



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## RCAT MEETING NOTICE

**Date:** Thursday, April 17, 2025  
**Time:** 12:00 p.m.  
**Location:** CCRTA Staples Street Center  
 602 N. Staples St.  
 Corpus Christi, Texas 78401

### Board Members

Robert Box, Chair, Thomas Cronnon, Vice Chair,  
 Rhonda Alvarez, Randal Chisamore, Inez Garcia, Jeannine Leal, Christina  
 Ommani Edwardson, Terry Klinger, Neva Eileen Schubert, Dr. Jennifer Arismendi

### 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.	Unsung Hero Award	5 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for March 20, 2025.	4 minutes	Pages 1 - 5
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	Chairperson's Report a) RCAT Member Updates b) Update Meeting Calendar – June 19 <sup>th</sup> is a CCRTA Holiday	10 minutes	No Attachment
8.	RCAT Liaison Report a) 2024 Year in Review Video b) Texas Transit Association Awards & CCISD Partner in Education Award c) February 2025 Operations Report d) CEO's March Report e) Review Route Evaluation Form for May's RCAT Route 76 Downtown Shuttle Study	30 minutes	No Attachment
9.	Informational Items: a) RCAT FY2025 Calendar b) February 2025 CAF Report c) February 2025 B-Line Report d) February 2025 Operations Report Key Metrics e) February 2025 Maintenance Road Call Report f) Upcoming Events and RTA Functions g) Route Evaluation Form		Page 6 Page 7 - 11 Page 12- 20 Page 21 - 31 Page 32 Page 33 Page 34
10.	Adjournment		No Attachment
<b>Total Minutes:</b>		<b>60</b>	

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.

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

**March 20, 2025**

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**Advisory Committee Members Present:** Robert Box, Thomas Cronnon, Randal Chisamore, Rhonda Alvarez, Terry Klinger, Neva Eileen Schubert, Inez Garcia, Jeannine Leal

**Advisory Committee Members Absent:** Christina Edwardson, Dr. Jennifer Arismendi

**Board Members Present:** None

**Staff Present:** Sharon Montez, Sandra Cisneros, and Melanie Gomez

**MV Present:** Tim Van Zalen, Steve Garcia

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

**Roll Call:** Sandra Cisneros called the roll and determined a quorum was present.

**Award Presentation for Unsung Hero:** Steve Garcia has served as an operator for MV for nearly three years, operating both Paratransit and Fixed route services. He possesses a deep faith and has a profound love for Jesus. This award is being presented to Steve in recognition of his outstanding customer service. He exhibited extraordinary commitment by helping a rider safely board the B-Line bus upon noticing that the rider was unable to see the way to the bus.

**Introduction of New RCAT Member:**

Ms. Montez introduced new RCAT members: Dr. Jennifer Arismendi

**Public Comment:** None

**RCAT Meeting Minutes:**

RCAT Meeting Minutes for February 20, 2025, were approved. Motion made by Mr. Cronnon and seconded by Mr. Chisamore.

**Committee for Persons with Disabilities (CFPWD)**

Presented By: Melanie Gomez

The Committee for Persons with Disabilities (CFPWD) met on Wednesday, March 5, 2025. There was no public comment and no presentations given. The committee elected officers for Chair, Vice-Chair and Secretary. The committee nominated and a unanimous vote was made to appoint Imelda Trevino as Chair, Michelle Jones as Vice-Chair and Dr. Sonya Durrwachter as Secretary. New members Crystal Aguilar, Alejandro Benavides, Wilson Goodrich and Oscar

Camacho were introduced. There were no updates for the subcommittees, however subcommittee appointments were made to include the new members. Members were advised to meet monthly. The CCPD Parking Enforcement reported that for the month of February, 29 citations were issued for disabled parking, 2 for blocking the architectural design and 30 for blocking the sidewalk. Lisa Oliver, the Superintendent for Community Relations and Engagement, provided a list of upcoming events for the Parks and Recreation Department. Ms. Oliver advised members to visit the new website for a calendar of events. The website is [corpuschristitx.gov](http://corpuschristitx.gov). The city is also having a Summer Job Fair on March 22nd from 10am to 1pm at the Greenwood Senior Center. The committee also discussed in detail how to submit recommendations to the City Council, how to write resolutions that the committee would like to be implemented by the City Council and general information regarding the advisory committee and its mission and goals. One committee member announced an upcoming event. The event is the 3rd Annual TARS Awareness 5k. It will be held on April 11th at Waters Edge Park from 6:00pm to 8:00pm. TARS stands for Thrombocytopenia Absent Radius Syndrome, which is a rare genetic disorder. More information can be found at [tarsawarenesstexas.org](http://tarsawarenesstexas.org). The committee's next meeting will be on Wednesday, April 2nd at 3:00pm.

### **ADA Paratransit Services Presentation**

Presented By: Melanie Gomez

ADA paratransit services presentation explaining what B-Line is, what is the eligibility process, how to determine eligibility, and the different types of eligibility. Mrs. Gomez presented information on scheduling a ride with a B-Line reservationist at 361-289-5881: Monday to Friday 7 AM to 6 PM, Saturday 8 AM to 5 PM, and on Sunday 12 PM to 4 PM. All rides must be scheduled 1 to 3 days in advance. Wait Policy – Because B-Line must adhere to a schedule and serves many customers, the operator can only wait for five (5) minutes upon arrival. Window Policy – B-Line may arrive up to thirty (30) minutes after the quoted ready time. This 30-minute window allows for traffic delays and passenger delivery. Clients may call to check on their ride only after the B-Line has not arrived by the end of the 30-minute window. B-Line rates: each one-way trip Base Fare is \$1.25. Trips that begin or end outside of the service area have a surcharge of \$2.00. B-Line 31 Day Pass is \$50.00, and you may purchase a pass on the Go Pass Mobile App. Service Hours are Monday – Saturday: 5:00 a.m. to 11:00 p.m. and Sunday: 8:00 a.m. to 8:00 p.m. Cancellations: Call at least one (1) hour before the scheduled ready time to cancel a ride. Call 361-289-5881. No Shows: A no show occurs when a rider fails to board a B-Line bus within 5 minutes of the vehicle arriving during the 30-minute window or when the rider fails to cancel the trip at least one hour before their ready time. Standing Orders: Available for trips made a minimum of three times a week, to and from the same locations. Packages & Animals: Riders are allowed to carry as many bags as they can carry on their own when traveling. All pets must be in a crate. Service animals are exempt.

**Chairperson Report:**

Presented by: Robert Box

**RCAT Member Updates:**

Mr. Cronnon stated CCRTA will be getting an award from Wings of Texas for B-Line services during Candy Cane Lane, that allowed B-Line riders to enjoy the scenery during the holidays.

**Vote to adjust RCAT Fiscal Year 2025 Calendar for June 19<sup>th</sup> meeting:** The committee has agreed to think about their vote and will come back in April's meeting to give the final answer.

**Unsung Hero Nominations 2024 Q4**

Cecilia Jones was nominated for Unsung Hero 2024 Q4. Motion made by Mr. Cronnon and seconded by Ms. Leal.

**RCAT Liaison's Report:**

Presented by: Sharon Montez

**New Hires:** Facilities Maintenance had two new hires: one facilities maintenance tech 1 and one facilities maintenance tech 2. Transportation had four new hires: four Bus Operators. I.T. Department had one transfer from the Vehicle Maintenance Department: a bus operators vehicle electronics technician. Procurement had one transfer from Finance Department Accounts Payable to Buyer.

**January 2025 Operations Report:**

Passenger trips have increased slightly by 1.1%, totaling 3,159 additional rides compared to the previous year. This January saw a small difference of 779 revenue service hours, marking a 2.9% increase from last January. Revenue service miles also grew by 7,363, reflecting a 1.6% increase year-over-year. (7) Special movement events this January. The (7) January special movements included: Art Walk, Buc Commission, MLK Parade, Robstown Livestock Parade, TAMU-CC BB Game twice, and Warming Center Service between the 10<sup>th</sup> and 24<sup>th</sup>. Also, MV operated Route 94 in Port Aransas for (4) days this month (6,13,20, & 27).

January 2025 ridership is higher than January 2025 which had 283,875 rides which equates to an increase of 1.1%. January vanpool was at 9,203, up 1,778 rides, compared to last year which had 7,425. For Vanpool, (35) vehicles operated per the January 2025 invoice statement. Rural services were down compared to last month with Paisano Transit recording only 11 and REAL recorded 42 rides for a total of 53 rides for rural services. Comparing overall system ridership between 2024 and 2025 there are 3,159 more rides so far this year. Currently total ridership is up at 1.1% when compared to 2024 ridership. Cold weather adversely impacted on the ridership numbers as we have been consistently trending upward at a higher percentage rate.

## **CEO January Report:**

CCRTA provided fare-free transportation to and from warming centers and overnight shelters during the extreme weather conditions due to Winter Storm Kingston. In addition to fixed-route and paratransit services, a direct shuttle was provided from Staples Street Station to the CC Gym/Natatorium. A shuttle operated and provided expanded service hours from Route 15 bus stop at Carroll High School to the CC Gym/Natatorium. Route 34 Robstown North was available for the overnight shelter at the Robstown Community Center. Operations were in communication with the City of Corpus Christi, Nueces County, National Weather Service and local Emergency Operations Centers before, during, and after the weather event. As a result of the Winter Storm, Weekday Fixed Route Ridership decreased 13% compared to February 2024 (11,202 weekday average). Maintenance and MV Transportation continue to work with Arboc and Model 1 to complete the production of six units with the new CCRTA paint colors and branding. CCRTA hosted a ribbon-cutting ceremony for the new VA Clinic Bus Stop on SPID & West Point on Feb. 14<sup>th</sup>. Bus Stop #3000 began service via Route 16 at 12:00pm on Feb. 14<sup>th</sup>. Board Chair, Deputy CEO, and CEO attended the U.S. Economic Development Administration's (EDA) groundbreaking of a 14.5-acre industrial park and transportation hub in Kleberg County; the South West Transit Association (SWTA) Conference in Tucson, AZ and met with FTA Region 6, attended TTA's Board of Directors Meeting and TTA Legislative Day on Feb. 25<sup>th</sup>. Deputy CEO attended TEX-21 Legislative Day in Austin on Feb. 27<sup>th</sup>. Turner/Ramirez met with the CEO and staff to discuss design elements of the New CCRTA Maintenance Facility. Architectural team will now start design development as the next design phase. The CEO was invited to serve on the Tarleton State University's newly established MPA Program Advisory Board. Welcomed Leadership Corpus Christi as they held their Annual City/County Session here in our Boardroom. Port of Corpus Christi held their monthly Port Commissioner's Meeting here at our facilities on Feb. 18<sup>th</sup>. Transportation assisted 40 CCISD students and teachers learning to ride the bus from Veterans Memorial High School to the Center for the Deaf and Hard of Hearing on Route 26. CCRTA hosted 50 A/V and graphic design students from Ray, Moody, and King HS for a tour of both facilities. The tour is part of CCRTA's collaboration with CCISD's Center for Technology and Education Department. The students will develop content for commercials, social media, and other messaging as part of their classroom curriculum. Chair Granado, Secretary Allison, Director Coleman, Director Muñoz, and RTA leadership traveled to Austin, where the Texas House recognized Feb. 11<sup>th</sup> as Corpus Christi Regional Transportation Authority (CCRTA) Day at the State Capitol. Also participated in the Chamber's Coastal Bend Legislative Day CB to ATX on Feb. 12<sup>th</sup>. Board Chair, Members of the Legislative Committee, RTA leadership, and Philip Ramirez (Turner Ramirez Architects) traveled to Washington, D.C. to meet with Legislators to discuss CCRTA's Legislative Initiatives. CCRTA employees celebrated National Wear Red Day promoted by the American Heart Association to

increase cardiovascular disease awareness (Feb. 7<sup>th</sup>). CCRTA celebrated Valentine's Day by passing out themed goodie bags to all employees (Feb. 14<sup>th</sup>). Nine Bus Operator Information Sessions were held, which included health insurance updates, safety topics, and other operational updates. Community Focus: Transportation services provided for Texas A&M Corpus Christi, including five basketball and seven baseball games, Transportation provided for Buc Days Leadership Committee to tour NAS-CC and CCAD facilities, Carroll HS's Literacy Night (Feb. 12<sup>th</sup>), CCRTA presented to West Oso High & Junior High students for Career Day (Feb. 13<sup>th</sup>), State of the Downtown event hosted by the Corpus Christi Downtown Management District, American Heart Association's Heart Ball (Feb. 22<sup>nd</sup>), LULAC's Distinguished Community Leaders Banquet (Feb. 27<sup>th</sup>), CHRISTUS Spohn's Community Health Needs Assessment (CHNA) Community Priorities Workgroup

**Committee Questions and Concerns:**

Ms. Inez Garcia stated precautions should be taken for B-Line drivers to ensure no back injuries come when having to push a wheelchair up/down the ramp. Ms. Garcia stated she has seen the drivers strain their bodies when trying to help riders.

**Adjournment:** 12:57 PM

# 2025 RCAT CALENDAR

## JANUARY

S	M	T	W	TH	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### JANUARY

14 - NS/Eligibility Appeals  
16 - RCAT

### JULY

15 - NS/Eligibility Appeals  
**No Meeting - RCAT**

## JULY

S	M	T	W	TH	F	S
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## FEBRUARY

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### FEBRUARY

18 - NS/Eligibility Appeals  
20 - RCAT

### AUGUST

19 - NS/Eligibility Appeals  
21 - RCAT

## AUGUST

S	M	T	W	TH	F	S
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31						

## MARCH

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30	31					

### MARCH

18 - NS/Eligibility Appeals  
20 - RCAT

### SEPTEMBER

16 - NS/Eligibility Appeals  
18 - RCAT

## SEPTEMBER

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28	29	30				

## APRIL

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20	21	22	23	24	25	26
27	28	29	30			

### APRIL

15 - NS/Eligibility Appeals  
17 - RCAT

### OCTOBER

14 - NS/Eligibility Appeals  
16 - RCAT

## OCTOBER

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## MAY

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25	26	27	28	29	30	31

### MAY

13 - NS/Eligibility Appeals  
15 - RCAT

### NOVEMBER

18 - NS/Eligibility Appeals  
20 - RCAT

## NOVEMBER

S	M	T	W	TH	F	S
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23	24	25	26	27	28	29
30						

## JUNE

S	M	T	W	TH	F	S
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### JUNE

17 - NS/Eligibility Appeals  
19 - RCAT

### DECEMBER

16 - NS/Eligibility Appeals  
**No Meeting - RCAT**

## DECEMBER

S	M	T	W	TH	F	S
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

LEGEND:

NO SHOW/ELIGIBILITY

RCAT MEETING

RCAT Meetings start at 12:00 p.m.

NS/EA (No Show/Eligibility Appeals) Meetings start at 11:30 a.m.

Grants Review are *scheduled as needed*.

\* Meetings are subject to change



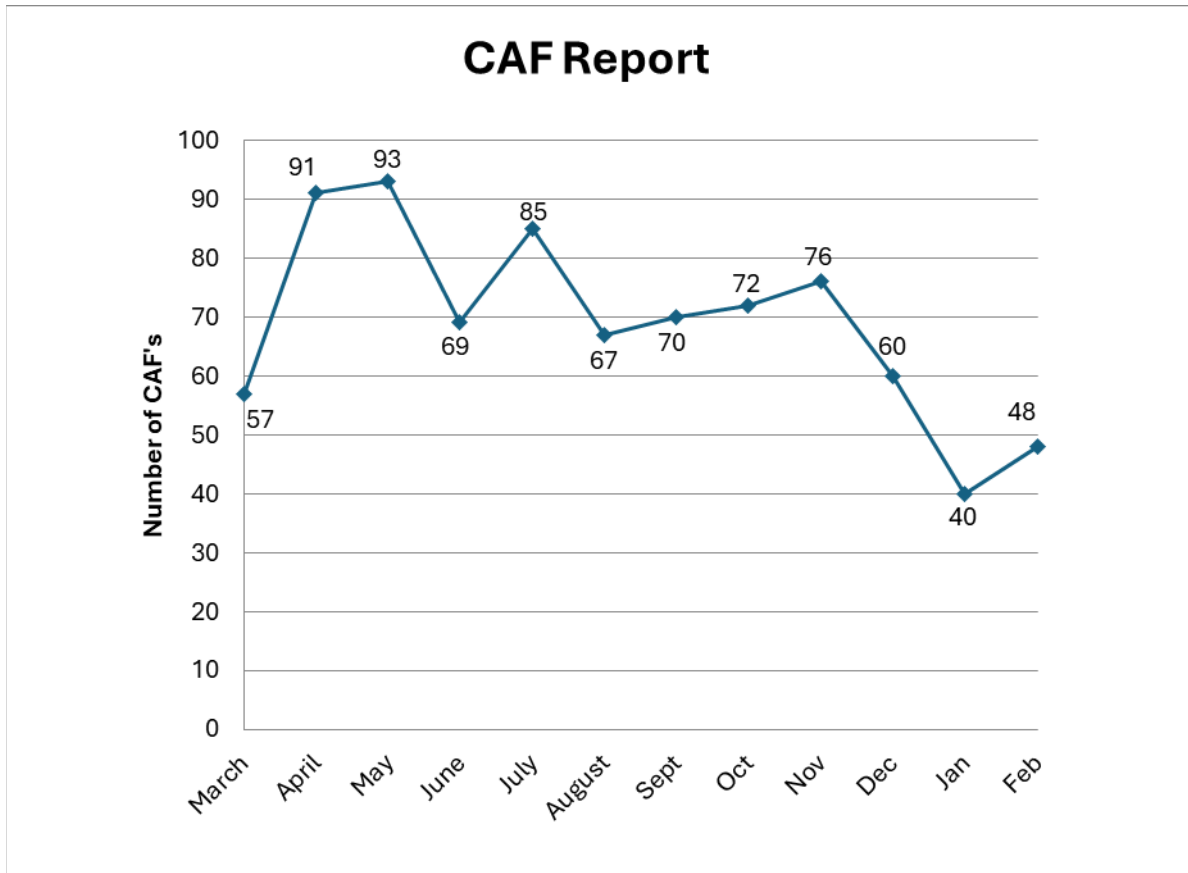
February 28, 2025

**Subject: CAF Report for February 2025**

**Customer Programs Monthly Customer Assistance Form (CAF) Report**

For February 2025, there were 48 reported CAFs which was more than the 40 reported CAFs for January 2025. The increase of 8 CAFs represents a 20% increase.

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



**February 2025 for Route Summary Report:**

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	1
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers		#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	1
#23 Molina	1	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	17
#26 Airline/Lipes	1	Transportation	
#27 Leopard	2	Service Development	
#28 Leopard /Navigation	2	Facilities/Bus Stop Needs Attention	5
#29 Staples	4	IT/Electronics	2
#32 Southside	2	Safety & Security	1
#34 Robstown North Circulator	1	Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	2
#37 Crosstown/TAMUCC	2		
		<b>TOTAL CAF's</b>	<b>48</b>

**February 2025 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA			1	1
Service Stop Issues				
Driving Issues	3	5	1	9
Customer Services				
Late/Early – No Show	2	3	3	8
Alleges Injury	1	1		2
Fare/Transfer Dispute	1	1	1	3
Heating/Cooling				
Dispute Drop-off/Pickup	1	1		2
Rude	2	3	1	6
Left Behind/Passed Up	2	3	1	6
Inappropriate Behavior				
Policy				
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue	1			1
Denial of Service				
Safety and Security	1			1
Facility Maintenance	5			5
Service Development				
Transportation (Other)				
IT/Electronics	2			2
Vehicle Maintenance				
Commendations	1	1		2
<b>TOTAL CAFs</b>	<b>22</b>	<b>18</b>	<b>8</b>	<b>48</b>

**Conclusion:**

During February 2025, CCRTA received forty-eight CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were two commendations.

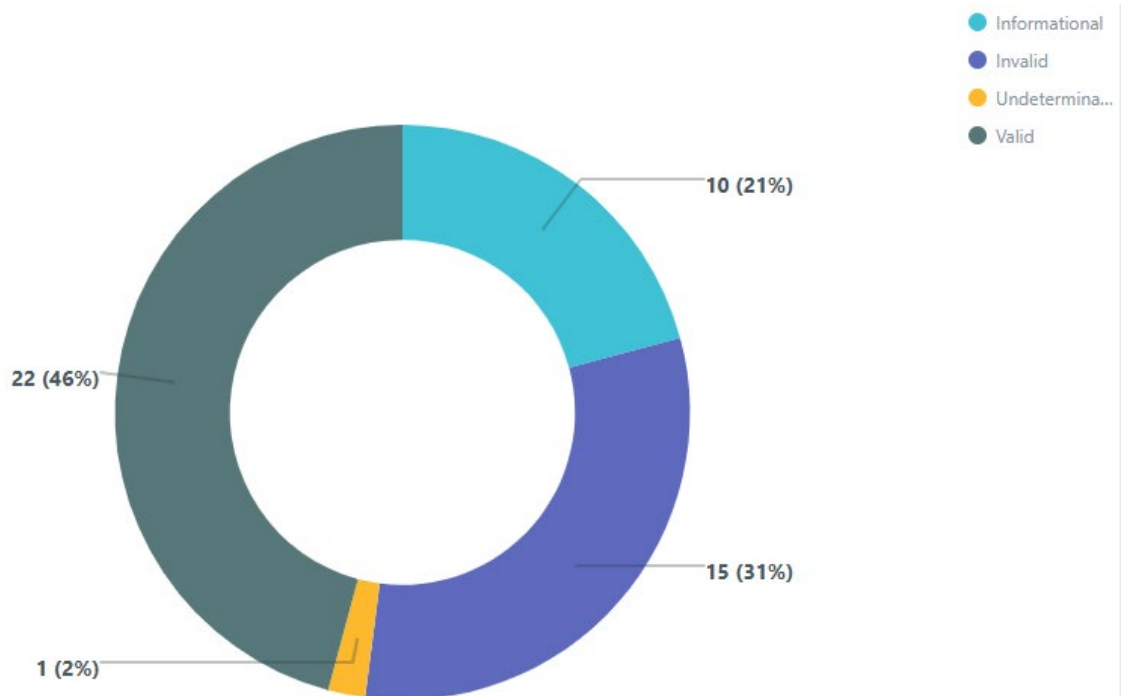
Twenty-two CAFs were received regarding CCRTA Service, representing 46% of the total customer assistance contacts; there was one commendation and eight informational CAFs.

Eighteen CAFs were received regarding B-Line Service, representing 38% of the total customer assistance contacts; there was one commendation.

Eight CAFs were received regarding Contracted Fixed Route Service representing 17% of the total customer assistance contacts; there were no commendations.

**Outcome:**

Twenty-two CAFs were found to be Valid.  
Fifteen CAFs were found to be Invalid.  
One CAF was found to be Unable to Determine.  
Ten CAFs were Informational only.



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

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of CCRTA's Operations Policy

The CCRTA documents CAFs to capture information regarding a wide range of issues from the community's perspective and point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, in-person, or letter.

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

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

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: March 6, 2025**

**SUBJECT: B-Line Report for February 2025**

- ❑ Ridership for the month of February 2025 was 15,271 compared to 15,904 for February 2024, which equates to 633 less trips representing a 3.98% **decrease**.
- ❑ Ridership for YTD 2025 was 30,320 representing an 3.60% **decrease** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
31,453	30,320	1,133	3.60%

**Service Standards**

- ❑ Productivity: 2.43 PPH (Passengers per hour) February 2025, contract standard is 2.50
- ❑ On Time Performance: 91.39% on time performance for February 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1203 trips out of 13,968 trips (8.61%) did not meet the standard for on time performance in February 2025. Of that number:
  - 1,162 were < 30 minutes late.
  - 40 were > 30 minutes late.
  - 1 were > 60 minute late.
  - 0 were > 90 minutes late.
- ❑ Miles between road calls 170,401.2 miles with 5 road calls that equates to 34,080.2 miles between road calls for February 2025. MV did exceed the minimum standard of 12,250 miles between road calls for February 2025.

**Wheelchair Boarding's and associated statistics**

For the month of February 2025, there were:

- 9,327 - ambulatory passengers
- 4,766- wheelchair boarding's
- 899 - personal care attendants (AM)
- 273 - companions
- 6 - animals

## Other Service statistics

There were 25 complaints, and 1 commendation **Customer Assistance Forms** recorded for February 2025:

1. Ms. Castro, a B-Line rider, had a scheduled pickup this morning at 7:35 AM. She stated that she was outside waiting from 7:15 AM until about 8:20 AM, but the bus never arrived. After contacting B-Line Reservations, she was informed that the bus had shown up, waited for the allotted time, and then left. Ms. Castro disputes this claim, stating that it is not true.
  - a. After reviewing the video footage it shows that the driver arrived at the location at 7:18 parked in front of the driveway so that the rider did not have to walk in the wet grass. Operator also honked the horn to let the client know she was outside. Operator watched the house to see if she seen any lights come on or anyone walking out. Client trip was a 7:20 operator waited until 7:25:35 when she departed the location. No show is valid.
  - b. -Invalid
  
2. February 3, 2025  
11:50am  
Unit 3032  
Ms. Elizondo was driving down McArdle toward an Airline. When unit 3032 pulled out to the right on McArdle causing Ms. Elizondo to slam on her breaks. She did not know the exact name of the street, but she knew it was before Bernice. The Operator had to go into the turning lane so Ms. Elizondo would not hit the bus.  
She would like a call back Amanda Elizondo 504-942-
  - a. After review of the video please accept our sincerest apology. This was a trainee driver and though she was supposed to go straight when in fact she was supposed to turn. She was counseled onboard by the trainer and also by the supervisor about the importance of being aware and double checking for other vehicles or pedestrians.
  - b. -Valid
  
3. Vincent Grajeda's mother called to file a complaint about his B-Line drop-off driver. She stated that the driver left Vincent in a random location far from his home. When Vincent informed the driver that it was not the correct location, the driver allegedly responded, "You can walk." Vincent got off the bus and became lost, forcing Ms. Grajeda to search for and locate him. His scheduled pick-up time to take him home was 3:30 PM, but due to the incident, he did not arrive home until 4:00 PM. She has requested that this driver never be assigned to transport her son again.
  - a. After reviewing the video it shows the operator pull up to a house and ask the rider which one is it. Operator could really see the numbers on one house so he looked at another realizing that it was wrong we went further down the street when he was supposed to go. After pulling up to the correct one the operator said "ok she you later". The rider said "that's my house right there " which the operator replied 'that's a nice house". Operator waited until client

was inside the gate before driver off. No where in the video footage while dropping off do you hear the operator be rude or tell the rider to walk.

b. -Valid

4. Mr. Ramon Abundiz called to let us know that he put 6.25 in the Bline fare box and was asked by the driver to call us so we could give him his change.

Bline bus [#3026](#)

Employee [#8211](#)

Please pull video to verify the information from Mr. Abundiz.

Do your B-Line Genfares have change cards? If they do, the driver can issue a change card when the passenger "overpays" The change card is then used on future trips as a pass.

I asked IT before sending this CAF and they said, "All the buses have Genfares.

Possible issues:

-The driver may not have processed the transaction appropriately.

-Money Timed out

-Hardware failure

We have no requests for Unit 3026 having issues.

Yes, the change card can be used on all genfares

- a. After review of the video for the timeframe given we don't see the board the vehicle or insert any money in to the genfare. Video was pulled from 1255 until 1:15

b. -Invalid

5. Name: Isabelle Walker

Email: [isabelle.m.walker03@gmail.com](mailto:isabelle.m.walker03@gmail.com)

Phone No. : 3619442384

Message : I was driving home the yesterday (2/5/25), when one of your busses, number 3050, swerved into traffic and cut me off, nearly hitting me in the process.

The bus was turning left, from Up River Road, onto McKenzie Road, and rather than waiting in the median, as they should've, they instead decided to swerve into the rightmost lane and almost cause an accident. I am extremely upset, and expected that your employees would better know how to drive safely but it seems I was wrong

- a. After reviewing the video it shows the driver turning left and as she is turning you see a yellow car speed up I assume to not allow the driver in. There was enough space between the two vehicles where the adverse driver did not have to slow down and was able to get over in the next lane and speed pass the bus and blow the horn.

b. Invalid

6. Via email:

I'm having an issue with getting to dialysis on time because the bus is running behind. My chair time is 6am, so when they pick me up at 6am (like they did yesterday) and then still have to go and pick someone else up, that throws off my treatment time because now I have to shorten my treatment time to make sure I don't miss the bus home. I understand there is a 30 minute grace period given to the drivers, but I think that's too much time. I think a 15 minute grace period would work much better for your riders. Corpus is not Houston or San Antonio, you can pretty much get

anywhere within 15 to 20 minutes. So, I got to dialysis, at 6:30am. More than likely they'll be shortening my treatment when I'm late.

It's just frustrating because it's not traffic and it's not the weather, so when the bus shows up empty and late, I'm just wondering what's going on? Usually when I schedule rides, I ask for 5:15 or 5:20, only because I can't get there too early because the doors aren't open and I'll have to wait outside in my wheelchair until they open (Usually 10 till 6). I think some of the frustration comes from the fact that I've been on rides for other appointments and sometimes I think the drivers don't know the city. They take a longer route than they need to. Heck, just recently my bus took me all the way down to Horne road, through the neighborhood, instead of just going down Blevins to hit Ayers and avoid all of the stop signs and twists and turns.

MV ID: 18098

You may reach out to Christine Garcia, daughter, 361-442-0691 with any questions.

- a. After review of this clients trips from 1/1/25 until 2/17/25 we have been late to 3 of the clients 16 morning trips. It would be my suggestion that she get on a standing order. As well as sometimes there are other trips that the driver have to get which cause them to go what some think is a longer route and before they arrived the other rider may have canceled. We will reach out to the rider and see if she is interested in a standing order to try and not have her late to dialysis.
  - b. -Valid
7. A wheelchair-bound passenger reported that she was on her way to Stop 243 and was only about 20 feet away when she noticed Route 24, Unit 3062, passing by. She stated that she is familiar with Route 24's schedule and knew it was not supposed to depart its time point at Del Mar College Stop 241 until 1:45 PM. However, the bus passed her stop, 243, at 1:40 PM, meaning it departed its time point approximately 5 minutes early. This caused her to miss the bus and wait an additional hour.
- a. After review of the video it shows that the driver was at stop [#239](#) which is the stop before del mar at 1:46. The driver departed stop [#239](#) at 1:47 and proceed on route to del mar college.
  - b. Invalid
8. Mr. Rodriguez's daughter and caregiver called to file a complaint about his B-Line driver dropping him off on the far opposite side of his apartment complex. She expressed concern for his safety, as he is blind and uses a walker, making it difficult for him to navigate through the entire complex. The incident occurred at 3:48 PM.
- a. Please accept our sincerest apology. The operator was following the GPS which told him he has arrived. We have counseled this operator on the importance on verifying the address when dropping off. A note will be placed on his file to say building 3249 apt 1 so the operator will drop at the correct building instead of building 3241.
  - b. Valid
9. Another driver sharing the road with unit 3023, complained on how the vehicle was being operated. driving too close to the other vehicles and speeding above 70 mph. He said that the vehicle almost rear ended his.

- a. Good morning after speaking with the operator and coaching him on maintaining a 4-5 second following distance and to always obey the speed limit. Driver is fully aware to slow down while operating a company vehicle
- b. Valid

10. 2/12/2025

Bline

Ms. Florence Castro had a pickup time of 7:20am. She called at 8:05 complaining that they were not there yet. She called the Bline call center, and they told her that it would be sometime after 8:10 before she would get picked up.

She would like to speak to someone to see how this can be fixed. She wants to be at the center before 8:30

763-954-1656

- A. We apologize for this inconvenience Ms. Castro has been placed on a standing order to ensure she gets to her destination on time. There may be sometimes that unforeseen circumstances may happen but we will try our best to get her to the destination by 8:30.
- B. Valid

11. Bus number 3063 ran a red light at 12:34 pm on February 12. He or she didn't wait for the light to turn green at Hustling Hornet Drive and Waldron. It was in the school zone. Headed Northbound

- A. Good afternoon. Operator was retrained on the danger of running a red light and to have more patience at intersections.
- B. Valid

12. Ms. Garcia reported that her 2:50 PM pickup was significantly delayed. Initially, the dispatcher told her the bus was running late and would arrive at 3:30 PM. Later, she was informed that the bus had broken down and wouldn't arrive until 4:00 PM. However, when the bus finally arrived, the driver contradicted this, stating there was no breakdown, just a delay. Ms. Garcia is frustrated by both the misinformation and the frequent lateness of her bus.

- A. Please accept our deepest apology. It seems as if the driver started running behind on his group pickup because it shows it took him 20 minutes which is longer than normal due to the daycare having an issue getting the clients out. Dispatch did try to move her to another route with no option. System put in place to reach out to the rider when the driver seems to be running 10 minutes outside the window.
- B. Valid

13. A customer came in to report that the driver of Route 28, Unit 3059, was actively telling passengers they could not board due to a broken wheelchair ramp. They expressed concern about why the bus remains in service without the issue being addressed or the unit being replaced. The passenger stated that this occurred throughout the 6:50 AM trip.

- A. Good morning Two drivers had that until for that day, AM and PM driver never contacted dispatch to report an issue with the ramp. Mechanic checked the ramp at the end of the day and found it to be working in proper condition.
  - B. Invalid
14. A passenger at Stop #1287 was waiting for Route 28 and tracking the bus. As Unit 3067 approached at 9:08 AM, she began rising from the bench. She acknowledges that she moves slowly and uses a walker but believes the bus should have at least attempted to stop instead of passing her by.
- a. After review of the video footage from 855-910 it does not appear that the driver passed anyone up. It shows that he made a stop and picked up a rider. Continuing on route then drop that rider off. No one was at the other stop up to 910.
  - b. Invalid
15. A passenger of the Robstown Park & Ride called to report that the 4:45 AM bus never arrived this morning, causing him to be late for work.
- A. Unfortunately it was week 2 which means the 4:45 bus does not run that week just the 3:45 bus..
  - B. Invalid
16. Mr Dwayne at 1710 Hemlock Pl. He described himself as a legally blind person. His complaint is due to the driver not honking. Without the sound he can not be sure that the vehicle is there to pick him up.
- a. Please accept our sincerest apology. Operator will be counseled on the importance of following the notes and providing excellent customer service.
  - b. Valid
17. Mr. Orta had a scheduled pickup at 12:20 PM, but the bus did not arrive until 12:40 PM. Once on board, he noticed that the driver repeatedly stopped in random places to chat with people. He is upset that the driver prioritized socializing over getting passengers home in a timely manner. During his trip, Mr. Orta became increasingly frustrated when the driver bypassed his nearby drop-off location and continued all the way to Gollihar. When he asked if he could be dropped off before reaching Gollihar, the driver responded with an aggressive, rude attitude. Additionally, Mr. Orta is claiming injury from an incident near Port & Agnes, where he observed other vehicles avoiding a large pothole. However, his bus driver did not attempt to slow down or maneuver around it, instead hitting the hole at full speed. He states that this caused injury to his back and leg, and he will be seeing a doctor. Mr. Orta is requesting a call back at 832-896-8273.
- A. After reviewing the video, Mr. Orta was picked up within his 30 minute window and was onboard while the operator followed his route as displayed for him with no extra stops. The operator explained the next trips to Mr. Orta to ensure him when he'd be getting dropped off. The operator did attempt to

slow down when approaching the pothole and was well below the speed limit. Mr. Orta stated he already had a bad back to the operator. The passenger also began to have aggressive threatening behavior and statements towards the operator.

B. Invalid

18. A passenger waiting at STS for Route 65, Unit 3042, saw the bus pull in with its sign displaying "Out of Service." Despite this, she proceeded to Bay E just in case, but the bus did not stop. As it circled the station, the sign changed from "Out of Service" to "Route 65." She is requesting an immediate call back at 361-350-5431.

a. We would like to apologize for any inconvenience this may have caused.

After further investigation, the operator arrived at the station at 15:31 and departed at 15:32. Though the operator did standby briefly, they were coached on timing points and reminded on no passengers left behind. The operator has apologized for the mishap and will provide a little more time to ensure the riders are able to board the unit at the start of the route.

b. Valid

19. Driver called to say bus [#3041](#) ran a red light at Up River Rd & Leopard headed towards downtown. She said the driver looked "dazed"

A. Good morning Operator stated that she through the light had changed green.

Operator was retraining on the danger of running a red traffic.

B. Valid

20. B-line [#3037](#)

2/19/25

Ms. Patricia Trahan and her brother Donald Guillory got picked up at 3325 Meadow Ridge at 9:31 am. This is their second time riding the Bline. The operator that picked them up the first day was very professional however the operator that picked them up this morning was not. She was very rude and short. When taking Mr. Guillory off the bus at the Senior Center she got to the end of the ramp, and she let him go. She did not make sure that Ms. Trahan was at her brother's side to help him. Ms. Trahan feels the driver could have been a little more compassionate.

Please call Patricia Trahan 361-549-1466

a. After speaking with the operator, they would like to apologize for this interaction. The operator stated that while dropping off the passengers, she was in a bit of a rush and failed to provide proper customer service. The operator has promised to always assist all her passengers and make sure they are safe during the entirety of the trips.

b. Valid

21. Name: Eduardo Maldonado

Email: [edmaldonado78339@aol.com](mailto:edmaldonado78339@aol.com)

Phone No. : 9563314719

Message : Hello too who this may concern I got on route 34 this morning in Robstown at 1120 and ask for a day pass and the driver gave me on a transfer which expires at 120pm doesn't a day pass expire at 11:59 tonight I didn't get no change back or nothing and I'm always riding the bus and I have never had an issue this is the first

- A. After speaking with the operator, we would like to apologize for this mishap. The operator stated they will be sure to slow down and be more cautious during the fare process to ensure everyone is charged correctly and receives the proper pass in return.
- B. Valid

22. Flex Line 93

02/24/25

11:27

Every time he asked her where the bus was she said I don't know. He said she is the only one with attitude. Everyone else is professional and polite.

He would like a call back

361-933-6557

- a. We apologize for this inconvenience. We have met with all our dispatchers and discussed the importance of professionalism while handling calls. The call taker has gone through further coaching to prevent this issue from arising again.
- b. Valid

23. Another driver called to complaint about unit 3027 turning in a straight only line almost hitting her car and the other drivers on the road. This happened at the intersection of Nile and SPID.

- A. After reviewing the footage, we would like to apologize for this incident. The operator has been pulled from service and placed in retraining.
- B. Valid

24. Mrs. Lion called commending the labor and attitude of the B-line operator by the name of Daniel. She described him as good, helpful and kind. Ultimately, she claims that he is her favorite driver. Mrs. Lion called back and said the drivers name is Damion not Daniel

- a. Thank you for the recognition of our operator. The operator, Damian, has been notified of his commendation and he stated he will continue to go forward with his excellent customer service for all passengers.

25. A customer called complaining about route 3 departing early from Compton / Waldron at 3:26pm.

- A. After reviewing the footage, the operator did depart early from the timing point of Waldron/Compton. The operator has been coached on the importance of timing points. The operator has apologized for this mistake

and stated they will be more cautious when departing timing points to better serve the passengers.

B. Valid

26. Bus number 3063 ran a red light at 12:34 pm on February 12. He or she didn't wait for the light to turn green at Hustling Hornet Drive and Waldron. It was in the school zone. Headed Northbound
  - a. Good afternoon. Operator was retrained on the danger of running a red light and to have more patience at intersections.
  - b. Valid

**Conclusion**

The contractor has met or exceeded performance standards in two of the four key areas for February 2025:

- ❑ 2.43 passengers per hour
- ❑ 91.39% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for February 2025 at 34,080.2 miles did exceed the minimum contract standard of 12,250 miles.

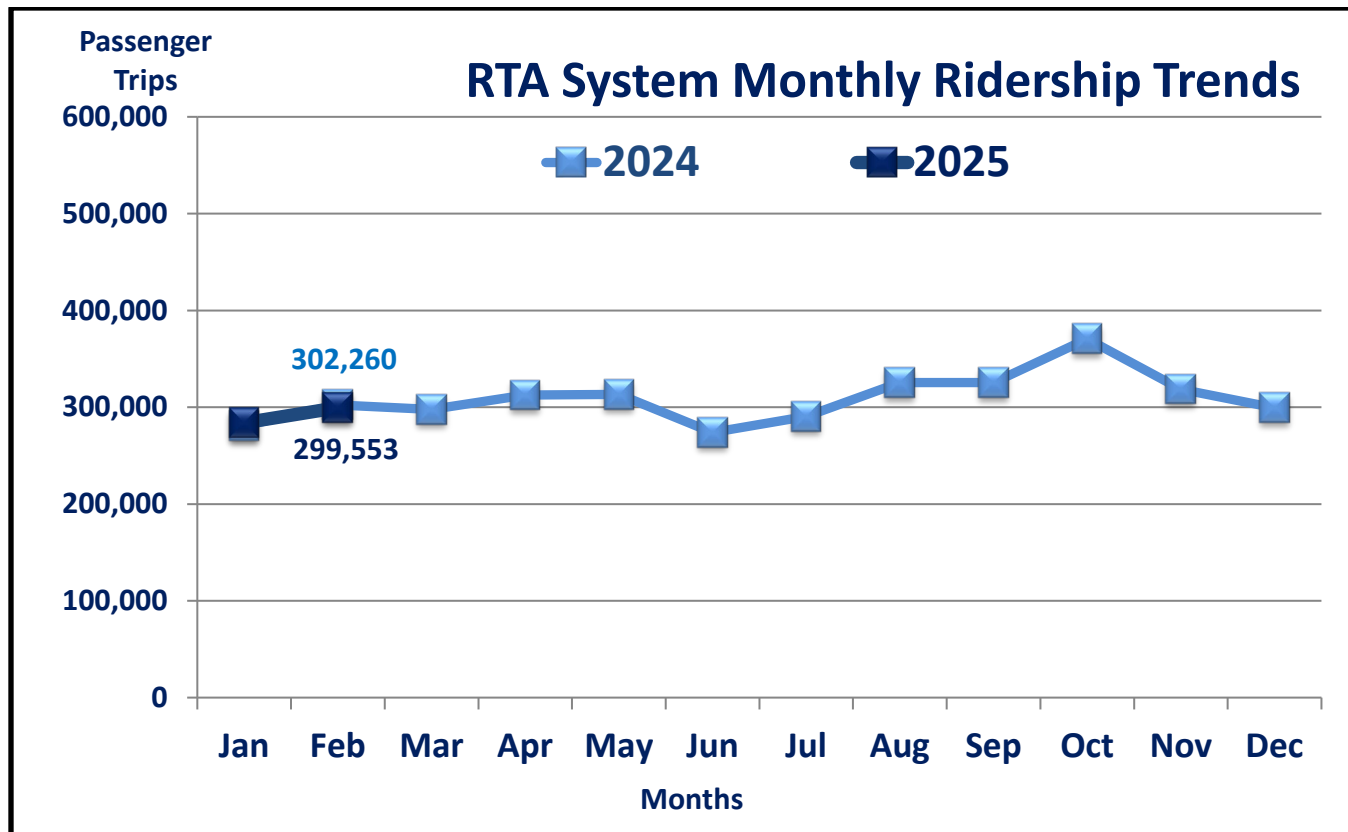
**Subject:** February 2025 Operations Report

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**

February 2025 system-wide passenger trips totaled 299,553 which represents a -0.9% decrease, compared to 302,260 passenger trips in February 2024 with 2,707 more trips provided.

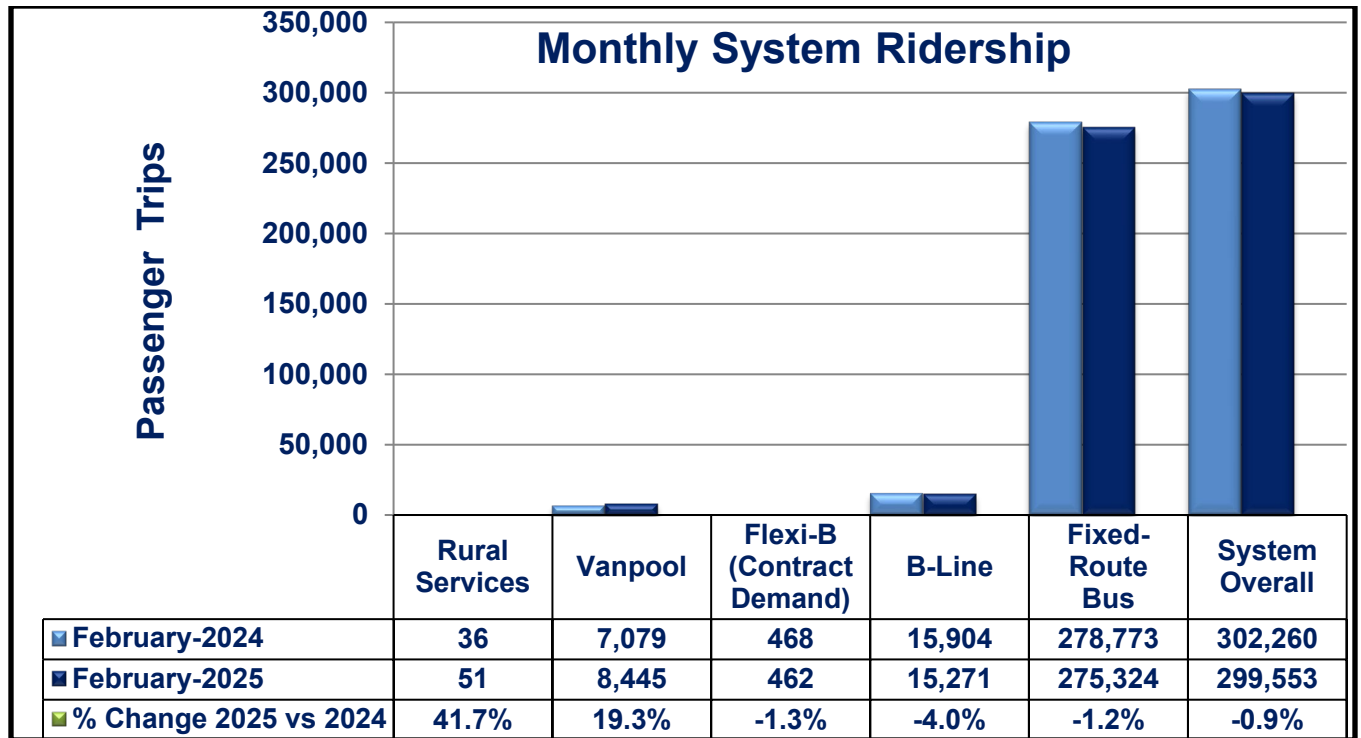


<b>February 2025</b>	<b>February 2024</b>
20 Weekdays *	21 Weekdays *
4 Saturdays	4 Saturdays
4 Sundays	4 Sundays
<b>28 Days (one day less this February)</b>	<b>29 Days</b>

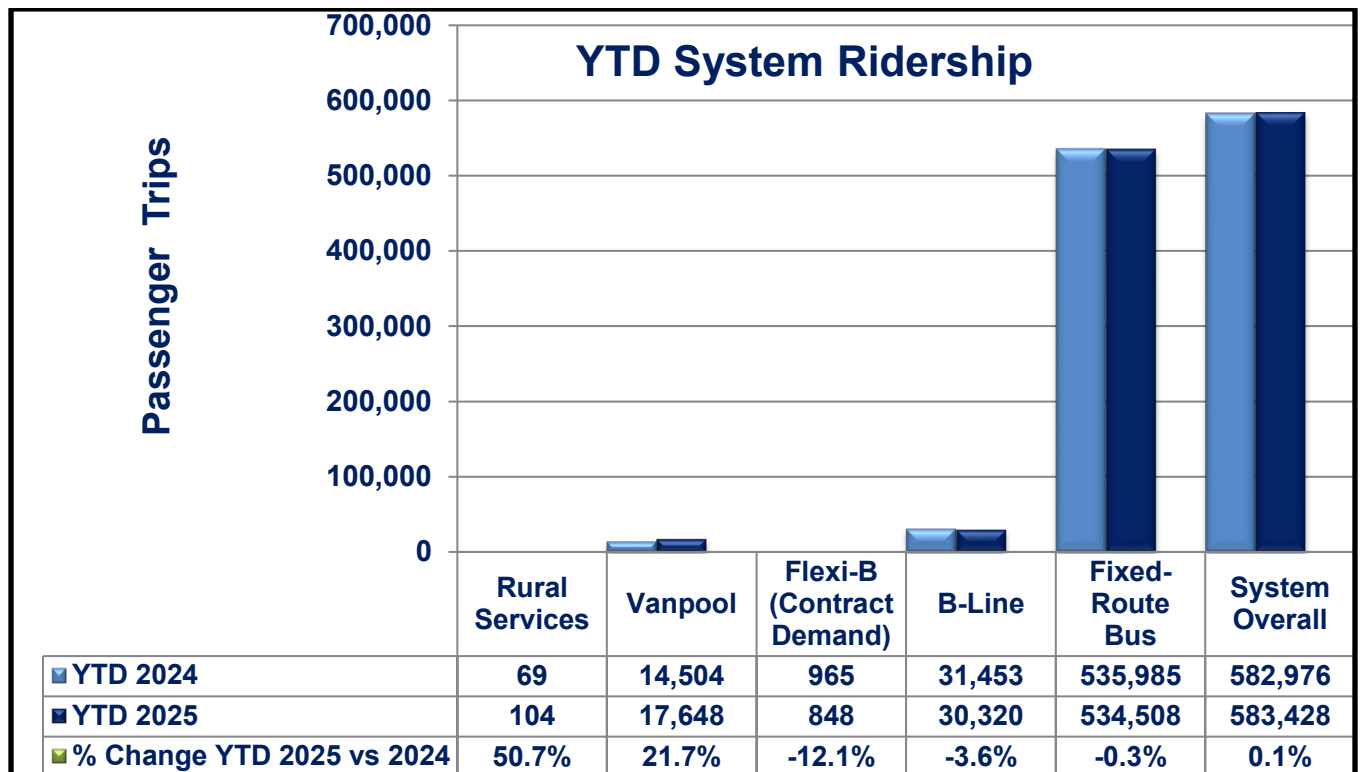
The average retail price for unleaded gas in Corpus Christi was \$2.70 per gallon compared to \$2.90 per gallon in February 2024<sup>1</sup>. February rainfall was below average at only 0.03 inches. In comparison, February 2024 recorded 1.10 inches of rainfall.<sup>2</sup> Historically, February average rainfall is 1.29 inches. The 72.3-degree average high temperature for February 2025 was slightly above the normal average temperature but there were several days in the low to mid 30's and 40's with one day as low as 27 degrees. The consistently low temperatures resulted in the activation of regional warming centers and overnight shelters. Much like rain or excessive heat, lower than normal temperatures historically have an adverse impact on ridership.

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

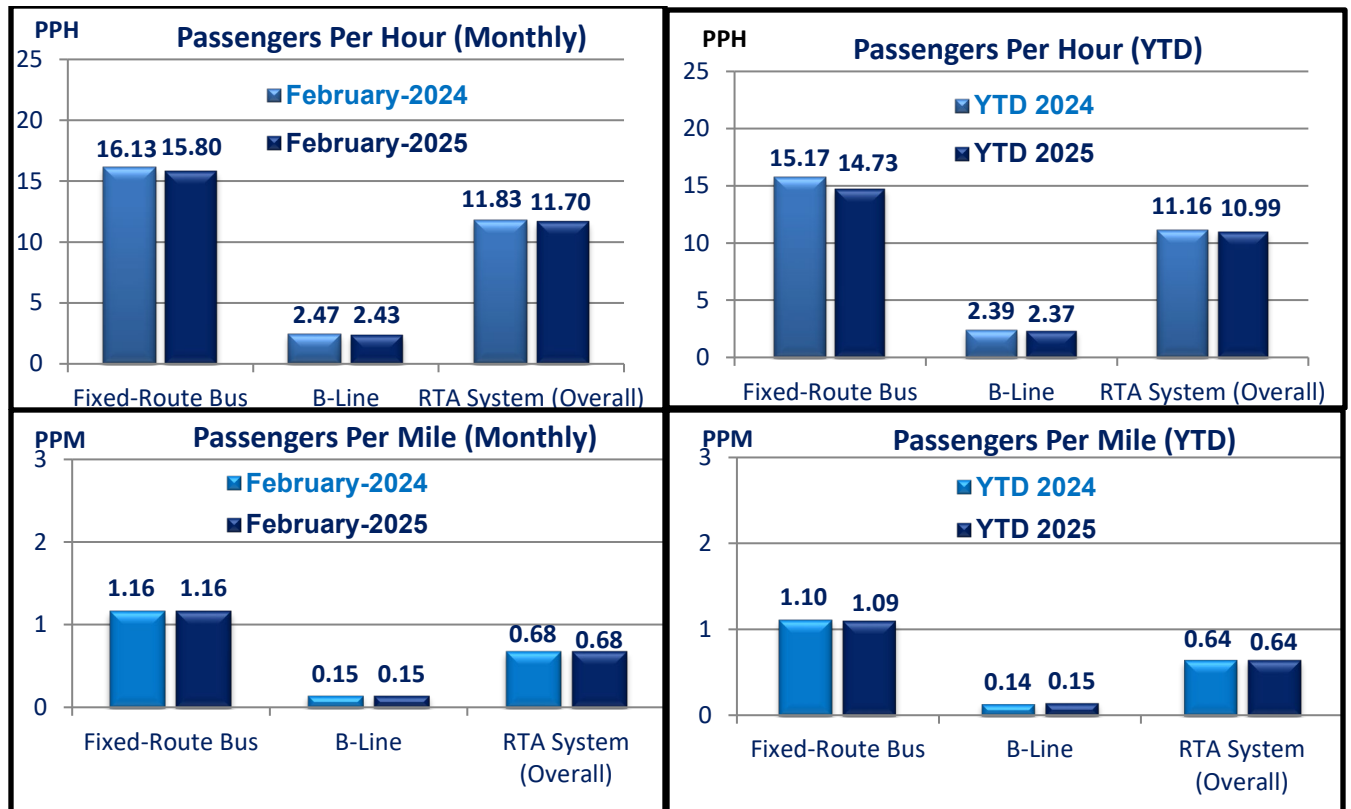
The chart below shows monthly ridership results for all services. CCRTA recorded 2,707 fewer passenger trips in February 2025 resulting in a - 0.9% decrease compared to February 2024.



The chart below shows YTD ridership results for all services. 452 more trips compared to 2024.

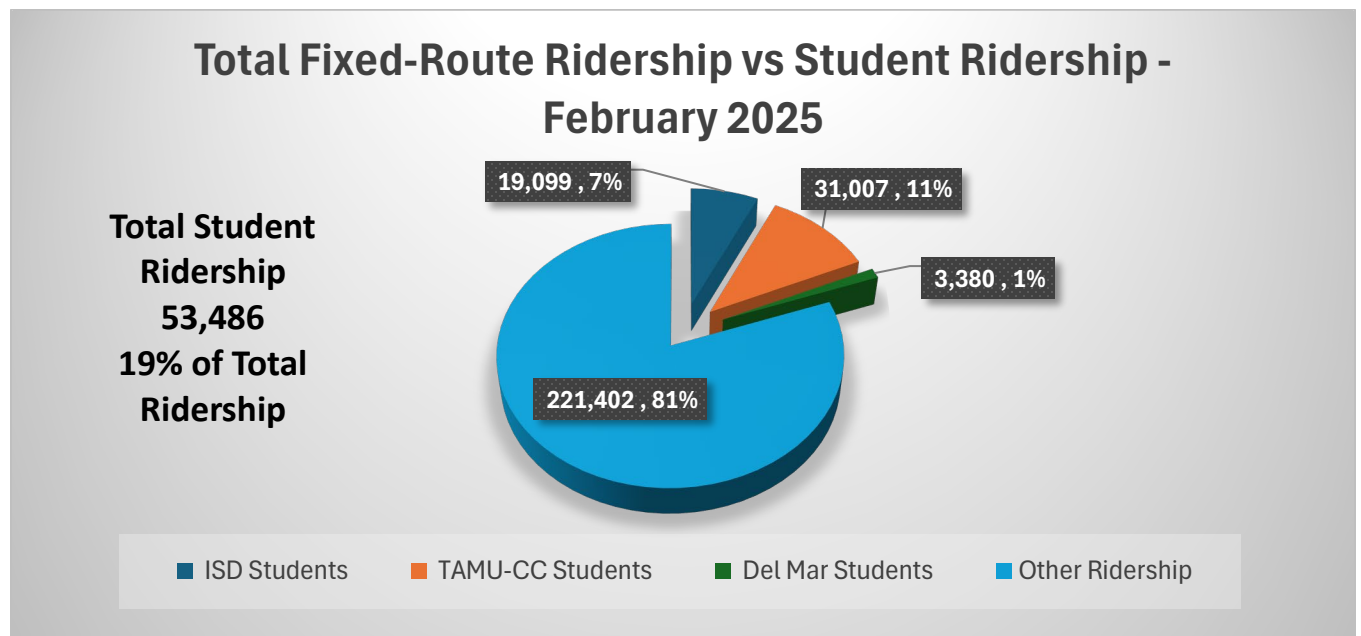


The following four charts are system-wide productivity for the month of February 2025 vs. February 2024 and YTD figures.



### Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for the month of February 2025. The total ridership number in this graph does not include special movement ridership.



**Bus Routes and Bus Stops Impacted by City of Corpus Christi and TxDOT Construction Projects**

**On Detour**

- **IH-37 @ Harbor Bridge Reconstruction:** Began May 31, 2024.
  - Route 27 Express (no stops impacted)
- **Carroll @ Gollihar (outbound only):** Began July 2024.
  - Route 17 (**2** stops impacted with traffic control plan (TCP) placement)
- **Comanche St. (Carancahua-Alameda):** Began early 2024.
  - Route 21 (**2** stops impacted)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30, 2023.
  - Route 19 (**5** stops closed) **Project to be completed late April 2025.**
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
  - Route 32 (not detoured), Route 37 (detoured) (**4** stops on Everhart now impacted, **4** closed on Alameda & **2** closed on S. Staples west of Everhart Rd.)
- **Bear Ln. (Utility Replacement):** Road repair began June 2024.
  - Route 16 (Coastal Bend Food Bank - **1** stop currently not serviceable)
- **Brownlee Blvd. (Morgan-Staples):** Began October 2024.
  - Routes 17, 19 & 83 (**2** stops impacted 7 more in future as project progresses)
- **Alameda St. (Louisiana-Texan Trail):** Work on project began Fall 2023.
  - Route 17 (**12** of 19 total stops are currently impacted)
- **Nueces Bay Blvd. (Leopard-Broadway):** Began October 2024.
  - Routes 12, 19 & 83 (**4** stops impacted)

**Detours Expected**

- **Upper/Mid./Lower Broadway: Project in design. (60%)**
  - Routes 6, 76, 78 (no stops impacted)
- **Carroll Ln. (SH-358 to Holly) Project in design. (60%)**
  - Route 15 & 17 (**4** stops may be impacted)
- **Alameda St. (Everhart-Airline): Project in design. (90%)**
  - Route 5 (**13** stops may be impacted)
- **Alameda St. (Texan Trail-Doddridge): Project in design. (90%)**
  - Route 5 (**11** stops may be impacted)
- **Park Road 22 (Compass Dr.): Project in design. (30%)**
  - Route 65 (**1** stop may be impacted)

For February 2025, 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: **12, 16, 17, 19, 21, 27(Express), 37, 78 & 83**

The total number of bus stops that were impacted or closed was **38**. For future Bond projects, the number of additional bus stops which may be impacted or closed is **29**.

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

Schedule Adherence	Standard	Nov-24	Dec-24	Jan-25	Feb-25	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	90.9%	91.7%	91.8%	92.7%	91.8%
Monthly Wheelchair Boardings	No standard	7,122	7,369	5,743	5,350	6,396
Monthly Bicycle Boardings	No standard	7,533	6,841	6,624	6,583	6,895

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

In February 2025, B-Line service performance metrics are listed below.

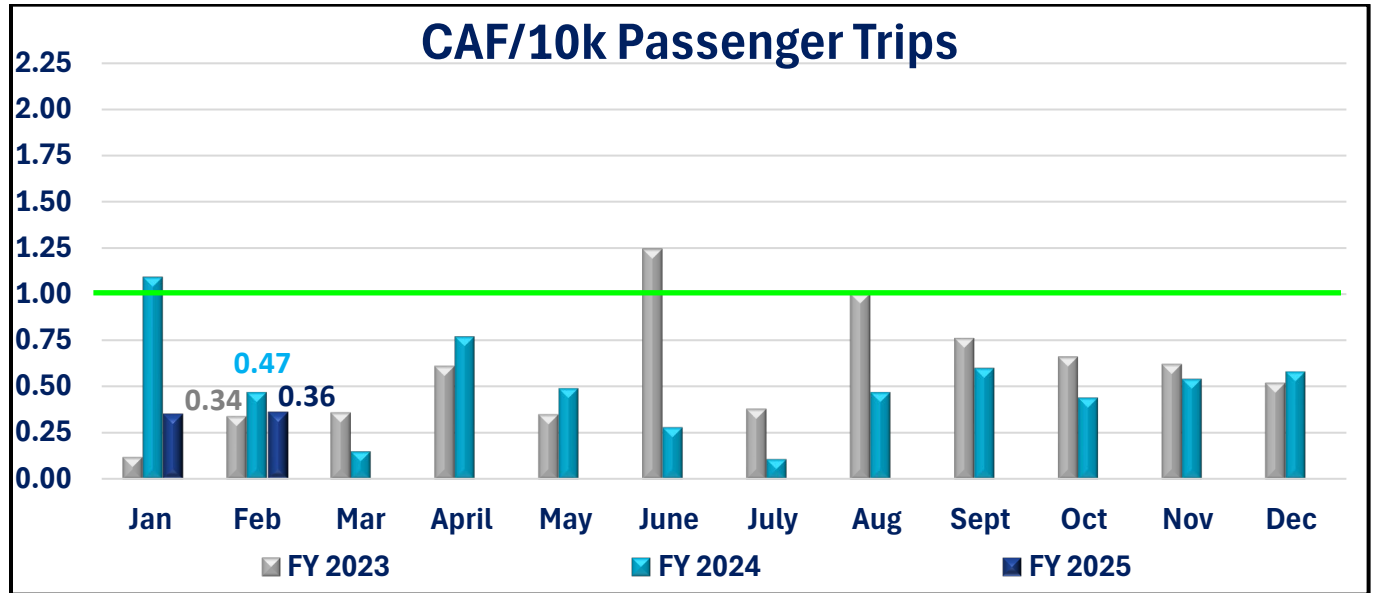
Metric	Nov-24	Dec-24	Jan-25	Feb-25	(4) Month-Ave.
Passengers per Hour	2.37	2.39	2.32	2.43	2.38
On-time Performance	90.6%	91.1%	93.5%	91.4%	91.6%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	24,780	21,682	24,455	34,080	26,249
Monthly Wheelchair Boardings	4,805	4,943	4,580	4,766	4,774

- Productivity: **2.43** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **91.4%** 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): **34,080** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,327** ambulatory boardings; **4,766** wheelchair boardings

**Customer Programs Monthly Customer Assistance Form (CAF) Report**

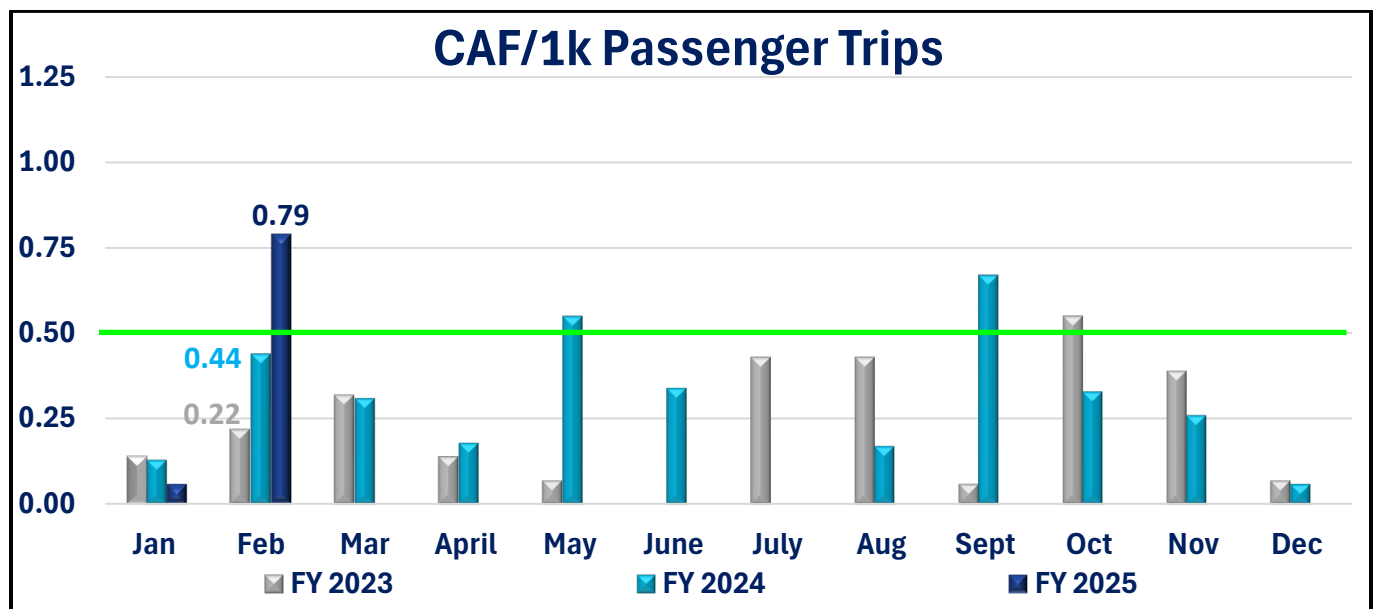
For the month of February 2025, Customer Service received and processed **48** Customer Assistance Forms (CAF's). A total of 30 or 63% were for CCRTA and Contract Fixed Route Services, of which **10** or 33% were verified as valid. This equates to approximately **0.36 CAFs per 10,000** passenger trips. There was one commendation received for Fixed Route services.

**Number of CAFs/10k for Fixed Route Services**



For the month of February 2025, Customer Service received and processed **48** Customer Assistance Forms (CAF's). A total of 18 or 38% were for B-Line Services, of which **12** or 66% were verified as valid. This equates to approximately **0.79 CAFs per 1,000** passenger trips. B-Line Services received one commendation this month.

**Number of CAFs/1k for B-Line Services**



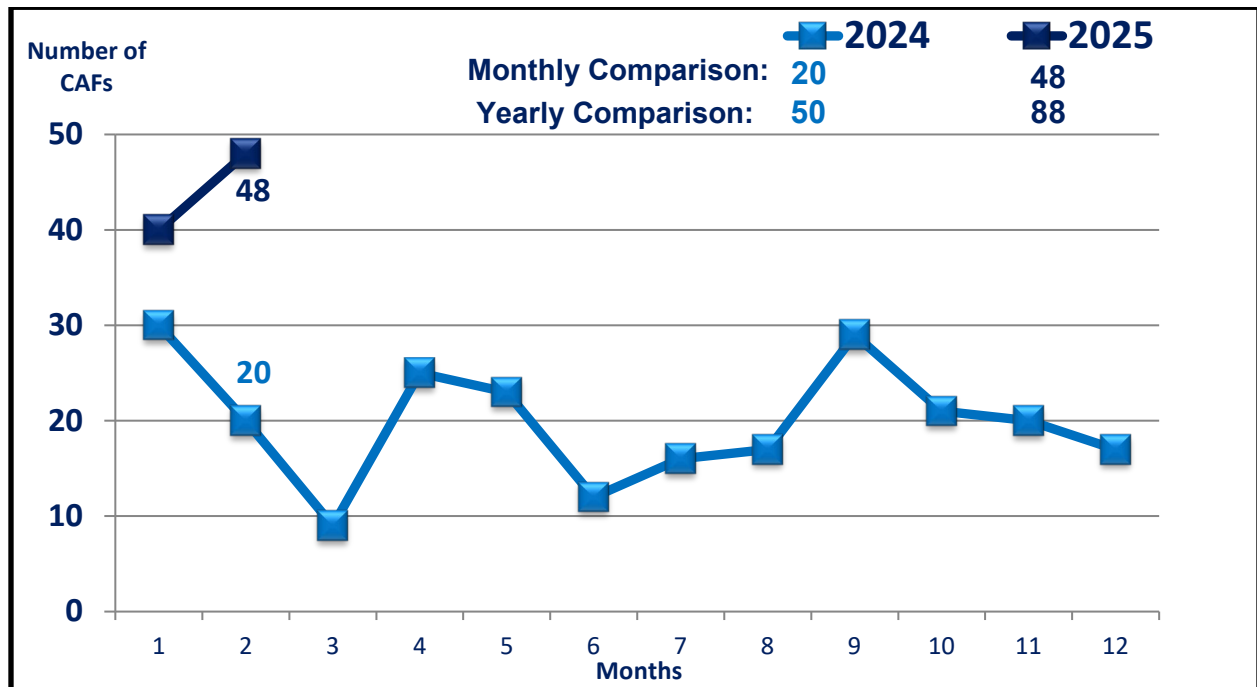
**Route Summary Report:**

<b>Route</b>	<b># of CAFs</b>	<b>Route</b>	<b># of CAFs</b>
#3 NAS Shuttle	1	#50 Calallen/NAS Ex (P&R)	1
#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		#65 Padre Island Connection	
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers		#93 Flex	1
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	1	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	17
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes	1	Service Development	
#27 Leopard	2	Facilities Maintenance/Bus Stops	5
#28 Leopard/Navigation	2	IT	2
#29 Staples	4	Safety & Security	1
#32 Southside	2	Vehicle Maintenance	
#34 Robstown North	1	Commendations	2
#35 Robstown South			
#37 Crosstown/TAMU-CC	2		
		<b>Total CAFs</b>	<b>48</b>

**Processed CAF Breakdown by Service Type:**

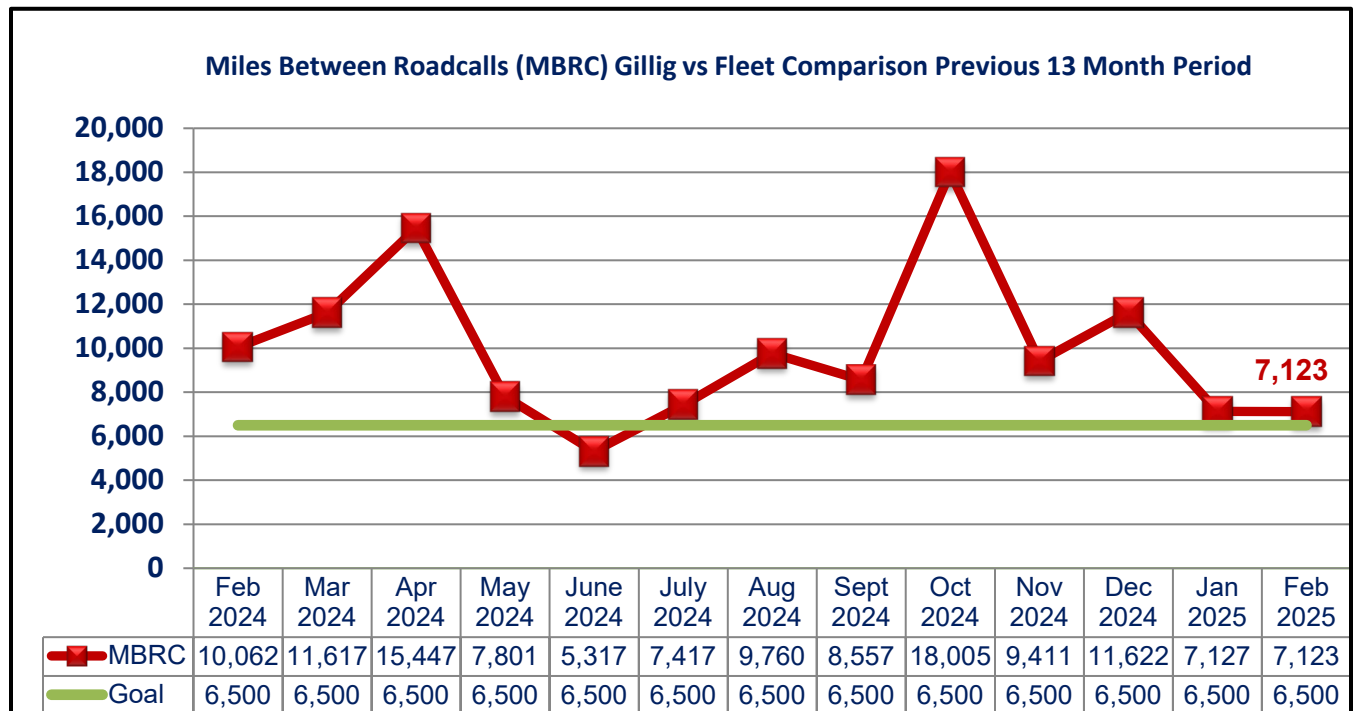
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	3	5	1	9
Customer Services				
Late/Early – No Show	2	3	3	8
Alleges Injury	1	1		2
Fare/Transfer Dispute	1	1	1	3
Heating/Cooling				
Dispute Drop-off/Pickup	1	1		2
Rude	2	3	1	6
Left Behind/Passed Up	2	3	1	6
Inappropriate Behavior				
Policy				
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie-Down Issue	1			1
Denial of Service				
Safety & Security	1			1
Facility Maintenance	5			5
Service Development				
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics	2			2
Vehicle Maintenance				
Commendations	1	1		2
<b>Total CAFs</b>				<b>48</b>

**Customer Programs Validated (CAF's) Count**



**Vehicle Maintenance Department: Miles Between Road Calls Report**

In February 2025, 7,123 miles between road calls (MBRC) were recorded as compared to 10,062 MBRC in February 2024. 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 9,944.



**Board Priority**

The Board Priorities are Public Image and Ridership.

Respectfully Submitted,

Submitted by: Liann Alfaro  
Director of Planning

Reviewed by: Gordon Robinson  
Managing Director of Operations

Final Approval by: \_\_\_\_\_  
Derrick Majchszak  
Chief Executive Officer

## Road Call/Mileage Comparison for FEBRUARY 2025

	Total Miles Driven in FEBRUARY for Each Bus Type	Tyotal Road Calls for FEBRUARY for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non- Chargeable Roadcalls	A/C	W/C
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	177,180	37	37	0	17	20	5	1
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	29,375	15	15	0	12	3	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	<b>206,556</b>	<b>52</b>	<b>52</b>	<b>0</b>	<b>29</b>	<b>23</b>	<b>5</b>	<b>1</b>
<b>MILES BETWEEN ROAD CALLS</b>								
	<b>7,123</b>	<b>Compared Total Miles with Chargeable Roadcalls</b>						



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

### MEETINGS

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CCRTA Committee Meetings

Wednesday, April 23, 2025

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, May 7, 2025

8:30 a.m.

RCAT Committee Meeting

Thursday, May 15, 2025

12:00 p.m.

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### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

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### ROUTE EVALUATION FORM

Operator # \_\_\_\_\_ Bus # \_\_\_\_\_

Route# \_\_\_\_\_ Bus Stop# \_\_\_\_\_ Weather:  Hot  Cold  Rain

What time was the bus scheduled to arrive? \_\_\_\_\_  a.m.  p.m. What time did the bus arrive? \_\_\_\_\_  a.m.  p.m.

1. Were you greeted when you boarded the bus?  Yes  No If no, comment: \_\_\_\_\_

2. Did you witness if the driver was helpful if a rider needed assistance?  Yes  No If no, comment: \_\_\_\_\_

3. Was the operator dressed professionally?  Yes  No If no, comments on appearance of driver: \_\_\_\_\_

4. Were the audible ADA announcements in a loud enough tone to be heard?  Yes  No If no, comment: \_\_\_\_\_

5. Was the quality of your ride satisfactory?  Excellent  Good  Fair  Needs Improvement

Comment: \_\_\_\_\_

6. Did the air conditioning, or heating, meet your comfort needs?  Yes  No If no, comment: \_\_\_\_\_

7. Did the wheelchair ramp function adequately if it was used?  Yes  No If no, comment: \_\_\_\_\_

8. Is the head sign in the front of the bus legible and does it display the correct route information for you to identify your specific route and bus?  Yes  No If no, comments: \_\_\_\_\_

9. Was the bus clean, were the windows clean and clear?  Yes  No If no, comment: \_\_\_\_\_

10. Did you use the GoPass App/Real Time system? If you used the system, did it work to your satisfaction?  Yes  No

Comment: \_\_\_\_\_

11. Did you experience any noise made by the bus that was excessive or discomforting?  Yes  No

If yes, comment: \_\_\_\_\_

12. Did the stop request signal device properly function for you?  Yes  No If no, comment: \_\_\_\_\_

13. Did you experience any issues with the doors upon entering or exiting the vehicle?  Yes  No

If yes, what issues? \_\_\_\_\_

14. Did the vehicle break down, or exhibit any performance issues, or experience a delay?  Yes  No  NA

If yes, what issues, comment: \_\_\_\_\_

15. Did the kneel system work satisfactorily in lowering the bus entrance?  Yes  No If no, comment: \_\_\_\_\_

16. On rainy days did you notice or experience any water leakage issues on the interior of the bus?  Yes  No  NA

If yes, comment: \_\_\_\_\_

17. Did you see any bus stops during your trip that are in need of repair?  Yes  No

If yes, comment: \_\_\_\_\_

18. Where did you exit the bus, Bus Stop # \_\_\_\_\_ Time: \_\_\_\_\_  a.m.  p.m.

Please enter any other comments you may have below or on the back of this form:

Rider Name: \_\_\_\_\_ Date: \_\_\_\_\_