



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, September 18, 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 Q2 – Leonard Downs	5 minutes	No Attachment
	6.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for August 21, 2025.	2 minutes	Pages 1 - 4
	7	Eligibility Program Administrator Report 1. B-Line Application Volume and Status Overview	5 minutes	No Attachment
	8.	Chairperson’s Report 1. RCAT Member Updates	5 minutes	No Attachment
	9.	Managing Director of Administration Report 1. Fare Equity Report Presentation	10 minutes	
	10.	RCAT Liaison Report 1) Re-appointment of Thomas Cronnon confirmed by the Chief Executive Officer (CEO) to RTA’s Committee on Accessible Transportation (RCAT) for a two-year term 2) Awards and Recognition – a) CCRTA – Government Finance Officers Association for Excellence in Financial Reporting for Fiscal Year Ended December 31, 2023 3) Action to Award a Contract to RXDX, LLC for Zones 1 & 2 for an Estimated Total of \$263,628.00 for the ADA Bus Stop Improvements – Phase VIII Project 4) July 2025 Operations Report 5) August 2025 CEO Report 6) 2026 Budget Workshop #2	25 minutes	No Attachment

	11.	Informational Items: a) July 2025 CAF Report b) July 2025 B-Line Report c) July 2025 Operations Report Key Metrics d) July 2025 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Page 5 - 9 Page 10 - 14 Page 15 - 25 Page 26 Page 27
	12.	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**

August 21, 2025

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

Advisory Committee Members Absent: Thomas Cronnon, Inez Garcia

Board Members Present: None

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

MV Present: Gayle Knight, Damian Soto

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

Safety and Security Briefing: Gilbert Casas

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

Public Comment: None

RCAT Meeting Minutes:

RCAT Meeting Minutes for August 21, 2025, were approved. Motion made by Ms. Leal and seconded by Ms. Alvarez

Unsung Hero Award Presentation:

Presented to Damian Soto, Damian has been nominated for his excellent customer service skills while operating the B-Line paratransit bus. Mrs. Lion called commending the labor and attitude Mr. Soto exudes. She described him as good, helpful, and kind. Damian is dependable with excellent attendance, no CAFs, or disciplinary actions.

B-Line Application Volume and Status Overview:

Presented by: Melanie Gomez

Ms. Gomez presented statistics for B-Line applications from 2019-2025. In 2019, Pre-Covid, applications were: 588 new, 196 reassessments, and 251 recertifications. In 2025, for the first two quarters there were: 300 new, 130 reassessments, and 104 recertifications. This year it is on trend to reach Pre-covid numbers. In 2019 there were 1,035 applications received, in 2025, for the first two quarters it was 534.

Chairperson Report:

Presented by: Robert Box

RCAT Member Updates:

Mr. Box stated he feels that Spare is working better. He stated he is noticing a better flow with the Spare program versus it's start in May.

Unsung hero nominations Q2 2025: Leonard Downs with RTA fixed route was chosen as the recipient of the Unsung Hero Award for Q2 2025.

RCAT Liaison's Report:

Presented by: Sharon Montez

Awards and Recognition:

- Hit the Spot Award, Print: American Gi Forum Bus Wraps
- Hit the Spot Award, Event: Port Ayers Transfer Station Grand Opening
- Hit the Spot Award, Social: CCRTA Downtown Dasher

June 2025 Operations Report:

Passenger trips increased by 9%, totaling 24,786 more rides compared to the previous year. This June saw an increase of 3.6% in revenue for service hours, marking a 3.6% increase from last June. Revenue service miles are also up by 13,084.42, reflecting a 2.9% increase year-over-year. (10) Special movement events this June. The (10) June special movements included 6/13 City Eval Drill, 6/3 Nueces CO, 6/23-6/24 National Sea Shore, 6/5 Garcia Education Center, 6/3-7/2- Nueces Co. Inland Parks, 6/5- CCPD SWAT, 6/13-City Eval Drill, and 6/30 New Bus Unveiling.

June 2025 ridership was 298,701, which is higher than June 2024 which had 273,915 rides which equates to an increase of 9%. June vanpool was at 9,578, up 291 rides, compared to last year which had 9,287. For Vanpool, (36) vehicles operated per the June 2025 invoice statement. Rural services were up 83 rides compared to 42 rides last year with Paisano Transit recording 2 and REAL recorded 123 rides for a total of 125 rides for rural services. Comparing overall system ridership between 2024 and 2025 there are 77,936 more rides so far this year. Currently the total ridership is up at 4.4% when compared to 2024 ridership.

CEO June Report:

CCRTA continues to build a system for the future: U.S. Representative Michael Cloud issued a press release, announcing \$1.94M in Appropriations funds for the new CCRTA Maintenance Facility. CCRTA submitted the Low-No Emission grant application for a new maintenance facility (Jul. 10th), Staples Street Security Guard Building. Gignac's team is waiting for the manufacturer of the prefab guard building to send updated drawings at per CCRTA's request. Six of the seven new Gillig buses have been put into service: The seventh bus is being utilized for Operator training, five of the six new ARBOCS have been placed into service, once parts arrive for the sixth, it will be placed into service. PR Dept. concluded the Fare Proposal Survey, reaching almost 1.1K

responses. The CEO met with Senator Chuy Hinojosa to thank him for authoring SB 1371 and for his support of the Low-No Emission Grant Application., CEO participated in the APTAtech CEO Roundtable panel discussion on “Transit’s Innovation Imperative: Harnessing Transformational Leadership and Technology” (Aug. 5th), Attended Texas Transit Association’s Board of Directors Meeting on behalf of the CEO (Jul. 8th). Managing Director of Operations participated on the Texas Transit panel at the TEX-21 Statewide Meeting in Lancaster, TX on behalf of CEO. The CEO met with Senator Chuy Hinojosa to thank him for authoring SB 1371 and for his support of the Low-No Emission Grant Application. CEO participated in the APTAtech CEO Roundtable panel discussion on “Transit’s Innovation Imperative: Harnessing Transformational Leadership and Technology” (Aug. 5th). He attended Texas Transit Association’s Board of Directors Meeting on behalf of the CEO (Jul. 8th). Managing Director of Operations participated on the Texas Transit panel at the TEX-21 Statewide Meeting in Lancaster, TX on behalf of CEO. Safety & Security Dept. conducted two Active Shooter Training sessions at the SSC (Jul. 16th): sessions were presented by CCPD Officer Pace and attended by CCRTA employees & SSC tenants. S&S Dept. also hosted the Coastal Bend Human Trafficking Task Force (Jul. 17th). The CEO attended the Human Trafficking Conference in Houston, TX, attended South Texas Military Task Force Executive Committee Meeting (Jul. 25th),and attended Chief of Naval Air Training Change of Command Ceremony on board the USS Lexington. One of the new buses was presented at the London Business Association meeting (Jul. 3rd). Transportation Initiatives and Community Support: Artwalk Route 76 Deviation, Their Day Foundation, Inc. Health Fair, Mayor’s Big Bang Shuttle Service, Hosted TTA Professional Development Training on Etiquette and Effective Communication with People Disabilities ,Hosted area teachers for a tour of both facilities through the Workforce Solutions of the Coastal Bend’s Externship Program, Deep Sea Roundup Shuttle Service in Port Aransas,Del Mar College’s Foster Youth Workshop & Resource Fair , Assisted TX DPS by providing a bus to train employees on bus testing and driving skills, Summer of Sharing Food Bank and School Supply Drive at the Robstown Fairgrounds, CCPD’s Operation Safe Return at the American Bank Center (Aug. 2nd).

FY 2026 Operating and Capital Budget Workshop #1 Overview:

August: 6th Budget Workshop #1, September: 10thWorkshop #2, October: 1st Workshop #3, 8th Post Public Notice for Budget Hearings, 22nd Budget Hearing #1, November: 5th Budget Hearing #2, 19th Budget Workshop #4 (if needed). December: 3rd Date Open – Final FY 2026 Budget Adoption Deadline (if needed). Revenue assumptions and trends: sales tax 2.5% increase from 2025 YE Projection of \$42,704,758. Fare Revenue: estimates a decrease of 5% in passenger trips and an operating grant of \$4,399,319 towards preventative maintenance eligible expenses. FY Operating Budget for operating and non-operating revenues is \$51,702,092.

Committee Questions and Concerns:

Dr. Jennifer Arismendi asked about B-Line Paratransit eligibility requirements. Ms. Gomez explained the FTA and ADA guidelines set in place for eligibility.

Dr. Arismendi asked about the fare review process. Ms. Montez explained the timeline process of the fare review, which included completing over 1K surveys.

Adjournment: 12:59 PM



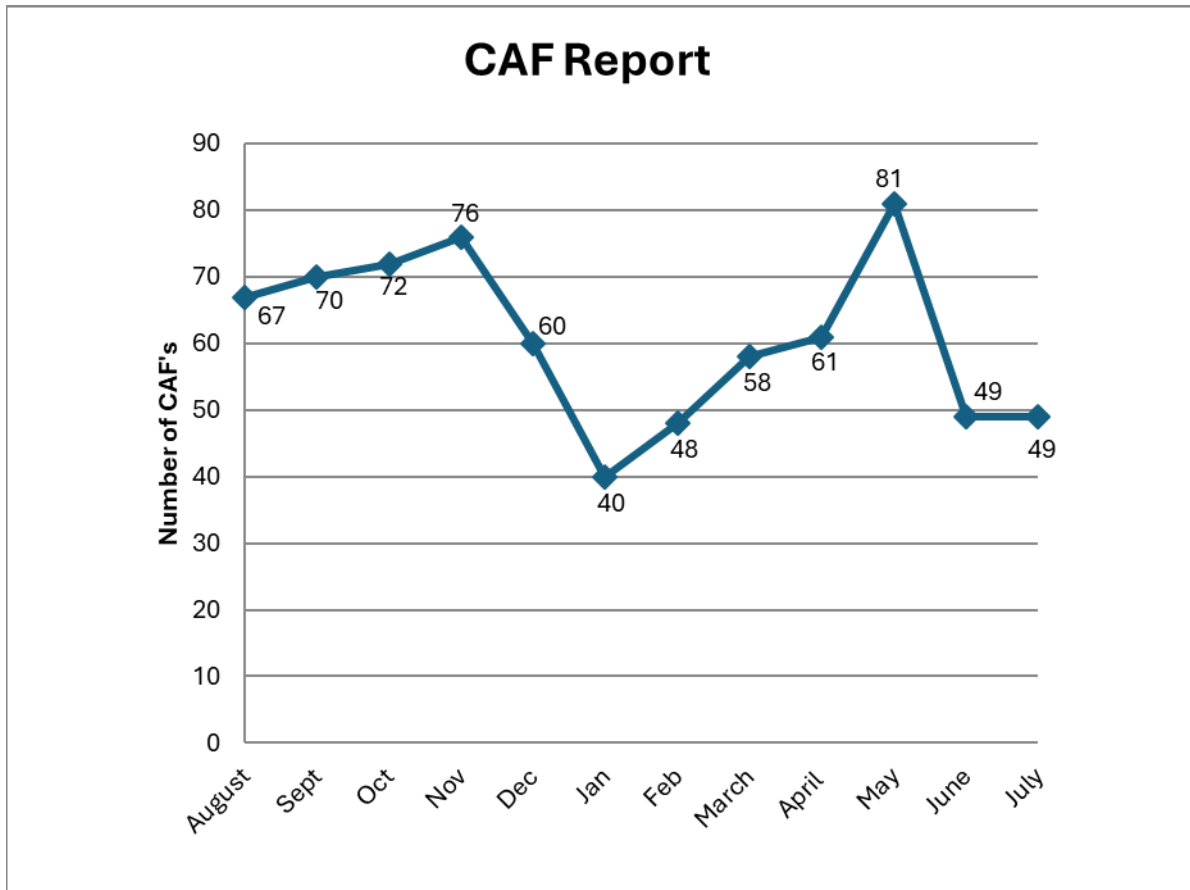
July 31, 2025

Subject: CAF Report for July 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2025, there were 49 reported CAFs which is the same amount as the 49 reported CAFs for June 2025.

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



July 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	4	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin		#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	1	#76 Downtown Shuttle	
#16 Morgan/Port	2	#78 North Beach Shuttle	
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers		#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	
#23 Molina	1	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	1
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	4
#26 Airline/Lipes		Transportation	
#27 Leopard	3	Service Development	1
#28 Leopard /Navigation	2	Facilities/Bus Stop Needs Attention	11
#29 Staples	6	IT/Electronics	1
#32 Southside		Safety & Security	1
#34 Robstown North Circulator	3	Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	4
#37 Crosstown/TAMUCC	1		
		TOTAL CAF's	49

July 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	3			3
Service Stop Issues				
Driving Issues	2		1	3
Customer Services				
Late/Early – No Show	2	3	1	6
Alleges Injury			1	1
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude			1	1
Left Behind/Passed Up	6	1	3	10
Inappropriate Behavior	1		2	3
Incident at Stop				
Incident on Bus	1		2	3
Incident at Station				
Tie-Down Issue				
Denial of Service				
Policy	1			1
Safety and Security	1			1
Facility Maintenance	11			11
Service Development	1			1
IT/Electronics	1			1
Vehicle Maintenance				
Commendations	4			4
TOTAL CAFs	34	4	11	49

Conclusion:

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

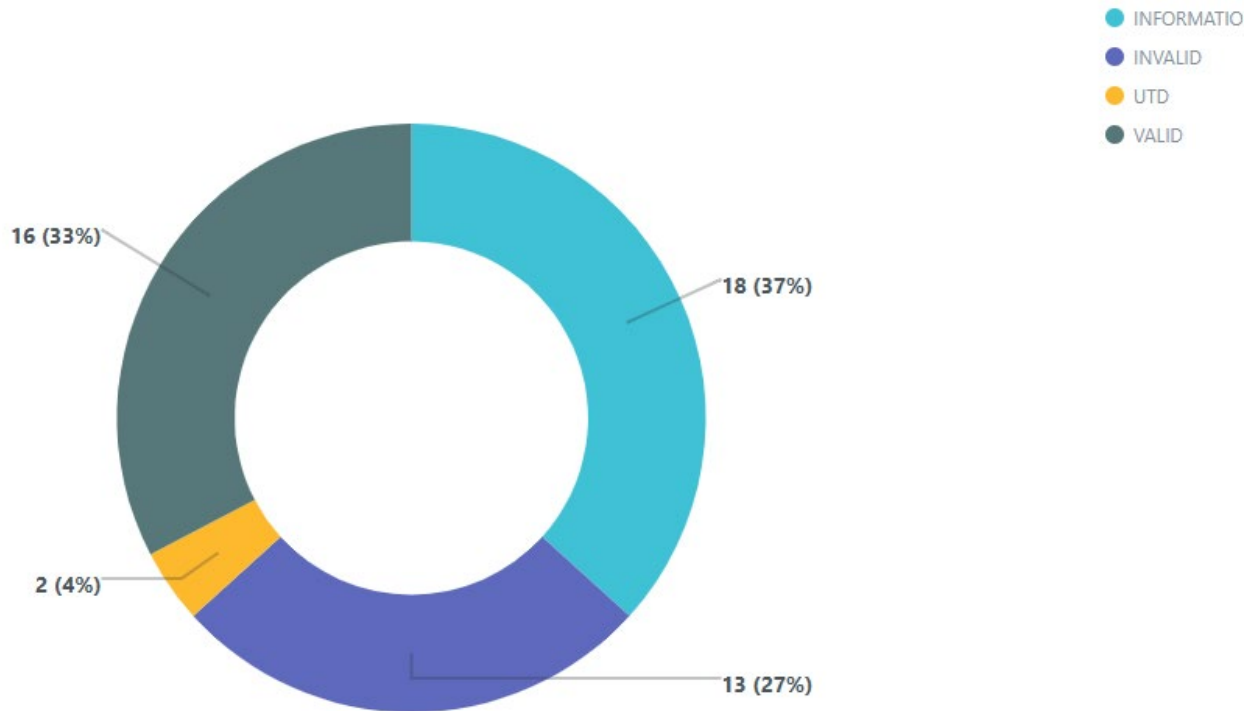
Thirty-four CAFs were received regarding CCRTA Service, representing 70% of the total customer assistance contacts; there were four commendations and eighteen informational CAFs.

Four CAFs were received regarding B-Line Service, representing 8% of the total customer assistance contacts; there were no commendations.

Eleven CAFs were received regarding Contracted Fixed Route Service representing 22% of the total customer assistance contacts; there were no commendations.

Outcome:

Sixteen CAFs were found to be Valid.
Thirteen CAFs were found to be Invalid.
Two CAFs were Unable to be Determined.
Eighteen 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: August 6, 2025

SUBJECT: B-Line Report for July 2025

- ❑ Ridership for the month of July 2025 was 17,256 compared to 15,917 for July 2024, which equates to 1,339 more trips representing an 8.41% **increase**.
- ❑ Ridership for YTD 2025 was 113,101 representing a 1.06% **increase** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
111,918	113,101	1183	1.06%

Service Standards

- ❑ Productivity: 2.67 PPH (Passengers per hour) July 2025, contract standard is 2.50
- ❑ On Time Performance: 85.43% on time performance for July 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 2,288 trips out of 15,702 trips (14.57%) did not meet the standard for on time performance in July 2025. Of that number:
 - 2,003 were < 30 minutes late.
 - 236 were > 30 minutes late.
 - 31 were > 60 minutes late.
 - 18 were > 90 minutes late.
- ❑ Miles between road calls 193,193.7 miles with 10 road calls that equates to 19,319.4 miles between road calls for July 2025. MV did exceed the minimum standard of 12,250 miles between road calls for July 2025.

Wheelchair Boarding's and associated statistics

For the month of July 2025, there were:

- 11,764 - ambulatory passengers
- 3,908 - wheelchair boarding's
- 1,346- personal care attendants (AM)
- 155 - companions
- 83 - animals

Other Service statistics

There were 14 **Customer Assistance Forms** recorded for July 2025:

1. #1366: Mrs. Solis share her concern for the delay in her pick up. She was originally scheduled at 3pm. She called to request more info after 3:30pm and her time was move to 4pm and then to 4:20. This made her pick up 49 min outside her window. She was really worried since her oxygen machine run out, and needed to go home.
 - a. Her bus was running late as it was heavily raining
-Not Valid
2. #1367: Mrs. Glanz called to express her concern about route 65, she could not see the unit in the live feed. She was advised that there was a break down on the unit that operates this route. The new approximated time for the unit to be at Compton and Waldron was 5:30pm.
 - a. Driver had a break down on her route and a supervisor was sent to do the route, Ms. Glanz was picked up and taken to her destination
-Valid
3. #1370: At 2:05 p.m., a passenger at the Robstown station attempted to board Route 34. She reported that she was standing outside the bus door, but the driver initially refused to open it. Although the driver appeared to speak to her through the closed door, she was unable to hear what was being said. When the driver eventually opened the door, he reportedly told her—angrily—that she would need to catch the next bus, as this one was full. The passenger explained that she was trying to board in order to ride with her grandmother, who was already on the bus. When she was denied entry, her grandmother chose to get off and wait with her. However, when the grandmother attempted to exit, the driver responded, “I’m about to leave, ma’am,” and did not let her off the bus—despite remaining at the stop for another five minutes.
 - a. Video was viewed the driver told the passenger that he was full (he was no seats available) and she tried to argue with him, as he was leaving a person stood up and asked to get off, he had already pulled away from the stop and asked her to sit back down
-Not Valid
4. #1371: Ms. Dellerina Trevino was waiting at the bus stop [#1203](#) Ave A @ Vernon when RT 34 did not stop. Ms. Trevino has trouble walking and now has to walk to the Robstown Station. Please call her on 361-424-7185
 - a. Video was viewed and there wasn't anyone at the bus stop at that time
-Not Valid
5. #1375: A bus driver kicked my 17-year-old daughter off the bus because she was standing and holding on to the handrail rather than sitting, causing her to have to walk all of the way home... this occurred July 4th, 2025 around 7:10pm from the bus on Waldron, right side of the road. I need someone to reach out to me, he left a minor stranded at night for no reason!!!!!!!!!!!!!!

- a. The driver did not kick her off she voluntarily got off, I have reached out to Mr. Blake apologizing for the incident
-Valid
6. #1378: I was waiting for the bus #28 at leopard@dos when the bus driver deliberately passed me up i walk over to staples street station and she told me she didnt care i didn't appreciate the way i was treated . This happened on Wednesday July 9th around 430pm....please and thank you.
 - a. After viewing the camera there weren't any passengers at the navigation or the leopard/Nueces bay stops prior to the staples station
-Not Valid
7. #1380: Karen Glanz called to report that she was on Route 4 at the H-E-B on Waldron and needed to transfer to Route 3. The operator of Route 4 exited the vehicle and locked the door, leaving Ms. Glanz locked inside and unable to exit the unit. She called back to say the operator returned and she was able to get on RT 3
 - a. The operation stepped away and accidently locked the doors
-Valid
8. #1381: A passenger called to report concerns about the Route 4 driver scheduled to be at Compton @ Caribbean at 5:15 a.m. on the morning of 7/14/25. The passenger described the driver as dangerous, stating that he does not wait for passengers to sit down or even get close to a seat before driving off. As soon as the fare is paid, the driver begins to move, causing passengers to nearly fall. Additionally, the passenger reported that the driver speeds and takes sharp turns.
 - a. Driver drove away from stop before she was seated, he was counseled after his route about the process
-Valid
9. #1388: Helen Gonzalez had a radiology appointment at 1:40pm on Monday the 14th. The reservationist set her pickup time for 12:38pm. She started calling at 1:00pm to see where her bus was, no answer. Her friend took her to the appointment. She called 4-5 times after, all the way to the appointment to let B-Line know not to pick her up but still received no answer. Her son let her know the bus did show up, but it was after 1:40pm. She tried to cancel both rides but was unable to get anyone to answer the phone on Monday. She has never had any problems with B-Line, this is the first and she apologized and doesn't want anyone to get in trouble. She can be reached at 361.910.0092 but you may have her number as 361.229.1904
 - a. She had a pick up @ 12:38-1:08 and driver showed up at 1:26, her return was canceled
-Valid
10. #1390: Aaron Avalos came in to make a complaint against RT 28
He got on at staples station and got off across from the palms at stop 9017 Leopard stillman. He was looking for his glove when the driver was telling him to hurry up. When he got off the bus he waved to the driver and the driver flicked him off. He caught the 27 back to staples station to make a complaint. The 28 was already

back at the station at 3pm. Mr. Avalos went to ask the 28 driver his name and when he got off the driver blew him a kiss.

(he came back in and told the security guard 28 would not let him on the bus)

- a. The driver drove off after the man got off, additionally the man tried to board the bus and the driver wasn't on the bus to let him on

-Not Valid

11. #1394: Larry Garcia called to say his bline ride was late picking him up at 1533 Holly. Pick up time 2:50 they got there at 3:38
361-904-5544

- a. Mr. Garcia's window was 2:50-3:30 for his return ride and driver arrived @ 3:37

-Valid

12. #1401: RT 4
SPID@Barton
2:53

passenger was sitting at the bus stop and the bus did not stop

- a. Passenger was running to bus top as bus had pulled away

-Not Valid

13. #1404: Ms. Braudrick called to report an incident involving the driver of Route 95 on Saturday, the 26th, at 8:30 a.m. She stated that when she arrived at the bus, she observed the driver asleep with his head resting on the steering wheel. She knocked on the door, and the driver briefly lifted his head, pointed to his watch, and then put his head back down without opening the door. At the scheduled departure time of 8:30 a.m., the driver finally opened the door. When Ms. Braudrick asked why he hadn't opened it earlier, he allegedly responded, "Because I didn't want to." Later, upon arriving in Port Aransas, Ms. Braudrick acknowledged that she pulled the cord late to signal her stop but decided to stay on the bus until she saw a covered stop. However, when the bus reached a gas station, the driver told her he needed to get off "to take a crap" and left her alone on the bus for over 15 minutes.

- a. The morning driver @ 8:30 was a female, the evening driver was on the ferry @ 8:30 pm , maybe it was a Port A route?

-Not Valid

14. #1413: Mr. Sanchez, the stepfather and caretaker of B-Line rider Randolph Castillo, called to report that Mr. Castillo was left behind this morning at 10:30 a.m. Mr. Sanchez stated that he received a call from a reservationist informing him the bus was about to arrive. He immediately brought Mr. Castillo outside and waited, only to see the bus pass by without slowing down or making any attempt to stop. He then called the dispatcher, who told him that multiple attempts had been made to contact him. Mr. Sanchez explained that he was already outside with his son, preparing him for boarding. The dispatcher also claimed there was an obstruction preventing the bus from making the stop. Mr. Sanchez disagrees, stating there was no obstruction present

and believes the driver may have intentionally passed them due to prior issues involving his son. Mr. Sanchez is requesting a call back regarding this incident.

- a. Attempted twice to contact Mr. Sanchez
-Valid

Conclusion

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

- ❑ 2.67 passengers per hour
- ❑ 85.43% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for July 2025 at 19,319.40 miles did exceed the minimum contract standard of 12,250 miles.

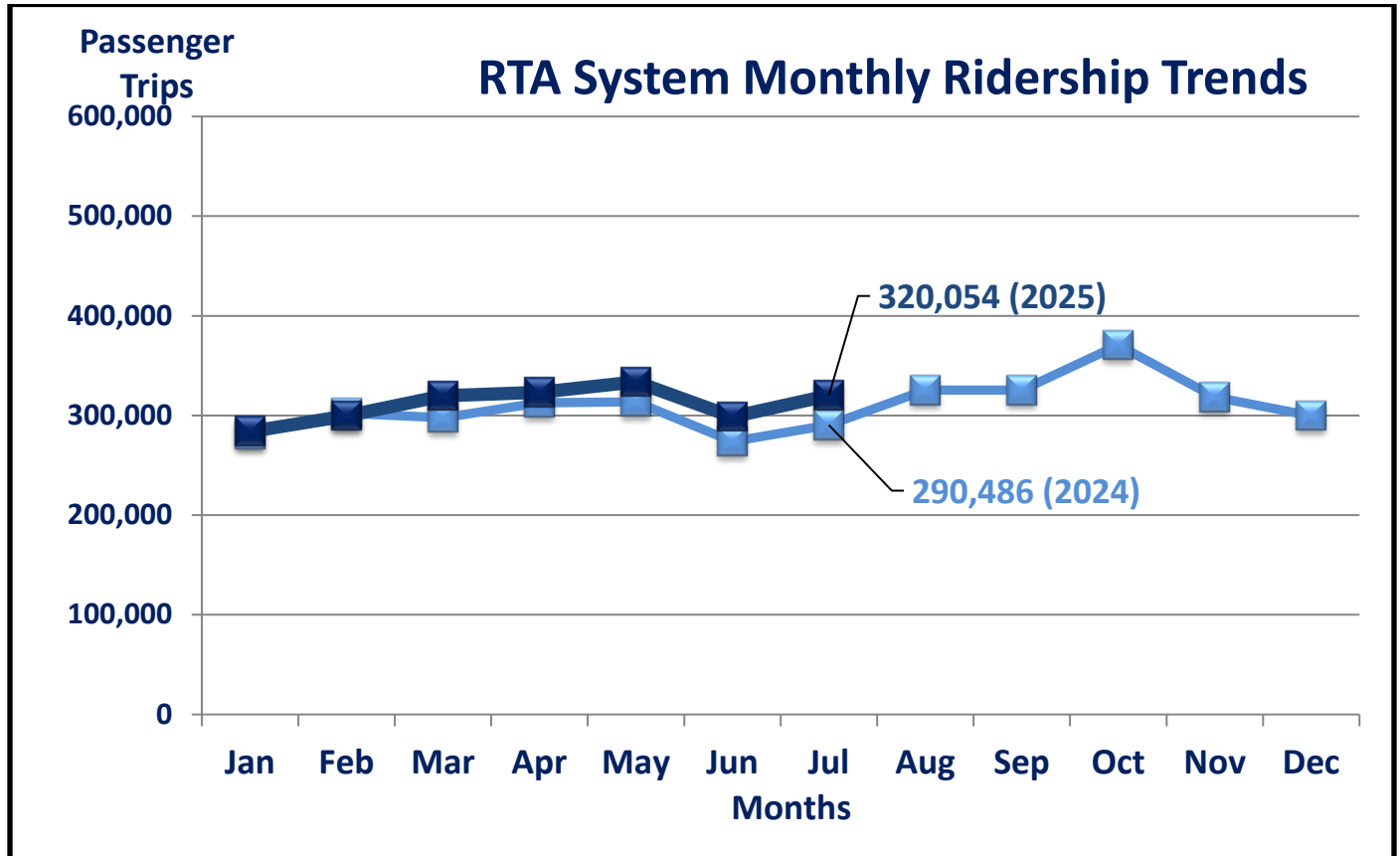
Subject: July 2025 Operations Report

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

July 2025 system-wide passenger trips totaled 320,054 which represents a 10.2% increase, compared to 290,486 passenger trips in July 2024 with 29,568 more trips provided this month.

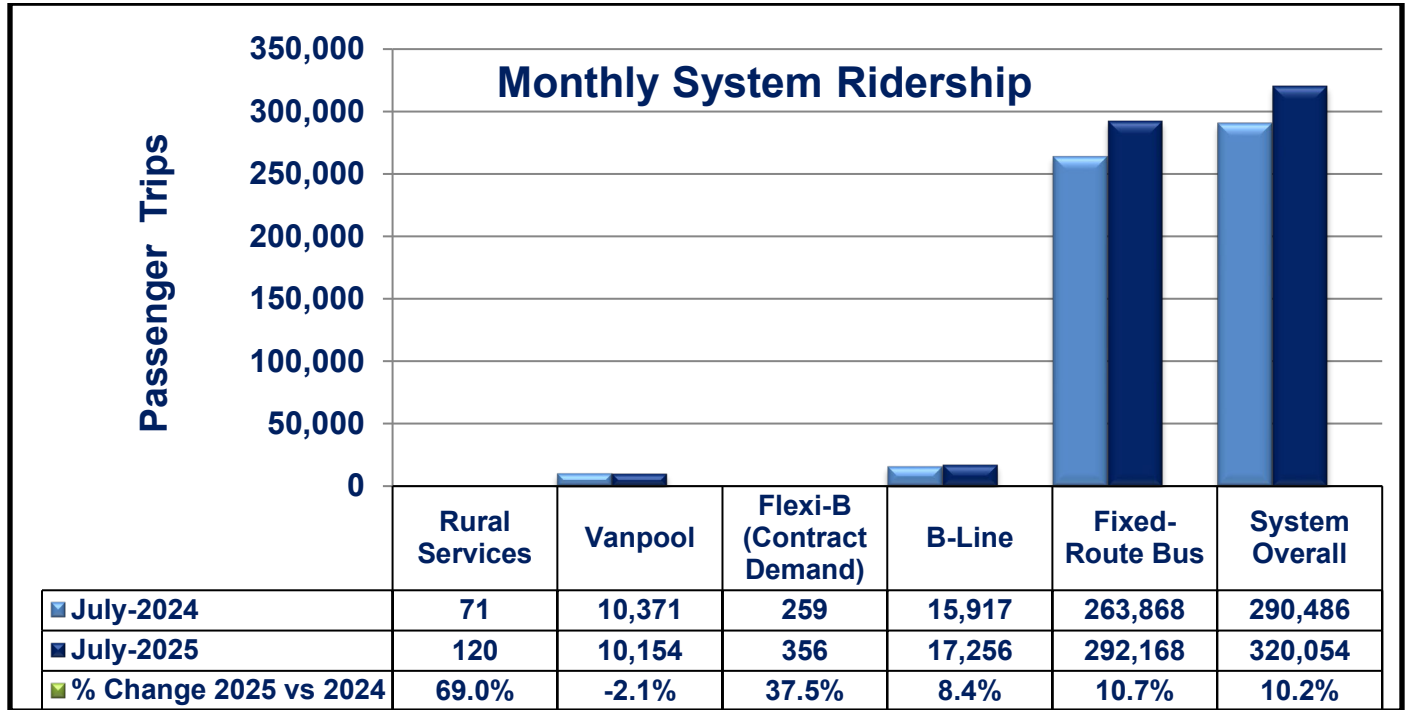


July 2025	July 2024	Variance
22 Weekdays	22 Weekdays	-
4 Saturdays	4 Saturdays	-
5 Sundays	5 Sundays	-
31 Days of operation	31 Days of operation	-

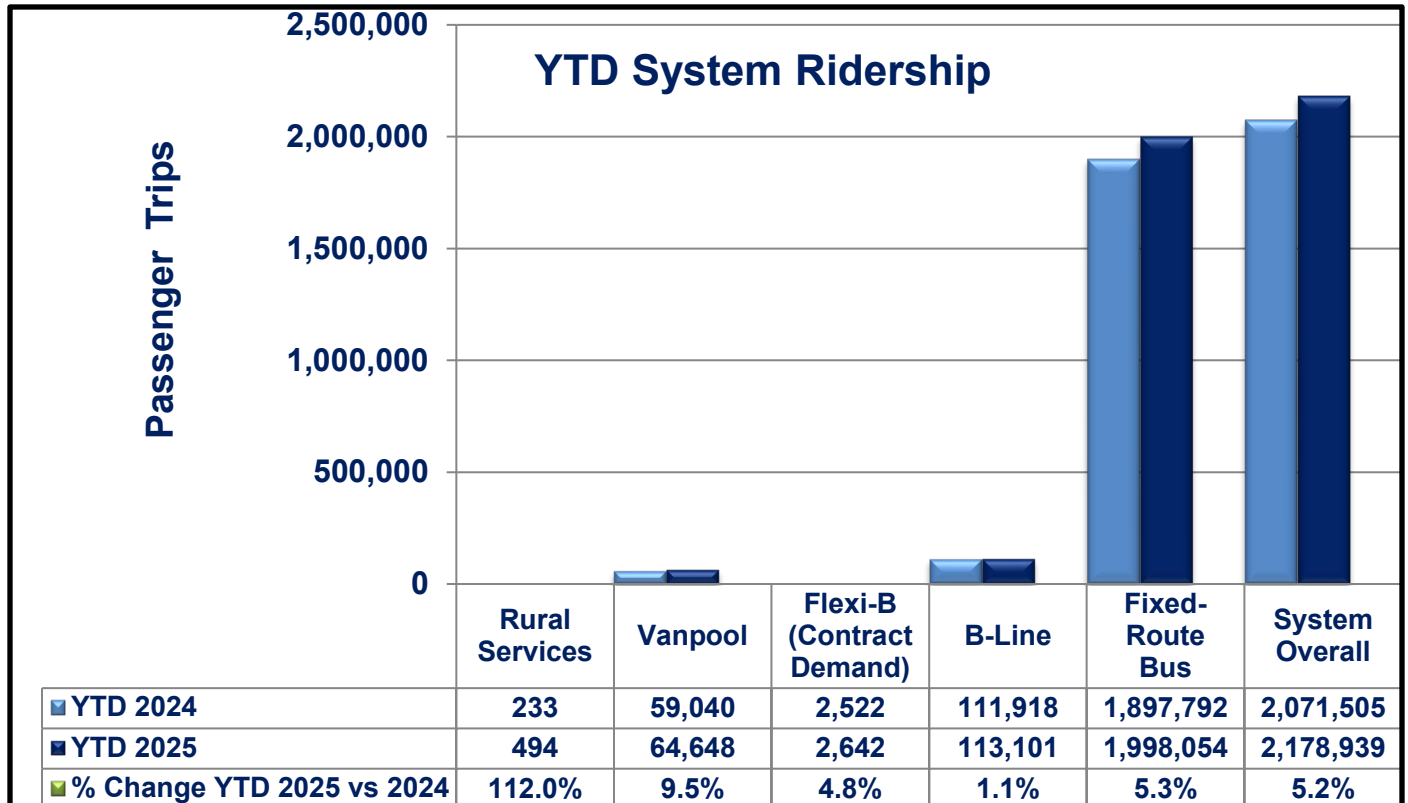
The average retail price for unleaded gas in Corpus Christi was \$2.64 per gallon compared to \$3.04 per gallon in July 2024¹. July rainfall was below the average of 2.54 at only 1.61 inches. In comparison, July 2024 recorded 4.97 inches of rainfall, which was way above the average rainfall of 2.54 inches.² The 94.5-degree average high temperature for July 2025 was above the normal average high temperature of 93.7 degrees.

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

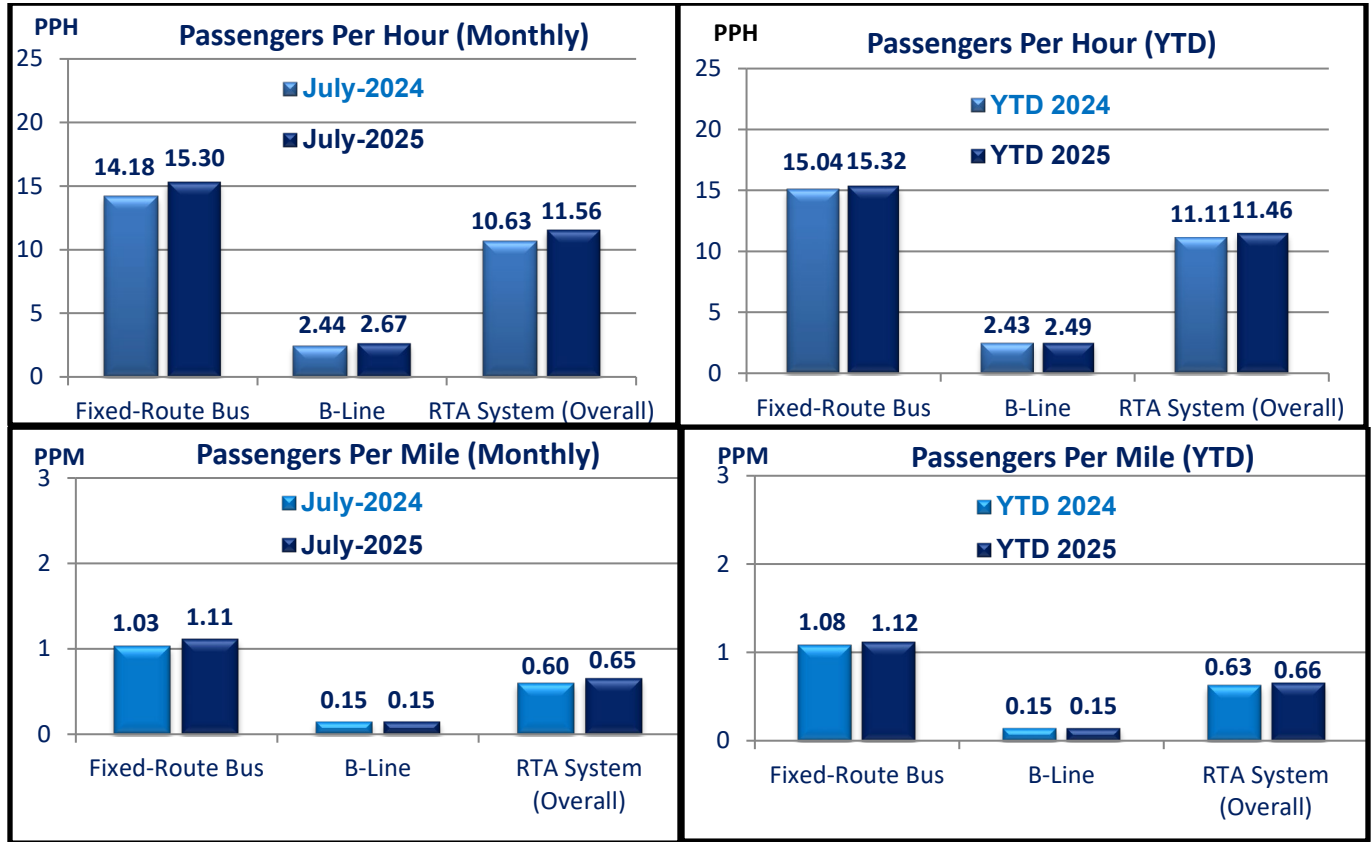
The chart below shows monthly ridership results for all services. CCRTA recorded 29,568 more passenger trips in July 2025 resulting in a 10.2% increase compared to July 2024.



The chart below shows YTD ridership results for all services. 107,434 more trips compared to 2024.

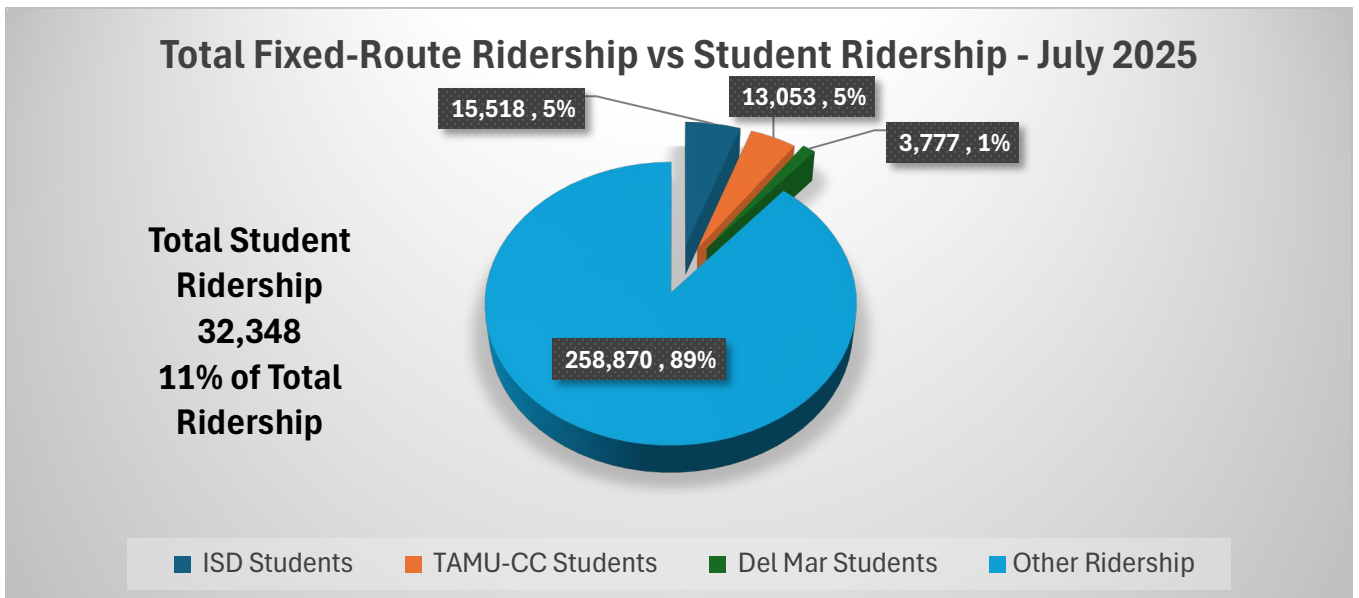


The following four charts are system-wide productivity for the month of July 2025 vs. July 2024 and YTD figures.



Student Ridership

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

- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Route 19 (Detoured) along McArdle between Weber & Everhart with **11** stops closed, Routes 32 & 37 (Detoured) **7** stops closed or impacted on Everhart.
- **Brownlee Blvd. (Morgan-Staples):** Project began October 2024.
 - Routes 17, 19 & 83 (**7** stops impacted, 7 more in future as project progresses)
- **Alameda St. (Louisiana-Texan Trail):** Project began Fall 2023.
 - Routes 5 & 17 (**12** of 19 total stops are currently impacted)
- **Nueces Bay Blvd. (Leopard-Broadway):** Project began October 2024.
 - Routes 12, 19 & 83 (**4** stops impacted)
- **Carroll Ln. (SH-358 to Holly)** Project began June 2025
 - Routes 15 & 17 (**4** stops may be impacted)
- **Beach Ave. (North Beach):** On Hold.
 - Route 78 (2 stops impacted but not yet)
- **North Beach Primary Access Road (HWY 181):** On Hold.
 - Route 78 Preliminary exploratory work has begun. (No stops impacted)

Detours Expected

- **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)
- **West Surfside Blvd. (Breakwater-Elm):** Project in design. (100%)
 - Route 78 (**3** stops may be impacted)
- **Holly Rd. (Ennis Joslin-Paul Jones)** Project in design. (90%)
 - Route 93 (No stops impacted but a detour may be warranted)
- **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)

For July 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:

5, 12, 15, 17, 19, 32, 37, 78 & 83.
(41) Closed or impacted stops in July.

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

Schedule Adherence	Standard	Apr-25	May-25	Jun-25	Jul-25	4-Month Average
Early Departure	<1%	0.2%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	93.4%	91.0%	91.0%	93.8%	92.3%
Monthly Wheelchair Boardings	No standard	4,437	4,511	4,959	4,780	4,672
Monthly Bicycle Boardings	No standard	7,574	8,316	7,876	8,257	8,006

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

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

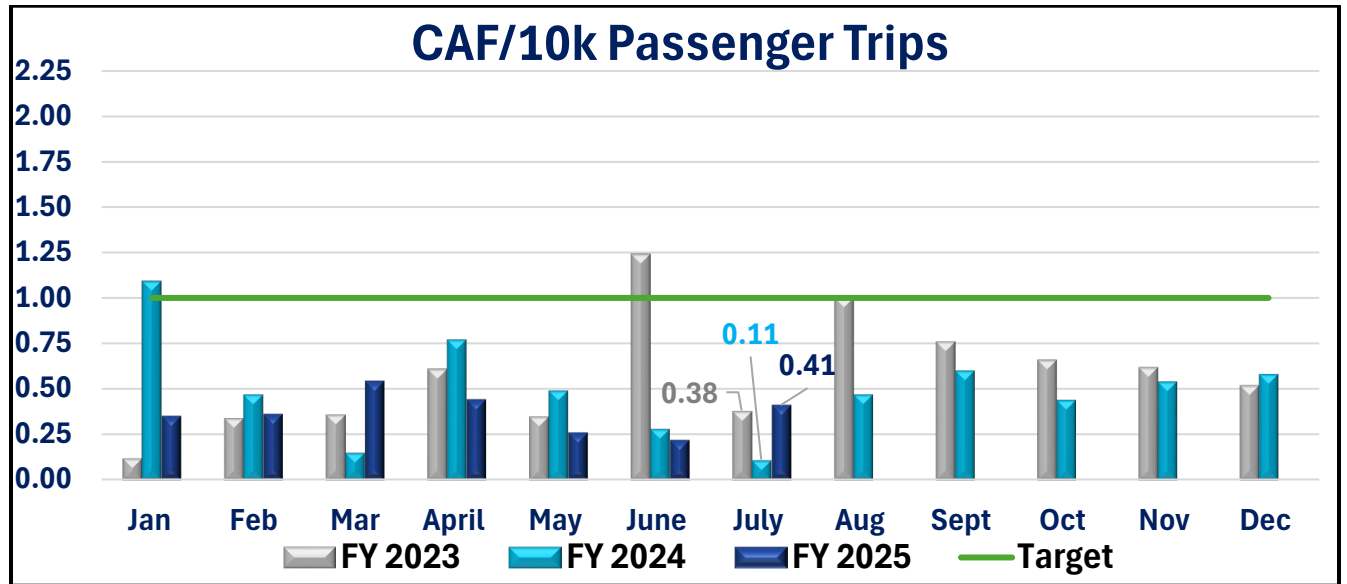
Metric	Apr-25	May-25	Jun-25	Jul-25	(4) Month-Ave.
Passengers per Hour	2.52	2.47	2.57	2.67	2.56
On-time Performance	88.0%	81.2%	87.5%	85.4%	85.5%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	31,170	23,042	20,559	19,319	23,523
Monthly Wheelchair Boardings	5,769	3,718	3,699	3,908	4,274

- Productivity: **2.67** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- On-time Performance: **85.4%** 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): **19,319** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,764** ambulatory boardings; **3,908** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

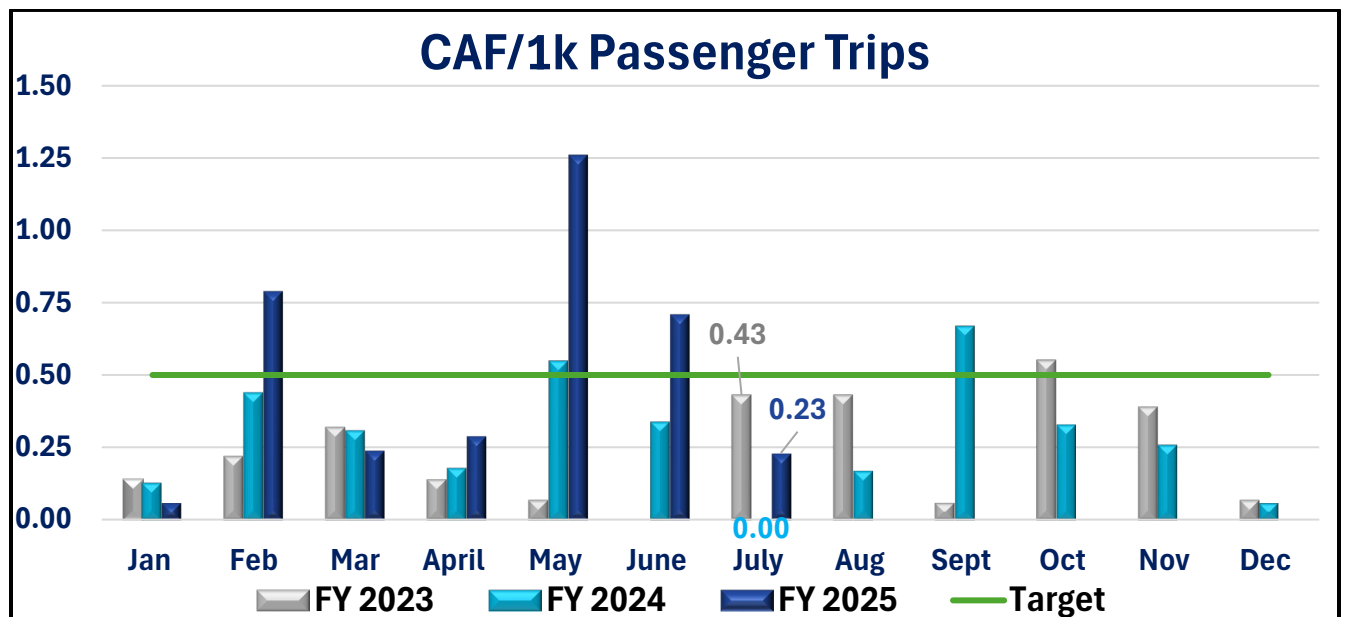
For the month of July 2025, Customer Service received and processed **49** Customer Assistance Forms (CAF's). A total of **45** or 92% were for CCRTA and Contract Fixed Route Services, of which **12** were verified as valid. This equates to approximately **0.41** CAFs **per 10,000** passenger trips. CCRTA Fixed Route Services received four commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of July 2025, Customer Service received and processed **49** Customer Assistance Forms (CAF's). A total of **4** or 8% were for B-Line Services, of which all **4** were verified as valid. This equates to approximately **0.23** CAFs **per 1,000** passenger trips. B-Line Services did not receive any commendations this month.

Number of CAFs/1k for B-Line Services



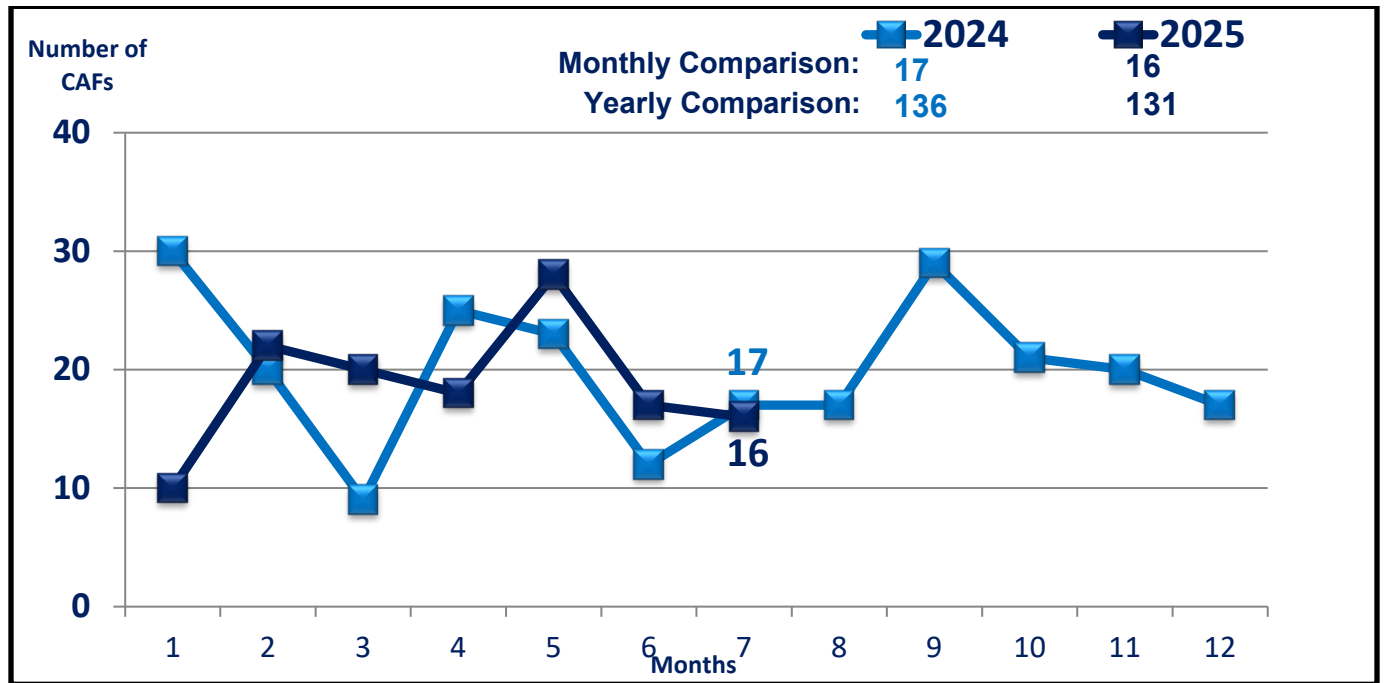
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	4	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	1	#65 Padre Island Flex	1
#12 Hillcrest/Baldwin		#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS	1	#78 North Beach	
#16 Morgan/Port	2	#83 Advanced Industries	
#17 Carroll/Southside	1	#90 Flexi-B Port Aransas	
#19 Ayers		#93 Flex	
#21 Arboleda		#94 Port Aransas Shuttle	
#23 Molina	1	#95 Port Aransas Express	1
#24 Airline/Yorktown		B-Line (Paratransit) Services	4
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	1
#27 Leopard	3	Facilities Maintenance/Bus Stops	11
#28 Leopard/Navigation	2	IT/Electronics	1
#29 Staples	6	Safety & Security	1
#32 Southside		Vehicle Maintenance	
#34 Robstown North	3	Commendations	4
#35 Robstown South			
#37 Crosstown/TAMU-CC	1		
		Total CAFs	49

Processed CAF Breakdown by Service Type:

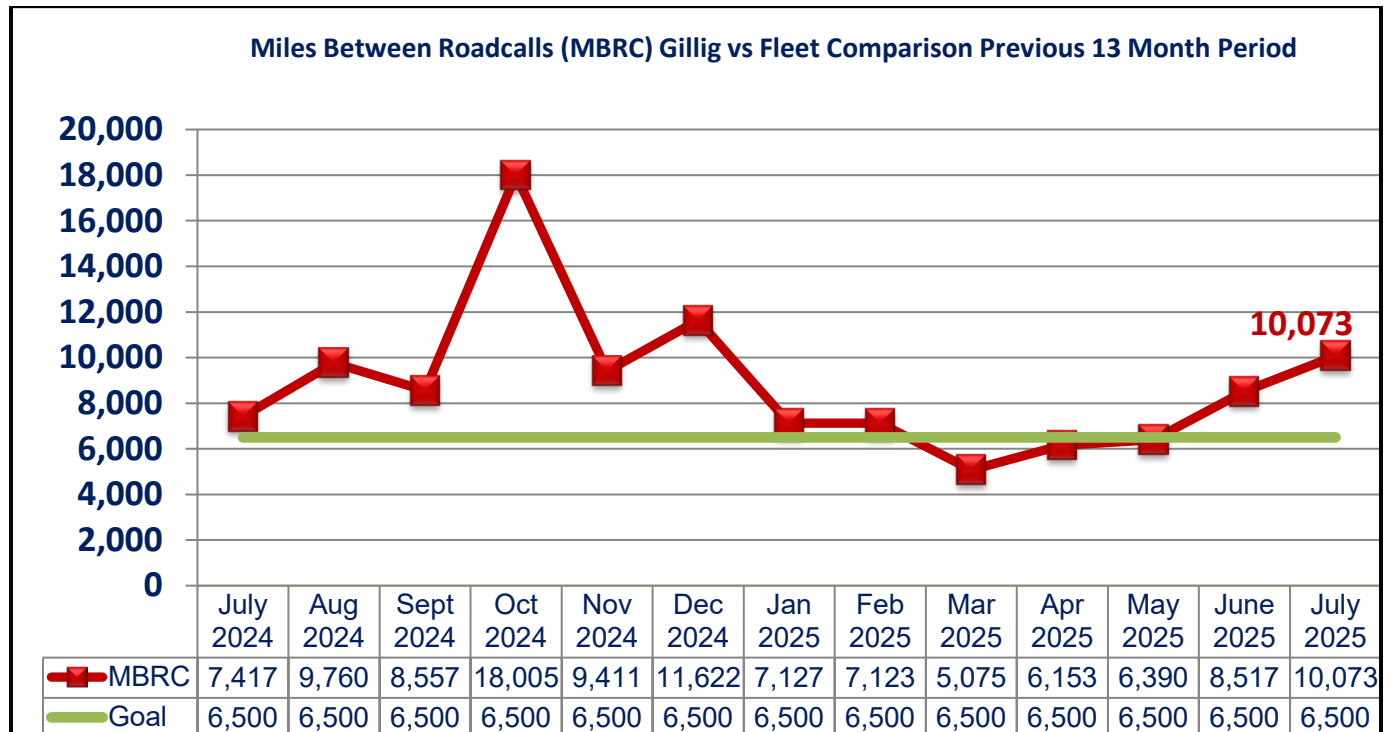
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	3			3
Service Stop Issues				
Driving Issues	2		1	3
Customer Services				
Late/Early – No Show	2	3	1	6
Alleges Injury			1	1
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude			1	1
Left Behind/Passed Up	6	1	3	10
Inappropriate Behavior	1		2	3
Policy				
Incident at Stop				
Incident on Bus	1		2	3
Incident at Station				
Securement/Tie-Down Issue				
Denial of Service				
Policy	1			1
Safety & Security	1			1
Facility Maintenance	11			11
Service Development	1			1
IT/Electronics	1			1
Vehicle Maintenance				
Commendations	4			4
Total CAFs	34	4	11	49

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In July 2025, 10,073 miles between road calls (MBRC) were recorded as compared to 7,417 MBRC in July 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 8,864.



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 JULY 2025

	Total Miles Driven in JULY for Each Bus Type	Tyotal Road Calls for JULY 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	200,672	28	28	0	15	13	1	12
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	31,011	9	9	0	8	1	0	1
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	231,682	37	37	0	23	14	1	13
MILES BETWEEN ROAD CALLS								
	10,073	Compared Total Miles with Chargeable Roadcalls						

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings
Wednesday, September 24, 2025 8:30 a.m.

CCRTA Board of Directors Meeting
Wednesday, October 1, 2025 8:30 a.m.

RCAT Committee Meeting
Thursday, October 16, 2025 12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
