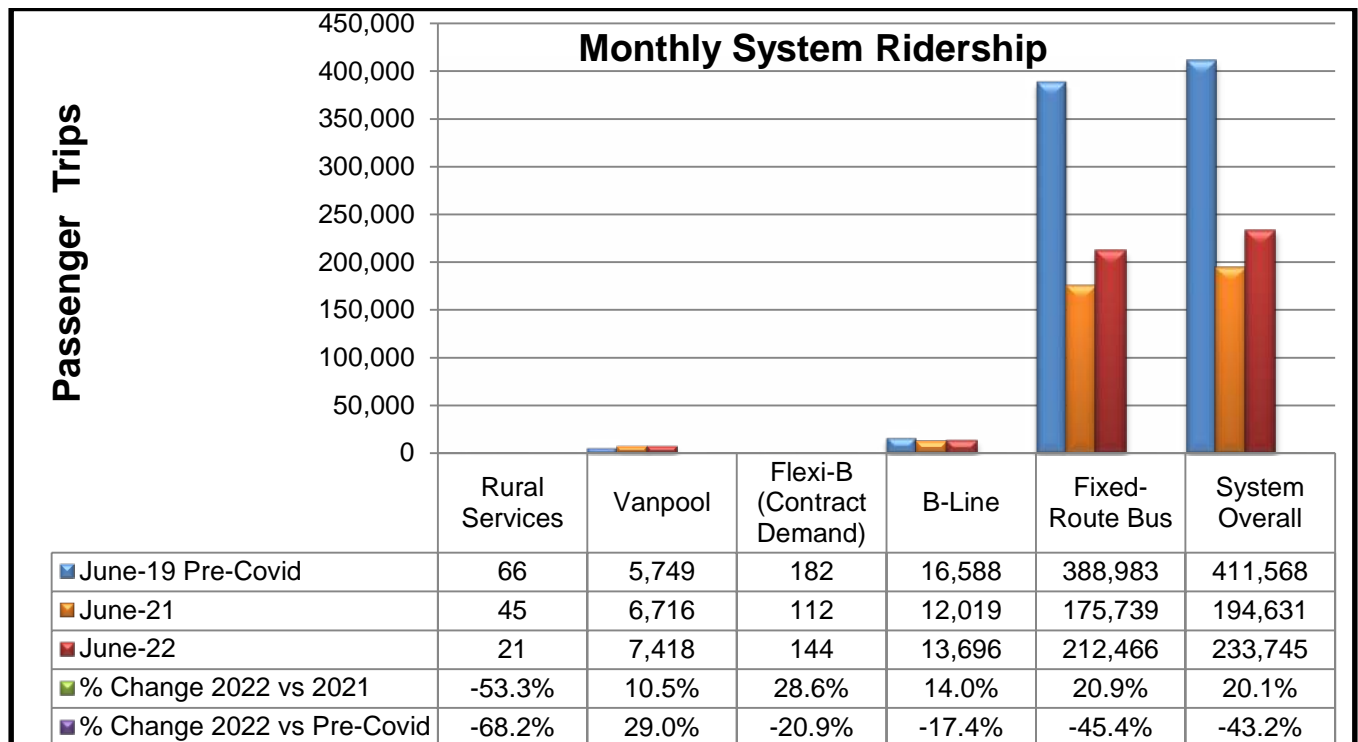


June 2022	June 2021	Variance
22 Weekdays	22 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
Holiday	Holiday	-
30 Days	30 Days	-

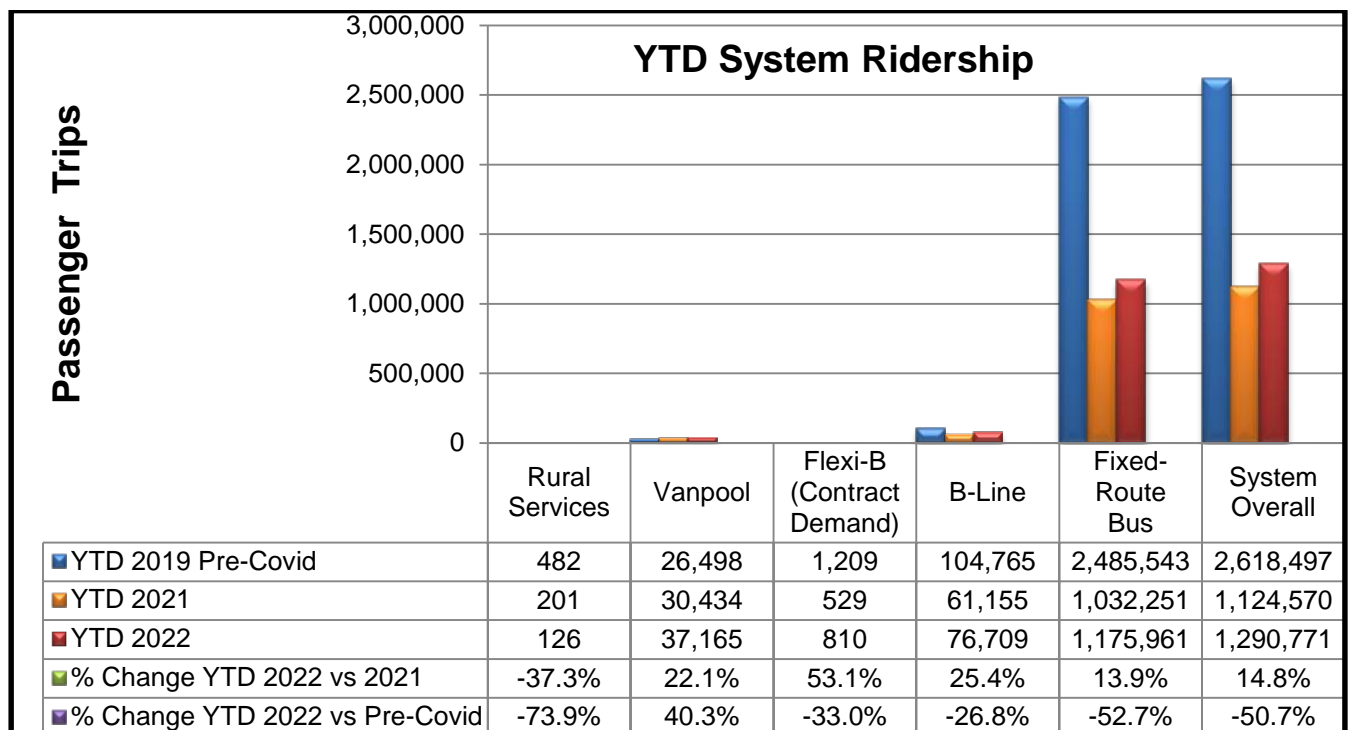
In June 2022, a weekday service level was operated on the Juneteenth Holiday observed on Monday, June 20th. The average retail price for unleaded gas in Corpus Christi was approximately \$4.49 per gallon as compared to \$2.76 per gallon in June 2021¹. A 61% increase in the average cost per gallon. Rainfall was below normal at 0.27 inches as compared June 2021 with 4.01 inches². Normal June rainfall is approximately 3.5 inches. The recorded 93.0-degree average temperature was higher than the average monthly temperature of 91.5 degrees.

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

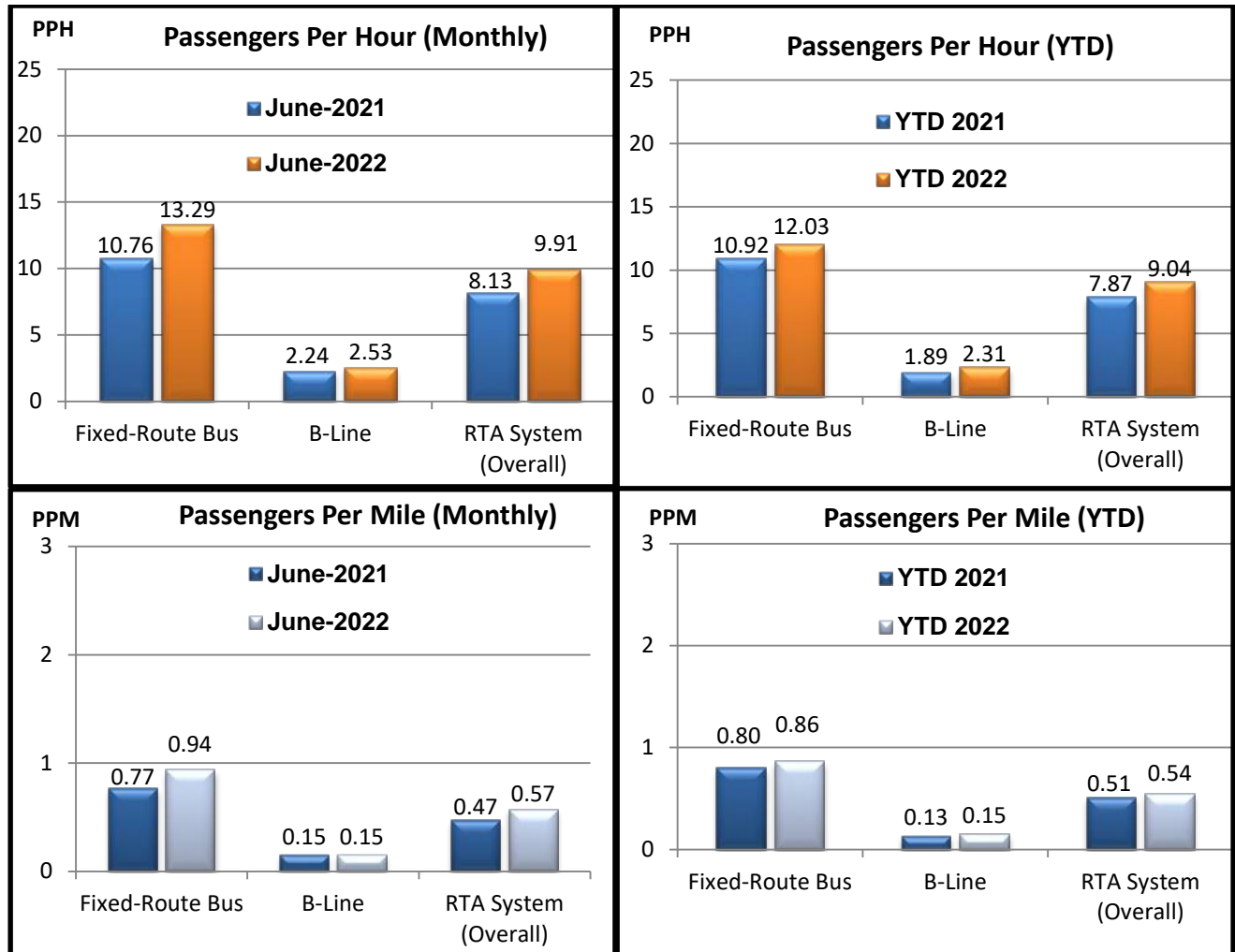
The chart below shows monthly ridership results for all services. CCRTA recorded 39,114 more passenger trips for a 20.1% increase as compared to June 2021. As compared to June 2019 Pre-Covid, passenger trips decreased 43.2%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 166,201 more passenger trips for a YTD increase of 14.8% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 50.7% with 1,327,726 fewer trips.



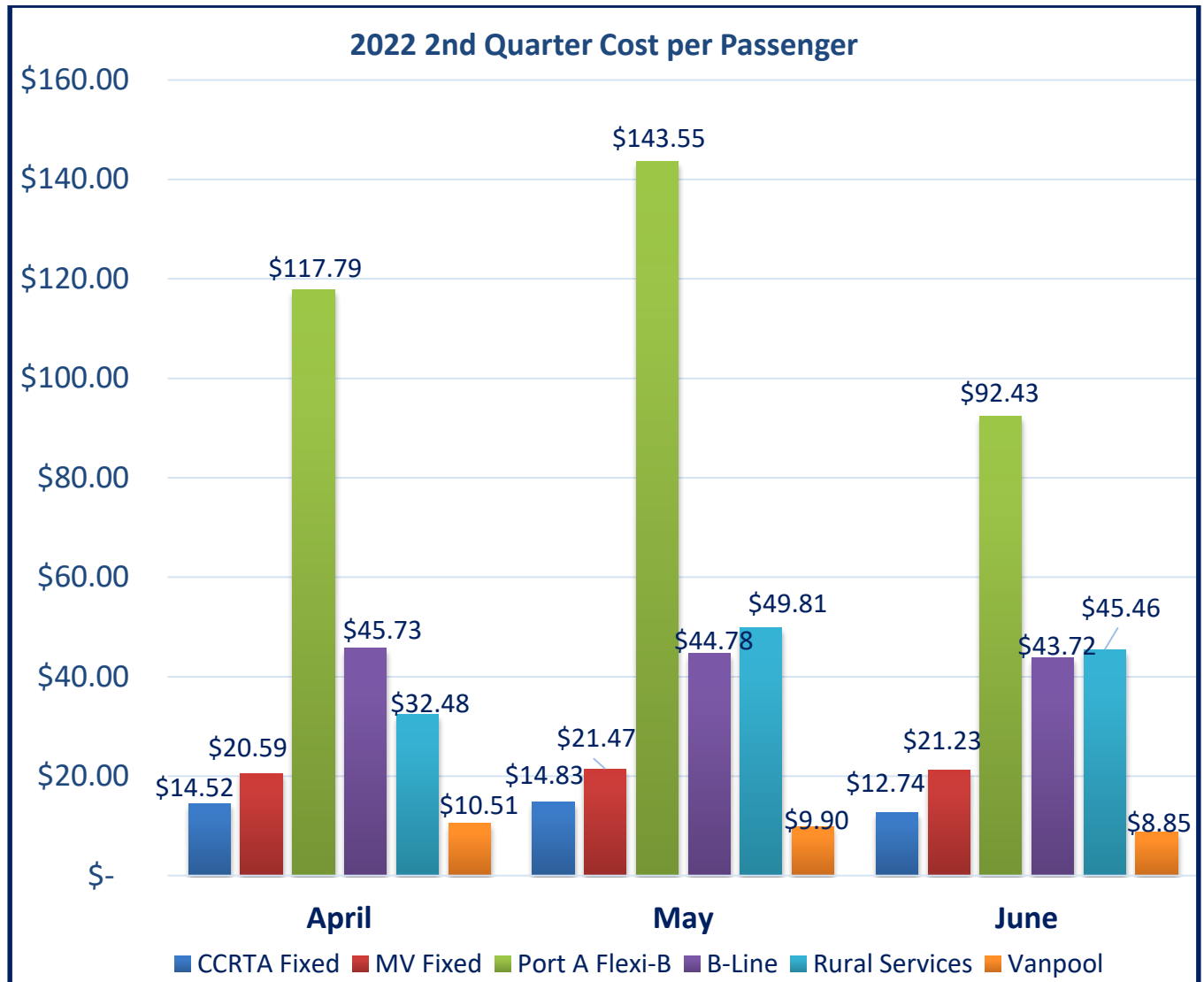
The following charts report system-wide productivity for the month of June 2022 vs. June 2021 and YTD figures.



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

Schedule Adherence	Standard	Mar-22	Apr-22	May-22	Jun-22	4-Month Average
Early Departure	<1%	0.3%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	91.8%	89.7%	92.1%	92.5%	91.5%
Monthly Wheelchair Boardings	No standard	2,341	2,485	3,132	3,351	2,827
Monthly Bicycle Boardings	No standard	4,133	4,159	5,051	5,311	4,664

The following tables include Cost per Passenger totals by service mode for the second quarter of 2022. In addition, year-to-date (YTD) averages by service mode are included.



Cost per Passenger - 2nd Quarter 2022

Month	CCRTA Fixed	MV Fixed	Port Aransas Flexi-B	B-Line	Rural Services	Vanpool
April	\$ 14.52	\$ 20.59	\$ 117.79	\$ 45.73	\$ 32.48	\$ 10.51
May	\$ 14.83	\$ 21.47	\$ 143.55	\$ 44.78	\$ 49.81	\$ 9.90
June	\$ 12.74	\$ 21.23	\$ 92.43	\$ 43.72	\$ 45.46	\$ 8.85
2nd Quarter Average	\$ 14.03	\$ 21.10	\$ 117.92	\$ 44.74	\$ 42.58	\$ 9.75

The following construction projects potentially impact current or future on-time performance:

On Detour	<ul style="list-style-type: none"> • U.S.181 & 361 Interchange in Gregory: Began mid-2019 and is now half complete. <ul style="list-style-type: none"> ➤ Route 51 (No stops impacted) • New Harbor Bridge (North Beach): Routes 76 & 78 remain on minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted) • Park Road 22 water exchange bridge: Began late 2020. Slight detour only. <ul style="list-style-type: none"> ➤ Route 65 (No stops impacted) • Winnebago & Lake St. (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> ➤ Route 12 (10 stops impacted) • Leopard St. (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion is late-2022. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (4 stops closed) • Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in September 2022. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) • S. Staples St. (Kostoryz-Baldwin) (29) month project: Began March 2021 <ul style="list-style-type: none"> ➤ Route 29 (12 Stops closed) Detour from Staples to Alameda to Texan Trail • Richter St. (Holly-SPID) Project completed mid-June and now open to traffic. <ul style="list-style-type: none"> ➤ Route 15 (5 Stops now open)
No Detour	<ul style="list-style-type: none"> • Waldron Road (SPID to Purdue) To begin fall-2022 <ul style="list-style-type: none"> ➤ Route 4 (13 stops will be impacted)
Detours may be required	<ul style="list-style-type: none"> • Widecat (Northwest Blvd. to Teague) To begin late 2022 <ul style="list-style-type: none"> ➤ Route 27 (4 stops may be impacted) • McArdle (Carroll to Kostoryz) To begin late-2022 <ul style="list-style-type: none"> ➤ Route 19 (8 stops may be impacted) • Gollihar (Crosstown to Greenwood) To begin late-2022 <ul style="list-style-type: none"> ➤ Routes 23 & 25 (11 stops may be impacted) • Leopard St. (Crosstown to Palm) (14) month project to begin late 2023. This Bond project will extend the current/existing Leopard St. detour. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (9 stops will be impacted) • Alameda (Chamberlain to Texan Tr.) To begin late-2023 <ul style="list-style-type: none"> ➤ Routes 5 & 17 (8 stops will be impacted)
No Detour	<ul style="list-style-type: none"> • Everhart Rd. (SPID-S. Staples): Project could begin late-2023. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops will be impacted)

For June 2022, there were 12 detoured routes out of 32 fixed route services in operation. This equates to approximately 38% of CCRTA services travelling on the local streets. Detoured bus route services include: 12, 15, 21, 23, 27, 28, 29, 37, 51, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **28**.

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

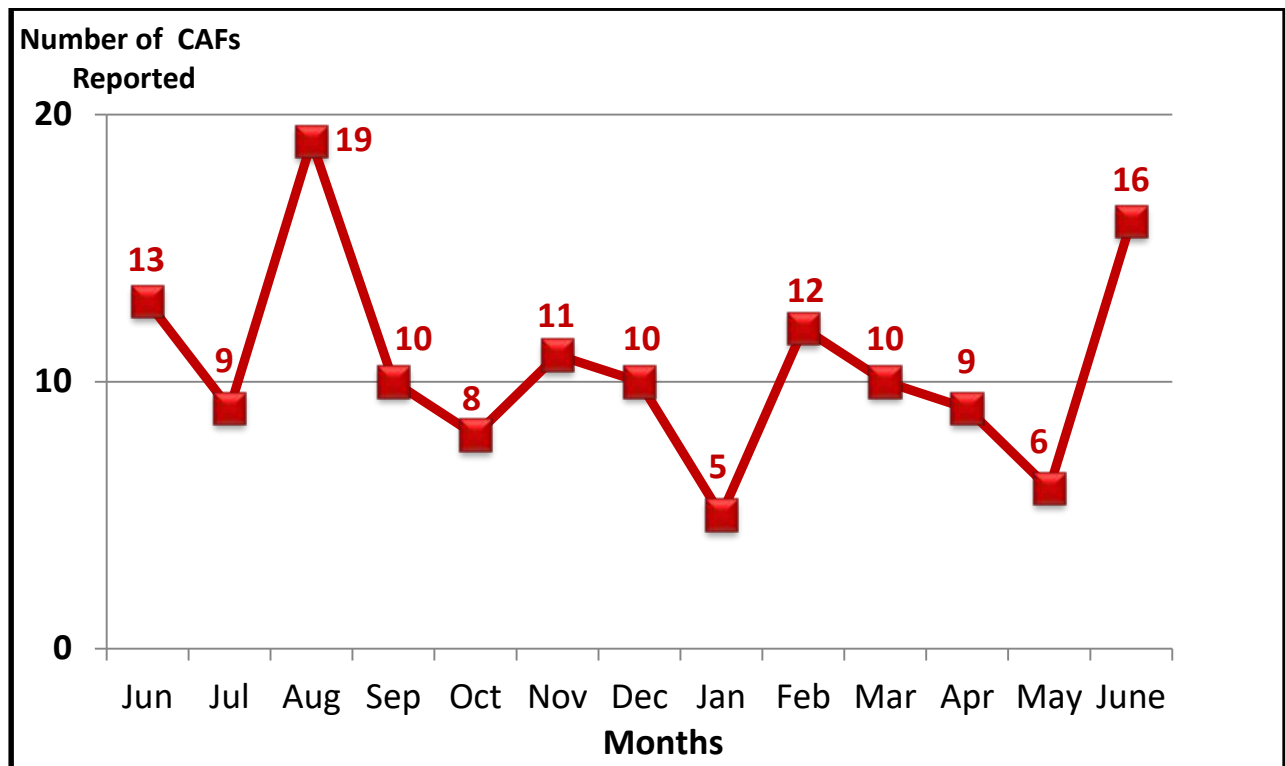
In June 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.53** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **12,934** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,251** ambulatory boardings; **3,653** wheelchair boardings

Metric	Standard	Mar-22	Apr-22	May-22	Jun-22	(4) Month-Ave.
Passengers per Hour	2.50	2.34	2.37	2.35	2.53	2.40
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	28,451	15,950	18,076	12,934	18,853
Monthly Wheelchair Boardings	No standard	3,737	3,670	3,741	3,653	3,700

Customer Programs Monthly Customer Assistance Form (CAF) Report

For June 2022, Customer Service received and processed 16 (CAF's) Customer Assistance Forms including one commendation. 16 CAF's is 10 more than the previous month and represents a 167% increase.



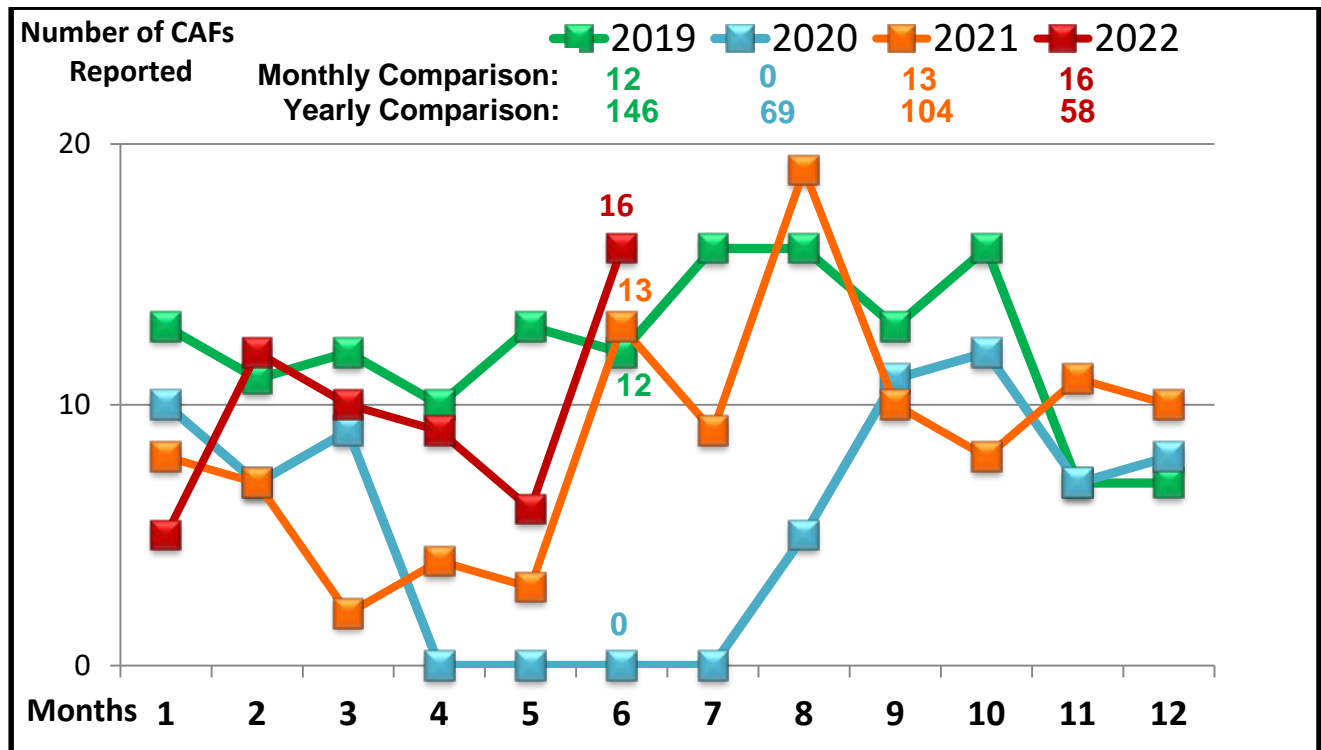
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	1
#5 Alameda		#37 Crosstown/TAMUCC	1
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Saxet Oak Park		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz		#54 Gregory/Downtown Express	
#16 Morgan/Port	1	#56 Flour Bluff/Downtown Express	
#17 Carroll/Southside	1	#60 Islander Connection	
#19 Ayers	1	#65 Padre Island Connection	
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	1	#93 Flex	2
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	3
#27 Northwest	2	B-Line (Paratransit) Services	1
#27x Northwest (Express)		Safety & Security	2
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples		Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Transportation (Other) ADA	
#32 Southside		TOTAL CAF's	16

CAF Breakdown by Service Type:

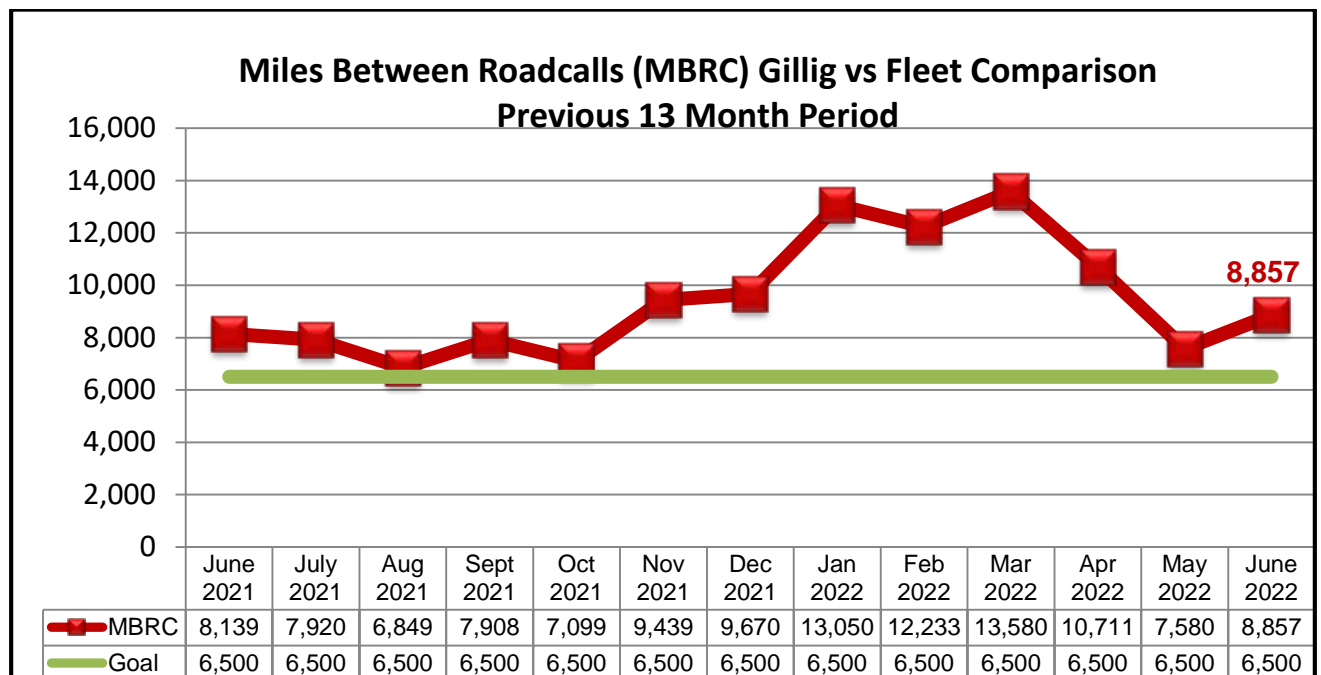
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues				
Driving Issues	3			3
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury				
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior	1			1
B-line Calls				
Incident at Stop				
Incident on Bus			2	2
Incident at Station				
Policy/Standing Orders				
Denial of Service				
Safety & Security	2			2
Rude			3	3
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations		1		1
Total CAFs	8	1	7	16

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In June 2022, there were 8,857 miles between road calls (MBRC) recorded as compared to 8,139 MBRC in June 2021. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. Above average high temperatures for the month contributed to the number of road calls.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Director of Planning

Reviewed by: Derrick Majchszak
 Managing Director of Operations

Final Approval by: _____
 Jorge G. Cruz-Aedo
 Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: June 2, 2022

SUBJECT: B-Line Report for May 2022

- ❑ Ridership for the month of May 2022 was 13,494 compared to 11,283 for May 2021, which equates to 2,211 more trips representing an 19.60% **increase**.

- ❑ Ridership for YTD 2022 was 63,013 representing an 28.24% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
49,136	63,013	13,877	28.24%

Service Standards

- ❑ Productivity: 2.35 PPH (Passengers per hour) May 2022, contract standard is 2.50

- ❑ On Time Performance: 97.39% on time performance for May 2022

- ❑ Denials: Zero trips were delivered later than one hour.

- ❑ 326 trips out of 12,496 trips (2.61%) did not meet the standard for on time performance in May 2022. Of that number:
 - 316 were < 30 minutes late
 - 9 were > 30 minutes late
 - 1 were > 60 minute late
 - 0 were > 90 minutes late

- ❑ Miles between road calls 162,682 miles with 9 road call that equates to 18,075.8 miles between road calls for May 2022. MV did exceed the minimum standard of 12,250 miles between road calls for May 2022.

Wheelchair Boarding's and associated statistics

For the month of May 2022, there were:

- 8,900 - ambulatory passengers
- 3,741 - wheelchair boarding's
- 719 - personal care attendants (AM)
- 131 – companions
- 3 - animals

Other Service statistics

There were 2 **Customer Assistance Forms** recorded for May 2022: 2 complaint

1. Mr. Hernandez called and said he has been waiting at location # 474 Blding 8 RT 3 since 11am and the bus was scheduled to be there at 11:30 and did not show up. Please call him at 210-778-9326
 - a. We apologize for the inconvenience this cause Mr. Hernandez. After review of the route it shows that the driver did go to the stop and left at 1130. I have reached out but no answer. I will try calling again.
2. Route 12 Inbound unit on Nueces Bay Blvd trying to turn right at Hulbirt St. but couldn't due to a vehicle on Hulbirt St. and the bus needed to make a wider turn. The unit stops and turns on hazards and directs the other vehicles to proceed first. By doing this it causes two other non-RTA vehicles to collide. The RTA bus then proceeds on route without "rendering aid". The two non RTA vehicle drivers settle their accident with cash on the spot without a police report.
 - a. After speaking with this operator she did state that there was an accident in front of her but she never waved anyone to pass her and did not stop to assist the parties involved. She continue on with her route as usual.

Conclusion

The contractor has met or exceeded performance standards in three of the four key areas for May 2022:

- ❑ 2.35 passengers per hour
- ❑ 97.39% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for May 2022 at 18,075.8 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: July 6, 2022

SUBJECT: B-Line Report for June 2022

- ❑ Ridership for the month of June 2022 was 13,696 compared to 12,019 for June 2021, which equates to 1,677 more trips representing an 13.95% **increase**.

- ❑ Ridership for YTD 2022 was 76,709 representing an 25.43% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
61,155	76,709	15,554	25.43%

Service Standards

- ❑ Productivity: 2.53 PPH (Passengers per hour) June 2022, contract standard is 2.50

- ❑ On Time Performance: 94.79% on time performance for June 2022

- ❑ Denials: Zero trips were delivered later than one hour.

- ❑ 669 trips out of 12,830 trips (5.21%) did not meet the standard for on time performance in June 2022. Of that number:
 - 634 were < 30 minutes late
 - 30 were > 30 minutes late
 - 5 were > 60 minutes late
 - 0 were > 90 minutes late

- ❑ Miles between road calls 168,137.6 miles with 13 road call that equates to 12,933.7 miles between road calls for June 2022. MV did exceed the minimum standard of 12,250 miles between road calls for June 2022.

Wheelchair Boarding's and associated statistics

For the month of June 2022, there were:

- 9,251 - ambulatory passengers
- 3,653 - wheelchair boarding's
- 644 - personal care attendants (AM)
- 146 – companions
- 2 - animals

Other Service statistics

There were 7 **Customer Assistance Forms** recorded for JUNE 2022: 6 complaints & 1 Commendation

1. Complaint- Customer boarded the bus with a mobility scooter with the ramp down and went to pay. She put her purse down on the seat but the scooter was still by the Genfare. She went back to the Genfare to pay, and the operator, Mike Rios?, put the ramp up. When the ramp came up, it scraped her brand new scooter, scraped the paint off and damaged the light and tore the seat. She wants to be reimbursed for the damage.
 - a. We do apologize for the inconvenience this has caused the rider. Video has been pulled and our safety manager will be reaching out to Ms. Llanes.
2. Commendation- Ms Reyna called to praise the B-Line calltakers, Norma, April & Roxanne. They are very nice and patient with the elderly when the elderly repeat themselves. They are cordial and wonderful with big hearts. They are treasures and doing an excellent job! They are one of a kind!
 - a. I have thanked Ms. Reyna for recognizing the agents on a job well done.
3. Complaint- Friday Jun 3 the driver left the bus station before the scheduled time for the bus. The bus scheduled time was 5:55 pm and she left 5:50 pm which cause me to wast 30 minutes of my time waiting for next bus The location of the bus station is Texas A&M University corpus Christi.
4. Complaint- The bus scheduled time was 5:55 pm and she left around 5:52 pm. The bus is FLEX and it the Route 93. And one more thing is that this driver is so rude with students and behaves inn very bad way with international students. Please help me with this issue because I am PhD researcher, and I am very sharp on timing my schedule and one minute plays a role. Ramadan Abdelrehim (He/him/his) Ph.D. Student, Coastal and Marine System Science Program College of Science and Engineering, Physical and Environmental Sciences Department Texas A&M University Corpus Christi
 - a. I did speak with the operator Ms. Vire pertaining to this incident and her customer service. She stated that timing was correct and never leaves any stop early. She also stated that she doesn't feel like she is being rude when she tells them about the correct times or joke about the store. Operator was advised to no longer have these types of conversations about the store and only give accurate times for the bus arrival and departure. She states that she will only give information about the service no other small talk at the stops.
5. Complaint- I was waiting for the bus on Pat shutter at 1:46 and the bus never arrived I walked down the street to see if the bus was coming and when the bus got to the stop I had my daughter in a push stroller I told my sons to get in and I was lifting my daughter's car into the bus because the day prior it was okay with the bus driver because I explained to him that I was going to take my daughter out and place her on the seat well this lady 3010 was being rude and said that I couldn't get on and get my

daughter off the cart and sit her down on the seats mind you we were waiting for the bus 20 minutes out in the sun 98°. This is not the first time she's been rude to me and disrespectful I want to file a complaint on the lady that was driving the bus 3010 down pat shutter at 1:46 in the afternoon My children and I had to walk 15 blocks to HEB to get our groceries when this lady was being unprofessional and disrespectful I have no license and no vehicle to get to where I need to get you and this is the only way I have time for a person to be disrespectful and not give me a moment to get my daughter out of the cart to sit her down this is she is rude and very disrespectful and unprofessional I want to file a complaint

- a. I spoke with the operator and she stated that she did inform him that he would have to take his daughter out of the stroller and fold it in order for me to transport for safety reasons. He appeared to be frustrated and upset about my request. He wanted to argue about it but I let him know that I will not be able to transport if she is not safe. I then called dispatch to inform them of what's going on and he got upset and de-boarded. I always make sure I call dispatch whenever there is an issue now just to make sure someone is aware of the problems that's going on.
6. Complaint- Bus 16 at 6:48am June 21 2022. Was aggressively spoken to and threatened by the bus driver with abandonment at a random bus stop on my commute to work. This is the only buss that goes out there and that is a very scary thing. I don't support gangs. It is perfectly normal to put on eye coverings and have a little pillow in the united states while using our public transportation. The bus driver while I was using those tools, after my tablet stopped working because of internet interruption that is what people do they try to relax. Very scared of that bus driver and due to his age and the chapo and cutty gang and violence done to me from them do have to wonder. Very different P.A. sounds then the national anthem. Anyway this was a very scary incident I do hope that does not happen again. That age group does scare me. I have spent thousands of dollars on public transportation and do not deserve to feel this way on my way into work very SCARED. Did tell him not to talk to me again after I told him I'm not sleeping. That's when he threatened to abandon me at a random bus stop miles from work and the city. Also restroom water fountains and a convenient food provider at main bus stop it's what every other major city has.
 - a. After further investigation we were not able to find evidence that the driver was rude or threatening. Video was pulled and it shows the rider with his pillow laid back with his mask over his eyes. Operator never said anything to the rider about sleeping on the bus or that he would put him off the bus.
 7. Complaint- Mr. Hernandez called and said he has been waiting at location # 474 Blding 8 RT 3 since 11am and the bus was scheduled to be there at 11:30 and did not show up. Please call him at 210-778-9326
 - a. We apologize for the inconvenience this cause Mr. Hernandez. After review of the route it shows that the driver did go to the stop and left at 1131. I have reached out but no answer. I will try calling again.

Conclusion

The contractor has met or exceeded performance standards in three of the four key areas for June 2022:

- ❑ 2.53 passengers per hour
- ❑ 94.79% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for June 2022 at 12,933.7 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for **May 2022**

	Total Miles Driven in May for Each Bus Type	Total Road Calls for May 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	2,850	2	2	0	1	1	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	153,082	39	39	0	13	26	2	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	41,143	18	18	0	12	6	2	1
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	197,075	59	59	0	26	33	4	1

MILES BETWEEN ROAD CALLS

7,580

Compared Total Miles with Chargeable Roadcalls

Road Call/Mileage Comparison for June 2022

	Total Miles Driven in June for Each Bus Type	Total Road Calls for June 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	6,886	6	6	0	2	4	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	147,325	35	35	0	18	17	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	40,652	9	9	0	2	7	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	194,863	50	50	0	22	28	0	0
MILES BETWEEN ROAD CALLS								
	8,857							

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, August 24, 2022	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, September 7, 2022	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, September 15, 2022	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
