



## Appendix: A FTA Civil Rights Assurance

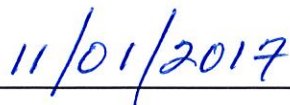
### *FEDERAL TRANSIT ADMINISTRATION (FTA)* *CIVIL RIGHTS ASSURANCE*

The Corpus Christi Regional Transportation Authority hereby certifies that, as a condition of receiving Federal financial assistance under federal transit laws and civil rights act of 1964, as amended, it will ensure that:

- a. No person, based on race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- b. The Corpus Christi Regional Transportation Authority will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulation, 49 CFR, Part 21.9.
- c. The Corpus Christi Regional Transportation Authority will make it known to the public that those persons or persons alleging discrimination based on race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons, whose signature appears below, are authorized to sign this assurance on behalf of the grant applicant or recipient.

  
\_\_\_\_\_  
Jorge Cruz-Aedo, CEO

  
\_\_\_\_\_  
Date



## **Appendix: B**

### **DOT Civil Rights Assurance**

#### ***DEPARTMENT OF TRANSPORTATION (DOT)***

#### **TITLE VI ASSURANCE**

The Corpus Christi Regional Transportation Authority (hereinafter referred to as the "Recipient") hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C.

2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations"), and other pertinent directives. No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and **HEREBY GIVES ASSURANCE THAT** it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Transit Administration program:

1. That the Recipient agrees that each "program" and each "facility", as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Federal Transit Administration programs and, in adapted form in all proposals for negotiated agreements:



***The Corpus Christi Regional Transportation Authority, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.***

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to this Act and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under Federal Transit Administration programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under Federal Administration programs.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of



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similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.

9. The Recipient shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific Corpus Christi Regional Transportation Authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.
11. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THIS ASSURANCE is given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the recipient by the Department of Transportation under the Federal Administration and is binding on it, other recipients, sub grantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Transit Administration programs. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

Jorge Cruz-Aedo, CEO

Date



## APPENDIX A TO TITLE VI ASSURANCE

(to be inserted into every contract subject to Title VI)

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

(1) Compliance with Regulations: The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

(2) Nondiscrimination: The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

(3) Solicitations for Subcontract, Including Procurements of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.

(4) Information and Reports: The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY or the FEDERAL TRANSIT ADMINISTRATION to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY, or the FEDERAL TRANSIT ADMINISTRATION as appropriate, and shall set forth what efforts it has made to obtain the information.

(5) Sanctions for Noncompliance: In the event of the contractor's noncompliance with nondiscrimination provision of this contract, the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY shall impose contract sanctions as it or the FEDERAL TRANSIT ADMINISTRATION may determine to be appropriate, including but not limited to:

- (a) withholding of payments to the contractor under the contract until the contractor complies; and/or
- (b) cancellation, termination, or suspension of the contract, in whole or in part.

(6) Incorporation of Provisions: The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the CORPUS CHRISTI

REGIONAL TRANSPORTATION AUTHORITY or the FEDERAL TRANSIT ADMINISTRATION may direct as a means of enforcing such provisions including sanctions for noncompliance:



**APPENDIX A TO TITLE VI ASSURANCE (Continued)**

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY to enter into such litigation to protect the interests of the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.



## APPENDIX B TO TITLE VI ASSURANCE

(to be inserted into real property transactions)

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

### (GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by Law, and upon the condition that the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY will accept title to the Lands and maintain the project constructed thereon, in accordance with THE STATE OF TEXAS, the Regulations for the Administration of PROGRAM and the policies and procedures prescribed by FEDERAL TRANSIT ADMINISTRATION of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

### (HABENOUOM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY, its successors and assigns.

The CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over or under such lands hereby [,] [and]\* (2) that the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY shall use the lands and interest in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of

Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, and (3) that in the event of breach of any of the above mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this instruction.

**\* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.**



### APPENDIX C TO TITLE VI ASSURANCE

(to be inserted into Federally funded real property transactions or improvements)

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add "as a covenant running with the land") that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee Lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination of Federally Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)\*

That in the event of breach of any of the above nondiscrimination covenants, CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said (licenses, lease, permit, etc.) to re-enter and repossess said land and facilities thereon, and hold the same as if said (license, lease, permit, etc) had never been made or issued.

(Include in deeds)\*

That in the event of breach of any of the above nondiscrimination covenants CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY shall have the right to re-enter said lands and facilities thereon, and the above-described lands and facilities shall thereupon revert to, vest in, and become the absolute property of CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY pursuant to the provisions of Assurance 7(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in case of deeds, and leases add "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over or under such land and

the furnishing services thereon, no person on the grounds of race, color, or national origin shall be excluded from the participation in, be denied. the benefits of, or be otherwise subjected to





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discrimination, and (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal

**APPENDIX C TO TITLE VI ASSURANCE (Continued)**

Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)\*

That in the event of breach of any of the above nondiscrimination covenants, CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities as thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

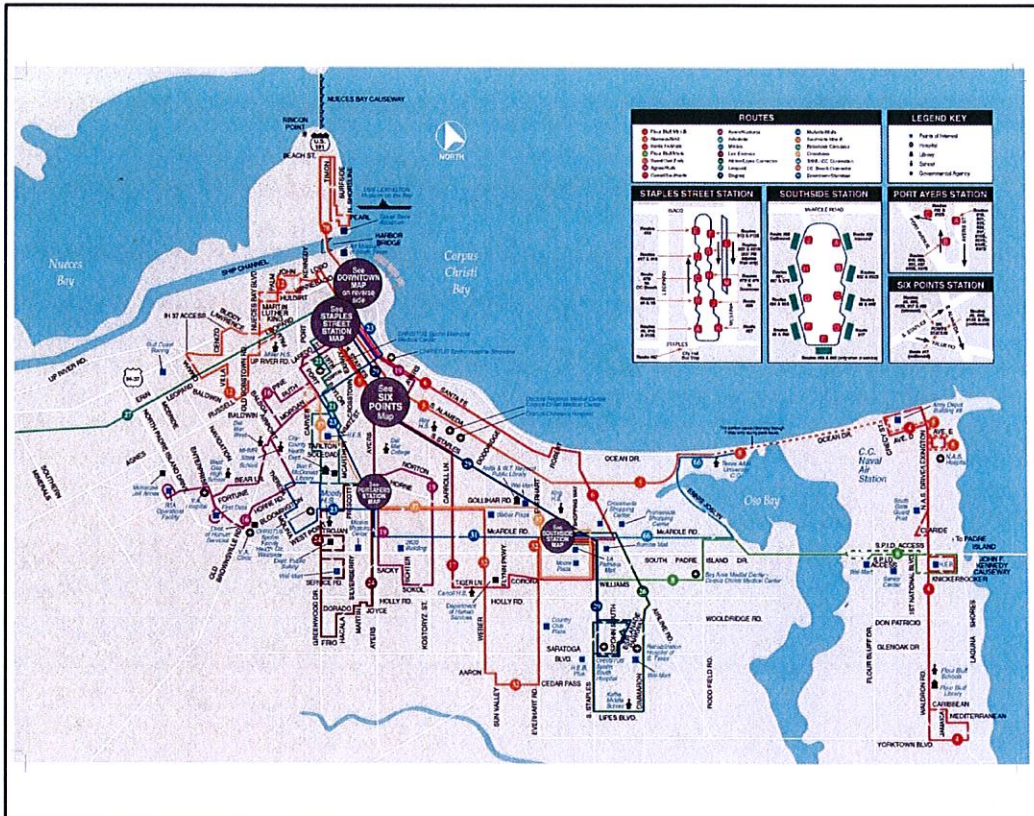
(Include in deeds)\*

That in the event of breach of any of the above nondiscrimination covenants, CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities shall there upon revert to and vest in and become the absolute property of CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY and its assigns.

**\* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964**



## Appendix: C System Maps



Buy bus passes for unlimited rides on RTA-fixed route services for a single day, 7 days or 31 days.

Call 883-2287 to find out how you can start saving money today!

Name: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY**

5656 Deer Lane  
Corpus Christi, Texas 78405  
(361) 289-2712

RTA Customer Service Center  
1836 S. Alameda  
(361) 882-2627

[www.ccrta.org](http://www.ccrta.org)

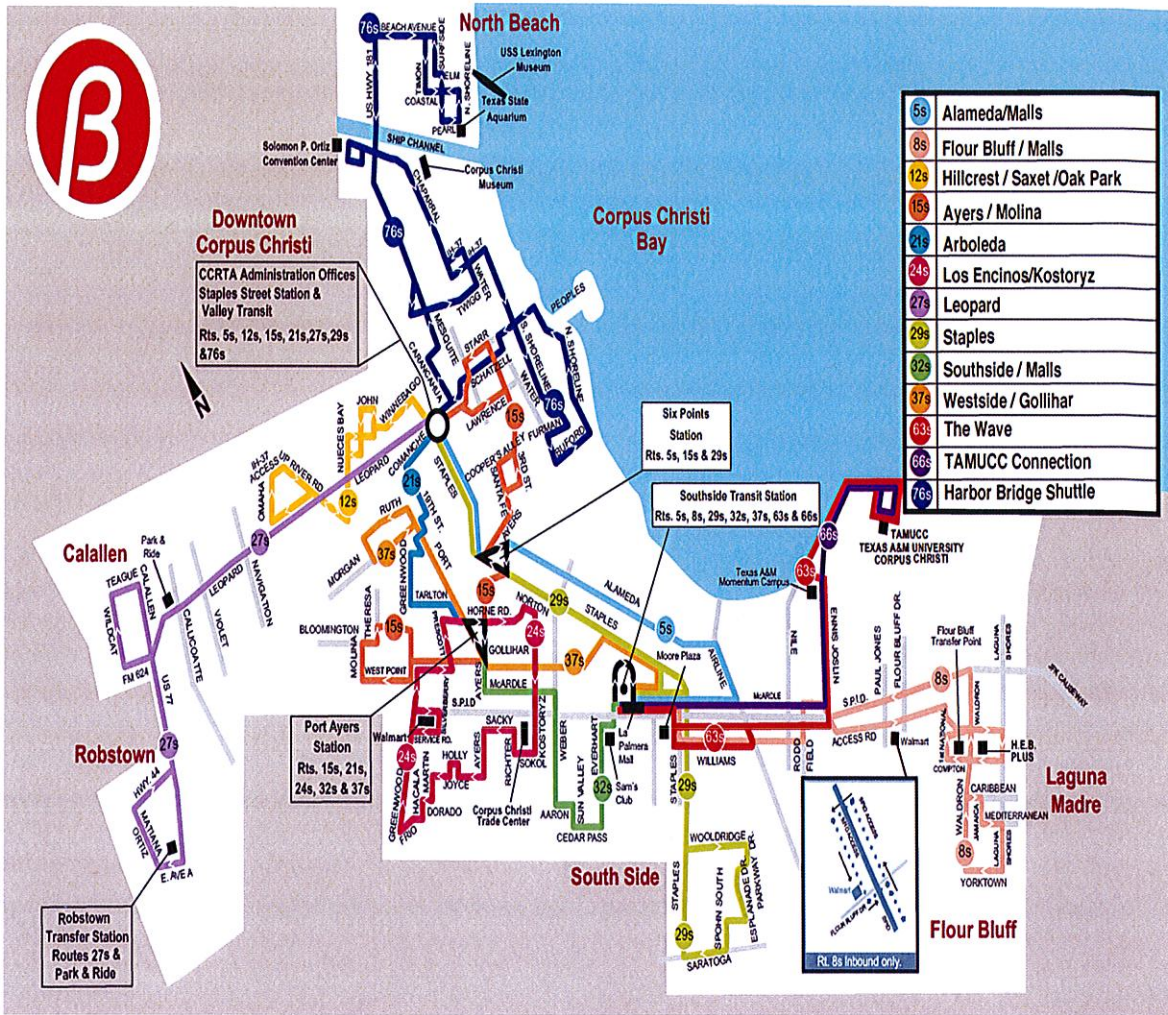
**DOWNTOWN AND NORTH BEACH AREA**

**PARK & RIDE ROUTES**

**POSTTOWN SERVICES**



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## Appendix: D Fixed Route Service Standards



### CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

#### BOARD OF DIRECTORS' MEETING NOTICE

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**Date:** Wednesday, December 11, 2013

**Time:** 8:30 a.m.

**Location:** RTA Administration/Operations Facility  
5658 Bear Lane  
Corpus Christi, Texas

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	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
1.	<b>Roll Call</b>	A. Granado	1 min.	No Attachment
2.	<b>Personnel Recognition</b>	S. Neeley	5 min.	No Attachment
3.	<b>Opportunity for Public Comment</b>	J. Valls	5 min.	No Attachment
4.	<b>Update</b> on RCAT Committee Activities	A. Alonzo	5 min.	No Attachment
5.	<b>Discussion and Possible Action</b> to Approve the Board of Directors' Minutes of November 20, 2013	J. Valls	1 min.	Pages 1-13
6.	<b>Public Hearing</b> Regarding Adoption of the FY 2014 Operating and Capital Budgets	J. Cruz- Aedo	7 min.	No Attachment



	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
7.	<b>Discussion and Possible Action to</b> a) Adopt the FY 2014 Operating Budget b) Adopt the FY 2014 Capital Budget	J. Cruz- Aedo	5 min. 5 min.	Pages 14-41 Pages 42-44
8.	<b>Discussion and Possible Action to</b> Authorize Executing and Submitting the Federal Transit Administration's (FTA) FY 2014 Certifications and Assurances	W. Laridis	4 min.	Pages 45-48
9.	<b>Discussion and Possible Action to Approve</b> FY 2014 Program of Projects	W. Laridis	3 min.	Pages 49-50
10.	<b>Discussion and Possible Action to</b> Authorize Exercising the Two-Year Option for State Legislative Consulting Services with Longbow Partners, LLP	W. Laridis	3 min.	Page 51
11.	<b>Discussion and Possible Action to</b> Authorize Exercising the Two-Year Option for Federal Legislative Consulting Services with Meyers and Associates	W. Laridis	3 min.	Page 52
12.	<b>Discussion and Possible Action to</b> Authorize Negotiating and Entering into a Contract with Evergreen Lawn and Landscape for Bus Stop Cleaning Services	W. Laridis	5 min.	Pages 53-54
13.	<b>Discussion and Possible Action to Amend</b> the Fixed Route Service Standards; III. Bus Stops; 4. Bus Stop Amenities	G. Robinson	3 min.	Pages 55-68
14.	<b>Presentations:</b> a. October Financial Report  b. October Operational Reports c. Capital Programs Update d. JARC and New Freedom	C. O'Brien  R. Villarreal  S. Montez  W. Laridis	20 min.	Pages 69-70 Attachment Pages 71-82 No Attachment No Attachment



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	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
15.	<b>CEO's Report</b> a) Texas Transit Association b) New Hires/Open Positions c) Organizational Chart d) 2014 Rodeo e) 2014 Board of Directors' Meeting Calendar	S. Neeley	2 min.	No Attachments a-d  Page 83
16.	<b>Chairman's Report</b> a. RTA/ECE/MV Transportation Holiday Party b. CEO Evaluation	J. Valls	2 min.	No Attachment
17.	<b>Adjournment</b>	J. Valls	1 min.	No Attachment
18.	<b>Information</b> RCAT October 17, 2013 Minutes	---	---	Pages 84-88

**Total Estimated Time: 1:20**

**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 903-3561 at least 48 hours in advance so that appropriate arrangements can be made.

On **Friday, December 6, 2013** this Notice was posted by **Beth Vidaurri** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas, the RTA Administration Offices, 5658 Bear Lane, Corpus Christi, Texas and sent to the Nueces County Clerk and San Patricio County Clerk.



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Memo

December 11, 2013

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**Subject: Service Standards Amendments with regards to Bus Stop Amenities**

### **Background**

The RTA Board of Directors most recently approved Fixed Route Service Standards in June of 2012. (Attached)

### **Identified Need**

Service standards are the primary policy directing RTA in where, when, and how we provide general public transit use to the communities we serve. Not only do our standards address service delivery, but they also lay out metrics for bus stop placements and the use of shelter amenities. Clear, enforceable standards ensure RTA services are applied equally and in a non-arbitrary manner – both important to ensure compliance with federal civil rights law. Recent changes to the Service Standards included additional modifications made to clarify the policy intent in bus stop location and accessibility.

The Board of Directors has recently expressed interest in adding a bus bench at every bus stop location where feasible. Our current service standards call for the addition of bus benches only when a stop reaches 10 or more boardings. These standards can be amended with Board approval.

Staff has conducted research on the process for eliminating the boarding requirement in the service standards on bus stop amenities. Because the change would be to add bus benches to ALL stops, this represents a benefit across the board to all of our service area. Therefore, no public input is necessary. Also, because we will not be selective in choosing where the bus benches should be placed, no Title VI analysis is required either.

### **Financial Impact**

No financial impact will be incurred by simply amending the Service Standards. There will however be a financial impact upon the capital purchase of the additional bus benches. Those costs will be phased in over the 2014 fiscal year.



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## Recommendation

Staff requests the Board of Directors amend the Service Standards with regards to bus stop amenities.

Respectfully Submitted,

Submitted by: \_\_\_\_\_  
Gordon Robinson  
Director of Planning

Reviewed by: \_\_\_\_\_  
Rosa Villarreal  
Managing Director of Operations

Final Approval: \_\_\_\_\_  
Scott Neeley  
Chief Executive Officer





## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY BOARD POLICY

### FIXED ROUTE SERVICE STANDARDS

#### **I. PURPOSE**

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##### **1. Policy Goals**

The RTA operates a family of services that is designed to be consistent throughout the service area. While the service area is diverse in its needs and demand for transit services, the goal of this policy is to ensure equitable treatment throughout the service area. Decisions on services provided or modifications to services provided are to be based on conditions that exist relevant to the services provided. These standards address when, where, and how the RTA obligates itself to provide transit services to the community it serves.

##### **2. Non-Discrimination**

For any RTA service, no person shall be denied access or shall be provided a different level of access based on race, ethnicity, gender, religious or other affiliation, or presence of a disability. No person wishing to use RTA transit services shall be denied service granted they have paid the requisite fare and adhere to all RTA rules. Further, in provision of services, all requirements of Title VI of the Civil Rights Act of 1964, Presidential Executive Order 12898 on Environmental Justice, and the Americans with Disabilities Act (ADA) will be adhered to by all times in the services provided and by persons employed by the RTA or its contractors.

#### **II. BUS SERVICE DELIVERY STANDARDS**

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RTA operates the following types of bus services:

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



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

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

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

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

### **2. Service Frequency**

***Bus Headway*** is defined as the interval of time between buses traveling in any given direction (inbound or outbound) on any given route. Headways shall vary between peak



periods and off-peak periods where demand dictates in order to minimize operating expenses and provide the most efficient service during weekday peak demand periods.

The following factors will be examined when adjusting headways:

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

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

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

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

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

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

### **3. Service Duplication**

Whenever possible, service duplication is to be avoided to reduce system waste. Service duplication is essentially the servicing of the same geographic area during the same time period by multiple routes. To avoid duplication, routes operating on the same road segment for one mile or longer must have schedules that create improved frequency on the corridor to the extent possible. Additionally, routes will not serve two parallel streets less than ¼ mile apart for more than ½ mile.

### **4. Bus Load Standard**

***Bus Load Factors*** is defined as the ratio of passengers on board a bus to the number of seats available. The intent of load standards is to balance passenger comfort and safety with operating costs.

Generally acceptable load factors are higher for routes with shorter trip distances; requiring someone to stand is less acceptable as time on vehicle increases. For Connector Routes and Commuter Routes, load factors of over 1.0 are not tolerable and either different vehicles should be assigned or additional vehicle trips added to alleviate the situation. For all other services, load factors should not exceed 1.25.



**5. Vehicle Assignment**

Vehicles shall be equitably distributed throughout the service area. The primary concern in vehicle assignment is matching vehicle length with maximum loads to comply with vehicle load requirements. Among routes requiring same size vehicles, buses will be distributed evenly across the system in respect to vehicle age and amenities provided.

Service Development will advise Operations on the required length of vehicle for each route, and Operations will make vehicle assignment decisions. Regular vehicle assignment must be reviewed and approved by RTA’s Title VI Officer.

**6. Timed Connections**

Because direct service from every origin and destination is impractical, transfers are unavoidable. Where system design requires transfers between routes, those transfers shall be timed whenever practical. Service Development will determine where timed connections are to exist and adjust schedules accordingly. Because actual arrival and departure times will vary from what is scheduled, buses may need to wait for connecting routes. When possible, time should be added to bus schedules at timed connections to accommodate the volatility of bus schedules. Buses will wait up to 10% of their headway to permit connections, regardless of requests by passengers.

**7. Hours of Operation**

Hours of operation refer to the time between the first and last trip operated on a route. As the various routes are designed to work as a complete system, a consistent span of service among routes is desirable.

*Span of Service Hours* is defined as the hours that service will operate at any given point within the system. The span of service varies by route according to demand and may be limited to peak hour service only. Minimum span of service for each Service Category is:

Weekday

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

Saturday

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

Sundays and Holidays

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



Due to operations considerations and financial constraints, some variation in days operated and start / end times among routes are expected. Variation from this standard for specific routes will have reasons for the variation documented.

Service periods are identified as peak and off-peak and are defined as follows:

Peak

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

Off-Peak

- ❖ Early Morning.....before 6:00 a.m.
- ❖ Midday .....9:00 a.m. – 3:00 p.m.
- ❖ Evening.....6:00 p.m. – 8:00 p.m.
- ❖ Late Night .....after 8:00 p.m.
- ❖ Weekend service is considered off-peak all day.

**8. Service Holidays**

Each calendar year, as part of service changes, the Board of Directors will adopt a set of service holidays to be implemented for the following year. For some holidays, no service will be provided and for others the RTA will operate a reduced level of service. Holiday service should be a common service type (such as Saturday, Sunday, or a common holiday schedule) so as not to add confusion to passengers.

**9. On-Time Performance**

To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by RTA, on-time performance standards have been established. Service should deviate as little as possible from the published timetables. Early departures from timepoints that risk leaving on-time passengers and late arrivals to timepoints are considered deviations from on-time performance. This standard applies to every stop on a route that could reasonably be considered a timepoint based on published customer information.

It is impossible to achieve and maintain 100% on-time performance due to varying traffic and weather conditions, ridership activity, road construction, detours, accidents and other service interruptions. Nevertheless, every effort will be made to ensure that all RTA buses operate on-time. The following on-time performance standards shall apply:

- Early departures of any kind.....Less than 1%
- Arrivals over 3 minutes late.....Less than 20%
- Arrivals over 5 minutes late.....Less than 5%
- Arrivals over 10 minutes late.....Less than 1%



In building schedules, Service Development should consider all of the above on-time standards and ensure that all would likely be achieved by a schedule.

### **III. BUS STOPS**

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#### **1. Bus Stop Spacing**

The spacing of stops on a bus route often represents a trade-off between the convenience for those accessing the bus (walking distances) and the convenience of those on-board the vehicle (speed of travel, reliability of schedule). Ultimately, the goal of the RTA in this regard is to minimize the total travel time (both on the vehicle and off) for passengers using the service and ensure high schedule reliability. Additionally, higher operating speeds permit greater amounts of service relative to operating cost.

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

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

<b>Service Type</b>	<b>Typical Spacing</b>	<b>Minimum Spacing</b>
Primary (PTN)	2-4 per mile	800 feet
Standard	4-6 per mile	500 feet
Local	6-10 per mile	300 feet
Flexible*	1-2 per mile	300 feet
Downtown	6-8 per mile	300 feet

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

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

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



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

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

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

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

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

#### ***Bus Shelters***

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

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

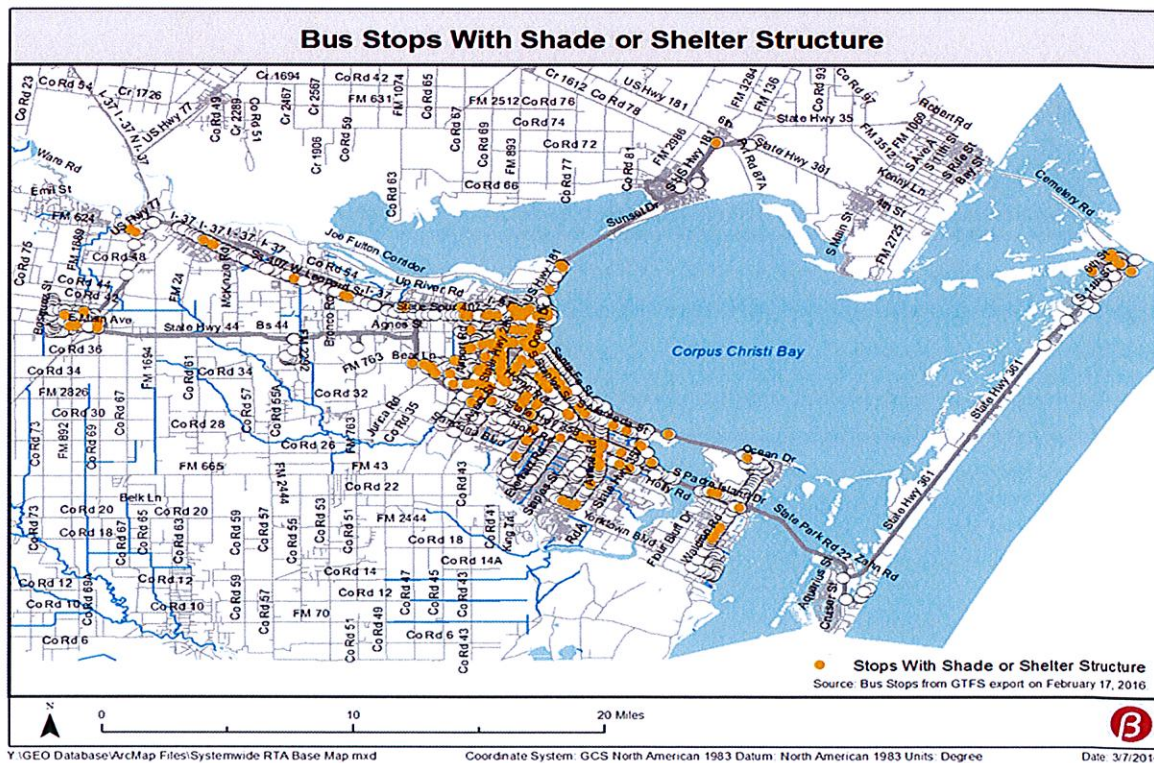
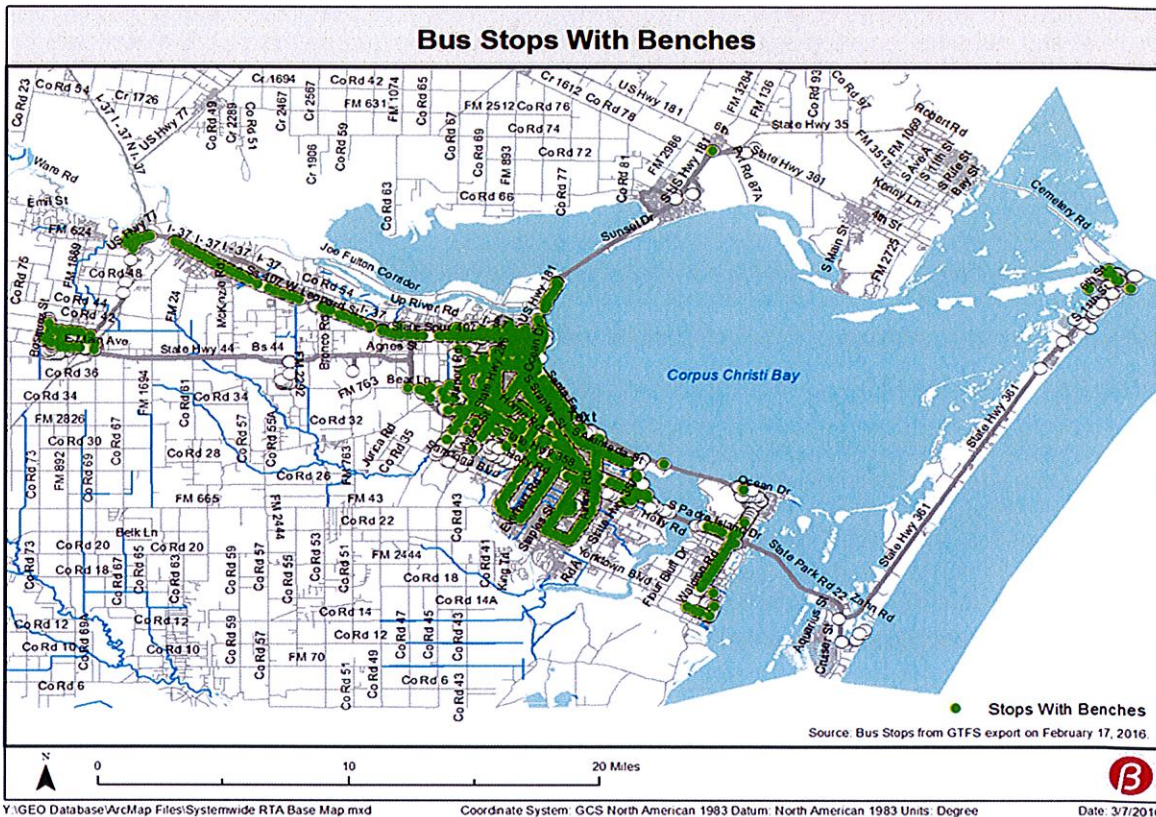
Bus benches will be provided at all bus stop locations where feasible.

#### ***Geographic Equity***

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



Corpus Christi Regional Transportation Authority  
Title VI Program Update







#### **IV. MINIMUM ACCEPTABLE SERVICE**

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

##### **1. Small Communities**

For all incorporated places or Census Designated Places with fewer than 50,000 residents, the following service requirements will apply. Demographic data for the purposes of this requirement will be from most recent decennial census or American Community Survey, whichever is most current. Service levels will be based upon the sum of total population and employment for areas in which data is available. For all other areas, total population alone will be used as a metric.

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

##### **2. Large Community & Unincorporated Areas**

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

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



### **3. Service Type**

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

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

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

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

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

#### **Operation Statistics:**

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

#### **Financial Statistics:**

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



- Farebox Recovery – This is a completely financial metric in how it estimates cost-benefit. The benefit here is estimated economically – in what people are willing to pay for the service. The drawback is that fare rates are typically a policy measure established far lower than what users would be willing to pay.

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

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

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

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

## **VI. SERVICE CHANGES**

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

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

#### *Long Range Plan*

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



### *Customer Service Measures*

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

### *Service Effectiveness Measures*

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

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

### *Community and Employee Input*

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

### *Current Resources*

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

## **2. Major Service Changes**

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



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

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

### **4. Public Input**

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

### **5. Detours**

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

Adopted May 12, 2010  
Revised June 6, 2012  
Revised December 11, 2013



**Appendix: E**  
**Performance Monitoring Examples for Title VI Compliance**



**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

**BOARD OF DIRECTORS'  
MEETING NOTICE**

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**Date:** Wednesday, March 4, 2015

**Time:** 8:30 a.m.

**Location:** CCRTA Administration/Operations Facility  
5658 Bear Lane  
Corpus Christi, Texas

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	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
19.	<b>Roll Call</b>	M. Saenz	1 min.	No Attachment
20.	<b>Personnel Recognition</b>	S. Neeley	5 min.	No Attachment
21.	<b>Opportunity for Public Comment</b>	L. Taylor	6 min.	No Attachment
22.	<b>Update</b> on RCAT Committee Activities	M. Rendon	5 min.	No Attachment
23.	<b>Discussion and Possible Action</b> to Approve the Board of Directors' Minutes of February 4, 2015	L. Taylor	3 min.	Pages 1-11
24.	<b>The following item is of routine or administrative nature and has been</b>	L. Taylor	3 min.	Pages 12-13



	Topic	Speaker	Est. Time	Reference
	<b>discussed previously by the Board or Committees. The Board has been furnished with support documentation on this item.</b> a) <b>Action</b> to Authorize Exercising the Second Option Year with Goodyear Tire and Rubber Company for Tire and Leasing Services			
25.	<b>Discussion and Possible Action</b> to Authorize Exercising the First Year Option with Wood, Boykin and Wolter and Porter, Rogers, Dahlman and Gordon, P.C. for Labor and Employment Law Legal Services	A. Olivares	5 min.	Page 14
26.	<b>Discussion and Possible Action</b> to Authorize Executing and Submitting the Federal Transit Administration's (FTA) FY 2015 Certifications and Assurances	W. Laridis	3 min.	Page 15-18
27.	<b>Discussion</b> on the Naming of Shelters, Stations and Other Facilities Policy	J. Cruz-Aedo	10 min.	Page 19
28.	<b>Presentations:</b> a. Health Plan Annual Review 2014 b. Marketing Activities c. Fourth Quarter 2014 Investment Report  d. Fourth Quarter 2014 Performance Report - Defined Benefit Plan and Defined Contribution Plan e. Financial Report – January 2015 f. 2015 Street Improvement Allocations g. 2014 Annual Service Performance Report h. January 2015 Operations Report i. May 2015 Service Change j. Procurement Update	R. Barrera Haas O'Brien  O'Brien  O'Brien Roddell Robinson Robinson Robinson Laridis	60 min.	No Attachment No Attachment Page 20 Attachment Pages 21-22 Attachments  Pages 23-25 No Attachment Pages 26-38 Pages 39-49 No Attachment No Attachment



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	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
29.	<b>CEO's Report</b> f) Texas Transit Association/APTA Rodeo g) Buc Days Service Plan and Community Support h) Del Mar College Bus Donation and Media Event i) Harbor Ferry Launch j) SWTA Show Off Your Access Submission k) Board of Directors' Budget Retreat	S. Neeley	5 min.	No Attachments
30.	<b>Chair's Report</b> a. CCRTA Transit Day at the Capitol b. SWTA Annual Conference and Expo c. APTA Legislative Conference	L. Taylor	5 min.	No Attachments
31.	<b>Discussion (in Closed Session) Concerning Possible Real Estate Acquisition with Possible Action Thereafter in Open Session Concerning Possible Real Estate Acquisition</b>	L. Taylor	10 min.	No Attachment
32.	<b>Adjournment</b>	L. Taylor	1 min.	No Attachment
33.	<b>Information</b> RCAT Minutes – January 15, 2015	---	---	Pages 50-54

**Total Estimated Time: 2:00**

**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 903-3561 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.

On **Friday, February 27, 2015** this Notice was posted by **Beth Vidaurri** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas, the RTA Administration Offices, 5658 Bear Lane, Corpus Christi, Texas and sent to the Nueces County Clerk and San Patricio County Clerk.





## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Memo

March 4, 2015

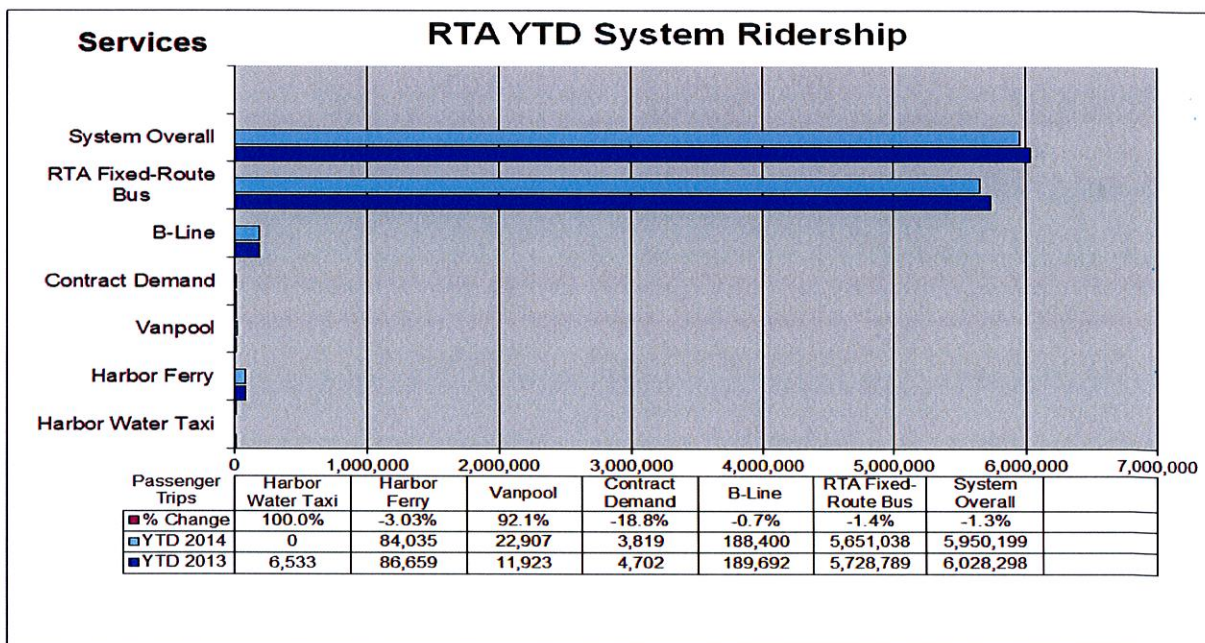
### Subject: 2014 Annual Service Performance Report

#### Executive Summary

This report contains annual system-wide ridership and performance summaries for 2014 from January 1 through December 31, and includes information on both system-wide and individual fixed route services. Additionally, an overall review of all RTA services and service trends is provided for 2014 and in comparison to 2013.

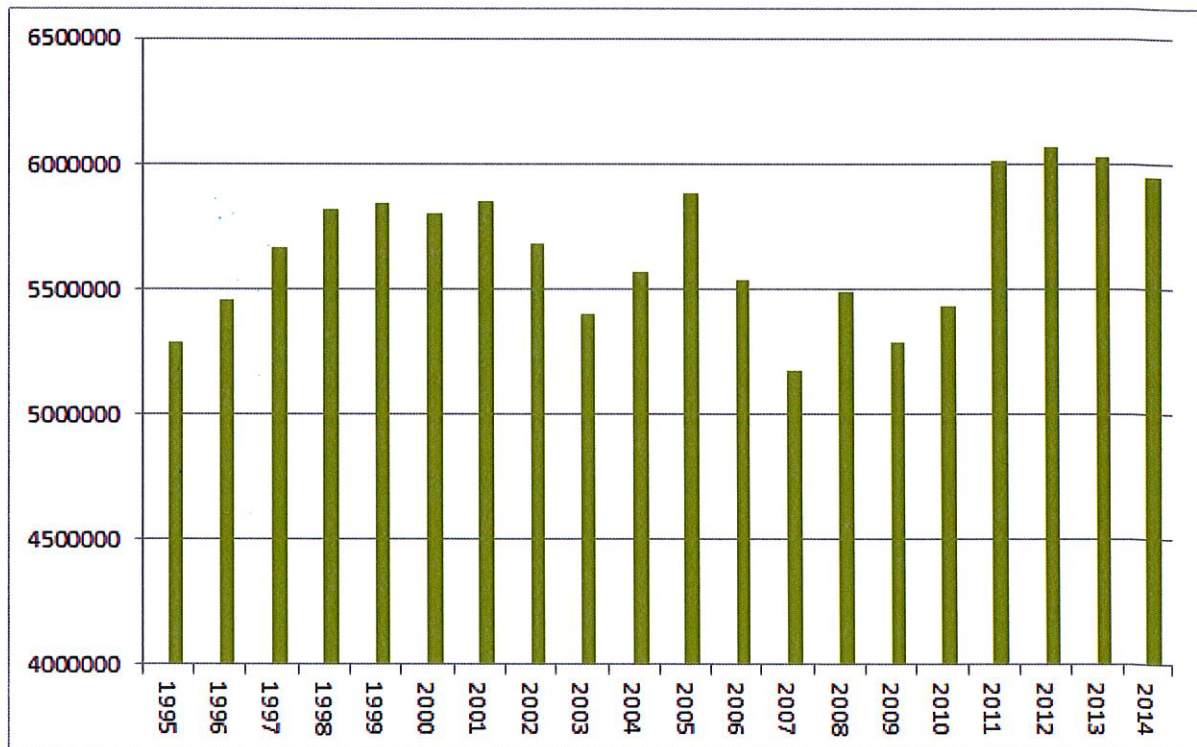
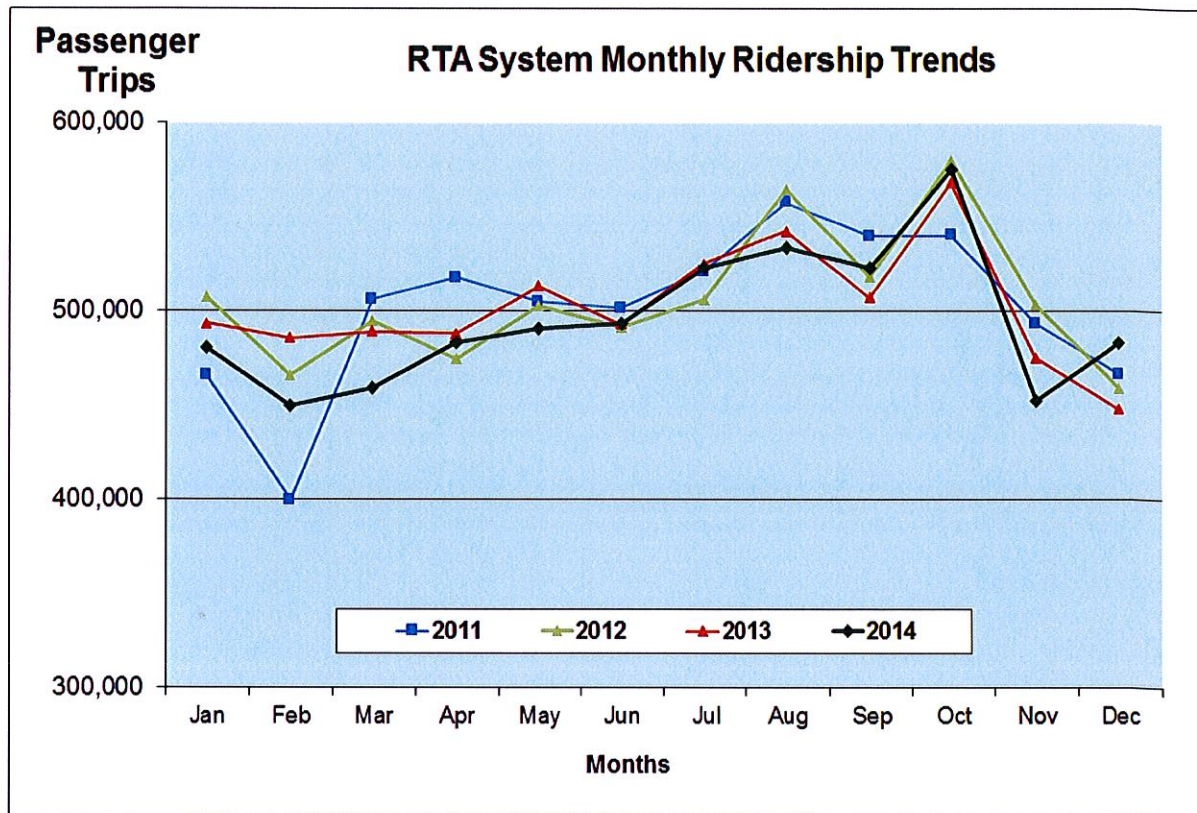
Under Phase 1 of the ¡Vámonos! Long Range System Plan effective June 2, 2014, nearly two-thirds of the fixed route system was restructured or modified to increase ridership, streamline connections, and improve travel time. In addition, in early 2014 between January and April 2014, unusually cold weather occurred which may have affected ridership and performance results. These combined factors contributed to the difference in ridership and performance levels between the two years.

Total system-wide ridership for 2014 decreased by 1.3% to 5,950,199, or 78,099 less boardings as compared to 2013.





The following graphs compare system-wide monthly and annual ridership trends.





### ANNUAL SYSTEM-WIDE SERVICE STATISTICS

	<b>FY2014</b>	<b>FY2013</b>	<b>% Change</b>
<b>RIDERSHIP</b>			
Fixed Route	5,631,954	5,728,789	-1.7%
B-Line	188,400	189,692	-0.7%
Flexi-B	4,180	4,702	-12.5%
Vanpool	22,907	11,923	48.0%
Harbor Ferry	84,035	93,192	-10.9%
Special Movements	18,723	23,620	-26.2%
<b>Total</b>	<b>5,950,199</b>	<b>6,051,918</b>	<b>-1.7%</b>

### REVENUE SERVICE HOURS

Fixed Route	242,422	225,145	7.1%
B-Line	71,571	67,711	5.4%
Flexi-B	2,665	2,616	1.8%
Vanpool	7,764	2,995	61.4%
Harbor Ferry	750	1,063	-41.7%
Special Movements	1,310	1,312	-0.2%
<b>Total</b>	<b>326,482</b>	<b>300,842</b>	<b>7.9%</b>

### REVENUE SERVICE MILES

Fixed Route	3,039,950	3,020,697	0.6%
B-Line	1,205,046	1,175,919	2.4%
Flexi-B	47,569	49,404	-3.9%
Vanpool	182,843	106,701	41.6%
Harbor Ferry	1,756	2,486	-41.6%
Special Movements	13,646	12,256	10.2%
<b>Total</b>	<b>4,490,810</b>	<b>4,367,463</b>	<b>2.7%</b>

### SERVICE COST

Fixed Route	\$ 18,291,322	\$ 16,038,369	12.3%
B-Line	\$ 4,585,254	\$ 4,162,635	9.2%
Flexi-B	\$ 97,279	\$ 95,906	1.4%
Vanpool	\$ 138,473	\$ 78,693	43.2%
Harbor Ferry	\$ 562,777	\$ 535,424	4.9%



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Special Movements	\$ 133,817	\$ 126,975	5.1%
Total	\$ 23,808,922	\$ 20,911,027	12.2%

**DAYS OF SERVICE**

Weekdays	259	259	0.0%
Saturdays	52	52	0.0%
Sundays	51	52	-2.0%
Total	362	363	-0.3%

**ANNUAL SYSTEM-WIDE OPERATING PERFORMANCE STATISTICS  
2014**

Service Mode	Boardings	Service Cost	Cost Per Boarding	Revenue Per Boarding	Subsidy Per Boarding	Farebox Recovery
Fixed Route	5,631,954	\$18,291,332	\$ 3.25	\$ 0.20	\$ 3.04	6.3%
B-Line	188,400	\$ 4,585,254	\$ 24.34	\$ 0.86	\$ 23.48	3.5%
Harbor Ferry	84,035	\$ 562,777	\$ 6.70	\$ 1.06	\$ 5.64	15.8%
Flexi-B	4,180	\$ 97,279	\$ 23.27	\$ 0.84	\$ 22.43	3.6%
Van Pool	22,907	\$ 138,473	\$ 6.05	\$ 2.34	\$ 3.70	38.8%
Special Movements	18,723	\$ 133,817	\$ 7.15	\$ -	\$ 7.15	-
<b>Totals</b>	<b>5,950,199</b>	<b>\$23,808,932</b>				

**FIXED ROUTE SERVICE RIDERSHIP STATISTICS**

ROUTE	ROUTE DESCRIPTION	2014 BOARDINGS	2013 BOARDINGS	% Change
3	NAS Shuttle/ Flour Bluff	7,970	-	-
4	Flour Bluff Mini B	100,236	123,712	-23%
5	Alameda	286,780	335,547	-17%
6	Santa Fe/Airline	79,168	83,974	-6%
8*	Flour Bluff/Malls	-	262,838	-
12	Hill/Saxet	275,149	295,078	-7%
15	Kostoryz	94,092	-	-
16	Agnes/Ruth	152,732	159,990	-5%
17	Carroll/Southside	281,352	323,778	-15%
19	AYERS	825,554	570,740	45%
21	Arboleda	425,781	449,433	-6%
23	Molina	507,403	555,907	-10%



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24*	Los Encinos	-	146,863	-
25	Gollihar/Greenwood	37,509	-	-
26	Airline/Malls Connector	82,605	113,510	-37%
27	Leopard	685,744	674,035	2%
29	Staples	1,014,360	582,262	74%
31*	McArdle/Malls	-	199,126	-
32	Southside Mini-B	198,339	207,988	-5%
34	Robstown Circulator	29,952	33,601	-12%
37	Crosstown	254,379	118,498	115%
50	Calallen Park & Ride	8,125	9,215	-13%
51	Gregory Park & Ride	7,100	8,784	-24%
53	Robstown Park & Ride	6,733	6,245	8%
55	TPCO Express Shuttle	7,272	-	-
60	Islander Shuttle	11,168	7,137	56%
63	The Wave	40,896	40,511	1%
65	Padre Island Connection	1,520	2,002	-32%
66*	TAMU-CC Connection	-	110,936	-
67	Robstown/Gregory	11,251	12,069	-7%
76	Harbor Bridge Shuttle	72,489	13,521	436%
78	North Beach	106,972	180,179	-68%
79*	Downtown/Shoreline Shuttle	-	60,168	-
83	Advanced Industries	6,964	5,838	19%
84	Lighthouse	598	781	-31%
94	Port Aransas Shuttle	11,731	10,822	8%
Flexi-B	Port Aransas/Corpus Christi	3,819	4,702	-23%

\* Note: Discontinued services effective June 2, 2014

**TOP TEN ROUTES FOR HIGHEST NUMBER OF BOARDINGS**

<b>RANK</b>	<b>ROUTE</b>	<b>ROUTE DESCRIPTION</b>	<b>2014 BOARDINGS</b>	<b>2013 BOARDINGS</b>	<b>% Change</b>
1	29/29S/8S	Staples	1,014,360	582,262	74%
2	19/15S	Ayers	825,554	570,740	45%
3	27/27S	Leopard	685,744	674,035	2%
4	23	Molina	507,403	555,907	-10%
5	21/21S	Arboleda	425,781	449,433	-6%
6	5/5S	Alameda	286,780	335,547	-17%
7	17	Carroll/Southside	281,352	323,778	-15%
8	12/12S	Hill/Saxet	275,149	295,078	-7%
9	37/37S/66S	Crosstown	254,379	118,498	115%
10	32/32S	Southside Mini-B	198,339	207,988	-5%



### TOP TEN ROUTES FOR LOWEST NUMBER OF BOARDINGS

RANK	ROUTE	ROUTE DESCRIPTION	2014 BOARDINGS	2013 BOARDINGS	% Change
1	84	Lighthouse	598	781	-31%
2	65	Padre Island Connection	1,520	2,002	-32%
3	Flexi-B	Port Aransas/Corpus Christi	3,819	4,702	-23%
4	53	Robstown Park & Ride	6,733	6,245	8%
5	83	Advanced Industries	6,964	5,838	19%
6	51	Gregory Park & Ride	7,100	8,784	-24%
7	55	TPCO Express Shuttle	7,272	-	-
8	3	NAS Shuttle/ Flour Bluff	7,970	-	-
9	50	Calallen Park & Ride	8,125	9,215	-13%
10	60	Islander Shuttle	11,168	7,137	56%

### FIXED ROUTE SERVICE WEEKDAY RIDERSHIP STATISTICS

2014	Avg. Weekday Boardings	2013	Avg. Weekday Boardings	% Change
Jan-14	20,162	Jan-13	20,693	-2.6%
Feb-14	21,482	Feb-13	23,471	-8.5%
Mar-14	20,781	Mar-13	21,850	-4.9%
Apr-14	21,182	Apr-13	21,173	0.0%
May-14	21,374	May-13	21,327	0.2%
Jun-14	21,558	Jun-13	22,995	-6.2%
Jul-14	20,400	Jul-13	20,794	-1.9%
Aug-14	23,310	Aug-13	22,862	2.0%
Sep-14	22,902	Sep-13	23,152	-1.1%
Oct-14	24,200	Oct-13	23,870	1.4%
Nov-14	21,889	Nov-13	22,975	-4.7%
Dec-14	22,217	Dec-13	20,592	7.9%
Avg.	21,788	Avg.	22,146	-1.6%
Jan-June 2014	21,090	Jan-June 2013	21,918	
July-Dec 2014	22,486	June-Dec 2013	22,374	
% Change	6.2%			2.0%



### FIXED ROUTE SERVICE PRODUCTIVITY STATISTICS

ROUTE	ROUTE DESCRIPTION	2014 RSH	2013 RSH	2014 P/RSH	2013 P/RSH	% CHANGE (P/RSH)
3	NAS Shuttle/ Flour Bluff	2,854	-	2.8	-	-
4	Flour Bluff Mini B	6,981	7,178	14.4	17.2	-17%
5/5S	Alameda	12,247	15,414	23.4	21.8	8%
6	Santa Fe/Airline	5,384	5,257	14.7	16.0	-8%
8*/8S	Flour Bluff/Malls	7,093	15,601	-	16.8	-
12/12S	Hill/Saxet	9,652	9,695	28.5	30.4	-6%
15	Kostoryz	6,261	-	15.0	-	-
16	Agnes/Ruth	8,326	8,458	18.3	18.9	-3%
17	Carroll/Southside	12,753	12,285	22.1	26.4	-16%
19/15S	Ayers	27,446	15,352	30.1	37.2	-19%
21/21S	Arboleda	12,540	12,477	34.0	36.0	-6%
23	Molina	15,461	16,179	32.8	34.4	-4%
24*/24S	Los Encinos	2,616	5,391	-	27.2	-
25	Gollihar/Greenwood	2,224	-	16.9	-	-
26	Airline/Malls Connector	5,111	9,035	16.2	12.6	29%
27/27S	Leopard	23,795	20,709	28.8	32.5	-11%
29/29S	Staples	33,240	14,850	30.5	39.2	-22%
31*	McArdle/Malls	3,347	8,361	-	23.8	-
32/32S	Southside Mini-B	8,824	8,877	22.5	23.4	-4%
34	Robstown Circulator	3,582	3,756	8.4	8.9	-7%
37/37S	Crosstown	10,029	6,297	25.4	18.8	35%
50	Calallen Park & Ride	376	421	21.6	21.9	-1%
51	Gregory Park & Ride	352	395	20.1	22.2	-9%
53	Robstown Park & Ride	498	543	13.5	11.5	17%
55	TPCO Express Shuttle	435	-	16.7	-	-
60	Islander Shuttle	2,464	1,071	4.5	6.7	-32%
63	The Wave	2,221	2,430	18.4	16.7	10%
65	Padre Island Connection	448	459	3.4	4.4	-22%
66*/66S	TAMU-CC Connection	1,683	3,451	-	32.1	-
67	Robstown/Gregory	3,938	4,074	2.9	3.0	-4%
76/76S	Harbor Bridge Shuttle	3,147	1,417	23.0	9.5	141%
78	North Beach	5,034	8,013	21.2	22.5	-6%
79*	Downtown/Shoreline Shuttle	1,712	4,089	-	14.7	-
83	Advanced Industries	332	315	21.0	18.6	13%
84	Lighthouse	31	180	19.6	4.3	352%
94	Port Aransas Shuttle	3,251	2,884	3.6	3.8	-4%
Flexi-B	Port Aransas/Corpus Christi	2,665	2,616	1.4	1.8	-20%

Avg. Productivity (All Days of the Week)

18.0 19.3



\* Note: Discontinued services effective June 2, 2014

### TOP TEN ROUTES FOR HIGHEST WEEKDAY PRODUCTIVITY 2014

RANK	ROUTE	ROUTE DESCRIPTION	P/RSH
1	23	Molina	34.0
2	21	Arboleda	33.8
3	29	Staples	30.4
4	19	Ayers	30.2
5	27	Leopard	29.6
6	12	Hill/Saxet	29.6
7	37	Crosstown	25.6
8	76	Harbor Bridge Shuttle	25.0
9	32	McArdle/Malls	23.7
10	5	Alameda	23.2

### TOP TEN ROUTES FOR LOWEST WEEKDAY PRODUCTIVITY 2014

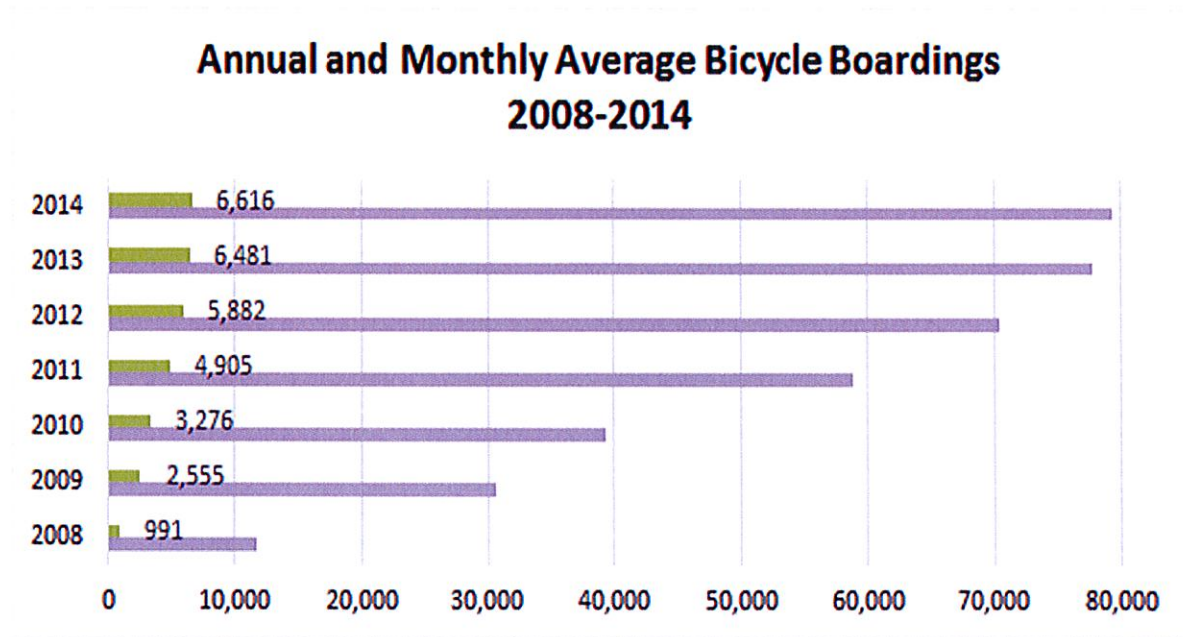
RANK	ROUTE	ROUTE DESCRIPTION	P/RSH
1	Flexi-B	Port Aransas/Corpus Christi	1.5
2	94	Port Aransas Shuttle	2.1
3	67	Robstown/Gregory	2.8
4	3	NAS Shuttle/ Flour Bluff	3.0
5	65	Padre Island Connection	3.9
6	60	Islander Shuttle	4.5
7	34	Robstown Circulator	8.6
8	15	Kostoryz	13.1
9	53	Robstown Park & Ride	13.5
10	4	Flour Bluff Mini B	14.4





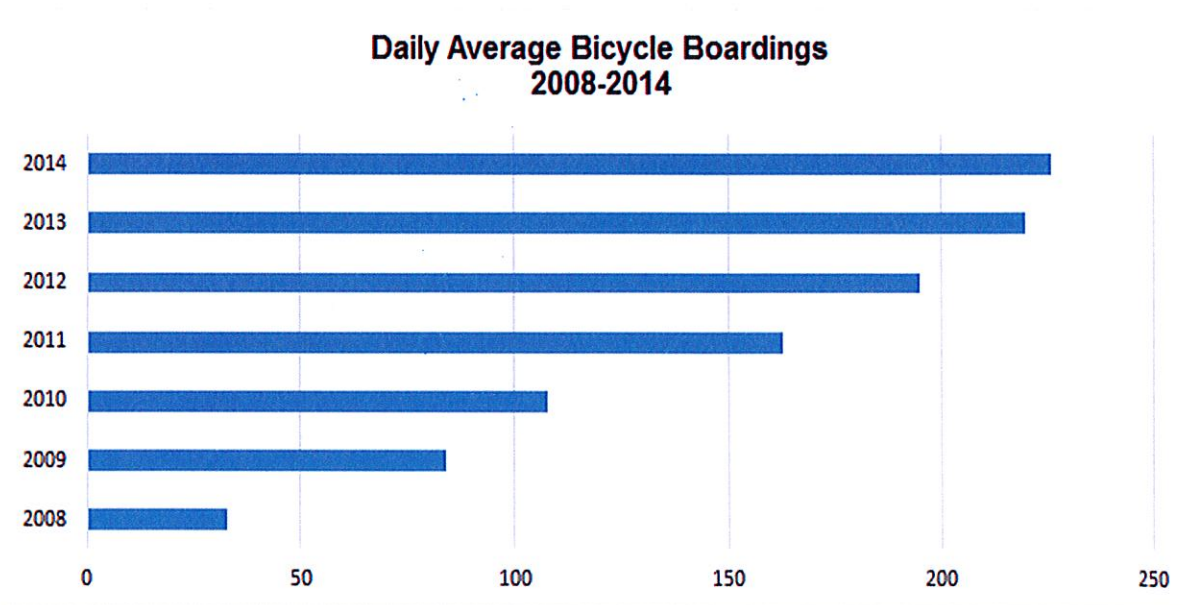
## FIXED ROUTE SERVICE BICYCLE BOARDING STATISTICS

The following chart contains system-wide annual and average monthly bicycle boarding trends.



- Annual Number of Bicycle Boardings
- Monthly Average

The following chart contains system-wide average daily bicycle boarding trends.





## B-LINE SERVICE STATISTICS

2014

Month	Boardings	Passengers Per Hour	On-time Performance	In-Vehicle Time	Denials	Miles Between Roadcalls	Monthly Wheelchair Boardings
Jan-14	15,192	2.64	94.0%	98.5%	0.04%	9,740	4,355
Feb-14	18,196	2.63	94.0%	98.6%	0.00%	21,853	4,430
Mar-14	14,760	2.70	95.4%	98.9%	0.00%	18,269	4,395
Apr-14	15,354	2.69	94.4%	98.9%	0.00%	13,738	4,161
May-14	15,601	2.63	93.0%	98.9%	0.00%	14,510	4,359
Jun-14	15,263	2.58	93.4%	98.6%	0.00%	15,957	4,450
Jul-14	16,141	2.50	94.0%	98.8%	0.00%	11,853	4,668
Aug-14	16,036	2.54	93.7%	99.1%	0.00%	19,204	4,655
Sep-14	15,579	2.53	93.7%	98.9%	0.00%	17,308	4,465
Oct-14	17,006	2.49	94.4%	99.3%	0.00%	15,219	4,798
Nov-14	13,764	2.44	95.3%	98.8%	0.00%	12,632	4,071
Dec-14	15,508	2.52	95.3%	99.1%	0.00%	15,289	4,581
YTD Avg.	15,700	2.57	94.2%	98.9%	0.00%	15,464	4,449
Standard	-	2.50	96.0%	95.0%	0.00%	12,250	-

2013

Month	Boardings	Passengers Per Hour	On-time Performance	In-Vehicle Time	Denials	Miles Between Roadcalls	Monthly Wheelchair Boardings
Jan-13	16,362	2.42	95.8%	99.8%	0.0	10,155	4,202
Feb-13	15,104	2.40	94.5%	99.8%	7.0	12,844	4,001
Mar-13	15,666	2.42	94.0%	98.1%	5.0	12,874	4,347
Apr-13	16,227	2.47	93.3%	99.4%	0.0	8,610	4,449
May-13	16,349	2.44	95.0%	98.2%	0.0	11,190	4,450
Jun-13	15,393	2.42	97.0%	98.8%	1.0	11,767	4,313
Jul-13	16,522	2.47	96.4%	99.8%	1.0	8,559	4,633
Aug-13	17,723	2.46	96.2%	99.0%	0.0	11,121	4,666
Sep-13	15,438	2.51	93.3%	98.1%	9.0	8,172	4,667
Oct-13	17,351	2.51	96.0%	98.0%	10.0	11,506	4,579
Nov-13	14,279	2.40	95.0%	98.2%	5.0	9,032	3,848
Dec-13	14,189	2.35	96.1%	99.4%	3.0	9,826	4,058
YTD Avg.	15,884	2.44	95.2%	98.9%	3.4	10,471	4,351
Standard	-	2.70	96.0%	95.0%	0.2%	10,000	-

2014 vs. 2013      -1.2%      5.5%      -1.1%      0.0%      -      47.7%      2.3%



## CUSTOMER COMMENTS / CAF STATISTICS

The charts below contain the total number of CAF's by month in 2014 and 2013. Commendations are not included. For 2014, the total number of CAF's reported was 551 as compared to 600 in 2013. This reflects an 8.2% reduction in the number of comments recorded.

### 2014

Month	CAF
14-Jan	39
14-Feb	44
14-Mar	38
14-Apr	31
14-May	42
14-Jun	55
14-Jul	68
14-Aug	49
14-Sep	37
14-Oct	61
14-Nov	36
14-Dec	51

Total: 551

Avg. 46

### 2013

Month	CAF
13-Jan	57
13-Feb	70
13-Mar	51
13-Apr	59
13-May	61
13-Jun	42
13-Jul	52
13-Aug	51
13-Sep	41
13-Oct	50
13-Nov	27
13-Dec	39

Total: 600

Avg. 50

2014 vs. 2013

-8.2%



## MILES BETWEEN ROAD CALLS (MBRC) STATISTICS

For 2014, on average, 6,766 miles between road calls (MBRC) were recorded as compared to 6,352 MBRC in 2013. This reflects an overall improvement of 6.5%. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of RTA vehicles.

### 2014

Month	MBRC
14-Jan	7,215
14-Feb	6,814
14-Mar	6,631
14-Apr	6,295
14-May	6,648
14-Jun	6,801
14-Jul	6,731
14-Aug	7,025
14-Sep	6,585
14-Oct	6,761
14-Nov	7,087
14-Dec	6,595

Avg. 6,766

### 2013

Month	MBRC
13-Jan	6,097
13-Feb	6,431
13-Mar	6,585
13-Apr	6,819
13-May	6,356
13-Jun	6,036
13-Jul	5,720
13-Aug	6,213
13-Sep	6,080
13-Oct	6,486
13-Nov	6,201
13-Dec	7,197

Avg. 6,352

2014 vs. 2013

6.5%



## SAFETY AND SECURITY STATISTICS

The tables below shows the total collision rate by month in 2014 and 2013. These figures show all vehicle collisions regardless of fault. The classifications of preventable and non-preventable are not distinguished for purposes of calculating this rate.

For 2014, the average collision rate was lower at 2.12 as compared to 2.32 in 2013. The desirable range for total collisions is at 2.0 or less.

2014		2013	
Month	Rate	Month	Rate
14-Jan	2.96	13-Jan	2.28
14-Feb	1.93	13-Feb	0.98
14-Mar	0.71	13-Mar	1.81
14-Apr	1.44	13-Apr	3.18
14-May	2.12	13-May	1.81
14-Jun	2.52	13-Jun	3.82
14-Jul	3.39	13-Jul	3.76
14-Aug	3.07	13-Aug	2.68
14-Sep	2.07	13-Sep	3.38
14-Oct	1.30	13-Oct	2.17
14-Nov	1.48	13-Nov	0.96
14-Dec	2.40	13-Dec	0.96
Avg.	2.12	Avg.	2.32

2014 vs. 2013

8.6%

### Committee Review

The Operations Committee met on February 26, 2015. Committee members received a presentation on this item.

Respectfully Submitted,

Submitted by: \_\_\_\_\_

Gordon Robinson  
Director of Planning

Final Review: \_\_\_\_\_

Rosa Villarreal  
Managing Director of Operations

Approval: \_\_\_\_\_

Scott Neeley, Chief Executive Officer



**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

**BOARD OF DIRECTORS'  
AGENDA MEETING NOTICE**

---

**Date: Wednesday, March 2, 2016**

**Time: 8:30 a.m.**

**Location: CCRTA Administration/Operations Facility  
5658 Bear Lane  
Corpus Christi, Texas**

---

	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
34.	<b>Roll Call</b>	M. Saenz	2 min.	No Attachment
35.	<b>Action</b> to Administer the Oath of Office to City of Corpus Christi Appointee and Nueces County Appointee to the CCRTA Board of Directors	C. Rock	10 min.	No Attachment



Corpus Christi Regional Transportation Authority  
Title VI Program Update

	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
36.	<b>Action</b> to Confirm Committee and Subcommittee Appointments by the Board Chair	C. Rock	3 min.	Pages 1-4
37.	<b>Adoption</b> of Resolution for Outgoing Board Member Tony Elizondo	C. Rock	5 min.	Separate Attachment
38.	<b>Personnel Recognition</b>	J. Cruz-Aedo	5 min.	No Attachment
39.	<b>Opportunity for Public Comment</b>	C. Rock	3 min.	No Attachment
40.	<b>Action</b> to Confirm Re-Appointment by the Board Chair of Tammye Salinas and Robert Box to the RTA's Committee on Accessible Transportation (RCAT) for Two-Year Terms	J.Cruz-Aedo	3 min.	Page 5
41.	<b>Update</b> on RCAT Committee Activities	A. Bauman/ S. Montez	4 min.	No Attachment
42.	<b>Update</b> on Staples Street Center Project	G. Clower	3 min.	No Attachment
43.	<b>Discussion and Possible Action</b> to Approve the Board of Directors' Minutes of February 3, 2016	C. Rock	3 min.	Pages 6-12



	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
44.	<p><b>The following items are of routine or administrative nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.</b></p> <p><b>a) Action to Issue an Invitation for Bid (IFB) for Tire Lease</b></p>	C. Rock	3 min.	Page 13
45.	<p><b>Discussion and Possible Action to Approve Recommendations from the Special Audit Committee</b></p>	T. Niskala	8 min.	No Attachment
46.	<p><b>Presentation on an Overview of Metropolitan Planning Organization (MPO) Strategic Plan for Active Mobility, Phase I: Bicycle Mobility</b></p>	J. Pollack	6 min.	No Attachment
47.	<p><b>Presentations:</b></p> <p>e. Fourth Quarter 2015 Performance Report for the Defined Benefit Plan and Defined Contribution plan</p> <p>f. Financial Report – January 2016</p> <p>g. 2015 Annual Service Performance Report</p> <p>h. January 2016 Operations Report</p> <p>i. Procurement Update</p>	<p>C. O'Brien</p> <p>G. Robinson</p> <p>S. Montez</p>	40 min.	<p>PowerPoints Pages 14-15</p> <p>Separate Attachments Pages</p> <p>No Attachment Pages</p> <p>No Attachment</p>





Corpus Christi Regional Transportation Authority  
Title VI Program Update

	Topic	Speaker	Est. Time	Reference
48.	<b>CEO's Report</b>	J. Cruz-Aedo	5 min.	No Attachment
49.	<b>Chair's Report</b>	C. Rock	5 min.	No Attachment
50.	<b>Adjournment</b>			
51.	<b>Information RCAT Minutes</b>	-----	-----	Separate Attachment

**Total Estimated Time: 108 min.**

**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 903-3561 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.

On **Friday, February 26, 2016** this Notice was posted by **Stephanie Alvarez** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas, the RTA Administration Offices, 5658 Bear Lane, Corpus Christi, Texas and sent to the Nueces County Clerk and San Patricio County Clerk.



**Board of Directors' Meeting  
2015 Annual Service Performance Report**



**TRACK YOUR BUS NOW!**

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App available on the Apple and Play Stores



March 2, 2016



**Family of Services**

45 Routes

32 weekdays
25 Saturdays
15 Sundays

1,432 Bus Stops

5 Transfer Stations

3 Park and Rides

65 Peak Fixed Route Buses



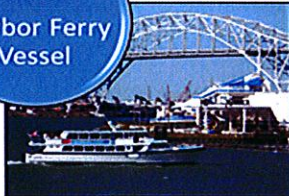
27 Peak B-Line Buses



Van Pools



1 Harbor Ferry Vessel

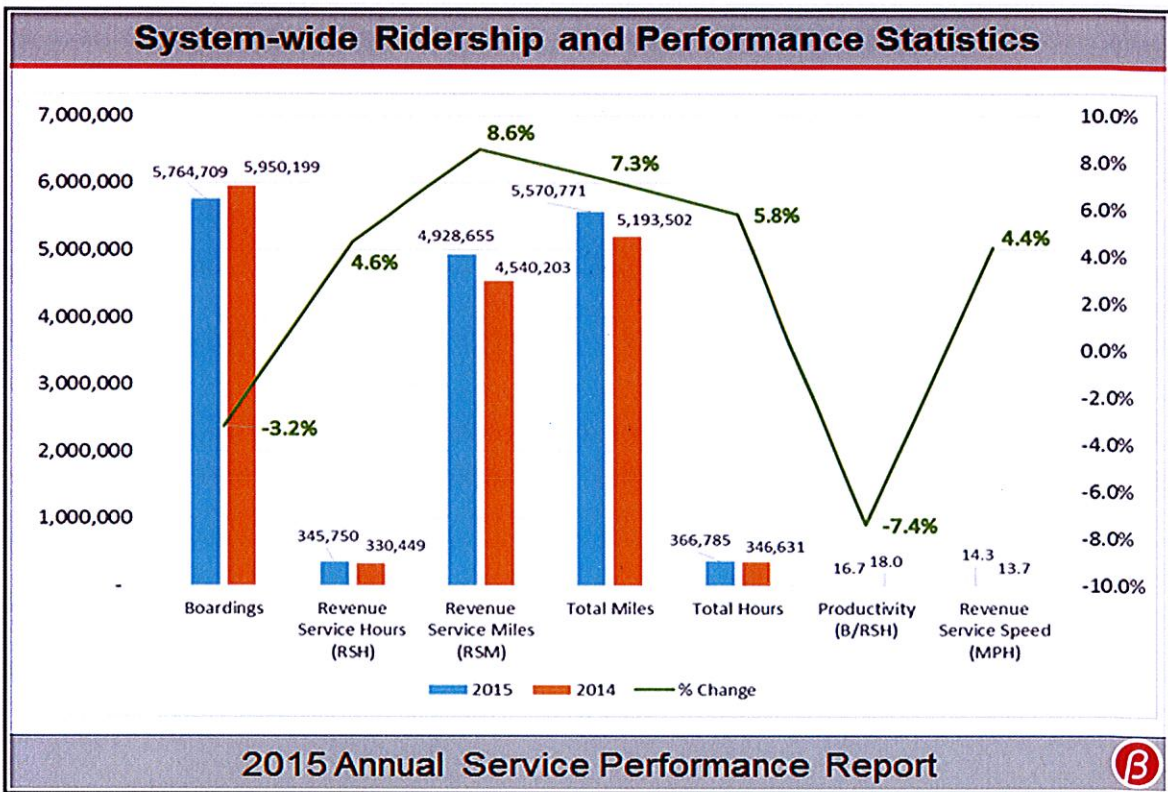
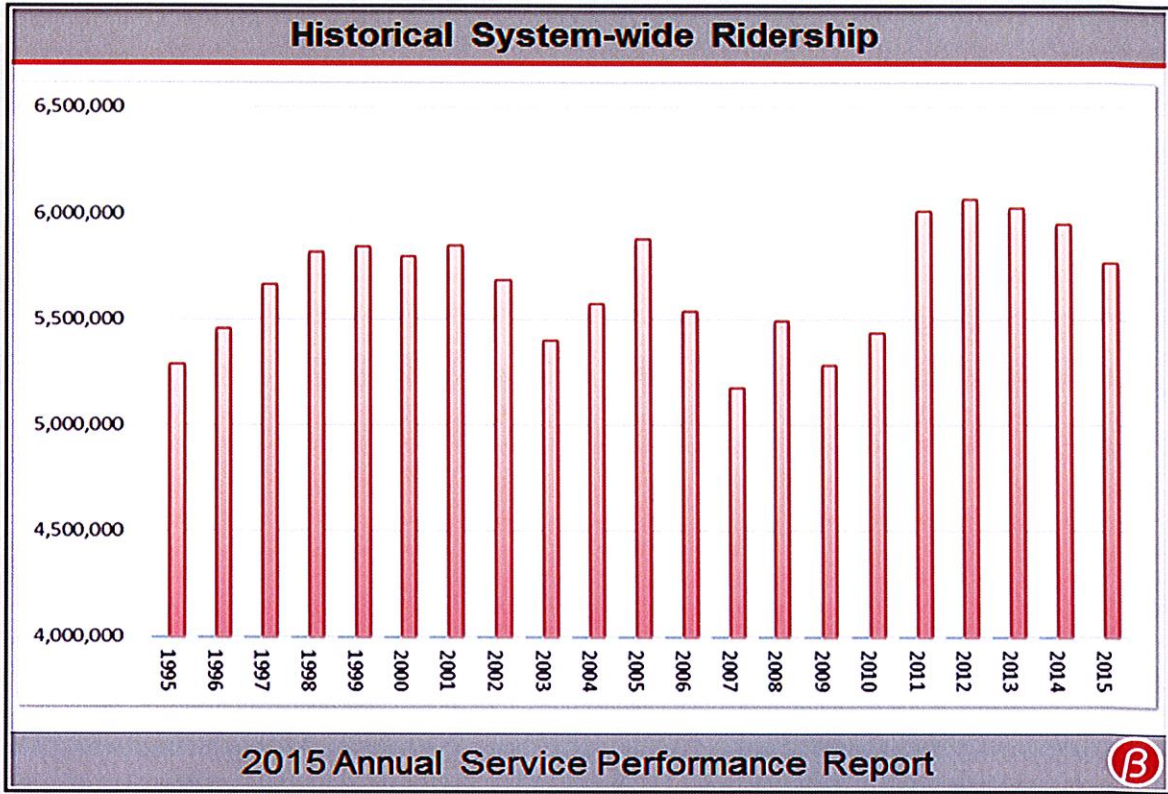


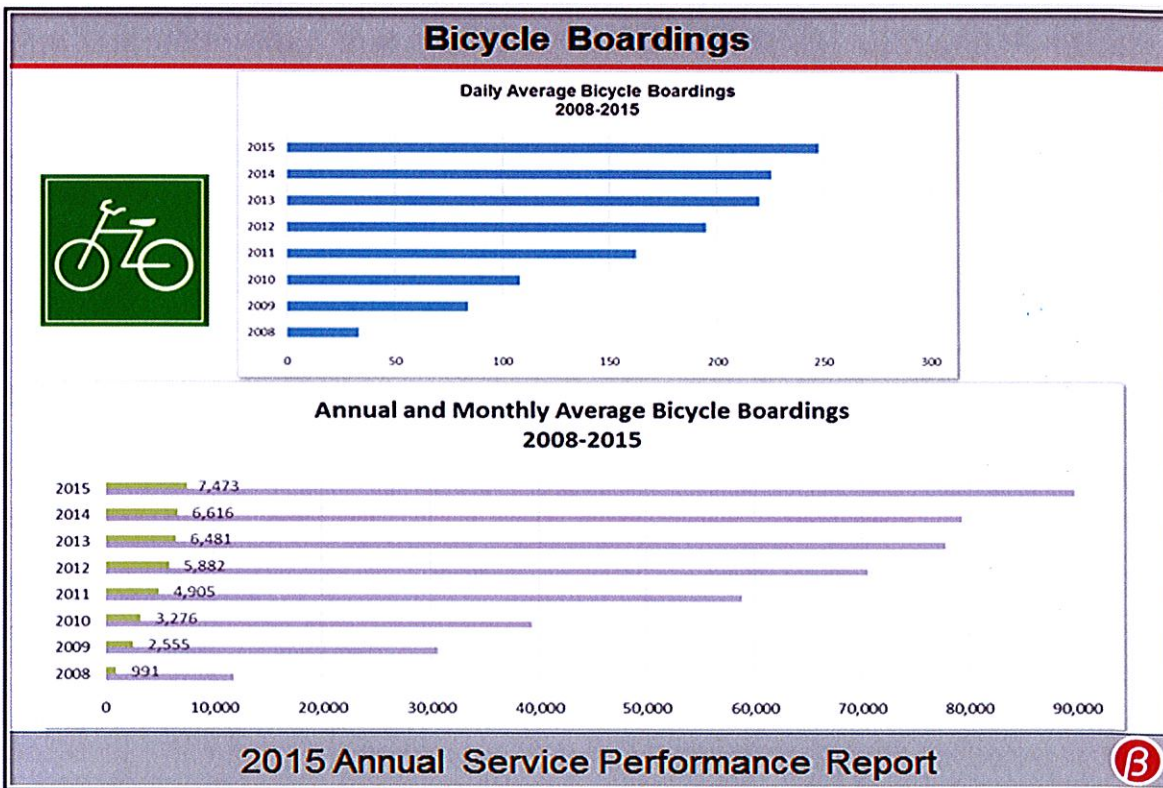
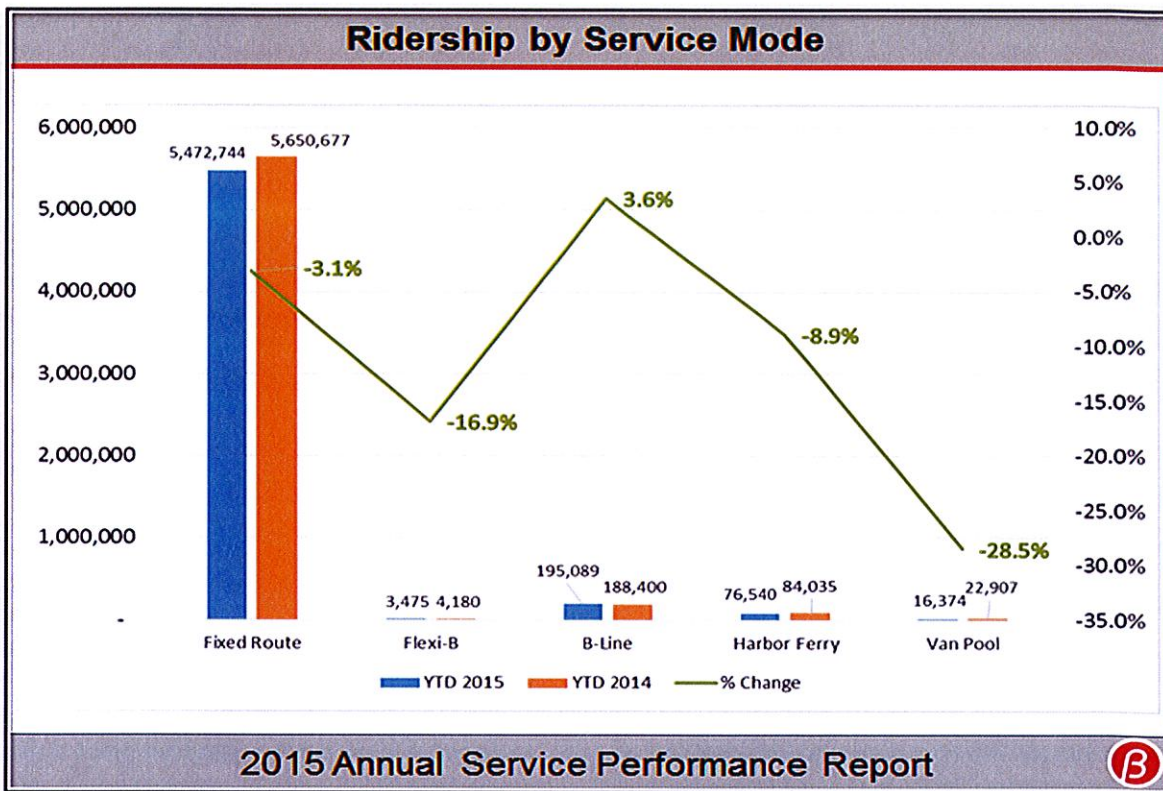
185 Fixed Route & B-Line Bus Operators

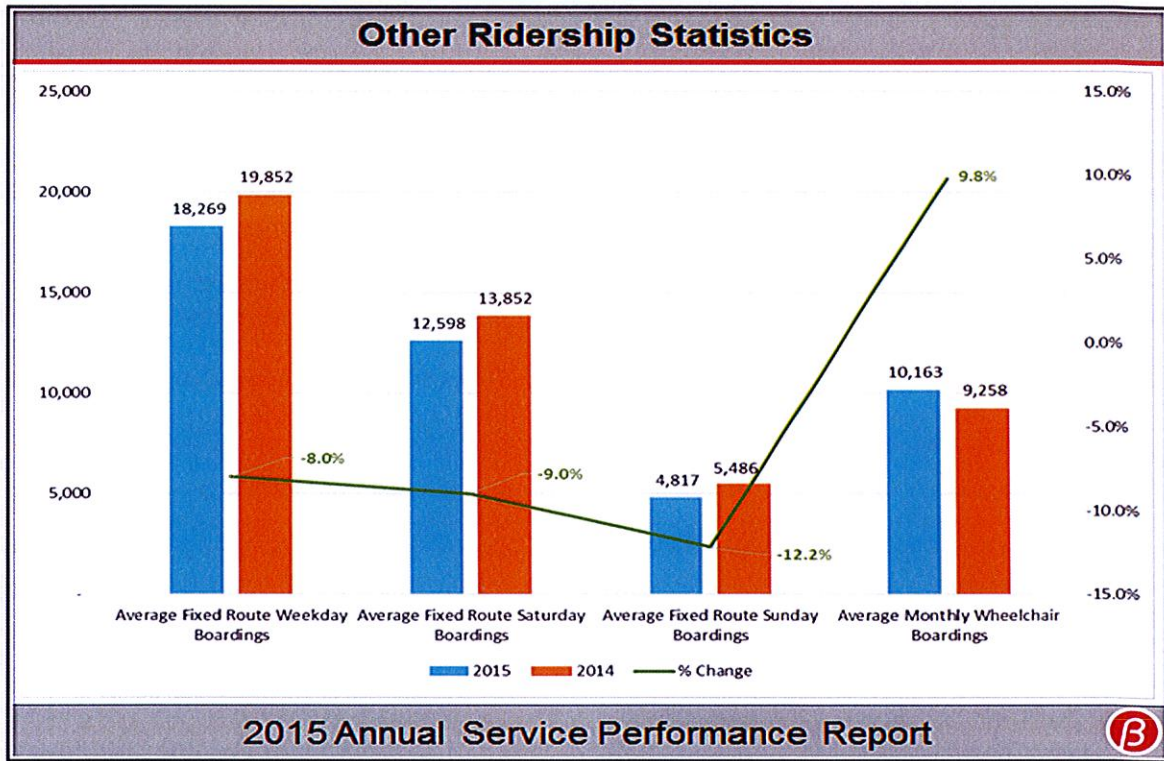


2015 Annual Service Performance Report











### Other Ridership Statistics

#### Top 10 Ridership Routes on Weekdays

Route	Route Description	Weekday Annual Boardings	Average Weekday Daily Boardings
29	Staples	885,092	3,320
19	Ayers	657,770	2,569
27	Leopard	535,014	2,066
23	Molina	399,896	1,562
21	Arboleda	333,245	1,254
37	Crosstown	236,837	942
17	Carroll/Southside	221,418	892
12	Hill/Saxet	212,510	842
5	Alameda	195,774	769
32	Southside Mini-B	154,304	596





#### Bottom 10 Ridership Routes on Weekdays

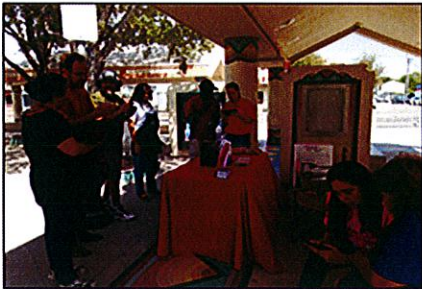
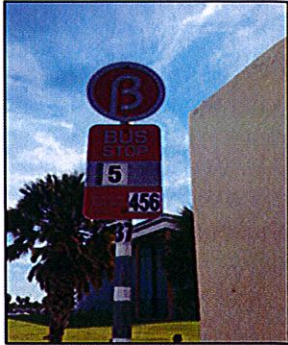
Route	Route Description	Weekday Annual Boardings	Average Weekday Daily Boardings
84	Lighthouse	566	3
90	Flexi-B: Port Aransas/Corpus Christi	3,087	13
53	Robstown Park & Ride	3,706	15
94	Port Aransas Shuttle	4,178	13
51	Gregory Park & Ride	5,011	17
50	Calallen Park & Ride	5,662	23
83	Advanced Industries	7,877	33
55	Gregory	8,664	34
67	Robstown/Gregory	8,801	37
3	NAS Shuttle/ Flour Bluff	10,685	42


**2015 Annual Service Performance Report**



### Highest Ridership Stops

Stop	Weekday Boardings
Staples Street Station	2,591
Port Ayers Station	1,492
Southside Station	1,196
6300 Ocean (TAMU-CC)	768
Six Points Station	673
Islander Way (TAMU-CC)	324
Alameda and Clifford (Six Points)	205
Compton and Waldron (Flour Bluff)	142
Robstown Station	137
Port Ayers Station	118
Leopard and Nueces Bay (H-E-B)	114
Staples and Kosar (Del Mar College)	98
Staples and Laredo	96
Port and Tarlton (H-E-B)	96
Staples and Barry (Walmart)	88
Port and Tarlton (H-E-B)	84
Ennis Joslin and La Joya Apts	80
Staples and Carmel (Walmart)	79
Ayers and Home	78
Staples and SPID (Moore Plaza)	76
Leopard and Mexico	70
Leopard and Tulp	70
Alameda and McCall (H-E-B)	69
Ayers and Home	66
Staples and Mussett	66
Santa Fe and Morgan (WellMed)	63
Staples and Barry (Walmart)	60



**2015 Annual Service Performance Report**

### Other Statistics: Service Facts

**Earliest Trip:**  
Route 53 Robstown Park and Ride: 4:40 a.m.



**Latest Trip:**  
Route 29 Staples: 11:12 p.m.

**Route with Longest Weekday Daily Span:**  
Route 29 Staples: 18 hours, 25 minutes

**Route with Highest Frequency and Trips:**  
Route 19 Ayers and Route 29 Staples @  
15 Minute Frequency and 126 Trips each Weekday

**Most Productive Routes:**  
Route 60 Islander Shuttle: 40.8 B/RSR  
Route 21S Arboleda: 50.6 B/RSR

**Top 3 Highest Weekday Average Boardings:**  
Route 29 Staples: 3,320  
Route 19 Ayers: 2,569  
Route 27 Leopard: 2,066

**2015 Annual Service Performance Report**



**Questions?**

**2015 Annual Service Performance Report**



CORPUS CHRISTI REGIONAL  
 TRANSPORTATION AUTHORITY **AGENDA MEETING  
 NOTICE**

**DATE:** Wednesday, March 1, 2017  
**LOCATION:** Staples Street Center  
 602 North Staples Street, 2<sup>ND</sup> Floor Board Room • Corpus Christi, TX  
**TIME:** 8:30 a.m.

**BOARD OF DIRECTORS' MEETING**

CURTIS ROCK (Chair)

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

TOPIC	SPEAKER	EST.TIME	REFERENCE
<b>Pledge of Allegiance</b>	C. Rock	1 min.	-----
<b>Moment of Reflection</b>		1 min.	-----
<b>Roll Call –</b>	C. Rock	2 min.	-----
<b><u>Personnel Recognition</u></b> a. Addy Awards	J. Cruz- Aedo	3 min.	No Attachment
<b><u>PUBLIC HEARING on Quadrennial Performance Audit Report and RTA's Response</u></b>	C. Rock	10 min.	No Attachment
<b><u>Discussion and Possible Action to Accept the Findings of the Quadrennial Performance Audit and RTA's Response and Approve Distribution of the Report as Per the State Transportation Code</u></b>	S. Montez Tim Payne	20 min.	Pages 1-2 Attachment PowerPoint
<b><u>Opportunity for Public Comment</u></b>	C. Rock	3 min.	No Attachment
<b><u>Update on RCAT Committee Activities</u></b>	A. Bauman/ S. Montez	3 min.	No Attachment





<p><b>Corpus Christi Downtown Management District Updates</b></p> <p>a) Bike Share Program &amp; TRIZ Downtown Revitalization Initiative</p>	<p>Terry Sweeney/ R. Villarreal</p>	<p>10 min.</p>	<p><i>PowerPoint</i></p>
<p><b>Discussion and Possible Action</b> to Approve the Board of Directors' Meeting Minutes of February 1, 2017</p>	<p>C. Rock</p>	<p>2 min.</p>	<p>Pages 3-8</p>

<p><b>CONSENT ITEMS: The following items are routine or administrative in nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.</b></p>			
<p>a) Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for Telephone Service Provider for Local and Long Distance data communications</p>	<p>R. Saldaña</p>	<p>5 min.</p>	<p>Pages 9-10</p>
<p>b) Authorize the Chief Executive Officer (CEO) or his Designee to Issue a Request for Proposals (RFP) for Windstorm Coverage 2017-2018</p>	<p>M. Rendón</p>	<p>5 min.</p>	<p>Pages 11-12 <i>PowerPoint</i></p>
<p>c) Authorize the Chief Executive Officer (CEO) or his Designee to Authorize and Award a Contract with Rush Truck Center (IFB) for Heavy Duty Vehicles Filters</p>	<p>R. Villarreal</p>	<p>5 min.</p>	<p>Pages 13-14 <i>PowerPoint</i></p>



<b>Presentations:</b>			
a. January 2017 Financial Report	R. Saldaña	10 min.	Pages 15-17 <i>PowerPoint</i>
b. 4 <sup>th</sup> Quarter 2016 Performance Reports for the Defined Benefit Plan and Trust and the Defined Contributon Plan	R. Saldaña	10 min.	Pages 18-19 <i>Attachments PowerPoint</i>
c. DBE Overview	C. Perez	5 min.	<i>PowerPoint</i>
d. Port Aransas Service	R. Villarreal	5 min.	<i>PowerPoint</i>
e. January 2017 Operations Report	G. Robinson	5 min.	Pages 20-30 <i>PowerPoint</i>
f. 2016 Annual Service Performance Report	G. Robinson	10 min.	<i>PowerPoint</i>
g. Procurement Update	R. Saldaña	5 min.	<i>PowerPoint</i>
<b>CEO's Report</b>	J. Cruz-Aedo	5 min.	<i>No Attachment</i>
a. Board Orientation with New Board Member - Abel Alonzo			
<b>Chairman's Report</b>	C. Rock	5 min.	<i>No Attachment</i>
<b>Adjournment</b>	C. Rock	1 min.	-----
<b>Information Items:</b>			<i>Attachments</i>
a. Member Inquiry Forms from Committee Meetings held on January 25, 2017			
b. RCAT Meeting Minutes – 02-16-2017			



Corpus Christi Regional Transportation Authority  
Title VI Program Update

**Total Estimated Time: 2 hr., 11 min.**

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

On **Friday, February 24, 2017** this Notice was posted by **Dena Linnehan** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas; the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and San Patricio County Clerks.

**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.



## 2016 Annual Service Performance Report










Board of Directors' Meeting

March 1, 2017




## Family of Services




**44 Fixed Routes**

- 32 Operated on Weekdays
- 25 Operated on Saturdays
- 15 Operated on Sundays



**1,425 Bus Stops**


- 5 Transfer Stations (Staples Street, Six Points, Port Ayers, Southside, Robstown)
- 3 Park and Rides (Gregory, Calallen, Robstown)




**120 Revenue Vehicles**

- 68 Peak Fixed Route including Port Aransas
- 27 Peak B-Line
- 95 Total In Peak service



198  
Fixed Route & B-Line Bus Operators




51  
Vehicle Maintenance Personnel

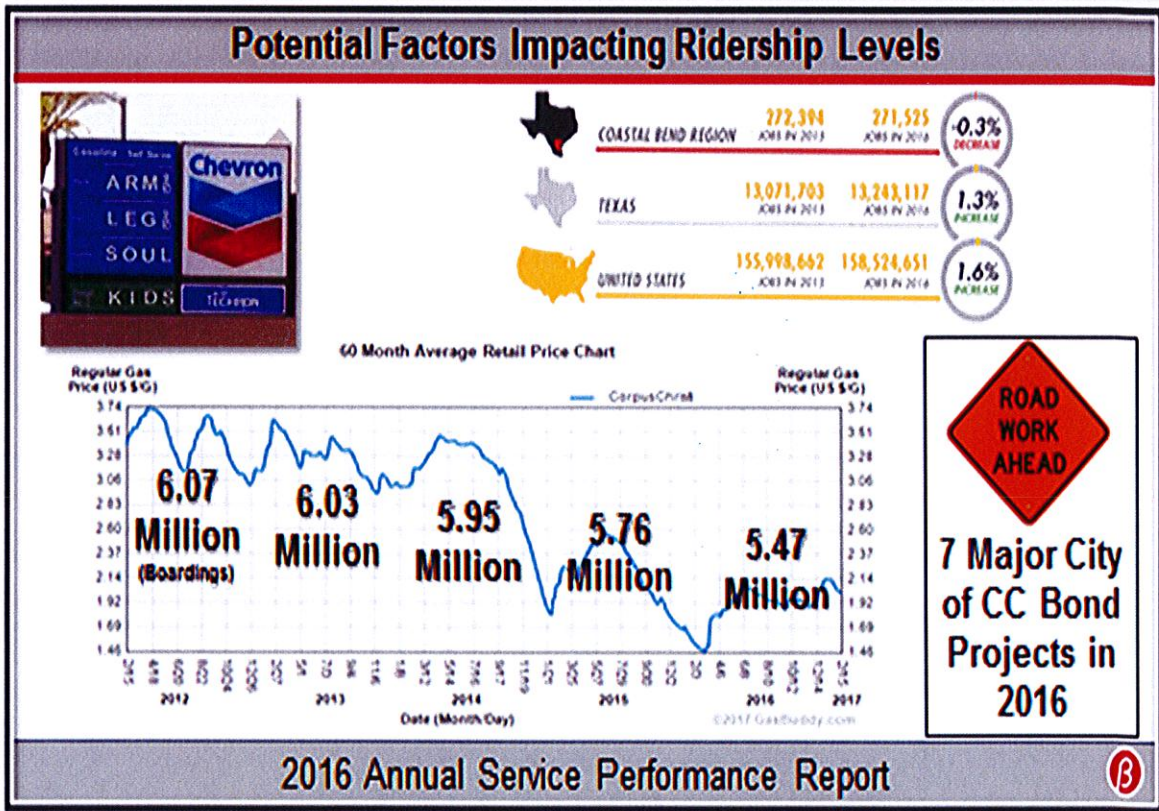
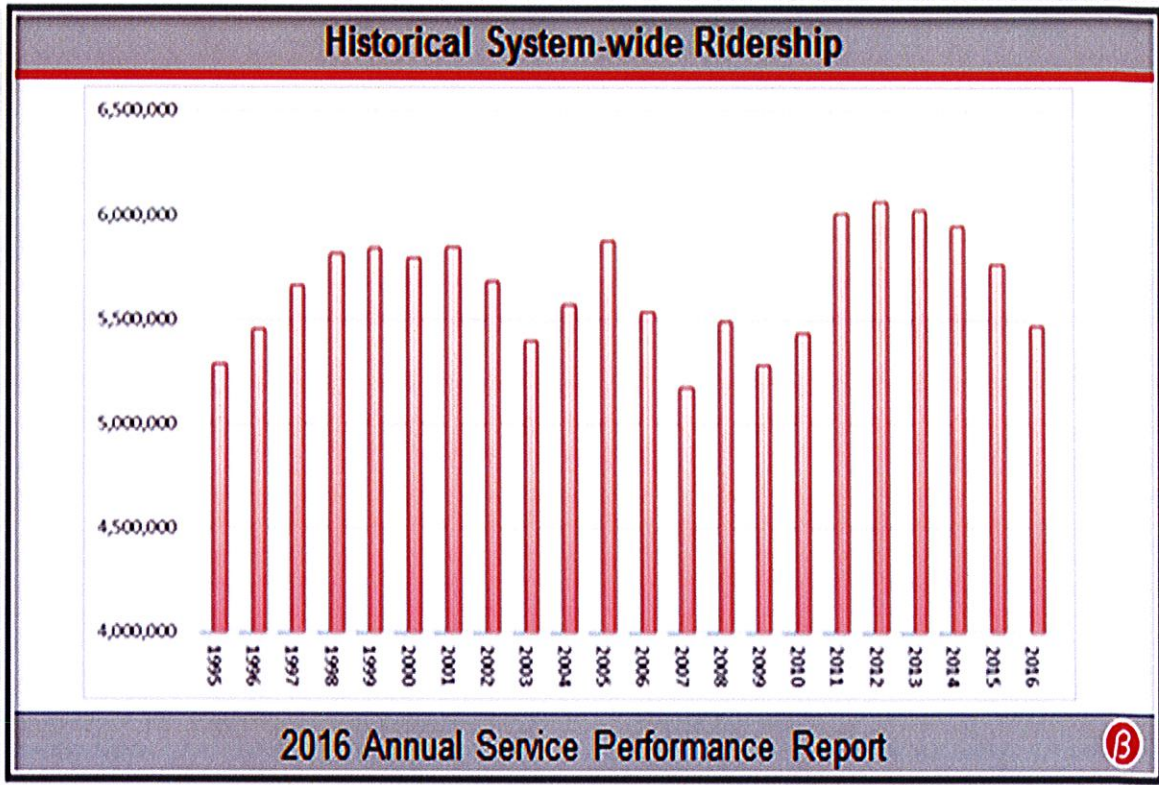


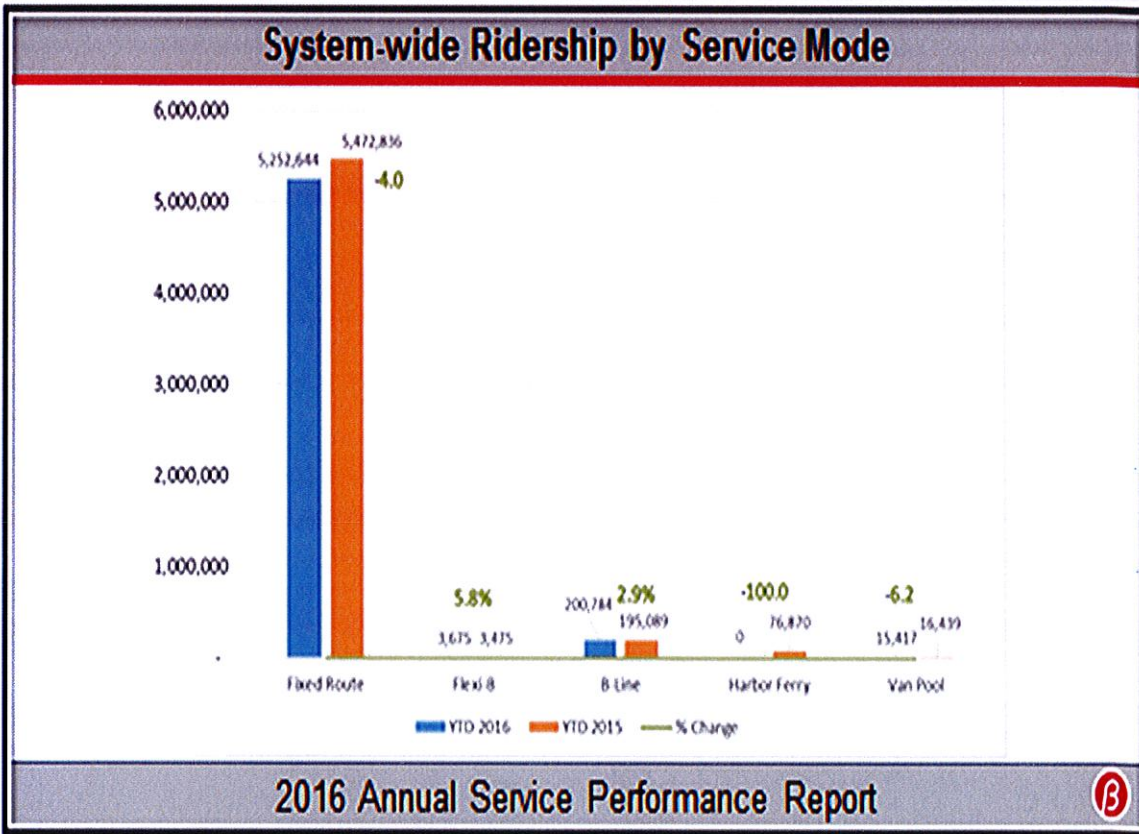
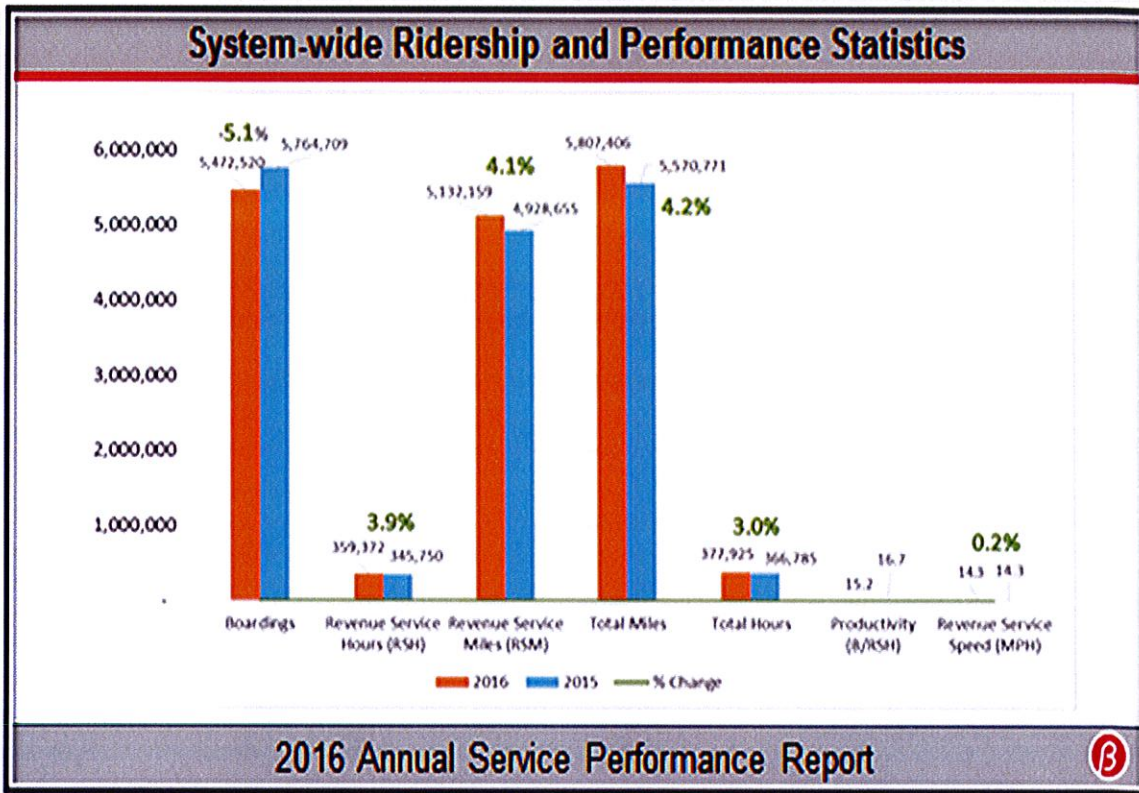
Van Pools

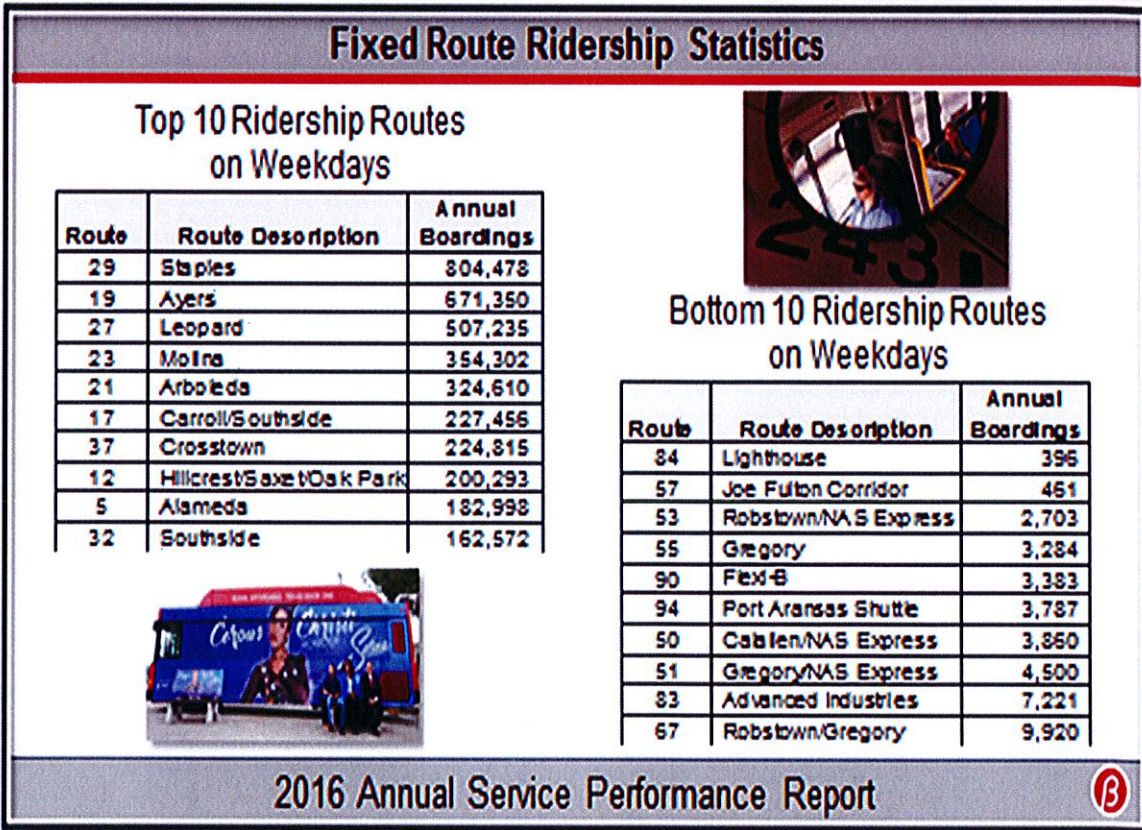
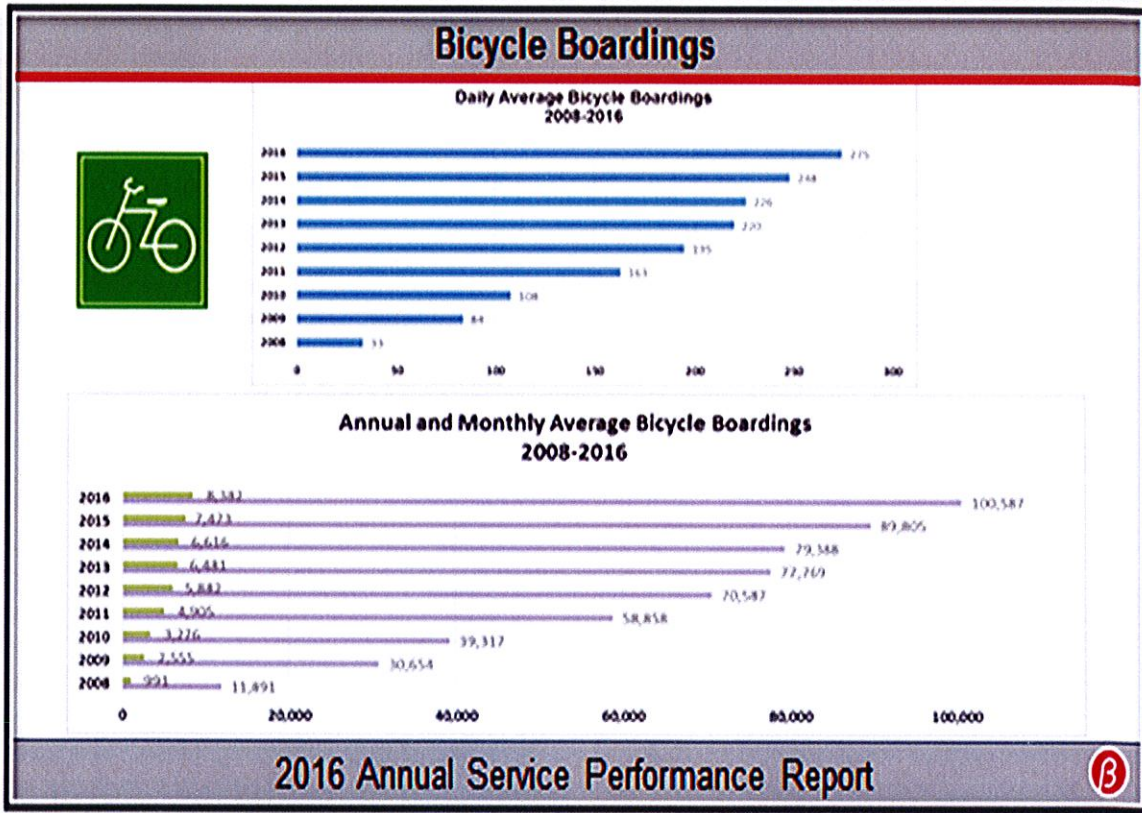



**2016 Annual Service Performance Report**












### Fixed Route Ridership Statistics


#### Top 10 Productive Routes on Weekdays

Route	Route Description	Annual Productivity (B/RSH)
23	Molina	28.5
27	Leopard	26.3
12	Hillcrest/Saxel/Oak Park	25.2
21	Arboleda	24.7
60	Islander Shuttle	24.2
19	Ayers	23.8
32	Southside	22.9
83	Advanced Industries	21.9
29	Staples	21.6
5	Alameda	21.4



#### Bottom 10 Productive Routes on Weekdays

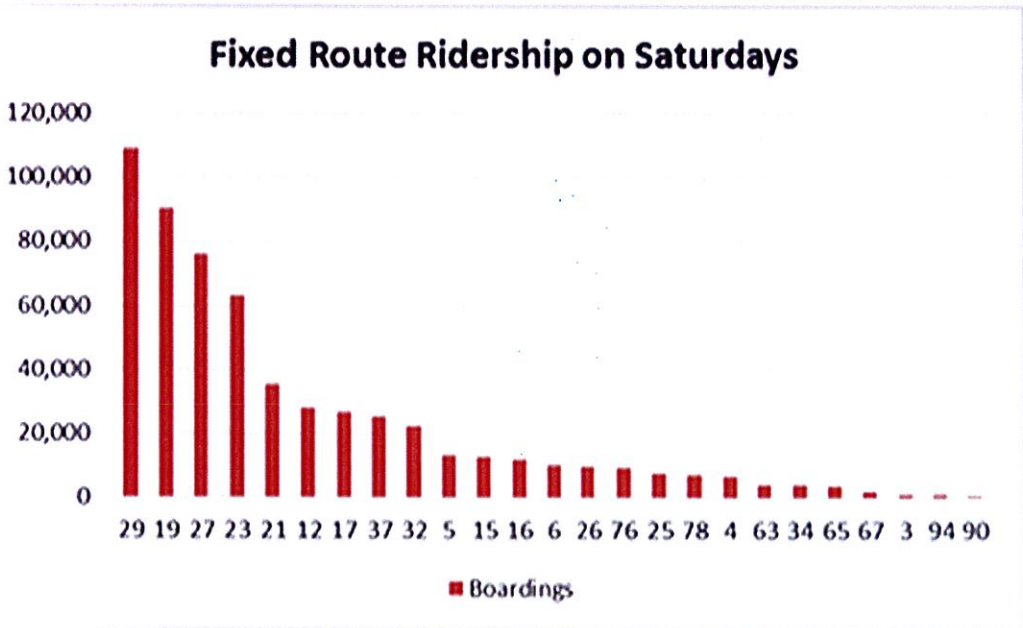
Route	Route Description	Annual Productivity (B/RSH)
90	Flexi-B	1.5
94	Port Aransas Shuttle	1.9
3	NAS Shuttle	2.6
67	Robstown/Gregory	3.0
53	Robstown/NAS Express	5.5
65	Padre Island Connection	6.1
34	Robstown Circulator	9.3
4	Flour Bluff Mini B	9.3
50	Calallen/NAS Express	10.3
76	Harbor Bridge Shuttle	10.9



2016 Annual Service Performance Report

### Fixed Route Ridership Statistics

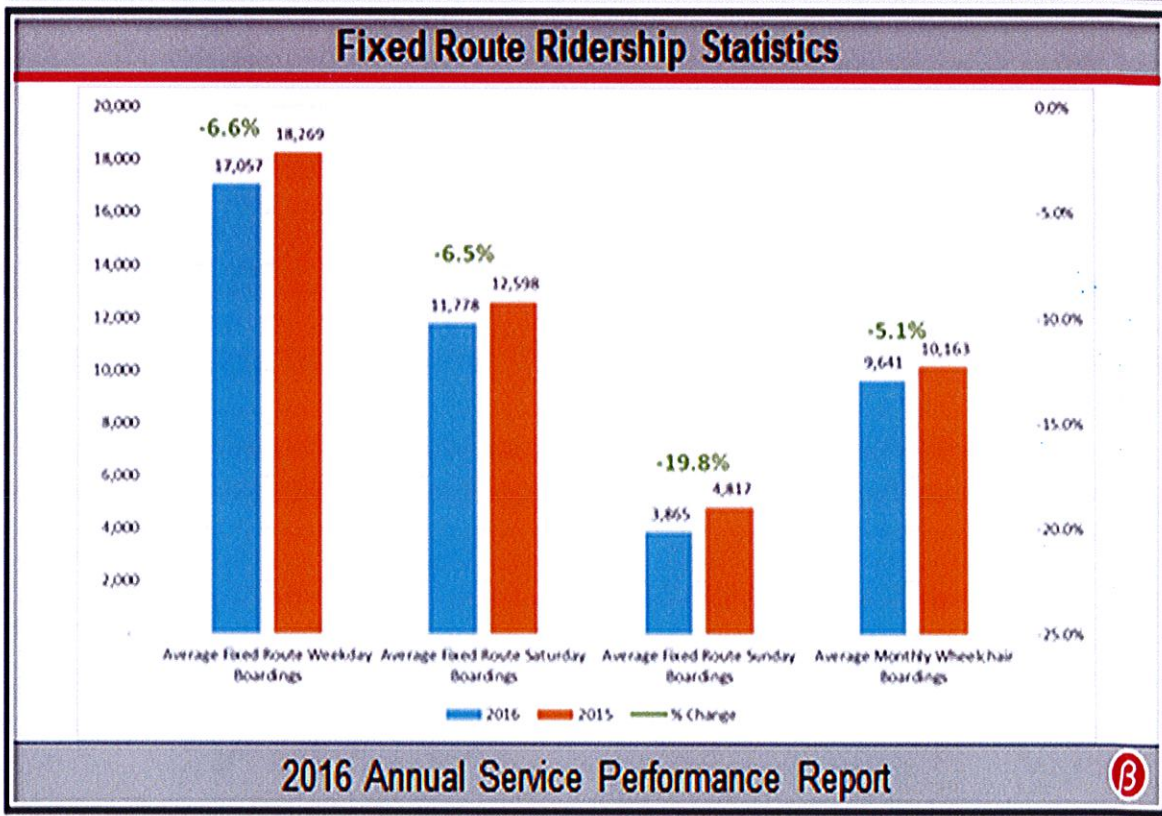
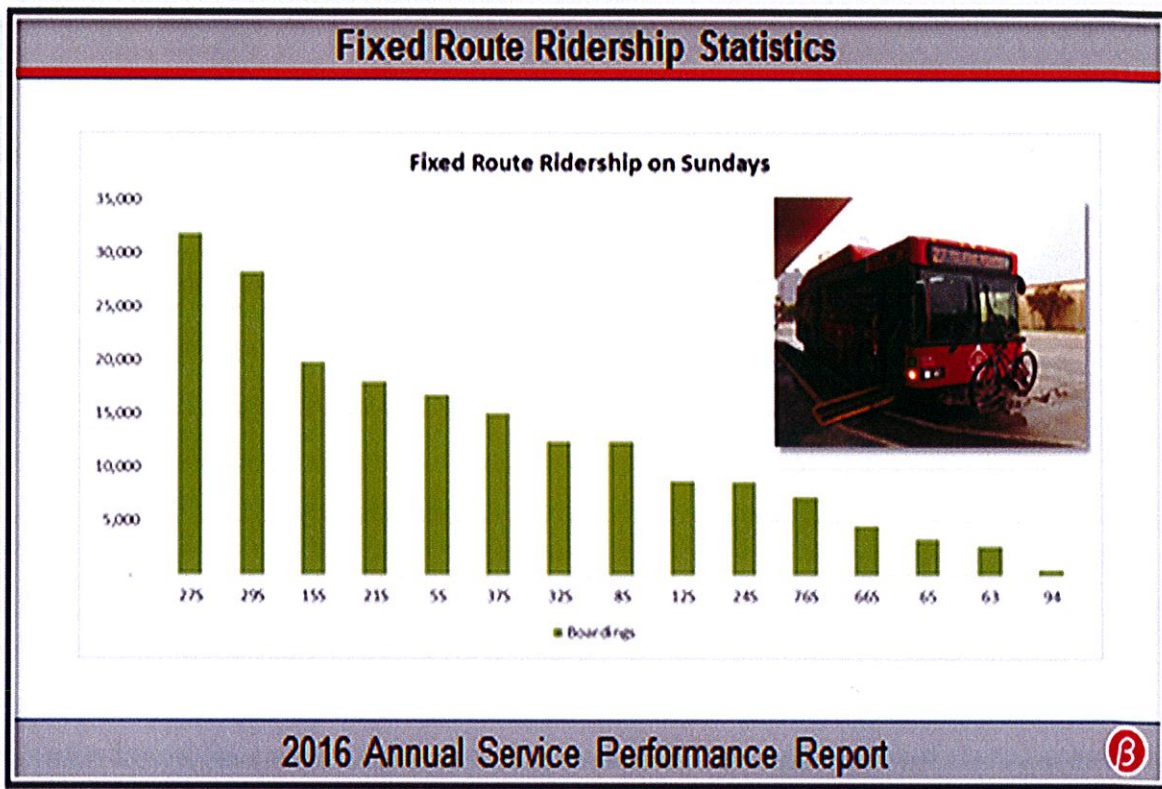
#### Fixed Route Ridership on Saturdays



Route	Estimated Boardings
29	108,000
19	90,000
27	75,000
23	62,000
21	35,000
12	28,000
17	25,000
37	24,000
32	22,000
5	15,000
15	12,000
16	11,000
6	10,000
26	9,000
76	8,000
25	7,000
78	6,000
4	5,000
63	4,000
34	3,000
65	2,000
67	1,500
3	1,000
94	800
90	600

2016 Annual Service Performance Report







### Fixed Route Service Facts

**Earliest Trip:**  
Route 53 Robstown/NAS Express: 4:40 a.m.

**Latest Trip:**  
Route 29 Staples: 11:12 p.m.


**Longest Weekday Daily Span:**  
Route 29 Staples: 18 hours, 25 minutes

**Shortest Weekday Daily Span:**  
Route 84 Lighthouse: 10 minutes

**Highest Frequency and Trips:**

- Route 19 Ayers @ 15 Minute Frequency with 129 Trips each Weekday
- Route 29 Staples @ 15 Minute Frequency and 133 Trips each Weekday

**Top 3 Highest Weekday Average Boardings:**  
Route 29 Staples: 3,094  
Route 19 Ayers: 2,582  
Route 27 Leopard: 1,951



**Highest Growth:**  
Route 65 Padre Island Connection: 79 Average Weekday Boardings (44 in 2015, 45% Increase)

Route 60 Islander Shuttle:  
249 Average Weekday Boardings (154 in 2015, 38% Increase)

**Become a rider. You know you want to.**

**2016 Annual Service Performance Report**

### Bus Stop Amenities and Spacing

**Bus Stop Amenities**

**Bus Stop with Shelter**

- Ridership: > 30 daily boardings

**Bus Stop with Bench(s)**

- Ridership: > 15 daily boardings

**Bus Stop with Pole/Sign only**

- Ridership: < 15 daily boardings

**Bus Stop Spacing**

**Frequent Routes:**


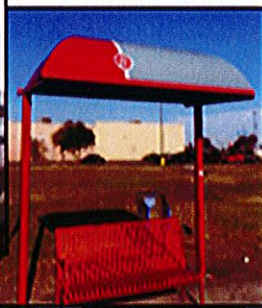


- 1/4 mile (1,320') to 1/2 mile (2,640')

**Local and Feeder Routes:**

- 1/8 mile (660') to 1/4 mile (1,320')

**Regional Express Routes:**

- Varies

**2016 Annual Service Performance Report**



**Questions?**

**2016 Annual Service Performance Report**



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

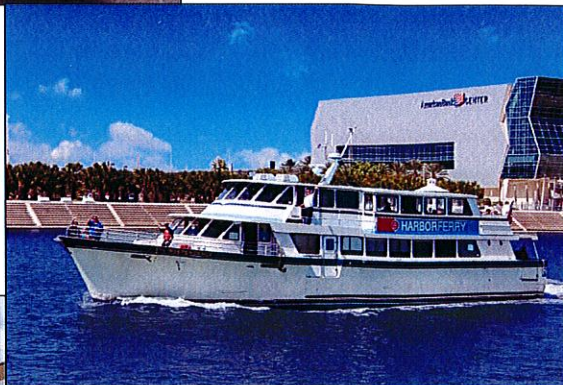
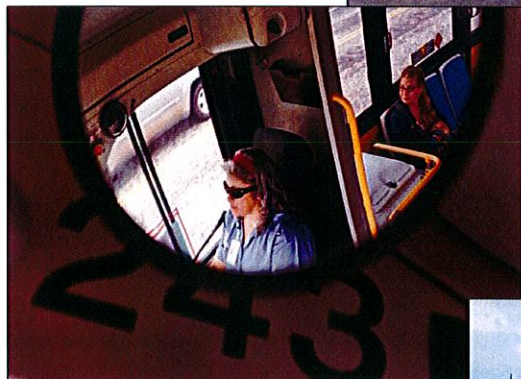
Board of Directors' Memo

March 4, 2015

**Subject: Operations Report for January 2015**

The system-wide monthly operations performance report for January 2015 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 listed below:

1. System-wide Ridership and Service Performance Results
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics
3. Customer Programs Monthly Customer Assistance Form (CAF) Report
4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report
5. Safety/Security Department Report

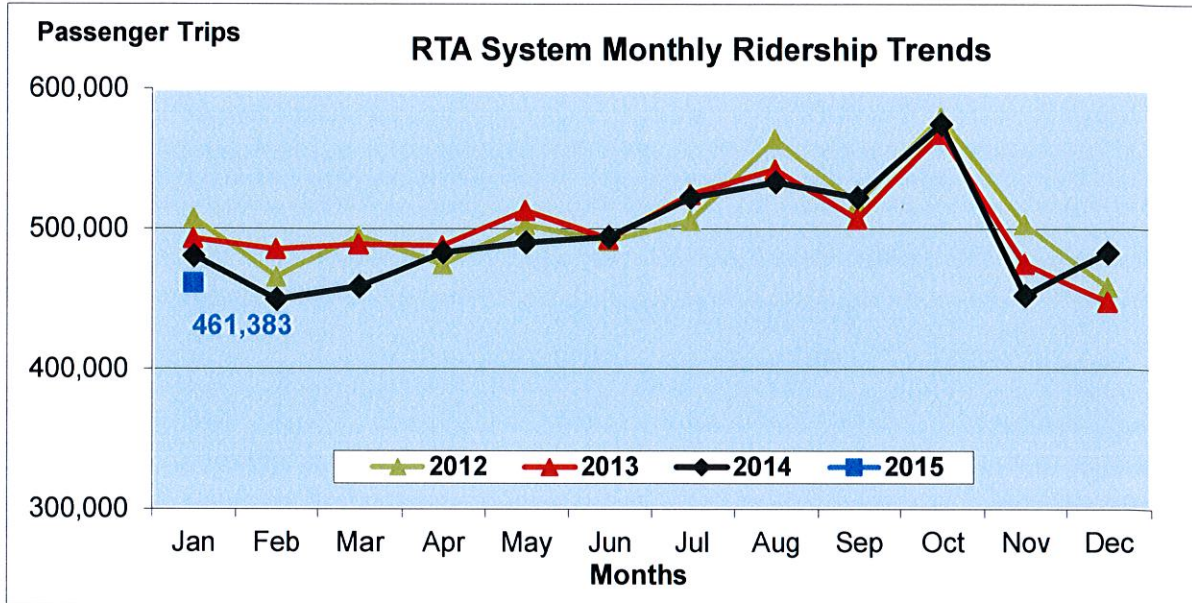




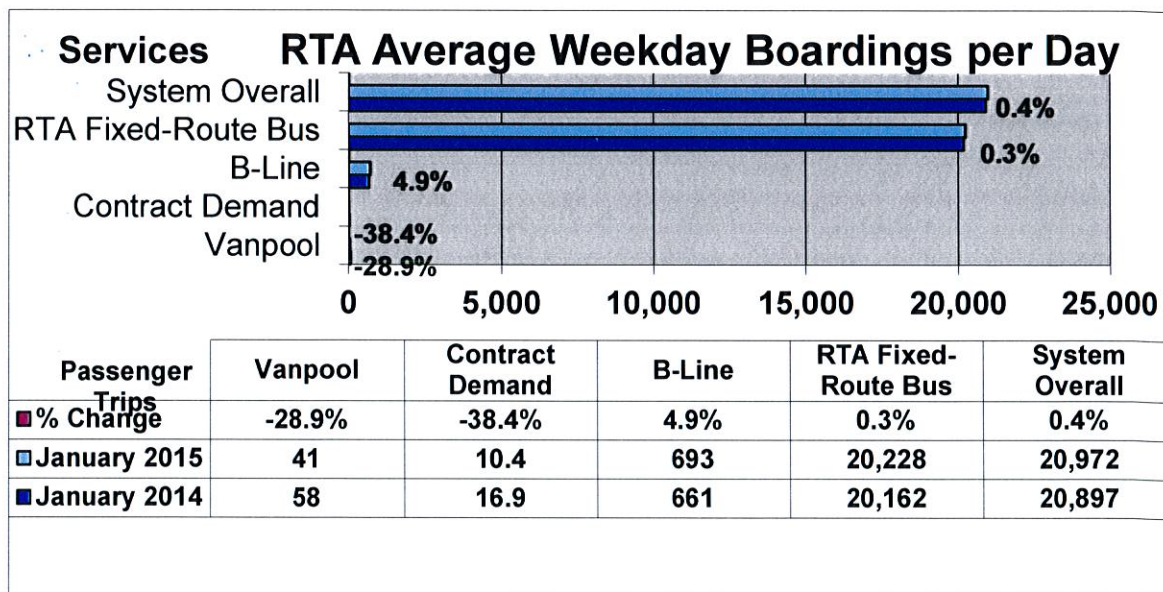
### 1. System-wide Ridership and Service Performance Results

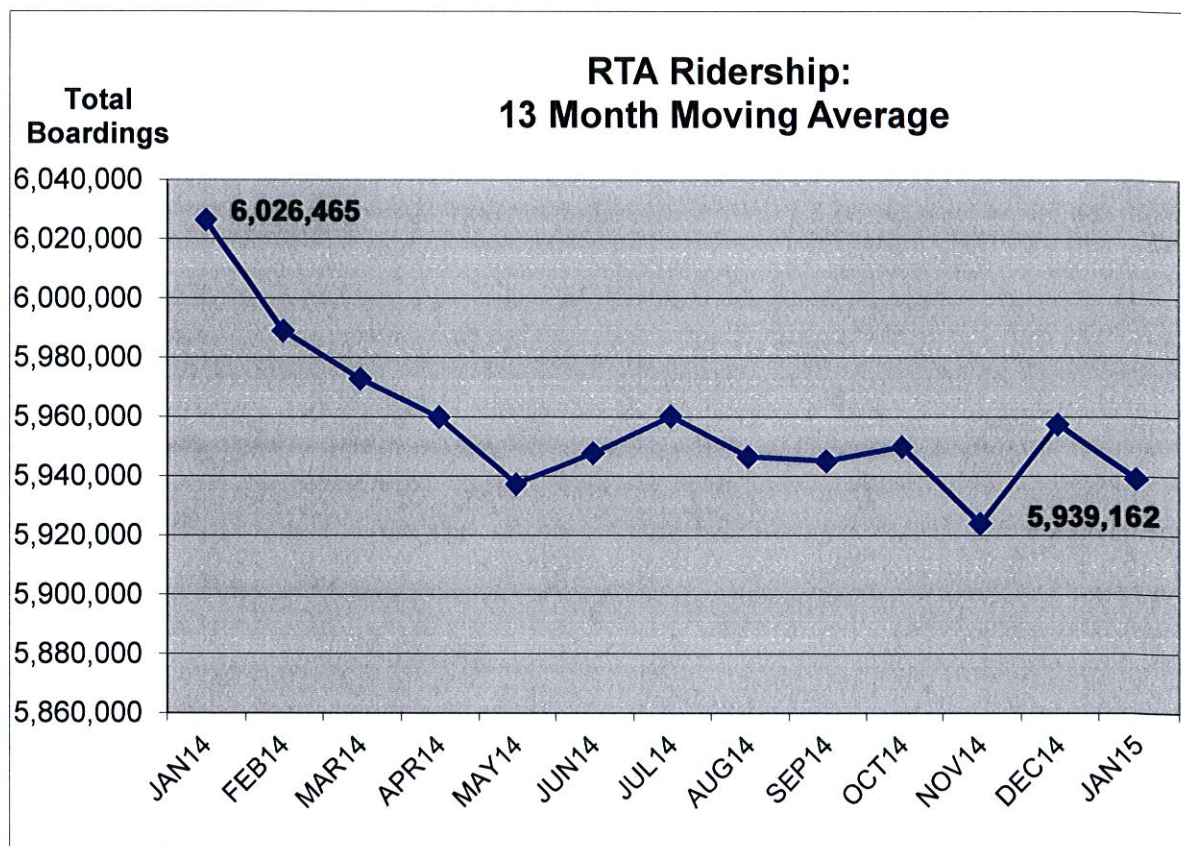
Boardings for all services in January 2015 totaled 461,383. This represents a 4.0% decrease as compared to a total of 480,634 boardings in January 2014 or 19,251 less boardings this January.

The following graph below compares system-wide monthly ridership trends for a four year period.

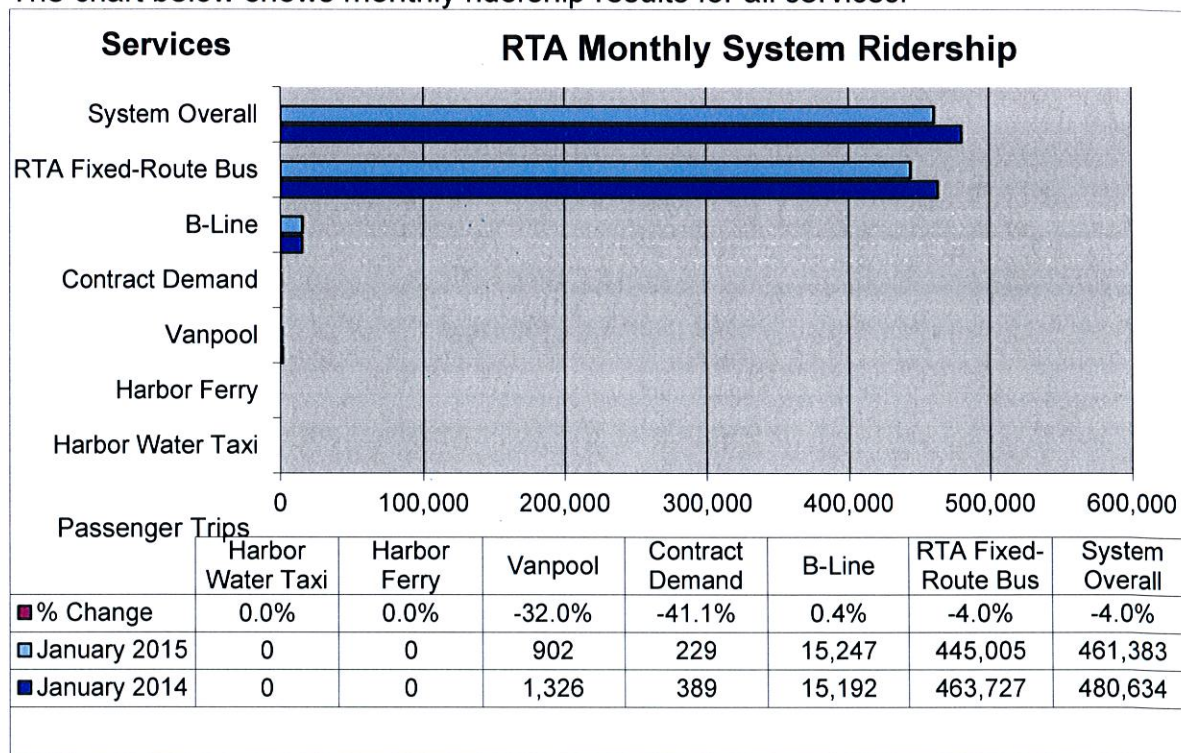


The chart below shows average weekday ridership for all services. The RTA recorded an average of 20,972 boardings per weekday in January 2015 as compared to 20,897 in January 2014. This is a difference of 0.4%.



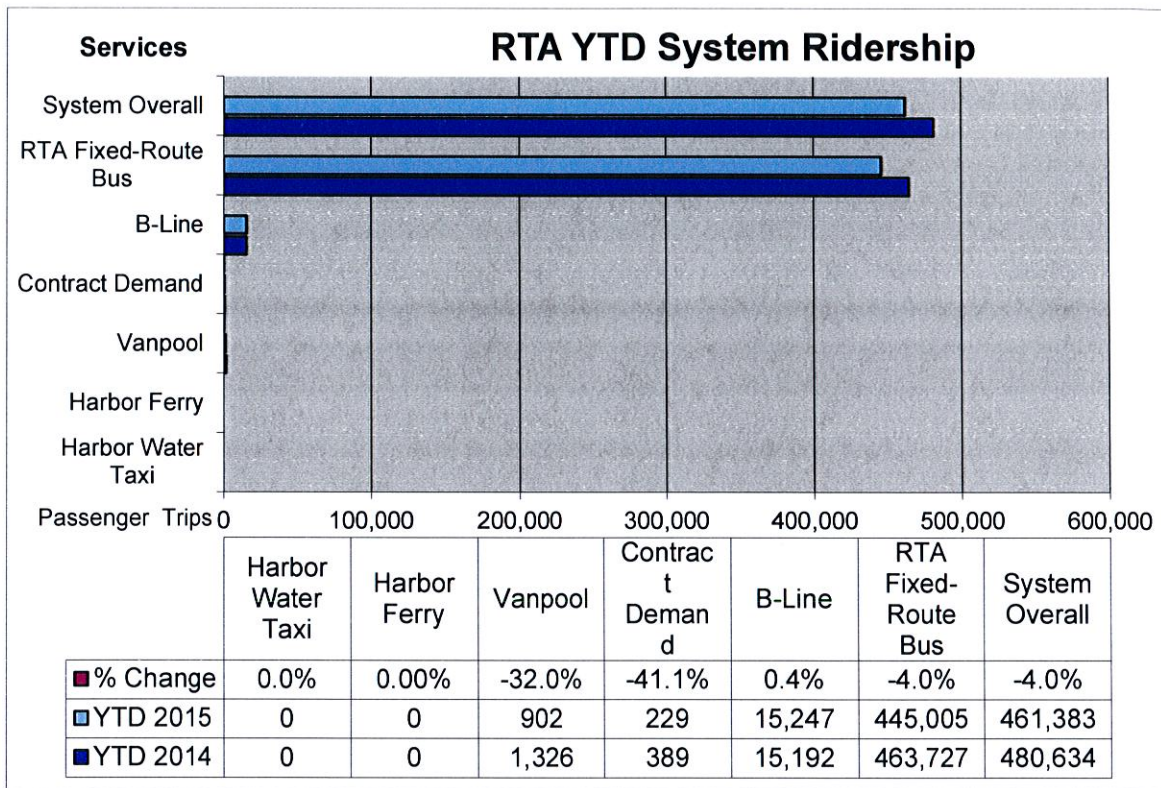


The chart below shows monthly ridership results for all services.

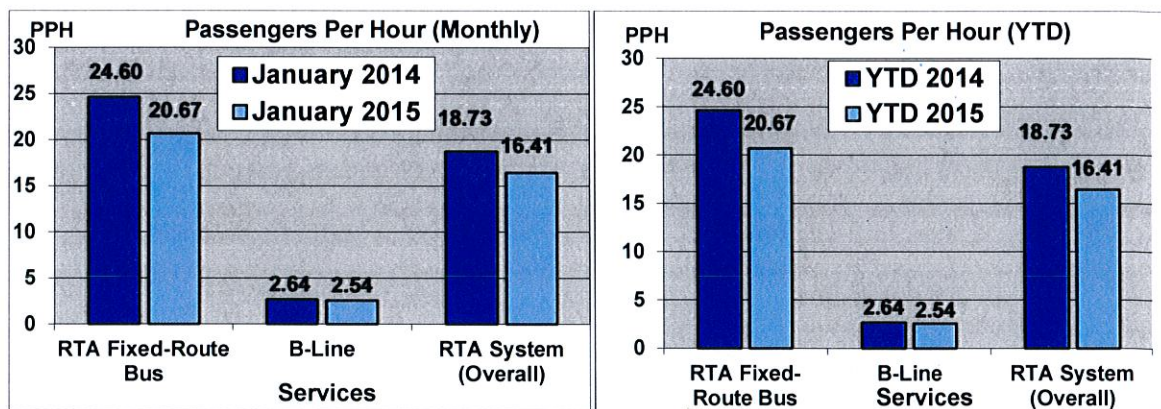




The chart below shows YTD ridership results for all services. The RTA recorded 19,251 less boardings in 2015 as compared to the same period in 2014.

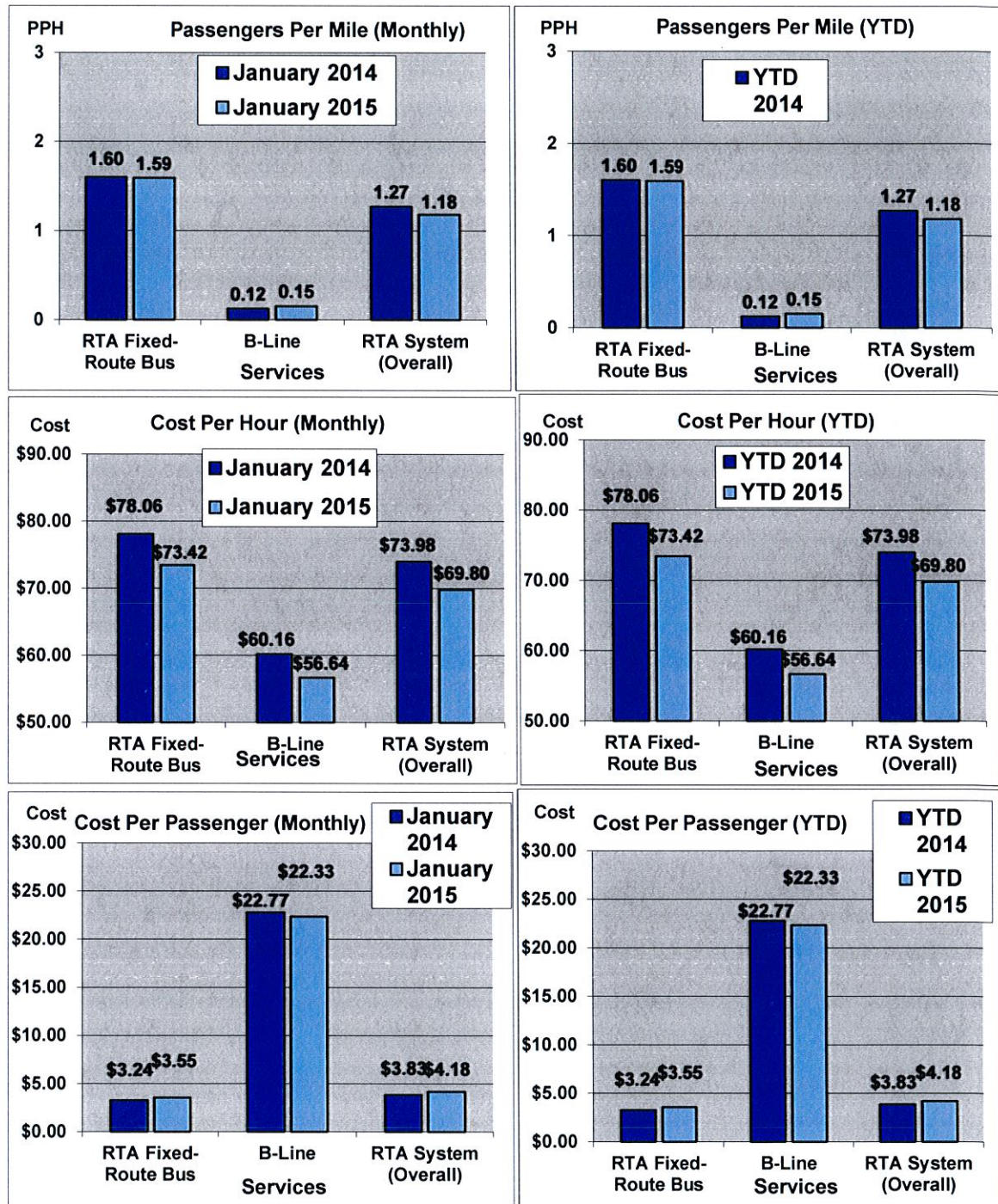


The following charts report system-wide productivity and other cost performance measurements for the month of January 2015 vs. January 2014 and YTD figure.





Corpus Christi Regional Transportation Authority  
Title VI Program Update







The following table shows on-time performance of RTA Fixed-Route services for the last three months and an average with a 2015 YTD figure. Standards for each category are provided along with actuals. Surveys are weighted by passenger volume for each route and service type.

Schedule Adherence	Standard	Oct-14	Nov-14	Dec-14	Jan-15	YTD Average
Early Departure	<1%	1.9%	0.0%	0.4%	0.7%	0.7%
Over 3 minutes Late	<20%	29.1%	17.8%	11.0%	18.6%	18.6%
Over 5 minutes Late	<5%	15.8%	7.7%	6.7%	10.7%	10.7%
Over 10 minutes Late	<1%	5.2%	3.6%	1.4%	2.5%	2.5%
Monthly Wheelchair Boardings	No standard	5,811	3,938	4,871	4,586	4,586
Monthly Bicycle Boardings	No standard	8,981	6,650	6,248	5,976	5,976

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

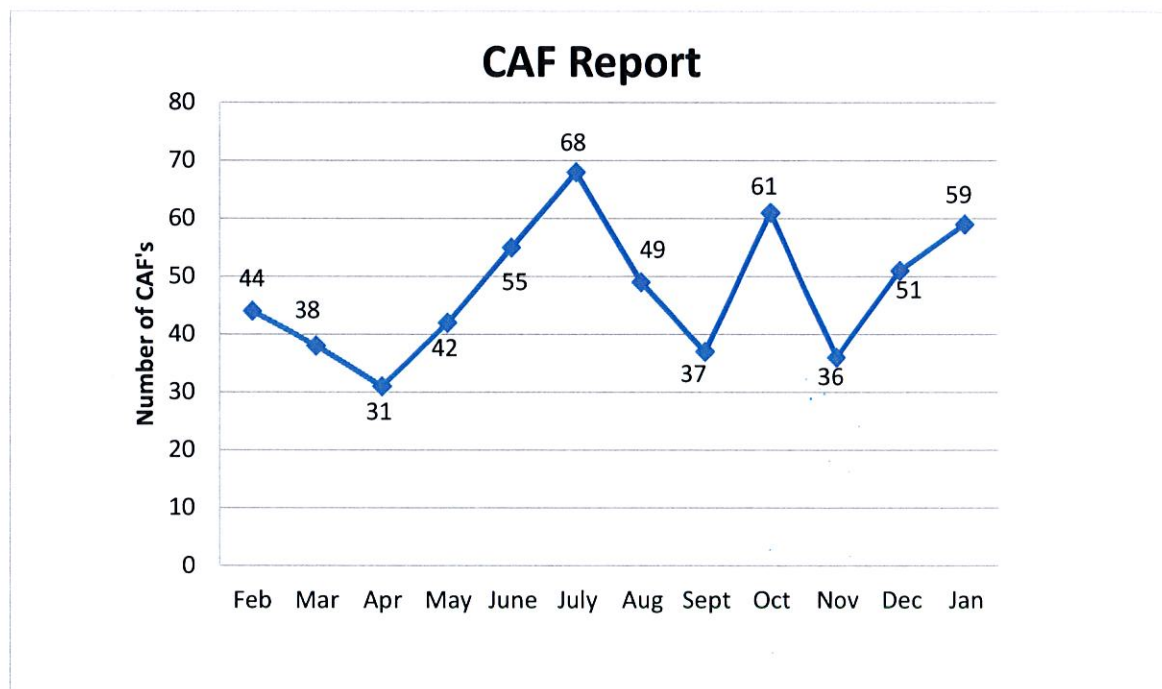
- Productivity: 2.54 PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: 96.1% did meet the contract standard of 96%.
- In Vehicle Time: 99.4% exceeded the contract standard of 95%.
- Miles Between Road Calls: 13,258 more than met the contract standard of 12,250 miles.
- Denials: 0 denials did meet contract standard of 0.0%.
- Ridership Statistics: 10,200 ambulatory; 4,301 wheelchair boarding's



Metric	Standard	Nov-14	Dec-14	Jan-15	YTD Average
Passengers per Hour	2.50	2.44	2.52	2.54	2.54
On-time Performance	96%	95.3%	95.3%	96.1%	96.1%
In Vehicle Time	95.0%	98.8%	99.1%	99.4%	99.4%
Denials	0.00%	0.00%	0.00%	0.00%	0.00%
Miles Between Roadcalls	12,250	12,632	15,289	13,258	13,258
Monthly Wheelchair Boardings		4,071	4,581	4,301	4,301

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

For January 2015 there were 59 reported CAF's (excludes commendations) which represents an increase from 51 reported CAF's overall in December 2014. The statistics for January represents a 15.6% increase, 59 CAF's vs 51 CAF's compared to the month of December 2014. There were 2 Commendations for the month of January.





**Route Summary Report for January 2015**

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	1	#34 Robstown Circulator	1
#4 Flour Bluff Mini B	0	#37 Crosstown	1
#5 Alameda	0	#50 Calallen Park & Ride	2
#6 Santa Fe/Malls	0	#51 Gregory Park & Ride	0
#8 Flour Bluff/Malls (Sun)	1	#63 The Wave	0
#12 Saxet Oak Park	3	#65 Padre Island Connector	0
#15 Kostoryz	0	#67 Robstown/Gregory	0
#16 Agnes/Ruth	2	#76 Harbor Bridge Shuttle	0
#17 Carroll/Southside	2	#76S Harbor Bride (Sun)	0
#19 Ayers/Norton	1	#77 Harbor Ferry	0
#19G Greenwood	0	#78 North Beach	1
#19M McArde	1	#84 Light House	0
#21 Arboleda	7	#94 Port Aransas Shuttle	0
#23 Molina	1	#95 Flexi-B Port A	0
#25 Gollihar/Greenwood	2	B-Line (Para-transit)	4
#26 Airline/Lipes Connector	0	Safety & Security	4
#27 Northwest	2	Facility Maintenance	5
#27 Northwest (Sun)	1	Vehicle Maintenance	1
#29 Staples	4	Service Development	6
#29F Flour Bluff	4	Program Development	1
#29SS Spohn South	0	IT (CAF TEST)	1
#32 Southside Mini B	0	<b>TOTAL CAF'S</b>	<b>59</b>

**January 2015 CAF Breakdown by Service Type:**

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	13	0	1	14
Driving Issues	5	2	0	7
Customer Services	15	1	0	16
Late/Early	2	1	1	4
IT (Test)	1	0	0	1
Safety and Security	4	0	0	4
Facility Maintenance	5	0	0	5
Vehicle Maintenance	1	0	0	1
Service Development	6	0	0	6
Program Development	1	0	0	1
<b>Total</b>	<b>53</b>	<b>4</b>	<b>2</b>	<b>59</b>
Commendations	2	0	0	2



## **Conclusion:**

During January 2015, RTA received 57 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; two (2) of the 59 reported CAF's (January) were commendations.

There were a total of 53 CAF's/Commendations received regarding RTA Service representing 91.3% of total customer contacts: 4 for Safety & Security, 5 for Facilities Maintenance, 1 for Vehicle Maintenance, 6 Service Development, 1 Program Development, 1 for IT ( CAF Test) and 35 for Transportation.

A total of 4 CAF's/Commendations were reported regarding B-Line service representing 5.9% of the total customer contacts.

A total of 2 CAF's/Commendations were reported regarding Contracted Fixed Route service representing a 2.8% of the total customer contacts.

Actions taken as a result of reported CAF's include but are not limited to the following:

1. Coaching and counseling
2. Driver training
3. Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
4. Discussion in supervisory meetings
5. Examination of RTA operations policy

The RTA 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, 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.

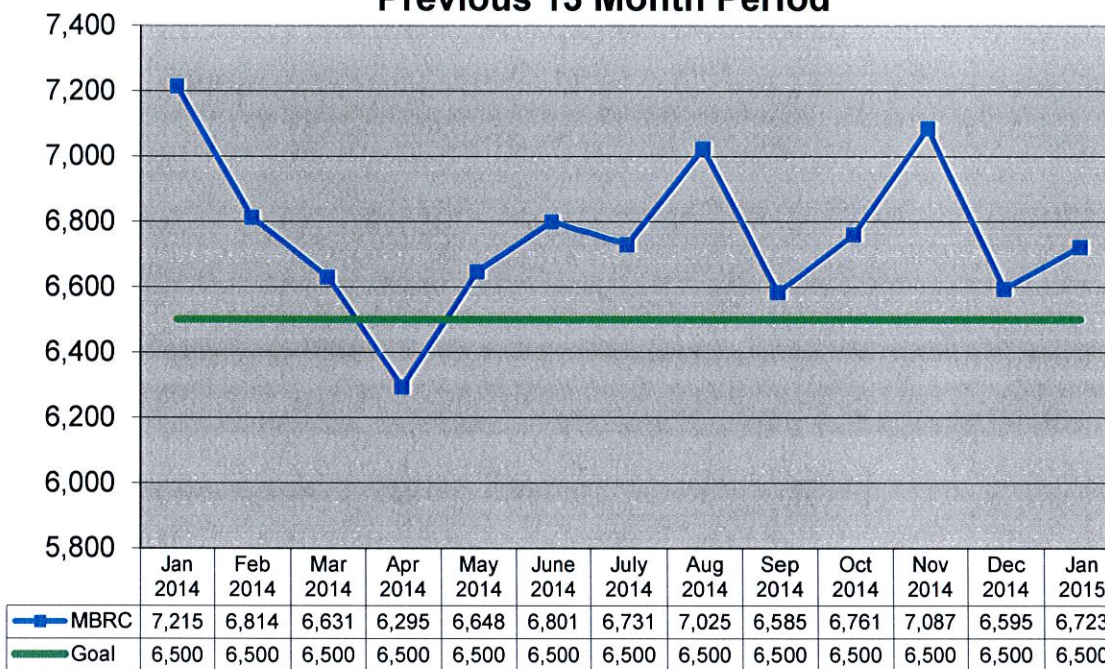
CAF's play an important role as a quality assurance tool to identify issues regarding service; they also inform RTA regarding education and training needs. CAF's assist Service Development in identifying problems around existing service and identifying underserved areas. CAF's also serves to guide policy development.

## **4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report**

For the month of January 2015, 6,723 miles between road calls (MBRC) were recorded as compared to 7,215 MBRC in January 2014. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of RTA vehicles. The following graph shows the previous 13 month period.



### Miles Between Roadcalls (MBRC) Previous 13 Month Period



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

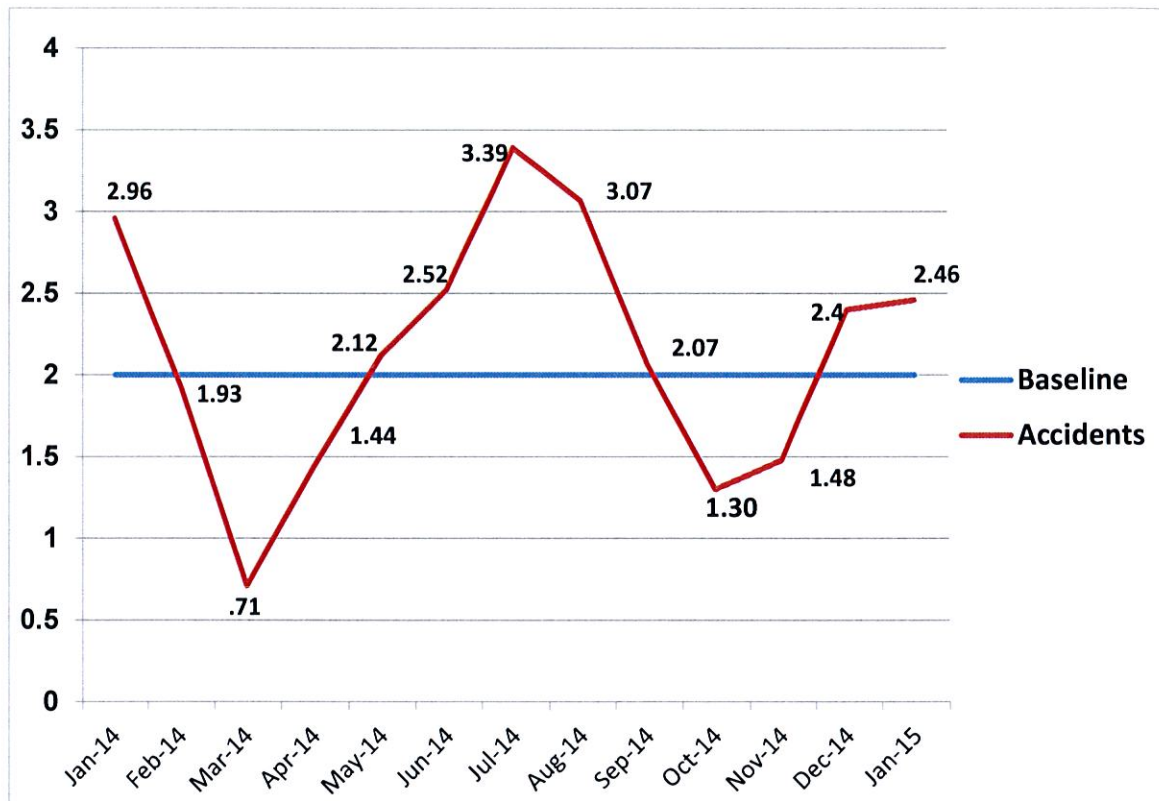
### SAFETY SUMMARY

For the month of January 2015, we had 7 vehicle collisions (5 preventable), 48 customer related incidents and drove a total of 283,614 miles. The total collision rate for the month was at 2.46 per hundred thousand miles driven. The desirable range for total collisions is at 2.0 or less.

The chart below shows the last 12 months of our total collision rate. Please keep in mind that this chart shows all vehicle collisions regardless of fault. The classifications of preventable and non-preventable are not distinguished for purposes of calculating this rate.



**Total Collision Rate (rolling 12 month period)**  
**Monthly rate = Total collisions per 100,000 miles driven**



## SECURITY SUMMARY

For the month of January 2015, 1,459 hours of security coverage was used for all areas of RTA Operations. Officers arrested three individuals for public intoxication, issued nine criminal trespass warnings, and cited zero individuals for loitering.

## Committee Review

The Operations Committee met on February 26, 2015. Committee members received a presentation on this item.

Respectfully Submitted,

Submitted by: \_\_\_\_\_  
Wesley Vardeman  
Senior Transit Planner



Corpus Christi Regional Transportation Authority  
Title VI Program Update

Submitted by: \_\_\_\_\_  
Keith Korenek  
Director of Safety and Security

Submitted by: \_\_\_\_\_  
Robert Saldaña  
Director of Transportation

Submitted by: \_\_\_\_\_  
José A. Tovar  
Director of Maintenance

Reviewed by: \_\_\_\_\_  
Gordon Robinson  
Director of Planning

Reviewed by: \_\_\_\_\_  
Rosa E. Villarreal  
Managing Director of Operations

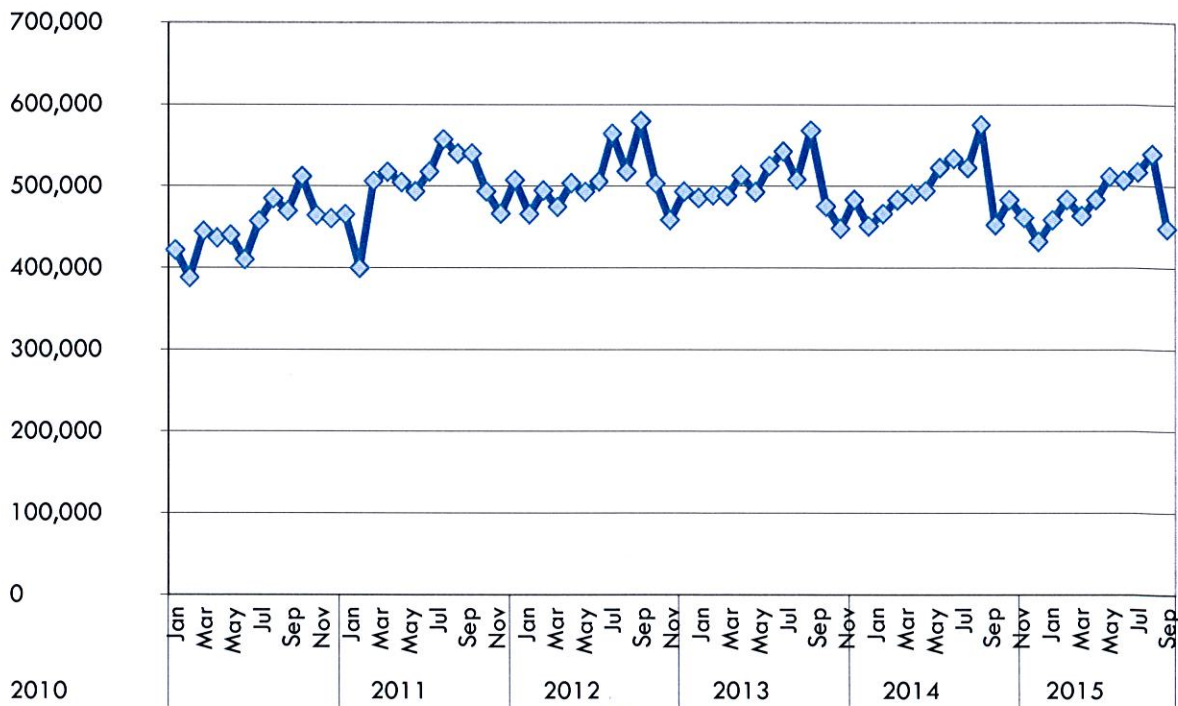
Approved by: \_\_\_\_\_  
Scott Neeley  
Chief Executive Officer



## SYSTEM RIDERSHIP

CCRTA system ridership increased by 11% from 2010 to 2011 and has remained fairly constant since 2011. Ridership typically peaks during August and reaches a low point between December and February. System ridership during 2015 is projected to be 3% lower than in 2014. Historical system ridership as collected by fare boxes is depicted in Figure 64. Current system ridership (from data collected in the fall of 2015) is shown for weekdays, Saturdays, and Sundays from Figure 65 to Figure 67.

Figure 64 Historical System Ridership







Corpus Christi Regional Transportation Authority  
Title VI Program Update

Figure 65 Weekday System Ridership

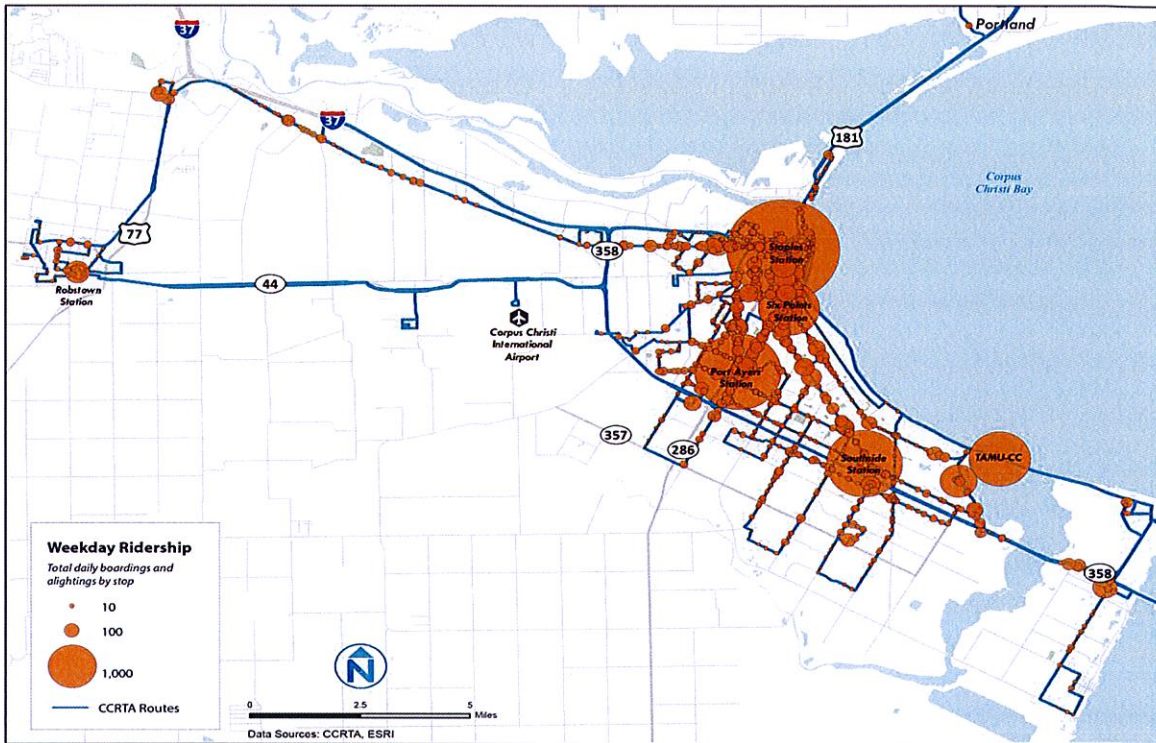


Figure 66 Saturday System Ridership

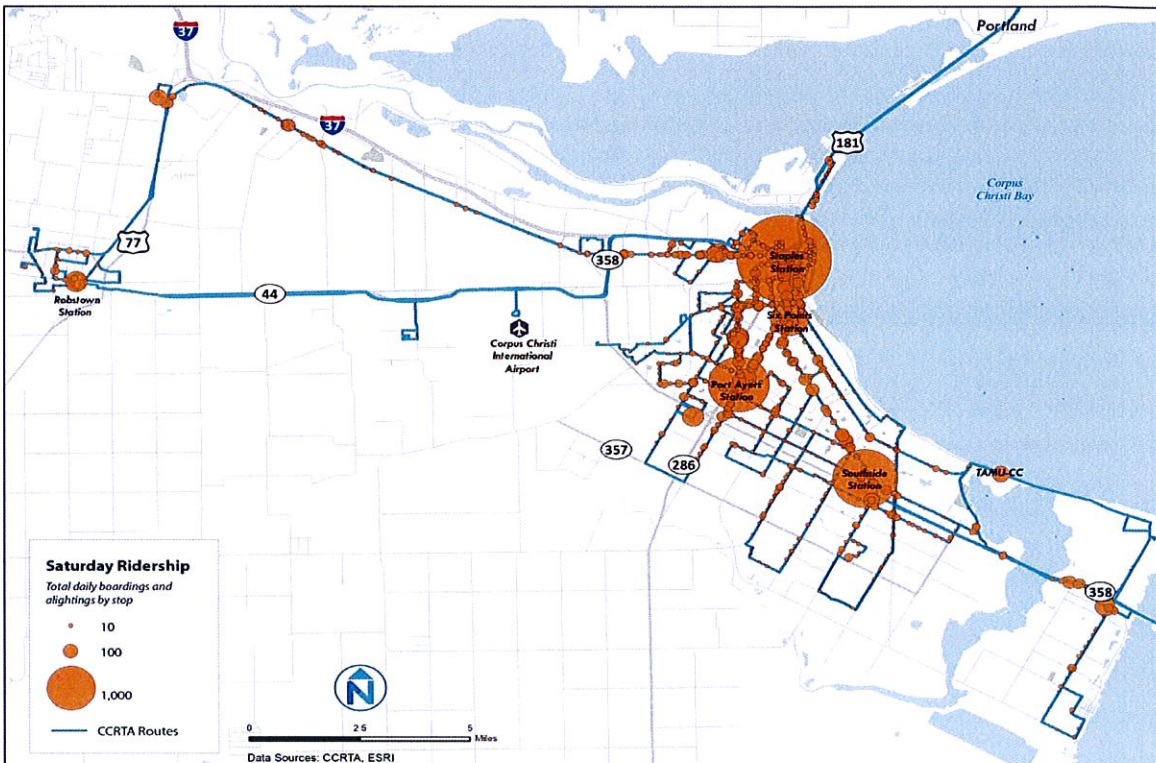
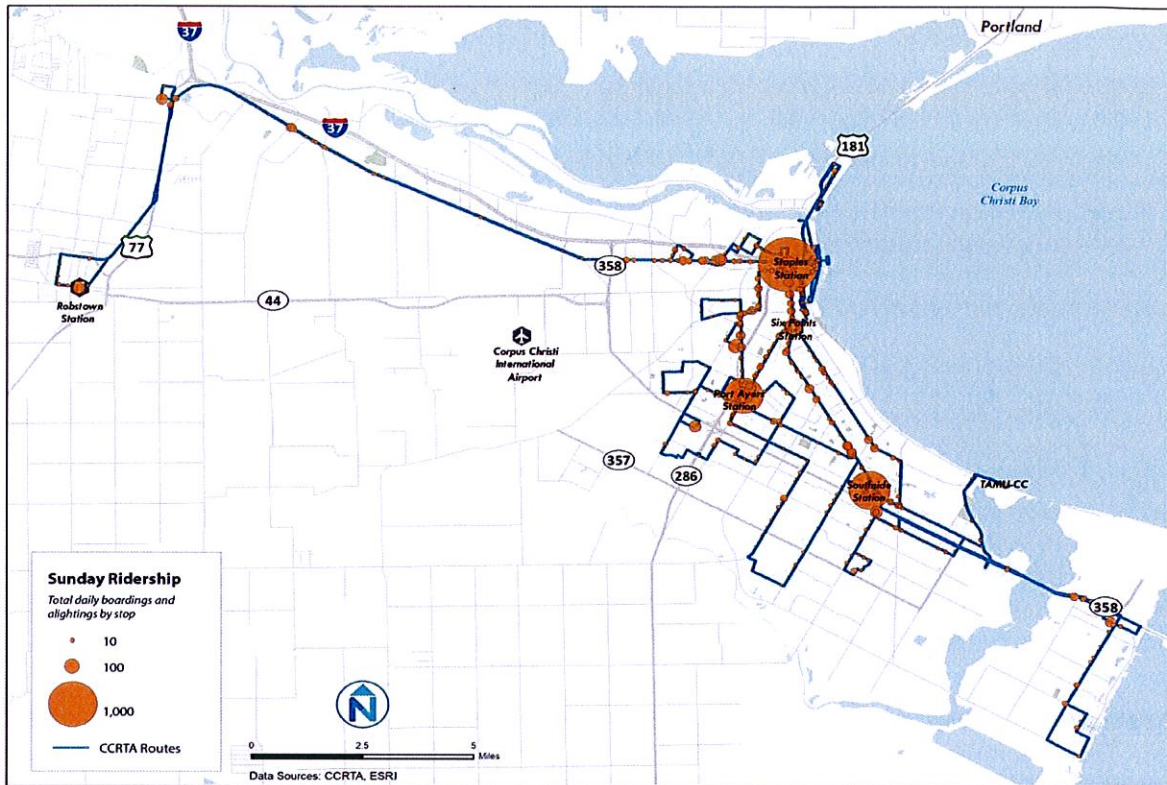




Figure 67 Sunday System Ridership



## ROUTE RIDERSHIP

Route ridership varies significantly due to differences in headway, service span, and route length. The two routes with the highest ridership (19 Ayers and 29 Staples) each have one trunk and two branch segments, resulting in more mileage than other routes operating all day. Service levels on these routes drop off on Saturday from 15 minutes during peak and 30 minutes during off-peak to 20 minutes during peak and 40 minutes during off-peak, which likely impacts ridership. Routes 3 Alameda, 17 Carroll/Southside, and 21 Arboleda also have headway reductions and significant ridership drop-offs from weekdays to Saturday.

The different Sunday route network makes it impossible to compare service with weekday/Saturday routes. While most routes are consolidated or shortened on Sunday, Route 27 maintains its alignment and as a result, is the highest ridership route.



Corpus Christi Regional Transportation Authority  
Title VI Program Update

Figure 68 Weekday and Saturday Boardings by Route

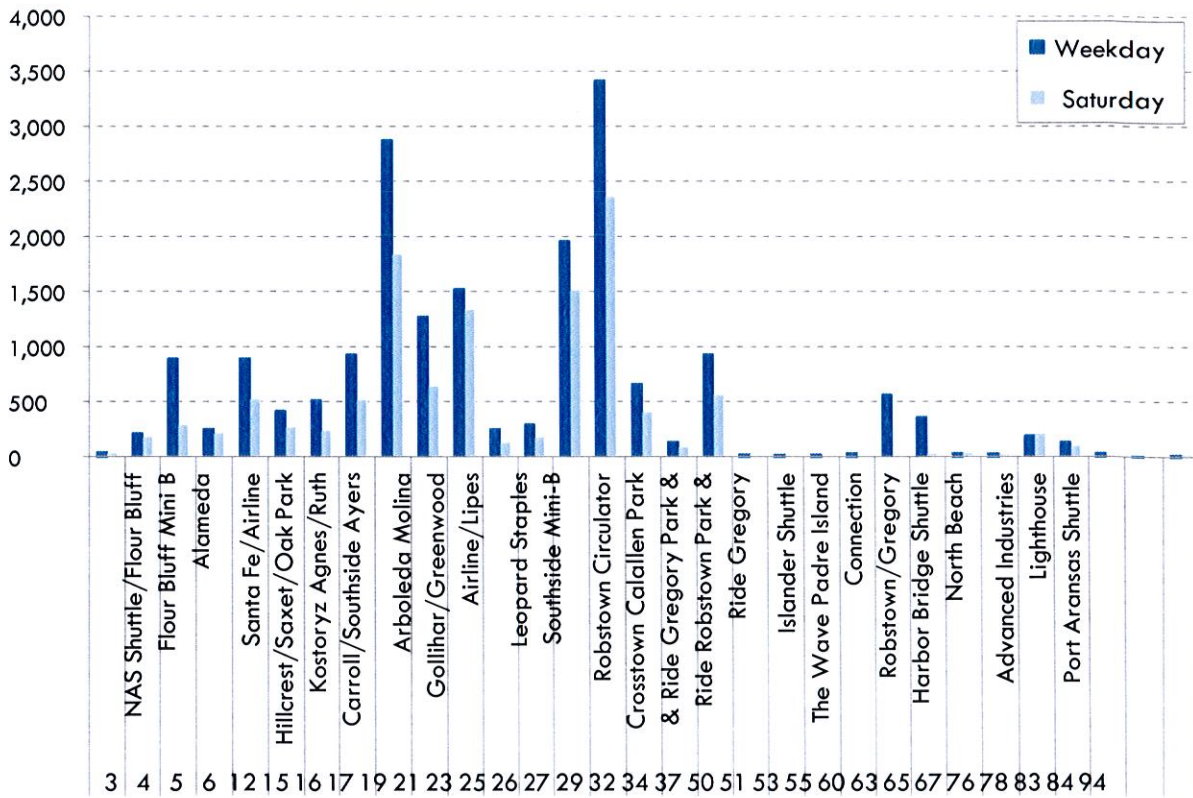
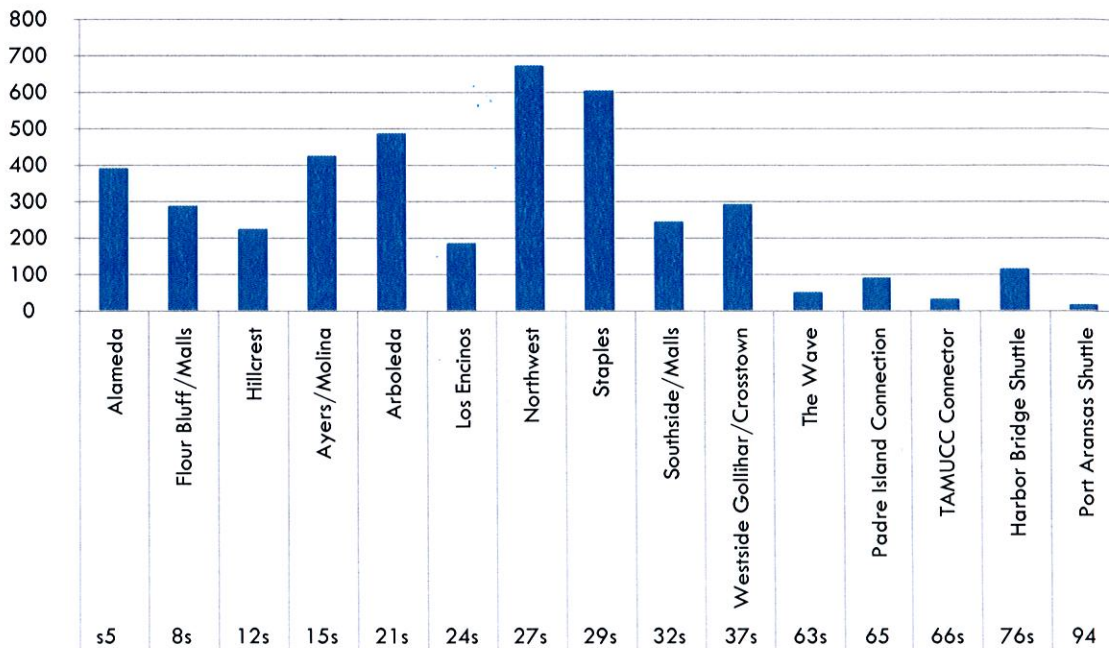


Figure 69 Sunday Boardings by Route





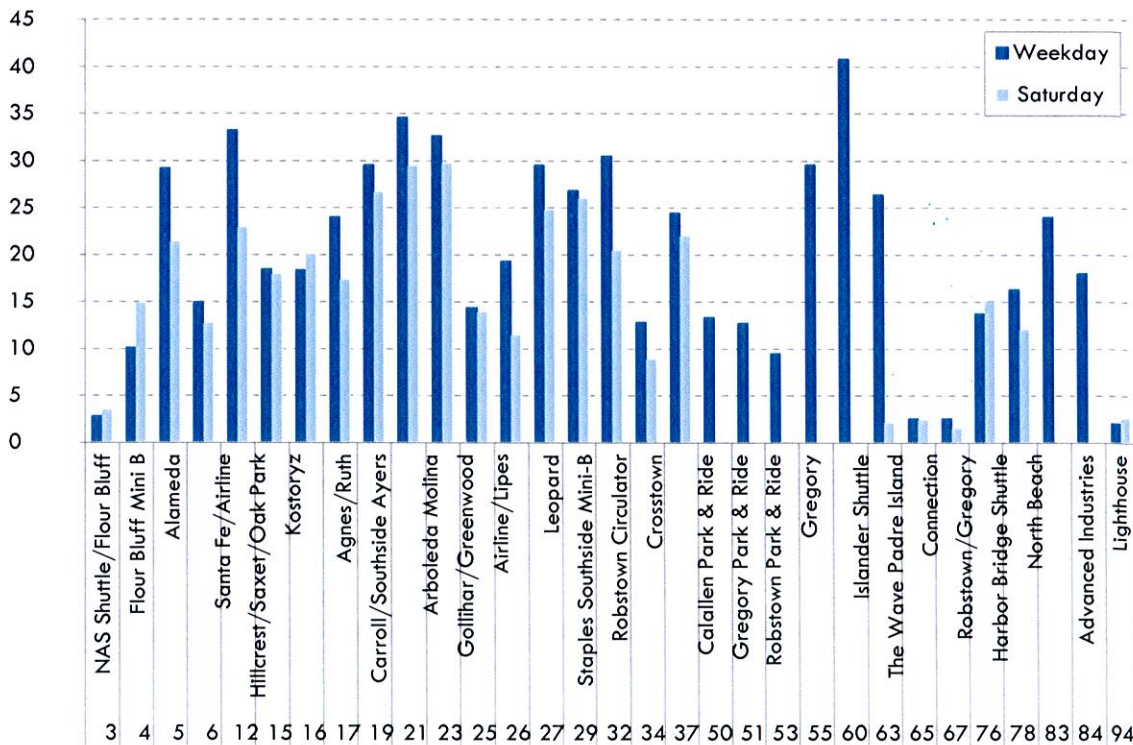
## Route Ridership Productivity

Route ridership productivity is a performance metric calculated by dividing boardings by service hour (revenue hours minus layover time). This metric is appropriate for all routes types with the exception of express routes, which should be measured by boardings per trip.

The weekday route with the highest weekday ridership productivity, Route 60 Islander Shuttle, operates a much shorter distance than most routes operating the entire day and connects areas of high TAMU-CC student density with campus. The high productivity of this campus shuttle is consistent with similar routes serving universities. It should be noted that the next four routes in terms of weekday ridership productivity are not frequent routes. Routes 12 Hillcrest/Saxet/Oak Park, 21 Arboleda, 23 Molina, and 32 Southside Mini-B each average 30 or more boardings per service hour. Route 32 is unique in that it only operates every 60 minutes while the other three routes operate every 20-30 minutes, suggesting a need for increased service on Route 32. Frequent routes 19 Ayers and 29 Leopard are also strong performers; however, they also have long segments of lower ridership on one or more of their branches that bring down their average. Routes 5 Alameda and 27 Leopard also exhibit strong ridership productivity with over 29 boardings per service hour, respectively.

Routes 4 Flour Bluff Mini-B and 34 Robstown Circulator average fewer than 15 boardings per service hour but use smaller cutaway vehicles. Routes 3 NAS Shuttle and 94 Port Aransas Shuttle also operate with cutaway vehicles but generate only 2-3 boardings per service hour. Ridership productivity drops by an average of 15% from weekdays to Saturdays. Routes with the biggest drop-offs include Routes 5 and 12 while routes with that have higher productivity on Saturday include Routes 4 Flour Bluff Mini-B, 16 Agnes/Ruth, and 76 Harbor Bridge Shuttle.

Figure 70 Weekday and Saturday Ridership Productivity by Route

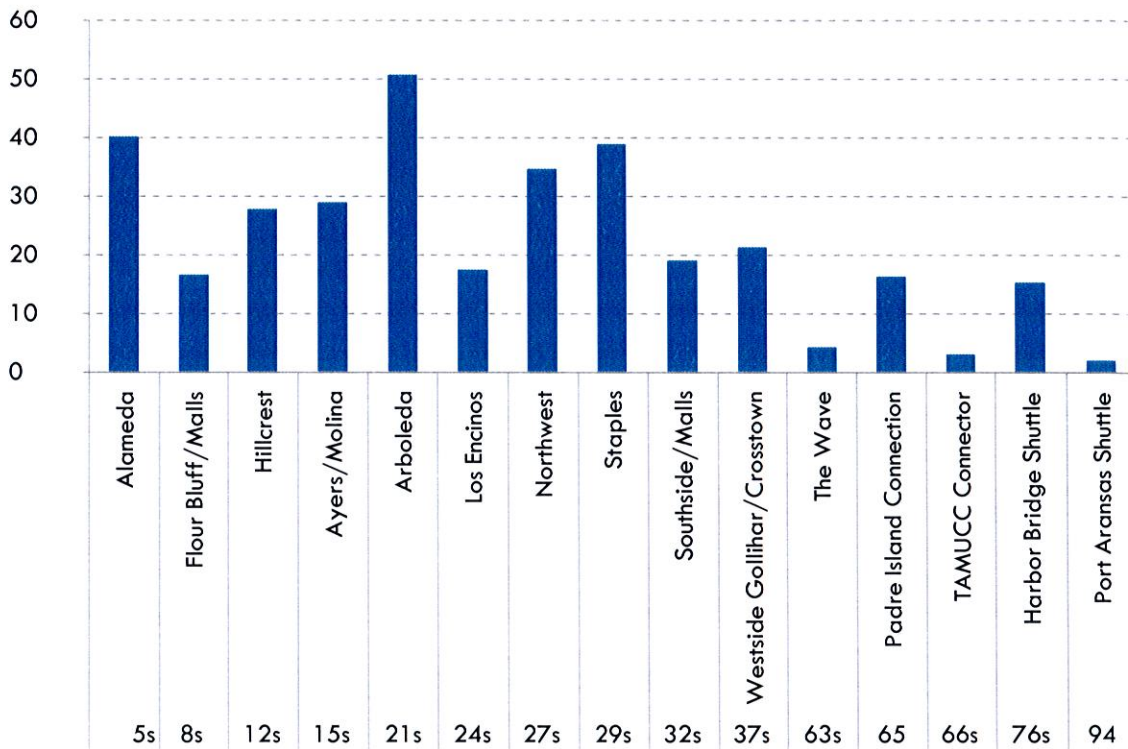




Corpus Christi Regional Transportation Authority  
Title VI Program Update

Several Sunday routes exhibit high ridership productivity. Route 21 Arboleda averages more than 50 boardings per service hours while Routes 3 Alameda, 29 Staples, and 27 Northwest each average over 35-40 boardings per service hour, respectively. Highly productive routes on Sunday are a direct result of the infrequent 60 minute headways, and suggest the need for more frequent service. The high levels of ridership coupled with the indirect and curtailed Sunday network indicate Sunday customers lack other transportation options and are willing to endure excessive waiting and travel time to reach their destination(s).

Figure 71 Sunday Ridership Productivity by Route

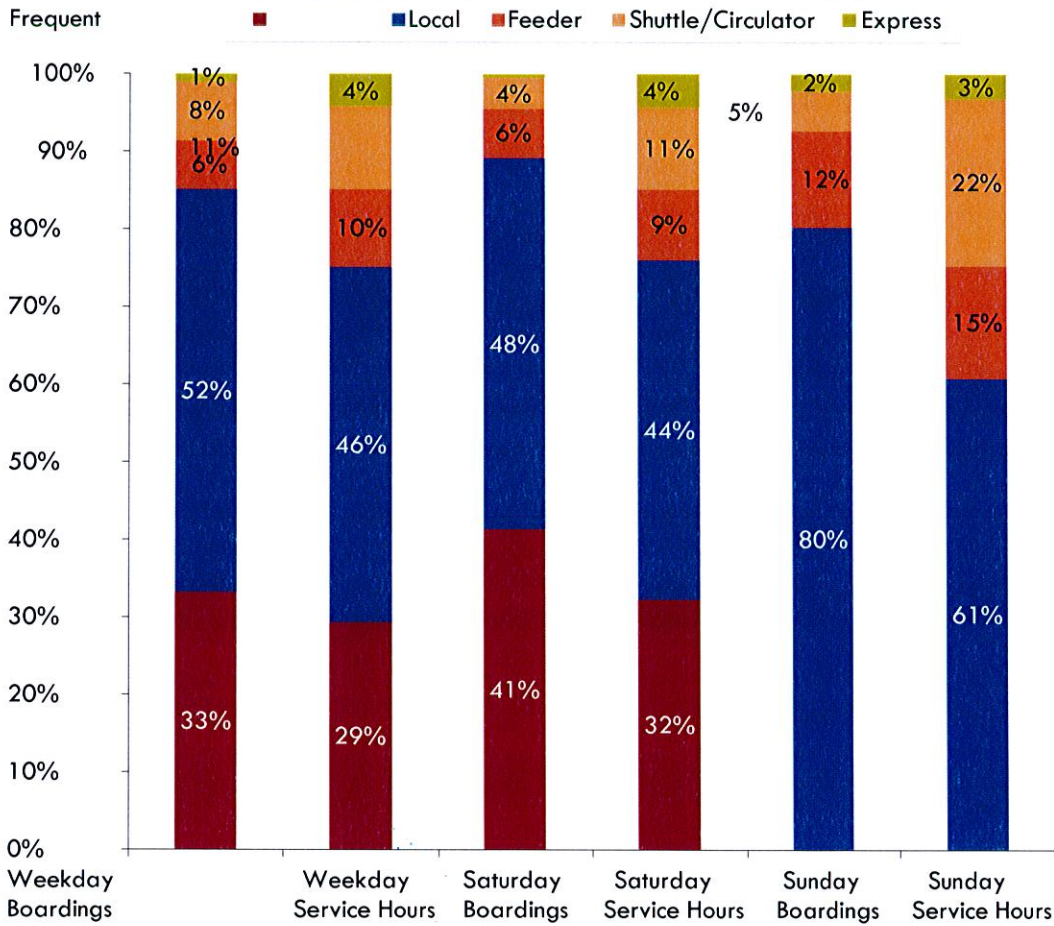




Corpus Christi Regional Transportation Authority  
Title VI Program Update

A comparison of system ridership and service hours by route type for each service level is depicted in Figure 72. This chart shows that frequent service comprises 29-32% of weekday and Saturday service hours while generating 33-41% of daily boardings, indicating a positive return on investment in terms of dedicating resources to convenient, frequent service.

Figure 72 Ridership and Service Allocation by Route Type





## Passenger Loads

On weekdays, Routes 27 Leopard and 29 Staples are the only routes exhibiting passenger loads that exceed seating capacity, indicating a need for additional service during high ridership periods. Route 60 Islander Shuttle nears seating capacity on select trips. The first Route 27 Leopard trip on Saturday has standees, indicating a need for an earlier trip. On Sundays, Route 27s has three trips with standing loads. Average and max passenger loads by service level are depicted in Figure 73 to Figure 75.

Figure 73 Weekday Average and Max Passenger Loads

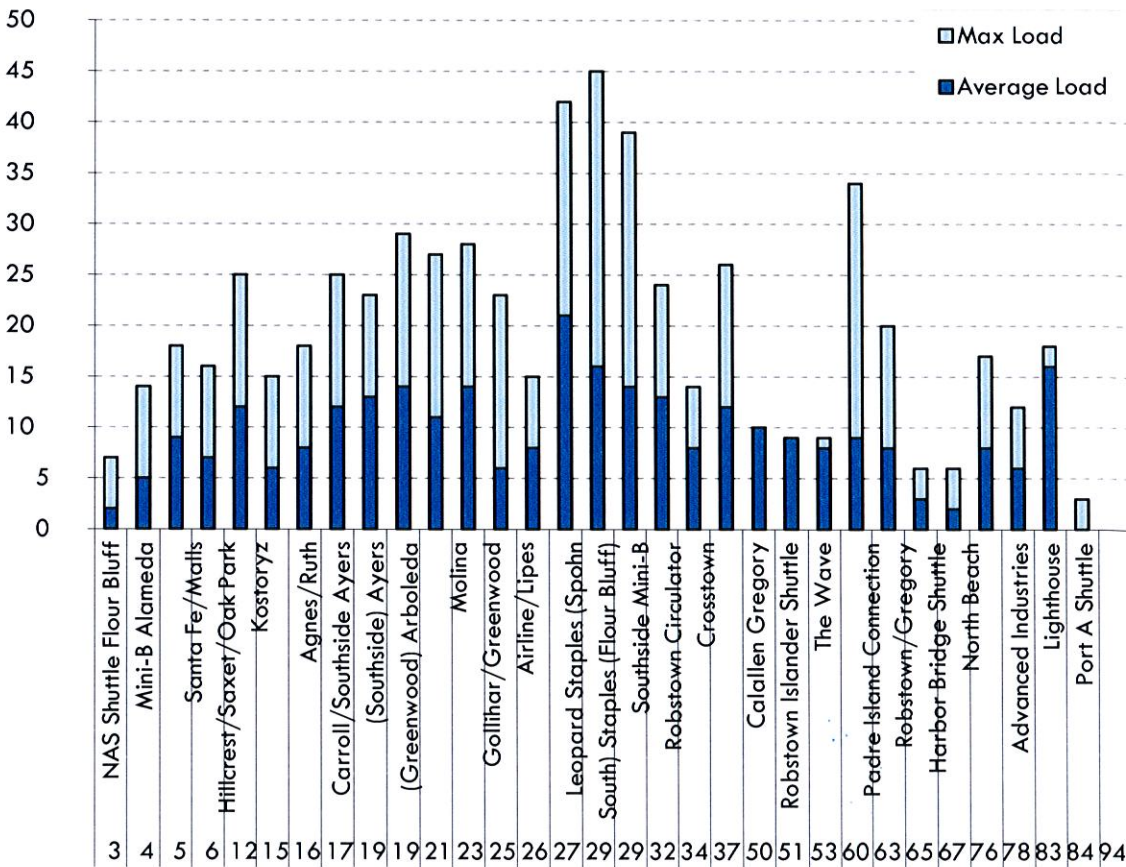




Figure 74 Saturday Average and Max Passenger Loads

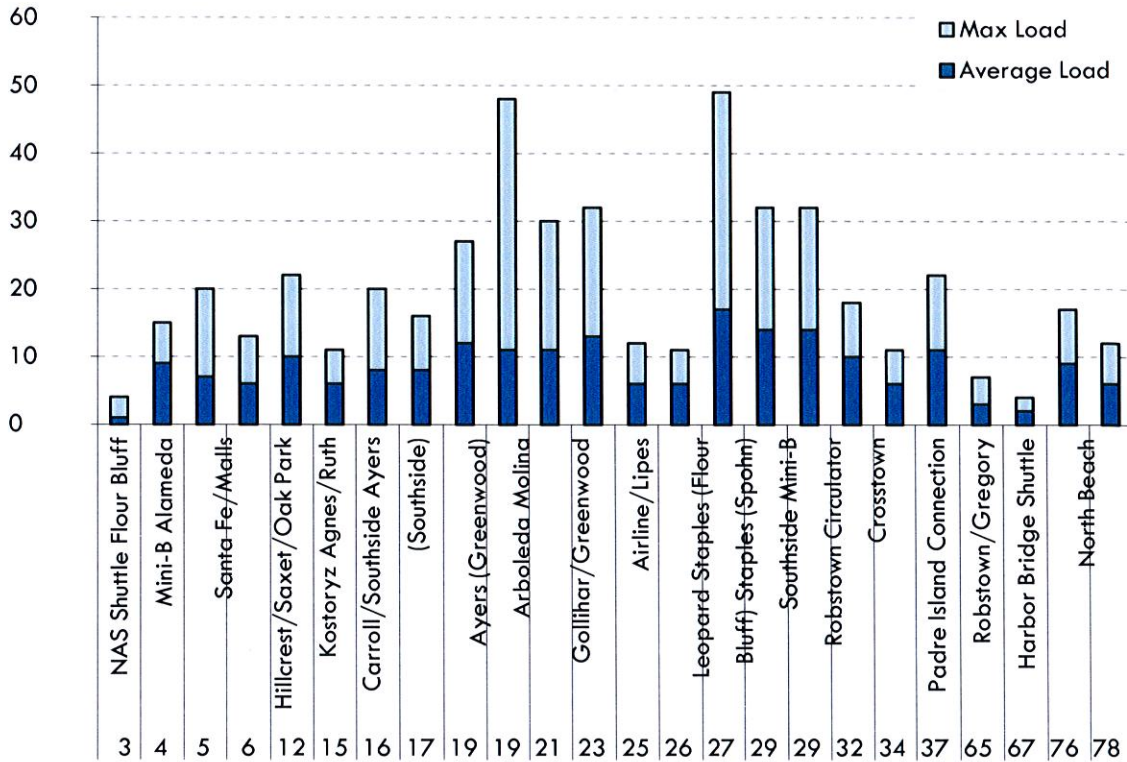
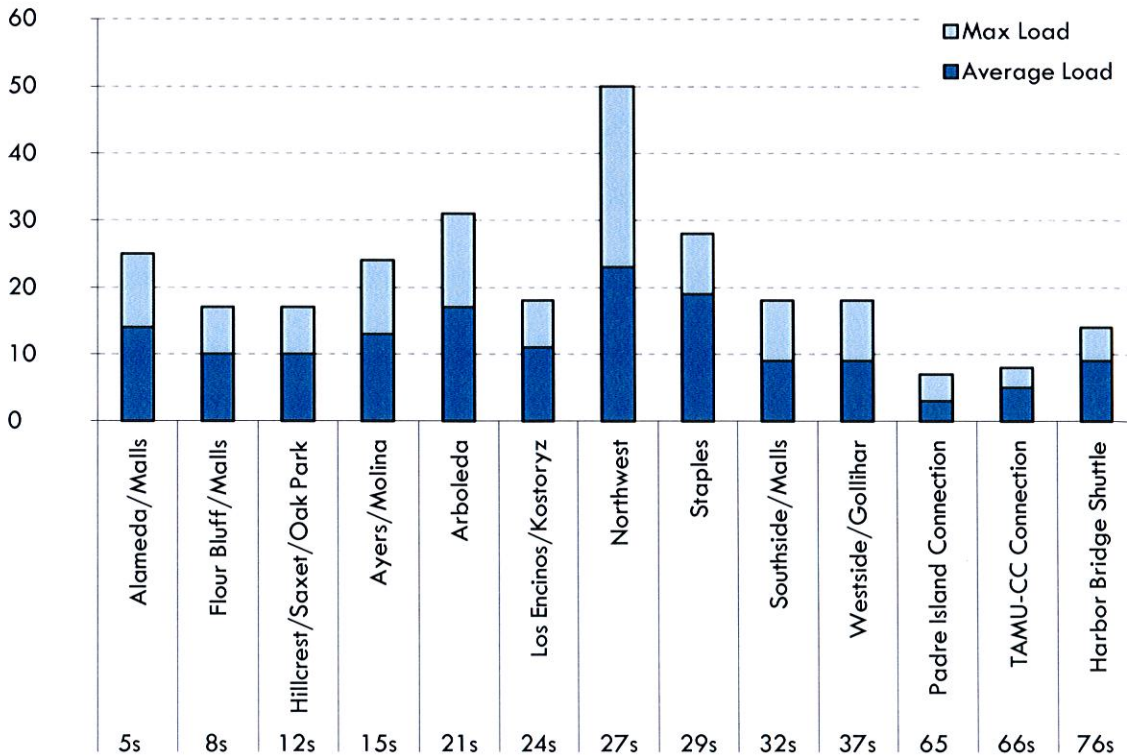


Figure 75 Sunday Average and Max Passenger Loads







## Highest Ridership Stops

CCRTA has 27 stops averaging 60 or more weekday boardings, which is a figure that would easily be considered high-ridership by similar-sized transit systems. High ridership stops demand priority customer amenities such as shelters, seating, litter containers, direct lighting, and large boarding areas to accommodate multiple waiting (and potentially disembarking) passengers.

**Figure 76** Highest Ridership Stops on Weekdays

Stop	Weekday Boardings
Staples Street Station	2,591
Port Ayers Station	1,492
Southside Station	1,196
6300 Ocean (TAMU-CC)	768
Six Points Station	673
Islander Way (TAMU-CC)	324
Alameda and Clifford (Six Points)	205
Compton and Waldron (Flour Bluff)	142
Robstown Station	137
Port Ayers Station	118
Leopard and Nueces Bay (H-E-B)	114
Staples and Kosar (Del Mar College)	98
Staples and Laredo	96
Port and Tarlton (H-E-B)	96
Staples and Barry (Walmart)	88
Port and Tarlton (H-E-B)	84
Ennis Joslin and La Joya Apts	80
Staples and Carmel (Walmart)	79
Ayers and Horne	78
Staples and SPID (Moore Plaza)	76
Leopard and Mexico	70
Leopard and Tulip	70
Alameda and McCall (H-E-B)	69
Ayers and Horne	66
Staples and Mussett	66
Santa Fe and Morgan (WellMed)	63
Staples and Barry (Walmart)	60



## SCHEDULE ADHERENCE

For most transit systems, trips are considered on-time if they depart at a designated timepoint within 0-5 minutes of the schedule departure time. At the system level, CCRTA has poor on-time performance. Ongoing construction, indirect route design, and multiple transfer stations within a close geographic area are the primary causes for late arrivals/departures. A significant number of routes also depart designated timepoints early indicating a need to make schedule adjustments based on actual running times.

Routes with the best on-time performance on weekday and Saturdays include Routes 5 Alameda, 6 Santa Fe/Airline, and 12 Hillcrest/Saxet/Oak Park. Routes with the lowest on-time performance include Route 19 Ayers, which has two branches, Route 23 Molina, and Route 34 Robstown Circulator. On Sundays, Routes 5s, 21s, 32s, and 37s are regularly on-time while Routes 15s, 27s, and 29s are on-time less than 50% of the time.

## CONSTRUCTION-RELATED DETOURS

### Completed and Ongoing Construction Projects

Several Corpus Christi Bond Projects impacted on-time performance during the period in which schedule reliability data was collected. Below is a summary of construction projects impacting CCRTA on-time performance.

#### *Horne Road Construction between Port and Ayers*

Detoured CCRTA routes for approximately one year (February 2015-January 25, 2016) and contributed to service time delays near the Port Ayers Station on 11 routes. These routes include: 15, 15s, 19, 21, 21s, 23, 24s, 32, 32s, 37 & 37s and constitute 25% of all CCRTA fixed routes. The project was completed on January 24, 2016.

#### *McArdle Road between Whitaker Drive and Ennis Joslin Road*

Since May 2014, Routes 8s, 29, 37 & 66s remain on detour from the McArdle Road project between Whitaker Drive and Ennis Joslin Road, originally a (24) month project. Completion of this project has been delayed as of February 2016.

#### *Santa Fe Street between Hancock and Elizabeth*

Other routes adversely impacted by City-wide Bond Projects include: 6, 15s, 19, & 23 with the Santa Fe overlay/resurfacing project between Hancock and Elizabeth, an 8 month project.

#### *South Staples Street between Antelope and Comanche / Temporary RTA Staples Street Station*

Initiated in June 2015, these two major projects adversely impact 20 routes daily or approximately 45% of all CCRTA routes. Routes included are the: 5, 5s, 6, 12, 12s, 16, 17, 19, 21, 21s, 23, 27, 27s, 29, 29s, 67, 76, 76s, 78 and 84. All of these routes are currently on detour because of this project. Phase 1 between Antelope and Comanche is scheduled to last 4 to 6 months with the completion to correspond with the completion of the new Staples Street Transfer Station and the reconstruction of Artesian Street, Mestina Street, and Waco Street. Phase 1 bond project is on schedule. Multiple phases are planned to follow.

#### *Waldron Road between Glenoak and Carribean*

Since September 10, 2015, Routes 4 and 8s remain impacted by the Waldron Road project between Glenoak and Carribean, a (7) month project. Project remains underway as of Feb. 2016.



## Future Construction Projects

Other City Bond projects on the immediate horizon that will adversely impact bus routes, bus stops and proof problematic for time performance include:

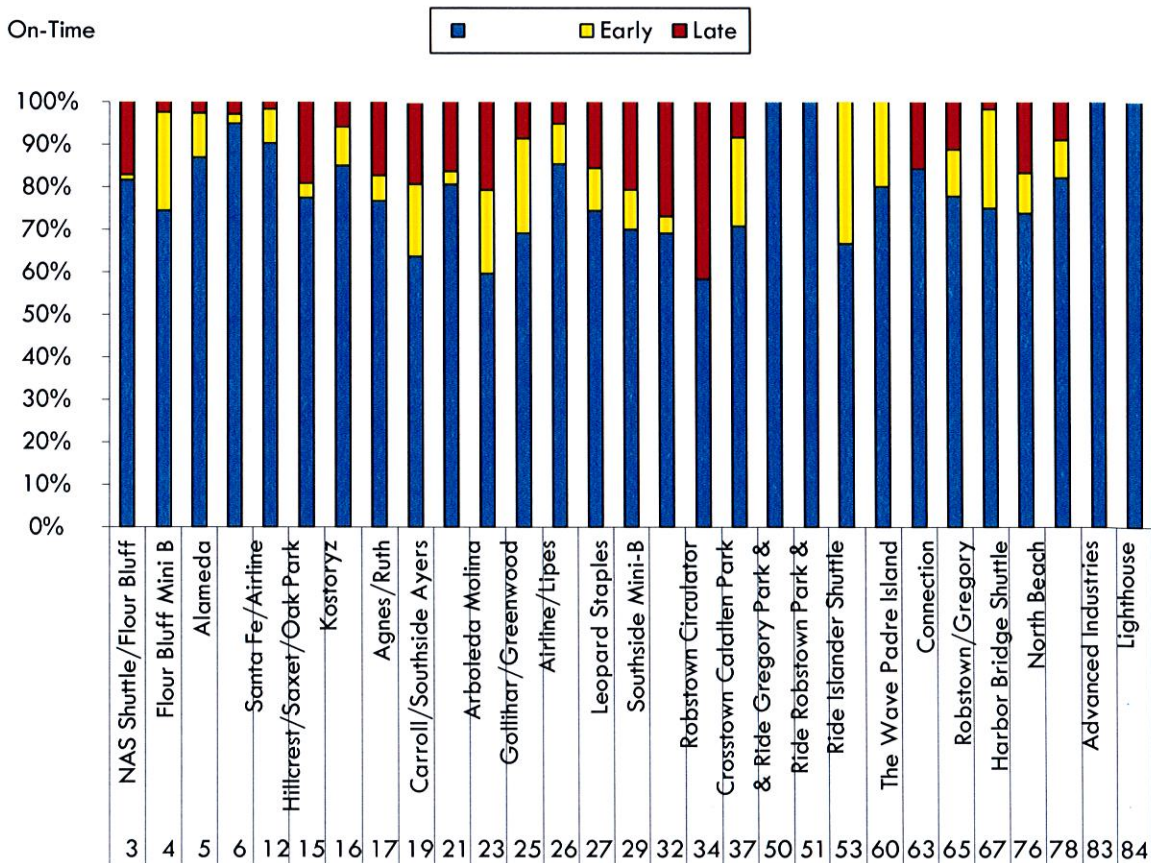
*Williams Drive between South Staples Street and Airline Road*, a (15) month project originally planned to begin early September but has been moved to begin in late 2015 or early 2016. (Not yet begun as of Feb-2016).

*Alameda Street between Ayers Street & Louisiana Avenue*, a (15) month project was scheduled to begin in November of this year but now planned for late 2015. (Not yet begun as of Feb-2016).

*Greenwood Drive between Gollihar Road & Horne Road* is planned to be an (11) month project beginning in January 2016. (Not yet begun as of Feb-2016).

Schedule adherence by service level is depicted in Figure 77 to Figure 79.

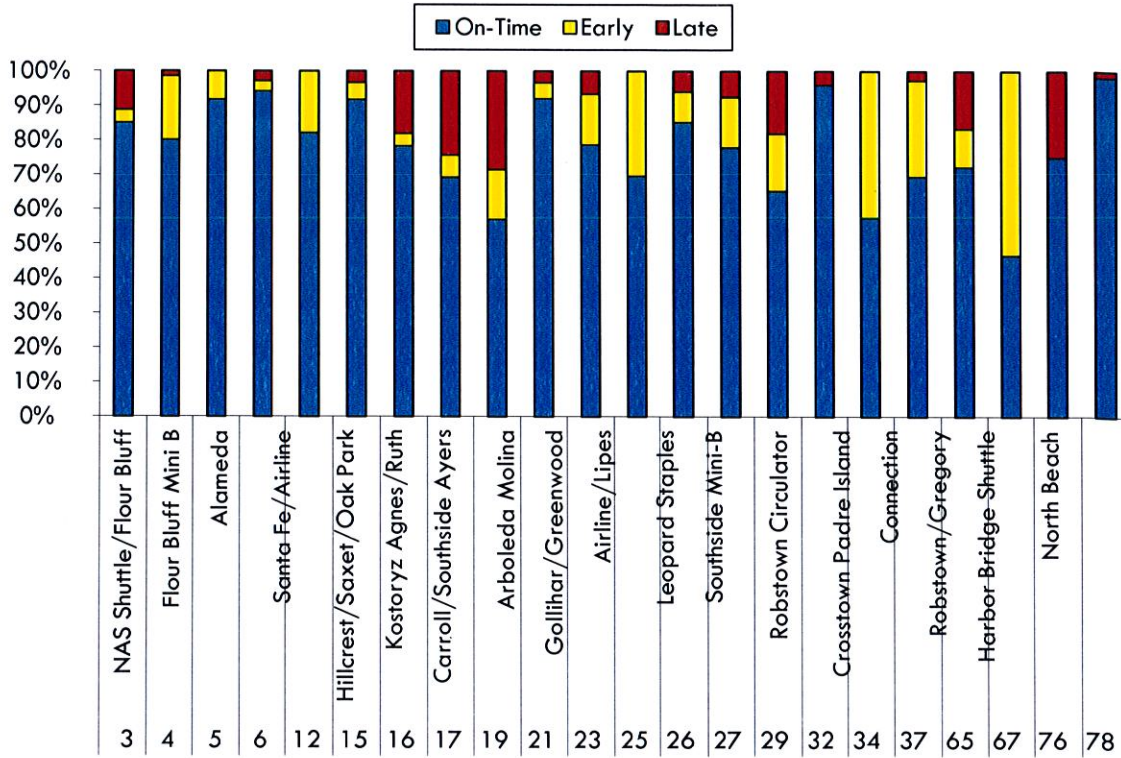
Figure 77 Weekday Schedule Adherence by Route



Note Weekday schedule adherence data not collected for Routes 55 Gregory or 94 Port Aransas Shuttle

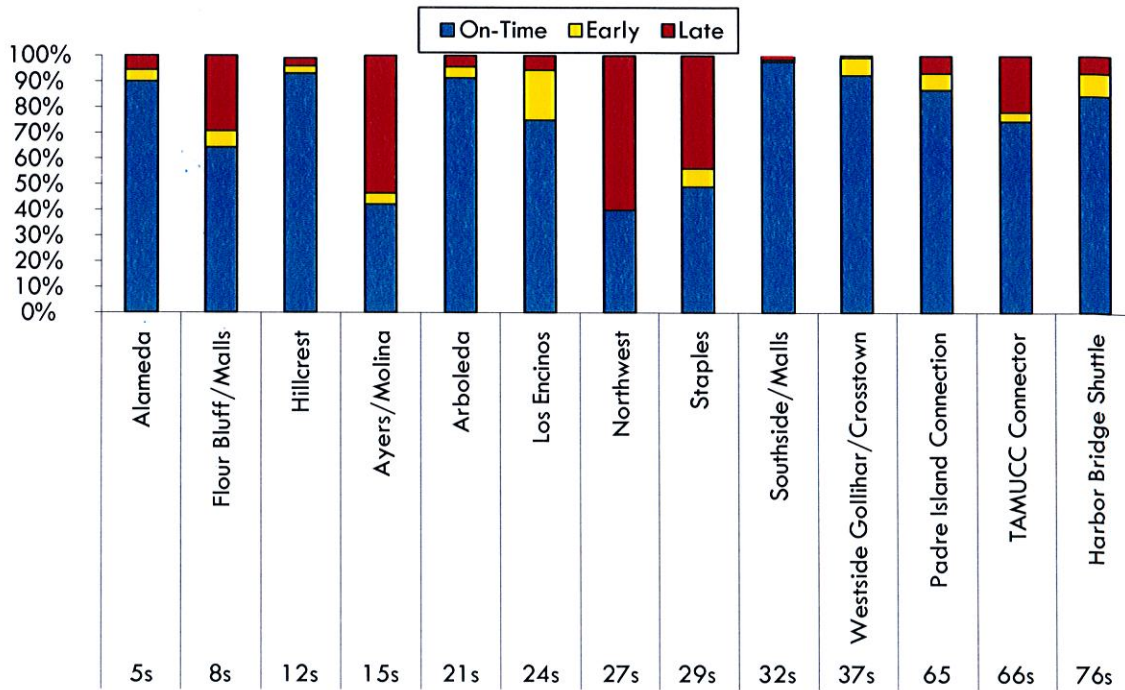


Figure 78 Saturday Schedule Adherence by Route



Note Weekday schedule adherence data not collected for Routes 64 The Wave or 94 Port Aransas Shuttle

Figure 79 Sunday Schedule Adherence by Route



Note Weekday schedule adherence data not collected for Routes 63s The Wave or 94 Port Aransas Shuttle



## 5 ROUTE PROFILES

This section describes CCRTA's fixed routes, including days of operation, alignment characteristics, service span, headway, destinations served, ridership, productivity, and schedule adherence. Ridership maps depict boardings and alightings at each stop for each direction and service level (weekday, Saturday, Sunday) based on data collected during September 2015.



## WEEKDAY/SATURDAY ROUTES

### Route 3 NAS Shuttle

Route 3 is a shuttle route that operates bi-directionally between Flour Bluff and Naval Air Station Corpus Christi (NAS-CC)/Corpus Christi Army Depot (CCAD) on weekdays and Saturdays. The route also extends to Texas A&M University-Corpus Christi during weekday morning and afternoon peak periods.

Route 3 connects with Routes 4 Flour Bluff Mini-B, 29F Staples, and 65 Padre Island Connection at the Flour Bluff bus hub at Compton and Waldron, which is within walking distance of H-E-B Plus!. The route operates primarily along Lexington, Ocean, and the SPID frontage road, with a turnaround at the Oso Bridge that enables the route to serve Walmart Supercenter.

The route operates every 30 minutes during weekday peak hours and every 45 minutes during all other times.

#### Ridership

Route 3 generates minimal ridership during weekday midday trips (approximately 0-2 riders per trip between 7:45 a.m. -1:15 p.m.). The highest weekday ridership trips are 6:15 a.m. and 2:15 p.m. (7 boardings each). Weekday productivity levels for Route 3 (2.8-3.5 boardings per service hour) are the lowest of all routes that operate throughout the day. 85% of all weekday boardings occur between the Flour Bluff bus hub and NAS-CC/CCAD. Only 2 boardings occur at Walmart Supercenter and 4 boardings occur at Texas A&M University-Corpus Christi on weekdays. On Saturdays, ridership at NAS-CC drops and productivity is the lowest of all fixed routes.

#### Schedule Adherence

Route 3 is on-time for 82% of trips on weekdays, which is higher than the system average of 80%. Delays are common at NAS-CC on weekdays due to security checks at the gate. On Saturdays, Route 3 is on-time for 85% of trips which is significantly higher than the system average of 78%.

Route Characteristics	
Weekday	
Start Time	5:10 a.m.
End Time	6:20 p.m.
Peak Headway	30
Off-Peak Headway	45
Daily Boardings	39
Daily Service Hours	13.8
Boardings per Service Hour	2.8
Trips On-Time	82%
Saturday	
Start Time	6:30 a.m.
End Time	6:15 p.m.
Headway	45
Daily Boardings	28
Daily Service Hours	8.0
Boardings per Service Hour	3.5
Trips On-Time	85%



Figure 80 Route 3 Weekday Southbound Ridership



Figure 81 Route 3 Weekday Northbound Ridership

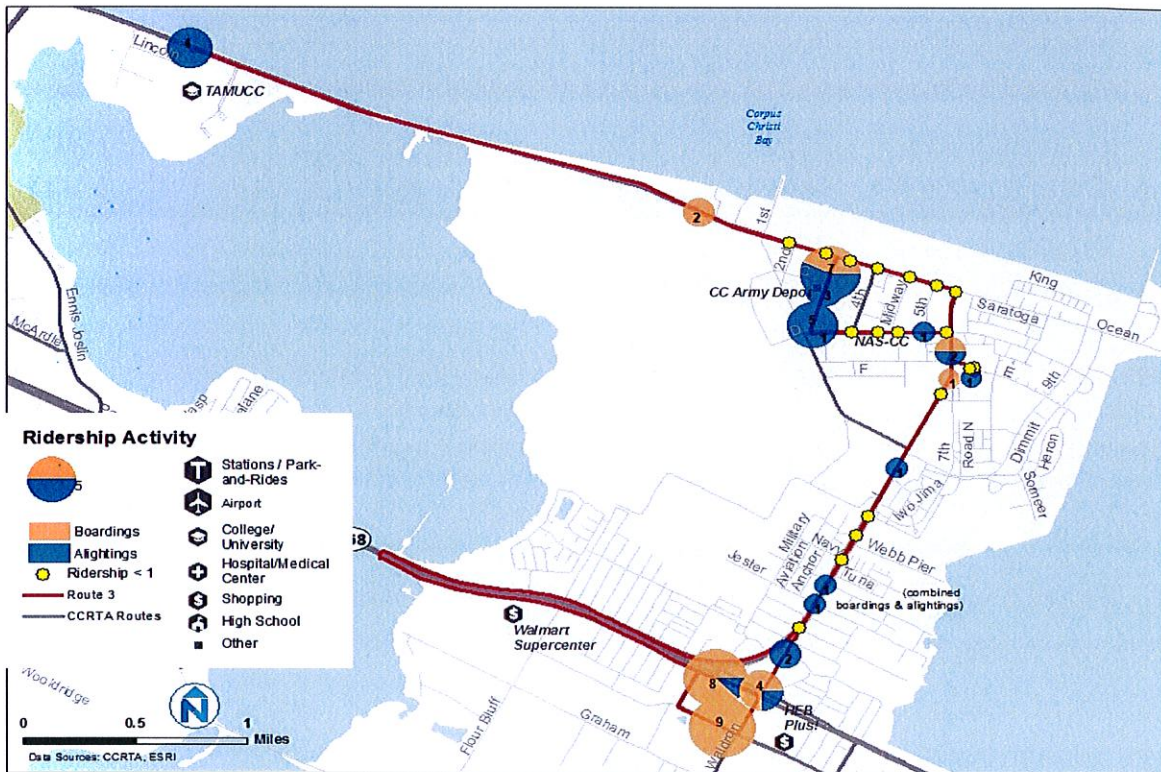




Figure 82 Route 3 Saturday Southbound Ridership

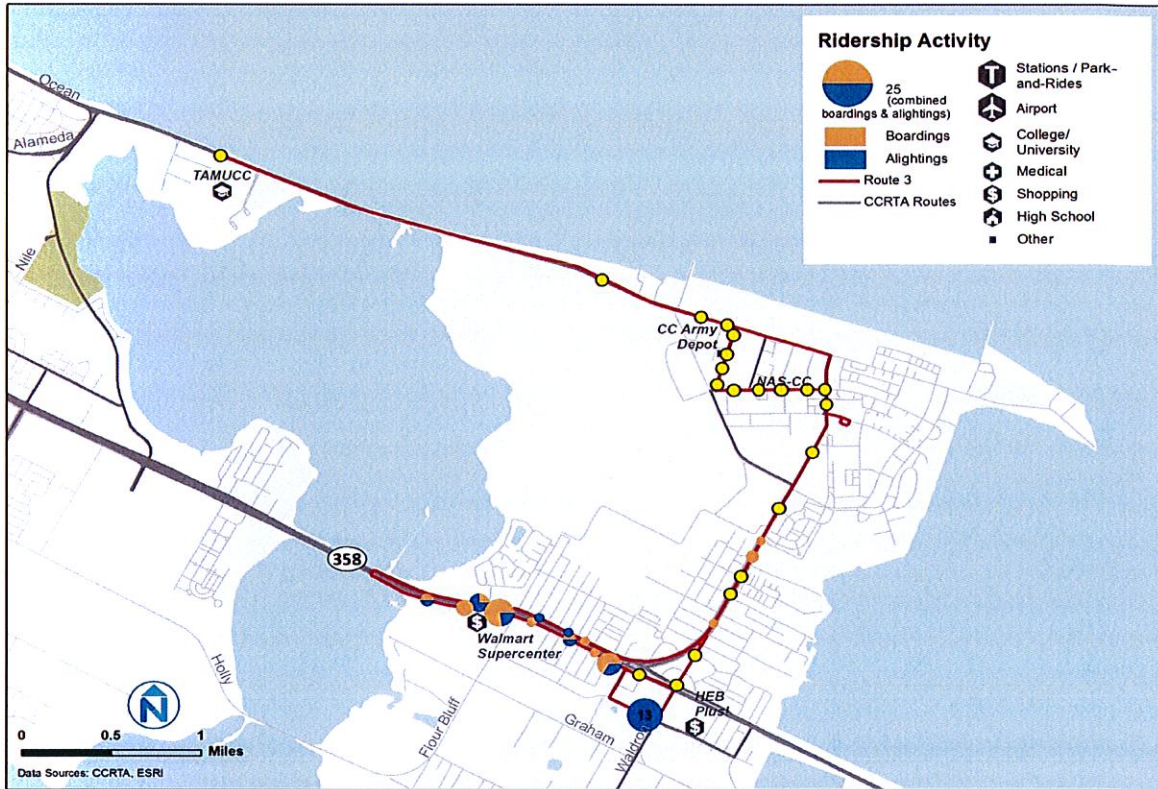
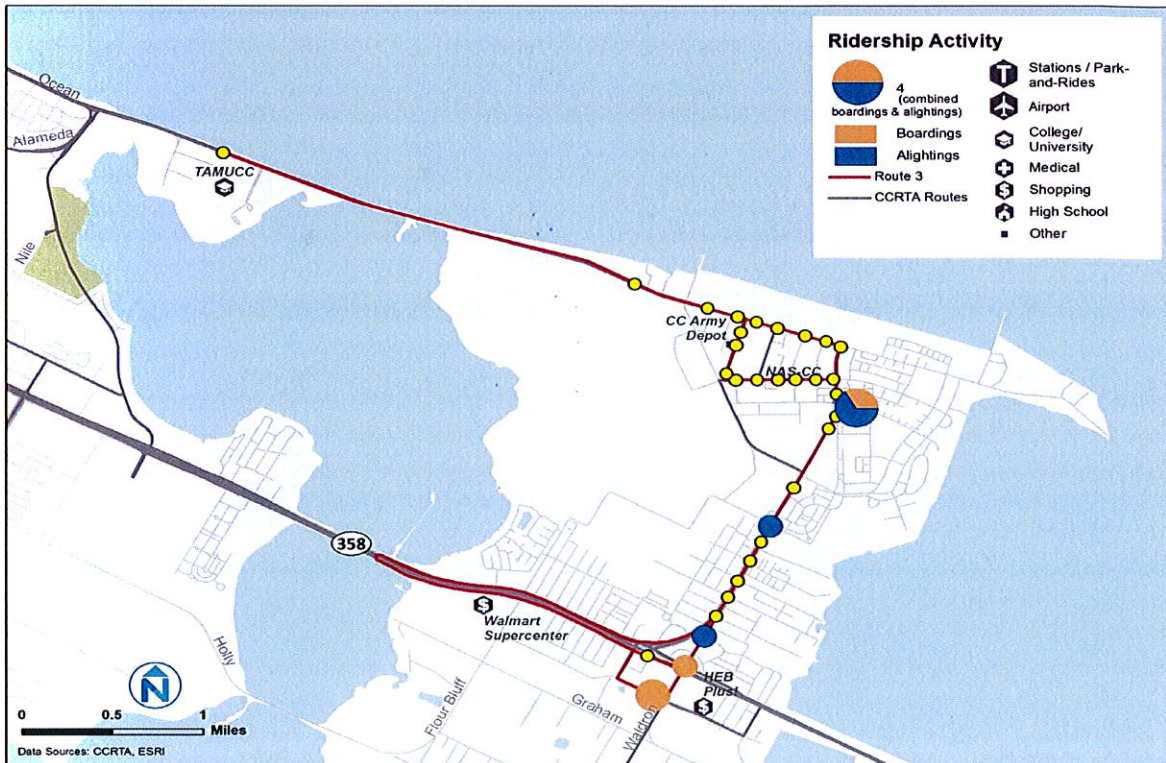


Figure 83 Route 3 Saturday Northbound Ridership







## Appendix: F

### Service Policies



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

Board of Directors' Memo

August 7, 2013

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**Subject: Public Input Policy**

#### **Background**

The CCRTA's current Public Information Process was last updated in 2007. The current procedures outline methods for receiving public input for service and fare changes, and leave opportunity for Board direction in the form of a policy to ensure public engagement. Having a written process or plan for gaining public input is a requirement of the Federal Transit Administration (FTA).

#### **Identified Need**

Gaining public input in matters that impact the public, both customers and others, is a priority for the Agency. As such, staff recommends an update to current procedures that (1) establishes a Board policy on public input; (2) expands the scope of existing procedures to include all CCRTA policies, Civil Rights matters, budgets, and other important measures; and (3) is updated with input from the community.

New Title VI guidance from the FTA requires a public participation plan which addresses, specifically, outreach to historically underrepresented groups such as minorities and low-income individuals. FTA has also clarified that the participation process must be developed through a process that engages the community, including the Policy.

To that end, the proposed policy, presented as a discussion item to the Committee on March 27, 2013, has undergone a review by numerous civic, social and business organizations, social service agencies, as well as citizens at public meetings.

Rider communication about the proposed Public Input Policy was also posted on CCRTA vehicles, at the Customer Service Center and the Agency's social media channels.

#### **Financial Impact**

There is no financial impact for this item.



### **Committee Review**

This item was reviewed for discussion only by the Committee on March 27, 2013. At that time, the Committee was informed that the draft policy would be reviewed by community members and community feedback would be sought to enhance planning for public participation. This item was not reviewed by the Operations Committee on June 26, due to lack of a quorum. The Operations Committee met on July 24, 2013 and recommended approval of this item.

### **Recommendation:**

Staff requests that the Board of Directors adopt the Public Input Policy.

Respectfully Submitted,

Submitted by:

\_\_\_\_\_  
Jane Dare Haas  
Director of Marketing

Approved by:

\_\_\_\_\_  
Rosa Villarreal  
Managing Director of Operations

Final Approval:

\_\_\_\_\_  
Scott Neeley  
Chief Executive Officer



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY BOARD POLICY

### PUBLIC INPUT

#### POLICY STATEMENT

The Corpus Christi Regional Transportation Authority (“RTA”) wishes to promote the ability of the public to provide input to staff and the Board of Directors on decisions that impact the community. Strong public participation improves the decision-making process, engages the public to become involved in RTA decision processes, and improves the public trust by increasing public knowledge of RTA services and policies.

#### PROCEDURES

1. Application. This policy will apply to all of the following:
  - New Policies or Policy Changes
  - RTA Annual Budgets
  - RTA Program of Projects and Transportation Improvement Program (TIP)
  - Service Changes
  - Fare Changes
  - Bus Stop Removals
  - All Civil Rights Reviews
2. Internal Policies. For policies neither impacting services provided by the RTA, nor pertaining to Civil Rights, nor impacting the ability of the community to provide input on RTA decisions, one opportunity for public comment is required prior to action taken by the Board of Directors. Typically, this opportunity for public comment is given during a meeting of the Board of Directors.
3. RTA Annual Budgets. RTA Annual Budgets shall be posted for public review for at least 15 days. The public shall be provided at least one public hearing to provide comment on the RTA Annual Budget prior to action by the Board of Directors.
4. RTA Program of Projects and Transportation Improvement Program (TIP). RTA Program of Projects and TIP or any amendments to these programs shall be posted for the public to review for at least 30 days. The public shall be provided at least one public hearing to provide comment prior to adoption of a new or amended Program of Projects or TIP.
5. Service and Fare Changes. All service changes requiring Board of Directors action or fare changes only shall be considered following sufficient public outreach and input opportunity. For each instance of a proposed service change or fare change, a public



involvement plan shall be developed establishing a method to ensure the public has ample opportunity to provide input. At a minimum, the plan shall include multiple public meetings at various locations impacted, significant interviews or questionnaires conducted at RTA stations or vehicles, pamphlets distributed on RTA vehicles and at stations, and appropriate signage. The public notification period shall be no less than 30 days and a public hearing shall be conducted prior to the approval of a service or fare change.

6. Civil Rights Analyses. All analysis regarding any portion of Civil Rights law, including Title VI or the Civil Rights Act of 1964 or the Americans with Disabilities Act shall be included in public notifications and meetings regarding service or fare changes.

7. Bus Stop Closures. Bus stops only shall be eligible for closing following the posting of a sign indicating the possible closure has been displayed for 30 days at the stop.

8. Civil Rights Policies. All new RTA policies or changes to RTA policies related to Civil Rights only shall be considered following multiple public meetings and an opportunity for a public hearing. Outreach on such policies should encourage engagement by as diverse a community as possible, including particular outreach to groups impacted by the policies.

9. Public Participation Plan. The RTA shall have and implement a public participation plan for all activities of the organization. This plan shall be regularly updated to ensure it continues to effectively engage the public in RTA matters. The plan also shall specifically ensure that public participation is open to all members of the community, including those traditionally underserved such as minorities, low-income individuals, and persons with disabilities.

10. Limited English Proficiency (LEP) Plan. The RTA shall have and implement an LEP Plan. The plan shall implement guidance from the US Department of Transportation related to inclusion of persons with limited English proficiency. The plan shall be updated regularly to ensure relevance as the community changes.



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Memo

August 7, 2013

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**Subject: Disparate Impacts Policy**

### **Background**

The Corpus Christi RTA submits a Title VI report every three years to the Federal Transit Administration (FTA) to demonstrate our compliance with Title VI of the Civil Rights Act of 1964. FTA must approve the submission as a requirement of providing federal funding assistance. Our last submission was made in October 2011 and will expire in October 2014. In October 2012, the FTA issued a new circular (C 4702.1B) regarding Title VI and Environmental Justice which included some additional requirements for these submissions.

### **Identified Need**

For major service and fare changes, the Federal Transit Administration has required an analysis of how such changes will impact different racial and ethnic communities as well as areas with lower income levels. The analysis is to ensure that a disparate impact of the changes will not be borne by minorities or low-income individuals. The CCRTA has met this requirement in the past using internally developed processes and provided results to the Board of Directors.

As a new requirement of Circular 4702.1B, the processes by which an agency determines a disparate impact must be (1) approved by the governing body, and (2) been through a public participation process required by agency policies.

### **Financial Impact**

There is no financial impact for this item.

### **Committee Review**

This item was reviewed for discussion only by the Committee on March 27, 2013. At that time, the Committee was informed that the draft policy would be reviewed by community members and community feedback would be sought to enhance planning for public participation. This item was not reviewed by the Operations Committee on June 26, 2013 due to lack of a quorum. The Operations Committee met on July 24, 2013 and recommended approval of this item.



**Recommendation**

Staff requests that the Board of Directors adopt the Disparate Impacts Policy.

Respectfully Submitted,

Submitted by:

\_\_\_\_\_  
Jane Dare Haas  
Director of Marketing

Approved by:

\_\_\_\_\_  
Rosa Villarreal  
Managing Director of Operations

Final Approval:

\_\_\_\_\_  
Scott Neeley  
Chief Executive Officer



## REGIONAL TRANSPORTATION AUTHORITY BOARD POLICY DISPARATE IMPACTS POLICY STATEMENT

The Corpus Christi Regional Transportation Authority (RTA) does not discriminate in the provision of services on the basis of race, ethnicity, national origin, or income level. Additionally, the Corpus Christi RTA will evaluate the impact of all major service changes and all fare changes to identify cases in which either minority or low-income communities bear a disparate impact due to the changes considered. In cases where a disparate impact is identified, the RTA will evaluate alternatives to avoid, minimize or mitigate such impacts.

### PROCEDURES

1. Major Service Changes and Fare Changes. This policy shall apply to all "major service changes" as defined by the RTA Service Standards Policy and all fare changes.
2. Disparate Impact Analysis. A disparate impact analysis shall be prepared and posted to the RTA website at least 15 days prior to any action by the Board of Directors approving a major service change or recommending a fare change.
3. Impacted Communities for Service Changes. For all major service changes, a set of 'impacted communities' shall be identified. This analysis shall identify all Census Block Groups in which the amount of service provided by the RTA will increase or decrease by 5% or more. A 'severely impacted community' is one in which service provided increases or decreases by more than 20%. The amount of service shall be determined by the number of one-way trips operating through or adjacent to each Block Group during a typical week of service.
4. Minority and Low-Income Communities for Service Changes. The demographics of all impacted communities identified shall be analyzed and compared to the same data for the RTA service area as a whole, using the most current data available from the US Census Bureau. Those block groups with a higher proportion of minority (all races excluding non-Hispanic white) population shall be identified as such. Similarly, all block groups with a higher poverty rate than the service area shall be identified as "low-income."
5. Service Change Disparate Impact. A disparate impact exists when minority or low income communities are overrepresented by 10% or more among negatively impacted communities or when they are underrepresented by positive impacts. The same threshold applies for severely impacted communities.
6. Fare Category Utilization. Information on fare usage shall be collected prior to any Disparate Impact Analysis. The information shall come from a survey of sufficient sample size to permit a margin of error of no more than 5% with 95% confidence. The information can be no more than two years old. Any fare category that is utilized more or less frequently by minorities



or persons whose income is below poverty levels shall be identified when the utilization is 10% above or below the level for all passengers.

7. Fare Disparate Impact. A disparate impact exists when fares which have been identified as more utilized by minorities or persons with incomes below the poverty level will be raised faster than the base rate. Similarly, if a fare is less utilized and will experience changes more favorable than the base rate, a disparate impact exists.
  
8. Evaluation of Alternatives. When a disparate impact is identified by the Disparate Impact Analysis, alternatives to the proposed service or fare changes shall be identified. If an alternative is operationally feasible and will avoid or minimize disparate impacts, this alternative shall be preferred.
  
9. Final Analysis. A service or fare change which will create a disparate impact only may be considered if a substantial legitimate justification exists for the change and the change being considered has been shown to be the least discriminatory of the alternatives.





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# REVIEW AREA DOCUMENTS

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*Public Information Process:  
Service Changes  
Fare Increase  
Half Fare*



Regional Transportation Authority

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7/12/07 (revised)

**Regional Transportation Authority  
Public Information Efforts-service Changes**

**Marketing/Customer Service**

**Public Information Process**

The RTA implements variable adjustments to service at least two times a year. Service Development shapes the outline of service changes. Customer Programs begins taking steps to insure the customer is informed of any affected service changes.

- \* Understand the general effect of said service changes.
- \* Identify primarily affected rider audience.
- \* Understand the specific effect of service changes.
- \* Recognize and associate appropriate level of necessary Public Information.

Conventional methods of communicating a service change to the public are generally utilized. These usually range from on bus postings to general press releases. Dependent on how comprehensive the service change is, more intensive public information efforts are used. These may include one on one communication between a RTA Customer Programs Representative and the public; this kind of public outreach usually means a Customer Programs Representative is strategically placed at bus stop and station locations. Customer Programs Representatives can also be placed on board specific routes.

**Conventional Standard Public Information Tools  
Initial Steps**

1. Interior Bus Card Signs
2. Schedule Rack Inserts
3. Terminal Kiosk Information Postings etc.
4. Fare Box Postings
5. Telephone Automation Information System
6. Agency Site Visits

Before initial steps are taken to inform the public about an upcoming service change, Service Development (Planning) and Marketing/Customer Service implement a series of joint efforts. Rider Surveys may be conducted to determine public perception of a route's effectiveness. After information gained from this survey is interpreted and proposals for service changes are drawn, it is customary for the rider to be informed of the survey results and about what plans for action the Authority will develop.



Comprehensive Public Information Tools  
Joint Planning and Marketing Efforts

1. On board rider Surveys (Advance)
2. Surveys Results Presentation Pieces
3. Public Input Meetings
4. Community Awareness Programs

The presentation of an upcoming service change is usually introduced to the general public first through general news releases. Official Public Notice postings, purchased advertising of the service change are normally a standard practice too. Other public information mediums used might include Radio/TV Public Service Announcements Community Bulletin Boards – TV: and Special Community Outreach Outlets, like Radio Talk Shows.

Supplemental Public Information Tools  
Utilizing Mass Media

1. News Release
2. Public Service Announcements (PSA)
3. Official Advertising – Public Notice
4. Community Outreach Outlets – site visits

Information of the service change should be made available to the RTA Rider at least three weeks before the service changes effective date. Two weeks prior to the effective date, general standard public information should be made available for the riding and non-riding customer. One week prior to the effective date, general mass media public information should be implemented.

Public Information Tools-Timetables  
Levels of Service Change

*Minor Service Adjustments – Schedule Only*

Service Changes that include only minor adjustments to timetables and affect nor more than two routes usually follow a compact public information tool timetable. Since the service modifications do not affect the configuration of the route, information about the adjustments to its schedule can effectively be communicated to the public using standard initial public information tools. Service changes of this level will normally not merit utilization of mass media.

1. Schedule Rack Inserts
2. Bus Interior Card Signs
3. The "8" Customer Service Center
4. General Press Release
5. Community Meeting – (as warranted)



### **Minor Service Adjustments -Schedule and Route Configuration**

Information to the public about a service change that includes minor adjustments to a route's timetable and its configuration may be communicated using standard initial public information tools. It is important however, that since a route's configuration is being modified even in a minor fashion, that supplemental information be available to the RTA customer. Depending on the number of routes affected by this kind of service change, joint public information efforts with Planning can vary. Where affected by this kind of service change, joint public information efforts are large it might be necessary for a meeting with affected publics be coordinated. Mass media tools are usually not implemented at this stage beyond a general press release.

#### **Tools**

- 1. Schedule Rack Inserts**
- 2. Bus Interior Card Signs**
- 3. General Press Release**
- 4. Community Meeting (As Warranted)**
- 5. Telephone Automation Information System**

### **Moderate Service Change -Schedule/Configuration**

Public Information tools used to communicate a moderate level of service changes, where at least six routes are affected, must be more comprehensive and implemented at least three weeks prior to the service change effective date. In addition to the standard/initial tools, mass media tools are often encouraged to communicate the message of change to the riding and non-riding public. Joint efforts with Planning on a service change of this level might include advance surveys, survey results, feedback and community/public meetings.

#### **Tools**

- 1. Schedule Rack Inserts**
- 2. Bus Interior Card Signs**
- 3. General Press Release**
- 4. Official Public Notice**
- 5. Community Meeting**
- 6. Advance Rider Surveys**



(Revised July 22, 2010)

### **Major Service Change – Schedule/Configuration Service Elimination or Addition**

A Major Service Change affecting system wide operations, such as schedule adjustments and route configurations greater than 25%, the addition or elimination of services mandates comprehensive and intense public information efforts. Tools used to communicate a service change of this level should be released to the general public during various stages, beginning at least two or three months prior to the service changes effective date. RTA Board approval is required for service changes and is presented by the CEO. A Public Hearing may be coordinated in order to solicit as much public input as possible. Joint efforts between the Planning and Customer Programs Departments are increased, and a least one or a series of meetings with the public or the community that will be the most affected by the proposed changes. Mass media efforts beyond the scope of a general press release, PSA and Community Bulletin Board (TV) might include coordinating/utilizing public outreach outlets.

#### **Tools**

PHASE I – At least two months prior to changes

- 1. Advance Rider Surveys**
- 2. Service Analysis**
- 3. Survey Results Feedback**

PHASE II – At least one month prior to changes

- 1. Official Public Notice**
- 2. Opportunity for Public Input**

PHASE III – At least three weeks prior to changes

- 1. General Press Release**
- 2. Schedule Rack Inserts**
- 3. On Bus Interior Card Signs**
- 4. Passenger Newsletter (Making Tracks)**
- 5. Revised Schedules Onboard Buses**

PHASE IV – At least one and half weeks prior to changes

- **Revised Schedules on Racks**

PHASE V – At least one week prior to changes

- **One on one RTA/ Public Outreach – on board buses and at station terminals**

PHASE VI – During 1<sup>st</sup> full week of implemented changes

- 1. Community Outreach – Radio Show**
- 2. One on One RTA/Public Outreach – At Station Terminals**

The scope of work necessary for coordinating public information around a major service change may take up to three months, planning, productions and implementation. As route schedule production usually takes the most time, production time (printing), delivery date of printed schedules is a good anchor from which to work backwards and produce a realistic timetable for the scope of work. Ongoing communication between the Service Development and this department is essential before, during and after the service.



**Regional Transportation Authority  
Public Information Tools-Service Changes**

**Marketing/Customer Programs**

**Public Information Tools  
Service Changes**

**Conventional/Standard**

**Schedule Rack Inserts** – can be an on panel or a threefold brochure whose contents is made up of concise information about how a particular route is affected by a service change. Presently the RTA calls this brochure "Making Tracks".

**"Making Tracks"** will be produced on regular bond paper or an index weight bond (one panel brochure). The feel of the piece should be simple, designed basic with little or no graphics. One to two colors reproduction. Graphics in addition to the cover art (existing), are normally limited to route highlights where a route may be altered. **"Making Tracks"** is a concept piece that riders identify with and look for to provide them quick but comprehensive looks at what changes are forth coming. "Making Tracks" are placed in all RTA schedule racks throughout the city and on board buses. When a major service change is in place one on one communication with the public is used. "Making Tracks" may be used as a handout.

**Interior Bus Cards (Signs)** - are produced on index weight, at least 80 lb. or 100 lb. Standard measurements are 11 x 25. The size, design and production may vary. The format allows for larger print and so a clear message is delivered.

**Terminal/Station Information Postings-** provide the RTA rider with comprehensive information as they wait at station terminals and transfer points. These poster size pieces incorporate more detailed route information about the service change. Graphics maybe key to displaying route configuration illustrations to accompany informational copy.

**Automated Telephone System ("B" Rideline)** will provide locations of public meetings prior to any proposed or implemented service changes.

**Fare Box Posting** – information is attached to the RTA vehicles fare box, relaying information about special fares such as "Ozone Action Day" or "Quarter Fare Saturday". These postings are an eye catching reminder tool.

RTA/Rider Interaction – while often reserved for service changes of a greater level may be used for lesser level changes. Communication is normally provided by the RTA Customer Programs Staff and relayed to the riding and non-riding public. Stationing of the Customer Programs Staff is where ridership is heavy and is recommended. While this kind of personal communication is most efficient, Customer Programs staff may be strategically placed on board buses that are servicing an affected route. This can be a very effective communication tool. Communicating with the riding public in this manner provides an opportunity to gather pertinent information. Spot surveys can be conducted and ridership counts can be updated. "Making Tracks" is a good tool for the RTA Customer Programs representative to have on hand.

**Comprehensive Tools**

On Bus Rider Surveys – are standard and conducted during the planning stages of a service change. Primarily the Service Development Department does these surveys. Together with Customer Programs the surveying is developed and executed. The Survey helps to give the Planner a personal perspective of what an existing service is worth to the rider. A variety of information is collected ranging from the riders needs, purpose and demographics.



## **Regional Transportation Authority Public Information Tools- Service Changes**

### **Marketing/Customer Programs**

#### **(Comprehensive Tools continued)**

**The Rider Survey** - is a joint effort that Planning and Customer Programs Department can use to understand the efficiency of a route. This is also a good tool to understand the needs of the community.

**Survey Results Presentation Pieces** – are produced to provide feedback information to the public after they have been surveyed. Using data collected by the Rider Survey, information is interpreted and could be placed on our website.

**Public Input Meetings** – are officially publicized in the Public Notice section of the newspaper. The Public Notice is necessary to provide the public with an official notice of an upcoming change.

The Public Notice must appear at least five working days prior to the date and time of the public input meeting. The notice will advertise the meeting date and invite the public to attend an Opportunity for Public input meeting where the Planning and Customer Programs Department personnel can discuss any concerns or question the riding public may have about the service changes that have been proposed.

**Community Awareness Programs** – are essentially informational meetings coordinated by Customer Program. They are normally presented to targeted groups that might be affected by service changes.

**New Releases** – coordination and distribution is a function handled by the Customer Programs Department/Service Development. Media wide distribution is usually practiced. The News Release is usually used to communicate all levels of a service change.

**Public Service Announcement** – production for television and radio are not commonly used however, may be effective. The Radio medium is more receptive than TV to run Public Service Announcement (PSA) of this nature. Television air- time is more valuable and therefore should not be heavily relied on. Additionally, unless the PSA format is limited strictly to information voice over or text, production cost might be a prohibitive factor. PSA for Radio is more likely to afford the Authority with valuable air- time to communicate its message for the upcoming service change.

The Customer Programs Department will normally handle the production/coordination of a PSA and will provide informational text/copy, with input from Service Development. A PSA normally is limited to .30-second spot and should be coordinated at least two weeks in advance of the desired air- date.

**Community Outreach Outlets** – Customer Programs staff conducts outreach in the community by communicating relevant information to key partners, agencies, educational institutions, senior centers and community centers that comprises of a large percentage of our riders. Any public information or promotional material should be approved through the Customer Programs/Media Department.



## **LIMITED ENGLISH PROFICIENCY POLICY / LANGUAGE ASSISTANCE PLAN**

### **PURPOSE**

The Corpus Christi Regional Transportation Authority (CCRTA) recognizes the importance of effective and accurate communication between its personnel and the community that they serve. Language barriers can impede effective and accurate communication in a variety of ways. Language barriers can sometimes inhibit or even prohibit individuals with Limited English Proficiency (LEP) from accessing and/or understanding important rights, obligations and services, or from communicating accurately and effectively in difficult situations. Ensuring maximum communication ability between the Authority and all segments of the community serves the interest of both.

The purpose of this plan is to establish effective guidelines, consistent with U.S. Department of Transportation (USDOT) policy, for the Authority to follow when providing services to, or interacting with, individuals who are LEP.

### **TITLE VI POLICY STATEMENT SUMMARY**

CCRTA is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964 and all related USDOT regulations and directives. CCRTA assures that no person shall on the grounds of race, color, national origin, gender, age, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regards to any CCRTA service, program, or activity. The Authority also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, the Authority will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

### **LEP SERVICES POLICY STATEMENT**

The Authority will, as a normal part of doing business, commit to ensuring that publications intended for public outreach or public involvement, where appropriate, will be also offered in Spanish – the predominant native language of LEP individuals in the CCRTA service area.

The Authority strives to provide effective, efficient, and equitable service to all individuals regardless of their ability to speak, read, or write English. Service delivery options (translation of publication, oral language assistance etc.) shall be available to LEP individuals, enabling them to communicate effectively with the Authority in person, over the phone, in writing, and through electronic media.

### **EXECUTIVE SUMMARY**

On December 14, 2005, USDOT published revised guidance for its recipients on the Implementation of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their





primary language and who also may have limited ability to read, write, or understand English. The foregoing Executive Order states that Title VI and its implementing regulations require that USDOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the USDOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. The CCRTA supports the goals of the USDOT LEP Guidance to provide meaningful access to its services by LEP persons. CCRTA will devote resources to provide oral and written language assistance services to LEP individuals.

LEP individuals (those over the age of 5 who speak a native language other than English and who speak English less than “very well”) amounted to 12.9% of the CCRTA service area. Among languages spoken by LEP individuals, Spanish was the native language in 95% of the cases. In no other case did LEP individuals speaking a certain language constitute a significant population (significant here meaning 1,000 persons or more). Given this data and CCRTA resources available, language assistance is to be provided regularly for Spanish language speakers and on a case-by-case basis depending on available resources for other language groups.

CCRTA has not maintained data to document the frequency of contact by LEP persons with its services; however, this policy instructs the Authority to begin collecting this data on an on-going basis. Currently CCRTA customer service is available for Spanish speakers, bus stop announcements are in both English and Spanish, and policies are posted on vehicles and at stations in both English and Spanish.

To meet the needs of the substantial and growing LEP population in the CCRTA service area, it is recommended that the following additional strategies and actions be phased in over the next year:

- Adopt procedures to be used by all CCRTA frontline employees and contractors when encountering an LEP customer and provide training on procedures.
- Provide Spanish language assistance for all public input opportunities.
- Post notification of Title VI rights and complaint procedures in both English and Spanish.
- Provide route and service information in Spanish on printed materials including system maps, bus books, ride guides, or other similar information.
- Advertise that customer service information is available in Spanish.
- Improve CCRTA’s internal bilingual capabilities by identifying bilingual employees to provide oral language assistance, as needed.
- CCRTA should also continue its efforts to recruit and hire bilingual frontline employees by participating in community job fairs and advertising in publications and media that reach diverse populations.
- Where applicable, consider increased use of pictographs or other symbols throughout the CCRTA system to convey messages on how to safely use CCRTA.



## AUTHORITY AND GUIDANCE

Presidential Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Discrimination in providing services to LEP persons is covered in Title VI under national origin discrimination.

The 1987 Civil Rights Restoration Act broadened the coverage of Title VI to include all of a federal fund recipient's programs and activities, whether they are federally funded or not. These requirements filter down through CCRTA to all operating contractors or grant subrecipients. EO 13166 states that recipients must provide LEP persons an equal opportunity to benefit from and ensure meaningful access to its programs and services that are normally provided in English.

The USDOT published revised guidance for its recipients on December 14, 2005. This document states that Title VI and its implementing regulations require that USDOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the USDOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the USDOT LEP guidance in its Circular 4702.1A, "Title VI and Title VI-Dependent Guidelines for FTA Recipients," which was published on April 13, 2007. Chapter IV part 4 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the USDOT LEP Guidance.

The USDOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The USDOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

Transit agencies that provide language assistance to persons with Limited English Proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the US DOT LEP Guidance) send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant and linguistically isolated populations and ensuring that an agency's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to



LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary, serving the needs of LEP persons is not only a good business decision; it fulfills the mission of the transit agency to serve the public.

## LIMITED ENGLISH PROFICIENCY

Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English.

Given its proximity to Mexico, Corpus Christi has traditionally been a largely bilingual community. Currently, over three of eight persons in the CCRTA service area speak Spanish at home. The number of Spanish speakers, and particularly those with Limited English Proficiency is likely to continue in the future due to immigration. It therefore is critical that the Corpus Christi Regional Transportation Authority be innovative and proactive in engaging people from different cultures, backgrounds and businesses in the public involvement aspect of planning and project development and other program areas such as: service modifications, transit development, and other programs or services involving the public.

In response to the needs of the Spanish-speaking population, the Authority has Spanish-speaking customer-service representatives and provides Spanish bus stop announcements and posts rider rules in Spanish.

## CCRTA SELF ASSESSMENT

This section documents the research done to identify LEP populations in the CCRTA service area. For the purposes of this publication, individuals who do not speak English as their primary language and who do not speak English “very well” based on Census data are considered LEP. The Authority has used the U.S. Department of Transportation four factor LEP analyses which consider the following:

- **Demographics** - The decision to provide language assistance services included an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. Generally, identifying any community where the LEP population **equals 5 percent** or more in a given language automatically triggers providing language assistance services as a mandatory and normal part of your program operation.
- **Frequency of Contact** – The more frequent the contact with a particular language group, the more likely that enhanced services in that language are needed. CCRTA has considered the frequency of contact that patrons who speak different languages may have with CCRTA services. For example, frequent contact with individuals who speak Spanish and who are also LEP may require bilingual staffing. CCRTA will begin tracking contact with all persons who are LEP.
- **Importance of Contact** – Once a provider has assessed what languages to consider by looking at demography and frequency of contact, they should look at the nature and importance of programs, activities and services that provided to that population. As a general rule, the more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services will be



needed. If the denial or delay of access to services or information could have serious implications for the LEP individual, procedures should be in place to provide language assistance to LEP persons as part of standard business practices.

- **Resources** – CCRTA has resources available to ensure that we will be able to provide language assistance to LEP persons who speak Spanish participating in our programs or activities. Demographics, frequency and importance of contact will dictate the level of language services CCRTA will commit to provide. Some language services can be provided at little or no cost, such as using community volunteers or bilingual staff as interpreters. For languages other than Spanish, CCRTA will work with the community to finding effective ways to meeting the needs of these communities. CCRTA will carefully explore means of delivering competent and accurate language services before deciding to limit services due to resource concerns.

CCRTA will weigh the costs and benefits of translating documents for potential LEP customers, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of technical transit information, the likelihood of frequent changes in documents, the apparent literacy rate in an LEP group and other relevant factors. The Authority will undertake this examination when an eligible LEP group constitutes 1,000 persons.

**a. IDENTIFICATION OF LEP INDIVIDUALS IN CCRTA SERVICE AREA WHO NEED LANGUAGE ASSISTANCE**

*USDOT Guidance: "There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.*

The CCRTA used data from the most current American Community Survey for 2011-15 to identify LEP language groups within the service area. Table 1 provides data on the number of LEP individuals for each language or language group.

**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 11.7% of the service area population. The second most spoken single languages among the LEP population is Chinese with 418 persons. Given the results of the assessment, the focus for ensuring LEP participation should be focused on those speaking Spanish.



#### **b. Frequency of Contact by LEP Persons with CCRTA Services**

**USDOT Guidance:** *“Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.”*

CCRTA does not currently collect data from its riders on their level of English proficiency. As part of this plan, CCRTA will begin to capture and monitor contact with LEP individuals. Customer Service and other departments with contact with LEP individuals will record when an individual desires to communicate in a language other than English.

#### **c. Importance of Program, Activity, or Service to LEP Individuals**

**USDOT Guidance:** *“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual...”*

Based on the guidance provided, CCRTA has identified several areas for focus in providing in access to LEP individuals. Information or material in these categories should be accessible to LEP persons as a matter of ordinary practice.

- Information on routes and services which are essential or important for using the service. This includes regular services and irregular but important services including disaster evacuation.
- Opportunities for input by the public.
- Notification of rights, important policies and CCRTA rules.

#### **d. Available Resources and Costs of Providing Language Assistance Services**

**USDOT Guidance:** *“A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, “reasonable steps” may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns”*

CCRTA is committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. CCRTA currently employs a large number of persons who know how to speak Spanish. Further, given the large number of bilingual Spanish speakers within the community, ability to provide translation to Spanish speakers will not likely require dramatically new resources.

For other languages, resources should be located in an effective way on a case-by-case basis.



## PROVIDING NOTICE TO THE LEP COMMUNITY

Where CCRTA determines a need for language assistance, it is important to let LEP persons know that those services are available and that they are free of charge. This information should be provided in a notice in a language LEP persons will understand. Some notification ideas include:

- Posting signs in areas where the public is likely to read them.
- Stating in outreach documents (brochures, booklets, pamphlets, flyers) that language services are available free of charge.
- Working with community-based organizations to inform LEP persons of the language assistance available.
- Using a telephone voice mail menu in Spanish.
- Including notices in local newspapers in languages other than English.
- Providing notices in non-English language radio and television stations about the availability of language assistance services for important events.
- Presentations and/or notices at schools and religious organizations for important actions or where community involvement is critical.

## TRANSLATION OF VITAL DOCUMENTS INTO LANGUAGES OTHER THAN ENGLISH

Some Authority departments require interaction with the public as a part of daily operations and include contact with LEP populations. If these interactions includes letters or notices, or forms and the nature of these documents would be considered of critical importance to the LEP person, consideration shall be given to written translation of the documents or forms.

It is important to make an assessment as to the population percentage, and the frequency and importance of the contact while considering the potential for translating these documents. Examples of vital documents that require consideration for translation in Spanish are as follows:

- Title VI Complaint Process
- Bus schedules and other service guides
- Notices of proposed public hearings regarding proposed transportation plans, projects, or changes.
- Emergency transportation information

Whether or not a document (or the information it solicits) is “vital” will depend on the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not accurate or timely disseminated. Where appropriate, management staff is encouraged to create a plan for consistently determining over time what documents are “vital” to the meaningful access of the LEP populations they serve.

Classifying a document as vital or non-vital is sometimes difficult, especially in the case of outreach



materials like brochures or other information on rights and services. Awareness of rights and services is an important part of “meaningful access”, as a lack of awareness may effectively deny LEP individuals meaningful access. Where CCRTA is engaged in community outreach efforts as part of its programs and activities, it should assess the needs of the LEP population affected by the program to determine whether certain critical outreach materials should be translated. Community organizations will be used to determine what outreach materials may be most helpful to translate, and some translations may be made more effective when done in tandem with outreach methods including using ethnic media, schools and religious and community organizations to spread a message.

Sometimes a very large document may include both vital and non-vital information. This may also be the case when the title and a phone number for obtaining more information on the contents of the document in frequently encountered languages other than English is critical, but the document is sent out to the general public and cannot reasonably be translated. In a case like this, vital information may include, for instance, providing information in Spanish regarding where an LEP person might obtain an interpretation or translation of the document.

## **PROVIDING ORAL LANGUAGE ASSISTANCE**

CCRTA will not pass on the cost to our customers for providing language assistance to meet its LEP requirements. With the exception of translating written materials, the cost of language assistance is generally fairly minimal. CCRTA will provide competent interpreters and other oral language assistance in a timely manner.

## **LANGUAGE ASSISTANCE SERVICES OFFERED**

- Oral interpretation services - Bilingual staff that are competent in the skill of interpreting
- Written language services
- Volunteer interpreters from community minority organizations who are trained and competent in the skill of interpreting;
- Qualified paid interpreters; and
- Translate vital documents

Training staff on the procedures of providing language assistance and how to determine whether and what type of language services a customer needs, is essential to bridging the gap between policies or procedures and actual practices. Training should include how to obtain language assistance services and how to communicate needs to interpreters and translators.

Providing language assistance in some areas may also mean training staff to avoid using acronyms or industry jargon when communicating with LEP individuals. Although the use of an interpreter who is qualified is essential, it does not necessarily mean formal certification as an interpreter is required. Certification may be helpful, but at a minimum, a qualified paid interpreter needs to:

- Be proficient in and have the ability to communicate accurately in both English and in the other language.
- Have knowledge in both languages of any specialized terms or concepts particular to the program.



- Understand and follow confidentiality and impartiality rules to the same extent as the LEP person for whom they are interpreting or to the extent that their position requires.
- Understand and adhere to their role as interpreter without deviating into a role as counselor, legal advisor, or other inappropriate role.

## **PROCEDURES FOR ACCESSING INTERPRETATION SERVICES**

The Customer Service Center should have a minimum of one bilingual operator on duty during business hours, to assist with requests from CCRTA's LEP population.

- **Telephone communication with LEP Callers:** When a non-bilingual employee receives a call and determines that the caller is LEP, the call-taker shall inform the LEP caller that he or she will be placed "on hold" and immediately transfer the LEP caller to the appropriate customer service representative who may assist the caller. If no available and appropriate customer service representative is present, other staff should be identified for assistance in the event of calls from LEP individuals. Note: CCRTA will take reasonable steps to develop in-house language in the Customer Service Center by hiring personnel with specific language skills.
- **Communication by other front line employees:** CCRTA personnel in the field in need of interpretation services will attempt contact Customer Service or other competent staff to assist with communication to LEP individuals.

## **TRAINING STAFF**

The Title VI Officer will ensure that employees are knowledgeable about the Authority's obligations to provide meaningful access to information and services for LEP persons, ensuring that employees having contact with the public have experience in the following areas:

- Policies and procedures of language access;
- Resources available to determine the language needs of a customer;
- Resources available to ensure that access is provided in a timely and effective manner;
- Working effectively with language interpreters; and,
- Available documents that have been translated into languages other than English
- Types of language services available;
- How staff can obtain those services;
- How to respond to LEP callers;
- How to respond to written communication from LEP persons and;
- How to respond to LEP individuals who have in-person contact with staff.

The Title VI Officer will also disseminate the LEP policies and procedures to all employees likely to have contact with LEP customers.





## **LEP PLAN DISTRIBUTION**

The LEP Plan will be:

1. Distributed to all CCRTA management staff, especially those leading departments with direct contact with the community.
2. Explained in orientation and training sessions for supervisors and other staff who need to communicate with LEP clients.

## **MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN**

CCRTA will monitor its language assistance program minimally every three years to assess the following: the current LEP makeup of its service area, the current communication needs of LEP applicants and customers, whether existing assistance is meeting the needs of such persons, whether staff is knowledgeable about policies and procedures and how to implement them, and whether sources of and arrangements for assistance are still current and viable. It is CCRTA's intent to continually evaluate effectiveness and based on the results, make modifications where necessary.

Staff will evaluate CCRTA's Limited English Plan by seeking feedback from the community, and assess potential plan modification based on:

- Current LEP population in service area or population encountered or affected;
- Frequency of encounters with LEP language groups;
- Nature and importance of activities to LEP persons;
- Availability of resources, including technological advances, additional resources, and the cost imposed;
- Whether staff know and understand the Limited English Plan and how to implement it; and
- Whether identified sources for assistance are still available and viable.

In monitoring compliance, an assessment will be made of whether the authority's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the program activities and services. The program area's appropriate use of methods and options detailed in this LEP Plan will demonstrate their intent to comply with LEP requirements and Title VI of the Civil Rights Act of 1964.

## **COMPLIANCE & REPORTING**

All CCRTA management staff are responsible for ensuring that meaningful services to LEP persons are provided in their respective departments/offices. This Plan must be incorporated by reference into the appropriate departmental procedure manuals in order to ensure that employees are aware of their obligations for compliance.

The Title VI Officer will monitor the Authority's programs to ensure LEP requirements are fulfilled and report regularly on the status of LEP activities to the Chief Executive Officer.



## HOW IS A DISCRIMINATION COMPLAINT FILED?

Because LEP persons can file a complaint on the basis of national origin, staff should be trained on how to properly handle a Title VI complaint. Complaints may be filed by any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any Corpus Christi Regional Transportation Authority service, program or activity, and believes the discrimination is based upon race, color, national origin, gender, age, disability, economic status or limited English proficiency. Complaints will be accepted in writing only, and may be filed with CCRTA Title VI Officer. A signed written complaint must be submitted within **120** days of the alleged discriminatory act (or latest occurrence). Individuals may also file complaints directly with the U.S. Department of Transportation (USDOT), and/or the Federal Transit Administration (FTA) within the 180 day timeframe. The complaint should contain:

- Name, address, telephone number, and signature of complainant.
- Facts and circumstances surrounding the claimed discrimination, including date of allegations, and basis of complaint (i.e., race, color, national origin, gender, age, disability).
- Any names of persons, if known, that the investigator could contact for additional information to support or clarify the allegations.
- Corrective action being sought by the complainant.

## HOW WILL A COMPLAINT BE RESOLVED?

Within **five days** of receiving a written complaint, CCRTA's Title VI Officer will acknowledge receipt of the complaint and will investigate and make recommendations for resolving the complaint as deemed appropriate.

## RETALIATION FOR FILING A COMPLAINT

Federal laws prohibit a recipient of federal funds from retaliating against any person who has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing. Any complaints of retaliation should be directed to the CCRTA Title VI Officer.

## CONCLUSION

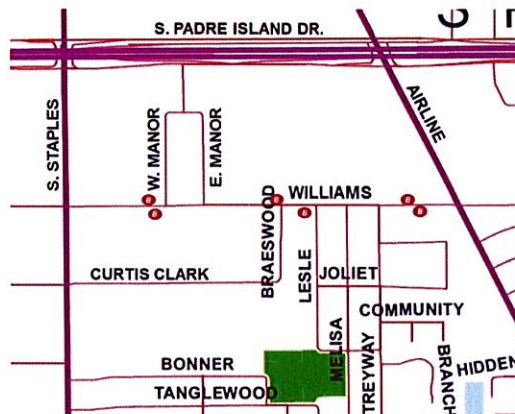
Providing meaningful access to LEP persons to CCRTA's programs, services, and activities is an important effort that will help enable the Authority to achieve its mission to ensure equal access to transit throughout CCRTA's service area. Through implementation of this plan, LEP persons will gain equal opportunity to benefit from meaningful access to CCRTA's programs and services.



## Rider Alerts

Please be aware of the following changes being made to our services for routes 8s, 29F and 63 out bound due to bond project construction. Our main priority is to keep you both informed and safe. Starting Monday February 29, 2016, we will no longer serve the following stops due to Williams Dr. road construction. These stops will be out of service from between 18 months to 24 months or for the duration of the bond project.

- 890 Williams @ W. Manor (out bound)
- 892 Williams @ Leslie (out bound)
- 893 Williams @ Airline (out bound)
- 878 Williams @ Airline (in bound)
- 879 Williams @ Our Lady Church (i.b.)
- 880 Williams @ W. Manor (in bound)



Follow us on Facebook (Corpus Christi RTA) and Twitter for the most up to date information. We apologize for any inconvenience this may cause and are here to help. If you would like assistance planning your trips due to these changes please do not hesitate to contact us.

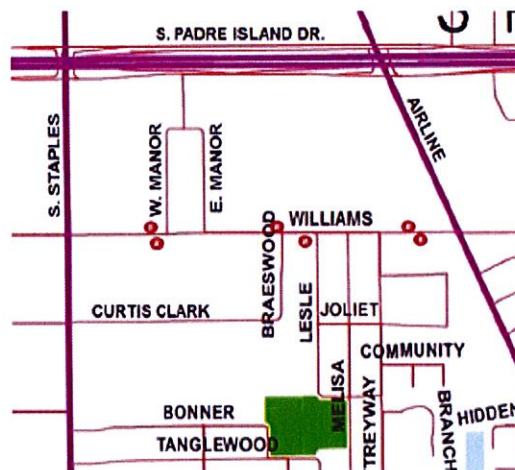
Customer Service Center  
Hours: Monday-Friday 7am-6pm  
Phone: (361) 883-2287  
Website: [www.ccrta.org](http://www.ccrta.org)



## Alertas Para Pasajeros

Por favor, tome nota de los siguientes cambios que estamos haciendo a las rutas 8s, 29F y 63, mientras que la construcción para mejorar nuestra ciudad se está produciendo. Nuestra prioridad es mantenerlos informados y asegurar su seguridad. Por esa razón empezando en Febrero 29, 2016 no vamos a servir los siguientes paradas de autobús que están situados en áreas en donde van a tener construcción por lo mínimo de 18 meses y 24 meses o por la duración de la unión proyecto.

- 890 Williams @ W. Manor (out bound)
- 892 Williams @ Leslie (out bound)
- 893 Williams @ Airline (out bound)
- 878 Williams @ Airline (in bound)
- 879 Williams @ Our Lady Church (i.b.)
- 880 Williams @ W. Manor (in bound)



Síguenos en Facebook (Corpus Christi RTA) y Twitter para la información más actualizada. Nos disculpamos por cualquier inconveniente que esto pueda causar y estamos aquí para ayudar. Si desea asistencia planificar sus viajes debido a estos cambios por favor no dude en contactar con nosotros.

Customer Service Center  
Horas de Operación: Lunes - Viernes 07 a.m.-6 p.m.  
Teléfono: (361) 883-2287  
Sitio Web: [www.ccrta.org](http://www.ccrta.org)



## **Appendix: G**

### **Bus Fleet Description**

# **Corpus Christi Regional Transportation Authority**

## **2016 Inventory of Vehicles**

Corpus Christi Regional Transportation Authority  
 Title VI Program Update



Veh. #	YEAR	MAKE/MODEL	SIZE	Seating Maximum	FLEET TYPE	GRANT NUMBER	Lift EQUIPPED	Fuel	Eligible for Disposition	Original Cost	Purchase Date	In Service Date	License #	VIN#
97	2008	Gillig Trolley	35'	32	Fixed	TX90-X658	YES	Diesel	2020	357,282	3/26/2008	6/23/2008	1151556	15GG271681079594
98	2008	Gillig Trolley	35'	32	Fixed	TX90-X581	YES	Diesel	2020	357,282	3/26/2008	6/23/2008	1151557	15GG271881079595
99	2008	Gillig Trolley	35'	32	Fixed	TX90-X658	YES	Diesel	2020	357,282	3/26/2008	6/23/2008	1053324	15GG271X81079596
100	2008	Gillig Trolley	35'	32	Fixed	TX90-X777	YES	Diesel	2020	357,282	3/26/2008	6/23/2008	1053325	15GG271X81079597
101	2008	Gillig Trolley	35'	32	Fixed	TX90-X658	YES	Diesel	2020	357,282	3/26/2008	6/23/2008	1151560	15GG271381079598
102	2009	Gillig Trolley	35'	32	Fixed	TX90-X777	YES	Diesel	2021	357,654	3/10/2009	4/8/2009	1151561	15GG271391176401
103	2009	Gillig Trolley	35'	32	Fixed	TX90-X777	YES	Diesel	2021	357,654	3/16/2009	4/8/2009	1053536	15GG271591176402
638	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/11/2009	6/11/2009	1083233	15GG271491176388
639	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/12/2009	6/12/2009	1083232	15GG271691176389
640	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/15/2009	6/15/2009	1083221	15GG271291176390
641	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/15/2009	6/15/2009	1083222	15GG271491176391
642	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/17/2009	6/17/2009	1083223	15GG271691176392
643	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/18/2009	6/22/2009	1083224	15GG271891176393
644	2009	GILLIG	35'	31	Fixed	TX90-X716	YES	Diesel	2021	376,349	6/18/2009	6/18/2009	1083225	15GG271X91176394
645	2009	GILLIG	35'	31	Fixed	TX90-X773	YES	Diesel	2021	376,349	6/19/2009	7/3/2009	1083248	15GG271191176395
646	2009	GILLIG	35'	31	Fixed	TX90-X773	YES	Diesel	2021	376,349	6/19/2009	6/19/2009	1083226	15GG271391176396
647	2009	GILLIG	35'	31	Fixed	TX90-X773	YES	Diesel	2021	376,349	6/23/2009	6/23/2009	1083227	15GG271X91176397
648	2009	GILLIG	35'	31	Fixed	TX90-X716	YES	Diesel	2021	376,349	6/24/2009	6/24/2009	1083228	15GG271791176398
649	2009	GILLIG	35'	31	Fixed	TX03-0265	YES	Diesel	2021	376,349	6/24/2009	7/6/2009	1083249	15GG271991176399
650	2009	GILLIG	35'	31	Fixed	TX90-X773	YES	Diesel	2021	376,349	6/26/2009	7/13/2009	1083257	15GG271191176400
651	2010	GILLIG	35'	31	Fixed	TX-96-X019	YES	Diesel	2022	435,064	1/6/2011	1/20/2011	1109468	15GG2710A1177686
652	2010	GILLIG	35'	31	Fixed	TX-96-X019	YES	Diesel	2022	435,064	1/3/2011	1/20/2011	1281699	15GG2710B1177687
653	2010	GILLIG	35'	31	Fixed	TX-96-X019	YES	Diesel	2022	435,064	1/7/2011	1/20/2011	1109466	15GG2712B1177688
715	2009	GILLIG BUS	40	38	Fixed	TX90-X581	YES	Diesel	2021	382,190	3/27/2009	3/27/2009	1053537	15GG271091176382
716	2009	GILLIG BUS	40	38	Fixed	TX90-X620	YES	Diesel	2021	382,325	6/5/2009	6/5/2009	1083250	15GG271291176383
717	2009	GILLIG BUS	40	38	Fixed	TX90-X620	YES	Diesel	2021	382,325	6/5/2009	6/5/2009	1083251	15GG271491176384
718	2009	GILLIG BUS	40	38	Fixed	TX90-X620	YES	Diesel	2021	382,325	6/8/2009	6/8/2009	1083252	15GG271691176385
719	2009	GILLIG BUS	40	38	Fixed	TX90-X620	YES	Diesel	2021	382,325	6/9/2009	6/9/2009	1083253	15GG271891176386
720	2009	GILLIG BUS	40	38	Fixed	TX90-X620	YES	Diesel	2021	382,325	6/10/2009	6/24/2009	1083254	15GG271X91176387
721	2010	GILLIG BUS	40	35	Fixed	TX-96-X019	YES	Diesel	2022	445,908	12/28/2010	1/20/2011	1109464	15GG2714A1177684
722	2010	GILLIG BUS	40	35	Fixed	TX-96-X019	YES	Diesel	2022	445,908	12/29/2010	1/20/2011	1109465	15GG2716A1177685
901	2012	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2024	466,617	10/8/2012	11/26/2012	1109734	15GG271XC1181280
902	2012	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2024	466,617	10/8/2012	11/26/2012	1109741	15GG2711C1181281
903	2012	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2024	466,617	10/10/2012	12/6/2012	1109736	15GG2713C1181282
904	2012	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2024	466,617	10/11/2012	12/6/2012	1151175	15GG2715C1181283
905	2012	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2024	466,617	10/12/2012	12/6/2012	1109737	15GG2717C1181284
906	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/4/2015		1230424	15GG2718F1186594
907	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/5/2015		1230425	15GG271XF1186595
908	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/6/2015		1230426	15GG2711F1186596
909	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/8/2015		1230427	15GG2713F1186597
910	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/8/2015		1230428	15GG2715F1186598
911	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/11/2015		1230429	15GG2717F1186599
912	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/12/2015		1230430	15GG271XF1186600
913	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/12/2015		1230431	15GG2711F1186601
914	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/14/2015		1230432	15GG2713F1186602
915	2015	GILLIG/ Low Floor	35'	29	Fixed		NO	CNG	2027	475,824	5/15/2015	7/7/2015	1230433	15GG2715F1186603
1001	2012	GILLIG/ Low Floor	40	38	Fixed		NO	CNG	2024	472,454	10/1/2012	11/5/2012	1109738	15GG2713C1181275
1002	2012	GILLIG/ Low Floor	40	38	Fixed		NO	CNG	2024	472,454	10/3/2012	11/5/2012	1109739	15GG2715C1181276
1003	2012	GILLIG/ Low Floor	40	38	Fixed		NO	CNG	2024	472,454	10/3/2012	1/19/2013	1109742	15GG2717C1181277
1004	2012	GILLIG/ Low Floor	40	38	Fixed		NO	CNG	2024	472,454	10/4/2012	12/6/2012	1281672	15GG2719C1181278
1005	2012	GILLIG/ Low Floor	40	38	Fixed		NO	CNG	2024	472,454	10/5/2012	12/6/2012	1109740	15GG2710C1181279
1006	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/17/2015		1195741	15GG2711F1186575
1007	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/16/2015		1195742	15GG2713F1186576
1008	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/16/2015		1195743	15GG2715F1186577
1009	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/16/2015		1195744	15GG2717F1186578
1010	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/16/2015		1195745	15GG2719F1186579
1011	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/16/2015		1195746	15GG2715F1186580
1012	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/16/2015		1195747	15GG2717F1186581
1013	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/17/2015		1195748	15GG2719F1186582
1014	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/18/2015		1195749	15GG2710F1186583
1015	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/18/2015		1230355	15GG2712F1186584
1016	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/18/2015		1230356	15GG2714F1186585
1017	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/18/2015		1230357	15GG2716F1186586
1018	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/18/2015		1230358	15GG2718F1186587
1019	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	4/18/2015		1230359	15GG271XF1186588
1020	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	5/4/2015		1230345	15GG2711F1186589
1021	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	5/4/2015		1230348	15GG2718F1186590
1022	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	5/4/2015		1230349	15GG271XF1186591
1023	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	5/5/2015		1230346	15GG2711F1186592
1024	2015	GILLIG/ Low Floor	40		Fixed		NO	CNG	2027	480,424	5/5/2015		1230347	15GG2713F1186593

November 1, 2017



**2016 MV Operated Fixed Route Revenue Fleet**

Unit	Yr. / Make / Model	VIN	Seating / Fuel Type	Status	Owner	Operator	License	Registration	Manufacture
2017	2013 ARBOC Chew G 4500	1GB6G5BG8D1185917	CNG	ACTIVE	Client	MV	115-1541	Exempt	ARBOC
2018	2013 ARBOC Chew G 4500	1GB6G5BG7D1187562	CNG	ACTIVE	Client	MV	115-1542	Exempt	ARBOC
2019	2013 ARBOC Chew G 4500	1GB6G5BGXD1187670	CNG	ACTIVE	Client	MV	115-1543	Exempt	ARBOC
2020	2013 ARBOC Chew G 4500	1GB6G5BG6D1187780	CNG	ACTIVE	Client	MV	115-1544	Exempt	ARBOC
2021	2013 ARBOC Chew G 4500	1GB6G5BG7D1186573	CNG	ACTIVE	Client	MV	115-1545	Exempt	ARBOC
2022	2013 ARBOC Chew G 4500	1GB6G5BG8D1185948	CNG	ACTIVE	Client	MV	115-1546	Exempt	ARBOC
2023	2013 ARBOC Chew G 4500	1GB6G5BG2D1187601	CNG	ACTIVE	Client	MV	115-1547	Exempt	ARBOC
3008	2014 ARBOC Chew G 4500	1GB6G5BG3E1162482	CNG	ACTIVE	Client	MV	123-0416	Exempt	ARBOC
3009	2015 ARBOC Chew G 4500	1GB6G5BG5F1122261	CNG	ACTIVE	Client	MV	119-5729	Exempt	ARBOC
3010	2015 ARBOC Chew G 4500	1GB6G5BG3F1120962	CNG	ACTIVE	Client	MV	123-1417	Exempt	ARBOC
3011	2015 ARBOC Chew G 4500	1GB6G5BG0F1130798	CNG	ACTIVE	Client	MV	119-5730	Exempt	ARBOC
3012	2015 ARBOC Chew G 4500	1GB6G5BG8F1128992	CNG	ACTIVE	Client	MV	123-0415	Exempt	ARBOC



**2016 MV Operated B Line Revenue Fleet**

Unit	Yr. / Make / Model	VIN	Seating / Fuel Type	Status	Owner	Operator	License	Registration	Manufacture
2001	2013 ARBOC Chewy G 4500	1GB6G5BG2D1176484	CNG	ACTIVE	Client	MV	115-1523	Exempt	ARBOC
2002	2013 ARBOC Chewy G 4500	1GB6G5BG8D1175467	CNG	ACTIVE	Client	MV	115-1526	Exempt	ARBOC
2003	2013 ARBOC Chewy G 4500	1GB6G5BG8D1175405	CNG	ACTIVE	Client	MV	115-1527	Exempt	ARBOC
2004	2013 ARBOC Chewy G 4500	1GB6G5BGXD1176507	CNG	ACTIVE	Client	MV	115-1528	Exempt	ARBOC
2005	2013 ARBOC Chewy G 4500	1GB6G5BG5D1175510	CNG	ACTIVE	Client	MV	115-1529	Exempt	ARBOC
2006	2013 ARBOC Chewy G 4500	1GB6G5BG2D1176470	CNG	ACTIVE	Client	MV	115-1530	Exempt	ARBOC
2007	2013 ARBOC Chewy G 4500	1GB6G5BG1D1186603	CNG	ACTIVE	Client	MV	115-1531	Exempt	ARBOC
2008	2013 ARBOC Chewy G 4500	1GB6G5BG1D1186424	CNG	ACTIVE	Client	MV	115-1532	Exempt	ARBOC
2009	2013 ARBOC Chewy G 4500	1GB6G5BG1D1186553	CNG	ACTIVE	Client	MV	115-1533	Exempt	ARBOC
2010	2013 ARBOC Chewy G 4500	1GB6G5BG1D1186911	CNG	ACTIVE	Client	MV	115-1534	Exempt	ARBOC
2011	2013 ARBOC Chewy G 4500	1GB6G5BG2D1187114	CNG	ACTIVE	Client	MV	115-1535	Exempt	ARBOC
2012	2013 ARBOC Chewy G 4500	1GB6G5BG6D1185799	CNG	ACTIVE	Client	MV	115-1536	Exempt	ARBOC
2013	2013 ARBOC Chewy G 4500	1GB6G5BG2D1187064	CNG	ACTIVE	Client	MV	115-1537	Exempt	ARBOC
2014	2013 ARBOC Chewy G 4500	1GB6G5BG7D1186685	CNG	ACTIVE	Client	MV	115-1538	Exempt	ARBOC
2015	2013 ARBOC Chewy G 4500	1GB6G5BG8D1186615	CNG	ACTIVE	Client	MV	115-1539	Exempt	ARBOC
2016	2013 ARBOC Chewy G 4500	1GB6G5BG8D1187151	CNG	ACTIVE	Client	MV	115-1540	Exempt	ARBOC
2024	2014 ARBOC Chewy G 4500	1GB6G5BG2E1201823	CNG	ACTIVE	Client	MV	123-0412	Exempt	ARBOC
2025	2014 ARBOC Chewy G 4500	1GB6G5BGXE1201987	CNG	ACTIVE	Client	MV	119-5731	Exempt	ARBOC
2026	2014 ARBOC Chewy G 4500	1GB6G5BG5E1201377	CNG	ACTIVE	Client	MV	119-5732	Exempt	ARBOC
2027	2014 ARBOC Chewy G 4500	1GB6G5BG3E1203113	CNG	ACTIVE	Client	MV	119-5733	Exempt	ARBOC
2028	2014 ARBOC Chewy G 4500	1GB6G5BG3E1202236	CNG	ACTIVE	Client	MV	119-5734	Exempt	ARBOC
2029	2014 ARBOC Chewy G 4500	1GB6G5BG5E1202271	CNG	ACTIVE	Client	MV	119-5745	Exempt	ARBOC
2030	2014 ARBOC Chewy G 4500	1GB6G5BG9E1202483	CNG	ACTIVE	Client	MV	119-5736	Exempt	ARBOC
2031	2014 ARBOC Chewy G 4500	1GB6G5BG8E1204628	CNG	ACTIVE	Client	MV	119-5737	Exempt	ARBOC
2032	2014 ARBOC Chewy G 4500	1GB6G5BG0E1203540	CNG	ACTIVE	Client	MV	119-5738	Exempt	ARBOC
2033	2014 ARBOC Chewy G 4500	1GB6G5BG0E1202212	CNG	ACTIVE	Client	MV	119-5739	Exempt	ARBOC
2034	2014 ARBOC Chewy G 4500	1GB6G5BG5E1202688	CNG	ACTIVE	Client	MV	119-5740	Exempt	ARBOC
2035	2014 ARBOC Chewy G 4500	1GB6G5BG0E1203862	CNG	ACTIVE	Client	MV	119-5724	Exempt	ARBOC
2036	2014 ARBOC Chewy G 4500	1GB6G5BGXE1203660	CNG	ACTIVE	Client	MV	119-5725	Exempt	ARBOC
2037	2014 ARBOC Chewy G 4500	1GB6G5BG3E1204536	CNG	ACTIVE	Client	MV	123-0413	Exempt	ARBOC
2038	2014 ARBOC Chewy G 4500	1GB6G5BG4E1204349	CNG	ACTIVE	Client	MV	119-5726	Exempt	ARBOC
2039	2014 ARBOC Chewy G 4500	1GB6G5BGXE1203982	CNG	ACTIVE	Client	MV	123-0414	Exempt	ARBOC
2040	2014 ARBOC Chewy G 4500	1GB6G5BG2E1203601	CNG	ACTIVE	Client	MV	119-5727	Exempt	ARBOC
2041	2014 ARBOC Chewy G 4500	1GB6G5BG2E1204639	CNG	ACTIVE	Client	MV	119-5728	Exempt	ARBOC





## Appendix: H

### Title VI Non-Discrimination Policy Notice

# Non-Discrimination Policy Notice (Title VI)

## Non-Discrimination Policy and Procedure:

The Corpus Christi Regional Transportation Authority (CCRTA) operates services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. If you believe you have experienced any discriminatory practice contrary to CCRTA's Title VI policy, please use the contact information below to file a complaint. If you would like more information regarding the CCRTA's Title VI program, please contact us using the information below.

Corpus Christi Regional Transportation Authority  
Attn: Title VI Officer  
602 North Staples Street  
Corpus Christi, TX 78401  
(361) 289-2712



## **Aviso de la política de no discriminación (Título VI)**

### **Discriminación política y procedimiento:**

La Autoridad de Transporte Regional de Corpus Christi (CCRTA) opera servicios sin distinción de raza, color u origen nacional según el Título VI de la ley de derechos civiles. Si usted cree que ha experimentado cualquier práctica discriminatoria contraria a la política del CCRTA Título VI, utilice la información de contacto a continuación para presentar una queja. Si desea más información acerca Título VI Programa de la CCRTA, póngase en contacto con nosotros utilizando la siguiente información.

**Corpus Christi Regional Transportation Authority**

**Attn: Title VI Officer**

**602 North Staples Street**

**Corpus Christi, TX 78401**

**(361) 289-2712**



## Appendix: I

### Title VI Civil Rights Procedures

#### RTA Title VI Civil Rights Procedures

The Corpus Christi Regional Transit Authority provides transit service to the communities within its service area and does not discriminate against any person on the grounds of race, color, or national origin. In order to ensure compliance with this goal the RTA will take affirmative measures to prevent any service be provided in a way inconsistent with this policy. These procedures are designed to prevent discrimination by in any service provided by the RTA.

#### Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds 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." As an entity that receives federal assistance, the RTA is committed to meeting federal laws, and guidance from the U.S. Department of Transportation (USDOT) regarding non-discrimination in the provision of services.

#### Title VI Notice to Beneficiaries

In order that members of the public are aware of RTA's policy regarding Title VI, the following statement is to be posted on all RTA revenue vehicles and at all RTA owned facilities in conspicuous locations:

"The Corpus Christi Regional Transportation Authority (RTA) operates services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. If you believe you have experienced any discriminatory practice contrary to RTA's Title VI policy, please use the contact information below to file a complaint. If you would like more information regarding the RTA's Title VI program, please contact us using the information below.

Regional Transportation Authority  
Attn: Title VI Officer  
602 North Staples Street Corpus  
Christi, TX 78401 (361) 289-  
2712

A Spanish translation of the same information will be included with every posting.

#### Complaint Procedures

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the Corpus Christi Regional Transportation Authority.



These procedures do not affect the right of the Complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Corpus Christi Regional Transportation Authority may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint and send it to the following:

Regional Transportation Authority

Attn: Title VI Officer

602 North Staples Street

Corpus Christi, TX 78401

(361) 289-2712

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights no later than one-hundred eighty (180) calendar days after the date of the alleged discrimination at:

Federal Transit  
Administration

Fritz Lanthem Federal  
Building

819 Taylor Street

Room 14A02

Fort Worth, TX 76102

Telephone: (817) 978-0550

Fax: (817) 978-0575

The following measures will be taken to resolve Title VI complaints:

1.) A formal complaint must be filed within one-hundred eighty (180) calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A complaint form will be found on the RTA website or may be requested by calling (361) 289-

2712 or writing the RTA at the address listed below. RTA encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Regional Transportation Authority

Attn: Title VI Officer

602 North Staples Street

Corpus Christi, TX 78401

(361) 289-2712



- 2.) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to RTA's Title VI Officer. Under these circumstances, the Complainant will be interviewed, and the Title VI Officer will assist the Complainant in converting the verbal allegations to writing.
- 3.) When a complaint is received, the Title VI Officer will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.
- 4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5.) Within fifteen (15) calendar days from receipt of a complete complaint, RTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of RTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
- 6.) When RTA does not have sufficient jurisdiction, the Title VI Officer will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7.) If the complaint has investigative merit, Title VI Officer will open an investigation. A complete investigation will be conducted, and an investigative report will be submitted to the Title VI Officer within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Officer will notify the appropriate authorities, and an extension will be requested.
- 8.) Title VI Officer will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.
- 9.) If the Complainant is dissatisfied with RTA's resolution of the complaint, he/she has the right to file a complaint with the Departmental Office of Civil Rights, U.S. Department of Transportation, 1200 New Jersey Ave. S.E., Washington D.C. 20590, (202) 366-4648.



## Appendix: J Title VI and ADA Complaint Form



5658 Bear Lane | Corpus Christi, Texas 78405 | p. 361-289-2712 | f. 361-289-3057 | www.ccrta.org

### CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

#### TITLE VI & ADA COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 states: "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."

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

Please provide the following information necessary to process your complaint. Assistance is available upon request. Complete this form and email, mail, or deliver to:

**Carl Weckenmann**  
Title VI Officer  
5658 Bear Lane  
Corpus Christi, TX 78405  
[cweckenmann@ccrta.org](mailto:cweckenmann@ccrta.org)

**Rosa Villarreal**  
ADA Officer  
5658 Bear Lane  
Corpus Christi, TX 78405  
[rvillarreal@ccrta.org](mailto:rvillarreal@ccrta.org)

1. Complainant's Name:

2. Address:

3. City:  State:  Zip Code:

4. Telephone Number:

5. Person discriminated against (if other than complainant)

Name:

Address:

City:  State:  Zip Code:



## TITLE VI & ADA COMPLAINT FORM (continued)

6. What was the discrimination based on? (Check all that apply)

- |  |                                     |  |
|--|-------------------------------------|--|
| <input type="checkbox"/> Race/Color      | <input type="checkbox"/> Low Income | <input type="checkbox"/> Disability                  |
| <input type="checkbox"/> National Origin | <input type="checkbox"/> Sex        | <input type="checkbox"/> Limited English Proficiency |

7. Date of incident resulting in discrimination:

8. Describe how you were discriminated against. What happened and who was responsible?  
For additional space, attach additional sheets of paper.

9. What RTA representative was allegedly involved?

10. Where did the incident take place? Please provide location, bus number, driver name, etc.

11. Witnesses? Please provide their contact information.

Name:

Address:

City:

State:

Zip Code:

Telephone Number:



**TITLE VI & ADA COMPLAINT FORM (continued)**

Name:   
Address:   
City:  State:  Zip Code:   
Telephone Number:

Name:   
Address:   
City:  State:  Zip Code:   
Telephone Number:

**12.** Did you file complaint with another local, state, or federal agency; or with a local, state, or federal court?

(Check the appropriate space)  Yes  No

If answer is yes, check each agency complaint was filed with:

Local Agency       State Agency       Federal Agency  
 Local Court       State Court       Federal Court

**13.** Provide contact information for the agency you also filed the complaint with:

Name:   
Address:   
City:  State:  Zip Code:   
Telephone Number:

---

Sign the complaint in the space below. Attach any documents you believe support your complaint.

Complainant's Signature

Signature Date





**Appendix: K**  
**Title VI Service Change Equity Analyses and Related Board Documents**



**CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY**

**BOARD OF DIRECTORS'  
MEETING NOTICE**

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**Date:** Wednesday, April 2, 2014  
**Time:** 8:30 a.m.  
**Location:** RTA Administration/Operations Facility  
5658 Bear Lane  
Corpus Christi, Texas

	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
52.	<b>Roll Call</b>	M. Saenz	1 min.	No Attachment
53.	<b>Personnel Recognition</b>	S. Neeley	5 min.	No Attachment
54.	<b>Opportunity for Public Comment</b>	V. Chapa	6 min.	No Attachment
55.	<b>Action</b> to Confirm Appointment by the Board Chair of a Chairperson for the RTA's Committee on Accessible Transportation (RCAT)	R. Villarreal	3 min.	No Attachment
56.	<b>Action</b> to Appoint Two Members to RCAT for a Two-Year Term to Commence April 17, 2014	R. Villarreal	3 min.	No Attachment
57.	<b>Update</b> on RCAT Committee Activities	R. Villarreal	5	No



	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
			min.	Attachment
58.	<b>Discussion and Possible Action</b> to Approve the Board of Directors' Minutes of March 5, 2014	V. Chapa	3 min.	Pages 1-9
59.	<b>The following items are of routine or administrative nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.</b>  b) <b>Action</b> to Authorize Awarding a Contract to A.M. Services Company for Bus Wash Concrete Services	V. Chapa	2 min.	Pages 10-11
60.	<b>Public Hearing</b> on 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	G. Robinson	10 min.	No Attachment
61.	<b>Discussion and Possible Action</b> to Approve 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	G. Robinson	3 min.	Pages 12-13
62.	<b>Discussion and Possible Action</b> to Authorize Issuing a Request for Proposals (RFP) for a Real Time Passenger Information Systems (RTPIS)	D. Chapa	5 min.	Page 14
63.	<b>Presentations</b> a. February 2014 Financial Report b. February 2014 Operations Report c. Marketing d. Operational Recruitment Incentives e. Procurement Update f. Legislative Update g. Capital Projects Update	O'Brien Robinson Haas Gaitan Laridis Laridis Montez	35 min.	Pages 15-18 Pages 19-29 No Attachment No Attachment No



	<b>Topic</b>	<b>Speaker</b>	<b>Est. Time</b>	<b>Reference</b>
	h. Paratransit Operations i. 2014 Harbor Ferry Service	Villarreal Klinger		Attachment No Attachment No Attachment No Attachment No Attachment
64.	<b>CEO's Report</b> l) Texas Transit Association m) Standard & Poor's Ratings n) 2014 Emergency Preparedness Plan o) Customer Service Center p) Special Movements/Government Hours	S. Neeley	5 min.	No Attachments
65.	<b>Chairman's Report</b> a. Robstown Station b. Board Retreat	V. Chapa	3 min.	No Attachments
66.	<b>Adjournment</b>	V. Chapa	1 min.	No Attachment
67.	<b>Information</b> RCAT Minutes – February 20, 2014	---	---	Pages 30-33

**Total Estimated Time: 1:30**

**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 903-3561 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.

On **Friday, March 28, 2014** this Notice was posted by **Beth Vidaurri** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas, the RTA Administration Offices, 5658 Bear Lane, Corpus Christi, Texas and sent to the Nueces County Clerk and San Patricio County Clerk.



## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Memo

April 2, 2014

**Subject: 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**

### **Background**

In August 2011, the Long Range System Plan was initiated to develop a 20-year strategy to improve RTA services to better meet community goals. On October 10, 2012, the Long Range System Plan was adopted by the Board of Directors. The Long Range System Plan public input effort for the implementation of Phase 1 service improvements kicked-off on January 15, 2014. Through March 20, 2014, staff has conducted 14 public meetings throughout the service area to collect feedback. Additionally, staff has met with several other stakeholders including coach operators, major employers, business associations, and local and regional agencies.

After the close of today's public hearing, staff is seeking approval to implement service proposals under Phase 1 of the Long Range System Plan. Pending approval, the implementation of the Phase 1 service improvements will become effective on June 2, 2014.

### **Identified Need**

Based on additional discussions with stakeholders since the March 5, 2014 Board of Directors meeting, staff revised the Route 5 and 76/79 service proposals. In order to maintain efficient service to the Corpus Christi Army Depot and the Naval Air Station, staff added two trips on Route 5 to match work schedules. On March 20, 2014, staff met with representatives of the Ortiz Center. Based on feedback received at that meeting, the Route 76 schedule has been revised to optimize connections between the Staples Street Station and the Ortiz Center or SEA District area.

At this time, revisions include changes to the following proposals: Route 3, 4, 5, 6, 17, 23, 29, 37, 65, 66, 76, 78, and 79. In regards to the routing proposals, staff received approximately 20 written comments as well as several verbal comments received at public meetings, stakeholder meetings, and by phone. The focus of the comments pertained to the Route 3, 5, 78, and 79 proposals. In respect to the stop consolidation proposals on routes 19 and 29, staff received approximately 25 comments by email, phone, and through the Customer Service Center which have been reviewed in detail.



Ridership activity levels along with distance and path of travel to the closest stop were evaluated prior to making a final decision for the placement of each stop.

The Title VI of the Civil Rights Act of 1964 service equity analysis was completed as required by the Federal Transit Administration. The focus of the analysis involved identifying minority and low-income populations negatively impacted by the service proposals. In summary, no disparate impacts or disproportionate burdens were identified. Within the discontinued segments of the Route 24 alignment, no negative impacts were found due to service frequency and coverage improvements. Populations within this area will benefit from improved accessibility to more frequent service on Route 19 and new service on Route 15.

Pending approval, between the months of April and June 2014, staff will launch into a comprehensive public outreach effort to communicate the approved service improvements. In parallel, staff will be working closely with the Bus Operators to ensure clarity regarding all route maps and schedules.

### **Financial Impact**

The proposed service improvements are included within the Fiscal Year 2014 Budget.

### **Committee Review**

The Operations Committee met on March 26, 2014 and received an informational presentation related to this item.

### **Recommendation**

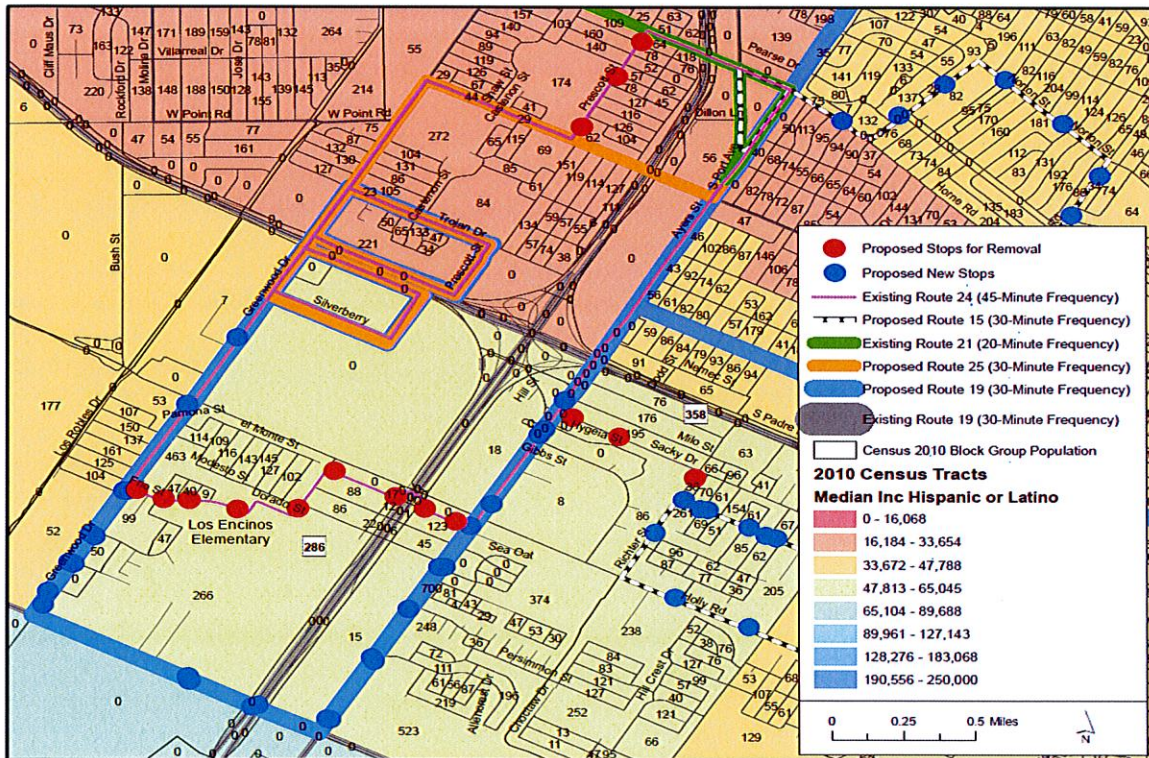
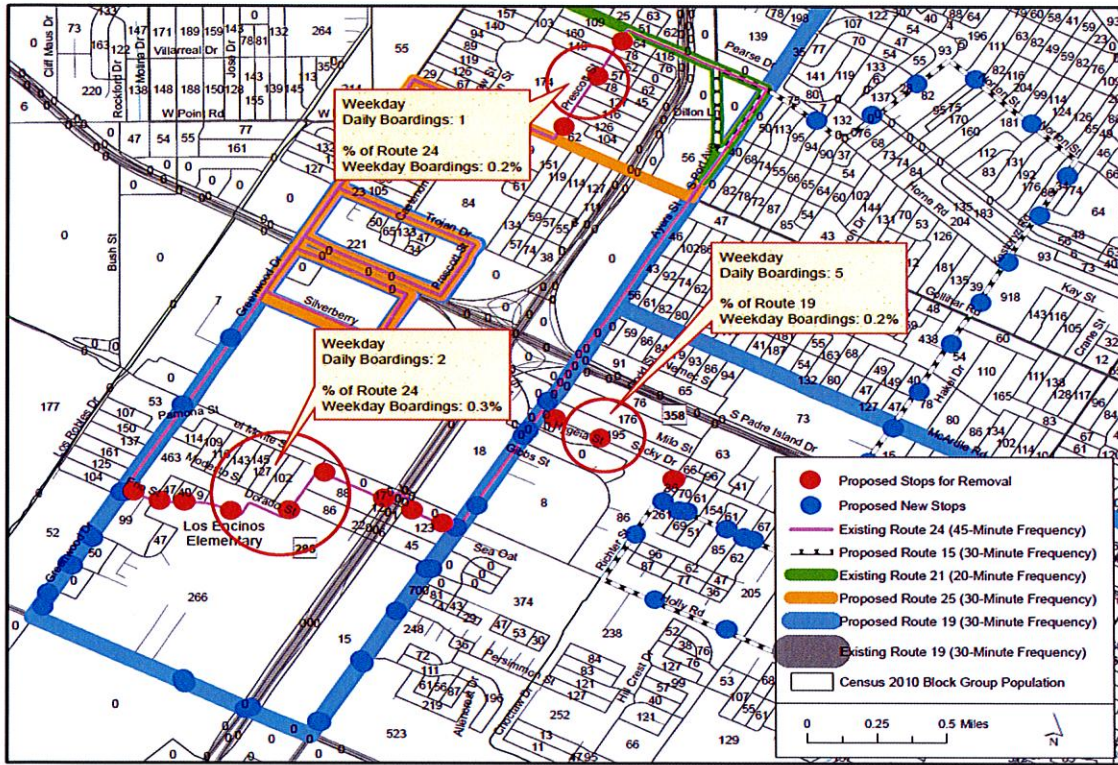
Staff requests the Board of Directors approval to implement proposed service improvements under Phase 1 of the Long Range System Plan effective on June 2, 2014.

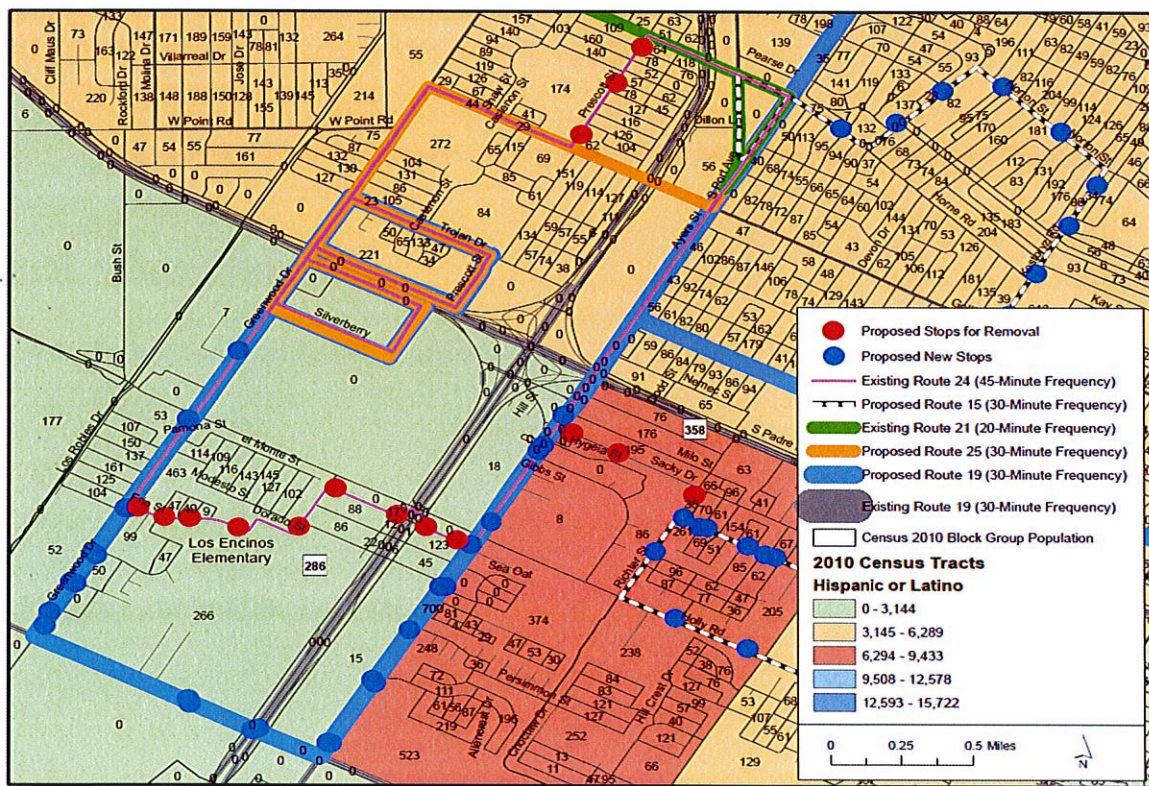
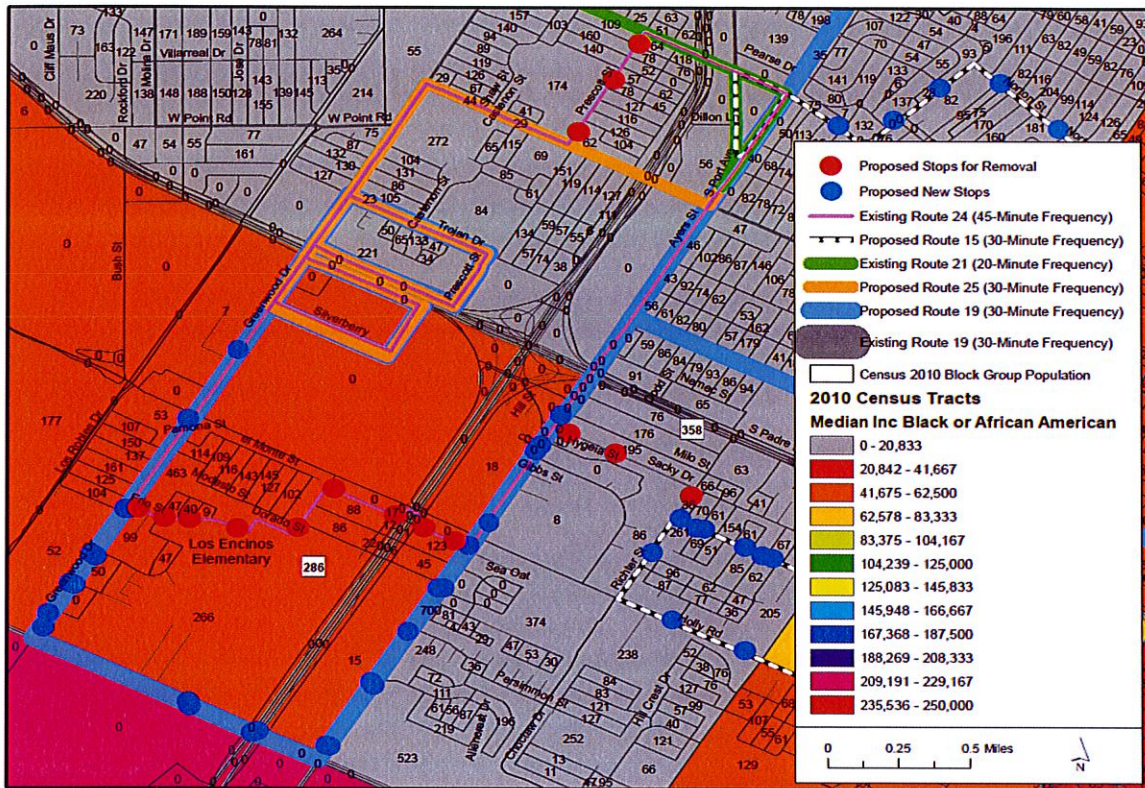
Respectfully Submitted,

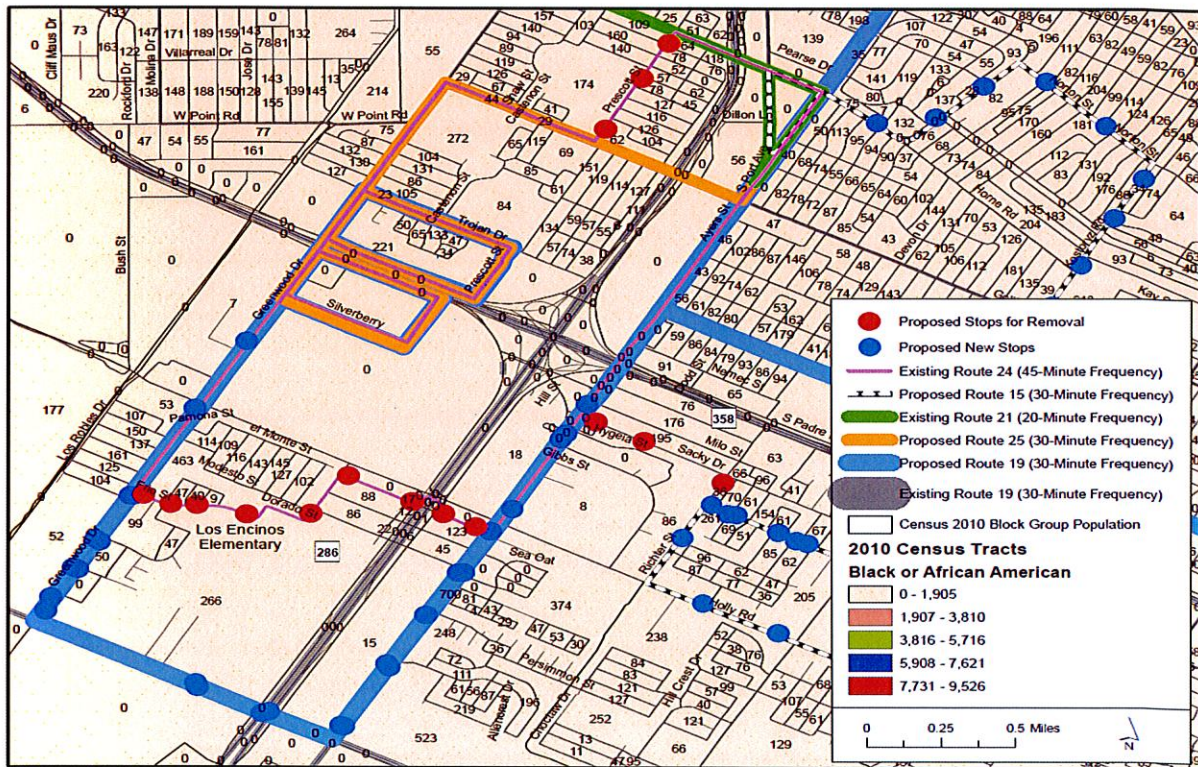
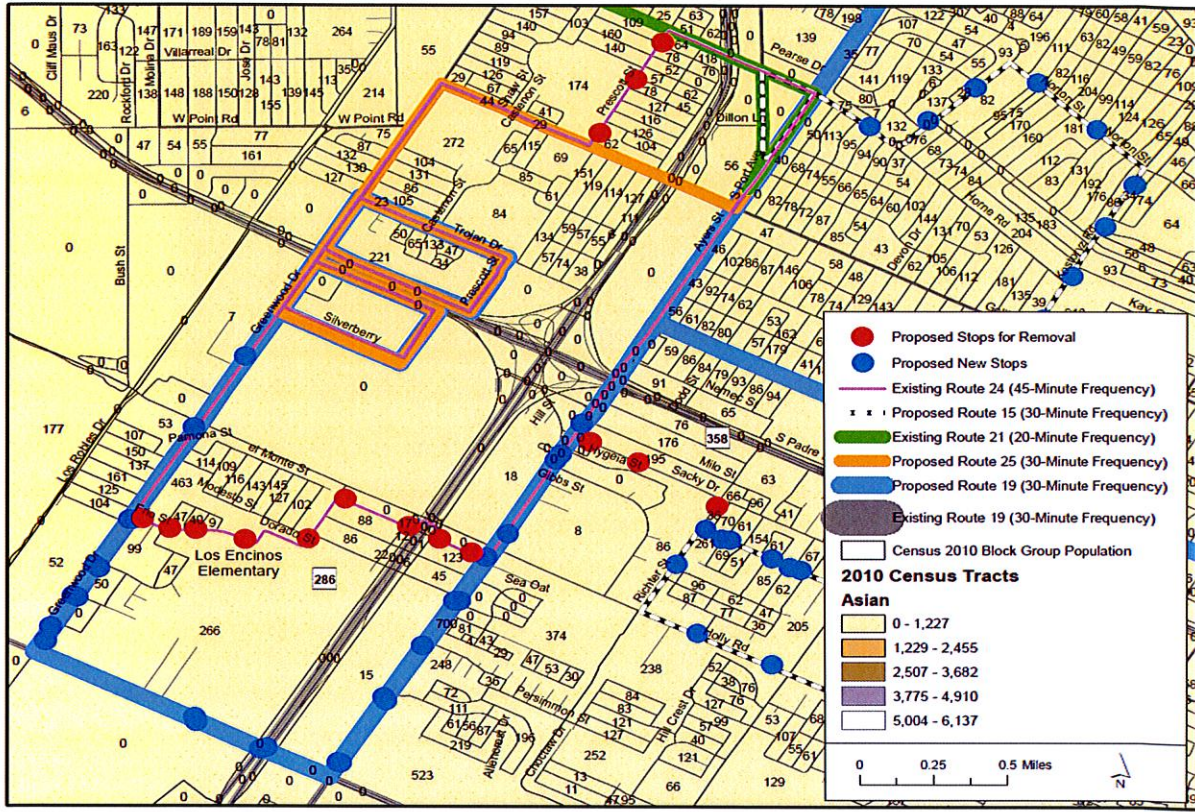
Submitted by: \_\_\_\_\_  
Gordon Robinson  
Director of Planning

Final Review: \_\_\_\_\_  
Rosa Villarreal  
Managing Director of Operations

Approval: \_\_\_\_\_  
Scott Neeley  
Chief Executive Officer











## **Survey Information and Analysis**

As part of the Transit Plan 20/20, on September 24, 2015, a “Design Your Bus System” survey was launched on the project website and also made available in a paper format during an outreach campaign during late September and early October 2015 at the following locations:

- Texas A&M University-Corpus Christi – September 29, 10:00 a.m. – 2:00 p.m.
- Six Points Station – September 30, 2:30 - 5:30 p.m.
- Del Mar College – October 1, 11:00 a.m. - 2pm
- Robstown Station – October 2, 6:30 - 9:00 a.m.
- Staples Street Station – October 2, 2:30 - 5:30 p.m.
- Flour Bluff Transfer Point – October 6, 6:30 a.m. - 9:00 a.m.
- Southside Station – October 6, 2:30 - 5:30 p.m.
- Port Ayers Street Station – October 9, 2:30 - 5:30 p.m.

The survey provided respondents the ability to make hypothetical improvements to their transit system. Participants work with a fixed budget, and allocate resources based on the improvements they would prioritize. At the end of the survey, respondents were also asked to complete two demographic questions related to rider origins and frequency of transit use. A total of 190 online surveys and 131 paper surveys completed through mid-November 2015.



## TAKE OUR ONLINE SURVEY



How would you improve bus service? Our interactive survey allows you to prioritize how the Corpus Christi Regional Transportation Authority should improve its services and facilities.

[survey.btransitplan.com](http://survey.btransitplan.com)

## UPCOMING COMMUNITY ACTIVITIES:

**September 29**  
10 a.m. – 2 p.m.  
Texas A&M  
University-Corpus  
Christi  
Library Breezeway

**September 30**  
2:30 p.m. – 5:30 p.m.  
Six Points Station

**October 1**  
11 a.m. – 2 p.m.  
Del Mar College  
East Campus Harvin  
Center

**October 2**  
6:30 a.m. – 9 a.m.  
Robstown Station

**October 2**  
2:30 p.m. – 5:30 p.m.  
Staples Street  
Station

**October 6**  
6:30 a.m. – 9 a.m.  
Flour Buff Transfer  
Point

**October 6**  
2:30 p.m. – 5:30 p.m.  
Southside Station

**October 9**  
10 a.m. – 6 p.m.  
Port Aransas

**October 9**  
2:30 p.m. – 5:30 p.m.  
Port Ayers Street  
Station



## FOR MORE INFORMATION



Visit our website at [btransitplan.com](http://btransitplan.com)

Email us at [feedback@btransitplan.com](mailto:feedback@btransitplan.com)





CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

## Design Your Bus System

---

**How would you improve bus service?**

The Corpus Christi Regional Transportation Authority (CCRTA) is developing Transit Plan 20/20, a five-year plan to improve and expand bus service. This survey is your chance to provide feedback on how CCRTA should improve bus service and facilities.



**Instructions**

CCRTA provides bus service across Corpus Christi and surrounding Coastal Bend communities with a limited set of resources. This survey allows you to prioritize how CCRTA should allocate its budget.

1. Select the strategies that you prefer while staying within the \$25 budget.
2. When you've selected your preferred strategy mix, click the "Proceed to Next Page" button.

---

	Strategies	Cost
<b>Bus Service</b>		
<input type="checkbox"/>	 Provide more frequent service on weekdays Local routes would run more frequently than they do today. For example, a route that currently runs every 30 minutes would run every 15 minutes.	\$\$\$\$\$
<input type="checkbox"/>	 Provide more frequent service on weekends Local routes would run more frequently than they do today. For example, a route that currently runs every 60 minutes would run every 30 minutes.	\$\$
<input type="checkbox"/>	 Provide earlier and later services on weekdays Local routes would run earlier and later than they do today. For example, a route that currently runs between 6am-8pm would run between 5am-10pm.	\$\$\$
<input type="checkbox"/>	 Provide earlier and later services on weekends Local routes would run earlier and later than they do today. For example, a route that currently runs between 8am-6pm would run between 7am-11pm.	\$
<input type="checkbox"/>	 Operate the same routes on Sundays CCRTA currently runs fewer routes on Sundays. Operating consistent routes every day would simplify the service and provide more coverage.	\$\$
<input type="checkbox"/>	 Add bus service to new areas Create new bus routes or extend existing bus routes to major streets that do not currently have service.	\$\$\$
<input type="checkbox"/>	 Add crosstown service Most CCRTA routes are designed around existing stations, which is where most transfers occur. New crosstown routes could enable some customers to reach their destination without transferring.	\$\$\$\$
<input type="checkbox"/>	 Add new express service CCRTA currently runs express routes to major employment centers. New express routes would provide more commuters with transit service.	\$\$\$
<input type="checkbox"/>	 Add Rapid service on high ridership corridors Rapid service is characterized by frequent service and fewer stops, resulting in higher speeds and reduced travel time. Ayers and Staples are potential candidates for Rapid service.	\$\$\$\$\$
<input type="checkbox"/>	 Add more flexible service Flexible routes have fixed endpoints but are able to deviate upon request to reach customer origins or destinations.	\$\$
<b>Bus Stops and Facilities</b>		
<input type="checkbox"/>	 Install enclosed bike shelters at stations Enclosed bike shelters provide a covered and secure location to store bicycles that may serve as first or last mile connections.	\$\$
<input type="checkbox"/>	 Install more benches and shelters at stops Increased benches and shelters at stops would improve customer comfort.	\$\$\$
<input type="checkbox"/>	 Improve access to stops Sidewalk and crosswalk improvements would enable customers to more easily access bus stops.	\$\$\$\$
<input type="checkbox"/>	 Construct additional transfer stations Additional stations would provide safe and sheltered off-street locations for transferring customers.	\$\$\$\$\$

Reset All Choices

---

**YOUR TOTAL COSTS**

Maximum is 25

---

**YOUR TOTAL COSTS**

Maximum is 25

Proceed to Next Page

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**YOUR TOTAL COSTS**

Maximum is 25

Proceed to Next Page

© Copyright 2015 | Corpus Christi Regional Transportation Authority

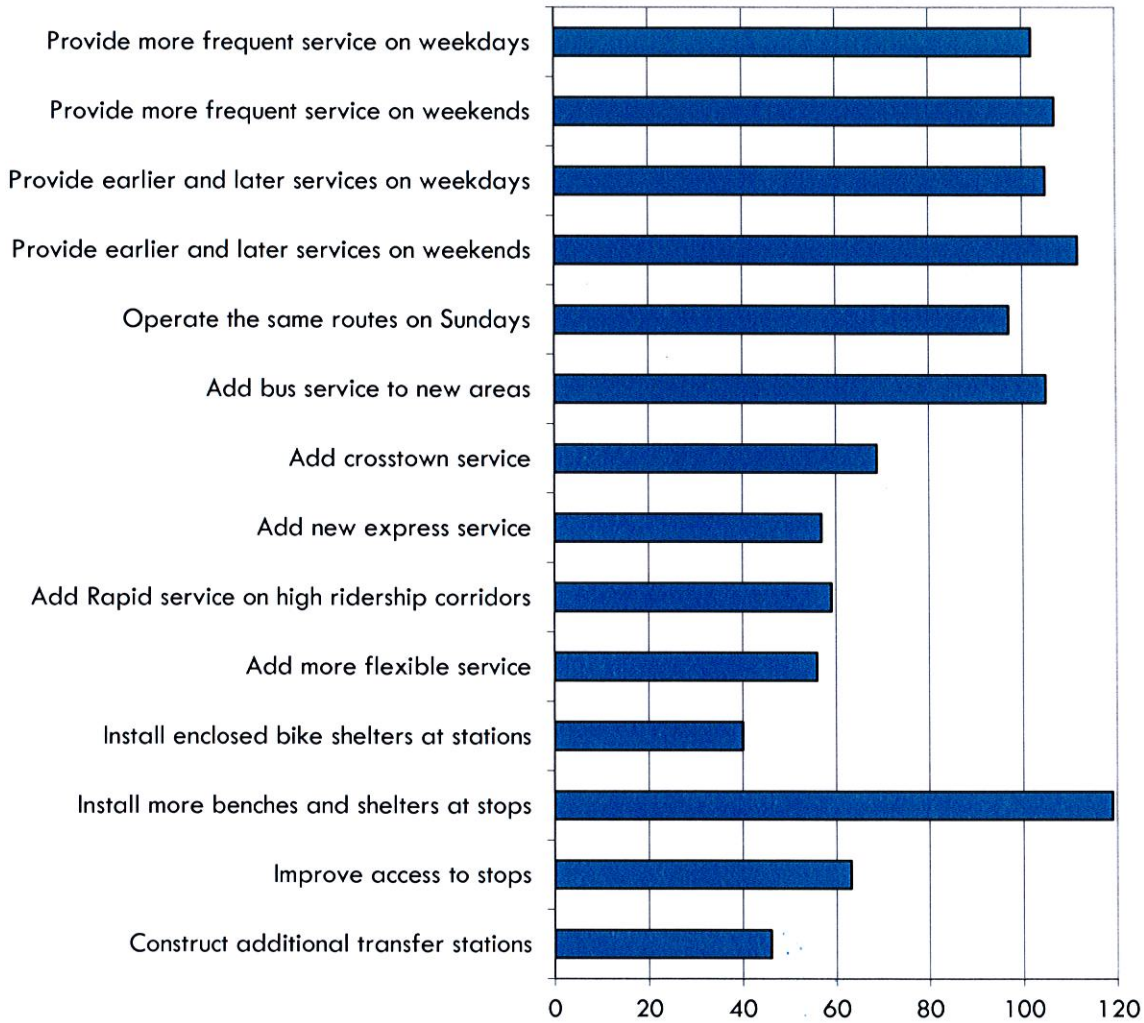
### Online Survey Initial Results

Among online survey respondents, the most requested improvement was for additional benches and shelters at stops, followed by providing earlier and later service on

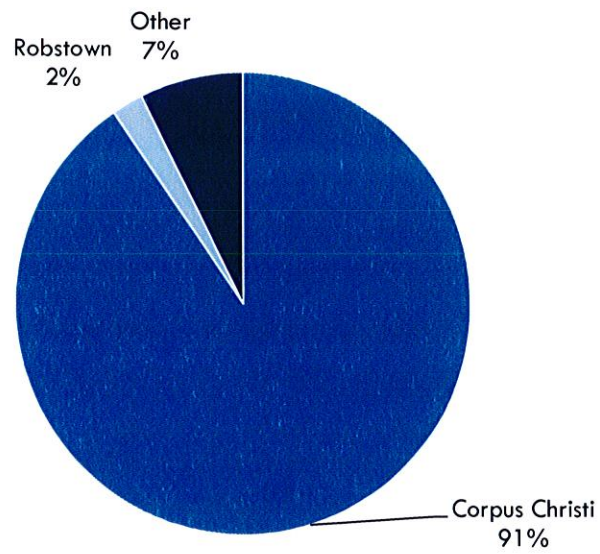


weekends, more frequent service on weekends, earlier and later service on weekdays, and adding bus service to new areas. Among online respondents, 76% identified as regular riders, and 91% stated that they were residents of Corpus Christi.

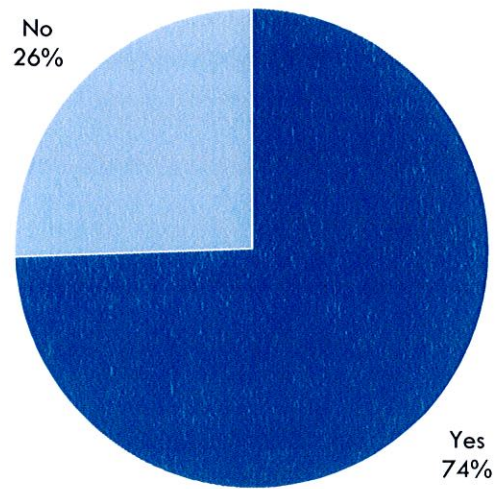
### Design Your Bus System Results - Online Surveys



### Rider Origins - Online Survey



### Regular Riders - Online Survey

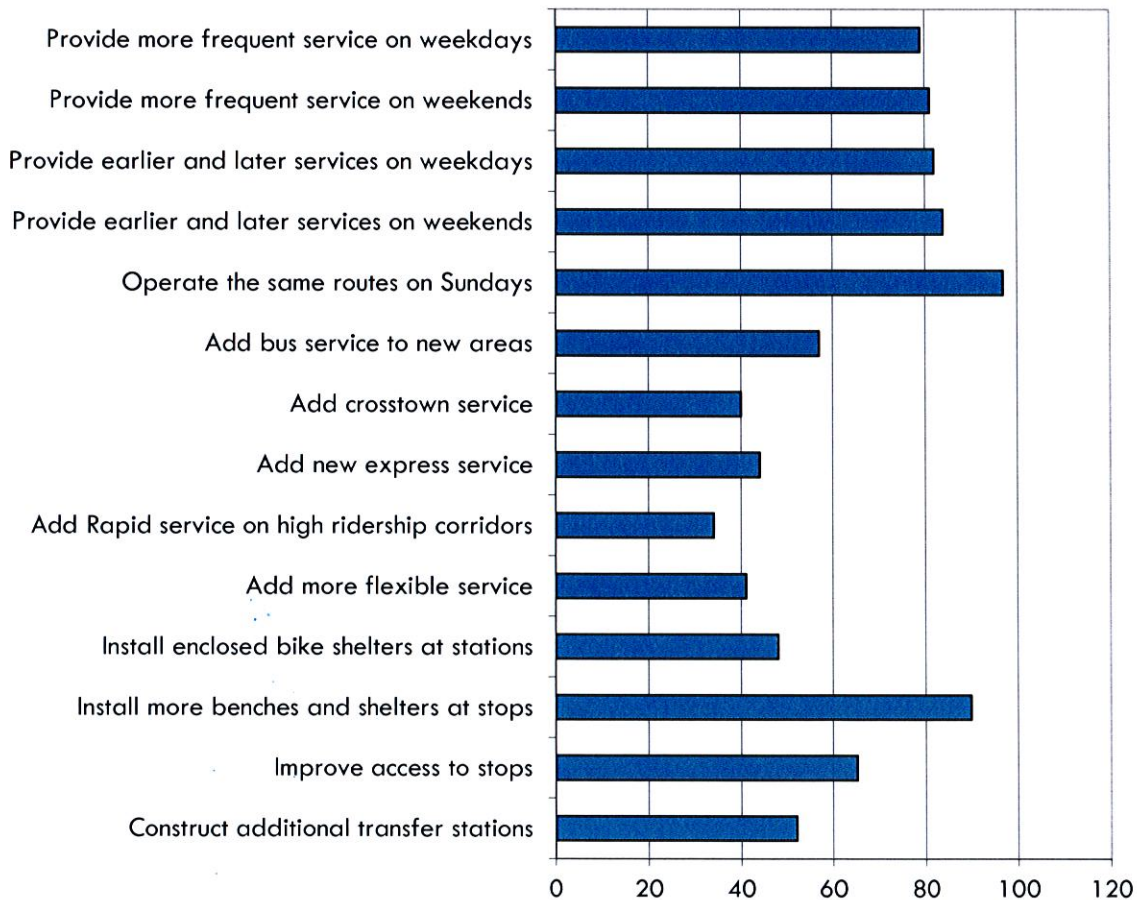




## Paper Survey Initial Results

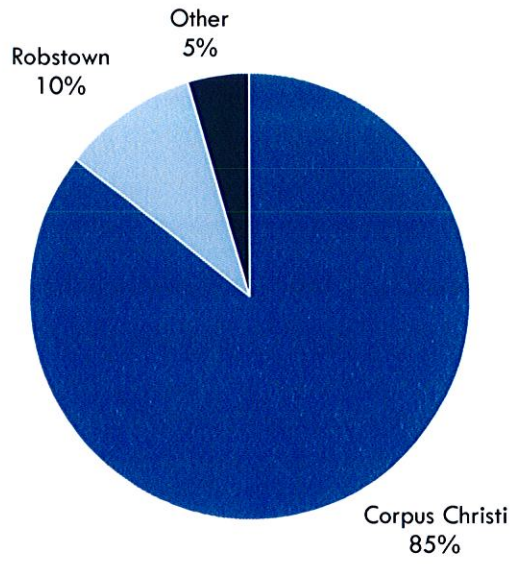
Among paper survey respondents, the most requested improvement was to operate the same routes on Sunday that run on weekdays and Saturday, followed by installing more benches and shelters at stops, providing earlier and later service on weekdays and weekends, and providing more frequent service on weekdays and weekends. For both frequency and span improvements, respondents were slightly more likely to prioritize improvements on weekends. Among paper survey respondents, 98% identified as regular riders, and 85% said that their primary trips originate within Corpus Christi. Ten percent said their trips originate from Robstown (compared to only 2% among online respondents).

## Design Your Bus System Results

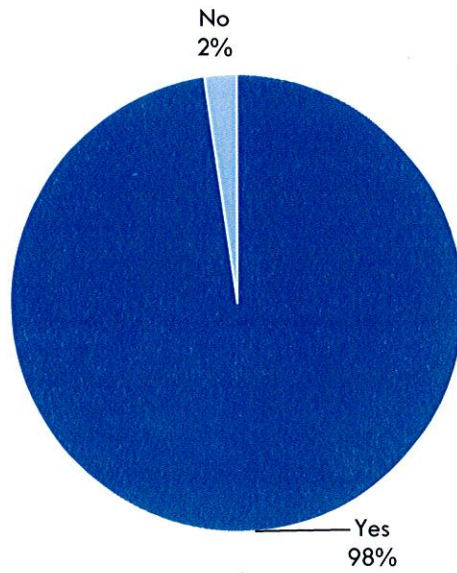




### Rider Origins



### Regular Riders





NAS/CCAD on-line Survey Monkey performed from February 10-26, 2015.

SurveyMonkey Preview & Test: NAS/CCAD Survey - CCRTA Transit Plan 20/20

Page 1 of 1

**NAS/CCAD Survey - CCRTA Transit Plan 20/20**



1. Are you aware of CCRTA's current services to/from NAS/CCAD?

2. What time do you start your workday? End?

3. Where is your home origin (nearest intersection & city)?

4. Where is your destination (nearest CCAD building)?



PREVIEW & TEST

Get Feedback

Cancel

<https://www.surveymonkey.com/create/survey/preview?sm=0r1DPoijm3VD9LxSbgwVvhbmH5Y2q85...> 4/19/2016





5. Please select the days of the week that you typically work.

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

6. Do you have a need for middle of the day transportation?

7. What is your zip code?

8. Comments/Suggestions?

Prev Done

Hospitality Industry on-line Survey Monkey performed in August and September 2015.

### Hospitality Industry Survey – CCRTA Transit Plan 20/20





**Thank you for participating in our survey. Your feedback is important.**

The Corpus Christi Regional Transportation Authority (CCRTA) is currently working through the process of a Comprehensive Operational Analysis, TRANSIT PLAN 20/20, an overall assessment of CCRTA bus services to help develop a strategic plan for the next five years. The Coastal Bend is experiencing unprecedented growth; CCRTA's TRANSIT PLAN 20/20 is being implemented for the dual-purpose of evaluating current services and determining service improvements that may be needed to develop a clear view and path into the year 2020. With the hospitality industry being an important employer in the Coastal Bend, we consider the input of stakeholders critical to our planning process. Please take a few moments to complete the brief survey that follows.

1. Are you aware of CCRTA's current services to/from the Corpus Christi downtown and North Beach areas? Yes or No
  
2. What time do you start your workday? End?
  
3. Where is your home origin (nearest intersection & city)?
  
4. Where is your destination (i.e. name of hotel)?
  
5. Please select the days of the week that you typically work.
  - Sunday
  - Monday
  - Tuesday
  - Wednesday
  - Thursday
  - Friday
  - Saturday
  
6. Do you have a need for middle of the day transportation? Yes or No.



7. What is your zip code?

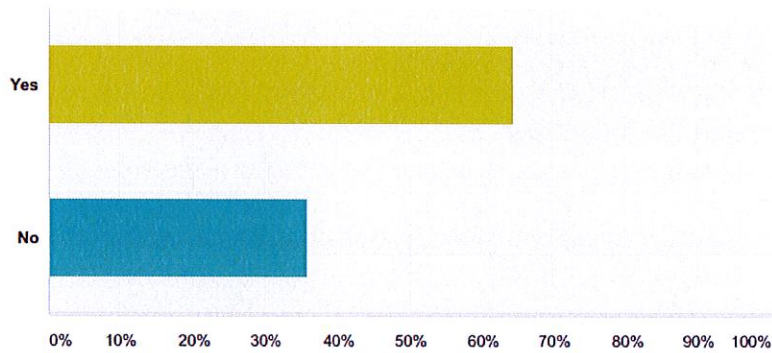
8. Comments/Suggestions?

Survey Results:

Hospitality Industry Survey - CCRTA Transit Plan 20/20

**Q1 Are you aware of CCRTA's current services to/from the Corpus Christi downtown and North Beach areas?**

Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	64.29% 9
No	35.71% 5
<b>Total</b>	<b>14</b>



Hospitality Industry Survey - CCRTA Transit Plan 20/20

**Q2 What time do you start your workday?  
 End?**

Answered: 14 Skipped: 0

#	Responses	Date
1	8:00AM - 5:30AM	9/7/2016 2:08 PM
2	7:45 am to Varies - Events end at any time. I could be done by 5 pm or 11:pm- or any time in between.	8/29/2016 10:18 AM
3	Start- 8:00 a.m. End- 5:30 p.m.	8/4/2016 3:26 PM
4	8am	8/4/2016 12:19 PM
5	8:30-9:00am 5-6pm	8/4/2016 9:37 AM
6	8:00a-5:00pm	8/4/2016 9:03 AM
7	830a-530p	8/4/2016 8:54 AM
8	8am - 6pm	8/4/2016 8:32 AM
9	Start 3AM End 11PM and sometimes 9AM-5PM	8/3/2016 7:44 PM
10	Start: 5am End: 1am	8/3/2016 6:18 PM
11	9:00 6:00	8/3/2016 5:47 PM
12	Varies/Flexible; 8:30am Fridays	8/3/2016 5:24 PM
13	8am / 5pm	8/3/2016 4:56 PM
14	Work in Catering Hours are Varied based on days that clients book events.	8/2/2016 2:21 PM

Hospitality Industry Survey - CCRTA Transit Plan 20/20

**Q3 Where is your home origin (nearest  
 intersection & city)?**

Answered: 13 Skipped: 1

#	Responses	Date
1	Lantana and Highway 37 Corpus Christi, Texas	9/7/2016 2:08 PM
2	Flour Bluff - Purdue and Waldron	8/29/2016 10:18 AM
3	Everhart & Alameda	8/4/2016 3:26 PM
4	Country Creek Subdivision	8/4/2016 12:19 PM
5	Villefranche Dr./Marseille Dr./Oso Parkway Corpus Christi TX	8/4/2016 9:37 AM
6	Portland-181	8/4/2016 8:54 AM
7	Alameda and Everhart	8/4/2016 8:32 AM
8	Yorktown & S. Staples	8/3/2016 7:44 PM
9	Webber Saratoga	8/3/2016 6:18 PM
10	Paul Jones & SPID	8/3/2016 5:47 PM
11	Woodridge and Mystic Star	8/3/2016 5:24 PM
12	Saratoga/ Kostoryz in Corpus Christi	8/3/2016 4:56 PM
13	Kostoryz & Holly, Corpus Christi	8/2/2016 2:21 PM



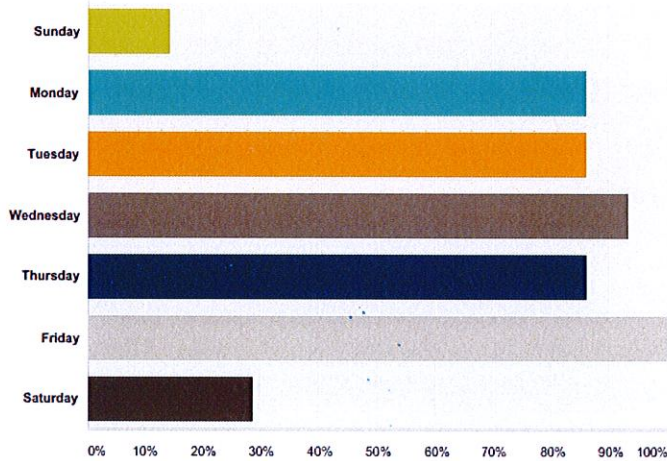
### Q4 Where is your destination (i.e. name of hotel)?

Answered: 13 Skipped: 1

#	Responses	Date
1	Port Royal Ocean Resort	9/7/2016 2:08 PM
2	Chaparral Street and William Street Downtown	8/29/2016 10:18 AM
3	Embassy Suites by Hilton	8/4/2016 3:26 PM
4	Downtown	8/4/2016 12:19 PM
5	South Texas Botanical Gardens & Nature Center	8/4/2016 9:37 AM
6	Omni Corpus Christi Hotel	8/4/2016 9:03 AM
7	Downtown- Omni Hotel	8/4/2016 8:54 AM
8	Omni Hotel	8/4/2016 8:32 AM
9	Staybridge Suites Corpus Christi	8/3/2016 7:44 PM
10	Ortiz Center	8/3/2016 6:18 PM
11	SPID & Flour Bluff Drive	8/3/2016 5:47 PM
12	Varies; Padre Island on Fridays	8/3/2016 5:24 PM
13	Varied locations based on where clients event is. We are registered at all event venues intown and in aransas pass and portland. We even go to clients offices and churches.	8/2/2016 2:21 PM

### Q5 Please select the days of the week that you typically work.

Answered: 14 Skipped: 0

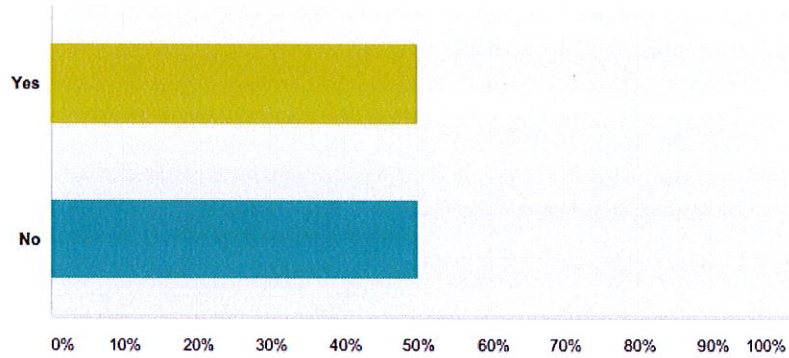


Answer Choices	Responses	Count
Sunday	14.29%	2
Monday	85.71%	12
Tuesday	85.71%	12
Wednesday	92.86%	13
Thursday	85.71%	12
Friday	100.00%	14
Saturday	28.57%	4
<b>Total Respondents:</b>		<b>14</b>



### Q6 Do you have a need for middle of the day transportation?

Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	50.00% 7
No	50.00% 7
<b>Total</b>	<b>14</b>

### Q7 What is your zip code?

Answered: 14 Skipped: 0

#	Responses	Date
1	78407	9/7/2016 2:08 PM
2	78418	8/29/2016 10:18 AM
3	78411	8/4/2016 3:26 PM
4	78413	8/4/2016 12:19 PM
5	78414	8/4/2016 9:37 AM
6	78415	8/4/2016 9:03 AM
7	78374	8/4/2016 8:54 AM
8	78412	8/4/2016 8:32 AM
9	78414	8/3/2016 7:44 PM
10	78401	8/3/2016 6:18 PM
11	78412	8/3/2016 5:47 PM
12	78414	8/3/2016 5:24 PM
13	78415	8/3/2016 4:56 PM
14	78415	8/2/2016 2:21 PM



## Q8 Comments/Suggestions?

Answered: 8 Skipped: 6

#	Responses	Date
1	Closer bus stops to my location	9/7/2016 2:08 PM
2	NA	8/4/2016 3:26 PM
3	More buses in the southside Country Creek Area	8/4/2016 12:19 PM
4	Need bus service to/from South Texas Botanical Gardens & Nature Center for: VISITORS TO CITY, RESIDENTS WHO DON'T DRIVE, COLLEGE STUDENTS, COMMUNITY SERVICE WORKERS AT BOTANICAL GARDENS	8/4/2016 9:37 AM
5	trolleys downtown would be helpful. Many downtown workers either park in garages or fight for parking in the limited space downtown. It would be helpful to take a trolley to downtown restaurants during lunch time instead of using own vehicle. This would cut down on time spent finding parking at restaurant when going back to work. I would definitely buy a monthly pass to utilize the transportation.	8/4/2016 9:03 AM
6	i dont use public transportation but our hotel associates who uses have hard time to get to work on sunday for early shifts	8/4/2016 8:54 AM
7	more weekend service (especially Sunday) would be helpful for our associates.	8/4/2016 8:32 AM
8	Later pick ups Thurs - Sat	8/3/2016 6:18 PM



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY



**CCRTA invites the community  
to attend an open house event  
at the new Staples Street Station**

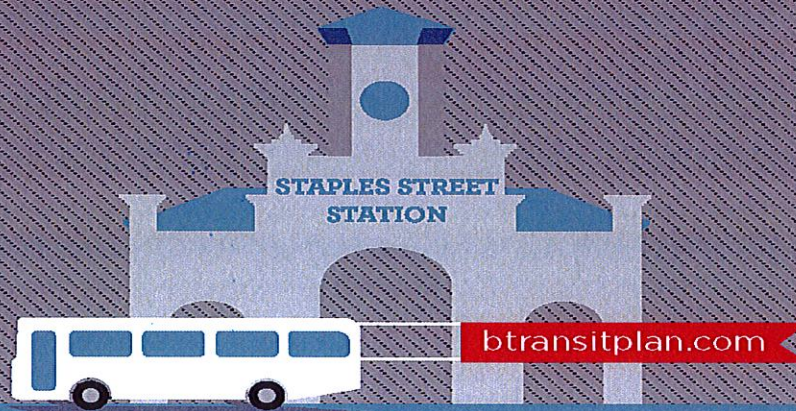
**Wednesday, June 1**

602 N. Staples Street

*(Across from Corpus Christi City Hall)*

**Noon – 6 pm**

- Visit the New Staples Street Station
- Learn how to plan trips using Google Transit
- Learn about Transit Plan 20/20
- Review route and schedule concepts, including:
  - New Downtown Shuttle
  - Faster and more frequent routes
  - Expanded Southside service
  - Increased service to Del Mar College and TAMUCC
  - New Seasonal Beach Shuttle
  - Weekend service improvements







CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY



## CCRTA invita a la comunidad a asistir a un evento en la nueva Staples Street Station

**Miércoles , 1 de junio**

602 N. Staples Street

*(Cruzar la calle de Corpus Christi City Hall)*

**Mediodía - 18:00**

- Visitar la nueva Staples Street Station
- Aprender a planificar viajes con Google Transit
- Obtener información sobre Plan de Tránsito 20/20
- Examinar conceptos de rutas y horarios, incluyendo:
  - Nueva ruta en centro de la ciudad
  - Rutas más rápidas y frecuentes
  - Más servicio de Southside
  - Más servicio a Del Mar College y TAMUCC
  - Nueva ruta a la playa
  - Mejoras en el servicio del fin de semana

