



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, February 16, 2023

Time: 12:00 p.m.

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

Board Members

Imelda Trevino, Chair, Rhonda Alvarez Robert Box Randal Chisamore
Inez Garcia Jeannine Leal Celia Mendez

Mission Statement

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

1.	Pledge of Allegiance	1 minute	No Attachment
2.	Roll Call	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
4.	Approval of Meeting Minutes for January 19, 2023 RCAT Meeting	2 minutes	Pages 1 – 4
5.	Approval of RCAT 2023 Meeting Calendar	5 minutes	Page 5
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	B-Line Update 2022 Year End Report	15 minutes	No Attachment
8.	RCAT Liaison Report a) CEO's February 2023 Report b) Key Performance Metrics for Fixed Route and Paratransit	15 minutes	No Attachment
9.	Chairperson's Report	5 minutes	No Attachment
10.	Informational Items: a) December 2022 CAF Report b) December 2022 Operations Report Key Metrics c) December 2022 Purchased Transportation Report d) December 2022 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 6 - 9 Pages 10 -20 Pages 21-23 Page 24 Page 25
11.	Adjournment		No Attachment

	Total Minutes:	53	
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In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting and 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, January 19, 2023

Advisory Committee Members Present: Robert Box, Randal Chisamore, Inez Garcia, Jeannine Leal, Celia Mendez, and Imelda Trevino

Advisory Committee Members Absent: Rhonda Alvarez

Board Members Present: None

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

MV Present: None

Call to Order: The meeting was called to order at 12:00 p.m. by Robert Box. Ms. Susan Teltschik called the roll and determined that a quorum was present.

Public Comment: There was no public comment

Action to Approve Meeting Minutes of January 19, 2023 approved as presented.

Ms. Leal made a motion to adopt the RCAT Minutes of January 19, 2023 as presented; Seconded by Ms. Trevino. Box, Chisamore, Garcia, Leal, Mendez and Trevino voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update: Ms. Melanie Gomez updated the committee that Neighborhood Services had a call about the ADA parking spots at 6502 Yorktown. The businesses received a letter from the city explaining the importance of ADA parking and how to be compliant. The parking spots must be signed and have a decal on the spot to be compliant.

The monthly ADA citations for December; 148 disabled parking without a permit, 5 blocking the architect and 33 blocking the sidewalk.

The master plan for Cole Park and Labonte Park was presented by The Parks & Rec Department. Parks & Rec are proposing improvements to the parks from the bonds passed in November which include better road circulation, walking and bike trails, shade structures, lighting and additional restrooms. The City will be reaching out in a survey and we will send the survey to the RCAT committee members for input.

The CFPWD is working on a public service announcement (PSA) for closed captioning in public places. In the PSA, the committee is going to explain what

closed captioning is, and the benefits for people with disabilities. Educating the public will be easier than having the City actually pass an ordinance for closed captioning in public places.

The CFPWD has also been working on an accessibility survey; TAMUCC and Choice Living Community are going to collect the data and provide the information to the CFPWD so the committee can present the information to the City. This survey is going to gather information on accessibility in public places; determining the barriers that people with disabilities are facing in public places. The questions focus primarily on parking, sidewalks, curb cuts, walkways, ramps, entrances, interiors, hallways, corridors, benches and parks. The link will be emailed to the RCAT members to complete and share with others who you feel would have input. A completion date was not announced for the survey.

RCAT Liaison's Report: Ms. Montez presented the November 2022 CEO's Report. Meetings and conferences included the Unveiling of the "Lock, Take, Hide" Bus Wrap. There was a TEX-21 Statewide Meeting in San Antonio which brought together Members of Transit and Rail Subcommittees. CCRTA also held a Disadvantaged Business Enterprise (DBE) Program Informational Session, which had more than 50 attendees. CCRTA also hosted a Meet & Greet for the new UCC Chamber President, Al Arreola Jr.

Dismas Charities, across the street from the Staples St Station, offered vaccinations to CCRTA employees. CCRTA recognized veteran employees for their military service on Veterans Day. CCRTA and MV also held a Thanksgiving Luncheon and a Christmas Party for all employees this year.

Community participation included:

- GoTeam Dog Therapy Crisis Training (Nov. 5th)
- Free Rides on Election Day (Nov. 8th)
- Free Rides for Vets on Veterans Day (Nov. 11th)
- State of the Port Luncheon (Nov. 16th)
- TAMU-CC Gameday Shuttles (Nov. 14th & 17th)
- Del Mar College Registration Rally (Nov. 30th)

The operation & project updates include increased ridership and construction progress. Ridership increased by up to 30% (10,070 weekday average, compared to Oct. 2021)

Two new Bus Operators were hired in November 2022 and are currently in training. For the shelter expansion program, CCRTA installed 40 New Shelters in November and 40 additional shelters arrived for December installation. And construction is underway at the Yorktown Bus Stop at Del Mar College – Oso Creek.

Mrs. Carol Flowers recently passed away, after 40 years with CCRTA and retiring two years ago. Mrs. Flowers loved this organization and will be truly missed.

Ms. Montez presented the December 2022 CEO's Report. The Acting CEO attended the TEX-21 statewide Meeting in San Antonio for Members of the Transit and Rail Subcommittees and the TTA Legislative Workshop in December. CCRTA celebrated the employees with special Holiday gifts; a \$50 H-E-B Gift Card, a personalized card from the CEO and a commemorative CCRTA ornament. A Holiday lunch was provided to employees working at Staples Street Center on December 16th.

Cyber Security Awareness Training was provided to all employees on December 20th and 21st. An expert in the field provided computer security training and best practices.

Community participation included:

- Park & Ride Shuttles to Wreaths Across America (Dec. 17th)
- Free Transportation to Area Warming Centers (Dec. 22nd – 24th)
- Free Rides to H-E-B's Feast of Sharing (Dec. 23rd)
- Route 28 Adjusted to Serve Metro Ministries (Began Jan 2nd)

The operation & project updates include increased ridership and construction progress. Ridership increased by up to 31%, a 9,268 weekday average compared to December 2021.

Rita Patrick, Marketing Director, was promoted to Managing Director of Public Relations and will oversee Marketing & DBE Departments, and Grant Writing.

Three new employees were hired in December: a Facilities Maintenance Tech I, a Vehicle Maintenance Technician and an Accounts Payable Specialist.

For the shelter expansion program, CCRTA installed 40 New Shelters in December and 40 additional shelters arrived for January installation. And construction continues at the Yorktown Bus Stop at Del Mar College – Oso Creek.

Ms. Montez presented the Long Range System Plan which formulates a path for CCRTA for the next five years. Consultants worked to gather data for about a year. All these plans are just proposed, and the Planning Department will determine which changes to make. The data determined the highest transit demand areas and the areas of highest need for transit use. The consultants gathered the system ridership data, determining the highest average boardings of 50 or more were at transfer stations, the TAMUCC bus stops, the Port & Tarlton HEB stops, Walmart on Staples Street, Compton & Waldron, and Office Depot at Six Points. Through outreach and surveys, the consultants determined our customers wanted later evening service, more frequency of buses, minimized or improved transfers and added service to high-growth areas/destinations.

Transfers are common:

- 42% of riders transfer once
- 31% of rides transfer twice on a trip
- Transfers are not always convenient
- Timed transfers are mostly available at Staples Street Station
- Timed transfers generally are not available at Port Ayers or Southside Stations, or in Flour Bluff and with reduced service frequency, transfers take a long time

The first step would be to develop high frequency corridors, 15-minute all-day service on weekdays for Ayers between Port Ayers Station & Staples Street Station, and Staples to McArdle to Ennis Joslin to TAMU-CC and Leopard Street which will all be anchored at the highest ridership locations to meet people where they are and increase frequency where feasible.

These changes will take place over the next 5+ years; changing routes and times to better serve our customers. Everything presented has to go out for public comment and could change according to input.

The consultants also analyzed all bus stops for ADA compliance. It was determined that over 56% of stops were compliant. Most of the uncompliant stops have issues with boarding/alighting areas (pads, lift deployment, etc).

The November 2022 key metrics report for fixed route and B-line was presented. The system-wide highlights for the month of November 2022 versus November 2021 were presented. Passenger trips increased by 15.1%. CCRTA system monthly ridership trend for 2019, 2020, 2021 and 2022 was presented. The percentage of change year to date 2022 versus 2021 for B-line is up 20% and the system overall is up 18.8%. The impacted and upcoming fixed route services were presented by location and route. The B-line service performance four-month average was 2.52 passengers per hour, zero percent denials, 13,936 miles between road calls, and 3,461 monthly wheelchair boardings.

Ms. Montez presented the project update on the new Port Ayers Station and the Del Mar Oso Creek bus stops. 100% of the construction documents have been completed for the Port Ayers Station, and the estimated start of construction is mid-April 2023. And for the Del Mar College Oso Creek bus stops, construction is underway at both the Yorktown and Rodd Field Bus stops. The construction is about 33% complete, the concrete piers for the platform and canopies are already being constructed.

Chairperson's Report: Mr. Box shared the upcoming meeting dates with the committee.

The meeting adjourned at 12:46 p.m.

JANUARY

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JANUARY
 17 - NS/Eligibility Appeals
 19 - RCAT

JULY
 18 - NS/Eligibility Appeals
 No Meeting

JULY

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FEBRUARY

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FEBRUARY
 14 - NS/Eligibility Appeals
 16 - RCAT

AUGUST
 15 - NS/Eligibility Appeals
 17 - RCAT

AUGUST

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MARCH
 14 - NS/Eligibility Appeals
 16 - RCAT

SEPTEMBER
 19 - NS/Eligibility Appeals
 21 - RCAT

SEPTEMBER

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APRIL
 18 - NS/Eligibility Appeals
 20 - RCAT

OCTOBER
 17 - NS/Eligibility Appeals
 19 - RCAT

OCTOBER

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MAY
 16 - NS/Eligibility Appeals
 18 - RCAT

NOVEMBER
 14 - NS/Eligibility Appeals
 16 - RCAT

NOVEMBER

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JUNE



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JUNE
 13 - NS/Eligibility Appeals
 15 - RCAT

DECEMBER
 19 - NS/Eligibility Appeals
 No Meeting

DECEMBER

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 NO SHOW/ELIGIBILITY
 RCAT MEETING



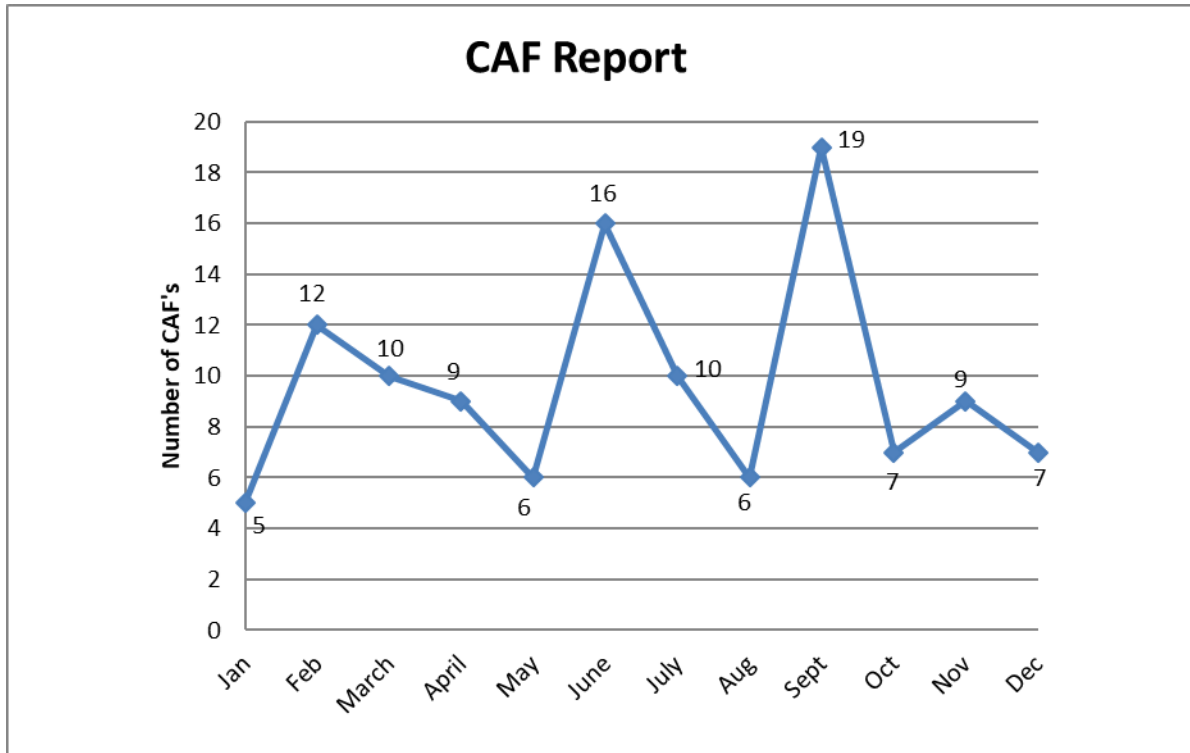
December 31, 2022

Subject: CAF Report for December 2022

Customer Programs Monthly Customer Assistance Form (CAF) Report

For December 2022, there were 7 reported CAFs which was less than the 9 reported CAFs for November 2022. The decrease of 2 CAFs for December 2022 represents a 28.57% decrease.

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



December 2022 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside	
#4 Flour Bluff	2	#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 Hillcrest/Baldwin		#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#53 Robstown/NAS Ex (P&R)	
#16 Morgan/Port		#54 Gregory/Downtown Express	
#17 Carroll/Southside	1	#60 Momentum Shuttle	
#19 Ayers		#65 Padre Island Connection	
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#83 Advanced Industries	
#23 Molina		#90 Flexi-B Port Aransas	
#24 Airline/Yorktown		#93 FLEX	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Leopard	1	B-Line (Para-Transit) Services	1
#27x Leopard (Express)		Safety & Transportation	
#28 Leopard /Navigation		Service Development	
#29 Staples	1	Facilities/Service Development	
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South		COMMENDATIONS	
		TOTAL CAF's	7

December 2022 CAF Breakdown by Service Type:

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

Conclusion:

During December 2022, CCRTA received seven CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no commendations.

Three CAFs were received regarding CCRTA Service, representing 42% of the total customer assistance contacts; there were no commendations.

Two CAFs were received regarding B-Line Service representing 29% of the total customer assistance contacts; there were no commendations.

Two CAFs were received regarding Contracted Fixed Route Service representing 29% 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 telephone, e-mail, or letter.

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

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



Subject: December 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.

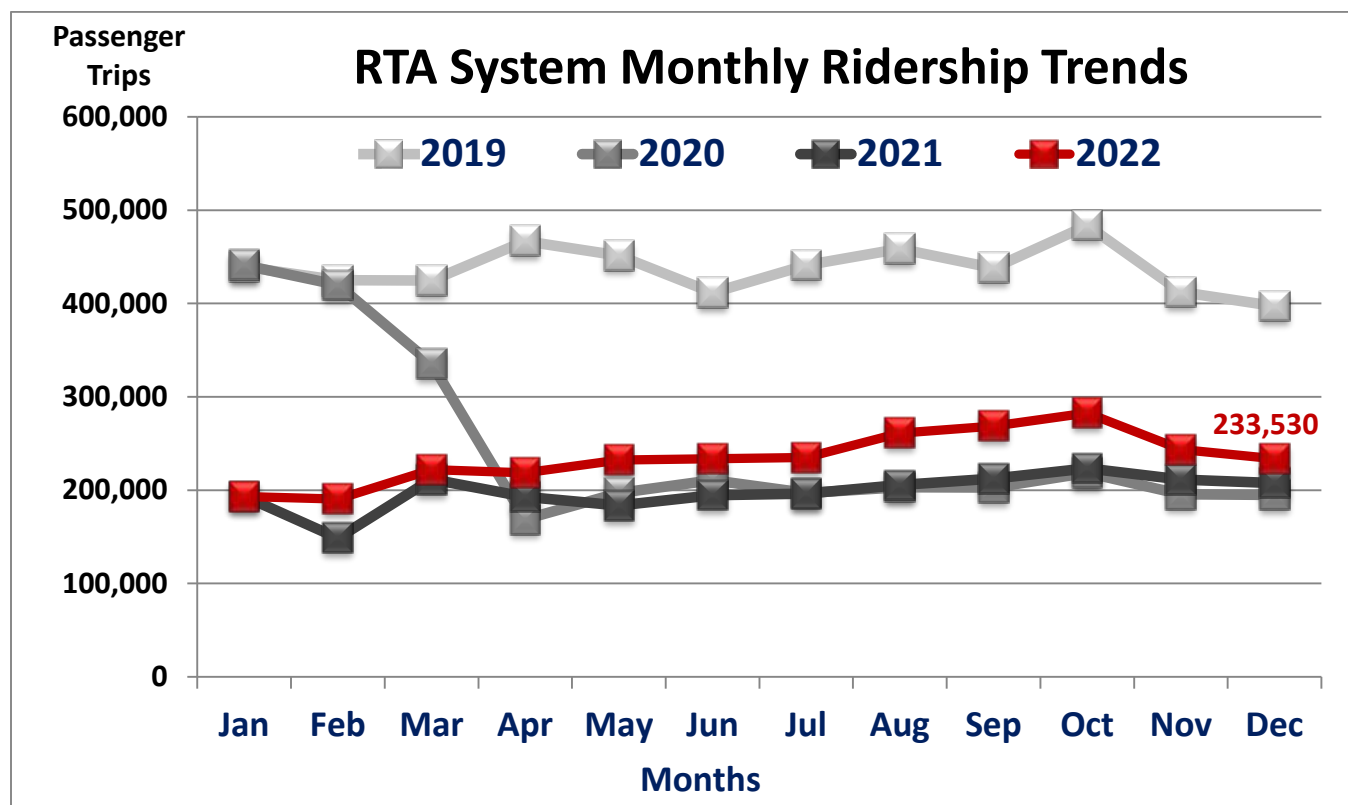


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System-wide Ridership and Service Performance Results

December 2022 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 233,530 which represents a 12.4% increase as compared to 207,759 passenger trips in December 2021 with 25,771 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in December 2019 with 397,321 passenger trips, the 233,530 passenger trips represent a 41.2% decrease with 163,791 fewer trips.

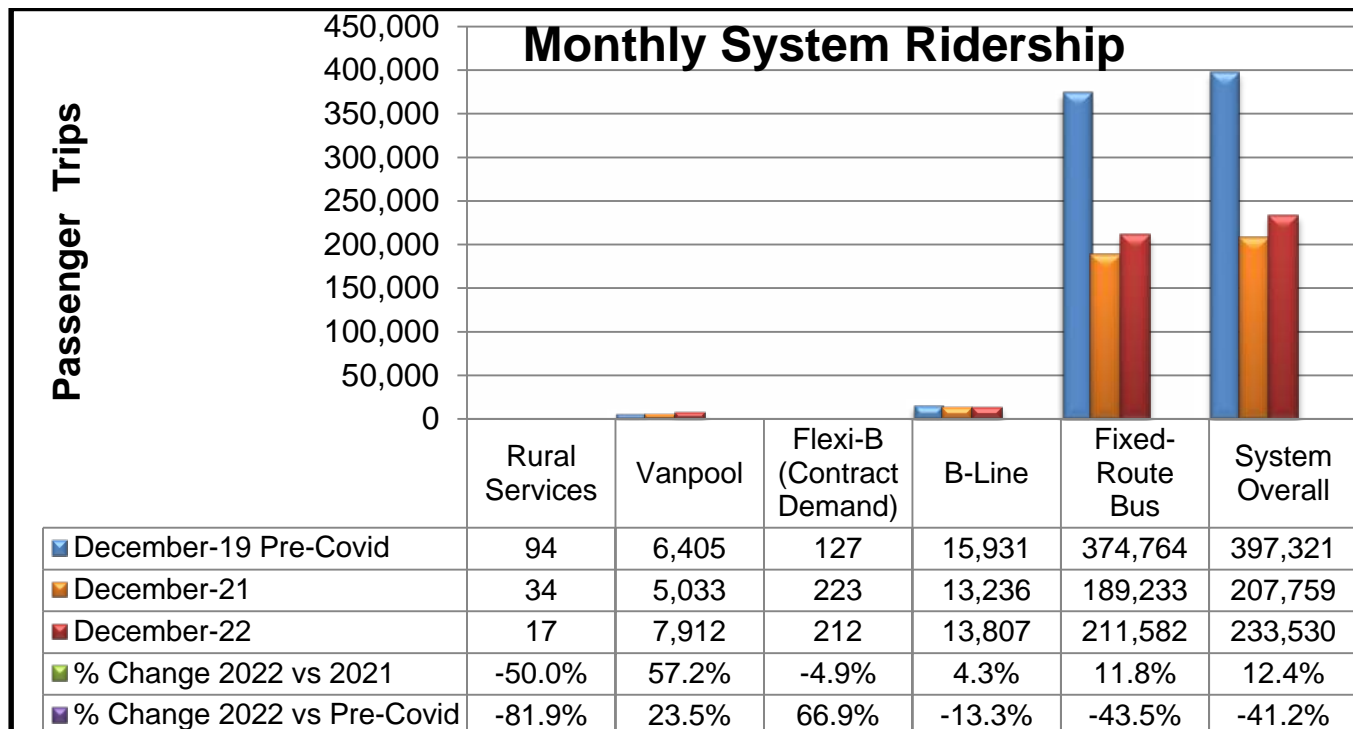


December 2022	December 2021	Variance
22 Weekdays	23 Weekdays	-1
5 Saturdays	3 Saturdays	+2
3 Sundays	4 Sundays	-1
No Service on Christmas Day	No Service on Christmas Day	-
30 Days	30 Days	-

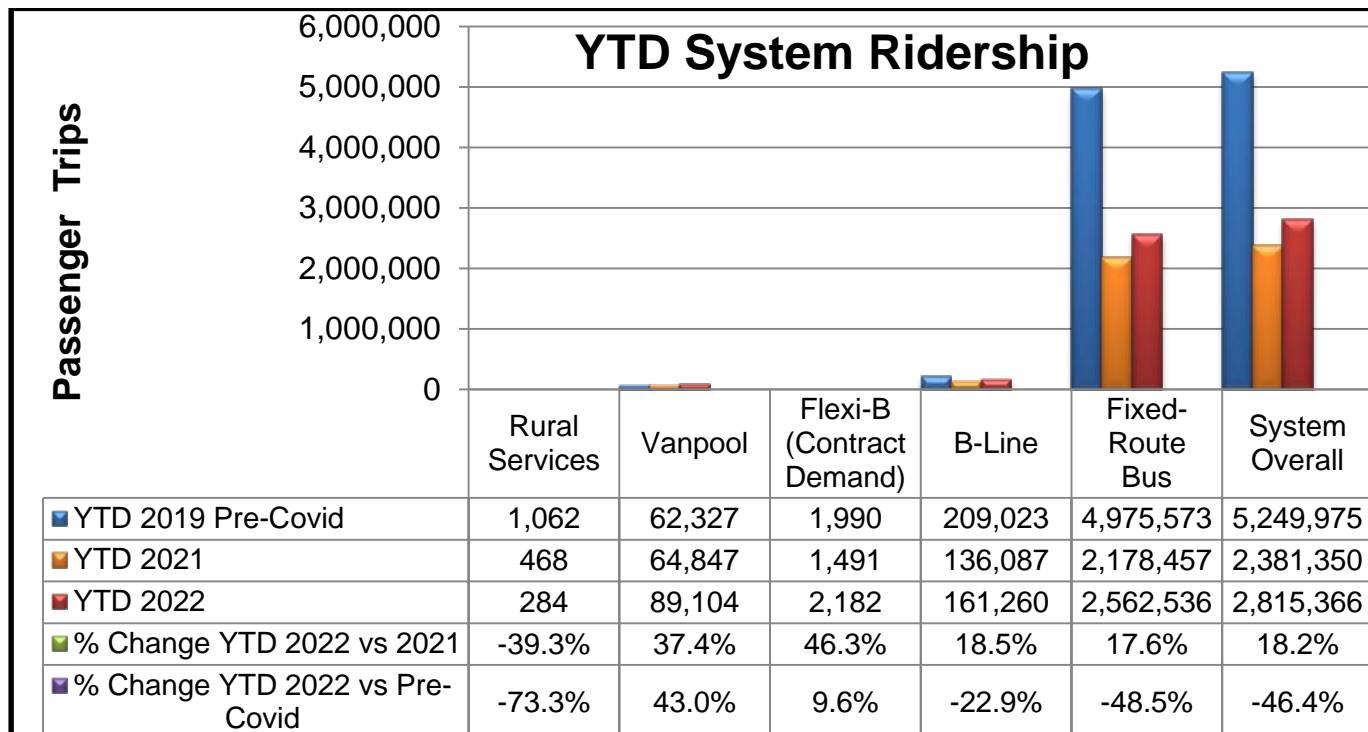
The average retail price for unleaded gas in Corpus Christi was approximately \$2.41 per gallon as compared to \$2.80 per gallon in December 2021¹ which represents a 13.9 % decrease in the average cost per gallon. Rainfall was below normal at 0.31 inches and half of the December 2021 total rainfall of 0.66 inches² which was below the normal average rainfall at approximately 1.93 inches. The 60.4-degree average temperature was just above the average monthly temperature of 59.7 degrees.

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

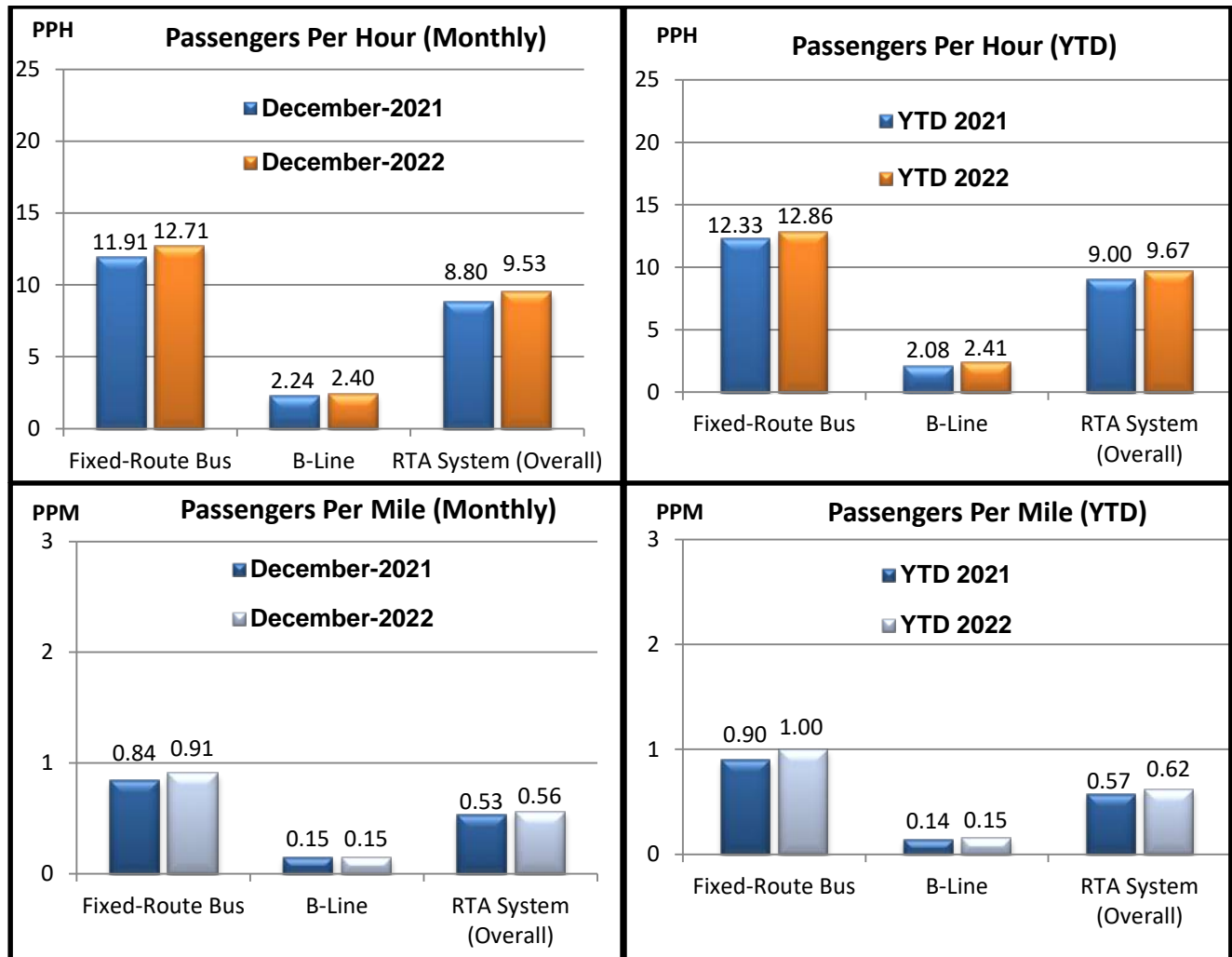
The chart below shows monthly ridership results for all services. CCRTA recorded 25,771 more passenger trips for a 12.4% increase as compared to December 2021. As compared to December 2019 Pre-Covid, passenger trips decreased 41.2%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 434,016 more passenger trips for a YTD increase of 18.2% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 46.4% with 2,434,609 fewer trips.



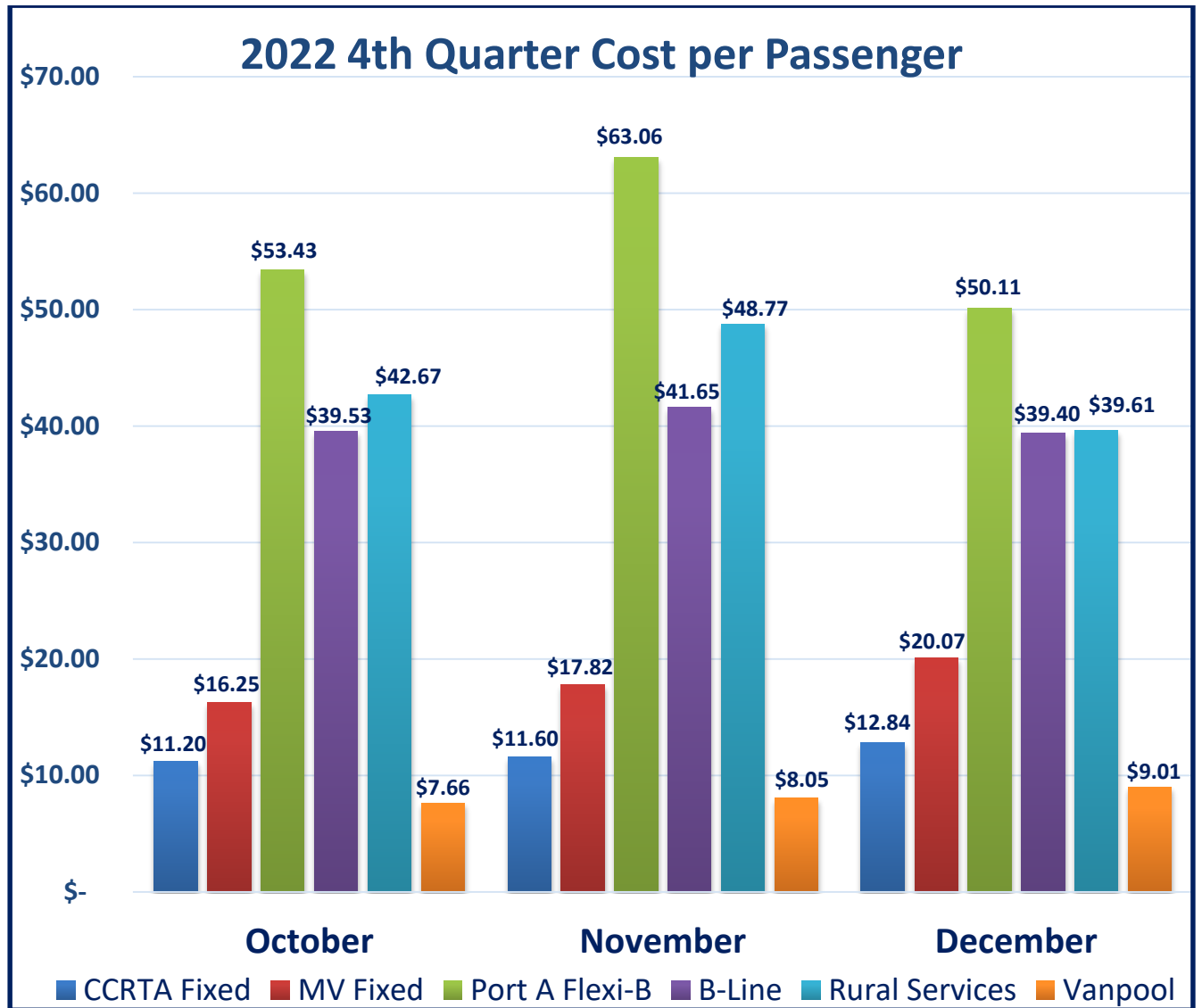
The following charts report system-wide productivity for the month of December 2022 vs. December 2021 and YTD figures.



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

Schedule Adherence	Standard	Sep-22	Oct-22	Nov-22	Dec-22	4-Month Average
Early Departure	<1%	0.0%	0.5%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	90.4%	88.3%	89.6%	89.3%	89.4%
Monthly Wheelchair Boardings	No standard	3,431	3,971	2,899	3,732	3,508
Monthly Bicycle Boardings	No standard	4,809	5,637	4,694	4,429	4,892

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



2022 4th Quarter by Service Mode:

	MB DO	MB PT	DR DO	DR PT (MV)	DR PT (RU)	VP PT
Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
October	\$ 11.20	\$ 16.25	\$ 53.43	\$ 39.53	\$ 42.67	\$ 7.66
November	\$ 11.60	\$ 17.82	\$ 63.06	\$ 41.65	\$ 48.77	\$ 8.05
December	\$ 12.84	\$ 20.07	\$ 50.11	\$ 39.40	\$ 39.61	\$ 9.01
4 th Qtr Average	\$ 11.88	\$ 18.05	\$ 55.53	\$ 40.19	\$ 43.68	\$ 8.24

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

No Detour	<p>Waldron Road (SPID-Purdue) Began November 28, 2022. Phase 1 is anticipated to last six weeks.</p> <ul style="list-style-type: none"> ➤ Route 4 (13 stops temporarily impacted)
On Detour	<ul style="list-style-type: none"> • Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late January 2023. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) • Leopard St. (Nueces Bay-Palm) (14) month project: Began April 2021-anticipated completion in late January 2023. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (4 stops closed) • 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. • Park Road 22 water exchange bridge: Began late 2020. Slight detour only. <ul style="list-style-type: none"> ➤ Route 65 (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) • Winnebago & Lake St. (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> ➤ Route 12 (4 stops impacted) • Leopard St. (Crosstown-Palm) (14) month project began Dec. 5, 2022. This Bond project will extend the current/existing Leopard St. detour. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (9 stops impacted)
Detours may be required	<ul style="list-style-type: none"> • McArdle (Carroll-Kostoryz) To begin mid-2023. <ul style="list-style-type: none"> ➤ Route 19 (8 stops may be impacted) • Gollihar (Crosstown-Greenwood) To begin mid-2023. <ul style="list-style-type: none"> ➤ Routes 23 & 25 (11 stops may be impacted) • Alameda (Chamberlain-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"> • Wildcat (Northwest Blvd.-Teague) To begin mid-2023. <ul style="list-style-type: none"> ➤ Route 27 (1 stop closed 3 stops slightly impacted) • 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 December 2022, there were 11 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 34% of CCRTA services travelling on the local streets. Detoured bus route services include: 4,12, 21, 23, 27, 28, 29, 37, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **44**.

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

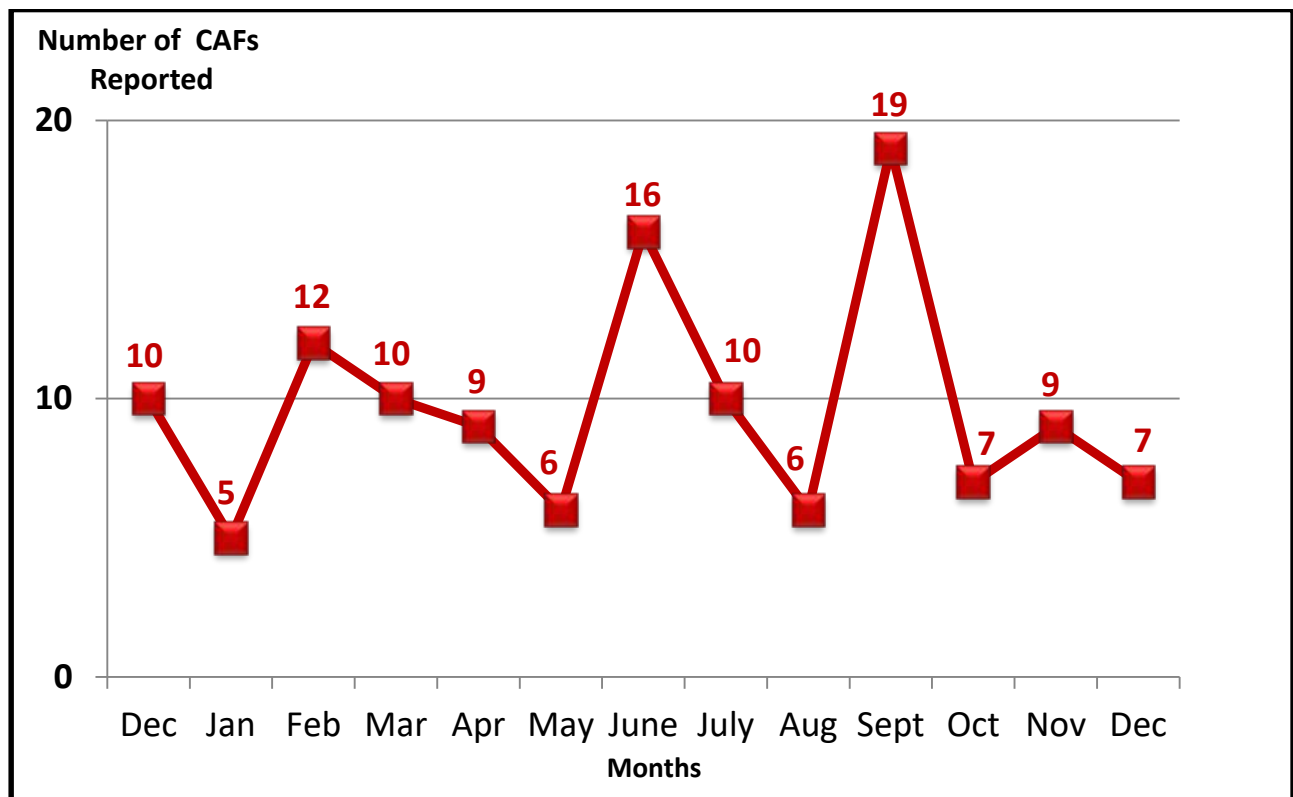
In December 2022, B-Line service metrics remain adversely impacted by RSV, Influenza and the persistent COVID-19 pandemic.

- Productivity: **2.40** 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): **15,366** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,005** ambulatory boardings; **3,879** wheelchair boardings

Metric	Standard	Sep-22	Oct-22	Nov-22	Dec-22	(4) Month-Ave.
Passengers per Hour	2.50	2.55	2.55	2.43	2.40	2.48
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	14,453	21,852	13,936	15,366	19,036
Monthly Wheelchair Boardings	No standard	3,729	3,917	3,461	3,879	3,588

Customer Programs Monthly Customer Assistance Form (CAF) Report

For December 2022, Customer Service received and processed 7 Customer Assistance Forms (CAF's). 7 CAF's is 2 less than the previous month and represents a 29% decrease. No commendations were received from customers.



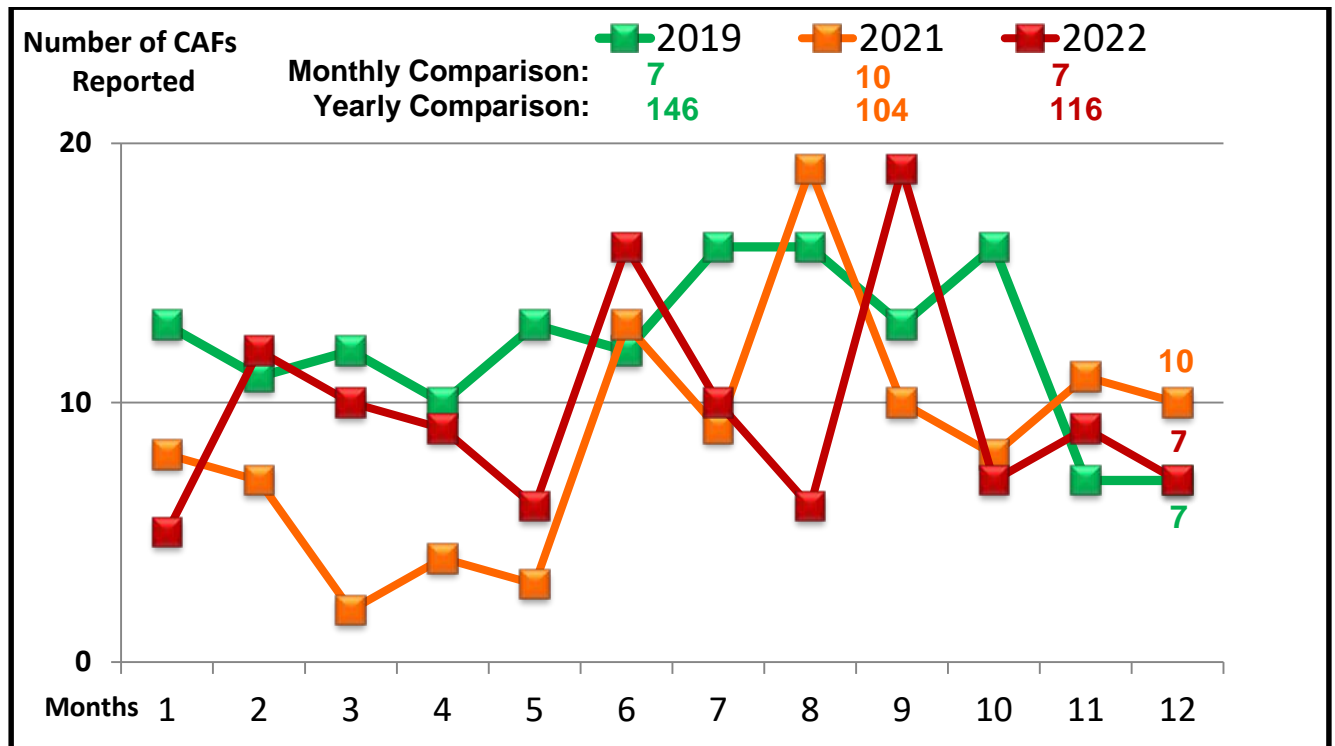
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#34 Robstown North Circulator	
#4 Flour Bluff	2	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside	1	#65 Padre Island Connection	
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina		#93 Flex	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood		#95 Port Aransas Express	
#26 Airline/Lipes		B-Line (Paratransit) Services	1
#27 Leopard	1	Safety & Security	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples	1	Service Development/Facilities	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South		Commendations	
#32 Southside		TOTAL CAF's	7

CAF Breakdown by Service Type:

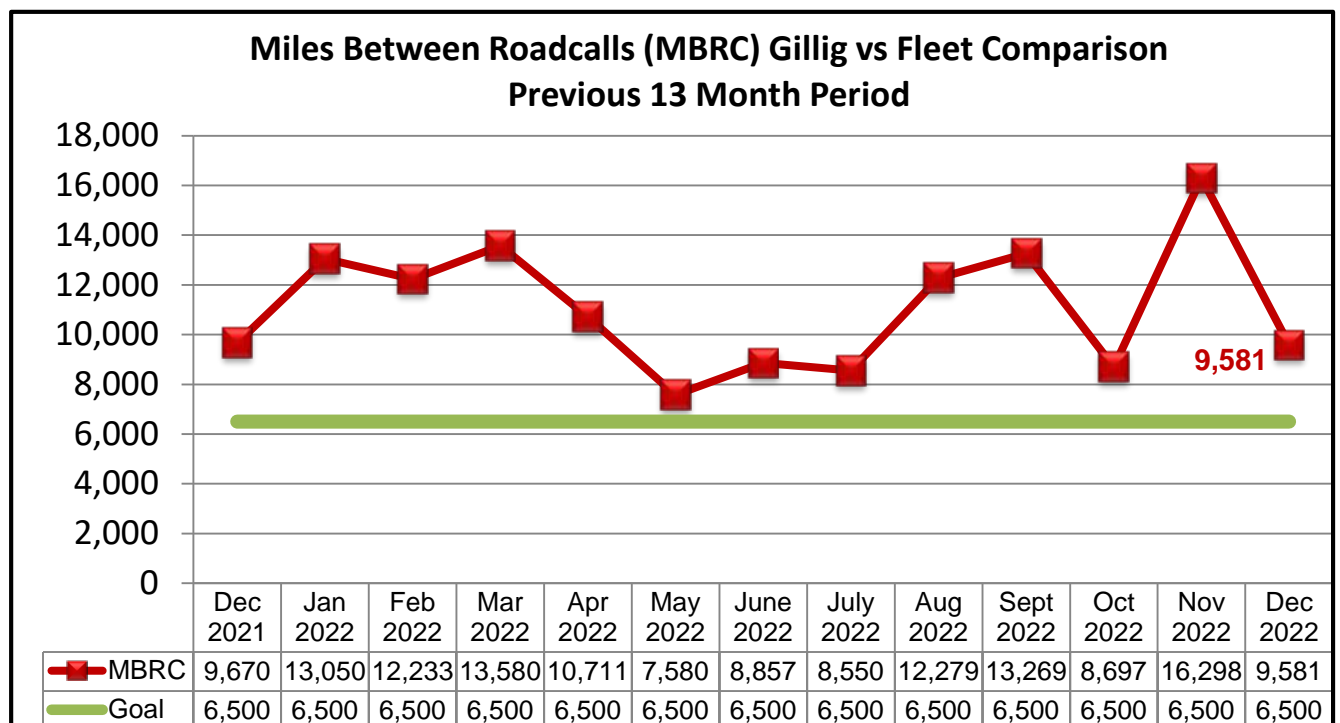
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues	2		1	3
Driving Issues				
Customer Services				
Late/Early – No Show		1		1
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues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

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In December 2022, there were **9,581** miles between road calls (MBRC) recorded as compared to 9,670 MBRC in December 2021. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 11,104.



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: _____
 Miguel Rendón
 Acting Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: January 5, 2023

SUBJECT: B-Line Report for December 2022

- ❑ Ridership for the month of December 2022 was 13,807 compared to 13,236 for December 2021, which equates to 571 more trips representing a 4.31% **increase**.

- ❑ Ridership for YTD 2022 was 161,260 representing an 18.50% **increase** over 2021 ridership statistics.

RIDERSHIP 2021 YTD	RIDERSHIP 2022 YTD	DIFFERENCE	% DIFFERENCE
136,087	161,260	25,173	18.50%

Service Standards

- ❑ Productivity: 2.40 PPH (Passengers per hour) December 2022, contract standard is 2.50

- ❑ On Time Performance: 93.40% on time performance for December 2022

- ❑ Denials: Zero denial of service (as defined by FTA)

- ❑ 844 trips out of 12,788 trips (6.6%) did not meet the standard for on time performance in December 2022. Of that number:
 - 790 were < 30 minutes late
 - 47 were > 30 minutes late
 - 7 were > 60 minutes late
 - 0 were > 90 minutes late

- ❑ Miles between road calls 169,024.1 miles with 11 road calls that equates to 15,365.8 miles between road calls for December 2022. MV did exceed the minimum standard of 12,250 miles between road calls for December 2022.

Wheelchair Boarding's and associated statistics

For the month of December 2022, there were:

- 9,005 - ambulatory passengers
- 3,879 - wheelchair boarding's
- 748 - personal care attendants (AM)
- 170 - companions
- 5 - animals

Other Service statistics

There were 5 complaints and 0 Commendation **Customer Assistance Forms** recorded for December 2022:

1. Pedro Mejia was supposed to be picked up at 5:30pm from Bingo, which ended at 5:00. He is 84 yr old He saw the bus and began walking towards it. Before he got there the bus left. It was cold that night and he was waiting inside. They called dispatch and they said they would send a bus to pick him up but be outside. An hour and a half later his nephew had driven in from Falfurrius and he was still waiting for the bus. Mr. Mejia has a phone but was not notified that the bus had arrived.
 - We sincerely apologize for this inconvenience. After speaking with the driver, she arrived a little early and wait until 1739 for Mr. Mejia. When departing the location, she did not see the client at all. She stated, “if I would have seen him, I would have stopped”. Unfortunately, the driver is not able to go inside the location for fear of losing sight of her bus. Another bus was sent back for Mr. Mejia an hour later.

2. B-Line bus number 3029 had a reckless driver. On Sunday, 11/6 around 340pm the bus was driving onto I37 from the feeder coming from the downtown area (probably coming the HQ of the CCRTA). Where road merges onto I37 it is almost parallel to the detour exit to get onto Crosstown Expressway via that new circle back. The bus driver came into I37 crossed over several lanes and solid lines to take the exit for crosstown.
 - Please accept our sincerest apology for this operator has been coached and counseled by safety to prevent any further actions as such.

3. Mr. Mayes was walking up to take the 16 and it left before 745
 - We apologize for this inconvenience. I spoke with the operator, and he stated that he didn’t leave until 746. We also did playback, and it confirms that the operator departed at 746.

4. I just got off the phone with Mr. Elizondo. Before I could even say anything, he started off by apologizing for his behavior. I explained to him that MV is contracted to provide the B-Line service, therefore, MV would be responsible for handling their employees’ behavior. He was thankful that someone at least heard the call to see how rude Rosie became. He feels she’s what set him off and he just lost it. I did explain to him that verbal abuse like that is not tolerated, and if he were a rider, his actions would have warranted a suspension. He continued to apologize and I advised him that if should happened again, the reservationist or dispatcher would not tolerate it and

would release the call immediately. He was concerned and worried because Rosie didn't give him any confirmation as to what trip she would be cancelling and for who. He didn't realize April had already given her information regarding their call. He claims she just became very defensive. He's worried that other customers get treated the same way and customers that aren't able to stick up for themselves. I assured him that all the lines are recorded and that any reports are investigated. He claimed his issue with April is that she kept interrupting him, even though she wasn't being ugly, she was being unprofessional and wouldn't let him speak. He kept saying the bus arrived early. I reminded him that the scheduled p/u was for 7:22, which is what time the bus arrived, and waited 6 minutes. He claims that on a previous trip, the operator arrived early, got off the bus and went to the door to let Ms. Elizondo know she was early and asked if she was ready so they could leave early. Because of this, he assumed she would continue to get the same type of accommodations. He claims that it's indicated in her file that she may need assistance at times from/to her door. I don't show any reasonable modification requests for that and I don't know what you all have written on her account regarding additional assistance. I just thought I'd share that with you all. Let me know if you need anything else from me.

- We apologize for this inconvenience. We have reviewed the call and spoken with both agents. The dispatcher has been reminded to always try to keep the rider or family calm while trying to assist.

5. Denise Dowley 361-967-2147 called to say last night 12/21 HEB on Waldron RT 4 @ 7pm did not allow her and her daughter to get on the bus and wait because he said he had to go and take a piss, they could sit there (outside the bus) and wait. She's upset because it was cold and they way he said it. When they got on the bus she asked his name and he said I'm not going to give it to you. Please call her at 361-967-2147

- Please apologize to the rider. This is a new operator who was under the impression that no one is allowed to be left on the bus unattended. The fixed route rules have been explained so that this issue will not happen again.

Conclusion

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

- 2.40 passengers per hour
- 93.40% on time performance
- Zero denial of service (as defined by FTA)
- Miles between road calls for December 2022 at 15,365.8 miles did exceed the minimum contract standard of 12,250 miles.

		Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non- Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)							
Totals	5,184	1	0	1	0	0	0
CNG (35' 901-926) (40' 1001-1024)							
Totals	178,710	34	0	17	17	0	4
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)							
Totals	17,306	6	0	3	3	0	0
TOTAL MILES DRIV. ROAD CALLS							
	201,200	41	0	21	20	0	4

MILES BETWEEN ROAD CALLS

9,581 Compared Total Miles with Chargeable Roadcalls

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, February 22, 2023	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, March 1, 2023	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, March 16, 2023	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
