



DATE: Wednesday, February 7, 2018
LOCATION: Staples Street Center
 602 North Staples Street, 2ND Floor Board Room • Corpus Christi, TX
TIME: 8:30 a.m.

BOARD OF DIRECTORS' MEETING

EDWARD MARTINEZ (Chair)

MICHAEL REEVES (Vice Chair) ~ DAN LEYENDECKER (Secretary)

| | TOPIC | SPEAKER | EST.TIME | REFERENCE |
|----|--|-------------|----------|----------------------------------|
| 1. | Pledge of Allegiance | E. Martinez | 1 min. | ----- |
| 2. | Moment of Reflection | E. Martinez | 1 min. | ----- |
| 3. | Roll Call | E. Martinez | 2 min. | ----- |
| 4. | Announcement of Committee Appointments by the Board Chair and Action to Confirm Committee Appointments | E. Martinez | 4 min. | <i>No Attachment</i> |
| 5. | Opportunity for Public Comment | E. Martinez | 3 min. | ----- |
| 6. | Update on RCAT Committee Activities | S. Montez | 3 min. | <i>No Attachment</i> |
| 7. | Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of January 3, 2018 | E. Martinez | 2 min. | Pages 1-8 |
| 8. | CONSENT ITEMS: The following items A through G 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. | | | |
| | a) Action to Recommend the Board of Directors Authorize Awarding a Contract to Minnesota Life for Life Insurance and Accidental Death & Dismemberment | A. Gaitan | 2 min. | Pages 9-10 <i>PowerPoint</i> |
| | b) Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) on a Digital Signage/Content Management Software (CMS) Solution for Transfer Stations | R. Saldaña | 2 min. | Pages 11-12 <i>PowerPoint</i> |
| | c) Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) for a Gas Generator for Bear Lane Operations Building | S. Montez | 2 min. | Pages 13-14 <i>PowerPoint</i> |
| | d) Action to Recommend the Board of Directors Authorize the Issuance of a Request for | S. Montez | 2 min. | Pages 15-16 <i>PowerPoint</i> |

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|-----|--|--|--------------------------------------|--|
| | Proposals (RFP) for Roof Replacement at Bear Lane Operations e) Action to Recommend the Board of Directors Authorize the Issuance of a Request for Proposals (RFP) for Vanpool Services | G. Robinson | 2 min. | Pages 17-18 <i>PowerPoint</i> |
| 9. | Presentations: a) December 2017 Financial Report b) Procurement Update c) December 2017 Operations Report d) December 2017 Safety & Security Report | R. Saldaña R. Saldaña G. Robinson M. Rendón | 3 min. 3 min. 3 min. 3 min. | Pages 19-25 <i>PowerPoint</i> <i>PowerPoint</i> Pages 26-34 <i>PowerPoint</i> <i>PowerPoint</i> |
| 10. | CEO's Report | J. Cruz-Aedo | 5 min. | <i>No Attachment</i> |
| 11. | Board Chair's Report | E. Martinez | 5 min. | <i>No Attachment</i> |
| 12. | Discussion (in Closed Session) and Possible Action Thereafter in Open Session Concerning: a. CEO Compensation and Benefits | E. Martinez | 10 min. | <i>No Attachment</i> |
| 13. | Adjournment | E. Martinez | 1 min. | ----- |
| 14. | Information Items: a) Member Inquiry Forms: (1) Board Meeting – January 3, 2018 | | | <i>Attachment</i> |

Total Estimated Time: 59 min.

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On **Friday, February 2, 2018** this Notice was posted by **Dena Linnehan** at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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

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

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

**REGIONAL TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS' MEETING MINUTES
WEDNESDAY, JANUARY 3, 2018**

Summary of Actions

1. **Pledge of Allegiance**
2. **Moment of Reflection**
3. **Conducted Roll Call**
4. **Reading of Mission and Vision Statements by Board Chairman**
5. **Election and Swearing In of RTA Board Chair**
6. **Adoption of Resolution for Outgoing Board Chair – Curtis Rock**
7. **Action to Elect Vice Chair, Secretary and Assistant Secretary of the Board**
8. **Announcement of Committee Appointments by the Board Chair and Action to Confirm Committee Appointments**
9. **Provided Opportunity for Public Comment**
10. **Heard Update on RCAT Committee Activities**
11. **Action to Approve Board of Directors Meeting Minutes of December 6, 2017**
12. **Heard Presentations –**
 - a. **CCRTA Employee, Tenant and Visitors Parking Lot Guidelines**
 - b. **Investment Report for the 3rd Quarter Ended September 30, 2017**
 - c. **November 2017 Financial Report**
 - d. **Procurement Update**
 - e. **November 2017 Operations Report**
13. **Heard CEO's Report**
14. **Heard Chairman's Report**
15. **Adjournment**
16. **Information –**
 - a) **RCAT Minutes – November 16, 2017**
 - b) **Member Inquiry Forms**
 - (1) **Committees Meetings – November 15, 2017**
 - (2) **Board Meeting – December 6, 2017**

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

Board Members Present: Curtis Rock, Board Chair; Michael Reeves, Board Vice Chair; Edward Martinez, Board Secretary; George B. Clower; Glenn Martin, Scott Harris, Tom Niskala, Larry Young, Dan Leyendecker, Patricia Dominguez and Anne Bauman

Board Members Absent: None

Staff Present: Jorge Cruz-Aedo, CEO; Daniel Benavides, Esteban Campos, David Chapa, Jennifer Fehribach, Angelina Gaitan, Bryan Garner, Anna Hinojosa, Monica Jasso, Denise Jones, Dena Linnehan, Derrick Majchszak, Sharon Montez, Victoria,

Reyes, Mike Rendón, Gordon Robinson, Sandy Roddel, Robert Saldaña and Susan Teltschik

Public Present: John Bell, Wood, Boykin, Wolter, CCRTA Legal Counsel; Kyle Klika, MV Transportation; Nicole Woolbright, KCS/PR; Leanne Libby, CCISD; K.B. Ghikha, Rodeway Inn; Roland Barrera, Citizen; Mike Pusley, CC Commissioner; Melissa Martinez, Citizen; and Gina Salazar, ATU-Local 1769 Union

Call to Order & Roll Call

Mr. Curtis Rock called the meeting to order at 8:30 a.m., announced the Pledge of Allegiance and held a moment of reflection. Mr. Edward Martinez called Roll and stated a quorum was present.

Reading of Mission & Vision Statements

Mr. Rock read the Agency's Mission and Vision Statements.

Held Election and Swearing In of RTA Board Chair

Mr. Rock called for nominations for the RTA Board Chair. Mr. Glenn Martin nominated Mr. Edward Martinez and Mr. Tom Niskala nominated Mr. Scott Harris. Mr. Rock asked for any further nominations and none were spoken.

Mr. Rock proceeded with a roll call vote for Mr. Edward Martinez and Mr. Scott Harris. The vote was taken from each board member who voted and Mr. Edward Martinez had the most votes. Mr. Rock announced Mr. Edward Martinez was the new Board Chairman.

Adoption of Resolution for Outgoing Board Chair – Curtis Rock

Mr. Martinez read the Resolution CCRTA presented to Mr. Rock and detailed his accomplishments while in office as the Board Chairman since 2016.

MR. EDWARD MARTINEZ ASKED FOR A MOTION, AND MR. DAN LEYENDECKER MADE THE MOTION TO ADOPT THE RESOLUTION FOR OUTGOING BOARD CHAIR CURTIS ROCK. MR. MICHAEL REEVES SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, LEYENDECKER, CLOWER, MARTIN, HARRIS, NISKALA, YOUNG, DOMINGUEZ VOTING IN FAVOR. ABSENT NONE.

Mr. Martinez allowed board members time to provide comments and to honor Mr. Rock. Many of the members commented on Mr. Rock's excellent leadership qualities, his concerns of the community, his guidance to create a positive image with the agency, and his innovational beliefs to move the agency towards the future in transportation. General discussion commended his service and leadership, thanked him for his direction in moving the agency towards a more positive image, and his guidance helped the agency to become a leader in the industry.

Provided Opportunity for Public Comment

Mr. Roland Barrera congratulated the new board chair Mr. Martinez and thanked Mr. Rock for his service and tenure at a very tumultuous time. He said Mr. Rock has been a champion for Disadvantaged Business Enterprise (DBEs) during his tenure. Mr. Barrera also commented you must have a love for transportation to be involved which Mr. Rock has, and thanked him again for all Mr. Rock has done as Board Chair.

Mr. Mike Pusley, Nueces County Commissioner spoke to honor Mr. Rock. He provided his thanks and appreciation to Mr. Rock for his hard work and service on the CCRTA Board of Directors during a difficult time at the agency. He said, Mr. Rock stepped up to the plate and provided great direction and leadership to the agency.

Mr. Pusley also thanked the CCRTA for their help during Hurricane Harvey last August with transportation services provided throughout the community that were very vital to the recovery and important to those who were in need.

Action to Elect Board Vice Chair, Board Secretary and Assistant Secretary of the Board

Mr. Martinez called for nominations for the Board Vice Chairman, and Mr. Leyendecker nominated Mr. Michael Reeves. No other nominations were made.

MR. TOM NISKALA MADE A MOTION BY ACCLAMATION TO VOTE MR. MICHAEL REEVES AS BOARD VICE CHAIRMAN. MR. MARTIN SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, LEYENDECKER, CLOWER, MARTIN, HARRIS, NISKALA, YOUNG, DOMINGUEZ VOTING IN FAVOR. ABSENT NONE.

Mr. Martinez called for nominations for the Board Secretary, and Mr. Niskala nominated Mr. Dan Leyendecker. No other nominations were made.

MR. MARTINEZ MADE A VOTE BY ACCLAMATION TO ELECT MR. DAN LEYENDECKER AS BOARD VICE CHAIRMAN. NO SECOND REQUIRED. THE MOTION CARRIED. MARTINEZ, REEVES, LEYENDECKER, CLOWER, MARTIN, HARRIS, NISKALA, YOUNG, DOMINGUEZ VOTING IN FAVOR. ABSENT NONE.

Mr. Martinez made a motion to appoint Ms. Dena Linnehan as Board Assistant Secretary.

MR. NISKALA MADE A MOTION TO APPOINT MS. DENA LINNEHAN AS ASSISTANT BOARD SECRETARY. MR. REEVES SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, LEYENDECKER, CLOWER, MARTIN, HARRIS, NISKALA, YOUNG, DOMINGUEZ VOTING IN FAVOR. ABSENT NONE.

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

Mr. Martinez pulled this item from the Agenda to revisit at the next Board meeting.

MR. NISKALA MADE A MOTION TO TABLE THIS ITEM FOR ANNOUNCEMENT OF COMMITTEE APPOINTMENTS BY THE BOARD CHAIR AND ACTION TO CONFIRM COMMITTEE APPOINTMENTS. MR. REEVES SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, LEYENDECKER, CLOWER, MARTIN, HARRIS, NISKALA, YOUNG, DOMINGUEZ VOTING IN FAVOR. ABSENT NONE.

Heard Update on RCAT Committee Activities

Mr. Cruz-Aedo commented no meeting was held in December for RCAT.

Action to Approve Board of Directors Meeting Minutes of December 6, 2017

MR. MARTINEZ MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS MEETING MINUTES OF DECEMBER 6, 2017. MR. MICHAEL REEVES SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, LEYENDECKER, CLOWER, MARTIN, HARRIS, NISKALA, YOUNG, DOMINGUEZ VOTING IN FAVOR. ABSENT NONE.

Heard Presentations:

a. Proposed Employee, Tenant and Visitors Parking Lot Guidelines

Mr. Cruz-Aedo commented on this item as current tenants and other who will be moving into the building so, we have identified a need for additional parking. He said we have recognized others who are using our visitor parking, although conducting business outside of the building. He commented we have been working on the lot across the street from the Staples Street Center.

Ms. Sharon Montez provided additional numbers on the current parking areas including the new lot at Leopard and Artesian streets with will give us 43 more parking spaces with 2 additional ADA spaces. Using a PowerPoint, she presented a slide with the original parking lot layout showing 102 vehicle spaces, the 26 visitor area vehicle spaces, 1 motorcycle space and 6 ADA spaces, and 4 additional ADA spaces on the south side of the building.

She presented Guidelines for the new parking lot, and stated a vehicle registration form for all employees and tenants would be required and filed with CCRTA's Safety and Security Department. She said the form will include pertinent information regarding vehicles of employees and tenants, and the visitors parking will have specific requirements like 1-hour parking signage that will be posted, and also patrolled by security officers for any violators.

Ms. Montez commented on the new parking lot will be used by the General Land Office (GLO) tenant for their company vehicles, and overflow for the CCRTA employees. Mr. Reeves asked how we could address tenant's visitors using our visitor parking without having to go get a pass when attending meetings with the tenant. Ms. Montez commented we will work with our tenants so their visitors are able to park without any

inconveniences. Mr. George Clower asked how we could address the 1-hour parking limit so that visitor's vehicles aren't towed if their meeting went over the time limit. Ms. Montez explained we will set a soft target date in order to do a few months of observation and possibly give out warnings as well as try to educate the public and our tenants on these guidelines. Mr. Niskala added would public vehicles be subject to these guidelines, and Ms. Montez responded no they would not. Mr. Martinez commented this would be a lot to take in and asked if the agency is looking to utilize an electronic parking system for those who visit frequently to ease coming in and out of the building to get a pass. Ms. Montez responded we will look into this type of equipment as we haven't budgeted for it in the 2018 budget.

- b. Investment Report for the 3rd Quarter Ended September 30, 2017** – Mr. Saldaña reported our investment report is a basic functional investment. He said we try to preserve our principle, enter in low risk items and thus provides a lower return, and commented the Agency chooses to stay liquid in order to run our daily operations. He stated for the 3rd quarter 2017, the rates were flat so you didn't see a lot of differences between short term and long term investments, and you don't want to invest far out. He also commented we want to take advantage of the rising interest rates by lowering our average rate of maturity we have provided in our examples in this presentation.

Mr. Saldaña commented the Federal Reserve over the past 12 months increased interest rates a quarter percent on three separate occasions, and are projecting in 2018 to continue with these increases to reserve the interest rates. He said the Agency chooses to stay liquid to take advantage of interest rates and not be locked into any investment long term. He stated the United States (US) rates are lower than the global, and this helps us to retain our monies. Using a chart, he displayed the rates 30 years out and how it shows there is no reason at this time to invest long term.

He continued with another chart displaying the general portfolio allocations and as of June 30, 2017, we had almost \$21.8 million, and at September 30, 2017 there was \$28,000,000, and the \$7,000,000 difference came from grant monies received. He commented the YTD earnings we received were \$49,743. Mr. Saldaña said our T-Bills and six month notes have been increasing while the CCRTA yield has decreased, and we have taken advantage of a TexPool investment which has steadily increased to amount one percent. He commented our short term rates continue to move up, we have established TexPool accounts to take advantage of the increase in rates, banks remain uninterested in new deposits as they aren't making any money in yielding zero percent, and our current portfolio matures in March 2018.

- c. November 2017 Financial Report** – Mr. Saldaña reported total revenues were \$155,301 on a budget of \$252,132, or \$96,831 shortfall for the month. He stated our departmental expenses counteracted the shortfall as we were at \$2,590,600 on a budget of \$2,615,475, or savings of \$24,875. He said depreciation being \$708,333 on a budget of \$390,067, and as explained previously, the \$708,000 is for full depreciation including the Federal funds and the \$390,000 is only the local funds and

local match. He continued with total operating expenses at \$3.2 million on a \$3.0 million budget, or \$293,392 over budget.

Mr. Saldaña reported the sales tax revenues at \$2.7 million on a budget of \$2.56 million, or \$183,000 gain. He also stated we have been doing a good job at drawing down grants and reported \$535,000 on the operational side, on budget of \$186,000, or \$348,000 ahead of what we budgeted. The November portion for street improvement allocation monies of \$252,623 we put aside we give back to our member cities results in a negative \$562,011 in change of assets, he commented. Mr. Saldaña said when you back out the \$708,00 we don't have a cash outlay for depreciation, we are \$148,000 to the good on a cash flow basis. He presented a chart which provided a breakdown where the monies go by function.

Mr. Saldaña reported on the YTD total operating revenues were \$2.3 million on a \$2.7 million budget, or \$444,641 less, and counteracted by shortfall with the \$534,673 savings from departmental expenses of \$28.2 million on a budget of \$28.7 million. He reported depreciation at \$7.8 million on a budget of \$4.2 million, giving total operating expenses of \$36.0 million on a budget of \$33.0 million. He reported sales tax revenue at \$29.4 million on a budget of \$30.5 million, or \$1.1 million below. He said our Federal operational grants are \$4.4 million on a budget of \$2.0 million, or \$2.3 million to the positive, street improvement grants of \$2.8 million set aside on a budget of \$2.5 million, is a reflection of our sales tax. Mr. Saldaña said capital grants are \$11.0 million and reflect a payback of buses from a few years ago, making our change in net assets come in at \$7.8 million and replenishes some of the grants we have drawn down over the past two years. He presented another chart with the breakdown of YTD monies, the largest being in salaries at 45 percent. He finished up with commenting on October sales tax being estimated at \$2.6 million as we report two month in arrears, and collected on December 8th we received \$2.8 million, making the agency \$220,309 more than budget, and \$415,125 than in 2016.

- d. **Procurement Update** – Mr. Saldaña reported on the current project for Life and Accidental Death and Dismemberment Insurance and Minnesota Life is our current provider. He commented this is for a three year contract at \$138,756 with two one-year options and a Request for Proposals (RFP) was sent out in November. Further to his comments, he continued to say it will go to committee later this month and for review by the Board in February. Mr. Saldaña reported the agency reached out to 285 vendors, 5 attended the pre-bid meeting and received 6 proposals.

He reported the Board item for Long Term Disability estimated cost of \$228,276, and is an extension on the month to month contract. Two other contracts, he commented, are for Lubricant & Fluid Supply; and for Occupational Medical Services, both being a two year contract with two 1 year option, estimated at \$83,518 and \$66,297, respectively. He said all of these go to committee in March and to Board for review in April.

Mr. Saldaña reported on six contracts requiring the CEO's signature authority listed as: (1) FleetNet not to exceed \$29,520; (2) Monitor Security and Fire System not to exceed \$10,000; (3) Employee Assistance Program not to exceed \$10,000; (4) Coin Sorter Preventative Maintenance not to exceed \$5,000; (5) Healthcare Consulting Services not to exceed \$48,000; and (6) B2GNow Diviserty Management System not to exceed \$18,000. Mr. Saldaña commented on the month-to-month contracts and agreements listed as: (1) Long Term Disability at \$21,550; (2) Marina Rental Space at \$11,893; and (3) Pre-Employment Background Screening not to exceed \$20,300. Mr. Leyendecker asked if Mr. Saldaña had an answer regarding the liability insurance questions he asked previously. He responded Mr. Rendón was following up on this and would present at the committee meetings later this month.

- e. **November 2017 Operations Report** – Mr. Gordon Robinson reported November boardings for all services being up at 457,230, an increase compared to November 2016. He reported monthly ridership being up at 0.6 percent, fixed route 0.8 percent, or just under 1 percent overall, with B-Line being down just a little at 3.4 percent, yet not much of a difference between 2017 and 2016, and has been the trend seen for the year. He commented YTD being down 1.9 percent overall and not bad in comparison to other agencies in the industry. He commented APTA held a nice ridership trend webinar in November and reported the decrease in ridership in the industry of all modes is due to speed. He said with various detours we are currently affected by, speed is a huge factor in being competitive with automobile.

He commented highest boardings were still at the Staples Street Center with 76,350, and lowest boardings at Flexi-B route #90 for the month at 112, mainly due to route detours. Mr. Robinson pointed out route #32 rated sixth has held steady since August, even with adding a 30 minute frequency from Staples Street to the Southside that has been a good service for the agency. He stated bicycle boardings still over 9,000 the past three months, and with the buses being on detour from the 10 active projects under construction, we have 17 out of 46 routes on detour. He commented we are currently reviewing the on-time performance and will report back in the future with the new metrics. Mr. Robinson said the B-Line on-time performance met the standards for the month, and he commented Customer Assistance Forms (CAFs) for the month of November being 99, 6 being commendations, 2 for the B-Line operators. He said 52 of the 99 were verified which put us at 13.4 for the month, and within the standard. For Miles between Roadcalls (MBRC), the agency met the standard at 8,049. Mr. Robinson reported on YTD Accident Rate at 1.46 and is below the 2.0 standard in the industry, and three (3) vehicle accidents, and 2 were determined as preventable with no injuries, 1 being non-preventable rear-end accident.

Mr. Robinson displayed two charts to show the breakdown of Safety and Security incidents and in November the customer-related incidents were 76 percent, public intoxication arrests at 19 percent, and other service calls at 2 percent. He said the one chart is a summary of the past six months and we will probably see a trend here on the summary. Mr. Reeves commended Staff for providing this information and the operators for keeping these numbers down below the standard. Mr. Niskala also

commended the operators for their safety due to all the current construction within the city. Ms. Anne Bauman also commended the operators for their hard work and being conscious of the roads and distracted drivers, especially since she uses the bus system for transportation.

Heard CEO's Report

Mr. Cruz-Aedo commented the Agency has donated 2-35 foot Gillig buses to Golden Crescent, our sister property in Waco, Texas that sustained a catastrophic loss of their fleet from a fire at their facility caused by arson. He said they reached out to various agencies to ask for any support towards their fleet and we were able to donate these 2 buses as they have reached their useful life in our service and were close to being retired and sent to auction. He commented to the Board members the buses would bring at auction, about \$1,000 to \$2,000 each, and if they have no concerns with the Agency donating these, he will move forward. Mr. Niskala commented in the early days of the Agency, the Dallas system provided buses to the CCRTA and felt the agency would not have the service success we had then. He also commented this would be the professional thing to do and his compliments. Mr. Martinez also commended Mr. Cruz-Aedo and staff stepping up to help a sister agency out in time of need.

Heard Board Chair's Report

Mr. Martinez provided his time for the other Board members to speak. All members congratulated our new board chair, Mr. Martinez and wished everyone a Happy New Year and complimented Staff on their work over the past year and look forward to working with the group in 2018.

Adjournment

There being no further review of items, the meeting adjourned at 9:38 a.m.

Submitted by: Dena Linnehan

Dan Leyendecker, Board Secretary



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 7, 2018

Subject: Authorize Awarding a Contract to Minnesota Life for Life Insurance and Accidental Death and Dismemberment

Background

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

Identified Need

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

| Firm | Approach & Work Plan (40 Points Max) | Qualifications & References (15 Points Max) | Experience (15 Points Max) | Price Score (30 Points Max) | Total Score (Maximum Points 100) |
|--------------------|--------------------------------------|---|----------------------------|-----------------------------|----------------------------------|
| Minnesota Life | 37.00 | 14.60 | 15.00 | 30.00 | 96.60 |
| United Health Care | 35.00 | 9.60 | 8.80 | 18.00 | 71.40 |

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

Financial Impact

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

Recommendation

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

Committee Review

This item was reviewed and approved by the Administration & Finance Committee on January 24, 2018.

Respectfully Submitted,

Submitted by: Angelina Gaitan
Director of Human Resources

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 7, 2018

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

Background

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

Identified Need

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

Financial Impact

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

Disadvantaged Business Enterprise

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

Recommendation

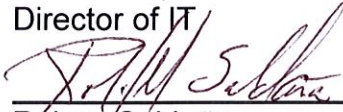
Staff requests the Administration & Finance Committee recommend the Board of Directors authorize the Chief Executive Officer to Issue a Request for Proposals (RFP) on a Digital Signage/Content Management Software (CMS) solution for Transfer Stations.

Committee Review

This item was reviewed and approved by the Administration & Finance Committee on January 24, 2018.

Respectfully,

Submitted by: David Chapa
Director of IT

Reviewed by: 
Robert Saldaña
Managing Director of Administration

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 7, 2018

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

Background

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

Identified Need

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

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

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

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

The goal is to be able to support:

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

Financial Impact

The estimated cost for a 350 kW natural gas generator is budgeted in the 2018 Capital Budget at \$155,000.

Recommendation

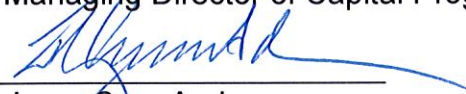
Staff requests the Operations & Capital Projects Committee recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) for Procurement of a Natural Gas Generator for Bear Lane Operations Building.

Committee Review

This item was reviewed and approved by the Operations & Capital Projects Committee on January 24, 2018.

Respectfully Submitted,

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

Approval: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 7, 2018

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

Background

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

Identified Need

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

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

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

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

Financial Impact

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

Recommendation

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

Committee Review

This item was reviewed and approved by the Operations & Capital Projects Committee on January 24, 2018.

Respectfully Submitted,

Submitted by:



Sharon Montez
Managing Director of Capital Programs and Customer Services

Final Approval by:



Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 7, 2018

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

Background

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

Identified Need

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

Financial Impact

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

Total amount of expenditures will be determined by actual usage.

Recommendation

Staff requests that the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Issue a Request for Proposals (RFP) for Vanpool Services.

Committee Review

This item was reviewed and approved by the Operations & Capital Projects Committee on January 24, 2018.

Respectfully,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: 
Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



Subject: December 2017 Financial Report

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

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

REVENUES

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

▪ Sales Tax Allocation – Received in January

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

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

▪ Sales Tax Allocation – Received in December

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

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

- Sales Tax Revenue Reported in December Financials
For clarity the actual sales tax revenue of \$3,225,297 reported in the December financials represents an accumulation of transactions that have occurred to date. One factor is the accruals and the others are the adjustments to the accrual when the actual sales allocation is received.
- Operating Revenues – For the month of December, Passenger Service was \$133,250 vs. \$149,821 in 2016 – a decrease of \$16,571 and \$66,863 (33.4%) lower than current budget estimates. Other operating revenues, which includes advertising, were \$9,327 vs. \$52,018 budgeted for a net shortfall of \$42,692. The shortfall is a timing issue as the anticipated annual amount for CNG rebates was received in April 2017.

EXPENSES

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

- Salaries & Benefits – December reflects \$1,667,253, which is 40.27% (\$478,691) over budgeted amounts. The variance is due to the recognition of year-end adjustments related to employee pensions which is recorded in the Human Resources Department and are based on the performance of the defined benefit plan and the actuarial assumptions that are spread over time. These year-end adjustments are out of the department's control. From a budgetary standpoint the costs in this category that are controllable at the department level came in under budget by \$8,700 or (0.06%).
- Services – December reflects \$236,403, which is 16.00% (\$45,015) under budgeted amounts. This variance is related to timing of receipt of invoices for professional services.
- Materials and Supplies – December reports \$237,054, which is 2.32% (\$5,621) under budgeted amounts.
- Utilities – December reports \$65,632, which is 43.83% (\$51,203) under budgeted amounts. This variance is due to the timing of receipt of invoices from vendors. For the year, this category is \$706,698 (50%) under budget.
- Insurance – December reports \$287,996, which is \$22,162 (8.34%) over budgeted amounts. The variance is related to health insurance claims costs offset by a one-time annual adjustment to post-employment health insurance benefits expense for retirees.
- Purchased Transportation – December reports \$435,643, which is \$43,860 (9.15%) under the budgeted amount.

- Miscellaneous – December reports \$23,424 which is \$17,225 (42.38%) under budgeted amounts. The variance is related to the timing of invoices.

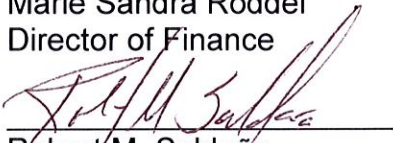
Committee Review

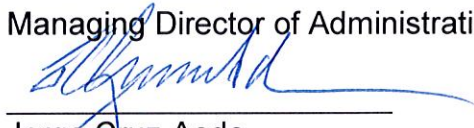
This item was reviewed by the Administration & Finance Committee on January 24, 2018.

Please refer to the following page for the detailed financial statement.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel
Director of Finance

Reviewed by: 
Robert M. Saldaña
Managing Director of Administration

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer

Corpus Christi Regional Transportation Authority
Statement of Revenues and Expenditures By Cost Center (Unaudited)
Months ended December 31, 2017 & December 31, 2016

| | Current Month | | | Prior Year Comparison | |
|---|---------------|-------------|--|-----------------------|--|
| | Actual | Budget | Favorable (Unfavorable) Variance | 2016 | Favorable (Unfavorable) Comparison |
| | A | B | A vs B | C | A vs C |
| Operating Revenues: | | | | | |
| Passenger service | \$ 133,250 | 200,114 | (66,863) | 149,821 | (16,571) |
| Bus advertising | 9,116 | 18,268 | (9,153) | 12,243 | (3,127) |
| Charter service | - | - | - | - | - |
| Other operating revenues | 211 | 33,750 | (33,539) | 29,362 | (29,151) |
| Total Operating Revenues | 142,577 | 252,132 | (109,555) | 191,426 | (48,849) |
| Operating Expenses: | | | | | |
| Transportation | 629,575 | 577,154 | (52,421) | 619,404 | (10,171) |
| Customer Programs | 21,191 | 37,431 | 16,240 | 20,961 | (230) |
| Purchased Transportation | 435,643 | 479,503 | 43,860 | 458,223 | 22,580 |
| Service Development | 40,700 | 35,451 | (5,249) | 32,734 | (7,966) |
| MIS | 64,958 | 71,556 | 6,598 | 63,155 | (1,803) |
| Vehicle Maintenance | 401,044 | 410,532 | 9,487 | 542,613 | 141,569 |
| Facilities Maintenance | 147,254 | 146,688 | (566) | 136,681 | (10,573) |
| Contracts and Procurements | 14,169 | 14,618 | 450 | 9,775 | (4,394) |
| CEO's Office | 42,763 | 52,159 | 9,395 | 54,031 | 11,268 |
| Finance and Accounting | 32,433 | 40,876 | 8,444 | 41,740 | 9,307 |
| Materials Management | 14,520 | 13,785 | (735) | 20,068 | 5,548 |
| Human Resources | 874,214 | 442,677 | (431,538) | 502,356 | (371,858) |
| General Administration | 35,056 | 50,410 | 15,355 | 36,786 | 1,730 |
| Capital Project Management | 15,135 | 16,284 | 1,148 | 21,739 | 6,604 |
| Marketing & Communications | 51,001 | 46,821 | (4,179) | 88,121 | 37,120 |
| Safety & Security | 83,016 | 105,244 | 22,228 | 160,990 | 77,974 |
| Staples Street Center | 50,747 | 74,286 | 23,539 | 31,726 | (19,021) |
| Total Departmental Expenses | 2,953,419 | 2,615,475 | (337,944) | 2,841,103 | (112,316) |
| Depreciation | 708,333 | 390,067 | (318,266) | 663,754 | (44,579) |
| Total Operating Expenses | 3,661,752 | 3,005,542 | (656,210) | 3,504,857 | (156,895) |
| Operating Income (Loss) | (3,519,175) | (2,753,410) | (765,765) | (3,313,431) | (205,744) |
| Other Income (Expense) | | | | | |
| Sales Tax Revenue | 3,225,297 | 3,560,171 | (334,874) | 2,602,488 | 622,809 |
| Federal, state and local grant assistance | - | 186,667 | (186,667) | 62,447 | (62,447) |
| Investment Income | 15,888 | 8,167 | 7,721 | 8,837 | 7,051 |
| Gain (Loss) on Disposition of Property | - | 4,583 | (4,583) | - | - |
| Debt Service | (87,472) | - | (87,472) | - | (87,472) |
| Other Income (Expense) | 33,671 | 30,353 | 3,318 | - | 33,671 |
| Subrecipient Grant Agreements | (3,088) | - | (3,088) | - | (3,088) |
| Street Improvements Program for CCRTA Region Entities | (252,623) | (229,083) | (23,540) | - | (252,623) |
| Net Income (Loss) Before Capital Grants and Donations | (587,503) | 807,447 | (1,394,950) | (639,659) | 52,156 |
| Capital Grants & Donations | - | - | - | - | - |
| Change in Net Assets | \$ (587,503) | 807,447 | (1,394,950) | (639,659) | 52,156 |

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

| | Unaudited | | Audited |
|---|--------------------|----|--------------------|
| | December 31 | | December 31 |
| | 2017 | | 2016 |
| ASSETS | | | |
| Current Assets: | | | |
| Cash and Cash Equivalents | \$ 19,189,820 | \$ | 15,727,428 |
| Investments | 5,040,535 | | 9,002,510 |
| Receivables: | | | |
| Sales and Use Taxes | 5,812,689 | | 5,439,760 |
| Accrued Interest | 5,037 | | 54,719 |
| Federal Government | - | | 406,078 |
| Other | 28,264 | | 36,938 |
| Inventories | 670,737 | | 610,376 |
| Prepaid Expenses | 329,994 | | 280,434 |
| Total Current Assets | 31,077,075 | | 31,558,243 |
| Non-Current Assets: | | | |
| Restricted Cash and Cash Equivalents | 3,149,792 | | 1,728,452 |
| Capital Assets: | | | |
| Land | 3,658,054 | | 3,658,054 |
| Buildings | 49,958,064 | | 49,958,064 |
| Transit Stations, Stops and Pads | 25,799,089 | | 25,799,089 |
| Other Improvements | 4,706,675 | | 4,706,675 |
| Vehicles and Equipment | 63,604,886 | | 63,604,886 |
| Construction in Progress | 209,190 | | 209,190 |
| Current Year Additions | 13,605,853 | | - |
| Total Capital Assets | 161,541,812 | | 147,935,958 |
| Less: Accumulated Depreciation | (76,095,106) | | (67,595,109) |
| Net Capital Assets | 85,446,705 | | 80,340,849 |
| Total Non-Current Assets | 88,596,498 | | 82,069,300 |
| TOTAL ASSETS | 119,673,573 | | 113,627,543 |
| DEFERRED OUTFLOWS OF RESOURCES | | | |
| Deferred outflow related to pensions | 3,535,332 | | 4,550,803 |
| TOTAL ASSETS AND DEFERRED OUTFLOWS | 123,208,905 | | 118,178,346 |

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

| | Unaudited December 31 2017 | Audited December 31 2016 |
|--|---|---|
| LIABILITIES AND NET POSITION | | |
| Current Liabilities: | | |
| Accounts Payable | 2,064,806 | 843,276 |
| Contractors Retainage Payable | 3,694 | 1,293,190 |
| Current Portion of Long-Term Liabilities: | | |
| Long-Term Debt | 575,000 | 555,000 |
| Compensated Absences | 275,328 | 275,328 |
| Distributions to Regional Entities Payable | 2,195,003 | 3,329,846 |
| Other Accrued Liabilities | 675,199 | 625,718 |
| <i>Total Current Liabilities</i> | <u>5,789,030</u> | <u>6,922,358</u> |
| Non-Current Liabilities: | | |
| Long-Term Liabilities, Net of Current Portion: | | |
| Long-Term Debt | 19,245,000 | 19,820,000 |
| Compensated Absences | 185,229 | 185,229 |
| Net Pension Liability | 2,383,237 | 3,320,409 |
| Net OPEB Obligation | 371,758 | 435,418 |
| <i>Total Non-Current Liabilities</i> | <u>22,185,225</u> | <u>23,761,056</u> |
| TOTAL LIABLILITES | <u>27,974,255</u> | <u>30,683,414</u> |
| DEFERRED INFLOWS OF RESOURCES | | |
| Deferred inflow related to pensions | 595,164 | 195,034 |
| TOTAL LIABILITIES AND DEFERRED INFLOWS | <u>28,569,419</u> | <u>30,878,448</u> |
| Net Position: | | |
| Net Invested in Capital Assets | 67,165,197 | 60,082,998 |
| Restricted for Debt Service | 1,611,302 | 1,611,302 |
| Unrestricted | 25,862,988 | 25,605,598 |
| TOTAL NET POSITION | <u>\$ 94,639,486</u> | <u>\$ 87,299,898</u> |

Corpus Christi Regional Transportation Authority
Statement of Cash Flows (Unaudited)
Month ended December 31, 2017

| | <u>12/31/2017</u> |
|---|-----------------------------|
| Cash Flows From Operating Activities: | |
| Cash Received from Customers | \$ 115,251 |
| Cash Received from Bus Advertising and Other Ancillary | 66,199 |
| Cash Payments to Suppliers for Goods and Services | (1,981,301) |
| Cash Payments to Employees for Services | (1,058,282) |
| Cash Payments for Employee Benefits | (795,174) |
| Net Cash Used for Operating Activities | <u>(3,653,307)</u> |
| Cash Flows from Non-Capital Financing Activities: | |
| Sales and Use Taxes Received | 2,861,109 |
| Grants and Other Reimbursements | 320,791 |
| Distributions to Subrecipient Programs | (3,088) |
| Distributions to Region Entities | - |
| Net Cash Provided by Non-Capital Financing Activities | <u>3,178,812</u> |
| Cash Flows from Capital and Related Financing Activities: | |
| Federal and Other Grant Assistance | - |
| Proceeds/Loss from Sale of Capital Assets | - |
| Proceeds from Bonds | - |
| Repayment of Long-Term Debt | - |
| Interest and Fiscal Charges | - |
| Purchase and Construction of Capital Assets | (13,099) |
| Net Cash Provided by Capital and Related Financing Activities | <u>(13,099)</u> |
| Cash Flows from Investing Activities: | |
| Investment Income | 9,520 |
| Purchases of Investments | - |
| Maturities and Redemptions of Investments | 249,046 |
| Net Cash Provided by Non-Capital Financing Activities | <u>258,566</u> |
| Net Increase in Cash and Cash Equivalents | (229,028) |
| Cash and Cash Equivalents (Including Restricted Accounts), December 1, 2017 | 22,568,641 |
| Cash and Cash Equivalents (Including Restricted Accounts), December 31, 2017 | \$ <u>22,339,613</u> |



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

February 7, 2018

Subject: Operations Report for December 2017

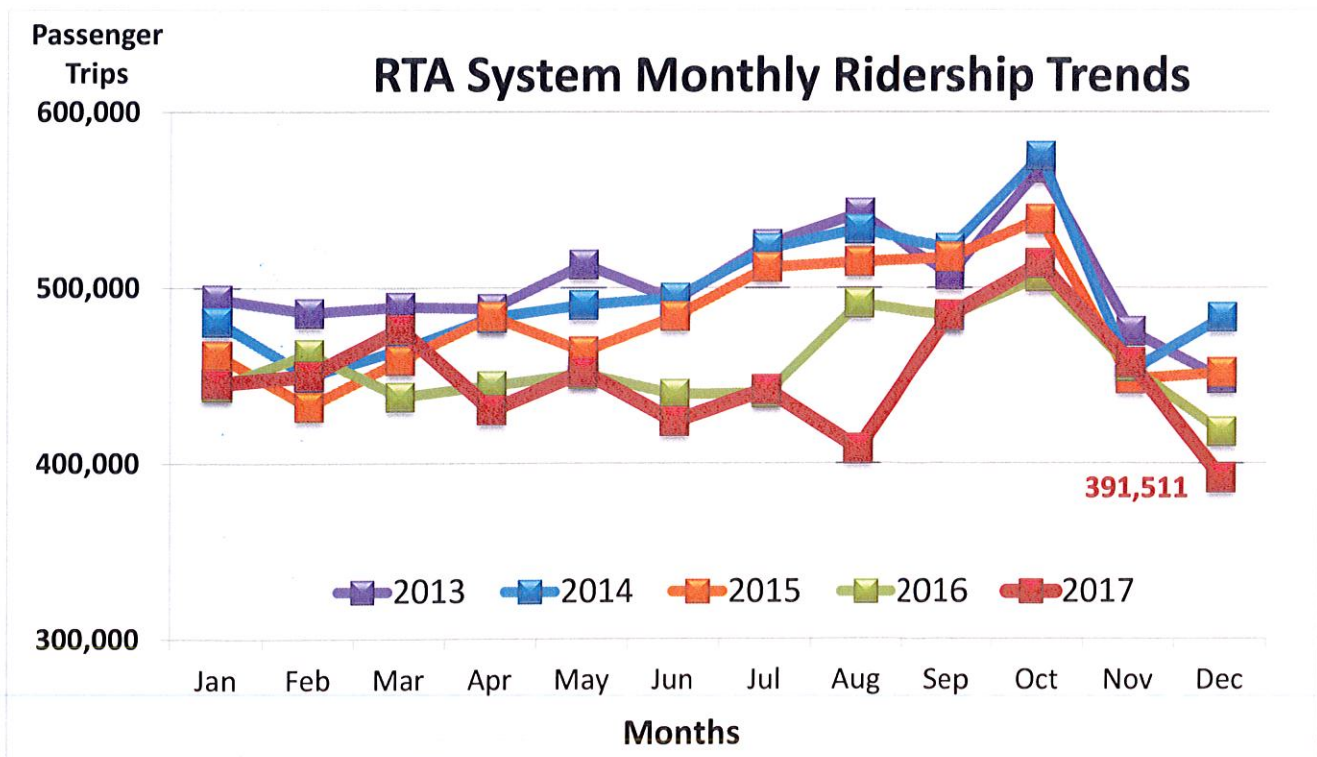
The system-wide monthly operations report for December 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) ridership statistics, performance measurements, and customer service center summary.

1. System-wide Ridership and Service Performance Results

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

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

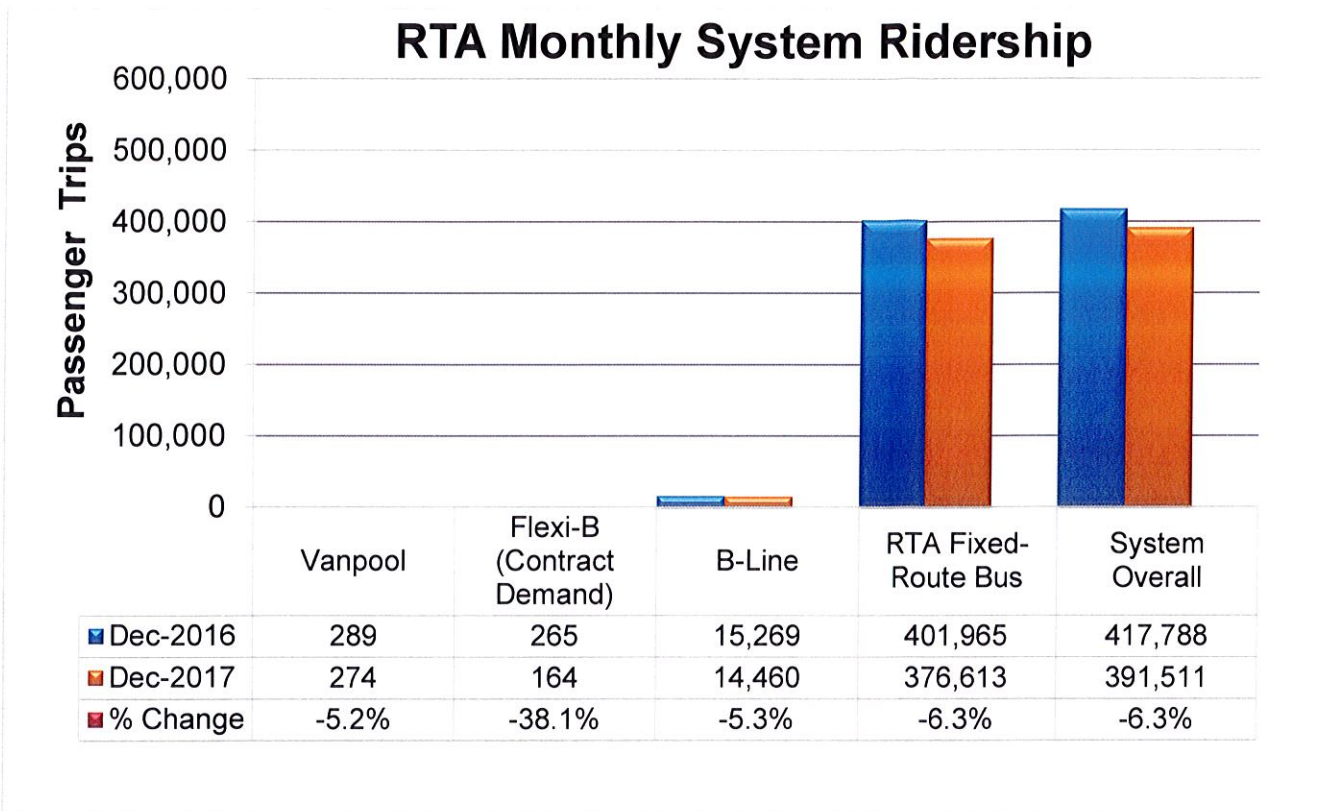
Average retail gas prices for unleaded fuel was \$2.17 per gallon compared to \$1.98 per gallon in December 2016¹. Rainfall was 4.38 inches and in December 2016 was 2.20 inches.²



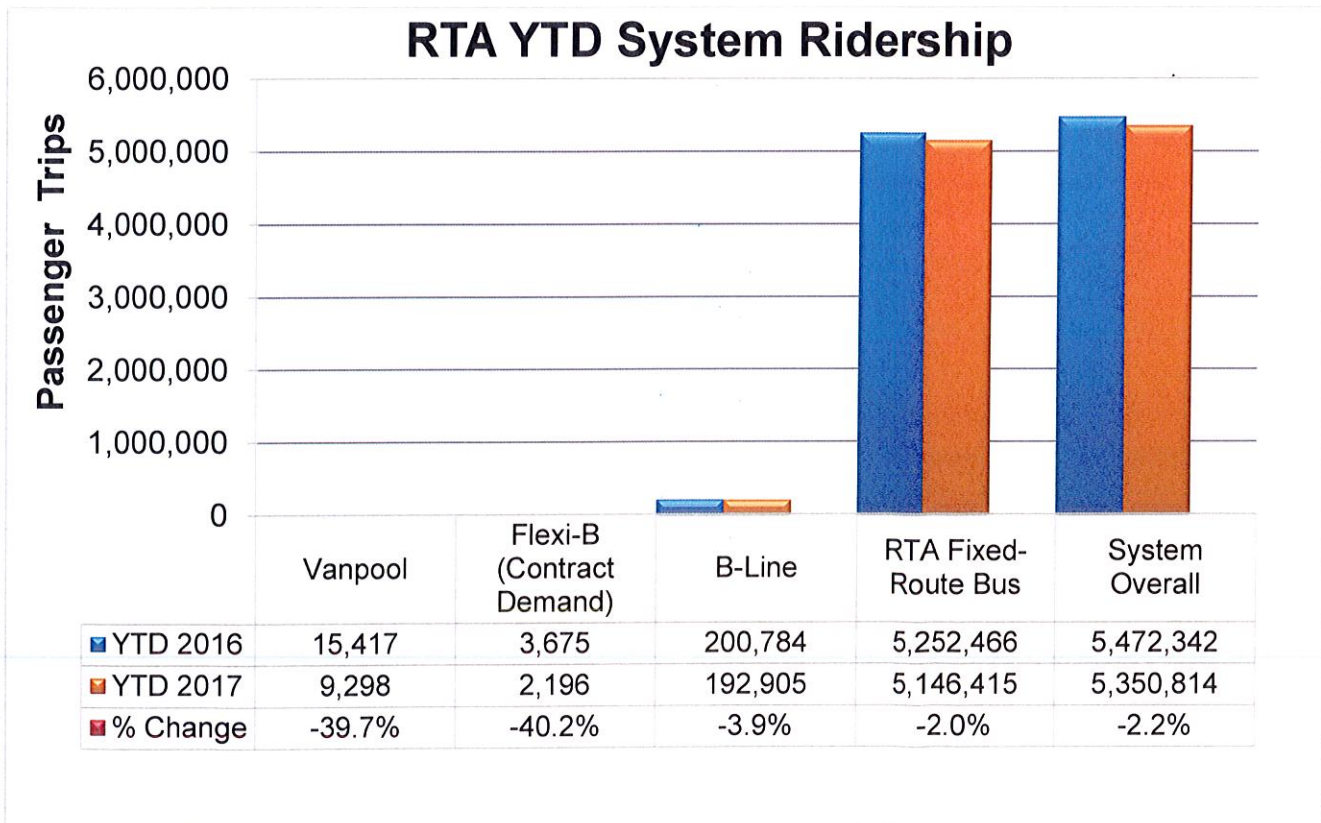
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

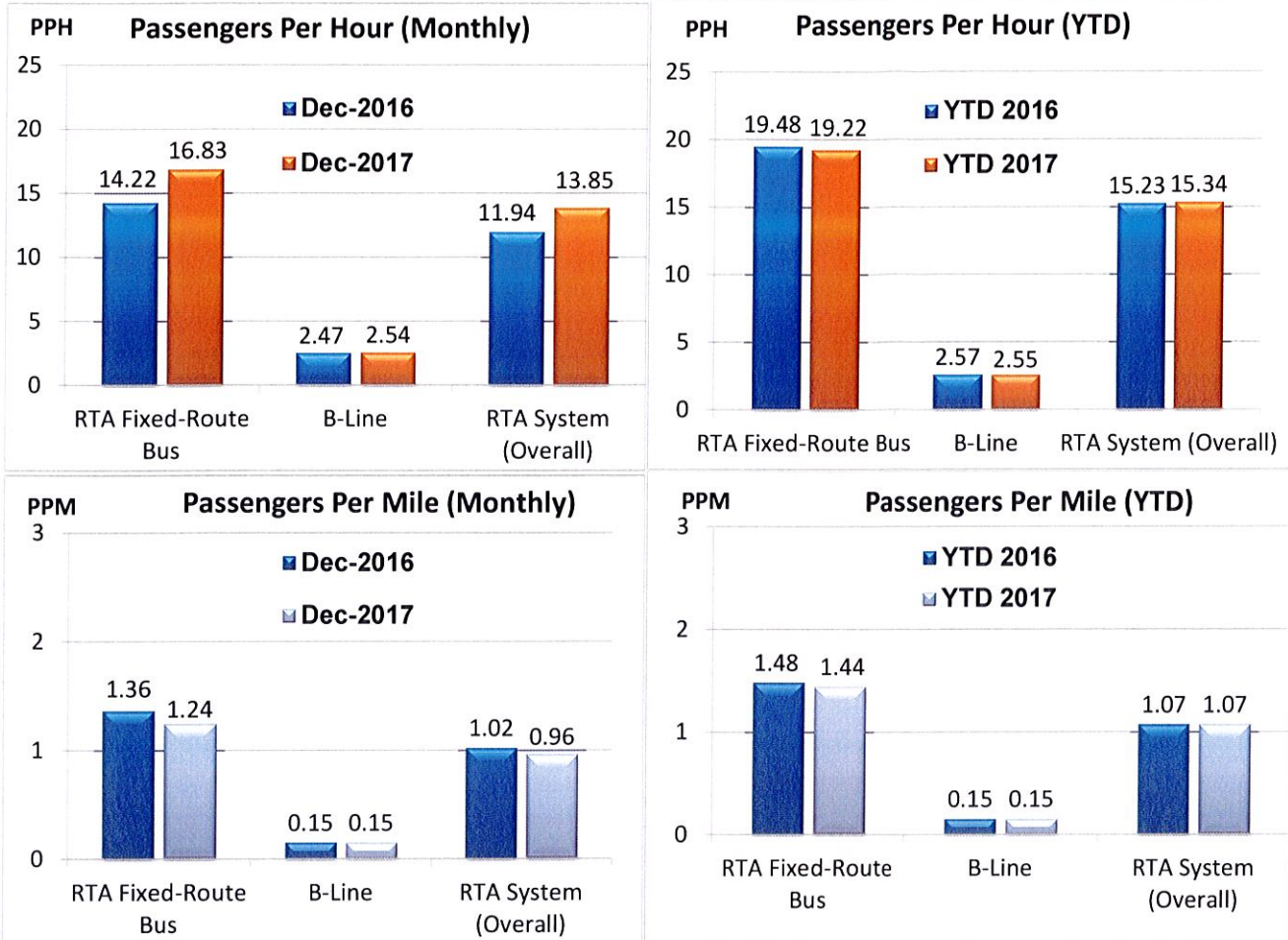
The chart below shows monthly ridership results for all services.



The chart below shows YTD ridership results for all services. CCRTA has recorded 121,528 fewer boardings for a YTD decrease of -2.2% in 2017 as compared to the same period in 2016.



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



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

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

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

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

- On Detour • **South Alameda St (Ayers-Louisiana):** Began June 2, 2017: (1) year project.
 - Routes 5, 5s, 15s, 19, 29, & 29s
- On Detour • **Ayers St (Santa Fe-Alameda):** Behind schedule, was to begin Nov. 20, 2017: (1) year project.
 - Routes 15s & 19

- On Detour • **Corona** (Flynn-Everhart): Behind schedule, was to begin Nov. 6, 2017: (10) month project.
 - Route 17
 - On Detour • **Carroll Ln** (Houston-McArdle): Began September 28, 2017: (1) year project.
 - Route 17
 - On Detour • **Chaparral St** (Schatzel-Taylor): Began November 6, 2017: (1) year project.
 - Route 76, 76s & 78 bond project detour.
 - On Detour • **Comanche St Overpass**: Began October 16, 2017: (9) month project.
 - Routes 21 & 21s
 - On Detour • **Gollihar Rd** (Staples-Kostoryz): All phases to be completed mid-2019.
 - Routes 32, 37 & 37s
 - On Detour • **Greenwood Dr** (Horne-Gollihar): Behind schedule, to be completed late January 2018.
 - Routes 15s & 23
 - On Detour • **Kostoryz Rd** (Brawner-Staples): To be completed late January 2018.
 - Routes 15 & 24s
 - On Detour • **Old Robstown Rd** (Leopard-Agnes-Hwy 44): (4) months behind schedule, work yet to begin.
 - Route 12
 - **South Staples St** (Alameda-Morgan): Began in November 2017.
 - Routes 5s, 17, 29 & 29s
 - **South Staples St** (Brawner Parkway-Kostoryz): To begin in late February 2018.
 - Routes 17, 29 & 29s
- On Detour 18 detoured routes out of 46 fixed routes (39%)

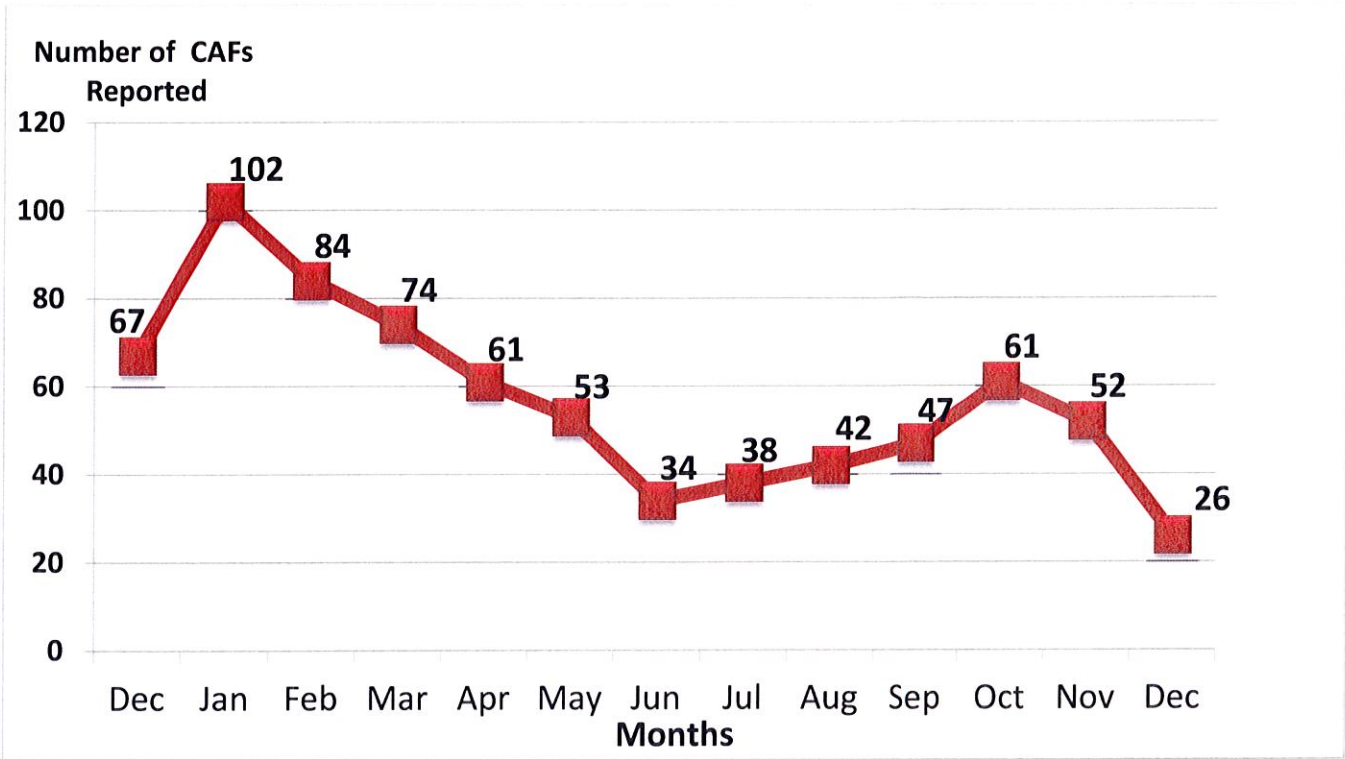
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- Productivity: **2.54** PPH did meet the contract standard of 2.50 PPH.
- In Vehicle Time: **98.8%** did exceed the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **14,324** did exceed the contract standard of 12,250 miles.
- Ridership Statistics: **9,405** ambulatory; **3,947** wheelchair boarding's

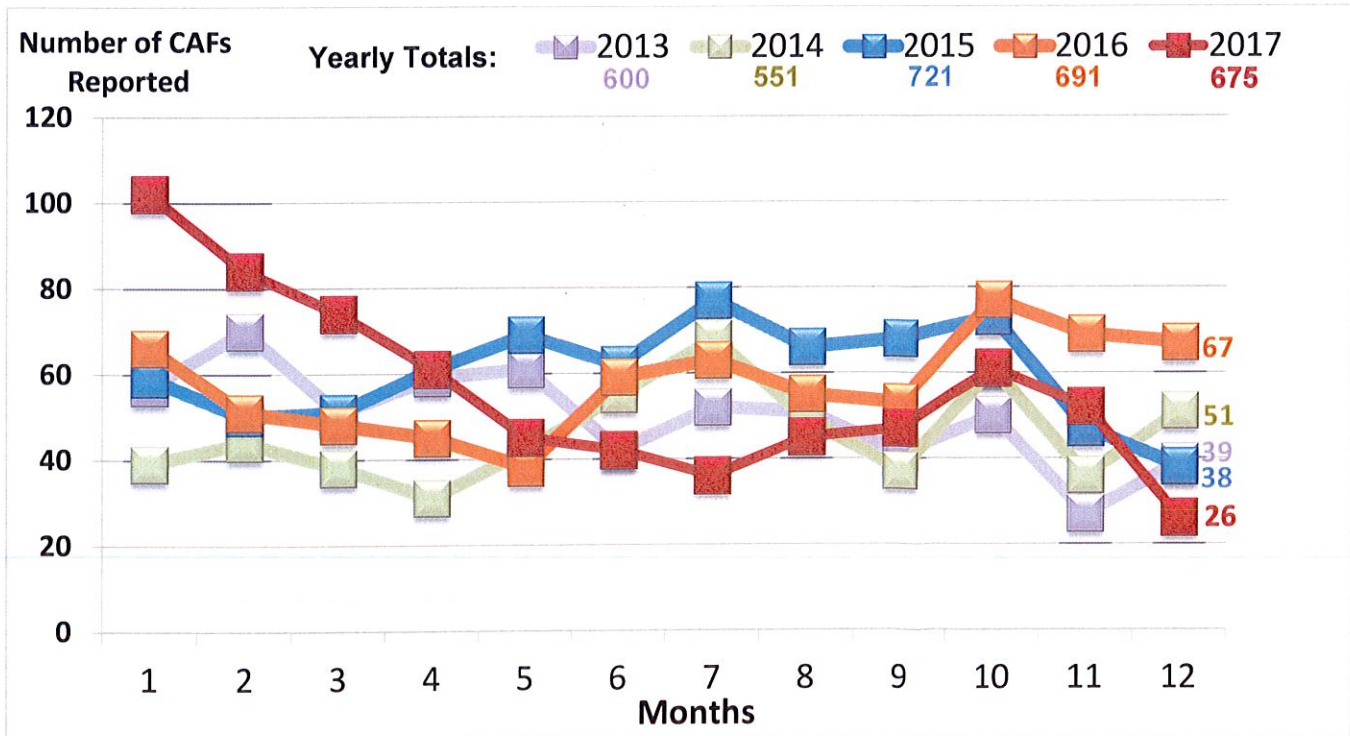
| Metric | Standard | Oct-17 | Nov-17 | Dec-17 | YTD-Average |
|------------------------------|-------------|--------|--------|--------|-------------|
| Passengers per Hour | 2.50 | 2.57 | 2.58 | 2.54 | 2.55 |
| In Vehicle Time | 95.0% | 99.5% | 99.3% | 98.8% | 99.1% |
| Denials | 0.00% | 0.00% | 0.00%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

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

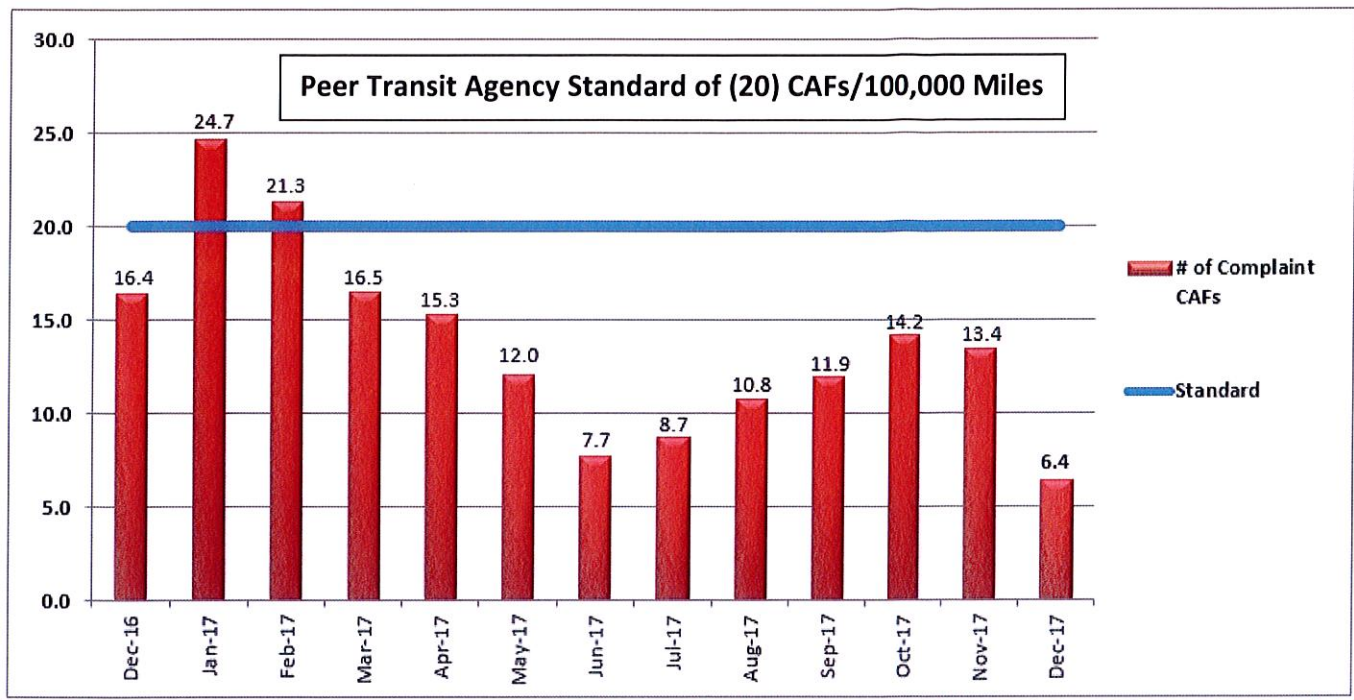
For December 2017, Customer Service processed 64 Customer Assistance Forms (CAF's) of which 26 or 40% were verified as valid. This represents a significant decrease from the 93 reported CAF's in November 2017. There were 3 Commendations for the month of December.



3a. CAF Reports: Historical Trends



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



3d. December 2017 CAF Breakdown by Service Type:

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

3c. Route Summary Report for December 2017

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

Conclusion:

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

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

(There was 1 issue relating to Fare enforcement not included with total CAF numbers).
Actions taken as a result of reported CAF's include but are not limited to the following:

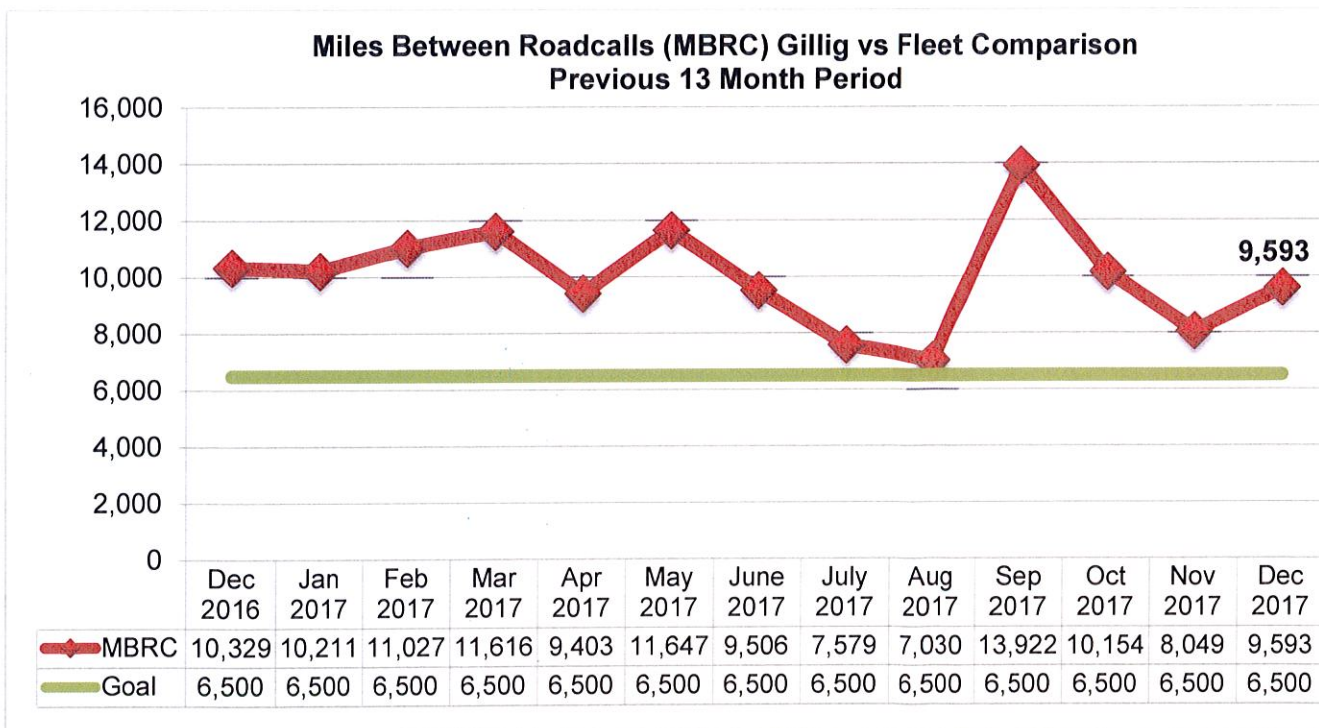
- Coaching and counseling
- Driver training
- Progressive disciplinary action as appropriate, group discussion/coaching in operator meetings
- Discussion in supervisory meetings
- Examination of CCRTA operations policy

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

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

4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

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



MBRC is a performance gauge of maintenance quality, fleet age, and condition; an increase in MBRC is a positive indicator. As defined by the Federal Transit Administration, a road-call is the practice of dispatching a service vehicle to repair or retrieve a vehicle on the road. There are two types of road-calls; Type I and Type II. A Type I road-call is a major mechanical failure that prevents the revenue vehicle from completing a scheduled revenue trip. A Type II road-call is a mechanical failure causing an interruption in revenue service.

Committee Review

This item was reviewed by the Operations & Capital Projects Committee on January 24, 2018.

Respectfully Submitted,

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