



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, February 19, 2026

Time: 12:00 p.m.

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

Board Members

Robert Box, Chair, Vacant, 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 January 15, 2026.	2 minutes	Pages 1 – 4
	6.	Eligibility Program Administrator Report 1. B-Line Eligibility Program Update	10 minutes	No Attachment
	7.	Chairperson’s Report 1. RCAT Member Updates 2. Unsung Hero Nomination 2025 Q4 3. Nomination for Vice Chair of RCAT and Possible Action to Adopt a New Vice Chair	15 minutes	No Attachment
	8.	RCAT Liaison Report 1. Awards and Recognition: a) Security Guard(s) of the Year b) Security Officer(s) of the Year c) New Hires d) Service Recognition e) Texas Workforce Commission “We Hire Vets” f) CCRTA 40 th Anniversary 2. Board Adopted Resolutions for Outgoing Board Members: a) Anna Jimenez, Nueces County b) Amanda Torres, City of Corpus Christi 3. Announcement of Two (2) RCAT Committee Reappointments by the Chief Executive Officer (CEO) and Appointed by the Board Chair to RTA’s Committee on Accessible Transportation for a Two-Year Term 4. Update on New Maintenance Facility	25 minutes	No Attachment

		5. December 2025 Operations Report 6. CEO Report		
	9.	Informational Items: a) December 2025 CAF Report b) December 2025 B-Line Report c) December 2025 Operations Report Key Metrics d) December 2025 Maintenance Road Call Report e) Unsung Hero Nomination Report 2025 Q4 f) Upcoming Events and RTA Functions		Pages 5 - 8 Pages 9-11 Pages 12-24 Page 25 Page 26 Page 27
	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**

January 15, 2026

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, Gilbert Casas, Daniel Duarte, Araceli Gonzalez

MV Present: Gayle Knight, Tom Wieland

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

RCAT Meeting Minutes:

RCAT Meeting Minutes for November 20, 2025, were approved. Motion made by Ms. Leal and seconded by Ms. Alvarez.

Unsung Hero Award 2025 Q3:

Presented to Araceli Gonzalez

Committee for Persons with Disabilities:

Present by: Melanie Gomez

The (CFPWD) met on Wednesday, January 7, 2026. The committee chair announced that a committee member has resigned, therefore there will be a vacancy. Applications can be found on the City's website. There were no public comments. There were no updates from the subcommittees. The CCPD Parking Enforcement reported that for the month of December, 51 citations were issued for disabled parking, 3 for blocking the architect and 81 for blocking the sidewalk. The new 311 report that the Planning and Economic Development Department has been providing 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 approved their annual report that is provided to the City Secretary's office. The committee is also working on a brochure to have available while attending community events. Two things that were requested to be included in the brochure were 2-1-1 Texas and information about ADA Curbside Assistance for trash and recycling bins. The committee approved their meeting calendar, and the next meeting will be on Wednesday, February 4th at 3:00pm in Council Chambers.

B-Line Eligibility Program Update

Presented by: Melanie Gomez

Applications received through December 2025: 624 new, 287 reassessments, and 178 recertifications.

RCAT Chairperson's Report:

Thomas Cronnon resigned from RCAT. Mr. Box would like a nomination to be held at the next RCAT meeting in February to assign the next Vice Chair.

RCAT Liaison's Report:

Presented by: Sharon Montez

Issuing a Notice to Proceed (NTP) to Turner Ramirez Architects for Phase (3) - Construction Document Design for the New CCRTA Maintenance Facility for \$1,943,000

Announcement of CCRTA elected Officer(s)

Vice Chair- Lynn Allison

Secretary – Jeremy Coleman

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

Administration & Finance

Aaron Munoz – Committee Chair

David Berlanga

Gabi Canales

Jeremy Coleman

Jahvid Motaghi

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
Jahvid Motaghi
Aaron Muñoz

Award a Contract to Barcom Construction, Inc. for the Construction/Installation of a Security Guard Building at Staples Street Center

The security guard building at the SSC for the guard in the parking lot in the mornings, at noon, and in the evenings. The guards are at their posts in the parking lot, during different weather conditions, without any type of shelter from the heat and cold/rain. The award of the contract is \$202,222. The Capital Improvement Project is funded using 5307 formula funds. The building went from a 6’ x 8’ to an 8’ x 10’ building. Because the building will be larger, the concrete foundation will also be larger. In the three parking spaces adjacent to the building protective bollards will be added, as well as striping. A card reader was added to the door. A conduit will be run from the building to the entrance gate to the parking lot, to open it remotely from inside the building. The windows will be sliding windows to allow the guard to speak to individuals outside.

November 2025 Operations Report:

Passenger trips decreased by 1.2%, totaling a decrease of 3,971 rides compared to the previous year. This November saw a decrease of 0.2% revenue service hours from last November. Revenue service miles increase by 3,301, reflecting a 0.7% increase over last November. (5) Special movement events this November. The (5) November special movements included: Dia de los Muertos, Steering Committee, TAMU-CC Islander Lights, CC Ballet, and Take Lock Hide.

November 2025 ridership was 314,637, which is lower than November 2024 which had 318,608 rides which equates to a decrease of 1.2%. November vanpool was at 8,216, down by 293 rides.

CEO December Report:

Operation and Project Updates: New CCRTA Maintenance Facility Architectural Design Services: CCRTA staff and the architectural team met with the Federal Transit Administration (FTA) on Dec. 15th. CCRTA received notification that the FTA had accepted the NEPA documents and approved the Categorical Exclusion for the project. A Letter of No Prejudice (LONP) request was sent to the FTA Region 6 to allow CCRTA to proceed with the construction design documents for the new construction of our maintenance facility prior to receiving the congressionally directed funding of \$1.94 million through the FY 2026 Transit Infrastructure Grant (THUD appropriations), pending approval and enactment of the FY 2026 federal budget. New Fare Implementation: 30-day notice given to the public, public awareness and education through marketing campaign, Bus Operators and Staff training and education, and Implementation on February 2, 2026. CEO Updates: On Dec. 17th, the Nueces County Commissioners Court held their Board Appointment Meeting: Lynn Allison has been re-appointed for her final two-year term, Aaron Muñoz has been re-appointed for a two-year term, Jahvid Motaghi has been newly appointed for a two-year term, All three appointees were sworn in by Judge Scott on Dec. 17th and Amanda Torres has been appointed to the Port of Corpus Christi Authority Board. APTA Safety and Risk Management Seminar in San Diego: Deputy CEO was a panelist on the session “Combating Human Trafficking”. Employee Appreciation: CCRTA Holiday Party held at the Omni Hotel (Dec. 20th). CCRTA Employee of the Year Recipients: Bus Operator (CCRTA): J. Albert Gatica, Administration: Ruby Saldaña, Operations: Angel Ramirez, CEO Excellence: Shaylee Patterson, Bus Operator (MV Transportation): Ruby Denmon, and Employee of the Year (MV Transportation): Manuel Lopez.

Committee Questions and Concerns:

Ms. Montez introduced Thomas Wieland from MV as the new general manager.

Mr. Box stated Spare has improved since it began.

Ms. Montez stated we will begin taking applications for the new vacant spot, as Thomas Cronnan has resigned.

Mr. Box stated he would like nominations for the next Vice Chair to happen at the February RCAT meeting.

Adjournment: 12:34 P.M.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

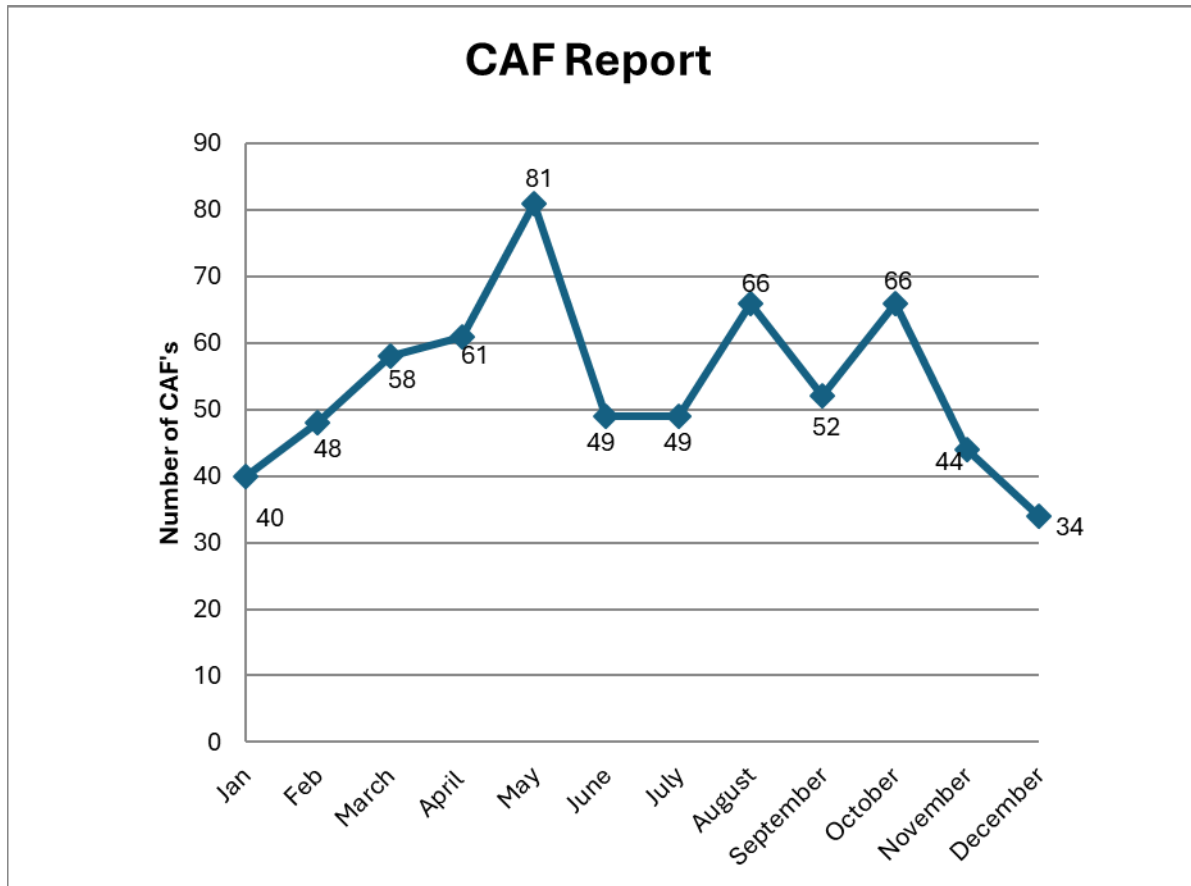
December 31, 2025

Subject: CAF Report for December 2025

Customer Programs Monthly Customer Assistance Form (CAF) Report

For December 2025, there were 34 reported CAFs which is less than the amount of the 44 reported CAFs for November 2025. The decrease of 10 CAFs represents a 23% decrease.

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



December 2025 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	1
#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	1	#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	2	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	3
#26 Airline/Lipes		Transportation	
#27 Leopard	3	Service Development	
#28 Leopard /Navigation	1	Facilities/Bus Stop Needs Attention	9
#29 Staples	2	IT/Electronics	
#32 Southside		Safety & Security	4
#34 Robstown North Circulator		Vehicle Maintenance	
#35 Robstown South Circulator		COMMENDATIONS	0
#37 Crosstown/TAMUCC	2		
		TOTAL CAF's	34

December 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	1	1	1	3
Customer Services	1	1		2
Late/Early – No Show	3		2	5
Alleges Injury				
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	1		1	2
Left Behind/Passed Up	5		2	7
Inappropriate Behavior		1		1
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Policy				
Safety and Security	4			4
Facility Maintenance	9			9
Service Development				
IT/Electronics				
Vehicle Maintenance				
Scheduling Issues				
Commendations				
TOTAL CAFs	25	3	6	34

Conclusion:

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

Twenty-five CAFs were received regarding CCRTA Service, representing 73% of the total customer assistance contacts; there were no commendation and thirteen informational CAFs.

Three CAFs were received regarding B-Line Service, representing 9% of the total customer assistance contacts; there were no commendations.

Six CAFs were received regarding Contracted Fixed Route Service representing 17% 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: January 6, 2026

SUBJECT: B-Line Report for December 2025

- ❑ Ridership for the month of December 2025 was 17,033 compared to 15,493 for December 2024, which equates to 1,540 more trips representing a 9.94% **increase**.
- ❑ Ridership for YTD 2025 was 198,971, representing a 2.30% **increase** over 2024 ridership statistics.

RIDERSHIP 2024 YTD	RIDERSHIP 2025 YTD	DIFFERENCE	% DIFFERENCE
194,493	198,971	4,478	2.30%

Service Standards

- ❑ Productivity: 2.34 PPH (Passengers per hour) December contract standard is 2.50
- ❑ On Time Performance: 93.65% on time performance for December 2025
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 959 trips out of 15,102 trips (6.35%) did not meet the standard for on time performance in December 2025. Of that number:
 - 893 were < 30 minutes late.
 - 52 were > 30 minutes late.
 - 13 were > 60 minutes late.
 - 1 were > 90 minute late.
- ❑ Miles between road calls 196,686.89 miles with 5 road calls that equates to 39,337.4 miles between road calls for December 2025. MV did exceed the minimum standard of 12,250 miles between road calls for December 2025.

Wheelchair Boarding's and associated statistics

For the month of December 2025, there were:

- 11,168 - ambulatory passengers
- 3,795 - wheelchair boarding's
- 1,661 - personal care attendants (AM)
- 349- companions
- 60 - animals

Other Service statistics

There were 7 **Customer Assistance Forms** recorded for December 2025:

1. #1649: Valerie Dillenbeck is upset with her experience with trying to set up her first ride with B-Line. She stated she spoke with the reservationist, Cassandra, and was upset that Cassandra kept interrupting her while she tried to explain herself. She stated that Cassandra was so rude that she couldn't set up a return trip due to not being fully explained the reason why she the return trip had to be set up at the same time as setting up a pick up. She was hoping for help with scheduling the ride and since this was her first time, she hoped the time would of been taken to explain how a return trip worked. She would like a supervisor to hear the phone conversation and for Cassandra to be address regarding helping customers, especially 1st time customers who are new to the services.
 - a. Valid
2. #1661: Another driver on the road near unit 3049 called to file a complaint regarding the maneuvers of the bus. She stated that the bus was speeding, driving erratically, and following other vehicles too closely.
 - a. Invalid
3. #1665: Ms. Soto, who is in a power chair, was waiting for RT 24 at Stop 1041 Moore Plaza at 3:05. There was a 29 picking up passengers when the 24 drove up behind the bus. The 24 allowed passengers to board and Ms. Soto told RT 24 that she needed to get on but needed the bus to move up to let the ramp down. RT 24 did not wait until the 29 was finished instead drove around. She said this is not the first time this operator does this to her. She would like a call back 361-695-6595
 - a. Valid
4. #1667: Customer was very concern about the erratic driving of the operator on route 4. She explained that the driver was speeding and did not know the route. She wanted to speak to customer service supervisor but there was none available. She stated that she lost the first bus because the operator was early, when she boarded the second time, after she saw the bus pass the street and loop around, she confronted the operator at what he responded that he will no argue with her. Call was suddenly stop and could not get full name and last name.
 - a. Valid
5. #1668: A customer called to complaint about route 4 not servicing the stop.
 - a. Valid
6. #1672: Customer booked a trip to the wrong address, she realized when she was told that they had arrived. She continue to explain that she told the driver that she was going to Welmed down the street, when the operator talk over the radio she was told to drop the customer at the location she currently was and not to Welmed. Customer had to walk 3/4 a mile to the location, Mrs. Trejo understand that she was the first to blame since she gave the wrong address, but they made her get off and walk to the

location. She uses Bline because her low mobility and thinks that this was excessive under her eyes.

a. Invalid

7. #1674: CCRTA | Contact Form Submission A user has sent a message using the contact form at. Name: Maire carter Email: bigoiel8@gmail.com Phone: 3617842315
Message: A complaint tonight at 7:13 at south side tranfer station bus 3668 route 24 .the small bus the driver was yelling and i asked him to stop yelling in our ear please and he snapped at me and said I can yell all i want to. That is horrible customer service he shouldnt be in the public please train him better. He scared me and my son. With his yelling and angry demnior he got really mad.

a. Valid

Conclusion

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

- ❑ 2.34 passengers per hour
- ❑ 93.65% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for December at 39,337.4 miles did exceed the minimum contract standard of 12,250 miles.

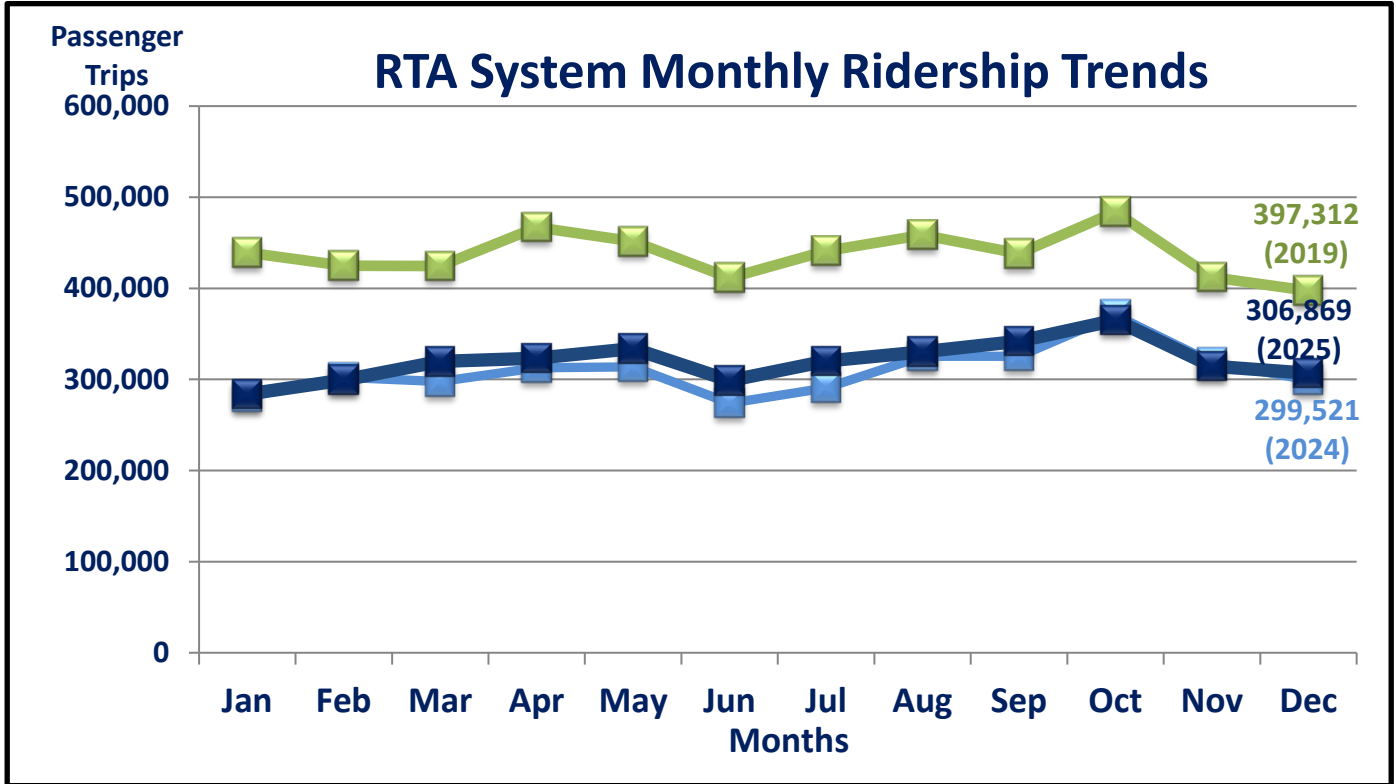
Subject: December 2025 Operations Report

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

December 2025 system-wide passenger trips totaled 306,869 which represents a 2.5% increase, compared to 299,521 passenger trips in December 2024 with 7,348 more trips provided this month. December 2019 had 397,312 passenger trips or 90,443 more trips as compared to December 2025.

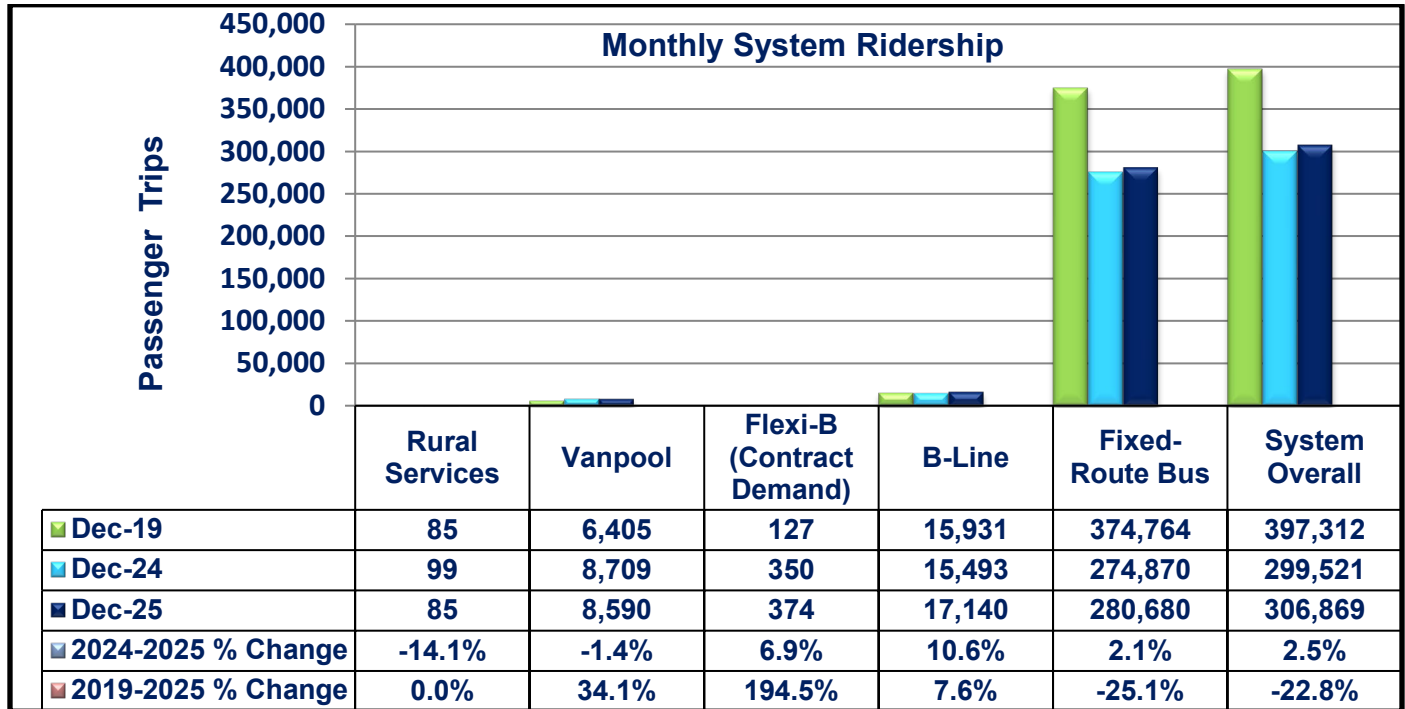


December 2025	December 2024	Variance
22 Weekdays	21 Weekdays	+1
4 Saturdays	4 Saturdays	-
4 Sundays	5 Sundays	-1
30 Days of operation	30 Days of operation	-

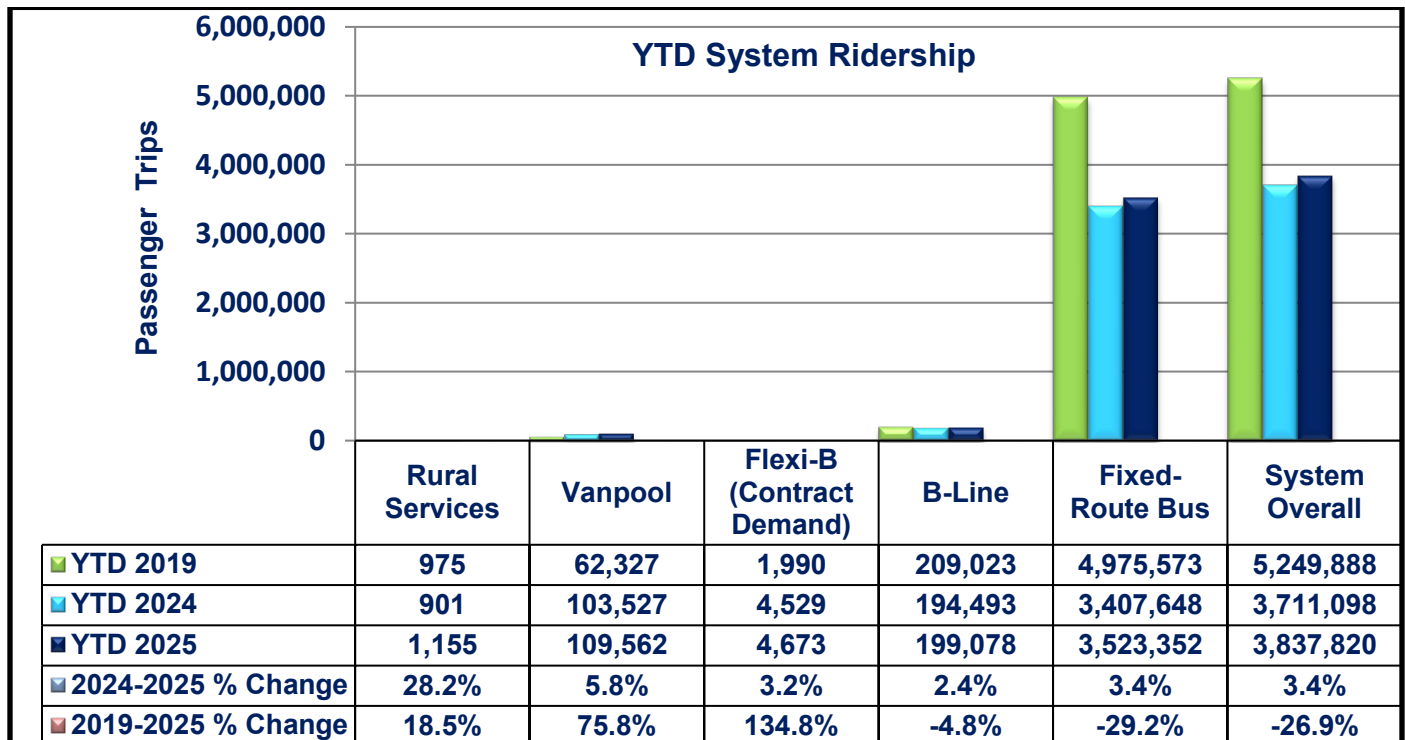
The average retail price for unleaded gas in Corpus Christi was \$2.34 per gallon compared to \$2.54 per gallon in December 2024¹. December rainfall was below the average of 1.93 inches at 1.05 inches recorded. December 2024 recorded only 0.55 inches of rainfall, below the average rainfall of 1.93 inches.² The 72.4-degree average high temperature for December 2025 was above the normal average high temperature of 69.6 degrees.

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

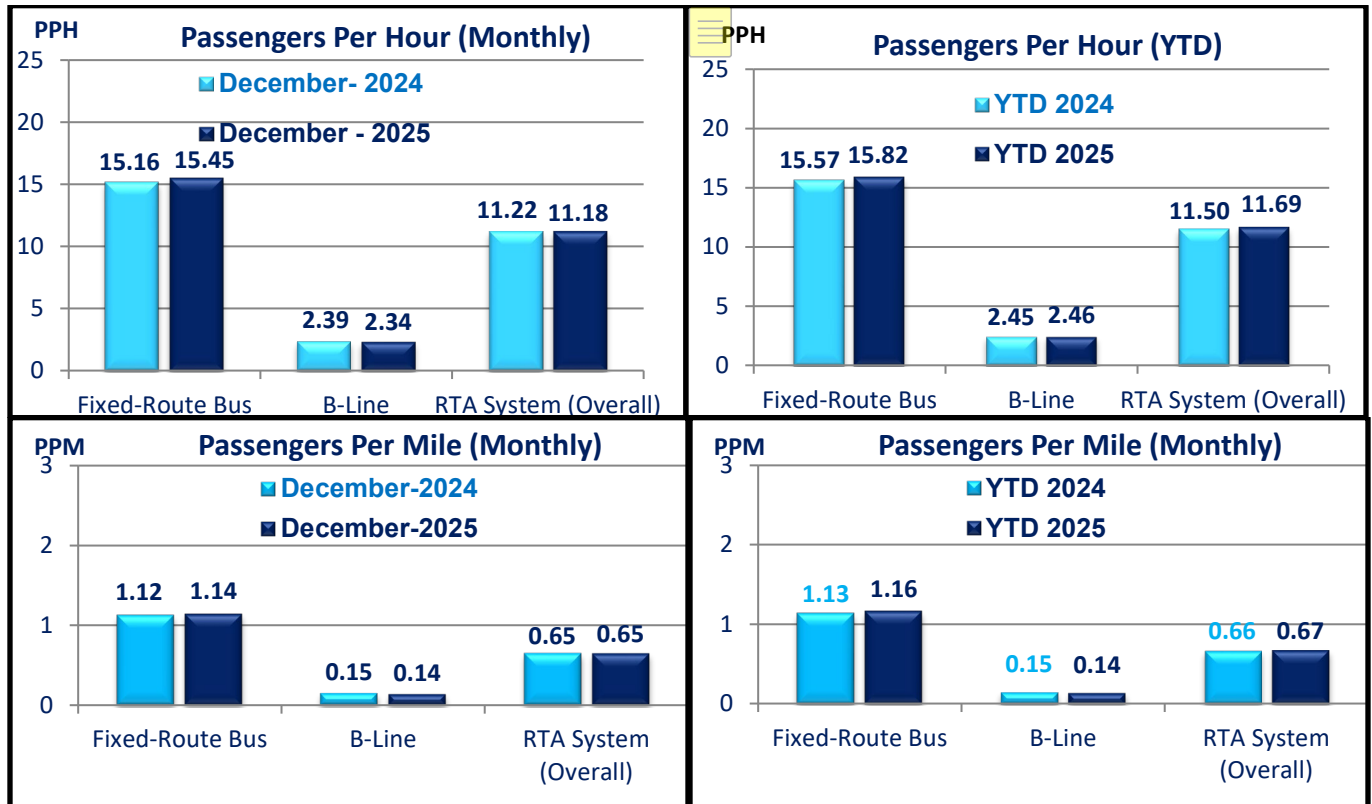
The chart below shows monthly ridership results for all services. CCRTA recorded 7,348 more passenger trips in December 2025 or a 2.5% increase from December 2024 ridership. When comparing ridership in December 2019 to December 2025, the number of passenger trips decreased by 90,443 or 22.8%.



The chart below shows YTD ridership results for all services. Results included 126,722 more trips as compared to 2024, however, there were 1,412,068 fewer trips compared to 2019.

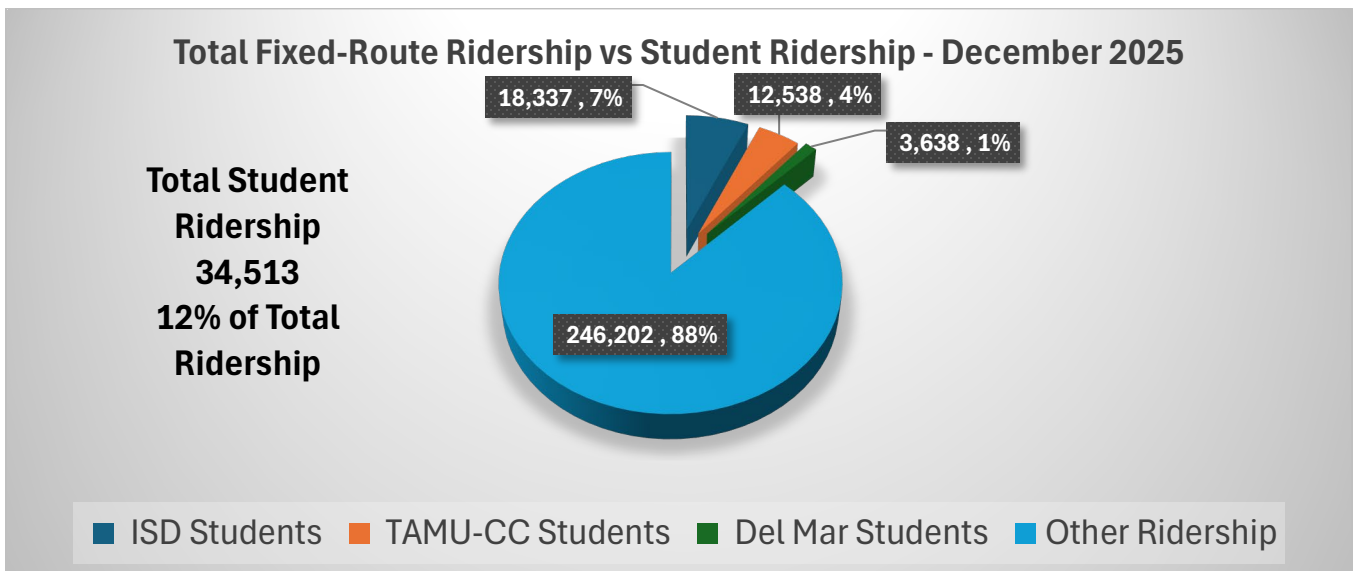


The following four charts are system-wide productivity for the month of December 2025 vs. December 2024 and YTD figures.

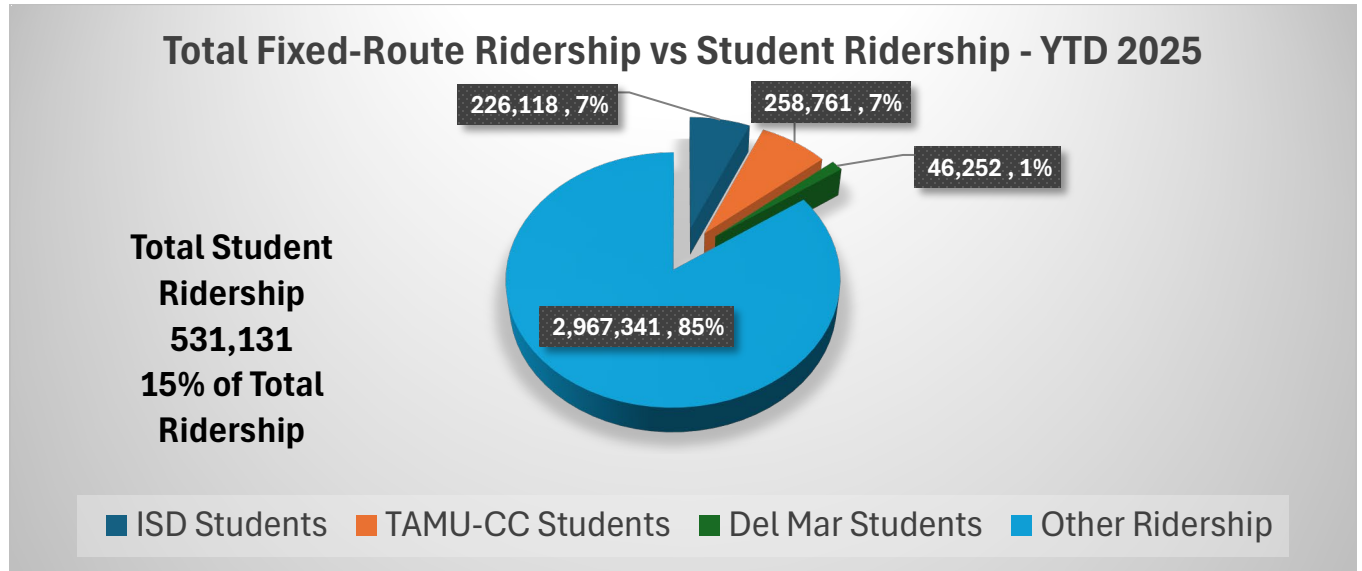


Student Ridership

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



The following chart illustrates total fixed route ridership vs student ridership for YTD 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

- **Alameda St. (Louisiana-Texan Trail):** Project began Fall 2023. Project now complete as of January 22, 2026. Routes **5 & 17** are no longer on detour, and all stops are now open for service (Route 17 detour was still in place, and the closed stops were still closed during the entire month of December).

- (19 stops were directly impacted along Alameda and Texan Trail)

- **Everhart Rd. (SPID-S. Staples):** Project began September 2023. Project is now nearing completion which is anticipated in March 2026.

- Routes 32 & 37 (Detoured) **7** stops closed or impacted on Everhart Rd.

- **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)

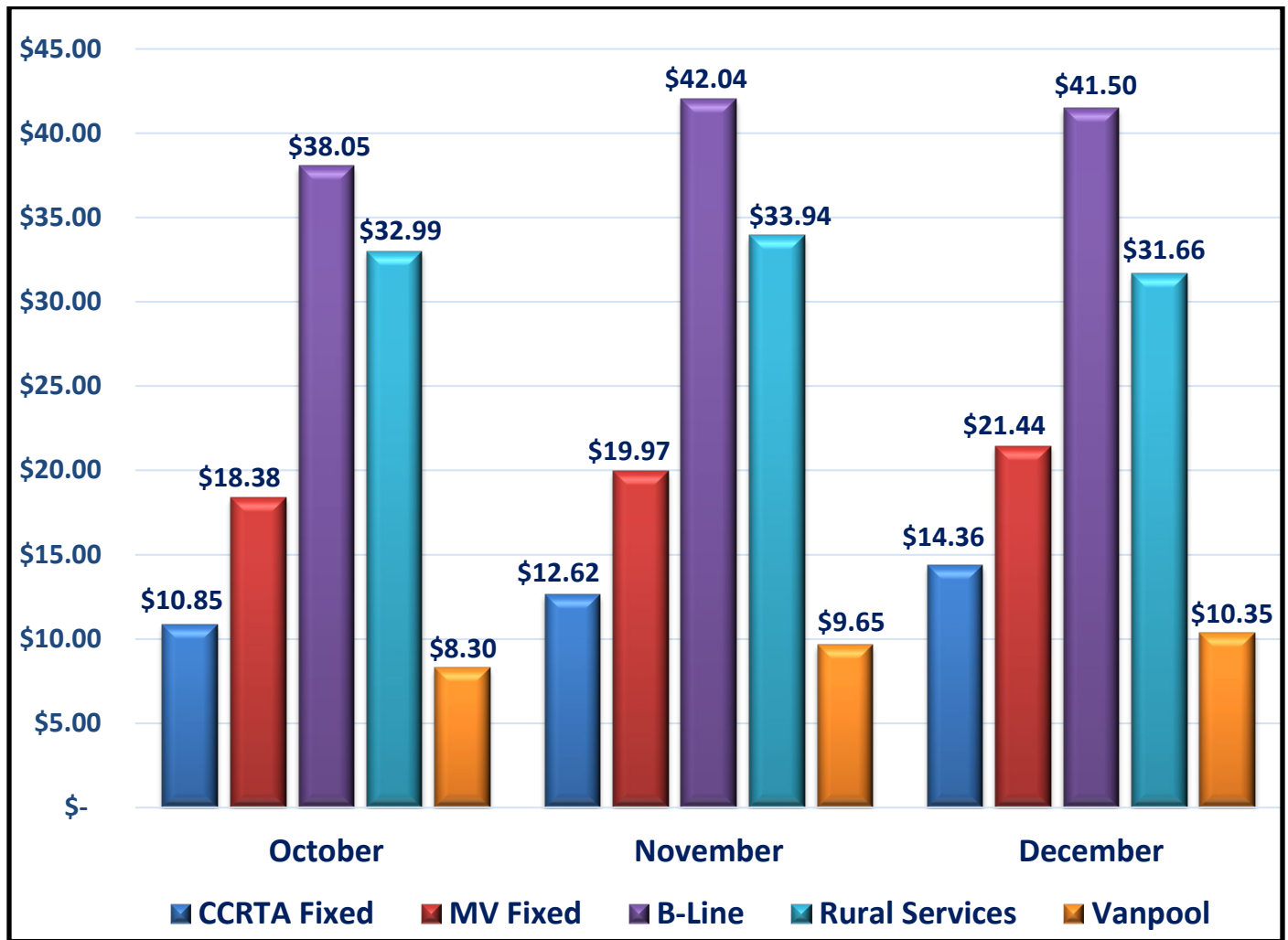
- **Upper/Mid./Lower Broadway:** Project in design. (30%)

- Routes 6, 76, 78 (no stops impacted)

Possible Detours

For December 2025, there were 4 impacted fixed routes out of 32 fixed route services in operation. This equates to approximately 13% of CCRTA services. Impacted bus route services include: **5, 17, 32 & 37**. There were **26** closed or impacted stops in December 2025.

Fourth Quarter Costs per Passenger



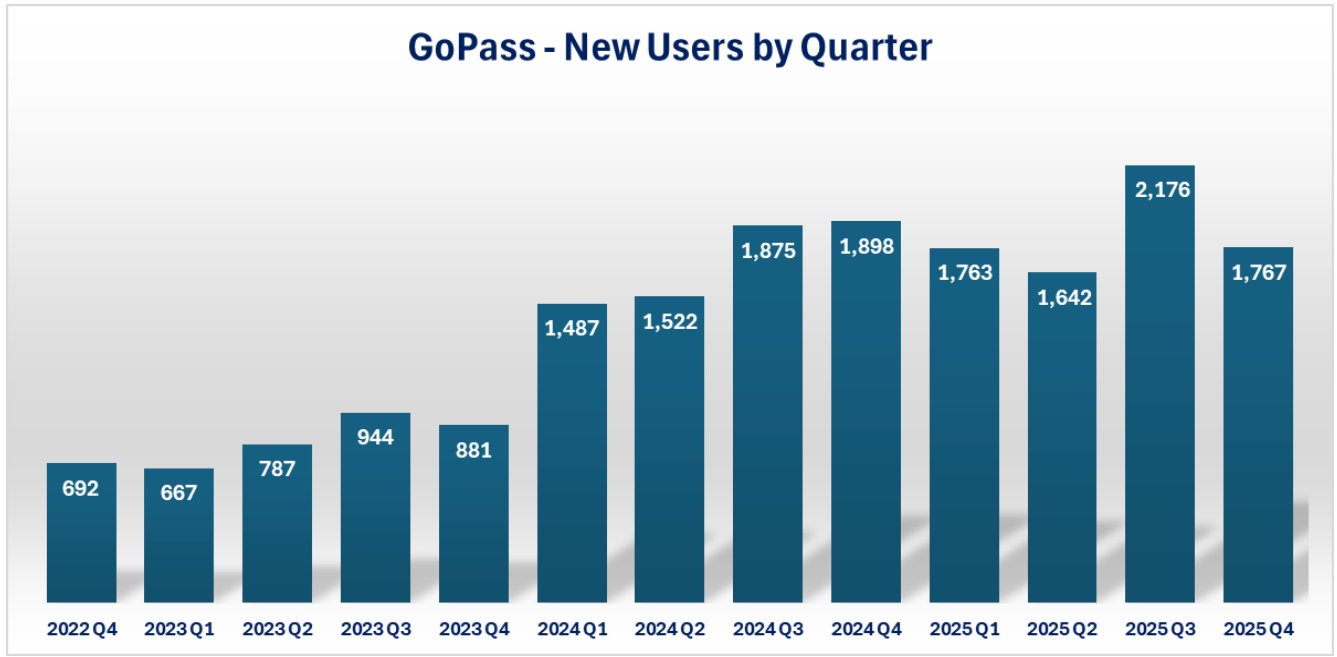
The following table includes Cost per Passenger totals by service mode for the fourth quarter of 2025. In addition, year-to-date (YTD) averages by service mode are included.

Month	CCRTA Fixed	MV Fixed	B-Line	Rural Services	Vanpool
October	\$ 10.85	\$ 18.38	\$ 38.05	\$ 32.99	\$ 8.30
November	\$ 12.62	\$ 19.97	\$ 42.04	\$ 33.94	\$ 9.65
December	\$ 14.36	\$ 21.44	\$ 41.50	\$ 31.66	\$ 10.35
4th Quarter Average	\$ 12.61	\$ 19.93	\$ 40.53	\$ 32.87	\$ 9.43
Year to Date Average	\$ 11.72	\$ 20.37	\$ 39.79	\$ 33.58	\$ 8.85

GoPass App

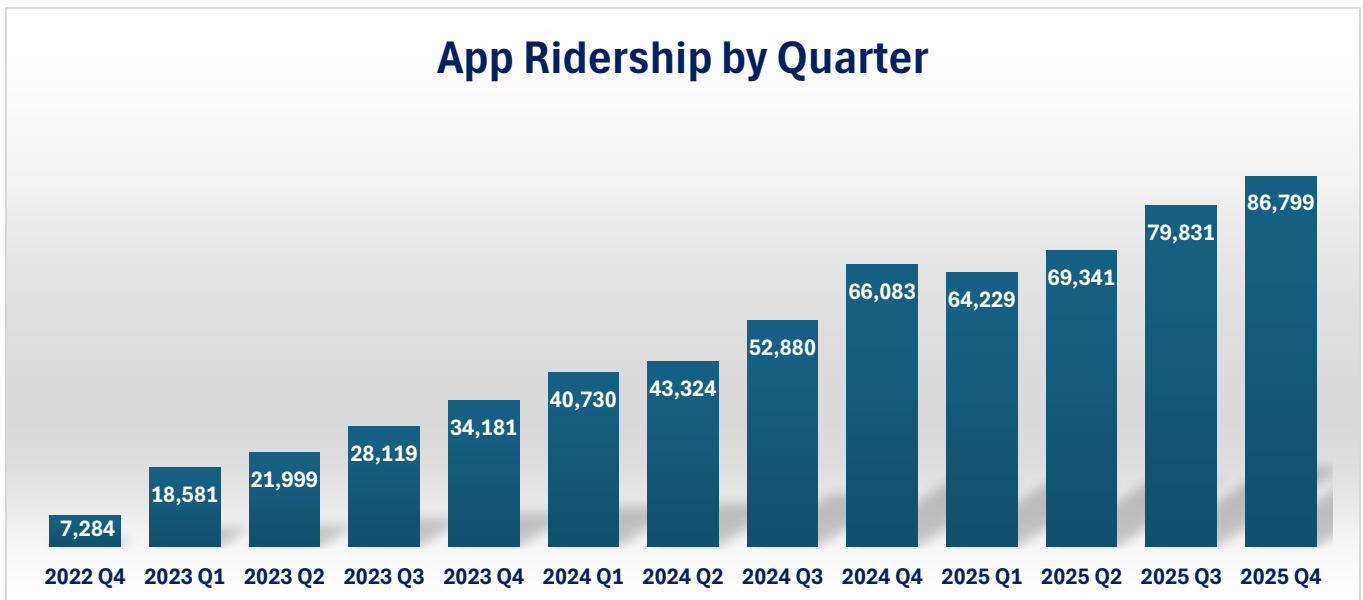
1. New Users by Quarter

In 2025, Q4 new users number dropped slightly to 1,767 from the platform high of 2,176 in Q3. The Q4 total is similar to the Q1 total of 1,763.



2. App Ridership by Quarter

The App ridership reached a new record high of 86,799 rides during Q4 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.



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

Schedule Adherence	Standard	Sep-25	Oct-25	Nov-25	Dec-25	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.8%	0.0%	0.2%
Departures within 0-5 minutes	>85%	90.6%	91.6%	90.6%	92.6%	91.4%
Monthly Wheelchair Boardings	No standard	4,078	4,365	4,087	4,071	4,150
Monthly Bicycle Boardings	No standard	7,924	8,610	7,282	7,707	7,881

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

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

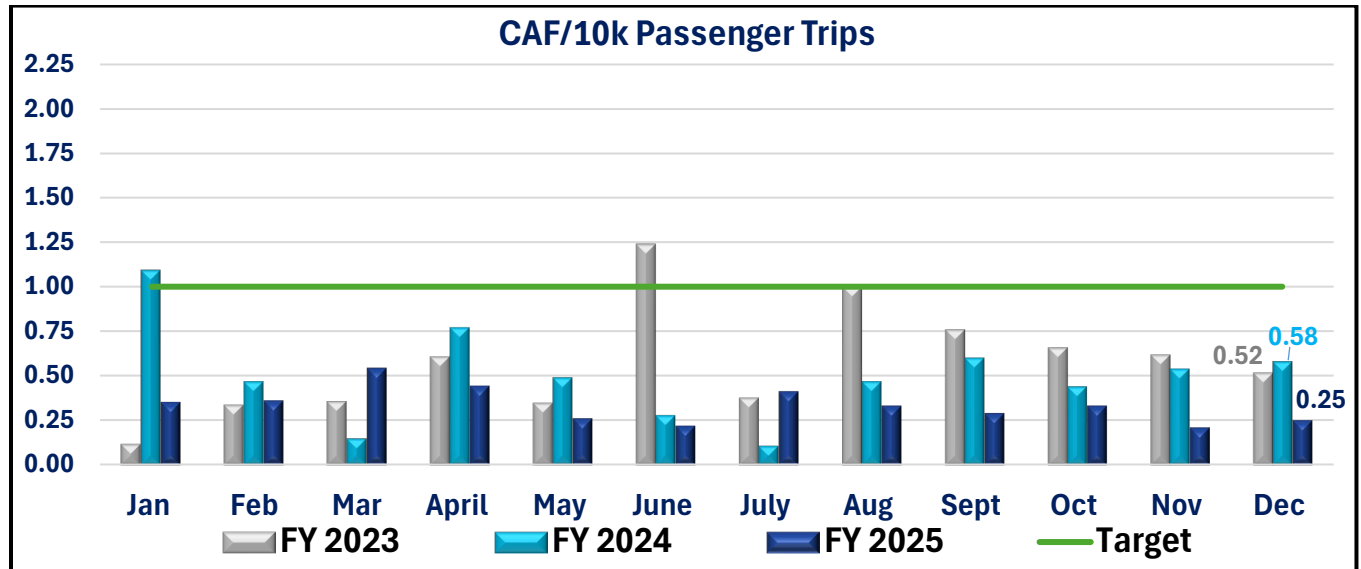
Metric	Standard	Sep-25	Oct-25	Nov-25	Dec-25	(4) Month-Ave.
Passengers per Hour	2.50	2.44	2.41	2.34	2.34	2.38
On-time Performance	95.0%	85.9%	90.4%	94.5%	93.7%	91.1%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	28,069	26,305	26,318	39,337	30,007
Monthly Wheelchair Boardings	No standard	3,870	4,095	3,535	3,795	3,824

- Productivity: **2.34** Passengers per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- On-time Performance: **93.7%** 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): **39,337** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **11,168** ambulatory boardings; **3,795** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

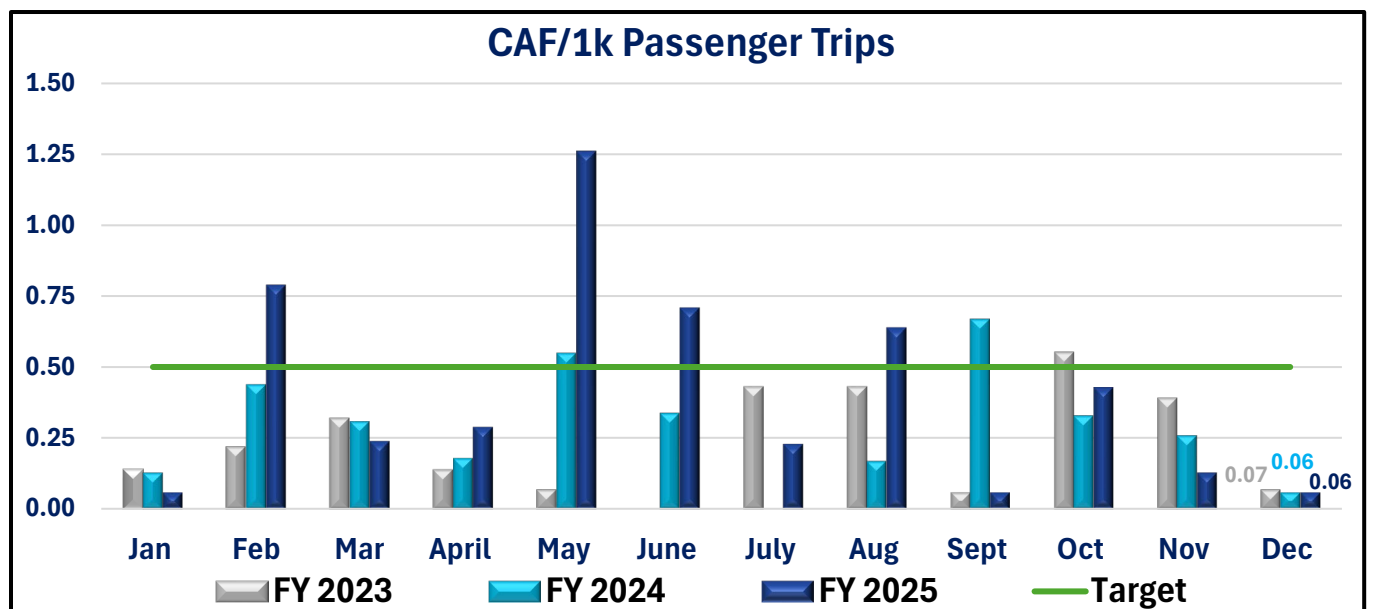
For the month of December 2025, Customer Service received and processed **34** Customer Assistance Forms (CAF's). A total of **31** or 91% were CCRTA and Contract Fixed Route Services, of which **7** were verified as valid. This equates to approximately **0.25** CAFs **per 10,000** passenger trips. Fixed Route Services did not receive any commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of December 2025, Customer Service received and processed **34** Customer Assistance Forms (CAF's). A total of **3** or 9% 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 did not receive any commendations this month.

Number of CAFs/1k for B-Line Services



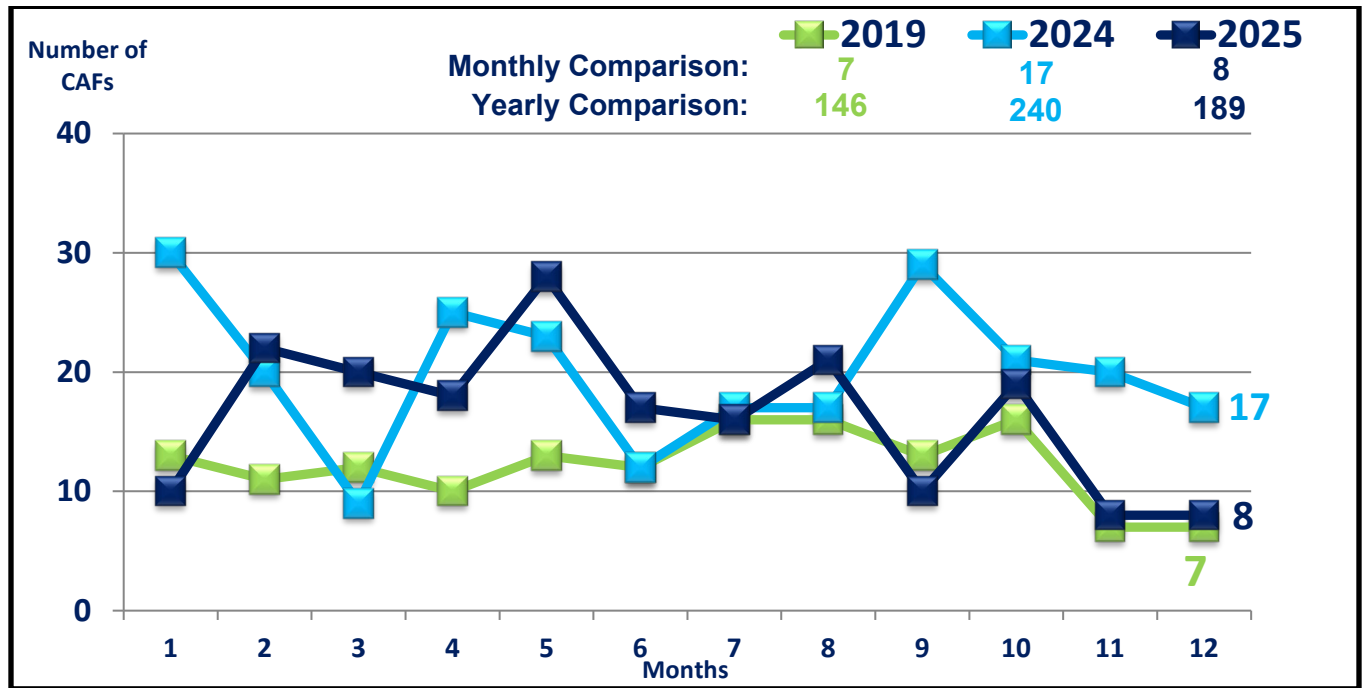
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#50 Calallen/Robstown/NAS Ex (P&R)	
#4 Flour Bluff	1	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#5x Alameda Express		#60 Momentum Shuttle	1
#6 Santa Fe/Malls		#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	1	#90 Flexi-B Port Aransas	
#19 Ayers	1	#93 Flex	
#21 Arboleda	1	#94 Port Aransas Shuttle	
#23 Molina	2	#95 Port Aransas Express	
#24 Airline/Yorktown	2	B-Line (Paratransit) Services	3
#25 Gollihar/Greenwood		Transportation	
#26 Airline/Lipes		Service Development	
#27 Leopard	3	Facilities Maintenance/Bus Stops	9
#28 Leopard/Navigation	1	IT/Electronics	
#29 Staples	2	Safety & Security	4
#32 Southside		Vehicle Maintenance	
#34 Robstown North		Commendations	0
#35 Robstown South			
#37 Crosstown/TAMU-CC	2		
		Total CAFs	34

Processed CAF Breakdown by Service Type:

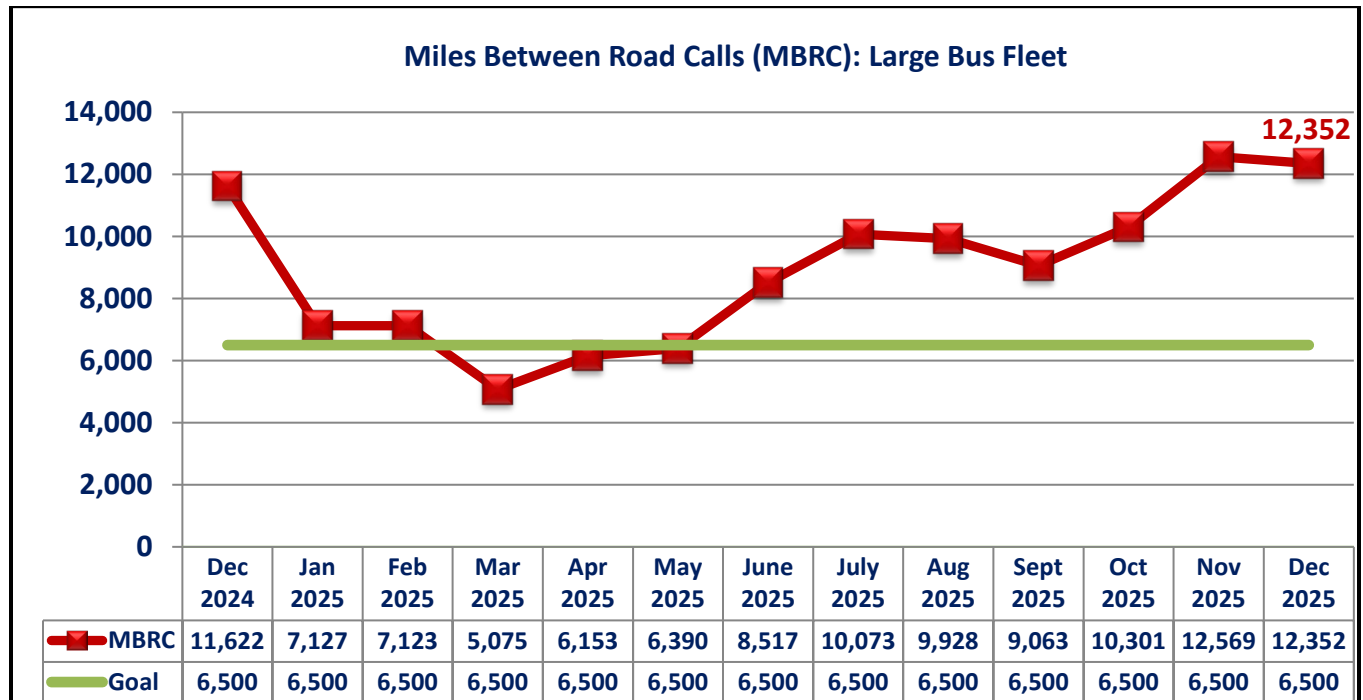
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Purchased Transportation	Totals
ADA	1			1
Service Stop Issues				
Driving Issues	1	1	1	3
Customer Services	1	1		2
Late/Early – No Show	3		2	5
Alleges Injury				
Fare/Transfer Dispute				
Heating/Cooling				
Dispute Drop-off/Pickup				
Rude	1		1	2
Left Behind/Passed Up	5		2	7
Inappropriate Behavior		1		1
Policy				
Incident at Stop				
Incident on Bus				
Incident at Station				
Securement/Tie-Down Issue				
Denial of Service				
Policy				
Safety & Security	4			4
Facility Maintenance	9			9
Service Development				
IT/Electronics				
Vehicle Maintenance				
Scheduling Issues				
Commendations				
Total CAFs	25	3	6	34

Customer Programs Validated & Verified (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In December 2025, 12,352 miles between road calls (MBRC) were recorded as compared to 11,622 MBRC in December 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 8,946.




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 **DECEMBER 2025**

	Total Miles Driven in DECEMBER for Each Bus Type	Tyotal Road Calls for DECEMBER 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	234,679	24	24	0	19	5	3	4
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	0	0	0	0	0			
TOTAL MILES DRIVEN		TOTAL ROAD CALLS						
	234,679	24	24	0	19	5	3	4
MILES BETWEEN ROAD CALLS								
	12,352	Compared Total Miles with Chargeable Roadcalls						

Unsung Hero Report

October-25

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
				-NONE-

Nov-25

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
1611	5-Nov	David Cruz	27	Veronica, a passenger on Route 27, came in to commend the driver of unit 933, stating that he is the kindest man she has ever met. She said you can tell he truly loves his job and the people he transports around the city. She described him as knowledgeable and compassionate and was mind-blown by the fact that, despite many passengers being rude or disrespectful toward him, he continues to display outstanding customer service.
1629	15-Nov	Lettie	Special	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.
1632	20-Nov	April Henault	B-Line	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.
1633	20-Nov	Homer Sierra Reyna Rudy	B-Line	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.

Dec-25

CAF #	Date Rec'd	Driver/Employee	Route/Dept.	Description
				-NONE-

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

<u>CCRTA Committee Meetings</u> Wednesday, February 25, 2026	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u> Wednesday, March 4, 2026	8:30 a.m.
<u>RCAT Committee Meeting</u> Thursday, March 19, 2026	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
