



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, January 15, 2026
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 November 20, 2025.	2 minutes	Pages 1 - 3
	6.	Unsung Hero Award 2025 Q3 – Araceli Gonzalez	5 minutes	
	7.	Eligibility Program Administrator Report 1. Committee for Persons with Disabilities 2. B-Line Eligibility Program Update	10 minutes	No Attachment
	8.	Chairperson's Report 1. RCAT Member Updates	5 minutes	No Attachment
	9.	RCAT Liaison Report 1. Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Award a Notice to Proceed to Turner Ramirez Architects for Phase (3) – Construction Document Design for the New CCRTA Maintenance Facility and Amend the 2025 Capital Budget to Include Architectural and Engineering Design Services for the New Maintenance Facility for \$1,943,000 2. Announcement of CCRTA Officers Elected 3. Announcement of Committee Appointments by the Board Chair and to Confirm Committee Appointments 4. Announcement to Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Barcom, Inc. for Installation of Security Guard Building at Staples Street Center 5. October 2025 Operations Report	30 minutes	No Attachment

		6. November 2025 CEO Report 7. November 2025 Operations Report 8. December 2025 CEO Report		
	10.	Informational Items: a) October 2025 CAF Report b) October 2025 B-Line Report c) October 2025 Operations Report Key Metrics d) October 2025 Maintenance Road Call Report e) November 2025 CAF Report f) November 2025 B-Line Report g) November 2025 Operations Report Key Metrics h) November 2025 Maintenance Road Call Report i) Upcoming Events and RTA Functions		Pages 4 - 7 Pages 8 - 15 Pages 16 - 26 Page 27 Pages 28 - 31 Pages 32 - 35 Pages 36 - 46 Page 47 Page 48
	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**

November 20, 2025

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

Advisory Committee Members Absent: Thomas Cronnon, Inez Garcia, Dr. Jennifer Arismendi, Neva Eileen Schubert

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Melanie Gomez, Erby Zapata, Daniel Duarte

MV Present: N/A

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 October 16, 2025, were approved. Motion made by Mr. Chisamore and seconded by Ms. Leal.

B-Line Eligibility Program Update

Presented by: Melanie Gomez

Applications received through October 2025: 568 new, 258 reassessments, and 159 recertifications.

RCAT Chairperson's Report:

RCAT Calendar for Fiscal Year 2026 was approved. Motion made by Ms. Leal and seconded by Mr. Chisamore.

Unsung Hero 2025 Q3 Nominations: Araceli Gonzalez was chosen. Motion made by Ms. Leal and seconded by Mr. Klinger.

RCAT Liaison's Report:

Presented by: Sharon Montez

Announcement of CCRTA Committee Chairs and Appointments by the Board Chair and Action to Confirm Committee Chairs and Appointments:

Administration & Finance

Anna Jimenez – Committee Chair
David Berlanga
Gabi Canales
Jeremy Coleman
Aaron Muñoz

Operation & Capital Projects

Eloy Salazar– Committee Chair
Lynn Allison
Beatriz Charo
Beth Owens
Amanda Torres

Rural & Small Cities

Beatriz Charo – Committee Chair
David Berlanga
Beth Owens
Eloy Salazar
Amanda Torres

Legislative

Lynn Allison – Committee Chair
Gabi Canales
Jeremy Coleman
Anna Jimenez
Aaron Muñoz

Consent Item – Committees Meetings (10/22/2025)

Approved to Authorize the Purchase of Two (2) Lone Start 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.

September 2025 Operations Report:

Passenger trips increased by 5.1%, totaling 16,445 more rides compared to the previous year. This September saw an increase of 3.5% revenue service hours from last September. Revenue service miles are also up by 24,241, reflecting a 5.3% increase over last September. (4) Special

movement events this September. The (4) September special movements included: TAMU Beach Bash, GP GIVE Parade, TAMU Loteria, and CCIA Run the Runway.

September 2025 ridership was 341,900, which is higher than September 2024 which had 325,455 rides which equates to an increase of 5.1%. September vanpool was at 9,621, up by 1,271 rides. System-wide YTD ridership by mode: overall system ridership in 2025 is up by 128,845 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: New Maintenance Facility: Antiquities Permit has been approved, and the sub-consultant will now begin the archaeological survey to submit to the Texas Historical Society and the FTA for review and approval; Bear Lane Generator Replacement: Phase 1 of the Generator Installation project is complete and will resume when the Generator is delivered, anticipated from Dec. 5th-10th; Replacement of (6) CNG Fuel Dispensers: The first 3 dispensers arrived, and the first one has been installed; Fare enforcement media installed within kiosks, on screens within buses, and within digital signage at transfer stations; Fare-Free Rides to voting centers on Election Day offered and promoted; AGIF Hispanic Heritage Month bus wrap unveiling: Four bus wraps feature Veterans, Female Community Leaders, Musicians, and Students, The PR Department and I were recognized for our continued support of the AGIF and the community, Transportation and Maintenance provided two buses for display at the event CCRTA held its Annual Health Fair at Bear Ln. and Staples Street Center: A total of 88 employees received their flu shots and biometrics from both facilities; HR held the October Employee Appreciation event on Halloween, passing out goodies to employees at Bear Ln. and Staples Street Center; Transportation hosted an Employee Appreciation event to say thank you for their hard work and dedication.

Committee Questions and Concerns:

Ms. Alvarez asked if pest control were able to service all the bus stops.

Adjournment: 12:42 P.M.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

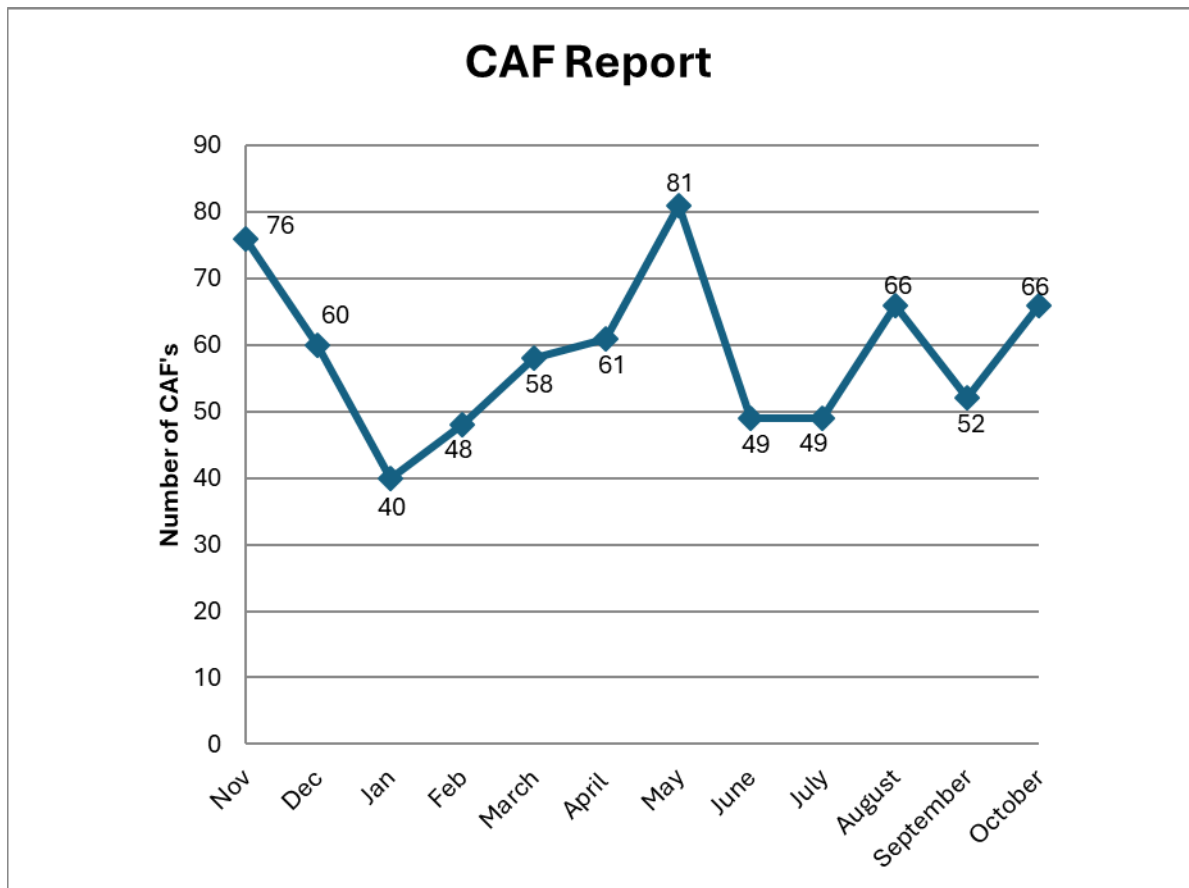
October 31, 2025

Subject: CAF Report for October 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

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

There were no commendations included in the total for the month of October.



October 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	3	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	2
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	1
#16 Morgan/Port	1	#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers		#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina	3	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	2	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	16
#26 Airline/Lipes		Transportation	1
#27 Leopard	2	Service Development	4
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	12
#29 Staples	1	IT/Electronics	4
#32 Southside		Safety & Security	8
#34 Robstown North Circulator	2	Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	
#37 Crosstown/TAMUCC			
		TOTAL CAF's	66

October 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	3	2	3	8
Customer Services				
Late/Early – No Show		6	3	9
Alleges Injury	2			2
Fare/Transfer Dispute			1	1
Heating/Cooling				
Dispute Drop-off/Pickup			1	1
Rude	1	2	1	4
Left Behind/Passed Up	5		1	6
Inappropriate Behavior		1		1
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Policy	1			1
Safety and Security	8	1		9
Facility Maintenance	12			12
Service Development	4			4
IT/Electronics	4			4
Vehicle Maintenance				0
Scheduling Issues		4		4
Commendations				
TOTAL CAFs	40	16	10	66

Conclusion:

During October 2025, CCRTA received sixty-six CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were no commendations.

Forty CAFs were received regarding CCRTA Service, representing 61% of the total customer assistance contacts; there were no commendations and twenty-eight informational CAFs.

Sixteen CAFs were received regarding B-Line Service, representing 24% of the total customer assistance contacts; there were no commendations.

Ten CAFs were received regarding Contracted Fixed Route Service representing 15% of the total customer assistance contacts; there were no commendations.

Outcome:

Nineteen CAFs were found to be Valid.

Seventeen CAFs were found to be Invalid.

One CAF was found to be Unable to Determine

Twenty-nine CAFs were Informational only.

Actions taken because of the CAFs received, include but are not limited to the following:

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of CCRTA's Operations Policy

The CCRTA documents CAFs to capture information regarding a wide range of issues from the community's perspective and point of view. CAFs are communicated to the Customer Service group via telephone, e-mail, in-person, or letter.

CAFs are redirected to relevant management and supervisory staff for further investigation. Transportation/MV staff will provide a prompt written response to the customer at the conclusion of the investigation within ten working days.

CAFs play an important role as a quality assurance tool to identify issues regarding service; they also inform CCRTA regarding education and training needs. CAFs assist Service Development in identifying problems around existing service and identifying underserved areas. CAFs also serve to guide policy development.

**REGIONAL TRANSPORTATION AUTHORITY
BOARD INFORMATIONAL DOCUMENT**

DATE: November 4, 2025

SUBJECT: B-Line Report for October 2025

- ❑ Ridership for the month of October 2025 was 18,691 compared to 17,953 for October 2024, which equates to 738 more trips representing a 4.11% **increase**.
- ❑ Ridership for YTD 2025 was 166,202, representing a 1.58% **increase** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
163,609	166,202	2,593	1.58%

Service Standards

- ❑ Productivity: 2.42 PPH (Passengers per hour) October 2025, contract standard is 2.50
- ❑ On Time Performance: 90.3% on time performance for October 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,568 trips out of 16,157 trips (9.7%) did not meet the standard for on time performance in October 2025. Of that number:
 - 1,416 were < 30 minutes late.
 - 123 were > 30 minutes late.
 - 25 were > 60 minutes late.
 - 4 were > 90 minutes late.
- ❑ Miles between road calls 210,436.5 miles with 8 road calls that equates to 26,304.6 miles between road calls for October 2025. MV did exceed the minimum standard of 12,250 miles between road calls for October 2025.

Wheelchair Boarding's and associated statistics

For the month of October 2025, there were:

- 12,604 - ambulatory passengers
- 4,095 - wheelchair boarding's
- 1,623 - personal care attendants (AM)
- 273 - companions
- 94 - animals

Other Service statistics

There were 27 **Customer Assistance Forms** recorded for October 2025: report included

Conclusion

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

- ❑ 2.42 passengers per hour
- ❑ 90.3% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for October 2025 at 26,304.6 miles did exceed the minimum contract standard of 12,250 miles.

MV Rude Driver Ms. Inez Garcia was picked up at Hobby Lobby 10/01/25 around 2:50 She called to say she did not have good experience with the driver she had. She did not feel safe. She told the driver that the seat belt was not hooked the right way and explained why. While driving to her home she asked the operator, " Are you one of the drivers from Houston? He answered yes. She said, " Just remember you are not in Houston". She said he got offended and screamed at her. She told him to shut up. In addition, the unit was too hot, and she told him. She said he did not respond to her complaint. She said that he turned the radio up. She is very upset and wants to know what is going to be done.

MV Driving Issues October 2, 2025 Passenger: Wilhelmina Ybanez Phone: 361-688-3158 Ms. Ybanez was picked up from 5302 Williams at 8:29. She was going to 4222 S Staples (Planet Fitness) She was using the B-Line app and the arrival time said 9:15 AM but she did not get there until 9:30 AM The driver appeared confused trying to navigate around the Everhart Road construction. After eventually making it through, the driver missed the entrance to the Planet Fitness location on Staples. Throughout the ride, the driver repeatedly asked where the destination was. When Ms. Ybanez attempted to assist, the driver responded with an unprofessional attitude.

MV Rude Driver Mr. Zepeta was picked up at 4838 Prescott at 4:30 am 10/2/25. He boarded the bus using a walker and requested to sit in the front seat. He told the operator, David, that he was willing to move if a passenger with a wheelchair needed the space. However, the operator told Mr. Zepeta he could not sit there, stating, "This is my bus." Mr. Zapata moved to another area The operator told Mr. Zepeta " I will not be speaking anymore, have a good day" He would like a call back at 361-774-7068

Real Time Issues Customer called inquiring for location of route 3. After looking at live feedback and replay for route 3, there was no unit log as such route for whole day.

MV Left behind/Passed Up Ms. Glanz called to report an incident that occurred while she was waiting at stop 2501 for the 4:30 p.m. Route 65, unit 3065. She stated that not only was the bus late, but when it arrived, the driver did not open the door and drove off, leaving four passengers behind. This forced Ms. Glanz to call the Flex number and have the driver return to pick them up. While she was on the phone with dispatch, she was told that the driver claimed he had opened the door but that no one boarded. Ms. Glanz insists this was not true, and after reviewing NAVINEO, it shows the stop was serviced (X symbol) but no door open symbol was recorded, which can be seen in the attached photo. After re-boarding, the passengers rode toward the Island, where the driver then insisted that they all had to ride to Port Aransas before being dropped off on Whitecap. When the passengers informed him this was incorrect, he became argumentative and contacted dispatch, who instructed

him to drop them off before proceeding to Port Aransas. The driver then exited the bus to argue further with the dispatcher.

MV Driving Issues Mr. Scaief, a motorist, called to report an incident involving the driver of Route 24, unit 3073. He stated that the bus operator pulled out of a bus stop without checking his mirrors, nearly causing a collision and forcing Mr. Scaief to swerve to avoid being hit. Mr. Scaief added that after the incident, the bus driver honked his horn and threw his hands up as if Mr. Scaief had done something wrong.

MV Driving Issues Maggie called to report that the operator of Route 24, unit 3067, was observed speeding through the Wooldridge school zone. She stated that the designated speed limit in that area is 20 mph until passing the "End School Zone" sign located just beyond Fulton Dr. According to Maggie, the bus was traveling at a noticeably high rate of speed before exiting the school zone. She also mentioned that this has occurred multiple times before and that she is growing increasingly frustrated with the ongoing issue.

MV Disputed Drop Off/Pick Up RT 34 10:41 am Leticia Garcia picked up RT 34 by the Strips in Robstown. When they got to Robstown station, she was told to get off the bus. The operator told her she needed to wait for her to come back or wait for the 27 to take her to the Dollar Tree in Robstown. Ms. Garcia is upset because she paid her .75 and now, she must use her transfer to go to the Dollar Tree and pay again when she is going home. She would like a call back. Leticia Garcia 361-426-3072

MV Late/Early Name: Jennifer Email: jclarkcc@yahoo.com Phone: 3614625083
Message: My mother rides via B-Line Paratransit. Today she was picked up nearly a hour late from scheduled appointment pick up time. Her appointment at the hospital was at 8:30am. We arrived at about 9:10 luckily we come every 2 weeks that they know us and we were able to be seen still!!!! Driver didn't even apologize my mom's name Is Rita Garcia ID# 1001677.

MV Transportation Customer complaints about route 65 being late. He explained that buses can break down and traffic can affect adherence to schedule. Nevertheless, this is a daily occurrence and it affects him since he depends of this route to pick up his kids.

MV Driving Issues Customer complaints about the trainee. She explained how the driver keep slamming the breaks making them almost falling from the seat. She said that this is the second time this person is on training on that route but has not improve in his breaking.

MV Rude Driver A customer called to report concerns regarding the trainer currently assigned to the driver of Route 4, Unit 3070. The customer stated that the trainer has been extremely rude, appears to have little patience, and is training the new driver to behave in the same manner. She also claims the trainer has been providing incorrect policy

information. According to the customer, she boarded the bus multiple times today. During her second boarding, she overheard the trainer tell the trainee that she was “the lady who calls and complains.” Later, at approximately 12:20 p.m., both the trainer and trainee exited the bus, and the customer overheard them talking about her again, with the trainer reportedly saying, “See, look, she’s on the phone now complaining.” The customer expressed frustration that the trainer is teaching the driver to dislike certain passengers and to stereotype riders. She also reported witnessing the trainer give incorrect policy information regarding drinks—specifically instructing passengers to remove straws from cups with lids, which she believes is not correct policy.

MV Safety & Security Ms. Martha Rios from Hill Country called to report ongoing concerns about a B-Line passenger named Frank Ortiz. She stated that there have been multiple incidents where Mr. Ortiz has inappropriately touched female passengers while riding the bus. The driver has reportedly witnessed these incidents but only instructs the passengers to move seats rather than formally reporting the behavior. Ms. Rios expressed frustration that this issue has not been properly addressed, as she believes the driver has failed to communicate these incidents to their supervisors or management. She also noted that the most recent incident occurred this past Monday during Mr. Ortiz’s return trip home.

MV Late/Early 1565 Bus left early timing point at Building 8 leaving customers behind. Mrs. Glanz said they can not skip timing point since they are critical since this can make her lose the connection with route 65.

MV B-Line Ricardo Gomez, a B-Line rider, called to report several ongoing issues with the B-Line Reservationists, difficulty reaching Gayle Knight, and a recent bus concern. He stated that the first incident occurred when he attempted to cancel his Monday morning pickup on 10/13/25 at 5:40 a.m. He repeatedly called, but the automated system continued to say that the person he was trying to reach was on the phone or unavailable. Despite multiple attempts, no one answered, and he was ultimately forced to cancel his ride at the door when the bus arrived. Gomez does not believe he should be penalized for a no-show in this instance. The second incident occurred on Wednesday, 10/15/25, for his 9:00 p.m. pickup. His friend offered to give him a ride home at 7:00 p.m., so he began calling immediately to cancel his trip. However, he experienced the same issue — no one answered his calls until 8:30 p.m. He again feels this should not count against him as a no-show since he made repeated attempts to cancel in advance. The most recent incident occurred today, 10/16/25, for his 1:40 p.m. pickup. Mr. Gomez reported that the bus was extremely hot, and when he asked the driver if there was an issue with the air conditioning, the driver did not respond. He then contacted the dispatcher, who informed him they were

unaware of any AC issue and would send a replacement bus. Mr. Gomez initially tried to tolerate the heat but ultimately found it unbearable and requested to be let off the bus.

MV Late/Early Sara Ommani, the owner of Texas Adult Daycare, is very upset today Wednesday 10/15 (and was yesterday Tuesday 10/14 too). She spoke with Mr. Vanzalen yesterday, Tuesday 10/14 about two of her clients being picked up late every day by Bline. Her staff needs to leave by 4 PM, but B-Line has been showing up around an hour late. She said she's talked to both Ms. Knight and Mr. Vanzalen several times about the same ongoing issue. Mr. Vanzalen told her on Tuesday 10/14 that he would send an Uber to pick up the clients if it continues. She's asking for someone to call her back as soon as possible at 361-343-1505. Thanks,

MV B-Line Mr. Ovalle complaints about his experience with the B-line. He explained how he schedule a pick up at 11:30am for today, but the bus did not show up. When he called to confirm the status of the ride, he was told that his ride was there at 11:05AM. He was very unhappy to hear this since he explained that has been waiting outside since 10:50AM. He would like a phone call back to explain what can be done for this to not happen again.

MV Fare/Transfer Dispute Name: sydney Email: garzaraulsyd07@gmail.com Phone: 3613737983 Message: I am riding the 34 bus and my husband put in 2 dollars for 2 transfers and the machine turned off on bus and did not give us our change back, to top it off this bus driver gives attitude when asked about our change and says its not her problem and to call customer service...she always going slow and almost making us late for work every morning.... Please get back to me about this matter of my change!!! We are on bus 34 north bus number 3072 we got off bus in fear of being late for 27 and our change back would of been .50¢ our mailing address is 148 Curtis Place, Robstown, TX 78380... She has also told us that my children needs to say that they are students bc she doesn't know if they are students when they look nothing like adults ages 7,11,13,and 15!! She has done several times to when we are on the bus she drives very slow but when we keep track of bus we notice that she always speeds up after we get off

MV Transportation Mr. Gomez reported that he was unable to reach anyone at Bline on Friday at 10:07 PM and again on Saturday around 10:00 PM to confirm whether he had missed his scheduled ride or was still going to be picked up. He had to arrange for an Uber at 10:30 PM because no one answered to confirm. He does not want a no show to be marked on his account. He stated that this has been an ongoing issue. On October 20th around 4:00 PM, Mr. Gomez contacted Gail. During the conversation, Gail mentioned that she has a family member, her son, with special needs. After the call, Mr. Gomez expressed offense, he wants to clarify he is handicapped, he does not consider himself to have special needs. He was very offended and stated: "If this is what she thinks of me – that I'm

‘retarded’ – maybe that’s why I’m not being taken seriously." (his words) Mr. Gomez also mentioned she asked if he considered changing his picks from 10:00 PM to an earlier time. He told Gail, "It sounds like you want me to change my schedule to fit your needs," at which point he said she tried backtracking. He would like a call back 361-549-7683

MV B-Line Customer complaints about bus not showing up to pick her up today. She claims to have been waiting the bus outside for an hour 9am to 10am.

MV Late/Early Name: STLB-South Texas Lighthouse for the Blind Email: timh@stlb.net Phone: 361-883-6553 Message: Guadalupe Serrano has made a complaint about the B-Line bringing him to work late on Oct. 14 at 7:03 and Oct. 21 at 7:13. He needs to be at work by 7 a.m. Monday-Thursday. He is paid hourly and when he gets to work late, it cuts into his earnings. Gail, please advise

MV Late/Early Customer complaints about Route 3 passing ahead of time Building 8.

MV B-Line Customer complained about the span of her trip. Mrs. Vela had an initial pick time around 1pm, she was contacted to move that pickup time around 2:00pm. The bus arrived at 2:36pm, the driver advised of the itinerary in which they will be picking up several people before her drop off. The estimated arrival time was between 5:00pm to 5:30pm. She will try to call again to obtain an explanation and assurance that this will not occur again. She emphasized on how dissatisfied she is with the 4 to 4,5 hours trip. Her drop off was at Gregory.

MV B-Line Customer complaints about the scheduling. He said that when he called on Sunday to schedule his trip the person who did the appointment, wrote down the wrong times (Mr. Hartwell identifies the person as Marcia). The customer explained that he requested a 11:30am to 12:00pm trip back but instead got a 10:30am. His morning trip were he was pick up at 09:45am did not take him to the Walmart instead, the customer explain that they took him to Flour Bluff and then to greenwood. He was left in Walmart around 10:00am at what he also complained. He missed his trip back home due to what he explain repetitive errors when scheduling.

MV Transportation B Line Ms. Ashley Velencia was picked up at 9149 State HWY 44. She is always picked up in the parking lot, however on Monday, October 27 the operator was told to pick her up on the feeder road. She is upset because she always gets picked up in the parking lot. She would like a call back 361-446-7560

MV Transportation 10/29/25 Peter Ovalle 4213 Den Mr. Peter Ovalle had a pickup between 11:15 and 11:40 on 10/29/25. He called Bline at 11:50 and they said he cancelled his ride. He is very upset because he did not cancel his pickup. He would like a call back because he is very upset 832-314-9062 832-314-9062

MV Inappropriate Behavior Fresenius Medical called to report an incident involving the B-Line driver who dropped off passenger Marcelo Benibomondo. The caller could not recall the exact drop-off time but stated that after using the restroom— which was not an issue— the driver walked around the lobby and approached a table set up with candy for patients. The driver then loudly commented, “This is ridiculous,” and stated that the facility was causing people to end up on dialysis by allowing them to eat candy. This behavior upset both the Fresenius staff and several patients in the lobby. Staff expressed concern that the driver was spreading false and inappropriate information inside their facility in front of patients.

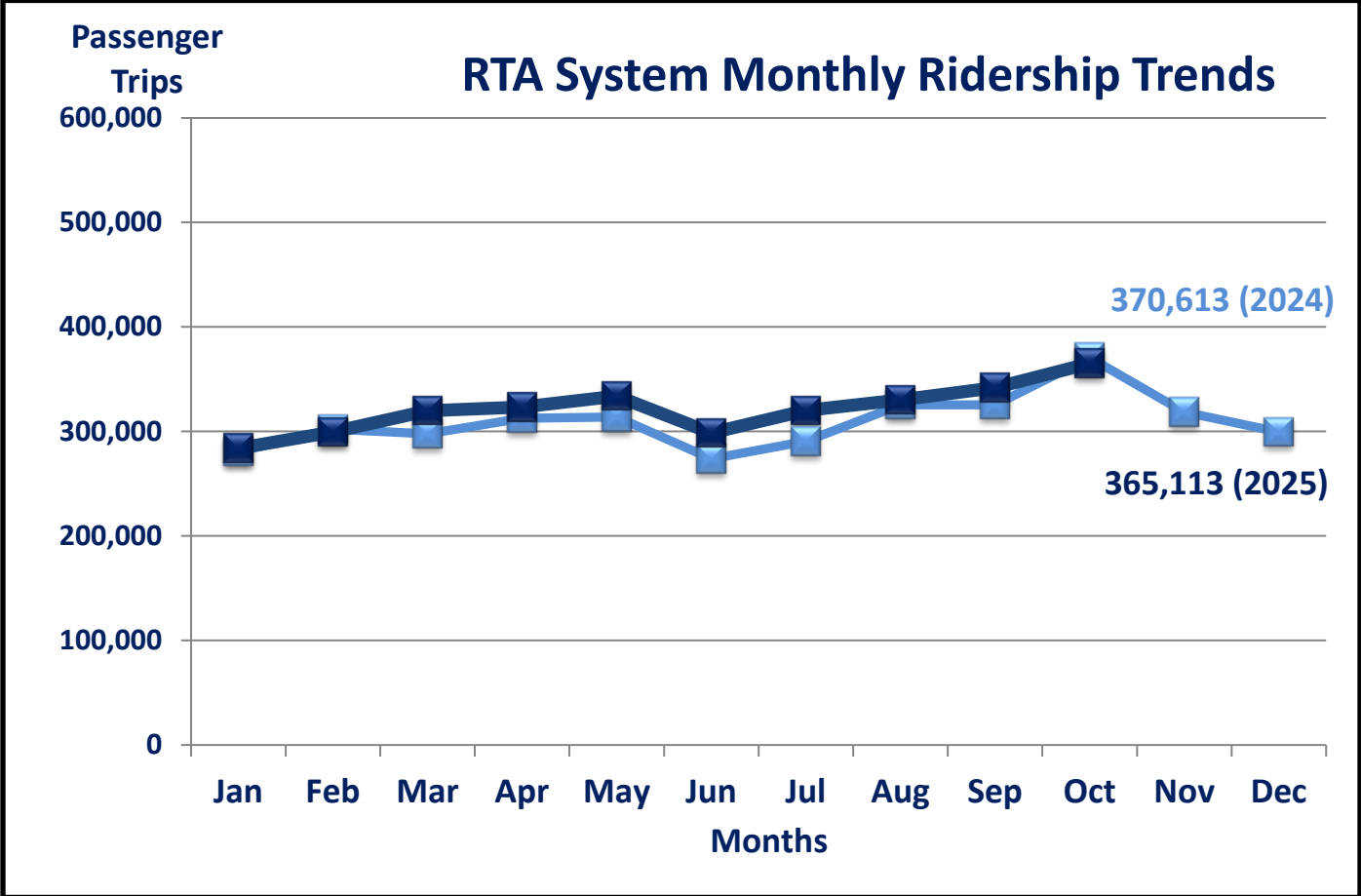
Subject: October 2025 Operations Report

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

October 2025 system-wide passenger trips totaled 365,113 which represents a 1.5% decrease, compared to 370,613 passenger trips in October 2024 with 5,500 fewer trips provided this month.

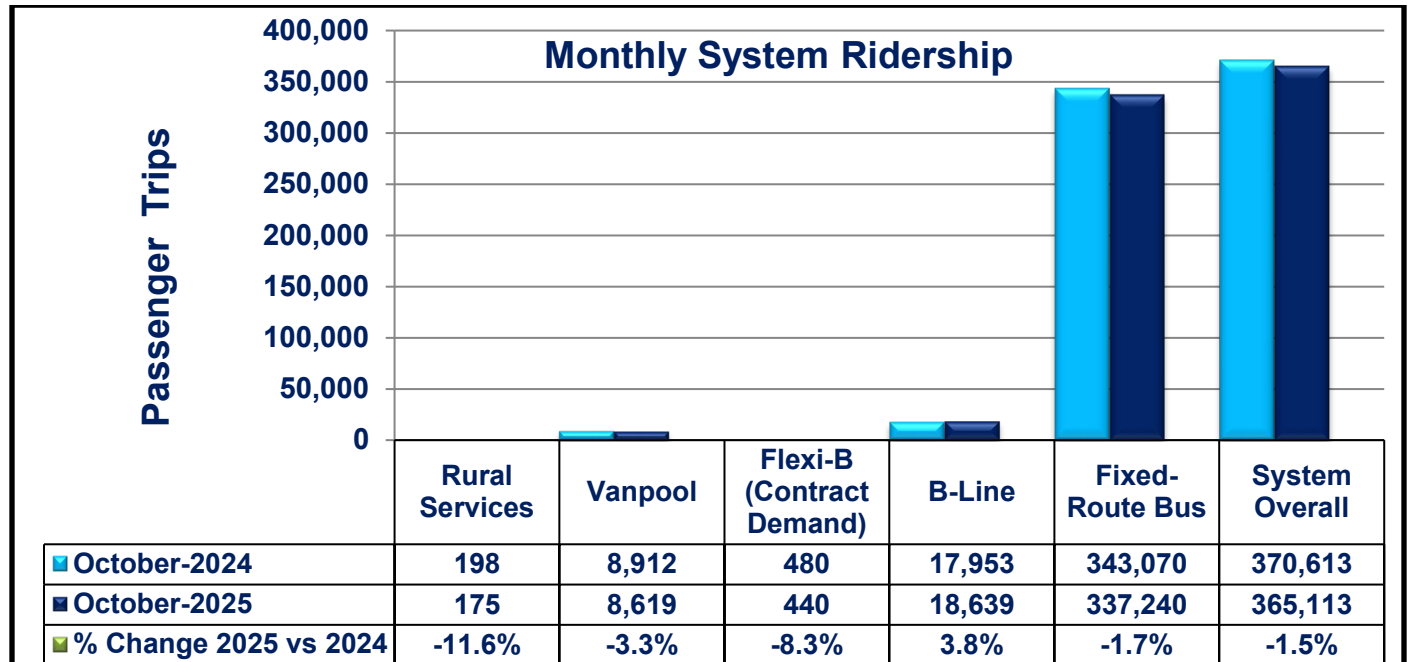


October 2025	October 2024	Variance
23 Weekdays	23 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
31 Days of operation	31 Days of operation	-

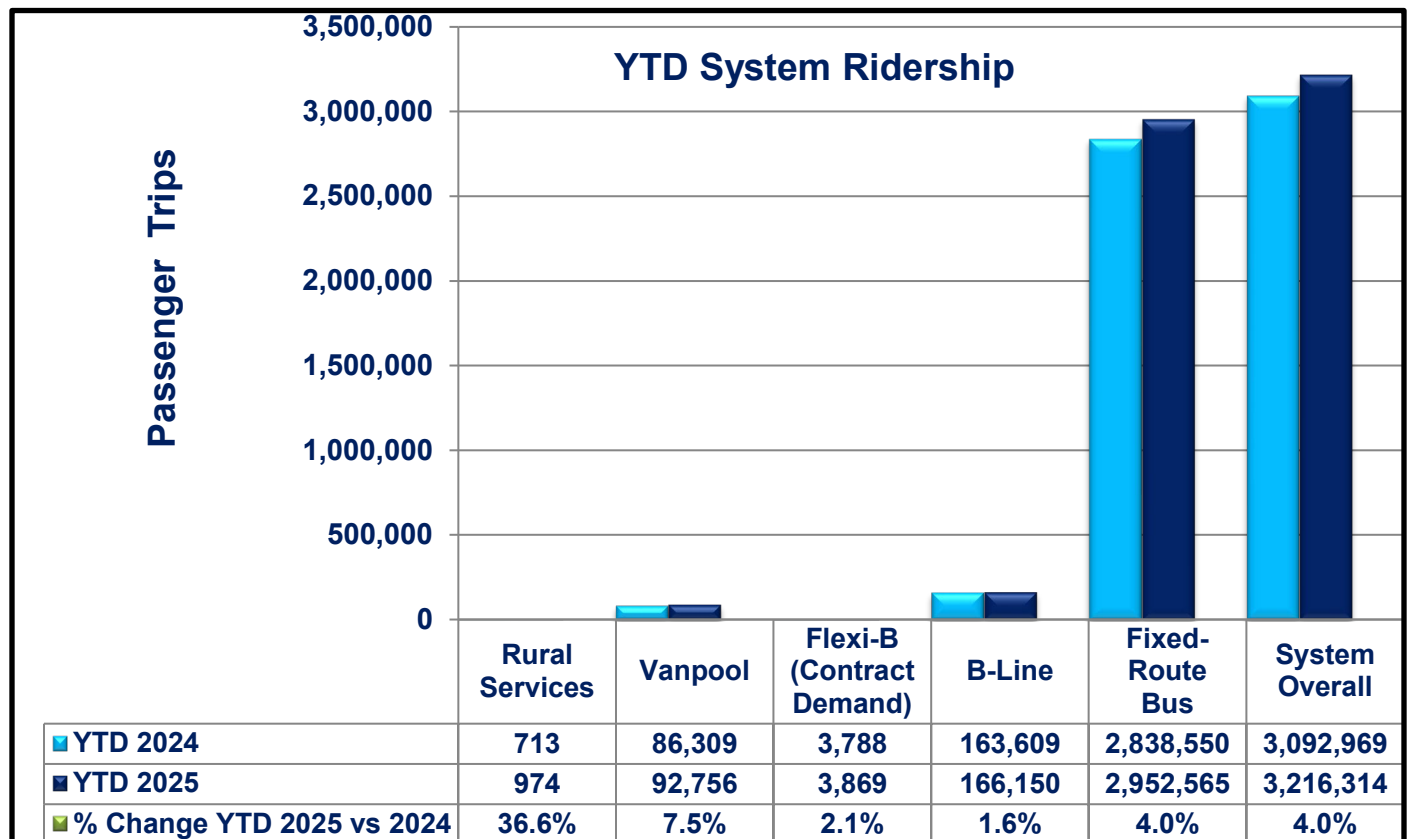
The average retail price for unleaded gas in Corpus Christi was \$2.67 per gallon compared to \$2.78 per gallon in October 2024¹. October rainfall was below the average of 3.13 inches at 0.04 inches recorded. Similarly, October 2024 recorded only 0.03 inches of rainfall, which was below the average rainfall of 3.13 inches.² The 90.0-degree average high temperature for October 2025 was above the normal average high temperature of 84.9 degrees.

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

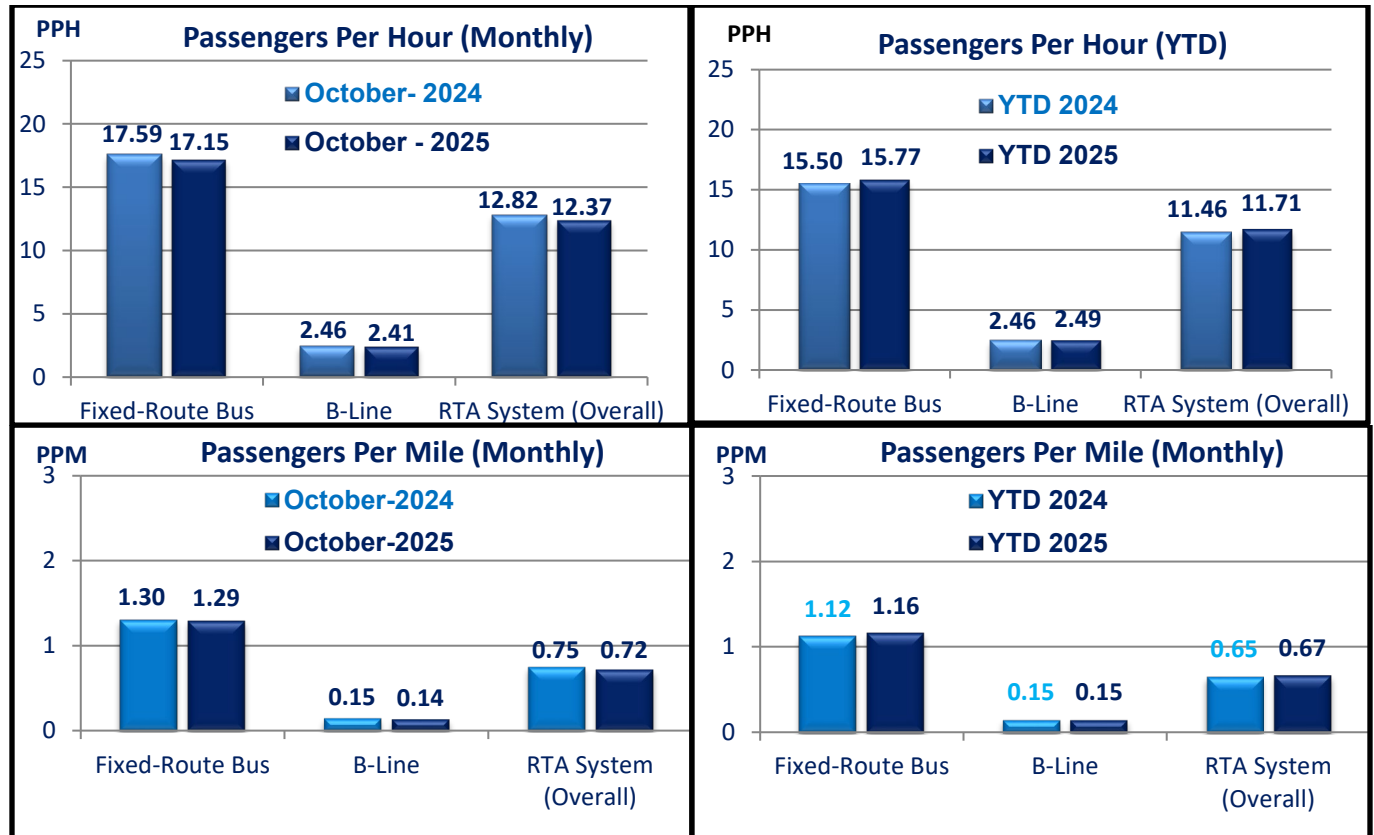
The chart below shows monthly ridership results for all services. CCRTA recorded 5,500 fewer passenger trips in October 2025 resulting in a 1.5% decrease compared to October 2024.



The chart below shows YTD ridership results for all services. 123,345 more trips compared to 2024.

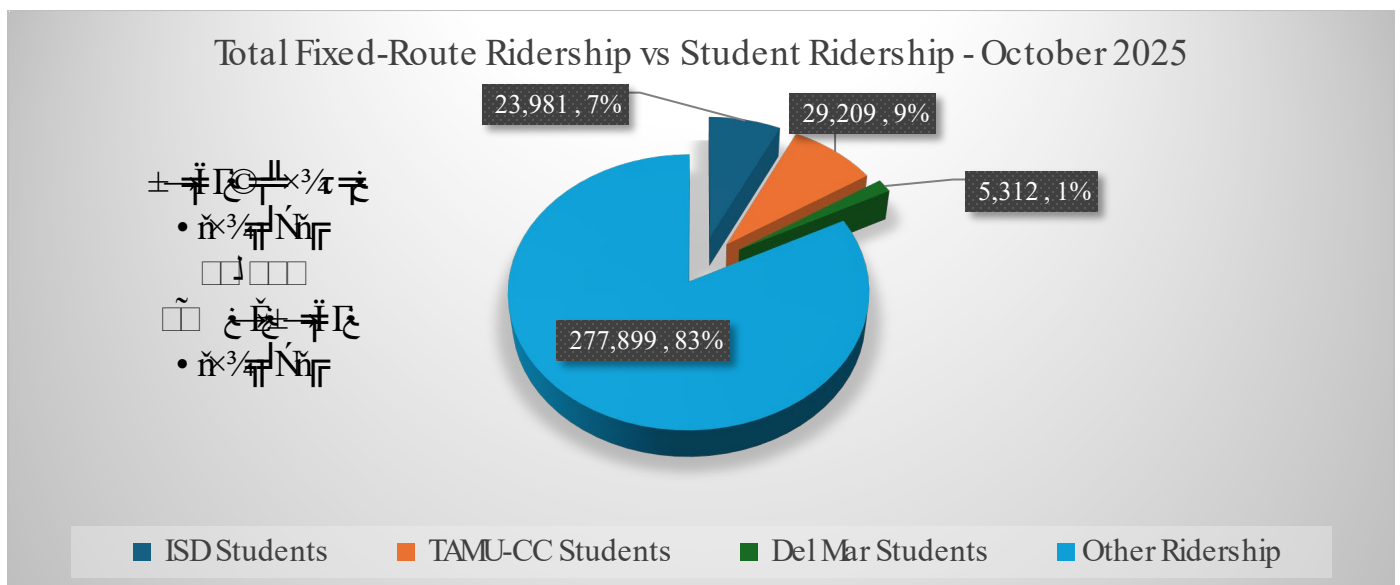


The following four charts are system-wide productivity for the month of October 2025 vs. October 2024 and YTD figures.



Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for the month of October 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.
 - Routes 32 & 37 (Detoured) **7** stops closed or impacted on Everhart Rd.
- **Brownlee Blvd. (Morgan-Staples):** Project began October 2024.
 - Routes 17, & 19 (**7** stops impacted, 7 more in future as project progresses)
 - (**19** total stops are currently impacted along Alameda and Texan Trail)
- **Alameda St. (Louisiana-Texan Trail):** Project began Fall 2023. Project nearing completion in early 2026.
 - Routes 5 (No Detour) & 17 (Detoured)
- **Nueces Bay Blvd. (Leopard -Broadway)** Project began Jan. 2025 and is now nearing completion.
 - Route 12 (**4** stops not seriously impacted)
- **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 October 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 **33** closed or impacted stops in October.

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

Schedule Adherence	Standard	Jul-25	Aug-25	Sep-25	Oct-25	4-Month Average
Early Departure	<1%	0.0%	0.3%	0.0%	0.0%	0.1%
Departures within 0-5 minutes	>85%	93.8%	89.3%	90.6%	91.6%	91.3%
Monthly Wheelchair Boardings	No standard	4,780	4,746	4,078	4,365	4,492
Monthly Bicycle Boardings	No standard	8,257	8,503	7,924	8,610	8,324

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

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

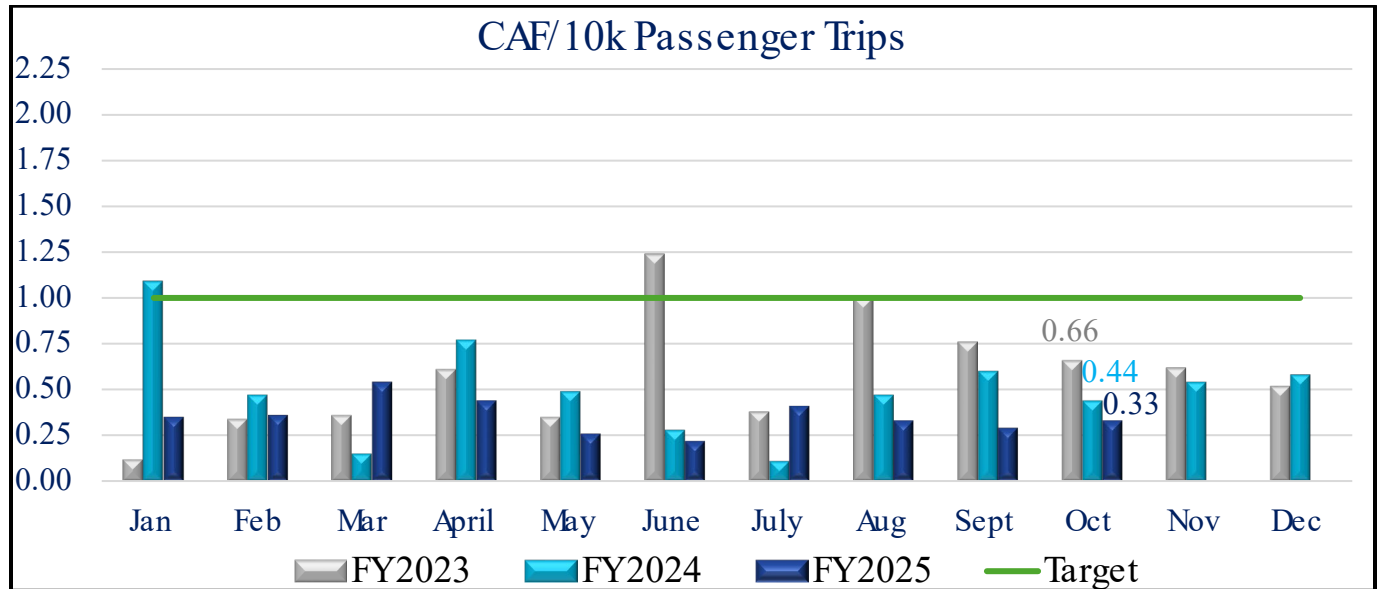
Metric	Standard	Jul-25	Aug-25	Sep-25	Oct-25	(4) Month-Ave.
Passengers per Hour	2.50	2.67	2.58	2.44	2.41	2.53
On-time Performance	95.0%	85.4%	81.8%	85.9%	90.4%	85.9%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	19,319	19,540	28,069	26,305	23,308
Monthly Wheelchair Boardings	No standard	3,908	3,949	3,870	4,095	3,956

- Productivity: **2.41** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **90.4%** 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): **26,305** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **12,554** ambulatory boardings; **4,095** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

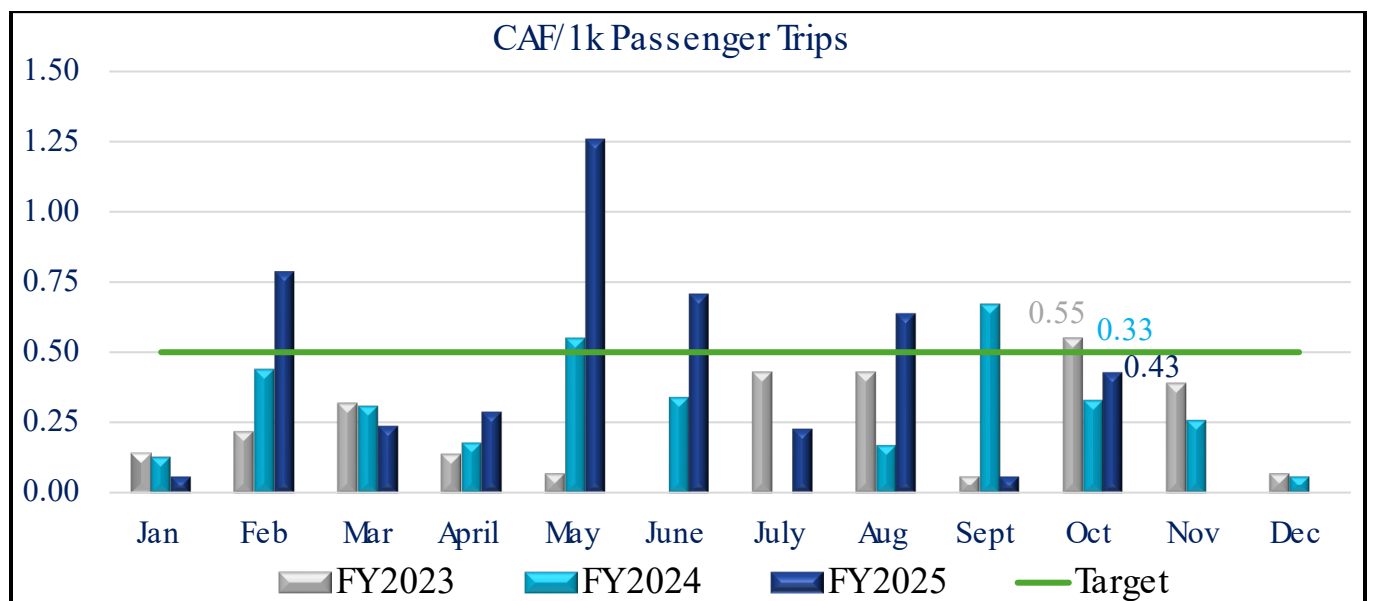
For the month of October 2025, Customer Service received and processed **66** Customer Assistance Forms (CAF's). A total of **50** or 76% were for CCRTA and Contract Fixed Route Services, of which **11** were verified as valid. This equates to approximately **0.33** CAFs **per 10,000** passenger trips. CCRTA Fixed Route Services did not receive any commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of October 2025, Customer Service received and processed **66** Customer Assistance Forms (CAF's). A total of **16** or 24% were for B-Line Services, of which **8** were verified as valid. This equates to approximately **0.43** CAFs **per 1,000** passenger trips. B-Line Services did not receive any commendations this month.

Number of CAFs/1k for B-Line Services



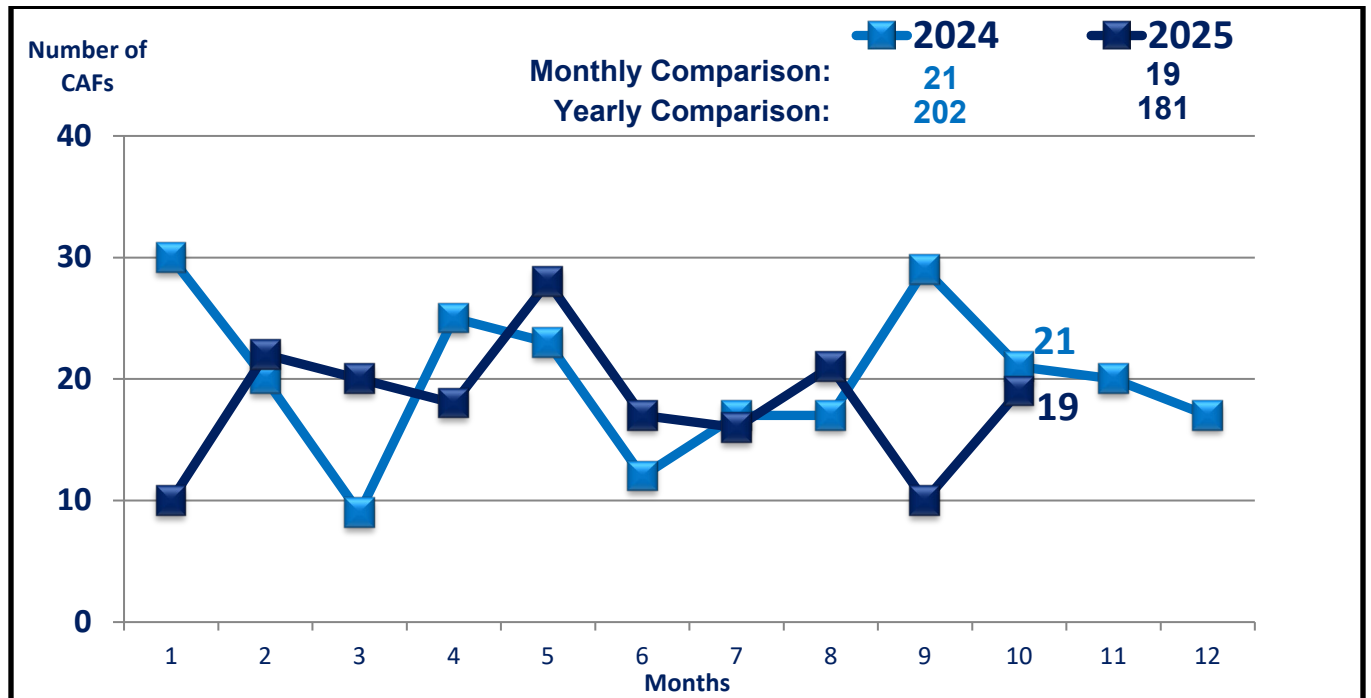
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	3	#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls		#65 Padre Island Connection	2
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	1
#15 Kostoryz/Carroll HS		#78 North Beach	
#16 Morgan/Port	1	#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers		#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	3	#95 Port Aransas Express	
#24 Airline/Yorktown	2	B-Line (Paratransit) Services	16
#25 Gollihar/Greenwood		Transportation	1
#26 Airline/Lipes		Service Development	4
#27 Leopard	2	Facilities Maintenance/Bus Stops	12
#28 Leopard/Navigation		IT/Electronics	4
#29 Staples	1	Safety & Security	8
#32 Southside		Vehicle Maintenance	
#34 Robstown North	2	Commendations	
#35 Robstown South			
#37 Crosstown/TAMU-CC			
		Total CAFs	66

Processed CAF Breakdown by Service Type:

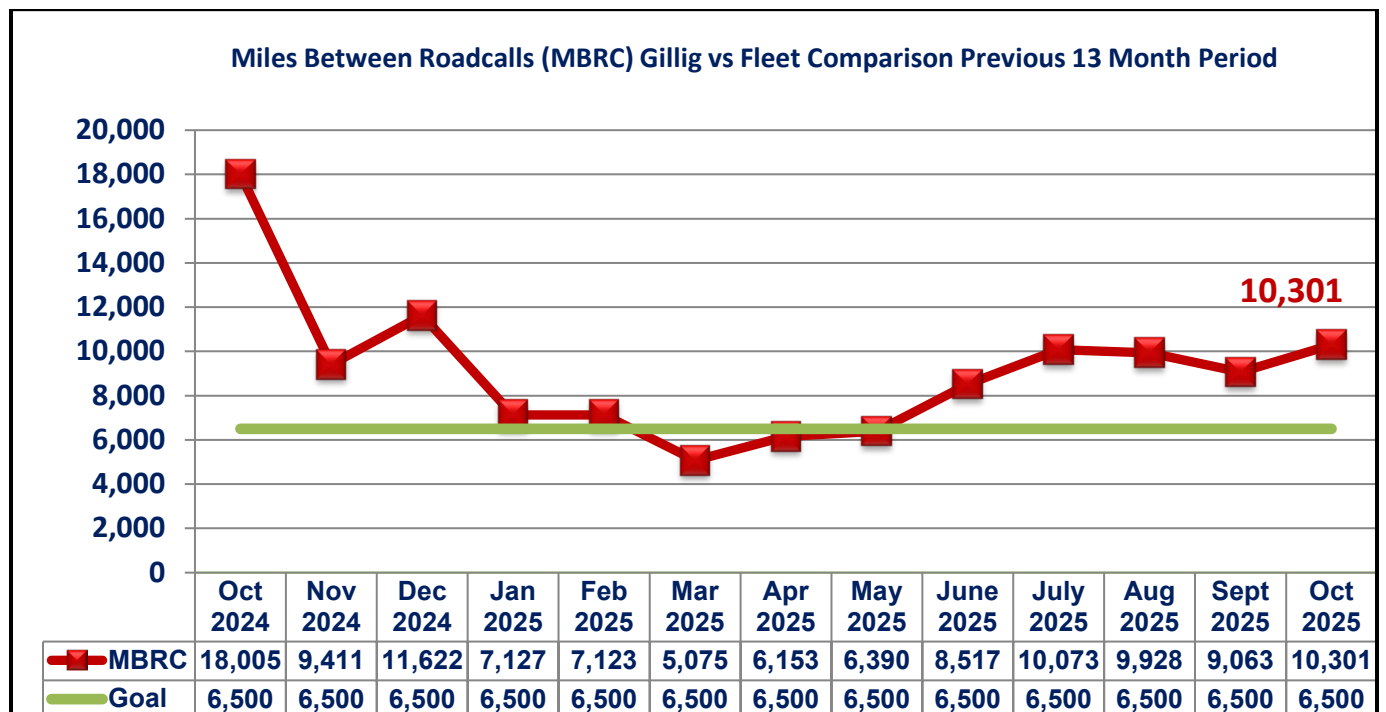
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	3	2	3	8
Customer Services				
Late/Early – No Show		6	3	9
Alleges Injury	2			2
Fare/Transfer Dispute			1	1
Heating/Cooling				
Dispute Drop-off/Pickup			1	1
Rude	1	2	1	4
Left Behind/Passed Up	5		1	6
Inappropriate Behavior		1		1
Policy				
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie-Down Issue				
Denial of Service				
Policy	1			1
Safety & Security	8	1		9
Facility Maintenance	12			12
Service Development	4			4
IT/Electronics	4			4
Vehicle Maintenance				
Scheduling Issues		4		4
Commendations				
Total CAFs	40	16	10	66

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In October 2025, 10,301 miles between road calls (MBRC) were recorded as compared to 18,005 MBRC in October 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 9,138.



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 OCTOBER 2025

	Total Miles Driven in OCTOBER for Each Bus Type	Tyotal Road Calls for OCTOBER 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	245,027	33	33	0	24	9	3	3
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	12,492	2	2	0	1	1	0	0
TOTAL MILES DRIVEN TOTAL ROAD CALLS								
	257,519	35	35	0	25	10	3	3
MILES BETWEEN ROAD CALLS								
	10,301	Compared Total Miles with Chargeable Roadcalls						



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

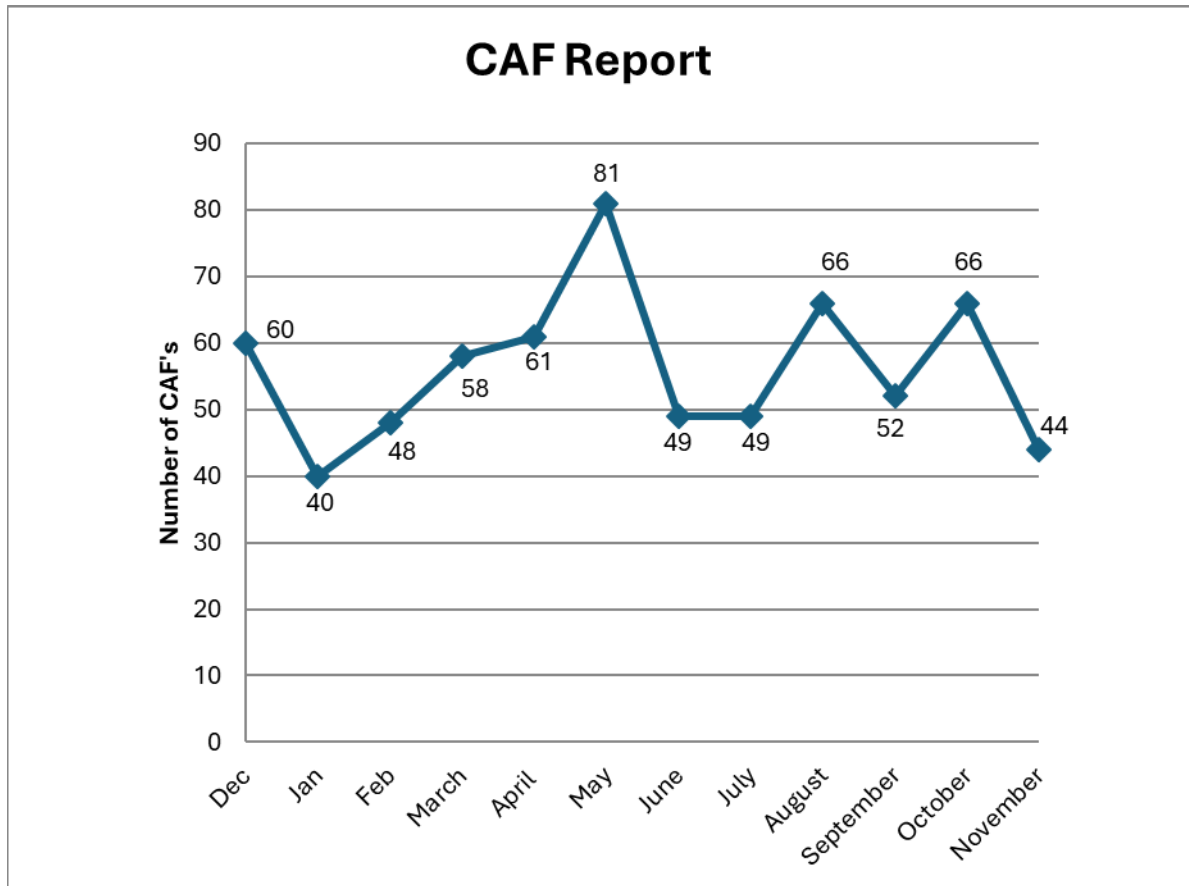
November 30, 2025

Subject: CAF Report for November 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For November 2025, there were 44 reported CAFs which is less than the amount of the 66 reported CAFs for October 2025. The decrease of 22 CAFs represents a 33% decrease.

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



November 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	5	#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		B-Line (Para-Transit) Services	3
#26 Airline/Lipes		Transportation	
#27 Leopard	3	Service Development	1
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	11
#29 Staples		IT/Electronics	1
#32 Southside		Safety & Security	3
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator	1	COMMENDATIONS	4
#37 Crosstown/TAMUCC	2		
		TOTAL CAF's	44

November 2025 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	3	1		4
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury	1	1		2
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	2	1	1	4
Left Behind/Passed Up	5		2	7
Inappropriate Behavior				
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service	1			1
Policy	1			1
Safety and Security	3			3
Facility Maintenance	11			11
Service Development	1			1
IT/Electronics	1			1
Vehicle Maintenance				
Scheduling Issues				
Commendations	1	3		4
TOTAL CAFs	33	6	5	44

Conclusion:

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

Thirty-three CAFs were received regarding CCRTA Service, representing 75% of the total customer assistance contacts; there was one commendation and sixteen informational CAFs.

Six CAFs were received regarding B-Line Service, representing 14% of the total customer assistance contacts; there were three commendations.

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

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: December 4, 2025

SUBJECT: B-Line Report for November 2025

- ❑ Ridership for the month of November 2025 was 15,788 compared to 15,391 for November 2024, which equates to 397 more trips representing a 2.58% **increase**.
- ❑ Ridership for YTD 2025 was 181,938, representing a 1.64% **increase** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
179,000	181,938	2,938	1.64%

Service Standards

- ❑ Productivity: 2.34 PPH (Passengers per hour) November contract standard is 2.50
- ❑ On Time Performance: 94.53% on time performance for November 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 763 trips out of 13,954 trips (5.47%) did not meet the standard for on time performance in November 2025. Of that number:
 - 692 were < 30 minutes late.
 - 61 were > 30 minutes late.
 - 7 were > 60 minutes late.
 - 3 were > 90 minutes late.
- ❑ Miles between road calls 184,225.69 miles with 7 road calls that equates to 26,318.0 miles between road calls for November 2025. MV did exceed the minimum standard of 12,250 miles between road calls for November 2025.

Wheelchair Boarding's and associated statistics

For the month of November 2025, there were:

- 10,306 - ambulatory passengers
- 3,535 - wheelchair boarding's
- 1,587 - personal care attendants (AM)
- 267 - companions
- 93 - animals

Other Service statistics

There were 11 **Customer Assistance Forms** recorded for November 2025:

1. #1607: Herlinda Elizondo (phone number: 361-500-2593) called to file a complaint regarding her B-Line ride yesterday. She stated that she had scheduled a trip to Walgreens for a time-sensitive medication pickup, as her medication must remain cool or it will spoil. Ms. Elizondo noticed that her driver appeared to be new but did not think much of it initially. However, after picking up another passenger in a wheelchair, the driver took approximately 30 minutes to secure the rider. Before Ms. Elizondo was dropped off, the driver began yelling at another passenger, telling her, "Be quiet, because you are scaring me!" After that passenger was dropped off, Ms. Elizondo asked the driver if she was next, which seemed to upset him further. He began yelling at her and stated that he had lost her name and drop-off location on his computer system. Ms. Elizondo then had to provide directions to her destination. When she was later picked up from Walgreens, the driver almost left without her, which would have caused her to miss her return trip. Ms. Elizondo said she understands that system issues can occur, but feels that drivers should never yell at passengers. She requested an update once the situation has been reviewed. Maria Gonzalez would like a call back 361-446-9636
 - a. Valid
2. #1609: 11/3/25 Picked up from Schanen Elementary School- 5717 Killarment Drive 78413 Pick up 2:20 to 2:25 Driving very recklessly, fast and hitting all the potholes. Maria Gonzalez would like a call back 361-446-9636
 - a. Invalid
3. #1614: Customer complaints about rude comments of the operator, She explained that the driver made comments about her smell, and questioned if they have cats. They decided to leave the unit after paying due to these comments and the operator did not wanted to give them a transfer.
 - a. Valid
4. #1616: 11/6 Around 3pm B-Line Teresa Morales was on the B-Line Wednesday 11/5 at 3:00 pm. When leaving the Del Mar parking area she fell off her scooter and injured herself while on the bus. She said her seat belt was not secure. She went to the hospital, Doctors Reginal by ambulance that same day. She is claiming injury. Teresa Morales 361-324-6370 or 361-443-5102 (daughter Susie Satsky)
 - a. Valid
5. #1622: RT 3 Stop 605 7:30 am Bus did not stop to pick him up
 - a. Valid
6. #1626: Received two complaints about route 35 not showing at their stops from more than an hour. First at the fairgrounds (Location 2017) and another one few minutes after from Rancho de Luna (Location 1268).
 - a. Valid

7. #1629: James Wise and I rode the bus to and from Special Hearts in the Arts on Saturday. All the drivers are careful and very attentive to the special needs passengers. But our return driver, Lettie , was exceptional! First she made sure that James's friend, Ira , was able to ride home safely from Special Hearts when he had mistakenly ordered a bus that would have left him downtown after the facility closed. The bus had many very disabled elderly riders . Lettie patiently helped each one with seat belts, walkers , canes and even walked the most frail to the door of each destination. Many thanks to Lettie for being such a caring angel ! Sarah Terry & James Wise 205 Yorktown Blvd
 - a. Commendation
8. #1632: Mr. Robert Box, a B-Line rider, called to commend the driver of his return trip home, whom he believes was April Henault. He stated that she went above and beyond to ensure his safety. When he was exiting the bus, she escorted him all the way to his front door, even positioning herself to block the wind so it would not knock him down.
 - a. Commendation
9. Tiopilo Molina, a B-Line rider, called to commend both his outbound and inbound drivers. He stated that he is grateful for how attentive they were and that they made his rides smooth and efficient. He said his faith in B-Line service has been restored, and he now feels comfortable making long-distance B-Line reservations.
 - a. Commendation
10. #1634: Ms. Karen Glanz called to report the driver of Route 3, unit 3069. She stated that the driver departed at 3:13 p.m., even though the scheduled departure from Building 8 on the NAS was 3:15 p.m. She added that the driver even acknowledged, "Oh, I need to wait a few minutes," but still left early anyway.
 - a. Valid
11. #1639: A female called about the bus passing at 10:22am instead the 10:24am that the app showed. When I explained that those times are subject to traffic conditions the customer was very upset. She then said that she was at the stop when this happened. Before hanging up, she said: "I will call a different number over you, f*** piece of s** mother f****".
 - a. Invalid

Conclusion

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

- ❑ 2.34 passengers per hour
- ❑ 94.53% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for November at 26,318.0 miles did exceed the minimum contract standard of 12,250 miles.

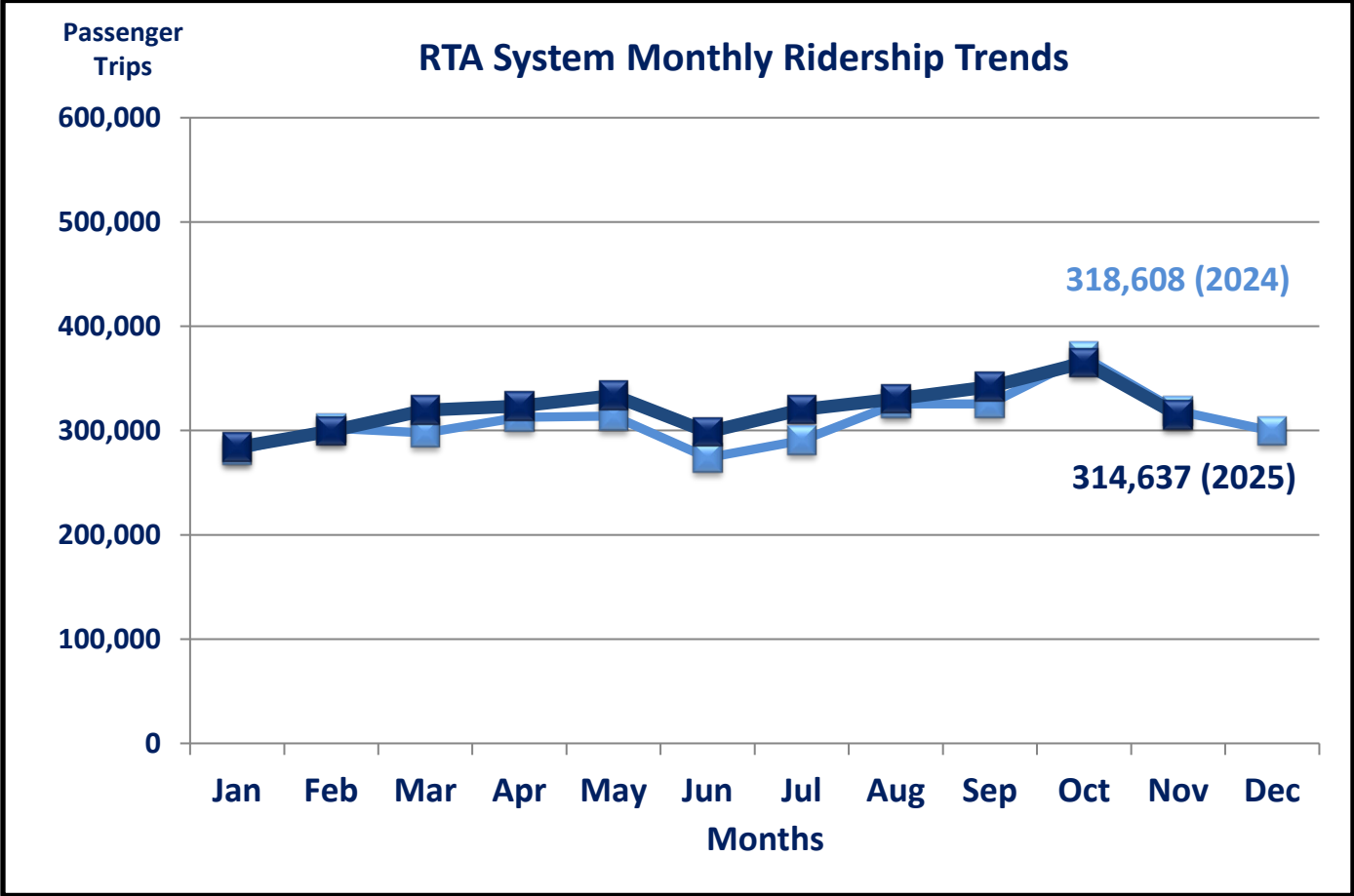
Subject: November 2025 Operations Report

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

November 2025 system-wide passenger trips totaled 314,637, which represents a 1.2% decrease, compared to 318,608 passenger trips in November 2024 with 3,971 fewer trips provided this month.

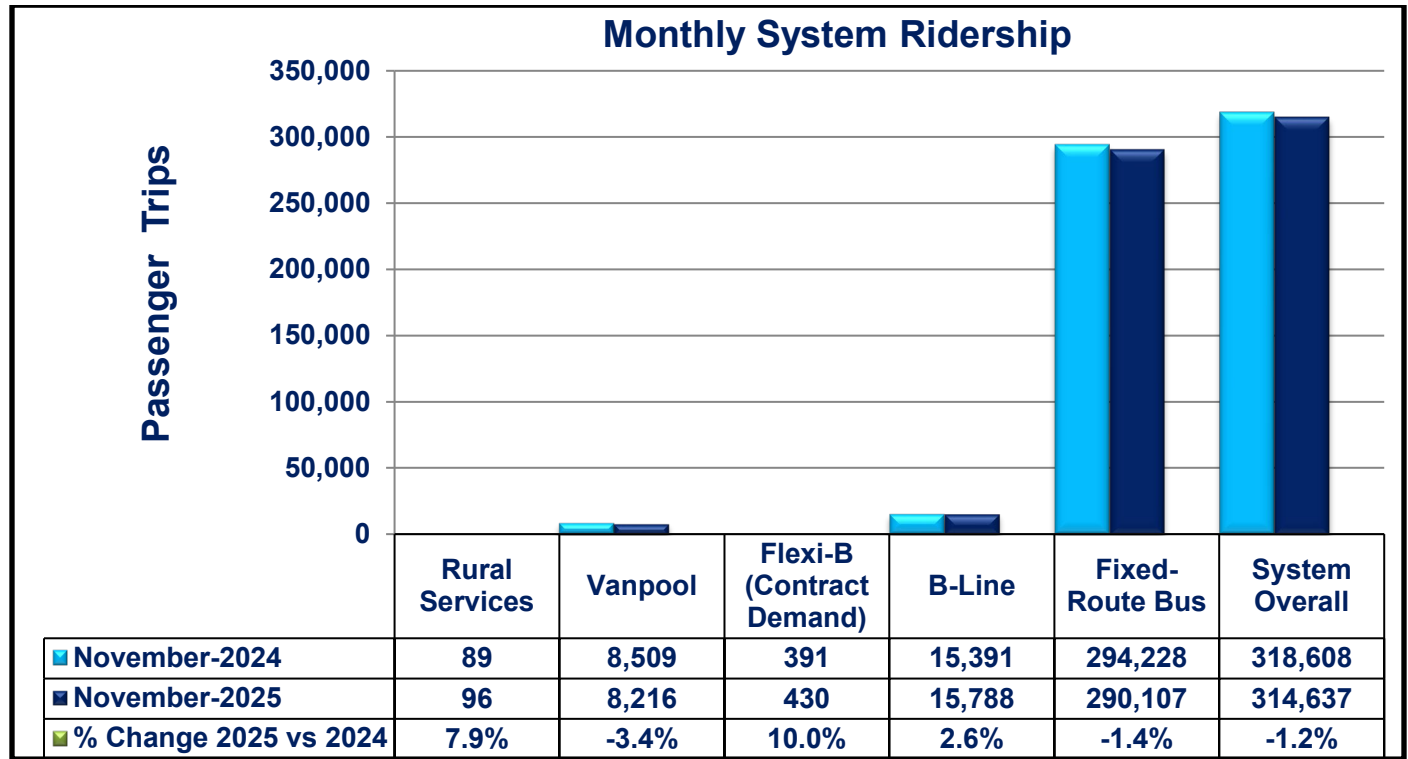


November 2025	November 2024	Variance
19 Weekdays	20 Weekdays	-1
5 Saturdays	5 Saturdays	-
5 Sundays	4 Sundays	+1
29 Days of operation	29 Days of operation	-

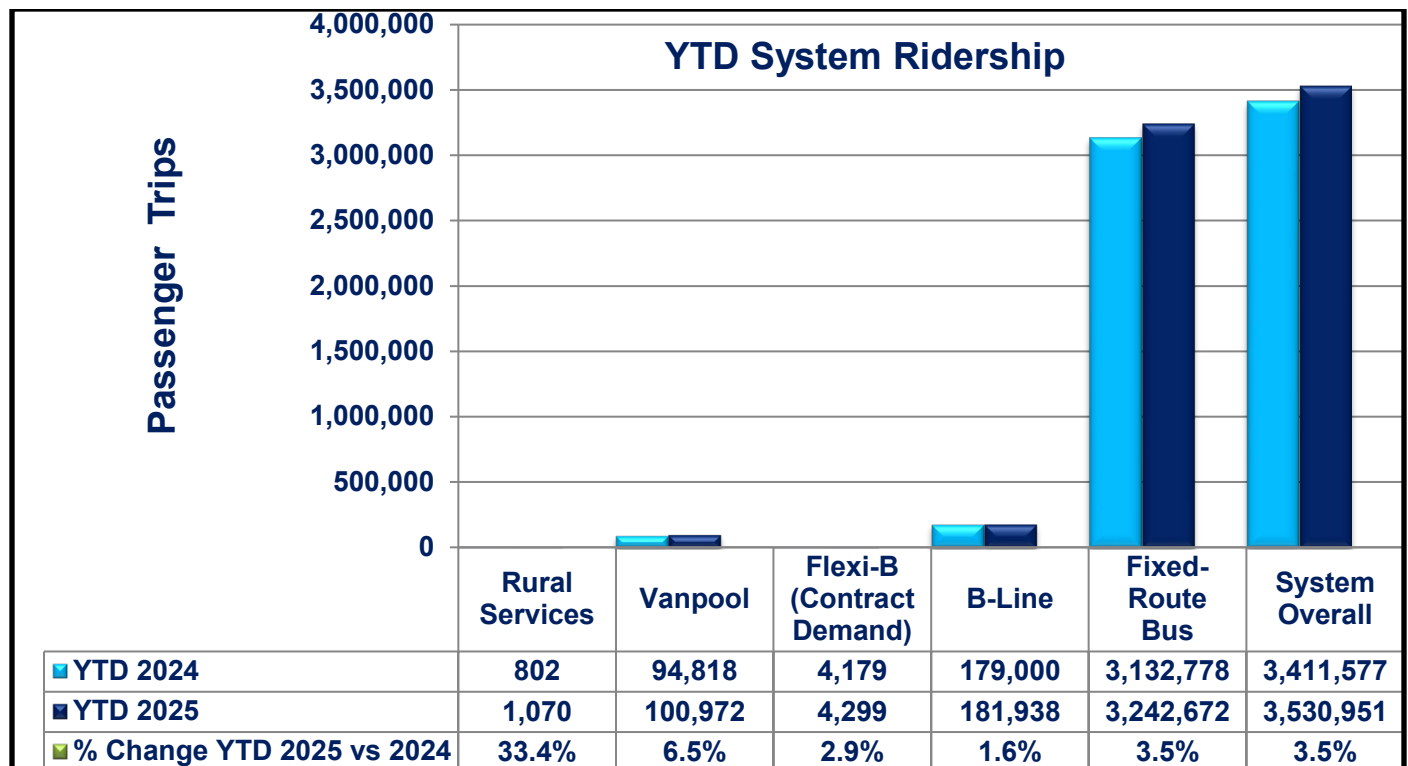
The average retail price for unleaded gas in Corpus Christi was \$2.55 per gallon compared to \$3.07 per gallon in November 2024¹. November rainfall was above the average of 2.03 inches at 3.10 inches recorded. November 2024 recorded only 0.15 inches of rainfall, which was below the average rainfall of 2.03 inches.² The 82.8-degree average high temperature for November 2025 was above the normal average high temperature of 76.1 degrees.

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

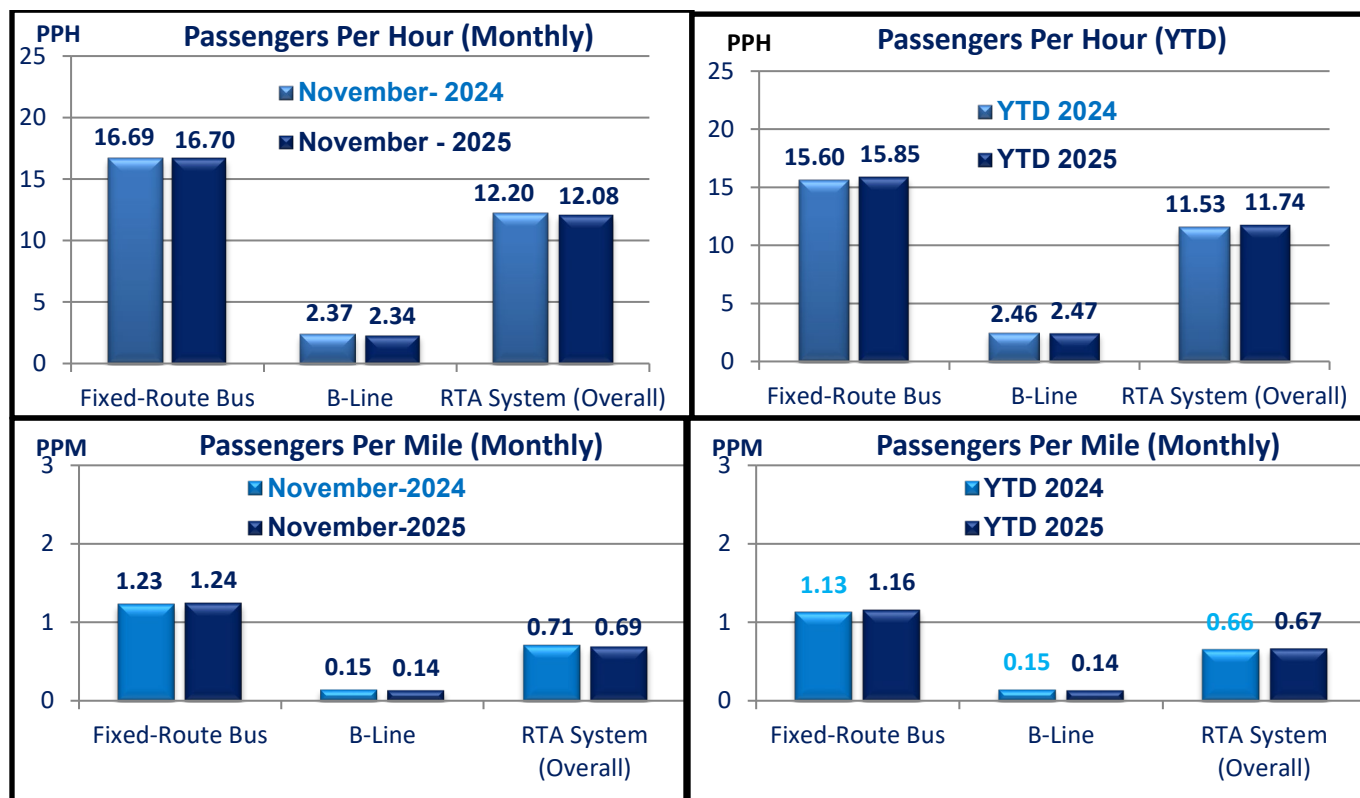
The chart below shows monthly ridership results for all services. CCRTA recorded 3,971 fewer passenger trips in November 2025 resulting in a 1.2% decrease compared to November 2024.



The chart below shows YTD ridership results for all services. 119,374 more trips compared to 2024.

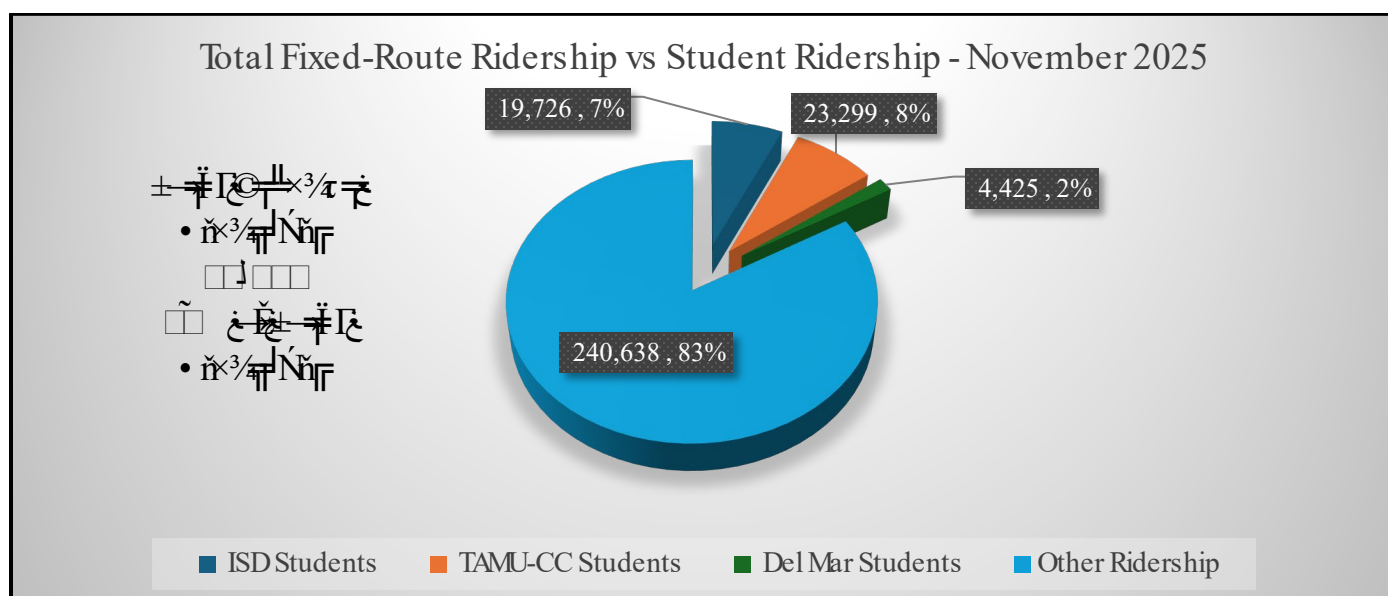


The following four charts are system-wide productivity for the month of November 2025 vs. November 2024 and YTD figures.



Student Ridership

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

<p>On Detour</p>	<ul style="list-style-type: none"> • Alameda St. (Louisiana-Texan Trail): Project began Fall 2023. 1st Project nearing completion in early 2026. <ul style="list-style-type: none"> ➤ Routes 5 (No Detour) & 17 (On detour) ➤ (19 total stops are currently impacted along Alameda and Texan Trail) • Brownlee Blvd. (Morgan-Staples): Project began October 2024. 2nd Project nearing completion in early 2026. <ul style="list-style-type: none"> ➤ Routes 17, & 19 (7 stops impacted, 7 more in future as project progresses) • Everhart Rd. (SPID-S. Staples): Project began September 2023. 3rd Project nearing completion in early 2026. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (Detoured) 7 stops closed or impacted on Everhart.
<p>Possible Detours</p>	<ul style="list-style-type: none"> • Carroll Ln. (SH-358 to Holly) Project currently on hold. <ul style="list-style-type: none"> ➤ Routes 15 & 17 (4 stops may be impacted) No detour yet • Beach Ave. (North Beach): On Hold. <ul style="list-style-type: none"> ➤ Route 78 (2 stops impacted but not yet) • Alameda St. (Everhart-Airline): Project in design. (100%) <ul style="list-style-type: none"> ➤ Route 5 (13 stops may be impacted) • Alameda St. (Texan Trail-Doddridge): Project in design. (100%) <ul style="list-style-type: none"> ➤ Route 5 (11 stops may be impacted) • West Surfside Blvd. (Breakwater-Elm): Project in design. (100%) <ul style="list-style-type: none"> ➤ Route 78 (3 stops may be impacted) • Holly Rd. (Ennis Joslin-Paul Jones) Project in design. (90%) <ul style="list-style-type: none"> ➤ Route 93 (No stops impacted but a detour may be warranted) • Park Road 22 (Compass Dr.): Project in design. (30%) <ul style="list-style-type: none"> ➤ Route 65 (1 stop may be impacted) • Upper/Mid./Lower Broadway: Project in design. (30%) <ul style="list-style-type: none"> ➤ Routes 6, 76, 78 (no stops impacted)

For November 2025, there were 5 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 16% of CCRTA services. Impacted bus route services include:

5, 17, 19, 32 & 37

There were **33** closed or impacted stops in November.

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

Schedule Adherence	Standard	Aug-25	Sep-25	Oct-25	Nov-25	4-Month Average
Early Departure	<1%	0.3%	0.0%	0.0%	0.8%	0.3%
Departures within 0-5 minutes	>85%	89.3%	90.6%	91.6%	90.6%	90.5%
Monthly Wheelchair Boardings	No standard	4,746	4,078	4,365	4,087	4,319
Monthly Bicycle Boardings	No standard	8,503	7,924	8,610	7,282	8,080

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

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

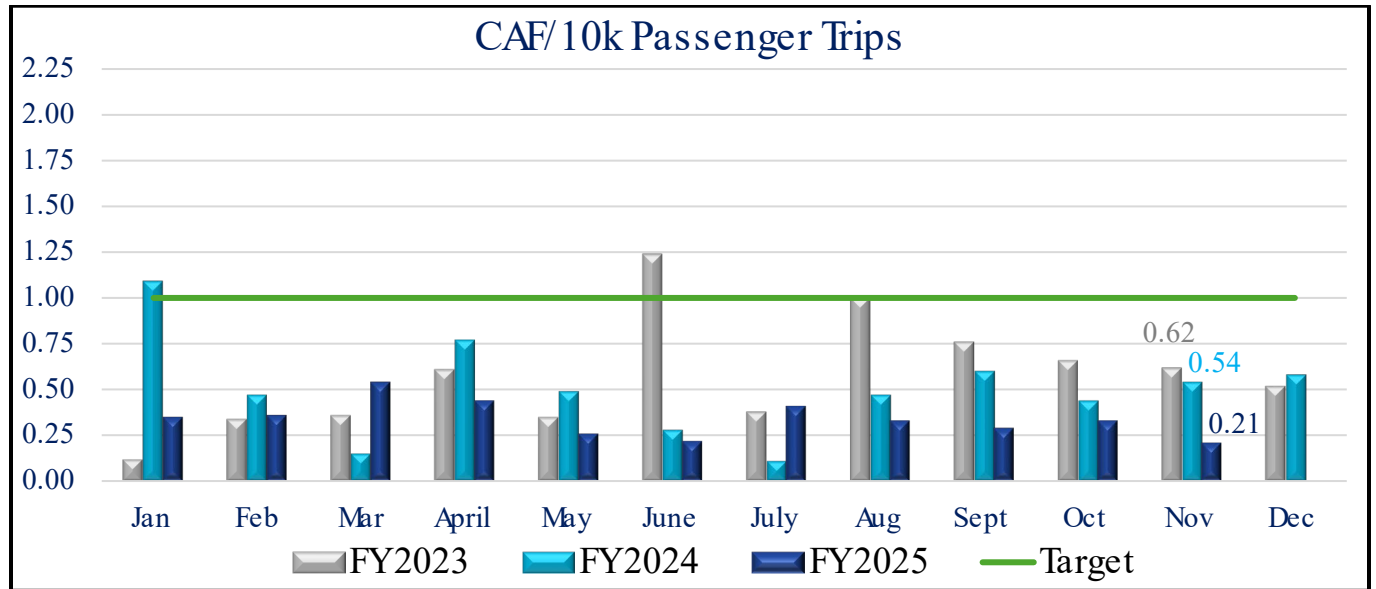
Metric	Standard	Aug-25	Sep-25	Oct-25	Nov-25	(4) Month-Ave.
Passengers per Hour	2.50	2.58	2.44	2.41	2.34	2.44
On-time Performance	95.0%	81.8%	85.9%	90.4%	94.5%	88.2%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	19,540	28,069	26,305	26,318	25,058
Monthly Wheelchair Boardings	No standard	3,949	3,870	4,095	3,535	3,862

- Productivity: **2.34** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **94.53%** 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): **26,318** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,306** ambulatory boardings; **3,535** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

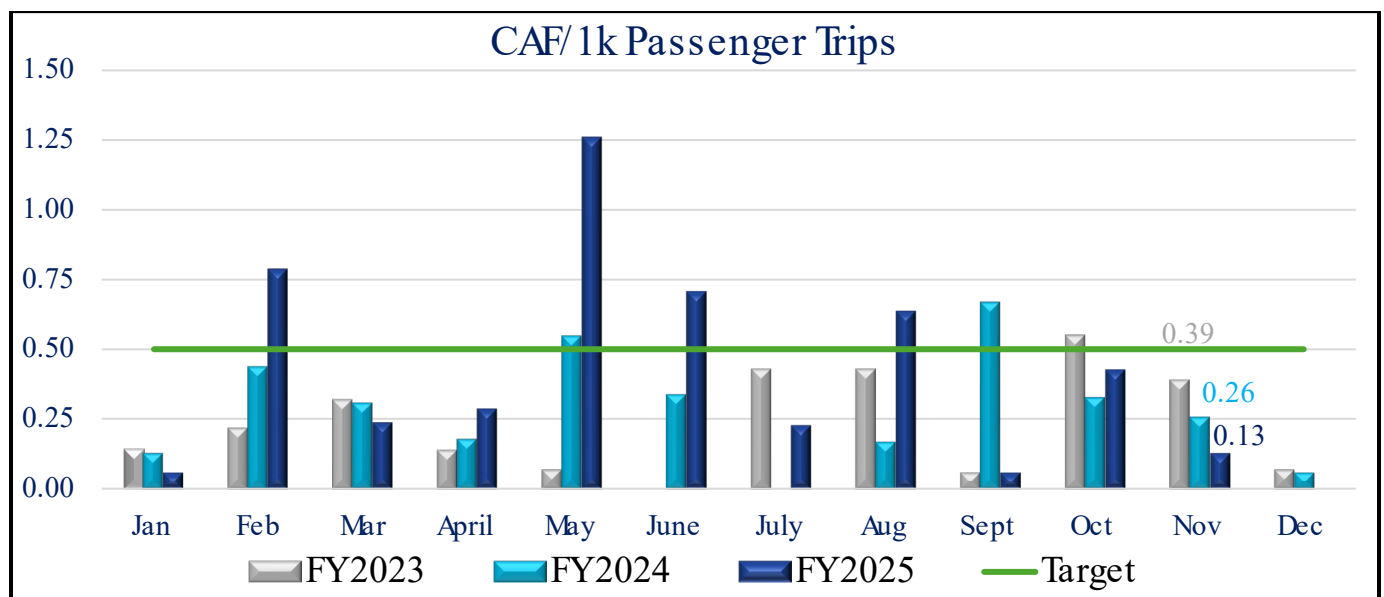
For the month of November 2025, Customer Service received and processed **44** Customer Assistance Forms (CAF's). A total of **38** or 86% were for CCRTA and Contract Fixed Route Services, of which **6** were verified as valid. This equates to approximately **0.21** CAFs **per 10,000** passenger trips. CCRTA Fixed Route Services received **1** commendation this month.

Number of CAFs/10k for Fixed Route Services



For the month of November 2025, Customer Service received and processed **44** Customer Assistance Forms (CAF's). A total of **6** or 14% were for B-Line Services, of which **2** were verified as valid. This equates to approximately **0.13** CAFs **per 1,000** passenger trips. B-Line Services received **3** commendations this month.

Number of CAFs/1k for B-Line Services



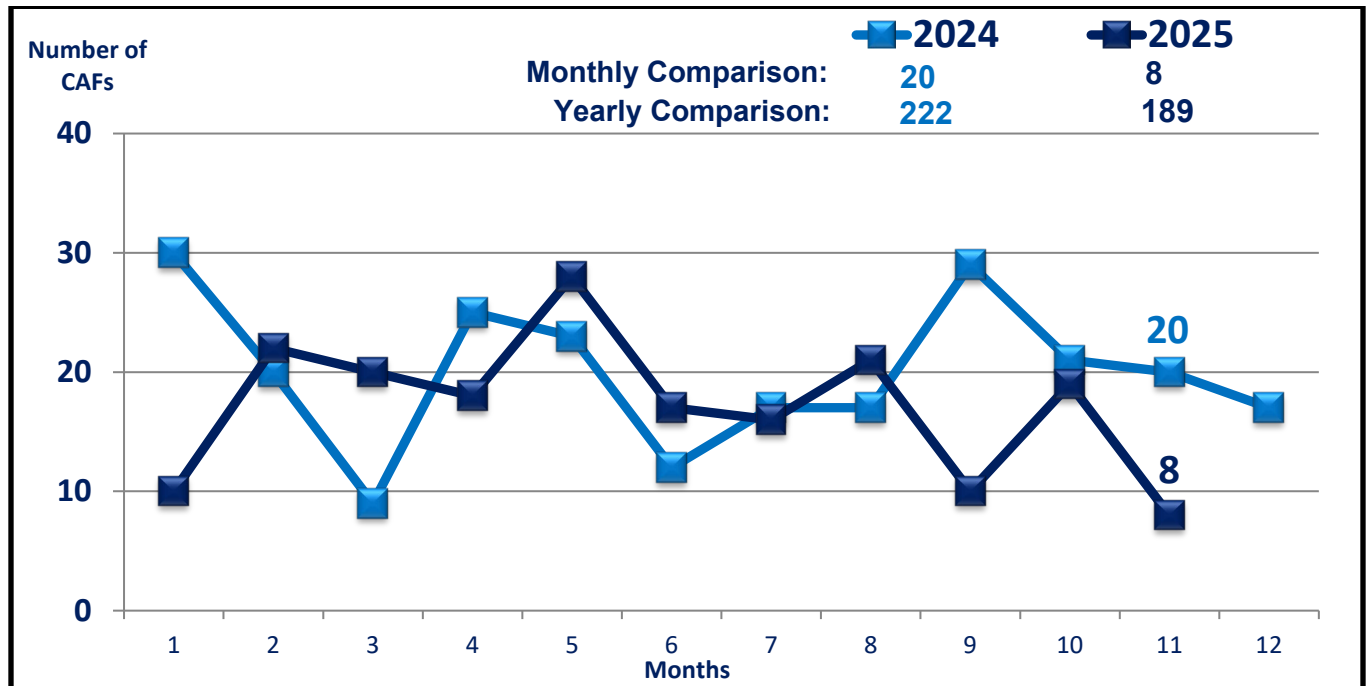
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda	1	#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	
#6 Santa Fe/Malls	1	#65 Padre Island Connection	
#12 Hillcrest/Baldwin	1	#76 Downtown Shuttle	
#15 Kostoryz/Carroll HS		#78 North Beach	
#16 Morgan/Port		#83 Advanced Industries	
#17 Carroll/Southside		#90 Flexi-B Port Aransas	
#19 Ayers	5	#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	
#24 Airline/Yorktown	1	B-Line (Paratransit) Services	3
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	1
#27 Leopard	3	Facilities Maintenance/Bus Stops	11
#28 Leopard/Navigation		IT/Electronics	1
#29 Staples		Safety & Security	3
#32 Southside		Vehicle Maintenance	
#34 Robstown North		Commendations	4
#35 Robstown South	1		
#37 Crosstown/TAMU-CC	2		
		Total CAFs	44

Processed CAF Breakdown by Service Type:

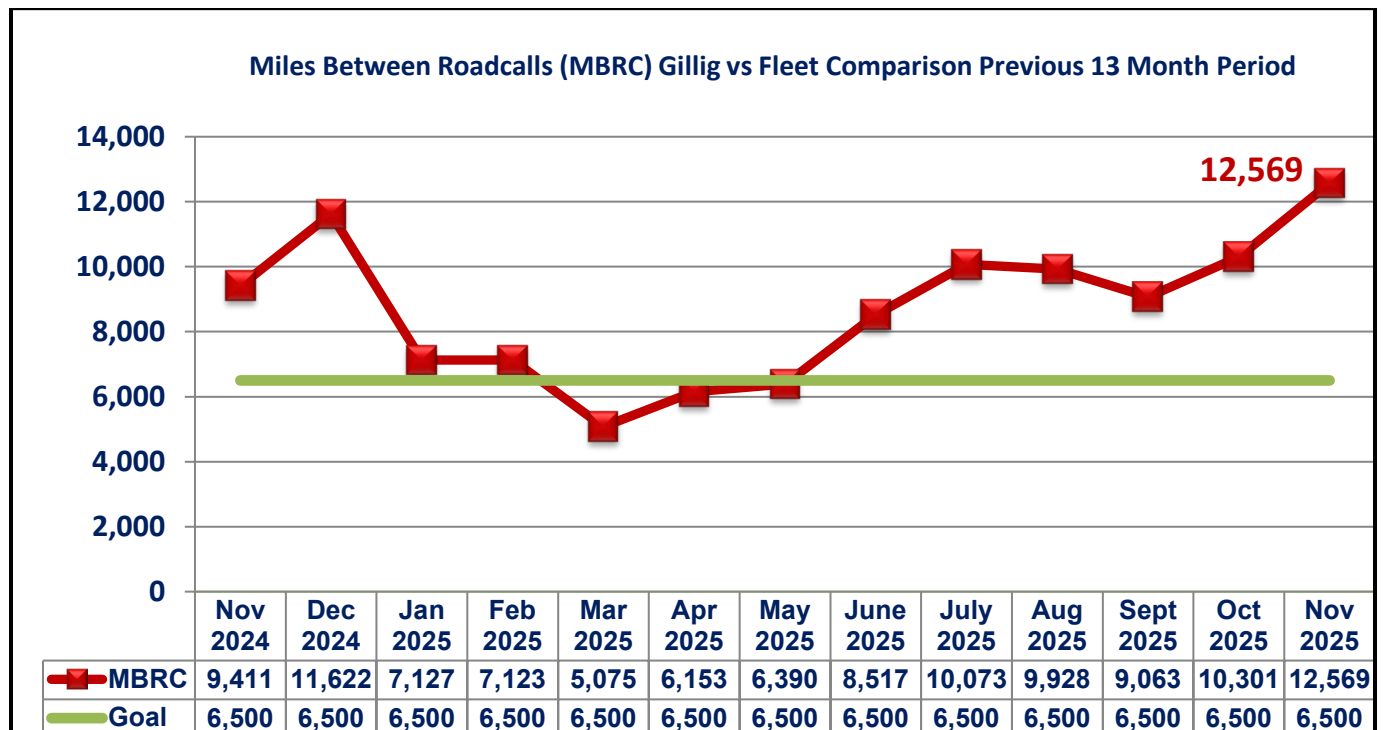
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	3	1		4
Customer Services				
Late/Early – No Show	1		2	3
Alleges Injury	1	1		2
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	2	1	1	4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

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In November 2025, 12,569 miles between road calls (MBRC) were recorded as compared to 9,411 MBRC in November 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 8,719.



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 **NOVEMBER 2025**

	Total Miles Driven in NOVEMBER for Each Bus Type	Tyotal Road Calls for NOVEMBER 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	206,098	29	29	0	17	12	3	0
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	7,583	1	1	0	0	1	0	0
TOTAL MILES DRIVEN TOTAL ROAD CALLS								
	213,681	30	30	0	17	13	3	0
MILES BETWEEN ROAD CALLS								
	12,569	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.
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<u>CCRTA Board of Directors Meeting</u> Wednesday, February 4, 2026	8:30 a.m.
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<u>RCAT Committee Meeting</u> Thursday, February 19, 2026	12:00 p.m.
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UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
