



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, August 21, 2025
Time: 12:00 p.m.
Location: CCRTA Staples Street Center
 602 N. Staples St.
 Corpus Christi, Texas 78401

Board Members

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

Mission Statement

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

1.	Pledge of Allegiance	1 minute	No Attachment
2.	Safety and Security Briefing	2 minutes	No Attachment
3.	Roll Call	2 minutes	No Attachment
4.	Public Comment	3 minutes	No Attachment
5.	Unsung Hero Award 2025 Q1 – Damian Soto	5 minutes	No Attachment
6.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for July 17, 2025.	2 minutes	Pages 1 - 5
7.	B-Line Application Volume and Status Overview	5 minutes	No Attachment
8.	Chairperson's Report a) RCAT Member Updates b) Unsung Hero Nominations for Q2 2025	10 minutes	Page 31
9.	RCAT Liaison Report 1) Awards and Recognition – a) SWTA Spotlight Awards 2) June 2025 Operations Report 3) July 2025 CEO Report 4) 2026 Budget Workshop #1 Overview	30 minutes	No Attachment
10.	Informational Items: a) June 2025 CAF Report b) June 2025 B-Line Report c) June 2025 Operations Report Key Metrics d) June 2025 Maintenance Road Call Report e) Unsung Hero Nominations Q2 2025 f) Upcoming Events and RTA Functions		Page 6 - 10 Page 11 - 16 Page 17 - 29 Page 30 Page 31 Page 32
11.	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.

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

July 17, 2025

Advisory Committee Members Present: Robert Box, Randal Chisamore, Inez Garcia, Terry Klinger, Jeannine Leal, Christina Edwardson, Dr. Jennifer Arismendi

Advisory Committee Members Absent: Thomas Cronnon, Rhonda Alvarez, Neva Eileen Schubert, Jeannine Leal

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Melanie Gomez, Gilbert Casas

MV Present: Tim Van Zalen

Call to Order: Mr. Box called the meeting to order at 12:01 p.m.

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

Public Comment: None

Safety and Security Briefing: Gilbert Casas

RCAT Meeting Minutes:

RCAT Meeting Minutes for July 17, 2025, were approved. Motion made by Ms. Arismendi and seconded by Ms. Garcia

Chairperson Report:

Presented by: Robert Box

RCAT Member Updates:

None

Unsung hero nominations: Damien Soto with MV was chosen as the recipient of the Unsung Hero Award for Q1 2025.

RCAT Liaison's Report:

Presented by: Sharon Montez

Awards and Recognition:

- CCISD District Advisory Team Recognition: Melanie Gomez
- Buc Days Parade Participation – “Neon Tide” Night Parade on April 26th – placed 1st in its division and Children’s Parade on May 10th- placed 1st in its division.

Update on Fare Review Process:

Timeline given for increasing Fare for fixed route and B-Line paratransit services. Currently a fare equity analysis is in process. At the RCAT, September 18, 2025 meeting, a presentation regarding the impact of fare change to anyone with a disability and any other concerns/considerations.

Adopt a Resolution to Establish an Additional Reserve to Accumulate the Local Share Requirements for the Construction of the New Bear Lane Maintenance Facility:

To demonstrate financial responsibility and sustainability for the construction of the new Bear Lane Maintenance Facility, management seeks:

- To establish an additional designated reserve account to be used solely for this specific project.
- To be funded by the spendable portion of the unrestricted fund balance in the amount of Eleven million dollars (\$11,000,000) which represents the 20% local match based on the current project cost estimate.

Any additional local match requirements resulting from project cost increases will be provided over time through funding strategies from various sources that may not disrupt the 2025 operating budget.

Adopt a Resolution to Apply for FTA Funding for A New Maintenance Facility:

2025 Low or No Emission Grant Program

- 5339(c) Low or No Emission Grant
- \$1.1 Billion Funds Available for 5339(c)
 - No Maximum Award Amount
- Due Monday, July 14th
- Awards Announced 75 Days from Due Date

Eligible Projects

- Acquisition, Construction, and Leasing of Required Supporting Facilities and Related Equipment
- Purchase or Lease of Zero/Low Emission Buses

Construction of a New Maintenance Facility

- Essential to ensure safe, reliable and cost-effective operations for the future
 - Provides a safe workplace environment
- Ensure access to transit services for working families to reach jobs, students to get to school, and residents access medical care and/or daily necessities
- Provides emergency response and evacuation across Nueces County and nearby rural areas
- The estimated amount does not exceed \$57.9 million
- A new Maintenance Facility (87,535 sq. ft), would include A/C & climate control in the shop, optimized workspaces & workplace safety, and additional maintenance bays
- **Project Estimate - \$57.9M**
 - Construction: \$53.4M

- Construction Administration: \$972K
- Project Management: \$810K
- Owner’s Construct. Contingency: \$1,068,000
- Soft Costs: \$1,600,000
- **Cost Breakdown**
 - Federal: \$46.3M (80%)
 - Local: \$11.6M (20%)

March 2025 Operations Report:

Passenger trips increased by 7.4%, totaling 21,987 more rides compared to the previous year. This March saw a difference of 1,238 revenue service hours, marking a 4.7% increase from last March. Revenue service miles are also up by 11,309, reflecting a 2.4% increase year-over-year. (6) Special movement events this March. The (6) March special movements included: CC American Federation of Teachers, Go Therapy Dogs, TAMU-CC BB Games (1st & 3rd), STEM Career Day and Touch a Truck (RTA & MV buses involved). Also, MV operated Route 94 in Port Aransas for hopefully the last (2) days this month (3rd & 10th).

March 2025 ridership was 319,697, which is higher than March 2024 which had 297,710 rides which equates to an increase of 7.4%. March vanpool was at 9,123, up 1,320 rides, compared to last year which had 7,803. For Vanpool, (35) vehicles operated per the March 2025 invoice statement. Rural services were up by 26 rides compared to last month with Paisano Transit recording 13 and REAL recorded 64 rides for a total of 77 rides for rural services. Comparing overall system ridership between 2024 and 2025 there are 22,439 more rides so far this year. Currently the total ridership is up at 2.5% when compared to 2024 ridership.

April 2025 Operations Report:

Passenger trips increased by 3.4%, totaling 10,750 more rides compared to the previous year. This April saw an increase of revenue service hours of 1.8% from last April. Revenue service miles are also up by 490, reflecting a 0.1% increase year-over-year. (7) Special movement events this April. The (7) April special movements included Governor’s Military Prep. (7th), Ella Barnes Elem. (11th), Port Aransas Sand Fest (25th), Buc Days VIP Dignitaries (26th), TAMU-CC Izzy Fest (26th) Buc Days Parade Bus (26th) Buc Days Las Donas (26th). Also, MV operated Route 94 in Port Aransas for (3) days this month during Sand Fest (25th, 26th & 27th).

April 2025 ridership was 323,376, which is higher than April 2024 which had 312,626 rides which equates to an increase of 3.4%. April vanpool was at 8,669, up 462 rides, compared to last year which had 8,207. For Vanpool, (35) vehicles operated per the April 2025 invoice statement. Rural

services were up by 1 ride compared to last month with Paisano Transit recording 8 and REAL recorded 70 rides for a total of 78 rides for rural services. Comparing overall system ridership between 2024 and 2025 there are 33,189 more rides so far this year. Currently the total ridership is up at 2.8% when compared to 2024 ridership.

May 2025 Operations Report:

Passenger trips increased by 6.4%, totaling 19,961 more rides compared to the previous year. This May saw a slight increase in revenue service hours, marking a 0.4% increase from last May. Revenue service miles were down by 5,589, reflecting a -1.1% decrease year-over-year. (Factors for why the decrease include 1 less weekday and drop in B-Line ridership = less trips operated) (6) Special movement events this May. The (6) May special movements included: Buc Days Carnival Shuttle (May 1st - 11th), Buc Commission Dunking of the Mayor (May 1st), Buc Commission Children's Parade (May 10th), Naval Air Show (May 10th), Veteran's Shuttle (26th) and Beach to Bay (May 31st)

May 2025 ridership was 333,753, which is higher than March 2024 which had 313,792 rides which equates to an increase of 6.4%. May vanpool was at 9,476, up 608 rides, compared to last year which had 8,868. For Vanpool, (37) vehicles operated per the May 2025 invoice statement. Rural services were down by 18 rides compared to last month with Paisano Transit recording 12 and REAL recorded 48 rides for a total of 60 rides for rural services. Comparing overall system ridership between 2024 and 2025 there are 53,150 more rides so far this year. Currently the total ridership is up at 3.5% when compared to 2024 ridership.

CEO June Report:

CCRTA continues to build a system for the future: Weekday Fixed Route Ridership Increased 8% compared to June 2024 (10,372 weekday average), New CCRTA Maintenance Facility Architectural Design Services - CCRTA has reached 100% Design Development Phase, Turner/Ramirez Architectural staff and CCRTA leadership met to discuss the design development and new cost estimate, Staples Street Security Guard Building - CCRTA leadership met with Gignac Architects to discuss the design and cost estimate, Title VI Fare Equity Analysis – Three responsive proposals and quotes were received: A three-month agreement has been issued to RLS & Associates, Inc. not to exceed \$20,914.82, PR Dept. has collected approx. 830+ fare proposal survey responses. CRTA's Board Room Updates include a second camera to support additional angles during YouTube live streams, HD video support, and Break Room monitor and audio functionality. CCRTA had a New Bus and Brand unveiling event on June 30th. CCRTA participated in the New Harbor Bridge tour on a new Gillig Bus. Meetings and Events: Attended

United Corpus Christi Chamber of Commerce's Lunch & Legislation event featuring U.S. Representative Michael Cloud (Jun. 2nd), Attended Port of Corpus Christi's Ship Channel Improvement Project Ribbon Cutting (Jun. 2nd), Presented CCRTA's Year-in-Review to the Nueces County Commissioners' Court (Jul. 15th), Spoke on behalf of CCRTA for the Mayor's Big Bang News Conference (Jun. 25th). Attended NAACP Juneteenth Luncheon held at the Oveal Williams Senior Center, Board Chair, Director Coleman, and Deputy CEO attended the Judge A. Gonzalez Education is Our Freedom Scholarship Luncheon (Jun. 24th), Garcia Arts Youth Summer Camp CCRTA Organizational Tour, CCRTA participated in the Hurricane Evacuation Exercise (Jun. 13th), SB 1371 by Senator Juan "Chuy" Hinojosa, and carried by Representative Denise Villalobos, relating to the operation of certain metropolitan transit authorities, has successfully been E-Filed without the Governor's signature, CCRTA held a luncheon recognizing the efforts of our elected officials in sponsoring and supporting SB1371, Representative Todd Hunter, Representative Denise Villalobos, staff from Senator Chuy Hinojosa's office, representatives from the Small Cities and stakeholders from the community were present. Employee appreciation: CCRTA & MV Family Appreciation Event at Bowlero, (Jun. 8th) Approx. 275-300 employees, contractors, and their families attended the event. Community Focus: South Texas County Judges & Commissioners Association Annual Conference Shuttle Service, Provided Buses for the SWAT Team Exercise, Artwalk – Route 76 Deviation, Partnered with American Heart Association to Distribute CPR Kits at Hooks Game, presented "Doing Business with the CCRTA" to small business owners at Del Mar College's APEX Accelerator and TxDOT Outreach Event, Mural Fest Shuttle Services (Jun. 7th), Del Mar College New Student Orientation (Jun. 12th), Northwest Senior Center Outreach (Jun. 13th), Their Day Foundation, Inc. Health Fair (Jun. 24th)

Committee Questions and Concerns:

Tim Van Zalen with MV gave an update on the new Spare platform. Mr. Van Zalen stated there are plans to contract with Uber to handle B-Line overflow. MV plans on hiring more drivers.

Dr. Jennifer Arismendi asked for the procedures for nominating an Unsung Hero.

Adjournment: 1:00 PM



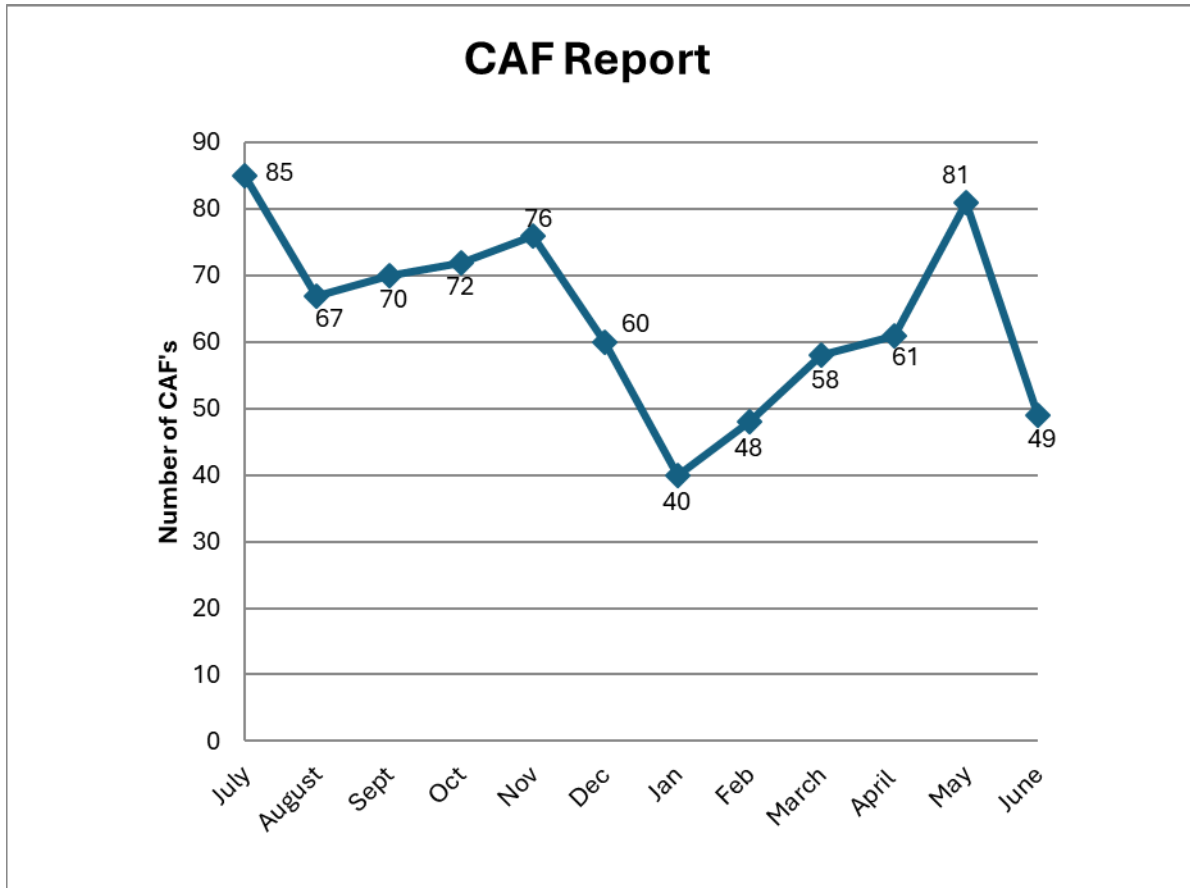
June 30, 2025

Subject: CAF Report for June 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For June 2025, there were 49 reported CAFs which was less than the 81 reported CAFs for May 2025. The decrease of 32 CAFs represents a 39.51% decrease.

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



June 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	1
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	1
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	
#23 Molina		#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	4
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	14
#26 Airline/Lipes		Transportation	1
#27 Leopard	1	Service Development	5
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	7
#29 Staples	3	IT/Electronics	
#32 Southside	1	Safety & Security	2
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	4
#37 Crosstown/TAMUCC			
		TOTAL CAF's	49

June 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	2		1	3
Customer Services		3		3
Late/Early – No Show	1	9	3	13
Alleges Injury				
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup		1		1
Rude	1			1
Left Behind/Passed Up	1		3	4
Inappropriate Behavior	1	1		2
Incident at Stop				
Incident on Bus	1	1		2
Incident at Station				
Tie-Down Issue	1			1
Denial of Service				
Policy				
Safety and Security	2			2
Facility Maintenance	7			7
Service Development	5			5
IT/Electronics				
Vehicle Maintenance				
Commendations	2	2		4
TOTAL CAFs	25	17	7	49

Conclusion:

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

Twenty-five CAFs were received regarding CCRTA Service, representing 51% of the total customer assistance contacts; there were two commendations and sixteen informational CAFs.

Seventeen CAFs were received regarding B-Line Service, representing 35% of the total customer assistance contacts; there were two commendation and four informational CAFs.

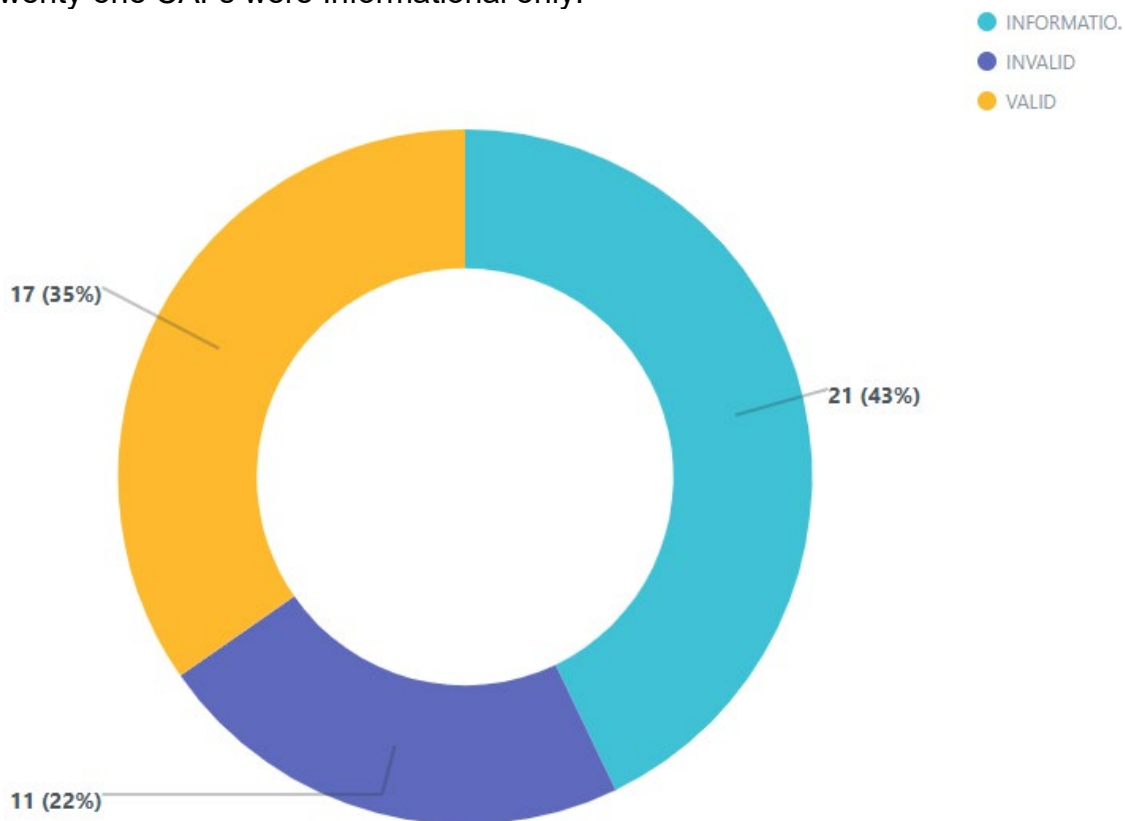
Seven CAFs were received regarding Contracted Fixed Route Service representing 14% of the total customer assistance contacts; there were no commendations and one informational CAF.

Outcome:

Seventeen CAFs were found to be Valid.

Eleven CAFs were found to be Invalid.

Twenty-one 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: July 1, 2025

SUBJECT: B-Line Report for June 2025

- ❑ Ridership for the month of June 2025 was 15,759 compared to 14,628 for June 2024, which equates to 1,130 more trips representing a 7.72% **increase**.
- ❑ Ridership for YTD 2025 was 80,086, representing a 0.16% **decrease** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
96,001	95,845	156	0.16%

Service Standards

- ❑ Productivity: 2.57 PPH (Passengers per hour) June 2025, contract standard is 2.50
- ❑ On Time Performance: 87.52% on time performance for June 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1.858 trips out of 14,573 trips (12.48%) did not meet the standard for on time performance in June 2025. Of that number:
 - 1,638 were < 30 minutes late.
 - 182 were > 30 minutes late.
 - 32 were > 60 minutes late.
 - 6 were > 90 minutes late.
- ❑ Miles between road calls 185,033.3 miles with 9 road calls that equates to 20,559.3 miles between road calls for June 2025. MV did exceed the minimum standard of 12,250 miles between road calls for June 2025.

Wheelchair Boarding's and associated statistics

For the month of June 2025, there were:

- 10,761 - ambulatory passengers
- 3,718 - wheelchair boarding's
- 1,086- personal care attendants (AM)
- 188 - companions
- 44 - animals

Other Service statistics

There were 20 **Customer Assistance Forms** recorded for June 2025:

1. #1317: Mr. Hartwell reported that his B-line trip on Saturday kept him on the bus for an hour or more. He was picked up at NAS Dr, and was going to the Walmart. Instead he was taken in to Corpus Christi. He believed that it was unnecessary . Furthermore, He mentioned a time were he was taken to I37 and Up river road for what it was supposed to be a 3 min ride.
 - a. Mr. Hartwell was on the bus for 45 minutes; the service is a shared rider
-Not Valid
2. #1320: Mr. Briscki complaints about the route 4 leaving his mother behind at the stop. She was with her walker looking for the fare and the vehicle did not stop for her.
 - a. Reviewed video, there wasn't anyone at the stop
-Not Valid
3. #1321: The mother of a passenger called to report the driver of Route 3, Unit 3062. She stated that her special needs son was waiting at what she believes was bus stop 662 when the bus passed him up, causing him to be late on his first day at a new job at NAS.
 - a. video was viewed and there wasn't anyone at that stop however there was a person in the distance walking towards the stop
-Not Valid
4. #1325: I had a B-Line Trip at 9:45 AM - 10:15 AM to the Hibachi Grill Restaurant and a return trip between 12 noon and 12:30 PM.. I was there after 2:00 PM, still. I was told by The B-Line Dispatcher that the bus was there, but that I had gotten a No-show. I was looking out for the B-Line Vehicle, but not once did I see it!
 - a. spoke with passenger and they admitted they were in the back part and missed the bus, however another bus was sent for them
-Not Valid
5. #1326: Tuesday, June 3rd, 2025.

I went to the Bank to take care of my monthly obligations. I asked my bank to call and check on my bus, and they did. Those people were kept on hold for a long time, waiting for RTA to answer the phone. The Bank doesn't mind calling to check on my bus provided that bank business is not disrupted because of it. The Bank has a problem with it once that happens! NO SAME-DAY B-LINE TRIPS RTA? That may mean that the rider has to pay late fees because the rider is late on rent or worse an Eviction Notice! Really RTA? Jon

 - a. for phone wait time checked phone lines for this day and the longest wait time was 2.5 minutes
-Valid

6. #1327: Ms. Lucia Vela, a B-Line rider, called to complain about her ride this morning, stating that she was on the bus for two hours, which caused her to be late for her doctor's appointment.
 - a. Ms Vela was on the bus for 1.20 (Spare related)
-Valid
7. #1329: Mr. Wilks called to advise of a vehicle passing him in a turn only lane while he was already above 70mph. He recorded the incident and the video is attached to the CAF.
 - a. video was pulled and we are taking appropriate action
-Valid
8. #1330: Ms. Martha Recio was picked up at 539 W. E. Robstown and was scheduled to be dropped off at her cardiologist located at 13725 N. W Blvd, Ste 180. However, she was mistakenly dropped off at Well Med 13725 N. W Blvd., which is on the opposite side of the medical complex.

Ms. Recio, who is an elderly patient, was forced to walk across the entire medical facility to reach her actual appointment. After the appointment, when she called MV to verify her return ride, she was told she would need to walk back to the original (incorrect) drop-off point at Well Med.

Her daughter, Christina Recio, who scheduled the ride, said she clearly specified suite 180 as the correct destination. Ms. Recio returned home overheated and physically exhausted from the ordeal.

Ms. Christina Recio is requesting to speak with a supervisor as soon as possible. She can be reached at 361-704-0007.

 - a. I went out and looked at this location, there are only 2 entrances, we are going to add the address with each entrance into our database and ask as people schedule their trips.
9. #1332: Mr. Julian contacted us while heading to work in Port Aransas, with another customer. He inquired about the current location of Route 95.

Upon reviewing Real-Time Tracking, it showed the bus passing location 1112 at 8:44 AM (scheduled timing point: 8:50 AM). To further confirm, GPS replay indicated the bus arrived at 8:43 AM and departed at 8:44 AM. Additionally, the GPS replay showed the bus going off-route, with this detoured stop concluding at 8:57 AM. The next scheduled bus for this location is at 10:30 AM. There is also attached a replay of the GPS movement.

 - a. spoke with driver over radio to remind him of timing points, this route is new to him, he took a 10-7 thus why he went off route,
-Valid
10. #1334: Mr. Vienns, a B-Line rider, called to report that he had an 8:30 a.m. pickup scheduled this morning, but the bus did not arrive until 9:45 a.m., getting him to his destination at 11:25 a.m. and causing him to miss his appointment.

- a. we had to do a bus swap, and his bus was 45 minutes late, he did not have an appointment as he goes daily to the Adult daycare center
-Valid
11. #1337: 06/13/25 at 12:40
She was picked up at 4222 S Staples
Unit 2017
Ms. Wilhelmina Ybanez reported a concern regarding driver Hector during her pickup on 6/13/25.
She stated that Hector frequently jokes around, which causes confusion. At pickup, Hector asked for her name while standing on the ramp. Ms. Ybanez responded, "Hector, you know who I am," which he replied that he needed to confirm he was picking up the correct person. She said "Ybanez," Hector told her as she sat down, "I do not have you on this route."
Ms. Ybanez is frustrated with Hector's behavior, stating that his constant joking makes it difficult to tell when he's being serious. She believes he should be more professional.
She would like a call back 361-688-3158
- a. I spoke with Wihelmina this morning and she indicated the driver likes to joke and she doesn't care for joking. I spoke with the driver and reminded him to always be professional and limit the amount of info in your conversations with passengers
-Valid
12. #1338: Ms. Theresa Roberts called to report that her B-Line ride on 6/11/25 made her late for work. Although her workplace is only seven minutes away, she was on the bus for an hour and a half. She expressed frustration and stated that this has been an ongoing issue.
- a. I spoke to her to "fix" her standing orders, Ms. Roberts had booked a 7:30 pu nor realizing she could ride for an hour, thus putting her late to work, we have since changed her standing orders to reflect her time to be at work
-Valid
13. #1339: Ms. Ruth Herrera, a B-Line rider, called to report that she had an 8:00 a.m. doctor's appointment for a knee procedure intended to alleviate her pain. She was scheduled for a B-Line pickup between 6:58 and 7:28 a.m., but the bus did not arrive until 8:02 a.m. As a result, she missed her procedure and will have to continue enduring the pain until her doctor can reschedule.
- a. we had multiple breakdowns this morning and routes were running late, I attempted to contact her however left a message as she didn't answer
-Valid
14. #1340: Bus 95 left the Aransas Pass HEB stop at 8:44am, even though the scheduled departure time is 8:50am. Several passengers were left behind as a result. Route 95 departed stop 1406 (Eleventh St. & Sandcastle Dr.) at 9:20 a.m., five minutes earlier than its scheduled departure time of 9:25 a.m.

- a. I have spoken with the driver who did that route, I went out and monitored the route myself, the driver is a new driver and still learning the different routes
-Valid
- 15. #1342: Ms. Tucker had a pickup at her home at 3150 Peachtree apt 128 at 9:12. Ms. Tucker called to confirm her ride and was told it would now be 9:45 AM. After the bus did not show up again, she called back and the call was dropped, and no one called her back. She called back again; the representative apologized for the delays. She was informed there is a new system in place but was never told when or if she would be picked up. Her appointment was at 10am and she had to cancel. She has several appointments scheduled and cannot miss them. She needs a call back asap 361-800-1155
 - a. I spoke with Ms Tucker twice this morning, we had 2 breakdowns this morning and her bus was running late therefore she cancelled her rides for today, I offered to create new rides, she will check with Dr. and call for new rides
-Valid
- 16. #1345: Ms. Avila, a B-Line rider, reported that no one showed up to pick her up. When she called B-Line reservations, she was told that no one was available to pick her up, which caused her to be late for work.
 - a. the service was running late, however a ride was sent for her and she had already gone
-Valid
- 17. #1346: A passenger waiting at stop 1112 in Aransas for Route 95 called to report that the bus departed early again, leaving him and multiple other passengers behind. The scheduled departure time for Route 95 is 8:50 a.m., but the bus departed at 8:40 a.m.
 - a. the driver misread the leave time and he AVL had temporarily stopped working, we are monitoring that route closely for any exceptions
-Valid
- 18. #1347: Ms. Veronica Rodriguez at 9037 Simon St, Corpus Christi, TX 78406 had a pickup today 08/18/25 at 8:30 am. The bus did not show up at 9 am so she called Bline. She was told the bus would be there at 10:00 am. 10 am came around and no show. She called back and now they are saying 10:15. She would like to know why it is always running so late now.
Veronica Rodriguez 361-558-5658
 - a. she was picked up @ 10;33, the service was running late that day
-Valid
- 19. #1352 & #1353: Mr. Box called to say that Cecilia Jones went above and beyond and helped him when he got off the bus at his residence. She helped him to his garage door.
 - a. Ms. Jones was given a commendation certificate
- 20. #1363: Rider stated he was at the Aransas Pass bus stop, in front of HEB, and the 95 did not stop to pick him up.

- a. new driver he got turned around on the route, was counseled about it
-Valid

Conclusion

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

- ❑ 2.57 passengers per hour
- ❑ 87.52% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for June 2025 at 20,559.3 miles did exceed the minimum contract standard of 12,250 miles.

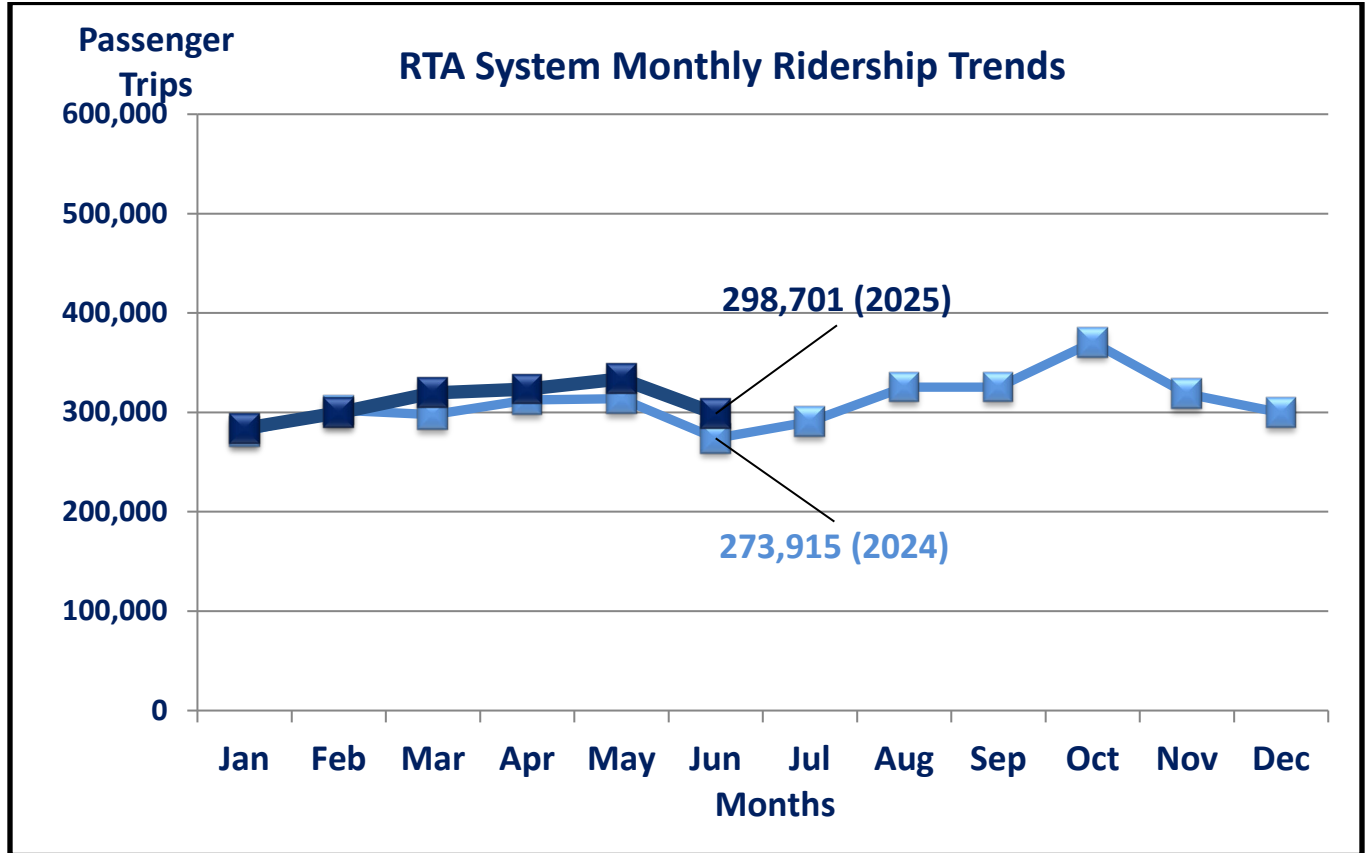
Subject: June 2025 Operations Report

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

June 2025 system-wide passenger trips totaled 298,701, which represents a 9.0% increase, compared to 273,915 passenger trips in June 2024 with 24,786 more trips provided this month.

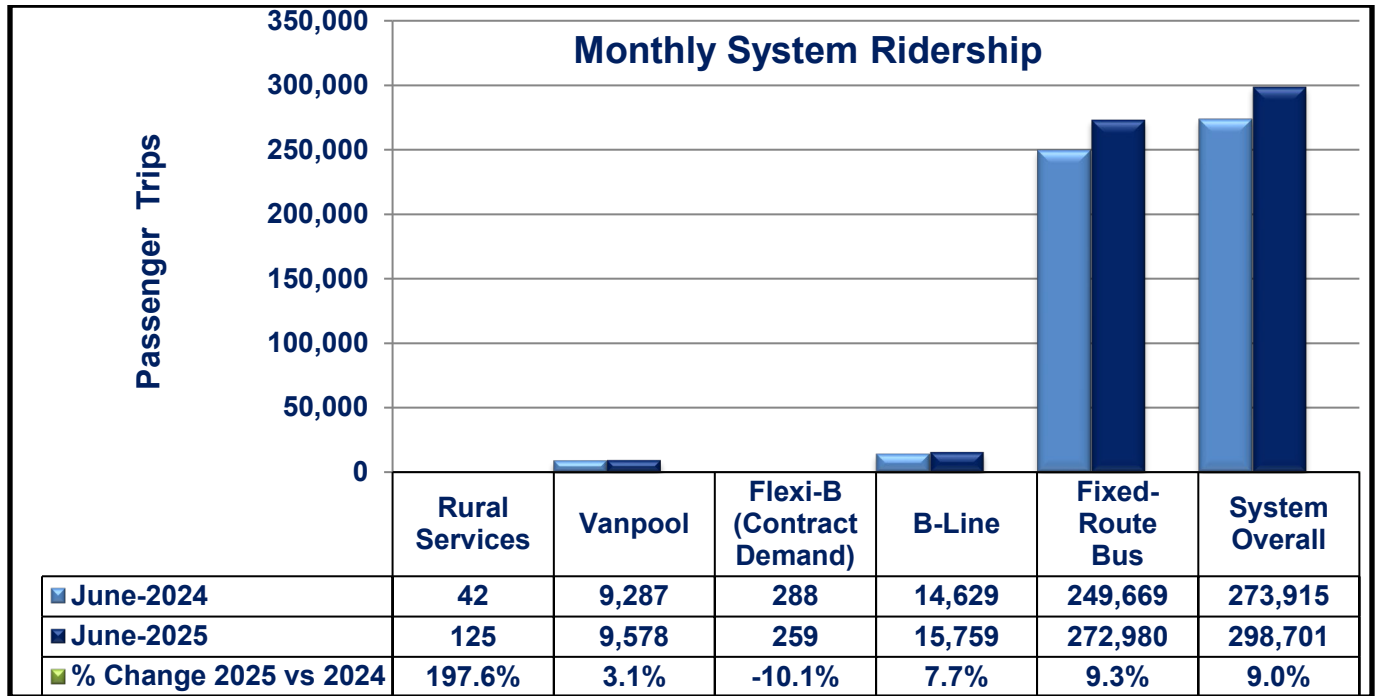


June 2025	June 2024	Variance
21 Weekdays	20 Weekdays	+1
4 Saturdays	5 Saturdays	-1
5 Sundays	5 Sundays	-
30 Days of operation	30 Days of operation	-

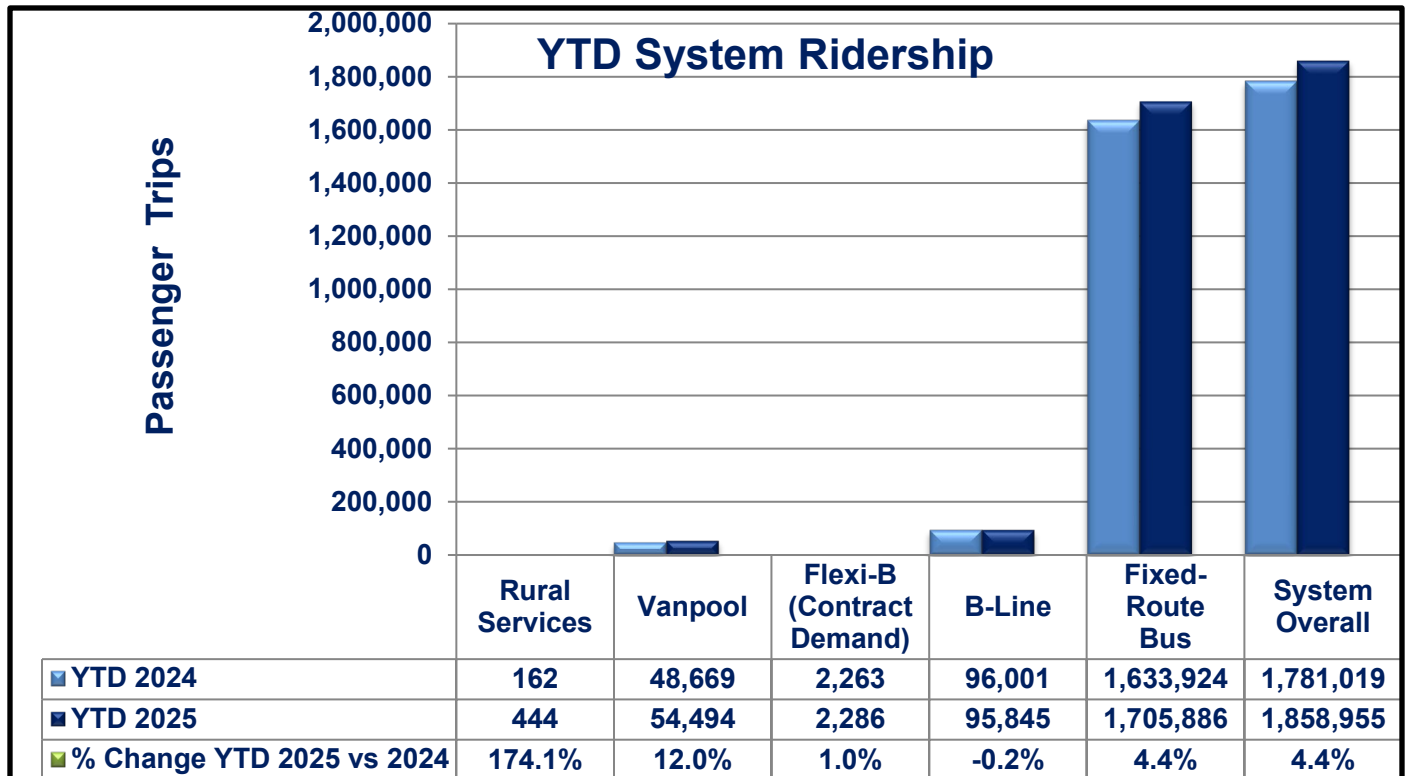
The average retail price for unleaded gas in Corpus Christi was \$2.81 per gallon compared to \$2.94 per gallon in June 2024¹. June rainfall was above average at 4.59 inches. In comparison, June 2024 recorded 7.2 inches of rainfall, which was above the average rainfall of 3.56 inches.² The 94.9-degree average high temperature for June 2025 was above the normal average high temperature of 91.6 degrees.

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

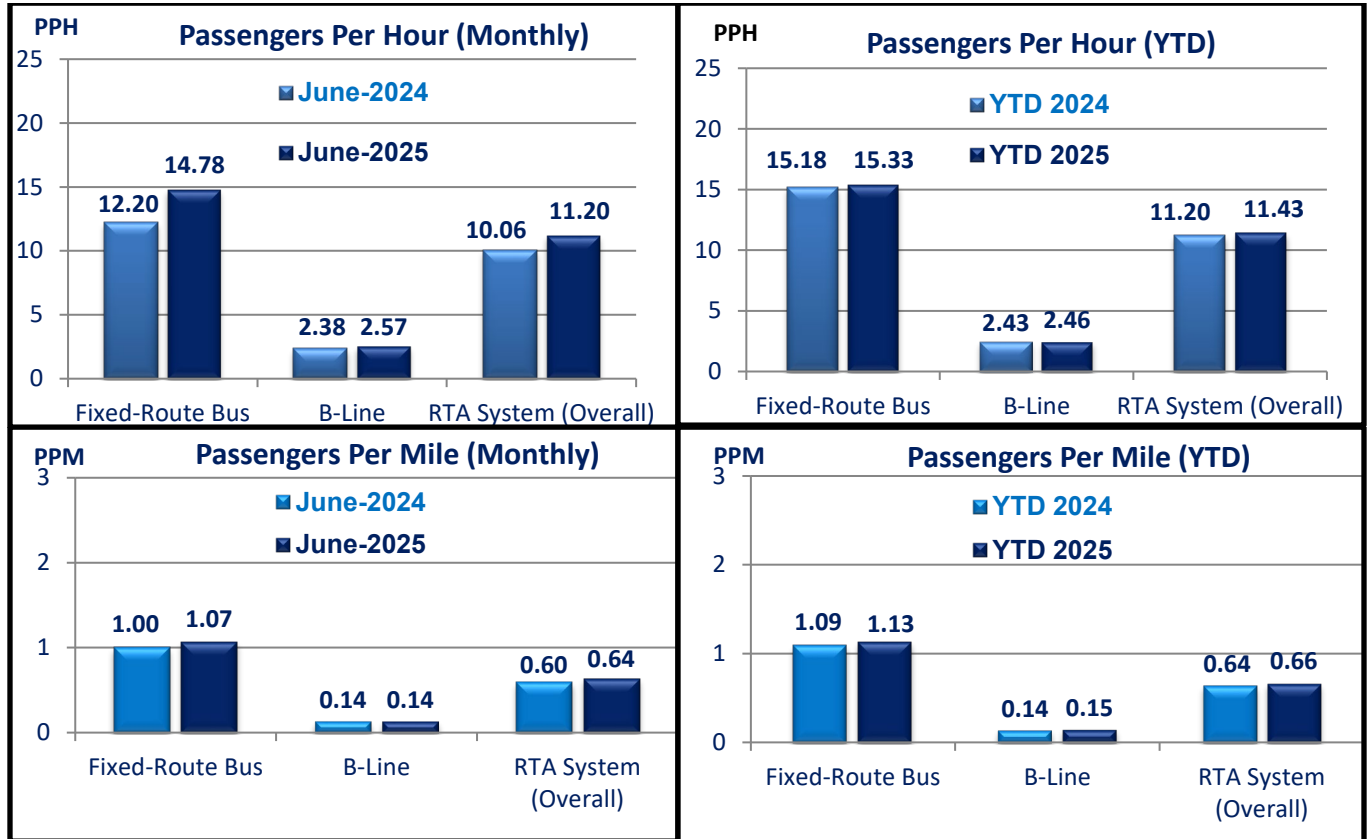
The chart below shows monthly ridership results for all services. CCRTA recorded 24,786 more passenger trips in June 2025 resulting in a 9.0% increase compared to June 2024.



The chart below shows YTD ridership results for all services. 77,936 more trips compared to 2024.

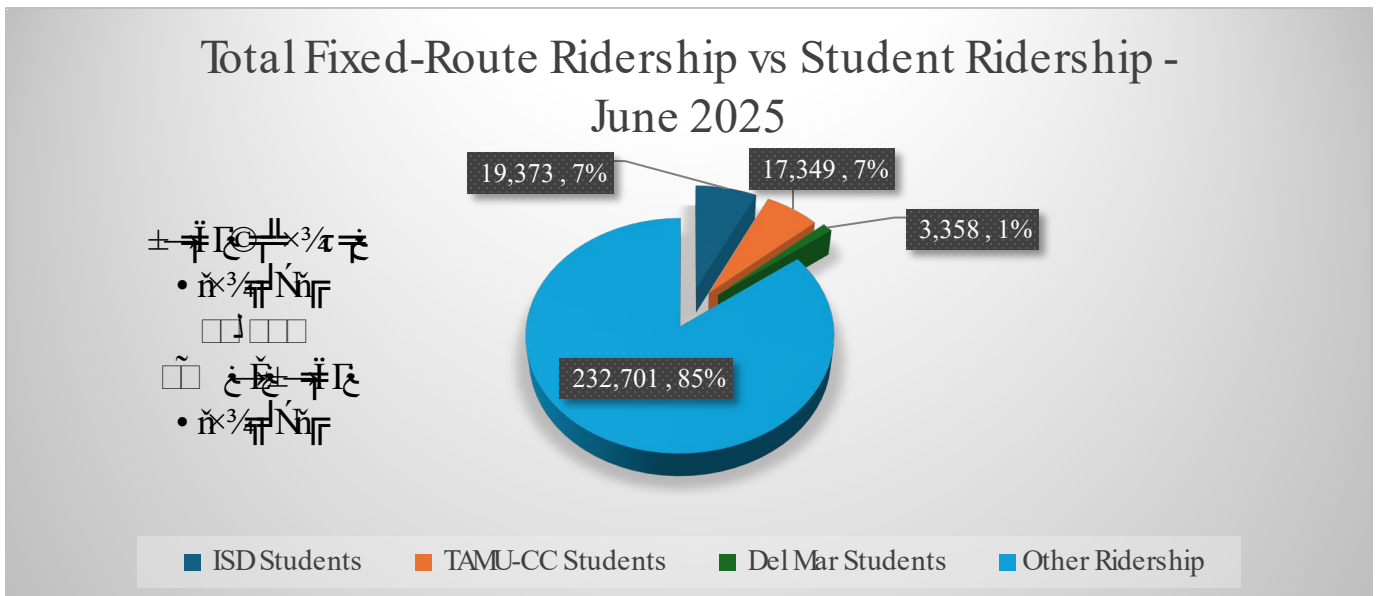


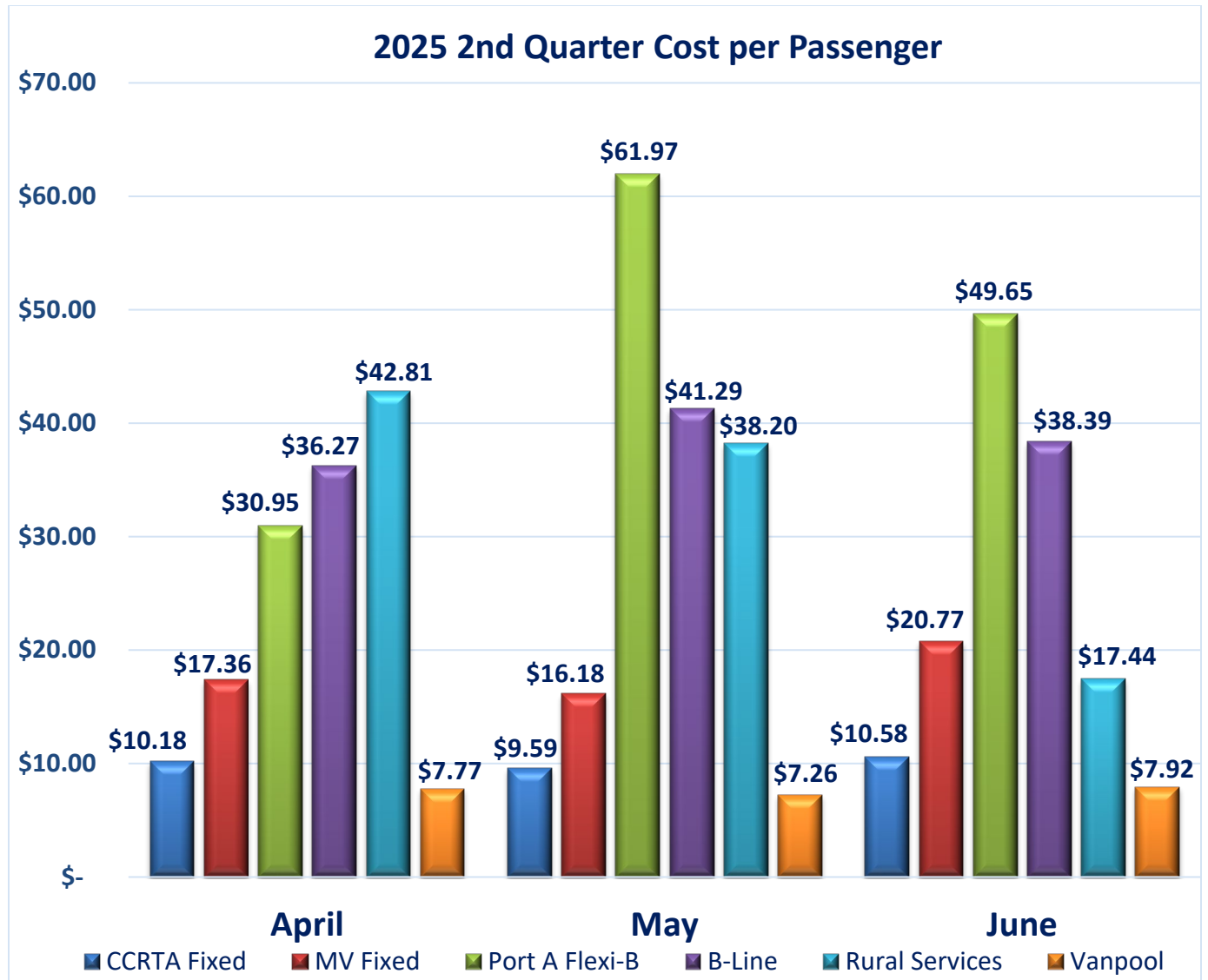
The following four charts are system-wide productivity for the month of June 2025 vs. June 2024 and YTD figures.



Student Ridership

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





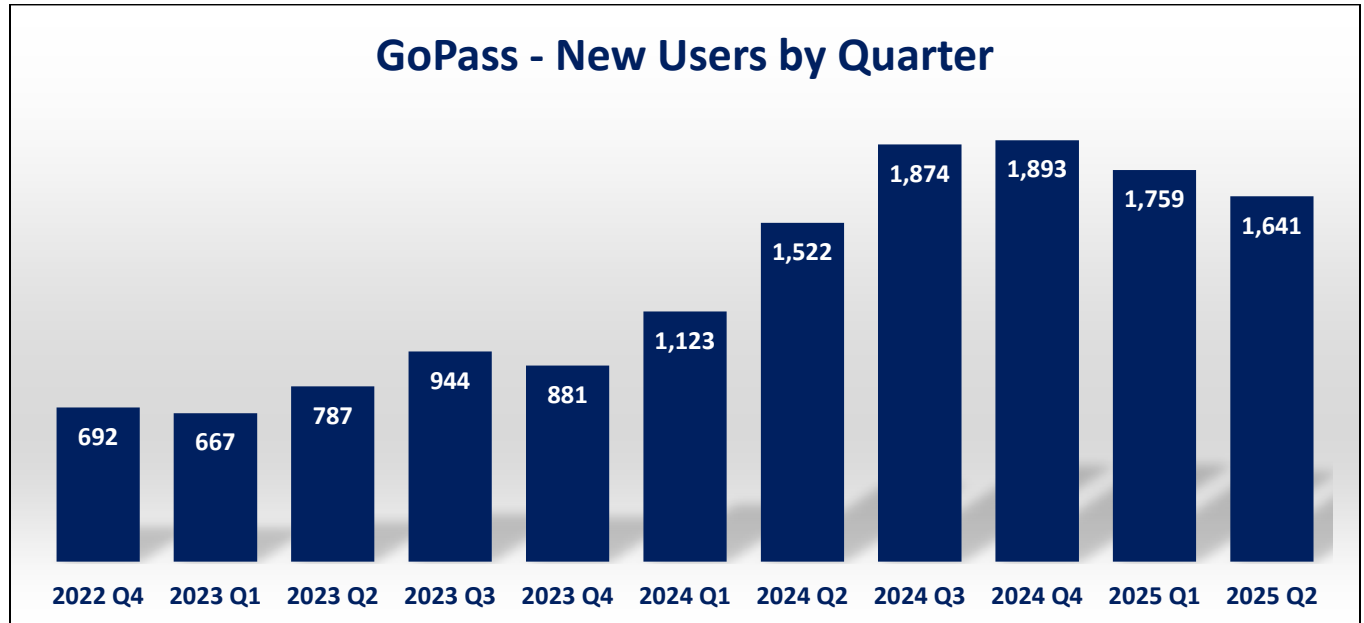
The following tables include Cost per Passenger totals by service mode for the second quarter of 2025. In addition, year-to-date (YTD) averages by service mode are included.

Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Rural Services	Vanpool
April	\$ 10.18	\$ 17.36	\$ 30.95	\$ 36.27	\$ 42.81	\$ 7.77
May	\$ 9.59	\$ 16.18	\$ 61.97	\$ 41.29	\$ 38.20	\$ 7.26
June	\$ 10.58	\$ 20.77	\$ 49.65	\$ 38.39	\$ 17.44	\$ 7.92
YTD Average	\$ 10.26	\$ 18.30	\$ 42.01	\$ 38.62	\$ 38.20	\$ 7.74

GoPass App

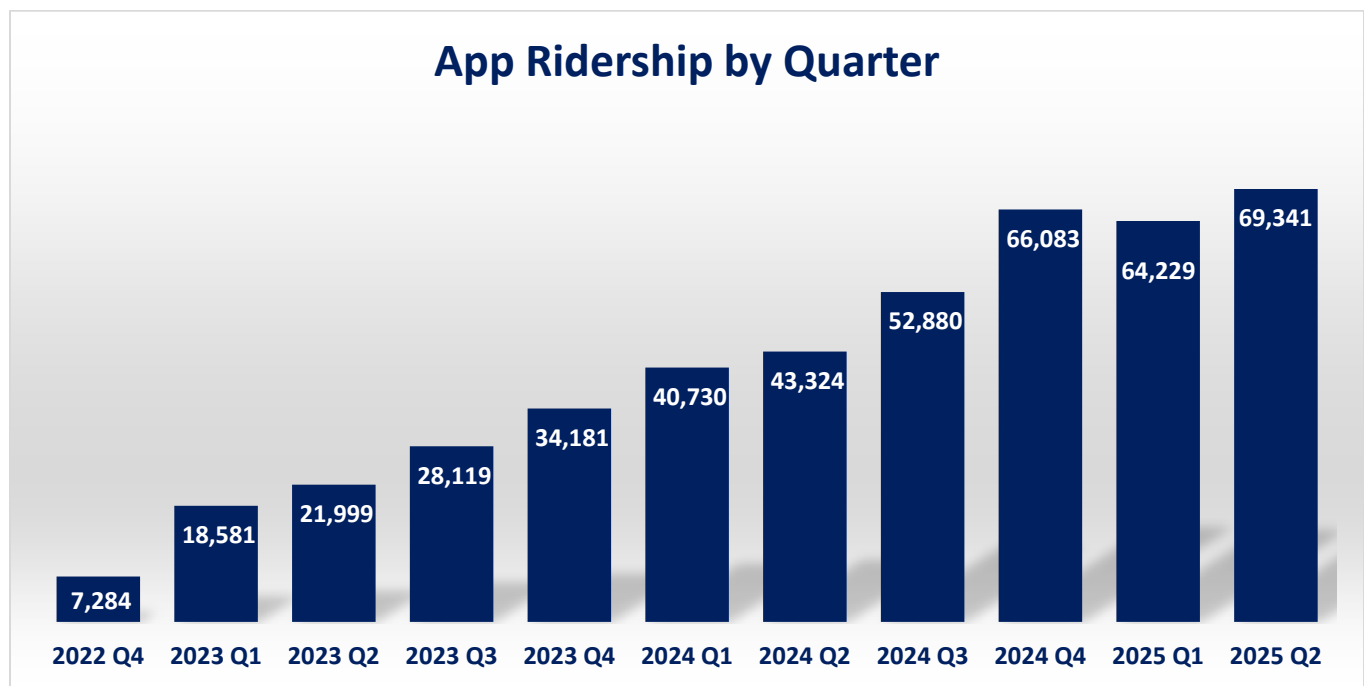
1. New Users by Quarter

In 2025 Q2, the platform acquired 1,641 new users, a modest reduction compared to 1,759 in Q1, and slightly lower than peak levels in 4Q 2024 (~1,893).



2. App Ridership by Quarter

Despite the dip in new users, **app ridership reached a record high of 69,341 rides** during Q2 2025, surpassing all previous quarters. This continued growth in usage suggests increased engagement from existing users, pointing to strong user retention and consistent app utility.



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

On Detour

- **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.
- **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.
 - Routes 5 & 17 (**12** of 19 total stops are currently impacted)
- **Beach Ave. (North Beach):** To Begin July 2025 with TCP placement in June.
 - Route 78 (2 stops impacted but not yet)
- **North Beach Primary Access Road (HWY 181):** To Begin July 2025
 - Route 78 Preliminary exploratory work has begun. (No stops impacted)
- **Nueces Bay Blvd. (Leopard-Broadway):** Began October 2024.
 - Routes 12, 19 & 83 (**4** 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 June 2025, there were 8 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 25% of CCRTA services. Impacted bus route services include:
5, 12, 17, 19, 32, 37, 78 & 83.
(41) Closed or impacted stops in June.

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

Schedule Adherence	Standard	Mar-25	Apr-25	May-25	Jun-25	4-Month Average
Early Departure	<1%	0.5%	0.2%	0.0%	0.0%	0.2%
Departures within 0-5 minutes	>85%	90.8%	93.4%	91.0%	91.0%	91.6%
Monthly Wheelchair Boardings	No standard	4,668	4,437	4,511	4,959	4,644
Monthly Bicycle Boardings	No standard	7,729	7,574	8,316	7,876	7,874

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

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

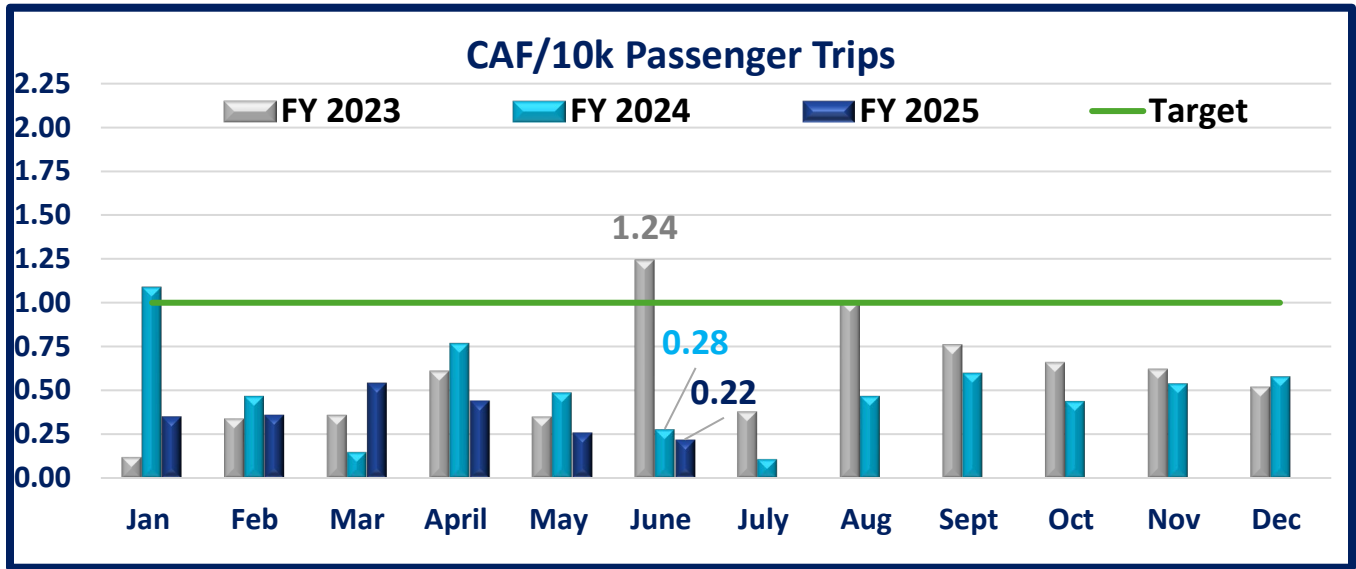
Metric	Mar-25	Apr-25	May-25	Jun-25	(4) Month-Ave.
Passengers per Hour	2.45	2.52	2.47	2.57	2.50
On-time Performance	89.4%	88.0%	81.2%	87.5%	86.5%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	25,956	31,170	23,042	20,559	25,182
Monthly Wheelchair Boardings	5,236	5,769	3,718	3,699	4,610

- Productivity: **2.57** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- On-time Performance: **87.5%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** did meet the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **20,559** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,761** ambulatory boardings; **3,699** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

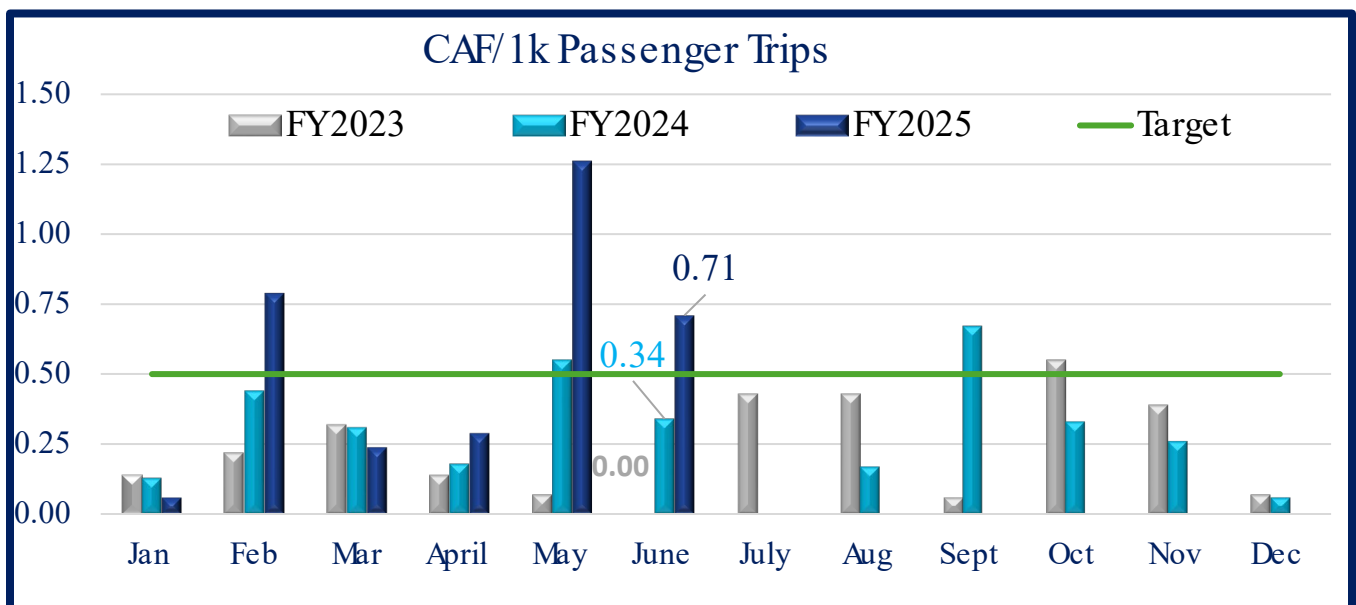
For the month of June 2025, Customer Service received and processed **49** Customer Assistance Forms (CAF's). A total of **32** or 65% were for CCRTA and Contract Fixed Route Services, of which **6** were verified as valid. This equates to approximately **0.22** CAFs **per 10,000** passenger trips. CCRTA Fixed Route Services received two commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of June 2025, Customer Service received and processed **49** Customer Assistance Forms (CAF's). A total of **17** or 35% were for B-Line Services, of which **11** were verified as valid. This equates to approximately **0.71** CAFs **per 1,000** passenger trips. B-Line Services received two commendations this month.

Number of CAFs/1k for B-Line Services



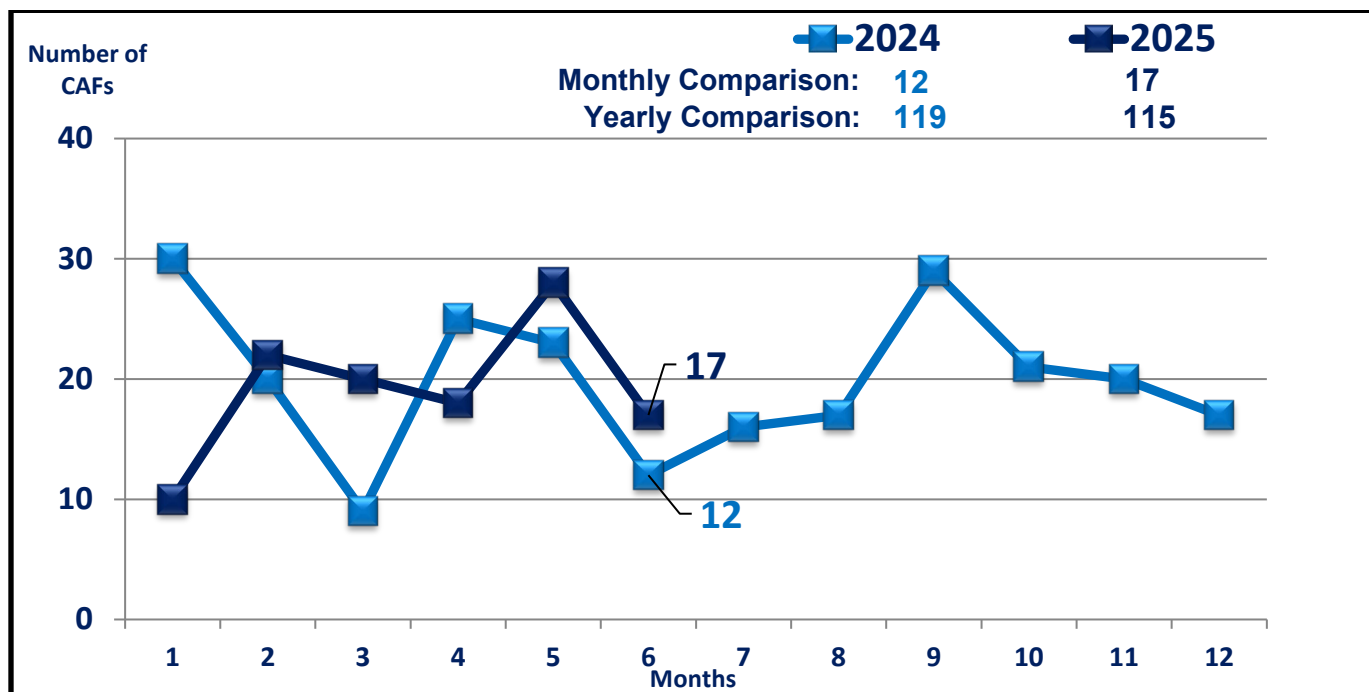
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	1
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls		#65 Padre Island Flex	1
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	1
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	1	#93 Flex	
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina		#95 Port Aransas Express	4
#24 Airline/Yorktown		B-Line (Paratransit) Services	14
#25 Gollihar/Greenwood		Transportation	1
#26 Airline/Lipes		Service Development	5
#27 Leopard	1	Facilities Maintenance/Bus Stops	7
#28 Leopard/Navigation		IT/Electronics	
#29 Staples	3	Safety & Security	2
#32 Southside	1	Vehicle Maintenance	
#34 Robstown North		Commendations	4
#35 Robstown South			
#37 Crosstown/TAMU-CC			
		Total CAFs	49

Processed CAF Breakdown by Service Type:

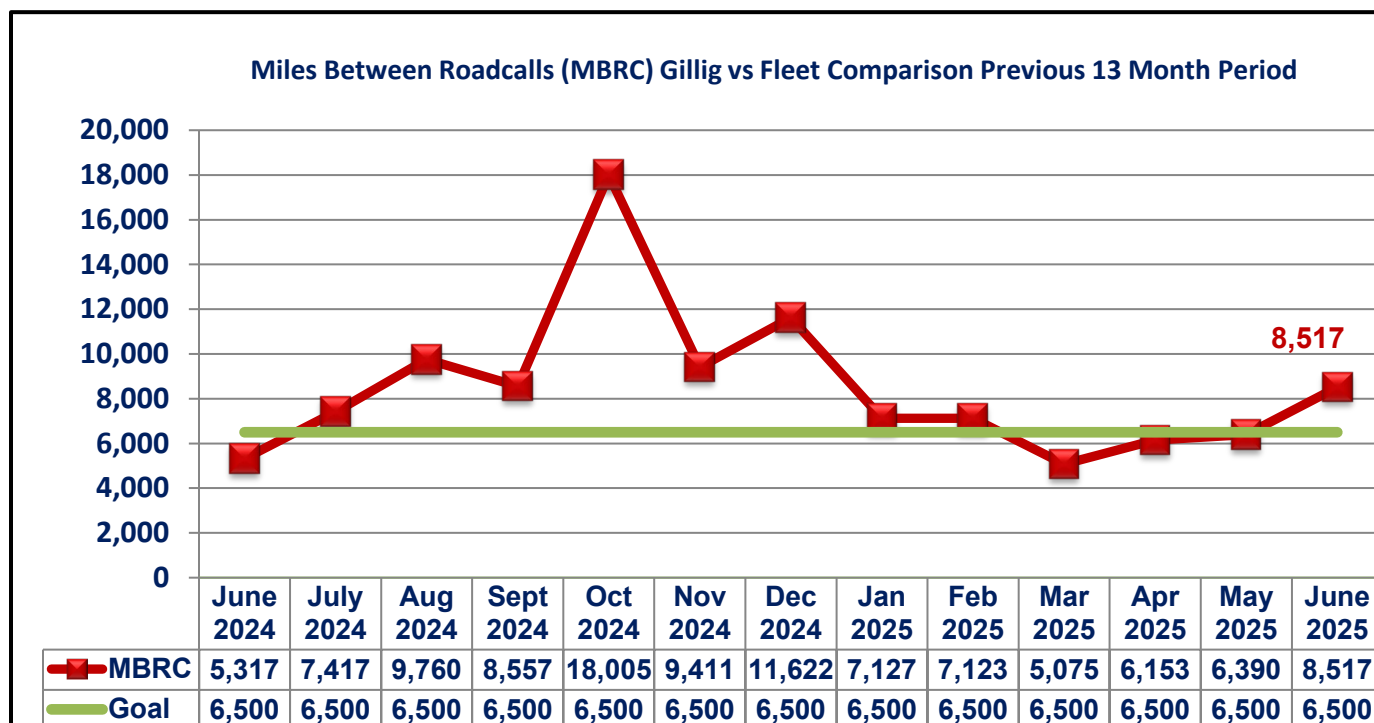
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	2		1	3
Customer Services		3		3
Late/Early – No Show	1	9	3	13
Alleges Injury				
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup		1		1
Rude	1			1
Left Behind/Passed Up	1		3	4
Inappropriate Behavior	1	1		2
Policy				
Incident at Stop				
Incident on Bus	1	1		2
Incident at Station				
Securement/Tie-Down Issue	1			1
Denial of Service				
Safety & Security	2			2
Facility Maintenance	7			7
Service Development	5			5
Transportation (other)				
Overcrowded Vehicle				
IT/Electronics				
Vehicle Maintenance				
Commendations	2	2		4
Total CAFs	25	17	7	49

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In June 2025, 8,517 miles between road calls (MBRC) were recorded as compared to 5,317 MBRC in June 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 8,498.



Board Priority

The Board Priority is 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 JUNE 2025

	Total Miles Driven in JUNE for Each Bus Type	Tyotal Road Calls for JUNE for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	199,014	36	36	0	19	17	0	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	39,473	11	11	0	9	2	5	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	238,486	47	47	0	28	19	5	0
MILES BETWEEN ROAD CALLS								
	8,517	Compared Total Miles with Chargeable Roadcalls						

Unsung Hero Report

April-25				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1166	2-Apr	Christina Herrera	B-Line Op	Ms. Rives, a B-Line rider, called to commend a representative named Chris whom she spoke with at B-Line. She described Chris as extremely thorough, kind, and knowledgeable, stating that other call takers could learn from her.
1173	4-Apr	Raul Ortiz	15	Ms. Perez called to commend Route 15 driver, Employee ID 11462, for being exceptionally kind and patient. She was approaching the bus stop with several grocery bags but hadn't quite reached it yet when the driver stopped and waited for her, ensuring she didn't miss the bus.
1176	4-Apr	Mary Flores	5	Mary on rt #5. Great driver. Rides perfect schedule. Great customer service. Arthur Montalvo
1226	26-Apr	Lasario Salas		Lasario Salas remained calm when a person was banging on his shield and yelling obscenities.
1227	26-Apr	Israel Rojas		Israel Rojas remained calm when a person was banging on his shield and yelling obscenities.
May-25				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1244	6-May	Thomas Naperkoski	B-Line	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.
1289	19-May	Damian Soto	B-Line	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.
1299	22-May	Roy Gentry	26	Mr. Roy Gentry called to say that Richard on RT 26 is a great driver.
1302	22-May	Leonard Downs		A passenger came in to commend driver Employee #11425 for their outstanding customer service. She mentioned that the driver is consistently helpful and kind to elderly passengers, especially when it matters most. She described the driver as thoughtful, compassionate, and someone who truly goes above and beyond. The passenger expressed her deep gratitude for the exceptional service this driver provides.
1312	30-May	Timothy Perdue	29SS	I was riding the 29SS bound for the south side station around 4:30pm on Thursday 5-29-2025 and I noticed a patron giving the driver a bit of a hard time and I witnessed the driver handling it very professionally, keeping his composure. The irate patron was being quite rude, but the driver handled it very well. I believe things like this should be recognized. He handled it very well and was super professional. He did a good job
HONORABLE MENTION				
1280	16-May	Marcus Guerrero	CSR	Customer wanted to give Marcus kudos for helping her today. She said he deserves 20 gold stars; he is wonderful! When he answered the phone "Customer Service" he definitely represents the words "customer service!"
Jun-25				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1333	11-Jun	Adam Zuniga	29SS	Marshal Burns called to express his appreciation for Operator Adam on Route 29 South. Mr. Burns was picked up from Spohn South and said that Adam was extremely helpful, not only to him but also to other passengers on board.
1352	20-Jun	Cecilia Jones	B-Line	When the bus arrived at Southside Station, construction had caused a change in the usual bay location. Adam went out of his way to assist Mr. Burns with the adjustment and made sure he understood the change.
1353	18-Jun	Cecilia Jones	B-Line	Mr. Burns was very thankful. Mr. Box called to say that Cecilia Jones went above and beyond and helped him when he got off the bus at his residence. She helped him to his garage door. Mr. Box called to say that Cecilia Jones went above and beyond and helped him when he got off the bus at his residence. She helped him to his garage door.
HONORABLE MENTION				
1359	25-Jun	Security Staff	Security	A passenger called to commend the morning shift security staff at the SSC platform and building, stating they are doing an excellent job. The passenger described them as kind, helpful, and appropriately assertive when needed. Their presence provides the station with a strong sense of safety and security

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, August 27, 2025	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, September 10, 2025	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, September 18, 2025	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
