



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Title VI of the Civil Rights Act of 1964 Program Report

Fiscal Years 2014-16

Approved by the Corpus Christi Regional Transportation Authority
Board of Directors on November 1, 2017

Submitted in accordance with Federal Transit Administration Circular 4702.1B



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Introduction



The Corpus Christi Regional Transportation Authority (CCRTA) has updated its Title VI of the Civil Rights Act of 1964 (Title VI) Program as required by the Federal Transit Administration (FTA) every three years. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. § 2000d)

The CCRTA, as a recipient of federal financial assistance, will ensure full compliance with the Title VI, as amended and related statutes and regulations in all programs and activities. In compliance with this requirement and following its own internal policies, the CCRTA actively monitors its programs and services to ensure discrimination does not occur either intentionally or unintentionally. As a result of being a recipient of U.S. Department of Transportation funds, the CCRTA is required to follow guidance of the FTA to prevent decisions having adverse impacts on minorities or low-income populations in compliance with Presidential Executive Order 12898 (Feb. 11, 1994).

The CCRTA provides, without regard to race, color, national origin, sex, age, disability or income level:

- Transit services that are equitably distributed;
- A level and quality of transit services that are sufficient to provide equal access and mobility for all persons;
- Opportunities to participate in the planning, implementation, and decision making processes; and
- Fair decisions on the location of transit services and facilities.

The 2017 Title VI Program update supersedes the Title VI Program of 2014. This report was revised in conformance with the FTA Title VI guidelines as stated in FTA Circular 4702.1B (dated October 1, 2012).

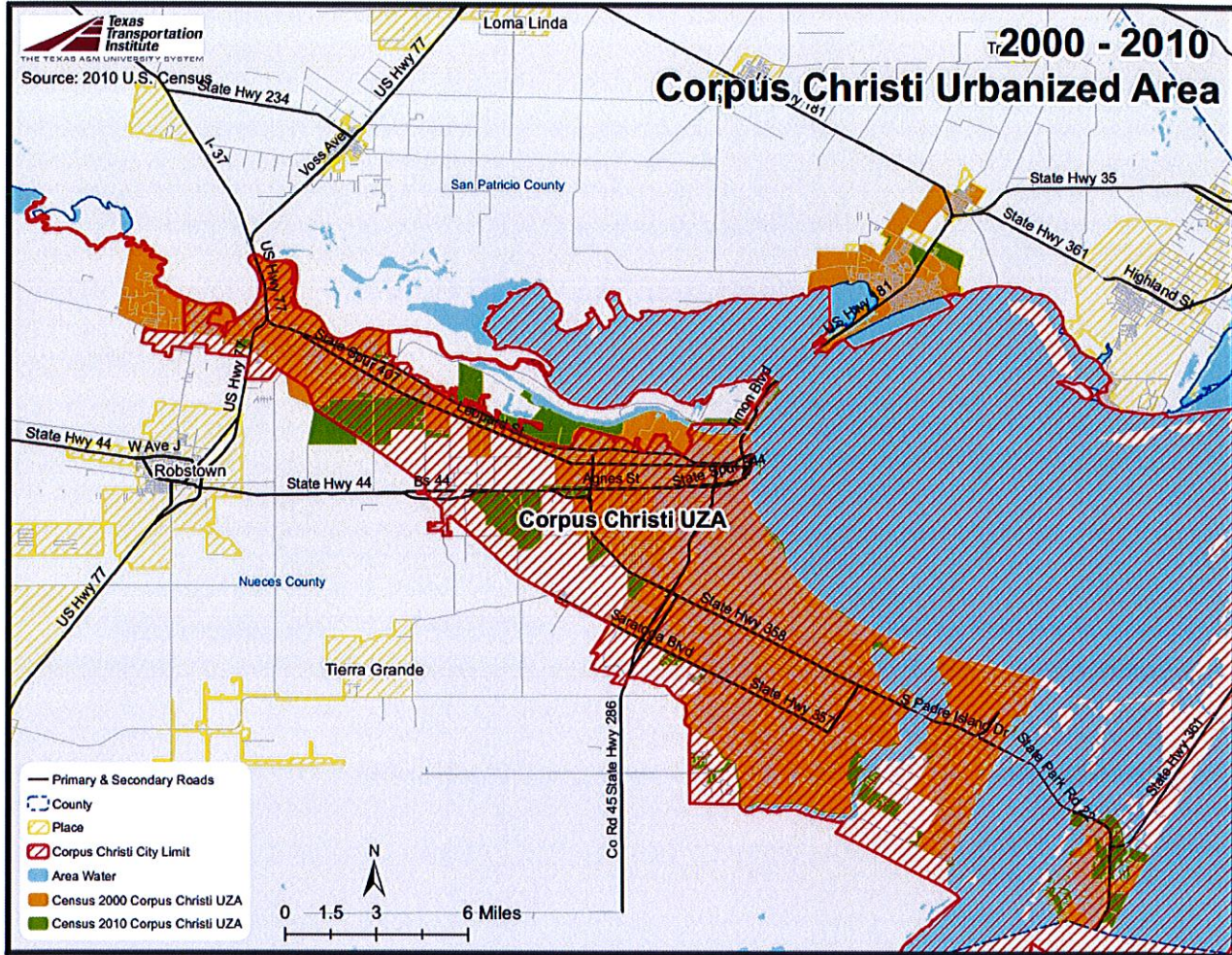
Pending approval by the CCRTA Board of Directors on November 1, 2017, this update will satisfy the December 1, 2017 deadline. This program report will become effective upon the expiration date of the current report on January 31, 2018. This report has been prepared using demographic data from the most recent 2010 census and 2011-2015 American Community Survey (ACS) data as provided by the U.S. Census Bureau, CCRTA Geographic Information Systems (GIS) data, and survey results collected throughout the service area under the Transit Plan 20/20 effort.

System Overview

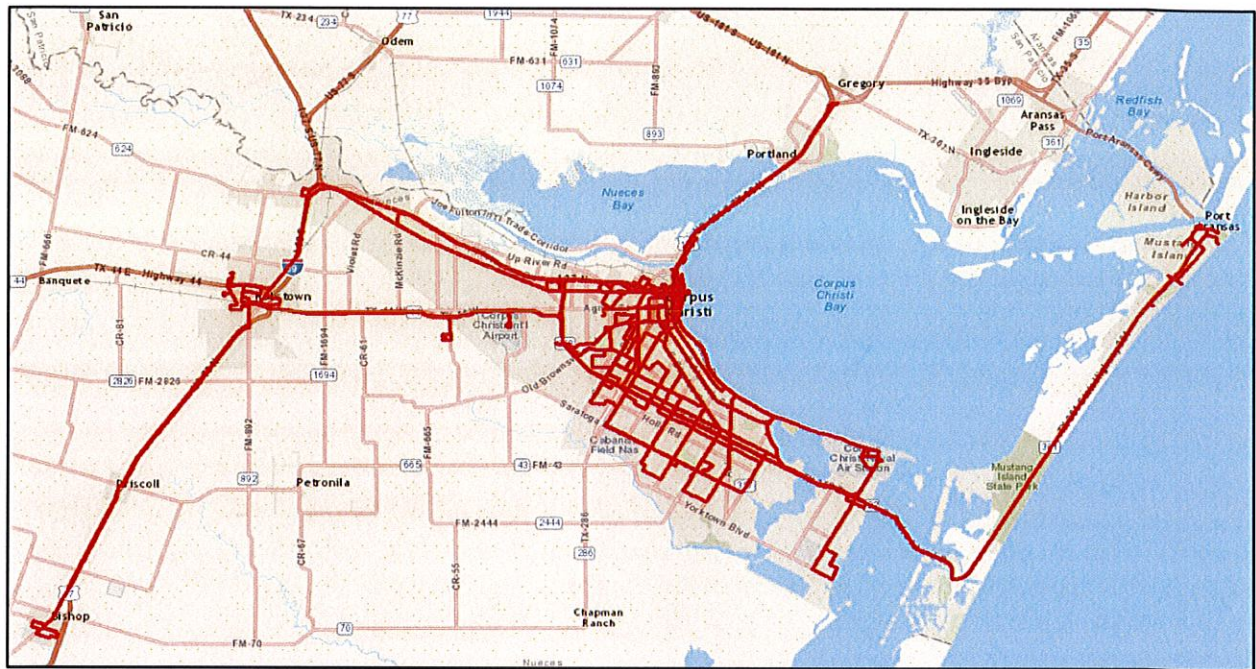
The CCRTA was created to provide quality, accessible, and affordable transportation to the residents in the Coastal Bend of Texas. Services provided during this period include fixed route bus service, regional express bus service, paratransit service for qualified seniors and individuals with disabilities, van pool, and a waterborne ferry service known as the Harbor Ferry which was operated in 2014 and 2015 only. The urbanized area (UZA) in the jurisdiction is called Corpus Christi. Portions of CCRTA's routes also connect into San Patricio County.



The map below illustrates the Corpus Christi UZA boundary within Nueces and San Patricio Counties.



The CCRTA service area covers 838 square miles and records over five million boardings per year throughout the Coastal Bend, which includes Nueces and San Patricio Counties. The map below shows the CCRTA service area and fixed route network. Appendix C contains detailed system maps for reference purposes.



The Cities of Agua Dulce, Bishop, Corpus Christi, Driscoll, Port Aransas, Robstown and Banquete, are located within Nueces County. Corpus Christi is the most populous with 305,215 and the rural City of Agua Dulce is the least populous with 812. The City of Gregory, with a population of 1,907, is the only city located within San Patricio County that is part of the CCRTA's service area. Within this reporting period, the CCRTA operated a network of 44 fixed routes. Service was provided weekdays from approximately 4:40 A.M. to 11:02 P.M. Saturday service was operated from 5:28 A.M. to 10:53 P.M. and Sunday service was operated from 7:30 A.M. to 7:55 P.M. Headways on services varied from 10 minutes to 60 minutes depending on ridership demand. The CCRTA has designated Park and Ride lots in the following areas: Calallen, Gregory, and Robstown. CCRTA's fleet consists of 86 fixed-route buses and 34 paratransit buses. Appendix G contains a detailed description of the bus fleet.

Within this reporting period, the CCRTA operated the following types of transit services:

Primary Transit Network (PTN): These are routes identified by the RTA Long Range Plan and that serve as the backbone of service delivery. These corridors connect major hubs or serve areas of very high ridership.

Standard Routes: Local routes operate within the Corpus Christi urban area in areas with high to medium demand and connect various areas with CCRTA stations or Emphasis Corridors.

Connector Routes: These routes connect outlying portions of the service area with the urban area at major stations. Connector routes may be demand response in outlying areas, but have fixed stops within the urban area.

Local Circulators: These routes serve lower density areas where demand is low to medium and provide a basic level of service.



Flexible Routes: These routes serve specific stops via a designated schedule, but may be scheduled as a demand response service within a designated zone provided the ability to adhere to fixed timepoints. Flexible service is appropriate in low demand areas.

Demand Response Service: Demand response service is provided in areas where demand is very low. Service is offered in a designated zone and should connect passengers to fixed-routes for out-of-zone trips.

Commuter Routes: These are express services traveling point-to-point for commuters. These routes typically operate a limited number of peak hour morning and evening trips matching specific work times.

Downtown Routes: Service that operates to connect short trips downtown and to North Beach and is geared toward providing workers or visitors with access to various attractions or entertainment venues.

Shuttle Services: Shuttle service is a higher frequency, short service offered for specific trip attractors such as a university where parking is limited or difficult.

Ferry: The CCRTA operated a ferry service in 2014 and 2015 only to provide a waterborne connection between downtown and North Beach. The ferry service did not operate in 2016.

B-Line: Persons who are ADA certified are eligible for paratransit service throughout the service area within $\frac{3}{4}$ mile of a fixed route bus service and during the hours of fixed route bus service operation. An extra surcharge is requested for trips outside the $\frac{3}{4}$ mile ADA zone.

Title VI Program Content Requirements

The FTA has established specific guidelines for Title VI general compliance. The CCRTA compiles and maintains data as required by the FTA. Title VI general reporting requirements are listed below. The CCRTA's efforts to satisfy these requirements are outlined in an italic font below:

1. Signed FTA Civil Rights Assurance that all of the records and other information as required under FTA Circular 4702.1B have been or will be compiled, as appropriate, and maintained by the applicant.

A signed FTA Civil Rights Assurance indicating that all of the records and other information required under FTA Circular 4702.1B are compiled, as appropriate, and retained at the CCRTA Administration Office, is included in Appendix A.

2. Signed U.S. Department of Transportation (DOT) Title VI Civil Rights Assurance. Primary recipients shall collect Title VI assurances from subrecipients prior to passing through FTA funds.

A signed Standard Department of Transportation (DOT) Title VI Civil Rights Assurance is retained at the CCRTA Administrative Office, and is included in Appendix B. Subrecipients and contractors follow CCRTA's Title VI posting, filing, and reporting procedures.



3. Copy of agency's Title VI notice to the public that indicates the agency complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.

A copy of the Title VI Policy notice to the public is included in Appendix H. The notice is also posted on CCRTA's website, www.ccrta.org, under "Contact", and is listed on buses and at transfer stations.

4. Copy of the agency's instructions to the public regarding how to file a Title VI discrimination complaint including a copy of the complaint.

Please refer to Appendix I and J for documents related to filing a complaint. The details of how to lodge a complaint under Title VI are included in all public notices describing Title VI.

5. List of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission.

Currently, no active complaints, investigations, or lawsuits have been filed against the CCRTA alleging discrimination on the basis of race, color, or national origin with respect to transit services. In addition, no complaints or lawsuits have been filed against the CCRTA regarding Title VI in the past three year period since the last Title VI submission. As a result, no investigations have been conducted.

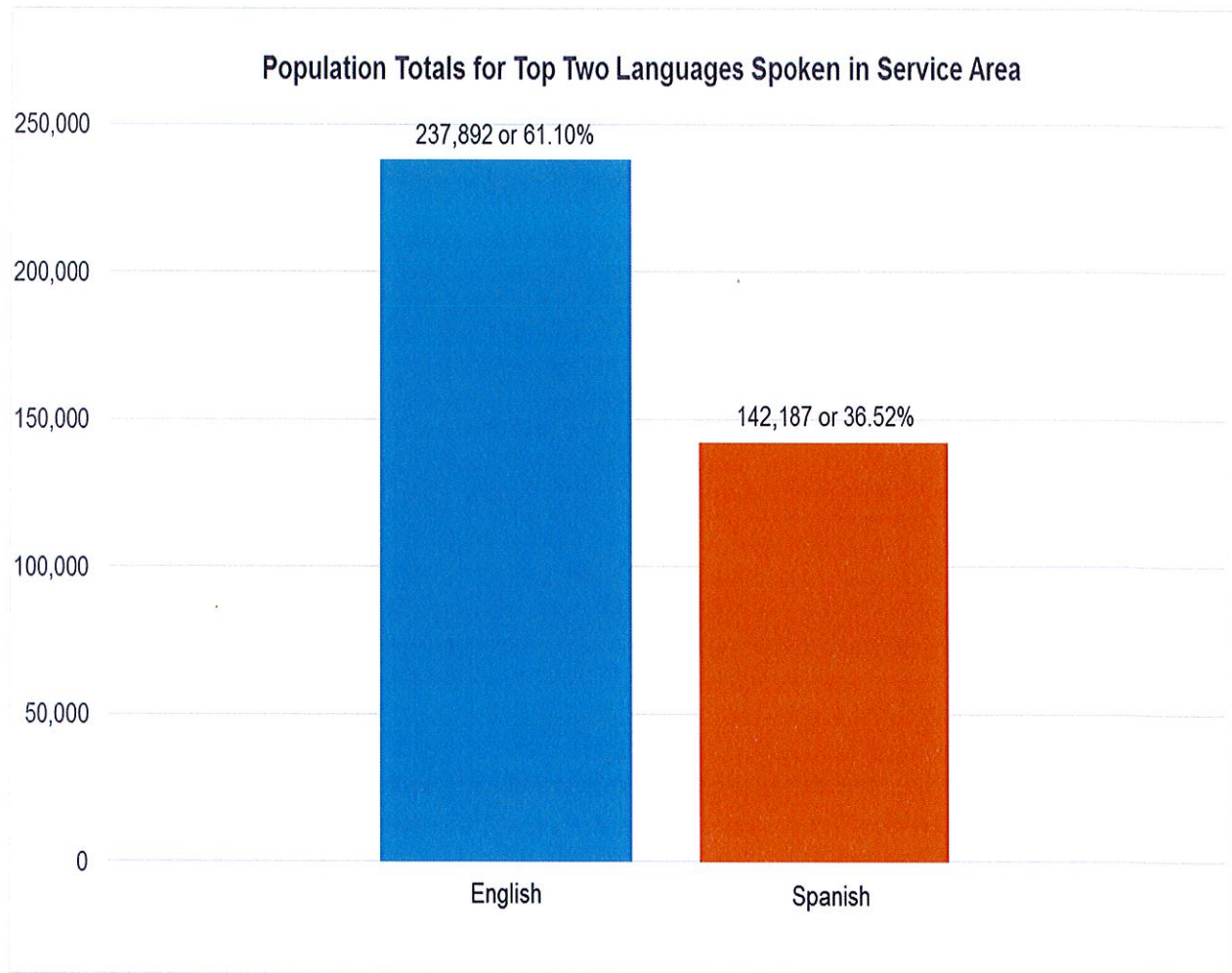
6. A public participation plan that includes an outreach plan to engage minority and Limited English Proficiency (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Program submission.

Please refer to the CCRTA LEP Services Policy and Language Assistance Plan within Appendix F.

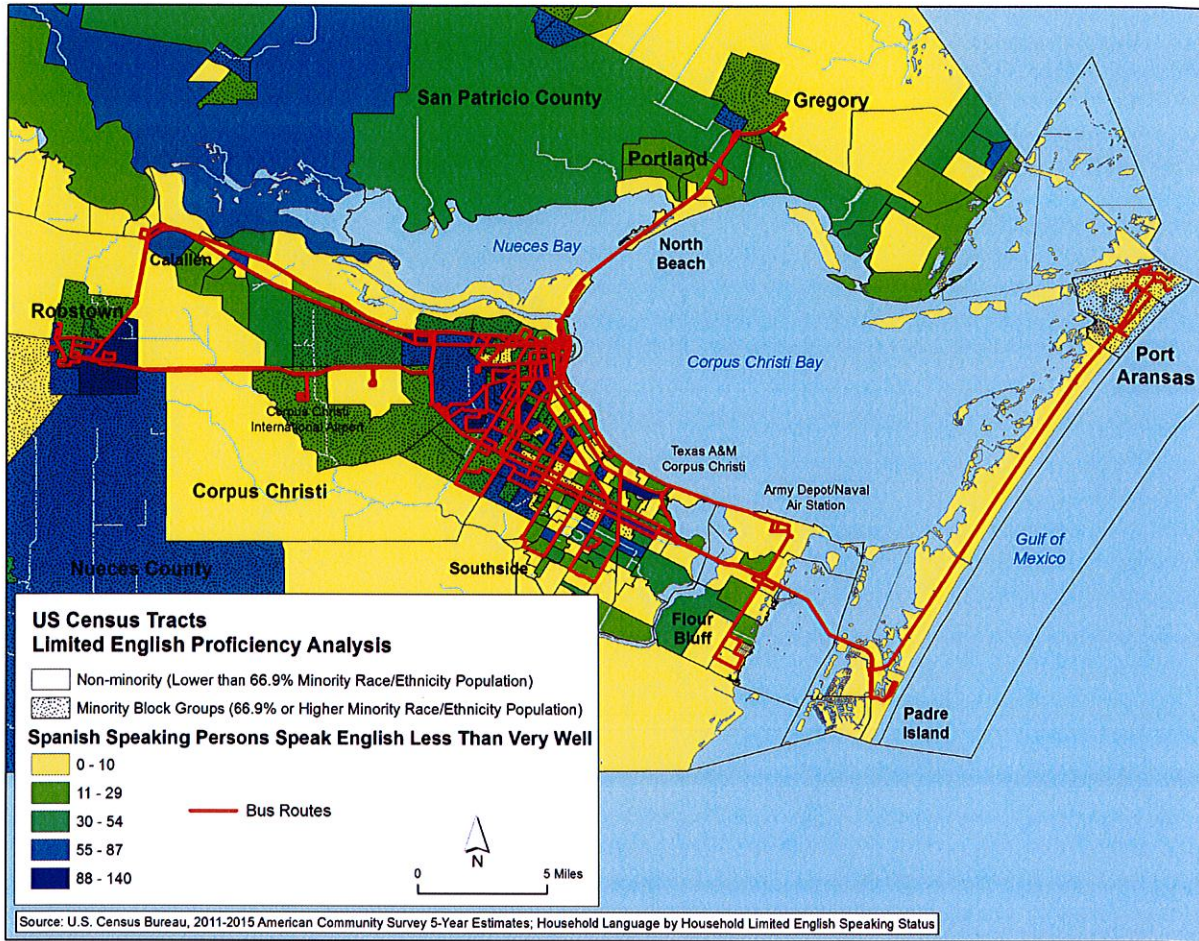
7. A copy of the agency's plan for providing language assistance to LEP persons; based on the DOT LEP Guidance.

Please refer to the CCRTA LEP Services Policy and Language Assistance Plan within Appendix F.

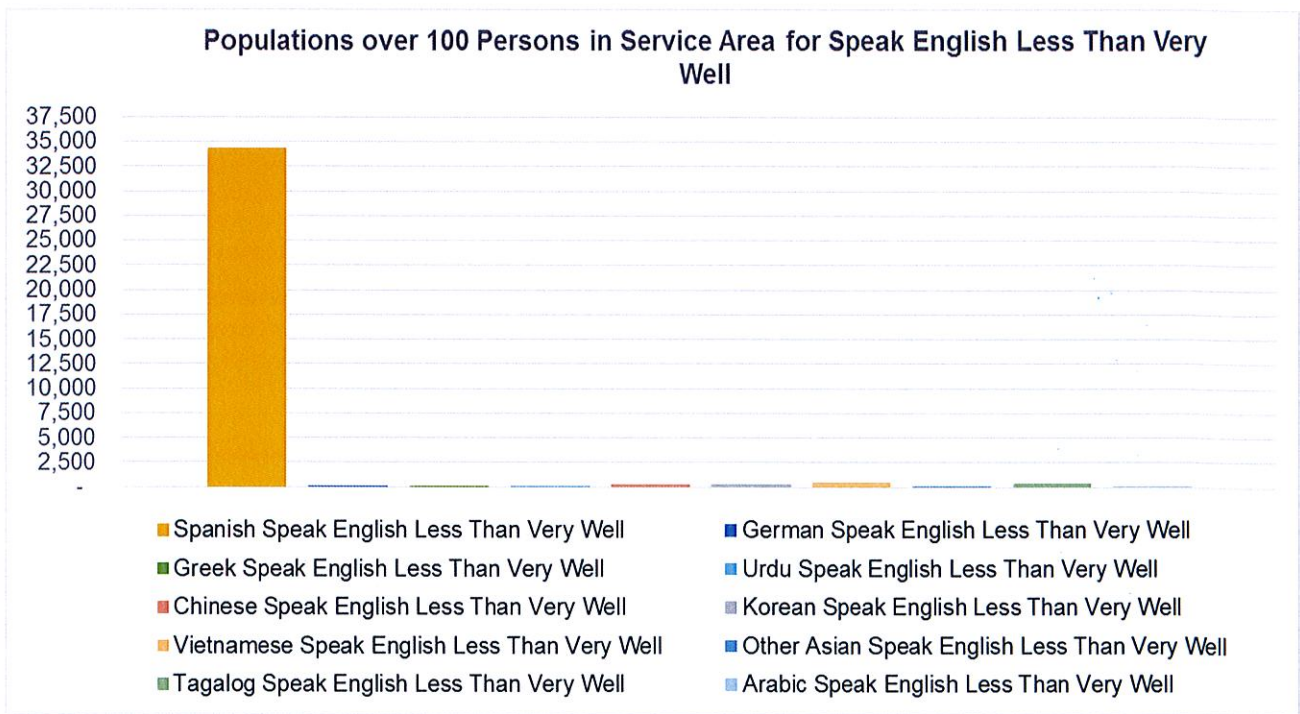
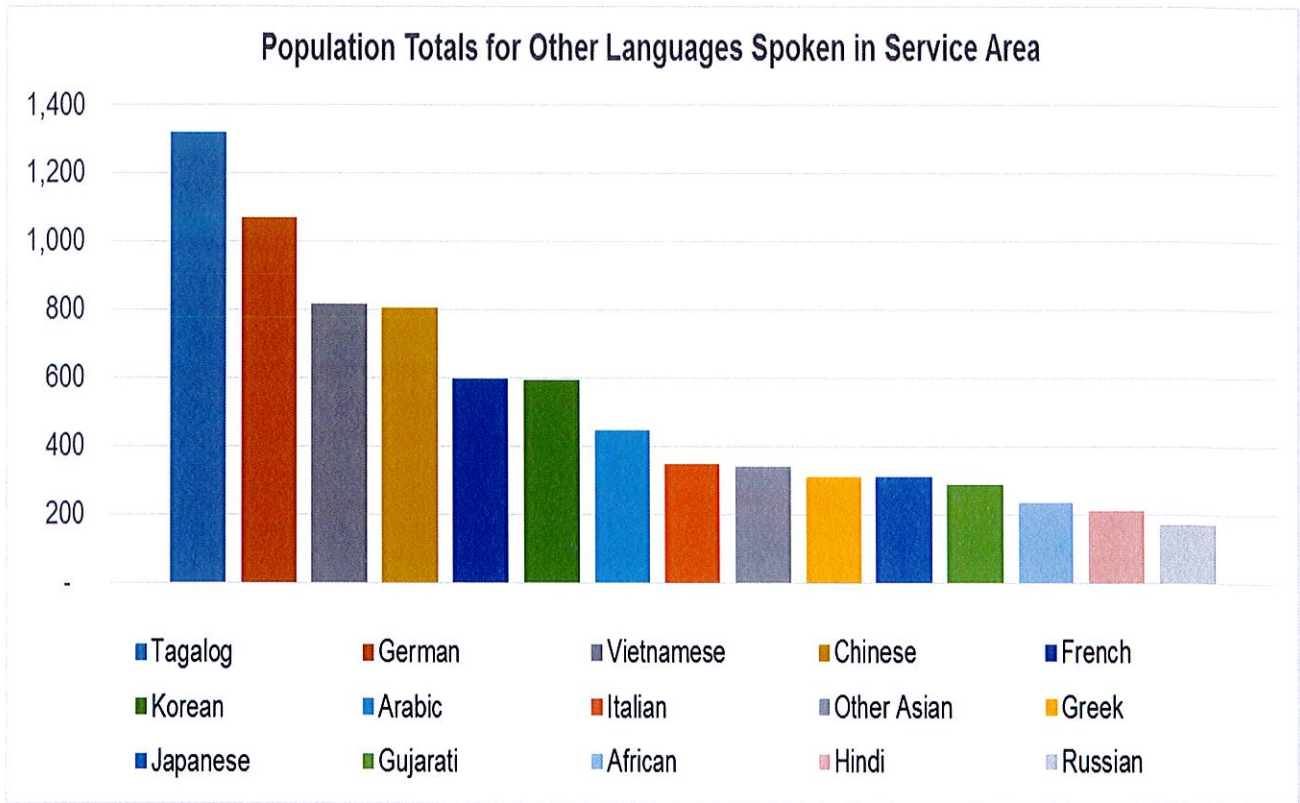
An analysis of the population of the CCRTA service area has identified that under the Department of Justice (DOJ) Safe Harbor provision, multiple languages are spoken within the service area. Based on current data from the U.S. Census ACS, 61% of customers indicated that their primary language is English, 36% indicated Spanish as their primary language, and the remaining 3% were distributed between various other languages.



To ensure that Spanish speaking populations within the service area are able to obtain information on transit services and other agency programs, the CCRTA provides fare and other public information on buses in both English and Spanish. Brochures are translated into Spanish. Bilingual staff is available to provide information over the telephone or in person at the Administrative Office in Corpus Christi. At public meetings or other community outreach events, the CCRTA will provide Spanish-speaking assistance to translate the meeting content upon request.



Per the DOJ Safe Harbor provision, all vital documents are available in Spanish. If necessary, the CCRTA will fulfill other requests for translation as received. These vital written documents “include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.” If necessary, CCRTA will provide oral translation for the identified LEP languages as requested.



The CCRTA used the most current 2011-15 ACS data to identify LEP language groups within the service area. Table 1 below provides data on the number of LEP individuals for the top five language groups.



Table 1: LEP Population by Language

Language	Number	% of Service Area Population
Spanish	34,358	8.82%
Vietnamese	508	0.13%
Tagalog	436	0.11%
Chinese	344	0.09%
Korean	290	0.07%

For the LEP population, Spanish persons speaking English less than very well constitute about 8.82% of the service area population. The second most spoken single languages among the LEP population is Vietnamese with 508 persons or 0.13%. Given the results of the assessment, the focus for ensuring LEP participation should be focused on those speaking Spanish throughout the system and other listed languages in Table 1 within potentially impacted census tract or block group areas.

8. A table depicting the racial breakdown of the membership of any transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, membership of which is selected by the agency, as well as a description of efforts made to encourage the participation of minorities on such bodies.

The CCRTA selects the membership of the RTA Committee on Accessible Transportation. The racial breakdown is included in the table below:

Body	White	Hispanic	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races
Service Area Population	61%	37%				
RTA Committee on Accessible Transportation	43%	57%				

9. Narrative or description of efforts made to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.

For subrecipients, the CCRTA assists its subrecipients as necessary and appropriate; including, for example, providing sample notices, complaint procedures, complaint forms, tracking and investigating procedures, and surveys. Subrecipient Title VI compliance is monitored via reports and site visits.



The CCRTA has conducted a review of each subrecipient including MV Transportation, HMS Global Maritime vessel and dock area, and the City of Port Aransas to ensure compliance with Title VI requirements per direction by the CCRTA.

10. If the agency has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

In May 2014, the CCRTA opened the new Robstown Station in Robstown, Texas. Routes 27, 34, 53, and 67 served this station during this period. In mid-2015, the CCRTA initiated the construction of the new Staples Street Station and Staples Street Center during this Title VI reporting period. These two facilities are located at 602 North Staples Street, Corpus Christi, Texas, 78401. Routes 5, 5x, 5s, 6, 12, 12s, 15s, 16, 17, 19, 21, 21s, 23, 27, 27x, 28, 29, 29s, 76, 76s, 78, and 84 serve the Staples Street Station.

As the site of the three new facilities are located adjacent to or in the exact location of the pre-existing stops or transfer facilities, an equity analysis was not completed.

11. System-wide service standards including:

- a. Vehicle load for each mode
- b. Vehicle headway for each mode
- c. On-time performance for each mode
- d. Service availability for each mode

The CCRTA has included a copy of the system-wide service standards in Appendix D. The standards included in this report were updated in December 2013. In regards to the next reporting period, in June 2017, the Board of Directors approved revisions to the current standards involving bus stop spacing, ridership requirements for placement of amenities, and on-time performance.

12. A demographic analysis of the transit provider's service area including demographic maps and charts completed since submission of the last Title VI Program that contains demographic information and service profiles.

The CCRTA has analyzed each census tract or block group (pending availability), in the service area to delineate its minority or non-minority status as defined by the FTA. Tables and maps are included below.

The CCRTA service area population is estimated at 348,892 as derived from 2010 census data. The total minority share of the service area population is estimated at 233,539 or 66.9%.



Nueces County

Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
340,223	277,402	13,637	2,128	5,731	41,325	206,293	111,870	228,353	67.1%

San Patricio County

Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
8,669	7,314	84	45	65	1,161	4,960	3,483	5,186	59.8%

Total Service Area	348,892	284,716	13,721	2,173	5,796	42,486	211,253	115,353	233,539	66.9%
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Top Ten Minority Population Census Tracts, all within Nueces County, are listed below:

Nueces County

	Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
17.01	6,695	4,683	992	50	8	962	5,478	204	6,491	97.0%
9	4,695	3,533	54	35	0	1,073	4,494	163	4,532	96.5%
56.02	6,342	5,188	49	26	8	1,071	6,048	250	6,092	96.1%
13	4,312	3,485	64	40	4	719	4,041	195	4,117	95.5%
18.01	5,987	4,448	371	36	13	1,119	5,300	291	5,696	95.1%
16.01	4,738	3,349	357	20	2	1,010	4,146	238	4,500	95.0%
10	3,452	2,450	128	28	6	840	3,129	174	3,278	95.0%
56.01	6,494	5,574	136	26	12	746	6,013	351	6,143	94.6%
16.02	4,020	3,206	38	24	6	746	3,756	229	3,791	94.3%
15	4,328	3,293	202	28	6	799	3,867	251	4,077	94.2%

Top Ten Low Minority Population Census Tracts, all within Nueces County, are listed below:

Nueces County

	Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
51.02	3,389	3,188	12	33	44	112	262	3,000	389	11.5%
62	9,235	8,556	70	41	165	403	1,294	7,547	1,688	18.3%
31.01	5,714	4,991	140	62	128	393	1,234	4,026	1,688	29.5%
58.01	6,285	5,827	46	23	75	314	1,950	4,161	2,124	33.8%
21.02	3,439	3,084	53	15	51	236	1,183	2,132	1,307	38.0%
27.05	5,487	4,807	133	41	133	373	1,843	3,320	2,167	39.5%
31.02	4,851	4,076	171	29	174	401	1,473	2,881	1,970	40.6%
25	4,781	4,209	109	20	83	360	1,726	2,822	1,959	41.0%
29	798	581	111	10	27	69	174	457	341	42.7%
30.02	4,912	4,054	170	32	259	397	1,597	2,786	2,126	43.3%



Minority and Non-Minority Census Tracts are analyzed below (Source: U.S. Census Bureau 2010 Census Tract Race/Ethnicity data):

Nueces County

	Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
5	1,661	785	628	6	0	242	960	97	1,564	94.2%
6	6,823	5,227	399	56	14	1,127	5,702	691	6,132	89.9%
7	4,783	3,653	268	18	20	824	3,416	1,061	3,722	77.8%
8	4,340	3,388	252	28	17	655	3,304	762	3,578	82.4%
9	4,695	3,533	54	35	0	1,073	4,494	163	4,532	96.5%
10	3,452	2,450	128	28	6	840	3,129	174	3,278	95.0%
11	1,969	1,434	188	33	12	302	1,521	227	1,742	88.5%
12	4,259	3,381	179	53	35	611	2,712	1,292	2,967	69.7%
13	4,312	3,485	64	40	4	719	4,041	195	4,117	95.5%
14	4,973	4,456	71	27	48	371	2,097	2,693	2,280	45.8%
15	4,328	3,293	202	28	6	799	3,867	251	4,077	94.2%
16.01	4,738	3,349	357	20	2	1,010	4,146	238	4,500	95.0%
16.02	4,020	3,206	38	24	6	746	3,756	229	3,791	94.3%
17.01	6,695	4,683	992	50	8	962	5,478	204	6,491	97.0%
17.02	1,839	1,358	70	11	11	389	1,591	176	1,663	90.4%
18.01	5,987	4,448	371	36	13	1,119	5,300	291	5,696	95.1%
18.02	2,310	1,732	152	5	8	413	2,005	140	2,170	93.9%
19.02	7,930	6,201	483	39	111	1,096	6,413	904	7,026	88.6%
19.03	3,618	3,050	85	28	5	450	3,188	326	3,292	91.0%
19.04	4,790	3,880	159	22	8	721	4,188	441	4,349	90.8%
20.01	4,311	3,571	135	28	6	571	3,484	675	3,636	84.3%
20.02	4,012	3,224	94	26	8	660	3,372	544	3,468	86.4%
21.01	3,963	3,180	167	24	70	522	2,624	1,076	2,887	72.8%
21.02	3,439	3,084	53	15	51	236	1,183	2,132	1,307	38.0%
22	6,072	5,181	163	47	17	664	4,671	1,202	4,870	80.2%
23.01	4,392	3,678	93	27	15	579	3,499	762	3,630	82.7%
23.03	4,328	3,246	273	28	23	758	3,182	834	3,494	80.7%
23.04	5,159	3,995	292	56	60	756	3,608	1,174	3,985	77.2%
24	6,457	5,325	158	57	57	860	4,026	2,115	4,342	67.2%
25	4,781	4,209	109	20	83	360	1,726	2,822	1,959	41.0%
26.01	2,325	1,919	73	19	35	279	917	1,277	1,048	45.1%
26.02	1,899	1,600	38	9	15	237	1,202	626	1,273	67.0%
26.03	3,072	2,625	60	22	17	348	1,703	1,268	1,804	58.7%
27.03	5,000	4,052	159	38	74	677	2,758	1,975	3,025	60.5%
27.04	5,074	4,106	219	22	290	437	1,967	2,521	2,553	50.3%
27.05	5,487	4,807	133	41	133	373	1,843	3,320	2,167	39.5%
27.06	1,267	834	197	10	78	148	529	433	834	65.8%
29	798	581	111	10	27	69	174	457	341	42.7%



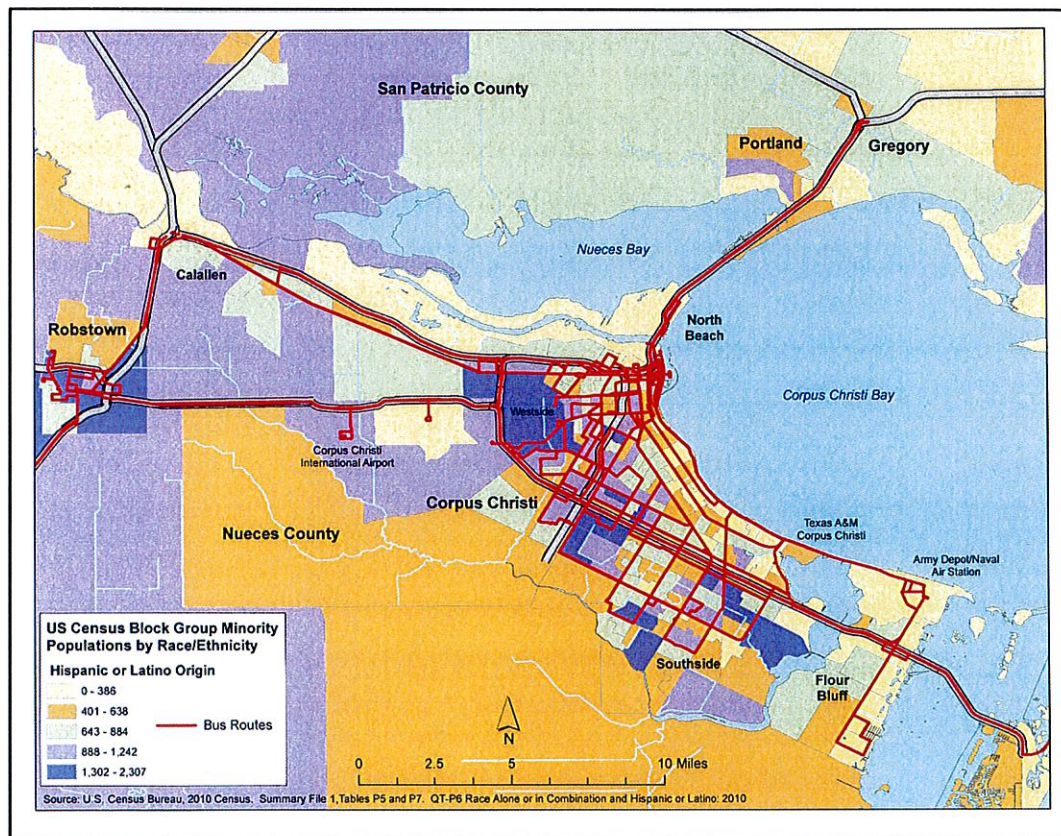
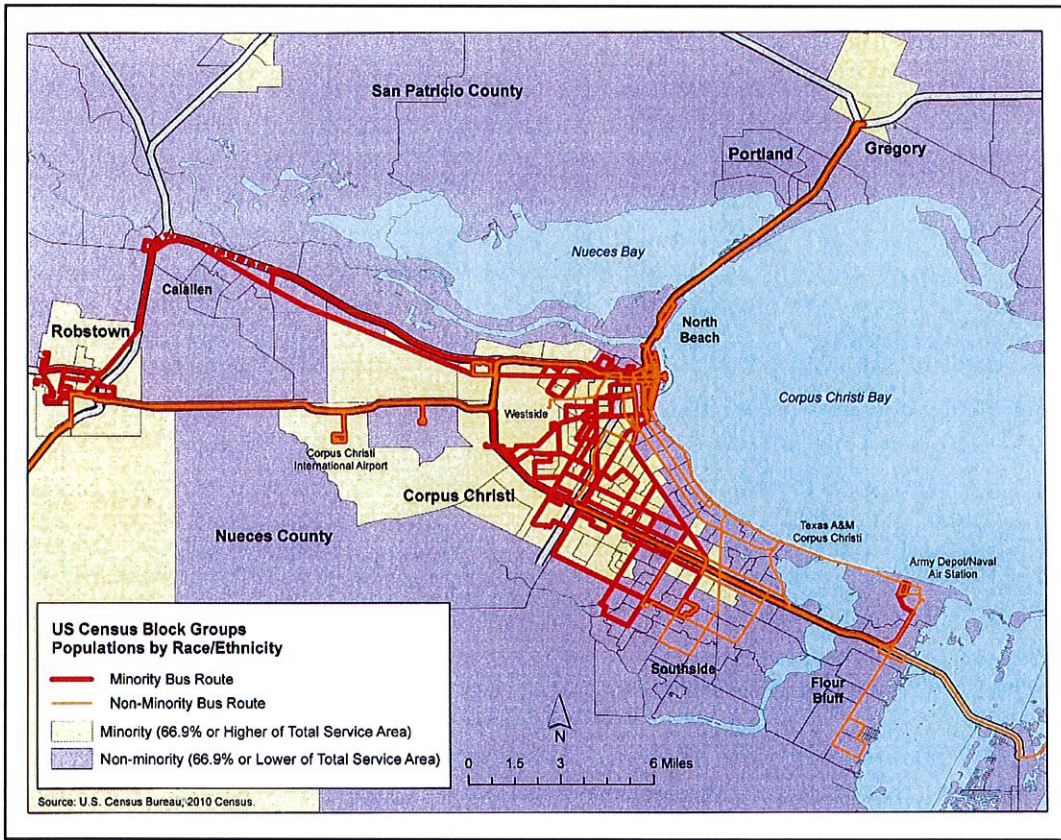
Nueces County

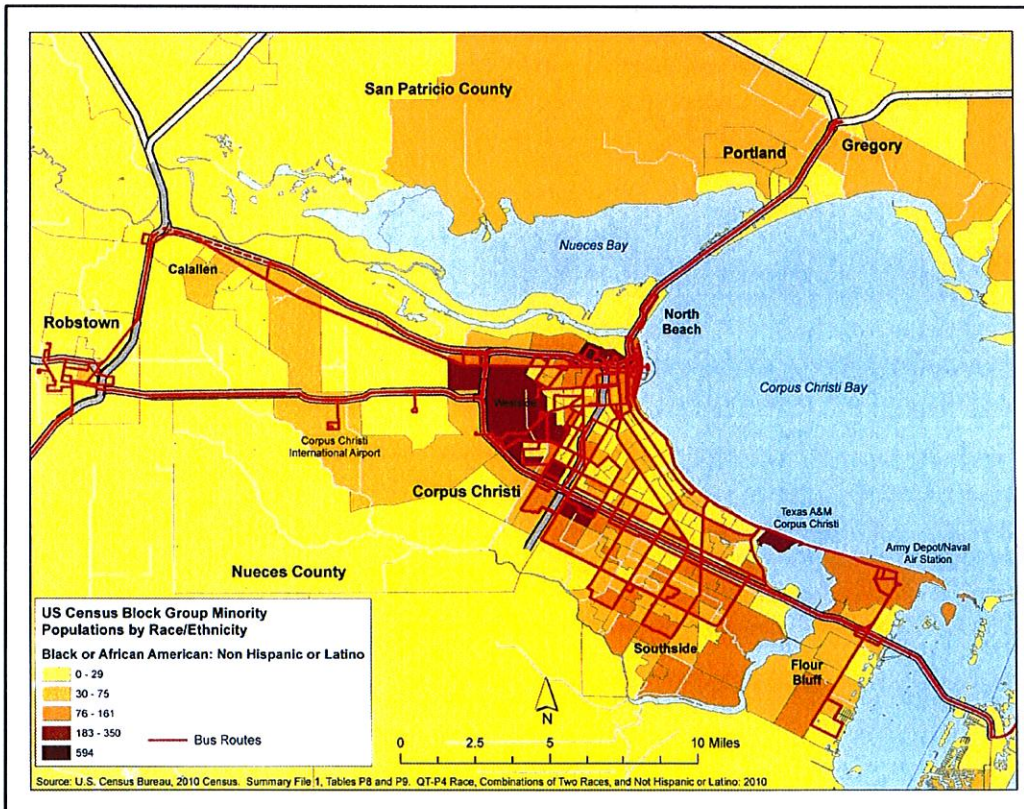
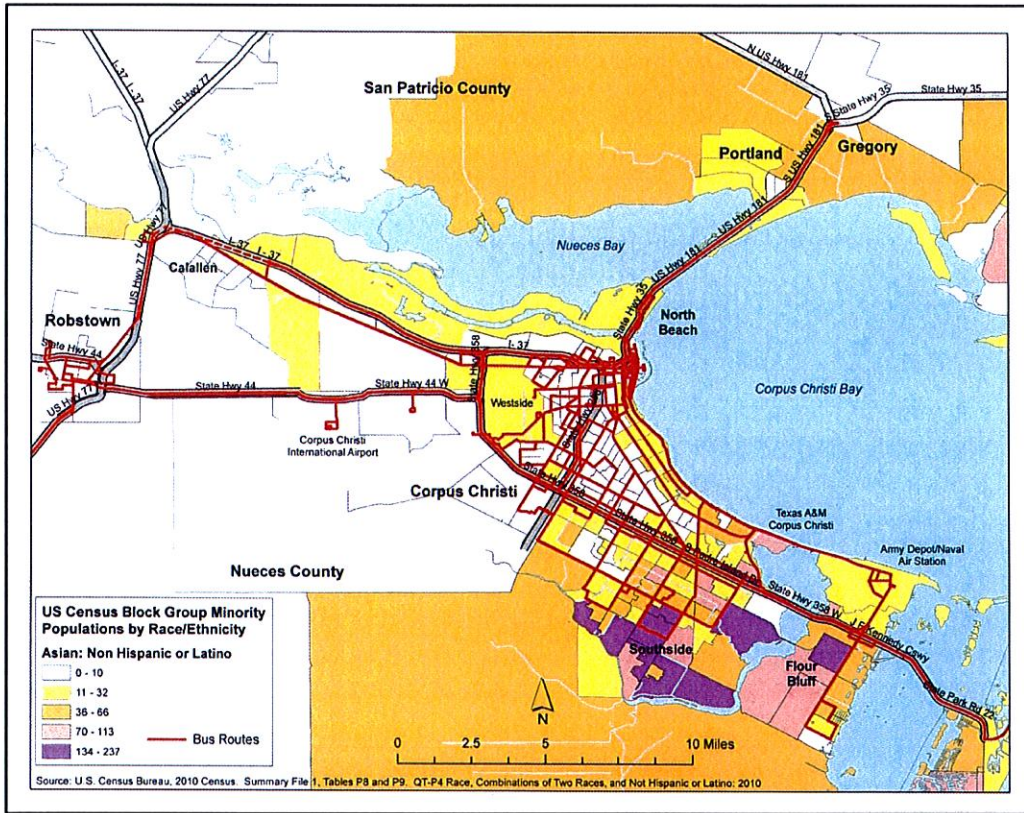
	Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
30.01	5,242	4,286	273	61	122	500	1,744	2,897	2,345	44.7%
30.02	4,912	4,054	170	32	259	397	1,597	2,786	2,126	43.3%
31.01	5,714	4,991	140	62	128	393	1,234	4,026	1,688	29.5%
31.02	4,851	4,076	171	29	174	401	1,473	2,881	1,970	40.6%
32.02	5,059	4,179	188	26	262	404	2,461	2,058	3,001	59.3%
32.03	5,316	4,188	269	28	162	669	3,284	1,575	3,741	70.4%
32.04	4,318	3,539	145	20	142	472	2,251	1,742	2,576	59.7%
33.03	1,625	1,287	15	11	29	283	1,265	302	1,323	81.4%
33.04	5,706	4,553	237	36	189	691	2,803	2,443	3,263	57.2%
33.05	4,609	3,387	313	28	82	799	3,299	931	3,678	79.8%
33.06	3,978	3,123	199	18	98	540	2,222	1,429	2,549	64.1%
34.01	4,046	3,135	218	38	48	607	2,644	1,121	2,925	72.3%
34.02	5,892	4,699	313	50	59	771	3,348	2,129	3,763	63.9%
35	2,328	1,769	29	10	10	510	1,634	628	1,700	73.0%
36.01	6,280	5,547	157	42	27	507	3,319	2,713	3,567	56.8%
36.02	6,296	5,416	90	63	38	689	3,265	2,846	3,450	54.8%
36.03	3,831	3,102	84	22	17	606	2,114	1,588	2,243	58.5%
37	3,375	3,030	50	3	7	285	1,735	1,564	1,811	53.7%
51.02	3,389	3,188	12	33	44	112	262	3,000	389	11.5%
54.04	2,310	2,001	110	7	80	112	999	1,097	1,213	52.5%
54.06	2,990	2,659	49	14	61	207	1,587	1,270	1,720	57.5%
54.07	2,207	1,885	109	2	54	157	1,323	709	1,498	67.9%
54.08	4,265	3,674	183	23	64	321	2,547	1,454	2,811	65.9%
54.09	3,687	3,110	133	30	192	222	1,648	1,658	2,029	55.0%
54.1	3,699	3,099	126	12	74	388	2,190	1,270	2,429	65.7%
54.11	3,886	3,189	206	25	110	356	2,028	1,508	2,378	61.2%
54.12	4,813	3,853	193	32	306	429	2,067	2,169	2,644	54.9%
54.13	2,416	1,808	138	20	174	276	1,081	971	1,445	59.8%
54.14	1,895	1,547	70	5	97	176	894	807	1,088	57.4%
54.15	4,516	3,538	184	11	359	424	2,041	1,882	2,634	58.3%
54.16	3,406	2,869	67	8	293	169	1,082	1,914	1,492	43.8%
54.17	4,265	3,382	207	18	238	420	2,143	1,609	2,656	62.3%
56.01	6,494	5,574	136	26	12	746	6,013	351	6,143	94.6%
56.02	6,342	5,188	49	26	8	1,071	6,048	250	6,092	96.1%
58.01	6,285	5,827	46	23	75	314	1,950	4,161	2,124	33.8%
58.02	6,017	5,362	67	17	15	556	3,342	2,574	3,443	57.2%
59	3,302	2,824	16	14	8	440	2,754	514	2,788	84.4%
60	2,638	2,196	10	18	4	410	2,049	545	2,093	79.3%
61	3,392	2,917	68	27	10	370	2,297	1,025	2,367	69.8%
62	9,235	8,556	70	41	165	403	1,294	7,547	1,688	18.3%
63	2,646	2,192	46	16	38	354	1,427	1,119	1,527	57.7%
64	3,381	2,383	614	15	4	365	1,759	1,028	2,353	69.6%
9800	11	11	0	0	0	0	0	11	0	0.0%
9900	0	0	0	0	0	0	0	0	0	N/A
	340,223	277,402	13,637	2,128	5,731	41,325	206,293	111,870	228,353	67.1%

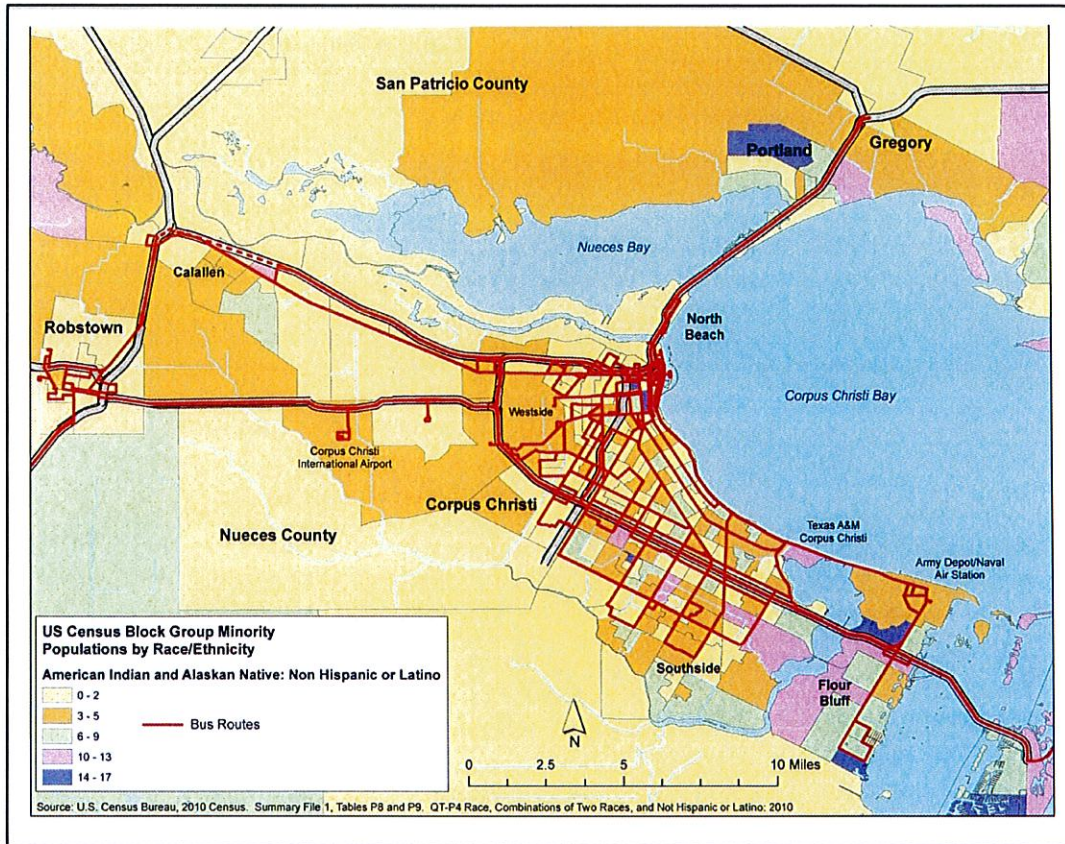
San Patricio County

	Total Population	White	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races	Hispanic	Not Hispanic, White	All Minority	% Minority
105	1,946	1,426	16	8	4	492	1,757	161	1,785	91.7%
107	3,663	3,110	54	15	55	429	1,551	1,951	1,712	46.7%
112	3,060	2,778	14	22	6	240	1,652	1,371	1,689	55.2%
	8,669	7,314	84	45	65	1,161	4,960	3,483	5,186	59.8%
Total Service Area	348,892	284,716	13,721	2,173	5,796	42,486	211,253	115,353	233,539	66.9%

Percent of Population Minority greater than Percent of Population Minority for Service Area









Median Household Income Levels are analyzed below.

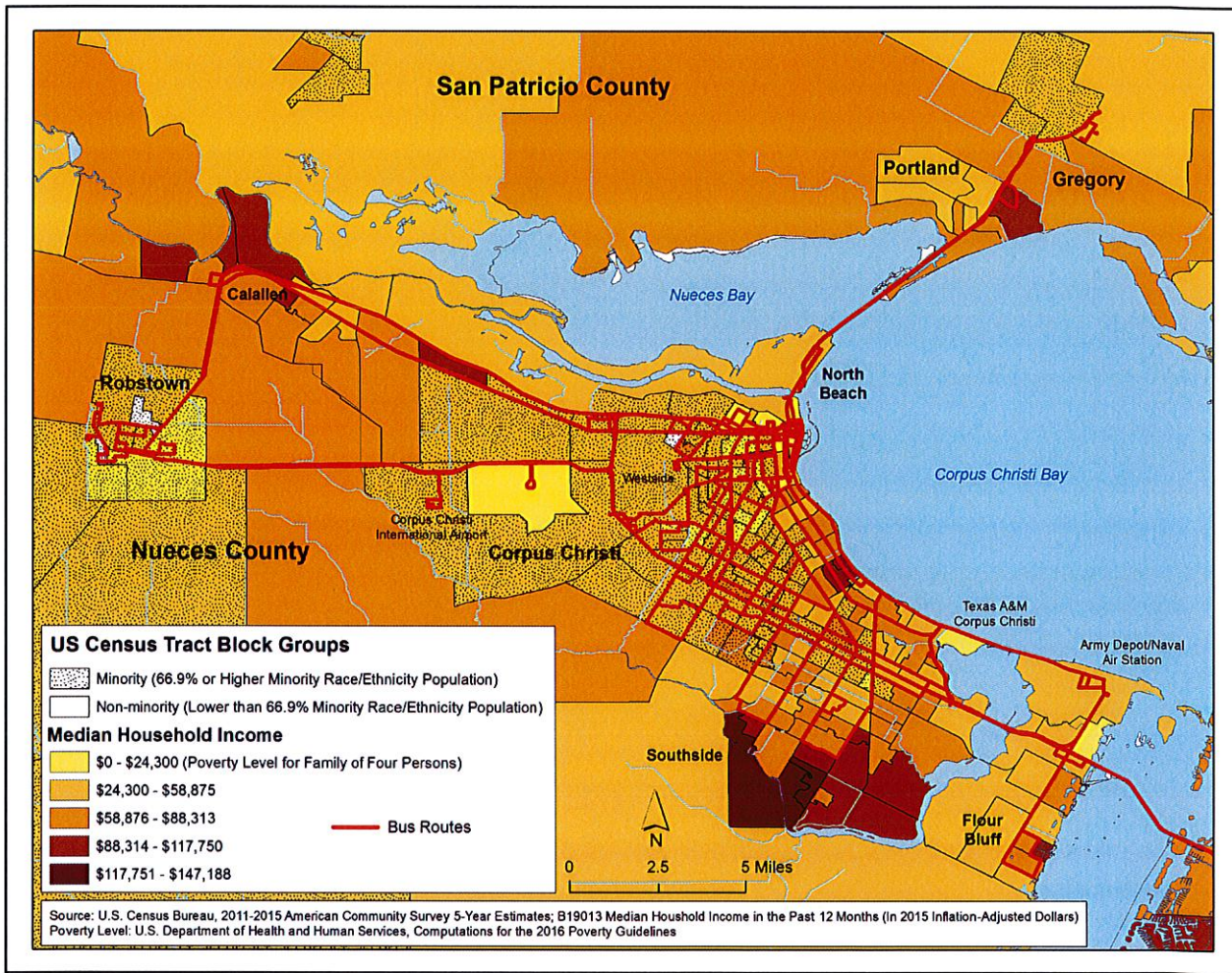
Nueces County			
Tract	Households with Income < \$25,000	Total Households	Percentage
5	324	586	55.3%
6	549	2,138	25.7%
7	736	1,850	39.8%
8	369	1,051	35.1%
9	727	1,694	42.9%
10	609	1,175	51.8%
11	320	556	57.6%
12	860	1,765	48.7%
13	627	1,527	41.1%
14	428	2,129	20.1%
15	879	1,451	60.6%
16.01	552	1,515	36.4%
16.02	522	1,257	41.5%
17.01	1,020	2,128	47.9%
17.02	138	554	24.9%
18.01	831	2,084	39.9%
18.02	177	827	21.4%
19.02	631	2,614	24.1%
19.03	251	1,079	23.3%
19.04	424	1,407	30.1%
20.01	550	1,472	37.4%
20.02	476	1,327	35.9%
21.01	507	1,612	31.5%
21.02	227	1,412	16.1%
22	668	2,113	31.6%
23.01	257	1,424	18.0%
23.03	322	1,605	20.1%
23.04	572	2,359	24.2%
24	640	2,391	26.8%
25	295	1,799	16.4%
26.01	276	1,125	24.5%
26.02	110	723	15.2%
26.03	326	1,261	25.9%
27.03	390	1,749	22.3%
27.04	674	2,731	24.7%
27.05	607	2,263	26.8%
27.06	-	-	0.0%
29	51	314	16.2%



Nueces County			
Tract	Households with Income < \$25,000	Total Households	Percentage
30.01	736	2,334	31.5%
30.02	464	1,772	26.2%
31.01	504	2,183	23.1%
31.02	420	1,824	23.0%
32.02	215	2,111	10.2%
32.03	723	2,440	29.6%
32.04	337	1,917	17.6%
33.03	130	480	27.1%
33.04	437	2,525	17.3%
33.05	674	1,880	35.9%
33.06	608	1,997	30.4%
34.01	518	1,668	31.1%
34.02	357	2,161	16.5%
35	90	754	11.9%
36.01	291	2,129	13.7%
36.02	462	2,222	20.8%
36.03	233	1,327	17.6%
37	217	1,159	18.7%
51.02	371	1,773	20.9%
54.04	64	1,054	6.1%
54.06	86	1,041	8.3%
54.07	90	882	10.2%
54.08	397	1,662	23.9%
54.09	86	1,231	7.0%
54.1	220	1,352	16.3%
54.11	387	1,807	21.4%
54.12	253	1,791	14.1%
54.13	25	1,155	2.2%
54.14	59	800	7.4%
54.15	83	1,659	5.0%
54.16	34	1,231	2.8%
54.17	93	1,567	5.9%
56.01	581	1,990	29.2%
56.02	1,040	1,927	54.0%
58.01	167	2,404	6.9%
58.02	447	2,191	20.4%
59	125	908	13.8%
60	194	753	25.8%
61	333	1,232	27.0%
62	258	4,348	5.9%
63	359	976	36.8%
64	618	1,209	51.1%



San Patricio County			
Tract	Households with Income < \$25,000	Total Households	Percentage
102.01	458	1,600	28.6%
102.02	524	1,896	27.6%
103.01	256	1,581	16.2%
103.02	170	1,517	11.2%
105	202	650	31.1%
106.01	162	2,190	7.4%
106.02	213	1,259	16.9%
106.03	61	905	6.7%
106.04	91	1,050	8.7%
107	188	1,191	15.8%
108	495	1,478	33.5%
109	235	1,464	16.1%
110	763	2,315	33.0%
111	236	905	26.1%
112	367	1,240	29.6%
113	607	1,540	39.4%
Total Service Area	36,736	149,674	24.5%
Tracts with Higher % Households with Income < \$25,000 than Total Service Area			
Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates			



13. Data regarding customer demographics and travel patterns, collected from passenger surveys.

As part of the Transit Plan 20/20 effort approved by the Board of Directors in October 2016, an on-board survey was conducted between September 11 and October 3, 2015. The survey was collected on buses over this period and at other locations in the service area. In conjunction with the complete on-board count of all boardings and alightings on revenue trips and at bus stops, other focus group surveys were completed at transfer stations, major employment locations, and at hospitality locations in downtown Corpus Christi. Surveys were offered to customers in English and Spanish.

14. Results of the monitoring program of service standards and policies and any action taken, including documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results.

The metrics delineated in CCRTA's Fixed Route Service Standards are reviewed by staff on a monthly basis. Further, the FTA circular requires that transit providers (that operate 50 or more peak vehicles and are located in a UZA of 200,000 or more) monitor the performance of their



transit system relative to their system-wide service standards and service policies as a component of this monitoring program.

In order to monitor CCRTA's ability to achieve Service Standards and Policies, the Board of Directors reviews the following:

- *Monthly Performance Reports*
- *Annual Service Plan associated with the CCRTA Budget, Goals, and Initiatives*
- *Comprehensive Operational Analysis (updated approximately every five years)*

The CCRTA has included examples in Appendix E.

15. A description of the public engagement process for setting the "major service change policy" and disparate impact policy.

Please refer to the following policies within Appendix F:

- a. Public Input Policy*
- b. Disparate Impact Policy*
- c. Public Information Process: Service Changes, Fare Increase, Half Fare*

16. A copy of Board meeting minutes or a resolution demonstrating the Board of Directors consideration, awareness, and approval of the major service change policy and disparate impact policy.

Appendix F contains the agenda and related policies from the August 7, 2013 Board of Directors meeting.

17. Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission.

The CCRTA conducted major service changes during this reporting period as follows: As part of the ¡VÁMONOS! Long Range System Plan Phase 1, CCRTA implemented several major service changes and improvements on June 2, 2014.

The Board of Directors meeting agenda dated April 2, 2014 and the document titled "Approval of Modifications to the Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Long Range System Plan" within Appendix K contains the service equity analysis which was completed prior to the approval of the proposed changes.