MEETING NOTICE
Wednesday, April 22, 2015
CCRTA Administration/Operations Facility
5658 Bear Lane Corpus Christi, Texas

Administration Committee Meeting 8:30 a.m.
Disadvantaged Business Enterprise Subcommittee Meeting 9:30 a.m.
Operations Committee Meeting 10:30 a.m.
Development Subcommittee Meeting 11:30 a.m.

ADMINISTRATION COMMITTEE MEETING AGENDA
April 22, 2015
8:30 a.m.

Tony Elizondo (Chair)
Thomas Dreyer
Curtis Rock
Angie Granado
Edward Martinez

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<tr>
<th>Topic</th>
<th>Speaker</th>
<th>Est. Time</th>
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<tbody>
<tr>
<td>1. Roll Call</td>
<td>S. Alvarez</td>
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<tr>
<td>2. Opportunity for Public Comment</td>
<td>T. Elizondo</td>
<td>3 min.</td>
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<td>3.</td>
<td><strong>Discussion and Possible Action</strong> to Approve the Administration Committee Minutes of November 22, 2014, January 28, 2015 and February 23, 2015</td>
<td>T. Elizondo</td>
<td>3 min.</td>
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<td>4.</td>
<td><strong>Discussion and Possible Action</strong> to Recommend the Board Adopt Naming Policy Statement</td>
<td>J. Cruz-Aedo</td>
<td>5 min.</td>
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<td>5.</td>
<td><strong>Discussion and Possible Action</strong> to Recommend the Board to Adopt an Interlocal Agreement with the City of Corpus Christi for use of RTA Buses during a Hurricane Emergency</td>
<td>J. Cruz-Aedo</td>
<td>5 min.</td>
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<td>6.</td>
<td><strong>Discussion and Possible Action</strong> to Recommend the Board Adopt the 2015 Emergency Preparedness Policy</td>
<td>J. Cruz-Aedo</td>
<td>5 min.</td>
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<td>7.</td>
<td><strong>Briefing:</strong> 2016 Budget Calendar</td>
<td>J. Cruz-Aedo</td>
<td>5 min.</td>
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<td>8.</td>
<td><strong>Presentations:</strong></td>
<td>C. O'Brien</td>
<td>10 min.</td>
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Total Estimated Time: 36 min.

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**DISADVANTAGED BUSINESS ENTERPRISE SUBCOMMITTEE MEETING AGENDA**

April 22, 2015
9:30 a.m.

Curtis Rock (Chair)
George Clower
Ray Hunt
Angie Granado
Lamont Taylor

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<tr>
<th>Topic</th>
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<th>Est. Time</th>
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<tr>
<td><strong>Presentations on:</strong></td>
<td>J. Cruz-Aedo</td>
<td>30 min.</td>
<td>No Attachments</td>
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<tr>
<td>a. Disadvantaged Business Enterprise (DBE) Program Activity</td>
<td></td>
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<tr>
<td>b. Final Rule to the DBE Program</td>
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Total Estimated Time: 30 min.
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<th>Topic</th>
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<tbody>
<tr>
<td>1. Roll Call</td>
<td>S. Alvarez</td>
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<tr>
<td>2. Opportunity for Public Comment</td>
<td>M. Saenz</td>
<td>3 min.</td>
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<tr>
<td>3. Discussion and Possible Action to Approve the Operations Committee Minutes of February 26, 2015</td>
<td>M. Saenz</td>
<td>3 min.</td>
<td>Pages 1-3</td>
</tr>
<tr>
<td>4. Discussion and Possible Action to Authorize Awarding a Contract to Phoenix Clean for Power Washing Services/Transfer Station Cleaning Services</td>
<td>S. Neeley</td>
<td>5 min.</td>
<td>Pages 4-5</td>
</tr>
<tr>
<td>5. Discussion and Possible Action to Issue a Request for Qualifications (RFQ) for Engineering Services for ADA Bus Stop Improvements - Phase VI</td>
<td>S. Montez</td>
<td>5 min.</td>
<td>Pages 6-7</td>
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<tr>
<td>6. Discussion and Possible Action to Issue an Invitation for Bids for ADA Bus Stop Improvements - Phase VI</td>
<td>S. Montez</td>
<td>5 min.</td>
<td>Page 8</td>
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<tr>
<td>7. Presentations:</td>
<td></td>
<td></td>
<td>Pages 9-19</td>
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<td>b. May 2015 Service Change Update</td>
<td>G. Robinson</td>
<td>10 min.</td>
<td>No Attachment</td>
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<tr>
<td>d. Procurement Report</td>
<td></td>
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<td>No Attachment</td>
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<td>e. Section 5310 Grant Update</td>
<td>W. Laridis</td>
<td>5 min.</td>
<td>No Attachment</td>
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<tr>
<td>f. National Transit Database Passenger Sampling Survey Update</td>
<td>W. Laridis</td>
<td>5 min.</td>
<td>No Attachment</td>
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Total Estimated Time: 56 min.
## DEVELOPMENT
### SUBCOMMITTEE MEETING AGENDA

**April 22, 2015**  
**11:30 a.m.**

George Clower  
Curtis Rock  

John Valls (Chair)  
Angie Granado  

Ray Hunt  
Lamont Taylor  

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| 1. | Staples Street Center Update  
   a. Staples Station Design  
   b. Construction  
   i. Status  
   ii. Schedule  
   iii. Bus Days Night Parade  
   iv. Traffic Control Plans  
   v. Street Closures | S. Montez | 15 min. | No Attachments |
| 2. | Artesian/Mestina Street Reconstruction Update |   | 5 min. |   |
| 3. | Staples Street Station Relocation Status |   | 5 min. |   |
| 4. | **Discussion (in Closed Session)**  
   **Concerning:**  
   a. Real Estate Property Leopard and Waco  
   b. Leasing Update |   |   |   |

**Total Estimated Time:** 25 min.

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**PUBLIC NOTICE** is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code.

In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

In compliance with the Americans with Disabilities Act, individuals with disabilities who plan to attend this meeting and who may need auxiliary aids or services are requested to contact the Assistant Secretary to the Board at 903-3450 at least 48 hours in advance so that appropriate arrangements can be made.
Información en Español: Si usted desea esta información en Español o en otro idioma, per favor llame al teléfono (361) 289-2712.

On Friday, April 17, 2015 this Notice was posted by Stephanie Alvarez at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas, the RTA Administration Offices, 5658 Bear Lane, Corpus Christi, Texas and sent to the Nueces County Clerk and San Patricio County Clerk.
REGIONAL TRANSPORTATION AUTHORITY
ADMINISTRATION COMMITTEE MEETING MINUTES
WEDNESDAY, November 19, 2014
Summary of Action

1. Provided Opportunity for Public Comment
2. Approved the Administration Committee Meeting Minutes of October 22, 2014
3. Discussed Draft 2015 Board of Directors’ Meeting Calendar

The Administration Committee for the Regional Transportation Authority Board of Directors met at 8:30 a.m. on Wednesday, November 19, 2014 at the RTA Administration/Operations Facility located at 5658 Bear Lane, Corpus Christi, Texas.

Committee Members Present: Tony Elizondo, (Chair); Thomas Dreyer, Angie Granado, Jeffrey Pollack, Curtis Rock, Vangie Chapa

Staff Members Present: Scott Neeley, CEO; Jorge Cruz-Aedo, William Laridis, Cindy O’Brien, Angelina Gaitan, Gordon Robinson, Rosa Villarreal, Stephanie Alvarez

Public Present: Rosie Aguiar, ATU-Local 1769

Call to Order
Tony Elizondo called the Administration Committee meeting to order at 8:39 a.m.

Roll Call
Stephanie Alvarez called roll and declared there was a quorum.

Discussion and Possible Action to Recommend the Board Approve the Administration Committee Minutes of October 22, 2014

MR. POLLACK MADE A MOTION TO APPROVE THE ADMINISTRATION COMMITTEE MINUTES OF OCTOBER 22, 2014. MR. ROCK SECONDED THE MOTION. THE MOTION CARRIED. DREYER, GRANADO, ELIZONDO, POLLACK, ROCK, AND CHAPA VOTING IN FAVOR.

Discussion of Draft 2015 Board of Director Meeting Calendar
Ms. Vangie Chapa stated that the proposed 2015 Board of Directors’ meeting calendar includes moving January and October board meetings, and November committee meeting. She reported that there would be no December committee meeting.
Responding to Mr. Tony Elizondo’s question, Ms. Chapa said that committee meeting in December would be held only if needed.

**Presentations:**

a. **Financial Report October 2014**

Ms. Cindy O’Brien using a PowerPoint presentation, reported that the Authority’s financial performance for October had a negative variance to amount budgeted by $246,212. She stated that the major variance for October was the budgeted federal grant revenue of $190,517 received in August as opposed to October. She reported that the operating expenses and the estimated depreciation were over budget by $40,334 for the month of October or 1.4 percent and under budget year-to-date by $1,715,277 or 5.6 percent below budget both for the reasons mentioned above.

Ms. O’Brien reported that October sales tax revenue was estimated at $2,699,048 which is a 7 percent increase compared to October 2013.

The operating revenues for October 2014 were $184,489 vs $175,369 in October 2013 and an increase of $9,120 or 5.2 percent and $23,721 or 14.7 percent higher than current budget estimates.

Ms. O’Brien stated that the overall monthly departmental expenses were under budget. The year-to-date departmental expenses were $23,791,993 which was $1,715,277 under budget by 6.7 percent.

**Third Quarter 2014 Investment Report**

Ms. Cindy O’Brien using a PowerPoint reported the the period ending September 30, 2014 the CCRTA portfolio market value was $52,651,415 and earnings for the quarter were $29,095. She stated that the weighted average maturity (WAM) had decreased from 141 to 117 days. Ms. O’Brien reported that purchasing a two-year callable Agency note a quarter at $500,000 par value would increase WAM, diversity and yield.

**Performance Report for the Defined Benefit and Defined Contributions Plans**

Ms. Cindy O’Brien informed that the Defined Benefit Plan portfolio value as of September 30, 2014 was $30,854,275 and the quarterly investment income was $1,028,604. She reviewed the asset allocation and funding progress. Ms. O’Brien noted that the funded ratio of the plan had increased during the quarter ending September 30, 2014.

Ms. O’Brien reported that the Defined Contribution Plan had a value of $8,465,309 as of September 30, 2014.

**Adjourned**

The meeting was adjourned at 8:56 a.m.

Submitted by: Stephanie Alvarez
Regional Transportation Authority
Administration Committee Meeting Minutes
January 28, 2015

Summary of Actions

1. Roll Call
2. Heard Presentation

The Administration Committee for the Regional Transportation Authority Board of Directors met at 8:30 a.m. on Wednesday, January 28, 2015 at the RTA Administration/Operations Facility located at 5658 Bear Lane, Corpus Christi, Texas.

Committee Members Present: Tony Elizondo, Chair; Curtis Rock, Vangie Chapa

Committee Members Absent: Thomas Dreyer, Angie Granado, Jeffrey Pollack

Board Members Present: Mary Saenz

Staff Members Present: Scott Neeley, CEO; Jorge Cruz-Aedo, Cindy O’Brien; Rosa Villarreal, Gordon Robinson, Robert Saldaña, William Laridis, David Chapa, Laura Yaunk

Public Present: Rowland Estrada, Rosie Aguiar, ATU-Local 1769

Call to Order
Mr. Elizondo called the Administration Committee Meeting to order at 8:46 a.m. A quorum not being present, Mr. Elizondo requested staff to make a presentation on the following agenda items:

a) Resolution Approving the Investment Policy, Designation of Investment Officers, Designation of Investment Advisor and List of Approved Brokers/Dealers
b) Resolution Authorizing Participation in the Texas Term Local Government Investment Pool
c) 2015 Defined Benefit Pension Plan Contribution
d) FY2015 Program of Projects

Adjournment
There being no further business, the meeting was adjourned at 9:29 a.m.
REGIONAL TRANSPORTATION AUTHORITY
ADMINISTRATION COMMITTEE MEETING MINUTES
February 23, 2015

Summary of Actions

1. Roll Call
2. Heard Presentation

The Administration Committee for the Regional Transportation Authority Board of Directors met at 9:00 a.m. on Wednesday, February 23, 2015 at the RTA Administration/Operations Facility located at 5658 Bear Lane, Corpus Christi, Texas.

Committee Members Present: Tony Elizondo, Chair; Curtis Rock

Committee Members Absent: Thomas Dreyer, Angie Granado,

Staff Members Present: Scott Neeley, CEO; Jorge Cruz-Aedo, Keith Korenek, Sharon Montez, Cindy O’Brien; Rosa Villarreal, Gordon Robinson, Robert Saldaña, William Laridis, Stephanie Alvarez

Public Present: Rowland Estrada, Rosie Aguiar, ATU-Local 1769; Lisa Keckler, Wells Fargo; Linda Paterson, Patterson & Associates; Roland Barrera, RBI

Call to Order
Mr. Elizondo called the Administration Committee Meeting to order at 9:08 a.m. A quorum not being present, Mr. Elizondo requested staff to make a presentation on the following agenda items:
   a. Exercising the First Year Option with Wood, Boykin and Wolter and Porter, Rogers, Dahlman and Gordon P.C. for Labor and Employment Law Legal Service
   b. 2014 Annual Service Performance Report
   d. Procurement Update
   e. RTA Naming Policy

Adjournment
There being no further business, the meeting was adjourned at 9:39 a.m.

Submitted by: Stephanie Alvarez
Background
The RTA has a prohibition of Naming Rights for RTA Facilities that was adopted on May 10, 2006, copy of Policy attached. The Policy was adopted to preclude naming any RTA Facilities after any person.

Identified Need
Staff was requested to place the Naming of Shelters, Stations and Other Facilities board policy on the February Operations Committee for review and discussion since the Administration agenda had already been finalized. The Operations Committee, however, did not meet. The CCRTA staff was requested to survey other transit agencies and identify common naming practices. The CCRTA Staff surveyed all members of the APTA Board Support Group to see how other agencies manage the naming policies throughout the surveyed transit agencies. Attached for your review is a Draft Naming Policy which captures the key points of all the transit agencies which responded to our request for information. There were 30 agencies who responded ranging from small to larger agencies. An equal number of agencies advised that they have no policy and have handled naming issues on a case by case basis.

Staff was also requested to draft a procedure for the naming of these facilities should a policy permit this program. Since this would be a Board Policy, the procedure would be for the Chief Executive Officer to receive in writing request for naming of shelters, stations or other facilities. The staff would conduct public outreach to canvass the community of naming of these facilities, and then bring to the Board of Director’s any recommendation that was demeaned appropriate. Additionally, the Board of Director’s would conduct their own discussion of any name recommendation at a Regular Board Agenda.

Financial Impact
Review of this item in itself has no financial impact. Naming Rights however may generate revenues for governmental agencies, i.e., the American Bank Center for the City of Corpus Christi.

Committee Review
This agenda item did not go before committee due to the March 25th, 2015 Operations Committee meeting being cancelled.
Recommendation
Staff request that the Board of Directors review and advise staff on direction.

Respectfully Submitted,

Submitted by: Jorge Cruz-Aedo
Managing Director of Administration

Approval: Scott Neeley
Chief Executive Officer
REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY

NAMING OF SHELTERS, STATIONS AND OTHER FACILITIES

POLICY STATEMENT

The RTA Board of Directors has adopted a policy that it does not name shelters, stations or other facilities of the RTA in honor of any individuals. Shelters, stations and other facilities shall be named based upon their geographic locations or other functional purposes.

Adopted May 10, 2006.
REGIONAL TRANSPORTATION AUTHORITY BOARD POLICY

NAMING OF SHELTERS, STATIONS AND OTHER FACILITIES

DRAFT POLICY STATEMENT

The Corpus Christi Regional Transportation Authority (CCRTA) is experiencing growth in service and infrastructure. The Board is adopting a policy for naming shelters, stations and other operational infrastructures.

The CCRTA will always seek public input in the naming of transit related facilities and consider all feedback from all sources that benefit our customers. This input will be solicited from multiple sources and can include neighborhoods, associations, users and the general public.

For CCRTA facilities, the following criteria will be used in naming these facilities.

1. Historical references to the area and route.
2. Establish a primary/secondary naming approach to grandfather any existing names to current facilities.
3. Names should be succinct so riders of the service can identify the location of the services.
4. Require landmark names to be within one-half mile of the station.
5. Geographic, names of individuals or names of locations that the public can identify.
6. Branding that brings benefit to customers without compromising service.

The CCRTA Board of Directors may sell the naming rights to private or corporate sponsors of the Agency, so long as the names do not conflict or confused our consumers of our transportation services.
Administration Committee Memo

April 22, 2015

Subject: Interlocal Agreement with the City of Corpus Christi for Use of Corpus Christi RTA Buses during Hurricane Emergency

Background
The Regional Transportation Authority plays a major role in providing transportation services within the RTA service area when a mandatory evacuation order is given by the Mayor for the City and County Judge for Nueces County. The City of Corpus Christi and Nueces County are relying on the CCRTA to transport citizens to designated evacuation centers located in our service area. The City and Nueces County then provides those citizens with transportation to San Antonio, Austin, and points beyond when an evacuation has been activated.

Identified Need
An Interlocal Agreement between the Corpus Christi Regional Transportation Authority and the City of Corpus Christi to provide transportation services during an emergency evacuation should be established. Staff would like to formally request entering into an Interlocal Agreement with the City of Corpus Christi to provide emergency transportation services during emergency situations. This agreement shall remain in effect for a term of (1) year, commencing June 1, 2015, and shall be automatically renewed annually unless either party cancels by giving written notice no later than ninety (90) days before Agreement renewals expiration. Attached is the draft Interlocal Agreement.

Financial Impact
The cost is based upon reimbursement for services should the need arise. The Federal Emergency Management Administration (FEMA) will reimburse the City of Corpus Christi for allowable expenses and the City of Corpus Christi will reimburse the RTA. The CCRTA can also direct bill FEMA for any devastation cost when a Federal Emergency is declared.

Recommendation
The Administration Committee is requested to review this item and recommends that the Board of Directors authorize the Chief Executive Officer to enter into an Interlocal Agreement with City of Corpus Christi for use of Corpus Christi RTA buses during emergency situations.

Respectfully Submitted,

Submitted by: [Signatures]
Jorge Cruz-Aedo
Managing Director of Administration

Final Approval: [Signature]
Scott Neeley
Chief Executive Office
INTERLOCAL AGREEMENT
(For Use of RTA Buses During A Hurricane Emergency)

This Interlocal Agreement is made between the Regional Transportation Authority in Corpus Christi, Texas (the “RTA”), a metropolitan transit authority operating under Chapter 451 of the Texas Transportation Code, and the City of Corpus Christi, Texas, (the “City”), a municipal corporation and home-rule city, acting by and through its governing body, the City Council.

WHEREAS, the City is included in the RTA’s service area and is subject to emergencies created by the approach and landfall of hurricanes;

WHEREAS, the RTA is a metropolitan transit authority that provides quality, accessible and affordable transportation service for residents of the City, Nueces County and part of San Patricio County;

WHEREAS, while many individuals are able to evacuate themselves to inland areas upon the approach of emergency situations, other residents are not able to do so either because of physical or economic inability, so there is a need for the City to provide the means to evacuate residents before hurricane emergency situations;

WHEREAS, the City has established an Evacuation Hub site in organize transportation to such inland area and desires to utilize the RTA’s transportation assets to evacuate City residents to the Evacuation HUB Site for subsequent transport to inland areas for shelter;

NOW, THEREFORE, BE IT AGREED BY THE REGIONAL TRANSPORTATION AUTHORITY AND THE CITY OF CORPUS CHRISTI, TEXAS:

1. Use of Buses. The RTA agrees to provide to the City transportation services in the event of the declaration of a need for evacuation in order to evacuate City residents to a designated Evacuation Hub site within the RTA’s service area before a hurricane makes landfall. In such event, the City shall notify the RTA of the need for such evacuation, and the RTA shall implement its emergency transportation services. The RTA has complete discretion and judgment under the circumstances existing at that time to determine which buses will be made available to assist in evacuation to the designated Evacuation Hub site. The RTA additionally will provide emergency evacuation services by waiving fares on its fixed route and demand-response services and providing as many buses as it may practically administer for the evacuation. The RTA buses will pick up evacuees from the Evacuation Hub site and return evacuees to locations on the RTA’s route system when it is declared safe to return to the City.

2. City Services. The City will provide staff at the Evacuation Hub site in order to supervise the evacuation and provide security and traffic control as necessary. The City additionally shall include RTA staff in all training and exercises in the areas of emergency operations at no cost to the RTA.
3. **Term.** This Agreement shall remain in effect for a term of (1) year, commencing June 1, 2015, and shall be automatically renewed annually unless either party cancels by giving written notice to terminate no later than one hundred eighty (180) days prior to expiration.

4. **Payments.** Any payment made by either the City or the RTA for any of the services provided pursuant to this Agreement shall be made out of current revenues available to such parties as required by the Inter-local Cooperation Act. All funding obligations of the RTA and the City under this Agreement are subject to the appropriation of funds by each entity in its annual budget.

5. **Notices.** Notices under this Agreement shall be addressed to the parties as indicated below, or changed by written notice to such effect, and shall be effected when delivered or when deposited in the U.S. Mail, post pre-paid, certified mail, return receipt requested.

   **RTA:** CEO  
   Regional Transportation Authority  
   5658 Bear Lane  
   Corpus Christi, Texas 78405

   **CITY:** City Manager  
   City of Corpus Christi  
   P.O. Box 9277  
   Corpus Christi, Texas 78469-9277

6. **Performance.** This Agreement shall be performed in Nueces County, Texas, and shall be interpreted according to the laws of the State of Texas.

7. **Severability Clause.** If any portion of this Agreement or the application thereof to any person or circumstance shall be held to be invalid or unconstitutional by any court of competent jurisdiction, the remainder of this Agreement shall not be affected thereby and shall continue to be enforceable in accordance with its terms.

8. **Assignment.** This Agreement shall be binding on and inure to the benefit of the parties to this Agreement and their respective successors and permitted assigns. This Agreement may not be assigned by any party without the written consent of all of the other parties.

9. ** Entire Agreement.** This Agreement represents the entire agreement between the parties and may not be modified by any oral agreements or understandings. Any amendments must be made in writing and signed by all parties.

10. **Inter-local Cooperation Act.** This Agreement is subject to the terms and provisions of the Texas Inter-local Cooperation Act, codified as Chapter 791 of the Texas Local Government Code. Further, each party represents that this agreement has been duly passed and approved by its governing body, as required by the Act.

    Executed this __ day of ____________________, 2015.
CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

By: __________________________
    Scott Neeley, CEO

CITY OF CORPUS CHRISTI

By: __________________________
    Ronald L. Olson, City Manager

ATTEST:

______________________________
    Rebecca Huerta, City Secretary

APPROVED AS TO LEGAL FORM:
This ___ day of _____________, 2015.

______________________________
City Attorney
Administration Committee Memo

April 22, 2015

Subject: Adopt a Revised 2015 Emergency Preparedness Policy

Background
RTA's current Emergency Preparedness Policy was last revised on May 1, 2014. It was originally adopted by our Board of Directors on May 30, 2000.

Identified Need
As employees of the Regional Transportation Authority, we have a responsibility to provide a service to the citizens of Corpus Christi before, during and after an emergency situation. For this reason, it is essential for us to plan in advance for such emergencies. Because Corpus Christi is located on the Gulf Coast, one of the most common such emergencies are hurricanes.

As a public entity, we are a critical component in the network of public sector employers that are responsible for providing essential services to this community. Our services are needed even more when there is a community disaster like a hurricane, flood, tornado, and hazardous spill. Each and every one of us has an obligation to do our part. As a public employer we will be assisting before, during and immediately after an emergency situation. The RTA's Emergency Services Policy is intended to assist us in preparing for such an emergency.

It is the responsibility of the Regional Transportation Authority (RTA) to take measures to safeguard passengers, personnel, and the general public, including protecting transportation vehicles and facilities. The RTA CEO or his/her designee is responsible for all emergency preparedness and directing emergency efforts. Emergency procedures will be activated whenever the CEO declares that conditions warrant it. Members of the Executive Management Team are responsible for ensuring that all of their employees are aware of such procedures and abide by guidelines provided in the RTA's Emergency Preparedness Policy.

Each year, the policy is revised to update titles and clarify roles of employees. The CEO also designates which individuals will be assigned to both the City and County EOC offices.

Financial Impact
This item has no budgetary cost impact in itself but if an evacuation order is given the cost would be eligible for reimbursement by FEMA.
Recommendation
Staff requests the Board of Directors Adopt a Revised Emergency Preparedness Policy.

Respectfully Submitted,

Submitted by:  
Jorge Cruz-Aedo  
Managing Director of Administration

Approval:  
Scott Neeley  
Chief Executive Officer
REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY

EMERGENCY PREPAREDNESS

I. Purpose: The Regional Transportation Authority (RTA) believes that by providing employees with clear expectations of their responsibilities in cases of emergencies such as Hurricanes, we can most effectively and efficiently provide service before, during and immediately after an emergency or disaster. The RTA has a responsibility to the citizens of Corpus Christi to work cooperatively with the City’s Emergency Management Office to provide service as required for the public before, during and as soon as safely possible after an emergency/disaster. This policy outlines the responsibilities of RTA employees in case of Emergencies/disasters. It is not intended to conflict with the RTA Hurricane Plan, which is issued annually.

II. Application: This Policy applies to all RTA employees, including part-time and temporary employees. The policy will be in effect whenever the CEO declares that the RTA’s Emergency Preparedness policy is activated or that conditions warrant it. Emergencies/Disasters weather may refer to hurricanes; tornadoes; ice storms or other disastrous conditions.

III. Readiness Phase: RTA Wide Procedures - Condition 3

1) Department heads will re-assess personal leave requests of employees who are on approved personal leave. Individual Department Heads will determine whether or not the leave should be cancelled. Employees, not on leave at the time of the activation of condition 3, and who have responsibilities during the emergency will have their personal leave re-scheduled. The leave may be re-scheduled at the discretion of the department head.

2) Use of leave: Employees designated as essential employees, who have volunteered to work during the emergency, may, with the approval of the department head, utilize personal leave, or if exhausted, leave without pay to secure their families and property during condition 3.

3) All employees, unless leave is approved by the Department Head, must report to work as scheduled prior to an emergency event. The RTA will make every effort to cancel service early enough to allow employees to be able to secure themselves and their family.

4) All on call essential personnel, not utilizing the designated RTA Employee refuges of last resort, must provide the RTA with a phone number and/or location where they can be reached immediately after the emergency event, or when the Emergency Management Office announces a Return to Work Phase. This does not relieve the employee from complying with “calling in” or “reporting” to work.
5) All employees who are non-essential and who are not “On Call” may upon securement and authorization by their department head evacuate if they choose to do so. Non-essential and Employees not “on call” who evacuate should secure personal leave prior to evacuating as they may not be able to return to work in a timely manner upon the announcement of the Return to Duty Phase by the CEO/ City’s Emergency Management Office. Employees who have not secured approved leave prior to evacuating will be expected to return to work at their next regularly scheduled shift upon the announcement of the return to duty phase by the CEO/Office of Emergency Management. Failure to report to work may result in disciplinary action up to and including termination. It is the responsibility of employees to call the designated numbers as outlined in the Hurricane Plan, if in doubt of their report status.

IV. Essential Services Phase – Condition 2

1) As stated in the Emergency Preparedness Plan, in cases of severe weather RTA property will be protected and all department heads will be responsible for the security and protection of RTA property within their immediate areas of responsibilities. In addition department heads may be directed by the CEO to assist in any other areas deemed necessary for the protection of RTA property.

2) At the beginning of Condition 2 the RTA’s EMO Liaison will advise all department heads of the location of the “Refuge of Last Resort” for use by Essential and “Volunteer” personnel and their dependents.

3) All essential volunteer/designated personnel, not on duty, will report to work upon the announcement of Condition 2, unless advised otherwise by the Department Head or the CEO. Essential Employees must advise the Department Head/or designee of the phone number and/or location where they can be reached, if not required to report to work during the emergency event. Non-Essential personnel may be released at this time, and are required to report back to duty as outlined in the return to duty phase below.

V. Activation Condition 1 – Hazardous Conditions Are Imminent – This condition will be used to signify occurrence of a major emergency is imminent. Events such as hurricane strike, landfall predicted in 12 hours or less, tornado strike, large explosion, widespread civil disturbance, damaging tides, or other similar events will constitute a “Condition One” declaration.

THE CEO OR HIS/HER DESIGNEE WILL –

1. Staff the EMO with a designee and inform CCRTA staff of storm status and provide emergency services as necessary.

2. Oversee any final preparations if weather conditions permit.

3. Ensure the safety of employees, equipment and community is needed.

Only extreme emergency activities should occur during this period of time.
VI. **Return to Duty Phase**: Each employee will meet their responsibility as an RTA team member by reporting to work with other RTA employees to assist in restoring normal service to the community.

Following the announcement of the Return to Duty Phase, employees holding non-essential positions and employees on call who evacuated, who remained in local "refuges of last resort", or who sheltered in place in homes, will report to work at the start of the next normal shift unless otherwise directed by their Department Head to call in or report sooner.

Employees who cannot report at the start of the next normal shift must call in and speak with the supervisor/manager at or before the time the employee’s shift is scheduled to begin. Bus operators must comply with the regular department guidelines). **Prior approval of leave does not remove the obligation to call in.**

Failure to report or call in will result in disciplinary action up to and including termination depending on the circumstances and with concurrence of the Director of Human Resources and the CEO.

The following toll free number may be used to call and determine whether or not a return to duty phase has been announced by the CEO/City Emergency Management Office – 1-888-220-2033 (if the return to duty phase has been announced for the City Employees- the return to duty phase is also applicable to RTA employees).

VII. **Responsibilities**:

**CEO and Department Heads:**

1) CEO: It is the shared responsibilities of the CEO and Department Heads to communicate the implementation of the Emergency Preparedness Policy to all RTA employees.

2) Each Department Head is responsible for identifying the positions, which are required to work during the emergency event. Such list will be included in the Emergency Preparedness Plan on June 1 of each year.

3) Department Heads will ensure that a meeting is held with their employees prior to June 1, of each year to discuss and ensure understanding of the RTA's Emergency Preparedness Policy.

4) Each Department head will maintain a list of all positions designated as “Essential” and “Essential on Call individuals” in essential positions. Such list will include the names, phone numbers, and locations of personal shelter. A copy of this list and the volunteer list will be provided to Human Resources at the beginning of Condition 2.
5) Each Department Head will maintain a list of all personnel on approved leave at the beginning of Condition 2.

6) Department heads will ensure that all applicants interviewed within their departments are provided with information regarding their responsibilities as Public Employees in times of Emergencies.

**Supervisor Responsibilities:**

1) Supervisors are responsible for the support and implementation of this Policy in a consistent and fair manner. Supervisor may initiate disciplinary action, with the concurrence of the department head, for failure to adhere with this Policy.

2) Supervisors are responsible for ensuring that each employee under their supervision correctly completes and signs his/her Emergency Preparedness Acknowledgement Form with the employee’s position assignment correctly designated as “essential” or “non-essential.”

3) Supervisors, in conjunction with department heads, are responsible for explaining the responsibilities of employees under this Policy.

**All RTA Employees Responsibilities:**

1) Each RTA employee is responsible for knowing his/her responsibilities under this Policy. **Compliance is mandatory.**

2) Each employee is responsible for complying with waiver request forms, procedures and deadlines as outlined in Section VI of this Policy.

3) Each employee is responsible for reporting in to their Department Head, or designee, as directed under the Return to Duty Phase of this Policy.

4) Employees, who do not have a telephone, will be required to check in with their department head by phone or in person on their own initiative within a reasonable time period upon knowledge that the Return to Duty Phase has been announced.

**Human Resources Responsibilities:**

1) Human Resources will provide general information about this Policy upon hiring and will obtain the initial acknowledgement form. It will provide general assistance to the CEO and Department heads. It will coordinate disciplinary actions, review and approval of waivers and determine pay issues.

VIII. **Affected Employees:** All employees will be classified into one of four categories: Positions may be classified as **Essential, Essential On Call, On Call Non-essential, Non-essential.** It is noted that all positions are required to meet their regular work scheduled prior to the storm. Unless advised otherwise by the Department Head, all employees must assist the RTA with securing RTA property. Failure to report to
work prior and immediately after the Storm may result in disciplinary action up to and including termination.

1) Essential Positions: THE FOLLOWING ESSENTIAL POSITIONS WILL BE REQUIRED TO BE AVAILABLE TO WORK DURING THE PREPARATION STAGE, DURING THE EMERGENCY EVENT AND/OR IMMEDIATELY AFTER THE EMERGENCY EVENT. ESSENTIAL POSITIONS MAY NOT EVACUATE WITHOUT A WAIVER.

   - Chief Executive Officer
   - Managing Director of Administration (OEM Representative) Managing Director of Operations
   - Managing Director of Capital Projects
   - Director of Transportation
   - Director of Marketing
   - Director of Safety and Security
   - Director of Maintenance
   - Acting Interim of Director of Procurement (OEM Alternate)
   - Managing Director of Planning
   - Dispatchers
   - Bus Operators
   - Mechanics
   - Facilities Maintenance Supervisor
   - Facilities Maintenance Technician
   - Customer Service Supervisor
   - Information Aides

2) Essential On Call Positions: Must be available to work during an emergency event and to return to duty following the announcement of Return to Duty by the RTA/Office of Emergency Management. It is the responsibility of the employee to call the RTA/Designated number if they are in doubt as to whether or not the return to work phase has been announced:

   - Manager Capital Programs
   - Transportation Services Coordinator
   - Mechanic Supervisor
   - Garage Service Supervisor*
   - Bus Operator*
   - Transportation Supervisor*
   - Mechanic I (including Body Shop Mechanic), Mechanic II, and Journeyman*
   - Mechanic*
   - Garage Service Person*
   - Marketing Production Coordinator*
   - HR Administrator
   - Facilities Maintenance Technician*
   - IT Systems Administrator
   - IT Systems Coordinator*
   - Groundskeeper*
   - Lead Material Management Clerk*
   - Material Management Clerk*
*Designated number will be classified as essential based on Operational needs. While the position has been designated as Essential On-call, the RTA will solicit a minimum number of volunteer bus operators to be available to work during the emergency event. The number will be determined annually based on service needs. In instances where an insufficient number of volunteers are recruited, selections will be made based on seniority of individuals in revenue service (least to most).

3) On Call Non-Essential Positions: Must report to duty immediately before the emergency event and immediately following the announcement of Return to Duty by the RTA/City Emergency Management Office. It is the responsibility of the employee to call the RTA/Designated number if they are in doubt as to whether or not the return to work phase has been announced.

   Board Support/Document Support Management
   Receptionist
   Director of Finance
   Senior Administrative Assistants
   IT Systems Technician
   Senior Transit Planner

4) Non-Essential Positions: Employees will be held in violation of the policy if he/she does not return to scheduled work at the next scheduled shift after the CEO/City Emergency Management Office has announced the return to work phase. Employees who evacuate must obtain approved leave from their department head prior to evacuating to ensure they are not held in violation if they are unable to report. All employees that cannot report must call in. The following positions are designated as Non-essential:

   Comptroller
   Accounts Payable Specialist
   Payroll Coordinator
   Budget Analyst
   Data Technician
   Human Resource Clerk
   Human Resource Technician
   Eligibility Coordinator
   Mobility Coordinator
   Buyer
   DBE Coordinator
   Industrial Custodian/Workers
   Money Room Counters
   Intern

The RTA reserves the right to amend the designation of positions based on the operational needs of the RTA.

IX. **Waivers for Essential Positions:**
1) **Employee Responsibilities:** Employees who have personal circumstances, which affect their ability to work during any phase of an emergency event; must file an annual Waiver Request. The request must be filed by June 15, 2012. An employee denied the approval of a Waiver may appeal through the RTA’s grievance process.

2) **Review of Requests:** Waiver Requests will be reviewed by the Department Head. All forms, including those not approved, will be forwarded to Human Resources within 3 working days of department approval/non approval. Such forms will be maintained by the Human Resources department and filed in the employees file at the end of hurricane season. Human Resources will review all forms that are not approved.

3) **Waiver Considerations:** Department heads will consider the following factors in approving Waiver Requests:
   a) Is the employee a single parent with primary responsibility for children under the age of 18, or for the care of elderly family members, for whom other care arrangements cannot be made?
   b) Does the employee suffer from a chronic, serious health problem, does he/she have a physical disability or does he/she have primary responsibilities for a family member under similar circumstances?
   c) Does the employee have a spouse who also works for the RTA in an essential position; do they have children under the age of 18; or children who have physical disabilities?
   d) Is the employee married to a spouse who is employed by the City of Corpus Christi, a hospital, or other governmental entity in an essential position and have children under the age of 18; or children who have physical disabilities?

4) **Documentation:** The RTA reserves the right to request/confirm documentation regarding the validity of the request. Failure to submit such documentation will result in denial of the request. Appeal rights will not be applicable.

**X. Policy Violations:**

**Employee will be held in violation of this policy by:**

1) Refusing to perform assigned duties required by this Policy or go obey any order or direction made or given a supervisor;
2) Failing to report for duty as directed during any applicable phase of this Policy;
3) Failing to abide by Department rules and regulations;
4) Failing to administer this policy;
5) Failing to acknowledge receipt of this policy. Failing to acknowledge receipt does not constitute a waiver of adherence to this policy. It does constitute non-compliance with the Policy provisions.

**XI. Pay**

**Non-Exempt Employees (hourly):**
1) All actual hours worked directly related to emergency events covered under this policy will be compensated at the overtime rate of one and one-half of the employees base hourly rate. This compensation for the purpose of this policy excludes additional overtime premiums. The department head may choose to pay the overtime in the form of compensatory time. However such decision will be made and communicated in writing to the employee prior to the overtime being worked.

2) Non-exempt employees who are required to report to work in an emergency situation such as hurricanes; tornadoes, flood, chemical accidents and other emergencies that constitute a threat to the City, shall be paid:

3) A minimum of three (3) hours at the regular rate of pay, or the regular number of actual hours worked, whichever is greater.

Exempt Employees (salaried):

1) Upon activation of this Policy by the CEO, exempt employees who work over 40 actual work hours in a 7-day period, shall be eligible for half-time compensatory time for each hour actually worked over 40 hours. Compensatory time earned must be approved by the Department Head and must be scheduled for use within 60 days of the date the Return to Duty Phase is announced.

2) This provision for exempt employees may be modified or inactivated by the CEO with written notice to the Department Heads.

This Policy is not intended to conflict with any State, Federal, or RTA policy or practice. The RTA reserves the right to amend this Policy.

Adopted May 30, 2000
Amended April 2, 2014
The following table outlines the dates of the FY 2016 budget calendar. All items are tentatively scheduled and are subject to change with prior Board notification.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/24/2015</td>
<td>Planning Session#1</td>
<td>Budget Planning</td>
</tr>
<tr>
<td>05/06/2015</td>
<td>Board Meeting</td>
<td>Board Priorities</td>
</tr>
<tr>
<td>07/22/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #1</td>
</tr>
<tr>
<td>08/05/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #2</td>
</tr>
<tr>
<td>08/26/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #3</td>
</tr>
<tr>
<td>09/02/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #4</td>
</tr>
<tr>
<td>09/23/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #5</td>
</tr>
<tr>
<td>09/24/2015</td>
<td>Public Notices</td>
<td>Post Public Notices For Budget Hearing</td>
</tr>
<tr>
<td>10/14/2015</td>
<td>Board Meeting</td>
<td>Submit Proposed Budget for Possible Adoption</td>
</tr>
<tr>
<td>10/14/2015</td>
<td>Board Meeting</td>
<td>Public Hearing on Proposed Budget</td>
</tr>
<tr>
<td>10/28/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #6 if Needed</td>
</tr>
<tr>
<td>11/04/2015</td>
<td>Board Meeting</td>
<td>Present Final Budget Draft for Adoption</td>
</tr>
<tr>
<td>11/18/2015</td>
<td>Board Meeting</td>
<td>Budget Workshop #7 if Needed</td>
</tr>
<tr>
<td>12/2/2015</td>
<td>Board Meeting</td>
<td>OPEN - Final Budget Adoption Deadline if Needed</td>
</tr>
</tbody>
</table>
Respectfully Submitted,

Submitted by: Marie Sandra Roddel
Budget Analyst

Final Review: Jorge G. Cruz-Aedo
Managing Director of Administration

Approval: Scott Neeley
Chief Executive Officer
Administration Committee Memo

Subject: March 2015 Financial Report

April 22, 2015

NOTICE: The Finance Department continues work on the Authority’s December 31, 2014 year end audit, with a projected completion date prior to the June 30, 2015 deadline. Since the year-end audit adjustments, which affect the balance sheet, have not been finalized, the financial report for March 31, 2015 will only include the Statements of Revenues and Expenditures.

SUMMARY: The Authority’s financial performance for the month of March exceeds budgeted amounts by $422,279 – mainly due to departmental expenses falling under budget by $206,661, and federal grant reimbursements exceeding amounts budgeted by $198,359. The overall year-to-date variance is over as well by $412,706, mainly attributable to departmental expenses falling under amounts budgeted.

REVENUES

- Sales Tax – March sales tax has been estimated at $3,157,130, which is a 2.5% increase over March 2014 actuals.

UPDATE – SALES TAX COLLECTIONS FOR FEBRUARY 2015 OF $2,572,098 WERE RECEIVED ON APRIL 10, 2015 AND ARE $2,841 HIGHER THAN COLLECTIONS FOR THE SAME PERIOD LAST YEAR, AN INCREASE OF 0.1%. HOWEVER, COLLECTIONS ARE $61,390 LESS THAN 2015 BUDGET ESTIMATES (2.3%), BUT ONLY 1% UNDER YEAR-TO-DATE COLLECTIONS.

- Operating Revenues – For the month of March, Passenger Service was $148,762 vs. $103,521 in 2014 – an increase of $45,241 (43.7%), yet $3,585 (2%) lower than current budget estimates. March of 2014 included an adjustment of $27,780 to properly amortize the TAMUCC contract, which understated the monthly amount. Adjusting for this entry, the monthly variance is only $17,460 (13%). Year-to-date, total operating revenues are $482,567, which is 8.6% under budget, mainly due to lower passenger services, yet 3.4% higher than 2014 collections.

EXPENSES

Over all, monthly departmental expenses are under budget by $206,661, or 8.4%, with year-to-date expenses under budget by $506,957 (7.1%). Following are comments relating to the specific expense categories.
• **Salaries & Benefits** – March reflects $920,348, with year-to-date expenses of $2,911,827 which is 3.79% ($106,221) over budget. This variance is mainly due to the lump sum payments relating to COLA/MERIT paid out in January to several topped out employees, combined with the early retirement option that was exercised in January.

• **Services** – March reflects $190,820, with year-to-date expenses of $555,096 which is 16.57% ($110,253) under budget. This variance is mainly due to timing of expenses in relation to amounts budgeted for the period.

• **Materials and Supplies** – March reports $348,871, with year-to-date expenses of $983,054 which is 28.99% ($401,320) under budget. The positive variance is mainly attributed to fuel cost savings compared to amounts budgeted.

• **Insurance** – March reports $238,958, with year-to-date expenses of $685,268 which is $116,168 (20.41%) over budget. The Authority will continue to monitor health care costs throughout the year and keep the board informed of all higher than normal claims.

• **Purchased Transportation** – March reports $481,264 with year-to-date expenses of $1,278,922 which is $115,572 (8.29%) under budget. This variance is mainly due to actual B-Line fuel costs being lower than budgeted amounts, and timing of receipt of the MV final contract payment for March.

• **Miscellaneous** – March reports $43,701 with year-to-date expenses of $113,539 which is $59,742 (34.48%) under budget. The variance is primarily due to timing of travel, advertising/promotional, and community events compared to amounts included in the year-to-date budget.

Please refer to the following two pages for the detailed financial statements.

Respectfully Submitted,

Submitted by: Cindy O’Brien
Director of Finance

Final Review: Jorge G. Cruz-Aedo
Managing Director of Administration

Approval: Scott Neeley
Chief Executive Officer
Corpus Christi Regional Transportation Authority  
Statement of Revenues and Expenditures By Cost Center (Unaudited)  
Months ended March 31, 2015 & March 31, 2014

<table>
<thead>
<tr>
<th></th>
<th>Current Month</th>
<th>Favorable (Unfavorable) Variance</th>
<th>Prior Year Comparison</th>
<th>Favorable (Unfavorable) Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Budget</td>
<td>A vs B</td>
<td>2014</td>
</tr>
<tr>
<td>Operating Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger service</td>
<td>$ 148,762</td>
<td>162,656</td>
<td>(13,896)</td>
<td>103,521</td>
</tr>
<tr>
<td>Bus advertising</td>
<td>3,333</td>
<td>3,333</td>
<td>(0)</td>
<td>-</td>
</tr>
<tr>
<td>Charter service</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other operating revenues</td>
<td>23,794</td>
<td>13,483</td>
<td>10,311</td>
<td>18,043</td>
</tr>
<tr>
<td>Total Operating Revenues</td>
<td>176,989</td>
<td>179,474</td>
<td>(3,485)</td>
<td>121,564</td>
</tr>
<tr>
<td>Operating Expenses:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>540,312</td>
<td>508,052</td>
<td>(32,260)</td>
<td>696,680</td>
</tr>
<tr>
<td>Customer Programs</td>
<td>11,198</td>
<td>57,746</td>
<td>-</td>
<td>34,962</td>
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<tr>
<td>Purchased Transportation</td>
<td>402,937</td>
<td>507,447</td>
<td>14,510</td>
<td>378,860</td>
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<tr>
<td>Service Development</td>
<td>17,023</td>
<td>21,439</td>
<td>4,416</td>
<td>34,398</td>
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<tr>
<td>MIS</td>
<td>70,962</td>
<td>42,941</td>
<td>(28,021)</td>
<td>41,331</td>
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<tr>
<td>Vehicle Maintenance</td>
<td>460,952</td>
<td>577,635</td>
<td>116,683</td>
<td>575,859</td>
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<tr>
<td>Facilities Maintenance</td>
<td>121,210</td>
<td>133,294</td>
<td>12,084</td>
<td>194,808</td>
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<tr>
<td>Contracts and Procurements</td>
<td>21,453</td>
<td>23,595</td>
<td>2,142</td>
<td>26,368</td>
</tr>
<tr>
<td>CEO’s Office</td>
<td>38,399</td>
<td>61,175</td>
<td>22,776</td>
<td>62,214</td>
</tr>
<tr>
<td>Finance and Accounting</td>
<td>32,207</td>
<td>38,301</td>
<td>6,094</td>
<td>36,497</td>
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<tr>
<td>Materials Management</td>
<td>9,741</td>
<td>9,803</td>
<td>62</td>
<td>15,602</td>
</tr>
<tr>
<td>Human Resources</td>
<td>268,708</td>
<td>282,503</td>
<td>(16,205)</td>
<td>94,197</td>
</tr>
<tr>
<td>General Administration</td>
<td>28,344</td>
<td>32,031</td>
<td>3,687</td>
<td>21,491</td>
</tr>
<tr>
<td>Capital Project Management</td>
<td>14,612</td>
<td>16,310</td>
<td>1,698</td>
<td>25,683</td>
</tr>
<tr>
<td>Marketing &amp; Communications</td>
<td>25,242</td>
<td>51,104</td>
<td>25,862</td>
<td>33,516</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>82,435</td>
<td>109,020</td>
<td>26,585</td>
<td>51,788</td>
</tr>
<tr>
<td>Staples Street Center</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total Departmental Expenses</td>
<td>2,265,735</td>
<td>2,472,396</td>
<td>206,661</td>
<td>2,426,284</td>
</tr>
<tr>
<td>Depreciation</td>
<td>430,285</td>
<td>430,285</td>
<td>-</td>
<td>494,167</td>
</tr>
<tr>
<td>Total Operating Expenses</td>
<td>2,696,020</td>
<td>2,902,681</td>
<td>206,661</td>
<td>2,920,451</td>
</tr>
<tr>
<td>Operating Income (Loss)</td>
<td>(2,520,131)</td>
<td>(2,723,207)</td>
<td>203,076</td>
<td>(2,798,887)</td>
</tr>
<tr>
<td>Other Income (Expense)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Tax Revenue</td>
<td>3,175,196</td>
<td>3,158,416</td>
<td>16,780</td>
<td>3,124,333</td>
</tr>
<tr>
<td>Federal, state and local grant</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>assistance</td>
<td>458,574</td>
<td>260,215</td>
<td>198,359</td>
<td>458,574</td>
</tr>
<tr>
<td>investment income</td>
<td>11,064</td>
<td>7,000</td>
<td>4,064</td>
<td>(247)</td>
</tr>
<tr>
<td>Interest Expense on Bonds</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Street Improvements Program</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>for CCRTA Region Entities</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Net Income (Loss) Before Capital</td>
<td>1,124,703</td>
<td>702,423</td>
<td>422,279</td>
<td>325,199</td>
</tr>
<tr>
<td>Grants and Donations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Grants &amp; Donations</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$ 1,124,703</td>
<td>702,423</td>
<td>422,279</td>
<td>325,199</td>
</tr>
<tr>
<td></td>
<td>Year-to-date</td>
<td>Favorable/Unfavorable Variance</td>
<td>Prior Year Comparison</td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------</td>
<td>-------------------------------</td>
<td>-----------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Actual</td>
<td>Budget</td>
<td>A vs B</td>
<td>2014</td>
</tr>
<tr>
<td>Operating Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger service</td>
<td>$440,145</td>
<td>492,000 (51,855)</td>
<td>425,492 (14,653)</td>
<td></td>
</tr>
<tr>
<td>Bus advertising</td>
<td>10,000</td>
<td>10,000</td>
<td>0</td>
<td>10,000 (0)</td>
</tr>
<tr>
<td>Charter service</td>
<td>32,422</td>
<td>26,899 (5,523)</td>
<td>19,938 (12,484)</td>
<td></td>
</tr>
<tr>
<td>Other operating revenues</td>
<td>462,567</td>
<td>528,899 (66,332)</td>
<td>445,430 (37,137)</td>
<td></td>
</tr>
<tr>
<td>Total Operating Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Expenses:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>1,707,060</td>
<td>1,526,592 (180,468)</td>
<td>1,650,110 (56,950)</td>
<td></td>
</tr>
<tr>
<td>Customer Programs</td>
<td>48,711</td>
<td>51,464 (1,753)</td>
<td>54,221 (2,757)</td>
<td></td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>1,316,500</td>
<td>1,434,983 (118,483)</td>
<td>1,355,563 (39,580)</td>
<td></td>
</tr>
<tr>
<td>Service Development</td>
<td>55,245</td>
<td>60,699 (5,454)</td>
<td>88,732 (33,487)</td>
<td></td>
</tr>
<tr>
<td>MIS</td>
<td>146,522</td>
<td>128,822 (17,700)</td>
<td>116,324 (30,198)</td>
<td></td>
</tr>
<tr>
<td>Vehicle Maintenance</td>
<td>1,351,613</td>
<td>1,735,937 (384,324)</td>
<td>1,443,230 (91,617)</td>
<td></td>
</tr>
<tr>
<td>Facilities Maintenance</td>
<td>357,257</td>
<td>399,883 (42,626)</td>
<td>367,827 (30,570)</td>
<td></td>
</tr>
<tr>
<td>Contracts and Procurements</td>
<td>66,576</td>
<td>63,225 (3,351)</td>
<td>58,834 (7,742)</td>
<td></td>
</tr>
<tr>
<td>CEO's Office</td>
<td>117,500</td>
<td>174,062 (56,562)</td>
<td>161,020 (43,520)</td>
<td></td>
</tr>
<tr>
<td>Finance and Accounting</td>
<td>102,402</td>
<td>99,096 (3,306)</td>
<td>95,816 (6,180)</td>
<td></td>
</tr>
<tr>
<td>Materials Management</td>
<td>35,440</td>
<td>29,509 (5,931)</td>
<td>36,544 (1,104)</td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td>866,046</td>
<td>793,690 (72,356)</td>
<td>676,314 (189,732)</td>
<td></td>
</tr>
<tr>
<td>General Administration</td>
<td>79,954</td>
<td>87,033 (7,079)</td>
<td>71,922 (8,032)</td>
<td></td>
</tr>
<tr>
<td>Capital Project Management</td>
<td>44,075</td>
<td>42,151 (1,924)</td>
<td>53,466 (9,391)</td>
<td></td>
</tr>
<tr>
<td>Marketing &amp; Communications</td>
<td>61,684</td>
<td>154,561 (92,877)</td>
<td>85,946 (24,262)</td>
<td></td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>262,075</td>
<td>314,246 (52,171)</td>
<td>140,807 (121,268)</td>
<td></td>
</tr>
<tr>
<td>Staples Street Center</td>
<td>34,823</td>
<td>27,200 (7,623)</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Total Departmental Expenses</td>
<td>6,655,774</td>
<td>7,162,731 (506,957)</td>
<td>6,476,496 (179,278)</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>1,290,859</td>
<td>1,290,859 (-)</td>
<td>1,482,501 (191,642)</td>
<td></td>
</tr>
<tr>
<td>Total Operating Expenses</td>
<td>7,946,633</td>
<td>8,453,590 (506,957)</td>
<td>7,958,997 (12,364)</td>
<td></td>
</tr>
<tr>
<td>Operating Income (Loss)</td>
<td>(7,464,066)</td>
<td>(7,924,691) (460,625)</td>
<td>(7,513,567) (49,501)</td>
<td></td>
</tr>
<tr>
<td>Other Income (Expense)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Tax Revenue</td>
<td>8,476,444</td>
<td>8,459,683 (16,761)</td>
<td>8,292,126 (184,318)</td>
<td></td>
</tr>
<tr>
<td>Federal, state and local</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>grant assistance</td>
<td>705,113</td>
<td>780,645 (75,532)</td>
<td>-</td>
<td>705,113</td>
</tr>
<tr>
<td>Investment Income</td>
<td>31,832</td>
<td>21,000 (10,832)</td>
<td>11,014 (20,818)</td>
<td></td>
</tr>
<tr>
<td>Interest Expense on Bonds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street Improvements Program</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>for CCRTA Region Entities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Income (Loss) Before</td>
<td>1,749,323</td>
<td>1,338,617 (412,706)</td>
<td>789,573 (959,750)</td>
<td></td>
</tr>
<tr>
<td>Capital Grants &amp; Donations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$1,749,323</td>
<td>1,338,617 (412,706)</td>
<td>789,573 (959,750)</td>
<td></td>
</tr>
</tbody>
</table>
REGIONAL TRANSPORTATION AUTHORITY
OPERATIONS COMMITTEE MEETING MINUTES
February 26, 2015

Summary of Actions

1. Roll Call
2. Provided Opportunity for Public Comment
3. Approved the Operations Committee Minutes of January 28, 2015
4. Recommended the Board Authorize Exercising the Second Option Year with Goodyear Tire and Rubber Company for Tire and Leasing Services
d.) Procurement Update

The Operations Committee for the Regional Transportation Authority Board of Directors met at 9:00 a.m. on Wednesday, January 28, 2015 at the RTA Administration/Operations Facility located at 5658 Bear Lane, Corpus Christi, Texas.

Committee Members Present: Mary Saenz, Chair; Lamont Taylor, Michael Reeves,

Committee Members Absent: George Clower, Ray Hunt

Staff Members Present: Scott Neeley, CEO; Jorge Cruz-Aedo, Terry Klinger, Keith Korenek, William Laridis, Sharon Montez, Rosa Villarreal, Gordon Robinson, Robert Saldana, Jose Tovar, Stephanie Alvarez

Public Present: Rowland Estrada, Rosie Aguiar, ATU-Local 1769; C.J. Loomis, MV Transportation

Call to Order
Ms. Saenz called the Operations Committee Meeting to order at 9:10 a.m.

Roll Call
Stephanie Alvarez called roll and declared there was a quorum.

Opportunity for Public Comment
Mr. Rowland Estrada, ATU-Local 1769, he expressed his concern of a memo that was posted and addressed to all operators. Mr. Estrada mentioned the differential operator wages and the lack of leadership being provided to the operators.

Discussion and Possible Action to Approve the Operations Committee Minutes of January 28, 2015

MR. REEVES MADE A MOTION TO APPROVE THE OPERATIONS COMMITTEE MINUTES OF JANUARY 28, 2015. MR. TAYLOR
SECONDED THE MOTION. THE MOTION CARRIED. REEVES, TAYLOR AND SAENZ VOTED IN FAVOR. CLOWER AND HUNT, ABSENT.

Discussion and Possible Action to Recommend the Board Authorize Exercising the Second Option Year with Goodyear Tire and Rubber Company for Tire and Leasing Services

Mr. Jose Tovar reported to exercise the second option year with Goodyear Tire and Rubber Company for Tire and Leasing Services. Mr. Tovar explained that the tires are leased based on actual miles driven per tire size. It was noted that a tire technician is provided to mount and dismount tires from the RTA buses and all related problems including monthly inventory and documentation of all tire transactions. Mr. Tovar provided a table that illustrated to the Board of Directors on February 11, 2011 of Michelin North America, Bridgestone Americas Tire Operations, and Goodyear Tire and Rubber Company. It was recommended by staff to authorize exercising the second option year with Goodyear and Rubber Company for Tire and Leasing Services.

MR. TAYLOR MADE A MOTION TO AUTHORIZE EXERCISING THE SECOND OPTION YEAR WITH GOODYEAR TIRE AND RUBBER COMPANY FOR TIRE AND LEASING SERVICES. MR. REEVES SECONDED THE MOTION. THE MOTION CARRIED. REEVES, TAYLOR, REEVES, AND SAENZ VOTED IN FAVOR. CLOWER AND HUNT ABSENT.

Presentations:

a. 2014 Annual Service Performance
Mr. Gordon Robinson using a PowerPoint presentation reported the annual service performance of 2014. Mr. Robinson briefed over the performances of the system-wide and individual fixed route services. An overview of fixed Routes, B-Line, Vanpool, Harbor Ferry, and Special Movements of the RTA YTD System Ridership was reported for the year 2014. Mr. Robinson provided a graph of the annual number of passenger trips from the year 1995-2014. Mr. Robinson reviewed a comparison of 2013-2014 in ridership, revenue service hours, revenue service miles and service cost. The top ten Routes of the highest and lowest numbers of boarding were reported. Mr. Robinson briefed on the daily average bicycle boarding trends for the year of 2008-20014. Mr. Robinson reported on CAF’s, a comparison of 600 in 2013 and 551 in 2014 which reflected an 8.2 percent.

Mr. Gordon Robinson, using a PowerPoint presentation, reported that for the month of January 2015 boarding’s totaled 461,383 or 4.0 percent decrease compared to a total of 480,634 boarding’s in January 2014.
Mr. Robinson reported an average weekday ridership for all services was an average of 20,972 boarding per weekday which represented difference of 0.4 percent in January 2014.

Reviewing the B-Line service, Mr. Robinson stated that productivity, on time performance, denials, met contract standards. It was noted that the in vehicle time, and miles between Road Calls exceeded the contract standard. The Ridership statistics showed 10,200 ambulatory 4,301 wheelchair boarding’s.

Mr. Robinson reported on the monthly Customer Assistance Form (CAF) was in January 2015 there were 59 calls which represented an increase from 51 call in December 2014 which is an increase of 15.6 percent.

Reporting on the safety/security department, Mr. Robinson stated that there were 7 vehicle collisions and 5 preventable. A number of 48 customer related incidents.

c. **May 2015 Service Change**
Mr. Gordon Robinson reported on Route 3 added an early trip from Port Ayers Station, Route 65 was considering to add peak hour trips as a Pilot Project for the month of May through the Fall of 2015 with Flexi B service. The fixed route services on time performance and operational improvements and changes for Routes 8S, 16, 23, 25, 37 and 78. Mr. Robinson reported over the 11 fixed route services that are under construction, he noted these projects should be completed in the fall 2015. The Harbor Ferry dates of operation for the 2015. Mr. Robinson explained what public outreach will be taken place for the riders of RTA.

d. **Procurement Update**
Mr. William Laridis, using a PowerPoint presentation reported 11 active projects with annual cost of each. He reviewed the 1st month procurement projects. He stated that the 3rd month projects will take place in April and May of 2015. It was noted that the 6th month 8th projects will begin in July, August, and September of 2015.

**Discussion of RTA Naming Rights**

Mr. Jorge Cruz-Aedo reported that the RTA Naming Policy was adopted on May 2006 by the Board of Directors as a no naming policy. He reviewed that the RTA policy. Mr. Cruz-Aedo reported that the Naming Rights was being brought to the Committees for discussion for modifications to the policy.

Mr. Scott Neeley noted that the Naming Policy was needed to be brought to Board of Directors for input and suggestions on modifying the Naming Policy. In response the Operations Committee agreed and requested for staff to conduct a study of other transit agencies on their naming rights policies.

**Adjournment**

There being no further business, the meeting was adjourned at 9:49 a.m.
Operations Committee Memo

Subject: Award a Contract for Power Washing Services/Transfer Station Cleaning Services

Background
With Board approval, an RFP was issued on January 26, 2015 for power washing services for the five CCRTA transfer stations: Port/Ayers Station, Southside Station, Six Points Station, Staples Street Station, Robstown Station, and miscellaneous bus stops. Proposals were due on February 27, 2015. CCRTA received four proposals that met the specified criteria outlined in RFP 2015-S-01. These four proposals were scored independently by staff from Safety and Security, Operations, Marketing, Procurement, and Facilities Maintenance departments. One proposal scored the highest in all categories by all five members of the evaluation team.

Identified Need
The Authority's transfer stations and high ridership shelters and bus stops require pressure-washing services on a monthly basis to reflect proper cleanliness and enhance the overall Safety and Security for our staff and customers.

DBE
Local funds are budgeted for this project and a DBE Race Neutral Goal of 13% was established for this contract. Staff will work with the proposed contract award to determine if any DBE participation is available during the life of the contract.

Financial Impact
The cost to provide quarterly cleaning of the transfer stations, with option, is $53,700. The cost to provide monthly cleaning of the transfer stations, with option, is $79,650. The Safety and Security department has budgeted $72,000 for this contract and has sufficient funds to cover the excess cost of this contract.

Prior Review
This agenda item went before the Board of Directors at the April 1, 2015 Meeting. This item was referred back to Committee for further review and discussion.
Recommendation
Staff requests the Board of Directors award a three-year contract with 2 one-year options for monthly cleaning of the transfer stations and miscellaneous bus stops to Phoenix Clean.

Respectfully Submitted,

Submitted by: [Signature]
Scott Neeley
Chief Executive Officer
Operations Committee Memo  
April 22, 2015

Subject: Issue a Request for Qualifications for Engineering Services for ADA Bus Stop Improvements Phase VI

Background
The CCRTA is moving forward with the next phase of the ADA Transition Plan, which will be Phase VI. To date the CCRTA has 766 bus stops that are now ADA compliant and we are 57% compliant.

The CCRTA has previously used a bidding model that divided the bus stop improvements into three or four zones to give smaller contractors the opportunity to bond for projects. We will utilized that same model this time. The project will be divided into three zones with approximately 65 plus bus stops in each zone.

Consequently, the CCRTA will hire three engineering teams to design the three bid packages for the contractors.

Identified Need
The overall goal is to improve another 200 to 240 bus stops. If the current materials/labor costs in the construction market only allows for the improvements of 200 bus stops then the compliancy number would increase from 57% to 72%.

Discussion/Analysis
The projected timeline for issuing the RFQ and negotiating a contract with an engineering/architectural firm is listed below:

Request Board Permission to Issue an RFQ  
Issue the RFQ for Engineering Services  
Open RFQ for Engineering Services  
Board Approval for Negotiations with Engineering Firms  

Wed., May 6, 2015  
Mon., May 11, 2015  
Thurs., June 11, 2015  
Wed., July. 1, 2015

Financial Impact
The funds for this project are budgeted in the 2015 Capital Projects Budget and estimated at $157,000 for all engineering services.

Recommendation
Staff requests that the Operations Committee recommend the Board of Directors authorize the Chief Executive Officer (CEO) or designee to issue a Request for Qualifications for Engineering Services for ADA Bus Stop Improvements Phase VI.
Respectfully Submitted,

Submitted by: Sharon Montez
Managing Director of Capital Programs

Approval: Scott Neeley
Chief Executive Officer
Operations Committee Memo

April 22, 2015

Subject: Issue an Invitation for Bids for ADA Bus Stop Improvements Phase VI

Background
The RTA has an estimated 1,351 bus stops. With the completion of Bus Stop Improvement Project Phase - V the RTA now has 766 ADA compliant bus stops and is about 57% ADA compliant. The RTA continues to pursue 100% ADA compliance with the remaining non-compliant bus stops in the service area.

Identified Need
The RTA Staff requests the issuance of an Invitation for Bids for ADA Bus Stop Improvements – Phase VI. The improvements will consist of shelter pads, sidewalks, new curb and gutters, curb ramps and some asphalt repair around the curbs.

The project will be divided into three zones which will create opportunities for three (3) different companies to possibly be awarded the work.

Once the three engineering firms have been selected a timeline for this project will be released.

Financial Impact
The estimated construction budget is roughly $1.5 million and is federally funded.

Recommendation
Staff requests the Operations Committee recommend the Board of Directors authorize the Chief Executive Officer (CEO) or designee to Issue an Invitation for Bids for ADA Bus Stop Improvements Phase VI.

Respectfully Submitted,

Submitted by: Sharon Montez
Managing Director of Capital Programs

Approval: Scott Neeley
Chief Executive Officer
Operations Committee Meeting

April 22, 2015

Subject: Operations Report for March 2015

The system-wide monthly operations performance report for March 2015 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, customer service feedback, and a safety and security summary. Detailed results are reported within the five sections listed below:

1. System-wide Ridership and Service Performance Results
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics
4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report
5. Safety/Security Department Report
1. **System-wide Ridership and Service Performance Results**

Boardings for all services in March 2015 totaled 458,621. This represents a 1.3% decrease as compared to a total of 464,532 boardings in March 2014 or 5,911 less boardings this March. As similar to February 2015, a factor in the ridership decrease is due the quantity of rain. This month, the Corpus Christi area received 6.13 inches of rain as compared to 1.65 inches in March 2014\(^1\). This represents a 272% increase.

![RTA System Monthly Ridership Trends](image)

The chart below shows average weekday ridership for all services. System-wide, the RTA recorded an average of 20,846 boardings per weekday in March 2015 as compared to 22,120 in March 2014. This is a difference of -5.8%.

![Services RTA Average Weekday Boardings per Day](image)

Over a 13-month period, the chart below shows a difference of 45,605 or about -0.8%.

The chart below shows monthly ridership results for all services.
The chart below shows YTD ridership results for all services. The RTA has recorded 42,390 less boardings in 2015 as compared to the same period in 2014.
The following charts report system-wide productivity and other cost performance measurements for the month of March 2015 vs. March 2014 and YTD figures.
The following table shows on-time performance of RTA Fixed-Route services for the last two months and an average 2015 YTD figure. Home Road detours continue to contribute to delays around the Port Ayers Transfer Station. Standards for each category are provided along with actuals. Surveys are weighted by passenger volume for each route and service type.

<table>
<thead>
<tr>
<th>Schedule Adherence</th>
<th>Standard</th>
<th>Jan-15</th>
<th>Feb-15</th>
<th>Mar-15</th>
<th>YTD Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Departure</td>
<td>&lt;1%</td>
<td>0.7%</td>
<td>0.6%</td>
<td>0.5%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Over 3 minutes Late</td>
<td>&lt;20%</td>
<td>18.6%</td>
<td>18.3%</td>
<td>18.0%</td>
<td>18.3%</td>
</tr>
<tr>
<td>Over 5 minutes Late</td>
<td>&lt;5%</td>
<td>10.7%</td>
<td>11.1%</td>
<td>9.1%</td>
<td>10.3%</td>
</tr>
<tr>
<td>Over 10 minutes Late</td>
<td>&lt;1%</td>
<td>2.5%</td>
<td>3.0%</td>
<td>2.8%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Monthly Wheelchair Boardings</td>
<td>No standard</td>
<td>4,586</td>
<td>5,088</td>
<td>5,396</td>
<td>5,023</td>
</tr>
<tr>
<td>Monthly Bicycle Boardings</td>
<td>No standard</td>
<td>5,976</td>
<td>6,008</td>
<td>6,565</td>
<td>6,183</td>
</tr>
</tbody>
</table>

2. **Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics**
   - **Productivity**: 2.63 PPH did meet the contract standard of 2.50 PPH.
   - **On Time Performance**: 96.1% did meet the contract standard of 96%.
   - **In Vehicle Time**: 98.8% exceeded the contract standard of 95%.
   - **Miles between Road Calls**: 15,541.2 did meet the contract standard of 12,250 miles.
   - **Denials**: 3 denials or .04% did not meet contract standard of 0.0%.
   - **Ridership Statistics**: 10,807 ambulatory; 4,661 wheelchair boarding’s

<table>
<thead>
<tr>
<th>Metric</th>
<th>Standard</th>
<th>Jan-15</th>
<th>Feb-15</th>
<th>Mar-15</th>
<th>YTD Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers per Hour</td>
<td>2.50</td>
<td>2.54</td>
<td>2.56</td>
<td>2.63</td>
<td>2.58</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>96%</td>
<td>96.1%</td>
<td>95.5%</td>
<td>96.1%</td>
<td>95.9%</td>
</tr>
<tr>
<td>In Vehicle Time</td>
<td>95.0%</td>
<td>99.4%</td>
<td>98.9%</td>
<td>98.8%</td>
<td>99.0%</td>
</tr>
<tr>
<td>Denials</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.40%</td>
<td>0.13%</td>
</tr>
<tr>
<td>Miles Between Road calls</td>
<td>12,250</td>
<td>13,258</td>
<td>11,243</td>
<td>15,541</td>
<td>13,347</td>
</tr>
<tr>
<td>Monthly Wheelchair Boardings</td>
<td>4,301</td>
<td>4,082</td>
<td>4,661</td>
<td>4,348</td>
<td></td>
</tr>
</tbody>
</table>
Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2015, there were 51 reported CAF’s (excludes commendations) which represents an increase from 50 reported CAF’s overall in February 2015. The statistics for March represents a 2% increase, 51 CAF’s vs 50 CAF’s compared to the month of February 2015. There were 2 Commendations for the month of March.

Route Summary Report for March 2015

<table>
<thead>
<tr>
<th>Route</th>
<th># of CAF’s</th>
<th>Route</th>
<th># of CAF’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>#3 NAS Shuttle</td>
<td>2</td>
<td>#32 Southside Mini B</td>
<td>0</td>
</tr>
<tr>
<td>#4 Flour Bluff Mini B</td>
<td>0</td>
<td>#34 Robstown Circulator</td>
<td>0</td>
</tr>
<tr>
<td>#5 Alameda</td>
<td>0</td>
<td>#37 Crosstown</td>
<td>0</td>
</tr>
<tr>
<td>#6 Santa Fe/Malls</td>
<td>1</td>
<td>#50 Calallen Park &amp; Ride</td>
<td>0</td>
</tr>
<tr>
<td>#8 Flour Bluff/Malls (Sun)</td>
<td>0</td>
<td>#51 Gregory Park &amp; Ride</td>
<td>0</td>
</tr>
<tr>
<td>#12 Saxet Oak Park</td>
<td>2</td>
<td>#63 The Wave</td>
<td>0</td>
</tr>
<tr>
<td>#15 Kostoryz</td>
<td>0</td>
<td>#65 Padre Island Connector</td>
<td>0</td>
</tr>
<tr>
<td>#16 Agnes/Ruth</td>
<td>1</td>
<td>#67 Robstown/Gregory</td>
<td>0</td>
</tr>
<tr>
<td>#17 Carroll/Southside</td>
<td>2</td>
<td>#76 Harbor Bridge Shuttle</td>
<td>0</td>
</tr>
<tr>
<td>#19 Ayers/Norton</td>
<td>1</td>
<td>#76S Harbor Bride (Sun)</td>
<td>0</td>
</tr>
<tr>
<td>#19G Greenwood</td>
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<td>#77 Harbor Ferry</td>
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</tr>
<tr>
<td>#19M McArdie</td>
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<td>#78 North Beach</td>
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<tr>
<td>#21 Arboleda</td>
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<td>#84 Lighthouse</td>
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<tr>
<td>#23 Molina</td>
<td>2</td>
<td>#94 Port Aransas Shuttle</td>
<td>0</td>
</tr>
<tr>
<td>#25 Gollihar/Greenwood</td>
<td>0</td>
<td>#95 Flexi-B Port A</td>
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</tr>
<tr>
<td>#26 Airline/Lipes Connector</td>
<td>2</td>
<td>B-Line (Para-transit)</td>
<td>10</td>
</tr>
<tr>
<td>#27 Northwest</td>
<td>3</td>
<td>Safety &amp; Security</td>
<td>6</td>
</tr>
<tr>
<td>#27 Northwest Express</td>
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<td>Facility Maintenance</td>
<td>4</td>
</tr>
<tr>
<td>#29 Staples</td>
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<td>Vehicle Maintenance</td>
<td>2</td>
</tr>
<tr>
<td>#29F Flour Bluff</td>
<td>2</td>
<td>Service Development</td>
<td>5</td>
</tr>
<tr>
<td>#29SS Spohn South</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>#29 Staples (Sunday)</td>
<td>0</td>
<td>TOTAL CAF’S</td>
<td>51</td>
</tr>
</tbody>
</table>
March 2015 CAF Breakdown by Service Type:

<table>
<thead>
<tr>
<th>CAF Category</th>
<th>RTA Fixed Route</th>
<th>B-Line ADA Paratransit</th>
<th>Contracted Fixed Route</th>
<th>Totals</th>
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<tbody>
<tr>
<td>Service Stop Issues</td>
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<tr>
<td>Driving Issues</td>
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<td>4</td>
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<td>Customer Services</td>
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<td>Late/Early</td>
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<td>3</td>
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<tr>
<td>Fare Dispute</td>
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<td>Vehicle Maintenance</td>
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<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Facility Maintenance</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>6</td>
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<tr>
<td>Service Development</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>39</strong></td>
<td><strong>10</strong></td>
<td><strong>2</strong></td>
<td><strong>51</strong></td>
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<tr>
<td>Commendations</td>
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</table>

**Conclusion:**

During March 2015, RTA received 51 CAF’s/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; two (2) of the 53 reported CAF’s (March) were commendations. There were a total of 39 CAF’s/Commendations received regarding RTA Service representing 77.3% of total customer contacts: 6 for Safety & Security, 4 for Facilities Maintenance, 2 for Vehicle Maintenance, 5 for Service Development, and 22 for Transportation. A total of 10 CAF’s/Commendations were reported regarding B-Line service representing 18.9% of the total customer contacts. A total of 2 CAF’s/Commendations were reported regarding Contracted Fixed Route service representing a 3.8% of the total customer contacts.

Actions taken as a result of reported CAF’s 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 RTA operations policy

The RTA documents CAF’s to capture information regarding a wide range of issues from the community’s perspective point of view. CAF’s are communicated to the Customer Programs group via the telephone, e-mail, letter or in person.

CAF’s are redirected to relevant management and supervisory staff for further investigation. Customer Service staff will provide a prompt and written response at the conclusion of the investigation to the customer within ten working days.
CAF’s play an important role as a quality assurance tool to identify issues regarding service; they also inform RTA regarding education and training needs.

CAF’s assist Service Development in identifying problems around existing service and identifying underserved areas. CAF’s also serves to guide policy development.

3. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For the month of March 2015, 6,916 miles between road calls (MBRC) were recorded as compared to 6,631 MBRC in March 2014. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of RTA vehicles.

**Miles Between Roadcalls (MBRC)**
**Previous 13 Month Period**

MBRC is a performance gauge of maintenance quality, fleet age, and condition; an increase in MBRC is a positive indicator. As defined by the Federal Transit Administration, a road-call is the practice of dispatching a service vehicle to repair or retrieve a vehicle on the road. There are two types of road-calls; Type I and Type II. A Type I road-call is a major mechanical failure that prevents the revenue vehicle from completing a scheduled revenue trip. A Type II road-call is a mechanical failure causing an interruption in revenue service.
4. Safety/Security Department Report

SAFETY SUMMARY

For the month of March 2015, we had 6 vehicle collisions (4 preventable), 50 customer related incidents and drove a total of 286,531 miles. The total collision rate for the month was at 2.09 per hundred thousand miles driven. The desirable range for total collisions is at 2.0 or less.

The chart below shows the last 12 months of our total collision rate. Please keep in mind that this chart shows all vehicle collisions regardless of fault. The classifications of preventable and non-preventable are not distinguished for purposes of calculating this rate.

Total Collision Rate (rolling 12 month period)
Monthly rate = Total collisions per 100,000 miles driven

SECURITY SUMMARY

For the month of March 2015, 1,438 hours of security coverage was used for all areas of CCRTA Operations. Officers arrested 2 individual for public intoxication, 3 arrests for Criminal Trespass, and issued 11 trespass warnings. The rover responded to 11 calls for service.
Respectfully Submitted,

Submitted by: Wesley Vardeman  
Senior Transit Planner

Submitted by: Keith Korenek  
Director of Safety and Security

Submitted by: Robert Saldaña  
Director of Transportation

Submitted by: José A. Tovar  
Director of Maintenance

Reviewed by: Gordon Robinson  
Director of Planning

Reviewed by: Rosa E. Villarreal  
Managing Director of Operations

Approved by: Scott Neeley  
Chief Executive Officer