



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

DATE: Wednesday, May 3, 2017

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

TIME: 8:30 a.m.

BOARD OF DIRECTORS' MEETING

CURTIS ROCK (Chair)

Michael Reeves (Vice Chair) ~ Edward Martinez (Secretary)

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	C. Rock	1 min.	-----
2.	Moment of Reflection		1 min.	-----
3.	Roll Call –	C. Rock	2 min.	-----
4.	Personnel Recognition a) Cruz Mirelez - 35 Years of Service	J. Cruz-Aedo	3 min.	<i>No Attachment</i>
5.	Opportunity for Public Comment	C. Rock	3 min.	<i>No Attachment</i>
6.	Update on RCAT Committee Activities	A. Bauman/ S. Montez	3 min.	<i>No Attachment</i>
7.	Update on FY2018 Budget Calendar	R. Saldaña	5 min.	Pages 1-2 <i>PowerPoint</i>
8.	Updates on Buccaneer Days & Illuminated Night Parade	J. Cruz-Aedo	3 min.	<i>No Attachments</i>
9.	Discussion and Possible Action to Approve the Board of Directors' Meeting Minutes of April 5, 2017	C. Rock	2 min.	Pages 3-10
10.	CONSENT ITEMS: The following items are routine or administrative in nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.			

	a) 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	3 min.	Pages 11-12 <i>PowerPoint</i>
	b) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards	G. Robinson	3 min.	Pages 13-14 <i>PowerPoint Attachment</i>
11.	Discussion and Possible Action to 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	5 min.	Pages 15-17 <i>PowerPoint</i>
12.	Presentations:			
	a. March 2017 Financial	R. Saldaña	5 min.	Pages 18-20 <i>PowerPoint</i>
	b. Procurement Update	R. Saldaña	5 min.	<i>PowerPoint</i>
	c. March 2017 Operations Report	G. Robinson	5 min.	Pages 21-31 <i>PowerPoint</i>
13.	CEO's Report	J. Cruz-Aedo	5 min.	<i>No Attachment</i>
14.	Chairman's Report	C. Rock	5 min.	<i>No Attachment</i>
15.	Adjournment	C. Rock	1 min.	-----
16.	Information Items:			<i>Attachments</i>
	a. Member Inquiry Forms:			
	o Committees Meeting – March 22, 2017			
	o Board Meeting – April 5, 2017			
	b. RCAT Minutes – March 16, 2017			

Total Estimated Time: 60 min.

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On **Friday, April 28, 2017** this Notice was posted by **Dena Linnehan** at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

May 3, 2017

Subject: Fiscal Year (FY) 2018 Budget Calendar

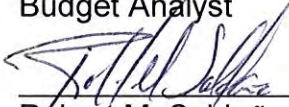
The following table outlines the **key elements** and dates of the FY 2018 budget calendar. All items are tentatively scheduled and are subject to change.

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

**REGIONAL TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS' MEETING MINUTES
WEDNESDAY, MARCH 1, 2017**

Summary of Actions

- 1. Pledge of Allegiance**
- 2. Moment of Reflection**
- 3. Conducted Roll Call**
- 4. Held Personnel Recognition – a. State Comptroller Financial Transparency Stars Award; b. TTA State Rodeo**
- 5. Provided Opportunity for Public Comment**
- 6. Heard Update on RCAT Committee Activities**
- 7. Heard Update on State and Federal Legislative with Lobbyists; Messrs. Tris Castenada and Larry Meyers**
- 8. Action to Approve Board of Directors' Meeting Minutes of March 1, 2017**
- 9. Action to Approve Consent Agenda Items – a. Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Enter into a Professional Services Agreement for General Legal Services; b. Recommend the Board to Adopt a Revised Emergency Preparedness Policy for 2017; c. Authorize the Chief Executive Officer (CEO) or his Designee to Issue an Invitation for Bids (IFB) for Brass Fittings & Hydraulic Hoses; d. Authorize the Chief Executive Officer (CEO) or his Designee to Issue an Invitation for Bids (IFB) for Transmission Rebuilder; e. Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract with S & A Systems for a new Fuel Management System; f. Authorize the CEO or his Designee to Request Fiscal Authority for Additional Funding for Contracts 2010-SP-30 & 2016-SP-04 Tires Services**
- 10. Heard Presentations – a. February 2017 Financial Report; b. 2017 Street Improvement Allocations; c. January 2017 Operations Report; d. Procurement Update**
- 11. Held Discussion (in Closed Session) and Possible Action Thereafter in Open Session Concerning – a. Port Ayers Project**
- 12. Heard CEO's Report – a. Transportation Tuesday Update**
- 13. Heard Chairman's Report**
- 14. Adjournment**
- 15. Information –**
 - a. Member Inquiry – Committees Meetings held February 22, 2017**
 - b. Member Inquiry – Board Meeting held March 1, 2017**
 - c. RCAT Minutes– Meeting held January 19, 2017**

The Regional Transportation Authority Board of Directors 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.

Board Members Present: Curtis Rock, Chairman; Michael Reeves, Vice Chairman; Edward Martinez, Secretary; George B. Clower; Tom Niskala; Glenn Martin; Scott Harris and Abel Alonsz.

Board Members Absent: Angie Granado, A.R. 'Butch' Escobedo and Larry Young, Sr.

Staff Present: Jorge Cruz-Aedo, CEO; Angelica Acevedo; Esteban Campos, David Chapa; Kelly Coughlin; Bryan Garner; Anna Hinojosa; Denise Jones; Dena Linnehan; Sharon Montez; Victoria Reyes; Mike Rendón; Gordon Robinson; Robert Saldaña; Susan Teltschik; Rosa Villarreal and Oscar Zamora

Public Present: John Bell, Wood, Boykin, Wolter, CCRTA Legal Counsel; Benjamin Schmit, MV Transportation; Wil Galloway and Tris Castaneda, Longbow Partners; Larry Meyers, Meyers & Associates; Rolando Garza, Cotton Broadcasting; Ray Hernandez, Iconic Signs; Willie Rivera, NEI/Hanson; Nicole Barns, Kailo; Gina Salazar, ATU-Local 1769

Call to Order & Roll Call

Mr. Curtis Rock called the meeting to order at 8:32 a.m., announced the Pledge of Allegiance and held a moment of reflection. Mr. Edward Martinez called Roll and stated a quorum was present.

Held Personnel Recognition

Mr. Jorge Cruz-Aedo recognized the Agency being awarded a Transparency Stars from the Texas State Comptroller of Public Accounts which represents exemplary efforts in creating financial transparency around public service and spending decisions. He commented the Stars program recognize local governments across Texas who strive to meet the highest standards for financial transparency online, by providing clear and consistent information to the community about public spending in user-friendly formats. He stated there are 60 agencies out of 15,000 who received these awards and the RTA is one of the 60 agencies who received a Star award. Mr. Cruz-Aedo gave his congratulations and presented the placard to the Board Chairman Mr. Curtis Rock.

Mr. Cruz-Aedo also congratulated one of RTA's operators, Mr. Oscar Zamoro for his exemplary service as an employee, and his consistent placement in numerous Rodeos where he placed 3rd at the Texas Transit Association Rodeo in Lubbock, and will travel to Reno for the Nationals.

Provided Opportunity for Public Comment

Mr. Rolando Garza with Cotton Broadcasting spoke on the local female minority-owned broadcasting of their TV and radio stations, and he thanked the RTA for their continued working relationship with the agency under Mr. Jorge Cruz-Aedo's direction. He spoke about the need to spend local dollars locally and to buy locally to keep the minority-owned and small businesses in the community. Mr. Garza emphasized the commitment Cotton Broadcasting has established between all their vendors, especially the RTA, to keep communications open to support their customer's needs. He stated they strive to

keep their partnership aligned with the same concerns for customer service and safety as the RTA. As he stated, in their long-standing relationship with the RTA, they have worked closely with the agency and are there for the agency, to get the word out to keep the community informed of news, events, catastrophe or emergency situations, basic communications in the community, and are spot-on in doing so. He stated Cotton Broadcasting is currently working on new deliverables with Para-Transit in both English and Spanish and look forward to a continued relationship with the RTA.

Heard Update on RCAT Committee Activities

Ms. Ann Bauman reported on the RCAT meeting held March 16, 2017 and committed one of their committee members passed away and will be greatly missed. She commented the meeting had large attendance, received the findings of the Quadrennial Performance Audit and she stated the members sent their congratulations. Mr. Bauman continued with Ms. Sharon Montez reported on the statistics of transportation usage and the committee was pleased as Ms. Montez will provide this report at the meetings going forward. She stated the RCAT also selected their Unsung Hero for the Final 2016 Quarter to be awarded. Ms. Bauman did not provide his name, yet commented he was chosen for the outstanding and unconditional service he gives to others. She stated he drives for MV Transportation, and one example of his unconditional service is, he ended his shift and took a rider home which was two hours on his on time, before he himself went home and did without any hesitation.

Heard Update on on State and Federal Legislative with Lobbyists; Tris Castenada and Larry Meyers

Ms. Kelly Coughlin welcomed Messrs. Larry Meyers (Federal Lobbyists), and Tris Castenada and Wil Galloway (State Lobbyists) and each provided reports from their recent trip to Washington, D.C. for the National Legislative Sessions.

Mr. Larry Meyers provided reports for their representative work done over the past six months as representatives of the RTA in Legislature. He reported on the recent Federal Legislative sessions in Washington, D.C. and stated the feel was that something is going to happen within the transportation arena this year, although still a little uncertain with the recent failure of the Health Care Act. He continued with bus systems and transit, the House of Representatives is ran by 12 Committees; Texas chairs 7 of the committees with 4 members being on the Transportation Information Sub-Committee; so now Texas should be able to lead in the transit issues. As he commented, Chairman Curtis Rock and he have discussed transit in Texas, and for the RTA, there is an opportunity and responsibility to strengthen their voice in the legislative as a viable Agency to lead in transit issues in the State of Texas. Mr. Meyers said with our Board members who attended the Legislative sessions in Washington, D.C. it helped him twofold; visibility for the RTA as viable Agency in Texas, and for him as a representative for the Agency. Mr. Meyers stated from the last Presidential campaign, both parties agreed transportation needs to do more development in the transit infrastructure in the United States. He commented receiving a call from Senator Cornyn's staff requesting his help/the RTA, in coordinating Texas next year, and would the RTA take the lead and make one request for all the Texas transit agencies, as he was unable to meet with any

of the 12 agencies due to his leadership role in the State Senate. Mr. Meyers emphasized this as being an opportunity and responsibility for the RTA to take the lead for the transit industry for the State of Texas to meet with the Senator.

Mr. Meyers continued discussion of items in his report which centered on funding for transportation, and as he spoke with Mr. Cruz-Aedo, was to finish up the funding for fiscal years 2017 to 2018 per the sessions in Washington, D.C. this year. He also mentioned Congressman Kevin Brady, from The Woodlands, Texas area, is the Chairman of the Ways and Means Committee and will be leading the forum in transportation for Texas focused on new funding processes.

He said meetings were held on autonomous buses were during the sessions in Washington, D.C. and plans to do additional research on this going forward. He stated their company met with American Trucking Company, fortunate to be next to their offices, and American Trucking is currently taking a lead on autonomous trucks for their area to include not just one truck but a convoy of trucks. As he stated, this new technology and system will need Congress to address as there will be a new area of laws and regulations, liabilities and insurances for these vehicles, and RTA needs to be a part of the discussion involving autonomous vehicles, not controlled by them.

Mr. Tom Niskala asked if the Infrastructure Bill had any worth at this time, Mr. Meyers stated the Bill was still at a conceptual level with its details being mostly tax benefits for the public and private partnerships in transportation and does not see it as a benefit for the RTA, as the concept is about making profits and a concept coming out of the Trump Administration. He also stated 4 Bills were introduced for funding processes that get hard dollars into transportation and is he is very excited on this. Messrs. Abel Alonzo and Scott Harris both thanked Mr. Meyers for his efforts in representing the RTA in Washington, D.C. Mr. Harris commented it was a very productive trip in DC and asked Mr. Meyers his profession opinion in the potential shut-down, continuing resolution, expiration of the budget and likelihood a solution be passed by April 29th. Mr. Meyers responded pessimistically if gridlock continues, both sides have learned from past government shut-downs, there are no winners and stated from morning Press Reports, Democrats will raise their requests so Republicans can't shut the Government down. Mr. Meyers believes both sides are committed with modest ambitions of the Fiscal 2017 Bill due on April 29th and expect it will pass without a shut-down. All board members reiterated their thank you to Mr. Meyers for the vital role he plays with the Federal relationships in representing the RTA. Mr. Meyers commented he enjoys the work he does representing the RTA, and also works closely with both Messrs. Tris Castaneda and Wil Galloway, and are consistent with the RTA's message in both Washington, D.C. and Austin, Texas. Mr. Rock recognized Councilwoman Paulette Guajardo in the audience for attending the meeting.

Messrs. Tris Castaneda and Wil Galloway reported on newsworthy items from the Legislative in Austin, Texas. He commented on three Bills and an email Ms. Coughlin sent the Board Members as they are tracking 47 pages of Bills currently at the State. Mr. Castaneda stated there are several Bills that impacted the Agency directly, not just

those that appear in Chapter 451 the Agency governed by. Both gentlemen commented they worked closely with Mr. Meyers particularly on environmental and liability issues, and appreciate not only his direction, but Mr. Cruz-Aedo, Ms. Coughlin and RTA's Board Members direction, the facetime in Austin to support their efforts in representing the Agency.

Mr. Castaneda praised the Agency on the Transparency Star Award received from the State Comptroller, and for the great job Mr. Cruz-Aedo has done in defining how far this Agency has come, how much it has embraced, and the notion of transparency and public service. Mr. Castaneda also thanked Mr. Cruz-Aedo and the Board Members for facetime shared with the Comptroller while in Austin recently, a part of their extended delegation and helped carry legislation and preserve and defeat issues.

As Mr. Castaneda said, another item for the Agency was the Transportation Tuesday meeting in Austin, and stated numerous State Congressmen, Senators and Officials, and Transit interests who met and a great opportunity of each transit systems who was there to share a little bit about what each are doing, the challenges they are facing, we discussed a few pieces of legislation, and causes of concern with real opportunities to advance in a positive way. He stated there are 55 days left and in our weekly updates, this has been a budget-dominated session, and differences between the House and the Senate are very dramatic, not only in terms of what to spend money on, but their priorities of how to spend it, and the differences in how to fund it. He commented the Senate is trending towards accounting tricks on how to spend it by delaying payments, adjust caseloads, and hope the economy returns and stay within the Cap. Mr. Castaneda commented the House believes it is a rainy day and the Rainy Day Fund should be a capped at some level. He said currently there is \$10 billion in the Rainy Day Fund, yet the issue is that this initiative requires a two-thirds vote and Congress stated if you have \$10 billion in the bank and spend \$2 billion it will not impact the bond rating. As he spoke, the budget hit the floor in the House on Thursday, April 28th and once it happens, he said you will see a lot of Bills will begin to be released and moving forward. Terms of transit issues, he stated, would be adjustments to the MPO and requirements would be that in order to serve on the MPO, you would need to be an elected official, and we do not believe this would be a good policy and just one of the examples the Agency may not know.

Mr. Wil Galloway commented there are several bills in our packet that we are focusing on the transit legislation, several strictly for Austin Metro, yet several others on the State's transit agencies. He spoke on TxDOT's Public Transportation Advisory Committee that advises the State on transit issues, has a bill that states being appointed by the Governor, you would be appointed by the Transportation Commission and was vetoed last session as it takes away some of the Governor's authority. He commented another bill is to form a task force in order to reduce the number of traffic deaths in the State and he feels will probably pass, and states a transit provider to be on the task force. Mr. Galloway said a bill to enhance penalties for security issues at transit agency locations which they testified in favor of, continuation of the TURP bill and fuels legislation. Mr. Castaneda commented they identify with the Board's

commitment to upgrade its fleet to be responsible and environmental stewards and there is a bill listing Corpus Christi as being eligible for facilities grants and to upgrade transit agencies bus systems. He stated a vetoed bill in several past sessions keeps coming up where transit buses are driving on road shoulders to reduce congestion, and only for the Austin area with San Antonio being amended into this bill.

Mr. Castenada commented on the Board's interest of autonomous vehicles, and are three major bills currently in session as placeholders, and unlikely they will pass until firm laws, research on issues, regulations can be implemented and addressed. He believes the State will supersede Federal, and also stated they are at the table with the House and any framework for autonomous vehicles will need public entities to be there and participating fully.

After general discussion, the Board Members thanked both Messrs. Larry Meyers, Tris Castenada and Wil Galloway for all their hard work and efforts at the Federal and State levels for representing the RTA.

Action to Approve the Board Meeting Minutes of March 1, 2017

MR. MICHAEL REEVES MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS' MEETING MINUTES OF MARCH 1, 2017. MR. GEORGE CLOWER SECONDED THE MOTION. THE MOTION CARRIED. ROCK, REEVES, MARTINEZ, NISKALA, CLOWER, MARTIN, HARRIS AND ALONZO VOTING IN FAVOR. GRANADO, ESCOBEDO & YOUNG ABSENT.

CONSENT AGENDA ITEMS

Mr. Rock stated the items Consent Agenda Items 9a through 9f were approved as shown below with Item 9a being pulled by Mr. Harris for further discussion. Mr. Harris asked the Agency if a Request for Proposals (RFP) for Legal Services was an option, and Mr. Robert Saldaña stated the Agency has options of issuing a Request for Qualifications (RFQ); issuing an RFP; or executing a Professional Service Agreement. He also stated all of these would be a process and to issue an RFP is the best cost benefit versus the bid process that would take directive from the Board. Mr. Harris concerns addressed the Agency's positive and public image, not the current firm's qualifications to prevent any negativity, so the RTA is not viewed by the community as playing favorites, and for the agency to go through the bid process with an RFP as it has been 10 years since the last process.

- a. **Action** to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Enter into a Professional Services Agreement for General Legal Services
- b. **Action** to Recommend the Board to Adopt a Revised Emergency Preparedness Policy for 2017
- c. **Action** to Authorize the Chief Executive Officer (CEO) or his Designee to Issue an Invitation for Bids (IFB) for Brass Fittings & Hydraulic Hoses
- d. **Action** to Authorize the Chief Executive Officer (CEO) or his Designee to Issue an Invitation for Bids (IFB) for Transmission Rebuilder

- e. **Action** to Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract with S & A Systems for a new Fuel Management System
- f. **Action** to Authorize the CEO or his Designee to Request Fiscal Authority for Additional Funding for Contracts 2010-SP-30 & 2016-SP-04 Tires Services

Heard Presentations:

a) February 2017 Financial Report

Mr. Saldaña reported February sales tax has been estimated at \$2,276,967, which is under February 2016 actual collections by \$249,628. Mr. Saldaña, using a PowerPoint presentation summarized the financial performance for the month of February fell short of budgeted amounts by \$808,009. He stated the monthly variance is attributed to sales tax falling short of budgeted amounts by \$563,580, the timing of Federal grant assistance drawdowns exceeded operating costs by \$342,659 and \$229,625 budgeted amounts, and said normally the first few months of the year often have variances due to timing of receipt of invoices. He continued with the overall monthly departmental expenses being 8.8 percent or \$226,017 under budget.

b) 2017 Street Improvement Allocations

Ms. Montez presented an overview of the program originated in 1986 and the City of Corpus Christi was the initially the only recipient with funding set at \$200,000 and indexed annually for inflation, then extended to eligible participants allocated according to population. She stated in 1991, the Transportation Assistance Fund was initiated to support the Corpus Christi EMS system when the Nueces County Hospital District discontinued participation, and was started at a one-time payment of \$480,000. She commented an on-going annual contribution of 5 percent of budgeted sales tax was approved, extended to participating entities and payments continued until 1998. Using a PowerPoint presentation, Ms. Montez reported the New Street Improvement Program combined both the Street Improvement, and the Transportation Assistant Funds programs by adding funding for ADA improvements in 1999. A chart was displayed showing the 2016 versus 2017 allocation comparison totals of sales tax collections at \$33,187,734, allocation totals at \$2,971,183.

c) February 2017 Operations Report

Mr. Gordon Robinson reported on February 2017 using a PowerPoint, to include monthly and Year-to-Date (YTD) operating statistics, performance measurement summaries containing ridership, performance metrics by service type, miles between road calls, customer service feedback, and safety and security summary. He commented system-wide ridership was at 449,818, a 2.7 percent decrease as compared to 462,332 boardings in February 2016, 12,514 less boardings this February. Mr. Robinson continued with boardings for all services in February 2017 totaled 449,818, a 2.7 percent decrease as compared to 462,332 boardings in February 2016. He stated February 2017 contained 20 weekdays, 4 Saturdays, 4 Sundays and in 2016 was one more weekday at 21, 4 Saturdays, and 4 Sundays. Mr. Robinson reported unleaded fuel cost at \$2.02 per gallon compared to \$1.55 per

gallon in February 2016, and the month's rainfall was 2.6 inches compared to 0.2 inches in February 2016. Mr. Robinson reported for On-Time Performance at 95.7 percent did not meet the 96 percent standard, B-Line ridership was 15,633 compared to 17,212 in 2016, 1,579 less trips representing a 9.2 percent decrease. He said there were 84 reported CAF's and was a decrease from 102 in January, an 18 percent decrease, and 2 commendations for the month of February 2017.

d) Procurement Update

Mr. Robert Saldaña reported one current procurement for the Fuel Management System at a cost of \$332,817 for the month of April. He commented there are four items on the 4-month outlook and include ADA bus stop improvements at \$1.5 million Invitation for Bid (IFB) for Board approval, Local and Long Distance Phone Service Request for Proposal (RFP) at \$82,000, Texas Low Sulfur Diesel Fuel IFB at \$1.5 million and the Windstorm Policy RFP at \$155,000 the latter three up for review by the Board in May. Mr. Saldaña, using a PowerPoint presented five items requiring the CEO's signature for Van Pool Service, Time Warner Fiber Cable, service for Buy America Inspection for our buses, Disadvantaged, Business Entities (DBE) support services and an agreement for bus operators and supervisors uniform, agreements totaling \$146,000 and for the bus inspection services at \$40 per hour. He also provided the three month-to-month contracts for General Legal Services at \$60,000 and is a two-year contract with three one-year options, Long Term Disability contract until cancelled, and a continuous agreement for marina rental space.

Held Discussion (in Closed Session) and Possible Action Thereafter in Open Session Concerning, a. Port Ayers Project

The Board was called into Closed Session at 10:10 a.m. Mr. Rock called the Board back into Open Session at 10:36 a.m. No Action was taken.

Heard CEO's Report

Mr. Jorge Cruz-Aedo commented on the Transportation Tuesday meeting in Austin and commended the Marketing Department with putting the meeting together, the successful meeting with the State Comptroller and the trip ending in a very positive note with all our representatives and very good for the RTA.

Heard Chairman's Report

Mr. Curtis Rock deferred his time to other board members, spoke on meeting with the State Comptroller recognizing the RTA of their financial responsibility and is positive for the Agency, kudos to the CEO and Staff for all their hard work. Mr. Harris would like for the public to be made aware of the discussions held in the prior Board Retreat.

Adjournment

There being no further business, the meeting was adjourned at 10.38 a.m.

Submitted by: Dena Linnehan

Edward Martinez, Secretary



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

Board of Directors Meeting Memo

May 3, 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 that the Board of Directors authorize the Chief Executive Officer (CEO) or designee to authorize the approval of revisions to Service Standards.

Committee Review

This item was presented to the Operations & Capital Projects Committee on April 26, 2017.

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

REVISED POLICY DRAFT

**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.

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- 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;

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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 $\frac{1}{4}$ mile apart for more than $\frac{1}{2}$ 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.

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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.

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Off-Peak

- ❖ Early Morning.....before 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

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(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.

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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**

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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

REVISED POLICY DRAFT**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.

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- 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.

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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

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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

Board of Directors Meeting Memo

May 3, 2017

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

Background

The Corpus Christi Regional Transportation Authority is interested in autonomous shuttles 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, and one of the teams selected was from Texas. 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.

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

The “first mile last mile” gaps sometimes 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 future use of the autonomous shuttle, 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 Operations, 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 | 15 pts |
| • Project Approach | 15 pts |
| • Relevant Experience/Past Performance | 20 pts |
| • Safety Protocols | 25 pts |
| • Pricing | 25 pts |

There are several critical path items that will need to happen in order for the project to move forward. They are listed below:

- Texas A & M University – Corpus Christi, will need to complete their Risk Assessment process and agree to allow the autonomous vehicle shuttles on their campus to shuttle the students for the pilot program.
- Memorandum of Agreement will need to be created and signed by both entities.
- The Board of Directors will need to approve the Autonomous Pilot Program, the procurement of three autonomous vehicles and the funding source.
- The procurement order needs to be placed in the next couple of months in order to be put in que for the manufacture of an autonomous vehicle order, before the window of the ordering process is shut down. If local funds are used this allows the procurement process to take place sooner than if federal funds are used.

Financial Impact

The estimated amount for the procurement of three autonomous shuttles is roughly \$750,000. In addition to the \$750,000 to procure the vehicles, there may be additional capital costs for other miscellaneous support equipment. These items are still being investigated.

Since the Operation's Committee meeting more information has been gathered on funding options and listed below are the considerations:

Option 1 – Local funding source, which will expedite the procurement process, especially given that availability of Federal funding is unpredictable.

Pros

- By expediting the procurement process, CCRTA increase the chances of placing the purchase order within the window of opportunity for autonomous vehicle shuttles.
- Advantageously places the CCRTA in a position to be a frontrunner in the testing of autonomous vehicles in transits in Texas and even in the United States.

- Local funds would be available from the Capital Reserve Fund, which has a balance, as of March 30, 2017, of \$1,775,000.

Cons

- Local funding used will not be reimbursed by Federal Transit Administration.
- Will decrease the Capital Reserves by nearly one million dollars and may impact future capital equipment purchases.

Option 2 – Federal funding which will be based on availability, eligibility and can be somewhat unpredictable.

Pros

- Local funding expended is refunded, typically based on an 80% reimbursement allocation.

Cons

- The availability, time factor and selection of an actual recipient of a federal grant is unpredictable.
- There could be a great deal of reporting and paperwork necessary for the award of the grant.
- The number of eligible grantees that usually apply for discretionary grants can sometimes be exponentially greater than the amount of the grant recipients selected for the award of a grant.
- Any delay of the pilot program could jeopardize the interest of the local stakeholders.

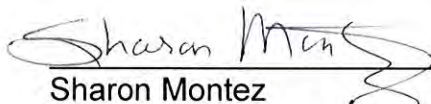
Option 3 – Postpone the pilot program indefinitely, if local funds are not selected as a funding source and a Federal grant is not awarded to support the pilot program.

Recommendation

Staff requests the Board of Directors authorize the Chief Executive Officer or designee to issue a Request for Proposals for the Piloting of Three Autonomous Vehicles using Option 2, and requesting federal funding, which has historically been the traditional method of acquiring capital assets, for the procurement of three autonomous shuttles for the two-year pilot program.

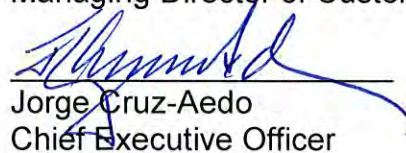
Respectfully Submitted,

Submitted by:



Sharon Montez
Managing Director of Customer Services and Capital Projects

Approval:



Jorge Cruz-Aedo
Chief Executive Officer



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)



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

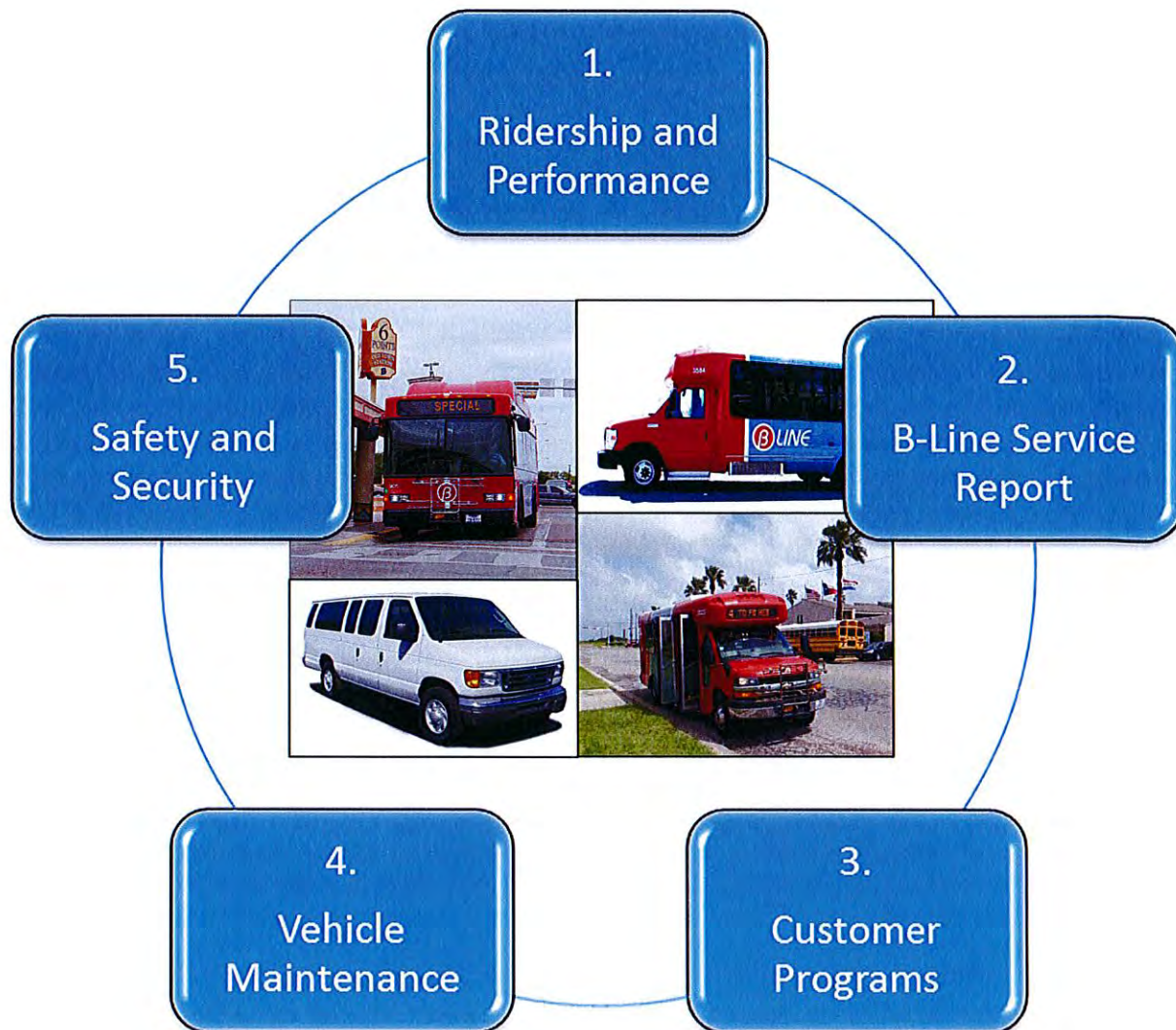
Board of Directors Meeting

May 3, 2017

Subject: Operations Report for March 2017

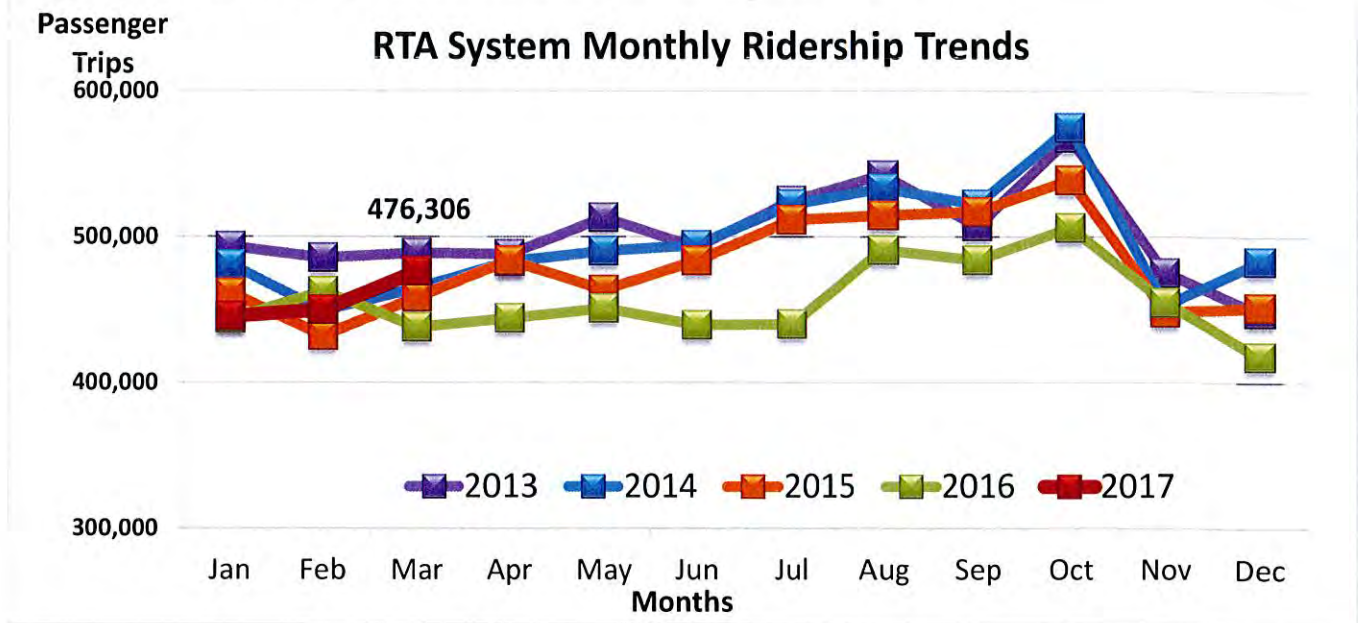
The system-wide monthly operations performance report for March 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between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

Detailed results are reported within the five sections outlined below:

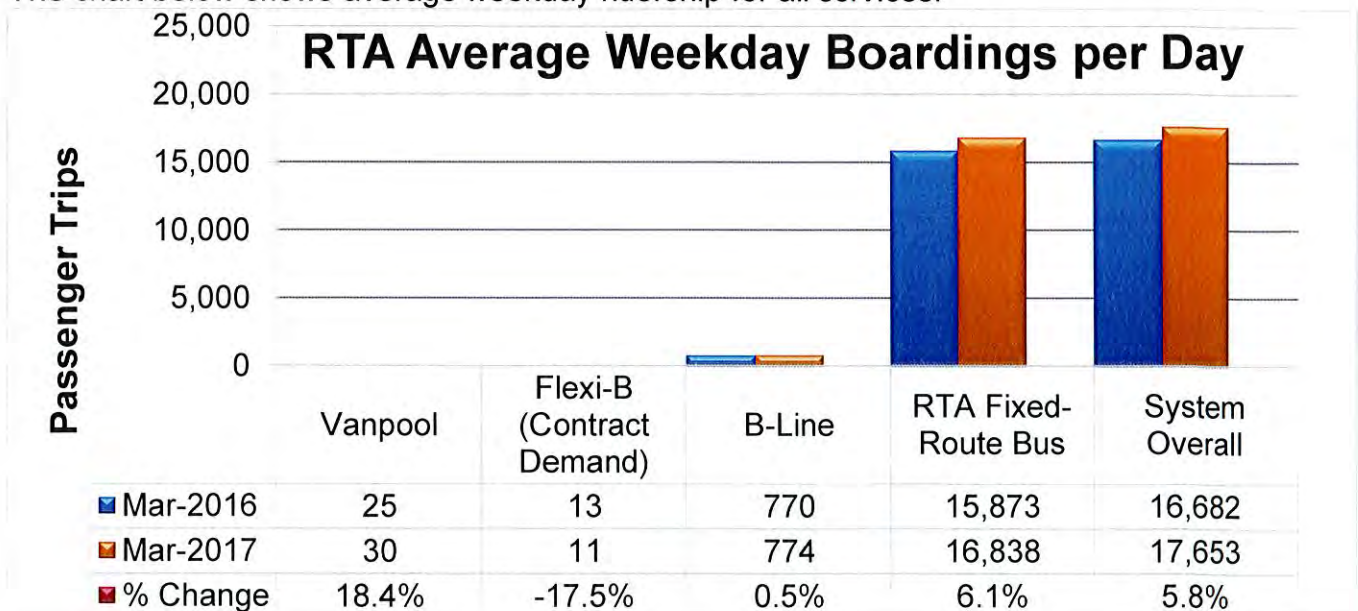


1. System-wide Ridership and Service Performance Results

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



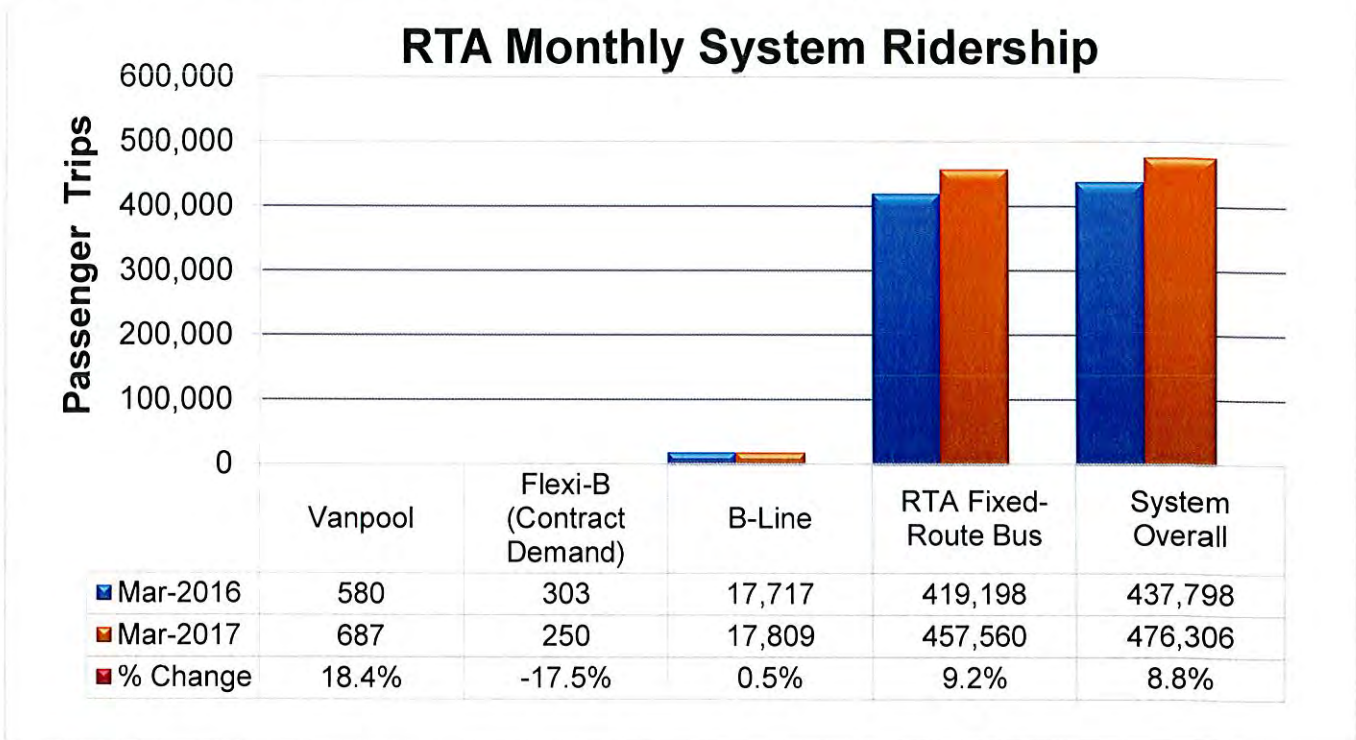
The chart below shows average weekday ridership for all services.



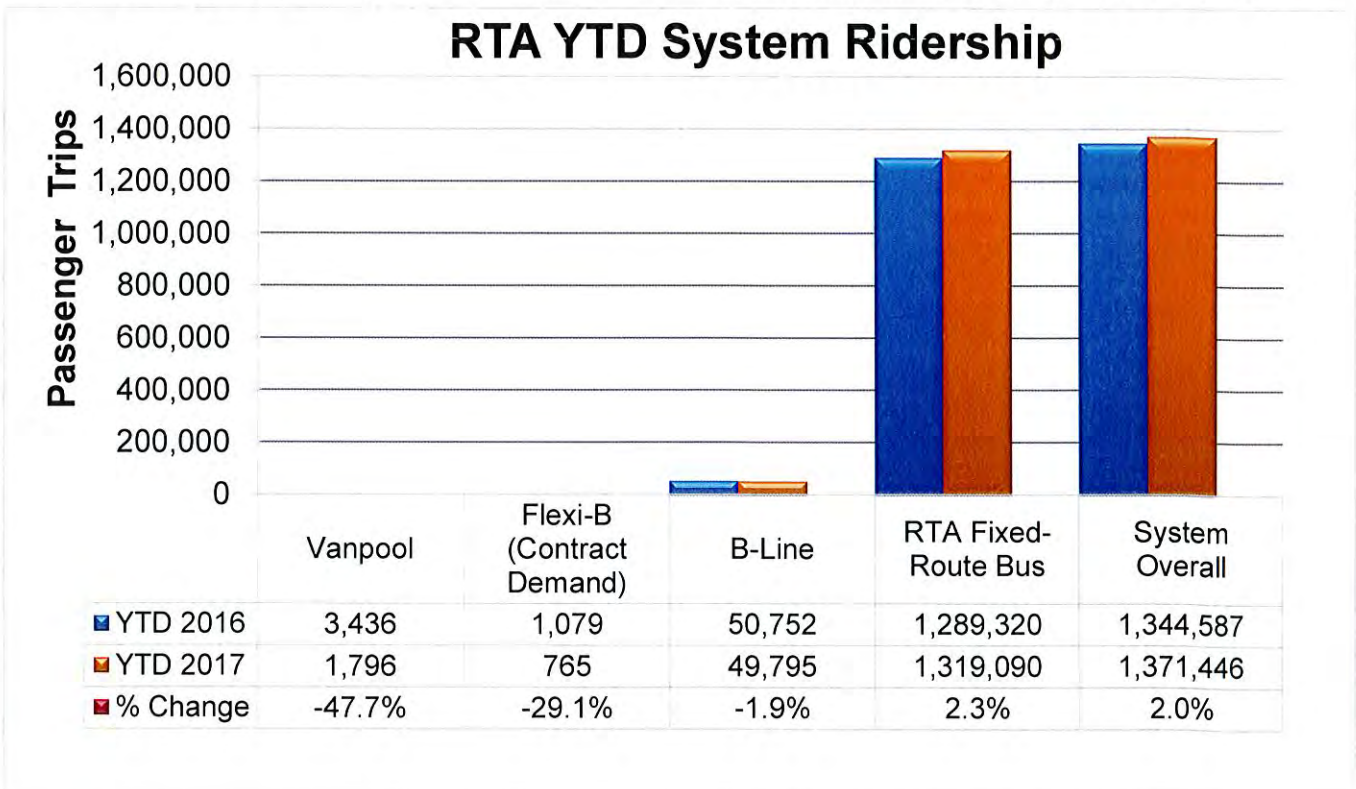
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

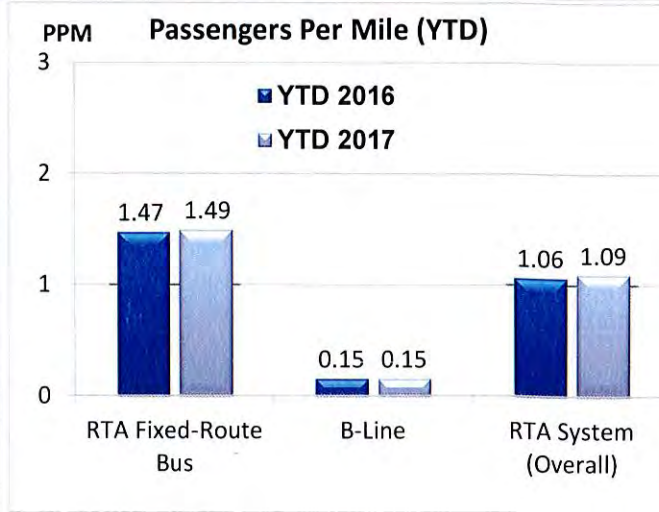
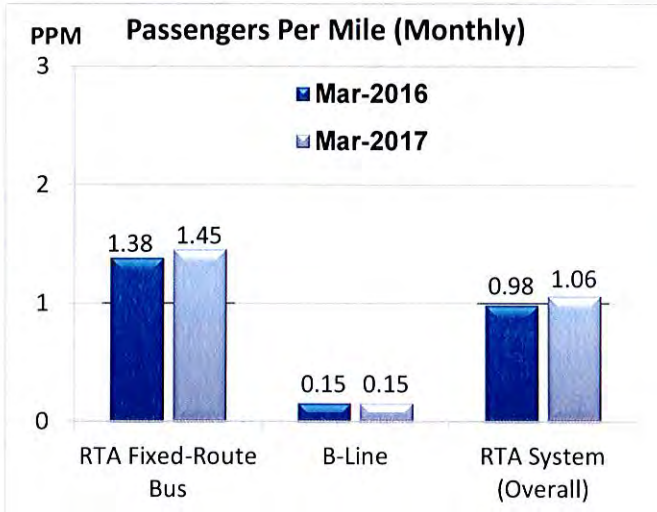
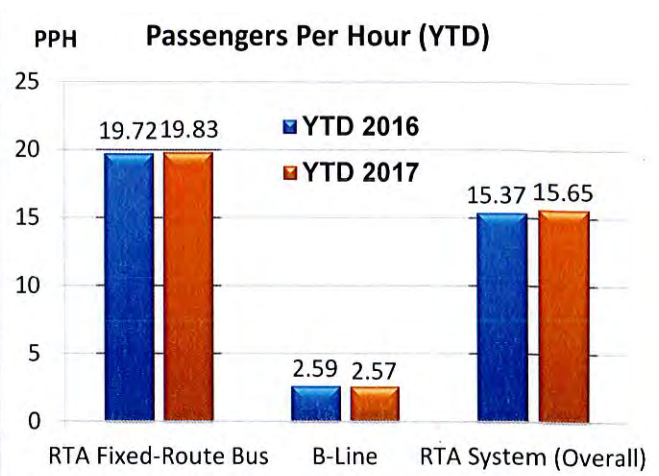
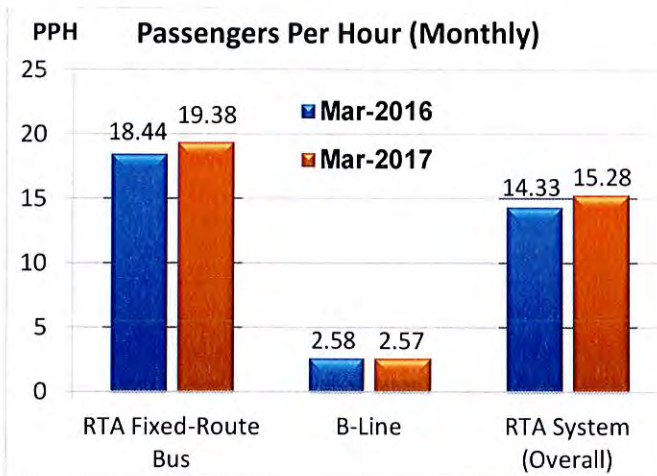
The chart below shows monthly ridership results for all services.



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

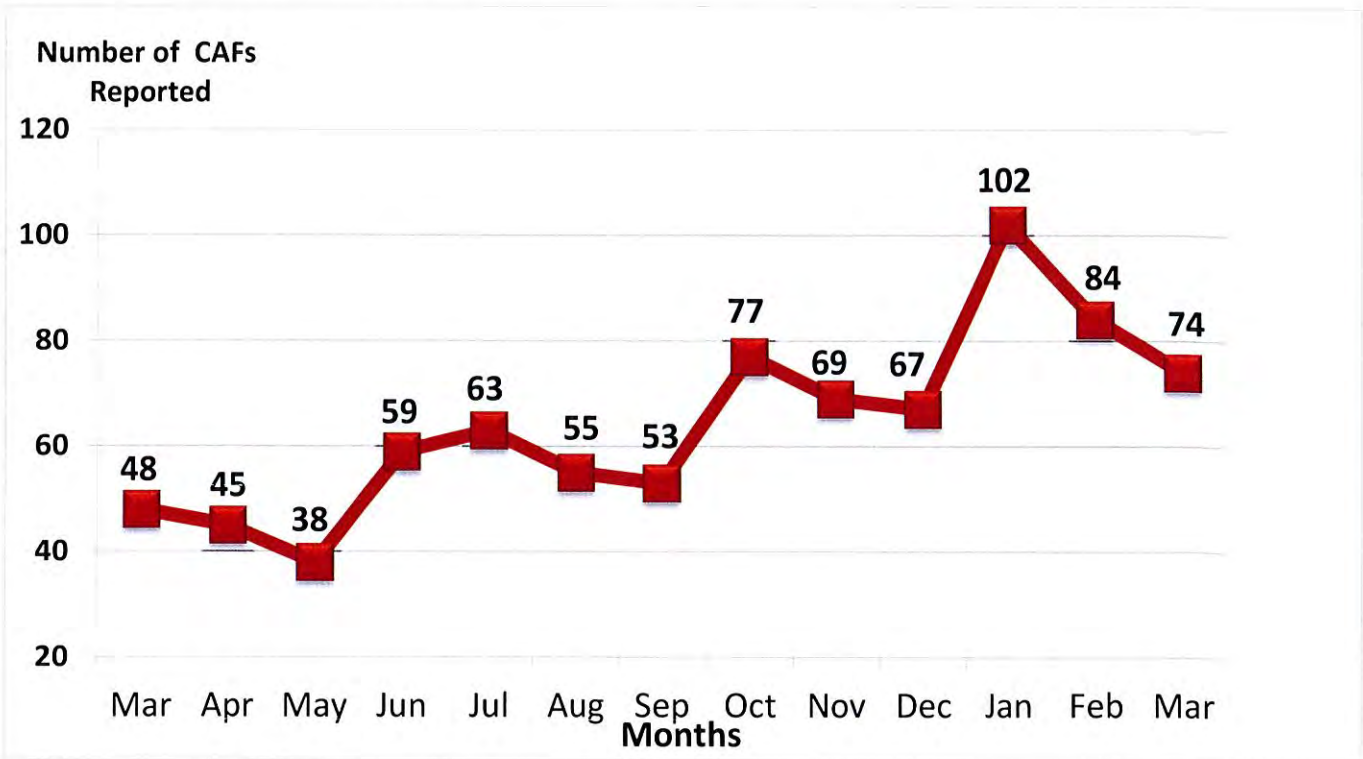
Metric	Standard	Jan-17	Feb-17	Mar-17	YTD Average
Passengers per Hour	2.50	2.57	2.57	2.57	2.57
On-time Performance	96%	97.0%	95.7%	94.9%	95.9%
In Vehicle Time	95.0%	99.0%	99.1%	99.2%	99.1%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	31,953	24,541	34,877	30,457
Monthly Wheelchair 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.

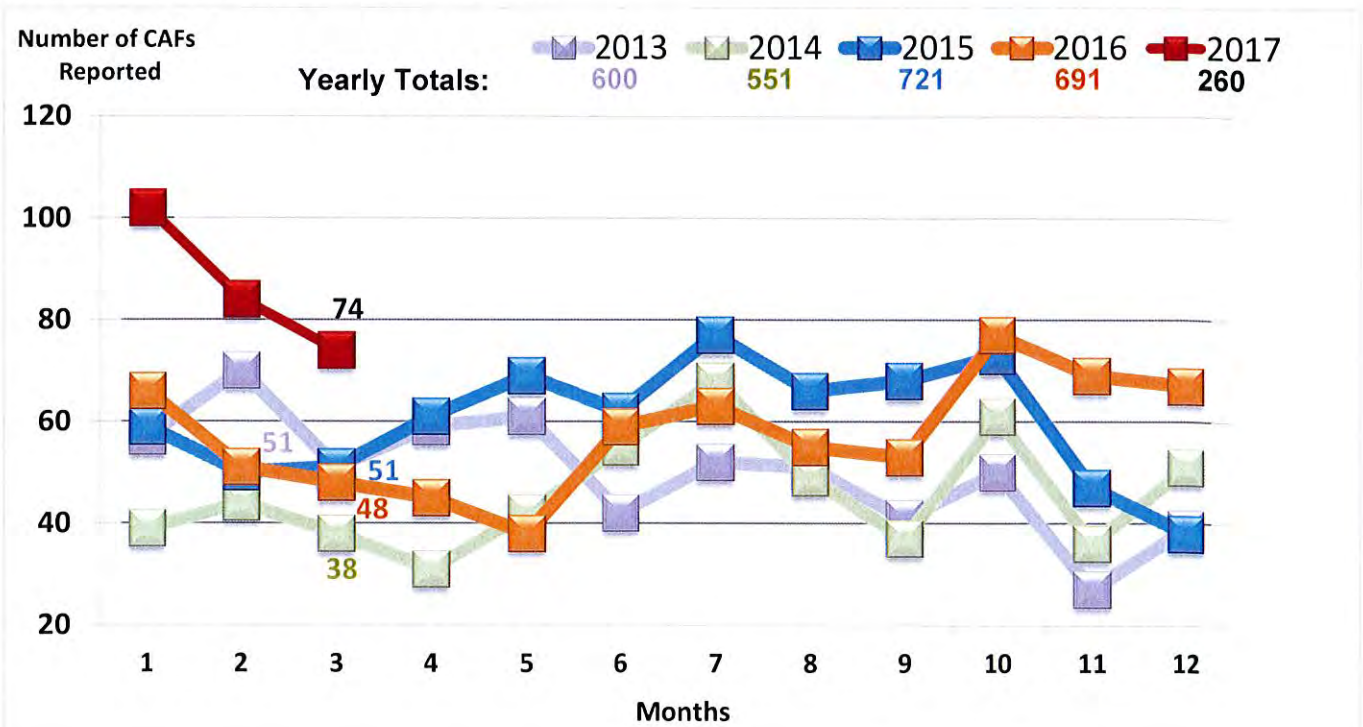
YTD 2017 ridership is 49,795 representing a 1.9% decrease over 2016 ridership statistics.

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

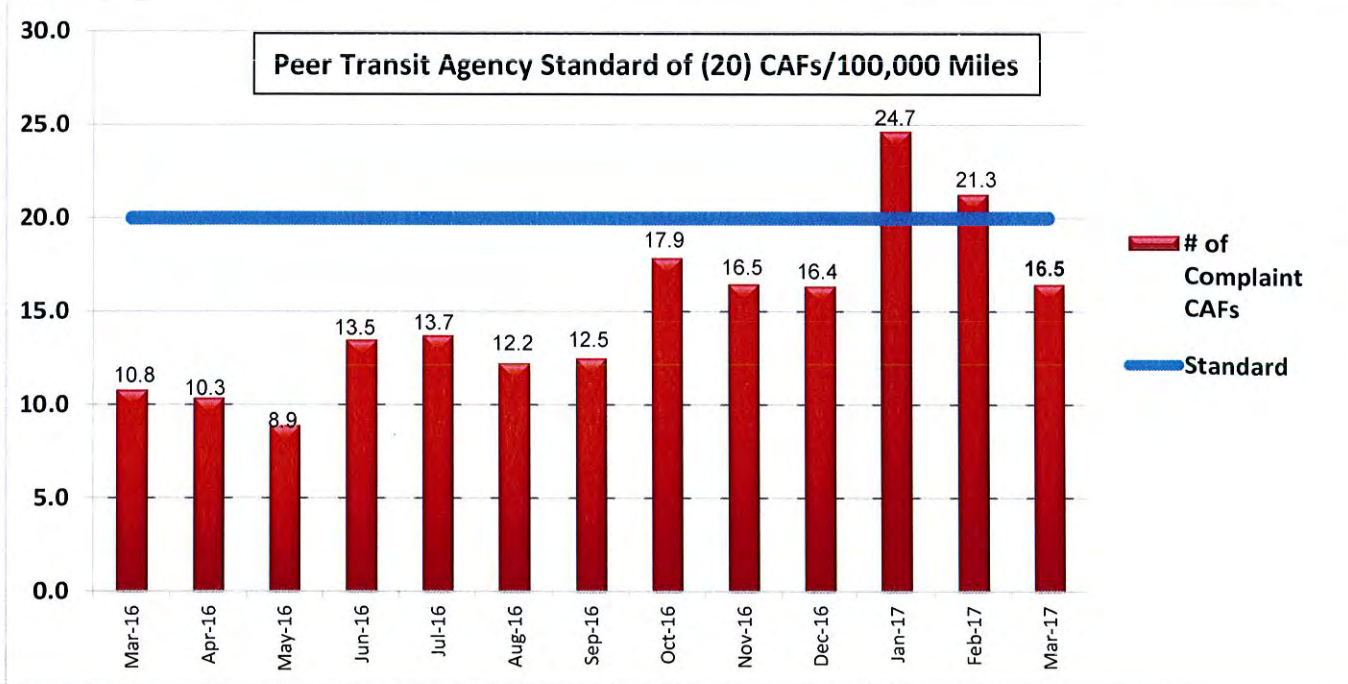
For March 2017, there were 74 reported CAF's (excludes commendations) which represents a decrease from 84 reported CAF's overall in February 2017. The statistics for March represents a 12% decrease, 74 CAF's vs 84 CAF's compared to the month of February 2017. There was 1 Commendation received.



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

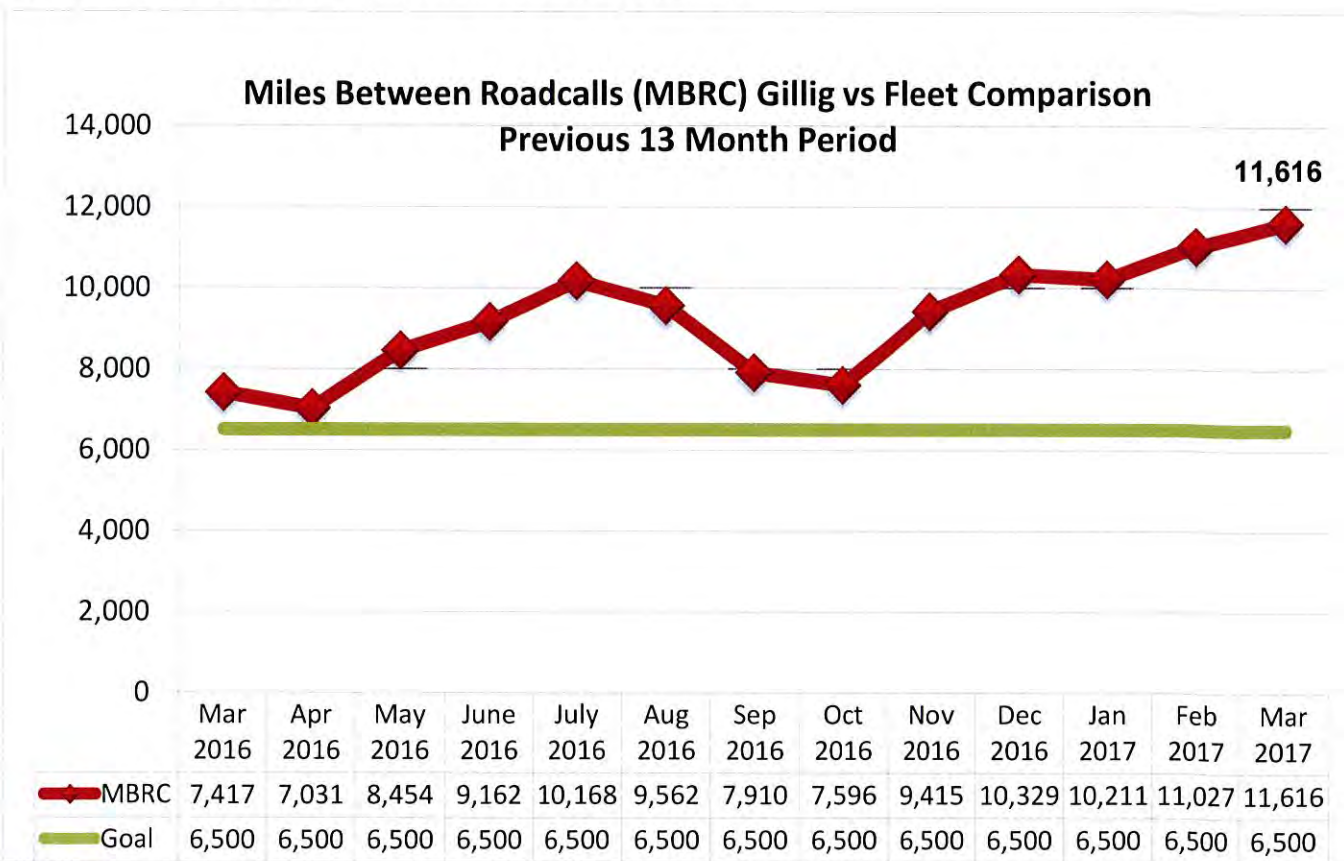
CCRTA documents CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, e-mail, and letter or in person.

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.



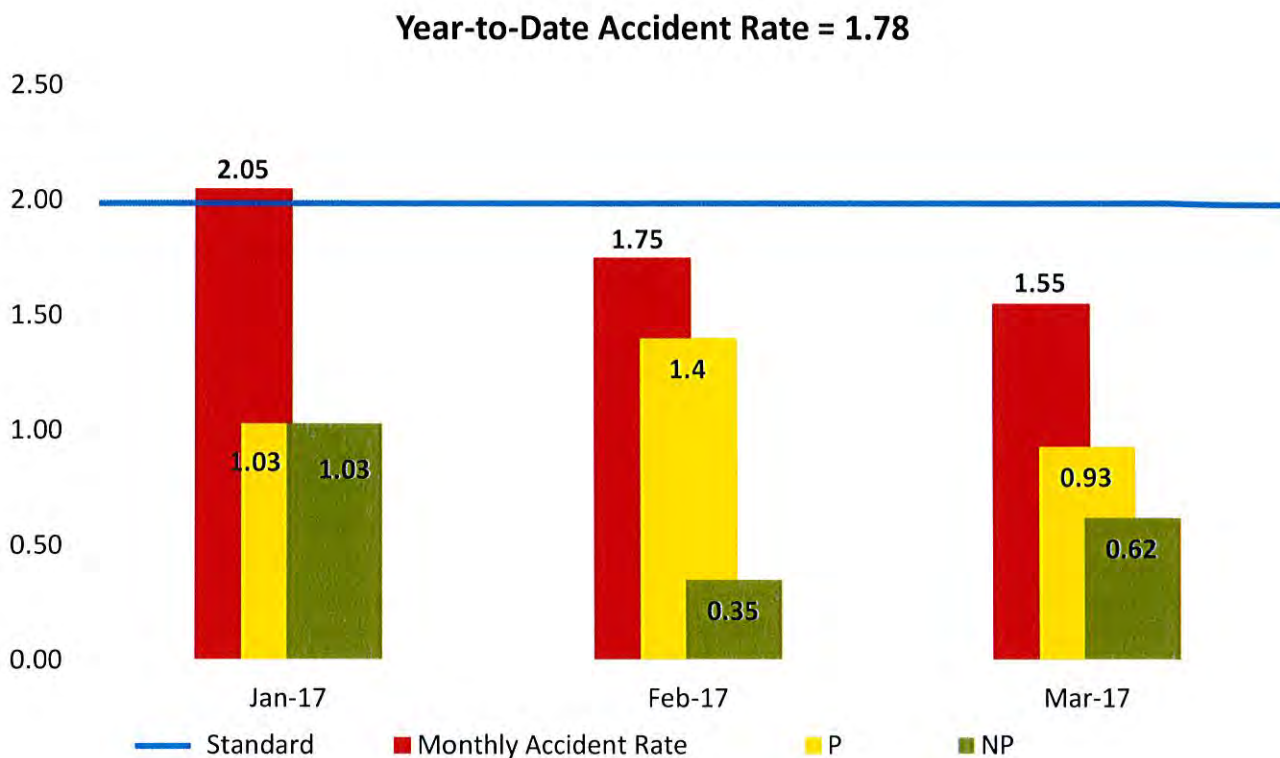
MBRC is a performance gauge of maintenance quality, fleet age, and condition; an increase in MBRC is a positive indicator. As defined by the Federal Transit Administration, a road-call is the practice of dispatching a service vehicle to repair or retrieve a vehicle on the road. There are two types of 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.



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.

Committee Review

This item was presented to the Operations & Capital Projects Committee on April 26, 2017.

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

Administration Finance Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
3/22/2017 Admin	4.	Larry Young, Sr.	In reference to the Request for Proposal for General Legal Services, Mr. Young asked if the RTA had requested an RFP for General Legal Services in the past, prior to 2008.	Mr. Saldana replied yes, but before he was hired by the RTA.	3/22/2017
3/22/2017 Admin	4.	Larry Young, Sr.	As a follow up question in reference to the Request for Proposal for General Legal Services, Mr. Young asked if anyone present remembered how many replies the prior RFP were received.	Mr. John Bell replied there were two other replies to the RFP in addition to the firm that presently works with the RTA.	3/22/2017
3/22/2017 Admin	4.	Butch Escobedo	In reference to the Request for Proposal for General Legal Services, Mr. Escobedo asked who the other attorneys were that submitted proposals for General Legal Services and did they have the expertise to represent the RTA (Board of Directors.)	Mr. Saldana deferred to Mr. John Bell. Mr. Bell replied the two other firms that submitted proposals were local firms with governmental experience, but with no transit experience, both in 2008 and 2003. Back in 1986 there was also an out of town firm that answered the RFP.	3/22/2017
3/22/2017 Admin	4.	Butch Escobedo	As a follow up question in reference to the Request for Proposal for General Legal Services, Mr. Escobedo asked the annual compensation for the legal services provided.	Mr. Saldana replied between \$60,000 and \$65,000.00.	3/22/2017
3/22/2017 Admin	5.	Butch Escobedo	In reference to the Request for Proposal for Law Enforcement Services, Mr. Escobedo asked if the program would be overseen by Mr. Rendon.	Mr. Cruz-Aedo replied that the Safety and Security Director would manage the contract. Presently that is Mr. Mike Rendon.	3/22/2017
3/22/2017 Admin	5.	Butch Escobedo	As a follow up question in reference to the Request for Enforcement Services, Mr. Escobedo asked if the RTA is looking at local or out-of-town officers.	Mr. Cruz-Aedo replied the officers are not recruited by the RTA, the officers are recruited by the two coordinators. The RTA does not specify the type of officers. In the past, the RTA has had constables, port police, CCPD, DPS and CCISD officers.	3/22/2017

Administration Finance Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
3/22/2017 Admin	7.	Butch Escobedo	In reference to the update on Buc Days and Fiesta de la Flor, Mr. Escobedo asked which event has more RTA ridership?	Mr. Cruz-Aedo replied Fiesta de la Flor has more ridership because the RTA provides shuttle service for the Park and Ride. For Buc Days, there is not a need to provide as many shuttles. For the 2016 Buc Days Rodeo, Carnival and Parade the RTA accommodated 312 riders. For the 2017 Fiesta de la Flor the RTA accommodated 11,889 riders.	3/22/2017 5/03/2017
3/22/2017 Admin	9.b.	Curtis Rock	In reference to 2017 Street Improvement Allocations, Mr. Rock asked if there was any accountability with the monies we give the municipalities, do the municipalities have to report that the monies went to X Y and Z streets.	Mr. Cruz-Aedo explained in order to receive payment, the municipalities have to show the RTA the projects and payment schedules.	3/22/2017
3/22/2017 Admin	9.b.	Curtis Rock	As a follow up question in reference to 2017 Street Improvement Allocations, Mr. Rock asked if the RTA has always requested proof as to where the money was being spent. And is there any truth to the possibility the monies went into the general funds.	Mr. Cruz-Aedo explained in the past, the monies were put into the general fund but not anymore.	3/22/2017

Operations Capital Projects Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
3/22/2017 Ops	6.	Scott Harris	In reference to the S&A Systems Fuel Management System contract, Mr. Harris asked if there are unrelated costs, other infrastructure costs for the bays that are related to this system.	Mr. Garner replied, the only other costs at this point are the fiber optics that need to be installed between the utility area and the shop. David Chapa (IT Director) is already requesting bids. The bid for the fiber optics came in at \$3,354.00	3/22/2017 5/03/2017
3/22/2017 Ops	7.	Scott Harris	In reference to the request for additional funding for contracts 2010-SP-30 and 2016-SP-04 Tires Services, Mr. Harris asked what is being done to prevent a request for additional funding in the future (to resolve over the expenditures due to fleet retirement, damaged tires and additional miles driven)	Mr. Garner replied the RTA is tracking miles traveled on the tires and reviewing the tire change over by the contractor, looking at the tires on a monthly basis and looking at damaged tires.	3/22/2017
3/22/2017 Ops	7.	Scott Harris	As a follow up question to the request for additional funding for contracts 2010-SP-30 and 2016-SP-04 Tires Services, Mr. Harris asked who is responsible for managing the tire contract, the contractor or the RTA.	Mr. Garner replied the contractor is responsible for managing the contract but the RTA is responsible for overseeing the contract and managing the contractor.	3/22/2017
3/22/2017 Ops	8.a.	Mike Reeves	In reference to the February 2017 Operations Report, Mr. Reeves asked for clarification on the high number of invalids being reported for the prior two months.	Mr. Robinson explained the RTA always investigates and tracks the CAFs for invalids, but only started reporting the invalids because of the high number of CAFs due to the fair enforcement policy.	3/22/2017
3/22/2017 Ops	8.b.	Larry Young, Sr.	In reference to the Procurement Update, Mr. Young asked for an explanation of the month to month expense of \$11,893.20 for the marina rental space paid to the City of Corpus Christi.	Mr. Saldana explained the RTA ran a Harbor Ferry service from the bayfront to North Beach, and this expense is for the slip rental. In the future, if the Harbor Ferry is brought	3/22/2017
3/22/2017 Ops	8.b.	Curtis Rock	As a follow up question to the Procurement Update marina rental space, Mr. Rock asked if at one time the RTA was going to sublet the marina rental space.	Mr. Saldana agreed the RTA was going to sublet the marina space but the boat caught on fire and there was no need for the entity to lease the marina space from the RTA.	3/22/2017

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/5/2016 Board	9.a.	Scott Harris	In reference to the Professional Services Agreement for General Legal Services, Mr. Harris asked for the contract amount.	Mr. Saldana replied the contract has averaged \$65,000.00 a year over the last two years.	4/5/2017
4/5/2016 Board	9.a.	Scott Harris	As a follow up question in reference to the Professional Services Agreement for General Legal Services, Mr. Harris asked how and why did the direction change from the previous board meeting where it was decided the RTA needed to implement an RFP, to a consent item for the CEO to enter into a Professional Services Agreement for General Legal Services.	Mr. Saldana explained when the request for an RFP for Professional Services Agreement for General Legal Services came before the Administration Committee, after much discussion, it was decided it would be more cost beneficial to enter into a Professional Services Agreement. There are costs involved in issuing an RFP such as administrative costs, pre-bid meetings, sending proposals out, receiving proposals, and reviewing the proposals to make the decision.	4/5/2017
4/5/2016 Board	9.a.	Curtis Rock	As a follow up question in reference to the Professional Services Agreement for General Legal Services, Mr. Rock requested an explanation for the different methods of requesting a proposal for a professional services agreement.	Mr. Saldana explained the various procurement methods that are available. The RTA can issue a Request for Proposal with the job descriptions listed, and receive proposals back to evaluate. The RTA can issue a Request for Qualifications, which is a somewhat faster process but similar to the RFP but pricing is not discussed in the RFQ. After reviewing the RFQ, the RTA determines who is the most qualified and pricing is then discussed. Or the RTA can enter into a Professional Services Agreement, typically under a \$50,000.00 value, and post it for 15 days. Another firm can see the posting, contact the RTA to inform the RTA that they can also provide the service. At that point the RTA would then review the firms qualifications.	4/5/2017

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/5/2016 Board	10. b.	Tom Niskala	In reference to the 2017 Street Improvement Allocation presentation, Mr. Niskala asked if the street allocations included ADA funds, or if ADA funding was separate.	Ms. Montez explained the RTA has their own capital funding program for ADA improvements that is not included in this total amount. Mr. Cruz-Aedo explained that the previous amount of \$500,000.00 the RTA allocated for ADA has now been phased into the total funds of this program.	4/5/2017
4/5/2016 Board	10. b.	Tom Niskala	As follow up questions in reference to the 2017 Street Improvement Allocation presentation, Mr. Niskala asked if the RTA has additional funds that have been distributed to the City of Corpus Christi other than the total of 2,716,127.00, and were any additional funds distributed to the other cities listed, or just the City of Corpus Christi.	Ms. Montez replied in the affirmative and explained the RTA has contributed to repairs on Josephine and Mexico Streets, and entered into an interlocal for Gollihar improvements around the Port Ayers Station, and the Mestina and Artesian project. Mr. Cruz-Aedo added when you add the street allocations to the interlocal agreements, and the additional projects the RTA has contributed approximately 4.3 million to the City of Corpus Christi, no other city received any additional funding.	4/5/2017
4/5/2016 Board	10. b.	Mike Reeves	In reference to the 2017 Street Improvement Allocation presentation, Mr. Reeves asked how many of the cities have asked for their allocation funds in 2017, or 2016.	Ms. Montez explained the letters have not been mailed to the cities with the 2017 allocations so none of the 2017 funds have been distributed. For 2016, almost all of the cities have received their funds, with the exception of Gregory and Driscoll.	4/5/2017
4/5/2016 Board	10. c.	Abel Alonzo	In reference to the February 2017 Operations Report, Mr. Alonzo asked Mr. Robinson's opinion for the decrease in BLine ridership for the month of February.	Mr. Robinson explained there was one less weekday and the ridership average per day was steady. February also had 1 1/2" more rain in 2017 than in 2016 and riders may have chosen not to travel on the rainy days.	4/5/2017

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/5/2016 Board	10.c.	Abel Alonzo	As follow up questions in reference to the February 2017 Operations Report, Mr. Alonzo asked if there was a way to find out if Blaine riders were transferring to fixed route buses.	Mr. Robinson replied the RTA would look at the numbers again and research the travel training program to see if Blaine riders are transferring to fixed routes. Mr. Cruz-Aedo added the trend of Blaine riders is increasing and February 2017 may just be an anomaly.	4/5/2017
4/5/2016 Board	10.c.	George Clower	In reference to the February 2017 Operations Report, Mr. Clower asked about Route 84 the Lighthouse and the 11 monthly boardings, is the low boarding a seasonal number or a historical average.	Mr. Robinson stated Route 84 has decreased over the years but the route is being evaluated. The route is a necessary route for riders traveling to the Light House for the Blind.	4/5/2017

**RTA Committee on Accessible Transportation (RCAT)
MEETING MINUTES
Thursday, March 16, 2017**

Advisory Committee Members Present: Anne Bauman, Richard Balli, Robert Box, Tammye Salinas

Advisory Committee Members Absent: Donnie Contreras, Joyce Lopez, Sylvia Wilson

Board Members Present: Abel Alonzo

Staff Present: Sharon Montez, Susan Teltschik and Melanie Gomez

MV Present:

Employee Representative(s): Gina Salazar

Call to Order: Ms. Anne Bauman called the meeting to order at 12:04 p.m. Ms. Susan Teltschik called the roll and determined that a quorum was present.

Opportunity for Public Comment:

Action to Approve Minutes of February 16, 2017 was approved as presented.

MR. BOX MADE A MOTION TO ADOPT THE RCAT MINUTES OF FEBRUARY 16, 2017 AS PRESENTED; MR. BALLI SECONDED THE MOTION. BAUMAN, BALLI, BOX AND SALINAS VOTING FOR. CONTRERAS, LOPEZ AND WILSON WERE ABSENT.

Presentation: Ms. Sharon Montez presented the Findings of the Quadrennial Performance Audit performed by Nelson/Nygaard Consulting Associates, Inc. along with their recommendations and the CCRTA's responses.

- Why is the audit necessary? The Texas Transportation Code Section 451.454 states:

“The board of an authority in which the principal municipality has a population of more than 1.9 million or less than 850,000 shall contract at least once every four years for a performance audit of the authority to be conducted by a firm that has experience in reviewing the performance of transit agencies.” What were the findings? There were no findings arising from this audit. The CCRTA is a well run, effective, and efficient organization especially when compared to peer agencies and agency adopted standards.

The peer comparison group consisted of CATA in Little Rock, Arkansas; ECAT in Pensacola, Florida; El Metro in Laredo, Texas; HART in Tampa, Florida; Sun Metro El Paso, Texas. The CCRTA covers the largest square mile area of all the peer agencies, and has the lowest population per square mile. The CCRTA ridership was very consistent all five years while the peer group has been slowly declining. Annual Operating Expenses for Fixed Route: the CCRTA was below the peer group average for all five years. The CCRTA has maintained operating costs even during expansion of route services as the peer group increased substantially over the five year period. Operating Costs per Hour for Fixed Route: the CCRTA consistently outperformed the peer group keeping operating costs per revenue hour below the average for the peer group over the five year period. Annual Revenue per Hour for Demand Response: the CCRTA consistently provided more demand response revenue hours than the peer group average each year. Total Operating Expense for Demand Response: the CCRTA yearly averages were consistently higher than the peer group, but this is a nationwide trend. Transportation systems as a group need to develop more mobility options for the community. Operating Cost per Hour – Demand Response: the CCRTA is higher because the CCRTA consistently provided more demand response service than the peer group. Passengers per Revenue Hour – Demand Response: the CCRTA ridership declined slightly but steadily over the five year period while the peer group maintained. But the CCRTA still had ridership well above the peer group, which indicates that the CCRTA service is better utilized than similar services provided by the peer group.

Recommendations and CCRTA Responses:

Recommendation 1: Continue to progress on addressing agency farebox recovery and fare per passenger for fixed route.

CCRTA Response 1: Review fixed route fare policy

- a) Full fare enforcement effective January 1, 2017. Riders will no longer be able to board the bus without having the full fare.
- b) Transit Plan 20/20 completed detailed assessment of fares.
- c) CCRTA will continue to monitor and review rates to ensure compliance with debt covenants and budget impact.
- d) Fares have been maintained at current levels by design due to large number of low-income transit dependent riders served by the CCRTA

Recommendation 2: Investigate the potential to implement strategies that focus on improving fixed route on-time performance with the specific goals of first, stemming further erosion of service reliability and second, restoring reliability to levels to above 90%.

CCRTA Response 2: Implement on-time performance strategies to improve 85% standard

- a) CCRTA will continue to monitor the road construction in City
- b) CCRTA and City will continue to meet monthly to discuss road projects
- c) In 2015, three of City's bond projects impacted 15 routes
- d) In 2016, six of City's bond projects impacted ten routes
- e) Customer Service and Marketing will share more information with riders on bond project delays

Recommendation 3: Continue to progress on addressing agency farebox recovery and fare per passenger paratransit.

CCRTA Response 3: Review paratransit fare policy

- a) Completed a paratransit fare review under Transit Plan 20/20 that outlines short and long term recommendations.
- b) Fares have been maintained at current levels by design due to large number of low-income transit dependent riders served by the CCRTA.

Recommendation 4: Paratransit demand has been increasing while fixed route demand has been declining. This trend should be explored in greater depth to ascertain if there are factors in CCRTA's service area which drive paratransit use higher or if there are policy differences with other areas that, if addressed, might assist CCRTA in managing paratransit demand.

CCRTA Response 4: Examine the paratransit demand and policies

- a) CCRTA was monitoring 2016 BLine ridership, where 4 out of 12 months had ridership declines
- b) CCRTA will continue to monitor 2017 and reach other to other Texas agencies to collect paratransit data
- c) More education/outreach regarding fixed route services/travel training is being shared through school group sessions, at assisted living centers, and senior centers

Recommendation 5: CCRTA's next Quadrennial Performance Audit, to be filed in 2021, focus on Fiscal Years 2016, 2017, 2018 and 2019.

CCRTA Response 5: NTD reports for 2016, 2017, 2018 & 2019 as basis for 2020 Quadrennial

- a) CCRTA will prepare the 2020 Quadrennial with completed NTD reports for 2016, 2017, 2018, and 2019. Nelson/Nygaard Consulting Associates, Inc. will have access to completed CCRTA audits and NTD final numbers instead of estimates from 2020 for a more accurate Performance Audit. This audit was prepared with estimates from 2016.

Ms. Anne Bauman added the CCRTA does not plan on raising fares in the near future, but does realize fares will have to increase because costs are increasing. Ms. Bauman also praised a bus operator for informing riders of new detours. Mr. Richard Balli also had a bus operator on Route 23 that informed riders of new detours.

Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Committee (CCHRC) Update: Mr. Richard Balli presented an update on the North Beach Redevelopment Project. The North Beach redevelopment is going to be a five year project and work in conjunction with the construction of the new Harbor Bridge. North Beach will have a kayak park, a bird watching area and a dolphin landing. The park will be ADA compliant and will include a new mobility cart to take wheelchairs out into the water. The mobility carts will also be stationed at McGee Beach and Oso Park. There is a registration form at each location to reserve the mobility carts. The city of Corpus Christi is also looking into purchasing Mobi wheelchairs to carry individuals into the sand on the beach.

Mr. Richard Balli also updated the committee on ADA citations for the month of February: There were 101 citations issued for disabled parking, 28 citations issued for blocking architecture and 123 citations issued for blocking sidewalks for a total of 252 citations issued for the year 2017.

Mr. Richard Balli invited the RCAT committee to participate with the CFPWD Community Volunteer Subcommittee at the Special Olympics on Saturday, April 8, 2017 at Flour Bluff High School. Ms. Anne Bauman informed the committee of a bill (H.B. No. 1645) before the Texas Legislature that would require certain school districts to adopt a policy allowing students who participate in Special Olympics to earn a letter for participation. Ms. Bauman urged us to contact our representatives to comment on this bill.

Ms. Sylvia Wilson did not attend the meeting, therefore there was no update given for the Corpus Christi Human Relations Committee (CCHRC).

Discussion and Recommendation of 4th Quarter Unsung Hero Award:

Ms. Anne Bauman had committee members review the commendations for the 4th quarter Unsung Hero Award. There was discussion regarding commendations. The committee was unanimous in their decision to nominate, Keith Cargile because the customer stated he was stranded at a football game after 10pm in Flour Bluff. Keith gave him a ride back to Orange Grove which is a 2 hour drive roundtrip drive. The committee will present him with a certificate at the next RCAT meeting.

Committee Reports:

No-Show/Eligibility Appeals

The No-Show/Eligibility Appeals Committee was scheduled to meet on Tuesday, March 14, 2017 for no show appeals. There were no appeals submitted in February. There were no warning notices issued in February, no seven day proposed service suspensions and no thirty day proposed service suspensions.

RCAT Liaison's Report:

Ms. Sharon Montez presented valuable information concerning the American Public Transportation Association statistics issued on "Who Rides Public Transportation." The key demographics of those who ride public transportation are: 79% of riders are in the 25 to 54 age range, while 14% are either under 25 or over 65; a two person household is the most common rider at 31%; 71% of all riders are employed while 7% are students; 13% of all US households have incomes less than \$15,000, and 21% of households who have incomes less than \$15,000 use public

transportation. Top level income earners, 23% of all US households have incomes over \$100,000, and 21% households who have incomes over \$100,000 use public transportation, showing that there is a cross-section riders of differing economic levels; 51% of transit riders hold a bachelor's degree; 55% of transit riders are women; 54% of riders have a vehicle available to use; 65% of riders have a driver's license; 49% use public transportation to get to work while 21% use public transportation to go shopping and 17% use public transportation for recreational spending; 50% use public transportation five days a week, 13% use public transportation six or seven days a week; 69% of riders walk to the bus stop or station while 11% drive and 10% use another method of transportation; 76% of riders walk to their destination after departing the vehicle; 86% of riders use a pass medium while cash, once the most common form of fare, has diminished to 11%; 50% of riders require a transfer; 53% of riders are long-term having used transit for five or more years and 24% of riders have used transit for seven years or more. Ms. Bauman commented in large metropolitan areas, many workers up to the CEOs ride public transportation because of limited parking availability and the cost of parking.

Ms. Sharon Montez also presented valuable information concerning the American Public Transportation Association (APTA) report on Shared Mobility for the Transformation of Public Transportation. Technology is transforming transportation. The ability to conveniently request, track, and pay for trips via mobile devices is changing the way people get around and interact with cities. This report examines the relationship of public transportation to shared modes, including bikesharing, carsharing, and ridesourcing services provided by companies such as Uber and Lyft. The research included participation by seven cities: Austin, Boston, Chicago, Los Angeles, San Francisco, Seattle and Washington, DC. The key findings of this report were:

1. The more people use shared modes, the more likely they are to use public transit, own fewer cars, and spend less on transportation overall.
2. Shared modes complement public transit, enhancing urban mobility.
3. Shared modes will continue to grow in significance, and public entities should identify opportunities to engage with them to ensure that benefits are widely and equitably shared.
4. The public sector and private operators are eager to collaborate to improve paratransit service using emerging approaches and technology.

This report serves as a baseline for a future analysis for paratransit. APTA recognizes the business model for paratransit is more complex due to

regulatory guidelines and accessible vehicles. Moving forward the strategy will be how to provide equipment and services that are 100% accessible to provide support for paratransit.

Chairperson's Report:

Ms. Anne Bauman shared upcoming meeting dates with the committee and advised the committee that Ms. Joyce Lopez apologizes to the committee for missing the last two meetings due to health issues.

Informational Items:

Ms. Anne Bauman advised that these items were made available to the committee members in their packets.

Request for Agenda Items: None

Other Business: Ms. Anne Bauman adjourned the meeting at 12:59:29 p.m. The next meeting will be held on Thursday, April 20, 2017.