



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, October 15, 2026
Time: 12:00 p.m.
Location: CCRTA Staples Street Center
602 N. Staples St.
Corpus Christi, Texas 78401

Board Members

Robert Box, Chair, 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 September 17, 2026.	2 minutes	Pages 1 – 5
	6.	Eligibility Program Administrator Report 1. Committee for Persons with Disabilities 2. B-Line Eligibility Program Update	10 minutes	
	7.	Chairperson's Report 1. RCAT Member Updates	10 minutes	No Attachment
	8.	RCAT Liaison Report 1. Discussion on Calendar Topics for 2027 2. 2027 Budget Workshop #3 3. August 2026 Operations Report 4. September 2026 CEO Report	30 minutes	No Attachment
	9.	Informational Items: a) August 2026 CAF Report b) August 2026 B-Line Report c) August 2026 Operations Report Key Metrics d) August 2026 Maintenance Road Call Report e) Upcoming Events and RTA Functions		Pages 6- 9 Pages 10 - 14 Pages 15 - 23 Page 24 Page 25
	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**

September 17, 2026

Advisory Committee Members Present: Robert Box, Terry Klinger, Christina Edwardson, Jeannine Leal, Dr. Jennifer Arismendi, Rebecca Jones

Advisory Committee Members Absent: Inez Garcia, Neva Eileen Schubert

Board Members Present: None

Staff Present: Sharon Montez, Sandra Cisneros, Raul Trejo, Araceli Gonzalez, Gordon Robinson, Susan Teltschik,

MV Present: Irene Trevino

Call to Order: Mr. Box called the meeting to order at 12:02 p.m.

Safety and Security Briefing: Raul Trejo

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

Public Comment: Richard Balli – spoke about his experience with the B-Line paratransit services. Mr. Balli turned in an application to be considered for a position with the RCAT committee.

RCAT Meeting Minutes:

RCAT Meeting Minutes for August 20, 2026, were approved. Motion made by Dr. Arismendi and seconded by Ms. Leal.

Unsung Hero Presentation: 2026 Q2: Araceli Gonzalez

Hendrickson Transportation Group Presentation: John Hendrickson and Joseph Dvorsky introduced themselves to the RCAT committee. John and Joseph gave insight to their experience and stated they are excited to be here to help with our paratransit community.

Eligibility Administrator, Melanie Gomez:

Committee for Persons with Disabilities: The Accessibility Subcommittee met on August 12th to discuss the information on the City's website regarding accessibility features. They plan on regrouping later in September to discuss the issues further. The Outreach, Advocacy and Advisory Subcommittee met in August and discussed a digital billboard that the City has off SPID and would like to add information regarding 2-1-1 or any other pertinent information for people with disabilities. They also would like the city to share the 2-1-1 information at all the

public libraries. Another topic that was discussed was job postings and the requirement of a driver's license. The subcommittee feels like that is discriminatory towards people who don't drive due to a disability. Even if the job description does not list having to drive or operate a city vehicle as part of the duties, all job postings (that they've seen) require a valid Texas driver's license. They mentioned that even if exceptions can be made, that is something that is not indicated on the job posting. They would like the information shared with the City's HR department to confirm if that is the case because if so, then that means no one who is blind, as well as other people with disabilities, could work for the city. The staff liaison will reach out to HR to get clarification. The staff liaison addressed a question from a previous meeting regarding accessibility services provided at city events. In the two events that were questioned, both departments have advised that these are annual events and that they will be sure to reach out to local agencies and resources to determine what services can be offered to accommodate their clientele. Regarding all other events, the staff liaison is reviewing all public notices to determine if they have the statement to request accommodating services withing 48 hours before the event. The staff liaison also mentioned that they have resource cards available through the homeless outreach program that have about 50 different organizations that provide different resources. The requests for those resource cards can be made through the Planning and Economic Development Department. It was announced that the C.A.S.T. (Catch a Special Thrill) event will be held on October 17th this year and they do need volunteers and participants. It will be from 8:00am to 12:30pm. The event coordinator, Loida Airmet, can be contacted at 361-826-3469. For the ADA parking violations for August, 39 citations were issued for blocking the sidewalk, 1 for ADA parking violation, 1 for parked at a bus stop and 1 for blocking the crosswalk. The 311 report that the Planning and Economic Development Department has been providing to the committee was reviewed. For August, 15 inquiries were made regarding the ADA Solid Waste form, and 5 inquiries were made regarding missed carts. The next meeting will be on Wednesday, October 7th at 3:00pm in Council Chambers.

B-Line Eligibility Program Update: Ms. Gomez provided B-Line application volume for August. August had a total of 98 applications: 53 were new, 24 were reassessments, and 21 were recertifications. YTD (as of 9/4/2026) has a total of 608 applications with 380 being new, 144 were reassessments, and 84 were recertification.

RCAT Chairperson's Report:

Welcome New RCAT Committee Member, Rebecca Jones. Ms. Jones spoke about her experience with teaching occupational therapy at Del Mar College and her passion for helping people with disabilities. Ms. Jones stated she is thrilled, happy, and honored to be a part of this committee. Ms. Jones currently helps with the CCRTA eligibility assessments and is knowledgeable with B-

Line services. Ms. Montez stated she is appreciative of her time and that Ms. Jones will be a good fit for this committee.

Member Updates: None.

RCAT Liaison's Report:

Presented by: Sharon Montez

Award a Three (3) Year Contract to Spare Labs Inc. for Paratransit Software Services not to exceed \$1,121,842.50: CCRTA is modernizing its paratransit technology and plans to adopt Spare's Paratransit Cloud Software to improve efficiency, data integration, and system reliability. CCRTA's goal is to continue using Spare's cloud-based scheduling system to streamline trip management, reduce manual work, and improve service coordination in support of long-term modernization. This contract will provide a fully hosted and maintained software platform designed to support CCRTA's paratransit service operations in Corpus Christi. The solution will deliver a secure and integrated suite of tools, including: Public-facing rider application that is ADA-compliant; Spare AI for voice scheduling; Spare AI Voice for fixed route information (CCRTA Rideline Replacement); Driver application for real-time trip execution; Dispatch system for active service oversight; Account management system for user profiles and service eligibility; Operations and monitoring tools for fleet, trips, and performance; Administrative and reporting functions to support compliance, analytics, and decision-making; Microtransit and on-demand transit ready (Uber & Lyft).

Adopt a Resolution to Apply for FTA Funding for Eight New 40' CNG Buses: CCRTA is seeking federal funding to acquire eight 40' low-emission CNG buses: Would replace 40' buses with 500K+ miles that are past useful life; New buses would provide dependable transit that connect working families to essential services, economic opportunities, and improve service reliability; Replacing these vehicles will reduce service disruptions, and maintenance demands while improving fleet availability and ensuring consistent service; CCRTA has identified GILLIG as its manufacturing partner and will procure eight OEM-certified, standard-model CNG buses without customization. The estimated total cost for eight 40' low-emission CNG buses is \$7.37 million.

August Update for Bear Lane Maintenance Facility Project: August 10th – Discussion of Construction Logistics (CCRTA Staff, Fulton, Ardurra, Turner Ramirez, Hanson; approximately 20 attendees): Identified urgent site-logistics, operational-interface, utility, and construction-sequencing issues and established a time-bound plan to resolve them before mobilization.; Discussed the upcoming September 18th, facility naming event.; August 12th – Discussion and Clarification of Allowances for the Project (Ardurra, Turner Ramirez, CCRTA); Clarified equipment specifications for items like the bus wash, bus lifts and paint booth equipment. August 18th – Discussion on Bus Wash and Paint Booth (CCRTA Staff, Ardurra, Turner Ramirez); Facilities and Vehicle Maintenance Staff provided input on functional needs of the new bus wash and paint booth; August 25th – Discussion with Westmatic Bus Wash Staff (Ardurra, CCRTA, Turner Ramirez); Virtual meeting with bus wash vendor, Westmatic, to discuss functionality of the bus wash system and the necessary infrastructure to support the system.

FY2027 Operating and Capital Budget Workshop #2 : CEO Direct Report and Capital Programs & Customer Service. CEO budget for 2027 is \$1,032,701 with a decrease of \$7,187 from 2026. Human Resources for 2027 is \$1,065,621 with an increase of \$76,186 from 2026. Public Relations budget for 2027 is \$1,176,125 with a decrease of \$34,064 from 2026. Safety & Security 2027 budget is \$3,085,581 with an increase of \$92,203 in 2026. Customer Service budget in 2027 is \$790,234 with a decrease of \$12,924 from 2026. MIS budget for 2027 is \$2,239,815 with an increase of \$18,590 from 2026. Capital Programs budget for 2027 is \$384,269 with a decrease of \$88,846 in 2026. Staples Street Center budget in 2027 is \$1,300,478 with a decrease of \$12,922 in 2026. In summary the total for workshop #2 budget for 2027 is \$4,714,797 with a decrease of \$96,103 from 2026.

July 2026 Operations Report:

Passenger trips increased by 4.0%, totaling an increase of 12,803 trips compared to the previous year. This July saw a decrease of 4.3% revenue service hours from last July. Revenue service miles saw a decrease of 1.1% change, over last July. July 2026 ridership was 332,857, which is higher than July 2025 which had 320,054 rides. Fixed- Route Ridership vs Student Ridership: 12,765 was ISD students, 8,766 was TAMU-CC students; 4,452 was Del Mar Students, and 277,260 was all other riders. -In July 2026, there were two routes adversely impacted by a City bond project. Route 15 and 17 along Carroll Lane and one Route 15 stop along Holy. A total of five stops temporally closed for the duration of the (12) month reconstruction project. Another stop temporarily closed is located along Winnebago across from Solomon Coles Senior Center Facility. This temporary closure is a result of the Washington Coles neighborhood Park construction projects. (1 of 4) parks resulting from the TC Ayers pool removal due to the new Harbor Bridge alignment. Per the City, the S. Alameda Street project was adjusted until mid-August.

CEO Report:

Meetings and Events: CCRTA Board Chair Granado, Vice Chair Allison, and I attended the Roundtable Discussion led by the USDOT Secretary of Transportation Sean Duffy at the Port of Corpus Christi, on Aug. 19th; Secretary Duffy also signed Security Administrator Casas' appointment to the USDOT Policies and Partnerships Subcommittee of the Advisory Committee on Human Trafficking (AHT); Attended the Texas Transit Association's (TTA) Board of Directors Retreat and Board of Directors Meeting; Elected as President of TTA for a one-year term, with the option to serve up to two consecutive years. On Aug. 6th & 7th, CCRTA hosted its third annual Combating Human Trafficking Summit at Del Mar College Oso Creek campus with over 120+ attendees.

Community Focus: Deviated Route 76 to serve the ArtWalk Downtown Corpus Christi; CCPD Operation Safe Return; Coastal Bend Food Bank's SNAP To It Health Fair; Shuttle service for CCAD's Organic Industrial Base (OIB) Modernization Project Site Visit; Nueces County Public Health District Back to School Health Fair; Del Mar College – Heritage campus outreach; TAMU-CC Community Connection; Individual Travel Training and Senior Center Visits.

Committee Questions and Concerns:

Dr. Arismendi asked if CCRTA was going to get new B-Line buses. Mr. Robinson came to the podium to elaborate on the process of obtaining buses for B-Line services.

Adjournment: 12:50 P.M.



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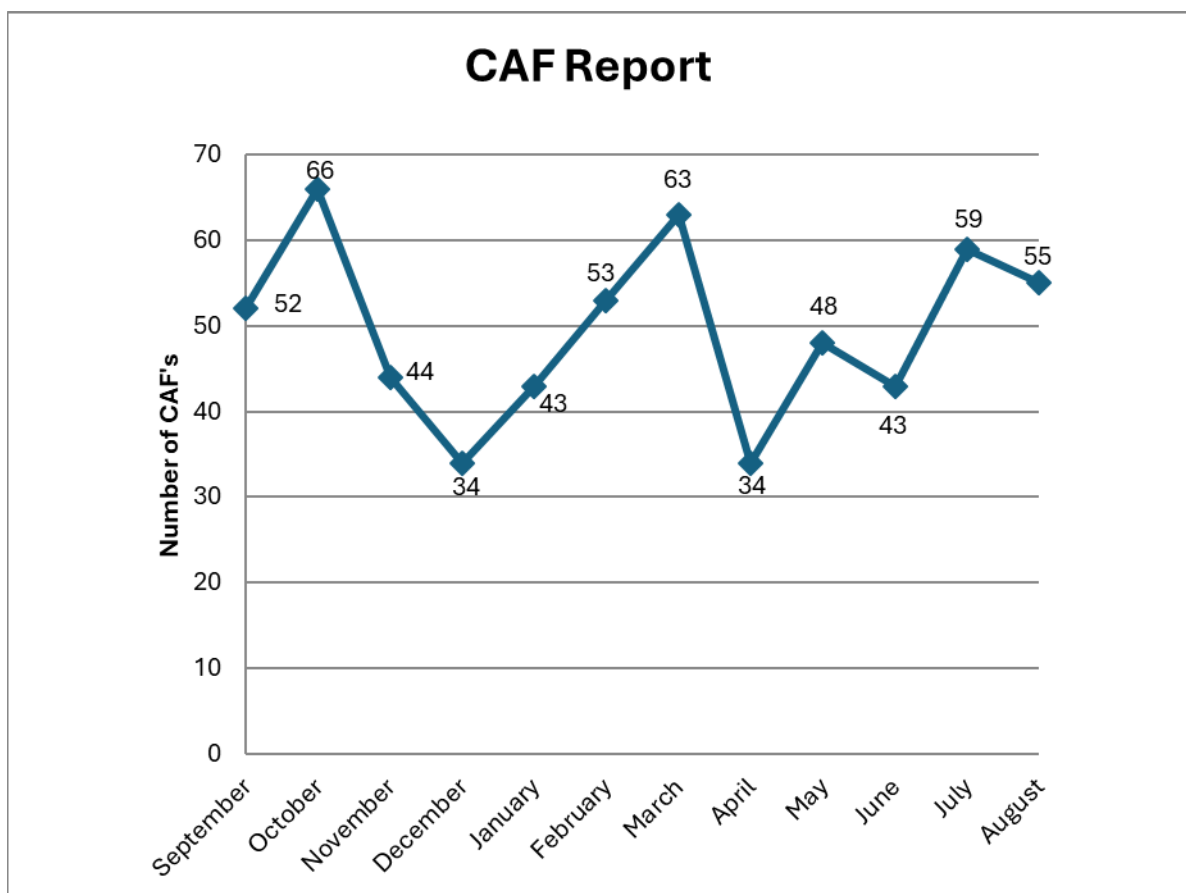
August 31, 2026

Subject: CAF Report for August 2026

Customer Programs Monthly Customer Assistance Form (CAF) Report

For August 2026, there were 55 reported CAFs which is less than the amount of the 59 reported CAFs for July 2026. The decrease of 4 CAFs represents a 7.2% decrease.

There were three commendations included in the total for the month of August.



August 2026 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	2	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	3	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	2	#76 Downtown Shuttle	1
#16 Morgan/Port	1	#78 North Beach Shuttle	1
#17 Carroll/Southside	1	#83 Advanced Industries	
#19 Ayers		#90 Flexi-B Port Aransas	
#21 Arboleda		#93 FLEX	2
#23 Molina	1	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	8
#26 Airline/Lipes		Transportation	
#27 Leopard		Service Development	
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	9
#29 Staples		IT/Electronics	3
#32 Southside	2	Safety & Security	7
#34 Robstown North Circulator	1	Vehicle Maintenance	1
#35 Robstown South Circulator	1	COMMENDATIONS	3
#37 Crosstown/TAMUCC	1	TOTAL CAF's	55

August 2026 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
Driving Issues	2	1	1	4
ADA Issues		1		1
Late/Early – No Show	4	4	2	10
Service Stop Issues	2	2	1	5
Incident on the Bus	1			1
Left Behind/Passed Up	3			3
Reckless Driving	4		2	5
Rude	1		1	2
Vehicle Maintenance	1			1
Safety and Security	7			7
Facility Maintenance	9			9
IT Issue	3			3
Transportation				1
Commendation	1	2		3
TOTAL CAFs	38	10	7	55

Conclusion:

During August 2026, CCRTA received fifty-five CAFs regarding CCRTA Fixed-Route Service, B-Line and Purchased Transportation; there were three commendations.

Thirty-eight CAFs were received regarding CCRTA Service, representing 69% of the total customer assistance contacts; there was one commendation and twenty-one informational CAFs.

Ten CAFs were received regarding B-Line Service, representing 18% of the total customer assistance contacts; there were two commendations and one informational CAF.

Seven CAFs were received regarding Contracted Fixed Route Service, representing 13% of the total customer assistance contacts; there were no commendations and one informational CAF.

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: September 3, 2026

SUBJECT: B-Line Report for August 2026

- ❑ Ridership for the month of August 2026 was 18,003 compared to 17,095 for August 2025, which equates to 908 more trips representing a 5.31% **increase**.
- ❑ Demand Response (Rural) ridership for July 2026 was 0.
- ❑ Uber ridership for August 2026 was 2,583.
- ❑ Ridership for YTD 2026 was 137,314, representing a 5.47% **increase** over 2025 ridership statistics.

RIDERSHIP 2025 YTD	RIDERSHIP 2026 YTD	DIFFERENCE	% DIFFERENCE
130,196	137,314	7,118	5.47%

Service Standards

- ❑ Productivity: 2.64 PPH (Passengers per hour) August contract standard is 2.50
- ❑ On Time Performance: 92.08% on time performance for August 2026
- ❑ Denials: Zero denial of service (as defined by FTA)
- ❑ 1,261 trips out of 15,917 trips (7.92%) did not meet the standard for on time performance in August 2026. Of that number:
 - 1,104 were < 30 minutes late.
 - 138 were > 30 minutes late.
 - 16 were > 60 minutes late.
 - 3 were > 90 minutes late.
- ❑ Miles between road calls 190,320.5 miles with 8 road calls that equates to 23,790.1 miles between road calls for August 2026. MV did exceed the minimum standard of 12,250 miles between road calls for August 2026.

Wheelchair Boarding's and associated statistics

For the month of August 2026, there were:

- 12,394 - ambulatory passengers
- 3,685- wheelchair boarding's
- 1,679 - personal care attendants (AM)

- 212 - companions
- 33 - animals

Other Service statistics

There were 14 **Customer Assistance Forms** recorded for August 2026:

1. #2036: A passenger called to report the driver of Unit 3063 on Route 34/35. She stated that she was actively waiting and tracking Route 34, which was running behind schedule. However, when the bus arrived at the station, the driver started Route 34 again instead of servicing Route 35. This left her and her family behind and caused them to miss their appointment.
 - a. Valid
2. #2040: The mother of an intellectually disabled passenger called to report the driver of Route 4, Unit 3072. She stated that when her son rang the bell to get off at Stop 673, the driver ignored it and dropped him off on the other side of Flour Bluff Drive. She understands that mistakes happen, but she believes the driver needs to be more mindful of passengers, especially those with intellectual disabilities, as they may have difficulty walking long distances without becoming confused or lost.
 - a. Valid
3. #2049: 7B-Line rider was dropped off at Davita Dialysis at 8:30am on 8-10. Her chair time is 10:45. She's diabetic, in a wheelchair and doesn't remember much. She's a very quiet, respectful elderly lady who doesn't speak English. Patricia Johnson @ Davita called in to complain about how she is being treated on B-Line. She was out of the chair at 3:30pm and went outside in the 90-degree heat to wait for her bus so she doesn't get left behind again. She used to get picked up in the front so she could stay in the ac inside the building, but now the bus goes to the side of the building, and they can't see the bus pull up from inside. Yesterday the rider was outside waiting with no food until 5:00pm. When Ms. Johnson was leaving, she saw the rider still waiting. She called to see what time her pickup was and the times kept changing. She was finally picked up around 5:20pm. Previously a B-Line driver had told Ms. Johnson he was trained to pick up on the side and so that's why he picks up there. The previous driver was rude to Ms. Johnson and disrespectful to the rider. Ms. Johnson has called the state to complain about the B-Line treatment of the rider.
 - a. Invalid
4. #2050: Mr. Robert Box called to commend two drivers. The driver who picked him up and transported him to his destination at Spohn South went above and beyond to assist him. Due to construction, the driver was forced to park on the street but offered to help Mr. Box get to the hospital entrance and personally assisted him to the door. Mr. Box also stated that the driver for his return trip came to the front door of the hospital and assisted him by wheeling him to the bus, even though he did not expect

the driver to do so. Mr. Box truly appreciated both drivers' assistance, kindness, and professionalism.

a. Commendation

5. #2057: Name: annabel ramirez Email: ramirez.annabel@yahoo.com Phone: 3615489438 Message: On 8-14-26 at approximately 3:10 pm I witnessed bus 3049 speeding in a school zone down rodd field road by kolda elementary. This is a concern since an elementary school is near by. Thanks.
 - a. Valid
6. #2067: I received 2 calls in a row about route 4. First a customer claiming that the operator was driving aggressively speeding and getting too close to others. The second call was another driver on the road calming that the operator honked to the vehicle in front of him right after the light changed to green.
 - a. Unable to Determine
7. #2068: Customer claims that the driver that operated her trip to work on Monday and Wednesday made her late. She has to be at work at 7am and her pickup is at 5:45am. The arrival time for those days at destination were at 7:42am and 7:49 am which made her late both days. She wanted not to be pair with that operator.
 - a. Valid
8. #2069: A City of Robstown employee driving a city vehicle called to report the driver of Route 34, Unit 3070. The caller stated that at approximately 7:11 a.m., an H-E-B 18-wheeler was making a delivery, and the front of the truck was sticking out into the roadway. The Robstown employee was traveling westbound on Avenue A when the bus, which had just started its route and departed the station, approached the area. Due to the H-E-B truck sticking out into the road, the bus needed to go around it, forcing it into the opposite lane. However, instead of checking for oncoming traffic, the driver proceeded and forced vehicles in the oncoming lane to slam on their brakes to avoid a head-on collision.
 - a. Invalid
9. #2071: Name: Thor Aasland Email: thor.aasland@yahoo.com Phone: 3615107575 Message: My son's transport to his center 4 days a week is to be picked up at 8am. It have been very unreliable throughout that the bus is ever on time..... Today 1 hour late. That is unacceptable and reflects the management of this program! Thor Aasland Dad
 - a. Valid
10. #2077: Customer states that there is momentary detours due to constructions and operators are not following the times. Drivers are rude to her when she ask for more info and the answer she gets is that they do the detour the see fit at that time. She wants a fix detour that does not confuse the customer since they could be waiting for the stop and the bus would go though ocean drive skipping Ave D. or section of building 8.
 - a. Informational

11. #2079: Customer had a pickup time of 7:30am to go to a doctor appointment to be recertify. By 08:49am there was no buses picking him up. Which has made him late for his appointment. The customer explained that the consequences of this has been not been able to be recertified losing insurance for at least a month and to be charge 25 dollars for not being on time on his appointment. Customer called the Bline several times and was told that the unit was near the house. When the bus did not show up he called again and was told that wasn't his Bline. Later they got a message saying the Bline was there when they look there was not bus around. Customer stated that they will "blasted it on the web" and will make themself hear since this is not the first time and none has reach back to them.
- a. Valid
12. #2082: Name: Tim Hatch Email: tjrhatch@gmail.com Phone: 3613312537 Message: Regarding my Uber Rescue from B-Line 4:00 pm trip yesterday: Driver, Andres, did not follow directions in the chat to pick up at front entrance, Agnes St. side at the lighthouse. He told me I needed to move the pin on the map to where I wanted to be picked up. I told him that I couldn't do that since VoiceOver on my phone doesn't read maps out to me well and I couldn't see well enough to do it. He was rude, acted as if I was faking my disability. I 1-starred him. Be aware of using this driver.
- a. Informational
13. #2084: Name: Christi Lane Email: christi.lane@hotmail.com Phone: 5128187617 Message: Our son was picked up late. The center closes at 3:30. They didn't pick him up till after closing. We get charged a late fee for that and he's not gonna make it home till 6 o'clock that's way over a two hour ride. They said that there was another bus that picked up somebody earlier today that goes to the island I'm not sure why he wasn't on that bus. I asked to speak with the manager and she was busy so I hope that Irene calls me back to discuss the situation. Rustin Lane from Choice Living to 14005 Hawksnest dr he actually did get home at 5:30 instead of the 6 that the lady told me he would be dropped off but it seems ridiculous if another bus is picking up someone that lives on the island why they are not all on the same bus that would be more efficient for the bus drivers and the route. I've been told AI makes the routes it doesn't seem to be doing a very good job of it I've also been told that you can override that. Thank you for getting in touch with me it seems Irene is always busy and avoiding the call.
- a. Valid
14. #2087: A customer called to report that she was kicked off Route 4, Unit 3067, at approximately 9:00 a.m. today. She stated that due to her injury, she is required to ride around to prevent excessive walking. She stated that she did have a destination, but the driver still refused service and told her she had to get off the unit, even though she was wearing a boot. She also stated that the driver became loud and was yelling at her.
- a. - Investigating

Conclusion

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

- ❑ 2.64 passengers per hour
- ❑ 92.08% on time performance
- ❑ Zero denial of service (as defined by FTA)
- ❑ Miles between road calls for August 23,790.1 miles exceeded the minimum contract standard of 12,250 miles.

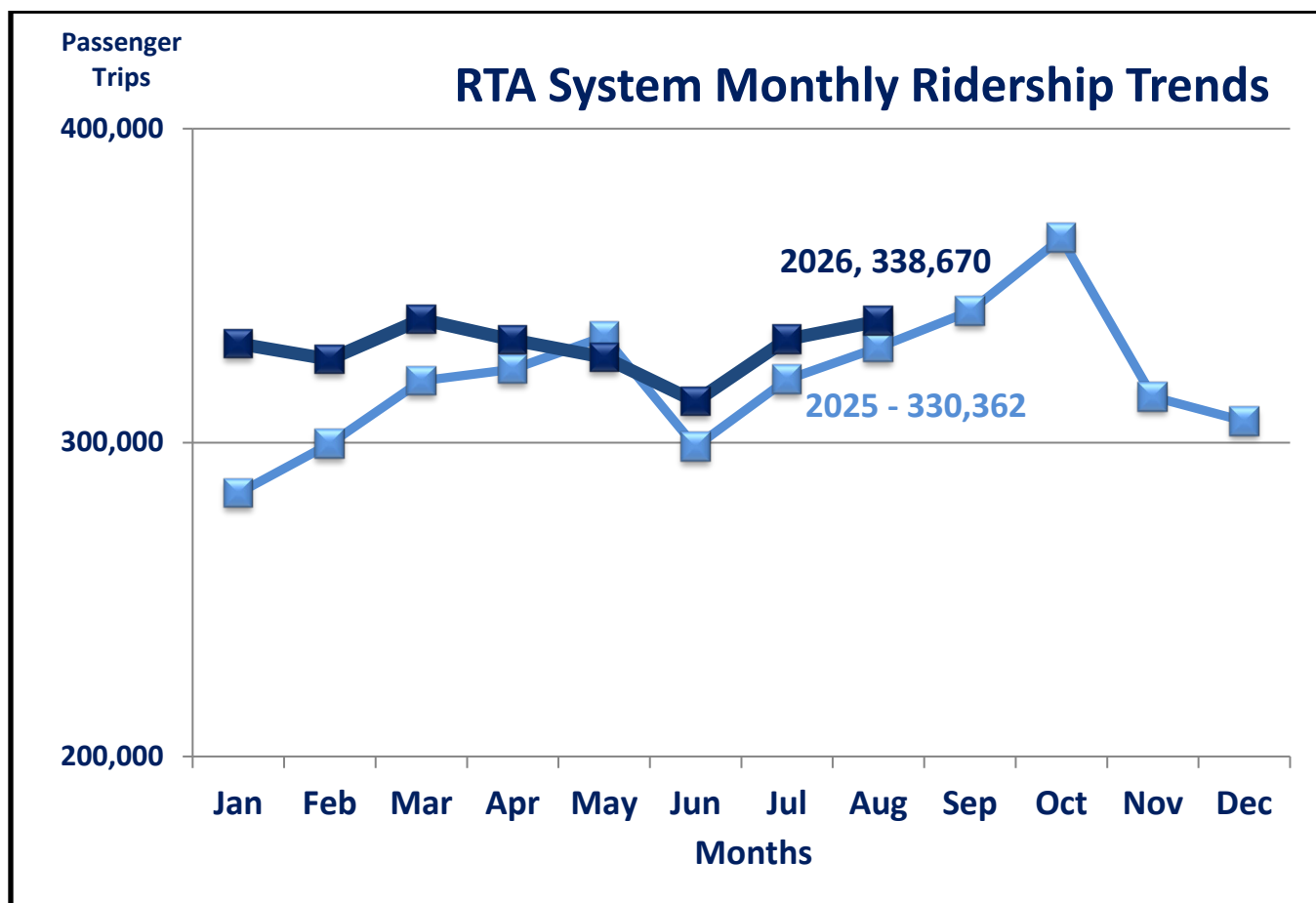
Subject: August 2026 Operations Report

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

August 2026 system-wide passenger trips totaled 338,670 which represents a 2.5% increase, compared to 330,362 passenger trips in August 2025 with 8,308 more trips provided this month.

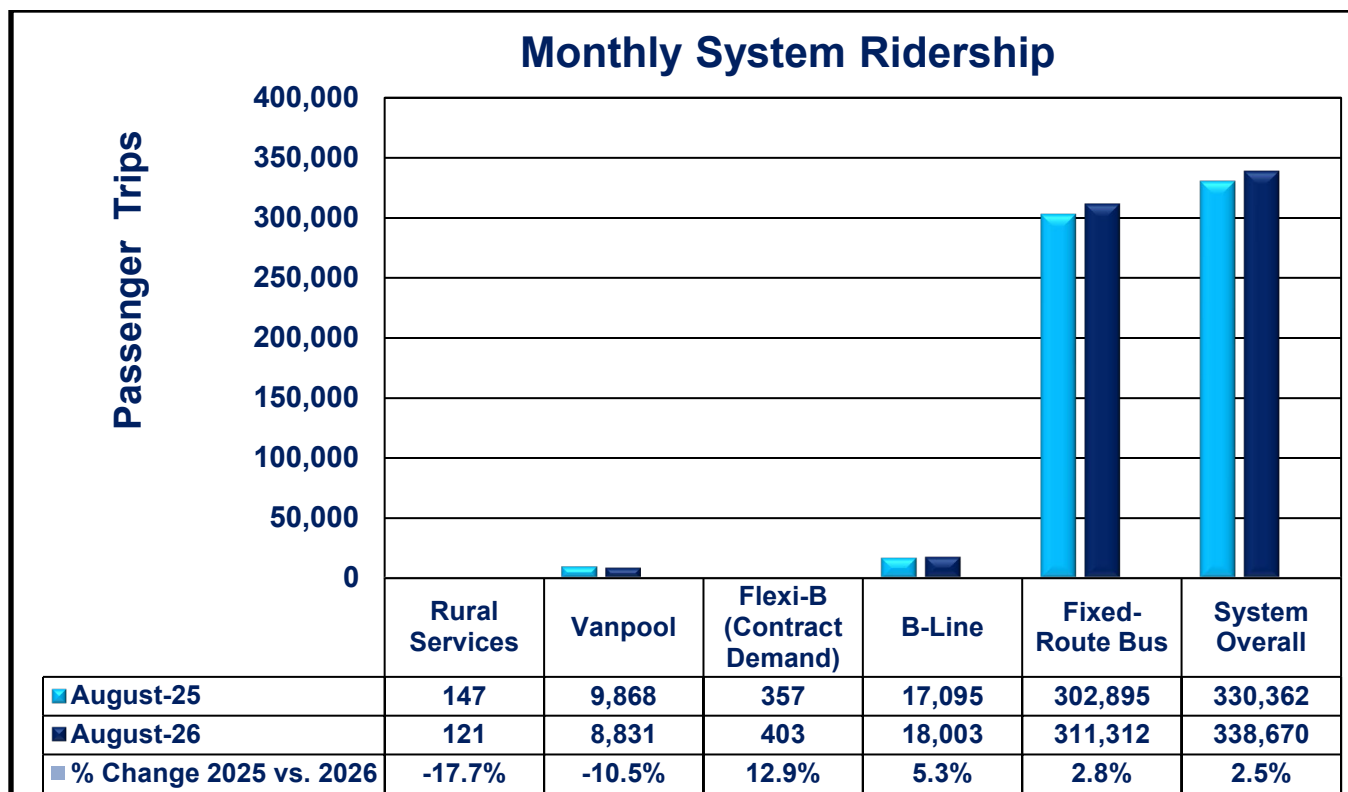


August 2026	August 2025	Variance
21 Weekdays	21 Weekdays	-
5 Saturdays	5 Saturdays	-
5 Sundays	5 Sundays	-
31 Days	31 Days	-

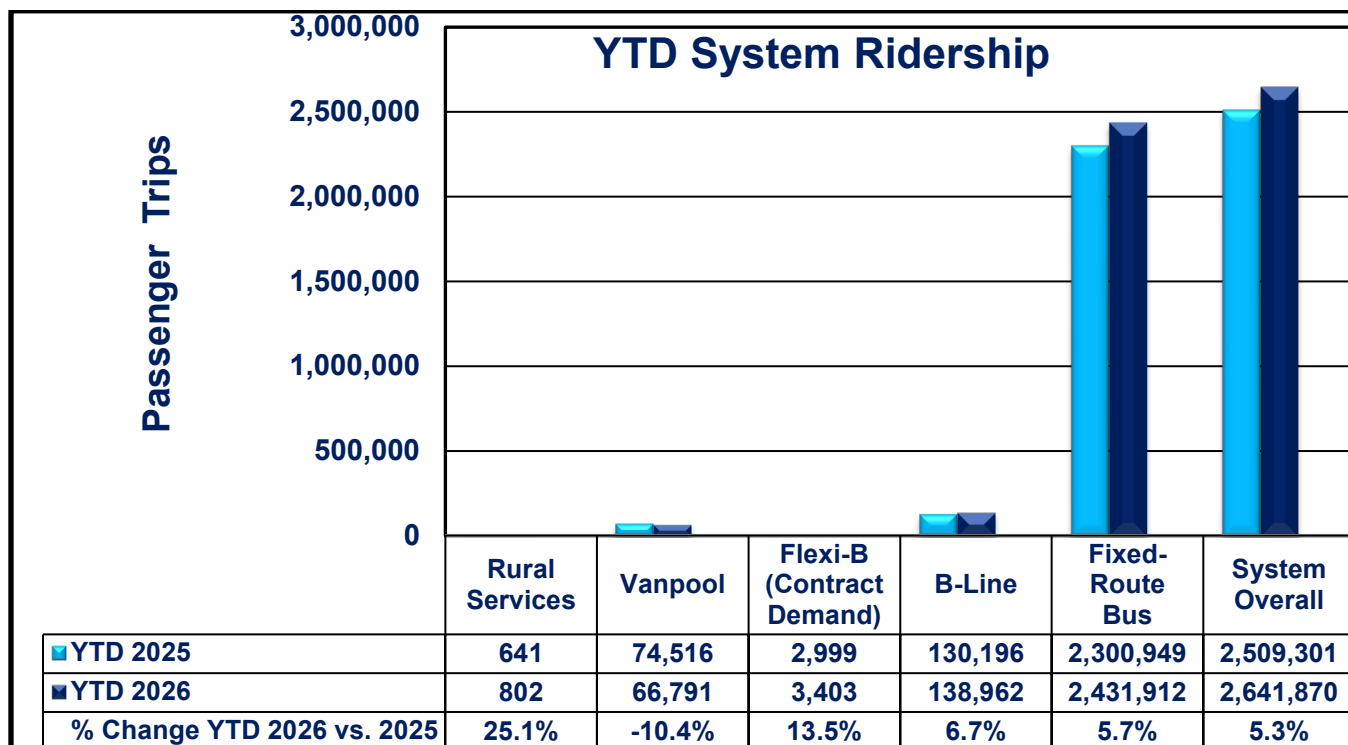
The average retail price for unleaded gas in Corpus Christi was \$3.62 per gallon compared to \$2.68 per gallon in August 2025¹. August 2026 received no measurable rain and was one of the driest Augusts on record. This amount of rain is significantly lower than the historically recorded monthly average of 2.92 for August.

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

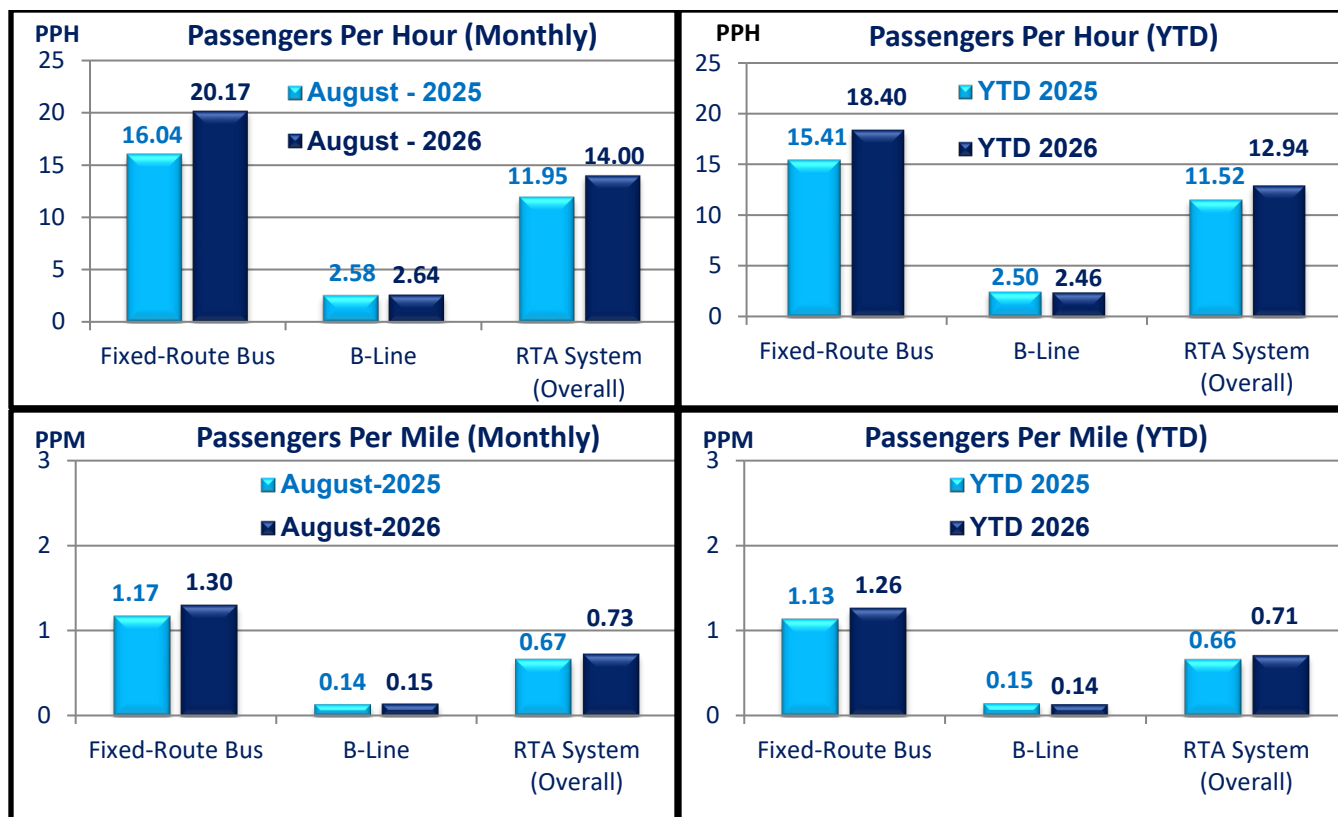
The chart below shows monthly ridership results for all services. CCRTA recorded 8,308 more passenger trips in August 2026 resulting in a 2.5% increase compared to August 2025.



The chart below shows YTD ridership results for all services. 132,569 more trips compared to 2025.

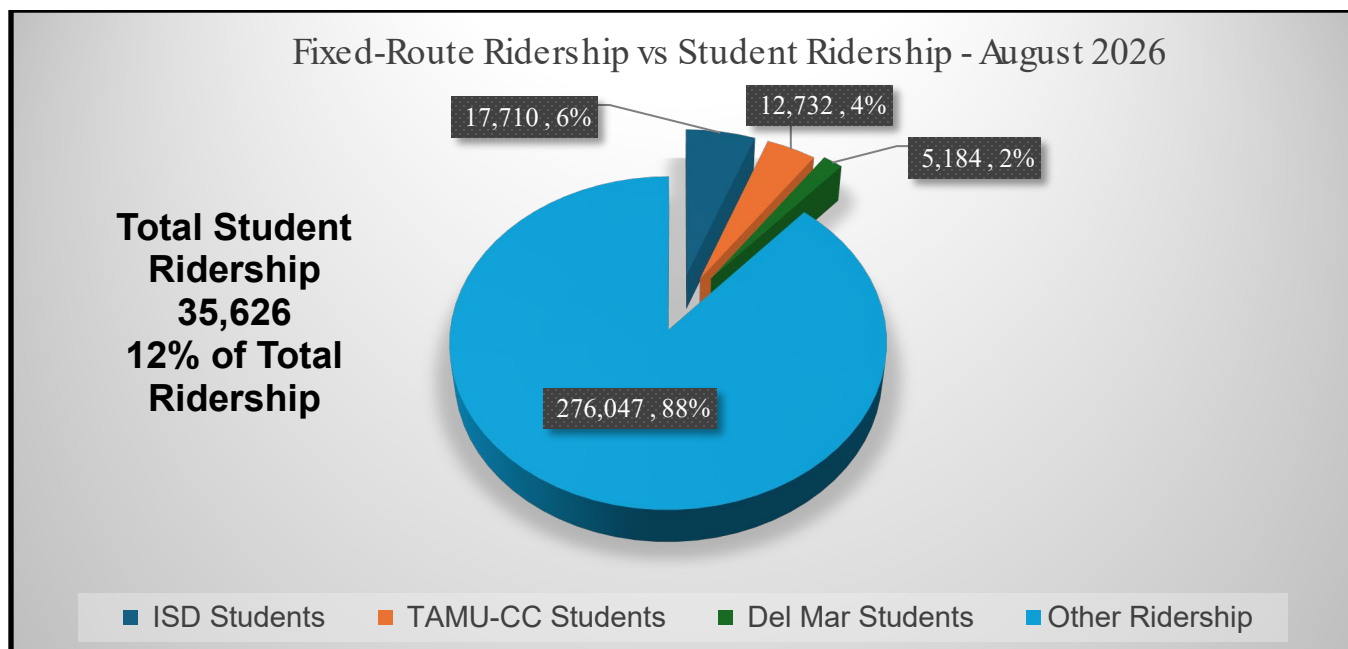


The following four charts contain system-wide productivity metrics for the month of August 2026 vs. August 2025 and YTD figures.



Student Ridership

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



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

Current Projects

- **S. Alameda (Everhart to Airline):** Project now delayed-EOR issue 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 August 2026, there were two routes adversely impacted by the Carroll Lane (SPID to Holly) City bond project. Routes 15 and 17 along Carroll Ln. Tiger Ln. & one 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.

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

Schedule Adherence	Standard	May-26	Jun-26	Jul-26	Aug-26	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	94.6%	95.6%	95.3%	89.7%	93.8%
Monthly Wheelchair Boardings	No standard	3,860	3,942	4,924	4,291	4,254
Monthly Bicycle Boardings	No standard	7,201	7,313	7,948	7,794	7,564

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

Metric	Standard	May-26	Jun-26	Jul-26	Aug-26	4-Month Ave.
Passengers per Hour	2.50	2.46	2.56	2.58	2.64	2.56
On-time Performance	95.0%	92.8%	92.8%	93.2%	92.1%	92.7%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	18,668	24,951	40,770	23,790	27,045
Monthly Wheelchair Boardings	No standard	3,507	3,537	3,648	3,685	3,594

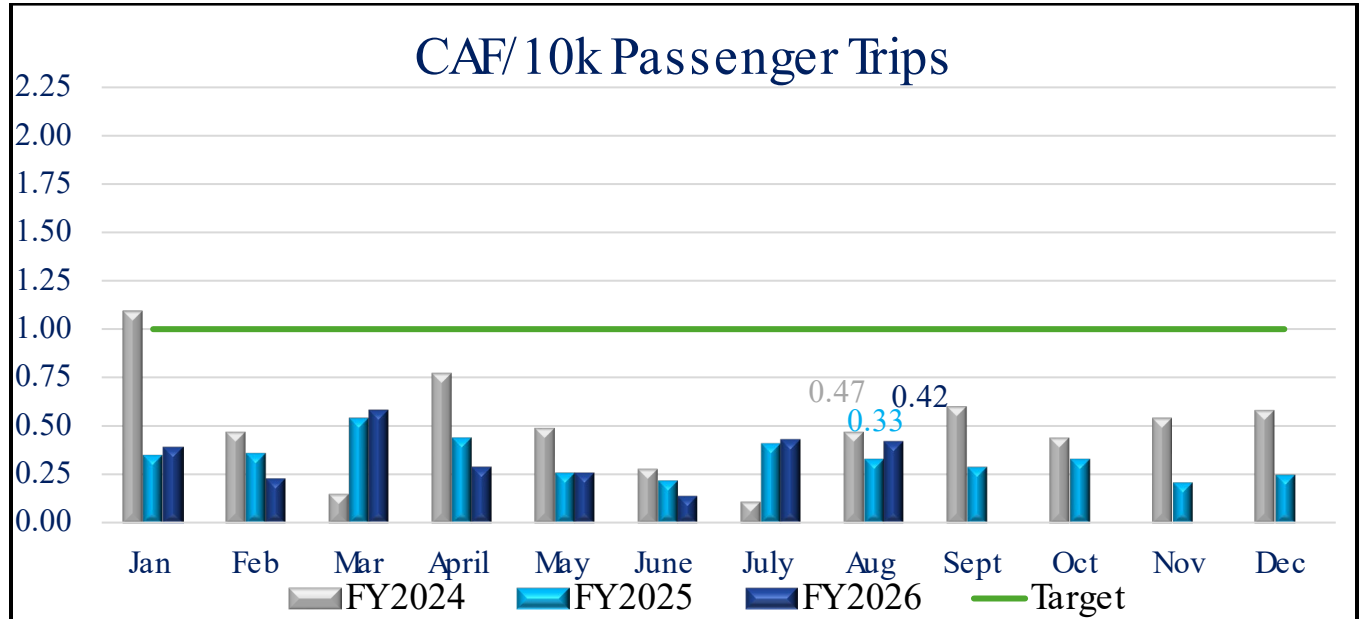
In August 2026, B-Line service performance metrics are listed below.

- **Productivity:** **2.64** Passengers per hour did meet the 2.50 PPH contract standard.
- **On-time Performance:** **92.1%** 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):** **23,790** met the contract standard of 12,250 miles.
- **Ridership Statistics:** **12,394** ambulatory boardings; **3,685** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

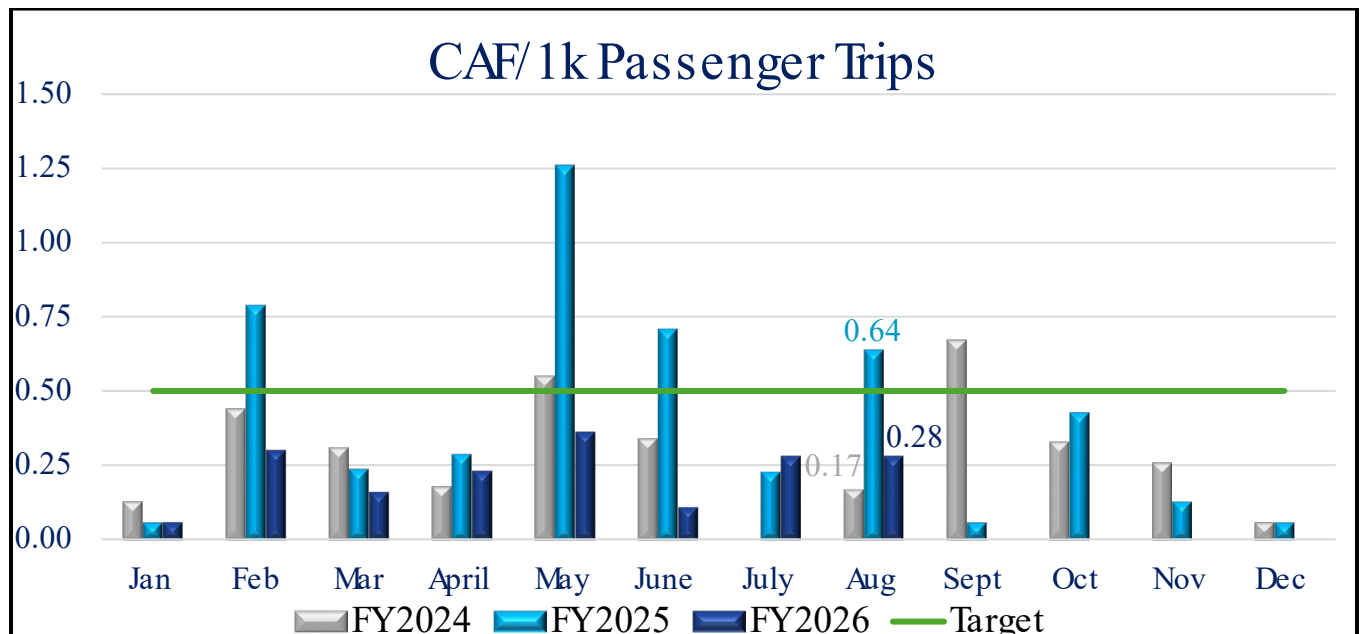
For the month of August 2026, CCRTA received and processed **55** Customer Assistance Forms (CAF's). A total of **45** or 82% were for Fixed Route Services, of which **13** or 28% were valid. This equates to approximately **0.42 CAFs per 10,000** passenger trips. Fixed Route Services received one commendation this month.

Number of CAFs/10k for Fixed Route Services



For the month of August 2026, CCRTA received and processed **55** Customer Assistance Forms (CAF's). A total of **10** or 18% were for B-Line Services, of which five or 50% 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



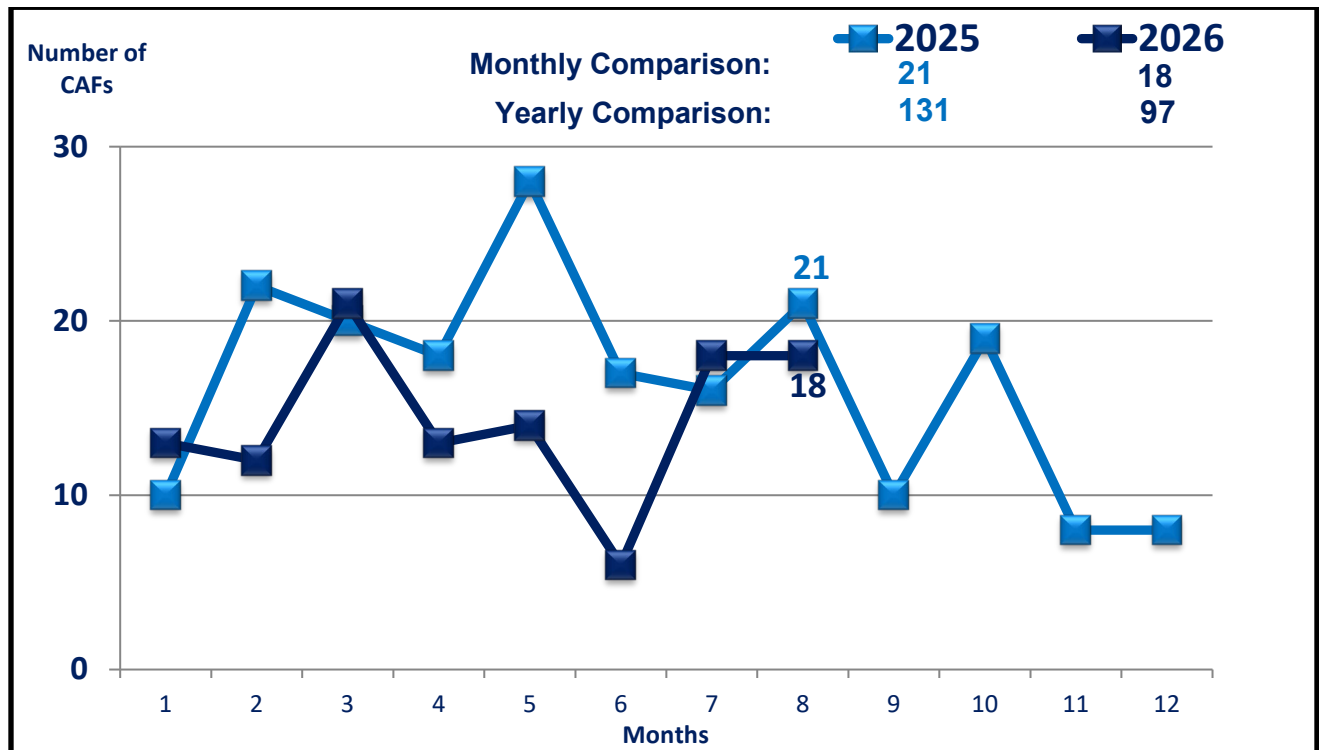
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	-
#4 Flour Bluff	3	#51 Gregory/NAS Ex (P&R)	-
#5 Alameda	-	#54 Gregory/Downtown Express	-
#6 Santa Fe/Malls	2	#60 Momentum Shuttle	-
#12 Hillcrest/Baldwin	3	#65 Padre Island Connection (Flex)	1
#15 Kostoryz/Carroll HS	2	#76 Downtown Shuttle	1
#16 Morgan/Port	1	#78 North Beach Shuttle	1
#17 Carroll/Southside	1	#83 Advanced Industries	-
#19 Ayers	-	#90 Flexi-B Port Aransas	-
#21 Arboleda	-	#93 Flex	2
#23 Molina	1	#94 Port Aransas Shuttle	-
#24 Airline/Yorktown	-	#95 Port Aransas Express	-
#25 Gollihar/Greenwood	-	B-Line (Paratransit) Services	8
#26 Airline/Lipes	-	Transportation	-
#27 Leopard	-	Service Development	-
#28 Leopard /Navigation	-	Facilities/Bus Stop Needs Attention	9
#29 Staples	-	IT/Electronics	3
#32 Southside	2	Safety & Security	7
#34 Robstown North Circulator	1	Vehicle Maintenance	1
#35 Robstown South Circulator	1	COMMENDATIONS	3
#37 Crosstown/TAMUCC	1	TOTAL CAF's	55

Processed CAF Breakdown by Service Type:

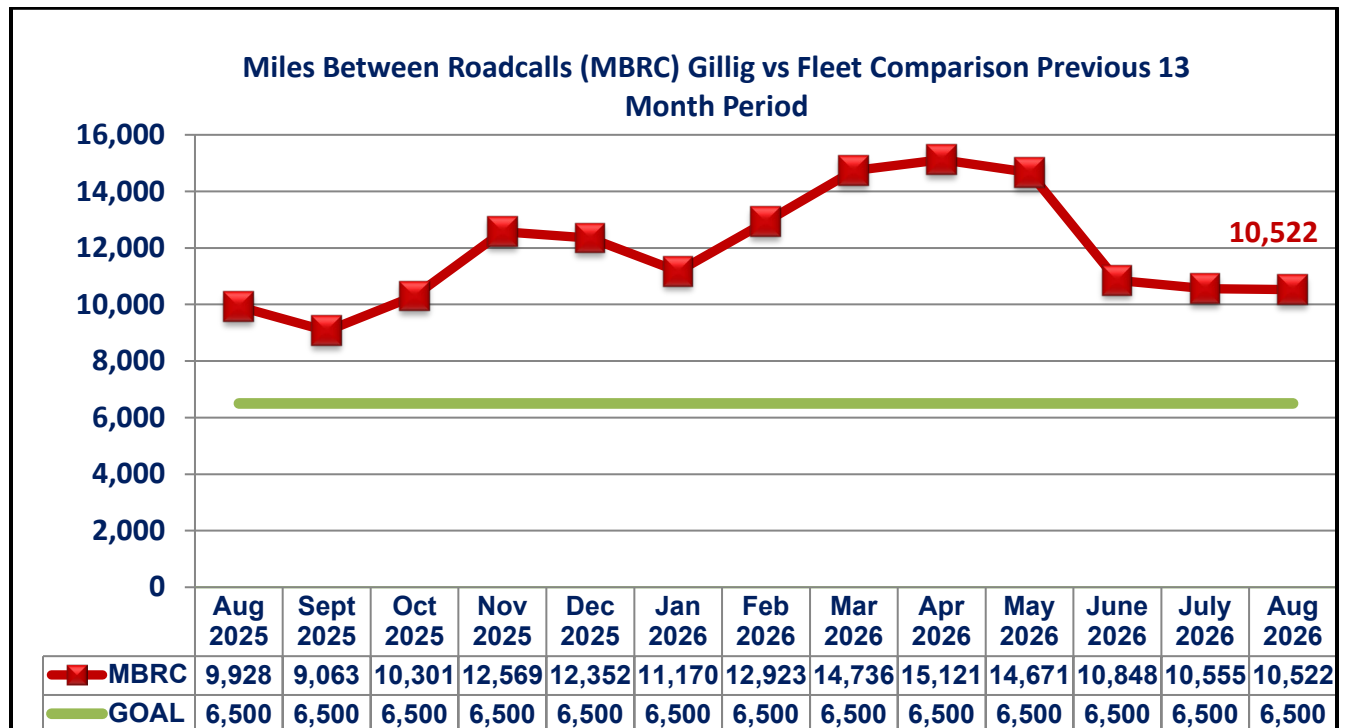
CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
Driving Issues	2	1	1	4
ADA Issues	-	1	-	1
Late/Early – No Show	4	4	2	10
Service Stop Issues	2	2	1	5
Incident on the Bus	1	-	-	1
Reckless Driving	4	-	2	6
Left Behind/Passed Up	3	-	-	3
Rude	1	-	1	2
Vehicle Maintenance	1	-	-	1
Safety and Security	7	-	-	7
Facility Maintenance	9	-	-	9
IT Issue	3	-	-	3
Commendations	1	2	-	3
TOTAL CAFs	38	10	7	55

Customer Programs Validated (CAF's) Count



Vehicle Maintenance Department: Miles Between Road Calls Report

In August 2026, there were 10,522 miles between road calls (MBRC) recorded as compared to 9,928 MBRC in August 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 11,905.



Board Priority

The Board Priority is Ridership.

Respectfully Submitted,

Reviewed by: Gordon Robinson
Managing Director of Operations

Submitted by: Fred Worthen
Director of Planning

Final Approval by: _____
Derrick Majchszak
Chief Executive Officer

August 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	220,636	37	37	0	21	16	3	2
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	329	0	0	0	0	0	0	0

TOTAL MILES DRIVEN	TOTAL ROAD CALLS							
220,965	37	37	0	21	16	3	2	

MILES BETWEEN ROAD CALLS

10,522

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, October 28, 2026	8:30 a.m.
<u>CCRTA Board of Directors Meeting</u>	
Wednesday, November 4, 2026	8:30 a.m.
<u>RCAT Committee Meeting</u>	
Thursday, November 19, 2026	12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS
