



**DATE:** Wednesday, August 23, 2017

**LOCATION:** Staples Street Center  
602 North Staples Street, 2<sup>ND</sup> Floor Board Room • Corpus Christi, TX

**TIME:** 8:30 a.m. Administration & Finance Committee Meeting  
9:15 a.m. Board of Directors Special Meeting & Budget Workshop  
10:15 a.m. Operations & Capital Projects Committee Meeting

### ADMINISTRATION & FINANCE COMMITTEE

*TOM NISKALA (Chair)*

Angie Flores-Granado ~ Larry Young, Sr. ~ Abel Alonzo

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	<b>Roll Call –</b>	D. Linnehan	1 min.	-----
2.	<b>Opportunity for Public Comment</b>	T. Niskala	3 min.	-----
3.	<b>Discussion and Possible Action</b> to Approve the Administration & Finance Committee Meeting Minutes of July 26, 2017	T. Niskala	2 min.	Pages 1-5
4.	<b>Discussion and Possible Action</b> to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) for Actuarial Services for Defined Benefit Pension & Trust Plan	R. Saldaña	5 min.	Page 6
5.	<b>Discussion and Possible Action</b> to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee Authorize Entering into a Month-to-Month Agreement Ending March 31, 2018 with Wells Fargo Institutional Trust Group for Portfolio Management of the Agency's Defined Contribution Plan and Defined Benefit Plan & Trust	R. Saldaña	5 min.	Page 7
6.	<b>Discussion and Possible Action</b> to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Exercising the Second Option Year with Wells Fargo Bank, N.A. from January 1, 2018 to	R. Saldaña	5 min.	Page 8

	December 31, 2018 for Depository and Banking Services			
7.	<b>Presentations:</b> a. July 2017 Financial Report  b. Second Quarter 2017 Reports i. Employees Defined Benefit Plan & Trust ii. Employees Defined Contribution Plan	R. Saldaña  R. Saldaña Wells Fargo P. Mahoney	5 min.  10 min.	Pages 9-15 <i>PowerPoint</i> Pages 16-17 <i>PowerPoint</i>
8.	<b>Adjournment</b>	T. Niskala	1 min.	-----

**Total Estimated Time: 37 min.**

**BOARD OF DIRECTORS SPECIAL MEETING & BUDGET WORKSHOP**

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	<b>Roll Call –</b>	D. Linnehan	1 min.	-----
2.	<b>Personnel Recognition –</b> a. Cruz Becerra	J. Cruz-Aedo	2 min.	-----
3.	<b>Discussion and Possible Action</b> to Approve the Board of Directors Meeting Minutes of July 5, 2017	C. Rock	2 min.	Pages 1-5
4.	<b>CONSENT ITEM: The following item 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</b> to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Exercising the Last Option Year with Electronic Data Magnetics, Inc. (EDMI) for the Supply of Electronic Bus Passes	S. Montez	5 min.	Pages 6-7 <i>PowerPoint</i>
5.	<b>Discussion and Possible Action</b> to Adopt a Resolution In Support of a Grant Application for Buses and Bus Facilities Infrastructure Investment Program for the Port/Ayers Renovation Project	S. Montez	5 min.	Pages 8-9 <i>PowerPoint</i> <i>Attachment</i>
6.	<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>
7.	<b>2018 Budget Workshop #3</b> a. Transit Operations Budgets	R. Saldaña J. Fehribach	30 min.	<i>PowerPoint</i>

**Total Estimated Time: 55 min.**

**OPERATIONS & CAPITAL PROJECTS COMMITTEE**

**MICHAEL REEVES (Chair)**

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

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	<b>Roll Call –</b>	D. Linnehan	2 min.	-----
2.	<b>Opportunity for Public Comment</b>	M. Reeves	3 min.	-----
3.	<b>Discussion and Possible Action</b> to Approve the Operations & Capital Projects Committee Meeting Minutes of July 26, 2017	M. Reeves	3 min.	Pages 1-3
4.	<b>Discussion and Possible Action</b> to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Ram-Bro Contracting, Inc. for Parking Lot Improvements at the Corner of Leopard and Artesian Streets	S. Montez	5 min.	Pages 4-5 <i>PowerPoint</i>
5.	<b>Presentations:</b> a. 2017 Mid-Year Ridership and Performance Report b. July 2017 Operations Report c. Procurement Update	G. Robinson G. Robinson R. Saldaña	5 min. 5 min. 5 min.	<i>PowerPoint</i> Pages 6-16 <i>PowerPoint</i> <i>PowerPoint</i>
6.	<b>Adjournment</b>	M. Reeves	1 min.	-----

**Total Estimated Time: 29 min.**

\*~\*~\*~\*~\*~\*~\*

On **Friday, August 18, 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.

\*~\*~\*~\*~\*~\*~\*

**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  
ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES  
WEDNESDAY, JULY 26, 2017**

**Summary of Actions**

1. **Conducted Roll Call**
2. **Provided Opportunity for Public Comment**
3. **Action to Approve Administration & Finance Committee Meeting Minutes of June 28, 2017**
4. **Heard Marketing Update – Social Media Analytics and Demographics**
5. **Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Authorize Exercising the Last Option Year with Electronic Data Magnetics, Inc. (EDMI) for the Supply of Electronic Bus Passes**
6. **Held Finance Update - 2017 Defined Benefit Plan and Trust Actuarial Valuation Report**
7. **Heard Presentations:**
  - a. **June 2017 Financial Report**
8. **Adjournment**

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

**Committee Members Present:** Tom Niskala and Abel Alonzo. Larry Young arrived after roll call and established a quorum being present at 8:35 a.m.

**Committee Members Absent:** Angie Granado and A.R. "Butch" Escobedo.

**Staff Present:** Jorge Cruz-Aedo, CEO; Daniel Benavidez, Esteban Campos, David Chapa, Kelly Coughlin, Jennifer Fehribach, Bryan Garner, Anna Hinojosa, Denise Jones, Dena Linnehan, Derrick Majchszak, Sharon Montez, Christina Perez, Victoria Reyes, Mike Rendoń, Gordon Robinson, Sandy Roddel, Robert Saldaña and Susan Teltschik

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

**Call to Order & Roll Call**

Mr. Tom Niskala thanked those in attendance and stated a quorum was not present. He asked staff to present the agenda items to be heard, and commented the time was 8:30 a.m. Mr. Niskala asked Mrs. Dena Linnehan to call Roll to which she stated a quorum was not present.

**Opportunity for Public Comment**

No one spoke under Public Comment.

**Action to Approve the Administration & Finance Committee Meeting Minutes of June 28, 2017**

**MR. ALONZO MADE A MOTION TO APPROVE THE ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES OF JUNE 28, 2017. MR. LARRY YOUNG SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. GRANADO AND ESCOBEDO ABSENT**

**Held Marketing Update – Social Media Analytics and Demographics**

Ms. Kelly Coughlin reported on the types of social media the agency currently uses and commented that Facebook was rated Number One in terms of users, analytics and demographics. She commented the Agency has a little less than 5,000 Facebook 'Likes' on our site, or a 2.67 percent increase over last year based on the younger 18-34 aged demographics which falls into the Marketing Plan. Using a PowerPoint presentation, she provided a chart showing the Facebook 7,710 Weekly Reach at 153 percent increase with postings. She stated followers are interested in hiring opportunities, information on our current detours, so we are allowing people to ask questions and we respond to them in a very positive way.

She commented our Twitter site has over 1,000 followers which continue to grow daily, and our postings are coming from the 14 to 18 aged demographics. Mr. Abel Alonzo commented that he is not technology savvy with all the media types, and Ms. Coughlin provided a quick summary of Facebook, Twitter, Organic Search and Traffic Searches. She said the Marketing Team provide face-to-face outreach by going to stations where detours are taking place, arriving early in the morning and late afternoons, to capture the highest ridership peak times. Ms. Coughlin commented the team talk to the riders, pass out flyers and also work alongside supervisors and managers in Transportation and Operations, especially at transfer stations and large hubs. Ms. Coughlin stated the rider alert cards are not being placed on the buses as they are not productive at this time due to the constant change of detours. She commented cards are being placed at transfer stations and the larger hubs, although with the constant detour changes, ridership has decreased.

Mr. Alonzo thanked Ms. Coughlin and the team's hard work, and commented with all the new technology now, he is now forced to use it and learn it, whether he likes it or not. Mr. Tom Niskala interrupted to call the meeting to order at 8:35 a.m. Mr. Larry Young arrived so a quorum was now present, and Mr. Niskala apologized for the interruption and asked Mr. Alonzo and Ms. Coughlin to proceed.

Ms. Coughlin spoke on the Organic Search category where users enter a common word search, i.e.; 'bus', 'CCRTA', 'how do I get from point A to point B without a car', these are to name a few. She stated 30 percent organic searches come from our website sessions, and 64 percent organic searches are new users and excited to see this as a positive for the Agency.

She commented for the Social Traffic search is where users come to our website from social media sites like Facebook, Twitter and others, and once on our website, we have questions like, 'click here' to go a specific route, or job application, events, and so on. She commented 94 percent are new users and 70 percent searching from our site sessions.

She also commented the Top Four Cities we see growth in, and searching our website sessions are Corpus Christi at 14 percent, Houston at 52 percent, San Antonio at 103 percent and Austin at 55 percent, and new users from each city are at 40 percent, 79 percent, 158 percent and 74 percent, respectively. Ms. Coughlin said the team has used this information in working with the hotel industry's to train their staff on how to use our apps and how to ride transit. She mentioned hotels provide to their staff so they can use transit to work, and for their guests on how to use transit to get around town when visiting, this has been well received.

Ms. Coughlin commented on the Top Landing Pages users are visiting are Maps, Jobs, Home and Contact on our website. She also provided the Top Referral Sources pages being researched as [WWW.CCRTA.TRANSLOC.COM](http://WWW.CCRTA.TRANSLOC.COM), [WWW.CCTEXAS.COM](http://WWW.CCTEXAS.COM), [WWW.TAMUCC.EDU](http://WWW.TAMUCC.EDU) and [WWW.FACEBOOK.COM](http://WWW.FACEBOOK.COM).

Mr. Alonzo again thanked Ms. Coughlin, her team, staff and the RTA for providing all of this technology to our riders and for the community. Mr. Tom Niskala also complimented the work the Marketing Team and the Agency has done and continues to do and provide to the public, especially with the City's street construction and our detours on various routes.

**Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or his Designee to Authorize Exercising the Last Option Year with Electronic Data Magnetics, Inc. (EDMI) for the Supply of Electronic Bus Passes**

Ms. Sharon Montez reported on the contract to supply card stock we utilize for our various electronic bus passes. She commented this is a part of our electronic farebox collection system implemented in 2008 which uses specialized encoded and non-encoded bus passes. Ms. Montez reported the Agency use over 2 million on an annual basis with 60 percent used for transfers. She also stated the Board approved a contract with EDM I in February 2013 on a three-year base with two one-year options and this is for the last year option. She continued with only one proposal was submitted and the RTA has worked well for and with EDM I, estimated amount of last option is \$102,000 and budgeted in the 2017 Operating Budget. Messrs. Alonzo and Niskala recognized this product as being proprietary for the card stock to work with the farebox system and is somewhat restrictive that only a few companies are able to provide.

**MR. ALONZO MADE A MOTION TO RECOMMEND TO THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR HIS DESIGNEE TO AUTHORIZE EXERCISING THE LAST OPTION YEAR WITH ELECTRONIC DATA MAGNETICS, INC. (EDMI) FOR THE SUPPLY OF ELECTRONIC BUS PASSES. MR. YOUNG SECONDED THE**

**MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. GRANADO AND ESCOBEDO ABSENT**

**Held Finance Update – 2017 Defined Benefit Plan and Trust Actuarial Valuation Report**

Mr. Robert Saldaña introduced Mr. Ken Liew of PensionBenefits. Mr. Liew reported the Defined Benefit Plan & Trust total participants in the plan increased from 538 in 2016 to 569 in 2017. He commented on the status of the plan, and the liability the plan owes to the participants, had increased from \$33.3 million to \$35 million in 2017. He mentioned the Agency has a trust fund is set up to pay for the liability at \$3.2 million, and for 2017, a short-fall of \$2.4 million accrued liability and a reduction than the \$3.3 million in 2016. Mr. Liew stated the assets as percent of the liability went from 90.1 percent in 2016 to 93.2 percent in 2017, and is good for the Agency as you want to be at 100 or 100+ percent. He also stated in order to value the liability, there should be an assumption the fund is earning a rate of return of 7.5 percent, and the Agency is earning 8.01 percent for 2017 from the negative 1.42 percent in 2016.

Mr. Liew reported on the unfunded liability and how much to contribute to the pension plan by using a PowerPoint chart. He commented in 2017 total contribution at \$1.4 million, an initial payment made in February of \$1.383 million with final payment made in August of \$42,532. In 2016, the fund was at \$1.5 million and a payment of \$924,312 was made in March with final payment of \$579,424 made in July. Mr. Liew reported on the Ad Hoc COLA increase for retirees in 2016 had a slight increase of 0.2 percent. For the effect on investment loss for 2017, Mr. Liew reported the trust fund asset value increased \$154,657 which reduced the annual contribution by \$27,162.

For the unfunded actuarial accrued liability, Mr. Liew commented January 2017 year total was at \$34 million versus same period last year at \$33 million, the actuarial asset value of the plan at \$32.5 million versus \$30.2 million in 2016, and the unfunded actuarial accrued liability at \$2.3 million versus \$3.3 million in 2016. Mr. Young asked for total number of active participants which Mr. Liew had reported earlier in the presentation being 246 in 2017 versus 223 in 2016. He presented a slide on the funding process with fluctuation showed from 2008 the fund was the lowest at 65.1 percent, then went up to 90.1 percent in 2011, back down to 85.2 percent in 2012, yet the Agency has continued to manage at the 90 percent or higher range. He also stated as long as the Agency funds the plan along their guidelines, the payments will increase due to aging participants, and there will be enough monies to make the benefit payments. Mr. Niskala thanked the staff by working closely with PensionBenefits to be diligent in keeping the fund on track.

**Heard Presentations:**

**a. June 2017 Financial Report**

Mr. Robert Saldaña reported for the month of June operating expenses were \$149,036 versus the budget of \$252,132, or \$103,095 below, and continued with controlling departmental expenses of \$2.5 million versus budget of \$2.6 million, or \$83,213 in savings. He stated depreciation at \$708,333 versus \$390,067, operating

expenses came in at \$3.2 million versus budget of \$3.0 million. Mr. Saldaña said sales tax revenues of \$3.3 million versus budget of \$3.1 million, or \$132,032 were below budget. He continued the Agency pulled down \$45,265 in grants on a budget of \$186,667 with net income of donations at negative \$239,757, so with depreciation and cash flow basis is reduced by \$700,000, and not cash outlay.

Mr. Saldaña reported year-to-date revenues were at \$1.5 million inline with \$1.5 million budget, departmental expenses were at \$15.6 million versus budget of \$16.2, depreciation is \$4.2 million on budget of \$2.3 million, or total of \$19.8 million on budget of \$18.5 million giving us savings of \$1.3 million on operating expenses on the revenue shortfalls we offset. He continued with sales tax revenues being short by \$1.4 million as we've received \$15.3 million on a budget of \$16.7 million, and grants have been successful at \$1.7 million on a budget of \$1.1 million, and this gives us about \$8.0 million ahead in change of net assets. Mr. Saldaña commented with the short-fall of sales tax revenues from 2016, the Agency is \$19,117 above budgeted amounts, and \$211,297 over last year. He reported last year sales tax was at \$2.4 million and we are currently at \$2.6 million.

Mr. Niskala expressed his concerns with the changing nature of the retail sector has him concerned with the growth of sales tax, although the Agency has had a month of positive revenues. Mr. Saldaña spoke about brick and mortar businesses, and impact of eBay, Amazon, they both agreed they don't see those changing.

**Adjournment**

There being no further business, the meeting was adjourned at 9:04 a.m.

Submitted by: Dena Linnehan





**Subject:** Issue a Request for Proposals (RFP) for Actuarial Services for Defined Benefit Pension & Trust Plan

**Background**

The Defined Benefit Pension Plan is a qualifying trust with more than 100 participants. The Board has fiduciary responsibility for the defined Benefit Pension Plan, so it is necessary to have the actuarial information performed by a qualified specialized professional, in order to determine the funding status and contribution to the trust. This includes identifying the Actuarial Accrued Liability, the Actuarial Asset Value and the Unfunded Actuarial Accrued Liability.

**Identified Need**

With the completion of the annual valuation actuarial report for fiscal year ending December 31, 2016, it is time to begin the solicitation process to secure these services for the:

- Preparation and production of the 2017 annual report and
- Compliance with guidelines set forth by Gasb statement 68 and the Texas Pension Review Board

**Financial Impact**


Historically these services are offered under a three year contract with option terms that usually are under \$25,000.

**Recommendation**

Staff requests the Administration & Finance Committee Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposal (RFP) for the Actuarial Services for the Defined Benefit Pension & Trust Plan.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel  
Director of Finance

Reviewed by:   
Robert Saldaña  
Managing Director of Administration

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



**Subject:** Enter into a Month-to-Month Agreement Ending March 31, 2018 with Wells Fargo Institutional Trust Group for Portfolio Management of the Agency's Defined Contribution Plan and Defined Benefit Plan & Trust

**Background**

The CCRTA entered into an agreement with Wells Fargo Institutional Trust Group on June 1, 2012 for 3 years with one 2-year options for Portfolio Management of the Defined Contribution Plan and Defined Benefit & Trust services. The two year option was exercised in June 2015 which extended the initial contract terms through August 26, 2017.

**Identified Need**

Extending the services under a month-to-month agreement will allow staff time to solicit proposals through the RFP process.

**Financial Impact**

The monthly cost for this service under a month-to-month agreement remains unchanged from the initial contract. The services will continue at the same rate of \$15,500 per month which is typically paid from the earnings of the plans. Under this arrangement CCRTA may opt to terminate by providing a 30-day written cancellation letter.

**Recommendation**

Staff requests the Administration & Finance Committee Recommend the Board of Directors to Authorize the Chief Executive Officer (CEO) or Designee to Enter into a Month-to-Month Agreement Ending March 31, 2018 with Wells Fargo Institutional Trust Group for Portfolio Management of the Agency's Defined Contribution Plan and Defined Benefit Plan & Trust.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel  
Director of Finance

Reviewed by:   
Robert Saldana  
Managing Director of Administration

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



**Subject:** Authorize Exercising the Second Option Year with Wells Fargo Bank, N.A. from January 1, 2018 to December 31, 2018 for Depository and Banking Services

**Background**

The CCRTA entered into a Depository and Banking Services agreement with Wells Fargo Bank, N.A. for the period of January 1, 2014 through December 31, 2016. The first option period under Contract Number 2013-S-14 was exercised on March 21, 2017 extending same services from January 1, 2017 to December 31, 2017.

**Identified Need**

Exercising the second and final option of this contract will allow the continuity of all the various depository and banking services currently being provided through December 31, 2018.

**Financial Impact**

The only change to the pricing is in favor of the CCRTA and involves the Earnings Credit Rate/ECR. The ECR rate increased from 0.25% to 0.35% effective in April 2017. Funds are being budgeted in the proposed FY 2018 Budget.

**Recommendation**

Staff requests that the Administration and Finance Committee recommend that the Board of Directors to Authorize the Chief Executive Officer (CEO) or Designee to Authorize Exercising the Second Option Year with Wells Fargo Bank, N.A. from January 1, 2018 to December 31, 2018 for Depository and Banking Services.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel  
Director of Finance

Reviewed by:   
Robert Saldaña  
Managing Director of Administration

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



**Subject:** July 2017 Financial Report

**SUMMARY:** The Authority's net financial performance for the month of July falls short of budgeted amounts by \$579,880. The majority of the negative monthly variance is attributed to the higher costs associated with health care insurance from the Human Resources Department. The other variances are attributed to the purchasing timing differences that occurred in Purchased Transportation, MIS, Vehicle Maintenance, and Facilities Maintenance. Also attributing to the shortfall is the depreciation expense which is significantly higher than budgeted. This is because the budget depreciation amount represents only the local share of the depreciation expense while the actual represents the depreciation of both local and federal portions.

Meanwhile, combined operating revenues were down, along with grant and investment income. There is optimism in terms of sales tax, as CCRTA begins to see its share of the strong sales tax growth across the state of Texas.

**REVENUES**

▪ Sales Tax Allocation – Received in July

The sales tax allocation received in the month of July for \$2,623,116.66 falls short of budget projections by \$25,995. However, in comparison to the same period last year it was higher by \$211,297.46 or 8.76%. This positive growth improved YOY (year-over-year) performance by \$39,925.62 or 0.32% and ended three consecutive months of negative growth.

The July allocation represents consumer spending for the month of May. Because allocations lag two months behind a revenue accrual is recognized in the month of May as required by accounting principles and is the amount that is reflected in the May financials. The accrual represents the amount that was budgeted for the month. When the actual allocation is received the accrual is reversed and replaced with the actual amount of the allocation.

▪ Sales Tax Allocation – Received in August

The sales tax allocation received in August for \$3,121,816.87 represents consumer spending in June and is encouraging because it is the first month of the budget year that sales tax revenue reached the \$3 million dollar mark. The allocation in comparison to the same period last year is higher by \$190,066 or 6.5%. YOY (Year-to-Year) collections for 2017 totaled \$15,774,522 which is \$229,991.13 higher than the same period last year and represents a positive growth of 1.48%.

The allocation for the month of June exceeded the monthly budget by \$121,817 or 4.06%. However, the Year-to-Date allocations falls short of budget by \$843,078 or - 5.1%.

▪ Sales Tax Revenue Reported in July Financials

For clarity the actual sales tax revenue of \$2,860,886 reported in the July financials represents an accumulation of transactions that have occurred to date. One factor is the accruals and the other are the adjustments to the accrual when the actual sales allocation is received.

- Operating Revenues – For the month of July, Passenger Service was \$145,176 vs. \$137,492 in 2016 – an increase of \$7,684 and \$54,937 (27.5%) lower than current budget estimates. Other operating revenues, which includes advertising, were \$15,239 vs. \$52,018 budgeted for a net shortfall of \$36,779. The shortfall is a timing issue as the anticipated annual amount for CNG rebates was received in April 2017.

**EXPENSES**

Over all, monthly departmental expenses are over budget by \$31,238, or 1.2%. For the year to date, expenses are under budget by \$597,948, or 3.2%. The majority of the variances are due to timing of purchases for supplies and cost-savings from several unfilled staff positions, offset by higher health insurance costs. Following are comments relating to the specific expense categories.

- Salaries & Benefits – July reflects \$994,518, which is 16.33% (\$194,048) under budgeted amounts. For year to date expenses, this category is 7.03% under budget.
- Services – July reflects \$295,844, which is 5.13% (\$14,426) over budgeted amounts.
- Materials and Supplies – July reports \$290,269, which is 19.6% (\$47,598) over budgeted amounts. The main variance is related to timing of receipt of invoices for repair parts and supplies for fleet vehicles.
- Utilities – July reports \$109,028, which is 6.68% (\$7,806) under budgeted amounts.
- Insurance – July reports \$439,096, which is \$173,263 (65.18%) over budgeted amounts. The major factor of this variance is health insurance claims invoices. The year-to-date expenses are at 34.73% over budget.
- Purchased Transportation – July reports \$498,898 which is \$19,395 (4.04%) over budgeted amounts.
- Miscellaneous – July reports \$19,060 which is \$21,656 (53.19%) under budgeted amounts. The variance is primarily due to the timing differences.

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

Respectfully Submitted,

Submitted by: Marie Sandra Roddel  
Director of Finance

Reviewed by:   
Robert M. Saldaña  
Managing Director of Administration

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer

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

	Current Month			Prior Year Comparison	
	Actual	Budget	Favorable (Unfavorable) Variance	2016	Favorable (Unfavorable) Comparison
	A	B	A vs B	C	A vs C
Operating Revenues:					
Passenger service	\$ 145,176	200,114	(54,937)	137,492	7,684
Bus advertising	10,252	18,268	(8,016)	8,297	1,955
Charter service	-	-	-	-	-
Other operating revenues	4,987	33,750	(28,763)	11,377	(6,390)
Total Operating Revenues	160,416	252,132	(91,716)	157,166	3,250
Operating Expenses:					
Transportation	481,515	577,154	95,639	637,271	155,756
Customer Programs	25,592	37,431	11,838	20,624	(4,968)
Purchased Transportation	499,166	479,503	(19,662)	472,153	(27,013)
Service Development	27,704	35,451	7,747	70,321	42,617
MIS	87,768	71,556	(16,212)	42,888	(44,880)
Vehicle Maintenance	421,588	410,532	(11,056)	423,396	1,808
Facilities Maintenance	174,133	146,688	(27,445)	88,701	(85,432)
Contracts and Procurements	11,621	14,618	2,998	16,815	5,194
CEO's Office	41,212	52,159	10,946	80,604	39,392
Finance and Accounting	32,971	40,876	7,905	43,295	10,324
Materials Management	14,340	13,785	(555)	16,441	2,101
Human Resources	586,724	442,677	(144,047)	573,050	(13,674)
General Administration	32,591	50,410	17,820	39,151	6,560
Capital Project Management	16,465	16,284	(181)	16,821	356
Marketing & Communications	44,574	46,821	2,248	51,408	6,834
Safety & Security	80,604	105,244	24,640	103,729	23,125
Debt Service	-	-	-	-	-
Staples Street Center	68,146	74,286	6,140	98,524	30,378
Total Departmental Expenses	2,646,713	2,615,475	(31,238)	2,795,192	148,479
Depreciation	708,333	390,067	(318,266)	663,747	(44,586)
Total Operating Expenses	3,355,046	3,005,542	(349,504)	3,458,939	103,893
Operating Income (Loss)	(3,194,630)	(2,753,410)	(441,220)	(3,301,773)	107,143
Other Income (Expense)					
Sales Tax Revenue	2,860,886	2,834,000	26,886	2,625,012	235,874
Federal, state and local grant assistance	63,297	186,667	(123,370)	100,000	(36,703)
Investment Income	4,816	8,167	(3,351)	8,402	(3,586)
Gain (Loss) on Disposition of Property	-	4,583	(4,583)	-	-
Other Income (Expense)	29,866	30,353	(487)	-	29,866
Subrecipient Grant Agreements	(10,510)	-	(10,510)	-	(10,510)
Street Improvements Program for CCRTA Region Entities	(252,608)	(229,083)	(23,525)	-	(252,608)
Net Income (Loss) Before Capital Grants and Donations	(498,883)	81,276	(580,160)	(568,359)	69,476
Capital Grants & Donations	280	-	280	-	280
Change in Net Assets	\$ (498,603)	81,276	(579,880)	(568,359)	69,756

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY**  
**Statement of Net Position**  
**Month ended July 31, 2017 and year ended December 31, 2016**

	<b>Unaudited</b>		<b>Audited</b>
	<b>July 31</b>		<b>December 31</b>
	<b>2017</b>		<b>2016</b>
<b>ASSETS</b>			
<b>Current Assets:</b>			
Cash and Cash Equivalents	\$ 22,179,041	\$	15,727,428
Investments	4,315,965		9,002,510
Receivables:			
Sales and Use Taxes	5,527,905		5,439,760
Accrued Interest	12,240		54,719
Federal Government	-		406,078
Other	44,440		36,938
Inventories	652,202		610,376
Prepaid Expenses	1,213,005		280,434
<b>Total Current Assets</b>	<u>33,944,799</u>		<u>31,558,243</u>
<b>Non-Current Assets:</b>			
Restricted Cash and Cash Equivalents	1,722,165		1,728,452
Capital Assets:			
Land	3,658,054		3,658,054
Buildings	49,958,064		49,958,064
Transit Stations, Stops and Pads	25,799,089		25,799,089
Other Improvements	4,706,675		4,706,675
Vehicles and Equipment	63,604,886		63,604,886
Construction in Progress	209,190		209,190
Current Year Additions	9,213,771		-
Total Capital Assets	<u>157,149,730</u>		<u>147,935,958</u>
Less: Accumulated Depreciation	<u>(72,553,441)</u>		<u>(67,595,109)</u>
Net Capital Assets	<u>84,596,288</u>		<u>80,340,849</u>
<b>Total Non-Current Assets</b>	<u>86,318,453</u>		<u>82,069,300</u>
<b>TOTAL ASSETS</b>	<u>120,263,251</u>		<u>113,627,543</u>
<b>DEFERRED OUTFLOWS OF RESOURCES</b>			
Deferred outflow related to pensions	4,550,803		4,550,803
<b>TOTAL ASSETS AND DEFERRED OUTFLOWS</b>	<u><u>124,814,054</u></u>		<u><u>118,178,346</u></u>



**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY**  
**Statement of Net Position (cotinued)**  
**Month ended July 31, 2017 and year ended December 31, 2016**

	<b>Unaudited July 31 2017</b>	<b>Audited December 31 2016</b>
<b>LIABILITIES AND NET POSITION</b>		
<b>Current Liabilities:</b>		
Accounts Payable	830,585	843,276
Contractors Retainage Payable	289,246	1,293,190
Current Portion of Long-Term Liabilities:		
Long-Term Debt	555,000	555,000
Compensated Absences	275,328	275,328
Distributions to Regional Entities Payable	3,418,262	3,329,846
Other Accrued Liabilities	518,858	625,718
<i>Total Current Liabilities</i>	<u>5,887,279</u>	<u>6,922,358</u>
<b>Non-Current Liabilities:</b>		
Long-Term Liabilities, Net of Current Portion:		
Long-Term Debt	19,820,000	19,820,000
Compensated Absences	185,229	185,229
Net Pension Liability	3,320,409	3,320,409
Net OPEB Obligation	435,418	435,418
<i>Total Non-Current Liabilities</i>	<u>23,761,057</u>	<u>23,761,056</u>
<b>TOTAL LIABLILITES</b>	<u><b>29,648,336</b></u>	<u><b>30,683,414</b></u>
<b>DEFERRED INFLOWS OF RESOURCES</b>		
Deferred inflow related to pensions	195,034	195,034
<b>TOTAL LIABILITIES AND DEFERRED INFLOWS</b>	<u><b>29,843,370</b></u>	<u><b>30,878,448</b></u>
<b>Net Position:</b>		
Net Invested in Capital Assets	64,332,150	60,082,998
Restricted for Debt Service	1,611,302	1,611,302
Unrestricted	29,027,233	25,605,598
<b>TOTAL NET POSITION</b>	<u><b>94,970,684</b></u> \$	<u><b>87,299,898</b></u>

See Notes to Financial Statements

**Corpus Christi Regional Transportation Authority**  
**Statement of Cash Flows (Unaudited)**  
**Month ended July 31, 2017**

	<u>7/31/2017</u>
<b>Cash Flows From Operating Activities:</b>	
Cash Received from Customers	\$ 171,297
Cash Received from Bus Advertising and Other Ancillary	17,656
Cash Payments to Suppliers for Goods and Services	(781,871)
Cash Payments to Employees for Services	(658,151)
Cash Payments for Employee Benefits	(754,450)
Net Cash Used for Operating Activities	<u>(2,005,520)</u>
<b>Cash Flows from Non-Capital Financing Activities:</b>	
Sales and Use Taxes Received	<u>2,623,117</u>
Net Cash Provided by Non-Capital Financing Activities	<u>2,623,117</u>
<b>Cash Flows from Capital and Related Financing Activities:</b>	
Federal and Other Grant Assistance	10,695,129
Purchase and Construction of Capital Assets	(6,431,792)
Net Cash Provided by Capital and Related Financing Activities	<u>4,263,337</u>
<b>Cash Flows from Investing Activities:</b>	
Investment Income	1,761
Maturities and Redemptions of Investments	-
Net Cash Provided by Non-Capital Financing Activities	<u>1,761</u>
<b>Net Increase in Cash and Cash Equivalents</b>	4,882,695
<b>Cash and Cash Equivalents (Including Restricted Accounts), July 1, 2017</b>	19,018,510
<b>Cash and Cash Equivalents (Including Restricted Accounts), July 31, 2017</b>	<u>\$ 23,901,206</u>



**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

Administration & Finance Committee Meeting Memo

August 23, 2017

**Subject: 2<sup>nd</sup> Quarter 2017 Reports for the Defined Benefit Plan and Trust and the Defined Contribution Plan**

**Defined Benefit Plan and Trust**

**Background**

The *RTA Employees Defined Benefit Plan and Trust* (DB Plan) is a single-employer defined benefit pension plan administered by the Corpus Christi RTA. Vesting of benefits for all full-time employees is between three and seven years and discounted early retirement benefits are available at age 55. Normal retirement age under the Plan is 62.

**Identified Need**

The Defined Benefit Plan Investment Performance Report for the period ending June 30, 2017 is provided as part of the slideshow presentation.

**Financial Impact**

The portfolio's investments had a return of 1.15% for the second quarter of 2017, compared to a return of 6.39% for the first quarter of 2017.

<b>Defined Benefit Plan</b>	
Portfolio Value, March 31, 2017*	\$34,680,560
Net Contributions (Benefits Paid)	(\$500,086)
Investment Income/ (Loss) (net of expenses)	\$898,133
Portfolio Value, June 30, 2017*	\$35,078,607
<i>Quarterly return (Loss)</i>	1.15%
<i>YTD return</i>	7.61%
<i>*Market value may differ slightly between various portfolio reports due to market changes between the time different reports are run</i>	

## **Defined Contribution Plan and Trust**

### **Background**

The RTA Employees Defined Contribution Plan (DC Plan) covers all employees. Employees are required to contribute 7.51% of gross compensation and may also make voluntary post-tax contributions up to 10%. Retirement benefit amounts depend on contributions and investment earnings. Employees are fully vested in their contributions and direct their investments.

### **Identified Need**

The Defined Contribution Plan Investment Performance Report for the period ended June 30, 2017 is provided as part of the slideshow presentation.

### **Financial Impact**

The portfolio's investments had a positive return of 1.98% for the second quarter of 2017 compared to a return of 4.59% for the first quarter of 2017.

<b>Defined Contribution Plan</b>	
Portfolio Value, March 31, 2017*	\$8,842,981
Contributions	\$228,048
Distributions/Benefits Paid	(\$262,242)
Investment Income/(Loss) (net of expenses)	\$209,031
Portfolio Value, June 30, 2017*	\$9,017,818
Quarterly return (Loss)	1.98%
YTD return (Loss)	6.66%
<i>*Market value may differ slightly between various portfolio reports due to market changes between the time different reports are run</i>	

Respectfully Submitted,

Submitted by: Marie Sandra Roddel  
Director of Finance

Reviewed by:   
Robert M. Saldaña  
Managing Director of Administration

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS' MEETING MINUTES  
WEDNESDAY, JULY 5, 2017**

**Summary of Actions**

- 1. Pledge of Allegiance**
- 2. Moment of Reflection**
- 3. Conducted Roll Call**
- 4. Reading of Mission and Vision Statements by Chairman**
- 5. Provided Opportunity for Public Comment**
- 6. Heard Update on RCAT Committee Activities**
- 7. Action to Approve Board of Directors' Meeting Minutes of June 7, 2017**
- 8. Action to Approve Consent Agenda Items –**
  - a. Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve the 2016 Financial Audit & Comprehensive Annual Financial Report (CAFR) by Collier, Johnson & Woods, P.C.;**
  - b. Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Authorize Issuing a Contract to Reliable Transmission Services, LLC for Supply of Refurbished Transmissions**
  - c. Recommend the Board Authorize the Chief Executive Officer (CEO) to Execute a One-Year Memorandum of Agreement with Texas A&M University-Corpus Christi for Transportation Services**
- 9. Heard Presentations – a. May 2017 Financial Report; b. Procurement Update; c. May 2017 Operations Report**
- 10. Heard CEO's Report**
- 11. Heard Chairman's Report**
- 12. Adjournment**
- 13. Information –**
  - a. Member Inquiry Forms – Committees Meetings - May 24, 2017 & Board Meeting - June 7, 2017**
  - b. RCAT Minutes – May 18, 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; Glenn Martin; Scott Harris; Tom Niskala; A.R. 'Butch' Escobedo; Abel Alonzo and Larry Rucker Young.

**Board Members Absent:** Angie Granado

**Staff Present:** Jorge Cruz-Aedo, CEO; Daniel Benavides, Esteban Campos, David Chapa; Sherrié Clay; Kelly Coughlin, Bryan Garner, Annie Hinojosa, Denise Jones,

Dena Linnehan, Derrick Majchszak, Sharon Montez, Christina Perez, Gordon Robinson, Robert Saldaña; Susan Teltschik

**Public Present:** John Bell, Wood, Boykin, Wolter, CCRTA Legal Counsel; Benjamin Schmit, MV Transportation; Amanda Drum, TAMUCC; Ronald Berglund, RIDC; Jeff Pollack, MPO

**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.

Mr. Rock read the Agency's Mission and Vision Statements aloud and asked everyone to reflect on the purpose of the Agency.

**Provided Opportunity for Public Comment**

Ms. Amanda Drum of TAMUCC again thanked the Agency for providing transportation for their students, along with renewal of the contract between TAMUCC and the CCRTA. She stated this will be the 19<sup>TH</sup> year of working together to provide transportation and has helped them grow with the university and increase their islander impact.

**Heard Update on RCAT Committee Activities**

Ms. Sharon Montez reported on the RCAT meeting held June 15, 2017 with a presentation for the Unsung Hero Award and was bestowed to Mr. Joe Palacios who went above and beyond to find out information a customer requested which another bus operator did not know. She gave a presentation on electric buses and the Agency's interest to implement a program based on the grant funding, and stated the FTA has designated 55 million in funding for this program to include the procurement of electric buses, infrastructure and charging station equipment. Ms. Montez continued with a PowerPoint presentation on autonomous vehicles and expressed to the FTA, the Agency's interest, to implement a program for these vehicles and that a white-paper draft would be ready to submit to the Research and Development division.

Ms. Montez commented that Mr. Bali reported on the ADA citations for the month of May. She commented he stated there were 37 citations issued for improper parking in the ADA parking areas, and 61 citations issued for blocking sidewalks. Ms. Montez reported that Mr. Bali also reported that CCPD is hosting its Sixth Annual Operations Safe Return for schools on August 12, 2017.

She commented No-Show Eligibility Committee met on June 13, 2017 and two appeals were submitted and reviewed. The next RCAT Committee meeting is July 20, 2017 at Noon.

## **Action to Approve the Board of Directors Meeting Minutes of June 7, 2017**

**MR. MICHAEL REEVES MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS' MEETING MINUTES OF JUNE 7, 2017. MR. LARRY YOUNG SECONDED THE MOTION. THE MOTION CARRIED. ROCK, REEVES, MARTINEZ, CLOWER, NISKALA, MARTIN, HARRIS, ESCOBEDO, ALONZO AND YOUNG VOTING IN FAVOR. GRANADO ABSENT.**

### **HEARD CONSENT AGENDA ITEMS**

Mr. Rock asked members if there were any items to be pulled for discussion, and no one responded, so he asked for a motion to approve the following items:

- a. **Action** to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve the 2016 Financial Audit & Comprehensive Annual Financial Report (CAFR) by Collier, Johnson & Woods, P.C.
- b. **Action** to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Authorize Issuing a Contract to Reliable Transmission Services, LLC for Supply of Refurbished Transmissions
- c. **Action** to Recommend the Board Authorize the Chief Executive Officer (CEO) to Execute a One-Year Memorandum of Agreement with Texas A&M University-Corpus Christi for Transportation Services

**MR. NISKALA MADE A MOTION TO RECOMMEND THE BOARD AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR HIS DESIGNEE TO APPROVE THE CONSENT ITEMS WHICH WERE APPROVED IN PRIOR COMMITTEE MEETINGS INDICATED ABOVE. MR. REEVES SECONDED THE MOTION. THE MOTION CARRIED. ROCK, REEVES, MARTINEZ, CLOWER, NISKALA, MARTIN, HARRIS, ESCOBEDO, ALONZO AND YOUNG VOTING IN FAVOR. GRANADO ABSENT.**

### **Heard Presentations:**

#### **a) May 2017 Financial Report**

Mr. Saldaña reported operating revenues for May at \$160,700 on a budget of \$252,000, departmental expenses were at \$2.9 million versus a budget of \$3.1 million, or little more than \$280,000 savings. He reported depreciation was at \$708,000 and our budget at \$390,067, and we had budgeted for the local share versus the whole 100 percent. Mr. Saldaña reported operating expenses were at \$3.5 million on a budget of \$3.5 million, sales tax revenue at \$2.4 million versus \$2.6 million, or \$124,837 less. He continued with grants being pulled down \$403,113 on a budget of \$186,667 giving us a net loss of \$793,550, and when we take out the non-cash outlay depreciation, we break even for the month.

Mr. Saldaña commented the sales tax estimated at \$2.3 million and we received \$2.4 million, or \$124,837 under budget, and \$130,835 above compared to last April.

He reported on our 13 month rolling average, in April 2016 versus April 2017, the Agency is slightly below at \$2.4 million versus \$2.5 million last year.

Mr. Abel Alonzo commented on gas prices being lower and asked if the Agency is monitoring these costs. Mr. Saldaña commented there are very few vehicles in our fleet with the CNG conversions, and by utilizing support vehicles this helps with fuel cost savings.

**b) Procurement Update**

Mr. Saldaña reported the current procurement for Board review in July for rebuilt transmissions and not to exceed \$85,495 for the two year contract, and there were 12 bids sent out, 2 attended the pre-bid meeting and 3 bids received with one deemed non-responsive by not acknowledging our addendums.

He reported on the board items over the next 4 months to include brass fittings and hydraulic hoses at \$84,000; local and long distance provider at \$81,648; actuarial services at \$36,000; portfolio management of benefit plans at \$186,000. The law enforcement security contract was terminated and a request for proposal will be go to the committee in September and before the Board in October. Mr. Saldaña commented for the CEO's signature authority over the next 4 months will include Remix software at \$28,891; Trapeze Google-FX software at \$2,762; pest control at \$20,260; Trapeze FX-MON software \$17,218; solid waste services at \$20,201 and lubricants not to exceed \$30,000, all being a 1 year agreement with the pest control and solid waste agreements have two 1 year options.

**c) May 2017 Operations Report**

Mr. Gordon Robinson reported all services in May 2017 totaled 451,958, or 0.2 percent increase as compared to 450,927 boardings in May 2016, or 1,031 more boardings this month. He commented retail gas prices for unleaded fuel were about \$2.10 per gallon compared to \$1.95 per gallon in May 2016, and YTD ridership recorded 13,997 more boardings, or an increase of 0.6 percent in 2017 versus the same period in 2016.

Mr. Robinson commented on the B-Line ridership for the month of May 2017 was 17,259 compared to 16,775 for May 2016, or 484 more trips and 2.9 percent increase. He stated the YTD 2017 ridership is 82,953, or 2.2 percent less from 2016 at 84,815 in May 2016 and fixed route on-time performance met the industry standards with early departures at 4.0 percent, or 1.3 percent average over 3 months. He reported in May 2017, Customer Service received 76 Customer Assistance Forms (CAF's), 45 were verified as valid and were less than in April 2017 at 61 received. Mr. Robinson mentioned there were 9 commendations for the month of May.

Mr. Niskala wanted to know about the increase of early departures and whether related to all the current construction on the streets. Messrs. Robinson and Derrick Majchszak spoke this was a report he initiated and said riders were anticipating the



construction by getting their earlier to beat any delays to their destinations. Mr. Robinson mentioned we did have monitors checking trips for on-time performance. Mr. Alonzo mentioned he would like to see additional bikes on the buses, and Mr. Robinson reported on the bike rack equipment, there is 51, or 62 percent of dual racks, and triple racks at 31, or 31 percent. Messrs. Robinson and Saldaña commented the Agency is looking at different styled racks for buses that don't interfere with the headlights, and this would be a budget item to look at next year.

### **Heard CEO's Report**

Mr. Saldaña commented on Mr. Jorge Cruz-Aedo behalf due to his traveling, with the first budget workshop being held at the next committee meeting and will be an overview. He also present to our Board Chairman a Proclamation from the City for our involvement with the Big Bang 4<sup>TH</sup> of July Celebration to thank us for our support.

### **Heard Chairman's Report**

Mr. Curtis Rock deferred his time to other board members. Mr. Alonzo thanked Ms. Kelly Coughlin and her staff for a good job with the television stations for getting them the information so they can utilize our services for the events. Mr. Reeves thanked Ms. Kelly Coughlin and her staff for the Marketing Award, and commended Mr. Robinson and his staff and our riders for keeping the safety ratings down, and focusing on the CAFs so the Agency can make a difference. Mr. Glenn Martin commented on the pilot program in Port A with it's growing pains, yet ridership is increasing each day.

### **Adjournment**

There being no further business, the meeting was adjourned at 8:55 a.m.

Submitted by: Dena Linnehan

---

Edward Martinez, Secretary



**Subject:** Exercise the Last Option Year with Electronic Data Magnetics, Inc. (EDMI) for the Supply of Electronic bus passes

**Background**

The CCRTA is using an electronic fare box collection system called Genfare (GFI). The GFI System was purchased in February 2008; this system uses specialized encoded bus passes to help provide a collection of data and reports.

Over two million coded and non-encoded paper stock are being used on board the buses each year. Electronic bus passes include:

- |                     |                     |
|---------------------|---------------------|
| Transfers           | 1 Day Pass          |
| 7 Day Pass          | 31 Day Regular Pass |
| 31 Day Reduced Pass | 31 Day B-Line       |
| 11 Trip Pass        | Change Cards        |

**Identified Need**

On February 07, 2013, the Board of Directors approved issuing an Invitation for Bid (IFB) for the supply of Electronic Bus Passes. The IFB was structured as a three (3) year base contract with two (2) one-year options. One proposal was received from Electronic Data Magnetics Inc. (EDM). EDM has a history of supplying CCRTA with electronic bus passes and has been able to meet delivery schedule needs.

**Financial Impact**

The estimated annual amount of contract is \$102,000 for purchasing of GFI Bus Passes. Total amount of expenditures will vary, to some degree, based on passenger trips and matching bus pass program usage. Funds are budgeted in FY 2017 Operating Budget.

**Committee Review**

This item was reviewed and approved at the Administration & Finance Committee meeting on July 26, 2017.

**Recommendation**

Staff requests that the Administration Committee recommend to the Board of Directors to authorize the Chief Executive Officer (CEO) or designee to exercise the last option year with Electronic Data Magnetics, Inc. (EDMI) for the supply of electronic bus passes.

Respectfully Submitted,

Reviewed by:   
Sharon Montez  
Managing Director of Capital Programs and Customer Services

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer



**Subject:** Adopt a Resolution In Support of a Grant Application for Buses and Bus Facilities Infrastructure Investment Program, for the Port/Ayers Renovation Project

### **Background**

The Federal Transit Administration released a Notice of Funding Opportunity on July 12, 2017, announcing the opportunity to apply for \$226.5 million in FY 2017. The Grant for Buses and Bus Facilities program (49 U.S.C. 5339) makes federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants.

The grant applications will need to be submitted by August 25, 2017.

### **Identified Need**

The agency has identified one projects for the grant submittal.

- *Port/Ayers Station Renovation - \$4,139,120*

### **Analysis**

Applicants must demonstrate how the proposed project will address an unmet need for capital investment in bus vehicles and/or supporting facilities, enhance the safety of the transit system for transit vehicle operators, riders, and the general public, or improve the connectivity of bus systems with other networks through the use of deployment-ready information technologies. For example, an applicant may demonstrate a substantial backlog of deferred capital investment, insufficient size or capacity of maintenance facilities, excessive reliance on vehicles that are beyond their intended service life, a vehicle fleet that is insufficient to meet current ridership demands, or passenger facilities that are insufficient for their current use. For safety, an applicant may demonstrate safety concerns with vehicles, equipment, or facilities that are beyond their intended useful life, or that are no longer appropriate for use due to safety concerns. To improve connectivity, bus systems may deploy Intelligent Transportation Systems (ITS) technologies or software that link buses with other transportation modes. Applicants should also describe how the proposed project will improve the operation of the transit system and whether the project represents a one- time or periodic need that cannot reasonably be funded from FTA formula program allocations and State or local resources.

**Financial Impact**


The federal share of eligible capital costs ranges from 80 to 90 percent of the net capital project cost, unless, the grant recipient requests a lower percentage. The Federal share may exceed 80 percent for certain projects related to the ADA, the Clean Air Act (CAA), and certain bicycle projects. The CCRTA's 20% local match that would equate to \$827,824.

Anything related to ADA could be funded up to 90%, but, FTA may prioritize projects proposed with a higher local share.

**Recommendation**

Staff requests the Board of Directors adopt a Resolution in Support of a Grant Application for Buses and Bus Facilities Infrastructure Investment Program, for the Port/Ayers Station Renovation Project.

Respectfully Submitted,

Reviewed by:   
Sharon Montez  
Managing Director of Customer Services and Capital Projects

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Office

# Corpus Christi Regional Transportation Authority



## Resolution

### IN SUPPORT OF A GRANT APPLICATION FOR BUSES AND BUS FACILITIES INFRASTRUCTURE INVESTMENT PROGRAM

**WHEREAS**, the Corpus Christi Regional Transportation Authority has a goal of maintaining buses, bus related facilities and equipment in a state of good repair, through an effort to reduce the unmet need for capital investment in bus vehicles and/or supporting facilities, while enhancing the safety of the transit system for transit vehicle operators, riders, and the general public, or improving the connectivity of bus systems with other networks through the use of deployment-ready information technologies, leading to, reduced operating costs, safety and security enhancements, improved customer service and performance targets,

**WHEREAS**, phase I of the plan of development calls for exploration of grant opportunities for the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct or lease bus-related facilities.

### **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 goal of maintaining buses, bus related facilities and equipment in a state of good repair, through the effort to reduce the unmet need for capital investment in bus vehicles and/or supporting facilities, while enhancing the safety of the transit system for transit vehicle operators, riders, and the general public, or improving the connectivity of bus systems with other networks through the use of deployment-ready information technologies, leading to, reduced operating costs, safety and security enhancements, improved customer service and performance targets,

Section 2. The Board further declares its intention to support phase I of the plan of development for exploration of grant opportunities for the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct or lease bus-related facilities.

**DULY PASSED AND ADOPTED** this 23<sup>rd</sup> day of August, 2017.

**ATTEST:**

**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

---

Jorge Cruz-Aedo  
Chief Executive Officer

---

Curtis Rock  
Chairman of the Board

**REGIONAL TRANSPORTATION AUTHORITY  
OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES  
WEDNESDAY, JULY 26, 2017**

**Summary of Actions**

- 1. Conducted Roll Call**
- 2. Provided Opportunity for Public Comment**
- 3. Action to Approve Operations & Capital Projects Committee Meeting Minutes of June 28, 2017**
- 4. Held Special Presentation – Anniversary of The American with Disabilities Act - Signing Ceremony on July 26, 1990**
- 5. Heard Presentations:**
  - a. June 2017 Operations Report**
  - b. Procurement Update**
- 6. Adjournment**

The Regional Transportation Authority Operations & Capital Projects Committee 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.

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

**Committee Members Absent:** Edward Martinez

**Staff Present:** Jorge Cruz-Aedo, CEO; Daniel Benavidez, Esteban Campos, David Chapa, Kelly Coughlin, Jennifer Fehribach, Bryan Garner, Anna Hinojosa, Denise Jones, Dena Linnehan, Derrick Majchszak, Sharon Montez, Christina Perez, Victoria Reyes, Mike Rendoñ, Gordon Robinson, Sandy Roddel, Robert Saldaña and Susan Teltschik

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

**Call to Order & Roll Call**

Mr. Michael Reeves called the meeting to order at 9:45 a.m. and thanked everyone for attending. Ms. Dena Linnehan called Roll and stated a quorum being present.

**Opportunity for Public Comment**

No one spoke under Public Comment.

**Action to Approve the Operations & Capital Projects Committee Meeting Minutes of June 28, 2017**

Mr. Michael Reeves asked the minutes be amended to reflect he was in attendance as they showed him as being absent when he was present.

**MR. GEORGE CLOWER MADE A MOTION TO APPROVE THE OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES OF JUNE 28, 2017 AS AMENDED. MR. GLENN MARTIN SECONDED THE MOTION. REEVES, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. MARTINEZ ABSENT**

**Held Special Presentation – Anniversary of The Americans with Disabilities Act – Signing Ceremony on July 26, 1990**

Ms. Sharon Montez commented on honoring the 27<sup>th</sup> Anniversary of The Americans with Disabilities Act being signed by former United States President George W. Bush on July 26, 1990. She spoke on several of the steps the CCRTA has done over the years to provide access to our facilities for those with disabilities and how the Agency has enhanced all the buses, bus stop pads and shelters so that there are ADA accessible. A video was played of the day and the actual signing.

**Heard Presentations:**

**a. June 2017 Operations Report**

Mr. Gordon Robinson reported for June Operations, boardings for all services totalled 423,766, or 3.3 percent decrease. He said year-to-date recorded 1,582 less boardings for a decrease of 0.1 percent in 2017 versus year-to-date in 2016, and ridership year-to-date in 2017 is 100,133, a decrease of 1.9 percent from 2016, or a difference of 1,922 rides. He commented B-Line ridership was 17,180 versus 17,240 in June 2016, or 60 less trips for a decrease of 0.4 percent.

Mr. Robinson reported unleaded fuel cost of \$2.05 per gallon versus \$2.07 per gallon in 2016. He continued for June 2017, Customer Service processed 64 Customer Assistance Forms (CAF's) and 42 were verified as valid, or a substantial decrease from the 45 verified CAF's in May 2017. He said there were 3 commendations for the month of June. Mr. Robinson also stated there were actions taken as a result of the reported CAF's with coaching and counseling, driver training, progressive disciplinary action as appropriate, group discussion/coaching in operator meetings, discussion in supervisory meetings and examination of CCRTA operations policy, to mention.

He also reported there were 9,506 miles between road calls (MBRC) were recorded in June 2017 compared to 9,162 in June 2016, and that a standard of 6,500 miles between road calls is used, based on the fleet size, age, and condition of CCRTA vehicles. Mr. Robinson said in June 2017, the Agency reported seven vehicle accidents, six determined as non-preventable and one preventable, there were 32 customer-related incidents, and the operators drove a total of 304,890.80 miles. He stated that the Agency's accident rate for the month of June is 2.30 per hundred thousand miles driven with the desirable range at 2.0 or less.

Mr. Robinson also commented on Safety and Security and reported for June 2017, the Agency clocked 1,400 hours of security coverage in all areas of operations. He said the officers reported one arrest for public intoxication, issued 31 criminal



trespass warnings, arrested 3 for criminal trespassing, made 273 contacts with people and responded to 11 other calls for service.

**b. Procurement Update**

Mr. Robert Saldaña reported on the current projects being issued a Request for Proposal (RFP) to be presented in October for the Board to review are for the Law Enforcement Services at a cost of \$2,035,116, one for Leopard Street Parking Lot Improvements at a cost of \$90,119, and one for Local and Long Distance Service Provider at a cost of \$91,008 as they both will be reviewed in August and September at the committee meetings. Mr. Saldaña reported on the statistics of these projects where 7 agencies were contacted for the Law Enforcement Services, 4 attended the pre-bid meeting, yet no bids were received. He said for the Parking Lot Improvements there were 407 agencies contacted, 3 attended the pre-bid meeting and zero bids received.

Mr. Saldaña said there were 2 projects on the 4 month outlook for \$186,000 Request for Proposal (RFP) for Portfolio Management of the Defined Benefit and Defined Contribution Plans and \$84,000 for Brass Fittings and Hydraulic Hoses. He mentioned these would be reviewed in October for Board approval in November.

Mr. Saldaña provided details regarding the CEO's 4 month outlook to include 5 agreements of 1 year with three having two one-year options. They are for Software at \$17,218, Pest Control at \$20,260, Lubricants contract not to exceed \$30,000 and Occupational Therapist contract not to exceed \$12,000, the remaining contract for Solid Waste Services would be for \$20,000.

He reported on the month-to-month agreements for three projects to include Long Term Disability at \$21,550, continuing to keep the Marina Rental Space contract at \$11,893 and a pre-employment background screening service not to exceed \$20,300.

**Adjournment**

There being no further business, the meeting was adjourned at 10:16 a.m.

Submitted by: Dena Linnehan



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Operations Committee Memo

August 23, 2017

**Subject:** Authorize to Award a Contract to Ram-Bro Contracting, Inc. for Parking Lot Improvements at the Corner of Leopard and Artesian Streets for \$129,936

**Background**

A few years ago, as part of the Staples Street Center project, vacant land was purchased at the corner of Leopard and Artesian. The purpose of the procurement was twofold. Initially, it was to be used as a construction yard for Fulton Coastcon to use during the construction process. Upon, the completion of the project, it would then become an extension of the main parking lot, once needed.

**Identified Need**

The CCRTA has a need to increase the parking space count in preparation of the General Land Office move in. They are scheduled to move into the Staples Street Center in March of 2018.

As of today, there are nine tenants leasing space from the CCRTA, Valley Transit/Greyhound, Metropolitan Planning Organization, STSARS, Senator Hinojosa and the Nueces County departments, of Social Services and Veteran's Services, the United Chamber of Commerce, Texas Department of Motor Vehicles, Nueces River Authority and Family Endeavors.

By improving the vacant parking lot across the street, we would add another 45 parking spots. This amount would provide the parking needed for the General Land Office's company vehicles.

**Analysis**

The Invitation for Bids was issued on June 28<sup>th</sup>, and a pre-bid was held on July 6<sup>th</sup>. Bids were received on August 4, 2017, and six bids were received timely. The table below lists the companies along with their bids.

Name	Price
<b>A. Ram-Bro Contracting, Inc.</b>	<b>\$129,936.00</b>
Garrett Construction Company	\$133,428.40
A. Ortiz Construction & Paving, Inc.	\$138,002.50
DMB Construction	\$189,662.19
Gourley Contractors, LLC.	\$203,775.27
Alman Utilities & Construction, Inc.	\$208,205.19

The lowest bidder was Ram-Bro Contracting, Inc., with a bid of \$129,936 which is below the budget estimate of \$157,544. The company has been in business for 26 years and

is in Robstown, TX. They have previously performed construction services for the CCRTA. They worked on ADA bus stop improvements back in 2009. They were awarded a contract of \$1,007,552.50. Their performance was satisfactory and the work was completed on time. Other references, that were reached, stated the construction services performed were also satisfactory.

**Financial Impact**

The proposed contract award for the parking lot improvements is \$129,936.00. Also, as a secondary construction component, there will be the installation of security cameras, which is estimated at \$15,000, to be performed by others. This will bring the construction and security component to a total estimated cost of \$144,936 still below the budget allocation. This is a locally funded project.

**Recommendation**

Staff requests that the Operations Committee Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Ram-Bro Contracting Inc. for the Parking Lot Improvements at the Corner of Leopard and Artesian Streets for \$129,936.00.

Respectfully Submitted,

Reviewed by:   
Sharon Montez  
Managing Director of Customer Services and Capital Projects

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Office



# CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

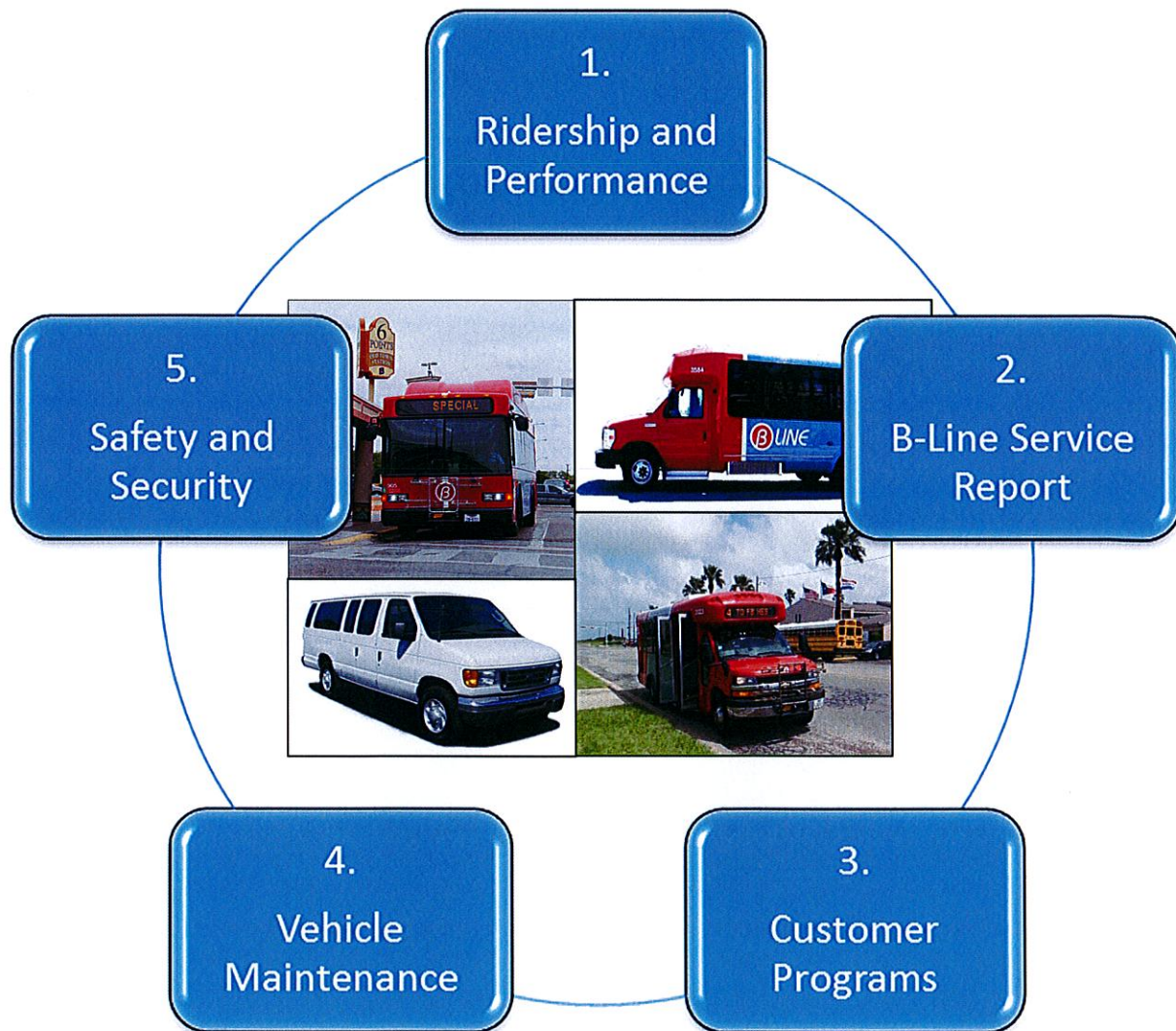
Operations & Capital Projects Committee Meeting

August 23, 2017

## **Subject: Operations Report for July 2017**

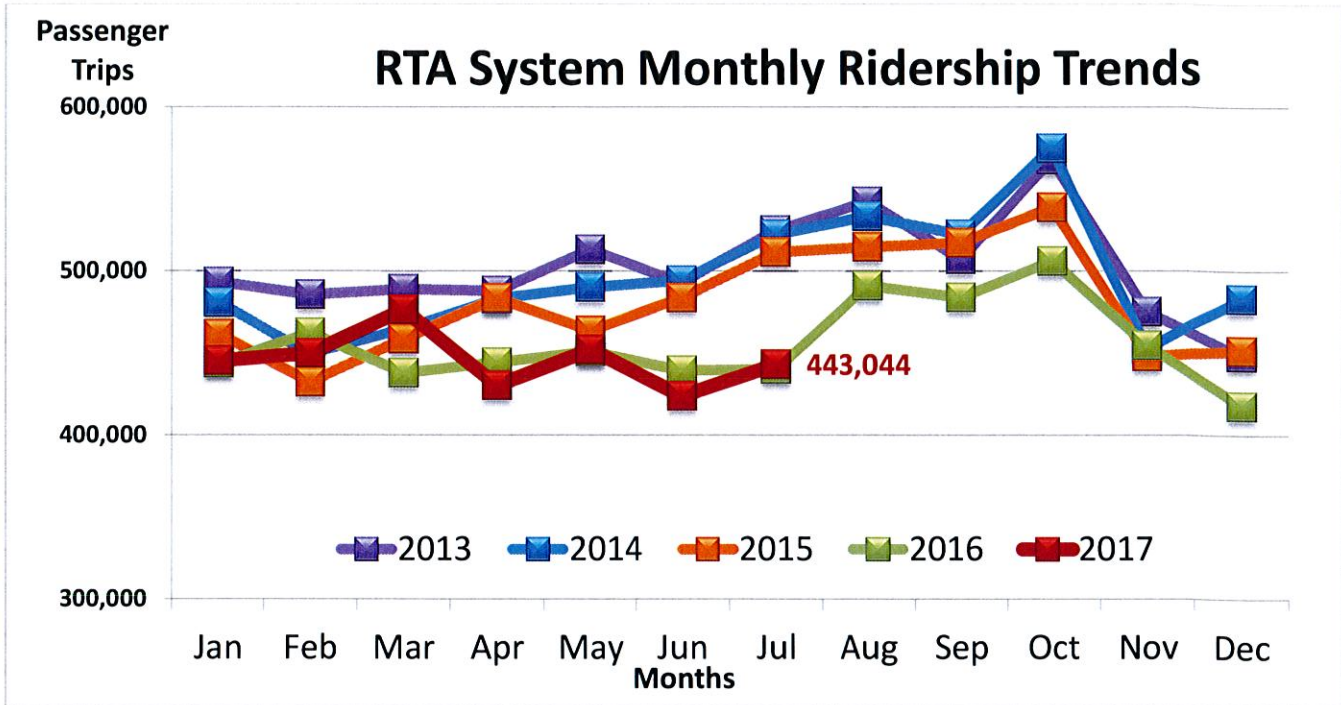
The system-wide monthly operations performance report for July 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between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

Detailed results are reported within the five sections outlined below:

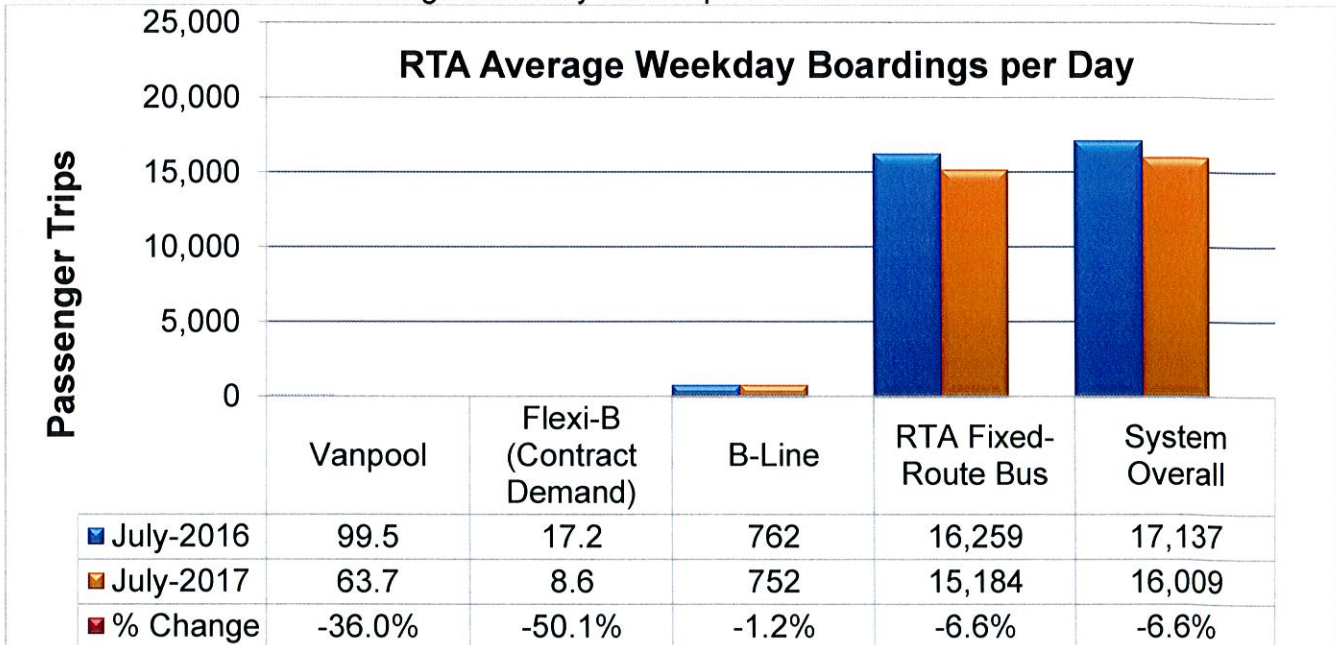


## 1. System-wide Ridership and Service Performance Results

Boardings for all services in July 2017 totaled 443,044. This represents a 0.7% increase as compared to 440,030 boardings in July 2016 or 3,014 more boardings this month. Both months contained 20 weekdays, 5 Saturdays and 6 Sundays. Retail gas prices for unleaded fuel cost about \$2.02 per gallon compared to \$2.00 per gallon in July 2016<sup>1</sup>. Approximately 1.27 inches of rain was recorded this month as compared to 0.31 inches in July 2016.<sup>2</sup>



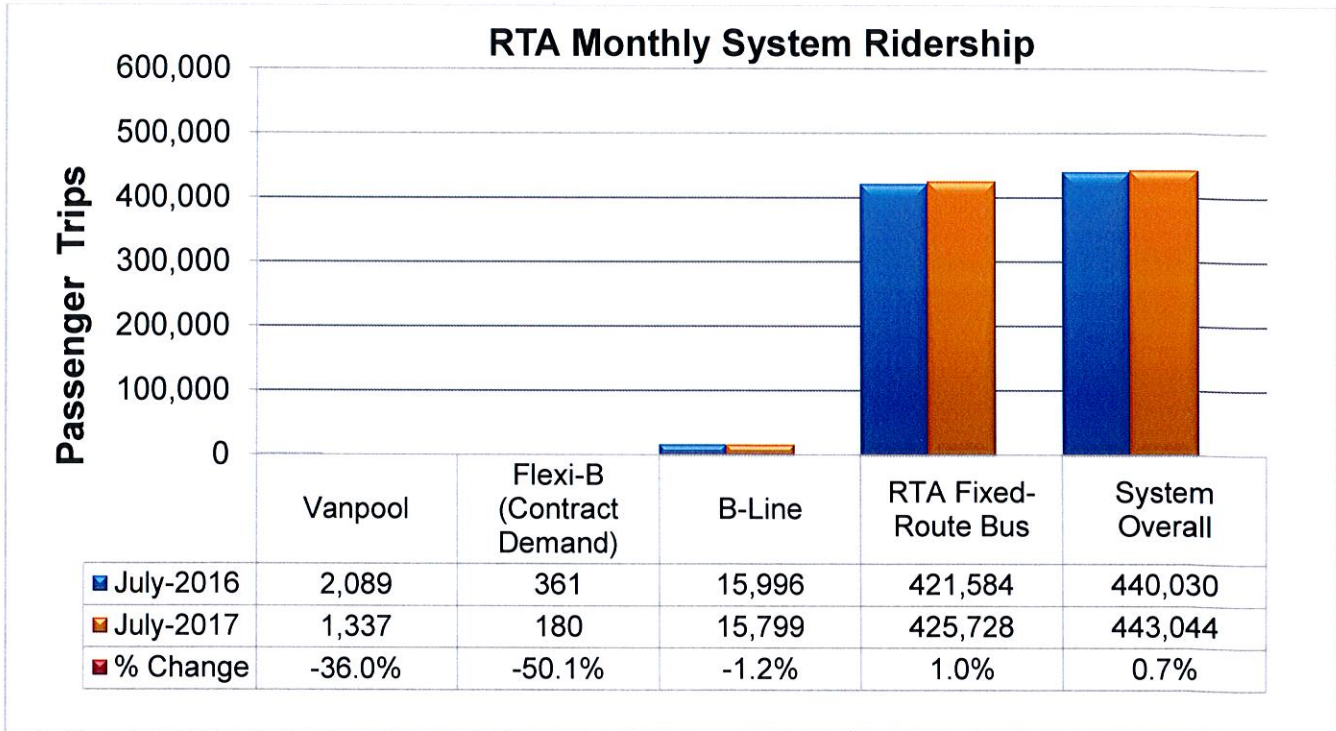
The chart below shows average weekday ridership for all services.



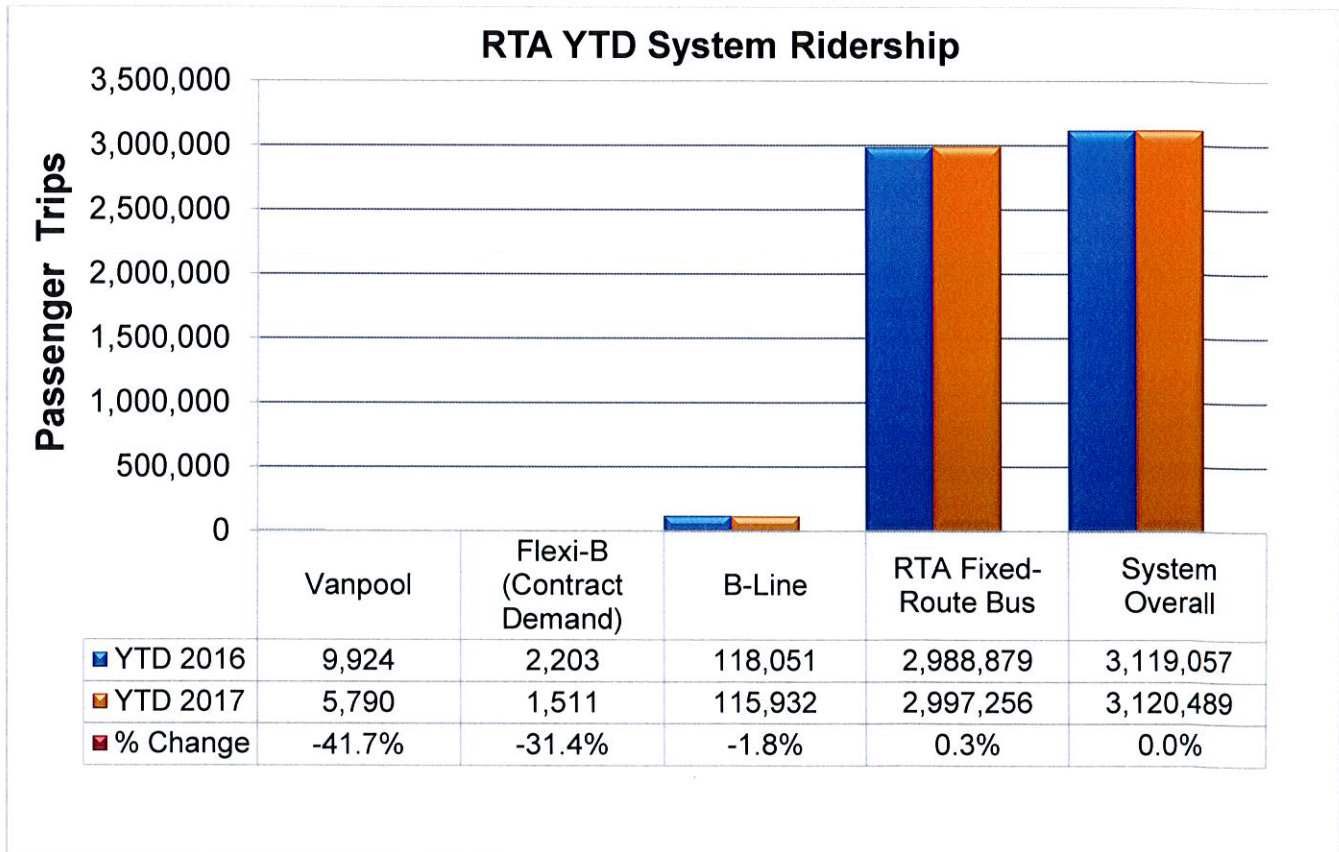
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

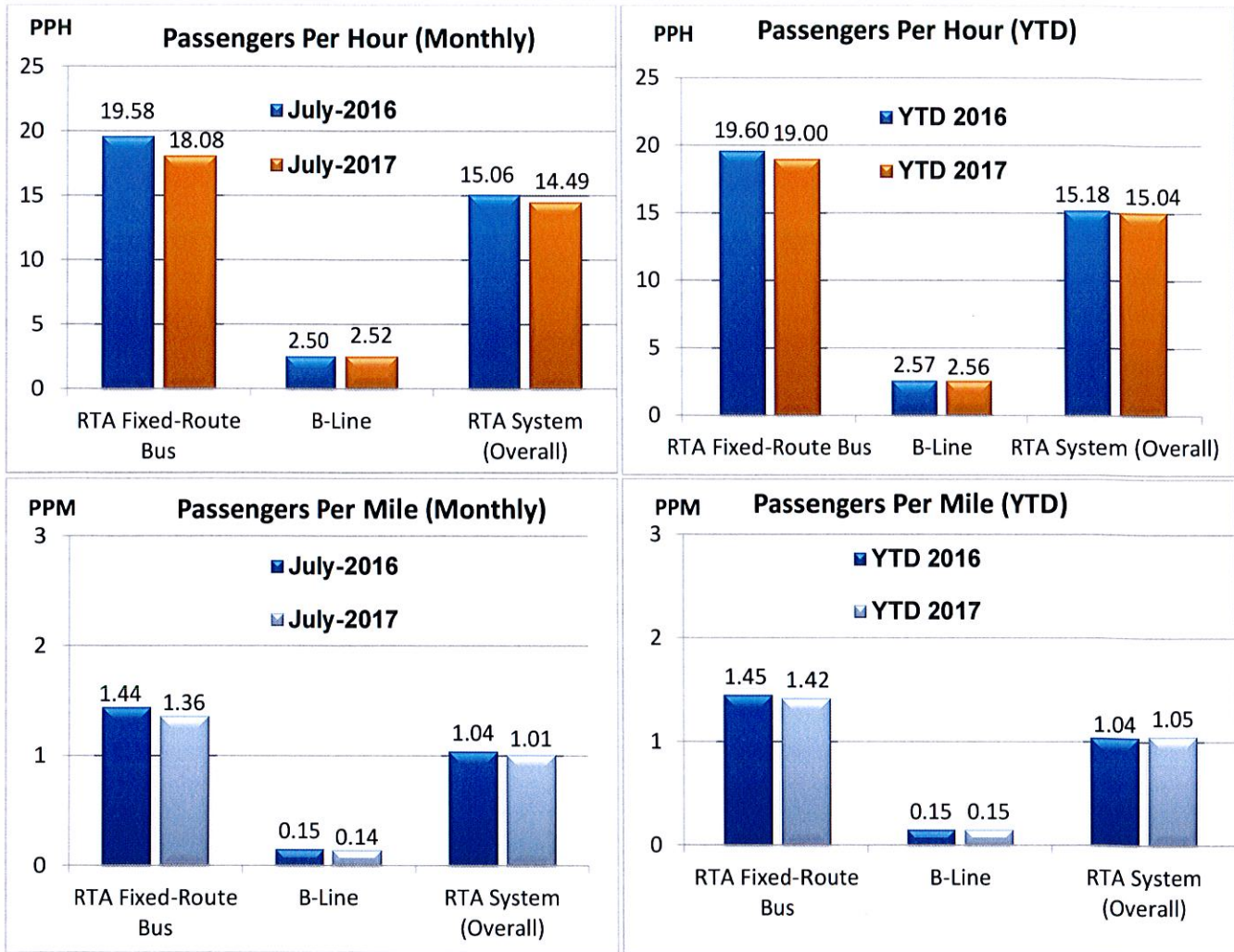
The chart below shows monthly ridership results for all services.



The chart below shows YTD ridership results for all services. CCRTA has recorded 3,014 more boardings for an increase of 0.7% in 2017 as compared to the same period in 2016.



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



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

Schedule Adherence	Standard	May-17	Jun-17	Jul-17	3-Month Average
Early Departure	<1%	4.0%	1.0%	1.0%	2.0%
Departures within 0-5 minutes	>85%	85.0%	91.7%	88.0%	88.2%
Monthly Wheelchair Boardings	No standard	5,238	5,962	6,553	5,918
Monthly Bicycle Boardings	No standard	9,183	9,169	9,401	9,251
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

**The following existing detours potentially impact on-time performance:**

- Alameda Street (Ayers – Louisiana): To be completed Mid-2018
  - Routes 5, 5s, 15s, 19, 29, & 29s
- Carroll Lane (Houston – McArdle): Begins August 28, 2017: (12) month project.
  - Route 17 has already been on detour for six weeks for utility work.
- Corona Dr, Flynn Pkwy & Tiger Ln to Begin August 28, 2017: (9) month project.
  - Route 17 (4<sup>th</sup>) bond project detour
- Gollihar Street (Staples – Kostoryz): To be completed Mid-2019
  - Routes 32, 37 & 37s
- Greenwood Drive (Horne – Gollihar): To be completed November of 2017
  - Routes 15s & 23
- Kostoryz Road (Brawner – Staples): To be completed January 2018
  - Routes 15 & 24s
- McArdle Road (Whitaker – Nile): To be completed October of 2017
  - Routes 37 & 66s
- South & North Staples Street (Morgan - I-37): Was Completed in July 2017
  - Routes 5s, 5x, 17, 29 & 29s
- Williams Street (Staples - Airline): To be completed October of 2017
  - Routes 8s, 29 & 63

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

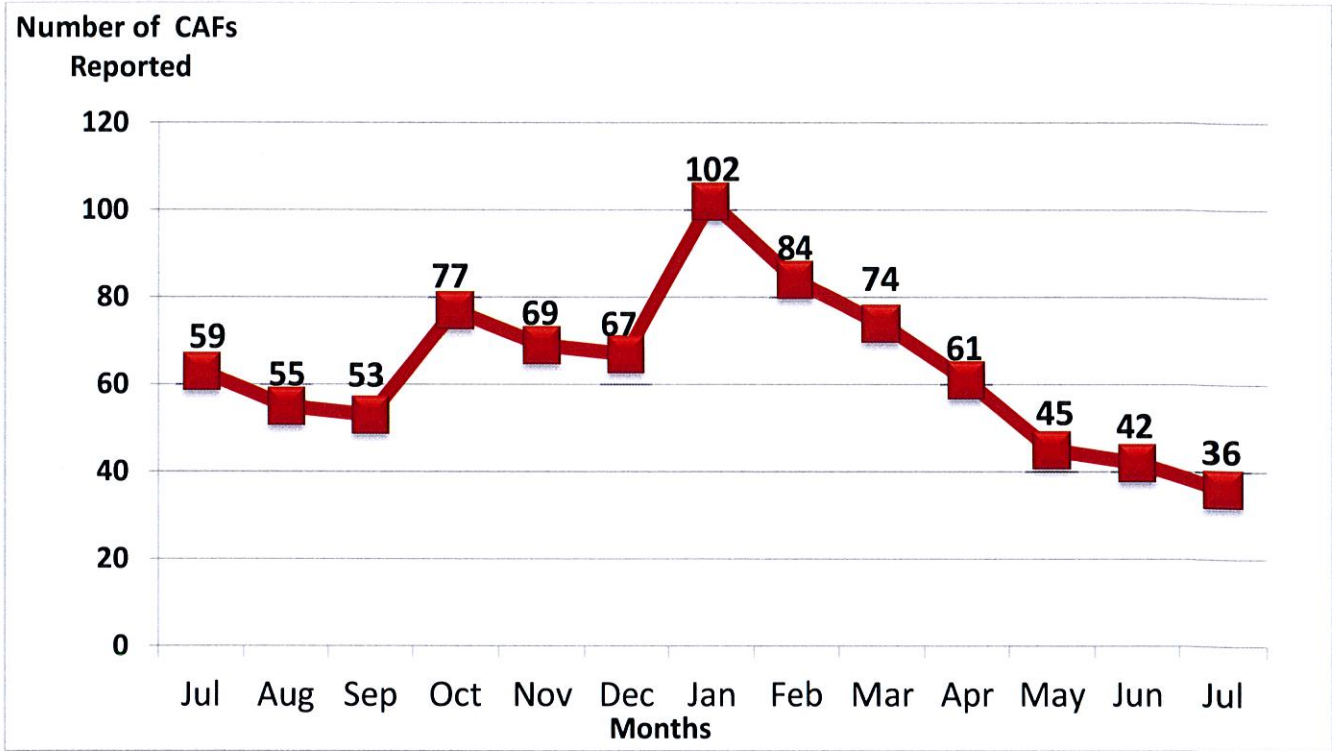
- Productivity: **2.52** PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: **97.3%** did meet the contract standard of 96%.
- In Vehicle Time: **99.3%** exceeded the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **17,863.5** exceeded the contract standard of 12,250 miles.
- Ridership Statistics: **10,401** ambulatory; **4,340** wheelchair boarding's

Metric	Standard	May-17	Jun-17	Jul-17	YTD Average
Passengers per Hour	2.50	2.54	2.57	2.52	2.56
On-time Performance	96%	95.3%	96.9%	97.6%	96.0%
In Vehicle Time	95.0%	98.6%	99.2%	99.3%	99.0%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	33,853	44,320	17,864	43,053
Monthly Wheelchair Boardings	No standard	4,872	4,710	4,340	4,608

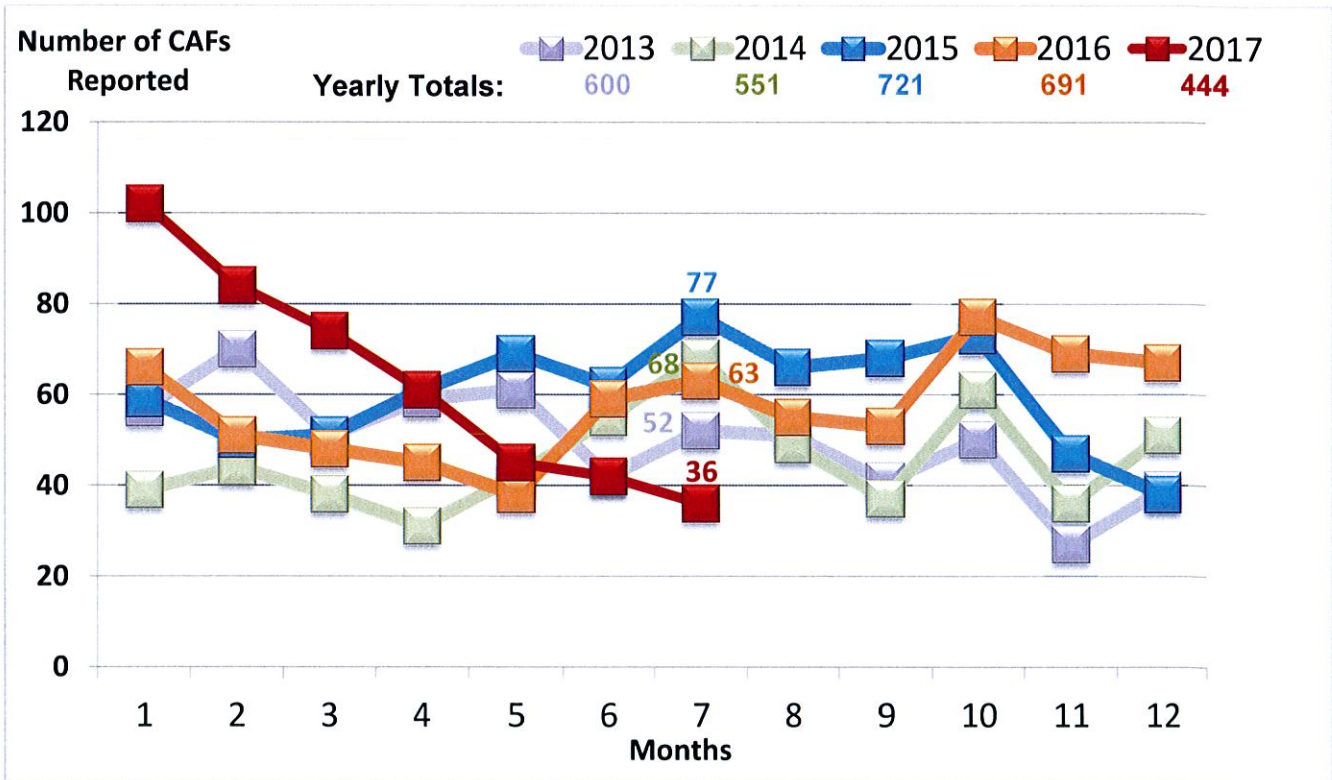


### 3. Customer Programs Monthly Customer Assistance Form (CAF) Report

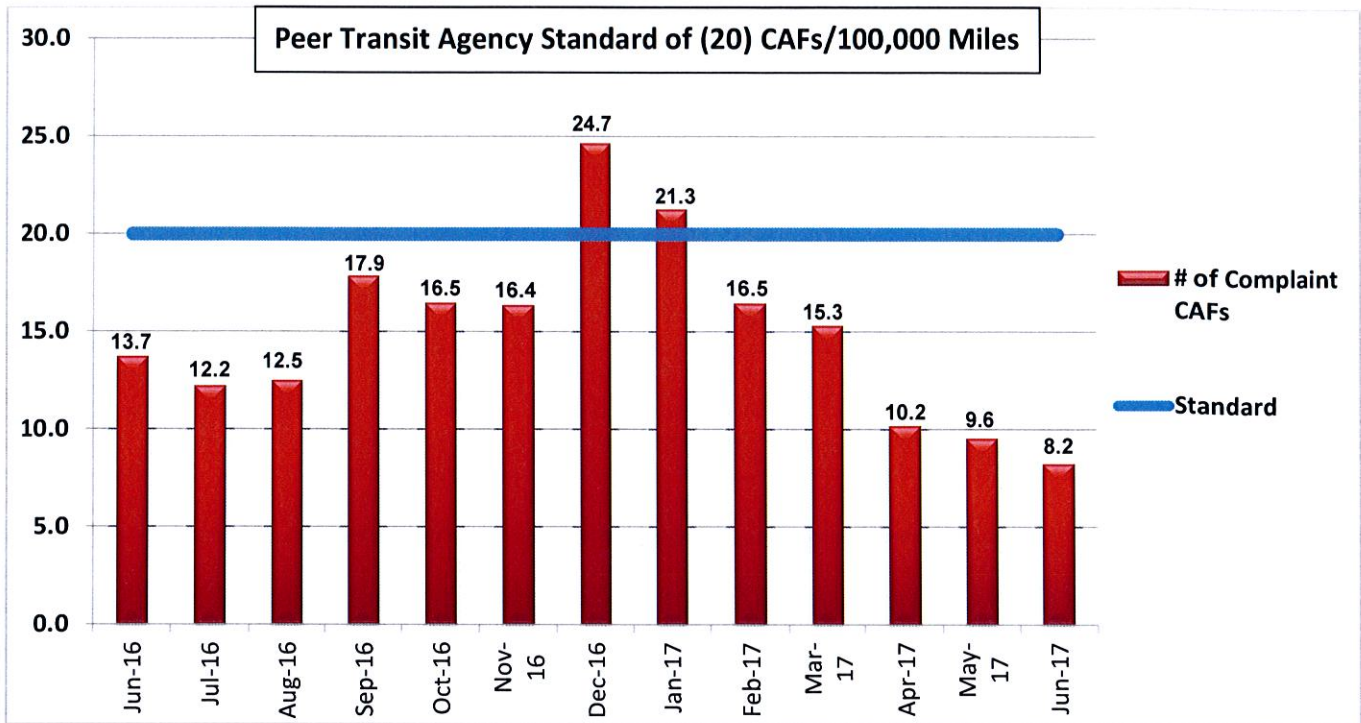
For July 2017, Customer Service processed 58 Customer Assistance Forms (CAF's) of which 36 were verified as valid. This represents a significant decrease from the 42 verified CAF's overall in June 2017. There were 7 Commendations for the month of July.



### 3a. CAF Reports: Historical Trends



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



### 3c. Route Summary Report for July 2017

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	2	#29SS Spohn South	2
#4 Flour Bluff Mini B	1	#32 Southside Mini B	0
#5 Alameda	0	#34 Robstown Circulator	1
#5x Alameda Express	0	#35 Robstown South	0
#5s Alameda (Sunday)	0	#37 Crosstown	1
#6 Santa Fe/Malls	0	#51 Gregory Park & Ride	0
#12 Saxet Oak Park	0	#63 The Wave	0
#15 Kostoryz	1	#65 Padre Island Connector	1
#16 Agnes/Ruth	1	#76 Harbor Bridge Shuttle	0
#17 Carroll/Southside	0	#78 North Beach	0
#19 Ayers/Norton	0	#83 Advanced Industries	0
#19G Greenwood	0	#84 Lighthouse	0
#19M McArdle	1	#90 Flexi-B Port A	0
#21 Arboleda	3	#94 Port Aransas Shuttle	0
#23 Molina	4	B-Line (Para-transit)	7
#25 Gollihar/Greenwood	0	Facility Maintenance	2
#26 Airline/Lipes Connector	4	Service Development	7
#27 Northwest	10	Safety and Security	4
#27x Northwest (Express)	1	Transportation (Other)	1
#28 Leopard Omaha	2		
#29 Staples	1		
#29F Flour Bluff	1	<b>TOTAL CAF'S</b>	<b>58</b>

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

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	6	0	2	8
Driving Issues	5	4	0	9
Customer Services	17	0	1	18
Late/Early – No Show	2	1	1	4
Fare/Transfer Dispute	2	0	0	2
Dispute Drop-off/Pickup	0	1	0	1
Tie Down Issues	1	0	0	1
B-Line Call Lines	0	1	0	1
Facility Maintenance	2	0	0	2
Safety and Security	4	0	0	4
Service Development	7	0	0	7
Transportation (Other)	1	0	0	1
<b>Total</b>	<b>47</b>	<b>7</b>	<b>4</b>	<b>58</b>
<b>Commendations</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>7</b>

**Conclusion:**

During July 2017, RTA received 65 CAF's regarding Fixed-Route Service, B-Line and Purchased Transportation; Seven (7) of the 65 reported CAF's were commendations.

There were a total of 47 CAF's/Commendations received regarding RTA Service representing 81% of total customer contacts: 2 for Facilities Maintenance, 7 for Service Development, 4 for Safety and Security, and 34 for Transportation.

A total of 7 CAF's/Commendations were reported regarding B-Line service representing 12% of the total customer contacts.

A total of 4 CAF's were reported regarding Contracted Fixed Route service representing 7% of the total customer contacts.

(There was 1 issue relating to the detours and relocation of 6pts Station not included with total CAF numbers).

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

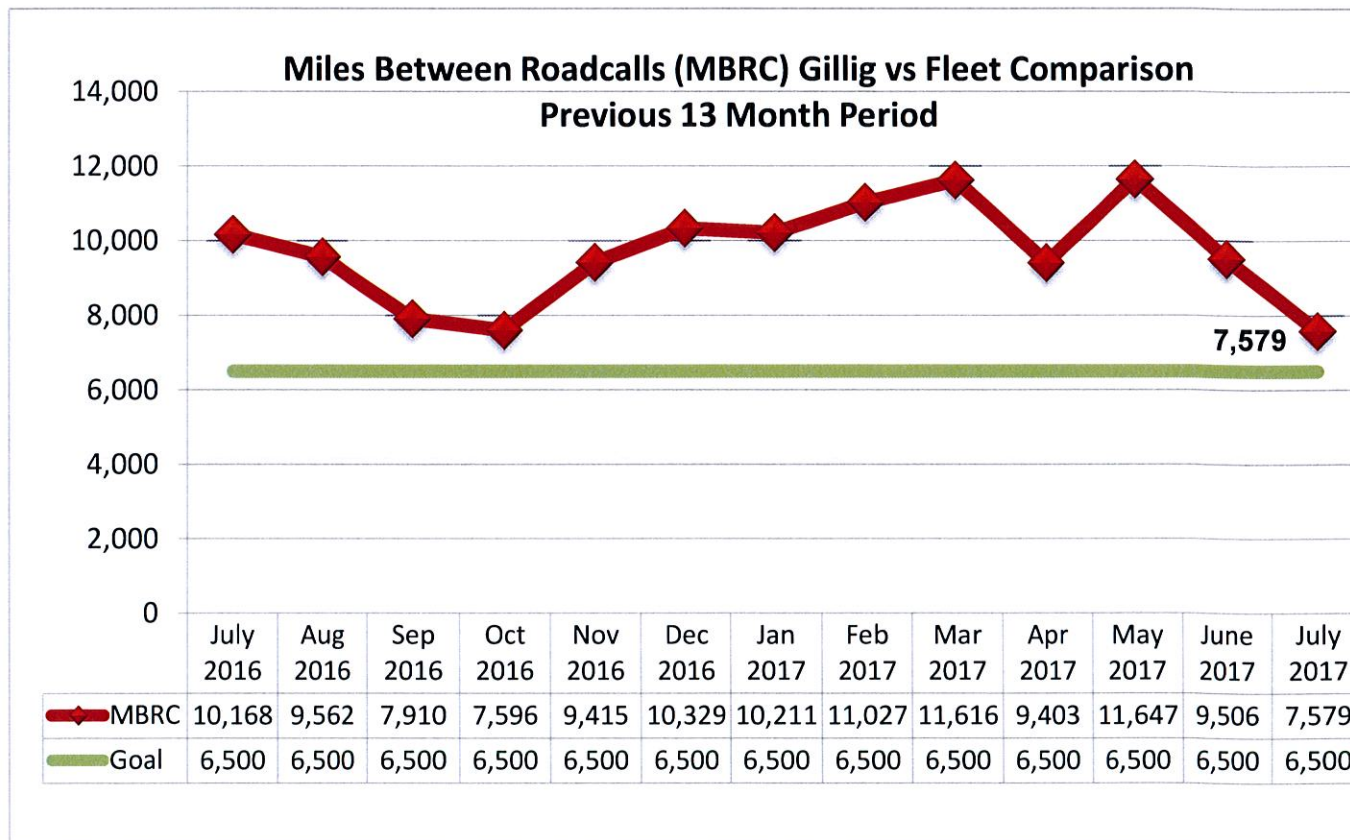
CCRTA documents CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, e-mail, and letter or in person.

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 July 2017, 7,579 miles between road calls (MBRC) were recorded as compared to 10,168 MBRC in July 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.

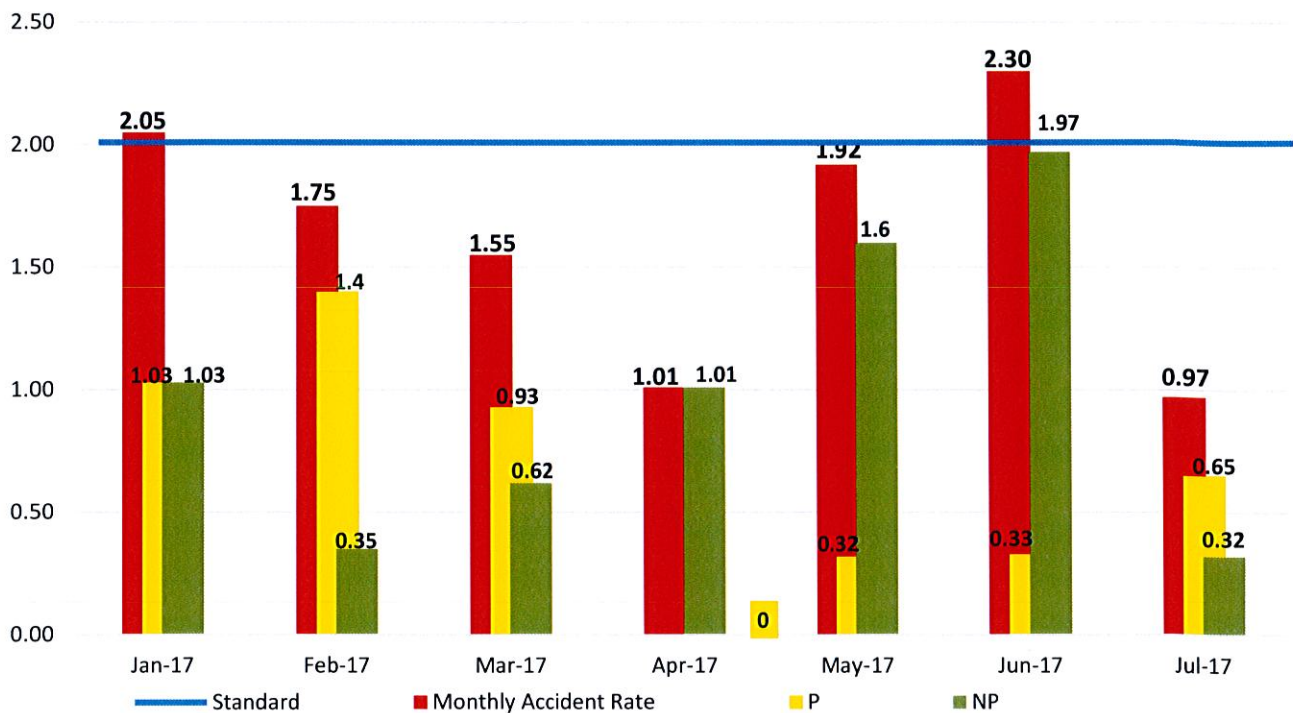
## 5. Safety/Security Department Report

### SAFETY SUMMARY

For July 2017, there were three (3) vehicle accidents. One (1) accident was determined to be non-preventable (NP) and two (2) accidents were determined to be preventable. There were sixteen (16) customer-related incidents. CCRTA operators drove a total of 309,523.30 miles. The year-to-date accident rate for the month of June is 1.65 per hundred thousand miles driven. The desirable range for total collisions is at 2.0 or less.

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

**Year-to-Date Accident Rate = 1.65**



### SECURITY SUMMARY

For July 2017, there were approximately 1,400 hours of security coverage was used for all areas of CCRTA Operations. Officers arrested 4 individual for public intoxication, issued 21 criminal trespass warnings, arrested 8 individuals for criminal trespassing, made 333 contacts with individuals and responded to 19 other calls for service.

Respectfully Submitted,

Submitted by: Wesley Vardeman  
Outreach Coordinator

Submitted by: Mike Rendon  
Director of Safety & Security

Submitted by: Bryan Garner  
Director of Maintenance

Reviewed by: Gordon Robinson  
Director of Planning

Reviewed by:   
Jennifer Fehribach  
Managing Director of Operations

Final Approval by:   
Jorge Cruz-Aedo  
Chief Executive Officer