



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

DATE: Wednesday, April 26, 2017

LOCATION: Staples Street Center
602 North Staples Street, 2ND Floor Board Room • Corpus Christi, TX

TIME: 8:30 a.m. Administration & Finance Committee Meeting
9:30 a.m. Operations & Capital Projects Committee Meeting

ADMINISTRATION & FINANCE COMMITTEE

TOM NISKALA (Chair)

Angie Flores-Granado ~ Butch Escobedo ~ Larry Young, Sr.

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Roll Call –	D. Linnehan	1 min.	-----
2.	Opportunity for Public Comment	T. Niskala	3 min.	-----
3.	Discussion and Possible Action to Approve the Administration & Finance Committee Meeting Minutes of March 22, 2017	T. Niskala	2 min.	Pages 1-4
4.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for Law Enforcement Services at CCRTA Properties	M. Rendón	5 min.	Pages R5-R6 <i>PowerPoint</i>
5.	Briefing on FY2018 Budget Calendar	R. Saldaña	5 min.	Page 5-6 <i>PowerPoint</i>
6.	Updates on Buccaneer Days & Illuminated Night Parade	R. Villarreal	5 min.	<i>No Attachments</i>
7.	Presentations: a. March 2017 Financial Report	R. Saldaña	5 min.	Pages 7-9 <i>PowerPoint</i>
8.	Adjournment	T. Niskala	1 min.	-----

Total Estimated Time: 30 min.

OPERATIONS & CAPITAL PROJECTS COMMITTEE

MICHAEL REEVES (Chair)

George B. Clower ~ Glenn Martin ~ Edward Martinez ~ Scott Harris

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Roll Call –	D. Linnehan	2 min.	-----
2.	Opportunity for Public Comment	M. Reeves	3 min.	-----
3.	Discussion and Possible Action to Approve the Operations & Capital Projects Committee Meeting Minutes of March 22, 2017	M. Reeves	3 min.	Pages 1-4
4.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards	G. Robinson	10 min.	Pages 5-6 <i>PowerPoint Attachment</i>
5.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for the Piloting of Three Autonomous Vehicles	S. Montez	10 min.	Pages 7-8 <i>PowerPoint</i>
6.	Presentations: a. MobilityNow! b. March 2017 Operations Report c. Procurement Update d. Revised Holiday Policy	V. Lefler G. Robinson R. Saldaña R. Villarreal	5 min. 5 min. 5 min.	<i>PowerPoint</i> Pages 9-19 <i>PowerPoint</i> <i>PowerPoint</i> Page 20 <i>PowerPoint</i>
7.	Adjournment	M. Reeves	1 min.	-----

Total Estimated Time: 45 min.

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On **Friday, April 21, 2017** this Notice was posted by **Dena Linnehan** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas; the CCRTA Operations Facility, 5658 Bear Lane, Corpus Christi, Texas; the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks.

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 (361) 903-3474 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, por favor llame al teléfono (361) 289-2712.

**REGIONAL TRANSPORTATION AUTHORITY
ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES
WEDNESDAY, MARCH 22, 2017**

Summary of Actions

1. Conducted Roll Call
2. Provided Opportunity for Public Comment
3. Action to Approve Administration & Finance Committee Meeting Minutes of February 22, 2017
4. Action to Recommend to the Board to Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for General Legal Services
5. Action to Recommend to the Board to Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for Law Enforcement Services at CCRTA Properties
6. Action to Recommend to the Board to Recommend the Board to Adopt a Revised Emergency Preparedness Policy for 2017
7. Heard Updates on:
 - a. Buccaneer Days & Illuminated Night Parade
 - b. Fiesta de la Flor
8. Heard Update on State and Federal Legislative for the 2017-2018 Legislative Session
9. Heard Presentations:
 - a. February 2017 Financial Report
 - b. 2017 Street Improvement Allocations
10. Adjournment

The Regional Transportation Authority Administration & Finance Committee met at 8:30 a.m. in the Regional Transportation Authority Staples Street Center facility located at 602 N. Staples Street, 2nd Floor Board Room, Corpus Christi, Texas.

Committee Members Present: Tom Niskala, A.R. "Butch" Escobedo, Larry Young, Sr. and Abel Alonzo

Committee Members Absent: Angie Granado

Staff Present: Jorge Cruz-Aedo, CEO; David Chapa, Kelly Coughlin, Bryan Garner, Monica Gutierrez, Christina Perez, Victoria Reyes, Mike Rendoñ, Gordon Robinson, Robert Saldaña, Dena Linnehan, Susan Teltschik and Esteban Campos

Public Present: Benjamin Schmit, MV Transportation; Gina Salazar, ATU Local 1769

Call to Order & Roll Call

Mr. Tom Niskala called the meeting to order at 8:31 a.m. Ms. Dena Linnehan called Roll and stated a quorum being present.

Action to Approve the Administration & Finance Committee Meeting Minutes of February 22, 2017

MR. A.R. BUTCH ESCOBEDO MADE A MOTION TO APPROVE ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES OF FEBRUARY 22, 2017 AS AMENDED TO ADD MR. ABEL ALONZO TO THOSE WHO WERE PRESENT TO THE MINUTES. MR. LARRY YOUNG, SR. SECONDED THE MOTION. *NISKALA, ESCOBEDO, YOUNG AND ALONZO VOTING IN FAVOR. THE MOTION CARRIED. GRANADO ABSENT*

Action to Recommend to the Board to Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for General Legal Services

After general discussion, committee members recommend Staff take to the Board in order to change the Request for Proposals (RFP) and exercise the option for legal qualified professional services to negotiate a Professional Agreement Contract for the Agency's General Legal Services with Mr. John Bell of Wood, Boykin & Wolter Attorneys At Law Office.

MR. ESCOBEDO MADE A MOTION TO RECOMMEND TO THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR HIS DESIGNEE TO ISSUE A REQUEST FOR PROPOSALS (RFP) FOR GENERAL LEGAL SERVICES AS DISCUSSED TO NEGOTIATE THE RFP AS A RENEWAL AGREEMENT. MR. YOUNG, SR. SECONDED THE MOTION. *NISKALA, ESCOBEDO, YOUNG AND ALONZO VOTING IN FAVOR. THE MOTION CARRIED. GRANADO ABSENT*

Action to Recommend to the Board to Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for Law Enforcement Services at CCRTA Properties

After general discussion, committee members recommend Staff take to the Board additional research on qualifications and skillsets of the officers under this contract without interfering in the daily operations of the Agency's security program, and to step up standards and qualifications required for scope of services as needed by the Agency.

MR. ABEL ALONZO MADE A MOTION TO RECOMMEND TO THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR HIS DESIGNEE TO ISSUE A REQUEST FOR PROPOSALS (RFP) FOR LAW ENFORCEMENT SERVICES AT CCRTA PROPERTIES TO FOLLOW UP WITH AN OPPORTUNITY TO RECEIVE INPUT ON ADDITIONAL STANDARDS AND SPECIFICATIONS TO INCORPORATE INTO THE RFP AS DISCUSSED. MR. ESCOBEDO SECONDED THE MOTION. *NISKALA, ESCOBEDO AND ALONZO VOTING IN FAVOR.*

**THE MOTION CARRIED WITH MR. YOUNG, SR. ABSTAINING.
GRANADO ABSENT**

Action to Recommend to the Board to Adopt a Revised Emergency Preparedness Policy for 2017

MR. ESCOBEDO MADE A MOTION TO RECOMMEND TO THE BOARD TO ADOPT A REVISED EMERGENCY PREPAREDNESS POLICY FOR 2017. MR. ALONZO SECONDED THE MOTION. NISKALA, ESCOBEDO AND ALONZO VOTING IN FAVOR. THE MOTION CARRIED. GRANADO ABSENT

Heard Updates on:

a. Buccaneer Days & Illuminated Night Parade

Mr. Cruz-Aedo reported the Buc Commission will utilize the SSC Green Roof and front sidewalk at the Buc Days parade on May 6, 2017.

b. Fiesta de la Flor

Mr. Cruz-Aedo reported the Agency will again be providing shuttle services during the two-day event as part of our community involvement.

Heard Update on State and Federal Legislative for the 2017-2018 Legislative Session

Ms. Kelly Coughlin reported on the recent State and Federal Legislative sessions in Austin, Texas that our legislative consultants have worked hard to ensure that the Corpus Christi Regional Transportation Authority has been well represented to our delegates. She also commented we know from experience that each election cycle and legislative session brings new challenges and opportunities, some of which are controllable or foreseeable, while other events and conditions are outside of our control or occur unexpectedly.

Heard Presentations:

a. February 2017 Financial Report

Mr. Robert Saldaña report on the financial performance for the month of February fell short of budgeted amounts by \$808,009. He commented the monthly variance was attributed to sales tax falling short of budget by \$563,580, timing of the Federal grant assistance drawdowns by \$342,659, and operating costs exceeding budget by \$229,625. Mr. Saldaña also stated that the first few months of the year often have variances due to timing of receipt of invoices, and departmental monthly expenses are under budget by \$226,017, or 8.8%. He commented since the Agency's December 31, 2016 year-end audit is underway, projected completion date of June 30TH, our year-end audit balance sheet adjustments have not yet been finalized so the financial report for February 28, 2017 will only include the Income Statements.

b. 2017 Street Improvement Allocations

In Ms. Sharon Montez's absence on the street improvement allocations, Mr. Jorge Cruz-Aedo provided an overview of the program using a PowerPoint presentation. He stated the City of Corpus Christi was the only recipient in 1986 when the program began with funding set at \$200,000 and extended to eligible participants according to population. He also commented in 1991, the Transportation Assistance Fund was created to support the Corpus Christi EMS system when the Nueces County Hospital District discontinued participation, was started at a one-time payment of \$480,000 with on-going contribution of 5 percent of budgeted sales tax being approved, and payments continued until 1998.

Mr. Cruz-Aedo commented the New Street Improvement Program was created in 1999 to combine the Street Improvement and the Transportation Assistance Funds programs and ADA improvements were also added. He said by combining these programs, this implemented a more equitable distribution methodology based on Weighted Population and Sales Tax Receipts. He reported for 2017, the allocation decreased by \$153,830 in 2016.

Adjournment

There being no further business, the meeting was adjourned at 9:31 a.m.

Submitted by: Dena Linnehan



Subject: Issue a Request for Proposals (RFP) for Law Enforcement Services at CCRTA Properties

Background

Security at CCRTA properties and on-board buses has been provided through utilization of law enforcement officers for approximately thirty (30) years. The contract was managed by two law enforcement coordinators that oversaw security assignments, scheduling, and payroll of sworn officers. The activities of the law enforcement officers were covered and governed under their respective departmental rules and regulations. The current contract was awarded on March 1, 2013 as a three-year contract with one (2) - year option. It provided for incremental hourly rate increases during the term of the contract. The current hourly pay rate is \$32.

Identified Need

This service provides safety and security for customers, employees, and the general public during regular hours of operation at all CCRTA properties. In addition, these officers also provide support during community shuttles and other special events.

As a result of pending personnel issues, both of our contracted coordinators have been separated from the existing contract. Our Director of Safety & Security and presently performing these functions in addition to his regular duties. For this reason, there is a sense of urgency to proceed with an expedited release of a procurement for these services.

Financial Impact

The estimated annual budget impact is \$668,372.00. This amount provides for 19,658 hours of coverage. This will be procured as a three-year contract with one 2-year option.

Committee Review

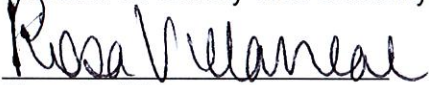
The Administration & Finance Committee reviewed and approved this item on March 22, 2017.

Recommendation

The Administration and Finance Committee recommends that the Board of Directors authorize the Chief Executive Officer or designee to issue a Request for Proposals (RFP) for Law Enforcement Services at CCRTA properties.

Respectfully Submitted,

Submitted by: Miguel Rendón
Director of Safety and Security

Reviewed by: 
Rosa E. Villarreal
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Administration & Finance Committee Memo

April 26, 2017

Subject: Fiscal Year (FY) 2018 Budget Calendar

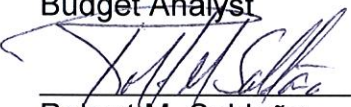
The following table outlines the **key elements** and dates of the FY 2018 budget calendar. All items are tentatively scheduled and are subject to change.

Date	Event	Activities
03/31/2017	Board Retreat	Establish Board Priorities
07/26/2017	Board Workshop	Budget Workshop #1 2017 Budget Priorities Update 2017 CIP Status Report 2018 Board Priorities Review Strategic and Budget Process Preliminary 5-Year Service Plan Preliminary 5-Year Capital Improvement Plan Preliminary Long Range Financial Plan Regional Economy/Trends Preliminary Assumptions and Budget Impact
08/2/2017	Board Workshop	Budget Workshop #2 Revenue Budget Administrative Support Budgets
08/23/2017	Board Workshop	Budget Workshop #3 Transit Operations Budgets
09/06/2017	Board Workshop	Budget Workshop #4 Customer Service Budget Marketing & Communication Budget Human Resources Budget Sub-Recipient Agreements Budget Street Maintenance Budget Depreciation Budget Debt Service Budget Staples Street Center (Revenue & Expenses) Budget
09/26/2017	Board Workshop	Budget Workshop #5 Capital Budget Final 5-Year Service Plan Final 5-Year CIP Final Long Range Financial Plan Budget Overview and Summary

10/4/2017	Board Meeting	Submit Proposed FY 2018 Annual Operating & Capital Budget & 5-Year Capital Improvement Plan Set Public Hearing November 1, 2017 Present Proposed Public Hearing Notice
10/15/2017	Publication Notice	Post Public Notices for Budget Hearing 14-day posting requirement from 10/15/2017-10/28/2017 Newspaper Publication Notice Post Proposed Budget on line
10/25/2017	Board Workshop	Budget Workshop #6 if Needed
11/01/2017	Board Meeting	Host Public Hearing Possible Adoption if there are no changes to Proposed Budget
11/15/2017	Board Workshop	Budget Workshop #7 if Needed
12/6/2017	Board Meeting	OPEN Final Budget Adoption Deadline if Needed
	Board Meeting	Submit GFOA Budget Document Due 90 days after budget adoption date

Respectfully Submitted,

Submitted by: Denise Jones
Budget Analyst

Reviewed by: 
Robert M. Saldaña
Managing Director of Administration

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Administration & Finance Committee Memo

April 26, 2017

Subject: March 2017 Financial Report

NOTICE: The Authority's December 31, 2016 year-end audit is underway, with a projected completion date of June 30, 2017. Since the year-end audit adjustments, which affect the balance sheet, have not been finalized, the financial report for March 31, 2017 will only include the Income Statements.

SUMMARY: The Authority's net financial performance for the month of March falls short of budgeted amounts by \$855,510. The monthly variance is attributed to sales tax falling short of budgeted amounts by \$287,094, operating costs exceeding budgeted amounts by \$374,844, and offset by Federal grant assistance drawdowns of \$708,050 in excess of the monthly amount budgeted due to the timing of the drawdowns. Please note that the first few months of the year often have variances due to timing of receipt of invoices.

REVENUES

- Sales Tax – March sales tax has been estimated at \$2,877,255, which is under March 2016 actual collections by \$79,697.

UPDATE – SALES TAX COLLECTIONS FOR FEBRUARY 2017 SALES OF \$2,293,420 WAS RECEIVED ON APRIL 12, 2017.

- Operating Revenues – For the month of March, Passenger Service was \$138,264 vs. \$148,762 in 2016 – a decrease of \$10,498 (7%), and \$61,850 (31%) lower than current budget estimates. Other operating revenues, which includes advertising, were \$4,519 vs. \$33,750 budgeted for a net decrease of \$29,231. These shortfalls are generally due to timing of receipts.

EXPENSES

Over all, monthly departmental expenses are under budget by \$211,619, or 8.1%. The majority of the variances are due to timing of receipt of invoices. Following are comments relating to the specific expense categories.


- Salaries & Benefits – March reflects \$1,193,163, which is 0.39% (\$4,597) over budgeted amounts.
- Services – March reflects \$249,483, which is 11.35% (\$31,935) under budgeted amounts. The main variance is related to timing of receipt of invoicing professional services and security services.

- Materials and Supplies – March reports \$376,717, which is 55.24% (\$134,046) over budgeted amounts.
- Insurance – March reports \$263,307, which is \$2,526 (0.95%) under budgeted amounts.
- Purchased Transportation – March reports \$470,189 which is \$9,314 (1.94%) under budgeted amounts.
- Miscellaneous – March reports \$49,013 which is \$11,887 (32.02%) over budgeted amounts. The variance is primarily due to the timing differences.

Please refer to the following page for the detailed financial statement.

Respectfully Submitted,

Submitted by: Daniel Benavidez
Comptroller

Reviewed by: 
Robert M. Saldaña
Managing Director of Administration

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer

Corpus Christi Regional Transportation Authority
Statement of Revenues and Expenditures By Cost Center (Unaudited)
Months ended March 31, 2017 & March 31, 2016

	Current Month			Prior Year Comparison	
	Actual	Budget	Favorable (Unfavorable) Variance	2016	Favorable (Unfavorable) Comparison
	A	B	A vs B	C	A vs C
Operating Revenues:					
Passenger service	\$ 138,264	200,114	(61,850)	148,762	(10,498)
Bus advertising	14,354	18,268	(3,914)	3,333	11,021
Charter service	-	-	-	-	-
Other operating revenues	4,519	33,750	(29,231)	23,794	(19,275)
Total Operating Revenues	157,137	252,132	(94,995)	175,889	(18,752)
Operating Expenses:					
Transportation	708,160	577,154	(131,006)	540,312	(167,848)
Customer Programs	24,203	37,431	13,227	11,198	(13,005)
Purchased Transportation	470,751	479,503	8,752	492,937	22,186
Service Development	28,427	35,451	7,024	17,023	(11,404)
MIS	94,438	71,556	(22,883)	70,962	(23,476)
Vehicle Maintenance	571,510	410,532	(160,978)	460,952	(110,558)
Facilities Maintenance	127,957	146,688	18,731	121,210	(6,747)
Contracts and Procurements	11,924	14,618	2,694	21,453	9,529
CEO's Office	49,579	52,159	2,579	38,399	(11,180)
Finance and Accounting	30,923	40,876	9,953	32,207	1,284
Materials Management	14,981	13,785	(1,197)	9,741	(5,240)
Human Resources	282,933	442,677	159,744	298,708	15,775
General Administration	34,855	50,410	15,555	28,344	(6,511)
Capital Project Management	19,168	16,284	(2,884)	14,612	(4,556)
Marketing & Communications	58,571	46,821	(11,750)	25,242	(33,329)
Safety & Security	97,875	105,244	7,370	82,435	(15,440)
Staples Street Center	45,795	74,286	28,490	-	(45,795)
Total Departmental Expenses	2,672,053	2,615,475	(56,578)	2,265,735	(406,318)
Depreciation	708,333	390,067	(318,266)	430,285	(278,048)
Total Operating Expenses	3,380,386	3,005,542	(374,844)	2,696,020	(684,366)
Operating Income (Loss)	(3,223,249)	(2,753,410)	(469,839)	(2,520,131)	(703,118)
Other Income (Expense)					
Sales Tax Revenue	2,905,406	3,192,500	(287,094)	3,175,196	(269,790)
Federal, state and local grant assistance	894,717	186,667	708,050	458,574	436,143
Investment Income	7,500	8,167	(667)	11,064	(3,564)
Gain (Loss) on Disposition of Property	-	4,583	(4,583)	-	-
Other Income (Expense)	22,500	30,353	(7,854)	-	22,500
Street Improvements Program for CCRTA Region Entities	(252,608)	(229,083)	(23,525)	-	(252,608)
Net Income (Loss) Before Capital Grants and Donations	354,266	439,776	(85,510)	1,124,703	(770,437)
Capital Grants & Donations	-	-	-	-	-
Change in Net Assets	\$ 354,266	439,776	(85,510)	1,124,703	(770,437)

**REGIONAL TRANSPORTATION AUTHORITY
OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES
WEDNESDAY, MARCH 22, 2017**

Summary of Actions

1. Conducted Roll Call
2. Provided Opportunity for Public Comment
3. Action to Approve Operations & Capital Projects Committee Meeting Minutes of February 22, 2017
4. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing an Invitation for Bids (IFB) for Brass Fittings & Hydraulic Hoses
5. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing an Invitation for Bids (IFB) for Transmission Rebuilder
6. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Awarding a Contract with S & A Systems for a new Fuel Management System
7. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Request Fiscal Authority for Additional Funding for Contracts 2010-SP-30 & 2016-SP-04 Tires Services
8. Heard Presentations:
 - a. February 2017 Operations Report
 - b. Procurement Update
9. Adjournment

The Regional Transportation Authority Operations & Capital Projects Committee met at 9:30 a.m. in the Regional Transportation Authority Staples Street Center facility located at 602 N. Staples Street, 2nd Floor Board Room, Corpus Christi, Texas.

Committee Members Present: Michael Reeves, George B. Clower, Glenn Martin and Scott Harris

Committee Members Absent: Edward Martinez

Staff Present: Jorge Cruz-Aedo, CEO; David Chapa, Kelly Coughlin, Bryan Garner, Monica Gutierrez, Christina Perez, Victoria Reyes, Mike Rendoñ, Gordon Robinson, Robert Saldaña, Dena Linnehan, Susan Teltschik and Esteban Campos

Public Present: Benjamin Schmit, MV Transportation; Gina Salazar, ATU Local 1769

Call to Order & Roll Call

Mr. Michael Reeves called the meeting to order at 9:40 a.m. Ms. Dena Linnehan called Roll and stated a quorum being present.

Action to Approve the Operations & Capital Projects Committee Minutes of February 22, 2017

MR. SCOTT HARRIS MADE A MOTION TO APPROVE OPERATIONS & CAPITAL PROJECTS COMMITTEE MINUTES OF FEBRUARY 22, 2017. MR. GEORGE CLOWER SECONDED THE MOTION. *REEVES, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. MARTINEZ ABSENT*

Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing an Invitation for Bids (IFB) for Brass Fittings & Hydraulic Hoses

MR. GLENN MARTIN MADE A MOTION TO RECOMMEND THE BOARD AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO AUTHORIZE ISSUING AN INVITATION FOR BIDS (IFB) FOR BRASS FITTINGS & HYDRAULIC HOSES. MR. HARRIS SECONDED THE MOTION. *REEVES, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. MARTINEZ ABSENT*

Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing an Invitation for Bids (IFB) for Transmission Rebuilder

MR. CLOWER MADE A MOTION TO RECOMMEND THE BOARD AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO AUTHORIZE ISSUING AN INVITATION FOR BIDS (IFB) FOR TRANSMISSION REBUILDER. MR. MARTIN SECONDED THE MOTION. *REEVES, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. MARTINEZ ABSENT*

Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Awarding a Contract with S & A Systems for a new Fuel Management System

MR. MARTIN MADE A MOTION TO RECOMMEND THE BOARD AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO AUTHORIZE AWARDED A CONTRACT WITH S & A SYSTEMS FOR A NEW FUEL MANAGEMENT SYSTEM. MR. CLOWER SECONDED THE MOTION. *REEVES, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. MARTINEZ ABSENT*

Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Request Fiscal Authority for Additional Funding for Contracts 2010-SP-30 & 2016-SP-04 Tires Services

MR. HARRIS MADE A MOTION TO RECOMMEND THE BOARD AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO REQUEST FISCAL AUTHORITY FOR ADDITIONAL FUNDING FOR CONTRACTS 2010-SP-30 & 2016-SP-04 TIRES SERVICES. MR. MARTIN SECONDED THE MOTION. REEVES, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. MARTINEZ ABSENT

Heard Presentations:

a. February 2017 Operations Report

Mr. Gordon Robinson, using a PowerPoint presentation reported on Operations for February 2017. He commented system-wide ridership and service performance results of boardings for all services in January 2017 totaled 445,240 and represents a 0.4 percent increase as compared to 443,796 boardings in January 2016. He stated retail gasoline prices, unleaded fuel cost were about \$2.11 per gallon compared to \$1.65 per gallon in January 2016. Mr. Robinson commented during January 2017, RTA received 102 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation. He also stated seven were commendations and 90 received represented 88 percent of total customer contacts for service; 8 Facilities Maintenance, 8 Service Development, 10 Safety and Security, 3 IT Department, 2 Customer Programs, 2 Vehicle Maintenance, 1 Capital Projects and 56 Transportation. Mr. Robinson commented 6, or 6 percent were reported regarding B-Line service, and 6 or 6 percent were reported regarding Contracted Fixed Route service representing 6 percent of the total customer contacts. He also stated in January 2017, 10,211 miles between road calls (MBRC) were recorded as compared to 5,049 MBRC in January 2016.

For Safety and Security, there were six vehicle accidents; three determined to be non-preventable and three preventable, and 20 customer-related incidents. Mr. Robinson commented the RTA operators drove a total of 292,022.8 miles, and our total accident rate for the month was 2.05 per hundred thousand miles driven with a desirable range for total collisions at 2.0 or less. Also, he commented, there were approximately 1,400 hours of security coverage used for all areas of RTA Operations and officers arrested 12 individuals for public intoxication, issued 2 criminal trespass warnings, 38 disturbance warnings and responded to 1 other call for service.

b. Procurement Update

Mr. Robert Saldaña provided an update of current projects under review for a fuel management system of \$350,000. His PowerPoint presentation included projects under review for the next four months to be \$1.5 million ADA Bus Stop Improvements Phase VI on hold pending FTA 2017 funding, a Request for Proposal (RFP) for two projects; Local/Long Distance Phone Service Provider and a Windstorm & Hail Policy going before the Board for review in May and June. He included the Invitation for Bids (IFB) for a Diesel Fuel Management system that will go to the Board for review in May.

Mr. Saldaña also provide a chart of five agreements requiring the CEO's signature authority to include one year agreements for Vanpool Services, Fiber Optic IT infrastructure, DBE Support Services and Operators and Supervisors Uniforms. The Post-Delivery Buy America Audit Inspection Service for Arboc and Gillig buses is a service agreement. He also commented on the month-to-month contracts and agreements for General Legal Services, Long Term Disability and Marina Rental Space totalling \$93,500.

Adjournment

There being no further business, the meeting was adjourned at 10:17 a.m.

Submitted by: Dena Linnehan



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Operations and Capital Projects Committee Meeting

April 26, 2017

Subject: Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards

Background

Service Standards provide RTA with a policy directing where, when, and how we provide general public transit services and customer amenities to the communities we serve. Not only do our standards address service delivery, but they also lay out metrics for bus stop spacing, and placements which include the use of shelter and bench amenities. Clear, enforceable standards ensure RTA services are applied equally and in a non-arbitrary manner – both important to ensure transparent communication with customers and compliance with federal civil rights law.

The RTA's current Service Standards, approved in December 2013, call for the addition of bus shelter and benches at all stops regardless of the number of passenger boardings. Since that time, budget decisions to add additional amenities has been challenging due to the large number of stops requiring amenities. With the completion of Transit Plan 20/20 or the Comprehensive Operational Analysis (COA), adding a minimum number of daily passenger boardings at stop locations is recommended to prioritize and properly budget for purchasing and installing amenities.

Identified Need

In order to streamline the annual budgeting for bus stop amenities, revisions to the Service Standards are recommended to more readily advance the placement of amenities. Additionally, other minor revisions are recommended to bus stop spacing and on-time performance metrics. Proposed revisions to the Service Standards include the following:

- Adding boarding level metrics for the placement of bus stop amenities.
- Increasing bus stop spacing to improve travel time.
- Revising on-time performance metric to match criteria specified in monthly Operations Reports.

Revisions within the attached Service Standards are contained in the sections listed below in a red text color.

Section II.9 On-Time Performance
Section III.1 Bus Stop Spacing
Section III.4 Bus Stop Amenities

Financial Impact

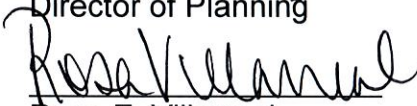
No financial impact will be incurred by revising the Service Standards. In future fiscal years, recommended changes will streamline budget decisions to enhance service amenities for customers at specific stops based on revised metrics.


Recommendation

Staff requests the Operations and Capital Projects Committee recommend the Board of Directors authorize the Chief Executive Officer (CEO) or designee to authorize the approval of revisions to Service Standards.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: 
Rosa E. Villarreal
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY**

FIXED ROUTE SERVICE STANDARDS

I. PURPOSE

1. Policy Goals

The RTA operates a family of services that is designed to be consistent throughout the service area. While the service area is diverse in its needs and demand for transit services, the goal of this policy is to ensure equitable treatment throughout the service area. Decisions on services provided or modifications to services provided are to be based on conditions that exist relevant to the services provided. These standards address when, where, and how the RTA obligates itself to provide transit services to the community it serves.

2. Non-Discrimination

For any RTA service, no person shall be denied access or shall be provided a different level of access based on race, ethnicity, gender, religious or other affiliation, or presence of a disability. No person wishing to use RTA transit services shall be denied service granted they have paid the requisite fare and adhere to all RTA rules. Further, in provision of services, all requirements of Title VI of the Civil Rights Act of 1964, Presidential Executive Order 12898 on Environmental Justice, and the Americans with Disabilities Act (ADA) will be adhered to by all times in the services provided and by persons employed by the RTA or its contractors.

II. BUS SERVICE DELIVERY STANDARDS

RTA operates the following types of bus services:

- Primary Transit Network (PTN): These are routes identified by the RTA Long Range Plan and that serve as the backbone of service delivery. These corridors connect major hubs or serve areas of very high ridership.
- Standard Routes: Local routes operate within the Corpus Christi urban area in areas with high to medium demand and connect various areas with RTA stations or Emphasis Corridors.
- Connector Routes: These routes connect outlying portions of the service area with the urban area at major stations. Connector routes may be demand response in outlying areas, but have fixed stops within the urban area.
- Local Circulators: These routes serve lower density areas where demand is low to medium and provide a basic level of service.

- Flexible Routes: These routes serve specific stops via a designated schedule, but may be scheduled as a demand response service within a designated zone provided the ability to adhere to fixed timepoints. Flexible service is appropriate in low demand areas.
- Demand Response Service: Demand response service is provided in areas where demand is very low. Service is offered in a designated zone and should connect passengers to fixed-routes for out-of-zone trips.
- Commuter Routes: These are express services traveling point-to-point for commuters. These routes typically operate morning and evening trips matching specific shift times.
- Downtown Routes: Service that operates to connect short trips downtown and to North Beach and is geared toward providing workers or visitors with access to various attractions.
- Shuttle Services: Shuttle service is a higher frequency, short service offered for specific trip attractors such as a university where parking is limited or difficult.

1. Route Directness Standard

RTA bus routes shall be designed to operate as directly as possible between its terminals as possible to minimize passenger travel time. Routes shall operate on major arterial streets and operate in a single direction to the extent possible. There may be situations in which a route deviates from the preceding to serve particularly large traffic generators. Deviations from arterial streets should be very rare on Transit Emphasis Corridors and Standard Routes, but are more permissible for Local Circulators. When a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through.

All RTA bus routes are two-way service. Exceptions are permissible for one-way streets. Terminal loops shall be avoided when possible through the use of terminal interlines and not exceed 15 minutes of scheduled run time.

2. Service Frequency

Bus Headway is defined as the interval of time between buses traveling in any given direction (inbound or outbound) on any given route. Headways shall vary between peak periods and off-peak periods where demand dictates in order to minimize operating expenses and provide the most efficient service during weekday peak demand periods.

The following factors will be examined when adjusting headways:

- ❖ Load factor;
- ❖ Passenger demand;
- ❖ Running time;

The following are maximum guidelines for RTA service frequency for each service category:

Emphasis Corridors: 15 minutes weekday peak and midday and 30 minutes during other periods.

Standard routes / Downtown routes: 30 minutes weekday peak and midday and 60 minutes during other periods.

Local circulators / Flexible services: 60 minutes during all times weekdays. Operated on evenings, Saturday and Sunday as demand warrants.

In order to make transferring as convenient as possible and consistent ‘pulsing’ between routes, headways of 10, 15, 30, and 60 minutes will be employed where practical and feasible within fiscal and contractual constraints. Such headways also make passenger schedules simpler to remember.

3. Service Duplication

Whenever possible, service duplication is to be avoided to reduce system waste. Service duplication is essentially the servicing of the same geographic area during the same time period by multiple routes. To avoid duplication, routes operating on the same road segment for one mile or longer must have schedules that create improved frequency on the corridor to the extent possible. Additionally, routes will not serve two parallel streets less than ¼ mile apart for more than ½ mile.

4. Bus Load Standard

Bus Load Factors is defined as the ratio of passengers on board a bus to the number of seats available. The intent of load standards is to balance passenger comfort and safety with operating costs.

Generally acceptable load factors are higher for routes with shorter trip distances; requiring someone to stand is less acceptable as time on vehicle increases. For Connector Routes and Commuter Routes, load factors of over 1.0 are not tolerable and either different vehicles should be assigned or additional vehicle trips added to alleviate the situation. For all other services, load factors should not exceed 1.25.

5. Vehicle Assignment

Vehicles shall be equitably distributed throughout the service area. The primary concern in vehicle assignment is matching vehicle length with maximum loads to comply with vehicle load requirements. Among routes requiring same size vehicles, buses will be distributed evenly across the system in respect to vehicle age and amenities provided.

Service Development will advise Operations on the required length of vehicle for each route, and Operations will make vehicle assignment decisions. Regular vehicle assignment must be reviewed and approved by RTA’s Title VI Officer.

6. Timed Connections

Because direct service from every origin and destination is impractical, transfers are unavoidable. Where system design requires transfers between routes, those transfers shall be timed whenever practical. Service Development will determine where timed connections are to exist and adjust schedules accordingly. Because actual arrival and departure times will vary from what is scheduled, buses may need to wait for connecting routes. When possible, time should be added to bus schedules at timed connections to accommodate the volatility of bus schedules. Buses will wait up to 10% of their headway to permit connections, regardless of requests by passengers.

7. Hours of Operation

Hours of operation refer to the time between the first and last trip operated on a route. As the various routes are designed to work as a complete system, a consistent span of service among routes is desirable.

Span of Service Hours is defined as the hours that service will operate at any given point within the system. The span of service varies by route according to demand and may be limited to peak hour service only. Minimum span of service for each Service Category is:

Weekday

Emphasis Corridors / Standard5:30 am to 10:30 pm
Connector / Local / Flexible6:00 am to 8:30 pm
Commuter / Shuttle / DowntownVaries

Saturday

Emphasis Corridors / Standard6:30 am to 10:30 pm
Connector / Local / Flexible6:30 am to 8:30 pm
Commuter / Shuttle / DowntownVaries

Sundays and Holidays

Emphasis Corridors / Standard8:00 am to 8:00 pm
Connector / Local / Flexible8:00 am to 7:00 pm
Commuter / Shuttle / DowntownVaries

Due to operations considerations and financial constraints, some variation in days operated and start / end times among routes are expected. Variation from this standard for specific routes will have reasons for the variation documented.

Service periods are identified as peak and off-peak and are defined as follows:

Peak

- ❖ Morning Peak6:00 a.m. – 9:00 a.m.
- ❖ Afternoon Peak3:00 p.m. – 6:00 p.m.

Off-Peak

- ❖ Early Morningbefore 6:00 a.m.
- ❖ Midday9:00 a.m. – 3:00 p.m.
- ❖ Evening6:00 p.m. – 8:00 p.m.
- ❖ Late Nightafter 8:00 p.m.
- ❖ Weekend service is considered off-peak all day.

8. Service Holidays

Each calendar year, as part of service changes, the Board of Directors will adopt a set of service holidays to be implemented for the following year. For some holidays, no service will be provided and for others the RTA will operate a reduced level of service. Holiday service should be a common service type (such as Saturday, Sunday, or a common holiday schedule) so as not to add confusion to passengers.

9. On-Time Performance

To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by RTA, on-time performance standards have been established. Service should deviate as little as possible from the published timetables. Early departures from timepoints that risk leaving on-time passengers and late arrivals to timepoints are considered deviations from on-time performance. This standard applies to every stop on a route that could reasonably be considered a timepoint based on published customer information.

It is impossible to achieve and maintain 100% on-time performance due to varying traffic and weather conditions, ridership activity, road construction, detours, accidents and other service interruptions. Nevertheless, every effort will be made to ensure that all RTA buses operate on-time. The following on-time performance standards shall apply:

- Early departures of any kind.....Less than 1%
- Departures within 0-5 minutes.....>85%
- ~~Arrivals over 3 minutes late.....Less than 20%~~
- ~~Arrivals over 5 minutes late.....Less than 5%~~
- ~~Arrivals over 10 minutes late.....Less than 1%~~

In building schedules, Service Development should consider all of the above on-time standards and ensure that all would likely be achieved by a schedule.

III. BUS STOPS

1. Bus Stop Spacing

The spacing of stops on a bus route often represents a trade-off between the convenience for those accessing the bus (walking distances) and the convenience of those on-board the vehicle

(speed of travel, reliability of schedule). Ultimately, the goal of the RTA in this regard is to minimize the total travel time (both on the vehicle and off) for passengers using the service and ensure high schedule reliability. Additionally, higher operating speeds permit greater amounts of service relative to operating cost.

As the RTA serves multiple users with multiple trip purposes, differing types of bus services require different bus spacing levels. Bus stops will be less frequent on routes within the Primary Transit Network (PTN) and will be greatest among on local circulators. Additionally, flexible routes and demand response services will provide access to the system beyond designated bus stops. Stop spacing will be dependent on the level of ridership within an area served as well as level of ridership on the route overall.

The RTA established typical guidelines for ~~bus stop spacing and~~ minimum bus stop spacing.

Service Type	Typical Spacing	Minimum Spacing
Primary (PTN)	2-4 per mile	800 feet
Standard	4-6 per mile	500 feet
Local	6-10 per mile	300 feet
Flexible*	1-2 per mile	300 feet
Downtown	6-8 per mile	300 feet

Service Type	Typical Spacing	Minimum Spacing Distance
Frequent or PTN	2-4 per mile	1,320 feet (1/4 mile)
Standard/Local	4-8 per mile	660 feet (1/8 mile)
Flexible*	1-2 per mile	2,640 feet (1/2 mile)
Regional Express	Varies based on market demand.	

*Stop spacing on Flexible routes should be spaced sufficiently to permit the vehicle to deviate as requested. Commuter and Shuttle services have targeted service markets and thus stop spacing will vary significantly. Demand response services will only have designated stops at transfer locations.

2. Bus Stop Location and Safety

Standard industry practice for bus stops is now to place stops on the far side of intersections. Far side stops are preferable due to safety considerations, specifically that it encourages exiting passengers to cross the street behind the bus. Stops should be placed a great enough distance from the intersection that vehicles behind the bus have a path around, so as not to block the intersection. Where a safe stop cannot be located on the far side of an intersection, near side stops can be considered.

Stops should usually be paired on both sides of the street and the path across street to opposing bus stops should be safe, so as not to have bus stop placement encourage unsafe pedestrian movements. Mid-block stops far from legal crosswalks are discouraged for this reason. Safety to pedestrians is the principal concern in bus stop placement.

3. Bus Stop Accessibility

All bus stops will be accessible in providing a surface for waiting for the bus and an accessible path onto the vehicles. Existing non-conforming stops will be improved to meet this requirement in accordance with RTA Transition Plan.

The RTA is committed to maximizing access to services by all individuals in compliance with the RTA Accessibility Policy. Accessibility improvements for bus stops should not necessarily be limited to what is required by the ADA.

4. Bus Stop Amenities

Bus Shelters ~~or Shade Structures~~

Bus shelters are important amenities for ensuring passenger comfort. The selection of a shelter location depends on the physical characteristics of a site. ~~A bus stop location with at least 30 daily passenger boardings with adequate right-of-way warrants a shelter or shade structure.~~

~~In addition, bus stops that generate at least 10 daily passenger boardings and meet one of the following criteria qualify for a shelter or shade structure:~~

- ~~• Medical, senior, social service, public or special needs facilities within ¼ mile~~
- ~~• Major grocery stores within ¼ mile~~
- ~~• Apartments, student dormitories, or senior housing with 100+ units within ¼ mile~~
- ~~• High schools, colleges, or universities within ¼ mile~~

~~New or replaced bus shelters ~~or shade structures~~ shall be installed or positioned so as to permit a wheelchair or mobility device user to enter from the public way and to reach a location, having a minimum clear floor area of 30 inches by 48 inches, entirely within the perimeter of the shelter ~~or shade structure~~. Shelters ~~or shade structures~~ will be connected by an accessible route to the boarding area. Shelters ~~or shade structures~~ will contain ~~customer information and~~ trash receptacles.~~

Bus Benches

~~A bus stop location with at least 15 daily passenger boardings with adequate right-of-way warrants a bench(s). ~~Bus benches will be provided at all bus stop locations where feasible.~~~~

~~Circumstances that may preclude installation of shelters or shade structures, benches, or trash receptacles at a particular bus stop are as follows:~~

- ~~• Plans are in place to relocate or close the stops~~
- ~~• Amenities would compromise pedestrian or operational safety~~
- ~~• Adequate right-of-way is not available~~
- ~~• Installation costs are excessive~~

Geographic Equity

RTA bus stop amenities of all types will be geographically representative of all ridership – that is, within a geographic area with a certain proportion of bus ridership, the proportion of bus stop amenities should be similar. Plans for adding bus stop amenities or changing their location will be approved by the RTA Title VI Officer.

IV. MINIMUM ACCEPTABLE SERVICE

The RTA will maintain a minimum service level for all portions of its service area that meet particular demographic thresholds. Communities that contribute to the RTA financially shall have a minimum level of general purpose service that is appropriate given the size and activity within each.

1. Small Communities

For all incorporated places or Census Designated Places with fewer than 50,000 residents, the following service requirements will apply. Demographic data for the purposes of this requirement will be from most recent decennial census or American Community Survey, whichever is most current.

Service levels will be based upon the sum of total population and employment for areas in which data is available. For all other areas, total population alone will be used as a metric.

Population + Employment	Population Only	Minimum Service Level	
		Local	Connector
10,000+	7,000+	70 hours / wk	60 trips / wk
5,000+	3,500+	40 hours / wk	30 trips / wk
2,000+	1,250+	N/A	20 trips / wk
750+	500+	N/A	10 trips / wk

2. Large Community & Unincorporated Areas

For larger geographic areas – communities with 50,000 or more people – and unincorporated parts of the service area, minimum service requirements will be based on Census Tract population density. Each tract wholly or partially within large communities and unincorporated parts of the service area will be evaluated. Minimum revenue hours are totals for all routes and services located in or adjacent to each Census Tract.

Population Density (people/sq. mile)	Minimum Revenue Hours
1,000+	100 / wk
500+	75 / wk
200+	30 / wk

3. Service Type

While level of service minimums are established by this section of the Service Standards, type of service shall remain dependent on historic or anticipated demand levels. Generally, when demand is less than five passengers per hour, demand response type services are likely to be most cost effective. Demand over 15 passengers per hour should have fixed stops and schedules. Hybrid flexible routing services may also be appropriate. Road conditions and passenger demographics should also be considered in determining service type. See Section V for details on minimum thresholds for various service types.

4. Maximum Limit of Requirement

The total of all services which do not meet fixed route service standards as described in Section V and are provided due to minimum levels described in this section, shall not exceed 10% of all general purpose service hours offered by the CCRTA.

V. SERVICE MONITORING AND RIDERSHIP DATA REPORTING

On a monthly basis, Service Development staff will present a report to the Board and public concerning the performance of RTA services. This report will detail in what services the RTA has invested public funds and what transportation benefits have accrued from use of the funds. The following metrics will be provided for services in general:

Operation Statistics:

- Unlinked Passenger Trips (UPT) per Vehicle Revenue Hour (VRH) – This metric is the most common standard metric within the transit industry for evaluating services. The metric takes two readily accessible pieces of data that roughly provide a cost-benefit ratio.
- Unlinked Passenger Trips per Vehicle Revenue Mile (VRM) – This metric uses a different denominator exchanging hours for miles. In general, it is somewhat less useful since costs that vary by hour (cost of operator and supervision) are a larger share than those that vary by mile (maintenance and fuel).
- Passenger-Miles (PM) per Vehicle Revenue Hour – This is another variation on passengers per hour that changes the benefit estimate to passenger miles. This not only considers the number of system users, but also estimates (through trip length) the cumulative benefit to each rider.

Financial Statistics:

- Operating Cost per Unlinked Passenger Trip – This metric provides a cost-benefit ratio which uses system users as the benefit metric. This is more understandable for the public than operating statistics, but the actual cost calculation is dependent on allocation method.

- Operating Cost per Passenger Mile – Metric is similar to cost per trip, but substitutes passenger-miles as the benefit metric.
- Farebox Recovery – This is a completely financial metric in how it estimates cost-benefit. The benefit here is estimated economically – in what people are willing to pay for the service. The drawback is that fare rates are typically a policy measure established far lower than what users would be willing to pay.

Route specific information will be provided on a semi-annual basis in order to inform decision making on services that should be considered for greater or lesser service amounts. An overall Route Performance Indicator will be calculated using each of the financial characteristics. Each route will be ranked and those scoring significantly above or below the system average will be identified.

Additionally, minimum thresholds will be determined for varying service levels. These thresholds will correspond to specific passengers per hour levels presuming system averages for trip length, fares per passenger, and cost per revenue hour. These thresholds are as follows:

- For service with headways over 40 minutes: 15 passengers per hour
- For service with headways between 20 and 40 minutes: 20 passengers per hour
- For service with headways under 20 minutes: 25 passengers per hour
- For flexible services: 5 passengers per hour

Where service is significantly lower than system averages or for routes that fail to meet the minimum thresholds, the service should be reviewed for changes. Those changes could include different routing, modified headways, or change in service delivery type.

VI. SERVICE CHANGES

Service changes are appropriate on occasion as development patterns and other factors influencing transit demand changes in the community. Most service changes will be scheduled on an annual basis through a regular process that occurs annually. Emergency changes can be made at other times during the year if needed. Emergencies include only those changes necessitated by unacceptable vehicle load or on-time performance.

1. Factors Considered for Service Changes

Long Range Plan

The RTA will create and update regularly a Long Range Plan with medium-term (5 to 7 years) specific service recommendations. These service recommendations will be financially constrained and consistent with the RTA's long range financial plan. Recommended service changes should be in conformance with all such long term planning documents. This will ensure that incremental service changes work to move the RTA towards a planned future and that resources are available long-term to maintain any recommended changes.

Customer Service Measures

Among the most important factors in modifying services are to correct known failures of customer service metrics. Most common are changes needed to alleviate unacceptable levels of vehicle crowding or poor schedule adherence. As problems are identified, Service Development will investigate causes of such failures and create solutions to rectify the issues.

Service Effectiveness Measures

Those routes or service underperforming according to Section V of the Service Standards should be evaluated for modification or in some cases elimination. Service significantly outperforming other similar routes should be evaluated for enhanced service if warranted. In cases where a route is near established service effectiveness thresholds, trends in demand should also be considered.

New routes and services should be permitted a reasonable amount of time to establish a demand pattern prior to any changes or elimination. Within one year of a route or service being introduced, it should meet half the effectiveness standard proscribed in Section V. Within two years of introduction, the service should meet service standards.

Community and Employee Input

Regularly, the RTA hears from customers and others in the community suggesting modifications to existing services. These requests will be considered in the RTA service planning process. Additionally, front line staff, such as operators and customer service representatives, who have more frequent contact with customers can be valuable assets in recommending improvements to services. Service Development will regularly reach out to all of the above parties for feedback in how services are performing.

Current Resources

Any service change recommendations must factor in the necessary capital and human resources necessary to implement the change. In some cases, changes may need to be delayed to allow purchase of vehicles or increased staffing necessary to implement the changes. A spare ratio of 15-20% must be maintained for vehicles and an extra board capacity of 15% of assigned runs is desirable for operator staffing.

2. Major Service Changes

All service changes which permanently (a) adds or deletes 25% of route miles to a route or (b) adds or deletes 25% of the average daily revenue hours to a route is considered a Major Service Change. For proposed major service changes, a Title VI review will be presented to the Board of Directors and the Federal Transit Administration prior to the decision to make the change.

3. Other Service Changes Requiring Board Authorization

All other service changes which permanently alters 10% or more of any route alignment or schedule will be authorized only by action by the RTA Board of Directors. Smaller service changes may be authorized by the Service Development department.

4. Public Input

Any service change that requires Board of Directors authorization must be presented to the public for comment. Public comment process will be governed by an RTA Public Input and Information Policy. The results of the public input process must be presented to the Board of Directors prior to authorization of changes.

5. Detours

Occasionally, due to road construction, other temporary traffic conditions, irregular events that effect passenger demand, or other events that effect bus operations, the RTA may need to temporarily detour routes. These detours should minimize impacts to existing customers to the greatest extent possible. Detours that are required by foreseen circumstances will be part of a detour plan developed by Service Development. In some cases when conditions change that were not anticipated, RTA dispatch will determine a detour for the short term (up to one week). For major detours that have significant impacts on passengers, the Board of Directors shall be notified.

Adopted May 12, 2010

Revised June 6, 2012

Revised December 11, 2013

Revised April 26, 2017



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Operations and Capital Projects Committee Memo

April 26, 2017

Subject: Issue a Request for Proposals for the Piloting of Three Autonomous Vehicles

Background

As more and more information is published on autonomous vehicle pilot programs and the benefits that are expected, it is becoming more of a reality than a vision. The information coming forth is from one end of the globe to the other.

The Corpus Christi Regional Transportation Authority is very interested in the autonomous shuttles that are being tested and would like to develop a pilot program to test autonomous shuttles in a controlled, closed research environment.

We have approached Texas A & M University – Corpus Christi to invite them to partner with us to test the proposed autonomous shuttles. Some initial discussions with the university have included providing a shuttle circulator on campus that would service the apartments on the campus, along with several other bus stops along the fixed route. Currently, many of the students that live on campus drive their cars to the main parking lots rather than leaving them at their apartment on campus. This only compounds the parking shortage on campus. The university still has to clear this project through the proper channels before a final decision is made to participate in the pilot program.

The Department of Transportation (DOT) in the early part of this year announced ten proving ground pilot sites to encourage testing and information sharing around automated vehicle technologies. The ten teams selected will help the department test innovations that can safely transform personal and commercial mobility, expand capacity, and open new doors to the disadvantaged people and communities.

Of the ten teams selected to participate in DOT's proving ground study there was a team selected from Texas. The team's make-up consists of Texas Department of Transportation, University of Texas at Austin's Center for Transportation Research (CTR), Southwest Research Institute (SWRI), and Texas A & M Transportation Institute (TTI).

The advantage of pilot programs and the sharing of information allows for the pace of innovation to accelerate through the safe testing and deployment of vehicles on closed tracks, on campuses and on limited roads.

Some of the other benefits include:

- Fewer traffic collisions (through improved collision avoidance)'
- Reduction in traffic congestion/increase in highway capacity;
- Improved fuel efficiency and reduced vehicle emissions;
- Convenience, time savings and lower stress for drivers and commuters;

- Enhanced mobility; and
- Other benefits could be realized related to the economy, innovation, infrastructure, environment, and land-use planning.

Identified Need

Throughout the transit industry the continued dialog is “first mile last mile” gaps that only create hurdles for transit riders in reaching a bus stop/station or in reaching their destination, which may be too far from the last bus stop. One proposed use of the autonomous shuttle, once approved for usage on Texas roads, and after sufficient testing as part of a pilot program, would be to address the first mile last mile obstacle.

Other service uses of the autonomous shuttle could include late night service, and on demand service for older Americans and Americans with disabilities. In order to determine the viability of performing the afore mentioned services, CCRTA staff would like to conduct a pilot program to test three autonomous shuttles on a closed campus setting or private property, yet to be determined.

Analysis

The review panel for the Request for Proposals will consist of the Managing Director of Transportation, Managing Director of Administration, Managing Director of Capital Programs/Customer Services, Director of Planning and the Director of IT.

The technical and pricing breakdown is listed below:

- | | |
|--|---------|
| • Key personnel/Firm Qualifications | 20 pts |
| • Project Approach | 25 pts |
| • Relevant Experience/Past Performance | 25 pts |
| • Safety Protocols | 30 pts |
| • Pricing | 100 pts |

Financial Impact

The estimated amount for the procurement of three autonomous shuttles is roughly \$750,000. This will be a three-year pilot program. The funding source will be local funds for any deposits which is approximately \$30,000, and any additional funding would be from proposed federal funds.

Recommendation

Staff requests the Board of Directors authorize the Chief Executive Officer or designee to the issue a Request for Proposals for the Piloting of Three Autonomous Vehicles.

Respectfully Submitted,

Submitted by:



Sharon Montez

Managing Director of Customer Services and Capital Projects

Approval:



Jorge Cruz-Aedo

Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

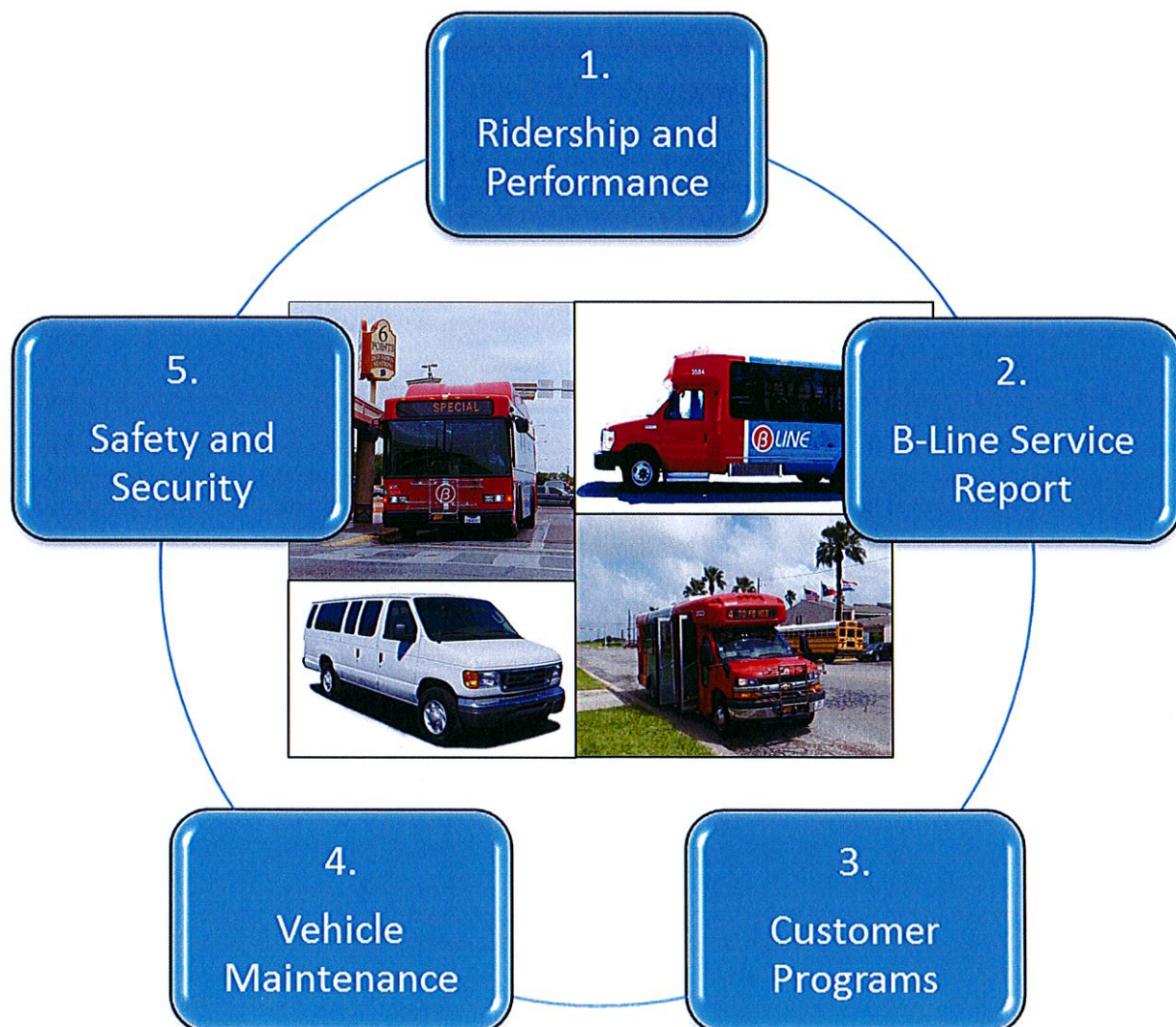
Operations & Capital Projects Committee Meeting

April 26, 2017

Subject: Operations Report for March 2017

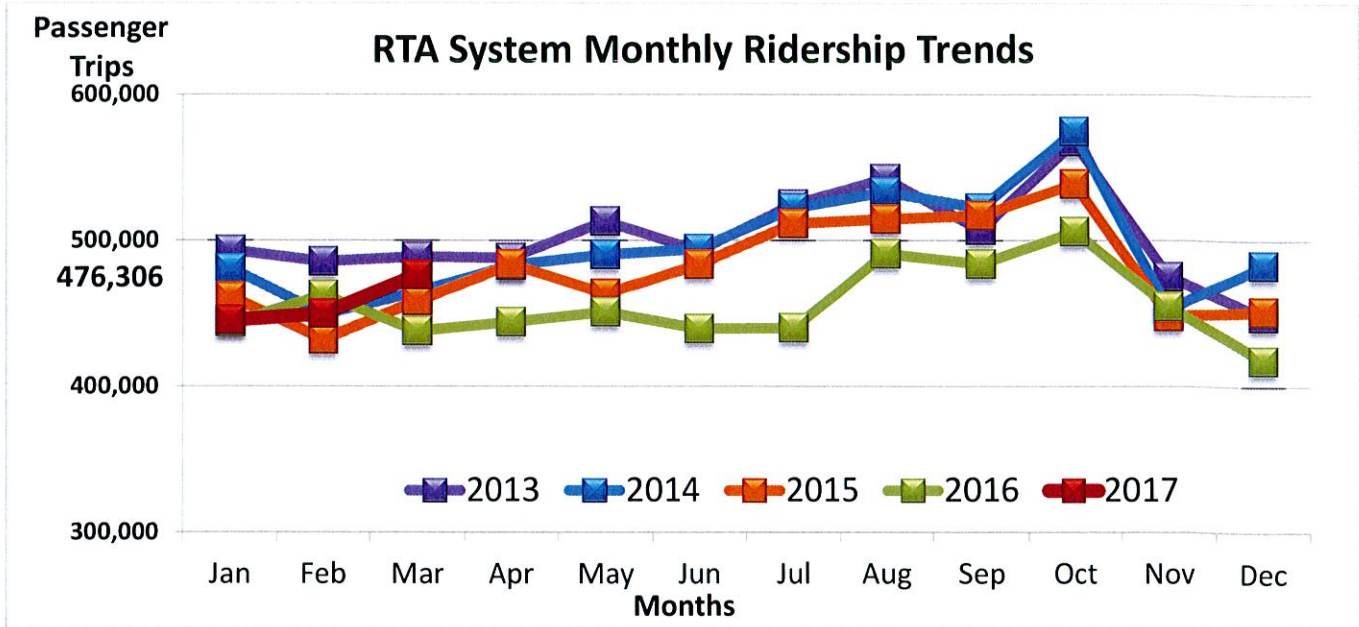
The system-wide monthly operations performance report for March 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls, customer service feedback, and a safety and security summary.

Detailed results are reported within the five sections outlined below:

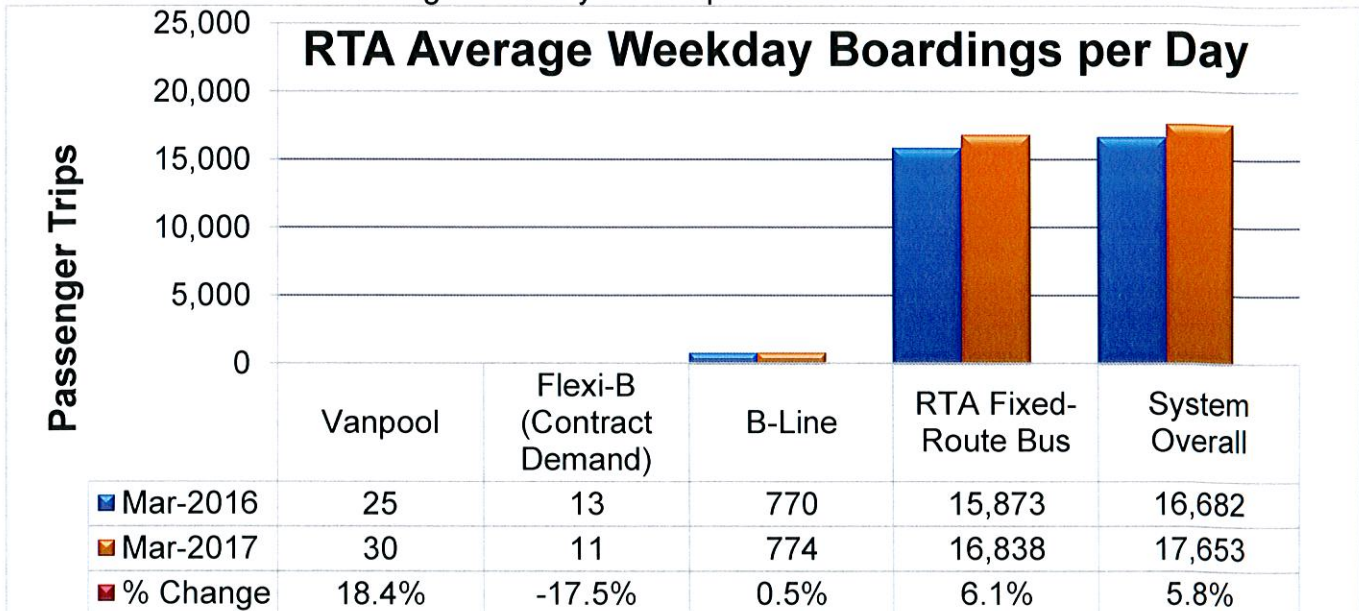


1. System-wide Ridership and Service Performance Results

Boardings for all services in March 2017 totaled 476,306. This represents an 8.8% increase as compared to 437,798 boardings in March 2016 or 38,508 more boardings this March. This month contained 23 weekdays, 4 Saturdays, and 4 Sundays. In March 2016, there were 23 weekdays, 4 Saturdays, and 3 Sundays as the Easter Holiday occurred on March 27 (no services were operated). Retail gas prices for unleaded fuel cost about \$2.15 per gallon compared to \$1.77 per gallon in March 2016¹. Approximately 1.84 inches of rain, was recorded this month as compared to 5.15 inches in March 2016.²



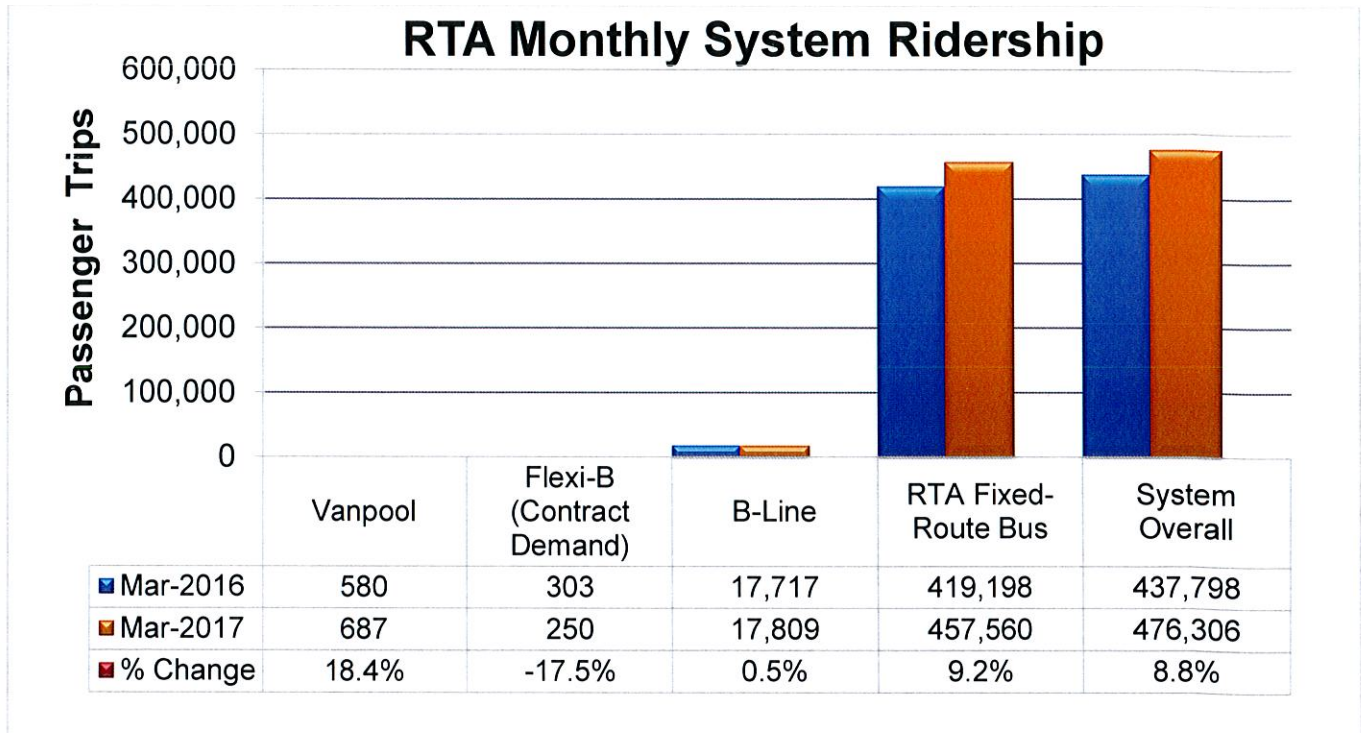
The chart below shows average weekday ridership for all services.



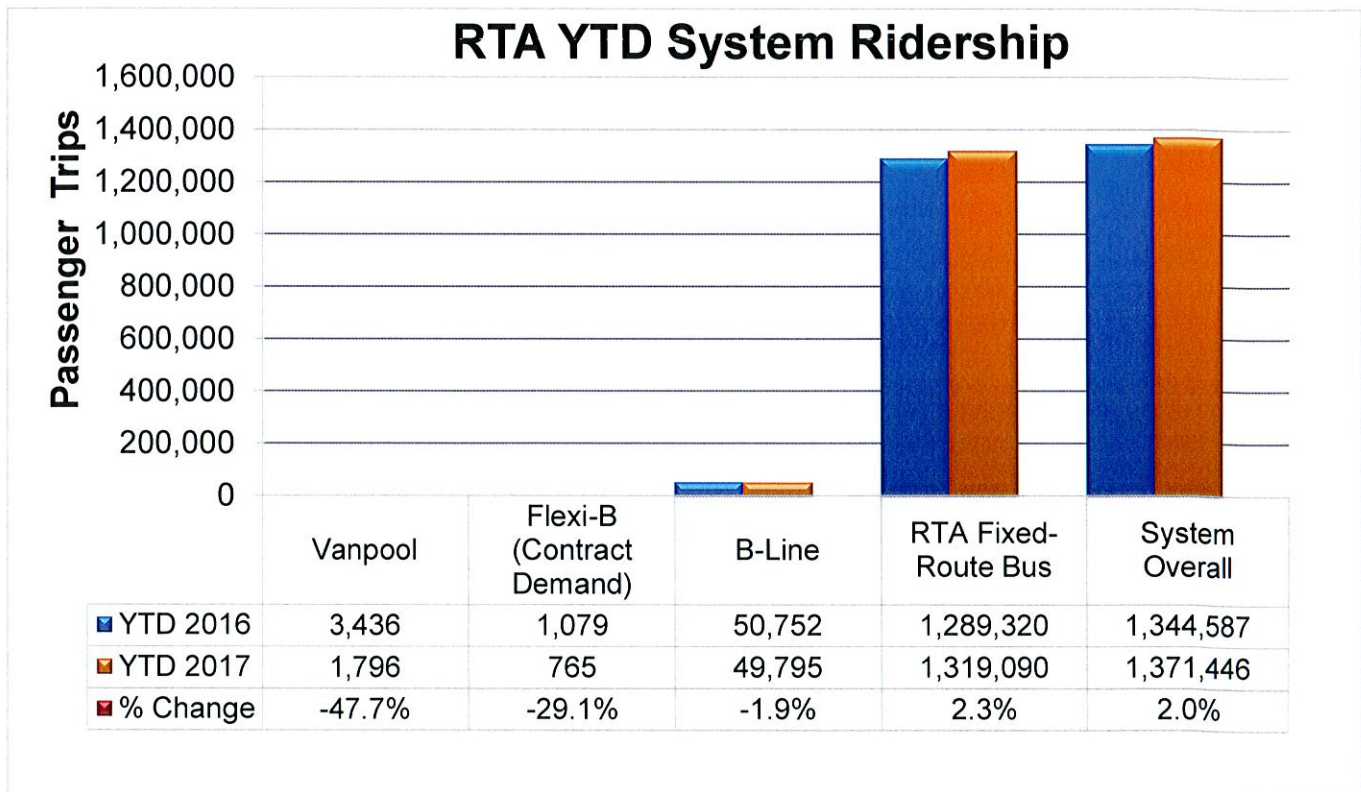
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

2. Weather Underground historical data at <http://www.wunderground.com>.

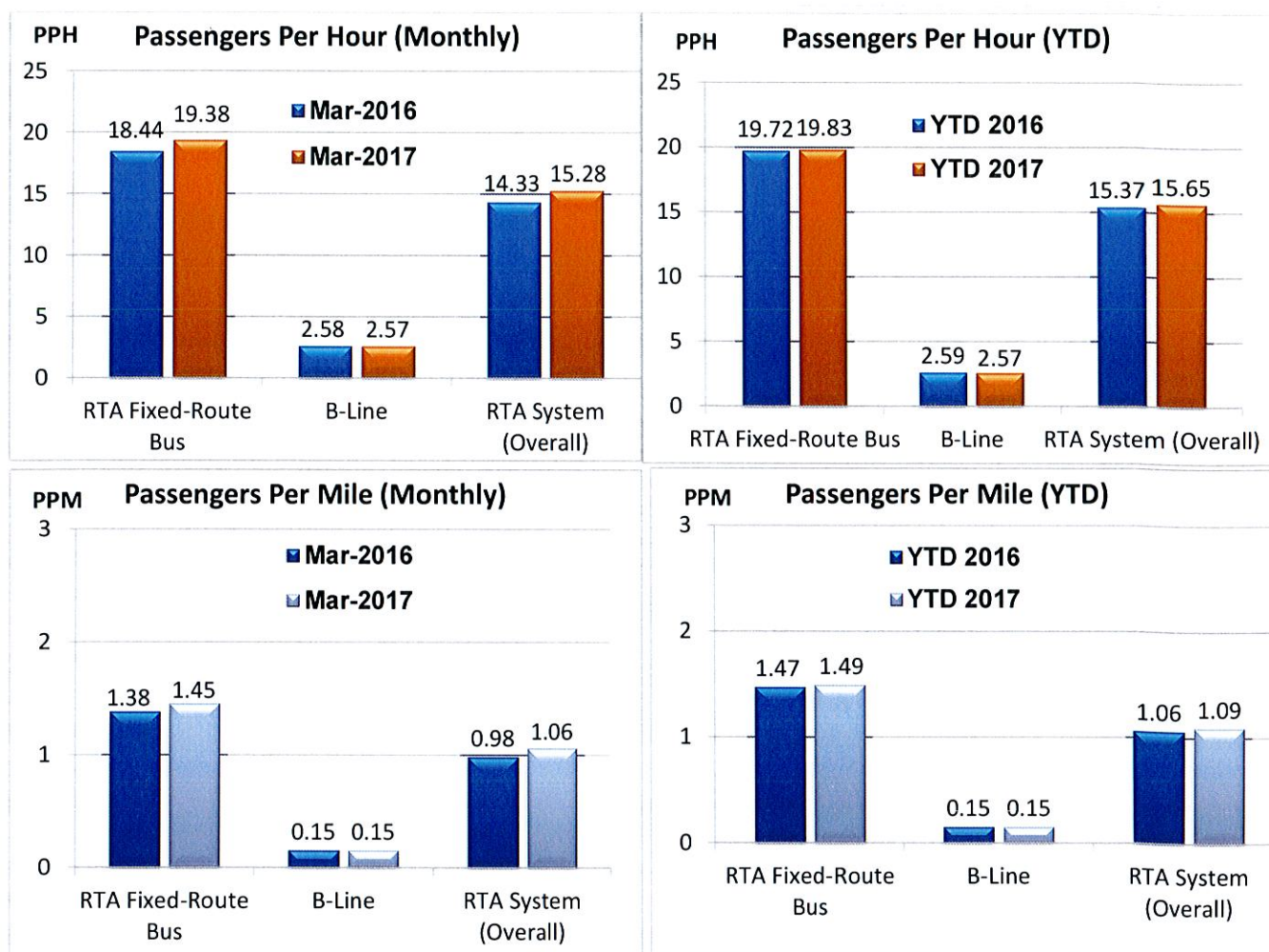
The chart below shows monthly ridership results for all services.



The chart below shows YTD ridership results for all services. CCRTA has recorded 26,859 more boardings for an increase of 2.0% in 2017 as compared to the same period in 2016.



The following charts report system-wide productivity for the month of March 2017 vs. March 2016 and YTD figures.



The following table shows on-time performance of RTA Fixed-Route services.

Schedule Adherence	Standard	Dec-16	Jan-17	Feb-17	Mar-17	3-Month Average
Early Departure	<1%	1.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	88.6%	87.3%	89.0%	88.3%	88.2%
Monthly Wheelchair Boardings	No standard	3,893	3,873	4,107	4,519	4,166
Monthly Bicycle Boardings	No standard	7,161	7,918	7,928	8,850	8,232
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.						

The following existing detours potentially impact on-time performance:

- Kostoryz Road (Brawner – Staples): To be completed early 2018
 - Routes 15, 24S
- McArdle Road (Whitaker – Nile): Project delayed-completion date undetermined.
 - Routes 37, 66S
- Staples Street (Morgan to I-37): To be completed August 2017-ahead of schedule.
 - Routes 5S, 17, 29, 29S
- Williams Street (Staples - Airline): To be completed December 2017-project has been extended.
 - Routes 8S, 29, 63
- Greenwood Drive (Horne – Gollihar): To be completed fall 2017
 - Routes 15S & 23

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

- Productivity: **2.57** PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: **94.9%** did not meet the contract standard of 96%.
- In Vehicle Time: **99.2%** exceeded the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **34,877** did exceed the contract standard of 12,250 miles.
- Ridership Statistics: **11,854** ambulatory; **4,935** wheelchair boarding's

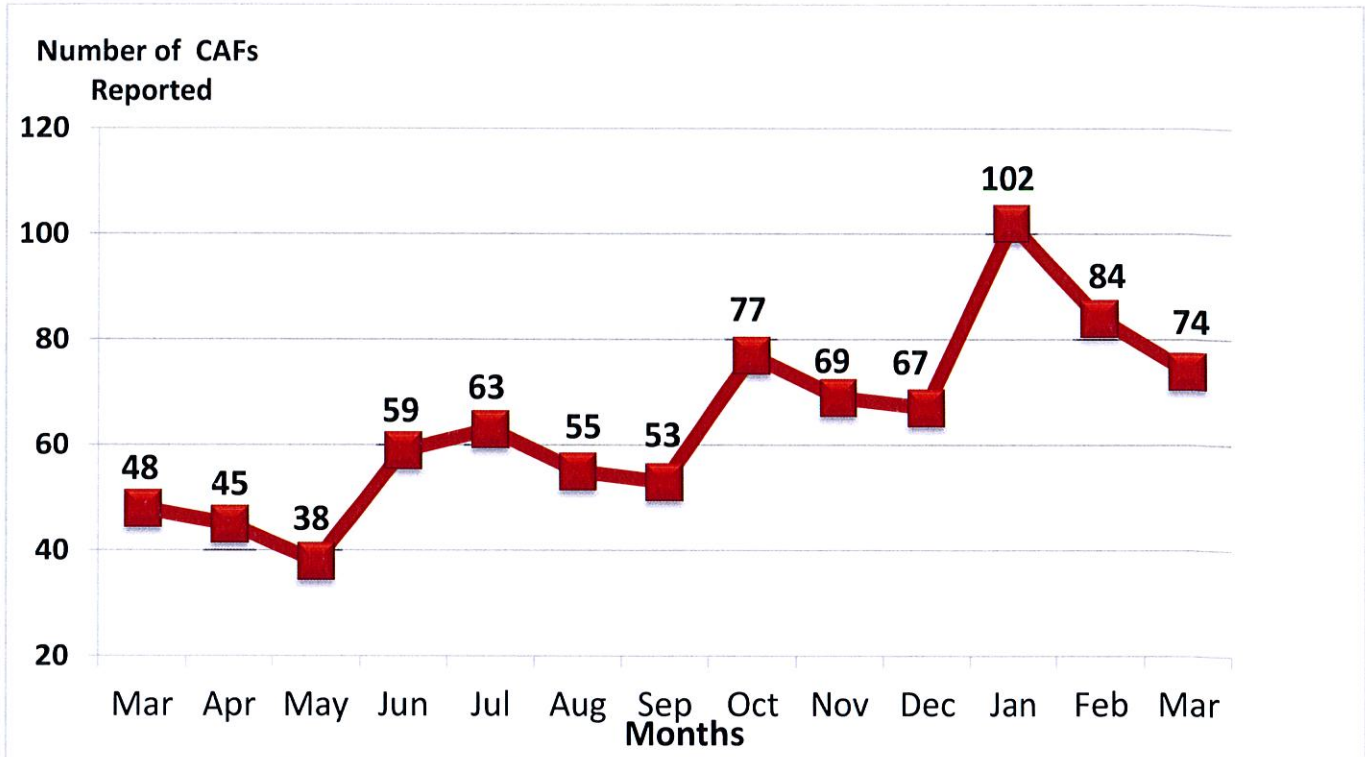
Metric	Standard	Jan-17	Feb-17	Mar-17	YTD Average
Passengers per Hour	2.50	2.57	2.57	2.57	2.57
On-time Performance	96%	97.0%	95.7%	94.9%	95.9%
In Vehicle Time	95.0%	99.0%	99.1%	99.2%	99.1%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	31,953	24,541	34,877	30,457
Monthly Wheelchair Boardings	No standard	4,611	4,391	4,935	4,646

B-Line ridership for the month of March 2017 was 17,809 compared to 17,717 for March 2016, which equates to 92 more trips and representing a 0.5% increase.

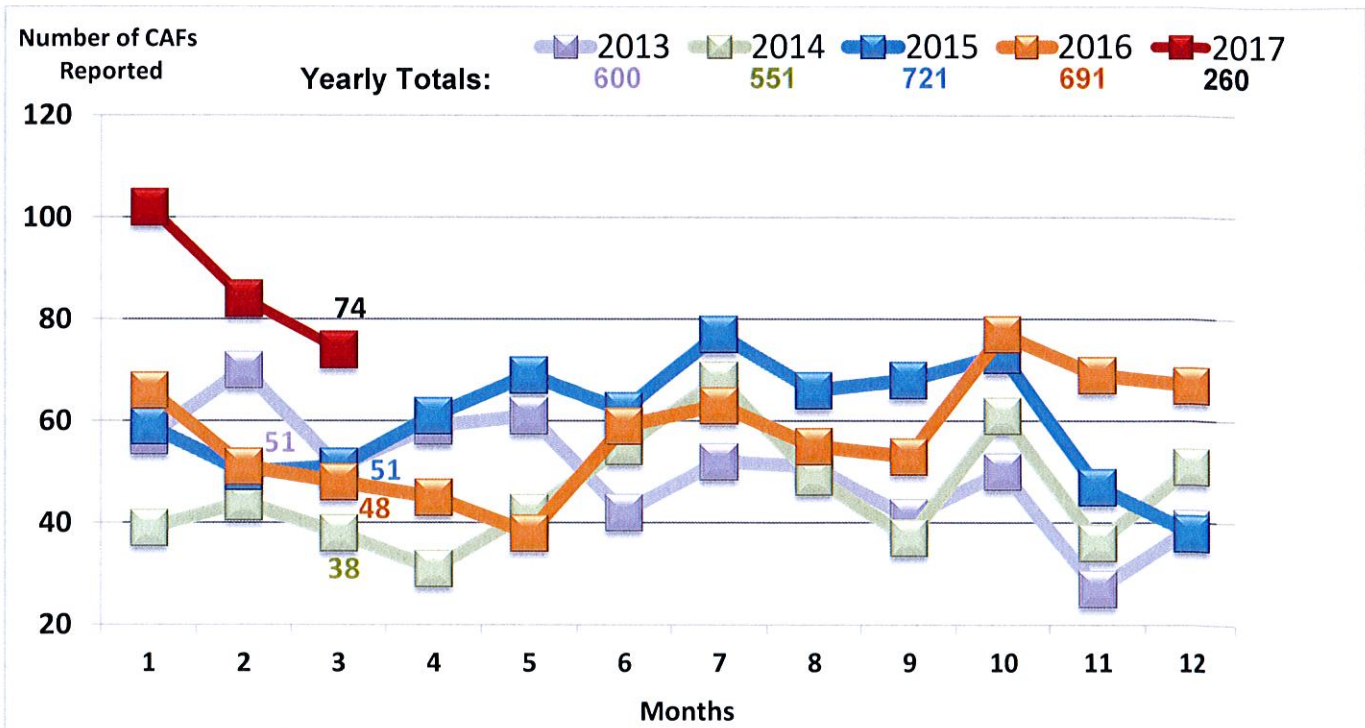
YTD 2017 ridership is 49,795 representing a 1.9% decrease over 2016 ridership statistics.

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

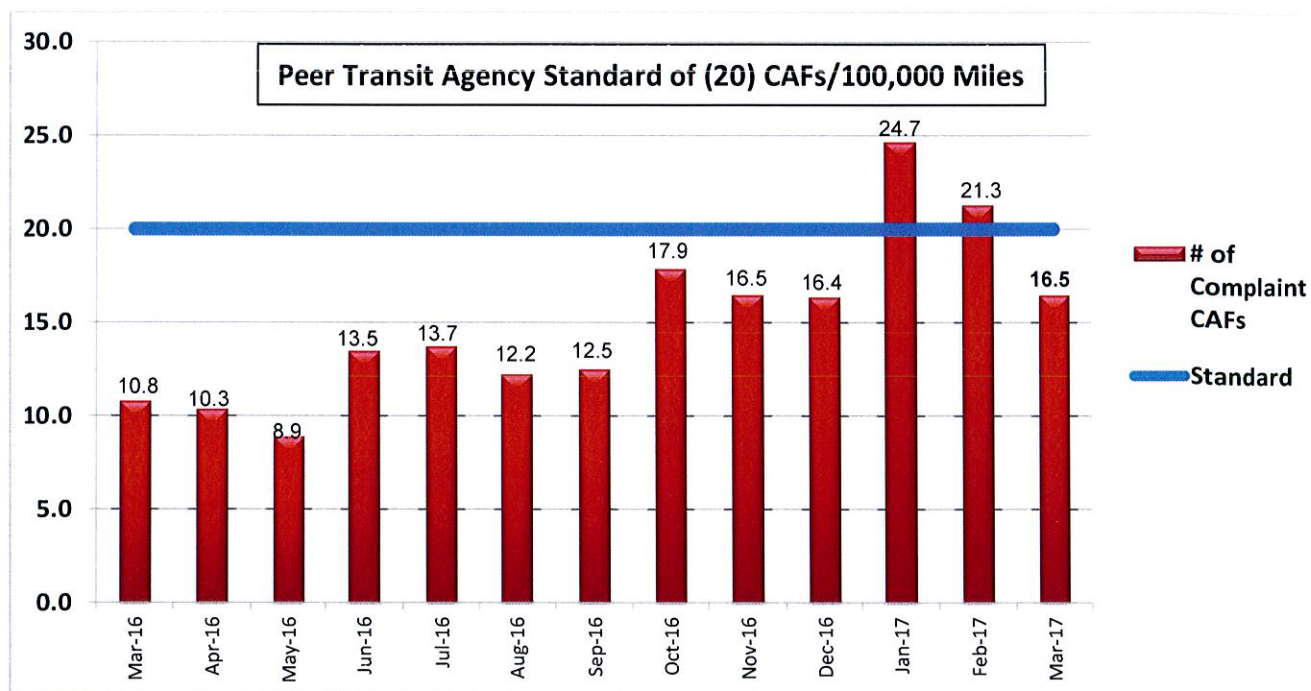
For March 2017, there were 74 reported CAF's (excludes commendations) which represents a decrease from 84 reported CAF's overall in February 2017. The statistics for March represents a 12% decrease, 74 CAF's vs 84 CAF's compared to the month of February 2017. There was 1 Commendation received.



3a. CAF Reports: Historical Trends



3b. Reported Complaint CAFs w/o Commendations & Suggestions: Historical Trend



3c. Route Summary Report for March 2017

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	0	#29SS Spohn South	2
#4 Flour Bluff Mini B	5	#32 Southside Mini B	1
#5 Alameda	0	#34 Robstown Circulator	0
#5x Alameda Express	1	#37 Crosstown	2
#5s Alameda (Sunday)	1	#51 Gregory Park & Ride	0
#6 Santa Fe/Malls	2	#63 The Wave	0
#12 Saxet Oak Park	3	#65 Padre Island Connector	4
#15 Kostoryz	0	#76 Harbor Bridge Shuttle	3
#16 Agnes/Ruth	1	#78 North Beach	0
#17 Carroll/Southside	0	#83 Advanced Industries	0
#19 Ayers/Norton	2	#84 Lighthouse	0
#19G Greenwood	0	#90 Flexi-B Port A	1
#19M McArdle	0	#94 Port Aransas Shuttle	1
#21 Arboleda	2	B-Line (Para-transit)	11
#23 Molina	2	Facility Maintenance	3
#25 Gollihar/Greenwood	0	Service Development	1
#26 Airline/Lipes Connector	1	Safety and Security	7
#27 Northwest	4	Vehicle Maintenance	2
#27s Northwest (Sunday)	0	Purchased Trans (Other)	1
#28 Leopard Omaha	1		
#29 Staples	7		
#29F Flour Bluff	3	TOTAL CAF'S	74

3d. March 2017 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	6	1	0	
Driving Issues	5	1	1	
Customer Services	22	4	2	
Late/Early – No Show	7	1	2	
Fare/Transfer Dispute	2	0	0	
Dispute Drop-off/Pickup	0	4	0	
Facility Maintenance	3	0	0	
Vehicle Maintenance	2	0	0	
Safety and Security	7	0	2	
Service Development	1	0	0	
Purchased Trans (Other)	0	0	1	
Total	55	11	8	
Commendations	1	0	0	1

Conclusion:

During March 2017, RTA received 74 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; one (1) of the 75 reported CAF's (March) was commendations.

There were a total of 55 CAF's/Commendations received regarding RTA Service representing 74% of total customer contacts: 3 for Facilities Maintenance, 1 for Service Development, 7 for Safety and Security, 2 for Vehicle Maintenance, and 42 for Transportation.

A total of 11 CAF's/Commendations were reported regarding B-Line service representing 15% of the total customer contacts.

A total of 8 CAF's were reported regarding Contracted Fixed Route service representing 11% of the total customer contacts.

Actions taken as a result of reported CAF's include but are not limited to the following:

- Coaching and counseling
- Driver training
- Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
- Discussion in supervisory meetings
- Examination of CCRTA operations policy

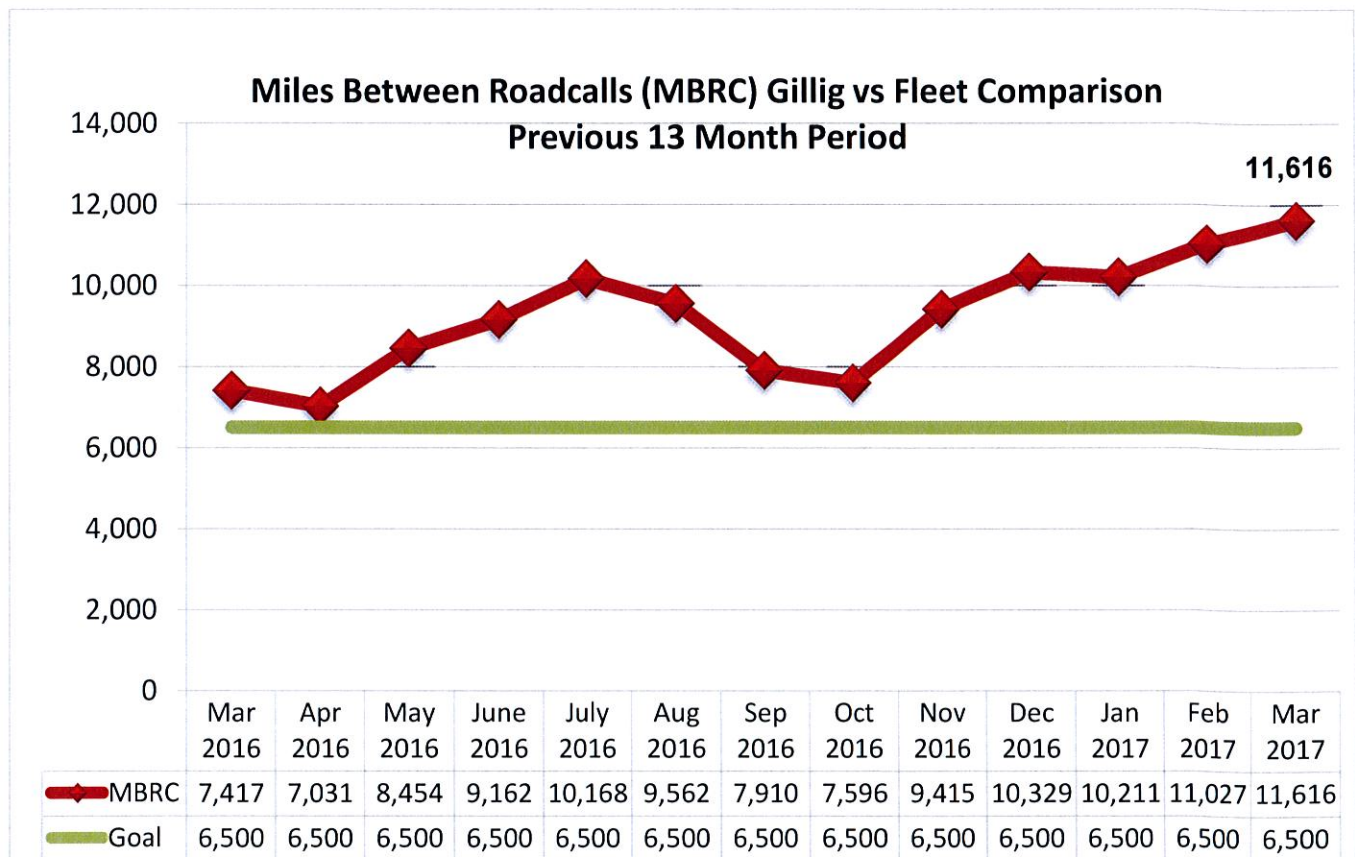
CCRTA documents CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, e-mail, and letter or in person.

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 CCRTA 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 March 2017, 11,616 miles between road calls (MBRC) were recorded as compared to 7,417 MBRC in March 2016. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



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.

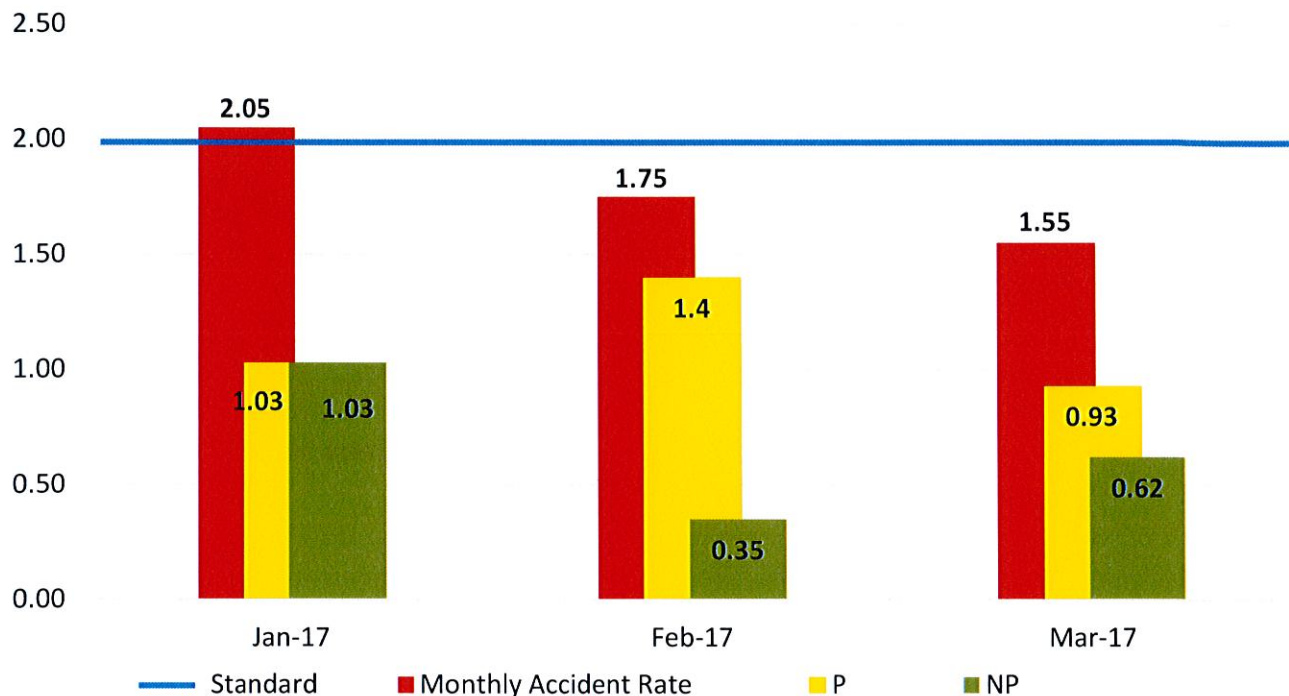
5. Safety/Security Department Report

SAFETY SUMMARY

For March 2017, there were five (5) vehicle accidents. Two (2) were determined to be non-preventable (NP) and three (3) were determined to be preventable (P). There were 18 customer-related incidents. CCRTA operators drove a total of 322,509.7 miles. The year-to-date accident rate for the month was 1.78 per hundred thousand miles driven. The desirable range for total collisions is at 2.0 or less.

The chart below illustrates the Year-to-Date accident rate. Please keep in mind that this chart shows all vehicle accidents regardless of fault.

Year-to-Date Accident Rate = 1.78



SECURITY SUMMARY

For March 2017, there were approximately 1,400 hours of security coverage was used for all areas of CCRTA Operations. Officers issued 10 criminal trespass warnings, arrested 2 individuals for criminal trespassing, issued 29 disturbance warnings and responded to 3 other calls for service.

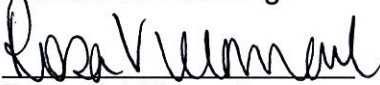
Respectfully Submitted,

Submitted by: Wesley Vardeman
Outreach Coordinator

Submitted by: Mike Rendon
Director of Safety & Security

Submitted by: Bryan Garner
Director of Maintenance

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: 
Rosa E. Villarreal
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Operations and Capital Projects Committee Meeting

April 26, 2017

Subject: Holiday Policy Revisions

Background

CCRTA uses the Holiday Policy to designate paid holidays for our employees in an effort to keep abreast with the ever changing workforce. The Holiday Policy not only outlines the designated holidays but also spells out clearly how these holidays are paid.

Identified Need

In the past, Holidays were designated through policy but observed differently for Administrative and Operations employees based on operational need. This difference caused a variety of complications for payroll. In order to simplify the paying of holidays across the Board, the Holiday Policy has been revised to address each group of employees separately. Each group will still be given 11 paid holidays. The Administrative group will have those holidays specifically designated by date, while the Operations employees will have 3 of the holidays designated and the rest will be given as floating days to use throughout the year.

Financial Impact

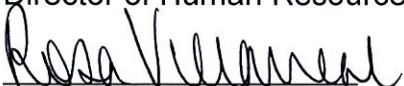
These changes will translate into payroll cost savings, especially within the Transportation and Maintenance departments. Traditionally holidays have been an increased expense on payroll because of the premium pay that was dictated by policy.

Recommendation

For informational purposes only.

Respectfully Submitted,

Submitted by: Angelina Gaitan
Director of Human Resources

Reviewed by: 
Rosa E. Villarreal
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer