



RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, February 15, 2024
 Time: 12:00 p.m.
 Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

Robert Box, Vice Chair
 Rhonda Alvarez, Randal Chisamore, Thomas Cronnon,
 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 January 18, 2024.	5 minutes	Pages 1 - 3
5.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
6.	B-Line Service Mobile App Demonstration	10 minutes	No Attachment
7.	RCAT Liaison Report a. Awards and Recognition – CCRTA New Hires & CCRTA Retiree b. Announcement of Committee Appointments by the Board Chair and Action to Confirm Committee Appointments c. December 2023 Operations Report d. CEO Operations Report	25 minutes	No Attachment
8.	RCAT Member Updates	15 minutes	
9.	Chairperson’s Report	5 minutes	No Attachment
10.	Informational Items: a) December 2023 CAF Report b) December 2023 Operations Report Key Metrics c) December 2023 B-Line Report d) December 2023 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 4-7 Pages 8-17 Pages 18-21 Pages 22 Pages 23
11.	Adjournment		No Attachment
	Total Minutes:	71	

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.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

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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 January 18, 2024.	5 minutes	Pages 1 - 3
	➤ Is there a Motion to Approve the RCAT Minutes of January 18, 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)	5 minutes	No Attachment
	➤ Melanie Gomez will provide the update.		
6.	B-Line Service Mobile App Demonstration	10 minutes	No Attachment
7.	RCAT Liaison Report	25 minutes	
	a. Awards and Recognition – CCRTA New Hires & CCRTA Retiree		

	b. Announcement of Committee Appointments by the Board Chair and Action to Confirm Committee Appointments c. December 2023 Operations Report CEO Operations Report		
8.	RCAT Member Updates The floor is open to share items such as community outreach, issues continually seeing and how committee can help, etc.	15 minutes	
9.	Chairperson's Report Read Upcoming Events sheet for announcements	5 minutes	No Attachment
10.	Informational Items: a) December 2023 CAF Report b) December 2023 Operations Report Key Metrics c) December 2023 B-Line Report d) December 2023 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 4-7 Pages 8-17 Pages 18-21 Pages 22 Pages 23
11.	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**

Thursday, January 18, 2024

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

Advisory Committee Members Absent: Imelda Trevino, Thomas Cronnon, Inez Garcia

Board Members Present: None

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

MV Present: Timothy Van Zalen

Call to Order: Robert 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

Action to Approve Meeting Minutes of January 18, 2024

Rhonda Alvarez made a motion to adopt the RCAT Minutes of January 18, 2024, as presented; 2nd by Liliana Macias-Pettis voting for approval.

Motion Passed.

Committee for Persons with Disabilities (CFPWD) Update

Ms. Melanie Gomez presented.

CFPWD meeting was held on Wednesday, January 10, 2024.

The committee goals for the year are:

1. A presentation every meeting
2. Attend nine plus community events.
3. Propose four Resolutions for City Council.
4. Possible collaborations with the CCRTA Committee to do community outreach/table at their events.

The committee also followed up on the North Beach Accessible Parking Spaces needing to be added. Planning and Development has hired a company to facilitate the addition of the parking spaces. The CCPD Parking Control issued 58 citations which consisted of one for blocking architectural design and one blocking the sidewalk.

The committee is also looking to fill a vacancy since Melanie's Term is up; however, Melanie will still attend the meeting to ensure that the RCAT Committee stays informed with the ongoing of the CFPWD.

RCAT Liaison's Report:

Ms. Sharon Montez presented.

The below information was presented to RCAT Members:

Tolar manufacturing was awarded an option year for additional Shelter Amenities. Phase VII Project for bus stop improvements was initiated. RXDX, LLC was awarded Zones 1 & 2 and Ti-Zack Concrete Inc. was awarded zone 3. Camacho Demolition LLC was awarded the contract for the demolition of Kleberg Bank.

October 2023 Operations Report saw an increase of 10.7% in passenger trips, 3.3% increase in revenue service hours, and 4.4% increase in revenue service miles compared to October 2022. Fixed Routes Services experienced bus stop impacts in 30% of the routes due to ongoing construction.

November 2023 Operations Report saw an increase of 16.3% in passenger trips, 0.2% decrease in revenue service hours, and 4.3% increase in revenue service miles compared to October 2022. Fixed Routes Services experienced bus stop impacts in 36% of the routes due to ongoing construction.

November CEO's Report:

Ridership increased by 14% compared to November 2022. Route 27 (Leopard) began service adjustments to include earlier pickup times for two trips. Continued improvement of employee appreciation and relations. CCRTA held a Thanksgiving Luncheon for all employees. CCRTA participated in various community outreach functions such as APATX23 Conference Shuttle Service, Fare-Free Rides to NAACP Community Luncheon and TAMU-CC Grocery Giveaway.

December CEO's Report:

Ridership increased by 9% compared to December 2022. Routes 19 Ayers, 27 Leopard, 29 Staples, and 37 Crosstown had service hours increased until 10PM. Routes 34 & 35 (Robstown) added a new service on Sundays. Route 24 (Airline/Yorktown Connector) extended route to serve Southside Transfer Station on all trips. Continued improvement of employee appreciation and relations. CCRTA issued a new employee handbook and held a Coffee Event for employees. CCRTA participated in various community outreach functions such as providing services for Wreaths Across America, TAMU-CC Basketball Games Special Service, Oak Park Education Learning Fair, and H-E-B Feast of Sharing.

Election and Swearing-In of CCRTA Board Chair:

Arthur Granado was appointed to Board Chair, Anna Jimenez re-appointed to Board Vice Chair, Lynn Allison re-appointed to Board Secretary, and Marisa Montiel was re-appointed to Board Assistant Secretary.

Discussion GO PASS APP:

The committee shared their interest in learning the GO PASS APP the CCRTA has. Ms. Montez informed the committee that she will get one of the GO PASS APP Project Team Members to present on the topic.

Discussion of MV APP:

The committee expressed that there is now a possibility that riders can schedule their own ride. Ms. Montez informed the committee that, if the app has the capability to do so, she will get with the proper team for this and will share any findings with the committee during the next meeting.

Discussion on RCAT Vacancy:

Ms. Montez informed the committee that the CCRTA will post the vacancy to ensure that the vacancy gets filled and asked for the committee to spread the word about the vacancy.

Discussion to Ride Fixed Route:

The committee shared their interest in riding one of the Fixed Routes to audit the performance of the service. Ms. Montez informed the committee that she will get with the proper department to ensure the committee meets their objective and will discuss any developments in the next meeting.

Chairperson's Report:

Robert Box shared the upcoming meeting dates with the committee.

The meeting was adjourned at 12:39 p.m.



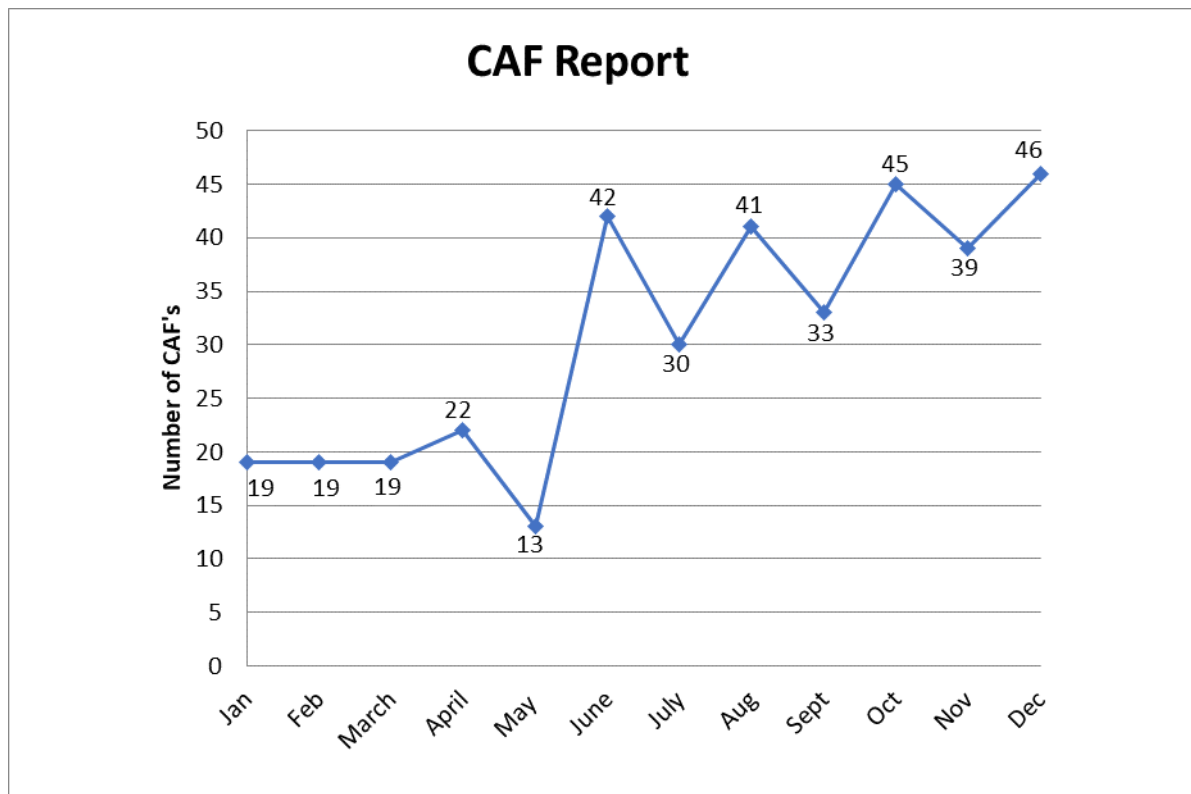
Subject: CAF Report for December 2023

Customer Programs Monthly Customer Assistance Form (CAF) Report

For December 2023, there were 46 reported CAFs which was more than the 39 reported CAFs for November 2023. The increase of 7 CAFs represents a 17.95% increase.

This was the first month using Zendesk to track our CAFs. We had 14 additional CAFs, included in the total of 46, that were “Informational” such as a dirty bus stop, requesting bus stop amenities or requesting additional stops along a route that we previously sent emails to inform the department of the customer’s requests. We are now entering those requests as CAFs in Zendesk to be able to track the responses.

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



December 2023 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	2
#4 Flour Bluff	1	#34 Robstown North Circulator	2
#5 Alameda		#35 Robstown South Circulator	1
#5x Alameda Express		#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls		#50 Calallen/Robstown NAS Ex (P&R)	2
#12 Hillcrest/Baldwin	1	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz/Carroll HS	3	#54 Gregory/Downtown Express	
#16 Morgan/Port	1	#60 Momentum Shuttle	
#17 Carroll/Southside		#65 Padre Island Connection	2
#19 Ayers	1	#76 Harbor Bridge Shuttle	
#19G Greenwood		#78 North Beach Shuttle	
#19M McArdle		#83 Advanced Industries	
#21 Arboleda	2	#90 Flexi-B Port Aransas	1
#23 Molina	2	#93 FLEX	1
#24 Airline/Yorktown		#94 Port Aransas Shuttle	
#25 Gollihar/Greenwood		#95 Port Aransas Express	
#26 Airline/Lipes	1	B-Line (Para-Transit) Services	5
#27 Leopard	1	Transportation	
#27x Leopard (Express)		Service Development	2
#28 Leopard /Navigation	2	Facilities/Bus Stop Needs Attention	8
#29 Staples	5		
#29F Staples/Flour Bluff			
#29SS Staples/Spohn South		COMMENDATIONS	
		TOTAL CAF's	46

December 2023 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA		1		1
Service Stop Issues				
Driving Issues	1			1
Customer Services				
Late/Early – No Show	4	1	2	7
Alleges Injury			2	2
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Left Behind/Passed Up	3		2	5
Inappropriate Behavior		1		1
Policy	1			1
Incident at Stop	1			1
Incident on Bus				
Incident at Station				
Tie-Down Issue	2		1	3
Denial of Service			1	1
Safety and Security				
Rude	5	1	3	9
Facility/Srvc Development	8			8
Service Development	2			2
Transportation (Other)				
Over Crowded Vehicle				
Vehicle Maintenance-IT	1			1
Vehicle Maintenance	1		1	2
Commendations				
TOTAL CAFs	29	5	12	46

Conclusion:

During December 2023, CCRTA received thirty-nine CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no commendations.

Twenty-nine CAFs were received regarding CCRTA Service, representing 63% of the total customer assistance contacts; there were no commendations with 14 informational.

Five CAFs were received regarding B-Line Service representing 11% of the total customer assistance contacts; there were no commendations.

Twelve CAFs were received regarding Contracted Fixed Route Service representing 26% of the total customer assistance contacts; there were no commendations.

Outcome:

Fourteen CAFs were found to be Valid.

Ten CAFs were found to be Invalid.

Four CAFs were Unable to be Determined either due to bad hard drive or camera angle.

Fourteen CAFs were Informational only.

Four CAFs are still outstanding from the end of December.

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.

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

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

January 10, 2024

Subject: November 2023 Operations Report

The system-wide monthly operations performance report is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls and customer service feedback.

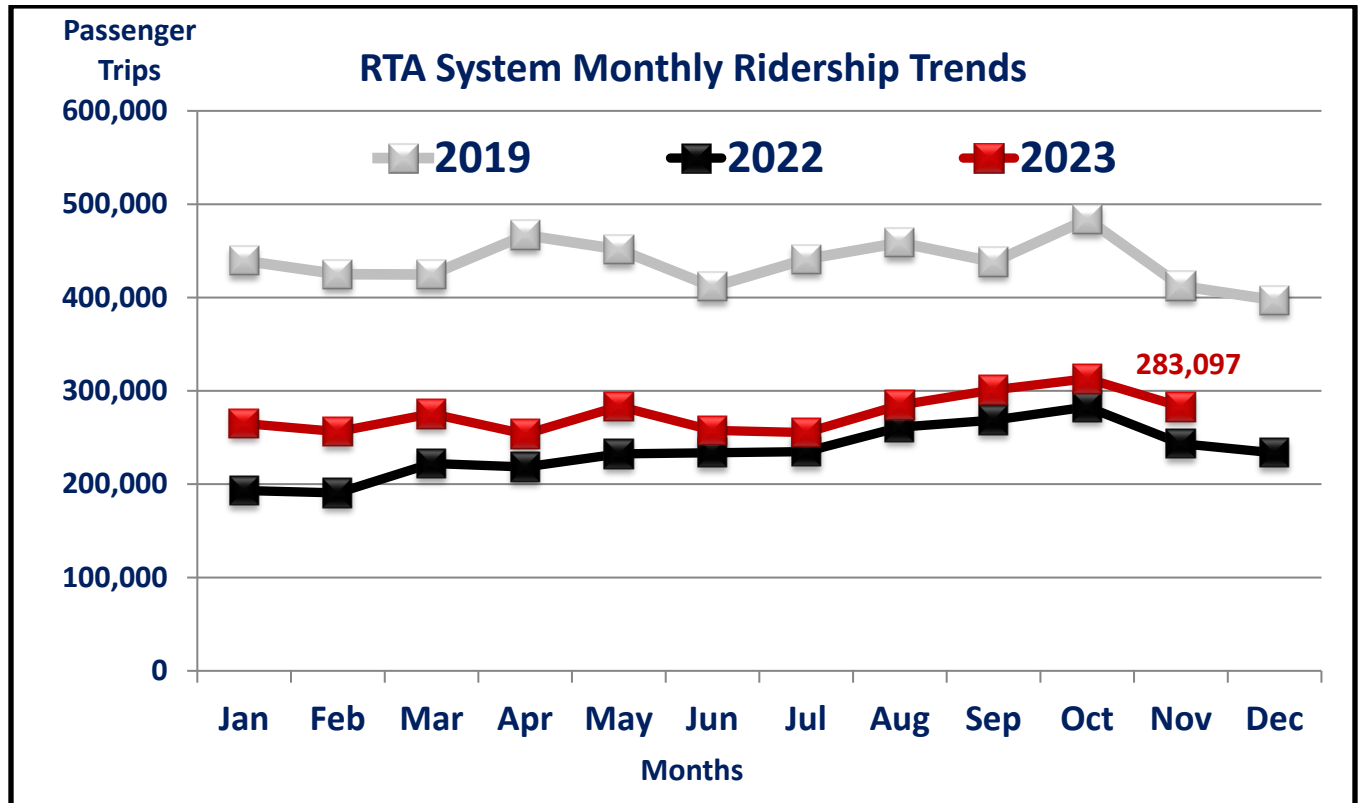


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System-wide Ridership and Service Performance Results

November 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 283,097 which represents a 16.3% increase as compared to 243,473 passenger trips in November 2022 with 39,624 more trips provided this month. In comparison to the pre-COVID-19 (pre-Covid) period in November 2019 with 412,282 passenger trips, the 283,097 passenger trips represent a 35.3% decrease with 129,185 fewer trips.

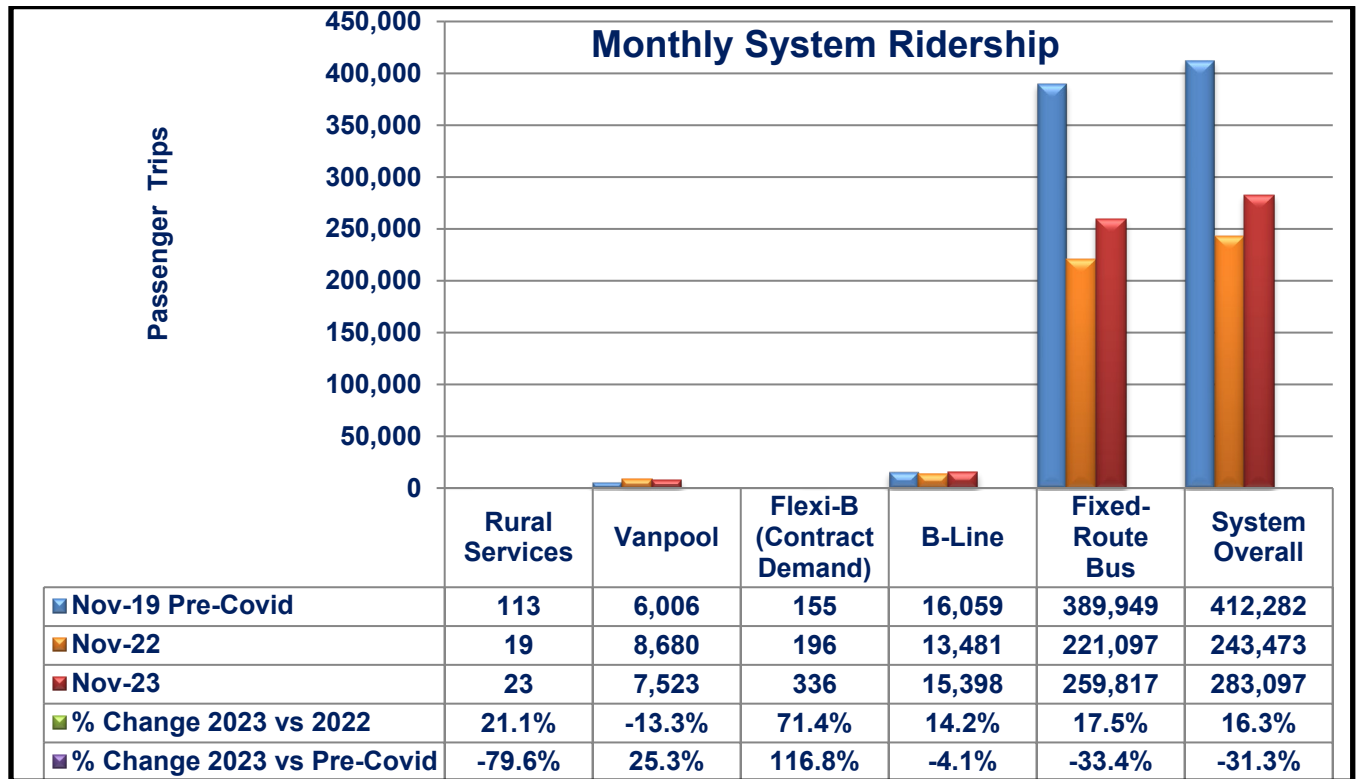


November 2023	November 2022	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
1 Thanksgiving Holiday (No Service)	1 Thanksgiving Holiday (No Service)	-
30 Days	30 Days	-

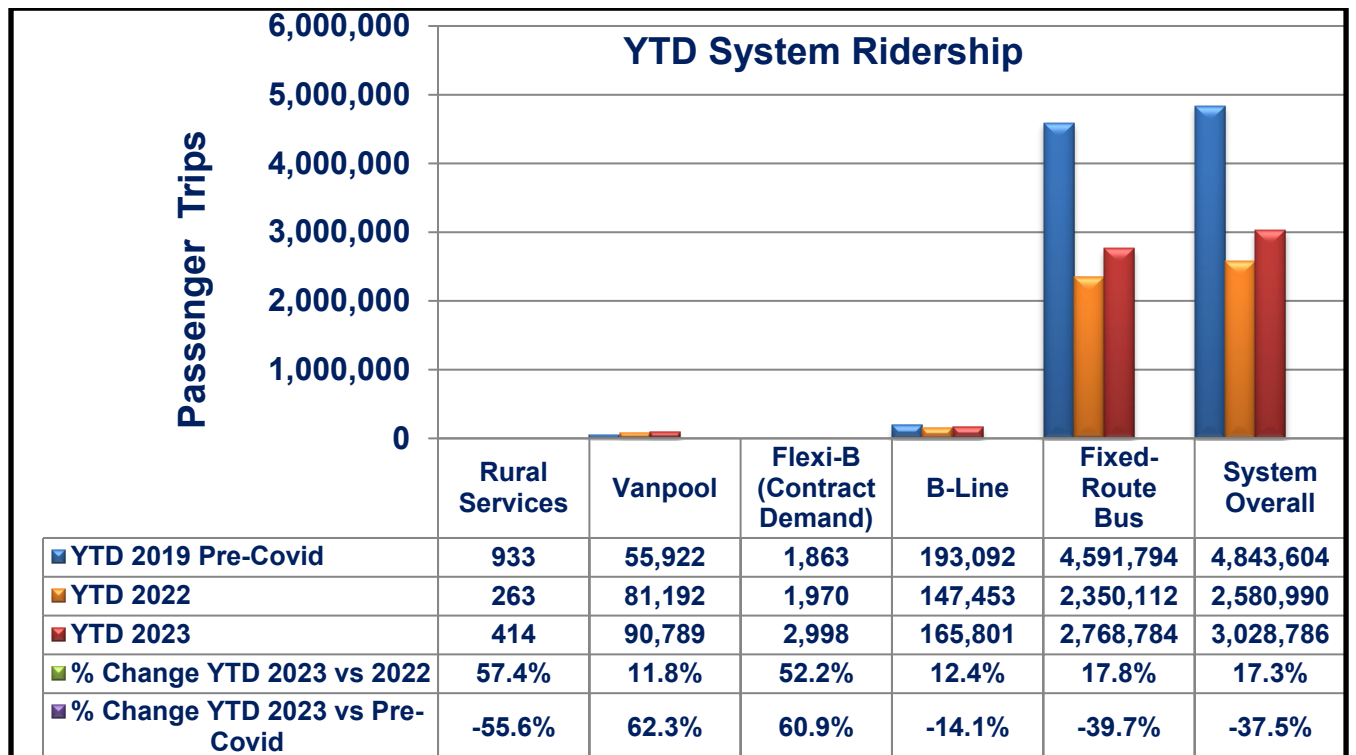
The average retail price for unleaded gas in Corpus Christi was approximately \$2.82 per gallon as compared to \$2.79 per gallon in November 2022¹ which represents an 1.1% increase in the average cost per gallon. November rainfall was above normal at 4.1 inches as compared to the average rainfall of 2.03 inches. November 2022 was above the normal average at 4.8 inches.² The 74-degree average high temperature for November 2023 was below the normal average temperature of 76-degrees.

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

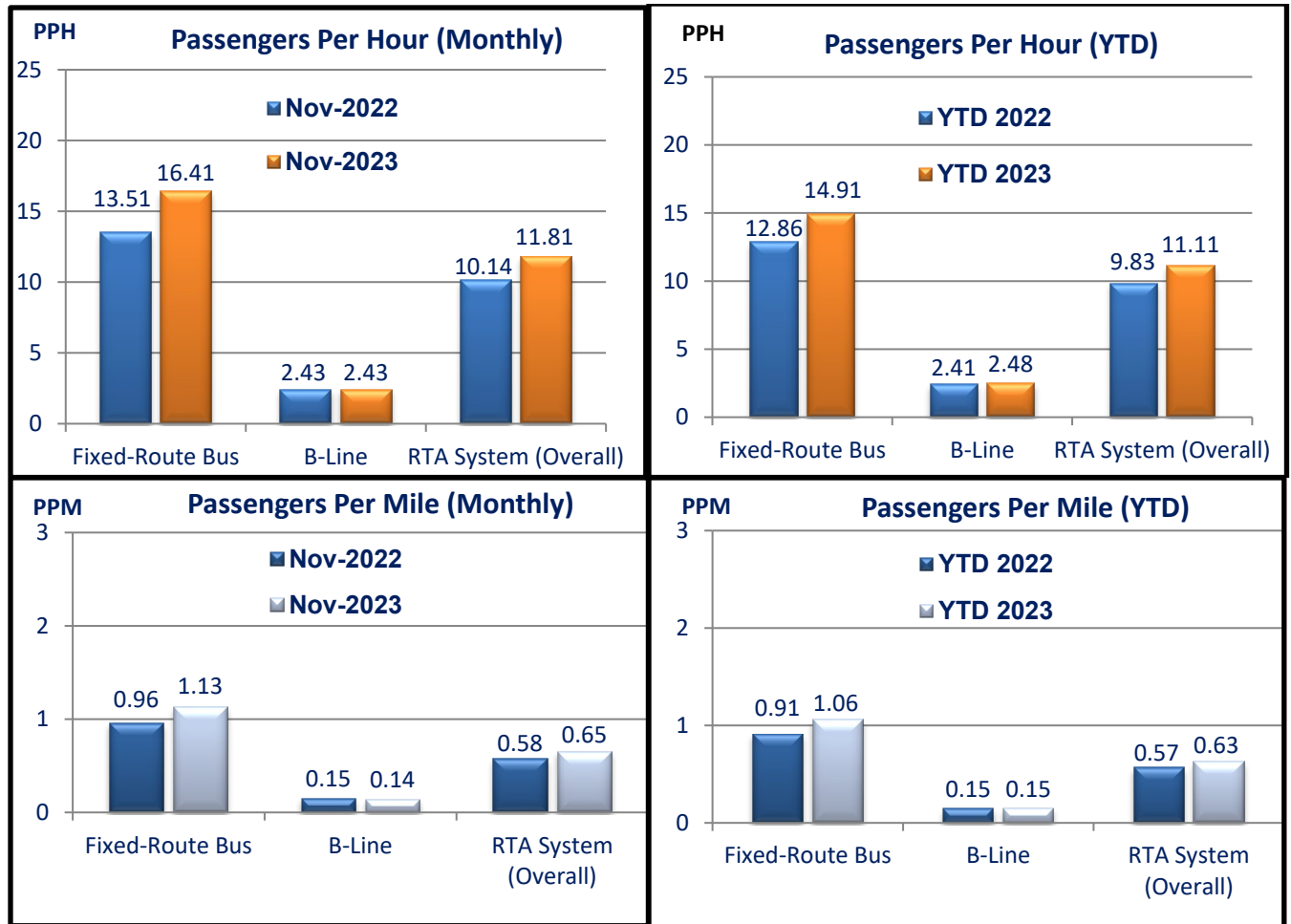
The chart below shows monthly ridership results for all services. CCRTA recorded 39,624 more passenger trips in November 2023 for a 16.3% increase as compared to November 2022. As compared to November 2019 Pre-Covid, passenger trips decreased 31.3%.



The chart below shows YTD ridership results for all services. 447,796 more trips compared to 2022.



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



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

Schedule Adherence	Standard	Aug-23	Sep-23	Oct-23	Nov-23	4-Month Average
Early Departure	<1%	0.3%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.2%	84.3%	89.6%	88.3%	87.6%
Monthly Wheelchair Boardings	No standard	4,480	5,129	4,405	3,408	4,356
Monthly Bicycle Boardings	No standard	6,592	6,534	6,222	5,489	6,209

On Detour

- **Port Ave.** Utility Replacement Project (9) month project (**Now on hold**): Began March 2022 with undetermined completion date.
 - Routes 21, 23 & 37 (**2 stops impacted**)
- **S. Staples St.** (Kostoryz-Baldwin) (29) month project: Began March 2021 and **Completed on December 4, 2023.**
 - Route 29 (**12 Stops** now open as of Dec. 6) Detour ended Dec. 6, 2023.
- **New Harbor Bridge (North Beach):** Routes 76 & 78 remain on a minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted)
- **Leopard St.** (Nueces Bay to Palm) Project now complete but (**3**) stops remain unserviceable and Routes 27 & 28 remain on detour.
 - Routes 27 & 28
- **Leopard St.** (Crosstown-Palm) (14) month project began Dec. 5, 2022. This Bond project will extend the current/existing Leopard St. detour. Expected completion in June 2024. (**Project now more than half complete as of November 2023**)
 - Routes 27 & 28 (**12 stops impacted**)
- **Gollihar** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**13 stops closed along west phase of two-phase project**)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30th, 2023.
 - Route 19 (**8 stops closed**)

Detours Expected

- **Alameda (Louisiana-Texan Trail):** Preliminary work on project began Fall-2023.
 - Routes 5, 17 & detoured 29 (19 stops will be impacted-but not yet)
- **Brownlee Blvd.** (Morgan-Staples) To begin early-2024.
 - Routes 5x & 17 (**7 stops will be impacted**)
- **Comanche** (Carancahua-Alameda) To begin early-2024.
 - Routes 12, 21, 27 & 28 (**4 stops will be impacted**)
- **Upper/Mid./Lower Broadway:** Project currently in design.
 - Routes 6, 76 & 78 (no stops impacted)

Currently No Detours

- **Alameda (Del Mar Blvd.-Louisiana):** Utility work began Oct.-2023.
 - Routes 5, 17 & detoured 29 (**1 stop closed**)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Routes 32 & 37 (7 stops on Everhart not impacted yet **2 closed** on Alameda)
- **Wildcat** (Northwest Blvd.-Teague) A (10) month project and almost complete as of this month.
 - Route 27 (**1 stop remains closed**)

For November 2023, there were 12 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 38% of CCRTA services. Detoured bus route services include: 5, 17, 19, 21, 23, 25, 27, 28, 29, 37, 76 & 78.

The total number of bus stops that were impacted or closed was **54** in November. Today, the number of impacted or closed stops has decreased by **12** with the completion of the S. Staples St. bond project allowing for the Route 29 to return to regular routing.

42 stops remain impacted or closed.

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

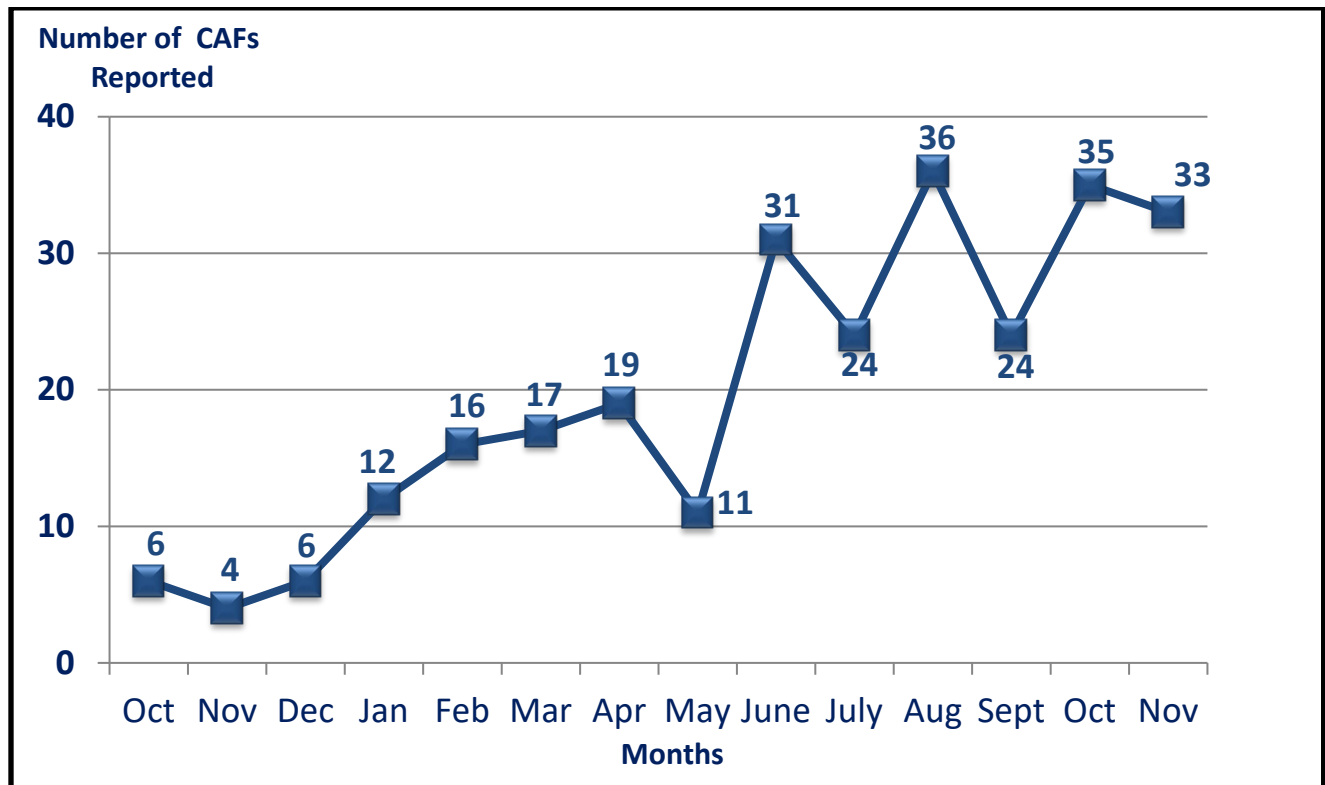
In November 2023, B-Line service performance metrics are listed below.

- Productivity: **2.43** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **14,020** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,305** ambulatory boardings; **4,250** wheelchair boardings

Metric	Aug-23	Sep-23	Oct-23	Nov-23	(4) Month-Ave.
Passengers per Hour	2.52	2.45	2.44	2.43	2.46
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	13,307	14,725	15,921	14,020	14,493
Monthly Wheelchair Boardings	4,520	4,247	4,401	4,250	4,355

Customer Programs Monthly Customer Assistance Form (CAF) Report

For the month of November 2023, Customer Service received and processed 39 Customer Assistance Forms (CAF's) of which 33 or 84% were verified as valid. Of the 33 verified CAFs five (5) were commendations.



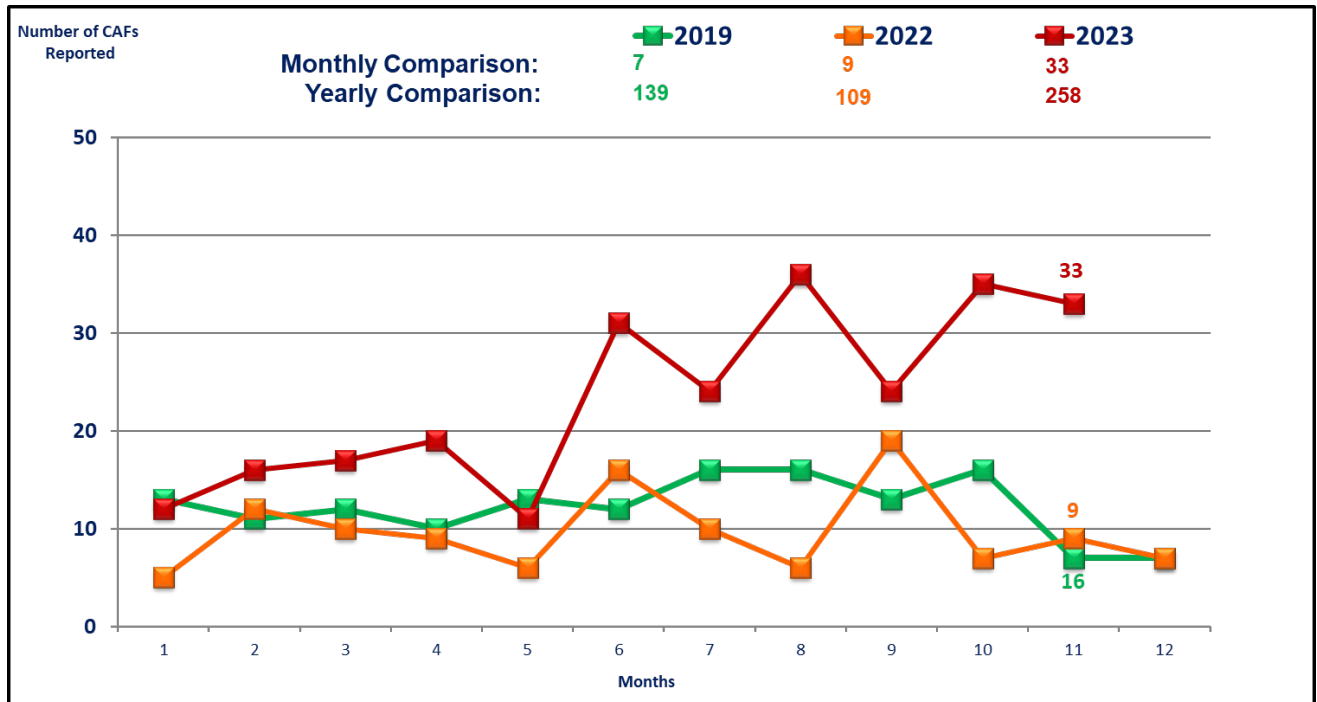
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	1
#5 Alameda		#37 Crosstown/TAMU-CC	1
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	3	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS		#60 Momentum Shuttle	
#16 Morgan/Port	1	#65 Padre Island Connection	1
#17 Carroll/Southside		#76 Harbor Bridge Shuttle	
#19 Ayers		#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle	1	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 Flex	1
#23 Molina	4	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Paratransit) Services	5
#26 Airline/Lipes	1	Safety & Security	
#27 Leopard	2	Transportation	1
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	2	Customer Service Department	
#29 Staples	1	Service Development	
#29F Staples/Flour Bluff	3	Facilities	1
#29SS Staples/Spohn South	2	Commendations	5
#32 Southside		TOTAL CAF's	39

Processed CAF Breakdown by Service Type:

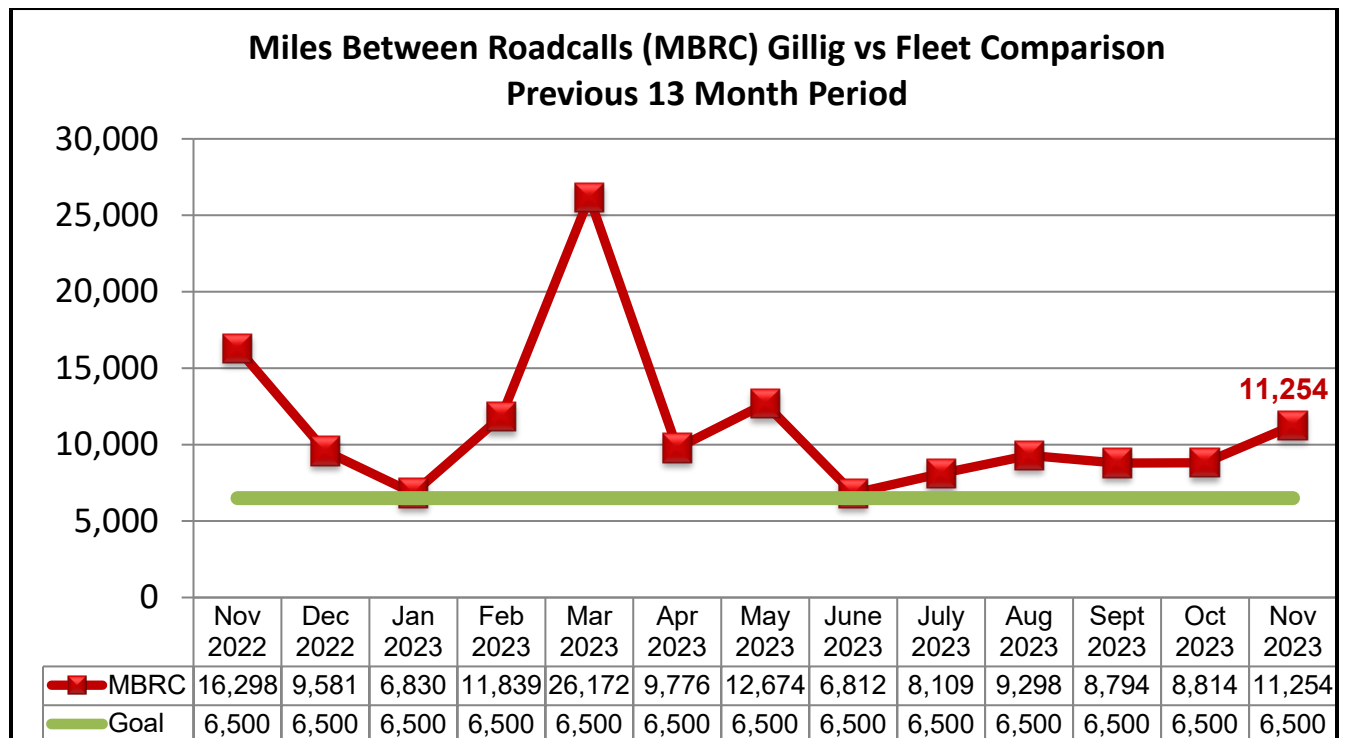
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues				
Driving Issues	2	2		
Customer Services				
Late/Early – No Show	2	1	3	6
Alleges Injury	2			2
Fare/Transfer Dispute	2		1	3
Clean Trash Can				
Dispute Drop-off/Pickup		1		1
Add Bench/Stop				
Left Behind/Passed Up	3		3	6
Inappropriate Behavior				
Policy				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Securement/Tie Down Issue	1	1		2
Denial of Service				
Safety & Security				
Rude	3		2	5
Facility Maintenance				
Service Development	1			1
Vehicle Maintenance				
Overcrowded Vehicle				
Cell Phone User			1	1
Safety Transportation				
Commendations	4		1	5
Total CAFs	22	6	11	39

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In November 2023, there were 11,254 miles between road calls (MBRC) recorded as compared to 16,298 MBRC in November 2022. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 11,250.



Board Priority

The Board Priority is Public Image and Transparency.

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

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: January 6, 2023

SUBJECT: B-Line Report for December 2023

- ❑ Ridership for the month of December 2023 was 15,160 compared to 13,807 for December 2022, which equates to 1,353 more trips representing a 9.8% **increase**.

- ❑ Ridership for YTD 2023 was 180,961 representing a 12.22% **increase** over 2022 ridership statistics.

RIDERSHIP 2022 YTD	RIDERSHIP 2023 YTD	DIFFERENCE	% DIFFERENCE
161,260	180,961	19,701	12.22%

Service Standards

- ❑ Productivity: 2.36 PPH (Passengers per hour) December 2023, contract standard is 2.50

- ❑ On Time Performance: 88.30% on time performance for December 2023

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

- ❑ 1,647 trips out of 14,073 trips (11.70%) did not meet the standard for on time performance in December 2023. Of that number:
 - 1,543 were < 30 minutes late.
 - 86 were > 30 minutes late.
 - 12 were > 60 minutes late.
 - 6 were > 90 minutes late.

- ❑ Miles between road calls 180,634.3 miles with 9 road calls that equates to 20,070.48 miles between road calls for December 2023. MV did exceed the minimum standard of 12,250 miles between road calls for December 2023.

Wheelchair Boarding's and associated statistics

For the month of December 2023, there were:

- 10,003 - ambulatory passengers
- 4,202 - wheelchair boarding's
- 802 - personal care attendants (AM)
- 144 – companions
- 9 - animals

Other Service statistics

There were 10 complaints **Customer Assistance Forms** recorded for December 2023:

1. Sharon Scarborough riding on the 65 both yesterday and this morning said that the unit air bellows are out so when they went over the smallest bump or dip in the road it would cause the bus to slam. She is claiming that this has put major stress on her back and legs and is now causing her a lot of pain. She is planning on visiting the doctor.
 - a. We would like to apologize to Ms. Scarborough for her experiences on our routes. We have reminded all our operators to report any mechanical issues to dispatch and the mechanics to ensure that we do not have any incidents like the one that has occurred. We have also coached the operators that were driving the listed routes to make sure we are following our safety guidelines when traveling along any rough roads.
2. Mr. Henry Flowers and provider states that they were waiting at the bus stop and the driver pass them.
 - a. After speaking with the driver, he did reassure us that he checks every bus stop to ensure there is no one waiting for the bus before continuing on route. He stated that he did not see anyone standing at or near the stop when he approached. Our drivers are dedicated to making sure no passenger gets left behind and are cautious when approaching any stops along their routes.
3. Mr. DeLeon rides Bline to and from his employment, Advance Employment Service. On Wednesday 12/20/23 his pickup time from his job was at 3:30 pm, B line did not get there until 5:38 pm. The same thing happened on Tuesday, 12/19/23. His pickup was at 3:30pm and they did not get there until 5:00 pm. Mr. De Leon would like a curtesy call when his pickup is running late. He would like to talk to a supervisor about these two incidents. His phone number is 361-558-2586
 - a. After reviewing the 2 trips listed, we would like to apologize to Mr. DeLeon for the inconvenience. On both days, we did experience an unusual amount of maintenance issues throughout the day which caused multiple delays. As we strive for the best customer service, we will notify our passengers when we are experiencing these types of delays to keep a line of communication open between us and our clients.
4. Janet Galindo was outside of the Christus Spohn Clinic 2606 Hospital Blvd. when she saw the Bline bus pass the older lady with a walker and parked too far for her to walk to it, Ms. Galindo said. She told the lady I will go and ask the driver if they can back up for you. She approached the driver and asked her if she could please back up because she passed the lady that was being picked up. The driver told Ms. Galindo, "If you knew she was waiting for the bus you should have waived me down to stop." Ms. Galindo said she said it in a rude tone, so she asked for her name. The driver told her "Irene, so when you are ready to call." The driver ended up going around and parked right in front of the elderly lady. Ms. Galindo phone number 361-233-2459
 - a. After speaking with the operator, she has been pulled from service for retraining in customer service and service stops. Our operators are aware that they are to not reverse unless instructed otherwise, the operator did correct her mistake by going around and parking correctly. She did apologize

and stated that she will be more cautious when arriving for clients to ensure the safety is provided correctly.

5. Provider called in behalf of customer, she requested specifically to drop off Mrs. Ortiz at the entrance of Building 8, instead the driver made the customer leave the unit at an unspecific stop. Provider noted that Mrs. Ortiz disability could affect her orientation skills, It also was the first time using the service and working at this location
 - a. After reviewing the trip and speaking with the Safety Manager, our B-Line drop off for NAS- Building 8 is at the bus stop that our fixed routes utilize. We use the bus stop to avoid any congestion or possible incidents at the intersection and crosswalk.
6. So the bus was supposed to be at stop 613 @ 1 12 i was still waiting at 135 for it did the time change and u did not update the app?
 - a. We would like to extend our apologies for this route delay. There was a passenger incident that took place on our unit that caused the route to standby for a Road Supervisor to ensure everything and everyone was okay at the scene. After the incident was investigated, the route continued with the assistance of the Supervisor.
7. Was waiting at the bus stop the driver passed them up. Zero attempts to stop.
 - a. We would like to apologize for this mishap along the route. The operator has been pulled from service to attend retraining on customer service and coached on the importance of servicing all bus stops. All drivers are aware to look around and ahead at all bus stops to ensure no one gets left behind.
8. Mrs. Zuniga claims that route 35 never went through location 2015. This statement is corroborated on Transloc since the unit still was at Robstown station at the time of the phonecall. After a few minutes unit 3045 changed Route numbers and departed Robstown station without completing any part of the 35 loop and began route 34.
 - a. After further investigation, the route 34/35 was running late due to a train. The operator was advised by a supervisor to arrive at the station and wait for the next route to begin running the run again. We do apologize for leaving a passenger behind. We did speak with our supervisors to ensure someone is in the area to assist in anyone that is waiting for the route.
9. The customer claims the driver asked to use his restroom and left the house leaving the door open. Mr. Alonso could give more details if someone can call him after 3pm. When he reached us, he was in a hurry to go back to work. He also is asking to switch his driver due to the possibilities of retaliation.
 - a. We do apologize for this inconvenience. We have spoken to this driver and he has been reprimanded for his actions. Coached & counseled, also given a written warning to never do this again.
10. Mr. Swenson called Bline yesterday December 16 between 3:00 to 3:20 and was on hold for 30+ minutes. He then called dispatch and was told someone was going to call him back before 4:30 and no one did. He feels discriminated against. Bline is always lying to him, and he said he was going to make a formal complaint with ADA and is considering seeking legal action. Call him at 361-993-0243
 - a. After further investigation, Mr. Swenson called at 15:47 and dispatch placed his name on our callback list. A reservationist called him back at 15:54 and noted the call went to voicemail and a message was left. Our reservation line closes at 16:00 on Sundays.

Conclusion

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

- ❑ 2.36 passengers per hour
- ❑ 88.30% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for December 2023 at 20,070.48 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for December 2023

	Total Miles Driven in December for Each Bus Type	Total Road Calls for December for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
Trolleys (97-103)								
Totals	0	0	0	0	0	0	0	0
CNG (35' 901-926) (40' 1001-1024)								
Totals	181,253	38	38	0	20	18	0	1
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	17,566	4	4	0	3	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	198,819	42	42	0	23	19	0	1
MILES BETWEEN ROAD CALLS								
	8,644	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, March 27, 2024	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, March 6, 2024	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, March 21, 2024	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
