



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, June 15, 2023

Time: 12:00 p.m.

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

Board Members

Imelda Trevino, Chair Robert Box, Vice Chair
Rhonda Alvarez, Randal Chisamore, Thomas Cronnon,
Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis, 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.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for May 18, 2023	5 minutes	Pages 1 - 7
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	Chair Presentation a) RCAT Chair Appointment of Thomas Cronnon and Lilliana Macias-Pettis	5 minutes	No Attachment
7.	RCAT Liaison Report a) TTA 2023 Awards b) Award Contract to Electronic Data Magnetics (EDM), Inc. for the Procurement of Bus Passes c) April 2023 Key Performance d) CEO's June 2023 Report e) Presentation of by Laws f) RCAT Orientation	20 minutes	No Attachment
8.	Chairperson's Report	10 minutes	No Attachment
9.	Informational Items: a) April 2023 CAF Report b) April 2023 Operations Report Key Metrics		Pages 8-11 Pages 12-22

	c) B-Line Report d) April 2023 Maintenance Road Call Report Upcoming Events and RTA Functions		Pages 23-25 Page 26 Page 27
10	Chair will open the floor to each new appointee to discuss their background	10 minutes	No Attachment
11.	Adjournment		No Attachment
	Total Minutes:	61	

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 Amanda De La Cerda 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, May 18, 2023

Advisory Committee Members Present: Robert Box, Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal and Celia Mendez.

Advisory Committee Members Absent: Imelda Trevino

Board Members Present: None

Staff Present: Susan Teltschik, Sharon Montez, Terry Klinger, Melanie Gomez, Amanda De La Cerda

MV Present: Tameka Weathers

Call to Order: Robert Box called the meeting to order at 12:00 p.m.

Moment of Reflection was held.

Pledge of Allegiance was recited.

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

Public Comment:

Dr. Jennifer Scott, Executive Director of Choice Living Community a local non-profit for adults with disabilities.

Delays in Pickup Times

Dr. Scott raised concerns with the B-Line scheduling and service. Her clients who have standard orders and specific pickup times have been experiencing delays greater than the 30-minute allowable time. Dr. Scott stated that on Monday, May 15, 2023 two of her clients were pickup at 4:21 p.m. – which is an hour and twenty minutes passed the scheduled pickup time. Her staff made multiple attempts to contact customer service but no one picked up. Dr. Scott called customer service herself and the phone rang for a full three minutes before anyone answered to assist her. She stated that she gets told “sorry, we are busy and short staffed today.” She

questioned what was being done by supervisors/management to remedy the situation when she gets told that “we are short on drivers and have increased ridership.”

Dr. Scott provided a handout showing the data of the late arrivals her clients have experienced. (Please see below table for data)

Bline Late Bus Issues		
SM PU time	2:45 PM	
Date	Actual PU	Client
5/16/2023	3:36 PM	SM
5/11/2023	3:39 PM	SM
5/4/2023	3:44 PM	SM
4/11/2023	3:50 PM	SM
3/24/2023	3:43 PM	SM
3/20/2023	3:45 PM	SM
3/16/2023	3:51 PM	SM
3/15/2023	3:50 PM	SM
3/6/2023	3:45 PM	SM
3/3/2023	4:00 PM	SM
2/24/2023	3:53 PM	SM
2/23/2023	3:50 PM	SM
2/17/2023	3:40 PM	SM
2/15/2023	3:50 PM	SM
2/8/2023	3:40 PM	SM
2/7/2023	3:49 PM	SM
1/19/2023	3:51 PM	SM
1/10/2023	3:41 PM	SM
12/16/2022	4:00 PM	SM
12/15/2022	3:40 PM	SM
11/18/2022	3:50 PM	SM
11/16/2022	3:51 PM	SM
11/7/2022	4:25 PM	SM
11/2/2022	4:00 PM	SM
10/24/2022	3:50 PM	SM
10/17/2022		Bus Never showed up Called & dispatch said sorry not on the schedule Didn't offer any resolution
		had to call parent for PU not sure why he is
2023 Jan - April Late:	23 Times	
2022 Sept - Dec Late:	69 times	

*The data represents one client’s scheduling pickup issues.

Dr. Scott and her team have tried adjusting the client's schedule to ensure a timely pickup but that proved to be ineffective. Her client continued experiencing delays. Dr. Scott expressed that there was a day when the B-Line Service failed to show and the client had to be picked up by a family member. She also stated that the client experiences a two hour ride for the 13-mile trip home. When Dr. Scott inquired about her client not being picked up by the B-Line, she was told "I'm sorry; he did not get on the schedule."

However, She does notice improvement when she contacts the B-Line service but it only improves for a few days. The service provided then tends to decline and the issues re-arise. Dr. Scott stated that she had four clients that use the service but with projected growth she questioned what will be done to fix these issues. She is losing time and money due to the delays.

Dr. Scott asked for consistency in service and requested that her concerns be added to the agenda.

Richard Balle

Wheel Chair Incident

He stated that he had an incident and accident on the B-line. When he boarded, the driver had no issue getting Mr. Bahee strapped in; however, when it was time to off board the incident ensued. The driver unstrapped him and said "okay, you are ready to go." The driver was not holding on to the wheelchair and Richard ended up "zooming down" the ramp which caused him to twist his ankle. Richard questioned the driver regarding the procedure needed to off board someone in a wheel chair. He received "You do not have handrails" as an answer. Richard then proceeded to ask if the driver was trained to turn the wheel chair in the other direction to assist in the off boarding. The driver answered "No, you do not have handrails." He then called customer service to report the incident and was told that it was being reviewed by management. Richard raised his concern to the representative. He advised that drivers should be trained to turn the wheel chair around when the customer has a customized chair.

Fixed Route PM's

Richard stated that the restraints on the buses are not up to code and has experienced having to switch from one end of the bus to another. He also had to forgo boarding because the restraints were inoperative. He advised that the restraints should be serviced/inspected once a month.

ADA Bus Stop Ramp

On the opposite end of the Altex Plaza there is not a ramp in place.

*Mr. Balle ran out of time.

Action to Approve Meeting Minutes of May 18, 2023 approved as presented.

Jeanine Leal made a motion to adopt the RCAT Minutes of May 18, 2023 as presented; 2nd by Inez Garcia; Robert Box, Rhonda Alvarez, Randal Chisamore, and Celia Mendez voting for approval. Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Representative: Melanie Gomez

Meeting Date: Wednesday, May 3, 2023

Meeting Summary:

Dustin Cronan presented on the subject of Autism acceptance. He aims to increase awareness in the community and educate city services regarding how to properly interact with individuals exhibiting signs of autism.

Corpus Christi Police Department Parking Enforcement Report

April Data:

- 130 citations were issued for Disabled Parking
- 7 citations were issued for blocking parking architect
- 59 citations were issued for blocking the sidewalk

RCAT Liaison's Report:

Representative/Presenter: Sharon Montez

Mr. Box Reappointment

Mr. Box was confirmed for another two years by the Board of Directors.

Award Contract to Marshall Company Ltd. for Construction of the New Port Ayers Stations

Funded by a competitive grant received which aided in the Bear Lane Bus Parking Lot Improvements, Del Mar South – 2 bust stops, and a new Port Ayers Stations.

The new structure will be located 4311 Ayers Street, at the intersection of Port Street and Ayers Street. The station has the second highest ridership, after the Staples Street Station. The new station will be located adjacent to the old station, off of Ayers Street and Port Street. The new station will have a similar open canopy design scheme, like the Staples Street Station at 602 North Staples, but with enhancements.

Bids were issued January 27, 2023 and out of the five received Marshall Company, Ltd came in with the lowest bid. The company has performed work in the community which consists of Alice Independent School District, Aransas Pass Independent School District, and for the CCRTA, on its current Del Mar Oso Creek – Bus Stops Project. The current work has been satisfactory.

The estimated amount of the contract is \$6,198,000 and is budgeted in the 2023 Capital Projects budget. This project is funded with 75% federal funds and 25% local funds. The amount of the 5339 (b) competitive grant award, for the project, was \$5,811,845. The local match for the grant is \$1,452,921. Currently, the \$386,155 increase over the grant will also be covered from local funds, for a total local match, not to exceed, \$1,839,116.

Update on Shelter Installation Program

The new shelters will be placed based on the criteria mentioned before, primarily on the top ten highest ridership streets on Primary transit networks. The ten streets are “trunks” on the primary transit network streets.

Ridership of 30 or more daily boardings or bus stops that generate at least 10 daily passenger boardings and/or meet one of the following criteria:

Newly constructed ADA compliant infrastructure including shelter pad or bus pad; Medical, Senior citizen activity centers, Social service agencies, public or special needs facilities within ¼ mile; Major Employment Centers within ¼ mile; Major grocery stores and shopping centers within ¼ mile

Apartments, student dormitories, or senior housing with 100+ units within ¼ mile; High schools, colleges, or universities within ¼ mile
New major developments conducive to increasing ridership growth within ¼ mile; Frequent wheelchair lift/ramp usage; Major transfer point; Locations where waiting times for riders may be longer (routes with less frequency)

There are 30 newly installed shelters and 239 existing shelters to date. A total of 601 shelters are projected to be installed by February 2024.

February 2023 Key Performance Metrics for Fixed Route and Paratransit

Passenger trips remain up with 65,633 rides compared to last year. There were 268 more revenue service hours this February than in February of last year (22.8%). Revenue service miles were up by 14,540 or 20.8% compared to last year.

Comparing overall system ridership between 2022 and 2023 there are 133,847 more rides so far this year. YTD ridership has increased by 34.9% but when compared to the same pre-Covid period in 2019, passenger trips decreased 40.1% with 168,669 fewer trips so things are getting better.

Due to City bond and State bridge reconstruction activity, 11 out of 32 fixed route services or 34% were directly impacted in November by construction and or resurfacing (paving) projects. 44 stops remain impacted or closed.

March 2023 Key Performance Metrics for Fixed Route and Paratransit

Passenger trips remain up with 39,931 more rides compared to last year (18.0%). There were 1,378 more revenue service hours this March than in March of last year (5.7%). Revenue service miles were up by 40,081 or 9.7% compared to March of last year.

Comparing overall system ridership between 2022 and 2023 there are 173,792 more rides so far this year. YTD ridership has increased by 28.7% but when compared to the same pre-Covid period in 2019, passenger trips decreased 39.5% with 163,137 fewer trips so things are getting better.

Due to City bond and State bridge reconstruction activity, 11 out of 32 fixed route services or 34% were directly impacted in November by construction and or resurfacing (paving) projects. 50 stops remain impacted or closed.

CEO's May 2023 Report

Ridership increased by up to 18% (9,201 weekday avg., compared to Apr. 2022). There were a total of 6 New Hires in Apr. 2023:

4 Bus Operators
1 Capital Projects Analyst
1 Garage Service Technician

The Shelter Expansion Program 298 shelters have been installed as of Apr. 2023 and there will be an additional 53 installed. Del Mar College – Oso Creek Construction at Yorktown is 95% complete. Construction at Rodd Field Rd. is 70% complete with a projection of a June completion. Port Ayers Transfer Station Construction Project will be complete in the first quarter of 2024.

CCRТА hosted the TТА Conference, Expo & Roadeo on April 11th-15th. CCRТА was able to attend the TEX-21 Statewide Meeting in Austin (Apr. 21st) and APTA Mobility Conference in Minneapolis, MN (Apr. 23rd - 26th).

Chairperson's Report:

Upcoming Events and RTA Functions

May 6th – Buc Days Night Parade
May 11th – SCCM Emergency Preparedness Presentation
May 20th – Beach to Bay
May 24th – Board Committee Meetings
May 29th – Memorial Day (Reduced Service)
June 7th – Board Meeting
June 25th – CCRТА Employee Picnic

Meeting adjourned at 12:41pm.



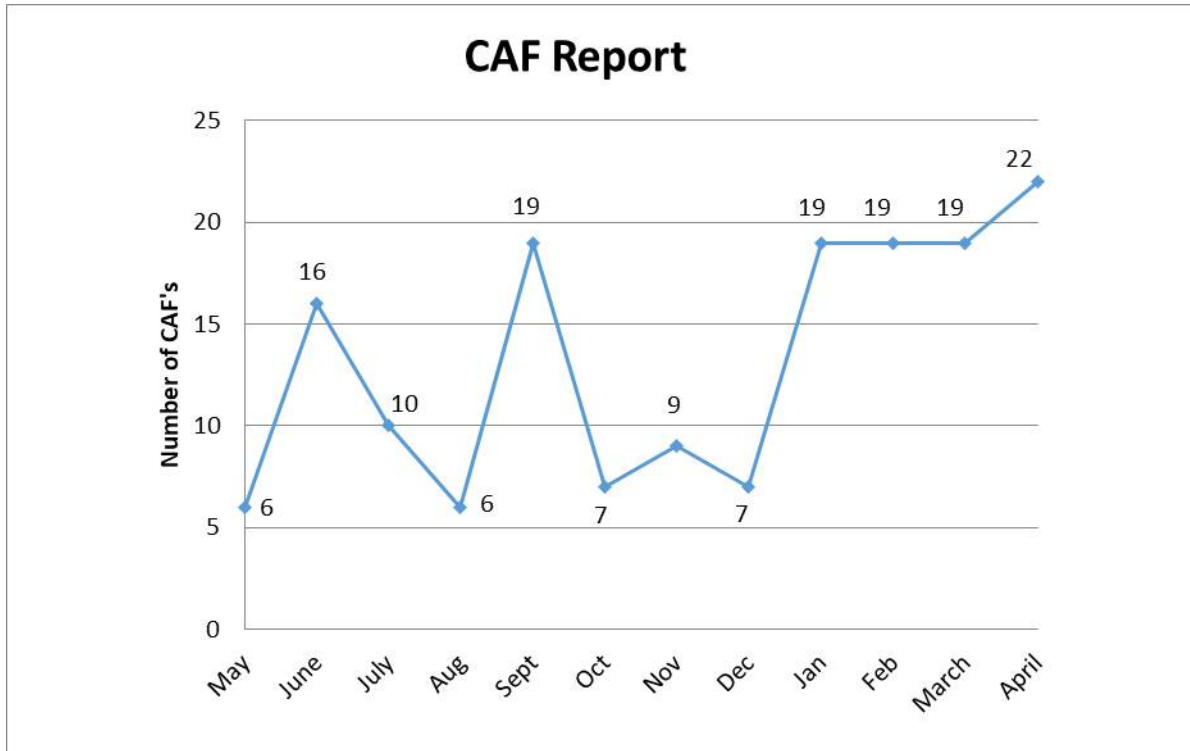
April 30, 2023

Subject: CAF Report for April 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For April 2023, there were 22 reported CAFs which was more than the 19 reported CAFs for March 2023. The increase of 3 CAFs represents a 15.78% increase.

There were four commendations included in the total for the month of April.



April 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside	
#4 Flour Bluff	3	#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express	1	#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls		#50 Calallen/Robstown NAS Ex (P&R)	
#12 Hillcrest/Baldwin	2	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood	1	#78 North Beach Shuttle	1
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	1	#93 FLEX	1
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	1	#95 Port Aransas Express	
#26 Airline/Lipes	1	B-Line (Para-Transit) Services	2
#27 Leopard	1	Transportation	
#27x Leopard (Express)		Service Development	
#28 Leopard /Navigation		Facilities/Service Development	
#29 Staples	1		
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South	1	COMMENDATIONS	4
		TOTAL CAF's	22

April 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	3		2	5
Driving Issues	1		1	2
Customer Services				
Late/Early – No Show	1		1	2
Alleges Injury				
Fare/Transfer Dispute			1	1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop		2		2
Incident on Bus	1			1
Incident at Station				
Policy				
Denial of Service			1	1
Safety and Security				
Rude	2		1	3
Facility/Srvc Development				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation	1			1
Commendations	4			4
TOTAL CAFs	13	2	7	22

Conclusion:

During April 2023, CCRTA received nineteen CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were four commendations.

Thirteen CAFs were received regarding CCRTA Service, representing 59% of the total customer assistance contacts; there were four commendations.

Two CAFs were received regarding B-Line Service representing 9% of the total customer assistance contacts; there were no commendations.

Seven CAFs were received regarding Contracted Fixed Route Service representing 32% 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: April 2023 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.

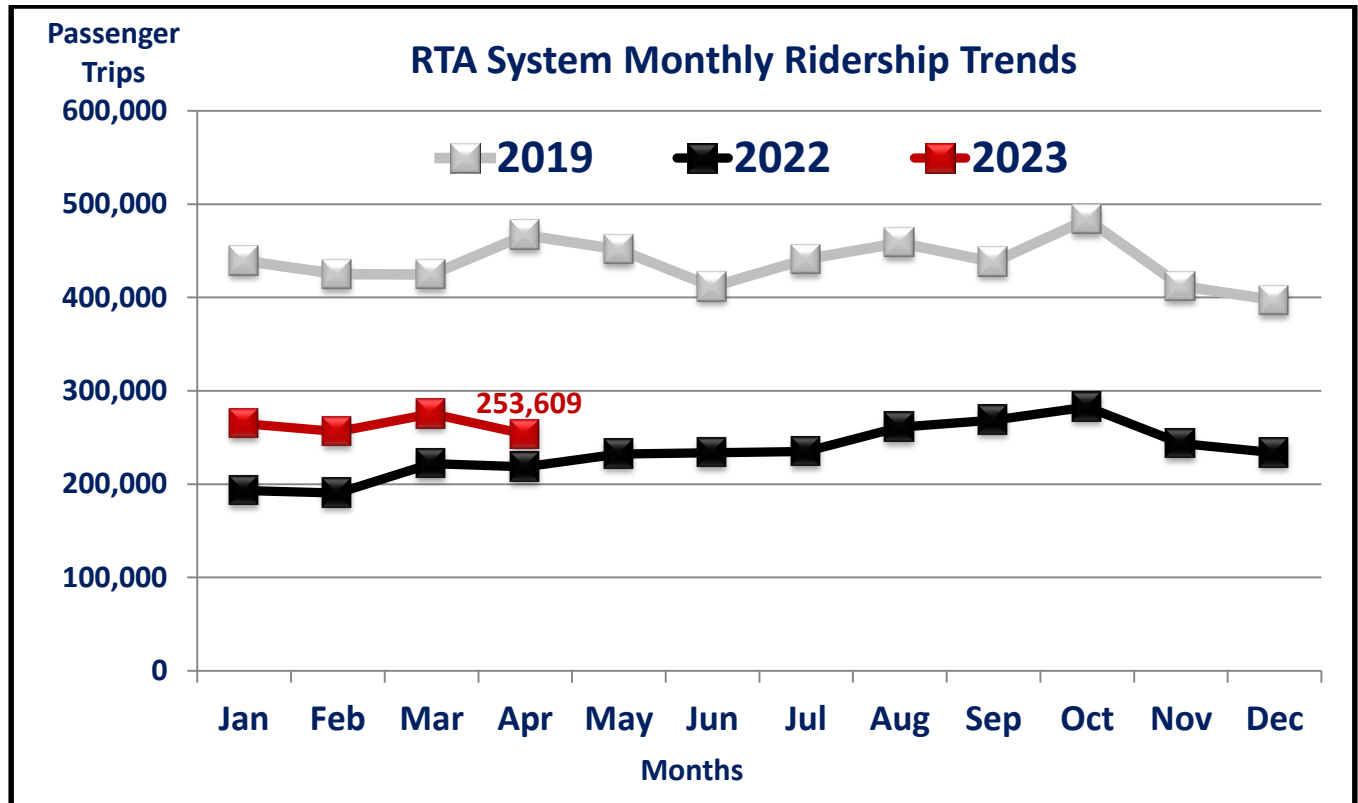


COMMUTE
with enterprise



System-wide Ridership and Service Performance Results

April 2023 system-wide ridership levels continued to be slightly impacted by the COVID-19 pandemic. Passenger trips totaled 253,609 which represents a 16.1% increase as compared to 218,463 passenger trips in April 2022 with 35,146 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in April 2019 with 466,880 passenger trips, the 253,609 passenger trips represent a 45.7% decrease with 213,271 fewer trips.

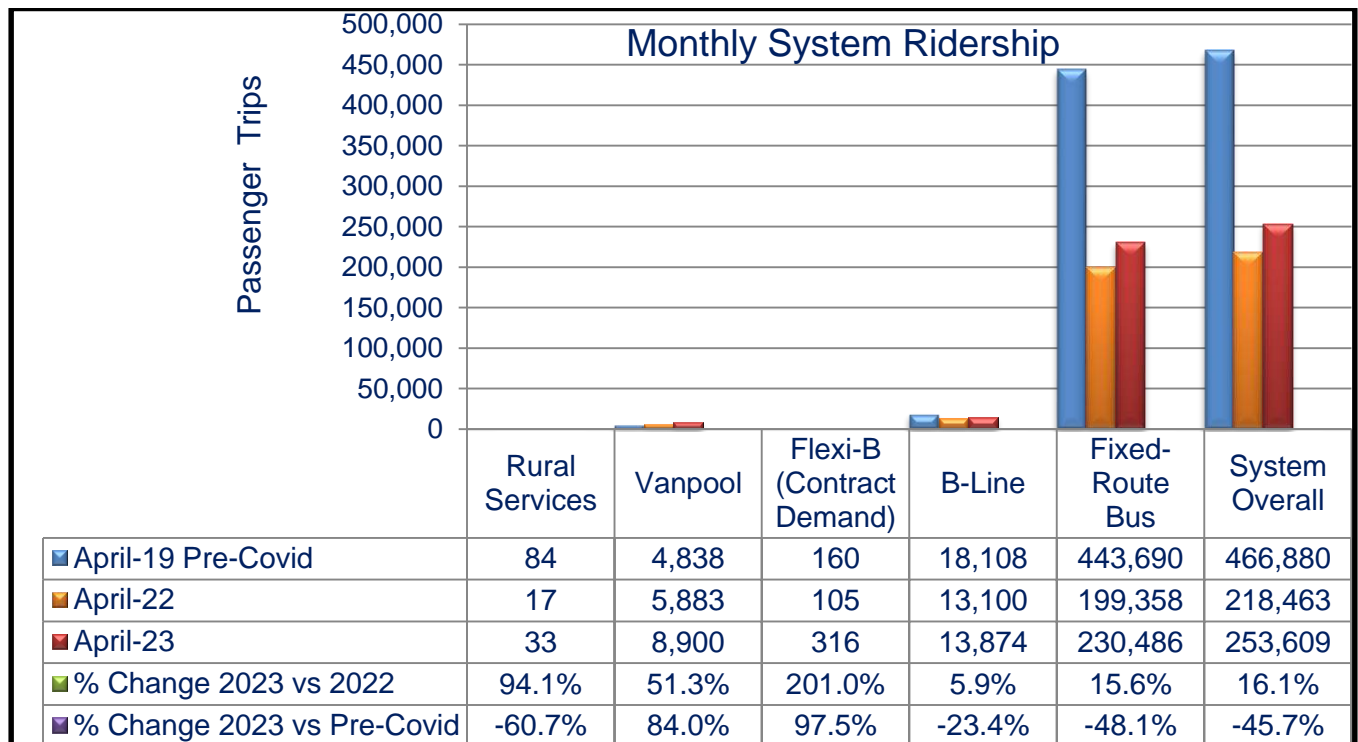


April 2023	April 2022	Variance
20 Weekdays	21 Weekdays	-1
5 Saturdays	5 Saturdays	-
4 Sundays	3 Sundays	+1
1 Easter Holiday, No Service on April 9 th	1 Easter Holiday, No Service on April 17 th	-
30 Days	30 Days	-

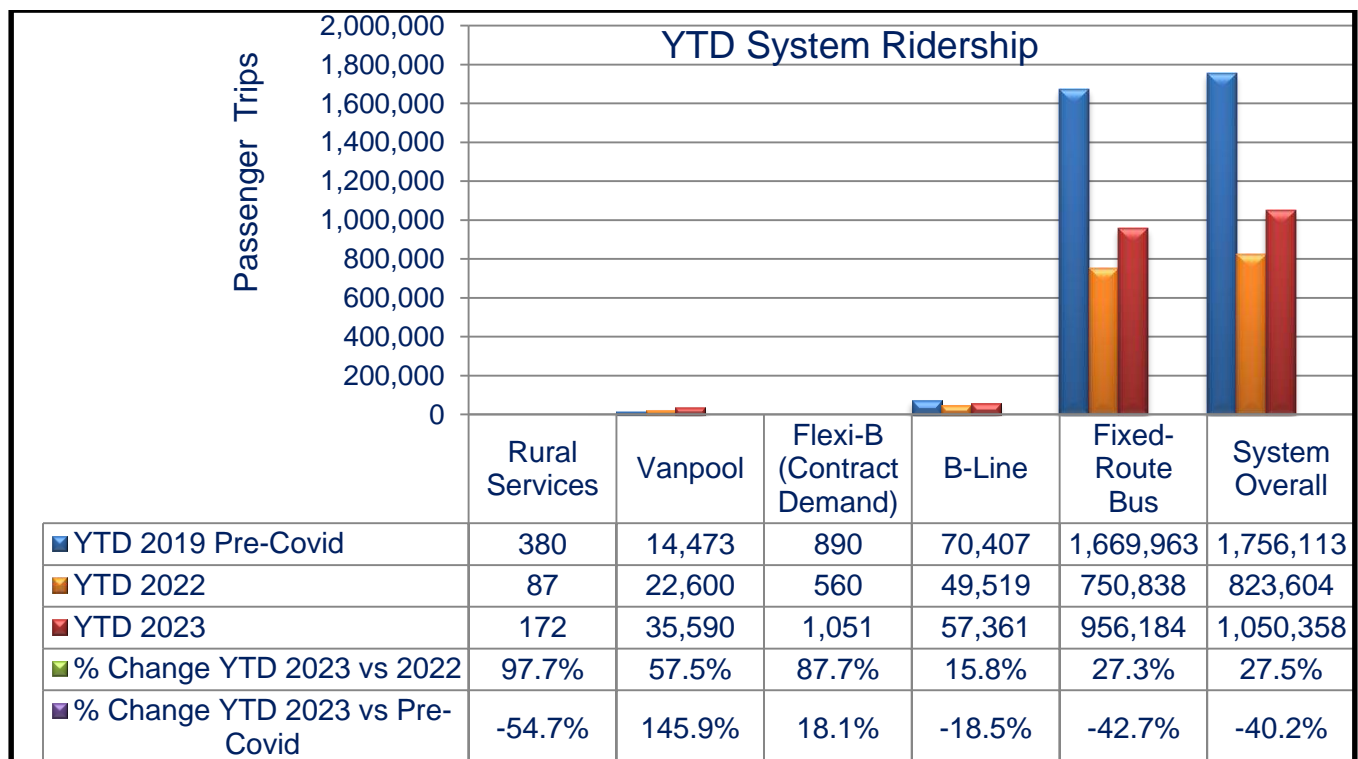
The average retail price for unleaded gas in Corpus Christi was approximately \$3.39 per gallon as compared to \$3.55 per gallon in April 2022¹ which represents a 4.5% decrease in the average cost per gallon. Rainfall was above normal at 7.49 inches as compared to last year's total of 0.24 inches for April.² Normal average April rainfall is approximately 2.04 inches. The 72.8-degree average temperature was just below the average monthly temperature of 73.4 degrees.

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

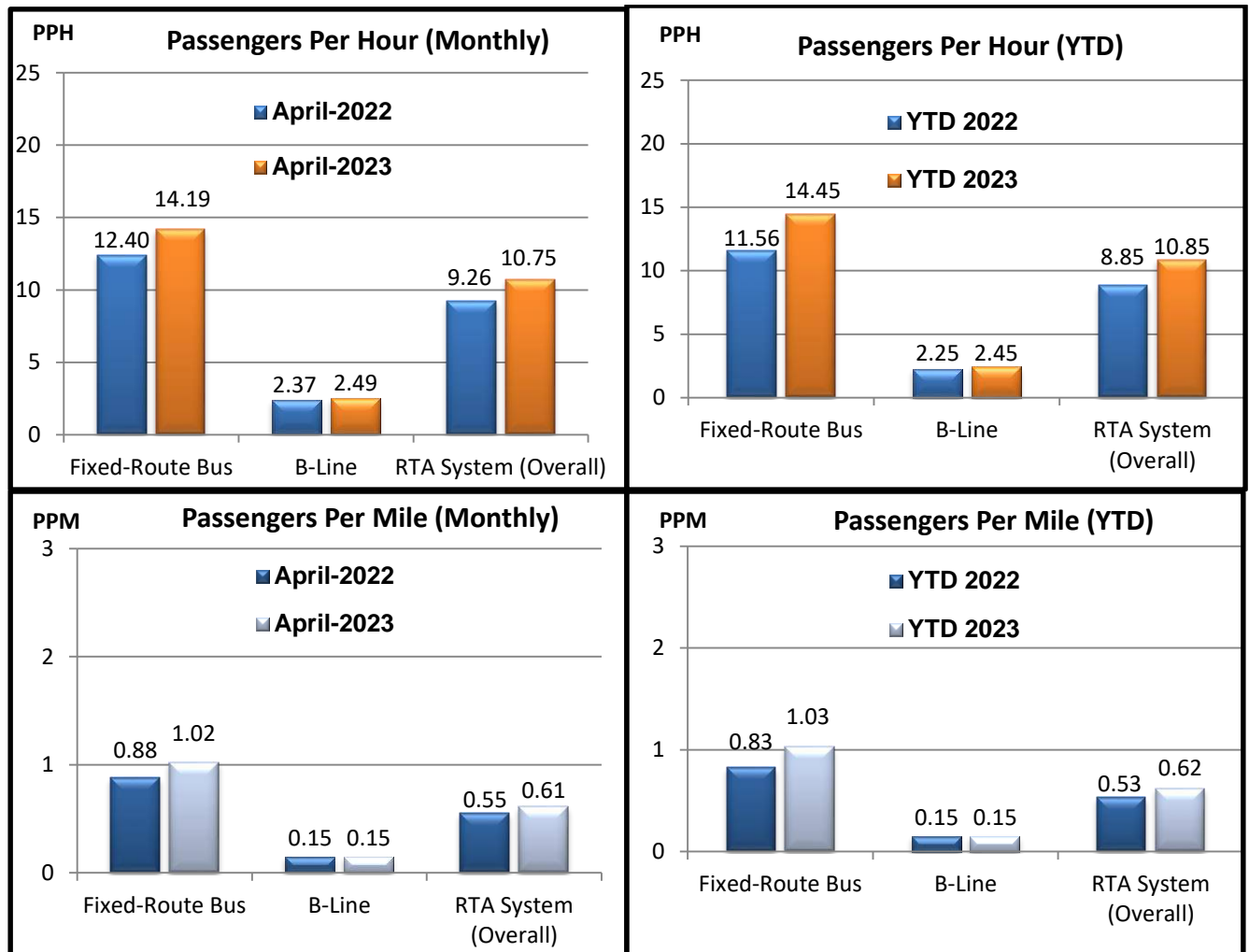
The chart below shows monthly ridership results for all services. CCRTA recorded 35,146 more passenger trips in April 2023 for a 16.1% increase as compared to April 2022. As compared to April 2019 Pre-Covid, passenger trips decreased 45.7%.



The chart below shows YTD ridership results for all services.



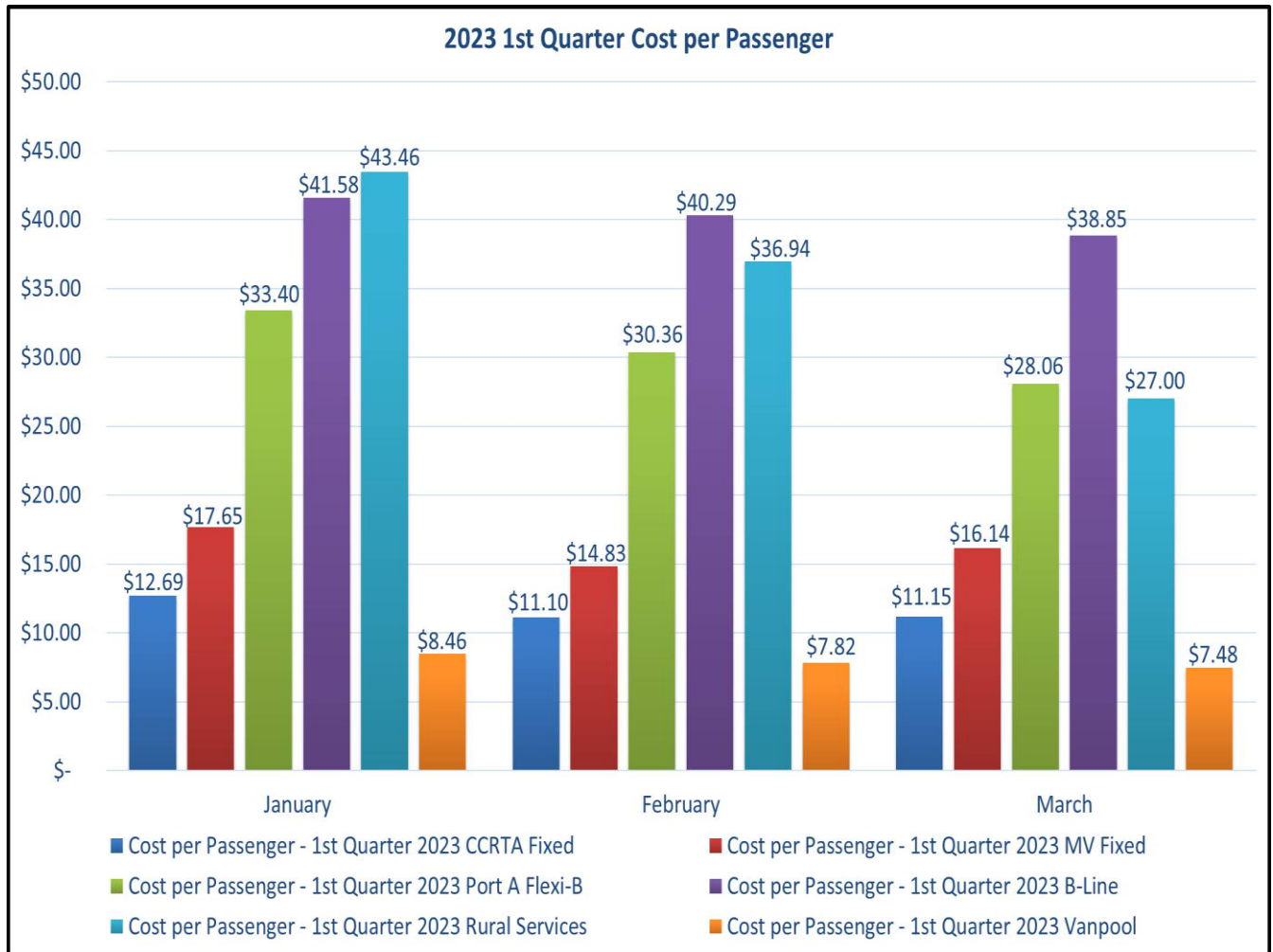
The following charts report system-wide productivity for the month of April 2023 vs. April 2022 and YTD figures.



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

Schedule Adherence	Standard	Jan-23	Feb-23	Mar-23	Apr-23	4-Month Average
Early Departure	<1%	0.0%	0.4%	0.0%	0.2%	0.2%
Departures within 0-5 minutes	>85%	93.6%	93.1%	90.4%	93.6%	92.7%
Monthly Wheelchair Boardings	No standard	3,463	3,084	3,331	2,424	3,076
Monthly Bicycle Boardings	No standard	4,444	4,280	5,257	4,605	4,647

The following tables include Cost per Passenger totals by service mode for the first quarter of 2023. In addition, year-to-date (YTD) averages by service mode are included.



Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
January	\$ 12.69	\$ 17.65	\$ 33.40	\$ 41.58	\$ 43.46	\$ 8.46
February	\$ 11.10	\$ 14.83	\$ 30.36	\$ 40.29	\$ 36.94	\$ 7.82
March	\$ 11.15	\$ 16.14	\$ 28.06	\$ 38.85	\$ 27.00	\$ 7.48
YTD Average	\$ 11.65	\$ 16.21	\$ 30.61	\$ 40.24	\$ 35.80	\$ 7.92

On Detour

- **Port Ave.** Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late April 2023.
 - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021. First Phase now complete-traffic switch over to new constructed east section.
 - Route 29 (**12 Stops closed**) Detour from Staples to Alameda to Texan Trail.
- **Park Road 22 water exchange bridge:** Began late 2020. Nearing Completion.
 - 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)
- **Leopard St.** (Nueces Bay to Palm) Project now complete but (**3**) stops remain closed due to detour. Routes 27 & 28 remain on detour.
 - Routes 27 & 28
- **Leopard St.** (Crosstown-Palm) (14) month project began Dec. 5, 2022. This Bond project will extend the current/existing Leopard St. detour.
 - Routes 27 & 28 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**6 stops closed**)

Detours Expected

- **McArdle** (Carroll-Kostoryz) To begin mid-2023.
 - Route 19 (**8 stops may be impacted**)
- **Alameda** (Chamberlain-Texan Tr.) To begin late-2023.
 - Routes 5 & 17 (**8 stops will be impacted**)
- **Comanche** (Carancahua-Alameda) To begin late-2023.
 - Routes 12, 21, 27 & 28 (**4 stops will be impacted**)
- **Brownlee Blvd.** (Morgan-Staples) To begin late-2023.
 - Routes 5x & 17 (**7 stops will be impacted**)

No Detour

- **Wildcat** (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project.
 - Route 27 (**1 stop closed 3 stops slightly impacted**)
- **Waldron Rd.** (SPID-Purdue): Began November 28, 2022. Phase 2 complete, Phase 3 about to begin which is anticipated to last six weeks.
 - Route 4 (**13 stops temporarily impacted**)
- **Everhart Rd. (SPID-S. Staples):** Project could begin late-2023.
 - Routes 32 & 37 (**7 stops will be impacted**)

For April 2023, 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, 21, 23, 25, 27, 28, 29, 37, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **52**.

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

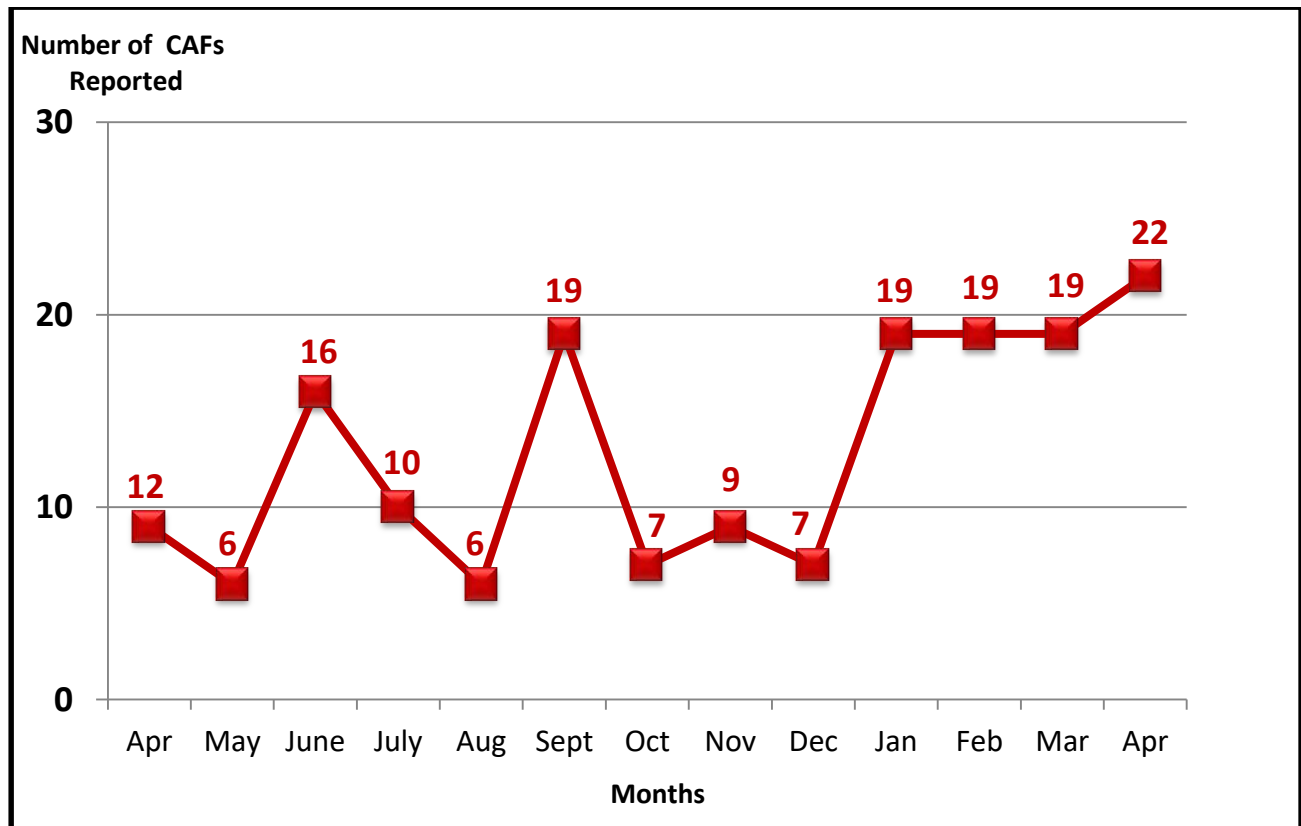
In April 2023, B-Line service metrics remain slightly impacted by factors related to the COVID-19 pandemic.

- Productivity: **2.49** 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): **14,998** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,215** ambulatory boardings; **3,822** wheelchair boardings

Metric	Standard	Jan-23	Feb-23	Mar-23	Apr-23	(4) Month-Ave.
Passengers per Hour	2.50	2.37	2.50	2.44	2.49	2.45
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	13,216	12,554	20,731	14,998	15,374
Monthly Wheelchair Boardings	No standard	3,680	3,705	4,179	3,822	3,847

Customer Programs Monthly Customer Assistance Form (CAF) Report

For April 2023, Customer Service received and processed 22 Customer Assistance Forms (CAF's). 22 CAF's exceeds the previous three month's totals and represents a 16% increase. However, of the 22 CAFs, four were commendations received from customers.



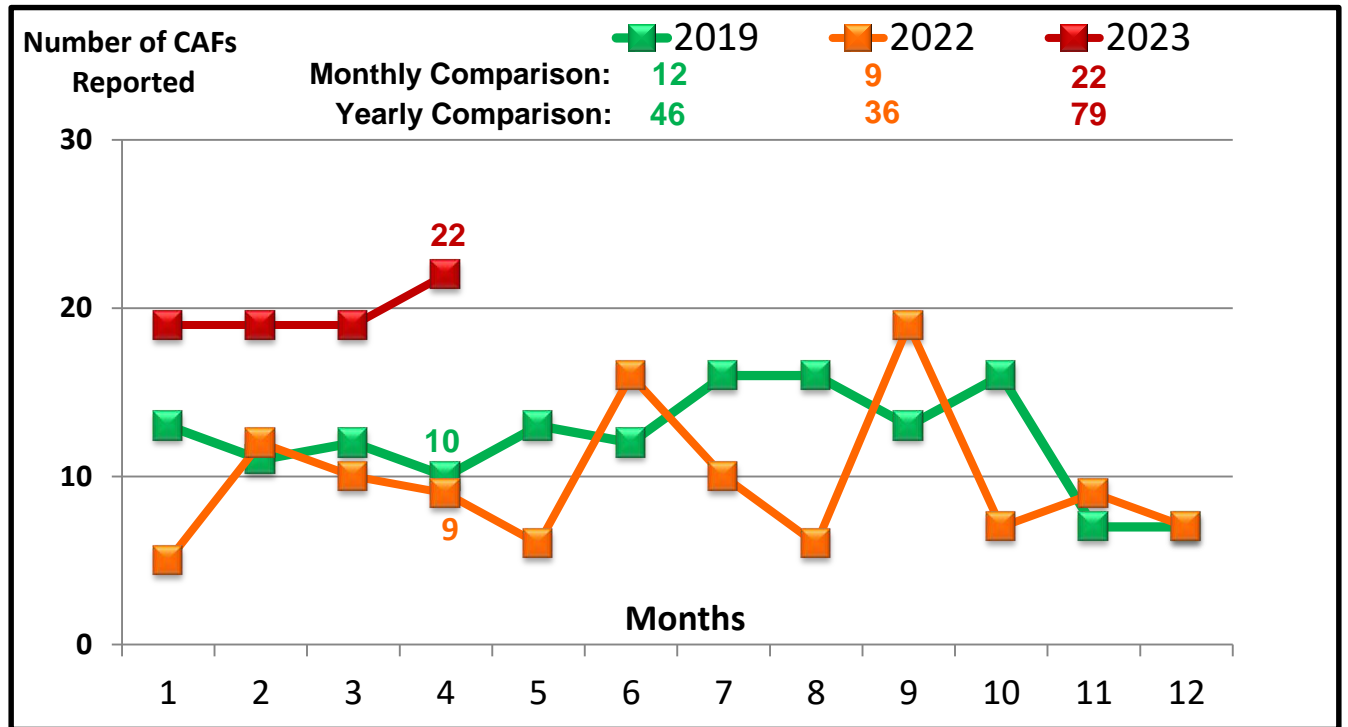
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#34 Robstown North Circulator	
#4 Flour Bluff	3	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	
#5x Alameda Express	1	#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	2	#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS		#54 Gregory/Downtown Express	
#16 Morgan/Port		#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	
#19 Ayers		#76 Harbor Bridge Shuttle	
#19G Greenwood	1	#78 North Beach Shuttle	1
#19M McArdle		#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	1	#93 Flex	1
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	1	#95 Port Aransas Express	
#26 Airline/Lipes	1	B-Line (Paratransit) Services	2
#27 Leopard	1	Safety, Security & Transportation	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation		Customer Service Department	
#29 Staples	1	Service Development	
#29F Staples/Flour Bluff		Facilities/Service Development	
#29SS Staples/Spohn South	1	Commendations	4
#32 Southside		TOTAL CAF's	22

CAF Breakdown by Service Type:

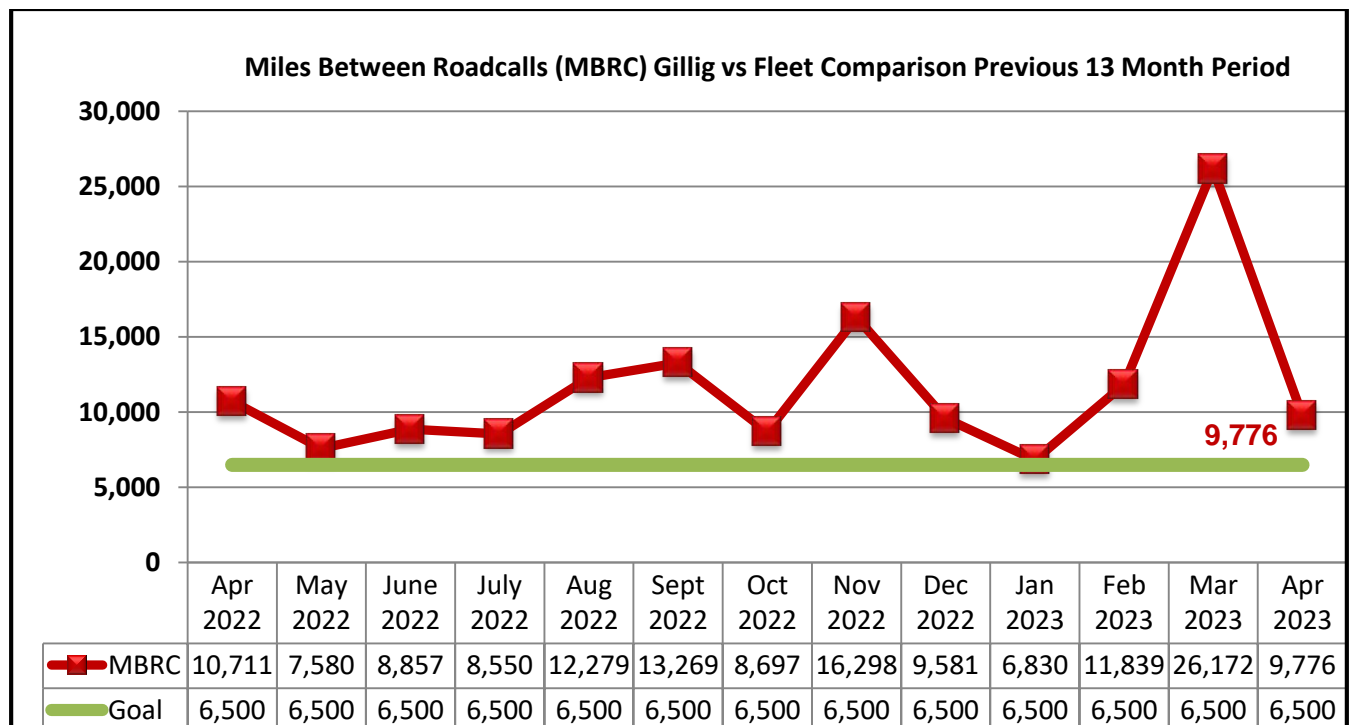
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues	3		2	5
Driving Issues	1		1	2
Customer Services				
Late/Early – No Show	1		1	2
Alleges Injury				
Fare/Transfer Dispute			1	1
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-Line Calls				
Incident at Stop		2		2
Incident on Bus	1			1
Incident at Station				
Policy/Standing Orders				
Denial of Service			1	1
Safety & Security				
Rude	2		1	3
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation	1			1
Commendations	4			4
Total CAFs	13	2	7	22

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In April 2023, there were 9,776 miles between road calls (MBRC) recorded as compared to 10,711 MBRC in April 2022. 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 11,572.



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: May 5, 2023

SUBJECT: B-Line Report for April 2023

- ❑ Ridership for the month of April 2023 was 13,874 compared to 13,100 for April 2022, which equates to 774 more trips representing a 5.91% **increase**.

- ❑ Ridership for YTD 2022 was 57,361 representing a 15.84% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
49,519	57,361	7,842	15.84%

Service Standards

- ❑ Productivity: 2.49 PPH (Passengers per hour) April 2023, contract standard is 2.50

- ❑ On Time Performance: 92.08% on time performance for April 2023

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

- ❑ 1,027 trips out of 12,965 trips (7.92%) did not meet the standard for on time performance in April 2023. Of that number:
 - 1003 were < 30 minutes late.
 - 24 were > 30 minutes late.
 - 0 were > 60 minutes late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 164,976.2 miles with 11 road calls that equates to 14,997.8 miles between road calls for April 2023. MV did exceed the minimum standard of 12,250 miles between road calls for April 2023.

Wheelchair Boarding's and associated statistics

For the month of April 2023, there were:

- 9,215 - ambulatory passengers
- 3,822 - wheelchair boarding's
- 729 - personal care attendants (AM)
- 105 – companions
- 3 - animals

Other Service statistics

There were 6 complaints **Customer Assistance Forms** recorded for April 2023:

1. just received a call from Mr. Orta stating that his B-Line ride today was terrible. His initial complaint is that the driver refused to help him board and that she just stood behind him. When Orta told her to get in front of him to guide him she refused and said she is doing what she is supposed to. He got upset and told her he needed her help and she told him to call someone. He then asked her who to call and she responded I don't care who you call just call someone. When he got to his destination at walmart she stood in front of him. He then got confused and asked why are you in front of me now then? She then responded "oh whatever". He felt very unsecure and unsafe.
 - a. We apologize for this mishap with Mr. Orta. I have spoken with and will call him again once video has been reviewed. Operator will be retrained on customer and proper protocol when assisting riders on/off the unit.
2. Ms. Myranda Reyes was already on the bus when they arrived at passenger, John Flores home. Ms. Reyes told the operator that she was getting out of her seat to move her bag so another passenger can sit there. The operator took off and she fell on her knee and ended up on her behind. She said she is not injured. He told her this is why you should not get up but she had told him she was getting up. The Operator did not get out of his seat to see if she was injured but he did ask her. He also told her he had already been suspended for this exact thing. Please call Myranda Reyes at 361-904-2197
 - a. WE sincerely apologize for this mishap. The operator stated that he did not hear Ms. Reyes say she was getting up to move anything. He also stated that when he looked in his mirror she was seated. He did not know she had gotten out of her seat until he heard the commotion in the back. He immediately stopped and she was up before he could get out of his seat. He stated I did ask if she was ok or needed medical and she declined. He stated that the bus is loud and he did not hear her say anything. He is deeply sorry that she had to go thru this.
3. This morning the complainant arrived at stop 695 at 07:53am trying to ride the Flex 93, she waited for the Flex for an hour, during this time she contact the Flex number and also saw the flex passing through the highway towards Flour Bluff making her wait until 9am. She is also asking for a bench on that location.
 - a. We do apologize for this. The flex runs every 30 minutes
4. Today Around 4pm the complainant was denaied service due to a verbal incident with the driver the day before. Baldwin @ Morgan 1125
 - a. After speaking with the driver she stated “ I did not deny anyone service. I pulled up to the stop opened my door to someone standing out at the stop. It look like he was counting something. I said are you riding today and got no response. I was running late and waited a minute with the rider never looking up. I went and took a quick 10-7 before going to my next stop”
5. Complainant called that Route 3 is running early, It was supposed to leave Compton @ Waldron at 3pm and by that time it was near building 8.

- a. Please accept our sincerest apologize. The operator time was wrong which made him think he was running late when he was running early. Dispatch reached out to him, and he fixed his watch to be the correct time.
6. Driver refuses to give Ms. Garcia the proper student discount. According to the driver she doesn't feel she should get the discount. She says only Del Mar and A&M get the discount even though those particular students ride for free and all other schools in Corpus Christi ride at the discount with of course the valid student ID. The driver told then told Ms. Garcia to stop talking. When Garcia asked for her Employee ID number so she can call and complain the driver then said go ahead and call, I am not worried, and also refused to give her employee ID number. The diver also keeps threatening to ban Garcia from the bus.
 - a. Operator stated that she asked Ms. Garcia for her valid student ID who then got upset because she feels like she shouldn't have to show it. Driver was counseled on the importance of remaining professional and providing excellent customer service.

Conclusion

The contractor has met or exceeded performance standards in two of the two key areas for April 2023:

- ❑ 2.49 passengers per hour
- ❑ 92.08% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for April 2023 at 14,997.8 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for April 2023

	Total Miles Driven in April for Each Bus Type	Total Road Calls for April 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	4,495	1	1	0	1	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	157,368	25	25	0	11	14	1	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	33,660	15	15	0	8	7	0	2
TOTAL MILES DRIVEN			TOTAL ROAD CALLS					
195,522		41	41	0	20	21	1	2
MILES BETWEEN ROAD CALLS								
9,776		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

RTA Committee Meetings

Wednesday, June 21, 2023

8:30 a.m.

RTA Board of Directors Meeting

Wednesday, June 28, 2023

8:30 a.m.

RCAT Committee Meeting

Thursday, August 17, 2023

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

June 19, 2023

Juneteenth (Reduced Service)

June 25, 2023

CCRTA Employee Picnic