



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, October 16, 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.	Discussion and Possible Action to Approve the RCAT Meeting Minutes for September 18, 2025.	2 minutes	Pages 1 - 4
6.	Eligibility Program Administrator Report 1. Committee for Persons with Disabilities 2. B-Line Eligibility Program Update	10 minutes	No Attachment
7.	Managing Director of Operations 1. B-Line Service Uber Pilot Program Update	10 minutes	No Attachment
8.	Chairperson's Report 1. RCAT Member Updates	5 minutes	No Attachment
9.	RCAT Liaison Report 1. Oath of Office Appointments by the Small Cities Committee of Mayors (SCCM) to the CCRTA Board of Directors: Beth Owens and Beatriz Charo. CCRTA Board Chair: Art Granado, Vice Chair: Anna Jimenez, Board Secretary: Lynn Allison, Board Assistant Secretary(s): Marisa Montiel and Jeremy Coleman. 2. Action to Recommend the Board Approve a Resolution for the Fare Structure, subject to the approval of the Corpus Christi Metropolitan Planning Organization Transportation Policy Committee (TPC) 3. August 2025 Operations Report 4. September 2025 CEO Report 5. 2026 Budget Workshop #3	25 minutes	No Attachment

	10.	Informational Items: a) August 2025 CAF Report b) August 2025 B-Line Report c) August 2025 Operations Report Key Metrics d) August 2025 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Page 5 - 9 Page 10 - 16 Page 17 - 27 Page 28 Page 29
	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**

September 18, 2025

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

Advisory Committee Members Absent: Thomas Cronnon, Neva Eileen Schubert, Inez Garcia, Christina Edwardson,

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Melanie Gomez, Gilbert Casas, Robert Saldana, Leonard Downs

MV Present: Gayle Knight

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

Safety and Security Briefing: Gilbert Casas

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

RCAT Meeting Minutes:

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

B-Line Application Volume and Status Overview

Presented by: Melanie Gomez

Applications received through September 6, 2025: 443 new, 198 reassessments, 133 recertifications, with a total of 774.

Chairperson Report:

Presented by: Robert Box

RCAT Member Updates:

Mr. Box asked about the status of beginning Uber services to the B-Line riders. Ms. Montez stated Mr. Gordon Robinson may be presenting that information at the next RCAT meeting.

Fare Equity Report

Presented by: Robert Saldana.

Fare Review Process discussed: 1,000+ surveys gathered from all 4 transfer stations, on-board buses, online channels, and meetings with stakeholders. Only one fixed-route base fare increases since 2006: \$0.50 to \$0.75. Most agencies adjust their fares every 3 years. CCRTA's base fare is lower than cities with lower median income. Approval process timeline presented with a date of January 5, 2026 of when the fare adjustment goes into effect. CCRTA has a recommended fare increase plan for the next five years. Regular fixed route increase to \$1.00 in January 2026, \$1.25 in January 2028, and \$1.50 in January 2030. B-Line Regular Fare to increase to \$1.75 in January 2026, \$2.25 in January 2028, and \$2.75 in January 2030. For regular fixed routes, all students and seniors age 65+ will ride for free.

RCAT Liaison's Report:

Presented by: Sharon Montez

Confirm Member Re-appointment to CCRTA's Committee on Accessible Transportation (RCAT)

The Board of Directors acted to re-appoint Thomas Cronnon to CCRTA's Committee on Accessible Transportation (RCAT), for another two-year term.

Awards and Recognition:

- CCRTA Finance Team awarded by the Government Officers Association for Excellence in Financial Reporting for Fiscal Year ending December 31, 2023, for the 20th consecutive award.

Award a Contract to RXDX, LLC for Zones 1 & 2 for the ADA Bus Stop Improvements – Phase VIII Project

The need:

- There are 500 bus stops remaining, in the ADA Bus Stop Transition Plan.
- The CCRTA plans to improve 24 bus stops, as part of this phase of the ADA Bus Stop Improvement Plan.
- Once this project is completed the ADA compliance percentage will be 65.38%.
- The bids were issued Monday, June 23rd, and the bid opening was Monday, August 4th. The CCRTA received four bids. RXDX LLC was the lowest and most responsive bid. The financial impact: The estimated grand total of the contract is \$263,628 and is budgeted in the 2025 Capital Projects Budget. This project is funded with 80% federal funds and 20% local funds. The Engineer's cost estimate total was \$330,264.85.

July 2025 Operations Report:

Passenger trips increased by 10.2%, totaling 29,568 more rides compared to the previous year. This July saw an increase of 1.3% revenue service hours from last July. Revenue service miles are also up by 8,700.28, reflecting a 1.8% increase year-over-year. (7) Special movement events this July. The (7) July special movements included: Nueces Co Inland Parks, Church Unlimited Luncheon, 4th of July - Big Bang, Veteran's Ceremony, and 3 days of Deep-Sea Shuttle.

July 2025 ridership was 320,005, which is higher than July 2024 which had 290,486 rides which equates to an increase of 10.2%. July vanpool was at 10,154, down by 217 rides, compared to last year which had 10,371. For Vanpool, (37) vehicles operated per the July 2025 invoice statement. Rural services were up by 69% compared to last year with Paisano Transit recording 8 and REAL recorded 112 rides for a total of 120 rides for rural services. Comparing overall system ridership in 2025 is up by 107,434, compared to 2024. Currently the total ridership is up 5.2% when compared to 2024 ridership.

CEO August Report:

Operation and Project Updates: Rural Economic Assistance League Inc. Public Transportation Services (MOA): Received Notification of Early Termination from REAL effective August 31, 2025, to best serve customers impacted by this change, MV Transportation and Paisano Transit will be operating trips to DPS and to the rural areas. CCRTA's Automated Passenger Counting (APC) system project: Internal ride checks have been completed by staff and current accuracy rates fall between 95%-98%. The APC data collected was reviewed by our vendor UTA & the next phase will be submitting the report to NTD for certification with expected approval by Feb. 2026. Bear Lane Generator Replacement: The underground electrical for the project began on Aug. 18th & the estimated delivery date is scheduled for early Dec. Route 95 - Port Aransas Seasonal Service concluded Sept. 7th. CCRTA provided free rides to cooling centers on Aug. 2nd-9th. CCRTA hosted Representative Cloud's Legislative Assistant, Keaton Browder, and provided a tour of the Bear Lane Operation Facilities: Turner/Ramirez attended to help answer questions regarding the New Maintenance Facility. CCRTA attended "State of the County" hosted at the RBM Fairgrounds (Aug. 14th): Sen Cornyn Regional Director Sharon Parks-Banda attended the event with CCRTA. Participated in the APTAtech CEO RoundTable panel discussion on "Transit's Innovation Imperative: Harnessing Transformational Leadership and Technology", met with MV Transportation Leadership, met with Visit Corpus Christi CEO, Brook Kaufman, to discuss potential upcoming projects and initiatives. Attended Corpus Christi Coast Guard Designation Celebration (Aug. 8th), Deputy CEO and Managing Director of Public Relations attended the Mayor's Medal of Civic Valor Ceremony (Aug. 19th), and CCRTA held an employee appreciation event with Sabrocita Sno-Cones.

FY 2026 Operating & Capital Budget Workshop #2

Workshop was for CEO's Direct Reports and Capital Programs & Customer Services. The proposed budget for the CEO's Direct Reports totals 6,191,685 and Capital Programs & Customer Service totals 5,810,733 for FY 2026.

Committee Questions and Concerns:

Dr. Arismendi inquired about a rate increase possibility for students in 2026. The proposed fare increases in 2026; students will continue to ride fare free.

Ms. Montez asked the RCAT committee if they would like to do a route evaluation on route 78 in October or push it back to 2026. The committee stated they would like to push the route evaluation to 2026, to possibly have Gordon Robinson present to the committee about Uber services via B-Line.

Adjournment: 12:53 P.M.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

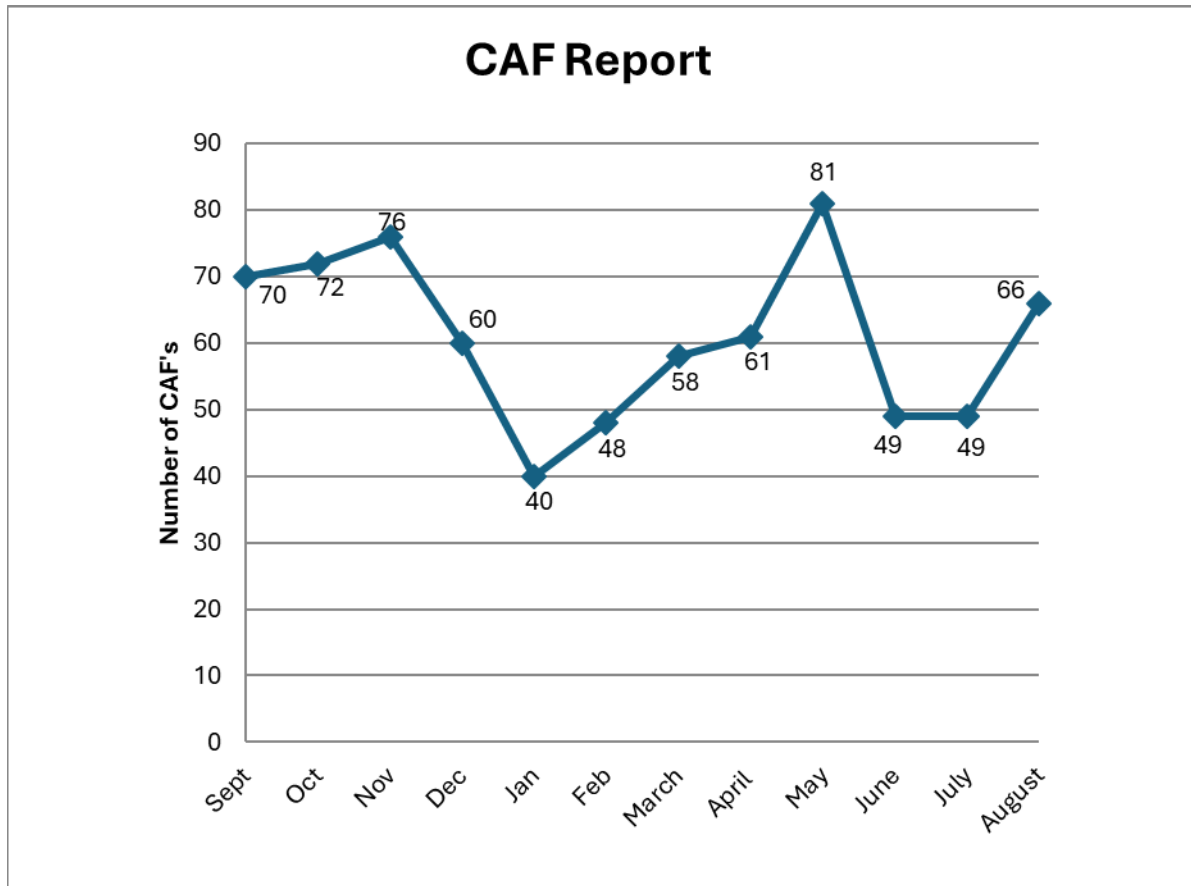
August 31, 2025

Subject: CAF Report for August 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For August 2025, there were 66 reported CAFs which is more than the amount of the 49 reported CAFs for July 2025. The increase of 17 CAFs represents a 34.7% increase.

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



August 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	1
#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	1	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood	1	B-Line (Para-Transit) Services	14
#26 Airline/Lipes		Transportation	2
#27 Leopard	4	Service Development	5
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	7
#29 Staples	5	IT/Electronics	2
#32 Southside		Safety & Security	6
#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator	1	COMMENDATIONS	3
#37 Crosstown/TAMUCC	2		
		TOTAL CAF's	66

August 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues	1			1
Driving Issues	1	2		3
Customer Services				
Late/Early – No Show	4	7	3	14
Alleges Injury	3			3
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup		1		1
Rude	2	2	1	5
Left Behind/Passed Up	4		1	5
Inappropriate Behavior	1		1	2
Incident at Stop	1			1
Incident on Bus	1			1
Incident at Station				
Tie-Down Issue	1	1		2
Denial of Service	4			4
Policy			1	1
Safety and Security	1			1
Facility Maintenance	7			7
Service Development	2		3	5
IT/Electronics	1		1	2
Vehicle Maintenance	1	1		2
Commendations	3			3
TOTAL CAFs	41	14	11	66

Conclusion:

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

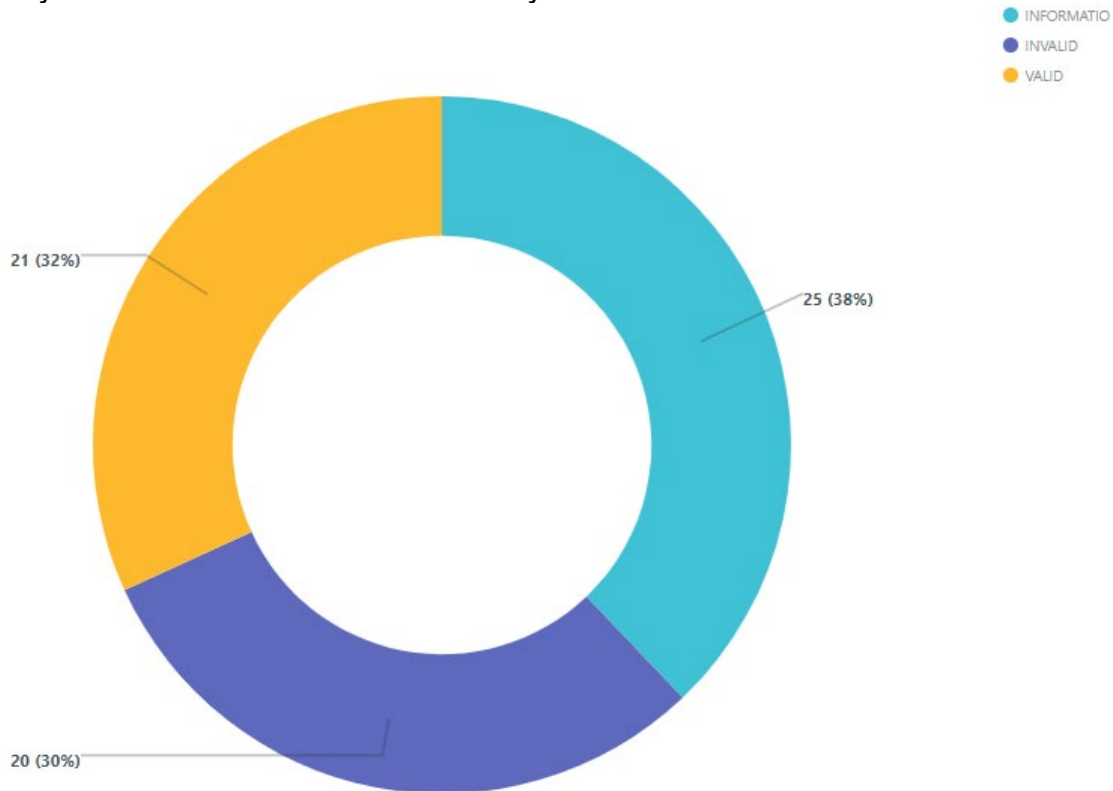
Forty-one CAFs were received regarding CCRTA Service, representing 62% of the total customer assistance contacts; there were three commendations and twenty-one informational CAFs.

Fourteen CAFs were received regarding B-Line Service, representing 21% of the total customer assistance contacts; there were no commendations.

Eleven CAFs were received regarding Contracted Fixed Route Service representing 16% of the total customer assistance contacts; there were no commendations and four informational CAFs.

Outcome:

Twenty-one CAFs were found to be Valid.
Twenty CAFs were found to be Invalid.
Twenty-five 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: September 4, 2025

SUBJECT: B-Line Report for August 2025

- ❑ Ridership for the month of August 2025 was 17,095 compared to 17,410 for August 2024, which equates to 315 less trips representing a 1.81% **decrease**.
- ❑ Ridership for YTD 2025 was 130,196 representing a 0.67% **increase** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
129,328	130,196	868	0.67%

Service Standards

- ❑ Productivity: 2.58 PPH (Passengers per hour) August 2025, contract standard is 2.50
- ❑ On Time Performance: 81.84% on time performance for August 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 2,803 trips out of 15,436 trips (18.16%) did not meet the standard for on time performance in August 2025. Of that number:
 - 2,549 were < 30 minutes late.
 - 224 were > 30 minutes late.
 - 27 were > 60 minutes late.
 - 3 were > 90 minutes late.
- ❑ Miles between road calls 195,397.1 miles with 10 road calls that equates to 19,539.7 miles between road calls for August 2025. MV did exceed the minimum standard of 12,250 miles between road calls for August 2025.

Wheelchair Boarding's and associated statistics

For the month of August 2025, there were:

- 11,367 - ambulatory passengers
- 3,949 - wheelchair boarding's
- 1,468 - personal care attendants (AM)
- 252 - companions
- 59 - animals

Other Service statistics

There were 21 **Customer Assistance Forms** recorded for August 2025:

1. #1418: **Name:** Tim Hatch
Email: tjrhatch@gmail.com
Phone: 361-331-2537
Message: This is regarding my B-Line service. Since the new Spare Rider system was implemented, I have constantly gotten to work late. My standing order for morning weekday trips is based on me needing to be at work at 8 a.m. The Spare Rider system has scheduled my trips for 7:02, supposing that I should be by then. Would it be better to change my pick up time back to 6:45 or can this 7:02 time be better accommodated to get me to work on time? Pls. advise and fix this!
 - a. Mr. Hatch was late 4 times in the month of July, however after speaking to him today he wants a pick up at 6:45 am in the morning, I'll monitor it to see how it works .
-Valid
2. #1419: Ms. Norma Blakely called to report an issue with her B-Line driver this morning at approximately 10:30 a.m. She stated she was extremely dissatisfied with the driver's behavior. According to Ms. Blakely, a woman in a wheelchair was attempting to exit the bus and asked the driver for assistance down the ramp. The driver refused to help, prompting the woman to call out to her son—who was outside mowing the lawn—for assistance, which he provided. When Ms. Blakely asked the driver why he didn't assist the passenger, he responded that he has back problems and is unable to help. Ms. Blakely expressed concern, stating that if the driver is physically unable to assist passengers, he should undergo a medical evaluation to determine his fitness for duty.
 - a. Good morning driver did mention something about his back but that was not the sole reason. Driver explains that for safety reason it is better to take her down backwards to prevent a possible tip over. Passenger suggested that her brother could take her down.
-Invalid
3. #1420: Customer complained about being late to work due to the bus not arriving at 5:35am. Instead the route 3 arrived at 06:05 am.
 - a. A bus swap was done on the base and it takes time to get through the main gate
-Valid
4. #1421: A caller from another vehicle reported an incident involving the driver of unit 3042. The individual stated that at approximately 4:20 p.m., the bus cut him off while merging onto the freeway, nearly causing an accident. The caller claimed he had to swerve to avoid a collision with the bus.
 - a. The driver has been counseled and retrained
-Valid

5. #1423: Katlyn Jackson, the granddaughter of Ms. Ruth Jackson, called to report that her grandmother was not on the B-Line bus when it arrived at their home for drop-off. Katlyn had previously received a call notifying her that the bus was en route to pick up her grandmother from her daycare. However, upon arrival, she was not on the bus. The operator stated someone else would drop Ms. Jackson off before driving away. Katlyn is requesting assistance in locating her grandmother and finding out when she will be dropped off.
She can be reached at (361) 808-8660.
(I already sent an email and got her in touch with someone from MV call center)
 - a. I spoke with Kaitlyn immediately and her grandmother was on another bus, it was a mix up of another driver trying to assist with pick ups and the addresses were reversed
-Valid
6. #1424: Mr. Cox, a B-Line rider, expressed frustration that his bus is consistently late—both when picking him up from home and when returning from his destinations. He also stated that he does not appreciate receiving calls from reservationists and would prefer to return to the previous system, where he could view his ride information directly through the app.
 - a. I spoke with Mr. Cox regarding his late trips, he travels 15 miles one way and lives on the island, we have adjusted his times and will monitor his trips
-Valid
7. #1426: Ms. Denise Veiga was waiting at bus stop [#1118](#) Moore Plaza at 4:15 for RT 24 and the bus did not stop. Again at 5:15 the bus did not stop. She had groceries that needed to be refrigerated. She was able to get a ride but is upset that it passed her up twice. She would like a call back 619-325-9886
 - a. The time point is the SSS at 4:15 which is where she was, however she did not stop at the Moore Plaza on that run, however on the next run she did stop and no one was at that stop. She is a new driver and I spoke to her about it.
-Valid
8. #1428: **Subject:** RT 65 Complaint
Susan
I hope you're doing well.
I wanted to put in a complaint for last Thursday.
The rt 65 was about 1 hr late.
First it wasn't showing up on Go Pass.
I called RTA and they told me the bus broke down and they had to switch buses at Southside station.,
This was after a few calls to RTA I finally got the answer.
So then they said it left the yard about 15 min ago, then took almost 40 min to get to Southside.
When the bus finally came about 5:55 pm(see pics).
For some reason they are always having buses for the rt 65 breaking down instead of

checking them before leaving the yard.

Do you think they can please remind the bus drivers to make sure their buses are in work g order before leaving the yard?

It would alleviate time in going to swap out a bus at Southside station.

I notice too that if it starts to rain the Rt 65 is unable to drive leaving Southside. But all the other RTA buses are driving.

I appreciate if you could look into this situation.

I attached pictures of what happened.

Oh I asked the bus driver what happened, he just ignored me and said nothing.

RTA s as bd dispatch had no idea what time the bus swap was going to be. It was frustrating whenever this happens. Then RTA office closes at 5:00.

- a. The bus did break down, but another bus was dispatched and a road supervisor was sent to continue the route until the new bus could get back on route

-Valid

9. #1434: **Name:** Tim Hatch

Email: tjrhatch@gmail.com

Phone: 361-331-2537

Message: RE: 6:45 B-Line Trip this a.m.: Bus got me to work at 8:20, despite moving pick up time up to 6:45. Spoke with Gail last week on this. Other STLB employees have also been late like me to work and STLB has informed B-Line and MV. Might not be anything we can do, but thought I'd submit a report for overall improvements on my trips and fellow STLB employees who use B-Line.

- a. I spoke with Mr. Hatch and we agreed to move his time back that is what he wanted, I explained that we needed to schedule his trip by appt. (the time he needs to be there) but he insisted he wants a pick up time instead. Yes he was late today but we just changed it on Friday, the system needs time to adjust with the new time.

-Valid

10. #1435: On Friday 8/8 Tameka Martinez had a pick up time was at 10:00pm at 3919 Pricilla Drive Bline not arrive till 11:00pm

She would like a call back Tameka Martinez 361-585-0742

- a. The driver had 3 pick ups at the same time, I spoke with Ms. Martinez, we scheduled her for better times that will work for her

-Valid

11. #1436: On Saturday 8/9 Tameka Martinez had a pick up time at 10:00pm at 3919 Pricilla Drive. Bline did not arrive till 11:00pm

She would like a call back Tameka Martinez 361-585-0742

- a. I spoke with her already today

-Valid

12. #1442: **Name:** Kimberly Bowser

Email: kimbowser4972@gmail.com

Phone:

Message: My bus was supposed to pick me at 9 am this morning to take me to work. When i called to see what happened. Rosie said the busses where running late and ill be picked at 953. By 1005 still no bus. I missed work because of this. Is this company going to pay 50 dollars for my loss of work today? I take the bus to work so i can pay my bills. Now i can't because the bus never came. Fix the system so ppl will not be late for important appointments.

- a. The bus was late for her that day, this is an 18 mile trip, there have only been 2 instances in the last month where she was late. I attempted to call the number listed however it has been disconnected
-Valid

13. #1443: Mrs. Glanz boarded Route 3 carrying a Starbucks cup with a lid. She stated that the operator asked whether there was anything inside the cup, to which she replied that it had a lid. Mrs. Glanz is requesting that the operator, described as a blonde woman, be retrained in customer service and in the policy regarding carrying drinks on board, as she understood the operator as rude in her communications. The incident happened around 04:00pm at building 8.

- a. Spoke with the driver and reminded them with a lid it is ok, discussed it with all drivers during recent safety meetings
-Valid

14. #1444: A customer that wanted to remain anonymous, called to complaint about the route 4 operator. This customer explained how the driver yelled at them with expressions like "Shut up and get in the bus" and "hurry up" . Furthermore, the operator continued driving before the customer was sat down. There were more comments from the customer that refer to past interactions in witch the operator also yelled at them due to mosquitos. They would prefer a different operator on this route.

- a. He did ask them to "please sit down", so he could proceed. He did not yell at them or raise his voice
-Not Valid

15. #1453: Pat Leal, sister of Gilberto Leal called to complain about a rude B-Line driver named Dominic Armstrong. Pat stated upon dropping off her brother at this home, the driver did not deploy the ramp correctly and the ramp was unevenly placed on her ramp (that leads from the street to her front porch). She advised the driver that it was a safety issue, as the ramp is next to a ditch and he could potentially fall into the ditch if ramp is not deployed correctly. She then stated the driver rudely yelled "I know" when she told him about the uneven ramp. He continued to bring her brother down the uneven ramp. She asked for his name and as he was going up the ramp he yelled at her "Dominic Armstrong and my bus number is 3029". She would like a call back at 361-813-5546, once the cameras are reviewed and wants to know the outcome of disciplining the driver.

- a. I have spoken with Ms. Leal and after watching the video it was noted that the driver deployed the lift as trained. He did tell her his name, however he wasn't

yelling

-Not Valid

16. #1457: Maria Gonzalez, B-Line rider, experienced a rude B-Line driver at her pick up this afternoon. Ms. Gonzalez stated the driver parked in a clearly marked "Do Not Enter" teacher only area. She advised the driver that he isn't able to park there but he became defensive and started by saying "Listen here lady" as he addressed her. She stated she just started this job with CCISD two weeks ago and does not want to get in trouble by her superiors because of the B-Line driver going into a clearly marked "Do Not Enter" area to pick her up. She may be reached at 361-446-9636
 - a. Spoke with Ms. Gonzalez, watched the video the driver was retrained already
-Valid
17. #1458: A B-Line passenger called to report that her bus was emanating a terrible odor, causing her to gag throughout the entire trip. When she mentioned it to the driver, the driver responded that "that's how the bus smells" and made no effort to address or report the issue. The passenger stated that the odor was so bad she nearly vomited.
 - a. We'd like to apologize to this driver for this inconvenience. The driver did report the issue, and we have repaired the unit.
-Valid
18. #1465: Customer claims that operator is talking with other driver when it was supposed to depart at 4:40pm and it was now 04:50pm
 - a. Driver will be retrained
-Valid
19. #1466: Mrs. Alma reported that unit 3023 passed a school bus while the lights and stop sign were activated. She is requesting that we look at the video and address this violation that we review video and address this alleged violation. She offered her contact information for clarifications.
 - a. We watched the video and the driver was on the opposite side of the road but she did not stop, safety manager has spoken to her
-Valid
20. #1474: Mr. Reed called in behalf of his son, Thomas Reed. He claims that lately the B-line has been taking his son out of town instead of his house. He claims that some trips are as long as an hour and a half. He explained that his son doesn't speak and wears a diaper, when trips are so lengthy he becomes irritated and that is why drivers complaint that he is agitated. He would like to receive a phone call about this situation. 3619454393
 - a. 1 hour ride time is allowed, with the new system his son has been riding an hour riding an hour
-Not Valid
21. #1475: Mr. Puente came in to report an incident with the driver of Route 54 at approximately 8:10 am. He stated that after being dropped off in Gregory, he went to Stripes to pick up his paycheck. Upon returning to the bus, the driver told him, "If I

had known you were just going to Stripes, I wouldn't have brought you.” Mr. Puente expressed that he was upset by the driver's comment and felt it was inappropriate, as his reasons for traveling to Gregory are his own personal business.

- a. Driver did not speak to passenger – park and ride route
-Invalid

Conclusion

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

- ❑ 2.58 passengers per hour
- ❑ 81.84% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for August 2025 at 19,539.7 miles did exceed the minimum contract standard of 12,250 miles.

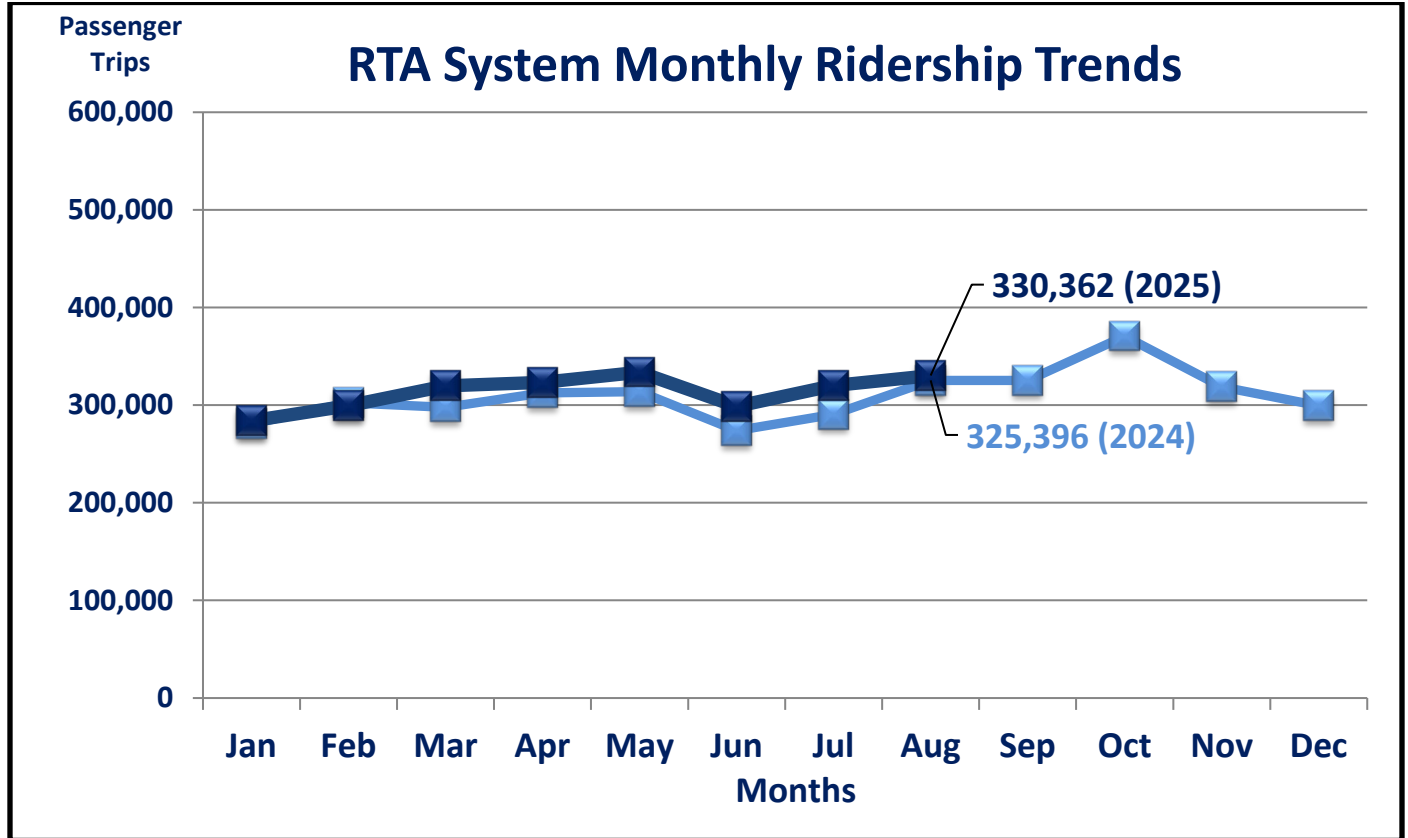
Subject: August 2025 Operations Report

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

August 2025 system-wide passenger trips totaled 330,362 which represents a 1.5% increase, compared to 325,396 passenger trips in August 2024 with 4,966 more trips provided this month.

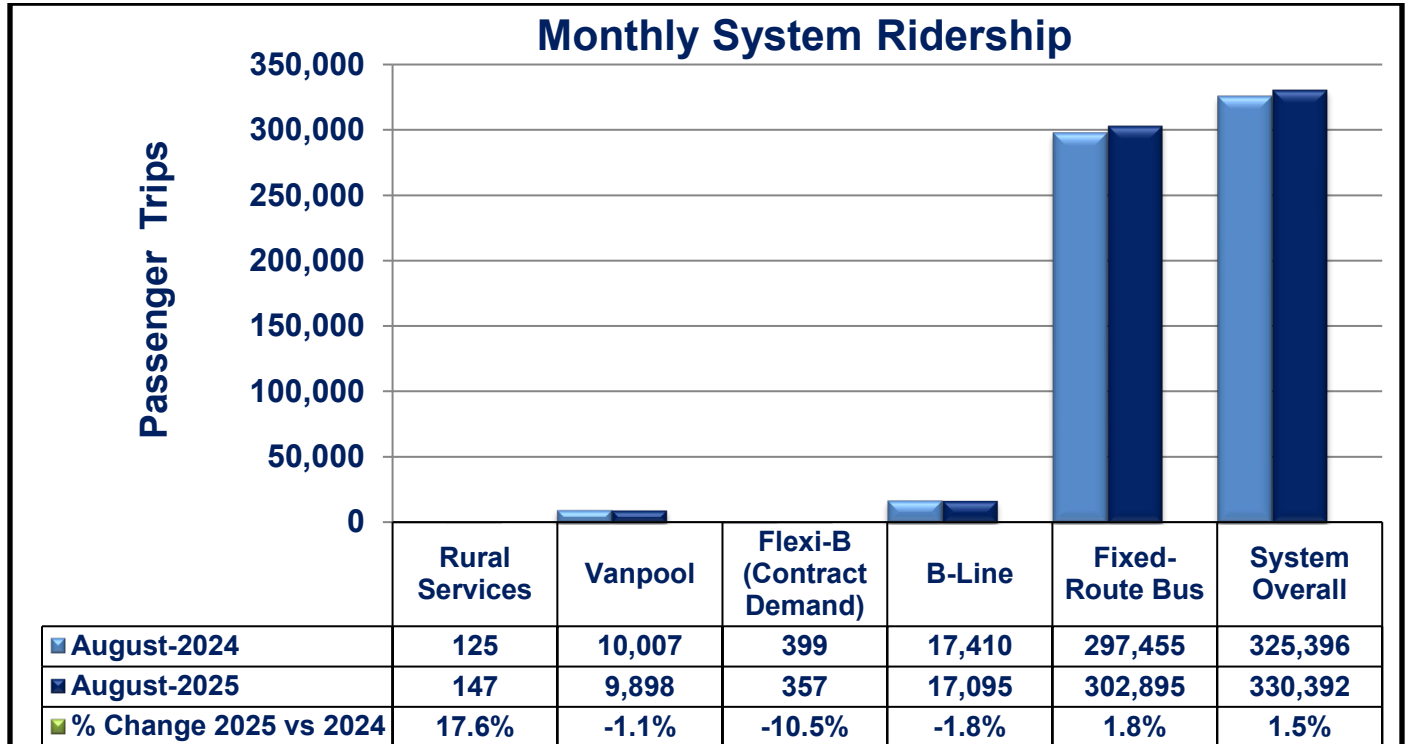


August 2025	August 2024	Variance
21 Weekdays	22 Weekdays	-1
5 Saturdays	5 Saturdays	0
5 Sundays	4 Sundays	+1
31 Days of operation	31 Days of operation	0

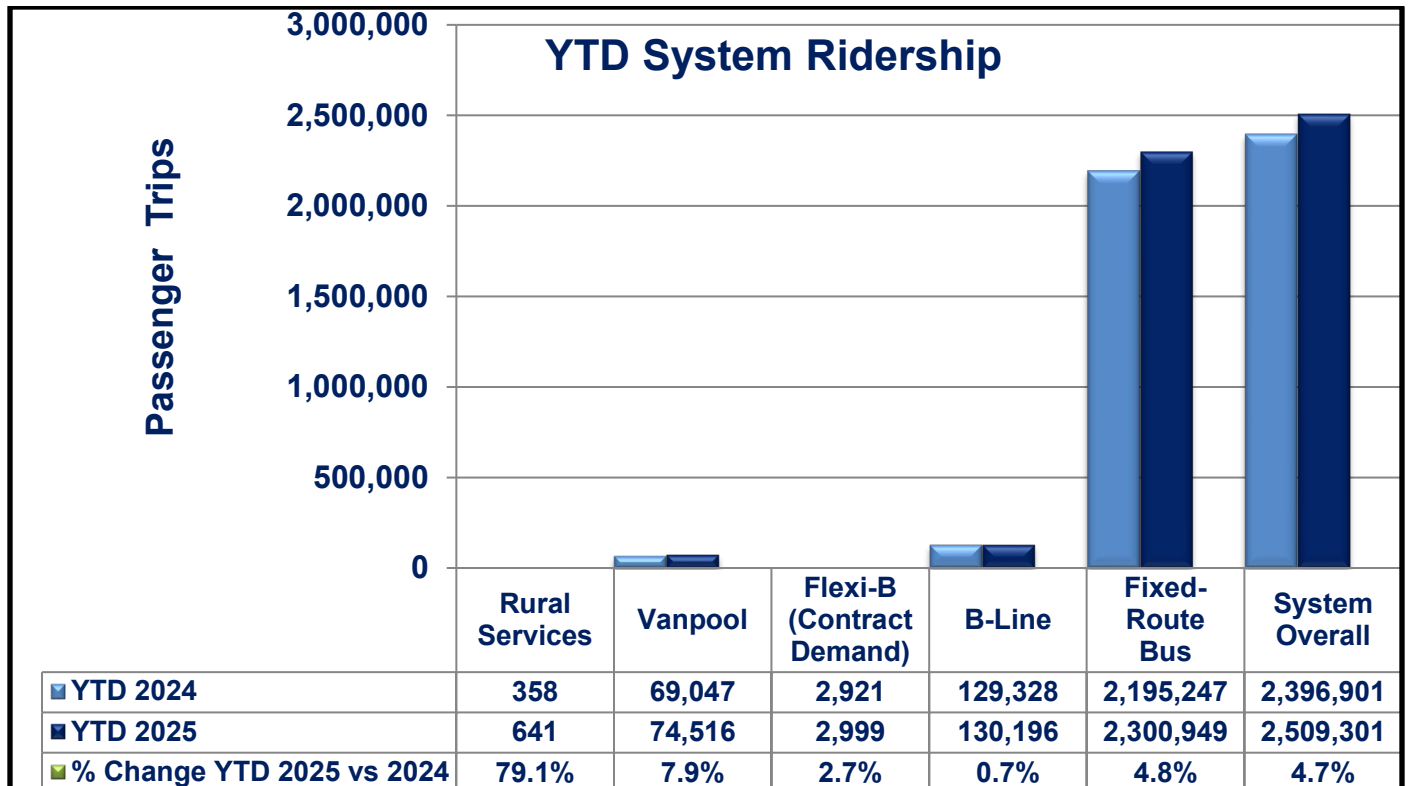
The average retail price for unleaded gas in Corpus Christi was \$2.66 per gallon compared to \$2.88 per gallon in August 2024¹. August rainfall was below the average of 2.75 at only 0.22 inches recorded. In comparison, August 2024 recorded 0.56 inches of rainfall, which was also below the average rainfall of 2.75 inches.² The 97.8-degree average high temperature for August 2025 was above the normal average high temperature of 95.0 degrees.

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

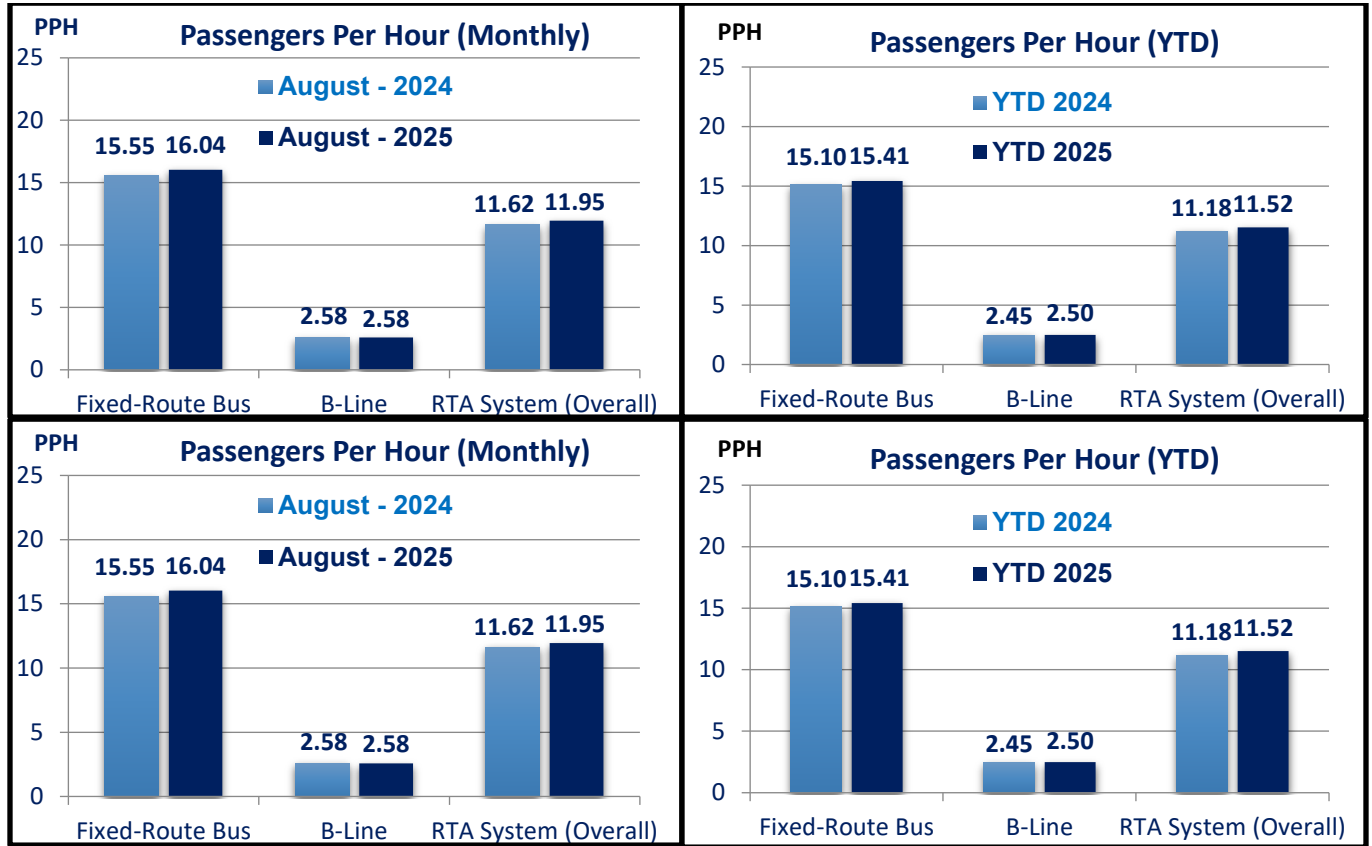
The chart below shows monthly ridership results for all services. CCRTA recorded 4,966 more passenger trips in August 2025 resulting in a 1.5% increase compared to August 2024.



The chart below shows YTD ridership results for all services. 112,400 more trips compared to 2024.

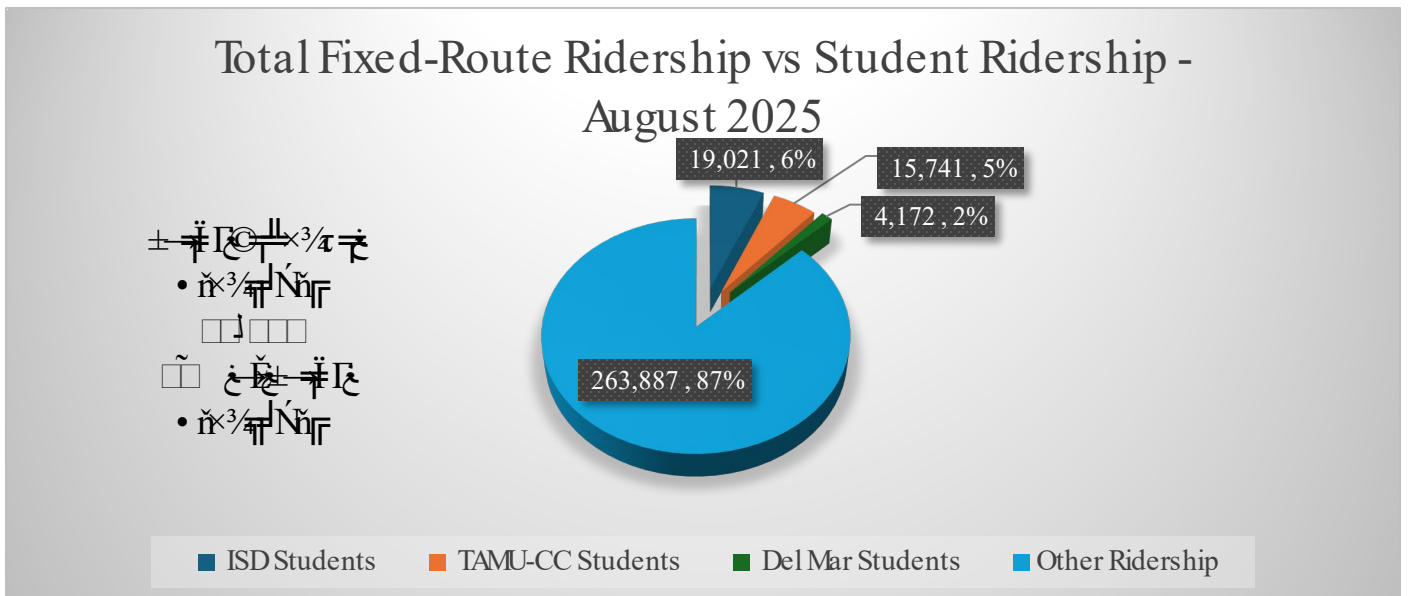


The following four charts are system-wide productivity for the month of August 2025 vs. August 2024 and YTD figures.



Student Ridership

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



Bus Routes and Bus Stops Impacted by the City of Corpus Christi and TxDOT Road Reconstruction 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 29, 32 & 37 (Detoured) **7** stops closed or impacted on Everhart.
- **Brownlee Blvd. (Morgan-Staples):** Project began October 2024.
 - Routes 17, & 19 (**7** stops impacted, 7 more in future as project progresses)
- **Alameda St. (Louisiana-Texan Trail):** Project began Fall 2023.
 - Route 5 (not detoured) & Route 17 (detoured from S. Alameda to S. Staples)
 - (**12** of 19 total stops are currently impacted)
- **Nueces Bay Blvd. (Leopard-Broadway):** Project began October 2024.
 - Route 12 (**2** stops impacted & **2** stops long-term temporarily closure)
- **Carroll Ln. (SH-358 to Holly)** Project began June 2025-preconstruction utility exploration work-no road demolition at this time.
 - 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)
- **19th St. (Laredo to Morris):** 19th St. utility repair under the right-of-way
 - Route 21 (**2** stops temporarily closed)
- **Mediterranean Dr. (City Resurfacing Project):** Project now completed.
 - Route 4 (**6** stops were temporarily closed)

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 August 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: **4, 5, 15, 17, 19, 21, 29, 32, 37 & 78.** There were **49** closed or impacted stops in August.

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

Schedule Adherence	Standard	May-25	Jun-25	Jul-25	Aug-25	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.3%	0.1%
Departures within 0-5 minutes	>85%	91.0%	91.0%	93.8%	89.3%	91.3%
Monthly Wheelchair Boardings	No standard	4,511	4,959	4,780	4,746	4,749
Monthly Bicycle Boardings	No standard	8,316	7,876	8,257	8,503	8,238

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

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

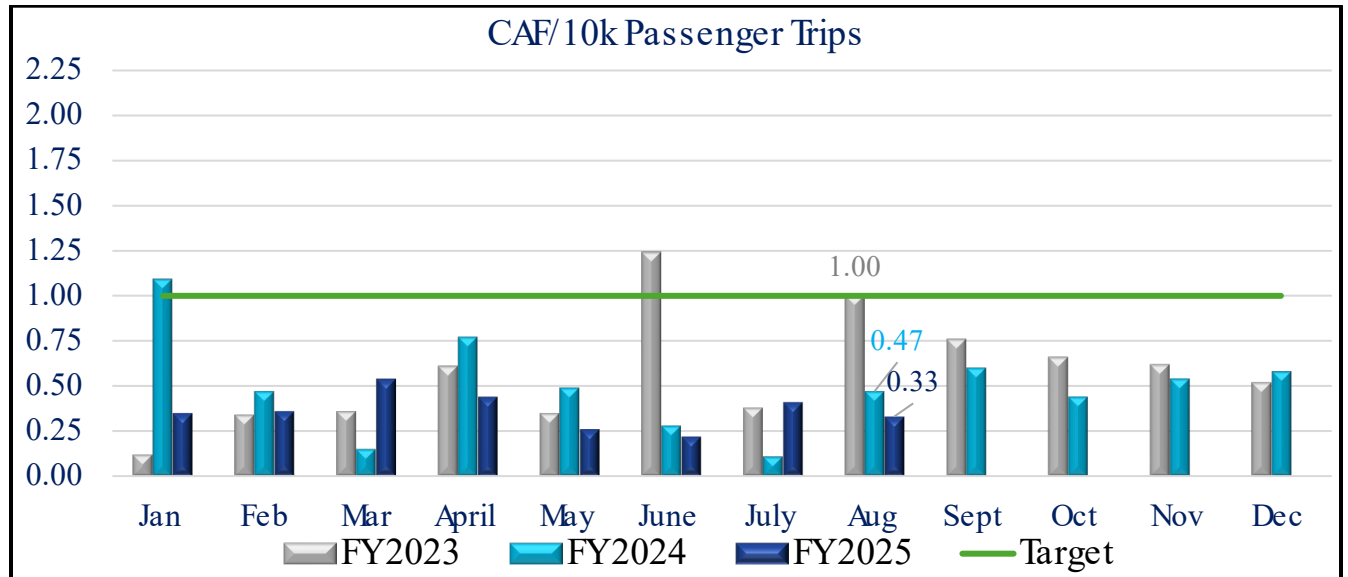
Metric	May-25	Jun-25	Jul-25	Aug-25	(4) Month-Ave.
Passengers per Hour	2.47	2.57	2.67	2.58	2.56
On-time Performance	81.2%	87.5%	85.4%	81.8%	84.8%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	23,042	20,559	19,319	19,540	22,726
Monthly Wheelchair Boardings	3,718	3,699	3,908	3,949	4,209

- **Productivity:** **2.58** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- **On-time Performance:** **81.8%** 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):** **19,540** did meet the contract standard of 12,250 miles.
- **Ridership Statistics:** **11,367** ambulatory boardings; **3,949** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

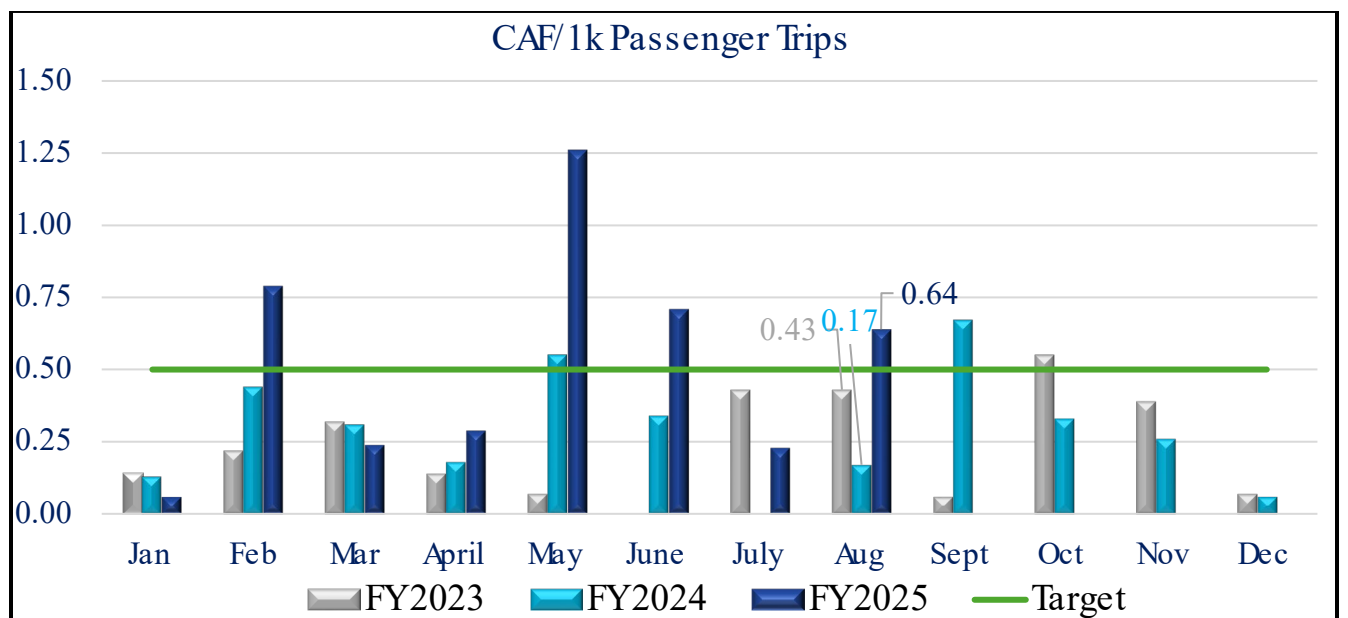
For the month of August 2025, Customer Service received and processed **66** Customer Assistance Forms (CAF's). A total of **52** or 79% were for CCRTA and Contract Fixed Route Services, of which **10** were verified as valid. This equates to approximately **0.33** CAFs **per 10,000** passenger trips. CCRTA Fixed Route Services received three commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of August 2025, Customer Service received and processed **66** Customer Assistance Forms (CAF's). A total of **14** or 21% were for B-Line Services, of which **11** were verified as valid. This equates to approximately **0.64** CAFs **per 1,000** passenger trips. B-Line Services did not receive any commendations this month.

Number of CAFs/1k for B-Line Services



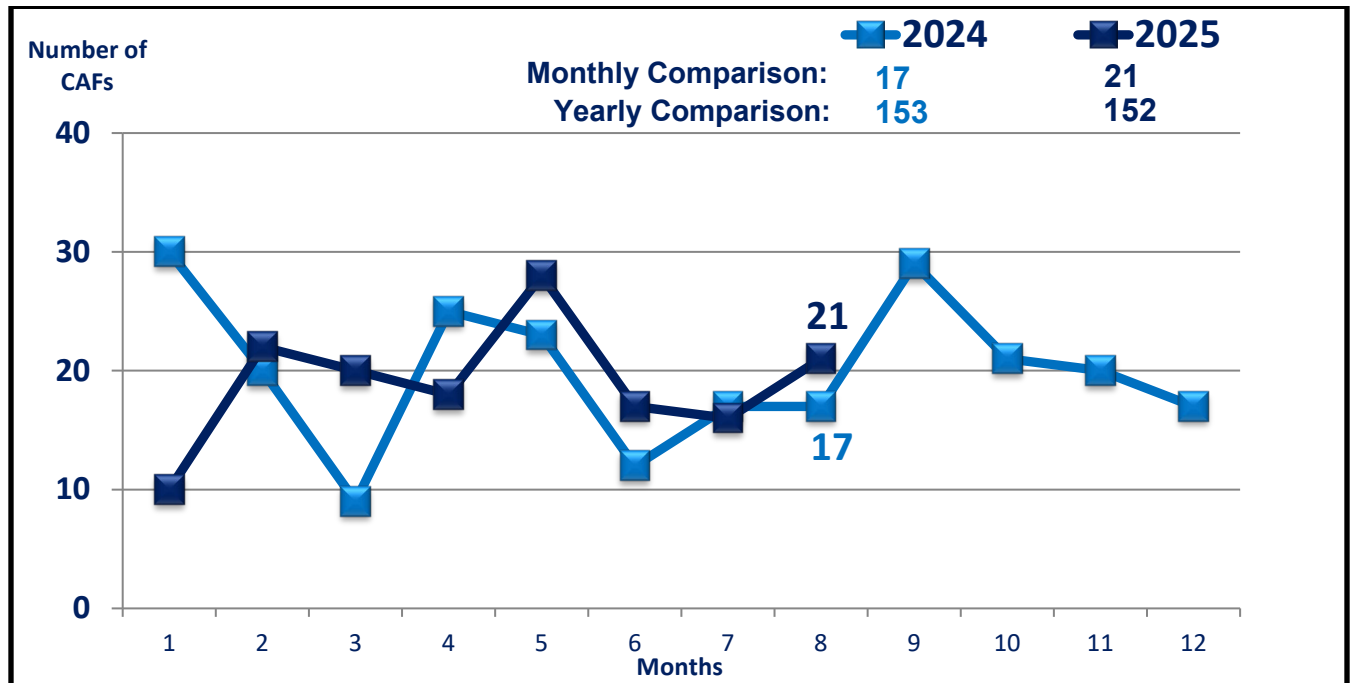
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	2	#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		#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	1	#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	14
#25 Gollihar/Greenwood	1	Transportation	2
#26 Airline/Lipes		Service Development	5
#27 Leopard	4	Facilities Maintenance/Bus Stops	7
#28 Leopard/Navigation		IT/Electronics	2
#29 Staples	5	Safety & Security	6
#32 Southside		Vehicle Maintenance	1
#34 Robstown North		Commendations	3
#35 Robstown South	1		
#37 Crosstown/TAMU-CC	2		
		Total CAFs	66

Processed CAF Breakdown by Service Type:

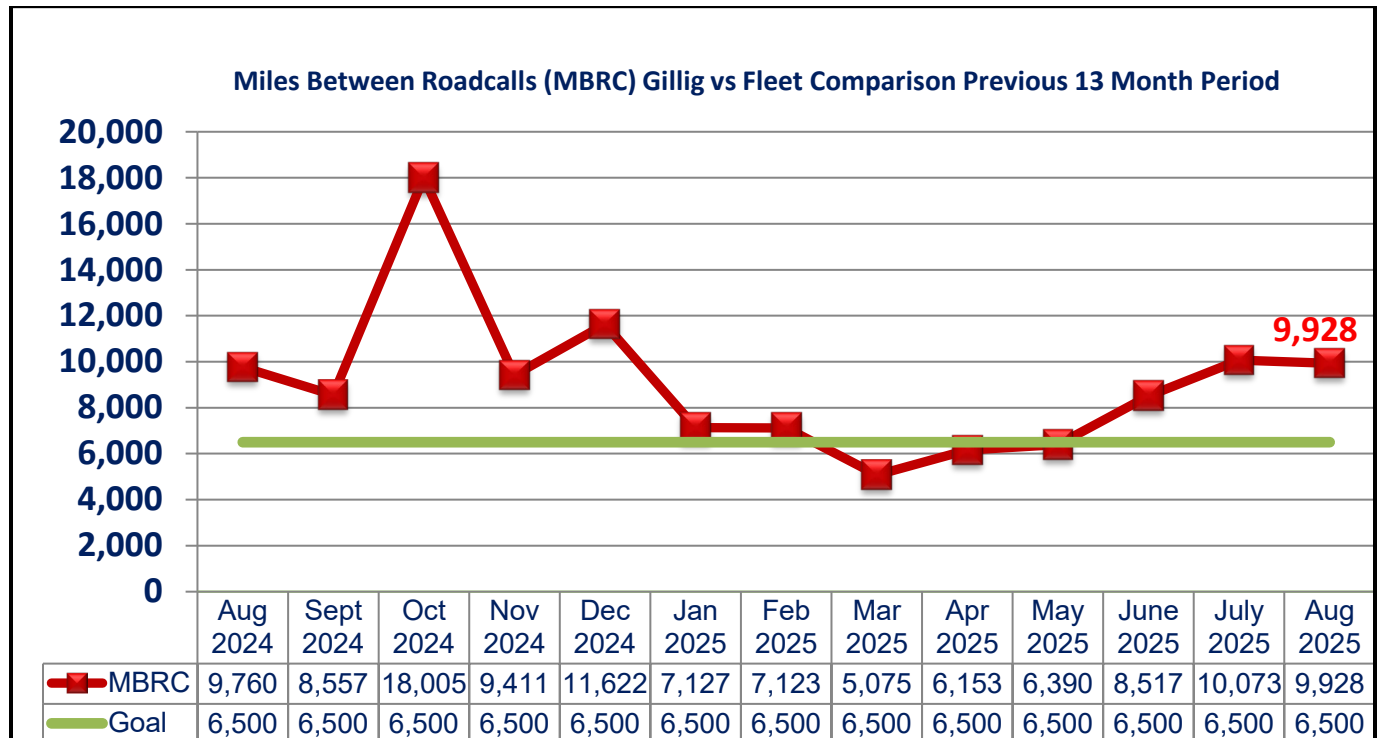
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	2			2
Service Stop Issues	1			1
Driving Issues	1	2		3
Customer Services				
Late/Early – No Show	4	7	3	14
Alleges Injury	3			3
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup		1		1
Rude	2	2	1	5
Left Behind/Passed Up	4		1	5
Inappropriate Behavior	1		1	2
Policy				
Incident at Stop	1			1
Incident on Bus	1			1
Incident at Station				
Securement/Tie-Down Issue	1	1		2
Denial of Service	4			4
Policy			1	1
Safety & Security	1			1
Facility Maintenance	7			7
Service Development	2		3	5
IT/Electronics	1		1	2
Vehicle Maintenance	1	1		2
Commendations	3			3
Total CAFs	41	14	11	66

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In August 2025, 9,928 miles between road calls (MBRC) were recorded as compared to 9,760 MBRC in August 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 9,057.



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 Maschszak*
Derrick Majchszak
Chief Executive Officer

Road Call/Mileage Comparison for **AUGUST 2025**

	Total Miles Driven in AUGUST for Each Bus Type	Tyotal Road Calls for AUGUST 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	218,647	40	40	0	22	18	4	4
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	9,692	1	1	0	1	0	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	228,339	41	41	0	23	18	4	4
MILES BETWEEN ROAD CALLS								
	9,928	Compared Total Miles with Chargeable Roadcalls						

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, October 22, 2025	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, November 5, 2025	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, November 20, 2025	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
