



AGENDA MEETING NOTICE

Board of Directors Meeting

DATE: Wednesday, October 4, 2023

TIME: 8:30 a.m.

LOCATION: Staples Street Center – 2ND Floor Boardroom, 602 North Staples St., Corpus Christi, TX

BOARD OF DIRECTORS OFFICERS

Dan Leyendecker, Chair
 Anna Jimenez, Vice Chair
 Lynn Allison, Board Secretary
 (Administration & Finance Chair)

BOARD OF DIRECTORS MEMBERS

Gabi Canales (Rural & Small Cities Chair)
 Eloy Salazar (Operations & Capital Projects Chair)
 Arthur Granado (Legislative Chair)
 Beatriz Charo Jeremy Coleman Armando Gonzalez
 Erica Maymi Aaron Muñoz

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	D. Leyendecker U.S. Veteran, Jennifer Smart	1 min.	----
2.	Roll Call	M. Montiel	1 min.	----
3.	Safety Briefing	J. Esparza	3 min.	----
4.	Receipt of Conflict of Interest Affidavits	D. Leyendecker	1 min.	----
5.	Opportunity for Public Comment 3 min. limit – no discussion	D. Leyendecker	3 min.	----
Public Comment may be provided in writing, limited to 1,000 characters, by using the Public Comment Form online at www.ccrta.org/news-opportunities/agenda or by regular mail or hand-delivery to the CCRTA at 602 N. Staples St., Corpus Christi, TX 78401, and MUST be submitted no later than 5 minutes after the start of a meeting in order to be provided for consideration and review at the meeting. All Public Comments submitted shall be placed into the record of the meeting.				
6.	Administer the Oath of Office Re-Appointments by Nueces County and the Small Cities Committee of Mayors (SCCM) to the CCRTA Board of Directors: a) Lynn Allison – Nueces County Appointee b) Anna Jimenez – Nueces County Appointee c) Aaron Munoz – Nueces County Appointee d) Beatriz Charo – SCCM Appointee e) Armando Gonzalez – SCCM Appointee	J. Bell	5 min.	----
7.	Awards and Recognition – a) CCRTA New Hires	D. Majchszak	5 min.	----
8.	Discussion and Possible Action to Approve Board Minutes of the Board of Directors Meeting of September 13, 2023	D. Leyendecker	3 min.	Pages 1-7

AGENDA MEETING NOTICE

9.	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.	3 min.	Pages 9-319
	a) Action to Authorize the Chief Executive Officer (CEO) or Designee to Approve the Title VI Program Update for Fiscal Years 2020-2022		
10.	Discussion and Possible Action to Adopt a Resolution to Support the Strengthening Mobility and Revolutionizing Transportation (SMART) Grants Program Funding Opportunity	R. Patrick	5 min.
			Pages 320-322 Attachment <i>PPT</i>
11.	Discussion and Possible Action to Authorize the Chief Executive Officer (CEO) or Designee to Exercise the Two-Year Option for Bus and Bus Bench Advertising with Iconic Sign Group, LLC	R. Patrick	5 min.
			Pages 323-324 <i>PPT</i>
12.	Discussion and Possible Action to Approve the Certification of Signature Authority for the Texas Department of Transportation's Public Transportation Division	R. Saldaña	5 min.
			Pages 325 326 <i>PPT</i>
13.	Discussion and Possible to Adopt a Resolution for the Interlocal Purchasing System (TIPS) Purchasing Cooperative	R. Saldaña	5 min.
			Pages 327-328 <i>PPT</i>
14.	Federal Legislative Update	D. Majchszak	5 min.
			<i>PPT</i>
15.	Update on Shelter Program	S. Montez	5 min.
			<i>PPT</i>
16.	Update on RCAT Committee Activities	S. Montez	3 min.
			<i>PPT</i>
17.	Committee Chair Reports a) Administration & Finance b) Operations & Capital Projects c) Rural and Small Cities d) Legislative	L. Allison E. Salazar G. Canales A. Granado	3 min. 3 min. 3 min. 3 min.

18.	Presentations: a) 2022 Annual Comprehensive Financial Report (ACFR) b) August 2023 Financial Report c) October 2023 Procurement Update d) August 2023 Operations Report	R. Saldaña Kristine Caruso, Carr, Riggs & Ingram, LLC R. Saldaña R. Saldaña G. Robinson	25 min.
			Pages 329-369 <i>PPT</i> Pages 370-383 <i>PPT</i> <i>PPT</i> Pages 384-393 <i>PPT</i>
19.	CEO Report	D. Majchszak	5 min.
			<i>PPT</i>
20.	Board Chair Report	D. Leyendecker	5 min.

21.	Adjournment	D. Leyendecker	1 min.

Total Estimated Time: 1 hour 46 mins



AGENDA MEETING NOTICE

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BOARD OF DIRECTORS BUDGET WORKSHOP #6

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	2024 Budget Workshop #6 a) Other Expenses b) Overview FY2024 Operating & Capital Budget Overview c) Five-Year Service Plan d) Five-Year Capital Improvement Plan (CIP) e) Five-Year Financial Plan	R. Saldaña	20 min.	<i>PPT</i>

Total Estimated Time: 20 min.

On **Friday, September 29, 2023** this Notice was posted by **Marisa Montiel** at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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

In compliance with the Americans with Disabilities Act, individuals with disabilities who plan to attend this meeting and who may need auxiliary aids or services are requested to contact the Assistant Secretary to the Board at (361) 903-3474 at least 48 hours in advance so that appropriate arrangements can be made. Información en Español: Si usted desea esta información en Español o en otro idioma, por favor llame al teléfono(361) 289-2712.

Mission Statement

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

Vision Statement

Provide an integrated system of innovative accessible and efficient public transportation services that increase access to opportunities and contribute to a healthy environment for the people in our service area.



**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS' MEETING MINUTES
WEDNESDAY, September 13, 2023**

Summary of Actions

1. Pledge of Allegiance
2. Roll Call
3. Heard Safety Briefing
4. Receipt of Conflict of Interest Affidavits
5. Provided Opportunity for Public Comment
6. Presented Awards and Recognition
 - a) CCRTA New Hires
 - b) South West Transit Association GoPass Campaign to CCRTA
 - c) South West Transit Association GoPass Bus Wrap to CCRTA
 - d) South West Transit Association GoPass Commercial to CCRTA
 - e) South West Transit Association Celebration of Life for Carol Flowers
7. Approved Board Minutes of Board of Director Meeting Minutes of August 2, 2023 and Special Board of Directors Meeting of August 23, 2023
8. Approved Consent Items
 - a) Approved to Amend the Board Policy Permitting Payroll Deductions for Union Dues to state that Union Membership is Voluntary, CCRTA does not Endorse any Particular Union, and the payment of Union Dues, if any, shall be made Directly by each Participating Employee
 - b) Approved Awarded Projects for CCRTA's Section 5310 2023 Call-for-Projects for FFY 2021-2022
 - c) Awarded a Contract to ETC Institute for National Transit Database Passenger Miles Traveled Sampling Surveys
9. Heard Announcement of Committee Chairs and Appointments by the Board Chair and Confirmed Committee Chairs and Appointments
10. Adopted a Resolution to Support Reconnecting Communities and Neighborhoods (RCN) Grant Funding Opportunity
11. Heard Update on RCAT Committee Activities
12. Heard Committee Chair Reports
 - a) Administration and Finance
 - b) Operations and Capital Projects
 - c) Rural and Small Cities
 - d) Legislative
13. Heard Presentations –
 - a) July 2023 Financial Report
 - b) September 2023 Procurement Update
 - c) July 2023 Operations Report
14. Heard CEO Report
15. Heard Board Chair Report
16. Adjournment



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

Call to Order & Roll Call

Board Chair Dan Leyendecker called the meeting to order at 8:32 a.m. He welcomed and gave a brief introduction for U.S. Veteran, Haven Roberts, to lead the Pledge of Allegiance. Ms. Montiel called roll and it was noted there was a quorum present at this time.

Board Members Present

Dan Leyendecker, Lynn Allison, Gabi Canales (virtual), Jeremy Coleman, Armando Gonzalez, Arthur Granado, Anna Jimenez, Erica Maymi, Aaron Muñoz and Eloy Salazar.

Board Members Absent Beatriz

Charo.

Staff Present

David Chapa, Angelina Gaitan, Derrick Majchszak, Sharon Montez, Marisa Montiel, Rita Patrick, Mike Rendón, Gordon Robinson, Robert Saldaña and JoAnna Serna. Jordan Crossland, Louis Balderas, Haven Roberts, Charles Rogers, Julie Arellano and Gabriel Pena.

Public Present

None.

Safety Briefing

Mr. Mike Rendón, Deputy CEO, presented the safety briefing to the Board and audience. He noted that in the event of an emergency, the audience would exit the boardroom to his right and proceed down to the first floor where they would exit through the westside stairwell to the first floor and exit through the westside doors. Once outside, they would continue to the clock tower adjacent to the transfer station. Ms. Montiel will account for all Board Members and he would be the last out to ensure everyone exits safely. He noted three things, to not use the elevator, do not return until all clear has been given and if a shelter in place is needed, they would do so in the westside stairwell.

Receipt of Conflict of Interest Affidavits

None



Opportunity for Public Comment

Ms. Montiel noted there was one public comment submitted online which has been provided to the full Board and reads as follows:

1. John Kyle – “The Bus system here in Corpus Christi Texas has some of the nicest people working for them that has inspired me to apply for a Bus operator/Driver. The Bus system is the best I ever rode on. Although I have one complaint the transfer ticket expires in 2 hours if they could make it 4 hrs that would be more sufficient it would give you more time for long appointments”.

Awards and Recognitions

- a) CCRTA New Hires - Mr. Derrick Majchszak, CEO, introduced CCRTA new hires to the Board. The following employees were recognized: Bus Operators – Gabriel Pena, Julie Arrellano; Vehicle Maintenance/Zero Emission Bus Specialist - Haven Roberts; Facilities Maintenance - Louis Balderas; Buyer – Jordan Crossland.
- b) South West Transit Association GoPass Campaign to CCRTA
- c) South West Transit Association GoPass Bus Wrap to CCRTA
- d) South West Transit Association GoPass Commercial to CCRTA
- e) South West Transit Association Celebration of Life for Carol Flowers

Mr. Majchszak thanked Ms. Rita Patrick, Managing Director of Public Relations, and staff for their efforts in the GoPass media and materials. Photos were taken with the new hires and the award recipients.

Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of August 2, 2023 and Special Board of Directors Meeting Minutes of August 23, 2023

SECRETARY LYNN ALLISON MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS MEETING MINUTES OF AUGUST 2, 2023 AND SPECIAL BOARD OF DIRECTOR MEETING MINUTES OF AUGUST 23, 2023. DIRECTOR ARTHUR GRANADO SECONDED THE MOTION. ALLISON, COLEMAN, GONZALEZ, GRANADO, JIMENEZ, LEYENDECKER, MAYMI, MUÑOZ AND SALAZAR VOTING IN FAVOR. ABSENT CANALES AND CHARO.

Consent Items

- a) **Action to Amend the Board Policy Permitting Payroll Deductions for Union Dues to state that Union Membership is Voluntary, CCRTA does not Endorse any Particular Union, and the payment of Union Dues, if any, shall be made Directly by each Participating Employee**
- b) **Action to Approve Awarded Projects for CCRTA’s Section 5310 2023 Call-for-Projects for FFY 2021-2022**
- c) **Action to Award a Contract to ETC Institute for National Transit Database Passenger Miles Traveled Sampling Surveys**



DIRECTOR AARON MUNOZ MADE A MOTION TO APPROVE CONSENT ITEMS A THROUGH C. DIRECTOR JEREMY COLEMAN SECONDED THE MOTION. ALLISON, COLEMAN, GONZALEZ, GRANADO, JIMENEZ, LEYENDECKER, MAYMI, MUÑOZ AND SALAZAR VOTING IN FAVOR. ABSENT CANALES AND CHARO.

Announcement of Committee Chairs and Appointments by the Board Chair and Action to Confirm Committee Chairs and Appointments

Board Chair Leyendecker made the following committee appointment recommendations: Administration and Finance – Lynn Allison as Committee Chair, Jeremy Coleman, Arthur Granado, Anna Jimenez and Aaron Munoz; Operations and Capital Projects Committee – Eloy Salazar as Committee Chair, Gabi Canales, Beatriz Charo, Armando Gonzalez and Erica Maymi; Rural and Small Cities Transit Committee – Gabi Canales as Committee Chair, Beatriz Charo, Jeremy Coleman, Armando Gonzalez, Anna Jimenez and Aaron Munoz; Legislative Committee – Arthur Granado as Committee Chair, Lynn Allison, Gabi Canales, Aaron Munoz and Eloy Salazar. Chair Leyendecker confirmed with Mr. Majchszak and Mr. Bell that he could at any point be a part of any of the above committees and they confirmed.

DIRECTOR ELOY SALAZAR MADE A MOTION TO CONFIRM COMMITTEE CHAIRS AND APPOINTMENTS RECOMMENDED BY THE BOARD CHAIR. DIRECTOR AARON MUNOZ SECONDED THE MOTION. ALLISON, COLEMAN, GONZALEZ, GRANADO, JIMENEZ, LEYENDECKER, MAYMI, MUÑOZ AND SALAZAR VOTING IN FAVOR. ABSENT CANALES AND CHARO.

Discussion and Possible Action to Adopt a Resolution to Support Reconnecting Communities and Neighborhoods (RCN) Grant Funding Opportunity

Ms. Rita Patrick presented the item noting the board priority is Financial Transparency. She provided the background stating the Office of the Secretary of Transportation released a joint Notice of Funding Opportunities (NOFO). Next, she described the Reconnecting Communities and Neighborhoods (RCN) Grants which consist of capital construction, community planning and Regional Partnerships Challenge (NAE). USDOT will consider eligibility for all programs through a single application and will prioritize disadvantaged communities. There are up to \$2.57B in Capital Construction funds available. Next, she discussed that potential grant funds would be used to construct a rural transfer station to include a park and ride and supporting electrical infrastructure to meet future needs. The rural transfer station would be located adjacent to the Richard M. Borchard Fairgrounds, which is identified as disadvantaged in five burden thresholds: climate change, energy, health, housing, and workforce development. Electrical infrastructure would be utilized by CCRTA's future electrical fleet. The requested amount is estimated not to exceed \$3,878,902 with an 80% Grant Funding and 20% Local Match. Mr. Majchszak added that this is something that Cassidy and Associates had notified the staff of this grant opportunity and staff has been working closely with them to get this done on short notice. At this time, she answered any questions the board had at this time.



DIRECTOR ELOY SALAZAR MADE A MOTION TO ADOPT A RESOLUTION TO SUPPORT RECONNECTING COMMUNITIES AND NEIGHBORHOODS (RCN) GRANT FUNDING OPPORTUNITY. DIRECTOR JEREMY COLEMAN SECONDED THE MOTION. ALLISON, CANALES, COLEMAN, GONZALEZ, GRANADO, JIMENEZ, LEYENDECKER, MAYMI, MUÑOZ AND SALAZAR VOTING IN FAVOR. ABSENT CHARO

Update on RCAT Committee Activities

Ms. Sharon Montez provided the RCAT Committee Update to the Board. The meeting was held on August 17, 2023 and she covered the items that were presented to the August Board of Directors meeting. She displayed the B-Line Service Performance chart pointing out that all the monthly metric has been met. The next RCAT meeting is on September 21, 2023. Director Maymi asked how the information is being relayed to the public notifying them that the services are now being offered until 10 PM. Ms. Patrick replied that they have been working with the media to get the message out, they have also promoted it via social media, there is signage at the bus stops and they have not done a commercial yet. Mr. Majchszak said they are working with MV Transportation to ensure they customers are being notified when they call in as well. Director Maymi asked about the possibility of advertising on a bus wrap and Ms. Patrick replied that they are.

Committee Chair Reports

- a) **Administration & Finance** – Committee Chair Allison had nothing new to report.
- b) **Operations & Capital Projects** – Committee Chair Salazar had nothing new to report.
- c) **Rural & Small Cities** – Committee Chair Canales noted she was working with Committee Members to set up a meeting and assign them to a small city.
- d) **Legislative** – Committee Chair Muñoz had nothing new to report.

Presentations

a) July 2023 Financial Report

Mr. Robert Saldaña, Managing Director of Administration, presented the July financials and noted that the item aligns with the Board Priority of Public Image & Transparency. He presented the highlights for the month stating Passenger Service was 159.59% of baseline, Investment Income was 499.84% of baseline, and Staples Street Center leases were 95.59% of baseline. He displayed the July 2023 Income Statement Snapshot. Total revenues came in at \$4,327,233 and total expenses were \$4,281,076. He displayed the revenue categories. The operating vs. non-operating revenue was displayed and discussed. The total operating and non-operating revenues were \$3,918,680 for the month. Next, he discussed and displayed a pie chart of where the money went. Mr. Saldaña showed the expenses by object for May. Purchased Transportation was 19%, Miscellaneous 2%, Supplies 7%, Salaries and Wages 33%, Benefits 21%, Services 15%, Utilities 2% and Insurance was 1%. The total Departmental Operating expenses were \$3,752,983. The YTD highlights for Bus Advertising was 146.49% of baseline, Investment Income was 453.28% of baseline and



Federal Grant Assistance were 122.61% of baseline. YTD total revenues came in at \$36,898,173 and YTD total expenses came in at \$34,019,483. Mr. Saldaña discussed the fare recovery ratio. The current YTD FRC is 2.08%. Lastly, he displayed the sales tax update for June in which \$3,744,213 was received. At this time, Mr. Saldaña answered questions from the board. There was discussion on getting the Fare Review Committee process started again. The Board Chair requested Director Granado get the ball rolling on the process and requested Director Canales have the Small Cities Committee of Mayors put an item on their upcoming meeting agenda to assign members to the committee from their end.

b) September 2023 Procurement Update

Mr. Saldaña presented the item noting that the item aligns with the Board Priority of Public Image & Transparency. He discussed the current procurements. The Transportation Uniform Supply with Cintas Corporation for a three-year supply and service contract in the amount of \$140,000. Unleaded Fuel Supply with Kapalua Marine Fuel & Lubes for a two-year supply contract in the amount of \$1,131,939. Depository and Banking Services with Frost Bank for a five-year service contract in the amount of \$15,000. The purchase, restoration, and repurposing of the Kleberg Bank Building for a six-month contract. The total of current procurements is \$1,286,939. The future procurements were displayed next. Bus and Bench Advertising with Iconic Sign Group, LLC for a three-year, with one two-year option, in the amount of 37% gross-revenue, minimum annual guarantee of \$150,000. Long-Term and Short-Term Disability Insurance with Unum Life Insurance Company of America with two two-year with two one-year options in the amount of \$154,733. TML Intergovernmental Risk Pool with Texas Municipal League with a one-year contract in the amount of \$545,629. Next, the four-month outlook under the CEO signature authority was displayed and discussed next. All of these items are \$50,000 or less. The items totaled \$415,342. Mr. Saldaña closed with stating the Marina Space with the City of Corpus Christi is not to exceed \$6,840.

c) July 2023 Operations Update

Mr. Gordon Robinson, Director of Planning, noted the board image for this item is Public Image and Transparency. He provided the highlights for the month of June 2023 vs. June 2022. The Passenger Trips were up 8.7%, the Revenue Service Hours were up 0.6% and the Revenue Service Miles were up 1.4%. He displayed the RTA System Monthly Ridership Trends and the System-Wide Monthly Ridership by Mode. He noted the system overall was up 8.7%. Year-to-date, the system overall is up 21.1%. The 2023 2nd Quarter Cost per Passenger by Service Mode was presented and discussed. Next, he discussed the fixed route bus on-time performance and reported no issues. He displayed a list of the upcoming impacts and pointed out the total number of bus stops currently impacted or remain closed is 39 and 72 additional bus stops to be impacted or possibly closed due to these impacts. The B-Line service passengers per hour met the performance standard and reported no issues. There were 30 customer assistance forms for the month, with four accommodations. The miles between road calls and the large bus fleet exceeded the standards.



CEO Report

Mr. Majchszak presented the report and began going over the operation and project updates. Ridership has increased by up to 25% compared to August 2022. On September 1st, B-Line Paratransit Services began extending services until 10 PM on weekdays. Transportation, Maintenance and MV Transportation safely responded to Tropical Storm Harold Impacts. He provided an update on the Port Ayers Transfer Station construction and the Shelter Program. Next, he thanked the Board Chair, Vice-Chair and Board Directors for participating in the Del Mar College – Oso Creek ribbon cutting held on August 28th. The Yorktown and Rodd Field Super Stops that expand the Southside services were celebrated. At the event, it was announced that students, Pre-K through 12th grade, would ride fare free with a student I.D., beginning, September 1st. Next, he discussed the meetings and events he participated in during the month of August. Employee relations were discussed next, he announced that Gordon Robinson has been promoted to Managing Director of Operations. Tim Van Zalen has been named as the new General Manager for MV Transportation for the Corpus Christi division. The training, appreciation, and wellness events from the month of August were discussed next. A list of the transportation initiatives and community support was displayed along with the upcoming events calendar.

Board Chair Report

At this time, the Board Chair thanked the Board Members for their support on the Committee assignments and gave them all an opportunity to say a few words before adjournment. Many thanked the staff for their hard work, gave congratulations on the awards and said how proud they are to be apart of the team.

Adjournment

There being no further review of items, the meeting adjourned at 9:54 a.m.

Lynn Allison, Board Secretary

Submitted by: Marisa Montiel



Subject: Discussion and Possible Action to Authorize the Chief Executive Officer (CEO) or his Designee to Approve the Title VI Program Update for Fiscal Years 2020-22

Background

Title VI of the Civil Rights Act of 1964 (Title VI) protects people from discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance. As the Corpus Christi Regional Transportation Authority (CCRTA) is a transit provider which operates 50 or more fixed route vehicles in peak service and is located in an urbanized area of 200,000 or greater in population, a Title VI Program update must be filed in accordance with Federal Transit Administration (FTA) timelines in order to continue to receive federal funding.

Every three years, the FTA Office of Civil Rights conducts discretionary compliance reviews of recipients of federal funding, including transit providers, state Departments of Transportation, and Metropolitan Planning Organizations to determine their compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients". The current 2020 Title VI Program update for fiscal years 2017-19 was approved by the Board of Directors on December 2, 2020. The 2020 update will expire on January 30, 2024. Upon approval, the 2023 Title VI Program update for fiscal years 2020-22 will become effective on January 31, 2024.

Identified Need

Per FTA guidelines, the Board of Directors are required to approve this 2023 update prior to submittal to the FTA in the Transit Award Management System (TrAMS). In the development of the 2023 update, demographics were analyzed from the 2021 American Community Survey provided by the United States Census Bureau, data was utilized from the CCRTA Geographic Information System (GIS), and survey results were captured from CCRTA Fleet Forward 2022 Long Range System Plan community engagement efforts. Demographic and socioeconomic characteristics of riders was revised which included updates to minority, non-minority, low-income, and Limited English Proficient (LEP) populations within census tracts and block groups throughout the service area.

Title VI service equity analysis, fare equity analysis, and public involvement documents are included in the 2023 update for major service or fare changes. No fare changes occurred within this period. Additionally, no Title VI complaints were received in this period.

Disadvantaged Business Enterprise

Not applicable.

Financial Impact

No financial impact is associated with the approval of the Title VI Program update for fiscal years 2020-22.

Board Priority

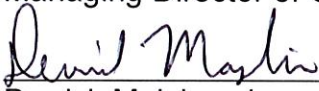
This Board Priority is Public Image and Transparency.

Recommendation

Staff requests the Board of Directors authorize the Chief Executive Officer (CEO) or designee to approve the Title VI Program Update for fiscal years 2020-22.

Respectfully Submitted,

Submitted & Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: 
Derrick Majchszak
Chief Executive Officer

Title VI Program

2023 Update (FY 2020-2022)



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY



Submitted in accordance with Federal
Transit Administration Circular 4702.1B
for Fiscal Years 2020 - 2022

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Glossary of Acronyms

ACS	American Community Survey
ADA	Americans with Disabilities Act of 1990
BG	Census Block Group
CCRTA	Corpus Christi Regional Transportation Authority
DOT	U.S. Department of Transportation
DOJ	U.S. Department of Justice
FTA	Federal Transit Administration
GIS	Geographic Information System
LEP	Limited English Proficiency
UZA	Urbanized Area (Census-designated urban area with 50,000 residents or more)

Introduction

This document was developed to demonstrate Corpus Christi Regional Transportation Authority (CCRTA) compliance with Federal Transit Administration (FTA) Title VI requirements for grant recipients, in accordance with FTA Circular 4702.1B. Title VI of the Civil Rights Act of 1964 requires:

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

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

As a recipient of federal financial assistance, CCRTA provides the following services without regard to race, color, national origin, sex, age, disability, or income level:

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

FTA requires all direct and primary grant recipients to document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. In this 2023 Title VI Program, CCRTA has updated the 2020 Title VI Program to reflect any policy changes and include the most recently available population and ridership data. The 2023 Title VI Program supersedes CCRTA's previously submitted Title VI Programs. The 2023 Title VI Program will become effective on the date it is approved by the CCRTA Board of Directors (Board), prior to submittal to the FTA.

Summary of Required Content

Chapter III of FTA Circular 4702.1B establishes specific guidelines for general Title VI compliance. The necessary contents of each Title VI program, as outlined in the circular, are shown below:

1. Copy of the Title VI notice to the public that indicates compliance with Title VI and informs members of the public of the protections afforded to them by Title VI and a list of locations where the notice is posted.
2. Copy of the agency's instructions to the public regarding how to file a Title VI discrimination complaint and a copy of the complaint form.
3. List of any public transportation-related Title VI investigations, complaints, or lawsuits filed since the time of the last submission.
4. A public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations as well as a summary of outreach efforts made since the last Title VI Program submission.
5. Copy of the plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.
6. Table depicting the racial breakdown of the membership of any transit-related, non-elected planning boards, advisory councils, etc. for which membership is selected by the recipient. (Provide a description of efforts made to encourage the participation of minorities on such committees or councils.)
7. Narrative or description of efforts to ensure subrecipients are complying with Title VI and a schedule of subrecipient Title VI Program submissions.
8. Copy of Title VI equity analysis(es) conducted (with regard to the facility location) during the planning stage of any new facility constructed since the last submission.

Per Chapter IV of FTA C 4702.1B, CCRTA, as a provider of fixed-route transit, is also required to submit:

9. System-wide service standards and service policies.

As a provider of fixed-route transit operating 50 or more fixed-route vehicles in peak service and located in an urbanized area (UZA) of 200,000 or more in population, per Chapter IV, CCRTA is also required to submit:

10. A demographic analysis of the service area (including charts and maps with demographic information and service profiles completed since the last submission) and data collected from passenger surveys regarding customer demographics and travel patterns.
11. Results of the monitoring program of service standards and policies and any action taken, including documentation verifying the Board's consideration, awareness and approval of the results.
12. Description of the public engagement process for setting the major service change and disparate impact policies and copy of Board meeting minutes or resolution demonstrating Board's consideration, awareness and approval of the policies.

13. Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission and copy of Board meeting minutes or resolution demonstrating Board’s consideration, awareness and approval of the equity analysis(es).

Data Sources

This report has been prepared using demographic data from the 2020 American Community Survey (ACS), CCRTA Geographic Information System (GIS) data, and survey results collected as part of community engagement for the Fleet Forward 2022 Long Range System Plan.

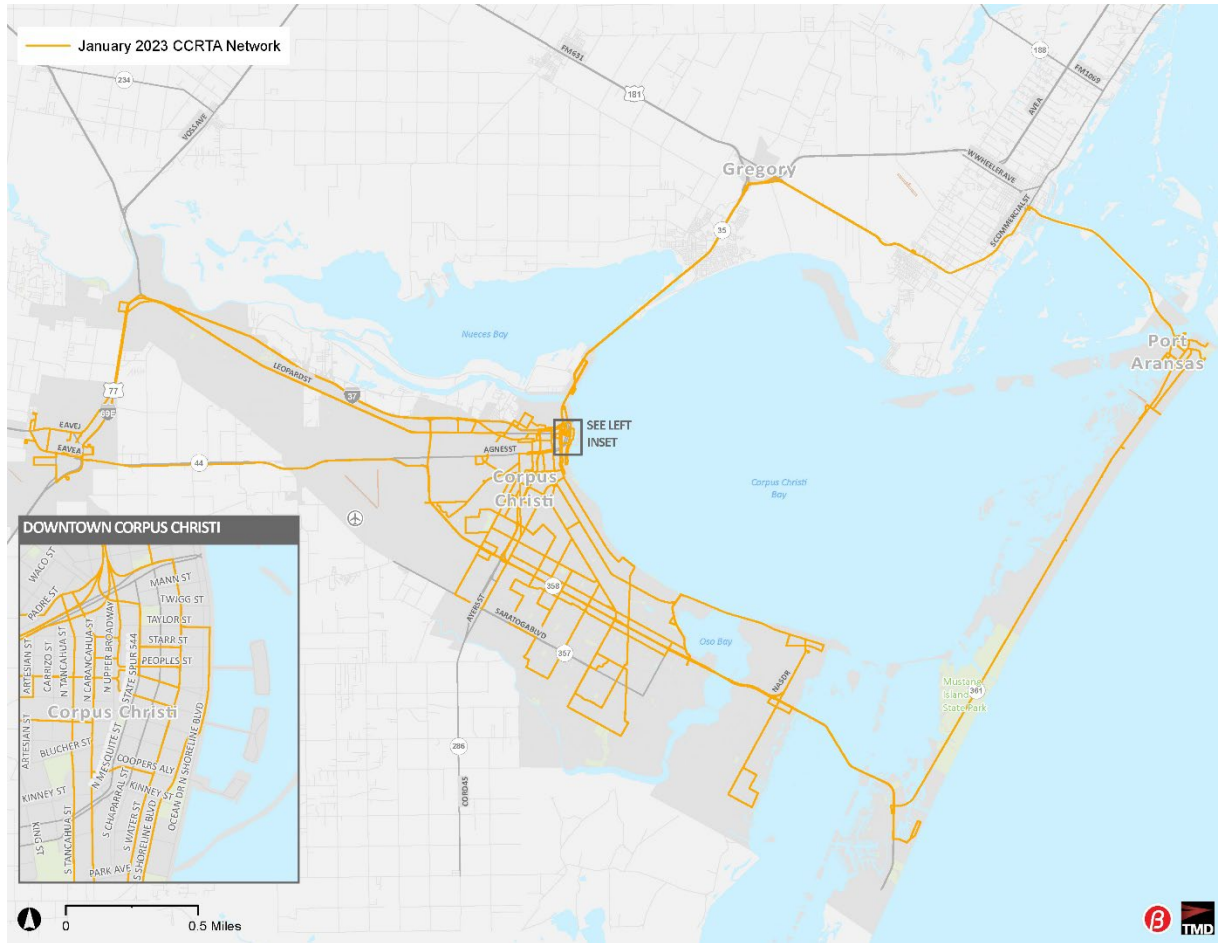
System Overview

The CCRTA was created to provide quality, accessible, and affordable transportation to the residents in the Coastal Bend of Texas. Services provided during this period include fixed route bus service, regional express bus service, paratransit service for qualified seniors and individuals with disabilities, and van pool. CCRTA operates service primarily within Nueces County, with connections to San Patricio County. CCRTA serves the following cities, in addition to some unincorporated areas of Nueces and San Patricio Counties:

- Corpus Christi
- Agua Dulce
- Banquete
- Bishop
- Driscoll
- Gregory
- Port Aransas
- Robstown
- San Patricio

In total, CCRTA’s service area is approximately 846 square miles, and covers more than 422,000 people.

Figure 1: CCRTA Fixed-Route Network



CCRTA carries more than 2.3 million passengers a year on its fixed-route transit lines, paratransit, rural demand response, and vanpool services. CCRTA operates 33 fixed routes on weekdays, 27 fixed routes on Saturdays, and 19 fixed routes on Sundays. In addition, there are four CCRTA routes (30, 55, 56, and 66) that are currently suspended due to the COVID-19 pandemic and are expected to be permanently discontinued.

COVID-19 made substantial impacts on CCRTA’s ridership. In 2021, the average daily ridership was nearly 64% less than it was in 2015. As a result, many fixed routes are operating at a lower capacity. In addition to the four suspended routes, CCRTA is providing reduced service at this time due to the challenges posed by COVID-19 and operator shortages.

CCRTA's service standards classify fixed routes in the following typologies:

- **Primary Transit Network (PTN):** Frequent routes serve one or more CCRTA transfer stations and operate along primary arterial streets with high ridership demand. These routes are intended to operate between 5:30am and 10:30pm on weekdays, between 6:30am and 10:30pm on Saturdays, and between 8:00am and 8:00pm on Sundays.
- **Standard Routes:** Services operating in high to medium ridership demand areas and connect various areas with CCRTA transfer stations. These routes are intended to operate between 5:30am and 10:30pm on weekdays, between 6:30am and 10:30pm on Saturdays, and between 8:00am and 8:00pm on Sundays.
- **Connector Routes:** Services connecting outlying portions of service area with urban area at major CCRTA transfer stations. Connector routes may be demand response in outlying areas but have fixed stops within the urban area. These routes are intended to operate between 6:00am and 8:30pm on weekdays, between 6:30am and 8:30pm on Saturdays, and between 8:00am and 7:00pm on Sundays.
- **Local Circulators:** Services operating within lower population and employment density areas with medium to low ridership demand. These routes are intended to operate between 6:00am and 8:30pm on weekdays, between 6:30am and 8:30pm on Saturdays, and between 8:00am and 7:00pm on Sundays.
- **Flex Routes:** Services operate along a defined route path with designated stops. Upon customer request, vehicles deviate to pick up or drop off passengers at stops within a defined geographic service area. These routes are intended to operate between 6:00am and 8:30pm on weekdays, between 6:30am and 8:30pm on Saturdays, and between 8:00am and 7:00pm on Sundays.
- **Demand Response Service:** On-demand service transporting individuals which requires advanced scheduling by the customer, including services provided by the CCRTA or contracted service providers. Demand response services do not have defined spans or days of services identified in the service standards.
- **Commuter Routes:** Services, including Express, operate primarily during peak hours along highways or other major corridors with a limited number of stops. Commuter routes do not have defined spans or days of services identified in the service standards, though they typically operate at peak hours on weekdays.
- **Downtown Routes:** Services provide transportation to downtown areas from transfer stations. Services are geared toward providing workers or visitors with access to employment and tourism attractions. Downtown routes do not have defined spans or days of services identified in the service standards.
- **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. Shuttle services do not have defined spans or days of services identified in the service standards.

Additional services provided by CCRTA include:

- **B-Line:** Paratransit service offered within $\frac{3}{4}$ mile of fixed routes to eligible riders, with the option for travel outside the $\frac{3}{4}$ mile boundary for a surcharge. Passengers can schedule a ride up to 3 days in advance, but must call one day in advance, at a minimum, to guarantee a ride.

- **Flexi-B:** Route that connects Corpus Christi to Port Aransas with several scheduled stops, as well as the option to deviate and serve additional points of interest. Passengers must call a day in advance to schedule their trip.
- **Kleberg County Paisano Transit:** Offers services that range from taking people to buy groceries or driving them to area cities, such as Corpus Christi, for medical purposes. This public transportation, available to Kleberg and Kenedy counties' residents.
- **R.E.A.L Transportation Services:** The Rural Economic Assistance League (REAL) operates general public transportation to residents of Aransas, Bee, Brooks, Duval, Jim Hogg, Jim Wells, Live Oak, Refugio and San Patricio counties. This demand response system is provided for any trip purpose but requires reservations in advance.
- **Vanpool Services:** CCRTA operates a fleet of vans to transport groups of people between common pickup locations, such as transit stations and workplaces, at a reduced cost. A vanpool matching service is available by phone.

How CCRTA Meets FTA Requirements

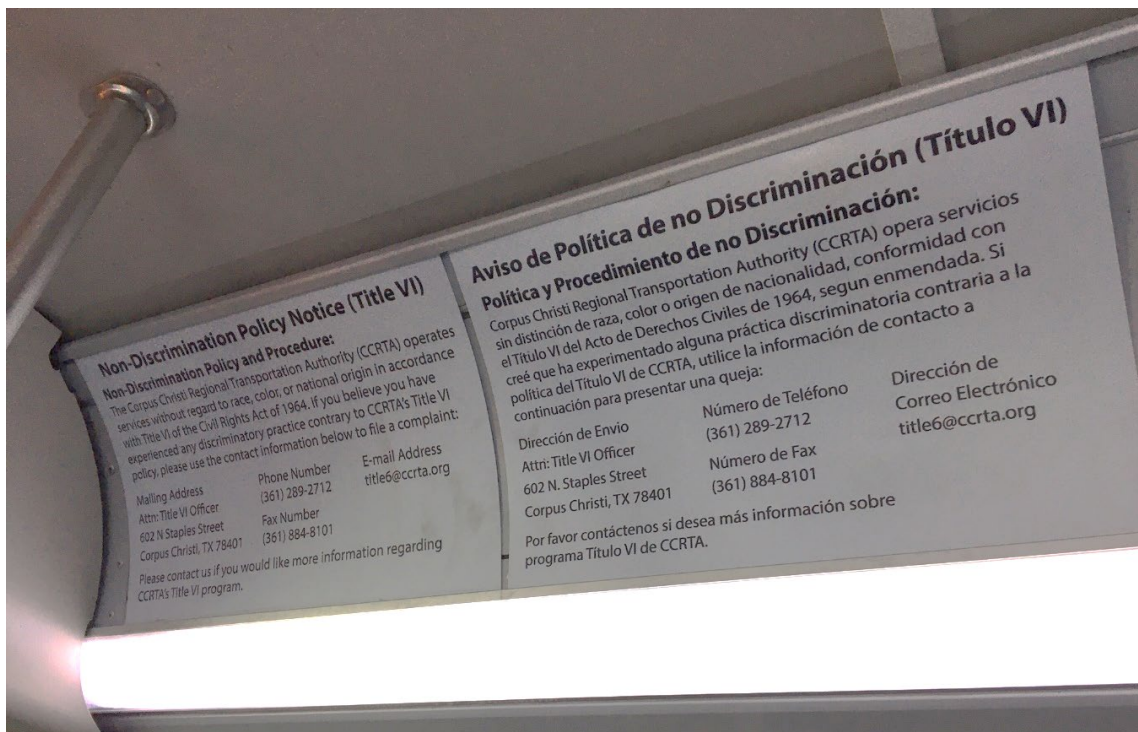
1. Notice to the Public

The CCRTA Title VI notice to the public is included in Appendix A and includes the three required contents described in FTA C 4702.1B (Chap. III-IV). To effectively fulfill the guidelines for dissemination, CCRTA's notification of rights is located on all CCRTA fixed-route and paratransit buses and at the following CCRTA facilities:

- Staples Street Center
- Staples Street Transfer Station
- Port Ayers Transfer Station
- Southside Transfer Station
- Robstown Transfer Station
- Bear Lane Operations and Maintenance Facility

Figure 2 shows the Title VI notice as it appears on a CCRTA bus. In addition to being posted on CCRTA buses and at CCRTA facilities, the notification of rights is available on the CCRTA's website.

Figure 2: Title VI Notice Posted on CCRTA Bus



2. Procedures for Filing a Complaint and an Appeal

CCRTA has developed Title VI complaint procedures and a complaint form in compliance with FTA guidance and are included in Appendix A. The procedures and complaint form are available on the CCRTA website, and on paper in CCRTA offices. The complaint forms are available in both English and Spanish.

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by CCRTA may file a Title VI complaint directly through an authorized representative or by completing and submitting CCRTA’s Title VI Complaint Form. CCRTA will initiate an investigation, to be completed within 60 days, and issue a letter of findings that either indicates that CCRTA found no Title VI violation or that CCRTA found a Title VI violation, with a brief summary of actions CCRTA will undertake to achieve compliance. Complainants, if they are not satisfied with the result, may file an appeal. Appeal forms can be obtained on the CCRTA website or at the CCRTA offices. Title VI complaint and appeal forms are included in Appendix A.

3. Title VI Investigations, Complaints, or Lawsuits

CCRTA has not received any Title VI complaints or lawsuits within the last three years.

4. Public Participation Plan

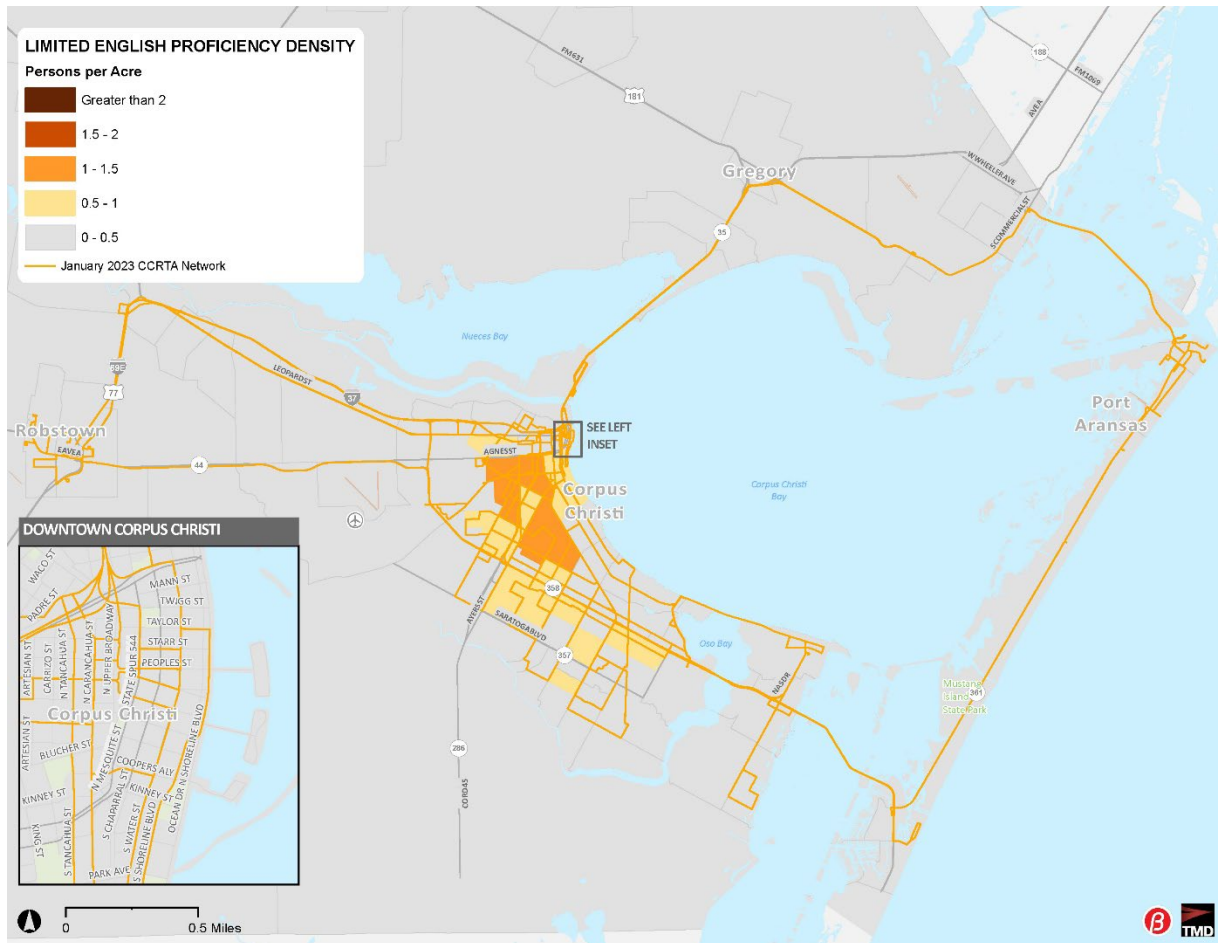
CCRTA's public participation plan is included in Appendix B. This plan describes all aspects of the public engagement process including the thresholds for determining for when public hearings are necessary, the appropriate timeline and means of communication for advertising the public hearing, acceptable venues for meetings, and the required contents for the public hearings. The document also includes strategies for providing meaningful outreach to limited English proficient (LEP) populations.

As of the last Title VI submittal, CCRTA has conducted focused public outreach efforts for major service improvements as part of the Fleet Forward 2022 Long Range System Plan, conducted over two rounds in the summer and fall of 2022. In addition, CCRTA also did a brief round of public outreach when Routes 93 and 95 were made permanent in early 2022. This is in addition to regular community engagement and outreach via traditional media, social media, and its customer service programs.

5. Limited English Proficiency (LEP) Policy

CCRTA's plans for providing language assistance to LEP populations are included in the public engagement plan found in Appendix B.

Figure 3: Limited English Proficiency Population Density



Approximately 6.5 percent of the CCRTA service area population is classified as limited English proficiency. Of those, the vast majority speak Spanish; 5.92 percent of the service area population have limited English proficiency and speak Spanish. There are no other language speakers with limited English proficiency that make up more than two tenths of a percent of the total service area population. Table 1 provides a detailed breakdown of limited English Proficiency populations in the CCRTA service area.

Table 1: Languages Spoken by Individuals with Limited English Proficiency in the CCRTA Service Area

Language	LEP Population (ACS Estimate)	Percentage of Service Area Population
Spanish	24,993	5.92%
Tagalog	540	0.13%
Other Indo-European Language	425	0.10%
Vietnamese	360	0.09%
Chinese	298	0.07%
Other Asian Language	244	0.06%
Korean	199	0.05%
Arabic	81	0.02%
Russian	63	0.01%
Other	60	0.01%
German	58	0.01%
French	39	0.01%

In order to serve the limited English proficiency Spanish speaking population, as well as better serve the significant population of Spanish speakers within the CCRTA service regardless of English proficiency, CCRTA provides fare and other public information in both English and Spanish and translates brochures into Spanish. Bilingual staff are available at the CCRTA administrative office, and over the telephone. CCRTA provides Spanish-speaking assistance at public meetings and community outreach events on request.

6. Demographics of Non-Elected Planning Boards

CCRTA selects the membership of the board of the RTA Committee on Accessible Transportation. The racial breakdown is included in Table 2.

Table 2: Racial Breakdown of the RTA Committee on Accessible Transportation

	White	Hispanic	Black or African American	Asian	American Indian or Alaskan Native	Native Hawaiian and Other Pacific	Other or Two or More Races
Service Area Population	29.9%	63.6%	3.2%	1.9%	0.1%	0.1%	1.2%
RTA Committee on Accessible Transportation	25%	75%	-	-	-	-	-

7. Monitoring Subrecipients

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

The CCRTA has conducted a review of all three of its subrecipients (Rural Economic Assistance League, INC (REAL), Kleberg County Paisano Transit, and the Coastal Bend Center for Independent Living) to ensure compliance with Title VI requirements per direction by the CCRTA. Subrecipients Title VI programs are included in Appendix F.

8. Equity Analysis for Any New Facility

CCRTA has not constructed any facilities requiring a Title VI analysis since the 2020 submission.

9. Systemwide Service Standards and Service Policies

A copy of the system-wide service standards are included in Appendix C. These standards include:

- Minimum frequencies between 10 and 60 minutes, depending on type of service
- A maximum load of 1.25 times the number of seats on a bus
- Hours of operation
- An on-time performance of greater than 85 percent within 0 to 5-minute departures
- Stop spacing of 1/8 mile to 1/2 mile, depending on the type of service
- Minimum levels of service, depending on the size of community served
- Service monitoring standards
- Service change standards

10. Demographic Analysis

CCRTA conducted a demographic analysis of minority and low-income populations within a half mile of CCRTA transit stops compared to minority and low-income populations in CCRTA's service area, to determine if CCRTA is adequately serving minority and low-income populations. For the purpose of this analysis, minority is defined as all race/ethnicity groups except for non-Hispanic white. Low-income is defined as any individual below the federal poverty line.

As part of this analysis, CCRTA produced maps of minority density (Figure 4) and low-income density (Figure 5) in the Corpus Christi area. The highest densities of minority populations can be found throughout central and south Corpus Christi, with significant populations in Robstown. Similarly, pockets of low-income populations are seen throughout these areas of Corpus Christi as well. These areas are also areas with some of the greatest CCRTA service coverage.

Figure 4: Minority Density in Corpus Christi Area

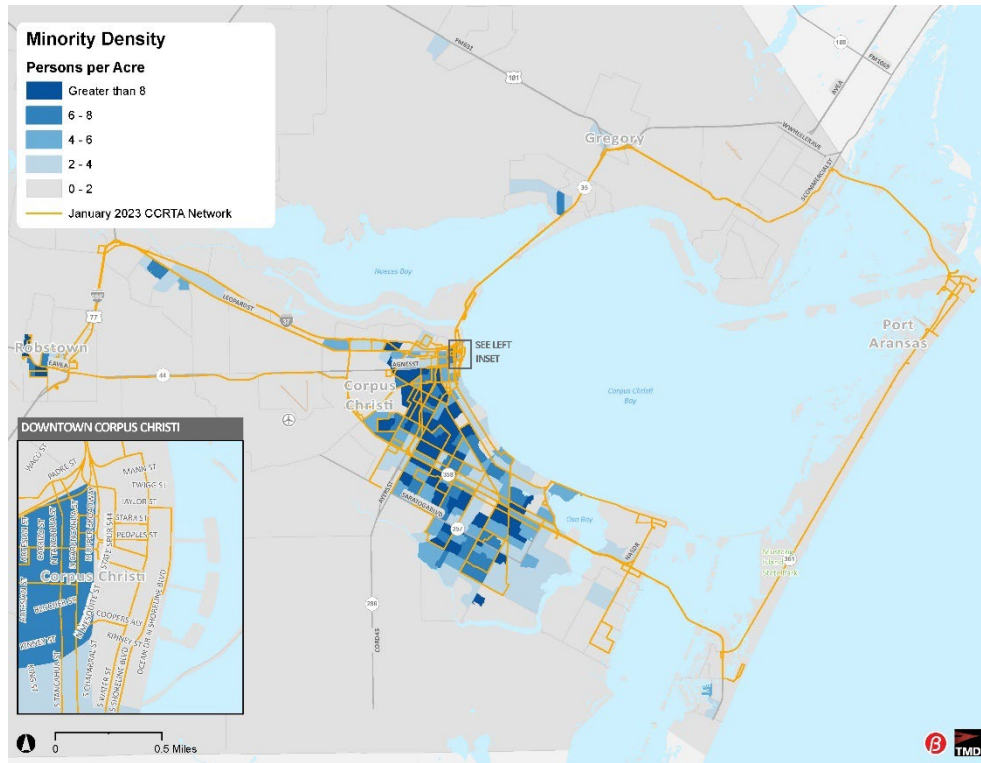
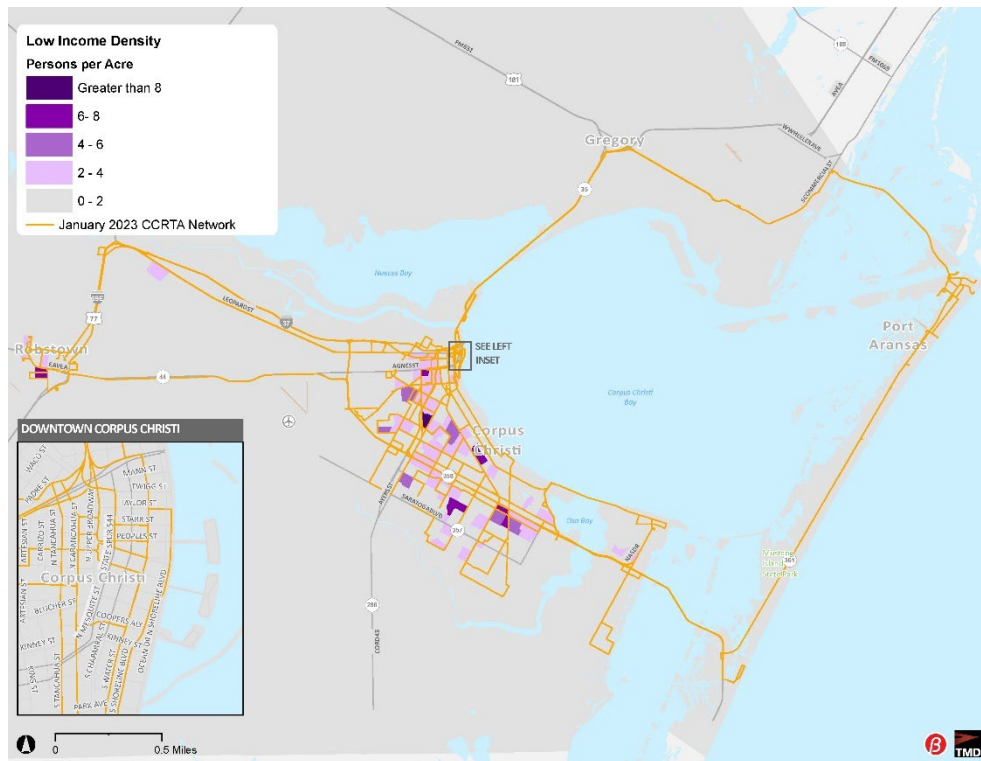


Figure 5: Low-Income Density in Corpus Christi Area



In addition to the population density maps, CCRTA has completed an analysis of minority and low-income populations within a half mile of CCRTA bus stops, and identified the areas that have above average minority (Figure 6) and low-income (Figure 7) populations. The findings are largely similar to the population density maps, with above average minority and low-income populations to the south of downtown Corpus Christi and in Robstown.

Figure 6: Census Tracts with Above Average Minority Population within 1/2 Mile Walkshed of CCRTA Stops

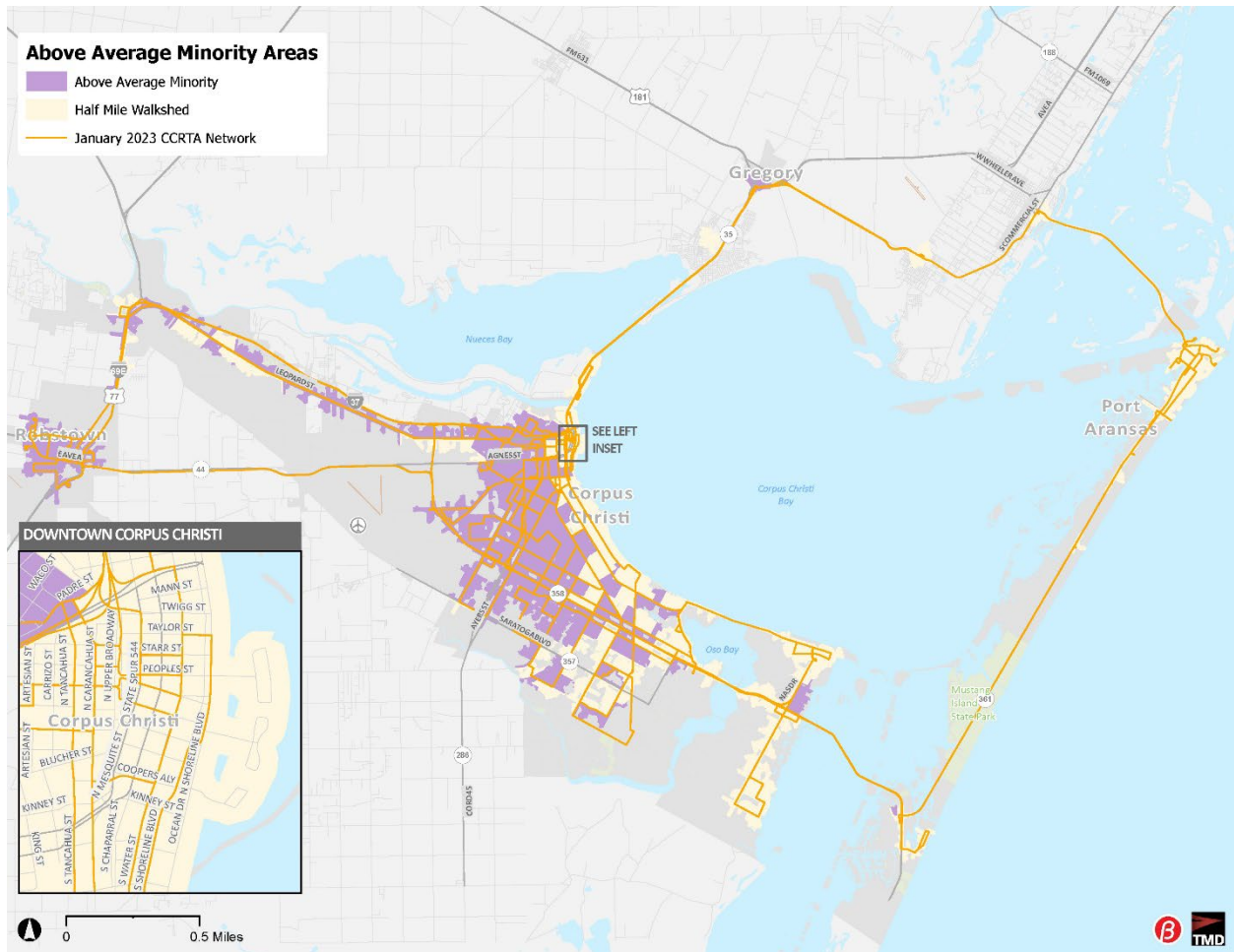


Figure 7: Census Tracts with Above Average Low-Income Population within 1/2 Mile Walkshed of CCRTA Stops

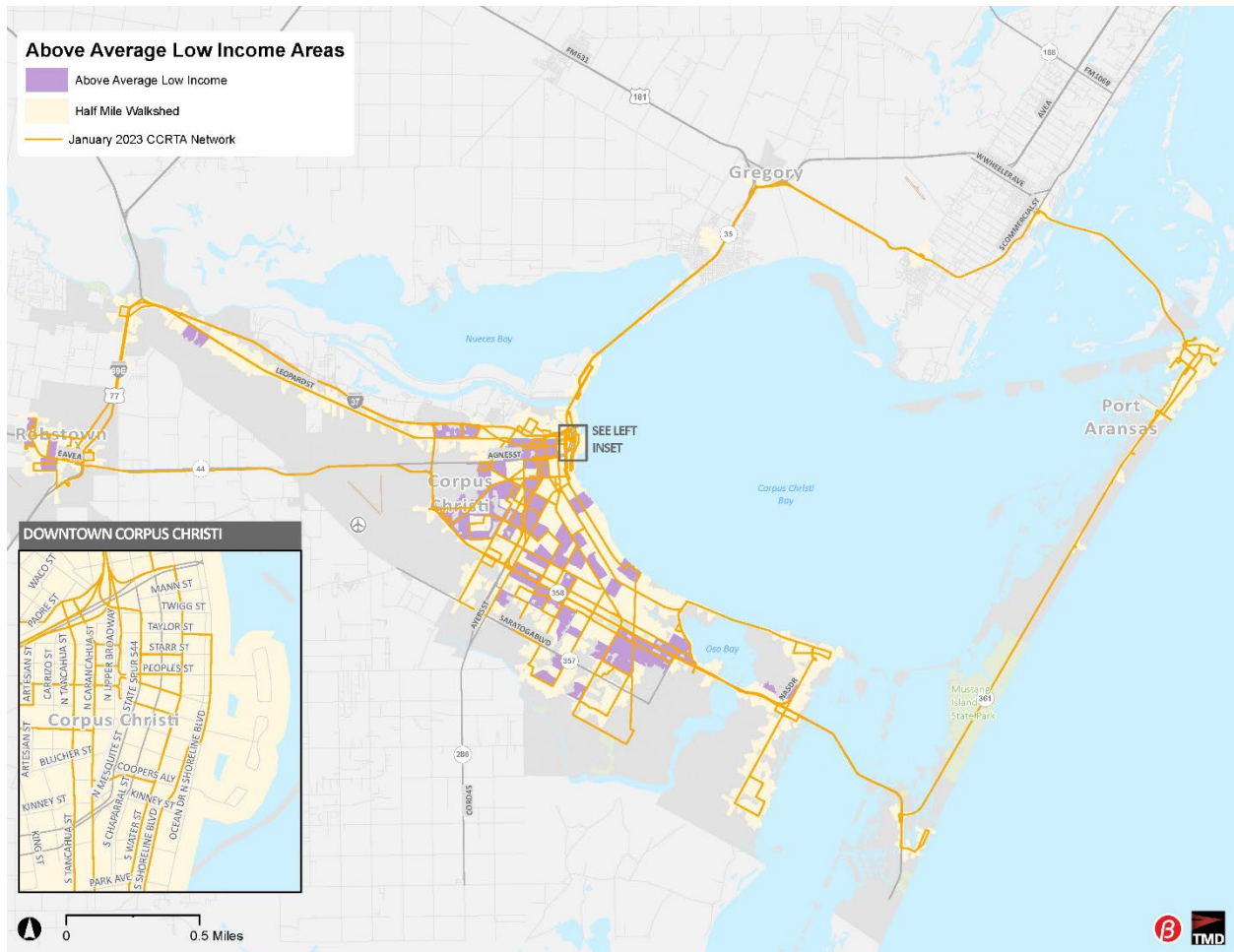


Table 3 compares the percentage of minority and low-income populations within a half mile of CCRTA bus stops to the percentage of minority and low-income populations within the CCRTA service area overall. The percentage of minority and low-income populations within a half mile of CCRTA service is greater than the percentage of minority and low-income populations overall, indicating that CCRTA provides appropriate service to minority and low-income populations.

Table 3: Title VI Populations within CCRTA Service Area and within 1/2 Mile of CCRTA Stops

	Total Population	Minority Population	Percent Minority	Low-Income Population	Percent Low-Income
<i>Service Area</i>	442,194	296,120	70.0%	69,068	16.0%
<i>Within 1/2 Mile of CCRTA Stops</i>	264,645	198,023	74.8%	49,157	18.6%

In addition to identifying areas with above average minority and low-income populations system-wide, CCRTA has identified which routes have an above average percentage of minority and low-income populations within ½ mile of the stops served by each route. Tables 4 and 5 identify routes with above average minority and low-income populations within ½ mile of stops, respectively. Routes 3, 4, 5, 6, 26, 50, 51, 55, 56, 65, 78, 94, and 95 are neither above average minority nor low-income.

Table 4: Above Average Minority Routes

Route	Percent Minority
3	41%
12	90%
15	80%
16	51%
17	75%
19	82%
21	90%
23	86%
25	94%
27	56%
28	67%
32	68%
34	85%
35	84%
37	70%
51	47%

Table 5: Above Average Low-Income Routes

Route	Percent Low-Income
12	19%
15	12%
16	27%
17	15%
19	12%
21	18%
23	24%
25	14%
28	18%
29	15%
32	20%
37	22%

CCRTA conducted a customer survey as part of the Fleet Forward 2022 Long Range System Plan. The survey included questions about income and demographics. An analysis of the survey results found that 50 percent of survey takers indicated they used CCRTA service and responded to the demographic question on the survey self-identified as a minority demographic. 26.7 percent of respondents that indicated they used CCRTA service and responded to the household income question on the survey reported an annual household income of \$25,000 or less. The complete survey results and survey questions can be found in Appendix D.

11. Service Standards and Policies Monitoring

The most recent CCRTA monthly and ad-hoc monitoring reports, as well as the board meeting agendas, document the CCRTA board's review of the reports in Appendix C.

12. Public Engagement for Major Service Change and Disparate Impact Policies

The description of the public engagement process for setting the major service change and disparate impact policies are included in Appendix C.

13. Equity Analysis for Major Service or Fare Change and Board Approval

In 2023, CCRTA prepared a Title VI Service Equity Analysis (SEA) in response to the COVID-19 pandemic (2020-22). The SEA reviews a demographic analysis of the service area and provides service change updates and ridership impacts in regard to COVID-19. The analysis did not find any disparate impacts or disproportionate burdens. The complete COVID-19 SEA can be found in Appendix E.

Appendix A



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Title VI Notice**
- 2. List of Title VI Notice Locations**
- 3. Title VI Complaint Procedures**
- 4. Complaint Form, English and Spanish**
- 5. Appeals Form, English and Spanish**

Title VI Program

2023 Update

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.

Write Us:

Attn: Title VI Officer
602 North Staples Street
Corpus Christi, TX 78401

Call Us:

(361) 289-2712

Fax Us:

(361) 884-8101

Email Us:

title6@ccrta.org

List of locations where Title VI Notice is posted (2019-2023).

- 1) CCRTA Staples Street Center
- 2) CCRTA Staples Street Transfer Station
- 3) CCRTA Six Points Transfer Station
- 4) CCRTA Port Ayers Transfer Station
- 5) CCRTA Southside Transfer Station
- 6) CCRTA Robstown Transfer Station
- 7) CCRTA Bear Lane Operations and Maintenance Facility
- 8) All CCRTA Fixed Route and B-Line (Paratransit) Buses

Corpus Christi Regional Transportation Authority
Instructions to the Public on How To
File A Title VI Complaint and Complaint Procedures

Corpus Christi Regional Transportation Authority will process and investigate complaints from individuals alleging discrimination in CCRTA's programs or activities under Title VI of the Civil Rights Act of 1964. Race, color or national origin complaints alleging discrimination in programs or activities may be filed pursuant to the following procedures.

HOW TO FILE A COMPLAINT

Any person who believes that he or she has been discriminated against on the basis of race, color or national origin by CCRTA may file a Title VI complaint, directly or through an authorized representative, by completing and submitting CCRTA's Title VI Complaint Form. CCRTA will investigate complaints received no more than 180 days after the alleged incident. Complaint forms may be accessed by clicking one of the links below:

- [Complaint Form \(English\)](#) (PDF file opens in a new window)
- [Complaint Form \(Español\)](#) (En formato PDF. Esta información se abrirá en una nueva ventana del navegador.)

Completed complaint form must be submitted to:

Corpus Christi Regional Transportation Authority
Compliance Department
Attention: Title VI Program
602 N. Staples Street
Corpus Christi, Texas 78401

COMPLAINT ACCEPTANCE

Once the complaint is received, CCRTA will review it to determine whether it has jurisdiction. The complainant will receive an acknowledgement letter within ten (10) days of our receipt of the complaint informing him/her whether the complaint will be investigated by our office.

INVESTIGATIONS

CCRTA will promptly investigate all complaints of alleged discrimination on the basis of race, color or national origin in its services and programs. CCRTA will process and investigate alleged complaints within 60 days of receiving a complete complaint. CCRTA may contact the Complainant if more information is needed to resolve the complaint. The Complainant will have ten (10) business days from the date of contact to send requested information to CCRTA. CCRTA may choose to close the complaint if the requested information is not received within ten (10) business days. A complaint can

also be administratively closed if the Complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

LETTERS OF FINDINGS

After the investigation is completed, CCRTA will make a final decision and issue one of the following letters to the Complainant based on the investigation findings:

- a. A letter of finding summarizing the allegations and indicating CCRTA did not find a violation of Title VI regulations. This letter closes the case.
- b. A letter of finding summarizing the allegations and indicating CCRTA's services or programs is in violation of Title VI. The letter will also contain a brief description of remedies CCRTA will undertake to achieve compliance.

RIGHT TO APPEAL

A Complainant may appeal a final decision resulting from a Title VI investigation by submitting a written appeal to CCRTA no later than ten (10) business days after receipt of the final decision letter. The appeal must be submitted to the Chief Executive Officer of CCRTA at the following address: Office of the Chief Executive Officer, 602 N. Staples Street, Corpus Christi, Texas 78401.

- [Appeal Form \(English\)](#) (PDF file opens in a new window)
- [Appeal Form \(Español\)](#) (En formato PDF. Esta información se abrirá en una nueva ventana del navegador.)

FEDERAL TRANSIT ADMINISTRATION

A person may also file a complaint directly with the Federal Transit Administration's Office of Civil Rights at:

Federal Transit Administration (FTA)
Office of Civil Rights
East Building
1200 New Jersey Ave, SE,
Washington, DC 20590

If information is needed in another language, contact (361)883-2287.

Corpus Christi Regional Transportation Authority

Instrucciones al Público sobre Cómo Enviar una Denuncia respecto al Título VI y los Procedimientos de Presentación de Denuncias

El servicio de Corpus Christi Regional Transportation Authority procesará e investigará las denuncias de individuos que aleguen discriminación en las actividades o programas organizados por CCRTA bajo el Título VI del Acta de Derechos Civiles de 1964. Las denuncias que aleguen

discriminación por raza, color u origen nacional en los programas o actividades organizadas por CCRTA podrán ser presentadas siguiendo los siguientes procedimientos:

CÓMO PRESENTAR UNA DENUNCIA

Cualquier persona que crea haber sido víctima de discriminación por motivos de raza, color o nacionalidad por parte de CCRTA puede presentar una denuncia respecto al Título VI, directamente o por medio de un representante autorizado, completando y presentando un Formulario de Denuncia por transgresión del Título VI de los Derechos Civiles. CCRTA investigará las denuncias recibidas por un periodo máximo de 180 días luego del incidente alegado. Se puede acceder a los formularios de denuncias haciendo clic en las líneas abajo.

- [Formulario de Denuncia \(inglés\)](#) (PDF file opens in a new window)
- [Formulario de Denuncia \(español\)](#) (En formato PDF. Esta información se abrirá en una nueva ventana del navegador.)

La denuncia debe ser presentada a:

Corpus Christi Regional Transportation Authority
Compliance Department
Attention: Title VI Program
602 N. Staples Street
Corpus Christi, Texas 78401

ACEPTACIÓN DE LA DENUNCIA

Una vez recibida la denuncia, CCRTA la revisará para determinar si tiene jurisdicción. El denunciante recibirá una carta de acuso de recibo dentro de los diez (10) días luego de haber recibido la denuncia informándole si la denuncia será investigada por nuestra oficina o no.

INVESTIGACIONES

CCRTA investigará inmediatamente todas las denuncias que aleguen discriminación por motivos de raza, color u origen nacional en sus servicios y programas. CCRTA procesará e investigará las denuncias completas dentro de los 60 días de recibida la denuncia. CCRTA puede contactar al Denunciante si se necesita más información para resolver la denuncia. El Denunciante tendrá diez (10) días útiles desde la fecha del contacto para enviar la información requerida por CCRTA. CCRTA puede elegir cerrar la denuncia si la información requerida no es recibida dentro de los diez (10) días útiles. Una denuncia también puede ser cerrada administrativamente si el Denunciante ya no desea continuar con la denuncia, o si el Denunciante no coopera en la investigación de la denuncia.

CARTA DE RESULTADOS

Cuando la investigación sea completada, CCRTA tomará una decisión final y expedirá una de las siguientes cartas al Denunciante, basada en los resultados de la investigación:

- a. a. Una carta de resultados resumiendo las alegaciones e indicando que CCRTA no encontró una violación de las regulaciones del Título VI. Esta carta cierra el caso.
- b. b. Una carta de resultados resumiendo las alegaciones e indicando que los servicios o programas de CCRTA están en falta respecto al Título VI. Esta carta también contendrá una breve descripción de las acciones que CCRTA tomará para lograr ponerse en regla con las regulaciones del título VI.

DERECHO DE APELACIÓN

El Denunciante puede apelar una decisión final que resulte de la investigación de transgresión al Título VI, por medio de la presentación de una apelación a CCRTA antes de los diez (10) días útiles luego de haber recibido la carta con la decisión final. La apelación debe ser enviada al Director Ejecutivo Adjunto de CCRTA, en la siguiente dirección: Chief Executive Officer of CCRTA at the following address: Office of the Chief Executive Officer, 602 N. Staples Street, Corpus Christi, Texas 78401.

- [Formulario de Apelación \(inglés\)](#) (PDF file opens in a new window)
- [Formulario de Apelación \(español\)](#) (En formato PDF. Esta información se abrirá en una nueva ventana del navegador.)

ADMINISTRACIÓN FEDERAL DEL TRÁNSITO

Una persona también puede dirigir una denuncia directamente a la Oficina Federal de Derechos Civiles de la Administración del Tránsito, a:

Federal Transit Administration (FTA)
Office of Civil Rights
East Building
1200 New Jersey Ave, SE,
Washington, DC 20590

Si se necesita información en otro idioma, llame al (361)883-2287.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Date Complaint Received	Complaint Number

Corpus Christi Regional Transportation Authority Title VI Complaint Form

Title VI of the Civil Rights Act provides that no person shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any CCRTA program or activity that receives federal funding.

If you have a Complaint under Title VI, complete this form and submit it to CCRTA Compliance Officer, Title VI Program, 602 N. Staples Street, Corpus Christi, TX 78401. Si se necesita información en otro idioma, llame al (361) 289-2712.

I. COMPLAINANT INFORMATION

Name	
Address	
City, State, Zip	
Telephone () -	Email Address
Accessible Format Requirements? <input type="checkbox"/> Large Print <input type="checkbox"/> TDD <input type="checkbox"/> Audio Tape <input type="checkbox"/> Other	

II. PRIMARY/THIRD PARTY INFORMATION

<p>Are you filing this complaint on your own behalf?</p> <p><input type="checkbox"/> YES → If you answered “YES” to the question, go to Section III.</p> <p><input type="checkbox"/> NO → If you answered “NO” to the question, answer the following questions:</p> <p>a. Please supply the name and relationship of the person for whom you are complaining?</p> <p>b. Please explain why you have filed for a third party?</p> <p>c. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>

III. COMPLAINT BASIS

I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin
Date of Alleged Description (Month / Day / Year)
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back side of this form or a separate sheet of paper.

IV. COMPLAINT FILING CONTACTS

Have you previously filed a Title VI Complaint with CCRTA? <input type="checkbox"/> YES <input type="checkbox"/> NO
Have you filed this Complaint with any other federal, state or local agency or with any federal or state court: <input type="checkbox"/> YES <input type="checkbox"/> NO
If YES, check all that apply: <input type="checkbox"/> Federal Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Local Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State Court
Please provide information for a contact person at the agency/court where the complaint was filed.
Names:
Title:
Agency:
City / State / Zip
Telephone:

You may attach any written materials or other information that you think is relevant to your Complaint.

Complainant's Signature

Date

Please submit this form in person at the address below or mail this to:

Corpus Christi Regional Transportation Authority
ATTENTION: TITLE VI COMPLAINTS
602 N. Staples Street
Corpus Christi, TX 78401

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

- 1 – Closure Letter
- 2 – Letter of Findings
- 3 – Administrative (FC)
- 4 – Administrative (CW)

Appeal: 10 days post receipt date of Closure Letter of Letter of Finding



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Date Complaint Received/Fecha de Recibo de la Denuncia	Complaint Number/Número de la Denuncia
--------------------------------------------------------	----------------------------------------

Corpus Christi Regional Transportation Authority Formulario de Denuncia bajo el Título VI

El Título VI de la Ley de Derechos Civiles dispone que a ningún individuo discapacitado será, por motivo de raza, color u origen nacional, excluido de la participación en, ni denegado los beneficios de, ni sometido a la discriminación, bajo cualquier programa, servicio o actividad de la CCRTA que reciba fondos federales.

Si tiene una denuncia bajo el Título VI, complete este formulario y entréguelo a CCRTA Compliance Officer, Title VI Program, 602 N. Staples Street, Corpus Christi TX 78401. Si se necesita información en otro idioma, llame al (361) 289-2712.

I. INFORMACIÓN DEL DENUNCIANTE

Nombre	
Dirección	
Ciudad – Estado – Código Postal	
Teléfono	Dirección de Correo Electrónico
¿Requisitos de Formato Accesible? <input type="checkbox"/> Letra Grande <input type="checkbox"/> Dispositivo de Telecomunicaciones para Sordos (TDD) <input type="checkbox"/> Cinta de Audio <input type="checkbox"/> Otro	

II. INFORMACIÓN DE LA PERSONA PRINCIPAL O TERCERO

¿Está presentando esta apelación por sí mismo? <input type="checkbox"/> SÍ → Si contestó “SÍ”, pase a la Sección III. <input type="checkbox"/> NO → Si contestó “NO” a la pregunta, conteste las siguientes preguntas:
a. Por favor indique el nombre y su relación con la persona a favor de la cual está apelando.
b. Por favor, explique por qué ha presentado una denuncia a favor de un tercero.
c. Por favor confirme que ha obtenido el permiso de la parte agraviada, si presenta la apelación a favor de un tercero. <input type="checkbox"/> SÍ <input type="checkbox"/> NO

III. FUNDAMENTO DE LA DENUNCIA

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional
Fecha del Supuesto Incidente de Discriminación (mes, día, año)
Explique, lo más claramente posible, qué sucedió y por qué cree que discriminaron en su contra. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que discriminaron en su contra (si lo sabe), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, use la parte de atrás de este formulario o una hoja de papel por separado.

IV. CONTACTOS DE PRESENTACIÓN DE LA DENUNCIA

¿Ha presentado anteriormente una denuncia de Título VI ante la CCRTA? <input type="checkbox"/> SÍ <input type="checkbox"/> NO
¿Ha presentado esta denuncia ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? <input type="checkbox"/> SÍ <input type="checkbox"/> NO Si contestó “SÍ”, marque todas las opciones que correspondan: <input type="checkbox"/> Agencia Federal <input type="checkbox"/> Agencia Estatal <input type="checkbox"/> Agencia Local <input type="checkbox"/> Tribunal Federal <input type="checkbox"/> Tribunal Estatal
Por favor indique la información de la persona de contacto en la agencia o tribunal en donde se presentó la denuncia.
Nombre:
Título:
Agencia:
Ciudad – Estado – Código Postal
Teléfono:

Puede adjuntar cualquier material escrito u otra información que considere pertinente para su apelación.

Firma del Denunciante

Fecha

Por favor presente este formulario en persona en la dirección que aparece a continuación,
o envíe este formulario por correo a:

Corpus Christi Regional Transportation Authority
ATTENTION: TITLE VI COMPLAINTS
602 N. Staples Street
Corpus Christi, TX 78401

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

- 1 – Closure Letter
- 2 – Letter of Findings
- 3 – Administrative (FC)
- 4 – Administrative
(CW)

Appeal: 10 days post receipt date of Closure Letter of Letter of Finding

CERTIFICATION

I, Lorena Parada-Valdes, do certify that the attached three-page complaint form in Spanish is a true and correct translation of the original three-page complaint form in English, to the best of my ability.



Lorena Parada-Valdes,
Federally Certified Court Interpreter
Nationally Certified Judiciary Interpreter and Translator
FOXP2Go
PO Box 6245
Corpus Christi TX 78466-6245

Date: July 10, 2019



Date Appeal Received	Complaint Number
----------------------	------------------

Corpus Christi Regional Transportation Authority Title VI Appeal Form

Appeals of a final decision must be filed within ten (10) business days after receipt of a final decision letter.

I. APPELLANT INFORMATION

Name	
Address	
City, State, Zip	
Telephone () -	Email Address
Accessible Format Requirements? <input type="checkbox"/> Large Print <input type="checkbox"/> TDD <input type="checkbox"/> Audio Tape <input type="checkbox"/> Other	

II. PRIMARY/THIRD PARTY INFORMATION

<p>Are you filing this complaint on your own behalf?</p> <p><input type="checkbox"/> YES → If you answered “YES” to the question, go to Section III.</p> <p><input type="checkbox"/> NO → If you answered “NO” to the question, answer the following questions:</p> <p>a. Please supply the name and relationship of the person for whom you are appealing?</p> <p>b. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>

III. APPEAL REASONS

<p>I believe the Final Decision rendered in this matter should be reviewed because:</p> <p><input type="checkbox"/> Please explain below.</p>

IV. COMPLAINT FILING CONTACTS

<p>Have you filed this Complaint with any other federal, state or local agency or with any federal or state court:</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>If YES, check all that apply:</p> <p><input type="checkbox"/> Federal Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Local Agency</p> <p><input type="checkbox"/> Federal Court <input type="checkbox"/> State Court</p>
<p>Please provide information for a contact person at the agency/court where the complaint was filed.</p>
<p>Names:</p>
<p>Title:</p>
<p>Agency:</p>
<p>City / State / Zip</p>
<p>Telephone:</p>

You may attach any written materials or other information that you think is relevant to your Complaint.

Complainant's Signature

Date

Please submit this form in person at the address below or mail this form to:

Corpus Christi Regional Transportation Authority
ATTENTION: TITLE VI COMPLAINTS
 602 N. Staples Street
 Corpus Christi, TX 78401

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

1 – Closure Letter

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CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Date Appeal Received/Fecha de Recibo de la Apelación	Complaint Number/Número de la Denuncia
------------------------------------------------------	----------------------------------------

Corpus Christi Regional Transportation Authority Formulario de Apelación bajo el Título VI

Toda apelación a una decisión final se deberá presentar en el transcurso de diez (10) días hábiles a partir del recibo la carta de notificación de la decisión final.

I. INFORMACIÓN DEL APELANTE

Nombre	
Dirección	
Ciudad – Estado – Código Postal	
Teléfono () –	Dirección de Correo Electrónico
¿Requisitos de Formato Accesible? Telecomunicaciones para Sordos (TDD)	<input type="checkbox"/> Letra Grande <input type="checkbox"/> Dispositivo de <input type="checkbox"/> Cinta de Audio <input type="checkbox"/> Otro

II. INFORMACIÓN DE LA PERSONA PRINCIPAL O TERCERO

¿Está presentando esta apelación por sí mismo? <input type="checkbox"/> SÍ → Si contestó “SÍ”, pase a la Sección III. <input type="checkbox"/> NO → Si contestó “NO” a la pregunta, conteste las siguientes preguntas: a. Por favor indique el nombre y su relación con la persona a favor de la cual está apelando. b. Por favor confirme que ha obtenido el permiso de la parte agraviada, si presenta la apelación a favor de un tercero. <input type="checkbox"/> SÍ <input type="checkbox"/> NO

III. MOTIVO DE LA APELACIÓN

Creo que se debe revisar la Decisión Final tomada en este asunto, porque: <input type="checkbox"/> Favor de explicar a continuación.

IV. CONTACTOS DE PRESENTACIÓN DE LA DENUNCIA

<p>¿Ha presentado esta denuncia ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?</p> <p><input type="checkbox"/> SÍ <input type="checkbox"/> NO</p> <p>Si contestó “SÍ”, marque todas las opciones que correspondan:</p> <p><input type="checkbox"/> Agencia Federal <input type="checkbox"/> Agencia Estatal <input type="checkbox"/> Agencia Local</p> <p><input type="checkbox"/> Tribunal Federal <input type="checkbox"/> Tribunal Estatal</p>
<p>Por favor indique la información de la persona de contacto en la agencia o tribunal en donde se presentó la denuncia.</p>
<p>Nombre:</p>
<p>Título:</p>
<p>Agencia:</p>
<p>Ciudad – Estado – Código Postal</p>
<p>Teléfono</p>
<p> </p>

Puede adjuntar cualquier material escrito u otra información que considere pertinente para su apelación.

Firma del Denunciante

Fecha

Por favor presente este formulario en persona en la dirección que aparece a continuación, o envíe este formulario por correo a:

Corpus Christi Regional Transportation Authority
ATTENTION: Chief Executive Officer
602 N. Staples Street
Corpus Christi, TX 78401

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

1 – Closure Letter

2 – Letter of Findings

3 – Administrative (FC)

4 – Administrative (CW)

Appeal: 10 days post receipt date of Closure Letter or Letter of Finding

CERTIFICATION

I, Lorena Parada-Valdes, do certify that the attached three-page appeal form in Spanish is a true and correct translation of the original three-page appeal form in English, to the best of my ability.



Lorena Parada-Valdes,
Federally Certified Court Interpreter
Nationally Certified Judiciary Interpreter and Translator
FOXP2Go
PO Box 6245
Corpus Christi TX 78466-6245

Date: July 10, 2019

Appendix B



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Public Information Process**
- 2. Public Input Policy**
- 3. Limited English Proficiency Plan**
- 4. Disparate Impacts Policy**
- 5. Public Hearing Legal Notice Example**
- 6. Public Hearing Legal Notice Order Confirmation**

Title VI Program

2023 Update



REVIEW AREA DOCUMENTS

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



Regional Transportation Authority



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 1st 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.

**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 major service reduction change or fare increase 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.

Adopted: August 7, 2013

Revised: July 10, 2019



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 CCRTA 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 CCRTA 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 CCRTA 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 CCRTA will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

LEP SERVICES POLICY STATEMENT

The CCRTA 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 CCRTA 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 CCRTA 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 meaning five percent (5%) or 1,000 persons. 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 CCRTA 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 CCRTA 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 CCRTA 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 CCRTA 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 CCRTA will undertake this examination when an eligible LEP group constitutes five percent (5%) or 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	LEP Population (ACS Estimate)	Percentage of Service Area Population
Spanish	21,398	6.35%
Vietnamese	653	.19%
Tagalog	569	.17%
Chinese	332	.09%
Other Indo-European Language	203	.06%
Korean	198	.06%
Arabic	197	.06%
Other Asian Language	135	.04%
French	55	.02%
German	26	<.01%
Russian	23	<.01%
Other	16	<.01%

For the LEP population, Spanish persons speaking English less than very well constitute about 8.8% of the service area population. The second most spoken single languages among the LEP population is Vietnamese with 508 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 representatives 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 CCRTA 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 CCRTA'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 CCRTA'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.

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The Title VI Officer will monitor the CCRTA'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 CCRTA 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 **180** 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). 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.

RETALITATION 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 CCRTA 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.



**CORPUS CHRISTI
REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY**

DISPARATE IMPACTS

POLICY STATEMENT

The Corpus Christi Regional Transportation Authority (CCRTA) 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 of the changes considered. In cases where a disparate impact is identified, the CCRTA will evaluate alternatives to avoid, minimize or mitigate such impacts.

PROCEDURES

1. Major Service Changes and Fare Changes. This policy will apply to all “major service changes” as defined by the CCRTA Service Standards Policy and all fare changes.

2. Disparate Impact Analysis. A disparate impact analysis will be prepared and posted to the CCRTA 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’ will be identified. This analysis will identify all Census Block Groups in which the amount of service provided by the CCRTA 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 will 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 will be analyzed and compared to the same data for the CCRTA 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 will be identified as such. Similarly, all block groups with a higher poverty rate than the service area will 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 will be collected prior to any Disparate Impact Analysis. The information will 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 will be identified, when the utilization is 10% above or below the same 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 see 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 will be identified. Should an alternative that is operationally feasible be shown to avoid or minimize disparate impacts, this alternative will be preferred.

9. Final Analysis. A service or fare change which will create a disparate impact may only be considered if a substantial legitimate justification exists for the change and the change being considered has been shown to be the alternative least discriminatory of alternatives.

Adopted: July 3, 2013

The Classifieds

Catch up on the local news!!



Deadline: Friday 5:00 p.m.
(361) 758-5391 • (361) 758-5393 (fax)
www.aransaspassprogress.com
www.inglesideindex.com

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LEGAL NOTICE Notice of Public Hearing Proposed Fixed Route Public Transit Service Changes NOTICE IS HEREBY GIVEN that the Corpus Christi Regional Transportation Authority (CCRTA) will hold a Public Hearing in the CCRTA Board of Directors Room, at 602 N. Staples St., Corpus Christi, TX 78401, on May 11, 2022, at the hour of 8:30 a.m., to receive and consider all evidence, reports, and public testimony concerning modifications to the transit program which includes service changes to make the Pilot Route 93 Flex and Pilot Route 95 Port Aransas Express permanent services. For the Route 95 service, a premium fare of \$1.25 would apply	LEGAL NOTICE to Express trips beginning or ending in Corpus Christi. A standard fare of \$0.75 would apply to trips between the Ingleside and Port Aransas. For the Route 93 Flex service, a standard fare of \$0.75 would continue to apply to all trips. Effective March 1, 2022, through the date and time of the public hearing on May 11, 2022, public comments may be submitted by phone at (361) 883-2287 or by mail or in-person at the Customer Service Center, 602 N. Staples St. Corpus Christi, TX 78401. The CCRTA will review and consider all comments received prior to approving these service changes.	LEGAL NOTICE Pública Propuesta Cambios en el Servicio de Tránsito POR ESTE MEDIO SE DA AVISO que la Autoridad de Transporte Regional de Corpus Christi (CCRTA) llevará a cabo una Audiencia Pública en la Sala de la Junta Directiva de CCRTA, en 602 N. Staples St., Corpus Christi, TX 78401, el 11 de mayo de 2022, a la hora de las 8:30 a. m., para recibir y considerar evidencia, reportes y testimonios públicos sobre las modificaciones al programa de tránsito que incluyen cambios en el servicio para hacer que los servicios Pilot Route 93 Flex y Pilot Route 95 Port Aransas Express sean rutas permanentes. Para el servicio de la Ruta 95, se aplicaría una tarifa premium de \$1.25	LEGAL NOTICE a los viajes Express que comiencen o terminen en Corpus Christi. Se aplicaría una tarifa estándar de \$0.75 a los viajes entre Ingleside y Port Aransas. Para el servicio Route 93 Flex, se continuará aplicando una tarifa estándar de \$0.75 a todos los viajes. A partir del 1 de marzo de 2022, hasta la fecha y hora de la audiencia pública del 11 de mayo de 2022, los comentarios públicos pueden enviarse por teléfono al (361) 883-2287 o por correo o en persona en el Centro de Servicio al Cliente, 602 N. Staples St., Corpus Christi, TX 78401. El CCRTA revisará y considerará todos los comentarios recibidos antes de aprobar estos cambios en el servicio.	LEGAL NOTICE NOTICE OF REQUESTS FOR PROPOSALS FROM SUB-CONTRACTORS AND SUPPLIERS Weaver & Jacobs Constructors, Inc., the Construction Manager-At-Risk, will accept proposals from subcontractors and suppliers for the Ingleside ISD Leon Taylor Junior High Addition-Renovation, located in Ingleside, Texas until 4:00pm on Tuesday, April 26, 2022. Bids should be submitted to: Brenden Morris Weaver & Jacobs Constructors, Inc. 6262 Weber Rd, Suite 101 Corpus Christi, Texas 78413 Ph. 361-452-0560 Fax: 361-452-0621 Email bmmorris@weaverandjacobs.com Interested bidders may obtain bidding documents by contacting the	LEGAL NOTICE Construction Manager for instructions. There are no paper plans being issued. In accordance with the Government Code Chapter 2267, in determining to whom to award a contract, the Construction Manager may consider any relevant factor a private business entity would consider in selecting a vendor. The Construction Manager reserves the right to reject any or all proposals, to waive any informalities in the proposal process and to accept the proposal which it considers to offer the best value to the Owner.	LEGAL NOTICE an overpass at Oak Lane within the corporate limits of the City of Aransas Pass; and providing a penalty for the violation thereof. Approved on April 4, 2022. An application has been made with the Texas Alcoholic Beverage Commission for a Beer and Wine LICENSE/ PERMIT(MB) by Steve and Lulu's inc. dba, to be located at 327 S. Commercial St., Aransas Pass TX. 78336, SanPatricio County Texas. Officers of said corporation are Stephen Martin - President, LuAna Martin - Vice President	GARAGE SALE Friday 4-22-22 and Saturday 4-23-22 9 a.m. to 3 p.m. Sunday for 4-24-22 12 p.m. to 4 p.m. located at 1555 West DeBerry Avenue Aransas Pass toys clothing crafts jewelry sewing materials bedding kitchen items furniture shelving storage boxes firewood and books. HELP WANTED Hiring up for the season. Sauté Cooks, Line Cooks, Prep, Dishwasher, Food Runners. Competitive pay and guaranteed 40 hours. Must have transportation. Great work environment. Call 11-8 Contact 956-778-8695
			LEGAL NOTICE ORDINANCE NO. 2022-4383 - Ordinance establishing regulatory speed limit during construction along SH 35 to construct	GARAGE SALE Garage Sale 1040 S Arch Aransas Pass. Friday 8-2 and Saturday 8-2			

REQUEST FOR PROPOSALS FOR FIREWORK CONTRACTOR

The City of Aransas Pass is accepting Proposals for Professional Services for a Community Firework Display. Sealed proposals will be received from all interested parties at the Aransas Pass City Secretary's Office. **Deadline to submit proposals is Thursday, April 21, 2022 at 3:00 PM.** Proposals shall be submitted in a sealed envelope and marked as follows: **City of Aransas Pass, Attn: City Secretary, "Fireworks Show Contractor", 600 W. Cleveland, Aransas Pass, TX 78336.**

A proposal package may be obtained from the City Secretary's Office located at 600 W. Cleveland, Aransas Pass, Texas 78336, (361) 758-5301, or from the City's Website at www.aptx.gov. The city reserves the right to reject all bids, close the bid without prior notice, or award the bid to a party other than the lowest bidder.

1-10 Prescribed by Secretary of State Section 4.004, §1.010, §1.004, §1.007, Texas Election Code 11.0021

NOTICE OF GENERAL / SPECIAL ELECTION (AVISO DE ELECCION GENERAL / ESPECIAL)

To the registered voters of the County of San Patricio, Texas (A los votantes registrados del Condado de San Patricio, Texas)

Notice is hereby given that the polling places listed below will be open from 7:00 a.m. to 7:00 p.m. on May 7, 2022, for voting in a special election to adopt or reject the proposed Constitutional Amendments as submitted by the 87th Legislature, Second & Third Session, of the State of Texas, A Mayor and two (2) Council Members to a two (2) year term and a special election to adopt or reject subjecting the legal sale of prohibited types or classifications of alcoholic beverages within the Leisure and Entertainment District for the City of Portland, A Council Member to Place 2 and Place 4 for a two (2) year term for the City of Aransas Pass, Three (3) Council Members to a four (4) year term for the City of Gregory, A Mayor and two (2) Aldermen for the City of Ingleside on the Bay.

(Notifíquese, por la presente, que las Casillas electorales citadas abajo se abrirán desde las 7:00 a.m. hasta las 7:00 p.m. el 7 de mayo de 2022 para votar en la Elección Especial para adoptar o rechazar las enmiendas a la constitución propuestas tal como fueron presentadas por la septuagésima tercera sesión de la 87ª Legislatura del Estado de Texas. Un alcalde y dos (2) miembros del Consejo - término de dos años y una elección especial para adoptar o rechazar la autorización de la venta legal de tipos o clasificaciones prohibidas de bebidas alcohólicas dentro del Distrito de ocio y entretenimiento de la ciudad de Portland. Un Concejal para el Lugar 2 y el Lugar 4 por un término de dos (2) años para la Ciudad de Aransas Pass. Tres (3) Concejales por un término de cuatro (4) años para la Ciudad de Gregory. Un alcalde y dos (2) concejales de la ciudad de Ingleside en el Bay.)

On Election Day, voters may vote at any location within San Patricio County (En el día de elección los votantes pueden votar en cualquier centro de votación dentro del Condado de San Patricio)

Location of Election Day Polling Places (Incluir Nombre del Edificio y Dirección)	Precinct Number(s)
San Patricio County Fairgrounds Civic Center - Meeting Room 219 W. O'Neil Street, Sinton, TX 78387	All Precincts
Aransas Pass Civic Center - Lightning Well Room 700 W. Wheeler Aransas Pass, TX 78336	All Precincts
Ingleside Humble Community Center 2821 Main St Ingleside, TX 78362	All Precincts
Mathis City Hall Annex 401 E San Patricio Mathis, TX 78368	All Precincts
Gregory Housing Authority 103 Gramma Gregory, TX 78359	All Precincts
Portland Community Center - Multi Purpose Room 2000 Billy O Webb Portland, TX 78374	All Precincts

For Early Voting, a voter may vote at any of the locations listed below (Para la votación adelantada, los votantes pueden votar en cualquiera de las ubicaciones nombradas abajo.)

Location of Main Early Voting Polling Place (Incluir Nombre del Edificio y Dirección)	Days and Hours of Operation (Días y Horas Habíles)
San Patricio County Elections Office - Room 2 410 W Market St Sinton, TX 78387	April 25 - 29 May 2-3 8 AM - 5 PM 7 AM - 7 PM

Locations of Early Voting Polling Places (Incluir Nombre del Edificio y Dirección)	Days and Hours of Operation (Días y Horas Habíles)
Aransas Pass Civic Center - Lightning Well Room 700 W Wheeler Aransas Pass, TX 78336	April 25 - 29 May 2-3 8 AM - 5 PM 7 AM - 7 PM
Gregory Housing Authority 103 Gramma Gregory, TX 78359	April 25 - 29 May 2-3 8 AM - 5 PM 8 AM - 5 PM
Ingleside Humble Community Center 2821 Main St Ingleside, TX 78362	April 25 - 29 May 2-3 8 AM - 5 PM 8 AM - 5 PM
Portland Community Center - Multi Purpose Room 2000 Billy O Webb Portland, TX 78374	April 25 - 29 May 2-3 8 AM - 5 PM 7 AM - 7 PM

Applications for Ballot by Mail shall be mailed to:
(Las solicitudes para boletas de votación adelantada por correo deberán enviarse a)

Pamela Hill
(Name of Early Voting Clerk)
(Nombre del Secretario de la Votación Adelantada)

410 W Market St PO Box 579
(Address) (Dirección)

Sinton, TX 78387
(City) (Ciudad)

361-368-6121
(Telephone Number) (Número de teléfono)

ballot@sanpatriciocountytexas.gov
(Email Address) (Dirección de Correo Electrónico)

<https://www.sanpatriciocountytexas.gov/elections>
(Website) (Sitio web del Secretario de Votación Adelantada)

Applications for ballot by mail must be received no later than the close of business on April 26, 2022 (Las solicitudes para boletas de votación adelantada por correo deberán recibirse para el fin de las horas de negocio el 26 de abril de 2022.)

Federal Post Card Applications (FPCAs) must be received no later than the close of business on April 26, 2022 (La Tarjeta Federal Postal de Solicitud deberán recibirse no más tarde de las horas de negocio el 26 de abril de 2022.)

Issued this 29th day of March 2022 (Emitted este día 29 de marzo, 2022)

David Keller
Signature of County Judge (Firma del Juez del Condado)

1 Jennifer J. Lohert SEEN 225776
2 VOUNG WARD & LOTHERT
3 A Professional Law Corporation
4 905 Morning Star Drive, Suite C
5 Sonoma, CA 95370
6 Phone: 209-536-2750
7 Fax: 209-536-2752
8
9 Attorney for Petitioners
10 Jerry and Belinda Katz
11
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IN THE SUPERIOR COURT OF THE STATE OF CALIFORNIA
FOR THE COUNTY OF TULUMINE

In the Matter of the Petition of } Case No.: FL17498
JERRY and BELINDA KATZ to Declare }
MALAKI GABRIEL RENTERIA, a Minor, }
Be Free From the Custody and Control of }
Erika Chateau Olsen and Ruddy Gabriel }
Renteria } Date: May 12, 2022
Time: 8:30 A.M.
Dept.: 2

THE PEOPLE OF THE STATE OF CALIFORNIA
TO RUDY GABRIEL RENTERIA:

By order of this court you are hereby advised that you may appear before the judge presiding in Department 2 of this court on May 12, 2022, at 8:30 A.M., then and there to show cause, if any you have, why MALAKI GABRIEL RENTERIA ("Malaki") should not be declared free from your custody and control for the purpose of freeing Malaki for placement for adoption.

The following information concerns rights and procedures that relate to this proceeding for the termination of custody and control of John as set forth in Family Code Section 7860 et seq.:

1. At the beginning of the proceeding the court will consider whether or not the interests of Malaki require the appointment of counsel. If the court finds that the interests of Malaki do require such protection, the court will appoint counsel to represent him, whether or not he is able to afford counsel. John will not be present in court unless he so requests or the court so orders.

2. If a parent of Malaki appears without counsel and is unable to afford counsel, the court must appoint counsel for the parent, unless the parent knowingly and intelligently waives the right to be represented by counsel. The court will not appoint the same counsel to represent both Malaki and his parent(s).

3. The court may appoint either the public defender or private counsel. If private counsel is appointed, he or she will receive a reasonable sum for compensation and expenses, the amount of which will be determined by the court. That amount must be paid by the real parties in interest, but not by the minor, in such proportions as the court believes to be just. If, however, the court finds that any of the real parties in interest cannot afford counsel, the amount will be paid by the court.

4. The court may continue the proceeding for not more than thirty (30) days as necessary to appoint counsel and to enable counsel to become acquainted with the case.

Dated: 3/17/22

Any Mother, Clerk

By: Hector X. Gonzalez, Jr.
Deputy Clerk

CITATION TO PARENT RUDY GABRIEL RENTERIA

NEWSPAPERS

Caller Times

PART OF THE USA TODAY NETWORK

CORPUS CHRISTI REGIO
 602 N STAPLES ST
 CORPUS CHRISTI TX 78401--240

<u>Account</u>	<u>AD#</u>	<u>Net Amount</u>	<u>Tax Amount</u>	<u>Total Amount</u>	<u>Payment Method</u>	<u>Payment Amount</u>	<u>Amount Due</u>
1992691	0005210347	\$2,818.00	\$0.00	\$2,818.00	Invoice	\$0.00	\$2,818.00

Sales Rep: eduffy

Order Taker: eduffy

Order Created 04/07/2022

<u>Product</u>	<u># Ins</u>	<u>Start Date</u>	<u>End Date</u>
CCT-caller.com	5	04/13/2022	05/11/2022
CCT-Corpus Christi Caller-Times	5	04/13/2022	05/11/2022

* ALL TRANSACTIONS CONSIDERED PAID IN FULL UPON CLEARANCE OF FINANCIAL INSTITUTION

**Notice of Public Hearing
Proposed Fixed Route
Public Transit Service Changes**

NOTICE IS HEREBY GIVEN that the Corpus Christi Regional Transportation Authority (CCRTA) will hold a Public Hearing in the CCRTA Board of Directors Room, at 602 N. Staples St., Corpus Christi, TX 78401, on May 11, 2022, at the hour of 8:30 a.m., to receive and consider all evidence, reports, and public testimony concerning modifications to the transit program which includes service changes to make the Pilot Route 93 Flex and Pilot Route 95 Port Aransas Express permanent services. For the Route 95 service, a premium fare of \$1.25 would apply to Express trips beginning or ending in Corpus Christi. A standard fare of \$0.75 would apply to trips between the Ingleside and Port Aransas. For the Route 93 Flex service, a standard fare of \$0.75 would continue to apply to all trips.

Effective March 1, 2022, through the date and time of the public hearing on May 11, 2022, public comments may be submitted by phone at (361) 883-2287 or by mail or in-person at the Customer Service Center, 602 N. Staples St. Corpus Christi, TX 78401. The CCRTA will review and consider all comments received prior to approving these service changes.

**Aviso de Audiencia Pública
Ruta Fija Pública Propuesta
Cambios en el Servicio de Tránsito**

POR ESTE MEDIO SE DA AVISO que la Autoridad de Transporte Regional de Corpus Christi (CCRTA) llevará a cabo una Audiencia Pública en la Sala de la Junta Directiva de CCRTA, en 602 N. Staples St., Corpus Christi, TX 78401, el 11 de mayo de 2022, a la hora de las 8:30 a. m., para recibir y considerar evidencia, reportes y testimonios públicos sobre las modificaciones al programa de tránsito que incluyen cambios en el servicio para hacer que los servicios Pilot Route 93 Flex y Pilot Route 95 Port Aransas Express sean rutas permanentes. Para el servicio de la Ruta 95, se aplicaría una tarifa premium de \$1.25 a los viajes Express que comiencen o terminen en Corpus Christi. Se aplicaría una tarifa estándar de \$0.75 a los viajes entre Ingleside y Port Aransas. Para el servicio Route 93 Flex, se continuara aplicando una tarifa estándar de \$0.75 a todos los viajes.

A partir del 1 de marzo de 2022, hasta la fecha y hora de la audiencia pública del 11 de mayo de 2022, los comentarios públicos pueden enviarse por teléfono al (361) 883-2287 o por correo o en persona en el Centro de Servicio al Cliente, 602 N. Staples St. Corpus Christi, TX 78401. El CCRTA revisará y considerará todos los comentarios recibidos antes de aprobar estos cambios en el servicio.

Appendix C



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Service Standards**
- 2. Service Standards Revisions Presentation**
- 3. 2020 Operations Report**
- 4. 2021 Operations Report**
- 5. 2022 Operations Report**
- 6. Pilot Routes 93 and 95 Update Presentations**

Title VI Program

2023 Update



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY



COMMUTE
with **enterprise**



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

SERVICE STANDARDS

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

SERVICE STANDARDS

I. PURPOSE

1. Overview

The Federal Transit Administration (FTA) requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area of 200,000 or more in population, are required to set System-wide Service Standards and Policies. Service Standards provide the Corpus Christi Regional Transportation Authority (CCRTA) with a policy directing where, when, and how we provide public transit services and customer amenities within an 846 square mile service area. In addition, Service Standards address service delivery, contain performance metrics, bus stop spacing parameters, and bus stop placement criteria including the installation of bus shelters and bus benches. Clear, enforceable standards ensure CCRTA services are applied equally and in a non-arbitrary manner. This is important to maintain transparent communication with customers and compliance with federal civil rights law under the Title VI Civil Rights Act of 1964 (Title VI).

2. Non-Discrimination

For any CCRTA 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 CCRTA transit services shall be denied service granted the passenger has paid the requisite fare and adhere to all CCRTA rules. Further, in provision of services, all requirements of Title VI, Presidential Executive Order 12898 on Environmental Justice, and the Americans with Disabilities Act (ADA) will be adhered to at all times in the services provided and by persons employed by the CCRTA or its contractors.

II. BUS SERVICE DELIVERY STANDARDS

CCRTA operates the following types of bus services:

- Primary Transit Network (PTN): Frequent routes serve one or more CCRTA transfer stations and operate along primary arterial streets with high ridership demand.
- Standard Routes: Services operating in high to medium ridership demand areas and connect various areas with CCRTA transfer stations.

- Connector Routes: Services connecting outlying portions of service area with urban area at major CCRTA transfer stations. Connector routes may be demand response in outlying areas, but have fixed stops within the urban area.
- Local Circulators: Services operating within lower population and employment density areas with medium to low ridership demand.
- Flex Routes: Services operate along a defined route path with designated stops. Upon customer request, vehicles deviate to pick up or drop off passengers at stops within a defined geographic service area.
- Demand Response Service: On-demand service transporting individuals which requires advanced scheduling by the customer, including services provided by the CCRTA or contracted service providers.
- Commuter Routes: Services, including Express, operate primarily during peak hours along highways or other major corridors with a limited number of stops.
- Downtown Routes: Services provide transportation to downtown areas from transfer stations. Services are geared toward providing workers or visitors with access to employment and tourism 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

The CCRTA transit services shall be designed to operate as directly as possible between its terminals to minimize passenger travel time. Routes shall operate on major arterial streets to the extent possible. There may be situations in which a route deviates from the preceding to serve large ridership generator locations. Deviations from arterial streets should be rare on Primary Transit Network (PTN) Routes, Standard Routes, Connector Routes, and Local Circulators but are more permissible for Flex Routes, Demand Response, and Shuttle services. 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.

The CCRTA will strive to design bus routes as a two-way service. Exceptions are permissible for one-way streets and other safety concerns. 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 guidelines for CCRTA service frequency for each service category:

Primary Transit Network (PTN) Routes: 10-15 minutes during weekday peak and 30-60 minutes during other periods.

Standard Routes / Downtown Routes: 20-30 minutes during weekday peak and 30-60 minutes during other periods.

Local Circulators / Connector Routes / Flex Route Services: 30 minutes on weekdays and 30-60 minutes during other periods as ridership demand warrants.

Commuter / Shuttle Services: Service frequency varies based on ridership demand, employment needs, and travel purpose.

Demand Response Services: 15-30 minutes during weekday peak and up to 60 minutes during other periods depending on ridership demand and size of service area or zones.

In order to make transferring as convenient as possible and consistent 'pulsing' between routes, clockface 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 should, if possible, have schedules that create improved frequency on the corridor. Additionally, the routes will not serve two parallel streets less than ¼ mile apart for more than ½ mile where possible.

4. Bus Load Standard

The Bus Load Standard 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 with vehicle assignments is safety. The CCRTA will focus on passenger safety when 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.

The CCRTA will determine the required length of vehicle for each route, and Operations will make vehicle assignment decisions. Regular vehicle assignment will be reviewed by the CCRTA Title VI Officer at each sign-up.

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. The CCRTA will determine where timed connections are to exist and make an effort to adjust schedules accordingly. Because actual arrival and departure times will vary from what is scheduled, buses may need to wait for connecting routes where safe and practical. When possible, time should be added to bus schedules at timed connections to accommodate the volatility of bus schedules.

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 transportation network, a consistent span of service among routes is desirable to accommodate ridership demand.

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

Primary Transit Network / Standard	5:30 am to 10:30 pm
Connector / Local / Flex	6:00 am to 8:30 pm
Commuter / Shuttle / Downtown.....	Varies
Demand Response	Varies

Saturday

Primary Transit Network / Standard	6:30 am to 10:30 pm
Connector / Local / Flex	6:30 am to 8:30 pm
Commuter / Shuttle / Downtown.....	Varies
Demand Response	Varies

Sundays and Holidays

Primary Transit Network / Standard	8:00 am to 8:00 pm
Connector / Local / Flex	8:00 am to 7:00 pm
Commuter / Shuttle / Downtown.....	Varies
Demand Response	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.

Weekday 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. – Close of Business
- ❖ Weekend service is considered off-peak all day.

8. Service Holidays

Each calendar year, as part of service changes, the CCRTA 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 CCRTA 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 CCRTA, on-time performance standards have been established. Service should deviate as little as possible from the published timetables. Early departures from time points that risk leaving on-time passengers and late arrivals to time points are considered deviations from on-time performance. This standard applies to every stop on a route that could reasonably be considered a timing point based on published customer information.

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

- Early departures of any kind Less than 1%
- Departures within 0-5 minutes >85%

In developing schedules, CCRTA should to adhere to on-time performance standards.

III. BUS STOPS

A bus stop is defined as a location where transit vehicles stop to load and unload passengers. The bus stop design must consider several factors including conformity to ADA requirements. The built and natural environments often have fixed objects that will dictate how much space can be used to develop a bus stop. Clear space must be provided for passenger loading and unloading, as well as pedestrian movement. This section outlines options for developing bus stops when these and other factors are present at a potential bus stop site. These guidelines were developed keeping in mind the necessary balance among the following elements:

- **Safety:** Bus stop design should include elements that help to enhance passenger and operational safety.
- **Context-sensitive design:** The siting and design of bus stops should consider the surrounding built and natural environment.
- **Preservation and maintenance of infrastructure and utility services:** Bus stops should be designed in a manner that minimizes impacts and disturbance to the roadway, sidewalks, and nearby utility services.
- **Accessibility:** Bus stops should be convenient to riders and accessible by persons with disabilities and those with mobility devices.
- **Comfort:** Bus stops should be comfortable for riders and composed of human-scale elements.
- **Operations:** Bus stops should facilitate safe and efficient transit vehicle circulation and operation and should be designed for ease of maintenance and durability.

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 CCRTA 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 CCRTA serves multiple riders 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 CCRTA established typical guidelines for minimum bus stop spacing.

Service Type	Typical Spacing	Minimum Spacing Distance
PTN/Standard	2-4 per mile	1,320 feet (1/4 mile)
Downtown/Local	4-8 per mile	660 feet (1/8 mile)
Flex*	1-2 per mile	2,640 feet (1/2 mile)
Commuter/Shuttle	Varies based on market demand.	
Demand Response	Designated stops at defined bus stop locations or at transfer stations.	

*Stop spacing on Flex route services should be spaced sufficiently to permit the vehicle to deviate as requested.

CCRTA regularly reviews stop spacing for routes and strives to keep customers well-informed of any changes that will affect service, including changes to bus stops. CCRTA may remove bus stops for a number of reasons including better alignment with bus stop spacing guidelines, route realignments, improve the efficiency and reliability of bus service, safety issues, public loitering, construction projects, or changes in land use. When stop consolidation is undertaken, all stops along the route corridor are evaluated.

Bus stop movement or removal may or may not occur in conjunction with one of CCRTA's regular sign-ups depending on the situation. When possible, it is CCRTA's policy to post bus stop notices on all bus stops that are to be removed or have a major change in service prior to the change taking effect. A bus stop notice provides passengers the reason for the service change, and contact information for CCRTA customer service.

In situations where the CCRTA has the ability to control the movement or removal of a bus stop, the CCRTA will seek additional public input concerning bus stop changes and will post public notices a minimum of 30 days before the change is implemented. The CCRTA also strives to notify the public about proposed and final bus stop changes at public meetings, through information posted on our website, social media outlets, and other passenger applications.

2. Bus Stop Location and Safety

Bus stop placement involves a balance of customer safety, accessibility, and operational efficiency. Bus stops should optimally be placed at intersections to maximize pedestrian 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 except in locations where observed safety concerns are present. In addition, 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.

Bus stop locations can be determined by a variety of factors including:

- Traffic conditions (volume and speed) and traffic control devices
- ADA considerations
- Stop spacing
- Pedestrian access
- Location of bus stops on connecting streets, especially in high transfer environments
- Availability of right-of-way to locate a stop and/or enhance one in the future
- Presence of buildings
- Location of driveways
- Line of sight restrictions
- Passenger safety
- Cost of installation and maintenance

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 the ADA compliant CCRTA Transition Plan.

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

4. Bus Stop Amenities

CCRTA strives to provide bus waiting areas that are easy to identify and access, with convenient passenger amenities. Like most transit agencies, CCRTA has limited resources to achieve this goal, so it is necessary to prioritize when and where these improvements are made.

CCRTA's transit system includes approximately 1,375 bus stops, many of which were installed over 30 years ago. Because the amenities provided at bus stops depend highly on existing conditions and budgetary constraints, CCRTA has created the following criteria as a guide for installation of passenger amenities.

Bus stop amenities should be installed based on multiple factors, including but not limited to, ridership demand, new developments, businesses, or public and social services in order to benefit the largest number of riders. Bus stop amenities include such things as bus shelters, shade structures, seating, waste receptacles, bicycle racks, lighting, information signs, maps, and schedules.

Bus Shelters and Shade Structures

Bus shelters or shade structures are important amenities for ensuring passenger comfort. The selection of a shelter location depends on the physical characteristics of a site. A bus stop location with at least 30 daily passenger boardings with adequate right-of-way warrants a shelter or shade structure.

In addition, bus stops that generate at least 10 daily passenger boardings and meet one of the following criteria qualify for a shelter or shade structure:

- Newly constructed ADA compliant infrastructure including shelter pad or bus pad.
- Medical, Senior citizen activity centers, Social service agencies, public or special needs facilities within ¼ mile
- Major Employment Centers within ¼ mile
- Major grocery stores and shopping centers within ¼ mile
- Apartments, student dormitories, or senior housing with 100+ units within ¼ mile
- High schools, colleges, or universities within ¼ mile
- New major developments conducive to increasing ridership growth within ¼ mile
- Frequent wheelchair lift/ramp usage
- Major transfer point
- Waiting times for riders may be longer
- Preferences of adjacent property owners, and construction costs could require variance from standards

If a bus stop meets CCRTA's shelter or shade structure criteria, it may be considered for passenger shelter or shade structure placement. Meeting these criteria, however, does not guarantee shelter installations. Existing site conditions such as the following may

make shelter or shade structure placement unfeasible based on one or more of the criteria below:

- Amenities would threaten pedestrian or operational safety
- Lack of existing pedestrian amenities
- Absence of ADA compliant infrastructure
- Adequate right-of-way is not available
- Shelter or shade structure location generates severe local citizen/business opposition
- Service to the location is subject to potential changes
- Adequate shelter or shade structure of some type is not readily available
- Regulations enforced by City, County, State, or Federal government
- Installation and maintenance costs are excessive
- Other circumstances that would negatively impact operations or service

New or replaced bus shelters or shade structures 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 or shade structure. Shelters or shade structures will be connected by an accessible route to the boarding area. Shelters or shade structures will contain trash receptacles.

Bus Benches

A bus stop location with a minimum of 10 daily passenger boardings with adequate right-of-way warrants an advertising bench(s). Stop locations with 5-10 daily passenger boardings warrants a standard bench. Stop locations below 5 daily passenger boardings warrants small benches or similar products.

Geographic Equity

CCRTA 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 must be reviewed by the CCRTA Title VI Officer.

IV. MINIMUM ACCEPTABLE SERVICE

The CCRTA will maintain a minimum service level for all portions of its service area that meet particular demographic thresholds. Communities that contribute to the CCRTA 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 including 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 census 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, the type of service shall remain dependent on historic or anticipated ridership demand levels. Generally, when ridership demand is less than five passengers per hour, Demand Response services are likely to be most cost effective. Ridership demand between 5-10 passengers per hour may warrant a Connector, Flex, Commuter, or Local Circulator service. Ridership demand over 15 passengers per hour would warrant a Primary Transit Network (PTN), Standard, or Shuttle service. A hybrid fixed and flexible routing service may also be appropriate based on demand. Road conditions and passenger demographics should also be considered in determining service type. Section V contains 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, the CCRTA will develop and present a report to the Board of Directors and public concerning ridership and service performance of CCRTA services.

Demand Response services continue to evolve as a public mobility option nationally in its many incarnations. These types of services provide flexible, community-based service that has different characteristics than the fixed route system. These services are held to different standards than those outlined for the fixed route network below. As a result, performance metric statistics and standards are still evolving as well dependent upon the availability of accurate and regular data. The following performance metric statistics will be provided for services in general:

Operation Performance Metric Statistics:

- Unlinked Passenger Trips (UPT) per Revenue Service Hour (RSH) – 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.
- UPT per Revenue Service Mile (RSM) – 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 Revenue Service 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 riders, but also estimates (through trip length) the cumulative benefit to each rider.

Financial Performance Metric Statistics:

- Operating Cost per UPT – This metric provides a cost-benefit ratio which uses system riders 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 riders would be willing to pay.

Demand Response Services Performance Metric Statistics:

- **Productivity:**
 - UPT per Trip
 - UPT per Revenue Service Hour
 - Passenger Miles per Revenue Service Hour or Mile

- **Cost Effectiveness:**
 - Operating Cost per Revenue Service Hour or Trip
 - Operating Cost per UPT
 - Subsidy per UPT

- **Service Quality:**
 - Customer Key Destinations Served
 - Service Availability
 - Adherence to Maximum Wait Time Window
 - Coordinated Timed Transfers
 - Adherence to On-time Performance Targets

CCRTA will provide route specific information within the FTA National Transit Database annual report in order to support decision making on services that should be considered for greater or reduced service levels.

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:

Large Vehicle Fixed Route Services:

- For services with headways at 60 minutes or greater: 5-10 passengers per hour
- For services with headways between 30 and 60 minutes: 10-15 passengers per hour
- For services with headways under 20 minutes: 15-20 passengers per hour

Small Vehicle (Non-Commercial Driver's License) Fixed Route Services:

- For services operated in low ridership demand or rural areas: 2-5 passengers per hour

Other Service Categories:

- Demand Response: 1 passenger per hour
- Commuter / Express: 2-5 passengers per hour
- Flex Route: 5-10 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, change in service delivery type, size and type of vehicle, or discontinuation.

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 severe weather events, influenza pandemics, vehicle or passenger safety, unacceptable vehicle load, or on-time performance.

1. Factors Considered for Service Changes

Long Range Plan

The CCRTA will create and update regularly a Long Range Plan with short-term (5 years) specific service recommendations. These service recommendations will be financially constrained and consistent with the CCRTA's Capital Improvement Program and financial plans. Recommended service changes should be in conformance with service plans. This will ensure that incremental service changes work to move the CCRTA towards a planned future and that resources and infrastructure are available long-term to implement 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, the CCRTA 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.

2. Service Change Process

In compliance with FTA Circular 9030.1E, CCRTA shall evaluate service changes to determine whether or not a major service change is required. 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 service or fare equity analysis will be

presented to the Board of Directors prior to approval to implement service improvements or modifications.

Major Service Change Tasks

1. Develop preliminary service proposals
2. Construct draft service proposals
3. Conduct public outreach to obtain feedback
 - o Outreach includes, but is not limited to, public, elected officials, local and regional stakeholders, employers, academic institutions, transit providers, and internal departments
4. Refine draft service proposals based on feedback received
5. Create Title VI service or fare equity analysis
6. Post public notices of public hearing(s) dates
7. Hold public hearing(s)
8. Adjust and finalize service proposals based on feedback received
9. Finalize Title VI service or fare equity analysis
10. Obtain Board of Directors approval
11. Distribute customer information to technology partners
12. Complete bus operator sign up
13. Institute bus operator training
14. Conduct public outreach to educate public and others
15. Complete bus stop placement and removal procedures
16. Implement Service Change

3. Pilot Service Criteria

The evaluation of pilot service proposals will take place as proposals are received or needs identified. Pilot services are implemented on a trial basis, with the length of the trial period determined prior to implementation. Ridership projections, cost estimates, and performance metrics should be prepared and communicated at the time services are proposed.

Pilot services should be permitted a reasonable amount of time to establish a ridership demand pattern prior to any changes or elimination per guidelines below.

- Within one year of a route or service being introduced, it should meet half the effectiveness standard proscribed in Section V. The CCRTA may make fine-tuning adjustments during this period.
- Within two years of introduction, the service should meet service standards. Seasonal pilot services should be evaluated under an extended timeframe based on duration of seasonal service. In addition, seasonal pilot services and pilot services experiencing extenuating circumstances should be evaluated differently.

The performance of individual pilot services will vary due to the demographic and economic characteristics of the area served and the type of service. Pilot services

operating within Title VI areas should be evaluated based on performance and demographic composition. Pilot service elimination may be considered if ridership is consistently underperforming with minimal likelihood for sufficient future growth. All alternative means of maintaining service should be considered before proposing elimination. Elimination does not preclude restoration of service at a later time; however, proven ridership demand must exist before such a step is considered. Pilot services subsidized through public-private partnerships will not be modified or eliminated without the consent of the funding partner.

Community and Employee Input

Regularly, the CCRTA hears from customers and others in the community suggesting modifications to existing services. These requests will be considered in the CCRTA 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.

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 a CCRTA 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 CCRTA 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, CCRTA 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
Revision 1: June 6, 2012
Revision 2: December 11, 2013
Revision 3: June 7, 2017
Revision 4: June 23, 2021

Approve Revisions to CCRTA's Service Standards

CCRTA Board Priority

Public Image & Transparency

Operations & Capital Projects Committee Meeting

June 23, 2021



Background

- **System-wide Service Standards are a Federal Transit Administration Requirement**
- **Service Standards address service delivery including:**
 - Service type, frequency, and passenger loads
 - Bus stop spacing, amenities, and Americans with Disabilities Act (ADA) compliant accessibility
 - Performance metrics monitoring and reporting
- **Service Standards guide non-discrimination decisions in accordance with Title VI Civil Rights Act of 1964**
- **Current Service Standards Approved in June 2017**



STANDARDS



**Federal Transit
Administration**

Identified Need

- **Service Standards revisions required to improve service delivery, bus stop placement and amenities, and performance evaluation**
- **Revisions include the following:**
 - Additional criteria for bus stop placement and installation of amenities
 - Pilot service criteria for new implementations and performance monitoring
 - Demand response service performance measurements
 - General updates to improve readability and understanding



Financial Impact / DBE

Financial Impact

- No financial impact will be incurred by revising Service Standards.
- Revisions provide more support for operating and capital budget decisions.

DBE

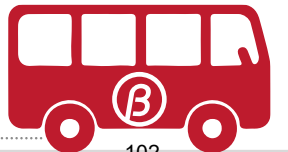
- Not applicable.

Recommendation

- Staff requests that the Operations & Capital Projects Committee recommend the Board of Directors authorize the Chief Executive Officer (CEO) or Designee to approve revisions to the CCRTA's Service Standards.

Have Questions?

Thank You!





Subject: April 2020 Operations Report

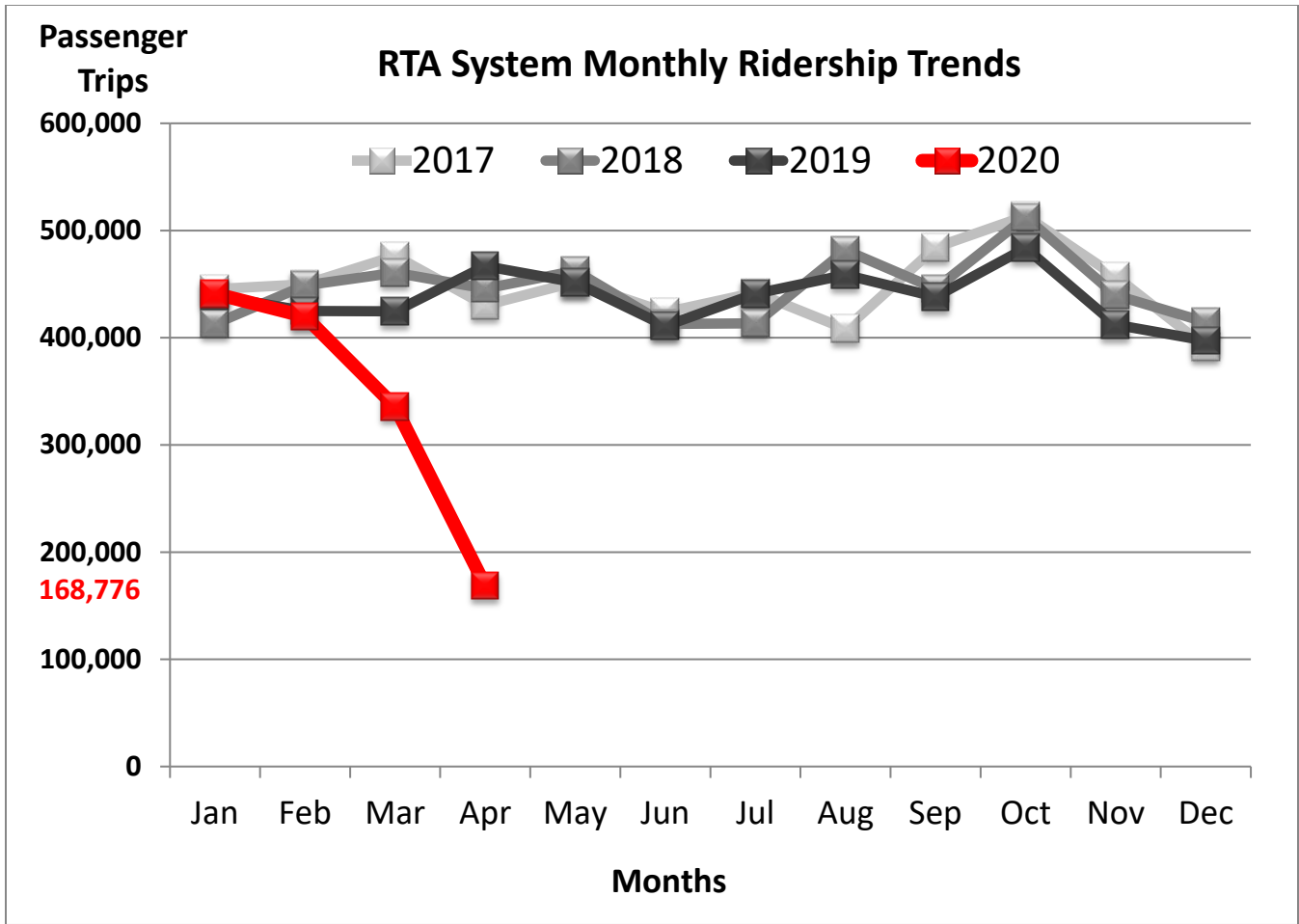
The system-wide monthly operations performance report is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls and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

Due to the COVID-19 pandemic, customer comments continued to be collected by the Marketing Department through social media outlets and the web site.



1. System-wide Ridership and Service Performance Results

In May 2020, system-wide ridership levels were adversely impacted by the COVID-19 pandemic. Boardings totaled 168,776 which represents a decrease of -63.9% as compared to 466,880 boardings in May 2019 or 298,104 fewer boardings this month.

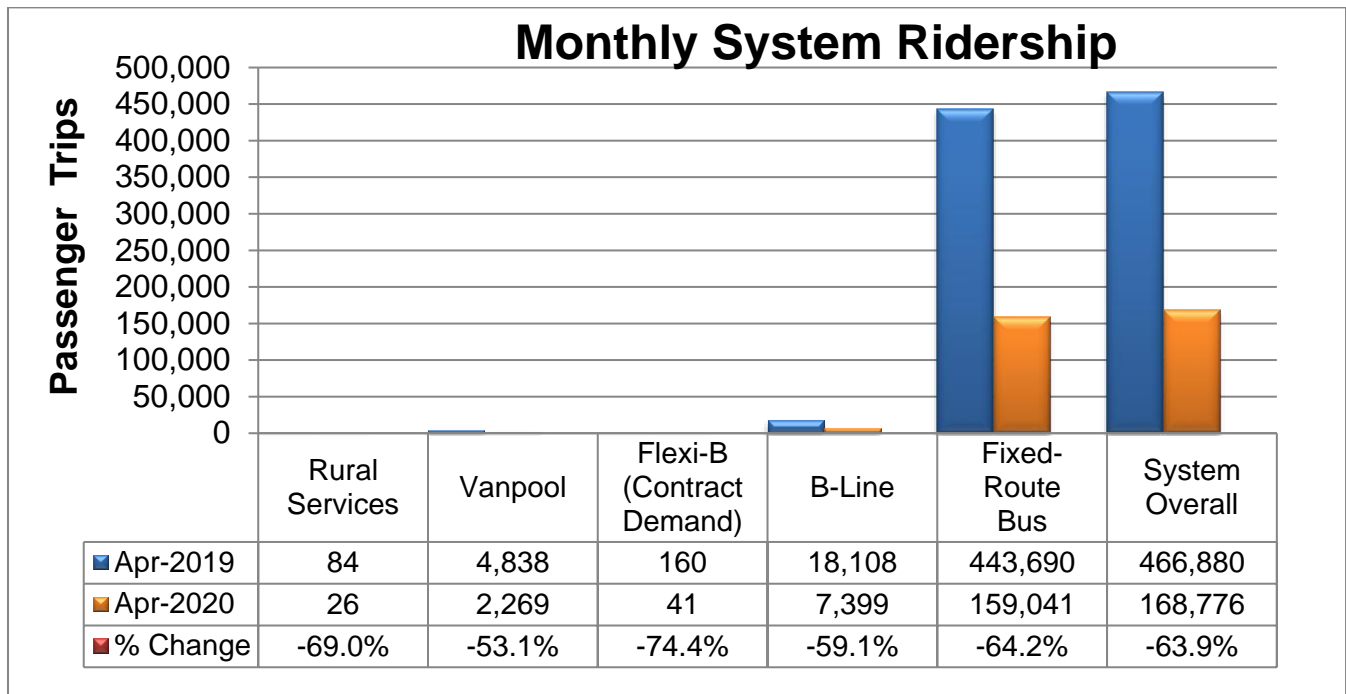


April 2019	April 2020	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
1 Holiday	1 Holiday	-
30 Days	30 Days	0

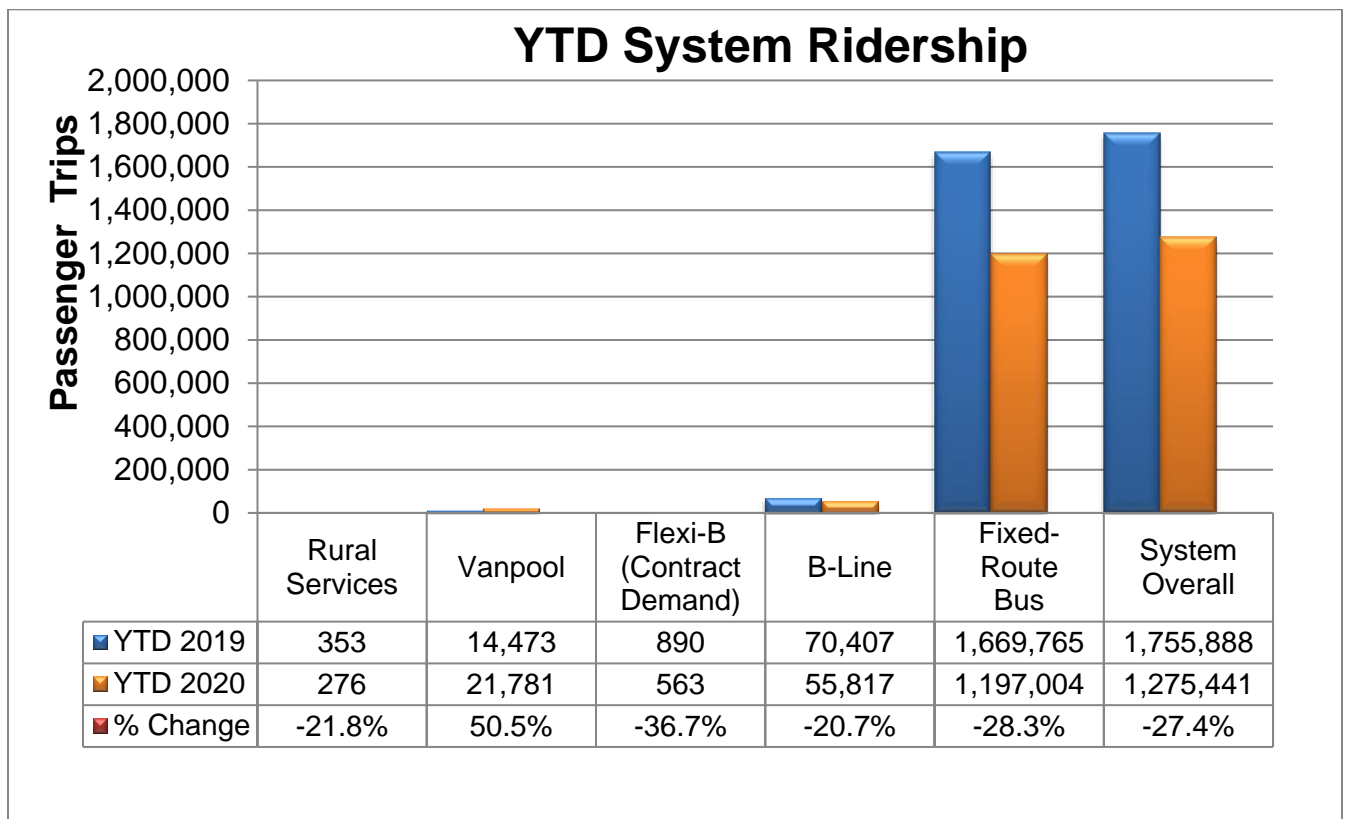
In April 2020, the average retail price for unleaded gas in Corpus Christi was approximately \$1.68 per gallon compared to approximately \$2.45 per gallon in May 2019¹. This month’s rainfall was below normal at 0.90 inches as compared to 3.05 inches in May 2019. Historically, the average rainfall in May is 1.83 inches.² The average high temperature was normal at 83 degrees.

1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. [https:// www.usclimatedata.com/climate/corpus-christi/texas/united-states](https://www.usclimatedata.com/climate/corpus-christi/texas/united-states)

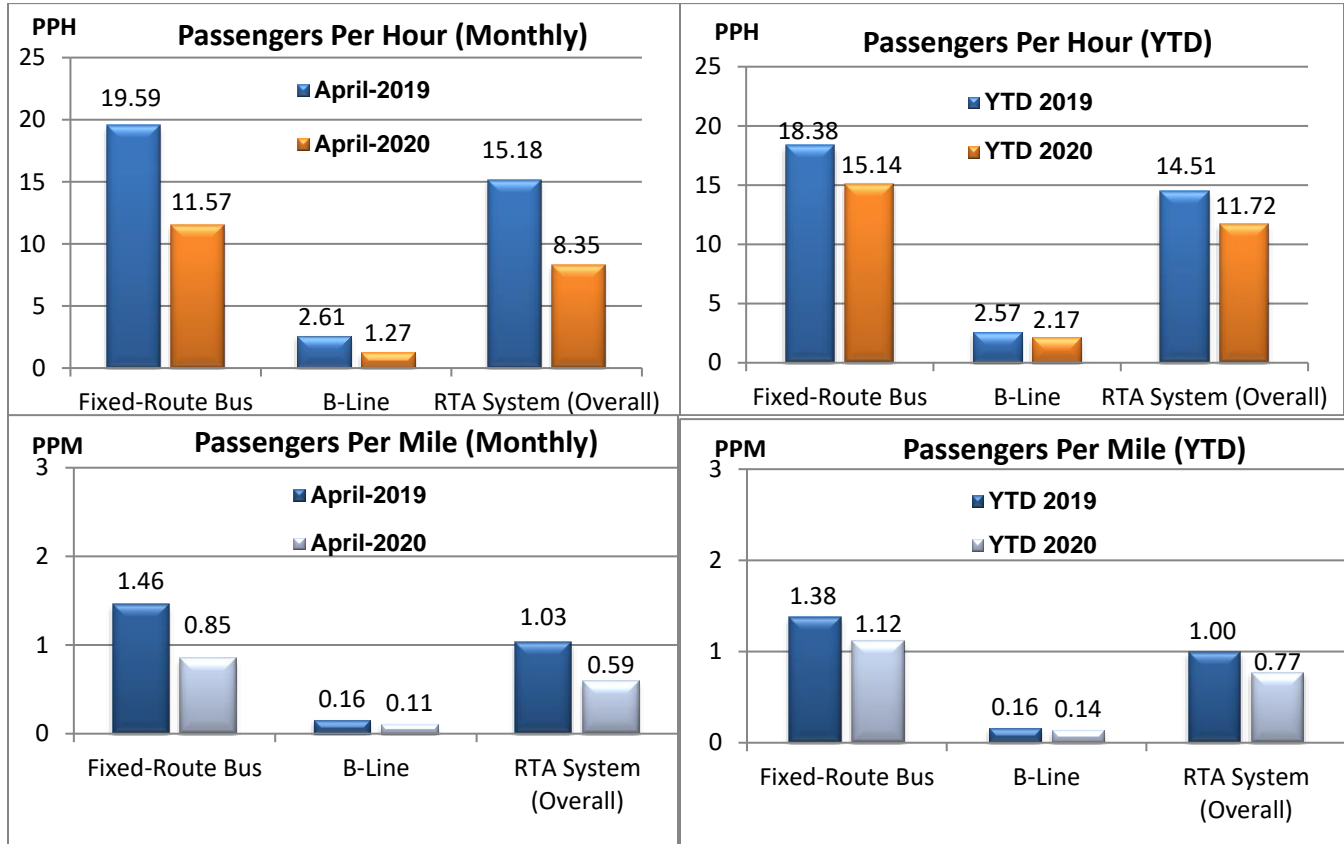
The chart below shows monthly ridership results for all services. CCRTA recorded 298,104 fewer boardings for a decrease of -63.9% this month as compared to April 2019.



The chart below shows YTD ridership results for all services. CCRTA has recorded 480,447 fewer boardings for a YTD decrease of -27.4% in 2020 as compared to the same period in 2019.

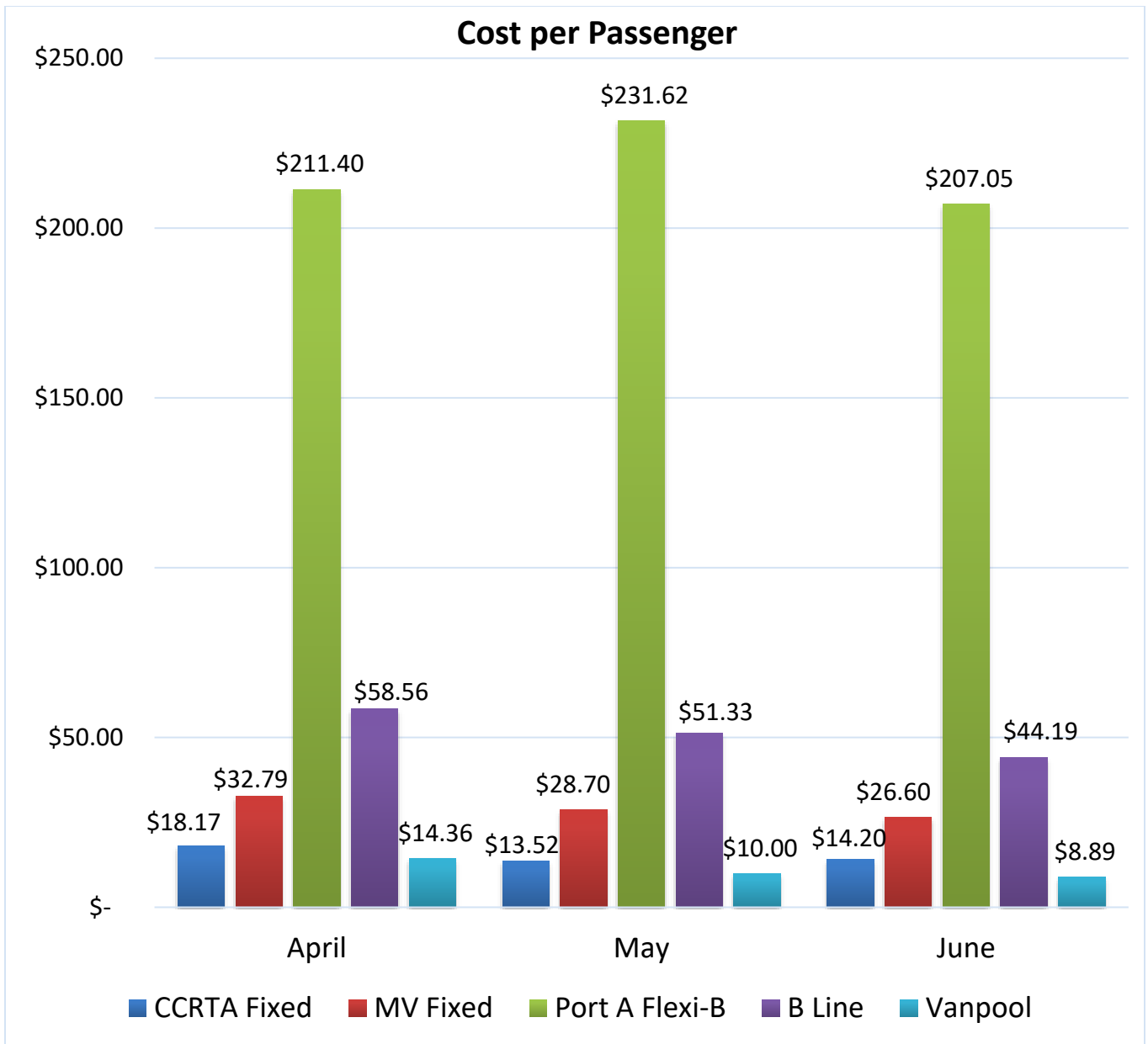


The following charts report system-wide productivity for the month of April 2020 vs. April 2019 and YTD figures.



The following table shows on-time performance of fixed route services.

Schedule Adherence	Standard	Jan-20	Feb-20	Mar-20	Apr-20	4-Month Average
Early Departure	<1%	0.0%	0.3%	0.3%	0.0%	0.2%
Departures within 0-5 minutes	>85%	92.0%	89.0%	94.9%	96.7%	93.1%
Monthly Wheelchair Boardings	No standard	4,112	3,854	3,109	1,807	3,221
Monthly Bicycle Boardings	No standard	7,746	6,695	6,658	3,990	6,272



The following table includes Cost per Passenger totals by service mode for the second quarter of 2020.

Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B Line	Vanpool
April	\$ 18.17	\$ 32.79	\$ 211.40	\$ 58.56	\$ 14.36
May	\$ 13.52	\$ 28.70	\$ 231.62	\$ 51.33	\$ 10.00
June	\$ 14.20	\$ 26.60	\$ 207.05	\$ 44.19	\$ 8.89
YTD	\$ 9.84	\$ 18.48	\$ 96.85	\$ 35.13	\$ 6.84

The following construction projects potentially impact current or future on-time performance:

On Detour	<ul style="list-style-type: none"> • North Beach-U.S.181 realignment (Harbor Bridge reconstruction) <ul style="list-style-type: none"> ➤ Routes 76 & 78
Future Detour	<ul style="list-style-type: none"> • Winnebago & Lake St.-(Harbor Bridge reconstruction): To begin in June 2020 <ul style="list-style-type: none"> ➤ Route 12
On Detour	<ul style="list-style-type: none"> • Carroll Ln. (Houston-Gollihar) (27) month project: <u>To be complete late June, early July 2020</u> <ul style="list-style-type: none"> ➤ Route 17
On Detour	<ul style="list-style-type: none"> • Leopard St. (at Crosstown/Brownlee) TxDOT project began June 2019 <ul style="list-style-type: none"> ➤ Route 28
On Detour	<ul style="list-style-type: none"> • Morgan Ave. (Crosstown-Ocean) 15-month project: To be complete July 2021 <ul style="list-style-type: none"> ➤ Route 23
Future Detour	<ul style="list-style-type: none"> • Leopard Street TxDOT Project (Mexico to Doss St.) (24) month project: To be complete late 2021 <ul style="list-style-type: none"> ➤ Routes 27 & 28
No Detour	<ul style="list-style-type: none"> • Everhart Rd. (Holly Rd-SPID) (22) month project: Began Sept. 2019 <ul style="list-style-type: none"> ➤ Routes 17 & 32
No Detour	<ul style="list-style-type: none"> • Everhart Rd. (SPID-McArdle): Project to begin mid-June 2021. <ul style="list-style-type: none"> ➤ Route 32
On Detour	<ul style="list-style-type: none"> • Ayers St. (SPID-Gollihar) (28) month project: Began Jan. 2020 <ul style="list-style-type: none"> ➤ Route 19
No Detour	<ul style="list-style-type: none"> • Sea Town Improvements (5) month project: Began Jan. 2020 <ul style="list-style-type: none"> ➤ Routes 76 & 78
No Detour	<ul style="list-style-type: none"> • S. Staples St. (Kostoryz- Baldwin) (29) month project: To begin Dec. 2020 <ul style="list-style-type: none"> ➤ Route 29
Future Detour	<ul style="list-style-type: none"> • Leopard St. (Nueces Bay to Palm) (14) month project: To begin October 2020 with anticipated completion in late 2021 <ul style="list-style-type: none"> ➤ Routes 27 & 28
Future Detour	<ul style="list-style-type: none"> • Leopard St. (Crosstown to Palm) (14) month project: To begin January 2021 with anticipated completion in mid-2022 <ul style="list-style-type: none"> ➤ Routes 27 & 28
No Detour	<ul style="list-style-type: none"> • Airline Rd. (SPID–McArdle) (7) month project: To begin January 2021 <ul style="list-style-type: none"> ➤ Routes 26 & 65
Future Detour	<ul style="list-style-type: none"> • Laguna Shores Rd. (SPID–Wyndale) (14) month, (3) Phase project: To begin late August 2020 with anticipated completion in October 2022 <ul style="list-style-type: none"> ➤ Routes 3 & 4
No Detour	<ul style="list-style-type: none"> • McArdle Rd. (Carroll-Kostoryz) (6) month project: To begin early-2021 <ul style="list-style-type: none"> ➤ Route 19
No Detour	<ul style="list-style-type: none"> • Gollihar Rd. (Greenwood-Crosstown) In design. To begin mid-2021 <ul style="list-style-type: none"> ➤ Routes 23 & 25
No Detour	<ul style="list-style-type: none"> • S. Alameda St. (Louisiana-Chamberlain) (12) month project: To begin late 2021 <ul style="list-style-type: none"> ➤ Routes 5 & 17

In April 2020, there were six (6) detoured routes out of 32 fixed routes travelling on the local street network (19%). Current detoured routes include: 17, 19, 23, 28, 76 & 78.

Future road detours indicated in a dashed outline will account for an additional five (5) or additional (16%) of detoured bus route services.

Future detoured routes will include Routes: 3, 4, 12, 27 & 28.

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

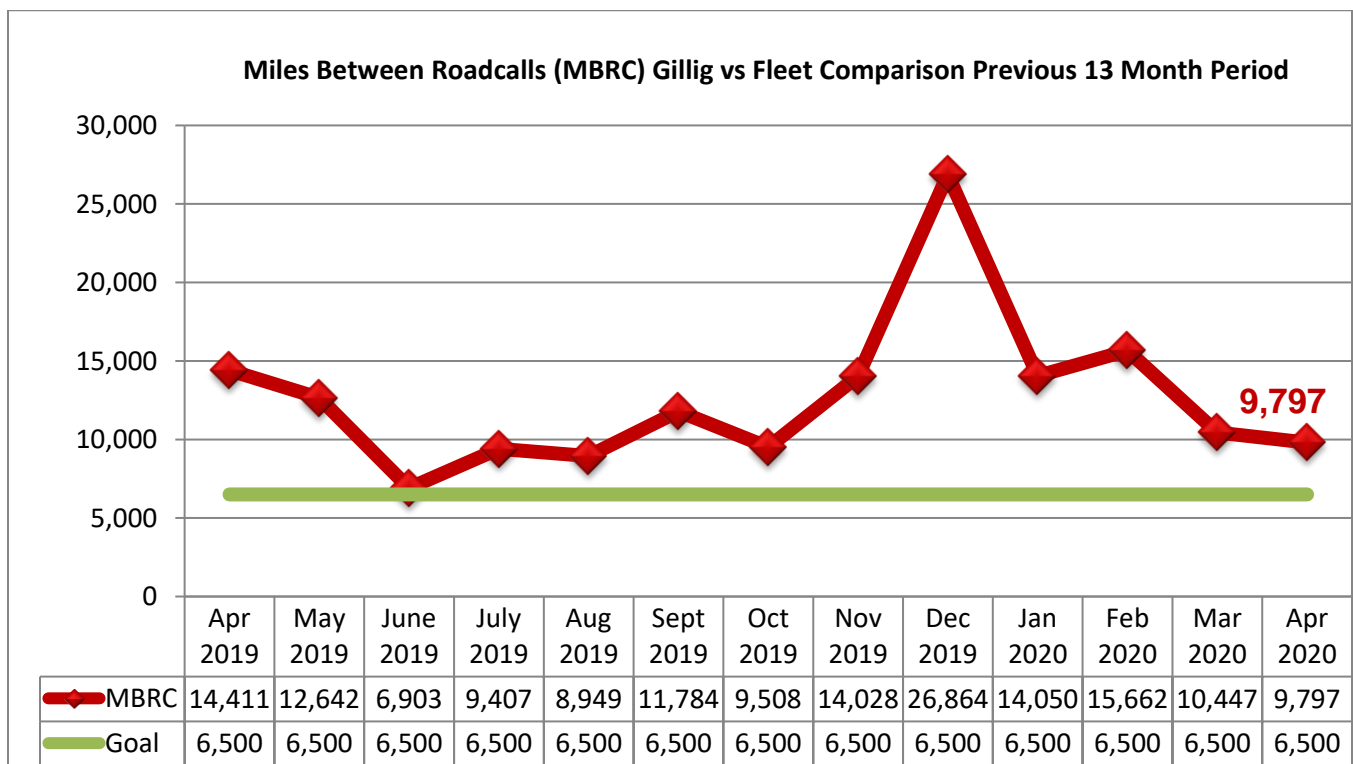
In April 2020, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **1.29** PPH did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **9,176** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **5,364** ambulatory boardings; **1,741** wheelchair boardings

Metric	Standard	Jan-20	Feb-20	Mar-20	Apr-20	(4) Month-Ave.
Passengers per Hour	2.50	2.71	2.73	2.21	1.29	2.24
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	14,552	8,770	17,999	9,176	12,624
Monthly Wheelchair Boardings	No standard	4,612	4,453	3,555	1,741	3,590

Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For April 2020, there were 9,797 miles between road calls (MBRC) recorded as compared to 14,411 MBRC in April 2019. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Derrick Majchszak
Managing Director of Operations

Final Approval by: _____
Jorge G. Cruz-Aedo
Chief Executive Officer



Subject: October 2021 Operations Report

The system-wide monthly operations performance report 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 and customer service feedback.

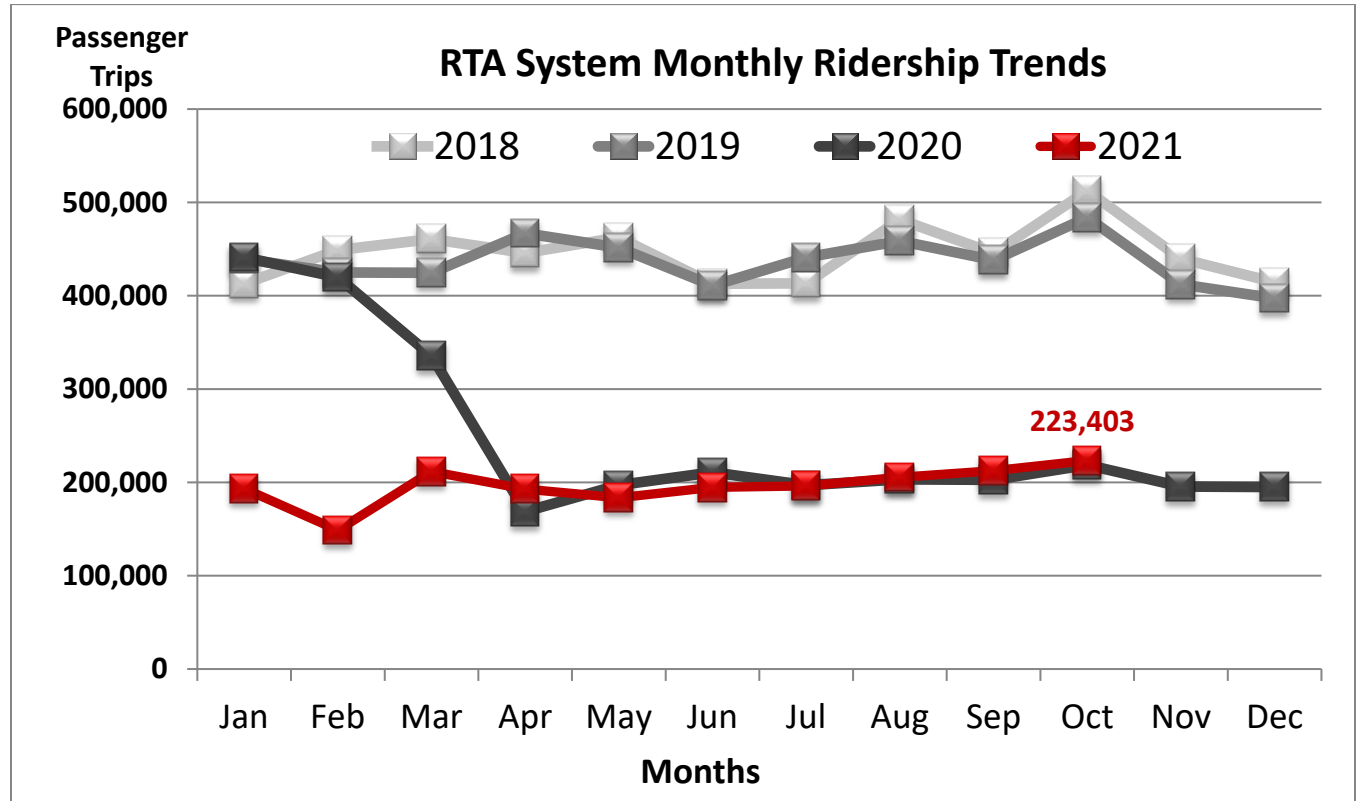


COMMUTE
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System-wide Ridership and Service Performance Results

October 2021 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 223,403 which represents a 2.1% increase as compared to 218,724 passenger trips in October 2020 or 4,679 more trips this month. In comparison to the pre-COVID-19 (Pre-Covid) period in October 2019 with 483,793 passenger trips, the 223,403 passenger trips this month represents a decrease of 260,390 fewer trips or 53.8%.

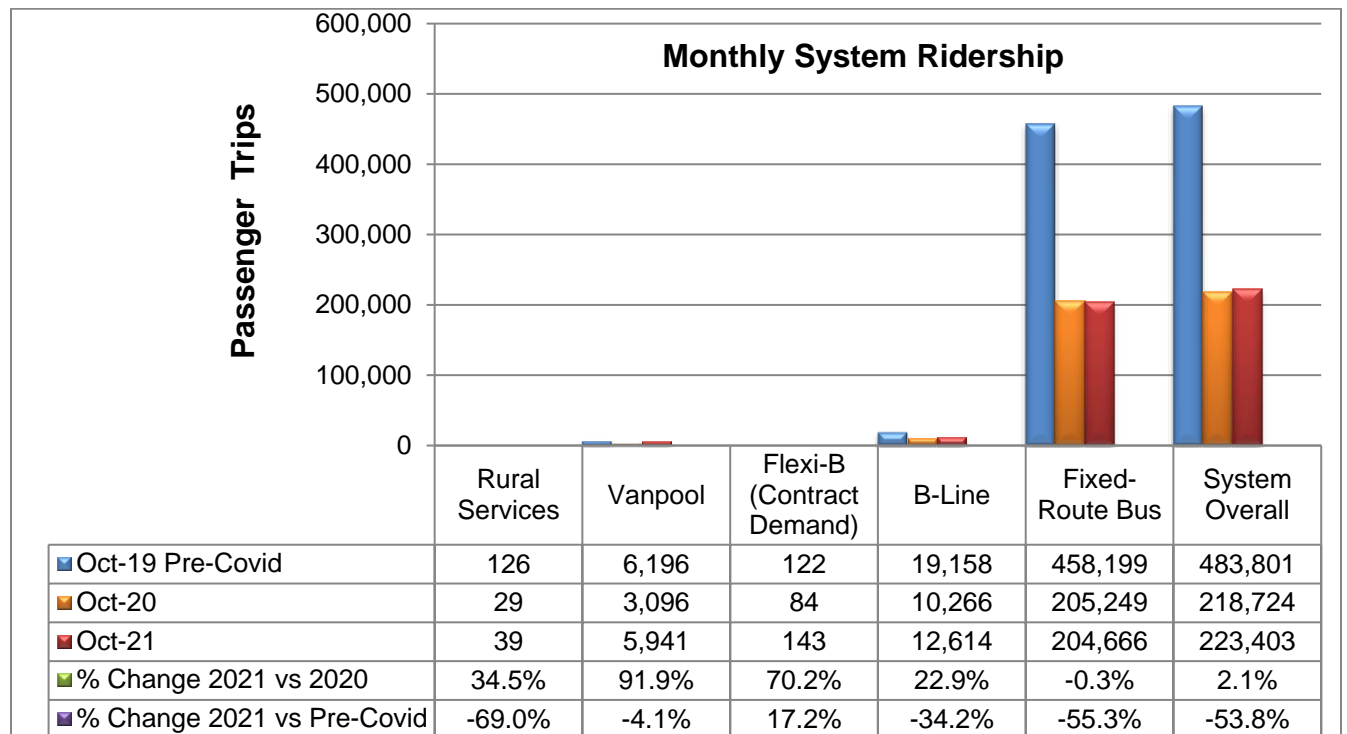


October 2020	October 2021	Variance
22 Weekdays	21 Weekdays	-1
5 Saturdays	5 Saturdays	-
4 Sundays	5 Sundays	+1
No Holiday	No Holiday	-
31 Days	31 Days	-

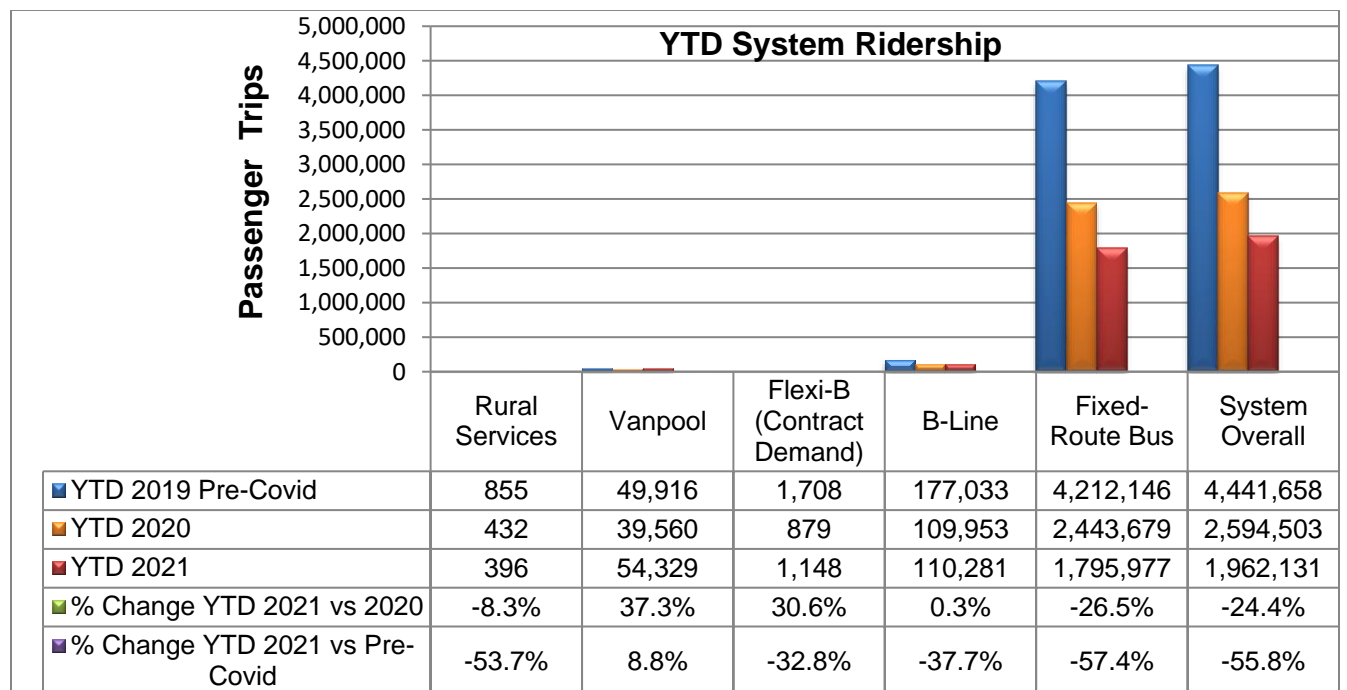
In October 2021, the average retail price for unleaded gas in Corpus Christi was approximately \$2.96 per gallon up more than a dollar when compared to a \$1.89 per gallon in September 2020¹. Rainfall was above normal at 6.52 inches as compared to the monthly average of 3.63 inches.² October 2020 was well below normal at only 1.37 inches. The recorded 86-degree average high temperature was normal.

1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://etweather.tamu.edu/rainhistory>

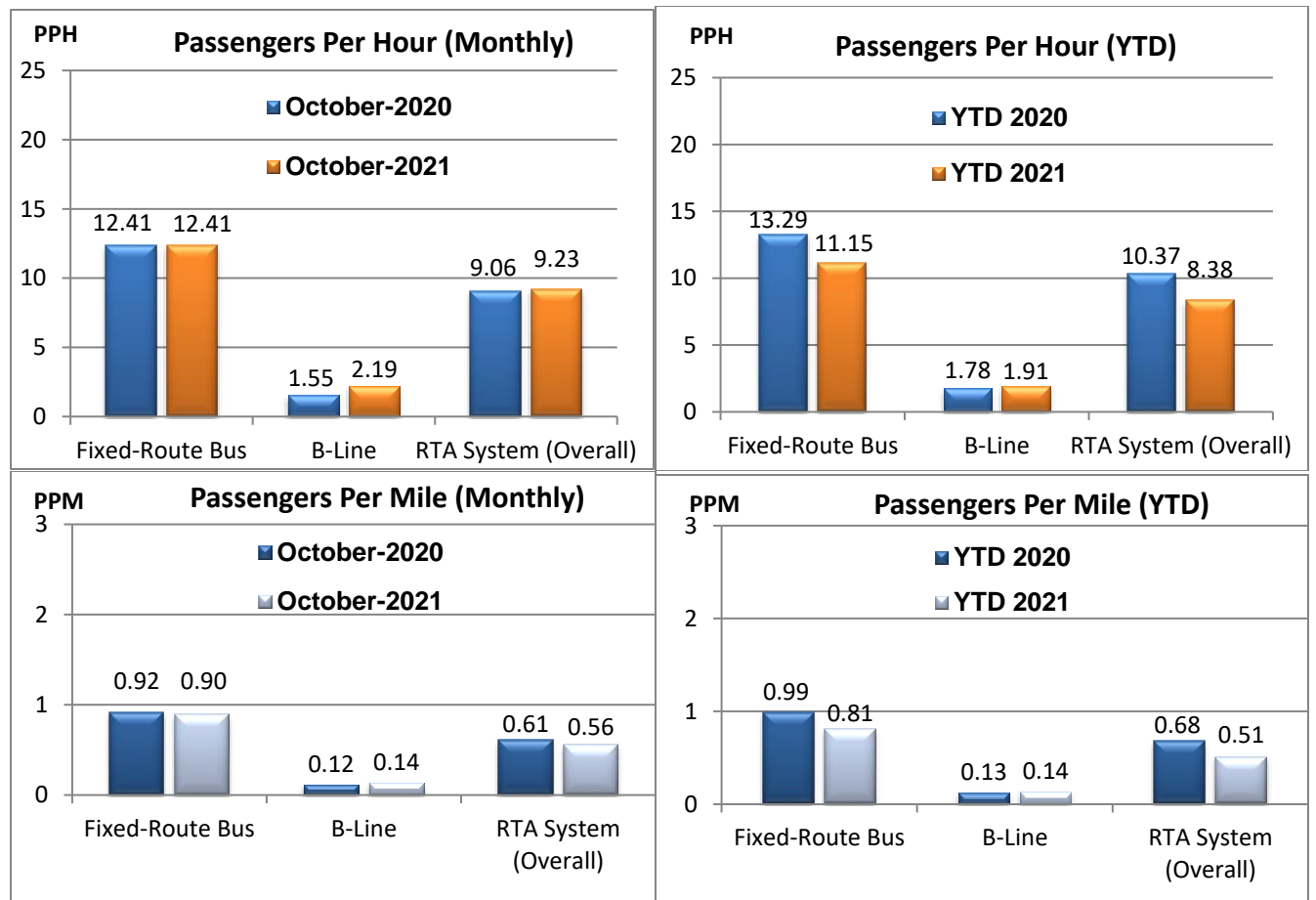
The chart below shows monthly ridership results for all services. CCRTA recorded 4,679 more passenger trips for a 2.1% increase as compared to October 2020. As compared to October 2019 Pre-Covid, passenger trips decreased 53.8%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 632,372 fewer passenger trips for a YTD decrease of 24.4% in 2021 as compared to 2020. As compared to YTD 2019 Pre-Covid, passenger trips decreased 55.8% with 2,479,527 fewer trips.



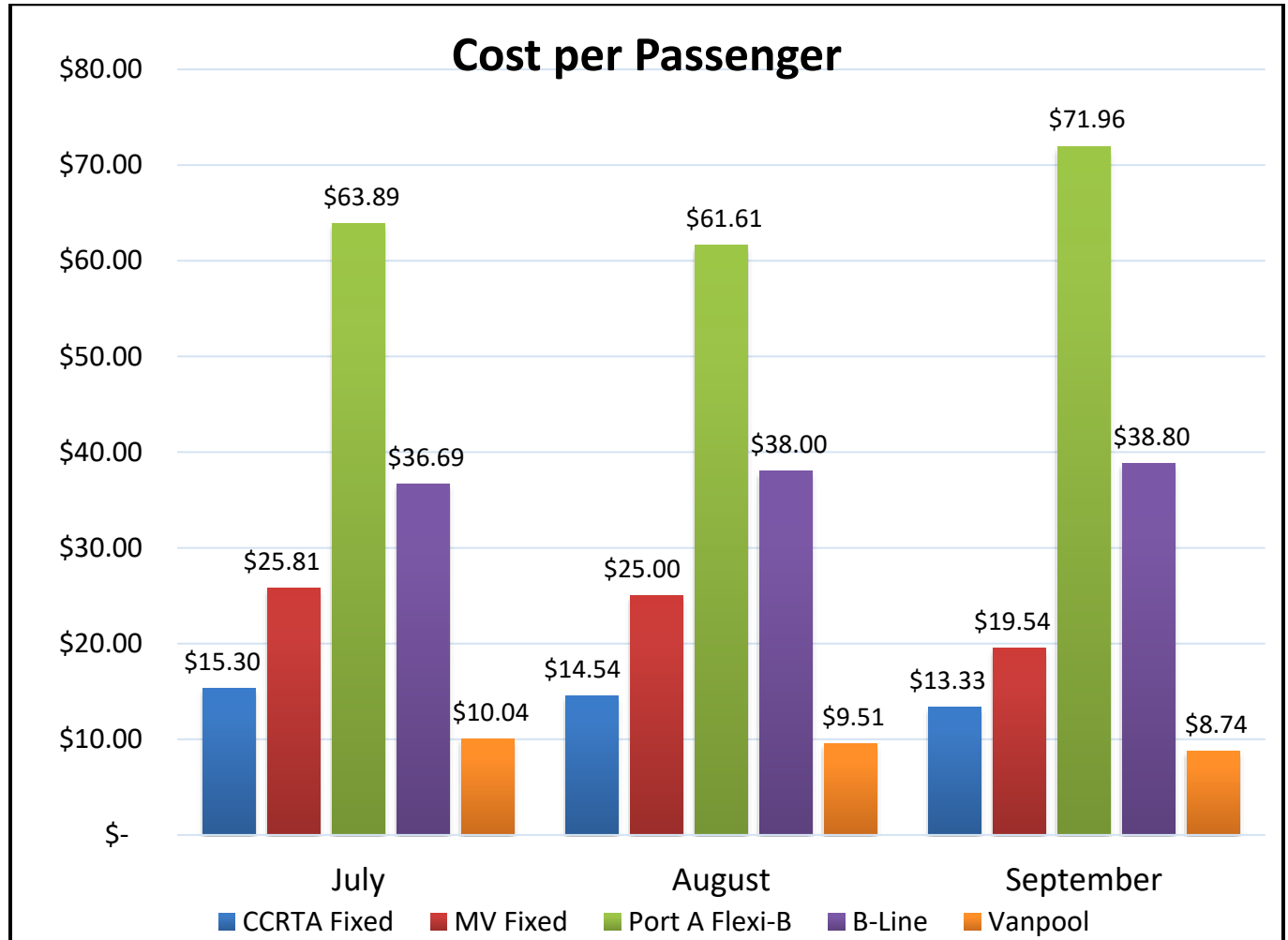
The following charts report system-wide productivity for the month of October 2021 vs. October 2020 and YTD figures.



The following table shows on-time performance of fixed route services.

Schedule Adherence	Standard	Jul-21	Aug-21	Sep-21	Oct-21	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.4%	0.0%	0.1%
Departures within 0-5 minutes	>85%	94.4%	91.1%	83.4%	88.9%	89.5%
Monthly Wheelchair Boardings	No standard	2,905	3,119	3,165	3,689	3,220
Monthly Bicycle Boardings	No standard	4,065	4,425	4,407	4,429	4,332

The following tables include Cost per Passenger totals by service mode for the third quarter of 2021. In addition, year-to-date (YTD) averages by service mode are included.



Month	CCRTA Fixed	MV Fixed	Port A Flexi-B	B-Line	Vanpool
July	\$ 15.30	\$ 25.81	\$ 63.89	\$ 36.69	\$ 10.04
August	\$ 14.54	\$ 25.00	\$ 61.61	\$ 38.00	\$ 9.51
September	\$ 13.33	\$ 19.54	\$ 71.96	\$ 38.80	\$ 8.74
YTD Average	\$ 14.39	\$ 23.45	\$ 65.82	\$ 37.83	\$ 9.43

The following construction projects potentially impact current or future on-time performance:

Now Off Detour	On Detour	Detour Required	No Detour
	<ul style="list-style-type: none"> • Airline Rd. (SPID–McArdle) Project was completed mid-October 2021. <ul style="list-style-type: none"> ➤ Routes 26 (2 stops were closed but are <u>now open</u>) • U.S.181 & 361 Interchange in Gregory Began mid-2019 and is now half complete. <ul style="list-style-type: none"> ➤ Route 51 (No stops impacted) • New Harbor Bridge (North Beach) – Routes 76 & 78 remain on minor detour along U.S. 181 access road. (No stops impacted) • Park Road 22 water exchange bridge Began late 2020. Slight detour only. <ul style="list-style-type: none"> ➤ Route 65 (No stops impacted) • Sea District Impts. & New Port Admin. Offices.) – Project nearing completion <ul style="list-style-type: none"> ➤ Routes 76 & 78 (2 stops closed) • Bear Ln. (Old Brownsville Rd. to Cliff Maus Dr.) – utility repair began July 2021. <ul style="list-style-type: none"> ➤ Route 16 (1 stop closed) • Winnebago & Lake St.-(Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> ➤ Route 12 (10 stops impacted) • Brownlee Blvd. (Laredo-Morgan Ave.) Temporary detour from Brownlee to Crosstown Expressway (ST HWY 286) access roads in both directions. <ul style="list-style-type: none"> ➤ Routes 5 & 17 (7 temporarily closed) • Laguna Shores Rd. (SPID–Wyndale) (14) month, Began October 26, 2020 with anticipated completion in October 2022 <ul style="list-style-type: none"> ➤ Routes 3 & 4 (14 stops closed) • Ayers St. (SPID-Gollihar) (28) Project began January 2020 now nearing completion. <ul style="list-style-type: none"> ➤ Route 19 (6 stops remain closed 1 reopened) • Nimitz & MacArthur Resurface & curb work (4) month project-Began June 2021. <ul style="list-style-type: none"> ➤ Route 21 (5 stops impacted) • Ocean Dr. Resurfacing (Robert Dr.-Ennis Joslin) Project began March-2021. Halfway traffic switch has occurred September 2021-project should wrap Feb 2022. <ul style="list-style-type: none"> ➤ Route 6 (12 stops remain closed) • Leopard St. (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion date in late-2022 <ul style="list-style-type: none"> ➤ Routes 27 & 28 (4 stops closed) • S. Staples St. (Kostoryz- Baldwin) (29) month project: Began March 2021 <ul style="list-style-type: none"> ➤ Route 29 (8 Stops closed) • Six Points (Ayers St. @ 10th St.) (7) month project: Began April-2021 <ul style="list-style-type: none"> ➤ Routes 17 (6 stops impacted) Project completion in late November 2021. • Leopard St. (Crosstown to Palm) (14) month project to begin late-2021 with anticipated completion in early-2023. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (9 stops <u>will be impacted</u>) • Everhart Rd. (SPID-S. Staples): Project could begin mid-2022. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops <u>will be impacted</u>) 		

For October 2021, there were 16 detoured routes out of 33 fixed route services. This equates to approximately 48% of CCRTA services travelling on the local streets. Detoured bus route services include: 3, 4, 5, 6, 12, 16, 17, 19, 21, 26, 27, 28, 29, 51, 65, 76 & 78.

75 is the total number of bus stops impacted or closed in October 2021.

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

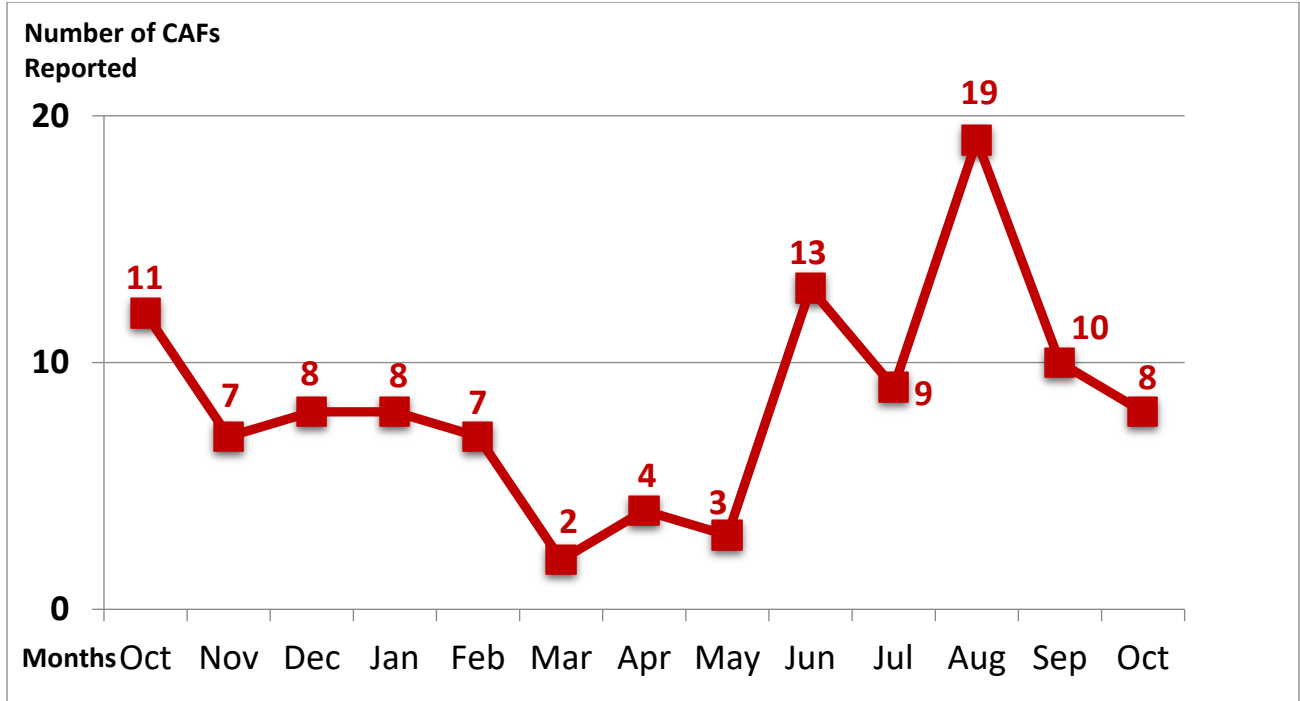
In October 2021, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.19** Passengers Per Hour (PPH) did not meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **9,887** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **8,526** ambulatory boardings; **3,366** wheelchair boardings
-

Metric	Standard	Jul-21	Aug-21	Sep-21	Oct-21	(4) Month-Ave.
Passengers per Hour	2.50	2.43	2.28	2.20	2.19	2.28
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	4,064	5,953	15,624	9,887	8,882
Monthly Wheelchair Boardings	No standard	3,375	3,251	3,219	3,366	3,303

Customer Programs Monthly Customer Assistance Form (CAF) Report

For October 2021, Customer Service received and processed 8 (CAF's) Customer Assistance Forms. 8 CAF's is 2 less than the previous month and represents a 20% decrease. There were no commendations received this month.



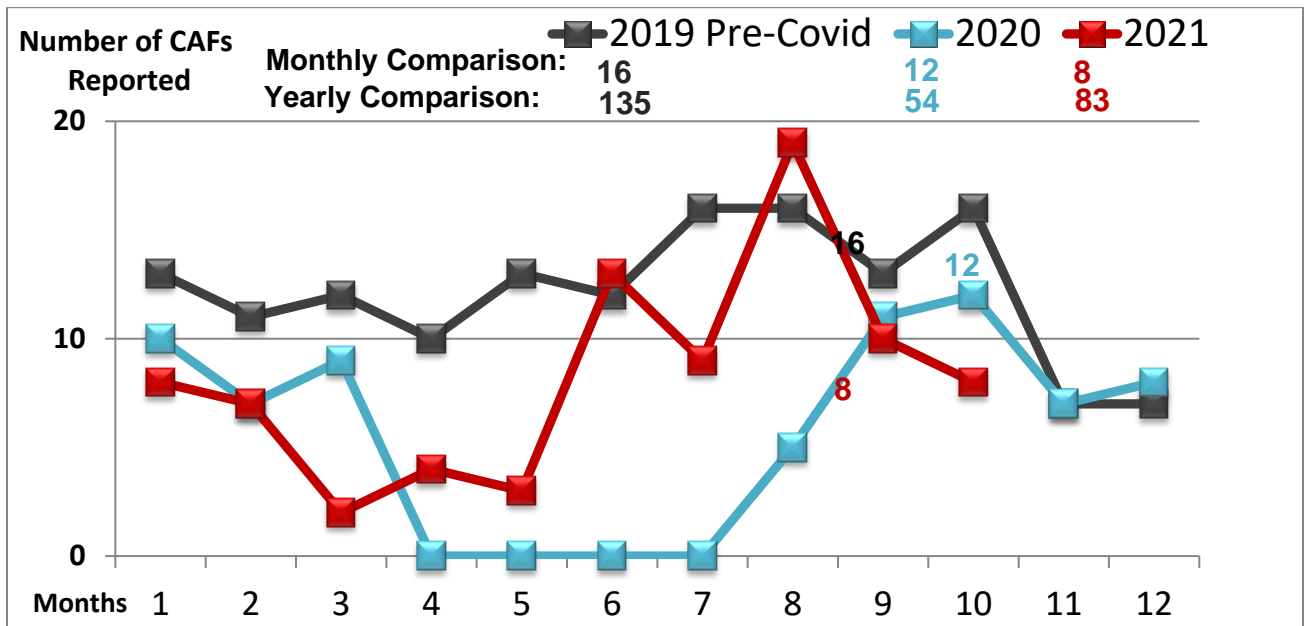
Route Summary Report for October 2021:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff		#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMUCC	2
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Saxet Oak Park		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz		#54 Gregory/Downtown Express	
#16 Morgan		#56 Flour Bluff/Downtown Express	
#17 Carroll/Southside		#60 Islander Connection	
#19 Ayers	1	#65 Padre Island Connection	
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda	1	#90 Flexi-B Port Aransas	
#23 Molina	3	#93 Flex	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Northwest	1	B-Line (Paratransit) Services	
#27x Northwest (Express)		Safety/Transportation	
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples		Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Transportation (Other) ADA	
#32 Southside		TOTAL CAF's	8

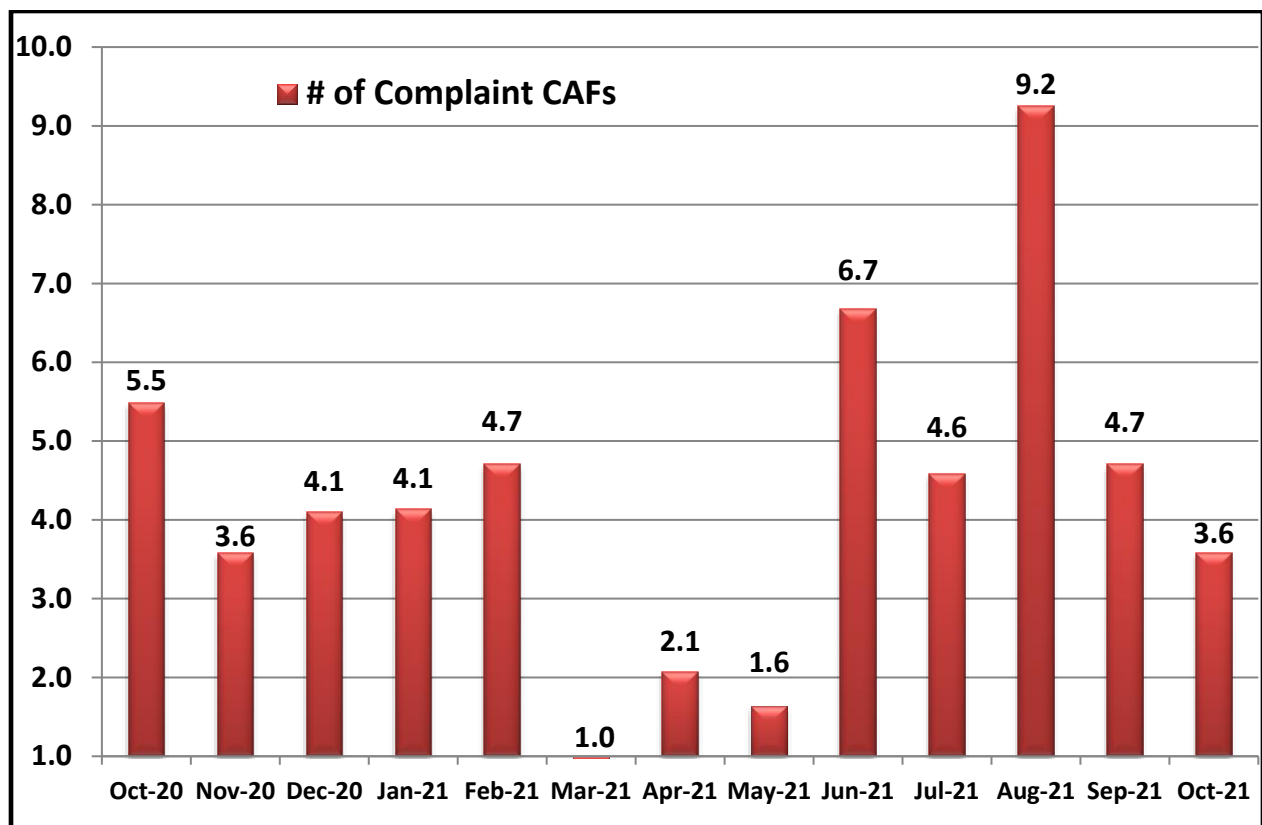
October 2021 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues	1			1
Driving Issues	4			4
Customer Services	2			2
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-line Calls				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy/Standing Orders				
Denial of Service				
Safety & Security				
Rude	1			1
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
Total CAFs	8	0	0	8

CAF Reports: Current and Historical Trends



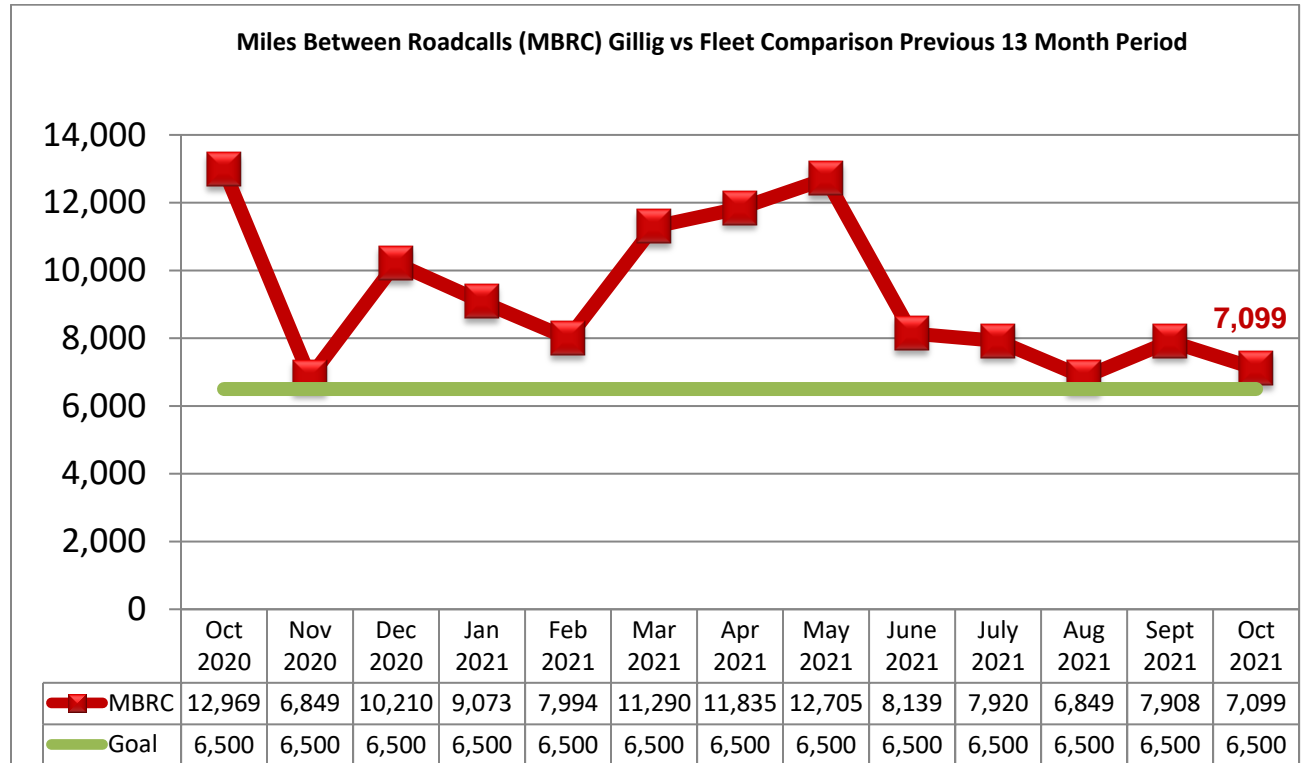
13-month trend of CAFs per 100,000 Total Revenue Miles:



Note: Industry Standard of 10 means on a given month, CCRTA wants to have no more than 10 CAF's per 100,000 passenger trips.

Vehicle Maintenance Department: Miles Between Road Calls Report

In October 2021, there were **7,099** miles between road calls (MBRC) recorded as compared to 12,969 MBRC in October 2020. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. In addition, seasonal high weather temperatures impact the number of road calls.



2021 Ridership Improvement Efforts

Improvement Efforts Narrative Here

Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Director of Planning

Reviewed by: Derrick Majchszak
 Managing Director of Operations

Final Approval by: _____

Jorge G. Cruz-Aedo
Chief Executive Officer



Subject: July 2022 Operations Report

The system-wide monthly operations performance report 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 and customer service feedback.

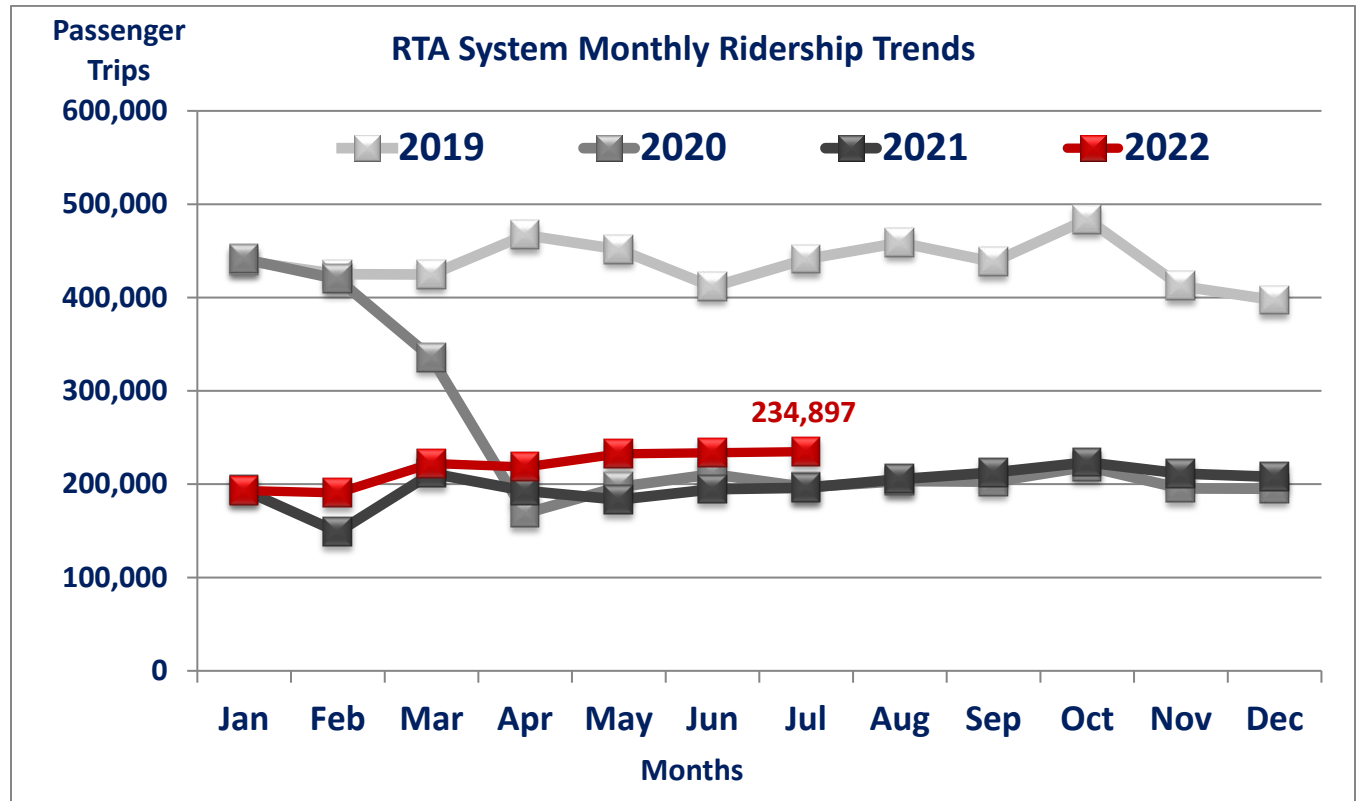


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with **enterprise**



System-wide Ridership and Service Performance Results

July 2022 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Passenger trips totaled 234,897 which represents a 19.7% increase as compared to 196,180 passenger trips in July 2021 with 38,717 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in July 2019 with 441,053 passenger trips, the 234,897 passenger trips represent a 46.7% decrease with 206,156 fewer trips.

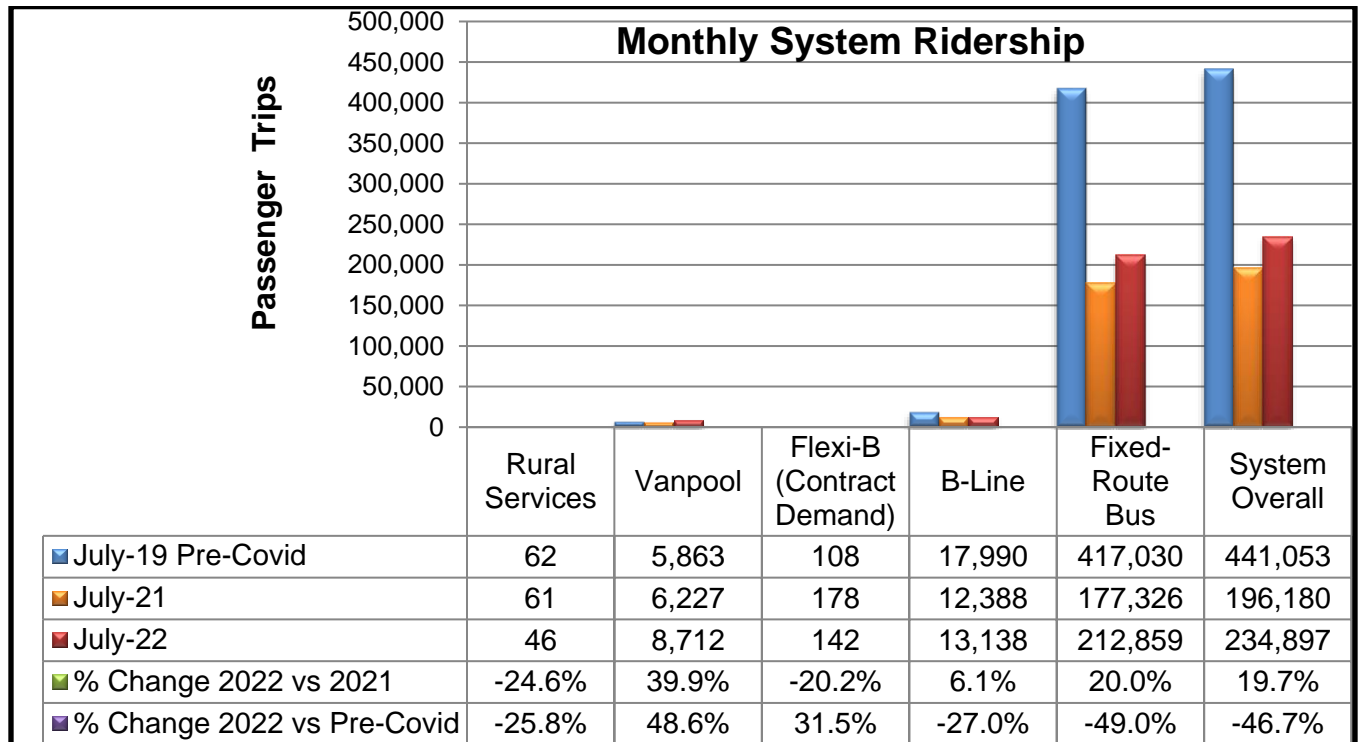


July 2022	July 2021	Variance
20 Weekdays	22 Weekdays	-2
5 Saturdays	5 Saturdays	-
6 Sundays	4 Sundays	+2
Monday, July 4 th , Holiday	Sunday, July 4 th , Holiday	-
31 Days	31 Days	-

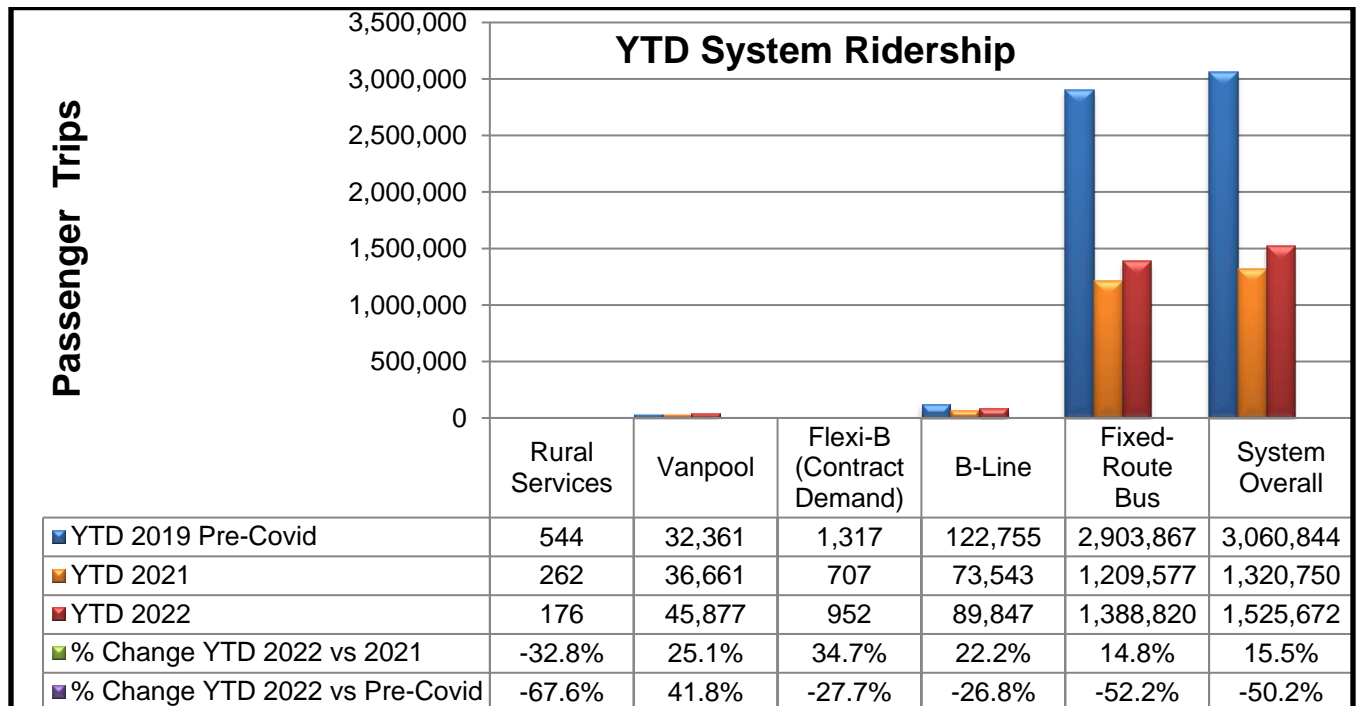
In July 2022, services operated two less weekdays and two more Sundays as compared to July 2021. The average retail price for unleaded gas in Corpus Christi was approximately \$3.85 per gallon as compared to \$2.82 per gallon in July 2021¹. A 37% increase in the average cost per gallon. Rainfall was below normal at 0.54 inches as compared July 2021 with 9.28 inches². The normal July rainfall amount is approximately 2.54 inches. The recorded 92.0-degree average temperature was slightly lower than the average monthly temperature of 93.7 degrees.

1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://etweather.tamu.edu/rainhistory>

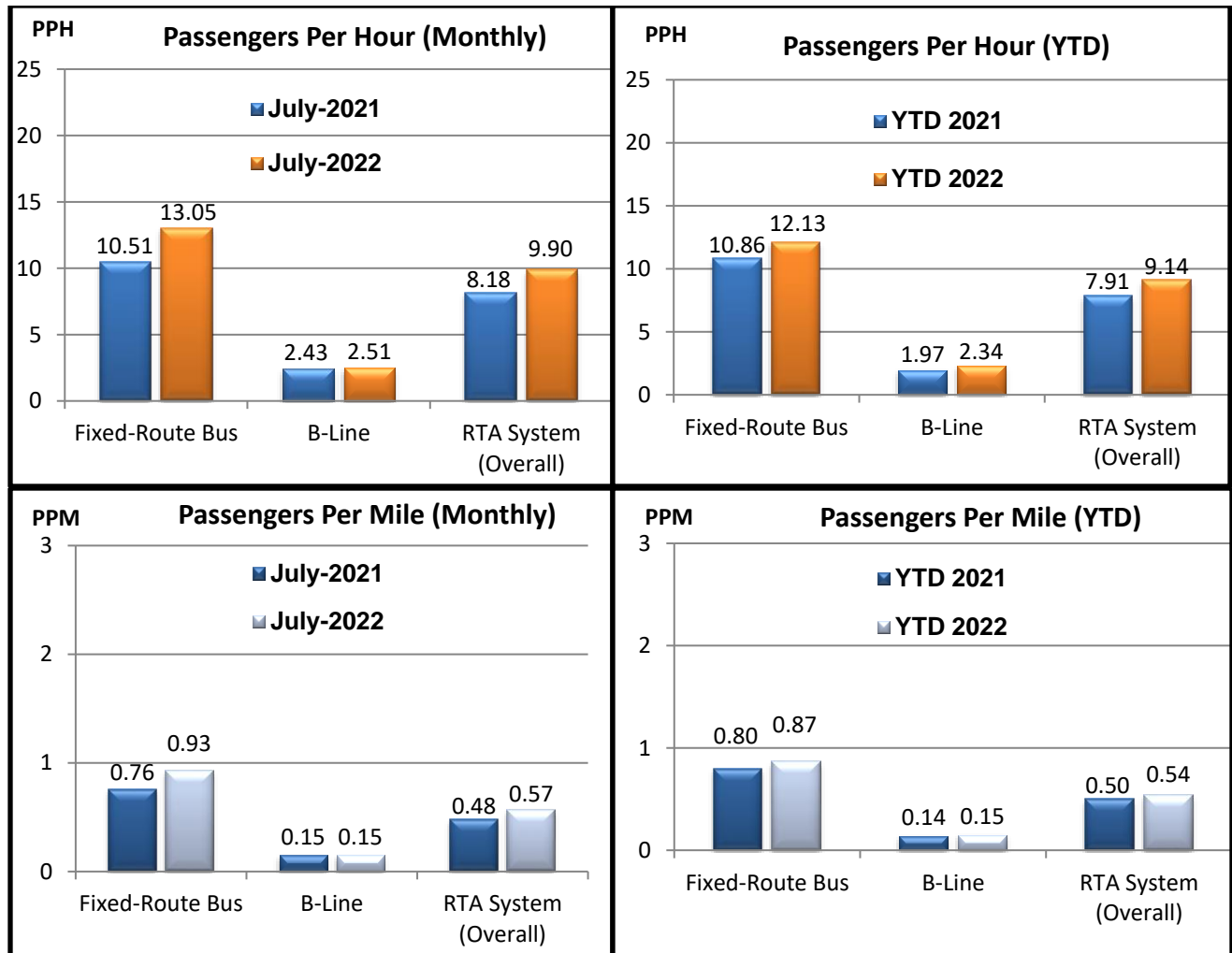
The chart below shows monthly ridership results for all services. CCRTA recorded 38,717 more passenger trips for a 19.7% increase as compared to July 2021. As compared to July 2019 Pre-Covid, passenger trips decreased 46.7%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 204,922 more passenger trips for a YTD increase of 15.5% in 2022 as compared to 2021. As compared to YTD 2019 Pre-Covid, passenger trips decreased 50.2% with 1,535,172 fewer trips.



The following charts report system-wide productivity for the month of July 2022 vs. July 2021 and YTD figures.



The following table shows on-time performance of fixed route services.

Schedule Adherence	Standard	Apr-22	May-22	Jun-22	Jul-22	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.0%	0.0%
Departures within 0-5 minutes	>85%	89.7%	92.1%	92.5%	90.9%	91.3%
Monthly Wheelchair Boardings	No standard	2,485	3,132	3,351	3,259	3,057
Monthly Bicycle Boardings	No standard	4,159	5,051	5,311	5,526	5,012

The following construction projects potentially impact current or future on-time performance:

<p>On Detour</p>	<ul style="list-style-type: none"> • U.S.181 & 361 Interchange in Gregory: Began mid-2019 and is now half complete. <ul style="list-style-type: none"> ➤ Route 51 (No stops impacted) • New Harbor Bridge (North Beach): Routes 76 & 78 remain on minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted) • Park Road 22 water exchange bridge: Began late 2020. Slight detour only. <ul style="list-style-type: none"> ➤ Route 65 (No stops impacted) • Winnebago & Lake St. (Harbor Bridge reconstruction): Began August 2020. <ul style="list-style-type: none"> ➤ Route 12 (10 stops impacted) • Leopard St. (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion is late-2022. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (4 stops closed) • Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in September 2022. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) • S. Staples St. (Kostoryz-Baldwin) (29) month project: Began March 2021 <ul style="list-style-type: none"> ➤ Route 29 (12 Stops closed) Detour from Staples to Alameda to Texan Trail
<p>No Detour</p>	<ul style="list-style-type: none"> • Waldron Road (SPID to Purdue) To begin Fall-2022 <ul style="list-style-type: none"> ➤ Route 4 (13 stops will be impacted)
<p>Detours may be required</p>	<ul style="list-style-type: none"> • Leopard St. (Crosstown to Palm) (14) month project to begin Fall 2022. This Bond project will extend the current/existing Leopard St. detour. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (9 stops will be impacted) • Wildcat (Northwest Blvd. to Teague) To begin late 2022 <ul style="list-style-type: none"> ➤ Route 27 (4 stops may be impacted) • McArdle (Carroll to Kostoryz) To begin late-2022 <ul style="list-style-type: none"> ➤ Route 19 (8 stops may be impacted) • Gollihar (Crosstown to Greenwood) To begin late-2022 <ul style="list-style-type: none"> ➤ Routes 23 & 25 (11 stops may be impacted) • Alameda (Chamberlain to Texan Tr.) To begin late-2023 <ul style="list-style-type: none"> ➤ Routes 5 & 17 (8 stops will be impacted)
<p>No Detour</p>	<ul style="list-style-type: none"> • Everhart Rd. (SPID-S. Staples): Project could begin late-2023. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops will be impacted)

For July 2022, there were 11 detoured routes out of 32 fixed route services in operation. This equates to approximately 34% of CCRTA services travelling on the local streets. Detoured bus route services include: 12, 21, 23, 27, 28, 29, 37, 51, 65, 76 & 78.

Total number of bus stops currently impacted or closed is **28**.

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

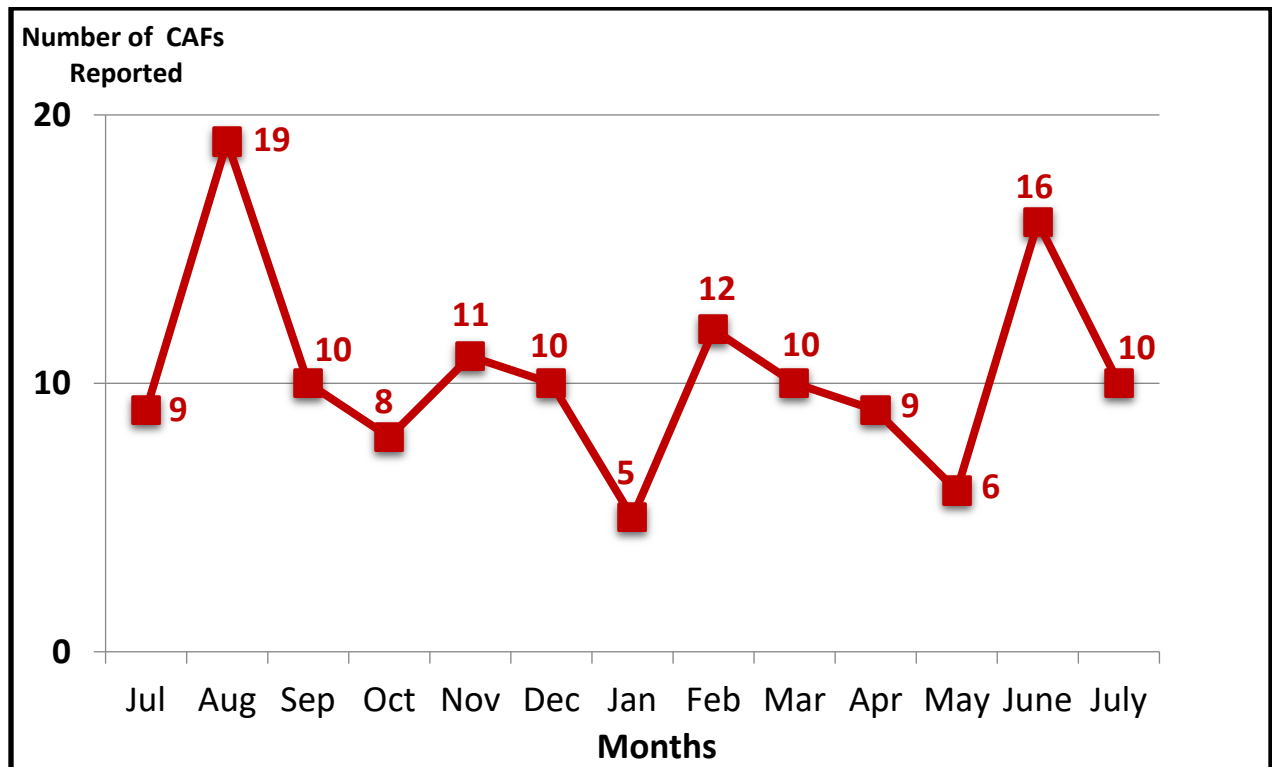
In July 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.51** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **13,731** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **8,752** ambulatory boardings; **3,490** wheelchair boardings

Metric	Standard	Apr-22	May-22	Jun-22	Jul-22	(4) Month-Ave.
Passengers per Hour	2.50	2.37	2.35	2.53	2.51	2.44
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	15,950	18,076	12,934	13,731	15,173
Monthly Wheelchair Boardings	No standard	3,670	3,741	3,653	3,490	3,639

Customer Programs Monthly Customer Assistance Form (CAF) Report

For July 2022, Customer Service received and processed 10 (CAF's) Customer Assistance Forms including three commendations. 10 CAF's is 6 less than the previous month and represents a 38% decrease.



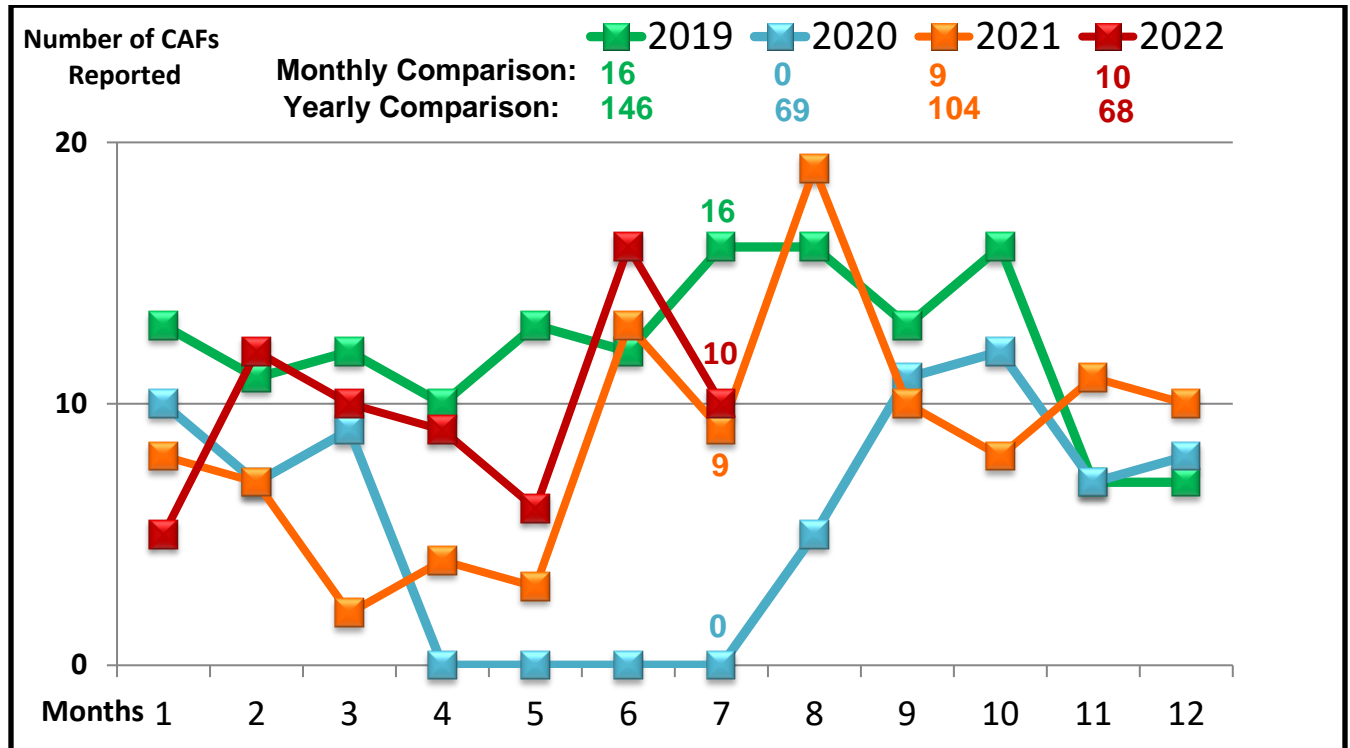
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#34 Robstown North Circulator	
#4 Flour Bluff	2	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMUCC	
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Saxet Oak Park		#53 Robstown/NAS Ex (P&R)	
#15 Kostoryz		#54 Gregory/Downtown Express	
#16 Morgan/Port		#56 Flour Bluff/Downtown Express	
#17 Carroll/Southside		#60 Islander Connection	
#19 Ayers		#65 Padre Island Connection	1
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina	1	#93 Flex	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	1
#27 Northwest		B-Line (Paratransit) Services	
#27x Northwest (Express)		Safety & Security	
#28 Leopard/Omaha		Facilities Maintenance	
#29 Staples	1	Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South		Facilities/Service Development	
#30 Westside/Health Clinic		Commendations	3
#32 Southside	1	TOTAL CAF's	10

CAF Breakdown by Service Type:

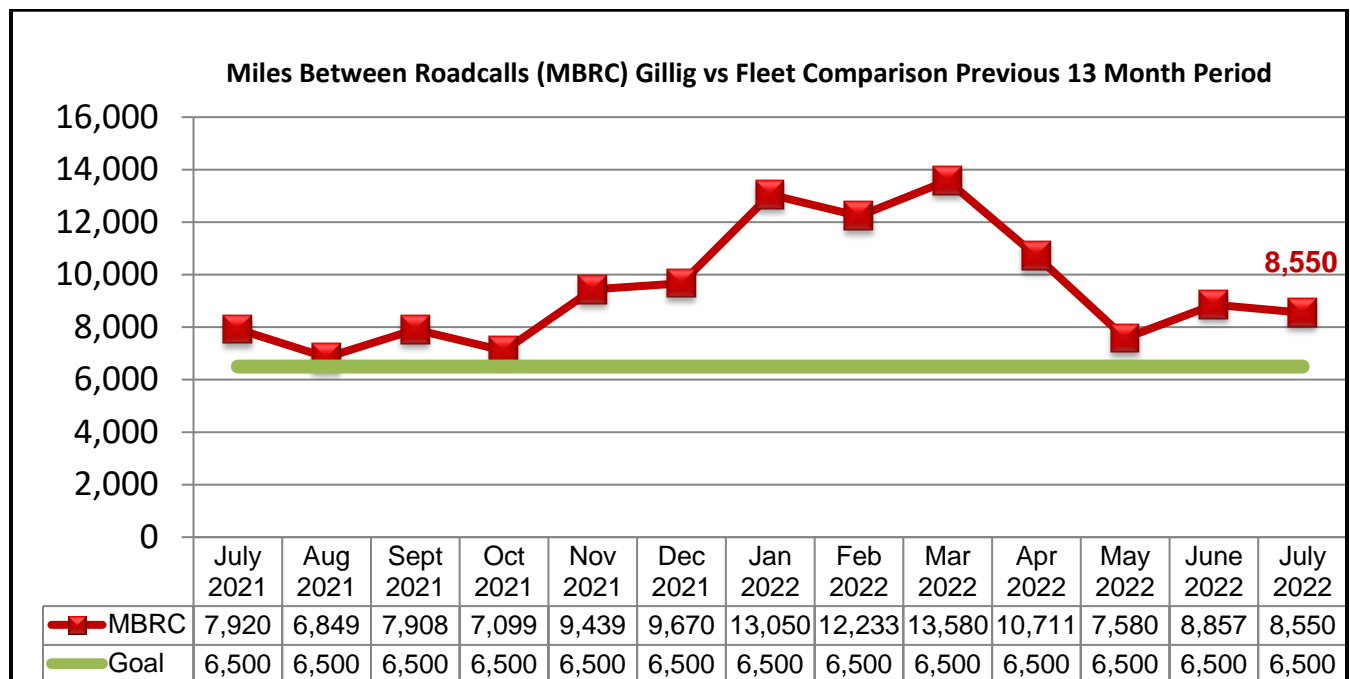
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues			2	2
Driving Issues				
Customer Services				
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues				
Inappropriate Behavior				
B-line Calls				
Incident at Stop				
Incident on Bus				
Incident at Station				
Policy/Standing Orders				
Denial of Service				
Safety & Security			1	1
Rude	2		1	3
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User	1			1
Service Maintenance				
Commendations	2		1	3
Total CAFs	5	0	5	10

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In July 2022, there were 8,550 miles between road calls (MBRC) recorded as compared to 7,920 MBRC in July 2021. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 9,496.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Director of Planning

Reviewed by: Derrick Majchszak
 Managing Director of Operations

Final Approval by: _____

Jorge G. Cruz-Aedo
Chief Executive Officer

Update on Pilot Route 93 Flex Serving Texas A&M Corpus Christi and Pilot Route 95 Port Aransas Express

CCRTA Board Priority

Public Image & Transparency

Operations & Capital Projects Committee Meeting

February 23, 2022



Background

- Federal Transit Administration (FTA) defines a Pilot service as a temporary demonstration project.
- If a temporary service addition or change lasts longer than twelve months, FTA considers the service to be permanent and the grantee must conduct a Title VI service equity analysis.
- Public Hearing required due to major service changes
 - Per Federal Transit Administration, Circular 9030.1E, VI-7(12), dated January 16, 2014
 - CCRTA Public Input Policy



**Federal Transit
Administration**

Source:

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Title_VI_QA_12.26.12.pdf

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf

Background

Pilot Route 93 Flex began in August 2019

- Replaced the Route 63 The Wave service
- Serves Texas A&M University-Corpus Christi and Flour Bluff area

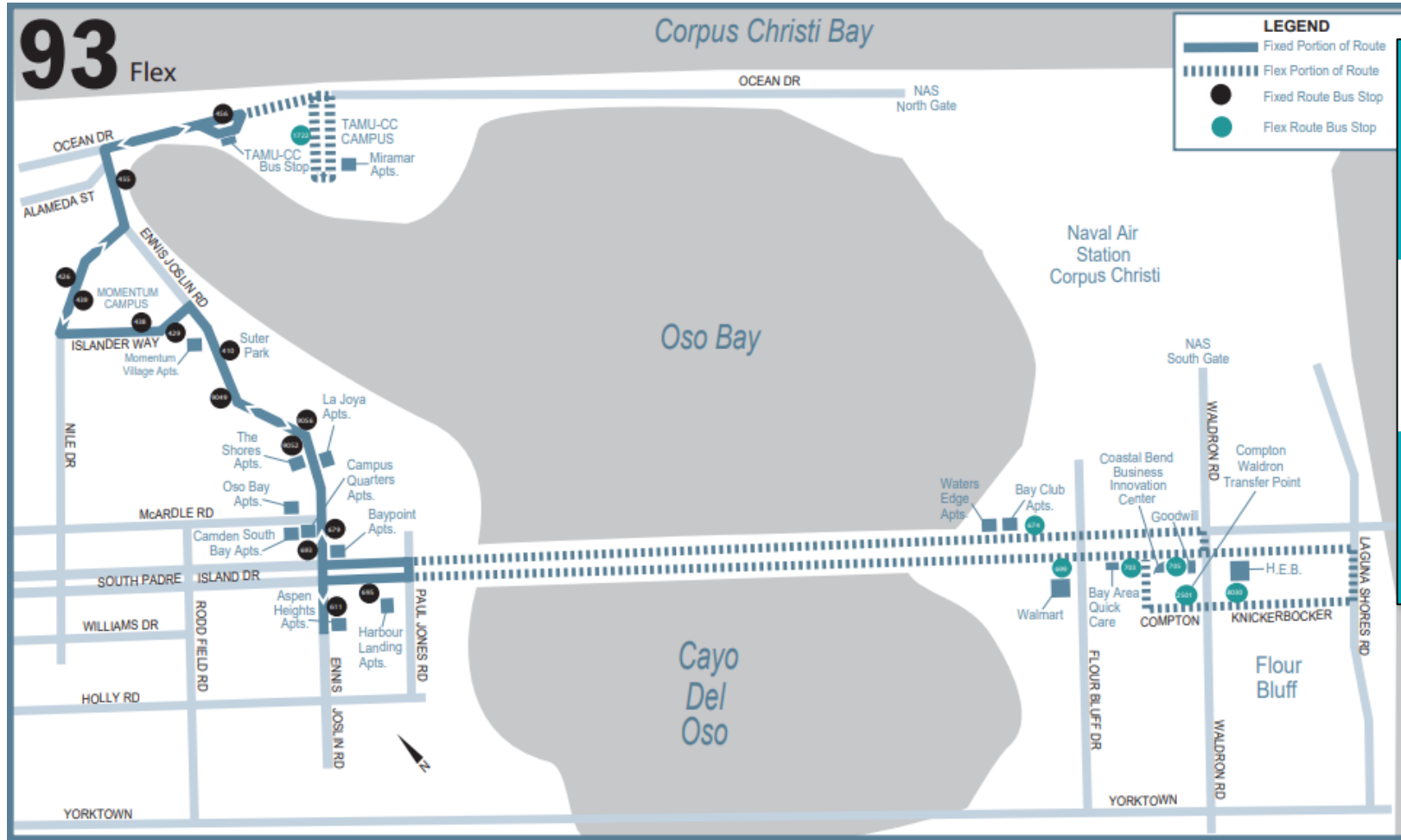


Pilot Route 95 Port Aransas Express began in May 2019

- Serves Port Aransas, Ingleside, and Aransas Pass areas
- Priority Boarding on Ferry Vessels
- Fine-tuning adjustments to routing and schedules made to meet rider needs



Pilot Route 93 Flex Service



FLEX STOP

LOCATION # 1401

On-call ONLY
833-782-3539
 ccrtc.org

93

Pilot Route 93 Flex Service

WEEKDAY SCHEDULE			Texas A & M Ocean Drive Bus Stop 1	Momentum Campus (out bound) 2	Aspen Heights Apartments 3	Momentum Campus (in bound) 2	Texas A & M Ocean Drive Bus Stop 1
	First A.M. Trip	A.M.	----	----	7:35	7:45*	7:55*
30 minute daily service							
Last P.M. Trip	P.M.	10:25*	10:30*	10:35*			
<p>★ Scheduled bus service may vary with trip pickups & deviations.</p> <p>♿ Lift Equipped/Accessible Each Trip.</p>							
SATURDAY SCHEDULE			Texas A & M Ocean Drive Bus Stop 1	Momentum Campus (out bound) 2	Aspen Heights Apartments 3	Momentum Campus (in bound) 2	Texas A & M Ocean Drive Bus Stop 1
	First A.M. Trip	A.M.	----	----	9:35	9:45*	9:55*
30 minute daily service							
Last P.M. Trip	P.M.	7:55*	8:00*	8:05*			
<p>★ Scheduled bus service may vary with trip pickups & deviations.</p> <p>♿ Lift Equipped/Accessible Each Trip.</p>							

Pilot Route 93 Flex Service Performance

- Passengers per hour levels meet Service Standards requirements

Service Standard

- Flex Route: 5-10 passengers per hour

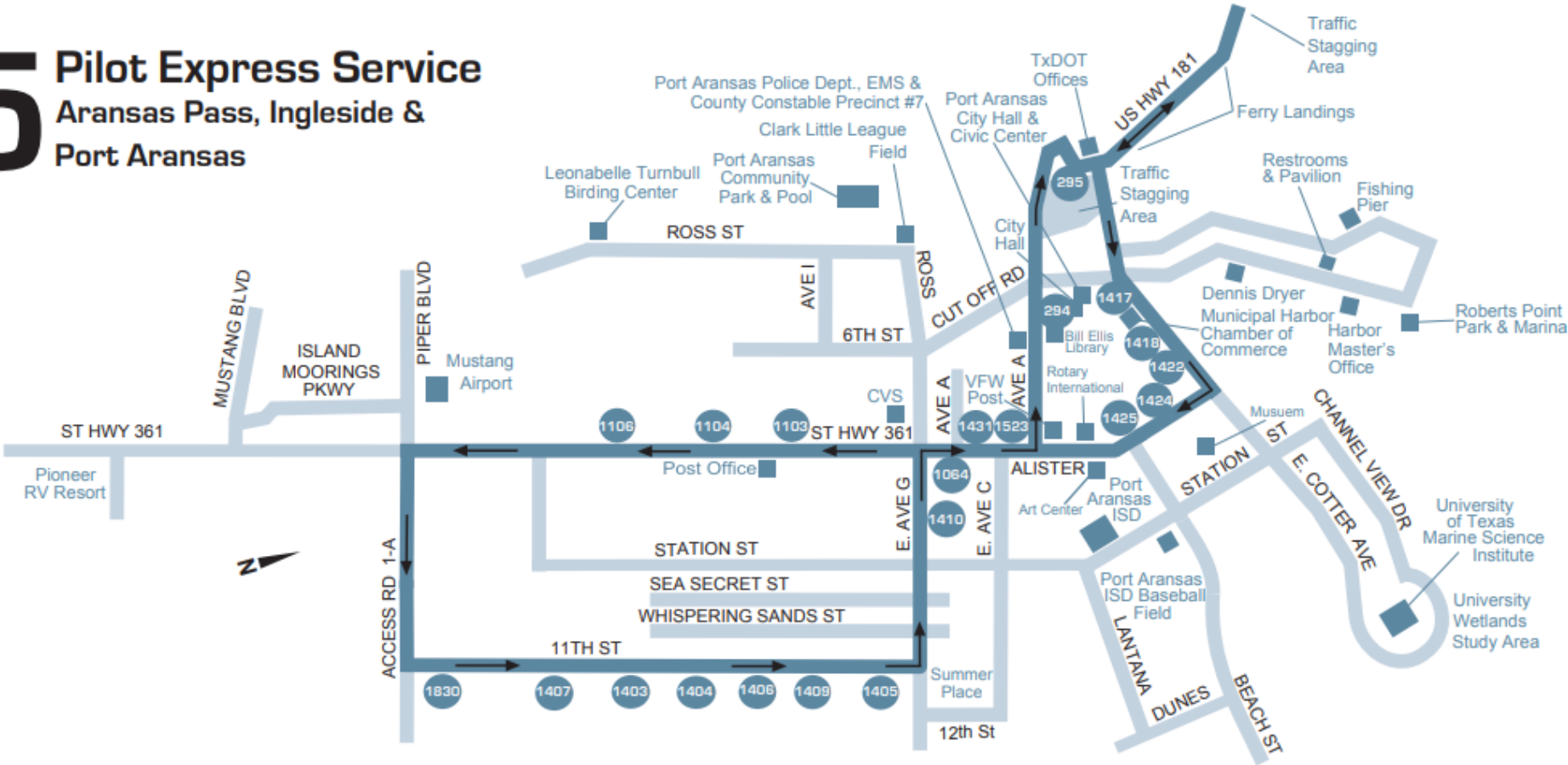
Year	Passenger Trips	Passengers per Revenue Hour
2019	17,658	10.8
2020	18,448	4.7
2021	26,485	6.2

*In operation from Aug 22 through Dec 31 of 2019



Pilot Route 95 Port Aransas Express Service

95 Pilot Express Service Aransas Pass, Ingleside & Port Aransas



Pilot Route 95 Port Aransas Express Service

- Seasonal service: Late May through Early October
 - Year 2020: March 2nd – October 4th
- Operates 7 days per week



Bus Schedule

	Southside Station Bay E	Staples Street Station Lane M	Ingleside H.E.B.	Aransas Pass H.E.B.	11th St. @ Sandcastle Dr. Port Aransas	11th St. @ Sandcastle Dr. Port Aransas	Aransas Pass H.E.B.	Ingleside H.E.B.	Staples Street Station Lane M	Southside Station Bay E
	1	2	3	4	5	5	4	3	2	1
A.M.	6:00	6:20	6:55	7:10	7:35	7:45	8:15	8:30	----	----
	----	----	8:35	8:50	9:15	9:25	9:55	10:10	----	----
P.M.	----	----	10:15	10:30	10:55	11:05	11:35	11:50	12:15	12:35*
	2:10	2:30	2:55	3:10	3:35	3:45	4:15	4:30	----	----
	----	----	4:35	4:50	5:15	5:25	5:55	6:10	----	----
	----	----	6:15	6:30	6:55	7:05	7:35	7:50	8:15	8:35*

♿ Lift Equipped/Accessible Each Trip.

* - Out of service on arrival.

Pilot Route 95 Port Aransas Express Service Performance

- Passengers per hour levels meet Service Standards requirements based on Pre-COVID-19 period

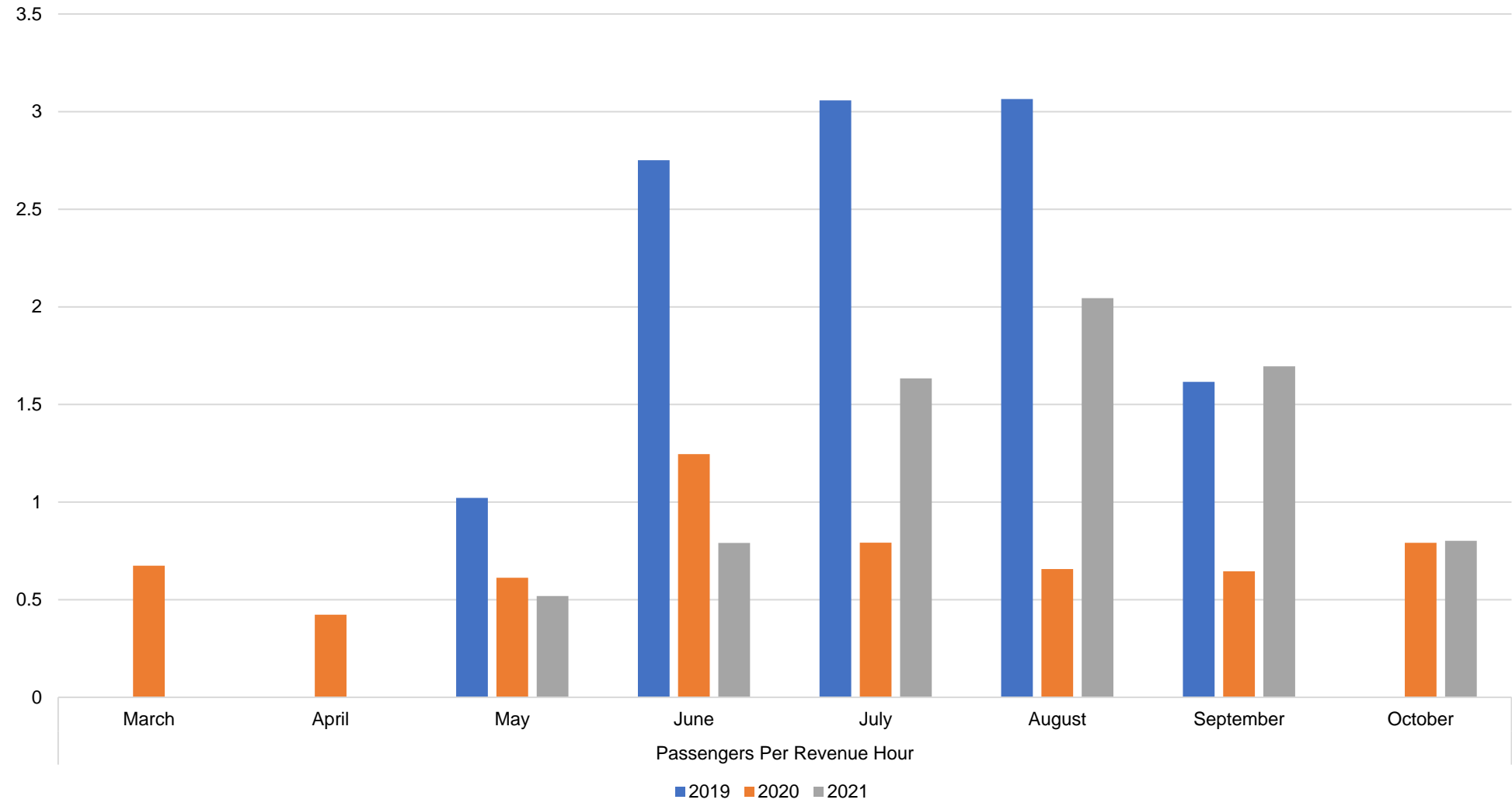
Service Standard

- Commuter/Express: 2-5 passengers per hour

Year	Passenger Trips	Passengers per Revenue Hour
2019 (May 24-Sept 29)	3,815	2.5
2020 (Mar 2-Oct 4)	1,924	0.7
2021 (May 28-Oct 3)	2,425	1.5



Pilot Route 95 Port Aransas Express Service Performance



Next Steps

- Public and Stakeholder Outreach
 - 30-day public notice required per Public Input Policy
 - March 1st – April 30th
- Conduct Public Hearing
 - May 4th Board of Directors Meeting
 - Approve permanent status of Pilot Route 93 Flex and Pilot Route 95 Port Aransas Express
- Continue operating Route 93 Flex service year round
- Operate Route 95 Port Aransas Express service May 27th – October 2nd, 2022

Have Questions?

Thank You!



Update on Public Feedback, Title VI Service Equity Analysis Findings, and Service Recommendations for Pilot Routes 93 and 95

CCRTA Board Priority

Public Image & Transparency

Operations & Capital Projects Committee Meeting

April 27, 2022



Background

- Federal Transit Administration (FTA) defines a Pilot service as a temporary demonstration project.
- If a temporary service addition or change lasts longer than twelve months, FTA considers the service to be permanent and the grantee must conduct a Title VI service equity analysis.
- Public Hearing required due to major service changes.
 - Per Federal Transit Administration, Circular 9030.1E, VI-7(12), dated January 16, 2014
 - CCRTA Public Input Policy



**Federal Transit
Administration**

Source:

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Title_VI_QA_12.26.12.pdf

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf

Background

Pilot Route 93 Flex began in August 2019

- Replaced the Route 63 The Wave service
- Serves Texas A&M University-Corpus Christi and Flour Bluff area

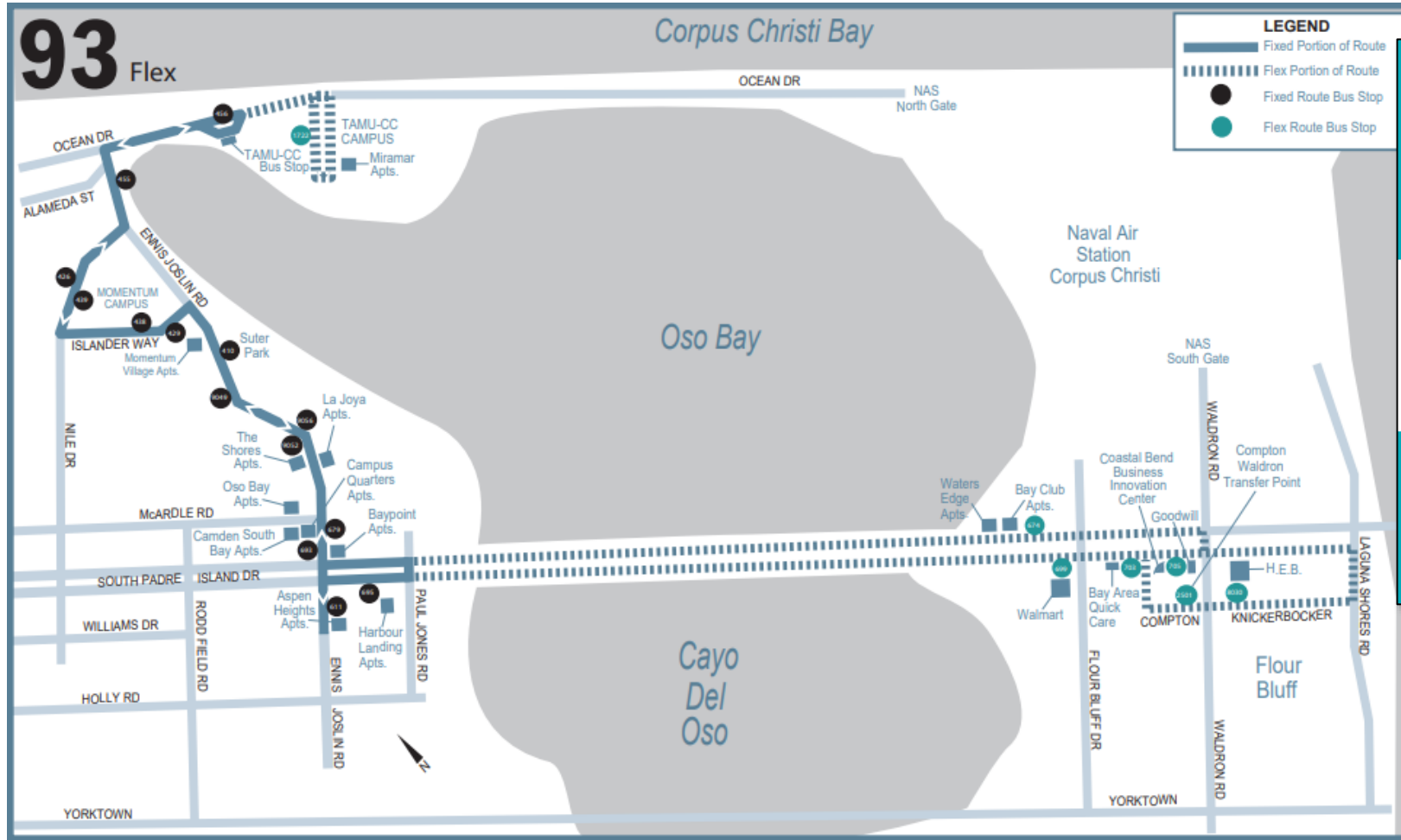


Pilot Route 95 Port Aransas Express began in May 2019

- Serves Port Aransas, Ingleside, and Aransas Pass areas
- Priority Boarding on Ferry Vessels
- Fine-tuning adjustments to routing and schedules made to meet rider needs



Pilot Route 93 Flex Service



FLEX STOP

LOCATION # 1401

On-call ONLY
833-782-3539
ccrta.org

93

Pilot Route 93 Flex Service

		WEEKDAY SCHEDULE				
		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
		1	2	3	2	1
First A.M. Trip	A.M.	----	----	7:35	7:45*	7:55*
30 minute daily service						
Last P.M. Trip	P.M.	10:25*	10:30*	10:35*		
* Scheduled bus service may vary with trip pickups & deviations. ♿ Lift Equipped/Accessible Each Trip.						
		SATURDAY SCHEDULE				
		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
		1	2	3	2	1
First A.M. Trip	A.M.	----	----	9:35	9:45*	9:55*
30 minute daily service						
Last P.M. Trip	P.M.	7:55*	8:00*	8:05*		
* Scheduled bus service may vary with trip pickups & deviations. ♿ Lift Equipped/Accessible Each Trip.						

Pilot Route 93 Flex Service Performance

- Passengers per hour levels meet Service Standards requirements

Service Standard

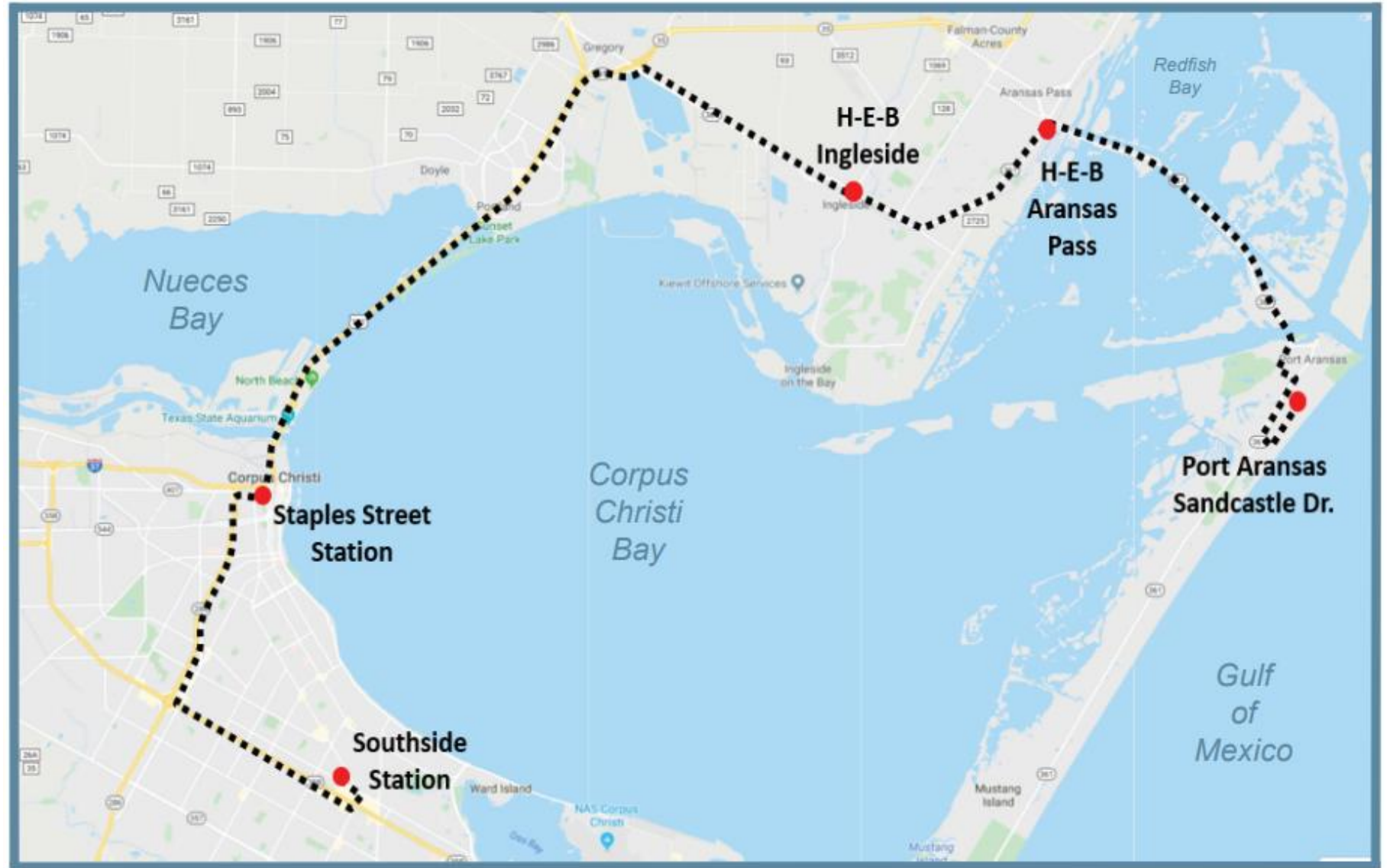
- Flex Route: 5-10 passengers per hour

Year	Passenger Trips	Passengers per Revenue Hour
2019	17,658	10.8
2020	18,448	4.7
2021	26,485	6.2

*In operation from Aug 22 through Dec 31 of 2019

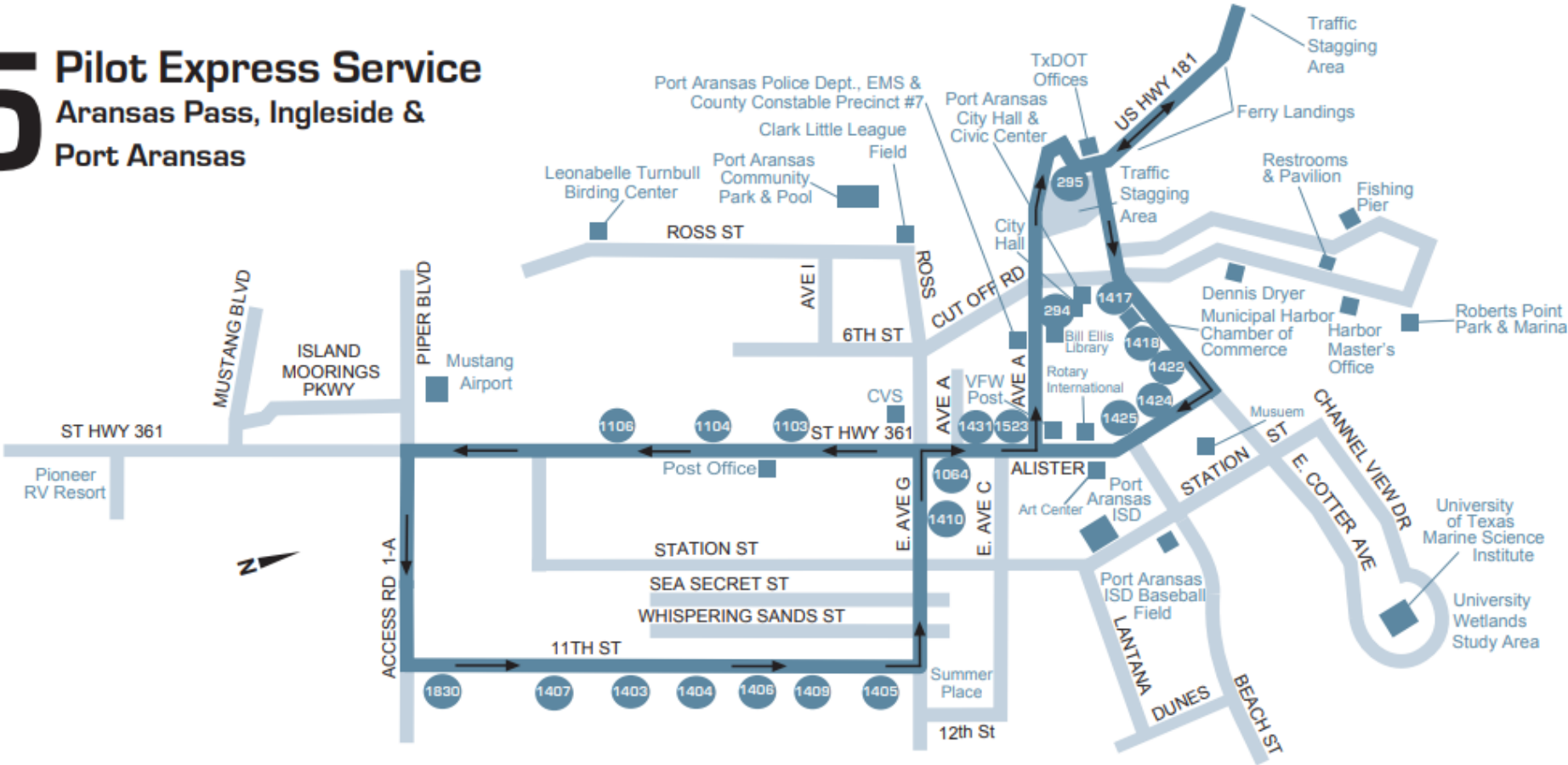


Pilot Route 95 Port Aransas Express Service



Pilot Route 95 Port Aransas Express Service

95 Pilot Express Service Aransas Pass, Ingleside & Port Aransas



Pilot Route 95 Port Aransas Express Service

- Seasonal service: Late May through Early October
 - Year 2020: March 2nd – October 4th
- Operates 7 days per week



Bus Schedule

	Southside Station Bay E	Staples Street Station Lane M	Ingleside H.E.B.	Aransas Pass H.E.B.	11th St. @ Sandcastle Dr. Port Aransas	11th St. @ Sandcastle Dr. Port Aransas	Aransas Pass H.E.B.	Ingleside H.E.B.	Staples Street Station Lane M	Southside Station Bay E
	1	2	3	4	5	5	4	3	2	1
A.M.	6:00	6:20	6:55	7:10	7:35	7:45	8:15	8:30	----	----
	----	----	8:35	8:50	9:15	9:25	9:55	10:10	----	----
P.M.	----	----	10:15	10:30	10:55	11:05	11:35	11:50	12:15	12:35*
	2:10	2:30	2:55	3:10	3:35	3:45	4:15	4:30	----	----
	----	----	4:35	4:50	5:15	5:25	5:55	6:10	----	----
	----	----	6:15	6:30	6:55	7:05	7:35	7:50	8:15	8:35*

♿ Lift Equipped/Accessible Each Trip.

* - Out of service on arrival.

Pilot Route 95 Port Aransas Express Service Performance

- Passengers per hour levels meet Service Standards requirements based on Pre-COVID-19 period

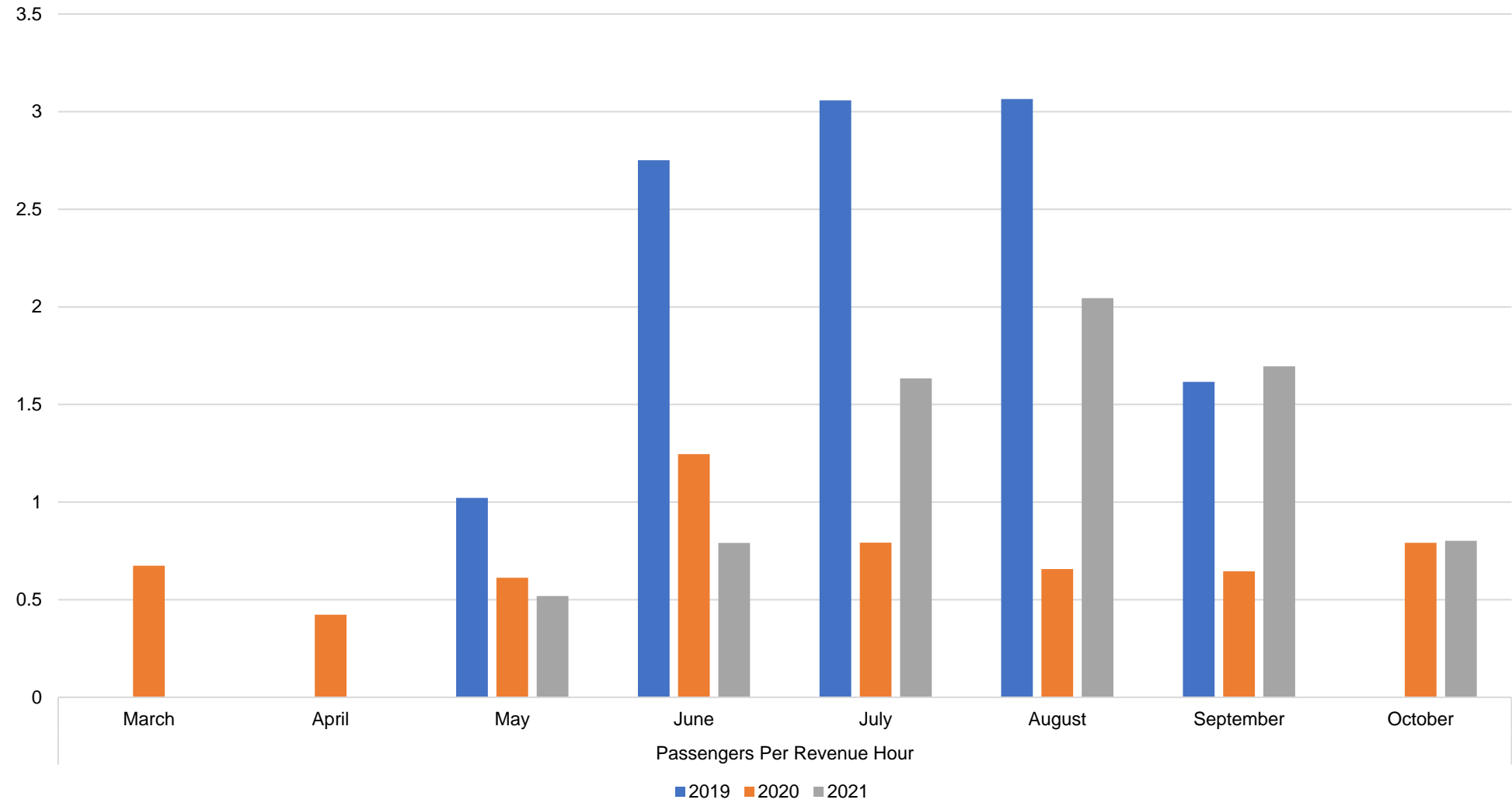
Service Standard

- Commuter/Express: 2-5 passengers per hour

Year	Passenger Trips	Passengers per Revenue Hour
2019 (May 24-Sept 29)	3,815	2.5
2020 (Mar 2-Oct 4)	1,924	0.7
2021 (May 28-Oct 3)	2,425	1.5

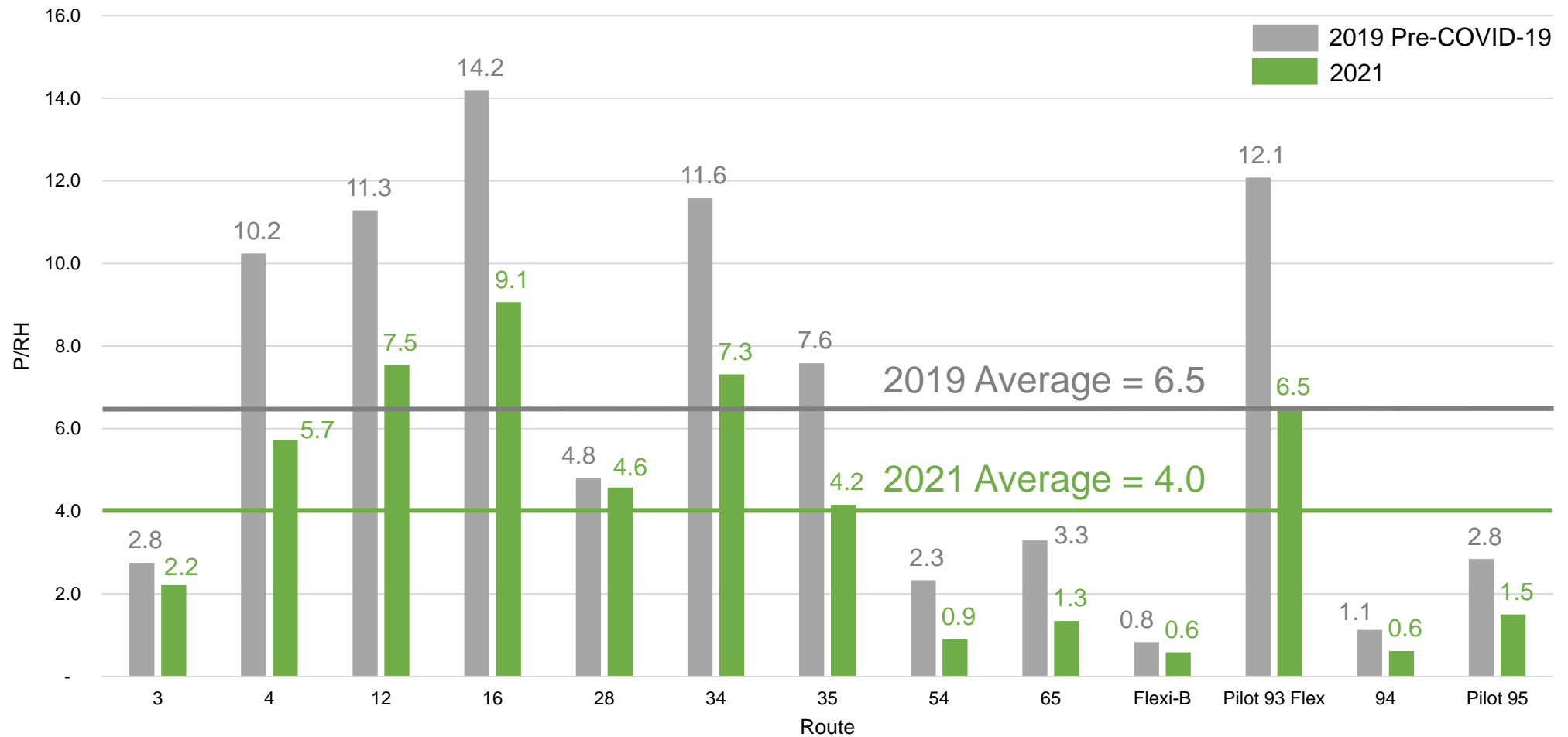


Pilot Route 95 Port Aransas Express Service Performance

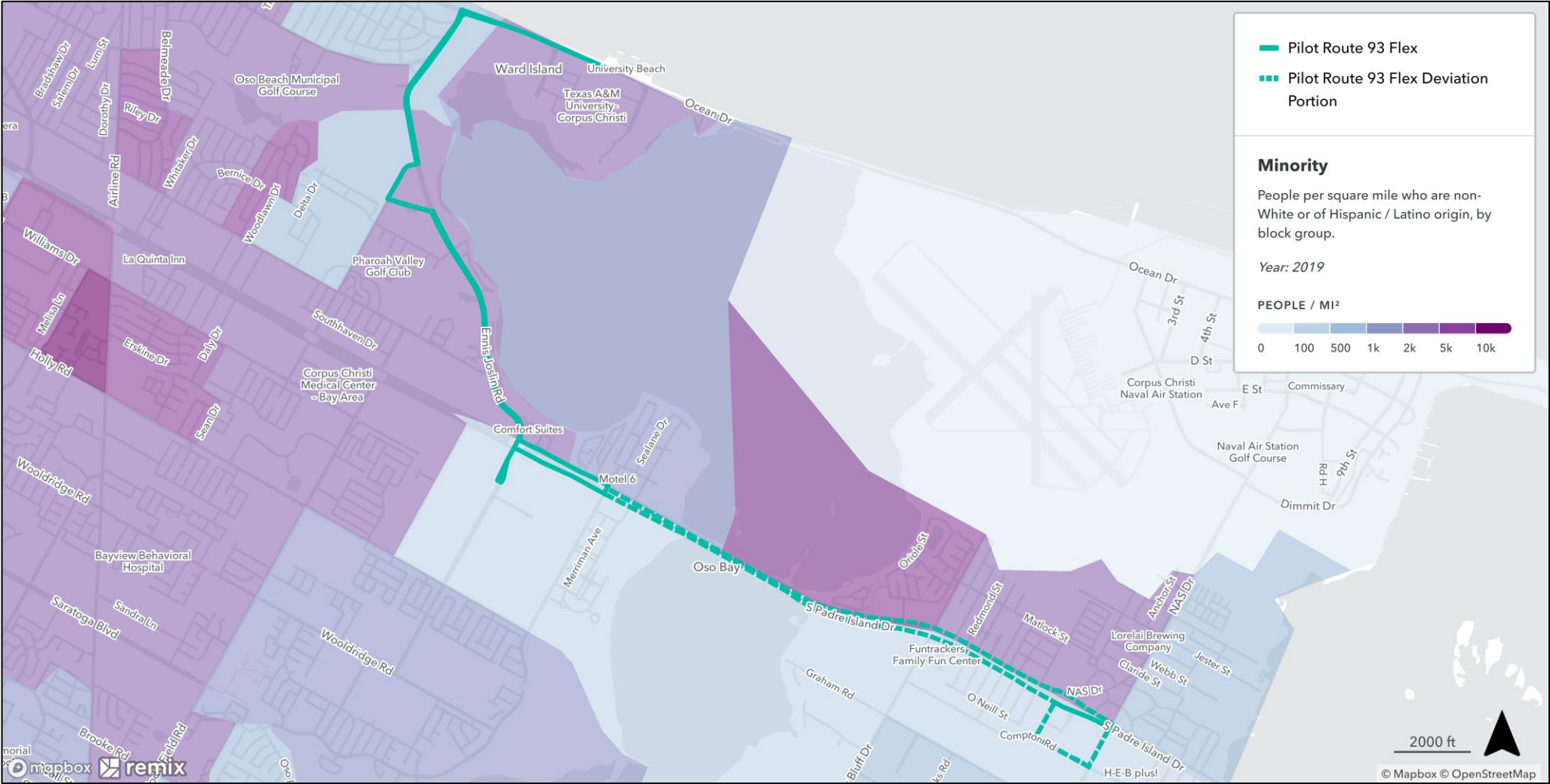


Service Performance on Comparable Bus Routes

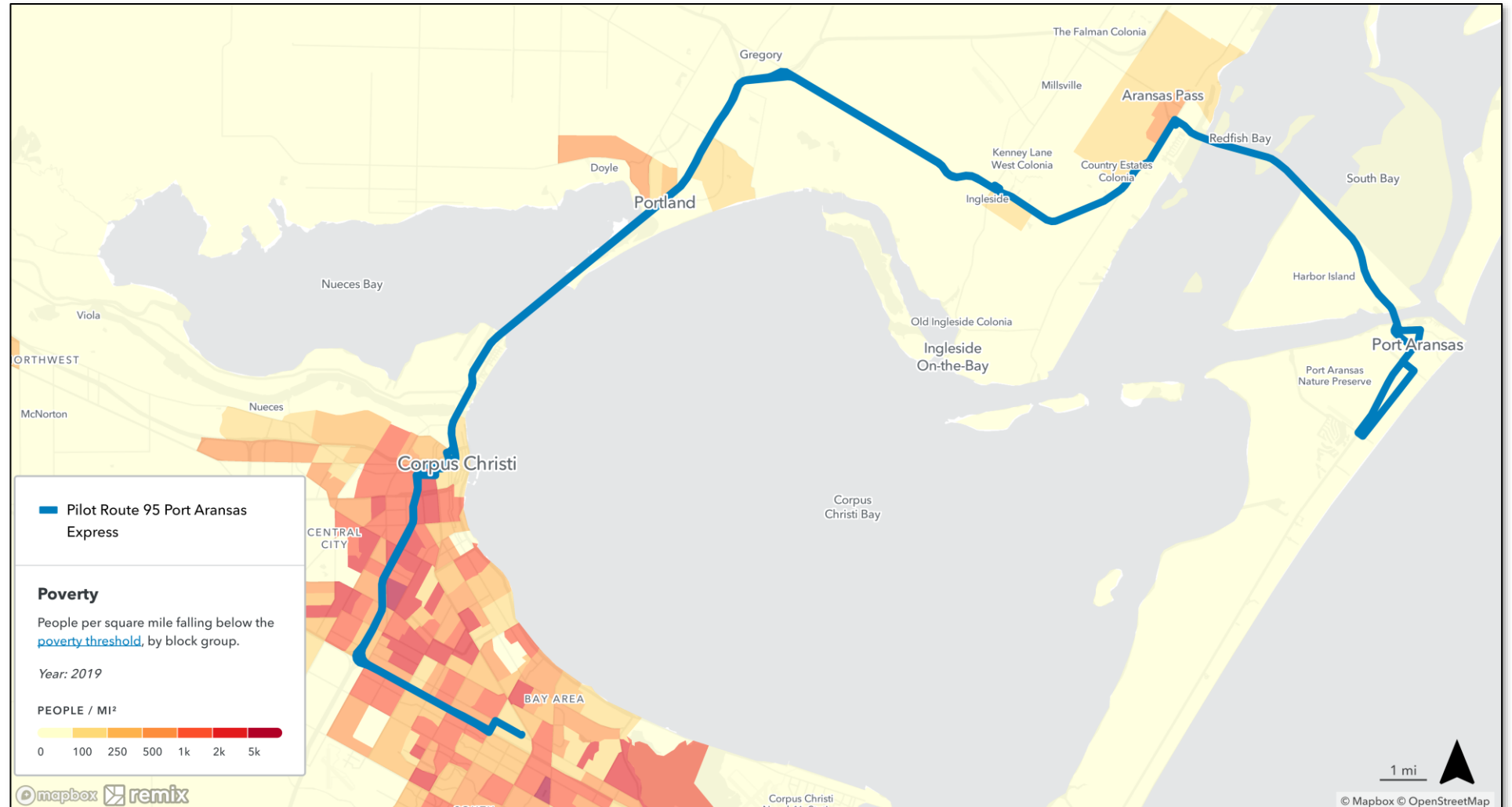
Passengers per Revenue Hour (P/RH)
Year 2019 Pre-COVID-19 and Year 2021 on Weekdays



Pilot Route 93 Flex: Title VI Service Equity Analysis Highlights



Pilot Route 95: Title VI Service Equity Analysis Highlights



Public Outreach

- Upcoming Public Hearing Notice Posted Since March 1st
- Public Hearing Advertised on CCRTA web site, Social Media Outlets, newspapers

Caller Times

The Aransas Pass
Progress

THE INGLESIDE
INDEX

PORT ARANSAS
SOUTH JETTY 

Public Outreach

Tuesday, March 22, 2022
martes, 22 de marzo de 2022
Staples Street Transfer Station
N. Staples St. across from City Hall, 78401
9:00 a.m. - 11:00 a.m.

Thursday, March 24, 2022
jueves, 24 de marzo de 2022
TAMU-CC Momentum Campus
7037 Islander Way, 78412
9:00 a.m. - 11:00 a.m.

Tuesday, April 5, 2022
martes, 5 de abril de 2022
Southside Transfer Station
McArdle Rd. behind La Palmera, 78415
9:00 a.m. - 11:00 a.m.

Wednesday, April 20, 2022
miércoles, 20 de abril de 2022
Coffee Waves in Port Aransas
1007 TX-361, Port Aransas, TX 78373
9:00 a.m. - 11:00 a.m.

Tuesday, March 22, 2022
martes, 22 de marzo de 2022
TAMU-CC Main Campus
6300 Ocean Drive, 78412
2:00 p.m. - 4:00 p.m.

Thursday, March 31, 2022
jueves, 31 de marzo de 2022
Staples Street Transfer Station
N. Staples St. across from City Hall, 78401
10:00 a.m. - 12:00 p.m.

Wednesday, April 13, 2022
miércoles, 13 de abril de 2022
Southside Transfer Station
McArdle Rd. behind La Palmera, 78415
2:00 p.m. - 4:00 p.m.

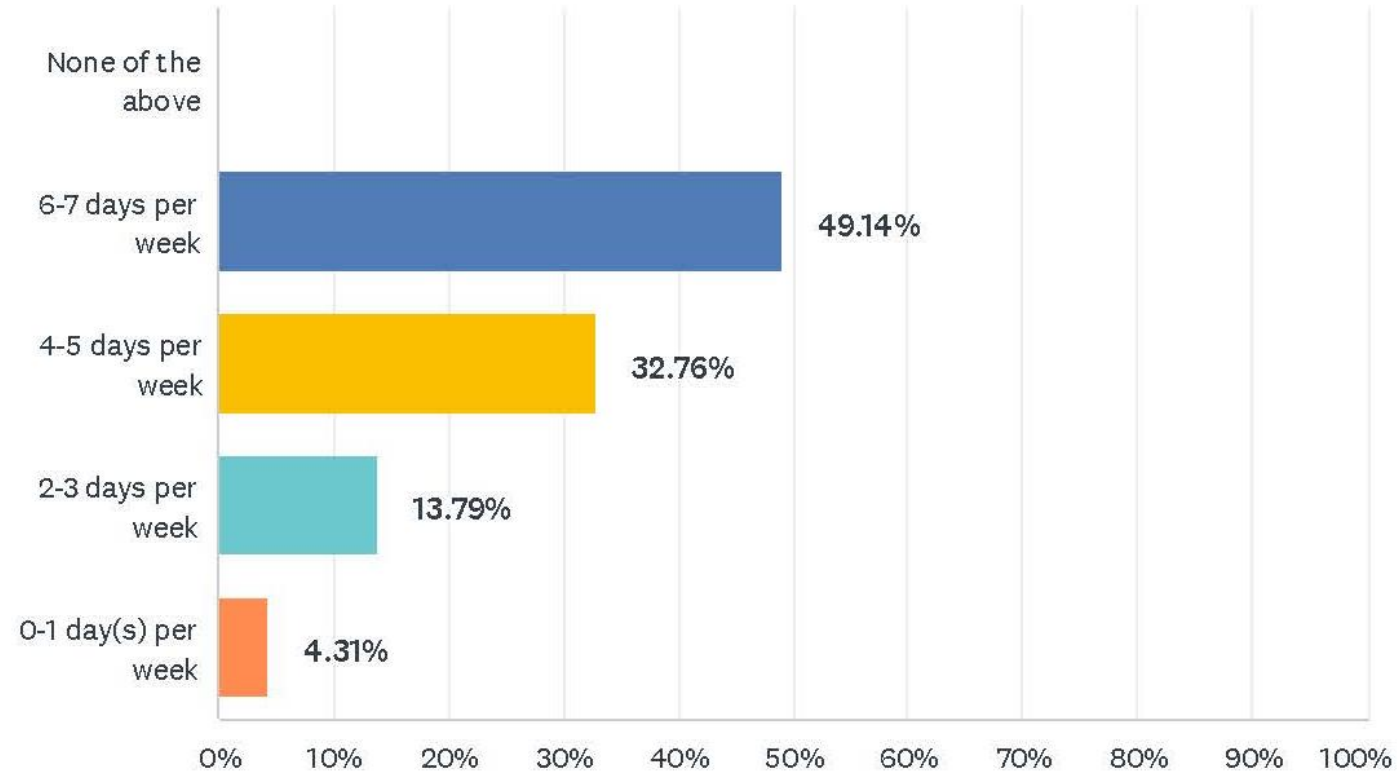
Wednesday, April 20, 2022
miércoles, 20 de abril de 2022
Port Aransas IGA Food Store
418 S Alister St, Port Aransas, TX 78373
1:00 p.m. - 3:00 p.m.

Public Outreach

- 130 surveys collected as of April 19, 2022

How often do you travel using public transportation?

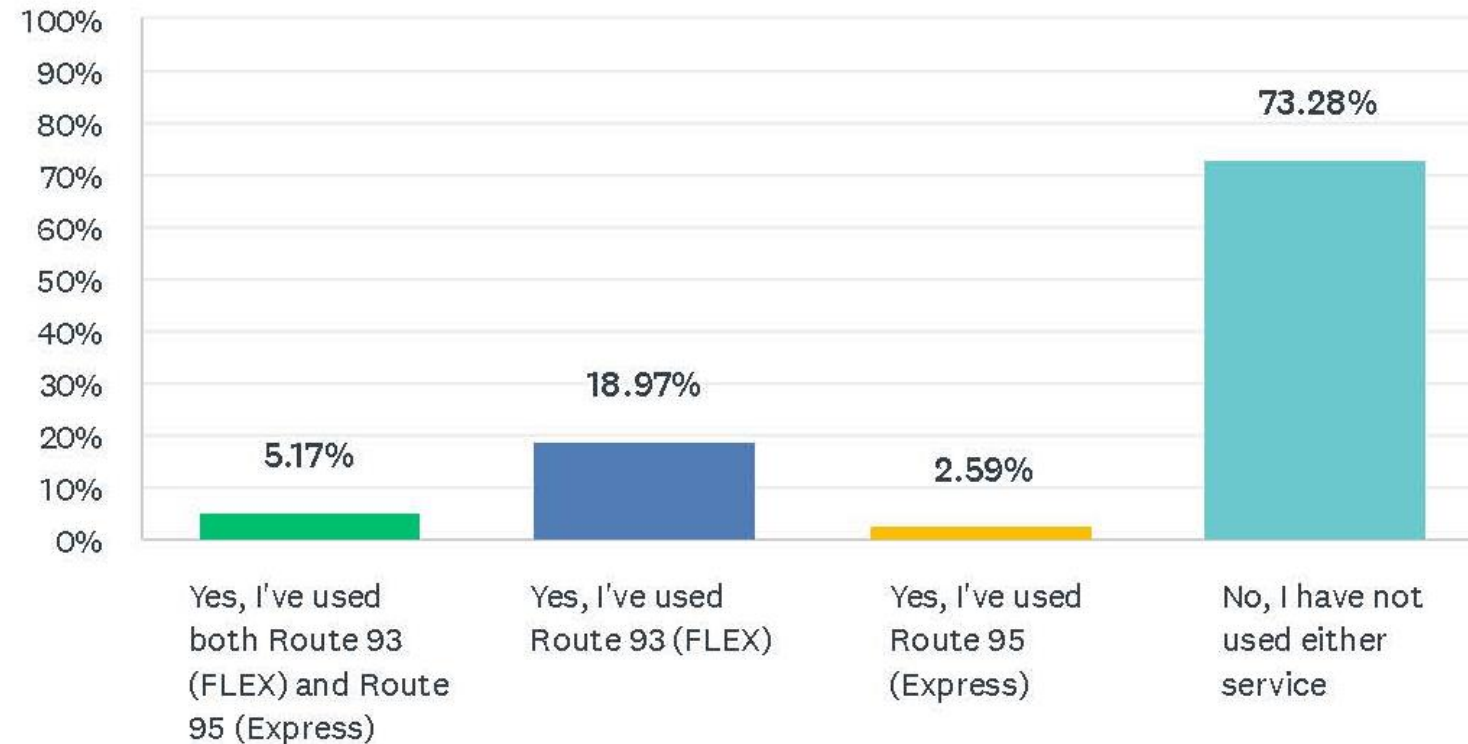
Answered: 116 Skipped: 14



Public Outreach

Have you utilized the Route 93 (FLEX) or Route 95 (Express) services?

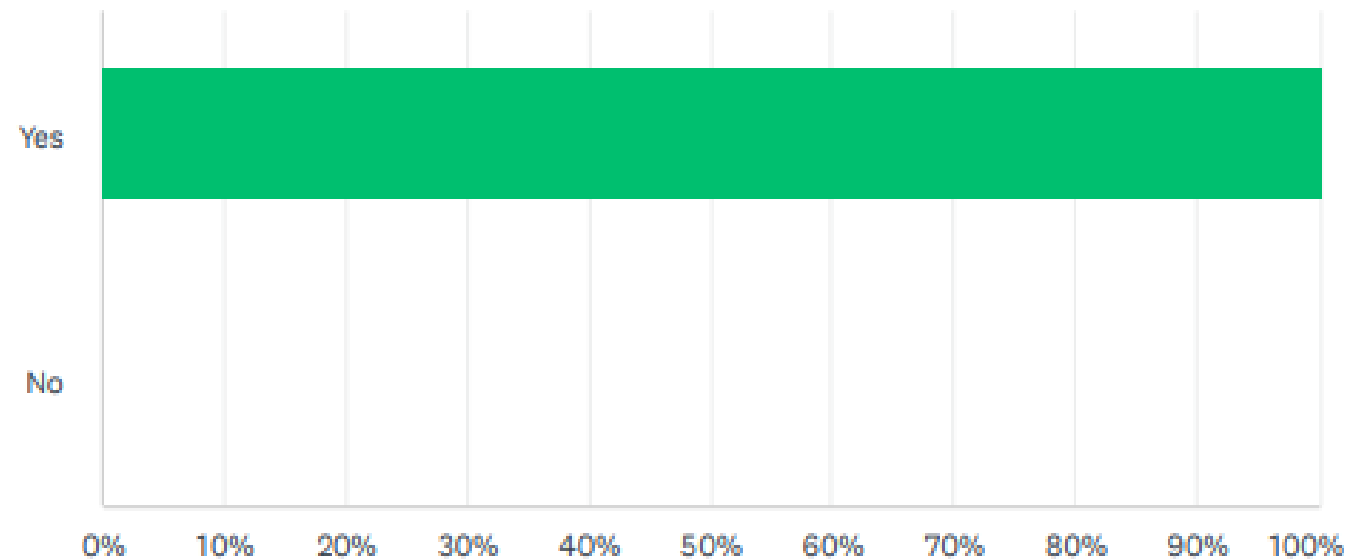
Answered: 116 Skipped: 14



Public Outreach

Would you like to see Route 93 (FLEX) become a permanent route?

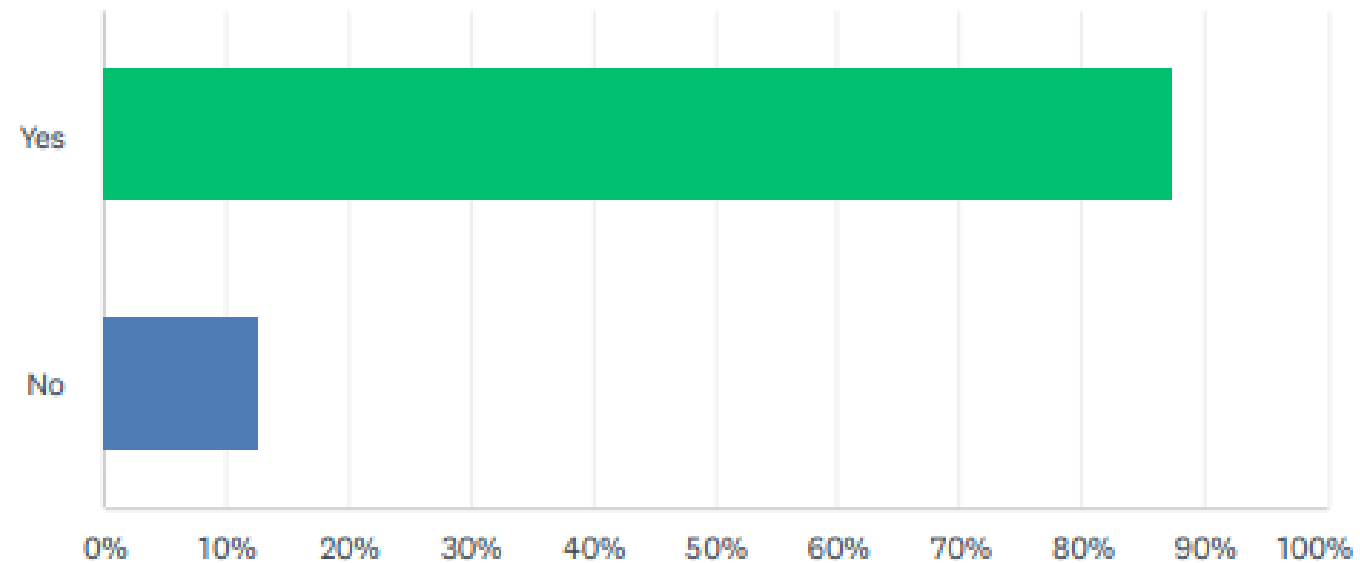
Answered: 30 Skipped: 100



Public Outreach

Would you like to see Route 95 (Express) become a permanent route?

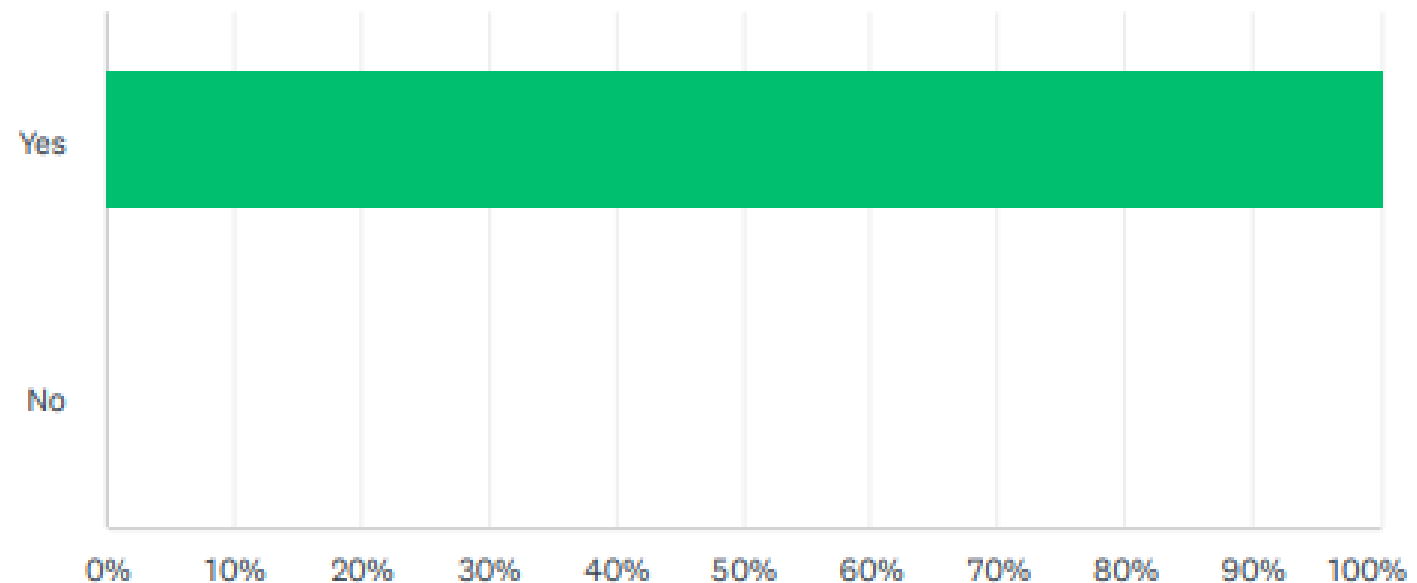
Answered: 24 Skipped: 106



Public Outreach

Do you feel that accessible, flexible transportation for students and community members to TAMU-CC and essential nearby destinations is important to the area?

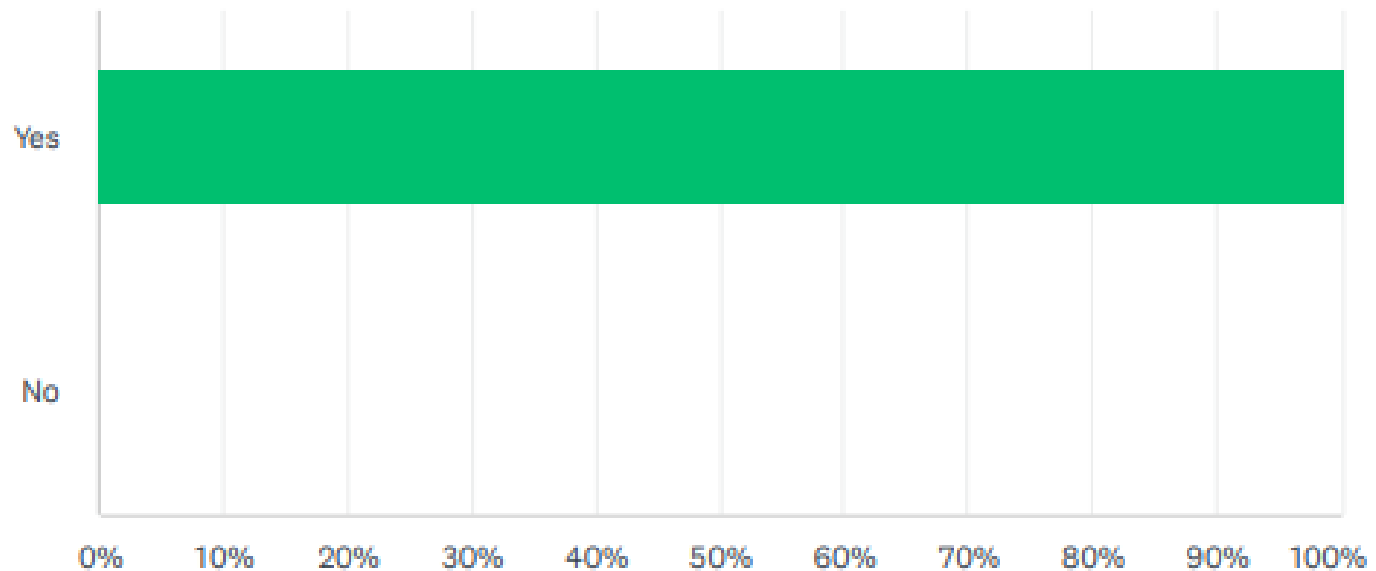
Answered: 95 Skipped: 35



Public Outreach

Do you feel that affordable, direct transportation for essential workers, tourists, and guests to and from Port Aransas is important to the area?

Answered: 95 Skipped: 35



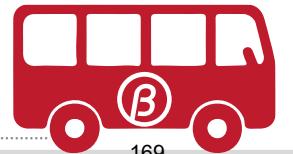
Next Steps

- Conduct Public Hearing
 - May 11th Board of Directors Meeting
 - Approve permanent status of Pilot Route 93 Flex and Pilot Route 95 Port Aransas Express
- Continue operating Route 93 Flex service year round
- Operate Route 95 Port Aransas Express service May 27th – October 2nd, 2022



Have Questions?

Thank You!



Appendix D



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

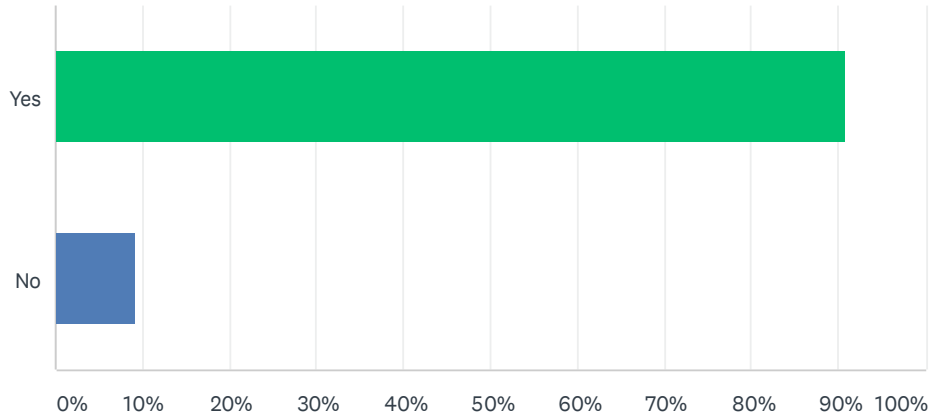
- 1. CCRTA Community Survey Results**
- 2. Proposed Service Changes Survey Results**

Title VI Program

2023 Update

Q1 Do you currently use public transportation (including B-Line Paratransit)?

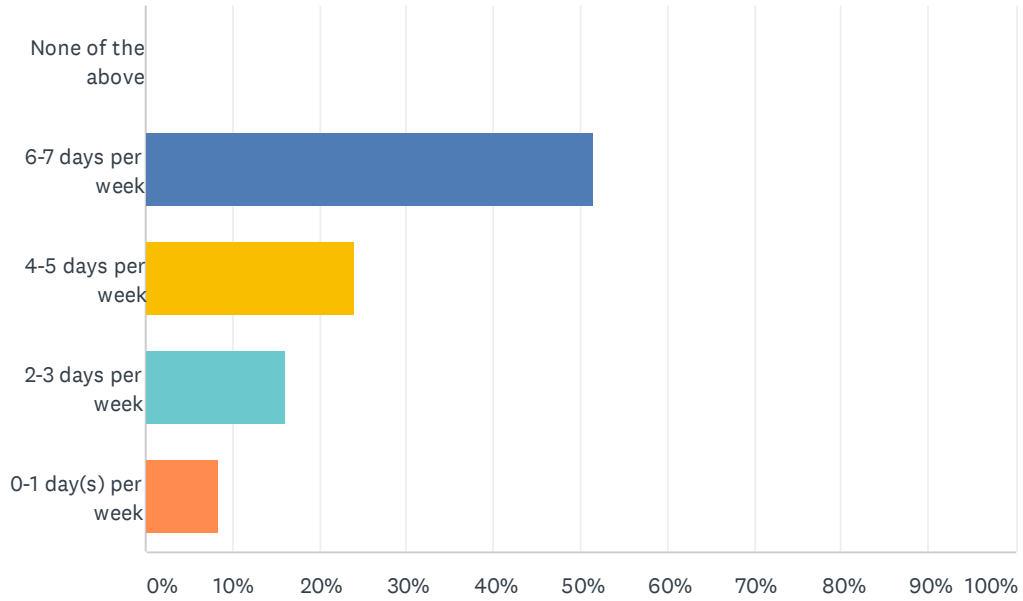
Answered: 239 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.79%	217
No	9.21%	22
TOTAL		239

Q2 How often do you travel to work or school using public transportation?

Answered: 192 Skipped: 47



ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
6-7 days per week	51.56%	99
4-5 days per week	23.96%	46
2-3 days per week	16.15%	31
0-1 day(s) per week	8.33%	16
TOTAL		192

Q3 Where do you typically travel to and from? (Please include landmarks or cross streets for reference, i.e. Staples @ Baldwin or Del Mar College)

Answered: 184 Skipped: 55

ANSWER CHOICES	RESPONSES	
Starting Point:	100.00%	184
Ending Point:	96.74%	178

#	STARTING POINT:	DATE
1	Ocean dr	9/7/2021 4:29 PM
2	Alameda @ Texan	8/27/2021 10:56 PM
3	McDonalds on leporad	8/18/2021 3:51 PM
4	6 bus	8/10/2021 8:34 AM
5	paul jones @ spid	7/27/2021 7:49 AM
6	Glenoak	7/25/2021 11:35 AM
7	4302 Dinn St	7/23/2021 6:38 PM
8	Kostoryz	7/17/2021 7:14 AM
9	leopard & n.p.i.d	6/27/2021 7:04 AM
10	Airline @Alameda	6/19/2021 5:55 PM
11	Waldron station	6/14/2021 10:45 PM
12	Everhart and holly	6/13/2021 10:17 PM
13	By Spohn shoreline	6/13/2021 7:25 PM
14	Molina	6/13/2021 6:59 AM
15	Staples	6/13/2021 12:35 AM
16	Staples and Carroll In	6/10/2021 3:37 PM
17	HEB Weber/Holly	6/9/2021 2:59 PM
18	HEB Weber	6/9/2021 2:45 PM
19	HEB on Staples	6/9/2021 1:41 PM
20	Everhart Saratoga	6/9/2021 7:20 AM
21	Staples and texan trail	6/8/2021 10:12 PM
22	Staples and texan trail	6/8/2021 10:10 PM
23	Staples st statiin	6/8/2021 5:46 PM
24	Staples street station	6/8/2021 5:45 PM
25	Staples @ Laredo	6/8/2021 5:41 PM
26	Cimarron and Woolridge	5/30/2021 9:18 PM
27	Saratoga and everhart	5/27/2021 11:29 PM
28	6 points	5/25/2021 10:19 AM

CCRTA Community Survey

29	Ayers SPID	5/22/2021 11:27 AM
30	Calallen	5/22/2021 12:50 AM
31	Omaha	5/19/2021 2:41 PM
32	Annaville	5/19/2021 7:34 AM
33	La Palmera	5/18/2021 8:50 PM
34	Del Mar college	5/18/2021 12:37 PM
35	Robstown	5/14/2021 12:04 PM
36	Route 16 on port	5/9/2021 4:44 PM
37	Carroll Lane @ Brawner Parkway	5/8/2021 5:17 PM
38	29F or 26	5/8/2021 4:51 PM
39	Staples Station	5/8/2021 3:43 PM
40	McArdle Rd near Rodd Field Rd	5/2/2021 7:17 PM
41	Staples	4/30/2021 12:34 PM
42	Home	4/23/2021 12:37 AM
43	Alameda	4/13/2021 8:27 AM
44	Staples street station	4/10/2021 2:49 PM
45	williams between airline and staples	4/8/2021 11:10 PM
46	Staples street station	4/8/2021 8:13 PM
47	Morgan Ave	4/8/2021 3:58 PM
48	Heb in robstown	4/8/2021 8:26 AM
49	bronx	4/8/2021 4:29 AM
50	Manhattan	4/8/2021 4:29 AM
51	Manhattan	4/8/2021 4:29 AM
52	Manhattan	4/8/2021 4:29 AM
53	Manhattan	4/8/2021 4:29 AM
54	crossroads	4/8/2021 1:54 AM
55	tkl,gyik,	4/8/2021 1:22 AM
56	Home	4/7/2021 8:46 PM
57	Waldron	4/7/2021 6:20 PM
58	Everhart @cedarpass	4/7/2021 6:10 PM
59	Staples Station	4/7/2021 5:58 PM
60	Carroll Lane @ Brawner Parkway	4/7/2021 5:55 PM
61	Staples	4/6/2021 4:22 PM
62	Staples	4/6/2021 4:19 PM
63	Staples Station	4/6/2021 4:17 PM
64	Class and work	4/6/2021 4:12 PM
65	YMCA	4/6/2021 4:12 PM
66	Nile	4/6/2021 4:00 PM

CCRTA Community Survey

67	Doctors	4/6/2021 4:00 PM
68	Ayers	4/6/2021 3:57 PM
69	Water	4/6/2021 3:57 PM
70	The mall	4/6/2021 3:55 PM
71	Southside	4/6/2021 3:53 PM
72	Staples	4/6/2021 3:52 PM
73	Sputhside	4/6/2021 3:51 PM
74	Doddridge	4/6/2021 3:50 PM
75	Everywgere	4/6/2021 3:49 PM
76	Staples st	4/6/2021 3:46 PM
77	Tuloso	4/6/2021 3:43 PM
78	Guadalajara	4/6/2021 3:41 PM
79	Old Brownsville	4/6/2021 3:39 PM
80	Tuloso Rd	4/6/2021 3:35 PM
81	Beyond webere	4/6/2021 3:34 PM
82	Sabinas	4/6/2021 3:33 PM
83	From Staples station	4/6/2021 3:30 PM
84	Tiger	4/6/2021 3:28 PM
85	Hospital on 21	4/6/2021 3:26 PM
86	19th	4/6/2021 3:24 PM
87	Staples st	4/6/2021 3:23 PM
88	Staples st station	4/6/2021 3:18 PM
89	Port Ayers	4/6/2021 3:17 PM
90	Port Baldwin	4/6/2021 3:14 PM
91	Kennedy Ave	4/6/2021 3:11 PM
92	Port	4/6/2021 3:08 PM
93	Ray high school	4/6/2021 3:06 PM
94	Staples Street	4/6/2021 3:03 PM
95	Costa medical	4/6/2021 2:59 PM
96	Staples	4/6/2021 2:56 PM
97	Robstown	4/6/2021 2:56 PM
98	Robstown	4/6/2021 2:53 PM
99	Buccaneer Apts	4/6/2021 2:53 PM
100	Staples Station	4/6/2021 2:52 PM
101	Everyone	4/6/2021 2:49 PM
102	Leopard	4/6/2021 2:48 PM
103	Grocery store to pay bills	4/6/2021 2:45 PM
104	West Point	4/6/2021 2:45 PM

CCRTA Community Survey

105	Staples Station	4/6/2021 12:40 PM
106	Downtown	4/6/2021 12:38 PM
107	Flour bluff	4/6/2021 12:34 PM
108	Old Robstown	4/6/2021 12:34 PM
109	Southside	4/6/2021 12:31 PM
110	Carroll lane	4/6/2021 12:31 PM
111	Staples Station	4/6/2021 12:24 PM
112	In town	4/6/2021 12:23 PM
113	19 to go to Walmart or the mall	4/6/2021 12:21 PM
114	Downtown	4/6/2021 12:18 PM
115	All over	4/6/2021 12:15 PM
116	Southside and Staples Station	4/6/2021 12:11 PM
117	Staples	4/6/2021 12:08 PM
118	Leopard	4/6/2021 12:02 PM
119	Work and Walmart and doctors office	4/6/2021 12:00 PM
120	Port Ayers	4/6/2021 11:56 AM
121	Staples Morgan	4/6/2021 11:42 AM
122	Ray high school	4/6/2021 11:39 AM
123	Staples Station	4/6/2021 11:37 AM
124	19	4/6/2021 11:36 AM
125	Staples Station	4/6/2021 11:33 AM
126	Calallen tx	4/6/2021 11:33 AM
127	Staples	4/6/2021 11:31 AM
128	Robstown	4/6/2021 11:29 AM
129	Leopard	4/6/2021 11:26 AM
130	Staples	4/6/2021 11:22 AM
131	Staples Station	4/6/2021 11:19 AM
132	Robstown	4/6/2021 11:19 AM
133	Staples	4/6/2021 11:16 AM
134	Staples Station	4/6/2021 11:16 AM
135	Leopard	4/6/2021 11:14 AM
136	Airline by Holly	4/6/2021 11:10 AM
137	Baldwin	4/6/2021 11:08 AM
138	Saratoga everhart	4/6/2021 11:07 AM
139	Staples Station	4/6/2021 11:07 AM
140	Ayers	4/6/2021 11:05 AM
141	Tuloso-Midway	4/6/2021 11:02 AM
142	Greenwood	4/6/2021 10:57 AM

CCRTA Community Survey

143	Texan Trail	4/6/2021 10:54 AM
144	Staples	4/6/2021 10:53 AM
145	Staples or alameda	4/6/2021 10:51 AM
146	Staples	4/6/2021 10:47 AM
147	Back and	4/6/2021 10:44 AM
148	Leopard	4/6/2021 10:40 AM
149	San antonio	4/6/2021 10:38 AM
150	Leopard and Western	4/6/2021 10:37 AM
151	North Beach	4/6/2021 10:33 AM
152	Leopard by the mcdonalds	4/6/2021 10:31 AM
153	Molina	4/6/2021 10:28 AM
154	Downtown	4/6/2021 10:23 AM
155	Clolman	4/6/2021 10:21 AM
156	Molina area	4/6/2021 10:18 AM
157	From kostorys to spoon south	4/6/2021 10:17 AM
158	Staples Station	4/6/2021 10:15 AM
159	Staples Walmart	4/6/2021 10:09 AM
160	Old Robstown	4/6/2021 10:03 AM
161	21	4/6/2021 10:01 AM
162	Morgan	4/6/2021 9:57 AM
163	Staples Street	4/6/2021 9:54 AM
164	Baldwin	4/6/2021 9:54 AM
165	Leopard	4/6/2021 9:51 AM
166	Chaparral	4/6/2021 9:49 AM
167	Staples	4/6/2021 9:45 AM
168	19 or 25	4/6/2021 9:45 AM
169	Omaha	4/6/2021 9:42 AM
170	Staples Station	4/6/2021 9:37 AM
171	North beach	4/6/2021 9:36 AM
172	North Beach	4/6/2021 9:32 AM
173	Moore plaza	4/6/2021 9:30 AM
174	Ayers	4/6/2021 9:30 AM
175	Leopard	4/6/2021 9:26 AM
176	Home	4/6/2021 9:26 AM
177	Staples Station	4/6/2021 9:24 AM
178	Route 25	4/6/2021 9:21 AM
179	Staples@texas	4/2/2021 3:46 PM
180	Flour bluff	4/2/2021 6:55 AM

CCRTA Community Survey

181	Kasper	3/31/2021 2:19 PM
182	Flour Bluff Walmart	3/28/2021 7:29 AM
183	Port ayers	3/27/2021 2:04 PM
184	Staples	3/24/2021 8:01 PM
#	ENDING POINT:	DATE
1	Staples	9/7/2021 4:29 PM
2	TAMUCC	8/27/2021 10:56 PM
3	City hall	8/18/2021 3:51 PM
4	32bus	8/10/2021 8:34 AM
5	home and old brownsville	7/27/2021 7:49 AM
6	Staples station	7/25/2021 11:35 AM
7	Look	7/23/2021 6:38 PM
8	Port	7/17/2021 7:14 AM
9	staples & everhart	6/27/2021 7:04 AM
10	La palmer mall	6/19/2021 5:55 PM
11	Texas A&M University-Corpus Christi	6/14/2021 10:45 PM
12	Staples street station	6/13/2021 10:17 PM
13	Wiggins Housing	6/13/2021 7:25 PM
14	Flour bluff	6/13/2021 6:59 AM
15	Downtown	6/13/2021 12:35 AM
16	Staples st station	6/10/2021 3:37 PM
17	HEB Alameda/Roberts	6/9/2021 2:59 PM
18	HEB Alameda	6/9/2021 2:45 PM
19	Port Ayers	6/9/2021 1:41 PM
20	Old Brownsville Rd.. Bear lane	6/9/2021 7:20 AM
21	Staples and Everhart	6/8/2021 10:12 PM
22	staples and Everhart	6/8/2021 10:10 PM
23	Everywher	6/8/2021 5:46 PM
24	All over	6/8/2021 5:45 PM
25	Alameda @ Glazebrook	6/8/2021 5:41 PM
26	HEB Moore Plaza, various doctors on South Hospital, friend who lives near S Staples and AnnapolisStaples, Garcia Library, Walgreens at Saratoga and S Staples, voting location near Southside Station, Main Library downtown, WalMart on Staples, Spohn South	5/30/2021 9:18 PM
27	Saratoga and staples	5/27/2021 11:29 PM
28	P palmera Mall	5/25/2021 10:19 AM
29	Staples station	5/22/2021 11:27 AM
30	Mall	5/22/2021 12:50 AM
31	Gollihar	5/19/2021 2:41 PM
32	5 points	5/19/2021 7:34 AM

CCRTA Community Survey

33	Staples Station	5/18/2021 8:50 PM
34	Driscoll hospital	5/18/2021 12:37 PM
35	Corpus Christi	5/14/2021 12:04 PM
36	Route 29 between staples and weber	5/9/2021 4:44 PM
37	Corona Drive	5/8/2021 5:17 PM
38	Southside Station	5/8/2021 4:51 PM
39	Buford	5/8/2021 3:43 PM
40	Staples @ Moore Plz, Staples @ Everhart, Gollihar @ Carmel Pkwy, McArdle @ Airline	5/2/2021 7:17 PM
41	Wow	4/30/2021 12:34 PM
42	Work	4/23/2021 12:37 AM
43	McCall or Robert	4/13/2021 8:27 AM
44	Port Tartan HEB	4/10/2021 2:49 PM
45	walmart in flour bluff	4/8/2021 11:10 PM
46	Port Ayers station	4/8/2021 8:13 PM
47	Mcardle	4/8/2021 3:58 PM
48	Downtown station	4/8/2021 8:26 AM
49	Manhattan	4/8/2021 4:29 AM
50	bronx	4/8/2021 4:29 AM
51	bronx	4/8/2021 4:29 AM
52	bronx	4/8/2021 4:29 AM
53	bronx	4/8/2021 4:29 AM
54	Delmar college	4/8/2021 1:54 AM
55	,mkoh.,lkuji	4/8/2021 1:22 AM
56	Work. Stores. Dr appointment	4/7/2021 8:46 PM
57	Staples st	4/7/2021 6:20 PM
58	South side station	4/7/2021 6:10 PM
59	Southside Transfer Station	4/7/2021 5:58 PM
60	Corona Drive	4/7/2021 5:55 PM
61	Leopard	4/6/2021 4:22 PM
62	Bank or bus 27	4/6/2021 4:19 PM
63	Southside	4/6/2021 4:17 PM
64	29 and 12	4/6/2021 4:12 PM
65	Staples	4/6/2021 4:12 PM
66	Carmel	4/6/2021 4:00 PM
67	North beach	4/6/2021 3:57 PM
68	Mall	4/6/2021 3:57 PM
69	Staples st	4/6/2021 3:55 PM
70	Central corpus mall	4/6/2021 3:53 PM

CCRTA Community Survey

71	Flour bluff	4/6/2021 3:52 PM
72	Downtown	4/6/2021 3:51 PM
73	Leopard	4/6/2021 3:50 PM
74	Everhart	4/6/2021 3:46 PM
75	Staples	4/6/2021 3:43 PM
76	Staples	4/6/2021 3:41 PM
77	Staples Station	4/6/2021 3:39 PM
78	Lipes	4/6/2021 3:35 PM
79	Staples	4/6/2021 3:34 PM
80	Morgan Senior Center	4/6/2021 3:33 PM
81	Port aters	4/6/2021 3:30 PM
82	Leopard	4/6/2021 3:28 PM
83	Staples	4/6/2021 3:26 PM
84	Driscoll Children's and 21	4/6/2021 3:24 PM
85	Morgan	4/6/2021 3:23 PM
86	And Weber and back	4/6/2021 3:18 PM
87	Port Ayers	4/6/2021 3:17 PM
88	Staples	4/6/2021 3:14 PM
89	Leopard	4/6/2021 3:11 PM
90	Staples	4/6/2021 3:08 PM
91	North Beach	4/6/2021 3:03 PM
92	Staples Walmart	4/6/2021 2:59 PM
93	Sour side station	4/6/2021 2:56 PM
94	Back in Robstown	4/6/2021 2:56 PM
95	Corpus	4/6/2021 2:53 PM
96	Staples	4/6/2021 2:53 PM
97	Navigation	4/6/2021 2:52 PM
98	Heb walmarty	4/6/2021 2:49 PM
99	Ocean	4/6/2021 2:48 PM
100	Saratoga and trolley to go home 78	4/6/2021 2:45 PM
101	Adult Daycare	4/6/2021 2:45 PM
102	Holly, HEB Port, Walmart Staples	4/6/2021 12:40 PM
103	Leopard	4/6/2021 12:38 PM
104	In town	4/6/2021 12:34 PM
105	Staples Station	4/6/2021 12:34 PM
106	VA	4/6/2021 12:31 PM
107	19 leopard	4/6/2021 12:31 PM
108	Port Ayers	4/6/2021 12:24 PM

CCRTA Community Survey

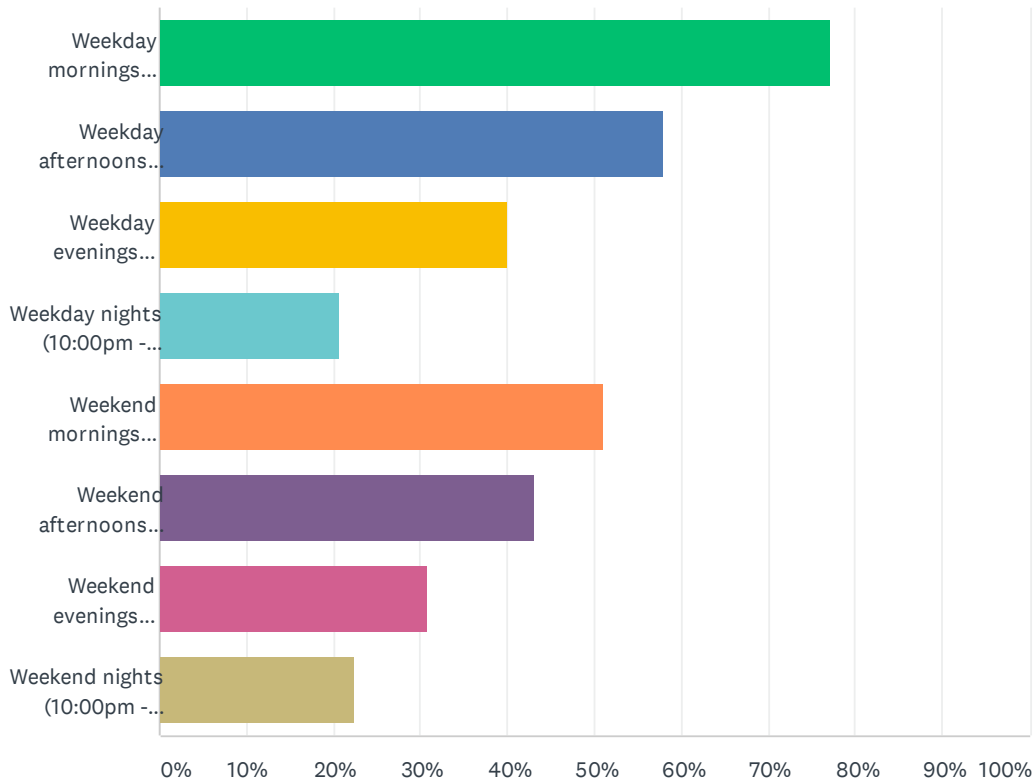
109	Or the 17 to the doctor or the 21	4/6/2021 12:21 PM
110	Gollihar	4/6/2021 12:18 PM
111	All over	4/6/2021 12:15 PM
112	Port Ayers	4/6/2021 12:11 PM
113	Ayers and Tarlton	4/6/2021 12:08 PM
114	Staples Station	4/6/2021 12:02 PM
115	Mcardle Staples and off of morgan	4/6/2021 12:00 PM
116	Southside Station	4/6/2021 11:56 AM
117	Mall	4/6/2021 11:42 AM
118	Tonstaples and mall	4/6/2021 11:39 AM
119	WalMart on Staples	4/6/2021 11:37 AM
120	16	4/6/2021 11:36 AM
121	Carroll Lane	4/6/2021 11:33 AM
122	Corpus Christi tx	4/6/2021 11:33 AM
123	Ayers	4/6/2021 11:29 AM
124	S Staples	4/6/2021 11:26 AM
125	Robstown or Leopard	4/6/2021 11:22 AM
126	Ayers	4/6/2021 11:19 AM
127	Staples	4/6/2021 11:19 AM
128	Flour bluff	4/6/2021 11:16 AM
129	Gollihar	4/6/2021 11:16 AM
130	Greenwood	4/6/2021 11:14 AM
131	Staples Station	4/6/2021 11:10 AM
132	Staples	4/6/2021 11:08 AM
133	Downtown	4/6/2021 11:07 AM
134	Southside Station	4/6/2021 11:07 AM
135	Spohn South	4/6/2021 11:05 AM
136	Ennis Joslin	4/6/2021 11:02 AM
137	Staples	4/6/2021 10:57 AM
138	Annaville	4/6/2021 10:54 AM
139	Gollihar	4/6/2021 10:53 AM
140	Malls or Ayers transfer station	4/6/2021 10:51 AM
141	Calallen or Southside	4/6/2021 10:47 AM
142	Forth to robs town	4/6/2021 10:44 AM
143	Holly	4/6/2021 10:40 AM
144	Corpus christi	4/6/2021 10:38 AM
145	McKenzie	4/6/2021 10:37 AM
146	South Staples	4/6/2021 10:33 AM

CCRTA Community Survey

147	To Saratoga I take three buses	4/6/2021 10:31 AM
148	Port Ayers or Staples	4/6/2021 10:28 AM
149	Flour Bluff	4/6/2021 10:23 AM
150	Staples At McDonlda	4/6/2021 10:21 AM
151	Staples Station	4/6/2021 10:18 AM
152	Sphinx soth	4/6/2021 10:17 AM
153	Old Robstown	4/6/2021 10:15 AM
154	Port Ayers	4/6/2021 10:09 AM
155	North Beach	4/6/2021 10:03 AM
156	Staples Station	4/6/2021 10:01 AM
157	Lantana	4/6/2021 9:57 AM
158	Southside area	4/6/2021 9:54 AM
159	Hampshire	4/6/2021 9:54 AM
160	Staples	4/6/2021 9:51 AM
161	Port Ayers	4/6/2021 9:49 AM
162	Ayers heb	4/6/2021 9:45 AM
163	Wal-Mart Greenwood	4/6/2021 9:45 AM
164	Staples	4/6/2021 9:42 AM
165	Wal-Mart Staples	4/6/2021 9:37 AM
166	Walmart or mailbox on spid	4/6/2021 9:36 AM
167	Guadalupe	4/6/2021 9:32 AM
168	Crosstown	4/6/2021 9:30 AM
169	Staples	4/6/2021 9:30 AM
170	Southside area	4/6/2021 9:26 AM
171	Work	4/6/2021 9:26 AM
172	Calallen	4/6/2021 9:24 AM
173	Staples @everhart	4/2/2021 3:46 PM
174	Kostoryz	4/2/2021 6:55 AM
175	Tigerlane	3/31/2021 2:19 PM
176	Delmar	3/28/2021 7:29 AM
177	5 pts	3/27/2021 2:04 PM
178	Downtown	3/24/2021 8:01 PM

Q4 At what times do you need transportation? (Check all that apply)

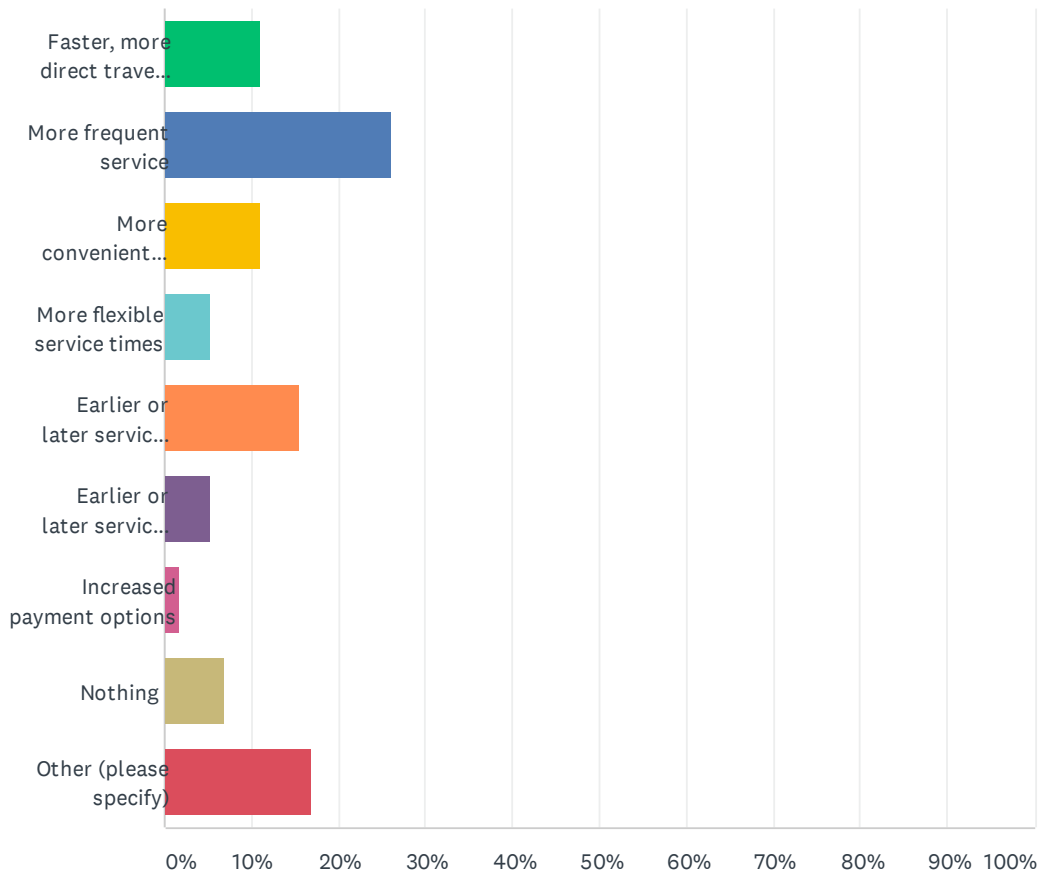
Answered: 188 Skipped: 51



ANSWER CHOICES	RESPONSES	
Weekday mornings (5:00am - 12:00pm)	77.13%	145
Weekday afternoons (12:00 - 5:00pm)	57.98%	109
Weekday evenings (5:00pm - 10:00pm)	39.89%	75
Weekday nights (10:00pm - 5:00am)	20.74%	39
Weekend mornings (5:00am - 12:00pm)	51.06%	96
Weekend afternoons (12:00 - 5:00pm)	43.09%	81
Weekend evenings (5:00pm - 10:00pm)	30.85%	58
Weekend nights (10:00pm - 5:00am)	22.34%	42
Total Respondents: 188		

Q5 Which of these public transportation improvements would you like to see most?

Answered: 188 Skipped: 51



ANSWER CHOICES	RESPONSES	
Faster, more direct travel times	11.17%	21
More frequent service	26.06%	49
More convenient locations	11.17%	21
More flexible service times	5.32%	10
Earlier or later service (weekdays)	15.43%	29
Earlier or later service (weekends)	5.32%	10
Increased payment options	1.60%	3
Nothing	6.91%	13
Other (please specify)	17.02%	32
TOTAL		188

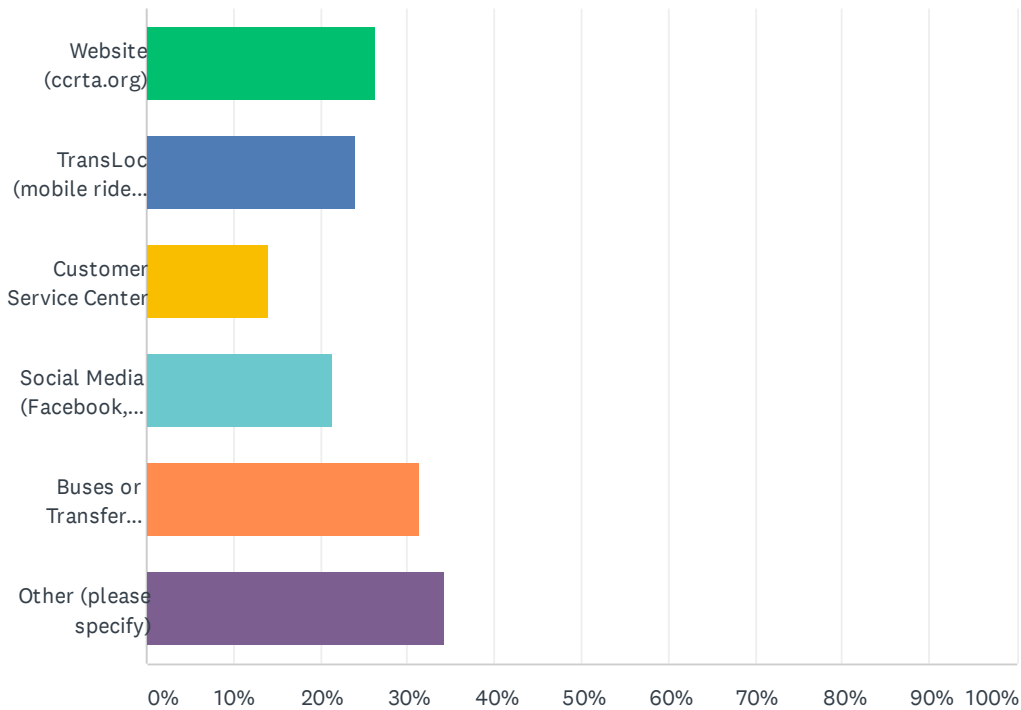
#	OTHER (PLEASE SPECIFY)	DATE
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CCRTA Community Survey

1	The B is the worst bus service.	7/17/2021 7:20 AM
2	Later service everyday	6/19/2021 5:57 PM
3	Feeling safe at port Ayers and staples St stations	6/9/2021 7:25 AM
4	Commuter routes	5/28/2021 6:47 AM
5	I am senior person and have trouble getting to bus stops, since the removal of bus stops. Perhaps drivers should be allowed to do courteous stops, when to do so.	5/25/2021 6:41 PM
6	Service along Saratoga Blvd, serving Walmart, HEB Plus. And service to the Botanical Gardens, at least a few mini-buses	5/2/2021 7:25 PM
7	TBA	4/23/2021 12:41 AM
8	5 and 21 to palmers mall station	4/13/2021 8:36 AM
9	bus benches and covers from the sun all times of the day	4/8/2021 11:33 PM
10	Access to restrooms customer service without having to go thru security. I feel rta has created a barrier to Services for customers. Creates low morale when customers dont feel welcome at rta building on staples also sunday service for 34 and 35.	4/7/2021 8:57 PM
11	All of the above	4/6/2021 4:16 PM
12	Patient Operators	4/6/2021 3:26 PM
13	Quicker service and more new shelters	4/6/2021 3:21 PM
14	More convenient locations work best for everyone, and the people that do use it need more convenience	4/6/2021 3:17 PM
15	Earlier service please	4/6/2021 2:59 PM
16	Later service on weekends and weekdays	4/6/2021 2:51 PM
17	Sometimes I'm afraid to miss the last bus but I wish they had restrooms	4/6/2021 2:46 PM
18	Later service for the 28	4/6/2021 12:39 PM
19	Earlier service for the 15	4/6/2021 12:32 PM
20	Schedules could be improved and need to be printed	4/6/2021 12:13 PM
21	If they had a bus by up river road and navigation	4/6/2021 12:04 PM
22	Update stop and post hours	4/6/2021 11:50 AM
23	More frequent service for the disabled	4/6/2021 11:41 AM
24	Long walks to the stop in robstown and in corpus more locations	4/6/2021 11:30 AM
25	All of the above	4/6/2021 11:28 AM
26	Better map	4/6/2021 11:21 AM
27	I have to walk three miles to get the station in robstown and I want a closer stop because I'm retired	4/6/2021 11:20 AM
28	Discount for seniors	4/6/2021 11:15 AM
29	All of the above	4/6/2021 11:08 AM
30	More benches at stops	4/6/2021 10:54 AM
31	Operators need to tell riders to wear mask	4/6/2021 10:35 AM
32	Increased service where there are no buses	4/6/2021 10:31 AM

Q6 How would you like to receive service updates? (ex: route detours or delays, weather alerts, etc. Check all that apply)

Answered: 178 Skipped: 61



ANSWER CHOICES	RESPONSES	
Website (ccrta.org)	26.40%	47
TransLoc (mobile rider app)	24.16%	43
Customer Service Center	14.04%	25
Social Media (Facebook, Twitter, Instagram)	21.35%	38
Buses or Transfer Stations	31.46%	56
Other (please specify)	34.27%	61
Total Respondents: 178		

#	OTHER (PLEASE SPECIFY)	DATE
1	Google Maps	9/7/2021 4:38 PM
2	The B is the worst bus service.	7/17/2021 7:20 AM
3	If at transfer station a handout with new rout drawing would be nice	6/9/2021 3:00 PM
4	Text alerts like Del mar	6/9/2021 7:25 AM
5	Television. Traffic	5/24/2021 10:11 AM
6	Longer hours of service	5/17/2021 8:26 PM
7	Text	5/9/2021 2:07 AM

CCRTA Community Survey

8	e-mail newsletters (planned service disruptions); text alerts at regular times each day	5/2/2021 7:25 PM
9	Personal email	4/23/2021 12:41 AM
10	Text	4/6/2021 4:16 PM
11	Apple Maps	4/6/2021 4:14 PM
12	Text	4/6/2021 3:55 PM
13	Text	4/6/2021 3:52 PM
14	Text or app	4/6/2021 3:51 PM
15	Text	4/6/2021 3:50 PM
16	App	4/6/2021 3:45 PM
17	Moovit	4/6/2021 3:36 PM
18	Text	4/6/2021 3:35 PM
19	Text	4/6/2021 3:32 PM
20	Text	4/6/2021 3:28 PM
21	Community	4/6/2021 3:26 PM
22	Text	4/6/2021 3:24 PM
23	Observation	4/6/2021 3:18 PM
24	Snapchat	4/6/2021 3:17 PM
25	Community	4/6/2021 3:05 PM
26	Community	4/6/2021 3:00 PM
27	Text	4/6/2021 2:55 PM
28	Text	4/6/2021 2:51 PM
29	Community	4/6/2021 2:50 PM
30	Play it by ear	4/6/2021 2:47 PM
31	Not affected	4/6/2021 12:42 PM
32	Text	4/6/2021 12:37 PM
33	Text	4/6/2021 12:32 PM
34	Text	4/6/2021 12:21 PM
35	I just hear about it	4/6/2021 12:19 PM
36	I need more information on service	4/6/2021 12:13 PM
37	Community	4/6/2021 12:09 PM
38	App	4/6/2021 12:04 PM
39	Community	4/6/2021 12:04 PM
40	Text	4/6/2021 12:03 PM
41	Word of mouth.	4/6/2021 11:45 AM
42	Text	4/6/2021 11:41 AM
43	Phone	4/6/2021 11:37 AM
44	Phone	4/6/2021 11:30 AM
45	I dont	4/6/2021 11:21 AM

CCRTA Community Survey

46	Phone	4/6/2021 11:20 AM
47	Phone	4/6/2021 11:16 AM
48	When the bus doesn't show	4/6/2021 11:13 AM
49	On my phone like the app	4/6/2021 11:10 AM
50	app	4/6/2021 11:08 AM
51	Bus operators	4/6/2021 11:04 AM
52	Google	4/6/2021 10:43 AM
53	Erica	4/6/2021 10:42 AM
54	I don't experience delays	4/6/2021 10:35 AM
55	App	4/6/2021 10:28 AM
56	I don't	4/6/2021 10:25 AM
57	Television	4/6/2021 10:06 AM
58	Through waiting	4/6/2021 9:52 AM
59	N/a	4/6/2021 9:43 AM
60	Through waiting	4/6/2021 9:38 AM
61	Na	4/2/2021 3:48 PM

Q7 Are you interested in future surveys or focus groups? Would you like to be signed up for potential door prizes? Please share your contact information:

Answered: 85 Skipped: 154

ANSWER CHOICES	RESPONSES	
Name	100.00%	85
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	68.24%	58
Phone Number	68.24%	58

#	NAME	DATE
1	Priscilla Valdez	9/7/2021 4:38 PM
2	Larry L Garza	8/18/2021 3:53 PM
3	The B is the worse bus service.	7/17/2021 7:20 AM
4	Miguel Munoz	6/14/2021 10:46 PM
5	Kaitlynn Taylor	6/13/2021 10:23 PM
6	Anselmo Silva	6/13/2021 7:01 AM
7	Theresa Rose Hodge	6/9/2021 3:00 PM
8	Domonique Odom	6/9/2021 1:43 PM
9	Ruth Balboa	6/9/2021 7:25 AM
10	Jeffery Thomas	6/8/2021 5:47 PM
11	H.K. Schneider	6/8/2021 5:44 PM
12	Anselmo Silva	5/19/2021 2:43 PM
13	Antonio Salazar	5/19/2021 7:36 AM
14	Angie Middour	5/18/2021 12:40 PM
15	B Rodriguez	5/17/2021 8:26 PM
16	JUSTIN	5/14/2021 12:08 PM
17	ferryuji	5/10/2021 3:32 AM
18	Eileen Vance	5/2/2021 7:25 PM

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19	Alexandra	4/23/2021 12:41 AM
20	Maria	4/13/2021 8:36 AM
21	Patricia Gonzalez	4/8/2021 4:01 PM
22	Gregory B Foster	4/8/2021 4:43 AM
23	James D Alvarado	4/8/2021 4:43 AM
24	Maureen C Fagan	4/8/2021 4:43 AM
25	James E Christensen	4/8/2021 4:43 AM
26	Francisco K Walker	4/8/2021 4:43 AM
27	Damian Owens	4/8/2021 1:55 AM
28	San Juanita Diaz	4/7/2021 8:57 PM
29	George stockner	4/7/2021 6:14 PM
30	Mark	4/6/2021 4:26 PM
31	Cheryl	4/6/2021 3:58 PM
32	Robert	4/6/2021 3:45 PM
33	Rodrigo	4/6/2021 3:42 PM
34	James	4/6/2021 3:36 PM
35	Juanita	4/6/2021 3:34 PM
36	Karen	4/6/2021 3:29 PM
37	Corine	4/6/2021 3:26 PM
38	Jerry Hernandez	4/6/2021 3:15 PM
39	Breanna	4/6/2021 3:12 PM
40	Gina	4/6/2021 3:00 PM
41	Abel	4/6/2021 2:55 PM
42	Curtis	4/6/2021 2:50 PM
43	Michael	4/6/2021 2:47 PM
44	Kimberlyn	4/6/2021 12:37 PM
45	Frederick Jackson	4/6/2021 12:28 PM
46	Kiandre	4/6/2021 12:09 PM
47	Eric	4/6/2021 12:04 PM
48	Some bus drivers don't tell people	4/6/2021 12:03 PM
49	Allen welsh	4/6/2021 11:41 AM
50	Jose g torres	4/6/2021 11:35 AM
51	Michelle	4/6/2021 11:34 AM
52	Helena	4/6/2021 11:28 AM
53	Stephanie Palmer	4/6/2021 11:26 AM
54	Ernesto	4/6/2021 11:24 AM
55	Christopher Cook	4/6/2021 11:21 AM
56	Bernard	4/6/2021 11:17 AM

CCRTA Community Survey

57	Jason	4/6/2021 11:13 AM
58	Charles schwin	4/6/2021 11:10 AM
59	Olga	4/6/2021 11:08 AM
60	Joe Duran	4/6/2021 11:06 AM
61	Jerry Coleman Jr.	4/6/2021 11:04 AM
62	David Michael	4/6/2021 10:56 AM
63	James Rivas	4/6/2021 10:45 AM
64	Abel	4/6/2021 10:43 AM
65	Weica	4/6/2021 10:42 AM
66	Kelly	4/6/2021 10:39 AM
67	Olivia molina	4/6/2021 10:33 AM
68	Alma Gloria Contreras	4/6/2021 10:31 AM
69	Gloria Bernal	4/6/2021 10:23 AM
70	Patricia castillo	4/6/2021 10:18 AM
71	Raphael Castillo	4/6/2021 10:16 AM
72	Adam Ramirez	4/6/2021 10:13 AM
73	Joe	4/6/2021 10:06 AM
74	Sandra miranda	4/6/2021 9:59 AM
75	Stephine Gutierrez	4/6/2021 9:55 AM
76	Timothy Arevalos	4/6/2021 9:52 AM
77	B	4/6/2021 9:47 AM
78	Ken	4/6/2021 9:40 AM
79	Don David Balolong	4/6/2021 9:38 AM
80	Wayne	4/6/2021 9:35 AM
81	Palmer	4/6/2021 9:32 AM
82	Karen	4/6/2021 9:25 AM
83	Ed Van Winkle	4/2/2021 3:48 PM
84	martin corona	4/2/2021 6:59 AM
85	John H Anderson	3/16/2021 3:03 PM

#	COMPANY	DATE
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There are no responses.

#	ADDRESS	DATE
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There are no responses.

#	ADDRESS 2	DATE
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There are no responses.

#	CITY/TOWN	DATE
---	-----------	------

There are no responses.

#	STATE/PROVINCE	DATE
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There are no responses.

CCRTA Community Survey

#	ZIP/POSTAL CODE	DATE
	There are no responses.	
#	COUNTRY	DATE
	There are no responses.	
#	EMAIL ADDRESS	DATE
1	priscillanicholevaldez@gmail.com	9/7/2021 4:38 PM
2	garzalary1959@gmail.com	8/18/2021 3:53 PM
3	cleanupyouract@gmail.com	7/17/2021 7:20 AM
4	miguelmunoz78@gmail.com	6/14/2021 10:46 PM
5	kaitlynnntaylor146@gmail.com	6/13/2021 10:23 PM
6	silvaanselmo373@gmail.com	6/13/2021 7:01 AM
7	trosehodge@yahoo.com	6/9/2021 3:00 PM
8	odom5@live.com	6/9/2021 1:43 PM
9	balboaruth@live.com	6/9/2021 7:25 AM
10	jefferythomas920@gmail.com	6/8/2021 5:47 PM
11	hkschneider@gmail.com	6/8/2021 5:44 PM
12	silvaanselmo373@gmail.com	5/19/2021 2:43 PM
13	salazar662019@gmail.com	5/19/2021 7:36 AM
14	3girls4momma@gmail.com	5/18/2021 12:40 PM
15	rodriguezsug@yahoo.com	5/17/2021 8:26 PM
16	snapdragon421@icloud.com	5/14/2021 12:08 PM
17	ferryuji52@gmail.com	5/10/2021 3:32 AM
18	leanite@gmail.com	5/2/2021 7:25 PM
19	gctg0102@gmail.com	4/23/2021 12:41 AM
20	berylzir@gmail.com	4/13/2021 8:36 AM
21	pattyrod779@gmail.com	4/8/2021 4:01 PM
22	517-697-5975	4/8/2021 4:43 AM
23	901-380-3027	4/8/2021 4:43 AM
24	561-536-0913	4/8/2021 4:43 AM
25	660-739-0755	4/8/2021 4:43 AM
26	937-886-7531	4/8/2021 4:43 AM
27	SimonaWhitehead44881@gmail.com	4/8/2021 1:55 AM
28	sanjuanitadiaz2019@gmail.com	4/7/2021 8:57 PM
29	joerobotgeek@aol.com	4/7/2021 6:14 PM
30	mwh19072@gmail.com	4/6/2021 4:26 PM
31	c.barofski@gmail.com	4/6/2021 3:58 PM
32	roderickjames.rj4@gmail.com	4/6/2021 3:42 PM
33	karenotty49@gmail.com	4/6/2021 3:29 PM

CCRTA Community Survey

34	corinejrz6969@gmail.com	4/6/2021 3:26 PM
35	breeeannuhh7@gmail.com	4/6/2021 3:12 PM
36	curtant39@gmail.com	4/6/2021 2:50 PM
37	frederickjackson7676@gmail.com	4/6/2021 12:28 PM
38	kiandrejseguere@gmail.com	4/6/2021 12:09 PM
39	josetorres30@yahoo.com	4/6/2021 11:35 AM
40	michellekbethel3@gmail.com	4/6/2021 11:34 AM
41	stephaniepalmer @Gmail.com	4/6/2021 11:26 AM
42	cscyouknowme31@gmail.com	4/6/2021 11:21 AM
43	jayveck84@gmail.com	4/6/2021 11:13 AM
44	abeljesushernandezjr@gmail.com	4/6/2021 10:43 AM
45	percmeja@gmail.com	4/6/2021 10:42 AM
46	patsysil@gmail.com	4/6/2021 10:18 AM
47	adamram7474@gmail.com	4/6/2021 10:13 AM
48	joeborrego506@gmail.com	4/6/2021 10:06 AM
49	sandmira66@gmail.com	4/6/2021 9:59 AM
50	arevalostimstephleann@gmail.com	4/6/2021 9:55 AM
51	arevalosbossboy@gmail.com	4/6/2021 9:52 AM
52	blancheandrade@gmail	4/6/2021 9:47 AM
53	ganz1960@hotmail.com	4/6/2021 9:40 AM
54	dwaynemcfarland86@gmail.com	4/6/2021 9:35 AM
55	stehanieplmer	4/6/2021 9:32 AM
56	edvanwinkle1@gmail.com	4/2/2021 3:48 PM
57	frankvaq@icloud.com	4/2/2021 6:59 AM
58	jayjavlin@yahoo.com	3/16/2021 3:03 PM
#	PHONE NUMBER	DATE
1	3612637016	8/18/2021 3:53 PM
2	555555555	7/17/2021 7:20 AM
3	3618503119	6/14/2021 10:46 PM
4	3617040537	6/13/2021 10:23 PM
5	3619290015	6/13/2021 7:01 AM
6	13617740216	6/9/2021 1:43 PM
7	3615977052	6/9/2021 7:25 AM
8	8179362708	6/8/2021 5:47 PM
9	3619290015	5/19/2021 2:43 PM
10	3617261679	5/19/2021 7:36 AM
11	3612151156	5/18/2021 12:40 PM
12	3619045780	5/17/2021 8:26 PM

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13	13614077199	5/14/2021 12:08 PM
14	443-240-0963	5/2/2021 7:25 PM
15	3617247985	4/23/2021 12:41 AM
16	13614025975	4/13/2021 8:36 AM
17	3617245802	4/8/2021 4:01 PM
18	scarcemorgenskullcap@gmail.com	4/8/2021 4:43 AM
19	viabilityknesel1982@gmail.com	4/8/2021 4:43 AM
20	loosen2001cuban210@gmail.com	4/8/2021 4:43 AM
21	indignant45elephan@gmail.com	4/8/2021 4:43 AM
22	christallehelples@gmail.com	4/8/2021 4:43 AM
23	6104854489	4/8/2021 1:55 AM
24	3619291416	4/7/2021 8:57 PM
25	3617597704	4/6/2021 3:45 PM
26	3617959868	4/6/2021 3:36 PM
27	3619470226	4/6/2021 3:34 PM
28	3617410824	4/6/2021 3:00 PM
29	3617520945	4/6/2021 2:55 PM
30	3616334248	4/6/2021 2:47 PM
31	3617247362	4/6/2021 12:37 PM
32	3155691991	4/6/2021 12:04 PM
33	3614290156	4/6/2021 11:41 AM
34	3619035076	4/6/2021 11:28 AM
35	3612496039	4/6/2021 11:26 AM
36	3614008938	4/6/2021 11:24 AM
37	3617261523	4/6/2021 11:17 AM
38	3614421860	4/6/2021 11:10 AM
39	3617411257	4/6/2021 11:08 AM
40	3617411257	4/6/2021 11:06 AM
41	3616881719	4/6/2021 11:04 AM
42	3604430110	4/6/2021 10:56 AM
43	2108767676	4/6/2021 10:42 AM
44	3613364454	4/6/2021 10:39 AM
45	3619770924	4/6/2021 10:33 AM
46	8155797	4/6/2021 10:31 AM
47	3613367521	4/6/2021 10:23 AM
48	3614269528	4/6/2021 10:18 AM
49	3615533004	4/6/2021 10:16 AM
50	4698907774	4/6/2021 9:59 AM

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51	3619770343	4/6/2021 9:55 AM
52	3612514058	4/6/2021 9:52 AM
53	3612538992	4/6/2021 9:47 AM
54	3616780915	4/6/2021 9:38 AM
55	3617520049	4/6/2021 9:25 AM
56	3612901816	4/2/2021 3:48 PM
57	3615855257	4/2/2021 6:59 AM
58	14092736256	3/16/2021 3:03 PM

Q8 Your opinion matters to us. Is there any additional feedback that you'd like to provide to CCRTA?

Answered: 102 Skipped: 137

#	RESPONSES	DATE
1	Use google maps update frequently for out of town users	9/7/2021 4:38 PM
2	Most businesses and organizations are fully open and in desperate need of workers however many of us are with limited access to transportation to these jobs and rely on city buses. Most buses end by 8 pm yet employers schedule past this time. The bus schedules should revert to prepandemic schedules and consider later hours as well.	8/27/2021 10:59 PM
3	Room for improvement	8/18/2021 3:53 PM
4	Please go back to regular weekday schedule. Used to be able to get to work by 7:30 am and for the last year barely making it in by 8:40 am. Then barely getting home before dark on a good day.	7/27/2021 7:51 AM
5	The B is the worst bus service,clean up your act.	7/17/2021 7:20 AM
6	Wish the buses would run on time to there to be an up to the minute alert system when buses are running late	6/19/2021 5:57 PM
7	Not at this time	6/14/2021 10:46 PM
8	Im occasionally physically impaired due to a chronic illness and i think it would benefit people like me and the elderly if every bus stop had a bench. Im lucky enough to have one at my usual stop but if i have to wait for a bus that only comes every hour and the stop i need doesnt have somewhere to sit, i have trouble getting to the ground to sit or getting back up off the ground. I think all of our stops should look like the one next to sams club if we're being honest but the least we can do is work on getting seating for the stops that dont have it.	6/13/2021 10:23 PM
9	Great service	6/10/2021 3:38 PM
10	A Later schedule for routes 26 & 32. B. Route to and from Bishop Tx. C. A short bus within Bishop Tx like Robstown has. D. Change Route 15 to run to Saratoga for Carroll High, Natatorium, Humane Society and Cabinis field. E. Route that runs the length of Holly with stops.	6/9/2021 3:00 PM
11	Great job	6/9/2021 1:43 PM
12	In my opinion it looks like turnover of drivers is ongoing. Always training. Need to keep tenured drivers with incentives to stay. Putting up with mentally ill passengers a challenge. Sometimes dangerous at times	6/9/2021 7:25 AM
13	They need earlier busses	6/8/2021 10:13 PM
14	Bus system map that displays long enough to study.	5/30/2021 9:19 PM
15	I'm thankful that CCRTA is providing transportation in spite of the trohbling difficulties this past year or so. I appreciate and am grateful for the drivers. However, some drivers could be more courteous.	5/25/2021 6:41 PM
16	No	5/19/2021 2:43 PM
17	a bus service in annaville 5 points area like robstown and bluff has	5/19/2021 7:36 AM
18	Would like to go back to old schedule with more buses frequently and later hours	5/18/2021 12:40 PM
19	a bus driver driving 912 Route 17 Monday May 17th bus stop Brownlee and Morgan he charged me the wrong amount it was after 6 he argued with me told me to sit down I asked him for my change card and after that when he said he could not give it to me I asked him for his name and employee number three times he would not respond so I told him to let me off the bus we	5/17/2021 8:26 PM

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at this time. I walked back home since I knew I could not use another bus to go where I needed to go so I lost my to money I gave him which is less important then being subjected to his immature attitude and manners I would not ride on his bus again if I can prevent it.

20	How do I get a free pass	5/14/2021 12:08 PM
21	With the new housing and shopping developments extending Corpus Christi's radius, we need more and better public transit options that keep pace with the growth of the city. Otherwise our traffic congestion will be HIDEOUS and make life miserable for all of us.	5/2/2021 7:25 PM
22	Not at this time	4/23/2021 12:41 AM
23	The 17 stop near 6 pts. Behind Luciano's Before going to Staples. . Is to low for some disable people use canes & have impaired movement get Down off bus. The sidewalk there could be lift up to help them before bad accident happens.	4/13/2021 8:36 AM
24	The port tartan bus stop needs remodeling & cross walk needs repainting maybe put up Xing signs flashing lights	4/10/2021 2:53 PM
25	There's a bus bench by the post ofc on Everhart that is sitting on the ground uneven. Across the street there was a foundation put in for that bus stop. That bench over there in front/side of the post ofc is so decline, it causes me pain. Standing for an hour til the next bus comes isn't an option either. I would like to see benches at every stop. I shouldn't have to cross the street to sit down and cross back to catch a bus. As for transfers, with time schedules having to be adjusted during covid, I think the transfers should be adjusted for a longer time period. I'm shorted by 35 mins. Also I forget this every survey, take those advertisements off the windows. It's so hard to see your surroundings to know where to get off. Especially if the windows are dirty and grimey. Ugh it's even worse.	4/8/2021 11:33 PM
26	It would be nice if the buses were a little cleaner all the interior is filthy it's even hard for you to sit on them bus 922 . After your bus driver to have a little more compassion for the customers for better customer service.	4/8/2021 4:01 PM
27	I would like for the rta to go back to regular schedule in the evening. It's hard to get work when the last bus I use ends at 7:30	4/8/2021 8:29 AM
28	Communities take more responsibility for social affairs.But the management rights of the community have not been adjusted accordingly.The total amount of community service construction is quite large.But they are not fully integrated on their own	4/8/2021 4:43 AM
29	Communities take more responsibility for social affairs.But the management rights of the community have not been adjusted accordingly.The total amount of community service construction is quite large.But they are not fully integrated on their own	4/8/2021 4:43 AM
30	Communities take more responsibility for social affairs.But the management rights of the community have not been adjusted accordingly.The total amount of community service construction is quite large.But they are not fully integrated on their own	4/8/2021 4:43 AM
31	Communities take more responsibility for social affairs.But the management rights of the community have not been adjusted accordingly.The total amount of community service construction is quite large.But they are not fully integrated on their own	4/8/2021 4:43 AM
32	Communities take more responsibility for social affairs.But the management rights of the community have not been adjusted accordingly.The total amount of community service construction is quite large.But they are not fully integrated on their own	4/8/2021 4:43 AM
33	Give me some compensation, money compensation, thank you	4/8/2021 1:55 AM
34	tyduuij	4/8/2021 1:23 AM
35	Though I have had some issues most drivers and staff are very professional. I dont drive anymore due to vision issues. The bus services allows me to travel where I need to go. It allows me to be independent	4/7/2021 8:57 PM
36	Too many bus closures and not frequent enough make buses pointless. There are too many detours that are constant with bus travel non existent in many areas. Along with hour long frequency makes it one of the worst bus systems in a city I have ever seen.	4/7/2021 6:14 PM
37	Dahlia bus 12, stacie bus 12, Alice bus 12 and dude on 27 so nice they are awesome. They do they job and are courteous. Only one driver really disrespects the customer. Please add more	4/6/2021 4:16 PM

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	seating. At Staples and Annapolis no more seats and benches. Especially one on port.	
38	Apple Maps , Vibrate on exit.	4/6/2021 4:14 PM
39	Holiday info should be on buses.	4/6/2021 4:01 PM
40	Can't use the bathrooms and that's messed up	4/6/2021 3:55 PM
41	Just that sometimes we wait for a bus for a long time and then can't get on it because it's too full. Then I'm late to a doctor appointment or something	4/6/2021 3:54 PM
42	Later times.	4/6/2021 3:54 PM
43	Too many panhandlers	4/6/2021 3:51 PM
44	It's so sad we can't use the restrooms when we paid for it with our taxes	4/6/2021 3:50 PM
45	Kick rude people off the bus. They make it unpleasant for wryone	4/6/2021 3:46 PM
46	More bus shelters with roof	4/6/2021 3:45 PM
47	I wish Covid was done	4/6/2021 3:39 PM
48	Pavement is terrible	4/6/2021 3:35 PM
49	Need the correct schedule on the website. Sunday run different hours but the schedule only gives Saturday and Sunday together but gives wrong times. Need to update and increase limit of people per bus. I waited for 45 minutes and couldn't get on the bus because it was full so need more buses because I had to wait for second bus and was late. Some drivers are so rude and don't respect you. But my friend drivers are bice	4/6/2021 3:32 PM
50	Waiting on the bus walking back and forth the bus driver passed me up had to wait 45 minutes for another bus. Need more frequent times. A driver is rude to me I was asking a question at the stop and he looked at me said I'm not going to help you your not riding my bus. It was terrible. I had a stroke and these people don't realize sometimes I need some time to hnderstand	4/6/2021 3:28 PM
51	Bus Operators have missed me when waving down at stop.	4/6/2021 3:26 PM
52	Something to benefit homeless people. They don't have the money to go where they need to go. They're human too	4/6/2021 3:21 PM
53	I understand COVID is a thing but not many people don't care how that's working for the bus. Some people wait to 2 hours for the bus and then can't get on because there not enough seats. Updates people limits and I love the face masks that's a really good thing	4/6/2021 3:17 PM
54	All the drivers have really great customer service.	4/6/2021 3:12 PM
55	I would like it be easier to find out detours.	4/6/2021 3:00 PM
56	Need earlier times because I work at 7 am and have to take a taxi for work. Too many people panhandling and threatening to beat me up it's happened in the last coupleyears. Needs to be here on Sundays at south side and Staples station. Too many crackheads	4/6/2021 2:59 PM
57	Application for b line has never gone through and never heard nothing back. If they see us coming to the bus I was running to the bus I almost fell and they saw us and took off	4/6/2021 2:55 PM
58	I'm satisfied with service	4/6/2021 2:55 PM
59	Give us access to the bathroom. Sunday schedule sucks because it's only once an hour it's hard to travl on sundays	4/6/2021 2:51 PM
60	Wish they had restrooms for us	4/6/2021 2:46 PM
61	More frequent buses on the south side because I can't get anywhere earlier I get frustrated waiting 30-1 hour for a bus. Hard time getting a reduced card called station to mail one and they never mailed it I've called 3 different times. Sometimes you used to get off one bus and get on another years back but now it's changed and it's long wait times. People loitering at the bus stops drinking and stuff need more benches. It's hard to stand because I have vertical bone disease.	4/6/2021 12:37 PM
62	You just helped me so much with the app	4/6/2021 12:37 PM

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63	32 needs more frequent service.	4/6/2021 12:32 PM
64	Two buses going to 15 in the morning	4/6/2021 12:32 PM
65	That woman whose obese who keeps the windows open all the time even when it's raining or cold and gets mad when the you close the windows. Close the damn window	4/6/2021 12:25 PM
66	The bus drivers are very nice	4/6/2021 12:21 PM
67	Need better attitude and more service downtown	4/6/2021 12:19 PM
68	Later service would be great, until at least midnight.	4/6/2021 12:04 PM
69	Lots of obnoxious people ride the bus but drivers don't tell them to wear masks most drivers are my friends except for the bald headed mexican guys they rude. If they get rowdy with the bus driver need to tell them to get off that's not cool.	4/6/2021 12:03 PM
70	Faster service to vets hospitals.	4/6/2021 11:58 AM
71	Need access to trifolds with no phone or cpu.	4/6/2021 11:50 AM
72	Light to cross street at HEB on Port. 17 is always slow.	4/6/2021 11:45 AM
73	All the bus drivers are very polite some people are kind of loud but they do a good job keeping the situation under control. I've been riding for about 25 years	4/6/2021 11:41 AM
74	Everything's fine	4/6/2021 11:38 AM
75	Less wait times it's hot outside	4/6/2021 11:37 AM
76	You are great	4/6/2021 11:35 AM
77	Good but I don't qualify for disability and can't walk far so more stops please	4/6/2021 11:30 AM
78	No	4/6/2021 11:26 AM
79	Buses are late at times	4/6/2021 11:24 AM
80	Bus drivers should be less rude, they've been short when asking for feedback.	4/6/2021 11:21 AM
81	Right now everything is good	4/6/2021 11:20 AM
82	I'd ride more if I could find more convenient stops by my work and house and I want to buy pass at a transfer station not always heb or rta	4/6/2021 11:12 AM
83	I wish there were more trash cans available because people just throw trash by the stops and doesn't look good. Also wish there were stops on Saratoga	4/6/2021 11:10 AM
84	You are doing great! We would be lost without you!	4/6/2021 11:04 AM
85	27 is always filthy. Cleanliness is an issue. Fabric needs to be steam cleaned. Most buses in back seats have stains. People put feet on seat. Put signage of no feet on seats. Operators are great otherwise.	4/6/2021 10:49 AM
86	There used to be an express for the 27. I'd like to see that return	4/6/2021 10:45 AM
87	I'm always late getting to Holly. Buses need to be held more at stations.	4/6/2021 10:43 AM
88	Bus tickets as subway stations would have them stop and go	4/6/2021 10:42 AM
89	I wish there was a bus that goes straight down Saratoga.	4/6/2021 10:33 AM
90	Bus drivers are informative. Need greater accessibility on seats.	4/6/2021 10:31 AM
91	Temporary bus stops during construction. They don't always pick me up at 76 & 6 when I need a ride and I'm seated at the bus stop. Otherwise service is great.	4/6/2021 10:25 AM
92	No	4/6/2021 10:18 AM
93	More frequent service on Sundays and along Gollihar.	4/6/2021 10:13 AM
94	Shelters along Old Robstown Rd. Will get wet if raining.	4/6/2021 10:06 AM
95	I am new to corpus. I use buses a lot and the service is great! However I am still unsure how	4/6/2021 9:40 AM

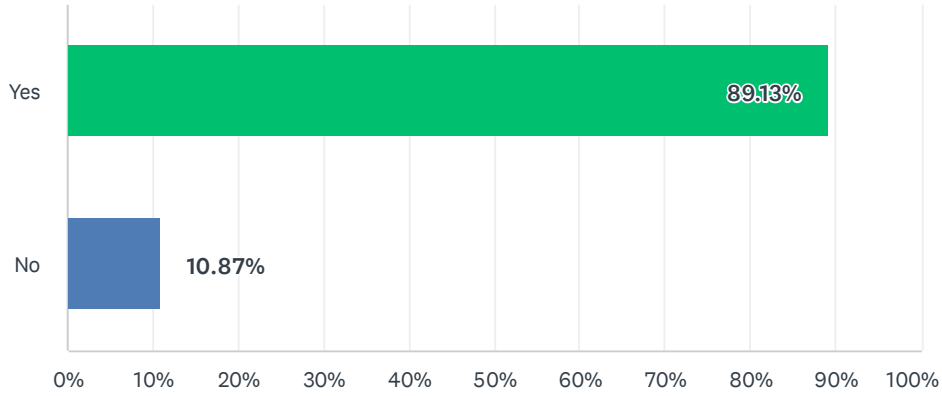
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fares are decided. Sometimes 75 cents, sometimes 25, sometimes 10. It would help to be clearer and I will do my part and research more on the website. Thank you!

96	Direct service along Saratoga.	4/6/2021 9:38 AM
97	I don't like the buses cutting off early on Sundays. It's costing me \$35 a trip. Increase service to 8 or 9pm.	4/6/2021 9:35 AM
98	27 has a rude operator (Brenda, short hair). Not helpful.	4/6/2021 9:28 AM
99	Na	4/2/2021 3:48 PM
100	Just an early time and if road construction is going on maybe wait 5 mins more before the last bus ends	4/2/2021 6:59 AM
101	Bus drivers drive fast and they. Pass u buy and ur running late to work thats mess up	3/31/2021 2:22 PM
102	Invest in light rail down staples. Traffic is only getting worst. Other cities are upgrading to better transit and being less car focused. Now is the time to push corpus to be more for its future	3/24/2021 8:02 PM

Q1 Do you currently use public transportation (including B-Line Paratransit)?

Answered: 138 Skipped: 0

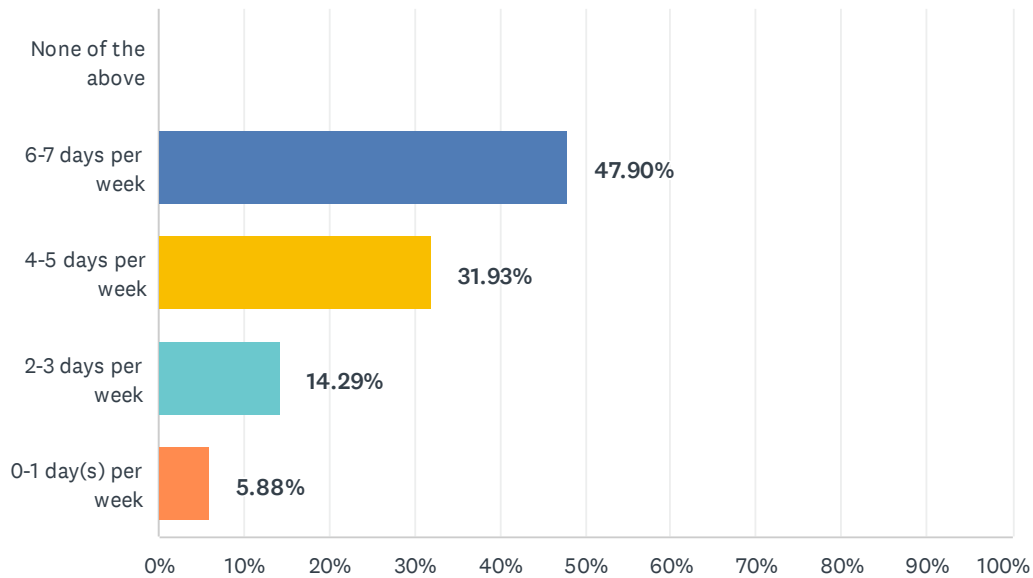


ANSWER CHOICES	RESPONSES	
Yes (1)	89.13%	123
No (2)	10.87%	15
TOTAL		138

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.11	0.31

Q2 How often do you travel using public transportation?

Answered: 119 Skipped: 19

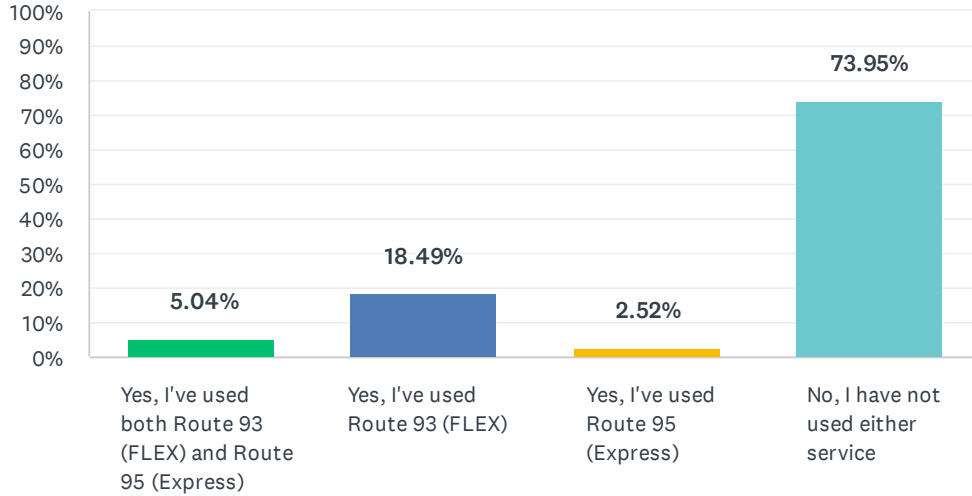


ANSWER CHOICES	RESPONSES	
None of the above (1)	0.00%	0
6-7 days per week (2)	47.90%	57
4-5 days per week (3)	31.93%	38
2-3 days per week (4)	14.29%	17
0-1 day(s) per week (5)	5.88%	7
TOTAL		119

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	5.00	3.00	2.78	0.90

Q3 Have you utilized the Route 93 (FLEX) or Route 95 (Express) services?

Answered: 119 Skipped: 19

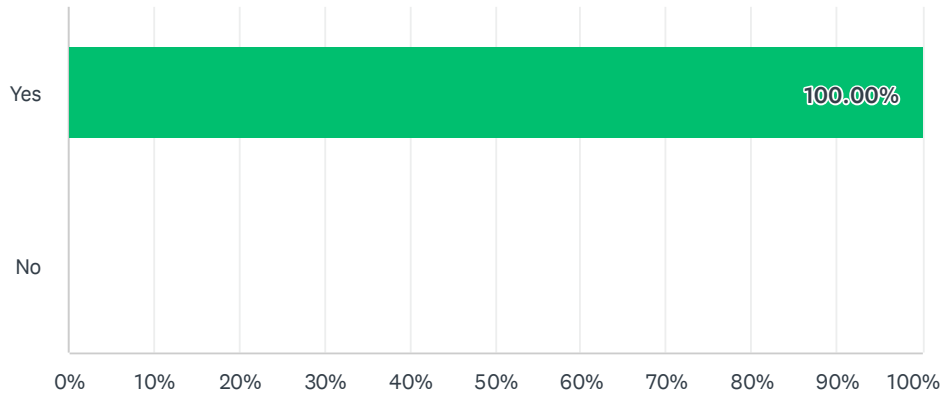


ANSWER CHOICES	RESPONSES	
Yes, I've used both Route 93 (FLEX) and Route 95 (Express) (1)	5.04%	6
Yes, I've used Route 93 (FLEX) (2)	18.49%	22
Yes, I've used Route 95 (Express) (3)	2.52%	3
No, I have not used either service (4)	73.95%	88
TOTAL		119

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	4.00	3.45	0.96

Q4 Would you like to see Route 93 (FLEX) become a permanent route?

Answered: 30 Skipped: 108

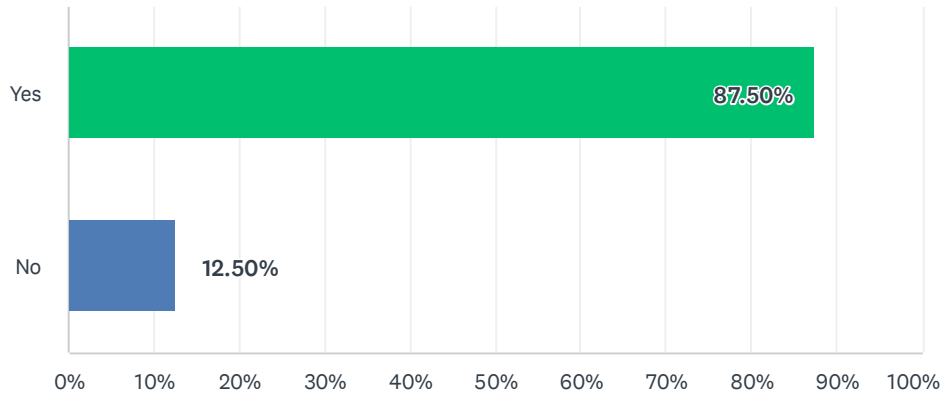


ANSWER CHOICES	RESPONSES	
Yes (1)	100.00%	30
No (2)	0.00%	0
TOTAL		30

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	1.00	1.00	1.00	0.00

Q5 Would you like to see Route 95 (Express) become a permanent route?

Answered: 24 Skipped: 114

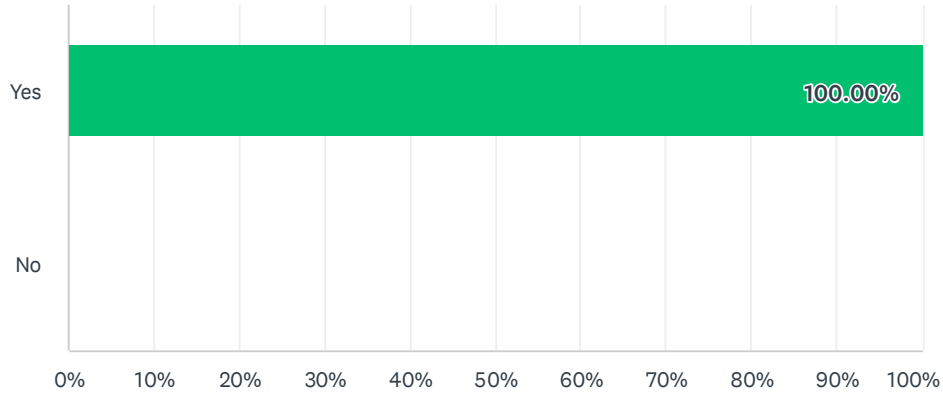


ANSWER CHOICES	RESPONSES
Yes (1)	87.50% 21
No (2)	12.50% 3
TOTAL	24

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.13	0.33

Q6 Do you feel that accessible, flexible transportation for students and community members to TAMU-CC and essential nearby destinations is important to the area?

Answered: 102 Skipped: 36

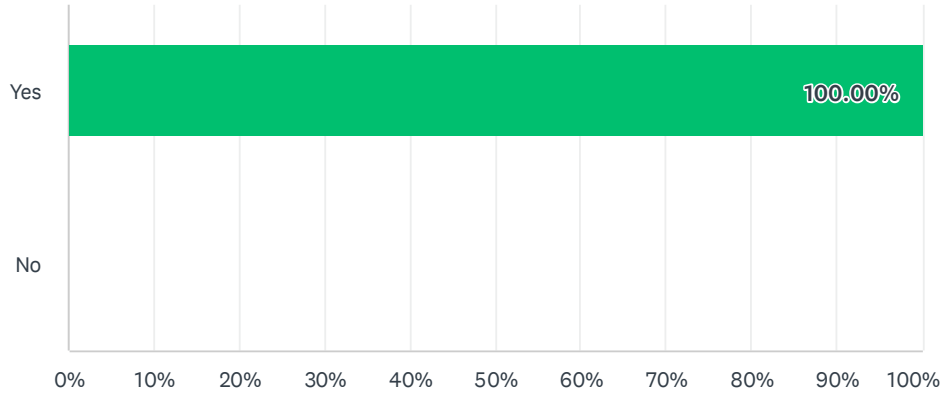


ANSWER CHOICES	RESPONSES
Yes (1)	100.00% 102
No (2)	0.00% 0
TOTAL	102

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	1.00	1.00	1.00	0.00

Q7 Do you feel that affordable, direct transportation for essential workers, tourists, and guests to and from Port Aransas is important to the area?

Answered: 102 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes (1)	100.00%	102
No (2)	0.00%	0
TOTAL		102

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	1.00	1.00	1.00	0.00

Q8 Are you interested in future surveys or focus groups? Would you like to be signed up for potential door prizes? Please share your contact information:

Answered: 12 Skipped: 126

ANSWER CHOICES	RESPONSES	
Name	100.00%	12
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	83.33%	10
Phone Number	83.33%	10

#	NAME	DATE
1	No not from here.	4/20/2022 1:33 PM
2	no.	4/20/2022 10:46 AM
3	Ahrieon Francis	3/31/2022 11:00 AM
4	Isabella Pruitt	3/24/2022 10:45 AM
5	Cristina	3/24/2022 10:40 AM
6	Alejandra Ayala	3/24/2022 10:34 AM
7	alexandra martin	3/24/2022 10:26 AM
8	Senaida Ramirez	3/24/2022 10:07 AM
9	Simeon	3/24/2022 9:48 AM
10	Nichole M	3/24/2022 9:13 AM
11	Harsh poshiya	3/22/2022 3:39 PM
12	Jugal	3/22/2022 2:40 PM
#	COMPANY	DATE
	There are no responses.	
#	ADDRESS	DATE
	There are no responses.	
#	ADDRESS 2	DATE
	There are no responses.	

Proposed Service Changes Survey

#	CITY/TOWN	DATE
	There are no responses.	
#	STATE/PROVINCE	DATE
	There are no responses.	
#	ZIP/POSTAL CODE	DATE
	There are no responses.	
#	COUNTRY	DATE
	There are no responses.	
#	EMAIL ADDRESS	DATE
1	ahrieonf@gmail.com	3/31/2022 11:00 AM
2	pruittisabella@yahoo.com	3/24/2022 10:45 AM
3	cristina_choa315@yahoo.com	3/24/2022 10:40 AM
4	aa18306@gmail.com	3/24/2022 10:34 AM
5	alexandramartin38@gmail.com	3/24/2022 10:26 AM
6	senramirez23@icloud.con	3/24/2022 10:07 AM
7	sfryer1@islander.tamucc.edu	3/24/2022 9:48 AM
8	inmartinez105@gmail.con	3/24/2022 9:13 AM
9	harshposhiya97@gmail.com	3/22/2022 3:39 PM
10	jgandhesiri@islander.tamucc.edu	3/22/2022 2:40 PM
#	PHONE NUMBER	DATE
1	3615637466	3/31/2022 11:00 AM
2	2102026588	3/24/2022 10:45 AM
3	8326996925	3/24/2022 10:40 AM
4	9563205687	3/24/2022 10:34 AM
5	3619041012	3/24/2022 10:26 AM
6	8302024570	3/24/2022 10:07 AM
7	6106806624	3/24/2022 9:48 AM
8	2103635883	3/24/2022 9:13 AM
9	5055774267	3/22/2022 3:39 PM
10	4086665908	3/22/2022 2:40 PM

Q9 Your opinion matters to us-- is there any additional feedback that you'd like to provide to CCRTA?

Answered: 63 Skipped: 75

#	RESPONSES	DATE
1	We will watch out for the 94 to better get around PA.	4/20/2022 1:33 PM
2	I think this is a great idea...year round would be better.	4/20/2022 1:05 PM
3	I work with others who would be interested in the route 95 and other routes you operate on and off the island.	4/20/2022 11:11 AM
4	Need to operate earlier and later service.	4/20/2022 10:45 AM
5	Need more security. Especially port ayers. A lot of homeless. Are you hiring for that? More routes near senior facilities. Need security on Sundays.	4/13/2022 4:12 PM
6	Benefit for sure for those people. Save money.	4/13/2022 3:59 PM
7	As long as it starts early.	4/13/2022 3:50 PM
8	Good drivers	4/13/2022 3:47 PM
9	Smoother transitions from bus to bus. Make them more reliable.	4/13/2022 3:34 PM
10	All good	4/13/2022 3:28 PM
11	Seem good	4/13/2022 3:20 PM
12	Never knew about those routes, but good to know they will be available from now on. Good to know.	4/13/2022 2:59 PM
13	Thankful for bus to help them get to destination.	4/13/2022 2:52 PM
14	Service has improved since 2010. Leopard runs more often and 29 is better.	4/13/2022 2:49 PM
15	Servicio es bueno. Me gusta.	4/13/2022 2:36 PM
16	Satisfied with routes.	4/13/2022 2:25 PM
17	More charging ports. Route are good and I like it.	4/13/2022 2:19 PM
18	Good transit.	4/5/2022 11:09 AM
19	More usb, precocidad schedule.	4/5/2022 11:03 AM
20	More free rides.	4/5/2022 11:00 AM
21	Good	4/5/2022 10:58 AM
22	Like the route permanent.	4/5/2022 10:47 AM
23	Buses are good where you need to go.	4/5/2022 10:38 AM
24	Helpful and cheap not running around for help at station.	4/5/2022 10:29 AM
25	Wish seats cleaner. Other than that ok.	4/5/2022 10:21 AM
26	Night rides would help.	4/5/2022 10:03 AM
27	Smooth trips and helpful drivers.	4/5/2022 9:56 AM
28	Good devices.	4/5/2022 9:51 AM
29	Good service.	4/5/2022 9:49 AM
30	Seems to help people.	4/5/2022 9:46 AM

Proposed Service Changes Survey

31	Happy w busses here.	4/5/2022 9:16 AM
32	Wish bus passes worked better. Vet passes are not working.	3/31/2022 12:05 PM
33	If run early would help.	3/31/2022 11:56 AM
34	Only one bad incident.	3/31/2022 11:48 AM
35	Good RTA services.	3/31/2022 11:42 AM
36	People need RTA.	3/31/2022 11:37 AM
37	Appreciate rta.	3/31/2022 11:35 AM
38	RTA needs route to Alice.	3/31/2022 11:24 AM
39	Use RTA a lot. Friendly attentive drivers. No B bus, don't get to work.	3/31/2022 11:20 AM
40	Airport.	3/31/2022 11:13 AM
41	This is great I could visit family on 95 route.	3/31/2022 11:11 AM
42	Bus is Great! Lucky to have. Why I stay in corpus. Doctor moved would be nice route.	3/31/2022 11:02 AM
43	No	3/31/2022 11:00 AM
44	Service good, RTA goes out of way to service community.	3/31/2022 10:55 AM
45	City could use small buses for long trips. Big buses have low people.	3/31/2022 10:50 AM
46	Good route.	3/31/2022 10:43 AM
47	Great for pl to spend day out there.	3/31/2022 10:38 AM
48	More tokens affordable tokens.	3/31/2022 10:26 AM
49	Ya bring stain station	3/31/2022 10:24 AM
50	Service is manageable.	3/31/2022 10:09 AM
51	No	3/24/2022 10:45 AM
52	N/a	3/24/2022 10:40 AM
53	N/a	3/24/2022 10:34 AM
54	N/A	3/24/2022 10:07 AM
55	Transportation is important	3/24/2022 9:50 AM
56	Accessibility is important	3/24/2022 9:49 AM
57	It is good	3/24/2022 9:48 AM
58	FLEX on Sundays	3/24/2022 9:27 AM
59	Transit that's accessible is necessary locations due to affordability.	3/24/2022 9:16 AM
60	Check behind the bus for incoming students	3/24/2022 9:13 AM
61	It is awesome	3/22/2022 3:42 PM
62	You have great drivers;)	3/22/2022 3:39 PM
63	Good service I would request another flex service in the same route	3/22/2022 2:40 PM

Appendix E



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. History of Service Changes, 2020-2022**
- 2. Board Approval of Making Pilot Routes 93 and 95 Permanent**
- 3. Title VI Service Equity Analysis – COVID-19 Pandemic (2020-2022)**

Title VI Program

2023 Update

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY HISTORY OF SERVICE CHANGES 2020-22

January 20, 2020

Effective Monday January 20, 2020, CCRTA will be implementing our January 2020 Sign-up along with a few minor service changes and revisions as outlined below which most have already been started.

- Route 27, Block 2701, 1st trip departing Robstown Station at 5:15am, has been changed to 5:12am. **This was effective on Monday November 25, 2019.**
- Route 65 route alignment **on weekdays only**, has been extended to the Port Aransas Schools. **This does not affect the schedule.** Saturday & Sunday route alignment stays the same. **This was effective on Monday November 18, 2019.**
- Route 3 route alignment Mon-Sat, has been extended down Ocean Drive to 9th street to service living quarters on Corpus Christi Naval Air Station (CCNAS). **This does not affect the schedule. Effective date TBD.**
- Routes 76 & 78 route alignment correction along IH-37 and Chaparral Street. We noticed that the route alignment for these two routes traveling over to North Beach was incorrect in Trapeze. We have corrected.
- Route 93 FLEX (Pilot) serving TAMU Campus, Momentum Campus and Several Flour Bluff locations on Demand has been extended to the Aspen Heights Apartment as part of the Fixed-Route alignment and also serves as a Timing Point **(effective: Monday October 7, 2019).**

January 21, 2020

NEW AV Pilot Service Route 100 SURGE started operating on the TAMU Campus. MV is operating the service. Service will operate Monday thru Friday while school is in session.

February 25, 2020

NEW AV Pilot Service Route 100 SURGE halted operations on this date due to accident elsewhere in USA.

March 2, 2020:

Revised Pilot Route 95 Port Aransas Express began service. Service began on Monday, March 2, 2020 and ended on Sunday, October 4, 2020.

March 16, 2020:

Per TPCO, CCRTA suspended service on Route 55 Gregory effective March 16, 2020 through January 1, 2021. Service did not operate on March 16. The original plan was suspend service effective March 24, 2020 but this was changed to March 16, 2020 via email received from TPCO.

Original Plan

- The Corpus Christi Regional Transportation Authority (CCRTA) is suspending service on Route 55 Gregory effective March 24, 2020 through January 1, 2021.
 - Due to coronavirus health related request from TPCO America.

March 18 – May 18, 2020:

Multiple service adjustments were completed due to COVID-19 pandemic.

March 23, 2020:

Route 37 Crosstown route alignment was modified to serve TAMU Momentum Campus in both directions.

April 27, 2020:

Revised Route 12 schedule on weekdays to reflect new 3:37pm trip time at Lighthouse for the Blind. The 5:37pm trip time was discontinued.

June 8, 2020:

Revised Route 12 schedule again on weekdays to reflect new 4:37pm trip time at Lighthouse for the Blind. The 3:37pm trip time remained in place.

July 13, 2020:

- Routes 15/25: Adjusted frequency on Routes 15/25 from 45-minutes to 90-minutes on weekdays due to low ridership demand related to the COVID-19 pandemic.

July 20, 2020:

Per CCAD, last day of service for Route 83 Advanced Industries was July 20, 2020 until further notice. Service was suspended at the request of CCAD.

July 31, 2020:

Per CCAD, Route 83 Advanced Industries resumed service.

January 18, 2021:

Effective Monday January 18, 2021, CCRTA will be implementing our January 2021 Sign-up along with a service change and revision as outlined below.

- Route 28 Leopard/Omaha will change to Route 28 Leopard/Navigation with expanded service near the Coastal Bend Food Bank on weekdays between approximately 6am and 6:38pm.
- This improvement comprises expanded service on Navigation Boulevard and new bi-directional service along Up River Road between Omaha Drive and Leopard Street.
 - Reaches more businesses including small businesses and housing areas.

May 28, 2021:

- Revised Pilot Route 95 Port Aransas Express began service on Friday, May 28, 2021 (schedule revised from year 2020 to allow more time at ferry crossing). Service ended on Sunday October 3, 2021.

June 28, 2021

- CCRTA transitioned Routes 16 and 28 to MV Operations (from large bus to small bus).
- Route 12 weekday schedule improvement at STLB (Lighthouse for the Blind) to reflect one AM trip at 6:15am and one PM trip at 5:37pm.

July 30, 2021 (Friday)

- Pilot Route 100 SURGE ended second year of service on Friday, July 30, 2021, after service ended at 3:30pm. Route 100 began service on January 21, 2020.

September 13, 2021

- New sign-up. Run cut and roster re-done due to shifting of Routes 16 and 28 services to MV small bus. No other changes to services were made.

October 18, 2021

- Revised Route 93 FLEX (Pilot) schedule. Service will end earlier in the evening at 9:35pm, at Aspen Heights Apartments, (Monday-Friday). On Saturdays it will end service at 8:05pm. No other changes were made.

October 21, 2021

- Revised Route 93 FLEX (Pilot) schedule to accommodate students and employees who are attending evening classes and who work at the Campus after 10pm. Service will end one (1) hour later in the evening at 10:35pm, at Aspen

Heights Apartment, (Monday-Friday). No change was made to Saturday schedule.

December 13, 2021

- **Route 5 Alameda**

New Turn around maneuver at Six Points for the Route 5 at the recently reconfigured Six Points intersection. The Timing Point bus stop #409 will remain at the current location at Alameda and Clifford far side. **Route 5X is not impacted by this route modification.**

- **Routes 76 Harbor Bridge Shuttle and 78 North Beach Shuttle**

New abbreviated routing for both 76 and 78 routes. Neither route will continue past the Museum of Science and History aka Hirsch Street at Chaparral intersection. The new asphalt roadway and private driveway configuration for the new Port of Corpus Christi Office building and Solomon Ortiz Center does not allow for any stop placement immediately adjacent to either facility. Instead both routes will now have to turn left at Hirsch Street and make a stop at the **New relocated Timing Point bus stop (#1710)** then proceed on Hirsch and then turn left from Hirsch onto North Mesquite Street, turn left onto Brewster St. BTRR.

- **Route 65 Padre Island Connection** route alignment modification. Once leaving the Southside Station (Outbound), the route 65 will turn left onto McArdle and continue along McArdle to Rodd Field Road and then turn left onto SPID Access Road. We will not travel on Airline Road.

May 27, 2022

- Pilot Route 95 Port Aransas Express began service on Friday, May 27, 2022. Service ended on Sunday October 2, 2022.

July 11, 2022

- **Routes 15/25**

Modified routing on Route 15 and improved frequency on Routes 15/25 from 90-minutes to 45-minutes on weekdays. Revised schedules to serve new Carroll High School.

- **Pilot Route 24**

Implement new route service, Pilot Route 24, operating M-Sat, to serve Del Mar College Oso Creek campus.

September 19, 2022

- **Route 60**

Modified pull out routing and in-revenue routing to begin at Cottages of Corpus Christi (formerly Aspen Heights) Apartments on first AM trip only to assist with

high passenger loads on Route 93 Flex. Revised schedules to serve new Carroll High School.

September 26, 2022

- **Route 12**
On all days, modified routing to serve new bus stop at Solomon M. Coles HS.
- **Route 16**
On weekdays, added one block to schedule temporarily to offer 30-minute frequency to serve Customer Service Center at Bear Lane facility (located at Bear Lane facility due to fire at SSC building). Two peak buses.

December 1, 2022

- **Route 16**
On weekdays, removed the one block put in place to temporarily to offer 30-minute frequency to serve Customer Service Center at Bear Lane facility (located at Bear Lane facility due to fire at SSC building). One peak bus.

December 9, 2022

- **Route 60**
Ended seasonal service on this date for Fall 2022 semester.



Subject: Discussion and Possible Action to Approve Making Pilot Routes 93 and 95 Permanent

Background

The Pilot Route 93 Flex began service on August 22, 2019. This service replaced the Route 63 The Wave service. Pilot Route 93 serves Texas A&M University-Corpus Christi and Flour Bluff area on a year-round basis. Pilot Route 95 began service on May 24, 2019. It is a seasonal service, which operates during the summer period, serving Corpus Christi, Ingleside, Aransas Pass, and Port Aransas areas. As both services continue to demonstrate ridership and performance improvements, staff has been working to make these services permanent in alignment with Federal Transit Administration (FTA) regulations and internal policies.

Identified Need

Per the FTA, a pilot service is defined as a temporary demonstration project. If a temporary service addition or change operates longer than 12 months, FTA considers it permanent. In order to transition the services to a permanent status, a public hearing on this date is required in alignment with FTA Circular 9030.1E and the Public Input Policy. As of May 3, 2022, staff held eight outreach events at Texas A&M Corpus Christi, Staples Street Transfer Station, Southside Transfer Station, City of Port Aransas, and advertised the public hearing notice in multiple newspapers to collect feedback. In addition, a nine question survey was conducted with the public in which 138 survey responses have been collected. Based on the survey responses received, 100% are in favor of making Pilot Route 93 permanent and 87.5% are in favor of making Pilot Route 95 permanent.

A Title VI of the Civil Rights Act of 1964 service equity analysis was completed as required by the FTA. In regards to Pilot Route 93, no disparate impacts or disproportionate burdens were identified with the permanent addition of this service as multiple underlying services including Routes 3, 4, 5, 29, 37, and 60 are available within the Pilot Route 93 service area. In regards to Pilot Route 95, no disparate impacts or disproportionate burdens were identified with the permanent addition of this service as it removes existing service gaps in the San Patricio County area. In making Pilot Routes 93 and 95 permanent services, more service options are available to the public which results in no disparate impacts or disproportionate burdens on the basis of race, color, or national origin.

Financial Impact

The permanent operation of Routes 93 and 95 services are included within the Fiscal Year 2022 Operating Budget.

Board Priority

This item aligns with the Board Priority – Public Image and Transparency.

Committee Review

Information regarding this item was presented at the Operations & Capital Projects Committee meetings held on March 23, 2022 and April 27, 2022.


Recommendation

Staff requests the Board of Directors approve making Pilot Routes 93 and 95 permanent.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Derrick Majchszak
Managing Director of Operations

Final Approval by: 

Jorge Cruz-Aedo
Chief Executive Officer

Public Hearing - Public Feedback, Title VI Service Equity Analysis Findings, and Service Recommendations for Pilot Routes 93 and 95

CCRTA Board Priority

Public Image & Transparency

Board of Directors Meeting
May 11, 2022



Background

- Federal Transit Administration (FTA) defines a Pilot service as a temporary demonstration project.
- If a temporary service addition or change lasts longer than twelve months, FTA considers the service to be permanent and the grantee must conduct a Title VI service equity analysis.
- Public Hearing required due to major service changes
 - Per Federal Transit Administration, Circular 9030.1E, VI-7(12), dated January 16, 2014
 - CCRTA Public Input Policy

Source:

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Title_VI_QA_12.26.12.pdf

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf



**Federal Transit
Administration**

Background

Pilot Route 93 Flex began in August 2019

- Replaced the Route 63 The Wave service
- Serves Texas A&M University-Corpus Christi and Flour Bluff area

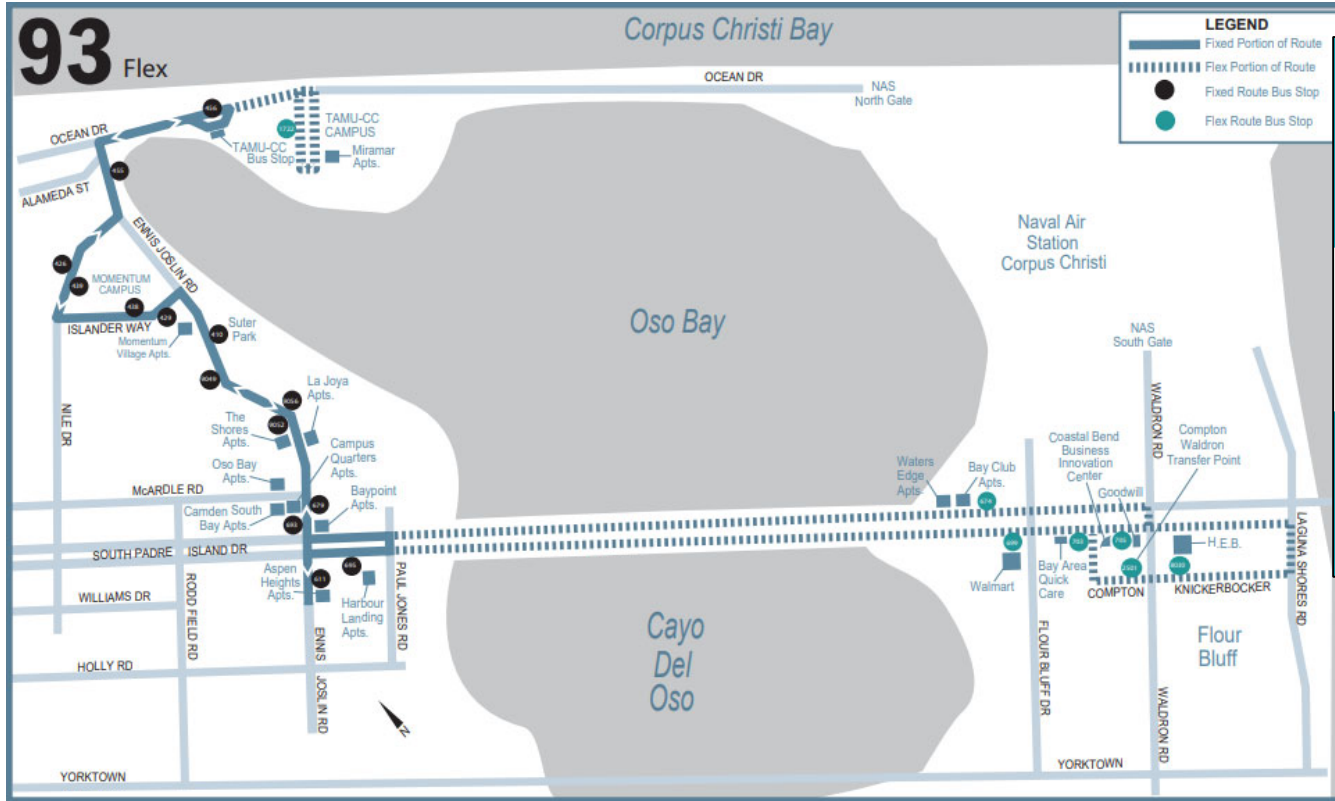


Pilot Route 95 Port Aransas Express began in May 2019

- Serves Port Aransas, Ingleside, and Aransas Pass areas
- Priority Boarding on Ferry Vessels
- Fine-tuning adjustments to routing and schedules made to meet rider needs



Pilot Route 93 Flex Service



FLEX STOP

LOCATION # 1401

On-call ONLY
833-782-3539
ccrta.org

93

Pilot Route 93 Flex Service

		WEEKDAY SCHEDULE				
		1	2	3	2	1
		Texas A. & M. Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A. & M. Ocean Drive Bus Stop
First A.M. Trip	A.M.	----	----	7:35	7:45*	7:55*
30 minute daily service						
Last P.M. Trip	P.M.	10:25*	10:30*	10:35*		
* Scheduled bus service may vary with trip pickups & deviations. ♿ Lift Equipped/Accessible Each Trip.						
		SATURDAY SCHEDULE				
		1	2	3	2	1
		Texas A. & M. Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A. & M. Ocean Drive Bus Stop
First A.M. Trip	A.M.	----	----	9:35	9:45*	9:55*
30 minute daily service						
Last P.M. Trip	P.M.	7:55*	8:00*	8:05*		
* Scheduled bus service may vary with trip pickups & deviations. ♿ Lift Equipped/Accessible Each Trip.						

Pilot Route 93 Flex Service Performance

- Passengers per hour levels meet Service Standards requirements

Service Standard

- Flex Route: 5-10 passengers per hour

Year	Passenger Trips	Passengers per Revenue Hour
2019	17,658	10.8
2020	18,448	4.7
2021	26,485	6.2

*In operation from Aug 22 through Dec 31 of 2019

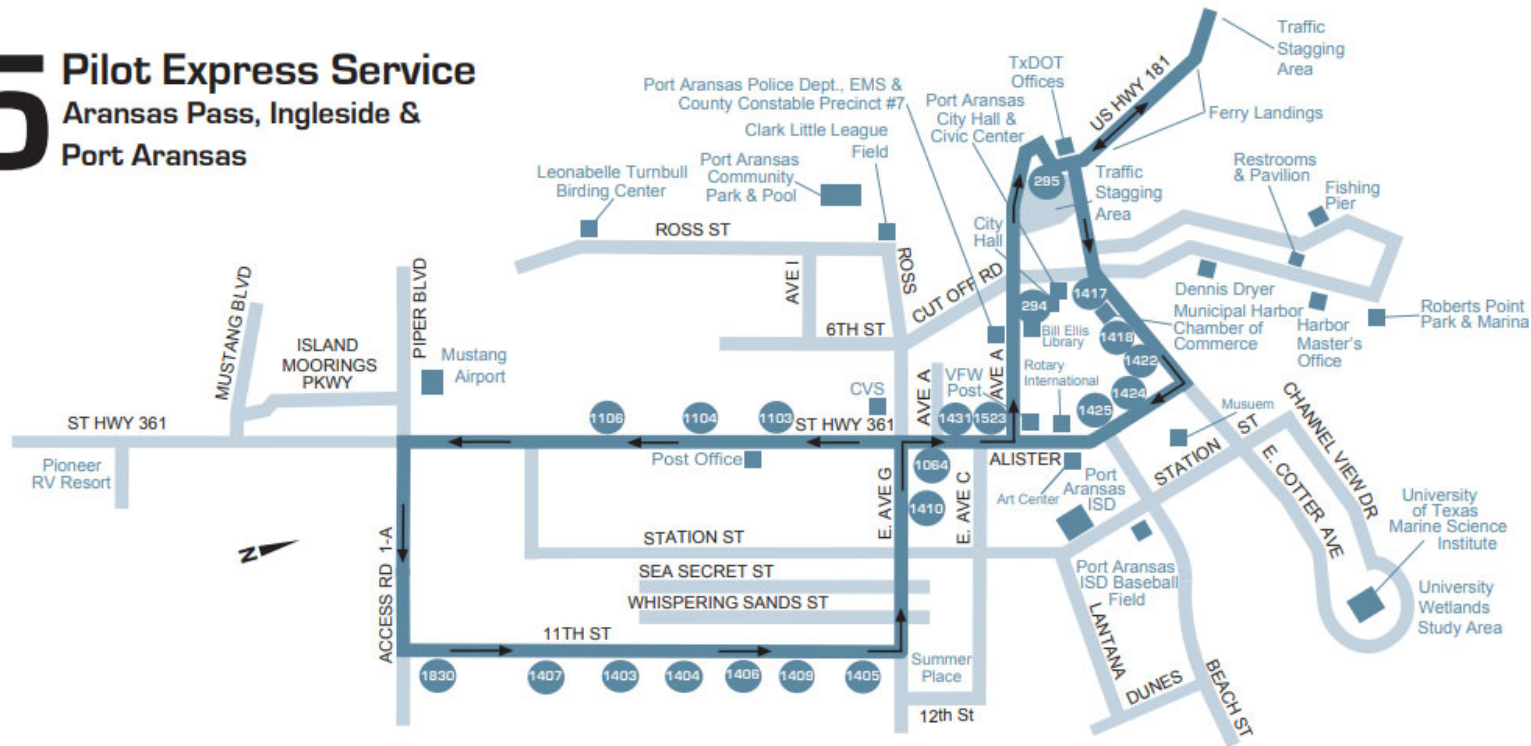


Pilot Route 95 Port Aransas Express Service



Pilot Route 95 Port Aransas Express Service

95 Pilot Express Service Aransas Pass, Ingleside & Port Aransas



Pilot Route 95 Port Aransas Express Service

- Seasonal service: Late May through Early October
 - Year 2020: March 2nd – October 4th
- Operates 7 days per week



Bus Schedule

	Southside Station Bay E 1	Staples Street Station Lane M 2	Ingleside H.E.B. 3	Aransas Pass H.E.B. 4	11th St. @ Sandcastle Dr. Port Aransas 5	11th St. @ Sandcastle Dr. Port Aransas 5	Aransas Pass H.E.B. 4	Ingleside H.E.B. 3	Staples Street Station Lane M 2	Southside Station Bay E 1
A.M.	6:00	6:20	6:55	7:10	7:35	7:45	8:15	8:30	----	----
	----	----	8:35	8:50	9:15	9:25	9:55	10:10	----	----
P.M.	----	----	10:15	10:30	10:55	11:05	11:35	11:50	12:15	12:35*
	2:10	2:30	2:55	3:10	3:35	3:45	4:15	4:30	----	----
	----	----	4:35	4:50	5:15	5:25	5:55	6:10	----	----
	----	----	6:15	6:30	6:55	7:05	7:35	7:50	8:15	8:35*

♿ Lift Equipped/Accessible Each Trip.

* - Out of service on arrival.

Pilot Route 95 Port Aransas Express Service Performance

- Passengers per hour levels meet Service Standards requirements based on Pre-COVID-19 period

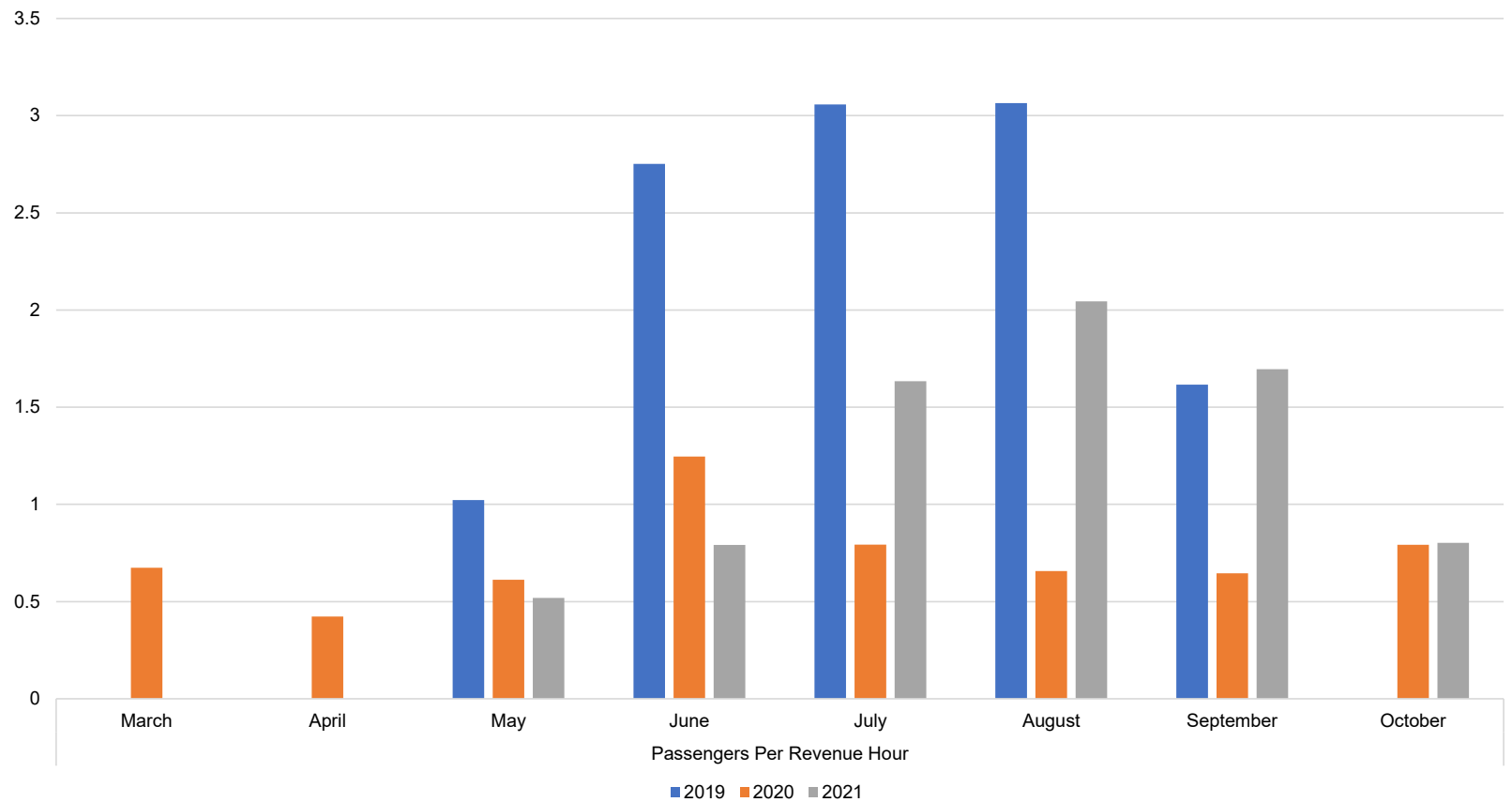
Service Standard

- Commuter/Express: 2-5 passengers per hour

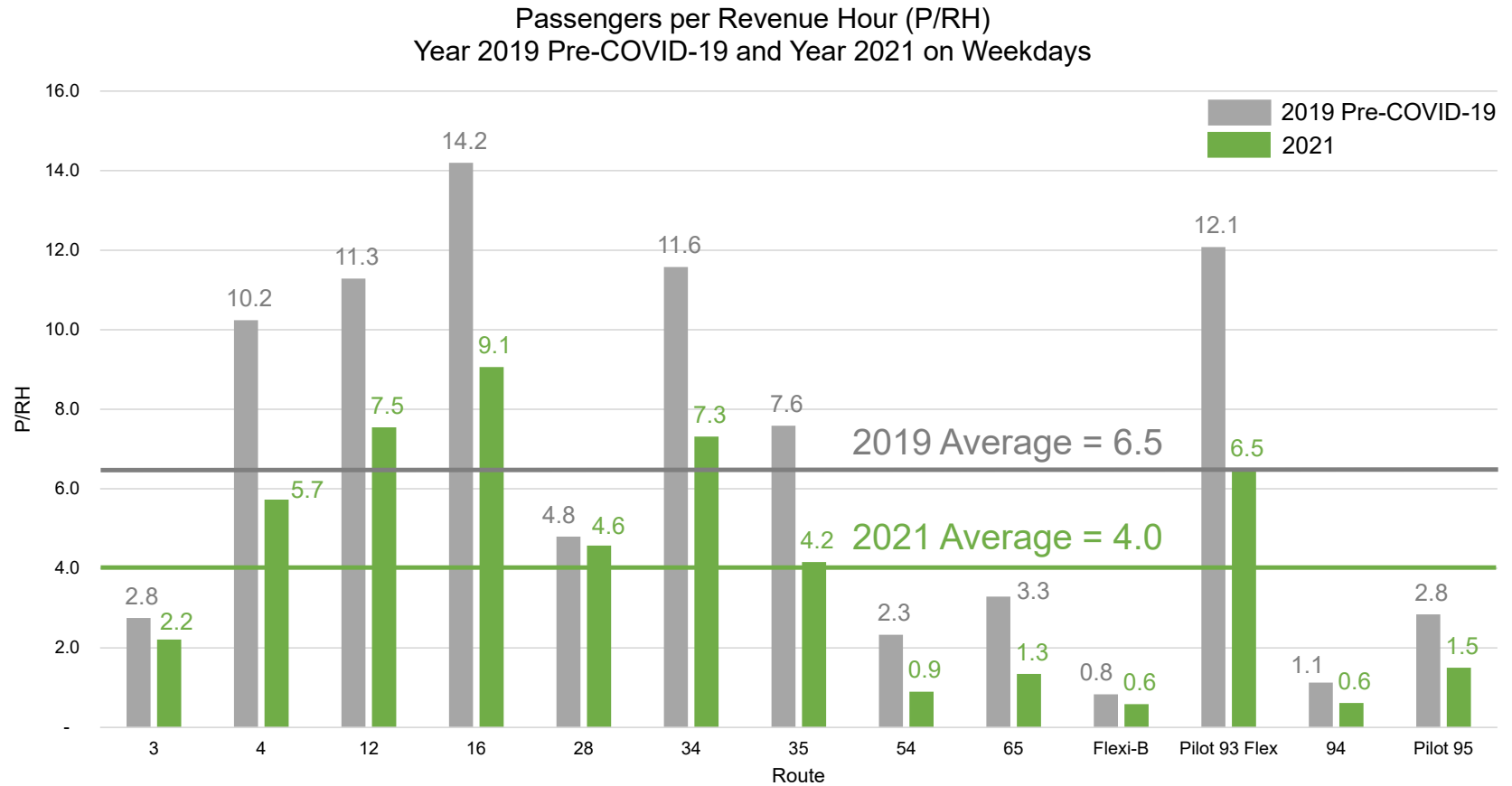
Year	Passenger Trips	Passengers per Revenue Hour
2019 (May 24-Sept 29)	3,815	2.5
2020 (Mar 2-Oct 4)	1,924	0.7
2021 (May 28-Oct 3)	2,425	1.5



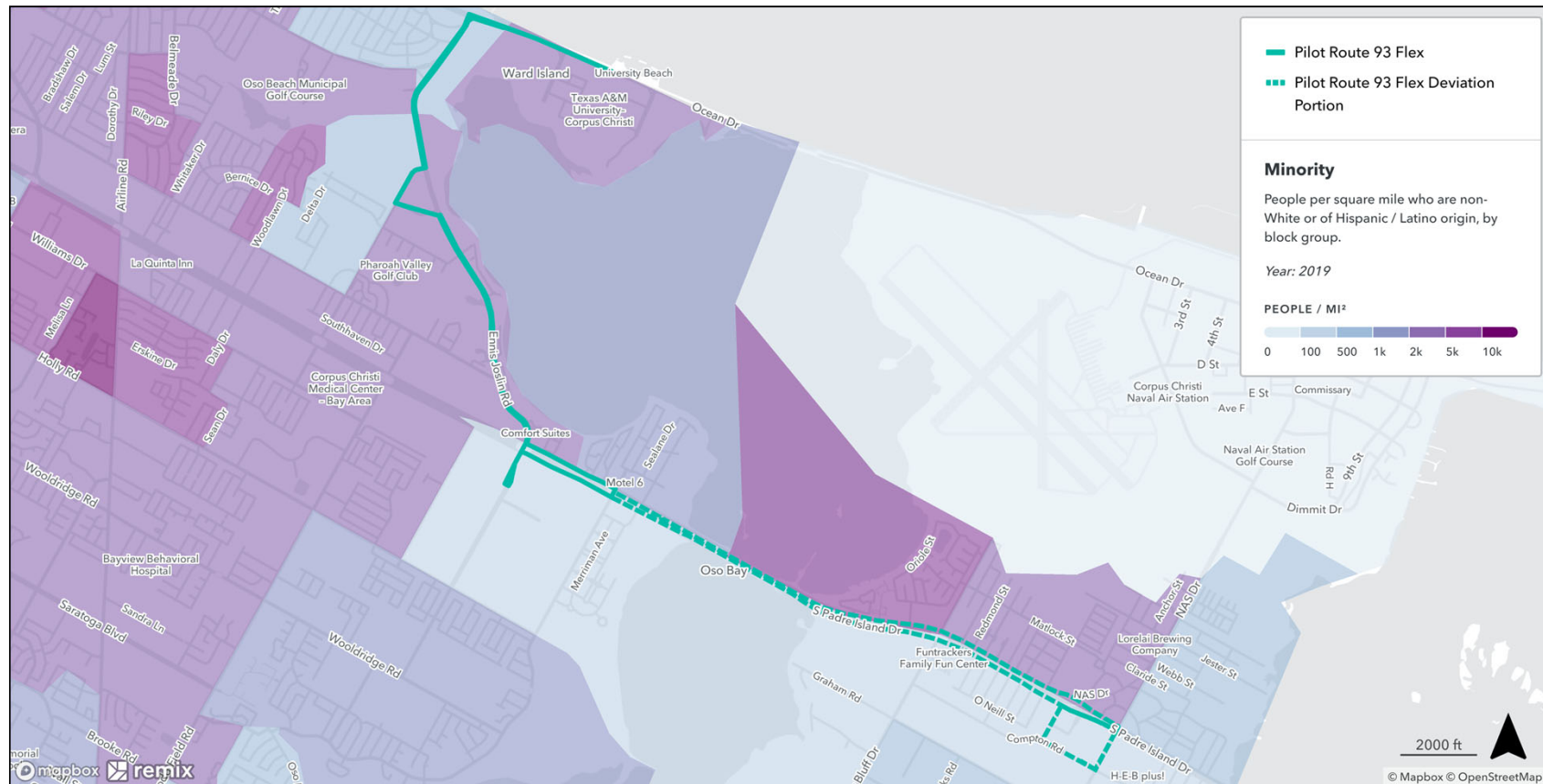
Pilot Route 95 Port Aransas Express Service Performance



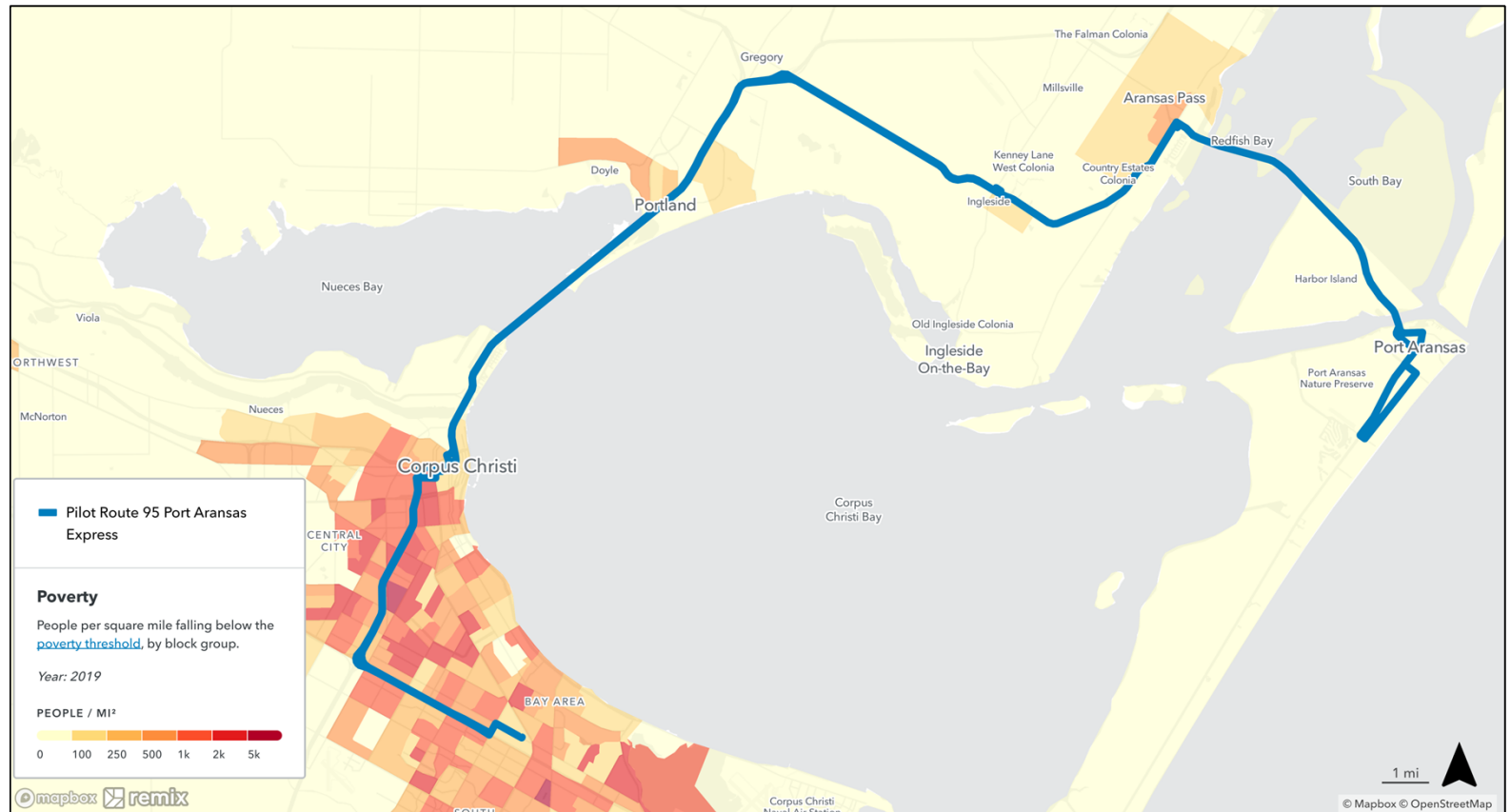
Service Performance on Comparable Bus Routes



Pilot Route 93 Flex: Title VI Service Equity Analysis Highlights



Pilot Route 95: Title VI Service Equity Analysis Highlights



Title VI Service Equity Analysis Summary

Pilot Route 93:

- No disparate impacts or disproportionate burdens were identified with the permanent addition of this service as multiple underlying services including Routes 3, 4, 5, 29, 37, and 60 are available within the Pilot Route 93 service area.

Pilot Route 95:

- No disparate impacts or disproportionate burdens were identified with the permanent addition of this service as it removes existing service gaps in the San Patricio County area.

Summary

- More service options are available to the public which results in no disparate impacts or disproportionate burdens on the basis of race, color, or national origin.

Public Outreach

- Public Hearing Notice Posted Since March 1st
- Public Hearing Advertised on CCRTA web site, Social Media Outlets, newspapers

Caller Times

The Aransas Pass
Progress

THE INGLESIDE
INDEX

PORT ARANSAS
SOUTH JETTY 

Public Outreach

Tuesday, March 22, 2022
martes, 22 de marzo de 2022
Staples Street Transfer Station
N. Staples St. across from City Hall, 78401
9:00 a.m. - 11:00 a.m.

Thursday, March 24, 2022
jueves, 24 de marzo de 2022
TAMU-CC Momentum Campus
7037 Islander Way, 78412
9:00 a.m. - 11:00 a.m.

Tuesday, April 5, 2022
martes, 5 de abril de 2022
Southside Transfer Station
McArdle Rd. behind La Palmera, 78415
9:00 a.m. - 11:00 a.m.

Wednesday, April 20, 2022
miércoles, 20 de abril de 2022
Coffee Waves in Port Aransas
1007 TX-361, Port Aransas, TX 78373
9:00 a.m. - 11:00 a.m.

Tuesday, March 22, 2022
martes, 22 de marzo de 2022
TAMU-CC Main Campus
6300 Ocean Drive, 78412
2:00 p.m. - 4:00 p.m.

Thursday, March 31, 2022
jueves, 31 de marzo de 2022
Staples Street Transfer Station
N. Staples St. across from City Hall, 78401
10:00 a.m. - 12:00 p.m.

Wednesday, April 13, 2022
miércoles, 13 de abril de 2022
Southside Transfer Station
McArdle Rd. behind La Palmera, 78415
2:00 p.m. - 4:00 p.m.

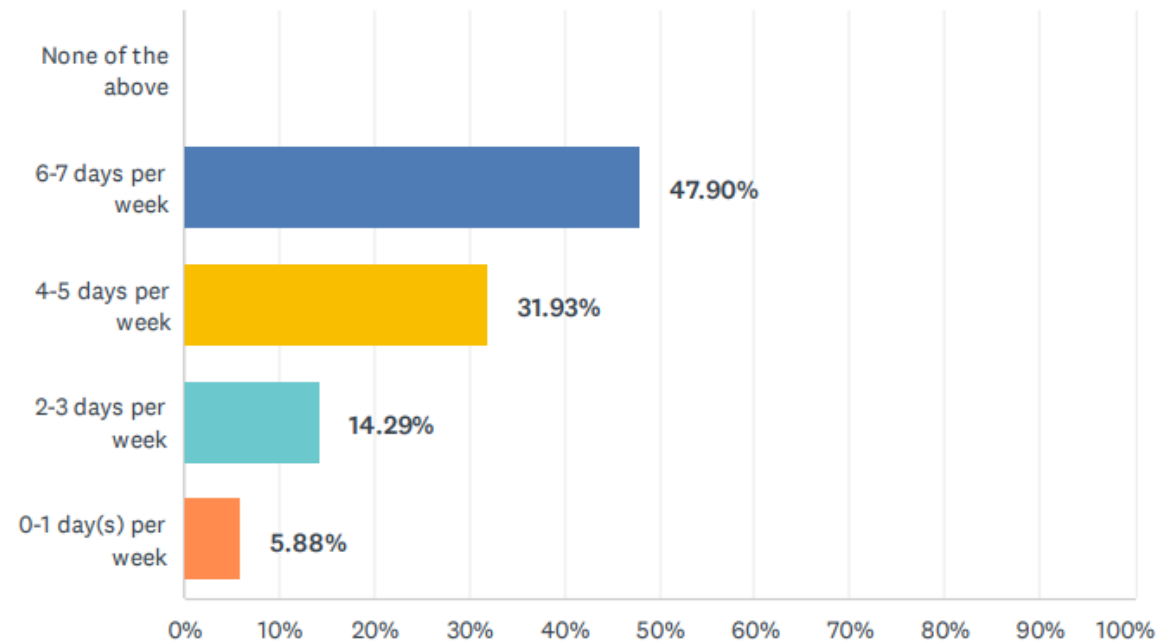
Wednesday, April 20, 2022
miércoles, 20 de abril de 2022
Port Aransas IGA Food Store
418 S Alister St, Port Aransas, TX 78373
1:00 p.m. - 3:00 p.m.

Public Outreach

- 138 surveys collected as of May 3, 2022

How often do you travel using public transportation?

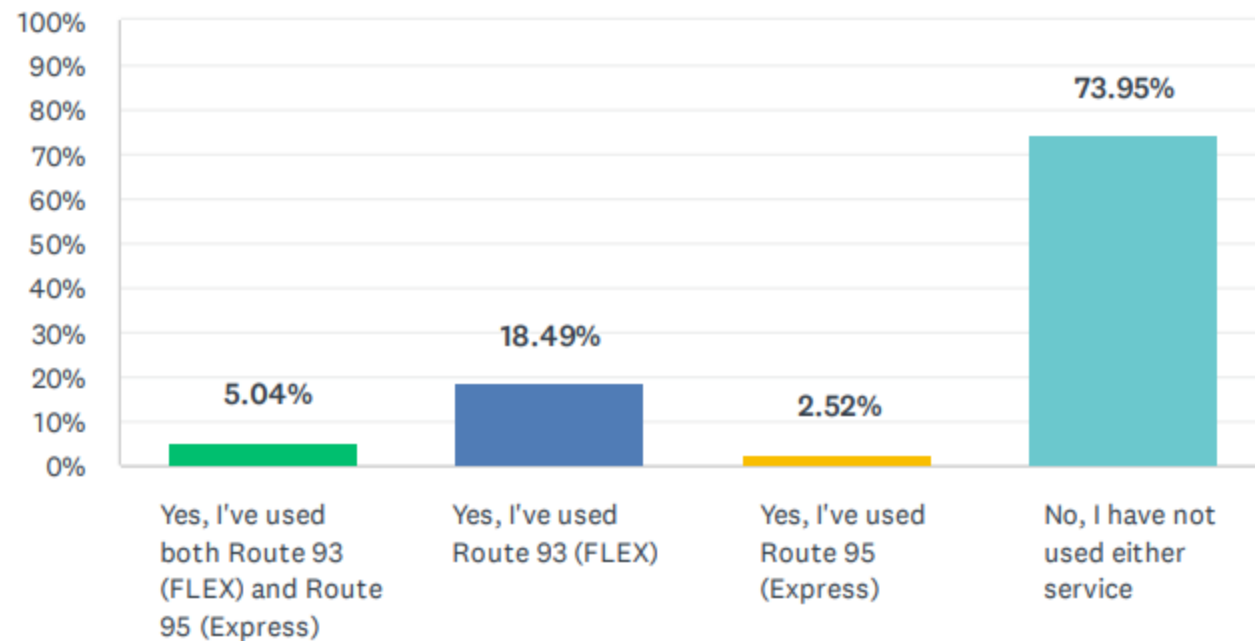
Answered: 119 Skipped: 19



Public Outreach

Have you utilized the Route 93 (FLEX) or Route 95 (Express) services?

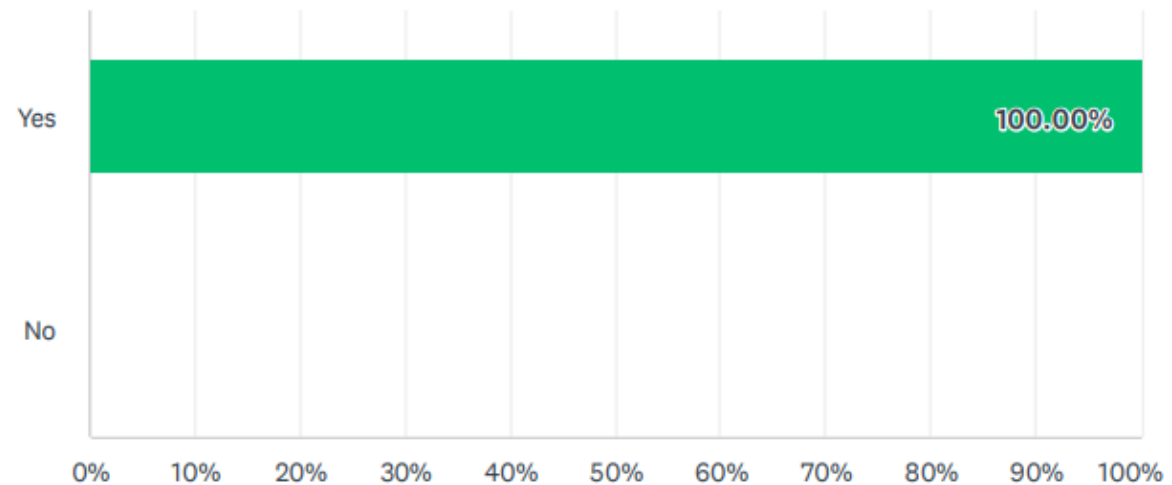
Answered: 119 Skipped: 19



Public Outreach

Would you like to see Route 93 (FLEX) become a permanent route?

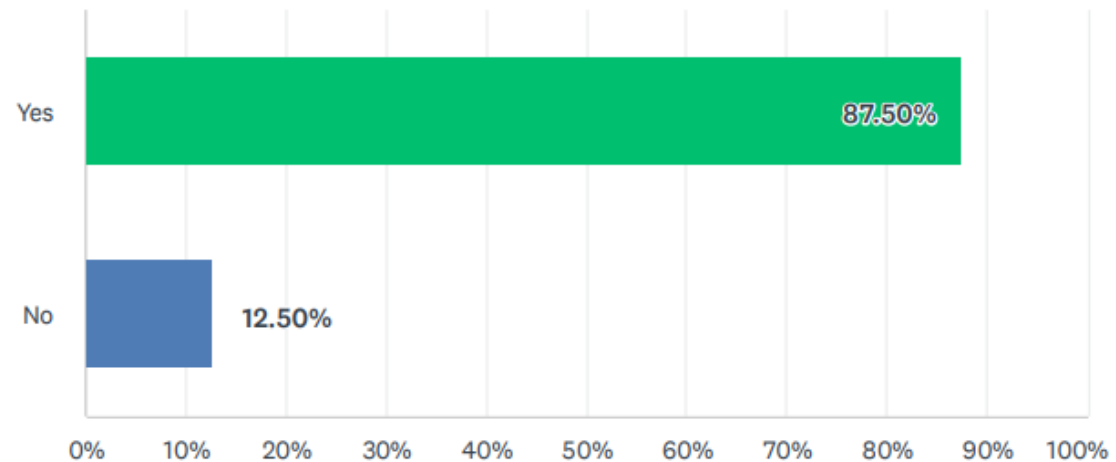
Answered: 30 Skipped: 108



Public Outreach

Would you like to see Route 95 (Express) become a permanent route?

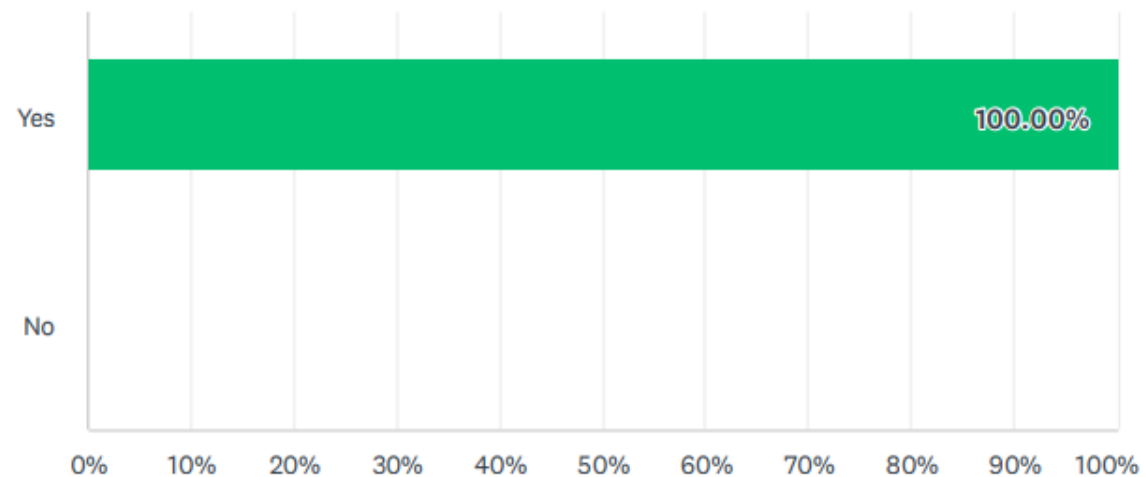
Answered: 24 Skipped: 114



Public Outreach

Do you feel that accessible, flexible transportation for students and community members to TAMU-CC and essential nearby destinations is important to the area?

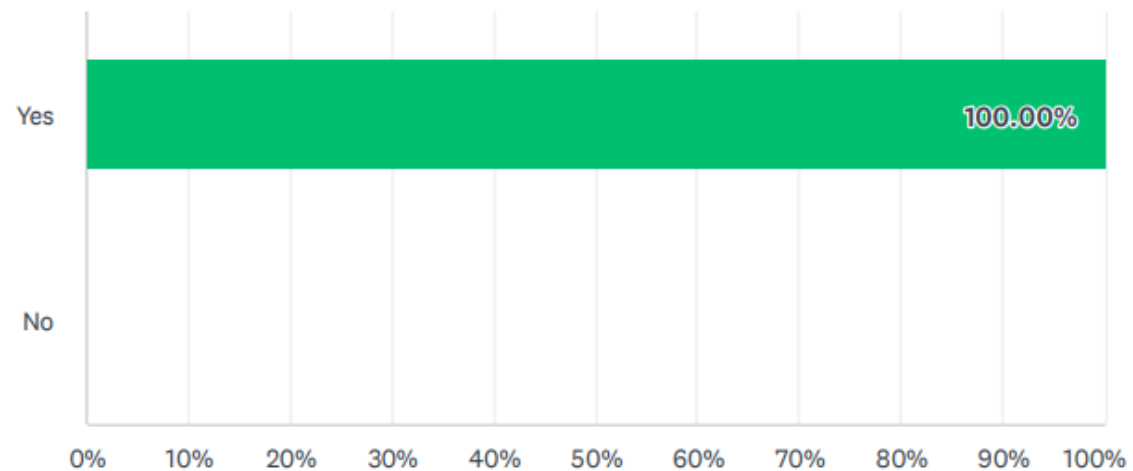
Answered: 102 Skipped: 36



Public Outreach

Do you feel that affordable, direct transportation for essential workers, tourists, and guests to and from Port Aransas is important to the area?

Answered: 102 Skipped: 36



Recommendation

- Staff requests the Board of Directors approve making Pilot Routes 93 and 95 permanent.



Have Questions?

Thank You!



Title VI Service Equity Analysis COVID-19 Pandemic (2020-22)



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Prepared in accordance with Federal Transit
Administration Circular 4702.1B

Introduction

Per the Federal Transit Administration's (FTA) Title VI Circular 4702.1B, transit providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area (UZA) with a population of 200,000 or more, must perform a service equity analysis when implementing a major service change. The CCRTA, as a recipient of federal financial assistance, will ensure full compliance with the Title VI, as amended and related statutes and regulations in all programs and activities. In compliance with this requirement and following its own internal policies, the CCRTA actively monitors its programs and services to ensure discrimination does not occur either intentionally or unintentionally. Additionally, as the CCRTA is a recipient of U.S. Department of Transportation (DOT) funds, the CCRTA is required to follow FTA guidance regarding decisions having adverse impacts on minorities or low-income populations in compliance with Presidential Executive Order 12898 (Feb. 11, 1994).

Fare or service changes directly or indirectly related to an emergency, including ridership and budget reductions, that continue longer than 12 months (service) or 6 months (fare), or are planned in advance as permanent require an equity analysis. As outlined in the Title VI Circular Chapter IV, Section 7, any major service change that lasts longer than 12 months is considered permanent and requires a service equity analysis. This timeframe applies to major service changes initially enacted in response to the COVID-19 public health emergency. In addition, the FTA recommends that transit agencies document the rationale for specific service reductions, as well as steps taken to ensure equitable reductions in service, in the event someone files a complaint.

As fare collection was not temporarily halted at any point in time, the CCRTA is conducting a Title VI Service Equity Analysis for the impacts on CCRTA's service levels in response to the COVID-19 pandemic which led to decreased ridership demand for transit services.

Data Sources

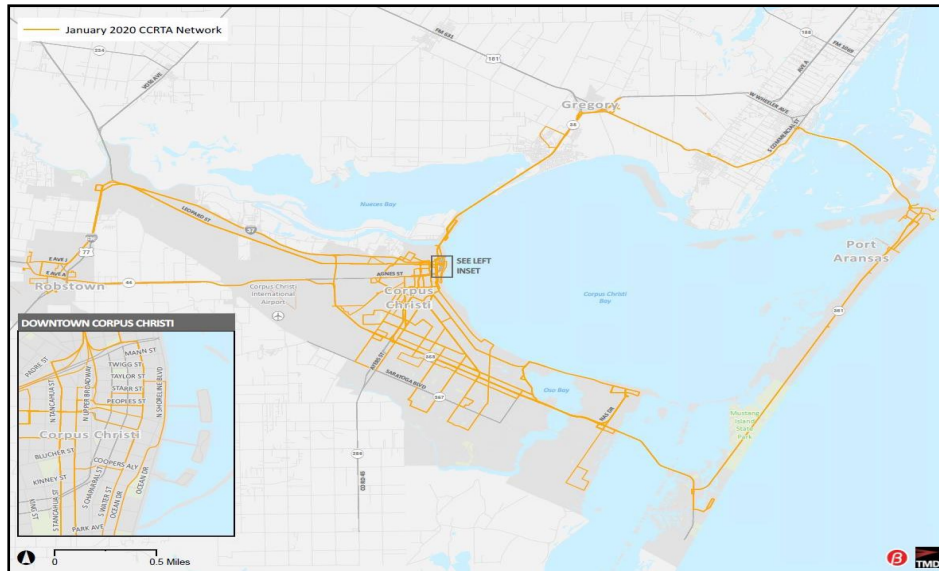
Data sources within this report include the U.S. Census Bureau demographic data from the 2018 American Community Survey (ACS), CCRTA Geographic Information System (GIS) data, and survey results collected as part of ongoing CCRTA community engagement efforts.

System Overview

The CCRTA provides public transportation services within the Coastal Bend of South Texas encompassing 846 square miles with an estimated population of 400,000. Cities within the service area include Agua Dulce, Banquete, Bishop, Corpus Christi, Driscoll, Gregory, Port Aransas, Robstown, San Patricio and unincorporated areas of Nueces County.

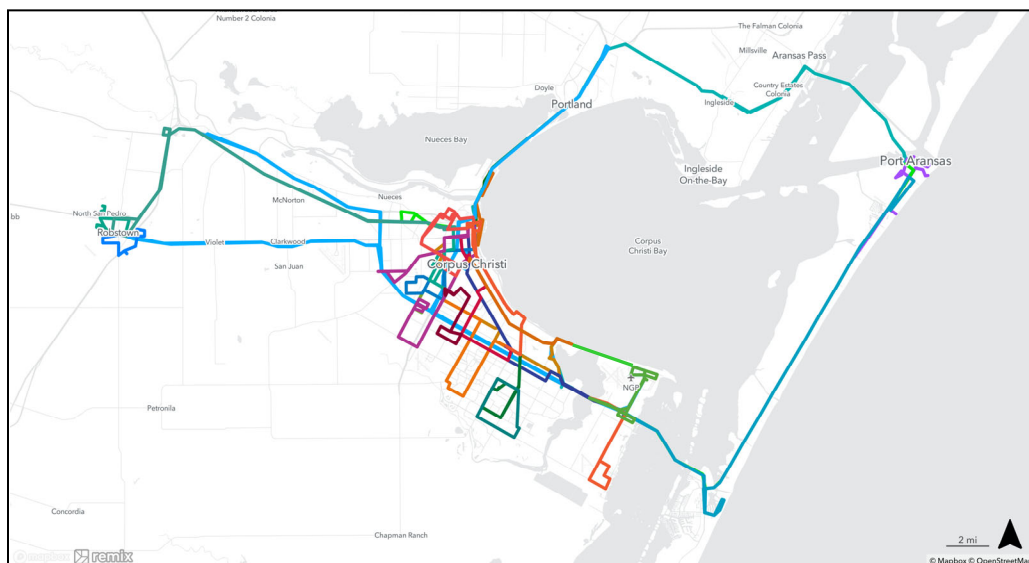
Prior to the COVID-19 pandemic, CCRTA operated a total of 38 services which included 1 Autonomous Pilot, 25 Fixed Route, 1 Flex Pilot, 1 Flexi-B on-demand, and 10 Commuter Express services. CCRTA also provided contracted Paratransit service, contracted on-demand service in rural areas, and administered a contracted Vanpool program.

Figure 1: Pre-COVID-19 Bus Service Network



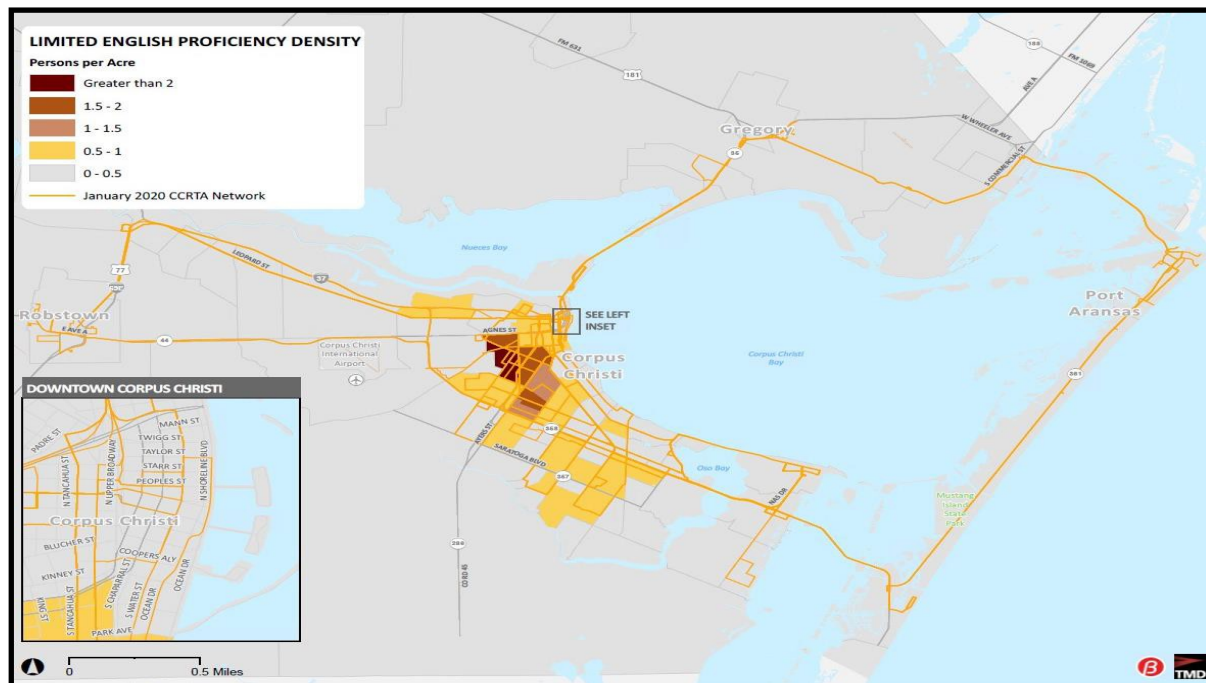
Currently, CCRTA is operating 34 services including 25 Fixed-route, 1 Flex, 1 Flexi-B on-demand, and 7 Commuter Express services. In addition, the CCRTA continues to provide contracted Paratransit service, contracted on-demand service in rural areas, and administers a contracted Vanpool program.

Figure 2: Current Bus Service Network (Year 2022)



Service Area Demographics Analysis

Figure 3: Limited English Proficiency Population Density



CCRTA conducted a demographic analysis of minority and low-income populations within a half mile of CCRTA transit stops compared to minority and low-income populations in CCRTA’s service area, to determine if CCRTA is adequately serving minority and low-income populations. For the purpose of this analysis, minority is defined as all race/ethnicity groups except for non-Hispanic white. Low-income is defined as any individual below the federal poverty line.

As part of this analysis, CCRTA produced maps of minority density (Figure 3) and low-income density (Figure 4) in the Corpus Christi area. These maps show that the highest densities of minority populations and low-income populations are to the south and southeast of downtown Corpus Christi, with significant portions of both populations to the west of downtown and in Robstown.

Figure 3: Minority Density within Service Area

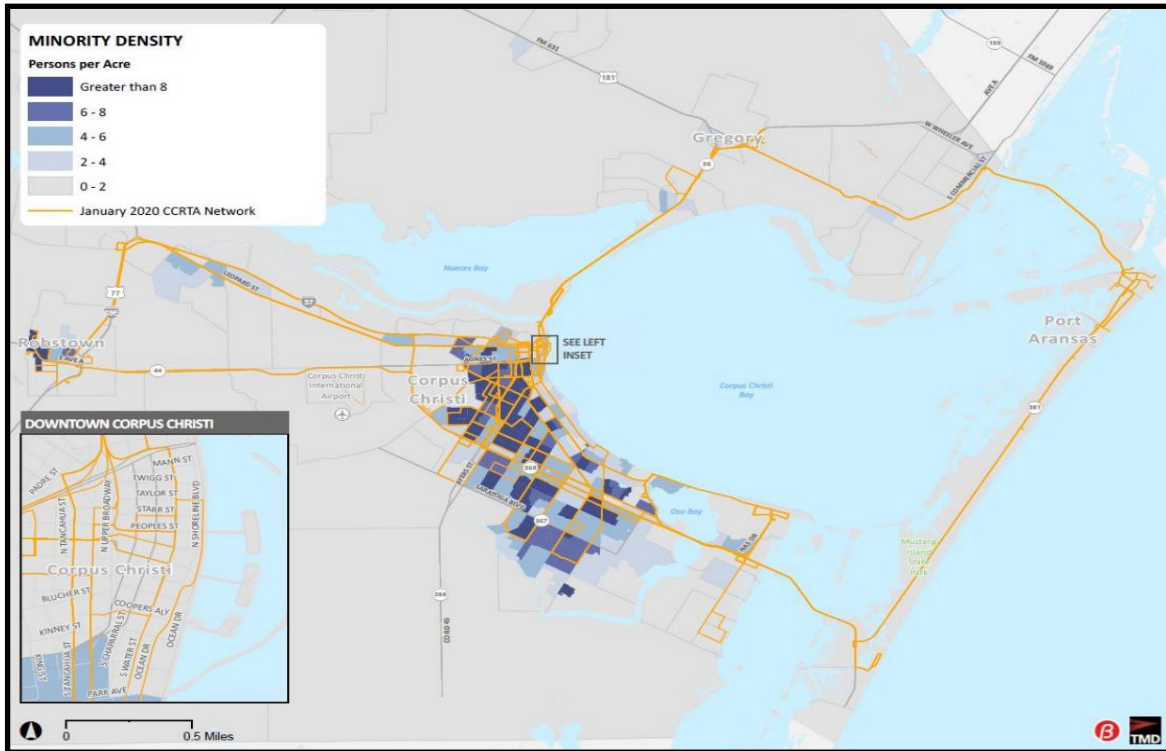
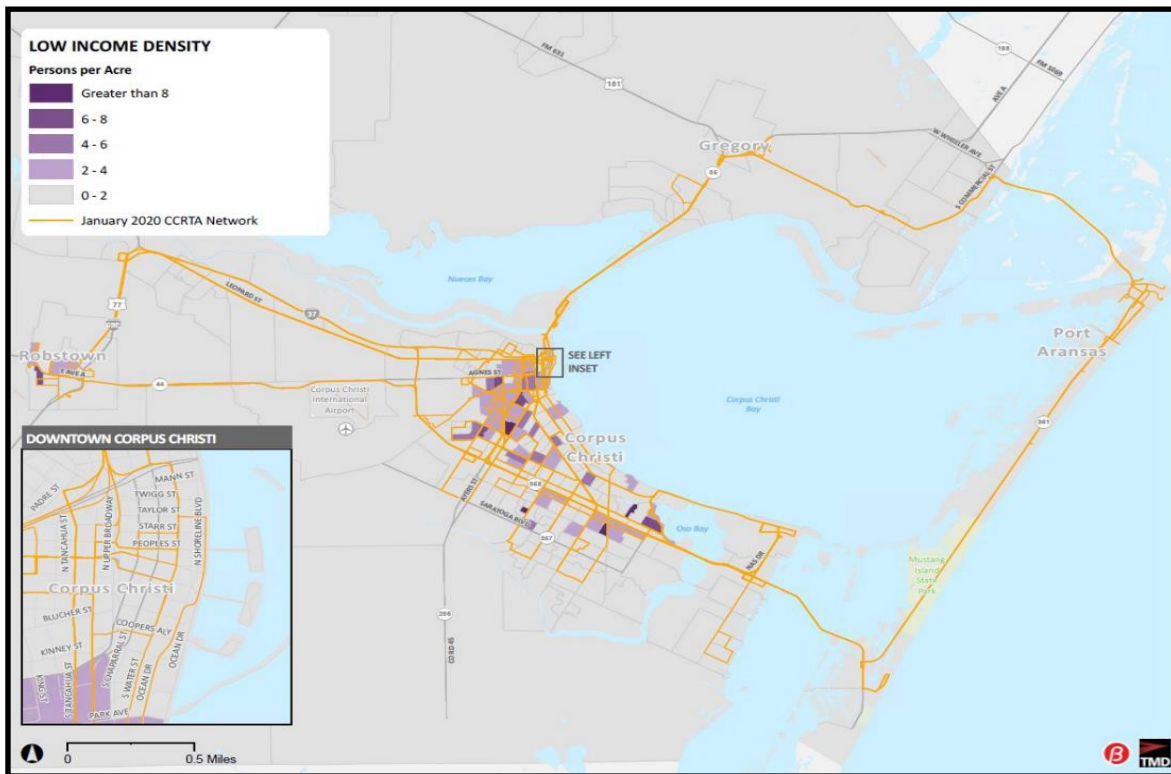


Figure 4: Low-Income Density within Service Area



In addition, CCRTA has completed an analysis of minority and low-income populations within a half mile of CCRTA bus stops, and identified the areas that have above average minority (Figure 5) and low-income (Figure 6) populations. The findings are largely similar to the population density maps, with above average minority and low-income populations to the south of downtown Corpus Christi and in Robstown.

Figure 5: Census Tracts with Above Average Minority Population within 1/2 Mile Walkshed of Bus Stops

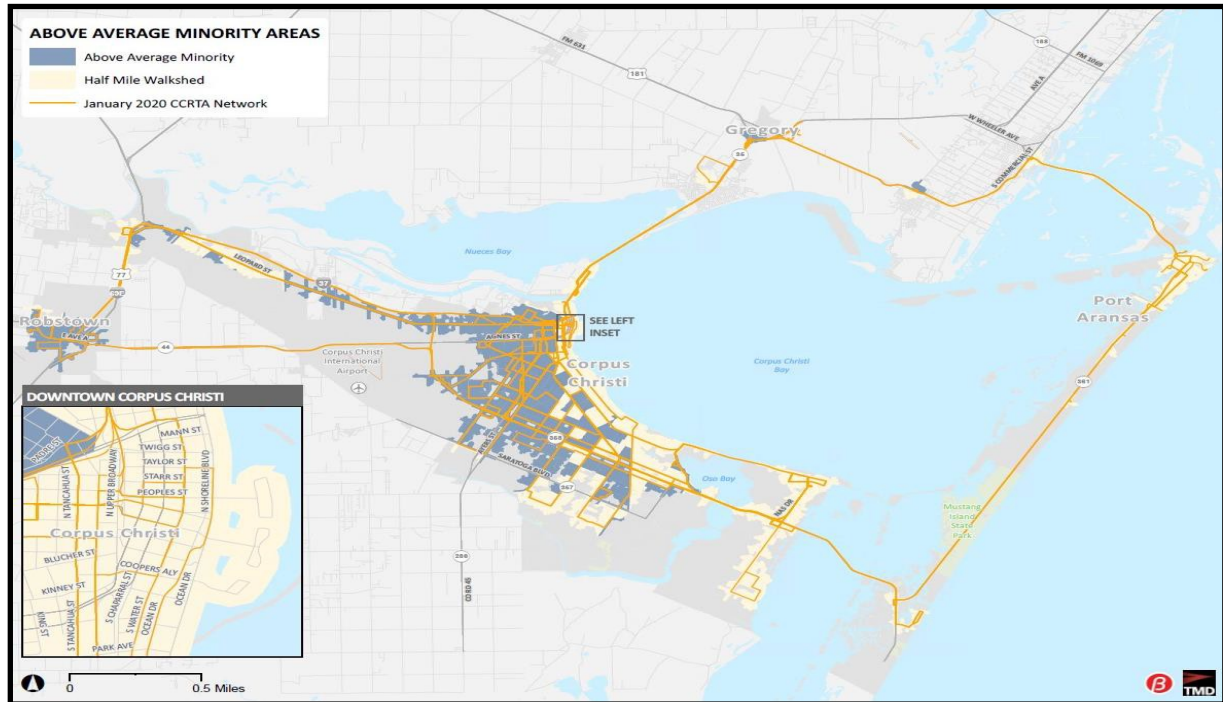


Figure 6: Census Tracts with Above Average Low-Income Population within 1/2 Mile Walkshed of Bus Stops

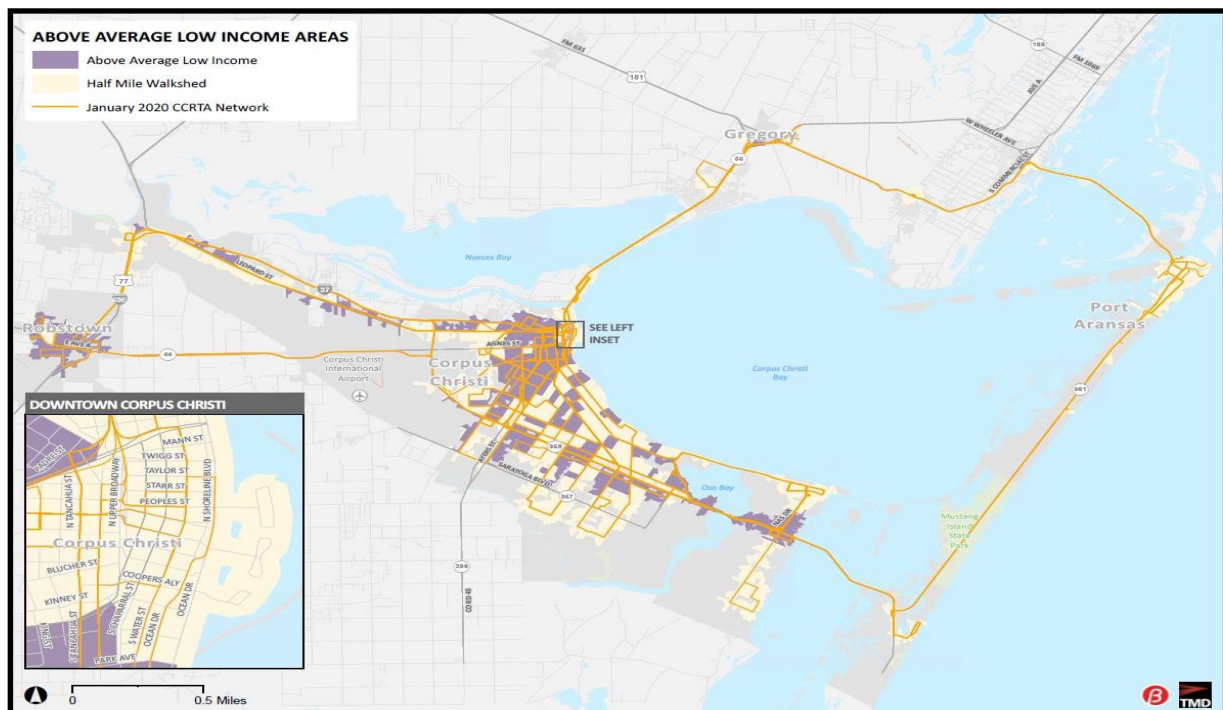


Table 1 below compares the percentage of minority and low-income populations within a half mile of CCRTA bus stops to the percentage of minority and low-income populations within the CCRTA service area overall. The percentage of minority and low-income populations within a half mile of CCRTA service is greater than the percentage of minority and low-income populations overall, indicating that CCRTA provides appropriate service to minority and low-income populations.

Table 1: Title VI Populations within Service Area and within 1/2 Mile of CCRTA Bus Stops

	Total Service Area Population	Minority/Low-Income Population	Service Area Percentage	Population Within 1/2 Mile of CCRTA Stops	Minority/Low-Income Population	Within 1/2 Mile of CCRTA Stops Percentage
Minority	337,173	237,782	70.5%	225,113	170,022	75.5%
Low-Income	337,173	54,773	16.2%	225,113	43,067	19.1%

In addition to identifying areas with above average minority and low-income populations system-wide, CCRTA has identified which routes have an above average percentage of minority and low-income populations within 1/2 mile of the stops served by each route. Tables 2 and 3 below identify routes with above average minority and low-income populations within 1/2 mile of stops, respectively. Routes not listed include 3, 4, 5, 6, 26, 29, 50, 51, 55, 56, 65, 78, 94, and 95 which are neither above average minority nor low-income.

Table 2: Above Average Minority Routes

Route	Percent Minority
12	94%
15	85%
16	92%
17	76%
19	84%
21	94%
23	90%
25	96%
27	79%
28	88%
30	96%
32	76%
34	94%
35	96%
37	82%
53	88%
54	80%
83	81%

Table 3: Above Average Low-Income Routes

Route	Percent Low-Income
12	29%
16	31%
19	23%
21	31%
23	28%
25	23%
28	23%
30	28%
34	33%
35	50%
37	24%
53	35%
54	30%
60	28%
76	25%
83	28%

Background of COVID-19 Related Service Changes

The Secretary of Health and Human Services (HHS) declared a public health emergency on January 31, 2020, under section 319 of the Public Health Service Act (42 U.S.C. 247d), in response to the COVID-19 virus and on March 1, 2020 the President of the United States declared a national health emergency. The Federal Government, along with State and local governments, started preventive and proactive measures to slow the spread of the virus. Beginning in early February the U.S. Centers for Disease Control and Prevention (CDC) recommended social distancing, self-quarantine, and working from home to stop the spread of the virus. These and other recommended guidelines, such as school and business closings were enacted by states and municipalities who issued calls to stay at home.

On March 13, 2020, Governor Greg Abbott issued a disaster proclamation, certifying under Section 418.014 of the Texas Government Code, that the novel coronavirus (COVID-19) poses an imminent threat of disaster for all counties in the State of Texas. The public was again urged by federal and state officials to quarantine, shelter-in-place, and work from home to the extent possible to avoid further spread of the virus, overload of hospitals, care facilities and their employees.

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

Major Service Change Policy

In compliance with FTA Circular 9030.1E, CCRTA evaluates service changes to determine whether or not a major service change is required. 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 service or fare equity analysis will be presented to the Board of Directors prior to approval to implement service improvements or modifications.

Service Equity Analysis Process

Review Service Change

- Determine if changes meet threshold for Major Service Change.

Conduct Equity Analysis

- Analyze demographics (race/ethnicity and household income), transit service spatial data, and transit service levels to measure impact of change.

Evaluate Results

- Evaluate whether changes result in a disparate impact or disproportionate burden.

Pre-COVID-19 versus Current Service Levels Summary

The tables below show CCRTA's current COVID-19 modified service levels and frequency by route and day of service. Services have been modified to match service decreased ridership demand and ridership levels.

Table 4: System-wide Service Level Changes by Route and by Day of Week

ROUTE FREQUENCY BY DAY OF SERVICE					
Bus Service	Name	Service Type	Current Weekday Frequency & Pre-COVID Frequency (Minutes)	Current Saturday Frequency & Pre-COVID Frequency (Minutes)	Current Sunday Frequency & Pre-COVID Frequency (Minutes)
Route 3	NAS Shuttle	Fixed Route	45/60 (30/45)	45 (45)	-
Route 4	Flour Bluff	Fixed Route	30/60 (30/60)	60 (60)	60 (60)
Route 5	Alameda	Fixed Route	60 (30)	60 (60)	60 (60)
Route 6	Sante Fe/Malls	Fixed Route	60 (60)	60 (60)	-
Route 12	Hillcrest/Baldwin	Fixed Route	30 (PM Only)/60 (30)	60 (60)	60 (60)
Route 15	Kostoryz	Fixed Route	90 (45)	90 (45)	90 (45)
Route 16	Morgan/Port	Fixed Route	60 (30/60)	60 (60)	60 (60)
Route 17	Carroll/Southside	Fixed Route	60 (40)	60 (60)	60 (60)
Route 19	Ayers	Fixed Route	30/60 (15/30)	30/60 (30/60)	30/60 (30/60)
Route 21	Arboleda	Fixed Route	30/60 (20/30)	30/60 (30/60)	60 (60)
Route 23	Molina	Fixed Route	30 (30/60)	30 (30/60)	60 (60)
Route 25	Gollihar/Greenwood	Fixed Route	90 (45)	90 (45)	90 (45)
Route 26	Airline/Lipes	Fixed Route	60 (60)	60 (60)	60 (60)
Route 27	Leopard	Fixed Route	30/45 (30/45/60)	30/45 (30/45)	60 (60)
Route 28	Leopard/Navigation	Fixed Route	45 (30)	-	-
Route 29	Staples	Fixed Route	20/40 (15/30)	20/40 (20/40)	30/60 (30/60)
X Route 30	Westside/Health Clinic	Fixed Route	Suspended	-	-
Route 32	Southside	Fixed Route	60 (60)	60 (60)	60 (60)
Route 34	Robstown North	Fixed Route	60 (60)	60 (60)	-
Route 35	Robstown South	Fixed Route	60 (60)	60 (60)	-
Route 37	Crosstown/TAMU-CC	Fixed Route	30/60 (60)	60 (60)	60 (60)
Route 50	Calallen	Commuter Express	1 AM Trip/1 PM Trip (1 AM Trip/1 PM Trip)	-	-
Route 51	Gregory	Commuter Express	1 AM Trip/1 PM Trip (1 AM Trip/1 PM Trip)	-	-
Route 53	Robstown	Commuter Express	1 AM Trip/1 PM Trip (1 AM Trip/1 PM Trip)	-	-
Route 54	Gregory/Downtown	Commuter Express	4 AM Trips/4 PM Trips (4 AM Trips/4 PM Trips)	-	-
X Route 55	Gregory	Commuter Express	Suspended	-	-
X Route 56	Flour Bluff/Downtown	Commuter Express	Suspended	-	-
Route 60	Momentum Shuttle	Fixed Route	10/20 (10/20)	-	-
Route 65	Padre Island Connection	Commuter Express	6 AM Trips/4 PM Trips (6 AM Trips/6 PM Trips)	4 AM Trips/4 PM Trips (6 AM Trips/4 PM Trips)	4 AM Trips/4 PM Trips (4 AM Trips/4 PM Trips)
X Pilot Route 66	Crosstown Shuttle	Commuter Express	Suspended	-	-
Route 76	Harbor Bridge Shuttle	Fixed Route	60 (60)	60 (60)	60 (60)
Route 78	North Beach	Fixed Route	60 (60)	60 (60)	-
Route 83	Advanced Industries	Commuter Express	1 AM Trip/1 PM Trip (1 AM Trip/1 PM Trip)	-	-
Route 90	Flexi-B Port Aransas	Demand Response	4 AM Trips/2 PM Trips (4 AM Trips/2 PM Trips)	3 AM Trips/2 PM Trips (3 AM Trips/2 PM Trips)	-
Pilot Route 93	-	Flex	30 with deviations (30 with deviations)	30 with deviations (30 with deviations)	-
Route 94	Port Aransas Shuttle	Fixed Route	60 (60)	60 (60)	60 (60)
Pilot Route 95	Port Aransas Express	Commuter Express	6 AM Trips/6 PM Trips (6 AM Trips/6 PM Trips)	6 AM Trips/6 PM Trips (6 AM Trips/6 PM Trips)	6 AM Trips/6 PM Trips (6 AM Trips/6 PM Trips)
X Pilot Surge 100	-	Autonomous	*Service Retired	-	-

X SUSPENDED SERVICES: Routes 30, 55, 56, 66 and 100*

System-wide Ridership and Performance Monitoring

Since the beginning of the COVID-19 pandemic, the CCRTA has been monitoring passenger loads levels by route and trip on a daily, weekly, and monthly basis. Regular updates are provided to CCRTA executive management and the Board of Directors.

Table 5: Shows an Example of Weekday Average Passenger Trips by Route with 2019 Average Passenger Trips

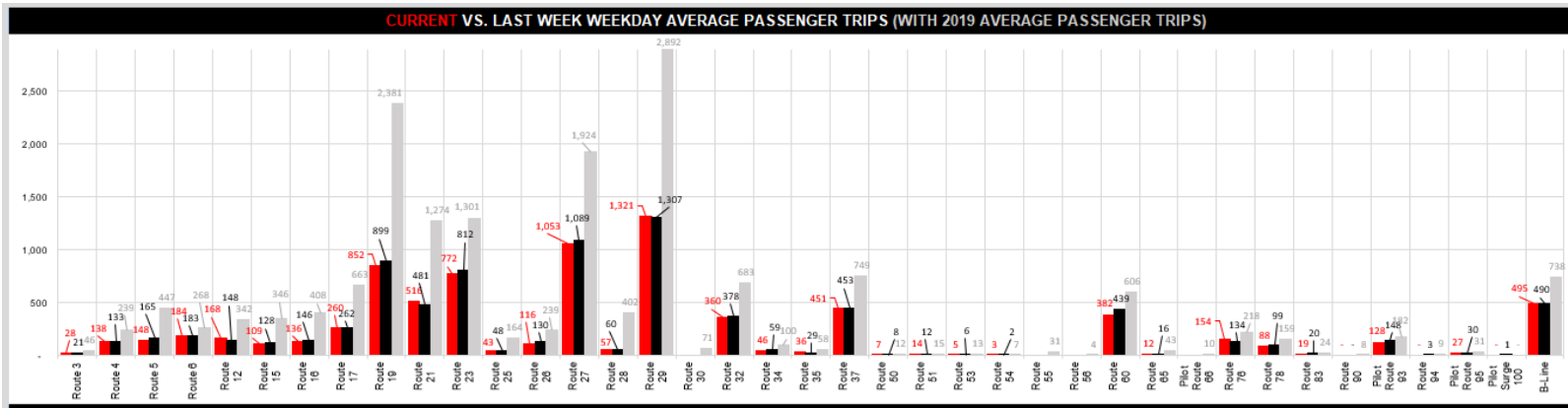
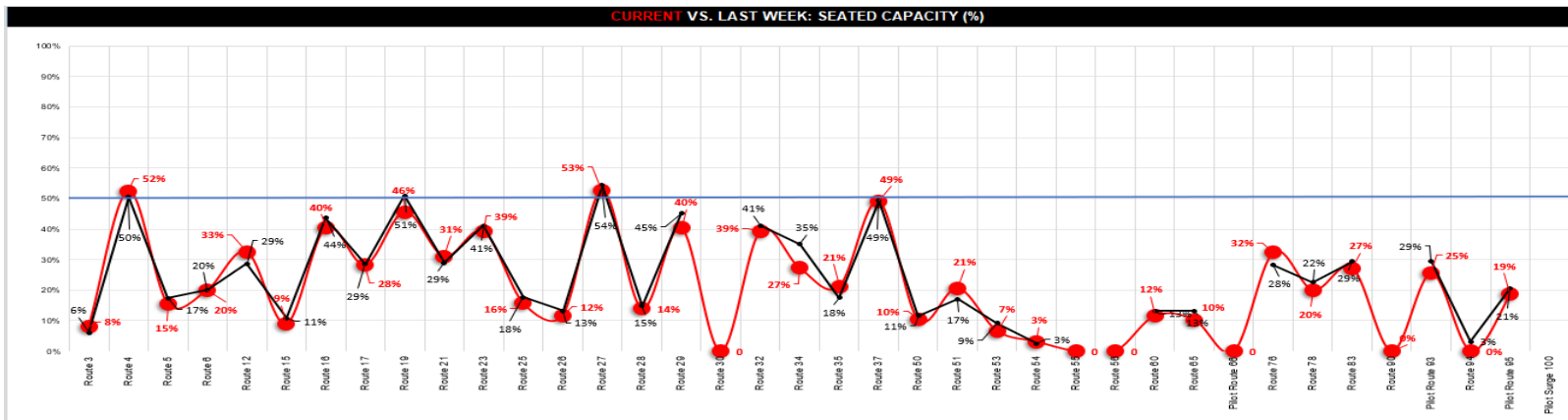


Table 6: Shows an Example of Weekday Seated Capacity by Route (%)



Major Service Change Threshold Analysis Results

Fixed route services which exceeded the Major Service Change threshold are presented in Tables 7 and 8 below. No major service change occurred on services operated on Sundays.

Current Weekday Service Level Changes:

- 11 routes trigger CCRTA's threshold for Major Service Change
- Span of service reduction due to decreased ridership demand

Current Saturday Service Level Changes:

- 4 routes trigger CCRTA's threshold for Major Service Change
- Span of service reduction due to decreased ridership demand

Current Sunday Service Level Changes:

- 0 routes trigger CCRTA's threshold for Major Service Change
- No span of service reduction

Table 7: Weekday Service Level Changes in Response to the COVID -19 Pandemic

CCRTA Bus Services Operating on Weekdays with Major Service Changes due to COVID-19 Pandemic Impacts								
Route	Pre-COVID-19 Weekday Total Miles	Current Weekday Total Miles	Change	Percent Difference *	Pre-COVID-19 Weekday Total Hours	Current Weekday Total Hours	Change	Percent Difference *
5	550.4	286.4	264.1	48%	35.8	18.4	17.4	49%
12	421.1	302.9	118.2	28%	31.7	22.3	9.4	30%
15	233.7	109.0	124.6	53%	17.0	7.8	9.2	54%
16	395.9	191.9	203.9	52%	30.1	14.4	15.7	52%
17	497.2	299.2	198.0	40%	46.5	27.7	18.8	40%
19	1,362.1	613.7	748.5	55%	110.8	56.6	54.3	49%
21	530.7	286.6	244.1	46%	59.4	25.3	34.1	57%
25	152.9	56.4	96.5	63%	15.8	6.0	9.8	62%
29	1,769.3	1,090.5	678.8	38%	136.8	84.3	52.5	38%
32	403.0	302.8	100.2	25%	30.4	23.7	6.7	22%
37	616.3	382.9	233.4	38%	43.7	27.7	16.0	37%
* Percent difference is related to CCRTA major service change definition within Service Standards. A major service change defined as 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.								

Table 8: Saturday Service Level Changes in Response to the COVID -19 Pandemic

CCRTA Bus Services Operating on Saturdays with Major Service Changes due to COVID-19 Pandemic Impacts								
Route	Pre-COVID-19 Saturday Total Miles	Current Saturday Total Miles	Change	Percent Difference *	Pre-COVID-19 Saturday Total Hours	Current Saturday Total Hours	Change	Percent Difference *
12	221.6	167.6	53.9	24%	16.8	12.4	4.40	26%
15	209.1	89.0	120.0	57%	15.3	6.3	9.00	59%
21	313.6	137.1	176.6	56%	27.9	12.0	15.82	57%
25	130.1	49.4	80.7	62%	13.0	5.3	7.70	59%
* Percent difference is related to CCRTA major service change definition within Service Standards. A major service change defined as 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.								

Major Service Changes in response to COVID-19 Implemented by Impacted Bus Services

As a direct result of the COVID-19 virus outbreak in early 2020, a select number of fixed routes in the CCRTA service area were reduced or suspended. At the system-wide level, the span of service was reduced in alignment with decreased ridership demand with the majority of services ending earlier in the evening period. For fixed routes where either reduced service level or suspensions occurred, duplicative or nearby services provided by existing routes continued to operate within the impacted areas to avoid service coverage reductions.

Figure 7: Route 28 Modified Service Map

28 Leopard/Omaha — Modified 28 Leopard/Navigation

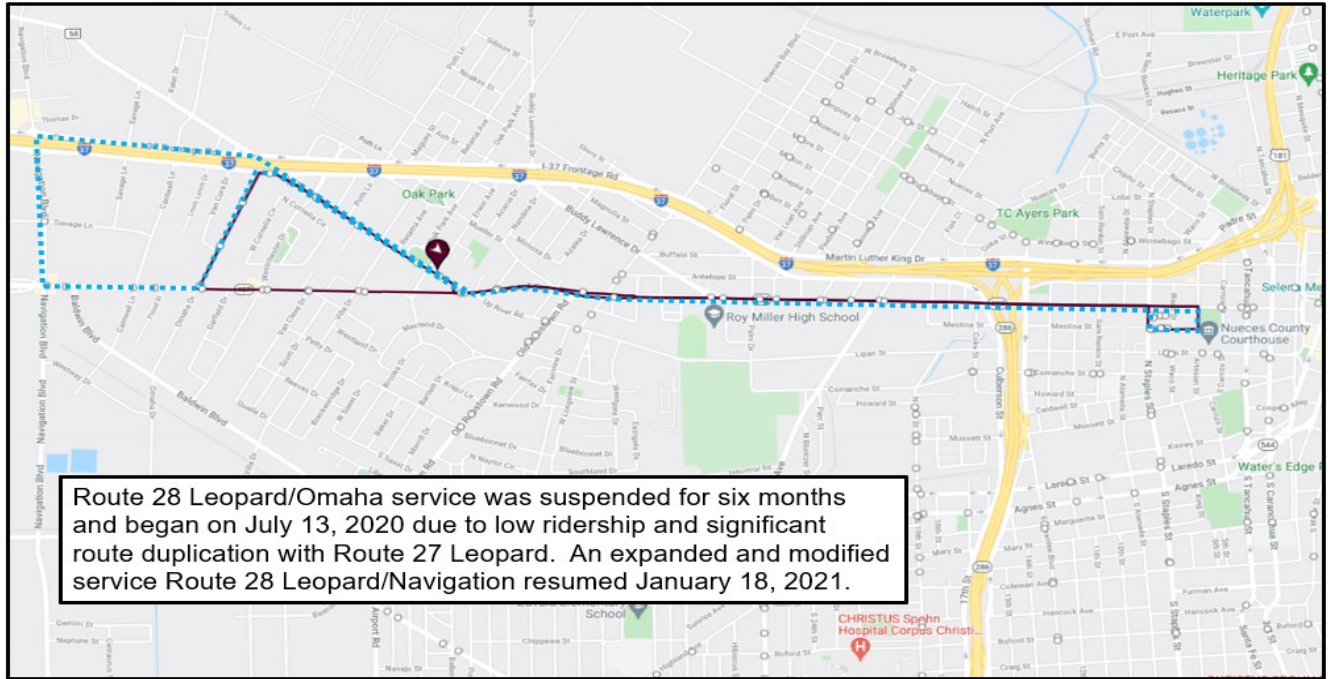


Figure 8: Route 28 Modified with other service routes and route duplication identified

Route 28 Leopard/Omaha with other service routes

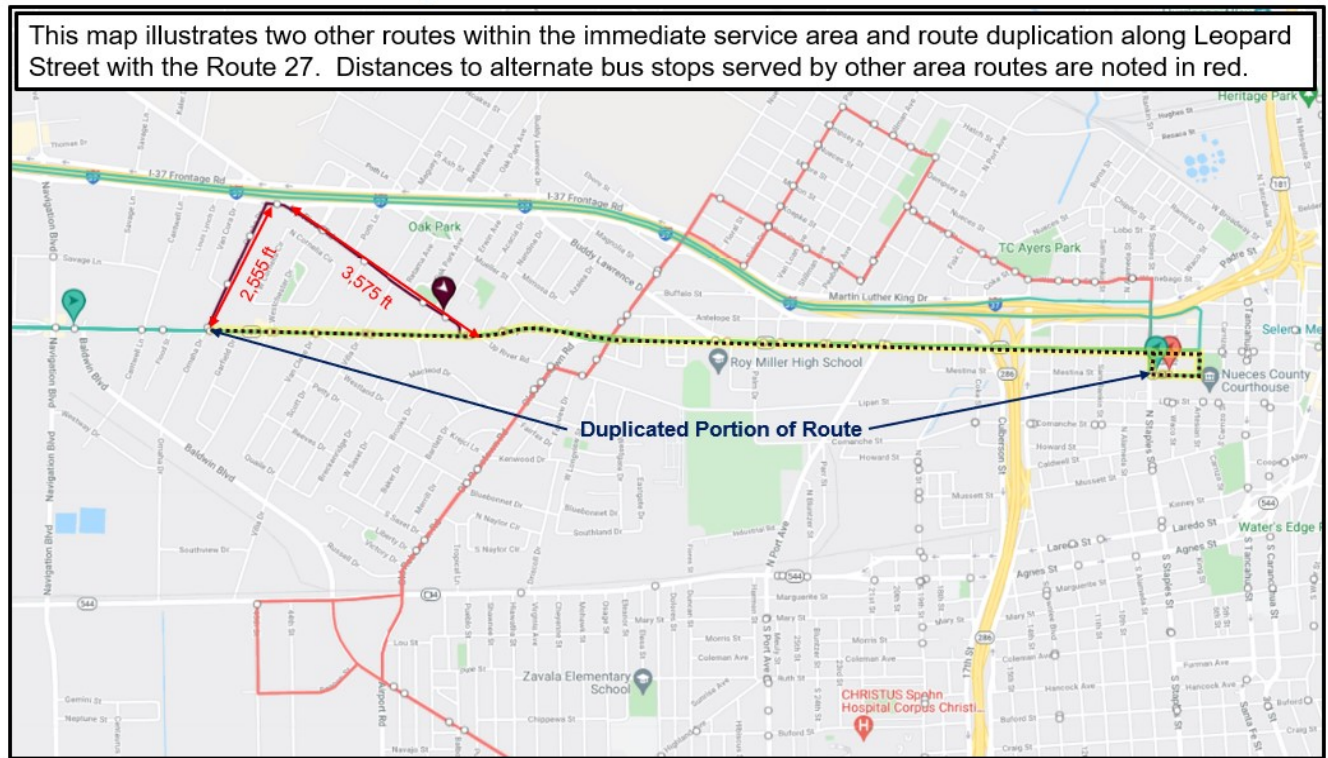


Figure 9: Route 30 Service Map

Route 30 Westside/Health Clinic

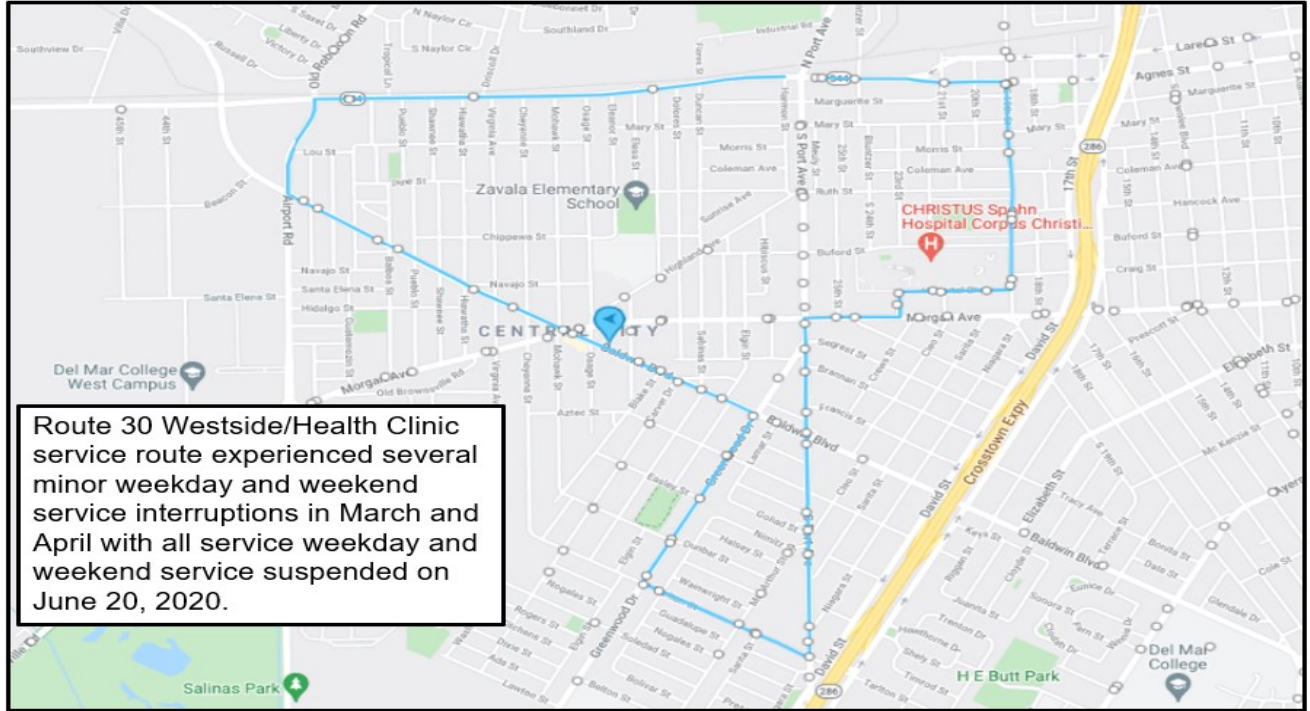


Figure 10: Route 30 with other service routes and route duplication identified

Route 30 Westside/Health Clinic with other service routes

Other Area Service Routes include:

12 Hillcrest/Baldwin

16 Morgan/Port

21 Arboleda

23 Molina

37 Crosstown/
TAMU-CC

Duplicated Portions
of Route 30

This map illustrates large portions of Route 30 duplication from other service routes within this area. Distances to alternate bus stops served by other area routes are noted in red.



Figure 11: Route 55 with other duplicated service route portions identified

Route 55 Gregory — Route 54 Gregory Downtown Ex.

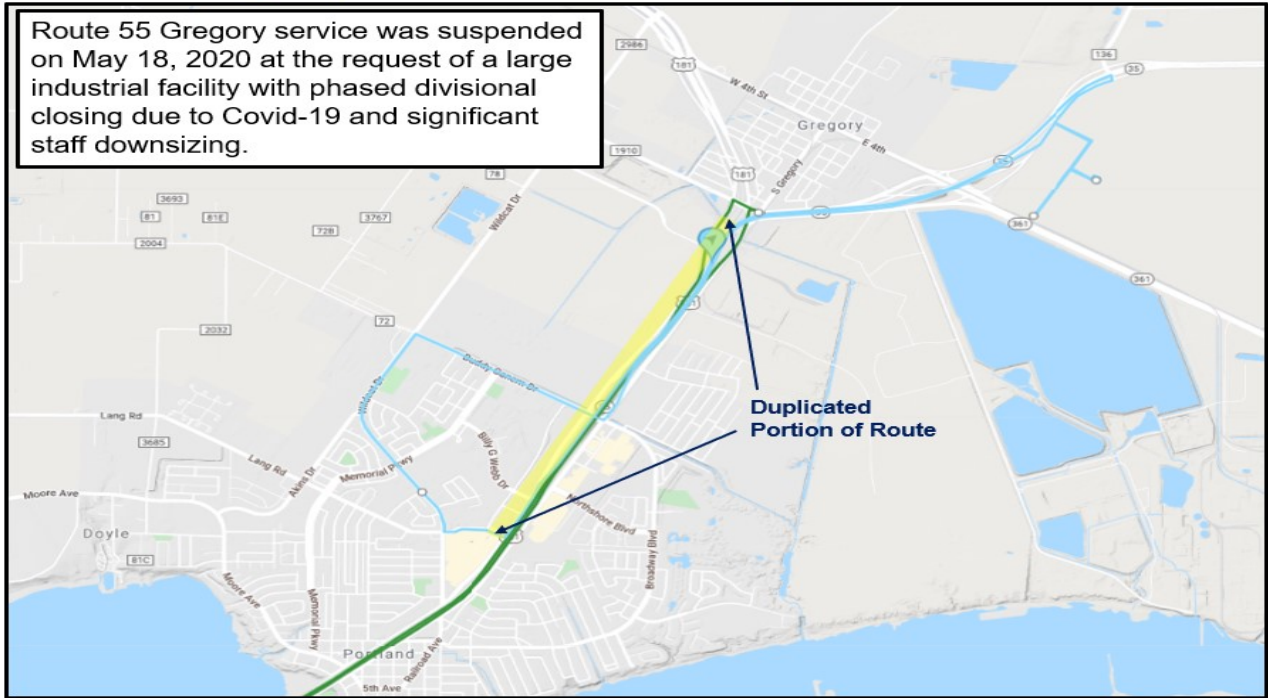
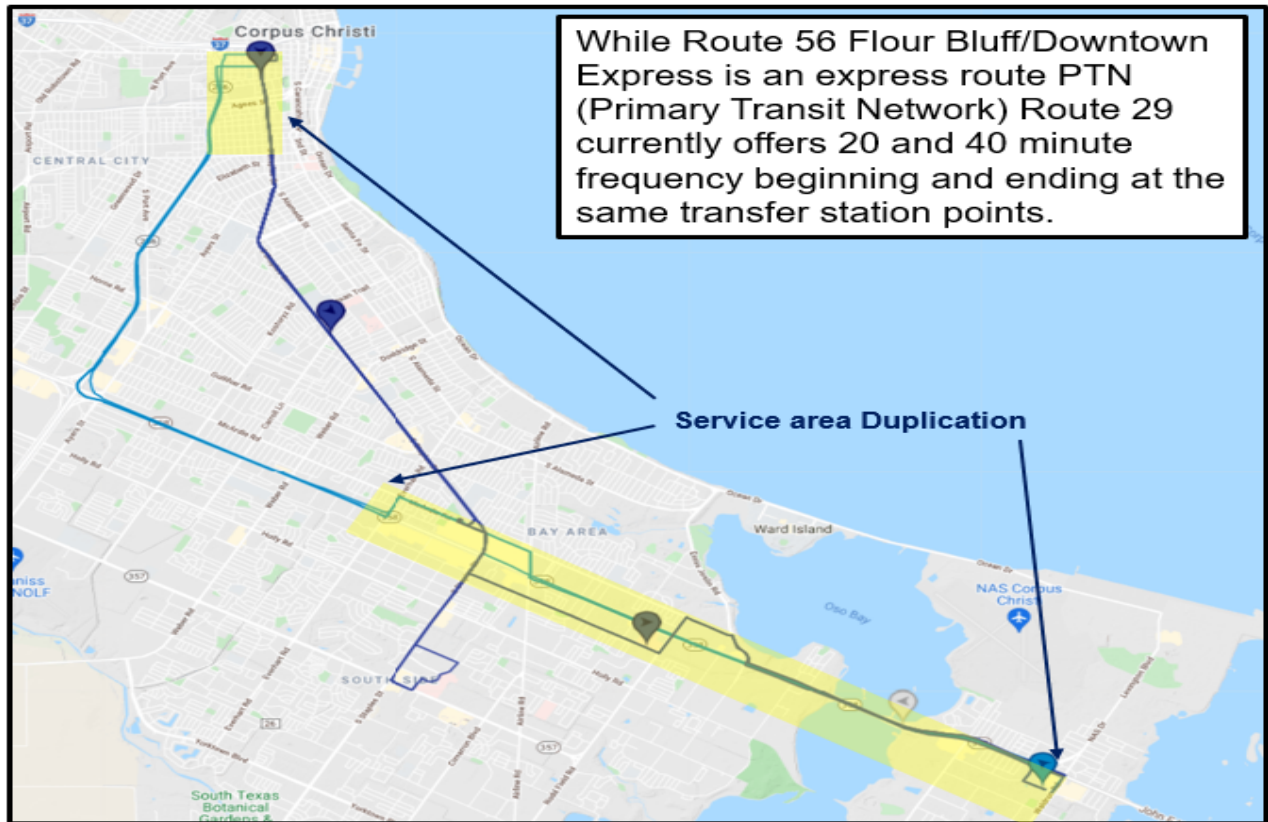


Figure 12: Route 56 Flour Bluff/Downtown Express with other duplicated service route portions identified

Route 56 Flour Bluff/Downtown Express



Disparate Impact and Disproportionate Burden Analysis Results

The service equity analysis concluded that no disparate impacts and no disproportionate burdens were identified as fixed route service was maintained in impacted areas where a select number of services were either suspended or impacted by reduced service levels due decreased ridership demand as a result of the COVID-19 pandemic. For services where suspensions or reduced levels occurred, duplicate or nearby existing routes were maintained in impacted areas. In addition, bus stops were not closed or temporarily impacted as other services continued to serve those locations. As span of service reductions occurred system-wide, the entire service area was impacted on an equal basis. As a result, direct service impacts to specific geographic areas of the service area were avoided as much as possible to minimize service disruptions.

Appendix F



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Coastal Bend Center for Independent Living Title VI Plan**
- 2. R.E.A.L Title VI Plan**
- 3. Kleberg County Human Services Title VI Plan**

Title VI Program

2023 Update

Title VI Plan

**Coastal Bend Center for Independent Living
P.O. Box 331660
Corpus Christi, TX 78463**

Board Approved: November 10, 2022

Title VI Plan Table of Contents

The **Coastal Bend Center for Independent Living Title VI** plan includes the following sections:

1. Plan Approval and Revision Log
2. Description of Service
3. Policy Statement
4. Notice to the Public
5. Complaint Procedure
6. Complaint Form
7. List of transit-related Title VI Investigations, Complaints, and Lawsuits
8. Public Participation Plan
9. Language Assistance Plan
10. Minority Representation Table and Description
11. MPO Requirements

Section 1: Title VI Plan Approval

Title VI Plan
 Adopted on: November 10, 2022
 Adopted by: Board of Directors, Coastal Bend Center for Independent Living

At the quarterly meeting of the Board of Directors of the Coastal Bend Center for Independent Living, the Title VI Policy was reviewed and approved by a majority of the Directors on *November 10, 2022*.

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions

Section 2: Description of Organization and Service Provided

Within this section, please include:

- 1. A general introduction/summary of your organization*
- 2. The type of service you provide; such as fixed-route, deviated route, or demand response service*
- 3. The number of transit-related employees and the number of revenue service vehicles*
- 4. The area where service is provided; include a service area map, if available.*

Coastal Bend Center for Independent Living (CBCIL) was established as a Center for Independent Living in Corpus Christi in 2002 with a federal designation under the Rehabilitation Act of 1973 as Amended, and a US Department of Education Rehabilitation Services Administration grant award. The organization was founded in 1996 as a non-profit corporation by a majority of individuals with disabilities. CBCIL continues to meet all federal statutory requirements as a CIL, which includes a non-profit independent organization that is cross-disability, consumer-controlled, non-residential and provides five (5) core services of information and referral, peer counseling and support, Independent Living skills assistance, advocacy, and transition services. Other programs and services are provided in response to the needs of individuals with disabilities of all types and all ages that meet the organization's mission "to assist individuals with disabilities to meet their goals to live independently." Programs include housing assistance, case management, relocation, marketplace education and enrollment, and mobility services.

Mobility Services consists of the Mobility Options Program, initiated in 2011 as the Mobility Options Project with JARC funding from Texas Department of Transportation (TxDOT), and now supported by the 5310 programs under both rural funding from the Texas Department of Transportation (TxDOT) and Corpus Christi Regional Transportation (CCRTA) for urban providers, which provides gap-filling services to individuals with disabilities and seniors, by using mobility management and purchase of services from area transportation providers. Mobility Services has two grant funding streams, TxDOT and CCRTA, to provide transportation to rural and urban consumers. The Mobility Services program has two full-time employees and one full-time Program Manager. CBCIL does not own vehicles, as all transportation services are contracted with third-party vendors.

The service area for the majority of CBCIL programs and services is comprised of 11 counties of the Coastal Bend. The counties include Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio. Some trips may occur beyond CBCIL's 11-county service area.

Section 3: Title VI Policy Statement

Policy Statement

Coastal Bend Center for Independent Living, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

Coastal Bend Center for Independent Living assures that no person shall, on the grounds of race, color, national origin as provided by Title VI of the Civil Rights Act of 1964, and the Civil Restoration Act of 1987 (P.L. 100.259), be excluded from, or participation in, be denied benefits of, or otherwise be subjected to, discrimination under any program or activity.

Marisa Telge-Masur
Executive Director
Coastal Bend Center for Independent Living

TITLE VI Notice to the Public

Coastal Bend Center for Independent Living's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Coastal Bend Center for Independent Living

operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Coastal Bend Center for Independent Living.

For more information on the Coastal Bend Center for Independent Living's civil rights program, the procedures to file a complaint, or to file a complaint contact 361-883-8461, (individuals who are deaf may call through the Relay Provider of their choice); email caitlinm@cbcil.org; or contact CBCIL's main office at P.O. Box 331660, Corpus Christi, Texas 78463. For more information, visit www.cbcil.org.

A complaint may also be filed directly with any of the following:

Corpus Christi Regional Transportation Authority, 5658 Bear Lane, Corpus Christi, TX 78405, or email jserna@ccrta.org,

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- ✓ If information is needed in another language, contact (361) 883-8461 or (877) 988-1999. Si necesita información en Español, por favor llame (361) 883-8461 o (877) 988-1999.

The Coastal Bend Center for Independent Living's Notice to the Public is posted in the following locations:
(check all that apply)

- Agency website: www.cbcil.org
- Public office
- Reception areas
- Meeting rooms
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, _____

Title VI Complaint Procedure

The **Coastal Bend Center for Independent Living's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website: www.cbcil.org
 - Public office
 - Reception areas
 - Meeting rooms
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Coastal Bend Center for Independent Living (CBCIL)** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.cbcil.org, or requested at: P.O. Box 331660, Corpus Christi, TX 78463.

Coastal Bend Center for Independent Living investigates complaints received no more than 180 days after the alleged incident. **CBCIL** will process complaints that are complete.

Once the complaint is received, **Coastal Bend Center for Independent Living** will review it to determine if our office has jurisdiction (a copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator or CCRTA within ten (10) calendar days of receipt). The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office.

Coastal Bend Center for Independent Living has ten (10) days to investigate the complaint. If more information is needed to resolve the case, **CBCIL** may contact the complainant.

The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within five (5) business days, **Coastal Bend Center for Independent Living** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has thirty (30) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Corpus Christi Regional Transportation Authority, 5658 Bear Lane, Corpus Christi, TX 78405 or email jserna@ccrta.org, Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact (361) 883-8461 or (877) 988-1999.

Si necesita información en Español, por favor llame (361) 883-8461 o (877) 988-1999.

Title VI Complaint Form

The Coastal Bend Center for Independent Living's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____			
Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, check all that apply:			

<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

Coastal Bend Center for Independent Living
P.O. Box 331660
Corpus Christi, TX 78463

If information is needed in another language, (361) 883-8461 or (877) 988-1999.
Si necesita información en Español, por favor llame (361) 883-8461 o (877) 988-1999

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Coastal Bend Center for Independent Living maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 X There have been no investigations, complaints and/or lawsuits filed against us since the last plan submission.

_____ There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
_____ *Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, **Coastal Bend Center for Independent Living** will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the **Coastal Bend Center for Independent Living** Mobility Services Program since the last Title VI Program submission are summarized in the table below.

Event Date	(Insert Agency Name) Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
01/29/2021	C. Mende	PTAC Meeting	Attended Webinar	Attended Webinar
03/09/2021	C. Mende	Mobility Leadership Circle	Provided hand-outs and answered questions on MOP Program	Verbal presentation to attendees and answered questions about MOP Program.
03/18/2021	M. Lara	Coastal Bend Social Services Meeting	Provided hand-outs and answered questions on MOP Program	Updated agencies on funding and program availability
03/23/2021	C. Mende	RTAP Program Overview and Transportation Partnership	Attended webinar to learn about how to strengthen transportation in the area	Collaborating with other agencies and providing information about program availability.
05/20/2021	K. Salazar-Vega	CBSSC Presentation	Gave a presentation to other agencies.	Verbal presentation to attendees.
05/24/2021	C. Mende	NCMM Virtual Engagement: How Mobility Managers Can Support Coordination and Mobility Management	Attended webinar	Attended webinar
05/25/2021	C. Mende	ADRC Meeting	Provided hand-outs and answered questions on MOP Program.	Verbally provided information on CBCIL MOP to agencies.
08/24/2021	C. Mende	TxDOT PTN Meeting	Attended webinar	Attended Webinar
11/18/2021	M. Lara	CBSSC	Provided hand-outs and answered questions on MOP Program.	Verbally provided information on CBCIL MOP to attendees.

12/11/2021	M. Jackson	Deaf and Hard of Hearing Holiday Event	Provided hand-outs and answered questions on the MOP program.	Provided information to individuals of the deaf and hard-of-hearing community.
02/21/2022	C. Mende	TTI Meeting	Attended meeting to discuss regional coordination.	Collaborating with other agencies and providing information about program availability.
02/23/2022	C. Garcia	Beeville City Community Center	Provided hand-outs and answered questions about MOP program.	Provided information on CBCIL MOP to the public.
03/10/2022	M. Jackson	Choice Living Open House	Provided hand-outs and answered questions about MOP program.	Provided information on CBCIL MOP to agencies.
04/09/2022	S. Salazar	11 th Annual Children's Spring Festival	Provided hand-outs and answered questions about MOP program.	Provided information on CBCIL MOP to the public.
04/27/2022	C. Buttler	Presentation to Christus Community Health Workers	Presentation to Christus employees about CBCIL MOP	Verbally provided information on CBCIL MOP to Christus employees.
07/24/2022	A. McCampbell	NCIL Annual Conference	Attended conference with other CILS from around the nation.	Attended conference.

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Coastal Bend Center for Independent Living** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Coastal Bend Center for Independent Living's Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **Coastal Bend Center for Independent Living** has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the **Coastal Bend Center for Independent Living** will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program.: Identifies and assesses the frequency **Coastal Bend Center for Independent Living's** staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- Yes:** (c) Participation in public meetings;
- Yes:** (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

Coastal Bend Center for Independent Living programs and services impact the lives of individuals with disabilities of all ages within the community, by assisting them to fulfill their individual goals to live independently. CBCIL provides a diversity of services and supports to help people with significant disabilities remain living in the community rather than to be institutionalized. CBCIL assists individuals to identify barriers to independence and works with them to set goals and plans to achieve desired outcomes. One of the greatest barriers to independence is the availability of affordable and accessible transportation. CBCIL works with several community partners to coordinate resources; with the Mobility Options Project, CBCIL has implemented cost-sharing with health and human services organizations to decrease costs.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Coastal Bend Center for Independent Living has no outreach or training budget for contacting LEP persons and therefore must utilize low or no cost methods relative to Title VI and LEP principles. In-house staff are utilized in the course of the business day to converse in Spanish, translate materials or seek additional resources. General program outreach is targeted to individuals with disabilities of all ages and when requested, materials are provided in large print, alternate formats and translated into Spanish language. Staff trainings of a general nature are held at staff meetings, where all programs are represented.

Language Assistance Plan

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered. Staff reviewed the 2010 U.S. Census Report and determined that overall population data reflects 124,558 persons in the CBCIL service area or 39.4% of the population speak a language other than English. Of those, 27.9% have limited English proficiency; that is, they speak English “not well” or “not at all.” This is only 11% of the overall population in the service area. Of those persons with limited English proficiency, 117,753 speak Spanish (28.3% not well), 2,404 speak Indo-European (12.8% not well), 3,646 speak Asian and Pacific Islander languages (29.2% not well), and 788 speak other languages (6.9% not well). What seems to be relevant to this Factor is that CBCIL is considered a “closed” provider, in that CBCIL provides services to its own consumers who are individuals with disabilities of all ages. During the Fiscal Year (2015-2016) CBCIL served 647 consumers, 433 of which were Hispanic, 172 White, 48 Black, 1 American Indian, 1 with 2 or more races, and 2 unknown. It should be noted that persons eligible to be served by the 5310 program are individuals with disabilities and seniors age 65 and older.

Factor 2: The frequency with which LEP persons come into contact with the program. CBCIL’s data collection system does not capture contact information regarding frequency of contacts with LEP persons. Of the total 433 Hispanic consumers, the LEP persons identified as Spanish-speaking all were able to communicate effectively with CBCIL staff, by being assisted by staff who are bilingual in Spanish and English.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives. CBCIL’s staff reviewed the nature and importance of Mobility Services and found that the people requesting transportation services are unable to be served adequately by public transit in their area and are seeking a transport option that can meet their needs. Services are gap-filling and consumers are assisted with developing long-term solutions, if there are any. CBCIL’s programs are developed based on expressed needs within the community of people with disabilities of all ages.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach. CBCIL reviewed its available resources for LEP outreach and found that resources overall are limited for outreach by the agency. Only one program of 24 is budgeted to cover costs of outreach that would include costs to provide printed material in Spanish. There now is one staff person within the Mobility Services program that has the capability to provide translation of the written word from English to Spanish. Additionally, CBCIL now has an upgraded website and a staff person with skills to add information on an ongoing basis. CBCIL has a number of staff who are fluent in speaking Spanish and at least one bilingual individual is available during office hours, Monday – Friday, 8 am-5 pm.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

When people present with the need for Spanish language assistance, their request for someone to assist in their language is honored, regardless of which program the staff is assigned. No one has presented with any other language requiring Language Assistance Services. If this should occur, language interpretation can be accessed for all other languages through a telephone interpretation service, which is available through 211-Texas for eleven (11) languages, and through a Language Service Line (1-800-752-6096) for 170+ languages.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

The Title VI Notice to the Public and the Title VI Complaint Procedure have contact information in English and Spanish. “I Speak” Language Identification Cards will be made available to CBCIL staff.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

At a minimum, an annual review will be conducted by CBCIL staff relative to the number of documented LEP person contacts encountered annually and whether the Language Assistance Plan is sufficient to meet their needs. In addition, by maintaining a Title VI complaint log, there will be documentation of the Agency's alleged failure to meet the needs of LEP persons and to identify what was done by CBCIL to mitigate the complaint(s). This information will be provided to the CBCIL Board of Directors to determine Agency compliance with the goals of Title VI.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

CBCIL staff with direct consumer contact will receive training on the following topics:

- Title VI Policy
- Language Assistance Plan, services, and requests
- Use of the "I Speak" cards
- Procedures for handling a Title VI complaint

CBCIL will translate the following vital documents into the required foreign language as needed and/or requested:

1. Consumer Grievance (Complaint Procedure)
2. Complaint Form
3. Waiver of Independent Living Plan
4. Notice to the Public

Limited English Proficient (LEP) Resource Materials:

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
<input type="checkbox"/>	Mark this box if you read or speak English	English
<input type="checkbox"/>	Marque esta casilla si lee o habla español	Spanish
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
<input type="checkbox"/>	如果□ □ 国在方框内打勾	Chinese
<input type="checkbox"/>	Xin ñaùnh daáu vaøo oá naøy neáu quyù vò bieát ñoïc vaø noui ñoøïc Vieät Ngöø.	Vietnamese
<input type="checkbox"/>	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □	Korean
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
<input type="checkbox"/>	Отметить этот флажок, если вы говорите по-русски	Russian
<input type="checkbox"/>	Означите ову кућицу ако говорите српски	Serbian
<input type="checkbox"/>	z ≤ ŴÖŰŷŭ ≠ ©I# ú { æ ¥ ÁæŨ ú £ Ÿŷ± ≠ û ¶¶	Hindi
<input type="checkbox"/>	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

Guidance: If you don't have a non-elected transit-related board, committee, or council, then leave the table below blank, and in section B write that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
Name of committee 1	%	%	%	%	%	%

B. Efforts to Encourage Minority Participation

CBCIL does not have non-elected transit-related boards, committees, or councils. However, the CBCIL Board of Directors strives for a diverse representation of the community it serves. First and foremost, in keeping with the federal mandate for consumer control, the Board must have a majority of individuals with significant disabilities. Ethnicity, race, gender and age must be considered to reflect the diversity of the Coastal Bend populations.

Title VI Plan



REAL, Inc.

Rural Economic Assistance League, Inc.
301 Lucero Street
Alice, TX 78332
361-668-3158

Gloria Ramos, Executive Director
Title VI Coordinator

April 2020



Section 1: Title VI Plan Approval

Title VI Plan adopted on March 2014
REAL Board of Directors

Title VI Plan updated on January 2017
REAL Board of Directors

Title VI Plan updated on April 2020
Gloria Ramos, RN, Executive Director

Gloria Ramos RN

Public Notice - Title VI Policy

The Law

REAL, Inc. hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes and regulations in all programs and activities. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Filing a Complaint

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding REAL Inc.'s Title VI Program has a right to file a formal complaint. Any such complaint must be in writing and submitted to REAL Inc.'s Title VI Coordinator within 180 days following the date of the alleged occurrence. A person may also file a complaint directly with the Office of Civil Rights for the Federal Transit Administration. For more information regarding civil rights complaints or if information is needed in another language, please contact:

REAL, Inc.
Title VI Coordinator
301 Lucero Street
Alice, TX 78332

Federal Transit Administration
Office of Civil Rights
Att: Title VI Program Coordinator, E. Bldg 5th Floor, TCR
1200 New Jersey Ave, SE
Washington, DC 20590

La Ley

REAL, Inc. da aviso al publico que es la norma de esta agencia asegurar cumplimiento total con el Título VI de la Ley de los Derechos Civiles de 1964 y articulos relacionados y regulaciones en todos los programas y actividades. El Título VI require que ninguna persona en los Estados Unidos sera discriminada por razon de raza, color, pais de origen, sexo, edad, o discapcidad; sera excluida de participar en, denegar servicios de programas, ayudas o beneficios por ningún programa o actividad financiados por el gobierno federal.

Presentar una queja

Cualquier persona que crea que se ha violado su protección bajo el Título VI, puede presentar una queja. Esta queja debe ser por escrito con la Coordinadora de Titulo VI de REAL, Inc. dentro de los ciento ochenta dias de la fecha en que se alega que la discriminación ocurrió. La person tambien puede presentar una queja con la Oficina de Derechos Civiles de Federal Transit Administration Para recibir formularios de reclamo or mas informacion por favor póngase en contacto con:

REAL, Inc.
Title VI Coordinator
301 Lucero Street
Alice, TX 78332

Federal Transit Administration
Office of Civil Rights
Att: Title VI Program Coordinator, E. Bldg 5th Floor, TCR
1200 New Jersey Ave, SE
Washington, DC 20590

Notice to the public is posted in REAL's web site: www.realinc.org; reception area; and public meeting rooms, rider guides/schedules.

The REAL, Inc. Notice to the public is posted in the following locations:

- Agency Web Site: www.realinc.org
- Reception Area
- Public Meeting Rooms
- Rider Guides/Schedules

"PUBLIC PARTICIPATION PLAN" POLICY STATEMENT

REAL, Inc. supports and encourages early and continuous public participation and input into the planning process and to adhere to the principles of Title VI of the Civil Rights Act. REAL, Inc.'s public participation plan is designed to ensure early and continuous opportunities for the public to express its views on transportation program issues and to become active participants in the decision-making process.

A 1994 Presidential Executive Order directed every Federal agency to make Environmental Justice part of its mission by identifying and addressing the effects of all programs, policies, and activities on "minority populations and low-income populations." REAL, Inc.'s initiatives will strive to accomplish this by involving the potentially affected public through a Citizens Outreach Program. This program consists of REAL, Inc. staff activities designed to develop partnerships with, and enhance the participation in the transportation planning process, by groups and individuals of "traditionally underserved" communities.

These communities include minorities, transit dependent citizens, low income, the elderly, and persons with disabilities. Staff activities may include nontraditional outreach and involvement strategies such as: web-based sessions, attendance and participation in existing group meetings and coalitions serving these communities. REAL, Inc. targets communications with local media outlets, conducts meetings in a manner most suitable for the audience being addressed, hosts meetings at times and locations that are accessible to transit dependent or non-driving individuals when possible, and we publish documents in non-technical, or other easily accessible formats as necessary and appropriate for purposes of obtaining input and comment. In carrying out the public participation plan, REAL, Inc.'s practice shall be to cultivate a culture of early and responsive outreach by welcoming the public's involvement and input through the use of such methods as: (i) holding public meetings at convenient and accessible locations and times; (ii) being sensitive in the use of industry terms and language so as to be understood by the lay stakeholders; (iii) employing stronger visualization techniques through the use of visuals and other tools as reasonably possible to describe transportation plans and programs; (iv) providing a brief written summary of the meeting's highlights and information offered at the meeting and (v) offering an electronically accessible response mechanism for two-way communication with the public when submitting a comment and receiving an acknowledgement of the receipt of information. The goal of REAL, Inc.'s outreach program is to ensure that all citizens regardless of race, color, religion, income status, national origin, age, gender, disability, marital status, or political affiliation, have an equal opportunity to participate in REAL, Inc.'s decision-making process.

I. BACKGROUND

REAL, Inc. provides demand response services to the general public in Aransas, Bee, Brooks, Duval, Jim Hogg, Jim Wells, Live Oak, Refugio, and San Patricio Counties. Transportation services are offered Monday through Friday, 8:00 am to 5:00 pm. The demand response service provided picks up the client from their specific location and delivered to their desired destination. REAL, Inc. utilizes a minimum of 24-hour call system which allows for Scheduling trips. There is a fee for service. REAL, Inc. provides high quality, efficient, and effective services to the general public, including individuals to employment related destinations, educational settings, medical appointments and other quality of life destinations. REAL

employs anywhere from 35 - 41 part time and full time transit related employees. REAL's vehicle fleet inventory is currently at 81 revenue service vehicle fleet and 4 support vehicles.

II. MAP-21 MOVING AHEAD FOR PROGRESS IN THE 21ST CENTURY ACT REQUIREMENTS

The Map-21 Moving Ahead for Progress in the 21 Century (Map-21) was enacted July 6, 2012, as Public Law 112-141 and creates a streamlined and performance-based surface transportation program and builds on many of the highway, transit, bike, and pedestrian programs and policies established in 1991. The MAP-21 Act requires REAL, Inc. to advance regional coordination of service planning to fill service gaps and eliminate overlaps in public transportation services.

REAL, Inc. shall provide citizens, affected public agencies, private providers of transportation, users of public transportation, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on transportation plans, programs and revisions. REAL, Inc.'s Public Participation Plan (REAL, Inc.-PPP) shall be developed in consultation with all interested parties; and shall provide that all interested parties have reasonable opportunities to comment on the contents. The REAL, Inc.-PPP is a living document and will be continually reviewed for possible revisions.

III. PUBLIC PARTICIPATION PROCESS

A. General Guidelines

REAL, Inc.-PPP is intended to cultivate a culture of early and responsive outreach by welcoming the public's involvement and input. Involvement activities are conducted in a manner that offers equal opportunity in the decision-making process to residents of the 9-county region. The policies, goals, objectives and techniques used for public involvement are:

1. Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties and segments of the community affected by transportation plans, programs and projects.
2. Provide reasonable public access to policy information used in the development of transportation plans and projects, and conduct open public meetings where matters related to transportation programs are being considered.
3. Give adequate public notice of public participation activities and allow time for public review and comment at key decision points, including, but not limited to, approval of appropriate transportation plans and projects.
4. Respond in writing, when applicable, to public input and prepare a brief assessment of meetings hosted and attended. A summary of highlights and major accomplishments is made available for citizens unable to attend meetings to access for informational purposes.
5. Solicit the needs of those under-served by existing transportation systems, including but not limited to the transportation disadvantaged, minorities, elderly, persons with disabilities, and low-income households. MAP-21 requires that REAL, Inc. shall provide reasonable opportunities for affected public agencies, private providers of transportation, users of public transportation, representatives of the disabled, and

other interested parties with a reasonable opportunity to comment on the transportation planning process.

6. Provide a public comment period of not less than 30 calendar days prior to the adoption of the REAL, Inc.-PPP and/or any amendments. Notice of the comment period will be advertised in a newspaper of general circulation and various other publications prior to the commencement of the comment period. Notice will also be posted on REAL, Inc. vehicles for existing riders to view prior to the start of the comment period.
7. Provide a public comment period of not less than 30 calendar days prior to adoption of plans, any updates, and other appropriate transportation plans and projects, except under circumstances of an unusual nature.

B. Public Participation Goals, Objectives, and Policies

Goal: To provide the public with thorough information on transportation planning services and project development in a convenient and timely manner.

OBJECTIVE 1

REAL, Inc. shall actively engage the public in the transportation planning process according to State and Federal law and the policies outlined in this plan.

Policy 1.1: REAL, Inc. shall make a good faith effort to maintain an up-to-date mailing and electronic database of contacts that provide individuals and entities interested in the process a reasonable opportunity to comment on the planning process and products:

- a) Citizens expressing an interest in transportation planning activities
- b) Elected officials
- c) Local government staff
- d) Transportation agencies
- e) Local media (TV, radio, print, etc.)
- f) Civic groups
- g) Libraries (for public display)
- h) Faith-based organizations
- i) Private providers of transportation
- j) Users of public transportation
- k) Individuals with disabilities

Policy 1.2: REAL, Inc. shall employ visualization and communication techniques that depict transportation plans. Examples may include charts, graphs, photo interpretation, maps, use of GIS systems, artist renderings, etc.

OBJECTIVE 2

REAL, Inc. shall keep the public informed of on-going transportation related activities.

Policy 2.1: REAL, Inc. shall provide publications electronically and in hardcopy at the REAL, Inc. offices.

Policy 2.2: REAL, Inc. shall maintain an internet web site that will be compliant with Section 508 of the Americans with Disabilities Act for individuals with disabilities.

Policy 2.3: The web site shall be updated and maintained to provide the following current and accurate information:

- a) Contact information (mailing address, phone, fax, and e-mail)
- b) REAL, Inc. reservations/dispatch number
- c) Meeting calendars and agendas for the current year
- d) Work products and publications
- e) Comment/Question Form
- f) REAL, Inc.-PPP and updates

OBJECTIVE 3

REAL, Inc. shall encourage the involvement of stakeholders in the planning process.

Policy 3.1: Target audiences shall be identified i.e. residents, traditionally underserved or underrepresented populations, but not limited to low income, individuals with disabilities, minority households and business/property owners.

Policy 3.2: REAL, Inc. shall make a good faith effort to hold public meetings at a site convenient to potentially affected citizens.

Policy 3.3: REAL, Inc. shall make a good faith effort to attend and participate in existing group meetings and coalitions serving these communities.

OBJECTIVE 4

REAL, Inc. shall strive to continuously improve public participation.

Policy 4.1: REAL, Inc. shall continuously evaluate public involvement strategies and techniques to better engage the public.

Policy 4.2: REAL, Inc.-PPP shall be reviewed and adopted at least every four (4) years to improve the effectiveness of public involvement.

C. Public Participation Outreach Summary

REAL, Inc.-PPP is an integral part of one-time activities and regularly repeated activities. This section contains descriptions of public participation tools used by REAL, Inc. on an on-going basis since the last Title VI program submission and include the following:

- REAL, INC. Web Site: www.realinc.org
- Internal and External Newsletter with the public
- Community presentations
- Coalition participation
- Direct mailing to riding public including surveys, request for feedback
- Posting of flyers and posters on REAL revenue service vehicles to announce services, activities.

- County level Commissioner’s courts presentations providing information and soliciting feedback.



- REAL, Inc. Logo as an identifiable transit service REAL, Inc. provides:
- On-board passenger surveys to solicit public comment
- Rider information posters throughout service area in city halls, libraries, restaurants and other community centers.
- Outreach activities promoting services and soliciting feedback from the existing and potential riding public

D. Summary REAL, INC.-PPP Table*

Program Adoption	Comment Opportunity or Public Meetings	Comment Period	Remarks
Title VI Plan	One meeting prior to REAL, Inc. Board Meeting	30 Days	A summary of comments will be provided to the Board and made available for public review at the REAL, Inc. offices and on the REAL, Inc. web site.
REAL, Inc. Public Participation Plan (REAL, Inc.-PPP)	N/A	30 Days	Recommended: Four year updates of the REAL, Inc.-PPP
Other service changes, plans, or studies as appropriate	Optional: 1 meeting prior to REAL, Inc. Board approval	30 Days	
Open Meetings			
REAL, Inc. Board	Regular meetings every month at REAL, Inc. Offices		Notices will be posted in REAL, Inc. offices REAL, Inc.
Other Committees as assigned	Determined individually		

** Subject to exception due to public emergencies, action requests from other public agencies, and circumstances beyond REAL, Inc.’s control*

IV. LIMITED ENGLISH PROFICIENCY PLAN

INTRODUCTION

This *Limited English Proficiency Plan* has been prepared to address R.E.A.L., Inc.'s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination based on race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all REAL, Inc's departments receiving federal grant funds.

Plan Summary

REAL, Inc. has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, REAL, Inc. used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by REAL, Inc.
2. The frequency with which LEP persons encounter REAL, Inc. services.
3. The nature and importance of services provided by REAL, Inc. to the LEP population.
4. The interpretation services available to REAL, Inc. and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require REAL, Inc. services. The REAL, Inc. staff reviewed the 2010 U.S. Census Report and determined that 71,748 persons over the age 5 in Aransas, Bee, Brooks, Duval, Jim Hogg, Jim Wells, Live Oak, Refugio and San Patricio Counties speak a language other than English. Of those, 7,586 persons have limited English proficiency; that is, they speak English less than "Very Well," this is only a 4% of the overall population in the service area. No one county in the region has more than 2.4% of the population speaking a language other than English or Spanish and all other language groups combine to represent less than 1.25 percent of the entire population.
2. The frequency with which LEP persons encounter R.E.A.L., Inc. services. The staff reviewed the frequency with which the board, office staff and drivers have contact with LEP persons. This includes documenting phone inquiries or office visits. To date, REAL,

Inc. has had no requests for interpreters and no requests for translated program documents. The board, office staff and drivers have infrequent contact with LEP persons. Most LEP persons speak Spanish as their primary language and REAL, Inc's board, office staff and drivers all speak Spanish.

3. The nature and importance of services provided by REAL, Inc. to the LEP population. There is no large geographic concentration of any type of LEP individuals in the service area for REAL, Inc. The overwhelming majority of the population, 62% speaks only English. As a result, there are few social service, professional and leadership organizations within the REAL, Inc. service area that focus on outreach to LEP individuals. The REAL, Inc. board, office staff and drivers are most likely to encounter LEP individuals through rides, office visits and phone conversations.
4. The resources available to REAL, Inc., and overall costs to provide LEP assistance. REAL, Inc. reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and contacted local citizens that would be willing if needed, to provide voluntary Spanish translation within a reasonable time period. Other language translation would be provided through a telephone interpreter line for which REAL, Inc. would pay a fee.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to REAL, Inc. services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How REAL, Inc. staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All REAL, Inc. staff will be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- All REAL, Inc. staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When REAL, Inc. sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

Language Assistance Measures

Although there is a very low percentage in REAL, Inc.'s service area of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

1. REAL, Inc. staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.

2. The following resources will be available to accommodate LEP persons:

- The majority of REAL, Inc. staff members speak both Spanish and English fluently, however, volunteer interpreters for the Spanish language are available and will be provided within a reasonable time period when needed.
- Language interpretation will be accessed for all other languages through a telephone interpretation service.

STAFF TRAINING

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I Speak" cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for REAL, Inc. will be required to follow the Title VI LEP guidelines.

TRANSLATION OF DOCUMENTS

REAL, Inc. weighed the cost and benefits of translating documents for potential LEP groups, however, there is no other language spoken in significant percentages other than Spanish. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is an unnecessary burden to have any documents translated. Key brochures and informational flyers have already been translated into Spanish.

Due to the very small local LEP population, REAL, Inc. does not have a formal outreach procedure in place, as of 2010. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, REAL, Inc. will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

MONITORING

Monitoring and Updating the LEP Plan - REAL, Inc. The Title VI Coordinator will update the LEP Plan as required. At a minimum, the plan will be reviewed and/or updated when the next U.S. Census is available or when it is clear those higher concentrations of LEP individuals are present in REAL, Inc.'s service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether REAL, Inc.'s financial resources are sufficient to fund language assistance resources needed.
- Determine whether REAL, Inc. fully complies with the goals of this LEP Plan.

- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

DISSEMINATION OF REAL, INC.'s LEP PLAN

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices in the language that LEP persons would understand that documents are available in that language upon request.

V. COMPLAINT PROCEDURES

INTRODUCTION

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by REAL, Inc. (hereinafter referred to as "REAL") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. REAL investigates all complaints received and will track all of them in the REAL Title VI Complaint Log. All filled complaints will be investigated in no more than 180 days after the alleged incident. REAL will process complaints that are complete.

Once the complaint is received, REAL will review it to determine if REAL has jurisdiction on the matter. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by REAL. If REAL conducts any complaint investigation, REAL will notify its PTC by email or fax any title VI related complaints being investigated within 10 working days of receipt of the complaint, including a paper or electronic copy of the complaint form completed.

REAL has 30 days to investigate the complaint. If more information is needed to resolve the case, REAL may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, REAL can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 5 days after the date of the letter.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

REAL, Inc.'s Title VI Complaint Procedure are available on REAL's web page at www.realinc.org. On REAL's web site you can also find REAL's Title VI Complaint form in both English and in Spanish.

COMPLAINT TRACKING LOG

COMPLAINT FORM

TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

There are no public transportation-related Title VI investigations, complaints or lawsuits filed with REAL, Inc. since the last submission.

MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

REAL, Inc. does not have a non-elected transit-related committee or council

ASSISTANCE TO AND MONITORING SUB-RECIPIENTS

REAL, Inc. does not have any transit-related sub-recipients.

TITLE VI EQUITY ANALYSIS FOR FACILITIES

Title VI Plan

KLEBERG COUNTY HUMAN SERVICES

Title VI Plan Table of Contents

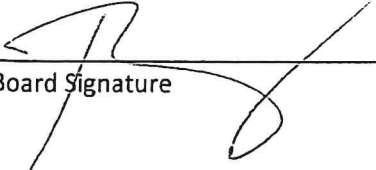
Page 1 of 23

The Kleberg County Human Services Title VI plan includes the following elements:

1. Plan Approval and Revision Log
2. Description of Service
3. Policy Statement
4. Notice to the Public
5. Complaint Procedure
6. Complaint Form
7. List of transit related Title VI Investigations, Complaints and Lawsuits
8. Public Participation Plan
9. Language Assistance Plan
10. Minority Representation Table and Description

Section 1: Title VI Plan Approval

Title VI Plan Date
 Adopted on: 2/14/23
 Kleberg County Transit Board
 Adopted by: Rudy Madrid


 Board Signature

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
01/04/2023	Section 2-description of service Section 8-Public Outreach Activities	Took out part of the paragraph, duplicate. Added contact number and email. Added outreach years.

Kleberg County Human Services TITLE VI Compliance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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.

The Kleberg County Human Services is committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Section 2: Description of Service

The Kleberg County Human Services is a rural transit district that operates within a two-county service area that includes Kleberg and Kenedy County on a demand-response system. Services that are provided to the general public, with special emphasis on services to the elderly, individuals with disabilities and low-income population are origin-to-destination; door-to-door for those needing assistance, and curb-to-curb for clients that do not require special assistance. The Title VI Notice included in this plan will be posted in the public meeting room, in the reception area of the transportation building and inside of the vehicles. Kleberg County Human Services employs sixteen (16) transit related individuals and operates fourteen revenue service vehicles. Fares are charged for non-subsidized trips and a 24-hour advance notice is required in order to schedule a trip. In order to facilitate transit services within Kleberg and Kenedy county service area, Kleberg County Human Services coordinates with other agencies in the delivery of public transportation services, as follows:

- In Kenedy County, transit services are currently provided directly by the Kleberg County Human Services.

Trips outside the service area may also be provided. For example, some commonly requested locales include Corpus Christi, and Alice

Section 3: Title VI Policy Statement

Policy Statement

The Kleberg County Human Services, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan. For more information on Kleberg County Human Services Civil Rights Program, and the procedures to file a complaint: Contact Becky Greif, 361-595-8572 ext 12 or email bgreif@co.kleberg.tx.us

Section 4: Notice to the Public

TITLE VI Notice to the Public

The Kleberg County Human Services, Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

THE KLEBERG COUNTY HUMAN SERVICES

- ✓ The Kleberg County Human Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Kleberg County Human Services.
- ✓ For more information on the Kleberg County Human Services civil rights program, the procedures to file a complaint, or to file a complaint contact 361-595-8572; email: bekygreif@hotmail.com; or visit our administrative office at 1109 E. Santa Gertrudis, Kingsville, TX 78363. Kleberg County Human Services will notify their PTC by email or fax or any Title VI related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.
- ✓ A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- ✓ If information is needed in another language, contact 361-595-8572 ext 12.
- ✓ Si se necesita informacion en otro
- ✓ Idioma de contacto, 361-595-8572 ext 12

The Kleberg County Human Services Notice to the Public is posted in the following locations: *(check all that apply)*

Agency website:

Public office

- Reception areas
- Meeting rooms
- Inside vehicles

Rider Guides/Schedules

Transit shelters and stations

Other, _____

TÍTULO VI Notificación al público
Los Servicios Humanos del Condado de Kleberg, Aviso al Público es el siguiente:

Notificación al público de los derechos bajo el Título VI

SERVICIOS HUMANOS DEL CONDADO DE KLEBERG

El Departamento de Servicios Humanos del Condado de Kleberg opera sus programas y servicios sin consideración de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ella o él ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con los Servicios Humanos del Condado de Kleberg.

Para más información sobre el programa de derechos civiles del Condado de Kleberg, los procedimientos para presentar una queja o para presentar un aqueja, comuníquese al 361-595-8572; Correo electrónico: bgreif@co.kleberg.tx.us; O visite nuestra oficina administrativa en 1109 E. Santa Gertrudis, Kingsville, TX 78363. Kleberg County Human Services notificará a su PTC por correo electrónico o fax cualquier 361-595-8578 acionada con el Título VI recibida dentro de los 10 días hábiles siguientes a la recepción de la queja, incluyendo una copia en papel o electrónica del formulario de queja

También se puede presentar una queja directamente con:

Departamento de Transporte de Texas, a la atención de: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483.

Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Título VI Coordinador del Programa, Edificio Este, 5to piso-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma, llame al 361-595-8572 ext 12.

El Aviso de Servicios Humanos del Condado de Kleberg al Público se publica en las siguientes sububicaciones: (marquee todas las que apliquen)

Section 5: Complaint Procedure

Title VI Complaint Procedure

The **Kleberg County Human Services** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

Agency website Kleberg County Human Services does not have one available.

Public office

- Reception areas
- Meeting rooms
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold

Other, _____

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Kleberg County Human Services** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: 1109 E. Santa Gertrudis, Kingsville, Texas 78363. The **Kleberg County Human Services** investigates complaints received no more than 180 days after the alleged incident. The **Kleberg County Human Services** will process complaints that are complete.

Once the complaint is received, the **Kleberg County Human Services** will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Kleberg County Human Services** has 10 days to investigate the complaint. If more information is needed to resolve the case, Kleberg County Human Services may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Kleberg County Human Services can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights,

Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC, 20590.

If information is needed in another language, then contact 361-595-8572 ext 12.

Si se necesita informacion en otro idioma de contacto, 361-595-8572 ext 12

Procedimiento de Queja del Título VI

El Procedimiento de Quejas del Título VI de Servicios Humanos del Condado de Kleberg está disponible en las siguientes sububicaciones: (marquee todas las que apliquen)

Cualquier persona que cree que ha sido discriminada por raza, color u origen nacional por los Servicios Humanos del Condado de Kleberg puede presentar una queja de Título VI completando y presentando el Formulario de Queja de Título VI de la agencia. Los formularios de quejas pueden ser encontrados en: 1109 E. Santa Gertrudis, Kingsville, Texas 78363. Los Servicios Humanos del Condado de Kleberg investigan las quejas recibidas no más de 180 días después del presunto incidente. Los Servicios Humanos del Condado de Kleberg procesarán quejas completas.

Una vez recibida la queja, los Servicios Humanos del Condado de Kleberg la revisarán para determinar si nuestra oficina tiene jurisdicción. (Una copia de cada denuncia recibida de Título VI será enviada al Coordinador de Transporte Público de TxDOT dentro de los diez (10) días naturales de haber recibido). El reclamante recibirá una carta de reconocimiento informándole si la investigación será investigada por nuestra oficina.

Los Servicios Humanos del Condado de Kleberg tienen 10 días para investigar la queja. Si se necesita más información para resolver el caso, los Servicios Humanos del Condado de Kleberg pueden contactar al demandante.

El reclamante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el denunciante no contacta al investigador o no recibe la información adicional dentro de los 10 días hábiles, los Servicios Humanos del Condado de Kleberg pueden cerrar administrativamente el caso. Un caso puede ser administrativamente cerrado también si el demandante no desea seguir su caso.

Después de que el investigador revise la queja, emitirá una de dos (2) cartas al demandante: una carta de cierre o una carta de hallazgo (LOF).

Una carta de cierre resume las alegaciones e indica que no hubo una violación del Título VI y que el caso será cerrado.

Una carta de hallazgo (LOF) resume las acusaciones y las entrevistas con respecto al supuesto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del miembro del personal u otra acción.

Si el querrelante desea apelar la decisión, tiene 30 días después de la fecha de la carta o del LOF para hacerlo.

Una persona puede también presentar una queja directamente con: Departamento de Transporte de Texas, a la atención de: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o Administración de Tránsito Federal, Oficina de Derechos Civiles, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma, entonces llame al 361-595-8572 ext 12.

Section 6: Complaint Forms

Title VI Complaint Form

The Kleberg County Human Services Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

Hard copy in the central office

Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

Section I:					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Email Address:					
Accessible Requirements?	Format	Large Print		Audio Tape	
		TDD		Other	
Section II:					
Are you filing this complaint on your own behalf?				Yes*	No
*If you answered "yes" to this question, go to Section III.					
If not, please supply the name and relationship of the person for whom you are complaining:					
Please explain why you have filed for a third party: _____					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.				Yes	No
Section III:					
I believe the discrimination I experienced was based on (check all that apply):					
<input type="checkbox"/> Race		<input type="checkbox"/> Color		<input type="checkbox"/> National Origin	
Date of Alleged Discrimination (Month, Day, Year): _____					
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.					
If information is needed in another language, then contact 361-595-8572 ext 12.					
Si se necesita informacion en otro idioma de contacto, Becky Greif at 361-595-8572 ext 12					
Section IV					

Formulario de Queja del Título VI Procedimiento

De Quejas del Título VI del Distrito Regional de Tránsito del suroeste de la zona se pone a disposición en los siguientes lugares: (marquee todo lo que corresponda)

X Sitio web de la Agencia

X copiadura en la oficina central

X disponible en los idiomas apropiados para las poblaciones LEP, reunidos en el umbral de seguridad.

Otros; _____

Sección I:			
Nombre:			
Dirección:			
Teléfono (casa):		Teléfono (Trabajo):	
Dirección de correo electrónico:			
Requisitos de formato accesible?	Impresión grande	Cinta de audio	
	TDD	Otro	
Sección II:			
¿Está presentando esta queja en su propio nombre?		Si*	No
* Si respondió "si" a esta pregunta, vaya a la Sección III.			
En caso contrario, sírvase indicar el nombre y la relación de la persona por la que se queja:			
Por favor, explique por qué ha presentado un tercero:			
Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero. Sí No			
Sección III:			
Creo que la discriminación que experimenté se basó en (marque todos los que apliquen):			
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional			
Fecha de la supuesta discriminación (mes, día, año): _____			
Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la persona (s) que discriminó (si se conoce), así como nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice la parte posterior de este formulario.			

Sección IV			
¿Ha presentado anteriormente una queja de Título VI con esta agencia?		Si	No

Sección V
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? <input type="checkbox"/> Si no
En caso afirmativo, marque todas las que correspondan: <input type="checkbox"/> Agencia Federal; <input type="checkbox"/> Corte federal _ <input type="checkbox"/> Agencia del estado <input type="checkbox"/> Tribunal del Estado _ <input type="checkbox"/> Agencia Local
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:
Sección VI
El nombre de la queja de la agencia está en contra:
Persona de contacto:
Título:
Número de teléfono:

Si este formulario es necesario en otro idioma, por favor comuníquese con al 361-595-8572 ext 12
 Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.
 Firma y fecha requerida abajo

 Fecha de firma

Por favor envíe este formulario en persona a la dirección abajo, o envíe este formulario por correo a:

ATTN: Becky Greif
 1109 E. Santa Gertrudis
 Kingsville, Texas 78363

Section 7: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The Kleberg County Human Services maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 X There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Section 8: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the Kleberg County Human Services will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the Kleberg County Human Services since the last Title VI Program submission are summarized in the table below.

Event Date	Kleberg County Human Services Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
11/15/2019	Monica Delapaz	Handouts	Flyers	Handed out to meal participants
12/14/2020	Monica Delapaz	Handouts	Flyers	Handed out to meal participants
09/21/2021	Meal Drivers		Flyers	Given to Homebound meal participants.

Section 9:Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Kleberg County Human Services** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

To identify if language assistance is needed KCHS used the Four Factor LEP Analysis which considers the following factors:

The **Kleberg County Human Services** Language Assistance Plan includes the following elements:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by KCHS.
2. The frequency with which LEP persons come into contact with KCHS administrative staff, office staff, dispatchers, vehicle operators and Board members.
3. The nature and importance of the program, activity or service provided by KCHS to the LEP population.
4. The interpretation services available to KCHS for LEP outreach, as well as the cost associated with that outreach.

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **Kleberg County Human Services** has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

KCHS examined the US Census report from 2017 to 2021 estimated was able to determine that approximately 21.7%, people within KCHS's service area age 5 and older speak a language other than English.

Factor 2: The frequency with which LEP persons come into contact with the program.: Identifies and assesses the frequency

Kleberg County Human Services staff comes into contact with LEP persons. Examples of contact could include:

KCHS assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. Since January 2011, KCHS has had only a handful of requests for interpreters and zero requests for translated KCHS documents. KCHS does provide the basic brochure and the general requirements for assistance in Spanish. The staff and drivers have had very little contact with LEP individuals. The Operations Manager, all drivers and Dispatchers speak Spanish and are able to interpret.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

This section discusses how Kleberg County Human Services program and services impact the lives of person's within the community. Kleberg County Human Services will specify the community organizations that serve LEP persons, if available.

The largest geographic concentration of any one type of LEP individuals in the KCHS service area is those who speak Spanish and speak English less than "very well", being 21.7%. Therefore, KCHS provides LEP individuals with certain documents in Spanish, as well as have bilingual staff available to help LEP individuals by translation or interpreting documents and or question/answers for them.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

The summary below discusses the low cost methods Kleberg County Human Services usesto provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

KCHS assessed its available resources that could be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service would costis between \$50 and \$145 per hour on as needed basis, which documents would be the most valuable to be translated if and when the populations supports, taking an inventory of available organizations that KCHS could partner with for outreach and translation efforts, and what level of staff training is needed. After analyzing the four factors, KCHS developed the plan outlined in the following section for assisting persons of limited English proficiency.

Section 9: Language Assistance Plan

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to KCHS. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- When KCHS sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign in sheet table. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the KCHS Transportation Department Service Area; and
- Survey drivers and other first line staff on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP individuals.

KCHS has Spanish speaking Bilingual staff on duty during office hours, but does not have a formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are a few options that KCHS will incorporate when and/or if the need arises for LEP outreach:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into "A (insert alternative Language)

translator will be available”. For example: “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available”.

- Key print materials, including but limited to schedules and maps, will be translated and made available at the KCHS Transportation Department, on board vehicles and in communities when a specific and concentrated LEP population is identified.
- Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services will be provided in Spanish.
- Los document sescritos vitales incluyen, pero no se limitan a, formularios de consentimiento y quejas; formas de ingesta y solicitud con potencial de consecuencias importantes; avisos poretcrito de derechos; avisos de denegaciones, pérdidas o disminuciones en beneficios o servicios; y aviso sasesorando a personas LEP de servicios gratuitos de asistencia en idiomas en español

Outreach Efforts: Encourage Potential Participants and Engagement

Kleberg County Human Services has developed outreach initiatives using various brochures, flyers and Presentations. As Kleberg County Human Services moves forward to adapt and enhance these methods to better reach participants and expand our messaging and methods, which will include:

- Press releases to local newspapers including English and Spanish;
- Program announcement brochure;
- Direct mail of brochure to non-profit agencies with the special needs population;
- Announcement on Kleberg County Human Service using Facebook;
- Placing flyers in Kleberg County Transit Buses;
- Participation in community events, such as bingos, church events to distribute brochures and talk with people regarding or about Kleberg County Human Services Transit Services;
- Placing of flyers in community centers and with non-profit organizations.

Public Meetings

When considering a program change, Kleberg County Human Services will:

- Arrange meetings at times and locations that are convenient and accessible for minority, low income, and LEP communities;

- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Host meetings in locations that are ADA compliant and accessible to people with disabilities;
- Take into account newspaper ads that serve LEP populations;
- All Materials sent out will be translated into Spanish, and other languages upon request or based on need; or a translator will be available, if requested and where feasible;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews.
- Additional policies and procedures will be available upon request to community members or program participants.

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque estacasillasi lee o hablaespañol	Spanish
	Kos lubvoj no yogkojpaubtwmthiabhaislusHmoob	Hmong
	如果说中国在方框内打勾	Chinese
	XinñiànhdaáuvaøooânaøyneáuquyùvòbieátñoïcvaønoùĩñõôicVieätNgõõ.	Vietnamese
	당신이한국어말할경우이상자를표시	Korean
	Markahanitongkuwadrado kung kayo ay marunongmagbasa o magsalitangTagalog.	Tagalog
	KreuzenSie dieses Kästchen an, wennSie Deutsch lesenodersprechen	German
	Отметить этот флажок, если выговорите по-русски	Russian
	Означитеову кућицуакоговорите српски	Serbian
	आपहिंदीबोलतेहैंतोइसबक्सेकोचिह्नितकरें	Hindi
	پر نشان لگائیتو اس باکسولتے پیناردواگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Section 10: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
RTD Board	%	%100	%	%	%	%

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, Kleberg County Human Services will continue to seek and encourage minority participation.

Section 11: Providing Assistance to and Monitoring Sub-recipients

Kleberg County Human Services does not provide funding to Sub-recipients and does not have any sub-recipient.



Subject: Resolution to Apply for the Strengthening Mobility and Revolutionizing Transportation (SMART) Stage 1 Planning and Prototyping Grant Funding Opportunity

Background

The Strengthening Mobility and Revolutionizing Transportation (SMART) program was established to provide grants focused on advanced smart community technology and systems to improve transit efficiency and safety.

Stage 1 Notice of Funding Opportunity (NOFO) is now open, and as a public transit authority, CCRTA is eligible to apply for funding. SMART expects to see projects that demonstrate an understanding of local needs and advance purpose-drive innovation.

\$100 million has been appropriated annually for fiscal years (FY) 2022 – 2026.

Application Deadline: October 10, 2023

Identified Need

Per our Long-Range System Plan, the Bus Rapid Transit (BRT) would operate between Staples Street Station and TAMUCC via:

- Staples St.
- McArdle Rd.
- Ennis Joslin Dr.
- Nile Dr.
- Ocean Dr.

Service would operate every 15 minutes, all day, seven days a week, would travel with regular traffic flow and serve key stops.

Financial Impact

Request would be for \$2,000,000 and would be 100% DOT-funded. Funding would be used to begin planning and environmental phase with development of Locally Preferred Alternative (LPA) which includes:

- 15% design level planning document which is inclusive of:
 - Route alignment, bus stops, signal priority, branding, and more.
 - Operating and Capital cost estimating
 - Traffic analysis at intersections
 - Utility owners and agreements
- Environmental compliance assessment

- Public involvement, local and political buy-in, which is needed to acquire additional funding for design and construction phases.

Board Priority

This item aligns with the Board Priority – Financial Transparency.

Project Outlook


Upon award, LPA will require approximately 1 year to complete. The initial BRT implementation is estimated to be 3-5 years. The timeframe is dependent on required funding, construction, and approval/coordination with FTA, City of Corpus Christi, TxDOT, and utility companies. LPA will provide the road map for CCRTA to implement organization's first BRT service.

Recommendation

Staff requests the Board of Directors adopt a Resolution to Support the Strengthening Mobility and Revolutionizing Transportation (SMART) Stage 1 Planning and Prototyping Grant Funding Opportunity by authorizing the Chief Executive Officer or designee to execute and submit an application.

Respectfully Submitted,

Submitted by: Rita Patrick
Managing Director of Operations

Final Approval by: 
Derrick Majchszak
Chief Executive Officer

Corpus Christi Regional Transportation Authority



Resolution

IN SUPPORT OF A BUS RAPID TRANSIT SERVICE

WHEREAS, the Corpus Christi Regional Transportation Authority has a long-term goal of enhancing transportation services, frequency, accessibility, and efficiency.

WHEREAS, the Corpus Christi Regional Transportation Authority's long-range service plan has identified a Bus Rapid Transit service as a ridership growth strategy.

WHEREAS, the Corpus Christi Regional Transportation Authority has identified a Bus Rapid Transit service as an investment to support economic development in the region.

NOW THEREFORE, BE IT RESOLVED BY THE CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY BOARD OF DIRECTORS THAT:

Section 1. The Board hereby declares its support for the development of a Bus Rapid Transit service to improve transportation service, increase growth, and support economic development in the region.

Section 2. The Board of Directors further declares its intention to support the exploration of grant opportunities for Bus Rapid Transit service within the CCRTA's transportation system.

DULY PASSED AND ADOPTED this ____ day of October, 2023.

ATTEST:

**CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY**

Derrick Majchszak
Chief Executive Officer

Dan Leyendecker
Chairman of the Board



Subject: Exercise a Two-Year Option for Bus and Bus Bench Advertising to Iconic Sign Group, LLC

Background

CCRTA currently contracts with Iconic Sign Group, LLC to sell and service advertising on:

- Bus benches
- Bus stop shelter ad space
- Internal bus advertising (ad racks)
- External bus advertising (full bus wraps, king and queen ads, back of bus ads)

The contractor is also responsible for all graffiti removal on all advertisements and the general appearance of advertisements.

Identified Need

Bus and bus bench advertising contract expands CCRTA’s revenue stream. It is part of CCRTA’s mission to enhance the regional economy, and advertising provides an opportunity for small and local businesses to promote their product or service to the community.

A dedicated Iconic employee is available daily for maintenance, billing, and in critical situations.

Financial Impact

Iconic will pay a minimum annual guarantee per year, plus a percentage of gross revenue resulting from advertising sales:

Percentage of Gross Revenue to CCRTA		Minimum Annual Guarantee to CCRTA
<i>Three Year Base</i>	<i>37% or</i>	<i>\$150,000</i>
First Option Year	37% or	\$160,000
Second Option Year	37% or	\$170,000

Board Priority

This item aligns with the Board Priority – Financial Transparency.

Recommendation

Staff recommends that the Board of Directors authorize the Chief Executive Officer (CEO) or designee to exercise the two-year option for Bus and Bus Bench Advertising with Iconic Sign Group, LLC.

Respectfully Submitted,

Submitted by: Rita Patrick
Managing Director of Operations

Final Approval by: 
Derrick Majchszak
Chief Executive Officer



Subject: Approval for the Certification of Signature Authority for the Texas Department of Transportation's Public Transportation Division

Background

The Corpus Christi Regional Transportation Authority (CCRTA) applies for state grants, specifically for Transportation Developmental Credits (TDCs) through the Public Transportation Division of the Texas Department of Transportation (TXDOT) on behalf of its sub-recipients who have been awarded federally funded projects through CCRTA's Section 5310 Program Management Plan. TXDOT has created a new grant platform, IGX, which requires Board approval for the Delegation of Signature Authority prior to CCRTA being able to access the new platform.

Identified Need

The Corpus Christi Regional Transportation Authority (CCRTA) applies for grants from the state of Texas. These grants, known as Transportation Developmental Credits (TDCs), are obtained through the Public Transportation Division of the Texas Department of Transportation (TXDOT). The CCRTA applies for these grants on behalf of its sub-recipients, who have been awarded federally funded projects through CCRTA's Section 5310 Program Management Plan. TXDOT has recently developed a new grant platform called IGX. Before CCRTA can access this new platform, they need approval from the Board to delegate signature authority to the CCRTA.

Financial Impact

There are no financial impacts.

Board Priority

This Board Priority aligns with Public Image & Transparency.

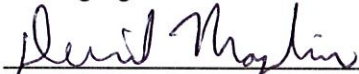
Recommendation

Staff recommends the Board of Directors authorize the Chief Executive Officer (CEO) or designee to approve the Certification of Signature Authority required by the Texas Department of Transportation's Public Transportation Division.

Respectfully Submitted,

Submitted by: Christina A. Perez, CIPM
Director of Procurement

Reviewed by: Robert M. Saldaña
Managing Director of Administration

Final Approval by: 
Derrick Majchszak
Chief Executive Officer

CERTIFICATION OF SIGNATURE AUTHORITY

To: Texas Department of Transportation, Public Transportation Division

From: Governing Body Chair

Agency: Corpus Christi Regional Transportation Authority

Effective Date:

I, DAN LEYENDECKER

(Name of Chair)

BOARD CHAIR

(Title)

certify that the individuals listed in the table below have signature authority for the documents specified. Their signature is considered binding on the agency.

_____ (Signature)

Name/Function Title		
1. Derrick Majchszak, Chief Executive Officer	<input checked="" type="checkbox"/>	All Documents
	<input type="checkbox"/>	Master Grant Agreement / Amendments
	<input type="checkbox"/>	FTA and TxDOT Certifications & Assurances
	<input type="checkbox"/>	Project Grant Agreements / Amendments
	<input type="checkbox"/>	Obligation Certification (Grant Application)
	<input type="checkbox"/>	Request for Reimbursement / Refunds
	<input type="checkbox"/>	Scholarships
2. Christina A. Perez Director of Procurement	<input checked="" type="checkbox"/>	All Documents
	<input type="checkbox"/>	Master Grant Agreement / Amendments
	<input type="checkbox"/>	FTA and TxDOT Certifications & Assurances
	<input type="checkbox"/>	Project Grant Agreements / Amendments
	<input type="checkbox"/>	Obligation Certification (Grant Application)
	<input type="checkbox"/>	Request for Reimbursement / Refunds
	<input type="checkbox"/>	Scholarships



Subject: Adoption of the Resolution for the Interlocal Purchasing System (TIPS) Purchasing Cooperative

Background

The CCRTA uses different methods to buy goods and services, including making use of purchasing cooperatives. By having the choice to purchase from various cooperatives, the CCRTA is able to save time, resources, and money during the procurement process. TIPS provides an efficient, cost-effective, and competitive way to buy goods and services that complies with local and state purchasing guidelines.

Identified Need

In order to become a member of the TIPS Purchasing Cooperative, it is necessary to pass a Resolution for the approval of the TIPS Interlocal Agreement by the CCRTA Board of Directors. Being a member of TIPS enables the CCRTA to procure goods and services from contracts that fulfill all local and state competitive bidding requisites, thereby saving time and resources.

Financial Impact

There are no membership fees associated with the TIPS Purchasing Cooperative.

Board Priority

This Board Priority aligns with Public Image & Transparency.

Recommendation

Staff recommends the Board of Directors authorize the Chief Executive Officer (CEO) or designee to adopt the Resolution for the TIPS Purchasing Cooperative.

Respectfully Submitted,

Submitted by: Christina A. Perez, CIPM
Director of Procurement

Reviewed by: Robert M. Saldaña
Managing Director of Administration

Final Approval by: *Derrick Majchszak*
Derrick Majchszak
Chief Executive Officer

Corpus Christi Regional Transportation Authority



Resolution [TIPS PURCHASING COOPERATIVE]

WHEREAS, the Corpus Christi Regional Transportation Authority (CCRTA), located in the city of Corpus Christi, Texas, pursuant to the authority by the Texas Government Code §791.001, et seq, desires to participate in the TIPS Purchasing Cooperative offered by Region VIII Education Service Center, and in the option that participating in this program will be highly beneficial to the taxpayers through the anticipated savings to be realized.

THEREFORE, BE IT RESOLVED THAT THE CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY requests a stated need for participation in the Interlocal Purchasing System (TIPS) whereby the Chief Executive Officer (CEO) is authorized and directed to sign and deliver any and all necessary requests and documents in connection therewith for and on behalf of the CCRTA.

I certify that the foregoing is a true and correct original Resolution duly adopted by the Corpus Christi Regional Transportation Authority and is filed on record at the TIPS office.

In witness thereof, I have set my hand and signature this ____ day of ____, 2023.

ATTEST:

**CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY**

Derrick Majchszak
Chief Executive Officer

Dan Leyendecker
Chairman of the Board



Subject: Accept the Annual Comprehensive Financial Report (ACFR) & Independent Auditors' Report for the Year Ended December 31, 2022.

Background

The Annual Comprehensive Financial Report (ACFR) is a set of government financial statements that complies with strict accounting requirements prescribed by the Governmental Accounting Standards Board (GASB) and provides an analytical overview of useful information regarding the Authority's financial activities to the users of these financial reports. The State of Texas is among the states that **legally require** the issuance of an ACFR annually.

The ACFR will be submitted to GFOA for consideration in receiving the highest financial reporting award, marking number 19 in consecutive years and 26 lifetime for the **Certificate of Achievement for Excellence in Financial Reporting**.

Identify Need

The accounting firm of Carr, Riggs, & Ingram, LLC, Certified Public Accounts has completed the audit for the fiscal year ended December 31, 2022, and is required to distribute the ACFR in its entirety to the Board and communicate certain sections of the document in the presentation. The report, along with the related financial statements and schedules, was prepared by the Authority's Accounting and Finance Department. **Kristine M. Anderson, CPA Partner** and audit engagement manager will be providing the results of the audit.

Auditor's Report

Management is pleased to report that the auditor's report expressed an **unmodified opinion (Best Opinion)** on the basic financial statements for the Authority, major federal award programs (Single Audit), and the Employees Defined Benefit Plan and Trust (DBP) for the fiscal year ended December 31, 2022.

Analysis

Net Position during Year 2022 increased by **\$2,414,836** when revenues came in at \$52,594,804 and expenses at \$50,805,745. Of this increase **\$1,789,059** came from operations and **\$625,777** from the capital budget. This marks the third consecutive year that the Authority has realized an increase in the Net Position, providing an improving trend to greater sustainability of financial resources for the future of transit operations.

In comparison to 2021 operating revenues remained consistent while sales tax revenue increased by \$1.3 million, grants by \$3.2 million, and investment income by \$800,000.

However, operating expenses increased by approximately \$7.6 million for several departments including Administration (*due to fringe benefits and new created positions*), Vehicle Maintenance (*due to increase in fuel costs*), Transportation (*due to increase in fringe benefits*), Purchase Transportation (*due to new 5-year contract that began January 1, 2022*) and Service Development (*due to new contract with Nelson/Nygaard Consulting*).

Areas of Improvement Noted:

Prepaid transactions totaling \$377,000 were recorded as a result of 3 cloud base acquisitions. The transactions were initially recorded in compliance with GASB 96 but since the Authority is implementing this pronouncement in 2023, the entries had to be reversed and in the processed were recorded to the Prepaid Expense Account instead of instead of accounts payable. GASB 96 refers to cloud-based right-to-use arrangements.

Solution: Since GASB 96 will be implemented in 2023 these transactions along with other contracts for similar services will be recorded in compliance with the new pronouncement.

Significant GASBs Implemented in 2022

The adoption of GASB Statement No. 87 refers to lease arrangements where CCRTA is either the lessor or the lessee. This implementation results in the recognition of deferred inflows related to leases, lease receivables, and the right-to-use equipment.

Financial Impact

There is no financial impact.

Board Priority

Public Image and Transparency

Recommendation

Staff recommends the Board of Directors accept the Annual Comprehensive Financial Report (ACFR) & Independent Auditors' Report for the Year Ended December 31, 2022, as presented.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel
Director of Finance

Reviewed by: Robert M. Saldaña
Managing Director of Administration

Final Approval by: 
Derrick Majchszak
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

ANNUAL COMPREHENSIVE FINANCIAL REPORT

For the Fiscal Years Ended
December 31, 2022 and 2021



**Corpus Christi
Regional Transportation Authority
Corpus Christi, Texas**

Annual Comprehensive Financial Report
For the Fiscal Years Ended December 31, 2022 and 2021



Mission Statement

The Corpus Christi Regional Transportation Authority was created by the people to provide quality transportation and enhance the regional economy in a responsible manner consistent with its financial resources and the diverse needs of our community.

Prepared by the Finance Department



2022

Introductory Section

Annual Comprehensive Financial Report

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
ANNUAL COMPREHENSIVE FINANCIAL REPORT**

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September 19, 2023

To the Citizens of the CCRTA transit Service Area and the Board of Directors:

We are pleased to submit to you the Corpus Christi Regional Transportation Authority's Annual Comprehensive Financial Report (*ACFR*) for the fiscal year ended December 31, 2022. The *ACFR* is prepared annually in compliance with the Texas statute and Federal Single Audit Act requirements to have an annual audit of our basic financial statements performed by an independent certified public accountant or firm of independent certified public accountants. In accordance with Texas and Federal Statutes including Section 451.451, Subchapter J, of the Texas Transportation Code, this report is being published and submitted to fulfill these requirements.

Management assumes full responsibility for the accuracy, completeness and reliability of the information contained in this report which is based upon a comprehensive framework of internal controls established specifically for this purpose. The internal controls are designed to provide reasonable, rather than absolute assurances that the financial statements presented are free of any material misstatements. We believe that the financial statements are presented accurate in all material aspects and in accordance with accounting principles generally accepted in the United States of American (GAAP) for local government units.

All disclosures necessary to enable its reader to gain an understanding of CCRTA's financial affairs have been included. In addition, the Authority continues to prioritize transparency in all areas of the organization. We strive to be accountable to the citizens of the communities we serve by being good stewards, measuring fiscal performance, and cultivating integrity into all aspects of our culture, operations, and services.

This report is presented in four parts:

1. **The Introductory Section** includes this letter of transmittal, the 2021 Government Finance Officers Association's Certificate of Achievement for Excellence in Financial Reporting, an organizational chart and a listing of the Board of Directors and members of the management team.
2. **The Financial Section** presents the Independent Auditors' Report, Management's Discussion and Analysis (MD&A), and the basic financial statements with accompanying notes.
3. **The Statistical Section** provides unaudited financial, economic and other miscellaneous information that is useful for indicating trends for comparative fiscal periods.
4. **The Single Audit Section** contains the independent auditors' report on internal control of financial reporting and on compliance, along with the independent

auditors' report on compliance for each major federal program and on internal control over compliance required by the uniform guidance.

Management's Discussion and Analysis (MD&A) immediately follows the Independent Auditors' Report and provides a narrative introduction, overview and analysis of the basic financial statements. This transmittal letter complements the MD&A and should be read in conjunction with it.

The independent certified public accounting firm of Carr, Riggs & Ingram, LLC has rendered an unmodified opinion on CCRTA's financial statements for the year ended December 31, 2022. The independent auditors' report is presented as the first item in the financial section of this report.

PROFILE OF THE AUTHORITY

The system's legal name is Corpus Christi Regional Transportation Authority (Authority). In June 1984 the Authority was first created by ordinance from the City of Corpus Christi. It operated with a 5-member interim board appointed by the City of Corpus Christi until the confirmation election in August 1985. By majority vote of the taxpayers in Nueces and San Patricio counties, voters approved the funding of the Authority through a one-half cent sales tax levied in Corpus Christi and seven other unincorporated areas of Nueces County. Operations commenced January 1, 1986.

Located in Corpus Christi, Texas, on the coast of the Gulf of Mexico, the Authority is the regional operator of public transportation in Nueces County and also part of San Patricio County. Nueces County includes the cities of Agua Dulce, Bishop, Corpus Christi, Driscoll, Port Aransas, Robstown, and unincorporated area. San Patricio includes the cities of Gregory and San Patricio. Across a service area of 846 square miles with an estimated population of 422,778 of which 317,773 or 75.16% is from the Corpus Christi area, the transit system provides various modes of transportation to accommodate the particular needs of the public.

When the Authority was first formed, the letter "B" was chosen as a symbol that not only would uniquely identify the Authority but would simultaneously exemplify our mission. The "B" stands for "Bus". The logo designed has since been rebranded but the mission remains focused on providing affordable mobility access to employment, community resources, medical care, and recreational opportunities to every citizen.

Over the years, the services have transformed from a single fixed-route platform servicing only the urban areas of the City of Corpus Christi, to providing enjoyable and reliable options for connecting the rural suburban neighborhoods within the City and also the surrounding areas. Paratransit services now supplement fixed routes and include demand-response curb-to-curb service to qualified individuals. In addition, the Authority assists people in creating vanpools and rideshare programs to promote a more affordable and convenient way to travel while increasing the Authority's commitment to improve environmental quality.



The Authority has become a lifeline to our riders during normal conditions as well as in times of catastrophic events, the most recent being the unprecedented Coronavirus pandemic that first impacted the area in 2020 and continued its presence throughout 2021. The pandemic affected all sectors of the economy, but the Authority successfully overcame these challenges and continues to be the connecting force that links the community closer

together, keeping its promise to connect residents to their destinations. In 2022, ridership increased by 431,847 or 18.13% from 2021 by ending the year with 2,814,240 from the previous year of 2,382,393. Although 2022 ridership represents 54% of the 5,249,776 pre-Covid levels, the Authority remains optimistic as the increase offers hope for additional growth in 2023.

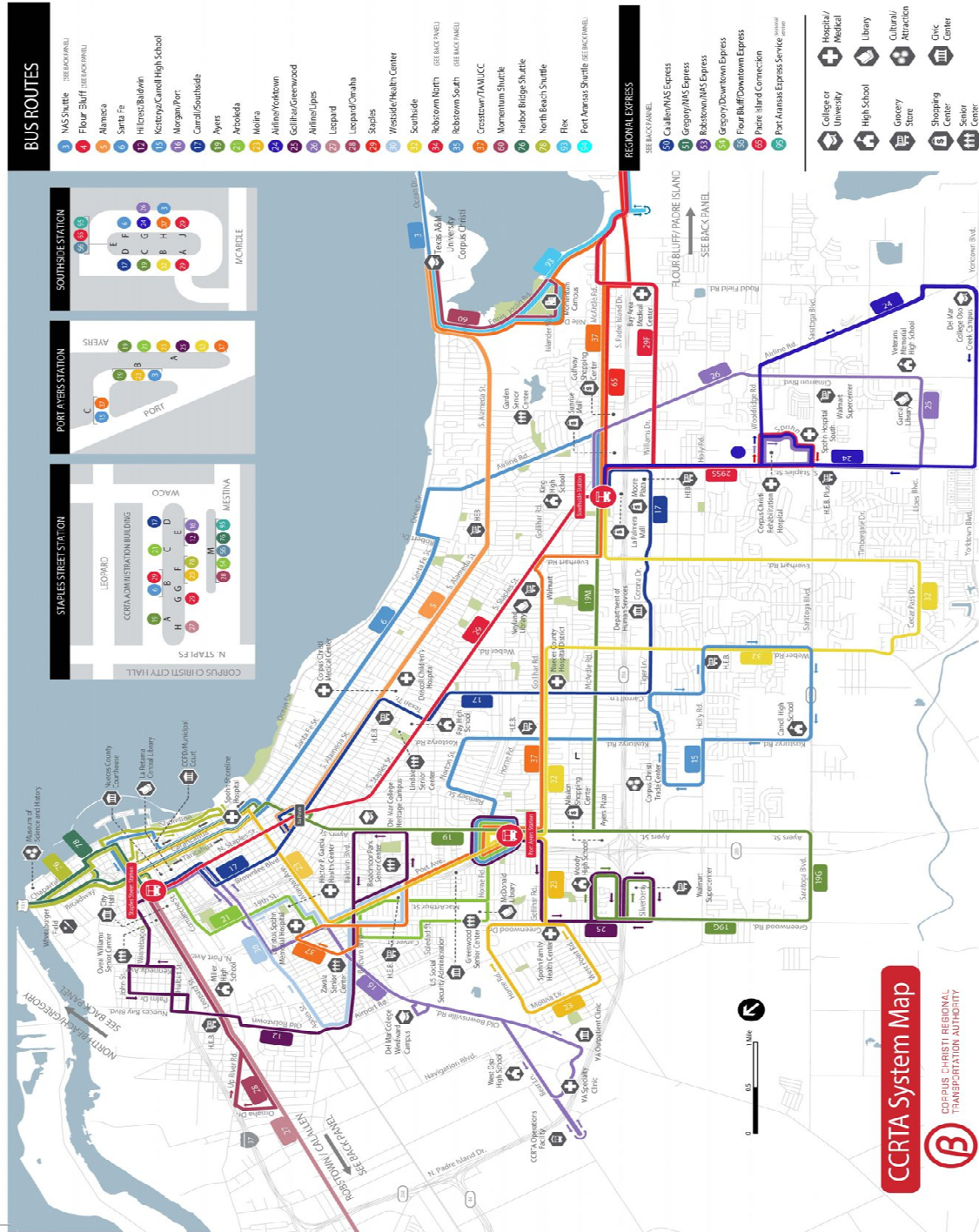
With a fleet of 128 buses, the Authority provides a variety of services to meet different transportation needs through the use of 94 buses for fixed-route services and 34 buses for paratransit services. The conventional fixed-route services are operated by the Authority and a third-party contractor, while paratransit services, which are more flexible and do not conform to a fixed schedule or route, are exclusively contracted out. Paratransit services provide on-demand curb-to-curb response service which allowed passengers to book their trip during service operating hours along with Flexi-B routes which is a ride-sharing program that picks up and drops off passengers at any bus stop along the route. A vanpool program is also another mode of transportation services that currently operates 22 vehicles.

The Authority also serves in connecting tourists and vacationers to popular attractions. A seasonal express route to Padre Island compliments the two year-round shuttles to Downtown Corpus Christi and Port Aransas, Texas. Shuttles are buses designed to look like trolleys and are equipped with ADA Accessible wheelchair lifts, bicycle racks and complementary Wi-Fi. Accordingly, the Authority is instrumental in the success of public activities by providing special movement services during community events that include national and regional notables such as Buc Days Rodeo, Beach to Bay, Texas Jazz Fest, Fiesta de la Flor, Dia de los Muertos, and the American Cancer Society Walk.





Corpus Christi Regional Transit Authority System Service Area Map



LOCAL ECONOMY

The dynamic economy of Corpus Christi spans from aerospace and aviation, chemical and petroleum manufacturing, to energy-related industries. The resilience of the local economy is shown in the sales tax revenue growth during the pandemic. Sales tax revenue has continued to show growth trends as receipts in 2022 increased by \$1,332,671 or 3.6% from the \$37,149,496 receipts recognized in 2021. In addition, the favorable business climate of the area has promoted an ongoing influx of out-of-state businesses and skilled workers. This influx is further bolstered by the talent pool provided by Del Mar College and Texas A&M University-Corpus Christi.

Corpus Christi is the 8th largest city in Texas and has a total area of 460.2 square miles of which 124.3 are land and 327.9 are covered with water. Corpus Christi serves as the county seat for Nueces County with a population of 362,830 making it the 16th most populous county in the state. It is home to the Naval Air Station Corpus Christi and the Port of Corpus Christi.

The Naval Air Station is the second-largest employer, supporting pilot training and operations since 1941. About 43,000 active duty personnel, civilian employees and family members make up the base's population. Also residing at this military installation is the Corpus Christi Army Depot which is the largest helicopter repair facility in the world employing more than 4,989 civilian employees and contractors. The combined direct economic impact is approximately \$654.6 million. The Port of Corpus Christi began 1926. Since then it has become a major gateway to international and domestic maritime commerce. It is the third-largest port in the United States in total tonnage and has an estimate economic impact to the Corpus Christi area of approximately \$3 billion while supporting 98,000 jobs in the South Texas Coastal Bend region in various fields.

The diversification of public and private industries in the region helps to stabilize economic fluctuations. Corpus Christi's major employment segments include healthcare, educational services, accommodation and food services, construction, government, professional, scientific, technical services and tourism. Major employers include CCISD, Bay, Ltd, CITGO, City of Corpus Christi, Del Mar College, Texas A&M University Corpus Christi, Flint Hills Resources, H-E-B, Kiewit Offshore Services and Valero Refining. Although tourism was adversely affected by the pandemic, it is recovering. According to the Visit Corpus Christi economic impact report, Corpus Christi tourism contributed more than \$1.5 billion into the local economy in comparison to the \$1.35 billion accounted by tourism in 2021. The U.S. Bureau of Labor Statistics data shows the Corpus Christi area's leisure and hospitality sector grew by 6.3% in 2022.

The Corpus Christi area's unemployment rate remains at 4.8% which is its lowest since the COVID-19 pandemic began in 2020. According to Jim Lee, Texas A&M University-Corpus Christi Regents Professor of Economics and director for the South Texas Economic Development Center in the College of Business, economists typically consider a 5% unemployment rate to be full employment. The respective rates for the state and national were 3.9% and 3.8%.

2022 POST- COVID-19

The pandemic had an unprecedented effect on public transportation agency budgets and CCRTA was no exception. In addressing the post-pandemic challenges, CCRTA focused on enhancing the transit ridership experience. While *Safety* remained a priority, the momentum led to the adoption of a corporate mantra to help focus on improving the *Bus Experience*. The motto became known as “*Adelante*” – *Fleet Forward to Enhance the Rider Experience*. This unified approach resulted in the following accomplishments:

Capital Investments:

- Installed 203 out of 297 solar-lit bus shelters as part of an \$8,818,230 three-year plan funded by three (3) different grants, of which the majority of funding coming from a 2022 American Rescue Plan (ARP) grant. Grant revenues were not recognized in 2022 as the ARP grant amendment was not approved until April 19, 2023.
- Laid the groundwork for future service expansion to the south side area with the ongoing construction of “Super Stops” near the new Del Mar College and CCPD Police Training Academy Campuses with total project cost of \$3,094,098 funded by a federal competitive grant at 75%.
- Finalized design of the reconstruction of the Port Ayers Transfer Station that was built in 1995 and is the second highest ridership stop in the CCRTA system. The total project cost of \$5,811,845 is being funded by the same federal competitive grant at 75%.
- Replaced the automatic vehicle location systems to provide improved communications between, buses, customers, and dispatch. Installed 75 units with a total cost of \$97,050 funded by an 80/20 split federal grant.
- In summary completed 20 CIP projects totaling \$4,236,226 including installation of security cameras, digital document management system, along with the acquisition of equipment for maintenance and facilities departments and the construction of a fitness center.

Service Outlook:

- Developing a transportation system for the future and worked with Nelson/Nygaard Consulting Associates on our long-range transit plan.
- Launched GoPass Mobile App offering riders the option to plan and pay for their trips all in one app.
- Provided 2.8 million passenger trips through 34 fixed routes.
- Partnered with military and local stakeholders to provide access to training, free medical services, emergency shelters, and special events throughout the year.

Public Relations:

- CCRTA hosted more than 25 press conferences, special events, and ribbon cuttings and took part in more than 50 outreach events with community partners.
- Received:
 - Two national APTA AdWheel Awards
 - Five regional spotlight awards from SWTA
 - Two first-place trophies from the local Buc Days Parade



- 2021 GFOA Certificate of Achievement for Excellence in Financial Reporting and 2022 GFOA Distinguished Budget Presentation Award

Governance – Officials

The Authority is governed by an eleven-member board of directors. Chapter 451 of the Texas Transportation Code is the enabling legislation that sets forth the governing structure of the Authority. Because of the population size of the principal municipality, an eleven (11) member board is required to govern all the activities of the Authority. The staggered term system allows overlapping two-year terms but limits board membership to eight (8) years and reappointments to presiding officer to two (2) consecutive years.

The Board makes decisions, designates management, significantly influences operations and maintains primary fiscal accountability. The Board establishes policy and sets direction for the Authority. The Chair is appointed by the sitting Board members. A listing of Authority Board members is included on page xv.

Governance - Executives

A Chief Executive Officer (CEO) is responsible for the daily operations of the Authority. The CEO supervises three major divisions including Administration, Capital Programs, and Operations. These broad divisions are organized into numerous departments for operational efficiency. The Authority staffed their operations in 2022 with 224 salaried and hourly positions and with approximately 90 staff members employed by various contractors. An organizational chart is shown on page xvii.

Budget

Texas Transportation Code Section 451.102 requires that transit authorities adopt an Annual Operating Budget and Capital Improvement Plan before the start of a new fiscal year. The board adopted budget serves as a policy document, an operations guide, a financial plan and a communication device. The Authority may not spend more than the board approved budgets and must approve increases to the budget with board approved amendments. Monthly budget reports identify variances are reported to management and the governing body for budgetary control purposes.

Governing legislation further provides that the Board of Directors hold a public hearing on the proposed operating budget prior to its adoption and shall, at least fourteen days before the date of such hearing, make the proposed budget available to the public.

The process for developing the Authority's zero-based budgets typically begins with Board strategic planning that starts in April. Through a series of meetings and analysis a framework is developed that reflects the shared board and management vision and initiatives of the Authority's values and priorities for the budget year and for the next five years. It is the responsibility of each department manager to administer operations in such a manner as to ensure that the use of funds is consistent with the goals and objectives in the strategic plan, and that the department remains within budget.



The CEO may permit movement of funds within the approved operating after the original budget has been established without changing the total operating budget. If these reallocations are significant, board approval is obtained. Control of the budget is maintained at the department level with overview responsibility exercised by the Managing Director of Administration and the Director of Finance but the ultimate responsibility rests on the CEO.

Long-Term Financial Planning

CCRTA has a five and ten year financial and capital plan that is updated annually during the budget development process. These plans are used to identify the financial resources necessary for future growth and to provide financial stability to achieve Vision and Mission objectives of the Authority. The process starts with a year-end performance analysis of both revenues and expenses to identify patterns trends from seasonality events. The process then moves to evaluating historical trends over a defined period of time along with planned service changes. The process also includes evaluation of cash requirements and investment balances, fleet replacement schedules, proposed expenditures on capital facilities and equipment, projected availability and use of federal transit grants and the debt payment requirements.

Relevant Financial Policies

Basis of Accounting

As an enterprise fund, CCRTA prepares its financial statements using the accrual basis of Accounting in conformity with accounting principles generally accepted in the United States of America (GAAP) for local governmental units. The Governmental Accounting Standards Board (GASB) is the accepted standard-setting body for establishing governmental accounting and financial reporting principles.

Cash and Investments

CCRTA's investment policy conforms to the regulations of the Texas Public Funds Investment Act. A minimum \$2,000,000 compensating balance is required by the Authority's depository Bank to be maintain at all times. All reserves balances that are designated by the Board are invested in short term securities while the amount of the unrestricted portion of the fund balance is held in TexPool Prime.

Risk Management

CCRTA is partially self-insured for property damage claims and public liability and carries fire and extended coverage on scheduled buildings, facilities, and vehicles. The purchased coverage is to cover catastrophic losses in excess of the \$10,000 deductible carried. Risk Strategies are evaluated annually to ensure that reserve levels are adequate to remedy an unexpected loss.



Contractors are required to carry adequate insurance coverage and to add CCRTA as an additional insured. Monitoring these requirements is performed by the Procurement and the Safety and Security departments.

The Authority is also partially self-insured for its health insurance plans and pays medical and dental claims from a dedicated account specifically, for this purpose. To limit exposure to large dollar medical claims, CCRTA maintains stop-loss insurance policies to cap claims for one individual per year at \$60,000. CCRTA does not incur any expense with claims over the cap.

Key Budget Objectives

The 2022 Budget has two primary components: The Operating Budget and the Capital Budget. The Capital Budget represents the Authority's investments in facilities and infrastructure which based on the first year of needs in the five-year Capital Improvement Program (CIP) Plan and supported by cost sharing grant programs. The five-year plan is revised annually to reflect progress changes and priorities aimed to help ensure that the limited federal transit dollars available are directed to projects that are essential. Both budgets were guided by the continuation of initiatives from previous years that included the ongoing efforts of our:

- Covid-19 workplace safety plan;
- Increase ridership strategic plan and;
- Improving capital priorities process

The Operating Budget includes personnel costs and annual facility operating costs funded primarily from sales tax revenue, operating federal grants and other operating and non-operating income. Operating cost activities are evaluated and analyzed in order to identify those activities with the highest priorities knowing that passenger fares are used to cover annual debt service requirements while sales tax revenues, operating assistance grants and lease income is used fund the operations.

Since sales tax revenue is the primary source for funding transit operations, accurate forecasting is important for avoiding both underfunding and excessive funding. Typically, sales tax revenue accounts for 65 to 75 percent of CCRTA's total income however, based on the economic trends and indicators available at the time, the sales tax revenue budget was set at \$37,509,003 or 2% over 2021 actuals, representing 80% of the \$46,932,190 total revenues projected for 2022. Other revenue sources included \$7,102,211 from federal operating grants consisting of \$5,605,366 from the American Rescue Plan that was awarded in 2021 and \$800,000 in preventive maintenance while \$696,845 was earmarked for pass through reimbursements to sub-recipients. The balance of \$2,320,976 would be provided from passenger fares and other revenue sources. With total transit operation costs at \$45,377,885 and revenues at \$46,932,190, the operating budget rendered a surplus of \$1,554,305 which would be used to fund the local match for the capital purchases from the CIP budget.



In early 2021, plans were developed to fund \$9,868,262 in capital projects for year 2022 supported by \$8,313,957 in federal grants and \$1,584,305 in local matches. Priorities included funding the 2nd year of the 3-year shelter improvement program with an original project cost of \$8,180,230 along with new support and revenue vehicles, and integration of artificial intelligence. Such enhancements were aimed to improve mobility for economic opportunity, provide diverse, high-quality transit options, and improve the customer experience.



Del Mar College - Yorktown Bus Stop Construction

Installations of new bus stops and shelter amenities as part of the 3-year shelter improvement program costing \$8,180,230



Accountability, Transparency and Responsibility

CCRTA recognizes its responsibility of stewardship of public funds and strives for both financial accountability and transparency. Transparency awards recognize the quality and completeness of information that CCRTA makes available to the public and exemplifies outstanding financial management.

CCRTA is proud to have received the following commendations in recognition of the dedication and commitment of CCTA's employees in obtaining these prestigious awards.

The Government Finance Officers Association (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to the Corpus Christi Regional Transportation Authority for its annual comprehensive financial report (ACFR) for the year ended December 31, 2021. This marks the eighteenth consecutive year that CCRTA has received this award and its twenty-fifth lifetime award since 1986.



A Certificate of Achievement is valid for a period of one year only. The financial document is prepared by the Finance Department in conformity with the Certificate of Achievement Program requirements and submits it to GFOA on an annual basis.

In addition, our website transparency efforts have earned the *Traditional Finances Star* from the Texas State Comptroller.

Acknowledgements

The preparation of these documents and reports would not have been possible without the dedication and hard work of the Finance Department. We give recognition to the various departments and project managers that contributed their time and efforts in providing the information for the preparation of these documents. Special thanks to the Marketing Department for their contributions in the field of graphics and extend a special appreciation to management and the Board of Directors for providing the leadership and support necessary to prepare these reports.

Sincerely,

Derrick Majchszak
Chief Executive Officer

Miguel Rendon
Deputy CEO

Robert Saldaña
Managing Director of Administration

Marie Roddel
Director of Finance



Government Finance Officers Association

Certificate of
Achievement
for Excellence
in Financial
Reporting

Presented to

**Corpus Christi Regional Transportation Authority
Texas**

For its Annual Comprehensive
Financial Report
For the Fiscal Year Ended

December 31, 2021

Christopher P. Morrill

Executive Director/CEO

BOARD OF DIRECTORS AND ADMINISTRATION

BOARD OF DIRECTORS

<u>MEMBER</u>	<u>APPOINTED BY</u>	<u>TERM</u>
Dan S. Leyendecker Board Chair	CCRTA Board	October 4, 2017 - January 3, 2024
Arthur Granado	City of Corpus Christi	August 2, 2023 – June 30, 2024
Eloy H. Salazar	City of Corpus Christi	July 1, 2020 – June 30, 2024
Gabi Canales	City of Corpus Christi*	May 5, 2021 – June 30, 2024
Erica Maymi	City of Corpus Christi	July 6, 2022 – June 30, 2024
Jeremy Coleman	City of Corpus Christi	July 6, 2022 – June 30, 2024
Lynn B. Allison Board Secretary	Nueces County	October 2, 2019 – September 30, 2023
Anna M. Jimenez Board Vice-Chair	Nueces County	October 2, 2019 – September 30, 2023
Aaron Munoz	Nueces County	April 6, 2022 – September 30, 2023
Armando B. Gonzalez	Committee of Mayor	October 6, 2021 – September 30, 2023
Beatriz Charo	Committee of Mayors	October 6, 2021 – September 30, 2023

*Designated to represent Transportation Disadvantage

ADMINISTRATION

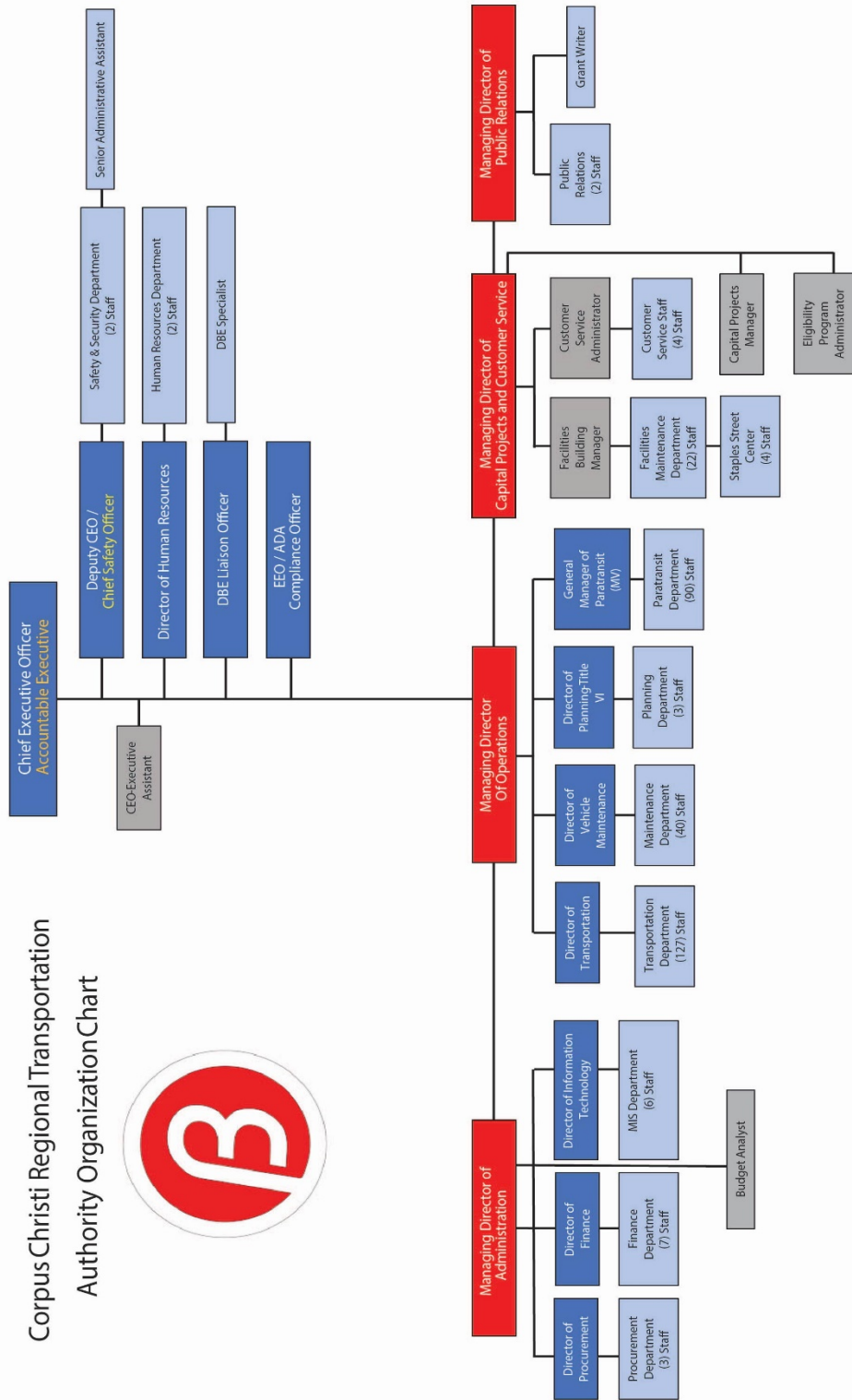
Chief Executive Officer
Deputy Chief Executive Officer
Managing Director of Administration
Managing Director of Capital Programs
Managing Director of Operations
Managing Director of Public Relations

Derrick Majchszak
Miguel Rendon
Robert M. Saldaña
Sharon Montez
Gordon Robison
Rita Patrick

Director of Finance
Director of Human Resources
Director of Information Technology
Director of Planning
Director of Procurement & Grants
Director of Transportation
Director of Vehicle Maintenance
Comptroller

Marie S. Roddel
Angelina Gaitan
David Chapa
Gordon Robinson
Christina Perez
Michael Ledesma
Bryan Garner
Daniel Benavidez

Corpus Christi Regional Transportation
Authority Organization Chart



2022

Financial Section

Annual Comprehensive Financial Report

INDEPENDENT AUDITORS' REPORT

INDEPENDENT AUDITORS' REPORT

Board of Directors of the
Corpus Christi Regional Transportation Authority
Corpus Christi, Texas

Report on the Audit of the Financial Statements

Opinions

We have audited the accompanying financial statements of the business type activities and the aggregate remaining fund information of the Corpus Christi Regional Transportation Authority (the "Authority") as of and for the years ended December 31, 2022 and 2021, and the related notes to the financial statements, which collectively comprise the Authority's basic financial statements, as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the business-type activities and the aggregate remaining fund information of the Authority, as of December 31, 2022 and 2021, and the respective changes in financial position and, where applicable, cash flows thereof for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinions

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Authority and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Change in Accounting Principle

As described in Note 1 to the financial statements, in 2022, the Authority adopted new accounting guidance, GASB Statement No. 87, Leases. Our opinion is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Authority's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Authority's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis on pages 5-23, GASB required supplementary schedules on pages 67-73 be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context.

We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise the Authority's basic financial statements. The supplementary information and schedule of expenditures of federal financial awards, as required by Title 2 *U.S. Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, are presented for purposes of additional analysis and are not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the supplementary information and schedule of expenditures of federal financial awards are fairly stated, in all material respects, in relation to the basic financial statements as a whole.

Other Information

Management is responsible for the other information included in the annual report. The other information comprises the introductory and statistical sections but does not include the basic financial statements and our auditors' report thereon. Our opinions on the basic financial statements do not cover the other information, and we do not express an opinion or any form of assurance thereon.

In connection with our audit of the basic financial statements, our responsibility is to read the other information and consider whether a material inconsistency exists between the other information and the basic financial statements, or the other information otherwise appears to be materially misstated. If, based on the work performed, we conclude that an uncorrected material misstatement of the other information exists, we are required to describe it in our report.

Other Reporting Required by *Government Auditing Standards*

In accordance with *Government Auditing Standards*, we have also issued our report dated September 19, 2023, on our consideration of the Authority's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Authority's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Authority's internal control over financial reporting and compliance.

Carr, Riggs & Ingram, L.L.C.

Corpus Christi, Texas
September 19, 2023

MANAGEMENT'S DISCUSSION AND ANALYSIS

MANAGEMENT'S DISCUSSION AND ANALYSIS

Generally accepted accounting principles require that management provide a narrative introduction, overview and analysis to the accompanying basic financial statements in the form of Management's Discussion and Analysis (MD&A). We encourage readers to consider this information in conjunction with the information provided in our transmittal letter found in the introductory section of this report and all other information presented in the notes to the financial statements and other sections.

FINANCIAL HIGHLIGHTS

- *Net Position* was \$104,101,506 at December 31, 2022, an increase of 2.37% or \$2,414,836 from \$101,686,670 as of December 31, 2021 (Table 1).
- *Capital Assets* of \$68,648,277 at December 31, 2022 decreased by 2.95% or \$2,085,439 from \$70,733,716 as of December 31, 2021 (Table 1).
- *Total Liabilities* at December 31, 2022 of \$42,516,932 increased by 52.01% or \$14,546,488 from \$27,970,444 as of December 31, 2021 (Table 1).
- *Total Revenues* for 2022 of \$52,594,804 increased by \$5,355,642 or 11.34% in comparison to the 2021 revenue of \$47,239,162. All revenue streams in 2022 grew in comparison to 2021. The significant revenue sources for discussion include Passenger Service Revenue, Other Operating Revenues, and Non-Operating Revenues (Table 3).
- *Passenger Service Revenue* for 2022 of \$991,329 was up 0.49% or \$4,785, from \$986,544 in 2021 (Table 3).
- *Other Operating Revenues* for 2022 of \$491,329 was up by 2.68%, or \$12,842, from \$478,487 in 2021 (Table 3).
- *Sales Tax Revenue* for 2022 of \$38,482,167 increased by 3.59% or \$1,332,671 from \$37,149,496 in 2021 (Table 3).
- *Federal and Other Grant assistance* for 2022 of \$11,540,721 increased by 38.07% or \$3,181,843 from \$8,358,878 in 2021 (Table 3).
- *Total expenses* (including depreciation) increased by 18.29% or \$7,855,900 from \$42,949,845 in 2021 to \$50,805,745.
- *Operating Expenses* (excluding depreciation) increased by 21.69% or \$7,072,639 from \$32,602,054 in 2021 to \$39,674,693 in 2022.

OVERVIEW OF THE BASIC FINANCIAL STATEMENTS

This discussion serves to introduce the Authority's basic financial statements. These statements have two components: (1) government-wide financial statements and (2) notes to the financial statements. This report also contains other supplementary information in addition to the basic financial statements. The Authority is structured as a stand-alone proprietary fund and presents its financial information using the accrual basis of accounting similar to the way private sector businesses present their financial information. Revenues are recognized in the financial statements when both earned and measurable, not when actually received in cash. Expenses are recognized when they are incurred, not when they are paid. The historical costs of capital assets are capitalized and depreciated over the estimated useful life of the assets.

The *Statement of Net Position* presents information on all of the Authority's assets, deferred outflows, liabilities, and deferred inflows; with the difference between them being reported as net position. This is a measure of financial position, which can indicate improvement or deterioration from year to year. The presentation of net position also distinguishes between those invested in capital assets, restricted by bond covenant, and those that are unrestricted by external parties or legal requirements.

The *Statement of Revenues, Expenses, and Changes in Net Position* accounts for the change in net position by showing the activities that caused the change. This statement measures the Authority's operations and can also be used to determine whether the Authority has successfully recovered all of its costs through fares and other user charges, sales taxes received, subsidies and other sources of funding available.

The *Statement of Cash Flows* provides details about the Authority's sources of, uses of and the change in cash over a fiscal year. This information is categorized into operating, non-capital financing, capital and related financing and investing activities.

The Authority also has fiduciary responsibility for two employee retirement funds and presents two financial statements related to them: (a) Fiduciary Funds - Statement of Net Position and (b) Fiduciary Funds - Statement of Changes in Net Position, which follow the government-wide financial statements. There is also information concerning these plans in Note 6 in the notes to the financial statements.

The *Notes to the Financial Statements* provide additional information that is essential to a full understanding of the data provided in the financial statements. These notes should be read as an integral part of the financial statements.

The Authority's basic financial statements can be found beginning on page 25.

FINANCIAL ANALYSIS

Statement of Net Position:

Net Position: Total net position may serve, over time, as a useful indicator of an entity's financial position. Increases in net position indicate an improved financial position while decreases indicate deterioration of financial position. The Statement of Net Position provides the necessary information on which to base this determination. The net position is presented in three components: (1) the net investment in capital assets, (2) the restricted by bond covenants and other restrictions, and (3) the unrestricted and available for operations.

Table 1 provides summary multi-year comparative information about the Authority's net position. The change in net position can be explained by looking at the other components of the Statement of Net Position.

At the close of December 31, 2022, the Authority's *total net position* was \$104,101,506. Of the total net position, \$53,895,426 or 51.77% represents net investment in capital assets. A significant portion of the Authority's total net position in all years reported is represented by capital assets used to provide public transportation services. The remaining net position consisted of \$575,308 in restricted funds and \$49,630,772 was unrestricted (Table 1).

The Authority's net position at December 31, 2021 totaled \$101,686,670. Of this amount, \$55,235,286, or 51.77%, represented the Authority's net investment in capital assets. The remaining \$46,451,384 includes \$941,538 restricted for pension assets, \$779,623 in restricted assets in the FTA interest of previous disposed assets, and \$44,691,073 which is available for spending.

Total net position increased by \$2,414,836 in 2022 from 2021, going from \$101,686,670 to \$104,101,506. The increase occurred in Unrestricted Net Position, while the Investment in Capital Assets and Restricted Funds both fell (Table 1).

The increase in *total net position* is due to the combined increase of \$14,812,577 in *Total Assets and Deferred Outflows* offset by the \$12,397,741 increase in *Total Liabilities and Deferred Inflows*.

Current Assets grew from \$57,492,203 in 2021 to \$62,062,836, an increase of \$4,570,783 that was mostly attributable to growth in the Cash and Short-Term Investment portfolio of the Authority.

Similarly, *Non-current Assets*, including *Capital Assets*, grew from \$74,380,409 in 2021 to \$76,656,050, an increase of \$2,275,641. This increase is attributable to growth in the Long-Term Investment portfolio of the Authority, offset by decreases in the Net Pension Asset and the net value of Capital Assets.

Deferred Outflows of Resources grew significantly, rising from \$4,508,711 in 2021 to \$12,474,864, an increase of \$7,966,153. This increase is mostly attributable to the negative performance of the RTA Employee Defined Benefit Plan in 2022.

Meanwhile, *Current Liabilities* grew from \$7,552,927 in 2021 to \$12,424,519 in 2022, an increase of \$4,871,592 that was attributable to growth in vendor payables and other accrued liabilities.

Likewise, *Long-Term Liabilities* grew from \$20,417,517 in 2021 to \$30,092,413, an increase of \$9,674,896. This increase is attributable to the negative performance of the RTA Employee Defined Benefit Plan in 2022.

Deferred Inflows of Resources declined by \$2,148,747, from \$6,724,059 in 2021 to \$4,575,312 in 2022. The decrease is mostly attributable to lower inflows related to pensions as a result of the negative performance of the RTA Defined Benefit Plan in 2022.

Table 1
Condensed Summary of Net Position

	At December 31			At December 31		
	2022	2021	Change	2021	2020	Change
		(Restated)		(Restated)	(Restated)	
Current Assets	\$ 62,062,836	\$ 57,492,053	\$ 4,570,783	\$ 57,492,053	\$ 53,413,973	\$ 4,078,080
Noncurrent Assets	8,007,773	3,646,693	4,361,080	3,646,693	2,825,685	821,008
Capital Assets	68,648,277	70,733,716	(2,085,439)	70,733,716	66,167,795	4,565,921
Total Assets	138,718,886	131,872,462	6,846,424	131,872,462	122,407,453	9,465,009
Deferred Outflows of Resources	12,474,864	4,508,711	7,966,153	4,508,711	5,592,488	(1,083,777)
Total Assets and Deferred Outflows	151,193,750	136,381,173	14,812,577	136,381,173	127,999,941	8,381,232
Current Liabilities	12,424,519	7,552,927	4,871,592	7,552,927	9,981,805	(2,428,878)
Long-Term Liabilities	30,092,413	20,417,517	9,674,896	20,417,517	21,851,685	(1,434,168)
Total Liabilities	42,516,932	27,970,444	14,546,488	27,970,444	31,833,490	(3,863,046)
Deferred Inflows of Resources	4,575,312	6,724,059	(2,148,747)	6,724,059	7,058,515	(334,456)
Total Liabilities and Deferred Inflows	47,092,244	34,694,503	12,397,741	34,694,503	38,892,005	(4,197,502)
Investment in Capital Assets Restricted for Pension Service or FTA Interest	53,895,426	55,274,436	(1,379,010)	55,274,436	49,934,572	5,339,864
Unrestricted	-	941,538	(941,538)	941,538	-	941,538
Total Net Position	\$ 104,101,506	\$ 101,686,670	\$ 2,414,836	\$ 101,686,670	\$ 89,107,936	\$ 12,578,734

Current Assets: At the end of 2022, the Authority's current assets had increased by \$4,531,633 from the end of 2021. The majority of the increase came from the combined change in Cash and Cash Equivalents and Short-Term Investments, which grew by \$3,839,991, largely due to the increase federal operating grant revenue.

Receivables were mostly flat in 2022, increasing from an aggregate of \$7,575,295 in 2021 to \$7,613,600 in 2022, mostly attributable to higher Sales and Use Taxes. Parts inventories grew from \$979,912 in 2021 to \$1,204,171 in 2022, a growth of \$224,259. Meanwhile, Prepaid Expenses more than doubled, going from \$410,275 in 2021, to \$878,503 in 2022, an increase of \$468,228.

At the end of 2021, the Authority's current assets had increased by \$4,117,230 from the end of 2020. The majority of the increase came from the increase in Sales and Use Taxes.

Additional details about the Authority's current assets are presented in Note 2 of the notes to the financial statements.

Restricted Assets: At the end of 2022, the Authority held assets restricted in accordance with agreement with the Federal Transit Administration (FTA) totaling \$575,308. Funds totaling \$204,315 previously held in interest of the FTA were used in the completion a federal capital project in 2022, resulting in the decrease. In 2021, the restricted funds represent FTA's additional interest of \$779,623 from disposal of assets associated with three projects. At the end of 2020, the Authority held \$473,554 which represented the FTA's interest of one project associated with the excess land at the Authority's Southside transit station that was sold in November 2020.

Additional details about the Authority's restricted assets are presented in Note 2 of the notes to the financial statements.

Capital Assets: As of December 31, 2022, the Authority's overall investment in capital assets (net of accumulated depreciation) totaled \$68,648,277, a decrease of \$2,085,439 from December 31, 2021. During the year capital assets totaling \$4,899,072 were acquired. The acquisition costs of these assets were offset by the depreciation expense recorded for the year totaling \$6,984,511 resulting in a decrease of investment in capital assets of \$2,085,439. The 2022 capital additions primarily occurred in two asset categories, Transit Stations & Bus Stops and Vehicles, Furniture, & Equipment. Some of the significant capital assets acquired include:

- ◆ 203 Passenger shelters and amenities
- ◆ 7 CNG engines for Gillig buses
- ◆ Creation of an employee gym at the Staples Street Center
- ◆ Equipment to furnish the employee gym
- ◆ Various units of vehicle and facility maintenance equipment
- ◆ Various units of information technology hardware
- ◆ Projects in-progress related to bus stops at the Del Mar Oso Creek Campus and the reconstruction of the Port Ayers Transfer Station

As of December 31, 2021, the Authority's overall investment in capital assets (net of accumulated depreciation) totaled \$70,733,716, an increase of \$4,565,921 from December 31, 2020. During the year capital assets totaling \$11,022,407 were acquired. The acquisition costs of these assets were offset by the depreciation expense recorded for the year totaling \$6,456,486 decreasing the investment in capital assets to \$4,565,921. The 2021 capital additions primarily occurred in two asset categories, Transit Stations & Bus Stops and Vehicles, Furniture, & Equipment. Some of the significant capital assets acquired include:

- ◆ 29 Arboc Buses 25'
- ◆ 5 Support Vehicles and 2 Golf Carts for Safety & Security
- ◆ 10 Diesel and 5 CNG engine overhauls for fixed-route buses
- ◆ 63 Driver Safety Shield Barriers Installations to buses

- ◆ 126 Social Distance Seat Band Installations to buses
- ◆ 17 DVR's for buses including DVR Server & Storage Array
- ◆ 1 CNG Defueling Station
- ◆ 52 UV Light Disinfection System installations
- ◆ 2 AC Units for Maintenance Shop
- ◆ 35 Portable Handheld Radios
- ◆ Technology upgrades to servers and data center UPS Battery Replacements
- ◆ Parts Inventory Storage Cabinets & Shelving
- ◆ Parking Lot resurfacing at Bear Lane Operations Building

Additional details about the Authority's capital asset activities are presented in Note 3 of the notes to the financial statements.

Table 2
Capital Assets

	Federal and Other Funding	Local Funding	Total
At December 31, 2022:			
Capital Assets at Cost	\$ 85,395,593	\$ 70,522,134	\$ 155,917,727
Less: Accumulated Depreciation	60,168,896	27,100,554	87,269,450
Capital Assets, net	<u>\$ 25,226,697</u>	<u>\$ 43,421,580</u>	<u>\$ 68,648,277</u>
At December 31, 2021:			
Capital Assets at Cost	\$ 85,490,704	\$ 70,885,195	\$ 156,375,899
Less: Accumulated Depreciation	59,991,147	25,651,036	85,642,183
Capital Assets, net	<u>\$ 25,499,557</u>	<u>\$ 45,234,159</u>	<u>\$ 70,733,716</u>

Liabilities: The Authority's total liabilities as of December 31, 2022 were \$42,516,932, an increase of \$14,546,488 from the \$27,970,444 in 2021. From the 2022 combined obligations of \$42,516,932, the current portion stood at \$12,424,519, while the long-term portion was at \$30,092,413. Both categories came in significantly higher than 2021.

Current liabilities ended the year at \$12,424,519, an increase of \$4,871,592 compared to \$7,552,927 in 2021 and is primarily due to the increased liability related to the Street Improvements Program, along with higher balances for vendor payables and other accrued liabilities. The long-term liabilities ended the year at \$30,092,413, an increase of \$9,674,897 over the 2021 balance of \$20,417,517. The increase is largely due to the negative performance of the RTA Employee Defined Benefit Plan which resulted in a higher net pension liability.

The Authority's total liabilities as of December 31, 2021 were \$27,970,444, a decrease of \$3,863,046 from the balance of \$31,833,490 in 2020. Of the 2021 balance for total liabilities,



\$7,552,927 is current and customary to the Authority's business operations, and \$20,417,517 are long-term liabilities. Current liabilities decreased by \$2,428,878, primarily due to distributions totaling \$2,423,435 that were paid in 2021 to the City of Corpus Christi for street repairs under the 2021 Street Improvement Plan. The long-term liabilities decreased by \$1,434,168 from \$21,851,685 in 2020, which resulted primarily from three liability accounts; long-term debt, sales tax audit funds due, and net pension liability.

For the pension plan, a net pension asset balance of \$941,538 as of December 31, 2021 swung to a net pension liability of \$11,027,475 as of December 31, 2022. The significant decline in the value of the pension plan portfolio is in line with the greater market, as market volatility led to one of the worst years since the Great Depression, with the S&P 500 finishing down 19.4%, the seventh worst year on record for the index. The Authority is cautiously optimistic for improvement in this area for the 2023 report year as the markets have rebounded, however the threat of inflation and subsequent recession continue to be a concern.

Additional details about the Authority's long-term liability are presented in Note 4 of the notes to the financial statements.

Statement of Revenues, Expenses, and Changes in Net Position:

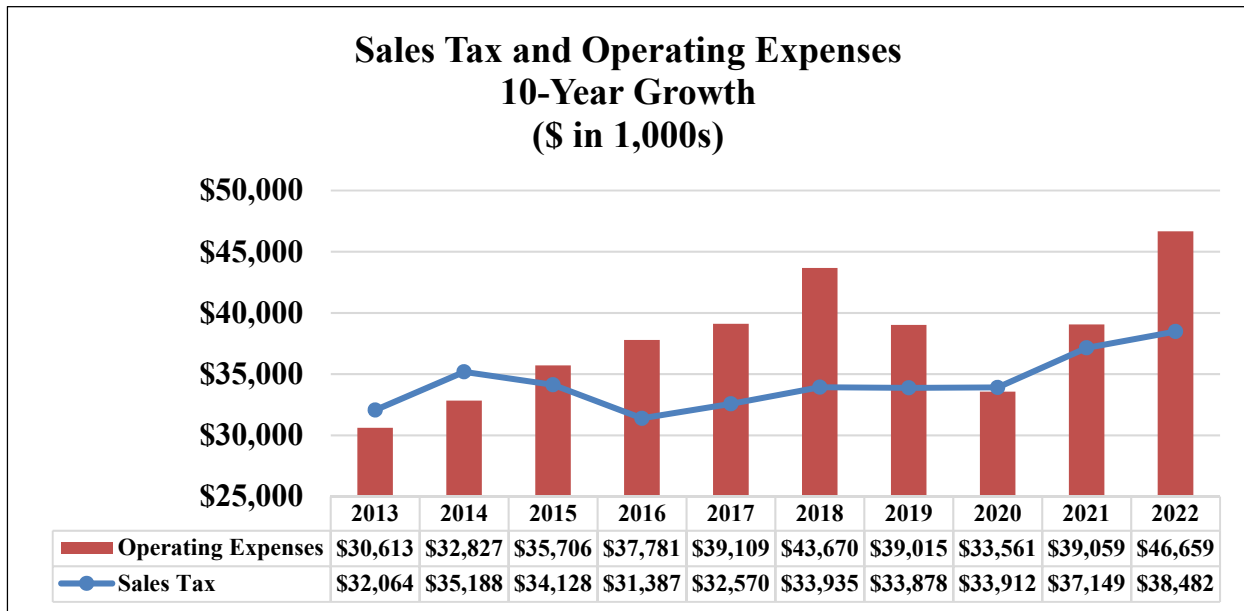
Change in Net Position: While the Statement of Net Position focuses on financial position at a point in time, the Statement of Revenues, Expenses, and Changes in Net Position provides further details as to what specific activities took place during the year that led to the changes shown on the Statement of Net Position. The Authority's activities are presented in Table 3.

As shown on the Statement of Revenues, Expenses, and Changes in Net Position, the Authority's net position increased by \$2,414,836 at the close of December 31, 2022. Of this increase, \$1,789,059 came from operations, and \$625,777 from grant revenue for capital purchases.

The increase from operations is primarily due to the \$11,540,721 of federal funds received to support operating expenses. From the total federal funding received, \$10,064,385 came from the American Recovery Plan Act. In addition, \$1,173,527 came from urbanized area formula grants for preventive maintenance costs of the bus fleet. The remaining \$302,809 represents pass through reimbursements to sub-recipients.

In addition to the growth in federal grant revenue, sales tax collections increased by \$1,332,671 or 3.59%, going from \$37,149,496 in 2021 to \$38,482,167 in 2022, and indicating the continued resiliency of the regional economy in the aftermath of the Covid-19 pandemic. The average sales tax growth over the last ten years is reported at 1.97%. Growth is reported each year with the exception of 2015, 2016 and 2019. In 2015 and 2016, the country experienced a mini recession but in 2017 sales tax receipts recovered \$1,183,157 or 3.77% from 2016. The growth in 2019 was -0.17% but up by 0.10% the next year.

The following chart illustrates the relative growth in sales taxes with respect to operating expenses for the ten-year period of 2013 through 2022.



Other revenues remained mostly flat in 2022 in comparison to 2021. Passenger service continues its slow growth in the aftermath of the pandemic, posting an increase of 0.49% from 2021 to 2022. Bus advertising saw a growth of 10% in 2022, with \$176,907 compared to \$160,820 in 2021. Other operating revenues grew \$12,842 or 2.68%, with 2022 ending at \$491,329 compared to \$478,487 in 2021.

In 2021, the Statement of Revenues, Expenses, and Changes in Net Position reflected an increase of \$12,578,734 to the Authority's net position as of December 31. The increase is mostly due to the increase of \$3,237,007 in sales tax revenue, coupled with \$8,289,417 in federal capital grant funding.

Sales Tax Revenue growth soared by 9.55% in 2021, spurred by regional economic activity and additional federal stimulus funds. The \$37,149,496 generated in 2021 was the highest on record for the Authority prior to being eclipsed by 2022.

Operating revenues including Passenger Service and Other Operating Revenues both declined from 2020 to 2021, with decreases of 13.51% and 33.80%, while Bus Advertising experienced strong growth of 24.79% from 2020 to 2021. The decline for passenger service was attributable to the continued change in ridership trends in response to the pandemic, while the increase in bus advertising indicated business spending on marketing returning to pre-pandemic levels. The change in other operating revenues was the result of lower federal fuel credits due to the decline in service levels.

Table 3
Condensed Summary of Revenue, Expenses, and Changes in Net Position

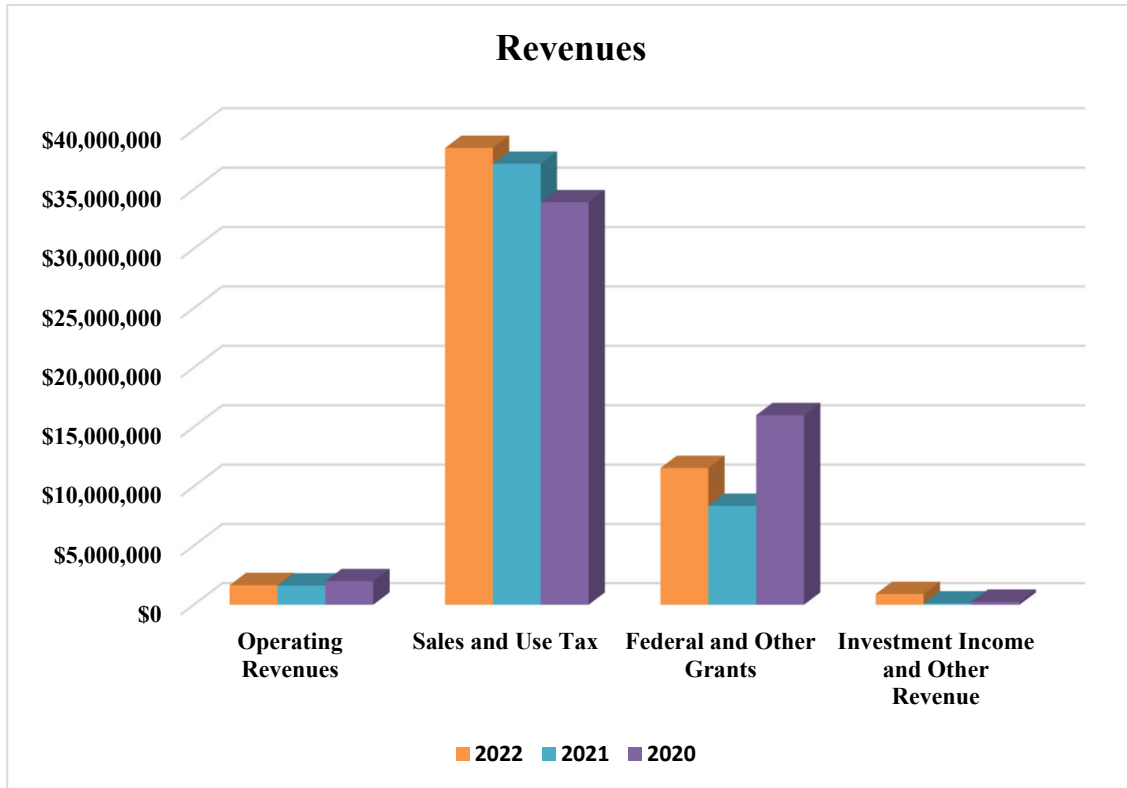
	At December 31			At December 31		
	2022	2021	Change	2021	2020	Change
Revenues						
Passenger Service	\$ 991,329	\$ 986,544	\$ 4,785	\$ 986,544	\$ 1,140,636	\$ (154,092)
Bus Advertising	176,907	160,820	16,087	160,820	128,874	31,946
Other Operating Revenues	491,329	478,487	12,842	478,487	722,798	(244,311)
Non-Operating Revenues						
Sales and Use Tax	38,482,167	37,149,496	1,332,671	37,149,496	33,912,489	3,237,007
Federal and Other Grants	11,540,721	8,358,878	3,181,843	8,358,878	15,985,553	(7,626,675)
Investment Income	839,842	35,305	804,537	35,305	181,431	(146,126)
Lease-Related Interest Income	72,509	69,632	2,877	69,632	68,263	1,369
Total Revenues	52,594,804	47,239,162	5,355,642	47,239,162	52,140,044	(4,900,882)
Expenses						
Operating Expenses						
(net of lease revenue)	39,674,693	32,602,054	7,072,639	32,602,054	33,561,067	(959,013)
Depreciation	6,984,511	6,456,486	528,025	6,456,486	7,489,474	(1,032,988)
Distribution - Regional Entities	3,129,527	3,083,652	45,875	3,083,652	3,369,273	(285,621)
Subrecipients	302,809	75,870	226,939	75,870	626,191	(550,321)
Interest and Fiscal Charges	714,205	731,783	(17,578)	731,783	791,013	(59,230)
Total Expenses	50,805,745	42,949,845	7,855,900	42,949,845	45,837,018	(2,887,173)
Net Income Before						
Capital Grants and Donations	1,789,059	4,289,317	(2,500,258)	4,289,317	6,303,026	(2,013,709)
Capital Grants and Donations	625,777	8,289,417	(7,663,640)	8,289,417	1,695,465	6,593,952
Change in Net Position	2,414,836	12,578,734	(10,163,898)	12,578,734	7,998,491	4,580,243
Net Position, Beginning of Year,	101,686,670	89,107,936	12,578,734	89,107,936	81,111,787	7,996,149
Adjustment to Net Position	-	-	-	-	(2,342)	2,342
Net Position, End of Year	\$ 104,101,506	\$ 101,686,670	\$ 2,414,836	\$ 101,686,670	\$ 89,107,936	\$ 12,578,734

The discussion on the following pages provides details of the more significant aspects of the Authority's operating activities that changed net position. Additionally, the ten-year history of the Authority's changes in net position is included in Table 2 of the Statistical Section.

Revenues: The Authority's revenues are from sources customary to the public mass transportation industry. Total revenues are made up primarily of sales and use taxes with the smaller share of overall revenues generated from user charges and other ancillary revenues, grants used for operating assistance, earnings from investing activities, and occasional gains from disposing of property owned by the Authority.

In 2022, the Authority's total revenues increased by \$5,355,642, going from \$47,239,162 in 2021 to \$52,594,804 in 2022. The increase stems from receiving \$3,181,843 less in federal funding for operational expenses. Strong performance in sales tax revenue and the investment income attributed to the remaining of the increase in 2022. Other revenue categories such as Passenger Service and Bus Advertising remained mostly flat from 2021 to 2022.

In 2021, the Authority's total revenues decreased by \$4,900,882, going from \$52,140,044 in 2020 to \$47,239,162 in 2021. The decrease stems from receiving \$7,626,675 less in federal funding for operational expenses. However, the strong tax revenue increase of \$3,237,007 helped minimize the financial impact from the loss in revenue from the prior year which include passenger fares, investment income, and various revenue sources included in the Other Operating Revenue category. These contributing factors to the decreases in these revenue streams come from disruptions from social distancing that affect ridership and other revenue streams along with market volatility.



♦ Operating Revenues include user charges for transportation services, bus bench advertising, onboard advertising, and other ancillary operating revenues.

For 2022, revenues from operations totaled \$1,659,565 which represented 3.16% of total revenues, showed an increase of \$33,714 from the \$1,625,851 in 2021. Passenger fares increased by \$4,785 or 0.49% while revenue from bus advertising increased by \$16,087 or 10.00% from 2021. Meanwhile, other operating revenues grew by \$12,842 or 2.68%.

For 2021, revenues from operations totaled \$1,625,851, which represented 3.45% of total revenues, showed a decrease of \$366,457 from the \$1,992,308 in 2020. Passenger fares decreased by \$154,092 or 13.51% while revenue from bus advertising increased by \$31,946 or 24.79% from 2020. Other operating revenues fell by \$244,311 or 33.80% which was primarily due to the challenges associated with auction of assets and the decrease in federal alternative fuels tax credit that resulted from a decrease in CNG fuel.

♦ Sales and Use Tax is a dedicated ½ cent sales and use tax levied on certain goods and services sold within the region which provides the primary funding for the Authority's operating budget.

For 2022, sales and use tax revenue totaled \$38,482,167, which represented 73.17% of total revenues, increased by 3.59% or \$1,332,671 from 2021. The increase exceeded budget expectations by \$973,164 or 2.59% of the approved budget.

For 2021, sales tax of \$37,149,496, which represented 78.64% of total revenues, increased by 9.55% or \$3,237,007 from 2020. The increase exceeded budget expectations by \$1,693,383 by 4.82% of the original budget or 4.78% from the amended budget.

♦ Operating Grant Assistance represents reimbursements to the Authority for preventative maintenance activities, the cost of certain work-related routes and regional mobility coordination, in addition to the CARES Act funding approved by Congress as part of the federal response to Covid-19. The Authority has the option of utilizing its annual "Formula" grants provided by the Federal Transit Administration (FTA) for operating assistance or to fund capital asset acquisitions.

In 2022, the income from federal grant assistance increased by \$3,181,843 from 2021. The increase was due to the grant allocation from the American Recovery Plan Act of \$10,064,385 which was an increase of 46.77% from the grant allocation of \$6,857,205 received from the CRRSAA Act in 2021.

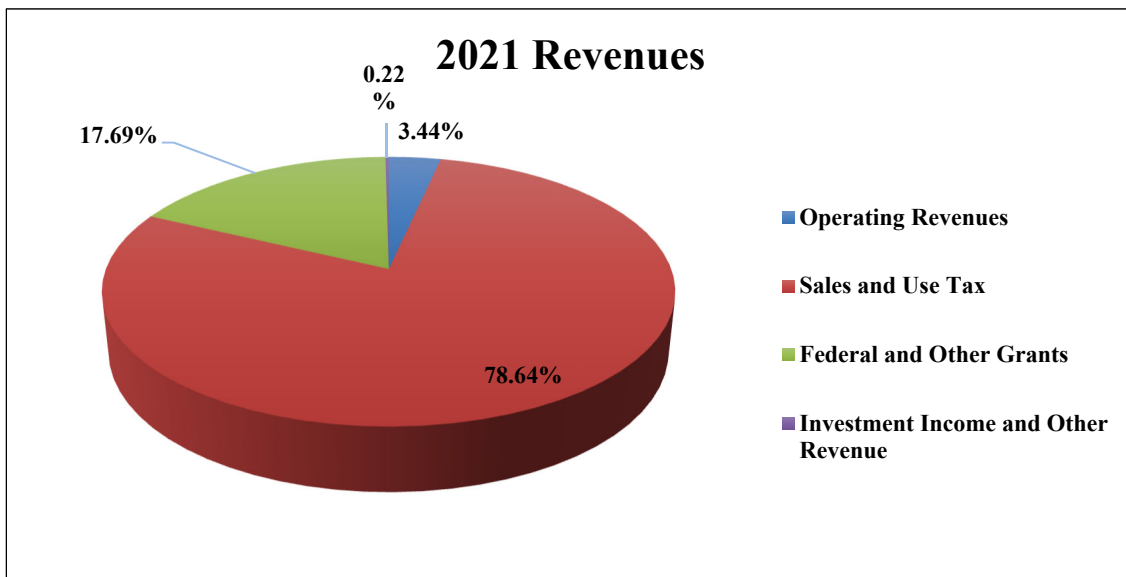
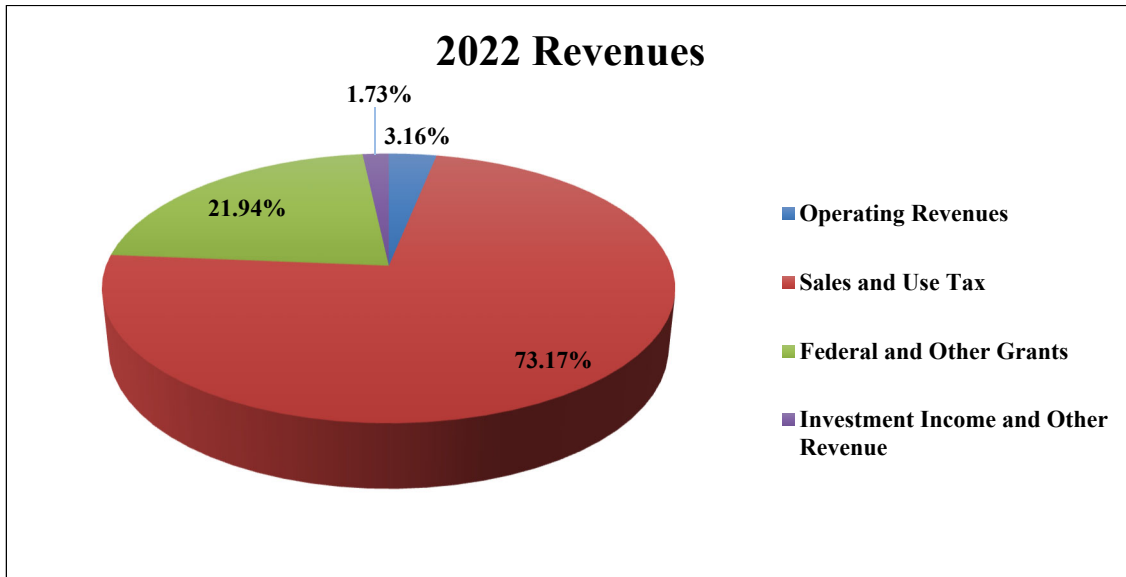
In 2021, the income from federal grant assistance dropped by \$7,626,675 from 2020. The decrease was due to the grant allocation from the CRRSAA Act of \$6,857,205 which is a decrease of 45.62% from the grant allocation of \$15,030,980 received from the CARES Act in 2020.

Additional details about the Authority's federal grant programs are presented in the Schedule of Expenditure of Federal Awards and their accompanying notes.

♦ Investment Income is income earned from the Authority's investing activities. For 2022, income generated from the portfolio increased by \$804,537 or 2,278.79% from 2021. In an effort to combat soaring inflation, the Federal Reserve increased the federal funds rate seven times, ending the year with a fed rate in the range of 4.25% to 4.50%. The Authority's holdings in TexPool prime experienced strong returns, while longer term holdings were also acquired to extend maturities and hedge against interest rate risk.

For 2021, income generated from the portfolio decreased by \$146,126 or 80.54% from 2020. All investments holding were held in TexPool Prime and had a return that started the year 2021 at 0.1320% and gradually dropping to 0.0930% at the end of year. The resurgence of pandemic cases in 2021 continued to hinder any improvement in economic activity to allow pooled investments to perform. Since then the investing activities of the Authority have diversified to higher yield investments.

The Authority works with its investment advisor to seek out opportunities to generate acceptable returns on custodial funds, while maintaining liquidity for the numerous capital projects on the horizon. The Fed continues to take steps to mitigate the impact of inflation, with overnight rates reaching 5.33% as of July 31, 2023.



Expenses: The Authority's expenses consist of two types of cost categories; operating expenses and non-operating expenses. Operating expenses are identified as the total cost of providing public transit services including depreciation of capital assets. Included are the costs incurred from directly operated services and those costs incurred from contracted services of a private transportation provider. In the transit industry the contracted service is commonly known as "Purchased Transportation". Operating expenses also include all the indirect cost of planning and program development along with general administrative expenses.

Non-operating expenses involve costs that are not directly associated with core operations but are incurred in the normal course of providing services. Included are distributions to regional entities for the Authority's street improvement program, fiscal and interest charges, and payments for grant sub recipient programs.

In 2022, total expenses were \$50,805,745, an increase of \$7,855,900 or 18.29% over total expenses of \$42,949,845 in 2021. Increases occurred in all expense categories with significant increases coming from operating expenses and depreciation.

In 2021, total expenses were \$42,949,845, a decrease of \$2,887,173 or 6.30% less than total expenses of \$45,837,018 in 2020. Decreases occurred in all expense categories with significant increases coming from operating expenses, depreciation, and sub recipient programs.

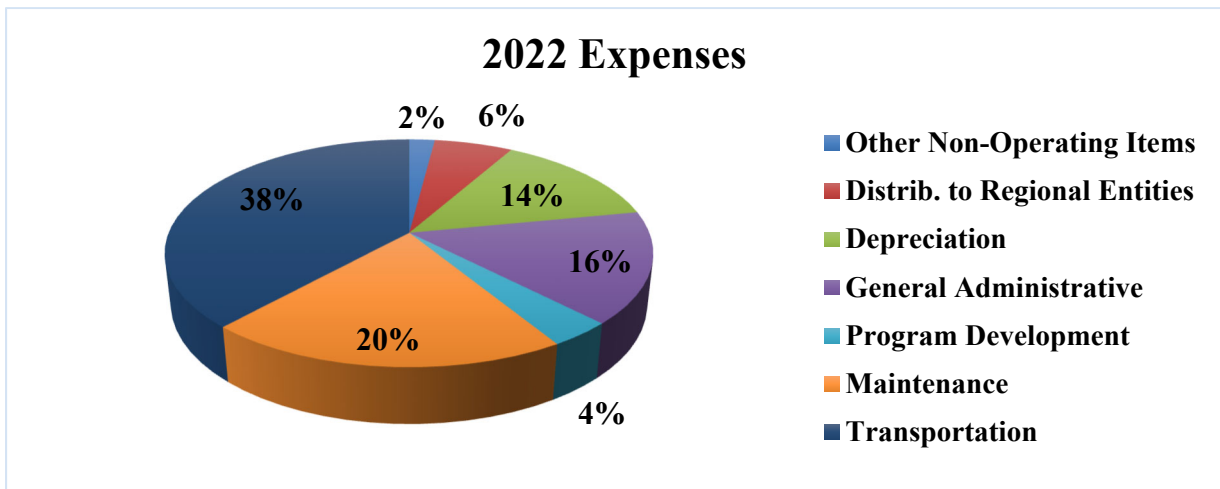
The largest component of the Authority's total expenses is operating expenses. These expenses, excluding depreciation expense, account for 78.09% and 75.91% of total expenses in 2022 and 2021, respectively.

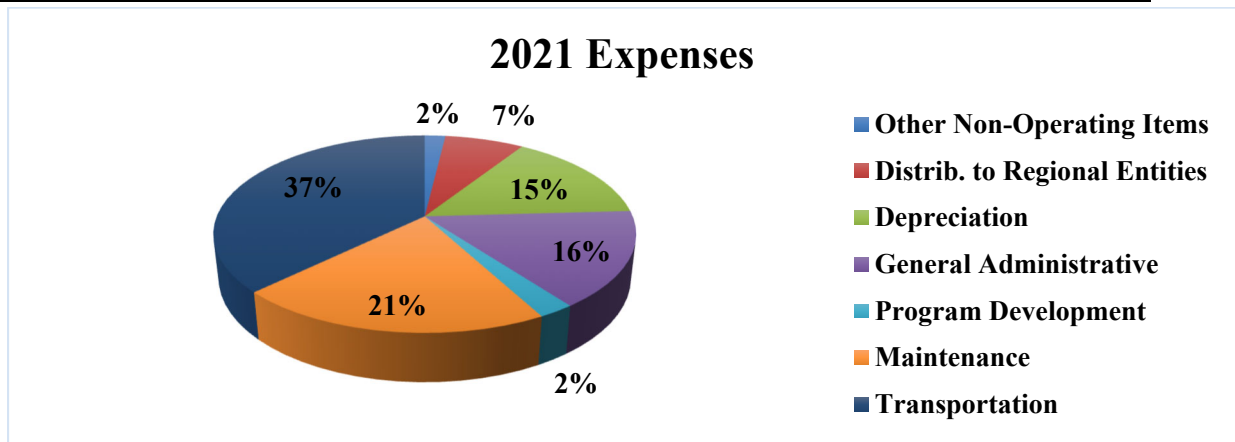
Operating Expenses: 2022 operating expenses (including depreciation) of \$46,659,204 increased by 19.46% or \$7,600,664 from \$39,058,540 in 2021. The significant increases came from Operations (Transportation - \$1,924,600; Purchased Transportation - \$1,529,124; Vehicle Maintenance - \$1,031,954) as a result of service levels beginning to normalize in the aftermath of the pandemic. Service Development expenses increased by \$710,318 due to consulting fees related to the long-term service plan. Administrative departments and depreciation also increased by \$1,090,865 and \$528,025 respectively.

All departmental expenses increased related to their proportionate share of the cost of employee benefits, namely the Authority's self-funded health insurance plan, and the RTA Employee Defined Benefit Plan. The health insurance plan continued in 2022 to pay a high dollar volume of claims for plan participants. Multiple wellness initiatives were implemented in 2022, including the construction of an employee gym at the Staples Street Center to encourage healthier lifestyles for employees.

Total Operating Expenses (Including Depreciation)

Department	2022	2021	Variance
Transportation	\$ 11,033,438	\$ 9,108,838	\$ 1,924,600
Customer Programs	573,659	480,178	93,481
Purchased Transportation	8,421,578	6,892,454	1,529,124
Service Development	1,244,310	533,992	710,318
MIS	1,449,143	1,384,046	65,097
Vehicle Maintenance	6,355,542	5,323,588	1,031,954
Facilities Maintenance	3,691,884	3,302,246	389,638
Materials Management	321,619	217,809	103,810
Administrative and General	5,865,405	4,774,540	1,090,865
Marketing & Communications	718,115	584,362	133,753
Depreciation	6,984,511	6,456,486	528,025
Total Operating Expenses	\$ 46,659,204	\$ 39,058,539	\$ 7,600,665





Depreciation: Depreciation expense was \$528,025 (8.18%) higher in 2022 than 2021 and was in line with projections as multiple newer buses completed the first full year of their useful lives and incurred the appropriate level of depreciation.

Depreciation expense was \$1,032,988 (13.79%) lower in 2021 than 2020 due to multiple assets including buses that were fully-depreciated during or prior to 2021.

Additional details about the Authority's accumulated depreciation on capital assets are presented in Note 3 of the notes to the financial statements.

Distributions to Regional Entities: The Authority, through collaborative efforts with the regional member government entities, maintains a street improvement program for the purpose of constructing, rebuilding and rehabilitating streets within its service region. These projects represent a major investment in enhancing mobility, reducing congestion and improving the overall service area. The streets are not the property of the Authority and, thus, the expenditures are reported as non-operating expenses in the Authority's financial statements. The level of funding is determined by a formula used to calculate the allocations for each of the member cities based on the sales tax receipts for a specific period. The funding is then allocated, in arrears, to each participating government.

In 2022, these costs increased by \$45,875 or 1.49%, going from \$3,083,652 to \$3,129,527 and is due to sales tax revenues that were mostly flat from 2020 to 2021.

In 2021, these costs decreased by \$285,621 or 8.48%, going from \$3,369,273 to \$3,083,652 and is due to sales tax revenues that were mostly flat from 2019 to 2020, coupled with the exclusion of the adjustment incurred in 2020.

Fiduciary Funds: Following the government-wide basic financial statements are similar financial statements for the Authority's two fiduciary funds. These statements provide financial information about the Authority's defined benefit pension and defined contribution retirement plans.

During 2022, the net value of the plans' assets decreased by \$10,747,640 or 16.29%, going from \$65,972,350 to \$55,224,710. The decrease is due to primarily to volatility in markets that led to depreciation in the value of the plan portfolios.

During 2021, the net value of the plans' assets increased by \$6,594,572 or 11.11%, going from \$59,377,778 to \$65,972,350. The increase is due to primarily to investment gains that totaled \$7,445,639.

Additional details about the Authority's fiduciary funds activities are presented in the Statement of Fiduciary Net Position and Statement of Changes in Fiduciary Net Position.

ECONOMIC FACTORS AND NEXT YEAR'S BUDGET

The outlook for the local and regional economies remains strong as travel and tourism continues to boost sales tax revenues while Corpus Christi job growth continues to grow above pre-pandemic levels. The 2023 State of the City event provided much encouragement after showcasing a record-breaking \$1.5 billion budget for new developments and improvements.

Going into 2023, CCRTA looks at restructuring to better meet the core needs of the community. Safety and security are fundamental issues impacting quality of service, ridership retention, and retention and recruitment of front-line operating personnel. Challenges include the continued labor shortages, lead time and materials shortages and declined ridership. The 2023 budget however was developed with revenue projections that would sustain a total budget of \$56,538,665, funding \$45,860,089 for operations and capital projects at a total project cost of \$10,678,576. Ongoing initiatives include incentives to attract and retain employees with sign-in bonuses, employee retention bonuses, cola and merit increases along with a generous tuition reimbursement program.

In the area of operations, objectives included reduction of operations costs while improving services across all modes with more frequent and regular service in areas where it is most needed and investing in capital projects that would enhance ridership experience. Among the capital projects is the reconstruction of the Port Ayers Transfer Station which was built in 1995 and is the second highest ridership stop averaging 1,492 weekday boardings.

BEFORE



AFTER



The Authority is continuing to carefully assess factors in the local economy and ways to increase revenues or decrease costs in order to live within the means available. Passenger fares are currently going through a comprehensive evaluation. The firm of Nelson Nygaard was contracted to conduct a Fare Equity Analysis and fare recommendations are still under consideration by management. The topic is being revisited in 2023. The approval process is highly regulated and is estimated to take 90 days. If approved, the implementation date would be scheduled for January 1, 2024.

REQUEST FOR INFORMATION

This financial report is designed to provide a general overview of the Authority's finances for those with an interest in its finances. Questions concerning any of the information in this report or requests for additional information should be addressed to Open Records Request, Attn: Marketing Dept., Corpus Christi Regional Transportation Authority, 602 N Staples St, Corpus Christi, Texas 78401-2802, (361) 289-2712. The Annual Comprehensive Financial Report will also be posted on the Authority's website: www.ccrta.org



BASIC FINANCIAL STATEMENTS

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statements of Net Position
December 31, 2022 and 2021

	<u>2022</u>	<u>2021 (Restated)</u>
Assets and Deferred Outflows of Resources		
Current Assets:		
Cash and Cash Equivalents (Note 2)	\$ 25,536,891	\$ 48,526,571
Short Term Investments (Note 2)	26,829,671	-
Receivables:		
Sales and Use Taxes	6,892,274	6,851,829
Federal Government	85,717	54,642
Other	635,609	668,824
Inventories	1,204,171	979,912
Prepaid Expenses	878,503	410,275
Total Current Assets	<u>62,062,836</u>	<u>57,492,053</u>
Non-Current Assets:		
Restricted Cash and Cash Equivalents (Note 2)	575,308	779,623
Long Term Investments (Note 2)	5,951,169	-
Net Pension Asset (Note 6)	-	941,538
Lease Receivable (Note 5)	1,481,296	1,925,532
Capital Assets (Note 3):		
Land	4,882,879	4,882,879
Buildings	52,705,304	52,689,967
Transit Stations, Stops and Pads	28,574,474	25,112,677
Other Improvements	5,525,123	5,525,123
Vehicles, Furniture and Equipment	62,634,935	67,309,537
Right-To-Use Leased Equipment	499,627	499,627
Construction in Progress	1,095,385	356,089
Total Capital Assets	<u>155,917,727</u>	<u>156,375,899</u>
Less: Accumulated Depreciation	<u>(87,269,450)</u>	<u>(85,642,183)</u>
Net Capital Assets	<u>68,648,277</u>	<u>70,733,716</u>
Total Non-Current Assets	<u>76,656,050</u>	<u>74,380,409</u>
Total Assets	<u>138,718,886</u>	<u>131,872,462</u>
Deferred Outflows of Resources		
Deferred outflow related to pensions (Note 6)	9,475,513	1,345,223
Deferred outflow related to OPEB (Note 7)	62,202	42,767
Deferred outflow on extinguishment of debt	2,937,149	3,120,721
Total Deferred Outflows of Resources	<u>12,474,864</u>	<u>4,508,711</u>
Total Assets and Deferred Outflows of Resources	<u>\$ 151,193,750</u>	<u>\$ 136,381,173</u>

See Notes to the Financial Statements

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statements of Net Position, Continued
December 31, 2022 and 2021

	<u>2022</u>	<u>2021</u> <u>(Restated)</u>
Liabilities, Deferred Inflows of Resources, and Net Position		
Current Liabilities:		
Accounts Payable	\$ 1,979,739	\$ 750,211
Current Portion of Long-Term Liabilities (Note 4):		
Long-Term Debt	905,000	890,000
Compensated Absences	335,005	331,157
Sales Tax Audit Funds Due	328,488	328,488
Distributions to Regional Entities Payable	7,523,214	4,471,160
Other Accrued Liabilities	1,353,073	781,911
Total Current Liabilities	<u>12,424,519</u>	<u>7,552,927</u>
Long-Term Liabilities, Net of Current Portion (Note 4):		
Long-Term Debt	16,785,000	17,690,000
Compensated Absences	942,102	950,274
Leases Payable (Note 5)	338,738	431,407
Sales Tax Audit Funds Due	164,258	492,746
Net Pension Liability (Note 6)	11,027,475	-
Net OPEB Obligation (Note 7)	834,840	853,090
Total Long-Term Liabilities	<u>30,092,413</u>	<u>20,417,517</u>
Total Liabilities	<u>42,516,932</u>	<u>27,970,444</u>
Deferred Inflows of Resources		
Deferred inflow related to leases (Note 5)	1,481,296	1,925,532
Deferred inflow related to pensions (Note 6)	3,087,164	4,798,527
Deferred inflow related to OPEB (Note 7)	6,852	-
Total Deferred Inflows	<u>4,575,312</u>	<u>6,724,059</u>
Total Liabilities and Deferred Inflows of Resources	<u>47,092,244</u>	<u>34,694,503</u>
Net Position:		
Net Investment in Capital Assets	53,895,426	55,274,436
Restricted for Pension Assets	-	941,538
Restricted for FTA Interest	575,308	779,623
Unrestricted	49,630,772	44,691,073
Total Net Position	<u>\$ 104,101,506</u>	<u>\$ 101,686,670</u>

See Notes to the Financial Statements

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statements of Revenues, Expenses, and Changes in Net Position
Years ended December 31, 2022 and 2021

	<u>2022</u>	<u>2021</u> <u>(Restated)</u>
Operating Revenues:		
Passenger Service	\$ 991,329	\$ 986,544
Bus Advertising	176,907	160,820
Other Operating Revenues	491,329	478,487
Total Operating Revenues	<u>1,659,565</u>	<u>1,625,851</u>
Operating Expenses:		
Transportation	11,033,438	9,108,838
Customer Programs	573,659	480,178
Purchased Transportation	8,421,578	6,892,454
Service Development	1,244,310	533,992
MIS	1,449,143	1,384,046
Vehicle Maintenance	6,355,542	5,323,588
Facilities Maintenance (net of lease revenue of \$445,436 and \$426,610 in 2022 and 2021)	3,691,884	3,302,246
Materials Management	321,619	217,809
Administrative and General	5,865,405	4,774,540
Marketing & Communications	718,115	584,362
Depreciation	6,984,511	6,456,486
Total Operating Expenses	<u>46,659,204</u>	<u>39,058,540</u>
Operating Loss	(44,999,639)	(37,432,689)
Non-Operating Revenues (Expenses):		
Sales and Use Tax Revenue	38,482,167	37,149,496
Federal and Other Grant Assistance	11,540,721	8,358,878
Investment Income	839,842	35,305
Lease-Related Interest Income	72,509	69,632
Subrecipient Programs	(302,809)	(75,870)
Interest Expense and Fiscal Charges	(714,205)	(731,783)
Distributions to Regional Entities	(3,129,527)	(3,083,652)
Net Non-Operating Revenues (Expenses)	<u>46,788,698</u>	<u>41,722,006</u>
Net Income (Loss) Before Capital Grants & Donations	1,789,059	4,289,317
Capital Grants & Donations	<u>625,777</u>	<u>8,289,417</u>
Change in Net Position	2,414,836	12,578,734
Net Position, Beginning of Year	101,686,670	89,110,278
Cumulative Effect of Change in Accounting Principal	-	(2,342)
Net Position, Beginning of Year, As Restated (Note 1)	101,686,670	89,107,936
Net Position, End of Year, As Restated	<u>\$ 104,101,506</u>	<u>\$ 101,686,670</u>

See Notes to the Financial Statements

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statements of Cash Flows
Years Ended December 31, 2022 and 2021

	2022	2021 (Restated)
Cash Flows From Operating Activities:		
Cash Received from Customers	\$ 1,066,492	\$ 914,046
Cash Received from Bus Advertising and Other Ancillary	1,275,972	1,135,543
Cash Payments to Suppliers for Goods and Services	(17,757,231)	(15,165,435)
Cash Payments to Employees for Services	(14,290,885)	(12,483,192)
Cash Payments for Employee Benefits	(5,122,753)	(5,872,299)
Net Cash Used for Operating Activities	<u>(34,828,405)</u>	<u>(31,471,337)</u>
Cash Flows from Non-Capital Financing Activities:		
Sales and Use Taxes Received	38,113,234	35,913,894
Grants and Other Reimbursements	11,509,646	8,491,502
Distributions to Subrecipient Programs	(302,809)	(75,870)
Distributions to Regional Entities	(77,472)	(5,507,087)
Net Cash Provided by Non-Capital Financing Activities	<u>49,242,599</u>	<u>38,822,439</u>
Cash Flows from Capital and Related Financing Activities:		
Federal and Other Grant Assistance	625,777	8,289,417
Retirement of Long-Term Debt	(890,000)	(870,000)
Interest and Fiscal Charges	(520,683)	(538,231)
Purchase and Construction of Capital Assets	(4,899,072)	(10,595,565)
Proceeds from the Sale of Capital Assets	16,786	6,445
Net Cash Used for Capital and Related Financing Activities	<u>(5,667,192)</u>	<u>(3,707,934)</u>
Cash Flows from Investing Activities:		
Investment Income	839,842	35,305
Purchases of Investments	(50,075,000)	-
Maturities and Redemptions of Investments	17,000,000	-
Premiums/Discounts on Investments	294,160	-
Net Cash Provided by (Used for) Investing Activities	<u>(31,940,998)</u>	<u>35,305</u>
Net Increase/(Decrease) in Cash and Cash Equivalents	(23,193,995)	3,678,469
Cash and Cash Equivalents (Including Restricted Accounts), January 1	49,306,194	45,627,725
Cash and Cash Equivalents (Including Restricted Accounts), December 31	\$ <u>26,112,199</u>	\$ <u>49,306,194</u>

See Notes to the Financial Statements

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statements of Cash Flows (continuation)
Years Ended December 31, 2022 and 2021

**Reconciliation of Operating Loss to Net Cash
Used for Operating Activities:**

	2022	2021 (Restated)
Operating Loss	\$ (44,999,639)	\$ (37,432,689)
Adjustments to Reconcile Operating Loss to Net Cash		
Provided (Used) by Operating Activities:		
Depreciation	6,984,511	6,456,486
Changes in Assets, Deferred Inflows & Outflows of Resources, and Liabilities:		
Other Receivables	33,215	(119,219)
Inventories	(224,258)	104,439
Prepaid Expenses	(556,201)	32,908
Lease Receivable	444,236	(1,934,315)
Net Pension Asset	941,538	(941,538)
Net OPEB Obligation	(18,250)	3,598
Accounts Payable and Accrued Liabilities	1,934,432	1,624,877
Compensated Absences	(4,323)	157,148
Leases Payable	(92,669)	184,296
Net Pension Liability	11,027,475	(733,591)
Deferred Outflows of Resources	(8,149,725)	(900,206)
Deferred Inflows of Resources	(2,148,747)	2,026,469
Net Cash Used for Operating Activities	<u>\$ (34,828,405)</u>	<u>\$ (31,471,337)</u>

Non-Cash Investing, Capital and Financing Activities:

Change in:		
Sales and Use Tax Receivable	\$ 40,445	\$ 907,114
Receivable from Federal Government Capital	(15,245)	(125,776)
Receivable from Federal Government Operating	46,052	(6,848)
Short Term Investments	26,829,671	-
Long Term Investments	5,951,169	-
Distribution to Regional Entities Payable	3,052,054	(2,423,435)
Sales Tax - Audit Funds Due	(328,488)	(328,488)
Accrued Interest Payable	1,571	1,541
Deferred Outflows of Extinguishment of Debt	(183,572)	(183,571)
Other Prepaid Expenses (Non-Operating)	(11,522)	(11,522)

See Notes to the Financial Statements



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Fiduciary Funds - Statements of Net Position
December 31, 2022 and 2021

	<u>2022</u>	<u>2021</u>
ASSETS		
Investments (Note 2)		
Money Market Funds	\$ 1,780,602	\$ 2,273,587
Mutual Funds	8,889,643	10,828,586
Collective Investments Funds	44,560,152	52,870,177
Total Investments, at Fair Value	<u>55,230,397</u>	<u>65,972,350</u>
Receivables		
Accrued Interest Receivable	9,844	-
TOTAL ASSETS	<u>55,240,241</u>	<u>65,972,350</u>
LIABILITIES		
Due to Broker for Securities Purchased	15,531	-
TOTAL LIABILITIES	<u>15,531</u>	<u>-</u>
FIDUCIARY NET POSITION		
Held in Trust for Pension Benefits	<u>\$ 55,224,710</u>	<u>\$ 65,972,350</u>

See Notes to the Financial Statements

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Fiduciary Funds - Statements of Changes in Net Position
Years ended December 31, 2022 and 2021

	<u>2022</u>	<u>2021</u>
Additions:		
Investment Income / (Loss)	\$ (9,468,463)	\$ 7,445,639
Employee Contributions	1,239,794	1,085,850
Employer Contributions	1,382,108	1,382,108
Total Additions	<u>(6,846,561)</u>	<u>9,913,597</u>
Deductions:		
Benefits Paid	3,772,752	3,173,640
Administrative Expenses	128,327	145,385
Total Deductions	<u>3,901,079</u>	<u>3,319,025</u>
Increase (Decrease) in Net Position	(10,747,640)	6,594,572
Net Position, January 1	65,972,350	59,377,778
Net Position, December 31	<u>\$ 55,224,710</u>	<u>\$ 65,972,350</u>

See Notes to the Financial Statements

NOTES TO THE FINANCIAL STATEMENTS



(1) Summary of Significant Accounting Policies

The significant accounting policies followed in the preparation of these financial statements are summarized below. These policies conform to the accounting principles generally accepted in the United States of America (GAAP) for local governmental units as prescribed in the statements issued by the Governmental Accounting Standards Board (GASB) and other authoritative sources.

The Corpus Christi Regional Transportation Authority (Authority) was established by referendum on August 10, 1985, as a political subdivision of the State of Texas, to develop, maintain and operate a public mass transportation system, principally within Nueces County, Texas and certain neighboring communities. The Authority commenced operations on January 1, 1986.

Under state law, the Authority is authorized to levy ½-cent sales and use tax for transit purposes, including both capital improvement and operating expenses. The Authority is not authorized to levy property taxes. The Authority may issue bonds backed by operating revenues. Subject to referendum, the Authority may also issue bonds backed by sales taxes. The Authority is not subject to federal income taxes.

Reporting Entity: “The Financial Reporting Entity,” as defined in Section 2100 of GASB Codification of Governmental Accounting and Financial Reporting Standards, is comprised of the primary government and its component units. The primary government includes all departments and operations of the Authority that are not legally separate organizations. Component units are legally separate organizations that are fiscally dependent on the Authority or for which the Authority is financially accountable. An organization is fiscally dependent if it must receive the Authority’s approval for its budget, the levying of taxes or the issuance of debt. The Authority is financially responsible for an organization if it appoints a majority of the organization’s board and either (a) has the ability to impose its will on the organization or (b) there is a potential for the organization to provide a financial benefit to or impose a financial burden on the Authority. The reporting entity of the Authority consists only of the primary government. There are no component units. The Authority is not included as part of another governmental reporting entity.

Measurement Focus, Basis of Accounting and Financial Statements: The accounts of the Authority are organized as a proprietary fund. Proprietary funds account for operations that are financed and operated in a manner similar to a private business enterprise, where the intent is that costs of providing services to the general public on a continuing basis are financed or recovered through user charges. The Authority’s accounts are used for all Authority assets, liabilities, equities, revenues and expenses and are maintained on the accrual basis of accounting. Revenues from operations, investments and other sources are recorded when earned and expenses, including depreciation and amortization, of providing services to the public are accrued when incurred. Operating revenues include charges for transportation services and related ancillary revenues. Operating expenses include costs of operating the Authority, including fixed route, purchased services, service planning, customer service,



vehicle and facilities maintenance net of SSC leases, and administrative functions. All revenues and expenses that do not meet these definitions are classified as non-operating.

Non-operating revenues are non-exchange transactions, in which the Authority receives value without directly giving something of equal value in return, including sales taxes and grants. Sales tax is recognized when the taxable sales occur. Grants are recognized on a reimbursement basis when all grant requirements have been satisfied.

Fiduciary Funds: Fiduciary funds are used to account for pension activities for which the Authority is financially accountable. Since these assets are being held for the benefit of other parties and cannot be used to finance the activities of the Authority, they are separately presented funds.

Cash and Cash Equivalents: The Authority considers all cash on hand, demand deposits and short-term investments with original maturities of less than 90 days to be cash and cash equivalents.

Investments: The Authority’s investments are stated at fair value, except for money market funds and investments with a remaining maturity of one year or less when purchased and non-participating interest earning investment contracts, which are carried at cost. Fair value fluctuates with interest rates and increasing rates may cause the fair value to decline below cost. The calculation of realized gains and losses is independent of a calculation of the net change in the fair value of investments. Net change in the fair value of investments is recognized and reported as investment income in the financial statements. The Authority’s local government investment pools are recorded at amortized costs as permitted by GASB Statement No. 79, *Certain Investment Pools and Pool Participants*. The Authority’s investment policy focuses on strategies that attain preservation of principal primarily and maximizing earnings secondarily. Policy considers all cash on hand, demand deposits, and short-term investments with original maturities of less than 90 days to be cash and cash equivalents.

Capital Assets: The Authority defines capital assets as items with initial cost of at least \$5,000 for all items and an estimated life of at least two years. Capital assets, which include property, facilities, and equipment, are stated at historical cost. Donated assets are reported at acquisition value rather than fair value. Leasehold improvements are amortized over the shorter of the lease term or lives of related improvements. All costs of normal maintenance and repairs are expensed to operations as incurred. Depreciation is computed using the straight-line method over the estimated useful lives of the respective assets. Standard useful life estimates by asset types are as follows:

Asset Type	Years
Buildings	20-50
Transit Stations, Bus Stops, Street Pads & Other Improvements	2-15
Improvements other than buildings	2-5
Vehicles	3-12
Furniture & Equipment	2-12



Upon disposal, the costs of assets, including accumulated depreciation, are removed with the resulting gain or loss being reflected as a non-operating revenue/expense in the statement of revenues, expenses, and changes in net position. A portion of the proceeds from sale of property and equipment acquired with federal grants must be remitted to the granting federal agency under certain circumstances.

Compensated Absences: Employees of the Authority are compensated for personal, holiday, and health leave and other qualifying absences. The number of days compensated for these absences is based generally on length of service. It is the Authority's policy to permit employees to accumulate earned but unused personal leave. The amount of unused time that can be carried over to the next year is limited to 80 hours. Sick leave can be carried over indefinitely and up to 720 hours paid out if the employee retires from the Authority. Compensated absences are reflected in the financial statements when earned and available to the employee.

Restricted and Unrestricted Funds: In the financial statements, the net position is reported in three categories: Investment in Capital Assets; Restricted for Debt Service or FTA interest, and Unrestricted. From these three categories the only funds available for spending is the amount reported as Unrestricted.

The Investment in Capital Assets represents the total costs that the Authority has invested over the years in acquiring capital assets less accumulated depreciation and the outstanding principal balance of the related debt. In the Authority's case, the capital investment is also further decreased by the extinguishment of debt related to the 2019 bond refunding.

The restricted net position represents the amount that has been restricted by parties outside of the Authority such as creditors, grantors, laws, and regulations of other governments. Since the refunding of the bonds, the restriction under the old bond covenant has been removed and replaced with an insurance policy that guarantees the repayment of the principal and all associated interest payments to the bondholders in the event of default. As of 2022, the only amount restricted represents the Federal Transportation Administration (FTA) interest on the disposition of an asset that was no longer needed for the original authorized purpose. The reduction in the amount of the FTA's interest will apply to a future project eligible for grant funding.

When an expenditure is incurred for a purpose for which both restricted and unrestricted fund balance is available, the Authority assumes all unrestricted funds to have been spent first then until the funds are reconciled at the end of the month at which time reallocations to the three components are recomputed.

When an expenditure is incurred for which assigned funds balances are available, then assigned funds will be spent first and finally unassigned funds.

Deferred Outflows/Inflows: In addition to assets, the statement of net position will sometimes report a separate section for deferred outflows of resources. This separate financial statement element, *deferred outflows of resources*, represents a consumption of net assets that applies to



a future period(s) and so will not be recognized as an outflow of resources (expenses/expenditures) until that point.

In addition to liabilities, the statement of net position will sometimes report a separate section for deferred inflows of resources. This separate financial statement element, *deferred inflows of resources*, represents an acquisition of net assets that applies to a future period(s) and so will not be recognized as an inflow of resources (revenue) until that time.

Pension Plans: It is the Authority’s policy to fund pension costs annually. For purposes of measuring the net pension asset, deferred outflows of resources related to pensions, and pension expense, information about the fiduciary net position of the Authority’s Defined Benefit and Defined Contributions Plan (Plans) and additions to/deductions from the Authority’s plans fiduciary net position have been determined on the same basis as they are reported by plans. For this purpose, benefit payments (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms. Investments are reported at fair value. For more information on the Authority’s pension plans, see Note 6 of the Notes to the Financial Statements.

Estimates: Management uses estimates and assumptions in preparing the financial statements. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported revenues and expenses.

Reclassifications: Certain reclassifications were made to prior year balances to conform with current year presentation. The reclassifications have no impact on overall net position.

Prior Year Restatement: The Authority implemented GASB 87 *Leases* that requires recognition of certain lease assets and liabilities for leases that were previously classified as operating leases and recognized as inflows of resources or outflows of resources based on the payment provisions of the contract. This represents a change in generally accepted accounting principle is applied retrospectively, accordingly the Authority was required to restate beginning net positions in the initial adoption period.

The effect of the change was to reduce the beginning net position by the following amounts as of January 1, 2021:

Net Position, beginning of year as originally reported December 31, 2021	\$ 89,110,278
Prior period adjustments – implementation of GASB 87:	
Effect on Authority’s positions as Lessee	(2,342)
Total Effect	(2,342)
Net Position, beginning of the year as restated January 1, 2021	<u>\$ 89,107,936</u>

The implementation involved the addition of Leases Receivable totaling \$2,352,142, with a corresponding amount added as a Deferred Inflow Related to Leases, leading to net zero change. Meanwhile, the Right-to-Use Asset and the related Accumulated Depreciation added \$87,513 to net position, which was then offset by a Lease Liability of \$89,855, leading to the net decrease in net position of \$2,342.

In addition to the initial implementation of GASB 87 as of January 1, 2021, the financial statements as of December 31, 2021 have been restated to reflect the continued impact of the new standard.

Net Position, end of year as originally reported December 31, 2021	\$ 101,693,143
Implementation of GASB 87:	
Effect on Authority's positions as Lessee (1/1/2021)	(2,342)
Effect on Authority's positions as Lessee (12/31/2021)	(4,131)
Total Effect	<u>(6,473)</u>
Net Position, end of the year as restated December 31, 2021	<u>\$ 101,686,670</u>

The implementation involved a reduction in Leases Receivable totaling \$426,610, with a corresponding amount added as a Deferred Inflow Related to Leases, leading to net zero change. Meanwhile, the Right-to-Use Asset and the related Accumulated Depreciation added \$337,424 to net position, which was then offset by a Lease Liability of \$341,552, leading to the net decrease in net position of \$4,131.

Recent Accounting Pronouncements:

For the year ended December 31, 2022, the Authority implemented the following recent accounting pronouncements:

- GASB Statement No. 87, Leases – (“GASB 87”), requires recognition of certain lease assets and liabilities for leases that previously were classified as operating leases and recognized as inflows of resources or outflows of resources based on the payment provisions of the contract. It establishes a single model for lease accounting based on the foundational principle that leases are financings of the right to use an underlying asset. A lessee is required to recognize a lease liability and an intangible right-to-use asset, and a lessor is required to recognize a lease receivable and a deferred inflow of resources, thereby enhancing the relevance and consistency of information about governments’ leasing activities.

- GASB Statement No. 91 Conduit Debt Obligations – (“GASB 91”). This Statement clarifies the existing definition of a conduit debt obligation; establishes that a conduit debt obligation is not a liability of the issuer; establishes standards for accounting and financial reporting of additional commitments and voluntary commitments extended by issuers and arrangements associated with conduit debt obligations; and improves required note disclosures. This Statement also addresses arrangements-often characterized as leases that are associated with conduit debt obligations. In those arrangements, capital assets are constructed or acquired with the proceeds of a conduit debt obligation and used by third-party obligors in the course of their activities. Payments from third-party obligors are intended to cover and coincide with debt service payments. During those arrangements, issuers retain the titles to the capital assets. Those titles may or may not pass to the obligors at the end of the arrangements.

- GASB Statement No. 92, Omnibus 2020 – (“GASB 92”), objectives of this Statement are to enhance comparability in accounting and financial reporting and to improve the consistency of authoritative literature by addressing practice issues that have been identified during implementation and application of certain GASB Statements.
- GASB Statement No. 93, Replacement of Interbank Offered Rates – (“GASB 93”), some governments have entered into agreements in which variable payments made or received depend on an interbank offered rate (IBOR)—most notably, the London Interbank Offered Rate (LIBOR). As a result of global reference rate reform, LIBOR is expected to cease to exist in its current form at the end of 2021, prompting governments to amend or replace financial instruments for the purpose of replacing LIBOR with other reference rates, by either changing the reference rate or adding or changing fallback provisions related to the reference rate.

Future Accounting Pronouncements:

GASB Statement No. 94, Public-Private and Public-Public Partnerships and Availability Payment Arrangements. The primary objective of this Statement is to improve financial reporting by addressing issues related to public-private and public-public partnership arrangements (PPPs). This Statement also provides guidance for accounting and financial reporting for availability payment arrangements (APAs). The requirements of this Statement are effective for fiscal years beginning after June 15, 2022, and all reporting periods thereafter.

GASB Statement No. 96, Subscription-Based Information Technology Arrangements. This Statement provides guidance on the accounting and financial reporting for subscription-based information technology arrangements (SBITAs) for government end users (governments). Under this Statement, a government generally should recognize a right-to-use subscription asset - an intangible asset - and a corresponding subscription liability. A government should recognize the subscription liability at the commencement of the subscription term, —which is when the subscription asset is placed into service. The requirements of this Statement are effective for fiscal years beginning after June 15, 2022, and all reporting periods thereafter.

GASB Statement No. 97, Certain Component Unit Criteria, and Accounting and Financial Reporting for Internal Revenue Code Section 457 Deferred Compensation Plans—an amendment of GASB Statements No. 14 and No. 84, and a supersession of GASB Statement No. 32. The primary objectives of this Statement are to (1) increase consistency and comparability related to the reporting of fiduciary component units in circumstances in which a potential component unit does not have a governing board and the primary government performs the duties that a governing board typically would perform; (2) mitigate costs associated with the reporting of certain defined contribution pension plans, defined contribution other postemployment benefit (OPEB) plans, and employee benefit plans other than pension plans or OPEB plans (other employee benefit plans) as fiduciary component units

in fiduciary fund financial statements; and (3) enhance the relevance, consistency, and comparability of the accounting and financial reporting for Internal Revenue Code (IRC) Section 457 deferred compensation plans (Section 457 plans) that meet the definition of a pension plan and for benefits provided through those plans.

The requirements that limit the applicability of fiduciary activity rules to defined contribution plans, are effective immediately. The requirements related to accounting and financial reporting for section 457 plans are effective for fiscal years beginning after June 15, 2021.

The requirements of this Statement that (1) exempt primary governments that perform the duties that a governing board typically performs from treating the absence of a governing board the same as the appointment of a voting majority of a governing board in determining whether they are financially accountable for defined contribution pension plans, defined contribution OPEB plans, or other employee benefit plans and (2) limit the applicability of the financial burden criterion in paragraph 7 of Statement 84 to defined benefit pension plans and defined benefit OPEB plans that are administered through trusts that meet the criteria in paragraph 3 of Statement 67 or paragraph 3 of Statement 74, respectively, are effective immediately.

The requirements of this Statement that are related to the accounting and financial reporting for Section 457 plans are effective for fiscal years beginning after June 15, 2021. For purposes of determining whether a primary government is financially accountable for a potential component unit, the requirements of this Statement that provide that for all other arrangements, the absence of a governing board be treated the same as the appointment of a voting majority of a governing board if the primary government performs the duties that a governing board typically would perform, are effective for reporting periods beginning after June 15, 2021.

GASB Statement No. 99, Omnibus 2022. This statement establishes the requirements related to extension of the use of LIBOR, accounting for SNAP distributions, disclosures of nonmonetary transactions, pledges of future revenues by pledging governments, clarification of certain provisions in Statement 34, as amended, and terminology updates related to Statement 53 and Statement 63, which are effective upon issuances. Additionally, requirements related to leases, PPPs, and SBITAs are effective for fiscal years beginning after June 15, 2022. Last, requirements related to financial guarantees and the classification and reporting of derivative instruments within the scope of Statement 53 are effective for fiscal years beginning after June 15, 2023.

GASB Statement No. 100, Accounting Changes and Error Corrections – an amendment of GASB Statement No. 62. This statement has the objective of enhancing the accounting and financial reporting requirements for accounting changes and error corrections to provide more understandable, reliable, relevant, consistent, and comparable information for making decisions and assessing accountability. The requirements of this statement are effective for accounting changes and error corrections made in fiscal years beginning after June 15, 2023.

GASB Statement No. 101, Compensated Absences. The objective of this statement is to better meet the information needs of financial statement users by updating the recognition and measurement guidance for compensated absences. That objective is achieved by aligning the recognition and measurement guidance under a unified model and by amending certain previously required disclosures.

The statement requires that liability for compensated absences be recognized for (1) leave that has not been use and (2) leave that has been used by not yet paid in cash or settled through noncash means. This statement requires that a liability for certain types of compensated absences – including parental leave, military leave, and jury duty leave – not be recognized until the leave commences. This statement also establishes guidance for measuring a liability for leave that has not been used, generally using an employee’s pay rate as of the date of the financial statements.

The statement amends the existing requirements to disclose the gross increases and decreases in a liability for compensated absences to allow governments to disclose only the net change in the liability (as long as they identify it as a net change). In addition, governments are no longer required to disclose which government funds typically have been used to liquidate the liability for compensated absences. The requirements of this statement are effective for fiscal years beginning after December 15, 2023. The Authority is still evaluating how these pronouncements will affect the financial statements.

(2) Cash and Cash Equivalents

As of December 31, 2022, current assets totaling \$25,536,891 were held in bank deposits or in the TexPool local government investment pool (LGIP). An additional balance of \$575,308 in non-current restricted cash associated with the FTA’s interest in the sale of property was held in bank deposits. As of December 31, 2021, current assets totaling \$48,526,571 were held in bank deposits or in the TexPool local government investment pool (LGIP). An additional balance of \$779,623 in non-current restricted cash associated with the FTA’s interest in the sale of property was held in bank deposits.

The Authority’s cash equivalents managed through LGIPs are recorded at amortized cost in accordance with GASB Statement No. 79, *Certain External Investment Pools and Pool Participants*.



Type	2022	Weighted Average Maturity (Years)	2021	Weighted Average Maturity (Years)
Cash and Cash Equivalents				
Deposits in Bank (Unrestricted)	\$ 1,848,332	0	\$ 1,707,196	0
Deposits in Bank (Restricted)	575,308	0	779,623	0
TexPool Local Government Investment Pool - Overnight	23,686,959	0	46,818,025	0
Cash Funds	1,600	0	1,350	0
Total Cash and Cash Equivalents	\$ 26,112,199		\$ 49,306,194	

Fair Value Measurements – GASB Statement No. 72, *Fair Value Measurement and Application*, provides the framework for determining a fair value measurement for financial reporting purposes. The Authority categorizes its investments measured at fair value within the hierarchy established by generally accepted accounting principles.

Investments valued at fair value are categorized based on inputs to valuation techniques as follows:

Level 1 input – Quotes prices for identical assets or liabilities in an active market that an entity has the ability to access.

Level 2 input – Quoted prices for similar assets or liabilities in active markets and inputs that are observable for the asset or liability, either directly or indirectly, for substantially the full term of the asset or liability.

Level 3 input – Inputs that are unobservable for the asset or liability which are typically based upon the Authority’s own assumptions as there is little, if any, related market activity.

Because the investments are restricted by Board policy and state law to active secondary market, the *market approach* is being used for valuation. The market approach uses prices and other relevant information generated by market transactions involving identical or comparable assets, liabilities, or a group of assets and liabilities.

The *exit* or fair market prices used for these fair market valuations of the portfolio are all Level 1 and represent unadjusted quoted prices in active markets for identical assets and liabilities that have been accessed at the measurement date. U.S. Governmental Treasury obligations and U.S. Governmental Agencies are classified in Level 1 on the fair value hierarchy and are valued within a multi-dimensional relational model and prices from an independent market pricing service and reported trades. Commercial paper is categorized in Level 2 and is valued using a matrix pricing technique utilizing an independent pricing service and price/ratings updates.

As of December 31, 2022, the Authority’s securities to be priced in the portfolio were as follows:



<u>Investments</u>	Fair Value as of December 31, 2022	Quoted Prices in Active Markets for Identical Assets (Level 1)	Quoted Prices in Active Markets for Similar Assets (Level 2)
Commercial Paper	\$ 12,862,052	\$ -	\$ 12,862,052
U.S. Government Agencies	16,979,265	16,979,265	-
U.S. Government Treasuries	2,939,523	2,939,523	-
Total Investments	\$ 32,780,840	\$ 19,918,788	\$ 12,862,052

Statement of Net Position

Short Term Investments	\$ 26,829,671
Long Term Investments	5,951,169
	\$ 32,780,840

The Authority held no securities subject to fair value measurement as of December 31, 2021.

The fiduciary fund holding the investment portfolio for the RTA Employee Defined Benefit Plan held the following securities subject to fair value measurement at December 31, 2022:

<u>Investments</u>	Fair Value as of December 31, 2022	Quoted Prices in Active Markets for Identical Assets (Level 1)	Quoted Prices in Active Markets for Similar Assets (Level 2)
Mutual Funds	\$ 8,497,997	\$ 8,497,997	\$ -
Collective Investments Funds	33,189,215	33,189,215	-
Total Investments	\$ 41,687,212	\$ 41,687,212	\$ -

Note 6

Mutual Funds	\$ 8,497,997
Collective Investments Funds	33,189,215
	\$ 41,687,212



The fiduciary fund holding the investment portfolio for the RTA Employee Defined Benefit Plan held the following securities subject to fair value measurement at December 31, 2021:

Investments	Fair Value as of December 31, 2021	Quoted Prices in Active Markets for Identical Assets (Level 1)	Quoted Prices in Active Markets for Similar Assets (Level 2)
Mutual Funds	\$ 10,828,586	\$ 10,828,586	\$ -
Collective Investments Funds	39,362,877	39,362,877	-
Total Investments	\$ 50,191,463	\$ 50,191,463	\$ -

Note 6

Mutual Funds	\$ 10,828,586
Collective Investments Funds	39,362,877
	\$ 50,191,463

Interest Rate Risk: This is the risk that changes in the interest rates will negatively impact the fair value of the Authority’s investments. As market interest rates rise, the fair value of an investment held decreases. By policy, the Authority’s strategy for managing this risk is to limit the weighted average maturity for the portfolio to one year. The maximum maturity for any one investment is three years.

For the Enterprise Fund as of December 31, 2022,

- no holding in the portfolio had a maturity date beyond 379 days,
- the dollar weighted average maturity of the portfolio was 0.36 years.

For the Enterprise Fund as of December 31, 2021,

- no holding in the portfolio had a maturity date beyond 1 day,
- the dollar weighted average maturity of the portfolio was 1 day.

Credit Risk - Investments: This is the risk that an issuer or other counterparty to an investment will not fulfill its obligation to the Authority. The primary stated objective of the Authority’s adopted Investment Policy is the safety of principal and the avoidance of principal loss. Credit risk within the Authority’s portfolio among the authorized investments in the Policy is represented in time and demand deposits, repurchase agreements, state and local government obligations, local government pools, banker’s acceptances, commercial paper and non-rated SEC registered money market mutual funds. All other investments are rated AAA, or equivalent, by at least one nationally recognized rating organization (NRSRO).

Concentration of Credit Risk: This is the risk of investing predominantly in any one type of investment or entity. The Authority recognizes over-concentration of assets by market sector or maturity as a risk to the portfolio. The Authority’s adopted investment policy establishes diversification as a major objective of the investment program and sets diversification limits for all authorized investment types which are monitored on a monthly basis. As of December

31, 2022 and 2021 the limits on the various types of authorized investments as a percent of the portfolio were:

<u>Investment Type</u>	<u>Allowable</u>	<u>Actual as of 12/31/2022</u>	<u>Actual as of 12/31/2021</u>
US Treasury Obligations	80.00%	4.99%	0.00%
US Agency Instrumentalities	80.00%	28.83%	0.00%
State Government Obligations	45.00%	0.00%	0.00%
Local Government Obligations	45.00%	0.00%	0.00%
Certificates of Deposit (Depository)	50.00%	0.00%	0.00%
Brokered Certificates of Deposit	30.00%	0.00%	0.00%
Repurchase Agreements	50.00%	0.00%	0.00%
Flex in CIP Funds	100.00%	0.00%	0.00%
Local Government Investment Pools	80.00%	40.22%	54.27%
Money Market Funds / Demand Deposits	100.00%	4.12%	7.55%
Commercial Paper	35.00%	21.84%	38.18%
Bankers Acceptances	20.00%	0.00%	0.00%

Custodial Credit Risk – Deposits and Investments: For deposits, this is the risk that if a bank fails, the Authority may not recover its deposits. The Authority contractually requires that all demand deposits held in the bank overnight and repurchase agreements be fully insured or collateralized at 102% under a written agreement. Collateral is held in safekeeping by an independent third party. At December 31, 2022 and 2021, bank funds on deposit in excess of FDIC insurance were collateralized at more than 102%.

For an investment, custodial credit risk is the risk that, in the event of the failure of the counterparty, the Authority may not recover the value of its investments or collateral securities that are in the possession on an outside party. The Authority requires that all securities must be cleared on a delivery versus payment (DVP) basis and Authority ownership documented by original clearing confirmations and safekeeping receipts. At December 31, 2022 and 2021, all Authority’s securities were handled in this manner.

Fiduciary Funds: Funds in the Authority’s Defined Benefit and Defined Contribution plans are invested through trust plans managed by Principal Financial Services (formerly managed by Wells Fargo). These funds are invested under separate investment policies which allow for investments in money market accounts, mutual funds, stocks and bonds. Through adherence to the plans’ investment policies, management attempts to limit or mitigate certain risks. The Authority is responsible for the Plans’ assets.

Defined Benefit Plan: The primary investment objective is to earn a rate of return sufficient to match or exceed the long-term growth of the Plan’s liabilities through a combination of income and capital appreciation in a manner consistent with the fiduciary standards of ERISA



and with sound investment practices. Assets are invested to minimize the chance of suffering market value losses. Assets are diversified into different styles with a prudent number of individual issues within each style to mitigate concentration risk.

Defined Contribution Plan: The overall objective is to enable eligible employees to save for retirement by providing a tax-deferred savings plan and offering enough funds from distinct asset classes to accommodate a broad range of individual investment goals. The Plan provides multiple investment alternatives, each with different risk and return characteristics, so that each participant can choose the potential return and risk levels as well as attain diversification among the alternatives. The Authority employs certain qualitative and quantitative measures to evaluate potential investment alternatives.

(3) Capital Assets

The Authority's capital assets represent investments in land, buildings, transit stations, infrastructure improvements, bus stops, street pads, bus turn-ins, motor coaches, trolleys, paratransit vehicles, sedans, vans, cars and trucks, garage equipment, facilities maintenance equipment, office equipment and information technology needed to conduct the Authority's operations. With the implementation of GASB Statement No. 87, *Leases*, the category of "Right-to-Use Leased Equipment" has been added to the capital assets schedule for 2022 and in the restated schedule for 2021.

Capital asset activities for the year ended December 31, 2022 are as follows:

	Balance at 12/31/2021 (Restated)	Additions / Transfers	Retirements	Balance at 12/31/2022
Assets Not Being Depreciated:				
Land	\$ 4,882,879	\$ -	\$ -	\$ 4,882,879
Construction in Progress	356,089	739,296	-	1,095,385
	<u>5,238,968</u>	<u>739,296</u>	<u>-</u>	<u>5,978,264</u>
Assets Being Depreciated				
Buildings	52,689,967	15,337	-	52,705,304
Transit Stations, Bus Stops, Street Pads & Other Improvements	25,112,677	3,461,797	-	28,574,474
Improvements other than Buildings	5,525,123	-	-	5,525,123
Vehicles, Furniture and Equipment	67,309,537	682,642	(5,357,244)	62,634,935
Right-to-Use Leased Equipment	499,627	-	-	499,627
	<u>151,136,931</u>	<u>4,159,776</u>	<u>(5,357,244)</u>	<u>149,939,463</u>
Total Capital Assets	<u>156,375,899</u>	<u>4,899,072</u>	<u>(5,357,244)</u>	<u>155,917,727</u>
Less: Accumulated Depreciation:				
Buildings	17,083,870	1,291,386	-	18,375,256
Transit Stations, Bus Stops, Street Pads & Other Improvements	20,731,975	509,906	-	21,241,881
Improvements other than Buildings	4,189,593	220,580	-	4,410,173
Vehicles, Furniture and Equipment	43,562,055	4,860,678	(5,357,244)	43,065,489
Right-to-Use Leased Equipment	74,690	101,961	-	176,651
Total Accumulated Depreciation	<u>85,642,183</u>	<u>6,984,511</u>	<u>(5,357,244)</u>	<u>87,269,450</u>
Total Capital Assets, Net	<u>\$ 70,733,716</u>	<u>\$ (2,085,439)</u>	<u>\$ -</u>	<u>\$ 68,648,277</u>

Capital asset activities for the year ended December 31, 2021 are as follows:

	Balance at 12/31/2020	Additions / Transfers	Retirements	Balance at 12/31/2021 (Restarted)
Assets Not Being Depreciated:				
Land	\$ 4,877,729	\$ 5,150	\$ -	\$ 4,882,879
Construction in Progress	973,871	(617,782)	-	356,089
	<u>5,851,600</u>	<u>(612,632)</u>	<u>-</u>	<u>5,238,968</u>
Assets Being Depreciated				
Buildings	53,744,210	25,526	(1,079,769)	52,689,967
Transit Stations, Bus Stops, Street Pads & Other Improvements	24,409,826	1,733,467	(1,030,616)	25,112,677
Improvements other than Buildings	5,525,123	-	-	5,525,123
Vehicles, Furniture and Equipment	62,819,282	9,488,354	(4,998,099)	67,309,537
Right-to-Use Leased Equipment	111,935	387,692	-	499,627
	<u>146,610,376</u>	<u>11,635,039</u>	<u>(7,108,484)</u>	<u>151,136,931</u>
Total Capital Assets	<u>152,461,976</u>	<u>11,022,407</u>	<u>(7,108,484)</u>	<u>156,375,899</u>
Less: Accumulated Depreciation:				
Buildings	16,855,368	1,308,271	(1,079,769)	17,083,870
Transit Stations, Bus Stops, Street Pads & Other Improvements	21,068,666	693,925	(1,030,616)	20,731,975
Improvements other than Buildings	3,967,612	221,981	-	4,189,593
Vehicles, Furniture and Equipment	44,378,113	4,182,041	(4,998,099)	43,562,055
Right-to-Use Leased Equipment	24,422	50,268	-	74,690
Total Accumulated Depreciation	<u>86,294,181</u>	<u>6,456,486</u>	<u>(7,108,484)</u>	<u>85,642,183</u>
Total Capital Assets, Net	<u>\$ 66,167,795</u>	<u>\$ 4,565,921</u>	<u>\$ -</u>	<u>\$ 70,733,716</u>

(4) Long-Term Liabilities:

Change in Long-Term Liabilities

		2022				Due within
		12/31/2021	Additions	Retirements	12/31/2022	One Year
Refunding Bonds	\$	18,580,000	\$ -	\$ 890,000	\$ 17,690,000	\$ 905,000
Net Pension Liability		-	11,027,475	-	11,027,475	-
Net OPEB Obligations		853,090	-	18,250	834,840	-
Compensated Absences		1,281,431	1,277,107	1,281,431	1,277,107	335,005
Sales Tax Audit Funds		821,234	-	328,488	492,746	328,488
Leases Payable		431,407	-	92,669	338,738	-
Total Long-Term Liabilities	\$	21,967,162	\$ 12,304,582	\$ 2,610,838	\$ 31,660,906	\$ 1,568,493

		2021				Due within
		12/31/2020	Additions	Retirements	12/31/2021	One Year
Refunding Bonds	\$	19,450,000	\$ -	\$ 870,000	\$ 18,580,000	\$ 890,000
Net Pension Liability		733,591	-	733,591	-	-
Net OPEB Obligations		849,492	3,598	-	853,090	-
Compensated Absences		1,124,283	1,049,910	892,762	1,281,431	331,157
Sales Tax Audit Funds		1,149,722	-	328,488	821,234	328,488
Leases Payable		89,855	395,693	54,141	431,407	-
Total Long-Term Liabilities	\$	23,396,943	\$ 1,449,201	\$ 2,878,982	\$ 21,967,162	\$ 1,549,645

Long-Term Debt:

On October 8, 2019, in a historically low interest rate environment, the Authority entered the taxable municipal bond market and successfully refinanced two Series 2013 bond issues. The refinancing decreased the original interest rate from 5.53% to 3.01%, generating interest cost savings of \$3,778,208 over a 20-year period. The PV Savings Ratio is 6.31% which well exceeded the Board's minimum threshold of 3.00%, indicating a very healthy and prudent refinancing transaction. The new bond covenants from the Series 2019 bonds allowed the Authority to purchase a reserve fund insurance for \$28,183. The one-time insurance policy further allowed the Authority to release an existing cash reserve amount of \$1.6 million for the reduction of bond principal.

The Authority recognized deferred outflows of \$3,487,864 associated with the extinguishment of the original debt, as well as prepaid insurance and a bond discount to be amortized in the amounts of \$79,054 and \$139,854, respectively. Additional costs of refunding included fees for bond counsel, credit rating services, and advisory fees totaled \$248,442. The issuance of these bonds resulting in a gross debt service savings of \$3,778,208 and a net present value savings of \$1,214,593 (6.311% of the principal amount of the refunding bonds).

The bonds are first lien revenue bonds, and will be repaid from the pledged revenues of the Authority. Pledged revenues, as defined by the bond resolution include the net operating



revenues, plus any additional revenues, income, receipts, or other revenues which are pledged by the Issuer.

The original debt stemmed from the November 20, 2013 issue with a combined debt totaling \$22,025,000. The debt consisted of non-taxable revenue bonds, Series 2013 (AMT) in the amount of \$11,525,000 and tax-exempt bonds, Series 2013 in the amount of \$10,500,000. As of December 31, 2018, all bond proceeds were expended along with the reconstruction of the existing bus transfer station located adjacent to the new building.

These bonds are first lien revenue bonds, and will be repaid from the pledged revenues of the Authority. Pledged revenues, as defined by the bond resolution include the net operating revenues, plus any additional revenues, income, receipts, or other revenues which are pledged by the Issuer.

\$20,265,000 System Revenue Refunding Bonds			
Taxable Series 2019			
Years Ending December 31,	Principal	Interest	Total Requirements
2023	\$ 905,000	\$ 500,980	\$ 1,405,980
2024	930,000	481,948	1,411,948
2025	950,000	461,460	1,411,460
2026	970,000	439,543	1,409,543
2027	990,000	416,195	1,406,195
2028-2032	5,370,000	1,676,625	7,046,625
2033-2037	6,210,000	835,866	7,045,866
2038	1,365,000	44,513	1,409,513
	\$ 17,690,000	\$ 4,857,130	\$ 22,547,130

Compensated Absences:

Authority employees are allowed to carry a maximum of 80 hours of accrued but unused personal leave as of December 31 into the next year. Unused personal leave in excess of 80 hours is forfeited. Sick leave can be carried over indefinitely and up to 720 hours can be paid to an employee retiring from the RTA.

(5) Leases

Right-To-Use Leases

The Authority (Lessee) entered into a Right-To-Use lease agreement, as defined by GASB *Statement No. 87, Leases* (GASB 87), with De Lage Landen Financial Services Inc. (Lessor). The estimated useful life of the Toshiba copy equipment is the same as the lease term. The following table includes the leased equipment asset and liability amounts recorded, along with the term and interest rate of the lease agreement:



Lease Description	Asset Cost Basis	Accumulated Depreciation 12/31/2022	Lease Term (months)	Interest Rate	Original Lease Liability	Liability Outstanding 12/31/2022	Monthly Principal & Interest Payments
Copiers	\$ 111,935	\$ 73,266	60	5.50%	\$ 111,935	\$ 41,889	\$ 2,307

The future minimum lease payment requirements are as follows:

Year Ending December 31	Principal	Interest	Total
2023	\$ 26,031	\$ 1,654	\$ 27,685
2024	15,858	292	16,150
	<u>\$ 41,889</u>	<u>\$ 1,946</u>	<u>\$ 43,835</u>

The Authority (Lessee) entered into a Right-To-Use lease agreement, as defined by GASB 87 with Bridgestone Americas Inc. (Lessor). The estimated useful life of the tires is the same as the lease term. The following table includes the leased equipment asset and liability amounts recorded along with the term and interest rate of the lease agreement:

Lease Description	Asset Cost Basis	Accumulated Depreciation 12/31/2022	Lease Term (months)	Interest Rate	Original Lease Liability	Liability Outstanding 12/31/2022	Monthly Principal & Interest Payments
Tires	\$ 387,692	\$ 105,972	60	5.50%	\$ 387,692	\$ 296,850	\$ 7,200

The future minimum lease payment requirements are as follows:

Year Ending December 31	Principal	Interest	Total
2023	\$ 71,865	\$ 14,533	\$ 86,398
2024	77,380	10,469	87,849
2025	85,965	5,995	91,960
2026	61,640	1,278	62,918
	<u>\$ 296,850</u>	<u>\$ 32,275</u>	<u>\$ 329,125</u>

Lease Agreements – CCRTA as Lessor

In December 2014, the Authority (Lessor) entered into an office space lease agreement with Greyhound Lines Inc. (Lessee) for 1,667 square feet at the Staples Street Center. The lease term was for 10 years, or 120 months, with renewal being upon written notice given by Greyhound Lines, Inc. to the Authority before or after the expiration of the existing term of this lease.

In January 2015, the Authority (Lessor) entered into an office space lease agreement with Corpus Christi Metropolitan Planning Organization (CCMPO) for 2,333 square feet at the Staples Street Center. The initial lease term was for 5 years, or 60 months, and was renewed for an additional 5-year term upon completion in May 2021.

In January 2015, the Authority (Lessor) entered into an office space lease agreement with the County of Nueces (Lessee) for 4,077 square feet at the Staples Street Center. The initial lease term was for 5 years, or 60 months, and was renewed for an additional 5-year term upon completion in July 2021.

In November 2015, the Authority (Lessor) entered into an office space lease agreement with South Texas Substance Abuse Recovery Services (STSARS – Lessee) for 4,000 square feet at the Staples Street Center. The lease term was for 10 years, or 120 months, with renewal being upon written notice given by STSARS to the Authority before or after the expiration of the existing term of this lease.

In November 2016, the Authority (Lessor) entered into an office space lease agreement with the Texas Senate (Lessee) for 1,710 square feet at the Staples Street Center to be occupied by the Office of Senator Juan “Chuy” Hinojosa. The initial lease term was for 4 years and one month, or 49 months, and was renewed for an additional 2-year term upon completion in December 2020.

In November 2016, the Authority (Lessor) entered into an office space lease agreement with United Corpus Christi Chamber of Commerce (UCCCC – Lessee) for 2,733 square feet at the Staples Street Center. The initial lease term was for 10 years, or 120 months, with renewal being upon written notice given by UCCCC to the Authority on or after the expiration of the existing term of this lease.

In November 2016, the Authority (Lessor) entered into an office space lease agreement with Endeavors, Inc., formerly Family Endeavors, Inc. (Lessee) for 2,796 square feet at the Staples Street Center. The lease term was for 7 years, or 84 months, with renewal being upon written notice given by Endeavors, Inc. to the Authority on or after the expiration of the existing term of this lease.

In November 2016, the Authority (Lessor) entered into an office space lease agreement with Nueces River Authority (NRA – Lessee) for 1,700 square feet at the Staples Street Center. The lease term was for 10 years, or 120 months, with renewal being upon written notice given by NRA to the Authority on or after the expiration of the existing term of this lease.

In August 2016, the Authority (Lessor) entered into an office space lease agreement with the State of Texas (Lessee) for 3,141 square feet at the Staples Street Center to be occupied by the Texas Department of Motor Vehicles. The lease term was for 10 years, or 120 months, with renewal being upon written notice given by the State of Texas to the Authority on or after the expiration of the existing term of this lease.



In January 2017, the Authority (Lessor) entered into an office space lease agreement with the State of Texas (Lessee) for 7,125 square feet at the Staples Street Center to be occupied by the Texas General Land Office. The lease term was for 7 years and four months, or 88 months, with renewal being upon written notice given by the State of Texas to the Authority on or after the expiration of the existing term of this lease.

Inflows of resources at December 31, 2022 and 2021 were recorded as lease revenue of \$444,236 and \$426,610, and interest income of \$72,509 and \$69,632, respectively. With the implementation of GASB 87 on January 1, 2021, the present value of the lease receivable was recorded and will be amortized over the life of the leases. Also recorded on January 1, 2021, was the deferred inflow of resources associated with the lease. The deferred inflow of resources will be amortized over the life of the lease and recognized as lease revenue.

The schedule of future payments for the lease receivable for the various Staples Street Center tenants for the next five years are summarized below:

Year Ending			
<u>December 31</u>	<u>Principal</u>	<u>Interest</u>	<u>Total</u>
2023	\$ 456,468	\$ 74,494	\$ 530,962
2024	430,645	70,280	500,925
2025	349,976	57,115	407,091
2026	229,141	37,395	266,536
2027	15,066	2,427	17,493
Total 12/31/2022	<u>\$ 1,481,296</u>	<u>\$ 241,711</u>	<u>\$ 1,723,007</u>

(6) Retirement Plans

The Authority does participate in a retirement system in lieu of Social Security. Two retirement plans are sponsored by the Authority to assist employees in achieving retirement security: A *Defined Benefit Plan (DB Plan)* and a 403(b) *Defined Contribution Plan (DC Plan)*. Both plans are currently administered under a trust agreement with The Principal Financial Group, formerly Wells Fargo Institute Retirement & Trust Business.

The DB Plan is considered a pension because it offers guaranteed benefits at retirement to retirees and surviving spouses. As a public retirement plan, it is subject to various reporting requirement provisions of the Texas Government Code. Compliance oversight rests with The Texas Pension Review Board (PRB). The requires disclosures related to certain pension investment expenses are shown on Page 80 of the required Supplemental Information section of this report.

Since the DC Plan payouts are not guaranteed it is not subject to the provisions of the Texas Government Code.



Defined Benefit Plan

Plan Description: The *RTA Employees Defined Benefit Plan and Trust* (DB Plan) is a single-employer formula-based defined benefit pension plan established by the applicable sections of the Internal Revenue Code. A disability feature is also included with the monthly benefits. Unlike Social Security, employees do not contribute to this Plan because it is totally funded by the Authority. Annual contributions are required each year in an amount equal to actuarially fund expected future obligations.

The Authority Board may periodically amend the DB Plan document. The current plan provisions were established by a plan and trust agreement adopted by the Board of Directors in July 1986, and amended in July 1994, February 2002, November 2010, December 2011, December 2012, December 2014 and July 2016.

Benefits and refunds are recognized when due and payable in accordance with the terms of the plan. The DB Plan assets are maintained under a trust agreement with Principal Financial Services (Trustee). The trustee carries out an investment policy established by the Authority Board consistent with purposes of the plan and all applicable laws. Administration costs are paid by the plan. The current vesting schedule is presented below for all full-time employees:

Years of Service	Vested Percentage
Less than 3 years	0%
3 Years	20%
4 Years	40%
5 Years	60%
6 Years	80%
7 or More Years	100%

Employees who retire on or after age 62 are entitled to an annual retirement benefit equal to 2% of average compensation for the final three consecutive years of employment times their number of years of service for the Authority. Reduced retirement benefits are available at age 55 with ten years of service. In December 2014, the plan was amended to allow those eligible for early retirement during a specified window without incurring the normal reduction in benefits. In June 2016, the plan was amended to allow for periodic cost of living adjustments for participants receiving monthly benefits in amounts solely within the discretion of the Board. The plan is not indexed for inflation.

As of December 31, 2022 and 2021, there were 639 and 616 participants respectively in this plan as follows:

	December 31, 2022	December 31, 2021
Retirees or beneficiaries currently receiving payments	226	217
Inactive employees entitled to but not yet receiving benefits	195	189
Active employees	218	210
Total Participants	639	616

Contributions: The Authority funds contributions which are determined annually based on actuarial studies as of the valuation date. The contributions consist of a normal annual pension cost and amortization of any unfunded actuarial accrued liability (UAAL). The actuarially determined rate for contributions as a percent of covered payroll for 2022 and 2021 respectively, was 11.0% and 11.8%.

Actuarial Assumptions: The actuarial assumptions that determined the total net pension liability as of December 31, 2022 are as follows:

<i>Valuation Date</i>	<i>December 31, 2022</i>
<i>Actuarial Cost Method</i>	<i>Entry-Age Normal Cost Actuarial Method</i>
<i>Amortization Method</i>	<i>Level dollar</i>
<i>Asset Valuation Method</i>	<i>Fair Value Market Value based on quoted market prices</i>
<i>Actuarial Assumptions:</i>	
<i>Investment rate of return</i>	<i>7.0%</i>
<i>Projected Salary Increase</i>	<i>3.5%</i>
<i>Mortality Rate</i>	<i>RP-2014 Blue Collar Generational Mortality Table adjusted to 2006 and projected using scale MP-2021</i>
Normal Retirement	<i>First of month after attaining age 62</i>

Prior Year Actuarial Assumptions: The actuarial assumptions that determined the total net pension liability as of December 31, 2021 are as follows:

<i>Valuation Date</i>	<i>December 31, 2021</i>
<i>Actuarial Cost Method</i>	<i>Entry-Age Normal Cost Actuarial Method</i>
<i>Amortization Method</i>	<i>Level dollar</i>
<i>Asset Valuation Method</i>	<i>Fair Value Market Value based on quoted market prices</i>
<i>Actuarial Assumptions:</i>	
<i>Investment rate of return</i>	<i>7.1%</i>
<i>Projected Salary Increase</i>	<i>3.5%</i>
<i>Mortality Rate</i>	<i>RP-2014 Blue Collar Generational Mortality Table adjusted to 2006 and projected using scale MP-2021</i>
Normal Retirement	<i>First of month after attaining age 62</i>

Discount Rate: The discount rate used to determine the total pension liability was 7.0%. Pursuant to Paragraph 43 of GASB No. 67, an alternative analysis is performed to compare the plan's net fiduciary position to projected benefit payments.

1. The Normal Cost represents the annual cost of benefit payments arising from future service increases for active employees.
2. The Unfunded Actuarial Accrued Liability represents the accumulated deficiency of the total cost of benefit payments which have already been earned over the current assets held by the plan's trust.
3. RTA's contribution policy is to make an annual payment equal to the Normal Cost plus the amortization payment of the Unfunded Actuarial Accrued Liability. The UAAL coming as a result of the plan amendment is recognized immediately.
4. A review of actual contributions over the past five years shows the RTA has made sufficient contributions to meet its funding policy.

On the basis of the above, the projected cash flows will be sufficient to provide the benefit payments to the plan participants. Thus, the Discount Rate is equal to the long-term expected rate of return of 7.0%.

Prior Year Discount Rate: The discount rate used to determine the total pension liability was 7.1% for December 31, 2021. Pursuant to Paragraph 43 of GASB No. 67, an alternative analysis is performed to compare the plan's net fiduciary position to projected benefit payments.

1. The Normal Cost represents the annual cost of benefit payments arising from future service increases for active employees.
2. The Unfunded Actuarial Accrued Liability represents the accumulated deficiency of the total cost of benefit payments which have already been earned over the current assets held by the plan's trust.
3. RTA's contribution policy is to make an annual payment equal to the Normal Cost plus the amortization payment of the Unfunded Actuarial Accrued Liability. The amortization payment is calculated as a level dollar amount over a period of 15 years from January 1, 2009.
4. A review of actual contributions over the past five years shows the RTA has made sufficient contributions to meet its funding policy.

On the basis of the above, the projected cash flows will be sufficient to provide the benefit payments to the plan participants. Thus, the Discount Rate is equal to the long-term expected rate of return of 7.1%.



Discount Rate Sensitivity Analysis: The following presents the net pension liability (asset), calculated using a discount rate of 7.0%, as well as what the net pension liability (asset) would be if it were calculated using a discount rate that is one percentage point lower (6.0%) or one percentage point higher (8.0%) than the current rate:

	1% Decrease	Current Discount Rate	1% Increase
December 31, 2022	(6.0%)	(7.0%)	(8.0%)
Net Pension Liability (Asset)	\$17,259,921	\$11,027,475	\$5,806,448

Prior Year Discount Rate Sensitivity Analysis: The following represents the net pension liability (asset), calculated using a discount rate of 7.1%, as well as what the net pension liability (asset) would be if it were calculated using a discount rate that is one percentage point lower (6.1%) or one percentage point higher (8.1%) than the current rate:

	1% Decrease	Current Discount Rate	1% Increase
December 31, 2021	(6.1%)	(7.1%)	(8.1%)
Net Pension Liability (Asset)	\$4,861,389	(\$941,538)	(\$5,808,416)

Net Pension Liability (Asset): The net change in pension liability for the measurement date of December 31, 2022 based on the actuarial date of December 31, 2022 is reflected below:

Change in Net Pension Liability (Asset)	Increase/Decrease		
	Total Pension Liability	Fiduciary Net Position	Net Pension Liability (Asset)
Balances as of December 31, 2021	\$ 50,154,625	\$ 51,096,163	\$ (941,538)
Changes for the Year:			
Service Cost	988,099	-	988,099
Interest on total pension liability	3,546,868	-	3,546,868
Benefit changes	-	-	-
Differences between expected and actual experience	726,557	-	726,557
Changes of assumptions	563,863	-	563,863
Benefit payments	(2,415,094)	(2,415,094)	-
Contributions – Employer	-	1,382,108	(1,382,108)
Net investment income	-	(7,400,557)	(7,400,557)
Administrative expenses	-	(125,177)	(125,177)
Net Changes	3,410,293	(8,558,720)	11,969,013
Balances as of December 31, 2022	\$ 53,564,918	\$ 42,537,443	\$ 11,027,475

The net change in pension liability for the measurement date of December 31, 2021 based on the actuarial date of December 31, 2021 is presented below:

Change in Net Pension Liability (Asset)	Increase/Decrease		
	Total Pension Liability	Fiduciary Net Position	Net Pension Liability (Asset)
Balances as of December 31, 2020	\$ 47,287,748	\$ 46,554,157	\$ 733,591
Changes for the Year:			
Service Cost	990,244	-	990,244
Interest on total pension liability	3,404,718	-	3,404,718
Benefit changes	-	-	-
Differences between expected and actual experience	162,958	-	162,958
Changes of assumptions	601,314	-	601,314
Benefit payments	(2,292,357)	(2,292,357)	-
Contributions – Employer	-	1,382,108	(1,382,108)
Net investment income	-	5,597,624	(5,597,624)
Administrative expenses	-	(145,369)	145,369
Net Changes	<u>2,866,877</u>	<u>4,542,006</u>	<u>(1,675,129)</u>
Balances as of December 31, 2021	<u>\$ 50,154,625</u>	<u>\$ 51,096,163</u>	<u>\$ (941,538)</u>

For the year ended December 31, 2022, the Authority recognized pension expenses:

Service Cost	\$ 988,099
Interest on total pension liability	3,546,868
Effect of plan change (Changes of benefit terms)	-
Experience losses	444,758
Administrative	125,177
Changes of assumptions	582,589
Current expense of asset loss	1,459,300
Expected investment returns net of investment expenses (7.0% per Plan)	(3,637,324)
Pension Expense	<u>\$ 3,509,467</u>

For the year ended December 31, 2021, the Authority recognized pension expenses:

Service Cost	\$ 990,244
Interest on total pension liability	3,404,718
Effect of plan change (Changes of benefit terms)	-
Experience losses	249,557
Administrative	145,369
Changes of assumptions	481,187
Current expense of asset loss	(1,137,803)
Expected investment returns net of investment expenses (7.0% per Plan)	(3,313,897)
Pension Expense	<u>\$ 819,375</u>



For the year ended December 31, 2022, the Authority recorded deferred outflows of resources related to the pension as follows:

	Deferred Outflows of Resources	Deferred Inflows of Resources
Experience losses	\$ 363,278	\$ -
Net difference between projected and actual earnings on pension plan investments	8,830,304	3,087,164
Changes of assumptions	<u>281,931</u>	<u>-</u>
Deferred Outflows and Inflows of Resources	\$ <u>9,475,513</u>	\$ <u>3,087,164</u>

Amounts currently reported as deferred outflows of resources related to pensions, including contributions made subsequent to the measurement date, will be recognized in pension expenses as follows:

Year Ended December 31,	
2023	\$ 1,141,422
2024	1,278,264
2025	1,761,087
2026	2,207,576
2027	-
Thereafter	-

For the year ended December 31, 2021, the Authority recorded deferred outflows of resources related to the pension as follows:

	Deferred Outflows of Resources	Deferred Inflows of Resources
Experience losses	\$ 81,479	\$ -
Net difference between projected and actual earnings on pension plan investments	963,087	4,798,527
Changes of assumptions	<u>300,657</u>	<u>-</u>
Deferred Outflows and Inflows of Resources	\$ <u>1,345,223</u>	\$ <u>4,798,527</u>

Financial Statements: The DB Plan issues a separate stand-alone financial report which can be viewed on the CCRTA website at www.ccrta.org/financial-transparency.



Defined Contribution Plan

Plan Description: The *RTA Employees' Defined Contribution Plan* (DC Plan) covers all employees. This defined contribution plan has a plan document in compliance with the Internal Revenue Code and adopted by the Board, who may amend it. Benefits depend on amounts contributed to the plan plus investment earnings. Employees are fully vested in their contributions. Employees direct their investments.

Funding Policy: Employees are required to contribute 7.51% of gross remuneration and may make additional contributions of up to 10%.

The Authority may make contributions, but has made none to date. Total covered payrolls were \$12,603,883 in 2022 and \$11,696,475 in 2021. Employee contributions were \$1,239,794 in 2022 and \$1,085,849 in 2021. Employees may make selections from money market, debt and equity mutual funds approved by the investment committee.

Financial Statements: The DC Plan does not issue a separate stand-alone financial report.

(7) Postemployment Benefits Other Than Pensions (OPEB)

General Information about the OPEB Plan

Plan Description: The Authority administers a single-employer defined benefit healthcare plan that allows access to medical benefits by eligible retirees and their families until the retiree reaches age 65. The Authority Board establishes benefit provisions. The Authority indirectly subsidizes the medical insurance premiums paid by retirees, since premiums are calculated with active workers and retirees pooled together. The plan is not accounted for as a fiduciary fund as an irrevocable trust has not been established to fund the plan but rather is funded on a pay-as-you-go basis. The plan does not issue a financial report.

Funding Policy: The Authority requires retirees to pay a portion of the monthly “blended” rates that apply to the group as a whole. Since retiree health care costs are generally higher than active employee healthcare costs, there is an implicit subsidy higher than the stated subsidy of the Authority. For 2022, \$763.63 was the required monthly contribution for retiree family coverage and \$293.55 for retiree single coverage. The stated subsidy did not change from 2021. The Authority’s contributions are on a pay-as-you-go basis. No assets have been segregated and restricted to provide for postretirement benefits. Retirees must pay the full COBRA rate for dental coverage, so it is not valued in this report.

Benefits Provided: The Authority provides medical, dental, and vision benefits for participating retirees and their dependents. The benefits terms require non-Medicare- eligible retirees pay the monthly “blended” rate in according with the *Funding Policy*.

Employees Covered by Benefit Terms: At December 31, 2022 and 2021, the following employees were covered by the benefit terms:

	December 31, 2022	December 31, 2021
Inactive employees or beneficiaries currently receiving benefit payments	7	10
Inactive employees entitled to but not yet receiving benefit payments	-	-
Active employees	212	208
	<u>219</u>	<u>218</u>

Net OPEB Liability

The Authority’s Net OPEB liability of \$853,090 was measured as of January 1, 2023, and was determined by an actuarial valuation as of that date.

Actuarial Assumptions and Other Inputs: The Net OPEB liability in the December 31, 2022 actuarial valuation was determined using the following actuarial assumptions and other inputs, applied to all periods included in the measurement, unless otherwise specified:

Plan participation	25% of future eligible retirees are assumed to elect the medical and vision benefit at retirement.
Marital status	Actual spouse participation and dates of birth were used for retirees. For actives, it was assumed that 30% will cover a spouse, and males were assumed to be 2 years older than female spouses.
Salary increases	3.50% per annum
Discount rate	2.25% S&P Municipal Bond 20 yr.

Healthcare cost trend rates	<p><i>Medical:</i> 6.00% graded uniformly to 5.50% over 2 years and following the Getzen model thereafter to an ultimate rate of 4.04% in the year 2075</p> <p><i>Vision:</i> 5.0% per annum</p> <p><i>Administrative expenses:</i> 2.5% per annum</p>
Retirees' share of benefit-related costs	<p><i>Single Coverage:</i> \$293.55</p> <p><i>Family Coverage:</i> \$763.63</p>

The discount rate was based on the S&P Municipal Bond 20 Year high Grade Rate Index as of December 31, 2022, compared to the 2021 rate of 2.25%. The mortality table was updated to 2010 Pub. G headcount projected using scale MP-2021.

Prior Year Net OPEB Liability

The Authority's Net OPEB liability of \$834,840 was measured as of January 1, 2022, and was determined by an actuarial valuation as of that date.

Prior Year Actuarial Assumption: The Net OPEB liability in the December 31, 2021 actuarial valuation was determined using the following actuarial assumptions and other inputs, applied to all periods included in the measurement, unless otherwise specified:

Plan participation	25% of future eligible retirees are assumed to elect the medical and vision benefit at retirement.
Marital status	Actual spouse participation and dates of birth were used for retirees. For actives, it was assumed that 30% will cover a spouse, and males were assumed to be 2 years older than female spouses.
Salary increases	3.50% per annum
Discount rate	1.93% S&P Municipal Bond
Healthcare cost trend rates	<p><i>Medical:</i> 6.25% graded uniformly to 5.75% over 3 years and following the 2020 Getzen model thereafter to an ultimate rate of 4.04% in the year 2075</p> <p><i>Vision:</i> 5.0% per annum</p> <p><i>Administrative expenses:</i> 2.5% per annum</p>
Retirees' share of benefit-related costs	<p><i>Single Coverage:</i> \$293.55</p> <p><i>Family Coverage:</i> \$763.63</p>

The discount rate was based on the S&P Municipal Bond 20 Year High Grade Rate Index as of December 31, 2021. The Mortality table was updated from table RP-2014 adjusted to 2006 and projected using scale MP-2019 to table RP-2014 Headcount Weighted adjusted to 2006 and projected using scale MP-2020. The plan participant rate was changed to 25%.

All actuarial assumptions are set by the Authority, who is the plan sponsor. Statement No.75 mandates the use of the Entry Age Normal actuarial funding method for the purposes of the reporting statements.

Although the deviation of the actual future plan experience and the expected experience inherently creates some uncertainty with results reported by the actuarial valuation report, the actuarial assumptions reasonably reflect the expected future experience of the plan.

Changes in the Net OPEB Liability

For the plan year 2022, the Authority recognized changes in Net OPEB liability as follows:

	Net OPEB Liability (a)
Balance at 12/31/2021	\$ 853,090
Changes for the year:	
Service cost	44,891
Interest	14,410
Experiences losses (gains)	(9,136)
Changes of assumptions	82,936
Benefits paid	(151,351)
Net changes	(18,250)
Balance at 12/31/2022	\$ 834,840

For the plan year 2021, the Authority recognized change in Net OPEB liability as follows:

	Net OPEB Liability (a)
Balance at 12/31/2020	\$ 849,492
Changes for the year:	
Service cost	43,344
Interest	23,079
Experiences losses (gains)	72,887
Changes of assumptions	12,648
Benefits paid	<u>(148,360)</u>
Net changes	<u>3,598</u>
Balance at 12/31/2021	<u>\$ 853,090</u>

Sensitivity of the Net OPEB liability to changes in the discount rate. The following presents the Net OPEB liability of the Authority for plan year 2022, as well as what the Authority's Net OPEB liability would be if it were calculated using a discount rate that is 1- percentage point lower (1.25%) or 1-percentage point higher (3.25%) than the current discount rate (2.25%):

	1% Decrease (1.25%)	Discount Rate (2.25%)	1% Increase (3.25%)
Net OPEB Liability	\$889,411	\$834,840	\$783,197

For the plan year 2021, the sensitivity analysis related to changes in the discount rate is as follows:

	1% Decrease (0.93%)	Discount Rate (1.93%)	1% Increase (2.93%)
Net OPEB Liability	\$894,284	\$853,090	\$815,043

Sensitivity of the Net OPEB liability to changes in the healthcare cost trend rates. The following presents the Net OPEB liability of the Authority for plan year 2021, as well as what the Authority's Net OPEB liability would be if it were calculated using a healthcare trend rate that is 1-percentage point lower (5.00%) or 1-percentage point higher (7.00%) than the current discount rate (6.00%):

	1% Decrease (5.00%)	Discount Rate (6.00%)	1% Increase (7.00%)
Net OPEB Liability	\$753,044	\$834,840	\$930,836

For the plan year 2021, the sensitivity analysis related to changes in healthcare cost trend rates is as follows:

	1% Decrease (5.25%)	Discount Rate (6.25%)	1% Increase (7.25%)
Net OPEB Liability	\$806,539	\$853,090	\$903,681

OPEB Expense and Deferred Outflows of Resources and Deferred Inflows of Resources Related to OPEB

For the year ended December 31, 2022, the Authority recognized OPEB expense of \$120,518. For the year ended December 31, 2021, the Authority recognized OPEB expense of \$83,203.

(8) Risk Management and Insurance

The Authority is exposed to various risks of loss related to third party liability claims; theft of, damage to, and destruction of assets; errors and omissions and injuries to employees. The Authority has an inter-local agreement with the Texas Municipal League for the purpose of providing all-risk property coverage with various limits on property and equipment of the Authority.

As a governmental unit, the Authority’s general and automobile liability is limited by the Texas Tort Claims Act to \$100,000 for each person and \$300,000 for each occurrence for bodily injury or death and \$100,000 for each occurrence for injury to or destruction of property.

The Authority operated a self-insurance program for workers’ compensation claims until 2004, at which point the Authority became fully insured through the Texas Municipal League. There are no outstanding claims from self-insurance.

The Authority is self-funded for employee dental and healthcare benefits, which include medical, drug and vision. These benefits are provided through a contract with a third-party administrator, Entrust, Inc. The coverage in force during 2022 and 2021 includes specific deductibles for up to \$65,000 per individual claim and an annual aggregate estimated at \$1,600,000. Claims are normally paid within ninety days and considered current liabilities. Claims or settlements have not exceeded coverage for each of the last three years.



Changes in liabilities for self-funded health insurance liabilities for the years ended December 31, 2019, 2020, 2021, and 2022 are as follows:

	<u>Health and Dental Benefits</u>
Balance at 12/31/19	\$ 290,793
Incurred Claims	2,490,760
Claims Paid	<u>(2,425,504)</u>
Balance at 12/31/20	356,049
Incurred Claims	2,983,873
Claims Paid	<u>(3,165,910)</u>
Balance at 12/31/21	174,012
Incurred Claims	3,625,417
Claims Paid	<u>(3,088,501)</u>
Balance at 12/31/22	<u>\$ 710,928</u>

(9) Commitments and Contingencies

Expenditures financed by Federal grants are subject to audit by the granting agencies. In the event of any such audits, management is of the opinion that no significant liability will arise.

As of December 31, 2022, the Authority has commitments totaling \$6,244,267 in ADA Bus Stop improvements.

(10) Concentrations

During 2022, the Authority received \$38,482,167 from the Texas State Comptroller’s Office for revenue generated by the ½ cent sales and use tax levied upon purchases in the service area.

During 2021, the Authority received \$37,149,496 from the Texas State Comptroller’s Office for revenue generated by the ½ cent sales and use tax levied upon purchases in the service area.

Changes in the Authority’s ability to levy and collect these sales tax funds could ultimately affect the operating results of the Authority.



During 2022, the Authority received \$625,777 for capital assistance and \$11,540,721 for other projects from the Federal Transportation Administration.

During 2021, the Authority received \$8,289,417 for capital assistance and \$8,358,878 for other projects from the Federal Transportation Administration.

Changes in the Authority's relationship with the FTA could ultimately affect the operating results of the Authority. The Single Audit Section provides further details on FTA and another federal grant funding received.

(11) Purchased Transportation Services

The Authority had a contract with MV Transportation, Inc. through 2022 to provide paratransit services for elderly and persons with disability and certain fixed route services. Expenses under the contract amounted to \$7,536,686 in 2022 and \$6,450,064 in 2021. All passenger fares related to these transit services are recorded by the Authority as operating revenue.

(12) Significant Effects of Subsequent Events

Management has evaluated the events or transactions that occurred subsequent to the balance sheet date of December 31, 2022, but prior to the issuance of the date of the most recent statement of net position, to determine if they have a material effect that would require an adjustment or disclosure to the financial statements. As of September 19, 2023, which is the date the financial statements were available, there are no events or transactions that require adjustments or restatements of the Statement of Net Position date of December 31, 2022.

REQUIRED SUPPLEMENTARY INFORMATION

SCHEDULE OF CHANGES TO NET PENSION (ASSET) LIABILITY AND RELATED RATIOS

	<u>2014</u>	<u>2015</u>	<u>2016</u>
<u>TOTAL PENSION LIABILITY</u>			
Service Cost	\$ 695,517	\$ 876,806	\$ 941,470
Interest on Total Pension Liability	2,254,995	2,396,547	2,521,413
Effect of Plan Changes	391,915	115,478	-
Difference between expected and actual experience	784,295	(260,046)	(465,534)
Change of Assumptions	-	-	-
Benefit Payments	<u>(1,248,266)</u>	<u>(1,493,324)</u>	<u>(1,561,905)</u>
Net Change in Total Pension Liability	2,878,456	1,635,461	1,435,444
Total Pension Liability, Beginning	<u>29,016,953</u>	<u>31,895,409</u>	<u>33,530,870</u>
Total Pension Liability, Ending	<u>\$ 31,895,409</u>	<u>\$ 33,530,870</u>	<u>\$ 34,966,314</u>
<u>FIDUCIARY NET POSITION</u>			
Employer Contributions	\$ 1,178,498	\$ 985,175	\$ 1,503,736
Employee Contributions	-	-	-
Investment Income Net of Investment Expenses	1,706,547	(348,950)	2,523,595
Benefit Payments/Contribution Refunds	(1,248,266)	(1,493,324)	(1,561,905)
Administrative Expenses	<u>(91,465)</u>	<u>(94,874)</u>	<u>(92,810)</u>
Net Change in Fiduciary Net Position	\$ 1,545,314	\$ (951,973)	\$ 2,372,616
Fiduciary Net Position, Beginning	<u>29,617,120</u>	<u>31,162,434</u>	<u>30,210,461</u>
Fiduciary Net Position, Ending	<u>\$ 31,162,434</u>	<u>\$ 30,210,461</u>	<u>\$ 32,583,077</u>
<i>Net Pension Liability (Asset)</i>	<u>\$ 732,975</u>	<u>\$ 3,320,409</u>	<u>\$ 2,383,237</u>
<i>Fiduciary Net Position as a Percentage of Total Pension Liability</i>	97.7%	90.1%	93.2%
<i>Annual Covered Payroll</i>	\$ 7,274,172	\$ 8,818,232	\$ 9,178,411
<i>Net Pension Liability (Asset) as a Percentage of Covered Payroll</i>	10.1%	37.7%	26.0%

*This schedule is required to present information for ten years; however, prior years' information is not available. Therefore, we have shown only the year in which GASB 68, as amended by GASB Statement 71, was implemented, as well as the subsequent years.



	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
\$	980,740	\$ 1,066,449	\$ 879,904	\$ 926,286	\$ 990,244	\$ 988,099
	2,620,680	2,780,193	2,987,293	3,257,661	3,404,718	3,546,868
	-	313,503	-	-	-	-
	335,013	(241,238)	1,943,344	336,157	162,958	726,557
	-	1,189,575	373,385	361,060	601,314	563,863
	<u>(1,833,510)</u>	<u>(1,808,898)</u>	<u>(1,927,249)</u>	<u>(2,218,914)</u>	<u>(2,292,357)</u>	<u>(2,415,094)</u>
	2,102,923	3,299,584	4,256,677	2,662,250	2,866,877	3,410,293
	<u>34,966,314</u>	<u>37,069,237</u>	<u>40,368,821</u>	<u>44,625,498</u>	<u>47,287,748</u>	<u>50,154,625</u>
\$	<u><u>37,069,237</u></u>	<u><u>40,368,821</u></u>	<u><u>44,625,498</u></u>	<u><u>47,287,748</u></u>	<u><u>50,154,625</u></u>	<u><u>53,564,918</u></u>
\$	1,383,969	\$ 1,425,533	\$ 3,691,087	\$ 1,227,724	\$ 1,382,108	\$ 1,382,108
	-	-	-	-	-	-
	4,409,016	(2,046,180)	6,617,918	5,498,173	5,597,624	(7,400,557)
	(1,833,510)	(1,808,898)	(1,927,249)	(2,218,914)	(2,292,357)	(2,415,094)
	<u>(102,228)</u>	<u>(110,600)</u>	<u>(111,886)</u>	<u>(122,875)</u>	<u>(145,369)</u>	<u>(125,177)</u>
\$	<u>3,857,247</u>	<u>(2,540,145)</u>	<u>8,269,870</u>	<u>4,384,108</u>	<u>4,542,006</u>	<u>(8,558,720)</u>
	<u>32,583,077</u>	<u>36,440,324</u>	<u>33,900,179</u>	<u>42,170,049</u>	<u>46,554,157</u>	<u>51,096,163</u>
\$	<u><u>36,440,324</u></u>	<u><u>33,900,179</u></u>	<u><u>42,170,049</u></u>	<u><u>46,554,157</u></u>	<u><u>51,096,163</u></u>	<u><u>42,537,443</u></u>
\$	<u>628,913</u>	<u>6,468,642</u>	<u>2,455,449</u>	<u>733,591</u>	<u>(941,538)</u>	<u>11,027,475</u>
	98.3%	84.0%	94.5%	98.4%	101.9%	79.4%
\$	<u>9,773,977</u>	<u>10,677,430</u>	<u>10,668,048</u>	<u>10,975,562</u>	<u>11,696,475</u>	<u>\$ 12,603,883</u>
	6.4%	60.6%	23.0%	6.7%	-8.0%	87.5%

**DEFINED BENEFITS PENSION PLAN
SCHEDULE OF CONTRIBUTIONS
LAST 10 FISCAL YEARS**

	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Actuarially determined contribution	\$ 988,534	\$ 695,517	\$ 983,696	\$ 1,468,804
Contributions in relation to the actuarially determined contribution	<u>1,280,330</u>	<u>1,178,498</u>	<u>985,175</u>	<u>1,503,736</u>
Contribution deficiency (excess)	<u>\$ (291,796)</u>	<u>\$ (482,981)</u>	<u>\$ (1,479)</u>	<u>\$ (34,932)</u>
Annual Covered Payroll	\$ 7,474,445	\$ 7,274,172	\$ 8,818,232	\$ 9,178,411
Contributions as a percentage of Annual Covered Payroll	17.1%	16.2%	11.2%	16.4%

Notes to Schedule

Valuation Date - Actuarially determined contribution rates are calculated as of
January 1 for the respective year of contributions

Methods and Assumptions Used to Determine Contribution Rates:

Actuarial Cost Method - Entry Age Normal

Amortization Method - Closed-Level dollar amount over 15 years from January 1, 2009

Remaining Amortization Period - 5 Years

Asset Valuation Method – Fair Value

Inflation Rate -- NA

Salary Increases - 3.50% Annually

Investment Rate of Return - 7.00% Annually

Retirement Age - All participants were assumed to retire at age 62

Mortality Rates – RP-2014 using MP-2021

The following changes were made to the actuarial assumptions and methods effective December 31, 2022:

- The rate of investment return and discount rate was changed from 7.1% to 7.0%
 - o Rationale: To better reflect the Plan's expected long-term rate of return

	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
\$	1,399,307	\$ 1,191,087	\$ 1,227,724	\$ 1,306,947	\$ 1,382,108	\$ 1,330,108
	<u>1,383,969</u>	<u>1,425,533</u>	<u>3,691,087</u>	<u>1,227,724</u>	<u>1,382,108</u>	<u>1,382,108</u>
\$	<u>15,338</u>	\$ <u>(234,446)</u>	\$ <u>(2,463,363)</u>	\$ <u>79,223</u>	\$ <u>-</u>	\$ <u>(52,000)</u>
\$	9,773,977	\$ 10,677,430	\$ 10,668,048	\$ 10,975,562	\$ 11,696,475	\$ 12,603,883
	14.2%	13.4%	34.6%	11.2%	11.8%	11.0%

**SCHEDULE OF CHANGES IN THE AUTHORITY'S
NET OPEB LIABILITY AND RELATED RATIOS**

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
<u>TOTAL OPEB LIABILITY</u>					
Service Cost	\$ 36,236	\$ 38,048	\$ 39,950	\$ 43,344	\$ 44,891
Interest	38,682	34,073	31,661	23,079	14,410
Effect of Plan Changes	-	-	-	-	-
Difference between expected and actual experience	-	-	(78,803)	72,887	(9,136)
Changes of assumptions	-	-	26,826	12,648	82,936
Benefit Payments	<u>(189,167)</u>	<u>(203,354)</u>	<u>(140,276)</u>	<u>(148,360)</u>	<u>(151,351)</u>
Net Change in Total OPEB Liability	<u>(114,249)</u>	<u>(131,233)</u>	<u>(120,642)</u>	<u>3,598</u>	<u>(18,250)</u>
Total OPEB Liability, Beginning	<u>1,215,616</u>	<u>1,101,367</u>	<u>970,134</u>	<u>849,492</u>	<u>853,090</u>
Total OPEB Liability, Ending (a)	<u>\$ 1,101,367</u>	<u>\$ 970,134</u>	<u>\$ 849,492</u>	<u>\$ 853,090</u>	<u>\$ 834,840</u>
<u>PLAN FIDUCIARY NET POSITION</u>					
Employer Contributions	\$ 189,167	\$ 203,354	\$ 140,276	\$ 148,360	\$ 151,351
Employee Contributions	-	-	-	-	-
Investment Income Net of Investment Expenses	-	-	-	-	-
Benefit Payments/Contributions Refunds	<u>(189,167)</u>	<u>(203,354)</u>	<u>(140,276)</u>	<u>(148,360)</u>	<u>(151,351)</u>
Administrative Expenses	-	-	-	-	-
Net Change in Plan Fiduciary Net Position	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Plan Fiduciary Net Position, Beginning	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Plan Fiduciary Net Position, Ending (b)	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
<i>Net OPEB Liability, ending (a) - (b)</i>	<u>\$ 1,101,367</u>	<u>\$ 970,134</u>	<u>\$ 849,492</u>	<u>\$ 853,090</u>	<u>\$ 834,840</u>
<i>Plan Fiduciary Net Position as a Percentage of Total OPEB Liability</i>					
	0.0%	0.0%	0.0%	0.0%	0.0%
<i>Annual Covered Payroll</i>	\$ 11,667,509	\$ 12,134,143	\$ 13,257,370	\$ 13,269,291	\$ 11,697,254
<i>Net OPEB Liability as a Percentage of Annual Covered Payroll</i>	9.4%	8.0%	6.4%	6.4%	7.1%

*This schedule is required to present information for ten years; however, prior years' information is not available. Therefore, we have shown only the years in which GASB 75 was implemented, as well as the subsequent year.



NET OPEB LIABILITY
SCHEDULE OF AUTHORITY CONTRIBUTIONS
LAST 10 FISCAL YEARS

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Actuarially determined contribution	\$ 202,742	\$ 206,160	\$ 207,944	\$ 211,800	224,227
Contributions in relation to the actuarially determined contribution	<u>(189,167)</u>	<u>(203,354)</u>	<u>(140,276)</u>	<u>(148,360)</u>	<u>(151,351)</u>
Contribution deficiency (excess)	<u>13,575</u>	<u>2,806</u>	<u>67,668</u>	<u>63,440</u>	<u>72,876</u>
Annual covered payroll	\$ 11,667,509	\$ 12,134,143	\$ 13,257,370	\$ 13,269,291	11,697,254
Contributions as a percentage of annual covered payroll	-1.62%	-1.68%	-1.06%	-1.12%	-1.29%

Notes to the Schedule

Valuation Date:

Actuarial determined contribution rates calculated as of January 1, 2022.

Methods and assumptions used to determine contribution rates:

Actuarial Cost Method	Entry age normal
Amortization Method	Level Dollar
Amortization Period	Experience gains or loss are amortized over the average working lifetime of all participants which for the current period is 4 years. Plan amendments are recognized immediately. Investment gains or loss are amortized over a 5-year period. Changes in actuarial assumptions are amortized over the average working lifetime of all participants.
Asset Valuation Method	Not applicable
Inflation	2.25%
Healthcare Cost Trend Rates	Medical: 6.00% graded uniformly to 5.50% over 2 years and following the 2020 Getzen model thereafter to an ultimate rate of 4.04% in the years 2075. Vision: 5.00% per annum Administrative: 2.5% per annum
Salary Increases	3.5% per annum
Investment Rate of Return	Not applicable
Retirement Age	Age 62 or age 55 and have ten years of service with the Authority, and be an active employee of the Authority at the time of retirement
Mortality	PubG-2020 Headcount Weighted Mortality Tables projected with Improvement Scale MP-2021.

SUPPLEMENTARY INFORMATION



**Corpus Christi Regional Transportation Authority
Schedule of Revenues and Expenses - Actual and Budget
by Function Year Ended December 31, 2022**

	Original Budget	Final Budget	Actual	Variance Final Budget Versus Actual
Operating Revenues				
Passenger Service	\$ 1,243,979	\$ 1,243,979	\$ 991,329	\$ 252,650
Bus Advertising	145,371	145,371	176,907	(31,536)
Other Operating Revenues	393,098	393,098	491,329	(98,231)
<i>Total Operating Revenues</i>	<u>1,782,448</u>	<u>1,782,448</u>	<u>1,659,565</u>	<u>122,883</u>
Operating Expenses				
Transportation	9,995,330	9,995,330	11,033,438	1,038,108
Customer Programs	541,368	541,368	573,659	32,291
Purchased Transportation	8,843,472	8,843,472	8,421,578	(421,894)
Program & Service Development	1,216,369	1,216,369	1,244,310	27,941
MIS	1,593,626	1,593,626	1,449,143	(144,483)
Vehicle Maintenance	5,948,949	5,948,949	6,355,542	406,593
Facilities Maintenance (net of lease revenue)	3,726,212	3,726,212	3,691,884	(34,328)
Materials Management	252,362	252,362	321,619	69,257
Administrative & General	6,586,840	6,586,840	5,865,405	(721,435)
Marketing & Communications	734,725	734,725	718,115	(16,610)
Depreciation	1,554,305	1,554,305	6,984,511	5,430,206
<i>Total Operating Expenses</i>	<u>40,993,558</u>	<u>40,993,558</u>	<u>46,659,204</u>	<u>5,665,646</u>
Operating Loss	(39,211,110)	(39,211,110)	(44,999,639)	5,788,529
Non-Operating Revenues (Expenses):				
Sales and Use Tax Revenue	37,509,003	37,509,003	38,482,167	(973,164)
Federal and Other Grant Assistance	7,102,211	11,561,230	11,540,721	20,509
Investment Income	45,094	45,094	839,842	(794,748)
Lease-Related Interest Income	-	-	72,509	(72,509)
Subrecipient Programs	(696,845)	(696,845)	(302,809)	(394,036)
Interest Expense and Fiscal Charges	(1,600,408)	(1,600,408)	(714,205)	(886,203)
Distributions to Regional Entities	<u>(3,147,945)</u>	<u>(3,147,945)</u>	<u>(3,129,527)</u>	<u>(18,418)</u>
Net Income/(Loss) Before Capital Grant Contributions	\$ (0)	\$ 4,459,019	\$ 1,789,059	\$ 2,669,960

Note: The budget amounts have been reclassified to agree with the actual reported amounts. The main changes are the Staples Street Center net of related lease income is included in facilities maintenance.

**Corpus Christi Regional Transportation Authority
Fiduciary Funds – Combined Statements of Net Position
December 31, 2022, with Comparative Total for December 31, 2021**

	2022			2021
	Defined Benefit Pension Plan	Defined Contribution Pension Plan	Total	
ASSETS				
Investments (Note 2)				
Money Market Funds	\$ 855,918	\$ 924,684	\$ 1,780,602	\$ 2,273,587
Mutual Funds	8,497,997	391,646	8,889,643	10,828,586
Collective Investments Funds	33,189,215	11,370,937	44,560,152	52,870,177
	<u>42,543,130</u>	<u>12,687,267</u>	<u>55,230,397</u>	<u>65,972,350</u>
Receivables				
Accrued Interest Receivable	9,844	-	9,844	-
TOTAL ASSETS	<u>42,552,974</u>	<u>12,687,267</u>	<u>55,240,241</u>	<u>65,972,350</u>
LIABILITIES				
Due to Broker for				
Securities Purchased	15,531	-	15,531	-
TOTAL LIABILITIES	<u>15,531</u>	<u>-</u>	<u>15,531</u>	<u>-</u>
NET POSITION				
Restricted for Pension Benefits	\$ <u>42,537,443</u>	\$ <u>12,687,267</u>	\$ <u>55,224,710</u>	\$ <u>65,972,350</u>

See Notes to the Financial Statements

**Corpus Christi Regional Transportation Authority
Fiduciary Funds – Combined Statements of Changes in Net Position
December 31, 2022, with Comparative Total for December 31, 2021**

	2022			2021
	Defined Benefit Pension Plan	Defined Contribution Pension Plan	Total	
Additions:				
Investment Income (Loss)	\$ (7,400,557)	\$ (2,067,906)	\$ (9,468,463)	\$ 7,445,639
Employee Contributions	-	1,239,794	1,239,794	1,085,850
Employer Contributions	1,382,108	-	1,382,108	1,382,108
<i>Total Additions</i>	<u>(6,018,449)</u>	<u>(828,112)</u>	<u>(6,846,561)</u>	<u>9,913,597</u>
Deductions				
Benefits Paid	2,415,094	1,357,658	3,772,752	3,173,640
Administrative Expenses	125,177	3,150	128,327	145,385
<i>Total Deductions</i>	<u>2,540,271</u>	<u>1,360,808</u>	<u>3,901,079</u>	<u>3,319,025</u>
Increase (Decrease) in Net Position	(8,558,720)	(2,188,920)	(10,747,640)	6,594,572
Net Position, January 1	<u>51,096,163</u>	<u>14,876,187</u>	<u>65,972,350</u>	<u>59,377,778</u>
Net Position, December 31	<u>\$ 42,537,443</u>	<u>\$ 12,687,267</u>	<u>\$ 55,224,710</u>	<u>\$ 65,972,350</u>

See Notes to the Financial Statements

Corpus Christi Regional Transportation Authority
Schedule of Long-Term Debt Amortization
Year Ended December 31, 2022

\$20,265,000 System Revenue Refunding Bonds			
Taxable Series 2019			
Years Ending December 31,	Principal	Interest	Total Requirements
2023	\$ 905,000	\$ 500,980	\$ 1,405,980
2024	930,000	481,948	1,411,948
2025	950,000	461,460	1,411,460
2026	970,000	439,543	1,409,543
2027	990,000	416,195	1,406,195
2028-2032	5,370,000	1,676,625	7,046,625
2033-2037	6,210,000	835,866	7,045,866
2038	1,365,000	44,513	1,409,513
	<u>\$ 17,690,000</u>	<u>\$ 4,857,130</u>	<u>\$ 22,547,130</u>

Corpus Christi Regional Transportation Authority
Schedule of Pension Plan Investment Expenses
Year Ended December 31, 2022

Direct and Indirect Fees and Commissions						
Description	Cash	Public Equity	Fixed Income	Real Assets	Alternative/ Other	Total
Management Fees Paid From Trust	\$ 2,376	\$ 68,821	\$ 47,751	\$ 6,229	\$ -	\$ 125,177
Management Fees Netted From Returns	1,315	73,409	39,318	11,406	-	125,448
<i>Total Investment Management Fees (Netted from Returns + Management Fees Paid From Trust)</i>	<i>3,691</i>	<i>142,230</i>	<i>87,069</i>	<i>17,635</i>	<i>-</i>	<i>250,625</i>
Brokerage Fees/Commission	-	-	-	-	-	-
Profit Share/Carried Interest	-	-	-	-	-	-
<i>Total Direct and Indirect Fees and Commissions (Management Fees + Brokerage Fees/Commissions + Profit Share)</i>	<i>\$ 3,691</i>	<i>\$ 142,230</i>	<i>\$ 87,069</i>	<i>\$ 17,635</i>	<i>\$ -</i>	<i>\$ 250,625</i>

Total Investment Expenses Summary	
Total Direct and Indirect Fees & Commissions	\$ 250,625
Investment Services	
Custodial	\$ -
Research	-
Investment Consulting	-
Legal	-
Total Investment Services	-
Total Investment Expenses*	\$ 250,625
<i>*Total Direct and Indirect Fees and Commissions + Investment Services</i>	

List of Investment Manager Names*	
1 MFS Investment Management	9 Causeway Capital Mgmt. LLC
2 T. Rowe Price Group	10 Acadian Asset Mgmt.
3 BlackRock, Inc.	11 Allspring Global Investments
4 Voya Investment Mgmt. LLC	12 Dodge & Cox
5 JP Morgan Asset Mgmt.	13 Federated Hermes, Inc.
6 Invesco Ltd	14 Metropolitan West Funds
7 Goldman Sachs Asset Mgmt.	15 Core Commodity Mgmt.
8 Cap Group / American Funds	16 Vanguard Group, Inc.
<p>* The tables may be used by systems to report investments categorized as Alternative/Other, as required by 40 TAC, Section 609.111(I), as well as include the names of investment managers engaged by the system per Government Code Section 802.103(a)(4).</p>	

List of Alternative/Other Investments*
NA



2022

Statistical Section

Annual Comprehensive Financial Report



ABOUT THE AUTHORITY’S STATISTICAL TABLES

This section of the Authority’s Annual Comprehensive Financial Report presents detailed information as a context for understanding what the information in the financial statements, note disclosures, and required supplementary information says about the government’s overall financial situation.

<u>Contents</u>	<u>Page</u>
Financial Trends.....	84
<i>These schedules contain trend information to help the reader understand how the Authority’s financial performance has changed over time.</i>	
Revenue Capacity	88
<i>These schedules contain information to help the reader assess the Authority’s most significant revenue source, sales and use tax.</i>	
Debt Capacity.....	92
<i>These schedules present information to help the reader assess the affordability of the Authority’s current level of outstanding debt.</i>	
Demographic & Economic Data	94
<i>These schedules offer demographic and economic indicators to help the reader understand the environment within which the Authority’s financial activities take place.</i>	
Operating Information	98
<i>These schedules contain service data to help the reader understand how the information in the Authority’s financial report relates to the services that the Authority provides and the activities it performs.</i>	

Sources: Unless otherwise noted, the information in these schedules is derived from the Annual Comprehensive Financial Reports for the relevant year.



Table 1

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Net Position
Last Ten Fiscal Years
(Unaudited)

	2013	2014	2015	2016
Net Investment in Capital Assets	\$ 48,003,491	\$ 49,217,398	\$ 66,725,519	\$ 59,298,433
Restricted	1,611,302	1,611,302	1,611,302	1,611,302
Unrestricted	27,852,253	32,585,594	23,480,692	25,611,884
Total	\$ 77,467,046	\$ 83,414,294	\$ 91,817,513	\$ 86,521,619



2017	2018	2019	2020	2021	2022
\$ 66,264,480	\$ 59,125,576	\$ 55,071,970	\$ 49,934,572	\$ 55,274,436	\$ 53,895,426
1,611,302	1,611,302	-	473,544	1,721,161	575,308
27,299,129	23,702,732	26,039,817	38,699,820	44,691,073	49,630,772
\$ 95,174,911	\$ 84,439,610	\$ 81,111,787	\$ 89,107,936	\$101,686,670	\$ 104,101,506



Table 2

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Changes in Net Position
Last Ten Years
(Unaudited)

	2013	2014	2015	2016
Operating Revenues:				
Passenger Service	\$ 1,750,624	\$ 1,844,604	\$ 1,853,246	\$ 1,853,246
Other Operating	124,796	335,192	430,401	430,401
Total Operating Revenues	<u>1,875,420</u>	<u>2,179,796</u>	<u>2,283,647</u>	<u>2,283,647</u>
Operating Expenses:				
Transportation	13,146,112	12,430,929	12,848,302	12,848,302
Vehicle/Facilities Maintenance (net of SSC leases)	6,302,512	7,545,219	7,320,683	7,320,683
Program Development	764,359	893,233	1,146,698	1,146,698
Administrative & General	4,627,406	6,683,788	7,797,745	7,797,745
Depreciation	5,772,221	5,273,812	6,592,946	6,592,946
Total Operating Expenses	<u>30,612,610</u>	<u>32,826,981</u>	<u>35,706,374</u>	<u>35,706,374</u>
Operating Loss	(28,737,190)	(30,647,185)	(33,422,727)	(33,422,727)
Non-Operating Revenues (Expenses):				
Sales and Use Tax	32,064,316	35,188,390	34,127,803	34,127,803
Grant Assistance	1,416,988	125,900	2,512,070	2,512,070
Investment Income	62,160	110,052	125,143	125,143
Lease-Related Interest Income	-	-	-	-
Other Non-Operating Items	(619,579)	(422,184)	(488,015)	(488,015)
Distributions to Region Entities	<u>(2,593,634)</u>	<u>(2,900,327)</u>	<u>(3,301,592)</u>	<u>(3,301,592)</u>
Net Gain (Loss) before Capital Contributions	1,593,061	1,454,646	(447,318)	(447,318)
Capital Contributions	2,590,424	4,492,602	9,763,523	9,763,523
Change in Accounting Principle	-	-	870,603	870,603
Total Change in Net Position	<u>\$ 4,183,485</u>	<u>\$ 5,947,248</u>	<u>\$ 10,186,808</u>	<u>\$ 10,186,808</u>



	2017	2018	2019	2020	2021	2022
\$	1,696,742	\$ 1,688,643	\$ 1,857,989	\$ 1,140,636	\$ 986,544	\$ 991,329
	805,680	757,262	1,359,941	851,672	639,307	668,236
	2,502,422	2,445,905	3,217,930	1,992,308	1,625,851	1,659,565
	12,679,008	13,376,140	14,015,589	16,285,756	16,001,292	19,455,016
	7,062,134	6,651,633	6,736,871	8,288,664	8,843,644	10,369,045
	1,347,294	1,153,232	1,225,660	1,547,750	1,598,532	2,536,084
	9,748,303	13,557,215	9,049,745	7,441,239	6,158,586	7,314,548
	8,271,963	8,931,866	7,987,570	7,489,474	6,456,486	6,984,511
	39,108,702	43,670,086	39,015,435	41,052,883	39,058,540	46,659,204
	(36,606,280)	(41,224,181)	(35,797,505)	(39,060,575)	(37,432,689)	(44,999,639)
	32,570,355	33,934,640	33,878,046	33,912,489	37,149,496	38,482,167
	4,618,731	58,410	954,573	15,985,553	8,358,878	11,540,721
	85,535	409,036	552,566	181,431	35,305	839,842
	-	-	-	68,263	69,632	72,509
	(1,415,867)	(1,075,296)	(645,494)	(1,417,204)	(807,653)	(1,017,014)
	(3,003,298)	(2,807,222)	(3,013,317)	(3,369,273)	(3,083,652)	(3,129,527)
	(3,750,824)	(10,704,613)	(4,071,131)	6,300,684	4,289,317	1,789,059
	12,404,116	1,184,926	948,307	1,695,465	8,289,417	625,777
	-	(1,215,616)	-	-	-	-
\$	8,653,292	\$ (10,735,303)	\$ (3,122,824)	\$ 7,996,149	\$ 12,578,734	\$ 2,414,836



Table 3

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Revenues by Source
Last Ten Years
(Unaudited)

Year	Operating Revenues (1)	Sales And Use Tax	Federal Operating		Investment Income	Other (2)	Total
			Grants and Reimbursements				
2013	\$ 1,875,420	\$ 32,064,316	\$ 1,416,988	\$	62,160	\$ 225	\$ 35,419,109
2014	2,179,796	35,188,390	125,900		110,052	46,519	37,650,657
2015	2,283,647	34,127,803	2,512,070		125,143	-	39,048,663
2016	2,400,444	31,387,198	1,185,650		69,049	32,007	35,074,348
2017	2,502,422	32,570,355	4,618,731		85,535	(269,101)	39,507,942
2018	2,445,905	33,934,640	58,410		409,036	-	36,847,991
2019	3,217,930	33,878,046	954,573		552,566	-	38,603,115
2020	1,992,308	33,912,489	15,985,553		181,431	68,263	52,140,044
2021	1,625,851	37,149,496	8,358,878		35,305	69,632	47,239,162
2022	1,659,565	38,482,167	11,540,721		839,842	72,509	52,594,804

(1) Fares, bus bench advertising, on-board advertising, and other ancillary revenues.

(2) Includes rental income from leasing office space at the former Six Points location, gain on sales of buses and other property, and lease-related interest income.



Table 4

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Revenues and Operating Assistance - Comparison to Industry Trend Data
Last Ten Years
(Unaudited)

Year	Operating And Other Miscellaneous	Sales And Use Tax	Operating Grants And Reimbursements	Operating And Other Miscellaneous	Directly Generated Tax	Other Grants And Assistance
	Corpus Christi RTA			Transportation Industry (1)		
2013	5.5%	90.5%	4.0%	36.3%	6.5%	57.3%
2014	6.2%	93.5%	0.3%	35.9%	6.9%	57.2%
2015	6.2%	87.4%	6.4%	37.4%	6.7%	55.9%
2016	7.1%	89.5%	3.4%	36.3%	6.8%	56.9%
2017	5.9%	82.4%	11.7%	36.3%	6.9%	56.8%
2018	7.7%	92.1%	0.2%	36.0%	6.1%	57.9%
2019	9.8%	87.8%	2.5%	34.0%	8.2%	57.8%
2020	4.3%	65.0%	30.7%	20.7%	6.1%	73.2%
2021	3.7%	78.6%	17.7%	*	*	*
2022	4.9%	73.2%	21.9%	*	*	*

(1) Source: The American Public Transportation Association, 2022 Public Transportation Fact Book, Appendix A: Historical Tables, Table 87, *Operating Funding Sources*.
[APTA Fact Book Appendix A](#)

* Not Available



Table 5

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Passenger Fee Capacity
Last Ten Years
(Unaudited)

Year	Total Unlinked Trips	Passenger Revenues
2013	6,016,379	\$ 1,750,624
2014	5,927,292	1,844,604
2015	5,764,797	1,853,246
2016	5,456,925	1,735,001
2017	5,373,324	1,696,742
2018	5,366,985	1,688,643
2019	5,249,776	1,857,989
2020	2,984,594	1,140,636
2021	2,382,393	986,544
2022	2,814,240	991,329



Table 6

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Miscellaneous Revenue Information
(Unaudited)

Sales Tax:

The Authority's Sales and Use Tax rate has remained the same since it began in 1985. The overall local sales and use tax rate is limited to 8.25%. The local rate is currently at the maximum.

0.50%	Corpus Christi MTA 3178998 (Rate 1/2%) Eff: 01/01/86
	Aqua Dulce
	Bishop
	Corpus Christi
	Driscoll
	Gregory
	Unincorporated Nueces County (Excluding Petronila)
	Port Aransas
	Robstown
	San Patricio

Source: Texas Comptroller of Public Accounts

Farebox Recovery Ratio:

Definition: Ratio of passenger service revenues to transit operating costs, excluding depreciation.

Significance: Indicates how much of cost of service provision is supported by user fees.

2013	6.93%
2014	6.70%
2015	6.37%
2016	5.75%
2017	5.50%
2018	4.86%
2019	5.99%
2020	3.40%
2021	3.03%
2022	2.50%



Table 7

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Ratio of Outstanding Debt

Last Ten Years

(Unaudited)

Year	Revenue Bonds	Per Capita Income*	Percent of Personal Income
2013	\$ 22,025,000	42,360	0.19%
2014	21,450,000	43,959	0.20%
2015	20,915,000	42,963	0.21%
2016	20,375,000	40,762	0.20%
2017	19,820,000	42,766	0.22%
2018	19,245,000	43,618	0.23%
2019	20,265,000	47,023	0.23%
2020	19,450,000	48,875	0.25%
2021	18,580,000	52,612	0.28%
2022	17,690,000	**	**

*Source: Bureau of Economic Analysis
 CAINC1 Personal Income Summary: Personal Income, Population, Per Capital Personal Income
 Metropolitan Statistical Area = Corpus Christi, TX
<https://apps.bea.gov/itable/index.cfm>

**Not available



Table 8

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Revenue Bond Coverage
Last Ten Years
(Unaudited)

Year	Pledged Revenues (1)	Debt Service Requirements			Coverage
		Principal	Interest	Total	
2013	\$ -	-	-	-	-
2014	2,179,796	575,000	1,033,678	1,608,678	1.36
2015	2,283,647	535,000	1,073,365	1,608,365	1.42
2016	2,400,445	540,000	1,064,246	1,604,246	1.50
2017	2,842,367	555,000	1,048,026	1,603,026	1.77
2018	3,314,459	575,000	1,029,908	1,604,908	2.07
2019	4,266,972	595,000	1,009,770	1,604,770	2.65
2020	2,661,425	815,000	589,915	1,404,915	1.89
2021	2,157,398	870,000	537,631	1,407,631	1.53
2022	3,016,153	890,000	519,483	1,409,483	2.14

(1) Pledged revenues (effective starting in 2014) represent all system revenues, which include passenger service, bus advertising, charter service, and other operating revenues.



Table 9

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Demographic Statistics
Last 10 Ten Years
(Unaudited)

Year	Population (1)	Personal Income (in thousands) (1)	Mean Per Capita Income (1)	Public School Enrollment (2)	Unemployment Rate (3)
2013	416,542	\$17,753,991	\$42,360	61,620	6.10%
2014	419,964	\$18,611,167	\$43,959	61,954	5.10%
2015	423,451	\$18,375,779	\$42,963	61,563	4.90%
2016	423,993	\$17,490,070	\$40,762	61,485	5.60%
2017	422,659	\$18,327,228	\$42,766	61,350	5.40%
2018	422,025	\$18,701,345	\$43,618	61,075	4.60%
2019	421,457	\$19,878,240	\$46,336	60,516	3.90%
2020	421,862	\$20,676,103	\$48,060	60,143	8.96%
2021	422,778	\$22,243,036	\$52,612	57,333	5.80%
2022	Not Available	Not Available	Not Available	Not Available	4.70%

- (1) Metropolitan Statistical Area = Corpus Christi, TX
 Source: US Dept. of Commerce Bureau of Economic Analysis
<https://apps.bea.gov/itable/>
- (2) Nueces County - Source: Nueces County/Texas Education Agency/PEIMS
[2021 Nueces County Annual Comprehensive Financial Report](#)
- (3) Source: Texas Labor Market Information/Nueces County
[Local Area Unemployment Statistics](#)



Table 10

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
 Top Ten Employers
 By Size of Employment
 (Unaudited)**

Business	2022			2013		
	Employees	Rank	% of Total Employment	Employees	Rank	% of Total Employment
Corpus Christi ISD	5,134	1	2.10%	5,178	2	2.13%
Naval Air Station Corpus Christi	5,000	2	2.05%	2,822	6	1.16%
City of Corpus Christi	4,100	3	1.68%	3,171	5	1.30%
H.E.B. Stores & Bakery	3,847	4	1.58%	5,000	4	2.05%
CHRISTUS Spohn Hospital	3,000	5	1.23%	5,144	3	2.11%
Driscoll Children's Hospital	3,000	6	1.23%	1,800	8	0.74%
Corpus Christi Army Depot	2,900	7	1.19%	5,800	1	2.38%
Kiewit Offshore Services	2,184	8	0.90%	N/A	N/A	N/A
Corpus Christi Medical Center	2,000	9	0.82%	1,300	10	0.53%
Bay Ltd.	1,700	10	0.70%	2,100	7	0.86%
Del Mar College	1,336	11	0.55%	1,542	9	0.63%
Total	34,201		14.03%	33,857		13.91%

Total Employed in the Service Area ⁽¹⁾ 243,747 243,432

Source: Corpus Christi Regional Economic Development Corp.

(1) [Bureau of Labor Statistics, CAINC4 Personal income and employment by major component, Line 7020](#)



Table 11

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Full-Time Equivalent Positions
(Unaudited)

	2013	2014	2015	2016
Transportation				
Transportation - Directly Operated	131.00	160.00	169.00	154.50
Purchased Transportation*	3.00	3.00	3.00	2.00
	134.00	163.00	172.00	156.50
Maintenance				
Vehicle Maintenance	36.00	38.00	41.00	36.00
Facilities Maintenance	15.00	15.00	15.00	12.50
Materials Management	4.00	3.00	3.00	4.00
	55.00	56.00	59.00	52.50
Program Development				
Customer Programs	4.00	4.80	4.80	5.50
Service Development	4.00	3.00	3.00	4.00
Program Management	2.00	2.00	2.00	3.00
Marketing & Communications	3.00	3.00	3.00	2.50
	13.00	12.80	12.80	15.00
General Administrative:				
MIS	2.00	3.00	3.00	6.00
Contracts and Grants	3.00	5.00	5.00	1.00
CEO's Office	1.00	1.00	1.00	2.00
Finance and Accounting	5.55	5.55	5.55	6.55
Human Resources	3.00	3.00	3.00	3.00
General Administration	8.00	5.00	5.00	5.00
Safety and Security	1.00	1.00	2.00	2.50
Staples Street Center	-	-	-	3.50
TCN - Regional Coordinator	-	-	-	0.00
	23.55	23.55	24.55	29.55
Totals	225.55	225.55	268.35	253.55

*The Authority has about 100 additional contracted staff under various purchased transportation contracts

**Effective 2016, the Authority reported actual FTE positions as of year-end. Prior years reported budgeted positions. This change is in accordance with GASB Statement 44, *Economic Condition Reporting: The Statistical Section-An Amendment of NCGA Statement 1*.



Corpus Christi Regional Transportation Authority
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 Statistical Section | Tables

CORPUS CHRISTI REGIONAL
 TRANSPORTATION AUTHORITY

2017	2018	2019	2020	2021	2022
145.00	132.50	125.25	118.50	114.50	120.00
0.00	0.00	0.00	0.00	0.00	0.00
145.00	132.50	125.25	118.50	114.50	120.00
37.00	33.00	32.00	36.00	35.00	35.00
14.50	14.50	16.00	20.00	17.00	19.00
3.00	3.00	3.00	3.00	3.00	3.00
54.50	50.50	51.00	59.00	55.00	57.00
6.00	6.50	6.00	6.00	6.00	6.00
4.00	4.00	3.00	4.00	4.00	4.00
3.00	1.00	1.00	2.00	2.00	2.00
3.00	3.00	3.00	3.00	2.00	3.00
16.00	14.50	13.00	15.00	14.00	15.00
6.00	6.00	6.00	5.00	5.00	7.00
3.00	3.00	3.00	3.00	3.00	3.00
1.00	1.00	3.00	3.00	3.00	3.00
5.50	6.00	6.00	6.00	6.00	5.00
3.00	3.00	3.00	3.00	4.00	4.00
6.00	6.00	3.00	3.00	3.00	3.00
2.50	2.00	3.00	3.00	3.00	3.00
4.00	4.00	3.00	4.00	4.00	4.00
-	-	-	-	-	-
31.00	31.00	30.00	30.00	31.00	32.00
246.50	228.50	219.25	222.50	214.50	224.00



Table 12
CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Operating Statistics and Assets Utilized
Last Ten Years
(Unaudited)

		2013	2014	2015	2016
System Ridership					
Motor Bus	a	5,728,793	5,650,677	5,472,836	5,252,466
Demand Response / Para-transit	b	194,394	192,580	198,652	204,459
Ferry Boat	b	93,192	84,035	76,870	-
Vanpool	c/e	-	-	16,439	-
System Hours					
Motor Bus	a	225,151	243,732	259,377	269,711
Demand Response / Para-transit	b	70,328	74,236	78,850	81,258
Ferry Boat	b	1,185	750	805	-
Vanpool	c/e	-	-	7,686	9,027
System Miles					
Motor Bus	a	3,021,215	3,053,596	3,414,445	3,546,503
Demand Response / Para-transit	b	1,225,323	1,252,615	1,349,727	1,401,147
Ferry Boat	b	2,625	1,756	1,886	-
Vanpool	c/e	-	-	181,220	184,532
Vehicles in Service					
Motor Bus	a	60	75	66	67
Demand Response / Para-transit	b	26	38	28	28
Ferry Boat	b	2	1	1	-
Vanpool	c/e	6	3	5	6
Uses of Capital Funds					
Vehicles	d	\$ 4,864,974	651,166	17,996,141	139,358
Communications & Information		\$ 439,364	406,426	196,394	906,221
Facilities and Stations		\$ 7,228,414	1,142,874	1,273,498	8,680,069
Other		\$ 1,061,601	-	1,159,287	276,415
Operating Expenses by Mode					
Motor Bus	a	\$ 18,984,978	21,324,898	20,495,063	24,357,254
Demand Response / Para-transit	b	\$ 5,585,657	5,556,262	5,278,853	5,353,867
Ferry Boat	b	\$ 617,831	626,005	766,082	-
Vanpool	c/e	\$ -	-	152,825	163,054

a - Directly Operated (Transportation Department) and Purchased Transportation (oversees contractors)

b - Purchased Transportation (contractors overseen by the Purchased Transportation Department)

c - Directly Operated - Customer Programs Department oversees operation of vanpools (through 2011)

d - May not agree with GAAP-basis financial statements due to differences in NTD accounting methodologies

e - Van Pool operations did not meet FTA guidelines from 2012 - 2014 and were not reported on the NTD report, however in 2015 Van Pool operations qualified and are included

Source: National Transit Database



2017	2018	2019	2020	2021	2022
5,168,421	5,153,005	4,975,242	2,810,165	2,181,460	2,563,876
195,101	197,978	211,013	129,088	136,086	161,260
-	-	-	-	-	-
9,802	16,002	63,521	45,341	64,847	89,104
267,036	275,532	272,402	209,207	197,310	202,353
77,501	78,319	81,658	76,954	61,862	67,657
-	-	-	-	-	-
3,457	1,935	8,856	8,680	15,037	17,325
3,864,934	3,721,249	4,223,566	2,905,938	2,772,308	2,864,529
1,332,822	1,350,787	1,572,140	1,060,115	952,949	1,091,848
-	-	-	-	-	-
75,406	82,942	401,872	487,589	889,049	1,006,399
92	88	89	89	100	87
41	36	36	36	54	34
-	-	-	-	-	-
5	10	24	22	22	34
8,119,989	244,460	658,196	651,166	9,097,765	274,050
477,613	59,904	269,015	406,426	149,349	340,339
5,718,703	118,531	292,985	1,142,874	1,348,451	909,248
827,638	795,066	245,905	-	-	3,451,887
25,939,360	25,928,435	26,196,995	25,799,965	27,558,408	33,464,780
4,954,285	4,934,149	5,138,058	5,480,345	5,261,121	6,431,421
-	-	-	-	-	-
102,522	92,839	238,653	220,016	318,483	433,951

Source: National Transit Database

Table 13
CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Miscellaneous Statistics
(Unaudited)

Date Authority Created	August 10, 1985
Date Authority Began Operations	January 1, 1986
Form of Government	Board of Directors, CEO
Board of Directors	11
Service Area Square Miles ¹	846
Population in Service Area ¹	338,138
Type of Tax Support	Sales and Use Tax
Sales Tax Rate	.50%
Base Fare	\$0.75
Number of Routes ²	34
Number of Transfer Stations ²	4
Number of Bus Stops ²	1,375

¹ Source: 2021 NTD Report

² Historical trend information is not available. See Table 12 for utilization and level of capital investment trends.

2022

Single Audit Section

Annual Comprehensive Financial Report

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS*

To the Board of Directors of the
Corpus Christi Regional Transportation Authority
Corpus Christi, Texas

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the Corpus Christi Regional Transportation Authority (the "Authority"), as of and for the year ended December 31, 2022, and the related notes to the financial statements, which collectively comprise the Authority's basic financial statements, and have issued our report thereon dated September 19, 2023.

Report on Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the Authority's internal control over financial reporting (internal control) as a basis for designing the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control. Accordingly, we do not express an opinion on the effectiveness of the Authority's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

Report on Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Authority's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion.

The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Carr, Riggs & Ingram, L.L.C.

Corpus Christi, Texas
September 19, 2023

INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR THE MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE

To the Board of Directors of
Corpus Christi Regional Transportation Authority
Corpus Christi, Texas

Report on Compliance for the Major Federal Program

Opinion on the Major Federal Program

We have audited the Corpus Christi Regional Transportation Authority's (the "Authority") compliance with the types of compliance requirements identified as subject to audit in the *OMB Compliance Supplement* that could have a direct and material effect on the Authority's major federal program for the year ended December 31, 2022. The Authority's major federal program is identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

In our opinion, the Authority complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on its major federal program for the year ended December 31, 2022.

Basis for Opinion on the Major Federal Program

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditors' Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of the Authority and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for the major federal program. Our audit does not provide a legal determination of the Authority's compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules, and provisions of contracts or grant agreements applicable to the Authority's federal programs.

Auditors' Responsibilities for the Audit of Compliance

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on the Authority's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards, Government Auditing Standards, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about the Authority's compliance with the requirements of the major federal program as a whole.

In performing an audit in accordance with generally accepted auditing standards, Government Auditing Standards, and the Uniform Guidance, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the Authority's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of the Authority's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

Report on Internal Control over Compliance

A *deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis.

A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditors' Responsibilities for the Audit of Compliance section above was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that were not identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

Carr, Riggs & Ingram, L.L.C.

Corpus Christi, Texas
September 19, 2023



**Corpus Christi Regional Transportation Authority
Fiscal 2022 Comprehensive Annual Financial Report
Schedule of Findings and Questioned Costs**

A. SUMMARY OF AUDITORS' RESULTS

Financial Statements:

- | | |
|----------------------------------------------------------------------------------|------------|
| 1. Type of auditors' report issued | Unmodified |
| 2. Internal control over financial reporting: | |
| a. Material weaknesses identified? | No |
| b. Significant deficiencies identified not considered to be material weaknesses? | None noted |
| c. Noncompliance material to the financial statements noted? | No |

Federal Awards:

- | | |
|---------------------------------------------------------------------------------------------------------------|------------|
| 1. Type of auditors' report issued on compliance for major programs | Unmodified |
| 2. Internal control over major programs: | |
| a. Material weaknesses identified? | No |
| b. Significant deficiencies identified not considered to be material weaknesses? | None noted |
| 3. Any audit findings disclosed that are required to be reported in Accordance with 2 CFR Section 200.516(a)? | No |
| 4. Identification of major programs (clusters): | |

Assistance Listing Number	Federal Program
	Federal Transit Cluster
20.507	Formula Grants (Urbanized Area Formula Program)
20.526	Bus and Bus Facilities Formula & Discretionary Programs (Bus Program)

- | | |
|-----------------------------------------------------------------------------|-----------|
| 5. Dollar threshold used to distinguish between Type A and Type B programs: | \$750,000 |
| 6. Auditee qualified as a low-risk auditee? | No |

**Corpus Christi Regional Transportation Authority
Fiscal 2022 Comprehensive Annual Financial Report
Schedule of Findings and Questioned Costs**

B. FINANCIAL STATEMENT FINDINGS

None noted.

C. FEDERAL AWARD FINDINGS

None noted.

D. SUMMARY OF PRIOR YEAR AUDIT FINDINGS

None noted.

E. FINDINGS RELATED TO COMPLIANCE AND OTHER MATTERS

None noted.



**Corpus Christi Regional Transportation Authority
Schedule of Expenditures of Federal Financial Awards
Year Ended December 31, 2022**

<u>GRANTOR</u>	<u>Assistance Listing Number</u>	<u>Grant Number</u>	<u>Passed through to Subrecipients</u>	<u>Expenditures, Indirect Costs, And Refunds</u>
<u>DEPARTMENT OF TRANSPORTATION</u>				
<i>Federal Transportation Administration (FTA):</i>				
Federal Transit Cluster				
Federal Transit - Formula Funds (Urbanized Area Formula Program)	20.507	TX18-0074	\$ -	\$ 317,738
Federal Transit - Formula Funds (Urbanized Area Formula Program)	20.507	TX21-0066	-	1,008,080
Federal Transit - Formula Funds (Urbanized Area Formula Program)	20.507	TX90-Y059	-	373,527
COVID-19 Federal Transit - Formula Grants (Urbanized Area Formula Program)	20.507	TX22-0032	-	10,064,385
			<u>-</u>	<u>11,763,730</u>
Bus and Bus Facilities Formula & Discretionary Programs (Bus Program)	20.526	TX21-0038	-	29,237
Bus and Bus Facilities Formula & Discretionary Programs (Bus Program)	20.526	TX21-0066	-	70,722
			<u>-</u>	<u>99,959</u>
Total Federal Transit Cluster			<u>-</u>	<u>11,863,689</u>
Transit Services Program Cluster				
Enhanced Mobility of Seniors and Individuals with Disabilities	20.513	TX16-0083	3,879	3,879
Enhanced Mobility of Seniors and Individuals with Disabilities	20.513	TX18-0090	172	172
Enhanced Mobility of Seniors and Individuals with Disabilities	20.513	TX21-0123	298,758	298,758
Total Federal Transit Services Program Cluster			<u>302,809</u>	<u>302,809</u>
Total Department of Transportation			\$ <u>302,809</u>	\$ <u>12,166,498</u>

See Notes to the Schedule of Expenditures of Federal Awards



**Corpus Christi Regional Transportation Authority
Notes to Schedule of Expenditures of Federal Financial Awards
Year Ended December 31, 2022**

(1) General

The accompanying Schedule of Expenditures of Federal Financial Awards presents the activity of all Federal financial assistance programs of the Authority. The Authority’s organization is defined in Note 1 to the Authority’s Basic Financial Statements.

(2) Basis of Accounting

The accompanying Schedule of Expenditures of Federal Financial Awards is presented using the accrual basis of accounting, which is described in Note 1 to the Authority’s Basic Financial Statements.

(3) Relationship to Basic Financial Statements

Federal financial capital and operating assistance is reported in the Authority’s basic financial statements as follows:

Federal and Other Grant Assistance	\$	11,540,721
Less: State & Local Grants		-
Capital Grants & Donations		<u>625,777</u>
Total Federal Grants	\$	<u>12,166,498</u>

(4) Relationship to Federal Financial Reports

Amounts reported in the Schedule of Expenditures of Federal Financial Awards may not agree with amounts reported in the related Federal financial reports filed with the grantor agency because of accruals which would be included in the next reports filed with the agencies.

(5) Indirect Costs

The Authority has not elected to use the 10 percent de minimus indirect cost rate allowed under the Uniform Guidance.

(6) Noncash Assistance

The Authority has not received any noncash assistance for the fiscal year ended December 31, 2022.

(7) Loan and Loan Guarantees

The Authority has not received any loan or loan guarantees for the fiscal year ended December 31, 2022.

(8) Federally Funded Insurance

The Authority has not received any federally funded insurance for the fiscal year ended December 31, 2022.

(9) Contingencies

Grant monies received and disbursed by the Authority are for specific purposes and are subject to review by the grantor agencies. Such audits may result in requests for reimbursement due to disallowed expenditures. Based upon experience, the Authority does not believe that such disallowance, if any, would have a material effect on the financial position of the Authority.

(10) Sub recipients

During the year ended December 31, 2022, the Authority expended \$302,809 to sub recipients.

(11) Federal Pass-Through Funds

The Authority was not the sub recipient of any federal funds for the year ended December 31, 2022.





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Corpus Christi, Texas 78401-2802
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Subject: August 2023 Financial Report

Overview: The results from the **operating budget** for the **month** of **August** report **Revenue** in excess of **Expenditures** by **\$397,411**. Total revenues from operations reached **\$3,912,241**, representing 103.79% of the budget baseline, while operating expenses finished at **\$3,514,830**, or 94.18% of baseline.

Year-to-date total revenues of **\$31,064,960** reached **104.55% of baseline** while expenses of **\$28,953,973** finished at **96.17%** of baseline producing a surplus of **\$2,110,987**.

The performance from the CIP budget is being presented as budgeted which includes transfer-in amounts from the fund balance which were used to balance the 2023 budget. It is also being presented without the budgeted transfer-in to improve the usefulness of fund balance information. To clarify, an operational budget is a 12-month short-term financial plan for the day-to-day expenses for the specified accounting period. The capital budget on the other hand consists of long-term acquisitions that may or may not be completed within the 12-month accounting period and which costs are required to be spread over the life of the various assets.

The CIP budget for the month resulted in expenditures exceeding revenues by **\$151,188** when CIP program expenditures came in at **\$427,804** while **grant revenues** came in at **\$276,616**. The budget shortage of **\$151,188** represents the depreciation expense for the month. However, the for reporting purposes the transfer-in of **\$304,129** from fund balance must be factored into the financials in order to reflect a balanced budget as it was initially approved.

Year-to-date CIP total funding totaled **\$10,234,631** while total expenditures finished at **\$9,011,103** resulting in **funding sources** to exceed expenditures by **\$1,223,523**. Funding sources include the budgeted transfer-in from fund balance of **\$2,433,035** and removing this from revenues results in a budget shortage of \$1,209,507 as shown on the next table.

The overall performance for the **month** results in an initial increase of **\$550,352** to the fund balance with a surplus of **\$397,411** attributable to the operating budget, and a surplus of **\$152,941** related to the CIP budget. However, the removal of the **\$304,129** budgeted transfer-in is necessary to arrive at the actual **increase** to the fund balance for the month of **\$246,223 instead of an increase of \$550,352**.

The overall performance for the **year to date** results in an initial increase of **\$3,334,515** to the fund balance, with an increase of **\$2,110,987** attributable to the operating budget, and an increase of **\$1,223,528** related to the CIP budget. Again however, removing the budgeted transfer-in results in an actual increase to the fund balance in the amount of **\$901,480**.

The following table provides an illustration of the impact of the removal of the transfer-in:

CIP Budget		
	Month	Year to Date
Revenues	\$ 580,745	\$ 10,234,631
Less: Budgeted Transfer-In from Fund Balance	(304,129)	(2,433,035)
Equals Revenues (FTA Share)	276,616	7,801,596
Grant-Eligible Costs (FTA Share)	276,616	7,801,596
Depreciation	151,188	1,209,507
Total Expenses	427,804	9,011,103
Expenses exceeding Revenues	\$ (151,188)	\$ (1,209,507)

SUMMARY: Results from all Activities Compared to Budget

Total Revenues and funding sources for the month of **August** closed at **\$4,492,986**, of which **\$3,912,241** is attributable to the **Operating Budget (Table 4 and PPT Slides 3 and 4)** and **\$580,745** to the capital budget. The actual revenues from the capital budget total **\$276,616** while the remaining **\$304,129** represents the budgeted transfer in from unrestricted portion of the fund balance. The performance from the revenue categories from the Operating Budget are discussed as follows.

Operating Revenues, which include only resources generated from transit operations, **totaled \$128,362**, or **9.15%** more than forecasted (**Table 4.1**) & (**PPT Slide 5**). **Fare Revenues** ended the month at \$97,273, or 105.34% of the baseline expectation and include **\$5,268** from **Go-Pass Mobile App Pass Sales**. August fare revenues rebounded as institutions of higher education returned to session, and with them the service agreements for eligible riders.

Meanwhile, commissions from both **Bus and Bench Advertising** ended the month at **\$17,941** of which **\$4,510** came from **Bus Bench Advertising commissions** while **\$13,431** came from **On-Board Bus Advertising commissions**. The combined revenue was 148.10% of baseline. Note that the revenue earned from **Bench Advertising** is net of the portion paid to the City of Corpus Christi, which collects one-third (1/3) of the Authority's share of bench advertising commission for the use of City property. The one-third portion to the City this month was **\$1,911**.

Other Operating Revenues totaled \$13,148, or 100% of baseline, which includes insurance proceeds from incidents involving the Authority's fleet vehicles. (**Table 4.1**).

Non-Operating Revenues, which **includes** sales tax, investment income, lease income from tenants, and federal assistance grants totaled **\$3,783,879**, reaching **103.62%** of the **\$3,651,713** budget expectation, generating **\$132,165** more than forecasted (**Table 4.1**) of which the majority came from continued strong performance by the Authority's investment portfolio. Investment income continues to perform well exceeding budget by **\$197,823** as a result of the higher yields earned due to the Federal Reserve's increases to the federal funds rate. One additional 25 basis point increase is expected by The Fed by the end of 2023, while rates are expected to retreat in 2025 opposed to 2024 as originally anticipated.

Meanwhile, revenues from operating grants and Staples Street Leases fell short of baseline. For the operating grants, the shortfall was expected, as 2023 preventive maintenance funds have been fully-utilized, leaving only sub recipient grants as revenue sources which has a net effect on the net position since it is a pass through that is an off-set to reimbursement expenses paid to sub-recipients. However, CCRTA is awaiting approval of FTA's 3rd round of Hurricane Harvey relief funds amounting to \$11,744 which is amount of eligible expenses that were not covered by the previous grant award. Staples Street Center leases continue to miss the baseline as the result of a tenant vacating the SSC. It is anticipated that the vacancy will be filled in 2024.

For clarification, please keep in mind that all revenues reported are **actual** revenues received or earned with the exception of the sales tax revenue. The Sales Tax Revenue, has been **estimated** since the amount will not be determined until payment is received on **October 13, 2023**. Out of the seven (7) sources included in this revenue category, 90.35% of total revenue came from the sales tax revenue estimate as indicated in the table on the following page:

August 2023 Revenue Composition – Table 1

Line #	Revenue Source	Actual	%
1	Sales Tax Revenue	3,429,573	87.66%
2	Passenger Service	97,273	2.49%
3	SSC Lease Income	42,172	1.08%
4	Bus Advertising	17,941	0.46%
5	Investment Income	245,656	6.28%
6	Grant Assistance Revenue	66,478	1.70%
7	Other Revenue	13,148	0.34%
	Total (excluding capital)	\$3,912,241	100.00%

The **Investment Portfolio** closed the month of August 2023 with a market value of **\$59,830,589**, a decrease of **\$3,255,437** from the balance at the end of July 2023 of **\$63,086,026**. The decrease is largely due to the purchase of an investment totaling **\$3,568,060** that was included in the monthly investment report as of July 31, 2023, but was not withdrawn from the bank account until August 1, 2023.

The composition of the August market value includes **\$36,819,141** in short-term securities consisting of **\$12,749,869** in Commercial Paper and **\$24,069,272** in Federal Agency Coupon Securities. In addition, **\$20,155,792** is held in TexPool Prime and **\$2,855,656** in bank accounts of which **\$2,000,000** represents the compensating balance requirement. For the month of **August**, earned interest income was recorded at **\$245,656**.

TexPool Prime Rate is currently at 5.56% while locked rates for securities range from 3.50% - 5.68%. One additional rate hike is anticipated by the Fed in 2023, with their position indicating reductions in rates beginning in 2025 as opposed to 2024 as originally anticipated.

Interest revenue year-to date totaled **\$1,763,373** and is expected to reach **\$2,000,000** by end of year.

This investment portfolio does not include any assets from pension plans but only assets from operations.

The **Sales tax** allocation for August 2023 is **estimated** at **\$3,429,573**. The estimate is necessary since allocations lag two months behind and will not be received until October 13, 2023.

The Sales Tax revenue payment of **\$3,448,803** for July 2023 was received September 11, 2023 and was **\$91,568**, or **2.59%** less than the **\$3,540,371** July reported **estimate**. The July payment included the allocation from internet sales of **\$35,811**, a decrease of \$406 or 1.12% from the prior month. RTA started receiving internet sales tax revenue in December 2019, and to date have received **\$1,307,502**. Retailers started collecting sales tax on internet sales October 1, 2019.

The sales tax revenue over the last five years' averages to 74.92% of total income. In 2022, Sales Tax Revenue represented 69.71% of total revenues. Sales tax typically represents the largest component of CCRTA's total income, however there are several factors that can cause fluctuations from year to year. Although sales tax revenue is related to economic conditions, other factors such as the amount of revenues from other sources and capital improvement plans do come into play. During this reporting period sales tax represented 81.87% of total operating revenues. **Table 2** illustrates the sales tax revenue trend from the beginning of the year.

Transparency Disclosure

The sales tax revenue reported as 2023 Actual is higher than what is reported by the state comptroller's website. The difference represents the \$27,374 that is deducted by the state comptroller each month as repayment of \$1,177,082 that occurred in December 2019 as a result of an audit. The repayment is over 43 months and as of July have made 33 installments. This amount is added back in order to calculate the growth rate when compared to the same period last year.

Sales Tax Growth – Table 2

Month Revenue was Recognized	2023 Actual	2022 Actual	\$ Growth	% Growth
January (actual)	2,883,848	\$ 2,700,560	183,288	6.79%
February (actual)	2,939,551	2,726,132	213,419	7.83%
March (actual)	3,876,821	3,504,497	372,324	10.62%
April (actual)	3,196,995	3,074,059	122,935	4.00%
May (actual)	3,371,557	3,067,990	303,567	9.89%
June (actual)	3,744,213	3,483,166	261,046	7.49%
July (actual)	3,448,803	3,326,242	122,561	3.68%
August (estimate)	3,429,573	3,220,185	209,387	6.50%
September (estimate)	-	-	-	0.00%
October (estimate)	-	-	-	0.00%
November (estimate)	-	-	-	0.00%
December (estimate)	-	-	-	0.00%
	\$ 26,891,359	\$ 25,102,832	\$ 1,788,528	7.12%

The detail of all revenue and expense categories are presented in the following tables, along with the fare recovery ratio for August 2023:

Revenue – August 2023 – Revenue Composition (Includes Operating and Capital Funding) – Table 3

Revenue Source	August 2023	%	YTD	%
Passenger Service	\$ 97,273	2.32%	\$ 706,197	1.82%
Bus Advertising	17,941	0.43%	142,167	0.37%
Other Revenue	13,148	0.31%	37,004	0.10%
Sales Tax Revenue	3,429,573	81.87%	26,891,359	69.19%
Grants - Operating	66,478	1.59%	1,186,434	3.05%
Grants - Capital	276,616	6.60%	7,801,596	20.07%
Investment Income	245,656	5.86%	1,763,373	4.54%
SSC Lease Income	42,172	1.01%	338,426	0.87%
Total Revenue	\$ 4,188,857	100.00%	\$ 38,866,557	100.00%

Revenue – August 2023 Operating Revenue and Capital Funding – Table 4

	08/2023				
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,108,110	\$ 97,273	\$ 92,343	8.78%	105.34%
Bus advertising	145,371	17,941	12,114	12.34%	148.10%
Other operating revenues	312,337	13,148	13,148	4.21%	100.00%
Sales Tax Revenue	40,316,731	3,429,573	3,429,573	8.51%	100.00%
Federal, state and local grant assistance	1,565,828	66,478	130,486	4.25%	50.95%
Investment Income	574,000	245,656	47,833	42.80%	513.57%
Staples Street Center leases	525,850	42,172	43,821	8.02%	96.24%
Total Operating & Non-Operating Revenues	44,548,227	3,912,241	3,769,318	8.78%	103.79%
Capital Grants & Donations	8,864,316	276,616	276,616	3.12%	100.00%
Transfers-In	3,649,552	304,129	304,129	8.33%	100.00%
Total Operating & Non-Operating Revenues and Capital Funding	\$ 57,062,095	\$ 4,492,986	\$ 4,350,063	7.87%	103.29%

	08/2023				
	2023 Adopted Budget	YTD 2023 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,108,110	\$ 706,197	\$ 738,740	63.73%	95.59%
Bus advertising	145,371	142,167	96,914	97.80%	146.69%
Other operating revenues	312,337	37,004	208,224	11.85%	17.77%
Sales Tax Revenue	40,316,731	26,891,359	26,891,359	66.70%	100.00%
Federal, state and local grant assistance	1,565,828	1,186,434	1,043,885	75.77%	113.66%
Investment Income	574,000	1,763,373	382,667	307.21%	460.81%
Staples Street Center leases	525,850	338,426	350,567	64.36%	96.54%
Total Operating & Non-Operating Revenues	44,548,227	31,064,960	29,712,356	69.73%	104.55%
Capital Grants & Donations	8,864,316	7,801,596	7,801,596	88.01%	100.00%
Transfers-In	3,649,552	2,433,035	2,433,035	66.67%	100.00%
Total Operating & Non-Operating Revenues and Capital Funding	\$ 57,062,095	\$ 41,299,591	\$ 39,946,987	72.38%	103.39%

Revenue – August 2023 From Operations – Table 4.1

	08/2023				
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,108,110	\$ 97,273	\$ 92,343	8.78%	105.34%
Bus advertising	145,371	17,941	12,114	12.34%	148.10%
Other operating revenues	312,337	13,148	13,148	4.21%	100.00%
Total Operating Revenues	1,565,818	128,362	117,605	8.20%	109.15%
Sales Tax Revenue	40,316,731	3,429,573	3,429,573	8.51%	100.00%
Federal, state and local grant assistance	1,565,828	66,478	130,486	4.25%	50.95%
Investment Income	574,000	245,656	47,833	42.80%	513.57%
Staples Street Center leases	525,850	42,172	43,821	8.02%	96.24%
Total Non-Operating Revenues	42,982,409	3,783,879	3,651,713	8.80%	103.62%
Total Revenues	\$ 44,548,227	\$ 3,912,241	\$ 3,769,318	8.78%	103.79%

August 2023 Expenses

The results of all expenditure activities, including capital, are presented below. Overall the total operating expenses came in \$217,353 under the anticipated baseline of \$3,732,183. Departmental expenses came in \$212,820 under the anticipated baseline or 6.25%. Debt service payments are fixed by the terms of the bond contract which is the reason for the resulting 1000% actual to baseline as payments are made semi-annually. Street Improvements is also a fixed amount that represents one-twelve of the annual amount budgeted for all member cities, resulting 100% of baseline.

For the year to date, total operating expenses came in \$1,154,389 under the anticipated baseline of \$30,108,361. Departmental operating expenses came in \$956,480 under the anticipated baseline or 3.51%. Debt service payments are fixed by the terms of the bond contract which is the reason for the resulting 100% actual to baseline as payments are made semi-annually. Street Improvements is also a fixed amount that represents one-twelve of the annual amount budgeted for all member cities, resulting 100% of baseline.

August 2023 Total Expenses & Capital Expenditures – Table 6

	08/2023				
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Expenditures					
Departmental Operating Expenses	\$ 40,836,914	\$ 3,190,255	\$ 3,403,075	7.81%	93.75%
Debt Service	1,597,313	-	-	0.00%	0.00%
Street Improvements	3,183,464	265,289	265,289	8.33%	100.00%
Subrecipient Grant Agreements	765,828	59,286	63,819	7.74%	92.90%
Total Operating & Non-Operating Expenses	46,383,519	3,514,830	3,732,183	7.58%	94.18%
Grant Eligible Costs	8,864,316	276,616	276,616	3.12%	100.00%
Depreciation Expenses	1,814,260	151,188	151,188	8.33%	100.00%
Total Operating & Non-Operating Expenses and Capital Expenditures	\$ 57,062,095	\$ 3,942,634	\$ 4,159,987	6.91%	94.78%

	08/2023				
	2023 Adopted Budget	YTD 2023 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Expenditures					
Departmental Operating Expenses	\$ 40,836,914	\$ 26,268,131	\$ 27,224,610	\$ 64.32%	96.49%
Debt Service	1,597,313	250,890	250,890	15.71%	100.00%
Street Improvements	3,183,464	2,122,309	2,122,309	66.67%	100.00%
Subrecipient Grant Agreements	765,828	312,643	510,552	40.82%	61.24%
Total Operating & Non-Operating Expenses	46,383,519	28,953,973	30,108,361	62.42%	96.17%
Grant Eligible Costs	8,864,316	7,801,596	7,801,596	88.01%	100.00%
Depreciation Expenses	1,814,260	1,209,507	1,209,507	66.67%	100.00%
Total Operating & Non-Operating Expenses and Capital Expenditures	\$ 57,062,095	\$ 37,965,076	\$ 39,119,464	66.53%	97.05%

EXPENSES – REPORTED BY EXPENSE OBJECT CATEGORY

The **Financial Accounting Standards Board (FASB)** requires expenses to be reported by object category which include expenses that can be traced back to a specific department and or activity. It excludes depreciation expenses, expenses associated with the Street Improvement Program, debt service expenses, and pass through activities (Sub-recipients).

Accordingly, for the month of August 2023, total departmental operating expenses realized favorable variances against the baseline expectation from categories including Salaries & Wages, Benefits, Services, Insurance, and Miscellaneous (which includes Dues & Subscriptions and Travel & Training expenses).

Meanwhile, unfavorable variances were identified with the categories of Materials & Supplies, Utilities, and Purchased Transportation.

Materials & Supplies reported a negative variance of \$16,391, or 6.14% compared to baseline. The variance is mostly related to the periodic purchase of bus passes. The category is closely aligned with the annual baseline, reporting 99.99% for the year to date.

Utilities reported a negative variance of \$17,403, or 26.01% compared to baseline. The variance is due to a billing adjustment from Gexa, the contracted electrical service provider. The category however remains under the annual baseline by 3.65% for the year to date.

Purchased Transportation reported a negative variance of \$42,297, or 5.79% compared to the baseline. The variance is the result of service hours for B-Line that increased 11.82% over the 2023 monthly average from January to July, along with service hours for fixed routes that increased by 14.15% over the 2023 monthly average from January to July. The category however remains under the annual baseline by 2.56% for the year to date.

August 2023 Departmental Expense Breakdown – Table 7.1

Departmental Operating Expense Object Category	08/2023				
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Salaries & Wages	\$ 14,794,668	\$ 1,223,244	\$ 1,232,888	8.27%	99.22%
Benefits	5,964,443	277,721	497,037	4.66%	55.88%
Services	5,698,190	439,367	474,849	7.71%	92.53%
Materials & Supplies	3,202,967	283,305	266,914	8.85%	106.14%
Utilities	802,906	84,312	66,909	10.50%	126.01%
Insurance	648,227	49,239	54,019	7.60%	91.15%
Purchased Transportation	8,765,945	772,792	730,495	8.82%	105.79%
Miscellaneous	959,568	60,275	79,964	6.28%	75.38%
Total Departmental Operating Expenses	\$ 40,836,914	\$ 3,190,255	\$ 3,403,075	7.81%	93.75%

Departmental Operating Expense Object Category	08/2023				
	2023 Adopted Budget	YTD 2023 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Salaries & Wages	\$ 14,794,668	\$ 9,536,000	\$ 9,863,114	64.46%	96.68%
Benefits	5,964,443	4,225,140	3,976,296	70.84%	106.26%
Services	5,698,190	3,289,559	3,798,793	57.73%	86.59%
Materials & Supplies	3,202,967	2,135,198	2,135,311	66.66%	99.99%
Utilities	802,906	515,732	535,270	64.23%	96.35%
Insurance	648,227	379,601	432,151	58.56%	87.84%
Purchased Transportation	8,765,945	5,694,067	5,843,963	64.96%	97.44%
Miscellaneous	959,568	492,834	639,712	51.36%	77.04%
Total Departmental Operating Expenses	\$ 40,836,914	\$ 26,268,131	\$ 27,224,610	64.32%	96.49%

2023 Self-Insurance Claims, Medical & Vision and Dental – Table 9

Month	Medical & Vision	Dental	Total
January	\$ 523,138	\$ 6,669	\$ 529,807
February	186,094	4,935	191,029
March	349,549	11,923	361,472
April	254,342	11,323	265,665
May	518,048	9,518	527,567
June	361,286	5,993	367,279
July	434,970	7,785	442,754
August	220,101	12,452	232,552
	\$ 2,847,527	\$ 70,598	\$ 2,918,125

Fare Recovery Ratio – Table 10

Description	8/31/2023	Year to Date
Fare Revenue or Passenger Revenue	\$ 97,273	\$ 706,197
Operating Expenses	3,190,255	26,268,131
Fare Recovery Ratio	3.05%	2.69%
*Excluding Depreciation		

Note: Same period last year (August 2022) the FRR was 2.94%

August 2023 – Table 11

For the month of August, total Revenues exceeded Expenses by \$46,157. For the year to date, total Revenues exceeded Expenses by \$2,878,690. A greater detail of the financial results is explained in the accompanied Power Point presentation.

	08/2023				
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Operating Revenues	\$ 44,548,227	\$ 3,912,241	\$ 3,769,318	8.78%	103.79%
Operating Expenses	46,383,519	3,514,830	3,732,183	7.58%	94.18%
Revenue over Expenses	(1,835,292)	397,411	37,135	-21.65%	1070.19%
Capital Funding	12,513,868	580,745	580,745	4.64%	100.00%
Capital Expenditures	10,678,576	427,804	427,804	4.01%	100.00%
Revenue over Expenses	1,835,292	152,941	152,941	8.33%	100.00%
Revenue over Expenditures	\$ (0)	\$ 550,352	\$ 190,076		

	08/2023				
	2023 Adopted Budget	YTD 2023 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Operating Revenues	\$ 44,548,227	\$ 31,064,960	\$ 29,712,356	69.73%	104.55%
Operating Expenses	46,383,519	28,953,973	30,108,361	62.42%	96.17%
Revenue over Expenses	(1,835,292)	2,110,987	(396,005)	-115.02%	-533.07%
Capital Funding	12,513,868	10,234,631	10,234,631	81.79%	100.00%
Capital Expenditures	10,678,576	9,011,103	9,011,103	84.38%	100.00%
Revenue over Expenses	1,835,292	1,223,528	1,223,528	66.67%	100.00%
Revenue over Expenditures	\$ (0)	\$ 3,334,515	\$ 827,523		

NET POSITION

The Total Net Position at the end of the month was **\$112,804,581**, an increase of **\$8,703,075** from December 2022 which closed at **\$104,101,506**.

The Total Net Position is made up of three (3) components: Net Investment in Capital Assets, Funds Restricted for the FTA's Interest, and Unrestricted which represents the residual amount of the net position that is available for spending.

Of the Total Net Position of **\$112,804,581**, the portion of the fund balance that is not restricted in accordance with GASB Concepts Statement No 4 is **\$53,933,865**, but only **\$31,553,026** is available for spending as a result of the internal restrictions placed by the Board for specific reserves which total **\$22,380,839**. To stabilize the fluctuations of sales tax revenue, CCRTA has established several reserve accounts that serve as a liquidity cushion. As you can see from the fund balance breakdown below, 41.50% of the unrestricted portion is assigned by the Board to fund reserves that are earmarked to meet certain unexpected demands.

FUND BALANCE AS OF AUGUST 31, 2023:

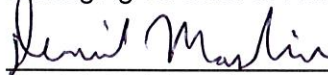
<u>FUND BALANCE</u>	
Net Invested in Capital Assets	\$ 58,295,408
Restricted for FTA Interest	575,308
Unrestricted	→ 53,933,865
TOTAL FUND BALANCE	112,804,581
<u>UNRESTRICTED BREAKDOWN</u>	
Designated for Operating Reserve (25% OpEx less EBR)	9,834,375
Designated for Capital Reserve (25% of total CIP)	11,068,263
Designated for Employee Benefits Reserve	1,478,201
Total Designated Reserves (41.50%)	\$ 22,380,839
Unrestricted (58.50%)	31,553,026
TOTAL DESIGNATED & UNRESTRICTED	→ \$ 53,933,865

Please refer to the following pages for the detailed financial statements.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel
Director of Finance

Reviewed by: Robert M. Saldaña
Managing Director of Administration

Final Approval by: 
Derrick Majchszak
Chief Executive Officer

Corpus Christi Regional Transportation Authority
 Operating and Capital Budget Report
 For the month ended August 2023

OPERATING BUDGET	08/2023				
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
	A	B	C = A / 12	B / A	C vs B
Revenues					
Passenger service	\$ 1,108,110	\$ 97,273	\$ 92,343	8.78%	105.34%
Bus advertising	145,371	17,941	12,114	12.34%	148.10%
Other operating revenues	312,337	13,148	13,148	4.21%	100.00%
Sales Tax Revenue	40,316,731	3,429,573	3,429,573	8.51%	100.00%
Federal, state and local grant assistance	1,565,828	66,478	130,486	4.25%	50.95%
Investment Income	574,000	245,656	47,833	42.80%	513.57%
Staples Street Center leases	525,850	42,172	43,821	8.02%	96.24%
Total Revenues	44,548,227	3,912,241	3,769,318	8.78%	103.79%
Expenses					
Transportation	9,932,992	709,653	827,749	7.14%	85.73%
Customer Programs	595,697	73,694	49,641	12.37%	148.45%
Purchased Transportation	8,765,945	772,792	730,495	8.82%	105.79%
Service Development	801,372	67,347	66,781	8.40%	100.85%
MIS	1,674,391	126,232	139,533	7.54%	90.47%
Vehicle Maintenance	6,547,805	484,037	545,650	7.39%	88.71%
Facilities Maintenance	3,104,571	252,410	258,714	8.13%	97.56%
Contracts and Procurements	449,199	26,162	37,433	5.82%	69.89%
CEO's Office	1,209,277	106,102	100,773	8.77%	105.29%
Finance and Accounting	902,039	81,600	75,170	9.05%	108.55%
Materials Management	278,468	19,039	23,206	6.84%	82.04%
Human Resources	1,013,273	68,301	84,439	6.74%	80.89%
General Administration	538,361	47,951	44,863	8.91%	106.88%
Capital Project Management	404,989	33,137	33,749	8.18%	98.19%
Marketing & Communications	833,041	64,888	69,420	7.79%	93.47%
Safety & Security	2,411,815	174,965	200,985	7.25%	87.05%
Staples Street Center	1,141,678	78,081	95,140	6.84%	82.07%
Port Ayers Cost Center	32,000	3,864	2,667	12.08%	144.90%
Debt Service	1,597,313	-	-	0.00%	0.00%
Special Projects	200,000	-	16,667	0.00%	0.00%
Subrecipient Grant Agreements	765,828	59,286	63,819	7.74%	92.90%
Street Improvements Program for CCRTA Regional Entities	3,183,464	265,289	265,289	8.33%	100.00%
Total Expenses	46,383,519	3,514,830	3,732,183	7.58%	94.18%
Revenues Over Expenses - Operating Budget	(1,835,292)	397,411	37,135		
CIP BUDGET					
	2023 Adopted Budget	August 2023 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
	A	B	C = A / 12	B / A	
Funding Sources					
Transfer In	\$ 3,649,552	304,129	304,129	8.33%	100.00%
Grant Revenue	8,864,316	276,616	276,616	3.12%	0.00%
Total Funding Sources	12,513,868	580,745	580,745	4.64%	100.00%
Capital Expenditures					
Grant Eligible Costs	8,864,316	276,616	276,616	3.12%	0.00%
Depreciation Expenses	1,814,260	151,188	151,188	8.33%	100.00%
Total Expenditures	10,678,576	427,804	427,804	4.01%	100.00%
Funding Sources Over Expenditures	1,835,292	152,941	152,941	8.33%	100.00%
Revenues Over Expenses - Operating Budget	(1,835,292)	397,411	37,135		
Revenues Over Expenses - CIP Budget	1,835,292	152,941	152,941		
Revenues Over Expenses (including rounding)	\$ (0)	\$ 550,352	\$ 190,076		

Corpus Christi Regional Transportation Authority
 Operating and Capital Budget Report
 For the month ended August 2023

OPERATING BUDGET	08/2023				
	2023 Adopted Budget	YTD 2023 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
	A	B	C = A / 12 * 8	B / A	C vs B
Revenues					
Passenger service	\$ 1,108,110	\$ 706,197	\$ 738,740	63.73%	95.59%
Bus advertising	145,371	142,167	96,914	97.80%	146.69%
Other operating revenues	312,337	37,004	208,224	11.85%	17.77%
Sales Tax Revenue	40,316,731	26,891,359	26,891,359	66.70%	100.00%
Federal, state and local grant assistance	1,565,828	1,186,434	1,043,885	75.77%	113.66%
Investment Income	574,000	1,763,373	382,667	307.21%	460.81%
Staples Street Center leases	525,850	338,426	350,567	64.36%	96.54%
Total Revenues	44,548,227	31,064,960	29,712,356	69.73%	104.55%
Expenses					
Transportation	9,932,992	6,744,826	6,621,995	67.90%	101.85%
Customer Programs	595,697	434,596	397,132	72.96%	109.43%
Purchased Transportation	8,765,945	5,694,067	5,843,963	64.96%	97.44%
Service Development	801,372	436,199	534,248	54.43%	81.65%
MIS	1,674,391	1,073,283	1,116,261	64.10%	96.15%
Vehicle Maintenance	6,547,805	4,151,910	4,365,203	63.41%	95.11%
Facilities Maintenance	3,104,571	2,075,190	2,069,714	66.84%	100.26%
Contracts and Procurements	449,199	235,891	299,466	52.51%	78.77%
CEO's Office	1,209,277	762,582	806,185	63.06%	94.59%
Finance and Accounting	902,039	540,431	601,359	59.91%	89.87%
Materials Management	278,468	185,518	185,645	66.62%	99.93%
Human Resources	1,013,273	722,523	675,515	71.31%	106.96%
General Administration	538,361	293,214	358,908	54.46%	81.70%
Capital Project Management	404,989	262,636	269,993	64.85%	97.28%
Marketing & Communications	833,041	533,548	555,361	64.05%	96.07%
Safety & Security	2,411,815	1,357,165	1,607,877	56.27%	84.41%
Staples Street Center	1,141,678	752,165	761,119	65.88%	98.82%
Port Ayers Cost Center	32,000	12,387	21,333	38.71%	58.06%
Debt Service	1,597,313	250,890	250,890	15.71%	100.00%
Special Projects	200,000	-	133,333	0.00%	0.00%
Subrecipient Grant Agreements	765,828	312,643	510,552	40.82%	61.24%
Street Improvements Program for CCRTA Regional Entities	3,183,464	2,122,309	2,122,309	66.67%	100.00%
Total Expenses	46,383,519	28,953,973	30,108,361	62.42%	96.17%
Revenues Over Expenses - Operating Budget	(1,835,292)	2,110,987	(396,005)		
CIP BUDGET					
	2023 Adopted Budget	YTD 2023 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
	A	B	C = A / 12 * 8	B / A	C vs B
Funding Sources					
Transfer In	\$ 3,649,552	2,433,035	2,433,035	66.67%	100.00%
Grant Revenue	8,864,316	7,801,596	7,801,596	88.01%	0.00%
Total Funding Sources	12,513,868	10,234,631	10,234,631	81.79%	100.00%
Capital Expenditures					
Grant Eligible Costs	8,864,316	7,801,596	7,801,596	88.01%	0.00%
Depreciation Expenses	1,814,260	1,209,507	1,209,507	66.67%	100.00%
Total Expenditures	10,678,576	9,011,103	9,011,103	84.38%	100.00%
Funding Sources Over Expenditures	1,835,292	1,223,528	1,223,528	66.67%	100.00%
Revenues Over Expenses - Operating Budget	(1,835,292)	2,110,987	(396,005)		
Revenues Over Expenses - CIP Budget	1,835,292	1,223,528	1,223,528		
Revenues Over Expenses (including rounding)	\$ (0)	\$ 3,334,515	\$ 827,523		

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statement of Net Position
Month ended August 31, 2023, and year ended December 31, 2022

	Unaudited August 31 2023	Unaudited December 31 2022
ASSETS		
Current Assets:		
Cash and Cash Equivalents	\$ 22,287,151	\$ 25,536,891
Short Term Investments	29,228,222	26,829,671
Receivables:		
Sales and Use Taxes	6,823,627	6,892,274
Federal Government	142,826	85,717
Other	471,400	635,609
Inventories	1,172,461	1,204,171
Prepaid Expenses	1,832,574	878,503
Total Current Assets	61,958,261	62,062,836
Non-Current Assets:		
Restricted Cash and Cash Equivalents	575,308	575,308
Long Term Investments	7,494,494	5,951,169
Lease Receivable	1,481,296	1,481,296
Capital Assets:		
Land	4,882,879	4,882,879
Buildings	52,705,304	52,705,304
Transit Stations, Stops and Pads	28,574,474	28,574,474
Other Improvements	5,525,123	5,525,123
Vehicles and Equipment	62,634,935	62,634,935
Right-To-Use Leased Equipment	499,627	499,627
Software Subscriptions	201,602	-
Construction in Progress	1,094,110	1,095,386
Current Year Additions	5,409,163	-
Total Capital Assets	161,527,215	155,917,728
Less: Accumulated Depreciation	(88,478,956)	(87,269,450)
Net Capital Assets	73,048,259	68,648,278
Total Non-Current Assets	82,599,357	76,656,051
TOTAL ASSETS	144,557,618	138,718,887
DEFERRED OUTFLOWS OF RESOURCES		
Deferred outflow related to pensions	9,475,513	9,475,513
Deferred outflow related to OPEB	62,202	62,202
Deferred outflow on extinguishment of debt	2,937,149	2,937,149
Total Deferred Outflows	12,474,864	12,474,864
TOTAL ASSETS AND DEFERRED OUTFLOWS	157,032,482	151,193,751
LIABILITIES AND NET POSITION		
Current Liabilities:		
Accounts Payable	433,306	1,979,739
Current Portion of Long-Term Liabilities:		
Long-Term Debt	905,000	905,000
Compensated Absences	335,005	335,005
Sales Tax Audit Funds Due	109,496	328,488
Distributions to Regional Entities Payable	6,601,861	7,523,214
Other Accrued Liabilities	1,175,508	1,353,073
Total Current Liabilities	9,560,176	12,424,519
Non-Current Liabilities:		
Long-Term Liabilities, Net of Current Portion:		
Long-Term Debt	16,785,000	16,785,000
Compensated Absences	942,102	942,102
Sales Tax Audit Funds Due	164,258	164,258
Net Pension Liability	11,027,475	11,027,475
Net OPEB Obligation	834,840	834,840
Lease Liability	338,738	338,738
Total Non-Current Liabilities	30,092,413	30,092,413
TOTAL LIABILITIES	39,652,589	42,516,932
DEFERRED INFLOWS OF RESOURCES		
Deferred inflow related to pensions	3,087,164	3,087,164
Deferred inflow related to OPEB	6,852	6,852
Deferred inflow related to leases	1,481,296	1,481,296
Total Deferred Inflows	4,575,312	4,575,312
TOTAL LIABILITIES AND DEFERRED INFLOWS	44,227,901	47,092,245
Net Position:		
Net Invested in Capital Assets	58,295,408	53,895,427
Restricted for FTA Interest	575,308	575,308
Unrestricted	53,933,865	49,630,771
TOTAL NET POSITION	\$ 112,804,581	\$ 104,101,506

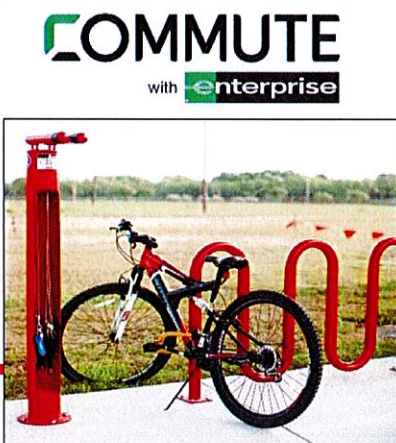
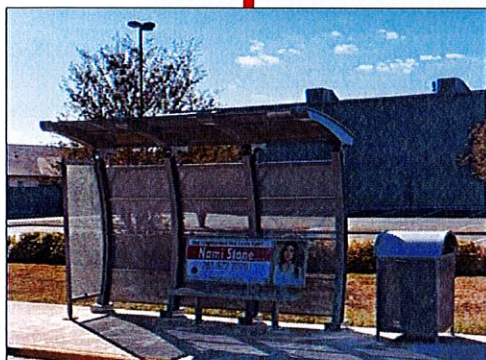
Corpus Christi Regional Transportation Authority
Statement of Cash Flows (Unaudited)
For the month ended August 31, 2023

	<u>8/31/2023</u>
Cash Flows From Operating Activities:	
Cash Received from Customers	\$ 89,214
Cash Received from Bus Advertising and Other Ancillary	50,802
Cash Payments to Suppliers for Goods and Services	(2,397,768)
Cash Payments to Employees for Services	(1,248,031)
Cash Payments for Employee Benefits	27,131
Net Cash Used for Operating Activities	<u>(3,478,652)</u>
Cash Flows from Non-Capital Financing Activities:	
Sales and Use Taxes Received	3,716,839
Grants and Other Reimbursements	-
Distributions to Subrecipient Programs	(229,175)
Distributions to Region Entities	-
Net Cash Provided by Non-Capital Financing Activities	<u>3,487,664</u>
Cash Flows from Capital and Related Financing Activities:	
Federal and Other Grant Assistance	503,450
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	(398,733)
Net Cash Provided by Capital and Related Financing Activities	<u>104,717</u>
Cash Flows from Investing Activities:	
Investment Income	165,432
Purchases of Investments	(6,500,000)
Maturities and Redemptions of Investments	2,000,000
Premiums/Discounts on Investments	(32,181)
Net Cash Used by Investing Activities	<u>(4,366,749)</u>
Net decrease in Cash and Cash Equivalents	(4,253,020)
Cash and Cash Equivalents (Including Restricted Accounts), August 1, 2023	27,115,479
Cash and Cash Equivalents (Including Restricted Accounts), August 31, 2023	\$ <u><u>22,862,459</u></u>



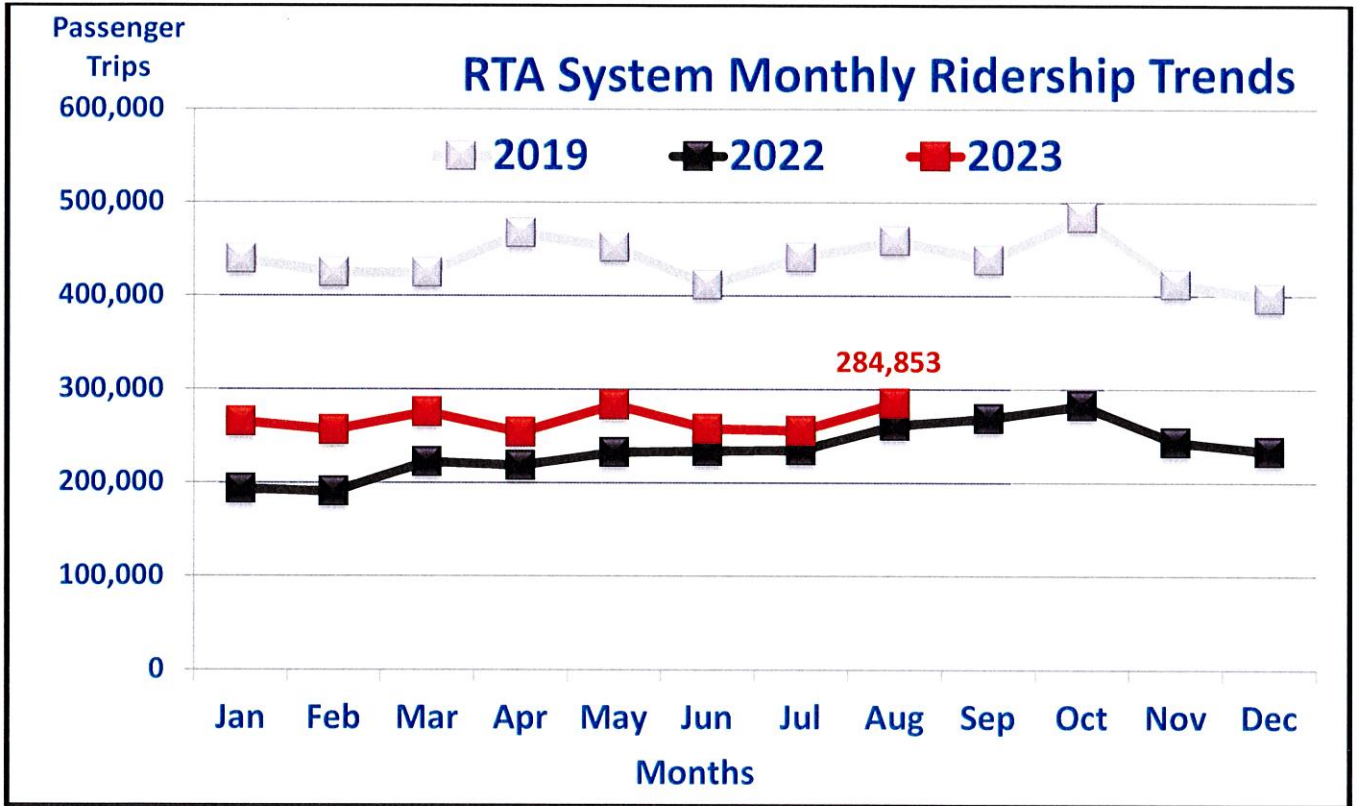
Subject: August 2023 Operations Report

The system-wide monthly operations performance report 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 and customer service feedback.



System-wide Ridership and Service Performance Results

August 2023 system-wide ridership levels continued to be impacted by the COVID-19 pandemic. Passenger trips totaled 284,853 which represents an 9.1% increase as compared to 261,182 passenger trips in August 2022 with 23,671 more trips provided this month. In comparison to the pre-COVID-19 (Pre-Covid) period in August 2019 with 458,699 passenger trips, the 284,853 passenger trips represent a 37.9% decrease with 173,846 fewer trips.

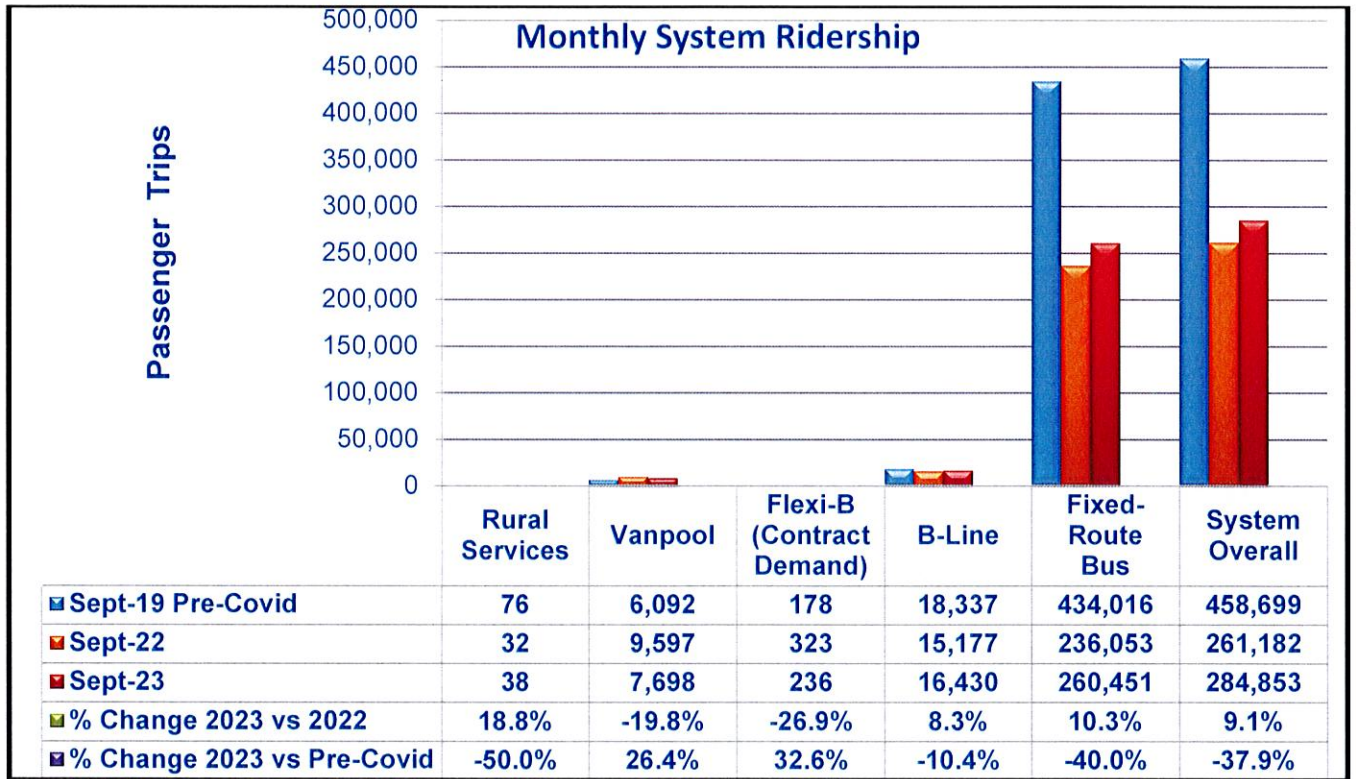


August 2023	August 2022	Variance
23 Weekdays	23 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
31 Days	31 Days	-

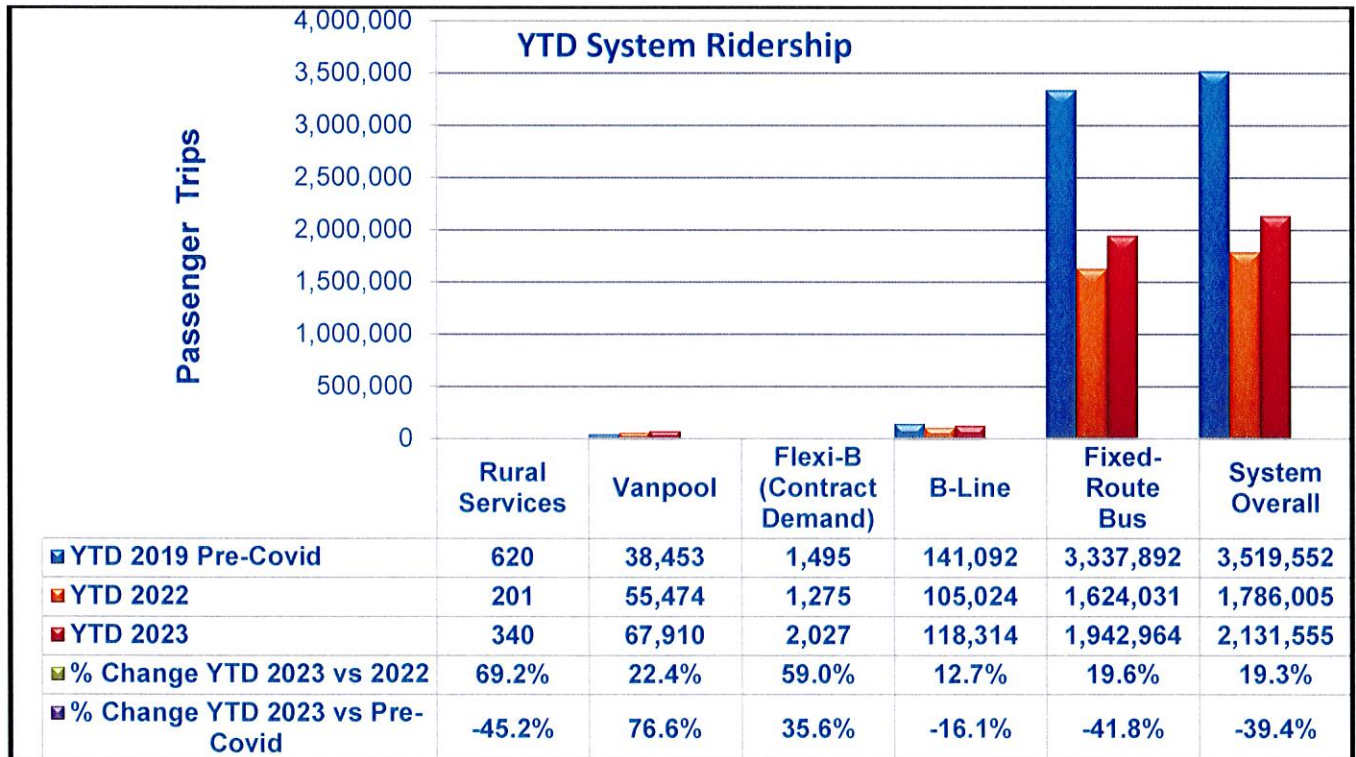
The average retail price for unleaded gas in Corpus Christi was approximately \$3.44 per gallon as compared to \$3.18 per gallon in August 2022¹ which represents a 8.2% increase in the average cost per gallon. Rainfall was 5.0 inches mainly due to Tropical Storm Harold. In August 2022, rainfall totaled 11.2 inches.² Average monthly rainfall in August is approximately 2.8 inches. The 99.7-degree average high temperature for August was above the average monthly temperature of 95.0 degrees.

1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://etweather.tamu.edu/rainhistory>

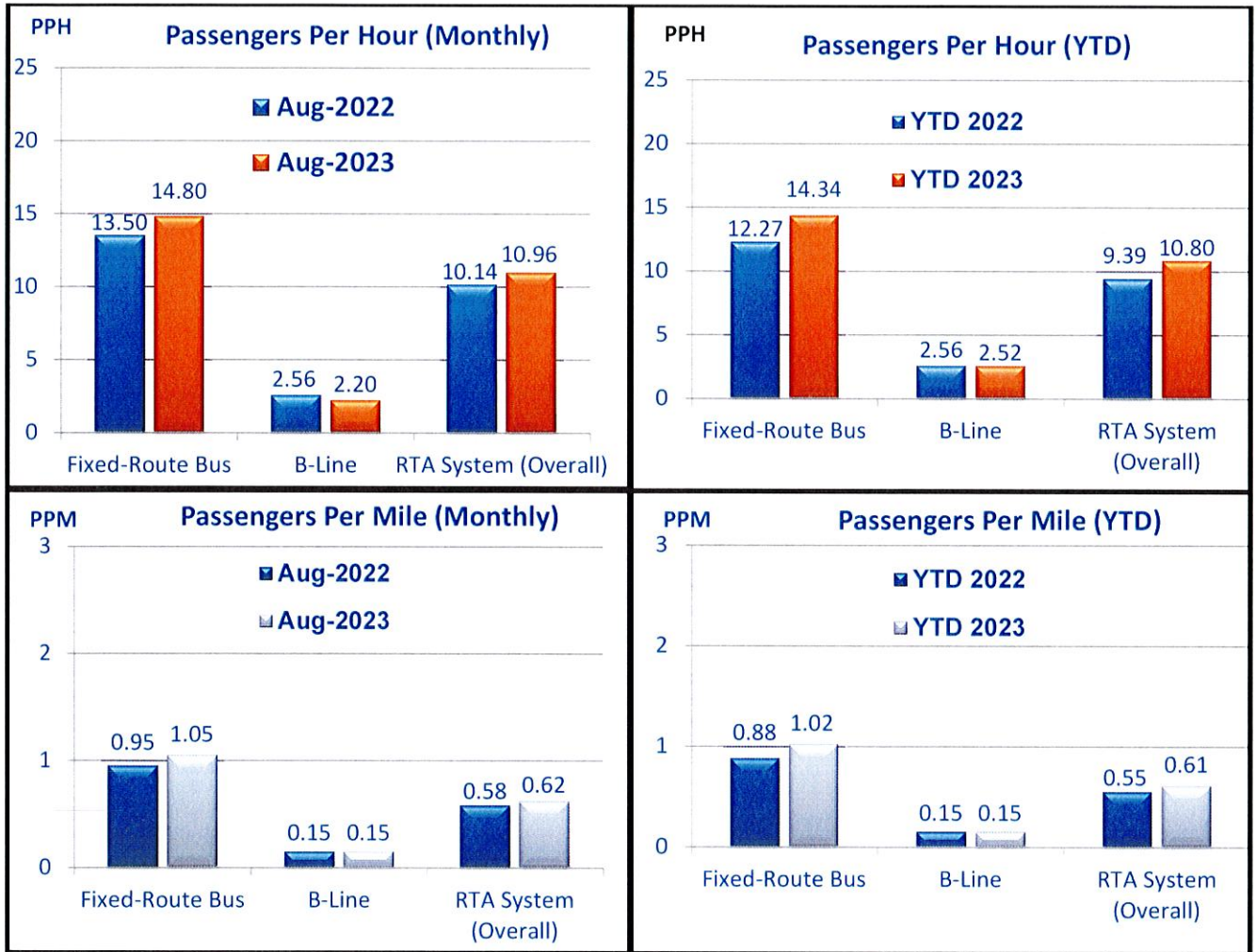
The chart below shows monthly ridership results for all services. CCRTA recorded 23,671 more passenger trips in August 2023 for an 9.1% increase as compared to August 2022. As compared to August 2019 Pre-Covid, passenger trips decreased 37.9%.



The chart below shows YTD ridership results for all services.



The following charts report system-wide productivity for the month of August 2023 vs. August 2022 and YTD figures.



The following table shows on-time performance of fixed route services.

Schedule Adherence	Standard	May-23	Jun-23	Jul-23	Aug-23	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.0%	0.3%	0.1%
Departures within 0-5 minutes	>85%	85.8%	85.5%	89.1%	88.2%	87.1%
Monthly Wheelchair Boardings	No standard	3,344	3,684	3,762	4,480	3,818
Monthly Bicycle Boardings	No standard	5,867	6,237	6,312	6,592	6,252

<p style="text-align: center;">On Detour</p>	<ul style="list-style-type: none"> ➤ Port Ave. Utility Replacement Project (6) month project: Began March 2022 with anticipated completion in late October 2023. <ul style="list-style-type: none"> ➤ Routes 21, 23 & 37 (2 stops impacted) ➤ S. Staples St. (Kostoryz-Baldwin) (29) month project: Began March 2021. Traffic now on newly constructed east section. Project to be complete late October 2023. <ul style="list-style-type: none"> ➤ Route 29 (12 Stops closed) Detour from Staples to Alameda to Texan Trail. ➤ New Harbor Bridge (North Beach): Routes 76 & 78 remain on a minor detour under U.S. HWY 181 in the inbound direction. (No stops impacted) ➤ Leopard St. (Nueces Bay to Palm) Project now complete but (3 stops remain closed) due to detour. Routes 27 & 28 remain on detour. <ul style="list-style-type: none"> ➤ Routes 27 & 28 ➤ Leopard St. (Crosstown-Palm) (14) month project began Dec. 5, 2022. This Bond project will extend the current/existing Leopard St. detour. Expected completion in June 2024. <ul style="list-style-type: none"> ➤ Routes 27 & 28 (12 stops impacted) ➤ Gollihar (Crosstown-Greenwood) Began April 24, 2023. <ul style="list-style-type: none"> ➤ Routes 23 & 25 (6 stops closed)
<p style="text-align: center;">Detours Expected</p>	<ul style="list-style-type: none"> ➤ Comanche (Carancahua-Alameda) To begin late-2023. <ul style="list-style-type: none"> ➤ Routes 12, 21, 27 & 28 (4 stops will be impacted) ➤ Brownlee Blvd. (Morgan-Staples) To begin late-2023. <ul style="list-style-type: none"> ➤ Routes 5x & 17 (7 stops will be impacted) ➤ Upper/Mid./Lower Broadway: Project currently in design. <ul style="list-style-type: none"> ➤ Routes 6, 76 & 78 (no stops to be impacted) ➤ McArdle Rd. (Carroll-Kostoryz): Project to begin Fall-2023. <ul style="list-style-type: none"> ➤ Route 19 (8 stops will be impacted) ➤ Alameda (Louisiana-Texan Trail): Project to begin Fall-2023. <ul style="list-style-type: none"> ➤ Route 5 (19 stops impacted)
<p style="text-align: center;">Currently No Detour</p>	<ul style="list-style-type: none"> ➤ Everhart Rd. (SPID-S. Staples): Project to begin Fall-2023. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops will be impacted) ➤ Wildcat (Northwest Blvd -Teague) Began Jan. 10, 2023 (10) month project. Now half complete as of mid-August 2023. <ul style="list-style-type: none"> ➤ Route 27 (1 stop closed) <u>Temporary detour ended August 21st</u>

For August 2023, there were 9 impacted fixed routes out of 33 fixed route services in operation. This equates to approximately 27% of CCRTA services travelling on the local streets. Detoured bus route services include: 21, 23, 25, 27, 28, 29, 37, 76 & 78.

Total number of bus stops currently impacted or closed is **36**.

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

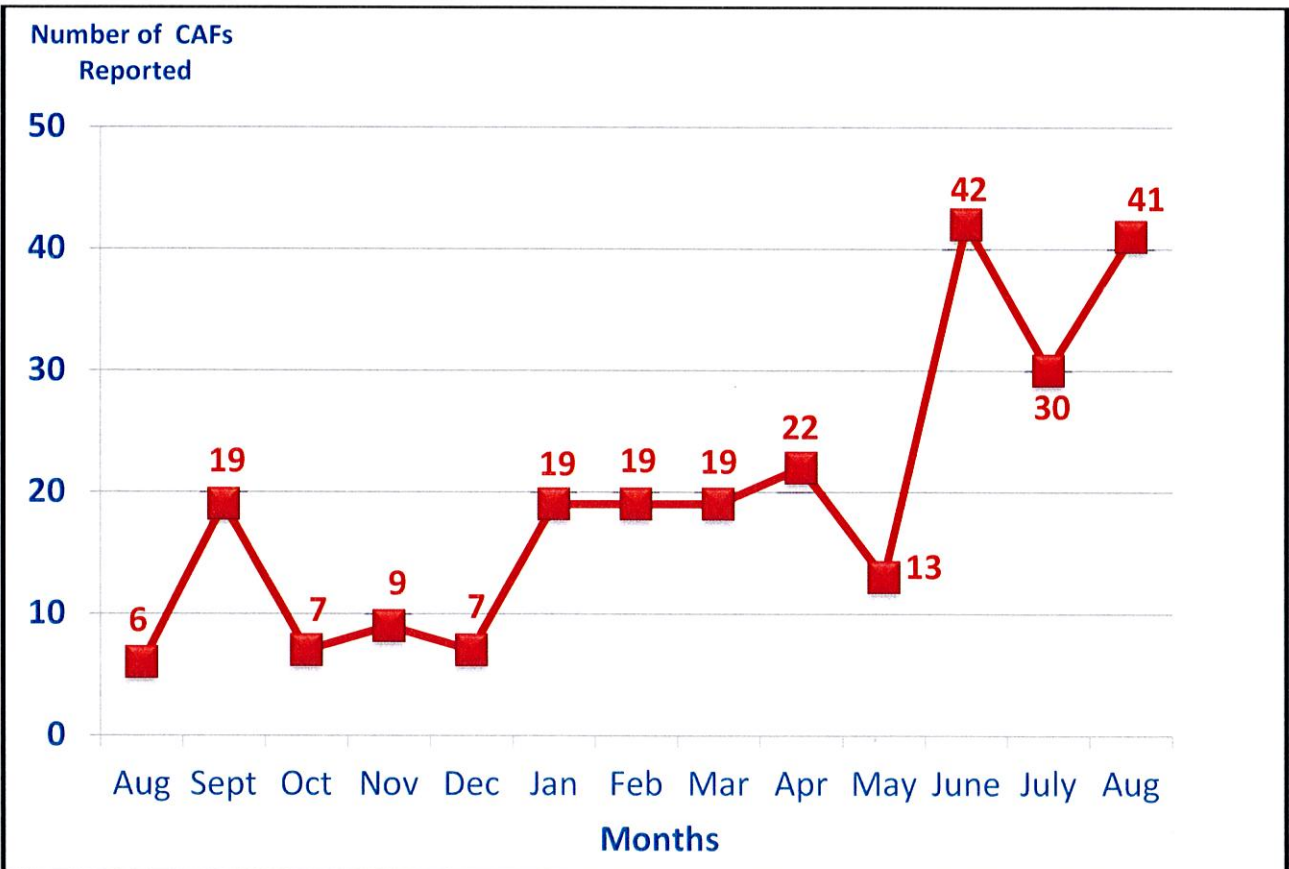
In August 2023, B-Line service performance metrics are listed below.

- Productivity: **2.52** Passengers per Hour (PPH) did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **13,307** did meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,919** ambulatory boardings; **4,520** wheelchair boardings

Metric	Standard	May-23	Jun-23	Jul-23	Aug-23	(4) Month-Ave.
Passengers per Hour	2.50	2.63	2.58	2.50	2.52	2.56
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	13,886	12,474	13,774	13,307	13,360
Monthly Wheelchair Boardings	No standard	4,355	4,384	3,975	4,520	4,309

Customer Programs Monthly Customer Assistance Form (CAF) Report

For August 2023, Customer Service received and processed 41 Customer Assistance Forms (CAF's). Of the 41 recorded CAFs, three were commendations.



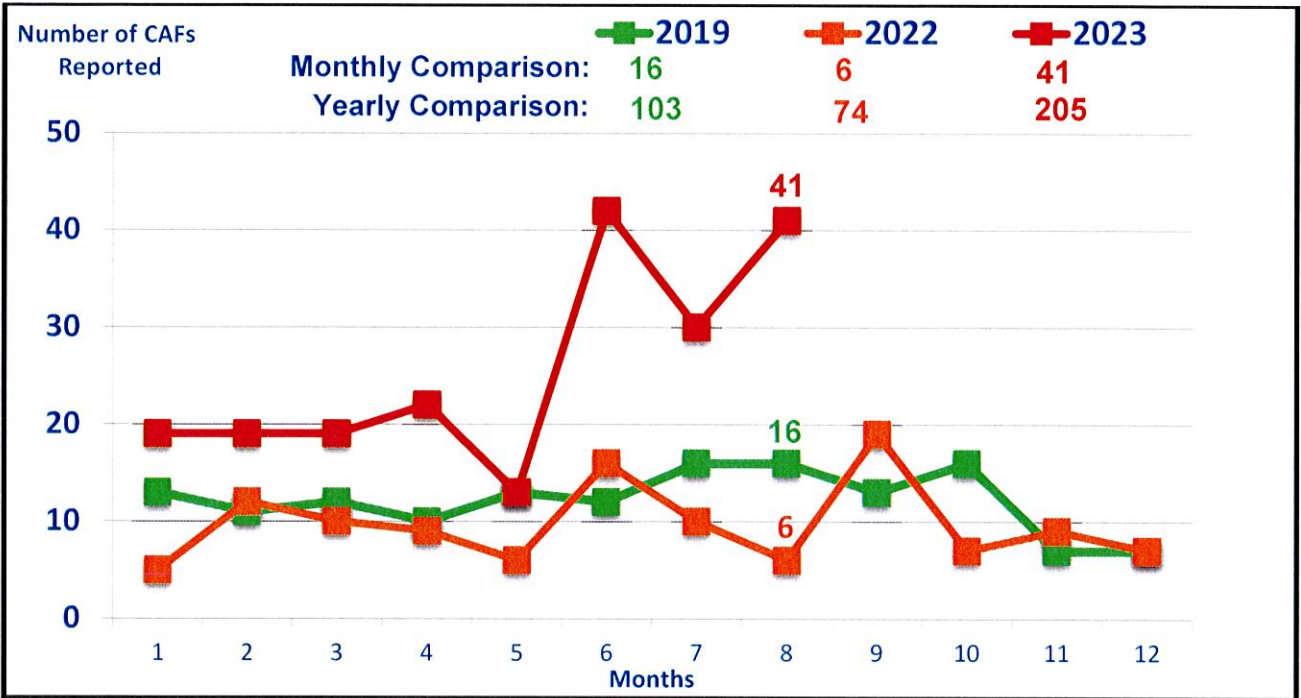
Route Summary Report:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle	2	#34 Robstown North Circulator	
#4 Flour Bluff	1	#35 Robstown South Circulator	
#5 Alameda		#37 Crosstown/TAMU-CC	2
#5x Alameda Express		#50 Calallen/NAS Ex (P&R)	
#6 Santa Fe/Malls		#51 Gregory/NAS Ex (P&R)	
#12 Hillcrest/Baldwin	8	#54 Gregory/Downtown Express	
#15 Kostoryz/Carroll HS	2	#60 Momentum Shuttle	1
#16 Morgan/Port		#65 Padre Island Connection	
#17 Carroll/Southside		#76 Harbor Bridge Shuttle	1
#19 Ayers		#78 North Beach Shuttle	
#19G Greenwood		#83 Advanced Industries	
#19M McArdle		#90 Flexi-B Port Aransas	
#21 Arboleda	1	#93 Flex	
#23 Molina	5	#94 Port Aransas Shuttle	
#24 Airline/Yorktown		#95 Port Aransas Express	
#25 Gollihar/Greenwood	2	B-Line (Paratransit) Services	5
#26 Airline/Lipes		Safety & Security	
#27 Leopard		Transportation	
#27x Leopard (Express)		Facilities Maintenance	
#28 Leopard/Navigation	1	Customer Service Department	
#29 Staples	3	Service Development	
#29F Staples/Flour Bluff	3	Facilities	
#29SS Staples/Spohn South		Commendations	3
#32 Southside	1	TOTAL CAF's	41

CAF Breakdown by Service Type:

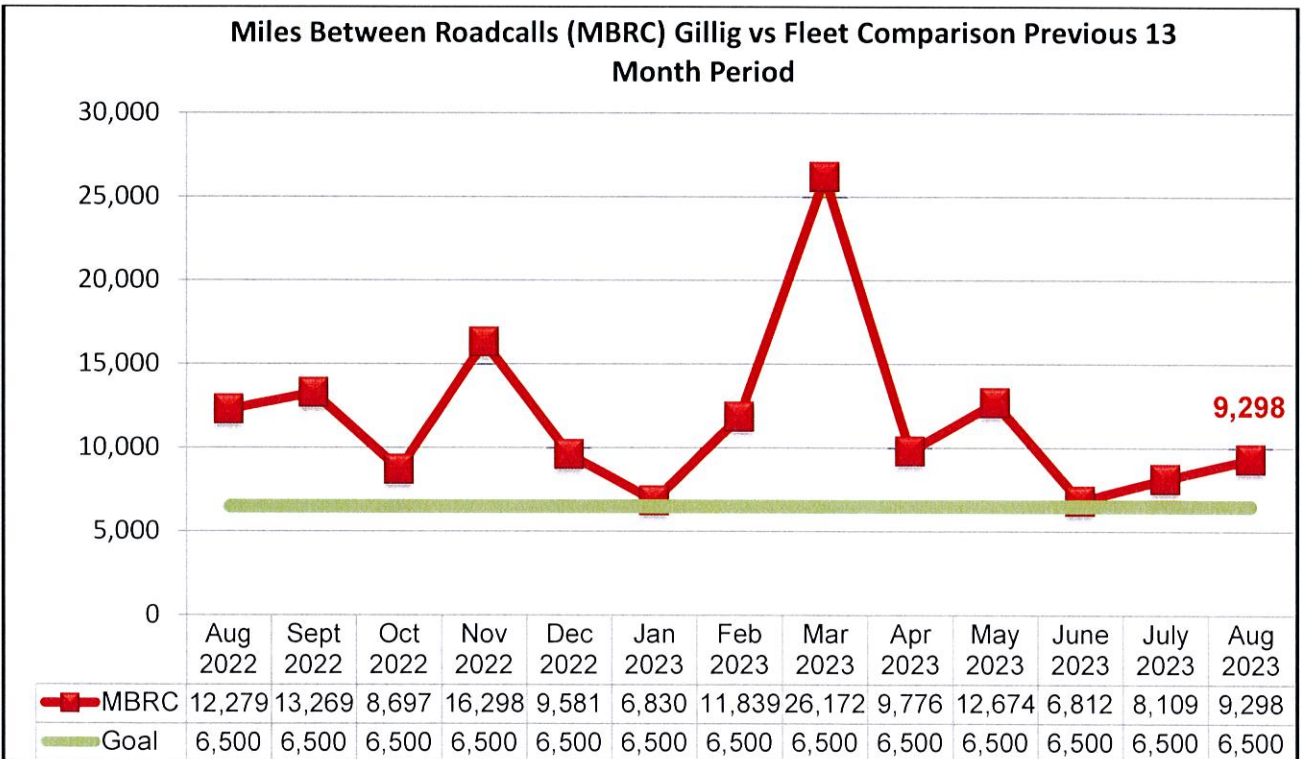
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA			1	1
Service Stop Issues	1	1	1	3
Driving Issues	6		3	9
Customer Services				
Late/Early – No Show	1	1	2	4
Alleges Injury	1			1
Fare/Transfer Dispute	1			1
Clean Trash Can				
Dispute Drop-off/Pickup		2		2
Add Bench/Stop				
Left Behind/Passed Up	5		4	9
Inappropriate Behavior	2		1	3
B-Line Calls				
Incident at Stop				
Incident on Bus		1		1
Incident at Station				
Securement/Tie Down Issue	1			1
Denial of Service				
Safety & Security				
Rude	3			3
Facility Maintenance				
Service Development				
Vehicle Maintenance				
Over Crowded Vehicle				
Cell Phone User				
Safety Transportation				
Commendations	1	1	1	3
Total CAFs	22	6	13	41

Number of CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In August 2023, there were 9,298 miles between road calls (MBRC) recorded as compared to 12,279 MBRC in August 2022. A standard of 6,500 miles between road calls is used based on the fleet size, age and condition of CCRTA vehicles. The thirteen-month average is 11,664.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted & Reviewed by: Gordon Robinson
Managing Director of Operations

Final Approval by: 
Derrick Majchszak
Chief Executive Officer