



DATE: Wednesday, October 25, 2017
LOCATION: Staples Street Center
 602 North Staples Street, 2ND Floor Board Room • Corpus Christi, TX
TIME: 8:30 a.m. Administration & Finance Committee Meeting
 9:30 a.m. Operations & Capital Projects Committee Meeting

ADMINISTRATION & FINANCE COMMITTEE

TOM NISKALA (Chair)
 Larry Young, Sr.

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Roll Call –	D. Linnehan	1 min.	-----
2.	Opportunity for Public Comment	T. Niskala	3 min.	-----
3.	Discussion and Possible Action to Approve the Administration & Finance Committee Meeting Minutes of September 27, 2017	T. Niskala	2 min.	Pages 1-6
4.	Discussion and Possible Action to Amend or Revoke the Board Policy on the Naming of Facilities	C. Rock	3 min.	Page A <i>Attachment</i>
5.	Discussion and Possible Action to Recommend to the Board of Directors to Adopt the 2018 Board and Committee Meetings Calendar	R. Saldaña	3 min.	Pages 7 <i>Attachment</i>
6.	Presentations: a. September 2017 Financial Report	R. Saldaña	3 min.	Pages 8-14
7.	Adjournment	T. Niskala	1 min.	-----

Total Estimated Time: 16 min.

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OPERATIONS & CAPITAL PROJECTS COMMITTEE

MICHAEL REEVES (Chair)

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

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Roll Call –	D. Linnehan	2 min.	-----
2.	Opportunity for Public Comment	M. Reeves	3 min.	-----
3.	Discussion and Possible Action to Approve	M. Reeves	3 min.	Pages 1-10

	the Operations & Capital Projects Committee Meeting Minutes of September 27, 2017			
4.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing an Invitation for Bids (IFB) for Lubricants & Fluids Supplies	J. Fehribach	3 min.	Pages 11-12 <i>PowerPoint</i>
5.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Approve 2018 Holiday Service Schedule	G. Robinson	3 min.	Pages 13-14 <i>Attachment PowerPoint</i>
6.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Approve the Title VI Program Update for Fiscal Years 2014-16	G. Robinson	3 min.	Pages 15-16 <i>Attachment PowerPoint</i>
7.	Presentations: a. September 2017 Operations Report b. Procurement Update	G. Robinson R. Saldaña	5 min. 5 min.	Pages 17-27 <i>PowerPoint PowerPoint</i>
8.	Adjournment	M. Reeves	1 min.	-----

Total Estimated Time: 28 min.

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On **Friday, October 20, 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
ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES
WEDNESDAY, SEPTEMBER 27, 2017**

Summary of Actions

1. Conducted Roll Call
2. Provided Opportunity for Public Comment
3. Action to Approve Administration & Finance Committee Meeting Minutes of August 23, 2017
4. Action to Issue a Request for Proposal (RFP) for Life Insurance and Accidental Death and Dismemberment (AD&D)
5. Action to Issue a Request for Proposal (RFP) for Occupational Medical Services
6. Action to Issue a Request for Proposal (RFP) for Long-Term Disability (LTD) and Short-Term Disability (STD) Insurance
7. Action to Adopt a Resolution Designating Certain Individuals the Authority to Sign Checks
8. Action to Adopt a Resolution Approving the Investment Policy, Designation of Investment Officers, Designation of Investment Advisor and List of Approved Brokers/Dealers
9. Action to Authorize Staff to Enter into a New Investment Relationship with TexPool Investment Pools Participation Agreement, Completion of Documents Required to Open Investment Accounts, and Designate Authorized Representatives to Conduct Business Transactions on Behalf of the Agency
10. Heard Presentations:
 - a. 2016 Defined Benefit Plan Audit by Collier, Johnson & Woods
 - b. Investment Report for the 2nd Quarter Ended June 30, 2017
 - c. August 2017 Financial Report
11. 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, 2nd Floor Board Room, Corpus Christi, Texas.

Committee Members Present: Tom Niskala, Abel Alonzo and Larry Young.

Committee Members Absent: None

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

Public Present: Benjamin Schmit, MV Transportation; Regina Contreras, ATU Local 1769; John Shepherd, Collier, Johnson & Woods; Sean Costello & Aaron Ault, ODS; Nicole Woolbright, KCS/PR; Sandy Rondo

Call to Order & Roll Call

Mr. Tom Niskala called the meeting to order at 8:33 a.m. Ms. Dena Linnehan called Roll and stated a quorum being present. Mr. Niskala welcomed the two new board members; Patricia Dominguez and Dan Leyendecker.

Opportunity for Public Comment

No one spoke under Public Comment.

Action to Approve the Administration & Finance Committee Meeting Minutes of August 23, 2017

MR. ABEL ALONZO MADE A MOTION TO APPROVE THE ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES OF AUGUST 23, 2017. MR. LARRY YOUNG SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Issue a Request for Proposal (RFP) for Life Insurance and Accidental Death and Dismemberment (AD&D)

Ms. Angelina Gaitan commented on the details of the AD&D \$100,000 coverage, at no cost to the employees of RTA. She stated employees are able to voluntarily purchase additional coverages for their spouse or children along with any supplemental coverage for themselves with premiums paid by the employee. Ms. Gaitan mentioned Minnesota Life Insurance currently administers our life insurance products and has since 2012, and is a 3-year base with two 1-year options. She said the contract will expire on December 31, 2017.

She continued with the annual basis cost estimate of \$75,345 which is split between CCRTA and the employee voluntarily. Ms. Gaitan commented \$46,252 was CCRTA's portion and the employees contribute \$30,093 and this is budgeted 100% within the individual operating department budgets. Mr. Niskala asked were these costs comparable to current costs and Ms. Gaitan commented yes.

MR. ALONZO MADE A MOTION TO ISSUE A REQUEST FOR PROPOSAL (RFP) FOR LIFE INSURANCE AND ACCIDENTAL DEATH AND DISMEMBERMENT (AD&D). MR. YOUNG SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Issue a Request for Proposal (RFP) for Occupational Medical Services

Ms. Gaitan provided a background on the list of services for this RFP which includes pre-employment physicals and testing, Department of Transportation (DOT) and non-

DOT physicals, return to work exams, Workers' Comp services, annual physicals, random drug and alcohol screenings and health education for the employees. She mentioned the Doctor's Center provides these services and our contract since April 2013 will expire in March next year. She continued, the Agency is pleased with their services and what they offer to our employees, and stated it is a necessity to have a clinic that provides a cost effective service to utilize enhanced testing for the Agency. The annual cost estimate of \$32,000 is 100 percent budgeted in the HR budget.

Mr. Niskala asked were these costs comparable to current costs and Ms. Gaitan commented yes. Mr. Young asked if there were safety procedures to prevent cross-contamination and tampering of their services and collections. Ms. Gaitan said yes there are as they have to follow the regulations the FTA sets for all the clinics, and the staff audit the clinics annually to make sure they are secure.

MR. YOUNG MADE A MOTION TO ISSUE A REQUEST FOR PROPOSAL (RFP) FOR OCCUPATIONAL MEDICAL SERVICES. MR. ALONZO SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Issue a Request for Proposal (RFP) for Long-Term Disability (LTD) and Short-Term Disability (STD) Insurance

Ms. Gaitan provided a background for both LTD and STD insurance and benefits to the employees. The current UNUM STD contract will expire January 31, 2018, and the Jefferson Pilot/Lincoln Financial LTD contract will expire February 1, 2018. She stated it is essential for the Agency to provide this coverage to employees who may utilize them in the future. Ms. Gaitan said the Agency intention is to consolidate these coverages and annual cost estimated at \$104,820, is split at \$38,367 for STD and \$66,453 for LTD, and is 100 percent budgeted in the operating departments.

Mr. Niskala asked were these costs comparable to current costs and Ms. Gaitan commented yes, and there may be additional savings with the consolidation of the two. Mr. Young asked for information on definition of the long-term disability and Ms. Gaitan explained the doctors determine the disability based on the injury.

MR. ALONZO MADE A MOTION TO ISSUE A REQUEST FOR PROPOSAL (RFP) FOR LONG-TERM DISABILITY (LTD) AND SHORT-TERM DISABILITY (STD) INSURANCE. MR. NISKALA SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Adopt a Resolution Designating Certain Individuals the Authority to Sign Checks

Mr. Robert Saldaña commented this is one of the two compliance items the Agency brings to the Board. He said for this annual resolution item, according to the Texas Government Code 451.101, we provide a list of designated individuals at the Agency who may sign checks for money demands for the CCRTA. He commented the

members were provided a copy of the resolution, list of individuals, and the document is to be signed by the Board Chair and Board Secretary. Mr. Niskala commented he did not see a copy of the list of individuals in their packet, and Mr. Saldaña said we would get one for the members. After general discussion, it was reported no additional signatories were being added, this is an annual resolution done by the Agency, checks are numbered in a specific sequence with a two signatures requirement, the Agency follows a detailed process, the check register is available to the Public, and the Agency requires the Board to approve the item annually.

MR. ALONZO MADE A MOTION TO ADOPT A RESOLUTION DESIGNATING CERTAIN INDIVIDUALS THE AUTHORITY TO SIGN CHECKS. MR. YOUNG SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Adopt a Resolution Approving the Investment Policy, Designation of Investment Officers, Designation of Investment Advisor and List of Approved Brokers/Dealers

Mr. Saldaña commented this is the second annual compliance item the Agency presents to the Board, according to the Texas Government Code 2256.005. He said we ask the Board to adopt this annual resolution approving the investment policy, designate investment officers and investment advisor, including an approved list of brokers and dealers. Mr. Saldaña stated the investment officers are normally the Director of Finance and Managing Director of Administration, and the investment advisor we currently have an agreement with is Patterson & Associates. He said the list has 12 approved brokers/dealers, and the Agency is asking to remove Hamilton & Garcia Associates since they are an investment advisor and we currently have an agreement with Patterson & Associates. Mr. Saldaña commented we are asking the Board to approve this list of 11 brokers/dealers. Mr. Cruz-Aedo commented for our new members, our investment policy is focused on safety, liquidity and yield in that order, and said everything we do is to make sure our funds are safe, liquid and run no risk in losing funds principal, and the yield adds the most we can to our funds. Mr. Saldaña commented our primary objective is to maintain our principals.

MR. YOUNG MADE A MOTION TO ADOPT A RESOLUTION APPROVING THE INVESTMENT POLICY, DESIGNATION OF INVESTMENT OFFICERS, DESIGNATION OF INVESTMENT ADVISOR AND LIST OF APPROVED BROKERS/DEALERS. MR. ALONZO SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Authorize Staff to Enter into a New Investment Relationship with TexPool Investment Pools Participation Agreement, Completion of Documents Required to Open Investment Accounts, and Designate Authorized Representatives to Conduct Business Transactions on Behalf of the Agency

Mr. Saldaña stated this is another annual compliance item, yet this is in addition to the previous ones discussed, and the Public Investment Act, Chapter 2256, the Agency must approach our Board if we want to add a new investment fund to the Agency's current portfolio. He stated with the low interest rates, the Agency has not been able to take advantage of the TexPool, the largest governmental pool of funds to get better interest rates. Mr. Saldaña commented the Agency would like to add a new investment relationship to our current portfolio with TexPool as they have been averaging between 102 and 125 basis points.

MR. YOUNG MADE A MOTION TO AUTHORIZE STAFF TO ENTER INTO A NEW INVESTMENT RELATIONSHIP WITH TEXPOOL INVESTMENT POOLS PARTICIPATION AGREEMENT, COMPLETION OF DOCUMENTS REQUIRED TO OPEN INVESTMENT ACCOUNTS, AND DESIGNATE AUTHORIZED REPRESENTATIVES TO CONDUCT BUSINESS TRANSACTIONS ON BEHALF OF THE AGENCY. MR. ALONZO SECONDED THE MOTION. NISKALA, ALONZO AND YOUNG VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Heard Presentations:

a. 2016 Defined Benefit Plan Audit by Collier, Johnson & Woods

Mr. Saldaña introduced Mr. John Shepherd with Collier, Johnson & Woods. Mr. Shepherd reported on the Defined Benefit Plan (DBP) audit and provided a PowerPoint to show the Management responsibility, opinions, and emphasis of matter – adoption of accounting standard. Using a condensed financial information chart, Mr. Shepherd commented the chart shows the growth from \$30 million to \$32 million from 2015 to 2016, or a change of \$2.3 million.

Mr. Shepherd mentioned this change will reduce the pension payments going forward, and spoke on the interest rate risk and how the agency's portfolio flows. He also spoke on credit risk, foreign (international) currency risk, and schedule of net pension liability and related ratios. He commented total net percentage of pension liability at 93.18 and the agency is doing very well. Mr. Shepherd also provided the schedule of contributions over the last 10 fiscal years, and the Agency is at 16 percent on covered payroll.

b. Investment Report for the 2ND Quarter Ended June 30, 2017

Mr. Saldaña commented the Agency's short-term rates are low, yet still higher than industry. Using a PowerPoint, he displayed a chart of the Agency's portfolio analysis. He commented the low risk type funds at 66.63 percent for bank notes, 11.45 percent for bank CDs, 4.52 percent broker CDs, 8.20 percent governmental funds and 9.19 percent in money market accounts. He continued with beginning book was \$21.9 million and ending book at \$21.7 million. Mr. Saldaña displayed a Maturity Analysis and stated the Agency is doing well with a positive cash flow.

He commented benchmark quarterly averages on the Agency's T-bills were at .370 percent in 2016 versus .344 percent in March of this year, and .241 percent in June,

and our average rate of return has gone down to about 28 days. He commented TexPool at .788 percent is another reason the Agency wants to go with them again so we may get a better rate of return and low risk. He commented bank demand for public funds deposits remain low as bank deposit accounts currently are yielding 0 percent, money market funds have risen to .75 percent, and the Agency's current portfolio has maturities through March 2018.

c. August Financial Report

Mr. Saldaña reported the August financials total operating revenues are \$140,111 on a budget of \$252,132, or a decrease of 112,021. He continued with the departmental expenses still down at \$2.47 million versus \$2.61 budgeted amount. Mr. Saldaña commented operating income budget at \$3.18 million. He commented sales tax revenue at \$2.645 million versus \$2.723 budgeted, a small short-fall of \$77,967. His chart showed for grants that the Agency drew down \$114,843 versus \$186,667, and our net income loss of \$504,347, yet when you back out the non-cash outlay of depreciation gives us a change in net assets of \$49,913.

Using a PowerPoint, Mr. Saldaña displayed a chart of expenses by function for August excluding depreciation, interest and street improvements amounts. He reported on the income statement of totals at \$1.8 million on a budget of \$2.0 million, or a short-fall of \$178,124. The departmental expenses came in at \$20.7 million versus \$21.4 million with a \$700,000 in savings, depreciation for the year at \$5.6 million versus \$3.1, and our total operating expenses came in at \$26.3 million versus \$24.5 million and offset because of our depreciation. He continued with sales tax revenues being at \$20.8 million on a budget of \$22.1 million, and with our federal dollars at \$1.9 million, and with a loss of \$3.5 million being offset by depreciation, we have a positive cash flow of about \$2.0 million.

Mr. Saldaña ended with July sales tax estimated at \$2.6 million and collected \$2.5 million, or \$19,959 less than last year, and about \$226,683 budgeted for July.

Adjournment

There being no further business, the meeting was adjourned at 9:17 a.m.

Submitted by: Dena Linnehan



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Administration & Finance Committee Memo

October 25, 2017

Subject: Action to Amend or Revoke the Board Policy on the Naming Facilities

Recommendation

The Board Chair wishes to take action on the naming of facilities.

Respectfully Submitted,

Final Approval by:



Jorge Cruz-Aedo
Chief Executive Officer

**REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY**

NAMING OF SHELTERS, STATIONS AND OTHER FACILITIES

POLICY STATEMENT

The RTA Board of Directors has adopted a policy that it does not name shelters, stations or other facilities of the RTA in honor of any individuals. Shelters, stations and other facilities shall be named based upon their geographic locations or other functional purposes.

Adopted May 10, 2006.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Administration & Finance Committee Memo

October 25, 2017

Subject: Adoption of the 2018 Board and Committee Meetings Calendar

Background

Each year, the Board adopts a meeting calendar for the upcoming year. The CCRTA monthly Board Meeting(s) are scheduled on the first (1ST) Wednesday of the each month. The Administration & Finance Committee and Operations & Capital Projects Committee are held on the fourth (4TH) Wednesday each month, respectively.

Recommendation

Staff requests that the Administration & Finance Committee recommend to the Board of Directors to adopt a 2018 meeting calendar.

Respectfully Submitted,

Final Approval by:



Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

2018 Meeting Calendar - CCRTA Board of Directors

JANUARY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

January

3RD – BOARD Mtg.
8:30 a.m.

24TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects

July

11TH – BOARD Mtg.
8:30 a.m.

25TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects
APTA BOD Member/Support - TBD

JULY

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FEBRUARY

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February

7TH – BOARD Mtg.
8:30 a.m.

28TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects
APTA CEO Seminar - Feb 10-12

August

1ST – BOARD Mtg.
8:30 a.m.

22ND – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects

AUGUST

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MARCH

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March

7TH – BOARD Mtg.
8:30 a.m.

28TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects
APTA Legislative - Mar 18-20

September

5TH – BOARD Mtg.
8:30 a.m.

26TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects
APTA Annual - Sep 23-26

SEPTEMBER

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APRIL

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29	30					

April

4TH – BOARD Mtg.
8:30 a.m.

25TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects

October

3RD – BOARD Mtg.
8:30 a.m.

24TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects

OCTOBER

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MAY

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May

2ND – BOARD Mtg.
8:30 a.m.

23RD – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects
*APTA Int'l Bus Rodeo - May 4-8
& Bus/Paratransit - May 6-9*

November

7TH – BOARD Mtg.
8:30 a.m.

28TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects

NOVEMBER

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JUNE

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June

6TH – BOARD Mtg.
8:30 a.m.

27TH – COMMITTEE Mtgs.
8:30 a.m. Admin. & Finance
9:30 a.m. Ops. & Cap. Projects

December

5TH – BOARD Mtg.
8:30 a.m.

No COMMITTEE Mtgs.

DECEMBER

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Subject: September 2017 Financial Report

SUMMARY: The Authority's net financial performance for the month of September exceeds budgeted amounts by \$1,182,429. The positive variance is primarily attributed to federal grant drawdowns related to reimbursement for preventative maintenance. Cost savings in department budgets also contributed to the improvement in net assets. A negative factor, again, 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.

REVENUES

▪ Sales Tax Allocation – Received in September

The sales tax allocation received in September for \$2,579,516.61 represents consumer spending in July. The allocation in comparison to the same period last year is lower by \$19,959 or -0.8%. YOY (Year-to-Year) collections for 2017 totaled \$18,354,039 which is \$210,032 higher than the same period last year and represents a positive growth of 1.16%.

The allocation for the month of July fell short of the monthly budget by \$226,983 or -8.09%. The Year-to-Date allocations fall short of budget by \$1,235,361 or -6.3%.

▪ Sales Tax Allocation – Received in October

The sales tax allocation received in October for \$2,394,858.51 represents consumer spending in August. The allocation comes in lower than anticipated due to the effects of Hurricane Harvey. Businesses affected by Hurricane Harvey were allowed to delay their remittance of sales tax to the Office of the State Comptroller by up to 30 days. This delay will lead to deferred flows of sales tax payments from the Comptroller's Office to the RTA. This coupled with the delay in processing sales tax allocations for the third quarter ending September 3 lead to the shortfall in sales taxes received. The allocation in comparison to the same period last year is lower by \$102,216 or -4.09%. YOY (Year-to-Year) collections for 2017 totaled \$20,748,897 which is \$107,815 higher than the same period last year and represents a positive growth of 0.52%.

The allocation for the month of August falls short of the monthly budget by \$301,141 or 11.17%. The Year-to-Date allocations fall short of budget by \$1,536,503, or -6.89%.

- Sales Tax Revenue Reported in September Financials
For clarity the actual sales tax revenue of \$3,010,954 reported in the September financials represents an accumulation of transactions that have occurred to date. One factor is the accruals and the others are the adjustments to the accrual when the actual sales allocation is received.
- Operating Revenues – For the month of September, Passenger Service was \$146,222 vs. \$163,569 in 2016 – a decrease of \$25,147 and \$53,892 (27%) lower than current budget estimates. Other operating revenues, which includes advertising, were \$23,120 vs. \$52,018 budgeted for a net shortfall of \$28,898. 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 under budget by \$260,878, or 10.0%. For the year to date, expenses are under budget by \$906,489, or 3.9%. 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.

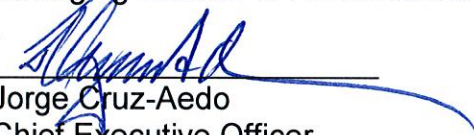
- Salaries & Benefits – September reflects \$1,131,396, which is 4.81% (\$57,166) under budgeted amounts. For year to date expenses, this category is 6.89% under budget.
- Services – September reflects \$292,762, which is 4.03% (\$11,344) over budgeted amounts. This variance is related to timing of receipt of invoices as the month of August was \$59,848 under budget.
- Materials and Supplies – September reports \$172,014, which is 29.12% (\$70,661) under budgeted amounts. The main variance is related to timing of receipt of invoices for repair parts and supplies for fleet vehicles as the month of August was \$41,292 over budget.
- Utilities – September reports \$48,036, which is 58.89% (\$68,798) under budgeted amounts.
- Insurance – September reports \$288,150, which is \$22,317 (8.40%) over budgeted amounts. The major factors of this variance are health insurance claims invoices.
- Purchased Transportation – September reports \$406,912 which is \$72,592 (22.97%) under budgeted amounts. The variance is related to the timing of invoices.
- Miscellaneous – September reports \$15,327 which is \$25,322 (62.29%) under budgeted amounts. The variance is related to the timing of invoices.

Please refer to the following pages 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 September 30, 2017 & September 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	\$ 146,222	200,114	(53,892)	171,369	(25,147)
Bus advertising	16,145	18,268	(2,123)	7,432	8,713
Charter service	-	-	-	-	-
Other operating revenues	6,975	33,750	(26,775)	27,676	(20,701)
Total Operating Revenues	169,342	252,132	(82,790)	206,477	(37,135)
Operating Expenses:					
Transportation	588,002	577,154	(10,848)	539,526	(48,476)
Customer Programs	20,575	37,431	16,855	20,081	(494)
Purchased Transportation	406,912	479,503	72,592	433,437	26,525
Service Development	30,017	35,451	5,434	36,724	6,707
MIS	57,704	71,556	13,851	40,230	(17,474)
Vehicle Maintenance	335,756	410,532	74,775	413,758	78,002
Facilities Maintenance	113,348	146,688	33,341	91,686	(21,662)
Contracts and Procurements	12,987	14,618	1,631	9,974	(3,013)
CEO's Office	85,309	52,159	(33,150)	46,457	(38,852)
Finance and Accounting	43,242	40,876	(2,366)	32,675	(10,567)
Materials Management	14,047	13,785	(262)	16,017	1,970
Human Resources	412,151	442,677	30,526	472,883	60,732
General Administration	36,374	50,410	14,036	33,794	(2,580)
Capital Project Management	15,087	16,284	1,197	16,407	1,320
Marketing & Communications	44,105	46,821	2,717	54,366	10,261
Safety & Security	83,065	105,244	22,179	150,419	67,354
Staples Street Center	55,916	74,286	18,370	47,607	(8,309)
Total Departmental Expenses	2,354,597	2,615,475	260,878	2,456,041	101,444
Depreciation	708,333	390,067	(318,266)	663,747	(44,586)
Total Operating Expenses	3,062,930	3,005,542	(57,388)	3,119,788	56,858
Operating Income (Loss)	(2,893,588)	(2,753,410)	(140,178)	(2,913,311)	19,723
Other Income (Expense)					
Sales Tax Revenue	3,010,954	3,088,200	(77,246)	2,626,525	384,429
Federal, state and local grant assistance	1,622,943	186,667	1,436,276	401,019	1,221,924
Investment Income	4,905	8,167	(3,262)	8,042	(3,137)
Gain (Loss) on Disposition of Property	-	4,583	(4,583)	-	-
Debt Service	-	-	-	-	-
Other Income (Expense)	30,103	30,353	(250)	38,925	(8,822)
Subrecipient Grant Agreements	(5,269)	-	(5,269)	-	(5,269)
Street Improvements Program for CCRTA Region Entities	(252,623)	(229,083)	(23,540)	-	(252,623)
Net Income (Loss) Before Capital Grants and Donations	1,517,425	335,476	1,181,949	161,200	1,356,225
Capital Grants & Donations	480	-	480	-	480
Change in Net Assets	\$ 1,517,905	335,476	1,182,429	161,200	1,356,705

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statement of Net Position
Month ended September 30, 2017 and year ended December 31, 2016

	Unaudited September 30 2017	Audited December 31 2016
ASSETS		
Current Assets:		
Cash and Cash Equivalents	\$ 24,033,041	\$ 15,727,428
Investments	4,075,285	9,002,510
Receivables:		
Sales and Use Taxes	5,483,059	5,439,760
Accrued Interest	8,885	54,719
Federal Government	-	406,078
Other	48,757	36,938
Inventories	676,770	610,376
Prepaid Expenses	880,203	280,434
Total Current Assets	35,206,000	31,558,243
Non-Current Assets:		
Restricted Cash and Cash Equivalents	1,611,302	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	9,486,159	-
Total Capital Assets	157,422,117	147,935,958
Less: Accumulated Depreciation	(73,970,107)	(67,595,109)
Net Capital Assets	83,452,010	80,340,849
Total Non-Current Assets	85,063,311	82,069,300
TOTAL ASSETS	120,269,311	113,627,543
DEFERRED OUTFLOWS OF RESOURCES		
Deferred outflow related to pensions	4,550,803	4,550,803
TOTAL ASSETS AND DEFERRED OUTFLOWS	124,820,114	118,178,346

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statement of Net Position (continued)
Month ended September 30, 2017 and year ended December 31, 2016

	Unaudited September 30 2017	Audited December 31 2016
	<u>2017</u>	<u>2016</u>
LIABILITIES AND NET POSITION		
Current Liabilities:		
Accounts Payable	228,579	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	2,394,496	3,329,846
Other Accrued Liabilities	682,687	625,718
Total Current Liabilities	<u>4,425,336</u>	<u>6,922,358</u>
Non-Current Liabilities:		
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
Total Non-Current Liabilities	<u>23,761,057</u>	<u>23,761,056</u>
TOTAL LIABILITIES	<u>28,186,393</u>	<u>30,683,414</u>
DEFERRED INFLOWS OF RESOURCES		
Deferred inflow related to pensions	195,034	195,034
TOTAL LIABILITIES AND DEFERRED INFLOWS	<u>28,381,427</u>	<u>30,878,448</u>
Net Position:		
Net Invested in Capital Assets	63,077,010	60,082,998
Restricted for Debt Service	1,611,302	1,611,302
Unrestricted	31,750,374	25,605,598
TOTAL NET POSITION	<u>\$ 96,438,687</u>	<u>\$ 87,299,898</u>

Corpus Christi Regional Transportation Authority
Statement of Cash Flows (Unaudited)
Month ended September 30, 2017

	<u>9/30/2017</u>
Cash Flows From Operating Activities:	
Cash Received from Customers	\$ 270,551
Cash Received from Bus Advertising and Other Ancillary	24,681
Cash Payments to Suppliers for Goods and Services	(1,585,286)
Cash Payments to Employees for Services	(697,832)
Cash Payments for Employee Benefits	(491,393)
Net Cash Used for Operating Activities	<u>(2,479,279)</u>
Cash Flows from Non-Capital Financing Activities:	
Sales and Use Taxes Received	2,579,517
Grants and Other Reimbursements	1,623,423
Distributions to Region Entities	(1,184,237)
Net Cash Provided by Non-Capital Financing Activities	<u>3,018,703</u>
Cash Flows from Capital and Related Financing Activities:	
Purchase and Construction of Capital Assets	(73,334)
Net Cash Provided by Capital and Related Financing Activities	<u>(73,334)</u>
Cash Flows from Investing Activities:	
Investment Income	6,501
Purchases of Investments	(1,000,000)
Maturities and Redemptions of Investments	1,000,000
Net Cash Provided by Non-Capital Financing Activities	<u>6,501</u>
Net Increase in Cash and Cash Equivalents	472,591
Cash and Cash Equivalents (Including Restricted Accounts), September 1, 2017	25,171,752
Cash and Cash Equivalents (Including Restricted Accounts), September 30, 2017	<u>\$ 25,644,343</u>

**REGIONAL TRANSPORTATION AUTHORITY
OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES
WEDNESDAY, SEPTEMBER 27, 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 August 23, 2017**
- 4. Action to Approve the Request for Proposal (RFP) for the Law Enforcement Services Contract**
- 5. Heard Presentations:**
 - a. August 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, 2nd Floor Board Room, Corpus Christi, Texas.

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

Committee Members Absent: None

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

Public Present: Benjamin Schmit, MV Transportation; Regina Contreras, ATU Local 1769; John Shepherd, Collier, Johnson & Woods; Sean Costello & Aaron Ault, ODS; Nicole Woolbright, KCS/PR; Sandy Rondo

Call to Order & Roll Call

Mr. Michael Reeves called the meeting to order at 9:54 a.m. 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 August 23, 2017

MR. GEORGE CLOWER MADE A MOTION TO APPROVE THE OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES OF AUGUST 23, 2017. MR. GLENN MARTIN SECONDED THE MOTION. REEVES, MARTINEZ, CLOWER, MARTIN AND HARRIS VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE.

Action to Approve the Request for Proposal (RFP) for the Law Enforcement Services Contract

Mr. Mike Rendón reported on the active Request for Proposals (RFP) for Law Enforcement Services by giving a background to-date. He said on April 26, 2017, the Administration & Finance Committee presented the Scope of Work (SOW) for services to the board at their request, prior to issuance of an RFP. Mr. Rendón said the SOW was reviewed and approved at the June 7, 2017 Board meeting, and an RFP was issued on June 12, 2017 with the Bid Opening meeting being held on August 31, 2017, and the Agency received 4 proposals. He mentioned the contract term is for three (3) years with one (1) two-year option, and the Review Team of 5 senior staff employees from Operations, Transportation, Administration, Capital Projects and Safety & Security evaluated the four proposals. He also commented the Review Team researched other transit agencies from major hub cities, and majority of those surveyed, used law enforcement services while the remaining used security services.

Using a PowerPoint, he presented a slide of scores and bid tabulations. He stated Off Duty Services scored 87.97 pts. of 100 pts. maximum, in the 6 categories of Approach & Work Plan, Qualification & References, Experience, Training, Technical Score and Price Score. He said their bid tabulation was \$2,305,627.70, and the Review Team felt the best valued and recommended proposal is Off Duty Services. He said Off Duty Services employs over 20,000 officers, and their management team has over 75 years of experience. He continued with they offer enhanced coverage, above and beyond security service for natural disasters, their general liability and worker's compensation process minimizes the client's liability exposure, payroll is a complete system they administer, and use a mobile app; OfficerTRAK, to verify officers GPS locations to include a clock in/out feature and accountability, and their clients are able to log into the system.

Mr. Jorge Cruz-Aedo commented on the discussions of what the Agency can/cannot do, someone said this/that, so we have coordinated with our employment attorney and general counsel regarding this RFP, and they concur and support the recommendation staff is bringing before the Board, that it is lawful in the State of Texas, and any other interpretation is not with merit. He continued with all the issues that must be met with law enforcement are being met as recommended by staff, and as a baseline, can any of these firms provide the services, yes. He stated we are bringing to you the baseline plus additional services very attractive to the Agency allowing us to keep up with officers with the OfficerTRAK app to hold the officers accountable when they clock in/out and on duty at present time, the other firms proposals would be for us to rely on the honor system to know if they are on duty.

He mentioned workmen's compensation and general liability is an issue for the Agency, and we have been extremely lucky in that we have not had any claim. He said the officers are covered with their employer when performing law enforcement activities, and based on our general counsel's advice, the Agency is not covered when the officers are performing non-law enforcement activities, and there are periods when they are performing non-law enforcement activities while working at the Agency. He said this recommendation is coming to you with a baseline and added value, although not the lowest cost to the Agency, yet staff felt the added cost is a value to the CCRTA, and we have brought to you what you asked from us as the best recommendation for the Agency.

Mr. Young asked if he could see the bids with his law enforcement background, and Mr. Cruz-Aedo said the Agency doesn't normally provide bids to the board members, although they are public record and we could accommodate his request. Mr. Young asked about the liability portion for non-law enforcement activities being defined in the contract. Mr. Cruz-Aedo responded with it is defined as the Agency asked for specific liability insurance and worker's compensation insurance to cover the non-law enforcement activities. He also commented some of the other bidders did not include this in their proposals, so the Agency would have to go out and purchase these insurances and would be at a greater cost than this specific bid, in order to protect the Agency and our assets.

Another question asked by Mr. Young, is it defined in the contract where officers would come from. Mr. Rendón responded that he did not know, yet felt this specific company would utilize local law officers and would need to hold a current law enforcement license. Mr. Cruz-Aedo added, the Agency did not specify the officers come from any particular agency, this contract only specifies officers are licensed in the State of Texas. Mr. Robert Saldaña commented this is a performance-based contract and in those types of contracts, it is not defined how the bidder is to do their job. He said the Agency contracts and hires professionals to do the work, and in the event of another hurricane or disaster, current officers would be called back to their agency, so this company would bring officers from other law enforcement agencies out of this area to make sure the Agency has securities in place.

Mr. Curtis Rock commented from previous discussions regarding a law enforcement contract, and to piggy-back off of Mr. Young's concerns, would certain criteria include SWAT, certain training levels and more, so that just a warm body with a license securing the Agency did not sit well with him. Mr. Cruz-Aedo commented as part of the basic RFP, those items Mr. Rock mentioned were stated as a condition in submitting a proposal, and all of the proposals the Agency received included the specific items of SWAT, certain training levels as part of the SOW. Mr. Young asked for clarity on SWAT and Escalation Training, and Mr. Rendón responded SWAT was a condition in the SOW, and Escalation Training was preferred. Mr. Cruz-Aedo again commented this was as a performance-based contract, we do not tell them how to do the job, we tell them this is the scope of work we want. Mr. Young commented this is important, and for our community, we decide how we want our officers to respond to certain needs of

our community. He continued with we have a police department, sheriff department and constable offices, and they are not all trained the same, and don't have the same type of licenses as there are various licenses; basic, intermediate, advanced, master and they really mean something as far as training, longevity and certain expertise. Mr. Saldaña commented the proposal is multiple pages that included a whole list of items to be met as part of the RFP, and what we are asking is for a recommendation to go forward so we can begin negotiation with the different companies. He said the proposals met all of the requirements stated as conditions of the RFP criteria, and we need your approval to move forward so we may negotiate further with all these companies on specific requirements.

Mr. George Clower asked for clarification from Mr. Rendón regarding the previous discussions concerning the RFP by using only licensed peace officers to handle the Agency's security services, and he responded, correct. Mr. Clower mentioned Premier, Tommy and Safety Security as being only security type companies, and Mr. Rendón responded they are security companies who hire off-duty police officers and all of them are TCOLE (The Commission on Law Enforcement) certified. Mr. Clower said, so they are required to have a basic license, and if they have intermediate, master, advanced, those are preferred, Mr. Rendón replied yes. Mr. Clower commented he wanted to make sure the Agency has an officer onsite who has power to make an arrest, and Mr. Rendón responded again they are security companies who hire off-duty police officers. Mr. Clower questioned if an off-duty officer working at the Agency had an emergency and needed to leave, how would this company replace them. Mr. Rendón commented they have to use off-duty police officers, not security guards. Mr. Cruz-Aedo commented to make it clear, this is not a security guard contract, this is a law enforcement contract.

Mr. Michael Reeves spoke to clarify Mr. Clower's earlier question regarding the contract that the proposals submitted for the RFP are for a law enforcement contract, not a private security contract. Mr. Rendón responded 3 of them are security companies, and one is an individual. Mr. Abel Alonzo asked if this was the lowest bid, and Mr. Rendón replied that this was the highest bid received. Mr. Alonzo said he can justify this unanimous recommendation as security is the very important for the drivers and for the riders. Mr. Cruz-Aedo added as an interesting note, staff would love to say we are bringing to you what everyone does, unfortunately everyone does it a little unique to their organizations. He said the big Metros with the big budgets who have the capacity, have their own law enforcement departments within them. He stated, the CCRTA is not in that position, and we are not like the smaller Metros, that hire security guards to provide them security. Mr. Cruz-Aedo commented as was said by our board members, the Agency wants to deter and the arrest capabilities that a law enforcement officer has. He also mentioned Austin Metro is similar to the CCRTA, and they have a contract with the City of Austin Police Department for their security. He said the agencies here do not want to do that with the CCRTA as we have had discussions with the Corpus Police Chief, the Sheriff, they wish us well, we have their own budget issues and we do not want to get into your (CCRTA) area.

Mr. Cruz-Aedo mentioned staff is trying to bring to the Board, the best option we can. He continued with, as I stated earlier, any one of these companies can bring you law enforcement officers, and we've identified this group as being the best value for the CCRTA. He said, if we go with one the others who doesn't provide insurance, the Agency will have to go out and buy insurance we are not going to take that risk anymore, and that cost and providing that cost for these services are shown on the responses for this RFP. Mr. Cruz-Aedo commented the Agency wants to move forward with an award, to bring this to the October Board meeting as the contract is expiring in December, and we want to do what the Board wants us to do.

Mr. Edward Martinez asked if all these companies are local and working in the area. Mr. Rendón responded two are from Houston and the other two are local. Mr. Martinez said those companies from out of town really don't know our culture here, and stated of the \$2.2 million being the lowest bidder, we are looking at a tight budget not knowing what increases are going to be, and we are looking at this contract with a fine toothed comb regarding security, we definitely don't want to lose any services here, why aren't we going with the lowest bidder. Mr. Cruz-Aedo replied why?, this firm does their own payroll and the low bid will make the Agency still process payroll, and this firm has the ability to have the officer clock in/out is GPS based so we know they are actually there, where the other has you physically write down that they were there. He said when we had the hurricane and officers were called back to their agencies, we had zero of law enforcement. He said this firm has the ability to keep us secure with their network to bring other officers in, and how they work is their commitment to do, and the Review Team believes this added value, and the several hundred thousand dollars over a three-year period is worth it. Mr. Cruz-Aedo commented not having to do payroll will save the Agency several dollars of personnel and processing time at a savings of over \$8,000 plus dollars per year.

Mr. Tom Niskala stated this was a request for proposals, not a bid, and basically had issues such as qualifications, experienced training and technical scores which compared each of the proposals and this is the one that had the highest rating. He stated you are going for the best product and talking about a service not generics, and you choose not on price, you choose on best skillset for the services and qualifications of the entities and their performance in other areas, and a 10 percent differential between lowest is well worth it. Mr. Alonzo commented he was in agreement with Mr. Martinez's statement in going with who offers the best services may cost us a little more, senior staff's recommendation, and no problem educating the public on safety and security. Mr. Martinez said he likes to keep sales tax and tax dollars with local businesses, and understands quality, service and other big companies come here to do the work, he prefers keeping dollars locally.

Mr. Rock asked how many of the applicants who submitted proposals have actual experience with local transit like the CCRTA. Mr. Rendón replied with only Premier and Safety Security had experience with Houston Metro, and he stated Mr. Cabello is one of the officers who currently work at the CCRTA for over the past 6-7 years. Mr. Rock asked if he worked security or law enforcement, and Mr. Rendón replied, law

enforcement, at all of the stations and numerous locations, and is a regular on the Agency's schedule. Mr. Rock commented Mr. Cabello was familiar with the riders, operators and staff, and Mr. Rendón replied correct. Mr. Young said looking at the criteria being judged; for example, training; is that judging the company, or the staff of officers, and Mr. Rendon responded it is for both. He said we looked at the training the company does with its officers, and individuals training as the company submitted over 40 certificates for training from their staff of officers; from SWAT, to ADA, to drug investigation, and task force. Mr. Young asked for an example of experience, and Mr. Rendón commented we asked if they had done some type of Metro, Transit work from one individual, and the other companies we asked what type of work did they do as some did pipeline work, refinery work, traffic control and public roads, the type of training they do with the officers they hire and officers with experience. Mr. Young stated for Off Duty Services rating was a 12.6 and they don't have experience with the CCRTA, yet Premier's rating was 13.6, one point higher, and they do? Mr. Rendón said yes they did as they worked with metro in Houston. Mr. Young said the officer that works here at the CCRTA rating was 7.8, so Mr. Rendon explained the rating was based on the average of each of the 5 evaluators.

Mr. Saldaña added when you look at Off Duty Services and Premier, they submitted a packaged deal to include a contingency plan in case of hurricane or natural disasters, training of their people 'boots on the ground' that will provide the service. The others just provided their individual training and did not provide any of info of their officers in the field, just their own personal training. He said this is why they scored lower as we are trying to rate the people and service at the station, not just people behind a desk, and did not provide the information asked for regarding the officers in the field or who they use. Mr. Rock asked do we really know what officers they are going to actually use for our contract and how can that be an element of the proposal.

As commented by Mr. Saldaña, they are submitting the requirements we asked for in the RFP, and said any of these companies without a contract signed are not going to hire 30 people to tell us what officers will work here and then not get the bid. He continued with they have levels of experience based on other contracts they hold and what they ask from those officers. Mr. Young asked what that would be, and Mr. Saldaña commented SWAT training, and de-escalation training, people with mental disabilities, all the things we asked for in the RFP which is what we have been hearing from the Board for the last 2-3 years. Mr. Young stated we also talked about disciplinary issues and lawsuits as these are important as a law enforcement agency would be very concerned about as this is why officers are taken off the street.

Mr. Saldaña stated how we scored these is based on how you respond to the RFP, and we can only ask and respond and score from what the RFP asked, not from what has not been asked. He stated with your recommendation, if there is something you want us to ask, we can still negotiate with the companies for terms not asked in the RFP, and what we are asking today, is for you to award our ability to negotiate with someone. Mr. Rock commented he has seen a lot of tap-dancing personally. Mr. Cruz-Aedo spoke up to say we asked for law enforcement officers to be on this contract that are in

good standing, no disciplinary problems, all the things the Board has indicated they wanted us to do, and all four pretty much say that. He said, can I guarantee you that I can have an officer without any disciplinary issues, with any four of these, no I cannot as we are not a police department, and we have to rely on the agencies that their staff of officers are in good standing or not in good standing, and said we don't want the bad ones as you don't want the bad ones. He continued with all four of these companies have provided us with what we have asked which is certified peace officers licensed in the State of Texas who can do the job at the CCRTA.

Mr. Cruz-Aedo also commented evaluations from the evaluators are one thing, you've probably had different opinions, and us score things a little differently, and you have asked us, and we have brought you the evaluation that was based on the criteria and a recommendation. He said, any one of these four can do the job, and we are bringing you what we think is the best value and if you don't like it throw it out.

Mr. Reeves thanked Mr. Cruz-Aedo for the feedback and everyone for their commentary, and after listening to everyone's concerns, questions, comments, he commended staff for doing their due diligence on following the RFP guidelines, going out there and asking for what we have in front of us. He continued and said for the first time in a long time, there are questions and some gray here that it seems like the Board is not comfortable with, so based on that I would recommend to the Operations & Capital Projects committee that you bring all of these to the Board meeting next week, so the Board can help you make a decision that is best for all of us. Mr. Cruz-Aedo asked bring what, to which Mr. Reeves responded all the proposals for consideration, as I'm not going to recommend the company staff has chosen, let's take it to the Board next week for the Board to decide, that's my recommendation as there are a lot of questions to be answered here. He commented he is all about sensitivity, and my question is, do any of the companies who are proposing know about our clientele, do they know our ridership, are they sensitive to their names, do they know what their needs are and how to handle their situations, and then there are taxpayer concerns we have a lower bid and I understand the whole point criteria of it being an RFP, but can a company who is not local bring in officers as needed know our ridership, that know our needs, and my recommendation is to bring all of these to the Board meeting next week for a final decision.

Mr. Rock stated either way it is coming before the board and wants to see a complete package when brought before them. Mr. Reeves asked to entertain a Motion unless someone has another question, to which, Mr. Young asked if the information could be provided to the Board prior to the meeting. Messrs. Saldaña and Cruz-Aedo commented yes we could get the information to them. Mr. Cruz-Aedo said that he works for the Board and for them to tell him what they want. Mr. Young would like to have the information in the RFPs and the responses prior to the Board meeting next week ASAP, and Mr. Cruz-Aedo stated you've seen the RFP and it has not changed, and Mr. Young responded that he had not.

Mr. Saldaña commented we have tried to address a few problems here by 1) we provided a Scope of Work (SOW) to the board to get that approved and all of you have seen the SOW; 2) we tried to go with what our employment lawyer advised us to do due to some liability issues that were on the table, and also worked with our general counsel to make sure we were doing everything proper, to address any concerns and in order for us to be able to answer any questions you would have.

Mr. Rock commented on liability issues and stated he relies heavily on Mr. Young due to his 37 years of expertise in law enforcement, and asked him how it works when he an officer does security for like a Whataburger or Nightclub. Mr. Young said the entity that hires you as a law enforcement officer and carries their credentials is ultimately responsible for actions because they are giving permission to do that off-duty assignment.

Mr. Cruz-Aedo commented he doesn't want this to be, he said/CEO said, but the attorneys have said yes, but not this, as with a law enforcement-related activity. Mr. Rock said but this is a law enforcement activity, and Mr. Cruz-Aedo said not all functions that officers do when working are law enforcement activities. Mr. Rock commented he was having trouble with the little tap-dance still going on and confused and asked again if this was a law enforcement contract or not. Mr. Saldaña commented he would get with Mr. Rendón to contact TML or the insurance company to find out what the definition of a law enforcement activity and non-law enforcement activity are on the liability issue before we bring back to the Board. Mr. Cruz-Aedo said our employment attorney has said not everything an officer does is in the scope of law enforcement, and in those areas, you need to have those kinds of protection to protect the CCRTA, it is not a tap-dance, it is the facts. Mr. Rock commented he seems more confused now than in the beginning and thought he had his facts straight. Mr. Glenn Martin asked what is a non-law enforcement activity and Mr. Rock said good question. Mr. Cruz-Aedo said for example; say an officer is on his coffee break and slips on a banana peel, this is a non-law enforcement scenario. Mr. Young commented on an example, of it is not illegal to drink beer on a bus, and the officer may engage someone and that would be a non-law enforcement activity because it is not illegal, he may engage the person and talk to them about it yet has no authority.

Mr. Cruz-Aedo commented our employment attorney works for the CCRTA, and general counsel, and any questions you have, we can have them at the Board meeting to answer your questions. This is why we pay them to advise us on the laws. He said he doesn't want the perception to be that we are tap-dancing as we are doing what the attorneys are telling us to do to protect the CCRTA. Mr. Reeves commented we have two options; 1) to table this discussion, or 2) we can bring all the proposals for this particular item to the board next week for consideration.

Mr. Cruz-Aedo commented as a staff member, he recommends that this not be tabled as we need a law enforcement contract by January 1, and to keep moving forward. He said whatever the Board wants us to do we will make sure you have the information to help you make that decision, whatever the decision may be. He continued, as a Board,

you have the right to reject it, or move in another direction, and if the latter, that your decision is based on quantifiable information that is accurate so the Board is protected in their actions.

Mr. Reeves commented to entertain a Motion, and Mr. Clower asked about the four proposals and where they would be pulling their officers from. Mr. Rendon said right now they are coming from CCPD, Constables offices, County, CCISD and Robstown PD. Mr. Saldaña said the only issue would be in a natural disaster, they would pull from the outside as current officers would be called back to their entities.

Mr. Reeves entertained a Motion to send the four proposals to the Board as requested by Mr. Young along with the RFP requirements and can they bring all of them to the Board for consideration next week. Mr. Cruz-Aedo commented if the Messrs. Martinez, Martin or Clower can move the item to the Board contingent upon staff getting the hard copies to all Board members of all reference materials so that the Board can evaluate the recommendation and either accept or reject, or make an alternative recommendation. Mr. Martin made the Motion. Mr. Reeves commented so the Motion is to bring this item to the Board next week with staff recommendation. Mr. Rock commented that will happen anyway, so what is needed is a Motion to recommend one of these four companies for approval by the Board at some point, and although we need to review these, we still need a recommendation to the Board for the meeting next week. Mr. Cruz-Aedo commented the agenda-ized is, Approve the Request for Proposal (RFP) for the Law Enforcement Services Contract, and we haven't identified anyone yet and we can move it forward as it is and we bring a recommendation and the board can either accept it, reject it or make some other suggestions, and we are receptive to all of that.

Mr. Martin asked for a substitute Motion to Recommend to the Board to Recommend Off Duty Services and the Board is supplied all the information in the RFP and the qualifications of the qualifying companies. Mr. Clower seconded the Motion, and Mr. Reeves asked for discussion. Mr. Martinez commented that we will discuss this further at our Board meeting upon receiving the information from staff and believe it will be a lengthy conversation as there seems to be some issues that still need to be worked out and clarity. Mr. Reeves asked for those in favor, all said aye with no one opposing, the Motion passed.

Heard Presentations:

a. August 2017 Operations Report

Mr. Gordon Robinson reported that in August we experienced Hurricane Harvey toward the end of the month which impacted our ridership numbers as well as the Coastal Bend and South Texas. He said we haven't ever seen a decline like this. We are currently waiting on vanpool numbers, and for system overall, we are just under 2.0 percent. Using a PowerPoint, he provided a chart with Wheelchair and Bicycle boardings, and stated On-Time Performance hanging in there with 8 Bond Projects at 85.3 percent. He commented B-Line had no issues and number of

verified CAFs at 45, Miles Between Roadcalls met our standard at 7,030. He said our Safety and Security YTD Collision Rate was at 1.58 and below the 2.0 standard.

Mr. Niskala asked how many days during the hurricane were we out of service, and Mr. Robinson commented there were 3 full days.

b. Procurement Update

Mr. Saldana reported on the 2 current procurements; law enforcement services at \$2.0 million, and ADA bus stop improvements at \$429,00. He reported on the four-month outlook with 3 projects; depository and banking service at \$57,600, portfolio management/DB & DC plans at \$186,000, and actuarial services for defined benefits at \$57,600. He said the CEO's signature authority had 7 items; 3 of them are for occupational therapist services and each not to exceed \$12,000 per year, unleaded fuel of \$31,500; Benetract agreement at \$16,308; Transloc real time system at \$45,000; and Fleet Net agreement at \$29,520.

Mr. Saldaña reported on the 3 current contracts; Long Term Disability at \$21,550, 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 10:25 a.m.

Submitted by: Dena Linnehan



Subject: Authorization to Issue an Invitation for Bids (IFB) for Lubricant & Fluid Supply

Background

The RTA requires heavy duty motors oils, lubricants, and fluids to maintain the fleet within Original Equipment Manufacturers (OEM) specifications, insuring warranties and fleet integrity. Lubricants and fluids must meet operational cycle demands for Diesel & CNG as outline by OEM specifications. Additionally, RTA fleet has a five-year warranty with an extended warranty for the new CNG Fixed Route Fleet. OEM specified lubricant and fluid supplies ensure the fleet remains compliant with manufacturer warranties and FTA State of Good Repair requirements.

Identified Need

A supply agreement assures RTA will maintain firm pricing, eliminate supply shortages, and meet demand. OEM specifications ensure all assets remain in a State of Good Repair as outlined by the Federal Transportation Administration. RTA requests bulk purchase of the following lubricant and fluid supplies;

TYPE OF LUBRICANT / FLUID	ESTIMATED ANNUAL USAGE / GALLONS
DIESEL ENGINE OIL/HYDRAULIC	2000
NATURAL GAS ENGINE OIL	3000
ENGINE COOLANT	2640
TRANSMISSION FLUID	900
BEARING GREASE	192
DIFFERENTIAL/REAR AXLE FLUID	800

The lubricant and fluid IFB is structured as a three-year firm supply agreement with two(2) one-year options following Board approval.

Disadvantaged Business Enterprise

Staff will monitor DBE and collaborate with Bidders to pursue DBE participation, including subcontracting opportunities.

Financial Impact

Total amount of expenditures will be determined on actual usage. Local funds are budgeted in FY2017 & 2018 Operating Budget.

Recommendation

Staff recommends the Board of Directors to authorize the Chief Executive Officer (CEO) or Designee to Issue an Invitation for Bids (IFB) for Lubricant & Oil Supplies.

Respectfully,

Submitted by: Bryan J. Garner
Director of Maintenance

Reviewed by: 
Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Operations and Capital Projects Committee Meeting Memo

October 25, 2017

Subject: 2018 Holiday Service Schedule

Background

Each year, the Service Standards require the Board of Directors' to approve service levels on dates which include a holiday or are adjacent to a holiday. In the past, RTA has not operated service on three days during the year, and operated a modified schedule on other dates. Attached is the draft notice to employees and contractors for review and approval.

Identified Need

Staff recommends the Board of Directors' establish the 2018 Holiday Service Schedule as follows:

Date	Holiday	Service Level
Sunday, April 1, 2018	Easter Sunday	No Service
Monday, April 2, 2018	Easter Monday Observed	Weekday Service Level
Monday, May 28, 2018	Memorial Day	Sunday Service Level
Wednesday, July 4, 2018	Independence Day	Sunday Service Level
Monday, September 3, 2018	Labor Day	Sunday Service Level
Thursday, November 22, 2018	Thanksgiving Day	No Service
Friday, November 23, 2018	Black Friday	Weekday Service Level
Monday, December 24, 2018	Christmas Eve	Weekday Service Level: Terminates in Early Evening
Tuesday, December 25, 2018	Christmas Day	No Service
Monday, December 31, 2018	New Year's Eve	Weekday Service Level: Terminates in Early Evening
Tuesday, January 1, 2019	New Year's Day	Sunday Service Level

Financial Impact

No financial impact.

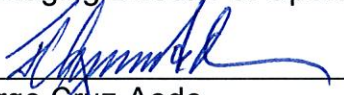
Recommendation

Staff requests the Operations and Capital Projects Committee recommend the Board of Directors to approve the 2018 Holiday Service Schedule as cited above for adoption at their next meeting.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: 
Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



To: RTA & Contract Employees
From: Jorge Cruz-Aedo, Chief Executive Officer
Re: 2018 Holidays and Service Levels

These service levels for 2018 are based on past experience with ridership levels within the service area.

- A. Sunday, April 1, 2018 – **Easter Sunday: (RTA HOLIDAY) NO SERVICE.** Administration and Customer Service Center closed.
- B. Monday, April 2, 2018 – **Easter Monday: (RTA ADMINISTRATION OBSERVED HOLIDAY) WEEKDAY SERVICE** level with regular fares. Administration and Customer Service Center closed.
- C. Monday, May 28, 2018 – **Memorial Day: (RTA HOLIDAY) SUNDAY SERVICE** level with regular fares. Administration and Customer Service Center closed.
- D. Wednesday, July 4, 2018 – **Independence Day: (RTA HOLIDAY) SUNDAY SERVICE** level with regular fares. Administration and Customer Service Center closed.
- E. Monday, September 3, 2018 – **Labor Day: (RTA HOLIDAY) SUNDAY SERVICE** level with regular fares. Administration and Customer Service Center closed.
- F. Thursday, November 22, 2018 – **Thanksgiving Day: (RTA HOLIDAY) - NO SERVICE.** Administration and Customer Service Center closed.
- G. Friday, November 23, 2018 – **Black Friday: (NO RTA HOLIDAY) WEEKDAY SERVICE** level with regular fares.
- H. Monday, December 24, 2018 – **Christmas Eve: (NO RTA HOLIDAY) – WEEKDAY SERVICE** level with regular fares, but ending earlier in the evening.
- I. Tuesday, December 25, 2018 – **Christmas Day: (RTA HOLIDAY) NO SERVICE.** Administration and Customer Service Center closed.
- J. Monday, December 31, 2018 – **New Year's Eve: (NO RTA HOLIDAY) – WEEKDAY SERVICE** level with regular fares, but ending earlier in the evening.
- K. Tuesday, January 1, 2019 – **New Year's Day: (RTA HOLIDAY) - SUNDAY SERVICE** level with regular fares. Administration and Customer Service Center closed.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Operations and Capital Projects Committee Memo

October 25, 2017

Subject: Title VI Program Update for Fiscal Years 2014-16

Background

Title VI of the Civil Rights Act of 1964 (Title VI) protects people from discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance. Every three years, the Federal Transit Administration (FTA) Office of Civil Rights conducts discretionary compliance reviews of recipients of FTA funding, including transit providers, state Departments of Transportation, and Metropolitan Planning Organizations to determine their compliance with FTA Circular 4702.1 "Title VI Program Guidelines for Federal Transit Administration Recipients". As the Corpus Christi Regional Transportation Authority is a transit provider which operates 50 or more fixed route vehicles in peak service and is located in an urbanized area of 200,000 or greater in population, a Title VI Program update must be filed in accordance with FTA timelines in order to continue to receive federal funding.

Identified Need

The fiscal year 2014-16 Title VI Program update is due to the FTA 60 days prior to the expiration date of January 31, 2018. Per FTA guidelines, the Board of Directors are required to approve this program update prior to submittal to the FTA in the Transit Award Management System (TrAMS).

In the development of the program update, demographic and socioeconomic characteristics of riders was revised using results of digital, hard copy, and on-board surveys collected under the Transit Plan 20/20 effort and U.S. Census Bureau demographic data. In addition, the 2010 census and current 2011-15 American Community Survey data were used to analyze and report minority, non-minority, low-income, and Limited English Proficient (LEP) populations within census tracts and block groups throughout the service area.

Service equity analysis documents are included in the update for major service changes. No fare increases occurred within this period. Additionally, no Title VI complaints have been filed or investigated in this period.

Financial Impact

None.

Recommendation

Staff requests the Operations and Capital Projects Committee recommend the Board of Directors to approve the Title VI Program Update for fiscal years 2014-16.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: 
Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

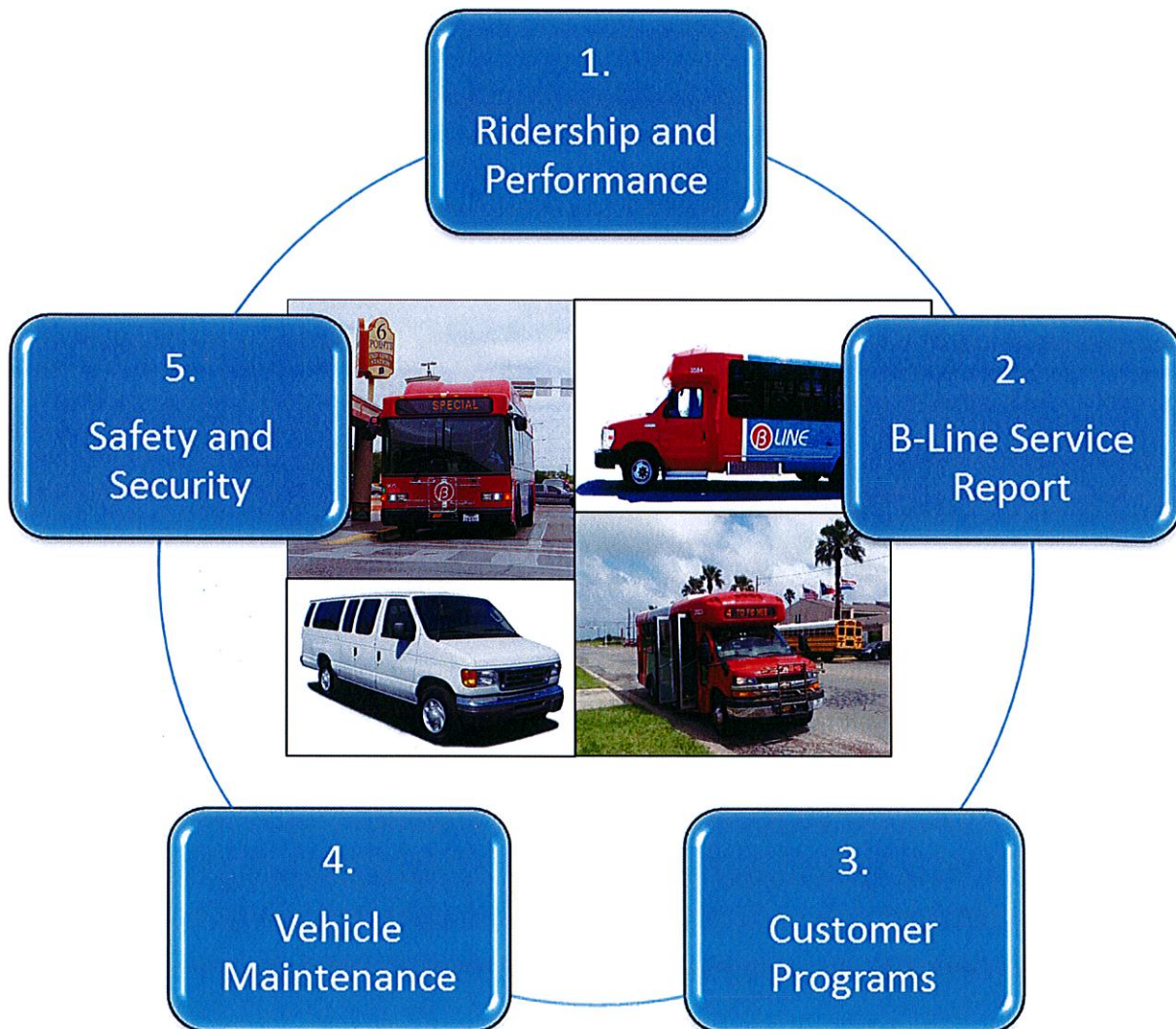
Operations & Capital Projects Committee Meeting

October 25, 2017

Subject: Operations Report for September 2017

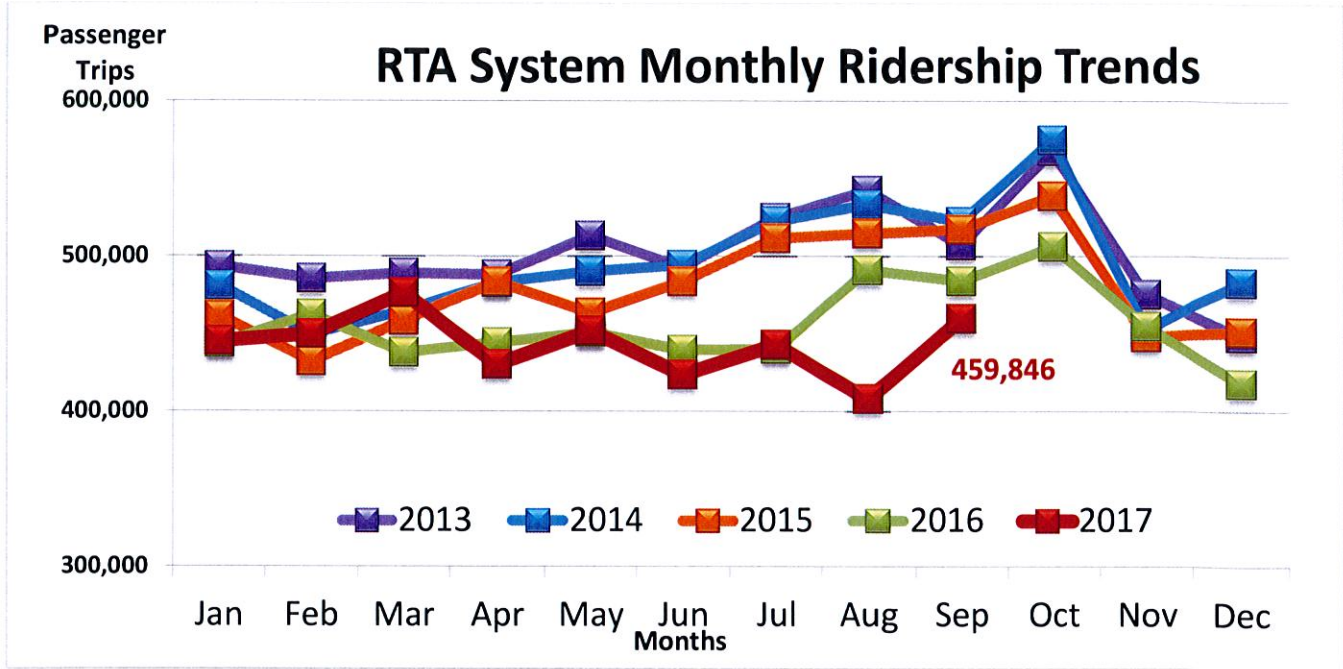
The system-wide monthly operations performance report for September 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between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

Detailed results are reported within the five sections outlined below:

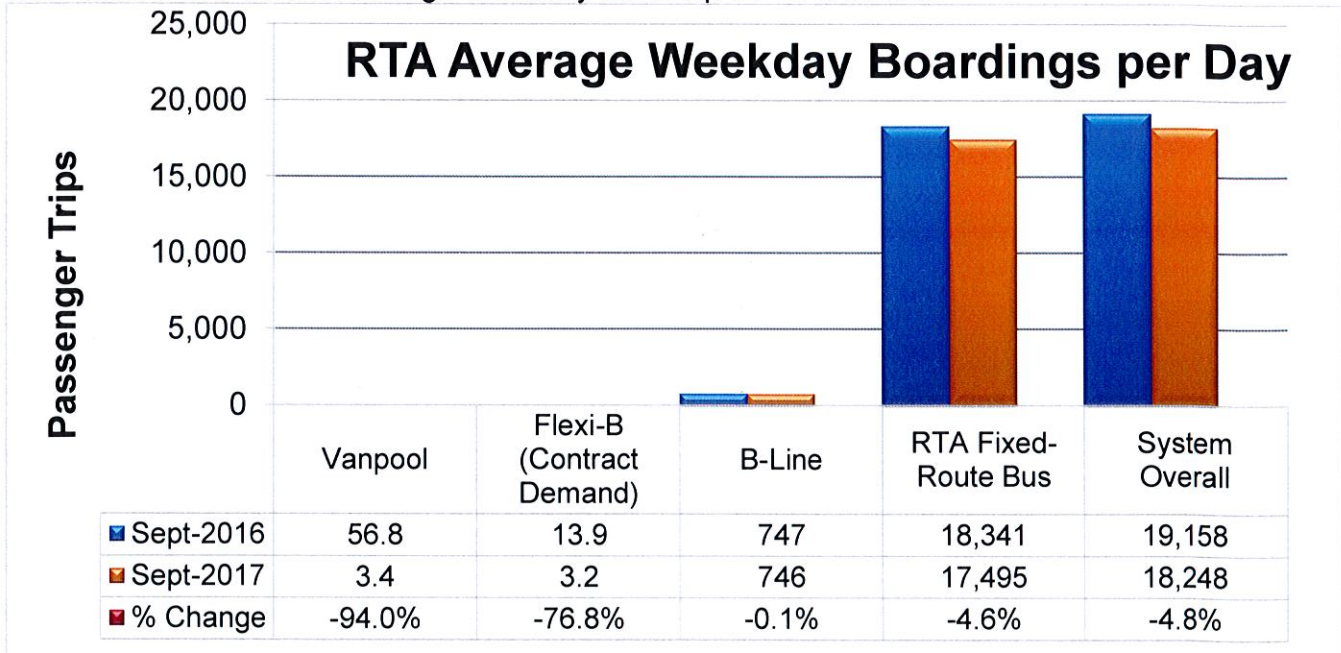


1. System-wide Ridership and Service Performance Results

Boardings for all services in September 2017 totaled 459,846. This represents a 5% decrease as compared to 483,905 boardings in September 2016 or 24,059 fewer boardings this month. There were 20 weekdays, 5 Saturdays, and 5 Sundays this year due to Labor Day Holiday. In 2016, there were 21 weekdays, 4 Saturdays, and 5 Sundays. Retail gas prices for unleaded fuel cost about \$2.40 per gallon compared to \$1.89 per gallon in September 2016¹. Rainfall last month was 1.46 inches and rainfall for September 2016 was 3.08 inches.²



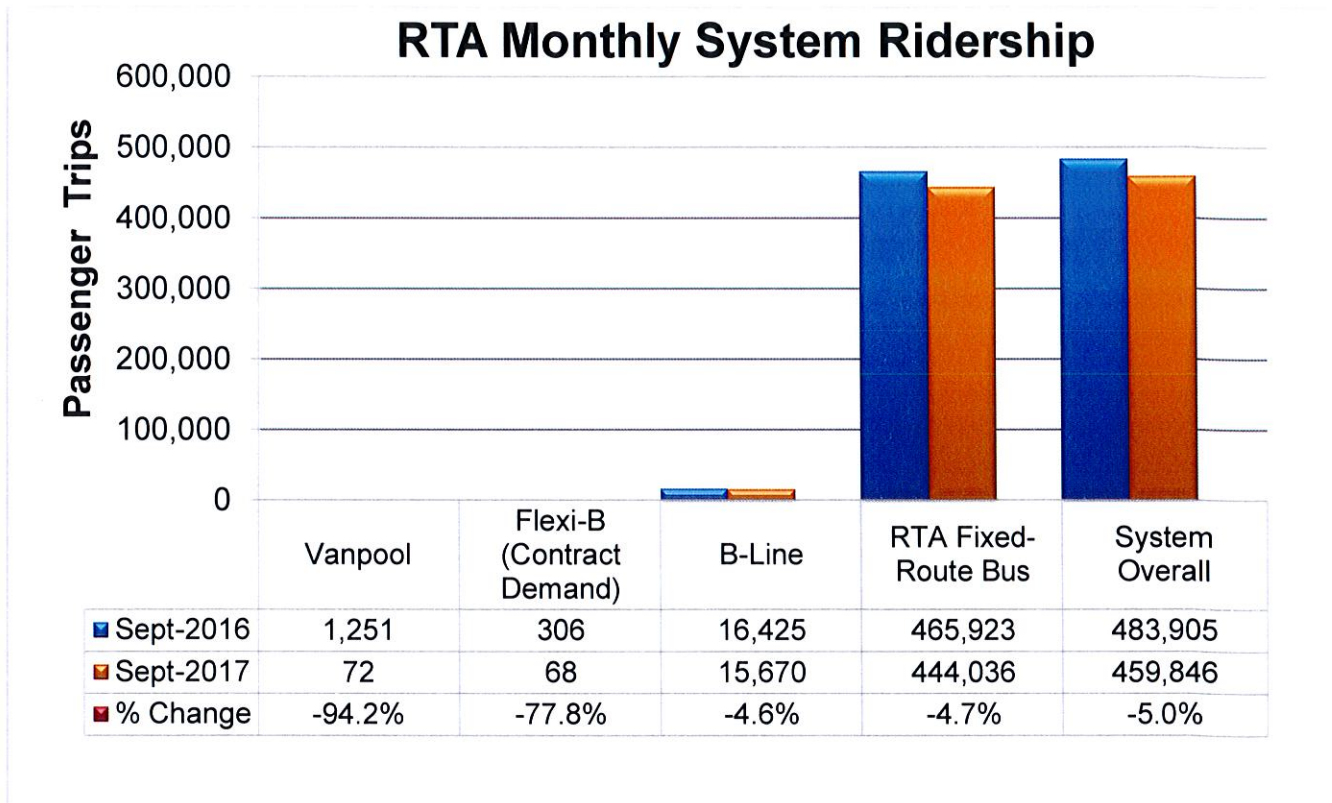
The chart below shows average weekday ridership for all services.



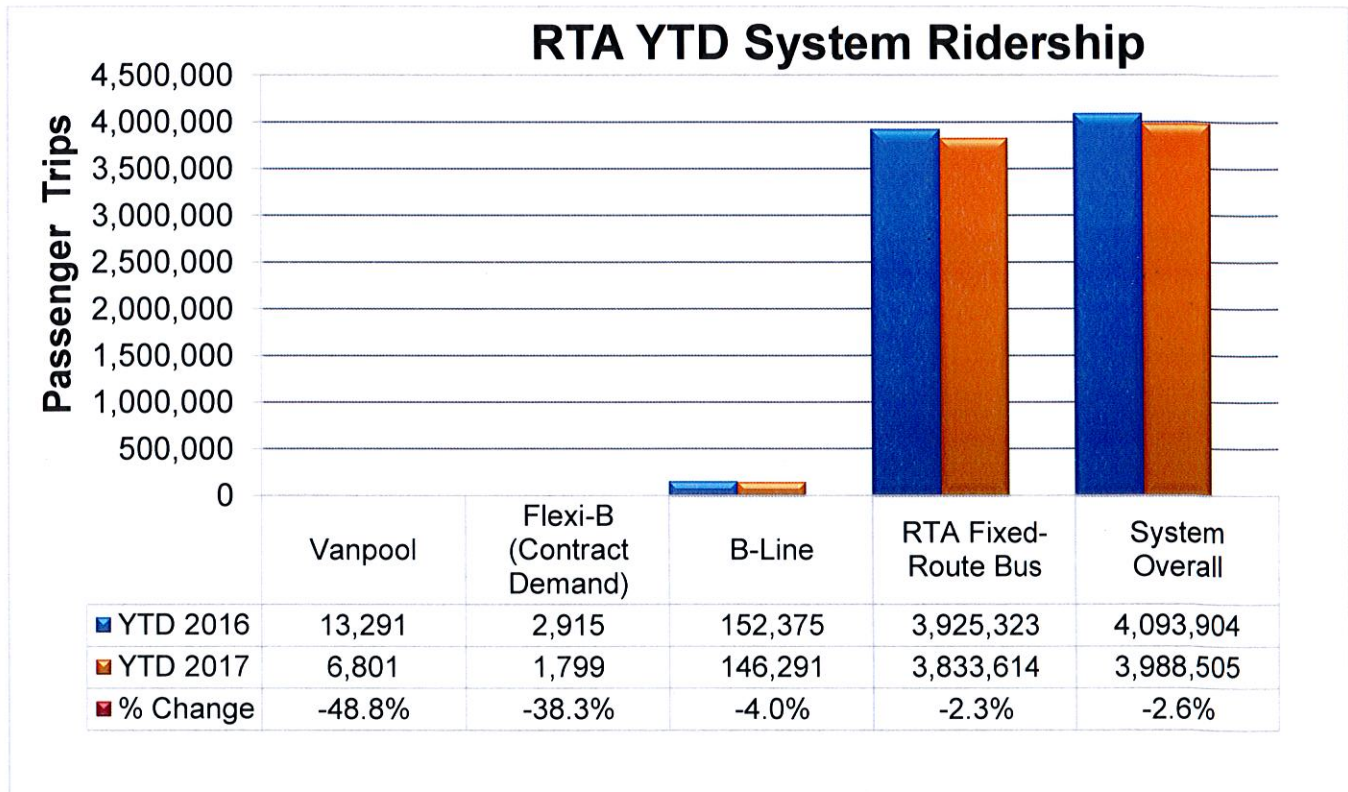
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

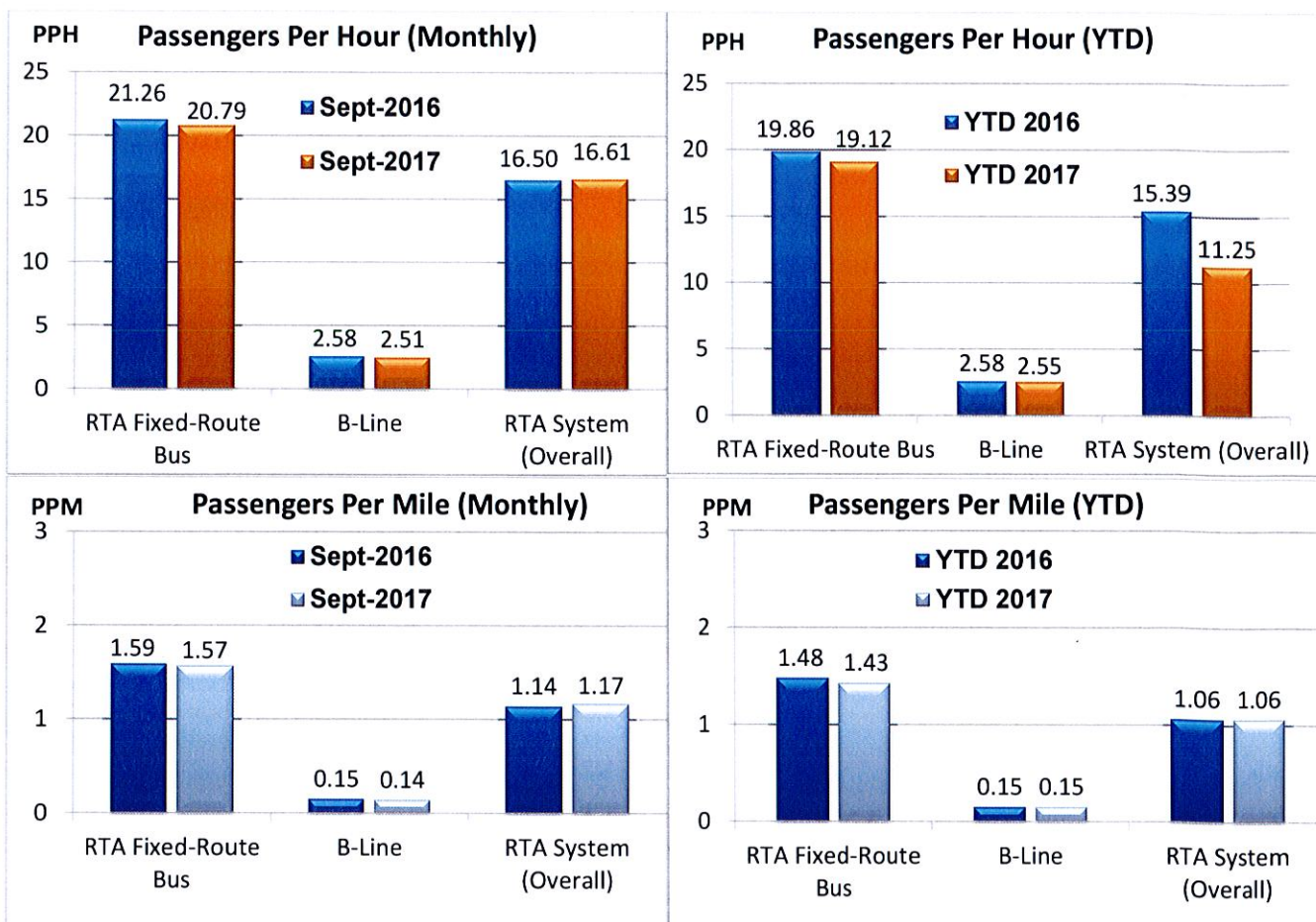
The chart below shows monthly ridership results for all services.



The chart below shows YTD ridership results for all services. CCRTA has recorded 105,399 fewer boardings for a decrease of -2.6% in 2017 as compared to the same period in 2016.



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



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

Schedule Adherence	Standard	Jul-17	Aug-17	Sep-17	3-Month Average
Early Departure	<1%	1.0%	1.0%	0.0%	0.6%
Departures within 0-5 minutes	>85%	88.0%	85.3%	83.8%	85.7%
Monthly Wheelchair Boardings	No standard	6,553	5,363	6,700	6,205
Monthly Bicycle Boardings	No standard	9,401	8,090	9,189	8,893
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

The following detours potentially impact or will impact on-time performance:

- **Alameda St (Ayers-Louisiana):** To be completed Mid-2018.
 - Routes 5, 5s, 15s, 19, 29, & 29s
- **Ayers St (Santa Fe-Alameda):** Begins November 1, 2017: (1) year project.

- Routes 15s & 19
- **Carroll Ln** (Houston-McArdle): Began September 28, 2017: (1) year project.
 - Route 17
- **Chaparral St** (Schatzel-Taylor): To begin October 16, 2017: (1) year project.
 - Route 76 & 78 bond project detour
- **Comanche St Overpass**: Began October 16, 2017: (9) month project.
 - Routes 21 & 21s
- **Gollihar Rd** (Staples-Kostoryz): All phases to be completed Mid-2019.
 - Routes 32, 37 & 37s
- **Greenwood Dr** (Horne-Gollihar): To be completed mid-December of 2017.
 - Routes 15s & 23
- **Kostoryz Rd** (Brawner-Staples): To be completed early 2018.
 - Routes 15 & 24s
- **McArdle Rd** (Whitaker-Nile): To be completed late October 2017.
 - Routes 37 & 66s
- **Old Robstown Rd** (Leopard-Agnes-Hwy 44): Detour began August 22, 2017.
 - Route 12
- **South Staples St** (Alameda-Morgan): To Begin November 17, 2017.
 - Routes 5s, 17, 29 & 29s
- **South Staples St** (Brawner Parkway-Kostoryz): To Begin December 17, 2017.
 - Routes 17, 29 & 29s
- **Williams Dr** (Staples - Airline): To be completed late October 2017.
 - Routes 8s, 29 & 63

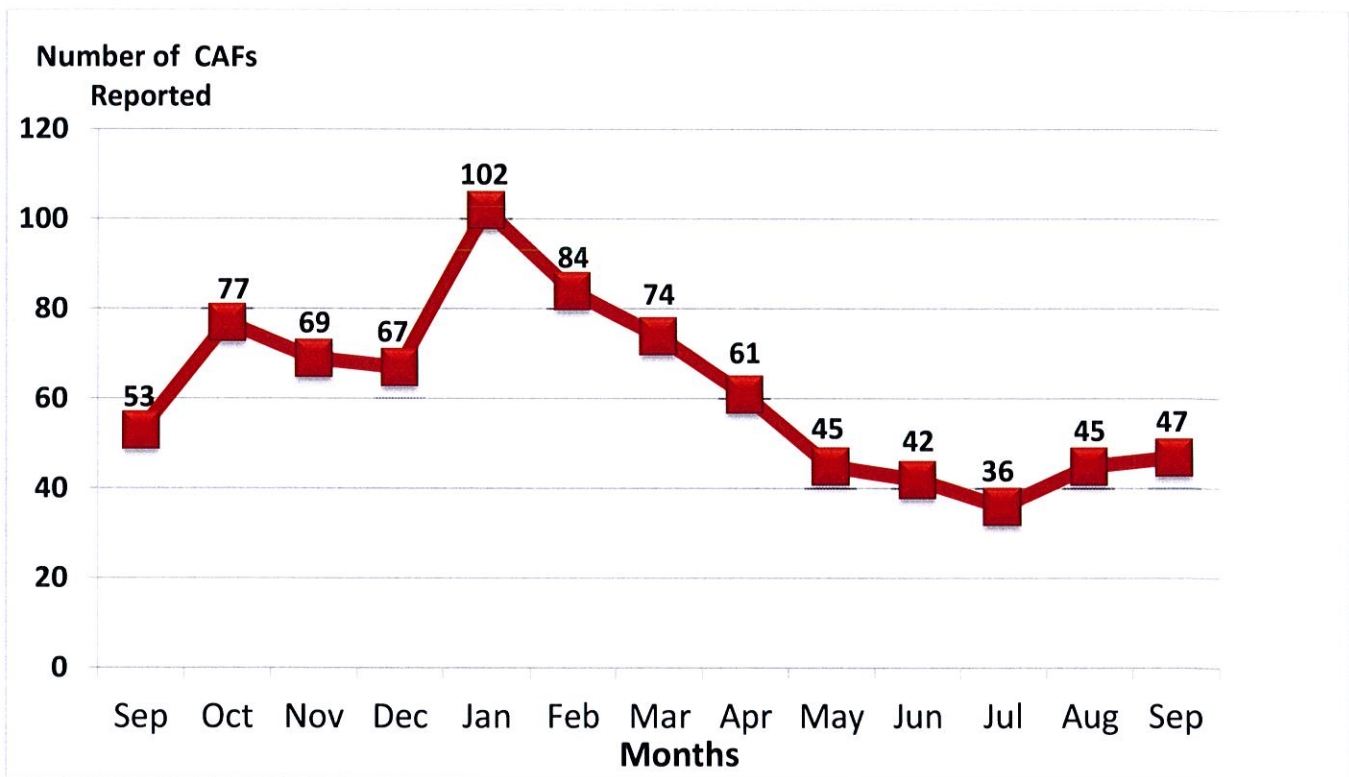
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- Productivity: **2.51** PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: **95.5%** 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: **10,612** did not exceed the contract standard of 12,250 miles.
- Ridership Statistics: **10,602** ambulatory; **4,079** wheelchair boarding's

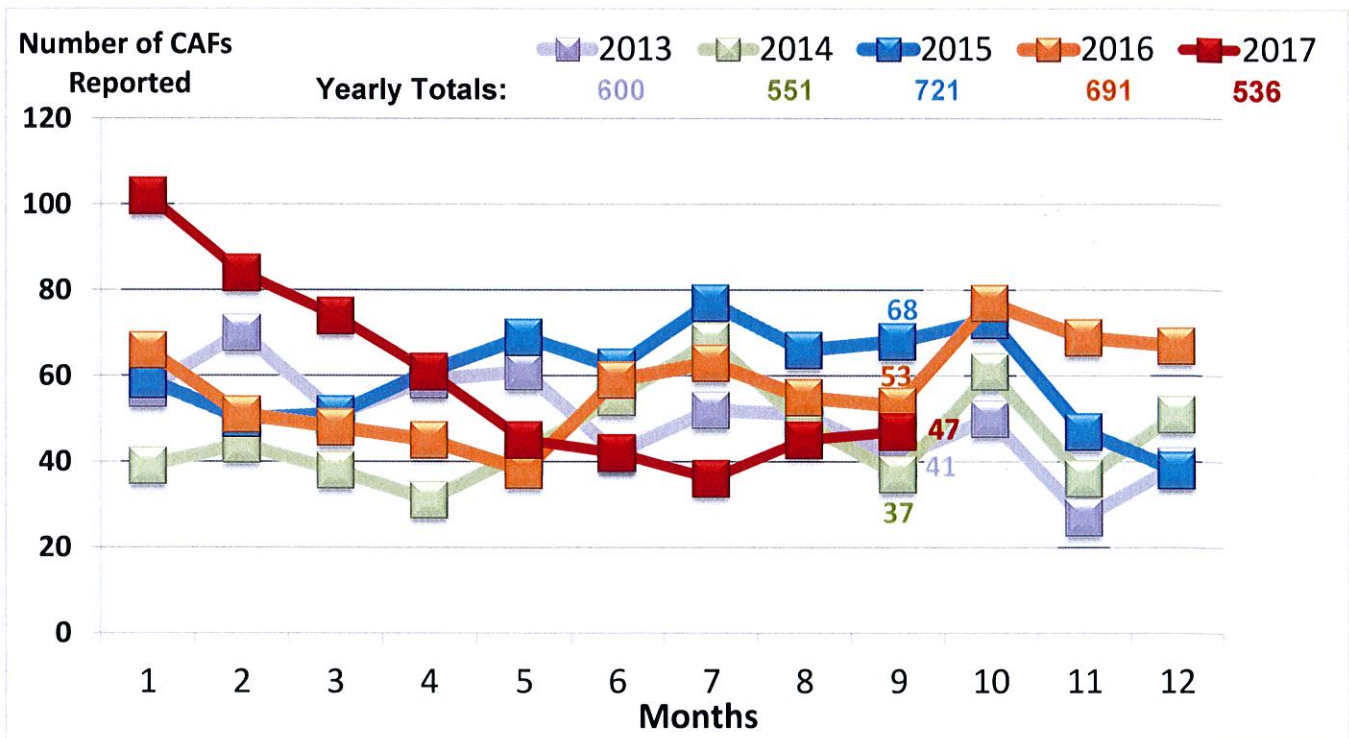
Metric	Jul-17	Aug-17	Sep-17	YTD-Average
Passengers per Hour	2.52	2.54	2.51	2.55
On-time Performance	97.6%	98.2%	95.5%	96.2%
In Vehicle Time	99.3%	99.3%	98.9%	99.1%
Denials	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	17,864	14,546	10,612	36,281
Monthly Wheelchair Boardings	4,340	3,934	4,079	4,474

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

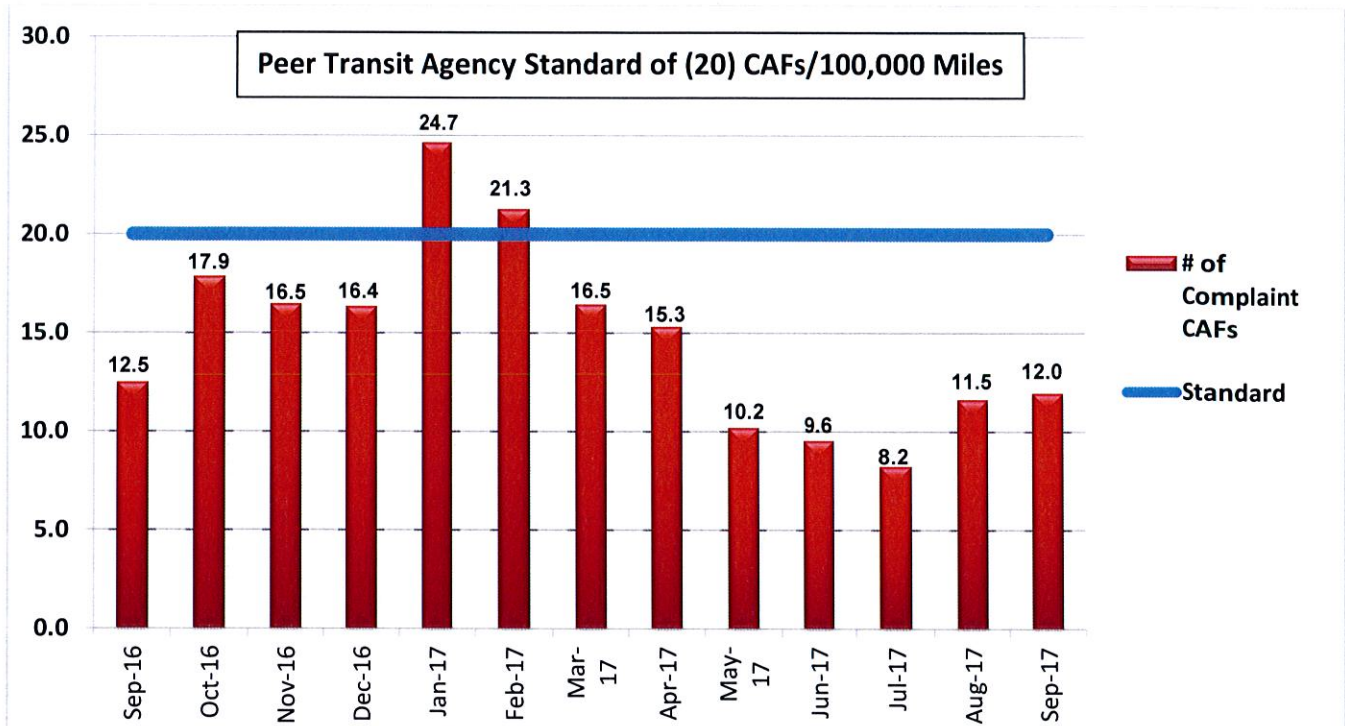
For September 2017, Customer Service processed 74 Customer Assistance Forms (CAF's) of which 47 were verified as valid. This represents a slight increase from the 45 verified CAF's in August 2017. There were 8 Commendations for the month of September.



3a. CAF Reports: Historical Trends



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



3c. Route Summary Report for August 2017

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	2	#29 Staples	3
#4 Flour Bluff Mini B	0	#29F Flour Bluff	4
#5 Alameda	1	#29SS Spohn South	2
#5x Alameda Express	0	#30 Westside/Health Clinic	1
#5s Alameda (Sunday)	1	#32 Southside Mini B	2
#6 Santa Fe/Malls	0	#34 Robstown Circulator	0
#8s Flour Bluff/Malls	1	#35 Robstown South	0
#12 Saxet Oak Park	4	#37 Crosstown	1
#15 Kostoryz	0	#51 Gregory Park & Ride	1
#15s Ayers/Molina	1	#63 The Wave	0
#16 Agnes/Ruth	2	#65 Padre Island Connector	1
#17 Carroll/Southside	0	#76 Harbor Bridge Shuttle	1
#19 Ayers/Norton	0	#78 North Beach	0
#19G Greenwood	2	#84 Lighthouse	0
#19M McArdle	0	#90 Flexi-B Port A	0
#21 Arboleda	3	#94 Port Aransas Shuttle	0
#23 Molina	4	B-Line (Para-transit)	11
#25 Gollihar/Greenwood	1	Facility Maintenance	7
#26 Airline/Lipes Connector	2	Service Development	4
#27 Northwest	4	Safety and Security	6
#27x Northwest (Express)	1	Transportation (Other)	1
#28 Leopard Omaha	0	TOTAL CAF'S	74

3d. August 2017 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	12	0	3	15
Driving Issues	12	5	0	17
Customer Services	10	1	0	11
Late/Early – No Show	4	1	0	5
Fare/Transfer Dispute	4	1	0	5
Dispute Drop-off/Pickup	0	2	0	2
Tie Down Issues	0	0	0	0
B-Line Call Lines	0	1	0	1
Facility Maintenance	7	0	0	7
Safety and Security	6	0	0	6
Service Development	4	0	0	4
Transportation (Other)	1	0	0	1
Total	60	11	3	74
Commendations	4	3	1	8

Conclusion:

During September 2017, RTA received 74 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; Eight (8) of the 82 reported CAF's (September) were commendations.

There were a total of 60 CAF's/Commendations received regarding RTA Service representing 81% of total customer contacts: 7 for Facilities Maintenance, 4 for Service Development, 6 for Safety and Security and 43 for Transportation.

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

A total of 3 CAF's were reported regarding Contracted Fixed Route service representing 4% of the total customer contacts.

(There was 0 issues relating to the detours and relocation of Six Points 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

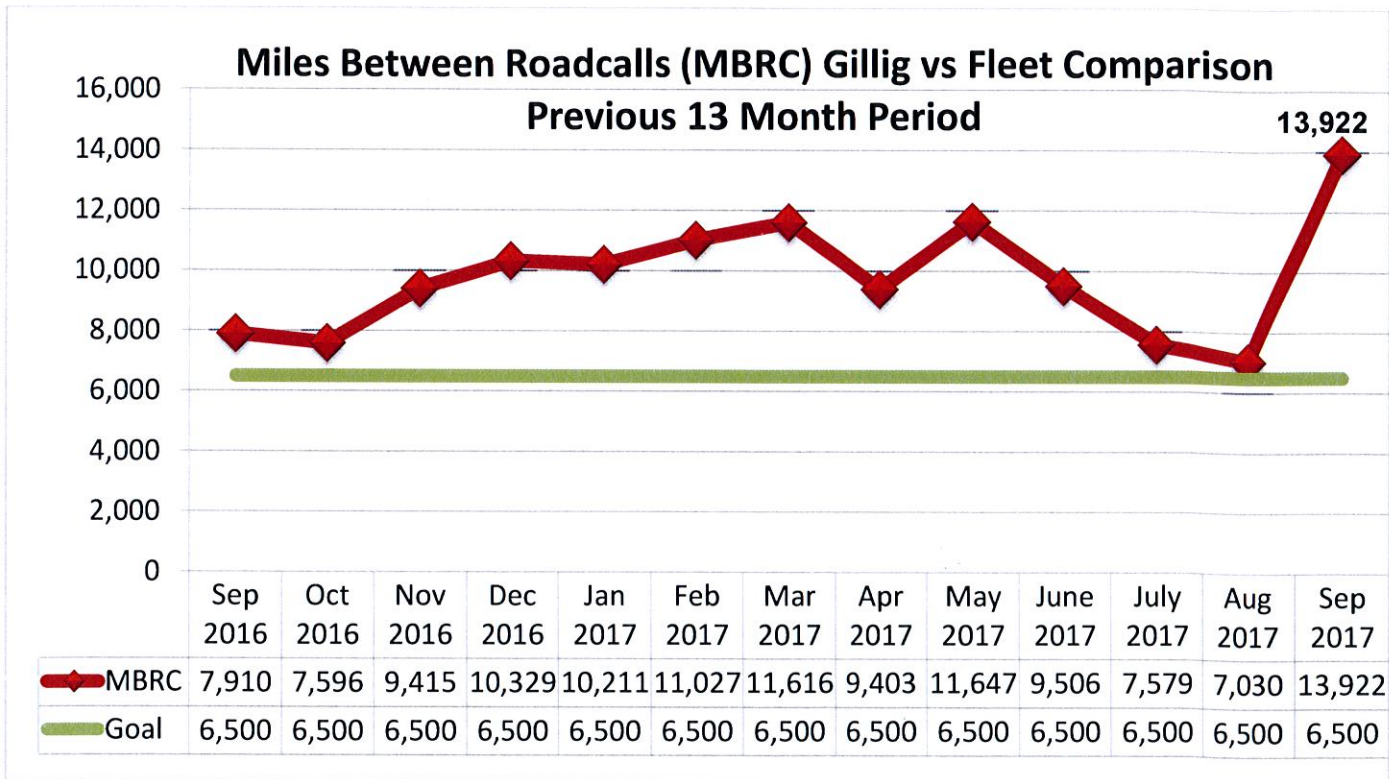
CCRTA documents CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, e-mail, and letter or in person.

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 September 2017, 13,922 miles between road calls (MBRC) were recorded as compared to 7,910 MBRC in September 2016. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



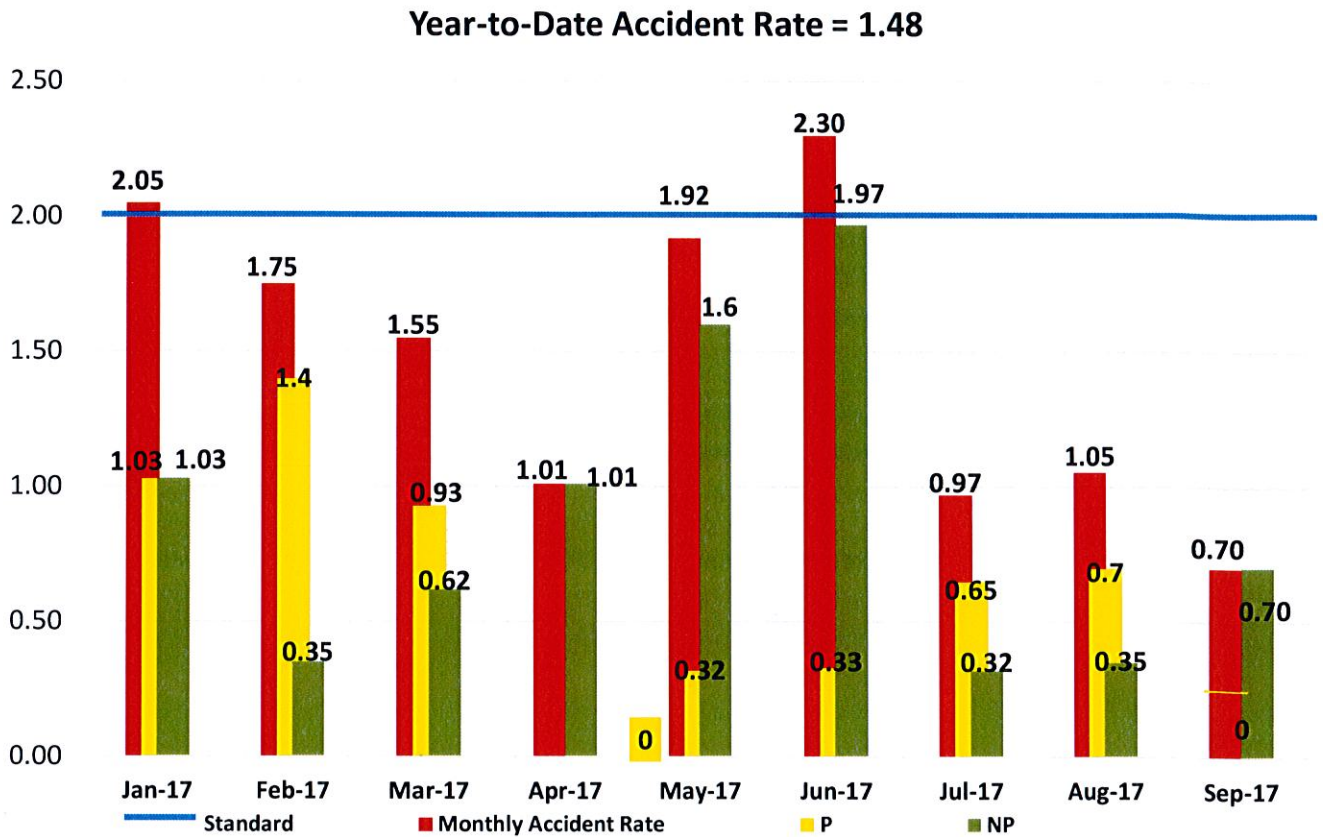
MBRC is a performance gauge of maintenance quality, fleet age, and condition; an increase in MBRC is a positive indicator. As defined by the Federal Transit Administration, a road-call is the practice of dispatching a service vehicle to repair or retrieve a vehicle on the road. There are two types of 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 September 2017, there were two (2) vehicle accidents. Both were determined to be non-preventable (NP). There were twenty-two (22) customer-related incidents. CCRTA operators drove a total of 285,098 miles. The year-to-date accident rate for the month of September is 1.48 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 September 2017, there were approximately 1,400 hours of security coverage was used for all areas of CCRTA Operations. Officers arrested 0 individual for public intoxication, issued 5 criminal trespass warnings, arrested 1 individual for criminal trespassing, made 193 contacts with individuals and responded to 4 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: 
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Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer