



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

**BOARD OF DIRECTORS'  
MEETING NOTICE**

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**Date:** Wednesday, May 7, 2014

**Time:** 9:00 a.m.

**Location:** Robstown City Hall, Council Chambers  
101 E. Main Avenue  
Robstown, Texas

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	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
1.	<b>Roll Call</b>	A. Granado	1 min.	No Attachment
2.	<b>Personnel Recognition</b>	S. Neeley	5 min.	No Attachment
3.	<b>Opportunity for Public Comment</b>	V. Chapa	6 min.	No Attachment
4.	<b>Action</b> to Confirm Appointment by the Board Chair of Mike Rendon as Chairperson to RTA's Committee on Accessible Transportation (RCAT)	V. Chapa	3 min.	Page 1
5.	<b>Action</b> to Confirm Appointment by the Board Chair of Alice Joyce Lopez and Sylvia Yvette Silva-Cantu to RTA's Committee on Accessible Transportation (RCAT) for a Two-Year Term	V. Chapa	3 min.	Page 1
6.	<b>Discussion and Possible Action</b> to Approve the Board of Directors' Minutes of March 21, 2014 and April 2, 2014	V. Chapa	3 min.	Pages 2-16
7.	<b>Action</b> to Approve the First Amendment to the 2014 Capital Budget	C. O'Brien	5 min.	Page 17-19
8.	<b>The following items are of routine or administrative nature and have been discussed</b>	V. Chapa	3 min.	

	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
	<p><b>previously by the Board or Committees. The Board has been furnished with support documentation on these items.</b></p> <p><b>a.) Action</b> to Authorize Renewal of the Interlocal Agreement with Texas Municipal League Intergovernmental Risk Pool (TML-IRP) for Windstorm Coverage</p> <p><b>b.) Action</b> to Authorize Procurement of Trash Receptacles through Texas Multiple Award Schedule (TXMAS) Program</p>			<p>Page 20</p> <p>Page 21</p>
9.	<b>Action</b> to Approve Modifications to Route 67, Bishop/Driscoll/Gregory	G. Robinson	5 min.	Pages 22-24
10.	<p><b>Presentations:</b></p> <p>a. Health Plan Annual Review – FY 2013</p> <p>b. March 2014 Financial Report</p> <p>c. Operational Reports – March 2014</p> <p>d. 2014 Service Improvement</p> <p>e. Special Movements and Federal Transit Administration (FTA) Charter Rules</p> <p>f. Fleet Disposition</p>	<p>Gaitan O'Brien</p> <p>Robinson</p> <p>Robinson</p> <p>Klinger</p> <p>Laridis</p>	35 min.	<p>No Attachment</p> <p>Pages 25-28</p> <p>Pages 29-39</p> <p>Page 40</p> <p>No Attachment</p> <p>No Attachment</p>
11.	<p><b>CEO's Report</b></p> <p>a) Texas Transit Association</p> <p>b) Customer Service Center Relocation</p> <p>c) National Transit Database (NTD) Annual Report</p> <p>d) Regional/Urban Design Assistance Team (R/UDAT) Project</p> <p>e) MV Transportation Contract/General Manager</p>	S. Neeley	3 min.	No Attachment
12.	<p><b>Chairman's Report</b></p> <p>a. 2014 Transportation Champion Award</p> <p>b. Robstown Station Ribbon Cutting</p>	V. Chapa	2 min.	No Attachment
13.	<b>Adjournment</b>	V. Chapa	1 min.	No Attachment
14.	<b>Information</b> RCAT Minutes – March 20, 2014	---	---	Pages 41-44

**Total Estimated Time: 1:15**

**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 903-3561 at least 48 hours in advance so that appropriate arrangements can be made.

On **Friday, May 2, 2014** this Notice was posted by **Beth Vidaurri** 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.



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors' Memo

May 7, 2014

**Subject:** RTA's Committee on Accessible Transportation (RCAT) Appointments

**Background:**

The by-laws for RTA's Committee on Accessible Transportation describe the process for how vacancies on the Committee are filled. The RCAT Chairperson is appointed by the Chairman of the RTA Board and confirmed by the RTA Board of Directors.

For RCAT Committee Member vacancies, the positions are posted and applications are submitted to the CEO. The current RCAT Committee is then allowed to review applications and present a recommendation to the CEO who in turn presents a recommendation to the RTA Board Chair. Members are then appointed by the RTA Board Chair and confirmed by the RTA Board of Directors.

At this time, the RTA Board Chair would like to appoint Mike Rendon as the Chairman to the RCAT Committee.

The RTA Board Chair would also like to appoint Alice Joyce Lopez and Sylvia Yvette Silva-Cantu as Members of the RCAT Committee.

For Informational Purposes Only.

Submitted by:

  
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Rosa Villarreal  
Managing Director of Operations

Approval:

  
\_\_\_\_\_  
Scott Neeley  
Chief Executive Officer

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS' RETREAT  
FRIDAY, MARCH 21, 2014**

**SUMMARY OF ACTIONS**

- 1. Held Welcome and Introductions**
- 2. Heard Report on 2013 Agency Activities**
- 3. Reviewed Board Policies**
- 4. Identified and Developed 2015 Agency Goals**
- 5. Discussed Board/Staff Relationships**
- 6. Discussed Succession Plan**
- 7. Discussed Next Steps**

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The Corpus Christi Regional Transportation Authority Board of Directors met at 8:30 a.m. at Del Mar College – Center for Economic Development, 3209 South Staples at Kostoryz, Room 111, Corpus Christi, Texas

**Board Members Present:** Thomas Dreyer, Jeffrey Pollack, Angie Flores Granado, Vangie Chapa, Mary Saenz, Lamont Taylor, George Clower, Curtis Rock

**Board Members Absent:** Robert Garcia, Tony Elizondo, Ray Hunt

**Staff Present:** Scott Neeley, CEO; Jorge Cruz-Aedo, William Laridis, Angelina Olivares, Sharon Montez, Gordon Robinson, Rosa Villarreal, Shannon Tabor, Cindy O'Brien

**Public Present:** John Bell, Wood, Boykin, Wolter, CCRTA Legal Counsel; Rowland Estrada, Rosie Aguiar, ATU Local 179; Dr. Richard Lewis, Joanne Ford-Robertson, Roundtop Consulting

**Welcome and Introductions**

Ms. Vangie Chapa called the meeting to order at 8:35 a.m.

Dr. Richard Lewis, Roundtop Consulting, introduced Ms. Joanne Ford-Robertson and spoke about their past experience with facilitating retreats for the Authority. He explained that the retreat would give all attendees an opportunity to do things in a different way and work together to achieve identified initiatives.

**Report on 2013 Agency Activities**

Mr. Scott Neeley, using a PowerPoint presentation, gave a general overview of the Authority. He stated that in 2013 the Authority had carried just over 6 million passengers, the busses had traveled about 4.3 million miles, and had not met the benchmark of 2.0 accidents per 100,000 miles but had ended the year at 2.23

accidents per 100,000 miles. He noted that continuing to attain or exceed 6 million passenger trips would be difficult in 2014.

Mr. Neeley detailed the components that contributed to the \$35,613,300 in revenue and the \$35,613,300 in expenses for the Authority in 2013.

Personnel staffing overall was approximately 300 employees as reported by Mr. Neeley. The CCRTA had about 208 employees and the budgeted FTEs were 254. Of the position vacancies about 42 were bus operator positions. He explained that the employee staffing level for the B-Line contractor was 100 employees and they were currently staffed at 92 with operator positions also open.

Reviewing operations, Mr. Neeley informed that the Authority had 28 fixed routes, provided Harbor Ferry service, paratransit service, vanpool service, and also two demand response/flexible route services. He noted that 1/3 of the fleet or 41 vehicles were being fueled by compressed natural gas (CNG). Mr. Neeley identified the five transfer stations which were Staples Street, Port/Ayers, Robstown, Southside, and 6 Points. Park and ride sites were located in Robstown, Calallen, and Gregory.

Mr. Neeley cited the Authority's accomplishments in 2013 as follows: 1) made ADA bus stop improvements to 237 stops which equated to about 50 percent of the total bus stops; 2) restructured the Street Improvement Program; 3) replaced 100 percent of bus stop signs with signs having the new logo; 4) implemented a new TAMUCC Islander Shuttle service; 5) issued \$22 million in bonds and currently have an A+ rating; 6) had Zero findings during the Triennial Review; 6) had several employees get national and professional recognitions.

Board Members made the following requests: 1) that the powerpoint presented by staff be placed in the dropbox for access by Board Members; 2) that monthly metrics reports also be comparative to peer agencies operational metrics; 3) that agency information continue to be transparent to the public; 4) that usage and marketing of the Authority's information be expanded to reach everyone especially younger generations; 5) and that transit jargon and terms be simplified for the public.

### **Review Board Policies**

Mr. John Bell explained that the Authority was a governmental entity and a political subdivision of the State of Texas authorized under Transportation Code 451. He stated that the primary responsibilities of the Board of Directors under State Law were to adopt an annual budget, to expend funds authorized under that budget, and to approve rules for use of the system.

Reviewing the duties of Board Members, Mr. Bell stated that the Chief Executive Officer (CEO) was the only person that the Board Members were authorized to direct. There were two duties: Duty of Care and Duty of Loyalty. He explained Duty of Care as being primarily fiduciary responsibility, showing up for the majority of



Board meetings, and acting on behalf of the public interest. He emphasized the importance of hearing and understanding the monthly financial and operational reports since they were integral to their governance responsibility.

Under Duty of Loyalty, Mr. Bell explained that this could be defined as loyalty to the vested interest of the entity instead of your personal interest. He explained the Disclosure of Interest process required under State Law 171. He recommended that when there was a conflict of interest, the Board Member leave the room during discussion of the item.

Mr. Bell briefed the Board on the twenty three Board-adopted policies. He provided the following information: 1) Fares policy - under the enabling legislation, Transportation Code 451, increase of fares had to be approved by a Fare Approval Committee composed of five members of the governing body of the principal municipality, three members of the commissioners' court of the county, three mayors of municipalities, and the mayor of the most populous municipality; 2) Investments policy - was required under State Law; 3) Alcoholic Beverages policy - prohibited using CCRTA funds for purchasing these types of beverages; 4) Community Transportation policy – defined conditions and type of bus service that could be provided under established Federal Law.

Touching upon the Code of Ethics policy, Mr. Bell explained that Board Members could not use their position on the Board for special privileges, use CCRTA facilities/equipment for themselves or others, or ask staff to sponsor or contribute to an event or fund raiser. This was in accordance with State Law and the Board-adopted policy. Also Board Members were prohibited from directing staff or calling a staff meeting. The Code of Ethics policy states that a Board Member cannot represent someone before the CCRTA until they have been off the Board for six months. Mr. Bell advised full participation when attending conferences or events on behalf of the Authority.

Related to the Board Travel policy, Mr. Bell reminded that travel expense reports were subject to the Public Information Act and that prudence should be taken when expending funds for planned travel. He explained that former Board Chairs did not have official duties under State Law; therefore, they were non-board members. Non-board member expenditures were not covered as per current travel policy. He informed that any changes to the travel policy to cover expenditures made by non-board members would set precedence for the future.

Responding to a question, Mr. John Bell stated that Board Member budgeted travel funds were not transferable to another Board Member.

Ms. Mary Saenz suggested that the Board Chair be provided with the authority to override policy provisions.

Mr. Bell informed that under State Law, non-board members could be appointed to serve on a committee.

Ms. Angie Granado raised the issue of social media. There was discussion on the need for transparency and how Board Members defining their own messages on social media such as twitter, facebook, Instagram, etc. could help with transparency and informing the public about the Authority. Mr. Neeley reminded that there was a law which governed communication between Board Members and also with the public.

Mr. Jeffrey Pollack suggested developing centralized media options for Board Members and CCRTA staff to use to disseminate information publicly.

The consensus was to provide social media training to Board Members and Senior Staff.

Ms. Mary Saenz expressed the concern that consultant contracts were not being discussed at Committee level and that the Board be informed of certain contracts even though they did not exceed \$50,000.

Ms. Saenz asked that training be provided for CCRTA staff and contractors on the new rules for Section 503 of the Rehabilitation Act of 1973.

#### **Identify and Develop 2015 Agency Initiatives**

Mr. Scott Neeley, using a Powerpoint Presentation, displayed the six broad initiatives that have been approved by the Board. He explained that the goal was to identify tasks that would fall underneath those major initiatives to ensure budgetary support is provided. He reviewed the following current emphasis areas: a. capital project oversight; b. operation deep clean; c. consistent employee/customer contacts; d. improved service on the street; e. making key performance indicators transparent; f. workforce development and employee training; g. safety and security; and h. increasing ridership.

Each Board Member was instructed to individually identify important initiatives for 2015. Through a brainstorming process, all identified items were discussed collectively and prioritized based on the number of times they were mentioned by Board Members. A summary of the initiatives are annotated below and the number of times identified by Board Members are indicated in parentheses.

- Enhance marketing and public perception of the Corpus Christi Regional Transportation Authority (CCRTA); (7)
- Continue with developing the current ridership increase initiative; (5)
- Improve safety and security efforts to ensure they are state-of-the-art; (3)
- Create innovative approach to service delivery; (3)



- Maintain appropriate oversight regarding capital improvement projects. Ensure that DBE and outreach programs are components of these projects; (3)
- Develop the CCRTA workforce; (2)
- Align CCRTA's key performance indicators with the budget and adequate staffing; (2)
- Become more innovative in identifying and promoting ridership among the non-transit dependent public; (2)
- Conduct periodic ethics policy review for Board of Directors and key CCRTA staff members; (1)
- Identify ways to make transit efforts more sustainable and less dependent on traditional funding streams; (1)
- Become more involved in Corpus Christi Downtown re-development planning. (1)

Mr. Neeley said that before the first budget session, Board would be presented with staff-identified tasks to achieve the Board initiatives.

#### **Discuss Board/Staff Relationships**

Dr. Lewis asked the Board of Directors and CEO to rate the current status of board-staff relationships within the CCRTA along with description of their ratings. He explained that 1 would mean poor and 10 would mean outstanding. Board Members asked that senior staff also rate Board/Staff relationships.

Dr. Lewis and Ms. Ford-Robertson tabulated the ratings provided by the Board Members and CEO. The result was an overall rating of 7.89.

The senior staff members also rated board-staff relationships. Their overall rating was tabulated at 8.2.

#### **Discuss Succession Plan**

Ms. Vangie Chapa expressed the opinion that the current process was working. The consensus was that this item did not need to be discussed.

#### **Discuss Next Steps**

Dr. Richard Lewis led the discussion on identifying next steps. The Board of Directors identified the following as next steps to be taken based on work session discussions:

- Identify policies that need to be reviewed, updated, and revised. The CCRTA General Counsel will take the lead on this process. Initial deadline for completion is June 2014.
- CEO and senior staff will update the proposed initiatives to include assigned person, tasks, and estimated 2015 budgetary impact. This will be presented to the Board of Directors. Initial deadline is May 2014.

- Begin to determine positions and staffing needs related to initiatives development.
- Accountability for processes needs to be determined.
- Conduct a staff retreat to develop an initiatives action plan.
- Identify ways to better use social media in the CCRTA.
- Explore and examine demographic/social changes in the ridership area.

Relative to marketing efforts, Mr. Scott Neeley stated that quarterly marketing reports would be provided to the Board and an annual marketing plan would be presented in June as part of the budget workshop. A suggestion was made to retrofit an out-of-service bus as a Community bus that would market the Authority to the community.

**Adjournment**

The meeting was adjourned at 12:45 p.m.

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS' MEETING MINUTES  
WEDNESDAY, APRIL 2, 2014**

**SUMMARY OF ACTIONS**

1. Conducted Roll Call
2. Held Personnel Recognition
3. Provided Opportunity for Public Comment
4. Postponed Action to Confirm Appointment by the Board Chair of a Chairperson for the RTA's Committee on Accessible Transportation (RCAT)
5. Postponed Action to Appoint Two Members to RCAT for a Two-Year Term to Commence April 17, 2014
6. Heard Update on RCAT Committee Activities
7. Approved the Board of Directors' Minutes of March 5, 2014
8. Approved Consent Agenda: a) Action to Authorize Awarding a Contract to A.M. Services Company for Bus Wash Concrete Services
9. Held Public Hearing on Modifications to the Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Long Range System Plan
10. Approved Modifications to the Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Long Range System Plan
11. Authorized Issuing a Request for Proposals (RFP) for a Real Time Passenger Information Systems (RTPIS)
12. Heard Presentations on: a.) February 2014 Financial Report; b.) February 2014 Operations Report; c.) Marketing; d.) Operational Recruitment Incentives; e.) Procurement Update; f.) Legislative Update; g.) Capital Projects Update; h.) Paratransit Operations; i.) 2014 Harbor Ferry Service
13. Heard CEO's Report on: a.) Texas Transit Association; b.) Standard & Poor's Ratings; c.) 2014 Emergency Preparedness Plan; d.) Customer Service Center; e.) Special Movements/Government Hours
14. Heard Chairman's Report on: a.) Robstown Station; b.) Board Retreat

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The Regional Transportation Authority Board of Directors met at 8:30 a.m. in the Regional Transportation Authority Facility located at 5658 Bear Lane, Corpus Christi, Texas.

**Board Members Present:** Vangie Chapa, Chair; Lamont Taylor, Vice Chair; Mary Saenz, Secretary; George Clower; Thomas Dreyer; Tony Elizondo; Angie Flores Granado; Jeffrey Pollack; Curtis Rock

**Board Members Absent:** Robert Garcia, Ray Hunt

**Staff Present:** Scott Neeley, David Chapa, Jorge Cruz-Aedo, Jane Haas, Terry Klinger, William Laridis, Angelina Gaitan, Sharon Montez, Beth Vidaurri, Gordon Robinson, Robert Saldana, Jose Tovar, Rosa Villarreal, Wesley Vardeman

**Public Present:** John Bell, Wood, Boykin, Wolter, CCRTA Legal Counsel; Matt Adler; Anna Morales; Paul Rybalka, Raymond Gignac, Nick Gignac, Gignac Architects; Rosie Aguiar, J. Rodriguez, ATU-Local 1769

**Call to Order**

Ms. Mary Saenz called the roll and declared that a quorum was present.

Ms. Vangie Chapa called the meeting to order at 8:36 a.m.

**Personnel Recognition**

Mr. Scott Neeley introduced Ms. Julie Gonzalez, Comptroller for the Authority.

Ms. Jane Haas announced that the Authority was a rest stop sponsor for the Tour de Cure event sponsored by the American Diabetes Association. It was an opportunity to promote the Authority's bike and ride program.

**Opportunity for Public Comment**

Ms. Rosie Aguiar inquired when the name of the Defined Benefit Plan and Trust had changed to Defined Benefit Plan.

**Action to Confirm Appointment by the Board Chair of a Chairperson for the RTA's Committee on Accessible Transportation (RCAT)**

**Action to Appoint Two Members to RCAT for a Two-Year Term to Commence April 17, 2014**

**MR. TAYLOR MADE A MOTION TO POSTPONE AGENDA ITEMS 4 AND 5 TO THE MAY 7, 2014 BOARD MEETING. MR. ELIZONDO SECONDED THE MOTION. THE MOTION CARRIED. DREYER, POLLACK, GRANADO, ELIZONDO, CHAPA, SAENZ, TAYLOR, CLOWER AND ROCK VOTING IN FAVOR. GARCIA AND HUNT ABSENT.**

**Update on RCAT Committee Activities**

Ms. Rosa Villarreal reported that at the March 20, 2014 meeting Ms. Diane Lowrance, Behavioral Health Center of Nueces County (BHCNC), had presented on the different outreach services the agency provides and the feasibility of them providing training for CCRTA employees. Reports had been presented on vacancies, the paratransit operations, and MV Transportation's recruitment and staffing for the General Manager position.

Ms. Vangie Chapa asked that Agenda Item 12g, Capital Projects Update, the segment on the Staples Street Center be considered at this time. The consensus was to approve the request.

### **Capital Projects Update**

Mr. Raymond Gignac, using a PowerPoint presentation depicting enhanced renderings of the Staples Street Center, informed that the rooftop would provide access and egress; the building was always intended to have vertical elements but that they could be lowered slightly; the power lines were not shown on the renderings since they were working with AEP to install them underground; pavers would be used for the sidewalk; the roof garden had 42 inch high railings as per City Code; and the intent was to be able to host functions in the roof garden area. He stated that work was progressing on schedule and the project would be completed next year.

In response to questions posed by Board Members, Mr. Gignac stated that a product, Bird•B•Gone, would be used to prevent pigeons from perching on the ledges and that Xeriscaping principles would be used when designing the landscape.

Mr. Scott Neeely asked that a briefing on the proposed landscaping be presented at the next Development Committee meeting.

### **Discussion and Possible Action to Approve the Board of Directors' Minutes of March 5, 2014**

**MR. TAYLOR MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS' MINUTES OF MARCH 5, 2014. MR. ELIZONDO SECONDED THE MOTION. THE MOTION CARRIED. DREYER, POLLACK, GRANADO, ELIZONDO, CHAPA, SAENZ, TAYLOR, CLOWER, AND ROCK VOTING IN FAVOR. GARCIA AND HUNT ABSENT.**

### **Consent Agenda**

#### **Action to Authorize Awarding a Contract to A.M. Services Company for Bus Wash Concrete Services**

**MR. ELIZONDO MADE A MOTION TO AUTHORIZE AWARDED A CONTRACT TO A.M. SERVICES COMPANY FOR BUS WASH CONCRETE SERVICES. MS. GRANADO SECONDED THE MOTION. THE MOTION CARRIED. DREYER, POLLACK, GRANADO, ELIZONDO, CHAPA, SAENZ, TAYLOR, CLOWER, AND ROCK VOTING IN FAVOR. GARCIA AND HUNT ABSENT.**

### **Public Hearing on Modifications to the Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Long Range System Plan**

Ms. Vangie Chapa opened the public hearing at 8:59 a.m.

Mr. Gordon Robinson, used a PowerPoint presentation, to review Phase I service improvements. He informed that three new routes would be created - Routes 3, 15, and 25; eleven routes would be modified – Routes 4, 5, 6, 17, 19, 26, 29, 32, 37, 76, and 78; and five routes would be discontinued – Routes 8, 24, 31, 66, and 79.

Regarding public outreach, Mr. Robinson stated that approximately forty-five comments had been received. He cited the positive comments as well as concerns expressed.

Mr. Robinson highlighted the following service changes: a.) Routes 5, 37/66, 78, 79/76 had been updated; b.) Routes 3, 4, and 29, which served the Flour Bluff area, had been centralized to better meet rider needs; c). an additional morning and evening trip would be added to serve the Corpus Christi Army Depot; d.) Route 6 would not be modified until traffic concerns are resolved; e.) Route 17 turning radius had been resolved; f.) Routes 66 and 37 which serve the University, are being revised to provide thirty minute service; g.) modifications to Route 65 would be included with Phase II service improvements; h.) Route 76 modifications were in the conceptual stage; and i.) Route 78 would have a slight deviation and two trolley services would be used instead of three.

In summary, Mr. Robinson stated that the public input phase had been completed, new stop locations had been identified for Routes 15, 17, and 19; stop consolidation locations were completed; a Title VI service equity analysis had been performed with no issues identified; and draft maps and schedules had been developed. He informed that within the next two weeks changes would be finalized. Phase 1 service changes would be implemented on June 2, 2014.

Ms. Rosie Aguiar inquired if any presentations would be made in Spanish.

The public meeting was closed at 9:12 a.m. by Ms. Vangie Chapa.

**Discussion and Possible Action to Approve Modifications to the Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Long Range System Plan**

Ms. Angie Granado initiated a discussion on rider demographics and trip origin/destination information. She noted that the information collected in these categories could be used to inform the public about how the Authority serves the community. Ms. Vangie Chapa suggested that this type of information be updated annually.

Ms. Mary Saenz asked that the planned service changes be communicated with rural providers to ensure connectivity with the CCRTA system.

**MS. GRANADO MADE A MOTION TO APPROVE MODIFICATIONS TO THE TRANSIT PROGRAM INCLUDING SERVICE CHANGES THAT**

**WILL IMPACT ROUTES, STOPS, AND SCHEDULES THROUGHOUT THE SERVICE AREA, UNDER PHASE 1 OF THE LONG RANGE SYSTEM PLAN. MR. TAYLOR SECONDED THE MOTION. THE MOTION CARRIED. DREYER, POLLACK, GRANADO, ELIZONDO, CHAPA, SAENZ, TAYLOR, CLOWER, AND ROCK VOTING IN FAVOR. GARCIA AND HUNT ABSENT.**

**Discussion and Possible Action to Authorize Issuing a Request for Proposals (RFP) for a Real Time Passenger Information System (RTPIS)**

Mr. David Chapa explained that the Real Time Passenger Information System would provide vehicle location status for the Authority and arrival/departure information for transit users through various media devices. Using a PowerPoint presentation, Mr. Chapa depicted how the application would work on mobile devices, on the Authority's web site, and at bus stops and transit stations. The projected total cost of \$1,060,601 would be funded through Veterans Transportation and Community Living Initiative (VTCLI) grant funds.

Ms. Mary Saenz asked that future applications also include audio capability.

Mr. Billy Laridis stated that this procurement would provide for the software and that procurement of the hardware would be done at a future date. The grant requires a twenty percent local funding match.

Mr. Scott Neeley stated that this technology would be integrated with the rural systems and that the Staples Street Center would be the site for the VTCLI office.

**MS. GRANADO MADE A MOTION TO AUTHORIZE ISSUING A REQUEST FOR PROPOSALS (RFP) FOR A REAL TIME PASSENGER INFORMATION SYSTEM (RTPIS). MR. TAYLOR SECONDED THE MOTION. THE MOTION CARRIED. DREYER, POLLACK, GRANADO, ELIZONDO, CHAPA, SAENZ, TAYLOR, CLOWER, AND ROCK VOTING IN FAVOR. GARCIA AND HUNT ABSENT.**

**Presentations**

**a. February 2014 Financial Report**

Presenting the financial report for February 2014, Ms. Cindy O'Brien noted that revenues, not inclusive of grant draws, exceeded budget by \$48,394; sales tax was estimated at \$2,700,816 and would be received in about two months; passenger revenues were \$145,569 which was an increase of \$2,448 compared to 2013; and that operating expenses were under budget by \$261,585. She explained that the Human Resources Department was over budget by approximately \$270,000 due to a large health claim. Stop loss reimbursement of \$137,000 was pending.

**b. February 2014 Operations Report**

Mr. Gordon Robinson informed that for the month of February 2014 the system had recorded 449 boardings which represented a 7.4 percent decrease compared to 2013;



bus on-time performance metrics of early departure and over 3 minutes late had been met, the remaining two metrics had not been met; miles between road calls (MBRC) metric of 6,500 miles between road calls had not been met; B-line service metric of on-time performance had not been met, the remaining four metrics had been met; there were 44 reported Customer Assistance Forms (CAFs) in February representing a 12.8 percent increase compared to 2013; and there had been 5 vehicle collisions which equated to a rate of 1.93 per hundred thousand miles driven which was still within the service metric of a rate of 2.0 or less.

As requested at the Operations Committee, Mr. Robinson reviewed ridership trend for the past four years. He noted fluctuation in ridership and variables that could affect ridership.

In response to Ms. Chapa's concern about reasons for the CAFs, Mr. Robert Saldana stated that some were due to the service changes. Mr. Lamont Taylor asked that a notation be placed showing the number of repeat calls from the same individual.

Mr. Jeffrey Pollack suggested that data points relevant to monthly ridership totals be overlaid onto the ridership chart to provide a perspective. Some recommended data points were unemployment rate, fuel price, weather, if there is a fare or route change, etc.

### **c. Marketing**

Ms. Jane Haas reported that the outdoor board advertising for recruitment has been relocated to the crosstown location. For Fiscal Year 2013, Ms. Haas used a PowerPoint presentation and cited various types and quantities of rider communications; external communications; campaign themes; marketing goals; paid media buys; branding projects; community partnerships, and community events. She noted that these initiatives were undertaken to increase awareness of the service provided by the Authority.

Ms. Granado asked that a marketing report be provided monthly and include statistics on social media platforms; that training be provided; that a strategic plan be developed to address the Authority's image within the community.

Regarding the Authority's image, recommendations from Board Members included telling the story of how tax dollars were being used to help the transit dependent; informing the public of other community contributions made by the Authority such as sidewalks; publicizing the return on investment information; making videos using everyday riders; using bus cards to let riders on fixed route and B-Line service know what is happening such as on the Staples Street Station project. It was suggested that in order to communicate information with Board Members and to assist them in advocating for the Authority creation of a one-page fact sheet placed in the dropbox for ease of access would be helpful.

**d. Operational Recruitment Incentives**

Ms. Angelina Gaitan explained that this presentation was in response to the Board request to redirect the \$36,000 budgeted for a compensation study to the Operations Department.

Using a PowerPoint presentation, Ms. Gaitan cited starting wages for Operations and Maintenance personnel; workforce trends in 2013 and 2014; and the six Human Resources recruitment goals. She explained that the proposed sign-up recruitment incentive program would provide a \$3,000 sign-up incentive; a six-month probation incentive of \$1,500; and a one-year completion incentive of \$1,500.

Ms. Gaitan explained that distributing the budgeted \$36,000 to current Operations and Maintenance employees would result in a \$.12 pay increase per employee and would have a long-term budget impact.

A discussion was held on terminations due to attendance policy violations; publicizing the value of the non-monetary benefits; and employee retention strategies.

Mr. Tony Elizondo asked that an in-house compensation comparative study be prepared and that the value of benefits provided be detailed.

Mr. Scott Neeley summarized that staff would provide more analytics on the current employee compensation package, address retention issue, and look at a broader spectrum of options to address compensation.

**e. Procurement Update**

Mr. Billy Laridis reported that the Authority was a co-op member of the State purchasing program through the office of Susan Combs, Texas Comptroller of Public Accounts. Solicitations issued by the Authority would now be listed on their web site.

Mr. Laridis cited completed procurements, and those to be completed within one, three and six months. He stated that conducting a rider survey would be added to the three month timeline.

**f. Legislative Update**

Mr. Billy Laridis reported on the APTA Legislative Conference. He informed that the Authority's delegation had promoted the need for long-term reauthorizing legislation for 2015, approval of fair and equitable funding that would not be detrimental to rural and urban transit providers, establishment of dedicated funding through the Highway Trust Fund, and reinstatement of the Alternative Fuel Tax Credits and Public Transit Commuter benefit. The prediction was that a four-year authorization bill would be approved at the same funding level as MAP 21. The Authority had received about \$5,766,732 through MAP 21.

**g. Capital Projects Update**

Ms. Sharon Montez, using a PowerPoint presentation, reported on the stages of completion for various segments of the Robstown Station project. She stated that an underground fuel tank had been discovered on the site on February 13, 2014 and removal was scheduled for next week. The ribbon cutting would be held on Wednesday, May 7, 2014 after the Board meeting.

Providing an update on the street program, Ms. Montez cited the participants in the Street Program and their 2014 allocation -- City of Agua Dulce (\$4,991), City of Bishop (\$19,305), City of Corpus Christi (\$2,547,728), City of Driscoll (\$4,644), City of Gregory (\$13,049), Nueces County (\$93,767), City of Port Aransas (\$55,660), City of Robstown (\$158,755), and City of San Patricio (\$2,428). She explained the program and the allocation method approved on June 6, 2012.

Reporting on the Six Points Station, Ms. Montez said that the project has been placed on hold after being informed by the City of Corpus Christi that they had a new proposed concept for that area. Staff would be assessing the elements that will require immediate improvement and the station relative to long range service projections. Findings would be reported to the Board.

**h. Paratransit Operations**

Ms. Rosa Villarreal reported that MV Transportation was undergoing recruitment for the General Manager position for the Authority's B-Line service. A decision was expected to be announced within a couple of weeks. The operation of the B-Line service was operating smoothly without any service disruptions for the customers.

**i. 2014 Harbor Ferry Service**

Mr. Terry Klinger reported that due to inclement weather the Harbor Ferry service was not provided for several hours during spring break and overall ridership was also affected.

**CEO's Report**

**a) Texas Transit Association**

Mr. Scott Neeley reported that at the March 13, 2014 Texas Transit Association meeting the upcoming conference was discussed and State Representative Todd Hunter would be a panelist during a legislative session.

**b) Standard & Poor's Ratings**

Mr. Neeley reported that a second review of the Agency by Standard and Poor's resulted in the bond rating going from an A to an A+ with a stable outlook.

**c) 2014 Emergency Preparedness Plan**

The Authority's emergency plan, as stated by Mr. Neeley, was being updated.

**d) Customer Service Center**

Mr. Neeley reported that due to a delay in securing electrical service at the property at Leopard and Waco, where the Customer Service Center would be temporarily housed, moving into the building had been delay about one and one half weeks. There would be a re-opening event to promote the new location.

**e) Special Movements/Government Hours**

Mr. Neeley reported that providing transportation assistance for events requested from government officials had increased. Eighty hours were set aside for this purpose and it was estimated that by July 4, 2014 the hours would be expended. He said that raising the 80 hour limitation would require Federal legislation. Staff would be presenting options for providing transportation assistance for community events within the Federal Transit Administrations regulations.

Mr. Neeley informed that an annual presentation to the City of Corpus Christi City Council was planned for Tuesday, June 17, 2014. Presentations would also be made to other member cities of the Authority.

**Chairman's Report**

**a) Robstown Station**

Ms. Vangie Chapa stated that the May 7, 2014 Board meeting would be held in Robstown and the Robstown Station ribbon cutting would be held the same day at 11 a.m.

**b) Board Retreat**

Ms. Chapa said that a majority of the Board had attended the Board retreat held on March 21, 2014 and facilitated by Dr. Richard Lewis. She cited the top five agency initiatives and the top two next steps identified. She informed that Dr. Lewis' summary had been placed in the dropbox as a reference.

**Adjournment**

There being no further business, Ms. Chapa adjourned the meeting at 10:58 a.m.



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors' Memo

May 7, 2014

**Subject: Fiscal 2014 Capital Budget Amendment #1**

**Background**

By statute, the Board annually adopts an operating budget. A capital budget is adopted at the same time in order to properly allocate RTA financial resources in a way the meets current and future needs of the organization. Unlike the operating budget which addresses expenses and revenues for a single year, the capital budget is project oriented and may include projects that span more than one year.

**Identified Need**

During the 2014 Capital Budgeting process last year, it was discussed that additional funding was needed for Bus Stop Trash Receptacles. Staff recommended that a budget amendment be brought to the board during 2014, after the closeout of 2013. Although the 2013 fiscal year-end process is not yet completed, preliminary numbers indicate that there will be sufficient excess funding available to fund the purchase. In order to start placing the trash receptacles at RTA's bus stops as soon as possible, staff is recommending that we proceed with the amendment at this time.

Amendment #1 would include the following:

- ❖ Bus Stop Trash Receptacles
  - Estimated 300 – 500 units = \$400,000

A schedule showing the FY2014 Capital Budget, the Proposed Amendment #1, and the revised 2014 Capital Budget totals is attached immediately following this item.

**Notice**

There are additional 2013 Capital Projects that were not fully expended prior to December 31, 2013. Upon completion of the 2013 audit, once the unreserved and undesignated balances are determined, an additional Capital Budget amendment will be brought before the Administration Committee for review and approval.

**Recommendation**

Staff recommends that the Board of Directors approve Amendment #1 to the 2014 Capital Budget in the amount of \$400,000.

**Committee Review**

This item was presented to the April 23, 2014 Administration Committee and is being recommended for approval.

Respectfully Submitted,

Submitted by:   
Cindy O'Brien  
Director of Finance

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

Approval:   
Scott Neeley  
Chief Executive Officer

**FY 2014 Capital Budget Proposed Amendment #1**

<u>Projects:</u>	<u>2014</u>	<u>Proposed Amendment</u>	<u>Revised 2014 Total</u>
Staples Street Center			
Construction - GMP (\$22,971,300) (Includes IT and Security Buildout)	\$ 18,919,250		\$ 18,919,250
Land Acquisition			
Demolition			
Architectural	\$ 344,217		\$ 344,217
Project Management	\$ 93,874		\$ 93,874
Owner's Contingency	\$ 500,000		\$ 500,000
Furniture and Equipment	\$ 400,000		\$ 400,000
Total Staples Street Center	\$ 20,257,341		\$ 20,257,341
Staples Street Center - Tenants Buildout	\$ -		\$ -
Buildout - Design	\$ -		\$ -
Buildout - Construction	\$ -		\$ -
Buildout - Project Management	\$ -		\$ -
	\$ -		\$ -
Total Staples Street Center	\$ 20,257,341		\$ 20,257,341
Design	\$ 750,000		\$ 750,000
Construction	\$ 60,000		\$ 60,000
Six Points Station	\$ 810,000		\$ 810,000
Design	\$ 80,400		\$ 80,400
Bus Stop Improvements Phase V (\$15,000 x 67 stops)	\$ 1,005,000		\$ 1,005,000
Facilities, Bus Stops & Other Improvements:			
Bus Stop Trash Receptacles	\$ -	\$ 400,000	\$ 400,000
Bear Lane Bus Parking Lot Improvements	\$ 216,000		\$ 216,000
	\$ 8,000		\$ 8,000
Generator for Natural Gas (Design and Analysis Only)	\$ 8,000		\$ 8,000
La Retama Park	\$ 70,000		\$ 70,000
Big Buses (5 x \$491,001 each)	\$ 2,455,005		\$ 2,455,005
Small Buses (7 x \$198,522 each)	\$ 1,389,654		\$ 1,389,654
Double Decker Buses (2 x \$500,000)	\$ 1,000,000		\$ 1,000,000
Fiber for Security Cameras at 4 Transit Stations and Administration Building	\$ 79,750		\$ 79,750
APP for Web-Based Public Bus Live Tracking (NEXT BUS)	\$ 40,000		\$ 40,000
GFI Server (Replacement)	\$ 6,000		\$ 6,000
Display Monitors for Bear Lane Administration Building	\$ 30,000		\$ 30,000
Internet Web Filter (Hardware Device with 3 year Warranty and Replacement)	\$ 17,134		\$ 17,134
Monitors with LCD Technology on Buses (\$1,000 x 77 buses)	\$ 77,000		\$ 77,000
Digital Mobile APP Bus Passes-GO PASS	\$ 75,000		\$ 75,000
Benefits Tracking System for HR	\$ 15,000		\$ 15,000
	\$ 27,550,884	\$ 400,000	\$ 27,950,884





CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors' Memo

May 7, 2014

**Subject: Renewal of the Interlocal Agreement with Texas Municipal League Intergovernmental Risk Pool (TML-IRP) for Windstorm Coverage**

**Background**

The excess wind coverage is scheduled to renew in May 2014 for one year. The policy provides for coverage for buildings, contents, electronic data equipment/media, and art. The wind coverage is placed with the Texas Windstorm Insurance Association through Texas Municipal League (TML) with a policy year beginning in May. The Excess coverage is underwritten through Victor O'Schinnerer (VOSCO).

**Identified Need**

Texas Municipal League Intergovernmental Risk Pool provides the RTA with essential windstorm coverage to ensure protection of the Agency's assets.

**Financial Impact**

The following represents an estimated premium cost for policy year 2014. It assumes a 10% increase based on recent legislative discussions. The 2012-2013 premium is shown below for comparison purposes.

<u>TML Coverage:</u>	2013	2014
	<u>Premium</u>	<u>Premium</u>
Windstorm Coverage	\$90,430	\$62,159

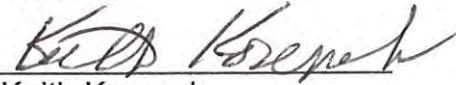
**Committee Review**

This item was presented at the April 23, 2014 Administration Committee meeting and was recommended for approval by the Board.

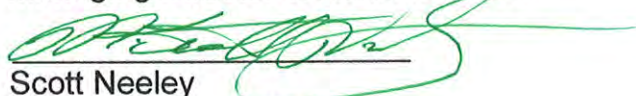
**Recommendation**

Staff requests the Board of Directors authorize the Chief Executive Officer or his designee to renew the Interlocal Agreement with Texas Municipal League Intergovernmental Risk Pool (TML-IRP) for Windstorm Coverage.

Respectfully Submitted,

Submitted by:   
Keith Korenek  
Director of Safety & Security

Reviewed by:   
Jorge Cruz-Aedo  
Managing Director of Administration

Approval:   
Scott Neeley  
Chief Executive Officer



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Director's Memo

May 7, 2014

**Subject: Procurement of Trash Receptacles**

**Background**

The RTA has approximately 1,400 bus stops throughout the RTA service area. As part of an enhanced maintenance program to sustain those bus stops the RTA recently awarded a contract for trash removal and maintenance services for the bus stops.

**Identified Need**

As part of the enhance maintenance program the RTA is increasing the amount of trash receptacles in the service area. The goal is to place an additional 300 - 500 receptacles.

The receptacles will be purchased through TXMAS, one of the authorized buy boards in Texas.

**Disadvantaged Business Enterprise (DBE)**

There is no DBE goal for this procurement because there are no identified DBE trash receptacle firms.

**Financial Impact**

Contingent upon approval of the fiscal 2014 Capital Budget Amendment #1, this project will be funded with local funds in the 2014 Capital Budget.

**Committee Review**

The Operations Committee met on April 23rd, 2014 and recommended approval of this item.

**Recommendation**

Staff requests the Board of Directors authorize the Chief Executive Officer (CEO) or designee to initiate the procurement of trash receptacles for an estimated \$400,000.

Respectfully Submitted,

Submitted by:

Sharon Montez  
Managing Director of Capital Programs

Approval:

Scott Neeley  
Chief Executive Officer





**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

Board of Directors' Memo

May 7, 2014

**Subject: Proposed Modifications to Route 67**

**Background:**

Route 67 currently serves as a connector route between the City of Gregory through Staples Street Station, the Corpus Christi International Airport, Robstown and on to the City of Bishop. This has typically been one of our more costly routes because of the distance it travels and its low ridership.

**Identified Need:**

A few months back, RTA staff met with TCN Representatives and Commissioner Gonzalez regarding transportation coordination for the rural areas. TCN suggested that we try a different approach with Route 67, specifically the areas of Bishop/Driscoll. They recommended removing that area from the Route 67 and instead using a contractor and setting up demand response service similar to what we have in place for Route 68 (Banquete/Agua Dulce). Kleberg County already services that area and utilizes our same bus stops. This would provide the residents of Bishop/Driscoll with transportation into the urbanized area at their request rather than waiting on a fixed route bus that only comes through 4 times a day. By removing the Bishop/Driscoll loop of Route 67, RTA would also be able to cut down the operational costs of this route.

**Financial Impact:**

**Route 67 YTD statistics**

Total Riders (YTD)	Total Operating Cost (YTD)	Cost per Passenger (YTD)
2,450	\$39,267.87	\$16.03

Average Daily Boardings for Entire Route	Average Daily Boardings for Bishop/Driscoll area	Percentage of Ridership in Bishop/Driscoll Area
39	5	12.8%

**For comparator purposes:**

**Route 68 (Banquete/Agua Dulce) statistics**

Average Monthly Costs When Operating as Fixed Route	Average Monthly Costs When Operating as Demand Response
<b>\$2,317.81</b>	<b>\$459.21</b>

Changing the service delivery method for Bishop/Driscoll will result in financial savings for the RTA and more frequent and efficient service for the residents of that area.

**Committee Review**


The Operations Committee met on April 23, 2014 and recommended approval of this item.

**Recommendation**

Staff requests that the Operations Committee recommends to the Board of Directors to modify the existing Route 67.

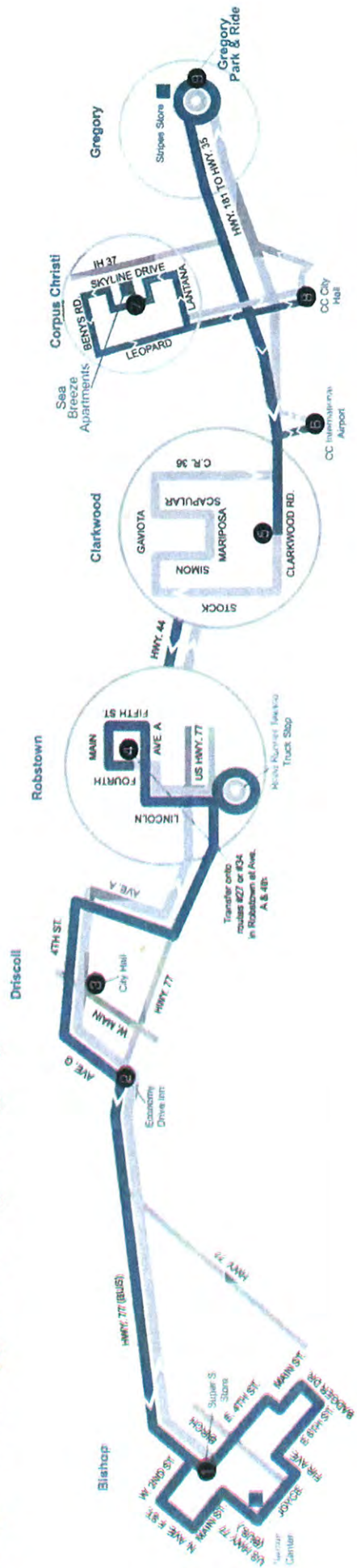
Respectfully Submitted,

Submitted by:   
Rosa Villarreal  
Managing Director of Operations

Approval:   
Scott Neeley  
Chief Executive Officer



# 67 Bishop/Driscoll/Gregory



## Saturdays Weekdays

Bishop to Gregory		Gregory to Bishop	
1	AMI 5:35 A 5:45 PTM 3:35 3:45 7:30 7:40	1	Bishop S Store 10:20 Economy Drive Inn 3:20 7:00 7:15
2	AMI 7:00 A 7:10 PTM 10:50 11:00	2	City Hall 9:55 City Hall 2:55 6:50 7:15
3	AMI 7:15 7:30 PTM 11:05 11:20	3	Robstown 4th & Ave. A 9:40 Robstown 4th & Ave. A 1:30 C 8:30 B 2:40 6:35
4	AMI 7:30 7:45 PTM 11:20 11:35	4	Clarkwood & Airport 8:15 Clarkwood & Airport 1:15 6:20
5	AMI 7:45 8:06 PTM 11:35 11:56	5	Corpus Christi International Airport 8:05 Corpus Christi International Airport 1:05 6:10
6	AMI 8:06 8:17 PTM 12:07 12:25	6	Seabreeze Apartments 7:54 Seabreeze Apartments 12:54 6:01
7	AMI 8:17 8:20 PTM 12:25 12:30	7	City Hall 7:43 City Hall 12:43 5:48
8	AMI 8:20 8:35 PTM 12:30 12:45	8	Gregory Park & Ride 7:20 Gregory Park & Ride 12:20 5:25
9	AMI 8:35 8:40 PTM 12:45 1:00	9	Gregory Park & Ride 7:15 Gregory Park & Ride 12:15 5:20

A - Bus will start in service at BUS 77 and W 2nd St., then proceed on route to Super S Store.  
 B - Arrive at Ave. A/4th St. then proceed to pick up seniors at their homes and drop off at Senior Center. After dropping off return to Ave. A/4th St. and depart at scheduled time.  
 C - Arrive at Ave. A/4th St. then proceed to Senior Center and pick up seniors and drop off at their homes. After dropping off return to Ave. A/4th St. and depart at scheduled time.  
 D - Out of service on arrival unless there are passengers onboard needing to be dropped off at Seabreeze Apartments it will arrive at 1:02 p.m.



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Memo

May 7, 2014

**Subject: March 2014 Financial Report**

**NOTICE:** The Authority's December 31, 2013 year end audit is underway, with a projected completion date of early May, 2014. Since the year-end audit adjustments, which affect the balance sheet, have not been finalized, the financial report for March 31, 2014, will only include the Income Statement.

**SUMMARY:** The Authority's financial performance for the month of March is over budget by \$460,705, yet only over budget by \$86,946 for the quarter ended March 31<sup>st</sup>. Much of the difference is due to catching up with the timing differences of posting expenditures in March, as well as the budgeted Grant drawdown which will not occur until April. Operating expenses, including estimated depreciation, are over budget by \$48,829 for March (1.7%), yet under budget year-to-date by \$642,172, or 7.5% below budget.

### **REVENUES**

- Sales Tax – March sales tax has been estimated at \$3,120,175, which is a 4% increase over March 2013.

**UPDATE – SALES TAX COLLECTIONS FOR FEBRUARY 2014 WERE RECEIVED ON APRIL 11, 2014 AND ARE 4.3% HIGHER THAN COLLECTIONS FOR THE SAME PERIOD LAST YEAR! YEAR-TO-DATE COLLECTIONS ARE 6.4% HIGHER THAN COLLECTIONS IN 2013.**

- Passenger Revenues – \$103,521 vs. \$145,592 in 2013 – a decrease of \$42,071 (28.9%), and \$61,956 (37.4%) under current budget estimates. Year-to-date revenues reflect \$37,605 less than amounts budgeted, or 8.1%. These revenues are consistent with the passenger data collections, which are reported in the monthly Operations report.

### **EXPENSES**

- Salaries & Benefits – March reflects \$1,076,948, with year-to-date expenses of \$2,727,297, which is 4.62% over budget.



- Services – March reflects \$148,261 with a favorable variance of \$39,834, primarily due to timing differences in receipt and posting of invoices.
- Materials and Supplies – March reports \$438,936 versus \$402,078 budgeted with a negative variance of \$36,858, yet year-to-date amounts are \$1,118,532 vs. \$1,213,052 budgeted for a positive variance of \$94,520 (7.79%).
- Insurance – March reports \$171,344 versus budgeted amounts of \$176,360, which is right on target with budget. Year-to-date amounts are \$184,766 (34.92%) over budget due to a large health insurance claim paid in February.
- Purchased Transportation – March reports \$463,950 versus budgeted amounts of \$648,613. Variance is primarily due to the change in the contract with MV, which affects the way the costs are recorded.
- Miscellaneous – March reports \$61,141 versus budgeted amounts of \$53,693. Variance is primarily due to timing of travel and community events compared to amounts included in the budget for March.

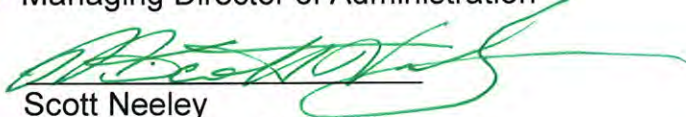
**Committee Review**

This item was presented at the April 23, 2014 Administration Committee meeting.

Respectfully Submitted,

Submitted by:   
 Cindy O'Brien  
 Director of Finance

Final Review:   
 for  George 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, 2014 & March 31, 2013**

	Current Month			Prior Year Comparison	
	Actual	Budget	Favorable (Unfavorable)	2013	Favorable (Unfavorable)
			Variance		Comparison
A	B	A vs B	C	A vs C	
<b>Operating Revenues:</b>					
Passenger service	\$ 103,521	165,477	(61,956)	145,592	(42,071)
Bus advertising	-	5,833	(5,833)	3,333	(3,333)
Charter service	-	-	-	-	-
Other operating revenues	18,043	6,125	11,918	18,641	(598)
<b>Total Operating Revenues</b>	<b>121,564</b>	<b>177,435</b>	<b>(55,871)</b>	<b>167,566</b>	<b>(46,002)</b>
<b>Operating Expenses:</b>					
Transportation	696,690	505,583	(191,107)	415,680	(281,010)
Customer Programs	34,982	26,349	(8,633)	11,063	(23,919)
Purchased Transportation	378,850	715,342	336,492	641,312	262,462
Service Development	34,398	26,157	(8,241)	22,824	(11,574)
MIS	41,331	41,867	536	28,528	(12,803)
Vehicle Maintenance	675,859	488,671	(187,188)	368,424	(307,435)
Facilities Maintenance	194,808	84,509	(110,299)	75,504	(119,304)
Contracts and Procurements	28,368	20,720	(7,648)	10,393	(17,975)
CEO's Office	62,214	55,743	(6,471)	64,513	2,299
Finance and Accounting	36,497	34,994	(1,503)	28,479	(8,018)
Materials Management	15,602	11,630	(3,972)	8,986	(6,616)
Human Resources	94,197	183,394	89,197	109,140	14,943
General Administration	21,491	30,107	8,616	29,453	7,962
Capital Project Management	25,693	17,208	(8,485)	12,653	(13,040)
Marketing & Communications	33,516	48,593	15,077	18,879	(14,637)
Safety & Security	51,788	76,481	24,693	25,505	(26,283)
Staples Street Center	-	10,107	10,107	-	-
<b>Total Departmental Expenses</b>	<b>2,426,284</b>	<b>2,377,455</b>	<b>(48,829)</b>	<b>1,871,336</b>	<b>(554,948)</b>
Depreciation	494,167	494,167	-	495,438	1,271
<b>Total Operating Expenses</b>	<b>2,920,451</b>	<b>2,871,622</b>	<b>(48,829)</b>	<b>2,366,774</b>	<b>(553,677)</b>
<b>Operating Income (Loss)</b>	<b>(2,798,887)</b>	<b>(2,694,187)</b>	<b>(104,700)</b>	<b>(2,199,208)</b>	<b>(599,679)</b>
<b>Other Income (Expense)</b>					
Sales Tax Revenue	3,124,333	3,284,074	(159,741)	3,009,278	115,055
Federal, state and local grant assistance	-	190,517	(190,517)	471,009	(471,009)
Investment Income	(247)	5,500	(5,747)	4,838	(5,085)
Gain (Loss) on Disposition of Property	-	-	-	-	-
Street Improvements Program for CCRTA Region Entities	-	-	-	-	-
<b>Net Income (Loss) Before Capital Grants and Donations</b>	<b>325,199</b>	<b>785,904</b>	<b>(460,705)</b>	<b>1,285,917</b>	<b>(960,718)</b>
Capital Grants & Donations	-	-	-	-	-
<b>Change in Net Assets</b>	<b>\$ 325,199</b>	<b>785,904</b>	<b>(460,705)</b>	<b>1,285,917</b>	<b>(960,718)</b>

**Corpus Christi Regional Transportation Authority**  
**Statement of Revenues And Expenditures By Cost Center (Unaudited)**  
**Year-to-date March 31, 2014 & March 31, 2013**

	Year-to-date			Prior Year Comparison	
	Actual	Budget	Favorable	2013	Favorable
			(Unfavorable)		(Unfavorable)
	A	B	A vs B	C	A vs C
Operating Revenues:					
Passenger service	\$ 425,492	463,097	(37,605)	415,698	9,794
Bus advertising	-	17,499	(17,499)	10,000	(10,000)
Charter service	-	-	-	-	-
Other operating revenues	19,938	18,375	1,563	25,991	(6,053)
Total Operating Revenues	445,430	498,971	(53,541)	451,689	(6,259)
Operating Expenses:					
Transportation	1,650,110	1,515,849	(134,261)	1,243,300	(406,810)
Customer Programs	54,221	55,017	796	47,031	(7,190)
Purchased Transportation	1,355,583	2,100,189	744,606	1,801,695	446,112
Service Development	88,732	78,671	(10,061)	67,893	(20,839)
MIS	116,324	129,909	13,585	85,165	(31,159)
Vehicle Maintenance	1,443,230	1,487,990	44,760	1,158,972	(284,258)
Facilities Maintenance	387,827	269,627	(118,200)	240,197	(147,630)
Contracts and Procurements	58,834	76,060	17,226	36,688	(22,146)
CEO's Office	161,020	170,179	9,159	163,071	2,051
Finance and Accounting	95,616	104,957	9,341	84,864	(10,752)
Materials Management	36,544	32,890	(3,654)	28,103	(8,441)
Human Resources	676,314	550,602	(125,712)	340,590	(335,724)
General Administration	71,922	87,821	15,899	91,912	19,990
Capital Project Management	53,466	44,074	(9,392)	35,173	(18,293)
Marketing & Communications	85,946	155,569	69,623	64,215	(21,731)
Safety & Security	140,807	228,943	88,136	75,770	(65,037)
Staples Street Center	-	30,321	30,321	-	-
Total Departmental Expenses	6,476,496	7,118,668	642,172	5,564,639	(911,857)
Depreciation	1,482,501	1,482,501	-	1,486,314	3,813
Total Operating Expenses	7,958,997	8,601,169	642,172	7,050,953	(908,044)
Operating Income (Loss)	(7,513,567)	(8,102,198)	588,631	(6,599,264)	(914,303)
Other Income (Expense)					
Sales Tax Revenue	8,292,126	8,390,666	(98,540)	7,768,608	523,518
Federal, state and local grant assistance	-	571,551	(571,551)	490,702	(490,702)
Investment Income	11,014	16,500	(5,486)	15,133	(4,119)
Gain (Loss) on Disposition of Property	-	-	-	-	-
Street Improvements Program for CCRTA Region Entities	-	-	-	-	-
Net Income (Loss) Before Capital Grants and Donations	789,573	876,519	(86,946)	1,675,179	(885,606)
Capital Grants & Donations	-	-	-	-	-
Change in Net Assets	\$ 789,573	876,519	(86,946)	1,675,179	(885,606)



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Meeting

May 7, 2014

### **Subject: Operations Report for March 2014**

The system-wide monthly operations performance report for March 2014 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
3. Customer Programs Monthly Customer Assistance Form (CAF) Report
4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report
5. Safety/Security Department Report

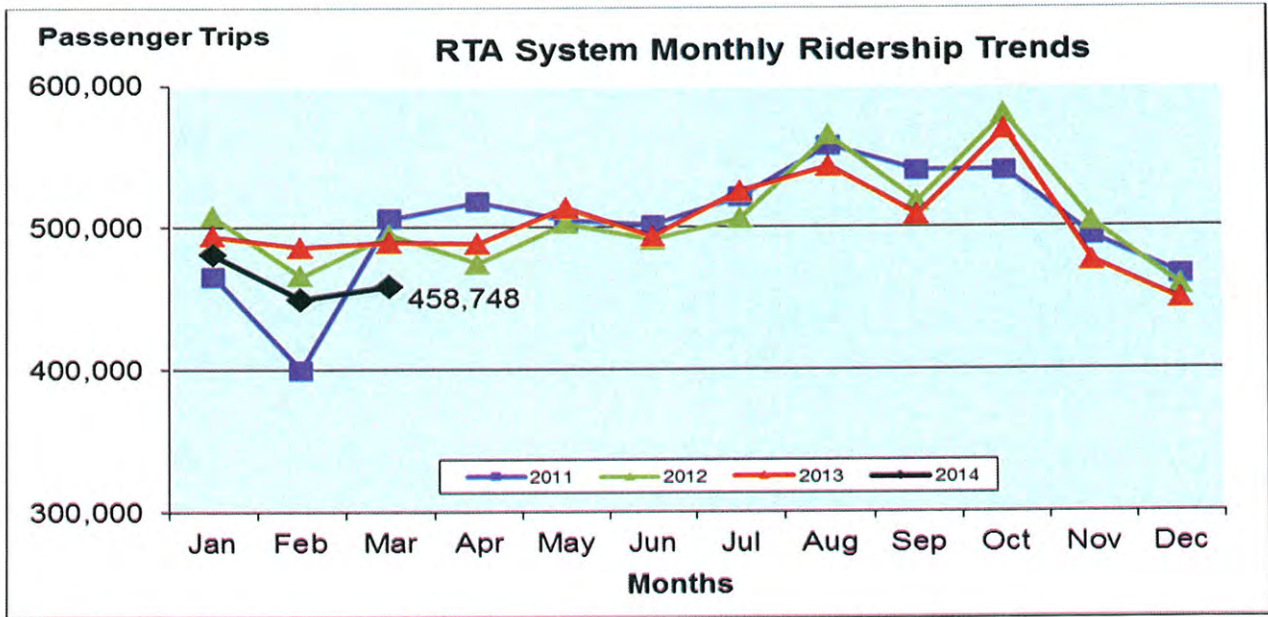




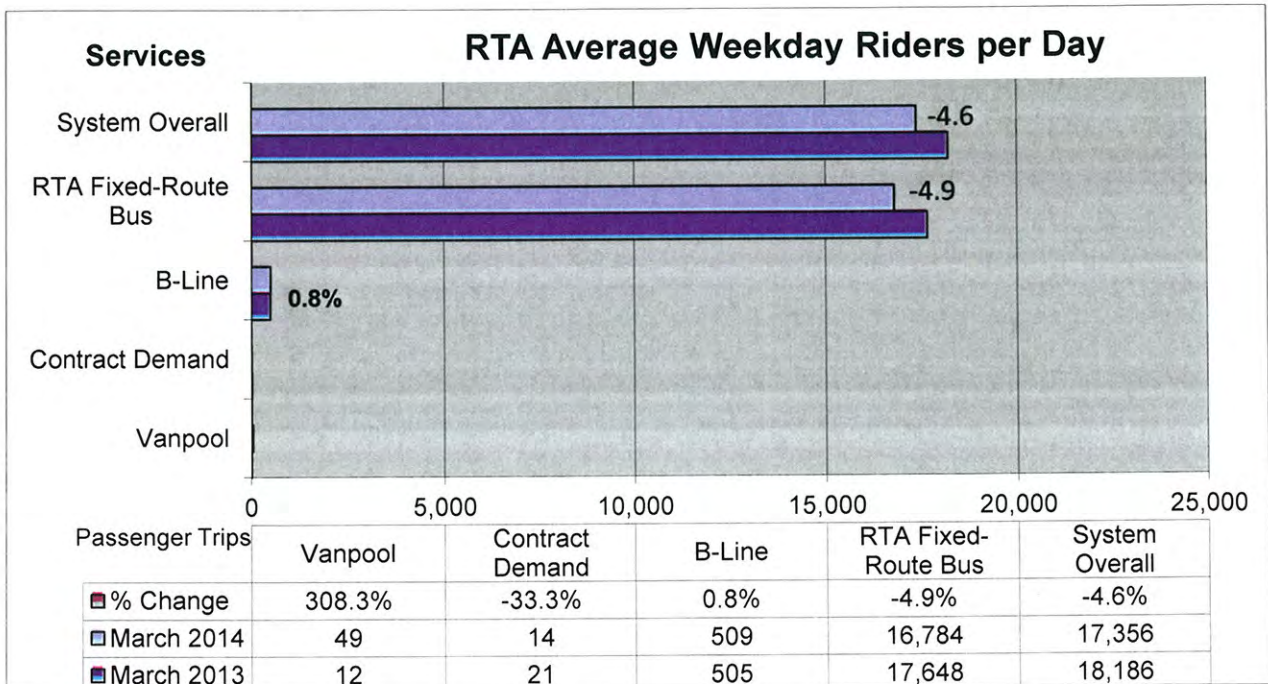
### 1. System-wide Ridership and Service Performance Results

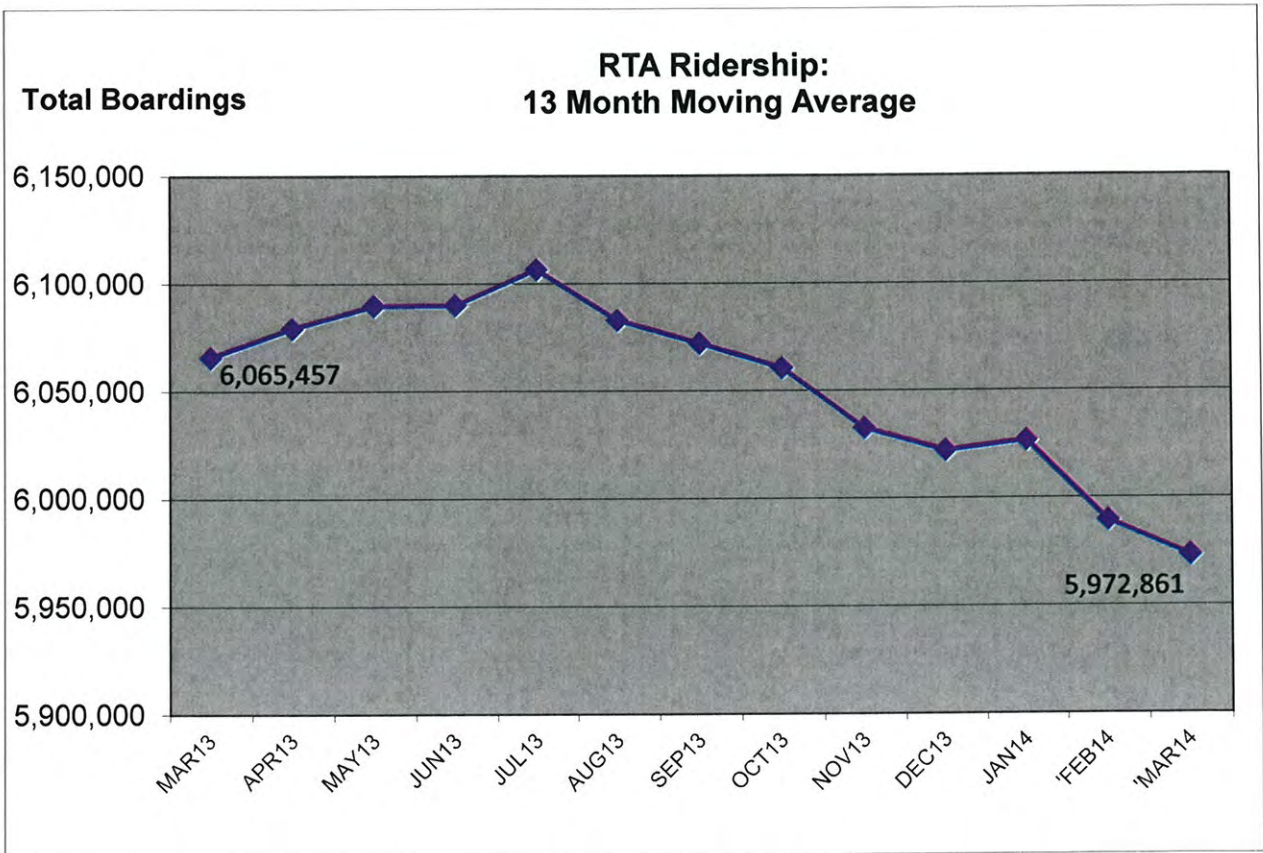
Boardings for all services in March 2014 totaled 458,748. This represents a 6.2% decrease as compared to a total of 488,971 boardings in March 2013.

The following graph below compares system-wide monthly ridership trends for a four year period.

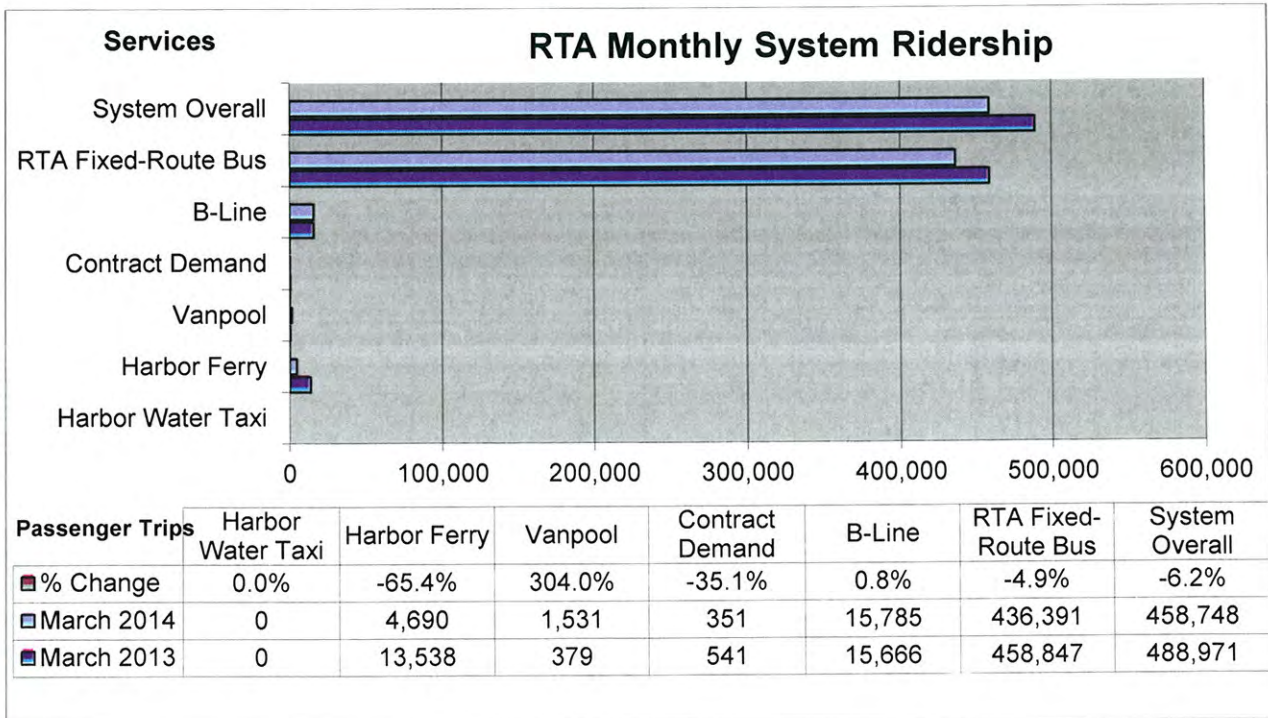


The chart below shows average weekday ridership for all services. The CCRTA transported an average of 17,356 passengers per weekday service in March 2014 as compared to 18,186 in March 2013.



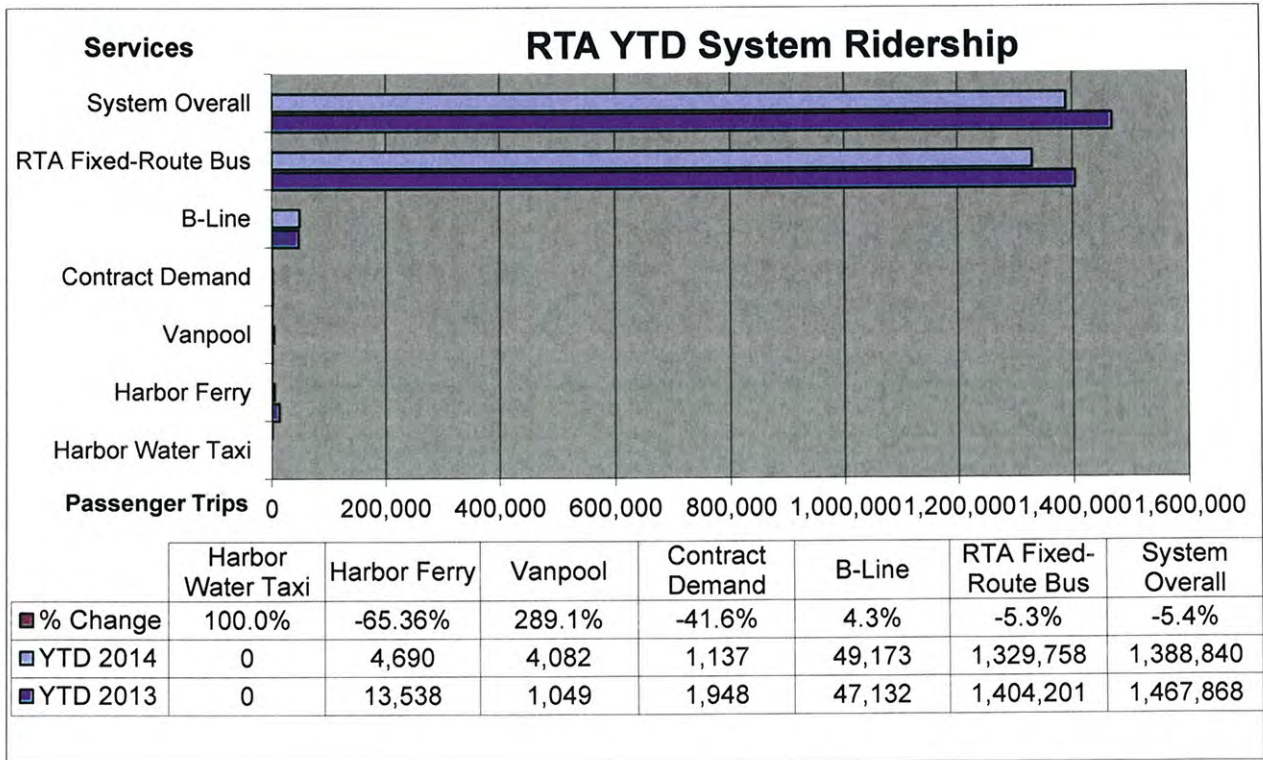


The chart below shows monthly ridership results for all services. The RTA transported 30,223 less passengers in March 2014 as compared to March 2013.

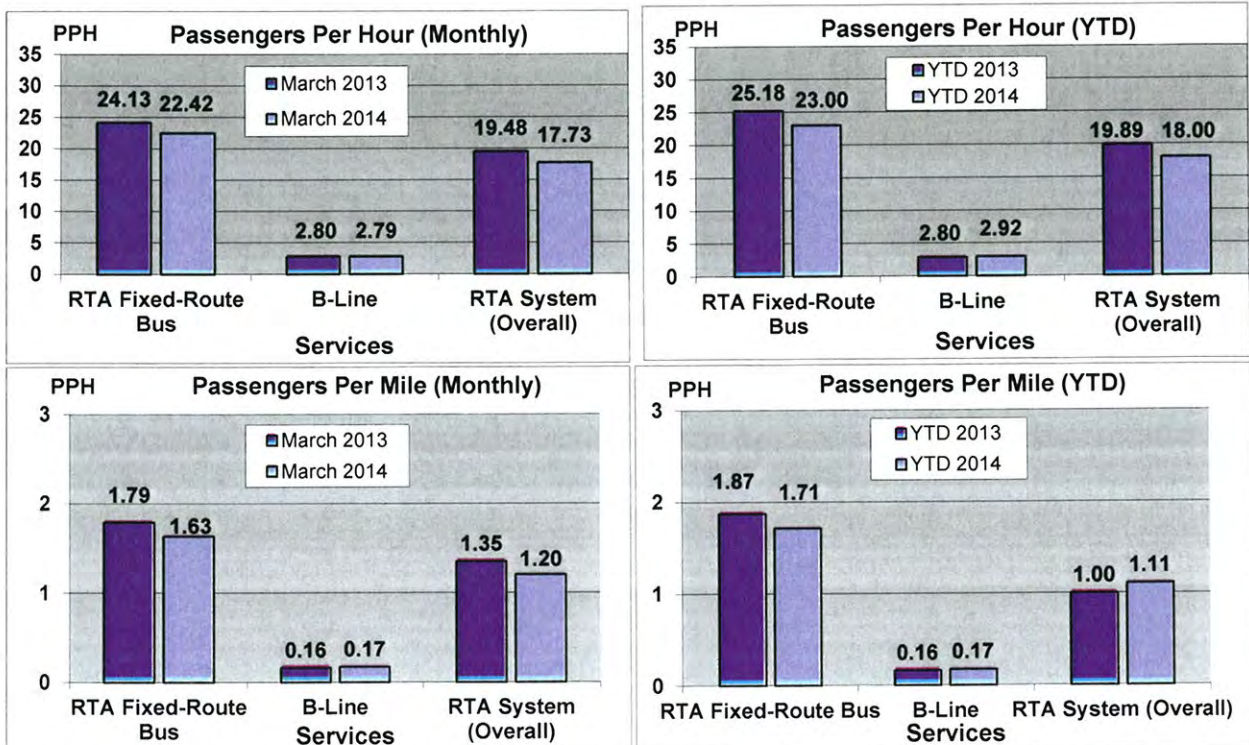




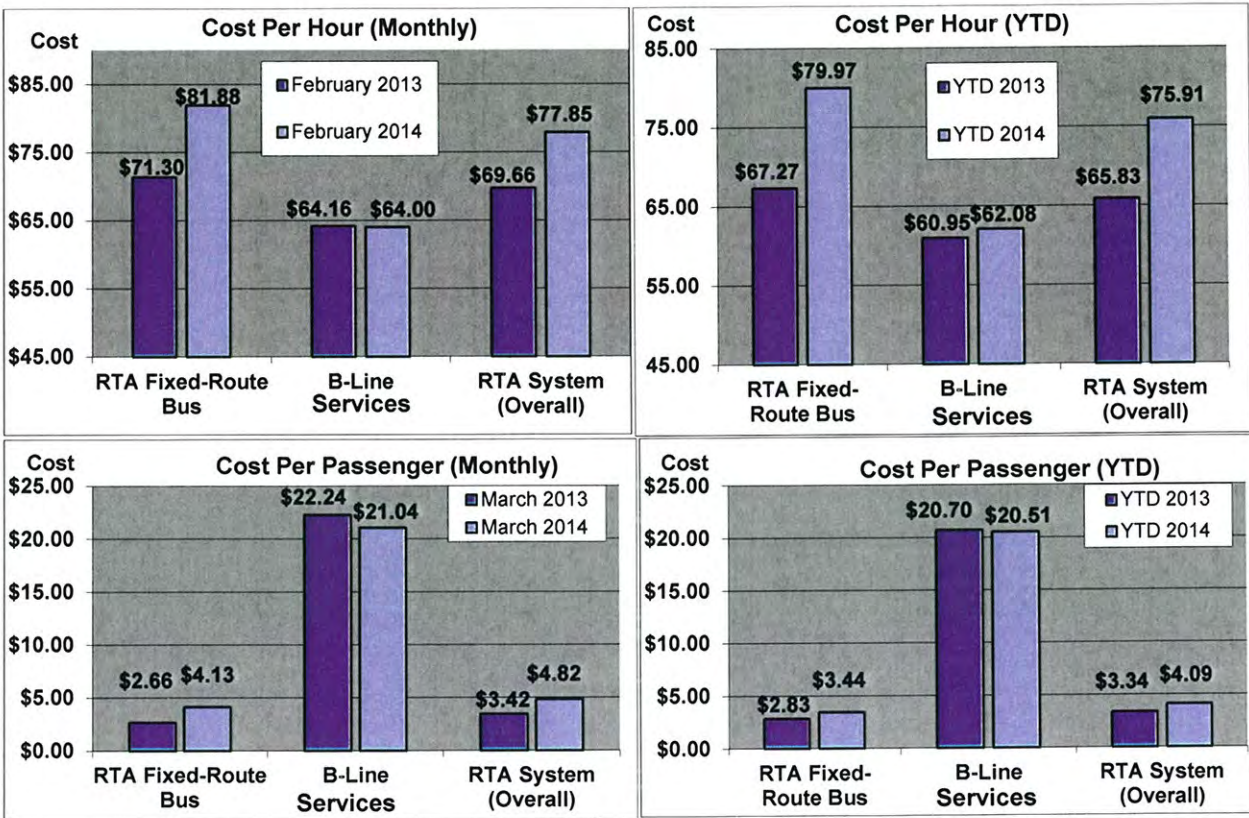
The chart below shows YTD ridership results for all services. The RTA recorded 79,028 less boardings in 2014 as compared to the same period in 2013.



The following charts report system-wide productivity and other cost performance measurements for the month of March 2014 vs. March 2013 and YTD figures.







The following table shows on-time performance of RTA Fixed-Route services for the last three months and an average with a 2014 YTD figure. Standards for each category are provided along with actuals. Surveys are weighted by passenger volume for each route and service type.

Schedule Adherence	Standard	Jan-14	Feb-14	Mar-14	YTD Average
Early Departure	<1%	1.0%	0.4%	0.0%	0.5%
Over 3 minutes Late	<20%	14.6%	12.2%	12.4%	13.1%
Over 5 minutes Late	<5%	5.1%	5.6%	4.1%	4.9%
Over 10 minutes Late	<1%	2.7%	1.3%	2.1%	2.0%
Monthly Wheelchair Boardings		4,919	4,164	4,640	
Monthly Bicycle Boardings		5,545	5,449	5,473	



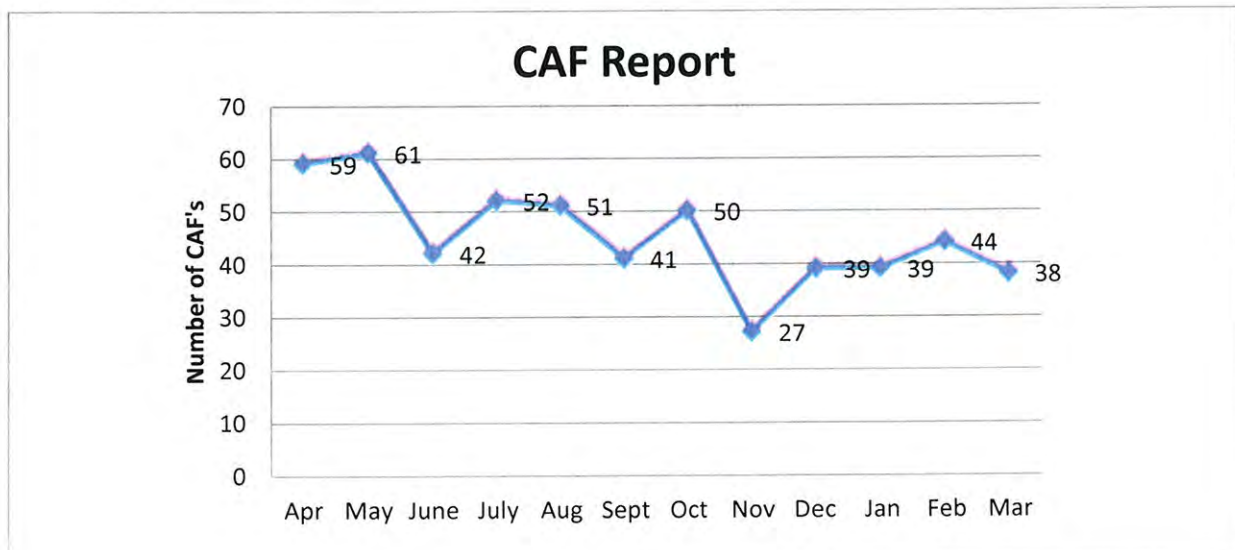
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- Productivity: 2.70 PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: 95% did not meet the contract standard of 96%.
- In Vehicle Time: 98.9% exceeded contract standard of 95%.
- Miles Between Road Calls: 18,269 did meet the standard of 12,250 miles.
- Denials: 0 denials did meet contract standard of 0.0%.
- Ridership Statistics: 9,871 ambulatory; 4,395 wheelchair boarding's

Metric	Standard	Jan-14	Feb-14	Mar-14	YTD Average
Passengers per Hour	2.50	2.64	2.63	2.70	2.66
On-time Performance	96%	94.0%	94.0%	95.4%	94.5%
In Vehicle Time	95.0%	98.5%	98.6%	98.9%	98.7%
Denials	0.00%	0.04%	0.00%	0.00%	0.01%
Miles Between Roadcalls	12,250	9,740	21,853	18,269	16,621
Monthly Wheelchair Boardings		4,355	4,430	4,395	

3. Customer Programs Monthly Customer Assistance Form (CAF) Report

For March 2014, there were 38 reported CAF's which represents a decrease from 44 reported CAF's overall in February 2014. The statistics for March represent a 13.6% decrease as compared to the month of February 2014. There was 1 Commendation for the month of March.





## Route Summary Report for March 2014

Route	# of CAF's	Route	# of CAF's
#4 Flour Bluff Mini B	1	#65 Padre Island Connector	0
#5 Alameda	0	#66 TAMU-CC Connection	0
#6 Santa Fe/Malls	0	#67 Driscoll/Bishop/Gregory	0
#8 Flour Bluff/Malls	3	#76 Harbor Bridge Shuttle	0
#12 Saxet Oak Park	1	#77 Harbor Ferry	0
#16 Agnes/Ruth	0	#78 CC Beach/Bayfront Connector	1
#17 Carroll/Southside	1	#79 Downtown/Shoreline Shuttle	0
#19 Ayers/Kostoryz	1	#84 LightHouse	0
#21 Arboleda	1	#94 Port Aransas Shuttle	0
#23 Molina	1	#95 Flexi-B	0
#24 Los Encinos	1	B-Line (Para-transit)	8
#26 Airline/Lipes Connector	1	Safety & Security	3
#27 Northwest	3	Facility Maintenance	5
#29 Staples	2	Transportation (Other)	1
#31 McArdle/Malls	1		
#32 Southside Mini B	0		
#34 Robstown Circulator	0		
#37 Crosstown	3		
#50 Calallen Park & Ride	0		
#51 Gregory Park & Ride	0		
#63 The Wave	0	<b>TOTAL CAF'S</b>	<b>38</b>

### March 2014 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	6	0	0	6
Driving Issues	2	4	0	6
Customer Services	11	2	0	15
Late/Early	1	2	0	3
Fare/Transfer Dispute	2	0	0	0
Facilities Maintenance	5	0	0	5
Safety and Security	3	0	0	3
<b>Total</b>	<b>30</b>	<b>8</b>	<b>0</b>	<b>38</b>
Active	3	0	0	3
Commendations	1	0	0	1

## **Conclusion:**

During March 2014, RTA received 38 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; one (1) of the 38 reported CAF's (March) was a commendation.

There were a total of 30 CAF's/Commendations received regarding RTA Service representing 79.5% of total customer contacts: 3 for Safety & Security, 5 for Facilities Maintenance, and 22 for Transportation.

A total of 8 CAF's/Commendations were reported regarding B-Line service representing 20.5% of the total customer contacts.

A total of 0 CAF's/Commendations were received regarding Contracted Fixed Route.

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.

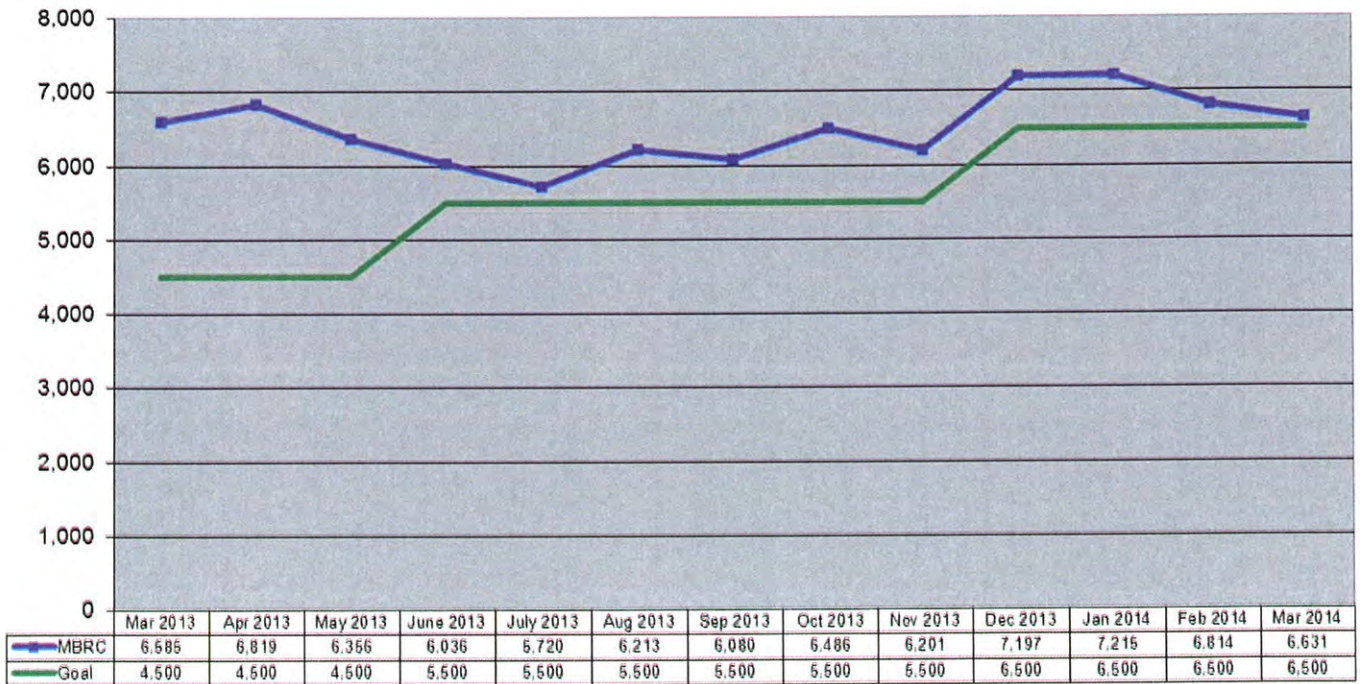
CAF's are redirected to relevant management and supervisory staff for further investigation. Customer Service staff will provide a prompt and written response at the conclusion of the investigation to the customer within ten working days.

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.

#### 4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For the month of March 2014, 6,631 miles between road calls (MBRC) were recorded which reflects an improvement as compared to 6,585 MBRC in March 2013. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of RTA vehicles. The following graph shows the previous 13 month period.

**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.

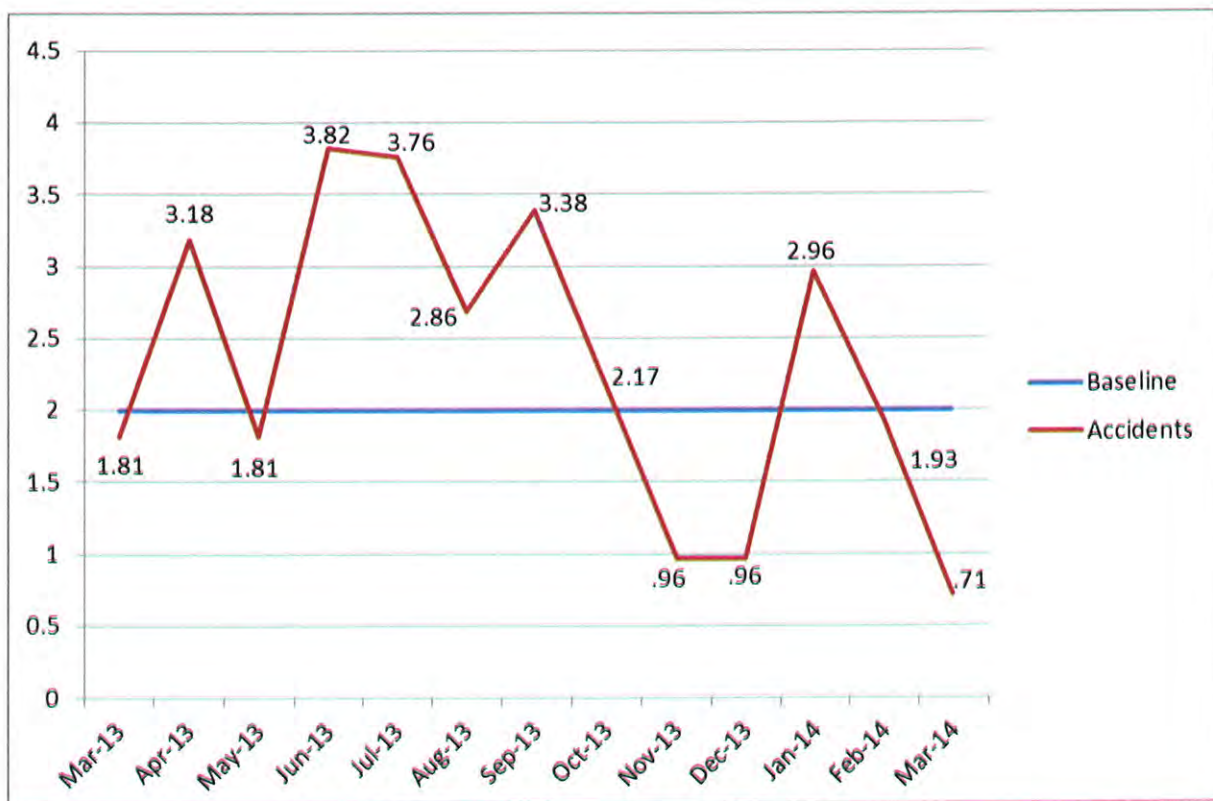
## 5. Safety/Security Department Report

### **SAFETY SUMMARY**

For the month of March 2014, we had 2 vehicle collisions (1 preventable), 31 customer related incidents and drove a total of 280,021 miles. The total collision rate for the month was at .71 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 2014, 1,344 hours of security coverage were used for all areas of RTA Operations. Officers arrested twelve individuals for public intoxication, issued thirteen criminal trespass warnings, and cited four individuals for loitering.



**Committee Review**

The Operations Committee met on April 23, 2014 and received a presentation on this item.

Respectfully Submitted,

Submitted by:   
Wesley Vardeman  
Senior Transit Planner

Submitted by:   
Keith Korenek  
Director of Safety and Security

Submitted by:   
*For* Robert Saldaña  
Director of Transportation

Submitted by:   
*For* José A. Tovar  
Director of Maintenance

Reviewed by:   
Gordon Robinson  
Director of Planning

Reviewed by:   
*For* Rosa E. Villarreal  
Managing Director of Operations

Approved by:   
Scott Neeley  
Chief Executive Officer



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors' Memo

May 7, 2014

**Subject: 2014 Service Improvement Update**

**Background**

A public hearing was conducted at the Board of Directors' meeting on April 2, 2014 to approve the implementation of service improvement recommendations under Phase 1 of the Long Range System Plan. The following service improvements were approved at the public hearing:

- Implement new services: Routes 3, 15, 25
- Modify existing services: Routes 4, 5, 6, 17, 19, 26, 29, 32, 37, 76, 78
- Discontinue services: Routes 8, 24, 31, 66, 79

The implementation of the service improvements is on schedule for the June 2, 2014 launch date.

**Identified Need**

Since the April 2 public hearing, staff has been working to finalize all public outreach materials and coordinate outreach events in order to effectively communicate all changes to the public and other stakeholders. In the near future, staff will be holding internal and external meetings, and will be present at transfers stations to inform and educate existing and new riders throughout the service area.

**Financial Impact**

None.

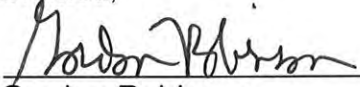
**Committee Review**

The Operations Committee met on April 23, 2014 and received an informational update.

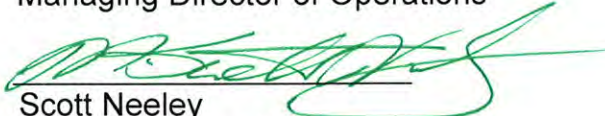
**Recommendation**

For informational purposes only.

Respectfully Submitted,

Submitted by:   
Gordon Robinson  
Director of Planning

Final Review:   
Rosa Villarreal  
Managing Director of Operations

Approval:   
Scott Neeley  
Chief Executive Officer

**RTA Committee on Accessible Transportation (RCAT)  
MEETING MINUTES  
Thursday, March 20, 2014**

**Advisory Committee Members Present:** David Ramos, Robert Box, Tammye Salinas, and Richard Balli

**Advisory Committee Members Absent:** Sylvia Wilson, John Lee, and Roxana Sandoval

**Board Members Present:** None.

**Staff Present:** Rosa Villarreal, Shannon Tabor, and Melanie Gomez

**Employee Representative(s):** Rowland Estrada

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**Call to Order:** Vice-Chairperson Tammye Salinas called the meeting to order at 12:00 p.m. Ms. Shannon Tabor called the roll and determined that a quorum was present.

**Opportunity for Public Comment:** No public comment.

**Action to Approve Minutes of February 20, 2014** was approved as presented.

MR. BOX MADE A MOTION TO ADOPT THE RCAT MINUTES OF FEBRUARY 20, 2014 AS PRESENTED; MR. BALLI SECONDED THE MOTION. RAMOS AND SALINAS VOTING FOR. WILSON, LEE, AND SANDOVAL WERE ABSENT.

**Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Committee (CCHRC) Update:** Ms. Sylvia Wilson was not present to give an update. Mr. David Ramos stated that during the CFPWD meeting, Ms. Lorri Hill asked about transportation for the Statewide Independent Living Center (SILC) conference next week. Ms. Melanie Gomez stated that if anyone has paratransit service in their city, they can get with her and she can get them reciprocal service. Ms. Rosa Villarreal stated that RTA has extra buses on stand-by for the conference; however there are only three (3) wheelchair securements on the buses.

**Update: Accessibility Policy**

Ms. Villarreal advised the committee that the accessibility policy was passed several years ago, which the board formally adopted. Ms. Villarreal stated the purpose of this policy was to get all departments aware in performing their functions on a daily basis to be cognizant of the needs for persons with disability. Ms. Villarreal also stated that Mr. Marshall Burns provides training to the employee group regarding accessibility. Ms. Villarreal mentioned there was discussion about Harbor Ferry putting up a ticket booth for individuals to purchase tickets ahead of time to eliminate the lines. She also mentioned that the ticket booth would need to be accessible for someone who may be in a mobility device who may work the booth. Ms. Tammy Salinas asked if a location has been found for the Customer Service Center (CSC). Ms. Villarreal advised a location was found off of Leopard Street to temporarily house CSC. She also advised they are in the process of renovating the location and there is a possible move date set for April.

**Update: RCAT Vacancies**

Ms. Villarreal advised the committee that one of the applicants who submitted an application has relocated and could not be contacted. She also advised the committee there were two (2) additional applications received, in addition to the application received from Ms. Pamela Lampson. Ms. Villarreal advised the committee that the RCAT Chairperson has been posted until the end of the month. Ms. Villarreal stated that Mr. Scott Neeley will review the applications to fill the RCAT vacancy and take his recommendation to the Board in April. Ms. Villarreal reminded the committee that the RCAT Chairperson is appointed by the Board Chair.

**Update: MV Transit**

Ms. Villarreal advised the committee that on February 28, 2014, Mr. Carlos Vargas submitted his resignation to MV. She also advised that corporate has taken over managing the day to day operations in the interim. Ms. Villarreal stated they are currently out for recruitment for a General Manager on that contract. Ms. Villarreal advised the committee that the Regional Vice President comes down every week to make sure there are no disruptions of service.

**Presentation: Behavioral Health Center of Nueces County (BHCNC)**

Ms. Diane Lowrance introduced herself to the committee and stated she was on the committee for several years. Ms. Lowrance advised the



committee they were previously known as MHMR and out of respect for persons with disabilities, specifically people who are diagnosed with an intellectual disability, there was a campaign advocacy effort nationally to ban the "R" word and not use the term retardation. Ms. Lowrance advised the board took action to do business as the Behavioral Health Center of Nueces County. Ms. Lowrance advised that BHCNC currently has nine (9) board members, who serve two (2) year terms. She also stated they have an advisory committee made up of individuals who receive services for the organization or has family members that receive services from MHMR. Ms. Lowrance stated they have a large division of individuals who receive mental health related services. She explained this is for persons who are diagnosed with a serious mental illness, which can be defined as major depression, bipolar disorder or schizophrenia. Ms. Lowrance advised they have a large department for the youth. Ms. Lowrance stated if a child struggles with emotional or behavioral problems, services can be provided, to include counseling, support, and education. She also stated they have a service for individuals with intellectual or developmental disabilities, focusing on case management. Ms. Lowrance advised another big service area is early childhood intervention program, working with kids from birth to age 3, who are diagnosed with a developmental delay or a medical condition that puts them at risk. She also advised they do a lot of education with families and has a great relationship with the RTA. Ms. Lowrance stated they serve about 10,000 people a year. Ms. Villarreal made a suggestion to have a training done with all the operators.

### **Committee Reports:**

#### **No Show Appeals:**

No Show Appeals were held on March 18, 2014. Members present were Robert Box, Tammye Salinas and Richard Balli. Staff members present were Melanie Gomez and Melissa Woods (MV). There were 7 appeals scheduled in March. Three appellants provided a letter to appeal a 30-Day proposed service suspension. One service suspension was determined Conditional, to and from dialysis. Two service suspensions were dismissed due to extenuating circumstances. One appellant was present to appeal a 30-Day proposed service suspension. The service suspension was determined Conditional, for therapy treatments and medical appointments. One appellant's appeal was heard via telephone conference, as approved by the committee. The proposed 30-Day service suspension was dismissed due to extenuating circumstances. Two appellants did not attend. One 30-Day proposed service suspension was enforced in accordance to policy.

One 30-Day proposed service suspension was dismissed, since after further review, it was determined that two no shows were invalid.

There were 18 warning notices issued in March, 10 seven day proposed service suspensions and 14 thirty day proposed service suspensions.

**Chairman's Report:**

Ms. Salinas read announcements to the committee on the upcoming board meetings, committee meetings, and webinar.

**Informational Items:** These items were made available to the committee members in their packets.

**Request for Agenda Items:** Presentation on route changes next month.

**Other Business:** It was moved and seconded that the meeting be adjourned. The motion was adopted and the meeting was adjourned at 12:55 p.m. The next meeting will be held on Thursday, April 17, 2014.