



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## RCAT MEETING NOTICE

**Date:** Thursday, March 20, 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.	Awardment of Unsung Hero	5 minutes	No Attachment
3.	Introduction of New RCAT Member	10 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for February 20, 2025.	5 minutes	Pages 1 - 5
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
7.	ADA Paratransit Services Presentation	10 minutes	No Attachment
8.	Chairperson's Report	15 minutes	No Attachment
	a) RCAT Member Updates		
	b) Update Meeting Calendar – June 19 <sup>th</sup> is a CCRTA Holiday		
	c) Unsung Hero Nominations 2024 Q4		
9.	RCAT Liaison Report	30 minutes	No Attachment
	a) New Hire		
	b) January 2024 Operations Report		
	c) CEO's February Report		
10.	Informational Items:		Page 6 Page 7 - 11 Page 12 - 15 Page 16 - 26 Page 27 Page 28 Page 29-30
	a) RCAT FY2025 Calendar		
	b) January 2024 CAF Report		
	c) January 2024 B-Line Report		
	d) January 2024 Operations Report Key Metrics		
	e) January 2024 Maintenance Road Call Report		
	f) Upcoming Events and RTA Functions		
	g) Unsung Hero Nominations 2024 Q4		
11.	Adjournment		No Attachment
<b>Total Minutes:</b>		<b>91</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.



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**Time:** 12:00 p.m.

**Location:** CCRTA Staples Street Center  
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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

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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.	<b>Pledge of Allegiance</b>	1 minute	No Attachment
	➤ Please join me in the Pledge of Allegiance		
2.	<b>Roll Call – Amanda De La Cerda</b>	2 minutes	No Attachment
3.	Awardment of Unsung Hero	5 minutes	No Attachment
	➤ Presented by RCAT Chair Mr. Box to Steve Garcia.		
3.	Introduction of New RCAT Member	10 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
	➤ Amanda De La Cerda will let you know if anyone signed up to comment		
5.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for February 20, 2025.	5 minutes	Pages 1 - 5
	<ul style="list-style-type: none"> <li>➤ Is there a Motion to Approve the RCAT Minutes of October 17, 2024?</li> <li>➤ <b>I (State Name) make the motion to adopt.</b></li> <li>➤ Is there a second?</li> <li>➤ <b>I (State Name) second the motion.</b></li> <li>➤ There is a motion and a second. Any discussion?</li> <li>➤ All those in favor; all opposed.</li> <li>➤ Motion passes / fails (<i>or passes as amended</i>)</li> </ul>		Motion <input type="checkbox"/> ____ Second <input type="checkbox"/> ____ (name) Vote Pass / Fail (circle one)
6.	Committee for Persons with Disabilities (CFPWD)	5 minutes	No Attachment
	➤ Presented by Melanie Gomez		
7.	ADA Paratransit Services Presentation Presented by Melanie Gomez	10 minutes	No Attachment
8.	Chairperson's Report a) RCAT Member Updates The floor is open to share items such as community outreach, issues continually seeing and how committee can help, etc. b) Update Meeting Calendar – June 19th is a CCRTA Holiday	20 minutes	No Attachment

	c) Unsung Hero Nominations 2024 Q4		
9.	RCAT Liaison Report a) New Hire b) January 2024 Operations Report c) CEO's February Report	30 minutes	No Attachment
10.	Informational Items: a) RCAT FY2025 Calendar b) January 2024 CAF Report c) January 2024 B-Line Report d) January 2024 Operations Report Key Metrics e) January 2024 Maintenance Road Call Report f) Upcoming Events and RTA Functions g) Unsung Hero Nominations 2024 Q4		Page 6 Page 7 - 11 Page 12 - 15 Page 16 - 26 Page 27 Page 28 Page 29-30
11.	Adjournment		No Attachment
	Total	91 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**

**February 20, 2025**

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**Advisory Committee Members Present:** Robert Box, Thomas Cronnon, Randal Chisamore, Rhonda Alvarez, Terry Klinger, Christina Ommani Edwardson, and Neva Eileen Schubert

**Advisory Committee Members Absent:** Inez Garcia, Jeannine Leal

**Board Members Present:** None

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

**MV Present:** Tim Van Zalen

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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.

**Introduction of New RCAT Members:**

Ms. Montez introduced new RCAT members: Terry Klinger, Christina Edwardson and Neva Eileen Schubert.

Ms. Montez stated that Liliana Macis-Pettis resigned due to her work schedule. A new recommendation for an RCAT committee member was made. Dr. Jennifer Arismendi with CCISD as the Chief Officer for Special Education Programs and Services was approved by CEO Derrick Majchszak to serve on the RCAT committee.

**Public Comment:** None

**RCAT Meeting Minutes:**

RCAT Meeting Minutes for January 16, 2025, were approved. Motion made by Mr. Chisamore and seconded by Ms. Alvarez.

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

Presented By: Melanie Gomez

The CFPWD met on Wednesday, February 12<sup>th</sup>. There was no public comment. Also, there were no presentations. Due to extenuating circumstances, the committee voted and approved to table all agenda items to the next meeting that will be held on Wednesday, March 5<sup>th</sup>. The committee agreed to only review one agenda item: the 2025 committee member application review and recommendations. The committee reviewed all applications that were submitted. A motion was made and approved to recommend a reappointment for Sandra Flores and Michelle Jones. The committee also motioned and approved to nominate the following recommendations to fill the

four current vacancies: Crystal Aguilar, Wilson Goodrich, Oscar Camacho and Alejandro Benavidez. The recommendations will go to the City Council for approval.

### **Eligibility Program and Annual Report Presentation**

Presented By: Melanie Gomez

B-Line eligibility program presentation explaining what B-Line is, what is the eligibility process, how to determine eligibility, and the different types of eligibility.

B-Line Annual Report presentation for January to December 2024: 916 applications received, 157 withdrew their application from consideration or “no-showed” for their assessment, 110 application did not complete the application process (as of 1/27/2025), 99 assessment dates were scheduled, 588 applicants came in for an assessment, 741 applications were reviewed for eligibility, 513 were determined unconditionally eligible, 124 recertifications, 86 were determined conditionally eligible, 8 recertifications were determined conditionally eligible, 8 were determined temporarily eligible, 0 were determined temporarily/conditionally eligible, 2 applicants were determined ineligible, 0 eligibility appeals (104 had an opportunity to appeal) 568 recertification notices were mailed out (365 needed a reassessment; 203 were recertifications), 0 no show letters were mailed out, 0 no show appeal hearings were scheduled, 0 appellants attended the no show appeal hearings or submitted a letter to appeal; and as of 1/27/2025 we have 2,211 eligible B-Line riders.

### **Chairperson Report:**

Presented by: Robert Box

### **RCAT Member Updates:**

No updates were made

### **Unsung Hero Nominations 2024 Q3 & Q4**

Steve Garcia was nominated for Unsung Hero 2024 Q3. Motion made by Ms. Edwardson and seconded by Ms. Alvarez.

Unsung Hero 2024 Q4 will be reviewed and voted on at the next meeting to be held on March 20, 2025.

### **RCAT Liaison’s Report:**

Presented by: Sharon Montez

**The information below was presented to RCAT Members:**

### **CCRTA Operations/Services Overview**

CCRTA is governed by an 11-member Board of Directors. They serve in two-year terms, up to 8 years. They are appointed by the City of Corpus Christi (5), Nueces County (3), and Small Cities Mayor Committee (2).

The approved 2025 operating budget is 51,649,096, which is a 4% increase from 2024's operating budget of 49,677,132. The Five-Year CIP overview consists of 51 projects.

CCRTA services consists of: Flex Route 90, Commuter Express Routes, 34 Fixed Routes, 2 Rural Demand Respond Services, Demand Response Shuttle (Flexi-B), 1,375 Bus Stops, B-Line Paratransit Services, and Vanpool Services. CCRTA provides fixed-route, paratransit, vanpool, rural, and other services across 10+ communities, including Agua Dulce, Bishop, Driscoll, Port Aransas, City of San Patricio, Banquete, Corpus Christi, Greogory, Robstown, and Nueces County (unincorporated). The current fleet consists of 61 Gillig Buses, 58 Arboc Cutaway Buses, and 4 Cutaway Buses in Port Aransas. The fleet and maintenance facilities have 16 bays, 3 fueling/service stations, and 1 bus wash station. CCRTA provides full participation and equality of opportunity for people with disabilities and people with access and functional needs. CCRTA have recently installed approximately 400 new Tolar Bus Shelters, with 44.8% of bus stops having shelter, and 61% of all stops are ADA accessible.

#### **RCAT Bylaws Orientation:**

RCAT 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. RCAT's purpose is to monitor the performance of B-Line and Fixed Route services through monthly statistical reports. Provide an outlet for riders as part of regular monthly meetings for people to offer suggestions, comments, etc. with an end goal of enhancing communication and improving service for riders. Provide input on individual complaints, incidents as needed to determine applicability to policies and procedure. Provide advocacy support in communicating service benefits. Review the acquisition/development of major facilities or equipment to ensure it addresses the needs of the transportation disadvantaged populations. RCAT membership consists of 10 members. The committee has a goal to seat membership as follows: 40% represented by transportation disadvantaged population, 40% represented by organizations that serve or advocate for persons with disabilities, 10% represented by a fixed route rider, and 10% other. RCAT terms: each member is appointed to a two-year term except for the chairperson who serves at the pleasure of the RTA Board; terms are staggered, members may be appointed for up to four consecutive two-year terms, and a committee member who has reached the term limit of eight consecutive years of service may reapply for membership after a one-year absence. Any member missing three consecutive meetings will automatically be replaced, excluding extenuating circumstances brought to the attention of and accepted by the committee. Any member missing five meetings in a rolling twelve-month period will be automatically removed. Any RCAT committee member may resign by giving notice. Resignations take effect when stated in such notice. It is the RCAT committee member's responsibility to directly contact RCAT Chairperson or RCAT staff liaison, a

minimum of 24 hours in advance, if unable to attend. The Chairperson of RCAT is appointed by the CCRTA Board of Directors. Meetings are held every 3<sup>rd</sup> Thursday of the month at noon, except for July and December. A quorum is when one third of the current members, but not less than three members, are present for the purpose of approving minutes.

### **December 2024 Operations Report:**

Passenger trips have increased by 9%, totaling 24,833 additional rides compared to the previous year. This December saw a rise of 1,914 revenue service hours, marking a 7.7% increase from last December. Revenue service miles also grew by 23,117, reflecting a 5.3% increase year-over-year. (7) Special movement events this December compared to (5) last month. The (7) December special movements included: Art Walk, Downtown Dasher, Feast of Sharing, Holiday Express, TAMU-CC Breakfast, TxDOT/TTI TOUR and Wreaths for Fallen Heroes. Also, MV operated Route 94 in Port Aransas for (5) days this month (2,9,16,23 & 30).

December 2024 ridership is much lower than December of 2019 which had 397,321 rides which equates to a decrease of 24.6%. December vanpool was up 1,528 rides compared to last year which had 7,181. December vanpool up 2,304 rides compared to 2019 with 6,405. For Vanpool, (35) vehicles operated per the December 2024 invoice statement. Rural services were down compared to last month with Paisano Transit recording only 8 and REAL recorded 81 rides for a total of 89 rides for rural services. Rural service between 2019 and 2024 was about the same 94 vs 99, a difference of 5 rides.

### **CEO January Report:**

As a result of the Winter Blast, weekday fixed route ridership decreased 13% compared to January 2024, which is a weekday average of 8,342. CCRTA provided fare-free transportation to and from warming centers and overnight shelters during the extreme weather conditions in January. In addition to fixed-route and paratransit services, a direct shuttle was provided from Staples Street Station to the CC Gym/Natatorium. Approximately 1,000 passenger trips were recorded. CCRTA was recognized by the Mayor and City Council for its efforts during the recent freeze. Veteran's Clinic bus stop construction completed, and a ribbon cutting was held on February 14<sup>th</sup>. CCRTA provided security and welcomed the Port of Corpus Christi as they held their first Port Commissioner's Meeting at our facilities on January 21<sup>st</sup>. CCRTA opened the Bear Lane Fitness Center on January 28<sup>th</sup>. CCRTA Leadership met with Gillig to review pre-production details for the second order of 8 units. Partnered with the Coastal Bend Blood Center to host a Blood Drive at Bear Lane on January 6<sup>th</sup>, CCRTA recognized Human Trafficking Awareness Day on January 11<sup>th</sup>, and celebrated the retirement of Terry Klinger (PR Customer Advocate). CCRTA was involved with community support for: Nueces County Junior Livestock Parade in Robstown (January 11<sup>th</sup>), NAACP Freedom Gala (January 18<sup>th</sup>), MLK March Shuttle Service (January 20<sup>th</sup>), Buc Days Port of Corpus Christi Leadership Program Industry Tour (January 23<sup>rd</sup>), Dr. Hector P Garcia Legacy Luncheon (January 24<sup>th</sup>), Texas A&M Corpus Christi President's Ball (January 26<sup>th</sup>),

TAMU-CC Basketball Game Shuttle Service to and from the American Bank Center (January 25<sup>th</sup> and 27<sup>th</sup>).

**Committee Questions and Concerns:**

Mr. Cronnon thanked CCRTA for hosting the Leadership meeting held last week.

Mr. Cronnon stated there are programs with Medicare that help pay for monthly bus passes and believes that information may be helpful to B-Line riders.

Ms. Alvarez asked about the price for monthly B-Line passes; she thought the price had gone up to \$70. The current price for B-Line monthly pass is \$50.

Ms. Alvarez asked about beach access at Bob Hall pier. Mr. Van Zalen with MV provided information regarding beach access.

**Adjournment:** 1:09 p.m.

# 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
		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		

## FEBRUARY

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

### FEBRUARY

18 - NS/Eligibility Appeals  
20 - RCAT

### AUGUST

19 - NS/Eligibility Appeals  
21 - RCAT

## AUGUST

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						

## MARCH

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

### MARCH

18 - NS/Eligibility Appeals  
20 - RCAT

### SEPTEMBER

16 - NS/Eligibility Appeals  
18 - RCAT

## SEPTEMBER

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				

## APRIL

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			

### APRIL

15 - NS/Eligibility Appeals  
17 - RCAT

### OCTOBER

14 - NS/Eligibility Appeals  
16 - RCAT

## OCTOBER

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	

## MAY

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

### MAY

13 - NS/Eligibility Appeals  
15 - RCAT

### NOVEMBER

18 - NS/Eligibility Appeals  
20 - RCAT

## NOVEMBER

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						

## JUNE

S	M	T	W	TH	F	S
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8	9	10	11	12	13	14
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
	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			

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

January 31, 2025

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**Subject: CAF Report for January 2025**

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

For January 2025, there were 40 reported CAFs which was less than the 60 reported CAFs for December 2024. The decrease of 20 CAFs represents a 33.3% decrease.

There were eight commendations included in the total for the month of January.

**January 2025 for Route Summary Report:**

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	1
#4 Flour Bluff	4	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	2	#65 Padre Island Connection	
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda	2	#93 FLEX	1
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood	1	B-Line (Para-Transit) Services	3
#26 Airline/Lipes	1	Transportation	
#27 Leopard	3	Service Development	2
#28 Leopard /Navigation	1	Facilities/Bus Stop Needs Attention	2
#29 Staples	1	IT/Electronics	
#32 Southside		Safety & Security	1
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	8
#37 Crosstown/TAMUCC			
		<b>TOTAL CAF's</b>	<b>40</b>

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

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	1			1
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury	1			1
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	4	1	1	6
Left Behind/Passed Up	7	1	2	10
Inappropriate Behavior				
Policy		1		1
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service	3		1	4
Safety and Security	1			1
Facility Maintenance	2			2
Service Development	2			2
Transportation (Other)				
IT/Electronics				
Vehicle Maintenance				
Commendations	8			8
<b>TOTAL CAFs</b>	<b>30</b>	<b>3</b>	<b>7</b>	<b>40</b>

**Conclusion:**

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

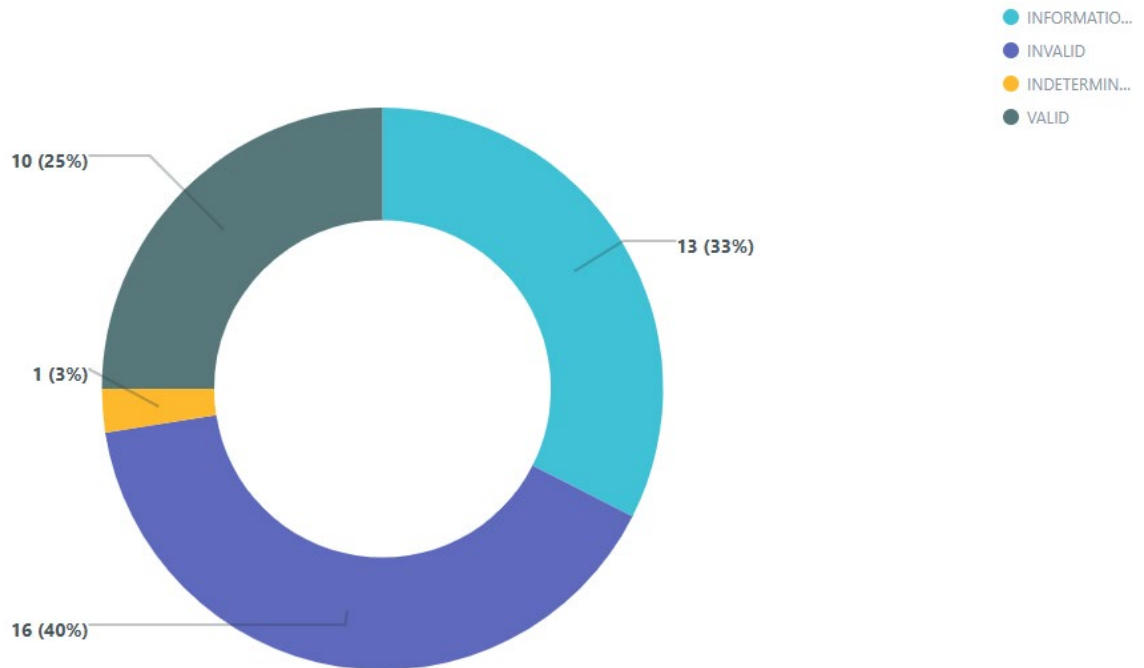
Thirty CAFs were received regarding CCRTA Service, representing 75% of the total customer assistance contacts; there were eight commendations and 5 informational CAFs.

Three CAFs were received regarding B-Line Service representing 7% of the total customer assistance contacts; there were no commendations.

Seven CAFs were received regarding Contracted Fixed Route Service representing 18% of the total customer assistance contacts; there were no commendations.

**Outcome:**

Ten CAFs were found to be Valid.  
Sixteen CAFs were found to be Invalid.  
One CAF was found to be Unable to Determine.  
Thirteen CAFs were Informational only.



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

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

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

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

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

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD INFORMATIONAL DOCUMENT**

**DATE: February 7, 2025**

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

- ❑ Ridership for the month of January 2025 was 15,049 compared to 15,549 for January 2024, which equates to 500 less trips representing a 3.22% **decrease**.
- ❑ Ridership for YTD 2025 was 15,049 representing an 3.22% **decrease** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
15,549	15,049	500	3.22%

**Service Standards**

- ❑ Productivity: 2.32 PPH (Passengers per hour) January 2025, contract standard is 2.50
- ❑ On Time Performance: 93.52% on time performance for January 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 894 trips out of 13,804 trips (6.48%) did not meet the standard for on time performance in January 2025. Of that number:
  - 860 were < 30 minutes late.
  - 33 were > 30 minutes late.
  - 1 were > 60 minute late.
  - 0 were > 90 minutes late.
- ❑ Miles between road calls 171,183.1 miles with 7 road calls that equates to 24,454.7 miles between road calls for January 2025. MV did exceed the minimum standard of 12,250 miles between road calls for January 2025.

**Wheelchair Boarding's and associated statistics**

For the month of January 2025, there were:

- 9,316 - ambulatory passengers
- 4,580- wheelchair boarding's
- 895 - personal care attendants (AM)
- 252 - companions
- 6 - animals

## Other Service statistics

There were 10 complaints, and 0 commendations **Customer Assistance Forms** recorded for January 2025:

1. Mr. Corkill stated that he had a scheduled pickup at 8:50 a.m. this morning. At the scheduled time, he was waiting at the door, but the bus never arrived. He later called the B-Line scheduler and discovered that the bus had shown up 10 minutes early, at 8:40 a.m., and departed five minutes later. Mr. Corkill is confident that his scheduled time was 8:50 a.m. He also mentioned that this error resulted in a \$20 charge from the doctor's office for missing his appointment.
  - a. After review of the trip and tracking the vehicle it appears that the driver arrived at 8:43 and did not depart until 8:55. Operator was right in front of the driveway where he is able to lay down the ramp but you are still able to see the door.
  - b. -Invalid
2. From: Joe Rastrelli <iscm2@yahoo.com>  
Subject: Customer Inquiry Form  
Name: Joe Rastrelli  
Email: iscm2@yahoo.com  
Phone No. : 2149626242  
Message : #3063  
Pick up Laguna shores Yorktown  
Pick up again HEB  
This driver is rude, very unfriendly and a poor driver We've had great drivers on this route and some It's would be great to have some ones back as all kinda know each other. This was a ride I couldn't wait to get off of. I don't think anyone cared fo this mman. Unfortunate that I'd take and Uber n xt time if he's driving.  
This e-mail was sent from a contact form on Corpus Christi Regional Transportation Authority (<http://www.ccrta.org>)
  - a. After reviewing the video footage from 3:12-3:22. It doesn't appear that the driver was being rude. He was not having a conversation with anyone while driver and when dropping riders off when they said thank you he responded politely with you're welcome.
  - b. -Invalid
3. Ms. Castro called to say she had a scheduled pick up at 7:20 at 7234 Citrus Valley Drive. She called back at 7:50 and was told the bus would be there at 8:06. At 8:15 when it did not show up, she called again. The call taker said now it would be there after 8:30. When she asked why the call taker was very rude and short with her. She would have understood if something happened on the bus but instead got someone who was very rude and had no explanation. It is very cold this morning and having to wait for the bus outside was very unpleasant. She was picked up at 8:20 and said the operator was very pleasant.  
Please call her at 763-954-1656

- a. Please accept our sincerest apology. We know it gets frustrating when your trip is late. After reviewing both calls on the first call agent was calm but couldn't understand the client whom became upset and starting yelling the spelling of her name. Agent remained calm and not being rude. She informed the rider of the estimated pick up time. When rider called back she was upset and started to take out the frustration on the agent, whom then stated in a upset tone " stuff happens but if you would like I can call you when the driver arrive." Agent will be counseled on the importance of keep her cool and remaining professional.
  - b. -valid
- 4. Mrs. Glanz states that route 3 did not go through stop 8030, instead from Waldron went straight to Compton Rd.
  - a. This operator was retrained on this route to ensure we no longer have a missed stop.
  - b. Valid
- 5. Stop 704 RT 4  
 01/25/25 @12:41 pm  
 Ms. Powell was waiting at bus stop and the bus pulled up and left. Did not open door for Ms. Powell  
 Christin Powell 361-426-2583
  - a. Please accept our sincerest apology for this mishap. Operator has been counseled on the importance of stopping and opening the door to ensure the rider wants to ride.
  - b. -Valid
- 6. Customer complained that the operator of B-line explained to her and employee of the dialysis center, that by policy she is not allowed to push wheelchairs or get off her seat. The complainant also described the interaction as rude.
  - a. After review of the video the operator waited inside the vehicle until she saw someone. The staff member asked who are you here for and the operator stated Ms. Arrellano. Staff said oh she at the door operator stated that we don't go inside to get them. The staff stated what am I supposed to do bring out and the operator said yes. We were not able to find anywhere during the video where the operator stated anything about not pushing the wheelchair or getting out of her seat. The operator also was not rude.
  - b. Invalid
- 7. Route 4E when the bus service began there was miscommunication of if adults could ride this bus or just students. I clarified with y'all. And now there seems to be confusion on if it's still public transportation and adults are allowed. I've been told by 2 bus drivers it's not allowed a by 1 it is. So which is it?

- a. We apologize for the confusion. All operators are aware that everyone can ride the service
- 8. She complained about 646 stop not being connected to the Dollar General sidewalk. She asked the driver for her to be drop off at the driveway, instead the driver passed the stop and pull the ramp in the grass after the stop. She was explained that for the sidewalk she will have to reach out to the city and the Dollar General. Customer was using a wheelchair.
  - a. After speaking with the operator, she stated that rider asked her to drop her in the driveway which she told her she was not able to do that but could drop her at the bus which she did and the rider was upset. Operator told her you will have to contact the city or dollar general for the sidewalk there is nothing I can do about that.

Invalid
- 9. Customer called to inform that the route 50 did not show up. Customer waited for the park and ride until 4:55, since there was no buses; he drove himself to NAS.
  - a. Unfortunately, we are currently working week 2 for the park and ride which means only one bus runs at 3:45 am. After pulling the video the driver did go to the station and arrived at 3:54 am. The operator did follow the route like he is supposed to. The second run which would have been the 4:45 run doesn't run on week 2 but will run next Friday
- 10. Mr. Jester Kukes was running through the HEB parking lot with a basket of groceries to catch the bus. He said he started yelling at the bus to wait for him. When he got to the stop the driver had already closed her door. He said he began to knock on the door and the operator told him no. He is very upset and would like to call 361-595-6822
  - a. After review of the video the operator did not see him until one of the passengers said that someone was there. Because of the amount of passengers on board there wasn't enough space for the rider and his belongings. Driver told the rider you will have to wait for the next bus. Not sure what the rider said back because you can't hear him but the operator responded with it's coming. Riders have to be able to hold all items in there lap and not occupy another seat.

## **Conclusion**

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

- ❑ 2.32 passengers per hour
- ❑ 93.52% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for January 2025 at 24,454.7 miles did exceed the minimum contract standard of 12,250 miles.

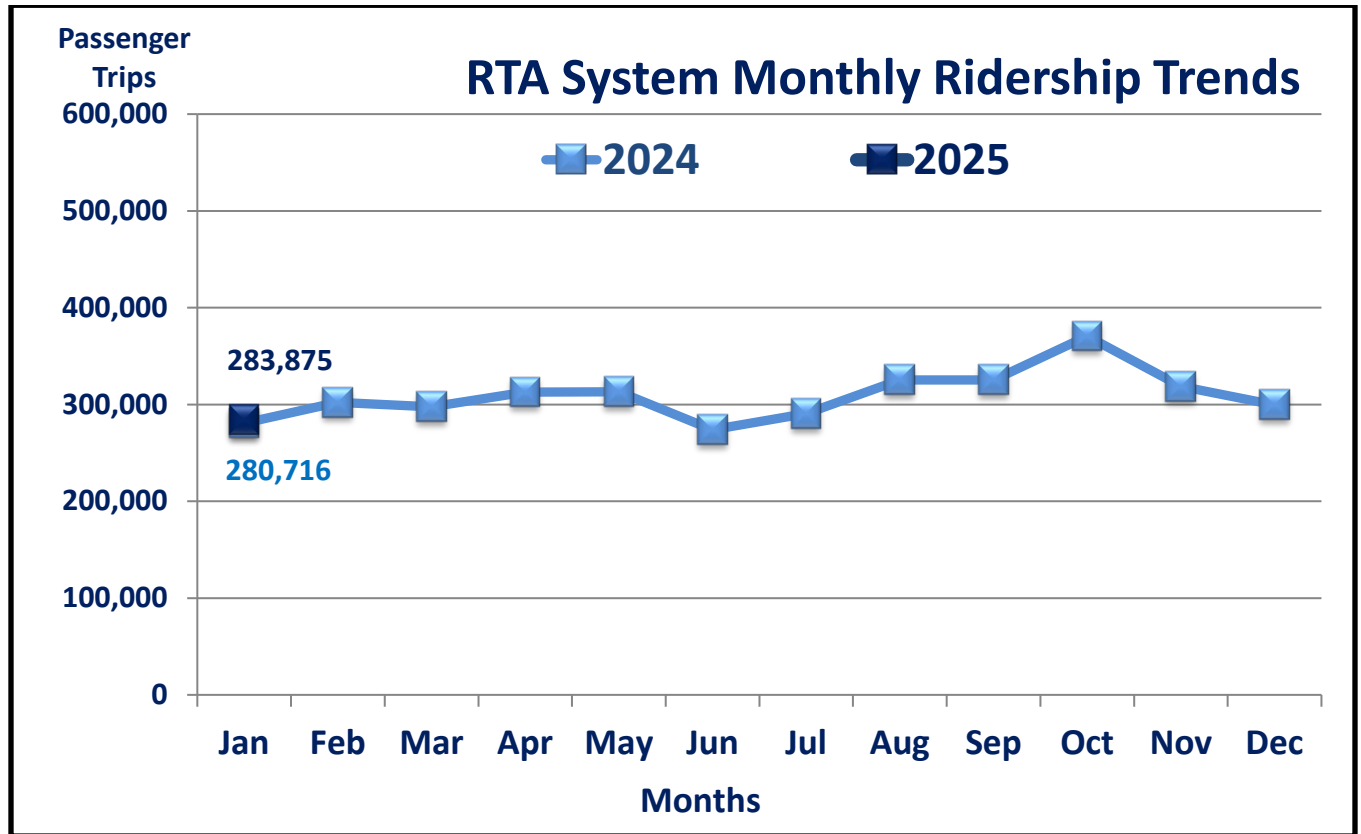
**Subject:** January 2025 Operations Report

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**

January 2025 system-wide passenger trips totaled 283,875 which represents a 1.1% increase, compared to 280,716 passenger trips in January 2023 with 3,159 more trips provided this month.

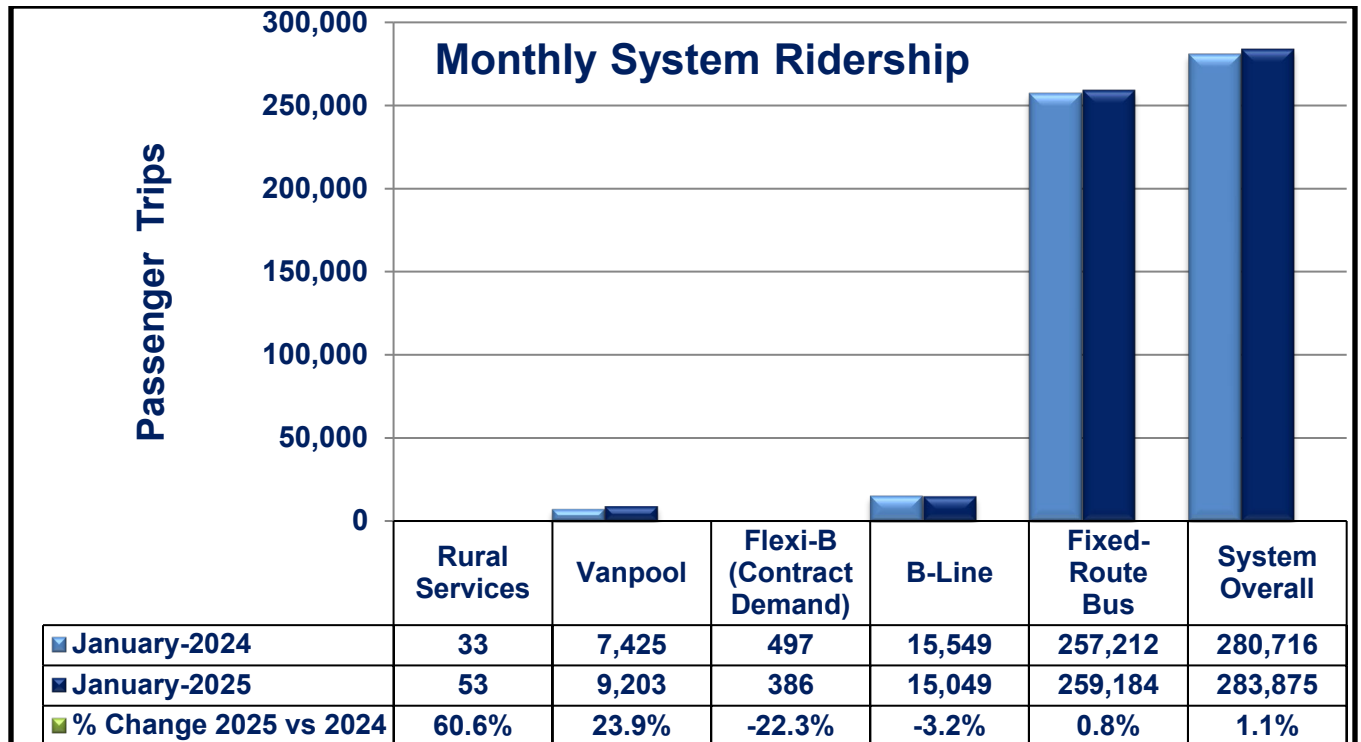


January 2025	January 2024
22 Weekdays *	22 Weekdays *
4 Saturdays	4 Saturdays
5 Sundays	5 Sundays
31 Days	31 Days

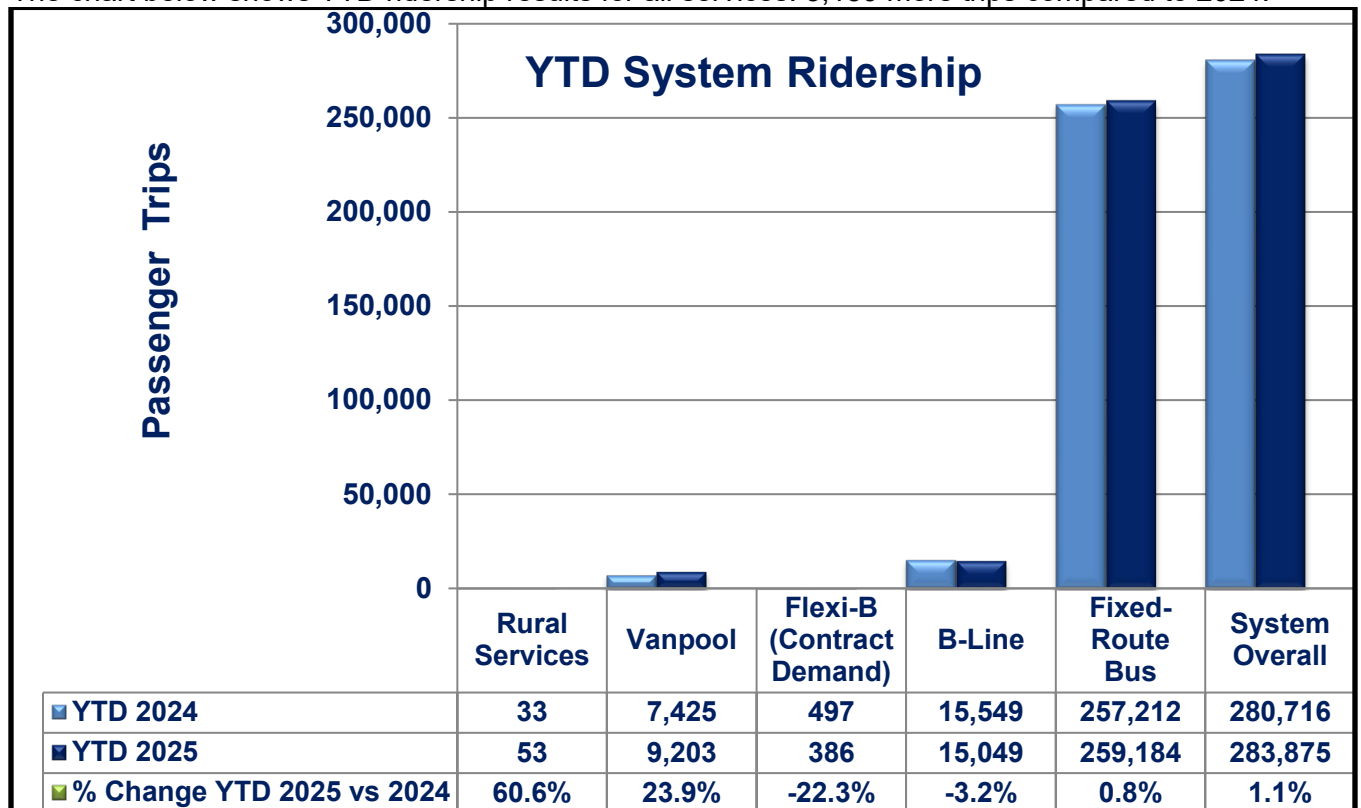
The average retail price for unleaded gas in Corpus Christi was \$2.75 per gallon compared to \$2.57 per gallon in January 2025<sup>1</sup>. January rainfall was above average at 1.73 inches. In comparison, January 2024 recorded 3.41 inches of rainfall.<sup>2</sup> Historically, January average rainfall is 1.39 inches. The 63.4-degree average high temperature in January 2025 was below the normal average temperature of 67.9-degrees or 4.5 degrees cooler than the normal recorded average temperature.

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

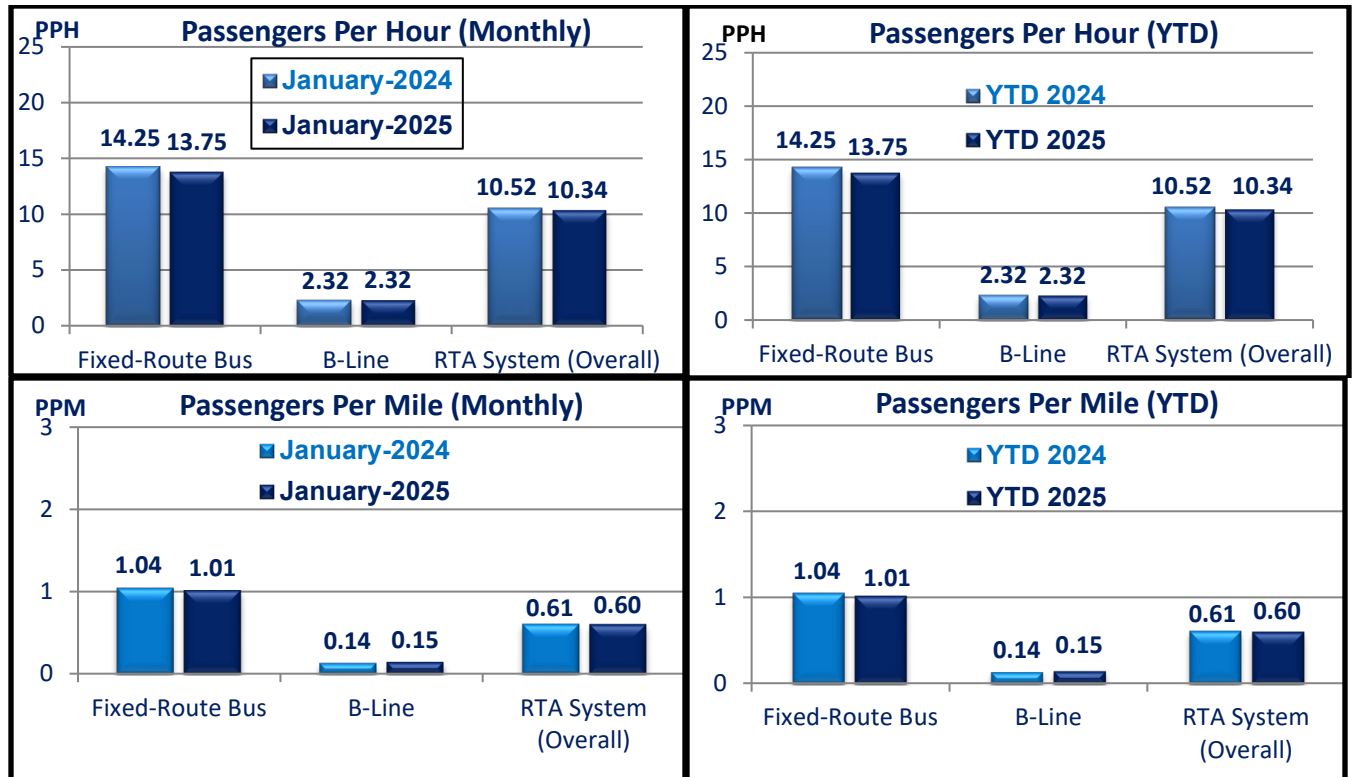
The chart below shows monthly ridership results for all services. CCRTA recorded 3,159 more passenger trips in January 2025 resulting in a 1.1% increase compared to January 2024.



The chart below shows YTD ridership results for all services. 3,159 more trips compared to 2024.

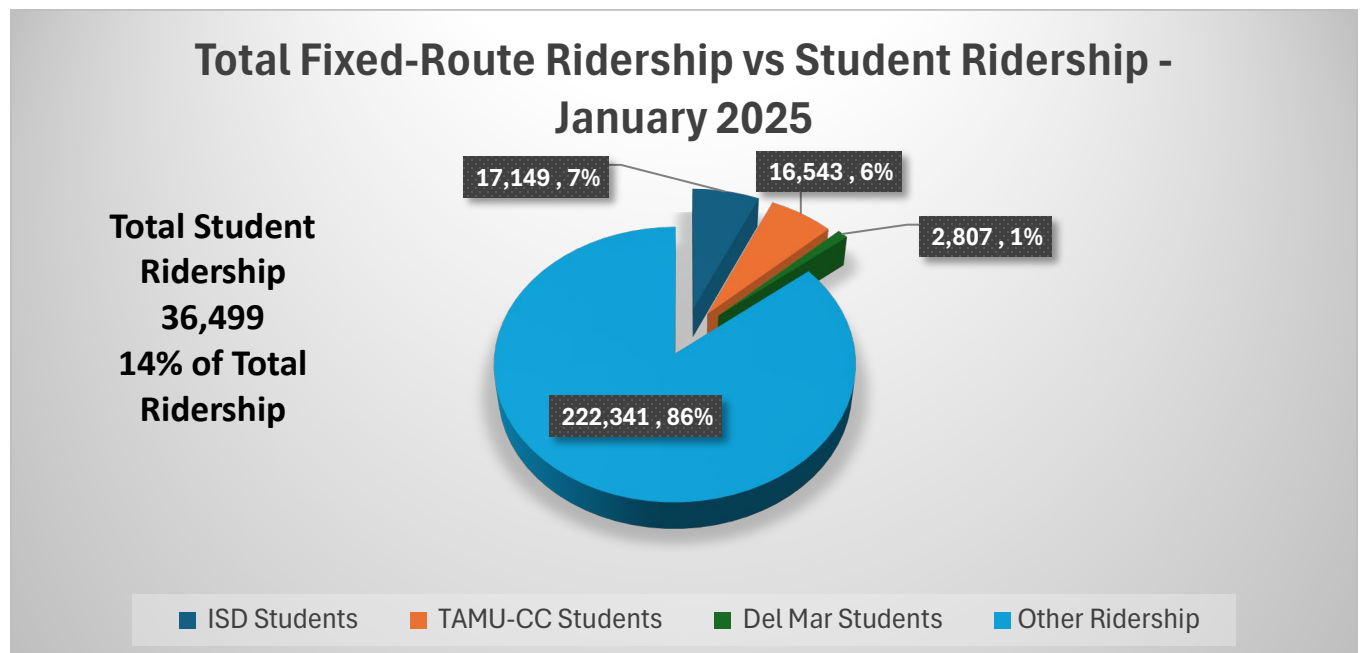


The following four charts are system-wide productivity for the month of January 2025 vs. January 2024 and YTD figures.



**Student Ridership**

The following chart illustrates total fixed route ridership vs student ridership for the month of January 2025.



**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)
- **Gollihar (outbound only):** Began July 2024.
  - Route 17 (**2** stops impacted with traffic control plan (TCP) placement)
- **Comanche St. (Carancahua-Alameda):** Began early 2024.
  - Route 21 (**2** stops impacted)
- **McArdle Rd. (Carroll-Kostoryz):** Project began Oct 30, 2023.
  - Route 19 (**8** stops closed)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
  - Route 32 (not detoured), Route 37 (detoured) (**4** stops on Everhart now impacted, **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)

**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 January 2025, 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, 17, 19, 21, 27(Express), 32, 37 & 83**

The total number of bus stops that were impacted or closed was **37**.

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.**

<b>Schedule Adherence</b>	<b>Standard</b>	<b>Oct-24</b>	<b>Nov-24</b>	<b>Dec-24</b>	<b>Jan-25</b>	<b>4-Month Average</b>
<b>Early Departure</b>	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Departures within 0-5 minutes</b>	>85%	86.0%	90.9%	91.7%	91.8%	90.1%
<b>Monthly Wheelchair Boardings</b>	No standard	6,396	7,122	7,369	5,743	6,658
<b>Monthly Bicycle Boardings</b>	No standard	8,064	7,533	6,841	6,625	7,266

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

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

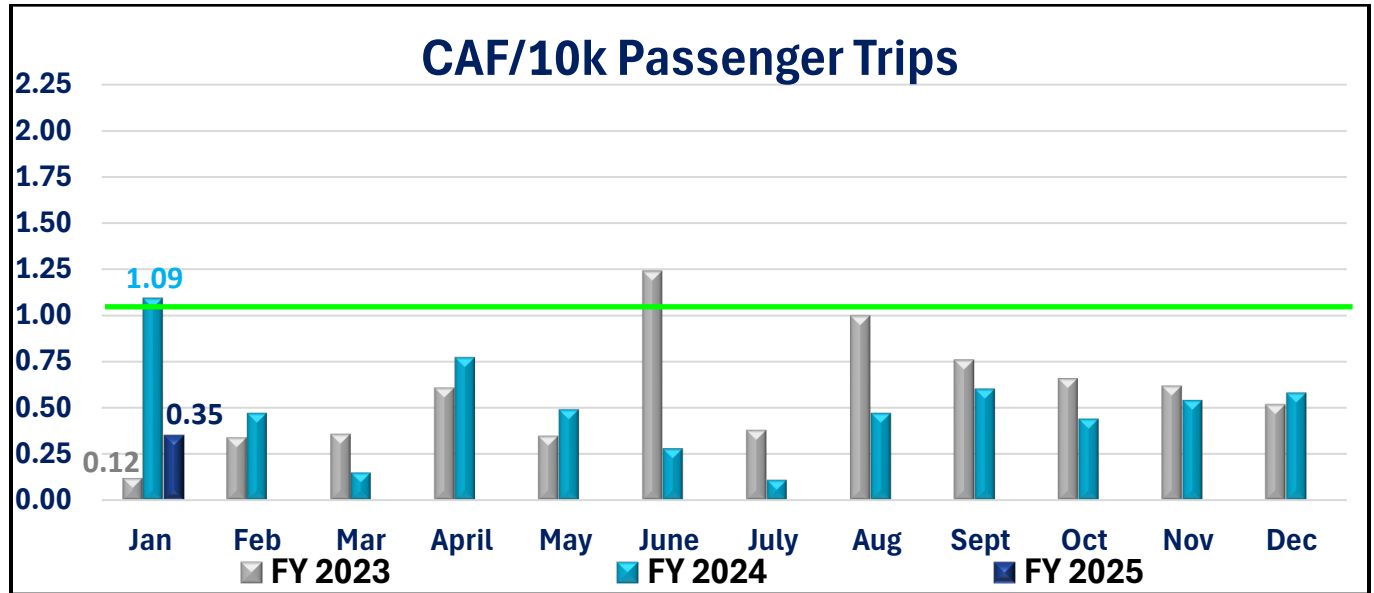
<b>Metric</b>	<b>Oct-24</b>	<b>Nov-24</b>	<b>Dec-24</b>	<b>Jan-25</b>	<b>(4) Month-Ave.</b>
<b>Passengers per Hour</b>	2.46	2.37	2.39	2.32	2.39
<b>On-time Performance</b>	88.2%	90.6%	91.1%	93.5%	90.9%
<b>Denials</b>	0.00%	0.00%	0.00%	0.00%	0.0%
<b>Miles Between Road Calls</b>	32,876	24,780	21,682	24,455	25,948
<b>Monthly Wheelchair Boardings</b>	5,237	4,805	4,943	4,580	4,891

- Productivity: **2.32** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **93.5%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **24,455** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **9,316** ambulatory boardings; **4,580** wheelchair boardings

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

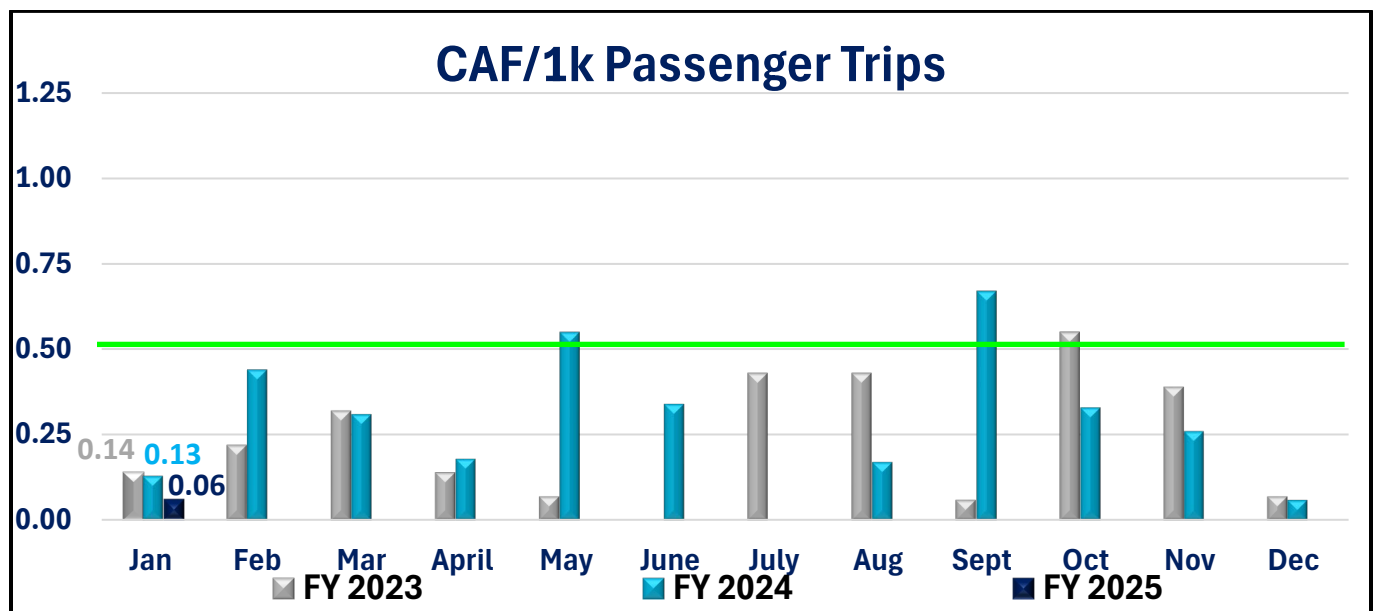
For the month of January 2025, Customer Service received and processed **40** Customer Assistance Forms (CAF's). A total of 37 or 93% were for CCRTA and Contract Fixed Route Services, of which **9** or 24% were verified as valid. This equates to approximately **0.35 CAFs per 10,000** passenger trips. There were eight commendations received for Fixed Route services.

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



For the month of January 2025, Customer Service received and processed **40** Customer Assistance Forms (CAF's). A total of 3 or 7% were for B-Line Services, of which **1** or 33% were verified as valid. This equates to approximately **0.06 CAFs per 1,000** passenger trips. B-Line Services received no commendations this month.

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



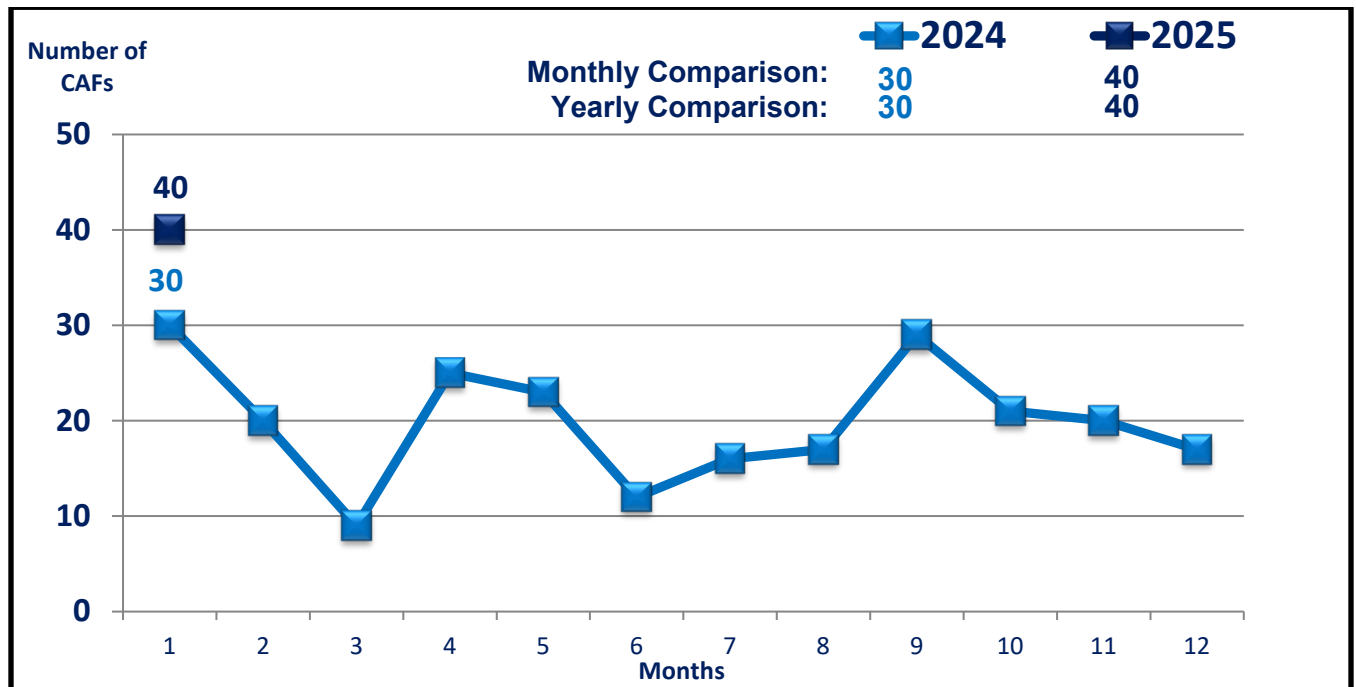
**Route Summary Report:**

<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	4	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	2	#65 Padre Island Connection	
#12 Hillcrest/Baldwin		#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside	1	#90 Flexi-B Port Aransas	
#19 Ayers	1	#93 Flex	1
#21 Arboleda	2	#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	
#24 Airline/Yorktown		B-Line (Paratransit) Services	3
#25 Gollihar/Greenwood	1	Transportation	
#26 Airline/Lipes	1	Service Development	2
#27 Leopard	3	Facilities Maintenance/Bus Stops	2
#28 Leopard/Navigation	1	IT	
#29 Staples	1	Safety & Security	1
#32 Southside		Vehicle Maintenance	
#34 Robstown North		Commendations	8
#35 Robstown South			
#37 Crosstown/TAMU-CC			
		<b>Total CAFs</b>	<b>40</b>

**Processed CAF Breakdown by Service Type:**

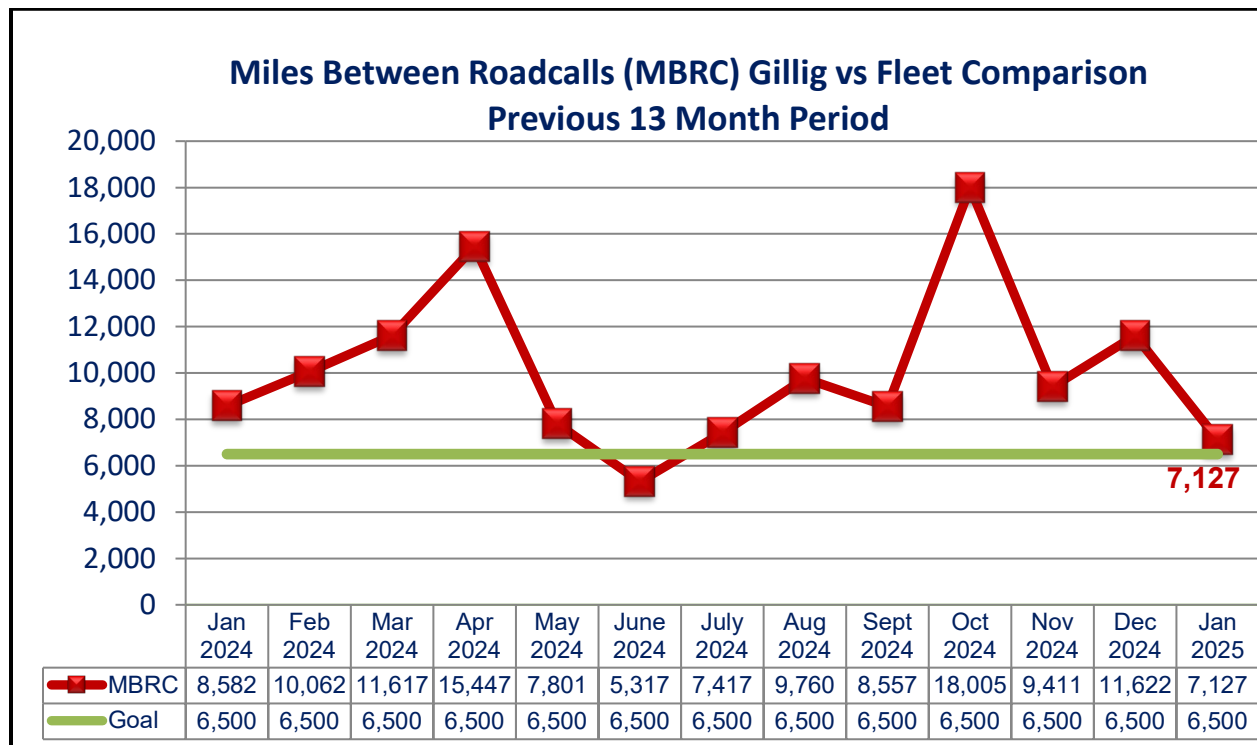
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues			1	1
Driving Issues	1			1
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury	1			1
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	4	1	1	6
Left Behind/Passed Up	7	1	2	10
Inappropriate Behavior				
Policy		1		1
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie-Down Issue				
Denial of Service	3		1	4
Safety & Security	1			1
Facility Maintenance	2			2
Service Development	2			2
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics				
Vehicle Maintenance				
Commendations	8			8
<b>Total CAFs</b>				<b>40</b>

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



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

In January 2025, 7,127 miles between road calls (MBRC) were recorded as compared to 8,582 MBRC in January 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 10,172.



**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 **JANUARY 2025**

	Total Miles Driven in <b>JANUARY</b> for Each Bus Type	Total Road Calls for <b>JANUARY</b> 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	193,292	42	42	0	26	16	3	4
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	34,763	6	6	0	6	0	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	<b>228,056</b>	48	48	0	32	16	3	4
<b>MILES BETWEEN ROAD CALLS</b>								
	<b>7,127</b>	<b>Compared Total Miles with Chargeable Roadcalls</b>						

**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, April 2, 2025

8:30 a.m.

RCAT Committee Meeting

Thursday, April 17, 2025

12:00 p.m.

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**UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS**

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## Unsung Hero Report

October-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
816	5-Oct	LUCY	B-Line	Steven Gallegos is commending the attitude of the driver in his second trip today. This operator was very professional and courteous.
817	5-Oct	BUDDY THORNE	15	Mr. Owens has reach out to us to commend the operator on route 15/25. He praised the drive for his patience , professionalism and attitude.
825	10-Oct	GERARDO TORRES	12	Mrs. Lopez, wanted to praise the driver for his skills. She normally ride this route and has never had such a smooth ride.
829	12-Oct	ROBERTO JIMENEZ	29	Bus operator number 11408, bus vehicle number 719 has received a commendation from bus rider Connie Neisler. Connie called customer service while on the bus to give a commendation for the good-natured, helping driver who has been going above and beyond during her trip. Connie stated the driver has been great with those on wheelchairs and is polite while performing his duties. She would like him to be recognized for his hard work.
867	30-Oct	STEVE GARCIA	B-Line	Ms. Trahan came in for a reassessment for the B-Line this morning. She stated her driver, Steve Garcia, helped her to get to the entrance safely as she didn't bring her walker with her. She stated he was so nice and wish she had him for every bus ride. She wants his supervisor to know how great and nice he is.
Nov-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
901	12-Nov	DANA	27	DANA IS AN AWESOME CURTEOUS BUS DRIVER ROUTE #27 CALALLEN ROBSTOWN
903	11-Nov	MARK SANCHEZ	26	I also believe in giving praise when it's due. I would like to give credit to Mark who drives the 26/32 bus in the early mornings. I understand he also sometimes drives the 37 bus. Mark is always friendly. He seems to care about his job. Some bus drivers just go through the motions and don't say hello, etc. Mark remembered my name. You can tell when someone cares and definitely when they don't care! He's one of your best drivers!
911	12-Nov	TRAVIS MORSE	32	Had a good experience with 32 just now bus 907time 3:34 the driver a new guy is very friendly and professional like I wish more of them were . He's a keeper and thank u for hiring a nice driver like him who's nice to people cares respects others it made my day a little better
918	8-Nov	MARK GARCIA (BTW OPERATOR) - LORIE JACKSON (TRAINEE)	19G	Minerva Franco, left a message for a commendation on route 19 G. She states she is new to Corpus Christi and uses our fixed route to get around and all of our bus drivers have been helpful when she rides routes 4,5, and 23. But she would like to recognize two drivers: Mark Garcia and Lori Jackson from 19G. She stated the are very helpful with assisting her, answering her route questions, and making sure she is safe getting to her destinations. She would like their supervisor to know that they have helped her tremendously.
928	19-Nov	PAUL	29	A passenger expressed her gratitude for the exceptional service provided by Paul, the driver of Route 29F, Unit 1024. At approximately 11:30 a.m., while she was struggling to reach the stop in time, Paul noticed her approaching and stopped to wait for her to arrive. She is extremely appreciative of his hard work and dedication to customer service.
951	27-Nov		78	Today, I am once again on 78>6. @8:25 am This morning, just wanted to let you know, this driver is excellent. Every trip with him, he is very pleasant, & he is really good driver- he even just slowed the bus down by bridge construction, in order to avoid hitting two little birds in the road. Each time the door opens and he is the driver, I am happy because I know it going to a good ride.
958	21-Nov		37	On Thursday, November 21st I missed my B-Line bus and had to take the 37 home to my home at Midtown Corpus Christi on McArdle. I got picked up after 7 pm and when I got to my stop the driver assisted me across the street. I use a wheelchair. I didn't get the driver's name but I want to commend him for going above and beyond. It's truly appreciated.
Dec-24				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
962	4-Dec	CECIL JONES	B-Line	Mr. Box called to say that Cecil Jones went above and beyond to help another rider Ms. Guterrez this morning. When they got to Ms. Guterrez's stop it was raining. The operator helped her down, walked her to the front door and opened it for her.

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
983	10-Dec	DELIA CHRISTAL	B-Line	I wanted to give some kudos to the bus driver who drops riders off here at the Senior Center where I office out of. (Oveal Williams Senior Center). Her name is Delia Christal, if I am correct. And she is pure delight. She has a sunny disposition and makes it fun for her rider.
1007	28-Dec	ROTANZA PEARSON	15	A passenger called to commend Ms. Pierson, who was driving Route 15 this morning, 12/28/2024. The passenger mentioned that Ms. Pierson is generous, compassionate, and appears to genuinely love her job.
1008	30-Dec	ROSALINDA LOPEZ	27	Ms. Veronica Munyon came into customer service this morning 12/30/24 @ 8:30 to let us know that RT 27 Unit 1010 was a very kind operator.
1014	31-Dec	JIMMY KNIOUM	27	Passenger came into customer service to say Jimmy on RT 27-unit 1011 is a very pleasant operator. He was very understanding with her.