



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, September 21, 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.	CEO Derrick Majchszak introduction to the committee	10 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for August 18, 2023.	5 minutes	Pages 1 - 3
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	RCAT Liaison Report a. CCRTA SWTA (Southwest Transit Association Awards) b. Call for Projects c. Committee Appointments – Admin. & Finance and Operations & Capital Projects d. July Key Performance Metrics for Fixed Route and Paratransit e. August CEO Report f. Budget Workshop #4	20 minutes	No Attachment
8	RCAT 2024 Agenda Discussion	15 minutes	No Attachment

9	Chairperson's Report	5 minutes	No Attachment
	Informational Items:		
	a) July 2023 CAF Report		Pages 4 - 7
	b) July 2023 Operations Report Key Metrics		Pages 8 -18
	c) July 2023 B-Line Report		Pages 19 -22
	d) July 2023 Maintenance Road Call Report		Page 23
	e) Upcoming Events and RTA Functions		Page 24
10	Adjournment		No Attachment
	Total Minutes:	66	

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.

			(circle one)
6.	Committee for Persons with Disabilities (CFPWD) ➤ Melanie Gomez will provide the update.	5 minutes	No Attachment
7.	RCAT Liaison Report - Sharon Montez a. CCRTA SWTA (Southwest Transit Association Awards) b. Call for Projects c. Committee Appointments – Admin. & Finance and Operations & Capital Projects d. July Key Performance Metrics for Fixed Route and Paratransit e. August CEO Report f. Budget Workshop #4	20 minutes	No Attachment
8.	Chair ➤ Imelda Trevino will open floor to discuss topics for 2024 RCAT Agenda.	15 minutes	No Attachment
9.	Chairperson’s Report Read BLUE sheet for announcements	5 minutes	No Attachment
	➤ Advise members this information included in the packet Informational Items: a) July 2023 CAF Report b) July 2023 Operations Report Key Metrics c) July 2023 B-Line Report d) July 2023 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 4 - 7 Pages 8-18 Pages 19-22 Page 23 Page 24
10	Adjournment		No Attachment
	Total	66 minutes	

➤ The chair will adjourn the meeting and state the time : **PM**

No-Show/Eligibility Appeals
None scheduled this month.

**RTA Committee on Accessible Transportation (RCAT)
MEETING MINUTES**

Thursday, August 17, 2023

Advisory Committee Members Present: Robert Box, Rhonda Alvarez, Randal Chisamore, Thomas Cronnon, Liliana Macias-Pettis, and Celia Mendez

Advisory Committee Members Absent: Imelda Trevino, Inez Garcia, and Jeannine Leal

Board Members Present: None

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

MV Present: None

Call to Order: Robert Box called the meeting to order at 12:03 p.m.

Pledge of Allegiance was recited.

Roll Call: Amanda De La Cerda called the roll and determined a quorum was present.

Public Comment: None

Action to Approve Meeting Minutes of June 15, 2023 approved as presented. Thomas Cronnon made a motion to adopt the RCAT Minutes of June 15, 2023 as presented; 2nd by Rhonda Alvarez. Motion Passed.

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

Awardment of the One-Year Contract to Acrisure, LLC DBA Carlisle Insurance for Windstorm & Hail Coverage.

Thomas Cronnon inquired if the \$45MM to total insured values was just for the building or did it include the buses as well. Sharon Montez informed the committee that the \$45MM was for both the building and the buses.

Awardment of Three-Year Contract for Occupational Medical Services to The Doctors Center.

The May Operations Report was presented. 2022 vs 2023 comparison showed an increase of 21.8% in passenger trips. Revenue service miles exhibited an 8.2% increase compared to May of last year. Due to reconstruction activity, 11 out of 33 fixed route services or 33% were directly impacted in May – 49 stops remain impacted or closed. CCRTA exceeded the industry standards in passenger per hour, denials, and Miles Between Road Calls.

Thomas Cronnon inquired on the Miles Between Road Calls statistic. Sharon Montez informed the committee that the data was to track the miles a bus is in service (on the road) before it is out of commission for repairs.

CEO's June 2023 Report was presented. Ridership increased by 9% compared to June 2022. The CCRTA hired seven Bus Operators, one Marketing Specialist, and one DBE Specialist. There will be ongoing construction at Del Mar College – Oso Creek which is 97% complete and Port Ayers Transfer Station sites. To ensure an open relation with the public, CCRTA attended various meeting in the community. A meet and greet with the new CCRTA CEO was held on July 19th.

The June Operations Report was presented. 2022 vs 2023 comparison showed an increase of 10.2% in passenger trips. Revenue service miles exhibited a 2.5% increase compared to June of last year. Due to reconstruction activity, 11 out of 33 fixed route services or 33% were directly impacted in May – 52 stops remain impacted or closed. CCRATA exceeded the industry standards in passenger per hour, denials, and Miles Between Road Calls.

CEO's July 2023 Report was presented. Ridership increased by 9% compared to July 2022. The CCRTA hired four Bus Operators, one Garage Service Technician, and one DBE Specialist. Del Mar College – Oso Creek is complete and a ribbon cutting ceremony will be held on Monday, August 28th. Port Ayers Transfer Station site remains under construction. Staples Street Center is in discussions with Gignac Architects for windstorm improvements. Committed to employee training wellness

and celebration the CCRTA held various events and training for their employees in July.

Robert Box asked if the committee had any concerns or topics they would like to discuss and tabled the discussion of the RCAT Board Calendar Discussion for the September RCAT Meeting.

Liliana Macias-Pettis inquired on who educates the public on how to utilize the CCRTA Services as well as any marketing materials available to assist with the education of the CCRTA's services. Sharon Montez shared that the point of contact would be the Eligibility Department and Customer Service.

Rhonda Alvarez inquired on the B-Line scheduling services ability to send a text message to the rider when the bus was on its way. Melanie Gomez, Eligibility Coordinator, shared that it was possible. The notification preference would need to be selected at the time of scheduling the appointment.

Thomas Cronnon inquired on the possibility of having the RCAT packets and other documents readily available on the RCAT website.

Committee Inquired if the extended hours of the Fixed Route services like the B-line would increase as well. The committee was informed by Sharon Montez that the extended hours would only be a possibility if the CCRTA could hire Bus Operators to keep up with the request for increased hours.

Chairperson's Report:

Robert Box shared the upcoming meeting dates with the committee.

The meeting adjourned at 1:04 p.m.



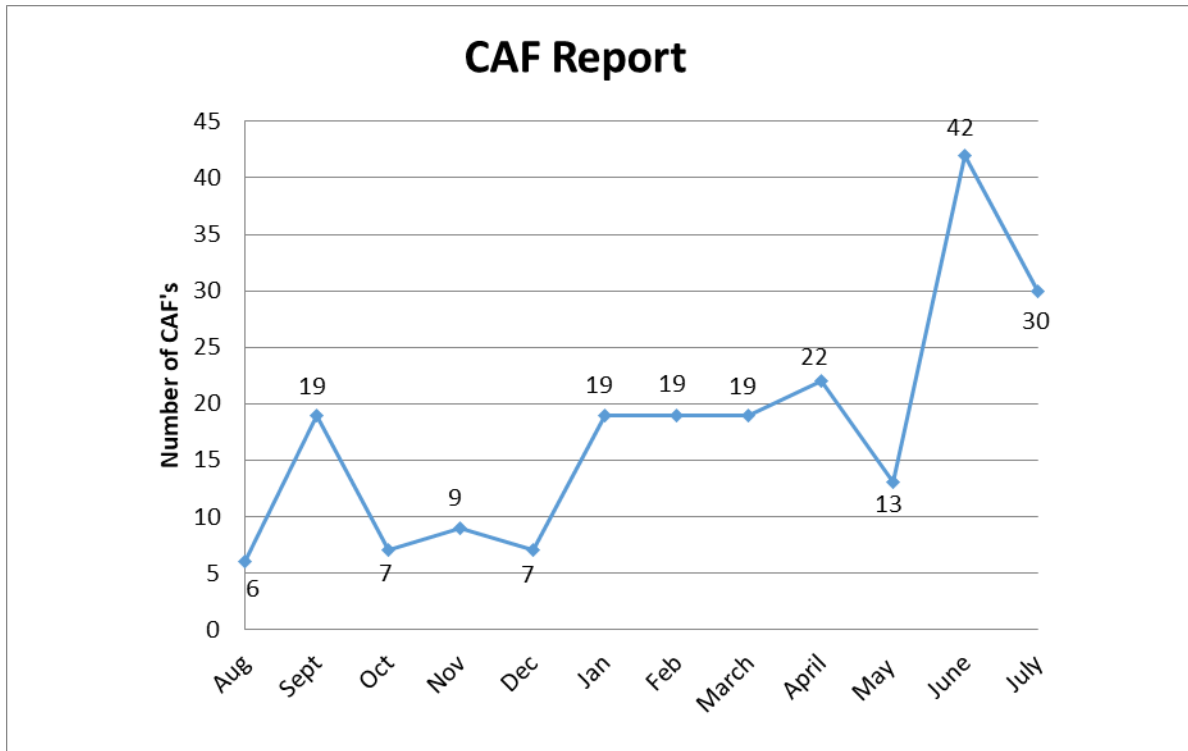
July 31, 2023

Subject: CAF Report for July 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2023, there were 30 reported CAFs which was less than the 42 reported CAFs for June 2023. The decrease of 12 CAFs represents a 28.5% decrease.

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



July 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#32 Southside	
#4 Flour Bluff	1	#34 Robstown North Circulator	
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#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	2
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle	1	#83 Advanced Industries	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	3	#93 FLEX	
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood	1	#95 Port Aransas Express	1
#26 Airline/Lipes		B-Line (Para-Transit) Services	5
#27 Leopard	2	Transportation	
#27x Leopard (Express)		Service Development	
#28 Leopard /Navigation	1	Facilities/Service Development	
#29 Staples	1		
#29F Staples/Flour Bluff	3		
#29SS Staples/Spohn South	2	COMMENDATIONS	4
		TOTAL CAF's	30

July 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	1	2		3
Service Stop Issues				
Driving Issues	4	1		5
Customer Services				
Late/Early – No Show			2	2
Alleges Injury	2			2
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup	1			1
Add Bench/Stop				
Left Behind/Passed Up	2		1	3
Inappropriate Behavior				
Bline Call Lines				
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Policy				
Denial of Service				
Safety and Security				
Rude	3	2	1	6
Facility/Srvc Development				
Service Development	1		1	2
Transportation (Other)				
Over Crowded Vehicle				
Cell Phone User				
Safety & Transportation				
Commendations	3		1	4
TOTAL CAFs	19	5	6	30

Conclusion:

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

Nineteen CAFs were received regarding CCRTA Service, representing 63% of the total customer assistance contacts; there were three commendations.

Five CAFs were received regarding B-Line Service representing 17% of the total customer assistance contacts; there were no commendations.

Six CAFs were received regarding Contracted Fixed Route Service representing 20% of the total customer assistance contacts; there was one commendation.

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: July 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.

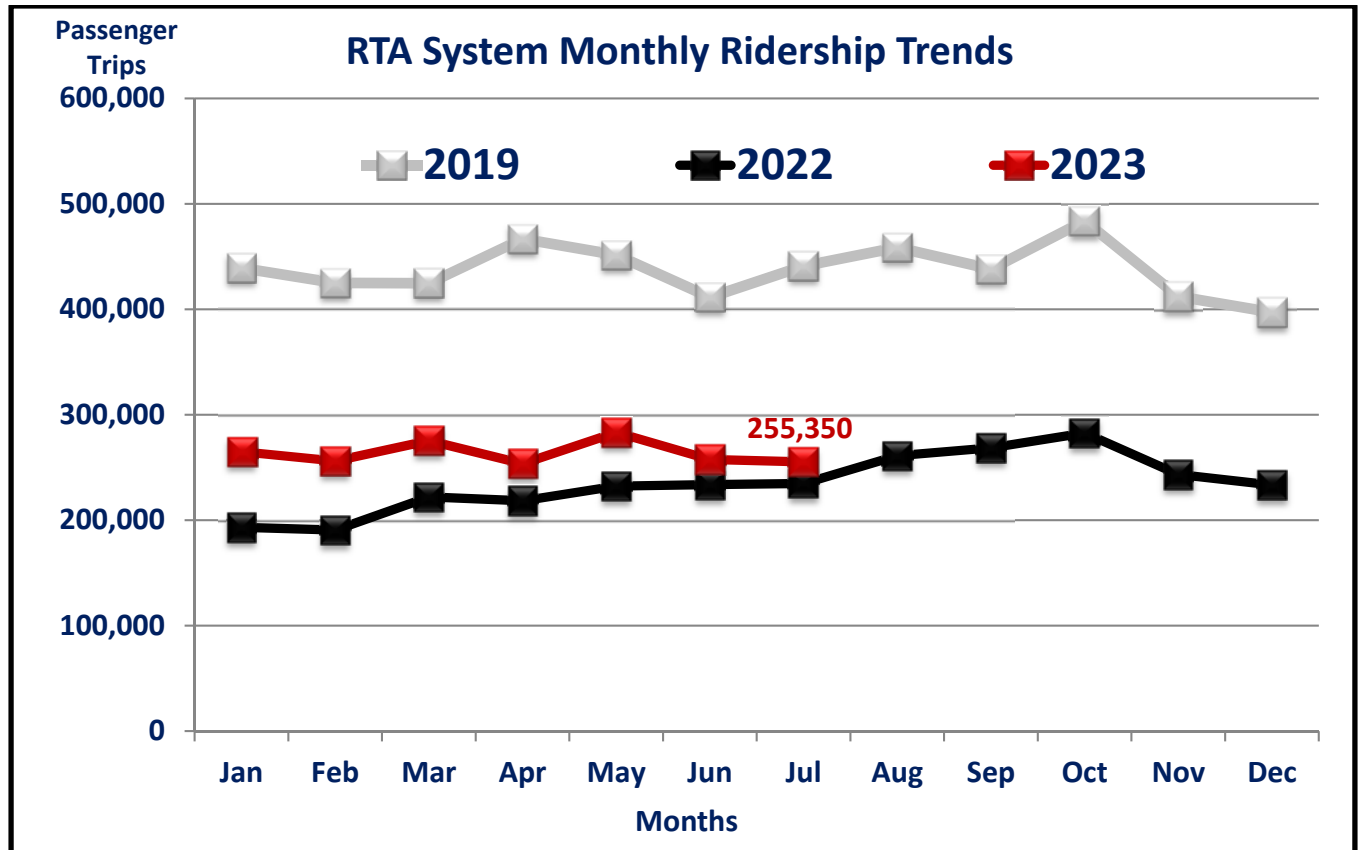


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System-wide Ridership and Service Performance Results

July 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 255,350 which represents an 8.7% increase as compared to 234,888 passenger trips in July 2022 with 20,462 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in July 2019 with 441,047 passenger trips, the 255,350 passenger trips represent a 42.1% decrease with 185,697 fewer trips.

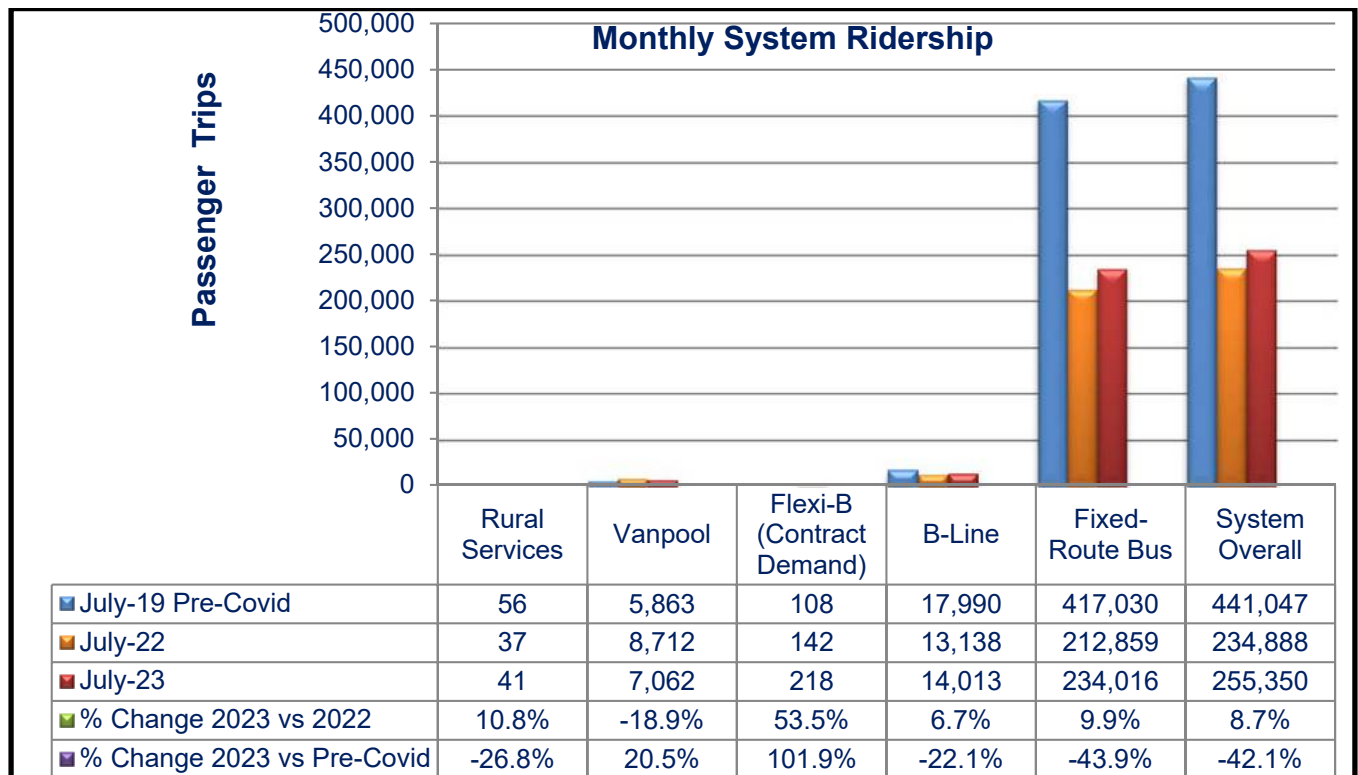


July 2023	July 2022	Variance
20 Weekdays	20 Weekdays	-
5 Saturdays	5 Saturdays	-
6 Sundays	6 Sundays	-
31 Days	31 Days	-

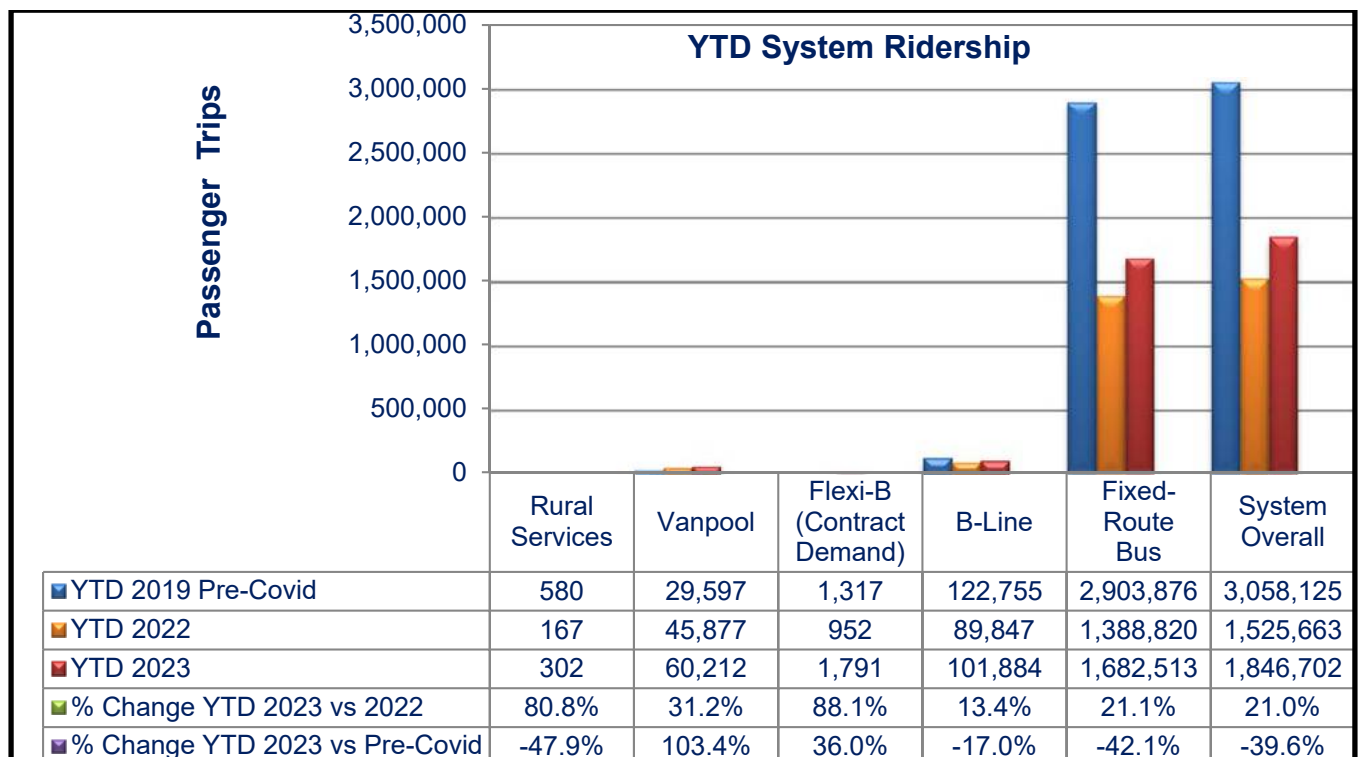
The average retail price for unleaded gas in Corpus Christi was approximately \$3.18 per gallon as compared to \$3.85 per gallon in July 2022¹ which represents a 17.4% decrease in the average cost per gallon. Rainfall was below normal at 0.39 inches as compared to a total of 0.54 inches in July 2022.² Normal average July rainfall is approximately 2.79 inches. The 98.2-degree average high temperature for July was above the average monthly temperature of 93.4 degrees.

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

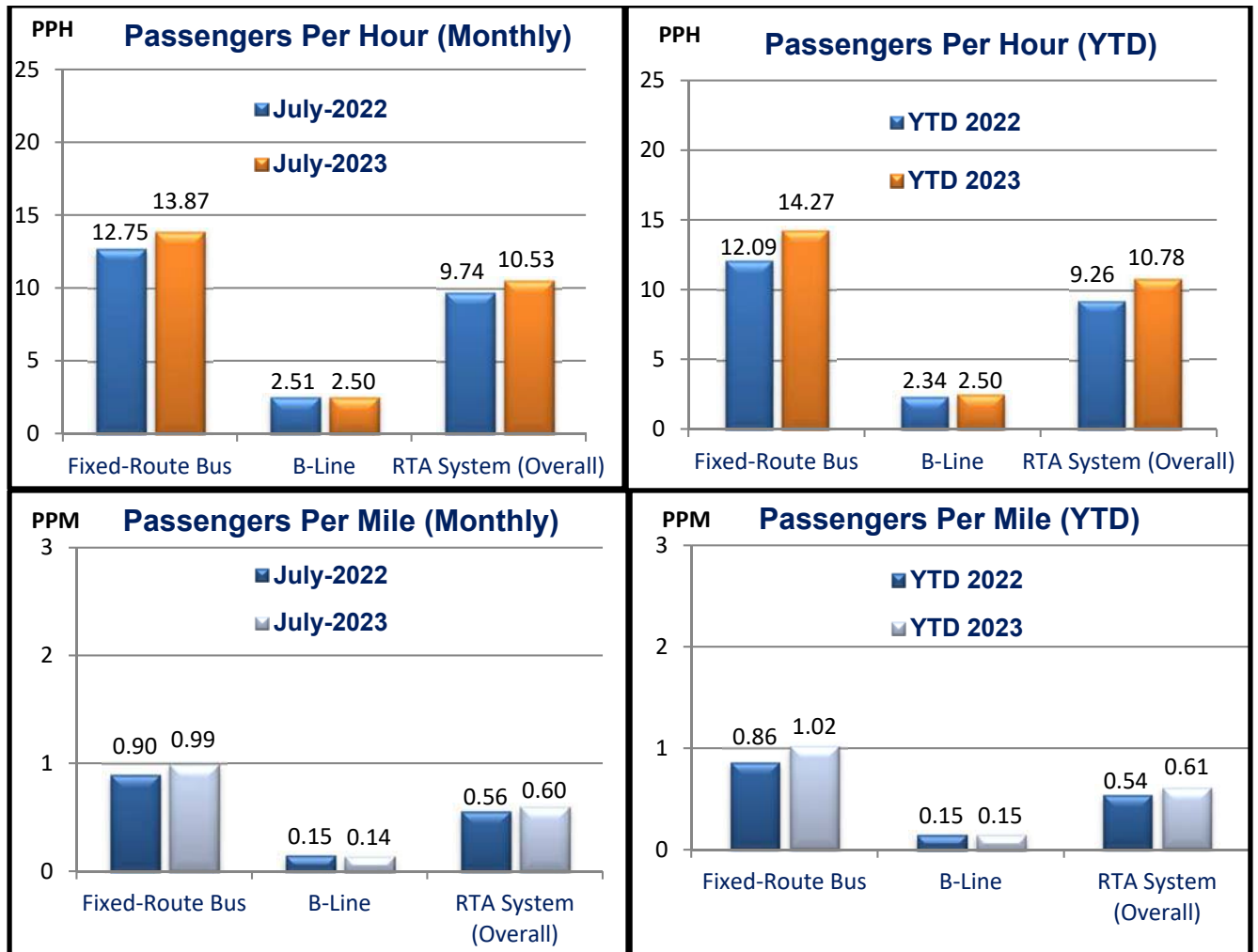
The chart below shows monthly ridership results for all services. CCRTA recorded 20,462 more passenger trips in July 2023 for an 8.7% increase as compared to July 2022. As compared to July 2019 Pre-Covid, passenger trips decreased 42.1%.



The chart below shows YTD ridership results for all services.



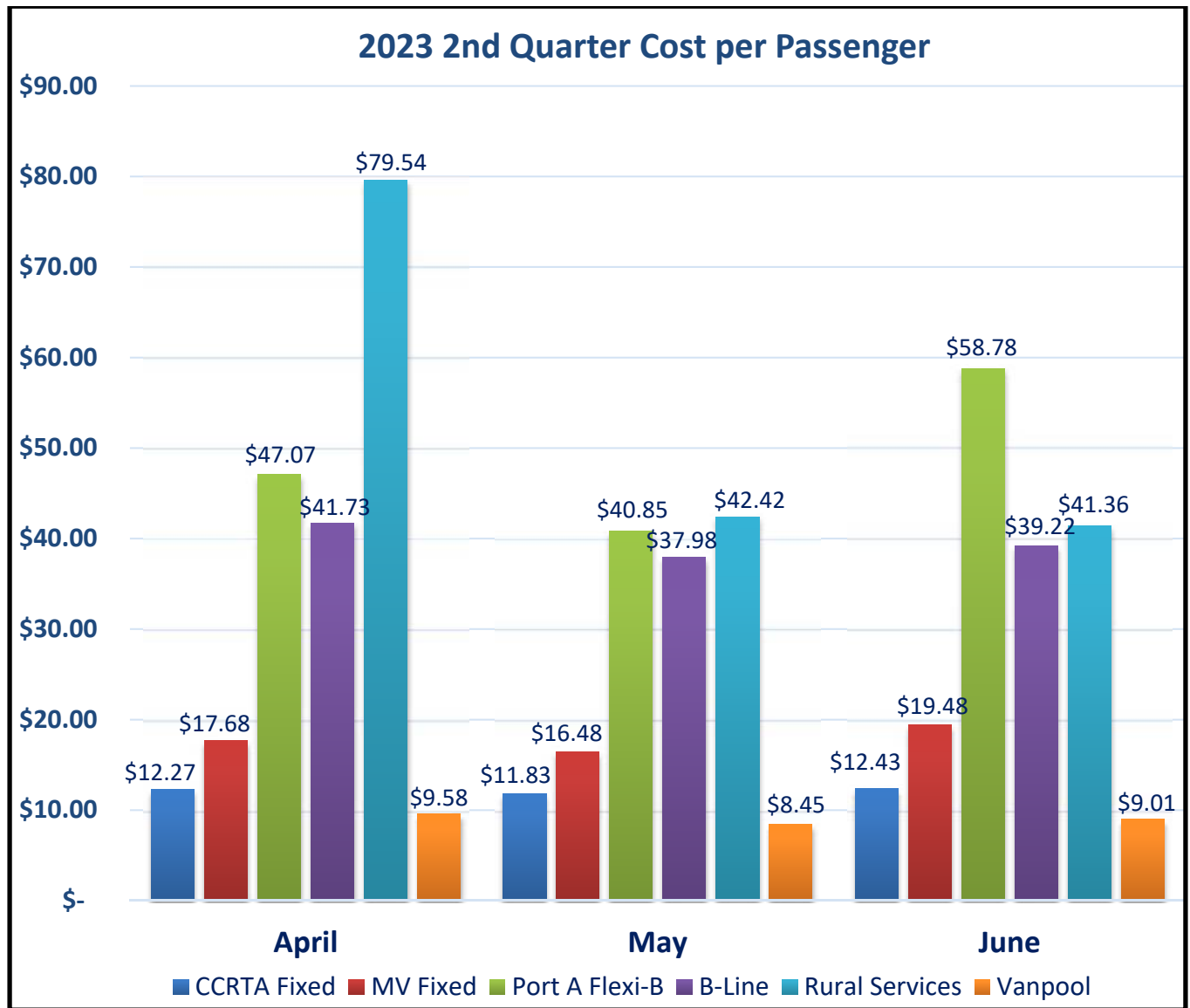
The following charts report system-wide productivity for the month of July 2023 vs. July 2022 and YTD figures.



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

Schedule Adherence	Standard	Apr-23	May-23	Jun-23	Jul-23	4-Month Average
Early Departure	<1%	0.2%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	89.7%	85.8%	85.5%	89.1%	87.5%
Monthly Wheelchair Boardings	No standard	2,485	3,344	3,684	3,762	3,319
Monthly Bicycle Boardings	No standard	4,159	5,867	6,237	6,312	5,644

The following tables include Cost per Passenger totals by service mode for the second 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
April	\$ 12.27	\$ 17.68	\$ 47.07	\$ 41.73	\$ 79.54	\$ 9.58
May	\$ 11.83	\$ 16.48	\$ 40.85	\$ 37.98	\$ 42.42	\$ 8.45
June	\$ 12.43	\$ 19.48	\$ 58.78	\$ 39.22	\$ 41.36	\$ 9.01
YTD Average	\$ 12.00	\$ 17.09	\$ 39.81	\$ 33.99	\$ 45.17	\$ 8.52

On Detour

- **Port Ave.** Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late October 2023.
 - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021. Traffic now on newly constructed east section. Project to be complete late October 2023.
 - Route 29 (**12 Stops closed**) Detour from Staples to Alameda to Texan Trail.
- **New Harbor Bridge (North Beach):** Routes 76 & 78 remain on a 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. Expected completion in June 2024.
 - Routes 27 & 28 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**6 stops closed**)
- **Wildcat** (Northwest Blvd.-Teague) Began Jan. 10, 2023. (10) month project. with
 - Route 27 (**4 stops closed**) Began temporary detour in June 26, 2023.

Detours Expected

- **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**)
- **Upper/Mid./Lower Broadway:** Project currently in design.
 - Routes 6, 76 & 78 (no stops to be impacted)
- **McArdle Rd. (Carroll-Kostoryz):** Project to begin Fall-2023.
 - Route 19 (8 stops will be impacted)
- **Alameda (Louisiana-Texan Trail):** Project to begin Fall-2023.
 - Route 5 (19 stops impacted)

Currently No Detour

- **Everhart Rd. (SPID-S. Staples):** Project to begin Fall-2023.
 - Routes 32 & 37 (7 stops will be impacted)
- **Waldron Rd.** (SPID-Purdue): Project began November 28, 2022 and was completed July 2023.
 - Route 4 (**13 stops no longer impacted**)

For July 2023, there were 9 impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 27% of CCRTA services travelling on the local streets. Detoured bus route services include: 21, 23, 25, 27, 28, 29, 37, 76 & 78.

Total number of bus stops currently impacted or closed is **39**.

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

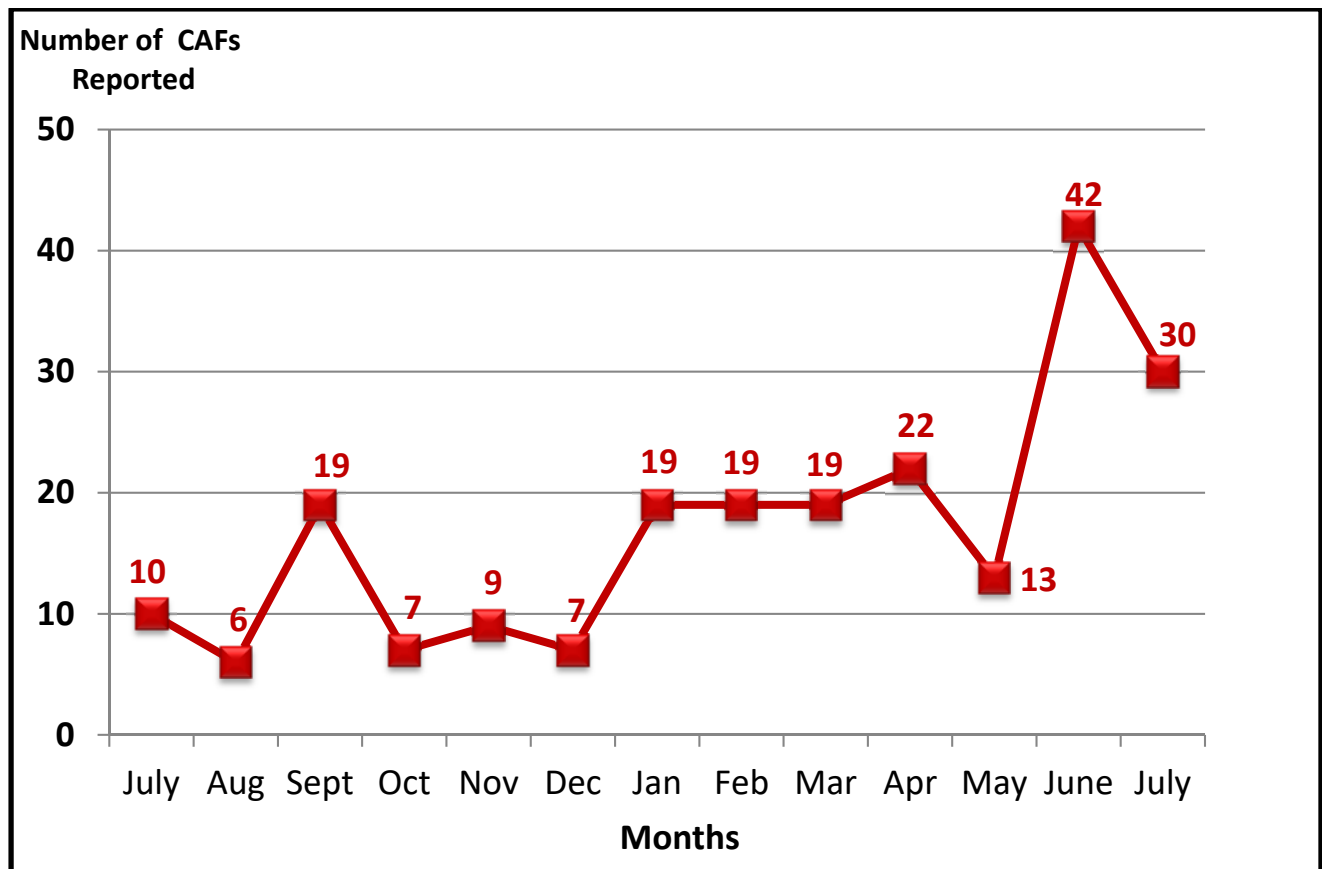
In July 2023, B-Line service metrics remain slightly impacted by factors related to the COVID-19 pandemic.

- Productivity: **2.50** 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): **13,774** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,137** ambulatory boardings; **3,975** wheelchair boardings

Metric	Standard	Apr-23	May-23	Jun-23	Jul-23	(4) Month-Ave.
Passengers per Hour	2.50	2.49	2.63	2.58	2.50	2.55
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	14,998	13,886	12,474	13,774	13,783
Monthly Wheelchair Boardings	No standard	3,822	4,355	4,384	3,975	4,134

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2023, Customer Service received and processed 30 Customer Assistance Forms (CAF's). 30 CAF's represents a 28.5% decrease. Of the 30 CAFs, four were commendations.



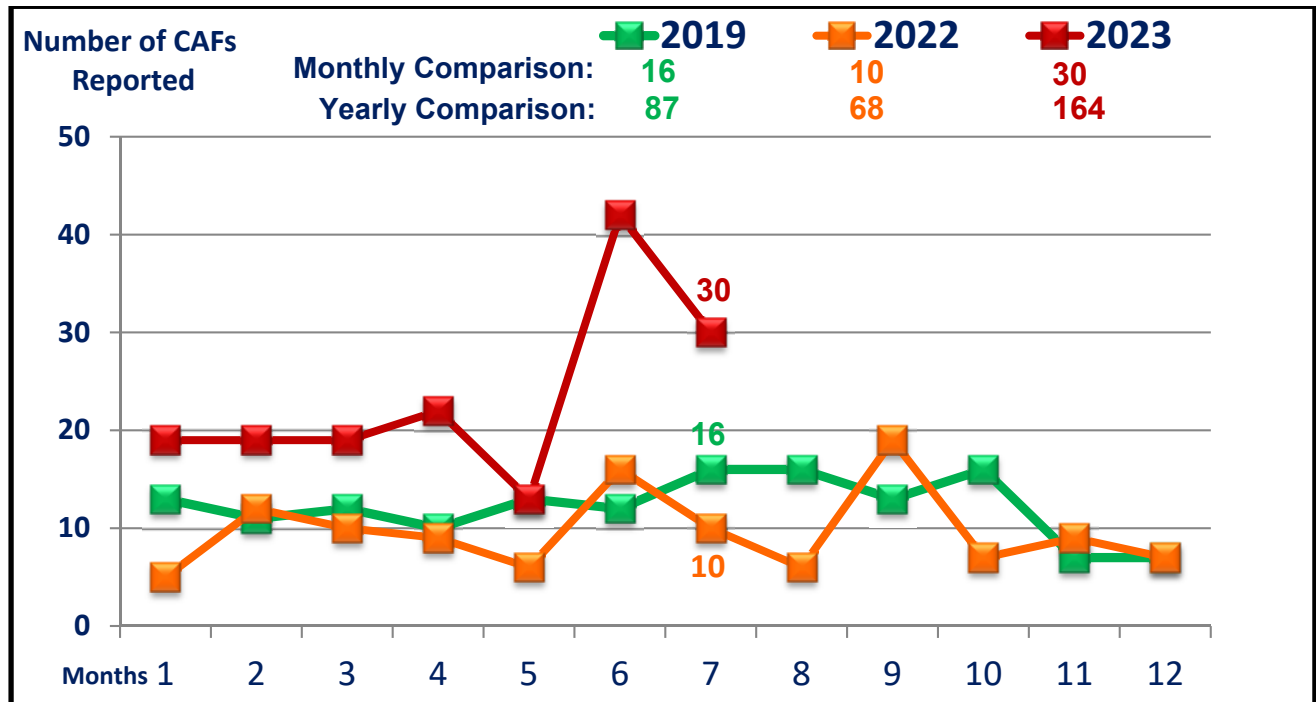
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#34 Robstown North Circulator	
#4 Flour Bluff	1	#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	2	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS		#60 Momentum Shuttle	
#16 Morgan/Port		#65 Padre Island Connection	
#17 Carroll/Southside		#76 Harbor Bridge Shuttle	2
#19 Ayers		#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle	1	#90 Flexi-B Port Aransas	
#21 Arboleda		#93 Flex	
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	1
#25 Gollihar/Greenwood	1	B-Line (Paratransit) Services	5
#26 Airline/Lipes		Safety & Security	
#27 Leopard	2	Transportation	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	1	Customer Service Department	
#29 Staples	1	Service Development	
#29F Staples/Flour Bluff	3	Facilities	
#29SS Staples/Spohn South	2	Commendations	4
#32 Southside		TOTAL CAF's	30

CAF Breakdown by Service Type:

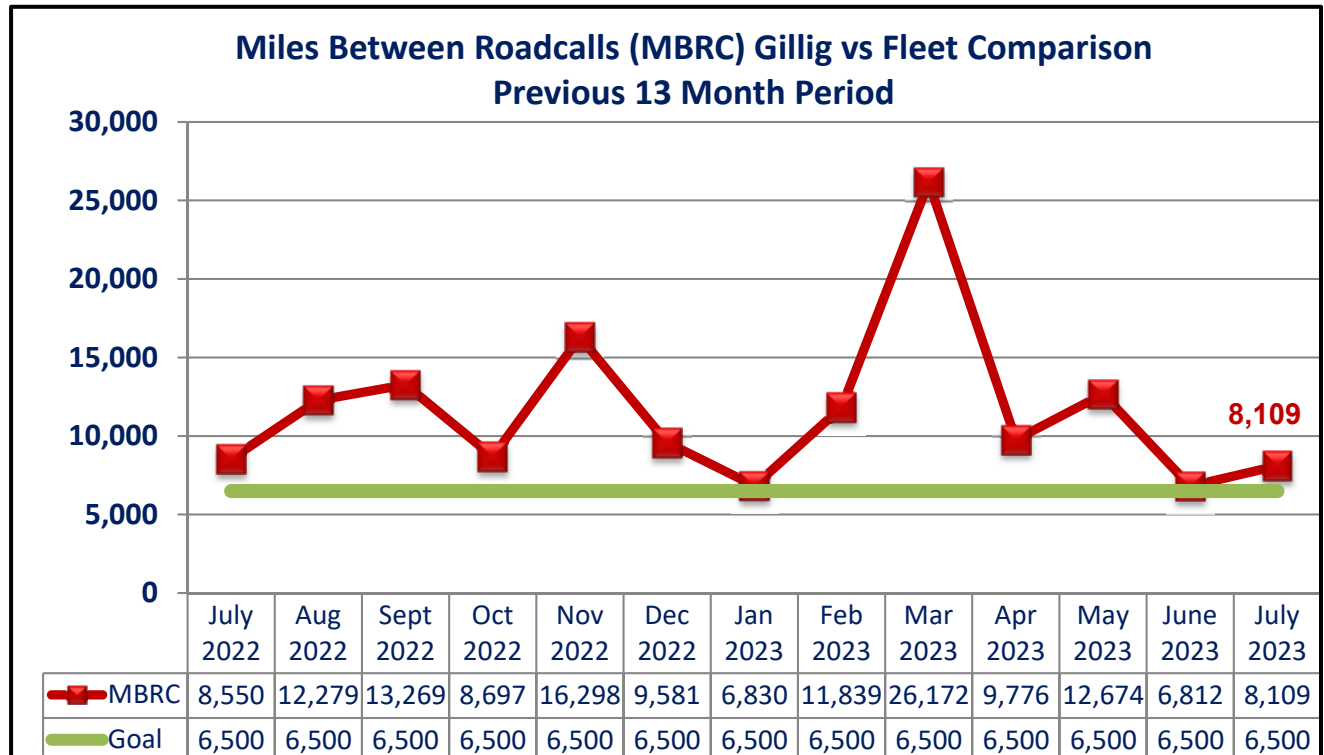
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA	1	2		3
Service Stop Issues				
Driving Issues	4	1		5
Customer Services				
Late/Early – No Show			2	2
Alleges Injury	2			2
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup	1			1
Add Bench/Stop				
Left Behind/Passed Up	2		1	3
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	3	2	1	6
Facility Maintenance				
Service Development	1		1	2
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations	3		1	4
Total CAFs	19	5	6	30

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In July 2023, there were 8,109 miles between road calls (MBRC) recorded as compared to 8,550 MBRC in July 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 11,607.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Managing Director of Operations

Final Approval by: _____
 Derrick Majchszak
 Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: August 3, 2023

SUBJECT: B-Line Report for July 2023

- ❑ Ridership for the month of July 2023 was 14,013 compared to 13,138 for July 2022, which equates to 875 more trips representing a 6.66% **increase**.

- ❑ Ridership for YTD 2023 was 101,884 representing a 13.40% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
89,847	101,884	12,037	13.40%

Service Standards

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

- ❑ On Time Performance: 92.03% on time performance for July 2023

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

- ❑ 1,032 trips out of 14,013 trips (7.97%) did not meet the standard for on time performance in July 2023. Of that number:
 - 949 were < 30 minutes late.
 - 73 were > 30 minutes late.
 - 7 were > 60 minutes late.
 - 3 were > 90 minutes late.

- ❑ Miles between road calls 179,057.8 miles with 13 road calls that equates to 13,773.7 miles between road calls for July 2023. MV did exceed the minimum standard of 12,250 miles between road calls for July 2023.

Wheelchair Boarding's and associated statistics

For the month of July 2023, there were:

- 9,137 - ambulatory passengers
- 3,975 - wheelchair boarding's
- 767 - personal care attendants (AM)
- 119 – companions
- 15 - animals

Other Service statistics

There were 9 complaints **Customer Assistance Forms** recorded for July 2023:

1. I was exiting SPID at flour bluff dr and coming off ramp. Bus 3029 completely failed to yield to exiting traffic coming off the ramp. I almost hit him as I had traffic behind me and couldn't stop. It was 7/3/23 @ about 4:45pm
 - a. We do apologize for this mishap. This operator has been retraining and reminded about proper road etiquette making sure we all exiting vehicles the right a way.
2. Ben Vargas and his family plus 2 other people at stop #312 Nueces Bay @ Antelope HEB. The operator stopped and said she was running late and told everyone to hurry up. The operator ended up leaving everyone at the stop. He would like a call back at 361-527-0164
 - a. After review of the video when the operator first arrived, he did say hurry but that was all he said. The operator then waited for approximately 1 minute before saying I have to go. The problem is the entire family was not at the bus stop and the driver said I can't wait any longer. We are not allowed to sit and wait at the bus stops. The other riders on the bus was upset to because they were trying to make the operator wait for the rest of the family. Spoke with the operator and he understands that he is not allowed to tell the riders to hurry but is able to stay I'm not able to sit at this location and wait for the rest of your party.
3. Route 3 did not service Compton @ Waldron at the 3:00 time. It turned down Waldron off of SPID. It also bypassed the NAS hospital missing stops 594, 593, 580. After that it did not turn right once it got to OCEAN. Instead it turned left bypassing that loop and missing stop 901.
 - a. Operator was removed from route and counseled on the importance of following the route. She is informed that she does not bypass any stops unless given authorization regardless of how late you are. She states the she is very sorry and this will never happen again on her watch.
4. An elderly man and an elderly female are boarding the bus and walking slowly. The bus operator then yells at them to "hurry up and get on the bus" because he is running late. The passenger said they walk slow because they are elderly and they cant walk any faster and that they are scared to fall. They feel humiliated.
 - a. We apologize for this type of treatment. Operator was removed and coached on proper etiquette when addressing our riders. He will also go through the platinum customer service training.
5. Mr. Hernandez is legally blind. He is upset the driver didn't help him board the unit, didn't even offer untill he saw him almost trip and fall. He said that not only did the driver not help him board. He didn't help him sit, put on him seat belt or exit the bus. He also admitted he didn't ask for help from the driver but he expected the driver to automatically aid him in all aspects of the ride. He feels his safety is in jeopardy. Says other drivers have offered and helped him like he expects to be helped but it has been

4 times where the driver didn't help so he is already speaking to a lawyer because its only a matter of when its going to happen and he falls and hurts himself. Demands a callback to handle this extremely rude and unsafe bus operator.

- a. After reviewing the video the operator did get out of his set to assist after the ramp was completely on the ground and level. The rider start walking to the ramp before it was all the way down. Operator did assist the rider on the bus to a seat and applied his seatbelt for him. The operator did not offer but just did it. He was reminded to always ask if they would like the assist because we do not want to offend anyone.
6. Miss Clark called this morning (08:15AM) to informing that his son (10-Year-old Jason) was on Route 28 and was supposed to meet her at location 1337 (Leopard @ Lancaster). While she was waiting she saw the unit 3044 (Route 28) bypassing leopard and continuing on Upriver Rd, after asking for a description and notifying MV dispatch, the son was located at Staple Street Station and was brought to the front desk at Customer Service while Miss Clark was on her way to meet him.
 - a. We do apologize for this inconvenience. This operator was working on an old detour. We had a road sup go out to catch the driver and inform them of the error that was made.
 7. This morning,I had an argument with the driver on bus # 2036 she was dropping people off at work at the Lighthouse for the Blind,after finishing dropping everybody she was still inside the bus and I was right behind her trying to drop my wife and daughter that work there also,after a while she was still inside the bus and gets out of the bus to talk to some friend and gave her a hug, I was still waiting for her to move out of the way because she was blocking the exit,I told her that she was not the only one using the loading and unloading employees and she told me that I needed to be patient and I told her that she needed to move out of the way and I told her that I was going to report her and she told me call the office I don't care, this is a common problem there, and I understand that we have to wait until everyone is out of the bus but today that Lady was very rude and unprofessional, also there was a guy riding with her,maybe she was training someone and I don' t think this is the right way to train people,
 - a. Please accept our apologies for this behavior displayed. Operator was reminded that after she is done dropping off to move on with her route. She must not sit and block the exit not allowing others to drop off their riders. She apologized for this issue.
 8. Ms Mcfarline called asking for the route 95 location. When told that the route was at Port Aransas (1112) she couldn't believe since she has been waiting for a while. After comparing timing points and locations it seemed that the route was running early.
 - a. We apologize for this inconvenience. After speaking with the driver, he stated that he & the trainee read the time wrong causing them to leave at what they thought was 832 which I informed was still incorrect. I explained the consequences of leaving a stop earlier because we don't want to leave our riders behind. He understood and was also informed to use the clock on the bus and not his own watch.

9. Mr. Santiago Hernandez who is legally blind was picked up at 6033 Crest Harris @9am on 7/28. He said the operator did not help him on the bus causing him to almost trip over the ramp. He said the operator is very aggressive with his tone and very rude. When he got to his appointment at Divita on Weber/SPID the driver did not help him off. He said he fears for his safety with this operator. Please call him at 361-342-4051
 - a. After reviewing the footage, the driver assisted the driver on and off the bus, assist him to the seat with his seatbelt. The conversation between the operator and rider wasn't to pleasant we have pulled the operator for customer service training

Conclusion

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

- ❑ 2.50 passengers per hour
- ❑ 92.03% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for July 2023 at 13,773.7 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for July 2023

	Total Miles Driven in July for Each Bus Type	Total Road Calls for July 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	3,741	1	1	0	1	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	182,734	42	42	0	20	22	2	4
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	16,240	4	4	0	4	0	0	1
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	202,715	47	47	0	25	22	2	5
MILES BETWEEN ROAD CALLS								
	8,109	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

CCRTA Committee Meetings

Wednesday, September 27, 2023

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, October 4, 2023

8:30 a.m.

RCAT Committee Meeting

Thursday, October 19, 2023

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

State of the University 9/13/2023

NAACP Membership Dinner 9/15/2023

CCRTA Career Fair 9/18/2023

Small Cities Committee Of Mayors 9/19/2023

Garden of Hope Gala 9/21/2023

APTA TRANSform Conference (Orlando, FL) 10/8/2023 – 10/11/2023