



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, January 16, 2025
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 November 21, 2024.	5 minutes	Pages 1 - 3
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	Customer Service Report - Process and December Report	10 minutes	No Attachment
7.	Chairperson's Report RCAT Member Updates	20 minutes	No Attachment
8.	RCAT Liaison Report a) New Hire b) October 2024 Operations Report c) 2024 CEO Report d) New Hire e) November 2024 Operations Report f) 2024 CEO Report	30 minutes	No Attachment
9.	Informational Items: a) October 2024 CAF Report b) October 2024 B-Line Report c) October 2024 Operations Report Key Metrics d) October 2024 Maintenance Road Call Report e) November 2024 CAF Report f) November 2024 B-Line Report g) November 2024 Operations Report Key Metrics h) November 2024 Maintenance Road Call Report i) Upcoming Events and RTA Functions		Page 4 – 8 Page 9 – 15 Page 16 – 26 Page 27 Page 28 – 32 Page 33 – 38 Page 39 - 50 Page 51 Page 52
10.	Adjournment		No Attachment
	Total Minutes:	76	

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 November 21, 2024.	5 minutes	Pages 1 - 3
	➤ 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.	Committee for Persons with Disabilities (CFPWD) ➤ Presented by Melanie Gomez	5 minutes	No Attachment
6.	Customer Service Report - Process and December Report Presented by Melanie Gomez	10 minutes	No Attachment
7.	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
8.	RCAT Liaison Report a) New Hire b) October 2024 Operations Report c) 2024 CEO Report d) New Hire e) November 2024 Operations Report	30 minutes	No Attachment

	f) 2024 CEO Report		
9.	Informational Items: a) October 2024 CAF Report b) October 2024 B-Line Report c) October 2024 Operations Report Key Metrics d) October 2024 Maintenance Road Call Report e) November 2024 CAF Report f) November 2024 B-Line Report g) November 2024 Operations Report Key Metrics h) November 2024 Maintenance Road Call Report i) Upcoming Events and RTA Functions		Page 4 – 8 Page 9 – 15 Page 16 – 26 Page 27 Page 28 – 32 Page 33 – 38 Page 39 - 50 Page 51 Page 52
10.	Adjournment		No Attachment
	Total	76 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**

November 21, 2024

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

Advisory Committee Members Absent: Inez Garcia

Board Members Present: None

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

MV Present: Tim Van Zalen

Call to Order: Mr. Box called the meeting to order at 12:05 p.m.

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

Public Comment: None

RCAT Meeting Minutes:

RCAT Meeting Minutes for October 17, 2024, were approved. Motion made by Mr. Cronnon and seconded by Ms. Leal.

Chairperson Report:

Presented by: Robert Box

Chairperson's Report RCAT Member Updates:

No updates were made

RCAT Liaison's Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

CCRTA New Hires

A total of three (3) new hires were onboarded to the Vehicle Maintenance Department.

Award

CCRTA Received an award for the Hispanic Heritage Month Bus Wrap Texas Workforce Commission – "We hire Vets" campaign.

Fiscal Year 2025

Ms. Montez informed the committee of CCRTA's Holidays and Service Levels

Contracts Awarded:

A Ortiz Construction received the apartment of the VA Clinic Bus Stop Pull-in project. Turner Ramirez Architects was awarded the New CCRTA Maintenance Facility and Amend the 2024 Capital Budget for the Maintenance Shop – A/E Design Project.

September 2024 Operations Report

RTA System Monthly Ridership for September 2024 reached a total of 325,455 rides, reflecting an increase of 24,397 rides or 8.1% compared to September 2023, which recorded 301,058 rides. Both years operated the same number of days (30) in September. The System-Wide Monthly Ridership By Mode indicates that ridership for September 2024 surpassed that of the previous year, with 325,455 rides, an increase of 24,397 rides or 8.1%. The vanpool service saw an increase to 8,350 rides, up by 659 from last year's 7,691. A total of 34 vehicles were in operation for vanpool as per the September invoice. Rural services demonstrated notable growth, with Paisano Transit achieving 35 rides and REAL recording 122 rides, totaling 157 rides for rural services. Year-to-date, overall system ridership has increased by 289,743 rides, representing an 11.9% rise compared to 2023. Monthly ridership figures for September show TAMU-CC at 55,909 (11% of total), ISD at 55,909 (6%), and Del Mar College at 55,909 (1%). Additionally, a list of fixed routes affected by City bond and TxDOT Harbor Bridge reconstruction was provided, indicating that 8 out of 32 fixed route services (25%) were impacted in July, with 51 stops currently closed. CCRTA met three of the four B-Line Service Performance Standards, with On-Time performance falling below the 95% threshold.

CEO Report:

Operation & Project Updates

Weekday Fixed Route Ridership saw a 24% increase compared to October 2023, averaging 12,378 on weekdays. Fare-free rides were provided on the first day of early voting (October 21) and on Election Day (November 5). The Mobile GoPass App now features live occupancy data for buses. Google Trip Planner will offer real-time route updates to enhance the passenger experience, including:

- Real-time bus updates
- Accurate arrival times
- Live bus tracking
- Connection updates
- Ridership information
- Easy feedback options for improved travel

PlanetBids, an eProcurement software, has been adopted to boost efficiency and achieve cost savings by automating procurement processes. Vendors are encouraged to register on the CCRTA website under "Business with Us" to receive timely notifications about CCRTA solicitations.

Community Focus

TAMU-CC Student Government hosted a Town Hall on October 8th. A Grocery Giveaway took place on October 11th. The National Federation of the Blind celebrated White Cane Day on October 12th. Shuttle services were provided for the NAACP State Convention from October 10th to 12th and for the Texas Jazz Festival from October 18th to 20th. Del Mar College held an Accessibility Equal Opportunity Fair on October 22nd, followed by the DMC Spooktacular Mental Health Fair on October 24th and the DMC Viking Fest on October 25th. LULAC's Celebration of Families occurred on the same day, October 25th. Shuttle services for Dia De Los Muertos were available on October 26th, along with the Amistad Community Health Center's Truck or Treat event. Finally, ArtWalk Shuttle Service was offered on November 1st.

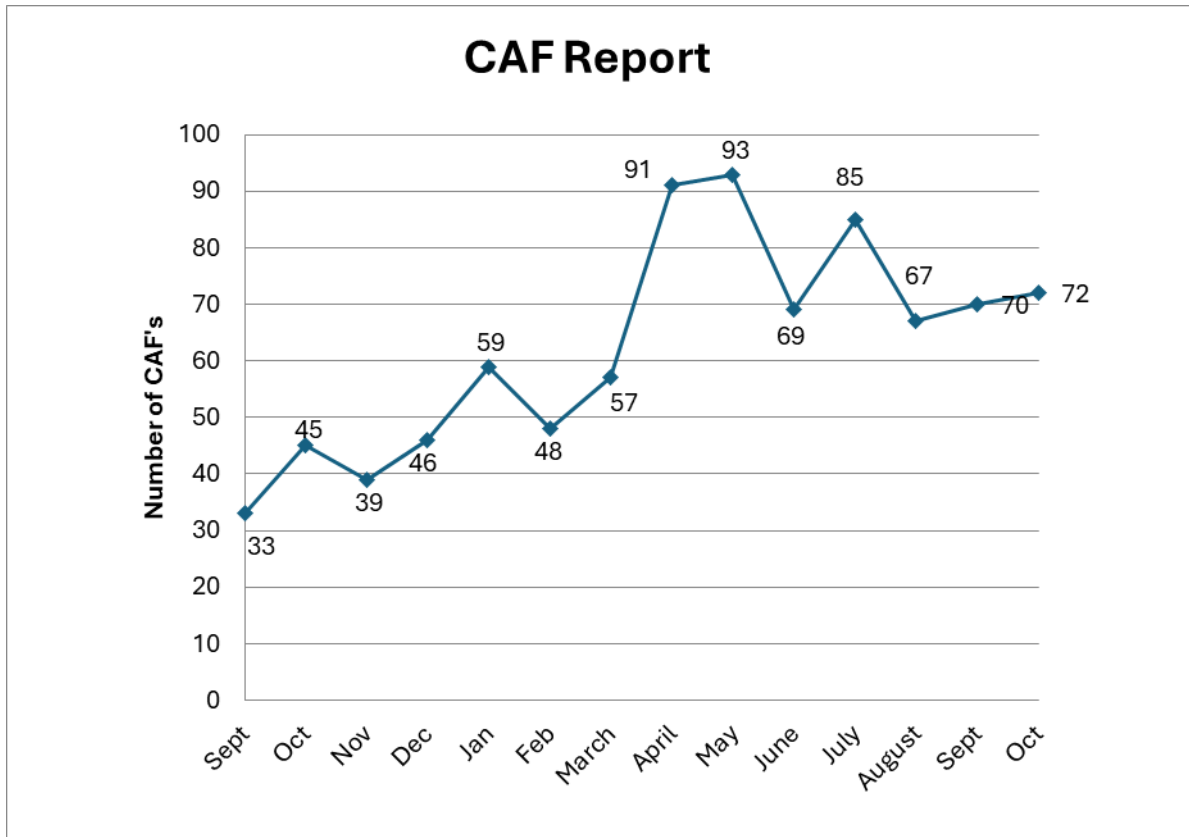
Adjournment: 12:49 p.m.

Subject: CAF Report for October 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For October 2024, there were 72 reported CAFs which was more than the 70 reported CAFs for September 2024. The increase of 2 CAFs represents a 2.86% increase.

There were five commendations included in the total for the month of October.



October 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	6	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	1	#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers	3	#90 Flexi-B Port Aransas	
#21 Arboleda	2	#93 FLEX	
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	13
#26 Airline/Lipes		Transportation	1
#27 Leopard	3	Service Development	5
#28 Leopard /Navigation	1	Facilities/Bus Stop Needs Attention	10
#29 Staples	4	IT	1
#32 Southside	1	Safety & Security	2
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator	2	COMMENDATIONS	5
#37 Crosstown/TAMUCC			
		TOTAL CAF's	72

October 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	4	3		7
Customer Services				
Late/Early – No Show	1	6	2	9
Alleges Injury	2			2
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup		1		1
Rude	2		1	3
Left Behind/Passed Up	6	1	5	12
Inappropriate Behavior		1	2	3
Policy				
Incident at Stop		1	1	2
Incident on Bus	2			2
Incident at Station				
Tie-Down Issue				
Denial of Service				
Safety and Security	2			2
Facility Maintenance	12			12
Service Development	6		3	9
Transportation (Other)				
IT	1			1
Vehicle Maintenance				
Commendations	3	2		5
TOTAL CAFs	43	15	14	72

Conclusion:

During October 2024, CCRTA received seventy-two CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were five commendations.

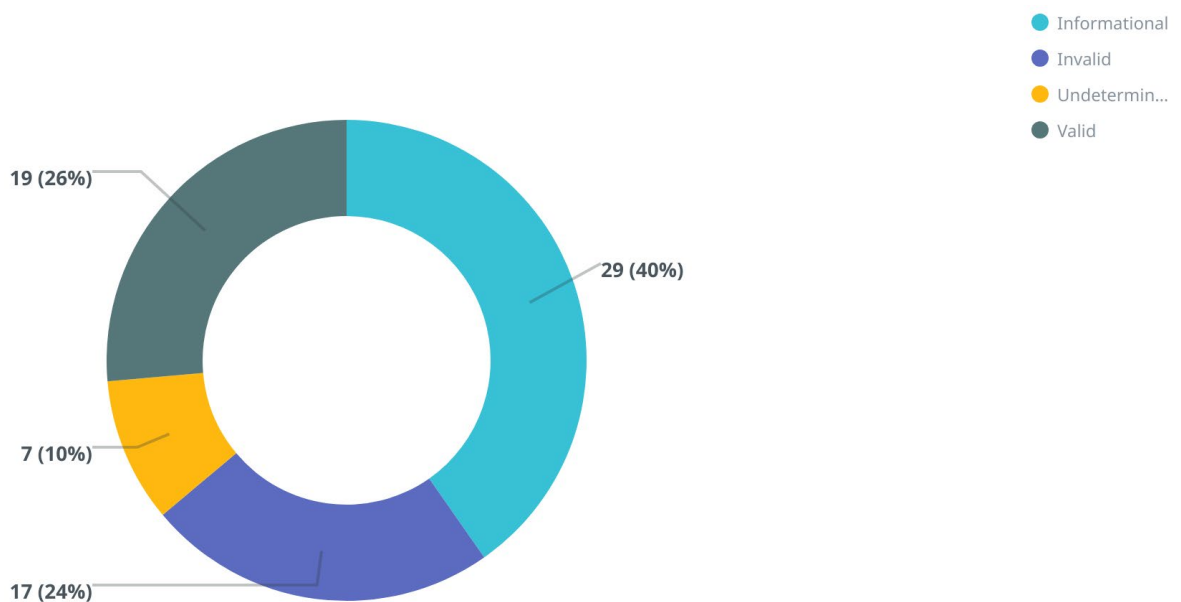
Forty-three CAFs were received regarding CCRTA Service, representing 60% of the total customer assistance contacts; there were three commendations and informational CAFs.

Fifteen CAFs were received regarding B-Line Service representing 21% of the total customer assistance contacts; there were two commendations and one informational CAFs.

Fourteen CAFs were received regarding Contracted Fixed Route Service representing 19% of the total customer assistance contacts; there were no commendations and no informational CAFs.

Outcome:

Nineteen CAFs were found to be Valid.
Seventeen CAFs were found to be Invalid.
Seven CAFs were found to be Unable to Determine.
Twenty-nine 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.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: November 7, 2024

SUBJECT: B-Line Report for October 2024

- ❑ Ridership for the month of October 2024 was 17,953 compared to 16,405 for October 2023, which equates to 1,548 more trips representing a 9.44% **increase**.
- ❑ Ridership for YTD 2024 was 163,609, representing an 8.78% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
150,403	163,609	13,206	8.78%

Service Standards

- ❑ Productivity: 2.46 PPH (Passengers per hour) October 2024, contract standard is 2.50
- ❑ On Time Performance: 88.21% on time performance for October 2024
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,959 trips out of 16,612 trips (11.79%) did not meet the standard for on time performance in October 2024. Of that number:
 - 1,847 were < 30 minutes late.
 - 105 were > 30 minutes late.
 - 6 were > 60 minutes late.
 - 1 were > 90 minute late.
- ❑ Miles between road calls 197,256.5 miles with 6 road calls that equates to 32,876.1 miles between road calls for October 2024. MV did exceed the minimum standard of 12,250 miles between road calls for October 2024.

Wheelchair Boarding's and associated statistics

For the month of October 2024, there were:

- 11,549 - ambulatory passengers
- 5,237- wheelchair boarding's
- 916 - personal care attendants (AM)
- 238 - companions
- 13 - animals

Other Service statistics

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

1. A driver called to report an incident involving an MV operator. She stated that on October 1st at 4:49 p.m., while leaving the Dollar Tree parking lot, she encountered Route 3, Unit 3047 (license plate 1464-055). The MV driver signaled for her to pull out, but since she was trying to cross into the opposite lanes, and due to heavy traffic, she waited until she felt safe to proceed. According to her, the MV driver grew impatient, began honking aggressively, and eventually made an obscene gesture by showing his middle finger. She has since filed a police report, PR# 2410001347.
 - a. After viewing video, it did show the driving waiting to let adverse vehicle out. Driver did make a hand gesture for her to go because traffic was clear. Adverse refuse to go and she was pulled too far out of the parking lot for our driver to go. Driver never gives her the middle finger. driver only tap his horn one time for her to go. Please see video.
2. Steven Gallegos is commending the attitude of the driver in his second trip today. This operator was very professional and courteous.
 - a. Please thank Mr. Gallegos for recognizing Lucy's handwork and dedication to providing excellent customer service.
3. Pedro Navarro, a B-Line rider, reported receiving a no-show, which he believes resulted from a mistake by the reservationist. According to him, he was initially told his pickup time was 11:50 a.m. However, when the bus didn't arrive, he called B-Line and was informed that his actual pickup time was 10:50 a.m. He is confident that the reservationist provided the wrong time and feels the no-show should be waived.
 - a. After listening to the call between Mr. Navarro and the agent, the agent stated to Mr. Navarro she had a 940 or 1050. Mr. Navarro said the 1050 is good. When confirming the trip back to Mr. Navarro the agent stated he had a 1050 and 1800 return. Mr. Navarro confirmed. It was not heard in the 4 minute conversation neither Mr. Navarro or the agent mention an 1150. No show is valid
4. Juanita Edmonds (B-Line rider) called today to report an excessively late B-Line bus. Ms. Edmonds said that she had a scheduled pick-up from Walmart on Staples at 3:43pm on Wednesday, October 2nd. She is upset because they didn't arrive until 5:02pm. She understands that things come up that result in delays but that the bus arriving 50 minutes after the 30-minute window is not acceptable. The operator was very courteous and apologetic, but she still wanted to report it. Ms. Edmonds did report it to Tameka as well but has not heard from her. She would like for Tameka to please return her call at 361-289-8833.
 - a. After investigating Ms. Edmonds concern it does show the operator arrived to pick up Ms. Edmonds at 1650 due to the original driver having to have his bus switched out because of a mechanical issue. I did try calling Ms. Edmonds back but go no answer.
5. Mr. Lopez's care attendant called to complain that his B-Line bus has frequently been late, well beyond the 30-minute window. Mr. Lopez has a standing order for 7:30 a.m., but when 8:00 a.m. came around—30 minutes past his scheduled time—she called

dispatch, and they informed her the bus wouldn't arrive until 8:20 a.m. She mentioned that this issue has been happening 2 to 3 times a week.

- a. Please accept our sincerest apology for our tardiness on 10/15. after looking at Mr. Lopez trips for the last month he had 23 730 trips and we were tardy for 5 of them. We will re-route Mr. Lopez to see if this aids in the tardiness.

6. 10/15/2024 RT 3 Time: 10:45

Mr. Hartwell and 4 other riders were waiting for RT 3 at bus stop [#705](#) SPID @ Sunburst when the operator passed them up with out of service on his bus. Mr. Hartwell would like a call back 361-549-9786

- a. After reviewing the video it does not show the operator pass up anyone at any stop. Footage was reviewed from 10:40 to 10:50 and the driver stopped at every stop with someone there. There could be a chance that the vehicle they saw was truly an out of service route.
7. Mr. Mawlawi reported that he was waiting at stop 2051 at 8:45 a.m. for Route 65. When Unit 3063 finally arrived at 9:02 a.m., he noticed the bus began to slow down, but it did not come to a complete stop and continued on, leaving him behind.
- a. We do apologize after reviewing of the video between 858-908 we didn't find any evidence of the operator passing anyone at any stop.
8. RT 3 on Tuesday 10/15 was doing the old route. Karen Glanz asked him why he was doing the old route he said in an arrogant voice I was told by the higher ups to do it. She is upset because the bus was over 20 min late. This would have made her late to make her connection to RT 65 however the RT 65 was delayed at southside station, and she was able to make it. She would like a call back 805-504-6999
- a. We do apologize for the inconvenience info was given that we are to service the HEB but the operator misinterpreted and was servicing Walmart as well. He has been addressed and made aware of the change to the route and will follow the route as instructed.
9. Ms. Ashley Venecia, a B-Line rider, called to report an incident involving her driver on 10/15/2024 at approximately 7:15 a.m. She explained that the driver stopped to meet someone who had food for her and engaged in a conversation with this person for an extended period while Ms. Venecia remained on the bus, causing her to be late for work. Additionally, Ms. Venecia mentioned that the driver frequently uses a Bluetooth device, such as an earbud, to have lengthy phone conversations while driving.
- a. Please accept our sincerest apology we have thoroughly investigated this complaint and the operator will be disciplined accordingly. Thank Ms. Venecia for informing us of unprofessional behavior.
10. Tomasa De Leon (B-Line rider) called today to report an unsafe MV operator. She reports that an operator by the name of Thomas is very unsafe. He was her driver on Tuesday, October 1st for the trip to the adult day care. She reports that he focuses too much on the computer and starts swerving. She said he has had several near misses with hitting other vehicles. She also stated that she witnessed him hit a parked vehicle on the street and didn't report it. She said when he dropped her off at the adult day care, he spent some time trying to scratch the paint off his bus. Unfortunately, she did not recall the date of that incident. She believes it was a couple of months ago. She just wanted to report all of that information to us. If additional information is needed, she can be contacted at 361-206-5723.

- a. After speaking to the operator pertaining to the trip with the client on Oct 1st. He did stated that he had acknowledge the tablet and was using it for directions. He stated that the only time he swerved was when a car parked on the side of the road opened their door.

11. 10/8/2024

RT	28	Staples	Station	Time:	4:05
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RT 28 was unable to pull into the bay at staples street due to 3 other busses in the way where it pulls in. 28 was parked at the stop sign at Waco/Mestina and a few people crossed to see if she would let them on the bus. The driver said no told them to go back and wait at the station. 7 to 8 individuals were waiting for the 28 when it drove around the 3 busses and left. This is not the first time around this time this happens. Mr. Lopez would like a call back at 361-752-8531

- a. Please accept our sincerest apology. Operator stated they stopped behind the other buses to see if anyone would walk towards her bus because the other buses blocked the area. When no one looked like they were coming she moved on. Operator was informed to wait make sure that no one at the location wants the 28 before leaving especially when she is not able to access the stop.

12. B

Line

Ms. Lori Ware is calling on behave of her brother Eric Schwartz who is blind and mentally challenged. He had a pickup time of 2:45 at Spohn Shoreline and the B Line as of 3:50 had not shown up. Ms. Ware called B Line to check on the time and decided to cancel the return trip. This is not the first time this has happened. Ms. Ware has left several messages for Ms. Weathers since August, and she has yet to receive a call back. She said that when she has called to inquire as to why the bus is late, she has been told that her brother missed it. However, she said that he has a companion who waits with him to board the bus. Another reason she gets is because they are too busy.

She does not want this to count as a now show for Mr. Schwartz. She said she has filed a complaint with the ADA.

She would like a call back asap to discuss this on-going issue.

Lori Ware 361-728-7049

- a. After looking into his trips it's showing that he doesn't have any no shows. As for the trip on 10/16 it does show that the trip was canceled at 15:47 after the driver had arrived. Driver was running late due to the pickup before Mr. Schwartz trip. Also for the calls no voicemails have been recovered from Ms. Ware so I'm not sure if she was transferred to the correct extension. She will received a call pertaining to Mr. Schwartz trip and possible standing order.

13. Mr. Navarro reported that he had a pickup scheduled for 5:25 p.m., but the bus did not arrive until after 6:00 p.m. He mentioned that this has been happening frequently.

- a. We do apologize for the late trip. The driver was stuck in traffic due to the distance from where the driver dropped off to the pick up location of Mr. Navarro as well as the bus had to be swapped due to a mechanical issue.

14. Ms. Zuniga, the homeowner at 1549 Green Grove Dr., called to report inappropriate behavior by a B-Line driver. She explained that the original bus had broken down in front of her neighbor's house, and the replacement bus, Unit 3030, was parked in front of her home, blocking her driveway. When Ms. Zuniga asked the driver how much longer she would be parked there, as she needed to leave for work, the driver exited the bus, got in Ms. Zuniga's face, and began yelling and threatening her, stating that she would be there "a lot longer," despite all passengers having already transferred to the replacement bus, Unit 3030. Ms. Zuniga expressed that she no longer feels safe with such an aggressive driver near her or her property and is demanding that the driver be replaced with someone else to cover the route in her area.
 - a. Please accept our sincerest apology for the type of behavior this operator has displayed. Operator will be removed and placed in retraining.
15. Mr. Myers reported an incident involving B-Line Bus Unit 3014 while leaving Misty Winds on Ayers St. He stated that the bus was parked at the exit, not moving, so he honked to alert the driver that a vehicle was waiting behind. The bus eventually pulled out but did so at such a slow speed that it seemed sarcastic. Both Mr. Myers and Unit 3014 were turning left onto Holly from Ayers. While turning, Mr. Myers said the bus "brake checked" him multiple times, even coming to a complete stop once, prompting him to honk. After they turned onto Crosstown heading northbound, Mr. Myers sped up to about 80 MPH to distance himself from the bus. However, he then noticed Unit 3014 catching up and merging into his lane, as if trying to run him off the road.

Mr. Myers said he had been recording the incident on his phone, and when the bus driver saw the phone, they pulled away. When asked for the unit number, Mr. Myers stated he had to maintain a speed of 80 MPH to keep up with the driver. He is claiming vehicular assault and is filing a police report. Mr. Myers also mentioned that he runs the Facebook page "Corpus People Acting Like Corpus People" and intends to post the video there. He is requesting an immediate callback to discuss the situation at number 361-661-4568

 - a. After reviewing the video footage it shows the operator picking up a passenger from the location then heading towards the exit. The driver was at the exit for a while because traffic was coming and she has to exit slowly from that location as to not damage the bottom of the bus due to the dip in the roadway. Once it was clear for her to go she moved on. They both did get on the crosstown heading north. At no time during the travel did the operator ever go over 68 mph. It does show that the adverse driver kept blowing his horn at every stop she made even at the light where they were to turn right. She has to stop because she is in a bus and make sure it's clear for her to proceed on. Mr. Myers was called today.
16. Mr Hartwell reach us by phone to complaint about the driver on route 3. He was pull outside the bus to be told that he smells by the operator. He also said that this operator advised him that if he still smells like this he will not be picked up. Mr. Hartwell explained that he questioned the bank manager and teller if he smells and they said no, another person at the stop also confirmed to him that he did not smell. Mr. Hartwell said that this is retaliation for his pass complaint about the same driver.
 - a. Please accept our sincerest apology. Operator did state that he said the rider did have an odor but it was not in retaliation about a complaint because he did not know that this was the rider that complained.

17. Mrs Lopez is the mother of Williams Seale a B-Line rider. She states that lately her son is being drop off at different locations instead at his normal drop off. Mrs. Lopez explained how the bus should approach the location (through the green resalted area of the map) and the drop off at the side of the building. I have attached photos of the area for clarification. For clarifications, her number is 3619606607. Ms. Seale, the mother of William Seale, called again to follow up on her previous complaint. After I informed her of the response we just received and read her the drop-off instructions, she replied, "If that's the case, then why was William dropped off at a different location again today, this time even further away at the University Center Building?"

a. After review of the trip that location that this client is going to is a common location. We drop everyone going to that specific location at the same spot so there is no confusion. Right on Island Dr., Left on Oso Dr. / Drop-off on Left side of building by the garage. After reviewing the video footage from this day. The operator dropped the client off on the left side of the building by the parking area.

18. 10/25/24

B	Line	unit	3052
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Mr. Gilberto Lopez was dropped off at his home at 5101 Cynthia St around 3:25 by unit 3052. His home has a wooden ramp, and the operator put the b line ramp on top of the wooden ramp. Ms. Leal, his sister was there and ask the operator to move the bus because it looked unsafe for her brother who is in a wheelchair to go down. The operator ignored her. She would like a call back at 361-369-3550

a. After speaking with the operator he stated that the ramp was not actually on the wooden ramp but very close to it so that the rider didn't have to be on the ground. He also stated that no one said anything about him being on the ramp either.

19. A passenger waiting at stop 1118 for Route 24, Unit 3065, reported that he arrived 15 minutes early. He observed both Route 29 and Route 24 approaching at 9:20 a.m., with Route 29 in the lead. Route 29 pulled in to service the stop, while Route 24 continued on, leaving the passenger to wait another hour for the next Route 24.

a. We apologize for this inconvenience. Operator has been informed to still stop at a stop when another vehicle is there even if it looks like the rider is getting on that bus. He was under the impression when the rider stood up that he was getting on the 29.

20. Mr. Swenson called to report that he had a B-Line pickup scheduled for 11:20 a.m. and claims he was ready and waiting, but the bus never arrived. When he called B-Line to check the status, he was informed that it had been marked as a no-show, with the bus reportedly arriving at 11:11 a.m. He would appreciate a call back at 361-993-0243.

a. After reviewing the video, Tracking the driver and speaking with her the no show is valid. Operator pulled up to the apartment at 1120, she parked in a visible location and also put the bus in reverse so Mr. Swenson can hear it to know the bus is outside. This operator has picked up Mr. Swenson before so she is well aware of were to pick him up from. She kept a watchful eye out for him and waited 6 minutes before departing the location.

21. Mr. Davidson is upset with the B-Line dispatcher for scheduling his pickup at 6:00 a.m. for a 7:30 a.m. dialysis appointment, as he does not want to spend that much time on the bus. Additionally, he is frustrated that he arrived late to dialysis when picked up at his

usual time on Tuesday, despite needing to be there promptly at 7:30 a.m. All he wants is for the bus to pick him up at his scheduled time and to drop him off at the time he needs to be there. He is requesting a callback at 361-371-1747.

- a. Mr. Davidson requested a standing order. When requesting a standing order you are only able to pick either the pick up time or an appt time not both. He was given a 6 am that took account for the 30 minute window to ensure he gets there by 730. Him asking for a 6:20 runs him the risk of being late especially if the operator arrives at the end of the window of 6:50.
22. A passenger and his daughter were waiting for Route 4 at stop 656 with drinks that had lids from the gas station. When the bus arrived at 4:11 p.m., the driver immediately informed them they could not board with their drinks and made them dispose of them to board. The passenger mentioned he had made a similar complaint about this same issue a month ago and was informed that he is, in fact, allowed to board with a drink as long as it has a lid and does not necessarily have to be a screw-on lid.
- a. Unfortunately, the cups from the gas station are not permitted on the vehicle. The lid on the cups have to be a secure lid. We are working on getting signage to place on the vehicles so that everyone is aware of which are acceptable and which are not.

Conclusion

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

- ❑ 2.46 passengers per hour
- ❑ 88.21% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for October 2024 at 32,876.1 miles did exceed the minimum contract standard of 12,250 miles.

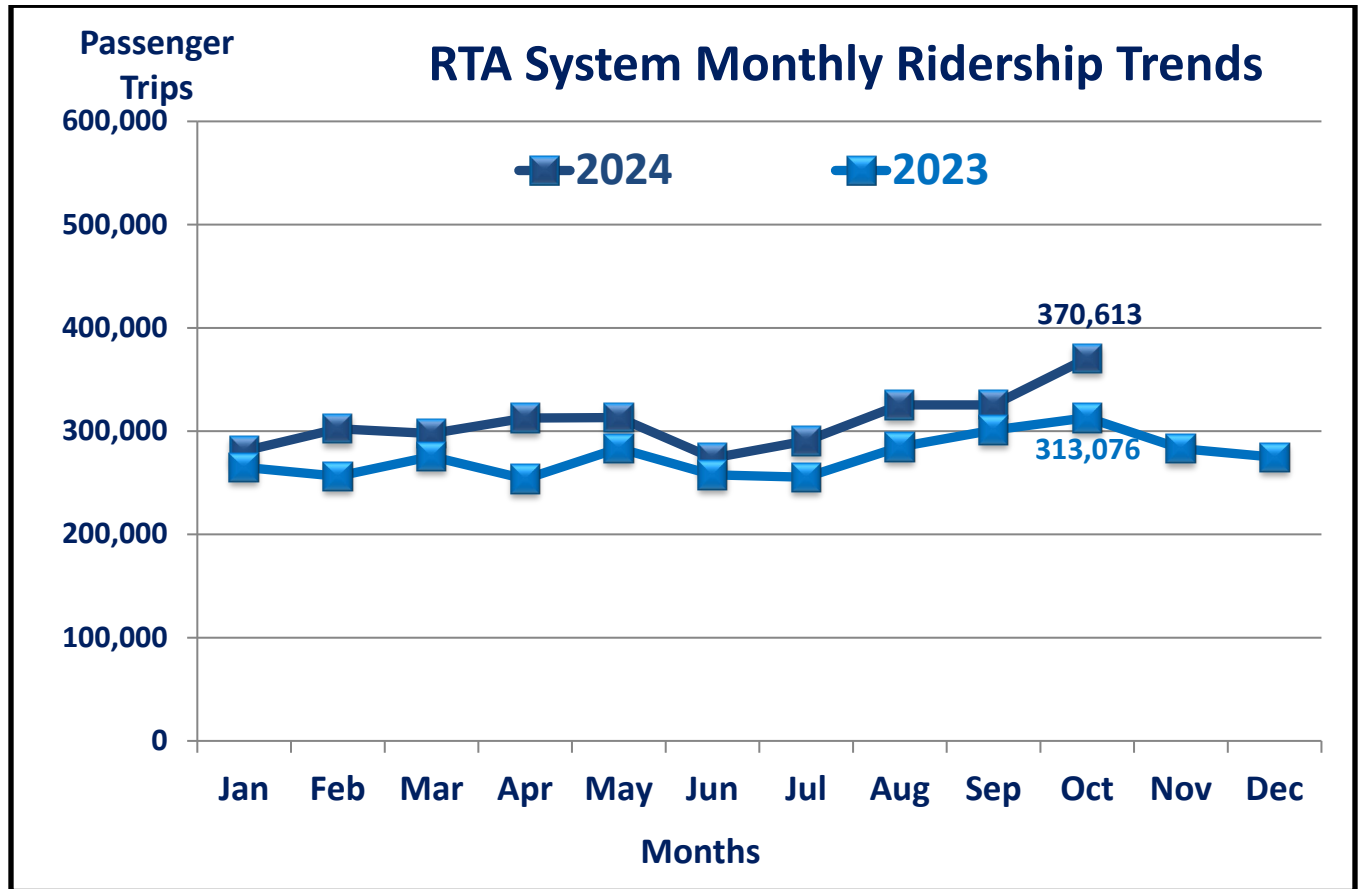
Subject: October 2024 Operations Report

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

October 2024 system-wide passenger trips totaled 370,613 which represents an 18.4% increase, compared to 313,076 passenger trips in October 2023 with 57,537 more trips provided this month.

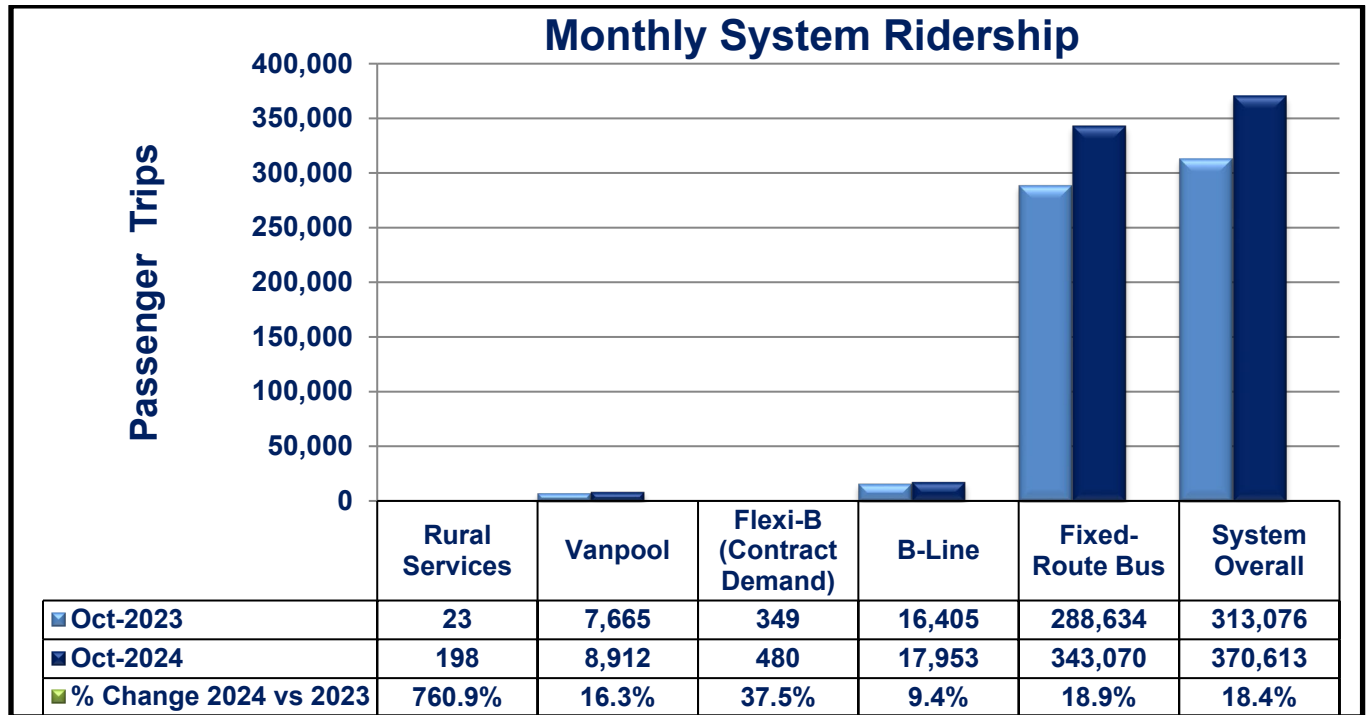


October 2024	October 2023	Variance
23 Weekdays	22 Weekdays	+1
4 Saturdays	4 Saturdays	-
4 Sundays	5 Sundays	-1
31 Days	31 Days	-

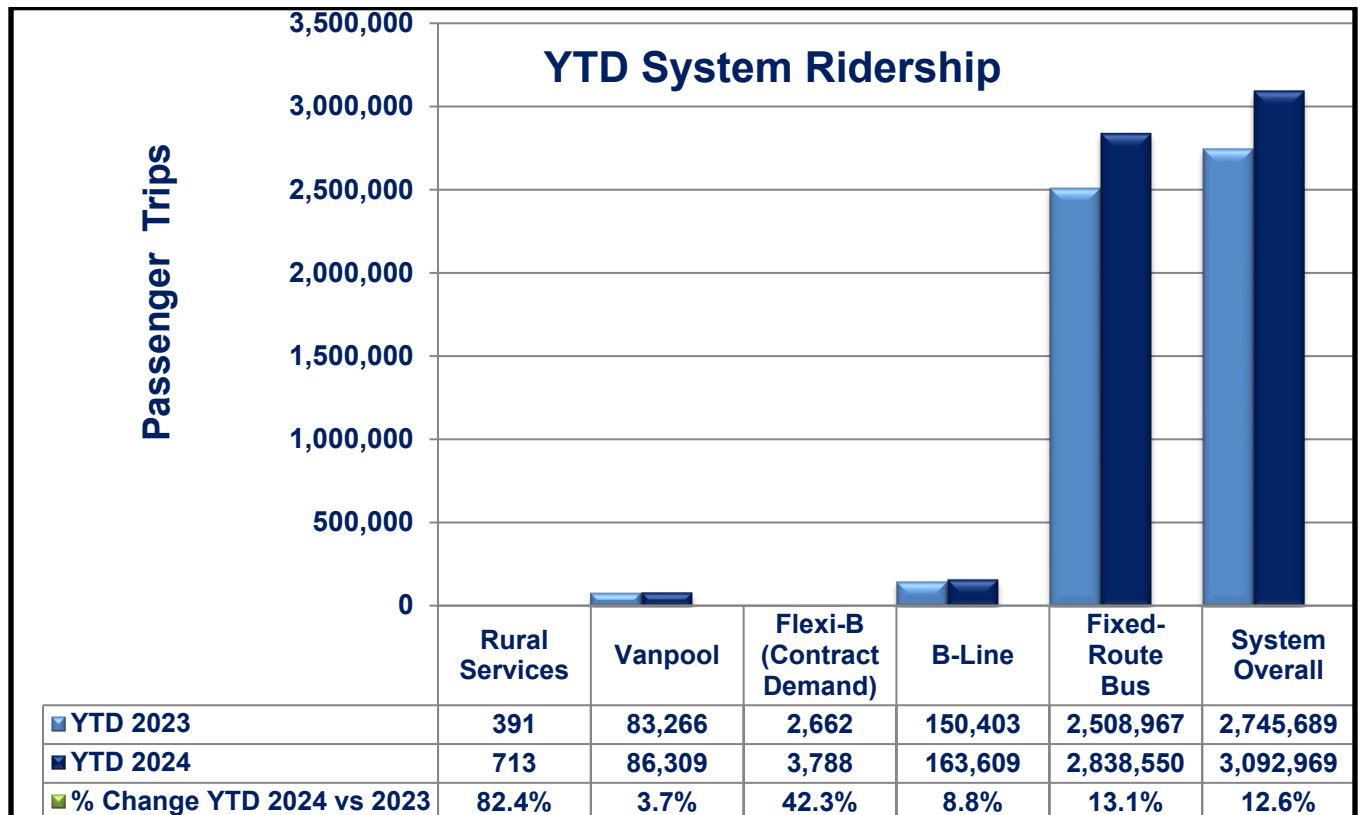
The average retail price for unleaded gas in Corpus Christi was \$2.71 per gallon compared to \$3.25 per gallon in October 2023¹ which is a 17% decrease in the average cost per gallon. October rainfall was below average at 0.03 inches. In comparison, October 2023 recorded above normal rainfall at 3.47 inches.² Historically, October average rainfall is 3.13 inches. The 90.4-degree average high temperature in October 2024 was above the average temperature of 84.9-degrees.

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

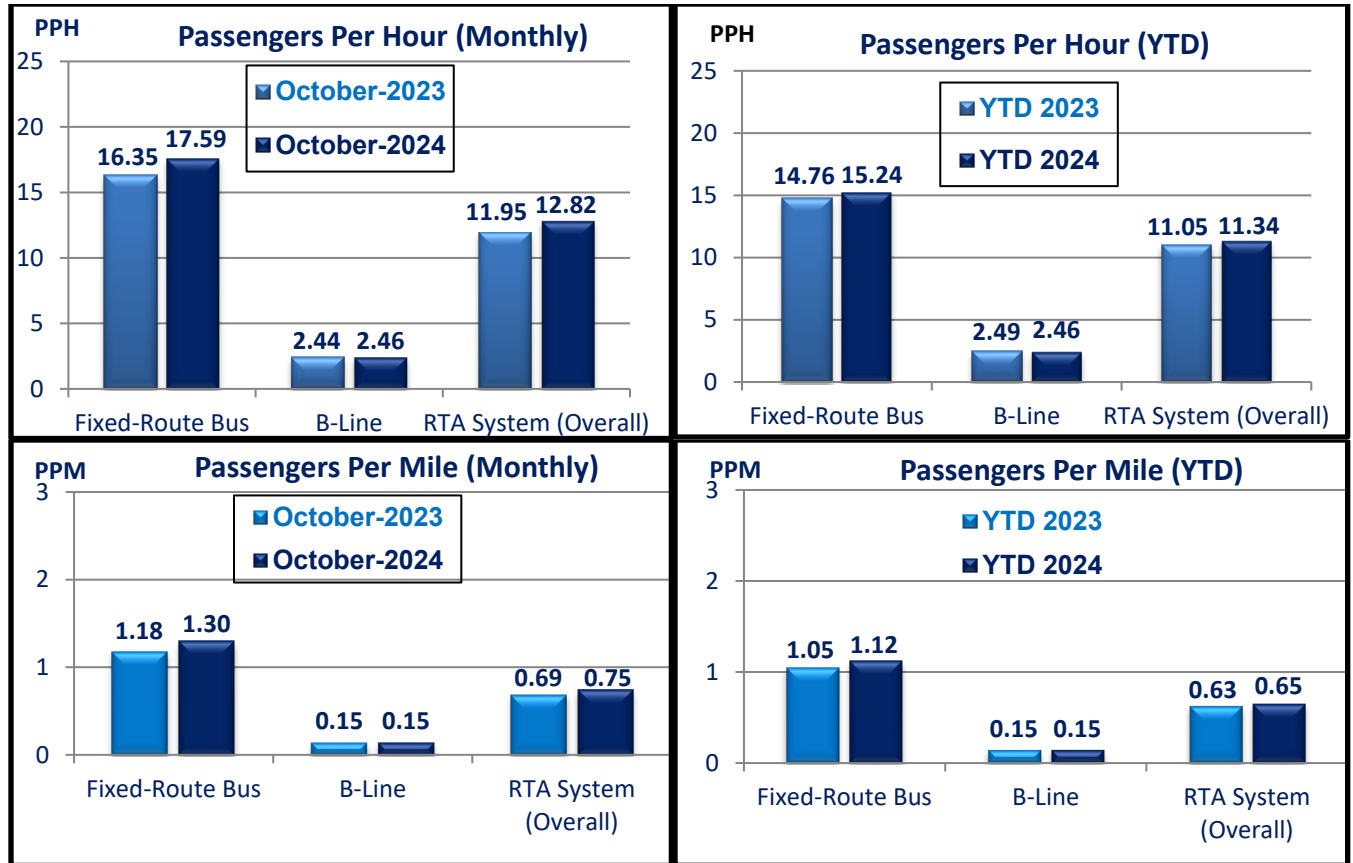
The chart below shows monthly ridership results for all services. CCRTA recorded 57,537 more passenger trips in October 2024 resulting in an 18.4% increase compared to October 2023.



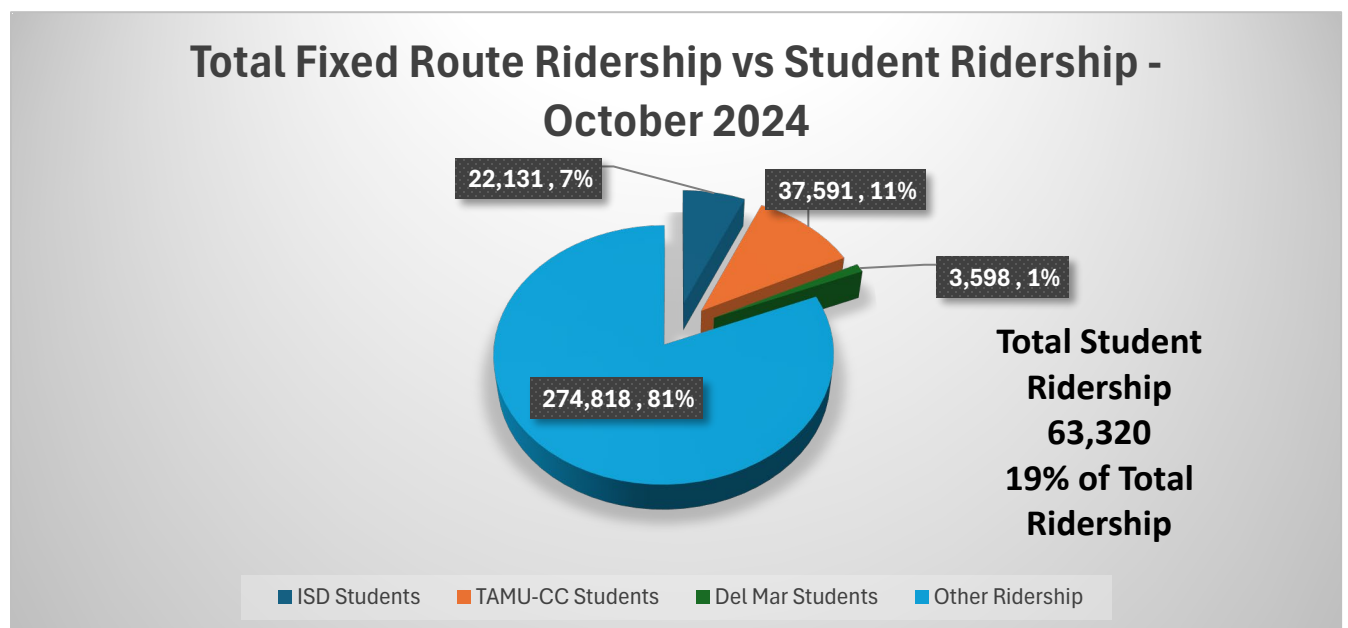
The chart below shows YTD ridership results for all services. 347,280 more trips compared to 2023.



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



The following chart illustrates total fixed route ridership vs student ridership for the month of October 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 Reconstruction:** 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)
- **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. Tanchua (Leopard-Kinney):** Utility replacement began February 5, 2024.
 - Routes 19 & 23 (3 stops closed)
- **Brownlee Blvd. (Morgan-Staples):** Began October 2024.
 - Routes 17 & 19 (2 stops impacted 7 more in future as project progresses)
- **Gollihar Rd. (Crosstown-Greenwood):** Began April 24, 2023.
 - Routes 23 & 25 (5 stops remain closed for this two-phase project) 4 stops recently reopened for service.

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

- **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)
- **Park Road 22 (Compass Dr.): Project in design. (30%)**
 - Route 65 (1 stop may be impacted)

For October 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 **44**. Future City Bond projects, the number of additional bus stops which may be impacted or closed is **29**.

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

Schedule Adherence	Standard	Jul-24	Aug-24	Sep-24	Oct-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	91.1%	89.4%	86.8%	86.0%	88.3%
Monthly Wheelchair Boardings	No standard	5,616	5,529	4,615	6,396	5,539
Monthly Bicycle Boardings	No standard	6,332	7,622	6,990	8,064	7,252

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

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

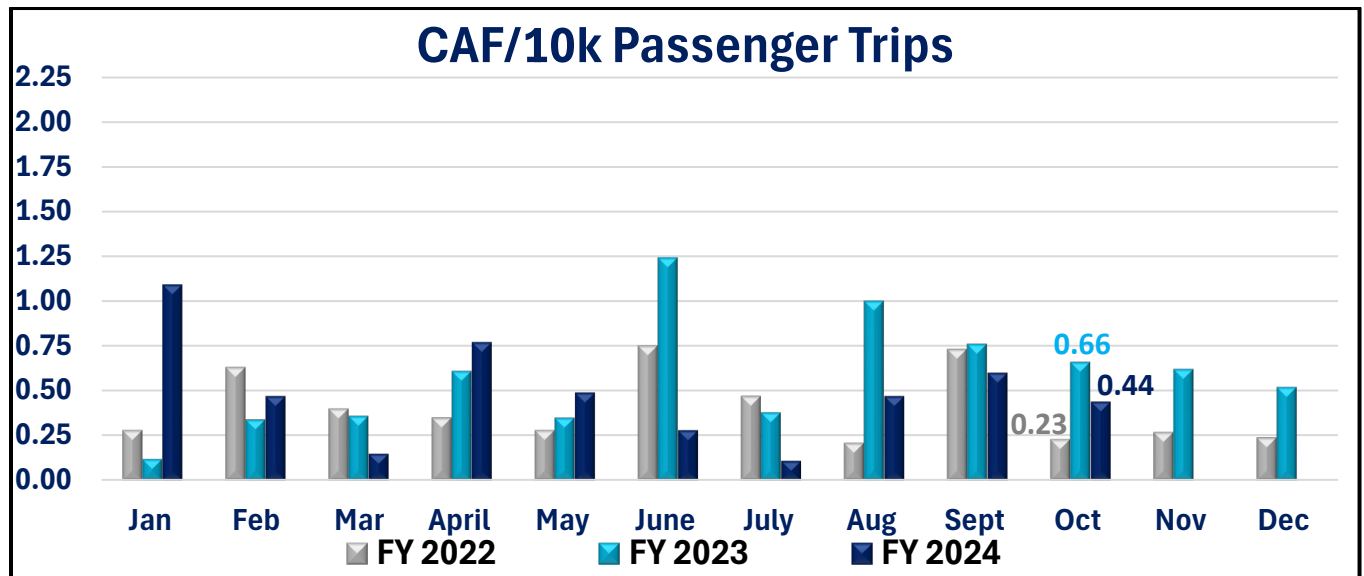
- Productivity: **2.46** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **88.2%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **32,876** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,549** ambulatory boardings; **5,237** wheelchair boardings

Metric	Jul-24	Aug-24	Sep-24	Oct-24	(4) Month-Ave.
Passengers per Hour	2.44	2.58	2.60	2.46	2.52
On-time Performance	89.9%	83.6%	83.9%	88.2%	86.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	23,971	17,869	18,180	32,876	23,224
Monthly Wheelchair Boardings	4,498	4,956	4,691	5,237	4,846

Customer Programs Monthly Customer Assistance Form (CAF) Report

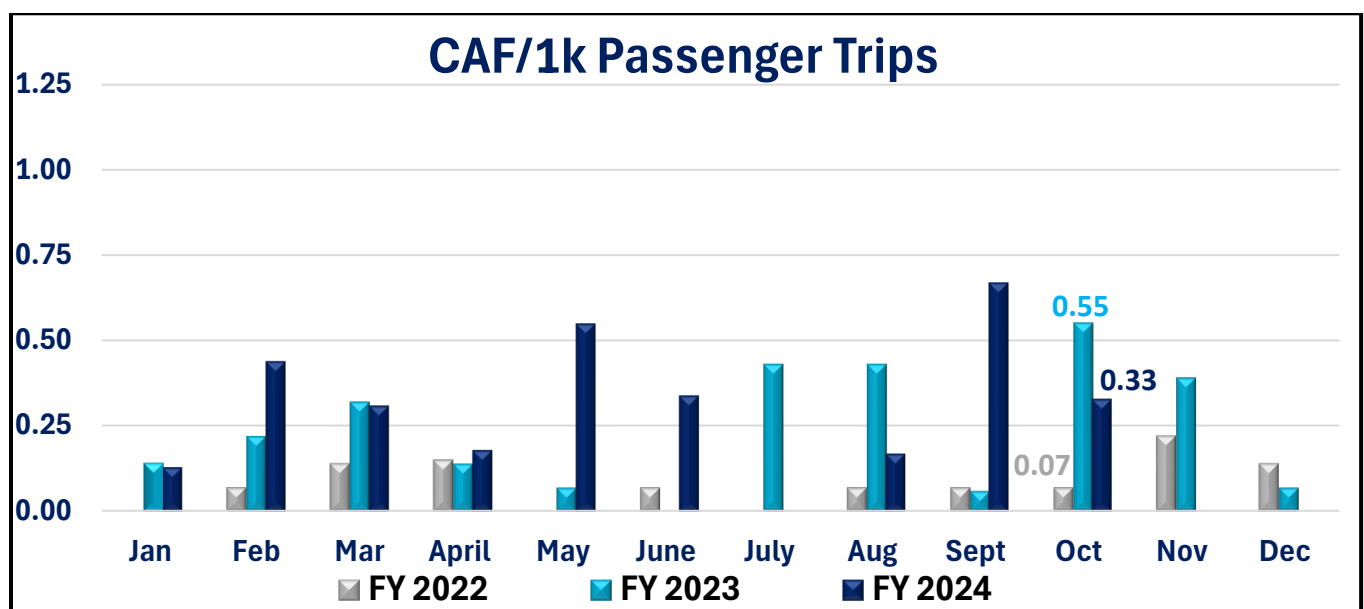
For the month of October 2024, Customer Service received and processed 72 Customer Assistance Forms (CAF's). A total of 54 or 75% were for CCRTA and Contract Fixed Route Services, of which **15** or 0.21% were verified as valid. This equates to approximately **0.44 CAFs per 10,000** passenger trips. There were three commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services



For the month of October 2024, Customer Service received and processed 72 Customer Assistance Forms (CAF's). A total of 15 or 0.21% were for B-Line Services, of which **6** or 0.4% were verified as valid. This equates to approximately **0.33 CAFs per 1,000** passenger trips. B-Line Services received two commendations.

Number of CAFs/1k for B-Line Services



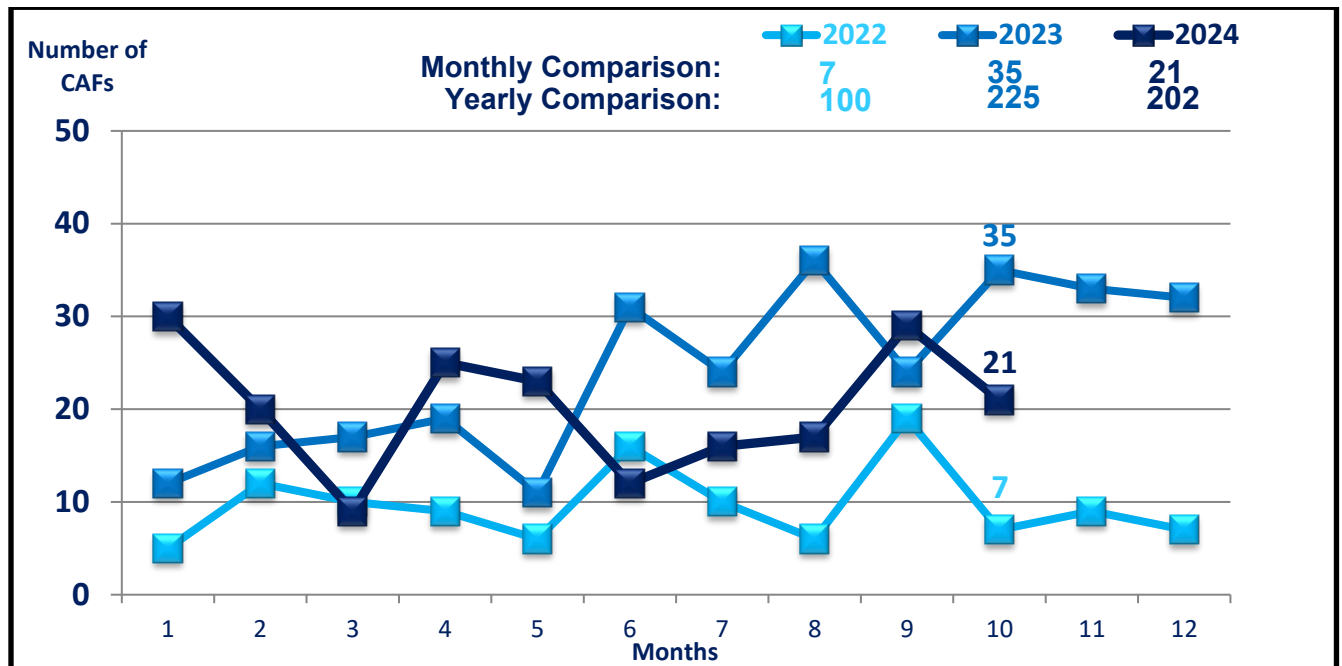
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	6	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	3	#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	1
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS	1	#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside	1	#90 Flexi-B Port Aransas	
#19 Ayers	3	#93 Flex	
#21 Arboleda	2	#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	13
#25 Gollihar/Greenwood		Transportation	1
#26 Airline/Lipes		Service Development	5
#27 Leopard	3	Facilities Maintenance/Bus Stops	10
#28 Leopard/Navigation	1	IT	1
#29 Staples	4	Safety & Security	2
#32 Southside	1	Vehicle Maintenance	
#34 Robstown North		Commendations	
#35 Robstown South	2		
#37 Crosstown/TAMU-CC			
		Total CAFs	72

Processed CAF Breakdown by Service Type:

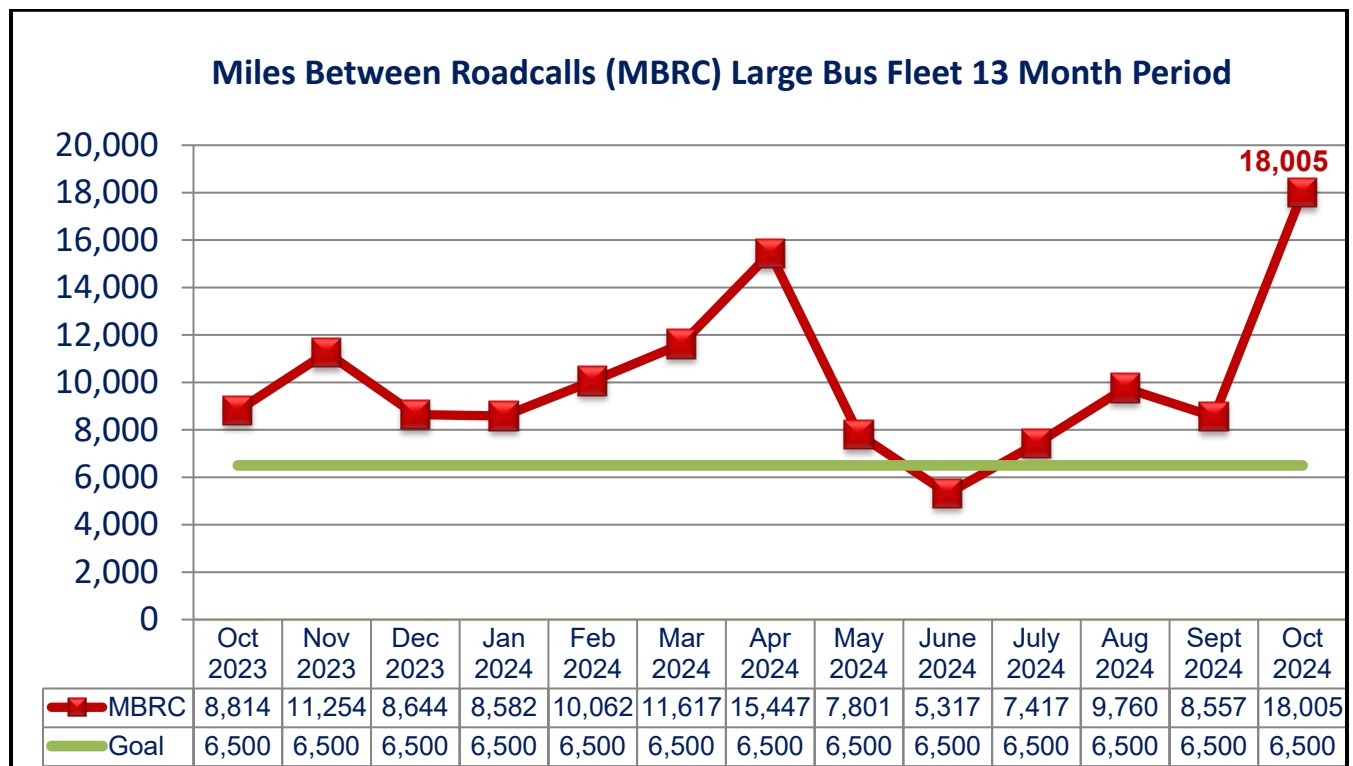
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	4	3		7
Customer Services				
Late/Early – No Show	1	6	2	9
Alleges Injury	2			2
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup		1		1
Rude	2		1	3
Left Behind/Passed Up	6	1	5	12
Inappropriate Behavior		1	2	3
Policy				
Incident at Stop		1	1	2
Incident on Bus	2			2
Incident at Station				
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	2			2
Facility Maintenance	12			12
Service Development	6		3	9
Transportation (other)				
Overcrowded Vehicle				
IT	1			1
Vehicle Maintenance				
Commendations	3	2		5
Total CAFs				72

Customer Programs Validated (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In October 2024, 18,005 miles between road calls (MBRC) were recorded as compared to 8,814 MBRC in October 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 10,098.



Board Priority

The Board Priorities are Public Image and Ridership.

Respectfully Submitted,

Submitted by: Liann Alfaro
Director of Planning

Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

Road Call/Mileage Comparison for October 2024

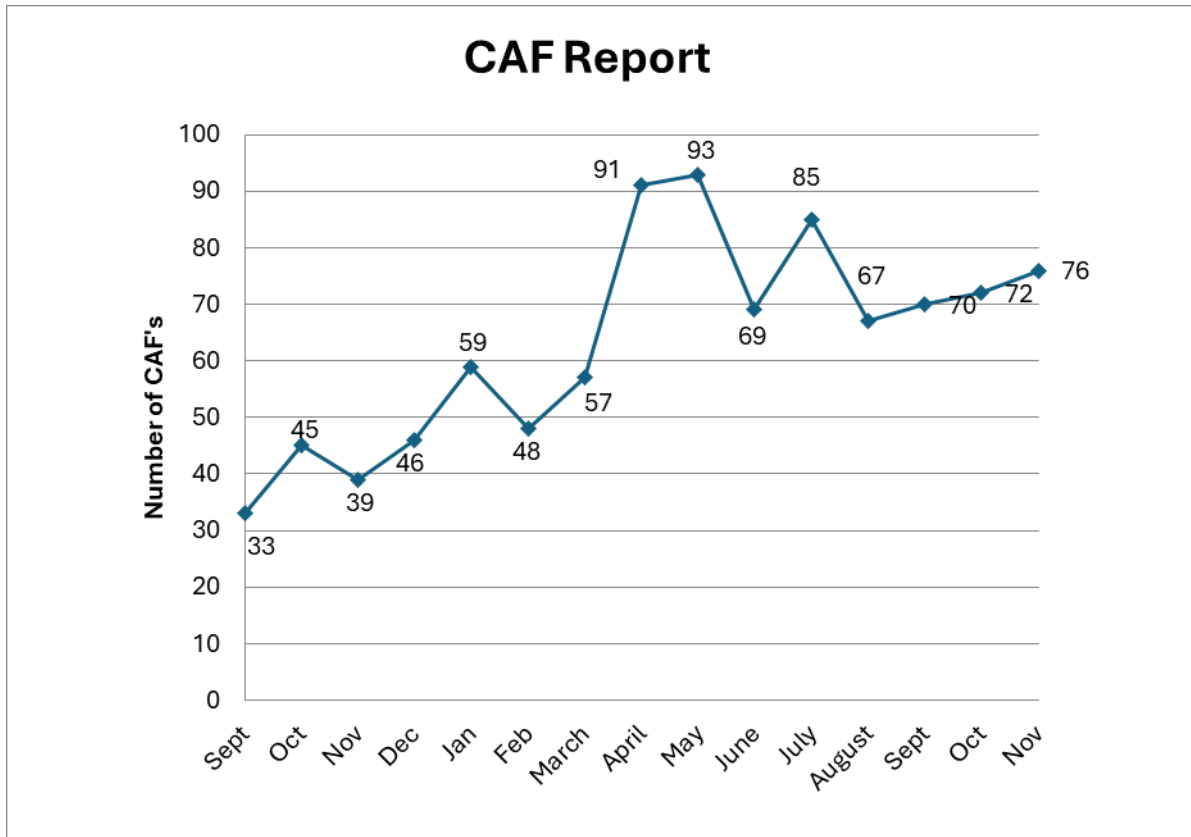
	Total Miles Driven in September for Each Bus Type	Total Road Calls for September for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	200,398	4	4	0	1	3	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	33,666	24	24	0	12	12	1	1
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	234,064	28	28	0	13	15	1	1
MILES BETWEEN ROAD CALLS								
	18,005	Compared Total Miles with Chargeable Roadcalls						

Subject: CAF Report for November 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For November 2024, there were 76 reported CAFs which was more than the 72 reported CAFs for October 2024. The increase of 4 CAFs represents a 5.56% increase.

There were six commendations included in the total for the month of November.



November 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	2	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	2	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	2	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	2	#76 Downtown Shuttle	1
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside	2	#83 Advanced Industries	
#19 Ayers	4	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	1
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	2	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	8
#26 Airline/Lipes	2	Transportation	
#27 Leopard	5	Service Development	1
#28 Leopard /Navigation	3	Facilities/Bus Stop Needs Attention	
#29 Staples	4	IT/Electronics	10
#32 Southside	3	Safety & Security	
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	6
#37 Crosstown/TAMUCC	4		
		TOTAL CAF's	76

November 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	1	2	1	4
Customer Services				
Late/Early – No Show	3	3	4	10
Alleges Injury	1			1
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	10	1	2	13
Left Behind/Passed Up	8	1	2	11
Inappropriate Behavior		1		1
Policy	1		1	2
Incident at Stop	1		1	2
Incident on Bus	1			1
Incident at Station	2			2
Tie-Down Issue				
Denial of Service	1		1	2
Safety and Security	2			2
Facility Maintenance	6			6
Service Development	1			1
Transportation (Other)				
IT/Electronics	10			10
Vehicle Maintenance				
Commendations	6			6
TOTAL CAFs	56	8	12	76

Conclusion:

During November 2024, CCRTA received seventy-six CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were six commendations.

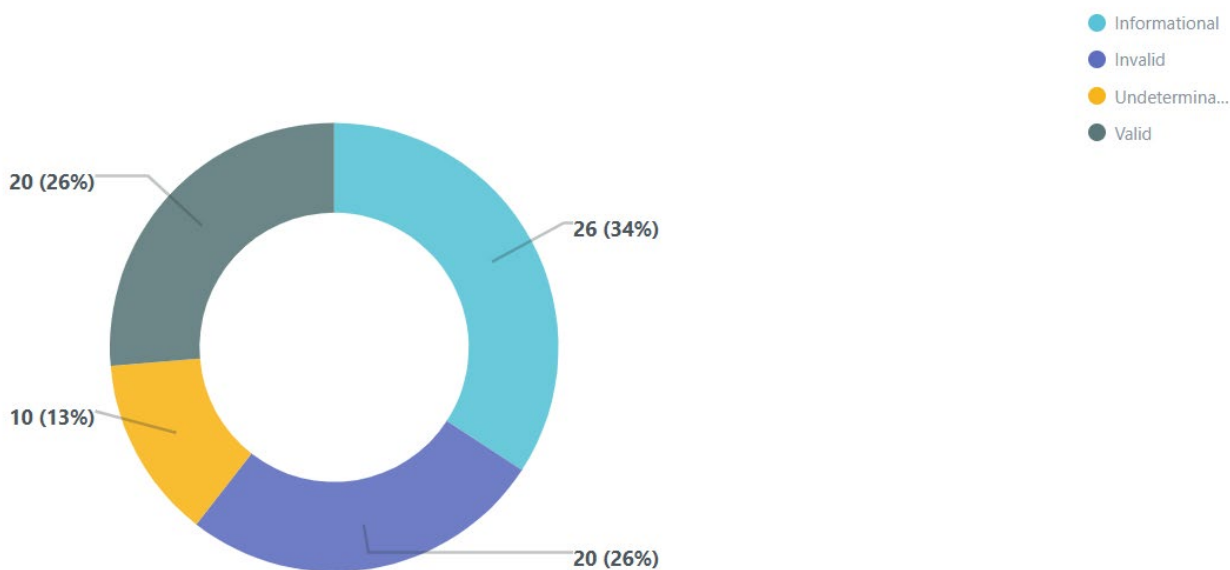
Fifty-six CAFs were received regarding CCRTA Service, representing 74% of the total customer assistance contacts; there were six commendations and twenty-five informational CAFs.

Eight CAFs were received regarding B-Line Service representing 10% of the total customer assistance contacts; there were no commendations and one informational CAF.

Twelve CAFs were received regarding Contracted Fixed Route Service representing 16% of the total customer assistance contacts; there were no commendations and no informational CAFs.

Outcome:

Twenty CAFs were found to be Valid.
Twenty CAFs were found to be Invalid.
Ten CAFs were found to be Unable to Determine.
Twenty-six 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.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: December 6, 2024

SUBJECT: B-Line Report for November 2024

- ❑ Ridership for the month of November 2024 was 15,391 compared to 15,398 for November 2023, which equates to 7 less trips representing a 0.05% **decrease**.
- ❑ Ridership for YTD 2024 was 179,000, representing an 7.96% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
165,801	179,000	13, 199	7.96%

Service Standards

- ❑ Productivity: 2.37 PPH (Passengers per hour) November 2024, contract standard is 2.50
- ❑ On Time Performance: 90.61% on time performance for November 2024
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,326 trips out of 14,115 trips (9.39%) did not meet the standard for on time performance in November 2024. Of that number:
 - 1,262 were < 30 minutes late.
 - 60 were > 30 minutes late.
 - 4 were > 60 minutes late.
 - 0 were > 90 minutes late.
- ❑ Miles between road calls 173,460.1 miles with 7 road calls that equates to 24,780.0 miles between road calls for November 2024. MV did exceed the minimum standard of 12,250 miles between road calls for November 2024.

Wheelchair Boarding's and associated statistics

For the month of November 2024, there were:

- 9,460 - ambulatory passengers
- 4,805- wheelchair boarding's
- 906 - personal care attendants (AM)
- 207 - companions
- 13 - animals

Other Service statistics

There were 20 complaints, and 0 commendation **Customer Assistance Forms** recorded for November 2024:

1. I just attempted to get on the number three bus heading away from the base with my laundry. The bus driver refused to lower the ramp to allow me to pull my small utility wagon with clothes into the bus. She said they aren't supposed to let us carry a bunch of stuff. It's my laundry the cart is approx 1 1/2 feet by 2 1/2 feet. I have used it for years on the bus to do laundry and haul groceries I have never once had a problem with the drivers. The lady was very sarcastic rolled her eyes at me. I have RMS and walking is very difficult for me. The bus had no one on it plenty of room. I don't understand why this driver felt like it was such a inconvenience to lower her ramp and take me to the bus station behind the laundry mat she has to go there anyway. Now I am stuck at this bus stop till traffic slows down enough from the base for me to cross NAS and walk back home I can't walk from Scotland to the laundry depot with my laundry. We depend on these buses I understand people have bad days but no one has the right to take it out on other people. We never know what the person standing beside us battles everyday. Thank you for listening
 - a. After reviewing the video the operator did say we are not supposed to transport when you have to much stuff. The rider immediately said I'll walk then and walked away from the bus before the driver could say anything else. The cart is pretty long and had a lot of items in it and on top. The operator would have had to tie down the cart but the rider would have had to hold the overflow of items. If the rider would like to take this cart please make sure it's not overflowing with items and run the risk of stuff falling off of it.
2. Larry Garcia, B-Line ID # 41755, stated he had a pick up of time of 2:50-3:30 PM on Monday, November 4th, but the driver did not arrive until 3:58 PM which made him late for a 4 PM appointment. He stated he had to cancel his appointment due to the driver being late. He'd like a call back from B-Line regarding what happened. He can be called at 361-904-5544
 - a. Same complaint as #879. We do apologize for the 28-minute tardiness. Operator ran into some trouble loading the client before Mr. Garcia. We are in the process of setting up a call agent that will call the client if the driver is running outside the window.
3. November 6th at 7:35 a.m. bus number 3036 came through an apartment complex driving really fast and he almost hit my van. Then he decided to honk at me and I was not in the wrong. I was pulling out slowly while he was going at least 20 mph in an apartment complex where speed bumps are at so there's no reason, he should have been going that fast in the first place. I also have dash camera on my vehicle so I can prove everything
 - a. Unfortunately, we were not able to find any evidence of such act. Video footage was pulled from 7:30 to 7:45 and the operator was at another rider's home.
4. Mr. Navarro, a B-Line rider, had a scheduled pickup time of 5:11 a.m. on 11/5/24. He states he was outside and ready, but the bus never arrived. When he contacted the dispatcher, he was informed that the bus had shown up and he was marked as a no-show. Mr. Navarro claims the dispatcher is lying.

- a. After review of the route and video footage it does appear that the operator was at the correct location waiting for Mr. Navarro. Operator arrived at 5:42 and did not leave until 5:52 With no sign of the rider insight.
5. Mr. Garcia complained that his B-line was 55 minutes late.
 - a. We do apologize for the 28 minute tardiness. Operator ran into some trouble loading the client before Mr. Garcia. We are in the process of setting up a call agent that will call the client if the driver is running outside the window.
6. 11/4/24Pedro Navarro who is legally blind called to say that he had issues with B line this morning. He had a pickup at 933 Idlewild at 5:05am. He called b line to check on his ride. B line called back 40 min after his pickup time and told him there is a roadblock and they are not able to go down his street and asked him if he could walk to the corner of Benys Rd and Skyline, quarter of a mile from home. He called them and they told him that the bus had already pass the new pick-up place. He hung up the phone and the bus pulled up not seeing him. He had to get an uber, He would like a call asap 361-288-5559
 - a. Unfortunately due to the roadblock the operator was not able to get to the riders home. Dispatch did inform the rider of the location to be picked up. The operator arrived to the location at 5:39am. When he was not able to get down the street he informed dispatch who then called Mr. Navarro. Operator waited 20 minutes for the rider before departing the location when he did not see the rider. Saftey Manager will be making a visit to the location to see if the blockage is still there and find a solution.
7. A passenger waiting at stop 1069 for route 28 reported that the bus passed HEB at Nueces Bay Blvd. at 3:15 p.m., reaching her stop at 3:17 p.m. and causing her to miss it. She noted that route 28 isn't scheduled to depart HEB until 3:25 p.m., meaning it arrived at her stop unusually early.
 - a. Pleasae accept our sincerest apology for this mishap. This operator has been removed and retrained on the importance of time management and staying on time for the route.
8. Driver that was sitting on the 24 bus black male tall got aggressive with me . And snapped at me approached me all fast and hostile raising his voice I didn't feel safe. Because I got on the bus had a cup woth a lid and the driver said to me ma'am u can get in this bus with the cup all I said was that it has lid ,and the other bus attendant , the tall back guy came toward me and hostile and raised his voice at me saying it to mean and angry all I said was it had a lid he should not have a pporched me fast and aggressively and angry with that tone I had to back up and tell him to relax because I though he would push me . He needs to be fired.
 - a. After review of the video footage there was a trainee and the trainer on the bus. Before the rider got on the trainer told the trainee those cups are allowed and starting standing up. Rider boarded the bus trainee said those cups aren't allowed, rider said it has a lid, trainer said he told you those aren't allowed not aggressively not yelling or coming towards her at all. Rider stated ok calm down and exited to throw the cup away. Trainer sat down and she re-boarded the bus and took a seat. We did not see where the trainer was aggressive or raising his tone in anyway. Saftey manager will be calling.
9. the 10:26 4 bus was 10 minutes late and did not stop at bus stop659 I was at they always skip this bus stop everyday even when I'm clearly standing there waiting for the bus. Older white man with a beard. Right outside the colonial del rey rv park

- a. Please accept our sincerest apology. After speaking with the operator and getting video footage. The operator did not stop because his bus was full. We have coached the operator on stopping to let the rider know that he is full instead of just signaling that he is full.
- 10. Mr. Sanchez was waiting for route 4, unit 3042, at stop 705. When it arrived at 7:07 a.m., he boarded his children onto the bus to go to school. Shortly after unit 3042 departed, another route 4 bus pulled up to the same stop. Mr. Sanchez spoke with the second driver, who explained that unit 3042 had arrived extremely early and would have to sit idle for 30 minutes before beginning its route. Mr. Sanchez then approached the driver of unit 3042, questioning why he didn't inform passengers to catch the correct route 4 bus arriving shortly behind him. As a result, his children were late to school, causing them to miss their club activities. He would appreciate a callback at 361-446-6685.
 - a. Please accept our sincerest apology for this mishap. This operator has been removed and retrained on the importance of time management and staying on time for the route.
- 11. I have been riding the 4 forever . This new gut was an 1 late. He drives the bus likes it's his own pickup on a back road. He's run late several times. Be nice to keep the same people on route. Location Laguna shores Yorktown yesterday. The steady drivers that where here for a long time were are great.. This ol feller needs to drive his old pickup down a country road. Bus was hour late yesterday. Waited from 118 to 222 pm.
 - a. We do apologize for the inconvenience the operator has been retrained on the route and encouraged to contact dispatch if he starts to run late.
- 12. Karen Glanz called at 11/12 and asked why the RT 3 did not leave Compton and Waldron at 4pm. MV dispatch was called, and CS was told that there was a fire, and the unit was not able to pass that area to get on the Base. Ms. Glanz was informed and understood. Ms. Glanz called back on 11/13 to complain that all busses were allowed to pass during the fire and feels that the operator lied to dispatch and her and now would like to put a complaint about the bus running 29 min. late to pick her up. She would like to be emailed with her response to this situation ahkeglanz@gmail.com
 - a. Unfortunately this operator was held up by the fire before they start allowing everyone to go by. Operator did sit & waiting until he was given the ok by the police to drive by.
- 13. Ashley Venecia, B-Line rider, called to report that operator Rachel has been using her cell phone while operating the bus. She reports that Rachel uses her phone a lot when she's not supposed to. Ms. Venecia reported that this happened this morning (11/13) and yesterday morning (11/12) on her trip from home to work. Ms. Venecia doesn't have specific dates for the next two incidents but would still like to report them. She reports that Rachel has gotten her to work late due to deviating from her route. She reports that one day, Rachel took food to another operator instead of taking Ashley to work and on another day, she deviated from her itinerary and went home to pick up her sweater that she forgot. She believes the incident where she went to her apartment to pick up her sweater occurred on Tuesday, 11/5/24. Ashley's number is 361-446-7560.
 - a. Please thank Ms. Venecia for informing us of this issue. We are actively investigating this claim and will discipline accordingly if claims are accurate. After further investigation operator has been relieved of her duties. Please thank Ms. Venecia for informing us of an unsafe act displayed by this operator.
- 14. Mr. Hartwell reported that when he boarded the bus with his service animal, the operator told him that his dog was not allowed in the bus. Mr. Hartwell clarified that the dog is a

service animal not a support animal and must be allowed in the bus. The operator advised him to leave the unit but Mr. Hartwell did not do so and the driver called dispatch. Mr. Harwell tried to show the animal ID as a service animal and the driver did not look at it. Mr. Hartwell finish the conversation saying that is the same driver as CAF#848, who allegedly told him he "smells" and has been consistently confrontational with him.

- a. After speaking with the operator he did state that the last time he asked the rider about his animal he stated it was a support animal that's why the operator told him the animal had to be in a crate/kennel. Operator has been reprimand about the smell comment and have been informed to contact a supervisor when he receives complaints about the smell. We will submit any written notices given by all operators and customers.
15. A passenger reported waiting at stop 1336 for Route 28, which arrived at 1:45 PM on unit 3045. After purchasing a day pass and preparing to board, the driver asked about his destination. When the passenger stated he was heading to the Staples Street Station, the driver instructed him to exit the bus and catch it across the street heading directly to Staples Street Station. The passenger noted that this was unnecessary, as it would have been the exact same bus, given that there is only one bus running Route 28.
 - a. Please accept our sincerest apology. The operator misunderstood information given about passengers sitting on the bus riding it all day without paying. They are well aware of the rules and completely understands.
 16. Sharon was waiting for Route 65 at stop 1410. When the bus arrived at 10:03 AM, she struggled to board due to an injured leg. The driver told her to hurry up because he was running late, which Sharon found inappropriate and rude.
 - a. We would like to apologize for the behavior that was displayed towards the passenger. The driver has been pulled from service and placed in Customer Service retraining, focusing on proper communication etiquette.
 17. Clarence Jackson, a B-Line rider, had a pick-up scheduled for 7:30 AM this morning. While on the bus, he was speaking on the phone with his wife and said, "Jesus Christ." According to Mr. Jackson, the driver became offended, reacted extremely upset, and threatened to report him and have him banned from the bus for using the Lord's name in vain. Mr. Jackson explained that he did not intend to offend anyone, stating it was something that slipped out and was much better than the words he wanted to use. He feels the driver's reaction was inappropriate and that the driver should not have been listening to his phone conversation in the first place.
 - a. After reviewing the video and discussing with the operator, we would like to apologize to Mr. Jackson for this misunderstanding. The operator stated he wasn't eavesdropping but was fully aware of all his surroundings, which was when he overheard Mr. Jackson make the statement. The operator has expressed his sincerest apology for his actions.
 18. A Student from Del Mar West Oso Campus, is complaining about the bus leaving early. She explained that she even wave at the driver and the driver waved back at her. Departure time from Delmar is 04:45pm bus departed at 4:42pm.
 - a. After speaking with the operator, she stated she misread the times on the block paddle which resulted in the early departure. She would like to apologize for the inconvenience this has caused and ensured that she will be more precise when running routes to avoid another mishap.

19. Karen Glanz called about the operator Allen on RT 3. She would like MV to listen to the interaction she and Allen had on 11/19/24 at 4:24. She said he is very arrogant. He told her she needed to hurry up and get off the bus because he needed to leave. Karen told him you are not scheduled to leave until 4:30 and he told her I can do anything I want to do. I can leave at any time. She heard Allen had some heart issues on one of his shifts and now is concerned about him driving the bus.
 - a. We would like to apologize for this interaction Ms. Glanz has experienced. After speaking with the operator, he has been placed in retraining for Customer Service to focus on the sensitivity towards passengers. The operator has apologized for his behavior and will focus on safety and service over the schedule.
20. Upon speaking with Aaron, he stated it was a short bus that turns right onto Up River Rd after departing the HEB at bus stop # 1336. He stated the driver stopped several feet away from the bus stop & stopped abruptly. Per Aaron, the driver then took off fast and feels like he was going faster than the posted limit for that school zone.
 - a. Operator was retraining that we must do the posted speed limit (20mph) in all school zones.

Conclusion

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

- ❑ 2.37 passengers per hour
- ❑ 90.61% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for November 2024 at 24,780.0 miles did exceed the minimum contract standard of 12,250 miles.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

January 8, 2025

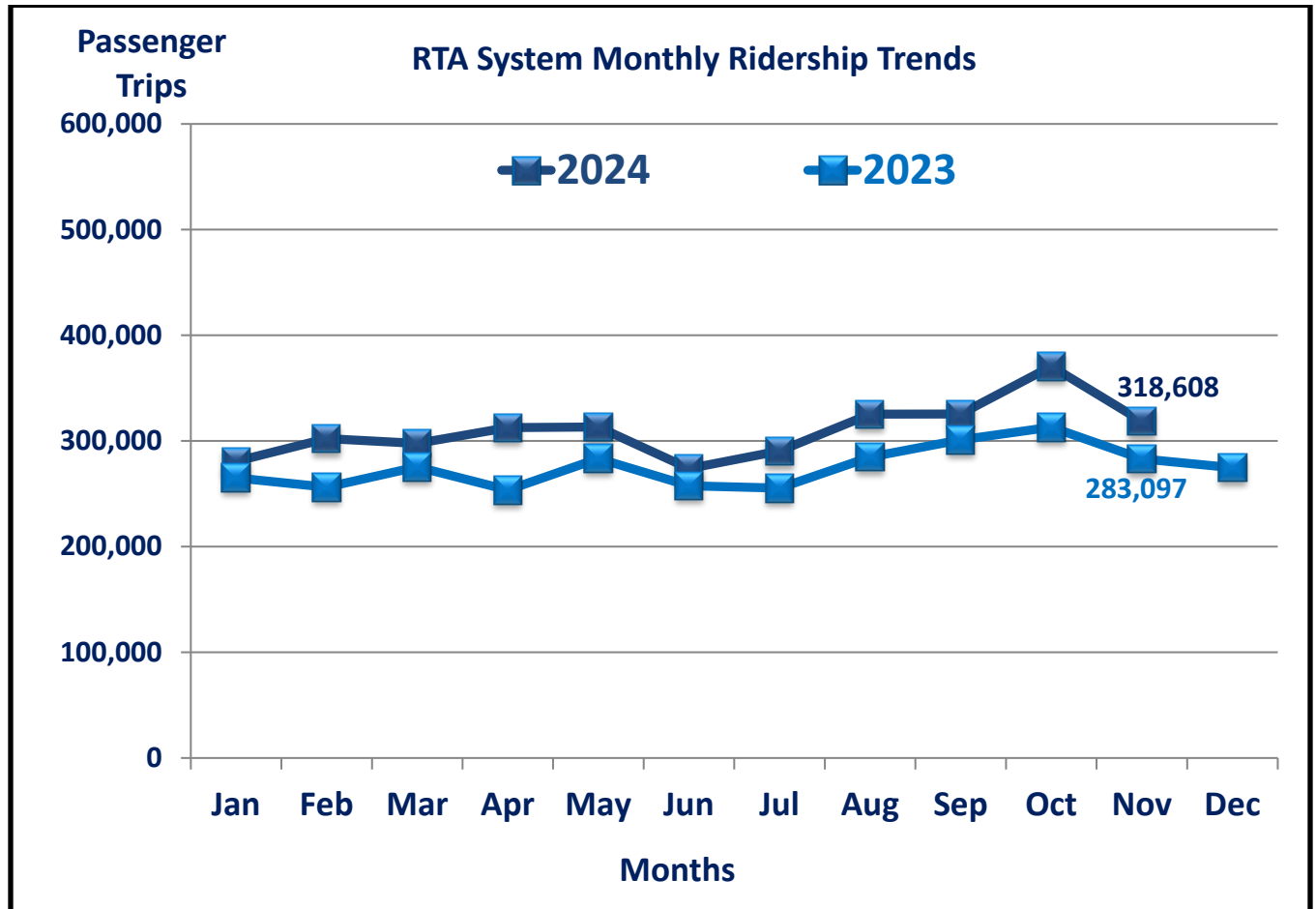
Subject: November 2024 Operations Report

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

November 2024 system-wide passenger trips totaled 318,608 which represents a 12.5% increase, compared to 283,097 passenger trips in November 2023 with 35,511 more trips provided this month.



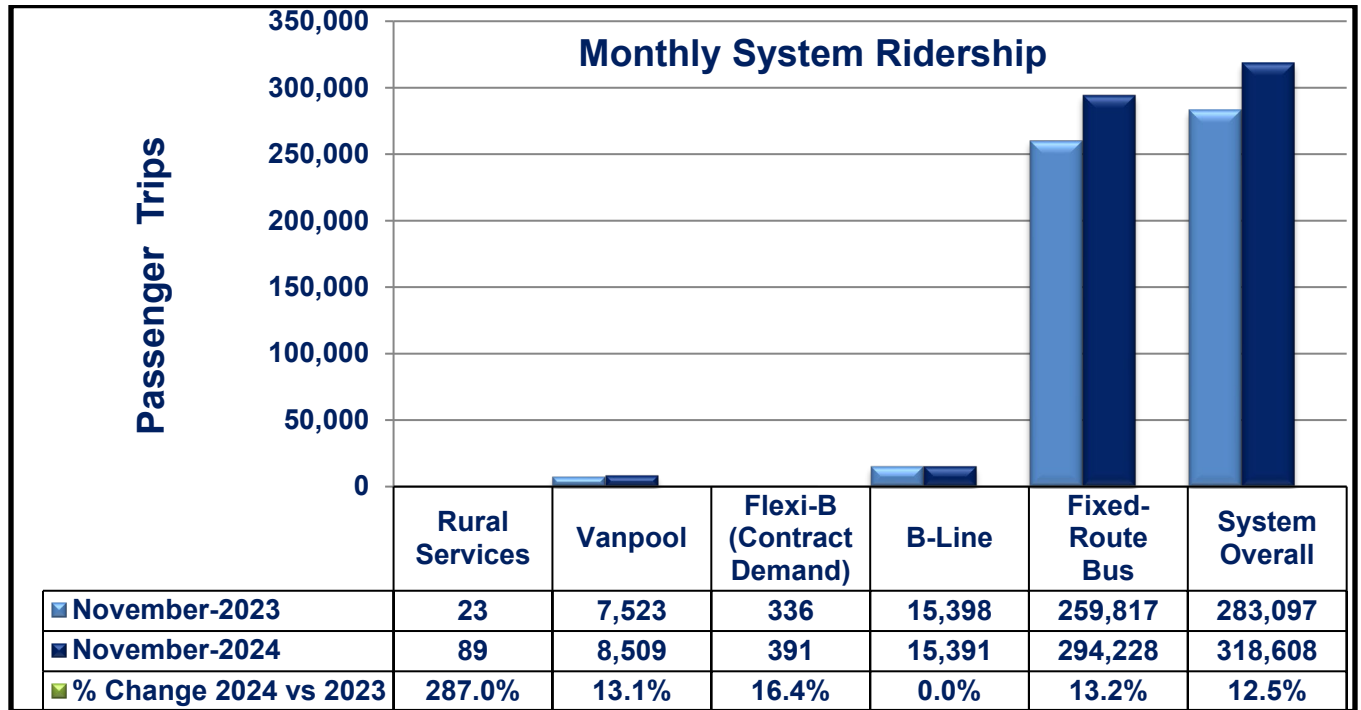
November 2024	November 2023	Variance
20 Weekdays *	21 Weekdays *	-1
5 Saturdays	4 Saturdays	+1
4 Sundays	4 Sundays	-
29 Days	29 Days	-

* No service operated on Thanksgiving Day

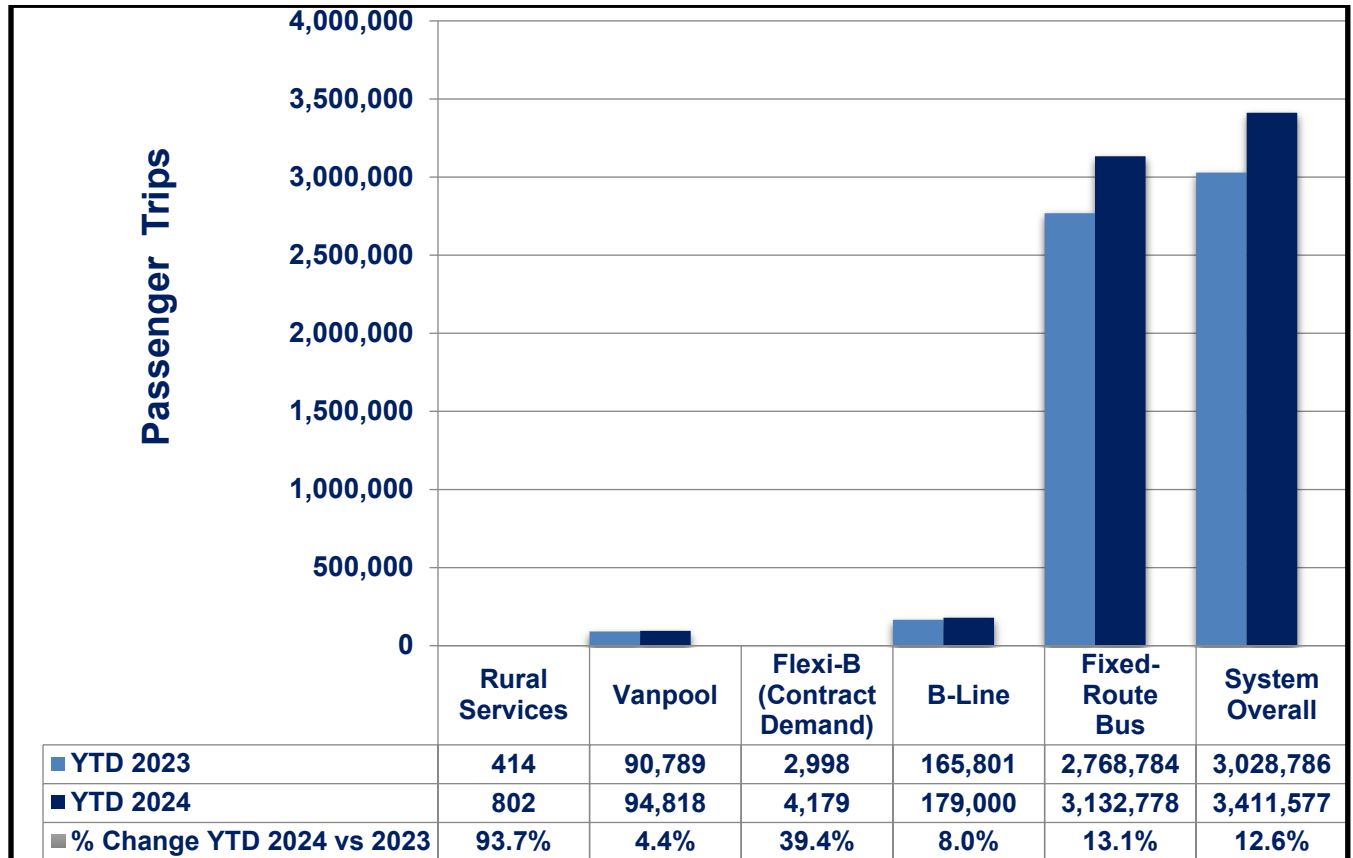
The average retail price for unleaded gas in Corpus Christi was \$2.56 per gallon compared to \$2.77 per gallon in November 2023¹ which is a 7.6% decrease in the average cost per gallon. November rainfall was below average at 0.15 inches. In comparison, November 2023 recorded more than double the normal rainfall at 4.10 inches.² Historically, November average rainfall is 2.03 inches. The 83.7-degree average high temperature in November 2024 was well above the average temperature of 76.1-degrees.

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

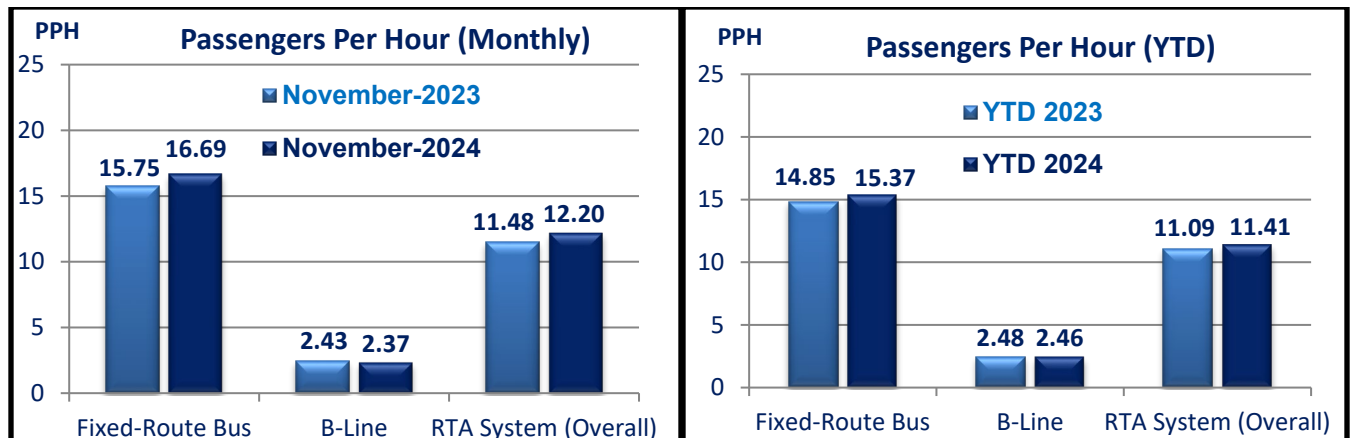
The chart below shows monthly ridership results for all services. CCRTA recorded 35,511 more passenger trips in November 2024 resulting in a 12.5% increase compared to November 2023.

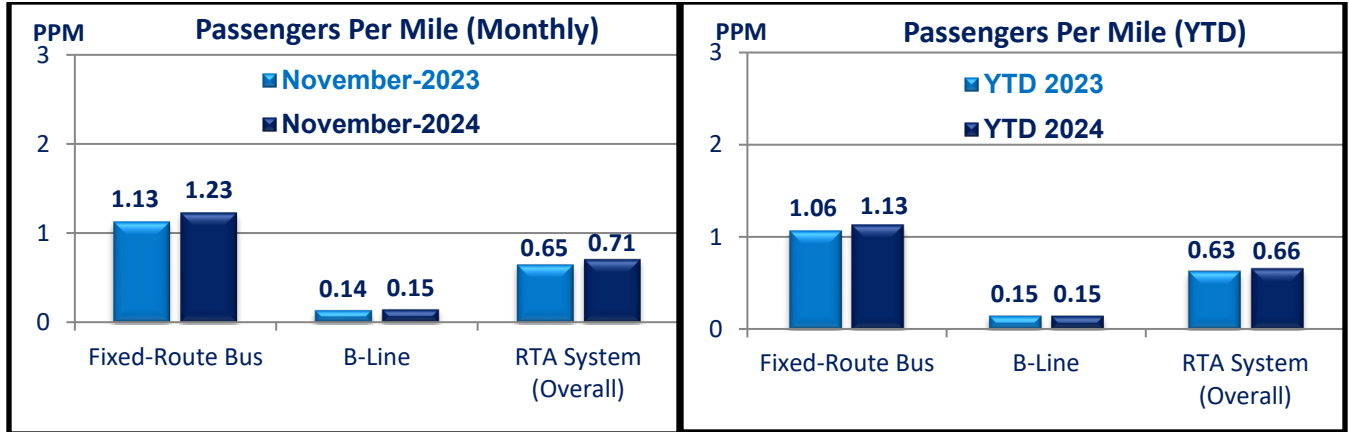


The chart below shows YTD ridership results for all services. 382,791 more trips compared to 2023.

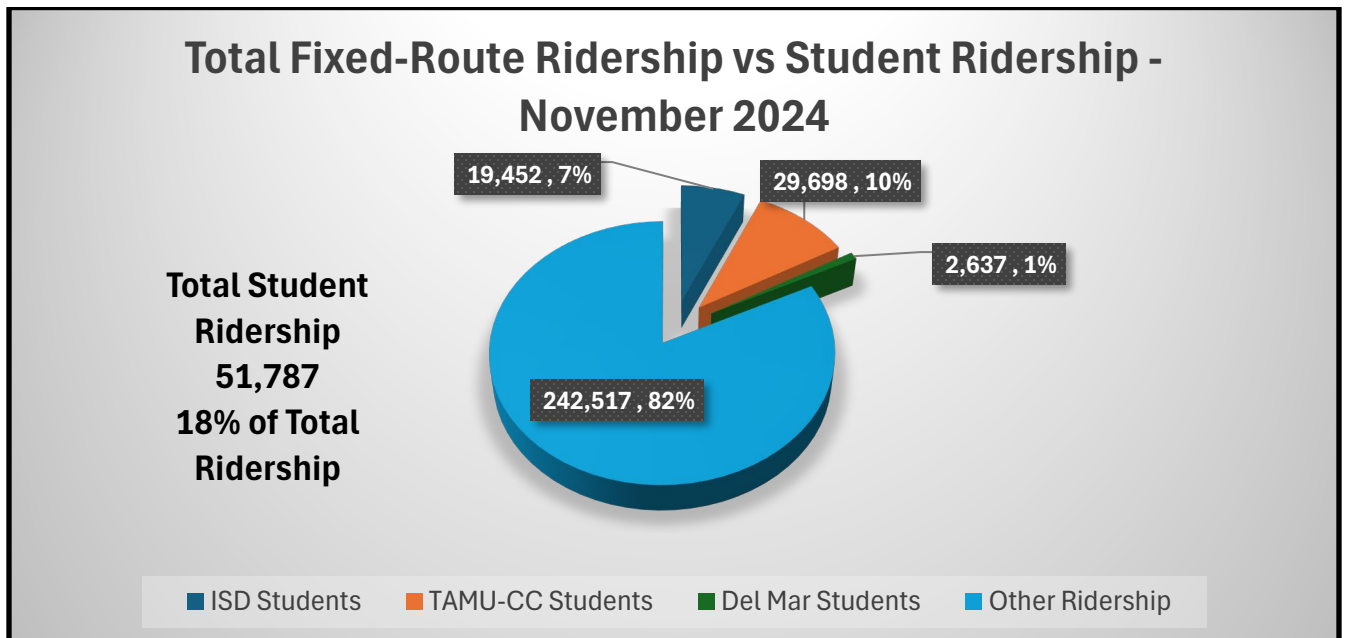


The following four charts are system-wide productivity for the month of November 2024 vs. November 2023 and YTD figures.





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



Bus Routes and Bus Stops Impacted by City of Corpus Christi 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 Reconstruction:** 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 21 (2 stops impacted)
- **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 of Everhart Rd.)
- **Horne Rd. (Between Port & Ayers):** Utility repair began Aug. 12, 2024.
 - Route 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)
- **Brownlee Blvd. (Morgan-Staples):** Began October 2024.
 - Routes 17, 19 & 83 (2 stops impacted 7 more in future as project progresses)
- **Gollihar Rd. (Crosstown-Greenwood):** Began April 24, 2023.
 - Routes 23 & 25 (5 stops remain closed for this two-phase project) 4 stops recently reopened for service.

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

- **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)
- **Park Road 22 (Compass Dr.): Project in design. (30%)**
 - Route 65 (1 stop may be impacted)

For November 2024, there were 9 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 28% of CCRTA services. Impacted bus route services include: **16, 17, 19, 21, 25, 27(Express), 37, 78 & 83**

The total number of bus stops that were impacted or closed was **43**. For future Bond projects, the number of additional bus stops which may be impacted or closed is **29**.

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

Schedule Adherence	Standard	Aug-24	Sep-24	Oct-24	Nov-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	89.4%	86.8%	86.0%	90.9%	88.3%
Monthly Wheelchair Boardings	No standard	5,529	4,615	6,396	7,122	5,916
Monthly Bicycle Boardings	No standard	7,622	6,990	8,064	7,533	7,552

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

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

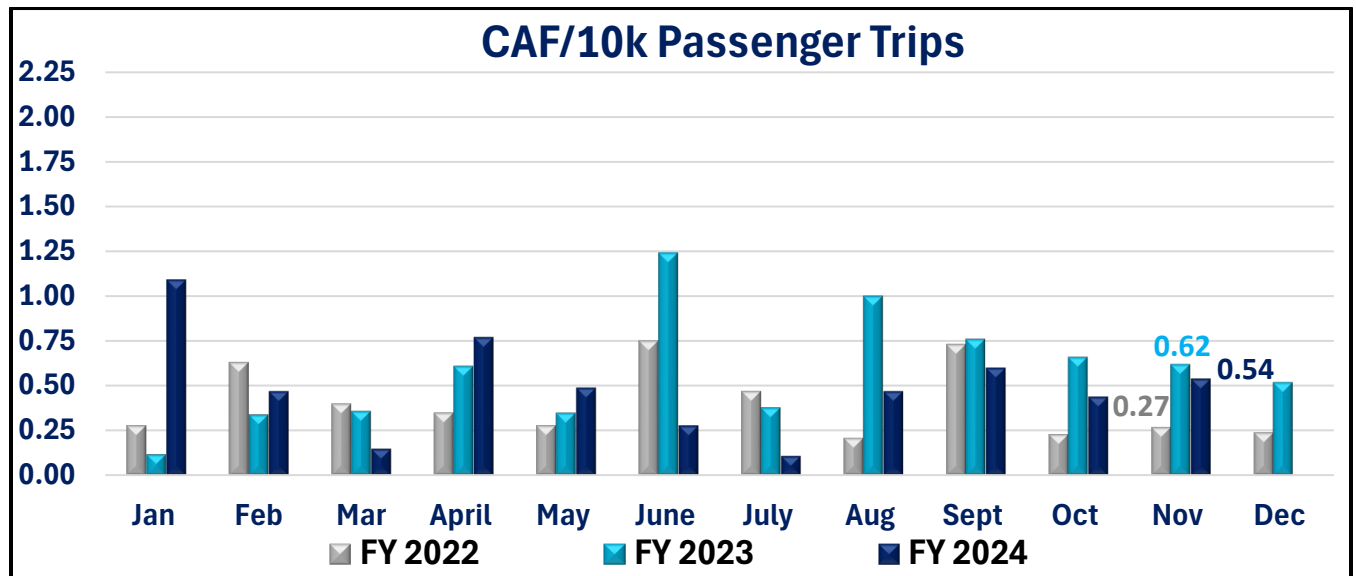
- Productivity: **2.37** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **90.61%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **24,780** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,460** ambulatory boardings; **4,805** wheelchair boardings

Metric	Aug-24	Sep-24	Oct-24	Nov-24	(4) Month-Ave.
Passengers per Hour	2.58	2.60	2.46	2.37	2.50
On-time Performance	83.6%	83.9%	88.2%	90.6%	86.6%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	17,869	18,180	32,876	24,780	23,426
Monthly Wheelchair Boardings	4,956	4,691	5,237	4,805	4,922

Customer Programs Monthly Customer Assistance Form (CAF) Report

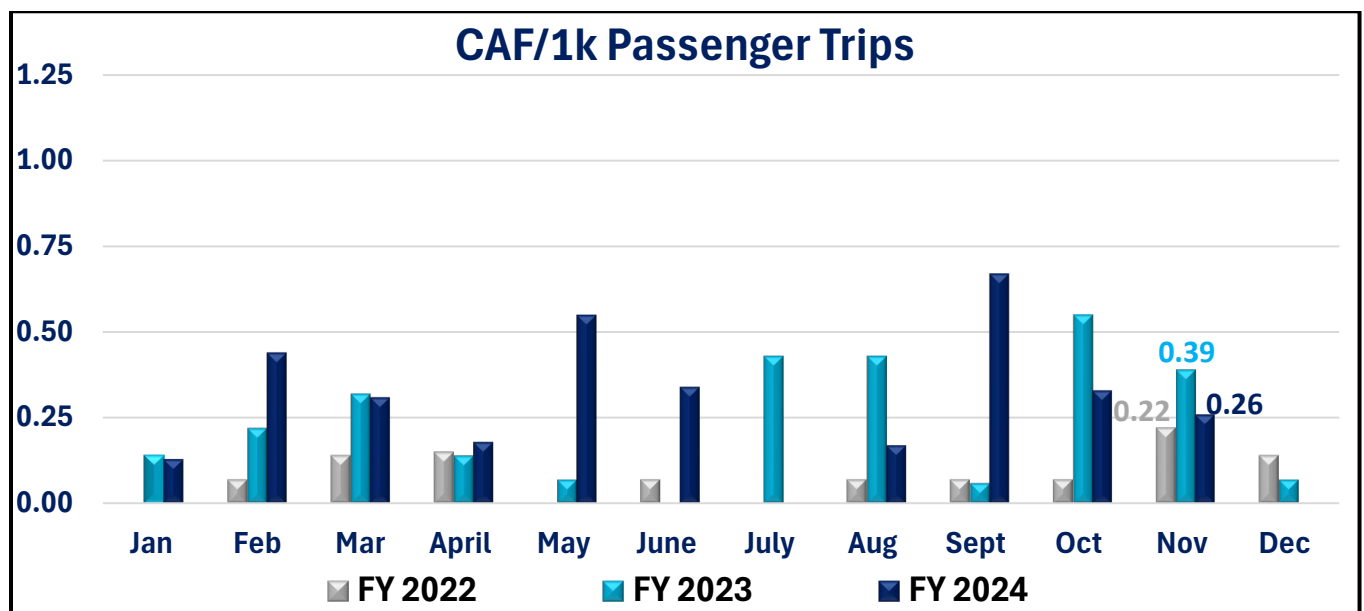
For the month of November 2024, Customer Service received and processed 76 Customer Assistance Forms (CAF's). A total of 68 or 90% were for CCRTA and Contract Fixed Route Services, of which **16** or 0.24% were verified as valid. This equates to approximately **0.54 CAFs per 10,000** passenger trips. There were six commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services



For the month of November 2024, Customer Service received and processed 76 Customer Assistance Forms (CAF's). A total of 8 or 0.10% were for B-Line Services, of which **4** or 0.05% were verified as valid. This equates to approximately **0.26 CAFs per 1,000** passenger trips. B-Line Services received no commendations.

Number of CAFs/1k for B-Line Services



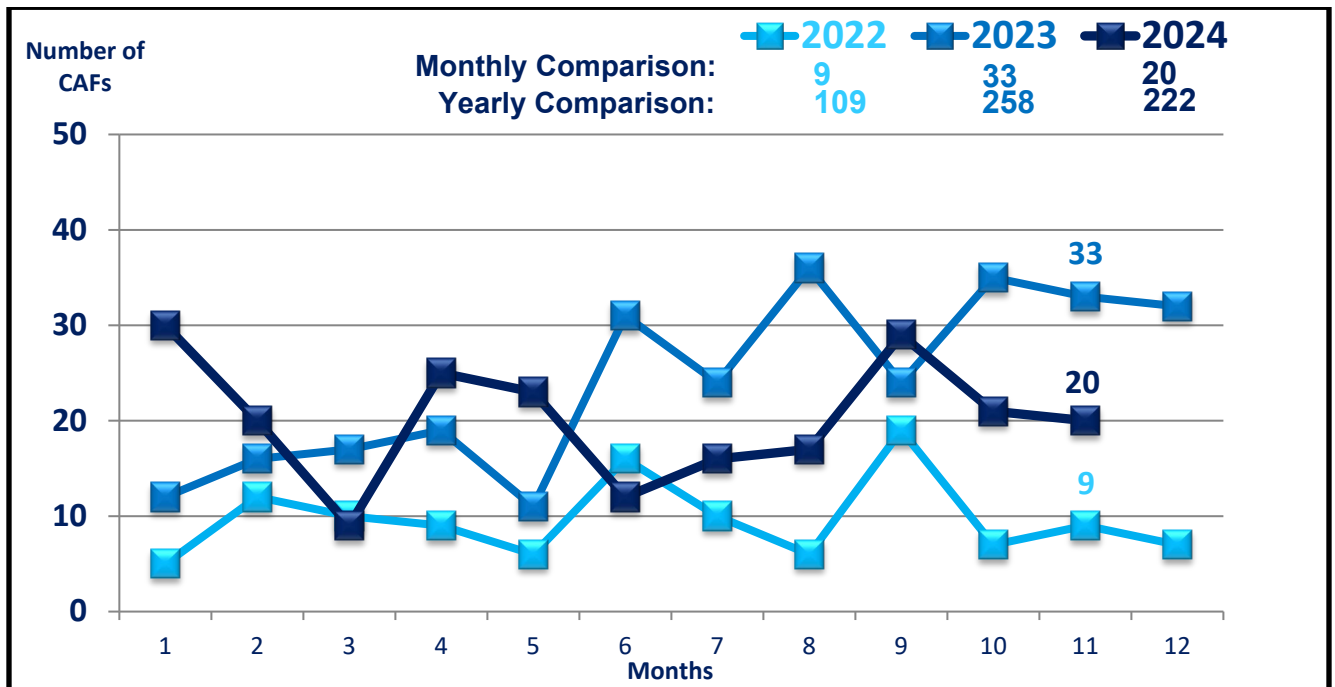
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	2	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	2	#65 Padre Island Connection	1
#12 Hillcrest/Baldwin	2	#76 Downtown Shuttle	1
#15 Kostoryz/Carroll HS	2	#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside	2	#90 Flexi-B Port Aransas	
#19 Ayers	4	#93 Flex	1
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	
#24 Airline/Yorktown	2	B-Line (Paratransit) Services	8
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes	2	Service Development	1
#27 Leopard	5	Facilities Maintenance/Bus Stops	
#28 Leopard/Navigation	3	IT	10
#29 Staples	4	Safety & Security	
#32 Southside	3	Vehicle Maintenance	
#34 Robstown North		Commendations	6
#35 Robstown South			
#37 Crosstown/TAMU-CC	4		
		Total CAFs	76

Processed CAF Breakdown by Service Type:

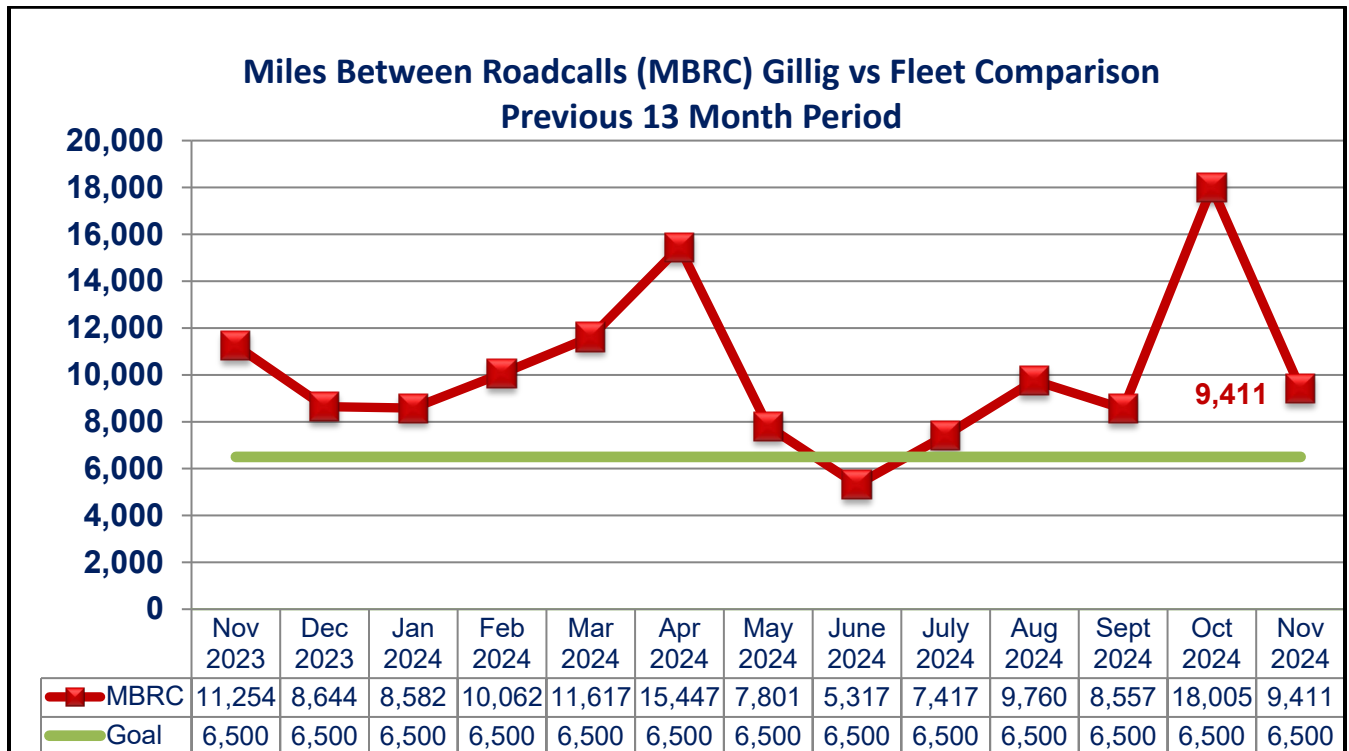
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	1	2	1	4
Customer Services				
Late/Early – No Show	3	3	4	10
Alleges Injury	1			1
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	10	1	2	13
Left Behind/Passed Up	8	1	2	11
Inappropriate Behavior		1		1
Policy	1		1	2
Incident at Stop	1		1	2
Incident on Bus	1			1
Incident at Station	2			2
Securement/Tie-Down Issue				
Denial of Service	1		1	2
Safety & Security	2			2
Facility Maintenance	6			6
Service Development	1			1
Transportation (other)				
Overcrowded Vehicle				
IT	10			10
Vehicle Maintenance				
Commendations	6			6
Total CAFs	56	8	12	76

Customer Programs Validated (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In November 2024, 9,411 miles between road calls (MBRC) were recorded as compared to 11,254 MBRC in November 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 10,144.



Board Priority

The Board Priorities are Public Image and Ridership.

Respectfully Submitted,

Submitted by: Liann Alfaro
Director of Planning

Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

Road Call/Mileage Comparison for October 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	181,324	34	34	0	17	17	3	2
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	35,132	9	9	0	6	3	2	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	216,456	43	43	0	23	20	5	2
MILES BETWEEN ROAD CALLS								
	9,411	Compared Total Miles with Chargeable Roadcalls						

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, January 22, 2025	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, February 05, 2025	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, February 20, 2025	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
