



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, September 17, 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,
Inez Garcia, Christina Edwardson, Terry Klinger, Neva Eileen Schubert, Dr. Jennifer Arismendi, Rebecca Jones

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 August 20, 2026.	2 minutes	Pages 1 – 4
	6.	Unsung Hero Award – 2026 Q2: Araceli Gonzalez	5 minutes	
	7.	Hendrickson Transportation Group Presentation	10 minutes	
	8.	Eligibility Program Administrator Report 1. Committee for Persons with Disabilities 2. B-Line Eligibility Program Update	10 minutes	
	9.	Chairperson's Report 1. Welcome New RCAT Committee Member and Committee Introductions 2. RCAT Member Updates	5 minutes	No Attachment
	10.	RCAT Liaison Report 1. Awarded a Three (3) Year Contract to Spare Labs Inc. for Paratransit Software Services not to exceed \$1,121,842.50 2. Adopted a Resolution to Apply for FTA Funding for Eight New 40' CNG Buses by Authorizing the Chief Executive Office or Designee to Execute and Submit Applications 3. Update on New Maintenance Facility 4. 2027 Budget Workshop #2 a. CEO Direct Report b. Capital Programs & Customer Service 5. July 2026 Operations Report 6. August 2026 CEO Report	20 minutes	No Attachment

	11.	Informational Items: a) July 2026 CAF Report b) July 2026 B-Line Report c) July 2026 Operations Report Key Metrics d) July 2026 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 5 - 8 Pages 9 - 13 Pages 14 - 22 Page 23 Page 24
	12.	Adjournment		No Attachment
		Total Minutes:	60	

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting who July 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**

August 20, 2026

Advisory Committee Members Present: Robert Box, Terry Klinger, Christina Edwardson, Neva Eileen Scubert, Inez Garcia, Jeannine Leal

Advisory Committee Members Absent: Dr. Jennifer Arismendi

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Gilbert Casas, Daniel Duarte

MV Present: Irene Trevino, Julia Trevino

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 June 18, 2026, were approved. Motion made by Ms. Leal and seconded by Mr. Klinger.

Unsung Hero Presentation: 2026 Q1- Julia Trevino with MV

Eligibility Administrator, Melanie Gomez:

Committee for Persons with Disabilities: The meeting was held on August 5, 2026. There were no public comments and there were no updates from the subcommittees. The Planning and Economic Development Department previously had budget cuts which affected the Parking Enforcement Officers. The 6 staff members, 5 parking officers and 1 manager, were shifted to the Code Compliance Department. July was the first month that the parking citations report was provided by Code Compliance. For the month of July, 4 citations were issued for disabled parking, none for blocking the architect and 10 for blocking the sidewalk. The 311 report that the Planning and Economic Development Department has been providing to the committee was reviewed. The committee was reminded that 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. Staff also

reported that the Communications Director for the City will be resigning. Committee member Wilson Goodrich wanted to express his concern regarding a recent event that the city hosted, "Doing Business with the City", where he did not see an ASL interpreter. He did state that it was possible that one may have been available but was not being used during the time that he was there. He wants to ensure that the city is providing accessibility for events hosted by the city. Committee member Michelle Jones expressed her concern regarding Salinas Park. She advised the committee that the Lions Club adopt Salinas Park to clean the park monthly. She reported that the equipment was dirty and wanted to know who to report it to the appropriate department. Staff advised that the Park and Recreation Department would handle that concern. She also recommended that the concern be reported through 311. Committee member Aliza Huerta expressed her concerns with not knowing about the 311 app and would like the city to do a better job about providing pertinent information like that to the deaf community. Committee member Olga Barrera recommended that new committee members be provided with training to educate and inform them of city resources, the purpose and mission of the committee and what is expected of them as committee members. The next meeting will be on Wednesday, September 2nd at 3:00pm in Council Chambers.

B-Line Eligibility Program Update: Ms. Gomez provided B-Line application volume for June and July. June had a total of 78 applications: 56 were new, 10 were reassessments, and 12 were recertifications. July had a total of 67 applications: 33 were new, 19 were reassessments, and 15 were recertification. YTD (as of 8/8/2026) is a total of 512 applications with 328 being new, 123 were reassessments, and 61 were recertification.

RCAT Chairperson's Report:

Member Updates: New RCAT application received for Rebecca Jones. It will go to the September board for approval. If approved, Ms. Jones will attend the RCAT committee in September.

Unsung hero recipient for 2026 Q2: Araceli Gonzalez, nominated by Ms. Leal and seconded by Ms. Edwardson.

Discussion and Possible Action to Change the RCAT Committee Summer Calendar for June vs July off. RCAT committee voted to have the 2027 calendar reflect having June off. Ms. Leal made the motion and seconded by Ms. Garcia. The 2027 calendar year will have no RCAT meetings in June and December.

RCAT Liaison's Report:

Presented by: Sharon Montez

Announcement of CCRTA Committee Chairs and Appointments by the Board Chair: David Berlanga, Susie Sullivan, Susie Luna Saldana, Gabi Canales, and Eloy Salazar.

Awards and Recognition: CCRTA marketing team received an award from the Texas Workforce Commission for "We Hire Vets". Maria Flores, retiree, completed 39 years of service.

Award a Contract to Fulton Coastcon for the Construction of a New Bear Lane Maintenance Facility Not to Exceed \$50,383,391: Identified Need- the existing facility does not provide adequate protection for essential personnel or assess during severe weather. The new facility will be designed to withstand a Category IV hurricane, with windspeeds between 130-156 mph and will provide full HVAC throughout, improving working conditions for maintenance and facilities staff. Fulton Coastcon achieved the highest final score (90.20) and confirmed its original proposal as its BAFO, which remained the lowest evaluated cost, at \$50,383,391.

Award a Five-Year Contract to Hendrickson Transportation: RTA currently contracts with MV Transportation, Inc. to operate B-Line paratransit service and select fixed routes, flexible, and demand response services. MV Transportation's contract expires on December 31, 2026. A request for proposals was issued on April 8, 2026, with proposals due on June 5, 2026. Seven proposers were eligible for final scoring with the four highest scores and were invited to in-person interviews on July 9, 2026. Hendrickson Transportation Group achieved the highest final score of 85.80 and the lowest evaluated proposed price of 44,222,547.76.

FY2027 Operating and Capital Budget Workshop #1 :Revenues via Sales Tax is \$44,828,497 and Operating Grant of \$5,290,775. Facilities Management budget for 2027 is \$3,703,072 with a decrease of \$65,816 from 2026. Procurement budget for 2027 is 553,182 with a decrease of \$16,859 from 2026. Finance and Accounting budget for 2027 is \$987,781 with a decrease of \$25,001 from 2026. Administration budget for 2027 is \$531,283 with a decrease of \$14,493 from 2026. In summary the total for workshop #1 budget for 2027 is \$5,775,318 with a decrease of \$122,169 from 2026.

June 2026 Operations Report:

Passenger trips increased by 4.8%, totaling an increase of 14,465 trips compared to the previous year. This June saw a decrease of 7.7% revenue service hours from last June. Revenue service miles saw a decrease of 3.1% change, over last June. June 2026 ridership was 313,102, which is higher than June 2025 which had 298,637 rides. Go Pass New Users in 2026, Q2, the platform slipped a bit from the first quarter at 2,059. Despite the dip in new users in this quarter, the second quarter of 2026, app ridership has now reached a new record high of 117,132 surpassing all previous quarters since introduction of the program in 2022.

CEO Report:

Operation and Project Updates: New CCRTA Maintenance Facility On Jul. 29th, CCRTA management met with Ardurra and Turner/Ramirez, to review the Project Management Plan; CCRTA FY 2026 Federal Transit Administration (FTA) Triennial Review: During the Exit Conference, the reviewers and FTA presented a preliminary report identifying four minor potential

deficiencies, all of which have either been resolved or are in the process of being resolved prior to the issuance of the draft final report. Operations closely monitored Tropical Storm Bertha while preparing for potential service impacts. CCRTA Website - Users can now translate the CCRTA website into 10 languages using the language selector in the upper-right corner (footer on mobile)

Meetings and Events: On Jul. 28th, Security Administrator Gilbert Casas was appointed to the Policies & Partnership Subcommittee of the Advisory Committee on Human Trafficking by The Secretary of Transportation Sean P. Duffy; Safety and Security Department hosted an appreciation breakfast for our law enforcement community, which included the United States Marshal Office and CCPD's Crime Reduction Unit, CCRTA hosted the Veteran's Band and CCRTA Veteran's for breakfast on Jul. 15th, A special ceremony was held on July 2nd to unveil CCRTA's new American Flag bus.

Community Focus: July 4th Big Bang Event shuttle service; Del Mar College's New Student Orientation; Nueces County Operation Health and Wellness Innovative Readiness Training (IRT) Program shuttle service; DMD Downtown Revitalization Alliance; KIII Engagement Mixer; Provided transportation for the Pan American Golf Association Annual Convention to tour the Selena grave site, home, and museum; L.E.A.D. First/CCISD Back to School Health Fair; Grandparent Group at Coastal Bend Food Bank; Individual Travel Training and Senior Center Visits.

Committee Questions and Concerns:

Mr. Box noted the difference in the prices from MV Transportation vs Hendrickson Transportation. Mr. Box hopes the new company's service is better. Ms. Montez advised bringing any issues that need to be addressed once the transfer happens. Mr. Box asked if there will be more buses available with the new company. Ms. Montez stated no.

Ms. Garcia stated she had given an application to a young lady for RCAT committee but wasn't sure if she turned it in, she stated her name was Alma.

Adjournment: 12:53 P.M.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

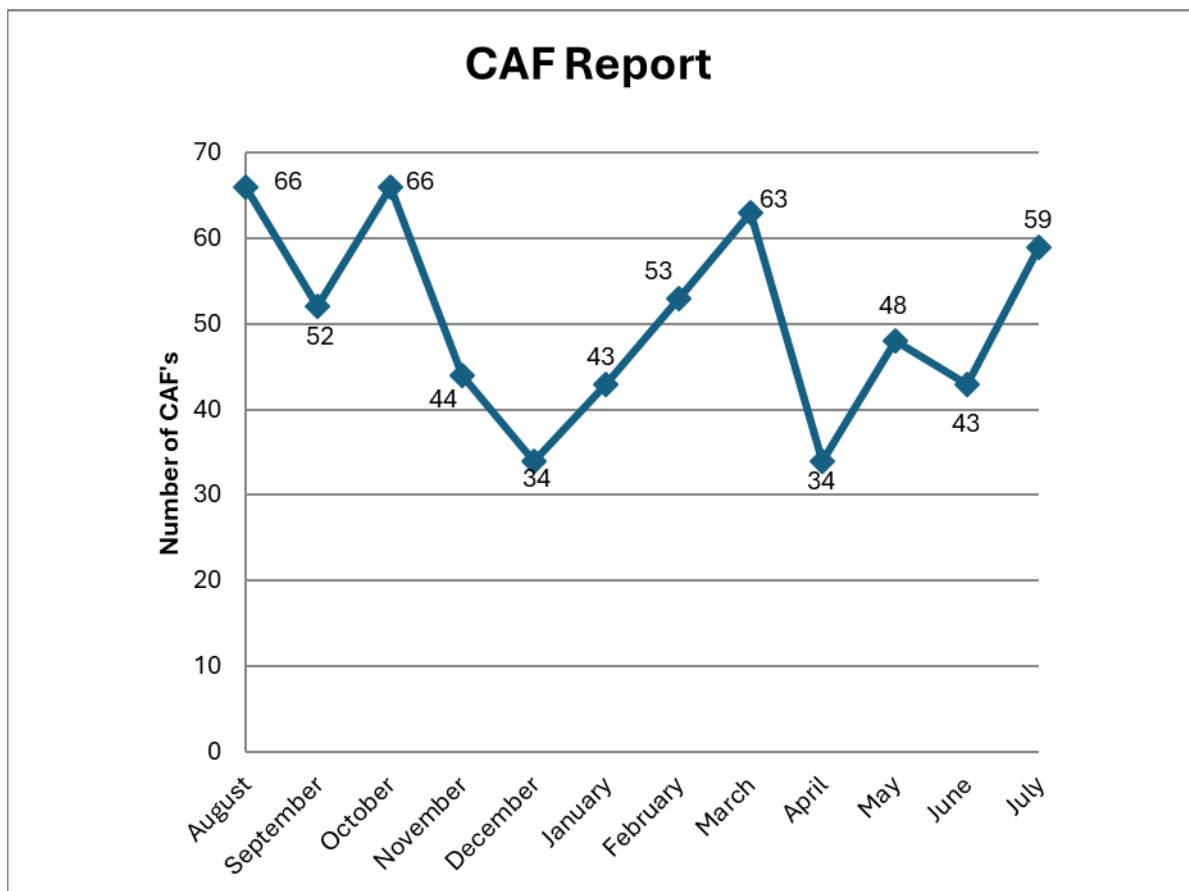
July 31, 2026

Subject: CAF Report for July 2026

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2026, there were 59 reported CAFs which is more than the amount of the 43 reported CAFs for June 2026. The increase of 16 CAFs represents a 37.2% increase.

There were two commendations included in the total for the month of July.



July 2026 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	1	#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	3
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 FLEX	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	2
#25 Gollihar/Greenwood	1	B-Line (Para-Transit) Services	6
#26 Airline/Lipes		Transportation	2
#27 Leopard	2	Service Development	1
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	12
#29 Staples	7	IT/Electronics	1
#32 Southside	1	Safety & Security	6
#34 Robstown North Circulator	1	Vehicle Maintenance	1
#35 Robstown South Circulator		COMMENDATIONS	2
#37 Crosstown/TAMUCC		TOTAL CAF's	59

July 2026 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
Driving Issues	4		1	5
ADA Issues	1			1
Late/Early – No Show	1	1	3	5
Service Stop Issues			1	1
Fare/Transfer Dispute			1	1
Incident on the Bus	1		1	2
Inappropriate Behavior	3			3
Left Behind/Passed Up	5		2	7
Rude	3	4	1	8
Policy		1		1
Vehicle Maintenance	1		1	2
Safety and Security	6			6
Facility Maintenance	12			12
IT Issue	1			1
Service Development	1			1
Transportation	1			1
Commendation		2		2
TOTAL CAFs	40	8	11	59

Conclusion:

During July 2026, CCRTA received fifty-nine CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were two commendations.

Forty CAFs were received regarding CCRTA Service, representing 68% of the total customer assistance contacts; there were no commendations and twenty-two informational CAFs.

Eight CAFs were received regarding B-Line Service, representing 13% of the total customer assistance contacts; there were two commendations.

Eleven CAFs were received regarding Contracted Fixed Route Service, representing 19% 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: August 6, 2026

SUBJECT: B-Line Report for July 2026

- ❑ Ridership for the month of July 2026 was 17,136 compared to 17,256 for July 2025, which equates to 120 less trips representing a 0.70% **decrease**.
- ❑ Demand Response (Rural) ridership for July 2026 was 0.
- ❑ Uber ridership for July 2026 was 921.
- ❑ Ridership for YTD 2026 was 119,311, representing a 5.49% **increase** over 2025 ridership statistics.

RIDERSHIP 2025 YTD	RIDERSHIP 2026 YTD	DIFFERENCE	% DIFFERENCE
113,101	119,311	6,210	5.49%

Service Standards

- ❑ Productivity: 2.58 PPH (Passengers per hour) July contract standard is 2.50
- ❑ On Time Performance: 93.17% on time performance for July 2026
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,083 trips out of 15,866 trips (6.83%) did not meet the standard for on time performance in July 2026. Of that number:
 - 1,009 were < 30 minutes late.
 - 68 were > 30 minutes late.
 - 6 were > 60 minutes late.
 - 0 were > 90 minutes late.
- ❑ Miles between road calls 203,853 miles with 5 road calls that equates to 40,770.6 miles between road calls for July 2026. MV did exceed the minimum standard of 12,250 miles between road calls for July 2026.

Wheelchair Boarding's and associated statistics

For the month of July 2026, there were:

- 9,995 - ambulatory passengers
- 3,648- wheelchair boarding's
- 1,841 - personal care attendants (AM)

- 299 - companions
- 83 - animals

Other Service statistics

There were 19 **Customer Assistance Forms** recorded for July 2026:

1. #1972: Customer states that the route 95 passed them up at location 1111 Ingleside HEB. She mentioned that this is the second time that this happen. Customer does not want to wait at the stop because the heat and was told to wait at the actual stop at what the customer complained. Customer called a second time complaining about the operator taking a long time at the Aransas Pass HEB. From 10am to 10:15am. Customer was told to wait at the stop again for the bus and not on the surrounding areas.
 - a. Valid
2. #1973: Mr. Ramon, a B-Line passenger, called regarding his pickup at approximately 10:30 a.m. this morning at Spohn Shoreline Hospital. Mr. Ramon stated that when he boarded the vehicle, the operator reprimanded him for not waiting in the correct pickup location. He advised that he has routinely been picked up at that location and that no previous operator has informed him that he was waiting in the wrong place. Additionally, Mr. Ramon reported that the operator refused to assist him while boarding and exiting the vehicle. Mr. Ramon stated that he suffered a stroke and has limited mobility due to partial paralysis, which makes it difficult for him to board and exit the vehicle safely without assistance.
 - a. Valid
3. #1983: 7/7/26 RT 65 Compton @ Waldron Karen got on the bus and showed her ID to the operator. She said the operator told her just sit down in an ugly tone. She feels like the operator talks down to her and that he hates her. she would like a response via email to: ahkegianz@gmail.com
 - a. Valid
4. #1984: On July 8, 2026, Monica Rivera from Imagine Support Services at 6102 Ayers St called to report an issue regarding Bline Unit 3039 Ms. Shirley Hankins was being picked up at 3:32 from Imagine. Because Ms. Hankins was having a difficult day and her drop-off address had recently changed, Ms. Rivera asked the driver to verify the new location to prevent the client from panicking; however, the driver refused to provide the information. The operator claimed not to know the drop-off location and seemed to get frustrated. Ms. Rivera is requesting a call to 361-739-1616. (she was transferred to Bline so she could verify the return address).
 - a. Valid
5. #1986: Customer wanted to commend the operator that brought her from Conviva to her home. It was a very kind and helpful driver by the name of Lidia. She also

claimed that took her home without going over bumps which is very important for her due to her health condition.

a. Commendation

6. #1987: Name: Marissa sandoval Email: marissabellsandoval92@gmail.com Phone: 3612294123 Message: It's hot on bus 24....the ac isn't workingI take this route everyday and it's never hot like this..... Bus #3063.
 - a. Invalid
7. #1991: Customer called to inquire about the route 95. She explained that the route is late and not near the HEB on ingle side..
 - a. Valid
8. #1992: The customer questioned why it was late I told her that I was not aware of the reason and it usually has to do with pre trip inspection. The operator could have found a safety concern or an issue that needed to be addressed. Mrs. Glanz stopped my explanation and clarified the reason. She said that another driver, one that she did not want to disclose, said that they heard on the radio that the unit left the yard with no gas and had to go back to the yard.
 - a. Valid
9. #1993: Ms. Leon called to express her appreciation for MV Operator Pat. She reported that Pat was a good driver today, kind and helped her get on the bus. She was pick ed up at 4254 S. Alameda
 - a. Commendation
10. #1995: Passenger called to report the driver of Route 34, Unit 3063. She stated that when she boarded, she showed the driver her B-Line ID card and attempted to purchase a day pass. However, the driver told her she had to pay \$2.00. B-Line ID cards qualify for the same reduced fare as BID cards, so the driver should have charged her only \$1.00 for the day pass.
 - a. Valid
11. #2000: Customer States that the driver went into the dialysis clinic and told her that he needed to leave. This made her felt in a hurry. She continue explaining that they needed to check if she was bleeding and she was not ready at her time of pick up.
 - a. Valid
12. #2001: Another motorist called to report the driver of Unit 3024. The caller stated that the driver drove beside her and flipped her the middle finger. She understands the driver may have been frustrated because she unintentionally cut the driver off while trying to make her exit. However, she stated that the driver pulled up next to her, began matching her speed to get her attention, and then flipped her the middle finger.
 - a. Valid
13. #2008: Mr. Guerra got on Route 4 at stop 613 and he said he informed the operator that he was a new rider and wanted to see where the bus went. After riding the bus, the operator inquired about his final destination. Mr. Guerra responded by asking why do you need to know. The operator asked him to get off the bus. He would like a call back 361-977-0770

- a. Valid
- 14. #2013: A customer called to report an issue with Route 12. He stated that he was waiting in the Hillcrest area and actively tracking the bus on the app. However, when 7:00 p.m. came around, the bus never left the station. He continued to monitor the app, and when 8:00 p.m. came around, the bus finally departed the station but headed straight to CCRTA on Bear Lane. This caused him to have to find another ride home.
 - a. Invalid
- 15. #2014: Customer complains about the attitude of the operator. She requested help to go up the ramp and received no help. This happened on her trip back home from NW Senior Center
 - a. Valid
- 16. #2015: A passenger called to report Route 4, Unit 3059. They stated that they were waiting at the stop and watched the bus approach, but the driver did not attempt to stop and passed them up.
 - a. Invalid
- 17. #2018: Another driver on the road, said that she recorded the bus going through the turning lane passing cars on highway 361 around 8:15am (outbound to Port Aransas) she recorded this incident on her phone. No video was provided.
 - a. Valid
- 18. #2024: 6:22am July 28th Name: Jessica Email: jessicalangford06@icloud.com Phone: 9794797290 Message: I ride the #3 route and today 7.28.2026 the bus did not arrive till 6:20 when we were supposed to be picked up at 5:57 this is completely unacceptable. I don't understand why the route can't start outside the base instead of in the base because no one is picked up on the base. 6:17am July 28th Name: Jessica Email: jessicalangford06@icloud.com Phone: 9794797290 Message: Everyday the bus is at least 20mins late and is never on time people have schedules and jobs on base and being late is not ok. We pay for the services why can't they be more reliable.
 - a. Valid
- 19. #2045: BLine driver going too fast making rider uncomfortable and slipping out of her seat. She couldn't even put her back against the back of the seat. Another rider told the driver she was going too fast, but the driver ignored her and continued driving too fast.
 - a. Pending Investigation

Conclusion

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

- ❑ 2.58 passengers per hour
- ❑ 93.17% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for July 40,770.6 miles did exceed the minimum contract standard of 12,250 miles.

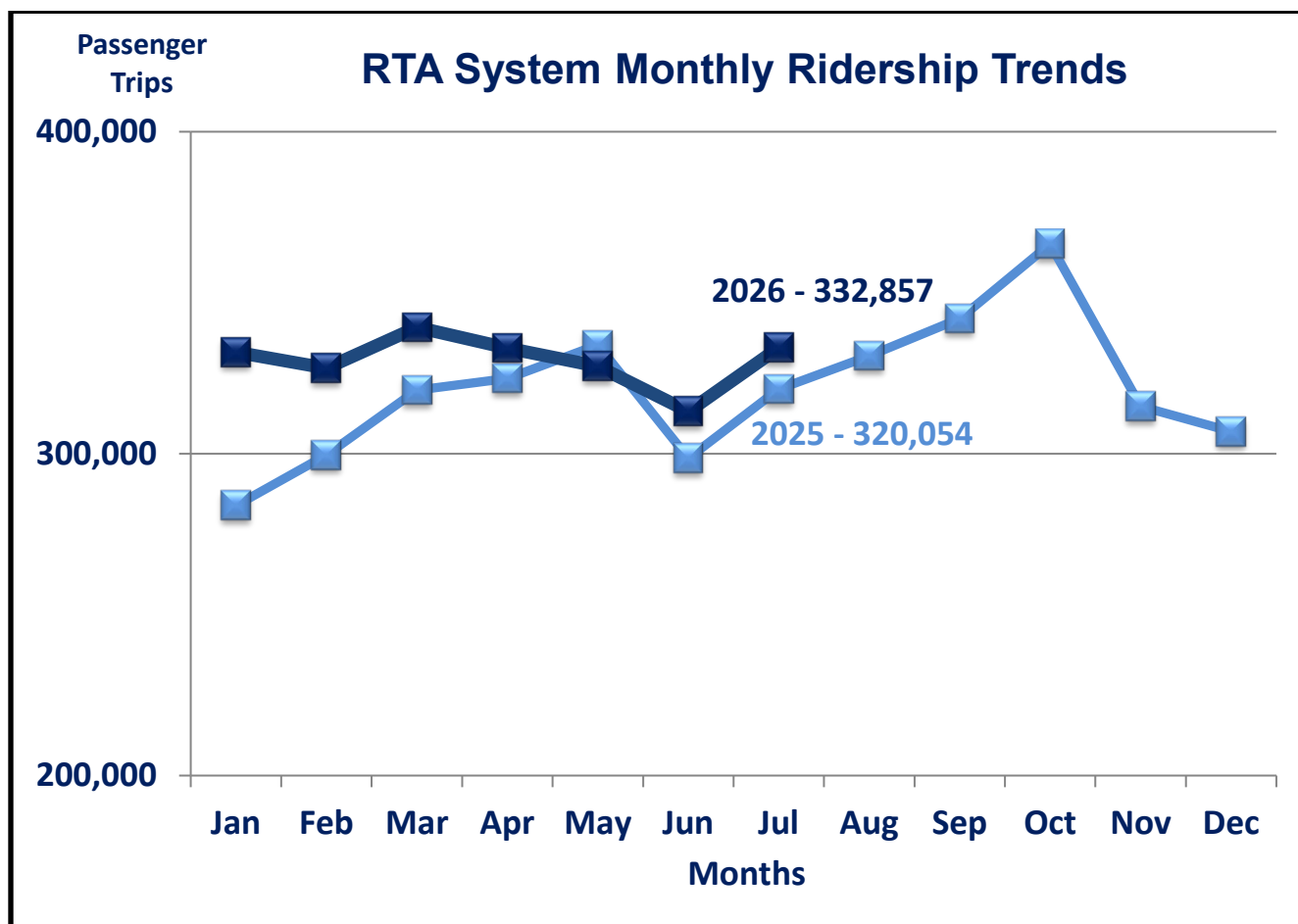
Subject: July 2026 Operations Report

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

July 2026 system-wide passenger trips totaled 332,857, which represents a 4.0% increase, compared to 320,054 passenger trips in July 2025 with 12,803 more trips provided this month.

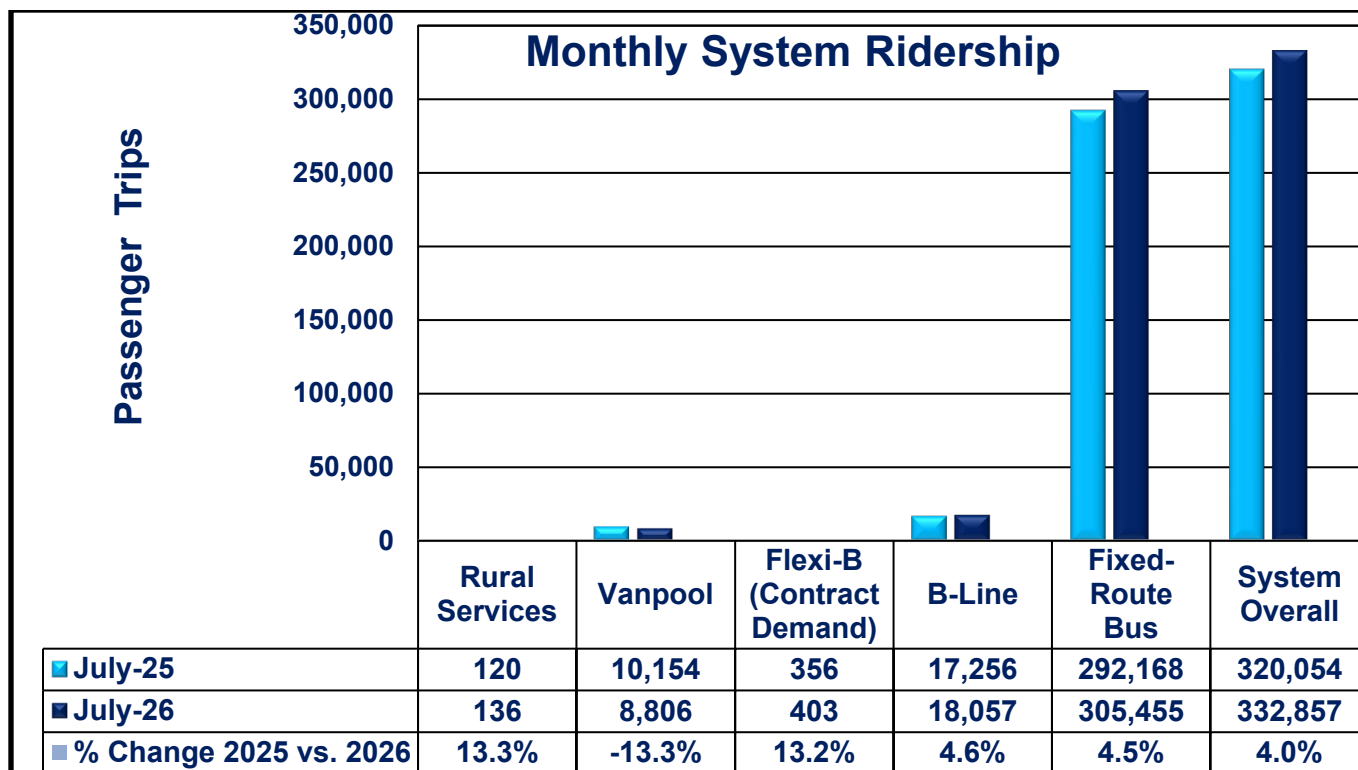


July 2026	July 2025	Variance
23 Weekdays	22 Weekdays	+1
3 Saturdays	4 Saturdays	-1
5 Sundays	5 Sundays	-
31 Days	31 Days	-

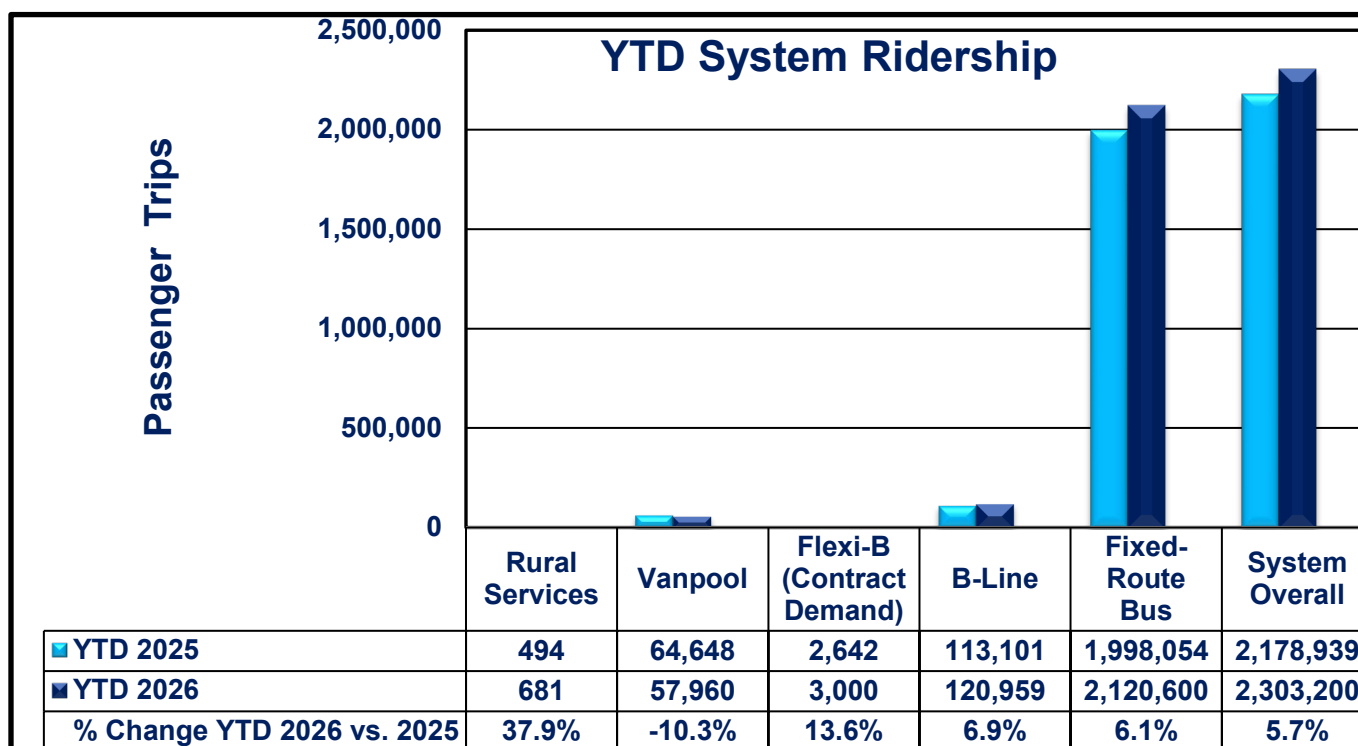
The average retail price for unleaded gas in Corpus Christi was \$3.38 per gallon compared to \$2.68 per gallon in July 2025¹. July 2026 received a mere 0.18 inches of rain. This amount of rain is significantly lower than the monthly July average of 2.54 inches with a difference of 2.36 inches. Six weekday traces and two weekend days recorded very low rain amounts.

1. GasBuddy.com historical data at <http://www.gasbuddy.com>
2. Weather.gov at <http://www.weather.gov>

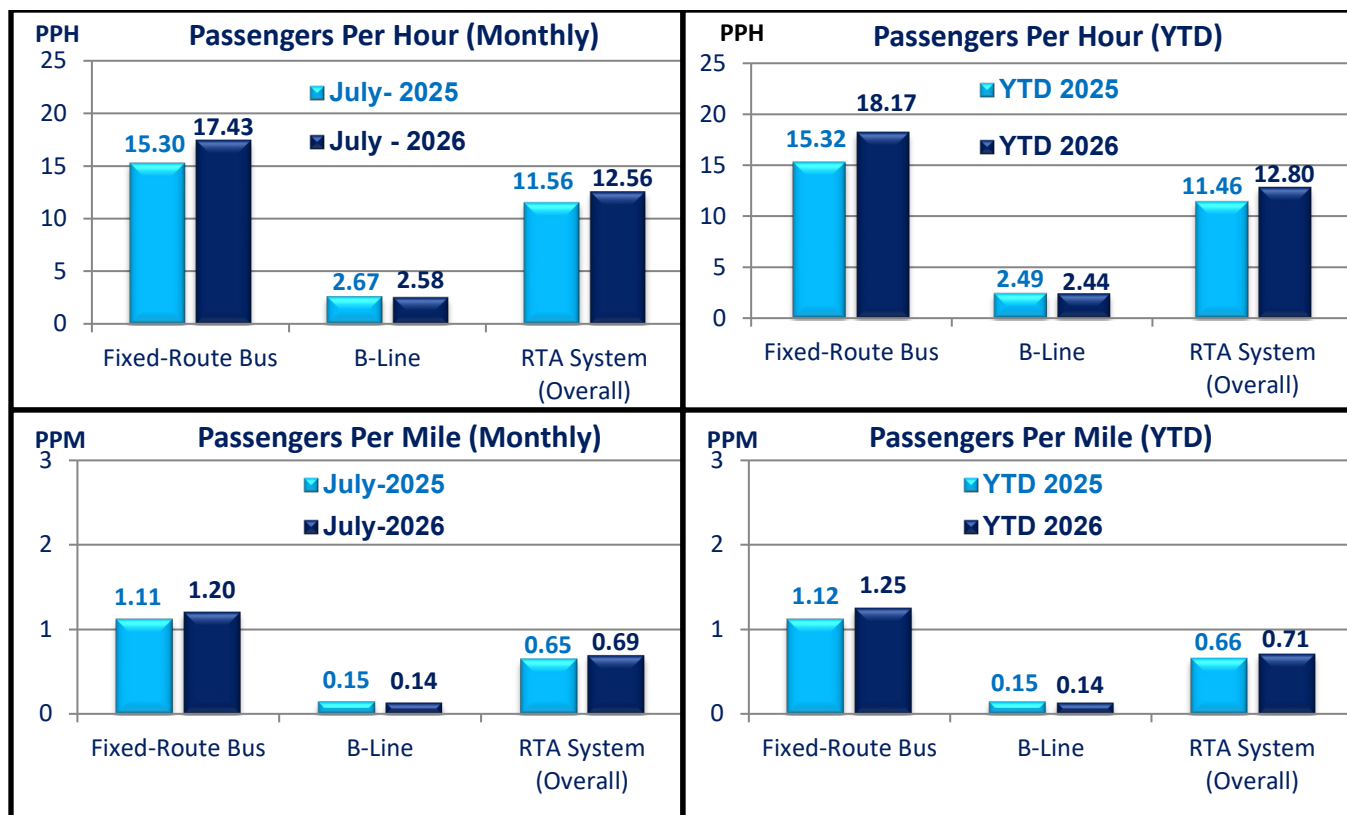
The chart below shows monthly ridership results for all services. CCRTA recorded 12,803 more passenger trips in July 2026 resulting in a 4.0% increase compared to July 2025.



The chart below shows YTD ridership results for all services. 124,261 more trips compared to 2025.

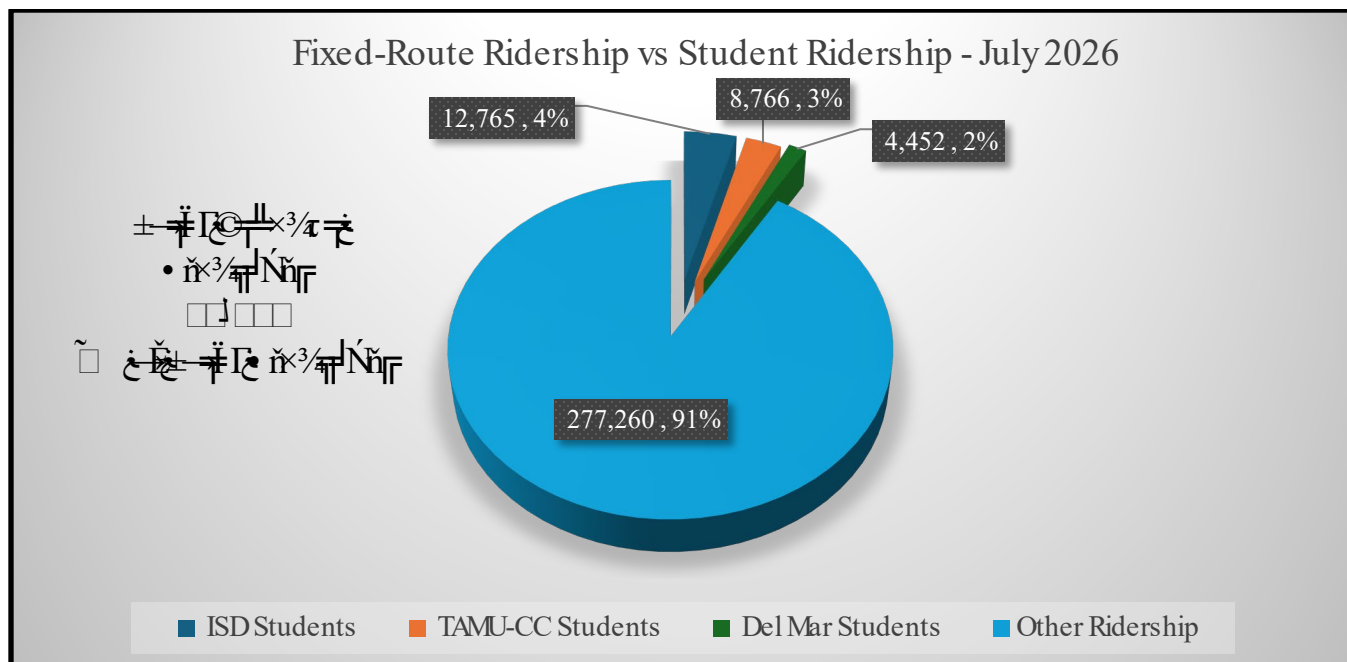


The following four charts contain system-wide productivity metrics for the month of July 2026 vs. July 2025 and YTD figures.



Student Ridership

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



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

Current Projects

- **S. Alameda (Everhart to Airline):** Project scheduled to begin mid-August 2026.
➤ Route 5 (10 to 12 stops temporarily closed for 18 months of construction).
- **Carroll Ln. (SH-358 to Holly):** Project began July 27, 2026.
➤ Routes 15 & 17 Detours are now in place with nine stops temporarily closed.
- **West Surfside (Breakwater to Elm):** Project to begin late September 2026.
➤ Route 78 (a select number of stops may be temporarily impacted).
- **Washington Coles Neighborhood Park construction:** Project began early-2025 along Winnebago Street.
➤ Route 12 (1 stop impacted).

In July 2026, there were two routes adversely impacted by the Carroll Lane (SPID to Holly) City of Corpus Christi bond project. Routes 15 and 17 along Carroll Ln. Tiger Ln. & one stop along Holly Rd. will be temporarily closed. Also, one stop along Route 12 will be temporarily closed for Harbor Bridge park replacement reconstruction along Winnebago. One of four parks to be constructed in the Hillcrest, Washington Coles, and Ben Garza Gym areas.

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

Schedule Adherence	Standard	Apr-26	May-26	Jun-26	Jul-26	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	93.2%	94.6%	94.6%	95.3%	94.4%
Monthly Wheelchair Boardings	No standard	3,647	3,860	3,942	4,924	4,093
Monthly Bicycle Boardings	No standard	7,491	7,201	7,313	7,948	7,488

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

Metric	Standard	Apr-26	May-26	Jun-26	Jul-26	(4) Month-Ave.
Passengers per Hour	2.50	2.40	2.46	2.56	2.58	2.50
On-time Performance	95.0%	96.9%	92.8%	92.8%	93.2%	93.9%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	24,538	18,668	24,951	40,770	27,232
Monthly Wheelchair Boardings	No standard	3,765	3,507	3,537	3,648	3,614

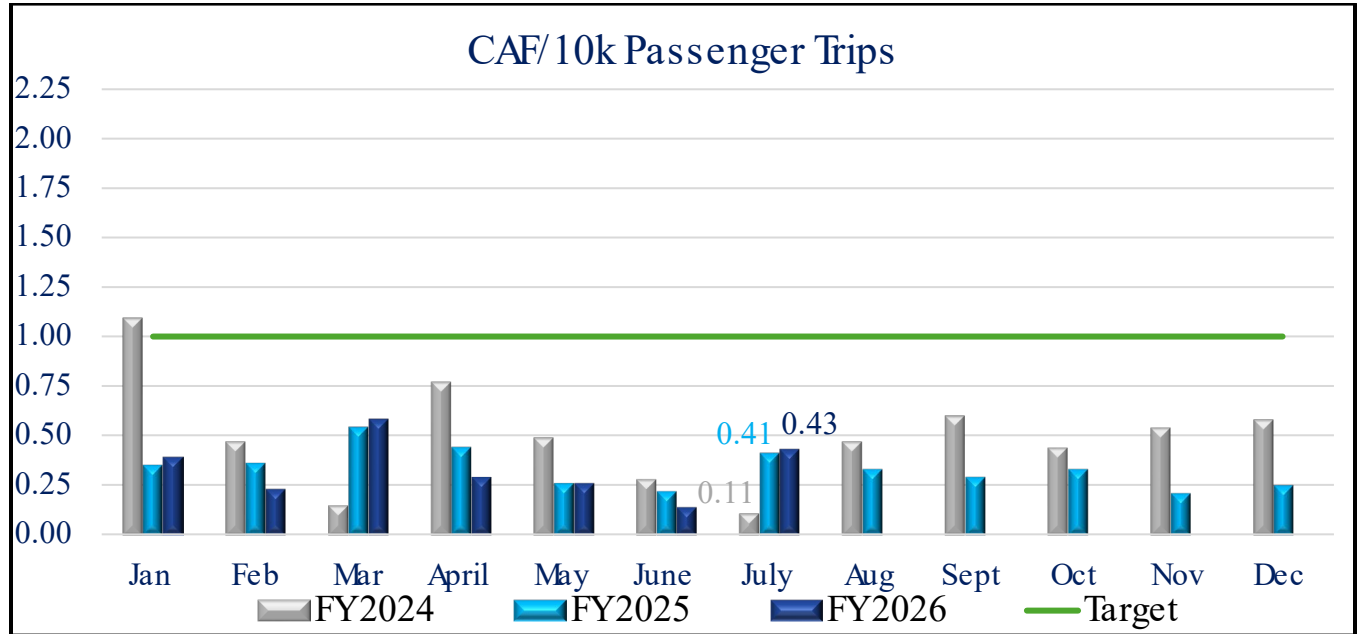
In July 2026, B-Line service performance metrics are listed below.

- Productivity: **2.58** Passengers per hour did meet the 2.50 PPH contract standard.
- On-time Performance: **93.2%** did not meet the contract standard of 95.0%.
- Denials: 0 denials or **0.0%** met the contract standard of 0.0%.
- Miles between Road Calls (MBRC): **40,770** met the contract standard of 12,250 miles.
- Ridership Statistics: **9,995** ambulatory boardings; **3,648** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

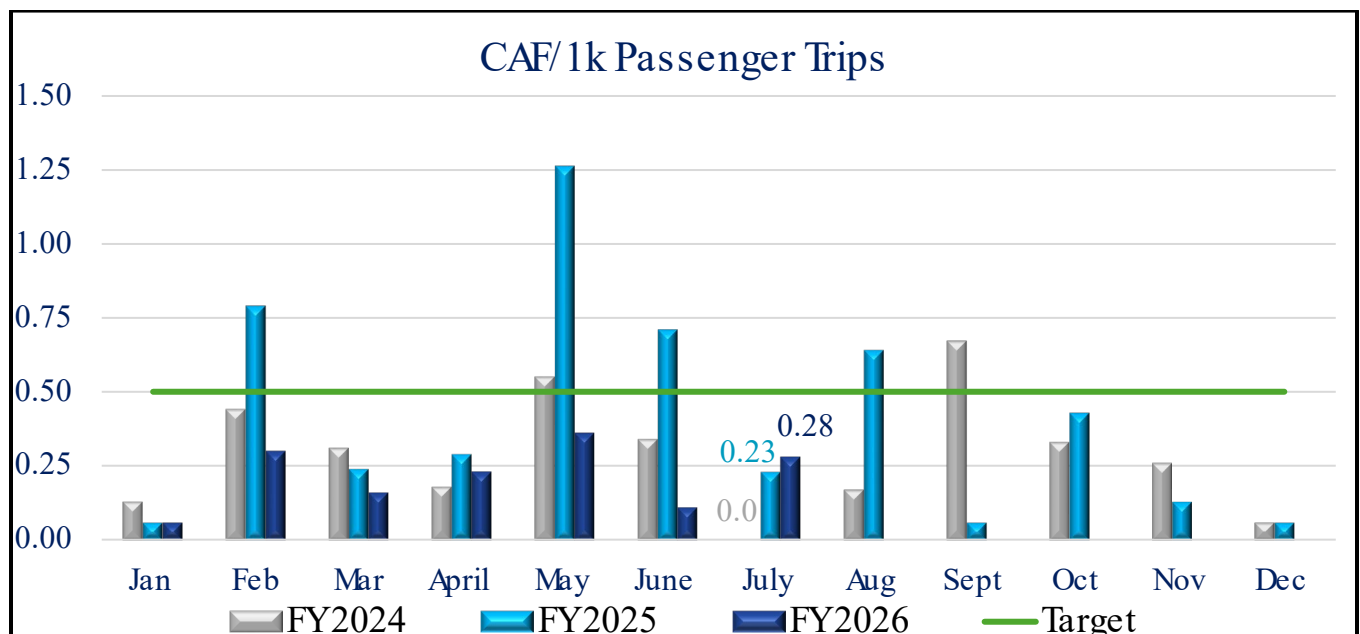
For the month of July 2026, CCRTA received and processed **59** Customer Assistance Forms (CAF's). A total of **51** or 87% were for Fixed Route Services, of which **13** or 25% were valid. This equates to approximately **0.43 CAFs per 10,000** passenger trips. Fixed Route Services received no commendations this month.

Number of CAFs/10k for Fixed Route Services



For the month of July 2026, CCRTA received and processed **59** Customer Assistance Forms (CAF's). A total of **8** or 13% were for B-Line Services, of which five or 63% were valid. This equates to approximately **0.28 CAFs per 1,000** passenger trips. B-Line Services received two commendations this month.

Number of CAFs/1k for B-Line Services



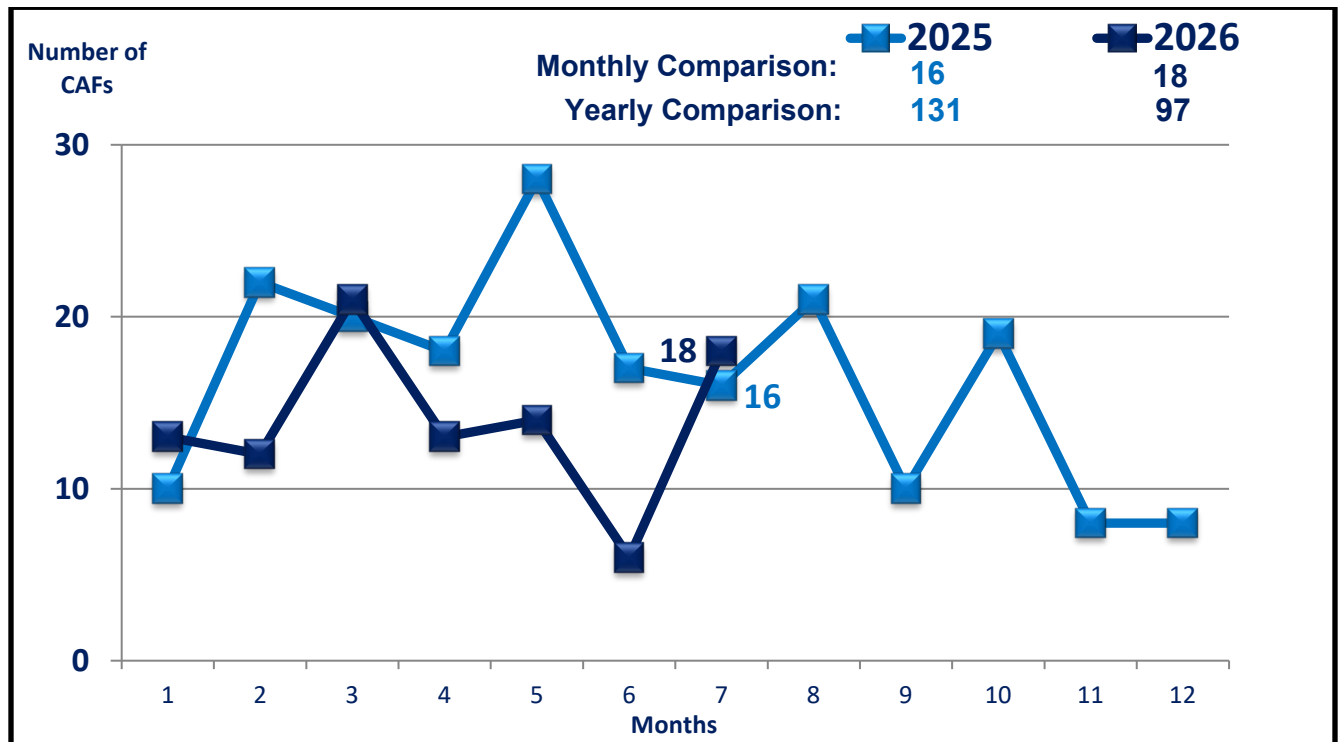
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	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 (Flex)	3
#15 Kostoryz/Carroll HS		#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	1	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 Flex	
#23 Molina	2	#94 Port Aransas Shuttle	
#24 Airline/Yorktown	1	#95 Port Aransas Express	2
#25 Gollihar/Greenwood	1	B-Line (Paratransit) Services	6
#26 Airline/Lipes		Transportation	2
#27 Leopard	2	Service Development	1
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	12
#29 Staples	7	IT/Electronics	1
#32 Southside	1	Safety & Security	6
#34 Robstown North Circulator	1	Vehicle Maintenance	1
#35 Robstown South Circulator		COMMENDATIONS	2
#37 Crosstown/TAMUCC		TOTAL CAF's	59

Processed CAF Breakdown by Service Type:

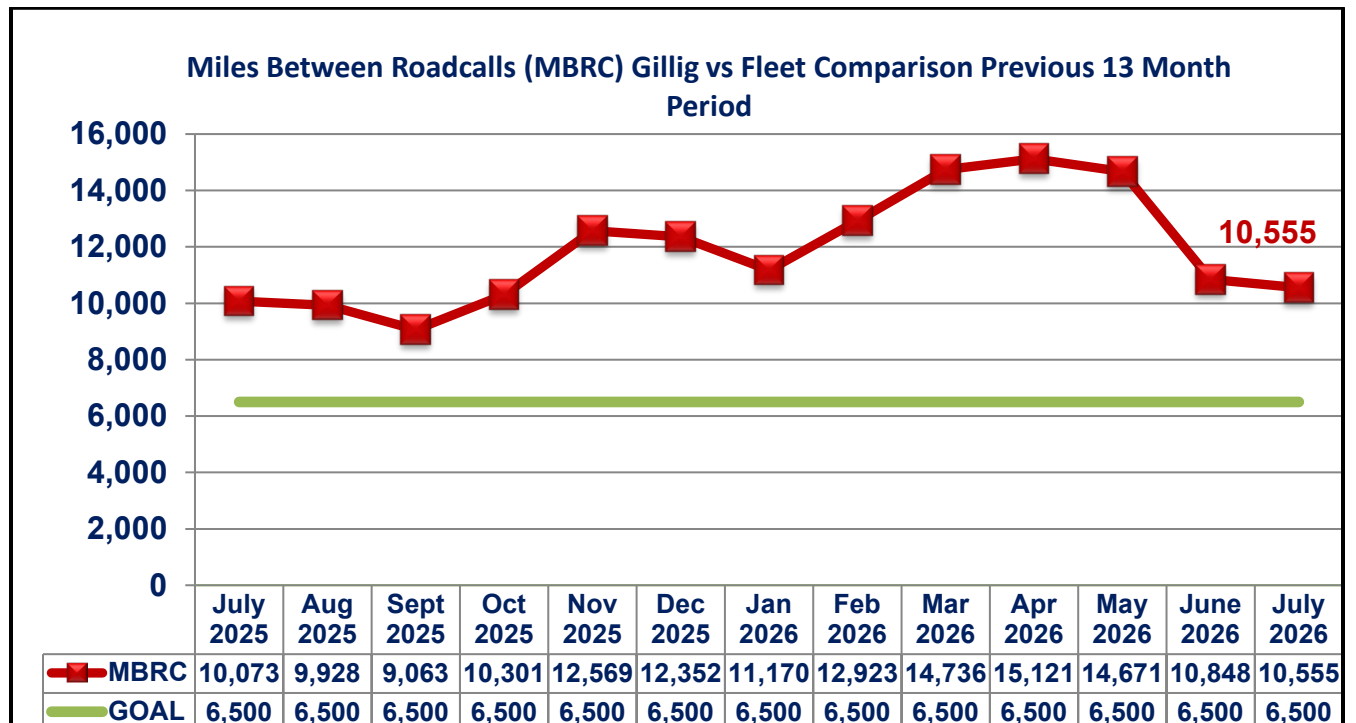
CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
Driving Issues	4		1	5
ADA Issues	1			1
Late/Early – No Show	1	1	3	5
Service Stop Issues			1	1
Fare/Transfer Dispute			1	1
Incident on the Bus	1		1	2
Inappropriate Behavior	3			3
Left Behind/Passed Up	5		2	7
Rude	3	4	1	8
Policy		1		1
Vehicle Maintenance	1		1	2
Safety and Security	6			6
Facility Maintenance	12			12
IT Issue	1			1
Service Development	1			1
Transportation	1			1
Commendations		2		2
TOTAL CAFs	40	8	11	59

Customer Programs Validated (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In July 2026, 10,555 miles between road calls (MBRC) were recorded as compared to 10,073 MBRC in July 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 11,870.



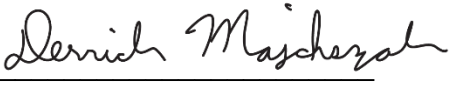
Board Priority

The Board Priority is Ridership.

Respectfully Submitted,

Submitted by: Fred Worthen
Director of Planning

Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: 
Derrick Majchszak
Chief Executive Officer

July 2026 Road Call/Mileage Comparison

	Total Miles for Each Bus Type	Total Road Calls 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	241,779	46	46	0	23	23	2	2
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	979	0	0	0	0	0	0	0

TOTAL MILES DRIVEN	TOTAL ROAD CALLS							
242,758	46	46	0	23	23	2	2	

MILES BETWEEN ROAD CALLS

10,555

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, September 23, 2026	8:30 a.m.
 <u>CCRTA Board of Directors Meeting</u>	
Wednesday, October 14, 2026	8:30 a.m.
 <u>RCAT Committee Meeting</u>	
Thursday, October 15, 2026	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
