CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

RCAT MEETING NOTICE

Date: Thursday, November 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,
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. B-Line Eligibility Program Update	5 minutes	
	7.	Chairperson's Report 1. RCAT Member Updates 2. Unsung Hero Nominations – 2026 Q3	10 minutes	No Attachment
	8.	Discussion and Possible Action to Recommend the RCAT Committee Approve the Fiscal Year 2027 RCAT Meetings Calendar	5 minutes	
	9.	RCAT Liaison Report 1. Discussion on Calendar Topics for 2027 2. Fiscal Year 2027 Board & Committee Meetings Calendar 3. Fiscal Year 2027 Holidays and Service Levels 4. Update on New Maintenance Facility 5. FY 2027 Operating and Capital Budget 6. September 2026 Operations Report 7. October 2026 CEO Report	30 minutes	No Attachment
	10.	Informational Items: a) Unsung Hero Nominations 2026 – Q3 b) FY 2027 RCAT Meetings Calendar c) FY 2027 Board & Committee Meetings Calendar d) FY 2027 Holidays & Service Levels e) September 2026 CAF Report f) September 2026 B-Line Report g) September 2026 Operations Report Key Metrics h) September 2026 Maintenance Road Call Report i) Upcoming Events and RTA Functions		Page 6 Page 7 Page 8 Pages 9 - 10 Pages 11 – 14 Pages 15 – 18 Pages 19 – 28 Page 29 Page 30

	11.	Adjournment		No Attachment
		Total Minutes:	60	

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting who may need auxiliary aids or services are requested to contact Sandra Cisneros at 361-289-2712 a minimum of 48 hours in advance so that appropriate arrangements can be made.

RTA Committee on Accessible Transportation (RCAT)
MEETING MINUTES

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 (ACHT); 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.

Unsung Hero Report

July-26				
CAF #	**Date Rec'd**	**Driver/Employee**	**Route/Dept.**	**Description**
				NONE
Aug-26				
CAF #	**Date Rec'd**	**Driver/Employee**	**Route/Dept.**	**Description**
2050	10-Aug	Jose Valenzuela	B-Line	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 truly appreciated both drivers' assistance, kindness, and professionalism.
2075	24-Aug	JoAnn Zamora		Bus operator 21044 is a awesome compationate bus driver. She also drove safley.
Sep-26				
CAF #	**Date Rec'd**	**Driver/Employee**	**Route/Dept.**	**Description**
2102	9-Sep	Lucy Guerra	B-Line	B-Line rider, Ms. Gagnon, wanted to commend B-Line driver, Lucy Guerra. Ms. Gagnon stated the driver treated her and the other riders with compassion and respect. She states she made her ride better and is glad that she was her driver because of her professionalism.
2121	17-Sep	Eric O'Conner	37	Bus #922 11516 is a very generous compationate bus driver

2027 RCAT CALENDAR

JANUARY

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17	18	19	20	21	22	23
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31						

JANUARY
19 - NS/Eligibility Appeals
21 - RCAT

JULY
13 - NS/Eligibility Appeals
15 - RCAT

JULY

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FEBRUARY

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28						

FEBRUARY
16 - NS/Eligibility Appeals
18 - RCAT

AUGUST
17 - NS/Eligibility Appeals
19 - RCAT

AUGUST

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MARCH

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MARCH
16 - NS/Eligibility Appeals
18 - RCAT

SEPTEMBER
15 - NS/Eligibility Appeals
17 - RCAT

SEPTEMBER

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APRIL

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APRIL
13 - NS/Eligibility Appeals
15 - RCAT

OCTOBER
19 - NS/Eligibility Appeals
21- RCAT

OCTOBER

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MAY

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23	24	25	26	27	28	29
30	31					

MAY
18 - NS/Eligibility Appeals
20 - RCAT

NOVEMBER
16 - NS/Eligibility Appeals
18 - RCAT

NOVEMBER

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JUNE

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20	21	22	23	24	25	26
27	28	29	30			

JUNE
15 - NS/Eligibility Appeals
No Meeting - RCAT

DECEMBER
14 - NS/Eligibility Appeals
No Meeting - RCAT

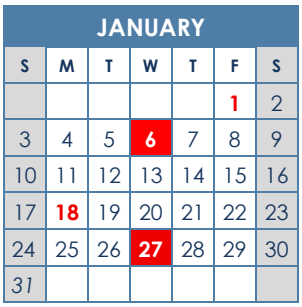
DECEMBER

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26	27	28	29	30	31	

LEGEND: NO SHOW/ELIGIBILITY | RCAT MEETING

RCAT Meetings start at 12:00 p.m.
NS/EA (No Show/Eligibility Appeals) Meetings start at 11:30 a.m.
Grants Review are *scheduled as needed.*

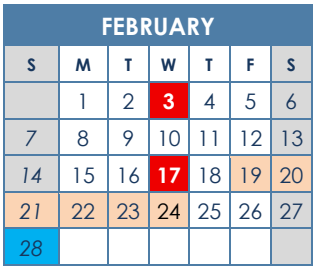
* Meetings are subject to change



January

6th – BOARD Mtg.
8:30 a.m.

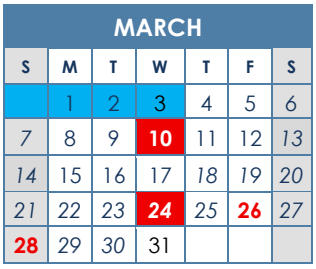
27th – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)



February

3rd – BOARD Mtg.
8:30 a.m.

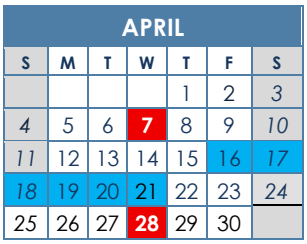
17th – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)
** TTA State Roadeo (Ft. Worth)*
**APTA Legislative (DC)*



March

10TH – BOARD Mtg.
8:30 a.m.

24TH – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)
**APTA Legislative (DC)*



April

7th – BOARD Mtg.
8:30 a.m.

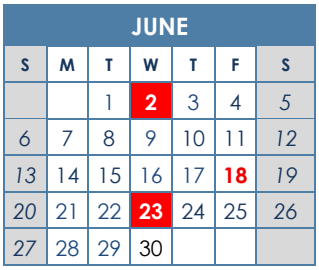
28th – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)
**APTA Int. Roadeo & Mobility Conf. (Seattle)*



May

5TH – BOARD Mtg.
8:30 a.m.

26th – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)



June

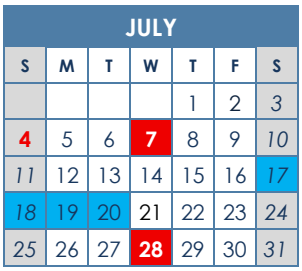
2nd – BOARD Mtg.
8:30 a.m.

23rd – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)

July

7th – BOARD Mtg.
8:30 a.m.

28th – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)
APTA Board Seminars (Eugene, OR)





August

4TH – BOARD Mtg.
8:30 a.m.

25TH – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)



September

1st – BOARD Mtg.
8:30 a.m.

22nd – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)
APTA Transform (Los Angeles)



October

6TH – BOARD Mtg.
8:30 a.m.

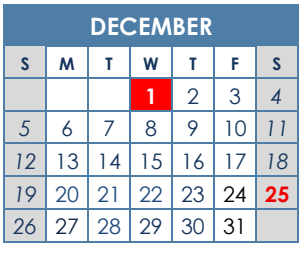
27TH – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)



November

3rd – BOARD Mtg.
8:30 a.m.

17TH – COMMITTEE Mtgs.*
8:30 a.m. Admin. & Finance
9:30 a.m. Ops.&Cap.Projects
(est. held after Admin. mtg.)



December

1st – BOARD Mtg.
8:30 a.m.

No COMMITTEE Mtgs.

Legend: *Meetings – BOD & COMM* | *# in red = CCRTA Holidays (Admn. Offices closed)* | *Rural and Small Cities & Legislative TBD* | **blue = APTA Conf.*

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
602 N. Staples St.
Corpus Christi, TX 78401
361-289-2712
ccrta.org

ATTACHMENT A

To: CCRTA & Contract Employees

From: Derrick Majchszak, Chief Executive Officer _____

Re: 2027 Holidays and Service Levels

The 2027 holidays and service levels for bus and paratransit services are based on public input and historic ridership levels on holiday dates or on dates adjacent to a holiday. Regular fares apply to service dates listed below.

The Chief Executive Officer or designee determines the public transportation needs of the community which may result in changes to a schedule or service level.

Day	Date	Holiday	Service Level	Comments
Friday	January 1, 2027	New Year's Day *	Sunday Service Level	CCRTA Holiday: Administration and Customer Service Closed
Monday	January 18, 2027	Martin Luther King Jr. Day	Saturday Service Level	CCRTA Holiday: Administration and Customer Service Closed
Friday	March 26, 2027	Good Friday	Weekday Service Level	CCRTA Observed Holiday: Administration and Customer Service Closed
Sunday	March 28, 2027	Easter Sunday	No Service	CCRTA Holiday: All Facilities Closed
Monday	May 31, 2027	Memorial Day	Sunday Service Level	CCRTA Holiday: Administration and Customer Service Closed
Saturday	June 19, 2027	Juneteenth	Saturday Service Level	CCRTA Holiday: Administration and Customer Service Closed on Friday, June 18, 2027, in observance
Sunday	July 4, 2027	Independence Day	Sunday Service Level	CCRTA Holiday Administration and Customer Service Closed on Monday, July 5, 2027, in observance
Monday	September 6, 2027	Labor Day	Sunday Service Level	CCRTA Holiday: Administration and Customer Service Closed

Day	Date	Holiday	Service Level	Comments
Thursday	November 25, 2027	Thanksgiving	No Service	CCRTA Holiday: All Facilities Closed
Friday	November 26, 2027	Day after Thanksgiving	Weekday Service Level	CCRTA Observed Holiday: Administration and Customer Service Closed
Friday	December 24, 2027	Christmas Eve	Saturday Service Level: Terminates in Early Evening	No CCRTA Holiday: Administration and Customer Service Closed in observance
Saturday	December 25, 2027	Christmas	No Service	CCRTA Holiday: All Facilities Closed
Friday	December 31, 2027	New Year's Eve	Weekday Service Level: Terminates in Early Evening	No CCRTA Holiday: Administration and Customer Service Closed in observance
Saturday	January 1, 2028	New Year's Day	Sunday Service Level	CCRTA Holiday: Customer Service Closed

* Approved in 2026 Holidays and Service Levels calendar

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

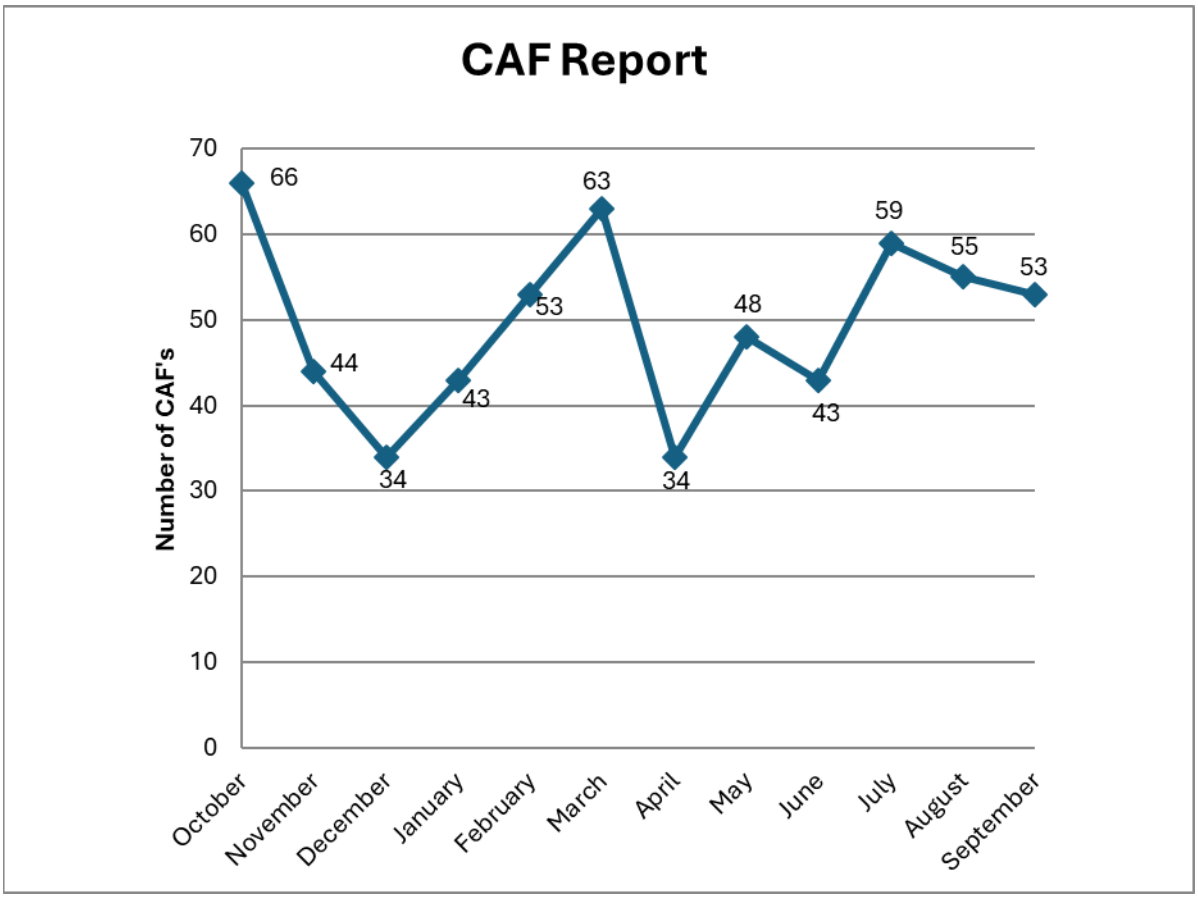
September 30, 2026

Subject: CAF Report for September 2026

Customer Programs Monthly Customer Assistance Form (CAF) Report

For September 2026, there were 53 reported CAFs which is less than the amount of the 55 reported CAFs for August 2026. The decrease of 2 CAFs represents a 3.63% decrease.

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



September 2026 for Route Summary Report:

Route		Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection	1
#15 Kostoryz/Carroll HS	1	#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	2	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 FLEX	
#23 Molina	3	#94 Port Aransas Shuttle	1
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Para-Transit) Services	5
#26 Airline/Lipes		Transportation	1
#27 Leopard		Service Development	5
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	8
#29 Staples	4	IT/Electronics	1
#32 Southside	1	Safety & Security	7
#34 Robstown North Circulator	2	Vehicle Maintenance	
#35 Robstown South Circulator	1	COMMENDATIONS	4
#37 Crosstown/TAMUCC		TOTAL CAF's	**53**

September 2026 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA Issues	1			1
Alleges Injury	1			1
Driving Concerns	2	1		3
Fare/Transfer Dispute	1			1
Late/Early – No Show		2	3	5
Service Stop Issues	2			2
Inappropriate Behavior	1	1		2
Incident at Stop	1			1
Left Behind/Passed Up	2		2	4
Policy		1		1
Reckless Driving	3		1	4
Rude	2			2
Service Development	5			5
Safety and Security	7			7
Facility Maintenance	8			8
IT Issue	1			1
Transportation	1			1
Commendation	1	2	1	4
TOTAL CAFs	39	7	7	**53**

Conclusion:

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

Thirty-nine CAFs were received regarding CCRTA Service, representing 74% of the total customer assistance contacts; there was one commendation and twenty-two informational CAFs.

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

Seven CAFs were received regarding Contracted Fixed Route Service, representing 13% of the total customer assistance contacts; there was one commendation.

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: October 5, 2026

SUBJECT: B-Line Report for September 2026

- Ridership for the month of September 2026 was 18,126 compared to 17,315 for September 2025, which equates to 811 more trips representing a 4.68% **increase**.

- Demand Response (Rural) ridership for September 2026 was 2.

- Uber ridership for September 2026 was 3,349.

- Ridership for YTD 2026 was 155,440, representing a 5.38% **increase** over 2025 ridership statistics**.**

RIDERSHIP 2025 YTD	RIDERSHIP 2026 YTD	DIFFERENCE	% DIFFERENCE
147,511	155,440	7,929	5.38%

Service Standards

- Productivity: 2.66 PPH (Passengers per hour) September contract standard is 2.50

- On Time Performance: 93.93% on time performance for September 2026

- Denials: Zero denial of service (as defined by FTA)

- 974 trips out of 16,049 trips (6.07%) did not meet the standard for on time performance in September 2026. Of that number:

    - 850 were < 30 minutes late.
    - 105 were > 30 minutes late.
    - 19 were > 60 minutes late.
    - 0 were > 90 minutes late.

- Miles between road calls 179,210.9 miles with 7 road calls that equates to 25,601.6 miles between road calls for September 2026. MV did exceed the minimum standard of 12,250 miles between road calls for September 2026.

Wheelchair Boarding's and associated statistics

For the month of September 2026, there were:

- 12,388 - ambulatory passengers
- 3,906- wheelchair boarding's
- 1,638 - personal care attendants (AM)

- 170 - companions
- 24 - animals

Other Service statistics

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

1. #2090: Today at 11:30am, Rt. 34 at stop 1258, the operator used both hands to signal that he was not going to stop and kept going. The operator was described as a male with a large beard. She wasn't sure why he didn't stop. Her name is Dolores Delgado but did not want to leave a phone number. She's just not sure why he didn't stop.
    a. Valid
2. #2099: Customer claims that the Bline did not show up for his pick up. Customer was sitting at his porch from 09:30am to 11:30am and none showed up. He claims that this is the 4th time this happens to him and he is very upset. Client's name is George A. Billups, B-Line ID# 1008014
    a. Invalid
3. #2101: Name: Cheryl myers Email: cmyers9444@gmail.com Phone: 3619068942 Message: I had to wind up taking the bus for 3mths i would like to give you guys a comliment on one of your drivers her name is august she drives the number 4 bus going to flour bluff she always had a pleasant personality and was always on time
    a. Commendation
4. #2102: B-Line rider, Ms. Gagnon, wanted to commend B-Line driver, Lucy Guerra. Ms. Gagnon stated the driver treated her and the other riders with compassion and respect. She states she made her ride better and is glad that she was her driver because of her professionalism.
    a. Commendation
5. #2107: Ms. Pringle called upset, stating that Mr. Roland Benavides is always picking on her. She stated that they had an altercation over two years ago, and ever since then, he has continued to “harass” her. This time, as she boarded, Mr. Benavides refused to let her pass to get to a seat, forcing her to stand. His excuse was that he had to get something out of his backpack. Ms. Pringle stated that it is usually small things like this, but she has noticed that it only happens to her when she boards or attempts to exit the bus. She stated that he either gets in her way or says something snarky.
    a. Invalid
6. #2113: Customer stated the bus was late getting to her stop on Ruben Chavez Rd. Then once reaching the Robstown station, she got off the bus and then departed 10 minutes late from the station making her late for her transfer.
    a. Valid
7. #2114: Customer stated Grace is an amazing, caring, phenomenal, and best person ever. The rider stated most drivers don't treat her as a person and don't acknowledge

her, often speaking to her PCA, as if she isn't present. But Grace spoke to her kindly, made her feel like a person, and made sure she was comfortable. The rider stated that she uses a bariatric wheelchair and understands it may be hard for drivers to maneuver her into the confinement area, but Grace handled it with ease. She wishes all the drivers were like Grace.
    a. Commendation
8. #2117: Name: William Sartwelle jr. Email: williamsartwellejr@gmail.com Phone: 3612500312 Message: W t f the ninety four bus on saturday's doesn't go down to the pier on beach street in port , arenza , the three thirty drop
    a. Valid
9. #2119: A customer called to complaint about route 3. She explained how this route has been very unreliable constantly. Today the bus missed a trip which made her walk to the highway to be able to connect with the route 29.
    a. Valid
10. #2125: Driver stated bus #3063 driving "crazy" on Highway 44. Bus going around traffic and almost hit a car. Traveling in excess of 80mph by the airport. Splitting lanes.
    a. Valid
11. #2132: On 9/15/26 at 5:16 PM b line bus 3040 was speeding down Weber road between Saratoga and Holly. The bus was driving from Saratoga towards Holly. I was going the 35 MPH speed limit when the bus flew by me, obviously speeding. I noticed a motorcyclist wave for the bus driver to slow down. I pulled on the right side of the bus and also waved for her to slow down. This is when I saw the bus driver stick her middle finger at the motorcyclist. This was caught on camera. The video is in 8K and is too large to attach here. I can upload the video if needed. The bus driver was African American with some sort of bandana wrapped around her head.
    a. Valid
12. #2133: Norma Rodriguez, caregiver for Tony Rodriguez at 712 Collins, came in to report that his bus did not show up this morning. She stated that this has become an ongoing issue and has happened more than five times. She also stated that on one occasion, when she called the reservationist, she was told, “What do you want me to do about it?” and “Figure it out yourself.” Ms. Rodriguez was very upset, as she was forced to pay for an Uber out of her own pocket. She is requesting an immediate call back to discuss the issue and find a resolution.
    a. Invalid
13. #2141: Margarette Murray, B-Line rider, called to report she was never picked up for a very important doctor’s appointment today. She said the trip was routed to Uber but that she received text messages from Uber saying the trips were cancelled. Then she received a call from an Uber driver saying they were there to pick her up from the doctor. She still had not even gotten to the doctor yet. She’s very upset because she missed a very important appointment. She said this is not the first time she hasn’t been picked up. She said it happened on June 11th also. She needed to get to

Radiology Associates, and no one ever picked her up. She said both times, the trips had been switched to Uber rides and Uber cancelled the rides. She wanted to make sure someone knew what was happening and that it was not acceptable. Her number is 361-387-0614 if you need to speak to her.

a. Valid

14. #2142: A customer claims that there was no trip for the 65 into Corpus from Whitecap at 06:11pm. Customer said that is not the first time this happens pointing also to Thursday 27.
    a. Invalid

Conclusion

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

- 2.66 passengers per hour
- 93.93% on time performance
- Zero denial of service (as defined by FTA)
- Miles between road calls for September 25,601.6 miles exceeded the minimum contract standard of 12,250 miles.

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo November 4, 2026

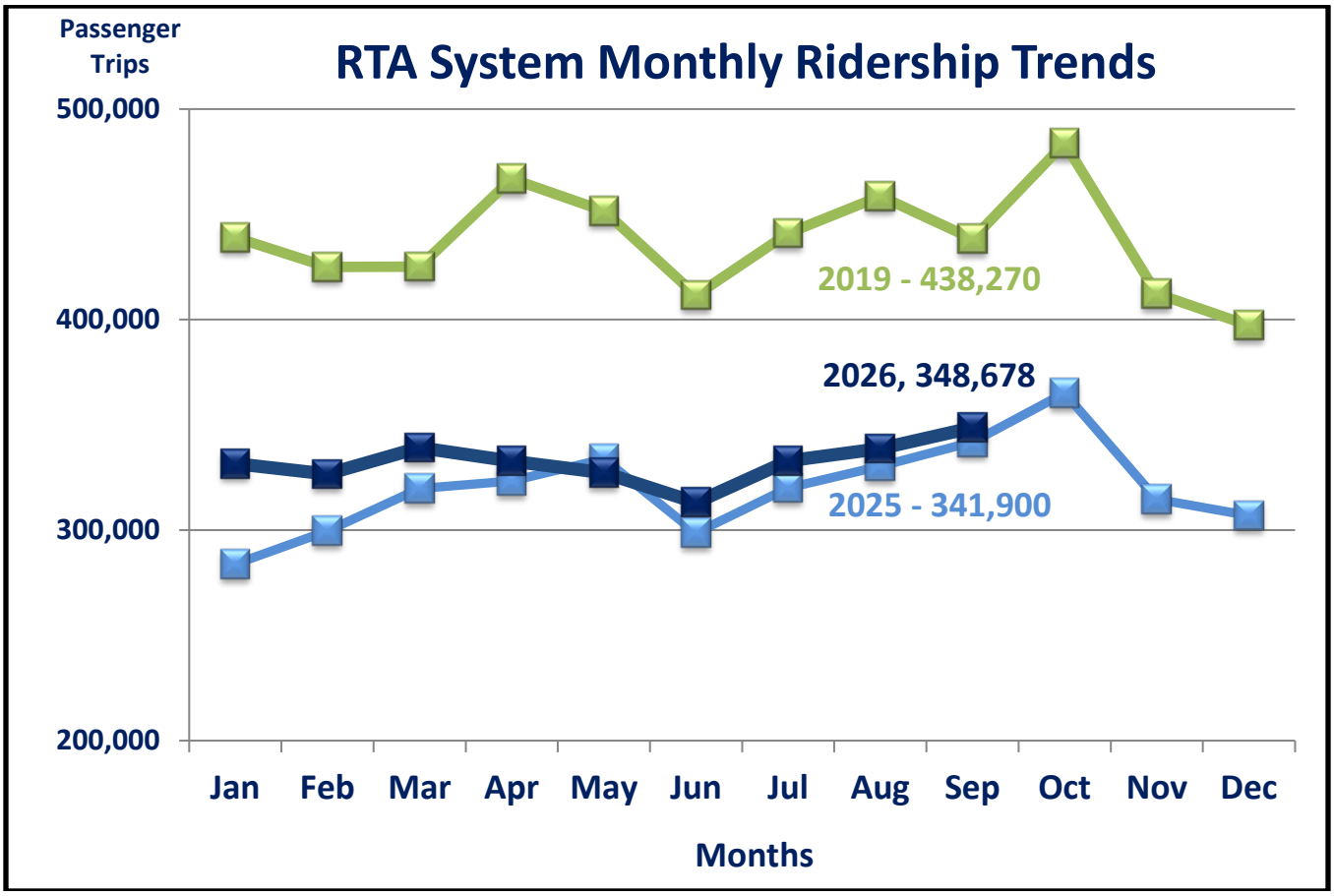
Subject: September 2026 Operations Report

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

September 2026 system-wide passenger trips totaled 348,678 which represents a 2.0% increase, compared to 341,900 passenger trips in September 2025 with 6,778 more trips provided this month. September 2019 had 438,270 passenger trips or 89,592 more trips as compared to September 2026.

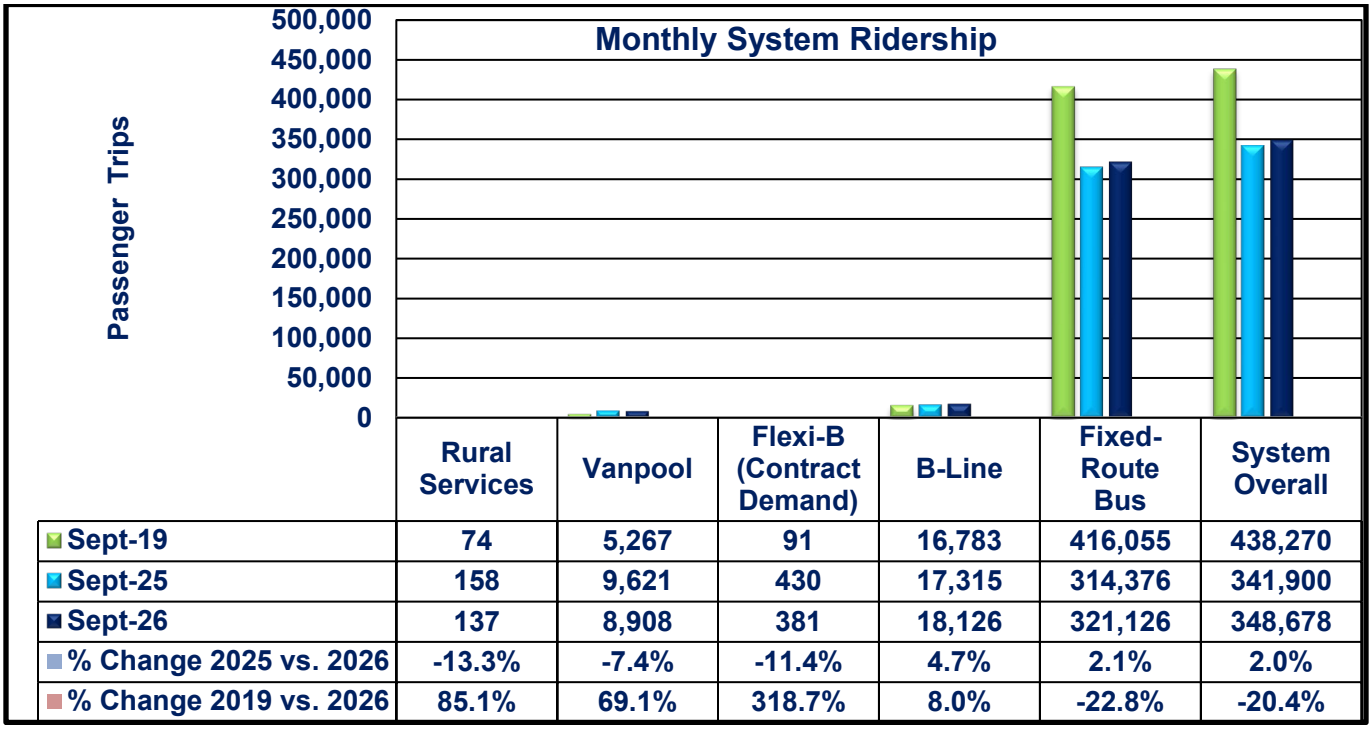


September 2026	September 2025	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
5 Sundays	5 Sundays	-
30 Days	30 Days	-

The average retail price for unleaded gas in Corpus Christi was $3.95 per gallon compared to $2.78 per gallon in September 2025[1]. September 2026 received 1.4 inches of rain on only one day making September 2026 one of the driest Septembers on record. This amount of rain is significantly lower than the monthly average of 5.42. September was also one of the hottest on record with an average daily high temperature of 97.1 degrees. The normal daily high average is 90.8 degrees. Sustained high temperatures like this often adversely impact ridership.

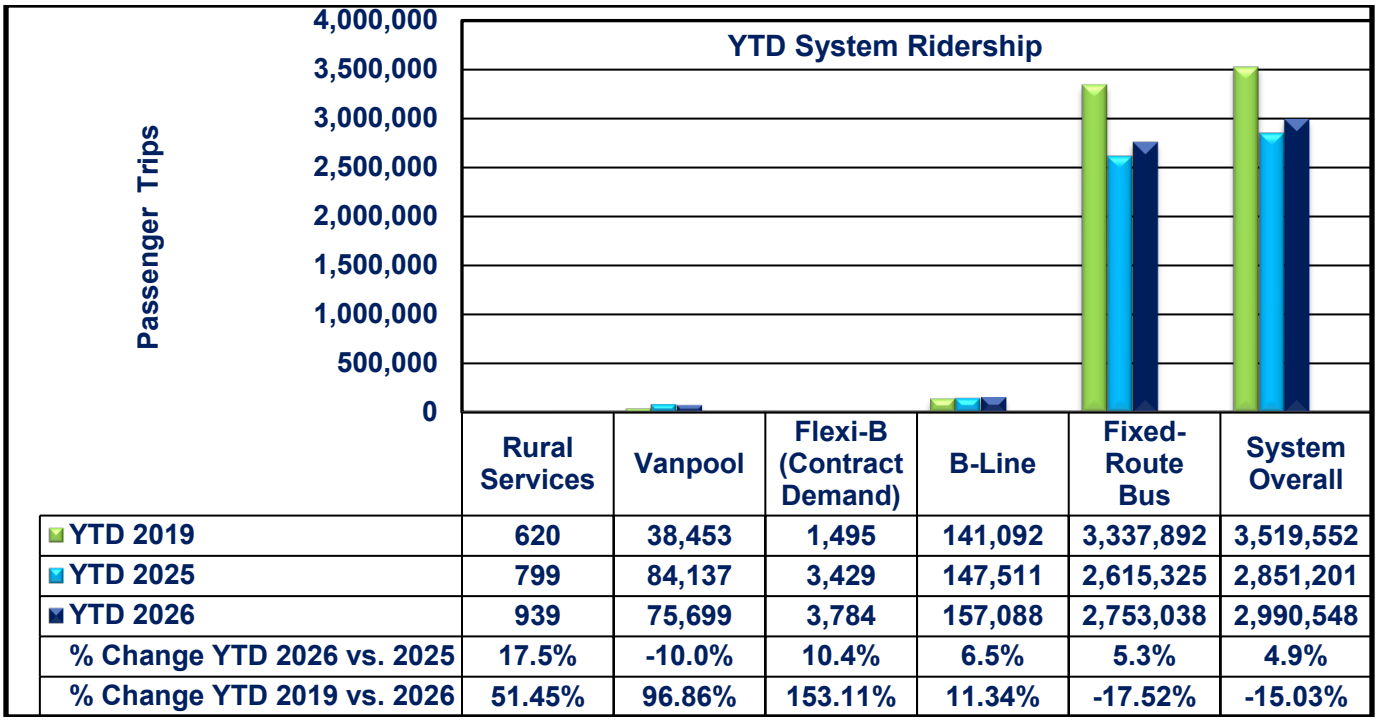
1. GasBuddy.com historical data at http://www.gasbuddy.com
2. Weather.gov at http://www.weather.gov

Flexi-B or (Contract Demand), Rural Services and Vanpool Services were slightly down this month by 783 total passengers, however the overall monthly combined total ridership was up with 6,778 more passengers this month. 2026 ridership has been up consistently each month over 6,500 more passengers when compared to last year's monthly ridership totals.



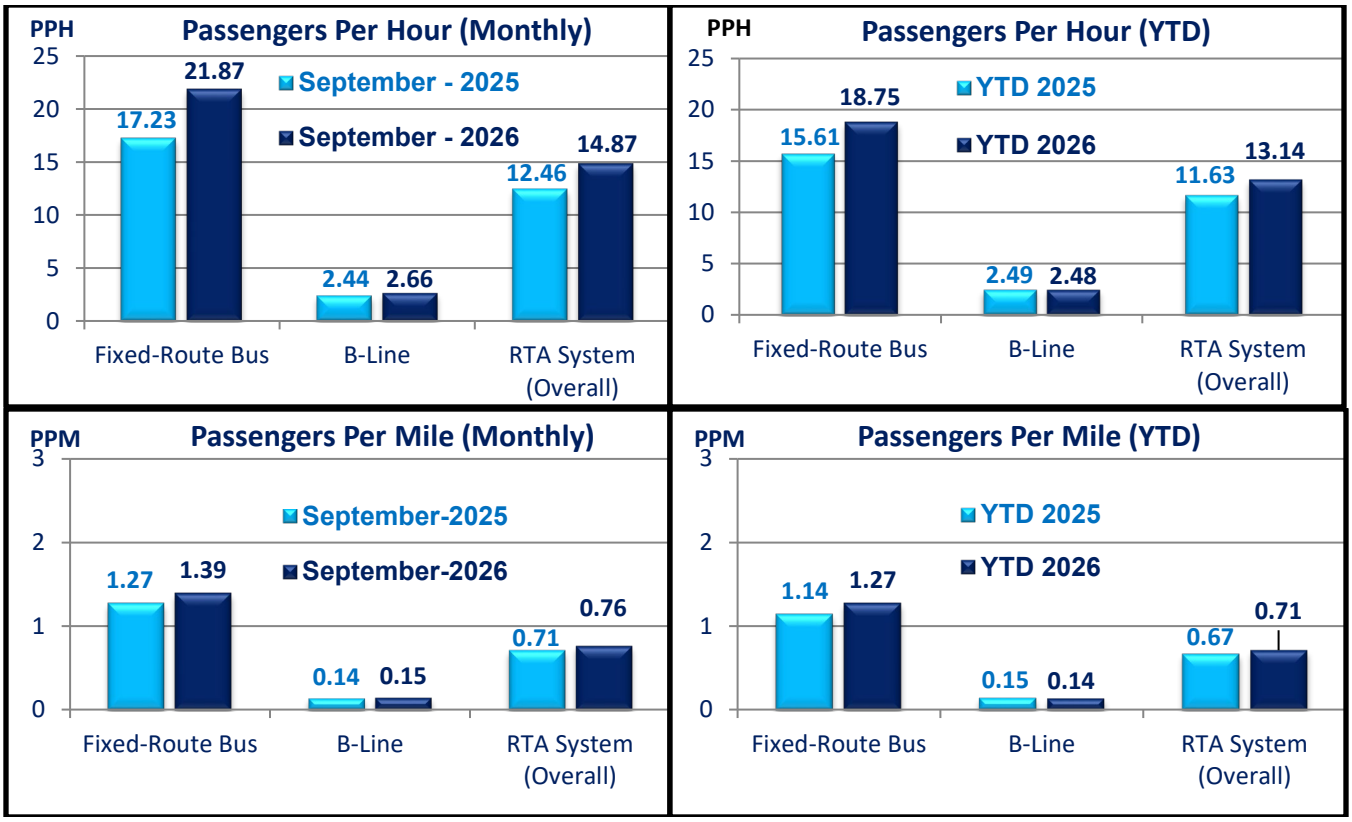
	Rural Services	Vanpool	Flexi-B (Contract Demand)	B-Line	Fixed-Route Bus	System Overall
Sept-19	74	5,267	91	16,783	416,055	438,270
Sept-25	158	9,621	430	17,315	314,376	341,900
Sept-26	137	8,908	381	18,126	321,126	348,678
% Change 2025 vs. 2026	-13.3%	-7.4%	-11.4%	4.7%	2.1%	2.0%
% Change 2019 vs. 2026	85.1%	69.1%	318.7%	8.0%	-22.8%	-20.4%

The chart below shows YTD ridership results for all services. 2026 ridership is up in all categories except for vanpool when compared to 2025. 2019 YTD provided 529,004 more trips compared to 2026 YTD.



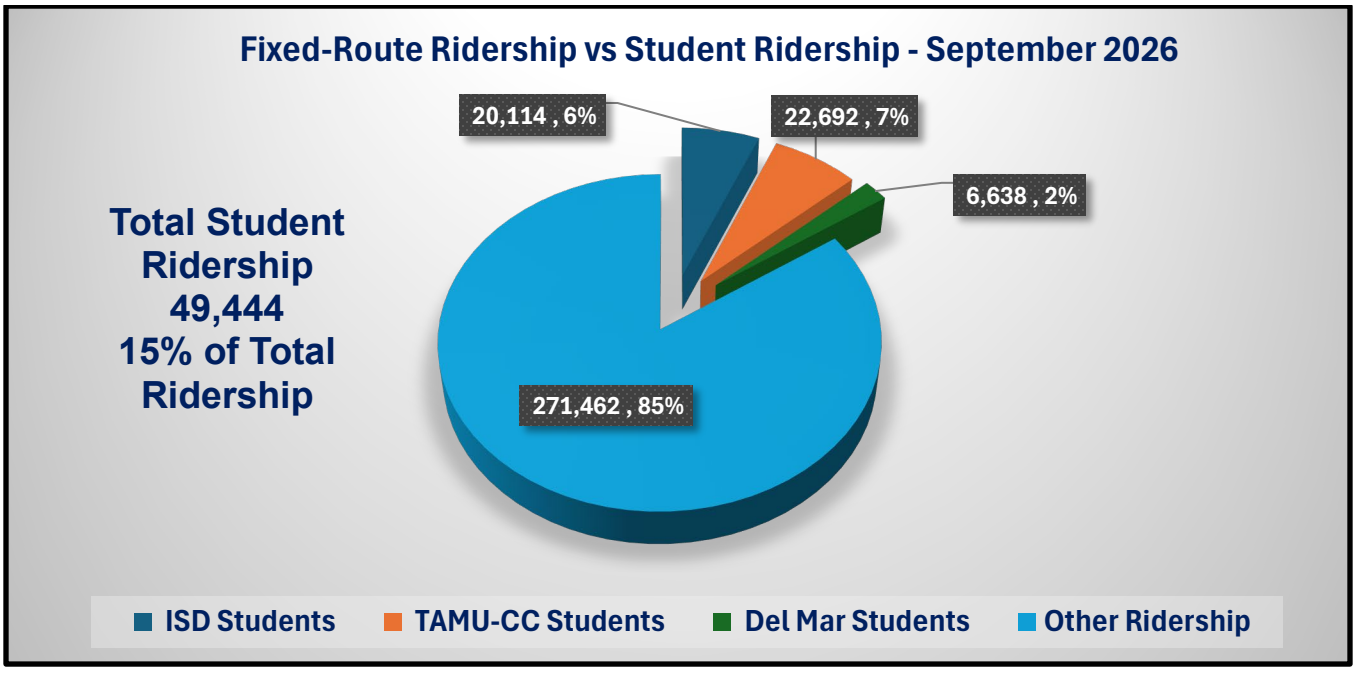
	Rural Services	Vanpool	Flexi-B (Contract Demand)	B-Line	Fixed-Route Bus	System Overall
YTD 2019	620	38,453	1,495	141,092	3,337,892	3,519,552
YTD 2025	799	84,137	3,429	147,511	2,615,325	2,851,201
YTD 2026	939	75,699	3,784	157,088	2,753,038	2,990,548
% Change YTD 2026 vs. 2025	17.5%	-10.0%	10.4%	6.5%	5.3%	4.9%
% Change YTD 2019 vs. 2026	51.45%	96.86%	153.11%	11.34%	-17.52%	-15.03%

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



Student Ridership

The following chart illustrates total fixed route ridership vs student ridership for September 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 Nov. 4, 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 mid-November 2026.
  - Route 78 (a select number of stops may be temporarily impacted).
- **Washington Coles Neighborhood Parks**: Construction projects began in early-2025 impacting multiple stops.
  - Route 12 (3 stops impacted).

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

Schedule Adherence	Standard	Jun-26	Jul-26	Aug-26	Sep-26	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.3%	0.1%
Departures within 0-5 minutes	>85%	95.6%	95.3%	89.7%	92.5%	93.5%
Monthly Wheelchair Boardings	No standard	3,942	4,924	4,291	5,292	4,462
Monthly Bicycle Boardings	No standard	7,313	7,948	7,794	7,570	7,565

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

Metric	Standard	Jun-26	Jul-26	Aug-26	Sep-26	(4) Month-Ave.
Passengers per Hour	2.50	2.56	2.58	2.64	2.66	2.61
On-time Performance	95.0%	92.8%	93.2%	92.1%	93.9%	93.0%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	24,951	40,770	23,790	25,602	28,778
Monthly Wheelchair Boardings	No standard	3,537	3,648	3,685	3,906	3,694

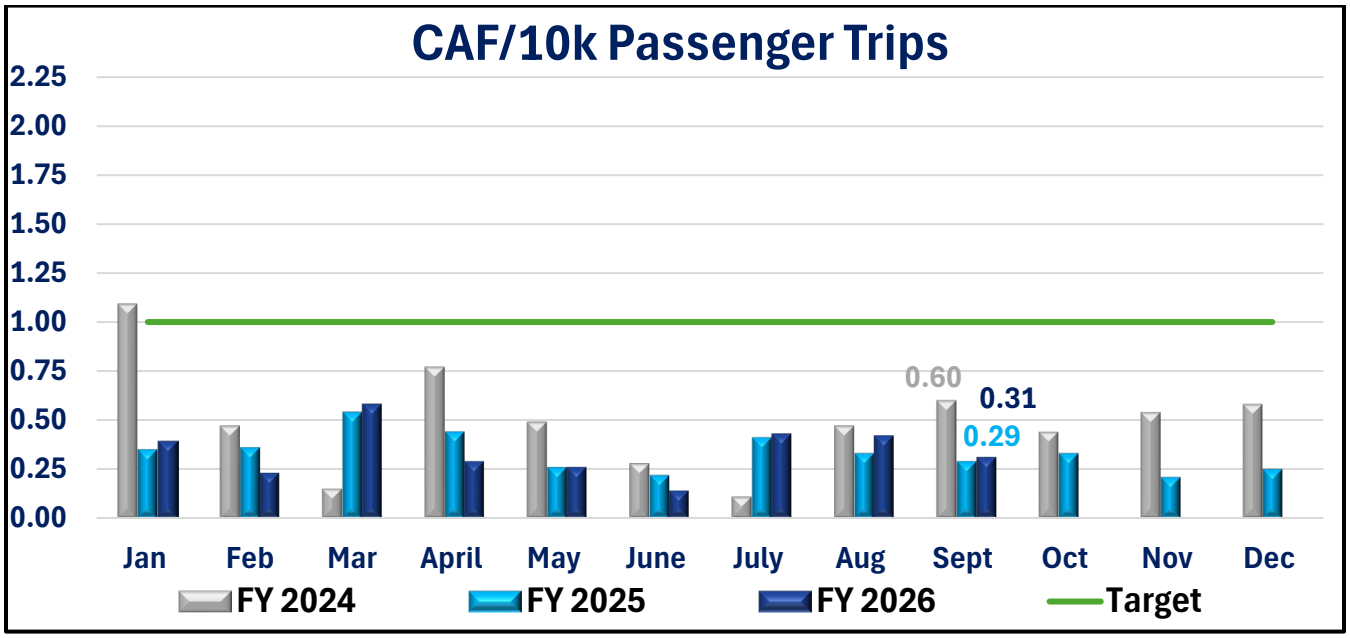
In September 2026, B-Line service performance metrics are listed below.

- Productivity: **2.66** Passengers per hour did meet the 2.50 PPH contract standard.
- On-time Performance: **93.9%** 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): **25,602** met the contract standard of 12,250 miles.
- Ridership Statistics: **12,388** ambulatory boardings; **3,906** wheelchair boardings

Customer Programs Monthly Customer Assistance Form (CAF) Report

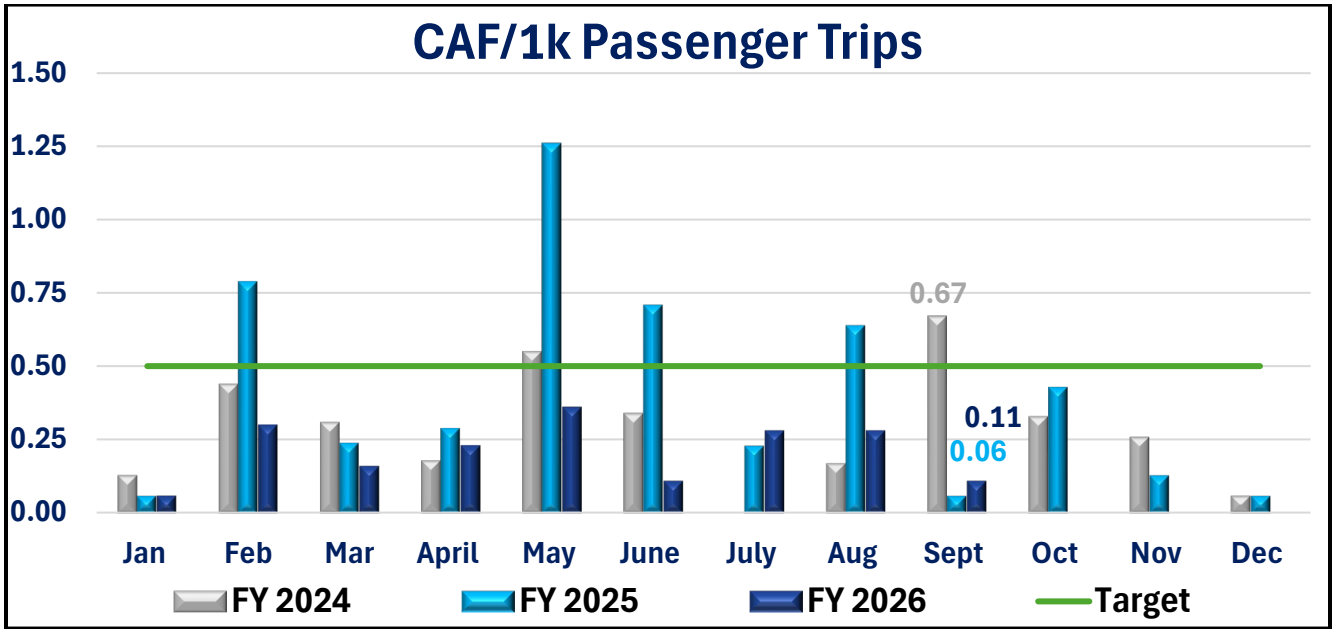
For the month of September 2026, CCRTA received and processed **53** Customer Assistance Forms (CAF's). A total of **46** or 87% were for Fixed Route Services, of which **10** or 22% were valid. This equates to approximately **0.31** CAFs per 10,000 passenger trips. Fixed Route Services received two commendations this month.

Number of CAFs/10k for Fixed Route Services

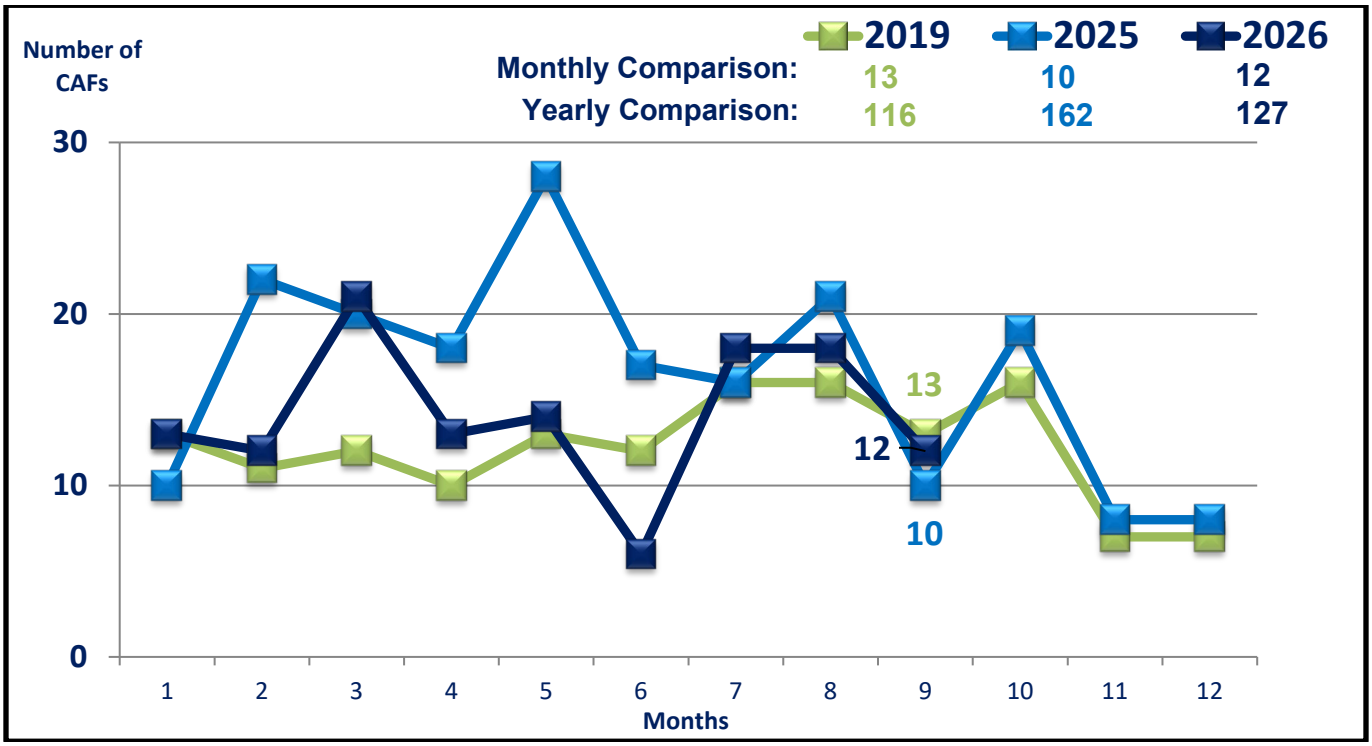


For the month of September 2026, CCRTA received and processed **53** Customer Assistance Forms (CAF's). A total of **7** or 13% were for B-Line Services, of which two or 29% were valid. This equates to approximately **0.11** CAFs per 1,000 passenger trips. B-Line Services received two commendations this month.

Number of CAFs/1k for B-Line Services



Customer Programs Validated (CAF's) Count



Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	1	#50 Calallen/Robstown NAS Ex (P&R)	
#4 Flour Bluff		#51 Gregory/NAS Ex (P&R)	
#5 Alameda		#54 Gregory/Downtown Express	
#6 Santa Fe/Malls	1	#60 Momentum Shuttle	
#12 Hillcrest/Baldwin	1	#65 Padre Island Connection (Flex)	1
#15 Kostoryz/Carroll HS	1	#76 Downtown Shuttle	
#16 Morgan/Port		#78 North Beach Shuttle	
#17 Carroll/Southside		#83 Advanced Industries	
#19 Ayers	2	#90 Flexi-B Port Aransas	
#21 Arboleda	3	#93 Flex	
#23 Molina	3	#94 Port Aransas Shuttle	1
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood		B-Line (Paratransit) Services	5
#26 Airline/Lipes		Transportation	1
#27 Leopard		Service Development	5
#28 Leopard /Navigation		Facilities/Bus Stop Needs Attention	8
#29 Staples	4	IT/Electronics	1
#32 Southside	1	Safety & Security	7
#34 Robstown North Circulator	2	Vehicle Maintenance	
#35 Robstown South Circulator	1	COMMENDATIONS	4
#37 Crosstown/TAMUCC		**TOTAL CAF's**	**53**

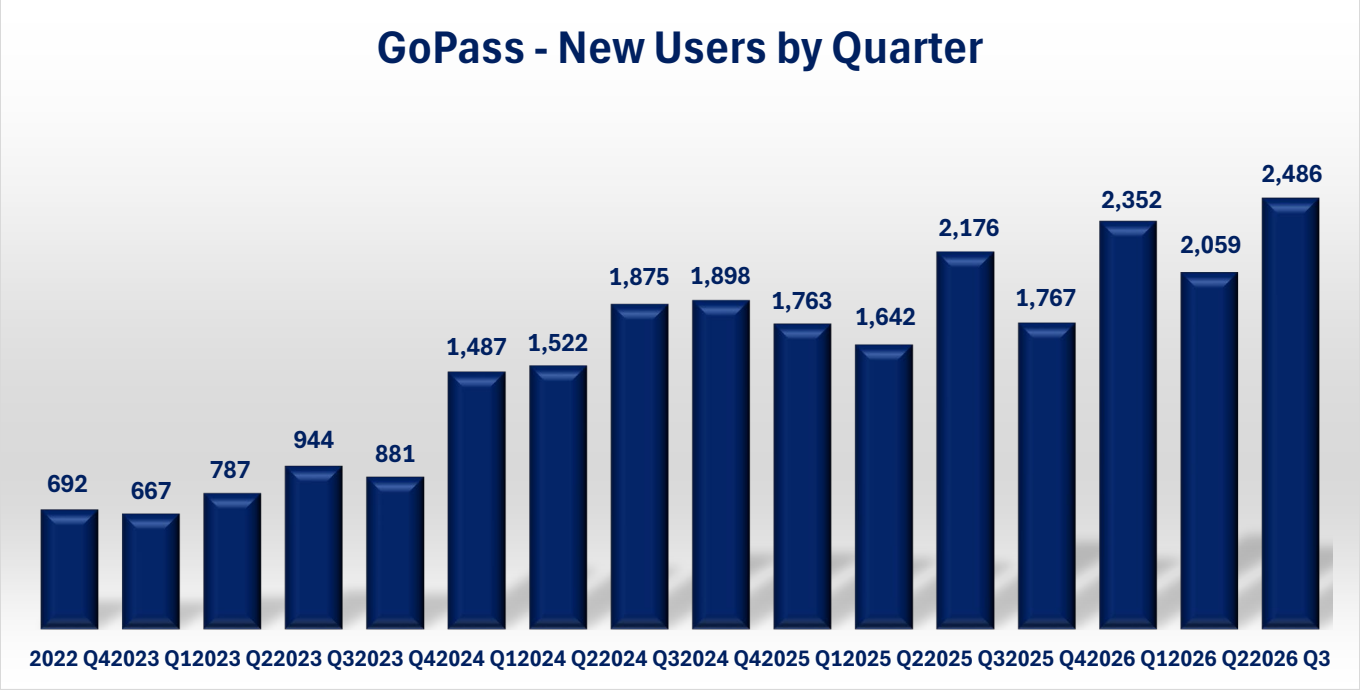
Processed CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line Paratransit	Purchased Transportation	Totals
ADA Issues	1			1
Driving Concerns or Issues	2	1		3
Alleges Injury	1			1
Fare/Transfer Dispute	1			1
Late/Early – No Show		2	3	5
Service Stop Issues	2			2
Inappropriate Behavior	1	1		2
Incident at stop	1			1
Reckless Driving	3		1	4
Policy		1		1
Left Behind/Passed Up	2		2	4
Rude	2			2
Service Development	5			5
Safety and Security	7			7
Facility Maintenance	8			8
IT Issue	1			1
Transportation	1			1
Commendations	1	2	1	4
TOTAL CAFs	**39**	**7**	**7**	**53**

GoPass App

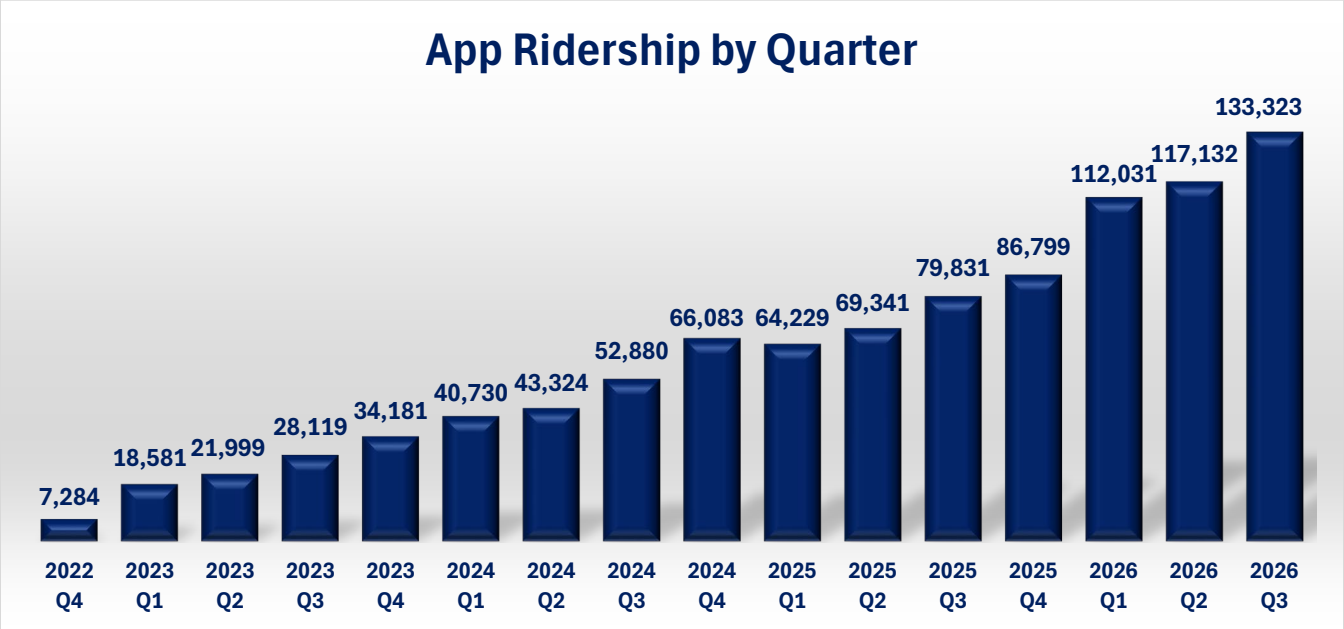
1. New Users by Quarter

In 2026, Q3 new users number increased to 2,486 from the platform high of 2,352 in Q1 2026.



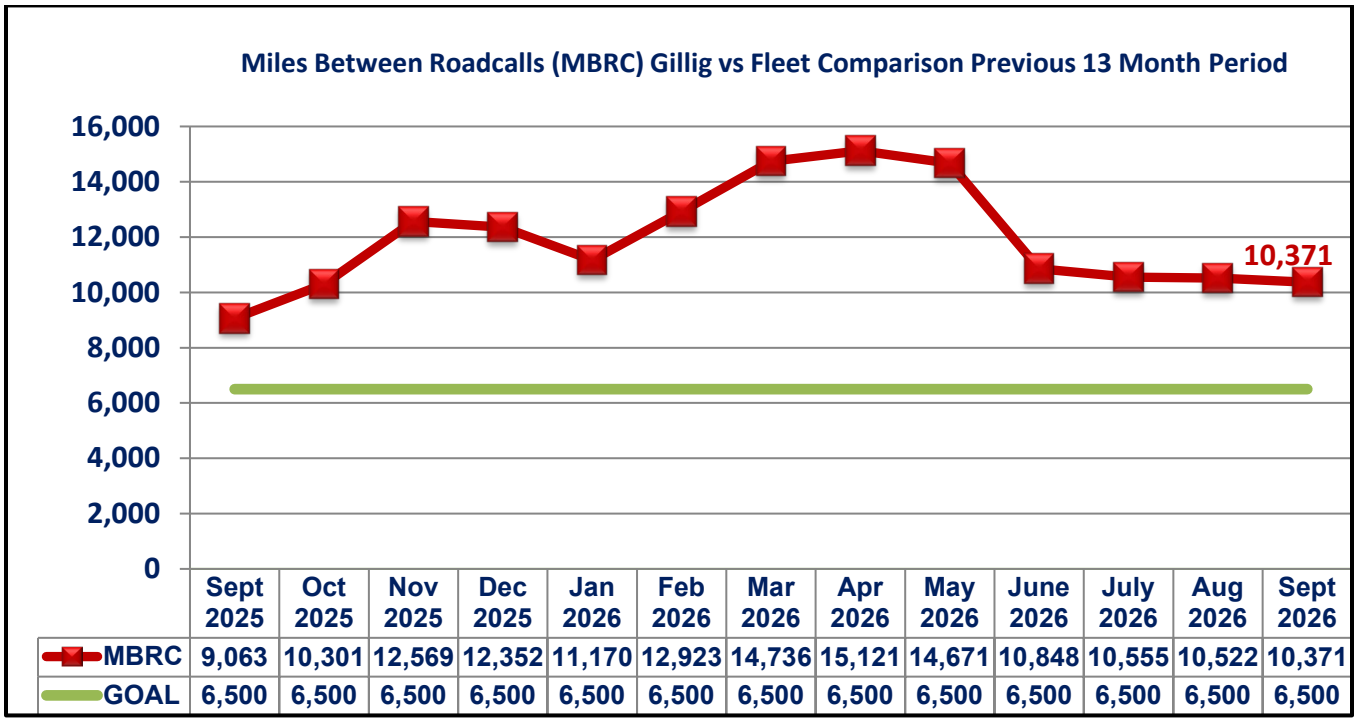
2. App Ridership by Quarter

The App ridership reached a new record high of 133,323 rides during Q3 2026, surpassing all previous quarters. This continued growth is due to an increase in the number of new App users and more App use by existing users.



Vehicle Maintenance Department: Miles Between Road Calls Report

In September 2026 there were 10,371 miles between road calls (MBRC) recorded as compared to 9,063 MBRC in September 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 11,939.



	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	June 2026	July 2026	Aug 2026	Sept 2026
MBRC	9,063	10,301	12,569	12,352	11,170	12,923	14,736	15,121	14,671	10,848	10,555	10,522	10,371
GOAL	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500

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

September 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-Chargeble Roadcalls	A/C	W/C
CNG (35' 901-926) (40' 1001-1024)								
Totals	217,781	42	42	0	21	21	5	2
GILLIG (DSL) (Gillig 35' 647-653) (Gillig 40' 715-722)								
Totals	0	0	0	0	0	0	0	0

TOTAL MILES DRIVEN	TOTAL ROAD CALLS						
217,781	42	42	0	21	21	5	2

MILES BETWEEN ROAD CALLS

10,371 **Compared Total Miles with Chargeable Roadcalls**

UPCOMING RTA EVENTS, MEETINGS, AND FUNCTIONS

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

MEETINGS

CCRTA Committee Meetings
Wednesday, January 27, 2027 — 8:30 a.m.

CCRTA Board of Directors Meeting
Wednesday, December 2, 2026 — 8:30 a.m.

RCAT Committee Meeting
Thursday, January 21, 2027 — 12:00 p.m.

UPCOMING NEWS, EVENTS, AND RTA FUNCTIONS