



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, September 19, 2024

Time: 12:00 p.m.

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

Board Members

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

Mission Statement

To provide knowledge, guidance, and insight to the RTA and the community on transportation disadvantaged riders and services. Committee members act as ambassadors on transportation ridership issues.

1.	Pledge of Allegiance	1 minute	No Attachment
2.	Roll Call	2 minutes	No Attachment
3.	Public Comment	3 minutes	No Attachment
4.	Awardment of Unsung Hero Award	5 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for May 16, 2024.	5 minutes	Pages 1 - 3
6.	Chairperson's Report a. Discussion of Unsung Hero Awards Nominations b. RCAT Member Updates	20 minutes	No Attachment
7.	RCAT Liaison Report a. Certificate of Appreciation Awarded to CCRTA – Nueces County Operation Health & Wellness on July 22-27, 2024 b. CCRTA New Hires c. July 2024 Operations Report d. CEO Report	30 minutes	No Attachment
8.	Discussion of Route Evaluation conducted August 2024		No Attachment
9.	Informational Items: a) Unsung Heroes b) April 2024 CAF Report c) May 2024 CAF Report d) June 2024 CAF Report e) July 2024 CAF Report f) April 2024 Operations Report Key Metrics g) May 2024 Operations Report Key Metrics h) June 2024 Operations Report Key Metrics		Page 4 Page 5 – 9 Page 10 – 14 Page 15 – 19 Page 20 – 24 Page 25 – 34 Page 35 – 45 Page 46 – 58

	i) July 2024 Operations Report Key Metrics j) April 2024 B-Line Report k) May 2024 B-Line Report l) June 2024 B-Line Report m) July 2024 B-Line Report n) April 2024 Maintenance Road Call Report o) May 2024 Maintenance Road Call Report p) June 2024 Maintenance Road Call Report q) July 2024 Maintenance Road Call Report r) Upcoming Events and RTA Functions		Page 59 – 68 Page 69 – 74 Page 75 – 83 Page 84 – 87 Page 88 – 91 Page 92 Page 93 Page 94 Page 95 Page 96
10.	Adjournment		No Attachment
	Total Minutes:	66	

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting who may need auxiliary aids or services are requested to contact Susan Teltschik at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: RCAT Meeting – Thursday, May 16, 2024

Time: 12:00 p.m.

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

Board Members

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

Mission Statement

To provide knowledge, guidance, and insight to the RTA and the community on transportation disadvantaged riders and services. Committee members act as ambassadors on transportation ridership issues.

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.	Awardment of Unsung Hero Award	5 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for May 16, 2024.	5 minutes	Pages 1 - 3
	<ul style="list-style-type: none"> ➤ Is there a Motion to Approve the RCAT Minutes of May 16, 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)
6.	Chairperson’s Report a. Discussion of Unsung Hero Awards Nominations b. 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

7.	RCAT Liaison Report a. Certificate of Appreciation Awarded to CCRTA – Nueces County Operation Health & Wellness on July 22-27, 2024 b. CCRTA New Hires c. July 2024 Operations Report d. CEO Report	30 minutes	
8.	Discussion of Route Evaluation conducted August 2024		No Attachment
9.	Informational Items: a) Unsung Heroes b) April 2024 CAF Report c) May 2024 CAF Report d) June 2024 CAF Report e) July 2024 CAF Report f) April 2024 Operations Report Key Metrics g) May 2024 Operations Report Key Metrics h) June 2024 Operations Report Key Metrics i) July 2024 Operations Report Key Metrics j) April 2024 B-Line Report k) May 2024 B-Line Report l) June 2024 B-Line Report m) July 2024 B-Line Report n) April 2024 Maintenance Road Call Report o) May 2024 Maintenance Road Call Report p) June 2024 Maintenance Road Call Report q) July 2024 Maintenance Road Call Report r) Upcoming Events and RTA Functions s) Route Evaluation Form		Page 4 Page 5 – 9 Page 10 – 14 Page 15 – 19 Page 20 – 24 Page 25 – 34 Page 35 – 45 Page 46 – 58 Page 59 – 68 Page 69 – 74 Page 75 – 83 Page 84 – 87 Page 88 – 91 Page 92 Page 93 Page 94 Page 95 Page 96
10.	Adjournment		No Attachment
	Total	66 minutes	

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

No-Show/Eligibility Appeals
None scheduled this month.

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

May 16, 2024

Advisory Committee Members Present: Robert Box, Randal Chisamore, Thomas Cronnon, Rhonda Alvarez, Inez Garcia, and Jeannine Leal

Advisory Committee Members Absent: Liliana Macias-Pettis

Board Members Present: None

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

MV Present: Timothy Van Zalen

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

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

Public Comment: None

Committee for Persons with Disabilities (CFPWD) Update

Presented by: Ms. Melanie Gomez

There was no presentation.

Chairperson Report:

Presented by: Robert Box

Motion to Nominate for RCAT Vice Chair

Mr. Cronnon received a nomination for the position of Vice Chair. The motion was put forward by Ms. Alvarez and seconded by Ms. Garcia.

Discussion of Unsung Hero Awards:

Ms. Montez provided an overview of the Unsung Hero Report to the committee members.

Mr. Cronnon asked about Bus Operator Dozier's plans, whether she was retiring or changing routes. Ms. Teltschik informed the committee on the sign-up process and mentioned that there will be changes in the drivers.

Nominations were then opened, with Mr. Cronnon nominating Ms. Dozier and Ms. Garcia nominating Mr. Heriberto Perez.

Ms. Alvarez inquired about the frequency of such nominations, whether they will be done monthly or quarterly. Ms. Montez informed the committee that nominations would be completed quarterly.

The vote for Mr. Perez was in favor by Ms. Garcia.

Dozier emerged as the elected Unsung Hero, garnering votes from Cronnon, Chisamore, and Alvarez.

RCAT Member Updates:

No updates regarding ongoing community efforts were conducted.

Ms. Alvarez requested information regarding the specifics of Route 5. Ms. Teltschik notified the committee that the Customer Service department could aid in organizing trips and facilitating access to route schedules.

Ms. Alvarez commended the bus service she utilized during the Sand Fast event in Port A. She specifically lauded the bus drivers for their extensive familiarity with the routes and their help in guiding her around Port A. Additionally, she expressed her excitement about the expansion of Route 95.

The committee raised their apprehensions regarding the absence of seat belts on the B-Line Buses. Ms. Montez assured the committee that she would get with the proper personnel on the matter.

Ms. Alvarez inquired about the availability of a bus that goes to Cole Park. Is there a possibility of using a smaller bus during the summer that directly takes passengers to the main parking lot? Ms. Montez assured her that she would reach out to the Operations and Planning Department to obtain further information.

Ms. Alvarez expressed her concern about the lack of service on the designated routes 29F and 29SS Bay J, as the signs indicating their availability displayed no service. Ms. Montez provided reassurance that she would work together with the Facilities team to resolve this matter.

RCAT Liaison's Report:

Presented by: Sharon Montez

The below information was presented to RCAT Members:

APTA Gold Safety & Security Awards

CCRTA was recognized by the American Public Transportation Association (APTA) for its outstanding achievements. The organization was awarded the Gold Award for two notable

accomplishments: the Bus Emergency Management Award, which acknowledges the commendable Active Shooter Training Program, and the Bus Security Award, which recognizes the exceptional Human Trafficking Awareness Program.

CCRTA was awarded first place in the "Miscellaneous" category at the Buc Days Night Parade.

Mr. Cronnon expressed his gratitude to the CCRTA for offering the ADA section during the Buc Days Parade.

March 2024 Operations Report

There was a rise of 8.1% in passenger trips, a 2.8% increase in revenue service hours, and a 3.4% increase in revenue service miles when compared to March 2023. Out of the 32 bus routes on the local street network, 12 were affected by continuous construction activities. A total of 29 additional bus stops may be impacted or potentially closed.

CEO Report

The Chief Executive Officer's Operations Report indicated a rise in ridership by 32%, totaling an average of 10,772 weekday passengers compared to April 2023. CCRTA has submitted grant applications to the FTA for 5339(b) - Buses and Bus Facilities: Maintenance Facility, and 5339(c) - Low or No Emission Buses, which includes 8 CNG Buses and Training. The seasonal service for the Port Aransas Express, Route 95, commenced on May 3rd and will run until Sep. 29th, with extended daily operating hours past midnight. Progress at the Port Ayers Transfer Station is progressing well, with curb work along Ayers St. completed, installation of a concrete driveway on the Ayers side, 50% of painting in the soffit area finished, and 100% completion of painting the columns. The demolition of the Kleberg Bank Project has been successfully completed. Additionally, work is in progress on ADA Bus Stops Phase VII - Zones 1, 2 & 3, with RXDX, LLC finishing Zone 1 and advancing in Zone 2, while Ti-Zak has completed Zone 3.

Principal Retirement Services conducted ongoing employee relations by organizing four sessions to educate employees about the Defined Benefit Pension Plan, as well as the Defined Contribution Mandatory and Voluntary Plans. A total of 55 employees actively participated in the informative two-day sessions. Furthermore, personalized one-on-one sessions were scheduled to address individual retirement concerns. In collaboration with the HR and Safety & Security departments, an orientation was held for eight Bus Operator Trainees, focusing on crucial training related to active shooter response and work-related safety practices to promote a secure working environment. The April Employee Appreciation Event took place on April 23rd.

Review Bus Stop Survey Form for June Route Study

Ms. Montez reviewed the survey form with the committee.

Adjournment: 12:53 p.m.

Unsung Hero Report

QUARTERLY REPORT APRIL - JUNE 2024

Caf #	Date Rec'd	Driver/Employee	Route/Dept.	Description
313	1-Apr		23	Mr. Anthony Martinez called to say the driver on Unit 1012 RT 23 is very helpful to elderly and disabled people. He rides the bus every day and has observed how pleasant he is to everyone.
373	17-Apr	Paul	29	Wanted to commend bus driver Paul of the 29 route of being so knowledgeable and helpful. And a safe driver. I truly appreciate the fact he never hard breaks and drives safely.
413	2-May		76	Driver was amazing. You could tell it was a new driver and she went above and beyond for her passengers.
425	7-May		12	Mr. Allyn recently commended the driver of Route 12, Unit 3060, praising her for her exceptional kindness and knowledge. He emphasized that she is the most courteous driver among our staff.
454	13-May	Damaris Greenwood	Shuttle	Just want to give recognition for a job well done to a MV bus operator Damaris Greenwood. She was doing the Rodeo shuttle on Thursday May 9, 2024 which we took back to Whataburger Field. She was very informative to waiting customers which was way over the limit for everyone to get on at one time. She said sorry I am the only one out here and doing the best I can, but I promise you I will be back to pick you up soon. As she drove us to our destination she was very polite with everyone and very safe considering the heavy traffic flow. She stated I just cant leave people behind but I am doing the best I can. I will be out here until I know everyone is transported to their cars. I commended her on a job well done greatly appreciated. This was about 11:15pm at night she was in great spirits with her customers considering the circumstances. I just wanted to share this with you.
465	15-May	Damion	B-Line	Ms. Sylvia Facundo runs a group home for mentally challenged individuals. They are picked up at 718 Meadowbrook every day. When operator Damion is their driver Ms. Facundo said that he always gets down to greet them halfway. She said he shows empathy and compassion toward them. She would like him to get recognized for what a great job he does.
567	26-Jun	Louis Santos	B-Line	Ms. Rose Marie Gagnon was picked up at 4444 Corona and when she got on the B Line there were three special needs individuals. She wanted to let us know that the operator was very engaged with the individuals and treated them with respect. She said the driver's name was Luis.
568	27-Jun	Ray Marroquin	B-Line	At drop off, Mr. Box asked his driver, Ray Marroquin, if he could pull up to his neighbor's driveway because it is less steep, and Ray complied. Ray then left the vehicle to move the trash can out of the way so he could move closer to the curb for Mr. Box to exit the vehicle. Ray then assisted Mr. Box off the bus and asked if he needed assistance to walk up the driveway.
QUARTERLY REPORT APRIL - JUNE 2024 HONORABLE MENTIONS				
323	5-Apr	Joe Gonzalez	Street Supervisor	A passerby witnessed a commendable act of kindness as one of the RTA supervisors, identified by the vehicle unit number #6013, halted their vehicle. Stepping out, the supervisor proceeded to assist an elderly woman and her four small children in crossing a very busy street. The passerby said he couldn't help but pause, observing the genuine care and concern exhibited by the supervisor.
500	31-May	Marcus Guerrero	Customer Service	Ms. Neisler called to say how EXTREMELY professional and EXTREMELY patient Marcus was with her (she said she wanted to emphasize extremely). She has a learning disability, and it was difficult for her to comprehend how to get from home to work, with a transfer to another bus. He spent time with her and made sure she understood; he was a bandaid for her.



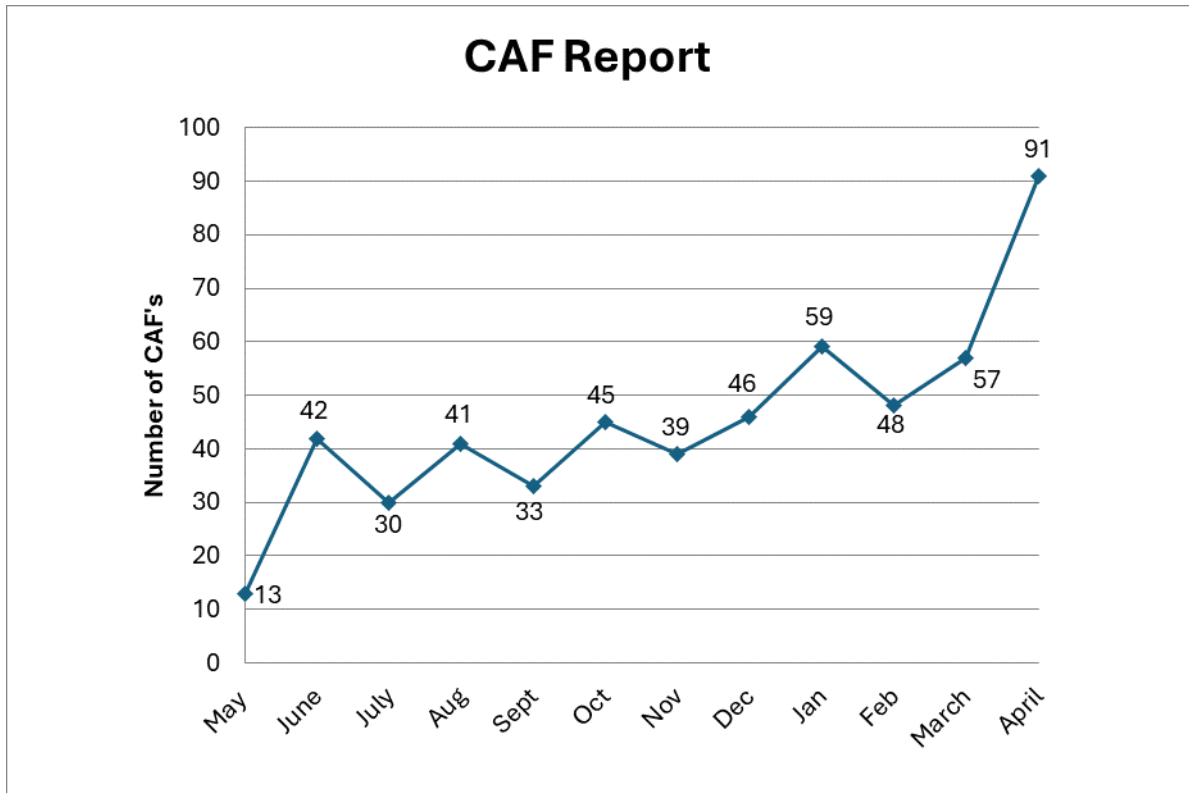
April 30, 2024

Subject: CAF Report for April 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For April 2024, there were 91 reported CAFs which was more than the 57 reported CAFs for March 2024. The increase of 34 CAFs represents a 59.64% increase.

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



April 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	1
#12 Hillcrest/Baldwin	6	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS		#76 Harbor Bridge Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	2	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 FLEX	1
#23 Molina	6	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	14
#26 Airline/Lipes	2	Transportation	
#27 Leopard	5	Service Development	2
#28 Leopard /Navigation	1	Facilities/Bus Stop Needs Attention	23
#29 Staples	11	IT	1
#32 Southside		Safety & Security	6
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	3
#37 Crosstown/TAMUCC			
		TOTAL CAF's	91

April 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	5	1	1	7
Customer Services				
Late/Early – No Show	2	2		4
Alleges Injury	1	1	2	4
Fare/Transfer Dispute	3		1	4
Clean Trash Can				
Dispute Drop-off/Pickup				0
Add Bench/Stop				
Left Behind/Passed Up	11		5	16
Inappropriate Behavior	4	2		6
Policy	1	7		8
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Safety and Security	6			6
Rude	4		2	6
Facility Maintenance	23			23
Service Development	2			2
Transportation (Other)				
Over Crowded Vehicle				
IT	1			1
Vehicle Maintenance				
Commendations	3			3
TOTAL CAFs	66	14	11	91

Conclusion:

During April 2024, CCRTA received ninety-one CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were three commendations.

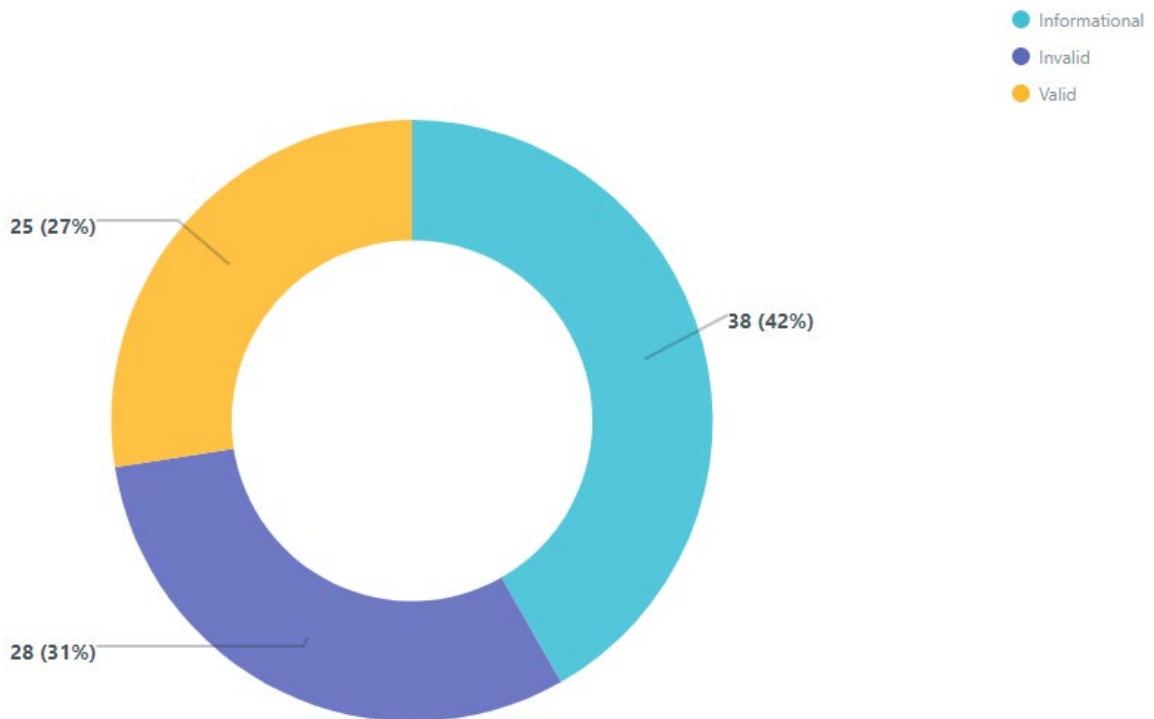
Sixty-six CAFs were received regarding CCRTA Service, representing 73% of the total customer assistance contacts; there were three commendations and thirty informational CAFs.

Fourteen CAFs were received regarding B-Line Service representing 15% of the total customer assistance contacts; there were no commendations and eight informational CAFs.

Eleven CAFs were received regarding Contracted Fixed Route Service representing 12% of the total customer assistance contacts; there were no commendations.

Outcome:

Twenty-five CAFs were found to be Valid.
Twenty-eight CAFs were found to be Invalid.
Thirty-eight 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.



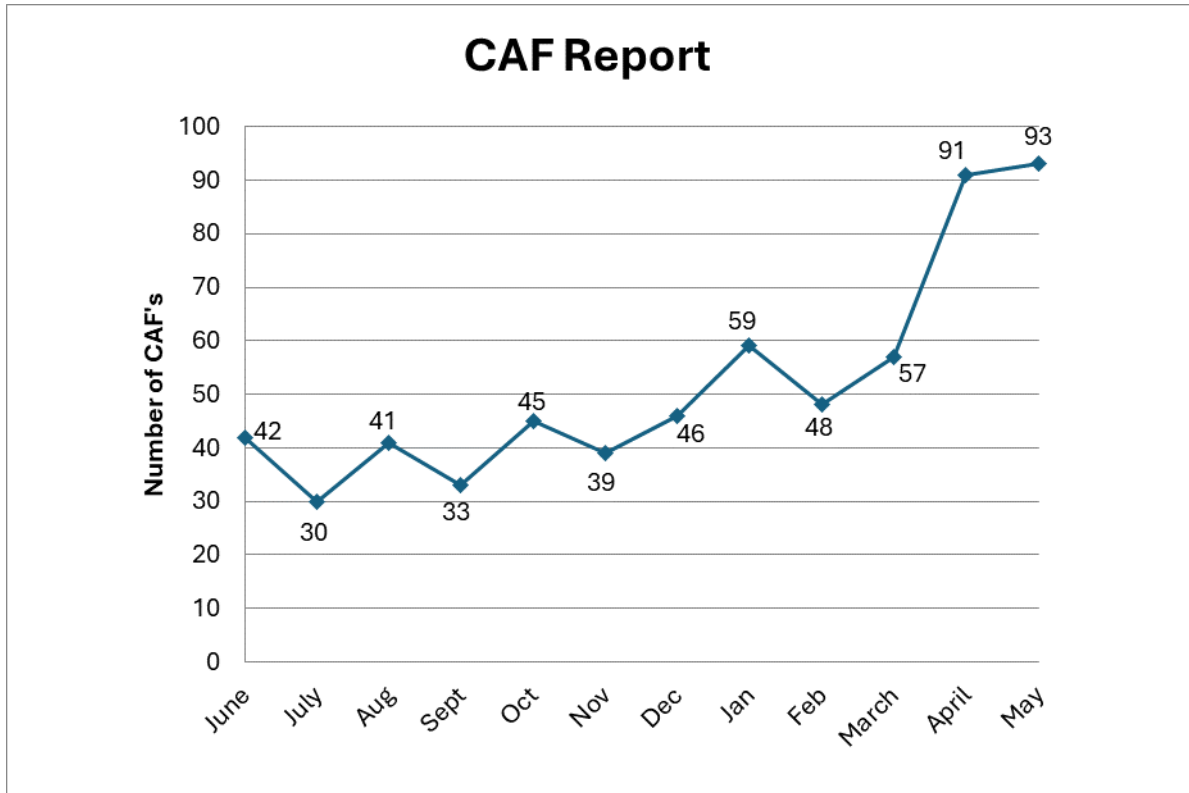
May 31, 2024

Subject: CAF Report for May 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For May 2024, there were 93 reported CAFs which was more than the 91 reported CAFs for April 2024. The increase of 2 CAFs represents a 2.15% increase.

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



May 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	3	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	1	#76 Harbor Bridge Shuttle	2
#16 Morgan/Port	2	#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	3	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	20
#26 Airline/Lipes		Transportation	
#27 Leopard	3	Service Development	4
#28 Leopard /Navigation	2	Facilities/Bus Stop Needs Attention	20
#29 Staples	4	IT	3
#32 Southside	1	Safety & Security	8
#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator	1	COMMENDATIONS	5
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	93

May 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	1	1	6
Customer Services		1		1
Late/Early – No Show	3	9	2	14
Alleges Injury	1	1		2
Fare/Transfer Dispute	1			1
Heating/Cooling		1		1
Dispute Drop-off/Pickup		1	1	2
Rude	3	1	1	5
Left Behind/Passed Up	4		3	7
Inappropriate Behavior		4	1	5
Policy	1			1
Incident at Stop	1			1
Incident on Bus	1	1	1	3
Incident at Station				
Tie-Down Issue				
Denial of Service	1		1	2
Safety and Security	8			8
Facility Maintenance	20			20
Service Development	4			4
Transportation (Other)				
Over Crowded Vehicle				
IT	3			3
Vehicle Maintenance	1			1
Commendations	2	1	2	5
TOTAL CAFs	59	21	13	93

Conclusion:

During May 2024, CCRTA received ninety-three CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were five commendations.

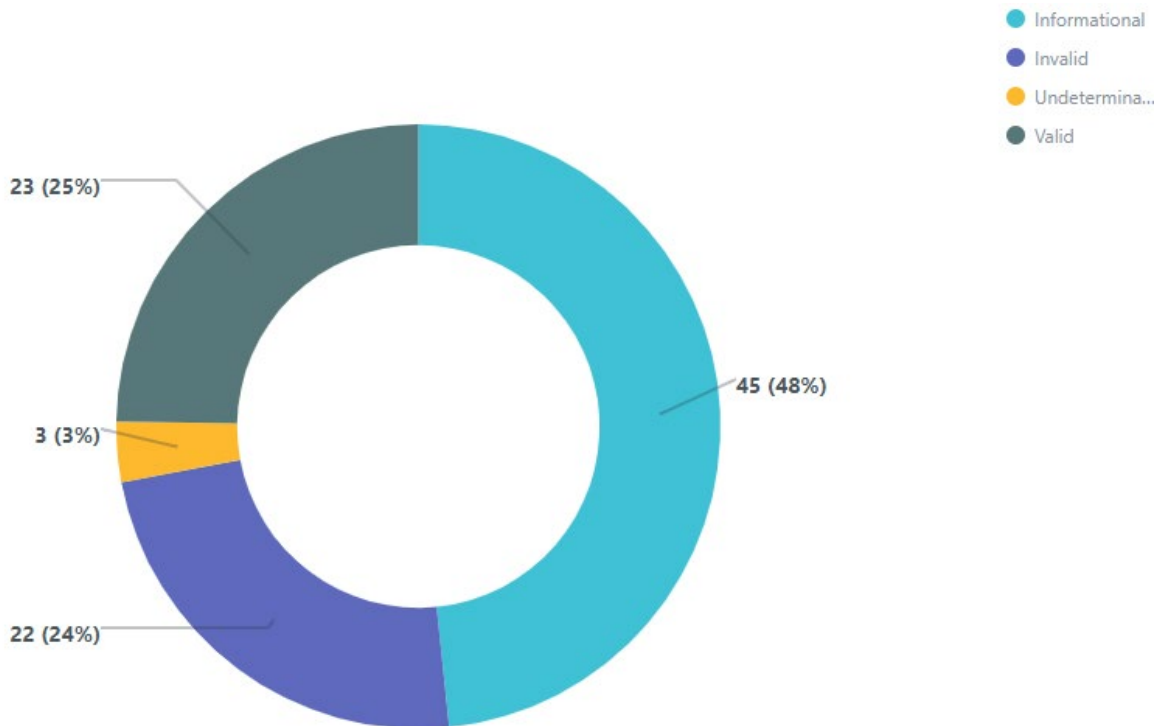
Fifty-nine CAFs were received regarding CCRTA Service, representing 63% of the total customer assistance contacts; there were two commendations and forty-two informational CAFs.

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

Thirteen CAFs were received regarding Contracted Fixed Route Service representing 14% of the total customer assistance contacts; there were two commendations and two informational CAFs.

Outcome:

Twenty-three CAFs were found to be Valid.
Twenty-two CAFs were found to be Invalid.
Three CAFs were found to be Unable to Determine.
Forty-five 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.



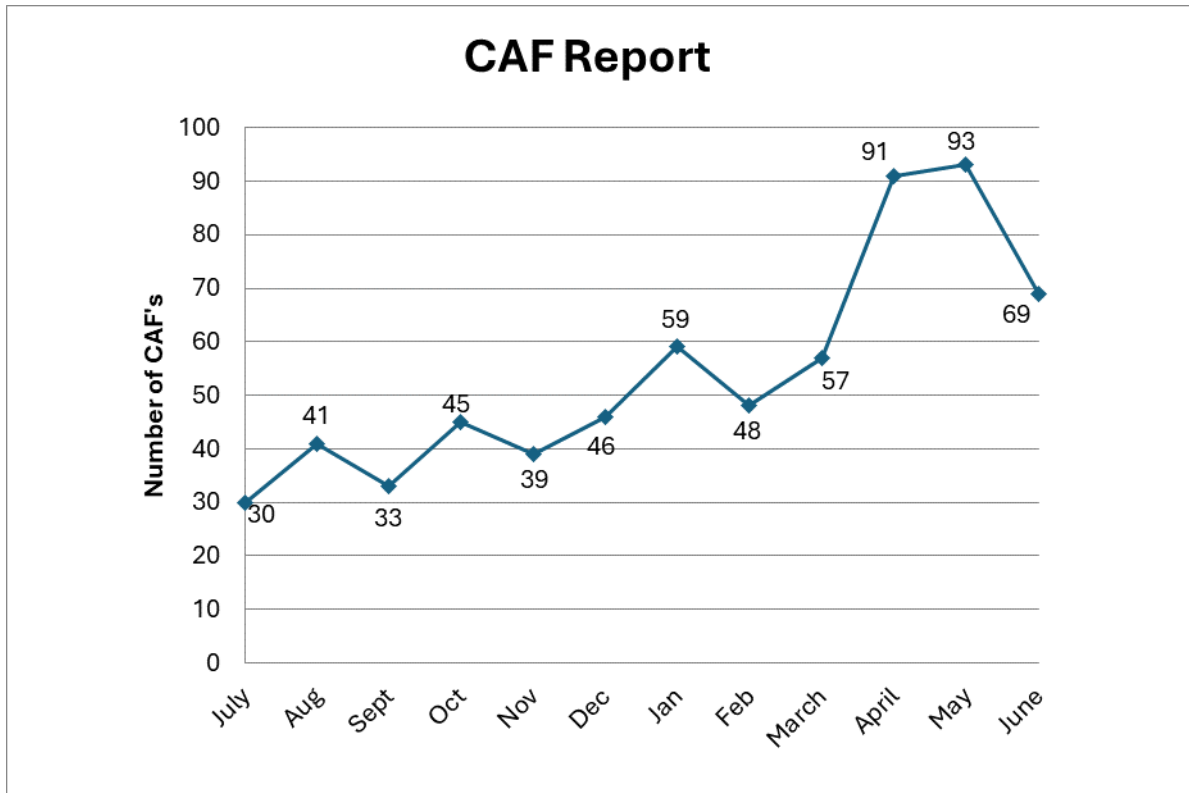
June 30, 2024

Subject: CAF Report for June 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For June 2024, there were 69 reported CAFs which was less than the 93 reported CAFs for May 2024. The decrease of 24 CAFs represents a 25.80% decrease.

There were two commendations included in the total for the month of June.



June 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin		#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	1	#76 Harbor Bridge Shuttle	
#16 Morgan/Port	2	#78 North Beach Shuttle	
#17 Carroll/Southside	2	#83 Advanced Industries	
#19 Ayers	7	#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 (Para-Transit) Services	8
#26 Airline/Lipes		Transportation	
#27 Leopard	1	Service Development	2
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	19
#29 Staples	6	IT	2
#32 Southside	1	Safety & Security	4
#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator	1	COMMENDATIONS	2
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	69

June 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues				
Driving Issues	4	1		5
Customer Services				
Late/Early – No Show	1	2	2	5
Alleges Injury	1	1		2
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	8	2		10
Left Behind/Passed Up	5			5
Inappropriate Behavior	2		2	4
Policy	4			4
Incident at Stop	1			1
Incident on Bus				
Incident at Station	1			1
Tie-Down Issue				
Denial of Service				
Safety and Security	4			4
Facility Maintenance	19			19
Service Development	2			2
Transportation (Other)				
Over Crowded Vehicle				
IT	2			2
Vehicle Maintenance	1			1
Commendations		2		2
TOTAL CAFs	57	8	4	69

Conclusion:

During June 2024, CCRTA received sixty-nine CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were two commendations.

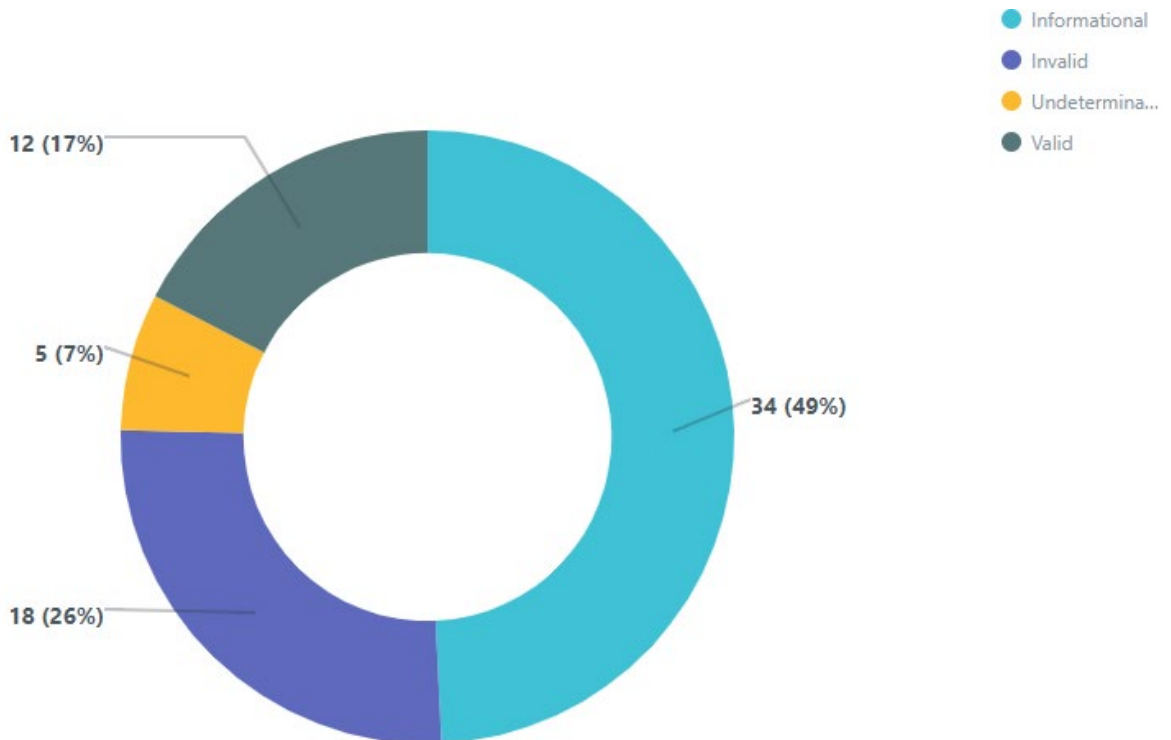
Fifty-seven CAFs were received regarding CCRTA Service, representing 83% of the total customer assistance contacts; there were no commendations and thirty-two informational CAFs.

Eight CAFs were received regarding B-Line Service representing 12% of the total customer assistance contacts; there were two commendations and two informational CAFs.

Four CAFs were received regarding Contracted Fixed Route Service representing 5% of the total customer assistance contacts; there were no commendations.

Outcome:

Twelve CAFs were found to be Valid.
Eighteen CAFs were found to be Invalid.
Five CAFs were found to be Unable to Determine.
Thirty-four CAFs were Informational only.



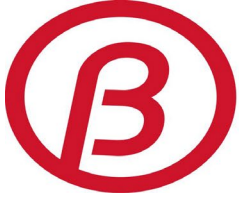
Actions taken because of the received CAFs include but are not limited to the following:

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.



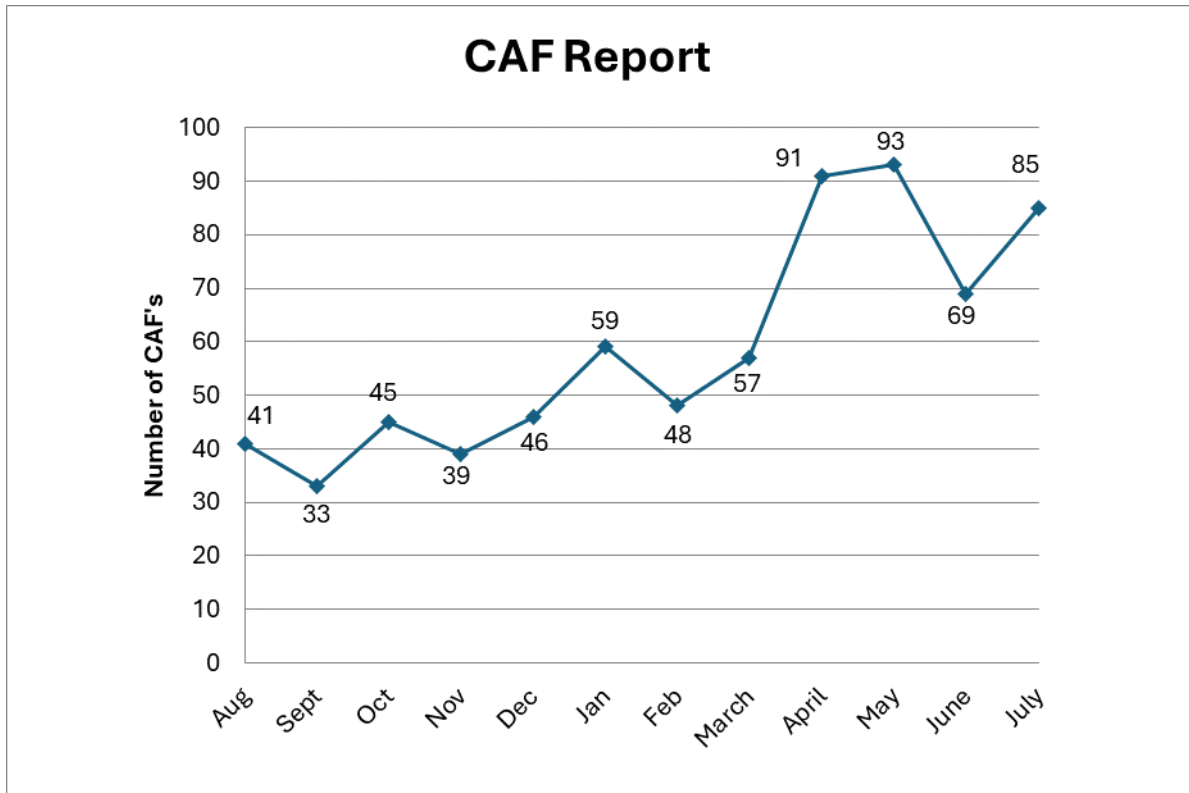
July 31, 2024

Subject: CAF Report for July 2024

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2024, there were 85 reported CAFs which was more than the 69 reported CAFs for June 2024. The increase of 16 CAFs represents a 23.19% increase.

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



July 2024 for Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#50 Calallen/Robstown NAS Ex (P&R)	1
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	5	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	3	#76 Downtown Shuttle	2
#16 Morgan/Port	1	#78 North Beach Shuttle	1
#17 Carroll/Southside	2	#83 Advanced Industries	
#19 Ayers	5	#90 Flexi-B Port Aransas	
#21 Arboleda	2	#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	1
#25 Gollihar/Greenwood	1	B-Line (Para-Transit) Services	3
#26 Airline/Lipes		Transportation	
#27 Leopard	4	Service Development	6
#28 Leopard /Navigation	2	Facilities/Bus Stop Needs Attention	14
#29 Staples	8	IT	4
#32 Southside		Safety & Security	5
#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator	1	COMMENDATIONS	5
#37 Crosstown/TAMUCC			
		TOTAL CAF's	85

July 2024 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues	1			1
Driving Issues	5	1	1	7
Customer Services				
Late/Early – No Show	1	1	2	4
Alleges Injury	5			5
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup	1			1
Rude	6		1	7
Left Behind/Passed Up	9		6	15
Inappropriate Behavior				
Policy	3			3
Incident at Stop	1			1
Incident on Bus	2			2
Incident at Station	1			1
Tie-Down Issue				
Denial of Service				
Safety and Security	4	1		5
Facility Maintenance	14			14
Service Development	6			6
Transportation (Other)				
IT	4			4
Vehicle Maintenance	1		1	2
Commendations	5			5
TOTAL CAFs	71	3	11	85

Conclusion:

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

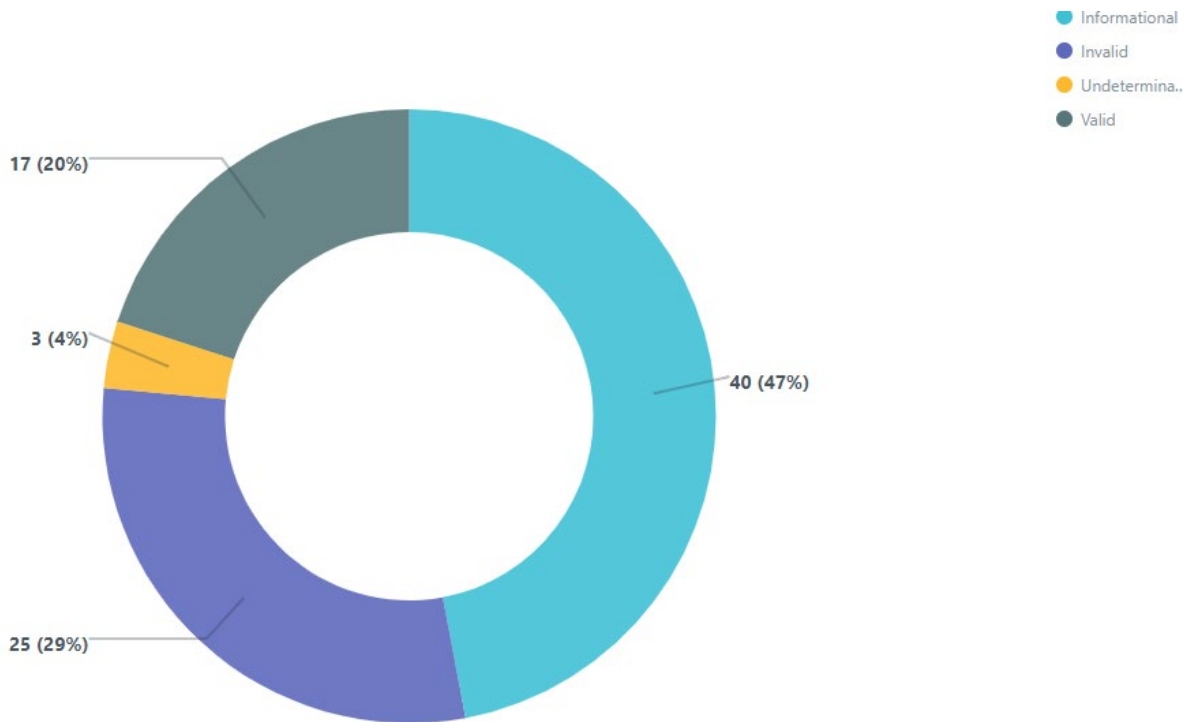
Seventy-one CAFs were received regarding CCRTA Service, representing 83% of the total customer assistance contacts; there were five commendations and thirty-eight informational CAFs.

Three CAFs were received regarding B-Line Service representing 4% of the total customer assistance contacts; there were no commendations and one informational CAFs.

Eleven CAFs were received regarding Contracted Fixed Route Service representing 13% of the total customer assistance contacts; there were no commendations and one informational CAFs.

Outcome:

Seventeen CAFs were found to be Valid.
Twenty-five CAFs were found to be Invalid.
Three CAFs were found to be Unable to Determine.
Forty 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.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

June 12, 2024

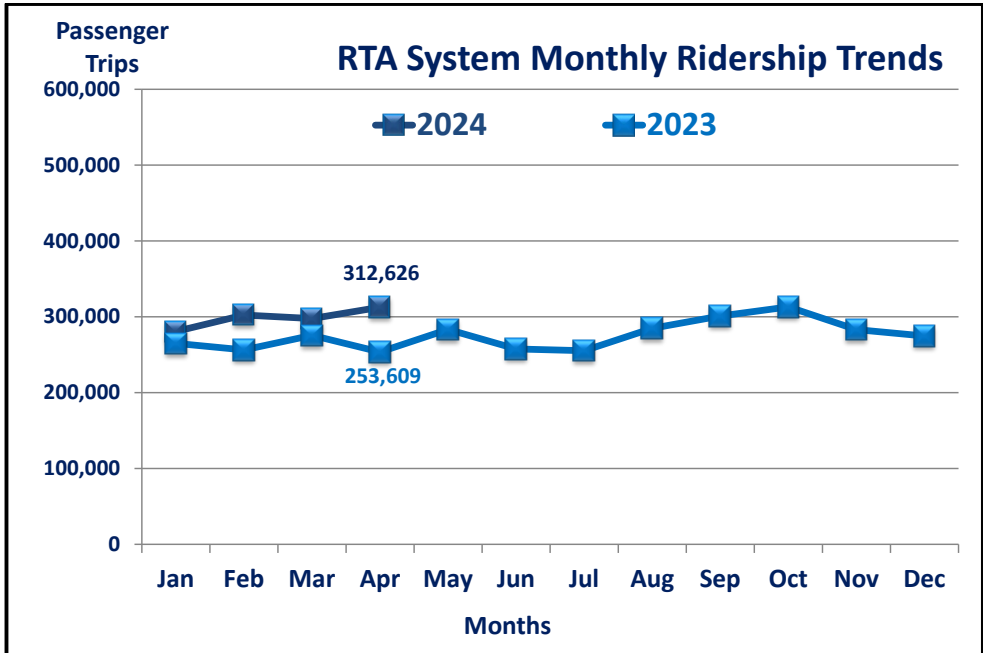
Subject: April 2024 Operations Report

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

April 2024 system-wide passenger trips totaled 312,626 which represents a 23.3% increase, compared to 253,609 passenger trips in April 2023 with 59,017 more trips provided this month.



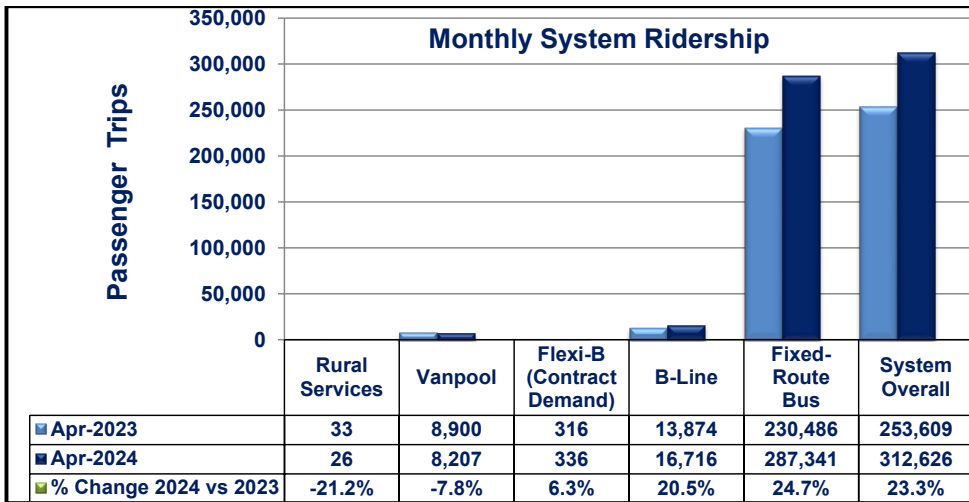
April 2024	April 2023	Variance
22 Weekdays	20 Weekdays	+2
4 Saturdays	5 Saturdays	-1
4 Sundays	4 Sundays	-
30 Days	29 Days (No Service on Easter: April 9 th)	+1

The average retail price for unleaded gas in Corpus Christi was \$3.05 per gallon compared to \$3.35 per gallon in April 2023¹ which represents a 9% decrease in the average cost per gallon. April rainfall was an average of 0.43 inches. In comparison, April 2023 was above normal at 7.49 inches.² Historically, April average rainfall is 2.04 inches. Also, the 85.3-degree average high temperature in April 2024 was above the normal average temperature of 82.6-degrees.

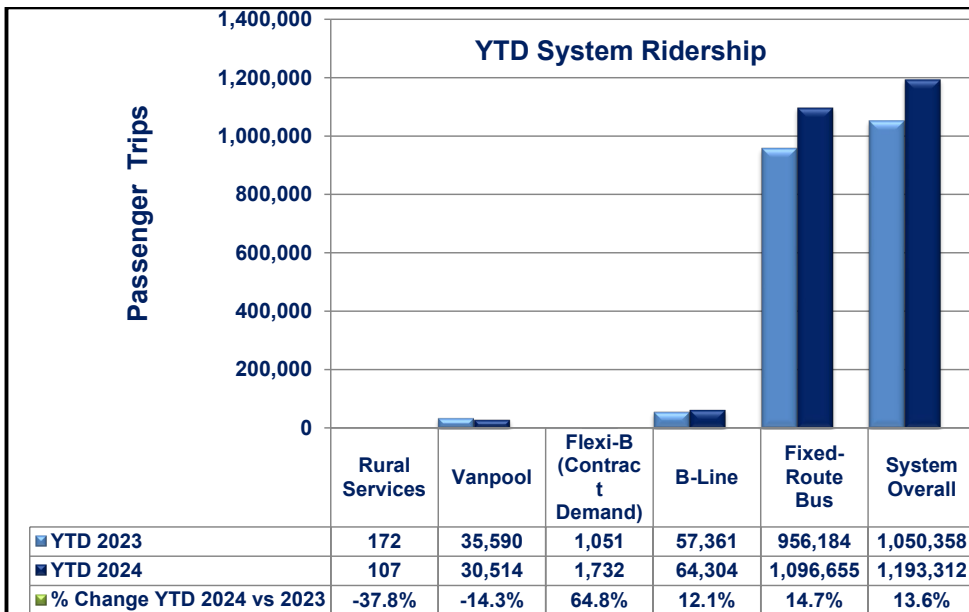
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://etweather.tamu.edu/rainhistory>

The chart below shows monthly ridership results for all services. CCRTA recorded 59,017 more passenger trips in April 2024 resulting in a 23.3% increase compared to April 2023.

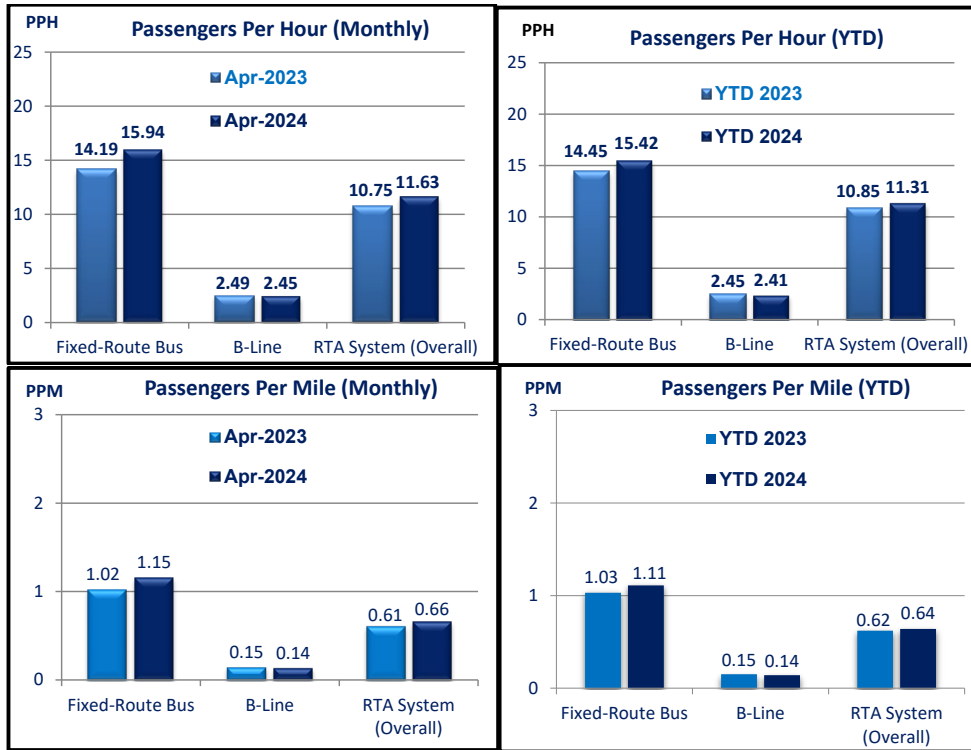
Commented [LA1]: Please check your dates and percentage
 Commented [WV2R1]: Corrected...just an over site.



The chart below shows YTD ridership results for all services. 142,954 more trips compared to 2023.



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



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

Schedule Adherence	Standard	Jan-24	Feb-24	Mar-24	Apr-24	4-Month Average
Early Departure	<1%	0.3%	0.0%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	92.6%	85.7%	88.4%	94.2%	90.2%
Monthly Wheelchair Boardings	No standard	3,324	3,736	4,672	3,986	3,930
Monthly Bicycle Boardings	No standard	5,337	5,759	5,922	6,455	5,868

On Detour
Detours Expected
Currently No Detours

- **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)
- **Port Ave.** Waterline Replacement Project (9) month project (**On hold**): Began March 2022 with an undetermined completion date.
 - Routes 21, 23 & 37 (**2** stops impacted)
- **Leopard St.** (Nueces Bay to Palm) Project now complete. (**3**) stops now serving Routes 27 & 28. **Detour ended May 31, 2024.**
 - Routes 27 & 28
- **Leopard St.** (Crosstown-Palm) (14) month project began Dec. 5, 2022. **Detour ended May 31, 2024.**
 - Routes 27 & 28 (**11** stops re-opened)
- **Comanche St.** (Carancahua-Alameda) Began early-2024.
 - Routes 12, 21, 27 & 28 (**4** stops will be impacted)
- **Gollihar Rd.** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd.** (Carroll-Kostoryz): Project began Oct 30th, 2023.
 - Route 19 (**8** stops closed)
- **Alameda St. (Louisiana-Texan Trail):** Preliminary work on project began Fall-2023.
 - Routes 5 & 17 (19 stops will be impacted-but not yet)
- **Brownlee Blvd.** (Morgan-Staples) To begin mid-2024.
 - Routes 5x & 17 (**8** stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (30%)
 - Routes 6, 76 & 78 (no stops impacted)
- **Carroll Ln.** (SH-358 to Holly) Project in design. (30%)
 - Route 15 (**4** stops might be impacted)
- **Alameda St. (Everhart-Airline):** Project in design. (30%)
 - Route 5 (13 stops might be impacted)
- **Alameda St. (Del Mar-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 but **2** closed on Alameda & **2** closed on S. Staples west of the Everhart Rd. intersection & **2** closed on Everhart)

For March 2024, there were 12 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 38% of CCRTA services.

Impacted bus route services include: **5, 12, 17, 19, 21, 23, 25, 27, 28, 37, 76 & 78**. The total number of bus stops that were impacted or closed was **48**. **Effective May 31, 2024, 14 stops are back in service reducing number of impacted stops to 34.**

In regards to future projects, the number of additional bus stops which may be impacted or closed is **36**.

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

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

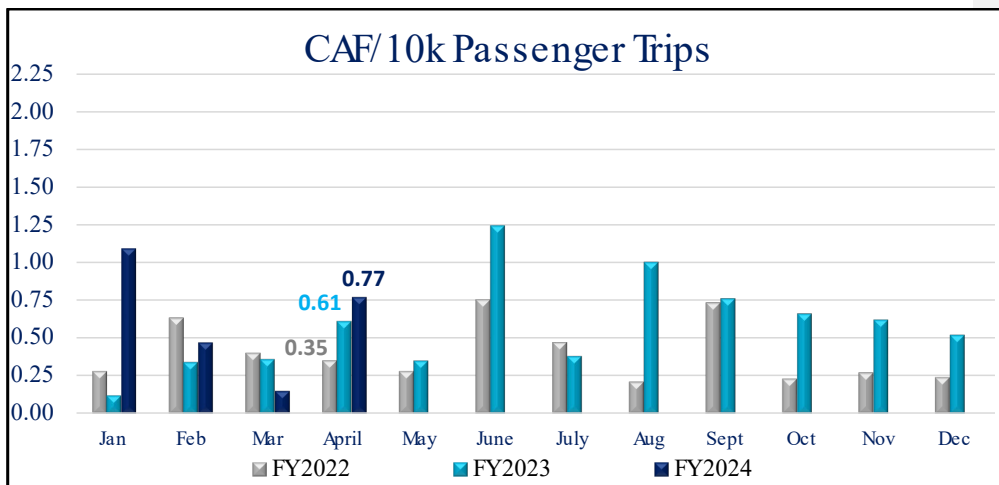
- Productivity: **2.45** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **87.6%** for March did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **38,801** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,407** ambulatory boardings; **4,401** wheelchair boardings

Metric	Standard	Jan-24	Feb-24	Mar-24	Apr-24	(4) Month-Ave.
Passengers per Hour	2.50	2.32	2.47	2.42	2.45	2.42
On-time Performance	96%	91.5%	86.2%	87.8%	87.6%	88.3%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	15,691	22,962	21,095	38,801	24,637
Monthly Wheelchair Boardings	No standard	4,095	4,133	4,264	4,401	4,223

Customer Programs Monthly Customer Assistance Form (CAF) Report

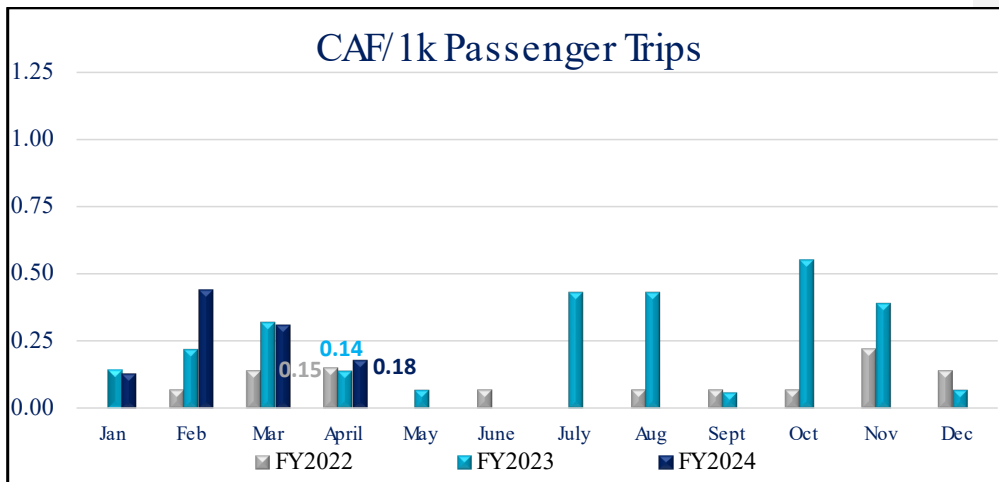
For the month of April 2024, Customer Service received and processed 91 Customer Assistance Forms (CAF's). A total of 77 were for CCRTA and Contracted Fixed Route Services, of which 22 or 27.5% were verified as valid. This equates to approximately 0.77 CAF's per 10,000 passenger trips. For Fixed Route Services, three commendations were received.

Number of CAFs/10k for Fixed Route Services

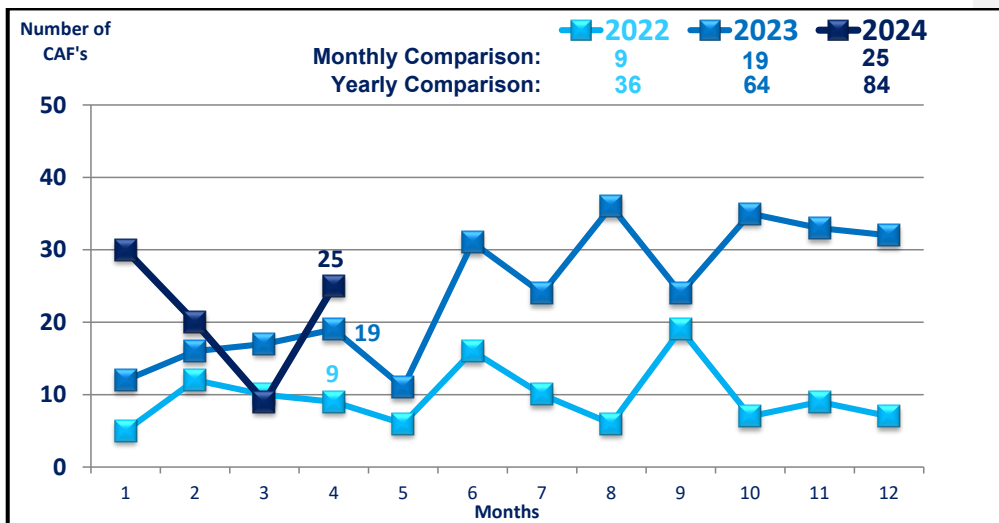


For the month of April 2024, Customer Service received and processed 91 Customer Assistance Forms (CAF's). A total of 14 were for B-Line Services, of which 3 or 21.4% were verified as valid. This equates to approximately 0.18 CAF's per 1,000 passenger trips. For B-Line service, one commendation was received.

Number of CAFs/1k for B-Line Services



Customer Programs Verified (CAF's) Count



Route Summary Report:

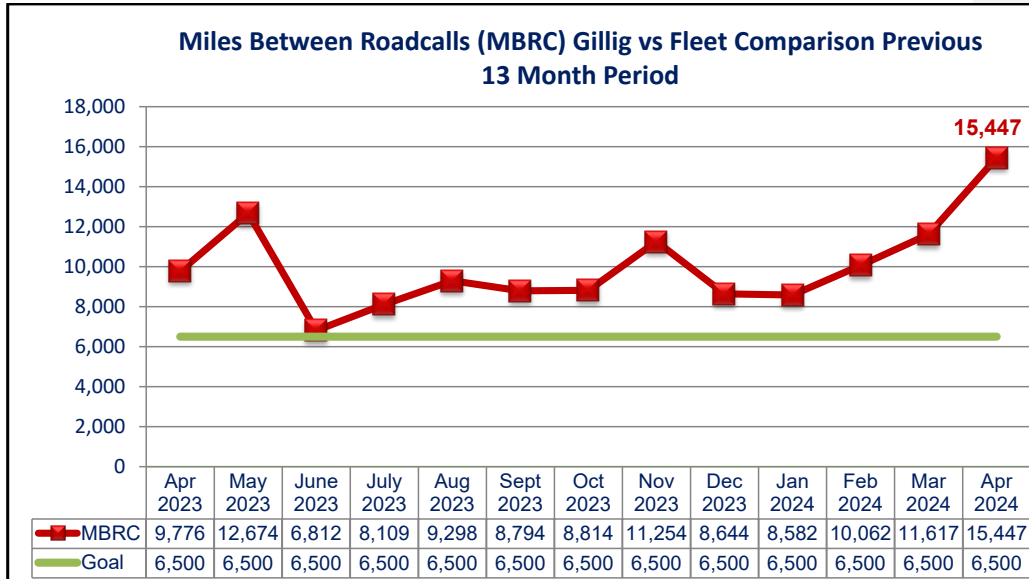
Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	1
#6 Santa Fe/Malls	1	#65 Padre Island Connection	1
#12 Hillcrest/Baldwin	6	#76 Harbor Bridge Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach Shuttle	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	2	#93 Flex	1
#21 Arboleda	3	#94 Port Aransas Shuttle	
#23 Molina	6	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	14
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes	2	Service Development	2
#27 Leopard	5	Facilities Maintenance/Bus Stops	23
#28 Leopard/Navigation	1	IT	1
#29 Staples	11	Safety & Security	6
#32 Southside		Vehicle Maintenance	
#34 Robstown North		Commendations	3
#35 Robstown South			
#37 Crosstown/TAMU-CC			
		Total CAFs	91

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	5	1	1	7
Customer Services				
Late/Early – No Show	2	2		4
Alleges Injury	1	1	2	4
Fare/Transfer Dispute	3		1	4
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Left Behind/Passed Up	11		5	16
Inappropriate Behavior	4	2		6
Policy	1	7		8
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	6			6
Rude	4		2	6
Facility Maintenance/Service Development	25			25
Transportation (other)				
Vehicle Maintenance				
IT				
Vehicle Maintenance-IT	4			4
Vehicle Maintenance	1			1
Commendations	3			3
Total CAFs	66	14	11	91

Vehicle Maintenance Department: Miles Between Road Calls Report

In April 2024, there were 15,447 miles between road calls (MBRC) recorded as compared to 9,776 MBRC in April 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,991.



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*
Derrick Majchszak
Chief Executive Officer

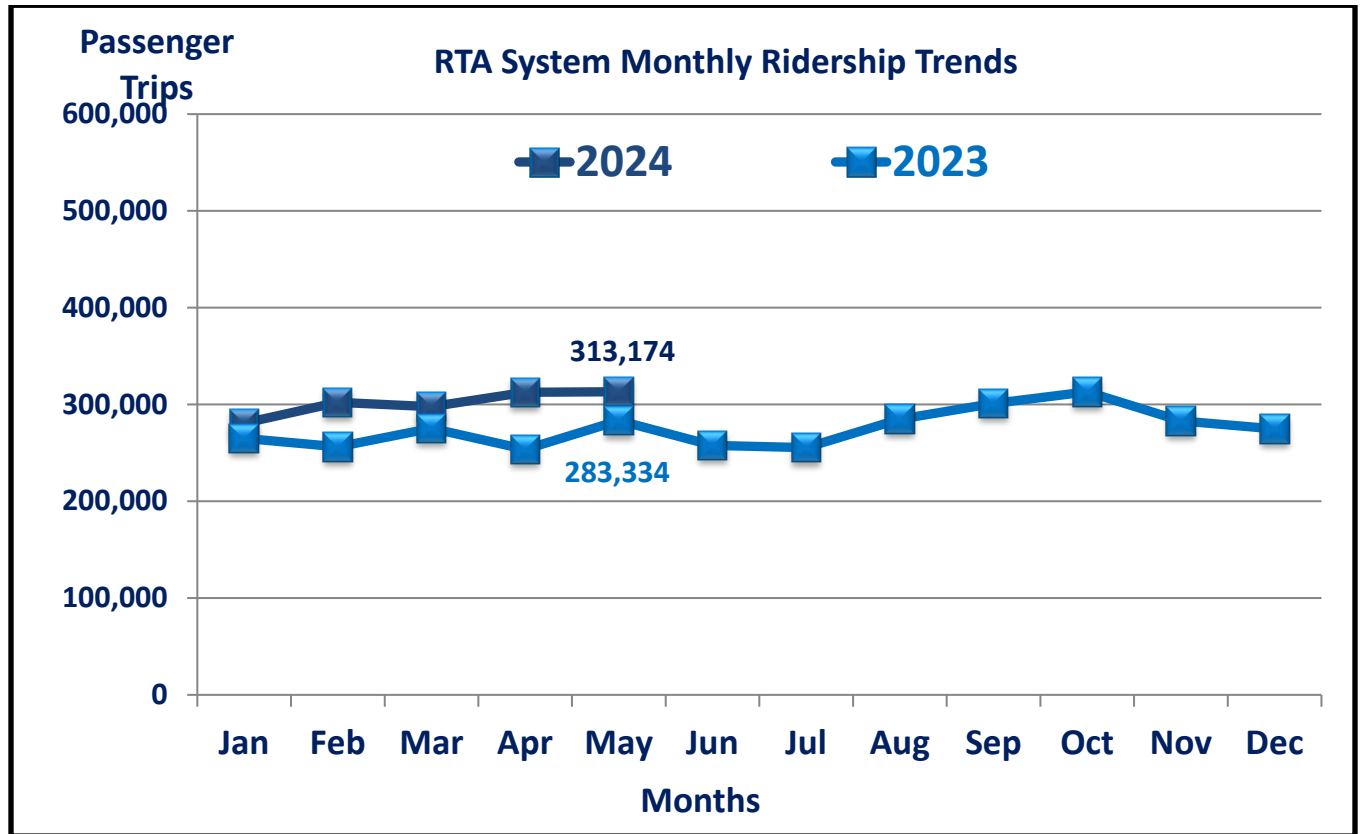
Subject: May 2024 Operations Report

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

May 2024 system-wide passenger trips totaled 313,174 which represents a 10.5% increase, compared to 283,334 passenger trips in May 2023 with 29,840 more trips provided this month.

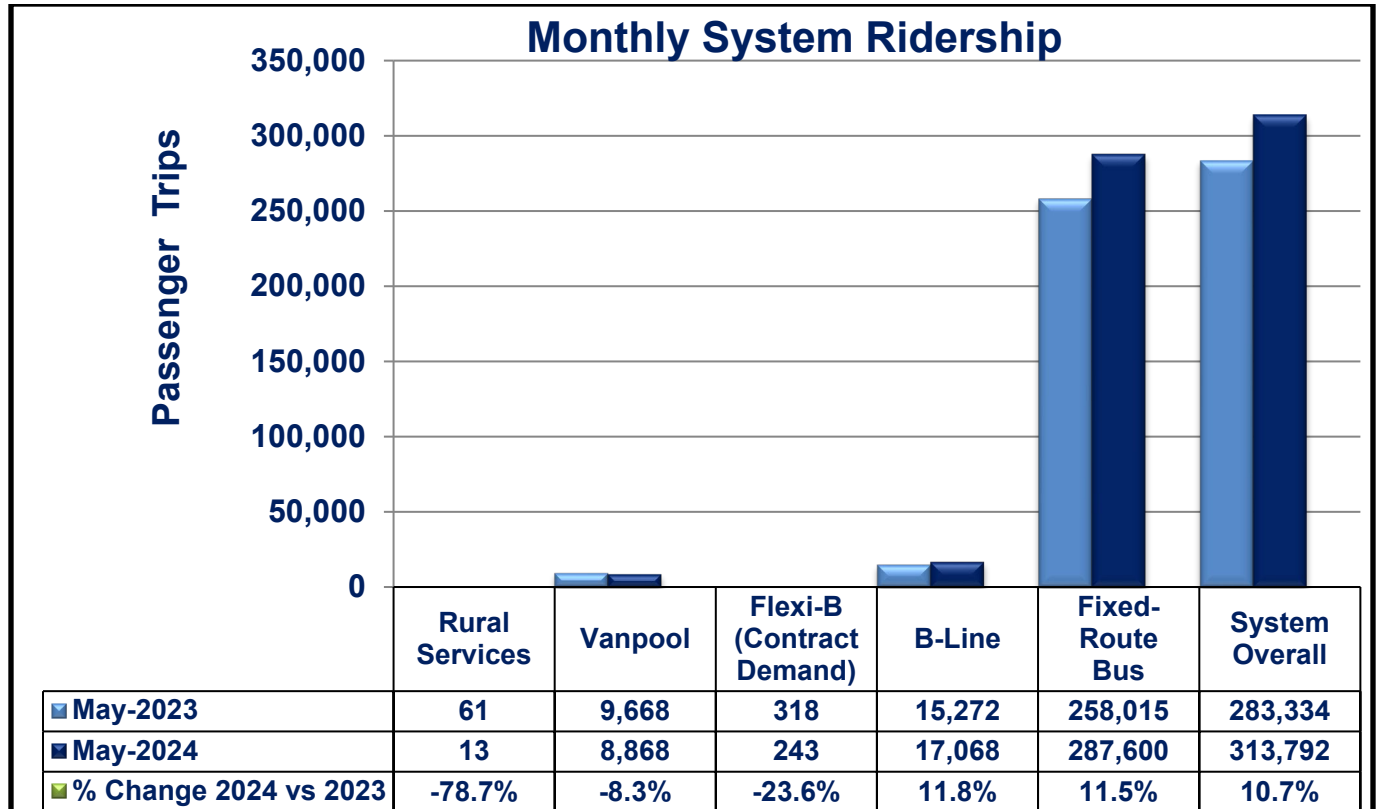


May 2024	May 2023	Variance
22 Weekdays	22 Weekdays	-
4 Saturdays	4 Saturdays	-
5 Sundays	5 Sundays	-
31 Days	31 Days	-

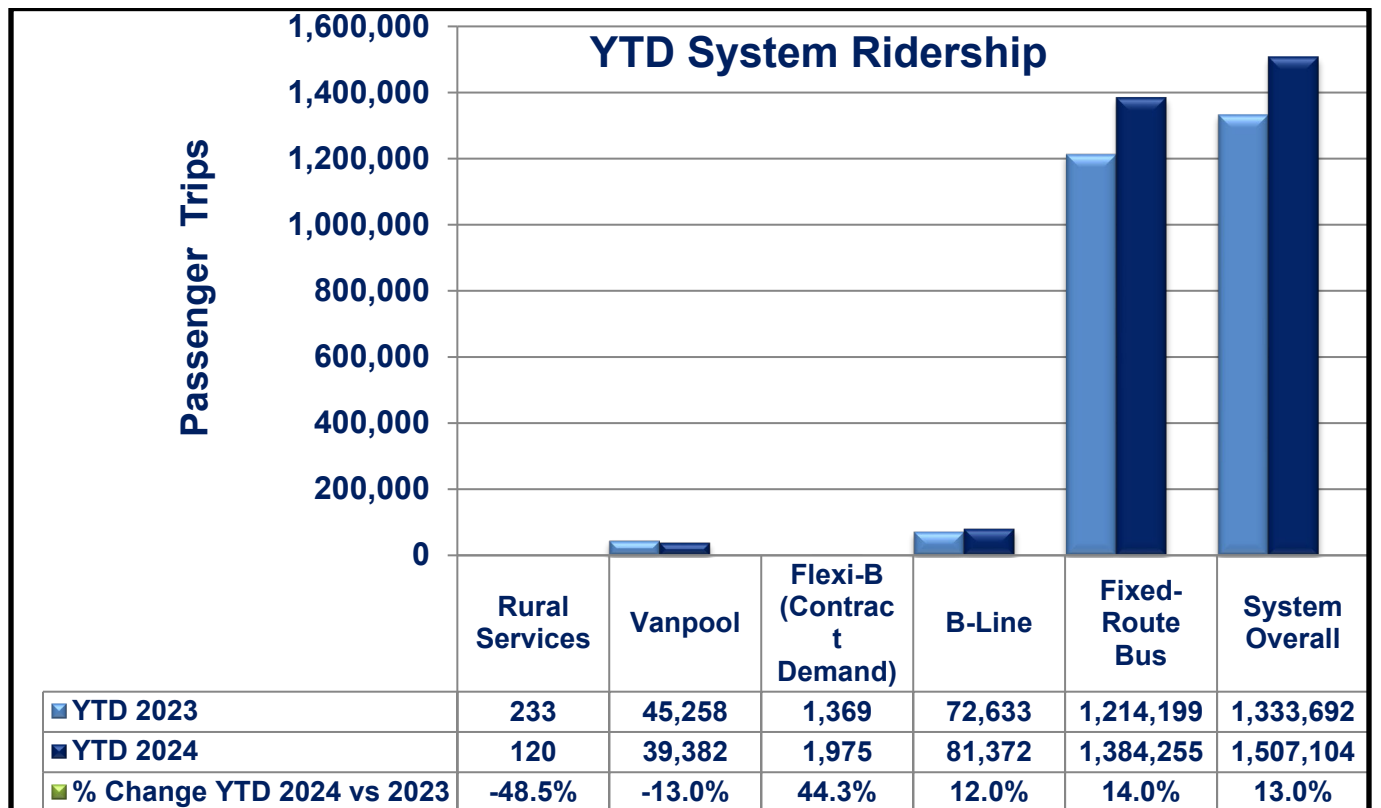
The average retail price for unleaded gas in Corpus Christi was \$3.08 per gallon compared to \$2.98 per gallon in May 2023¹ which represents a 3.2% increase in the average cost per gallon. May rainfall was an average of 1.03 inches. In comparison, May 2023 recorded an average of 3.33 inches.² Historically, May average rainfall is 3.38 inches. The 90.0-degree average high temperature in May 2024 was notably above the normal average temperature of 87.3-degrees.

The chart below shows monthly ridership results for all services. CCRTA recorded 29,840 more passenger trips in May 2024 resulting in a 10.5% increase compared to May 2023.

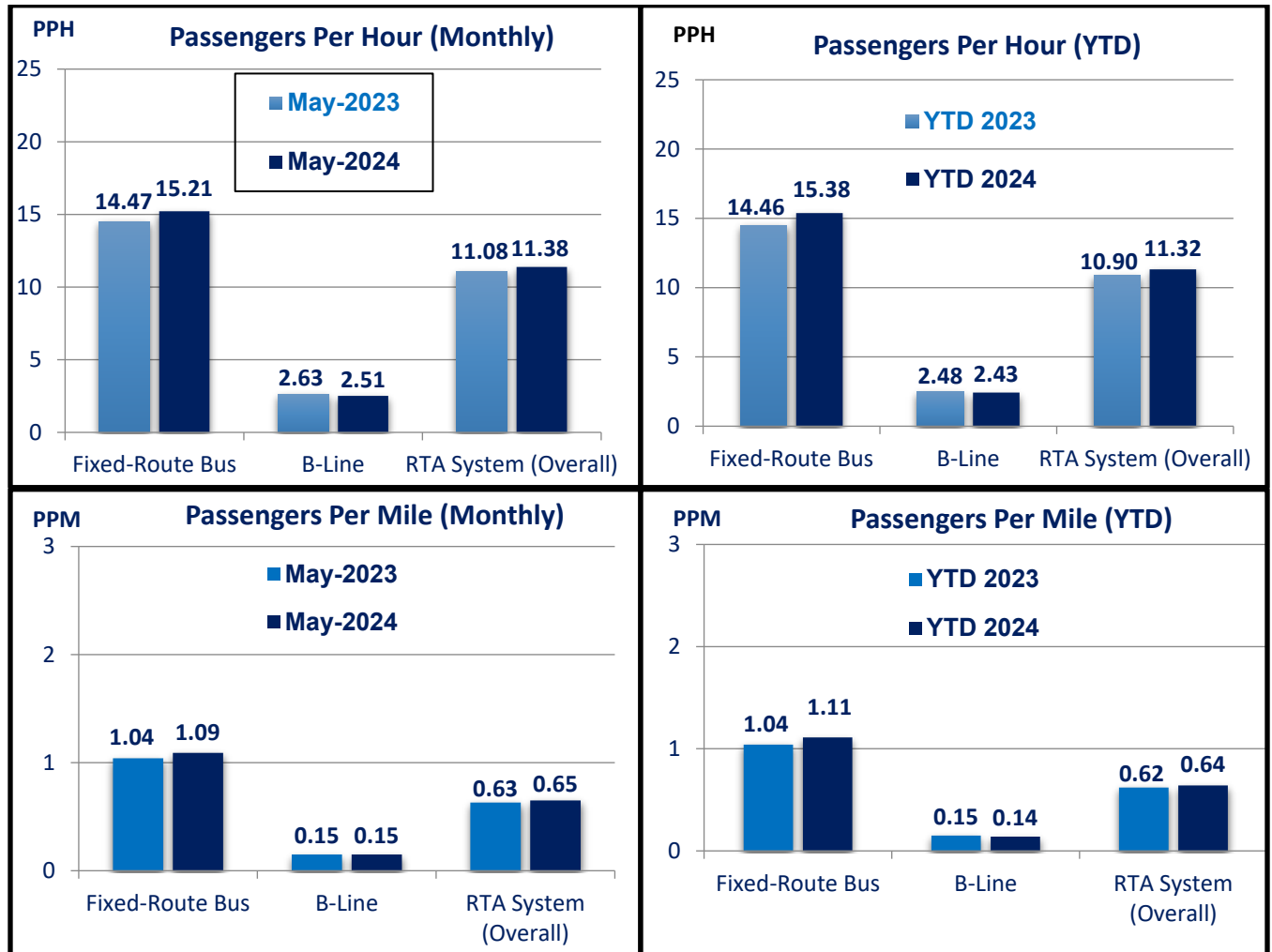
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://etweather.tamu.edu/rainhistory>



The chart below shows YTD ridership results for all services. 172,794 more trips compared to 2023.



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



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

Schedule Adherence	Standard	Feb-24	Mar-24	Apr-24	May-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.2%	0.1%
Departures within 0-5 minutes	>85%	85.7%	88.4%	94.2%	93.7%	90.5%
Monthly Wheelchair Boardings	No standard	3,736	4,672	3,986	4,963	4,339

Monthly Bicycle Boardings	No standard	5,759	5,922	6,455	6,563	6,175
----------------------------------	-------------	-------	-------	-------	-------	-------

On Detour

- **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)
- **Port Ave.** Waterline Replacement Project (9) month project (**On hold**): Began March 2022 with an undetermined completion date.
 - Routes 21, 23 & 37 (**2** stops impacted)
- **Comanche St.** (Carancahua-Alameda) Began early-2024.
 - Routes 12, 21, 27 & 28 (**4** stops will be impacted)
- **Gollihar Rd.** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd.** (Carroll-Kostoryz): Project began Oct 30th, 2023. Route 19 (**8** stops closed)
- **Leopard St.** (Nueces Bay to Palm) Project now complete but (**3**) stops remained unserviceable and Routes 27 & 28 remained on detour throughout May. However, detour ended May 31, 2024. Stops are open for service.
 - Routes 27 & 28
- **Leopard St.** (Crosstown-Palm) Began Dec. 5, 2022. Project is now complete and the Detour ended May 31, 2024.
 - Routes 27 & 28 (**11** are stops are open, no longer impacted)

Detours Expected

- **Alameda St. (Louisiana-Texan Trail)**: Preliminary work on project began Fall-2023.
 - Routes 5 & 17 (19 stops will be impacted-but not yet)
- **Brownlee Blvd.** (Morgan-Staples) To begin mid-2024.
 - Routes 5x & 17 (**8** stops will be impacted)
- **Upper/Mid./Lower Broadway**: Project in design. (30%)
 - Routes 6, 76 & 78 (no stops impacted)
- **Carroll Ln.** (SH-358 to Holly) Project in design. (30%)
 - Route 15 (**4** stops might be impacted)
- **Alameda St. (Everhart-Airline)**: Project in design. (30%)
 - Route 5 (13 stops might be impacted)

Currently No Detours

- **Alameda St. (Del Mar-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 but **2** closed on Alameda & **2** closed on S. Staples west of the Everhart Rd. intersection & **2** closed on Everhart)

For May 2024, there were 12 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 38% of CCRTA services.

Impacted bus route services include: **5, 12, 17, 19, 21, 23, 25, 27, 28, 37, 76 & 78.**

The total number of bus stops that were impacted or closed was **48.**

Of the **48** bus stops, **14** are now back in service but were closed in May.

Future City Bond projects, the number of additional bus stops which may be impacted or closed is **34**.

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

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

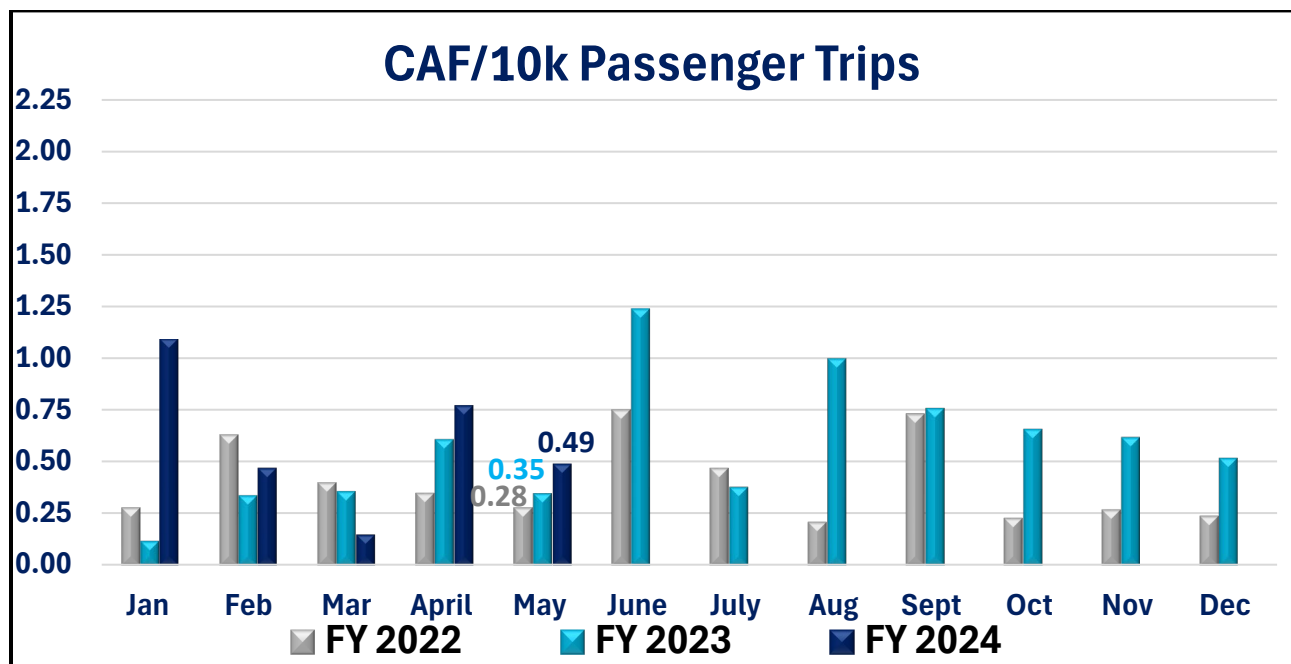
- Productivity: **2.51** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- On-time Performance: **85.1%** for May did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **29,564** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,402** ambulatory boardings; **4,675** wheelchair boardings

Metric	Feb-24	Mar-24	Apr-24	May-24	(4) Month-Ave.
Passengers per Hour	2.47	2.42	2.45	2.51	2.46
On-time Performance	86.2%	87.8%	87.6%	85.1%	86.7%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	22,962	21,095	38,801	29,564	28,106
Monthly Wheelchair Boardings	4,133	4,264	4,401	4,675	4,368

Customer Programs Monthly Customer Assistance Form (CAF) Report

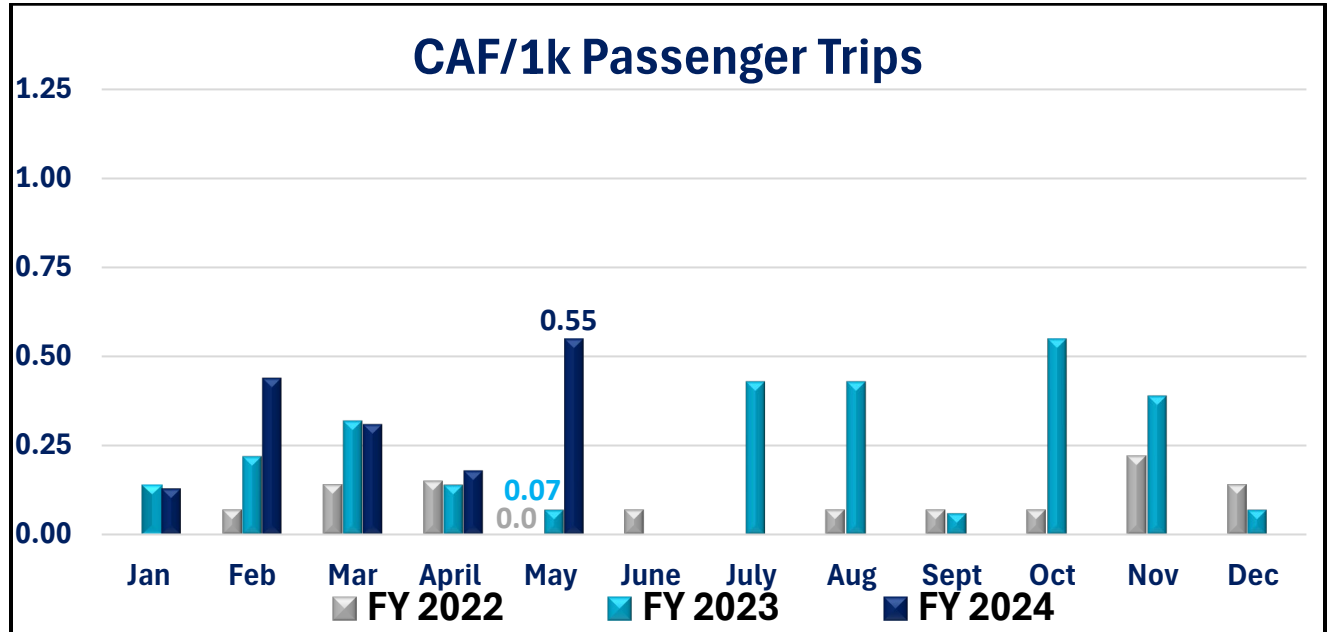
For the month of May 2024, Customer Service received and processed 93 Customer Assistance Forms (CAF's). A total of 72 were for CCRTA and Contract Fixed Route Services, of which **14** or 19.4% were verified as valid. This equates to approximately **0.49** CAFs per 10,000 passenger trips. For Fixed Route services, four commendations were received.

Number of CAFs/10k for Fixed Route Services

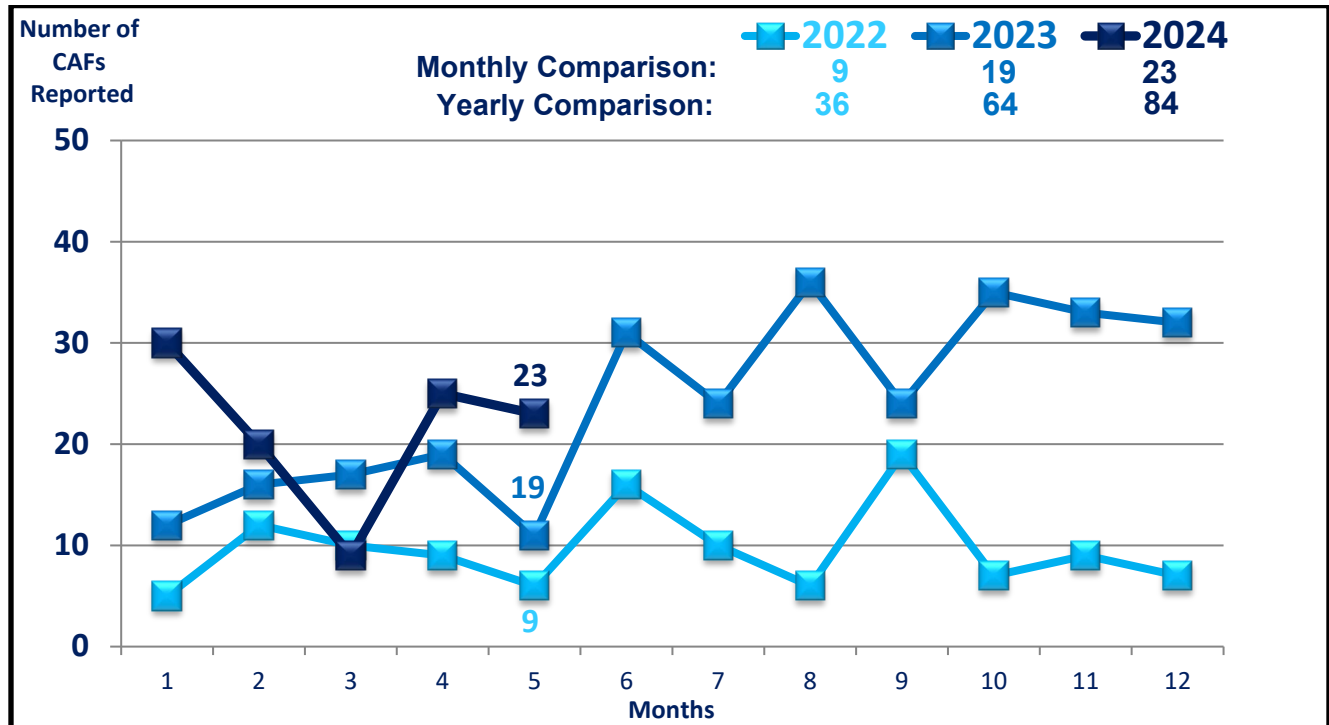


For the month of May 2024, Customer Service received and processed 93 Customer Assistance Forms (CAF's). A total of 21 were for B-Line Services, of which 9 or 42.8% were verified as valid. This equates to approximately **0.55 CAFs per 1,000** passenger trips. For B-Line service, one commendation was received.

Number of CAFs/1k for B-Line Services



Customer Programs Verified (CAF's) Count



Route Summary Report:

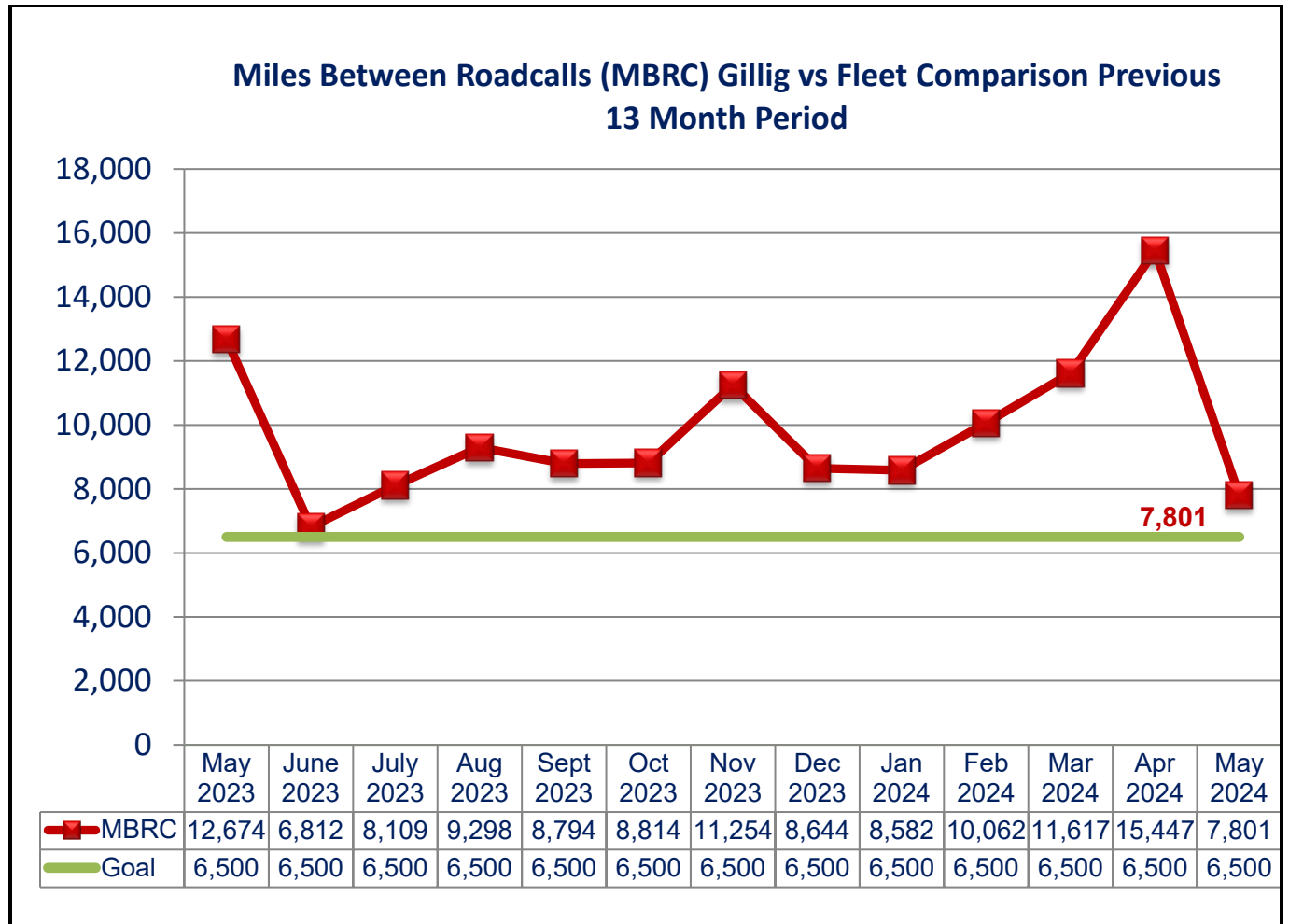
Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	1	#65 Padre Island Connection	1
#12 Hillcrest/Baldwin	3	#76 Harbor Bridge Shuttle	2
#15 Kostoryz/Carroll HS	1	#78 North Beach Shuttle	
#16 Morgan/Port	2	#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	3	#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	20
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	4
#27 Leopard	3	Facilities Maintenance/Bus Stops	20
#28 Leopard/Navigation	2	IT	3
#29 Staples	4	Safety & Security	8
#32 Southside	1	Vehicle Maintenance	1
#34 Robstown North		Commendations	5
#35 Robstown South	1		
#37 Crosstown/TAMU-CC	1		
		Total CAFs	93

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	1	1	6
Customer Services				1
Late/Early – No Show	3	9	2	14
Alleges Injury	1	1		2
Fare/Transfer Dispute	1			1
Heating/Cooling		1		1
Dispute Drop-off/Pickup		1	1	2
Rude	3	1	1	5
Left Behind/Passed Up	4		3	7
Inappropriate Behavior		4	1	5
Policy	1			1
Incident at Stop	1			1
Incident on Bus	1	1	1	3
Incident at Station				
Securement/Tie Down Issue				
Denial of Service	1		1	2
Safety & Security	8			8
Facility Maintenance	20			20
Service Development	4			4
Transportation (other)				
Overcrowded Vehicle				
IT	3			3
Vehicle Maintenance	1			1
Commendations	2	1	2	5
Total CAFs	59	21	13	93

Vehicle Maintenance Department: Miles Between Road Calls Report

In May 2024, there were 7,801 miles between road calls (MBRC) recorded as compared to 12,674 MBRC in May 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,839.



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*
Derrick Majchszak
Chief Executive Officer

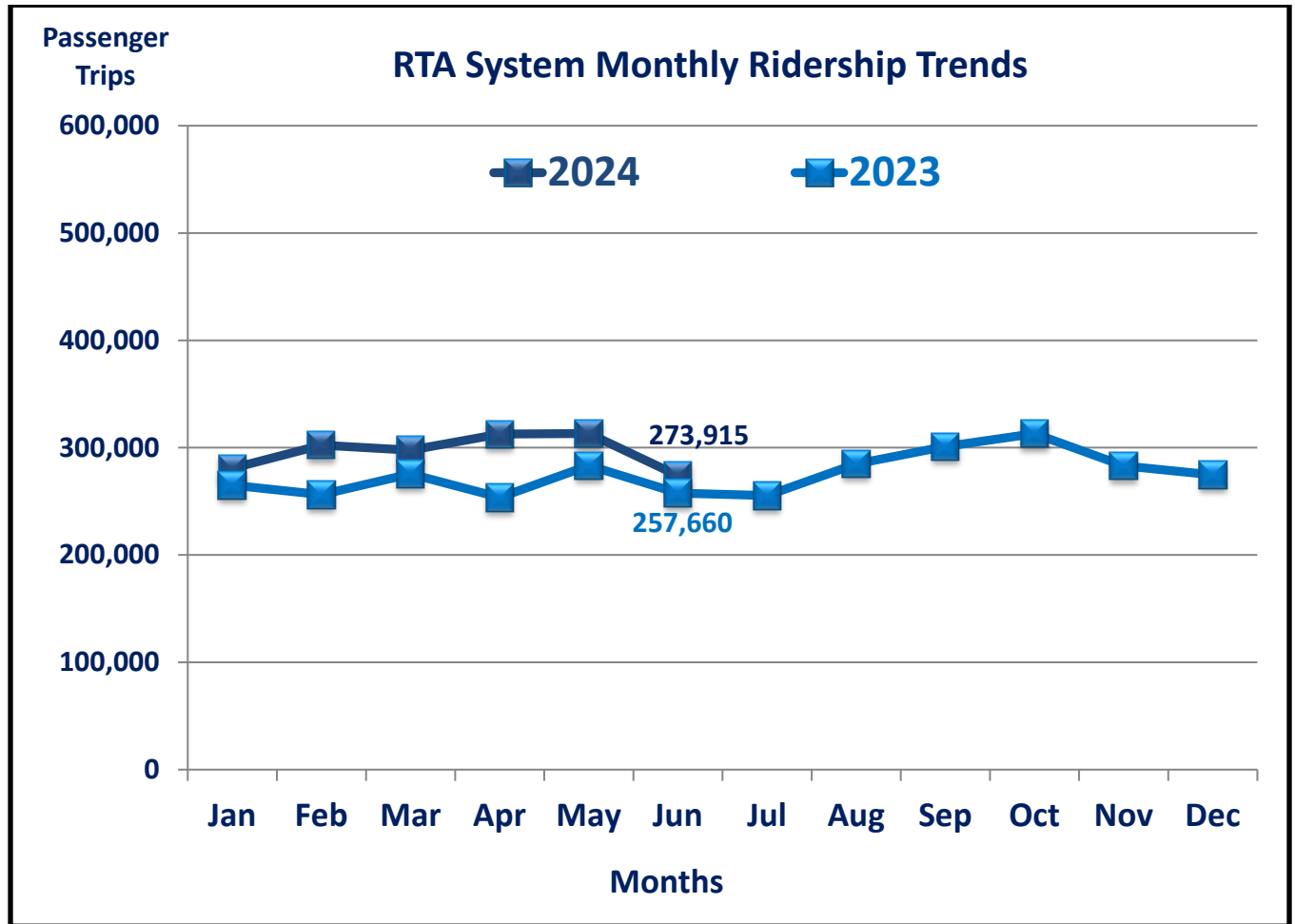
Subject: June 2024 Operations Report

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

June 2024 system-wide passenger trips totaled 273,915 which represents a 6.3% increase, compared to 257,660 passenger trips in June 2023 with 16,255 more trips provided this month.

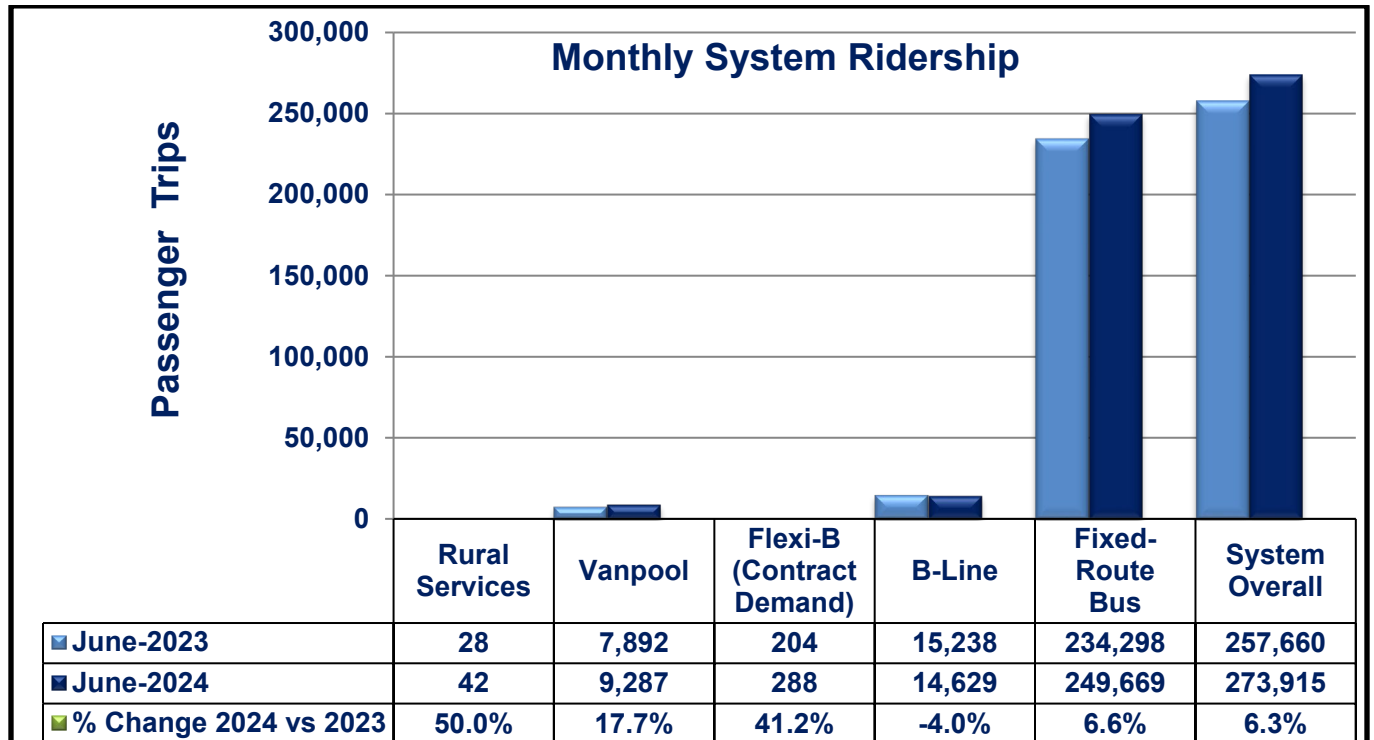


June 2024	June 2023	Variance
20 Weekdays	22 Weekdays	-2
5 Saturdays	4 Saturdays	+1
5 Sundays	4 Sundays	+1
30 Days	30 Days	-

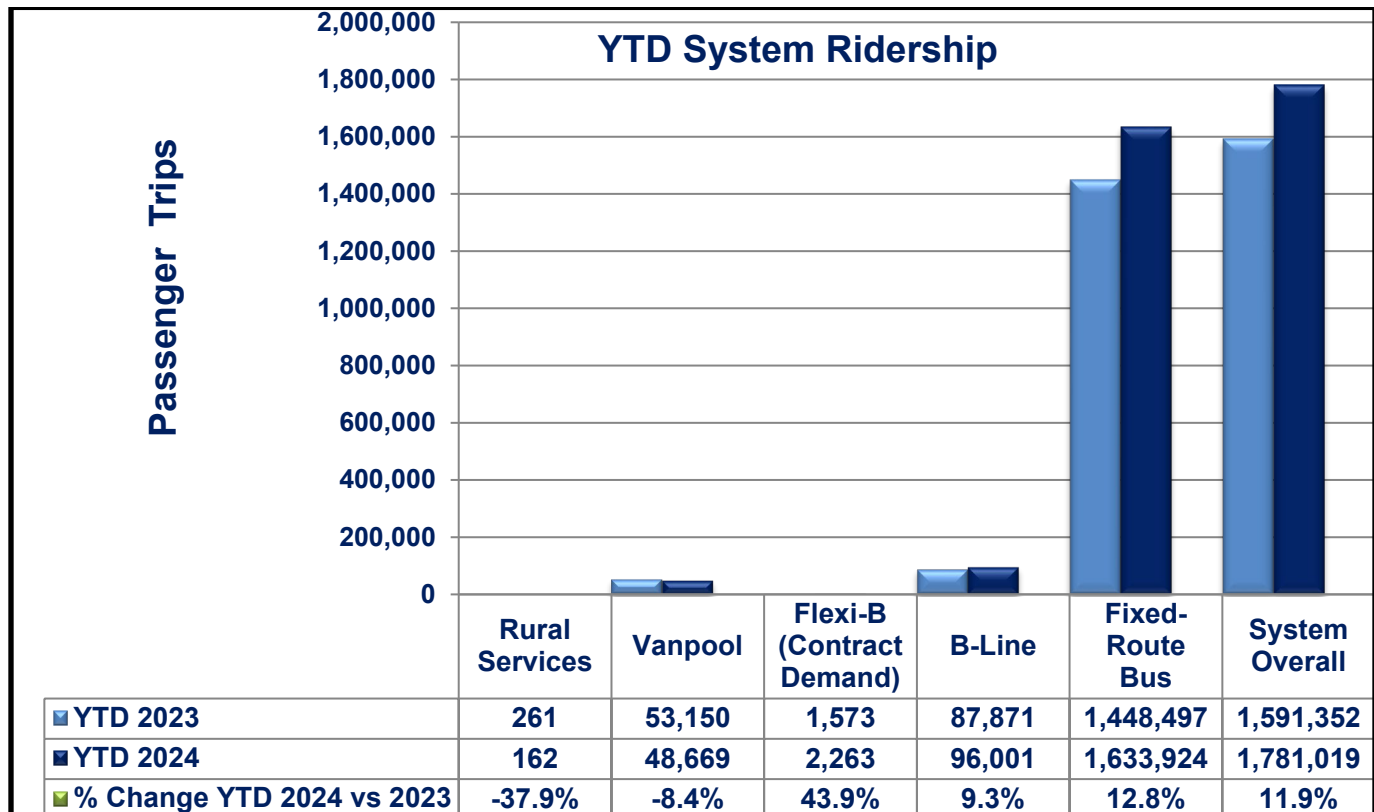
The average retail price for unleaded gas in Corpus Christi was \$3.04 per gallon compared to \$3.12 per gallon in June 2023¹ which represents a 2.6% decrease in the average cost per gallon. June rainfall was above average, 7.20 inches. In comparison, June 2023 recorded 0.8 inches.² Historically, June average rainfall is 3.56 inches. The 94.9-degree average high temperature in June 2024 was above the normal average temperature of 91.6-degrees.

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

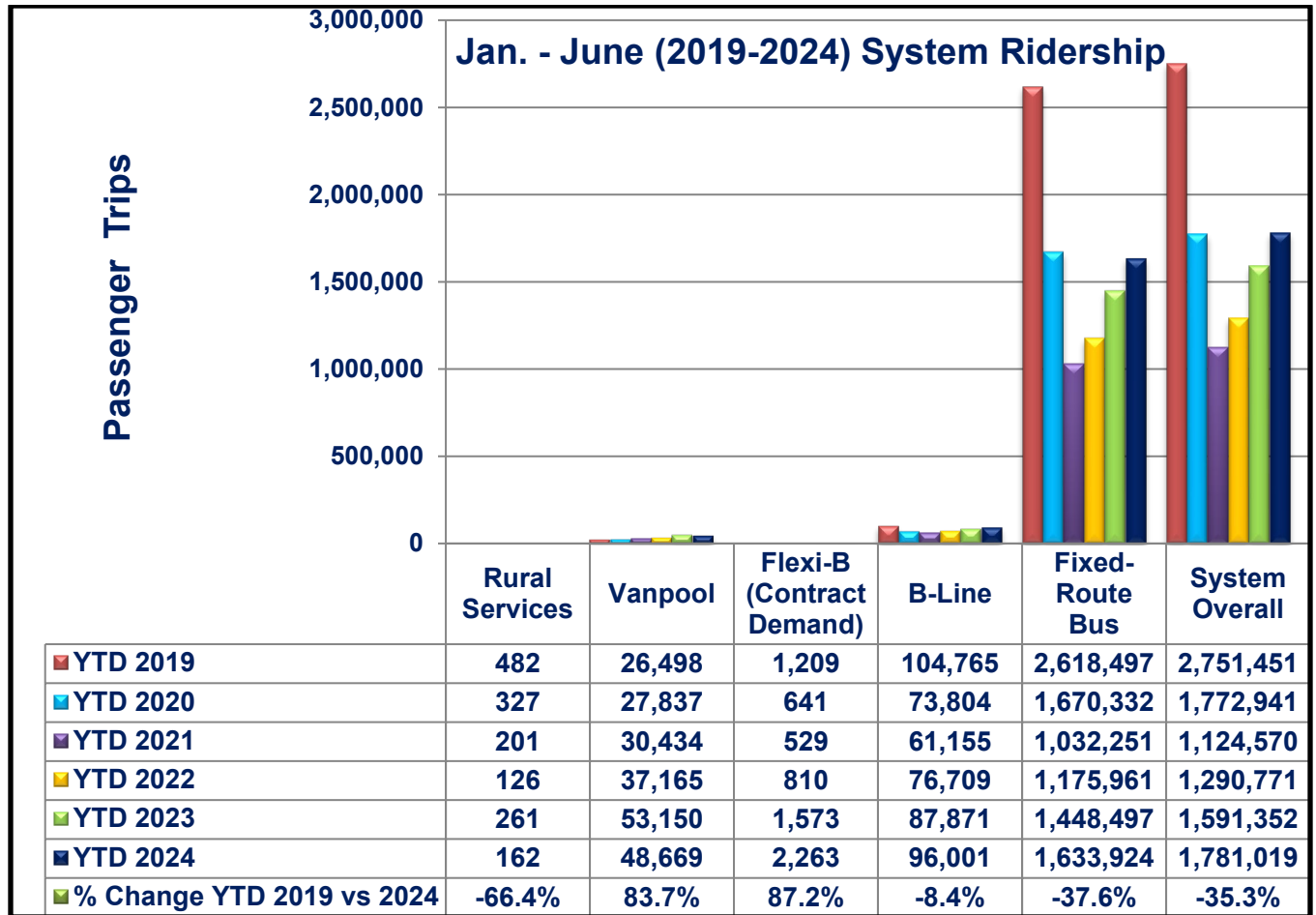
The chart below shows monthly ridership results for all services. CCRTA recorded 16,255 more passenger trips in June 2024 resulting in a 6.3% increase compared to June 2023.



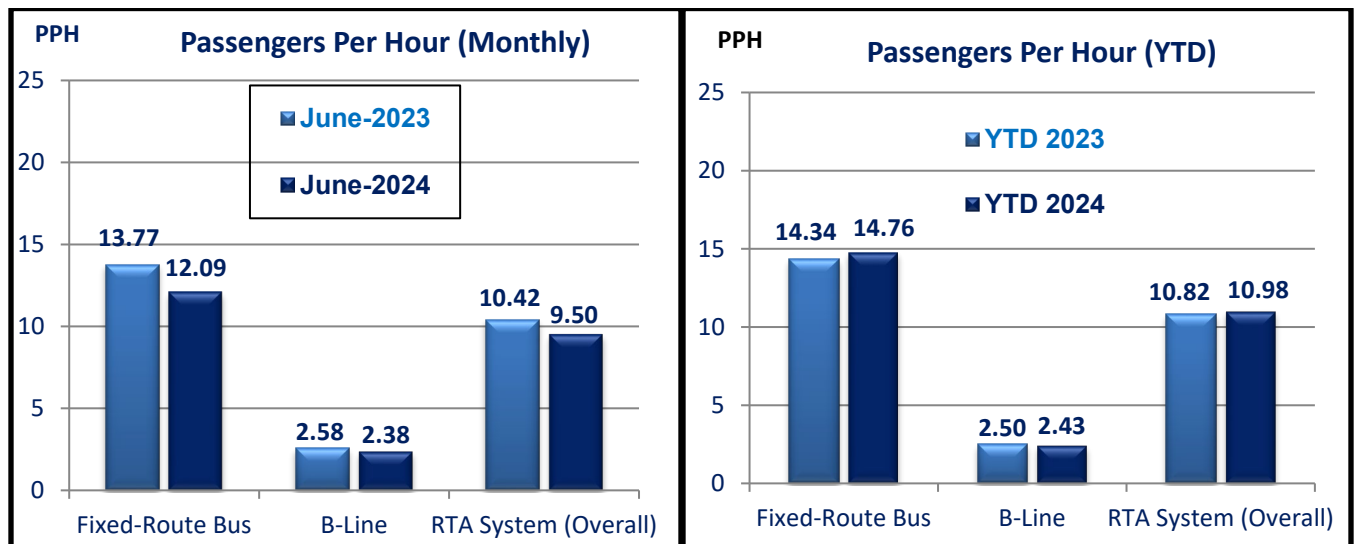
The chart below shows YTD ridership results for all services. 189,667 more trips compared to 2023.

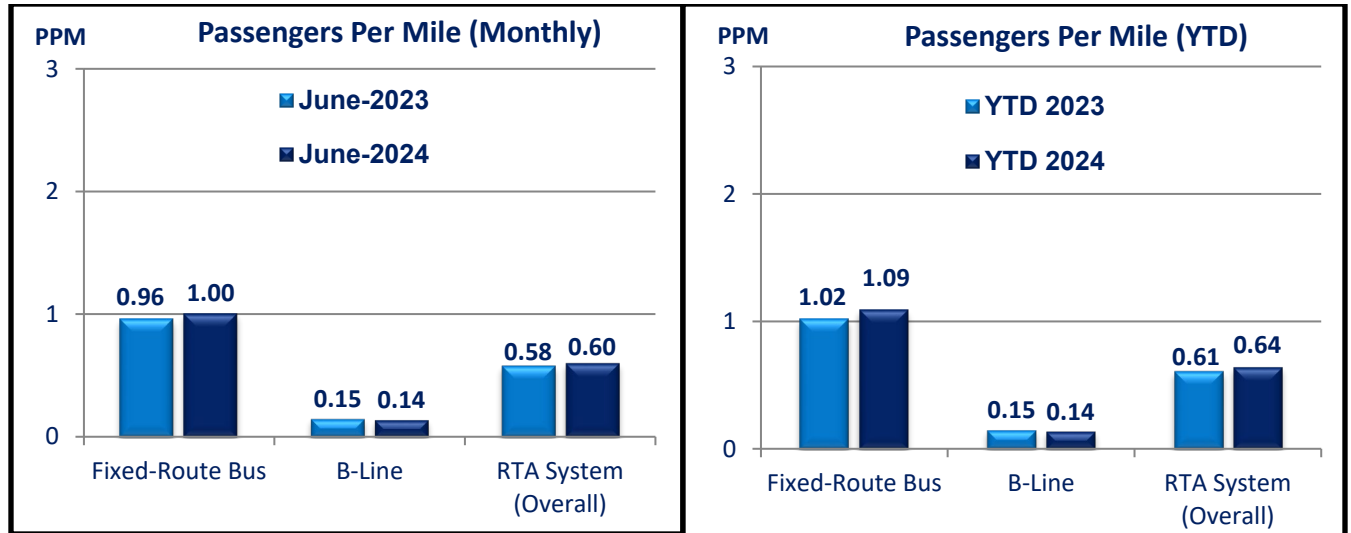


The chart below shows YTD (January – June) ridership results for all services from YTD 2019 Pre-Covid and YTD 2024.



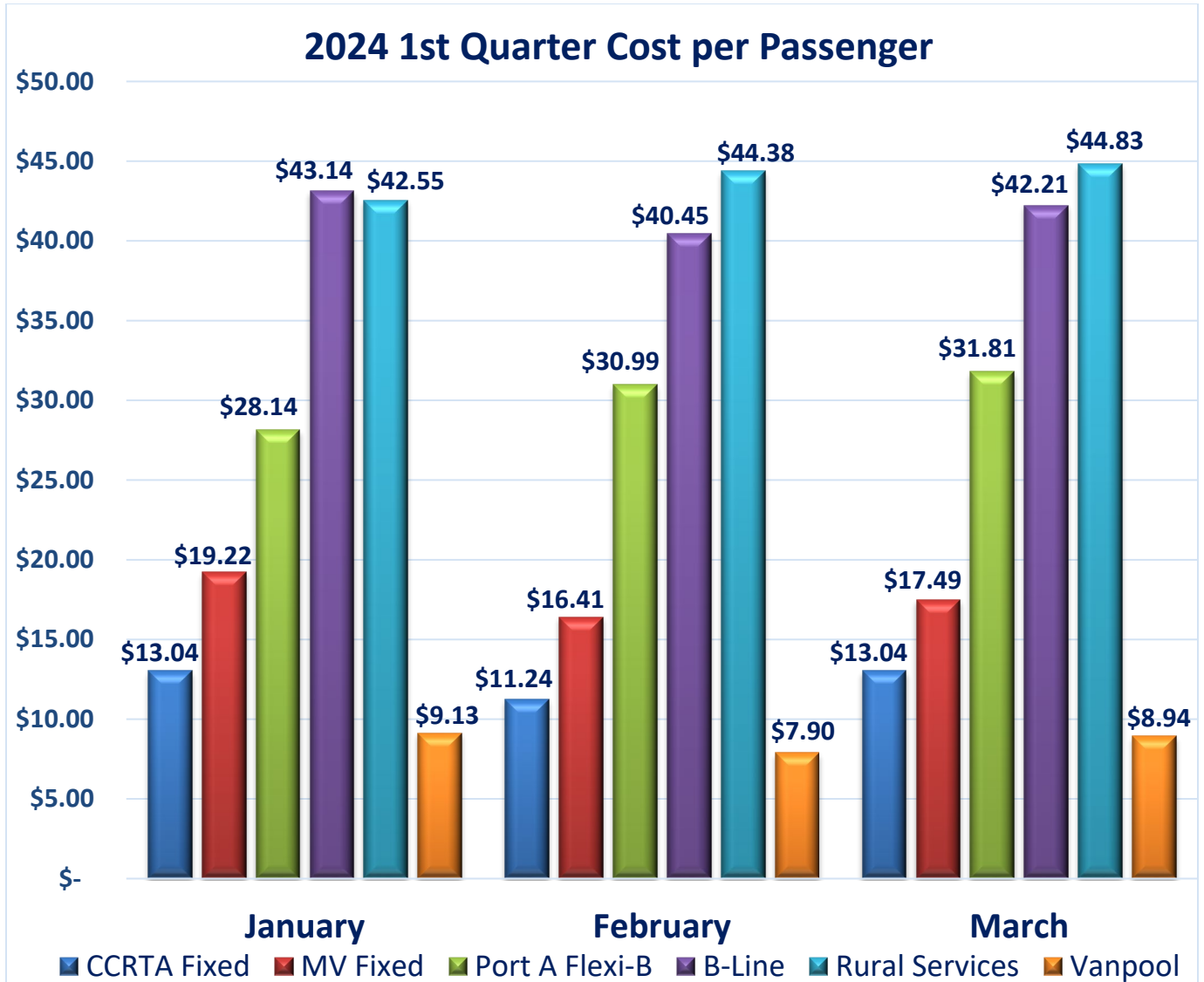
The following four charts are system-wide productivity for the month of June 2024 vs. June 2023 and YTD figures.





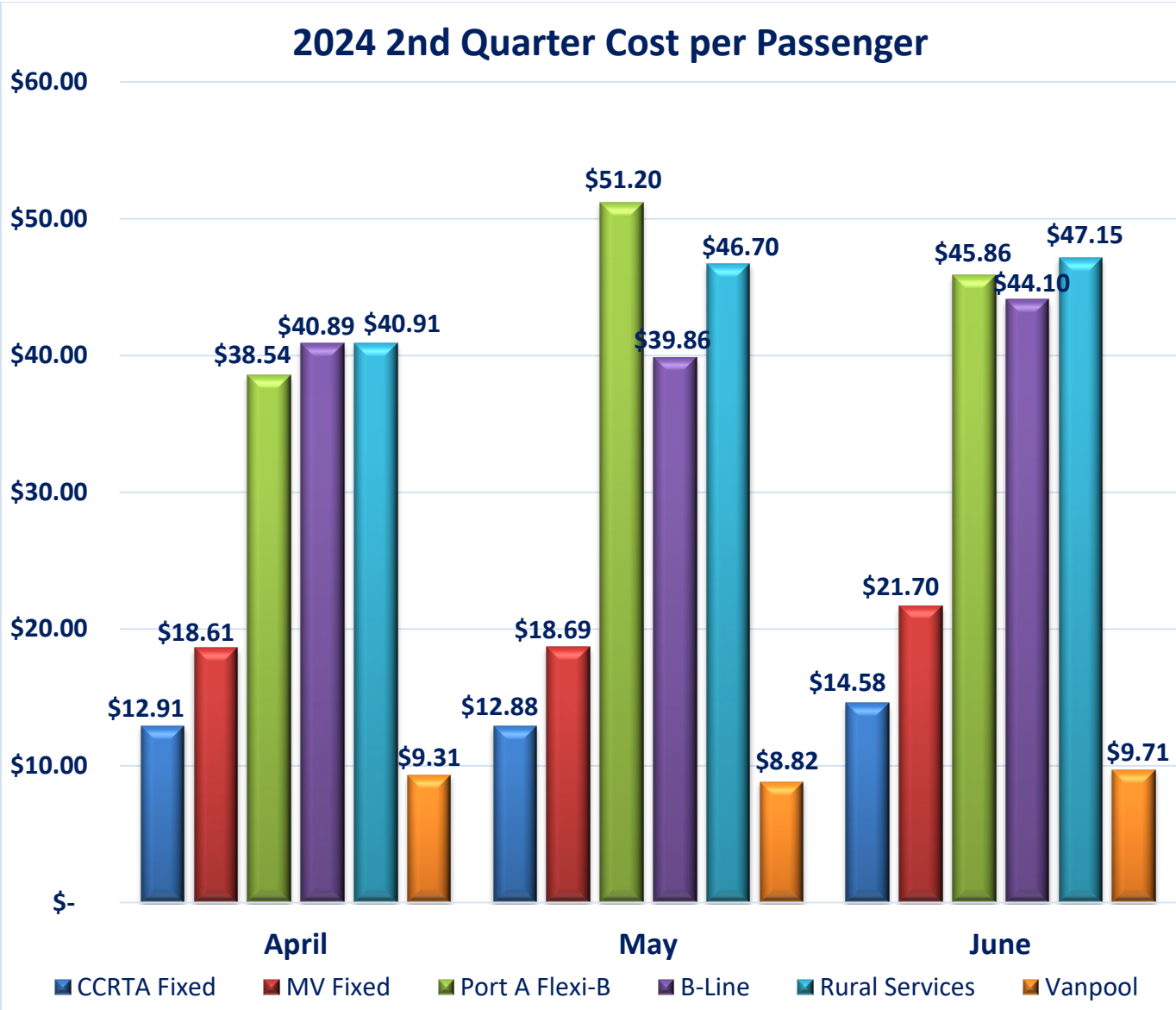
The following table shows on-time performance of fixed route services.

Schedule Adherence	Standard	Mar-24	Apr-24	May-24	Jun-24	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.2%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.4%	94.2%	93.9%	94.8%	92.8%
Monthly Wheelchair Boardings	No standard	4,672	3,986	4,963	5,689	4,828
Monthly Bicycle Boardings	No standard	5,922	6,455	6,563	5,762	6,176



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

Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
January	\$ 13.04	\$ 19.22	\$ 28.14	\$ 43.14	\$ 42.55	\$ 9.13
February	\$ 11.24	\$ 16.41	\$ 30.99	\$ 40.45	\$ 44.38	\$ 7.90
March	\$ 13.04	\$ 17.49	\$ 31.81	\$ 42.21	\$ 44.83	\$ 8.94
YTD Average	\$ 12.42	\$ 17.66	\$ 30.23	\$ 41.93	\$ 43.70	\$ 8.67



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

Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
April	\$ 12.91	\$ 18.61	\$ 38.54	\$ 40.89	\$ 40.91	\$ 9.31
May	\$ 12.88	\$ 18.69	\$ 51.20	\$ 39.86	\$ 46.70	\$ 8.82
June	\$ 14.58	\$ 21.70	\$ 45.86	\$ 44.10	\$ 47.15	\$ 9.71
YTD Average	\$ 12.95	\$ 18.69	\$ 37.76	\$ 41.78	\$ 44.42	\$ 8.97

On Detour

- **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)
- **Port Ave.** Waterline Replacement Project (9) month project (**On hold**): Began March 2022 with an undetermined completion date.
 - Routes 21, 23 & 37 (**2** stops impacted)
- **Comanche St.** (Carancahua-Alameda) Began early-2024.
 - Route 21 (**2** stops may be impacted with TCP placement)
- **Gollihar Rd.** (Crosstown-Greenwood) Began April 24, 2023.
 - Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd.** (Carroll-Kostoryz): Project began Oct 30th, 2023. Route 19 (**8** stops closed)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Route 32 (not detoured) Route 37 (detoured) (**3** stops on Everhart not impacted yet but **2** closed on Alameda & **2** closed on S. Staples west of the Everhart Rd. intersection & **4** stops closed on Everhart)

Detours Expected

- **Alameda St. (Louisiana-Texan Trail):** Work on project began Fall-2023.
 - Routes 5 & 17 (**12** of 19 total stops are currently impacted)
- **Brownlee Blvd.** (Morgan-Staples) To begin late-2024.
 - Routes 5x & 17 (**8** stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (30%)
 - Routes 6, 76 & 78 (no stops impacted)
- **Carroll Ln.** (SH-358 to Holly) Project in design. (30%)
 - Route 15 (**4** stops might be impacted)
- **Alameda St. (Everhart-Airline):** Project in design. (30%)
 - Route 5 (13 stops might be impacted)

No Detour

- **Alameda St. (Del Mar-Louisiana):** Utility work began Oct.-2023.
 - Routes 5, 17 & detoured 29 (**1** stop closed)

For June 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: **5, 17, 19, 21, 23, 25, 37, 76 & 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 **36.**

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

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

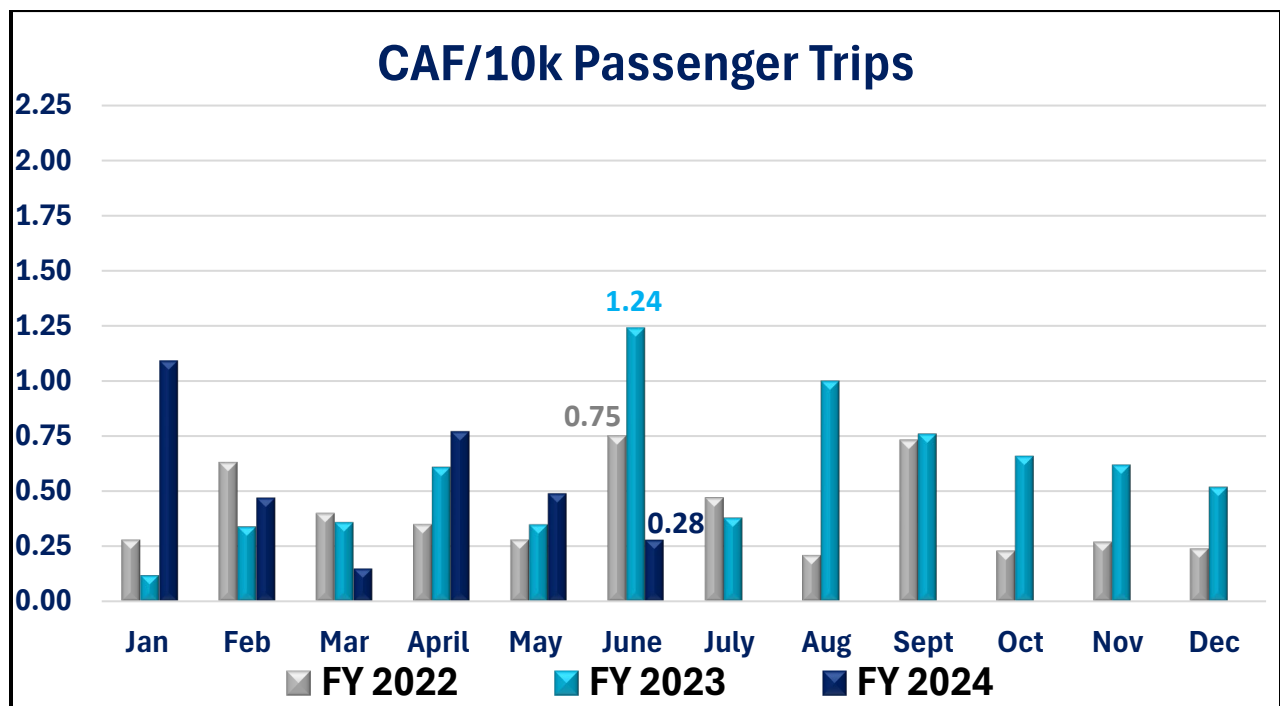
- Productivity: **2.38** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **90.6%** for June did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **21,139** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,612** ambulatory boardings; **4,052** wheelchair boardings

Metric	Mar-24	Apr-24	May-24	Jun-24	(4) Month-Ave.
Passengers per Hour	2.42	2.45	2.51	2.38	2.44
On-time Performance	87.8%	87.6%	85.1%	90.6%	87.8%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	21,095	38,801	29,564	21,139	27,650
Monthly Wheelchair Boardings	4,264	4,401	4,675	4,052	4,305

Customer Programs Monthly Customer Assistance Form (CAF) Report

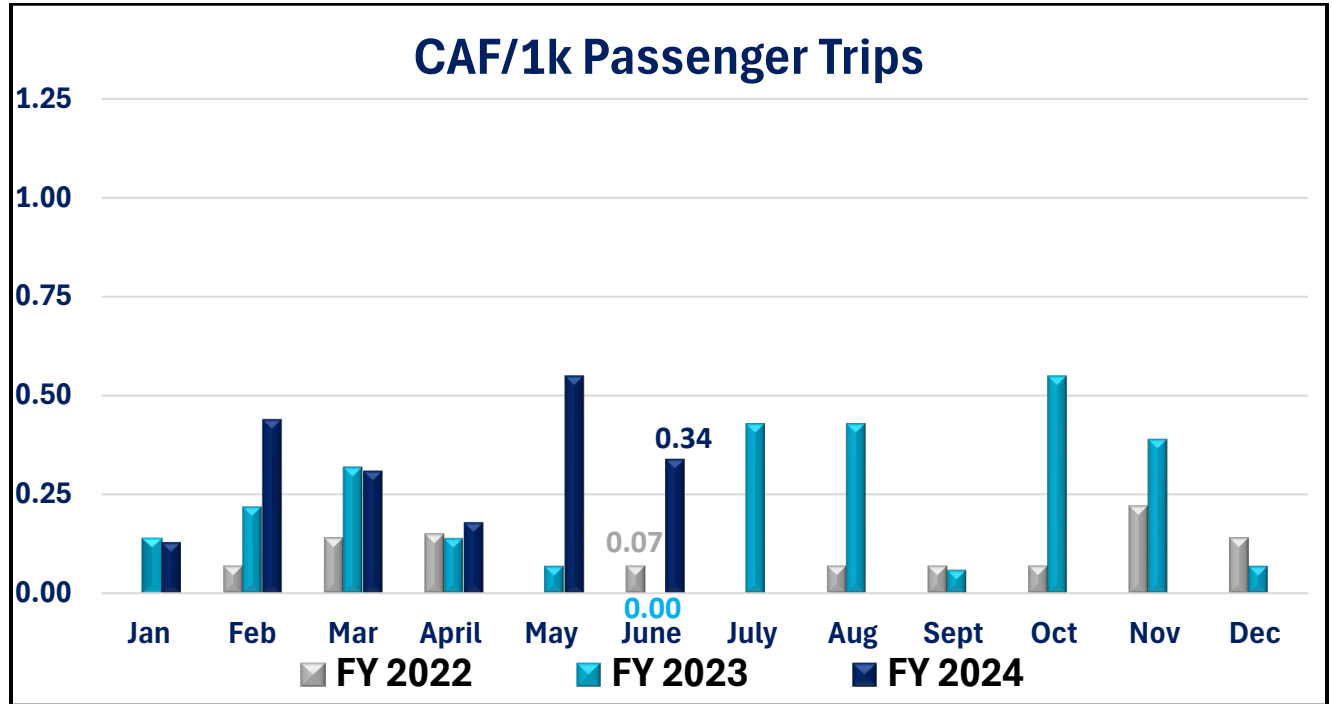
For the month of June 2024, Customer Service received and processed 69 Customer Assistance Forms (CAF's). A total of 61 were for CCRTA and Contract Fixed Route Services, of which 7 or 0.11% were verified as valid. This equates to approximately **0.28** CAFs **per 10,000** passenger trips. There were no commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services

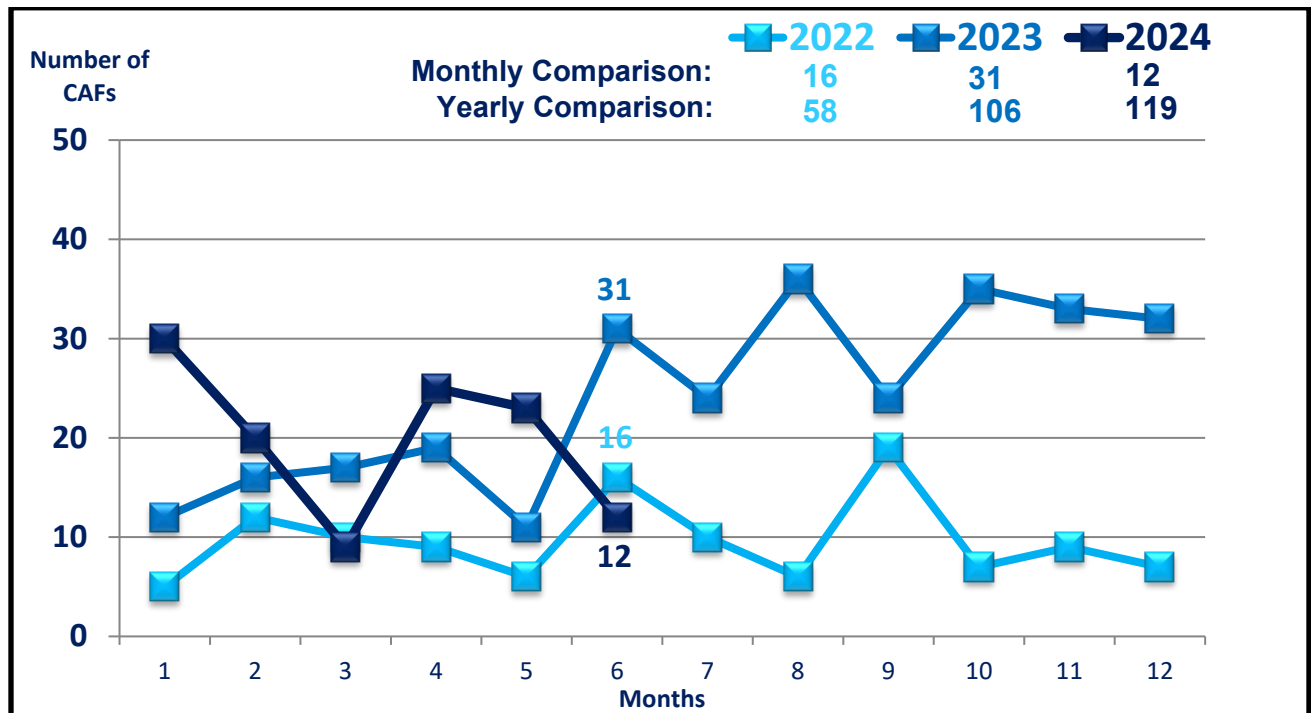


For the month of June 2024, Customer Service received and processed 69 Customer Assistance Forms (CAF's). A total of 8 were for B-Line Services, of which 5 or 62.5% were verified as valid. This equates to approximately **0.34 CAFs per 1,000** passenger trips. B-Line Services received two commendations.

Number of CAFs/1k for B-Line Services



Customer Programs Verified (CAF's) Count



Route Summary Report:

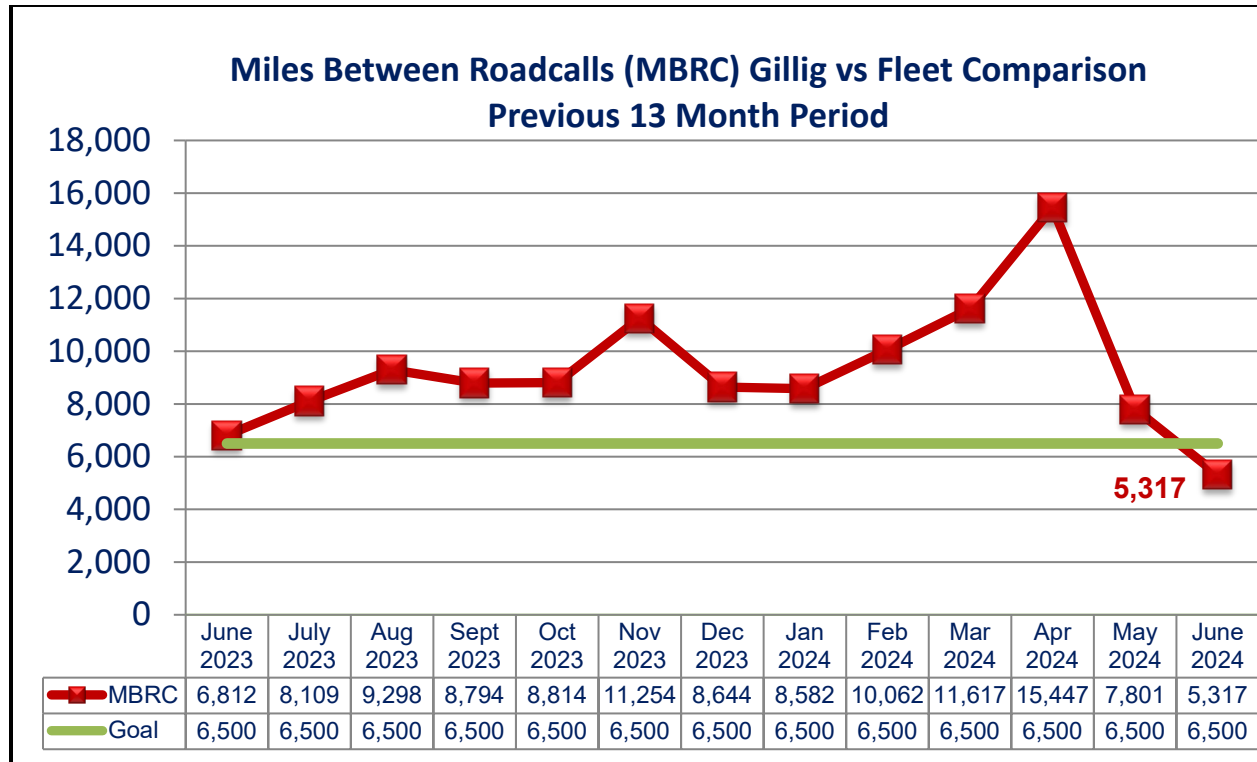
Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	1	#65 Padre Island Connection	1
#12 Hillcrest/Baldwin		#76 Harbor Bridge Shuttle	
#15 Kostoryz/Carroll HS	1	#78 North Beach Shuttle	
#16 Morgan/Port	2	#83 Advanced Industries	
#17 Carroll/Southside	2	#90 Flexi-B Port Aransas	
#19 Ayers	7	#93 Flex	1
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	4	#95 Port Aransas Express	
#24 Airline/Yorktown		B-Line (Paratransit) Services	8
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	2
#27 Leopard	1	Facilities Maintenance/Bus Stops	19
#28 Leopard/Navigation		IT	2
#29 Staples	6	Safety & Security	4
#32 Southside	1	Vehicle Maintenance	1
#34 Robstown North		Commendations	2
#35 Robstown South	1		
#37 Crosstown/TAMU-CC	1		
		Total CAFs	69

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	4	1		5
Customer Services				
Late/Early – No Show	1	2	2	5
Alleges Injury	1	1		2
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	8	2		10
Left Behind/Passed Up	5			5
Inappropriate Behavior	2		2	4
Policy	4			4
Incident at Stop	1			1
Incident on Bus				
Incident at Station	1			1
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	4			4
Facility Maintenance	19			19
Service Development	2			2
Transportation (other)				
Overcrowded Vehicle				
IT	2			2
Vehicle Maintenance	1			1
Commendations				2
Total CAFs	57	8	4	69

Vehicle Maintenance Department: Miles Between Road Calls Report

In June 2024, there was only 5,317 miles between road calls (MBRC) recorded as compared to 6,812 MBRC in June 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,273.



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 Mascherak*
Derrick Majchszak
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

September 11, 2024

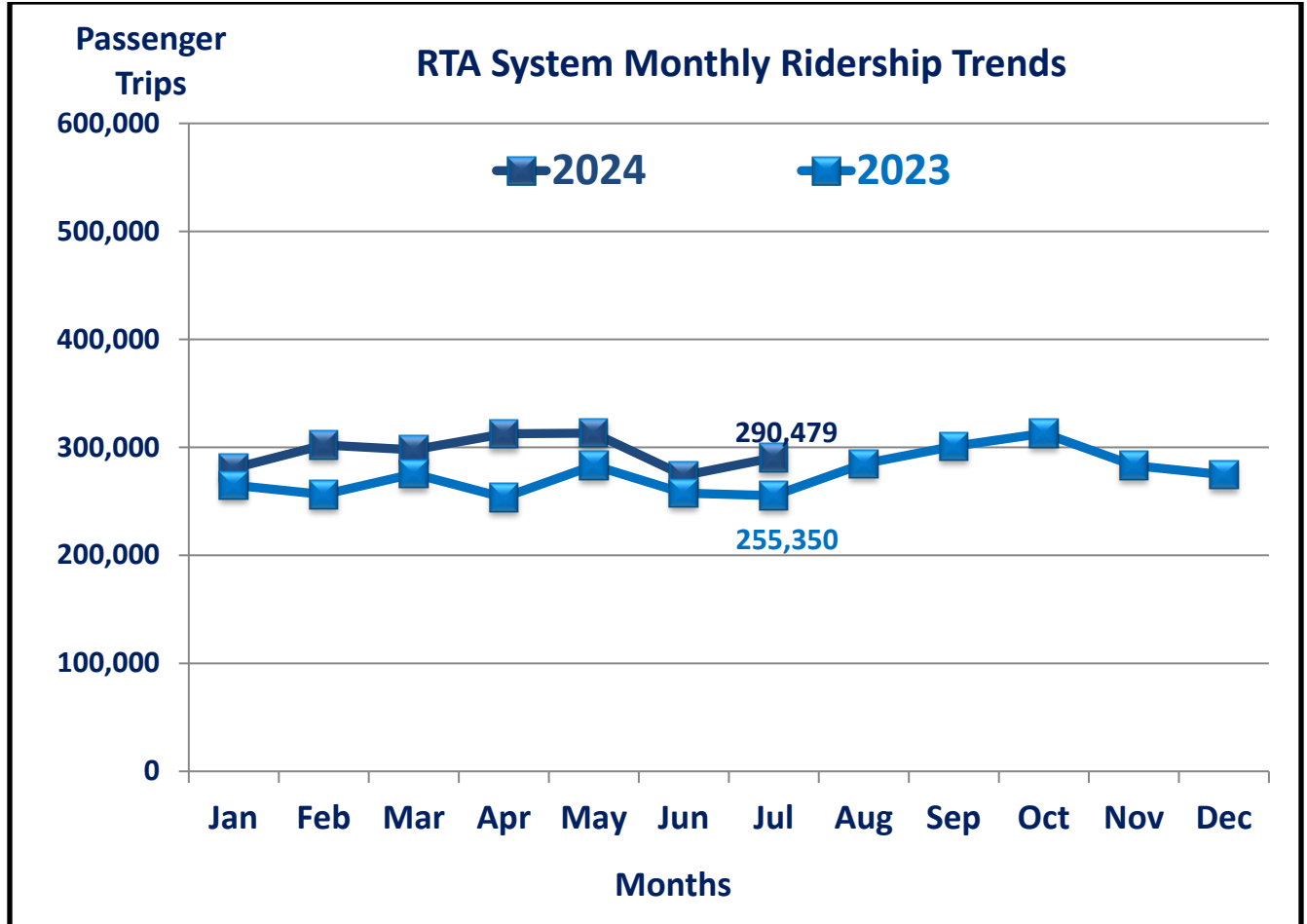
Subject: July 2024 Operations Report

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

July 2024 system-wide passenger trips totaled 290,479 which represents a 13.8% increase, compared to 255,350 passenger trips in July 2023 with 35,129 more trips provided this month. Ridership levels were impacted by tropical storm activity from Hurricane Beryl.

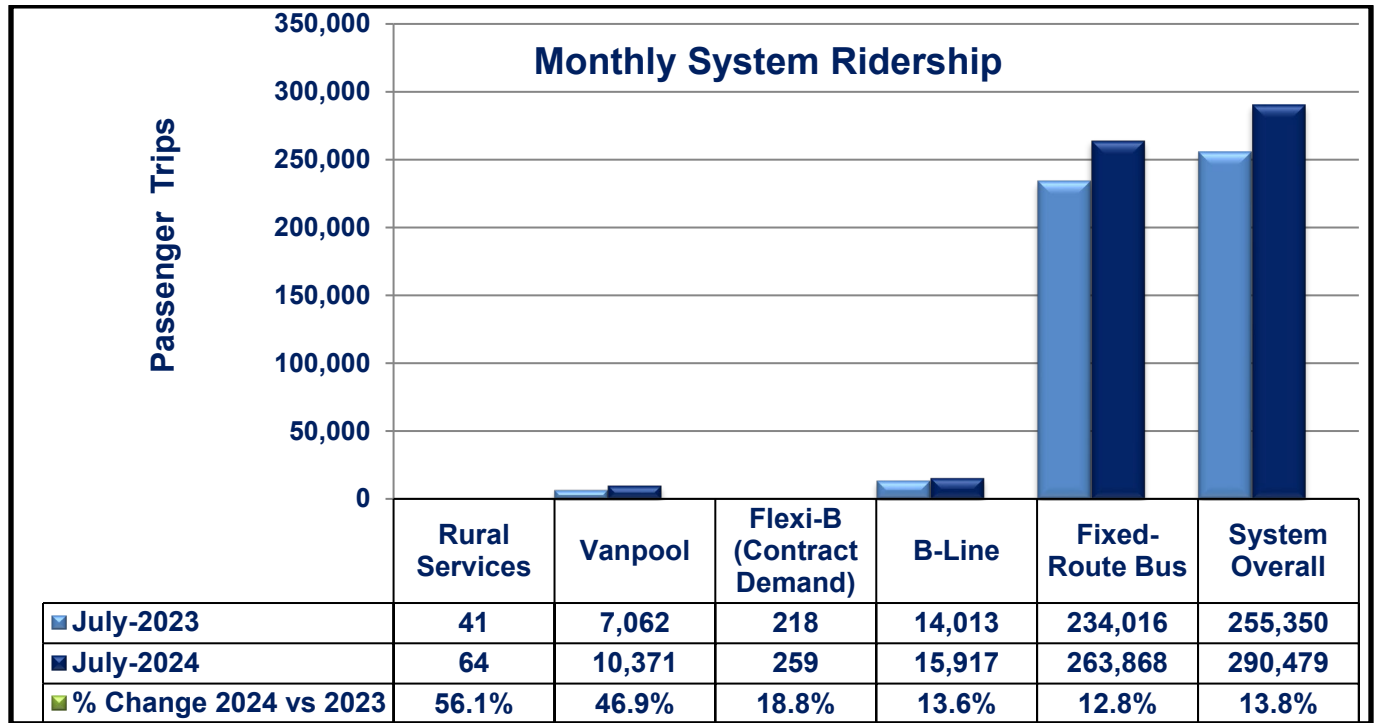


July 2024	July 2023	Variance
22 Weekdays	20 Weekdays	+2
4 Saturdays	5 Saturdays	-1
5 Sundays	6 Sundays	-1
31 Days	31 Days	-

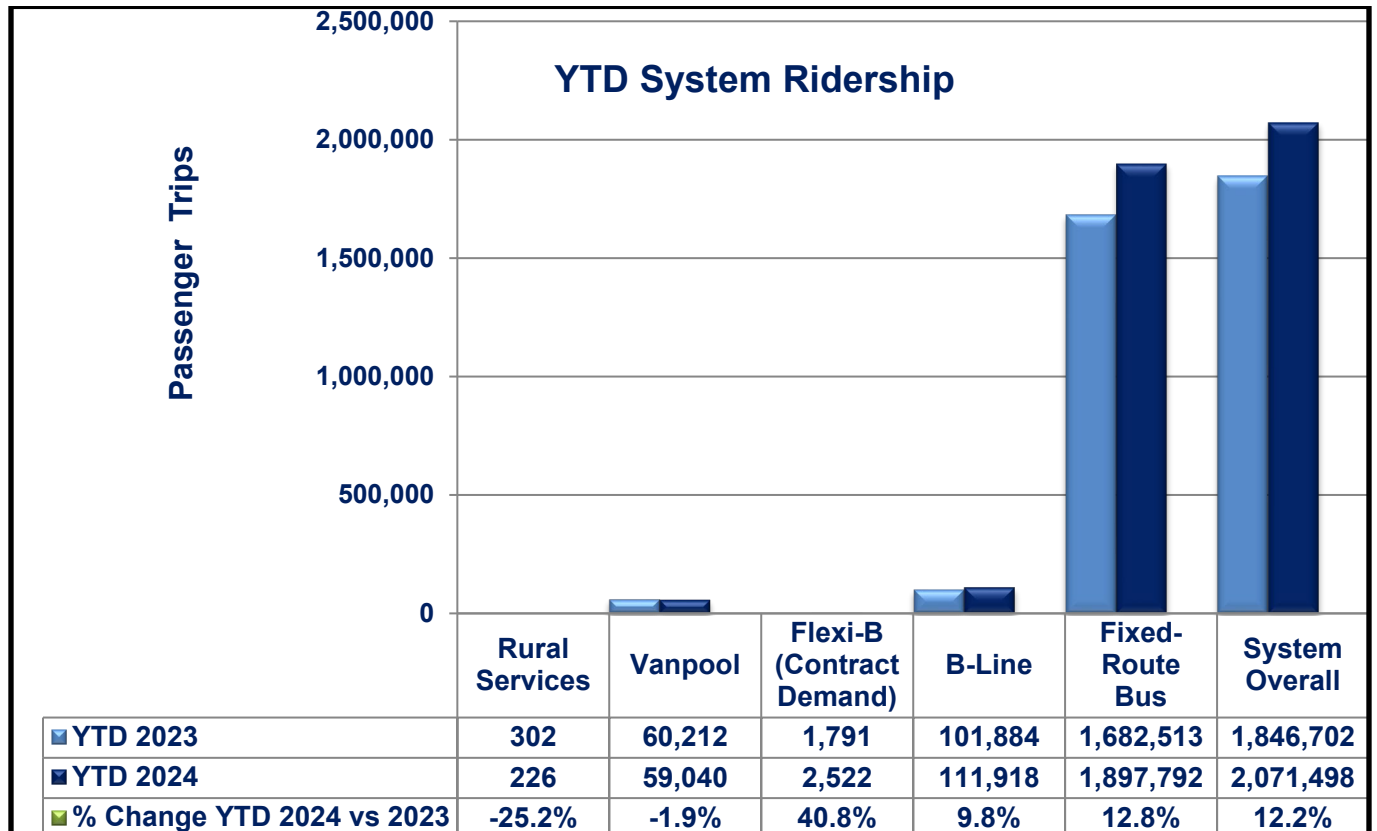
The average retail price for unleaded gas in Corpus Christi was \$2.98 per gallon compared to \$3.10 per gallon in July 2023¹ which is a 3.8% decrease in the average cost per gallon. July rainfall was above average at 4.97 inches. In comparison, July 2023 recorded only 0.39 inches.² Historically, July average rainfall is 2.54 inches. The 93.9-degree average high temperature in July 2024 was above the average temperature of 93.7-degrees.

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

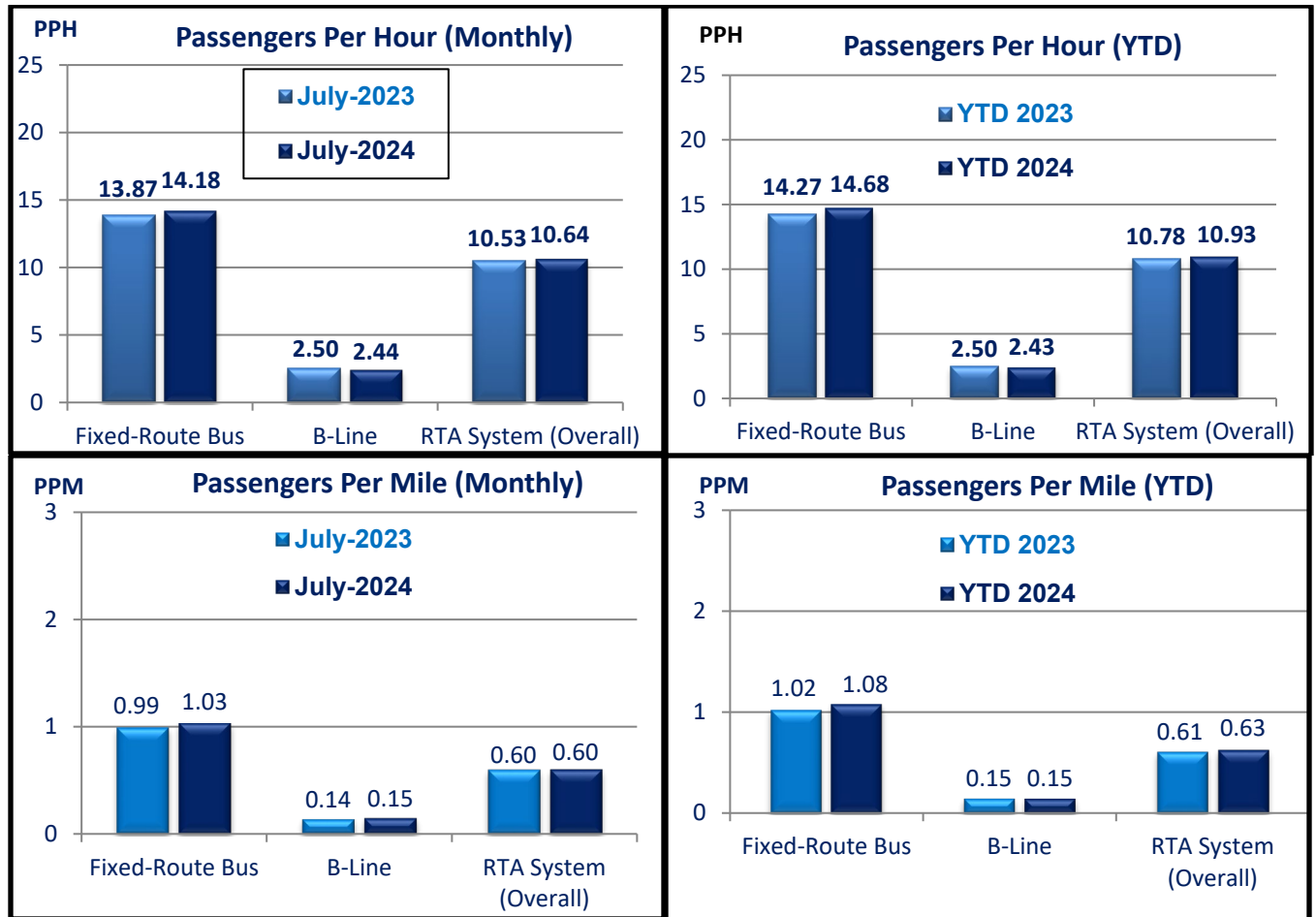
The chart below shows monthly ridership results for all services. CCRTA recorded 35,129 more passenger trips in July 2024 resulting in a 13.8% increase compared to July 2023.



The chart below shows YTD ridership results for all services. 224,796 more trips compared to 2023.



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



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

Schedule Adherence	Standard	Apr-24	May-24	Jun-24	Jul-24	4-Month Average
Early Departure	<1%	0.0%	0.2%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	94.2%	93.9%	94.8%	91.1%	93.5%
Monthly Wheelchair Boardings	No standard	3,986	4,963	5,689	5,616	5,064
Monthly Bicycle Boardings	No standard	6,455	6,563	5,762	6,332	6,278

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)
- **Comanche St. (Carancahua-Alameda):** Began early-2024.
- Route 23 (**2** stops may be impacted with TCP placement)
- **Gollihar Rd. (Crosstown-Greenwood):** Began April 24, 2023.
- Routes 23 & 25 (**13** stops closed for this two-phase project)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30th, 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 the Everhart Rd.).
- **Bear Ln. (Fortune-Enterprize):** Utility repair began June 10, 2024.
- Route 16 (**1** New Food Bank bus stop temporarily closed & unserved)
- **Matiana Ortiz (Robstown, TX):** Road repair began July 29, 2024.
- Route 27 (no stops impacted)
- **N. Tanchua (Leopard-Kinney):** Utility replacement began February 5th, 2024.
- Routes 19 & 23 (**3** stops closed)

Detours Expected

- **Alameda St. (Louisiana-Texan Trail):** Work on project began Fall-2023.
- Routes 5 & 17 (**12** of 19 total stops are currently impacted)
- **Brownlee Blvd. (Morgan-Staples)** To begin late-2024.
- Routes 5x & 17 (**8** stops will be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (60%)
- Routes 6 & 76 (no stops impacted)
- **Carroll Ln. (SH-358 to Holly)** Project in design. (60%)
- Route 15 (**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)
- **Alameda St. (Del Mar-Louisiana):** Utility work began Oct.-2023.
- Routes 5, 17 & detoured 29 (**1** stop closed)

No Detour

For July 2024, there were 8 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 25% of CCRTA services.

Impacted bus route services include: **16, 19, 21, 23, 25, 27, 37 & 78.**

The total number of bus stops that were impacted or closed was **48.**

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

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

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

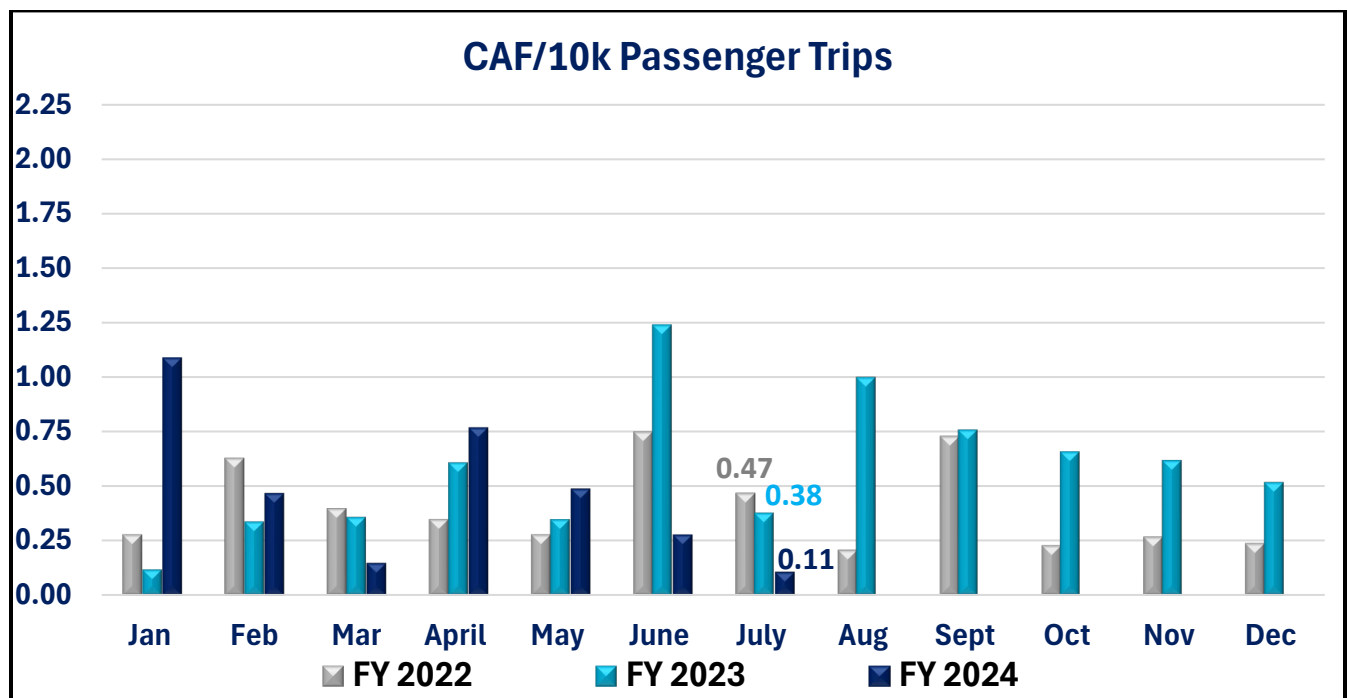
- Productivity: **2.44** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **89.9%** for July did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **23,971** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,450** ambulatory boardings; **4,498** wheelchair boardings

Metric	Apr-24	May-24	Jun-24	Jul-24	(4) Month-Ave.
Passengers per Hour	2.45	2.51	2.38	2.44	2.45
On-time Performance	87.6%	85.1%	90.6%	89.9%	88.3%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	38,801	29,564	21,139	23,971	28,369
Monthly Wheelchair Boardings	4,401	4,675	4,052	4,498	4,407

Customer Programs Monthly Customer Assistance Form (CAF) Report

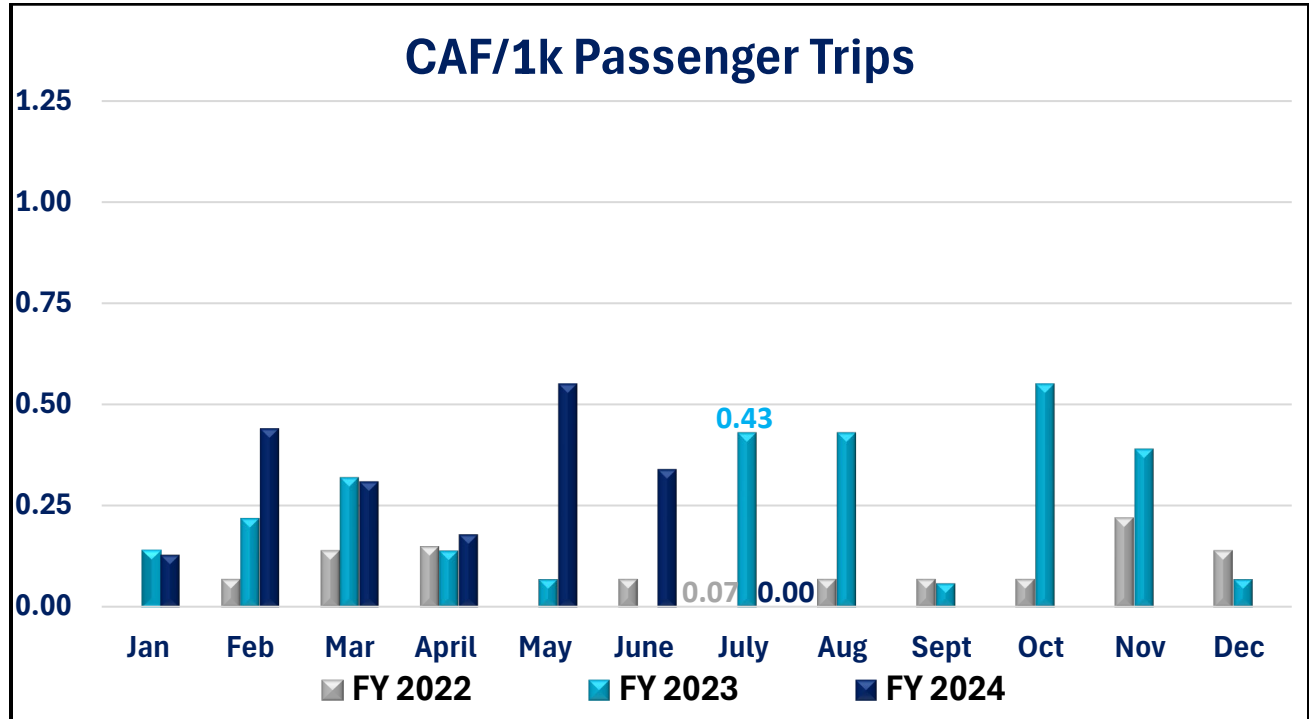
For the month of July 2024, Customer Service received and processed 85 Customer Assistance Forms (CAF's). A total of 71 or 83% were for CCRTA and Contract Fixed Route Services, of which 3 or 0.03% were verified as valid. This equates to approximately **0.11 CAFs per 10,000** passenger trips. There were 5 commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services

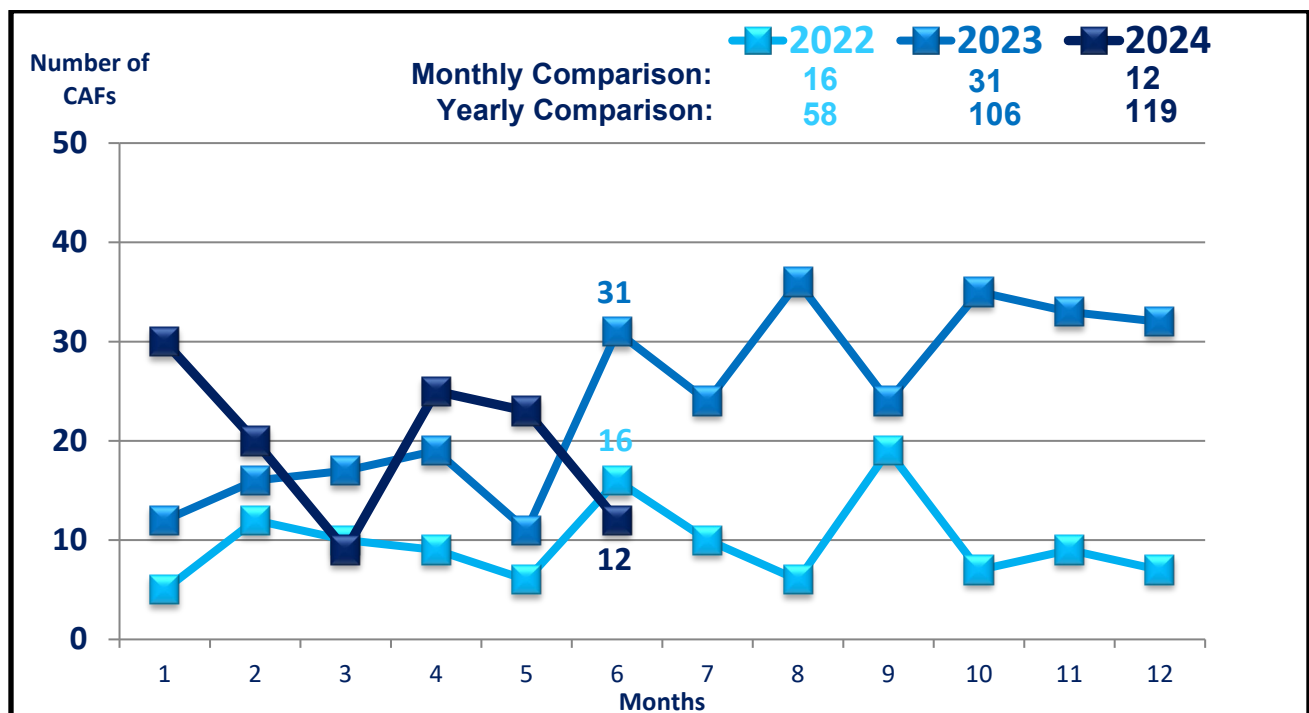


For the month of July 2024, Customer Service received and processed 85 Customer Assistance Forms (CAF's). A total of 3 were for B-Line Services, of which **none** or 0.0% were verified as valid. This equates to approximately **0.0 CAFs per 1,000** passenger trips. B-Line Services did not receive any commendations in July.

Number of CAFs/1k for B-Line Services



Customer Programs Verified (CAF's) Count



Route Summary Report:

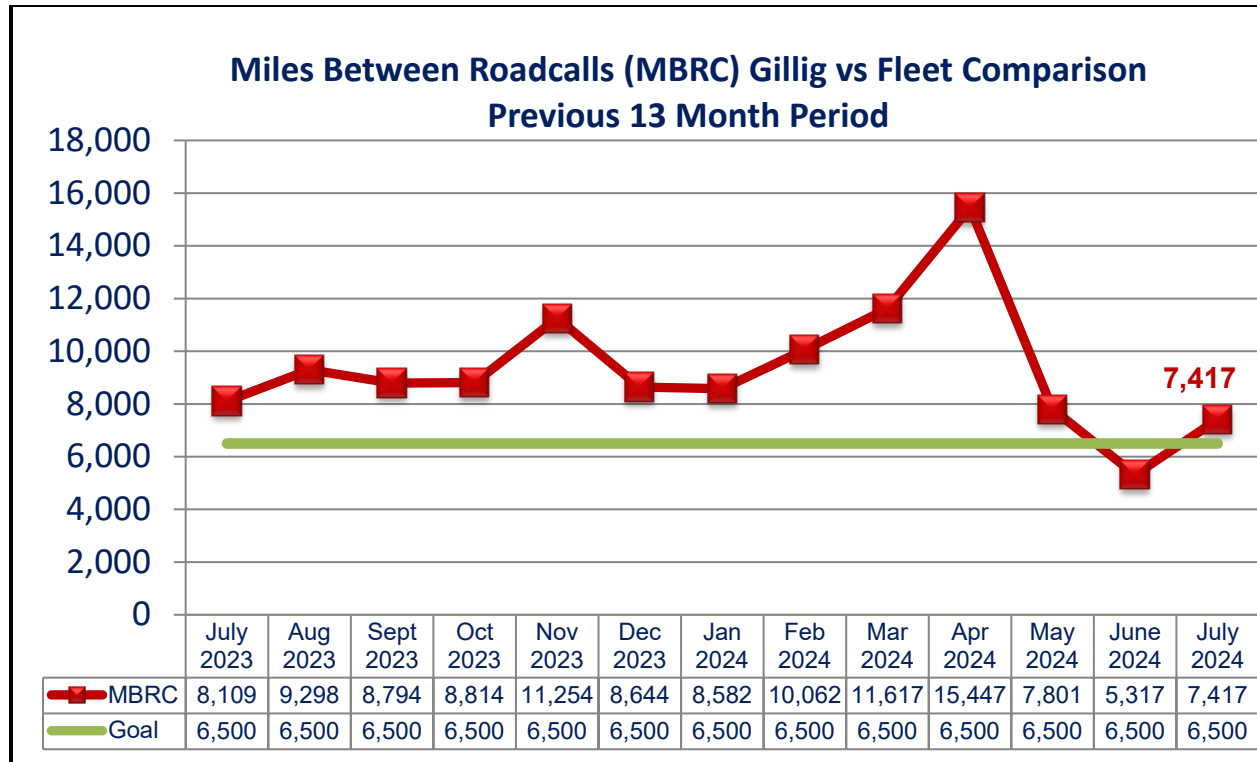
Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	4	#50 Calallen/NAS Ex (P&R)	1
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls		#65 Padre Island Connection	1
#12 Hillcrest/Baldwin	5	#76 Harbor Bridge Shuttle	2
#15 Kostoryz/Carroll HS	3	#78 North Beach Shuttle	1
#16 Morgan/Port	1	#83 Advanced Industries	
#17 Carroll/Southside	2	#90 Flexi-B Port Aransas	
#19 Ayers	5	#93 Flex	
#21 Arboleda	2	#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	1
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	3
#25 Gollihar/Greenwood	1	Transportation	
#26 Airline/Lipes		Service Development	6
#27 Leopard	4	Facilities Maintenance/Bus Stops	14
#28 Leopard/Navigation	2	IT	4
#29 Staples	8	Safety & Security	5
#32 Southside		Vehicle Maintenance	1
#34 Robstown North		Commendations	5
#35 Robstown South	1		
#37 Crosstown/TAMU-CC			
		Total CAFs	85

Processed CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues	1			1
Driving Issues	5	1	1	7
Customer Services				
Late/Early – No Show	1	1	2	4
Alleges Injury	5			5
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup	1			1
Rude	6		1	7
Left Behind/Passed Up	9		6	15
Inappropriate Behavior				
Policy	3			3
Incident at Stop	1			1
Incident on Bus	2			2
Incident at Station	1			1
Securement/Tie Down Issue				
Denial of Service				
Safety & Security	4	1		5
Facility Maintenance	14			14
Service Development	6			6
Transportation (other)				
Overcrowded Vehicle				
IT	4			4
Vehicle Maintenance	1		1	2
Commendations	5			5
Total CAFs	71	3	11	85

Vehicle Maintenance Department: Miles Between Road Calls Report

In July 2024, there was only 7,417 miles between road calls (MBRC) recorded as compared to 8,109 MBRC in June 2023. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,320.



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

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: May 7, 2024

SUBJECT: B-Line Report for April 2024

- ❑ Ridership for the month of April 2024 was 16,716 compared to 13,874 for April 2023, which equates to 2,842 more trips representing a 20.48% **increase**.
- ❑ Ridership for YTD 2024 was 64,304 representing a 12.10% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
57,361	64,304	6,943	12.10%

Service Standards

- ❑ Productivity: 2.45 PPH (Passengers per hour) April 2024, contract standard is 2.50
- ❑ On Time Performance: 87.62% on time performance for April 2024
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,950 trips out of 15,753 trips (12.38%) did not meet the standard for on time performance in April 2024. Of that number:
 - 1,905 were < 30 minutes late.
 - 41 were > 30 minutes late.
 - 3 were > 60 minutes late.
 - 1 was > 90 minute late.
- ❑ Miles between road calls 194,008.1 miles with 5 road calls that equates to 38,801.62 miles between road calls for April 2024. MV did exceed the minimum standard of 12,250 miles between road calls for April 2024.

Wheelchair Boarding's and associated statistics

For the month of April 2024, there were:

- 11,407 - ambulatory passengers
- 4,401 - wheelchair boarding's
- 785 - personal care attendants (AM)
- 122 – companions
- 1 - animals

Other Service statistics

There were 22 complaints Customer **Assistance Forms** recorded for April 2024:

1. Customer states that the driver was lacking attitude for the job, " he seemed he did not wanted to be here" he was rude and yelling to the passengers. Mrs. Tucker said that he arrived at 09:15 when his pick up was at 08:40 , he also points that normally the driver announces who are the persons he is picking up but this operator never confirmed their identities.
 - a. After review of the video it does show the driver arrive to the location but the rider was speaking to their companion when the driver said Mrs. Tucker and the driver stated because she was upset he didn't want to make her more upset by cutting her off after she did not respond to him the first time. Video shows that the rider kept going talking about the bus not being reliable until she got off. Driver stated that he didn't want to have a confrontation so he figured it was best if he didn't say anything at all. And video shows he never said another word afterwards. Video doesn't show the driver yell at the passenger because he never said anything after arriving.
2. We were waiting to board the bus on Apr 4th around 5:55pm The driver is rude in behavior, shouting on us, don't know her name
 - a. We do apologize for this bad behavior displayed. Operator is be pulled for customer service retraining. It does show on the video that she stated " hurry your going to make me late" Which is unacceptable behavior and will be addressed.
3. Mr. Myers claims he was 20 minutes late to be dropped off to his 10:00 appointment. Now only was he 20 minutes late arriving to the location the driver dropped him off in the emergency entrance in which he is not allowed to enter that way so he was forced to find his way around to the front of the building causing him to be even more late due to him being completely blind. This lateness caused his appointment to be canceled.
 - a. We apologize for any inconvenience this has caused. After review of Mr. Myers trip it does not show he requested an appt time. If he request an appt time then it will show the scheduler and driver that the rider need to be to the location by certain time. Also on the trip the comments state to d/o in the back of the building. Driver stated that he got him to the closest door he could find. He didn't see another door and wasn't aware that a patient couldn't go there the entrance of the location.
4. On thursday the number 12 never showed up at lighthouse for the blind at 5:30. I was following him on the tracker and he never even made the turn towards us. If you could remind the drivers not to forget our stop I would be grateful. Cab rides get expensive. Thank you
 - a. Operator has been coached on the route 12 as well as retrained on the route to ensure the lighthouse is never missed again.
5. Tara Gamino and her child got on the bus at Yorktown/Cimarron. Her 2-year-old was tired and moving around as she was holding her on her lap. The operator told her that she needed to put her child in a seatbelt because it was the law. He then

asked her to strap the child in her stroller. He said he was worried about the child falling if he had to slam on his breaks. She said he was rude about the whole situation. After that conversation she felt like the operator started driving a little aggressively. Phone: 728-4334

- a. After speaking with the operator he stated that he was never rude and did express his concern with the child moving around as much. He informed her to strap the child in a seatbelt to ensure the child's safety. Never once was his intentions on making the mother feel any kind of way he just didn't want a incident on his bus.
6. A passenger waiting for Route 12, Unit 3061, at 8:40 am was left behind due to the bus deviating from the route. On Outbound Route 12 at Winnebago @ Kennedy, the driver turned left on Kennedy instead of turning right, bypassing all the stops on John St. and Palm Dr.
 - a. Operator was counseled on the importance of following the route and confused himself because there was a detour the day before and he used it again. He stated that his apologizes for the trouble it caused the passenger and will not do it again.
 7. Ms. Nicolaus reached out regarding an incident that occurred last Thursday at Weber @ Saratoga, where her vehicle was rear-ended by a B-Line bus. She recounted observing the bus speeding, and as it approached the intersection, it collided with her vehicle. Although her boyfriend was behind the wheel, Ms. Nicolaus, the owner, witnessed the entire event. She described the bus driver becoming increasingly aggressive, repeatedly insisting that she thought they were going to go, and resorting to profanity. In response, Ms. Nicolaus and her boyfriend became defensive as well. The situation escalated until the driver fell to her knees, overcome with tears. She expressed fear of losing her job and explained that this happened due to her mental and physical exhaustion. Surprisingly, no supervisor was summoned to the scene, and the only information exchanged was Ms. Nicolaus' contact details, which were noted by the driver. Ms. Nicolaus reported damage to her trunk, rendering it unable to open, and she observed that the bike rack on the bus had also sustained damage. Incident time 2:30pm-3:00pm 832-766-5279
 - a. After investigating the incident happened on Friday and a supervisor was dispatched to the scene. Supervisor stated that once he got there the adviser driver had left and they never came back while they waited for CCPD.. We have reached out to Ms. Nichols and have spoken as well as given her the claims number to get her vehicle fixed.
 8. Began three route driving wreck less I truly was scared for my life during this ride barely stopping at stop signs and wasn't being mindful of passengers I moved seats because I'm new here and was trying to find the right stop . Two stops before but she stopped abruptly for no reason didn't see a car person dog or stop signs I fell out of my seat completely on the floor I was dazed for a min because I forgot where I was she just kept driving I got off the next stop and immediately called police so I call to report her to bus station and because I didn't have my transfer card she couldn't help I said I saw at least 6 cameras. when I told her what the driver looked like I told her she said no I can't help that person doesn't work here so I contact my lawyer right then and there I dug the ticket out the trash .I suffered several injuries and I

have my discharge evaluation. The camera saw it all I would like to speak to someone please.thank yo Request for more information: Good Morning, First, let me apologize for the incident you reported to us on Thursday. I tried calling 361.776.2117 and I couldn't get the phone to connect. I need more information to pull video for this incident. I need to know: Date of the incident Time of the incident The bus route you were riding The bus stop where you left the bus, if you don't know the number, the intersection You gave us the bus number of 1004 but we can't look at 16 hours of video to find the incident. And we need to look on the correct day. With this information, I can input a formal complaint and be able to pull exact video. Reply: Sure I already have my lawyer requesting the footage from the transfer center on mc ardle drive.. I got on tht bus and my destination was 729 Alistair st. It was about 9 am when I exited the bus when I first contacted y'all and was told that the lady doesn't even work for this company I kindly asked to look at the footage she definitely works there

- a. Trying to investigate this CAF but on the day in question there was 2 male drivers on the route 65 I also checked 4/3 & 4/5 I also tried checking the bus numbers to see if any were similar in anyway and the only one that was close was 3044 driven by a male driver. The number was not working so i wasn't able to get a hold of the rider.
9. Mr. Guerra, a frequent rider of the B-Line, expressed concern over the absence of seatbelts on his bus. He emphasized that his disability would hinder his ability to brace for impact in the event of an accident. His concern extends to all disabled individuals who rely on the B-Line, highlighting the need for seatbelt safety measures
 - a. We understand your concerns and is taking every precautions to ensure everyone's safety.
10. Good morning, Timothy Hatch, a member of the B-line with phone number 3613312537, called to share his concern about the missing seat belts on the old model buses. He made comments like: He had over 18 years' experience riding paratransit systems, "Other riders are not happy, operators are not happy and M.V. is not happy", "I had contact channel 3". This phone call was received at 08:47 AM. Related CAF's 320 from April 03, 2024. CAF's 321 April 04, 2024.
 - a. We understand your concerns and is taking every precautions to ensure everyone's safety.
11. Mr. Deleon has called to forward us his concern. The B-line vehicles do not have seat belts. He also said commented that whoever is assigning fixed routes to B-line needs to stop". Related complaints: CAF 320 April 03, 2024. CAF 321 April 04, 2024. CAF 361, April 12, 2024.
 - a. We understand your concerns and is taking every precautions to ensure everyone's safety.
12. Mr. Albert Lopez called because he is concerned about B Line bus not having seatbelts. Please call him at 361-426-9434
 - a. We understand your concerns and is taking every precautions to ensure everyone's safety.
13. Mr. Myers noted that for the past two consecutive days, his B-Line bus lacked seat belts. He expressed deep concern for his safety as a visually impaired individual.

Additionally, he expressed worry for other passengers with disabilities who might attempt to move around while the bus is in motion

a. We understand your concerns and is taking every precautions to ensure everyone's safety.

14. Ms. Glass, the mother of Stanley Glass, called to complain about the past few days. She mentioned that her son has not been riding in vehicles equipped with seat belts. She expressed concern, stating that Stanley is a child with special needs and his safety has been compromised by allowing a vehicle without seat belts to pick him up. Additionally, she mentioned that she is planning to gather a group to protest the actions of the RTA regarding B-Line Safety.

a. We understand your concerns and is taking every precautions to ensure everyone's safety.

15. Ms. Salazar, the mother of Joshua Salazar, called concerned about her son's pickup. Joshua had a pick-up this morning on the B-Line at 9:00 am. She noticed that the bus didn't have seatbelts. She is very upset and says that from now on, she will refuse service if the bus shows up without seatbelts. She would greatly appreciate a call back at 361-726-8476.

a. We understand your concerns and is taking every precautions to ensure everyone's safety.

16. Debra Eperson and her dog were picked up from her home on 301 Melody Lane a little after 9am on Friday 04/12/24. The operator's name is Anthony. When she got picked up, he got out of the bus to talk on the phone. While he was outside on the phone another passenger started to make dog noises. When Anthony got back on the bus, he told Ms. Eperson not to talk to him because he's retarded. She does not believe that was appropriate to say. Plus, every pickup or drop off he got off the bus and talked on the phone.

a. We do apologize for this display of inappropriate behavior. operator has been retrained on customer service and counseled on the importance of remaining professional at all times and not making sarcastic remarks.

17. Robert Allen called upset stating he was at bus stop 1272 and the driver for route 12 did not stop. Mr. Allen stated he is there with a couple of other riders and the bus flew right past them. He would like this driver advised to please stop when there are riders waiting to board. Mr. Allen stated he will now have to wait for the next route 12 bus and hopes they don't fly by him again.

a. We do apologize for this inconvenience. Operator states that he did not see anyone at the stop but did see people walking. Operator was advised to go to each stop to make sure no one is not being picked up.

18. A little B-Line bus keeps parking in a way that it blocking the entire road on Calgary (which is a residential street) week days at 7 AM. Today they almost caused damage to my car. I will be contacting whatever other authorities I need to if this does not get addressed. That but just parking on a residential street that is not a bus stop is causing a hazard.

a. We will reach to Ms. Allen to get the address have a supervisor do an assessment of the location to see if there is a more convenient way for the operators to pick up the client that works for everyone.

19. Mr. Hans Hock came into customer service to report unit 3063 not stopping at the stop sign at SPID @ Paul Jones. He walked in saying he almost died because one of your buses. He said that is not the first time this has happened at the same location. He would like a call back at 361-536-5651
 - a. Driver was brought in for refresher training.
20. Mrs. Rita Farrugia, mother of Mrs. Dansfiell, has contacted us to inquire about the possibility of her daughter being injured during the wheelchair securement or release. She said that her daughter have a injure in her foot and is swelling. Since her daughter can not speak, she wants to know what happen to her. She understand that errors can happen but as a mother she has the duty to know. The incident should have happen on Friday around 2pm to 2:30pm. Destination to her home at 8126 Etienne Dr. CC, Tx. 78414.
 - a. Good morning. I spoke with the driver, and he stated that he did not notice anything unusual about Mrs. Dansfiell. He stated that he secures her wheelchair the proper way that he secures all wheelchair passengers
21. Mr. Miller found himself aboard Route 12 unit 3059, where the driver failed to slow down for a bump on Nueces Bay Blvd. by the Good Samaritan. This oversight sent him and several others airborne, only to come crashing back onto their seats. Despite the incident, the driver showed no acknowledgment and persisted in driving frantically. As a result, Mr. Miller now reports experiencing pain in his back and neck. He intends to seek medical attention at the ER.
 - a. Good morning is there another time because at the time that was given video shows the driver, driving at the normal rate of speed.
22. Mr. Perar, located at 3702 Pensacola Ct., says he was outside waiting for the B-Line ride, but it never showed up. He then called B-Line and spoke with someone who hung up on him.
 - a. After looking we do not have a rider by that name in our system. Without a phone number we are not able to reach out and find out who it is.

Conclusion

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

- ❑ 2.45 passengers per hour
- ❑ 87.62% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for April 2024 at 38,801.62 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: June 7, 2024

SUBJECT: B-Line Report for May 2024

- ❑ Ridership for the month of May 2024 was 17,068 compared to 15,272 for May 2023, which equates to 1,796 more trips representing a 11.76% **increase**.

- ❑ Ridership for YTD 2024 was 81,372 representing a 12.03% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
72,633	81,372	8,739	12.03%

Service Standards

- ❑ Productivity: 2.51 PPH (Passengers per hour) May 2024, contract standard is 2.50

- ❑ On Time Performance: 85.14% on time performance for May 2024

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

- ❑ 2,377 trips out of 16,001 trips (14.86%) did not meet the standard for on time performance in May 2024. Of that number:
 - 2,211 were < 30 minutes late.
 - 144 were > 30 minutes late.
 - 14 were > 60 minutes late.
 - 8 were > 90 minutes late.

- ❑ Miles between road calls 206,947.9 miles with 7 road calls that equates to 29,564 miles between road calls for May 2024. MV did exceed the minimum standard of 12,250 miles between road calls for May 2024.

Wheelchair Boarding's and associated statistics

For the month of May 2024, there were:

- 11,402 - ambulatory passengers
- 4,675 - wheelchair boarding's
- 884 - personal care attendants (AM)
- 105 – companions
- 2 - animals

Other Service statistics

There were 28 complaints and 3 commendation **Customer Assistance Forms** recorded for May 2024:

1. Name: Vonette Aasland
Email: v.aasland@yahoo.com
Phone No. : v.aasland@yahoo.com
Message : My son Erlend Aasland has Down Syndrome. Yesterday, on April 30, he was picked up late from the Choice Living Community center. His ride is an approx 20min drive with a 3:00 pm pick up time to his home on Oso Pkwy. He was not picked up in the 30min window and dropped off finally at 4:50 pm. This morning, May 1, he waited from 7:50 am pick up time at Oso Pkwy to 8:45. He did not arrive at the Choice Living Center until 9:45. This is unacceptable and extremely stressful for a person with a disability. I look forward to your response and improvement in this ride situation.
 - a. We do apologize for the tardiness on 5/1. Operator got stuck in base traffic trying to get off the base causing the delay. on 4/30 it appears that the driver picked up a group of riders from choice and dropped them in the order of the way they live. He did have a delay at one location due to no one there to receive a rider but that issue has been addressed.
2. Mr. Swenson said the bus didn't show up. He mentioned that he was outside waiting, but it never arrived.
 - a. After review of the trip and the speaking with the operator the driver arrived early at 1350 and waited until 1414. Operator followed the notes: upon entering complex go to stop sign/turn right/go around culdesac/wait by beige stop sign/BLDG 48. She stated that she waited for the rider and never saw anyone.
3. Mr. Allyn recently commended the driver of Route 12, Unit 3060, praising her for her exceptional kindness and knowledge. He emphasized that she is the most courteous driver among our staff.
 - a. Please thank Mr. Allyn for recognizing her hard work and dedication to providing excellent service to all riders.
4. Ms. Robinson, an employee at the Lighthouse for the Blind, is upset about the consistent lateness of the B-Line bus, especially around 7 p.m. Despite finishing work by 5:30 p.m., she finds herself not getting home until 8:30 p.m.
 - a. After review of Ms. Robinson's trip on 5/6 she was picked up at 17:50 and dropped off at home at 18:20. After review her trips for the last month the last she has been dropped off is 19:00. All other trips are by 18:30
5. Mr. Olivares stated that he was at the stop, fully prepared, as Route 28 Unit 3064 approached. However, the bus failed to make any attempt to stop, passing him by.
 - a. We apologize for this inconvenience the operator stated that the bus was full with only standing room which we don't allow. Operator has been informed to stop and let the rider know if there are no seat available so that they will not think they were passed up or left behind.

6. Oblesster Saenz called to file a complaint regarding his trip on B-Line yesterday, May 2, 2024. He had a scheduled pick-up from therapy at 4:15pm. He said the bus didn't show up for him until 5:55pm. That's more than an hour outside of the 30-minute window. When the bus arrived, they pulled up on the wrong side of the building and the operator asked him to cross the street. He refused because he was exhausted and weak from therapy. The driver did turn around and picked him up on the correct side of the building. Because the bus arrived so late to pick him up, he didn't get dropped off at home until 7:00pm. He's very upset about this and would like to report that it's not acceptable to be that delayed, especially because he hadn't eaten, was weak and didn't get to take his medication on time because he got home late. He asked that if you have any questions or need to speak to him, to please contact his wife, Rosalinda Martinez at 361-816-5682.

a. Please accept our sincerest apology for this delay in service. This day we had a lot of failures due to vehicles and manpower.

7. Name: James Walker

Email: walk4718@yahoo.com

Phone No. : 3618160505

Message : Sorry to be contacting you again so soon, but today 5/8 on my grandson's b-line bus, there was violence with physical blows. My grandson, Jonathan Cumpian boarded at Carroll HS about 4:30pm. Very soon a verbal altercation began between two males and continued until one of the subjects beat down the other. According to my grandson, the driver did not say anything to them. Previous CAF [#430](#)

a. After viewing the video, it did not show any violence or physical blows. Two of the passengers were raising their voice and driver did speak to both of them, and told them to stop.

8. Name: James Walker

Email: walk4718@yahoo.com

Phone No. : 3618160505

Message : My grandson, Jonathan Cumpian is a client of B-line and also a senior at Carroll HS. He depends on the B-line for his transportation to and from school. He orders a ride daily from 7 AM and back at 3:15 PM. His problem is the afternoon ride. They are rarely there within the 30 minute ride window. He usually has to phone dispatch and they are still late. Dispatch has advised that this a busy time. I realize it is a busy time, but someone is first and someone is last. I'm saying that we are tired of Jonathan mostly being last. There is another student, a young lady that also rides and she doesn't seem to have this issue. This is not fair for him. He is autistic and these conflicts are terribly aggravating for him. I request that you address this at your earliest convenience

a. We apologize for this tardiness. Around the time They would like Mr. Cumpian picked up is very busy in the area due to it being in a school zone. We do get to him as soon as possible and are not making him last. He has been moved to another route to see if this helps with the tardiness.

9. Name: Carl Read

Email: paystubs48@yahoo.com

Phone No. : 3614247777

Message : Is it standard procedure for the care b to park across multiple handicap parking spots an then have the driver and a passenger stand outside and talk for 15 minutes while people are waiting for a handicap space to park? It was in front of the rentacenter on ayers at 1251 today 05/07/2024. I took a picture 8f you all want me to send it. My wife and I had to sit there and wait and the driver just kept glaring at is like we were idiots or something.

- a. We do apologize for this inconvenience operator was reminded to make sure that we are not blocking parking spots longer than needed.

10. William Seale's mother called to report an incident involving the driver who picked up her son this morning at 7:35 a.m. She stated that she was contacted by William's supervisor, who informed her that William had disclosed that the B-Line driver had touched him inappropriately. William reported that this occurred as he was exiting the bus and making his way into the facility at TAMUCC. The driver closely followed him and touched him inappropriately just before entering the building. Subsequently, the driver approached the supervisor to discuss where he should drop off William in the future. Following this interaction, William spoke with his supervisor regarding the inappropriate touching incident.

Ms. Seale # 361-960-6607

William Seale's Work Supervisor # 361-739-2993

- a. William Saeles mother just called and stated that she just spoke to her son. He stated that the driver just put his hand on his shoulder to stop him from going down the ramp to fast.

11. Mr. Miller found himself aboard Route 12 unit 3059, where the driver failed to slow down for a bump on Nueces Bay Blvd. by the Good Samaritan. This oversight sent him and several others airborne, only to come crashing back onto their seats. Despite the incident, the driver showed no acknowledgment and persisted in driving frantically. As a result, Mr. Miller now reports experiencing pain in his back and neck. He intends to seek medical attention at the ER.

- a. Good morning is there another time because at the time that was given video shows the driver, driving at the normal rate of speed.

12. Milagros Rodriguez was at T.G. Allen Elementary School retrieving her children. She boarded on Unit 3064 Route 28 direction Staples Street Station. At the moment of presenting the fare she only inserted a 25cents coin. When this happened, she explained that the operator was rude and using expressions like, "are you trying to get down on me?" and when of arriving to the Station in Staples he continue to use more profanity with expressions using the F word. She also explained that the operator honked at her. While all this was happening her son and daughter were present.

- a. Please accept our sincerest apologies for this type of behavior. Operator has been removed and going through customer service training.

13. Name: Cynthia Gonzales

Email: cgtex2124@gmail.com

Phone No. : 3619455374

Message : My family and I attended the buck days Rodeo we were here on Saturday

May 11th 2024 we waited at Whataburger Field at one of your B bus barrels at 5:30 in the afternoon never did a bus show up to transport us to the venue then after the rodeo we also waited at the venue to await our bus to take us back to the parking lot at Whataburger Field yet again there was never a bus that showed up to take us to Whataburger Field there was only a bus to take you to lot 18 if you're a vendor and a bus that was taking people to the Ortiz Center but there was never ever a bus from the Whataburger Field very disappointed

- a. Not sure how they were missing. There were 3 shuttles out for Buc days. One for lot 18, one for Ortiz Center and one for Whataburger. All 3 were there in attendance also with the supervisor checking in.
14. Ms. Herzer contacted us to voice her concerns regarding the B-Line bus, which dropped off Karen Rhodes at around 8:00 am at 5724 Leopard St. Following Ms. Rhodes' departure, the driver opted to take a break while still stationed, carelessly obstructing the entrance to Ms. Herzer's establishment. Remaining stationary for a duration of 10 minutes, the driver was observed standing behind the bus, texting on her phone. Ms. Herzer's approach and asked about the duration of her stay, as it was impeding business access, the driver replied, "Why? Are you leaving?" Despite Ms. Herzer's clarification that the entrance was pivotal to her business, the driver suggested, "If you have a problem, to contact dispatch, file a report against me, or even capture a photograph if necessary." Subsequently, even after Ms. Herzer departed, the driver remained sitting there for an additional 5 minutes.
- a. Please accept our sincerest apology for this display of bad behavior. Operator has been pulled and gone through customer service training. She will be noted that any farther issues of this sort will result and more disciplinary actions.
15. Mr. Gerado Cano an BLine rider, had schelude a pick up at 10:50. By 11:10am he reach to the B-line ton inquire about the status of his ride. A representative by the name of Rossi answer. Mr. Cano says that he was told that the B-line will be there by 11:19am. Mr. Cano called back the B-line where he was advised that the unit already left without him around 11:11am, and left without him. Mr. Cano , described by him self as a legally blind person, say that he needs to wait for another 2 hours for a bus. He thinks that this is retaliation due to him previously telling her that he was going put a complaint about her.
- a. Unfortunately all employee are reminded that any retaliation against anyone is grounds for termination. All rider are reminded that when they call for an eta the times given are estimated times. Because trips can be moved around or another rider could cancel there trip causing the driver to get to the location earlier. All operators know to wait the 5 minutes after arrival after the pick up time.
16. Just want to give recognition for a job well done to a MV bus operator Damaris Greenwood. She was doing the Rodeo shuttle on Thursday May 9, 2024 which we took back to Whataburger Field. She was very informative to waiting customers which was way over the limit for everyone to get on at one time. She said sorry I am the only one out here and doing the best I can, but I promise you I will be back to pick you up soon. As she drove us to our destination she was very polite with everyone and very safe considering the heavy traffic flow. She stated I just cant

leave people behind but I am doing the best I can. I will be out here until I know everyone is transported to their cars. I commended her on a job well done greatly appreciated. This was about 11:15pm at night she was in great spirits with her customers considering the circumstances. I just wanted to share this with you.

- a. Please thank Ms. Espinoza for recognizing Damaris hardwork and dedication to providing excellent customer service.

17. Bline bus #3020 was parked in front of Walmart on Staples with their ramp down and no body on the bus. A worker at Walmart saw the operator and told her she needed to move the bus and should not have left it open and unattended. The operator told her to mind her own business and leave her alone. The Walmart associate told her she was going to call customer service about this issue and walked off. The Walmart associate was helping customers when the b line operator went to her and asked are you really was going to call customer service and told her again to mind her own business. The Walmart associate said that she was very rude, and the bus should not have blocked the front of the store.

- a. We do apologize for this interaction. After speaking with the driver she stated that the lady that approached her was rude and used profanity in which she was upset by because all she wanted to do was use the restroom. Operator was reminded to not block any entrances and remain professional at all times especially when she is a representation of the company.

18. RT 35 Time: 2:40pm Robstown Station

Beth Kolarits was denied service from RT 35. She was told she could not get on with her 7 bags of groceries. She is very upset and would like a call back 361-278-3874

Wesley Vardeman went out at the Robstown doing outreach. There were two passengers, a woman and a man. The man could barely walk, and their house was on Illinois Ave. just three stops away. They had asked the driver to send a supervisor, but no one showed up. When Wes walked in, they bombarded him with the issue. Wes spoke with the operator when they came back by because between the two people, they were able to hold the bags for three stops. Wes also informed the riders to not purchase so much at one time because they may be denied a ride in the future.

- a. Operator informed rider that she is not able to take up a seat with her bags and she had to be able to hold them in her lap. Rider said i'll put them on the floor operator said no ma'am you have to hold on to them because if i make a turn or have to stop quickly they may go flying around the bus. We will call rider to explain the bag policy.

19. Ms. Glanz is greatly distressed by the bus running nearly 30 minutes late, resulting in her missing her connection with Route 65. She mentioned observing drivers taking extended breaks at the HEB, which significantly contributes to their tardiness. The scheduled departure time for the bus from Building 8 on the base was 3:45 pm, but it ended up leaving at 4:25 pm. She demands a call back.

- a. We apologize for the tardiness. Operators have been reminded that we do not take extended bathroom breaks but also reminded me that sometimes the base traffic is the reason they are late and they have to stop at HEB to use the bathroom because they had to hold it longer.

20. 05/15/24

Ms. Sylvia Facundo runs a group home for mentally challenged individuals. They are picked up at 718 Meadowbrook every day. When operator Damion is their driver Ms. Facundo said that he always gets down to greet them halfway. She said he shows empathy and compassion toward them. She would like him to get recognized for what a great job he does.

a. Please thank Ms. Facundo for recognizing Damion's hardwork and dedication

21. Mr. Lorenzo Moreno rode the B Line and was dropped off at the Selena Auditorium. As the operator was taking him down the bus ramp, he lost control of the wheelchair causing both to fall. He declined medical treatment at that time. Mr. Moreno hit his shoulder on the ramp, and it is now hurting him.

Please give him a call at 361-371-1744

a. Passenger was observed trying to pulling himself down the ramp with the driver's assistance. Operator was assisting passenger off the ramp, when the passenger grabbed the handrails and pull himself forward which cause him and the operator to fall.

22. Mr. Gilberto Lopez's sister, called to make a complaint over a commentary. The operator said to her about her brother "your brother needs to lose weight". This happened during drop off at 5101 Cynthia st, here in corpus 78410, at 03:40 pm. This unfortunate commentary made her very upset. Mrs. Leal continued explaining that her brother on top of being an MHID patient has already lost 50 pounds. Mrs. Leal commented before hanging that the operator did not strap her brother.

a. Good Morning

After viewing the video, it shows the operator helping passenger down the ramp in his wheelchair and handing him off to someone at his home with little to no conversation.

23. Ms. Averick was on Route 4 and told the driver she intended to get off at HEB. As they approached HEB, Ms. Averick mentioned she had changed her mind and would instead get off at the pawn shop. The driver then lost her temper and started yelling at Ms. Averick, saying, "This is where you said you were going to get off, so get off!" The driver continued to embarrass and belittle her.

Ms. Averick would appreciate a call back.

a. We truly apologize for this type of behavior operator will be removed and taking through customer service retraining.

24. The gentleman boarded the Route 65 at 10:44am at Compton & Waldron. The driver took off quickly before the man sat down. When she abruptly took off, he fell into a seat. She continued to drive fast and aggressively.

a. Good Afternoon

After viewing the video, it shows the driver pulling up to Compton & Waldron and passenger boarding vehicle. Driver did pull off a late early before passenger could completed set down. Driver will be retraining on waiting until all passengers are completed seated before driving off.

25. Ms. Saldania is not only upset that her B-Line pickup was 52 minutes late, but also because when it finally arrived, it had no air conditioning. She stated that as an 80-year-

old woman, being subjected to such heat is dangerous, both from waiting outside and from being in a bus with no airflow and no AC. She would like to know why the RTA allows a vehicle without air conditioning to leave the bus yard during the summer.

- a. She was scheduled for a 1518 the driver arrived at 1537. Operator stated that the air was working but they wanted the air to be really cold like in the 60's. Air was working it just wasn't turned down to 60 it was at 72.
26. Calling on behalf of Jonathan Cumpian again 5/15/24 he had to call multiple times and the bus was 1 1/2 hour late Have not heard anything since our other complaints
 - a. I do apologize but it shows that Jonathan trip was canceled on 5/12. A same day was created for at 1554 when a call was received about him. Trip was scheduled for 1632 operator arrived at 1646 and he was dropped off at 1720.
27. Mrs. Garcia says that the driver is too friendly with her companion and her. She doesn't appreciate the jokes and friendliness. The customer doesn't want to be pair with this operator.
 - a. After review of the video the operator was not displaying any inappropriate behavior. All operators have been encouraged to be welcoming and inviting to all riders. The operator was joking with the companion upon pick up but didn't say anything else until drop off.
28. I have a 12:45 return on Mondays and Wednesdays. Today the bus didn't come for me until 1:29.
 - a. We apologize for the tardiness on this day in question. The original operator for the route had a vehicle issue and we had to find another operator to be able to transport which in return caused him to be about 15 minutes late.
29. Prissy, an employee at a doctor's office, called on behalf of herself and a patient, Maria Garcia. She reported that Ms. Garcia had scheduled an early pick-up at around 1:30 PM following a 30-minute appointment. However, the ride did not arrive until 4:25 PM, 25 minutes after the office had closed. Prissy stayed with Ms. Garcia to ensure she wasn't alone and waiting in the heat. She was particularly concerned that the dispatcher repeatedly told Ms. Garcia that the driver was only 10 minutes away, despite the lengthy wait.
 - a. Please accept our apologies. The operator deviated on route so it was showing the dispatcher that the driver was 10 minutes away but due to the deviation it cause the operator to be later. Operator was coached on the importance of not deviating and following the route accordingly.
30. The parent is informing that her son was left at the entrance of Texas A&M instead of the normal drop off. The time of the pick up was at 7:50 am, she could not provide a drop off time.
 - a. Operator stated that he followed the notes to drop off the rider. The notes state "Right on Island Dr., Left on Oso Dr. / Drop-off on Left side of building by the garage/DO NOT BLOCK STOP SIGN"
31. I was riding with a friend around 11am on 5/7/2024 on Bus [#3060](#), Route [#12](#). We wanted to get off at the Leopard & Carizzo stop. We were told that the [#12](#) does not stop at Leopard & Carizzo, nor does it stop at the Leopard & Tanachua stop, but when the stops are announced, those 2 stops are on the list of stops that the [#12](#) makes. If the [#12](#) does not stop at those stops, then it needs to be taken off of the stop list. Also, we tried to catch the bus at the Staples St Transit Station at 12pm & my friend is in a wheelchair, but because the driver came after the bus was already filled up, we were told that we had to wait for the next bus. It was the same bus an hour later.

- a. We do apologize but it does seem that the route 12 was not servicing those stops due to construction of the operator not being able service the stop.

Conclusion

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

- ❑ 2.51 passengers per hour
- ❑ 85.14% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for May 2024 at 29,564.0 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: July 5, 2024

SUBJECT: B-Line Report for June 2024

- ❑ Ridership for the month of June 2024 was 14,629 compared to 15,238 for June 2023, which equates to 609 less trips representing a 4.00% **decrease**.

- ❑ Ridership for YTD 2024 was 96,001 representing a 9.23% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
87,871	96,001	8,110	9.23%

Service Standards

- ❑ Productivity: 2.38 PPH (Passengers per hour) June 2024, contract standard is 2.50

- ❑ On Time Performance: 90.63% on time performance for June 2024

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

- ❑ 1,272 trips out of 13,582 trips (9.37%) did not meet the standard for on time performance in June 2024. Of that number:
 - 1,233 were < 30 minutes late.
 - 37 were > 30 minutes late.
 - 2 were > 60 minutes late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 190,253.5 miles with 9 road calls that equates to 21,139.3 miles between road calls for June 2024. MV did exceed the minimum standard of 12,250 miles between road calls for June 2024.

Wheelchair Boarding's and associated statistics

For the month of June 2024, there were:

- 9,612 - ambulatory passengers
- 4,052 - wheelchair boarding's
- 793 - personal care attendants (AM)
- 163 – companions
- 9 - animals

Other Service statistics

There were 9 complaints and 2 commendation **Customer Assistance Forms** recorded for June 2024:

1. The customer explained that she reached 93 flex for a pick up around 7:30 Saturday at Walmart stop. She was told by the female operator that if she call again she will not pick her up. She believe that the operator name is Sherryl, she is very rude and was yelling at her.
 - a. Operator brought this to management attention about the times. She has been spoken to about the times posted online and not the times she was trained on years ago. Operator was under the impression that riders had to call before 7:30 but riders have to call by 7:35 in which this rider called at 7:32. She is aware and states she will apologize to the client herself.
2. Mrs. Coleman, a B-line rider, had a schelude pick up at 8:00pm. She and her fellow church members waited for the bus. By 9pm they realized that the bus was not coming for her and they took her home. When asked if she tried to reach the B-line for the status of her ride, she said that they tried but could not reach anyone.
 - a. After review of Mrs. Coleman trip is shows that the operator arrived at 19:59 and waited for 10 minutes before departing the location. Avl shows driver on location waiting for the rider.
3. Route 65, 8:45 am bus on 6/10 2024. I understand they need a break but they shouldn't be chatting while the departure well passes and they're not paying attention. The bus took off late because they were too busy talking to their friend. Almost 15 minutes past departure. Hire somebody else who actually does their job.
 - a. WE apologize for this inconvenience operator has been spoken to about being mindful of time when at any location. Making sure to leave on time to get all riders to there destination on time
4. Mr. James Black is complaining about Route 3 Operator's behavior. He describes the incident as follow: Mr. Black left the bus at stop 8030. A few steps later he saw an elderly man in a wheelchair heading towards the unit. He then run towards the door to let the driver know at what the operator responded with rude gestures and a very aggressive behavior. Mr. Black described the gestures as menacing and "flicking him off". He explained that he wanted to help the elderly man since is really hot out there.
 - a. We apologize for the behavior dispalyed by this operator. Operator stated that he did not see the older gentlemen thats why he was leaving. When the Mr. Black banged on the window it startled him which caused him to say hey why are you banging. Words were exchanged between both parties. Operator was removed from service until further notice pending discipline determination.
5. Mr. Mata, a B-Line rider, is upset with today's driver. After dialysis, he and other riders waited for their pickups. When a bus arrived, instead of informing them directly, the driver honked the horn. This led to confusion, with one rider going outside only to be denied entry. Once back in the building they announced who the bus was for. Mr. Cruz Mata requests a callback at 361-903-8570.
 - a. We apologize for this mishap. Operator was told to let someone know or at least call out names for the riders she is there to pick up. She stated that when she used to do that the staff at the location would get upset and told her to honk so someone would come outside. We have spoken to the center to let them know

the operators will be saying the riders name if no one is at the front so there is no confusion.

6. Ms. Gonzalez had a pickup scheduled for this morning at 9:22 a.m. She even called early this morning and spoke to Rosie in dispatch, who confirmed the pickup time. When the bus hadn't arrived by 9:50 a.m., she called again and spoke to someone else, who told her that her pickup was actually scheduled for tomorrow, June 6, 2024, at 9:22 a.m. She would appreciate a call back at 361-724-2557.
 - a. After review of the called client stated to book for the 6th which is what the agent booked for. All agents have been told to make sure to say the day and date to make sure it's correct so we will not have any issue of this sort in the future.
7. Ms. Rose Marie Gagnon was picked up at 4444 Corona and when she got on the B Line there were three special needs individuals. She wanted to let us know that the operator was very engaged with the individuals and treated them with respect. She said the driver's name was Luis.
 - a. Great job Louis Santos
8. At drop off, Mr. Box asked his driver, Ray Marroquin, if he could pull up to his neighbor's driveway because it is less steep, and Ray complied. Ray then left the vehicle to move the trash can out of the way so he could move closer to the curb for Mr. Box to exit the vehicle. Ray then assisted Mr. Box off the bus and asked if he needed assistance to walk up the driveway.
 - a. Good Job
9. Ms. Laurie Greenwood was pulling out of 3040 SPID when the bus was exiting off the freeway at Flour Bluff Drive. The bus almost hit a car that was in front of her. She honked her horn to warn the other driver and to make the bus aware of what was about to happen. Ms. Greenwood ended up passing the bus and other car up. The bus caught up to her and started honking their horn and looking at her. 361-959-7217
 - a. Driver was observed exiting SPID and adverse vehicle was going to pull out of a parking lot in front of him. Adverse vehicle caught up to our driver and honk their horn driver apply by honking his horn. Driver was spoken to about being courteous to other drivers.
10. Ms. Celina Lopez was picked up by her B-Line driver at 3:50 pm from her dialysis appointment. The driver did not strap her in correctly, and when her wheelchair started moving around, she asked the driver to please help and correct the issue. The driver ignored her request and continued driving until she fell out of her chair. The driver then returned to the dialysis center to get the workers there to help put Ms. Lopez back in her wheelchair. Once she was placed back in her chair and the bus was back on the road, Ms. Lopez fell out of her chair again. Only then did the driver call dispatch to request medical assistance to help put her back in her chair. Finally, Ms. Lopez arrived home. Her children, who live with her and are her emergency contacts, were upset because they were not informed of the incidents and only found out what happened once she got home. They demand a call back to discuss the incidents and want to know why they were not contacted. 281-662-1787 361-426-1720
 - a. Spoke with the client Daughter in law and explained that the road supervisor spoke with the client son when the driver dropped his mother off, and she explained that his mother stated to the driver that she was slipping out of her chair when she picked her up from dialysis. Driver stopped immediately pulled over and readjusted her seatbelt. Ms. Lopez did not slide out of chair. But as the driver continued to driving M. Lopez stated again that she was slipped out of

chair. Driver was not far from dialysis so she turned around and went back to dialysis for help. When she went into dialysis for help and came out with two assistance, Ms. Lopez had slide to the floor. The assistance helps to get Ms. Lopez back into her seat and the driver put her seatbelt back on and begin to take her home when Ms. Lopez state again that she was slipping out of her chair. Driver pulled over and called dispatch to call for EMS to help her back into her chair. EMS arrived and helped her back into her chair and she continued to take her home. Driver stated that she asked her many times are you hurt which she responded no.

11. Ms. Elida Garcia-Jordan got picked up from HEB on Port and got dropped at Sulaine around 11:40am. Ms. Garcia-Jordan is vision impaired and uses a walking cane. She just finished shopping at HEB and asked the driver to help her take down her basket of groceries. He did and left them on the street not sidewalk. She also needed to hold on to his arm to go down the ramp which he did. Her daughter who is her care attendant had surgery and was unable to join her mom today but was waiting on the sidewalk when she got home. The operator would not help her get to her daughter but instead told her that her and her daughter are the worst people he ever met. She is hurt and disappointed that someone would say that to her. She has not had a bad experience with the b line until now. She would like a call back at 361-906-8287
 - a. After speaking with the operator he stated that Ms. Garcia-Jordan told him he had to take her groceries to her house. He assisted Ms. Jordan to the sidewalk where her daughter was and turned around, not sure which one it was that yelled out bring the groceries in the house. He told them that he could leave them on the sidewalk. They didn't like his response and became upset which made him upset. He did state "this is the worst we have rules for a reason and people want us to break them". Operator was pulled to be coached on the importance of remaining professional and to report incidents that happen on the bus or near it so that we can get the footage.

Conclusion

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

- 2.38 passengers per hour
- 90.63% on time performance
- Zero denial of service (as defined by FTA)
- Miles between road calls for June 2024 at 21,139.3 miles did exceed the minimum contract standard of 12,250 miles.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: August 7, 2024

SUBJECT: B-Line Report for July 2024

- ❑ Ridership for the month of July 2024 was 15,917 compared to 14,013 for July 2023, which equates to 1,904 more trips representing a 13.59% **increase**.

- ❑ Ridership for YTD 2024 was 111,918 representing a 9.85% **increase** over 2023 ridership statistics.

RIDERSHIP 2023 YTD	RIDERSHIP 2024 YTD	DIFFERENCE	% DIFFERENCE
101,884	111,918	10,034	9.85%

Service Standards

- ❑ Productivity: 2.44 PPH (Passengers per hour) July 2024, contract standard is 2.50

- ❑ On Time Performance: 89.93% on time performance for July 2024

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

- ❑ 1,496 trips out of 14,857 trips (10.07%) did not meet the standard for on time performance in July 2024. Of that number:
 - 1,449 were < 30 minutes late.
 - 43 were > 30 minutes late.
 - 4 were > 60 minutes late.
 - 0 were > 90 minutes late.

- ❑ Miles between road calls 191,771.1 miles with 8 road calls that equates to 23,971.4 miles between road calls for July 2024. MV did exceed the minimum standard of 12,250 miles between road calls for July 2024.

Wheelchair Boarding's and associated statistics

For the month of July 2024, there were:

- 10,450 - ambulatory passengers
- 4,498 - wheelchair boarding's
- 751 - personal care attendants (AM)
- 202 – companions
- 16 - animals

Other Service statistics

There were 13 complaints and commendation **Customer Assistance Forms** recorded for July 2024:

1. We received a phone call from Mrs. Glanz. She wanted to know the location of the route 3. While locating the bus we saw the unit leaving the timing point at Compton @ Waldron at 3:43pm , after that, it also left the timing point at the hospital 3:52pm and later on a left turn from Lexington Blvd to D St. Mrs. Glanz was not please with the unit leaving early and not following the route. She said this is not the first time this happen. I called RTA Customer Service while the driver was on Route 3 to the NAS Naval Station. I spoke to Ramon and he made a complaint because I was not picked up after 4:00 off of Avenue D. We both watched the driver go counter clockwise as he turned left on Avenue D and right on Crecy. The dispatcher called the driver to go back and pick me up. He did but was waiting at a Bldg 8 instead of off Avenue D. However, the driver did drive back to pick me up, but I was waiting off Ave D. He finally came to pick me up though. When I got on the bus the driver was livid about the situation. He got off the bus and went to talk to the bus driver for Route 4 (a woman). So let out all his steam with her about the schedule and having to go back to the NAS to pick me up. He was raising his voice all upset about it. I will forward you pictures of screen shots of that driver going the opposite direction on Avenue D. And how he left early from Compton/Waldron. He was not professional in his tone or actions. He told me that RTA and MV told him that he needed to drive the new route. He said that the bus stops on one side of street were taken away Avenue D. He said that that if he drive the old route, that he would get in trouble if he picked up people not at a bus stop. The question is: Why would they take the bus stops away before a new route is even started?
 - a. We apologize for the inconvenience the operator was under the impression that we don't service certain stops anymore because the bus blades were removed. Operator was spoken to and informed that we still service the area until the 15th. I'm not sure why the blade were removed.
2. Franklin Ploeg scheduled a pickup from 6317 State Hwy 361 #6210 Port Aransas on Monday 7/8 for Wednesday 7/10 @ 6:00am. The unit picked him up at 6:14 and got him to his destination at Del Mar College on 4101 Old Brownsville Rd at 8:20. He is upset that he got counted absent from his class because he was supposed to be there at 8:00am. We talked about how he could be up to 2 hours on the bus, but he still would like someone to call him back at 616-558-3195
 - a. We do apologize but due to the distance of his trip he was on the vehicle the 2 hr max. We will call Mr. Ploeg again to inform him again that he maybe on the vehicle for 2 hours.
3. Bus 3 left around 6:15 suppose leave til 6:30 After watching the playback, the Route 3 arrived at 6:10am and departed at 6:11am; should have departed at 6:30am.
 - a. Please accept our sincerest apology. After speaking with the operator he did stated that he confused this route with another route. Operator was removed and retrained on the route to make sure no further incidents as such occur.
4. A homeowner on Florida Ave. reported that at 12:43 PM, unit 3021 drove onto her lawn, leaving tire marks and possibly damaging her irrigation system. She understands that the road is closed and the bus had to find an alternate route, but driving onto someone's lawn is not acceptable. She would appreciate a call back at 361-884-9544.

- a. I tried to reach out to the homeowner on several occasions included today no answer. I will try again later on today. After trying several times to contact the homeowner by phone, I went out to the scene and notice no damage to property.
5. Mrs. Perez claims to have fallen at the exit of the unit, she explained the following: She fell at the exit of the unit. the ramp was not deployed, but she pointed that something must have been on that area that made her slip. Once she fell the operator asked if she was ok. She responded no and stayed on the floor for 10 min without help. When asked if the operator was on radio calling for help she could not confirm or deny. She ended up leaving the unit on her own foot, hurt, and the unit stayed there still. She went yesterday night to the E.R. (07/23/24). Customer lacks a phone and provided her friends Pablo to be contacted.
 - a. Good afternoon after viewing video, it showed no one getting on or off the vehicle at that particular stop on that date or time.
6. Sharon got on the bus around 4:30 PM. She was continuously harassed by Adam, the driver. He would loudly yell at her, demanding to know where she was getting off, insisting that he had to know. He humiliated her in front of everyone. It even reached a point where, every time they approached a stop, he would repeatedly yell at her, asking if she was getting off. He then threatened to ban her from the buses, and when she tried to respond, he yelled, "I don't want to hear anything you have to say. I don't want to hear anything from you."
 - a. We apologize but after talking to the operator and looking at some videos of him on the bus with other rides as well. The operator states that he speaks loudly so that he is heard clearly. He did state that he was not trying to embarrass her but he wanted to make sure he gets her to the correct stop. Operator was informed that if a rider does not want to til you there stop they don't have to. Just listen for the stop request unless they are being picked up from a now flex stop.
7. Rodney was waiting for Route 3 at bus stop 8030 around 2:04 PM today. He said the bus approached but passed by without stopping.
 - a. Please accept our sincerst apology. All operators have been informed to make sure to scan the area to make sure no one is not trying to make it to the stop. They have also been told to tap the horn to alert riders not paying attention at the stop that they are there.
8. Mrs Glanz claims that route 3 is leaving late from comptom/waldrom. As an example she affirms, that the bus departed 5 min late because the driver was on her phone and again this evening at 04:07pm. She said that this route keeps departing late for no apparent reason.
 - a. We have spoken with the operator so that she understands taking a phone call is not important when we have a time schedule to keep. She understands and states it will not happen again.
9. A passenger called to report that bus route 28, unit 3059, passed him and five others at bus stop 1337 at 11:34 AM.
 - a. Please accept our sincerest apology that operator has been removed from route.

10. RT 24 Southside Station The bus drove up at 9:09 and he stood at the bus door, but the driver did not open the door. He decided to sit down and wait. The driver never opens the door but just drove off at 9:15. Aaron Flemmings 361-261-9396
 - a. After review of the video for bus 3064 on July 16th, we see the driver pull up to the station and wait. It doesn't show anyone come up to the bus or anyone trying to wave down the bus. Not sure if the dates are incorrect but on July 16th operator doesn't appear to leave anyone behind.
11. The customer explained that lately the buses going to Port Aransas do not have AC working. The last one was the 65 coming from Port Aransas at 4:43pm
 - a. After speaking with the operator and the maintenance team it does not appear that the bus that went out on this date had any issues.
12. David Maldonado along with 6 other people were waiting for RT 28 at Leopard @ Lancaster. The bus let 2 people off and looked at the people waiting and drove off.
 - a. We do apologize for this inconvenience that bus was ending her shift and another bus was coming behind her. She should have explained that to the riders so they would be in the know. WE have spoken to this operator making sure she understands that she has to communicate with the rides so that they know what's going on.
13. Mr. Overton and another passenger were waiting at bus stop 477 at Building 8 on NAS. They had been waiting since 3:30 PM, but the bus never showed up. After reviewing the replay, it was clear that unit 3061 on route 51 did not service Building 8 or any of the subsequent stops. Instead, it went down Avenue C to 2nd Street, then down 1st Street all the way back to Lexington to exit the NAS. By doing this, eight bus stops were bypassed, leaving the NAS passengers stranded.
 - a. After reviewing the video and speaking with the operator that driver did go the wrong way. Once it was noticed a supervisor went back by the stops to make sure no one was there waiting. This operator was retrained on the way the routes are supposed to run.

Conclusion

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

- ❑ 2.44 passengers per hour
- ❑ 89.93% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for July 2024 at 23,971.4 miles did exceed the minimum contract standard of 12,250 miles.

Road Call/Mileage Comparison for April 2024

	Total Miles Driven in April for Each Bus Type	Total Road Calls for April for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	195,046	6	6	0	4	2	2	1
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	21,209	27	27	0	10	17	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	216,254	33	33	0	14	19	2	1
MILES BETWEEN ROAD CALLS								
	15,447	Compared Total Miles with Chargeable Roadcalls						

Road Call/Mileage Comparison for May 2024

	Total Miles Driven in May for Each Bus Type	Tyotal Road Calls for May 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	186,849	42	42	0	25	17	1	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	31,583	4	4	0	3	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	218,433	46	46	0	28	18	1	0
MILES BETWEEN ROAD CALLS								
	7,801	Compared Total Miles with Chargeable Roadcalls						

Road Call/Mileage Comparison for June 2024

	Total Miles Driven in June for Each Bus Type	Total Road Calls for June 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	161,209	47	47	0	29	18	3	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	24,898	7	7	0	6	1	7	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	186,108	54	54	0	35	19	10	0
MILES BETWEEN ROAD CALLS								
	5,317	Compared Total Miles with Chargeable Roadcalls						

Road Call/Mileage Comparison for July 2024

	Total Miles Driven in July for Each Bus Type	Total Road Calls for July for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	189,957	33	33	0	20	13	3	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	32,567	15	15	0	10	5	2	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	222,525	48	48	0	30	18	5	0
MILES BETWEEN ROAD CALLS								
	7,417	Compared Total Miles with Chargeable Roadcalls						



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings

Wednesday, September 25, 2024

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, October 9, 2024

8:30 a.m.

RCAT Committee Meeting

Thursday, October 17, 2024

12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
