



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, November 20, 2025

Time: 12:00 p.m.

Location: CCRTA Staples Street Center
602 N. Staples St.
Corpus Christi, Texas 78401

Board Members

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

Mission Statement

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

	1.	Pledge of Allegiance	1 minute	No Attachment
	2.	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 October 16, 2025.	2 minutes	Pages 1 - 5
	6.	Eligibility Program Administrator Report 1. B-Line Eligibility Program Update	5 minutes	No Attachment
	7.	Chairperson's Report 1. RCAT Member Updates 2. Discussion and Possible Action to Approve the RCAT Calendar for Fiscal Year 2026 3. Unsung Hero Nomination 2025 Q3	15 minutes	No Attachment
	8.	RCAT Liaison Report 1. Announcement of Committee Appointments by the Board Chair 2. Action to Authorize the Purchase of Two (2) Lone Star ProMaster 3500 Vans from Model 1 Commercial Vehicles, Through the State of Washington Department of Enterprise Services Contract, Not to Exceed a Total Amount of \$424,356.48. 3. September 2025 Operations Report 4. October 2025 CEO Report	30 minutes	No Attachment
	9.	Informational Items: a) 2026 Meeting Calendar for RCAT b) 2026 Meeting Calendar for Board c) September 2025 CAF Report d) September 2025 B-Line Report e) September 2025 Operations Report Key Metrics		Page 6 Page 7 Pages 8 - 11 Pages 12-13 Pages 14-26

		f) September 2025 Maintenance Road Call Report g) Upcoming Events and RTA Functions h) Q3 2025 Unsung Hero Report		Page 27 Page 28 Page 29
	10.	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**

October 16, 2025

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

Advisory Committee Members Absent: Thomas Cronnon, Christina Edwardson, Terry Klinger

Board Members Present: None

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

MV Present: Stephanie Maher, Jeffrey Lampton

Call to Order: Mr. Box called the meeting to order at 12:00 p.m.

Safety and Security Briefing: Gilbert Casas

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

Public Comment: None, but at this time two MV representatives introduced themselves: Stephanie Maher (regional director) and Jeffrey Lampton (interim GM)

RCAT Meeting Minutes:

RCAT Meeting Minutes for September 18, 2025, were approved. Motion made by Ms. Leal and seconded by Ms. Garcia.

Committee for Persons with Disabilities

Presented by: Melanie Gomez

The committee met on Wednesday, October 1, 2025. Jennifer White, the Housing Program Coordinator for the Planning and Economic Development Department, provided a presentation on the Minor Home Repair Program. Applications are currently being accepted through October 21st. Grants of up to \$25,000 are available for critical minor home repairs, including roofing, plumbing, electrical work, HVAC systems, minor structural fixes, and accessibility modifications. 35 applicants will be selected to receive assistance. The eligibility requirements are the follow: annual gross income \leq 50% of the Area Median Income, applicant must be at least 62 years old, disabled, a veteran, or a surviving veteran spouse, must be a U.S. citizen or resident, a valid photo ID is required for the applicant and adult household members, and the property must be within the Corpus Christi city limits. 600 applications were received last year. Applications are entered into a random selection process.

The Parks and Recreation Department shared several upcoming events. Today, October 16th, is the Truck or Treat at Salinas Park. It is from 5:30pm to 7:30pm. Friday, October 24th is the Cinema in the Park – “Teen Witch” will be showing at Heritage Park. That event is from 7:00pm to 9:00pm. Saturday, November 8th is the Play: Discovery Dojo 2025 event at Ethel Eyerly Senior Center. It is an indoor STEAM event with hands-on experiments and interactive demos.

The CCPD Parking Enforcement was unable to provide the monthly citations report due to the meeting being held on the 1st of the month. A couple of days are required to obtain the number of citations for the month. There is also a new 311 report that the Planning and Economic Development Department has been providing that will be available at the next meeting. 311 is the non-emergency phone number for citizens to get information about city services, report issues like potholes and graffiti or inquire about city events and schedules. There is also an app that can be downloaded for easier access. The app is called MyCC311 and is available on the Google Play Store or Apple App Store.

The committee will continue to work on improving attendance at community events. They will also be working on their annual report that is provided to the City Secretary’s office.

The committee’s next meeting will be on Wednesday, November 5th at 3:00pm.

B-Line Application Volume and Status Overview

Presented by: Melanie Gomez

Applications received through the first 3 quarters of the year: 496 new, 226 reassessments, and 145 recertifications.

B-Line Service Uber Pilot Program Update

Presented by: Gordon Robinson

What is the Uber Pilot Program? CCRTA and MV are using Uber to supplement B-Line service trips primarily in high ridership overflow periods. Pilot Program began on September 11, 2025, since then there have been: 16 Uber trips in September 2025 and 32 Uber trips in October 2025 between October 1-10th.

Why use Uber? To accommodate increases in B-Line ridership in high ridership overflow periods, meet capacity needs, improve on-time performance.

How do B-Line Riders Use Uber? Eligible riders must opt-in to have a Spare Open Fleets agreement in their profile, opt-in does not guarantee the rider an Uber ride and rider will pay regular B-Line fare.

Under Spare, it’s an Uber Rescue Ride Service: A “rescue ride” is an arrangement between a passenger and B-Line to dispatch an Uber vehicle in case of: high ridership overflow periods, vehicle breakdown or accident, and extreme lateness.

RCAT Chairperson's Report:

None.

RCAT Liaison's Report:

Presented by: Sharon Montez

Oath of Office Appointments by the Small Cities Committee of Mayors (SCCM) to the CCRTA Board of Directors: Beth Owens and Beatriz Charo. As well as the following elected: CCRTA Board Chair, Board Vice-Chair, Board Secretary, and Board Assistant Secretary(s) Board Chair: Art Granado, Vice Chair: Anna Jimenez, Board Secretary: Lynn Allison and Board Assistant Secretary(s): Marisa Montiel and Jeremy Coleman.

Resolution for the Fare Structure:

Approved by Board of Directors to authorize the Chief Executive Officer (CEO) or designee to adopt a resolution for the new fare structure subject to the approval of the CCMPO Transportation Policy Committee. New fare prices are tentative to begin January 5, 2026.

August 2025 Operations Report:

Passenger trips increased by 1.5%, totaling 4,966 more rides compared to the previous year. This August saw a decrease of 1.3% revenue service hours from last August. Revenue service miles are also up by 286, reflecting a 0.1% increase over last August. (2) Special movement events this August. The (2) August special movements included: the Bridge Walk and TAMU Transit Event.

August 2025 ridership was 330,362, which is higher than August 2024 which had 325,396 rides which equates to an increase of 1.5%. July vanpool was at 10,154, down by 217 rides, compared to last year which had 10,371. System-wide YTD ridership by mode: overall system ridership in 2025 is up by 112,400 rides compared to 2024. This represents an increase of 4.7% in total ridership year-to-date over 2024.

CEO September Report:

Operation and Project Updates: weekday fixed route ridership increased 5% compared to Sept. 2024 (12,300 weekday average). Bear Lane Generator Replacement: Generator concrete has been poured, and concrete skirt foundation beams are being dug. CCRTA has started a pilot with CITYROVER, an artificial intelligence platform for proactive asset management and maintenance operations in various cities and transit systems. The system uses AI-powered cameras mounted on city service vehicles to automatically detect and report infrastructure issues in real time. CCRTA hosted its local Rodeo bus competition on Sun., Sept. 28th: 40' Bus (7 CCRTA Bus Operators): First Place – Oscar Zamora, Second Place – James Brown, Third Place – Vinny De La

Paz. 27' Cutaway Buses (8 MV Operators): First Place (tie) – Grace Osborne & Greg Galindo and Third Place – Jose Valenzuela. Maintenance (6 Mechanics): First Place – Rudy Lopez, Second Place – Michael Castillo and Third Place – Juan Hernandez. Employee Relations: the CEO hosted several townhall sessions where employees were welcome to join him in conversation and share their ideas, promoting open discussion and collaboration. Transportation began a new Bus Operator training class with 6 student Bus Operators. CCRTA hosted Employee Appreciation Day on Sep. 16th

FY 2026 Operating & Capital Budget Workshop #3

Workshop was for Operations and the overview of the next five year plan. The proposed budget for Operations totals 30,027,082. The five year plan with the differences from 2026 to 2030:

The 2026 Service Plan:

- Transit services will provide approximately:
 - 3,672,702 Passenger Trips (Estimated 5.5% decrease from 2025)
 - 332,829 Hours of Service (Estimated 2.4% decrease from 2025)
 - 6,041,080 Miles of Service (Estimated 1.6% decrease from 2025)
- Evaluate and Modify Services due to Fare Adjustments
 - Evaluate implementation of Spare Open Fleets (i.e. Uber) to implement additional improvements for B-Line passengers
 - Monitor ridership level impacts on fixed route and B-Line paratransit services due to fare adjustments
 - Continue to adjust fixed route services to improve performance and cost effectiveness
 - Expand van pool program by 5% with an increase of 2-3 vans to serve more employment locations

The 2030 Service Plan:

- Transit services will provide approximately:
 - 3,733,812 Passenger Trips (Estimated 1.1% decrease from 2029)
 - 353,817 Hours of Service (Estimated 1.5% increase from 2029)
 - 6,483,793 Miles of Service (Estimated 1.8% increase from 2029)
- Implement Service Improvements
 - Monitor ridership levels and service performance due to fare adjustments
 - Continue to Expand Microtransit services
 - Implement service improvements on fixed route services to meet growing ridership levels
 - Continue to expand operating hours on select routes
 - Improve service frequency on select routes
 - Expand van pool program to serve more employment locations

Committee Questions and Concerns:

Ms. Garcia stated a concern about being on the B-Line bus for a long period of time before arriving at her destination. Mr. Lampton, MV representative, stated per the ADA guidelines, the onboard time with paratransit must be complimentary to our fixed route system. Due to that guideline, passengers may be on the bus up to 1 ½ hours, depending on the miles from one destination to the next.

Dr. Arismendi inquired about the rates for Uber vs B-Line fares. Mr. Robinson stated the rider will not pay an additional fee for using Uber.

Dr. Arismendi stated she is thankful CCRTA will be out at the Transition Expo event on November 7, 2025.

Adjournment: 1:01 P.M.

2026 RCAT CALENDAR

JANUARY

S	M	T	W	TH	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JANUARY

13 - NS/Eligibility Appeals
15 - RCAT

JULY

14 - NS/Eligibility Appeals
No Meeting - RCAT

JULY

S	M	T	W	TH	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY

S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

FEBRUARY

17 - NS/Eligibility Appeals
19 - RCAT

AUGUST

18 - NS/Eligibility Appeals
20 - RCAT

AUGUST

S	M	T	W	TH	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

MARCH

S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

MARCH

17 - NS/Eligibility Appeals
19 - RCAT

SEPTEMBER

15 - NS/Eligibility Appeals
17 - RCAT

SEPTEMBER

S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

APRIL

S	M	T	W	TH	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

APRIL

14 - NS/Eligibility Appeals
16 - RCAT

OCTOBER

13 - NS/Eligibility Appeals
15 - RCAT

OCTOBER

S	M	T	W	TH	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

MAY

S	M	T	W	TH	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

MAY

19 - NS/Eligibility Appeals
21 - RCAT

NOVEMBER

17 - NS/Eligibility Appeals
19 - RCAT

NOVEMBER

S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JUNE

S	M	T	W	TH	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JUNE

16 - NS/Eligibility Appeals
18 - RCAT

DECEMBER

15 - NS/Eligibility Appeals
No Meeting - RCAT

DECEMBER

S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

LEGEND: NO SHOW/ELIGIBILITY

RCAT MEETING

RCAT Meetings start at 12:00 p.m.

NS/EA (No Show/Eligibility Appeals) Meetings start at 11:30 a.m.

Grants Review are scheduled as needed.

* Meetings are subject to change

JANUARY						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

January

7TH – BOARD Mtg.

8:30 a.m.

28th – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

July

1ST – BOARD Mtg.

8:30 a.m.

22ND – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

**APTA Board Seminars (Detroit)*

JULY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

February

4TH – BOARD Mtg.

8:30 a.m.

25TH – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

August

5TH – BOARD Mtg.

8:30 a.m.

26TH – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

AUGUST						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

MARCH						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

March

4TH – BOARD Mtg.

8:30 a.m.

25TH – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

September

2ND – BOARD Mtg.

8:30 a.m.

23RD – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

SEPTEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

APRIL						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

April

1st – BOARD Mtg.

8:30 a.m.

22nd – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

**APTA Legislative (DC)*

**TTA State Rodeo (Lubbock)*

October

14TH – BOARD Mtg.

8:30 a.m.

28TH – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

**APTA Transform- Oct. 4-7 (Chicago)*

OCTOBER						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

MAY						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

May

6TH – BOARD Mtg.

8:30 a.m.

27th – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

**TTA State Rodeo Conf. (Lubbock)*

**APTA Int. Rodeo- MAY 15-19 (Salt Lake City)*

November

4TH – BOARD Mtg.

8:30 a.m.

18TH – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

NOVEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

June

3RD – BOARD Mtg.

8:30 a.m.

24TH – COMMITTEE Mtgs. *

8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

December

2ND – BOARD Mtg.

8:30 a.m.

No COMMITTEE Mtgs.

DECEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

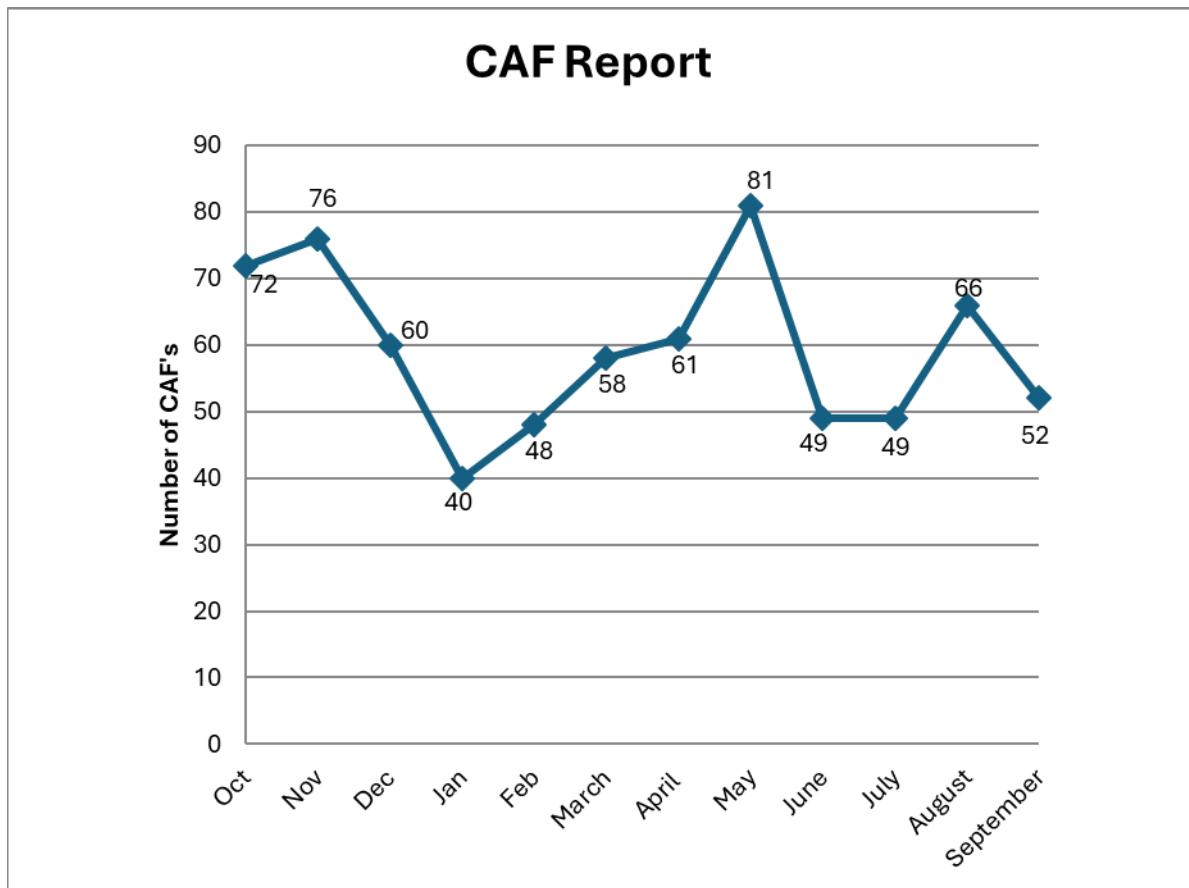
September 30, 2025

Subject: CAF Report for September 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For September 2025, there were 52 reported CAFs which is less than the amount of the 66 reported CAFs for August 2025. The decrease of 14 CAFs represents a 26.9% decrease.

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



September 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	2	#65 Padre Island Connection	2
#15 Kostoryz/Carroll HS	1	#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina		#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	4
#26 Airline/Lipes		Transportation	2
#27 Leopard		Service Development	4
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	9
#29 Staples	3	IT/Electronics	2
#32 Southside		Safety & Security	5
#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator	3	COMMENDATIONS	4
#37 Crosstown/TAMUCC	2		
		TOTAL CAF's	52

September 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	2	3		5
Customer Services				
Late/Early – No Show		1	3	4
Alleges Injury				
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	2			2
Left Behind/Passed Up	2		5	7
Inappropriate Behavior			2	2
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Tie-Down Issue	1			1
Denial of Service	2			2
Policy	2		1	3
Safety and Security	5			5
Facility Maintenance	9			9
Service Development	4			4
IT/Electronics	1			1
Vehicle Maintenance	1			1
Commendations	3	1		4
TOTAL CAFs	36	5	11	52

Conclusion:

During September 2025, CCRTA received fifty-two CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were four commendations.

Thirty-six CAFs were received regarding CCRTA Service, representing 69% of the total customer assistance contacts; there were three commendations and twenty-four informational CAFs.

Five CAFs were received regarding B-Line Service, representing 10% of the total customer assistance contacts; there was one commendation and one informational CAF.

Eleven CAFs were received regarding Contracted Fixed Route Service representing 21% of the total customer assistance contacts; there were no commendations.

Outcome:

Ten CAFs were found to be Valid.

Seventeen 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: October 3, 2025

SUBJECT: B-Line Report for September 2025

- ❑ Ridership for the month of September 2025 was 17,326 compared to 16,328 for September 2024, which equates to 998 more trips representing a 6.11% **increase**.
- ❑ Ridership for YTD 2025 was 147,522, representing a 1.28% **increase** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
145,656	147,522	1,866	1.28%

Service Standards

- ❑ Productivity: 2.44 PPH (Passengers per hour) September 2025, contract standard is 2.50
- ❑ On Time Performance: 85.92% on time performance for September 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 2,197 trips out of 15,607 trips (14.08%) did not meet the standard for on time performance in September 2025. Of that number:
 - 1,910 were < 30 minutes late.
 - 251 were > 30 minutes late.
 - 35 were > 60 minutes late.
 - 1 were > 90 minute late.
- ❑ Miles between road calls 196,484.49 miles with 7 road calls that equates to 28,069.2 miles between road calls for September 2025. MV did exceed the minimum standard of 12,250 miles between road calls for September 2025.

Wheelchair Boarding's and associated statistics

For the month of September 2025, there were:

- 11,613 - ambulatory passengers
- 3,870 - wheelchair boarding's
- 1,516 - personal care attendants (AM)
- 258 - companions
- 69 - animals

Other Service statistics

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

Conclusion

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

- ☐ 2.44 passengers per hour
- ☐ 85.92% on time performance
- ☐ Zero denial of service (as defined by FTA)
- ☐ Miles between road calls for September 2025 at 28,069.2 miles did exceed the minimum contract standard of 12,250 miles.

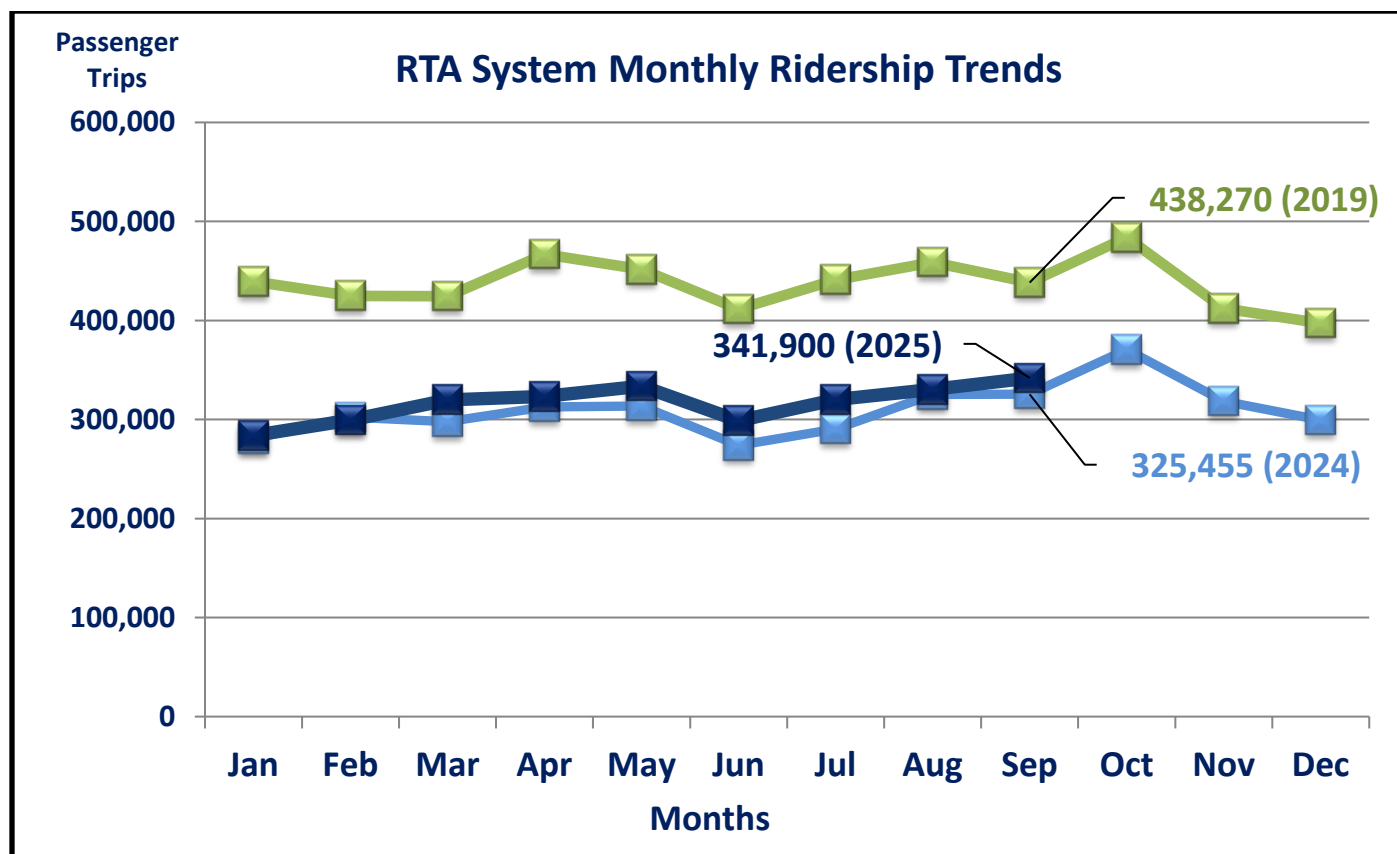
Subject: September 2025 Operations Report

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

September 2025 system-wide passenger trips totaled 341,900 which represents a 5.1% increase, compared to 325,455 passenger trips in September 2024 with 16,445 more trips provided this month. At 341,900 rides in September 2025, this resulted in a 22.0% difference from the Pre-Covid September 2019 ridership level with approximately 96,370 more rides.

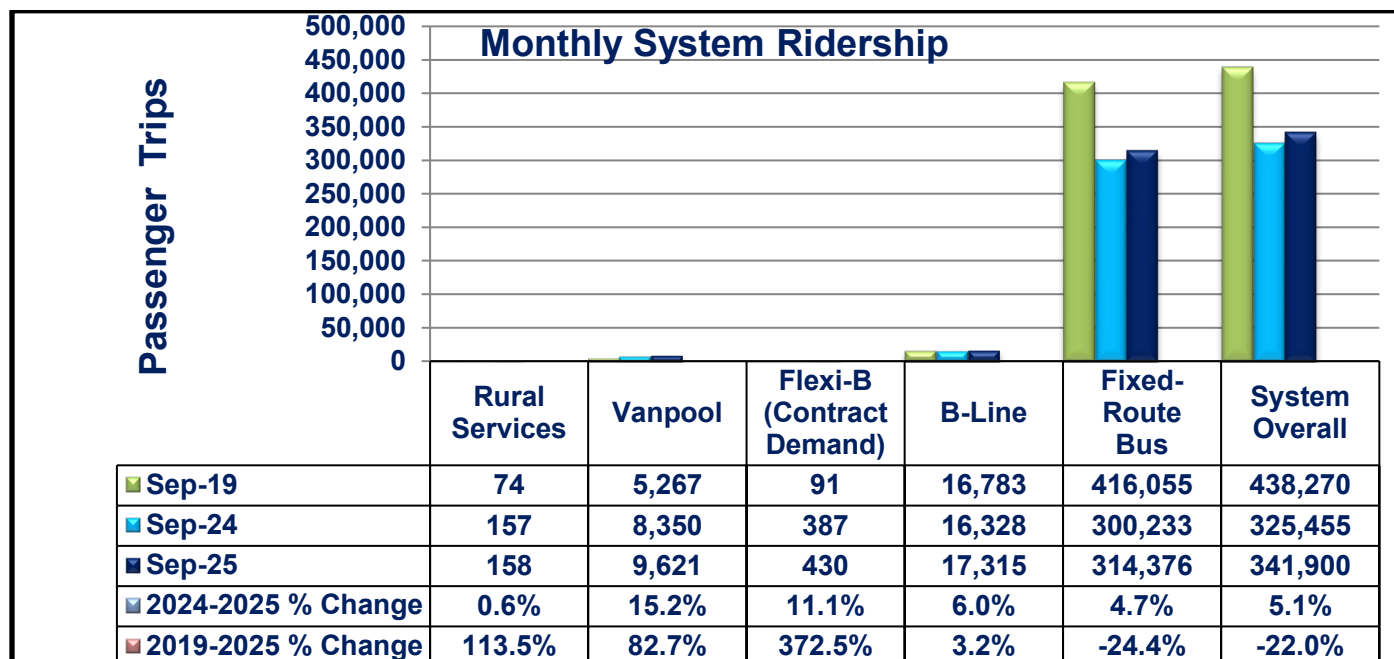


September 2025	September 2024	Variance
21 Weekdays	20 Weekdays	+1
4 Saturdays	4 Saturdays	0
5 Sundays	6 Sundays	-1
30 Days of operation	30 Days of operation	0

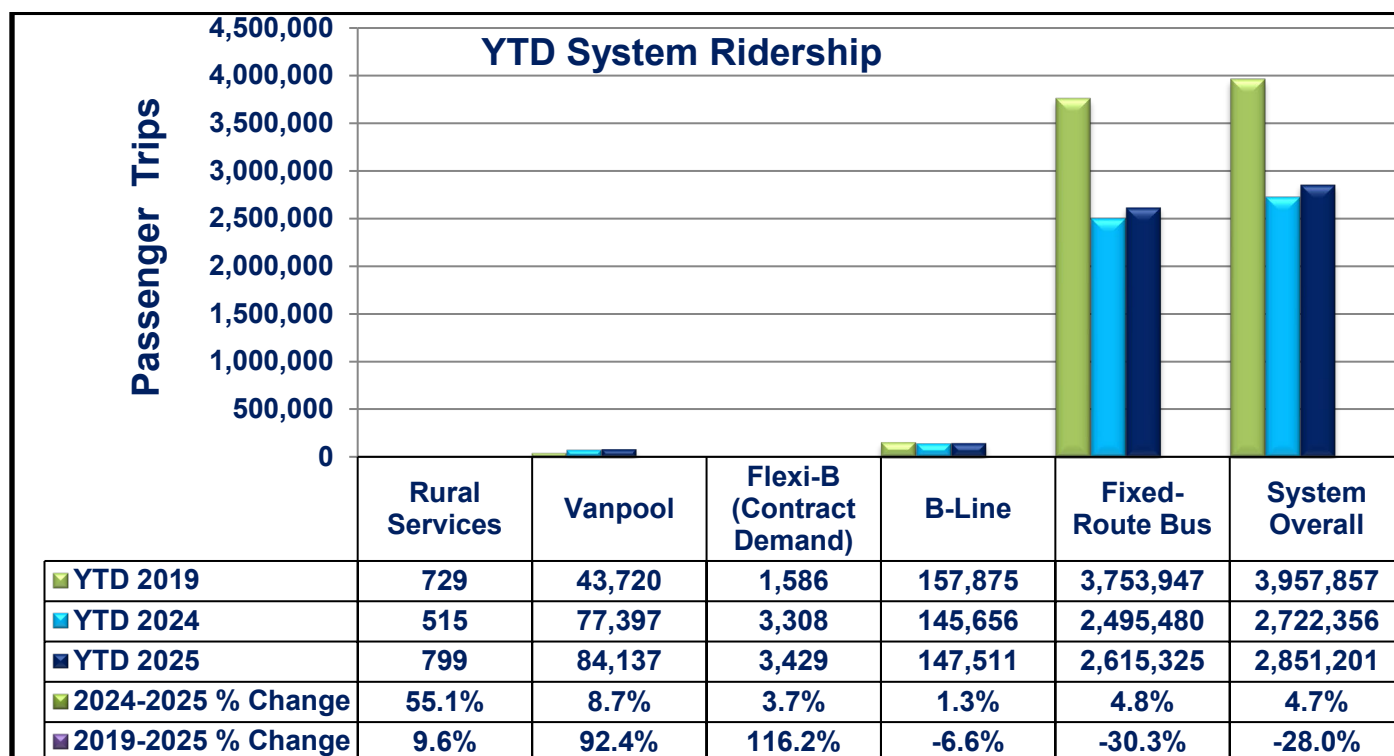
The average retail price for unleaded gas in Corpus Christi was \$2.75 per gallon compared to \$2.80 per gallon in September 2024¹. September rainfall was below the average of 5.42 inches at 2.92 inches recorded. In comparison, September 2024 recorded 6.50 inches of rainfall, which was above the average rainfall of 5.42 inches.² The 93.3-degree average high temperature for September 2025 was above the normal average high temperature of 90.8 degrees.

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

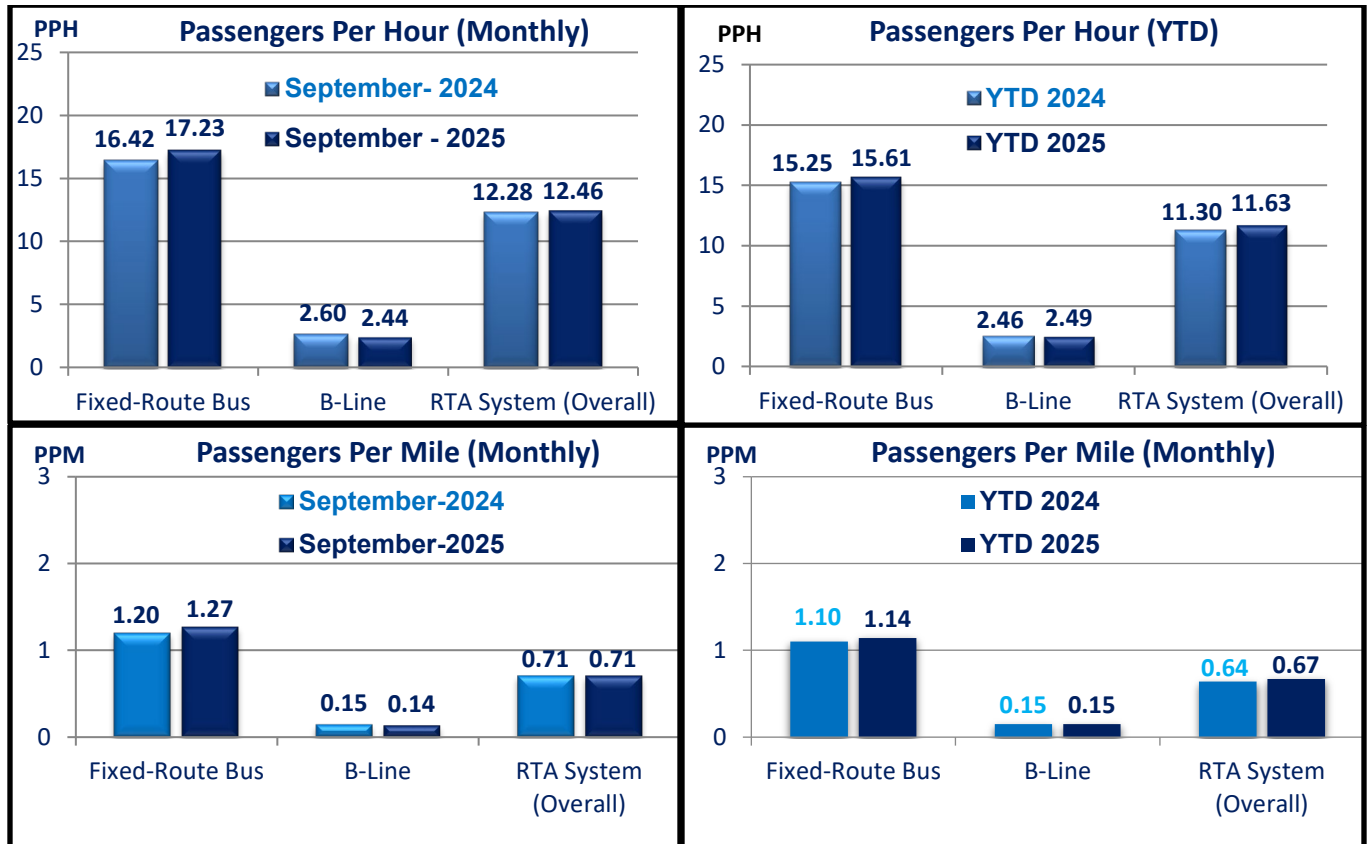
The chart below shows monthly ridership results for all services. CCRTA recorded 16,445 more passenger trips in September 2025 resulting in a 5.1% increase compared to September 2024. When compared to September 2019 Pre-Covid ridership levels there is approximately a 22.0% difference for approximately 96,370 fewer rides in September 2025.



The chart below shows YTD ridership results for all services. 128,845 more trips compared to 2024 but approximately 1,106,656 or 28% fewer rides than 2019 so far this year.

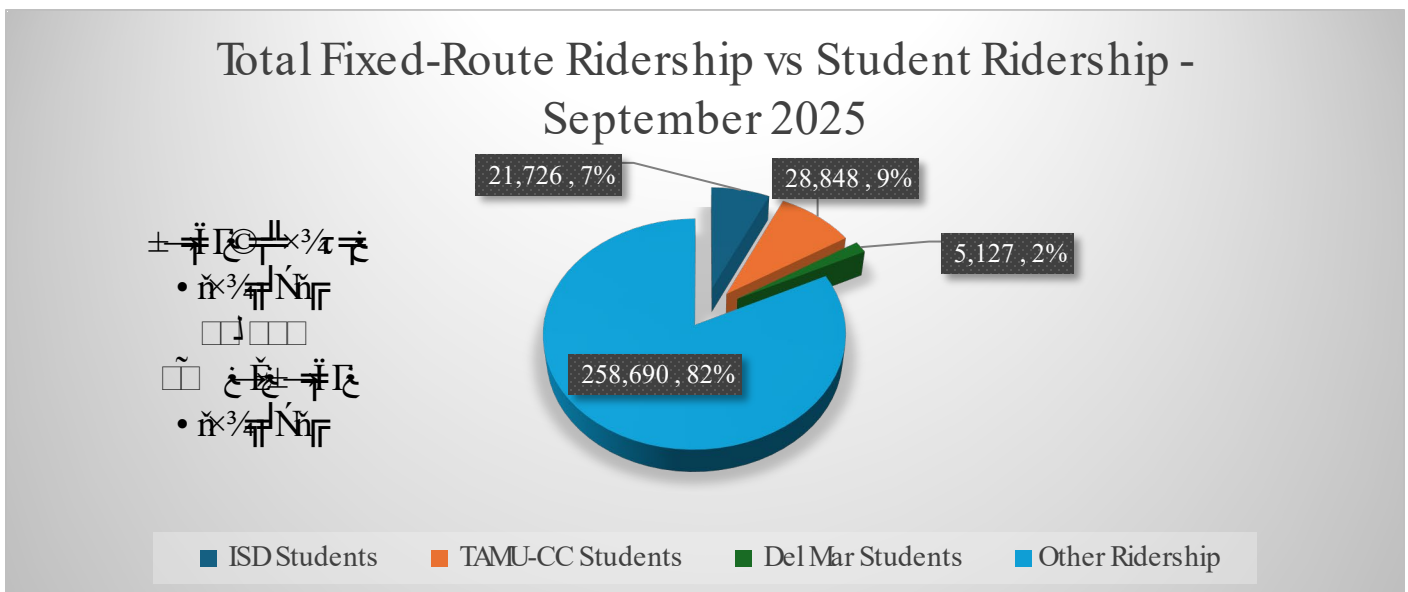


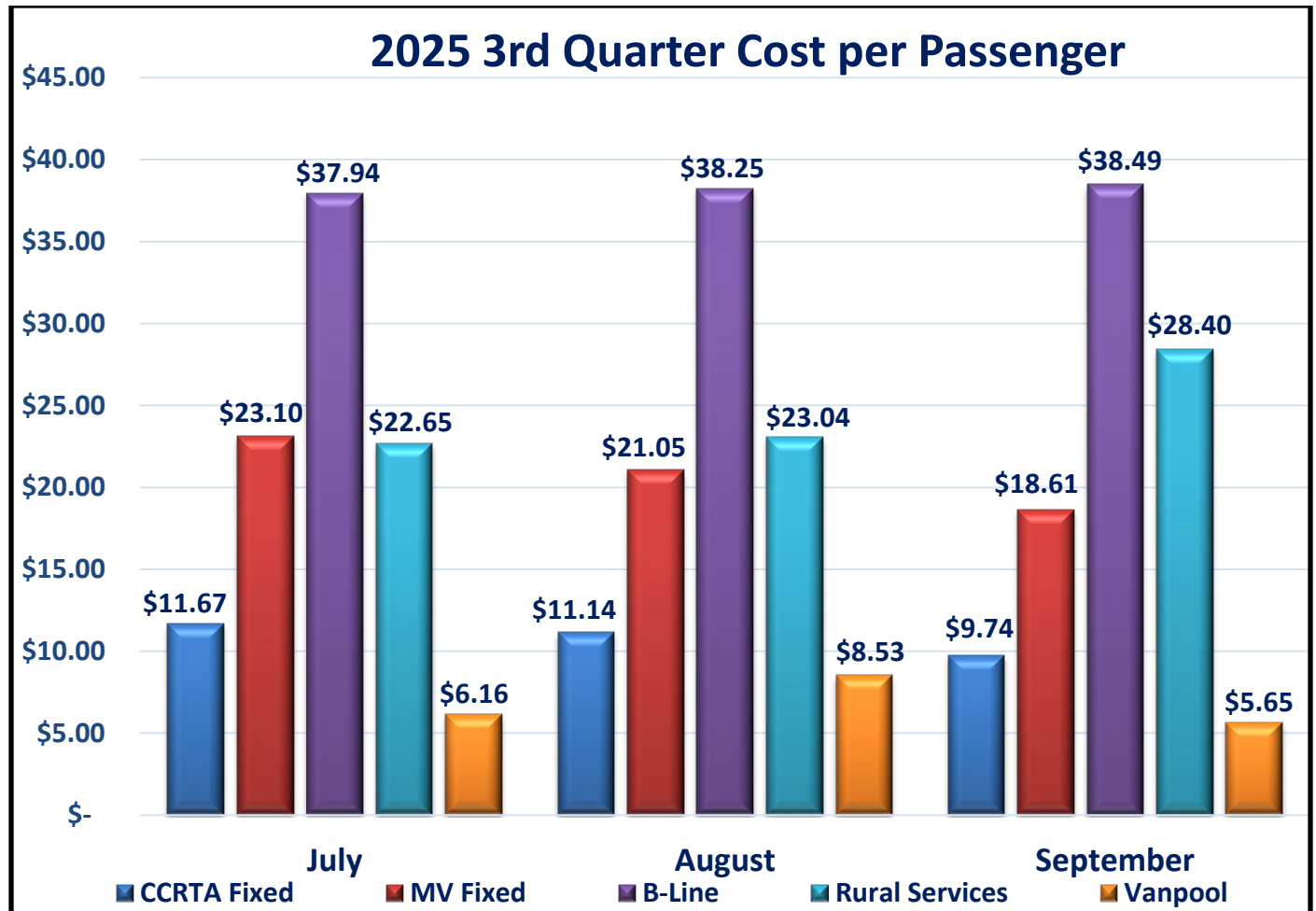
The following four charts are system-wide productivity for the month of September 2025 vs. September 2024 and YTD figures.



Student Ridership

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





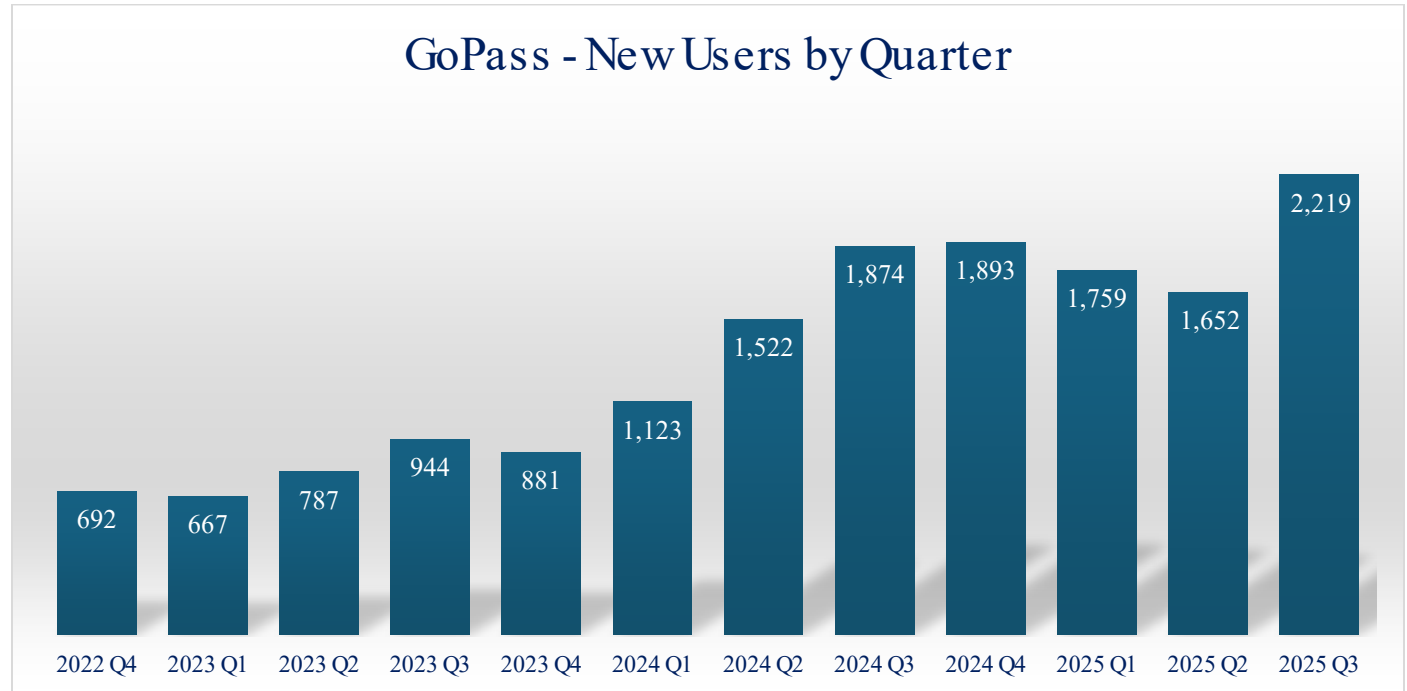
The following table includes Cost per Passenger totals by service mode for the third quarter of 2025. In addition, year-to-date (YTD) averages by service mode are included.

Month	CCRTA Fixed	MV Fixed	B-Line	Rural Services	Vanpool
July	\$ 11.67	\$ 23.10	\$ 37.94	\$ 22.65	\$ 6.16
August	\$ 11.14	\$ 21.05	\$ 38.25	\$ 23.04	\$ 8.53
September	\$ 9.74	\$ 18.61	\$ 38.49	\$ 28.40	\$ 5.65
YTD Average	\$ 10.85	\$ 20.92	\$ 38.23	\$ 24.70	\$ 6.78

GoPass App

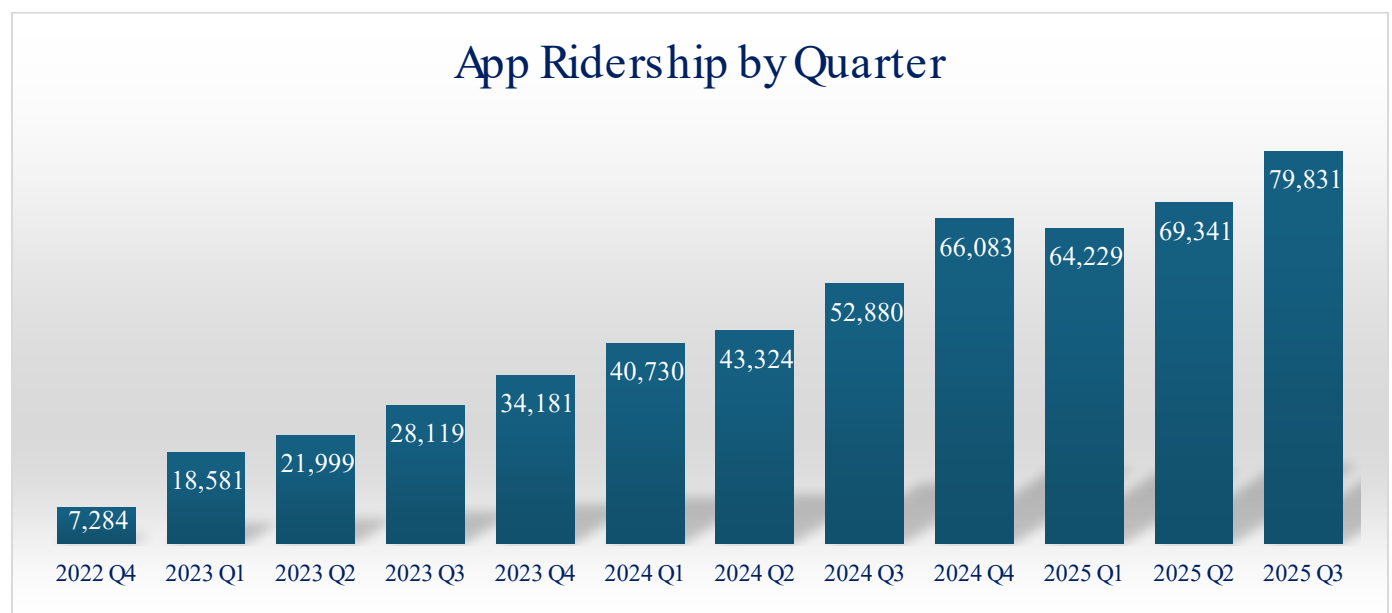
1. New Users by Quarter

In 2025 Q3, the platform acquired 2,219 new users, a significant increase compared to 1,652 in Q2, and an increase over the peak level in Q1 2025 (~1,759).



2. App Ridership by Quarter

The **App ridership reached a new record high of 79,831 rides** during Q3 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 the City of Corpus Christi and TxDOT Road Reconstruction Projects

On Detour

- **Everhart Rd. (SPID-S. Staples):** Project began September 2023.
 - Routes 32 & 37 (Detoured) **7** stops closed or impacted on Everhart.
 - Route **19M** (Detoured) from McArdle between Weber & Everhart to S. Staples St. with **11** stops closed.
 - Update, as of October 20th the above-mentioned Route 19M detour and (11) stops along McArdle are now open with stop service returned to normal operation.

- **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.

- Routes **5 & 17** (No detour)
- (**19** total stops are currently impacted)

- **Nueces Bay Blvd. (Leopard-Broadway):** Project began October 2024.

- Route **12** (**2** stops impacted & **2** stops temporarily closure) No detour

- **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) No detour yet

- **Beach Ave. (North Beach):** On Hold.

- Route 78 (2 stops impacted but not yet)

- **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)

Possible Detours

For September 2025, there were 6 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 19% of CCRTA services. Impacted bus route services

include: **5, 15, 17, 19, 32 & 37**

There were **48** closed or impacted stops in September.

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

Schedule Adherence	Standard	Jun-25	Jul-25	Aug-25	Sep-25	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.3%	0.0%	0.1%
Departures within 0-5 minutes	>85%	91.0%	93.8%	89.3%	90.6%	91.2%
Monthly Wheelchair Boardings	No standard	4,959	4,780	4,746	4,078	4,641
Monthly Bicycle Boardings	No standard	7,876	8,257	8,503	7,924	8,140

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

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

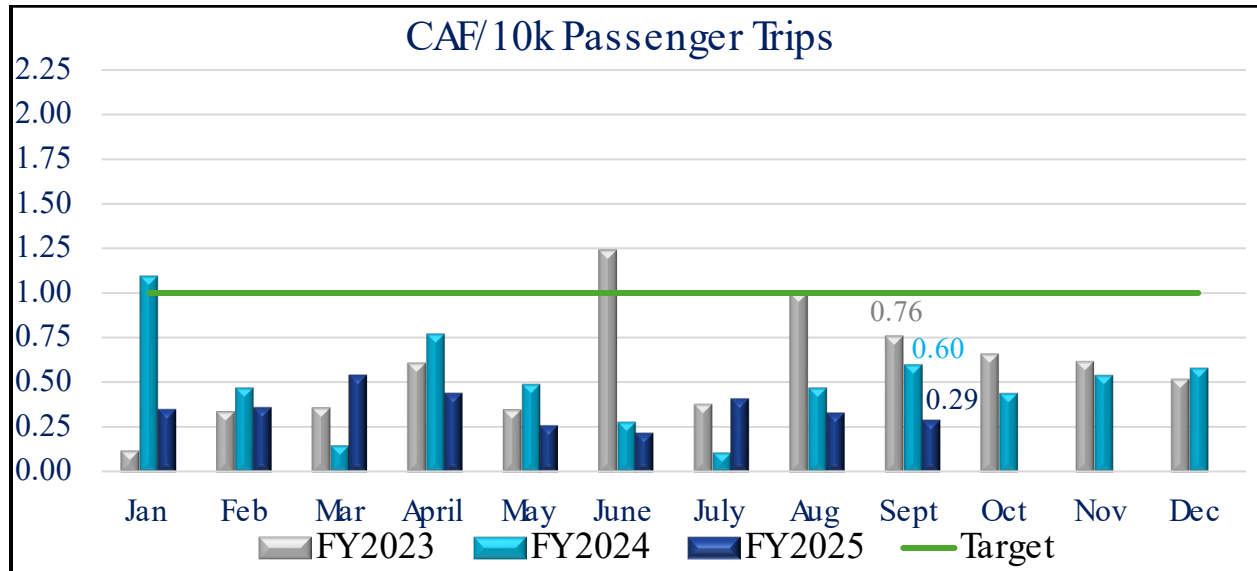
Metric	Standard	Jun-25	Jul-25	Aug-25	Sep-25	(4) Month-Ave.
Passengers per Hour	2.50	2.57	2.67	2.58	2.44	2.57
On-time Performance	95.0%	87.5%	85.4%	81.8%	85.9%	85.2%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	20,559	19,319	19,540	28,069	21,872
Monthly Wheelchair Boardings	No standard	3,699	3,908	3,949	3,870	3,857

- Productivity: **2.44** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **85.9%** 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): **28,069** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,602** ambulatory boardings; **3,870** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

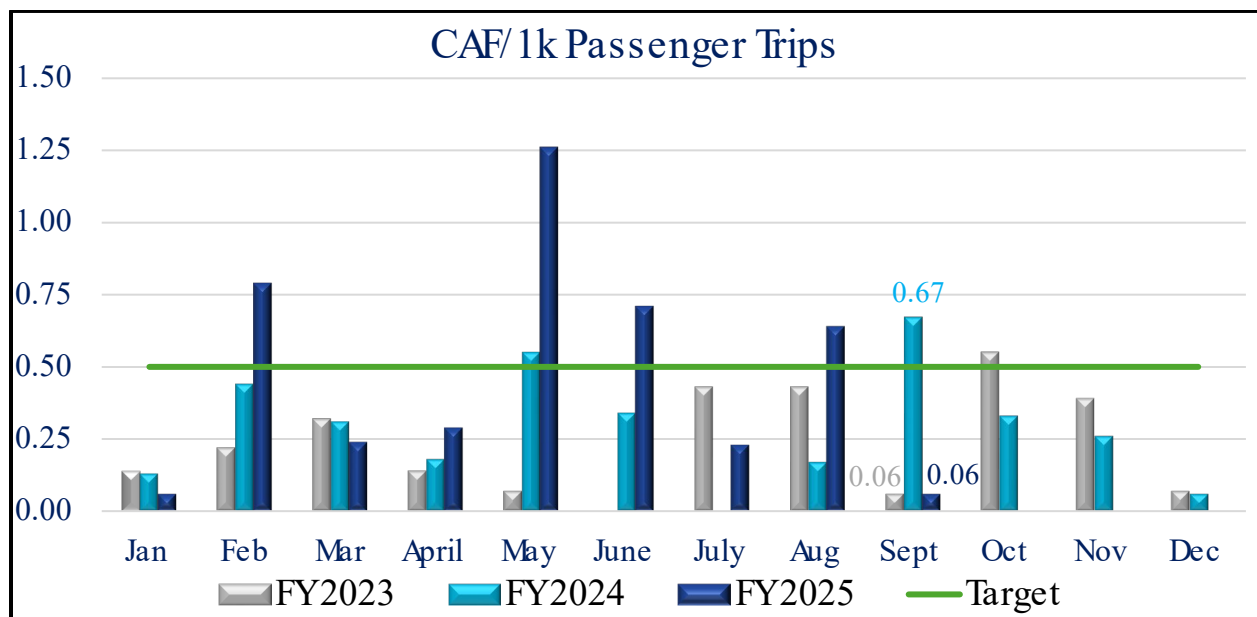
For the month of September 2025, Customer Service received and processed **52** Customer Assistance Forms (CAF's). A total of **47** or 90% were for CCRTA and Contract Fixed Route Services, of which **9** were verified as valid. This equates to approximately **0.29** CAFs **per 10,000** passenger trips. CCRTA Fixed Route Services received three commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of September 2025, Customer Service received and processed **52** Customer Assistance Forms (CAF's). A total of **5** or 10% were for B-Line Services, of which **1** was verified as valid. This equates to approximately **0.06** CAFs **per 1,000** passenger trips. B-Line Services received one commendation this month.

Number of CAFs/1k for B-Line Services



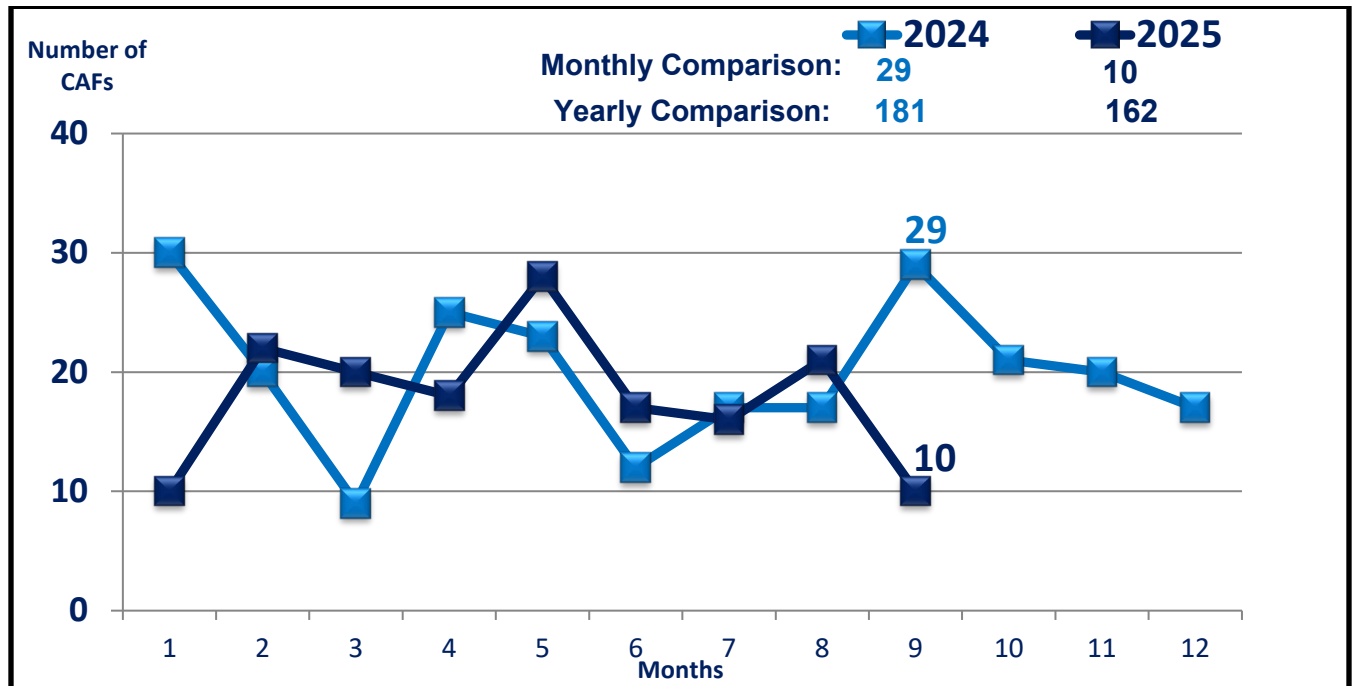
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	1	#65 Padre Island Connection	2
#12 Hillcrest/Baldwin	2	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS	1	#78 North Beach	
#16 Morgan/Port		#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		#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	4
#25 Gollihar/Greenwood		Transportation	2
#26 Airline/Lipes		Service Development	4
#27 Leopard		Facilities Maintenance/Bus Stops	9
#28 Leopard/Navigation		IT/Electronics	2
#29 Staples	3	Safety & Security	5
#32 Southside		Vehicle Maintenance	1
#34 Robstown North		Commendations	4
#35 Robstown South	3		
#37 Crosstown/TAMU-CC	2		
		Total CAFs	52

Processed CAF Breakdown by Service Type:

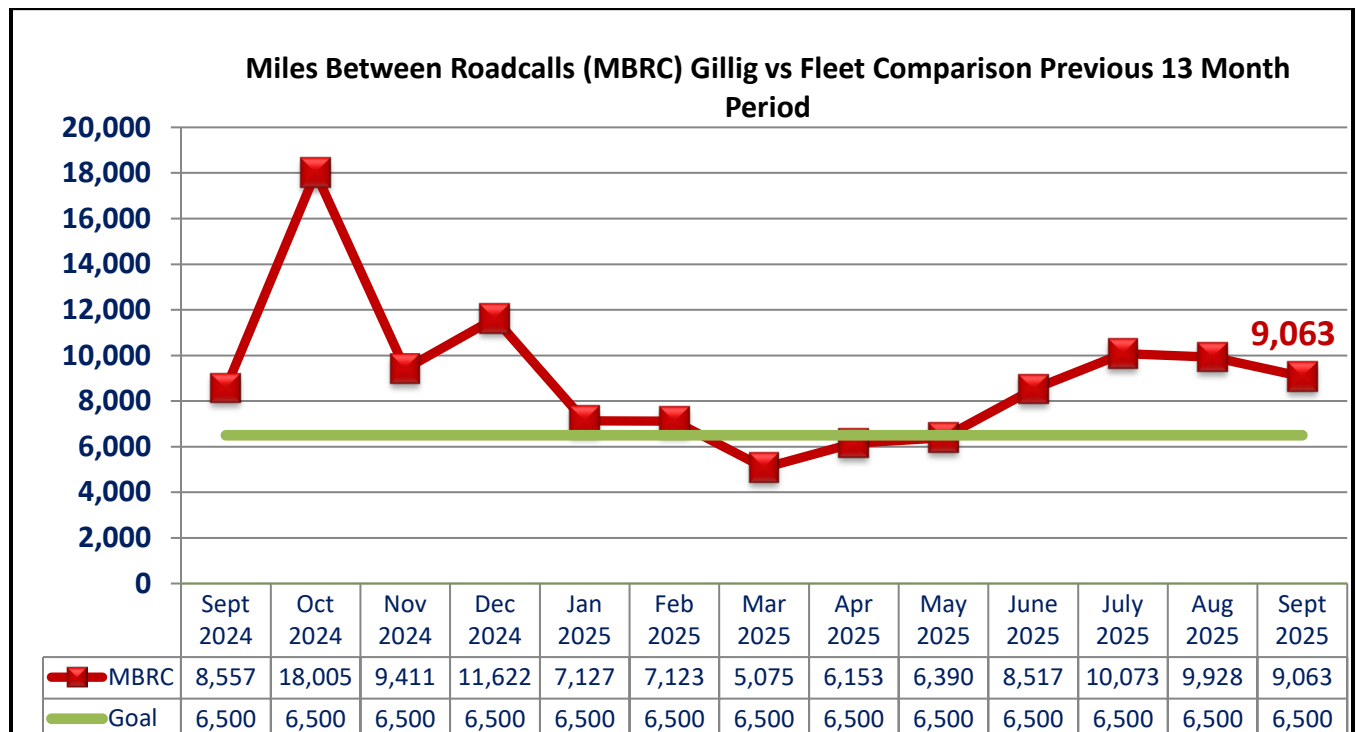
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	2	3		5
Customer Services				
Late/Early – No Show		1	3	4
Alleges Injury				
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	2			2
Left Behind/Passed Up	2		5	7
Inappropriate Behavior			2	2
Policy				
Incident at Stop				
Incident on Bus	1			1
Incident at Station				
Securement/Tie-Down Issue	1			1
Denial of Service	2			2
Policy	2		1	3
Safety & Security	5			5
Facility Maintenance	9			9
Service Development	4			4
IT/Electronics	1			1
Vehicle Maintenance	1			1
Commendations	3	1		4
Total CAFs	36	5	11	52

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In September 2025, 9,063 miles between road calls (MBRC) were recorded as compared to 8,557 MBRC in September 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 9,003.



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 **SEPTEMBER 2025**

	Total Miles Driven in SEPTEMBER for Each Bus Type	Tyotal Road Calls for SEPTEMBER 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	214,558	32	32	0	21	11	1	1
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	12,024	5	5	0	4	1	0	0
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	226,582	37	37	0	25	12	1	1
MILES BETWEEN ROAD CALLS								
	9,063	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, January 28, 2026	8:30 a.m.
--	-----------

<u>CCRTA Board of Directors Meeting</u> Wednesday, December 3, 2025	8:30 a.m.
--	-----------

<u>RCAT Committee Meeting</u> Thursday, January 15, 2026	12:00 p.m.
---	------------

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

Unsung Hero Report

July-25				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1407	29-Jul	RACHEL DOZIER	Fixed Route	A B-Line passenger (riding fixed route) called to commend Ms. Dozier, employee #21024. He stated that she is very professional, kind, and conscientious. She always ensures that everyone is secure and comfortable before departure, and consistently announces upcoming stops to keep all passengers informed and prepared.
1409	29-Jul	ARACELI GONZALEZ	29	The driver of bus 29 in the colored hair, she drove from Flower Bluff to across The city hall bus station. She was pretty good driver, for a woman, and a good positive attitude, and to top it off good looking. I would promote her. She doesn't get nerves, probably looks for a challenge, shes focused, and looks determined. GOOD JOB and Thank you Ma'am.
1412	30-Jul	RACHEL DOZIER	Unit# 925	A customer came in to commend the driver of unit 925, named Rachel, for her exceptional professionalism during a trip at 12:30 p.m. The customer was on the bus and observed how courteous Rachel was to all passengers boarding and exiting. She remained kind and respectful to everyone, even when some passengers were rude. The customer was impressed by her composure, kindness, and overall positive attitude throughout the ride.
Aug-25				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1460	25-Aug	WALTER KOSTOCH	15	Passenger called to commend the driver of Route 15, Unit 1015, at 3:00 pm, stating that he was kind, courteous, and professional. The passenger also mentioned that the driver was knowledgeable and very helpful.
1468	27-Aug	ARACELI GONZALEZ	29	Mr. Wayne wanted to commend the operator of route 29 unit 926. He describe the operator as incredible, helpful, and every time he sees the operator she smiles at him and make him feel welcome every single time.
1470	28-Aug	LORIE JACKSON	17	She is very professional and nicest operator he has ever had. Jesse would like to thank her for making his trips pleasant.
Sep-25				
CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1521	23-Sep	JIMMY KNIQUM	29	A passenger called to commend Bus Operator Jimmy Knioum, employee #11353. The passenger stated that he always does an outstanding job, noting that he is knowledgeable, courteous, and always willing to help his passengers.
1532	26-Sep	DEBRA MAYOGA	19	A passenger came in to commend Debra Mayorga for her excellent work. He stated that she is extremely polite, professional, and that he was "mind-blown" by her outstanding customer service skills.