



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## RCAT MEETING NOTICE

**Date:** Thursday, March 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, Jeannine Leal, Vice-Chair,  
 Rhonda Alvarez, Randal Chisamore, Inez Garcia, 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 February 19, 2026.	2 minutes	Pages 1 – 3
	6.	Unsung Hero Award 2025 Q4: Homer Sierra	5 minutes	
	7.	Eligibility Program Administrator Report 1. 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. Special Recognition for Outgoing RCAT Committee Board Members: Rhonda Alvarez and Randal Chisamore 2. Awards and Recognition: a) New Hires b) APTA Adwheel Awards 3. Update on New Maintenance Facility 4. January 2026 Operations Report 5. CEO Report 6. Route Evaluation: April RCAT Meeting	30 minutes	No Attachment
	10.	Informational Items: a) January 2026 CAF Report b) January 2026 B-Line Report c) January 2026 Operations Report Key Metrics d) January 2026 Maintenance Road Call Report e) Upcoming Events and RTA Functions f) Route Evaluation Form g) Route 78 Schedule		Pages 4 - 7 Pages 8-10 Pages 11-19 Page 20 Page 21 Page 22 Page 23
	11.	Adjournment		No Attachment

		Total Minutes:	60	
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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**

**February 19, 2026**

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**Advisory Committee Members Present:** Robert Box, Randal Chisamore, Jeannine Leal, Terry Klinger, Inez Garcia

**Advisory Committee Members Absent:** Rhonda Alvarez Dr. Jennifer Arismendi, Neva Eileen Schubert, Christina Edwardson

**Board Members Present: None**

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

**MV Present:** Gayle Knight, Tom Wieland

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**Call to Order:** Mr. Box called the meeting to order at 12:03 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 January 15, 2026, were approved. Motion made by Mr. Chisamore and seconded by Ms. Leal.

**B-Line Eligibility Program Update**

Presented by: Melanie Gomez

End of the year report for 2025: 1,089 applications received, 173 withdrew their application, 137 applications have not completed the application process (as of 1/22/26), 108 assessment dates scheduled, 695 applicants came in for an assessment, 876 applications were reviewed for eligibility, 633 were unconditionally eligible, 804 recertification notices were mailed out (570 needed a reassessment; 234 were recertifications), and 3,622 calls made and/or received. Current B-Line ridership is at 2,223, as of 2/9/2026. Application from January 2025 to January 2026 remained that same at a total of 76.

**RCAT Chairperson's Report:**

Unsung Hero Nominations for 2025 Q4: Homer Sierra. Motion made by Mr. Klinger and seconded by Ms. Garcia.

Nomination for Vice Chair of RCAT: recommendation made by Ms. Garcia for Jeannine Leal to be the new Vice Chair. Motion made by Mr. Chisamore and seconded by Mr. Klinger.

**RCAT Liaison's Report:**

Presented by: Sharon Montez

**Awards and Recognition:**

Security Guards of the Year: Julie Tamez and Daniel Pena.

Security Officers of the Year: Officer Thomas Lowke and K9 Unit Officer Thor

CCRTA New Hires: Caleb Jones, Jarred Melder, Daniel Hemphill, Gregory Galindo, John Stewart, Letisha Trevino, Paul Ueman, and Shannon Turner.

Service Recognition: Rudy Lopez, Senior Maintenance Tech, 40 years of employment

Texas Workforce Commission Award, "We Hire Vets" presented to CCRTA HR staff

CCRTA's 40<sup>th</sup> Anniversary: Everett Roy Presented a proclamation on behalf of Mayor Paulette Guajardo.

**Adopt Resolutions for Outgoing Board Members**

Anna Jimenez, Nueces County

Amanda Torres, City of Corpus Christi

**Reappointment of RCAT Committee Members:**

Inez Garcia (third term): B-Line Rider

Jeannine Leal (third term): Director of Senior Companion Program

**December 2025 Operations Report:**

Passenger trips decreased by 2.5%, totaling an increase of 7,348 rides compared to the previous year. This December saw an increase of 2.8% revenue service hours from last December.

Revenue service miles increased by 12,416, reflecting a 2.7% increase over last December. (3)

Special movement events this December. The (3) December special movements included:

Downtown Dasher, Wreaths Across America, and Feast of Sharing.

December 2025 ridership was 306,869, which is higher than December 2024 which had 299,521 rides which equates to an increase of 2.5%. December vanpool was at 8,590, down by 119 rides.

**CEO Report:**

Operation and Project Updates: Provided fare-free rides to and from city warming shelters: 546 passenger trips to warming centers, 736 passenger trips to overnight refuge centers, Bear Lane Generator Replacement complete, ADA Bus Stop Improvements Phase VIII – Construction portion of project is complete, Dual Screen Digital Kiosks systems installed at Southside & Staples Street Transfer Stations, Replacement of 6 CNG Fuel Dispenser Units: first two of six dispensers have been installed, project scheduled to be completed by the end of next week. Employee Development and Appreciation: CCRTA hosted “Essential Team Building Skills for Transit Leaders” training led by EasterSeals & TTA , Celebrated the retirement of Mary Ann Merlin, Management Assistant, 31 years of service, and Transportation began a new Bus Operator training class of six students on Jan. 26th. Transportation Initiatives and Community Support: MLK March Shuttle Service (169 passenger trips), Nueces County Junior Livestock Parade in Robstown, Lindale Senior Center, Food Bank Outreach, Outreach along Route 83, Provided shuttle services for the Texas A&M Corpus Christi Men’s and Women’s Basketball games, Dr. Hector P. Garcia Memorial Foundation Luncheon and Buccaneer Commission Port of Corpus Christi Tour.

**Committee Questions and Concerns:**

Mr. Box stated Spare is better than it was. He stated he likes the new AI to check ETAs on buses.

**Adjournment:** 12:38 P.M.



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

January 31, 2026

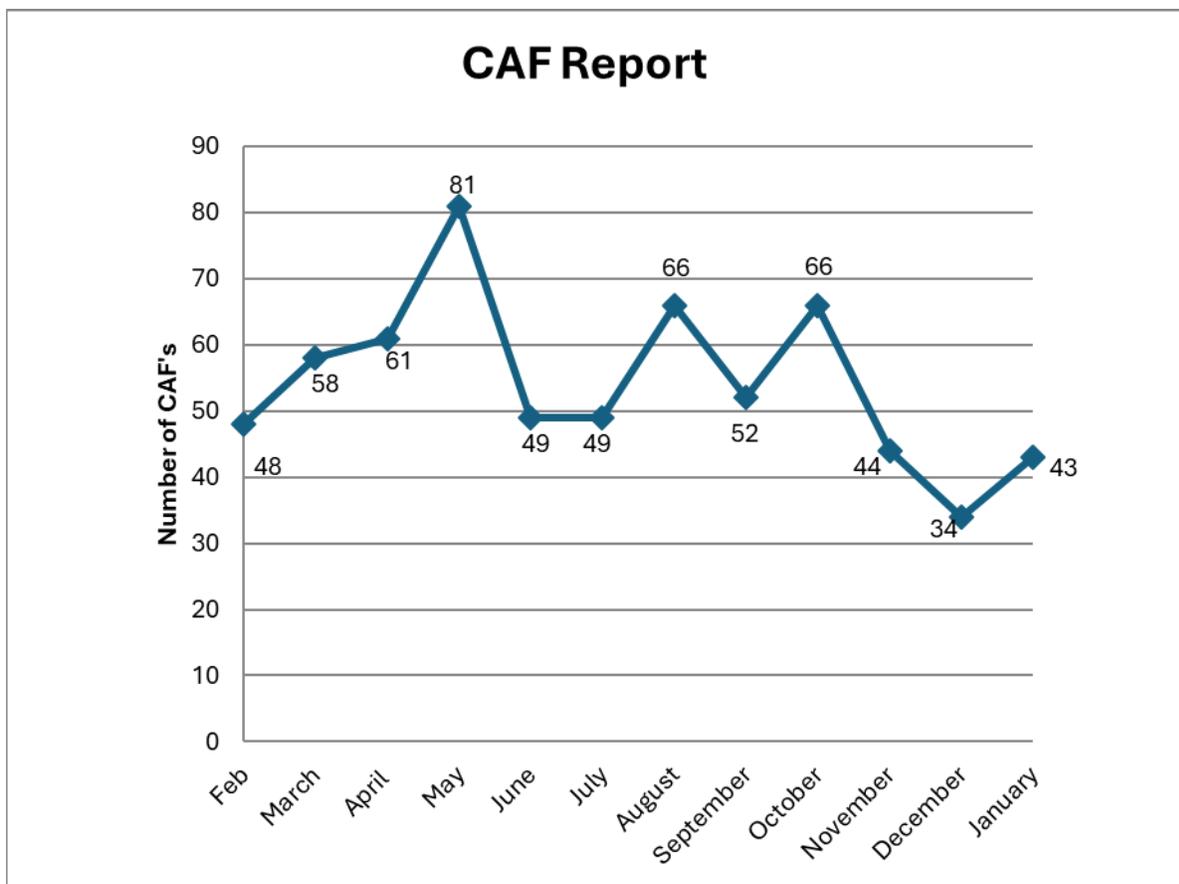
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## Subject: CAF Report for January 2026

### Customer Programs Monthly Customer Assistance Form (CAF) Report

For January 2026, there were 43 reported CAFs which is more than the amount of the 34 reported CAFs for December 2025. The increase of 9 CAFs represents a 26% increase.

There was one commendation included in the total for the month of January.



**January 2026 for Route Summary Report:**

Route		Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin		#65 Padre Island Connection	
#15 Kostoryz/Carroll HS	2	#76 Downtown Shuttle	
#16 Morgan/Port	5	#78 North Beach Shuttle	1
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	4	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 FLEX	
#23 Molina	1	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	1
#26 Airline/Lipes		Transportation	
#27 Leopard	2	Service Development	1
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	10
#29 Staples	3	IT/Electronics	
#32 Southside		Safety & Security	2
#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator		COMMENDATIONS	1
#37 Crosstown/TAMUCC	1		
		<b>TOTAL CAF's</b>	<b>43</b>

**January 2026 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA				
Service Stop Issues				
Driving Issues	6			6
Customer Services				
Late/Early – No Show	2		1	3
Alleges Injury				
Fare/Transfer Dispute	1			1
Heating/Cooling				
Dispute Drop-off/Pickup	1			1
Rude	6	1	3	10
Left Behind/Passed Up	6		1	7
Inappropriate Behavior				
Incident at Stop				
Incident on Bus				
Incident at Station				
Tie-Down Issue				
Denial of Service				
Policy				
Safety and Security	2			2
Facility Maintenance	10			10
Service Development	1			1
IT/Electronics				
Vehicle Maintenance	1			1
Scheduling Issues				
Commendations		1		1
<b>TOTAL CAFs</b>	<b>36</b>	<b>2</b>	<b>5</b>	<b>43</b>

## **Conclusion:**

During January 2026, CCRTA received forty-three CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there was one commendation.

Thirty-six CAFs were received regarding CCRTA Service, representing 84% of the total customer assistance contacts; there were no commendation and fourteen informational CAFs.

Two CAFs were received regarding B-Line Service, representing 5% of the total customer assistance contacts; there was one commendation.

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: February 3, 2026**

**SUBJECT: B-Line Report for January 2026**

- ❑ Ridership for the month of January 2026 was 16,359 compared to 15,049 for January 2025, which equates to 1,310 more trips representing an 8.70% **increase**.
- ❑
- ❑ Demand Response (Rural) ridership for January 2026 was 7.
  
- ❑ Uber ridership for January 2026 was 41 – included with paratransit.
  
- ❑ Ridership for YTD 2026 was 16,359, representing an 8.70% **increase** over 2025 ridership statistics.

RIDERSHIP 2025 YTD	RIDERSHIP 2026 YTD	DIFFERENCE	% DIFFERENCE
15,049	16,359	1,310	8.70%

**Service Standards**

- ❑ Productivity: 2.27 PPH (Passengers per hour) January contract standard is 2.50
  
- ❑ On Time Performance: 96.57% on time performance for January 2026
  
- ❑ Denials: Zero denial of service (as defined by FTA)
  
- ❑ 498 trips out of 14,520 trips (3.43%) did not meet the standard for on time performance in January 2026. Of that number:
  - 479 were < 30 minutes late.
  - 19 were > 30 minutes late.
  - 0 were > 60 minutes late.
  - 0 were > 90 minutes late.
  
- ❑ Miles between road calls 196,616 miles with 6 road calls that equates to 32,769.3 miles between road calls for January 2026. MV did exceed the minimum standard of 12,250 miles between road calls for January 2026.

**Wheelchair Boarding's and associated statistics**

For the month of January 2026, there were:

- 10,990 - ambulatory passengers
- 3,451- wheelchair boarding's
- 1,573 - personal care attendants (AM)

- 273- companions
- 72 - animals

### **Other Service statistics**

There were 7 **Customer Assistance Forms** recorded for January 2026:

1. #1686: Mr. Rodriguez and his family were waiting at bus stop 606 for Route 3, unit 3059. He stated that he was actively tracking the bus and stood up to prepare to board as it approached. However, the driver waved his hands as if indicating he was unable to stop and then passed them without servicing the stop.
  - a. Valid
2. #1692: Customer described the interaction with the operator on route 4 as unpleasant. She explained that when she got in the bus the driver roll her eyes on her and did not greet her back. On her way back home on the afternoon (12:20) she had the same experience with the operator.
  - a. Unable to Determine
3. #1693: Customer is very happy with his operator today (Julia) , very friendly and engaging. He noted also noted that the driver got a call from dispatch and the male dispatcher was rude to Julia ( Operator). She request that dispatchers speak to operators in a friendly manner.
  - a. Commendation
4. #1697: A customer called inquiring about location of route 3. She said that she has been waiting for more than 15 min and the bus has not arrive to the base.
  - a. Valid
5. #1698: Name: Claudia Kay Black Email: claudiakay59@gmail.com Phone: 3616961616 Message: Trying to get some understanding. I have googled and looked on those CCRTA website and nowhere doesn't mention that in February the fee goes up to 1.25 and students including kindergarten students must have student id to ride free. The bus driver on route 4 at 6:50 at the Compton and Waldron stop yelled at me and multiple other students that it was mandatory and would be enforced as of February. My child goes to fbisd and they don't give id to the young kids.
  - a. Valid
6. #1707: 1/21/2026 2:50pm RT 24 Mr. Richard Thompson was on RT 24 going to Del Mar College. Once the bus pulled into Del Mar, he pulled the string to get off. He said the operator drove on the driveway and told him he pulled the string too late for him to get off. He is very upset because he got dropped off at the next stop and had to walk back to del mar. He said other operators allow him to get off anywhere in the Del Mar area.
  - a. Invalid

7. #1709: Mrs. Anderson complained on the interaction with the driver. She boarded the bus and tried to pay but her dollar bill was torn and the machine would not take it. She claims that at this point the operator was very rude with her.
  - a. Valid

### **Conclusion**

The contractor has met or exceeded performance standards in three of the four key areas for January 2026:

- ❑ 2.27 passengers per hour
- ❑ 96.57% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for January 32,769.3 miles did exceed the minimum contract standard of 12,250 miles.

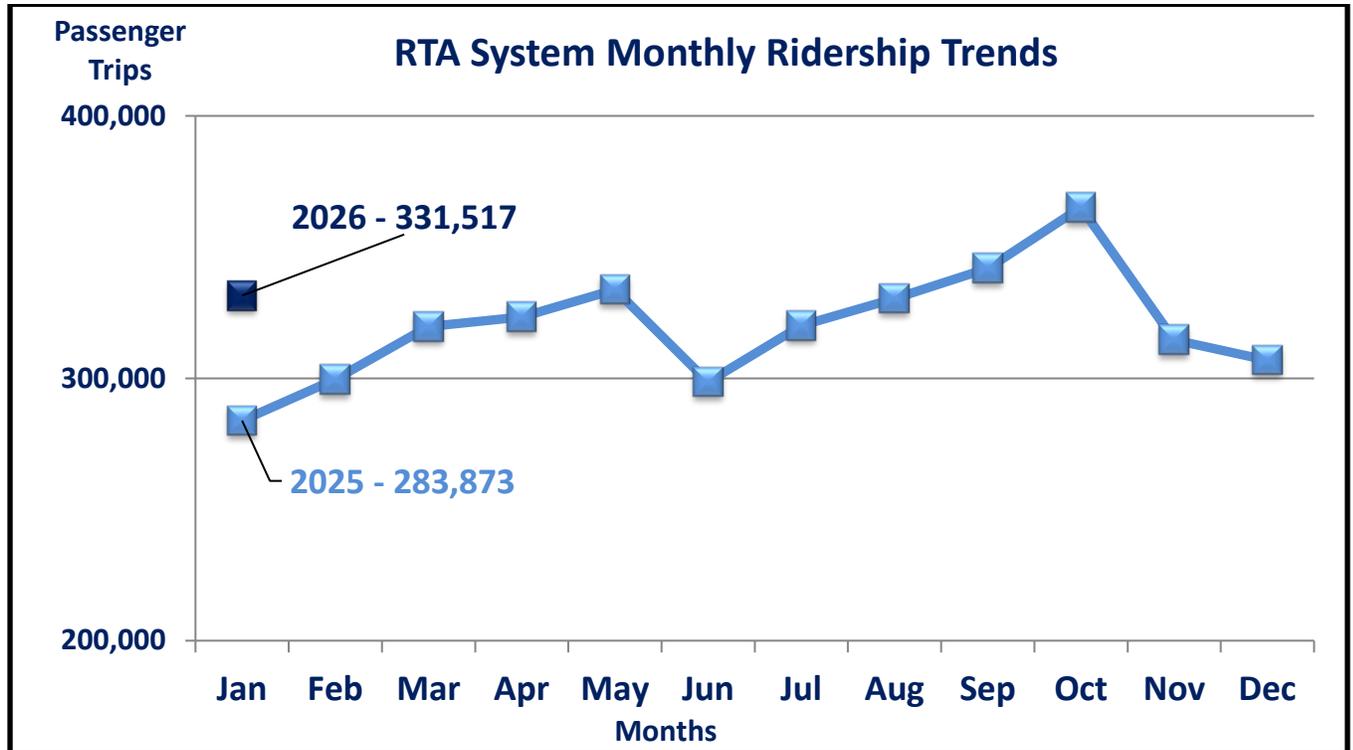
**Subject:** January 2026 Operations Report

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**

January 2026 system-wide passenger trips totaled 331,517 which represents a 16.8% increase, compared to 283,873 passenger trips in January 2025 with 47,644 more trips provided this month.

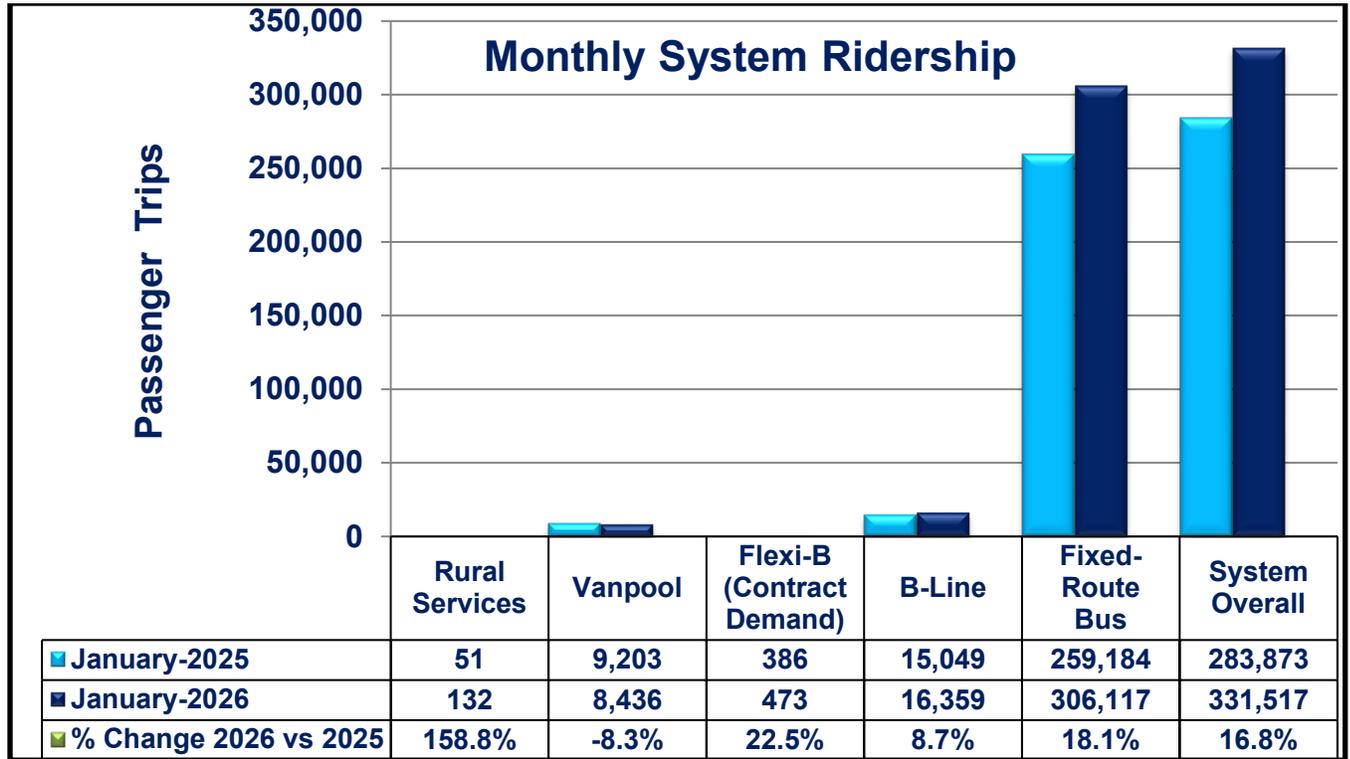


January 2026	January 2025
20 Weekdays	22 Weekdays
6 Saturdays	4 Saturdays
5 Sundays	5 Sundays
31 Days	31 Days

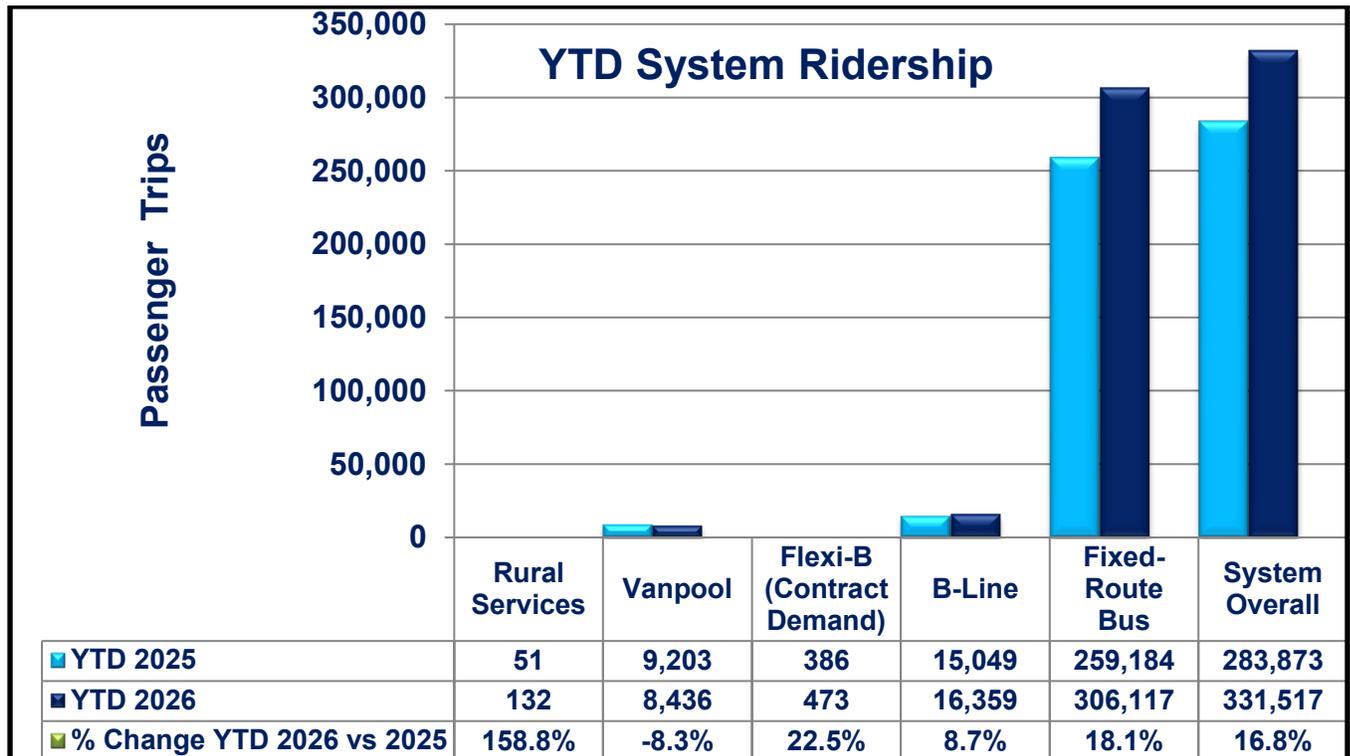
The average retail price for unleaded gas in Corpus Christi was \$2.44 per gallon compared to \$2.68 per gallon in January 2025<sup>1</sup>.

1. GasBuddy.com historical data at <http://www.gasbuddy.com>

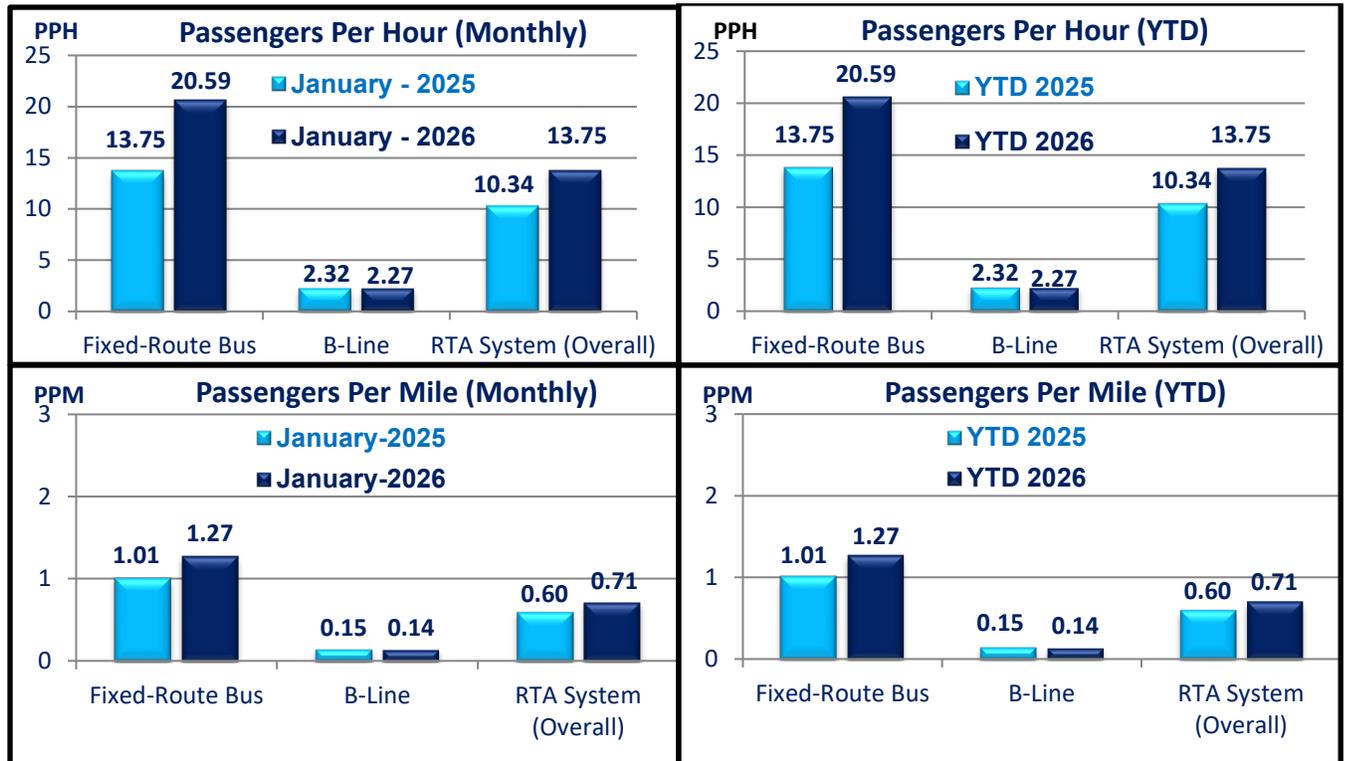
The chart below shows monthly ridership results for all services. CCRTA recorded 47,644 more passenger trips in January 2026 resulting in a 16.8% increase compared to January 2025.



The chart below shows YTD ridership results for all services. 47,644 more trips compared to 2025.

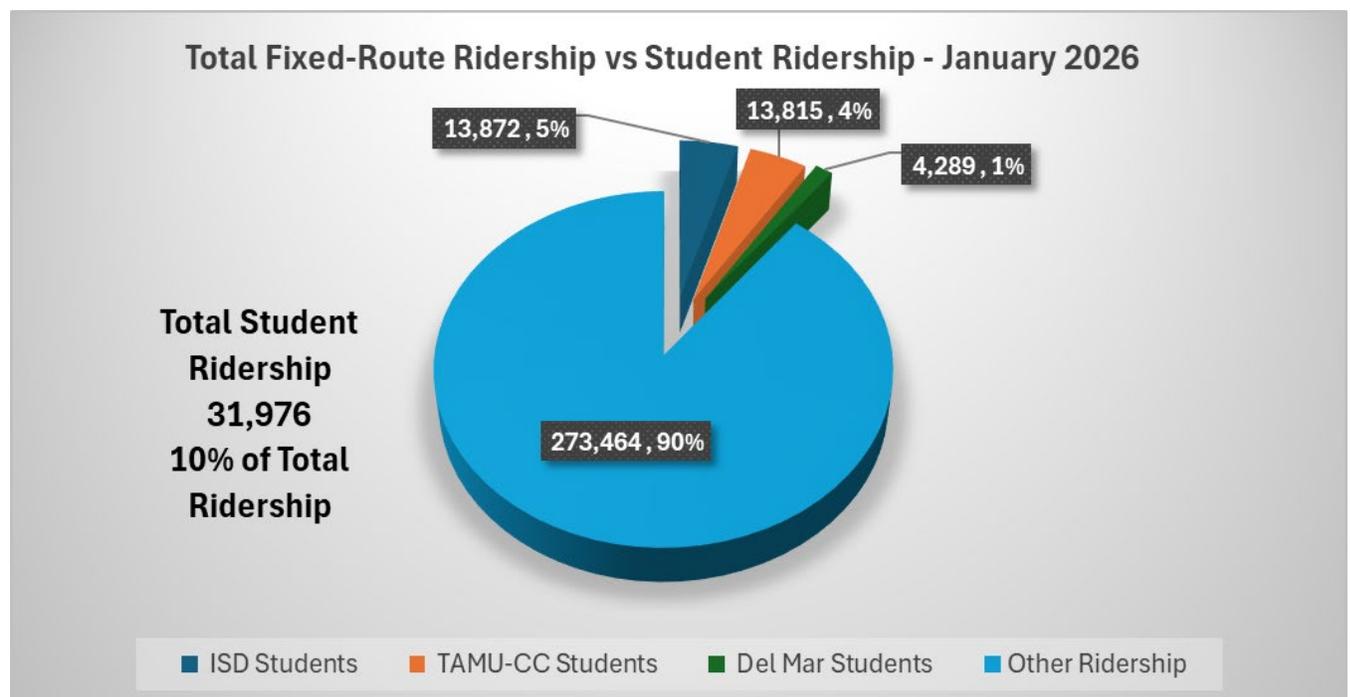


The following four charts are system-wide productivity for the month of January 2026 vs. January 2025 and YTD figures.



### Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for January 2026.



**Bus Routes and Bus Stops Impacted by City of Corpus Christi and TxDOT Construction Projects**

**Current Projects**

- **Carroll Ln. (SH-358 to Holly)** Project utility preconstruction began June 2025  
➤ Route 15 & 17. (No stops impacted or detour at release of this document)

**Upcoming Projects**

- **S. Alameda (Everhart to Airline): Project to begin mid-March 2026.**  
➤ Route 5 (10 to 12 stops could be impacted)
- **Upper/Mid./Lower Broadway: Project in design. (60%)**  
➤ Routes 6, 76 (2 stops could be impacted)

For January 2026 report, there were two fixed routes of 32 in operation that may experience impacts.

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

Schedule Adherence	Standard	Oct-25	Nov-25	Dec-25	Jan-26	4-Month Average
Early Departure	<1%	0.0%	0.8%	0.8%	0.8%	0.6%
Departures within 0-5 minutes	>85%	91.6%	90.6%	90.6%	94.3%	91.8%
Monthly Wheelchair Boardings	No standard	4,365	4,087	4,071	3,943	4,117
Monthly Bicycle Boardings	No standard	8,610	7,282	7,707	7,463	7,766

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

In January 2026, B-Line service performance metrics are listed below.

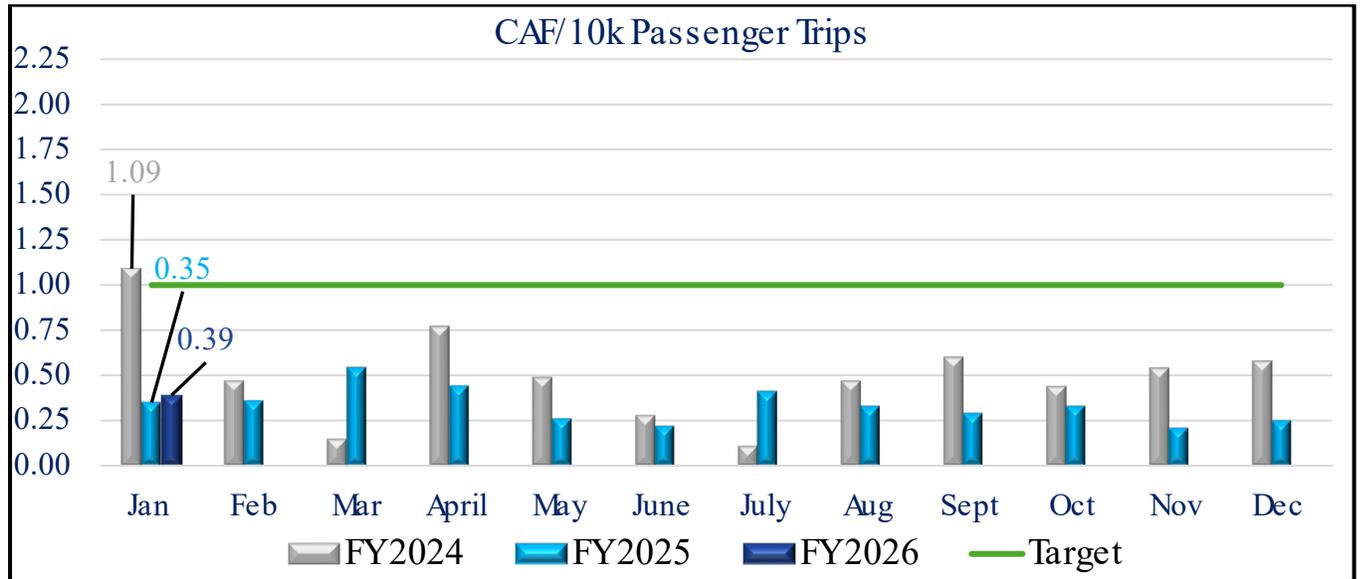
Metric	Standard	Oct-25	Nov-25	Dec-25	Jan-26	(4) Month-Ave.
Passengers per Hour	2.50	2.41	2.34	2.34	2.27	2.34
On-time Performance	95.0%	90.4%	94.5%	94.5%	96.5%	94.0%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	26,305	26,318	39,337	32,769	31,182
Monthly Wheelchair Boardings	No standard	4,095	3,535	3,795	3,451	3,719

- Productivity: **2.27** Passengers per Hour did not meet the 2.50 PPH. contract standard.
- On-time Performance: **96.5%** did 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): **32,769** met the contract standard of 12,250 miles.
- Ridership Statistics: **10,990** ambulatory boardings; **3,451** wheelchair boardings

**Customer Programs Monthly Customer Assistance Form (CAF) Report**

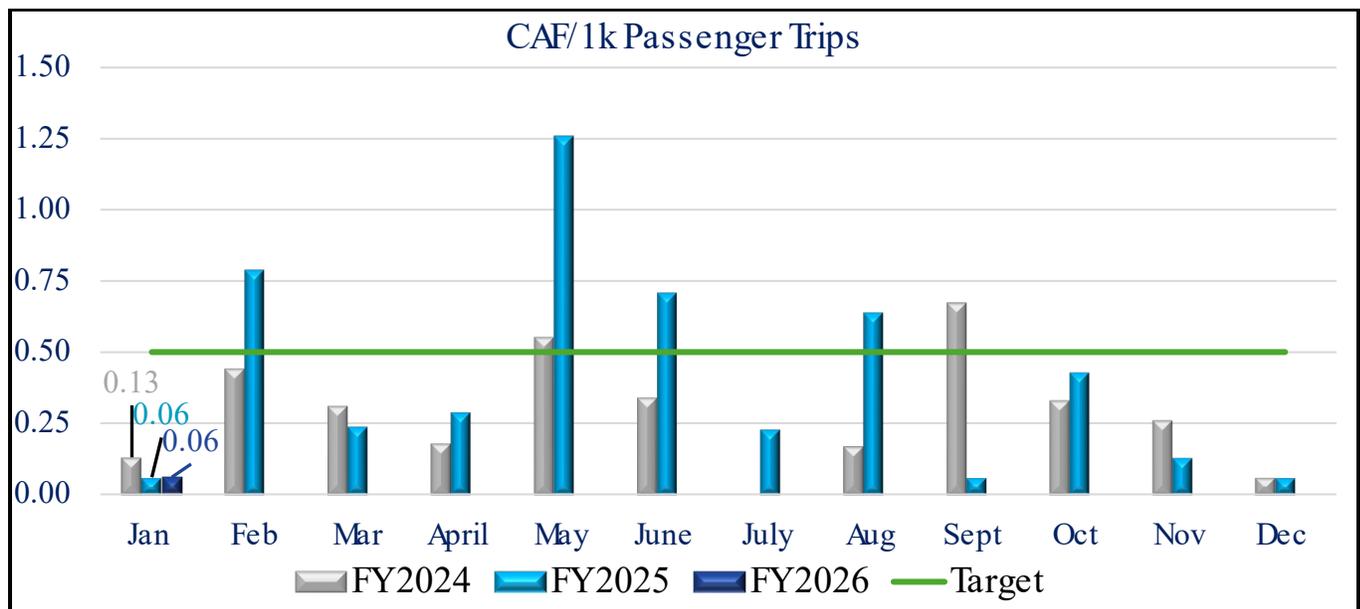
For the month of January 2026, CCRTA received and processed **43** Customer Assistance Forms (CAF's). A total of **41** or 95% were for Fixed Route Services, of which **12** or 29.2% were valid. This equates to approximately **0.39 CAFs per 10,000** passenger trips. There were **no** commendations for Fixed Route Services received.

**Number of CAFs/10k for Fixed Route Services**



For the month of January 2026, CCRTA received and processed **43** Customer Assistance Forms (CAF's). A total of **one** or 5% were for B-Line Services, of which **one** or 0.02% was valid. This equates to approximately **0.06 CAFs per 1,000** passenger trips. B-Line Services received one commendation.

**Number of CAFs/1k for B-Line Services**



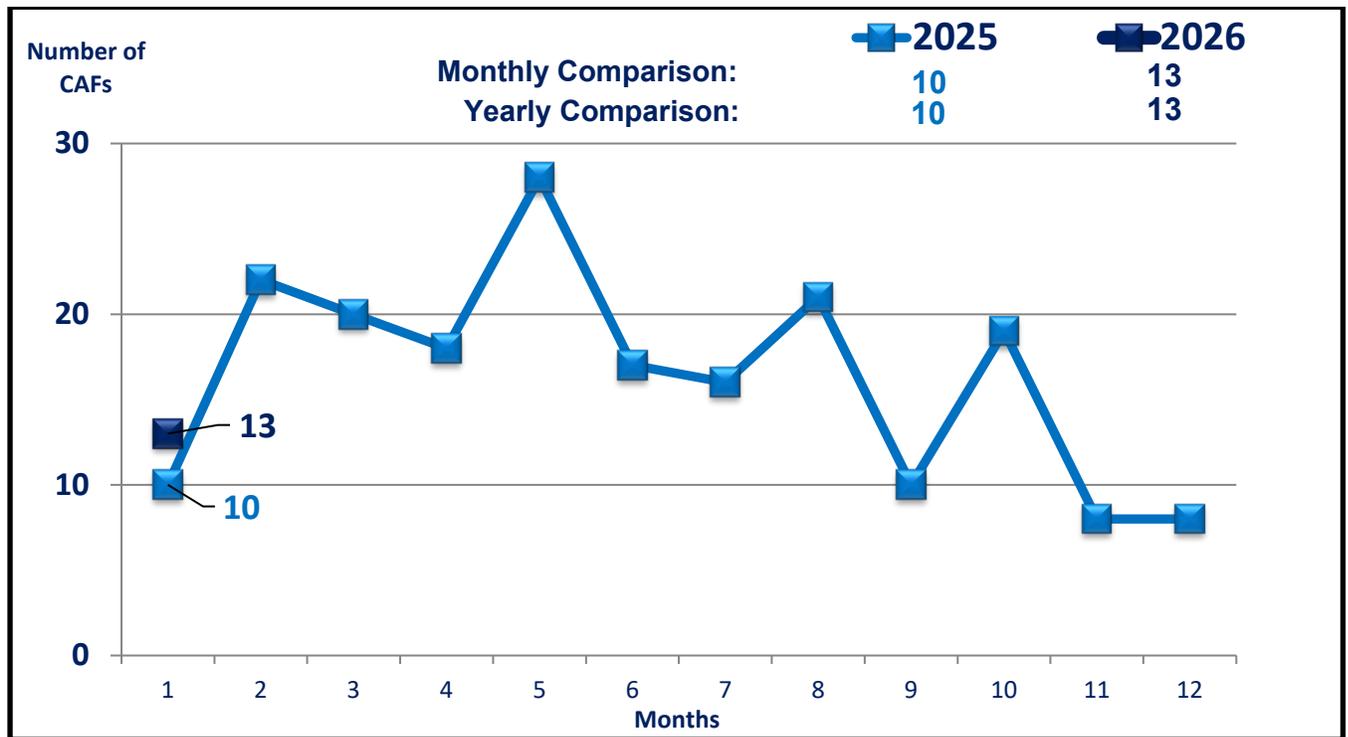
**Route Summary Report:**

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	2	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls		#60 Momentum Shuttle	
#12 Hillcrest/Baldwin		#65 Padre Island (Flex)	
#15 Kostoryz/Carroll HS	2	#76 Downtown Shuttle	
#16 Morgan/Port	5	#78 North Beach Shuttle	1
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	4	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 Flex	
#23 Molina	1	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Paratransit) Services	1
#26 Airline/Lipes		Transportation	
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#34 Robstown North Circulator		Vehicle Maintenance	1
#35 Robstown South Circulator		COMMENDATIONS	1
#37 Crosstown/TAMUCC	1		
		<b>TOTAL CAF's</b>	<b>43</b>

**Processed CAF Breakdown by Service Type:**

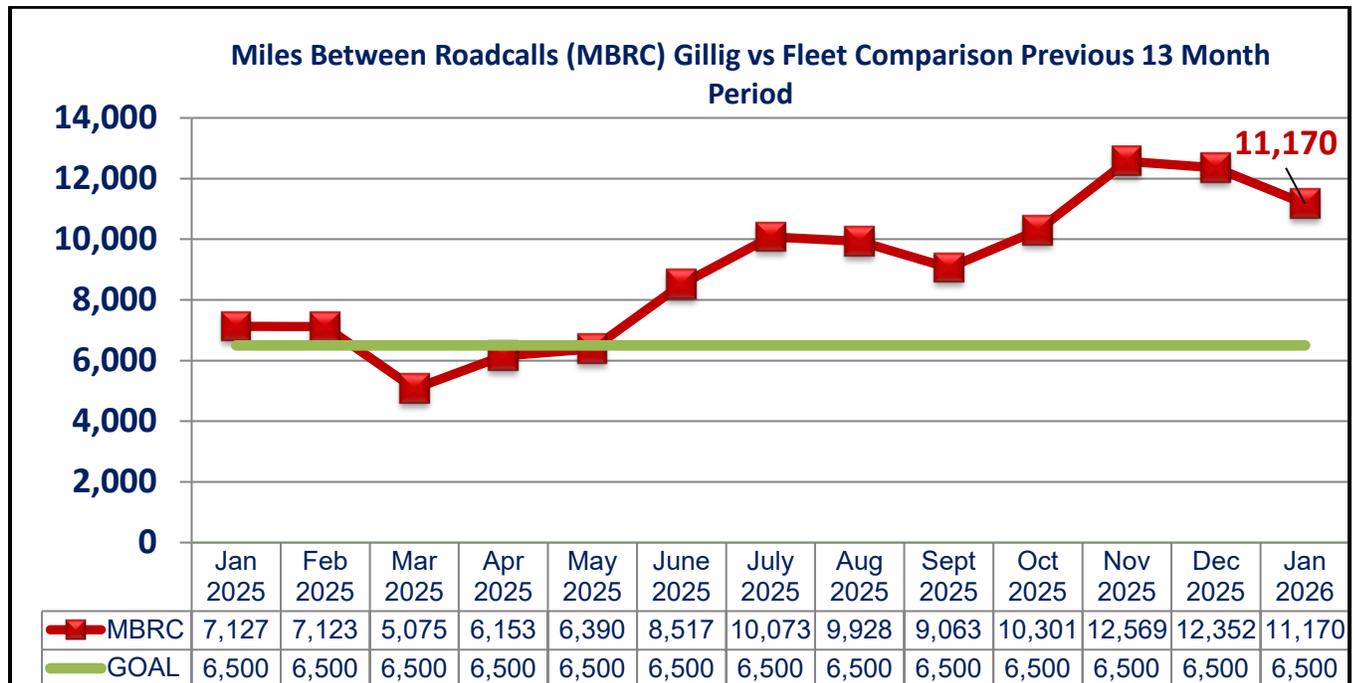
CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
Driving Issues	6			6
Late/Early – No Show	2		1	3
Fare/Transfer Dispute	1			1
Dispute Drop-off/Pickup	1			1
Rude	6	1	3	10
Left Behind/Passed Up	6		1	7
Safety and Security	2			2
Facility Maintenance	10			10
Service Development	1			1
Vehicle Maintenance	1			1
Commendations		1		1
<b>TOTAL CAFs</b>	<b>36</b>	<b>2</b>	<b>5</b>	<b>43</b>

**Customer Programs Validated (CAF's) Count**



**Vehicle Maintenance Department: Miles Between Road Calls Report**

In January 2026, 11,170 miles between road calls (MBRC) were recorded as compared to 7,127 MBRC in January 2025. 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 8,911.



**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 **JANUARY 2026**

	Total Miles Driven in <b>JANUARY</b> for Each Bus Type	Total Road Calls for <b>JANUARY</b> for Each Bus Type	Type I Roadcalls (Replaced)	Type II Roadcalls (Repaired)	Chargeable Roadcalls	Non-Chargeable Roadcalls	A/C	W/C
<b>CNG (35' 901-926) (40' 1001-1024)</b>								
Totals	223,406	44	44	0	20	24	5	2
<b>GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)</b>								
Totals	0	0	0	0	0	0	0	0
<b>TOTAL MILES DRIVEN</b>		<b>TOTAL ROAD CALLS</b>						
	223,406	44	44	0	20	24	5	2
<b>MILES BETWEEN ROAD CALLS</b>								
	11,170	<b>Compared Total Miles with Chargeable Roadcalls</b>						



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

## UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

### MEETINGS

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CCRTA Committee Meetings

Wednesday, March 25, 2026

8:30 a.m.

CCRTA Board of Directors Meeting

Wednesday, April 1, 2026

8:30 a.m.

RCAT Committee Meeting

Thursday, April 16, 2026

12:00 p.m.

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### UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS

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**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY  
ROUTE EVALUATION FORM**

Operator # \_\_\_\_\_ Bus # \_\_\_\_\_

Route# \_\_\_\_\_ Bus Stop# \_\_\_\_\_ Weather:  Hot  Cold  Rain

What time was the bus scheduled to arrive? \_\_\_\_\_  a.m.  p.m. What time did the bus arrive? \_\_\_\_\_  a.m.  p.m.

1. Were you greeted when you boarded the bus?  Yes  No If no, comment: \_\_\_\_\_

2. Did you witness if the driver was helpful if a rider needed assistance?  Yes  No If no, comment: \_\_\_\_\_

3. Was the operator dressed professionally?  Yes  No If no, comments on appearance of driver: \_\_\_\_\_

4. Were the audible ADA announcements in a loud enough tone to be heard?  Yes  No If no, comment: \_\_\_\_\_

5. Was the quality of your ride satisfactory?  Excellent  Good  Fair  Needs Improvement  
Comment: \_\_\_\_\_

6. Did the air conditioning, or heating, meet your comfort needs?  Yes  No If no, comment: \_\_\_\_\_

7. Did the wheelchair ramp function adequately if it was used?  Yes  No If no, comment: \_\_\_\_\_

8. Is the head sign in the front of the bus legible and does it display the correct route information for you to identify your specific route and bus?  Yes  No If no, comments: \_\_\_\_\_

9. Was the bus clean, were the windows clean and clear?  Yes  No If no, comment: \_\_\_\_\_

10. Did you use the GoPass App/Real Time system? If you used the system, did it work to your satisfaction?  Yes  No  
Comment: \_\_\_\_\_

11. Did you experience any noise made by the bus that was excessive or discomforting?  Yes  No  
If yes, comment: \_\_\_\_\_

12. Did the stop request signal device properly function for you?  Yes  No If no, comment: \_\_\_\_\_

13. Did you experience any issues with the doors upon entering or exiting the vehicle?  Yes  No  
If yes, what issues? \_\_\_\_\_

14. Did the vehicle break down, or exhibit any performance issues, or experience a delay?  Yes  No  NA  
If yes, what issues, comment: \_\_\_\_\_

15. Did the kneel system work satisfactorily in lowering the bus entrance?  Yes  No If no, comment: \_\_\_\_\_

16. On rainy days did you notice or experience any water leakage issues on the interior of the bus?  Yes  No  NA  
If yes, comment: \_\_\_\_\_

17. Did you see any bus stops during your trip that are in need of repair?  Yes  No  
If yes, comment: \_\_\_\_\_

18. Where did you exit the bus, Bus Stop # \_\_\_\_\_ Time: \_\_\_\_\_  a.m.  p.m.  
Please enter any other comments you may have below or on the back of this form:

Rider Name: \_\_\_\_\_ Date: \_\_\_\_\_

# 78 North Beach Shuttle



## 78 MONDAY - SATURDAY

	Staples Street Station -Departs- 1	Texas State Aquarium 2	Staples Street Station -Arrives- 1
A.M.	6:00	6:15	6:27>
	7:00	7:15	7:27>
	8:00	8:15	8:27>
	9:00	9:15	9:27>
	10:00	10:15	10:27>
	11:00	11:15	11:27>
P.M.	12:00	12:15	12:27>
	1:00	1:15	1:27>
	2:00	2:15	2:27>
	3:00	3:15	3:27>
	4:00	4:15	4:27>
	5:00	5:15	5:27>
	6:00	6:15	6:27*

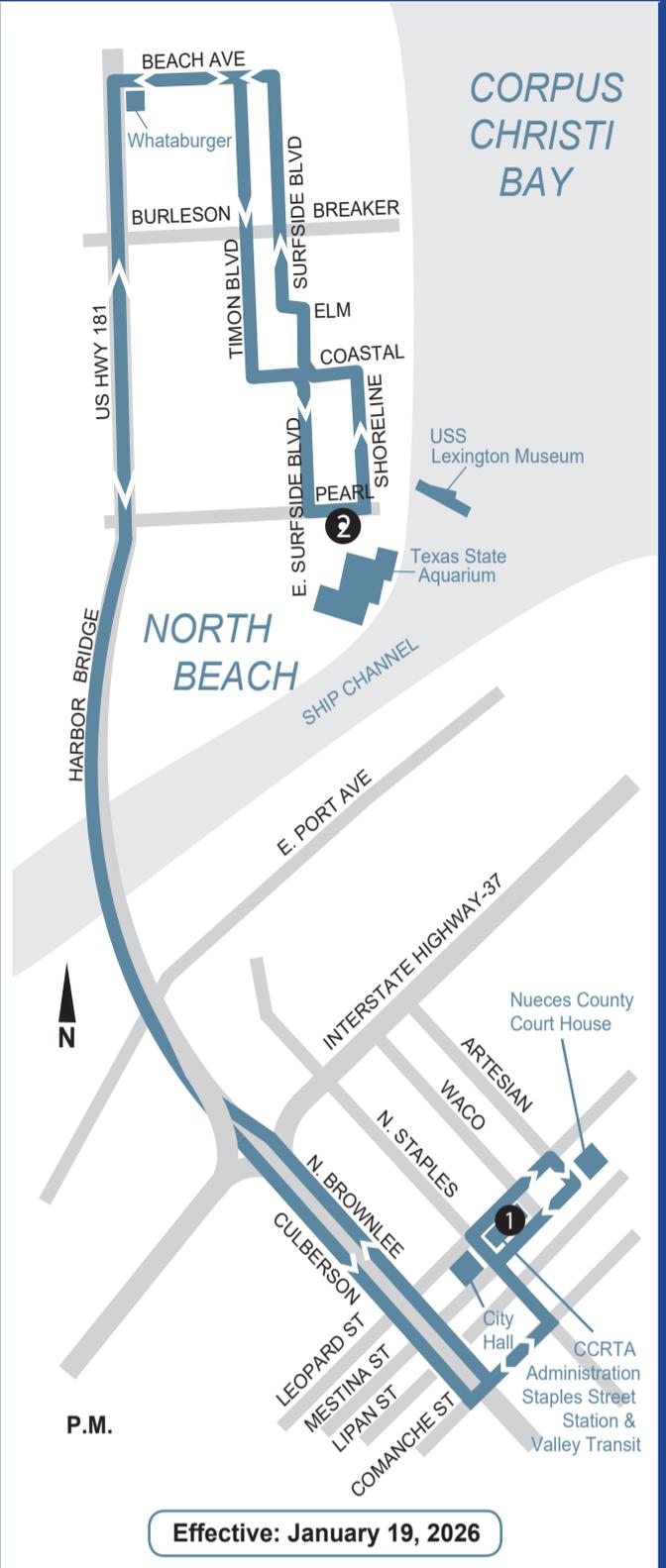
\* - Out of service on arrival.

## 78 SUNDAY

	Staples Street Station -Departs- 1	Texas State Aquarium 2	Staples Street Station -Arrives- 1
A.M.	8:00	8:15	8:27>
	9:00	9:15	9:27>
	10:00	10:15	10:27>
	11:00	11:15	11:27>
P.M.	12:00	12:15	12:27>
	1:00	1:15	1:27>
	2:00	2:15	2:27>
	3:00	3:15	3:27>
	4:00	4:15	4:27>
	5:00	5:15	5:27>
	6:00	6:15	6:27*

\* - Out of service on arrival.

> To Route 6 Santa Fe/Mall



## Important Information

### CCRTA Customer Service Center

361.883.2287 • Mon – Sat 8am – 5pm  
Hearing/Speech Impaired call 7-1-1  
to set up a Texas Relay Call.

### Holiday & Sunday Service

The CCRTA operates a reduced level of service (sometimes no service) on certain holidays. Please call the CCRTA Rideline or watch for postings on buses for more information.



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

[www.ccrta.org](http://www.ccrta.org)

PLAN > PAY > GO  
ALL FROM YOUR SMARTPHONE

