



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, July 17, 2025
Time: 12:00 p.m.
Location: CCRTA Staples Street Center – Multi Purpose Room 3rd Floor
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.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for April 17, 2025.	4 minutes	Pages 1 - 4
5.	Chairperson's Report a) RCAT Member Updates b) Unsung Hero Nomination Q1- 2025	10 minutes	Page 82
6.	RCAT Liaison Report 1) Awards and Recognition – a) Corpus Christi ISD, District Advisory Team Recognition- Melanie Gomez b) Buc Days Awards- Night Parade & Children's Parade 2) Update on Fare Review Process Timeline 3) Update on Resolution to Establish an Additional Reserve to Accumulate the 20 Percent Local Share Requirement for the Construction of the new Bear Lane Maintenance Facility 4) Update on Resolution to Apply for FTA Funding for a New Maintenance Facility by authorizing the Chief Executive Officer or Designee to Execute and Submit Applications 5) March 2025 Operations Report 6) April 2025 Operations Report 7) May 2025 Operations Report 8) June 2025 CEO Report	40 minutes	No Attachment

7.	Informational Items:		
	a) March 2025 CAF Report		Page 5-9
	b) March 2025 B-Line Report		Page 10-17
	c) March 2025 Operations Report Key Metrics		Page 18- 30
	d) March 2025 Maintenance Road Call Report		Page 31
	e) April 2025 CAF Report		Page 32-36
	f) April 2025 B-Line Report		Page 37-42
	g) April 2025 Operations Report Key Metrics		Page 43-53
	h) April 2025 Maintenance Road Call Report		Page 54
	i) May 2025 CAF Report		Page 55-59
	j) May 2025 B-Line Report		Page 60-69
	k) May 2025 Operations Report Key Metrics		Page 70-80
	l) May 2025 Maintenance Road Call Report		Page 81
	m) Unsung Hero Nominations Q1 2025		Page 82
	n) Upcoming Events and RTA Functions		Page 83
8.	Adjournment		No Attachment
	Total Minutes:	60	

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 Sandra Cisneros at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.

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

April 17, 2025

Advisory Committee Members Present: Robert Box, Randal Chisamore, Thomas Cronnon, Inez Garcia, Rhonda Alvarez, Terry Klinger, Neva Eileen Schubert, Jeannine Leal, Christina Edwardson, Dr. Jennifer Arismendi

Advisory Committee Members Absent: Thomas Cronnon, Inez Garcia,

Board Members Present: None

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

MV Present: Tim Van Zalen, Cecilia Jones

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.

Public Comment: None

Unsung Hero Award: Presented to Cecilia Jones. Cecilia has served as an operator for MV operating for Paratransit services. This award is being presented to Cecilia in recognition of her outstanding customer service. She exhibited extraordinary commitment by helping a rider safely get to her front door from the B-Line bus due to extreme rainy weather conditions.

RCAT Meeting Minutes:

RCAT Meeting Minutes for April 17, 2025, were approved. Motion made by Ms. Alvarez 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, April 2, 2025.

The CCPD Parking Enforcement reported that for the month of March, 43 citations were issued for disabled parking, 1 for blocking the architectural design and 57 for blocking the sidewalk.

The committee has been working on a resolution in support of accessible public service announcements for community members with visual loss, hearing loss, and limited English proficiency in Corpus Christi, Texas. The resolution was accepted by the committee and a motion was made and approved to send to City Council for approval.

Lisa Oliver, the Superintendent for Community Relations and Engagement, advised that on April 14th, construction is set to begin for a shade structure at the pier plaza of Cole Park. She also advised of an upcoming egg hunt and neighborhood fitness event.

The committee will continue to review their by-laws as well as the calendar of events to determine which event they would like to participate in.

The committee's next meeting will be on Wednesday, May 7th at 3:00pm.

Chairperson Report:

Presented by: Robert Box

RCAT Member Updates:

None

Vote to adjust RCAT Fiscal Year 2025 Calendar: Committee voted on moving the June 19th meeting to July 17th. Motion made by Ms. Edwardson and seconded by Ms. Leal.

RCAT Liaison's Report:

Presented by: Sharon Montez

Video presentation for CCRTA's 2024 Year in Review.

Awards and recognitions for the Texas Transit Association: TTA Outstanding Transportation General Manager: Derrick Majchszak, CCRTA Chief Executive Officer, TTA Friend of Transit – Andi Dooley, Regional Director, Senator Cornyn (nominated by CCRTA), TTA State 40' Bus Rodeo Competition – 2nd Place, Oscar Zamora, TTA State Vehicle Maintenance Rodeo Competition – 3rd Place, CCRTA Team Rudy Lopez, Andy Hernandez, Andres Leal III, and Haven Roberts (Trainer)

February 2025 Operations Report:

Passenger trips dropped slightly by -0.9%, totaling 2,707 fewer rides compared to the previous year. This February saw a small difference of 54 revenue service hours, marking a 0.2% increase from last January. Revenue service miles are also down by 7,209, reflecting a -1.6% decrease year-over-year. (6) Special movement events this February. The (6) January special movements included: CCISD Event, NASCC Tour, TAMU-CC BB Games (13, 15, 17, & 27), TAMUCC Baseball Games (14, 21, 22, & 23), New VA Clinic bus stop dedication & opening, and Warming Center Service (19-23). Also, MV operated Route 94 in Port Aransas for (4) days this month (3, 10, 17, & 24).

February 2025 ridership was 299,553, which is lower than February 2024 which had 302,260 rides which equates to a decrease of -0.9%. February vanpool was at 8,445, up 1,366 rides, compared to last year which had 7,079. For Vanpool, (35) vehicles operated per the February 2025 invoice statement. Rural services were down by 2 rides compared to last month with Paisano Transit recording only 8 and REAL recorded 43 rides for a total of 51 rides for rural services. Comparing

overall system ridership between 2024 and 2025 there are 3,159 more rides so far this year. Currently the total ridership is up at 0.1% (452 more rides) 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 March Report:

Board Chair Granado and Secretary Allison continue to work towards CCRTA's legislative initiatives with fellow Legislative Committee Members, staff, and consultants: Met with Miguel Rivera, Policy Analyst for Senator Juan "Chuy" Hinojosa, to prepare for SB 1371 Hearing in Senate Finance Committee Meeting scheduled April 2nd. Met with the Max Kloberdanz, Chief of Staff for State Representative Denise Villalobos, to discuss the status of CCRTA bills in the Texas House of Representatives. The CEO also attended Nueces County Keach Family Library Sensory All Inclusive Playground Groundbreaking Ceremony (Mar. 21^s), CCISD Partner in Education Recognition and Awards (Mar. 27th), participated in Tarleton State University's first MPA Program Advisory Board Meeting (Mar. 10th), TTA's Legislative Committee Meeting (Mar. 17th), Port of Corpus Christi held their monthly Port Commissioner's Meeting here at our facilities (Feb. 18th), met with members of TWU Local 271 (Mar. 26th), and Safety and Security hosted a Law Enforcement Roundtable Meeting with several local law enforcement agencies in attendance (Apr. 1st). The 2025 TTA Bus Conference and State Rodeo was held March 8th-12th in McAllen, He participated in Paul Comfort's Podcast Roundtable Discussion, discussing key industry topics, received TTA Outstanding Transportation General Manager Award, Andi Dooley, Regional Director for Senator Cornyn, received the "Friend of Transit" award (CCRTA Nomination), Bus Operator, Oscar Zamora, placed 2nd in the 40' Bus Operator Competition, CCRTA Maintenance Team Placed 3rd in the Vehicle Maintenance Competition, placing ahead of large agencies including Trinity, DART, and Houston Metro, Team members: Rudy Lopez, Andy Hernandez, Andres Leal III, and Trainer Haven Roberts, Jose Valenzuela with MV Transportation competed in the Paratransit Bus Operator Competition. CCRTA celebrated Transit Employee Appreciation Week (Mar. 17th – 21st) The CEO hosted several "Pathways to Progress" Sessions where employees were welcome to join me in conversation and share their ideas, promoting open discussion and collaboration. Community Focus: Touch-A-Truck (Mar. 22nd), American Federation of Teachers shuttle service to the Annual Cesar Chavez March, Graphic design professional skills presentation to design and audio/video students at Ray High School (Mar. 27th), Cunningham at South Park Middle School's STEM Night (Mar. 27th), Go Team Crisis Dog Training at Bear Lane Operations Facility (Mar. 29th), Provided service to the Vietnam Veteran's Memorial Exhibit "The Wall That Heals" (Mar. 27th-31st).

Committee Questions and Concerns:

Ms. Alvarez inquired about doing a route evaluation on a B-Line bus route.

Mr. Tim Van Zalen with MV asked for the floor for a few minutes to advise the RCAT committee on a new software update that will be effective on May 1st, 2025. Mr. Van Zalen stated MV is switching from Trapeze to Spare. He stated there has been a delay in publicity due to training that will be occurring next week, so staff may be able to answer questions accordingly. With Spare, you may still call for reservations, standing orders will be transferred, and you may order a ride via an app, in such a way as Uber. A rider will have live GPS on the app to show you where your bus is if you want to track it. Customer Service will be trained next week. The current B-Line app will be shut down on April 28th, 2025. Reservations will begin on Spare starting April 28th, 2025. Mr. Val Zalen hopes to present more information about Spare at the next in-person RCAT meeting on July 17th, 2025.

Adjournment: 1:03 PM



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

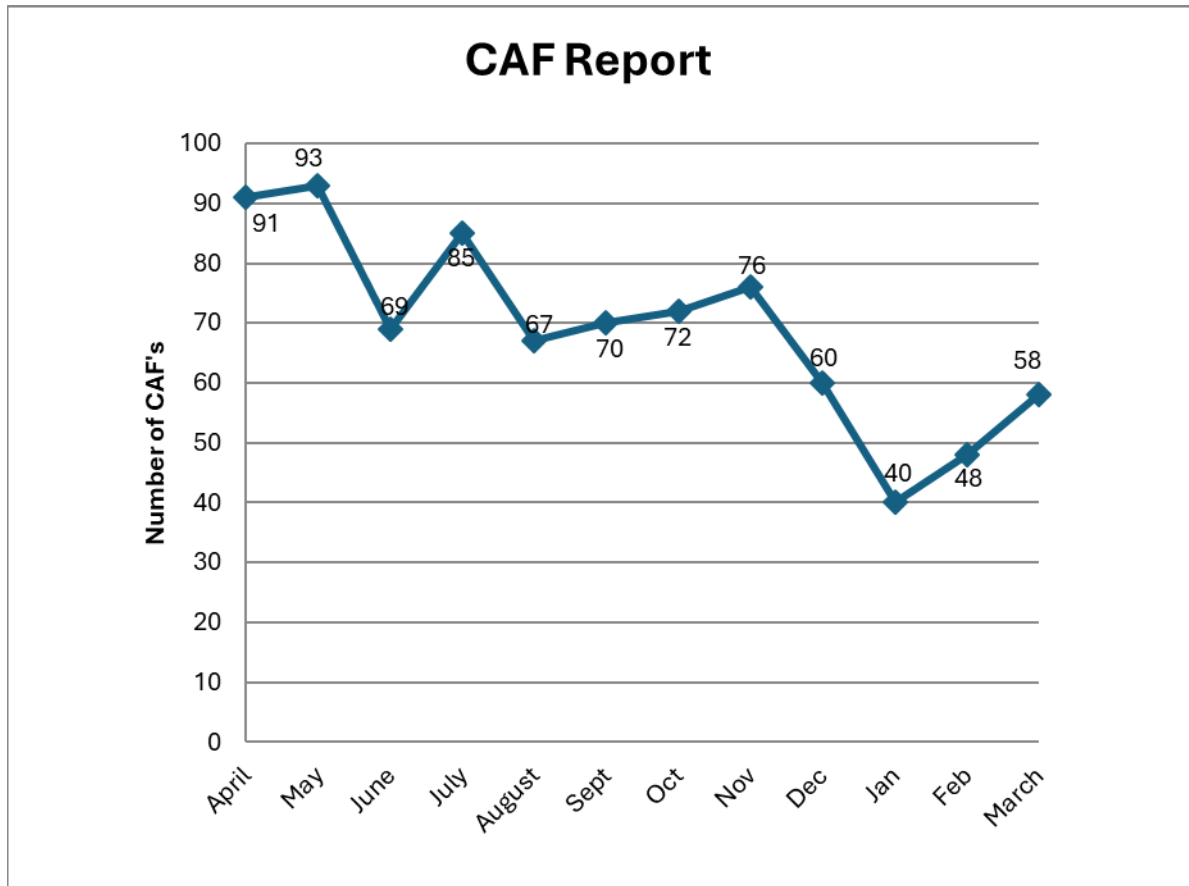
March 31, 2025

Subject: CAF Report for March 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2025, there were 58 reported CAFs which was more than the 48 reported CAFs for February 2025. The increase of 10 CAFs represents a 21% increase.

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



March 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	3	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	3	#65 Padre Island Connection	5
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port	2	#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina	5	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	10
#26 Airline/Lipes	1	Transportation	
#27 Leopard	4	Service Development	2
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	7
#29 Staples	2	IT/Electronics	
#32 Southside	1	Safety & Security	1
#34 Robstown North Circulator	1	Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	3
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	58

March 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	1	1		2
Service Stop Issues	1	1	1	3
Driving Issues	2		1	3
Customer Services		1		1
Late/Early – No Show	4	2	3	9
Alleges Injury	3			3
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup		2		2
Rude	7	1		8
Left Behind/Passed Up	5	1	3	9
Inappropriate Behavior				
Policy			1	1
Incident at Stop				
Incident on Bus			1	1
Incident at Station	1			1
Tie-Down Issue	1	1		2
Denial of Service				
Safety and Security	1			1
Facility Maintenance	7			7
Service Development	2			2
Transportation (Other)				
IT/Electronics				
Vehicle Maintenance				
Commendations	3			3
TOTAL CAFs	38	10	10	58

Conclusion:

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

Thirty-eight CAFs were received regarding CCRTA Service, representing 66% of the total customer assistance contacts; there were three commendations and eighteen informational CAFs.

Ten CAFs were received regarding B-Line Service, representing 17% of the total customer assistance contacts; there were no commendations.

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

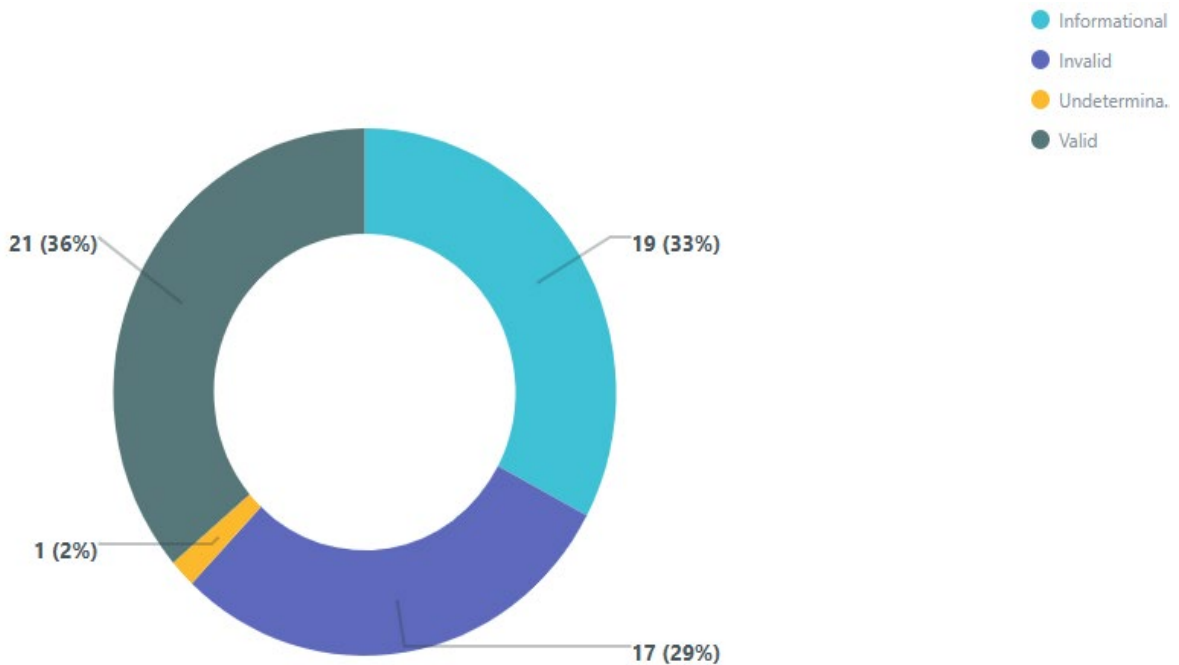
Outcome:

Twenty-one CAFs were found to be Valid.

Seventeen CAFs were found to be Invalid.

One CAF was found to be Unable to Determine.

Nineteen 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: April 3, 2025

SUBJECT: B-Line Report for March 2025

- ❑ Ridership for the month of March 2025 was 16,614 compared to 16,135 for March 2024, which equates to 479 more trips representing a 2.97% **increase**.
- ❑ Ridership for YTD 2025 was 46,934 representing an 1.37% **decrease** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
47,588	46,934	654	1.37%

Service Standards

- ❑ Productivity: 2.45 PPH (Passengers per hour) March 2025, contract standard is 2.50
- ❑ On Time Performance: 89.44% on time performance for March 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1607 trips out of 15,223 trips (10.56%) did not meet the standard for on time performance in March 2025. Of that number:
 - 1,544 were < 30 minutes late.
 - 62 were > 30 minutes late.
 - 1 were > 60 minute late.
 - 0 were > 90 minutes late.
- ❑ Miles between road calls 181696.2 miles with 7 road calls that equates to 25,956.6 miles between road calls for March 2025. MV did exceed the minimum standard of 12,250 miles between road calls for March 2025.

Wheelchair Boarding's and associated statistics

For the month of March 2025, there were:

- 10,103 - ambulatory passengers
- 5,236 - wheelchair boarding's
- 1003 - personal care attendants (AM)
- 250 - companions
- 22 - animals

Other Service statistics

There were 23 **Customer Assistance Forms** recorded for March 2025:

1. Another driver, operating a silver Tahoe in opposing traffic, called to report that Unit 3059, Route 12, ran a red light at 2:20 PM on Agnes @ Old Robstown Road. Ms. Merchant, the reporting driver, stated that if any further information is needed, she can be contacted at 361-288-0511.
 - a. Operator was retraining on fresh green/stale green and to always stay behind the limit line before entering and intersection.
-Valid
2. Ms. Saldana, a passenger on Route 12, Unit 3059, reported that at approximately 10:30 AM, the driver braked abruptly, causing her to fall. She is now experiencing pain in her back and legs and would appreciate a call at 774-8823. Her address is 3726 Up River Rd.
 - a. Good evening spoke with the driver he stated that as they were approaching the bus stop passenger made a noise and he press down on the brakes and passenger fell out of her seat. Driver stated that he asked passenger on several occasions if she needed medical attention each time she refuses and stated that she was okay. Road supervisors went to Ms. Saldana home and got a writing statement from her. In her Statement she also stated that she was fine.
-Valid
3. A passenger waiting for Route 24, Unit 3066, at Stop 1118 reported that they had been waiting at the stop and actively tracking the bus. As the bus approached, they were standing and ready, but the driver did not pull into the stop, leaving them behind.
 - a. We would like to extend our apologies to the passengers affected by this inconvenience. The driver has been pulled from service and placed in retraining, focusing on the importance of servicing bus stops and looking around and ahead when approaching bus stops.
-Valid
4. Mr. Bauer's daughter/caregiver says her father was marked as a no-show. He had a pickup scheduled for 2:30 PM. She stated that she spoke to an employee at the HAB, who explained that drivers usually come inside to confirm the passenger they are picking up. However, this driver did not do so, and when they contacted dispatch, they were told he was marked as a no-show.
 - a. After further investigation, the dayhab Ms. Bauer attends has 2 entrances to the building and at times, neither are accessible to our drivers. The driver on this day stated they weren't able to make contact with anyone at the dayhab resulting in the no show. We have advised the drivers to make an attempt to contact staff/passenger or advise dispatch to call and make contact if possible to prevent any further no shows.

-Valid

5. A customer called to complaint about route 4 at 3:40pm not showing up.
 - a. Manager went out on 3/19/25 and monitored this route in the morning and in the afternoon. Video isn't available for this particular day.
6. Mr. Davidson called to complaint about the B-line not showing up. He explained that they changed residences not long ago. Because this reason, he called a few days ago to ensure that the new address was properly registered. When he schedule for today he was told that the B-line will pick him up between 6AM and 7AM. He said that he was waiting from 5:45 AM to 7AM, when he called the scheduling he was on hold for 10 to 20 minutes and them decided to call his son to pick him up.

The new address is:

The Palm on SPID Apartments

7218 S Padre Island Dr, Corpus Christi, TX 78412 Apt 1.

His son also is concerned and offered to be call if the father do not answer the phone.

His number is 3616888423.

- a. We would like to apologize for this mishap. We do have the correct address on file for Mr. Davidson and the bus drivers have verified they are arriving at the correct destination. As of 3/15/25, we have updated the notes on Mr. Davidson's profile to assist the drivers with detailed instructions to prevent this from happening again.

-Valid

7. Mr. Hartwell reach us to complaint about a supervisor in the area of the HEB in Four Bluff. He explained that the supervisor made the route 3 move forward and approached the driver. By the time he reached that unit, the supervisor came out to talk to him. He continued explaining that the supervisor told him that he will be not longer allowed because his dog smell. He clarified that both of his dogs are certified service dogs.

He made his way inside the bus, saying that he will call the police if he is not allowed in the unit. After he sat down the driver waited, for what Mr. Hartwell believe approval of the supervisor, and them they all left.

- a. Good morning. Spoke with the road supervisor and she understand if the complaint is solely that his service dogs smell, we can't consider that a denial of service unless his dogs pose a direct threat or are not well behaved while on the vehicle.

-Valid

8. Felix Guerra came into customer service and said that Andrew Robinson was verbally dismissive when asking a question on the platform at SSS. He felt offended.
 - a. This driver was not on the clock at the time of this incident. Andrew stated that he was waiting for the bus to come to work, a lady started to ask him a question and Mr. Guerra interrupted her trying to ask a question as well and Andrew asked him to hold on for a second while he was helping the lady first and then Mr. Guerra got upset and went into the lobby.

-Invalid

9. Ms. Saldana was aboard Route 12, Unit 3059, on 3/8/25, heading inbound to SSC. While on Baldwin, she stated that the driver braked abruptly, causing her to fall from her seat and injure herself. She acknowledges that both the driver and a trainer who was on board approached her and spoke with her, but she is requesting more information and would like to receive a call as soon as possible.

Address: [6325 Up River Rd.]

Phone: [361-774-8823]

- a. Good morning. I spoke with Ms. Saldana yesterday and she stated that the driver hard brake causing her to fall from her seat. On the video you can hear Ms. Saldana yell before the driver pressed on his brake. Driver was a new driver working with a trainer. Trainer body was blocking the view of her falling. Trainer acknowledges that Ms. Saldana did fall and him and another passenger helped her back into her seat. Trainer asked Ms. Saldana on several occasions if she was okay which she responded yes. Ms. Saldana stated to me yesterday that she was going to physical therapy did not say what for. Road supervisor went to her home last week and got a statement from her, which she stated that she was fine but now she is allegedly she is in pain.
10. Mr. Davis came in to report an incident that occurred on his B-Line bus on 2/26/25. He stated that while exiting the bus, the driver signaled that it was safe to proceed, but as he did, his chair snapped and broke. He mentioned that a supervisor arrived and assisted him by pushing him all the way to his apartment. However, he is still waiting for further information regarding a possible chair replacement.
- a. Good morning. Dispatcher and Reservation looked for passenger Rasmey Davis in our system and he is not one of our passenger .

-Invalid

11. Mrs. Glanz called to complaint about the bus 65. She explained that by the time the unit arrived a supervisor by the name of James was with her. The driver explained her that there was an incident that he could not disclose and that was the reason to be late. Mrs. Glanz continue explaining that the Supervisor went to the driver window asking if everything was ok, to what the driver answered yes. Mrs. Glanz was very unhappy since, as she explained, there was a drunk person disrupting the route and neither the supervisor or the driver did anything to end this issue. She would like someone to call her about this incident.

- a. I spoke with Ms. Glanz on March 20 @ 3:00pm to get a better understanding of the situation, she told me that the driver had done all they could to resolve the situation, and the supervisor was already gone,

-Invalid

12. Norma stated per our RT 65 schedule, the 65 should have been at stop 2501 at 7:47 am. She stated it is well past 8 AM and the bus never came by. She stated she now has to wait until the next 65 and hopes the 65 stops to pick her up this time around. She would like to know why the 65 did not make a stop, and if driver error, please make sure it does not happen again.

- a. After reviewing Navineo, the route 65 arrived at stop 2501 at 7:46 and departed at 7:47 as scheduled.
-Invalid
- 13. A customer called to complaint about Route 4 departing early from stop 2501 Compton @ Waldron. Departure time 09:05am instead, he explained that the bus left early (09:02am).
 - a. We apologize for the inconvenience, we spoke to all drivers about the importance of the time points. This route will be monitored on 3/20/2025, and randomly after that.
-Valid
- 14. Name: Jon Swenson
 Email: nojswenson007@gmail.com
 Phone No. : 993-0243
 Message : Date: 03/14/2025 Day: Friday
 Bus # 3028

The B-Line trip was a return to my home from Target at 5:01 PM.. The Regional Transit Vehicle was late for my pickup. I had a very difficult time boarding the R. T. A. Vehicle because there was a Wheelchair on the left side which would mean that I would have to be on the opposite side of the bus. My Electric Wheelchair came very close to tipping over due to very steep incline of the the vehicle's Loading Ramp. I managed to board the R. T. A. Vehicle in spite of the high degree of difficulty anyway. I wanted the B-Line Driver to drop-off the other Wheelchair Passenger before dropping me off, but when the driver had asked the B-Line Dispatcher if he could drop-off the other Wheelchair passenger first, but Jonathan, the B-Line Dispatcher did not want to allow him to do it. After the the driver told me that, I said that I didn't give a flip what R. T. A. says: Lock the Camera Footage: around 6 PM. NOT FINISHED! Jon Swenson

 - a. Mr. Swenson had a 5:12 p/u and was actually loaded at 5:46 (he takes a bit to load with packages and his big electric chair, His chair is heavy so there wasn't a chance of tipping. While the driver was following his tablet routing, it did make more sense to drop Mr. Swenson off first as he was closer. Mr. Swenson was very rude to the driver.
-Valid
- 15. Mrs. Blanca Robles called to complaint about her B-line not arriving. She was also very frustrated since she call B-line and they told her that a supervisor will pick her up, but later was told that her new pick up time was at 05:06pm. Her initial scheduled pick at time, as she explained was 2:40 pm.
 - a. Ms. Robles was not ready at 2:40 when driver went to restaurant to pick her up, therefore she was rescheduled to the time available.
-Invalid
- 16. Ricardo Gomez complained about calling the B-Line to check the status of his ride. He called three times, going all the way to the end of the call. Later, when his bus

arrived, he called again to question why they did not answer the phone. He explained that the person who answered said, "I was on my lunch break." He is actively inquiring why they did not schedule someone to cover the lunch break of this person. Mr. Gomez identified the person who answered the phone as Jonathan.

- a. There is coverage for when the dispatcher is on lunch break, however on this day they were working from a different office and the phones weren't forwarded.

-Valid

17. Ms. Diaz called to let us know that RT 65 left early from 11th @ Sandcastle on Monday, March 17. Looking at Navineo this happened the past two Monday's.

- a. Spoke with the driver about timepoints and the importance of staying on time

-Valid

- b. ok additional notes, the block paddle says leave at 9:55, but the globe thing on the bus starts beeping at 9:50 that its late.

Spoke with planning department

-Invalid

18. 05/21

9:16am

Location 702

Standing at the bus stop and the driver stopped and drove off. Did not pick up Mr. Diller and his friend

Reese Diller 361-290-5396

- a. Spoke with Mr. Diller and the bus he complained about wasn't his bus, I shared info with him about the many routes that go to that stop and how the system works. He thanked me and said he's encouraged to ride more now that he knows he can from Flour Bluff.

-Invalid

19. Mr. Orta, a wheelchair-bound B-Line rider, was being dropped off at his home when the driver wheeled him off the bus facing forward. He felt very unsafe, as though he might fall out of his wheelchair. Mr. Orta stated that the rehab facility he attends informed him that wheelchair users should be taken off in reverse for safety. He would appreciate a call back regarding this matter.

- a. Video is not available for this, however all the driver's were retrained in wheelchair securement and transport this week as part of our safety program.

-Valid

20. Ms. Vargas was boarding Route 34, Unit 3059, at Robstown Station at 9:10 AM with a lidded coffee. The driver told her that drinks were not allowed on the bus, but Ms. Vargas knew that beverages are permitted as long as they have a lid. The driver then threatened to deny her a ride if she refused to throw away her coffee.

- a. Spoke with the driver who was misunderstood the policy. I have posted a picture on the driver's board letting them all know that drinks are acceptable

with a lid.

-Valid

21. Name: Katrina Foste4

Email: katronsensei@gmail.com

Phone No. : 3613320031

Message : BLine bus 3025 stopped on the side of the road by the mcdonalds at crosstown and morgan, blocking the bus I am on 1003 route 23 (4:47pm going to staples). They not only blocked us from proceeding but blocked traffic going down morgan and caused us to block the mcdonalds exit. They should have gone into the mcdonalds parking lot. Instead they helped whoever off while blocking us and walked the up the mcdonalds driveway with them and back. This all took almost 5 damn mins. We were already late now we are super late because of them and I am going to miss my transfer. :(it was some black guy. The lady on bus 23 told me to do a contact us about this, and she said they were not supposed to let people off on the side of roads like they did

- a. Reviewed the camera footage and bus # 3025 was not in the area at this time. He was loading a passenger in another area.

-Invalid

22. Mr. and Ms. Orta called again to complain about the driver who picked them up for their **2:22 PM pickup**. After speaking with dispatch, they were informed that the bus was running a little late. When the bus arrived, several people were unsure if it was their ride, so Ms. Orta approached the driver—who was standing next to the bus—to ask who they were there for. The driver ignored her multiple times before finally acknowledging them by angrily yelling, "**For you!**"

The director of Con Viva witnessed the driver's outburst and encouraged Ms. Orta to call and report the incident.

- a. Video was viewed and the driver did tell the passenger she was there to pick her up, however it wasn't in a rude way. She then loaded the passenger and her husband.

-Invalid

23. Name: brianna

Email: briannaguzman@gmail.com

Phone No. : 3619806029

Message : Bus [#3043](#) on march 27, 2025 at 11am nearly hit my car switching lanes and then honked at me for being in the lane. unsafe driving!!!! it was a female driver, she gave me an ugly look and threw her hand up when she passed me.

- a. This bus was at the southside station at this time

-Invalid

Conclusion

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

- ❑ 2.45 passengers per hour
- ❑ 89.44% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for March 2025 at 25,956.6 miles did exceed the minimum contract standard of 12,250 miles.

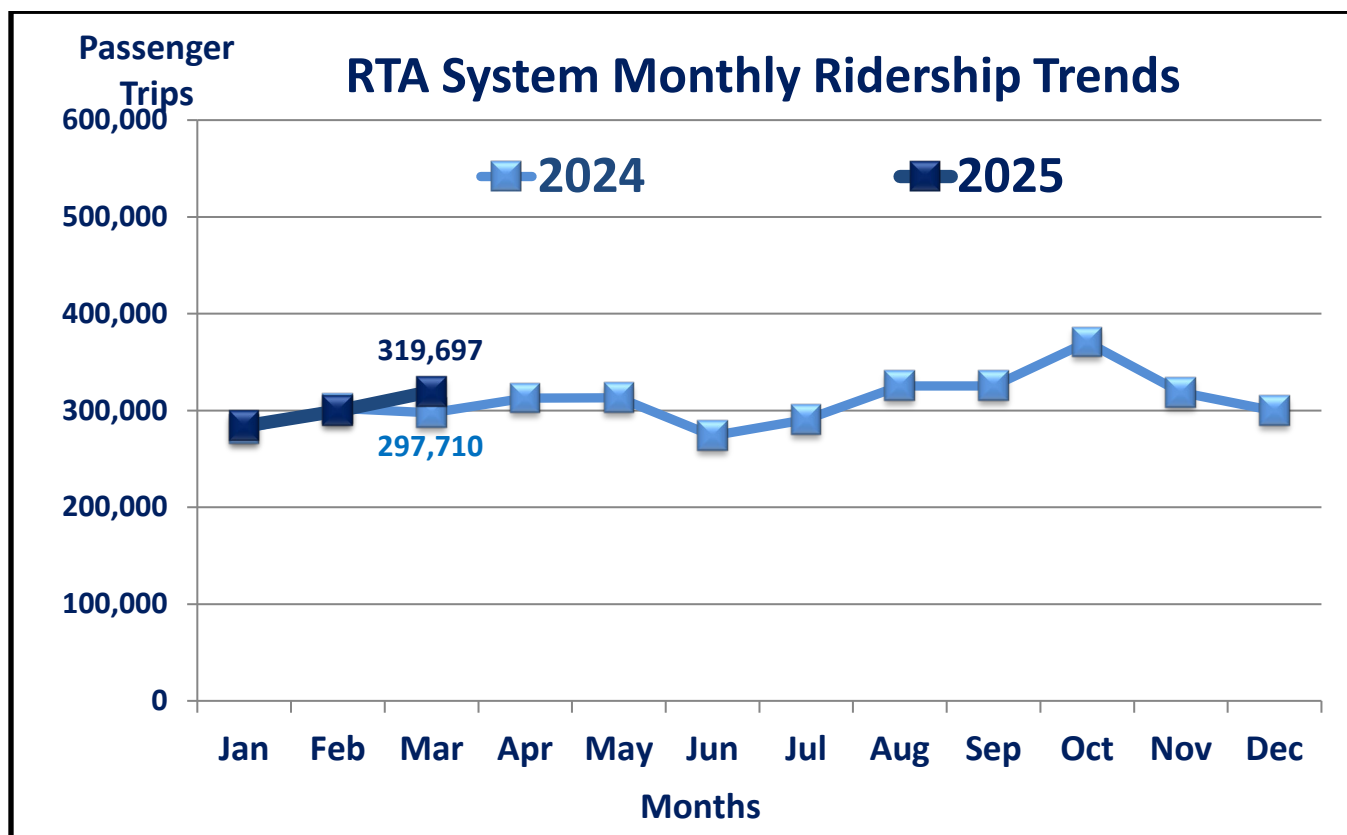
Subject: March 2025 Operations Report

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

March 2025 system-wide passenger trips totaled 319,697 which represents a 7.4% increase, compared to 297,710 passenger trips in March 2024 with 21,987 more trips provided this month.

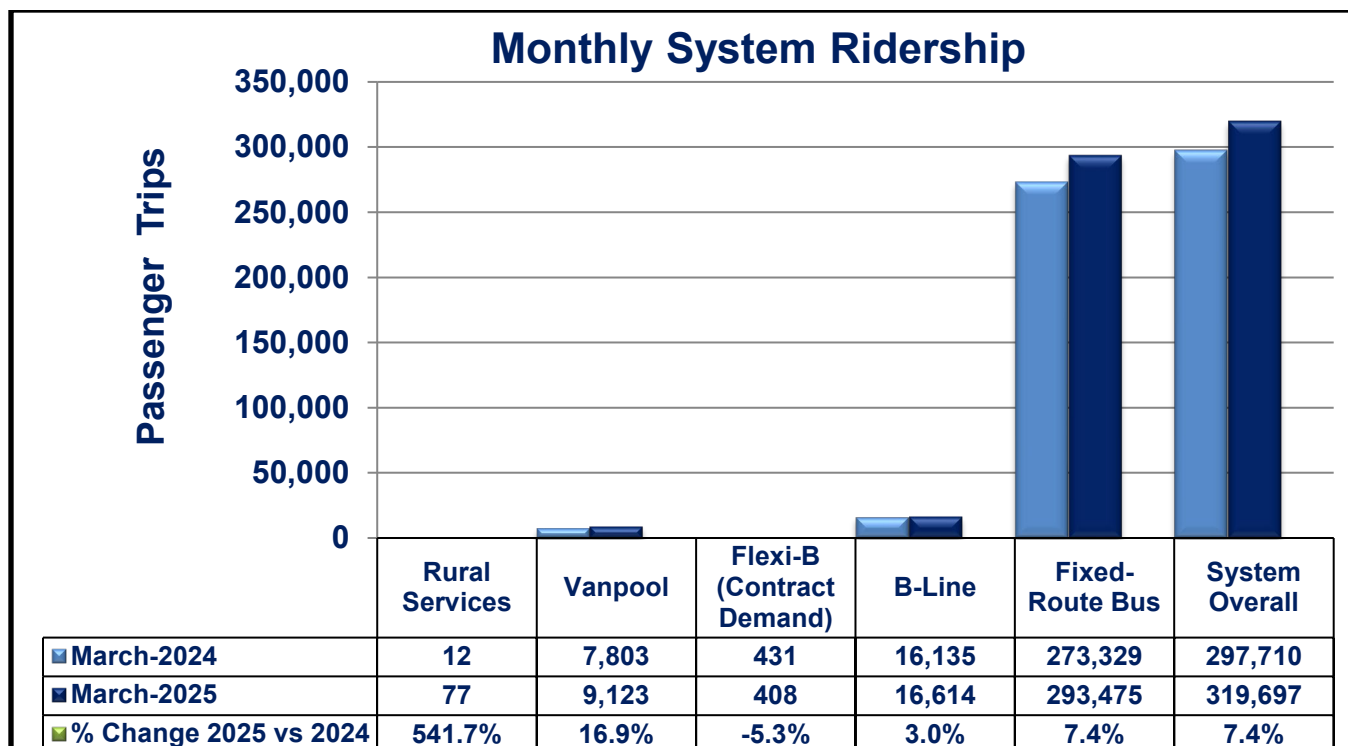


March 2025	March 2024	Variance
21 Weekdays	21 Weekdays	-
5 Saturdays	5 Saturdays	-
5 Sundays	4 Sundays	+1
31 Days	30 Days	+1

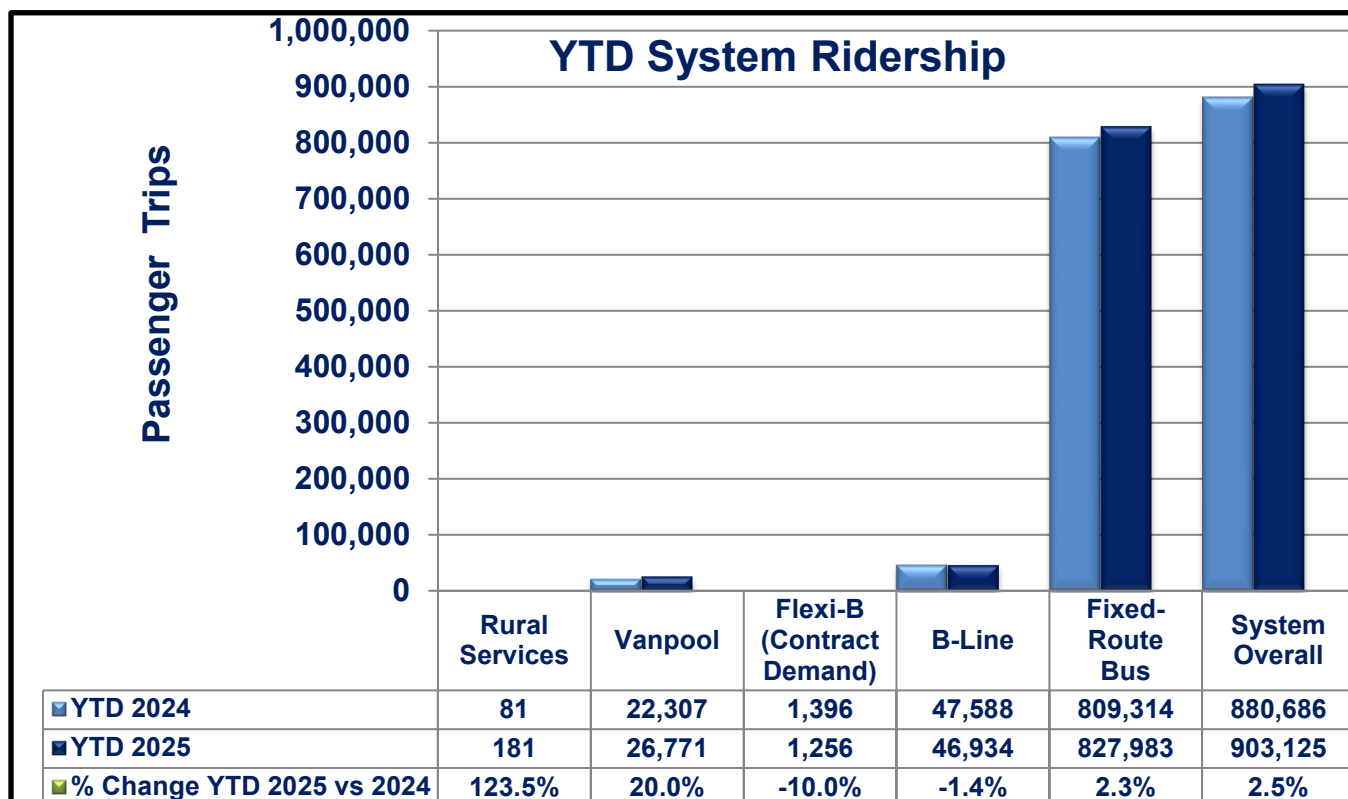
The average retail price for unleaded gas in Corpus Christi was \$2.71 per gallon compared to \$2.98 per gallon in March 2024¹. March rainfall was above average at 2.96 inches. In comparison, March 2024 recorded 2.96 inches of rainfall which was slightly above the average rainfall of 2.23 inches.² The 83.2-degree average high temperature for March 2025 was well above the normal average high temperature of 76.6 degrees.

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

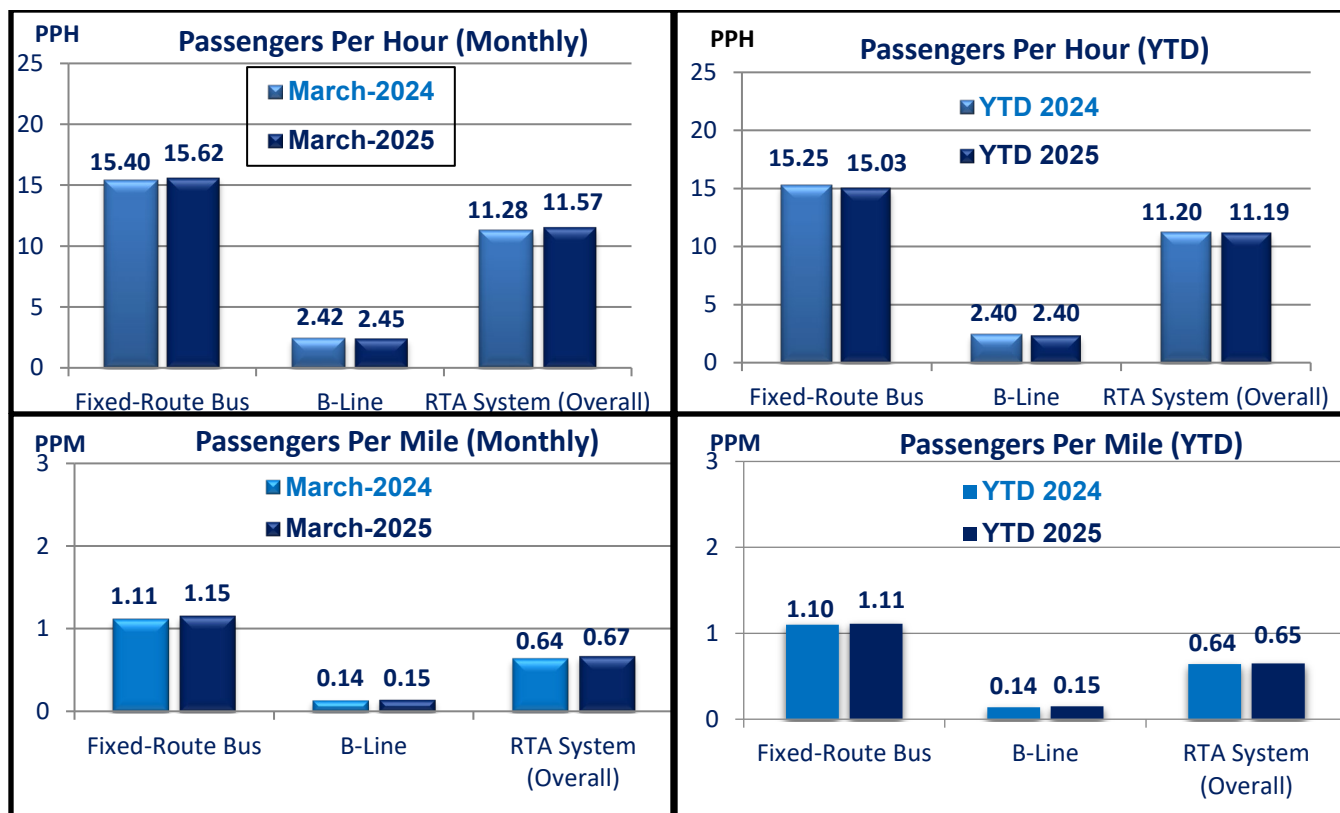
The chart below shows monthly ridership results for all services. CCRTA recorded 21,987 more passenger trips in March 2025 resulting in a 7.4% increase compared to March 2024.



The chart below shows YTD ridership results for all services. 22,439 more trips compared to 2024.

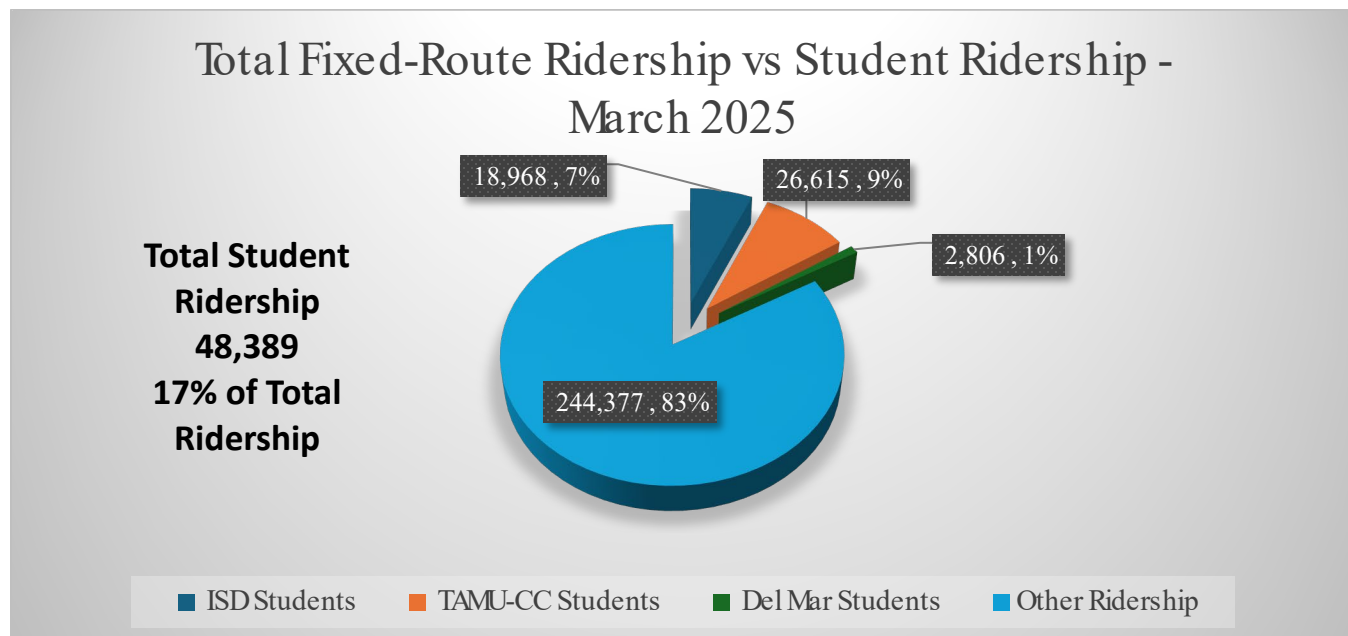


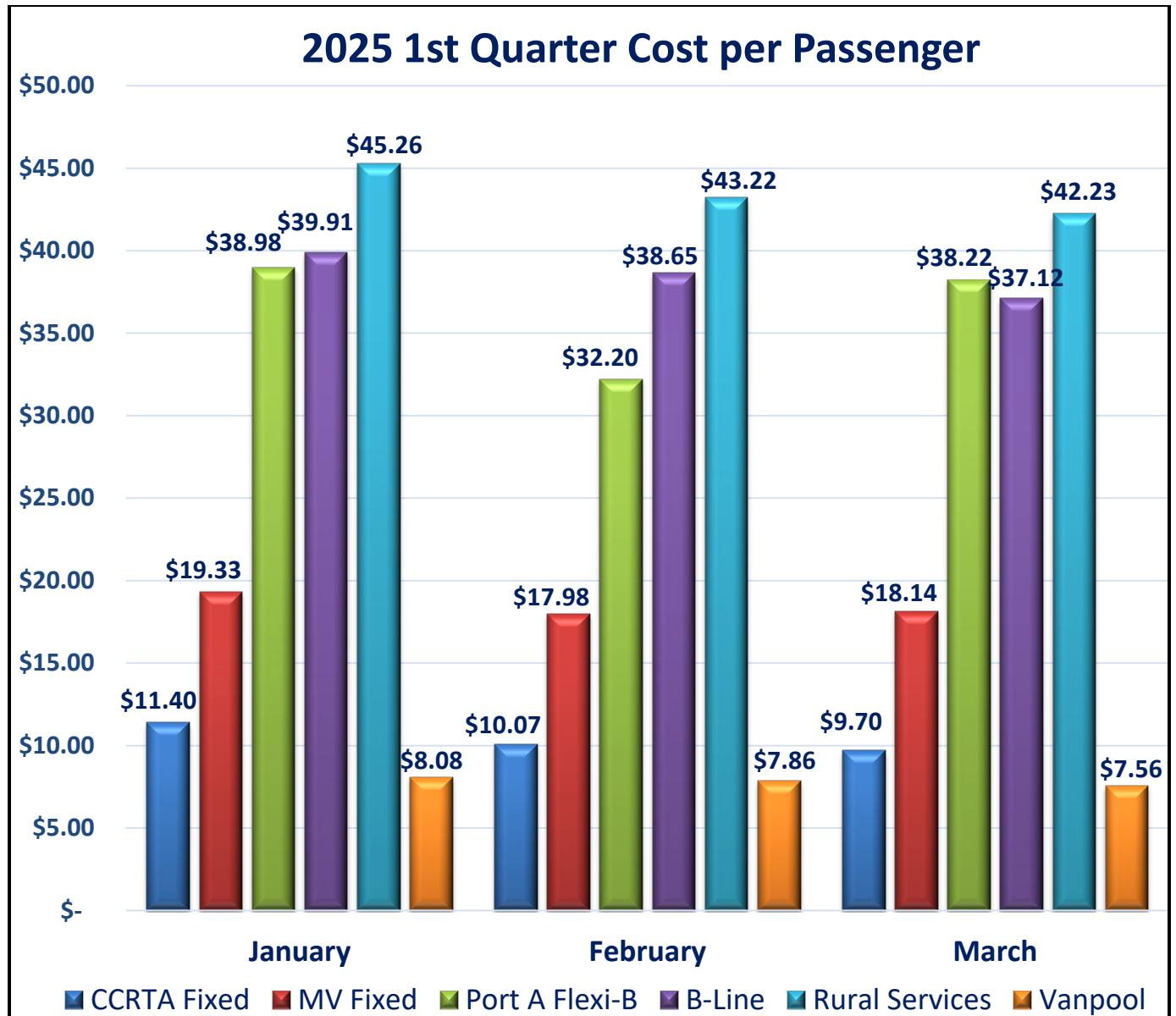
The following four charts are system-wide productivity for the month of March 2025 vs. March 2024 and YTD figures.



Student Ridership

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



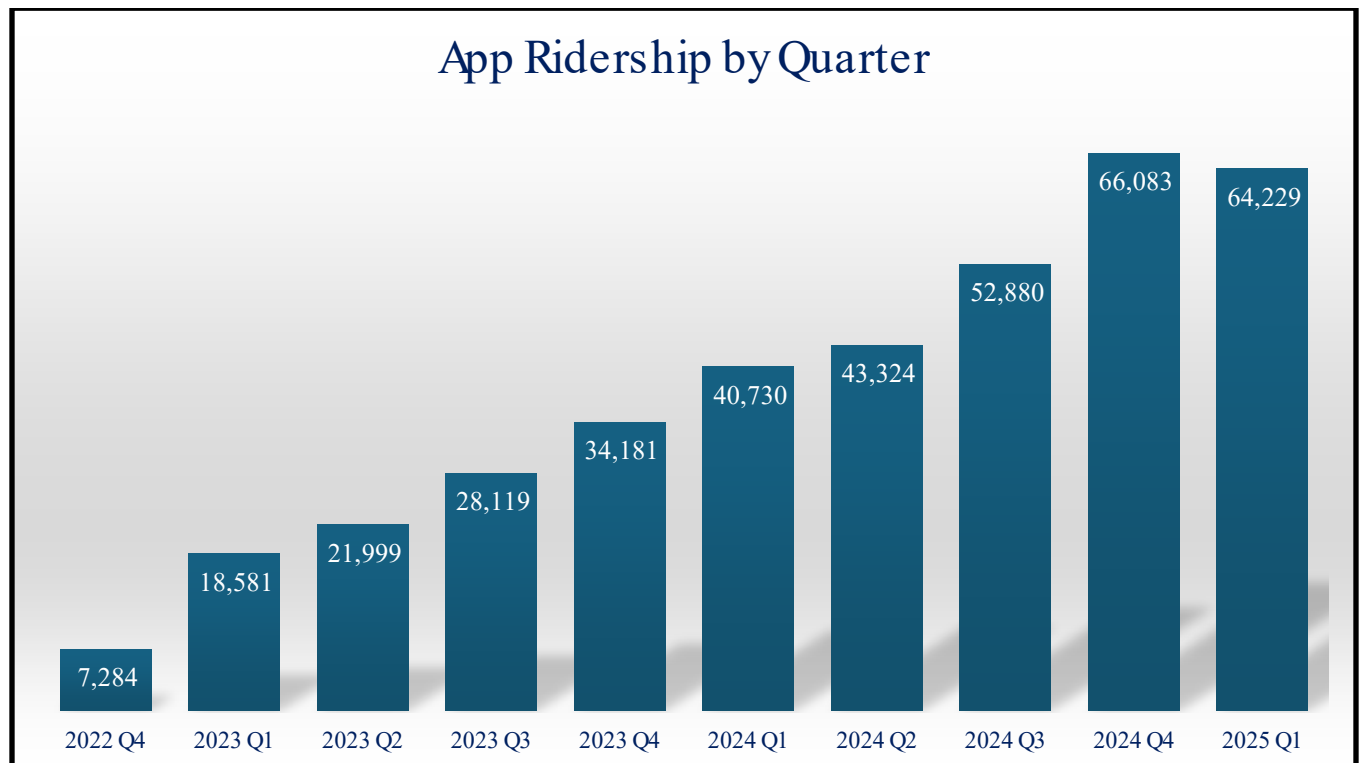
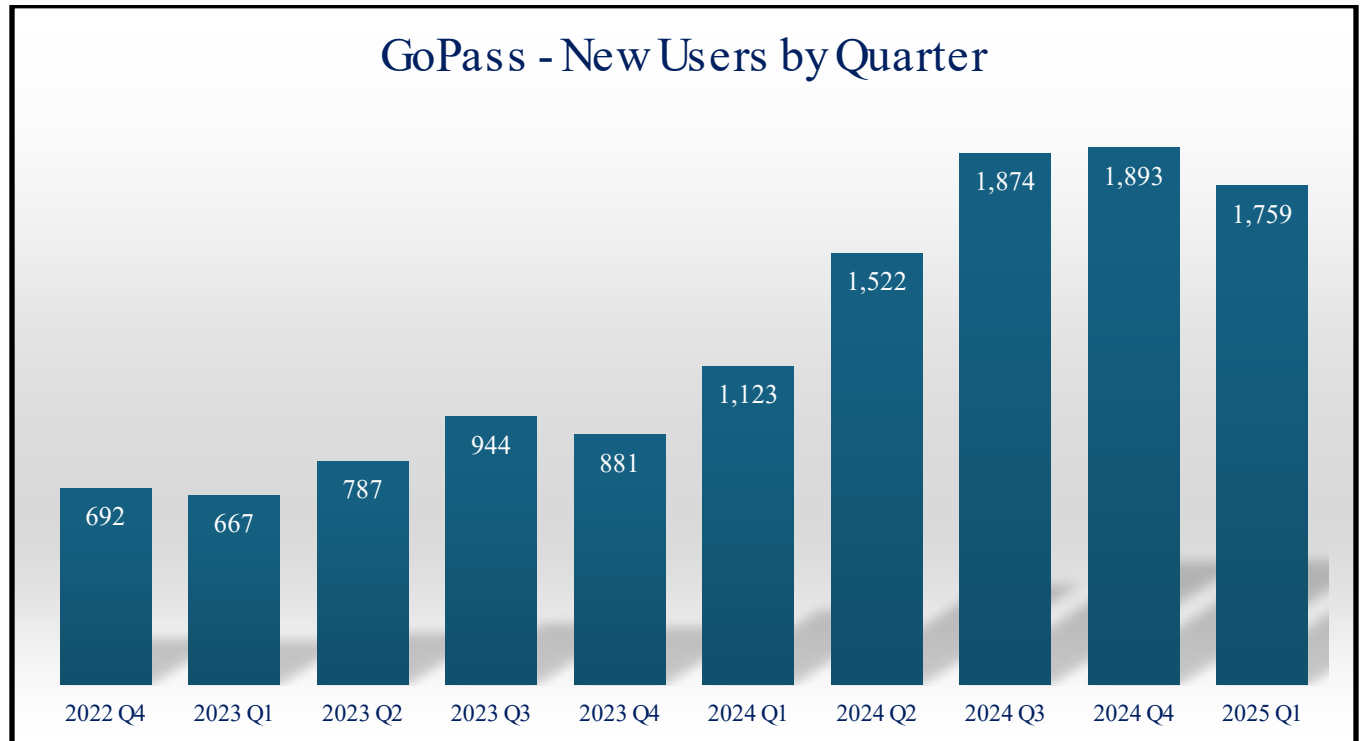


The following tables include Cost per Passenger totals by service mode for the first quarter of 2025. In addition, year-to-date (YTD) averages by service mode are included.

Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
January	\$ 11.40	\$ 19.33	\$ 38.98	\$ 39.91	\$ 45.26	\$ 8.08
February	\$ 10.07	\$ 17.98	\$ 32.20	\$ 38.65	\$ 43.22	\$ 7.86
March	\$ 9.70	\$ 18.14	\$ 38.22	\$ 37.12	\$ 42.23	\$ 7.56
YTD Average	\$ 10.39	\$ 18.48	\$ 36.47	\$ 38.56	\$ 43.57	\$ 7.83

Go-Pass

The following charts illustrate the quarterly Go-Pass New Users Count and App 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 May 2025.**
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Route 32 (not detoured), Route 37 (detoured) (**4** stops on Everhart impacted, **4** stops 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)
- **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)

Detours Expected

For March 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.
(38) Closed or impacted stops.

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

Schedule Adherence	Standard	Dec-24	Jan-25	Feb-25	Mar-25	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.5%	0.1%
Departures within 0-5 minutes	>85%	91.7%	91.8%	92.9%	90.8%	91.8%
Monthly Wheelchair Boardings	No standard	7,369	5,743	5,350	4,668	5,783
Monthly Bicycle Boardings	No standard	6,841	6,624	6,883	7,729	7,019

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

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

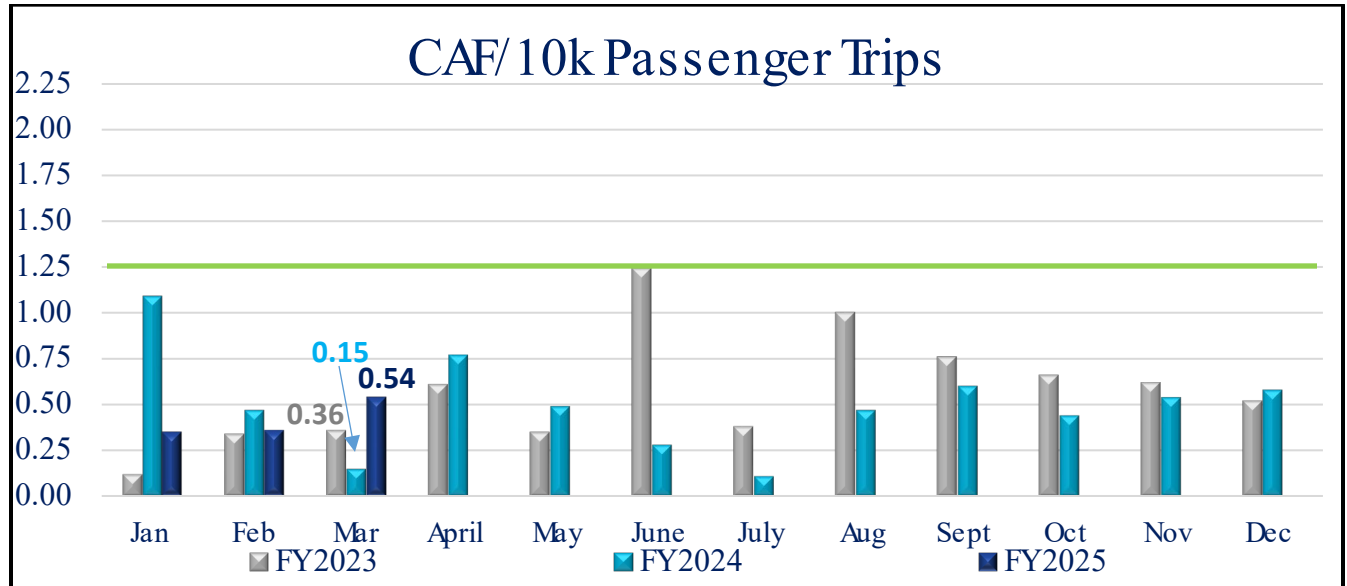
Metric	Dec-24	Jan-25	Feb-25	Mar-25	(4) Month-Ave.
Passengers per Hour	2.39	2.32	2.43	2.45	2.40
On-time Performance	91.1%	93.5%	91.4%	89.4%	91.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	21,682	24,455	34,080	25,956	26,543
Monthly Wheelchair Boardings	4,943	4,580	4,766	5,236	4,881

- Productivity: **2.45** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **89.4%** 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): **25,957** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,103** ambulatory boardings; **5,236** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

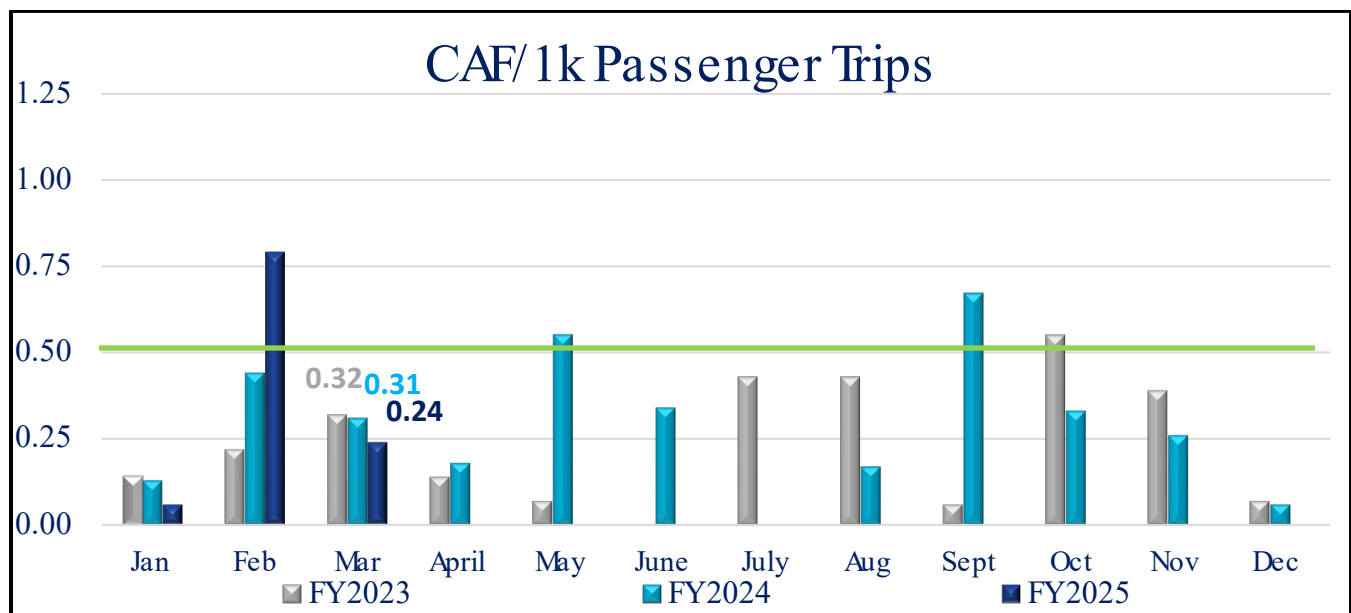
For the month of March 2025, Customer Service received and processed **58** Customer Assistance Forms (CAF's). A total of 48 or 83% were for CCRTA and Contract Fixed Route Services, of which **16** or 33% were verified as valid. This equates to approximately **0.54 CAFs per 10,000** passenger trips. There were three commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services



For the month of March 2025, Customer Service received and processed **58** Customer Assistance Forms (CAF's). A total of 10 or 17% were for B-Line Services, of which **4** or 40% were verified as valid. This equates to approximately **0.24 CAFs per 1,000** passenger trips. B-Line Services received no commendations this month.

Number of CAFs/1k for B-Line Services



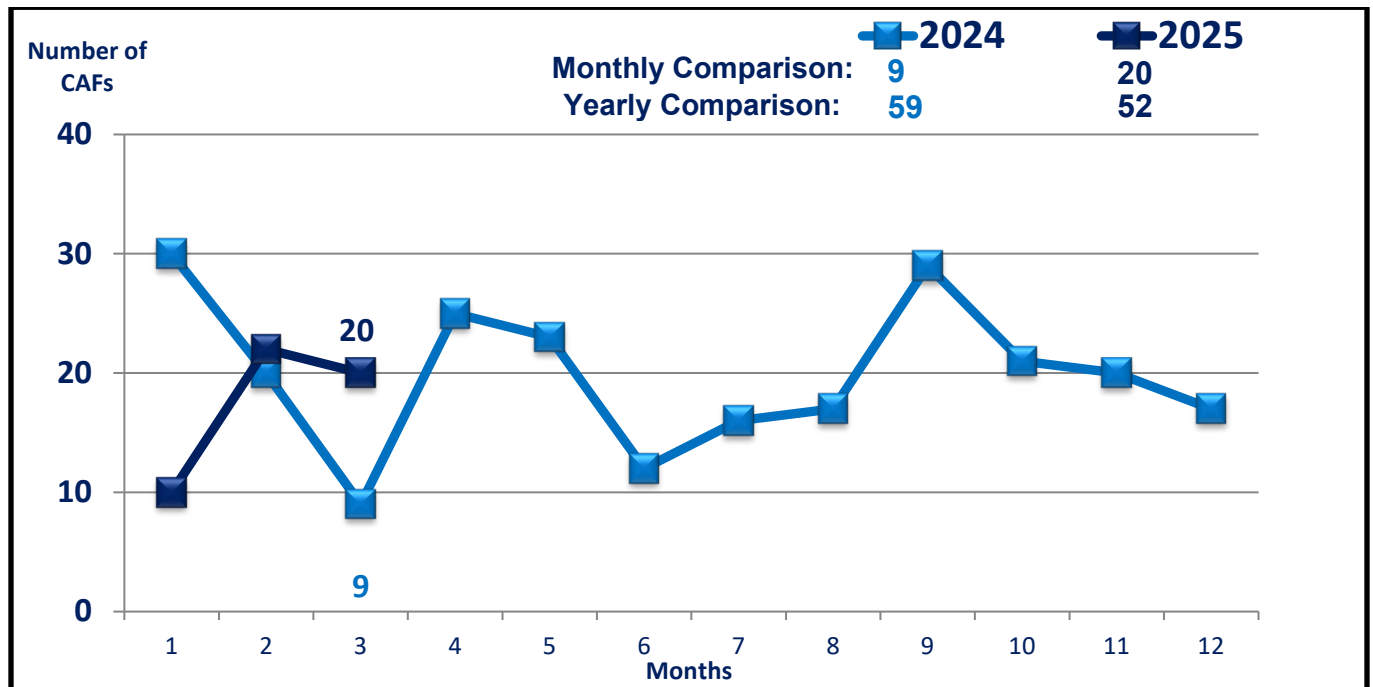
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	3	#65 Padre Island Connection	5
#12 Hillcrest/Baldwin	3	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	
#16 Morgan/Port	2	#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	1	#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	5	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	10
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes	1	Service Development	2
#27 Leopard	4	Facilities Maintenance/Bus Stops	7
#28 Leopard/Navigation		IT	
#29 Staples	2	Safety & Security	1
#32 Southside	1	Vehicle Maintenance	
#34 Robstown North	1	Commendations	3
#35 Robstown South			
#37 Crosstown/TAMU-CC	1		
		Total CAFs	58

Processed CAF Breakdown by Service Type:

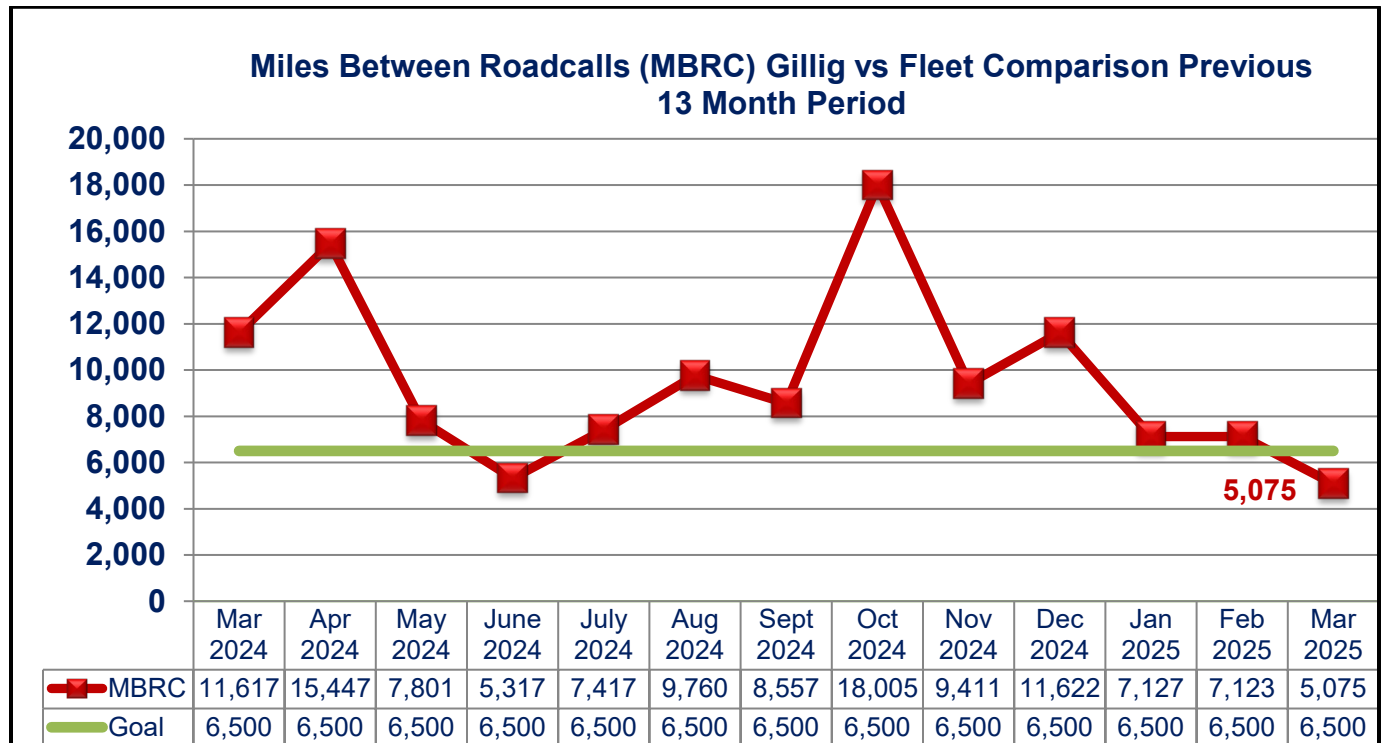
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1	1		2
Service Stop Issues	1	1	1	3
Driving Issues	2		1	3
Customer Services		1		1
Late/Early – No Show	4	2	3	9
Alleges Injury	3			3
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup		2		2
Rude	7	1		8
Left Behind/Passed Up	5	1	3	9
Inappropriate Behavior				
Policy			1	1
Incident at Stop				
Incident on Bus			1	1
Incident at Station	1			1
Securement/Tie-Down Issue	1	1		2
Denial of Service				
Safety & Security	1			1
Facility Maintenance	7			7
Service Development	2			2
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics				
Vehicle Maintenance				
Commendations	3			3
Total CAFs				58

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In March 2025, 5,075 miles between road calls (MBRC) were recorded as compared to 11,617 MBRC in March 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 9,560.



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 MARCH 2025

	Total Miles Driven in MARCH for Each Bus Type	Tyotal Road Calls for MARCH for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeble Roadcalls	A/C	W/C		
CNG (35' 901-926) (40' 1001-1024)										
Totals	195,455	39	39	0	30	9	5	4		
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)										
Totals	38,017	19	19	0	16	3	5	1		
TOTAL MILES DRIVEN			TOTAL ROAD CALLS							
233,473			58		58	0	46	12	10	5
MILES BETWEEN ROAD CALLS										
5,075			Compared Total Miles with Chargeable Roadcalls							



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

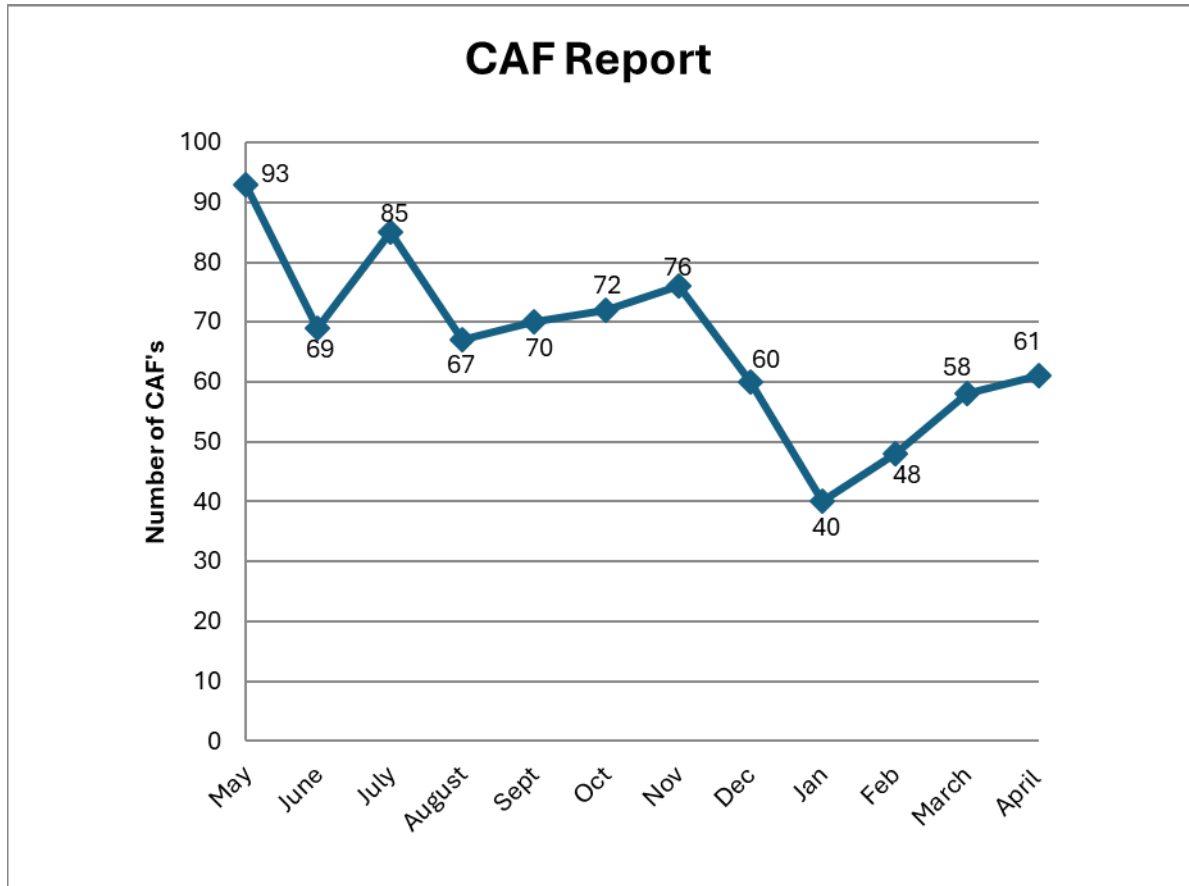
April 30, 2025

Subject: CAF Report for April 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For April 2025, there were 61 reported CAFs which was more than the 58 reported CAFs for March 2025. The increase of 3 CAFs represents a 4.91% increase.

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



April 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown NAS Ex (P&R)	2
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	5	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	2
#15 Kostoryz/Carroll HS	5	#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	3	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	3
#23 Molina		#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	10
#26 Airline/Lipes		Transportation	
#27 Leopard	2	Service Development	1
#28 Leopard /Navigation	2	Facilities/Bus Stop Needs Attention	12
#29 Staples	1	IT/Electronics	
#32 Southside	1	Safety & Security	3
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	6
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	61

April 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	6	2		8
Customer Services				
Late/Early – No Show	2	3	1	6
Alleges Injury				
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup	3		1	4
Rude	2	2	3	7
Left Behind/Passed Up	5	1		6
Inappropriate Behavior				
Policy	3	1		4
Incident at Stop		1		1
Incident on Bus				
Incident at Station				
Tie-Down Issue			1	1
Denial of Service	1			1
Safety and Security	3			3
Facility Maintenance	12			12
Service Development	1			1
Transportation (Other)				
IT/Electronics				
Vehicle Maintenance				
Commendations	5	1		6
TOTAL CAFs	44	11	6	61

Conclusion:

During April 2025, CCRTA received sixty-one CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were six commendations.

Forty-four CAFs were received regarding CCRTA Service, representing 72% of the total customer assistance contacts; there were five commendations and twenty-three informational CAFs.

Eleven CAFs were received regarding B-Line Service, representing 18% of the total customer assistance contacts; there was one commendation and one informational CAF

Six CAFs were received regarding Contracted Fixed Route Service representing 10% of the total customer assistance contacts; there were no commendations.

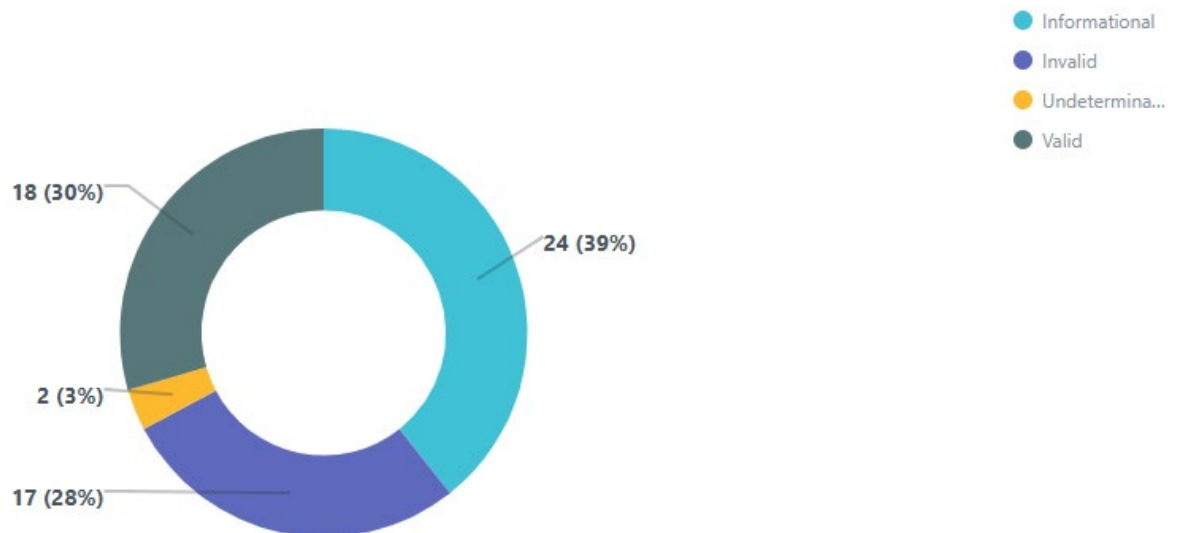
Outcome:

Eighteen CAFs were found to be Valid.

Seventeen CAFs were found to be Invalid.

Two CAFs were found to be Unable to Determine.

Twenty-four 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: May 7, 2025

SUBJECT: B-Line Report for April 2025

- ❑ Ridership for the month of April 2025 was 17,290 compared to 16,716 for April 2024, which equates to 574 more trips representing a 3.43% **increase**.
- ❑ Ridership for YTD 2025 was 64,224, representing a 0.12% **decrease** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
64,304	64,224	80	0.12%

Service Standards

- ❑ Productivity: 2.52 PPH (Passengers per hour) April 2025, contract standard is 2.50
- ❑ On Time Performance: 88.00% on time performance for April 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1901 trips out of 15,839 trips (12%) did not meet the standard for on time performance in April 2025. Of that number:
 - 1,859 were < 30 minutes late.
 - 33 were > 30 minutes late.
 - 6 were > 60 minutes late.
 - 3 were > 90 minutes late.
- ❑ Miles between road calls 187,021.9 miles with 6 road calls that equates to 31,170.3 miles between road calls for April 2025. MV did exceed the minimum standard of 12,250 miles between road calls for April 2025.

Wheelchair Boarding's and associated statistics

For the month of April 2025, there were:

- 10,225 - ambulatory passengers
- 5,769 - wheelchair boarding's
- 987 - personal care attendants (AM)
- 298 - companions
- 11 - animals

Other Service statistics

There were 15 **Customer Assistance Forms** recorded for April 2025:

1. Ms. Garza called to complain about the driver of her morning pickup. While boarding, the driver struggled to secure her and made a comment about her size. Ms. Garza felt insulted and stated that her feelings were hurt. Her pickup was at 713 Indiana Ave.
 - a. Video was viewed and the driver did not say anything to Ms. Garza it was the PCA that said something about her being big..
-Not Valid
2. Ms. Gonzales said on Friday April 4 she was driving down Agnes/crosstown and she felt the bus was following too close. She said the bus turned on Brownlee. She said she would follow up with this complaint because she was very upset about this.
361-688-7015
 - a. The B-Line vehicle number is unable to be determined.
-Undetermined
3. The incident occurred at approximately 3:45 PM on NAS Drive, about 100 to 300 feet from the on-ramp onto SPID, shortly after Route 51, Unit 3060 had departed the Naval Air Station. The reporting driver claimed the bus nearly ran them off the road, forcing them to swerve violently to avoid a collision.
 - a. Good morning after viewing the video and talking to the driver. Video shows driver merging into the proper lane.
-Not Valid
4. Name: Caitlyn Email: caitlynclon@gmail.com Phone No. : 361-695-0548
Message : Bus number 3033 was in flour bluff going over 60 miles per hour. The bus driver was behind me and sped up to get in front of me and hit his breaks continuously after blocking entry to the lane. I did not engage with driver but I did get videos and photos for proof of the speeding and dangerous behavior. The speed limit on that road is 45 also not 60 miles per hour. I am worried about the safety with someone like this in a big vehicle on the road. This occurred 4/8/25 1:20 pm bus 3033
 - a. Good afternoon video shows driver was parked at the time that the citizen said he was driving 60mph.
-Not Valid
 - b. Driver was pulled from his route today for refresher training.
-Valid
5. Customer complaints about route 28 departing late. Departure time was at 1:30 and unit departed around 10 min late.
 - a. After viewing the video and talking with driver this is correct, driver and supervisor were trying to fix the lift.
-Valid

6. RT 50 04/11/25 3:55 pm

Mr. James Jarnagin called to let us know that RT 50 was supposed to be at CCAD Building #8 at 2:40 and has not made it to them.

2:55 pm RTA Customer Service called dispatched, and they said it was 8 minutes until they got to them.

3:16 pm Mr. James Jarnagin called back to say they are still not there.

3:16 calling dispatch and no answer. – looked at system and they finally were logged in and were picked up at 3:25.

He stated this is not the first time this has happened. He has a doctor's appointment and now he will not make it. They will charge him a missed/late cancellation fee His number is 3616888423.

- a. The regular route driver didn't come in and we had to pull the relief driver off of one route to go on that route therefore it took some time causing the route to run late
-Valid

7. **Date/Time of Incident:** 4/14/25 @ 1pm **Location:** 3525 Morgan

Belinda Martinez from TX Adult Daycare called, visibly upset, regarding a transportation issue involving two clients, Martha Mireles and Albert Sifuentes. Both were scheduled for a 1:00 PM pick up from 3525 Morgan and were to be transported to the same location. However, the driver only picked up Albert Sifuentes and left Martha Mireles behind. When the TX Adult Daycare supervisor approached the driver to address the situation, the driver said she would return, then threw her hands up and closed the door,

Belinda expressed that this behavior is unacceptable, stating that both staff and clients are consistently treated rudely by drivers. She expects respect and professionalism from the drivers.

She is expecting a phone call immediately at 361-881-

- a. Spoke with the lady at the center on 4/14 , I'm going to go visit with her on 4/16, Video was viewed and driver was not rude, it was a misunderstanding between the driver and the lady at the daycare, driver called dispatch, passenger wasn't at the location only the PCA and they wanted us to transport the PCA only, passenger was at another location that daycare had taken him to. Driver explained she would go do another trip and return when passenger was there (he was on is way back)., staff didn't understand why we didn't take PCA (who didn't have a ride and is not a passenger of ours)
-Not Valid

8. Brandon Flore's mother Sylvia Ruiz called to say that Brandon's pick-up time was at 7am from 10342 River Run Blvd. apt 613. B line got there at 8:00. Making him late work.

Sylvia Ruiz 361-558-6756

- a. Spoke with mom, directions to his apartment weren't clear as they recently moved so he was no showed at 7:13, we did send another bus. Also he lives

15 miles from work and we pick up others in the area. We have agreed to change his pick up time (mom suggests), to see and will monitor it.

-Valid

9. Sylvia Ruiz mother of Brandon Flores called to say that Blaine went to the old pick-up area 04/14. She spoke to Cris when she made the reservation and reminded her of the pick-up area. Ms. Ruiz had to go and pick up Brandon and take him to work. She is very upset with the B line not listening to instructions and or passing them to the drivers. She needs a call back.

Sylvia Ruiz 361-558-6756

- a. Spoke with her this morning 4/15, they had moved and while the address was changed, he has standing orders and the system didn't change the standing orders. His apartment complex is difficult to maneuver, so we have put him on the same route everyday with mainly the same driver, to avoid confusion. we are going to monitor it and will revisit with her on Friday to see how it's going.

-Not Valid

10. 4/17/2025 4:23

Ms. Glanz got on the 65 at Compton and Waldron. Glanz asked to be dropped off at Whitecap. David the operator said no. He said her and 2 other passengers had to ride to Port A. She said the operator was very rude and told her she needed to get off the bus. Glanz called the flex line to tell them. Dispatch called the operator and told him to take her and the 2 other passengers to the stop before going to Port Aransas.

Karen Glanz needs a call back 805-504-6999

- a. I spoke with the operator and he will be retrained on customer service.

-Valid

11. A passenger waiting at the Flour Bluff Walmart stop called the Flex line at 4:05 PM to check the status of the bus. He reported that the female dispatcher was rude and hung up on him. When he called back a second time, he said he was met with a very negative attitude.

- a. This man had a misunderstanding of the service and she was trying to explain how the route goes and he got mad and hung up, she was not rude (i was witness to the conversation)

-Not Valid

12. A passenger called while on speakerphone with five of her coworkers, all of whom were riding Route 65, Unit 3041. They boarded the bus at STS at 8:45 AM on their way to work at the condos on Windward. Upon arrival, the driver only allowed them to exit on Whitecap, stating that the stops on Windward are not valid, which forced them to walk the rest of the way. She mentioned that the same situation occurred yesterday while it was raining, and they arrived at work soaked. They are requesting to be dropped off at Stop 2599. Their manager was also on the call and stated she would be contacting us to file a formal complaint about the issue.

- a. Thank you for your feedback regarding the route. We are currently evaluating additional changes to the Windward/Leeward area and anticipate making further adjustments in the near future.

In the meantime, a flex stop has been placed in the outbound direction to help serve the area; however, we understand this may not fully meet the needs of all riders. Passengers do have the option to continue to Port Aransas and access their preferred stop on the inbound trip, as the entire area is covered in that direction.

We appreciate your patience as we continue to assess and refine the service. Several changes have been implemented over the past few years with the goal of improving the overall experience for everyone who uses this route.

- b. Sandy, the manager, just reached out to confirm what was said in this CAF. She is concern about the safety of her female employees.
- c. A solution to this situation is in the works.

-Undetermined

13. Mr. Villareal said that the unit at NPID was exiting towards Robstown/Airport and suddenly decided to go back to NPID making him swerve to avoid collision.

- a. Driver self reported this incident, had him do some retraining on proper lane changes

-Valid

14. On April 17, 2025 on Route 65m, a MV bus driver named David was giving me problems. Approximately, 5:03 pm I got on the Route 65 Bus at Compton/Waldron. I previously called the Flex Dispatch Reservation Line and told them that I would be getting off at Whitecap on Padre Island. The bus driver told me "No I can drop you off at Whitecap after I drive to Port Aransas. I told him that I already called the Flex reservation line and told them I was to get off at Whitecap. He was now getting angry, rude and arrogant with me and told me that I would have to get off the bus. I told him that I needed to call the RTA Customer Service and let them know that he wasn't going to do what I requested. The dispatcher told me to hang up and that she was going to call the driver. David, the bus driver, got off the bus and was talking for about 10 min with the driver. Finally, David came back to the passengers and told a couple that he would drop us all off at Whitecap. He said he was never told about the "Permissive Flex Stop" at Whitecap. He did not apologize to me or the other passengers whom he told the same thing. I am requesting that this bus driver David be re-trained on customer service to customers. He did not have to be rude and arrogant towards me about my request to get off at Whitecap. Do you think that David's supervisor can re-train David on customer service? and on learning how to drive the Route 65 Route.

I forwarded a few pictures of the MV Driver talking with the dispatcher on the above date. I appreciate your assistance in this matter.

Thank you for getting bk with me.

I double. Hacked the time and it happened about 4:03 instead of 5:03. It was on the route 65. If y could let me know the outcome later I would appreciate it. Thanks a lot.
Karen

- a. Yes I spoke with David, he has been retrained on customer service

-Valid

15. At 1:28 PM, a bus was reported to have entered the property of Gulfway Manor Apartments, located at 1750 Trailway. According to Ms. Dora Martines, the property manager, the driver moved cones that were in place to block traffic and proceeded to drive over newly laid asphalt, leaving deep tire marks. The property is claiming damages and is requesting immediate contact. Ms. Martines can be reached at 361-986-1233.

- a. I contacted Ms. Martines on 4/25 @ 4:00 pm she explained the story and said she would get in touch with me when she had an estimate, however after viewing the video the driver did not move the cones as they were placed on either side and the passenger indicated to the driver it was old asphalt and safe to go through the space.

-Valid

Conclusion

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

- ☐ 2.52 passengers per hour
- ☐ 88.00% on time performance
- ☐ Zero denial of service (as defined by FTA)
- ☐ Miles between road calls for April 2025 at 31,170.3 miles did exceed the minimum contract standard of 12,250 miles.

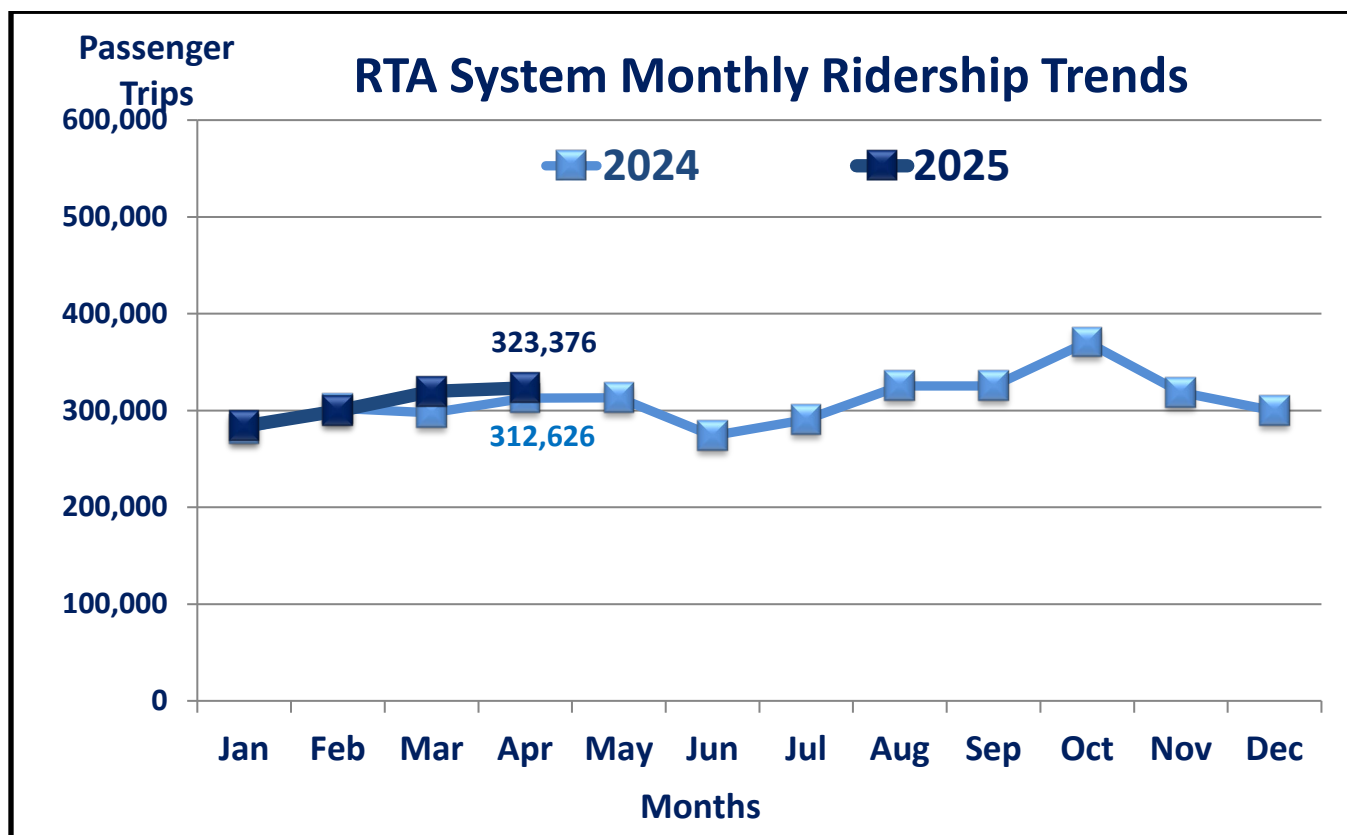
Subject: April 2025 Operations Report

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

April 2025 system-wide passenger trips totaled 323,376, which represents a 3.4% increase, compared to 312,626 passenger trips in April 2024 with 10,750 more trips provided this month.

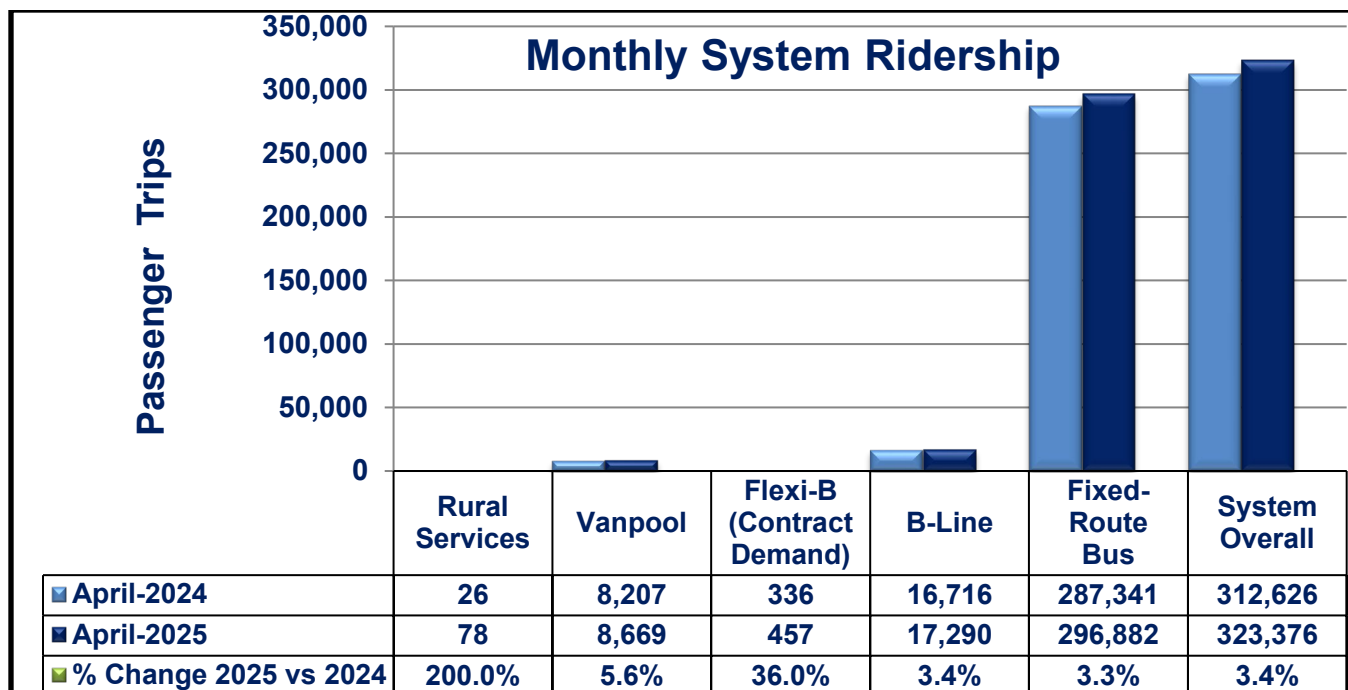


April 2025	April 2024	Variance
22 Weekdays	22 Weekdays	-
4 Saturdays	4 Saturdays	-
3 Sundays	4 Sundays	- 1
29 Days of operation	30 Days of operation	- 1

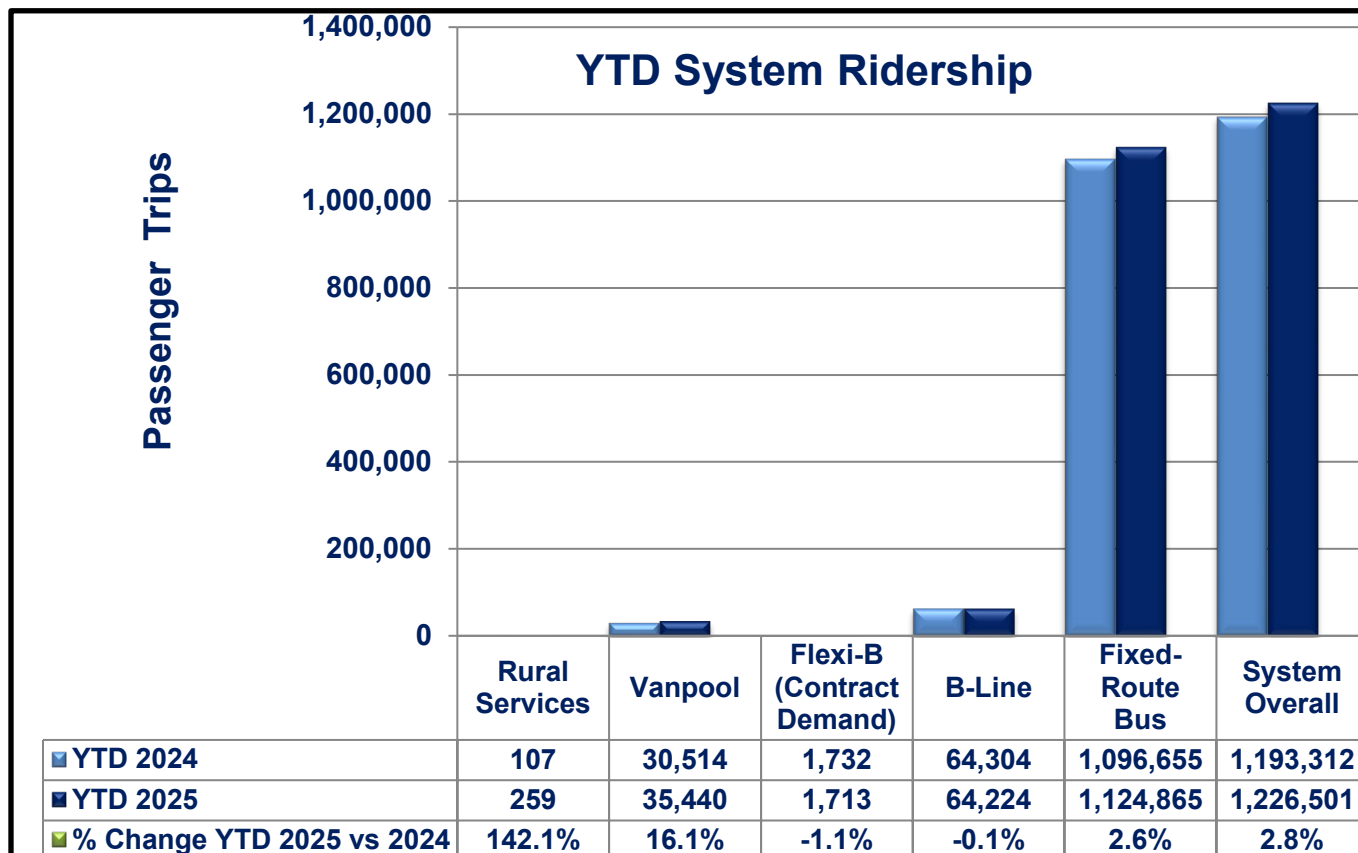
The average retail price for unleaded gas in Corpus Christi was \$2.65 per gallon compared to \$3.08 per gallon in April 2024¹. April rainfall was below average at 0.52 inches. In comparison, April 2024 recorded 0.43 inches of rainfall, which was also below the average rainfall of 2.9 inches.² The 83.9-degree average high temperature for April 2025 was above the normal average high temperature of 82.6 degrees.

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

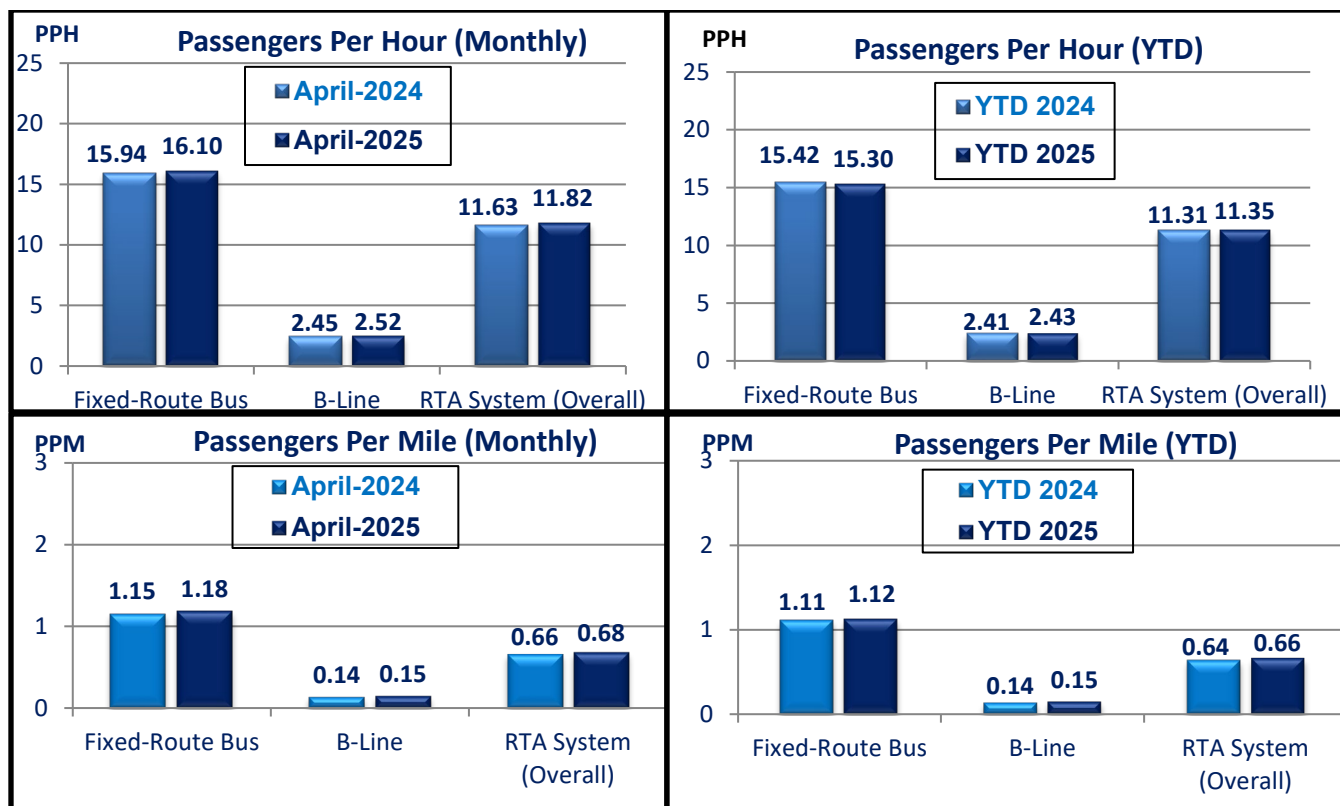
The chart below shows monthly ridership results for all services. CCRTA recorded 10,750 more passenger trips in April 2025 resulting in a 3.4% increase compared to April 2024.



The chart below shows YTD ridership results for all services. 33,189 more trips compared to 2024.

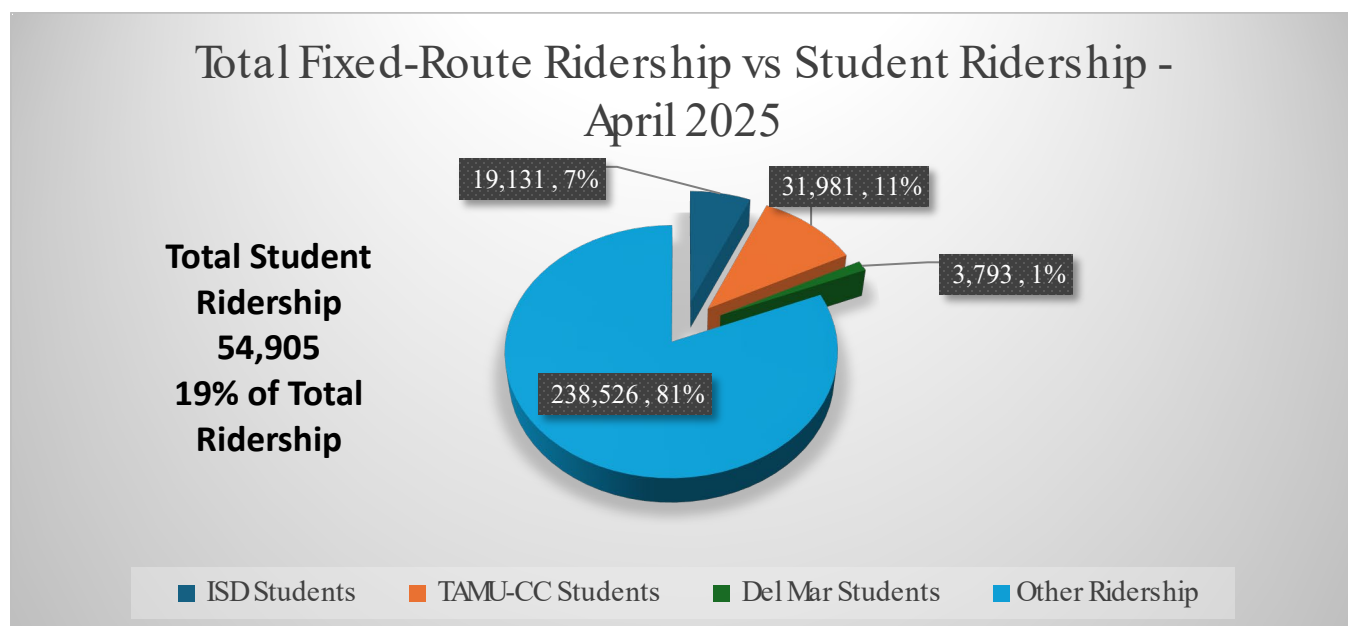


The following four charts are system-wide productivity for the month of April 2025 vs. April 2024 and YTD figures.



Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for the month of April 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

<p>On Detour</p>	<ul style="list-style-type: none"> • IH-37 @ Harbor Bridge Reconstruction: Began May 31, 2024. <ul style="list-style-type: none"> ➤ Route 27 Express (no stops impacted) • Carroll @ Gollihar (outbound only): Began July 2024. <ul style="list-style-type: none"> ➤ Route 17 (2 stops impacted with traffic control plan (TCP) placement) • Comanche St. (Carancahua-Alameda): Began early 2024. <ul style="list-style-type: none"> ➤ Route 21 (2 stops impacted) • Everhart Rd. (SPID-S. Staples): Project began September 2023. <ul style="list-style-type: none"> ➤ Route 32 (not detoured), Route 37 (detoured) (4 stops on Everhart impacted, 4 stops closed on Alameda & 2 closed on S. Staples west of Everhart Rd.) • Bear Ln. (Utility Replacement): Road repair began June 2024. <ul style="list-style-type: none"> ➤ Route 16 (1 stop currently not serviceable at the Coastal Bend Food Bank) • Brownlee Blvd. (Morgan-Staples): Began October 2024. <ul style="list-style-type: none"> ➤ 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. <ul style="list-style-type: none"> ➤ Route 17 (12 of 19 total stops are currently impacted) • Nueces Bay Blvd. (Leopard-Broadway): Began October 2024. <ul style="list-style-type: none"> ➤ Routes 12, 19 & 83 (4 stops impacted)
<p>Detours Expected</p>	<ul style="list-style-type: none"> • Beach Ave. (North Beach): To Begin July 2025 <ul style="list-style-type: none"> ➤ Route 78 (2 stops impacted) • North Beach Primary Access Road (HWY 181): To Begin July 2025 <ul style="list-style-type: none"> ➤ Route 78 (No stops impacted) • Alameda St. (Everhart-Airline): Project in design. (100%) <ul style="list-style-type: none"> ➤ Route 5 (13 stops may be impacted) • Alameda St. (Texan Trail-Doddridge): Project in design. (100%) <ul style="list-style-type: none"> ➤ Route 5 (11 stops may be impacted) • Carroll Ln. (SH-358 to Holly) Project in design. (90%) <ul style="list-style-type: none"> ➤ Routes 15 & 17 (4 stops may be impacted) • Holly Rd. (Ennis Joslin-Paul Jones) Project in design. (90%) <ul style="list-style-type: none"> ➤ Route 93 (No stops impacted) • Park Road 22 (Compass Dr.): Project in design. (30%) <ul style="list-style-type: none"> ➤ Route 65 (1 stop may be impacted) • Upper/Mid./Lower Broadway: Project in design. (30%) <ul style="list-style-type: none"> ➤ Routes 6, 76, 78 (no stops impacted)
<p>No Detour</p>	<ul style="list-style-type: none"> • McArdle Rd. (Carroll-Kostoryz): Project began Oct 30, 2023. <ul style="list-style-type: none"> ➤ Route 19 (5 stops closed) Project completed early May 2025. All five (5) stops now reopened to service.

For April 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.
(38) Closed or impacted stops in April.

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

Schedule Adherence	Standard	Jan-25	Feb-25	Mar-25	Apr-25	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.5%	0.2%	0.2%
Departures within 0-5 minutes	>85%	91.8%	92.9%	90.8%	93.4%	92.2%
Monthly Wheelchair Boardings	No standard	5,743	5,350	4,668	4,437	5,050
Monthly Bicycle Boardings	No standard	6,624	6,883	7,729	7,574	7,203

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

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

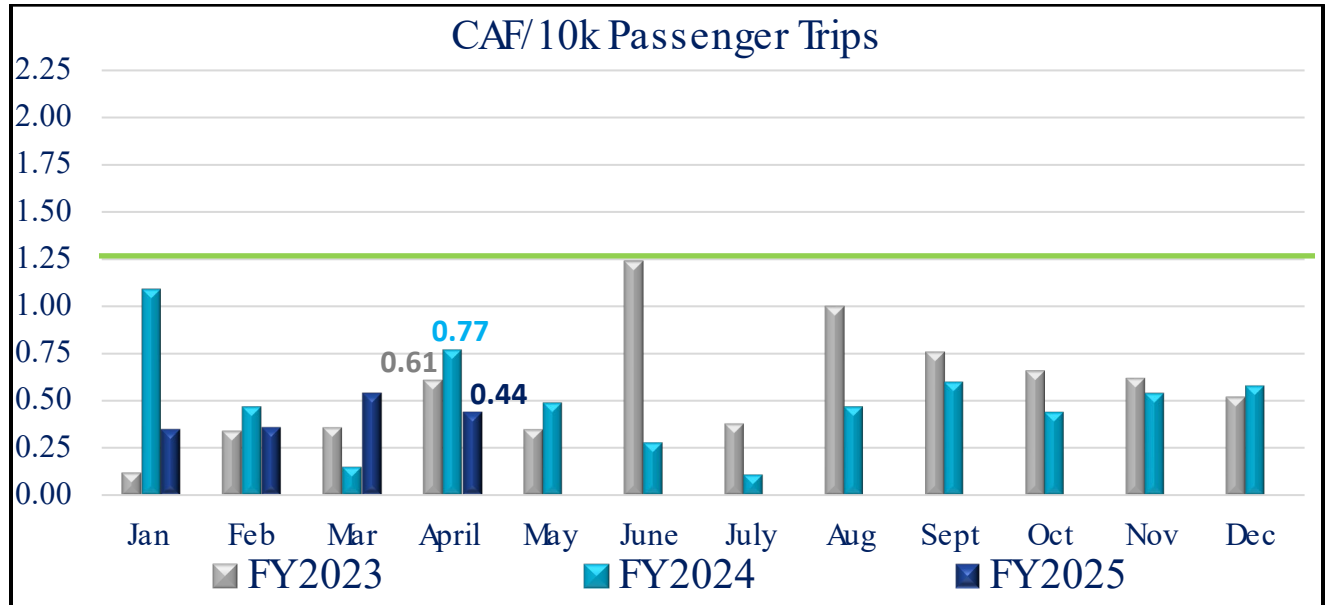
Metric	Jan-25	Feb-25	Mar-25	Apr-25	(4) Month-Ave.
Passengers per Hour	2.32	2.43	2.45	2.52	2.43
On-time Performance	93.5%	91.4%	89.4%	88.0%	90.6%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	24,455	34,080	25,956	31,170	28,915
Monthly Wheelchair Boardings	4,580	4,766	5,236	5,769	5,088

- Productivity: **2.52** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- On-time Performance: **88.0%** 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): **31,170** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,225** ambulatory boardings; **5,769** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

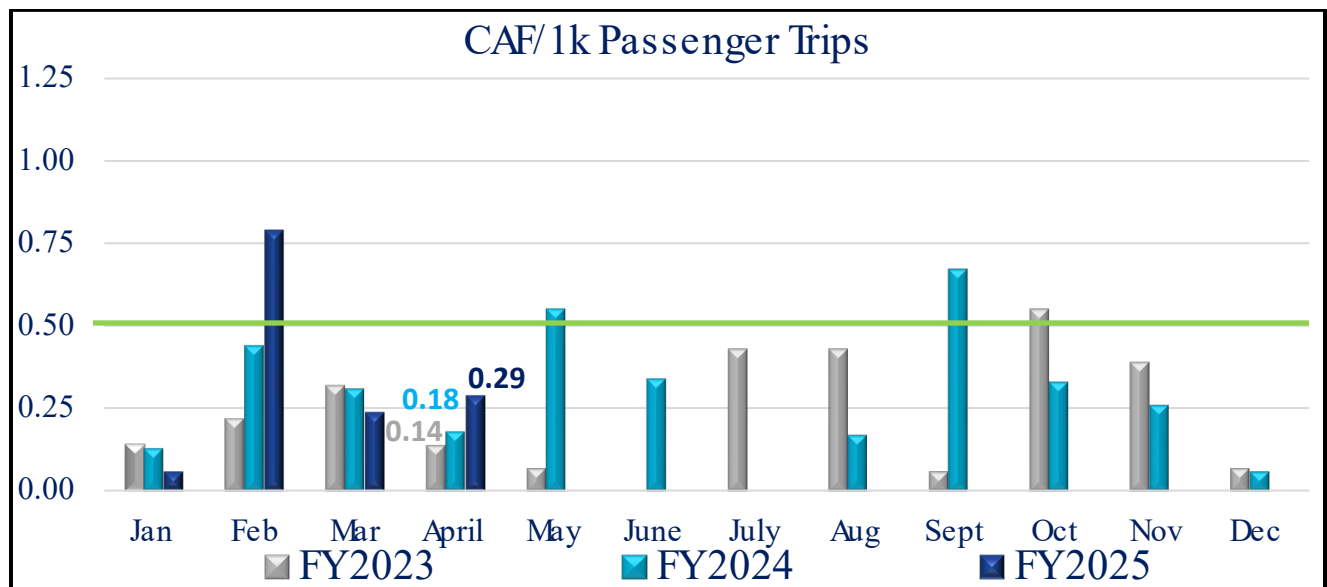
For the month of April 2025, Customer Service received and processed **61** Customer Assistance Forms (CAF's). A total of 49 or 82% were for CCRTA and Contract Fixed Route Services, of which **13** or 26% were verified as valid. This equates to approximately **0.44 CAFs per 10,000** passenger trips. There were five commendations received for Fixed Route services.

Number of CAFs/10k for Fixed Route Services



For the month of April 2025, Customer Service received and processed **61** Customer Assistance Forms (CAF's). A total of 11 or 18% were for B-Line Services, of which **5** or 45% were verified as valid. This equates to approximately **0.29 CAFs per 1,000** passenger trips. B-Line Services received one commendation this month.

Number of CAFs/1k for B-Line Services



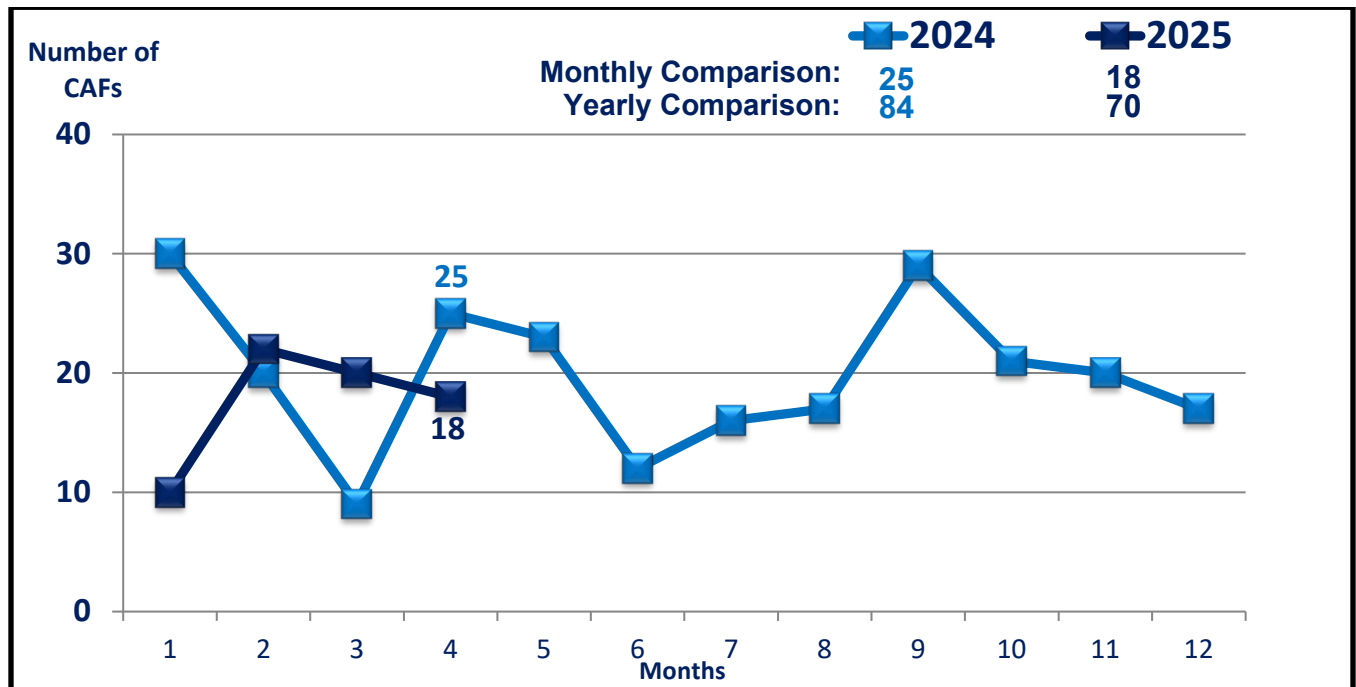
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/NAS Ex (P&R)	2
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	5	#65 Padre Island Connection	3
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS	4	#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	3	#93 Flex	2
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	1	#95 Port Aransas Express	
#24 Airline/Yorktown		B-Line (Paratransit) Services	5
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	1
#27 Leopard	3	Facilities Maintenance/Bus Stops	16
#28 Leopard/Navigation	2	IT	
#29 Staples	1	Safety & Security	3
#32 Southside	1	Vehicle Maintenance	
#34 Robstown North		Commendations	6
#35 Robstown South			
#37 Crosstown/TAMU-CC	1		
		Total CAFs	61

Processed CAF Breakdown by Service Type:

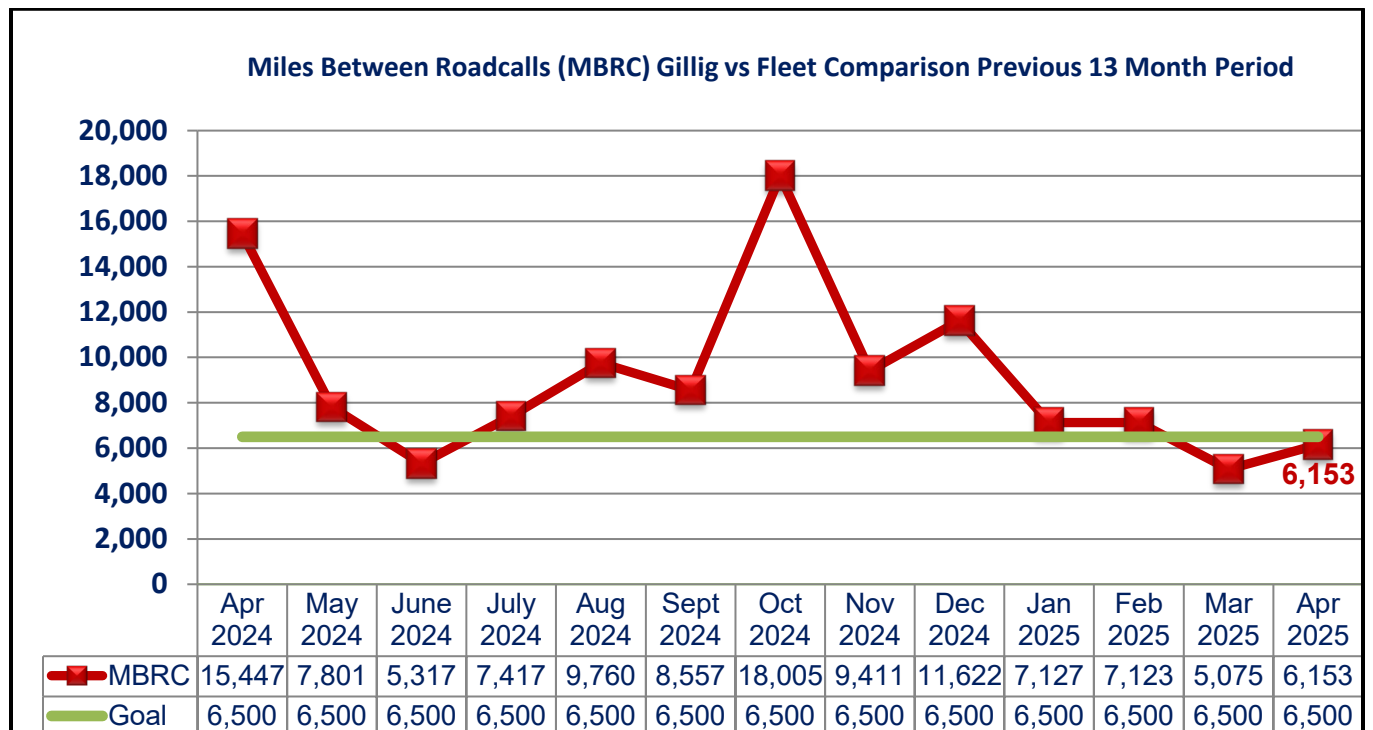
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	5		2	7
Customer Services				
Late/Early – No Show	2	3	2	7
Alleges Injury				
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup	3		1	4
Rude	2	2	3	7
Left Behind/Passed Up	5	1		6
Inappropriate Behavior				
Policy	3	1		4
Incident at Stop		1		1
Incident on Bus				
Incident at Station				
Securement/Tie-Down Issue			1	1
Denial of Service	1			1
Safety & Security	3			3
Facility Maintenance	12			12
Service Development	1			1
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics				
Vehicle Maintenance				
Commendations	5	1		6
Total CAFs	44	11	6	61

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In April 2025, 6,153 miles between road calls (MBRC) were recorded as compared to 15,447 MBRC in April 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 9,140.



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 APRIL 2025

	Total Miles Driven in APRIL for Each Bus Type	Tytotal Road Calls for APRIL for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C		
CNG (35' 901-926) (40' 1001-1024)										
Totals	188,112	44	44	0	30	14	2	3		
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)										
Totals	39,563	15	15	0	7	8	0	1		
TOTAL MILES DRIVEN			TOTAL ROAD CALLS							
227,675			59		59	0	37	22	2	4
MILES BETWEEN ROAD CALLS										
6,153			Compared Total Miles with Chargeable Roadcalls							



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

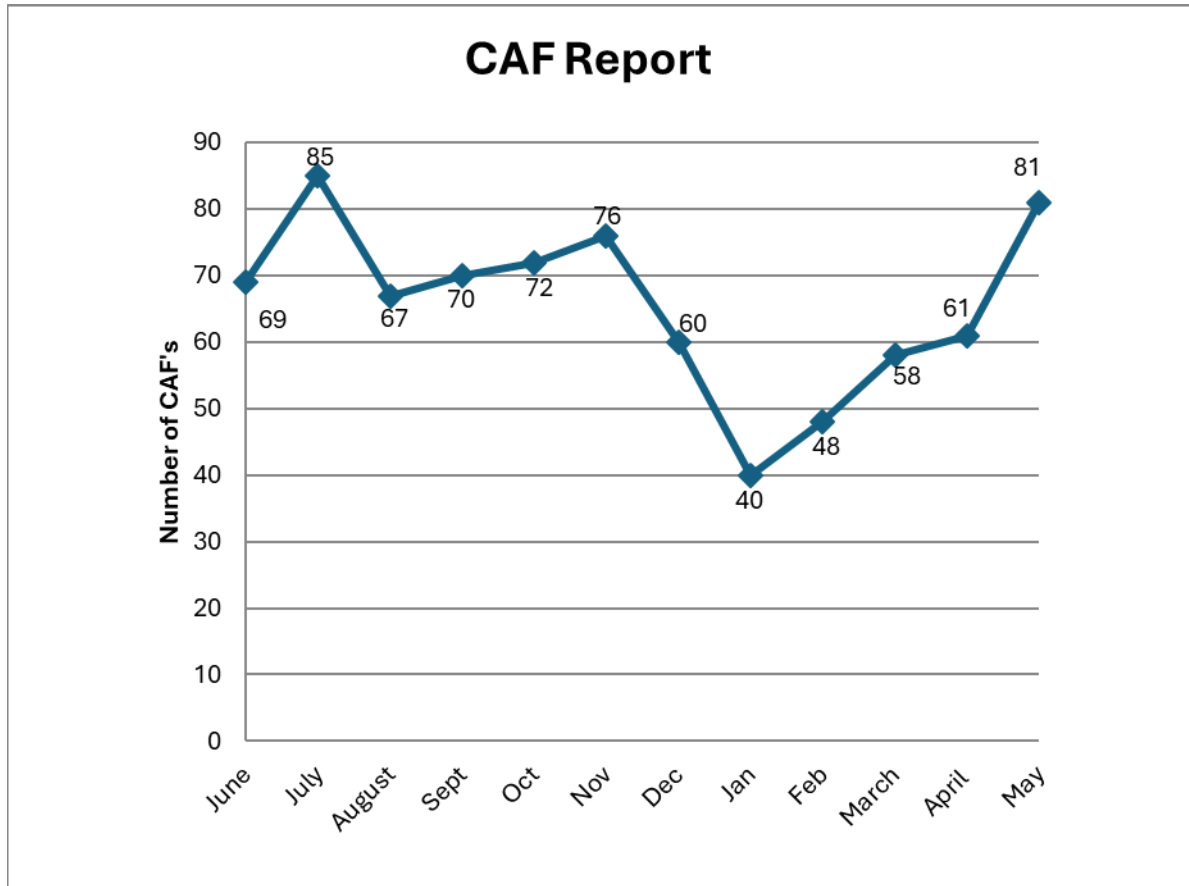
May 31, 2025

Subject: CAF Report for May 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For May 2025, there were 81 reported CAFs which was more than the 61 reported CAFs for April 2025. The increase of 20 CAFs represents a 32.8% increase.

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



May 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	3	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin		#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port	1	#78 North Beach Shuttle	1
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	3	#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	26
#26 Airline/Lipes		Transportation	
#27 Leopard	2	Service Development	4
#28 Leopard /Navigation	1	Facilities/Bus Stop Needs Attention	7
#29 Staples	4	IT/Electronics	1
#32 Southside	1	Safety & Security	8
#34 Robstown North Circulator	1	Vehicle Maintenance	
#35 Robstown South Circulator	1	COMMENDATIONS	6
#37 Crosstown/TAMUCC	2		
		TOTAL CAF's	81

May 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	2	2	4	8
Customer Services		1		1
Late/Early – No Show	2	19	2	23
Alleges Injury	2		1	3
Fare/Transfer Dispute	2			2
Heating/Cooling		1		1
Dispute Drop-off/Pickup	1			1
Rude	7		1	8
Left Behind/Passed Up	3		1	4
Inappropriate Behavior				
Incident at Stop				
Incident on Bus		1		1
Incident at Station	1			1
Tie-Down Issue				
Denial of Service				
Policy		1		1
Safety and Security	8			8
Facility Maintenance	7			7
Service Development	4			4
IT/Electronics	1			1
Vehicle Maintenance				
Commendations	4	2		6
TOTAL CAFs	45	27	9	81

Conclusion:

During May 2025, CCRTA received eighty-one CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were six commendations.

Forty-five CAFs were received regarding CCRTA Service, representing 56% of the total customer assistance contacts; there were four commendations and twenty-seven informational CAFs.

Twenty-seven CAFs were received regarding B-Line Service, representing 33% of the total customer assistance contacts; there were two commendation and three informational CAF

Nine CAFs were received regarding Contracted Fixed Route Service representing 11% of the total customer assistance contacts; there were no commendations.

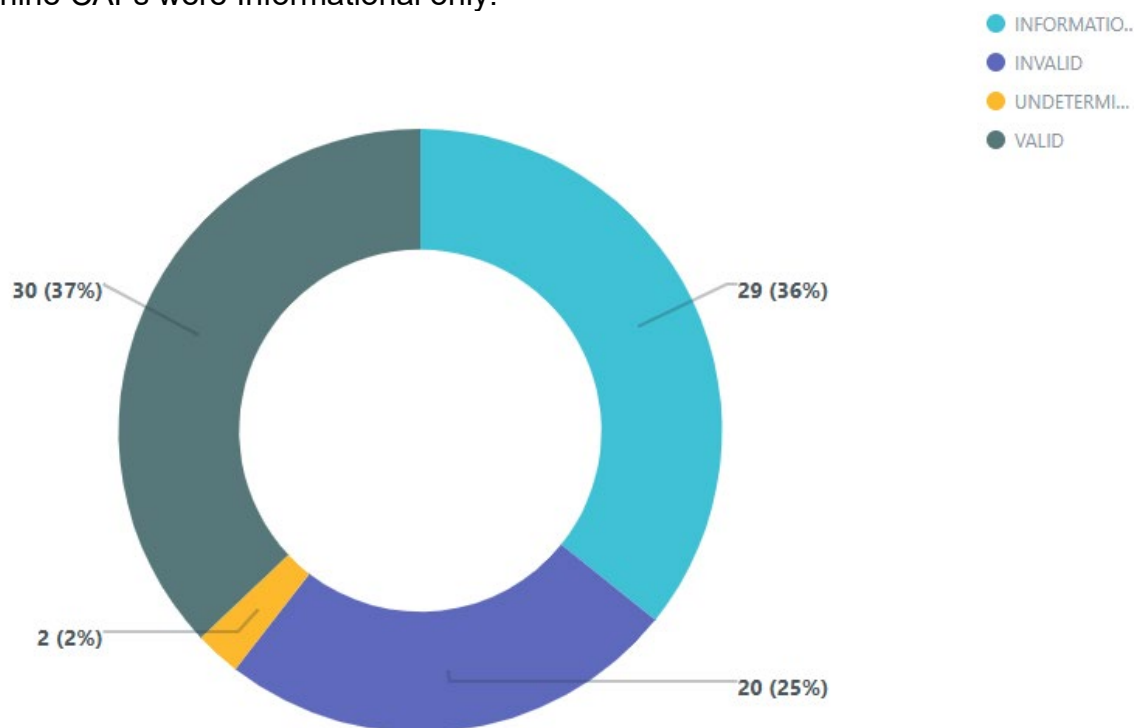
Outcome:

Thirty CAFs were found to be Valid.

Twenty CAFs were found to be Invalid.

Two CAFs were found to be Unable to Determine.

Twenty-nine 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: June 5, 2025

SUBJECT: B-Line Report for May 2025

- ❑ Ridership for the month of May 2025 was 15,862 compared to 17,068 for May 2024, which equates to 1206 less trips representing a 7.07% **decrease**.
- ❑ Ridership for YTD 2025 was 80,086, representing a 1.58% **decrease** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
81,372	80,086	1,286	1.58%

Service Standards

- ❑ Productivity: 2.65 PPH (Passengers per hour) May 2025, contract standard is 2.50
- ❑ On Time Performance: 81.21% on time performance for May 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 2758 trips out of 14,696 trips (18.79%) did not meet the standard for on time performance in May 2025. Of that number:
 - 2257 were < 30 minutes late.
 - 346 were > 30 minutes late.
 - 113 were > 60 minutes late.
 - 42 were > 90 minutes late.
- ❑ Miles between road calls 184,334.9 miles with 8 road calls that equates to 23,041.9 miles between road calls for May 2025. MV did exceed the minimum standard of 12,250 miles between road calls for May 2025.

Wheelchair Boarding's and associated statistics

For the month of May 2025, there were:

- 10,944 - ambulatory passengers
- 3,718 - wheelchair boarding's
- 1,005- personal care attendants (AM)
- 215 - companions
- 44 - animals

Other Service statistics

There were 33 **Customer Assistance Forms** recorded for May 2025:

1. Mr. Mahlke was scheduled for pickup at 8:15 AM today but was not picked up until 9:25 AM. As a result, he is now at risk of missing his chemotherapy appointment. His wife contacted B-Line, and the call center told her a street supervisor would be dispatched to take him to his appointment. However, a B-Line bus arrived instead and is currently heading to Flour Bluff. Mrs. Mahlke is understandably upset. She could have taken him herself if she had not been told that a street supervisor was going to pick him.
She would like a call back at 361-877-3593
 - a. related to new software implementation, sent a supervisor
-Valid
2. Mrs. Trejo states that her pickup for today did not show up. She explained that she is a victim of gang stalking and that the B-line not picking her up is very common. She is also worried that her pick up today at 4:00pm will not show up.
 - a. related to new software implementation, she did receive the return trip
-Valid
3. A passenger called to report concerns about the driver of Route 35, Unit 3064. She stated that the bus was two minutes late, which caused her to miss her Route 27 connection. According to the passenger, the driver appeared distracted and was focused on the microphone and bus equipment instead of driving attentively. She believes this contributed to the delay and would appreciate a call back at 361-703-0847.
 - a. After viewing the camera this is **not valid**
4. Yesterday, May 1, 2025, I was on the Route 65 when the bus driver asked me "Why were you laughing at me yesterday!!?" His name is Alan. I looked at him like I didn't know what he was talking about. I still don't know. If he saw me smiling then I was on the phone. Anyway the day before, I received your email regarding the Route 65 going back to the original bus stops on the Island. Thank you so much for letting me know.
So, when I got on, I told Alan that I was going to get off at Whitecap just in case. So then he didn't acknowledge me or say ok or anything. Like he was mad at me. Then I heard him call the dispatch telling them he had a passenger from Compton / Waldron to Whitecap. They told him clearly that they didn't have to let the driver know no more that the Compton/Waldron, Compass, Whitecap, Winward stops were on the schedule of stops. So Alan hangs up the phone and said really loud "Why don't they make up their minds!!?" I won't get back till 7:00 pm tonight because of this. !!
Previously he used to let me off whitecap then make a U turn by the beach and go towards Port A and by passing Winward. He acts like he hates driving the Route 65 and then why is he even driving the Route 65?? I would like to file the complaint

about Alan's attitude now. He should be glad to have a job but is complaining about driving the Route 65 now and he's loud, obnoxious and rude towards me. No respect and now its getting out of control. Can you please see if he can get transferred off the Route 65 because he's treating me like bullying me now when I ride.

- a. This driver was spoken to about how to provide good customer service
-Valid

- 5. Ms. Patricia Silva's daughter called to file a complaint regarding the new B-Line system. She explained that her mother had a scheduled pickup window between 8:28 and 8:58 AM for a 9:30 AM doctor's appointment. However, the B-Line bus did not arrive until 9:20 AM—just 10 minutes before the appointment time. As of 9:45 AM, her mother was still on the bus and had been informed that drop-off would be another 15 to 20 minutes, meaning she would arrive approximately 30 minutes late. Ms. Silva's daughter also mentioned that a separate transportation service had been arranged to pick up her mother after the appointment, as they expected the visit to last about 30 minutes. Because of the delay, her mother will now be arriving at the doctor's office around the same time as the return pickup is scheduled. She further expressed frustration with how the new system functions, stating that it is not user-friendly and questioning how elderly or disabled passengers are expected to navigate it. She is requesting an immediate call back at 361-442-0691.

- a. related to new software implementation spoke with the daughter she has my work cell phone if she has any problems she will call me directly
-Valid

- 6. Ms. Ramos, the mother of Cynthia Hernandez, called to file a complaint regarding a missed B-Line pickup this past Sunday. She stated that her daughter had a scheduled pickup at 4:30 PM and waited outside for over two hours, but the bus never arrived. She emphasized that they would not have waited so long if it weren't for repeated calls to B-Line, during which they were continually told the bus would arrive in "five minutes"—yet it never showed.

- a. Not showing a trip for her on Sunday, her Friday trip was 45 minutes late related to new software implementation
-Valid

- 7. **Name:** Cody Ray

Email: codyray013@gmail.com

Phone: 3618762108

Message: This morning at approximately 6:25, one of your buses with a license plate of 1585015 was traveling east bound on S.P.I.D. going speeds in excess of 80 mph. I called 911 and reported this to the police department while I was driving, but I thought that you should also know about this event.

- a. Operator was retraining to follow the speed limit.
-Valid

- 8. Mr. Box called to commend B-Line driver Thomas, who picked him up on May 5, 2025, at 8:42 AM. He stated that Thomas was very attentive and helpful, noting that

he got out of his seat for every single passenger boarding or exiting the bus, ready to assist if needed. Mr. Box said he was extremely impressed with Thomas's professionalism and exceptional customer service.

a. he was given an accommodation certificate

9. Ms. Pringle, who resides at 2133 Nodding Pines has a standing order of 5:45 am to take her to her work at the Light House for the Blind. The bus did not arrive until 6:40 AM this morning 05/6/25. She clocks into work at 7:00am. Due to the repeated delays on **05/01/25 and 05/06/25**, she has been arriving late to her job. As a result, her pay is being docked — something she said she cannot afford. She would like a call back **205-457-4028**.

a. Called Ms. Pringle, I checked her trips for the future and they were reversed, her data didn't transfer correctly but it's been fixed now, and I made an attempt to call her with no answer, related to new software implementation
-Valid

10. Mrs. Montemayor said that her pickup did not show up yesterday. When she called b-line to inquire about it she was told, that she was a "no show". The location was at 614 Furman Ave at Bay area Kidney Physicians. When I input the address in google maps the result come as a house down the (753 Furman Ave) instead the actual location of the business. She is requesting to remove the now show since she believe it was not her fault.

a. No show was removed

11. 05/29/25 (5/9/25) 8:20 am Unit 3026

A caller reported that Unit 3026 was observed driving on the wrong side of a two-way street on Brawner Parkway, heading toward Ramsey.

a. Driver stated that there was flood water on the right side, so she did not want to drive in the flood water. Driver was instructed to contact dispatch when facing flood water.

-Valid

12. Ms. Bernado, mother of Shawna and Shayna Springs, called to express concerns regarding B-Line service and a recent interaction with Gayle Knight. She initially contacted B-Line to check on the status of her daughters' scheduled pickups to Educare Dayhab. Their standing order reflects a 7:45 AM pickup time. However, despite calling multiple times, Ms. Bernado reported that each time she called, the pickup was pushed back further. As of 9:20 AM, the vehicle had still not arrived. Ms. Bernado stated that when she contacted MV Dispatch, she was told they were too busy and was immediately transferred to Gayle Knight. During their conversation, Ms. Knight initially confirmed the 7:45 AM pickup time but later contradicted herself, stating that the time was incorrect due to unresolved issues with Educare. Ms. Bernado claims that Ms. Knight mentioned having personal issues with Educare and went so far as to threaten to stop transporting Shawna and Shayna, citing prior problems. Ms. Bernado was alarmed by this statement, noting she had never been made aware of any such issues involving her daughters. She ultimately had to

transport them to Educare herself, as the scheduled pickup was already an hour and a half late. She is requesting a call back to discuss this matter further — but specifically asks that the call *not* come from Ms. Knight.

- a. We apologize for the inconvenience and poor experience of Ms. Bernado. Ms. Knight disputes that she threatened to stop transporting Shawna and Shayna. The service did have multiple issues on May 12. The system has been steadily improving since May 12. Hopefully, Ms. Bernado will not experience scheduling issues going forward.

13. Ms. Sylvia Garcia has a standing transportation order for 5:45 AM pick up at 2002 Airline to arrive at dialysis by 6:45 AM. She has been picked up late the last three times. This is unacceptable. Today, May 12 she was picked up from her residence at 6:30. The dialysis center has already informed her that if she is late again, she will not be allowed to receive treatment that day. Missing dialysis is not an option for her health. She would like a call back at 361-232-8874

- a. Spoke with Ms. Garcia today, apologized for the lateness, going to try something new in Spare to ensure she gets to dialysis on time.
-Valid (SPARE)

14. Mr. Box reported two issues regarding his B-Line service today:

Morning Trip:

He stated that his scheduled pick-up time was 6:55 AM, It arrived by 7:00 AM. Nevertheless, the vehicle did not drop him off at his destination until approximately 9:15 AM to 9:30 AM.

Afternoon Trip:

For the afternoon pick-up. He was originally scheduled for a 12:45 PM pick-up. However, by 2:20 PM, he was informed by the scheduler that his ride would be delayed, with an estimated pick-up time of 3:30 PM.

- a. Contacted Mr. Box, left a voice mail with my direct number, I have checked his standing order trips for the future to ensure they are correct.
-Valid (SPARE)

15. Mr. Rodriguez complaint is about B-line being late for his pickup. He explained that he needs at dialysis at a certain time and lately he has been arriving late. To day he also tried to cancel his trip for tomorrow and was unsuccessful to do so. When i tried to transfer him there was an error saying that the daily limit has been reach and I was unable to transfer him.

- a. I spoke with MR. Rodriguez and confirmed his times and made sure they are correct.
-Valid (SPARE)

16. Mrs. Sandoval had to cancel her appointment due to B-line not showing up today. Her pickup was from 11:20am to 11:50am. She tried to contact B-line also to cancel, but there was none answer.

- a. This is valid, the system pushed her trip late, there are 6 people on the phones most of the day.
-Valid (SPARE)
- 17. Harvey Chisamore's mother called me at home last night very concerned about her son's late arrival home on B-Line. I told her we looked at his arrival time before leaving work. He was supposed to arrive home at 5:25pm, and it was already 5:37pm. His mother was very concerned because she has a tracker on his phone, and she could see him heading towards home on Staples. The next time she looked he was headed away from home.
He didn't arrive home until 5:47, nearly 3 hours on the bus for a 5.1 mile trip. I explained to Mrs. Chisamore we have a new system, and it will take some time to adjust, but it will eventually be better.
 - a. I spoke with her about it and tried to explain they are following the GPS on their tablets and explained that he was on the bus and he was safe
-Valid (SPARE)
- 18. Ms. Casares is upset that her bus is late again. While she acknowledges that 5 minutes may not seem like much, the bus is now outside the 30-minute pickup window. She is frustrated that she had to wait outside in the heat the entire time, which she finds unacceptable due to her health conditions. Additionally, she is upset that no one contacted her about the delay and that she had to call herself after the window had passed. When she called B-Line Dispatch, she was told the bus would arrive in 4 minutes, but 15 minutes later, it still had not shown up. She stated that this type of inaccurate information from B-Line Dispatch happens frequently, and also mentioned that the B-Line dispatchers are always rude to her. Ms. Casares is requesting a call back immediately.
 - a. Attempted to call Brittney Casares, left message, however her trips have not been late recently .
-Valid (SPARE)
- 19. 05/14 at 6:45 AM- on NAS
Unit 3047, Route 3, in front of the water tower, walking to Building 1734 on the base
Mr. Roberto Oso was crossing the street in the designated crosswalk when a small bus passed closely without yielding. It seemed to be going faster than allowed on base. Mr. Robert Oso would like a call back – 361-558-5093
 - a. After viewing video, it shows the driver well below the speed limit and the pedestrian crossing the street well before driver reached the intersection.
-Not Valid
- 20. Ms. Gonzalez, a B-Line rider, had a scheduled pickup window between 8:30 AM and 9:00 AM. As of 9:30 AM, the bus had still not arrived. She stated that she is now at risk of being charged over a hundred dollars for missing her appointment. Ms. Gonzalez is requesting an immediate call back.

- a. Returned call at 9:52 AM. Left a voicemail with an apology and call back information. Explained that there was a vehicle issue with her original bus. Trip was in progress at the time that I called.
21. 05/16
- Scheduled pick up time for Michael Leal was at 8:45 AM at 5206 Pondarosa. At 7:45 AM, B-Line contacted Ms. Yolanda Leal to inform her that they would arrive shortly to pick up her son, Michael Leal, to go to Tejas. By 9:50 am Bline had not arrived to pick him up. Ms. Leal drove Michael to Tejas. She expressed frustration with the delay and dissatisfaction with the new system.
- She would like a call back 361-549-9565
- a. I've spoken to Ms. Leal several time, the new system was experiencing some issues , we're working on the "bugs", I monitor his rides daily.
-Valid (SPARE related)
22. Mrs. Trejo came to the front desk to file a complaint regarding ongoing issues with the B-Line service. She stated that the service is frequently late and unreliable during pick-ups. She explained that her drop-off location at 4425 Church St, Corpus Christi, TX 78410 is being normally honored but, the return pick-ups have been problematic. According to her, the B-Line vehicle either fails to show up, parks in a different location (the church parking lot), or arrives significantly early or late. She blames these inconsistencies to her accumulated “no-show” in her records. Additionally, Mrs. Trejo mentioned that she is a victim of phone harassment and stalking, and minimize the cellphone use. CAF [#1229](#)
- a. So we did an address check and the parking lot is full of potholes so the buses can't go in there, also I checked for lateness and only 1 day was she picked up late.
-Valid (SPARE)
23. **Name:** Stephanie Duncan
Email: sfunkytown@yahoo.com
Phone: 3615855414
Message: What is going on with your new system? Our 1st appt may 5th at 3pm she got picked up 3:50 and didn't arrive at appt till 4:50, they close at 5pm. But pick up was at 5:15?! And 70 min going hm. I thought today it would be better. Pick at 856 for 10am appt. Didn't get picked up till 950. Well now shell be late once again i told driver to leave. I can't rely on this service that my elderly mother needs. So disappointed
- a. Unable to validate , not sure passengers name?
24. **Name:** Madi
Email: madirivera96@gmail.com
Phone: 3614464402
Message: I was at a red light in flour bluff at 3:30PM with people in front of me and as soon as the light turned green the B Bus started honking for no reason. I slowed down in a different lane to get the bus number and they slowed down almost as if

they knew what i was trying to do. It was bus 3064 on Sunday may 18th in flour bluff at 3:30pm.

- a. After viewing the video, it does not show our driver blowing her horn, but you can hear someone else blowing their horn. Citizen must have heard a horn and thought it was our driver.

-Not Valid

25. Mr. Anderson complained about the last two Mondays of his standing order. He explained that today the pick up time was at 4:30am and the bus picked him up at 5:20a. Moreover, Monday 12 his pickup did not show up and was told that it was cancel. As a result they had to send a supervisor to pick him up.

- a. Apologies to Mr. Anderson. There was an error in transferring his standing order to the new Spare platform. That error has been corrected and attempts are being made to contact Mr. Anderson to the call back number on file.

26. RT 4

0701 Waldron Mediterranean

Bus passed her up at 10:25

Anna Luke 231-564-1421

- a. viewed the video and there wasn't anyone at the bus stop

-Not Valid

27. Mr. Box wanted to commend the operator for going above and beyond. He will stand and offer his help to any passenger on the B-line regardless of their disability.

- a. Commendation made

28. Ms. Glanz called to report the driver of Route 3, Unit 3047, stating that the route was running significantly early. She observed the bus at Building 8 at 3:03 PM, even though it was scheduled to remain at NAS Hospital until 3:08 PM. When Dispatch contacted the driver, the driver claimed they were unaware that NAS Hospital was a time point. Upon being informed that it was, the driver dismissively responded with, "Whatever."

- a. Went over the route with driver, it was a new route for the driver

-Valid

29. **Name:** Jon Swenson

Email: nojswenson007@gmail.com

Phone: 3615638677

Message: Issues with the new policy and not getting a second bus if they miss it. B-line paratransit services policies, please contact him.

- a. I have spoken to Jon on several occasions regarding this, we are working with him to get his trips ahead of time

-Not Valid

30. The crossing guard called to report bus [#3065](#) driving through the school zone in excess of 20mph while she was crossing a student on Ave D in front of San Pedro Elementary school. She said the driver is a new female driver and the crossing guard has motioned to her several times to slow down. (The crossing guard had no issues

with the previous driver) On Wednesday while the bus was speeding in the school zone, the bus splashed the crossing guard and a student with the water on the road. Today is the last day of school but the crossing guard wanted to bring this to our attention and to remind the drivers to slow down in school zones.

- a. Driver is observed on video driving under 20 mph through the school zone.
-Not Valid

31. **Name:** Julie Wright

Email: juliew854@gmail.com

Phone: 3613314428

Message: Bus 3030 with plate 145 5762 cut me off at 11:41 am this morning. I was turning left at an intersection at carroll and tiger and he was turning right from a red light. He proceeded to turn in my lane and then i went around him. He then stopped at a red light at holly in the turning lane and i was going straight. He proceeded to mouth things at me. I don't appreciate the poor driving and intimidation. I have my child with me

- a. After viewing video, it shows vehicle 3030 at 5658 Bear Ln at 11:30am. Driver was a female driver. Vehicle did not go out again until 12:40pm
-Not Valid

32. Mr. Anderson complains about being more than 90 min in the bus. He stated that he was picked up at 2pm and by 3:40 he was still in it. He demanded a call back.

- a. I've spoken to him and apologized
-Valid

33. Ms. Pamela Tate called to report an incident that occurred during her B-Line ride this morning. She stated that the bus arrived late, picking her up sometime after 10:00 AM. Upon boarding, Ms. Tate encountered another passenger, Barbara Collins, who immediately began verbally assaulting her. According to Ms. Tate, Ms. Collins cursed at her and made threatening remarks. The situation escalated again during drop-off, with Ms. Collins once more directing profanities and insults toward her. Ms. Tate would appreciate a call back at 361-466-5588

- a. watched the video, Ms. Tate and Ms. Collins were arguing back and forth on the bus, calling each other names, swearing, they live at the same apartments and both of them were doing it, the driver had to intervene
-Not Valid

Conclusion

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

- ☐ 2.65 passengers per hour
- ☐ 81.21% on time performance

- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for May 2025 at 23,041.9 miles did exceed the minimum contract standard of 12,250 miles.

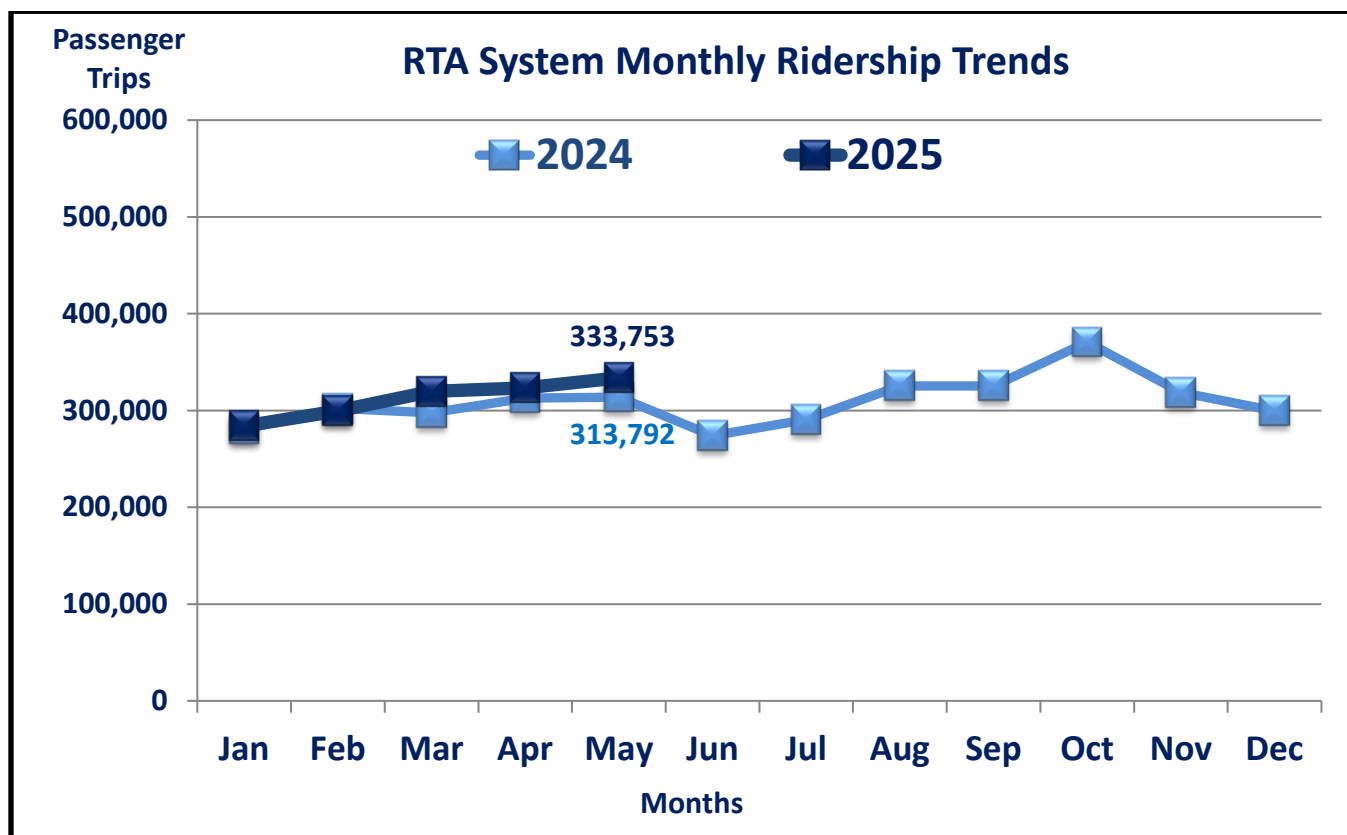
Subject: May 2025 Operations Report

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

May 2025 system-wide passenger trips totaled 333,753, which represents a 6.4% increase, compared to 313,792 passenger trips in May 2024 with 19,961 more trips provided this month.

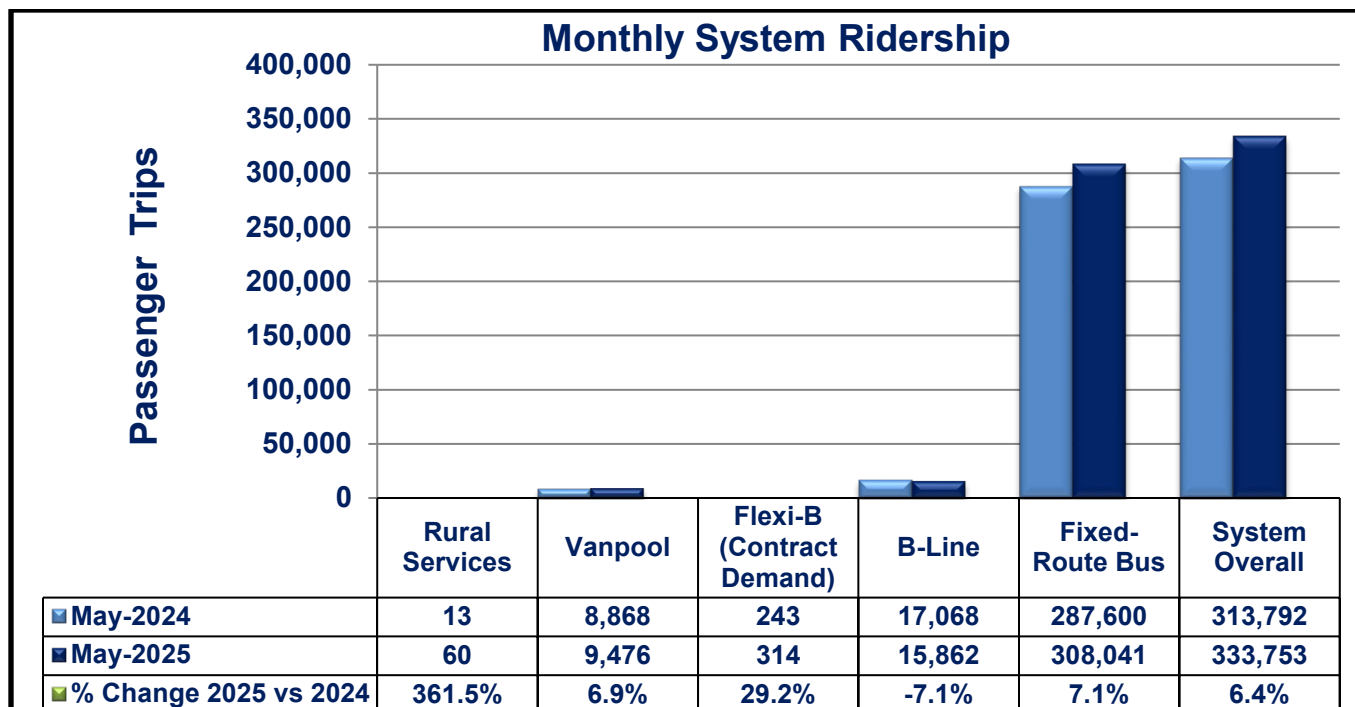


May 2025	May 2024	Variance
21 Weekdays	22 Weekdays	-1
5 Saturdays	4 Saturdays	+1
5 Sundays	5 Sundays	-
31 Days of operation	31 Days of operation	-

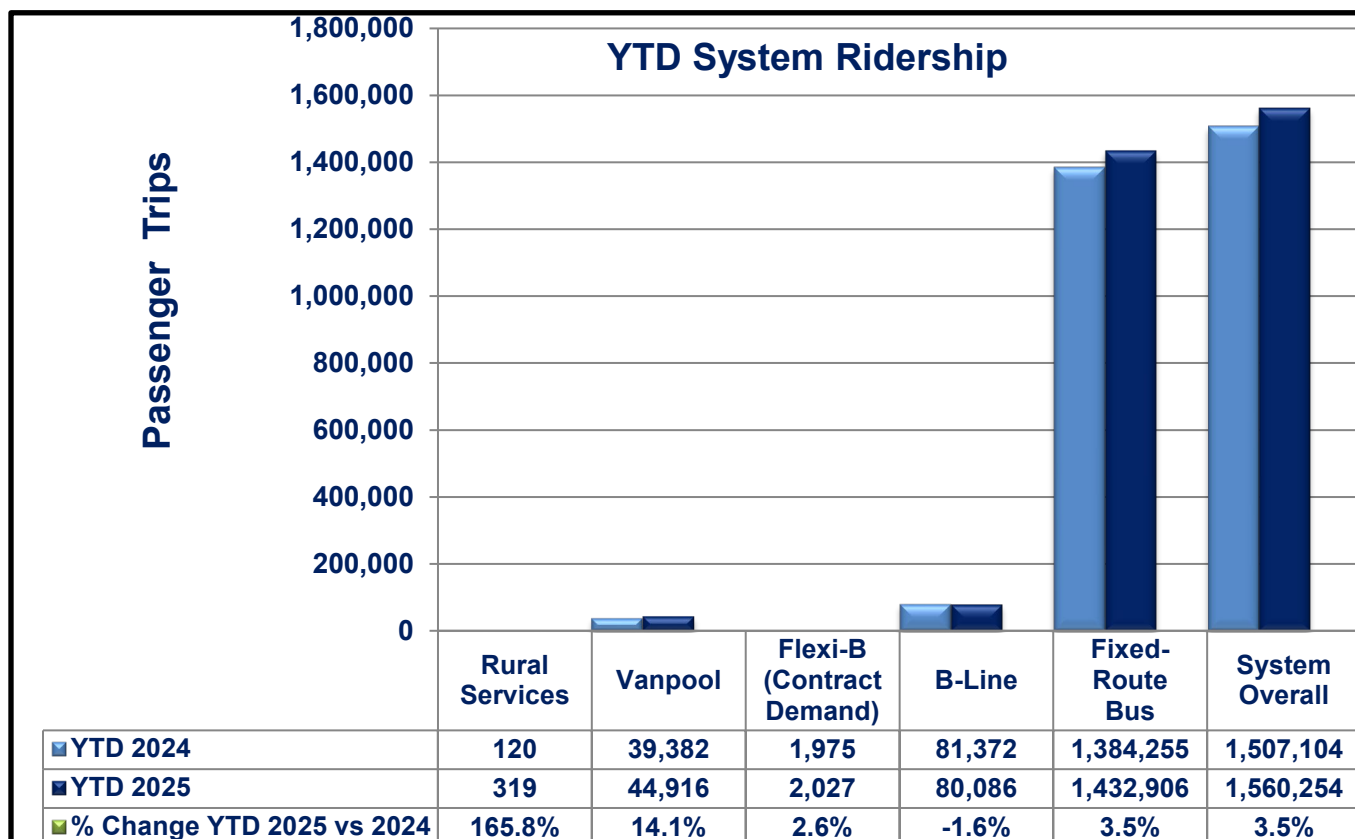
The average retail price for unleaded gas in Corpus Christi was \$2.68 per gallon compared to \$3.06 per gallon in May 2024¹. May rainfall was well below average at 1.58 inches. In comparison, May 2024 recorded 1.02 inches of rainfall, which was also well below the average rainfall of 3.38 inches.² The 89.9-degree average high temperature for May 2025 was above the normal average high temperature of 87.3 degrees.

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

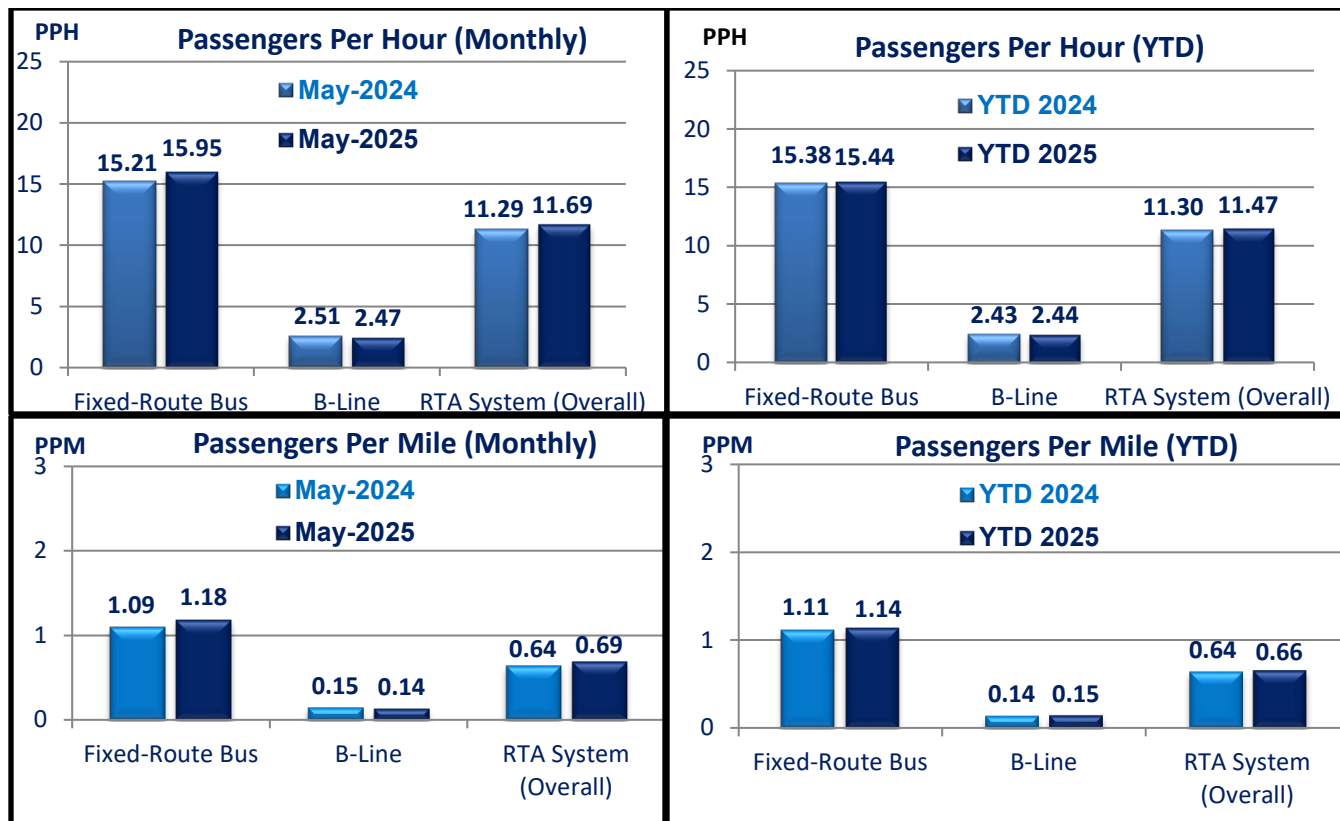
The chart below shows monthly ridership results for all services. CCRTA recorded 19,961 more passenger trips in May 2025 resulting in a 6.4% increase compared to May 2024.



The chart below shows YTD ridership results for all services. 53,150 more trips compared to 2024.

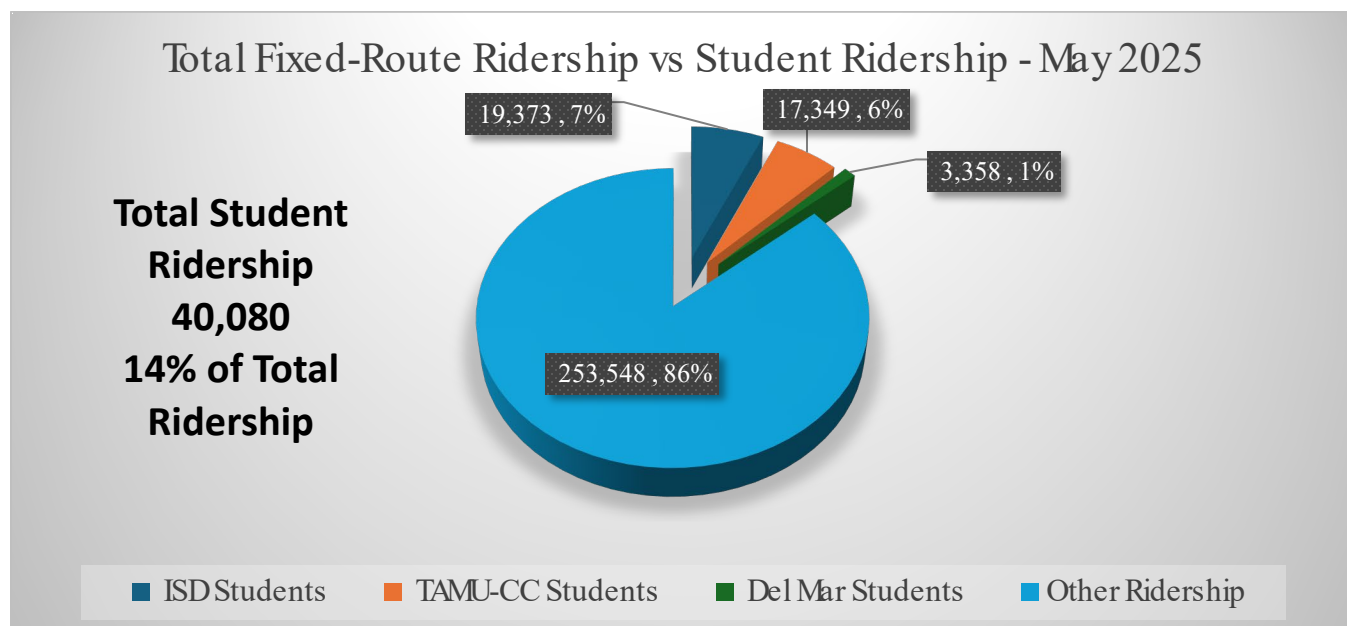


The following four charts are system-wide productivity for the month of May 2025 vs. May 2024 and YTD figures.



Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for the month of May 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.
 - Routes 27 Express, 51, 54, 78 & 95
- **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)
- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Route 19 (Detoured) along McArdle between Weber & Everhart with **11** stops closed, Route 32 (Detoured) **3** stops closed on Everhart, Route 37 (Detoured) **4** stops closed on Everhart impacted.
- **Bear Ln. (Utility Replacement):** Road repair began June 2024.
 - Route 16 (**1** stop currently not serviceable at the Coastal Bend Food Bank)
- **Brownlee Blvd. (Morgan-Staples):** Began October 2024.
 - Routes 17, 19 & 83 (**7** 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)
- **Beach Ave. (North Beach):** To Begin July 2025
 - Route 78 (2 stops impacted)
- **North Beach Primary Access Road (HWY 181):** To Begin July 2025
 - Route 78 (No stops impacted)
- **Alameda St. (Everhart-Airline):** Project in design. (100%)
 - Route 5 (**13** stops may be impacted)
- **Alameda St. (Texan Trail-Doddridge):** Project in design. (100%)
 - Route 5 (**11** stops may be impacted)
- **Carroll Ln. (SH-358 to Holly)** Project in design. (90%)
 - Routes 15 & 17 (**4** stops may be impacted)
- **Holly Rd. (Ennis Joslin-Paul Jones)** Project in design. (90%)
 - Route 93 (No stops impacted)
- **Park Road 22 (Compass Dr.):** Project in design. (30%)
 - Route 65 (**1** stop may be impacted)
- **Upper/Mid./Lower Broadway:** Project in design. (30%)
 - Routes 6, 76, 78 (no stops impacted)

Detours Expected

For May 2025, there were 10 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 31% of CCRTA services. Impacted bus route services include:
12, 16, 17, 19, 21, 27(Express), 32, 37, 78 & 83.
(46) Closed or impacted stops in May.

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

Schedule Adherence	Standard	Feb-25	Mar-25	Apr-25	May-25	4-Month Average
Early Departure	<1%	0.0%	0.5%	0.2%	0.0%	0.2%
Departures within 0-5 minutes	>85%	92.9%	90.8%	93.4%	91.0%	0.0%
Monthly Wheelchair Boardings	No standard	5,350	4,668	4,437	4,511	4,742
Monthly Bicycle Boardings	No standard	6,883	7,729	7,574	8,316	7,626

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

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

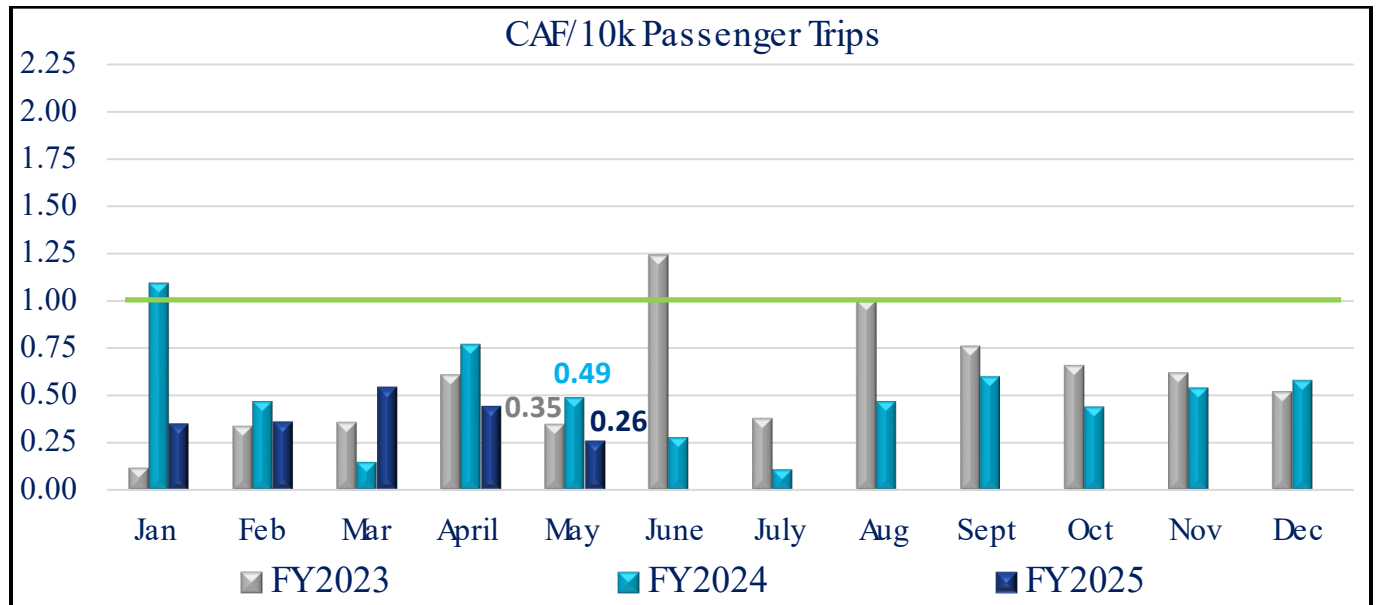
Metric	Feb-25	Mar-25	Apr-25	May-25	(4) Month-Ave.
Passengers per Hour	2.43	2.45	2.52	2.47	2.47
On-time Performance	91.4%	89.4%	88.0%	81.2%	87.5%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	34,080	25,956	31,170	23,042	28,562
Monthly Wheelchair Boardings	4,766	5,236	5,769	3,718	4,872

- Productivity: **2.47** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **81.2%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **23,042** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,944** ambulatory boardings; **3,718** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

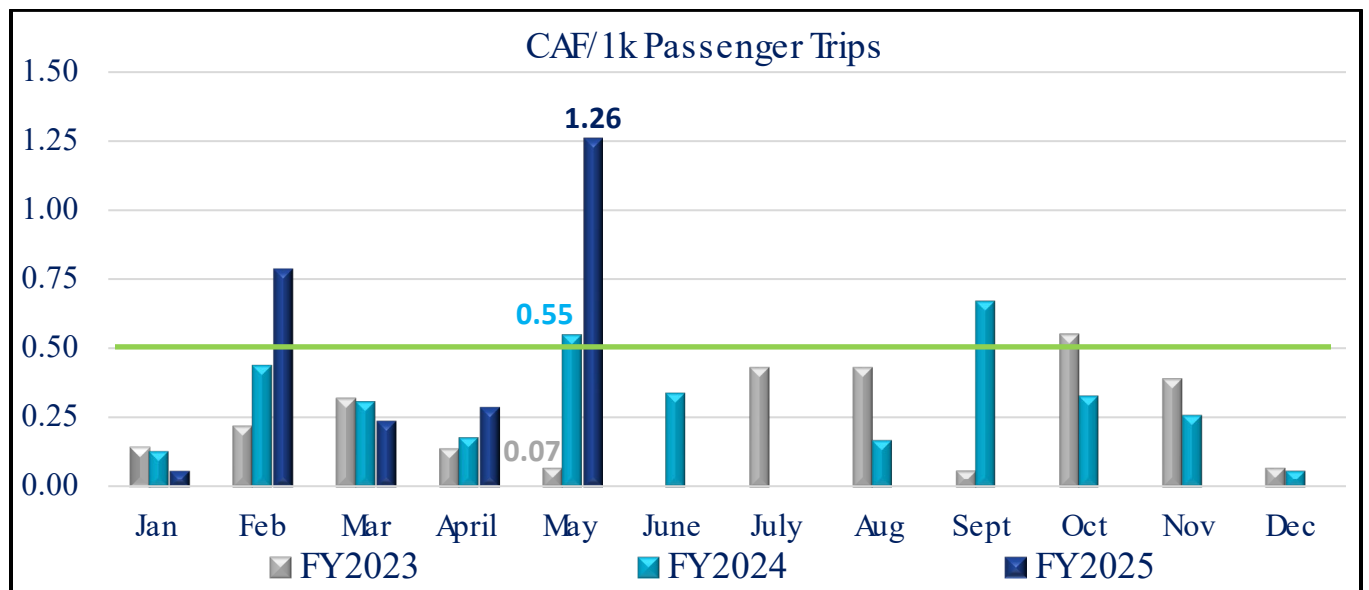
For the month of May 2025, Customer Service received and processed **81** Customer Assistance Forms (CAF's). A total of 54 or 66% were for CCRTA and Contract Fixed Route Services, of which **8** or 15% were verified as valid. This equates to approximately **0.26 CAFs per 10,000** passenger trips. CCRTA Fixed Route Services received four commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of May 2025, Customer Service received and processed **81** Customer Assistance Forms (CAF's). A total of 27 or 33% were for B-Line Services, of which **20** or 74% were verified as valid. This equates to approximately **1.26 CAFs per 1,000** passenger trips. B-Line Services received two commendations this month.

Number of CAFs/1k for B-Line Services



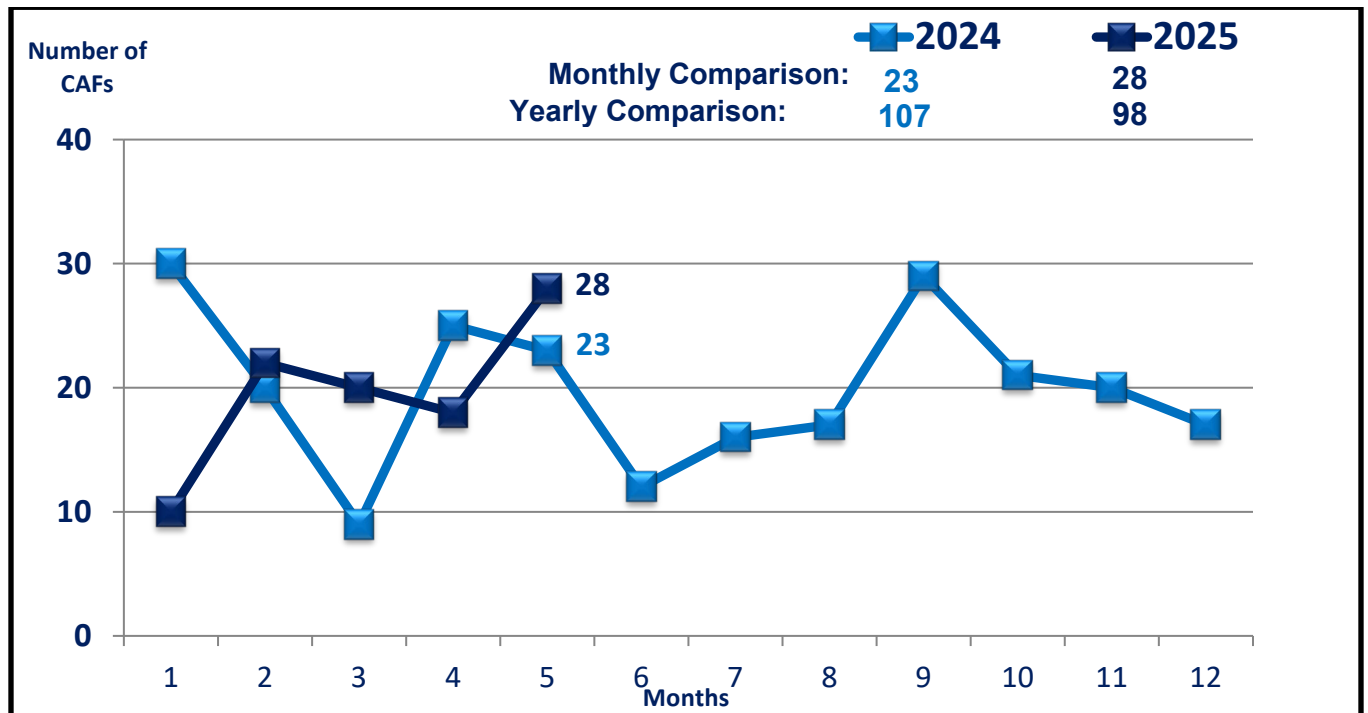
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	3	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls		#65 Padre Island Connection	1
#12 Hillcrest/Baldwin		#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	1
#16 Morgan/Port	1	#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	3	#93 Flex	
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	
#24 Airline/Yorktown		B-Line (Paratransit) Services	26
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	4
#27 Leopard	2	Facilities Maintenance/Bus Stops	7
#28 Leopard/Navigation	1	IT/Electronics	1
#29 Staples	4	Safety & Security	8
#32 Southside	1	Vehicle Maintenance	
#34 Robstown North	1	Commendations	6
#35 Robstown South	1		
#37 Crosstown/TAMU-CC	2		
		Total CAFs	81

Processed CAF Breakdown by Service Type:

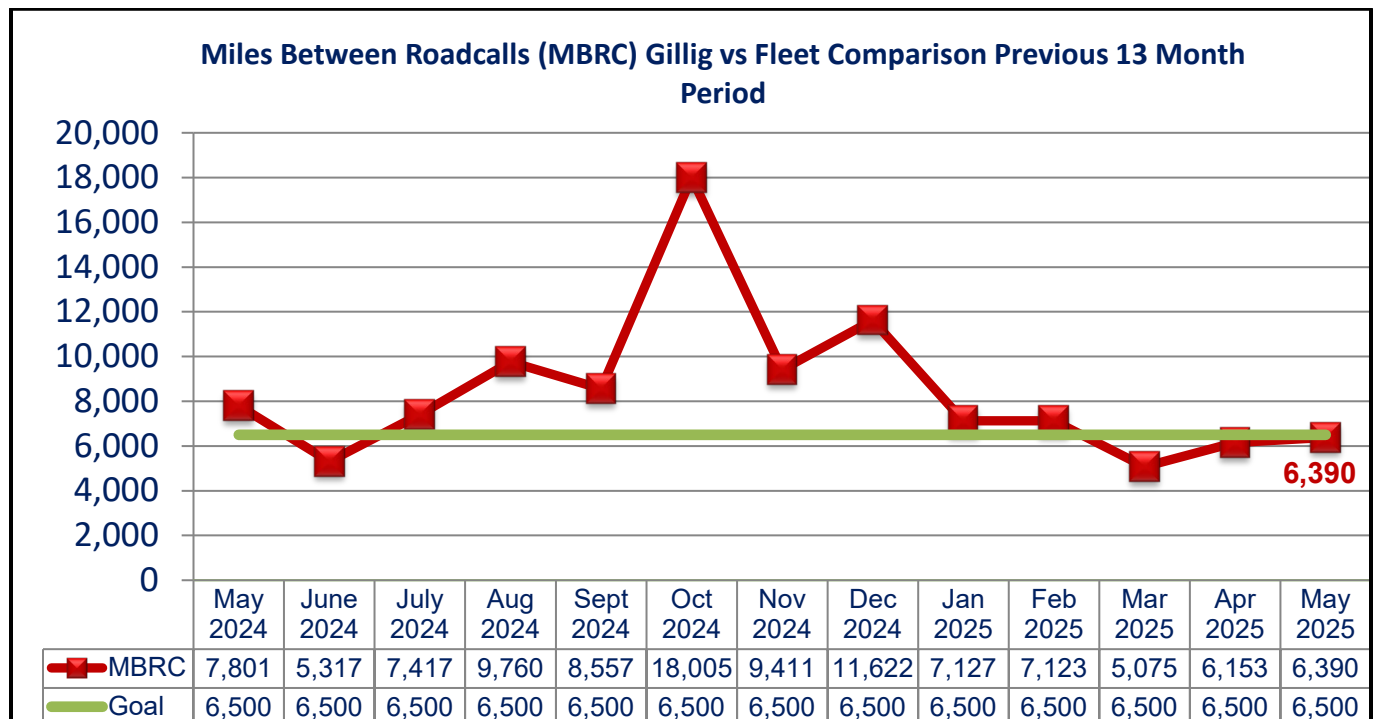
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	2	2	4	8
Customer Services		1		1
Late/Early – No Show	2	19	2	23
Alleges Injury	2		1	3
Fare/Transfer Dispute	2			2
Heating/Cooling		1		1
Dispute Drop-off/Pickup	1			1
Rude	7		1	8
Left Behind/Passed Up	3		1	4
Inappropriate Behavior				
Policy		1		1
Incident at Stop				
Incident on Bus		1		1
Incident at Station	1			1
Securement/Tie-Down Issue				
Denial of Service				
Safety & Security	8			8
Facility Maintenance	7			7
Service Development	4			4
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics	1			1
Vehicle Maintenance				
Commendations	4	2		6
Total CAFs	45	27	9	81

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In May 2025, 6,390 miles between road calls (MBRC) were recorded as compared to 7,801 MBRC in May 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 8,443.



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 MAY 2025

	Total Miles Driven in MAY for Each Bus Type	Tyotal Road Calls for MAY for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeble Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	191,079	48	48	0	25	23	3	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	38,950	14	14	0	11	3	6	3
TOTAL MILES DRIVEN			TOTAL ROAD CALLS					
230,030		62	62	0	36	26	9	3
MILES BETWEEN ROAD CALLS								
6,390		Compared Total Miles with Chargeable Roadcalls						

Unsung Hero Report

January-25

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1017	5-Jan	ROBERTO JIMINEZ	29	Route #29 bus driver Robert on bus 1019 sweet gentleman curious driver I comment this man for going above and beyond he greeted each of us as we boarded and even though he was running behind he apologized and quickly and sweetly settled us in and upon realizing I was about to miss the last bus to to calleen he called to the bus so I could make it safely home from work. He didn't have to and he wasn't asked but I'm so lucky he did
1019	6-Jan	UNABLE TO DETERMINE	29	Jeffrey Reneau, rider, thankful the driver of route 29 turned in his wallet that had 3 months of his salary hidden in his wallet. Tell her thank you so much. She helped my life. Good people really exist.
1022	8-Jan	RACHEL DOZIER	37	Customer explained how the interactions that he had and witnessed from this operator were excellent. He felt welcomed all the times and saw a great attitude during the day for part of this operator.
1027	16-Jan	ROTANZA PEARSON	37	Ms. Martinez called to say, the young operator on RT 37 unit 912 is very nice, respectful and helpful. Her driving should be recognized.
1033	23-Jan	RACHEL DOZIER	27	A customer approached the front desk to compliment the driver on route 27, she described the driver as very knowledgeable, kind and helpful.
1035	23-Jan	REY FLORES	5	A passenger, who is elderly and disabled and uses a walker, called to share her experience on board Unit 902, Route 5, with a driver named Rey. She stated that the driver is very courteous, kind, knowledgeable, and well-mannered. She would like him to be recognized for his hard work and dedication to customer service.
1045	25-Jan	MIGUEL RODRIGUEZ	29	Bus 912 route 29 heading to southside station. I can't see his bus operator id, but he's a heavy set male, very short hair like almost clean shaven to the head, looked slightly tanned, beard moustache combo with the beard more just being fuzzy peach fuzz. I just want to say I'm very happy with him. He's been sticking to the policy that dogs must be in crates and not backing down unlike most of the other drivers. This makes me not only feel happy but safe cause of the bite risk that can come with dogs on crowded buses (not to mention how they piss on the fabric seats it's gross :(). I wish more drivers stuck to the policy and did not buckle like him. I just want to say he's doing a good job and I feel safe riding with him. Thank you <3 I wish I had his operator id for you. I just wanted to compliment his work

Feb-25

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1091	21-Feb	CHRISTOPHER CABRERA	29	Today around 7:30 am on my way home I witnessed one of your drivers go the extra mile for a student from Ray high school! The student was coming from Weber Street to cross Staples and I saw your driver wait for her to get to the bus stop across Starbucks! The unit #908 (i think) route 29. I just thought I had to give props to this driver!! Hopefully this gets to her/Him!! Thank you!!
1100	26-Feb	Damian	B-Line	Mrs. Lion called commending the labor and attitude of the B-line operator by the name of Damian. She described him as good, helpful and kind. Ultimately, she claims that he is her favorite driver.

Mar-25

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1127	10-Mar	IRMA MOLINA	19G	Mr Escobedo wanted to commend the driver of the 19g Irma. He said that she is always nice, and she does a great role representing our organization. He was an rider in San Antonio VIA and he said that our drivers are better in general with customer service, especially Irma.
1129	12-Mar	IRMA MOLINA	19G	Mr. Escobedo called to commend Ms. Irma on Route 19G, Unit 722, at 8:25 AM at PAS. He praised her for being consistently knowledgeable, kind, helpful, professional, and compassionate. She always greets passengers with a warm "good morning" and sends them off with well wishes for their day. Today, he was especially moved when he witnessed her escorting an elderly blind man off her bus and personally guiding him to his next bus, leaving him in awe of her kindness and dedication.

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings

Wednesday, July 23, 2025 8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, August 6, 2025 8:30 a.m.

RCAT Committee Meeting

Thursday, August 21, 2025 12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS