



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, November 21, 2024
Time: 12:00 p.m.
Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

Robert Box, Chair, Thomas Cronnon, Vice Chair,
 Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal, Lilianna Macias-Pettis

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 October 17, 2024.	5 minutes	Pages 1 - 4
5.	Chairperson's Report a. RCAT Member Updates	20 minutes	No Attachment
6.	RCAT Liaison Report a) New Hire b) American GI Forum - Hispanic Heritage Month Bus Wrap Texas Workforce Commission – "We Hire Vets" Award to CCRTA c) Fiscal Year 2025 Holidays and Service Levels d) Award of Contract A. Ortiz Construction and Paving, Inc., for the VA Clinic Bus Stop Pull-In e) Award of Task Order #5 for Architectural Design Services to Turner/Ramirez Architects for a New CCRTA Maintenance Facility and Amend the 2024 Capital Budget for Maintenance Shop – A/E Design f) September 2024 Operations Report g) CEO Report	30 minutes	No Attachment
7.	Informational Items: a) September 2024 CAF Report b) September 2024 Operations Report Key Metrics c) September 2024 B-Line Report d) September 2024 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Page 5 - 9 Page 10 – 21 Page 22 – 27 Page 28 Page 29
8.	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 Susan Teltschik at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.



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ATTENDANCE

➤ There are __ confirmed attendees for the meeting today.

Chair will call the meeting to order and state the time : PM

1.	Pledge of Allegiance	1 minute	No Attachment
	➤ Please join me in the Pledge of Allegiance		
2.	Roll Call – Amanda De La Cerda	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
	➤ Amanda will let you know if anyone signed up to comment		
4.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for October 17, 2024.	5 minutes	Pages 1 - 4
	➤ Is there a Motion to Approve the RCAT Minutes of October 17, 2024? ➤ I (State Name) make the motion to adopt. ➤ Is there a second? ➤ I (State Name) second the motion. ➤ There is a motion and a second. Any discussion? ➤ All those in favor; all opposed. ➤ Motion passes / fails (or passes as amended)		Motion <input type="checkbox"/> ____ Second <input type="checkbox"/> ____ (name) Vote Pass / Fail (circle one)
5.	Chairperson's Report a. RCAT Member Updates The floor is open to share items such as community outreach, issues continually seeing and how committee can help, etc.	20 minutes	No Attachment
6.	RCAT Liaison Report a) New Hire b) American GI Forum - Hispanic Heritage Month Bus Wrap Texas Workforce Commission – "We Hire Vets" Award to CCRTA c) Fiscal Year 2025 Holidays and Service Levels d) Award of Contract A. Ortiz Construction and Paving, Inc., for the VA Clinic Bus Stop Pull-In e) Award of Task Order #5 for Architectural Design Services to Turner/Ramirez Architects for a New CCRTA Maintenance Facility and Amend the 2024 Capital Budget for Maintenance Shop – A/E Design	30 minutes	

	f) September 2024 Operations Report g) CEO Report		
7.	Informational Items: a) September 2024 CAF Report b) September 2024 Operations Report Key Metrics c) September 2024 B-Line Report d) September 2024 Maintenance Road Call Report a) Upcoming Events and RTA Functions		Page 5 - 9 Page 10 – 21 Page 22 – 27 Page 28 Page 29
8.	Adjournment		No Attachment
	Total	71 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**

October 17, 2024

Advisory Committee Members Present: Robert Box, Randal Chisamore, Thomas Cronnon, Rhonda Alvarez

Advisory Committee Members Absent: Liliana Macias-Pettis, Inez Garcia, and Jeannine Leal

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Terry Klinger and Amanda De La Cerda

MV Present: Tim Van Zalen

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

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

Public Comment: None

Chairperson Report:

Presented by: Robert Box

Unsung Hero Awardment:

Damian Soto was acknowledged for his exemplary customer service. Damian's unwavering commitment along the B-Line Route has showcased exceptional rider engagement, always ready to lend a helping hand to those in need. His dedication to supporting riders is truly commendable.

RCAT Meeting Minutes:

RCAT Meeting Minutes for September 19, 2024, were approved. Motion made by Rhonda Alvarez and seconded by Inez Garcia.

Committee for Persons with Disabilities (CFPWD)

Presented by: Sandra Cisneros

TDLR and the Governor's Committee on People with Disabilities presented on how to file complaints regarding architectural barriers.

The CFPWD committee has currently completed twelve projects with four additional projects to be completed in December 2024.

The CCPD Parking Control reported that for the month of September, 75 citations were issued for disabled parking, 8 for blocking the architectural design and 46 for blocking the sidewalk.

The CFPWD committee currently has to vacancies but will not be able to fill those vacancies until February. They are currently accepting applications. The next meeting will be held on November 6, 2024.

Chairperson’s Report RCAT Member Updates:

Mr. Cronnon took the opportunity to thank the CCRTA for providing shuttle services for the Run The Runway at the Corpus Christi International Airport which had 700+ runners in attendance.

No other updates were given

RCAT Liaison’s Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

Vacancies in Committee:

Ms. Montez informed the committee that the vacancies are looking into being filled.

CCRTA New Hires

A total of eight new staff members were onboarded into the organization. The Bus Operators Department has welcomed five new Operators. The Finance Department has added one Revenue Counter to its team. The Facilities Maintenance Department has onboarded one Technician. Additionally, the Procurement Department has hired one Buyer.

Retiree

Santiago Served as Bus Operator and Vehicle Electronics Technician.

Award

Texas Workforce Commission – “We Hire Vets” Award to CCRTA

August 2024 Operations Report

There was a rise of 14.2% in passenger trips, a 7.8% increase in revenue service hours, and a 6.7% increase in revenue service miles when compared to August 2023. Out of the 32 bus routes on the local street network, 11 Bus Stops were impacted by continuous construction improvements. 36 additional bus stops are projected to be impacted with the upcoming projects.

CCRTA met the Denials, passengers per hour, denials and Miles Between Road Calls Metric. However, on-time performance were not met.

CEO Report

Route 95 (Port Aransas Express) ended its seasonal operations on September 29th. Starting October 1st, Transportation and Service Development reinstated bus service on Gollihar Rd., connecting Greenwood Dr. and Crosstown Expressway. There was an 8% rise in weekday fixed route ridership compared to September 2023, averaging 11,842 on weekdays. The installation phase of the Automated Passenger Count Project (APC) systems has been finalized, with certification for NTD Reporting expected to be completed by Spring 2025.

Numerous events were attended by the CEO and leadership team. Vice-Chair Jimenez, Directors Charo, Gonzalez, Salazar, and Executive Leadership participated in the APTA TRANSform Conference in Anaheim, CA. Staff members were present at a Pre-Production Meeting at Gillig in Livermore, CA. During a Board of Directors workshop in South Padre Island, the President Elect of the Texas Transit Association was elected. The Deputy CEO attended the Latinos in Transit Leadership Summit in Portland, OR. Safety and Security conducted two Active Shooter Training Sessions led by CCPD Officer Travis Pace on August 16th, with over 115 attendees, including Board Members, CCRTA Employees, and Staples Street Tenants.

Community engagement events included the expansion of Route 60 service to accommodate the TAMU-CC Beach Bash on September 6th, the TAMU-CC Grocery Giveaway on September 13th, and the Lipan Apache Tribe of Texas Veterans Powwow on September 21st. Additionally, participation in the CCREDC Manufacturing Day on October 4th and other events was noted.

Committee Concerns/Inquiries:

Route 95 seasonal services. Will start up again in May Rhonda Alvarez

Rhonda Alvarez has reported that two benches for bus routes 854 and 834 are deteriorating, with rebar protruding from them. These benches are located near Dicks Sporting Goods, behind the urgent care facility.

The McArdle Area Shopping Center has recently completed the installation of a new sidewalk, and Ms. Alvarez is seeking a shelter for the bus stop. Ms. Montez recommended that Ms. Alvarez reach out to customer service to ensure that her request is recorded in the CAF, which will subsequently be sent to the relevant department. Ms. Alvarez can expect a response within a 10-day timeframe, as stipulated by FTA regulations. However, Ms. Montez did let the committee know that shelters are based on rider numbers.

The committee raised concerns about whether the calls made to the City concerning CCRTA issues are being effectively communicated to CCRTA. Ms. Montez informed the committee that all 311 calls received by the City related to CCRTA are forwarded to the executive assistant of the CEO, who subsequently directs them to the appropriate department.

Mr. Box inquired about the procurement of new buses. Ms. Montez advised Mr. Box to contact Customer Serviced to inter the inquiry into the CAF system.

Discussion of Route Evaluation Scheduling

The committee has decided to carry out the route evaluation in the fiscal year 2025. It was also noted that there will be no meeting in December, and the committee will reconvene in January 2025.

Adjournment: 12:41 p.m.



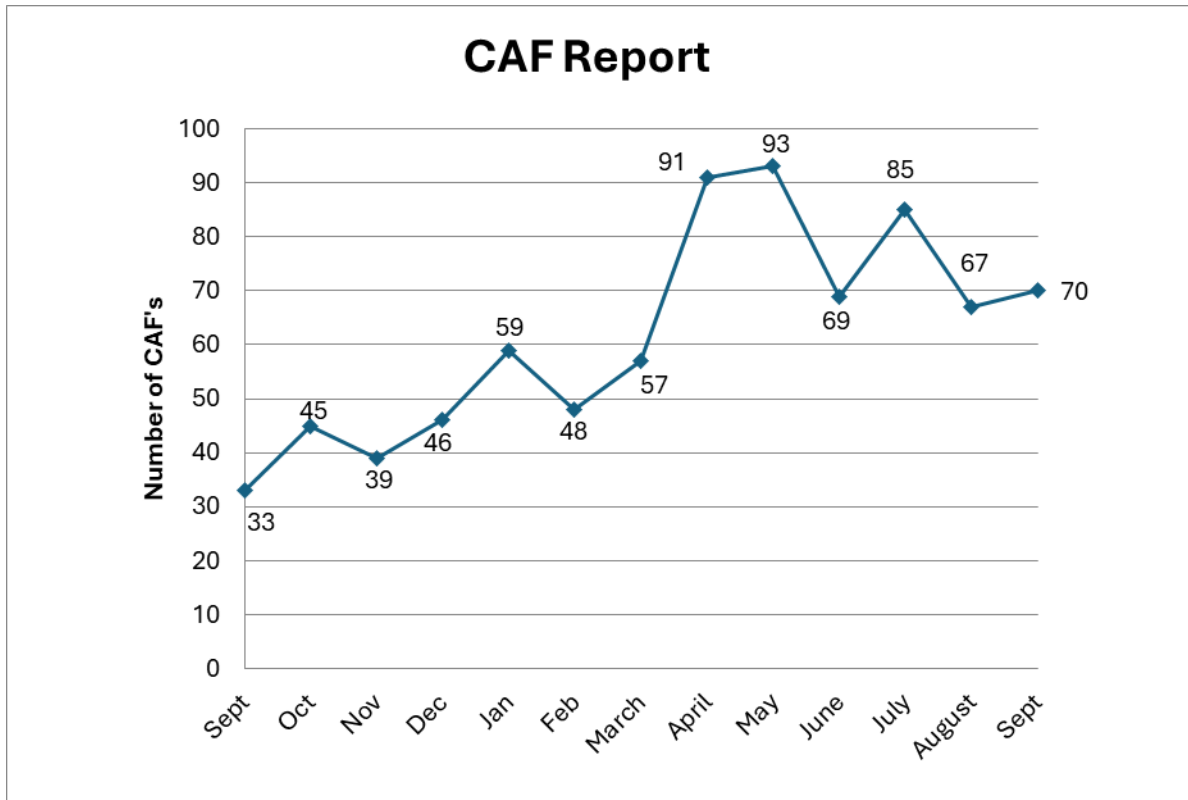
September 30, 2024

Subject: CAF Report for September 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For September 2024, there were 70 reported CAFs which was more than the 67 reported CAFs for August 2024. The increase of 3 CAFs represents a 4.48% increase.

There was one commendation included in the total for the month of September.



September 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	3	#65 Padre Island Connection	2
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	2
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers		#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	4
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	15
#26 Airline/Lipes	1	Transportation	1
#27 Leopard	1	Service Development	
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	18
#29 Staples	8	IT	1
#32 Southside	1	Safety & Security	1
#34 Robstown North Circulator	1	Vehicle Maintenance	1
#35 Robstown South Circulator		COMMENDATIONS	1
#37 Crosstown/TAMUCC			
		TOTAL CAF's	70

September 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	1	1		2
Service Stop Issues				
Driving Issues	4	2	2	8
Customer Services				
Late/Early – No Show	3	5	2	10
Alleges Injury	2	1		3
Fare/Transfer Dispute		1		1
Heating/Cooling				
Dispute Drop-off/Pickup	1	2		3
Rude	4	2	1	7
Left Behind/Passed Up	5		4	9
Inappropriate Behavior				
Policy		1		1
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Tie-Down Issue				
Denial of Service	1			1
Safety and Security	1			1
Facility Maintenance	18			18
Service Development				
Transportation (Other)	1			1
IT	1			1
Vehicle Maintenance	1		1	2
Commendations		1		1
TOTAL CAFs	44	16	10	70

Conclusion:

During September 2024, CCRTA received seventy CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there was one commendation.

Forty-four CAFs were received regarding CCRTA Service, representing 63% of the total customer assistance contacts; there were no commendations and twenty-one informational CAFs.

Sixteen CAFs were received regarding B-Line Service representing 23% of the total customer assistance contacts; there was one commendation and one informational CAFs.

Ten CAFs were received regarding Contracted Fixed Route Service representing 14% of the total customer assistance contacts; there were no commendations and no informational CAFs.

Outcome:

Twenty-nine CAFs were found to be Valid.
Seventeen CAFs were found to be Invalid.
Two CAFs were found to be Unable to Determine.
Twenty-two CAFs were Informational only.

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 and point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, in-person, or letter.

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt written response to the customer at the conclusion of the investigation 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.

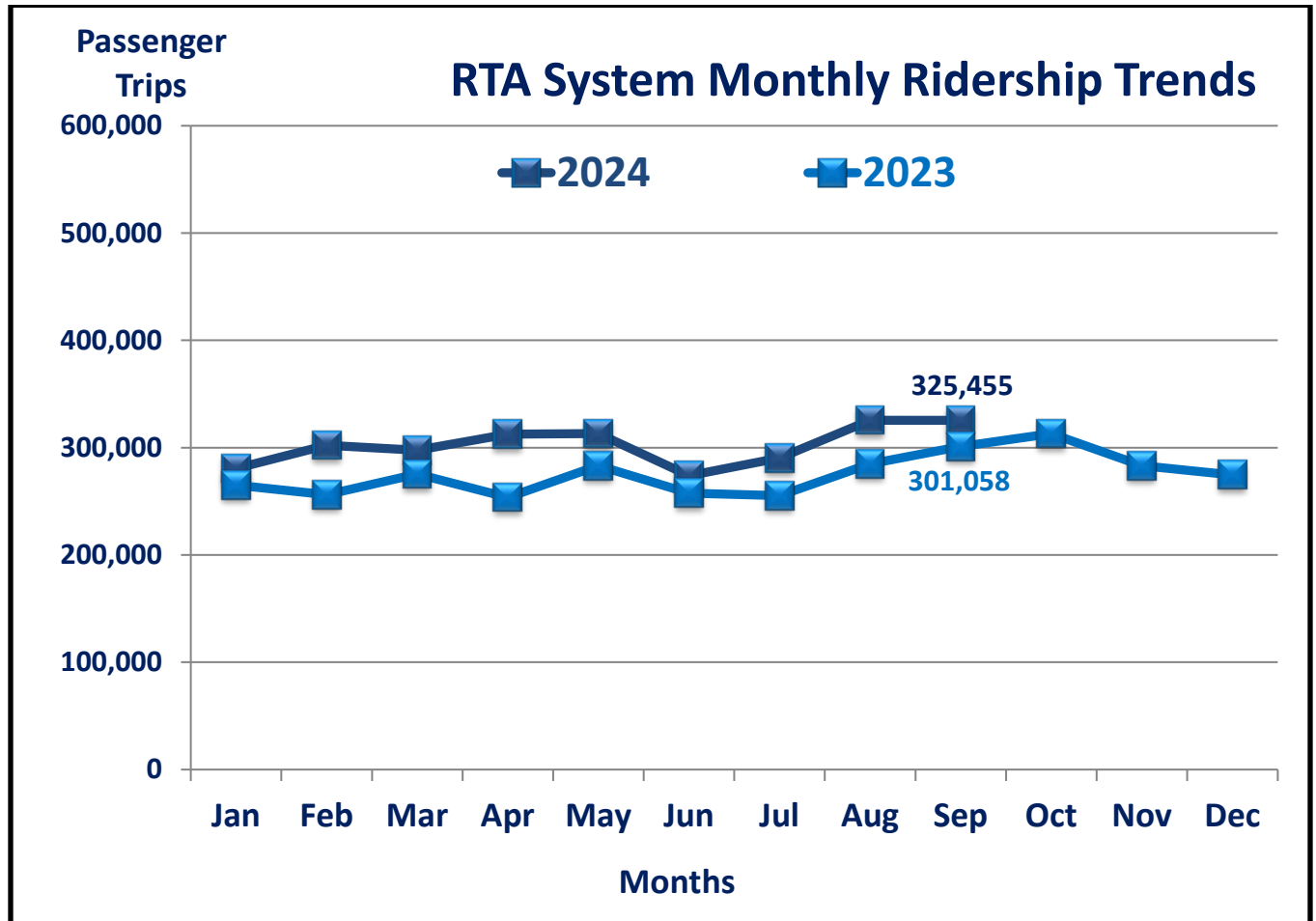
Subject: September 2024 Operations Report

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.



System-wide Ridership and Service Performance Results

September 2024 system-wide passenger trips totaled 325,455 which represents a 8.1% increase, compared to 301,058 passenger trips in September 2023 with 24,397 more trips provided this month.



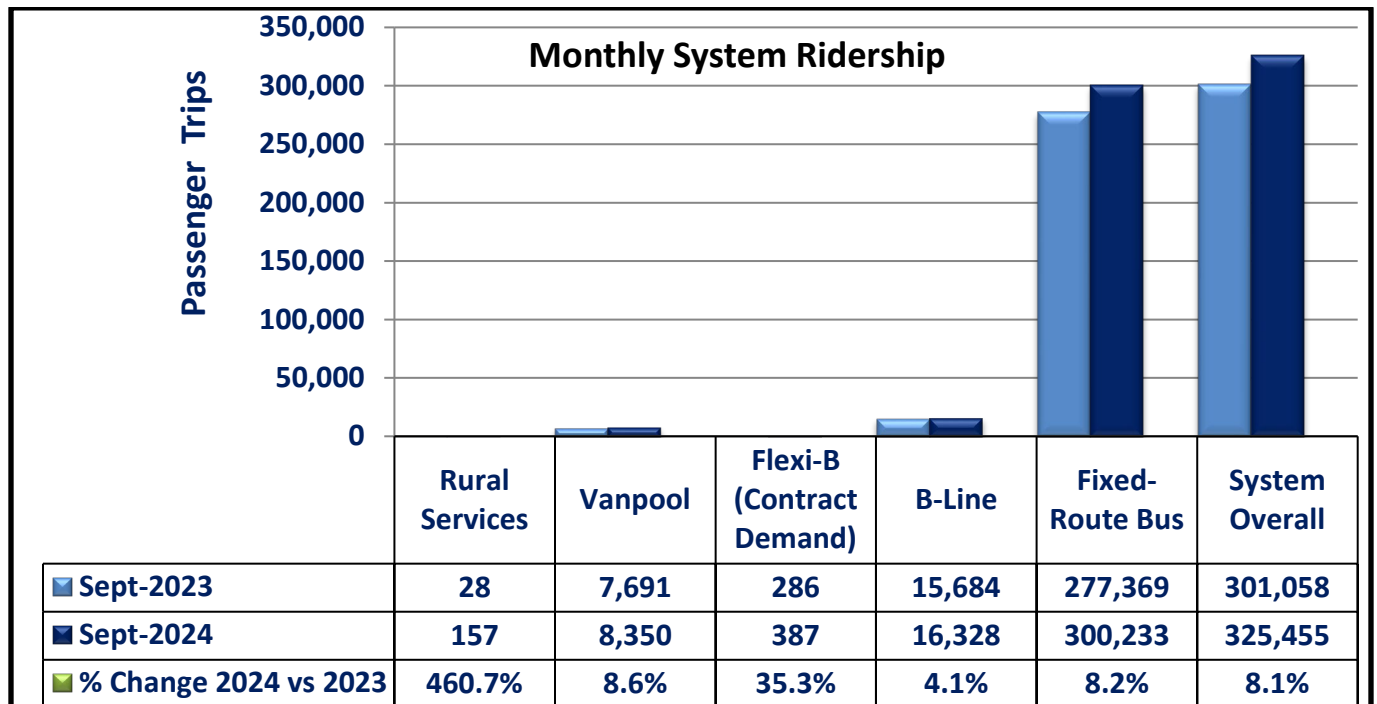
September 2024	September 2023	Variance
20 Weekdays	20 Weekdays	-
4 Saturdays	5 Saturdays	-1
6 Sundays *	5 Sundays *	+1
30 Days	30 Days	-

* Includes Labor Day Holiday

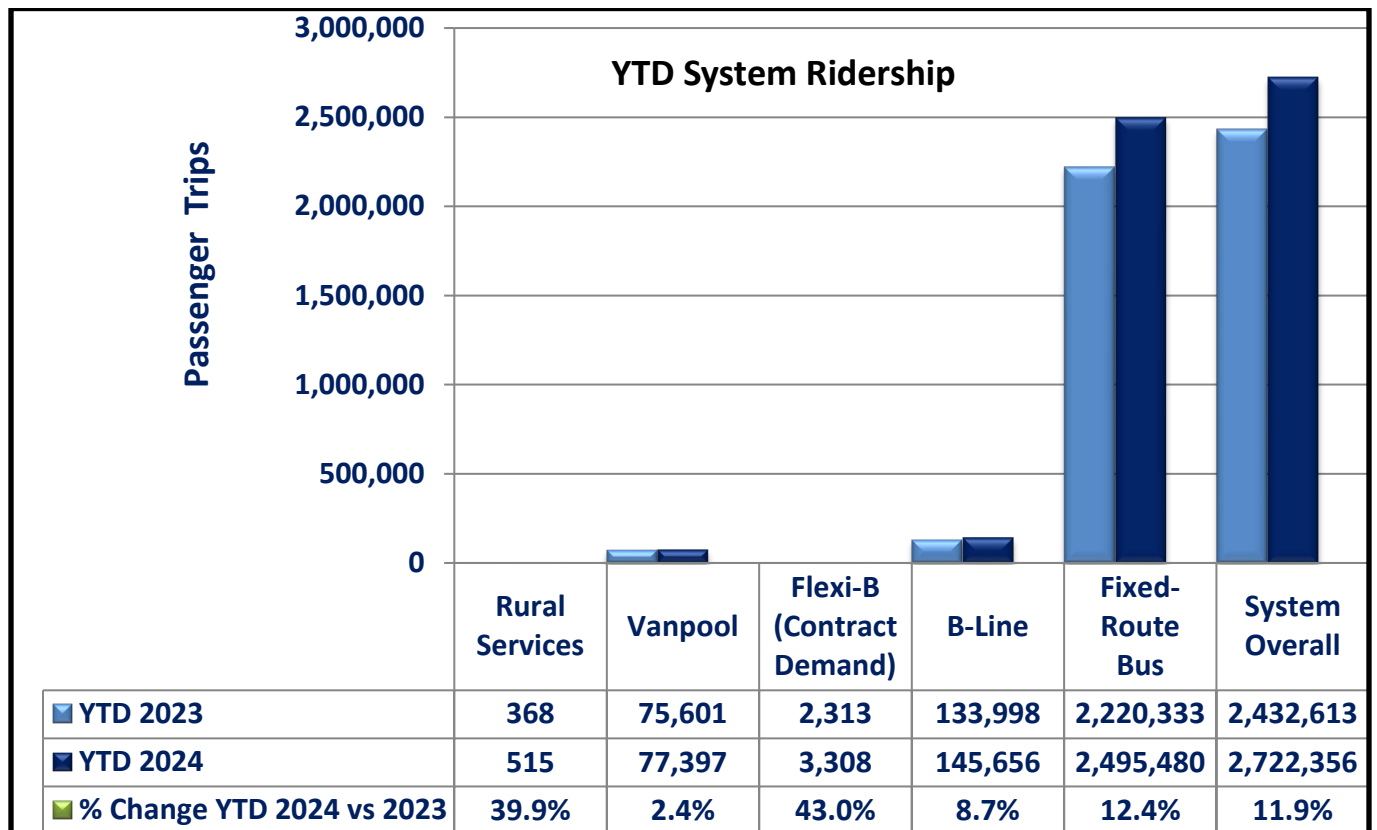
The average retail price for unleaded gas in Corpus Christi was \$2.81 per gallon compared to \$3.25 per gallon in September 2023¹ which is a 13.5% decrease in the average cost per gallon. September rainfall was above average at 6.50 inches. In comparison, September 2023 recorded below normal rainfall at 1.01 inches.² Historically, September average rainfall is 5.42 inches. The 92.9-degree average high temperature in September 2024 was above the average temperature of 90.8-degrees.

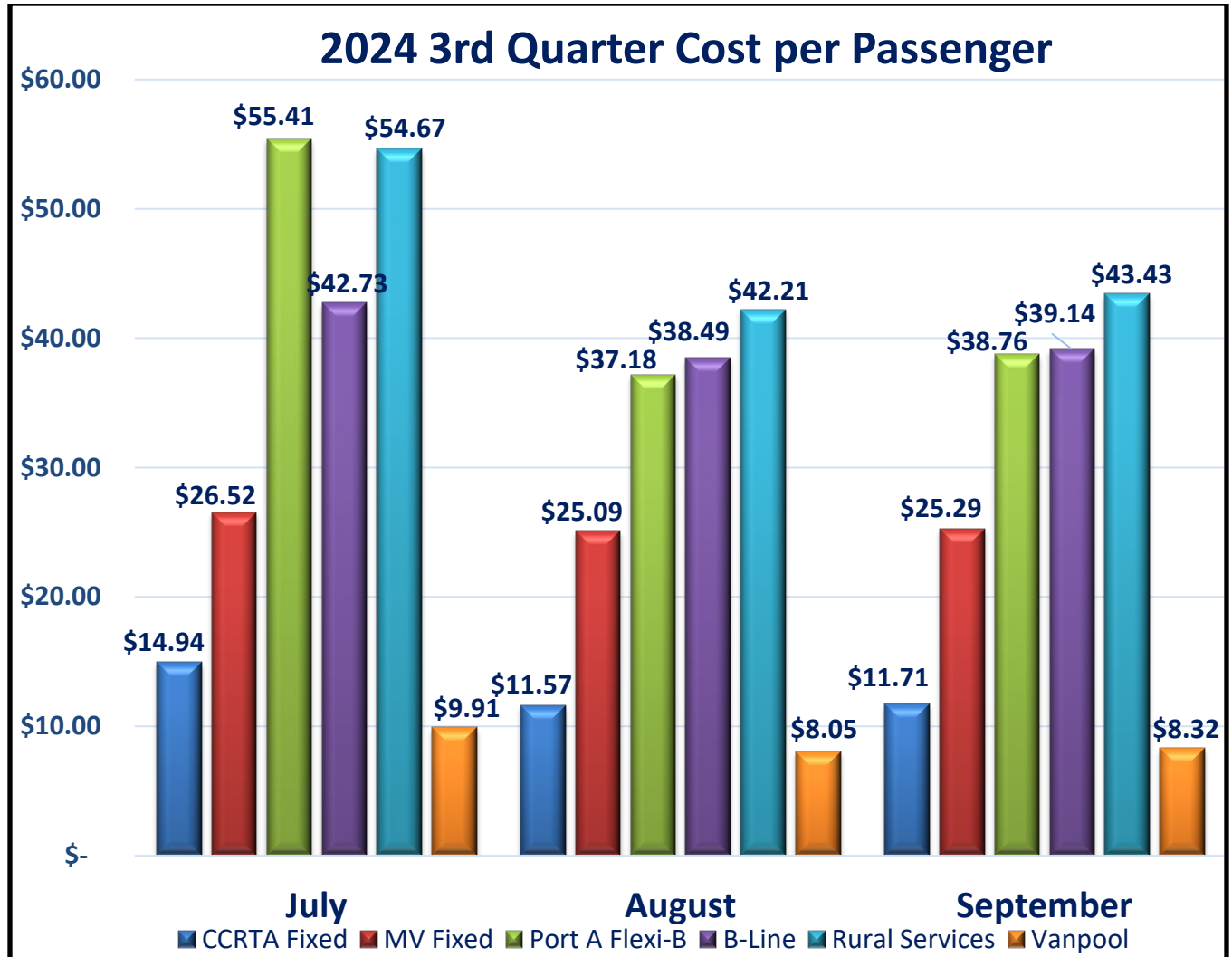
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
2. <https://etweather.tamu.edu/rainhistory>

The chart below shows monthly ridership results for all services. CCRTA recorded 24,397 more passenger trips in September 2024 resulting in an 8.1% increase compared to September 2023.



The chart below shows YTD ridership results for all services. 289,743 more trips compared to 2023.

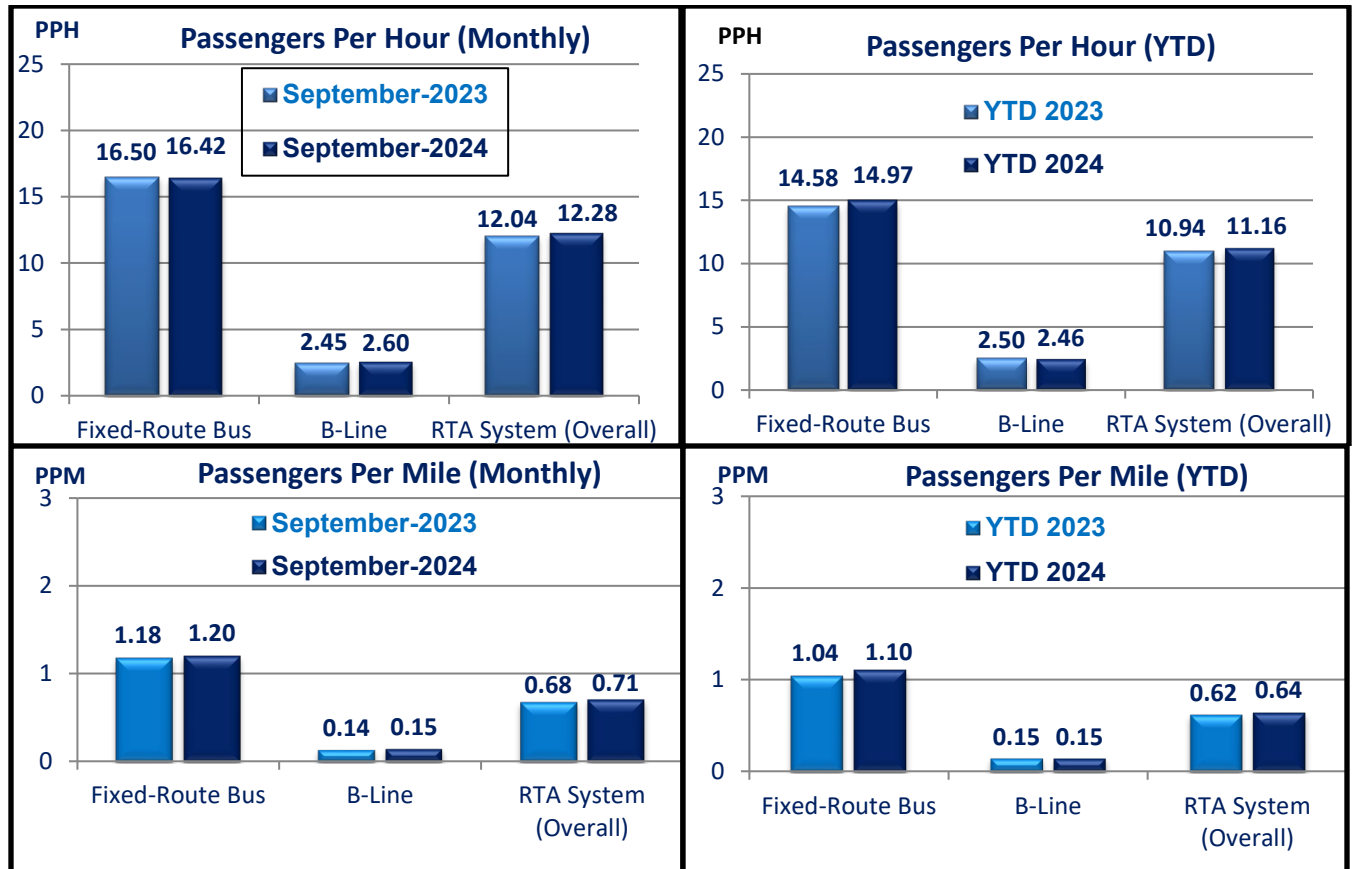




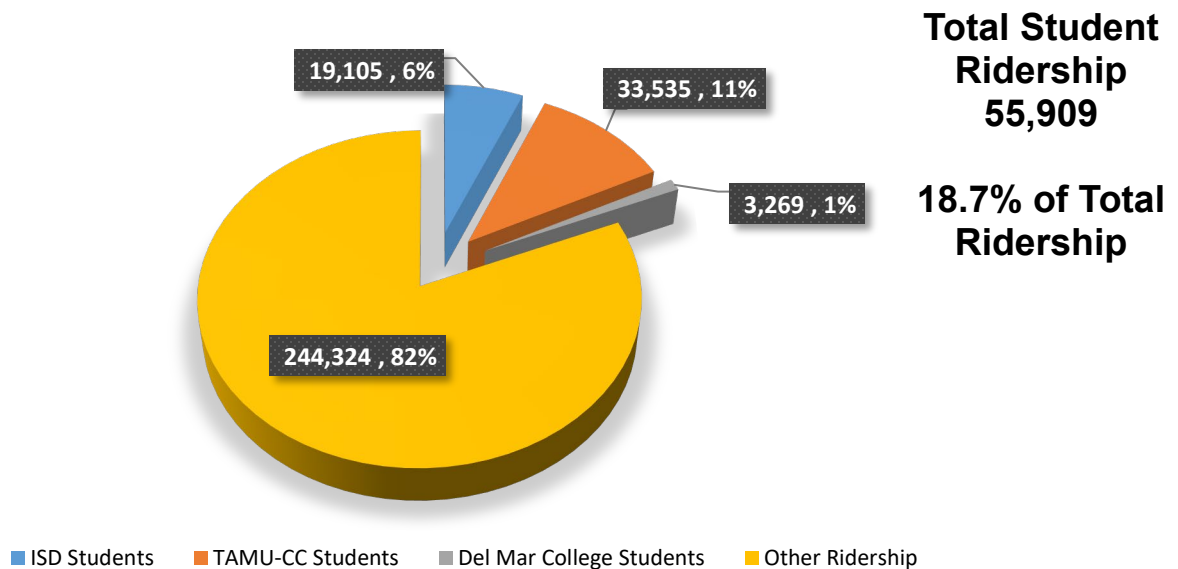
The following tables include Cost per Passenger totals by service mode for the third quarter of 2024. In addition, year-to-date (YTD) averages by service mode are included.

Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
July	\$ 14.94	\$ 26.52	\$ 55.41	\$ 42.73	\$ 54.67	\$ 9.91
August	\$ 11.57	\$ 25.09	\$ 37.18	\$ 38.49	\$ 42.21	\$ 8.05
September	\$ 11.71	\$ 25.29	\$ 30.99	\$ 39.14	\$ 43.43	\$ 8.32
Third Qtr. Average	\$ 12.74	\$ 25.63	\$ 38.76	\$ 40.12	\$ 46.77	\$ 8.76
YTD Average	\$ 12.90	\$ 21.02	\$ 39.79	\$ 41.25	\$ 45.23	\$ 8.92

The following four charts are system-wide productivity for the month of September 2024 vs. September 2023 and YTD figures.



The following chart illustrates total fixed route ridership vs student ridership for the month of September 2024.



Bus Routes and Bus Stops Impacted by City and TxDOT Construction Projects

On Detour

- **New Harbor Bridge (North Beach):** Route 78 remains on a minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)
- **Port Ave.** Waterline Replacement Project began March 2022, undetermined completion date.
- Routes 21, 23 & 37 (**2** stops impacted)
- **IH-37 @ Harbor Bridge Recon.** Began May 31, 2024.
- Route 27 (Express, no stops impacted)
- **Carroll @ Gollihar (outbound only):** Began July 2024.
- Route 17 (**2** stops impacted with traffic control plan (TCP) placement)
- **Comanche St. (Carancahua-Alameda):** Began early 2024.
- Route 23 (**2** stops may be impacted with TCP placement)
- **Gollihar Rd. (Crosstown-Greenwood):** Began April 24, 2023.
- Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30, 2023.
- Route 19 (**8** stops closed)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
- Route 32 (not detoured), Route 37 (detoured) (**4** stops on Everhart now impacted, **2** closed on Alameda & **2** closed on S. Staples west Everhart Rd.)
- **Horne Rd. (Between Port & Ayers):** Utility repair began Aug. 12, 2024.
- Routes 15 & 19 (**1** McDonald’s bus stop temporarily closed & unserved)
- **Bear Ln. (Utility Replacement)** Road repair began June 2024.
- Route 16 (Coastal Bend Food Bank - **1** stop currently not serviceable)
- **N. Tancahua (Leopard-Kinney):** Utility replacement began February 5, 2024.
- Routes 19 & 23 (**3** stops closed)

No Detour

- **Alameda St. (Louisiana-Texan Trail):** Work on project began Fall 2023.
- Routes 5 & 17 (**12** of 19 total stops are currently impacted)

Detours Expected

- **Brownlee Blvd. (Morgan-Staples)** To begin in late Oct. 2024.
- Routes 17 (**8** stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (60%)
- Routes 6, 76, 78 (no stops impacted)
- **Carroll Ln. (SH-358 to Holly)** Project in design. (60%)
- Route 15 & 17 (**4** stops may be impacted)
- **Alameda St. (Everhart-Airline):** Project in design. (90%)
- Route 5 (**13** stops may be impacted)
- **Alameda St. (Texan Trail-Doddridge):** Project in design. (90%)
- Route 5 (**11** stops may be impacted)

For September 2024, there were 10 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 31% of CCRTA services. Impacted bus route services include: **15, 16, 17, 19, 21, 23, 25, 27(Express), 37 & 78**

The total number of bus stops that were impacted or closed was **50**.

Future City Bond projects, the number of additional bus stops which may be impacted or closed is **36**.

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

Schedule Adherence	Standard	Jun-24	Jul-24	Aug-24	Sep-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	94.8%	91.1%	89.4%	86.8%	90.5%
Monthly Wheelchair Boardings	No standard	5,689	5,616	5,529	4,615	5,362
Monthly Bicycle Boardings	No standard	5,762	6,332	7,622	6,990	6,677

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

In September 2024, B-Line service performance metrics are listed below.

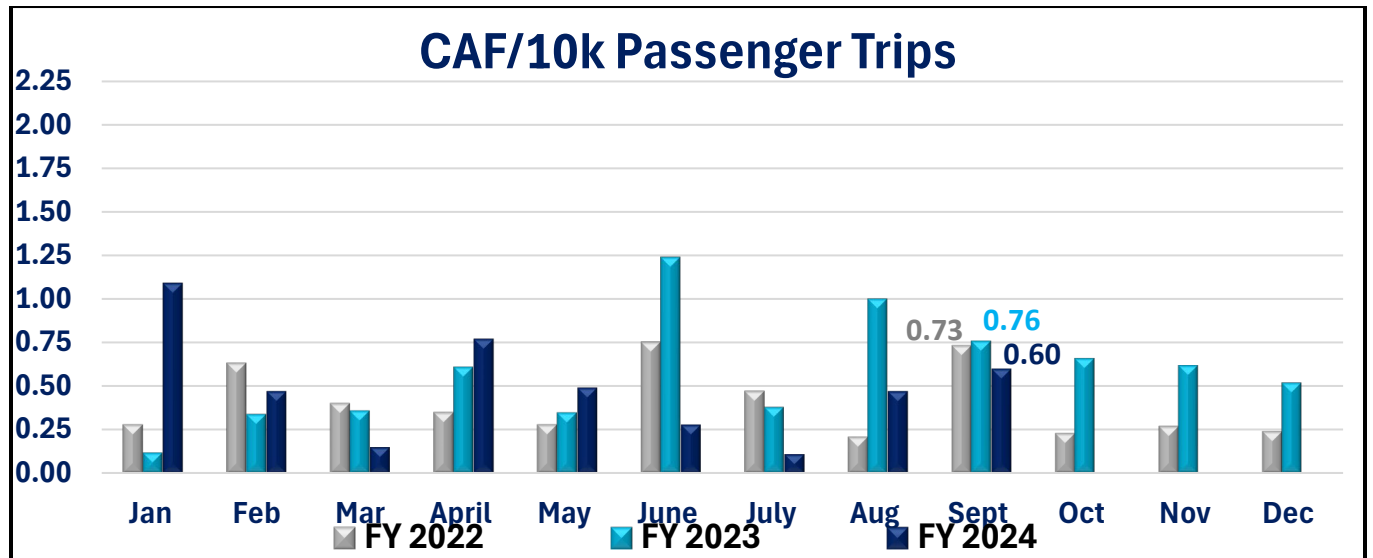
- Productivity: **2.60** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- On-time Performance: **83.9%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **18,180** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,535** ambulatory boardings; **4,691** wheelchair boardings

Metric	Jun-24	Jul-24	Aug-24	Sep-24	(4) Month-Ave.
Passengers per Hour	2.38	2.44	2.58	2.60	2.50
On-time Performance	90.6%	89.9%	83.6%	83.9%	87.0%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	21,139	23,971	17,869	18,180	20,290
Monthly Wheelchair Boardings	4,052	4,498	4,956	4,691	4,549

Customer Programs Monthly Customer Assistance Form (CAF) Report

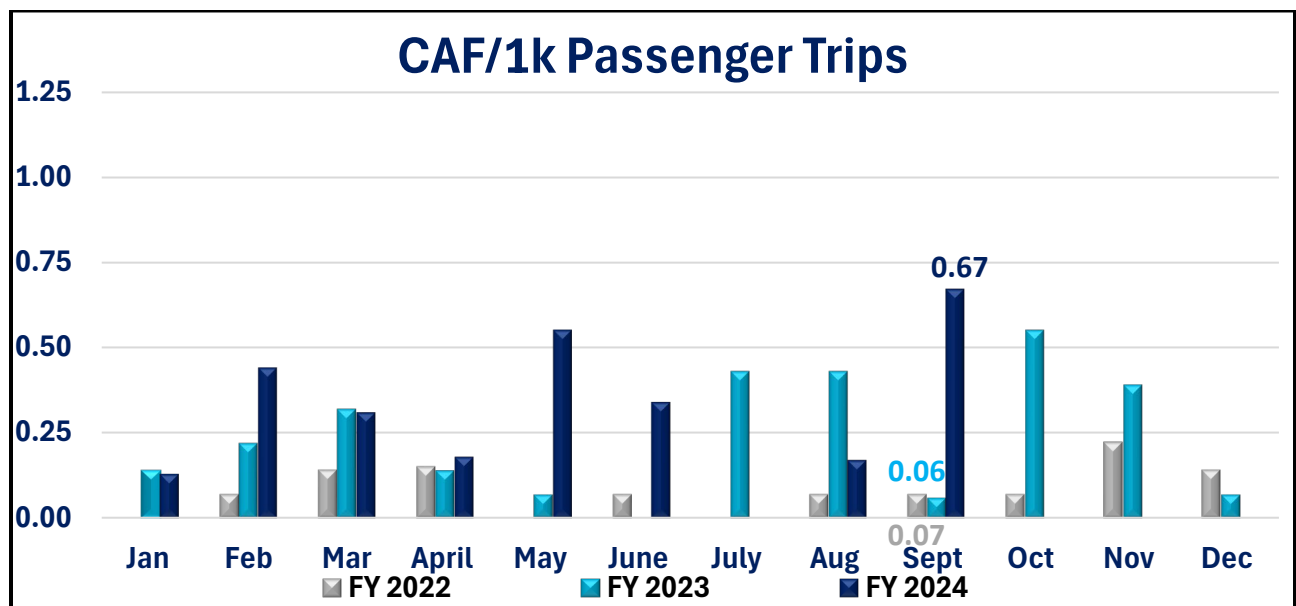
For the month of September 2024, Customer Service received and processed 70 Customer Assistance Forms (CAF's). A total of 54 or 77% were for CCRTA and Contract Fixed Route Services, of which **18** or 0.26% were verified as valid. This equates to approximately **0.60 CAFs per 10,000** passenger trips. There were no commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services



For the month of September 2024, Customer Service received and processed 70 Customer Assistance Forms (CAF's). A total of 16 or 23% were for B-Line Services, of which **11** or 0.69% were verified as valid. This equates to approximately **0.67 CAFs per 1,000** passenger trips. B-Line Services received one 1 commendation.

Number of CAFs/1k for B-Line Services



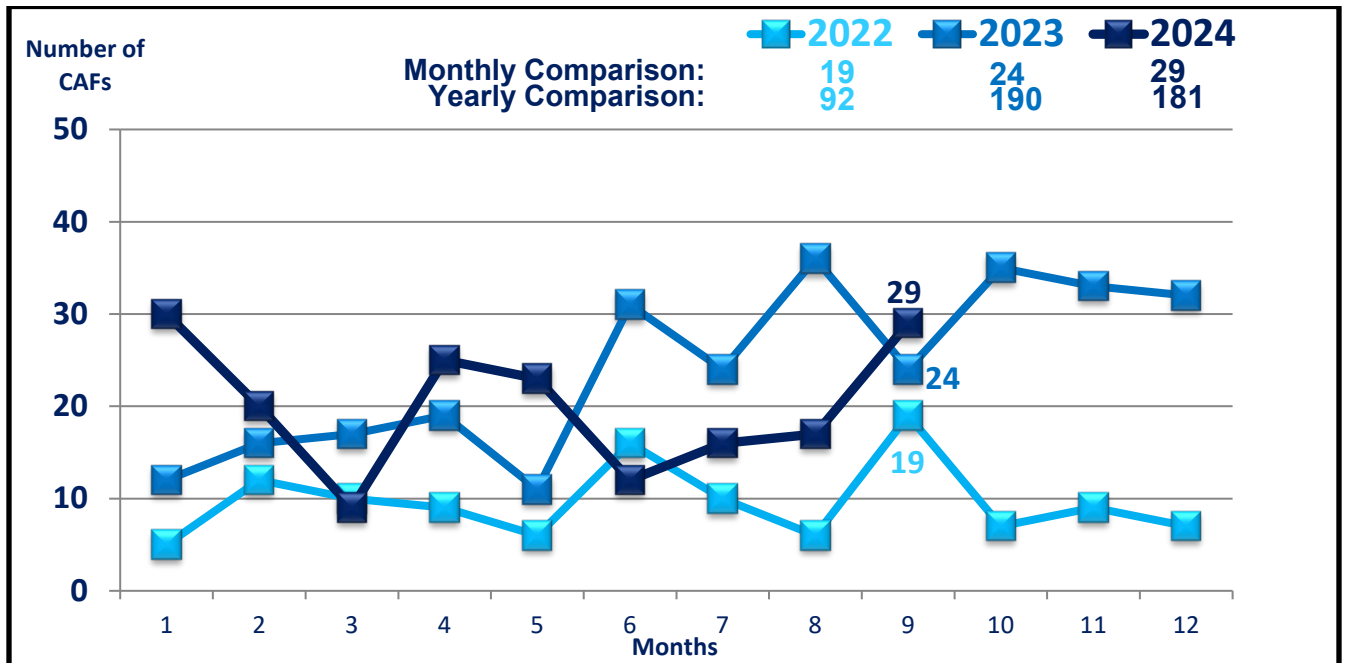
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	1	#65 Padre Island Connection	2
#12 Hillcrest/Baldwin	3	#76 Downtown Shuttle	2
#15 Kostoryz/Carroll HS		#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside	1	#90 Flexi-B Port Aransas	
#19 Ayers		#93 Flex	
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	4
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	15
#25 Gollihar/Greenwood		Transportation	1
#26 Airline/Lipes	1	Service Development	
#27 Leopard	1	Facilities Maintenance/Bus Stops	18
#28 Leopard/Navigation		IT	1
#29 Staples	8	Safety & Security	1
#32 Southside	1	Vehicle Maintenance	1
#34 Robstown North	1	Commendations	1
#35 Robstown South			
#37 Crosstown/TAMU-CC			
		Total CAFs	70

Processed CAF Breakdown by Service Type:

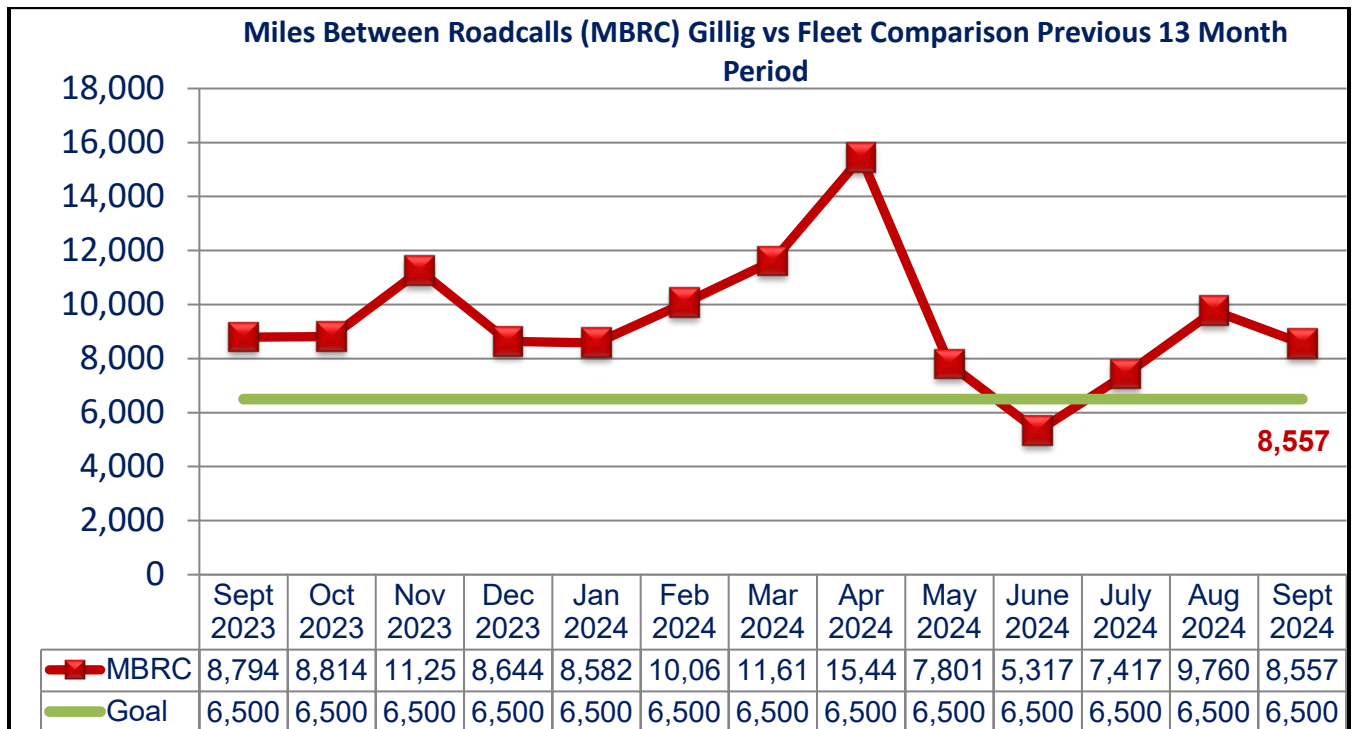
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1	1		2
Service Stop Issues				
Driving Issues	4	2	2	8
Customer Services				
Late/Early – No Show	3	5	2	10
Alleges Injury	2	1		3
Fare/Transfer Dispute		1		1
Heating/Cooling				
Dispute Drop-off/Pickup	1	2		3
Rude	4	2	1	7
Left Behind/Passed Up	5		4	9
Inappropriate Behavior				
Policy		1		1
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Securement/Tie Down Issue				
Denial of Service	1			1
Safety & Security	1			1
Facility Maintenance	18			18
Service Development				
Transportation (other)				
Overcrowded Vehicle	1			1
IT	1			1
Vehicle Maintenance	1		1	2
Commendations		1		1
Total CAFs	44	16	10	70

Customer Programs Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In September 2024, 8,557 miles between road calls (MBRC) were recorded as compared to 8,794 MBRC in September 2023. 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 9,390.



Board Priority

The Board Priorities are Public Image and Ridership.

Respectfully Submitted,

Submitted by: Liann Alfaro
Director of Planning

Reviewed by: Gordon Robinson
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Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: October 7, 2024

SUBJECT: B-Line Report for September 2024

- ❑ Ridership for the month of September 2024 was 16,328 compared to 15,684 for September 2023, which equates to 644 more trips representing a 4.11% **increase**.
- ❑ Ridership for YTD 2024 was 145,656 representing an 8.70% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
133,998	145,656	11,658	8.70%

Service Standards

- ❑ Productivity: 2.60 PPH (Passengers per hour) September 2024, contract standard is 2.50
- ❑ On Time Performance: 83.91% on time performance for September 2024
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 2,426 trips out of 15,081 trips (16.09%) did not meet the standard for on time performance in September 2024. Of that number:
 - 2,209 were < 30 minutes late.
 - 180 were > 30 minutes late.
 - 35 were > 60 minutes late.
 - 2 were > 90 minutes late.
- ❑ Miles between road calls 181,798.6 miles with 10 road calls that equates to 18,179.9 miles between road calls for September 2024. MV did exceed the minimum standard of 12,250 miles between road calls for September 2024.

Wheelchair Boarding's and associated statistics

For the month of September 2024, there were:

- 10,535 - ambulatory passengers
- 4,691- wheelchair boarding's
- 895 - personal care attendants (AM)
- 216 – companions
- 11 - animals

Other Service statistics

There were 21 complaints, and 1 commendation **Customer Assistance Forms** recorded for September 2024:

1. Britney Casares at 5300 Leopard at 7:38am was getting on the B Line bus and she fell. She claims her lower back and leg are hurting. You can reach her at 361-726-1814 or 361-413-1250
 - a. Good afternoon After viewing video, it shows Britney entering the bus and losing her balance and falling to the floor. I tried reaching out to her and left a message for her to call me.
2. Thursday, August 29 Ms. Susan Garcia called B Line and spoke to April and scheduled her ride for Saturday August 31 and Sunday, September 1. She said April was eating on the phone and kept asking her to repeat herself. On Saturday, August 31 they took her to Saratoga Walmart instead of Greenwood Walmart that she had scheduled. After they picked up her up from Saratoga Walmart they went to TJ Maxx. Her pickup from TJ Maxx was 2 hours late causing her to be dropped off at her next request Vaqueros restaurant. 30 minutes after they got there the return drip arrived. Ms. Garcia was not ready and had to call in for a same day pick up. She does not have pick up or drop off times. She would like a call back Susan Garcia 361-694-2864
 - a. Please accept our sincerest apology for the incorrect walmart location for this trip. After review of the call it does not sound as if the agent is eating. As far as her return trip being an hour late her original driver had a passenger incident which cause dispatch to have to find another driver to get to her which caused the delay. Also when the agent read it back to the client she did state the Walmart on Saratoga. please make sure to listen to the verification. Agent has been coached on the importance of effective listening to make sure we are booking the trips accurately
3. A passenger waiting at bus stop 1112 in Aransas Pass reports that around 9:05 a.m., Route 95 did not service her stop. Instead, the bus continued down TX 361-South Commercial to TX 361-East Goodnight, bypassing her stop entirely. As a result, she is not only going to be late but is also forced to wait in the rain.
 - a. We do apologize for this inconvenience but after review of the video it does show that the operator had to detour due to high water which caused her to miss the stop.
4. Mr. Price reports ongoing issues with the drivers of Route 95, who have repeatedly refused to let him ride. This past Saturday at 6:55 a.m., a female driver left him behind by refusing to open the door. Later that evening, around 11:00 p.m., a male driver told him his money was no good, preventing him from boarding. Mr. Price says he has faced similar problems with Route 95 drivers throughout the week.
 - a. Please accept our sincerest apology for the 655 incident. Operator was given the incorrect information by dispatch which she followed. As for the 11:00 pm trip we watched the video from 10:50 to 11:10 and does not see the rider at all approach the bus. AM operator has been advised that the information was incorrect and he is able to ride.
5. Ms. Gonzalez reports that the B-Line dropped her off directly in front of JCPenney, but when her scheduled pick-up time approached around 2:50 p.m. on 9/8/24, the dispatcher

informed her they would be unable to pick her up from the same location. Instead, she was told to walk to the opposite side of the mall. She doesn't understand why they couldn't pick her up from the same spot where she was dropped off, especially considering she uses the B-Line service due to difficulty walking. She would appreciate a call back at 361-774-8071.

- a. We do apologize for the inconvenience this has caused. The La Palmera Mall is a large location and due to this we have a designated pick up and drop off location so that both the passenger and the operator can located each other with ease. The operator for the first leg of her trip has been coached on the importance of following the instructions on the clients trips so that we don't have issues like this in the future.
6. Saturday, 09/07/24 B Line Mr. Pedro Navarr had a pickup on Saturday, 09/07 for 2:28 however the bus did not get there until 3:18pm He would like a call back at 361-288-5559
 - a. We do apologize for the tardiness of the operator after review of the route and speaking with the operator there was an issue with the passenger before Mr. Navarro pick up which caused her to be outside of the 30 minute window.
7. Mr. Anderson had a pick up from 901 Lipan at 2:00pm on 08/09/24. He called to check on his time and was told it would not be there until 2:45. This happened last week and is upset it is happening again. He would like a call back 361-443-3947
 - a. unfortunately I'm showing that on 8/9 Mr. Anderson canceled his trip at 9:02 am for his 14:00 trip.
8. Customer witness route 65 leaving at 10:35am instead of 10:40am from timed point Compton and Waldron (location 2501). Please see attached documents for more details.
 - a. Operator has been spoken to about early departure. The time he stated he saw was 10:40 that's why he left. Operator was instructed to use the time on the vehicle and not his watch to ensure departure is on time and not early nor late.
9. I have frequently been late to work over the past few weeks using B-Line paratransit services. I have a current standing order for a 0645 trip from 4922 Wexford Drive to South Texas Lighthouse for the Blind. This has happened a handful of times over the past few weeks, but this week, today has been the third day in a row! I arrived at work at 0821 today. I have until 0815 to be on the bus given the distance from home to work. However, my bus did not pick me up until 0750, a full hour and five minutes after the start of the 0645-0715 window. The driver expressed to me he was training and the new driver he was training got lost driving in the dark. The driver was very nice, but new drivers should be screened to make sure they can drive safely in the dark.
 - a. After looking at Mr. Hatch trips over the last month today was the only day he was picked up late. The operator did explain about the new operator in training and was reminded to take over the route if the your route is falling behind. Also I'm showing he was dropped off at his location after 815 twice. We do apologize for the tardiness of the operator and will adjust Mr. Hatch placement to another route to get him to his destination on time. Thank you
10. Ms. Teresa Wilshire was waiting at stop #238 Lipes @ Airline at 1:35 when rt 24 did not stop to pick her up. She would like a phone call 361-259-8262
 - a. Please accept our apology. The operator stated that he did not see anyone at the stop which is why he did not stop.
11. Customer called to complain the bike rack on bus #3041 lost it's springload capability and his bike fell off the bus on Waldron about 100 yards past the high school on the way

to HEB. He loaded the bike at Yorktown & Laguna Shores and everything seemed fine. But on Waldron the female bus driver told him his bike fell off. After looking at the first position, he saw that the spring load feature was not working. When he tried to ride his bike, he saw the rim was bent. Customer blames CCRTA for the damage to his bike because of the improperly working bike rack. He wants his rim fixed/replaced.

- a. Good Morning After viewing video, it did show the bike ramp falling forward when driver came to a stop. Mr. Roastrelli bike down fell but not off the bike ramp to the ground. I tried reaching out to Mr. Roastrelli no answer.
12. A mother of two disabled children called to file a complaint regarding Route 34 at stop 1229. She explained that around 7:23 a.m., her children, who are autistic, were boarding their school bus for children with disabilities. During this time, the CCRTA driver grew angry and impatient, aggressively honking the horn while making hand gestures and angry faces at the school bus driver. The mother is upset because her children need extra time to board, and rushing them is not appropriate. She also expressed concern that the honking could have triggered a reaction in her autistic children or other children already on the school bus, and feels fortunate that it did not.
- a. After reviewing the video and speaking with the operator it appears that the operator was not blowing his honk at the bus driver but was honking the horn due to him backing to make room for the bus to turn. All operators have been training to honk the horn to inform everyone that they are backing if they have to. No hand gesture were made as well.
13. I'd like to file a complaint about one of your drivers, he was driving bus 3055, Thurs 09/19 in the Flour Bluff area. Incident time was in the 4:30-4:45 time frame. As several of us were exiting the freeway the bus failed to yield. Then later as I was coming to the Waldron and Glen Oak intersection, I was traveling south on Waldron and had the green light. Your driver was coming from Glen Oak, didn't even stop at the light and turned in front of me causing me to slam on my breaks. I honked my horn at him and he honked back as if I did something wrong. Turns out he was dropping someone off across the street from me on Santana. As the driver left the neighborhood he was staring down me and my husband. I can't imagine an individual like him driving public transportation.
- a. Good Evening After viewing video, it did show the driver motioning to someone to go ahead of him. Video did not show driver honking his horn or staring anyone down. Will have the driver come in for customer service refresher training tomorrow (9/25/2024).
14. Mr. Munguia was dropped off at his destination, Sevita, 15 minutes early. He was left alone, and the Sevita employee expressed concern, stating that it is unsafe to leave him there unsupervised since they are not allowed to open their doors until 8 a.m.
- a. In order for this not to happen again my suggestion would be to have Mr. Munguia book his trips at 8:00 or later to ensure he is not dropped before 8 am. He was scheduled for a 7:35 and his trip is only 1.5 miles away he was dropped at 746. If he books an 8 he would get the after 8 and will not be left outside.
15. Mr. Kennedy called at 8:15 a.m. to request a Route 65 Flex pickup at stop 1900. While tracking the bus, he noticed that it bypassed his Flex stop and continued to Flour Bluff. After contacting dispatch, they sent the bus back for him, but he was still late for his class. He also mentioned that the same issue occurred the previous day, on 9/20/24. As a result, he is requesting that at least one stop on the island be designated as a permanent, mandatory stop.

- a. Please accept our sincerest apology. There was a misunderstanding the operator thought the dispatcher said Compton when she said compass. So the operator follow the route thinking she was picking up and compton. After Mr. Kennedy called back she was instructed to go back because she was given the notice when he first called in but it was an honest mistake of locations.
- 16. Ms. Neisler, a B-Line rider, explains that her mobility device is a bicycle, which she relies on for transportation due to her inability to drive. Although she understands that the bicycle cannot be taken on board the bus, she is raising concerns of discrimination after being told she couldn't bring it with her. Ms. Neisler believes that MV B-Line vehicles should be equipped with bike racks to accommodate individuals like herself. She also emphasized that not all disabilities are physical, as hers is not, and feels she should be allowed to use her bicycle for mobility.
 - a. Our units are equipped with bike racks. I looked for this rider but her name is not popping up in our B Line system. Riders do have to be able to load their bike on the bike rack.
- 17. This is the second day I don't get my change back on the bline who do I need to talk to, I didn't get my change back yesterday morning and this afternoon y'all owe me .75 cents this is messed up, I have to paid 1.25 I want my money back
 - a. We do apologize for this inconvenience. It is suggested to have exact change on the bus to avoid issues as such. Also please let the operator know ahead of time that you will need a change card because if it takes a while then is disappears and the operator is not able to get the change card option back.
- 18. Mr. DeLeon reports that he called to ask the dispatcher to check if he had possibly left his phone on a B-Line bus. He claims the dispatcher was extremely rude and spoke to him in a condescending manner, making him feel insulted.
 - a. Unfortunately I pulled calls for that date from 11:00 am to 13:00 and was not able to find a call from Mr. De Leon at all.
- 19. Mr. Navarro can not understand why his B-line was late 1.5 hours, he would have appreciated a call to schedule an Uber. His pick up was schedule at 5:30 and pick up was at 7pm.
 - a. Please accept our sincerest apology. After speaking with the operator and reviewing some video it does appear the the operator had tablet issues which only showed the drop off address and not the pick up. In which case the operator was headed to the drop location before someone caught the error and caused him to be late because the passenger on board was going to the same area to be dropped off. Since the operator was in the area he dropped off that client then proceed to the pick up for Mr. Navarro. Operator ha\s been instructed that when she problems like tht to contact dispatch immediately so we can fix the issue.
- 20. Mrs Hutson is dissatisfied with the performance of her last Bline trip. She said that was pick up 45 minutes late. This made her late for her doctor appointment. A second issue she is confronting now is, that the unit that goes to pick her up is not entering the premises of her apartments. She was told that a supervisor would go and clear that for her. Mrs. Hutson said that she is 87 year old and walking that distance is a hazard for her, since any fall could be very detrimental for her health. This incident happened on 9/10/24 at 7:30am at her address.
 - a. We do apologize for this. The location that Mrs. Hutson would like us to pick up has a narrow driveway throughout and becomes even smaller when there are vehicles parked in that parking area which caused an issue for the driver not

being able to get in or out. Supervisor went out in a bus yesterday and was not able to get in. Unfortunately, Mrs. Hutson pick up will have to stay on the curb on Brawner pkwy.

21. Ms. Veronica came into Customer Service and handed a note (see attached) 1006 B Line I can't thank you enough for the kindness.....
 - a. Please thank Ms. Veronica for her kind words.
22. Another driver called to complaint about unit 3068 speeding on SPID. He claimed that the unit 3068 was driving above 70mph and sometime even above 75mph. This happened after 09:30am.
 - a. Good afternoon After viewing video, it did show driver going beyond the posted speed limit. Driver was coached on obeying the posted speed limit at all times.

Conclusion

The contractor has met or exceeded performance standards in three of the four key areas for September 2024:

- ❑ 2.60 passengers per hour
- ❑ 83.91% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for September 2024 at 18,179.9 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for September 2024

	Total Miles Driven in September for Each Bus Type	Total Road Calls for September for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	191,942	31	31	0	22	9	2	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	30,529	7	7	0	4	3	1	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	222,471	38	38	0	26	12	3	0
MILES BETWEEN ROAD CALLS								
	8,557	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, January 22, 2025

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, December 4, 2024

8:30 a.m.

RCAT Committee Meeting

Thursday, January 16, 2025

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
