**DATE:** Wednesday, January 24, 2018

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

**TIME:** 8:30 a.m.  Administration & Finance Committee Meeting
9:30 a.m.  Operations & Capital Projects Committee Meeting

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**ADMINISTRATION & FINANCE COMMITTEE**

**TOM NISKALA (Chair)**
Larry Young, Sr.  ~ Patricia Dominguez

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>SPEAKER</th>
<th>EST. TIME</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Roll Call –</td>
<td>D. Linnehan</td>
<td>1 min.</td>
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</tr>
<tr>
<td>2. Opportunity for Public Comment</td>
<td>T. Niskala</td>
<td>3 min.</td>
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</tr>
<tr>
<td>3. Discussion and Possible Action to Recommend the Board of Directors Approve the Administration &amp; Finance Committee Meeting Minutes of November 15, 2017</td>
<td>T. Niskala</td>
<td>3 min.</td>
<td>Pages 1-5</td>
</tr>
<tr>
<td>4. Discussion and Possible Action to Recommend the Board of Directors Authorize Awarding a Contract to Minnesota Life for Life Insurance and Accidental Death &amp; Dismemberment</td>
<td>A. Gaitan</td>
<td>4 min.</td>
<td>Pages 6-7</td>
</tr>
</tbody>
</table>
| 5. Discussion and Possible Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) on a Digital Signage/Content Management Software (CMS) Solution for Transfer Stations | R. Saldaña | 4 min. | Page 8  
PowerPoint |
| 6. Presentations:  
PowerPoint  
PowerPoint |
   b) Update on Texas Municipal League Intergovernmental Risk Pool (TMLIRP) Insurance Coverages | M. Rendón | 4 min. | |
| 7. Adjournment | T. Niskala | 1 min. | ----- |

**Total Estimated Time:** 24 min.
OPERATIONS & CAPITAL PROJECTS COMMITTEE  

MICHAEL REEVES (Chair)  
George B. Clower  ~ Glen Martin  ~ Scott Harris  ~ Dan Leyendecker

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<thead>
<tr>
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<th>TOPIC</th>
<th>SPEAKER</th>
<th>EST. TIME</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Roll Call –</td>
<td>D. Linnehan</td>
<td>2 min.</td>
<td>-----</td>
</tr>
<tr>
<td>2.</td>
<td>Opportunity for Public Comment</td>
<td>M. Reeves</td>
<td>3 min.</td>
<td>-----</td>
</tr>
<tr>
<td>3.</td>
<td>Discussion and Possible Action to Approve the Operations &amp; Capital Projects Committee Meeting Minutes of November 15, 2017</td>
<td>M. Reeves</td>
<td>3 min.</td>
<td>Pages 1-6</td>
</tr>
</tbody>
</table>
| 4.| Discussion and Possible Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) for a Gas Generator for Bear Lane Operations Building | S. Montez | 4 min.    | Pages 7-8  
PowerPoint |
| 5.| Discussion and Possible Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) for Roof Replacement at Bear Lane Operations | S. Montez | 4 min.    | Page 9 
PowerPoint |
| 6.| Discussion and Possible Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) for Bus Stop Shelter Amenities | S. Montez | 4 min.    | Pages 10-11 
PowerPoint |
| 7.| Discussion and Possible Action to Recommend the Board of Directors Authorize ADA Bus Stop Improvements at Brawner and Ramsey Streets | S. Montez | 4 min.    | Page 12 
PowerPoint |
| 8.| Discussion and Possible Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) for Vanpool Services | G. Robinson | 4 min.    | Page 13 
PowerPoint |
| 9.| Presentations:                                      | G. Robinson | 4 min.    | PowerPoint  
Pages 14-25 |
|   | a. January 2018 Service Adjustments                  | G. Robinson | 4 min.    | PowerPoint |
|   | b. December 2017 Operations Report                   | G. Robinson | 4 min.    | PowerPoint |
|   | c. Briefing on Six Points Transfer Station          | S. Montez  | 4 min.    | PowerPoint |
|   | d. Procurement Update                                | R. Saldaña | 4 min.    | PowerPoint |
| 10.| Adjournment                                         | M. Reeves | 1 min.    | -----                 |

Total Estimated Time: 45 min.

*~*~*~*~*~*~*~*~
On Friday, January 19, 2018 this Notice was posted by Dena Linnehan at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

PUBLIC NOTICE is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code. In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

In compliance with the Americans with Disabilities Act, individuals with disabilities who plan to attend this meeting and who may need auxiliary aids or services are requested to contact the Assistant Secretary to the Board at (361) 903-3474 at least 48 hours in advance so that appropriate arrangements can be made.

Información en Español: Si usted desea esta información en Español o en otro idioma, por favor llame al teléfono (361) 289-2712.

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**Mission Statement**

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

![Mission Statement](image)

**Vision Statement**

Provide an integrated system of innovative, accessible and efficient public transportation services that increase access to opportunities and contribute to a healthy environment for the people in our service area.
REGIONAL TRANSPORTATION AUTHORITY
ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES
WEDNESDAY, NOVEMBER 15, 2017

Summary of Actions

1. Conducted Roll Call
2. Provided Opportunity for Public Comment
3. Action to Approve Administration & Finance Committee Meeting Minutes of October 25, 2017
4. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Enter into Professional Service Agreements for Financial Auditing Services for the RTA Defined Benefit Plan and Trust
5. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Enter into a Professional Service Agreement for Financial Auditing Services for the fiscal year ending December 31, 2017 to include the Financial Audit, Compliance Audit, and CAFR
6. Action Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Approve The Texas Municipal League Intergovernmental Risk Pool (TMLIRP) to Provide Insurance for the Following Lines of Coverage for FY 2018: Auto Liability Insurance, Auto Catastrophe Insurance, Property Insurance, General Liability Insurance, Errors & Omissions Insurance, and Workers’ Compensation Insurance
7. Action to Amend or Revoke the Board Policy on the Naming of Facilities
8. Heard Presentations:
9. Adjournment

The Regional Transportation Authority Operations & Capital Projects Committee met at 8:30 a.m. in the Regional Transportation Authority Staples Street Center facility located at 602 N. Staples Street, 2nd Floor Board Room, Corpus Christi, Texas.

Committee Members Present: Tom Niskala, Committee Chairman; Larry Young; Patricia Dominguez

Committee Members Absent: None

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

Public Present: Kyle Klika, MV Transportation; Gina Salazar and Regina Contreras, ATU Local 1769; Nicole Woolbright, KCS/PR
Call to Order & Roll Call
Mr. Tom Niskala called the meeting to order at 8:31 a.m. Ms. Dena Linnehan called Roll and stated a quorum was present.

Opportunity for Public Comment
No one spoke under Public Comment.

Action to Approve the Administration & Finance Committee Meeting Minutes of October 25, 2017

MS. PATRICIA DOMINGUEZ MADE A MOTION TO APPROVE THE ADMINISTRATION & FINANCE COMMITTEE MEETING MINUTES OF OCTOBER 25, 2017. MR. TOM NISKALA SECONDED THE MOTION. NISKALA, YOUNG AND DOMINGUEZ VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE

Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Enter into Professional Service Agreements for Financial Auditing Services
Mr. Robert Saldaña provided background where the Agency receives both Federal and State funds, and the Texas Administrative Code Chapter 452 states that the Board shall appoint auditors in order to audit our Defined Benefits Plan. He commented our current auditing services with Collier, Johnson & Woods will expire December 31, 2017 and we will need enter into a professional service agreement in 2018 in order to conduct an audit of the 2017 records. He stated this auditor will express an opinion on our financial statements being presented fairly in accordance with general accounting principles and conduct an audit to include tests of our accounting records and procedures in order to express their opinion. Mr. Saldaña stated the agency’s budget for this item is $14,000.00.

MR. LARRY YOUNG MADE A MOTION TO RECOMMEND THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO ENTER INTO PROFESSIONAL SERVICE AGREEMENTS FOR FINANCIAL AUDITING SERVICES. MR. NISKALA SECONDED THE MOTION. NISKALA, YOUNG AND DOMINGUEZ VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE

Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Enter into a Professional Service Agreement for Financial Auditing Services for the fiscal year ending December 31, 2017 to include the Financial Audit, Compliance Audit, and CAFR
Mr. Robert Saldaña commented this item falls under the same Texas Administrative Code Chapter 452 and states the Board shall appoint auditors to audit our duties, pension and tenure. He stated this auditor will express an opinion on our financial statements being presented fairly in accordance with general accounting principles and report on our internal controls, and internal controls for major programs, and review of all the agency’s
financial forms our NTD forms, including an audit of our CAFR in order for the service to express their opinion. Mr. Saldaña stated the agency’s budget for this item is $57,000.00.

MR. YOUNG MADE A MOTION TO RECOMMEND THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO ENTER INTO A PROFESSIONAL SERVICE AGREEMENT FOR FINANCIAL AUDITING SERVICES FOR THE FISCAL YEAR ENDING DECEMBER 31, 2017 TO INCLUDE THE FINANCIAL AUDIT, COMPLIANCE AUDIT, AND CAFR. MS. DOMINGUEZ SECONDED THE MOTION. NISKALA, YOUNG AND DOMINGUEZ VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE

Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Approve the Texas Municipal League Intergovernmental Risk Pool (TMLIRP) to Provide Insurance for the Following Lines of Coverage for FY 2018: Auto Liability Insurance, Auto Catastrophe Insurance, Property Insurance, General Liability Insurance, Errors & Omissions Insurance, and Workers’ Compensation Insurance
Mr. Saldana reported this item was being tabled and will be provided to the Board at the December Board meeting.

MR. NISKALA STATED NO MOTION REQUIRED AND THE ITEM TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO APPROVE THE TEXAS MUNICIPAL LEAGUE INTER-GOVERNMENTAL RISK POOL (TMLIRP) TO PROVIDE INSURANCE FOR THE FOLLOWING LINES OF COVERAGE FOR FY 2018: AUTO LIABILITY INSURANCE, AUTO CATASTROPHE INSURANCE, PROPERTY INSURANCE, GENERAL LIABILITY INSURANCE, ERRORS & OMISSIONS INSURANCE, AND WORKERS’ COMPENSATION INSURANCE IS BEING TABLED.

Action to Amend or Revoke the Board Policy on the Naming of Facilities
Mr. Curtis Rock commented he would like the Committee to take to the Board at the next meeting the opportunity to change the policy to rename facilities with approved criteria the Board approves. He commented he would like to see a facility named after Mr. Abel Alonso who recently passed. He stated Abel was a user of transit, served on RCAT and a CCRTA board member, and served the community that he would like to see his legacy honored by naming a facility after him.

Mr. Young stated he agreed with Mr. Rock and would like to see individuals who serve the CCRTA and ride the buses, show interest in transit and do great things for the community, it is a best placed honor to having a facility named after them. He also stated the renaming should be naming a facility after those who have passed.

Mr. Michael Reeves stated the naming of facilities after individuals is common in the community and would also like this to be taken to the board for consideration as the item
had been tabled at the last meeting. Mr. Niskala agreed this item should go back to the board as it is a policy and the board will be required to approve. He also said he the board should look at naming criteria in a posthumous form to keep it from being political. Mr. Niskala welcomed Ms. Anne Bauman to the board and noted she would be sworn in at the next meeting.

**MR. YOUNG MADE A MOTION TO RECOMMEND THE BOARD TO AMEND OR REVOKE THE BOARD POLICY ON THE NAMING OF FACILITIES. MS. DOMINGUEZ SECONDED THE MOTION. NISKALA, YOUNG AND DOMINGUEZ VOTING IN FAVOR. THE MOTION CARRIED. ABSENT NONE**

**Heard Presentations:**

a. **October 2017 Financial Report**

Mr. Robert Saldaña reported for the month of October, the Operating Revenues were $167,635, or $84,000 less than budgeted, and $19,000 more than 2016. He said Department Expenses were at $2.68 million, on budget of $2.61 million, or $71,000 over budget. Mr. Saldaña reported Depreciation was at $708,000, or $390,000 over budget which has been previously explained as the $708,000 is for full depreciation of Local and Federal funded projects. He stated the Agency's $390,000 is for project we have that are 100 percent locally funded and with our portion of the federally funded projects.

He reported total Operating Expenses for the month of October are $3.4 million on a budget of $3.0 million, or negative $3.2 million as an offset in expenses and main source of revenue is our sales tax, and not from fares. He reported Sales Tax revenue at $2.8 million on a budget of $2.6 from the September sales tax we receive, since sales tax revenue is two months in arrears, thus making numbers an estimate on the current month, or $120,000 we received over budget. Mr. Saldaña reported the Federal and State grants, the Federal portion we receive in Operating Revenue is $292,000 on a budget of $186,000, so we received $106,000 additional from operating grants. He reported Street Improvement is reversed out of an expense at $252,000 and based on sales tax and the portion we give to cities for the month. He said Net Income is negative $341,000, add back the portion we receive from Capital Grants of close to $17,000 generates a net change of $324,000, and he stated the Agency does not have a cash outlay of the $708,000 in Depreciation so this generates a positive effect of $300,000. He displayed a chart of the breakdown of where the money goes.

Mr. Saldaña reported on the Year-To-Date (YTD) Operating Revenues at $2.2 million on a budget of 2.5, or $345,000 under budget and $130,000 more than 2016. He commented for Departmental Expenses for the month of October being $25,374,241 million on a budget of $26,100,000, or $780,000 under budget. He reported Depreciation Expenses at $7.1 million on a budget of $3.9 million, and Total Operating Expenses being $32.4 million on a budget of $30.0 million although at $31.0 million in 2016 during this same period. Mr. Saldaña stated Sales Tax Revenue is $26.6 million on a budget of $28 million, or $1.3 million under budget and $598,000 more than 2016.
The Operating Grants received for the month are $3,877,291 on a budget of $1,866,667, or an additional $2.0 million over last year he reported. He commented the Street Improvements came in at $2.5 million on a budget of $2.2 million, so we are $235,397 more than last year. The Capital Grants is larger than normal at $11 million due to $6.0 million being from monies, he said, we were supposed to collect from buses not yet ready that were not received last year, so we drew down these grant monies in 2017 although they were monies for 2016. He ended with the Agency’s Change in Assets being at $9.0 million ahead on the positive side. He stated YTD change would have been $3.0 million due to the $6.0 million monies from those 2016 buses. Mr. Niskala commented queried this being just the Federal contribution, and Mr. Saldaña responded that is correct. He displayed a chart of the breakdown of where the money goes for the YTD.

Mr. Saldana reported the September Sales Tax estimated at $3.0 million and actual collections received on November 10th being $3.2 million, or 3.84 percent increase, and $346,319 more than 2016. He mentioned a portion of the $3.2 million were deferred due Hurricane Harvey extension people were receiving which gave us more in September than we would have gotten in August. Mr. Niskala pointed out this was a very good reason in making a good estimate as this is based on when controllers would be making their payments and the offering of the deferral complicates things.

Adjournment
There being no further review of items, the meeting ended at 8:50 a.m.

Submitted by: Dena Linnehan
Subject: Authorize Awarding a Contract to Minnesota Life for Life Insurance and Accidental Death and Dismemberment

Background
The authority provides group life term and accidental death and dismemberment (AD&D) coverage at no cost to the employees. Employees are provided with coverage in both areas that is equal to two times their annual base pay to a maximum of $100,000. In addition, employees may voluntarily purchase $25,000 life coverage for their spouse and/or $10,000 for each eligible dependent at a monthly cost of $2.00 and up to an additional $100,000 (in $5,000 increments) in supplemental life coverage. The current contract is set to expire January 31, 2018.

Identified Need
An RFP went out for solicitations on life and accidental death and dismemberment (AD&D) coverage. We received (6) proposals and (4) were considered unresponsive due to certain documents not being received or acknowledged. The (2) proposals that were evaluated were Minnesota Life and United Healthcare. Below is a breakdown of the evaluation summary:

<table>
<thead>
<tr>
<th>Firm</th>
<th>Approach &amp; Work Plan (40 Points Max)</th>
<th>Qualifications &amp; References (15 Points Max)</th>
<th>Experience (15 Points Max)</th>
<th>Price Score (30 Points Max)</th>
<th>Total Score (Maximum Points 100)</th>
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</thead>
<tbody>
<tr>
<td>Minnesota Life</td>
<td>37.00</td>
<td>14.60</td>
<td>15.00</td>
<td>30.00</td>
<td>96.60</td>
</tr>
<tr>
<td>United Health Care</td>
<td>35.00</td>
<td>9.60</td>
<td>8.80</td>
<td>18.00</td>
<td>71.40</td>
</tr>
</tbody>
</table>

The authority has identified the need for our employees to have life insurance options available to them when unexpected incidents occur.

Financial Impact
The cost of having Life Insurance available for our employees on an annual basis is estimated to be approximately $76,345. This cost is split with a portion of about $30,093 being paid by the employee for additional voluntary products and the remaining $46,252 paid by the CCRTA. These monies are 100% budgeted within individual operating department budgets.

Recommendation
Staff requests the Administration & Finance Committee recommend to the Board of Directors to Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Minnesota Life for Life Insurance and Accidental Death and Dismemberment.
Respectfully Submitted,

Submitted by: Angelina Gaitan
Director of Human Resources

Final Approval by: [Signature]
Jorge Cruz-Aedo
Chief Executive Officer
Administration & Finance Committee Memo January 24, 2018

Subject: Issuance of a Request for Proposals (RFP) On a Digital Signage/Content Management Software (CMS) solution for transfer stations

Background
The CCRTA faces challenges communicating with riders on a timely basis during unexpected events (i.e. hurricane’s, route detours and promotional events). The CCRTA currently informs its riders with metal/glass kiosks at the bus transfer stations.

Identified Need
Having digital signage monitors with software would allow Marketing and Planning departments to more efficiently communicate with our riders remotely, and in a timely manner. The information displayed at our transfer stations will provide information maps and rider alerts, etc. It will also have contact information, phone numbers, and detour maps as well.

Financial Impact
The funds for the Digital Signage/Content Management Software were identified in the MIS 2018 Capital budget using funding provided by the VTCLI Grant with an estimated cost of $62,000.

Disadvantaged Business Enterprise
Staff will work with DBE office and collaborate with Bidders to pursue DBE participation, including subcontracting opportunities.

Recommendation
Staff requests the Administration & Finance Committee recommend the Board of Directors authorize the Chief Executive Officer to issue a Request for Proposals (RFP) On a Digital Signage/Content Management Software (CMS) solution for transfer stations.

Respectfully,

Submitted by: David Chapa
Director of IT

Reviewed by: Robert Saldana
Managing Director of Administration

Final Approval by: Jorge Cruz-Aedo
Chief Executive Officer
SUMMARY: The Authority's net financial performance for the month of December falls short of the budgeted amount by $1,394,950. The negative variance is primarily related to the ongoing variance in capital asset depreciation, along with one-time charges related to end of year adjustment affecting employee pensions, a sales tax shortfall of $334,874 compared to budget, and zero federal grant reimbursements for the month.

In other categories, operating revenues experienced a budget shortfall of $109,555. Total departmental operating expenses were short of the overall operating budget by $337,944. The reasons for this variance are explained in further detail later in the report.

REVENUES
Because sales tax revenue lags two months behind it is necessary to offer the following explanation to enhance the reader's understanding.

- **Sales Tax Allocation – Received in January**
  The sales tax allocation received in January for $2,570,723.79 represents consumer spending in November and includes delayed flows of payments that came as a result of Hurricane Harvey. The allocation in comparison to the same period last year is higher by $218,549.26 or 9.29%. YOY (Year-to-Year) collections for 2017 totaled $29,387,421.46 which is $1,087,808.74 higher than the same period last year and represents a positive growth of 3.84%.

  The allocation for the month of November exceeds the monthly budget by $31,224 or 1.23%. The Year-to-Date allocations fall short of budget by $1,166,479, or -3.82%.

- **Sales Tax Allocation – Received in December**
  The sales tax allocation received in December for $2,861,108.97 represents consumer spending in October and includes delayed flows of payments that came as a result of Hurricane Harvey. The allocation in comparison to the same period last year is higher by $415,124.66 or 16.97%. YOY (Year-to-Year) collections for 2017 totaled $26,816,697.67 which is $869,260 higher than the same period last year and represents a positive growth of 3.35%.

  The allocation for the month of October exceeds the monthly budget by $220,309 or 8.34%. The Year-to-Date allocations fall short of budget by $1,197,702, or -4.28%.

- **Sales Tax Revenue Reported in December Financials**
For clarity the actual sales tax revenue of $3,225,297 reported in the December financials represents an accumulation of transactions that have occurred to date. One factor is the accruals and the others are the adjustments to the accrual when the actual sales allocation is received.

- **Operating Revenues** – For the month of December, Passenger Service was $133,250 vs. $149,821 in 2016 – a decrease of $16,571 and $66,863 (33.4%) lower than current budget estimates. Other operating revenues, which includes advertising, were $9,327 vs. $52,018 budgeted for a net shortfall of $42,692. The shortfall is a timing issue as the anticipated annual amount for CNG rebates was received in April 2017.

**EXPENSES**
Over all, monthly departmental expenses are over budget by $337,944, or 12.9%. For the year to date, expenses are under budget by $196,730, or 0.6%.

- **Salaries & Benefits** – December reflects $1,667,253, which is 40.27% ($478,691) over budgeted amounts. The variance is due to the recognition of year-end adjustments related to employee pensions which is recorded in the Human Resources Department and are based on the performance of the defined benefit plan and the actuarial assumptions that are spread over time. These year-end adjustments are out of the department’s control. From a budgetary standpoint the costs in this category that are controllable at the department level came in under budget by $8,700 or (0.06%).

- **Services** – December reflects $236,403, which is 16.00% ($45,015) under budgeted amounts. This variance is related to timing of receipt of invoices for professional services.

- **Materials and Supplies** – December reports $237,054, which is 2.32% ($5,621) under budgeted amounts.

- **Utilities** – December reports $65,632, which is 43.83% ($51,203) under budgeted amounts. This variance is due to the timing of receipt of invoices from vendors. For the year, this category is $706,698 (50%) under budget.

- **Insurance** – December reports $287,996, which is $22,162 (8.34%) over budgeted amounts. The variance is related to health insurance claims costs offset by a one-time annual adjustment to post-employment health insurance benefits expense for retirees.

- **Purchased Transportation** – December reports $435,643, which is $43,860 (9.15%) under the budgeted amount.

- **Miscellaneous** – December reports $23,424 which is $17,225 (42.38%) under budgeted amounts. The variance is related to the timing of invoices.
Please refer to the following page for the detailed financial statement.

Respectfully Submitted,

Submitted by: 
Marie Sandra Roddel
Director of Finance

Reviewed by: 
Robert M. Saldana
Managing Director of Administration

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer
Corpus Christi Regional Transportation Authority  
Statement of Revenues and Expenditures By Cost Center (Unaudited)  
Months ended December 31, 2017 & December 31, 2016

<table>
<thead>
<tr>
<th>Current Month</th>
<th>Favorable (Unfavorable) Variance</th>
<th>Prior Year Comparison</th>
<th>Favorable (Unfavorable) Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A vs B</td>
<td></td>
<td>A vs C</td>
</tr>
<tr>
<td><strong>Operating Revenues:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger service</td>
<td>$133,250</td>
<td>200,114</td>
<td>66,863</td>
</tr>
<tr>
<td>Bus advertising</td>
<td>9,116</td>
<td>18,268</td>
<td>9,153</td>
</tr>
<tr>
<td>Charter service</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other operating revenues</td>
<td>211</td>
<td>33,750</td>
<td>(33,539)</td>
</tr>
<tr>
<td>Total Operating Revenues</td>
<td>142,577</td>
<td>252,132</td>
<td>(109,555)</td>
</tr>
<tr>
<td><strong>Operating Expenses:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>629,575</td>
<td>577,154</td>
<td>(52,421)</td>
</tr>
<tr>
<td>Customer Programs</td>
<td>21,191</td>
<td>37,431</td>
<td>16,240</td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>435,643</td>
<td>479,503</td>
<td>43,860</td>
</tr>
<tr>
<td>Service Development</td>
<td>40,700</td>
<td>35,451</td>
<td>(5,249)</td>
</tr>
<tr>
<td>MIS</td>
<td>64,938</td>
<td>71,556</td>
<td>6,628</td>
</tr>
<tr>
<td>Vehicle Maintenance</td>
<td>401,044</td>
<td>410,332</td>
<td>9,290</td>
</tr>
<tr>
<td>Facilities Maintenance</td>
<td>147,254</td>
<td>146,688</td>
<td>(566)</td>
</tr>
<tr>
<td>Contracts and Procurements</td>
<td>14,169</td>
<td>14,618</td>
<td>450</td>
</tr>
<tr>
<td>CEO's Office</td>
<td>42,763</td>
<td>52,159</td>
<td>(9,395)</td>
</tr>
<tr>
<td>Finance and Accounting</td>
<td>32,433</td>
<td>40,876</td>
<td>8,444</td>
</tr>
<tr>
<td>Materials Management</td>
<td>14,520</td>
<td>13,785</td>
<td>(735)</td>
</tr>
<tr>
<td>Human Resources</td>
<td>874,214</td>
<td>442,677</td>
<td>(431,538)</td>
</tr>
<tr>
<td>General Administration</td>
<td>35,056</td>
<td>50,410</td>
<td>15,355</td>
</tr>
<tr>
<td>Capital Project Management</td>
<td>15,135</td>
<td>16,284</td>
<td>1,148</td>
</tr>
<tr>
<td>Marketing &amp; Communications</td>
<td>51,001</td>
<td>46,821</td>
<td>(4,179)</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>83,016</td>
<td>105,244</td>
<td>22,228</td>
</tr>
<tr>
<td>Staples Street Center</td>
<td>30,747</td>
<td>74,286</td>
<td>23,539</td>
</tr>
<tr>
<td>Total Departmental Expenses</td>
<td>2,953,419</td>
<td>2,615,475</td>
<td>(337,944)</td>
</tr>
<tr>
<td>Depreciation</td>
<td>708,333</td>
<td>390,067</td>
<td>(318,266)</td>
</tr>
<tr>
<td>Total Operating Expenses</td>
<td>3,661,752</td>
<td>3,005,542</td>
<td>(656,210)</td>
</tr>
<tr>
<td>Operating Income (Loss)</td>
<td>(3,519,175)</td>
<td>(2,753,410)</td>
<td>(765,765)</td>
</tr>
<tr>
<td><strong>Other Income (Expense)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Tax Revenue</td>
<td>3,225,297</td>
<td>3,560,171</td>
<td>(334,874)</td>
</tr>
<tr>
<td>Federal, state and local grant assistance</td>
<td>-</td>
<td>186,667</td>
<td>(186,667)</td>
</tr>
<tr>
<td>Investment Income</td>
<td>15,888</td>
<td>8,167</td>
<td>7,721</td>
</tr>
<tr>
<td>Gain (Loss) on Disposition of Property</td>
<td>-</td>
<td>4,583</td>
<td>(4,583)</td>
</tr>
<tr>
<td>Debt Service</td>
<td>(87,472)</td>
<td>-</td>
<td>(87,472)</td>
</tr>
<tr>
<td>Other Income (Expense)</td>
<td>33,671</td>
<td>30,353</td>
<td>3,318</td>
</tr>
<tr>
<td>Subrecipient Grant Agreements</td>
<td>(3,088)</td>
<td>-</td>
<td>(3,088)</td>
</tr>
<tr>
<td>Street Improvements Program for CCRTA Region Entities</td>
<td>(252,623)</td>
<td>(229,083)</td>
<td>(23,540)</td>
</tr>
<tr>
<td>Net Income (Loss) Before Capital Grants and Donations</td>
<td>(587,503)</td>
<td>807,447</td>
<td>(1,394,950)</td>
</tr>
<tr>
<td>Capital Grants &amp; Donations</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$ (587,503)</td>
<td>807,447</td>
<td>(1,394,950)</td>
</tr>
</tbody>
</table>

12
# Statement of Net Position

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY**

Month ended December 31, 2017 and year ended December 31, 2016

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>Unaudited</th>
<th>Audited</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td>December 31 2017</td>
<td>December 31 2016</td>
</tr>
<tr>
<td><strong>Current Assets:</strong></td>
<td>$19,189,820</td>
<td>$15,727,428</td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$19,189,820</td>
<td>$15,727,428</td>
</tr>
<tr>
<td>Investments</td>
<td>5,040,535</td>
<td>9,002,510</td>
</tr>
<tr>
<td>Receivables:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales and Use Taxes</td>
<td>5,812,689</td>
<td>5,439,760</td>
</tr>
<tr>
<td>Accrued Interest</td>
<td>5,037</td>
<td>54,719</td>
</tr>
<tr>
<td>Federal Government</td>
<td>-</td>
<td>406,078</td>
</tr>
<tr>
<td>Other</td>
<td>28,264</td>
<td>36,938</td>
</tr>
<tr>
<td>Inventories</td>
<td>670,737</td>
<td>610,376</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>329,994</td>
<td>280,434</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>31,077,075</td>
<td>31,558,243</td>
</tr>
<tr>
<td><strong>Non-Current Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restricted Cash and Cash Equivalents</td>
<td>3,149,792</td>
<td>1,728,452</td>
</tr>
<tr>
<td>Capital Assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td>3,658,054</td>
<td>3,658,054</td>
</tr>
<tr>
<td>Buildings</td>
<td>49,958,064</td>
<td>49,958,064</td>
</tr>
<tr>
<td>Transit Stations, Stops and Pads</td>
<td>25,799,089</td>
<td>25,799,089</td>
</tr>
<tr>
<td>Other Improvements</td>
<td>4,706,675</td>
<td>4,706,675</td>
</tr>
<tr>
<td>Vehicles and Equipment</td>
<td>63,604,886</td>
<td>63,604,886</td>
</tr>
<tr>
<td>Construction in Progress</td>
<td>209,190</td>
<td>209,190</td>
</tr>
<tr>
<td>Current Year Additions</td>
<td>13,605,853</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Capital Assets</strong></td>
<td>161,541,812</td>
<td>147,935,958</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(76,095,106)</td>
<td>(67,595,109)</td>
</tr>
<tr>
<td><strong>Net Capital Assets</strong></td>
<td>85,446,705</td>
<td>80,340,849</td>
</tr>
<tr>
<td><strong>Total Non-Current Assets</strong></td>
<td>88,596,498</td>
<td>82,069,300</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>119,637,573</td>
<td>113,627,543</td>
</tr>
</tbody>
</table>

**DEFERRED OUTFLOWS OF RESOURCES**

Deferred outflow related to pensions | 3,535,332 | 4,550,803 |

**TOTAL ASSETS AND DEFERRED OUTFLOWS** | **123,208,905** | **118,178,346** |
CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY  
Statement of Net Position (continued)  
Month ended December 31, 2017 and year ended December 31, 2016

<table>
<thead>
<tr>
<th>LIABILITIES AND NET POSITION</th>
<th>Unaudited</th>
<th>Audited</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>December 31</td>
<td>December 31</td>
</tr>
<tr>
<td></td>
<td>2017</td>
<td>2016</td>
</tr>
<tr>
<td>Current Liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>2,064,806</td>
<td>843,276</td>
</tr>
<tr>
<td>Contractors Retainage Payable</td>
<td>3,694</td>
<td>1,293,190</td>
</tr>
<tr>
<td>Current Portion of Long-Term Liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-Term Debt</td>
<td>575,000</td>
<td>555,000</td>
</tr>
<tr>
<td>Compensated Absences</td>
<td>275,328</td>
<td>275,328</td>
</tr>
<tr>
<td>Distributions to Regional Entities Payable</td>
<td>2,195,003</td>
<td>3,329,846</td>
</tr>
<tr>
<td>Other Accrued Liabilities</td>
<td>675,199</td>
<td>625,718</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>5,789,030</td>
<td>6,922,358</td>
</tr>
<tr>
<td>Non-Current Liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-Term Liabilities, Net of Current Portion:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-Term Debt</td>
<td>19,245,000</td>
<td>19,820,000</td>
</tr>
<tr>
<td>Compensated Absences</td>
<td>185,229</td>
<td>185,229</td>
</tr>
<tr>
<td>Net Pension Liability</td>
<td>2,383,237</td>
<td>3,320,409</td>
</tr>
<tr>
<td>Net OPEB Obligation</td>
<td>371,758</td>
<td>435,418</td>
</tr>
<tr>
<td><strong>Total Non-Current Liabilities</strong></td>
<td>22,185,225</td>
<td>23,761,056</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>27,974,255</td>
<td>30,683,414</td>
</tr>
</tbody>
</table>

**DEFERRED INFLOWS OF RESOURCES**

| Deferred inflow related to pensions | 595,164 | 195,034 |
| **TOTAL LIABILITIES AND DEFERRED INFLOWS** | 28,569,419 | 30,878,448 |

**Net Position:**

| Net Invested in Capital Assets | 67,165,197 | 60,082,998 |
| Restricted for Debt Service   | 1,611,302 | 1,611,302 |
| Unrestricted                  | 25,862,988 | 25,605,598 |
| **TOTAL NET POSITION**        | $94,639,486 | $87,299,898 |
Corpus Christi Regional Transportation Authority
Statement of Cash Flows (Unaudited)
Month ended December 31, 2017

12/31/2017

Cash Flows From Operating Activities:
Cash Received from Customers $ 115,251
Cash Received from Bus Advertising and Other Ancillary 66,199
Cash Payments to Suppliers for Goods and Services (1,981,301)
Cash Payments to Employees for Services (1,058,282)
Cash Payments for Employee Benefits (795,174)
Net Cash Used for Operating Activities (3,653,307)

Cash Flows from Non-Capital Financing Activities:
Sales and Use Taxes Received 2,861,109
Grants and Other Reimbursements 320,791
Distributions to Subrecipient Programs (3,088)
Distributions to Region Entities -
Net Cash Provided by Non-Capital Financing Activities 3,178,812

Cash Flows from Capital and Related Financing Activities:
Federal and Other Grant Assistance -
Proceeds/Loss from Sale of Capital Assets -
Proceeds from Bonds -
Repayment of Long-Term Debt -
Interest and Fiscal Charges -
Purchase and Construction of Capital Assets (13,099)
Net Cash Provided by Capital and Related Financing Activities (13,099)

Cash Flows from Investing Activities:
Investment Income 9,520
Purchases of Investments -
Maturities and Redemptions of Investments 249,046
Net Cash Provided by Non-Capital Financing Activities 258,566

Net Increase in Cash and Cash Equivalents (229,028)

Cash and Cash Equivalents (Including Restricted Accounts), December 1, 2017 22,568,641

Cash and Cash Equivalents (Including Restricted Accounts), December 31, 2017 $ 22,339,613

15
REGIONAL TRANSPORTATION AUTHORITY
OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES
WEDNESDAY, NOVEMBER 15, 2017

Summary of Actions

1. Conducted Roll Call
2. Provided Opportunity for Public Comment
3. Action to Approve Operations & Capital Projects Committee Meeting Minutes of October 25, 2017
4. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Approve the Last Option Year for General Engineering Construction Services with Naismith-Hanson Engineering, Inc.
5. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Ti-Zack Concrete, Inc., for ADA Bus Stop Improvements Phase VI
6. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Qualifications for Engineering Design Services for ADA Bus Stop Improvements Phase VII
7. Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Issue an Invitation for Bids for ADA Bus Stop Improvements Phase VII
8. Heard Presentations:
   a. October 2017 Operations Report
   b. Procurement Update
9. Adjournment

The Regional Transportation Authority Operations & Capital Projects Committee met at 8:30 a.m. in the Regional Transportation Authority Staples Street Center facility located at 602 N. Staples Street, 2nd Floor Board Room, Corpus Christi, Texas.

Committee Members Present: Michael Reeves, Committee Chair; Edward Martinez, George Clower and Dan Leyendecker

Committee Members Absent: Glenn Martin and Scott Harris

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

Public Present: Kyle Klika, MV Transportation; Gina Salazar and Regina Contreras, ATU Local 1769; Nicole Woolbright, KCS/PR

Call to Order & Roll Call
Mr. Michael Reeves called the meeting to order at 9:30 a.m. Ms. Dena Linnehan called Roll and stated a quorum being present.

**Opportunity for Public Comment**
Ms. Gina Salazar of ATU-1769 Local Union spoke under Public Comment. She commented about the schedule for Christmas Eve and New Year’s Eve Service Schedule previously discussed in 2016. She stated she is still working with management on this issue as the operators are concerned about this schedule as they are working a Saturday level on an actual Sunday. Ms. Salazar again wanted to stress the issue with the Board and asked if they would take into consideration for the operators to work a Sunday schedule as was discussed in 2016.

**Action to Approve the Operations & Capital Projects Committee Meeting Minutes of October 25, 2017**

**MR. EDWARD MARTINEZ MADE A MOTION TO APPROVE THE OPERATIONS & CAPITAL PROJECTS COMMITTEE MEETING MINUTES OF OCTOBER 25, 2017. MR. GEORGE CLOWER SECONDED THE MOTION. REEVES, MARTINEZ, CLOWER AND LEYENDECKER VOTING IN FAVOR. THE MOTION CARRIED. ABSENT MARTIN AND HARRIS**

**Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Approve the Last Option Year for General Engineering Construction Services with Naismith-Hanson Engineering, Inc.**

Ms. Sharon Montez announced Messrs. Willie Rivera and Eric Rivera of Naismith-Hanson Engineering, Inc. being in the audience, and thanked them for attending the meeting. She provided background information on the various tasks which require general engineering and architectural services. A few recent task orders she mentioned are conceptual drawings for renovation of the Port/Ayers Transfer Station, environmental assessments for the Kleberg Bank property, the Leopard Street Parking lot design along with concrete replacement design at the Bear Lane parking lot.

Ms. Montez commented on the purpose for having a company of record which provides these types of services by expediting work assignments, flexibility to a wide selection of engineering services, and design of ‘shovel ready’ projects to assist in future grant opportunities so we are able to gear up quickly. She stated the original Request for Qualifications (RFQ) issued in 2013, the agency received 6 proposals and Naismith Engineering, Inc. received the highest score of 88.25. She commented Naismith Engineering, Inc. was purchased by Hanson in 2016, and years in business began in 1949 and 1954, respectively, and combined companies have over 450 employees with 28 offices. Ms. Montez stated the annual contract estimate is $150,000 with work assigned by task order on an as needed basis.

Mr. Martinez asked if the contract amount was historically the $150,000 and would we need to increase this at any time. Ms. Montez responded, yes the $150,000 had worked
well in the past and that the agency would go out for bid in 2018 and revisit the budget if an increase based on our capital budget projects over the next five years.

MR. DAN LEYENDECKER MADE A MOTION TO RECOMMEND THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO APPROVE THE LAST OPTION YEAR FOR GENERAL ENGINEERING CONSTRUCTION SERVICES WITH NAISMITH-HANSON ENGINEERING, INC. MR. CLOWER SECONDED THE MOTION. REEVES, MARTINEZ, CLOWER AND LEYENDECKER VOTING IN FAVOR. THE MOTION CARRIED. ABSENT MARTIN AND HARRIS

Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Ti-Zack Concrete, Inc., for ADA Bus Stop Improvements Phase VI
Ms. Sharon Montez provided background details where the agency has completed 5 phases of ADA bus stop improvement projects, and 766 have been improved which is a 56 percent ADA compliancy. She stated there are still 609 which need improvements, and scope of work will include shelter pads, sidewalk and gutter repairs and curb cuts. Ms. Montez said Phase VI will cover 68 to be improved, bids were issued on September 21st, three bids received November 2nd and Ti-Zack Concrete was the lowest bidder. She commented Ti-Zack worked for the agency on Phase II of the project, quality of construction is superior and prompt, improved 86 stops for us and they have been in business since 1999.

Ms. Montez reported the original bid is $596,340 with a contract modification deduction of $139,447 making the total bid awarded at $456,893, and funding of 80 percent federal, 20 percent local and met the DBE goal of 3 percent. Mr. Martinez asked what the criteria is on which bus stops are improved. Ms. Montez responded, there is a process that includes the Title 6 component, trip generators, ridership, including our planning department for the overall locations. Mr. Leyendecker asked if the modification deduction was provided to all contractors. Ms. Montez responded, the reduction was post-bid based.

MR. MARTINEZ MADE A MOTION TO RECOMMEND THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO AWARD A CONTRACT TO TI-ZACK CONCRETE, INC., FOR ADA BUS STOP IMPROVEMENTS PHASE VI. MR. CLOWER SECONDED THE MOTION. REEVES, MARTINEZ, CLOWER AND LEYENDECKER VOTING IN FAVOR. THE MOTION CARRIED. ABSENT MARTIN AND HARRIS

Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Qualifications for Engineering Design Services for ADA Bus Stop Improvements Phase VII
Mr. Leyendecker spoke and said he would abstain from voting on this item as his firm may submit for this qualification. Ms. Sharon Montez commented on the 5 phases of the ADA bus stop improvement project as being completed, and Phase VI is scheduled to
begin mid-December for the 68 bus stops still needing improvements. She said this Request for Qualifications (RFQ) would speed up the process so the agency is able to issue in January 2018 to improve the 541 bus stops over the next 5 years. She mentioned scope of work would include shelter pads, sidewalk and gutter repairs and curb cuts as it will mirror the previous procurement model and will also be divided into 3 zones as the goal will improve 126 bus stops. She said this will bring the ADA compliancy percentage to 70, or 960 ADA improved bus stops.

Ms. Montez presented a timeline to take the RFQ to the Board on December 6th for approval, then issue the RFQ for engineering services on January 2nd, open the RFQ on February 16th for Board approval for negotiations with firms on March 7th. She said the estimated amount budgeted for the 3 engineering firms would be $157,000 with 80 percent from federal funds and 20 percent from local funds. Mr. Martinez asked if the amount was for 3 separate firms. Ms. Montez explained it would be divided up into the 3 zones and would be 3 separate firms at about $52,000 per firm.

MR. CLOWER MADE A MOTION TO RECOMMEND THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO ISSUE A REQUEST FOR QUALIFICATIONS FOR ENGINEERING DESIGN SERVICES FOR ADA BUS STOP IMPROVEMENTS PHASE VII. MR. MARTINEZ SECONDED THE MOTION. MR. LEYENDECKER ABSTAINING FROM VOTING ON THIS ITEM DUE TO CONFLICT OF INTEREST. REEVES, MARTINEZ, AND CLOWER VOTING IN FAVOR. MR. LEYENDECKER ABSTAINED. THE MOTION CARRIED. ABSENT MARTIN AND HARRIS

Action to Recommend the Board to Authorize the Chief Executive Officer (CEO) or Designee to Issue an Invitation for Bids for ADA Bus Stop Improvements Phase VII
Ms. Sharon Montez commented the agency is trying to get a start on 2018 with this Invitation for Bids (IFB). She said we have an estimated 1,375 bus stops with 766 improved to date, so we would like to move forward with the ADA bus stop improvements in Phase VII. She said this item will also mirror the scope of work as mentioned in Phase VI, and also be divided into 3 zones with the opportunity of one firm receiving all 3 zones of the total IFB. Ms. Montez reported the estimated budgeted for the IFB to be $850,000 with 80 percent from federal funds, 20 percent from local funds.

Mr. Clower asked will we be piggy-back bus shelters on top of these improvements. Ms. Montez responded they will run concurrent, and that she will bring the bus shelter improvement to the Ops committee at the January 24th meeting. Mr. Michael Reeves asked if we are prepared with all the contingencies regarding the 80/20 funding. She responded, yes this is covered in the budget.

MR. LEYENDECKER MADE A MOTION TO RECOMMEND THE BOARD TO AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) OR DESIGNEE TO ISSUE AN INVITATION FOR BIDS FOR ADA BUS STOP
IMPROVEMENTS PHASE VII. MR. CLOWER SECONDED THE MOTION. REEVES, MARTINEZ, CLOWER AND LEYENDECKER VOTING IN FAVOR. THE MOTION CARRIED. ABSENT MARTIN AND HARRIS

Heard Presentations:

a. October 2017 Operations Report

Mr. Robinson reported for the month of October the agency improved in ridership at 512,227. He provided a breakdown by mode of the system-wide ridership for the month where Fixed Route was at 495,316, B-line down just a little and Overall ridership being up by 1.2 percent. He also commented system-wide ridership year-to-date (YTD) by mode at 4,501,061 being down 2.1 percent although was good in comparison to other agencies. Mr. Robinson provided a chart with the other system ridership stats of the top 10 routes with the highest boardings and bottom 10 routes with the lowest boardings, and the same for wheelchair and bicycle boardings.

Mr. Robinson reported there were no issues with on-time performance as we met the standard at 87.6 percent, and the operators are learning the construction zones on the roads with all the bond projects, so the month of October has been good for them navigating throughout the city. He continued to say for the B-Line on-time performance for the month, MV Transportation at 94.9 percent slightly below the standard of 95 percent. He reported for Customer Assistance Forms (CAFs) there were 61 and commented October being our highest ridership month, historically, as you can look at the chart and back in 2014, the agency was also at 61. For the CAFs without commendations and suggestions there are no issues and miles between road calls (MBRCs) at 10,154 met our standard. Mr. Robinson reported the safety and security collision rate had no issues and there were 5 vehicle accidents with 3 being preventable and 2 being non-preventable, and no injuries.

Mr. Robinson provided a chart using a PowerPoint presentation which showed a breakdown summary of security items for the month of October with the bulk being for contact with individuals at 92 percent. He also provided a chart on a six month basis in the same categories for security items, and the contact with individuals being slightly under 90 percent.

b. Procurement Update

Mr. Saldaña reported on the current projects. He stated there is one for ADA Bus Stop Improvements Phase VI, to be completed in February 2018, cost is $429,673 and will be an Invitation for Bid (IFB) to go for review by the Board in December. He stated the second project is for Life and Accidental Death & Dismemberment Insurance 3 year contract with two 1-year options and the cost is $138,756 and will go to January Committee meeting for review by the Board in February.

He commented on the current procurement for the ADA Bus Stop Improvements Phase VI, there were 285 outreach and 1 vendor showed for the pre-bid meeting with 3 bids received. Mr. Leyendecker would like to see the the top 3 bidders on future
slides to see how close the bidders are. Mr. Saldaña responded he would go forward.

Mr. Saldaña also reported on the 4-Month Outlook items for review by the Committees and then go for Board approval. He said there are 3 projects which are Risk Management Services with TML, General Engineering Services with Hanson Naismith, and Engine Oil Supply with Kapalua Marine. He continued to say that the Risk Management contract for $357,333 will go to Committee in November and presented to Board in December. The other two will go to Committee in December, then before the Board in January, and contract costs is $150,000 for the engineering services and $83,518 for the engine oil supply.

For the CEO’s signature authority, Mr. Saldaña pointed out to our newer members, is for items less than $50,000, and there are 6 agreements for the month. He provide details of each one not to exceed their numbers and will include Benetrac with BeneTrac at $16,308; Real Time Passenger Information System with Transloc at $45,000; Fleet-Net Service with Fleet-Net at $29,520; Employee Assistance Program with Family Counseling Service at $10,000; Coin Sorter Preventative Maintenance Inspection with Cummins-Allison at $5,000 and Healthcare Consulting Services with Roland Barrera Insurance at $48,000. He continued with the month-to-month contract and agreements of 3 items which are Long Term Disability at $21,550; Marina Rental Space at $11,893 and the Pre-Employment Background Screening not to exceed $20,300.

**Adjournment**
There being no further business, the meeting was adjourned at 9:54 a.m.

Submitted by: Dena Linnehan
Operations & Capital Projects Committee Memo January 24, 2018

Subject: Issue a Request for Proposals (RFP) for Procurement of a Natural Gas Generator for Bear Lane Operations Building

Background
The existing propane generator at the Bear Lane Operations Building is a 100 kW and has been in place since 2002. Prior to Hurricane Harvey, it had only been used during sporadic electrical power outages, and during regular preventive maintenance inspections.

Identified Need
During Hurricane Harvey, there were over a hundred employees at the Bear Lane Operations building, with a majority of the staff being bus operators, from CCRTA and MV.

While in the building during the August 25th, Hurricane Harvey event the power went out and the generator kicked on. However, there were only minimal building support services on the generator because of its size.

The communications phone lines did not have power. Air conditioning was only available in the IT server room downstairs and in the new MV Call Center. The community areas such as the bus operator waiting areas and the offices did not have power, lights or A/C. The wall outlets for the refrigerators and the freezer also did not have power.

In an effort to improve the building’s emergency preparedness living/safety/operational conditions for essential employees during future emergency/storm events, a larger sized generator was budgeted for the replacement of the existing one.

The goal is to be able to support:
- additional communication phone lines,
- A/C in as much of the building as possible,
- increased number of operational wall outlets,
- a continuous fueling process with a natural gas generator, so that staff does not have to go out into inclement weather to check the fuel levels for propane or diesel fuel generators.

Financial Impact
The estimated cost for a 350 kW natural gas generator is budgeted in the 2018 Capital Budget at $155,000.
Recommendation
Staff requests the Operations & Capital Projects Committee recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) for Procurement of a Natural Gas Generator for Bear Lane Operations Building.

Respectfully Submitted,

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

Approval: Jorge Cruz-Aedo
Chief Executive Officer
Operations & Capital Projects Committee Memo  January 24, 2018

Subject: Issue a Request for Proposals (RFP) for Roof Replacement for Bear Lane Operations Building

Background
The existing flat roof at Bear Lane Operations Building has been in place since 2002. It is a bitumen roof. Modified bitumen is a type of asphalt product that can be applied in a number of ways in both hot and cold weather.

Identified Need
The roof at Bear Lane Operations Building has deteriorated over the last couple of years and needs to be replaced and several leaks have occurred in the building.

The typical useful life of a bitumen roof is around 20 years; however, the real life of the roof can vary greatly depending on the roof's local environment. In the South, the UV rays are more intense than in other parts of the US.

The same type of modified bitumen roof would be selected as the replacement. It is well suited for flat roofs and has numerous advantages over other roof types. Bitumen roofs are one of the longer lasting types of flat roofing materials.

Bitumen roofs have a high-tensile strength so they are unlikely to develop the kinds of cracks that other flat and membrane roofs are known for. They are also rated against wind, fire, and hail so they are unlikely to be damage in the event of a storm.

Financial Impact
The estimated cost for the modified bitumen roof replacement is $96,000 and is budgeted in the 2018 Capital Budget.

Recommendation
Staff requests the Operations & Capital Projects Committee recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) the Roof Replacement for Bear Lane Operations Building.

Respectfully Submitted,

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

Final Approval by: ____________________________
Jorge Cruz-Aedo
Chief Executive Officer
Operations & Capital Projects Committee Memo

January 24, 2018

Subject: Issue a Request for Proposals (RFP) for Bus Stop Shelter Amenities

Background
The CCRTA has the following number of bus stops and bus stop amenities:

- 1375 Bus stops
- 199 Tolar shelters and sun shade structures in the service area.
- 951 Benches and 12 Simme Seats
- 647 Trash receptacles

Identified Need
During the last Board Retreat in September of 2017, the following information was presented based on our current service standards:

- 33 bus stop shelters are needed to meet our service standards
- 27 bus stop benches are needed to meet our service standards

Below is the proposed capital schedule for bus stop shelter amenities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated Quantity</th>
<th>Estimated Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Stop Shelters</td>
<td>20</td>
<td>$10,000.00</td>
<td>$200,000.00</td>
</tr>
<tr>
<td>Solar Lighting</td>
<td>20</td>
<td>$2,000.00</td>
<td>$40,000.00</td>
</tr>
<tr>
<td>Benches - Stand Alone</td>
<td>25</td>
<td>$750.00</td>
<td>$18,750.00</td>
</tr>
<tr>
<td>Trash Receptacles</td>
<td>25</td>
<td>$500.00</td>
<td>$12,500.00</td>
</tr>
<tr>
<td>Simme Seats</td>
<td>70</td>
<td>$500.00</td>
<td>$35,000.00</td>
</tr>
<tr>
<td>Bus Stop Light Poles</td>
<td>25</td>
<td>$1,500.00</td>
<td>$37,500.00</td>
</tr>
<tr>
<td><strong>Estimated Total</strong></td>
<td></td>
<td></td>
<td><strong>$343,750.00</strong></td>
</tr>
</tbody>
</table>

Financial Impact
The estimated cost for the procurement of shelter amenities is $343,750.00 and is budgeted in the 2018 Capital Budget.

Recommendation
Staff requests the Operations & Capital Projects Committee recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) for Bus Stop Shelter Amenities.
Respectfully Submitted,

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

Approval: Jorge Cruz-Aedo
Chief Executive Officer
Operations & Capital Projects Committee Memo

January 24, 2018

Subject: Authorize ADA Bus Stop Improvements at Brawner and Ramsey Streets

Background
A member of the RCAT Committee has requested bus stop improvements in the area of Brawner and Ramsey Street. He resides in the area, is in a wheel chair and utilizes fixed route and BLine services. He has stated the travel path to his home is difficult and challenging when he is using fixed route. Once he alights from the bus, he has to travel a distance to get back to his residence. He is asking for bus stop/pedestrian improvements to be able to reach his home in a more efficient manner.

Identified Need
The ADA infrastructure and pedestrian improvements would include the following:

- New 5’ sidewalk
- ADA ramps
- Pedestrian crossing signage/yield signage
- Continental Crosswalk
- New curb and gutter
- Pavement repair

Financial Impact
The estimated cost for the ADA bus stop improvements is $26,474.18. The funds could be allocated from the ADA Bus Stop Improvements 2018 Capital Budget.

Recommendation
Staff requests the Operations & Capital Projects Committee recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Authorize ADA Bus Stop Improvements at Brawner and Ramsey Streets.

Respectfully Submitted,

Submitted by:

Sharon Montez
Managing Director of Capital Programs and Customer Services

Approval:

Jorge Cruz-Aedo
Chief Executive Officer
Operations & Capital Projects Committee Memo January 24, 2018

Subject: Issue a Request for Proposals (RFP) for Vanpool Services

Background
The RTA Vanpool program was established in 1993 to provide alternative transportation. Vanpools allow a group of people to share travel by leasing a vehicle for commuting between a common pick-up location to a similar destination or work center. Vanpool programs promote reduced traffic congestion, improve air quality, and provide participants with concurrent savings in fuel and vehicle operating costs. Currently, the Vanpool vehicles are leased from RideShare, a division of Enterprise, Inc.

Identified Need
The current RTA Vanpool contract was awarded on March 31, 2014, as a three (3) year base contract with two (2) one-year options. The contract is in the 1st Option Year and will expire March 31, 2018. Staff is working with Enterprise, Inc. to extend the contract term until July 31, 2018. Efforts will focus on improving the existing scope of work and expanding the RTA Vanpool program.

Financial Impact
Financial impact for the three-year base contract is estimated to be $295,137. Funds are budgeted in the FY2018 Operating budget.

Total amount of expenditures will be determined by actual usage.

Recommendation
Staff requests that the Operations & Capital Projects Committee recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) for Vanpool Services.

Respectfully,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Jennifer Fehrbach
Managing Director of Operations

Final Approval by: Jorge Cruz-Aedo
Chief Executive Officer
Subject: Operations Report for December 2017

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

Detailed results are reported within the five sections outlined below:

1. Ridership and Performance

2. B-Line Service Report

3. Customer Programs

4. Vehicle Maintenance

5. Safety and Security
1. **System-wide Ridership and Service Performance Results**

Boardings for all services in December 2017 totaled 391,511. This represents a -6.3% decrease as compared to 417,788 boardings in December 2016 or 26,277 fewer boardings this month.

Services were operated on 20 weekdays (22 weekdays in December 2016), 5 Saturdays (same as in December 2016), 5 Sundays (3 Sundays in December 2016). No services were operated on Christmas Day. In addition to two less weekdays, wet and unusually cold weather conditions contributed to lower ridership numbers as compared to December 2016.

Average retail gas prices for unleaded fuel was $2.17 per gallon compared to $1.98 per gallon in December 2016\(^1\). Rainfall was 4.38 inches and in December 2016 was 2.20 inches\(^2\).

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The chart below shows monthly ridership results for all services.

The chart below shows YTD ridership results for all services. CCRTA has recorded 121,528 fewer boardings for a YTD decrease of -2.2% in 2017 as compared to the same period in 2016.
The following charts report system-wide productivity for the month of December 2017 vs. December 2016 and YTD figures.

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

<table>
<thead>
<tr>
<th>Schedule Adherence</th>
<th>Standard</th>
<th>Oct-17</th>
<th>Nov-17</th>
<th>Dec-17</th>
<th>12-Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Departure</td>
<td>&lt;1%</td>
<td>0.3%</td>
<td>0.3%</td>
<td>0.0%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Departures within 0-5 minutes</td>
<td>&gt;85%</td>
<td>87.6%</td>
<td>86.5%</td>
<td>85.8%</td>
<td>87.2%</td>
</tr>
<tr>
<td>Monthly Wheelchair Boardings</td>
<td>No standard</td>
<td>5,744</td>
<td>4,935</td>
<td>3,947</td>
<td>5,155</td>
</tr>
<tr>
<td>Monthly Bicycle Boardings</td>
<td>No standard</td>
<td>9,594</td>
<td>9,055</td>
<td>7,324</td>
<td>8,762</td>
</tr>
</tbody>
</table>

On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.

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

- **South Alameda St** (Ayers-Louisiana): Began June 2, 2017: (1) year project.
  > Routes 5, 5s, 15s, 19, 29, & 29s
- **Ayers St** (Santa Fe-Alameda): Behind schedule, was to begin Nov. 20, 2017: (1) year project.
  > Routes 15s & 19
• **Corona** (Flynn-Everhart): Behind schedule, was to begin Nov. 6, 2017: (10) month project.
  ➢ Route 17
• **Carroll Ln** (Houston-McArdle): Began September 28, 2017: (1) year project.
  ➢ Route 17
• **Chaparral St** (Schatzel-Taylor): Began November 6, 2017: (1) year project.
  ➢ Route 76, 76s & 78 bond project detour.
• **Comanche St Overpass**: Began October 16, 2017: (9) month project.
  ➢ Routes 21 & 21s
• **Golihar Rd** (Staples-Kostoryz): All phases to be completed mid-2019.
  ➢ Routes 32, 37 & 37s
• **Greenwood Dr** (Horne-Golihar): Behind schedule, to be completed late January 2018.
  ➢ Routes 15s & 23
• **Kostoryz Rd** (Brawner-Staples): To be completed late January 2018.
  ➢ Routes 15 & 24s
• **Old Robstown Rd** (Leopard-Agnes-Hwy 44): (4) months behind schedule, work yet to begin.
  ➢ Route 12
• **South Staples St** (Alameda-Morgan): Began in November 2017.
  ➢ Routes 5s, 17, 29 & 29s
• **South Staples St** (Brawner Parkway-Kostoryz): To begin in late February 2018.
  ➢ Routes 17, 29 & 29s

18 detoured routes out of 46 fixed routes (39%)

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.
• **In Vehicle Time**: 98.8% did exceed the contract standard of 95%.
• **Denials**: 0 denials or 0.0% did meet contract standard of 0.0%.
• **Miles between Road Calls**: 14,324 did exceed the contract standard of 12,250 miles.
• **Ridership Statistics**: 9,405 ambulatory; 3,947 wheelchair boarding's

<table>
<thead>
<tr>
<th>Metric</th>
<th>Standard</th>
<th>Oct-17</th>
<th>Nov-17</th>
<th>Dec-17</th>
<th>YTD-Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers per Hour</td>
<td>2.50</td>
<td>2.57</td>
<td>2.58</td>
<td>2.54</td>
<td>2.55</td>
</tr>
<tr>
<td>In Vehicle Time</td>
<td>95.0%</td>
<td>99.5%</td>
<td>99.3%</td>
<td>98.8%</td>
<td>99.1%</td>
</tr>
<tr>
<td>Denials</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Miles Between Roadcalls</td>
<td>12,250</td>
<td>14,776</td>
<td>22,056</td>
<td>14,325</td>
<td>31,474</td>
</tr>
<tr>
<td>Monthly Wheelchair Boardings</td>
<td>No standard</td>
<td>4,402</td>
<td>4,126</td>
<td>3,947</td>
<td>4,395</td>
</tr>
</tbody>
</table>

18

For December 2017, Customer Service processed 64 Customer Assistance Forms (CAF’s) of which 26 or 40% were verified as valid. This represents a significant decrease from the 93 reported CAF’s in November 2017. There were 3 Commendations for the month of December.

3a. CAF Reports: Historical Trends

Number of CAFs Reported


Months

1 2 3 4 5 6 7 8 9 10 11 12
3b. Reported Complaint CAFs w/o Commendations & Suggestions: Historical Trend

![Peer Transit Agency Standard of (20) CAFs/100,000 Miles]

3d. December 2017 CAF Breakdown by Service Type:

<table>
<thead>
<tr>
<th>CAF Category</th>
<th>RTA Fixed Route</th>
<th>B-Line ADA Paratransit</th>
<th>Contracted Fixed Route</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Stop Issues</td>
<td>14</td>
<td>0</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>Driving Issues</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Customer Services</td>
<td>10</td>
<td>0</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Late/Early – No Show</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Fare/Transfer Dispute</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Dispute Drop-off/Pickup</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Tie Down Issues</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>B-Line Call Lines</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Policy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Facility Maintenance</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Service Development</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Transportation (Other)</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Marketing Department</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Vehicle Maintenance</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>IT Department</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Commendations</strong></td>
<td><strong>54</strong></td>
<td><strong>5</strong></td>
<td><strong>5</strong></td>
<td><strong>64</strong></td>
</tr>
</tbody>
</table>

3c. Route Summary Report for December 2017

20
<table>
<thead>
<tr>
<th>Route</th>
<th># of CAF's</th>
<th>Route</th>
<th># of CAF's</th>
</tr>
</thead>
<tbody>
<tr>
<td>#3 NAS Shuttle</td>
<td>1</td>
<td>#29s Staples (Sunday)</td>
<td>0</td>
</tr>
<tr>
<td>#4 Flour Bluff Mini B</td>
<td>2</td>
<td>#32 Southside Mini B</td>
<td>1</td>
</tr>
<tr>
<td>#5 Alameda</td>
<td>0</td>
<td>#32s Southside/Malls</td>
<td>0</td>
</tr>
<tr>
<td>#5x Alameda Express</td>
<td>0</td>
<td>#34 Robstown Circulator</td>
<td>1</td>
</tr>
<tr>
<td>#5s Alameda (Sunday)</td>
<td>0</td>
<td>#35 Robstown South</td>
<td>0</td>
</tr>
<tr>
<td>#6 Santa Fe/Malls</td>
<td>2</td>
<td>#37 Crosstown</td>
<td>1</td>
</tr>
<tr>
<td>#8s Flour Bluff/Malls</td>
<td>0</td>
<td>#53 Gregory Park &amp; Ride</td>
<td>0</td>
</tr>
<tr>
<td>#12 Saxet Oak Park</td>
<td>2</td>
<td>#63 The Wave</td>
<td>1</td>
</tr>
<tr>
<td>#15 Kostoryz</td>
<td>0</td>
<td>#65 Padre Island Connector</td>
<td>0</td>
</tr>
<tr>
<td>#15s Ayers/Molina</td>
<td>0</td>
<td>#76 Harbor Bridge Shuttle</td>
<td>3</td>
</tr>
<tr>
<td>#16 Agnes/Ruth</td>
<td>2</td>
<td>#76s Harbor Bridge (Sun)</td>
<td>0</td>
</tr>
<tr>
<td>#17 Carroll/Southside</td>
<td>3</td>
<td>#78 North Beach</td>
<td>0</td>
</tr>
<tr>
<td>#19 Ayers/Norton</td>
<td>0</td>
<td>#84 Lighthouse</td>
<td>0</td>
</tr>
<tr>
<td>#19G Greenwood</td>
<td>2</td>
<td>#90 Flexi-B Port A</td>
<td>0</td>
</tr>
<tr>
<td>#19M McArkle</td>
<td>1</td>
<td>#94 Port Aransas Shuttle</td>
<td>0</td>
</tr>
<tr>
<td>#21 Arboleda</td>
<td>2</td>
<td>B-Line (Para-transit)</td>
<td>5</td>
</tr>
<tr>
<td>#23 Molina</td>
<td>1</td>
<td>Facility Maintenance</td>
<td>6</td>
</tr>
<tr>
<td>#25 Golihar/Greenwood</td>
<td>0</td>
<td>Service Development</td>
<td>3</td>
</tr>
<tr>
<td>#26 Airline/Lipes Connector</td>
<td>1</td>
<td>Safety and Security</td>
<td>6</td>
</tr>
<tr>
<td>#27 Northwest</td>
<td>3</td>
<td>Transportation (Other)</td>
<td>1</td>
</tr>
<tr>
<td>#27x Northwest (Express)</td>
<td>0</td>
<td>Marketing Department</td>
<td>1</td>
</tr>
<tr>
<td>#28 Leopard Omaha</td>
<td>0</td>
<td>Vehicle Maintenance</td>
<td>2</td>
</tr>
<tr>
<td>#29 Staples</td>
<td>3</td>
<td>IT Department</td>
<td>1</td>
</tr>
<tr>
<td>#29F Flour Bluff</td>
<td>5</td>
<td>Commendations</td>
<td>3</td>
</tr>
<tr>
<td>#29SS Spohn South</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL CAF’S</strong></td>
<td><strong>67</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Conclusion:**

During December 2017, RTA received 67 CAF's regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; Three of the 67 reported CAF's for December were commendations. There were a total of 54 CAF's/Commendations received regarding RTA Service representing 84% of total customer contacts. 6 for Facilities Maintenance, 3 for Service Development, 6 for Safety and Security, 1 for Marketing Department, 2 for Vehicle Maintenance, 1 for IT Department and 35 for Transportation.

A total of 5 CAF's were reported regarding B-Line service representing 8% of the total customer contacts. A total of 5 CAF's were reported regarding Contracted Fixed Route service representing 8% of the total customer contacts.

(There was 1 issue relating to Fare enforcement not included with total CAF numbers). Actions taken as a result of reported CAF's include but are not limited to the following:
• Coaching and counseling
• Driver training
• Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
• Discussion in supervisory meetings
• Examination of CCRTA operations policy

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

CAF’s are redirected to relevant management and supervisory staff for further investigation. Customer Service staff will provide a prompt and written response at the conclusion of the investigation to the customer within ten working days. CAF’s play an important role as a quality assurance tool to identify issues regarding service; they also inform CCRTA regarding education and training needs. CAF’s assist Service Development in identifying problems around existing service and identifying underserved areas. CAF’s also serves to guide policy development.

4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For December 2017, 9,593 miles between road calls (MBRC) were recorded as compared to 10,329 MBRC in December 2016. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.

![Miles Between Roadcalls (MBRC) Gillig vs Fleet Comparison Previous 13 Month Period](image)

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 December 2017, there were six (6) vehicle accidents. Two (2) were determined to be preventable and four (4) were determined to be non-preventable. There were thirteen (13) customer-related incidents. CCRTA operators drove a total of 297,677.9 miles. The year-to-date accident rate through December is 1.50 per hundred thousand miles driven. The desirable range for total collisions is at 2.0 or less.

The chart below illustrates the Year-to-Date accident rate.

![Year-to-Date Accident Rate Chart]
Respectfully Submitted,

Submitted by: Wesley Vardeman
Outreach Coordinator

Submitted by: Mike Rendon
Director of Safety & Security

Submitted by: Bryan Garner
Director of Maintenance

Reviewed by: Gordon Robinson
Director of Planning

Reviewed by: Jennifer Fehrnbach
Managing Director of Operations

Final Approval by: Jorge Cruz-Aedo
Chief Executive Officer