

# REVISED Agenda 1



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

## AGENDA MEETING NOTICE

**DATE:** Wednesday, June 7, 2017

**LOCATION:** Staples Street Center  
602 North Staples Street, 2<sup>ND</sup> 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.	<b>Pledge of Allegiance</b>	C. Rock	1 min.	-----
2.	<b>Moment of Reflection</b>	C. Rock	1 min.	-----
3.	<b>Roll Call</b>	C. Rock	2 min.	-----
4.	<b>Mission &amp; Vision Statements</b>	C. Rock	4 min.	-----
5.	<b>Opportunity for Public Comment</b>	C. Rock	3 min.	<i>No Attachment</i>
6.	<b>Update on RCAT Committee Activities</b>	A. Bauman/ S. Montez	3 min.	<i>No Attachment</i>
7.	<b>Update on Beach to Bay Event</b>	J. Cruz-Aedo	3 min.	<i>PowerPoint</i>
8.	<b>Discussion and Possible Action to Approve the Board of Directors' Meeting Minutes of May 3, 2017</b>	C. Rock	2 min.	Pages 1-5
9.	<b>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.</b>			
	a) <b>Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve the Scope of Work for Law Enforcement Services RFP Background</b>	M. Rendón	3 min.	Page 6-7 <i>Attachment PowerPoint</i>
	b) <b>Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract to Victor O. Schinnerer &amp; Co., Inc for Windstorm and Hail Coverage</b>	M. Rendón	3 min.	Page 8 <i>PowerPoint</i>

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10.	<b>Discussion and Possible Action to</b> Recommend the Board to Adopt a Resolution for the Support of an Electric Bus Program, Authorize Low or No Emission Discretionary Bus Program Grant Application Submittal, Issuance of a Request for Proposals for Fixed Route Zero Emission Electric Transit Buses (contract award contingent upon a grant award), and Issuance of a Professional Services Agreement with the Center for Transportation and the Environment (contingent upon a grant award)	S. Montez	10 min.	Pages 9-11 <i>PowerPoint</i>
11.	<b>Discussion and Possible Action to</b> Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract to Brad Hall & Associates for Diesel Fuel Supply	R. Saldaña	5 min.	Pages 12-14 <i>PowerPoint</i>
12.	<b>Discussion and Possible Action to</b> Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve a Pilot Program for Port Aransas Ferry Shuttle Service	G. Robinson	10 min.	Pages 15-16 <i>PowerPoint</i>
13.	<b>Discussion and Possible Action to</b> Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards	G. Robinson	10 min.	Pages 17-18 <i>Attachment PowerPoint</i>
14.	<b>Presentations:</b> a. April 2017 Financial  b. Procurement Update c. City of Corpus Christi Bond Projects and Service Impacts d. April 2017 Operations Report	R. Saldaña  R. Saldaña G. Robinson  G. Robinson	5 min.  5 min.  5 min.	Pages 19-21 <i>PowerPoint</i>  <i>PowerPoint</i> <i>PowerPoint</i>  Pages 22-32 <i>PowerPoint</i>
15.	<b>Discussion (in Closed Session) and Possible Action Thereafter in Open Session Concerning Real Estate Matters involving the Port Ayers Transfer Station</b>	C. Rock	10 min.	<i>No Attachment</i>
16.	<b>CEO's Report</b>	J. Cruz-Aedo	5 min.	<i>No Attachment</i>
17.	<b>Chairman's Report</b>	C. Rock	5 min.	<i>No Attachment</i>
18.	<b>Adjournment</b>	C. Rock	1 min.	-----

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19.	<b>Information Items:</b> a. Member Inquiry Forms: <ul style="list-style-type: none"> <li>o Committees Meeting – April 26, 2017</li> <li>o Board Meeting – May 3, 2017</li> </ul> b. RCAT Minutes – April 20, 2017			<i>Attachments</i>
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**Total Estimated Time: 1 hr. 40 min.**

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On **Friday, June 2, 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.

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**Mission Statement**

The Regional Transportation Authority was created by the people to provide quality transportation in a responsible manner consistent with its financial resources and the diverse needs of the people.  
 Secondly, The RTA will also act responsibly to enhance the regional economy.



**Vision Statement**

Provide an integrated system of innovative, accessible and efficient public transportation services that increase access to opportunities and contribute to a healthy environment for the people in our service area.

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS' MEETING MINUTES  
WEDNESDAY, MAY 3, 2017**

**Summary of Actions**

1. Pledge of Allegiance
2. Moment of Reflection
3. Conducted Roll Call
4. Held Personnel Recognition – a. Cruz Mirelez - 35 Years of Service
5. Provided Opportunity for Public Comment
6. Heard Update on RCAT Committee Activities
7. Heard Update on FY2018 Budget Calendar
8. Heard Update on Buccaneer Days & Illuminated Night Parade
9. Action to Approve Board of Directors' Meeting Minutes of April 5, 2017
10. Action to Approve Consent Agenda Items – a. 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; b. Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards
11. Table 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
12. Heard Presentations – a. March 2017 Financial Report; b. Procurement Update; c. March 2017 Operations Report
13. Heard CEO's Report
14. Heard Chairman's Report
15. Adjournment
16. Information –
  - a. Member Inquiry Forms – Committees Meetings - March 22, 2017 & Board Meeting held April 5, 2017
  - b. RCAT Minutes– March 16, 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, 2<sup>nd</sup> 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; Larry Young, Sr. and Abel Alonzo.

**Board Members Absent:** Angie Granado, Scott Harris and A.R. 'Butch' Escobedo

**Staff Present:** Jorge Cruz-Aedo, CEO; Daniel Benavides, Esteban Campos, David Chapa; Kelly Coughlin, Bryan Garner, Denise Jones, Dena Linnehan, Cruz Mirelez,

Sharon Montez, Christina Perez, Mike Rendón, Gordon Robinson, Robert Saldaña; Susan Teltschik and Rosa Villarreal

**Public Present:** John Bell, Wood, Boykin, Wolter, CCRTA Legal Counsel; Benjamin Schmit and Janessa Cano, MV Transportation; Nicole Barns, Kailo; Gina Salazar, ATU-Local 1769; Robbin Goodman, TPCO

**Call to Order & Roll Call**

Mr. Curtis Rock called the meeting to order at 8:30 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 Mr. Cruz Mirelez as an operator for over 35 years of service at the RTA. Mr. Cruz Mirelez stated he started when he was 31 years old and had worked with Mr. Tom Niskala, who also commended Mr. Mirelez and his hard work and dedication. Mr. Abel Alonzo also commented he remembered Mr. Mirelez years back and there had been lots of changes in the past 35 years with the Agency and the community.

Mr. Cruz-Aedo also commented Ms. Rosa Villarreal will be leaving the RTA to pursue career opportunities in San Antonio with VIA Transit. As he stated, she will be missed for her devoted service to the department and within the Agency.

**Provided Opportunity for Public Comment**

Ms. Gina Salazar spoke on the Buc Days Illuminated Night Parade and commented the employees enjoyed the food, the parade and felt safe in the parade watch area, was excited about the Agency winning 1<sup>ST</sup> Place with the beautiful, fun and bus with all the lights, and cannot wait until next year.

**Heard Update on RCAT Committee Activities**

Ms. Ann Bauman reported on the RCAT meeting held April 20, 2017 and commented the meeting was well received. She reported on a Facebook comment by the RTA's Chairman, Mr. Curtis Rock about the Buc Days going to be a grand event this year.

Ms. Bauman said there are three vacancies on their RCAT committee and welcomed the RTA's board members on recommendations of anyone who they know that might be a good fit for their committee. She also commented one of their attendees reported their Del Mar pass was not working.

Ms. Bauman presented Mr. Keith Cargile the 4th quarter Unsung Hero Award and was chosen because a customer stated he had been stranded at a football game after 10:00 pm in Flour Bluff area, and Mr. Cargile gave the customer a ride back to Orange Grove which is a 2 hour drive roundtrip drive.

She also reported Ms. Tammye Salinas gave a presentation to the committee on the Chronically Homeless Intervention Program (CHIP) program sponsored by the Behavioral Health Center of Nueces County, and commented this is an intervention program for homeless individuals with mental health issues and abuse of drug and/or alcohol.

Mr. Alonzo asked Ms. Bauman when was the last time the RCAT By-Laws had been updated, and under who's authorization, from when he was a member of the RCAT. Mr. Curtis Rock asked RTA's staff to follow-up and then to provide the Agency's advisory committee (RCAT) by-laws information to Mr. Alonzo and other Board members.

**Heard Update on FY2018 Budget Calendar**

Mr. Saldaña provided an update of the FY2018 Budget Calendar items and the various processes and dates when each specific department will be discussed. He also stated the Public Hearing notices will be sent out October 4, 2017 and a hearing held on October 15, 2017.

**Heard Update on Buccaneer Days & Illuminated Night Parade**

Mr. Jorge Cruz-Aedo commented on the Illuminated Night Parade and presented the trophy won by the Agency for First Place in Single Mobile Unit category. He said the employees enjoyed Howard's Bar-B-Q burgers and dogs, and the Agency was well represented with over 180 employees and their families at the parade watch location site across from the RTA building on the night of May 6, 2017.

**Action to Approve the Board Meeting Minutes of April 5, 2017**

**MR. MICHAEL REEVES MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS' MEETING MINUTES OF APRIL 5, 2017. MR. GLENN MARTIN SECONDED THE MOTION. THE MOTION CARRIED. ROCK, REEVES, MARTINEZ, NISKALA, CLOWER, MARTIN, YOUNG AND ALONZO VOTING IN FAVOR. GRANADO, HARRIS AND ESCOBEDO ABSENT.**

**CONSENT AGENDA ITEMS**

Mr. Rock stated the items Consent Agenda Items A and B were approved as shown below with Item B being pulled by Mr. Alonzo to be tabled for further discussion and to be presented at the RCAT meetings before being approved.

- 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
- b. **Action** to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards

**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**

Ms. Sharon Montez presented on the autonomous vehicles shuttle and research she has gathered of concerns regarding this program. She also provided a video of the Local Motors' OLLI shuttle bus and commented this product will not be available for production until 2018. She also said the Olli's running life is 4 hours as well as its charging time, and the RTA would need to purchase 4 vehicles for a deposit of \$40,000, fully refundable, with a cost of \$1.7 million from our Capital Reserves.

Mr. Alonzo stated his concerns to address the current needs of ridership versus the future needs at this time. Mr. Mike Reeves commented due to various changes between presenting this item at previous committee and board meetings, specifically regarding federal funding, to table the item until funding issues are resolved and in place. After general discussion, all members agreed to table the item.

**MR. TOM NISKALA MADE A MOTION TO TABLE 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 FOR FURTHER DISCUSSION. MR. LARRY YOUNG SECONDED THE MOTION. THE MOTION CARRIED. ROCK, REEVES, MARTINEZ, NISKALA, CLOWER, MARTIN, YOUNG AND ALONZO VOTING IN FAVOR. GRANADO, HARRIS AND ESCOBEDO ABSENT.**

**Heard Presentations:**

**a) March 2017 Financial Report**

Mr. Saldaña reported March 2017 financial performance fell short of budget by \$855,510 and the variance due to a decrease in sales tax budget amounts by \$287,094. He said operating costs increase of \$374,844 was offset by federal grant drawdowns of \$708,050 due to the timing, and March sales tax estimated at \$2,877,255, under March 2016 by \$79,697. Mr. Saldaña also stated monthly departmental expenses being under budget by \$211,619, or 8.1%.

**b) Procurement Update**

Mr. Robert Saldaña reported current procurements of diesel fuel up for Board review in May at \$1.5 million was sent to 67 companies, and 13 bid solicitations were received with 11 vendors attending the pre-bid meeting. He reported on the 4 month outlook of 3 projects; Windstorm and Hail insurance one-year contract at \$155,000, Brass Fittings and Hydraulic Hoses two-year contract at \$84,000 and Rebuilt Transmissions two-year contract at \$45,000 would go to the Board for review in June. For the CEO's Signature, projects include the General Legal Service three-year contract not to exceed \$65,000, Software Budgeting License one-year contract at \$5,000, and Commercial Janitorial Services one-year contract not to exceed \$20,000. Mr. Saldaña reported the Agency has a continuous agreement for marina rental space at \$12,000.

Mr. Saldaña also provided a response to Mr. A.R. 'Butch' Escobedo's previous request regarding the Marketing Department's budget, and it was \$149,000.

Mr. Alonzo asked staff if Marketing could develop a public relations/marketing outreach program with media to include radio and television and provide alerts in Spanish.

**c) March 2017 Operations Report**

Mr. Gordon Robinson reported on March 2017 Operations using a PowerPoint, to include monthly and year-to-date 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 stated boardings for all services in March 2017 totaled 476,306, or an 8.8 percent increase compared to March 2016 of 437,798 boardings, 38,508 increase over 2016. He reported unleaded fuel cost at \$2.15 per gallon compared to \$1.77 per gallon in March 2016. Mr. Robinson reported the monthly system ridership of 26,859 boardings an increase over 2016, or 2.0 percent, and 2.57 passengers per hour and 34,877 miles between roadcalls met standards while on-time performance fell slightly below the 96 percent standard. He also commented monthly wheelchair boardings were at 4,935, and B-Line ridership for March 2017 was 17,809 versus 17,717 March 2016, a 0.5 percent increase, and year-to-date ridership is 49,795, 1.9 percent decrease over 2016 ridership.

**Heard CEO's Report**

Mr. Jorge Cruz-Aedo commented the RTA will be hosting the Mayor's InterAgency meeting tomorrow morning, May 4, 2017 at 7:00 a.m. and invited the Board members to attend. He also commented on the Open House Breakfast meeting with the City's Commissioners will be held on May 25, 2017. He spoke on the bond programs for the city and some routes will be affected, and a rise in CAFs is anticipated due to the construction delays due within the city.

**Heard Chairman's Report**

Mr. Curtis Rock deferred his time to other board members and Mr. Alonzo commented on his person as he is not angry, he is a passionate person of what he believes in. Mr. Young spoke and would like to revisit the closed session on the Port Ayers project. Mr. Niskala commented on Mr. Cruz-Aedo's service including Ms. Rosa Villarreal's move to VIA. Messrs. Reeves, Martinez, Clower and Martin gave their well wishes to Ms. Villarreal, and Mr. Clower also commended Mr. Cruz-Aedo's service.

**Adjournment**

There being no further business, the meeting was adjourned at 9:38 a.m.

Submitted by: Dena Linnehan

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Edward Martinez, Secretary





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**Subject: Approval of Scope of Work for Law Enforcement Services Request for Proposals (RFP)**

**Background**

Request for issuance of a Request for Proposals for Law Enforcement Services was approved by the Board on May 3, 2017.

At the April 26, 2017 Administration and Finance Committee it was requested that the Board be presented with the scope of work for the Law Enforcement Services RFP prior to issuance.

**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.

Law enforcement services provided by other transit authorities such as Capitol Metro, San Antonio VIA, Laredo Transit, El Paso Transit, and Brownsville Metro were surveyed. Capital Metro is the only transit authority whose security service is similar to the one used at CCRTA. They contract out with the Austin Police Department to provide security for their agency.

The proposed scope of work (included as Attachment A) enhances and details services and skills needed to provide a higher quality of law enforcement security service. For example, it states that preferably the law enforcement coordinator is trained on background, criminal, and traffic investigations; narcotics task force; firearms; SWAT – tactical operator; computer crimes; and the Americans with Disability Act.

**Committee Review**

The Administration & Finance Committee reviewed and approved this item on April 26, 2017.

**Recommendation**

Staff requests the Board of Directors' approve the Scope of Work for inclusion in the Request for Proposals (RFP).

Respectfully Submitted,

Submitted by: Mike Rendón  
Director of Safety and Security

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer

# **ATTACHMENT A**

## **Law Enforcement Coordination Services**

## **Mission Statement**

The mission of the Safety and Security Department is to enhance the safety of passengers and employees, and protect transit property without compromising the integrity of service to the community.

## **Overview**

The Corpus Christi Regional Transportation Authority, hereinafter referred to as 'CCRTA', contracts with a Law Enforcement Coordinator to provide police service to the agency. Officers working the CCRTA contract agree to adhere to the rules of the CCRTA. These rules will not conflict with the officer's primary employer. All officers working in a secondary employment capacity are accountable for adhering to their law enforcement entity General Orders, policies, and procedures as if they were performing on-duty police services. Officers working secondary employment are accountable for their ethical conduct in and around CCRTA properties. Officers will commit their entire time and attention to CCRTA business while on-duty with CCRTA.

Coordinator policies prohibit the enforcement of 'house rules' while working secondary employment. When working for CCRTA, the officers' primary responsibility is the enforcement of Federal and State laws and City Ordinances to protect life and property and to keep the peace. Officers will assess situations and determine what enforcement range of action is appropriate, including the summoning of on-duty law enforcement resources. Officers will assist CCRTA employees in any manner appropriate as long as it does not violate their law enforcement entity General Orders/S.O.P.'s.

## **Purpose**

The General Work Rules, herein after referred to as "GWRs" ensure a working knowledge of CCRTA policies and procedures. The guidelines in the GWRs pertain to all law enforcement officers employed by CCRTA in a secondary employment capacity. The lack of knowledge and/or understanding of General Orders/SOP's and/or CCRTA's GWRs will not be considered by the agency as an excuse for failure to comply with the rules. Violations may result in disciplinary action including and up to dismissal from the CCRTA contract as outlined in the General Orders regarding secondary employment. The Security Department will issue a copy of the GWRs, including all updates, to each officer employed by the CCRTA. A current copy of the GWRs will remain in the Security Office at all times and in the patrol books. The agency provides changes/updates to the GWRs in hard copy and/or electronic form. Officers are responsible to know and abide by the updated information twenty-four (24) hours after the issuance/electronic notification of issuance.

Officers employed by CCRTA are subject to all CCRTA policies and regulations including tobacco use and the operation of electronic entertainment and communication devices while operating agency vehicles.

## **Hiring Protocol**

Officers must meet all CCRTA criteria for employment. Officers must be eligible to work in a secondary employment capacity and meet all criteria of his/her respective agency's secondary employment policy. Officers must submit and satisfy the FTA's (Federal Transportation Administration) Drug and Alcohol policies both during the hiring process and while employed by the agency; meaning officers are subject to random testing.

## Description of Services

1. Law Enforcement Services for the CCRTA's facilities shall consist of the following:

1.1. Services shall be performed at the CCRTA Operations at 5658 Bear Lane, Corpus Christi, TX, 78405 and at the CCRTA Administration, 602 N. Staples, Corpus Christi, TX 78401

1.1.1 Administration Building - Board Meeting Coverage

1st Wednesday of every month 8 a.m. – 11 a.m.

1.1.2 Services shall be performed at all CCRTA Transit Stations.

1.1.2.1 Stations and times listed below:

### **Staples Street Center**

6:00 a.m. – 1:00 a.m. – Monday – Sunday

### **Additional Coverage**

12:00 p.m. – 3:00 p.m. – Monday – Friday (Additional officer)

3:00 p.m. – 10:00 p.m. - Monday – Sunday (Rover Stationed at Staples Street Center unless called away)

Should have **two** officers at Staples Street Center station on Monday – Friday from noon to 10:00 p.m., and on Saturday and Sunday from 3:00 p.m. to 10:00 p.m.

### **Port/Ayers Station**

9:00 a.m. – 10:00 p.m. – Monday – Friday

2:00 p.m. – 8:00 p.m. – Saturday – Sunday

### **Southside Transfer Station**

9:00 a.m. – 10:00 p.m. – Monday – Friday

2:00 p.m. – 8:00 p.m. – Saturday – Sunday

### **Robstown Station**

4:00 p.m. – 9:00 p.m. – Wednesday, Thursday, Friday, Saturday

(Like you have instructed your officers here in CC to be in or around the station at all times we ask that they do the same)

1.1.3 Services shall be performed at all CCRTA Bus Stop Locations.

1.1.4 Services shall be performed at CCRTA functions when requested.

1.1.5 Services shall be periodically performed on board CCRTA Buses, in uniform or as an undercover officer in plain clothes.

1.1.6 Officers shall monitor the exterior of CCRTA locations.

1.1.7 Officers shall notify the following of any illegal activity-taking place:

CCRTA Dispatcher/Supervisor (361) 903-3585

CCRTA Director of Safety & Security (361) 800-5181

Contractor- (361)

Contractor- (361)

- 1.1.8 Officers shall document on the security log daily activities each time they are on duty. This includes check-in and check-out times. Anytime an officer is checking out of a transit station, he/she shall call into CCRTA dispatch.
2. Contractor shall provide all management, supervision, labor, materials, and equipment necessary to accomplish all the law enforcement services as described herein for the CCRTA Facilities. The CCRTA will provide a law enforcement vehicle for the mobile patrol assignments.

### **Qualifications, Responsibilities and Requirements of Contractor**

1. Contractor shall be licensed by TCLEOSE and shall submit to the CCRTA's Contracts Department proof of the appropriate license upon request. The license shall remain valid for the duration of the Contract. Furthermore, Contractor shall possess and keep in force all additional licenses and permits required to perform the services of this Agreement.
2. Contractors shall be trained preferably in, but not limited to, Background, Criminal, and Traffic Investigations; Narcotics Task Force, Firearms, SWAT - Tactical Operator, Computer Crimes, and on the Americans with Disability Act (ADA) to ensure a well experienced contractor.
3. All personnel assigned to the CCRTA Facilities shall be classified as on active duty as a Law Enforcement Officers.
4. Contractor and CCRTA staff shall discuss and develop a mutual understanding relative to the administration of a safety program before commencing work performed in conjunction with this Agreement. Contractor shall observe safety, security and fire prevention regulations set forth by national, state and local laws, ordinances and codes, including those of the CCRTA and any other applicable regulations and decrees.
5. If required by the CCRTA, Contractor shall develop standard operating procedures to govern and guide Law Enforcement Officers in their duties to meet the requirements of the CCRTA. The CCRTA shall approve the standard operating procedures before being placed into use.
6. Contractor shall be available twenty-four (24) hours a day to expedite emergencies, problems or complaints associated with this Agreement.
7. Emergency telephone listings shall be supplied before the commencement of this Agreement. An answering service or paging procedure will not suffice.
8. Contractor shall ensure all Law Enforcement Officers present a professional image for all personnel assigned to the CCRTA Facilities pursuant to State Statute. Law Enforcement Officers must present an acceptable appearance, must wear a uniform and patrol each station at all times.

9. Hours of service shall be distributed evenly on a weekly basis throughout each year of the Agreement in a manner approved by the CCRTA's Director of Safety and Security. Under no circumstances shall any Law Enforcement Officer be on duty at a CCRTA facility at a time when the Law Enforcement Officer is on duty for another governmental agency or employer. No Law Enforcement Officer shall be scheduled to work more than 25 hours per week unless approved by the CCRTA's Director of Safety and Security for periods such as when the officer is off-duty on vacation.
10. Continuity of Operations: Contractor must fully recognize that the services covered by this Agreement are vital to the CCRTA's mission; that continuity of the services must be maintained at the utmost proficiency without interruption; and continuity of all services shall be maintained by Contractor. Contractor shall maintain, without interruption, the basic services defined in this Agreement. Therefore, if required by the CCRTA, Contractor shall prepare contingency plans in the event of critical non - availability of employees. At a minimum, the contingency plan shall include the following:
  - (1) The names, addresses, telephone numbers and contact persons of proposed firms Contractor intends to utilize to provide the services defined in these specifications.
  - (2) Assurance that all temporary or replacement employees will meet the experience and background requirement defined herein. Note: Contractor shall ensure all Law Enforcement Officers will work for the standard hourly rates.
11. **Weekend/Holiday Shift Differential:** The CCRTA will not pay premium hourly rates for shift differential for weekend/holiday work. Accordingly, Contractor is responsible for assigning Law Enforcement Officers to work for the standard hourly rate.
12. Tools, Equipment and Supplies: Contractor shall ensure each Law Enforcement Officer provides such tools, equipment, supplies, materials, and any other items or services as may be necessary in order to enable the Law Enforcement Officer to provide the services required under the terms of the Agreement.
13. Communications equipment shall be provided by the individual Law Enforcement Officer assigned by Contractor. This equipment is to be in acceptable condition. **Note:** Any property furnished by the CCRTA to fulfill contractual requirements that is lost or damaged resulting from improper use or negligence by Contractor, shall be repaired or replaced by the CCRTA and the cost of such repairs or replacement shall be deducted from the individual Law Enforcement Officer's compensation.
14. Tardiness and Absences: In the event a Law Enforcement Officer fails to report for work or reports to work late, Contractor shall arrange for another Law Enforcement Officer to report to work. Any three occurrences of any officer reporting late or failing to report for duty without a replacement within a 90-day rolling period, based on the overall facts and circumstances, may result in the barring of the individual Law Enforcement Officer by the CCRTA. In the event of a

Law Enforcement Officer reporting to work late, Contractor shall adjust the payroll invoice to reflect the tardiness.

15. Apprehension and Restraint Procedures: Contractor is responsible for ascertaining the level of training of Law Enforcement Officers and ensuring they are fully trained in accordance with TCLEOSE standards.
16. Miscellaneous Equipment: The CCRTA shall not be responsible for the safety of supplies and equipment belonging to Contractor or Law Enforcement Officers.
17. **Law Enforcement Officers shall not abandon their post(s) until properly relieved.**

## **CCRTA Vehicles**

### **1. Purpose and Scope**

CCRTA utilizes motor vehicles operated by law enforcement officers in a variety of applications. Regulations relating to the use of these vehicles are in order to maintain a system of accountability and ensure vehicles are appropriately used. For the purpose of this policy, CCRTA vehicles are any vehicle used by law enforcement officers for official CCRTA business.

### **2. General Operation of CCRTA Vehicles**

a. Officers will operate CCRTA vehicles in a careful and prudent manner within the guidelines of the law, CCRTA and their security department policy. Unsafe or negligent driving is prohibited.

1. Officers will operate vehicles in such a manner and at a rate of speed that the driver, by use of ordinary care, can avoid colliding with another vehicle, object, or person.

2. Officers will wear a seatbelt in the front or back seat while operating or riding inside of a CCRTA vehicle unless there is an operational, tactical, or medical need to be unsecured.

3. Officers will be responsible for paying any citations received while operating a CCRTA vehicle; e.g. red light camera citations, illegally passing a stopped school bus.

b. The use of a Personal Communication Device (PCD), such as a mobile phone, or wireless two-way communication device while driving can cause unnecessary distractions and presents a negative image to the public.

1. Officers operating emergency vehicles should restrict the use of these devices while driving to matters of an urgent nature and should stop the vehicle at an appropriate location to complete the call when practical.

2. Except in the case of an emergency, officers who are operating non-emergency vehicles will not use PCDs while driving unless the vehicle is specifically designed and configured to allow hands-free listening and talking.



Such use should be restricted to business-related calls or calls of an urgent nature.

c. When a CCRTA vehicle is unattended and out of sight of the operator:

1. Officers will turn off, properly secure, and legally park the vehicle.
2. Any firearm inside the vehicle will be locked/secured unless being readied for use.

### **3. Check Out and Return of CCRTA Vehicles**

This section covers the guidelines for checking out and returning CCRTA vehicles.

a. Officers will only use vehicles assigned to their duty location unless otherwise authorized by a CCRTA or coordinator.

b. Officers checking out a CCRTA vehicle will:

1. Legibly sign the vehicle out on the appropriate roster.
2. Conduct an inspection before using the vehicle and contact the CCRTA Coordinator or Director of Safety and Security if any issues are found; employees will:
  - a. Check for vehicle damage and cleanliness;
  - b. Check the condition of installed equipment; and
  - c. Perform a functionality check of all vehicle lights and emergency lights.

c. Officers returning a CCRTA vehicle will:

1. Park in a designated area at CCRTA facilities.
2. Turn off all equipment and electronics.
3. Remove any personal equipment and trash from the vehicle.
4. Secure the vehicle and return the keys to the Security Office.

### **4. Repair of CCRTA Vehicles**

Officers will not use a defective CCRTA vehicle if the defect is such that the safety of the officer is in doubt or continued use would aggravate the defect.

a. Officers shall report vehicle defects and malfunctioning emergency lights, sirens and radios to the Law Enforcement Coordinator and/or the Director of Safety and Security.

b. Officers will not operate vehicles removed from service for maintenance or repair.

c. Officers will document damage to security vehicles resulting from a prisoner's actions in the officer's incident report and will add the charge of "Criminal Mischief" to any other charges against the person.

1. The officer will report the damage to the coordinator supervisor and the CCRTA Security Office. The officer will write and report the incident and a description of the damage to the vehicle in the CCRTA incident report form.

## **Officer Response to Calls**

The CCRTA Safety and Security Department has a responsibility to protect life and CCRTA property and to provide service to CCRTA customers and employees. To fulfill this obligation, it must provide an appropriate response to calls. Officers should be ever mindful that they have a responsibility to ***use caution, good judgment, and due care*** when operating vehicles in an emergency capacity to ensure the safety of motorists and pedestrians. This section describes the conditions under which a CCRTA Security vehicle, equipped with emergency lights and sirens, may operate as an emergency vehicle.

The authorized operation of a CCRTA security vehicle in an emergency capacity is much more restrictive than when operating a law enforcement agency marked vehicle in an emergency capacity. Officers are responsible for understanding the restrictions for operating CCRTA vehicles in an emergency capacity as outlined in this section.

### **1. Emergency Response and Vehicle Operations**

- a. Officers shall immediately respond to all CCRTA calls for service.
- b. Officers will only respond Code 1 (Routine Operation):

### **2. Code 3 (Emergency Operation)**

Code 3 describes the operation of a vehicle with the emergency lights and siren activated.

- a. CCRTA Officers may not operate Code 3, but may use the emergency lights to divert traffic for public safety purposes, or when parked or standing at an incident scene.

### **3. Code 1 (Routine Operation)**

Code 1 describes the normal operation of a vehicle without the use of emergency lights or siren.

### **4. Prisoner Transport**

Officers will not transport a prisoner in a CCRTA security vehicle that is not equipped with audio/video capabilities (DMAV) or a prisoner cage; request on-duty officers for transport.

## **Criminal Trespass**

Officers' primary responsibility is the enforcement of Federal and State laws and City Ordinances to protect life and property and to keep the peace. Other than described in this section, officers are not allowed to enforce CCRTA policies or rules.

At the request of CCRTA officers may issue criminal trespass notices to individuals who are occupying CCRTA property, including but not limited to transit stops, for purposes other than use of CCRTA's transit services with approval of CCRTA Director of Safety & Security and Law Enforcement Officers. Law Enforcement Officers may obtain supervisory approval in person, by requesting the supervisor to the scene, over the phone if the situation permits.

Officers shall comply with the reporting and arrest procedures outlined in their law enforcement agency General Orders. Officers will document the name of the authorizing supervisor in the CCRTA report.

### **CCRTA General Work Rules**

1. Officers shall give their entire time and attention to CCRTA business and their respective assignments while on duty. No additional part-time work shall be conducted during CCRTA duty.
2. Officers shall not use or possess intoxicants, drugs or alcohol while on duty.
3. Officers are subject to CCRTA Drug and Alcohol Policy and any refusal of a random or "for cause" test will result in immediate termination of the officer from the contract.
4. Officers must review bulletins/notices at the beginning of each shift.
5. Officers shall not entertain guest or transport non-business riders while on-duty without authorization from the on-duty supervisor or the CCRTA Director of Safety and Security.
6. Officers shall not visit police precincts in the performance of their duties, unless authorized by the on-duty supervisor.
7. Officers shall record all incident reports on the appropriate form(s) by the end of the shift.
8. Officers shall adhere to the CCRTA Tobacco policy. Officers shall not use tobacco on CCRTA property or in CCRTA vehicles except in designated areas (by signage).
9. Officers shall not sleep, nor give the appearance of sleeping while on duty.
10. Officers shall not convert lost articles found on CCRTA property to their own use.
11. Officers reporting to court for cases not involving CCRTA will log off as a CCRTA employee and log in upon return. Officers shall notify the CCRTA Law Enforcement Coordinator and Director of Safety and Security.
12. Officers shall not gamble, make bets or take part in any illegal activity while working.
13. Officers shall not solicit nor accept any gift, gratuity or fees or on behalf of CCRTA or as a CCRTA employee.
14. Officers shall not commit to expenditures on behalf of CCRTA without written authorization from the Director of Safety and Security.
15. Officers shall exercise due care and caution in the use of all CCRTA property to prevent damage or misuse. Property includes employee ID badges, radios, vehicles, etc.
16. Officers shall not divulge or permit access to CCRTA records without approval of the Director of Safety and Security.

17. Officers shall not commit any act that brings discredit upon CCRTA.
18. Officers shall not post or allow to be posted any unauthorized material on CCRTA property.
19. Officers shall not operate any vehicle or equipment unless certified and/or authorized.
20. Officers shall promptly sign-in and sign-out at the beginning and end of each shift.
21. Officers shall treat customers, employees, and subordinates with respect at all times.
22. Officers will respond to pedestrian/vehicle accidents involving CCRTA vehicles when requested by the Director of Safety and Security to act as a liaison between on-duty police officers and the CCRTA.
23. When dispatched by radio control dispatch, the Law Enforcement officer shall notify radio dispatcher of their current location.
24. Officers are not allowed to monitor the facilities from their vehicle.

**Disregarding CCRTA guidelines could be considered insubordination, which could result in disciplinary action.**

#### **Law Enforcement Officer Work Rules Regarding CCRTA**

1. All Law Enforcement officers are required to report to their CCRTA assignment in the proper police uniform.
2. Law Enforcement Officers are required to report for their uniformed assignment with approved equipment:
3. Officers shall remain in their assigned duty sectors and not leave those sectors unless dispatched a call or they have obtained prior approval from the Law Enforcement Coordinator or Director of Safety and Security. Officers shall not leave the CCRTA service area for any reason without prior approval from the on-duty Law Enforcement Coordinator or Director of Safety and Security.
4. When involved in an accident/incident the officer must contact radio dispatch. The officer must also inform the Law Enforcement Coordinator or Director of Safety and Security. The officer is also required to fill out all CCRTA accident related forms as directed by the responding CCRTA Road Supervisor.
5. Officers will monitor the radio for **ALL** dispatched calls. If at any time a single officer is dispatched to a disturbance call, another officer working that day, or the closest available officer, should acknowledge and respond to the call as a back-up officer until the primary officer advises the situation is under control.
6. Officers working a special assignment will not sit in their vehicles continuously while working the assignment. Periodic rest breaks are understandable and authorized when there is not a need for the officer's presence.

7. Officers working for CCRTA will not engage in any debate with CCRTA supervisors, dispatchers, or bus operators over the radio. If misconduct/conflict with a CCRTA employee occurs, the officer should document the misconduct/conflict in person or by e-mail to the Law Enforcement coordinator and CCRTA Director of Safety and Security as soon as practical.
8. When arriving at a call, officers will let the dispatcher know they are on scene and will notify the dispatcher of the action taken when they clear the scene.
9. Officers shall respond to all bomb threats to CCRTA properties. The first officer at the scene will assume command and follow all CCRTA security and law enforcement guidelines, in conjunction with CCRTA's Bomb Threat Policy.
10. Officers shall not respond to any of their law enforcement agency's dispatched calls for service, dispatched over their agency's radio to on-duty officers while working for CCRTA, unless there is an imminent threat of serious bodily injury or death to any person or an officer needs assistance. In such a case, officers shall notify their law enforcement dispatcher, on the radio, that they are close to the call and are responding. The responding officer shall notify the Law Enforcement coordinator or CCRTA Director of Safety and Security of their response and the extent of their involvement in the call as soon as practical.

#### **Accountability and Corrective Action**

1. Officers are responsible for complying with CCRTA General Orders, policies and procedures.
2. An officer's employment with CCRTA is on an "at will" basis and is subject to revocation at any time by the CCRTA. **CCRTA's employee grievance policy only applies to full-time employees.** Therefore, an appeal of a dismissal by the Law Enforcement Coordinator can only be made to the Director of Safety and Security.
3. CCRTA directed discipline has three tiers, warning (oral or written), suspension, and termination. Depending on the nature of the offense, a negative finding can go straight to termination of the officer's contract with the CCRTA.
4. The hours of each shift are predetermined according to the needs of CCRTA. An officer must be available to work the assigned hours of the shift. If an officer is going to be more than fifteen (15) minutes late, the officer must contact the Law Enforcement coordinator.
5. If an officer must leave his/her assignment more than fifteen (15) minutes early, the Law Enforcement Coordinator must be contacted by call or text.
6. Officers who are unable to work their assigned shift should locate a replacement. It is the responsibility of the original officer to call or text the assigned supervisor for that shift and notify them of the replacement. CCRTA may require a written memo regarding the absence.
7. It is the officer's responsibility to work their assigned shift if a replacement is not located. The officer must notify the Law Enforcement Coordinator by call or text of the reason the officer will miss or be late to an assignment.

8. Any officer not complying with #4 - #7 above and missing their assignment(s) are subject to a suspension up to 90 days with an equal probationary period immediately following. A subsequent finding of non-compliance during the probationary period will result in termination from the contract. Depending on the nature of the offense, a negative finding can go straight to termination of the officer's contract with the CCRTA.
9. Officers must work at least three (3) shifts monthly, unless an exception has been granted by the Law Enforcement Coordinator, to remain in "good standing" with the agency.

#### **CCRTA Law Enforcement Coordinator Duties - General**

The CCRTA Coordinator is to perform security supervisory duties incumbent upon the respective law enforcement agency's department.

1. Update the on-duty officer roster with CCRTA radio communications.
2. Monitor radio transmissions for correct and timely transmissions. Assign calls when necessary. Determine when backup is needed, or when any other appropriate action as needed. Act as backup when necessary or dispatch the closest officer.
3. If radio dispatch calls an officer more than two times and the officer does not respond, it becomes the Law Enforcement Coordinator's responsibility to answer the dispatcher and accept the call for service. The Coordinator should also immediately make phone contact with the nonresponsive officer and obtain an explanation for not responding to the radio call. The Coordinator will determine the appropriate course of action based on the totality of the circumstances.
4. **CCRTA Disciplinary Policy:** Any CCRTA policy or rule violation committed by officers working for CCRTA should carry the same penalty as rule violations for other employees of the CCRTA. Any law enforcement entity or State law violation shall be reported.
5. The on-duty CCRTA Law Enforcement Rover is required to respond to the scene of all collisions/accidents involving officers operating CCRTA vehicles. On-duty officers should be called to the scene to complete the crash documentation according to CCRTA policies. The on-duty CCRTA Law Enforcement Officer will ensure all CCRTA guidelines are followed. If an officer is injured, the CCRTA Law Enforcement officer shall submit a report of injury to the responding CCRTA road supervisor; submit an incident/accident report at the end of the shift and notify the Law Enforcement Coordinator and the Director of Safety and Security.
6. When the CCRTA Law Enforcement Coordinator notifies the Law Enforcement Officer of a "Hot Spot" location (areas in need of special patrol or attention), he/she will share all pertinent information with the appropriate officer(s). Information may be distributed over the radio, in person and/or by electronic communication (call or text).
7. If an officer does not report within fifteen (15) minutes of the assigned shift the Law Enforcement coordinator will contact that officer and obtain the reason for his/her absence. The Law Enforcement Coordinator will then forward the information by e-mail to the Director of Safety and Security.



**Subject: Award a Contract to Victor O. Schinnerer & Co., Inc for Windstorm and Hail Coverage**

**Background**

During renewal discussions with TML for lines of coverage for 2017, TML informed the Authority that they would not be providing windstorm insurance coverage for the 2017 period. On March 1, 2017 the CCRTA Board approved issuing a Request for Proposals (RFP) for Windstorm and Hail coverage.

**Identified Need**

The current Windstorm and Hail coverage expires on June 28, 2017. An RFP was issued on April 10, 2017 and the bids were opened on Thursday, May 11, 2017. Three proposals were received. The proposal from McGriff, Seibels & Williams of Texas, Inc. and from Arthur J. Gallagher Risk Management Services were deemed non responsive. The company of Victor O. Schinnerer submitted a proposal to provide coverage with a deductible of 1% of the sum of the stated values for each building (affected by loss) identified in the State of Values subject to \$25,000 minimum per occurrence – Named storm wind/hail with \$25,000 per occurrence – all other wind/hail storms for a one-year cost of \$113,100.75. The coverage period will be from June 28, 2017 through June 28, 2018.

**Financial Impact**

Funds are budgeted in FY2017 Operating Budget, local funds.

**Committee Review**

The Administration & Finance Committee reviewed and approved this item on April 26, 2017.

**Recommendation**

Staff requests the Board authorize the CEO or his designee to enter into a one-year contract with Victor O. Schinnerer, Inc. for windstorm and hail insurance coverage.

Respectfully Submitted,

Submitted by: Mike Rendón  
Director of Safety and Security

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Operations and Capital Projects Committee Memo

May 24, 2017

**Subject: Adopt a Resolution for the Support of an Electric Bus Program, Authorize Low or No Emission Discretionary Bus Program Grant Application Submittal, Issuance of a Request for Proposals for Fixed Route Zero Emission Electric Transit Buses (contract award contingent upon a grant award), and Issuance of a Professional Services Agreement with the Center for Transportation and the Environment (contingent upon a grant award)**

**Background**

The Federal Transit Administration released a Notice of Funding Opportunity on April 27, 2017, announcing the opportunity to apply for \$55 million in FY 2017 funds for the Low or No Emission Bus Discretionary Grant Program. The Low or No Emission Bus Program (Low-No Program) provides funding to State and local governmental authorities for the purchase or lease of zero-emission and low-emission transit buses, including acquisition, construction, and leasing of required supporting facilities such as recharging, refueling, and maintenance facilities.

The FTA has stated that an eligible recipient may submit a grant application in partnership with other entities that intend to participate in the implementation of the project, including, but not limited to, specific vehicle manufacturers, equipment vendors, owners or operators of related facilities, or project consultants.

The grant applications will need to be submitted by June 26, 2017.

**Identified Need**

FTA recognizes that a significant transformation is occurring in the transit bus industry, with the increasing availability of low and zero emission bus vehicles for transit revenue operations and has released new opportunities for grant funding.

The structure for the grant application would include naming several agencies/firms to partner with for the submittal of the grant to the FTA. The FTA encourages agencies to partner with firms such as Proterra, Center for Transportation and the Environment or Calstart, along with equipment manufacturers, that have significant experience with electric buses.

The FTA is striving to speed up the deployment process for electric buses and is allowing for agencies to pre-select their teams before the grant submittal process, in an effort to move things along more quickly.

*Under the State of Texas, Chapter 451 regulations, the CCRTA must issue a Request for Proposals for the procurement of zero emission electric transit buses, even though the FTA has waived the competitive procurement process. However, a contract will not be awarded unless a grant is received. The same holds true for a contract with the Center for Transportation and the Environment.*



*The CCRTA has already posted notice of the Request for Proposals for the potential procurement of electric buses and for the potential contract for professional services with the Center for Transportation and the Environment, due to the deadline for the grant submittal. The CEO requested authorization from the Chairman to move forward with the aforementioned items.*

## **Analysis**

There are many benefits to electric buses and a few are listed below:

- Bus mileage for diesel is about 3.8 mpg while an electric bus gets 21 mpg
- Cost comparison diesel fuel bus is about \$.84 (national avg) and for electric buses about \$.19.
- No emissions from an electric bus
- Estimated savings over the life of a diesel bus compared to an electric bus, about \$300,000.

The CCRTA is currently working on identifying the most suited routes for electric buses and charging station locations. The CCRTA has also reached out to Proterra to discuss next steps in the grant preparation process.

## **Financial Impact**

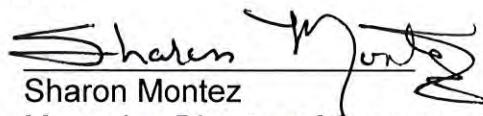
The estimated amount for the procurement of an electric bus is around \$750,000. We are initially looking at 5 so that would total \$3,750,000 just for the buses. The local match would be at 22.50% for an estimated total match of \$843,750. We are still working on the numbers for some of the other items such as charging stations and support equipment, and a project management consultant, such as the Center for Transportation and the Environment.

## **Recommendation**

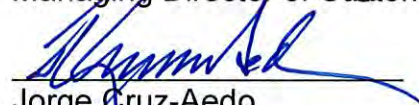
Staff requests the Board of Directors authorize the Chief Executive Officer or designee to adopt a Resolution for the Support of an Electric Bus Program, Authorize Low or No Emission Discretionary Bus Program Grant Application Submittal, the Issuance of a Request for Proposals for Fixed Route Zero Emission Electric Transit Buses (contract award contingent upon a grant award), and Issuance of a Professional Services Agreement with the Center for Transportation and the Environment (contingent upon a grant award) .

Respectfully Submitted,

Reviewed by:

  
Sharon Montez  
Managing Director of Customer Services and Capital Projects

Final Approval by:

  
Jorge Cruz-Aedo  
Chief Executive Officer

# Corpus Christi Regional Transportation Authority



## Resolution

### IN SUPPORT OF AN ELECTRIC BUS PROGRAM

**WHEREAS**, the Corpus Christi Regional Transportation Authority has a long-term goal of identifying alternative forms of transportation in order to address lower emissions, reduced operating costs, and quieter transportation.

**WHEREAS**, phase I of the plan of development calls for exploration of grant opportunities for the electric bus program, outreach to other transit agencies that currently utilize electric buses, and partnering with firms that have extensive knowledge of electric buses and the necessary support equipment and infrastructure,

**NOW THEREFORE, BE IT RESOLVED BY THE CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY BOARD OF DIRECTORS THAT:**

Section 1. The Board hereby declares its support for the development of an electric bus program, including a fleet of five electric buses, in order to address alternative forms of transportation in order to address lower emissions, reduced operating costs and quieter transportation.

Section 2. The Board further declares its intention to support phase I of the plan of development for exploration of grant opportunities for the electric bus program, outreach to other transit agencies that currently utilize electric buses, and partner with firms that have extensive knowledge of electric buses and the necessary support equipment and infrastructure.

**DULY PASSED AND ADOPTED** this 7<sup>th</sup> day of June, 2017.

**ATTEST:**

**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

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Jorge Cruz-Aedo  
Chief Executive Officer

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Curtis Rock  
Chairman of the Board



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Meeting Memo

June 7, 2017

**Subject: Award a Contract to Brad Hall & Associates for Diesel Fuel Supply**

### Background

The RTA requires approximately three hundred & Seventy Five thousand (375,000) gallons of fuel annually for the diesel fueled fixed-route buses. Subject to the provisions of the Texas Low Emission Diesel Program of the Texas Commission on Environmental Quality (TCEQ), the RTA utilizes an ultra-low sulfur diesel (ULSD) fuel.

A diesel fuel supply agreement assures that the RTA will be able to meet demand, maintain firm pricing, and eliminate supply shortages. An Invitation for Bid (IFB) was advertised on January 17, 2017 and March 13, 2017. The bid was structured as a three-year firm supply agreement with a two-year option; the option years requiring Board of Directors approval.

Bidders submitted pricing based on vendor mark-ups or discounts to the Oil Price Information Service (OPIS) price schedule for each delivery of diesel fuel. The following table illustrates the bid proposals received by the RTA.

### IFB NO. 2017-SP-07 ULTRA LOW SULFUR EMISSION DIESEL FUEL

Vendor	Description	Cost (Per Gallon) + or -
Brad Hall & Associates	Ultra Low Sulfur TxLED Diesel Fuel	-0.0340
Inidgo Energy Partners	Ultra Low Sulfur TxLED Diesel Fuel	-0.0300
Kapaulua Marine Fuels	Ultra Low Sulfur TxLED Diesel Fuel	-0.0280
Petroleum Traders	Ultra Low Sulfur TxLED Diesel Fuel	-0.0190
Pinnacle Petroleum	Ultra Low Sulfur TxLED Diesel Fuel	-0.0091
James River Petroleum	Ultra Low Sulfur TxLED Diesel Fuel	-0.0080
Southern Counties Oil Co.	Ultra Low Sulfur TxLED Diesel Fuel	-0.0075
Mansfield Oil Co.	Ultra Low Sulfur TxLED Diesel Fuel	0.0020
Arguindegui Oil Co.	Ultra Low Sulfur TxLED Diesel Fuel	<b>0.0250</b>
American Fueling Systems	Ultra Low Sulfur TxLED Diesel Fuel	0.0450

**NON-RESPONSIVE BIDS RECEIVED**

Vendor	Description	Notes
RKA Petroleum Companies	Ultra Low Sulfur TxLED Diesel Fuel	No Addenda Acknowledgement
Sun Coast	Ultra Low Sulfur TxLED Diesel Fuel	Non-responsive No Price Schedule

**LATE BIDS RECEIVED**

Vendor	Description	Notes
Sunoco Energy Services	Ultra Low Sulfur TxLED Diesel Fuel	Rec'd by UPS
		4/18/17 9:40AM

Brad Hall & Associates, submitted the lowest bid with a discount of -\$.0340 per gallon under OPIS.

**Identified Need**

On November 2, 2011, the Board of Directors awarded a diesel supply agreement to Petroleum Traders with a three year base and one (1) two-year option. The base contract ended and the two year option was exercised beginning in January of 2015.

**Disadvantaged Business Enterprise**

Staff will monitor DBE and collaborate with Brad Hall & Associates to pursue DBE participation, including subcontracting opportunities.

**Financial Impact**

Total amount of expenditures will be determined on actual usage. Funds are budgeted in FY2017 Operating Budget, local funds.

**Committee Review**

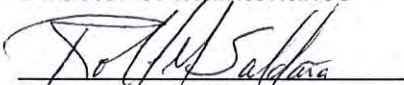
On May 24, 2017, staff presented this item to members of the Operations & Capital Projects Committee.

**Recommendation**

Staff requests the Board of Directors to authorize the Chief Executive Officer (CEO) or designee to award a contract to Brad Hall & Associates for Diesel Fuel Supply.

Respectfully Submitted,

Submitted by: Bryan J. Garner  
Director of Maintenance

Reviewed by:   
Robert M. Saldana  
Managing Director of Administration

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Meeting

June 7, 2017

**Subject: Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve a Pilot Program for Port Aransas Ferry Shuttle Service**

### **Background**

The RTA and the City of Port Aransas, in coordination with the Texas Department of Transportation (TxDOT), are working to implement a pilot program, Route 99: Port Aransas Ferry Shuttle. This service is planned to begin operating in the coming weeks through Labor Day, September 4, 2017 or possibly longer. Below is a description of this service:

- Buses will transport workers from the Aransas Pass ferry terminal over the Corpus Christi Channel to employment locations within Port Aransas.
- A preferential lane will be utilized in coordination with TxDOT on each side of the ferry channel.
- 6am-8pm, 7 days per week.
- 30-minute frequency.
- 2 leased buses.
- 4-6 operators depending on available work assignments.
- \$0.25 one-way trip fare.

In 2007 and 2008, Route 99 operated a limited peak hour service at a fare of \$0.25, Thursday through Sunday, 7am to 10am and 2pm to 5pm. In contrast to this pilot program, the service did not travel over the channel using a preferential lane on ferry vessels. Buses remained in the Port Aransas area where passengers boarded and alighted at a bus stop near the Port Aransas ferry terminal.

### **Identified Need**

During the peak tourism season, this pilot program is designed to transport workers as quickly as possible to and from employment locations in Port Aransas. With assistance from TxDOT, buses will travel within a preferential lane at ferry terminals on each side of the Corpus Christi Channel to employment locations in Port Aransas. The City of Port Aransas has completed a roadway from Port Street through the TxDOT parking area to provide direct access to the preferential lane.

As this is a pilot program, adjustments to the Route 99 routing or schedule may occur periodically to increase ridership and performance. A minimum performance threshold of 10 passengers per revenue service hour will be used for evaluation purposes. In order to begin this service as soon as possible, the RTA is continuing to finalize the

leasing agreement for the vehicles. The City of Port Aransas is working to hire and train bus operators.

**Committee Review**

On February 22, 2017, staff introduced this pilot program to members of the Operations and Capital Projects Committee. On March 1, 2017, staff introduced the program to the Board of Directors. Subsequent to these two meetings, staff has been working on cost-effective service plan options in preparation for implementation. On May 18, 2017, staff presented this pilot program to members of the RTA Committee on Accessible Transportation (RCAT). On May 24, 2017, staff presented a brief update to members of the Operations and Capital Projects Committee.

**Financial Impact**

The estimated operating cost for this pilot program is \$122,210. The capital cost to provide two leased vehicles is \$64,500. Estimated marketing costs is \$7,500. The total estimated cost is \$194,210. Financial savings from unfilled staff positions in Fiscal Year 2017 will be utilized to support this pilot program.

**Recommendation**

Staff requests the Board of Directors to authorize the Chief Executive Officer (CEO) or his Designee to Approve a Pilot Program for Port Aransas Ferry Shuttle Service.

Respectfully Submitted,

Submitted by: Gordon Robinson  
Director of Planning

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Meeting

June 7, 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.

**Committee Review**

This item was presented to members of the Operations & Capital Projects Committee on April 26, 2017, May 24, 2017 and to the Board of Directors' on May 3, 2017. On May 18, 2017, staff presented this item to members of the RTA Committee on Accessible Transportation (RCAT).

**Recommendation**

Staff requests the Board of Directors to authorize the Chief Executive Officer (CEO) or designee to approve revisions to Service Standards.

Respectfully Submitted,

Submitted by: Gordon Robinson  
Director of Planning

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY  
BOARD POLICY**

**FIXED ROUTE SERVICE STANDARDS**

**I. PURPOSE**

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**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**

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RTA operates the following types of bus services:

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

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

### **1. Route Directness Standard**

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

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

### **2. Service Frequency**

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

The following factors will be examined when adjusting headways:

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

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

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

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

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

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

### **3. Service Duplication**

Whenever possible, service duplication is to be avoided to reduce system waste. Service duplication is essentially the servicing of the same geographic area during the same time period by multiple routes. To avoid duplication, routes operating on the same road segment for one mile or longer must have schedules that create improved frequency on the corridor to the extent possible. Additionally, routes will not serve two parallel streets less than  $\frac{1}{4}$  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.

**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 / Standard .....5:30 am to 10:30 pm  
Connector / Local / Flexible .....6:00 am to 8:30 pm  
Commuter / Shuttle / Downtown .....Varies

Saturday

Emphasis Corridors / Standard .....6:30 am to 10:30 pm  
Connector / Local / Flexible .....6:30 am to 8:30 pm  
Commuter / Shuttle / Downtown .....Varies

Sundays and Holidays

Emphasis Corridors / Standard .....8:00 am to 8:00 pm  
Connector / Local / Flexible .....8:00 am to 7:00 pm  
Commuter / Shuttle / Downtown .....Varies

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 Peak .....6:00 a.m. – 9:00 a.m.
- ❖ Afternoon Peak .....3:00 p.m. – 6:00 p.m.

Off-Peak

- ❖ Early Morning.....before 6:00 a.m.
- ❖ Midday .....9:00 a.m. – 3:00 p.m.
- ❖ Evening .....6:00 p.m. – 8:00 p.m.
- ❖ Late Night .....after 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**

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**1. Bus Stop Spacing**

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

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

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

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

<b>Service Type</b>	<b>Typical Spacing</b>	<b>Minimum Spacing</b>
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

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

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

## **2. Bus Stop Location and Safety**

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

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

### **3. Bus Stop Accessibility**

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

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

### **4. Bus Stop Amenities**

#### ***Bus Shelters or Shade Structures***

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

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

- Medical, senior, social service, public or special needs facilities within ¼ mile
- Major grocery stores within ¼ mile
- Apartments, student dormitories, or senior housing with 100+ units within ¼ mile
- High schools, colleges, or universities within ¼ mile
- New major developments conducive to increasing ridership growth within ¼ mile

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

#### ***Bus Benches***

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

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

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



- **Installation costs are excessive**

***Geographic Equity***

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

**IV. MINIMUM ACCEPTABLE SERVICE**

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

**1. Small Communities**

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

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

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

**2. Large Community & Unincorporated Areas**

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

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

### **3. Service Type**

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

### **4. Maximum Limit of Requirement**

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

## **V. SERVICE MONITORING AND RIDERSHIP DATA REPORTING**

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

### **Operation Statistics:**

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

### **Financial Statistics:**

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

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

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

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

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

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

## **VI. SERVICE CHANGES**

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

### **1. Factors Considered for Service Changes**

#### *Long Range Plan*

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

*Customer Service Measures*

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

*Service Effectiveness Measures*

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

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

*Community and Employee Input*

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

*Current Resources*

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

**2. Major Service Changes**

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

**3. Other Service Changes Requiring Board Authorization**

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

#### **4. Public Input**

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

#### **5. Detours**

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

Adopted May 12, 2010

Revised June 6, 2012

**Revised December 11, 2013**

**Revised June 7, 2017**



**Subject:** April 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 April 31, 2017 will only include the Income Statements.

**SUMMARY:** The Authority's net financial performance for the month of April falls short of budgeted amounts by \$254,582. The monthly variance is attributed to sales tax falling short of budgeted amounts by \$275,722, operating revenues falling short of budgeted amounts by \$50,085, operating costs exceeding budgeted amounts by \$116,820, and offset by Federal grant assistance drawdowns of \$222,968 in excess of the monthly amount budgeted due to the timing of the drawdowns.

#### **REVENUES**

- **Sales Tax** – April sales tax has been estimated at \$2,337,278, which is under April 2016 actual collections by \$82,921.

**UPDATE – SALES TAX COLLECTIONS FOR MARCH 2017 SALES OF \$2,968,716 WERE RECEIVED ON MAY 12, 2017 AND ARE \$11,764 HIGHER THAN COLLECTIONS FOR THE SAME PERIOD LAST YEAR, AN INCREASE OF 4.0%. YEAR-TO-DATE COLLECTIONS FOR 2017 TOTAL \$7,561,476 WHICH ARE 10.26% (\$861,497) UNDER 2017 BUDGETED AMOUNTS.**

- **Operating Revenues** – For the month of April, Passenger Service was \$147,283 vs. \$138,063 in 2016 – an increase of \$9,220 (6.67%), and \$52,831 (26.4%) lower than current budget estimates. Other operating revenues, which includes advertising, were \$54,764 vs. \$52,018 budgeted for a net increase of \$2,746.

#### **EXPENSES**

Over all, monthly departmental expenses are under budget by \$201,446, or 7.7%. For the year to date, expenses are under budget by \$527,503, or 5.04%. The majority of the variances are due to timing of invoices for supplies and higher health insurance costs. Following are comments relating to the specific expense categories.

- **Salaries & Benefits** – April reflects \$1,000,072, which is 15.9% (\$188,494) under budgeted amounts. The major factor of this variance is timing of the payroll accrual. For year to date expenses, this category is 8.99% under budget.

- Services – April reflects \$232,238, which is 17.48% (\$49,180) under budgeted amounts. The main variance is related to timing of receipt of invoicing professional services and security services.
- Materials and Supplies – April reports \$291,780, which is 20.24% (\$49,109) over budgeted amounts. The main variance is related to parts and supplies purchased for the maintenance of fleet vehicles.
- Utilities – April reports \$84,087, which is 28.03% (\$32,748) under budgeted amounts. The variance is primarily due to the timing of invoices.
- Insurance – April reports \$351,119, which is \$85,286 (32.08%) over budgeted amounts. The major factor of this variance is timing of health insurance claims invoices. The year-to-date expenses are at 25.37% over budget.
- Purchased Transportation – April reports \$425,520 which is \$53,983 (11.26%) under budgeted amounts. The variance is due to invoices not yet received from MV Transportation at the time of the preparation of this report.
- Miscellaneous – April reports \$29,212 which is \$11,504 (28.25%) under budgeted amounts. The variance is primarily due to the timing differences.

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

**Committee Review**

The Administration & Finance Committee reviewed this item on April 26, 2017.

Respectfully Submitted,

Submitted by: Daniel Benavidez  
Comptroller

Reviewed by:   
Robert M. Saldana  
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 April 30, 2017 & April 30, 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	\$ 147,283	200,114	(52,831)	138,063	9,220
Bus advertising	12,358	18,268	(5,910)	11,752	606
Charter service	-	-	-	-	-
Other operating revenues	42,406	33,750	8,656	11,357	31,049
Total Operating Revenues	202,047	252,132	(50,085)	161,172	40,875
Operating Expenses:					
Transportation	579,101	577,154	(1,947)	711,285	132,184
Customer Programs	28,599	37,431	8,832	27,278	(1,321)
Purchased Transportation	425,598	479,503	53,905	499,654	74,056
Service Development	26,157	35,451	9,294	117,297	91,140
MIS	47,422	71,556	24,134	91,719	44,297
Vehicle Maintenance	440,310	410,532	(29,778)	498,985	58,675
Facilities Maintenance	175,526	146,688	(28,838)	154,578	(20,948)
Contracts and Procurements	14,006	14,618	612	11,316	(2,690)
CEO's Office	35,787	52,159	16,371	33,997	(1,790)
Finance and Accounting	19,590	40,876	21,286	45,861	26,271
Materials Management	13,738	13,785	47	13,553	(185)
Human Resources	371,036	442,677	71,641	388,577	17,541
General Administration	59,761	50,410	(9,351)	37,032	(22,729)
Capital Project Management	16,590	16,284	(306)	19,190	2,600
Marketing & Communications	53,024	46,821	(6,203)	58,021	4,997
Safety & Security	66,214	105,244	39,030	102,410	36,196
Staples Street Center	41,569	74,286	32,717	3,460	(38,109)
Total Departmental Expenses	2,414,029	2,615,475	201,446	2,814,213	400,184
Depreciation	708,333	390,067	(318,266)	663,747	(44,586)
Total Operating Expenses	3,122,362	3,005,542	(116,820)	3,477,960	355,598
Operating Income (Loss)	(2,920,315)	(2,753,410)	(166,905)	(3,316,788)	396,473
Other Income (Expense)					
Sales Tax Revenue	2,337,278	2,613,000	(275,722)	2,420,199	(82,921)
Federal, state and local grant assistance	409,635	186,667	222,968	130,717	278,918
Investment Income	2,093	8,167	(6,074)	144	1,949
Gain (Loss) on Disposition of Property	-	4,583	(4,583)	-	-
Other Income (Expense)	29,612	30,353	(741)	-	29,612
Street Improvements Program for CCRTA Region Entities	(252,608)	(229,083)	(23,525)	-	(252,608)
Net Income (Loss) Before Capital Grants and Donations	(394,305)	(139,724)	(254,582)	(765,728)	371,423
Capital Grants & Donations	-	-	-	-	-
Change in Net Assets	\$ (394,305)	(139,724)	(254,582)	(765,728)	371,423





# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

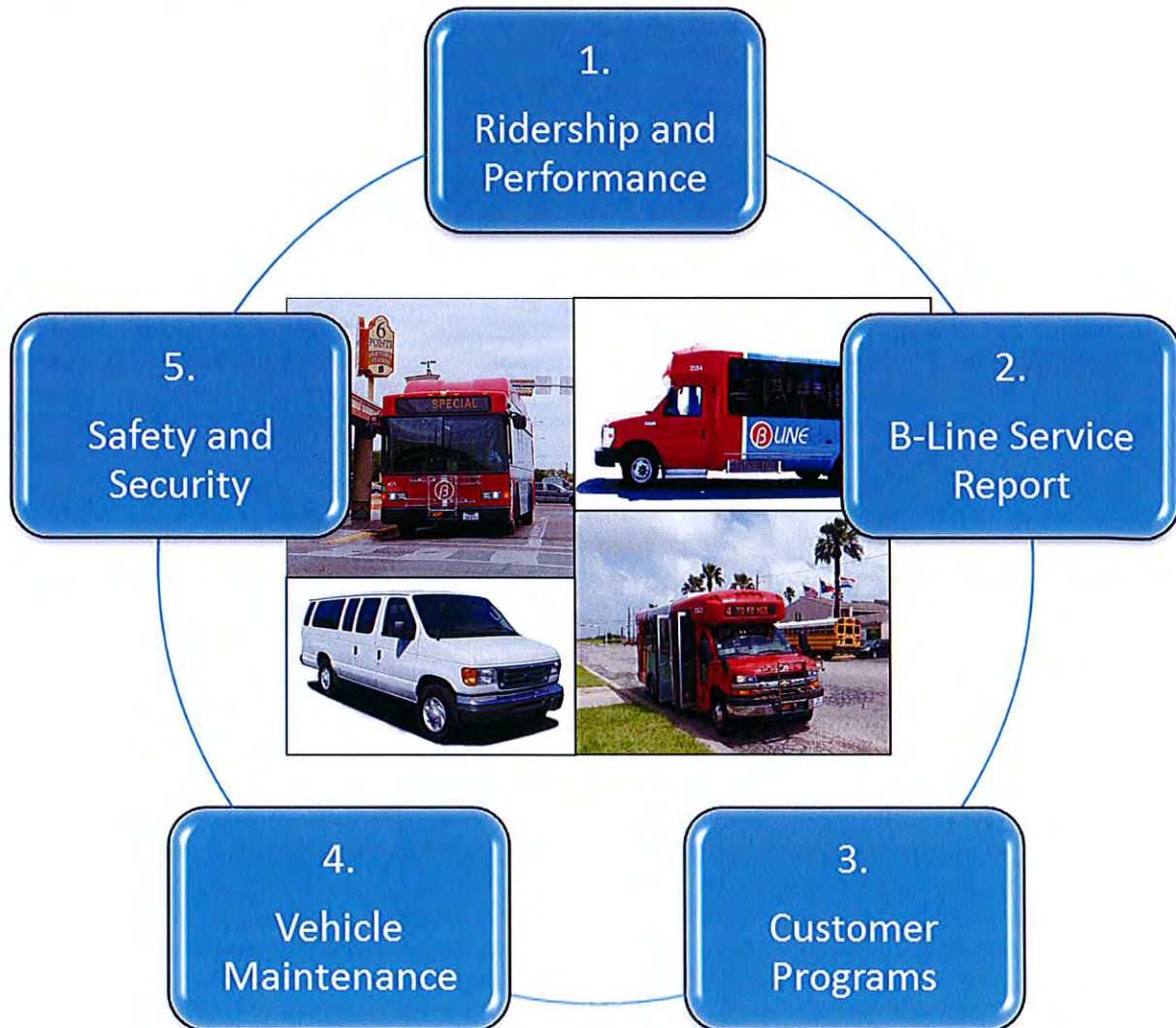
Board of Directors' Meeting

June 7, 2017

## Subject: Operations Report for April 2017

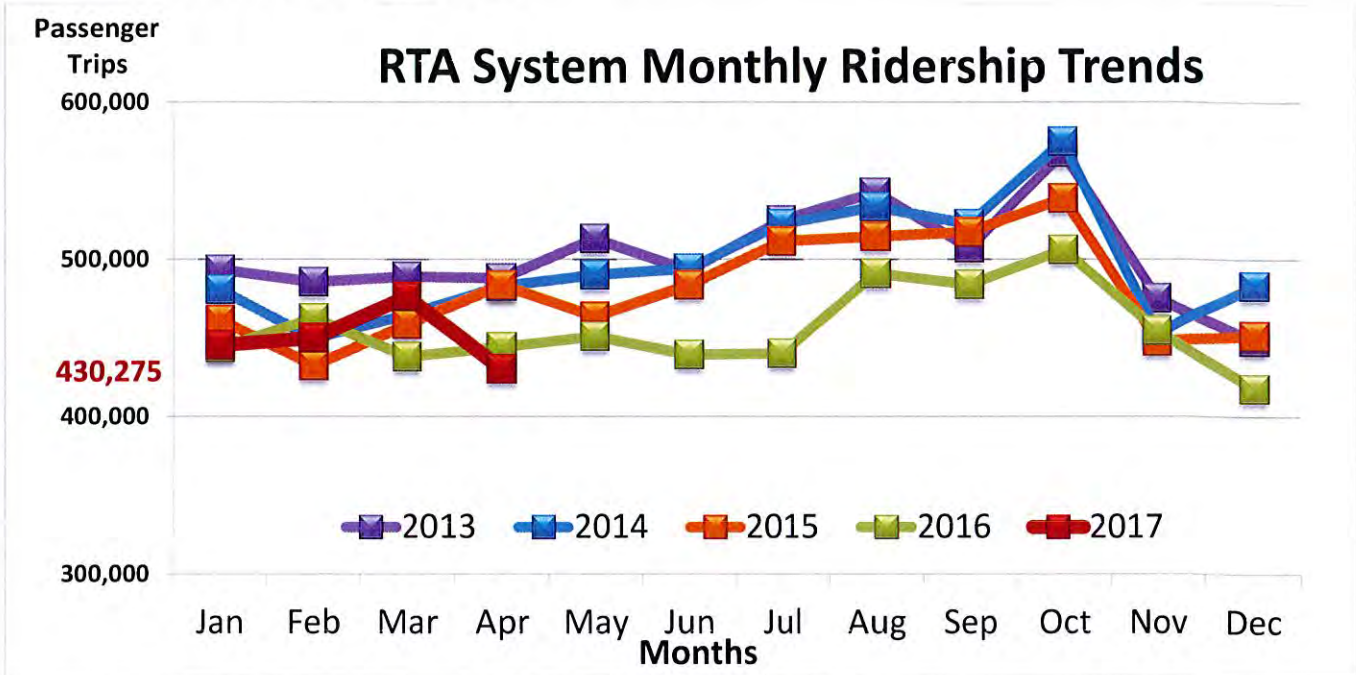
The system-wide monthly operations performance report for April 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between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

Detailed results are reported within the five sections outlined below:

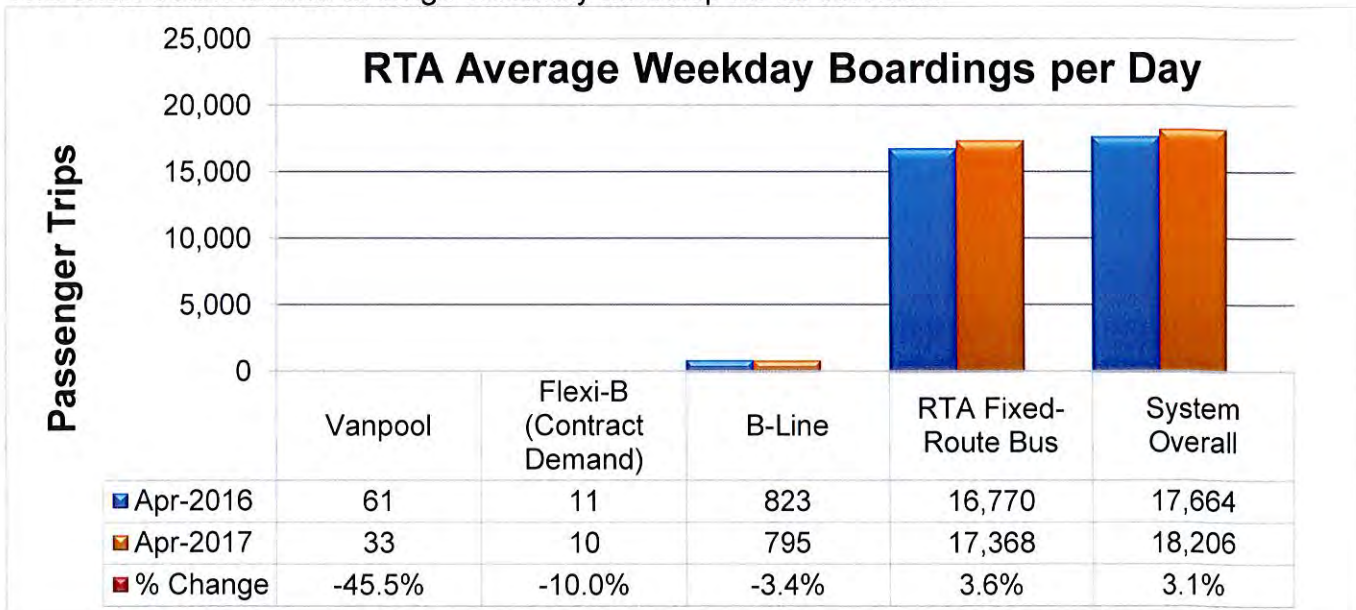


## 1. System-wide Ridership and Service Performance Results

Boardings for all services in April 2017 totaled 430,275. This represents a 3.1% decrease as compared to 444,168 boardings in April 2016 or 13,893 less boardings this April. This month contained 20 weekdays, 5 Saturdays, and 4 Sundays as the Easter Holiday occurred on April 16 (no services were operated). In April 2016, there were 21 weekdays, 5 Saturdays, and 4 Sundays. Retail gas prices for unleaded fuel cost about \$2.12 per gallon compared to \$1.89 per gallon in April 2016<sup>1</sup>. Approximately 2.2 inches of rain was recorded this month as compared to 3.4 inches in April 2016.<sup>2</sup>



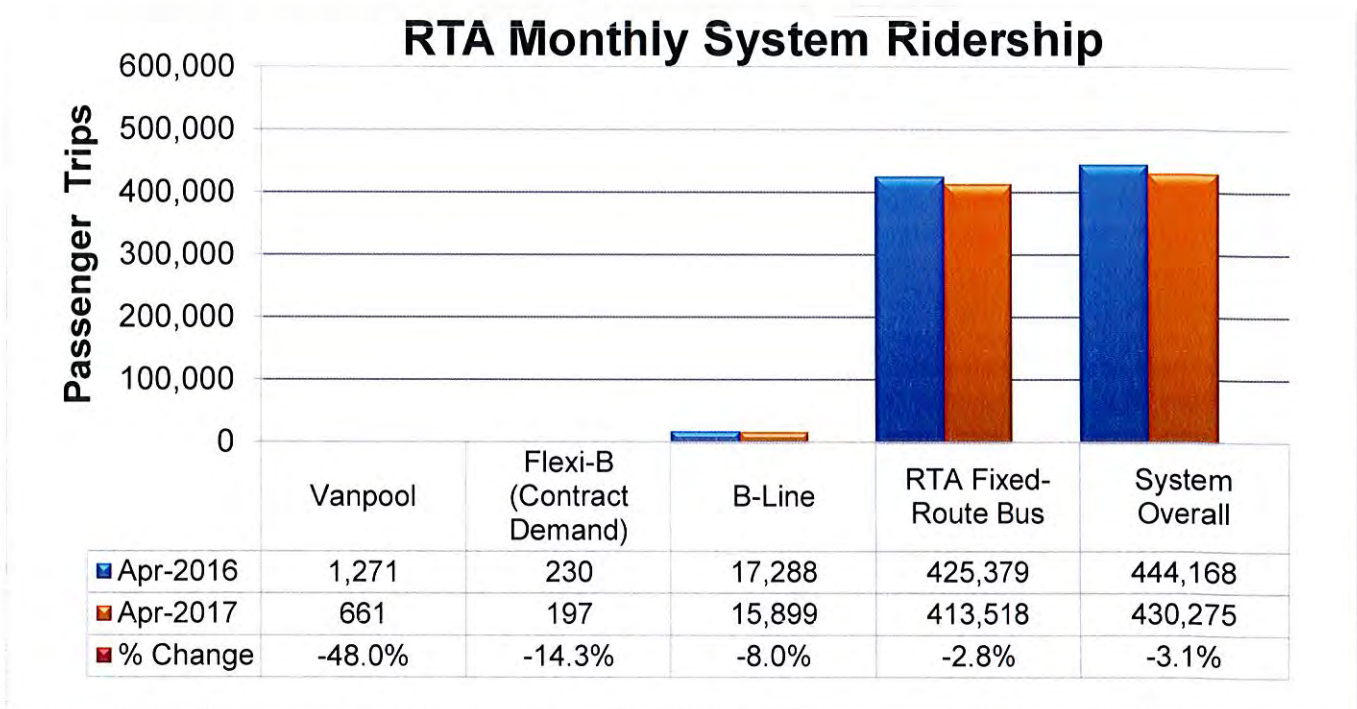
The chart below shows average weekday ridership for all services.



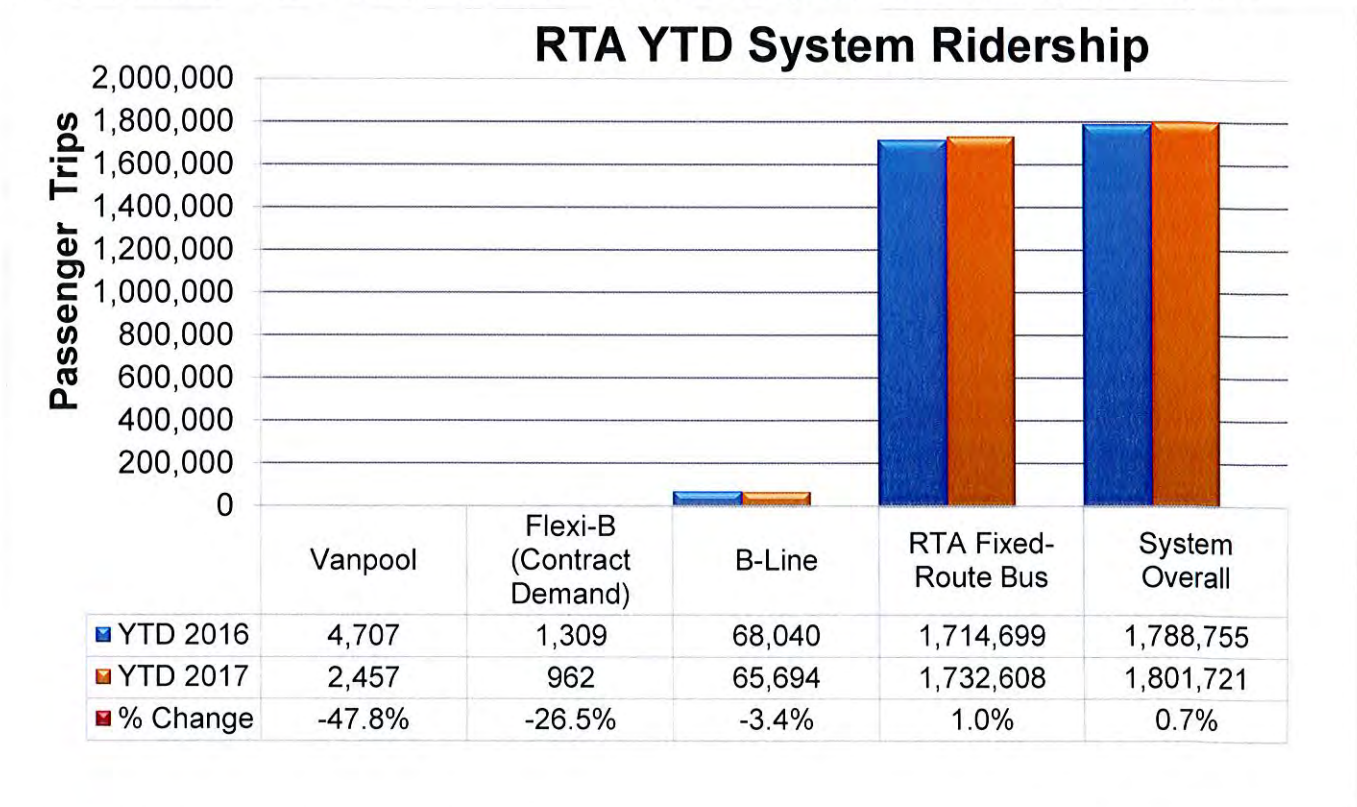
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

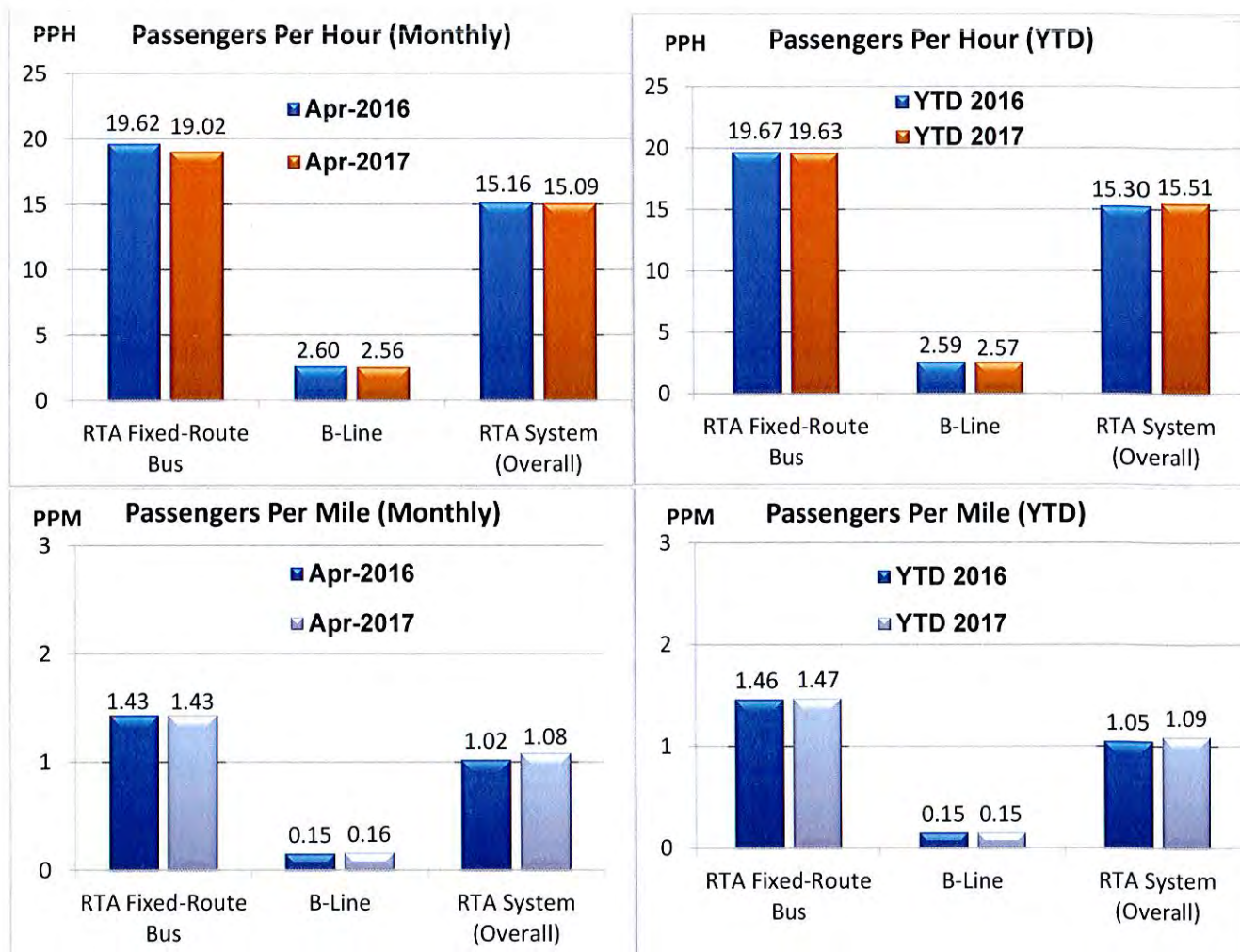
The chart below shows monthly ridership results for all services.



The chart below shows YTD ridership results for all services. CCRTA has recorded 12,966 more boardings in 2017 for an increase of 0.7% as compared to the same period in 2016.



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



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

Schedule Adherence	Standard	Feb-17	Mar-17	Apr-17	3-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	89.0%	88.3%	88.5%	88.6%
Monthly Wheelchair Boardings	No standard	4,107	4,519	4,496	4,374
Monthly Bicycle Boardings	No standard	7,928	8,850	8,495	8,424
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 impact on-time performance:**

- Carroll Lane (Houston - McArdle): Utility work now.
  - Route 17
- Cosmopolitan (Lawrence): Project delayed, completion date undetermined.
  - Routes 15S, 76
- Greenwood Drive (Horne – Gollihar): To be completed September 2017.
  - Routes 15S, 23
- Gollihar Road (Staples - Kostoryz) To be completed May 2019.
  - Routes 32, 37 & 37S
- 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 - I-37): To be completed August 2017.
  - Routes 5S, 17, 29, 29S
- Williams Drive (Staples - Airline): To be completed December 2017.
  - Routes 8S, 29, 63

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

- Productivity: **2.55** PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: **94.6%** did not meet the contract standard of 96%.
- In Vehicle Time: **98.9%** exceeded the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **113,963** exceeded the contract standard of 12,250 miles.
- Ridership Statistics: **10,611** ambulatory; **4,398** wheelchair boardings

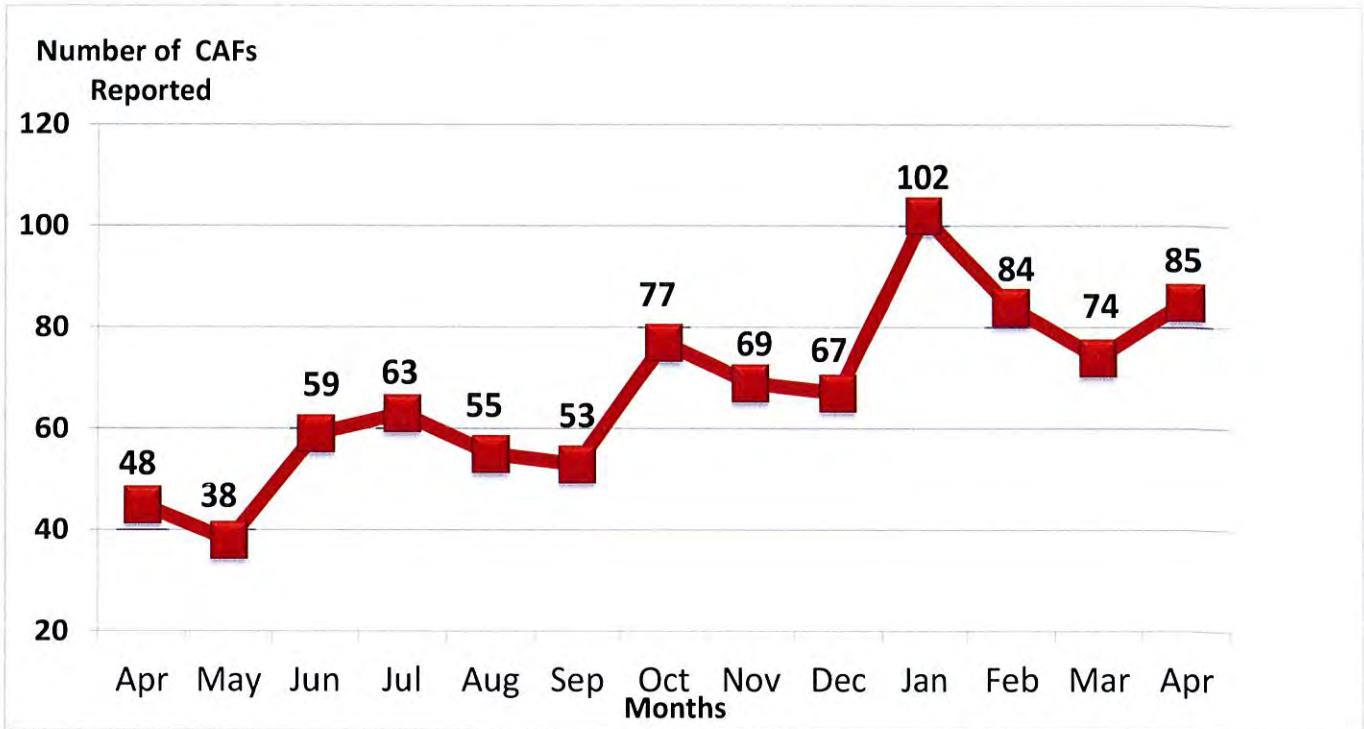
<b>Metric</b>	<b>Standard</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>YTD Average</b>
Passengers per Hour	2.50	2.57	2.57	2.55	2.56
On-time Performance	96%	95.7%	94.9%	94.6%	95.1%
In Vehicle Time	95.0%	99.1%	99.2%	98.9%	99.1%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	24,541	34,877	113,963	57,794
Monthly Wheelchair Boardings	No standard	4,391	4,935	4,398	4,575

B-Line ridership for the month of April 2017 was 15,899 compared to 17,288 for April 2016, which equates to 1,389 less trips representing an 8.0% decrease.

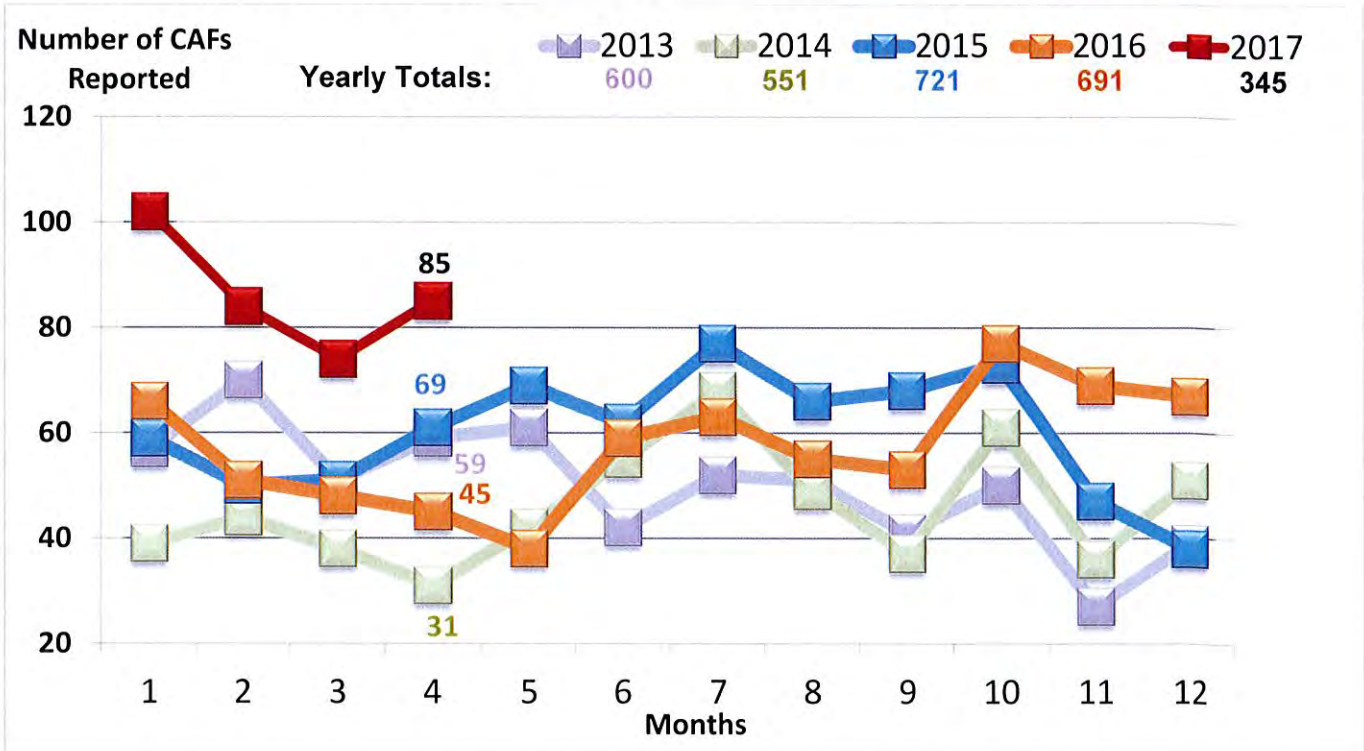
YTD 2017 Ridership is 65,694 representing a 3.5% decrease from 2016 ridership statistics which was 68,040 YTD by April 2016.

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

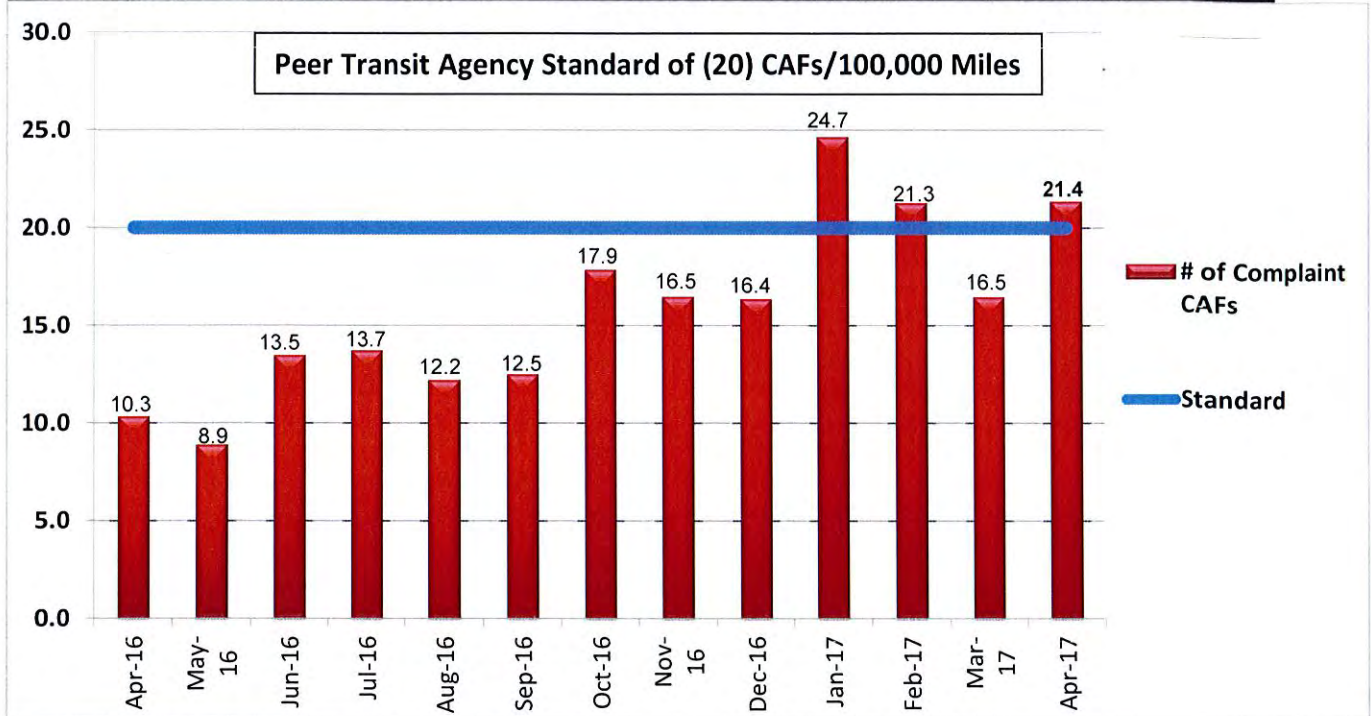
For April 2017 there were 85 reported CAF's (excludes commendations) which represents an increase from 74 reported CAF's overall in March 2017. The statistics for April represents a 15% increase, 85 CAF's vs 74 CAF's compared to the month of March 2017. There were 7 Commendations for the month of April.



### 3a. CAF Reports: Historical Trends



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



### 3c. Route Summary Report for April 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	<b>TOTAL CAF'S</b>	<b>74</b>

**3d. April 2017 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	17	0	3	20
Driving Issues	3	2	2	7
Customer Services	10	3	3	16
Late/Early – No Show	2	1	0	3
Fare/Transfer Dispute	4	0	0	4
Dispute Drop-off/Pickup	1	0	0	1
Facility Maintenance	8	0	0	8
Vehicle Maintenance	2	0	0	2
Safety and Security	7	1	1	9
Service Development	8	0	0	8
IT Department	4	0	1	5
Capital Projects	1	0	0	1
Transportation (Other)	1	0	0	1
<b>Total</b>	<b>68</b>	<b>7</b>	<b>10</b>	<b>85</b>
Commendations	6	1	0	7

**Conclusion:**

During April 2017, RTA received 85 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; seven (7) of the 92 reported CAF's (April) was commendations.

There were a total of 68 CAF's/Commendations received regarding RTA Service representing 80% of total customer contacts: 8 for Facilities Maintenance, 8 for Service Development, 7 for Safety and Security, 2 for Vehicle Maintenance, 4 for IT Department, 1 for Capital Projects and 38 for Transportation.

A total of 7 CAF's/Commendations were reported regarding B-Line service representing 8% of the total customer contacts.

A total of 10 CAF's were reported regarding Contracted Fixed Route service representing 12% 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



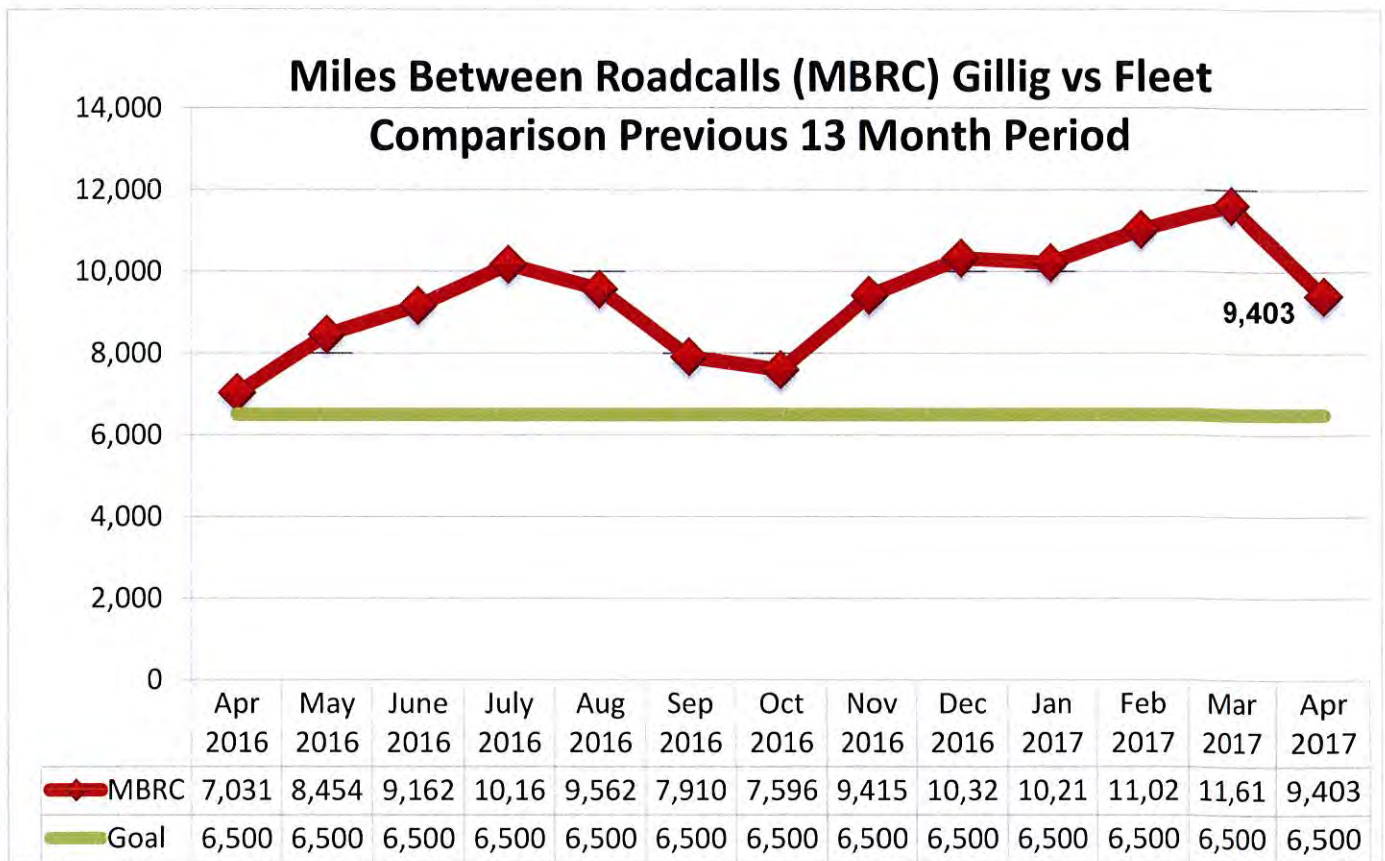
CCRTA documents CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, e-mail, and letter or in person.

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 April 2017, 9,403 miles between road calls (MBRC) were recorded as compared to 7,031 MBRC in April 2016. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



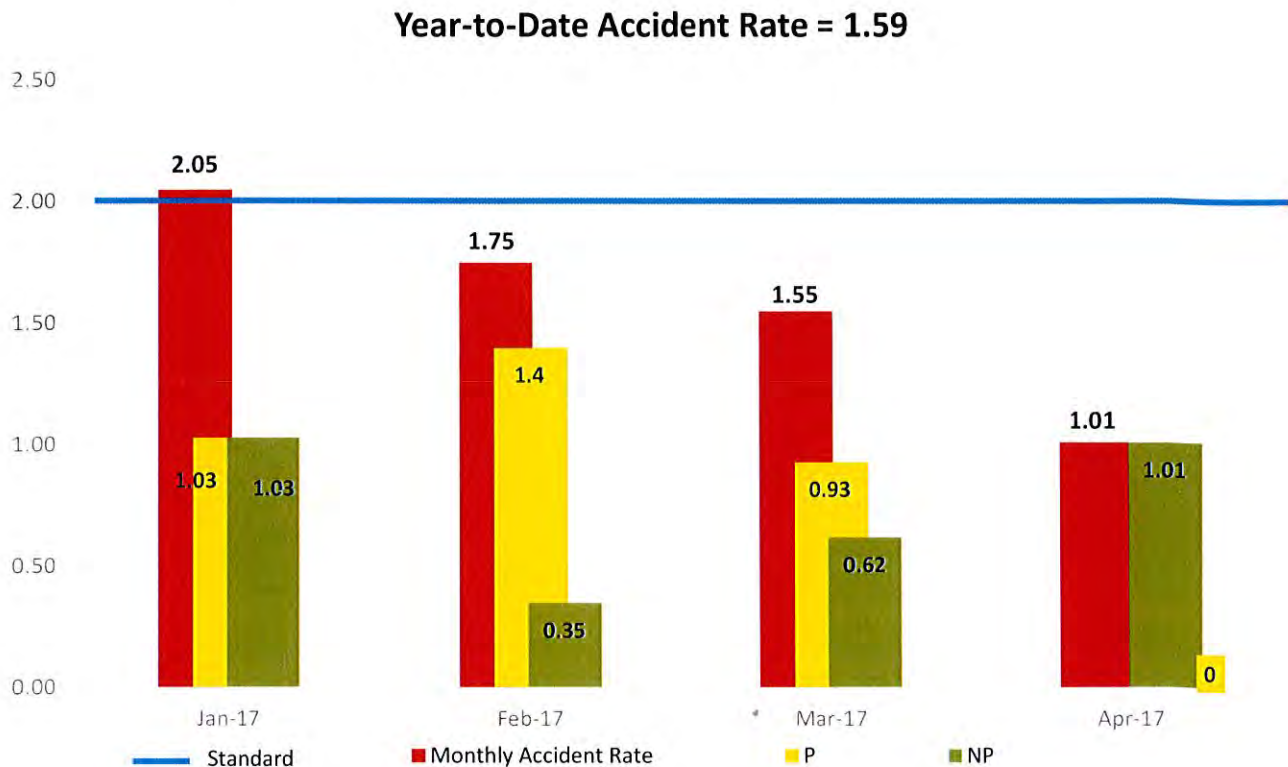
MBRC is a performance gauge of maintenance quality, fleet age, and condition; an increase in MBRC is a positive indicator. As defined by the Federal Transit Administration, a road-call is the practice of dispatching a service vehicle to repair or retrieve a vehicle on the road. There are two types of 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 April 2017, there were three (3) vehicle accidents. All three (3) were determined to be non-preventable (NP). As a result, accident rate is 1.01. There were 15 customer-related incidents. CCRTA operators drove a total of 297,942.70 miles. The year-to-date accident rate is 1.59 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 April 2017, there were approximately 1,400 hours of security coverage was used for all areas of CCRTA Operations. Officers arrested 6 individuals for public intoxication, issued 13 criminal trespass warnings, arrested 8 individuals for criminal trespassing, issued 35 disturbance warnings and responded to 8 other calls for service.

### Committee Review

On May 24, 2017, staff presented this item to members of the Operations and Capital Projects Committee.

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

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer

## Administration Finance Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/26/2017 Admin	6.	Abel Alonzo	In reference to the Buccaneer Days and Illuminated Night Parade, Mr. Alonzo asked for clarification on the sidewalk in front of the CCRTA building being rented out during the parade.	Ms. Villarreal assured Mr. Alonzo that the sidewalk being rented out for seating for the parade is all through the Buc Commission. There was misinformation in the news stating that the CCRTA was renting the space. The misinformation has since been corrected by Ms. Coughlin.	4/26/2017
4/26/2017 Admin	7.a.	Butch Escobedo	In reference to the 2017 March Financial Report, Mr. Escobedo asked if the CCRTA received \$1,000,000.00 in grant monies, asked for clarification on the total amount.	Mr. Saldana replied the CCRTA typically receives \$5,500,000.00 in grant monies on a yearly basis.	4/26/2017
4/26/2017 Admin	7.a.	Tom Niskala	As a follow up question in reference to the 2017 March Financial Report grant monies received, Mr. Niskala asked if the grant monies were booked when received.	Mr. Saldana replied in the affirmative, and explained that for the year 2018, the CCRTA grant monies will be booked on a quarterly basis.	4/26/2017
4/26/2017 Admin	7.a.	Tom Niskala	As a follow up question in reference to the 2017 March Financial Report, Mr. Niskala asked if there was an asset that was accelerated on the depreciation schedule that accounts for the large negative variance in depreciation actual to budget.	Mr. Saldana explained the budget for depreciation took the local match of 20% but on the books the whole value was depreciated, so the variance is a book entry not a cash entry, for the year 2017	4/26/2017
4/26/2017 Admin	7.a.	Butch Escobedo	In reference to the 2017 March Financial Report, Mr. Escobedo asked how much the CCRTA budgets for Public Relations, not just the Marketing Department but overall.	Mr. Saldana replied he does not have the specific numbers for the overall Public Relations budget, but the budget has allocations for the maintaining the website, Outreach Programs Mr. Saldana also explained the expenses are offset by the income from advertising on bus benches and bus wraps.	4/26/2017

## Operations Capital Projects Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/26/2017 Ops		Edward Martinez	In reference to the Revisions to Service Standards, Mr. Martinez stated he has seen bus stops, most recently on Ayers Street, that have slabs to accommodate benches but there are no benches at this time. Going forward with the revisions, is the CCRTA going to place benches on these cement slabs, since the money has already been spent to improve the site, or wait until there are at minimum 15 passengers boarding per day according to the new minimum standard.	Mr. Robinson stated the cement slabs improvements are not just for benches but for ADA requirements, the bus operator has a cement slab to place the bus ramp on to assist the wheelchair boarding the bus.	4/26/2017
4/26/2017 Ops		Tom Niskala	In reference to the Revisions to Service Standards, Mr. Niskala requested the Revisions to the Service Standards verbiage take into consideration future known traffic generators, similar to the shopping center in Robstown and the medical clinic on Morgan where the CCRTA installed a shelter and did not wait until the ridership met the standard. Mr. Niskala requested the policy state new known traffic generators will have shelters before the ridership can be measured.	Mr. Robinson agreed.	4/26/2017
4/26/2017 Ops		Scott Harris	In reference to the Revisions to Service Standards, Mr. Harris asked if the CCRTA staff researched the ridership and has taken into consideration the impact of the new stop spacing on the senior and ADA riders.	Mr. Robinson stated the staff at the CCRTA would definitely look at the ridership before moving forward on any consolidation effort for the bus stops. This revision standard is for the future, this would be the CCRTA Service Standard when making future changes to the bus stops. Ms. Villarreal stated the ridership's main complaint is travel time, and the only way to improve travel time efficiency is to make the stops further apart.	4/26/2017
4/26/2017 Ops	5.	Abel Alonzo	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Alonzo asked if the RCAT Committee has seen the presentation.	Ms. Montez stated the presentation will be given to the RCAT Committee.	4/26/2017

## Operations Capital Projects Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/26/2017 Ops	5.	Tom Niskala	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Niskala asked which Texas institutes were awarded the demonstration projects.	Ms. Montez stated the demonstration project was presented to a team made up of members from the University of Texas Austin, the Southwest Research Institute in San Antonio, Texas Transit Institute and Texas Department of Transportation. This demonstration project does not relate to the RFP, just information that the Texas Department of Transportation is behind the autonomous vehicles.	4/26/2017
4/26/2017 Ops	5.	Tom Niskala	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Niskala asked if there are other costs related to the startup, such as a control system or the Watson software.	Ms. Montez stated all costs are incorporated into the cost of each vehicle, this is a package deal where everything is included.	4/26/2017
4/26/2017 Ops	5.	George Clower	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Clower asked the timeline on receiving the autonomous vehicles from the start of the RFP.	Ms. Montez stated the CCRTA needs to place the RFP as soon as possible because as a start up company, they begin with a low business volume. The CCRTA needs to place the order before the maximum orders are received.	4/26/2017
4/26/2017 Ops	5.	George Clower	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Clower asked about the timing on receiving the vehicles once the order is placed, is it six months to a year, or longer.	Ms. Montez stated orders placed by Miami Dade and Nevada have not yet been completed.	4/26/2017
4/26/2017 Ops	5.	George Clower	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Clower asked how are we working with the federal funding.	Ms. Montez stated the CCRTA is looking for every avenue of federal funding, including discretionary funds, with the Federal Transportation Administration in support of this project; there should be more funding this fall.	4/26/2017
4/26/2017 Ops	5.	Tom Niskala	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Niskala asked if this project is considered new start.	Ms. Montez stated it is not.	4/26/2017

## Operations Capital Projects Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
4/26/2017 Ops	5.	George Clower	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Clower asked if the CCRTA is aware if there are other Texas cities trying to secure autonomous vehicles.	Ms. Montez stated she will check with the company. Austin Texas is in the testing stages.	4/26/2017
4/26/2017 Ops	5.	Glenn Martin	In reference to the Request for Proposal for the Piloting of Three Autonomous Vehicles, Mr. Martin asked if these vehicles run on a designated park path, and in the future will they run on city streets.	Ms. Montez stated they only run on a closed campus or private property in Texas. To run on the city streets the CCRTA and other Texas cities will have to wait for legislation to catch up with the technology.	4/26/2017
4/26/2017 Ops	6.c.	Abel Alonzo	In reference to the Procurement Update, Mr. Alonzo asked if the portable toilets at the Six Points Station are being used.	Ms. Villarreal assured Mr. Alonzo the portable toilets are necessary at the Six Points Station. The portable toilets are for the use of the drivers. After surveying the drivers, CCRTA found several of these routes previously stopped at Staples Street Station for the drivers to use the restroom at the station. There are no other safe stops for the drivers to use the restroom. All stations have restrooms for the drivers except Six Points Station.	4/26/2017
4/26/2017 Ops	7.	Mike Reeves	In reference to the Revised Holiday Policy, Mr. Reeves asked how the new policy benefits the operations employee, do they just get the day off without pay or do they get paid for the holiday.	Ms. Villarreal assured Mr. Reeves	4/26/2017
4/26/2017 Ops	7.	Mike Reeves	In a follow up question to the Revised Holiday Policy, Mr. Reeves asked if the employee is paid double time if they work on a holiday.	Ms. Villarreal explained if a driver had to work on Easter Day, a designated "holiday" for the operator, they would be paid premium pay. Likewise if an administrative employee had to come work on News Years Day they would be paid premium pay.	4/26/2017

**RTA Committee on Accessible Transportation (RCAT)**  
**MEETING MINUTES**  
**Thursday, April 20, 2017**

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

**Advisory Committee Members Absent:** Joyce Lopez, Sylvia Wilson

**Board Members Present:** Abel Alonzo

**Staff Present:** Sharon Montez, Susan Teltschik and Melanie Gomez

**MV Present:** Benjamin Schmit, Nova Shields, Amanda Guidry, Keith Cargile

**Employee Representative(s):** Gina Salazar

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**Call to Order:** Ms. Anne Bauman called the meeting to order at 12:01 p.m. Ms. Susan Teltschik called the roll and determined that a quorum was present.

**Opportunity for Public Comment:** There were two riders that addressed the committee. Tony Hartwell-Garza brought two issues to the attention of the RCAT committee members. The bus stop at S. Padre Island Drive at Walmart (Bus Stop #699 Routes 3OP & 29F) does not have a concrete pad. The area where the riders need to board the bus has a hole in the ground causing the bus to move forward to board passengers which blocks traffic. Mr. Hartwell-Garza also wants the RTA to make all operators aware that Del Mar College students can ride the bus *and* the B-Line without paying a fee to any destination, not just to and from classes. Several times operators on the B-Line have had to delay service while they call dispatch to get approval for Mr. Hartwell-Garza to ride the B-Line without paying the \$1.25 fee since he is a current Del Mar College student.

Dr. Roy Stock brought an issue of service animals to the attention of the RCAT committee members. Dr. Stock is concerned that riders are boarding



with non-service animals and telling the operator their animal is a service animal or comfort animal. Dr. Stock made the RCAT committee members aware that operators can request an ID for the service/comfort animal, stating that all service animals have identification. Dr. Stock fears for the welfare of his service dog when an uncontrolled animal approaches his service dog because service dogs cost between \$45,000 and \$75,000. Dr. Stock also requested all operators comply with his request of checking the floor of the bus where his service dog will sit to make sure it is clean and free of debris.

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

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

**Presentation of 4<sup>th</sup> Quarter Unsung Hero Award:**

Ms. Anne Bauman presented Keith Cargile the 4th quarter Unsung Hero Award. Keith Cargile was chosen as the 4<sup>th</sup> Quarter Unsung Hero Award because the customer stated he was stranded at a football game after 10pm in Flour Bluff. Mr. Cargile gave the customer a ride back to Orange Grove which is a 2 hour drive roundtrip drive.

**Committee for Persons with Disabilities (CFPWD) and Corpus Christi Human Relations Committee (CCHRC) Update:**

Mr. Richard Balli updated the committee on ADA citations for the month of March: There were 56 citations issued for disabled parking, 20 citations issued for blocking architecture (a motorcycle or another vehicle blocking the stripes marking an ADA parking area) and 111 citations issued for blocking sidewalks for a total of 614 citations issued for the year 2017. The CFPWD committee is also working on a Public Service Announcement on blocking the architecture.

Mr. Richard Balli informed the committee the City of Corpus Christi is purchasing three Mobi wheelchairs to carry individuals into the sand on the beach, the wheelchairs also float. These wheelchairs will be located at the

lifeguard stations at Packery Channel/Padre Island, North Beach and McGee Beach. Corpus Christi Parks and Recreation Department has also purchased solar powered ADA accessible Portable Potties that will be located at Packery Channel.

Mr. Balli informed the committee the ribbon cutting ceremony for the Lighthouse for the Blind was held on April 7, 2017 and the upcoming date for the Autism Awareness Walk to be held at Heritage Park on April 22, 2017 at 10:30am.

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

**Presentation SAMSHA Grant-CHIP-Chronic Homeless Intervention Program:** Tammye Salinas and Claudia Gutierrez gave a presentation to the committee on the Chronically Homeless Intervention Program (CHIP) sponsored by the Behavioral Health Center of Nueces County. CHIP is an intervention program for homeless individuals with drug and/or alcohol abuse or mental health issues. The Behavioral Health Center of Nueces County contracts with Charlie's Place to provide the substance abuse assistance, while the Behavioral Health Center of Nueces County provides the assistance with the mental health issues. These services are provided to the individuals under a Substance Abuse and Mental Health Services Administration (SAMSHA) grant.

### **Committee Reports:**

#### **No-Show/Eligibility Appeals**

The No-Show/Eligibility Appeals Committee was scheduled to meet on Tuesday, April 18, 2017 for no show appeals. There were no appeals submitted in March. There were no warning notices issued in March, no seven day proposed service suspensions and no thirty day proposed service suspensions.

**Presentation No Show Policy:** Melanie Gomez presented the new proposed No Show Policy which has been approved by the Federal Transit Association (FTA). The new policy will take into consideration the frequency of use and use a percentage of trips for the No Show violations. The new policy states "a violation is when a rider has four (4) or more no-shows/late cancellation and the no-shows/late cancellations represent 11%

or more of the rider's total scheduled trips within a calendar month." The new policy also states "No-shows and late cancellations due to circumstances beyond the rider's control are not counted against them. Also, if the paratransit vehicle arrives outside the 30-minute pick-up window and the rider does not board the vehicle, then this will be recorded as a missed trip and will not count against the rider" which the RTA took into consideration but it had not been stated in the current policy.

**Chairperson's Report:**

Ms. Anne Bauman shared upcoming meeting dates with the committee. Ms. Bauman also informed the committee on the free webinars on the U.S. Access Board website as stated in Sylvia Wilson's March email to the committee members. Ms. Bauman also gave an update on Texas House Bill number 1645 asking RCAT members to contact their representative to comment on the Special Olympic athletes being able to earn a letter for their participation.

**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 1:25 p.m. The next meeting will be held on Thursday, May 18, 2017.