



AGENDA MEETING NOTICE

Board of Directors Meeting

DATE: Wednesday, July 7, 2021

TIME: 8:30 a.m.

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

BOARD OF DIRECTORS OFFICERS

EDWARD MARTINEZ, Chairman
 Michael Reeves, Vice Chairman (Adm)
 Dan Leyendecker, Board Secretary (Ops)

BOARD OF DIRECTORS MEMBERS

<u>Administration & Finance</u>	<u>Operations & Capital Projects</u>
Patricia Dominguez (Chair)	Anna Jimenez (Chair)
Lynn Allison	Gabi Canales
Dan Leyendecker	Glenn Martin
Eloy Salazar	Michael Reeves
Philip Skrobarczyk	Matt Woolbright

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	E. Martinez	1 min.	----
2.	Roll Call	D. Linnehan	2 min.	----
3.	Safety Briefing	M. Rendón	5 min.	----
4.	Receipt of Conflict of Interest Affidavits	E. Martinez	2 min.	----
5.	Opportunity for Public Comment 3 min. limit – no discussion	E. Martinez	3 min.	----
<p>NOTE: DUE TO THE CURRENT CONDITIONS FOR COVID-19, WE ENCOURAGE SOCIAL DISTANCING AND REQUIRE FACIAL COVERINGS (AVAILABLE) FOR INDIVIDUALS ATTENDING THE MEETING.</p> <p>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.</p>				
6.	Public Hearing – Approve the FY2021 Operating and Capital Budget – Amendment #1	R. Saldaña	10 min.	<i>PPT</i>
7.	Discussion and Possible Action to Approve the FY2021 Operating and Capital Budget – Amendment #1	R. Saldaña	10 min.	Page 1 <i>PPT</i> ATTACHMENT A
8.	Adopt a Resolution for City Appointed Board Member Ms. Anne Bauman, who served from December 6, 2017 until March 11, 2021	E. Martinez J. Cruz-Aedo	10 min.	<i>ATTACHMENT B</i>
9.	Discussion and Possible Action to Approve a Resolution to Create a Contracted Services Committee, and to Confirm Appointments by Board Chair to Contracted Services Committee	John Bell	3 min.	<i>ATTACHMENT C</i>
10.	Update on RCAT Committee Activities	S. Montez	5 min.	----
11.	Committee Chair Reports a) Administration & Finance b) Operations & Capital Projects	P. Dominguez A. Jimenez	5 min. 5 min.	----
12.	Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of June 2, 2021	E. Martinez	3 min.	Pages 1-16

AGENDA MEETING NOTICE

13.	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.	5 min.	Pages 17-24	
	<ul style="list-style-type: none"> a) Action to Award a Contract for Windstorm and Hail Insurance for FY 2021-2022 (pg. 17) b) Action to Authorize the Lease Renewal with Nueces County for Lease Space at the Staples Street Center Building (pg. 18, ATTACHMENT D) c) Action to Award a Contract to Reliable Transmission Service Texas, LLC for Rebuilt Transmission Supply (pgs. 19-20) d) Action to Approve Revisions to CCRTA's Service Standards (pgs. 21-22, ATTACHMENT E) e) Action to Authorize the Issuance of a Request for Proposals (RFP) for Bus Stop Maintenance Services (pgs. 23-24) 			
14.	Update – Autonomous Vehicle (SURGE) Pilot Program at Texas A&M-Corpus Christi	D. Majchszak	3 min.	<i>PPT</i>
15.	Discussion and Possible Action to Terminate Autonomous Vehicle Pilot Program	D. Majchszak	3 min.	Pages 25-26 <i>PPT</i>
16.	CCRTA's Response to COVID-19	J. Cruz-Aedo	10 min.	<i>PPT</i>
17.	Presentations:			
	a) May 2021 Financial Report	R. Saldaña	4 min.	Pages 27-38 <i>PPT</i>
	b) Procurement Update	R. Saldaña	4 min.	<i>PPT</i>
	c) May 2021 Safety & Security Report	M. Rendón	4 min.	<i>PPT</i>
	d) May 2021 Operations Report	D. Majchszak	4 min.	Pages 39-48 <i>PPT</i>
18.	CEO Report	J. Cruz-Aedo	10 min.	<i>PPT</i>
19.	Board Chair Report	E. Martinez	10 min.	----
20.	Adjournment	E. Martinez	1 min.	----
21.	Information Items:			
	Member Inquiry Forms			
	a) Board Meeting–June 2, 2021			
	b) Committees Meetings–May 26, 2021			
	1. Administration & Finance			
	2. Operations & Capital Projects			

Total Estimated Time: 2 hr., 2 min.

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On **Thursday, July 1, 2021** 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.

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

PUBLIC NOTICE
Corpus Christi Regional Transportation Authority
FY 2021 Operating and Capital Budget Amendment #1

Date: June 23, 2021

The FY 2021 Operating and Capital Budget Amendment #1 for the Corpus Christi Regional Transportation Authority is available for public review and comment.

It can be viewed on the RTA Website at: <https://www.ccrta.org/financial-transparency> or you may obtain a copy of the proposed Budget by contacting Stephanie Alvarez at (361) 903-3450.

An opportunity for an Official public review and comment will be July 7, 2021 at 8:30 a.m., held at the CCRTA Staples Street Center, 602 N. Staples St., 2nd Floor Board Room, Corpus Christi, Texas 78401.

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On **Wednesday June 23, 2021** this Notice was posted by Stephanie Alvarez 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.

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Subject: Approve the FY 2021 Operating and Capital Budget – Amendment #1

Background

On November 4, 2020, the CCRTA Board of Directors adopted the Fiscal Year 2021 Operating and Capital Budget. The Board of Directors adopted a balance budget, which included revenues and expenses both totaling \$51,694,538.

Identified Need

As a result of the COVID-19 pandemic, the US Government approved three (3) different stimulus packages to help the national economy recover from the shutdown to control the spread of COVID-19. These three (3) rounds of stimulus monies helped supplement the CCRTA's revenue stream while in the midst of a depressed economy.

1. Coronavirus Aid, Relief, and Economic Security Act (CARES Act) - \$16.3 million
2. Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) - \$6.8 million
3. American Rescue Plan - \$17.6 million

The Fiscal Year 2021 Operating and Capital budget is being amended to include the second round of federal supplemental monies of \$6.8 million; as well as, to account for the unanticipated expenses resulted from the recovery.

Financial Impact

The total revenues will increase by \$3,251,715 due to the addition of the \$6.8 million from the CRRSSA grant. The revenues did not increase by the total grant amount due to some revenue shortfalls, and eliminating the need to transfer in \$3,350,055 from unrestricted reserves. The amendment is also intended to compensate for an additional \$1,120,596 of operational expenses and an additional \$15,000 to expand the scope of a current Capital Improvement Project. With the additional revenues and expenses, the CCRTA is projected to end with a positive cash flow of \$2,131,118.

Board Priority

The Board Priority is Public Image & Transparency.

Committee Review

This item was discussed and approved at the Administration & Finance Committee meeting held on June 23, 2021.

Recommendation

Staff recommends that the Board of Directors Approve the FY2021 Operating and Capital Budget – Amendment #1.

Respectfully Submitted,

Submitted by: Robert M. Saldaña
Managing Director of Administration

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

FY2021 Operating & Capital Budget – Amendment #1

Title	FY2021 Approved Budget	Change Requested	Line Item Total
40101010 PASSENGER FARES-RTA ROUTE	\$ 518,438	\$ (102,563)	\$ 415,875
40102010 RTA PRESOLD PASSES/TICKET	105,355	(24,989)	80,366
40102510 TAMUCC AND DEL MAR CONTRACTS	420,773	(163,622)	257,151
40103010 STUDENT TICKETS	2,038	1,481	3,519
40105010 PORT A SHUTTLE	500	(465)	36
40108010 EXPRESS FARES - PARK AND RIDE	124,274	(13,992)	110,282
40109010 EXPRESS FARES - COMMUTER CARDS	1,790	3,891	5,681
40110010 DEMAND RESPONSE	170,000	(38,007)	131,993
40115010 OVERS AND SHORTS	(500)	-	(500)
40802010 SALES TAX REVENUES	35,119,095	337,018	35,456,113
40603010 BUS BENCH ADVERTISING	48,116	-	48,116
40704010 INVESTMENT INCOME	223,195	(172,983)	50,212
40780010 INSURANCE PROCEEDS - TOTAL RECOVERIES	25,000	-	25,000
40790010 LEASING INCOME - SSC	488,886	1,084	489,970
40798010 ON-BOARD BUS ADVERTISING	86,805	-	86,805
40799010 OTHER INCOME	3,274	686	3,960
40799020 FEDERAL CNG TAX CREDIT	441,673	(87,518)	354,155
40799030 STATE DIESEL TAX CREDIT	500	(250)	250
41304010 OTHER FEDERAL GRANTS	800,000	-	800,000
41401050 Sub-Recipients TX2016-083	-	4,457	4,457
41401060 Sub-Recipients TX2018-090	49,694	335	50,029
41402025 CRRSSA Operating Assistance	-	6,857,205	6,857,205
Operating Revenues	38,628,906	6,601,770	45,230,676
Other Sources:Transfer-In (Reserves)	3,350,055	(3,350,055)	-
TOTAL REVENUES	\$ 41,978,961	\$ 3,251,715	\$ 45,230,676

Department	Title	FY2021 Approved Budget	Change Requested	Line Item Total
All	50202010 PENSION	\$ 1,230,734	\$ 67,999	\$ 1,298,733
All	50206010 DISABILITY INSURANCE	96,234	111,788	208,022
All	50214210 WORKERS COMPENSATION	159,872	24,865	184,737
01 Transportation	50101010 SALARIES AND WAGES - OPERATOR	5,187,609	(156,756)	5,030,854
01 Transportation	50201010 MEDICARE	91,922	(2,273)	89,649
01 Transportation	50203010 GROUP HEALTH	1,870,266	(15,376)	1,854,890
01 Transportation	50204010 DENTAL	65,761	(826)	64,935
01 Transportation	50205010 LIFE INSURANCE	36,004	(509)	35,495
03 Purchased Transportation	50802010 CONTRACT FIXED ROUTE MB PT	1,325,000	368,803	1,693,803
03 Purchased Transportation	50804010 B-LINE SERVICE DR PT	3,138,687	648,562	3,787,249
03 Purchased Transportation	50808010 VANPOOL	80,117	21,295	101,412
11 Vehicle Maintenance	50401010 FUEL AND LUBRICANTS	885,375	(20,136)	865,239
40 Procurement	50102010 SALARIES AND WAGES - OTHER	233,113	19,200	252,313
40 Procurement	50214110 TUITION REIMBURSEMENT	-	5,960	5,960
40 Procurement	50908010 ADVERT/PROMO MEDIA EXP.	8,800	2,500	11,300
44 Human Resources	50372010 EMPLOYEE EXAMS	46,945	30,500	77,445
	Operating Expenses	14,456,440	1,105,596	15,562,036
	CIP Expenses: Security Cameras Replacement	25,200	15,000	40,200
	TOTAL EXPENSES	\$ 14,481,640	\$ 1,120,596	\$ 15,602,236

*Only amended line items included

Corpus Christi Regional Transportation Authority



Resolution

WHEREAS, Celeste “Anne” Bauman served as an active member on the Corpus Christi Regional Transportation Authority (CCRTA) Board of Directors since her appointment as a City of Corpus Christi nomination on December 6, 2017. As a member of the Board of Directors, she represented transportation disadvantaged riders and CCRTA to the best of her ability. While serving on the Board of Directors, Bauman served on the Operations & Capital Projects committees in 2018, 2020, and 2021, and on the Administration & Finance committee in 2019.

WHEREAS, Celeste “Anne” Bauman demonstrated the leadership traits required to be a productive and valuable resource for advancing the mission of the CCRTA. She aided in the implementation of a reconstructed Operations Center parking lot, new bus stops at upcoming higher education facilities, and the reconstruction of the Port Ayers Transfer Station.

WHEREAS, Celeste “Anne” Bauman displayed a commitment to advocacy for individuals affected by disabilities. She was a strong proponent for rider mobility and accessibility, serving as an Advisory Chair for the RTA Committee on Accessible Transportation (RCAT). Bauman helped develop routes that have aided all individuals, including business owners, employees, students, and community members.

WHEREAS, Celeste “Anne” Bauman exhibited a dedication to improve all facets of safety and security for transportation customers, employees, and guests. She supported items that created an increase in safety, emergency response, and law enforcement services. She continuously showed compassion, consideration, and initiative to improve the safety of all riders, employees, and community members during times of crisis or pandemic.

WHEREAS, Celeste “Anne” Bauman was an exceptional steward for the organization, and a remarkable ambassador for public transportation. She was born into a transit family, worked in the transit industry, married into a transit family, and used CCRTA’s transportation services for her daily transit, including to Board of Directors meetings and CCRTA events. Celeste “Anne” Bauman was heavily invested in seeing the Coastal Bend community and public transportation system prosper.

NOW THEREFORE, BE IT RESOLVED BY THE CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY BOARD OF DIRECTORS THAT:

Celeste “Anne” Bauman is hereby commended for her distinguished service.

DULY PASSED AND ADOPTED this 7th day of July, 2021.

ATTEST:

**CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY**

Jorge G. Cruz-Aedo
Chief Executive Officer

Edward Martinez
Chairman of the Board

Corpus Christi Regional Transportation Authority



Resolution

TO APPROVE A CONTRACTED SERVICES COMMITTEE

WHEREAS, the Corpus Christi Regional Transportation Authority is conducting a Request for Proposals for Paratransit and Small Bus Operations;

WHEREAS, CCRTA staff will be receiving the proposals, scoring the proposals, conducting interviews with the designated finalists and presenting the staff recommendation to the Board of Directors for consideration; and

WHEREAS, while all Board members will have access to each of the proposals received and the scoring and analysis provided by the staff, the Board would like to establish an ad hoc committee of Board members to participate in the interviews of the finalists in order to become better informed about the different proposers under consideration;

NOW, BE IT RESOLVED, BY THE BOARD OF DIRECTORS THAT:

Section 1. The Contracted Services Committee is hereby established to participate in the interviews of the selected finalists in the 2021 procurement for paratransit and small bus operations in order to advise and support the Board of Directors in the final selection process. In order to be able to conduct the interviews without the need to post the sessions in compliance with the Texas Open Meetings Act, this ad hoc committee shall be comprised of less than a quorum of the Board, shall not in any manner exercise the powers or authority of the Board, and the members shall report their observations directly to the Board of Directors at a duly called meeting in accordance with the requirements of the Act.

Section 2. All proposal materials shall be made available to all Board members in a secured folder, and Board members agree to maintain the confidentiality of the proposals received until a contract award is made and the secured folder is terminated. CCRTA staff will conduct its scoring, interview and final recommendation process in the same professional manner as provided for procurements generally, and the observations of the Contracted Service Committee shall be reported by the Committee separately to the Board.

DULY PASSED AND ADOPTED on this 7TH day of July, 2021.

ATTEST:

**CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY**

Dan Leyendecker, Board Secretary

By: _____
Edward A. Martinez, Board Chair



**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
WEDNESDAY, JUNE 2, 2021**

Summary of Actions

1. **Pledge of Allegiance**
2. **Roll Call**
3. **Safety Briefing**
4. **Receipt of Conflict of Interest Affidavits**
5. **Opportunity for Public Comment**
6. **Award Recognition – GFOA Certificate of Achievement for Excellence in Financial Reporting Year Ending December 31, 2019**
7. **Heard Update on RCAT Committee Activities**
8. **Heard Committee Chair Reports; a) Administration & Finance, b) Operations & Capital Projects**
9. **Presentation – Self-funded Health Program**
10. **Action to Approve the Board of Directors Meeting Minutes of May 5, 2021**
11. **Heard Consent Items –**
 - a) **Action to Approve Issuing a Request for Proposals (RFP) for a Management Information System (pg. 13)**
 - b) **Action to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing (pgs. 14-15)**
 - c) **Action to Approve Awarding a contract to Bridgestone Americas Tire Operations, LLC for Bus Tire Leasing and Service (pgs. 16-17)**
 - d) **Action to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations (pgs. 18-19)**
 - e) **Action to Approve Issuing a Request for Qualifications (RFQ) for Project Management Services (pg. 20)**
12. **Heard CCRTA's Response to COVID-19**
13. **Action to Action to the Lease Renewal with the Metropolitan Planning Organization at the Staples Street Center Building**
14. **Heard Presentations –**
 - a) **April 2021 Financial Report**
 - b) **Procurement Update**
 - c) **April 2021 Safety & Security Report**
 - d) **April 2021 Operations Report**
15. **Heard CEO's Report**
16. **Heard Chairman's Report**
17. **Adjournment**
18. **Informational Items**

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

Chairman Edward Martinez called the meeting to order at 8:30 a.m., and held the Pledge of Allegiance. Ms. Ashlee Winstead-Sherman called Roll and stated a quorum was present.



Board Members Present

Edward Martinez, Board Chairman; Michael Reeves, Board Vice Chairman; Dan Leyendecker, Board Secretary; and Directors – Lynn Allison, Gabi Canales, Patricia Dominguez, Anna Jimenez, Glenn Martin and Matt Woolbright.

Board Members Absent

Eloy Salazar and Philip Skrobarczyk.

Staff Present

Jorge G. Cruz-Aedo, CEO; Daniel Benavidez, David Chapa, Angelina Gaitan, Derrick Majchszak, Sharon Montez, Rita Patrick, Christina Perez, Mike Rendón, Gordon Robinson, Sandy Roddel, Robert Saldaña, Susan Teltschik and Ashlee Winstead-Sherman.

Public Present

Ben Schmit, MV Transportation; Craig Casper, MPO; Lamont Taylor, Corpus citizen.

Held Safety Briefing

Mr. Mike Rendón provided safety information, if we have an emergency, there is an exit in the kitchen for the Board of Directors to utilize, and two other exits to my immediate right. We ask for all Board of Directors to report to the clock tower, adjacent to the transfer station platform. He said he would make sure everybody exits properly, and Ms. Susan Teltschik will account for our Board of Directors. Mr. Rendón stated, please do not return back to the building unless an all clear is given, and please do not utilize the elevators during the emergency. Mr. Rendón also commented if we have to shelter in place, we will shelter in the west side stairwell of the building.

Action to Receive Conflict of Interest Affidavits

None received.

Provided Opportunity for Public Comment

Public Comment has been made available online to the Public on the CCRTA website at the following link: <https://www.ccrta.org/news-opportunities/agendas/>.

Mr. Lamont Taylor, citizen of Corpus Christi, and commented on his interest regarding the 5310 grant monies and disbursement of the funds. He indicated he was not sure whether or not the agency had done these yet, in keeping up with us online, he did not know if these were done this year or last year. He commented he was trying to figure out if there is a compliance issue, and whether you have or had not done this, as he has not looked into this at this particular time.

Mr. Taylor also commented on a second concern is looking at the agency's compliance procedures, as far as from an EJ (environmental justice), EEO, and DBE information. He said he is back after his illness and will dive back into these matters, to see the compliance since there is a new group of individuals in the Department of Transportation (DOB) to see how the agency measures up with the new rules and regulations out. He thanked the Board for the opportunity to speak.

Held Award Recognition – GFOA Certificate of Achievement for Excellence in Financial Reporting Year Ending December 31, 2019

Mr. Jorge Cruz-Aedo commented on Government Finance Officer Association (GFOA) of the United States and Canada is a national organization that emphasizes public finance in the Not for Profit area. The Certificate of Achievement is the highest form of recognition in governmental accounting and reporting, and its attainment represents a significant accomplishment by the



CCRTA, and the Compliance Department. He said that based on the CCRTA's Comprehensive Annual Financial Report for the year ending in December 2019, the agency has received the Certificate of Achievement for Excellence in Financial Reporting. He mentioned he has the certificate and would like the Board Chair and CEO to present to the Finance Staff here at the CCRTA. Mr. Cruz-Aedo thanked the Finance Department for all the great work they do, and said they do not always receive the accolades they deserve, yet we really appreciate all the hard work that they do.

Chairman Martinez asked Ms. Winstead-Sherman to let the record reflect that Director Allison is in attendance.

Heard Update on RCAT Committee Activities

Ms. Sharon Montez commented the RCAT Committee resumed their meetings on Thursday, May 20, 2021 and everyone was excited to be back. She reported the first item was the recognition of the 3RD and 4TH Quarter 2019 Unsung Hero Awards, and two individuals were selected, and these commendations were from our riders in the community. She said a rider called in and complimented Ms. Phyllis Vestle for doing a great job every day. Ms. Montez reported that Mr. Urban Arrisola, went above and beyond with Dispatch, to help her get back home after a doctor appointment, and that she did not have to wait for a return pickup.

Ms. Montez discussed the RCAT Calendar of meetings for the remainder of 2021. She reported on the items that had been presented to the Board to bring the Committee up to speed. She provided an update on the Bear Lane parking lot project, on the Memorandum of Agreement (MOA) for the Carroll High School project, and updated the group on the Invitation for Bid (IFB) for 11 fully automated wheelchair securement systems which is very relevant to the Committee. Ms. Montez commented on the announcement of the new Board of Director, appointed by the City, Ms. Gabi Canales, and also that Dr. Deborah Stanley and Mr. Robert Box had been reappointed to the RCAT Committee. She said the next meeting is June 17, 2021, will be a ZOOM meeting, and wanted to point out that the Route Evaluation meetings will resume starting in September. She also commented there are 3 open positions on the Committee. The Committee Chair, CCRTA staff, RCAT members do outreach to find interested individuals who would like to serve. Chairman Martinez had Ms. Montez explain RCAT for our new member; Regional Committee for Accessible Transportation and is made up of individuals from different segments of the community, some being from organizations that assist persons with disabilities. Currently, we have one who is a Fixed Route rider, a couple who are riders of our B-Line routes, so it is very diverse, and these individuals provide insight and guidance on what the Committee and the Agency does for persons with disabilities.

Heard Committee Chair Reports; a) Administration & Finance, and b) Operations & Capital Projects

Chairwoman Patricia Dominguez, Committee Chair for Administration & Finance commented that not much to report as items were approved by the committee and are now before the Board on item no. 11 today.

Chairwoman Anna Jimenez, Committee Chair for Operations & Capital Projects commented nothing to report. She congratulated Mr. Robert Saldana and Ms. Sandy Roddel and their finance team for a job well done and congrats on your recognition.

Presentation – Self-Funded Health Program

Chairman Martinez asked the Directors if they had any specific questions regarding Mr. Roland Barrera's presentation since he had presented it at the recent monthly committees' meetings on



May 23, 2021 in Robstown. Board Secretary Dan Leyendecker wanted Mr. Barrera to point out the value of savings again as it was extremely impressive.

Mr. Barrera first congratulated the Finance Team, and stated that Ms. Roddel is a resident of District 3, and has elevated the standard, and keeps him accountable. He commented Director Leyendecker alluded to the Summary of Risk, he previously presented, and discussed the reporting period versus the comparison period as these are where the highlights are. Basically, there are billing and allowed charges, and what is actually paid. He displayed the slide that showed \$10,257,050 was billed, out of that, \$445,738 was determined ineligible, \$525,197 were considered duplicate. He said that one is very crucial, as there are times when bureaucracies in every organization, double work is done. Mr. Barrera said this is a really huge component of savings that is offered to us. He said the ineligible claims might be something where a person was billed, and another person not on the health plan was billed, or for services not covered, and those were at \$735,845. He commented incomplete filings \$1,028,293, not member responsibility at \$522,693, and accepted claims at \$6,99,284 just shy of \$7M. He said and then we negotiated a contract Spohn, so this helps us to reduce by another \$3.7M. From the chart presented, the non-network discounts, or arrangements made outside of the Spohn network we have been able to negotiate some savings. He said for the prevailing rate cutback, those are also non-network charges and we do what is called a reference based bill, basically there is no contract, and no network basically means no contract, and a provider or a facility can charge whatever they want. Mr. Barrera commented that we perform a referenced-based price subject to Medicare which is 140 percent of the Medicare costs, and typically a provided will pick this up. Out of the \$10M, \$1.7M was allowed and the \$20 copay charge may be a glitch on this chart as he is sure there were more copays from the employees. Deductibles the employees paid is \$126,922, over maximums \$4,440, paid by others, overpayments and total paid claims at \$1.6M. He said looking at it from this standpoint of administrative efficiency savings, or contracted discount which we receive from the hospital, he is really proud to say that the relationship with Terry Catenas who has moved onto better things, she was just amazing that she was made CEO of Premier ER. He said they met bi-annually to review this report. There is an overall savings of \$8.6M a year.

Action to Approve the Board of Directors Meeting Minutes of May 5, 2021

VICE CHAIRMAN MICHAEL REEVES MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS MEETING MINUTES OF MAY 5, 2021. DIRECTOR LYNN ALLISON SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, CANALES, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN AND WOOLBRIGHT VOTING IN FAVOR. ABSENT SALAZAR AND SKROBARCZYK.

Heard Consent Items

- a) **Action to Approve Issuing a Request for Proposals (RFP) for a Management Information System (pg. 13)**
- b) **Action to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing (pgs. 14-15)**
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- d) **Action to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations (pgs. 18-19)**
- e) **Action to Approve Issuing a Request for Qualifications (RFQ) for Project Management Services (pg. 20)**



Board Secretary Leyendecker asked to pull item 11a), and Board Chairman Martinez asked to pull items 11b) and 11d), and all three of these for further discussion. Board Chairman Martinez made a motion to approve the Consent Items 11c and 11e.

DIRECTOR PATRICIA DOMINGUEZ MADE A MOTION TO APPROVE THE CONSENT ITEMS 11C) AND 11E). DIRECTOR MATT WOOLBRIGHT SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, CANALES, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN AND WOOLBRIGHT VOTING IN FAVOR. ABSENT SALAZAR AND SKROBARCZYK.

Board Chairman Martinez asked for further discussion with item 11a). Mr. Saldaña responded to Board Secretary Leyendecker's question on checking with other transit agencies and what they are using for their MIS systems. Mr. Saldaña commented the CCRTA has researched what CapMetro uses Tyler Tech, Port of Corpus Christi uses Oracle, City of Corpus uses M4, and these are both transit agencies and non-profit type organizations with different scales and sizes of systems. He mentioned Oracle is one of the big boys and very expensive, and a wide variety of systems including M4 is a little smaller of these systems.

Mr. Saldaña reported we researched both transit and public entities and majority of these use some type of hybrid, even with our size, we will have to go with a hybrid system as you cannot get one software system that covers everything an agency does. He said even with our size, we will not have everything provided on a Cloud-based product. He did say typically the Cloud protects you from fraudulent, malwares, and the coming ransomwares. Mr. Saldaña commented we will have a server on site, Cloud-based and will not be just one group. He mentioned the recent shutdowns of the pipeline and meat packing companies that were affected by ransomware, and this is becoming more of an issue in the technology world. He also mentioned he is very conservative with the agency's monies and during budget time, we have these types of conversations. Now with the grant monies of the CAREs Act, this is the one time for us to really take a look at where the government is going to pay for the big chunk of these costs as opposed to the CCRTA paying for it. He said if we do not do this now, it will be very tight for us to do, and with all the cyber security issues we are having, the nation is having, we are vulnerable, especially with a department of three employees who are trying to manage everything IT for us.

Mr. Saldaña continued to say this is a really good time for us to do it now when we have federal grant monies to get us to where we need to be, so that we can continue to operate. About three months ago, he commented that he said we do a very good job. and see now that our Finance Department just received a distinguished financial award, and this is how we operate with our software, almost like a mom and pop organization. He said we are now trying to move back into the 21st, and hopefully move into the 22nd Century. This is a separate layer of security to work with our department of three, for our need of another agency to help us with what we currently are doing, and this is actually the first layer as they will be offsite in the Cloud. He commented that we had a backup offsite, not Cloud-based server, so we are still vulnerable, and this added layer with this RFP is to protect us both locally and offsite with cyber security issues. Costs from the other transit agencies that are much larger than us run \$2 – 2.5M a year, so once we migrate everything over, there will be licensing fees estimated at \$100K a year we will add to our annual budget to protect us. Mr. Saldaña reported we will migrate the smaller departments like Procurement first and then continue in stages so we are not doing one large migration or big transition at one time, and Finance will be next, and once we see how smooth the transition goes, we are hoping to complete in 6 to 8 months. Board Chairman Martinez asked for a motion for item 11a).



DIRECTOR PATRICIA DOMINGUEZ MADE A MOTION TO APPROVE THE CONSENT ITEM 11A). DIRECTOR LYNN ALLISON SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, CANALES, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN AND WOOLBRIGHT VOTING IN FAVOR. ABSENT SALAZAR AND SKROBARCZYK.

Board Chairman Martinez asked for further discussion with item 11b) and asked for an overview from the previous documentation provided to the Board members. Ms. Sharon Montez reported the parking area of concern is basically the area where the bank is located and the motor bank that is connected to the main building, it is the parking area right beside it. She said the area in front of the bank building between it and Port Ayers, that is the land we are going to build the new Port Ayers Station with one-third strip for the bank area, and this is the area that we are referring to for the RFP, and is for the sale of this area. Mr. John Bell commented this RFP is for a sale, and that being an RFP, bidders can submit alternate proposals if they would like to enter into a long-term lease. He also responded to Chairman Martinez's question if it is a typical RFP with a scope of work (SOW), they would go outside of the SOW. Mr. Bell commented that his past experience with the City that they are open, and sometimes it will require several rounds of an RFP to find someone who will be able to do it. He said this is why the RFP is structured the way it is, so that if a bidder has a different approach to do the work, they can submit it and we will consider this approach. Most are looking to finance something so they can own it to have a mortgage, as it is challenging to get leasehold financing for developers, although we would consider a long-term lease proposal, even though this does raise some additional hurdles for them trying to finance their projects. He stated that part of the RFP is that it would be for the use of the building, and if they are going to demolish the building and do something else with it, the CCRTA would prefer the right to project the bids and do it ourselves. This is the whole reason for this due to the historic nature of the building.

Mr. Bell also commented that in our contract, we will require them to do what they said they are going to do, it will a development contract with obligations where there are covenants they must follow in order to do specifically what they said they are going to do. He said they will not be able to justify it from like a pure cash deed and do whatever they want. Because of the arrangement with the FTA and the Historical Commission, is that the CCRTA does an RFP defined in the adaptive reuse of the building. So as part of this proposal, the bidder must tell us how they will reuse the building, and then CCRTA will have a contract with them that requires them to do exactly that. This would typically be a timeframe of 10 to 20 years or something like that which is a covenant they must follow. So in the RFP, we will see what their proposal is.

DIRECTOR WOOLBRIGHT MADE A MOTION TO APPROVE THE CONSENT ITEM 11B). VICE CHAIRMAN REEVES SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, CANALES, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN AND WOOLBRIGHT VOTING IN FAVOR. ABSENT SALAZAR AND SKROBARCZYK.

Board Chairman Martinez asked for further discussion with item 11d). He asked on the timing of this RFP and seems we are proposing a 5-year contract with a 2-year option of same or similar to a previous contract. He said he would like to see it possibly remain as a flat 5-year contract as his thinking is that he does not see any financial impact or risk from the managing entities. The CCRTA has purchased the equipment, the buses, and this is more of the management, and believes 5 years is a good amount of time to let a vendor have the contract. Mr. Derrick Majchszak commented we do provide the vehicles although there are other assets they do provide. He said they provide the ITS system, automatic vehicle location system, the electronics inside of the cut-



away vehicles, so for their paratransit scheduling, this is something that is required. Mr. Majchszak said we are adding additional technology, mobile scheduling apps, IVR system for the phone, and these are all capital assets that they would spread out the life of a contract. He mentioned the two years would be an incentive so they finish the contract strong at the end of the 5-year base. He has seen where contractors knowing that they are coming to an end of the contract, and not going to get the last year or so, they stop hiring, end up with operator shortages and service drops. They basically dump the problem to the next contractor to hopefully clean things up. He said the 2-year option is an incentive to maintain a good performance towards the end of their contract. Chairman Martinez commented he did not see a lot of information in the reading of the packet to help guide him to decide either way, and this magnitude of contract, more is better than less. He also asked for the difference between an RFP and an RFQ. Mr. Majchszak stated that the RFQ just asks for qualifications where the RFP allows us to evaluate everything.

Mr. Majchszak commented pricing is just a portion of this RFP and it would be roughly around 25 percent. The rest is based off of qualifications, past performance, the training material they submit, the plan of action, transition plan, the management staff, and allows us to evaluate these things. He commented that contractors can add in different ways of performing the duties, they can add in value added items that we may consider and then put it into the pricing schedule. This allows us the flexibility to review that, so it is not just based off of pricing, and said if we went with an IFB, then we are stuck with the low bidder at that time. He mentioned the RFQ is just for qualifications and we would still have to come back to issue an RFP. Vice Chairman Reeves commented that the RFQ is basically soliciting any company that might be qualified enough to handle the service we are asking for, and that is it. Mr. Bell also commented the price proposal is just one component of all the package, yet in a contract like this, it is very important to get some pricing information up front, to have a comparison to know who is high, low, and in the middle. He said we would wind up negotiating the price, the final price, with the highest ranked bidder, and as an example, our best ranked bidder happens to have a higher price than another one, we can negotiate that price down, because the RFP allows price negotiation. Mr. Bell did say it is important to get this pricing information initially, so you can see the comparisons in order to get a better idea for the market for what is out there. He said when it is an RFQ, there is zero pricing information, and so you would be starting negotiating blind, in a sense, and we know pricing in Dallas, San Antonio and other places, yet do not have anything really designed for us.

Mr. Majchszak responded to Director Woolbright's question on length of contract that is currently 8 years ending December 31, 2021. Mr. Majchszak said the contract was a 5-year base with 2-year option, and had a year where a contract modification was done for other service. Director Woolbright commented the RFQ versus the RFP would simply say, here are the other companies and what they can do. He asked what is the timeframe, and Mr. Bell commented both take the same amount from 2-3 months. Mr. Saldaña commented that on a small minimal contract like this, usually take about 45 days, however, on a larger contract, it could take 6 months to a year. Discussion between Director Woolbright and Messrs. Bell and Saldaña was if an RFQ was issued for a 3-month period to get a wide pool of who is available and what other value adds they would do, we could follow up with an RFP and still have time to award by the January deadline. Mr. Bell indicated we want to allow at least 3 months ideally from the award date to the takeover date, because if a change in provider, then the new provider would need to hire employees and get their staff adjusted since they would need to be in Corpus Christi ready to go live on January 1ST. He also said to make decision on December 1ST is really not helpful for them or us that late in the year. This schedule has a decision made September 1ST is great timing to allow more flexibility, and also built in if something goes wrong, we could make the decision on October 1ST that would provide 90 days. He said you want to provide at least 60 to 90 days for the potential new applicant



to gear up and be ready to start with their new systems on January 1ST, and if you do less than that, you are really kind of loading the RFP in favor of the incumbent provider.

Director Woolbright asked could an RFQ be done in 1 month, and Mr. Saldaña said that anytime you shorten the procurement process, you take the chance of paying a higher price and receiving less competition. Mr. Cruz-Aedo asked for what other transit agencies use so we can set that as a standard, and what is the industry now lengthwise with these types of agreements. Mr. Majchszak responded that every other provider he is aware of uses the RFP process, with larger agencies using a 6-month transition period, because it is more complicated when you are at a larger agency like VIA or Austin. He said 3 months is a very tight schedule, but could accomplish a transition in this timeframe. Mr. Majchszak stated the 7 to 8-year contract, whether it is a 5-year plus 2-year option, or a 5-year plus 3-year option, these are pretty much the industry standard. He stated you are beginning to see some agencies like Capital Metro that are doing a 5-year plus 5-year option, or a 5-year plus 5 individual years, so if you are going back to the board with an RFP this size every year, this is significant amount of work for everyone involved, and not focusing on the service.

Vice Chairman Reeves is familiar with RFP and these processes and agrees there are lots of moving parts with getting staff and commitments, and he asked Mr. Bell if this was a bilateral or unilateral contract with notice of termination. Mr. Bell responded the contract terminates December 31, 2021, and is the last option, so we do not have to give notice, as it is locked in. He did say that on any new contract, it is generally terminable at any time for default, and did not believe there is termination for convenience in the existing contract and take a look at it. He also said that, if we did, it would require a 1-year minimum notice period for either one, because of what is involved. Vice Chairman Reeves explained his reasoning of instead of a 2-year option, we do a 5-year agreement with a 120-day notice that either party can give notice to extend, versus having the 2-year option where it ends. He said this way, it keeps them honest, and at the time, all is well, should we decide to go out for an RFP, look for other options, and not saying they cannot earn it or re-earn it, then at least the 120-day bilateral, either party can give notice they desire to extend for another five years, so we would just be removing the 2-year option where it ends. He also commented that as far as an RFQ versus RFP, he agrees there is no need to do an RFQ because the RFP will accomplish what we need as it is already out there. He said we need to find out did we solicit any and all companies for this RFP, are they aware the RFP is out there and was it publicized in all channels we typically do, in order to give other companies an opportunity to submit a proposal. He said you can do the same thing with an RFP, so did staff advertise in all the mediums if anyone is interested, and are we anticipating any other proposals being submitted.

Mr. Majchszak replied to the Vice Chairman's comments to let everyone know that, yes, we had three vendors here visiting, and had a fourth contact us late in the game that was not able to visit before the board meeting today. Mr. Bell added this is a very sought after contract and will most likely receive several proposals. He revisited the option to extend, and commented the CCRTA normally structures as an option, and it is the Board who decides whether or not to exercise the option. Mr. Bell stated that he would counsel against making it a bilateral, as typically and in the business, they are accustomed to committing up for the option, and we will have the pricing fixed for the option time period negotiated up front. There would be no doubt what the pricing would be if the agency wants to exercise the option. He said over the last year with what we have experienced with COVID, it would be very helpful to have a 2-year or 3-year option period at the end, since we are not sure what the circumstances will be in 5 years from now, and if we like the vendor, great. If we do not like the vendor, then we have the option just to not extend it. He continued that if other circumstances are happening in the future, it might be helpful to exercise



the option, to go on. Mr. Bell mentioned it could be a 2-year option, or could be two 1-year options, if that is what the Board is more comfortable with. He said just having the option added to it, gives the Board more flexibility to extend it provided the Board is comfortable with the contract and wants to move forward. Chairman Martinez commented he likes the idea of the two 1-year options as this provides flexibility in the event circumstances arose and could not make any decisions within the timeframe. He also questioned if staff will bring this to the Board to let them know when approaching the option period, and do we go out for an RFP again, and do the process. Mr. Majchszak replied absolutely that we would present to the Board early in the last option year so we have the chance to take all their motions to direct us in their decisions.

Chairman Martinez commented on one last item to discuss was the committee for review, especially since this is a big ticket item for a long period of time. He would like to look at considering a subcommittee comprised of board members to also take part in either interviews or review after perhaps a short list of that group. Mr. Bell commented glad you brought this up as this is the biggest contract that as a Board, you will be approving. He said the agency has gone through this before and have had, and historically, sometimes a disconnect between staff recommendation and where the Board wants to go, so having a Board committee involved in the process, could be a help. It would need to be the consensus of the Board, and keep in mind, you have a Staff that will be doing the scoring and making their professional recommendations to you as a Board. One caveat, and I warn you, once the RFP goes on the street, you will be getting phone calls from potential vendors. He said there is a lot of money spread around the United States for contracts like this, and every year, there are some board members who get into big trouble because of that. Mr. Bell stated the agency need to keep the processes very professional and careful as we can, and keep the Board involved in the process, yet it needs to be controlled where you, the Board members of this proposed committee, are not accepting influence from outside of the process. He said there are vendors who will want to take you all over the world to their latest facilities to show you how great they are, and this has potential to get out of hand that could result in a big problem. Mr. Bell commented that if we have a structured mechanism like a committee to sit in on the final process to become familiar and ask the questions, that would be fine. However, there still needs to be a structured process, so that at the end of the day, staff is going to make a professional recommendation. He also stated, that in the past as Mr. Cruz-Aedo will recall, the Board needs to be comfortable with the recommendation and buy into as we have run into this problem before. Mr. Bell commented we can come up with a structure for appointing a committee, and work out the best time for the committee to get involved in the process, and bring this back to the Board in July.

Chairman Martinez stated we can move forward on approval with the amendment of the two 1-year options, then come back to Board on the potential subcommittee next month. Mr. Bell stated staff can move forward as the RFP can be released as the schedule indicates requests for information are due at the end of June, and this is where they will want to get detailed information about the system as this is a staff function. He commented this is just providing about all specifications and what you have here, and the process would be probably in the interview stage, where we might want to have some board members involved with the interviews of the finalists. He also added this could help a core group of board members become familiar more intimately with who these finalists and how they stand in strengths and weaknesses. Director Woolbright asked on the number of interviews of three or four, and Mr. Majchszak said there are at least four bidders and expects closer to six or seven. He mentioned we can reduce it to the top three or what the Board, committee, directs us to do. Mr. Bell mentioned there are quite a bit of vendors out there as this is the desirable contract. He also said that for some, they may not want to do a proposal for Corpus Christi, because across the country, there are 5 other target markets they have and will only do so many at one time due to limit as to logistically what they could cover. He



also mentioned we should very clearly receive 4 or more very competitive proposals. Director Woolbright said Mr. Majchszak had mentioned that price is 25 percent of this, so how much is past performance. Mr. Majchszak replied he did not have the schedule in front of him, but it is basically built into 5 categories to include management, technical, safety, competence and expertise, and there is also operational maintenance capability and experience. Chairman Martinez asked to display the presentation. Mr. Majchszak said this is a draft of the RFP because it has not been reviewed by legal to make sure it is clear to release. Director Woolbright asked if the actual weighting schedule is subject to Board approval as other entities have gotten into trouble on how certain contracts may be weighted and how they could favor certain groups over others, and can we look at this as a Board. Mr. Majchszak stated he was not familiar of other RFPs where we have done similar approvals like this, yet by all means, should the CEO and legal counsel do not have any issues, this can be communicated. Mr. Bell explained the scoring typically follows a pretty generic display of around 25 percent for pricing, and past performance is clearly another 25 percent, it comes down to different components, not geared to benefit one proposer or the other, it is not past performance here.

Mr. Majchszak commented no waiting for if someone had worked here before, as it is within the categories, sub-categories and there are more going through scoring that will be part of the comments we place in there. He said this is going to be part of the experience to us as we see other people and other vendors we may not have had any experience with. This way, we have to take it by references and recommendations that come from other agencies. Director Woolbright also asked on percentage this aggregates to for just being here when we bring this back to the Board in July. Mr. Bell answered there is no percentage for actually being here in Corpus Christi. Director Woolbright commented that Mr. Majchszak had said there was. Mr. Majchszak spoke up to say that we understand a part of the past experience since we have worked with the company and seen them perform. He commented we also have to rely on other's word of reference when you are looking at the performance of other areas. Vice Chairman Reeves said this could go either way, and if a company has prior experience with the CCRTA and they do not do a good job, it will be against them. Mr. Bell commented that in the experience category there is no question your incumbent is going to be judged either positively or negatively based on that experience, and for the experience quota, you will also check references for what their experiences are in other markets for others who are not here. He said they can score just as well or better than your incumbent, so the past experience is not limited to past experience here. He commented that the experience factor in the evaluation is just experience. Mr. Majchszak mentioned so even the incumbent would be weighed on what they are doing across the nation as well. Mr. Bell also commented no, there would be no scoring, as if we had any past experience based just with the CCRTA, that would be considered a loaded RFP to benefit the incumbent, and we are not doing that as this is an open RFP. He also said this goes both ways for the incumbent as a practical matter, since you know what their strengths and weaknesses are, but the experience is an open experience qualification.

Director Lynn Allison commented she likes the idea of allowing board members the education process to learn what we are doing and spending this money on. She said like Mr. Bell mentioned, she also likes to mitigate the integrity where staff narrows down 8 proposals down to 3 or 4, and then the Board to get involved at that point. She commented that back to the scoring and past performance, and when staff makes the proposal recommendations, these will include the costs of moving out an operator and moving in a new operator since we are already set up with MV Transportation for Paratransit. Mr. Majchszak commented this will be part of the transition process that when they come into make a proposal, they will look at staff they want to keep or not by reviewing past performance on operators or mechanics, and decide what percentage meet their criteria and what percentage they will need to bring in. He mentioned that since this is such



a large RFP, he did not want to put pricing in here so that the contractors would not know what we found to be an acceptable rate for the different services. Mr. Majchszak also commented that if we showed the annual amount, they could backtrack hours currently provided in the National Transportation Database (NTD) data as we want to make sure this is as competitive a process as possible when it comes to the bidding. He also stated that we have to go through the annual board approved budgeting process that will show the hours for services we are providing.

Chairman Martinez commented with a big contract like this, he does not necessary want to go with the lowest price, he wants the best value for the CCRTA and best service. This being a long-term contract overall, they are the cheapest overall and we need to go with who will be the best partner for the agency moving forward. Mr. Bell commented absolutely as we have that quality aspect of it. Director Gabi Canales referenced when an RFP is sent out, like for example the RCAT Committee, are they consulted on their specific needs for the disabled riders, or does the agency work together and realize what is needed and put this in for the paratransit. Mr. Majchszak replied that RCAT Committee generally has been based consulting, and I attended the first meeting the committee has held last month since COVID, as they were not meeting during COVID. He said they were not directly consulted, as generally, we go before this Board before we consult with the RCAT Committee.

Chairman Martinez added to this, we are going to put out the RFP prior to getting with the RCAT Committee to discuss what they would like to see or consider. He said he believes there is an opportunity to get some buy-in from them, yet does not want to delay this process any further and asked for comments. Mr. Cruz-Aedo commented the issue is the paratransit contract and not just about ridership, so it is important to get their input, and we want to reach out to the RCAT Committee and get their input. He said what drives this contract is a lot of vehicle support, maintenance, a lot of additional communications, information and would not recommend delaying this contract for request for proposal to ensure every dot and T are crossed, because eventually we will get through all of that process. Mr. Cruz-Aedo also commented he is not supportive of board committees to help make selections for different contracts with the CCRTA, and my reasoning is that right now, the person who answers all the potential questions from vendors is me and not you, the Board. He said when members join committees, he is no longer the person who answers the questions, and the members become the point persons. This makes you subject to more leveraging through the RFP process than the agency would normally be, and this is a very large contract, very sophisticated contract, and we will be receiving plenty of bidders. Mr. Cruz-Aedo said he just wanted to make sure the members are aware of this, we will facilitate making it happen, yet I would not encourage it. Chairman Martinez acknowledged Mr. Cruz-Aedo's concerns and comments and stated he felt the Board have not received a lot of information and was concerned that moving forward there would still be a lack of this. He said other board members have mentioned they would like to be a little more involved in the process, particularly this contract. Chairman Martinez also commented that moving forward, the Board has supported staff on a lot of their recommendations, and you understand exactly what they are doing and shown professionalism with their selections and always looked at the agency's overall budget, objectives and goals, and applauds staff on that. He said due to the size and magnitude of this contract, in his opinion, having a committee with some oversight should not be an issue with the agreement of other board members. Chairman Martinez apologize for taking a lot of the Board's time, yet this is a big item and he wants to make sure that everything is addressed. Vice Chairman Reeves commented at this point, hearing all the commentary and questions, he would like to make a motion to move forward with the RFP with consideration of two 1-year options.

Further discussion, Board Secretary Dan Leyendecker asked General Counsel, Mr. Bell, if the agency has an anti-lobbying policy to address once the RFQ is issued, the vendors are not



allowed to address anyone on the committee. Mr. Bell responded that the agency does not have a firm policy necessarily, it is that we cannot do anything that would be undue influence in your decision-making process. He said as part of this process, he cautioned everyone to be careful about all their newfound friends. Vice Chairman commented that any government entity that issues an RFP, it is considered a formal blackout period anyway that should be honored by any prospective bidder. He said they should only be contacting our staff or whomever is on the document, the RFP, for communication and any questions. Vice Chairman Reeves said once it is issued officially, we should all be protected and those bidders should honor that, this is the normal thing for any government entity. Chairman Martinez stated that anyone wishing to comment, if they are a vendor, you direct them to Mr. Cruz-Aedo.

VICE CHAIRMAN REEVES MADE A MOTION TO APPROVE THE CONSENT ITEM 11D) AND MOVE FORWARD WITH THE RFP WITH CONSIDERATION OF TWO 1-YEAR OPTIONS. DIRECTOR ALLISON SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, CANALES, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN AND WOOLBRIGHT VOTING IN FAVOR. ABSENT SALAZAR AND SKROBARCZYK.

Heard CCRTA's Response to COVID-19

Mr. Jorge Cruz-Aedo reported we continue to provide opportunities for the community and meetings to discuss COVID-19 updates with the CCRTA, and we emphasize prevention, we continue to provide masks to our employees and the community, and also afford the employees opportunities to get the vaccine. He said we provide health and temperature screening on a daily basis, and are required here. Vaccines are available here at the Staples Street Center transit areas.

He commented masks are important and we are still required to require masks on our buses and in our facilities as part of the transit administration agency, just like the airports and airplane systems. He said we have issued approximately 250K masks to customers on buses at this point, and again, we are mitigating COVID-19 through using GI which is ultraviolet germicidal radiation installed on 52 of our buses so far.

Mr. Cruz-Aedo reported that we are exempted from the Governor's Order as Director Woolbright asked if we were at risk of any fines. Again, as a community, we will overcome the situation, and we ask everyone to please get vaccinated and wear your mask when you are in areas that you might question.

Heard Presentations –

a) April 2021 Financial Report

Mr. Robert Saldaña reported this item aligns with the Board Priority of Financial Transparency. Highlights for the month are total revenues over expenses of \$1.1M and largely due to a \$1.5M drawdown from the CRRSAA grant, or the second wave.

He reported operating revenue is about 97 percent of budget, and the shortfall, I will show you the line item details, and for departments operating expenses is at 14 percent under budget. Mr. Saldaña commented the 2ND column is our actuals for the month of April at \$4.4M, and that is with an estimate of about \$2.4M of sales tax. He said we do not receive our actual sales tax until around the 11TH of the month. Expenses came in at about \$3.26M, giving us about \$1.1M surplus. He displayed a chart of revenues for the month and detailed line items, passenger services at about 86 percent for the month, or \$96,400. He said our sales tax budgeted of \$2.46M, federal grant assistance which is our drawdown from the CARES grant at \$1.5M and \$26M is capital grant reimbursements we get back



from them. Mr. Saldaña reported investment income is about \$3K, and we made about \$41K in lease revenue. He displayed a pie chart of where the monies go and detailed each expense by object; purchased transportation is 22 percent, or a little over \$500K; miscellaneous close to \$32K, or 1 percent; other allowed supplies to keep the buses running at \$152K, or at 6 percent. He said we spent about \$17K on COVID supplies; a little over a \$1M for salaries, or 40 percent; \$323K for benefits at 13 percent; services came in at \$337K at 14 percent; utilities \$46K, or 2 percent; and insurance a little over \$35K at 1 percent. Another slide displayed, Mr. Saldaña commented as we go through all the department expense, we are at about \$2.5M on a budget of \$2.9M, or about \$400K in savings on operating expenses.

Mr. Saldaña reported for the year-to-date total revenues over expenses came in at \$4.14M, and pulled down \$3.8M on the CRSSA grant and that is helping drive a lot of that revenue over expenses. He said operating revenues are 102 percent of budget, and departmental expenses almost 12 percent under budget, total revenues \$16.9M on a budget of \$13M, and total expenses at \$12.77M giving us a surplus of \$4.1M with total revenues being driven by a lot of grants.

He reported you can see 3 categories that really drive our revenues; sales tax of about \$11M on a budget of \$10.4M making our sales tax very healthy this year, and a little conservative with the sales tax coming out of the pandemic as well. He reported \$3.8M coming in from the CRSSA federal grants and passenger services about \$339K, \$15.4M in operating revenues as we have some capital grant monies that we get back from projects we do, and are reimbursed the \$348K. He said the transfer-in monies we receive for projects we do for capital projects, for total \$16.9M in revenues.

Mr. Saldaña provided another pie chart for year-to-date expenses by object and reported that purchase transportation was a little over \$2.1M at 21 percent, miscellaneous were almost \$94K at 1 percent, supplies to keep our buses running at almost \$666K at 7 percent, \$43K for COVID supplies, almost \$4M for salaries at 39 percent, \$1.8M in benefits at 17 percent, services at \$1.2M at 12 percent, utilities \$197K and insurance at \$142K at 1 percent. He reported on the departmental operating expenses by category with the breakdown per line item for total departmental operating expenses at \$10.2M on a budget of \$11.6M, or a \$1.4M in savings year-to-date.

He displayed a chart showing the sales tax trend and said you will notice the first 3 months; March, April and May of 2020, and the first 3 months of 2021; January, February and March, and said our sales tax is usually a little lower at the beginning of the year, and then picks up mid to end of year. He reported for the sales tax comparison, if you look at March 2020, we came in at \$2.8M, and this month we came in at \$3.77M for a healthy outlook in March. He said we received about \$900K more than last year. Mr. Saldaña commented we budgeted \$2.9M and came in at \$3.77M, or about \$8M more than we budgeted for. He said good sales tax numbers in March, and the CRRSAA monies really helped us get over the top.

b) April Procurement Update

Mr. Saldaña reported this item aligns with the Board Priority of Financial Transparency and there are 3 open procurements for the month; windstorm and hail insurance 1-year contract at \$120K; ADA bus stop improvements Phase VII and there are 3 zones for this at \$1M; and we have 11 fully automatic wheelchair securement systems estimated at \$160K. He reported for the CEO signature authority of \$50K or less, and there is real-



time passenger information, or TransLoc agreement at \$45,600 and this is the app that tracks our buses; Trapeze FX-MON software of a one year agreement at almost \$20K that our Planning Department utilizes; and solid waste collection and disposal services we are exercising the 2ND of the two 1-year options at \$20,214. He said we still maintain our marina space not to exceed the \$6,100 a year.

c) April 2021 Safety & Security Report

Mr. Mike Rendón commented this item aligns with the Board Priority of Safety & Security. He reported for the month of April, we had 3 collisions; one non-preventable and two preventable. He said the April collision rate is 1.50, and operators drove a little over 199K miles bringing the year-to-date collision rate to 1.24. Mr. Rendón stated there were 491 contacts with the top four shown on the chart for quality of life, loitering, house rules, and security issues, being 90 percent of these contacts.

He reported on the Staples Street Center (SSC) having more people coming into the building and going through our security check point. There tends to be more people traveling now and they are utilizing Greyhound Bus here at our facility. He said there also has been more individuals coming into the building to visit with our government offices and tenants.

Mr. Rendón mentioned that we held our Press Conference with County Judge Barbara Canales and Director of Health City and County Annette Rodriguez reference being partners in administering the vaccine. He said we are administering vaccines today from 7:00 a.m. to 1:00 p.m. here at SSC, and in the first two hours, we had 21 individuals who took the vaccine. He reported that tomorrow, we will also administer vaccines at the Port/Ayers Transfer Station at the same time as above, and the following week, June 9TH at our South Side Station. He said we will finish up with this vaccine program on Thursday, June 10TH in Robstown. Mr. Rendón commented we had talked about doing this a few weeks back and figured out we could do it, and recently in talking with Ms. Rodriguez, she indicated we have had a successful day. The 21 individuals who took the vaccine may not seem like a big number, though it has been a struggle in getting the last few to come on in, so Ms. Rodriguez said 21 is a good number and makes for a good day. Chairman Martinez asked if we would be also doing this in our small cities and Port Aransas, and Mr. Rendón commented we have talked with the Judge who thinks this is a great idea, so the CCRTA is looking into places in these areas where we can do this.

Mr. Rendón reported for the Robstown Police Department K-9 Unit has recently had some issues, so we have not been able to utilize the K-9's to board our buses for inspections. He did say we are looking into purchasing another K-9 unit, although it would take 2-3 months after the purchase in getting a trainer and begin the process. Mr. Rendón said he spoke to Constable Martinez at Precinct 5 Robstown and we have come to an agreement to be able to utilize their K-9 unit twice a month, and we hoping to start this service next week.

He continued to comment on the Rover Patrol and that it has always been a challenge, especially due to the weather now, and when it gets better. He said people are not utilizing the system so we do our very best to be respectful and ask them to move along if they are not using the system. He said this has been a challenge lately. Mr. Rendón commented we have noticed throughout the evening and in early morning hours from 2:00 a.m. to 4:00 a.m., there is still a lot of movement. Our security personnel do a very good job in letting



these individuals know that they are not allowed in this area, so it becomes somewhat of a challenge and we do our very best.

d) April 2021 Operations Report

Mr. Derrick Majchszak commented this item aligns with Public Image and Transparency Board Priority. He reported on the highlights for the month of April that passenger trips were 192,812, or 14.2 percent and quite a bit down from pre-COVID; revenue service hours were up 16.7 percent, and revenue service miles up at 37.4 percent. He presented a slide with a graph to show our ridership for the month was 192,812 and still quite a drop from pre-COVID years, yet slightly above last year. Another slide presented showed the system-wide monthly ridership by mode and stated our Fixed Route had a 10.4 percent increase in April and still down 60 percent from pre-COVID. He said B-Line did see a 49 percent increase that was a larger jump than anticipated, yet still remains 39 percent below pre-COVID; Flexi-B increased as well over 114 percent over last year, although it is still down by 45 percent. Mr. Majchszak reported that our one start goes to the van pool program which had a 168 percent increase from last April, and is still 25.9 percent above pre-COVID, with our rural services increased as well.

Mr. Majchszak presented a slide with a graph to show the year-to-date system-wide ridership by mode, and he reported overall it was down by 45.3 percent, and when compared to pre-COVID, it is at 57.4 percent. He noted that last year, there were about 2-1/2 months of good service before we went into the shutdown, so in the graph, you will see where with the blue and orange columns, that will start to separate more and more throughout the year, yet you will not see as big a difference between the orange and red columns. Those 2-1/2 months of good ridership last year were probably an extra 500K riders. Mr. Majchszak reported for our On-Time Performance, there were no issues, and the 4-month average was at 92.5 percent. Fixed Route services that are impacted by the long-term detours, we had 48 percent on detour, and stated that on Friday, we were able to add the routes 17 and 17 & 32 back onto regular service between Holly and SPID, so that is one we can check off the list. A slide presented showed upcoming projects that will impact our Fixed Route services and are related to the bridge project, and the city's bond projects.

He reported that for the B-Line performance metric, we have not instituted the 2.5 passengers per hour since the pandemic began, but we have given them an escalation. He said March, April, and May, the passengers per hour are set to be 1.75, and you can see they exceeded that in April. For June, it will be 2.0, July 2.25 and then in August, we will return to the 2.5 passengers per hour that we had pre-COVID. Mr. Majchszak said the miles between roll calls are slightly below industry standard at 11,678, though our 4-month average is at 14,123 and above our industry standard. He continued with our Customer Assistant Forms (CAFs) and mentioned we added the 2019 numbers to see a comparison as April was the first full month of the shutdown for customer service, and you will see there were 4 complaints in April, no issues there. He ended with the Miles Between Roll Calls (MBRC) on the large bus fleet was 11,835, which far exceeded our standards. He also mentioned that we are beginning to see B-Line increase and glad to see people are beginning to utilize our system again.

Heard CEO's Report

Mr. Jorge G. Cruz-Aedo reported the agency has been working with the city health department regarding providing sites for community vaccinations, and today, the county is here providing vaccinations, and we hear the numbers are fairly positive so far. He commented that on Thursday,



June 3RD, we will be at the Port/Ayers Transfer Station, Wednesday, June 9TH at South Side Transfer Station, and on Thursday, June 10TH, in Robstown providing our facilities for the city health department to provide vaccinations.

Mr. Cruz-Aedo added there are a couple of key dates to keep on everyone's calendar which are June 9TH, we will be in front of the county commissioners to present our 2020 year-end review presentation, and we will confirm the time with you once we find out from the county. As another reminder, on June 18TH, we will be holding the Ground Breaking at the Port/Ayers Transfer Station at 3:00 p.m.

Heard Chairman's Report

Chairman Martinez commented as always, I would like to open this up to the other board members for any comments. I always enjoy opening this time up to the rest of the board members for any comments and closing comments. Vice Chairman Reeves commented for Staff to keep pushing and that they continue to go over, and beyond, in a lot of different aspects with our ridership. He said continue to be open minded to the questions as we discussed earlier today in the meeting about our processes, and that we have a couple new board members, so it is always part of that deal to educate, and to refresh everyone. He commented that we appreciate all the effort you put into everything you do, and Jorge, thank you for your leadership. And once again, I am proud to be a part of this board on the way out. Thank you. Board Secretary Leyendecker commented he echoed what Vice Chairman Reeves had said, and congratulations on receiving the finance award presented earlier in the meeting, that is fantastic and great job everyone. Director Canales also congratulated receiving the financial award and said that it is very impressive. Director Dominguez also congratulated everyone, said she knew everyone has been doing lots of hard work. Director Woolbright thanked everyone. Director Jimenez commented there were 2 other awards we did not get to congratulate Ms. Rita Patrick; one for the mask wrap on one of our buses, as well as the goody bags presented to the employees. So, congratulations on that, and for Ms. Sandra Roddel and Mr. Robert Saldaña, great job and she is very proud to be a part of this organization. Keep up the good work. Director Allison commented she echoes 100 percent what Director Jimenez just said. Also, as an observation, she thinks it is really great how well the bus stops that have been impacted by the detours, have still be maintained. She believes it is a nice service to the community and how well kept they are, especially considering all the massive amounts of rainfall.

Chairman Martinez ended to say he applauds Staff for all the good work they do, huge accolades on the award that was received by your staff, Ms. Roddel and Mr. Saldaña. He mentioned he has been driving around lately and has seen lots of improvements on the shelters and the refurbishments, great job overall as I am sure the community appreciates it. Chairman Martinez commented he continues to look forward to seeing the rest of the improvements manifest, and it is an exciting time to be part of the RTA.

Adjournment

There being no further review of items, the meeting adjourned at 10:11 a.m.

Submitted by: Dena Linnehan

Dan Leyendecker, Board Secretary



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

July 7, 2021

Subject: Award a One-Year Contract to Carlisle Insurance for Windstorm and Hail Insurance Coverage

Background

The current one-year contract with Carlisle Insurance expires on July 27, 2021. The premium is \$109,410.00. Specifications of policy are as follows: deductible of 1% of the sum of the stated values for each building (affected by loss) identified in the State of Values subject to \$25,000 minimum per occurrence – Named storm wind/hail with \$25,000 per occurrence – all other wind/hailstorms.

Identified Need

A Request for Proposals (RFP) was issued on Wednesday, April 21, 2021. CCRTA covered asset values total \$45,155,315.00. Proposals were received on Wednesday, June 9, 2021. One proposal was received from Carlisle Insurance, the incumbent.

Evaluation results are as follows:

Firms	Carrier	Score	Price
Carlisle Insurance	Certain Underwriters at Lloyds, London AXV, United Specialty Insurance Company AIX, Arch Specialty Insurance Company A+ XV	96.20	\$132,048.00

The policy term is from July 28, 2021 through July 27, 2022.

Financial Impact

Funds are budgeted in FY 2021 Operating Budget, local funds.

Board Priority

This item aligns with Board Priority – Facilities – Safety and Security.

Committee Review

This item was reviewed and approved at the Administration & Finance Committee meeting held on June 23, 2021.

Recommendation

Staff recommends that the Board of Directors authorize the Chief Executive Officer (CEO) or designee to Award a one-year contract to Carlisle Insurance for Windstorm and Hail Insurance coverage.

Respectfully Submitted,

Submitted by: John Esparza
Safety & Security Administrator

Reviewed by: Miguel Rendón
Managing Director Executive Affairs

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

July 7, 2021

Subject: Authorize the Lease Renewal with Nueces County for Lease Space at the Staples Street Center Building

Background

The Nueces County Department of Social Services and Department of Veterans Services are located on the first floor at the Staples Street Center and have occupied that space since 2016, when the building opened. Their office space is approximately 4,077 rentable square feet. Nueces County tenants are also allowed up to 18 unreserved parking spaces for their employees, as part of the lease agreement. The County shall also have access to any community room facilities for meetings or conferences, upon coordination with CCRTA staff.

Identified Need

The initial term of the lease was 5 years, commencing when the construction was completed and the space was move in ready, which effectively was August 1st, 2016. The term of the initial lease expires on July 31, 2021.

The term of this Lease is 2 years, commencing on the commencement date of August 1, 2021, and expiring on July 31, 2023. Upon three (3) months prior written notice, Tenant shall have the option to renew the Lease for up to three additional terms of one year each.

Board Priority

The Board Priority for this item is Facilities and Public Image.

Financial Impact

The amount of the monthly rent is adjusted each year to reflect a 3% annual increase. This annual increase is consistent with the increases on the existing lease.

The future lease revenue to be generated for the two-year term is estimated at \$124,728.60.

Committee Review

This item was discussed and approved at the Administration & Finance Committee meeting held on June 23, 2021.

Recommendation

Staff requests that the Administration & Finance Committee recommend the Board of Directors authorize the Chief Executive Officer (CEO) or designee to authorize the Lease Renewal with Nueces County for Lease Space at Staples Street Center building.

Respectfully Submitted,

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

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

OFFICE LEASE AGREEMENT

1. Parties. The Parties to this Lease are as follows:

Landlord: CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
602 N. Staples, Corpus Christi, Texas 78401 (“Place of Payment”)

Tenant: COUNTY OF NUECES
901 Leopard Street, Corpus Christi, TX 78401

2. Leased Premises. Landlord leases to Tenant the premises described as follows and in Exhibit A:

Space on the 1st floor containing approximately 4,077 rentable square feet as identified on Exhibit A attached (the “Leased Premises”) at the Staples Street Center at 602 N. Staples Street, Corpus Christi, Texas 78401 (the “Building”), which is approximately 68,184 square feet. The Building includes the complex in which the Leased Premises are located, inclusive of any common areas, drives, parking areas, and walks. Further, Tenant and its agents, employees and invitees shall have the non-exclusive right with others designated by Landlord to the free use of the Common Areas (as defined below) in the Building and of the Land for such areas intended in normal purpose. Common areas include, without limitation, elevators, sidewalks, driveways, hallways, stairways, public bathrooms, common entrances, lobby, and other similar public areas and access ways.

Tenant additionally shall be allowed to use eighteen (18) unreserved parking spaces in the Building parking lot for the initial term and any renewal terms at no additional cost.

Tenant shall coordinate with Landlord to reserve any community room facilities for meetings or conferences and Tenant shall be allowed to use the Building’s break room and kitchen facilities.

Tenant accepts the Leased Premises in their condition as of the date of this Lease as being acceptable for Tenant to quietly and peaceably enjoy the Leased Premises for office purposes.

3. Tenant’s Proportionate Share. [Intentionally Omitted.]
4. Lease Term. The term of this Lease is 2 years, commencing on the commencement date of August 1, 2021, and expiring on July 31, 2023. Upon three (3) months prior written notice, Tenant shall have the option to renew the Lease for up to three additional terms of one year each at the rental rates provided below.
5. Use and Hours. Tenant may use the Leased Premises for the following purpose and no other: General Office. Unless otherwise specified in this Lease, Tenant shall operate and conduct its business in the Leased Premises during business hours that are typical of the industry in which Tenant represents it operates. The Building maintains operating hours of 7:00 a.m. to 6:00 p.m. on Monday through Friday, excluding holidays (which are New Year’s Day, Memorial Day, July 4, Labor Day, Thanksgiving and Christmas) “Operating Hours”. Landlord may contract with a third-party property manager to manage the Building.
6. Base Year for Operating Costs. [Intentionally Omitted.]
7. Security Deposit. [Intentionally Deleted]
8. Rent and Expenses.

- (a) Base Monthly Rent: On or before the first date of each month during this Lease, Tenant shall pay Landlord, at the Place of Payment, base monthly rent in the amounts shown as follows:

<u>Months</u>	<u>Monthly Rent</u>	<u>Annual Gross Rental Rate (PSF)</u>
1-12	\$5,120.22	\$15.07
13-24	\$5,273.83	\$15.52
First Option Term	\$5,432.05	\$15.99
Second Option Term	\$5,595.01	\$16.47
Third Option Term	\$5,762.86	\$16.96

- (b) Prorated Rent. If the Commencement Date is on a day other than the first day of a month, Tenant shall pay Landlord as prorated rent, an amount equal to the Base Monthly Rent multiplied by the following fraction: the number of days from the commencement date to the first day of the following month divided by the number of days in the month in which this Lease commences. The prorated rent is due on or before the Commencement Date.
- (c) Method of Payment. Tenant shall pay all rent timely without demand, deduction, or offset, except as permitted by law or this Lease. If Tenant fails to timely pay any amounts due under this Lease or if any check of Tenant is returned to Landlord by the institution on which it was drawn, Landlord after providing written notice to Tenant may require Tenant to pay subsequent amounts that become due under this Lease in certified funds. This paragraph does not limit Landlord from seeking other remedies under this Lease for Tenant's failure to make timely payments with good funds.
- (d) Late Charges. If Landlord does not actually receive a rent payment at the designated place of payment within 30 days after the date it is due, Tenant shall pay Landlord a late charge equal to 5% of the amount due. In this paragraph, the mailbox is not the agent for receipt for Landlord. The late charge is a cost associated with the collection of rent and Landlord's acceptance of a late charge does not waive Landlord's right to exercise the remedies below.
- (e) Returned Checks. Tenant shall pay \$25.00 for each check Tenant tenders to Landlord which is returned by the institution on which it is drawn for any reason, plus any late charges until Landlord receives payment.
9. Utilities. Provided Tenant is not in default hereunder and subject to the conditions and in accordance with the standards set forth in this Lease, Landlord shall furnish, or cause to be furnished to the Premises, the following utilities and services: water, sewer, electric, gas, and trash. Tenant shall be responsible for and pay the charges associated telephone, internet, cable, and any other utilities needed by Tenant and not provided according to this Section. Landlord is obligated only to provide the HVAC Services to the Leased Premises during the Building's Operating Hours. "HVAC services" means heating, ventilating, and air conditioning of the Leased Premises.
10. Janitorial Services. Landlord shall contract with an independent janitorial service contractor at rates in accordance with the contracting procedures applicable to Landlord who shall provide janitorial services to the Leased Premises 5 times per week. The cost of such janitorial services shall be part of the base monthly rent. Tenant shall be responsible for the oversight of such janitorial service for the Leased Premises and shall be responsible for securing all areas Tenant does not seek to have serviced as well as securing all personal property. The janitorial service contractor shall be solely liable for any damage to the Leased Premises and Tenant's property in the Leased Premises. Landlord additionally shall provide a full-time day porter to maintain the common areas of the Building.
11. Security. Landlord shall provide on-site security personnel seven days per week. Landlord shall additionally provide card-key access to the Building and parking area after hours and 24-hour onsite control of such access. Tenant shall pay Landlord a fee to replace any such access cards based on the fee schedule reasonably determined by Landlord considering the cost of replacement. Although

Landlord agrees to provide such security and card-key access, neither Landlord nor Landlord's agents shall be liable for any damage to either person or property sustained by Tenant or Tenant's agents or invitees incurred in connection with or arising from any acts or omissions of such security personnel or card-key access control.

12. Insurance.

- (a) During all times this Lease is in effect, Tenant shall, at Tenant's expense, maintain in full force and effect a self-insurance program in accordance with Chapter 2259 of the Texas Government Code.
- (b) Before the Lease commencement date, Tenant shall provide Landlord with a copy of a certificate evidencing the required coverage issued on behalf of Tenant, a governmental unit demonstrating that coverage is provided under the self-insurance program. If the insurance coverage is renewed or changes in any manner or degree at any time this Lease is in effect, Tenant shall, not later than 10 days after the renewal or change, provide Landlord a copy of a certificate on behalf of the Tenant, the governmental unit evidencing the renewal or change.
- (c) The establishment and maintenance of a self-insurance program by Tenant, a governmental unit, is not a waiver of immunity or of a defense of the governmental unit or its employees.

13. Legal Compliance.

- (a) Tenant may not use or permit any part of the Leased Premises to be used for: (i) any activity which is a nuisance or is offensive, noisy, or dangerous; (ii) any activity that interferes with any other tenant's normal business operations or Landlord's management of the Building; (iii) any activity that violates any applicable law, regulation, zoning ordinance, restrictive covenant, governmental order, Landlord's Building Rules or Regulations or this Lease; (iv) any hazardous activity that would require any insurance premium on the Building to increase or that would void any such insurance; or (v) the permanent or temporary storage of any hazardous material. "Hazardous material" means any pollutant, toxic substance, hazardous waste, hazardous material, hazardous substance, solvent, or oil as defined by any federal, state, or local environmental law, regulation, ordinance, or rule existing as of the date of this Lease or later enacted.
- (b) Landlord does not represent or warrant that the Leased Premises or Building conform to applicable laws or regulations that may relate to Tenant's intended use. Tenant shall satisfy itself that the Leased Premises may be used as Tenant intends by independently investigating all matters related to the use of the Leased Premises and Building. Tenant agrees that it is not relying on any warranty or representation made by Landlord, Landlord's agent, or any broker concerning the use of the Leased Premises or Building.

14. Signs. Tenant may not post or paint any signs at, on, or about the Building without Landlord's written consent, which such consent will not be unreasonably withheld. Landlord may remove any unauthorized sign, after providing notice to Tenant and providing Tenant an opportunity to remove such unauthorized signage. If Tenant does not remove the signage after notice and opportunity to remove said signage then Tenant shall promptly reimburse Landlord for its actual cost to remove any unauthorized sign. Any authorized sign shall comply with all laws, restrictions, zoning ordinances, and any governmental order relating to signs on the Building. Landlord may temporarily remove any authorized sign to complete repairs or alterations to the Building. Tenant shall, upon move-out and at Tenant's expense, remove, without damage to the Building or Leased Premises, any or all signs that were placed on the Building or Leased Premises by Tenant. Tenant shall be allowed to maintain one suite sign consistent with the Building standards which include the Tenant's name and suite number, and Tenant's name additionally shall appear on the Building Directory.

15. Access by Landlord. During Tenant's normal business hours Landlord may enter the Leased Premises for any reasonable purpose, including but not limited to purposes for repairs, maintenance, alterations, and showing the Leased Premises to prospective tenants or purchasers. Landlord may access the Leased Premises after Tenant's normal business hours if: (1) entry is made with Tenant's permission; or (2) entry is necessary to complete emergency repairs. Landlord shall not unreasonably interfere with Tenant's business operations when accessing the Leased Premises.
16. Condition of Leased Premises. Landlord and any agent have made no express or implied warranties as to the condition or permitted use of the Leased Premises or Building.
17. Move-out Condition.
 - (a) At the time this Lease ends, Tenant shall surrender the Leased Premises in the same condition as when received, except for normal wear and tear. Tenant shall leave the Leased Premises in a clean condition free of all trash, debris, personal property, hazardous materials, and environmental contaminants. Tenant shall, at Tenant's expense, remove all of Tenant's personal property from the Leased Premises. "Surrender" means vacating the Leased Premises and returning all keys and access devices to Landlord. "Normal wear and tear" means deterioration that occurs without negligence, carelessness, accident, or abuse.
 - (b) By providing written notice to Tenant before this Lease ends, Landlord may require Tenant, upon move-out and at Tenant's expense, to remove, without damage to the Building or Leased Premises, any or all fixtures that were placed on the Building or Leased Premises by or at the request of Tenant. Any fixtures that cannot be removed become the property of the Landlord and shall be surrendered to Landlord at the time this Lease ends.
18. Maintenance and Repairs.
 - (a) Tenant, at its expense, (i) shall keep the Leased Premises and all fixtures contained therein in a safe, clean and neat condition, and (ii) shall bear the cost of maintenance and repair, except for ordinary wear and tear, by contractors selected through a bidding process in accordance with Nueces County Purchasing Policies, of all facilities which are not expressly required to be maintained or repaired by Landlord and which are located in the Leased Premises, including, without limitation, lavatory, shower, toilet, wash basin and kitchen facilities. Tenant shall make all repairs to the Leased Premises not required to be made by Landlord with replacements of any materials to be made by use of materials of equal or better quality to those existing on the Leased Premises at the commencement of this Lease. Tenant shall do all decorating, remodeling, alteration and painting required by Tenant during the Lease Term. Tenant shall pay for the cost of any repairs to the Leased Premises or the Building made necessary by any negligence or willful misconduct of Tenant or any of its assignees, subtenants, employees or their respective agents, representatives, contractors, or other persons permitted in or invited to the Leased Premises or the Building by Tenant, except to the extent the repair or replacement is covered by Landlord's insurance or the insurance Landlord is required to maintain under the terms of this lease, provided Tenant shall reimburse the amount of Landlord's deductible payment under such insurance coverage. If Tenant fails to make such repairs or replacements within fifteen (15) days after written notice from Landlord after the occurrence of such damage, Landlord may at its option make such repairs or replacements, and Tenant shall upon demand pay Landlord for the cost.
 - (b) Landlord shall make all necessary repairs, within a reasonable period following receipt of notice of the need therefor from Tenant, to the roof, foundation, interior structure walls, all structural components, and all systems such as mechanical, electrical, heating, ventilating and air-conditioning and plumbing, exterior walls, exterior doors, exterior locks on exterior doors and windows of the Building, and to the common areas and to public corridors and other public areas of the Building not constituting a portion of any tenant's premises and shall use reasonable efforts

to keep all Building standard equipment used by Tenant in common with other tenants in good condition and repair and to replace same at the end of such equipment's normal and useful life, reasonable wear and tear and casualty loss excepted. Tenant shall promptly notify Landlord of any item that is in need of repair and that is Landlord's responsibility to repair. All requests for repairs to Landlord shall be in writing. Landlord shall make a repair for which Landlord is responsible within a reasonable period of time after Tenant provides Landlord written notice of the needed repair. If Landlord fails to repair or maintain an item for which Landlord is responsible within 10 days after Tenant provides Landlord written notice of the needed repair or maintenance, Tenant may exercise Tenant's remedies under Section 22.

19. Alterations. Tenant may not alter, improve, or add to the Building or the Leased Premises without Landlord's written consent. Landlord shall not unreasonably withhold consent for the Tenant to make reasonable nonstructural alterations, modifications, or improvements to the Leased Premises. Tenant may not alter any locks or any security devices on the Building or the Leased Premises without Landlord's consent. If Landlord authorizes the changing, addition, or rekeying of any locks or other security devices, Tenant shall immediately deliver the new keys and access devices to Landlord. If a governmental order requires alteration or modification to the Leased Premises, the party obligated to maintain and repair the item to be modified or altered as designated above shall, at its expense, modify or alter the item in compliance with this Lease. Any alterations, improvements, fixtures or additions to the Building or Leased Premises installed by either party during the term of this Lease shall become Landlord's property and shall be surrendered to Landlord at the time this Lease ends, except for those fixtures Landlord requires Tenant to remove under this Lease or if the parties agree otherwise in writing.
20. Liens. Tenant may not do anything that will cause the title of the Building or Leased Premises to be encumbered in any way. If Tenant causes a lien to be filed against the Building or Leased Premises, Tenant shall within 20 days after receipt of Landlord's demand: (1) pay the lien and have the lien released of record; or (2) take action to discharge the lien. Tenant shall provide Landlord a copy of any release Tenant obtains pursuant to this Section.
21. Liability. To the extent permitted by law Landlord is NOT responsible to Tenant or Tenant's employees, patrons, guests, or invitees for any damages, injuries, or losses to person or property caused by: (A) an act, omission, or neglect of Tenant, Tenant's agent, Tenant's guest, Tenant's employees, Tenant's patrons, Tenant's invitees, or any other tenant in the Building; or (B) fire, flood, water leaks, ice, snow, hail, winds, explosion, smoke, riot, strike, interruption of utilities, theft, burglary, robbery, assault, vandalism, other persons, environmental contaminants, or other occurrences or casualty losses.
22. Default.
 - (a) If Landlord fails to comply with this Lease within 30 days after Tenant notifies Landlord of Landlord's failure to comply, Landlord will be in default and Tenant may seek any remedy provided by law. If, however, Landlord's non-compliance reasonably requires more than 30 days to cure, Landlord shall not be in default if the cure is commenced within the 30-day period and is diligently pursued.
 - (b) If Landlord does not actually receive at the place designated for payment any rent due under this Lease within 5 days after it is due, Tenant shall be in default. If Tenant fails to comply with this Lease for any other reason within 30 days after Landlord notifies Tenant of its failure to comply, Tenant shall be in default. However, if Tenant's non-compliance reasonably requires more than 30 days to cure, Tenant shall not be in default if the cure is commenced within the 30-day period and is diligently pursued.
 - (c) If Tenant is in default, Landlord may: (i) terminate Tenant's right to occupy the Leased Premises by providing Tenant with at least 30 days written notice for non-payment (provided that not more than two such notices shall be required each calendar year) and 30 days for other non-compliance;

and (ii) accelerate all rents which are payable during the remainder of this Lease or any renewal period without notice or demand. Landlord shall mitigate any damage or loss caused by Tenant's breach by using commercially reasonable means. If Tenant is in default, Tenant shall be liable for: (i) any lost rent; (ii) Landlord's cost of reletting the Leased Premises, including brokerage fees, advertising fees, and other fees necessary to relet the Leased Premises; (iii) repairs to the Leased Premises for use beyond normal wear and tear; (iv) all Landlord's costs associated with eviction of Tenant, such as attorney's fees, court costs, and prejudgment interest; (v) all Landlord's costs associated with collection of rent such as collection fees, late charges, and returned check charges; (vi) cost of removing any of Tenant's equipment or fixtures left on the Leased Premises or Building; (vii) cost to remove any trash, debris, personal property, hazardous materials, or environmental contaminants left by Tenant or Tenant's employees, patrons, guests, or invitees in the Leased Premises or Building; (viii) cost to replace any unreturned keys or access devices to the Leased Premises, parking areas, or Building; and (ix) any other recovery to which Landlord may be entitled under this Lease or under law.

(d) The liability of Landlord to Tenant for any default by Landlord under the terms of this lease shall be limited to Tenant's actual direct, but not consequential, damages therefor and Landlord's liability for any default be limited to the interest of Landlord in the Building and the land and Landlord shall not be personally liable for any deficiency. This section shall not be deemed to limit or deny any remedies which Tenant may have in the event of default by Landlord hereunder which do not involve the personal liability of Landlord. Nothing herein contained shall be interpreted to mean that Tenant cannot be awarded specific performance or an injunction. This section shall not be deemed to limit or deny any remedies which Tenant may otherwise have in the event of default by Landlord hereunder.

23. Abandonment, Interruption of Utilities, and Lockout. Chapter 93 of the Texas Property Code governs the rights and obligations of the parties with regard to: (a) abandonment of the Leased Premises; (b) interruption of utilities; and (c) "lock-out" of Tenant.

24. Holdover. If Tenant does not vacate the Leased Premises following termination of this Lease, Tenant shall be a tenant at will and shall vacate the Leased Premises on receipt of notice from Landlord. No holding over by Tenant, whether with or without the consent of Landlord, will extend the term. Subject to the limits of applicable law and without the necessity of establishing a dedicated sinking fund for such purpose, Tenant shall indemnify Landlord for any and all damages caused by the holdover. Rent for any holdover period will be 1.25 times the base monthly rent calculated on a daily basis and will be immediately due and payable daily without notice or demand.

25. Landlord's Lien and Security Interest. [Intentionally Deleted.]

26. Assignment and Subletting. Landlord may assign this Lease to any subsequent owner of the Building. Tenant may not assign this Lease or sublet any part of the Leased Premises without Landlord's written consent. An assignment of this Lease or subletting of the Leased Premises without Landlord's written consent is voidable by Landlord. If Tenant assigns this Lease or sublets any part of the Leased Premises, Tenant shall not be liable for all obligations under Landlord approved assignment or sublet.

27. Casualty Loss.

(a) If the Premises or Building are damaged in whole or in part by fire, windstorm, mold or fungal growth, or other casualty ("Casualty"), Landlord shall, within 60 days after the casualty, deliver to Tenant a good faith estimate (the "Damage Notice") of the time needed to repair the damage caused by such Casualty.

(b) If (i) Tenant is prevented from conducting its business in the Premises in a manner reasonably comparable to that conducted immediately before the Casualty, and (ii) Landlord estimates that the

damage caused thereby cannot be repaired within 120 days from the date of the Damage Notice, then Tenant may terminate this Lease by delivering written notice to Landlord of its election to terminate within 30 days after the Damage Notice has been delivered to Tenant. If Tenant does not terminate this Lease, then Landlord shall, at Landlord's expense, promptly and diligently repair and restore the Premises to substantially the same condition as existed before the Casualty within 120 days from the date of the Damage Notice. Rent shall be abated from the date of the Casualty until the earlier of 5 business days following completion of the repair or until Tenant again uses the Premises, unless the willful misconduct of Tenant caused such damage, in which case, Tenant shall continue to pay Rent without abatement. If a Casualty damages a material portion of the Building, and Landlord makes a good faith determination that restoring the Premises would be uneconomical, then Landlord may terminate this Lease by giving written notice of its election to terminate within 30 days after the Damage Notice has been delivered to Tenant, and Rent shall be abated as of the date of the Casualty.

- (c) If (i) Tenant is able to conduct its business in the Premises in a manner reasonably comparable to that conducted immediately before such Casualty, or (ii) the damage caused by such Casualty can be repaired within 120 days from the date of the Damage Notice, or (iii) neither party exercises its right, if any, to terminate this Lease following a Casualty, then Landlord shall, within a reasonable time after such Casualty, commence to repair the Building and the Premises and shall proceed with reasonable diligence to restore the Building and Premises to substantially the same condition as they existed immediately before such Casualty; however, Landlord shall not be required to repair or replace any part of the furniture, equipment, fixtures, and other improvements which may have been placed by or at the request of Tenant or other occupants in the Building or the Premises, and Landlord's obligation to repair or restore the Building or Premises shall be limited to the extent of the insurance proceeds actually received by Landlord for the Casualty in question.
28. Notices. Any notice required by this Lease shall be deemed to be delivered (whether or not actually received) when deposited with the United States Postal Service, postage prepaid, certified mail, return receipt requested, and addressed to Landlord or Tenant at their addresses noted above.
29. Attorney's Fees. In any litigation between the parties regarding this Lease, the losing party shall pay to the prevailing party all reasonable expenses and court costs including reasonable attorney's fees incurred by the prevailing party. A party shall be considered prevailing party if it substantially obtains the relief sought, either through a judgment or the losing party's voluntary action.
30. Entire Agreement. This Lease contains the entire agreement between Landlord and Tenant and may not be changed except by written agreement.
31. Binding Effect. This Lease is binding upon and inures to the benefit of the parties and their respective heirs, executors, administrators, successors, and permitted assigns.
32. Controlling Law. The laws of the State of Texas govern the interpretation, performance, and enforcement of this Lease and venue is in the courts of appropriate jurisdiction in Nueces County.
33. Waiver. Landlord's delay, waiver, or non-enforcement of acceleration, contractual or statutory lien, rental due date, or any other right will not be deemed a waiver of any other or subsequent breach by Tenant or any other term in this Lease.
34. Quiet Enjoyment. Provided that Tenant is not in default of this Lease, Landlord covenants that Tenant shall enjoy possession and use of the Leased Premises free from material interference from Landlord or any other party.
35. Force Majeure. Other than for Tenant's and Landlord's monetary obligations under this lease, whenever a period of time is herein prescribed for action to be taken by either party hereto, such party

shall not be liable or responsible for, and there shall be excluded from the computation or any such period of time, any delays due to strikes, acts of God, lock-out, shortage of labor or material, governmental laws, regulations, or restrictions, riots, flood, or any cause beyond the control of such party after exercising due diligence.

36. Time. Time is of the essence. The parties require strict compliance with the times for performance.
37. Broker. Landlord and Tenant warrant that neither of them has had dealings with any broker or agent other than Bates Commercial, LLC in connection with the negotiation or execution of the prior Lease. Tenant is not obligated to pay any fee, commission or other payment to any brokers.
38. Non-Appropriation. Tenant covenants and represents to Landlord that (a) Tenant will to the extent permitted by State law include in its budget for each successive fiscal year during the term of this Lease a sufficient amount to permit Tenant to discharge all of its obligations hereunder, (b) Tenant has budgeted and has available for the current fiscal year sufficient funds to comply with its obligations under this Lease and (c) there are no circumstances presently affecting Tenant that could reasonably be expected to adversely affect its ability to budget funds for the payment of sums due hereunder. Notwithstanding any provision of this Lease to the contrary, Landlord and Tenant agree that in the event that prior to the commencement of any of Tenant's fiscal years Tenant does not have sufficient funds appropriated to make the Payments due hereunder for said fiscal year, Tenant shall have the option of terminating this Lease as of the date of the commencement of such fiscal year by giving Landlord sixty (60) days prior written notice of its intent to cancel this Lease and there shall be no penalty or expense to Tenant as a result of such termination.
39. Exhibits. All exhibits and attachments are incorporated by this reference.
Exhibit A-Leased Premises

Effective this _____ day of _____, 2021.

LANDLORD:

TENANT:

CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

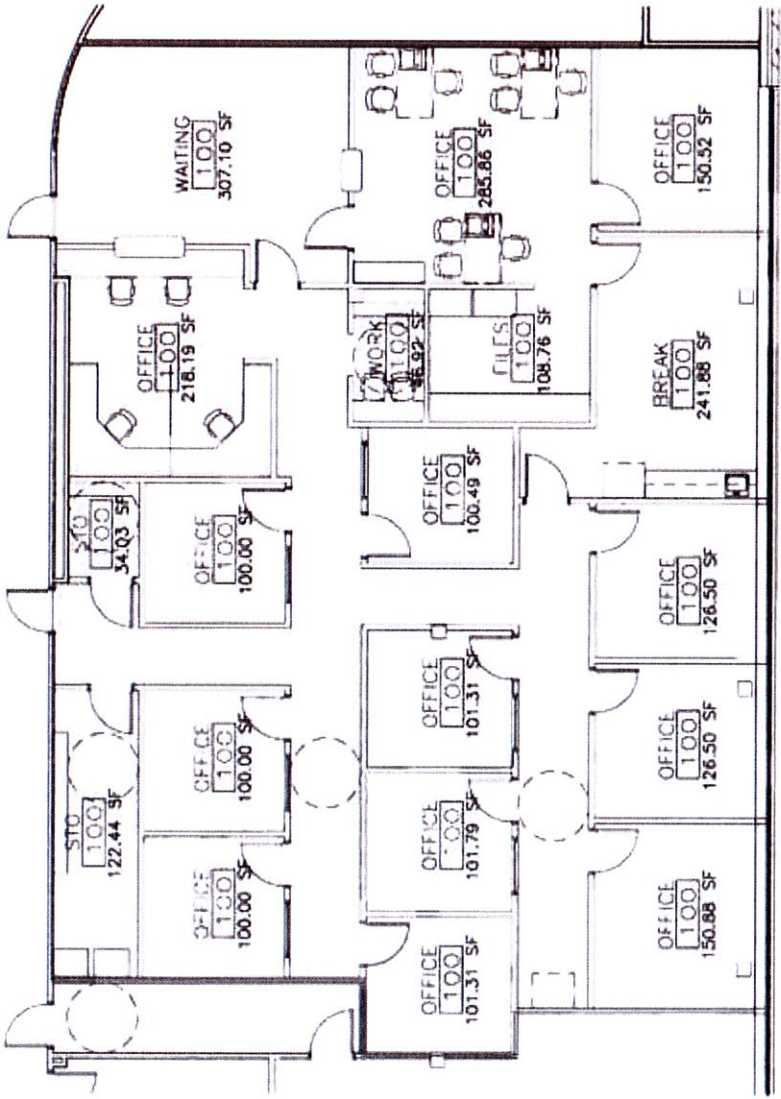
COUNTY OF NUECES

By: _____
Jorge Cruz-Aedo, CEO

By _____
Barbara Canales, County Judge

EXHIBIT A

LAYOUT FOR 4,077 RSF (3,436 USF)



Ad. Walker



3,436 SQ/FT



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

July 7, 2021

Subject: Award a contract to Reliable Transmission Service Texas, LLC for Rebuilt Transmission Supply

Background

The Agency needs a contractor to provide refurbished Allison transmissions to keep the fleet in state of good repair. Replacement transmissions are needed due to the life cycle of the fleet. The fleet average age is now 8 years, and this requires the maintenance department to be proactive in having inventory stock ready for any type of failures on the fleet. The contract is structured as a two-year agreement with a one-year option.

The contract specifies that all transmissions must meet or exceed “Original Equipment Manufacturer” (OEM) specifications to ensure a quality product to meet our duty cycle demands for the fleet. The Vehicle Maintenance Department will only purchase transmissions that are under this Agreement. It would be advantageous for the Agency to lock-in this supply contract price, as the alternative of paying out-of-contract prices, results in higher annual parts expenses in a volatile market, and the excessive administration time of staff for parts procurement processes.

Identified Need

A transmission rebuilder is needed to ensure the fleet will be maintained to the state of good repair. This contract will allow for a faster repair time for the fleet, which will keep the operation in ready status to meet daily service demands for our riding public.

Disadvantaged Business Enterprise

For this procurement the DBE participation is zero percent (0%).

Financial Impact

The projected cost of the two (2) year base contract is \$85,405, based on replacing 19 transmissions. Total expenditures will be determined by actual usage. Funds are allocated within the Board approved operating budgets for each year.

		ALLISON TRANS TECH, LLC		RELIABLE TRANSMISSION SERVICE – TEXAS, LLC		STEWART & STEVENSON	
Allison Model # & Serial #	Qty	Price Each	Total	Price Each	Total	Price Each	Total
B400R-5 SN#6510861760	10	\$5,500	\$55,000	\$4,495	\$44,950	\$8,374	\$83,740
B400R-5 SN#6511297981	9	\$5,500	\$49,500	\$4,495	\$40,455	\$8,374	\$75,366
		TOTAL BID	\$104,500	TOTAL BID	\$85,405	TOTAL BID	\$159,106

Board Priority

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

Committee Review

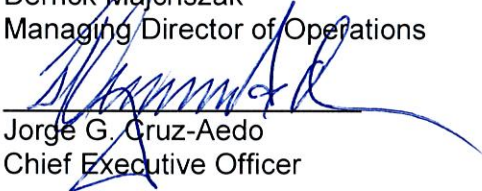
This item was reviewed and approved at the Operations & Capital Projects Committee meeting held on June 23, 2021.

Recommendation

Staff recommend that the Board of Directors Award a contract to Reliable Transmission Service Texas, LLC for Rebuilt Transmission Supply.

Submitted by: Bryan Garner
Director of Maintenance

Reviewed by: Derrick Majchszak
Managing Director of Operations

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

July 7, 2021

Subject: Approve Revisions to the CCRTA Service Standards

Background

The Federal Transit Administration 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, identify 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.

Identified Need

Proposed revisions to Service Standards are recommended to more readily advance the implementation of transit services and the placement of bus stop amenities. Revisions to Service Standards include the following:

- Addition of bus stop criteria related to geographic location and the placement of amenities
- Pilot service criteria to guide new pilot or demonstration service implementations
- Demand response service performance measurements
- General updates to improve readability and understanding

Disadvantaged Business Enterprise

Not applicable.

Financial Impact

No financial impact will be incurred by revising the Service Standards. In regards to the annual budget, the Service Standards will support recommended transit service implementations and bus stop improvements within the Capital Improvement Program.

Board Priority

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

Committee Review

This item was reviewed and approved at the Operations & Capital Projects Committee meeting held on June 23, 2021.

Recommendation

Staff recommends that the Board of Directors Approve revisions to the CCRTA Service Standards.

Respectfully Submitted,

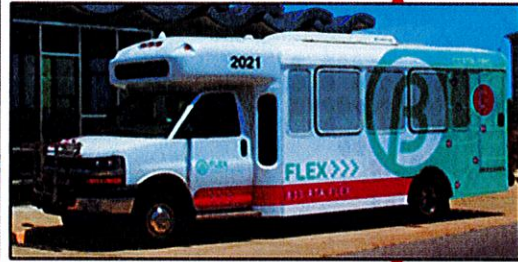
Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Derrick Majchszak
Managing Director of Operations

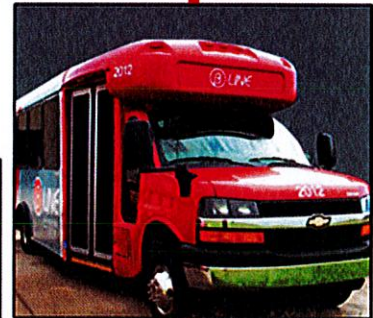
Final Approval by: 
Jorge G. Cruz-Aedo
Chief Executive Officer



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
 - 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.

**CONSENT ITEM – 062321
ATTACHMENT E**

Adopted: May 12, 2010
Revision 1: June 6, 2012
Revision 2: December 11, 2013
Revision 3: June 7, 2017
Revision 4: June 23, 2021



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

July 7, 2021

Subject: Authorize Issuing a Request for Proposals (RFP) for Bus Stop Maintenance Services

Background

About 9 years ago, as part of a capital improvements initiative, the Board of Directors, asked for a significant increase in the number of trash receptacles located at bus stops. Previously, there had been approximately 150 trash receptacles throughout the area. But, after the Board request and subsequent procurements, the trash receptacle count increases from 150 to 860. Thereby, growing the number of trash receptacles in the service area exponentially.

Identified Need

The RTA services 1,375 bus stops throughout our service area. The CCRTA's service area is approximately 838 square miles and includes nine cities. The procurement of bus stop maintenance services helps to support the cleanliness of our bus stops in a vast bus service area with numerous trash receptacles/bus stops.

The contracted maintenance program for the bus stops includes landscaping, litter and trash removal services, at least once a week. However, over the last five years, it has come to light that approximately twenty-five (25) bus stops required more frequent cleaning and have been deemed, "bus stop hot spots", due to increased pedestrian traffic and will be now be visited more than once a week.

The breakdown of the bus stop inventory is listed below:

- 1,375 bus stops
- 860 trash receptacles
- 922 bus stops with a concrete pad (typically 10' x 30'), and requires less landscaping
- 453 bus stops without a concrete bus pad, which means landscaping a larger area.
- 196 – bus stops outside of Corpus Christi (Calallen, Flour Bluff, Robstown, Gregory and Port Aransas)

Please see the list below for the evaluation criteria and associated points:

- | | |
|---------------------------------|--------|
| • Approach and Work Plan | 25 pts |
| • Experience | 25 pts |
| • Qualifications and References | 20 pts |
| • Cost | 30 pts |

Financial Impact

The procurement would be structured as a five-year fixed contract. The estimated cost, for a five-year fixed contract would be approximately \$2,118,845.13. The estimated annual cost for the first year is \$391,196.26.

Board Priority

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

Committee Review

This item was reviewed and approved at the Operations & Capital Projects Committee meeting held on June 23, 2021.

Recommendation

Staff recommends that the Board of Directors Authorize issuing a Request for Proposals (RFP) for Bus Stop Maintenance Services.

Respectfully Submitted,

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

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



Subject: Terminate the Autonomous Vehicle Pilot Program

Background

The Autonomous Vehicle (AV) Pilot began operating on the campus of Texas A&M-Corpus Christi on January 21 of 2020 as a two-year pilot program. The AV Pilot provides service during the Spring, Summer, and Fall semesters between the hours of 7:30 am to 3:30 pm. The contracted cost of operating the AV pilot during year 1 (2020) was \$34,877.08 a month or \$418,524.96 for the year. The contracted cost of operating the AV pilot during year 2 (2021) is \$32,380.08 a month or \$388,560.96 for the year.

Identified Need

The Memorandum of Agreement (MOA) with Texas A&M-Corpus Christi expires on July 31 of 2021. The National Highway Traffic Safety Administration also has two expiration dates that effect the AV pilot. The operations expiration date is January 11, 2022 and covers the approved route and operations of the AV. The vehicle entry expiration date is November 29, 2022 and this is the last date the vehicle is permitted to be in the United States.

Disadvantaged Business Enterprise

Not applicable.

Financial Impact

The estimated cost to operate the AV Pilot from July 31 till December 31 of 2021 is \$161,900.40. The net cost of terminating the AV Pilot on July 31 of 2021 is \$33,231.67, after a credit for returning the vehicle to EasyMile prior to November of 2021. The savings for terminating the AV Pilot on July 31 is \$128,668.73 when compared to the cost of operating it until December 31 of 2021.

The contractual cost for terminating the AV Pilot is the cost of the vehicle (\$469,992) divided by 24 months and then multiplied by the number of months remaining in the terms of the agreement, as well as variable costs that are unable to be cancelled.

Costs for Terminating the Autonomous Vehicle Pilot Program

	Annual Cost	Months Remaining	Cost per Month	Remaining Cost After July 31, 2021	
Software License with EasyMile	\$ (20,160.00)	5	\$ (1,680.00)	\$ (8,400.00)	
Maintenance Agreement with EasyMile	\$ (20,800.00)	5	\$ (1,733.33)	\$ (8,666.67)	
Termination Cost (\$469,992 / 24)		5	\$ (19,583.00)	\$ (97,915.00)	
Credit for Returning AV to EasyMile					\$81,750.00
Total Cost for Terminating AV Pilot on July 31, 2021				\$ (33,231.67)	
Cost of Operating AV Pilot until Dec 31, 2021		5	\$ (32,380.08)	\$ (161,900.40)	
Total Savings from Terminating the AV Pilot on July 31, 2021				\$ 128,668.73	

Board Priority

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

Recommendation

Staff recommends that the Board of Directors authorize the Chief Executive Officer (CEO) or Designee to Terminate the Autonomous Vehicle Pilot Program.

Respectfully Submitted,

Submitted by: Derrick Majchszak
Managing Director of Operations

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



Subject: May 2021 Financial Report

SUMMARY: Results from all Activities Compared to Budget

Total Revenues reported for the month of **May** totaled **\$4,651,389** of which **\$4,361,580** is income from the **Operating Budget** and **\$289,809** is grant income from the **Capital Budget**. In addition to the revenues recognized, there is a transfer-in of **\$279,171** which is not considered a revenue source but an inflow from reserves that was used to balance the 2021 Operating and CIP Budget. The \$3,350,055 Transfer-in will be eliminated during the month of June when revenues will be adjusted as a result of the first adopted budget amendment which includes the \$6,168,660 CRRSAA apportionment that was award April 8, 2021.

The revenues from the **Operating Budget** reached **97.13%** of the **\$3,012,686** budget expectation, generating **\$86,546** less than forecasted. The remaining revenue sources recorded fare revenues at **70.57%**, while bus and bench advertising reached **105.60%** of the **baseline expectation**. The baseline expectation provides an even 12-month spread to all revenue and expense categories and helps gauge the reasonableness of financial data.

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 July 12, 2021. Out of the seven (7) sources included in this revenue category, 63.99% of total revenue came from the sales tax revenue estimate as indicated in the below:

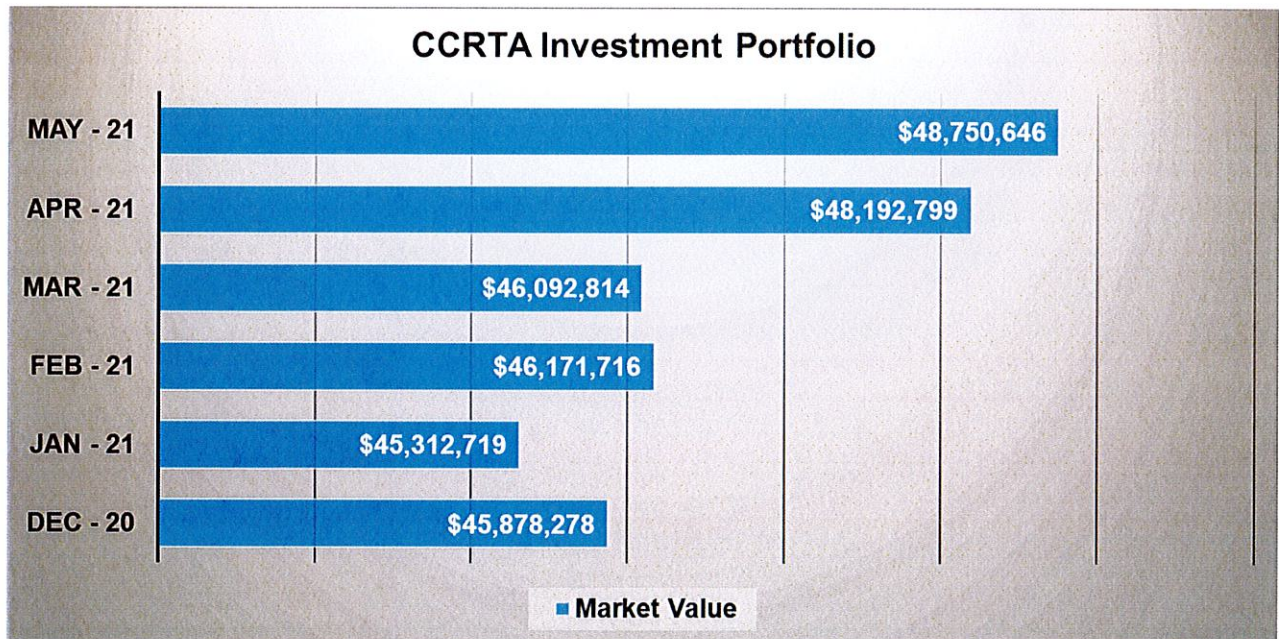
May 2021 Revenue Composition

Line #	Revenue Source	Actual	%
1	Sales Tax Revenue	2,791,009	63.99%
2	Passenger Service	78,958	1.81%
3	SSC Lease Income	41,193	0.94%
4	Bus Advertising	11,873	0.27%
5	Investment Income	2,992	0.07%
6	Grant Assistance Revenue	1,435,440	32.91%
7	Other Revenue	115	0.00%
	Total (excluding capital & transfer-in)	\$4,361,580	100.00%

Grant Revenues totaling \$1,435,440 includes the third drawdown of \$1,422,241 from the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA). The CCRTA apportionment of CRRSAA funds totaled \$6,857,205 at 100% federal share. CCRTA chose to use the grant for operating expenses incurred from January 1, 2021. The third drawdown totaling \$1,422,241 reflects expenses incurred between May 1, 2021 and May 31, 2021, and includes costs related to staff wages and Medicare match, as well as life and disability insurance expenses. Grant funds are expected to be depleted by end of June. The grant balance is currently at \$688,545 as reflected in the below activity table.

Date	Description	Drawdown #	Amount	Balance
4/8/2021	Grant Award			\$6,857,205
4/20/2021	Jan 1 – Mar 15	1	\$2,271,216	\$4,585,989
5/26/2021	Mar 16 – Apr 30	2	\$2,475,203	\$2,110,786
6/24/2021	May 1 – May 31	3	\$1,422,241	\$688,545

The **Investment Portfolio** closed the month of May 2021 with a Market Value of **\$48,750,646**, an increase of **\$557,846** from the end of April 2021 and an increase of **\$2,872,368** from December 2020.



The fluctuations to the market value are not only driven by interest rates but also the amount of cash required during the month to meet the obligations as they become due while maintaining the \$2 Million minimum compensating bank balance. This investment portfolio represents the assets from all operations including reserves and does not include any assets from pension plans.

The **Sales tax** allocation for May 2021 is **estimated** at **\$2,791,009** and represents the amount equal to the same period in 2020 to remain conservative. The estimate is necessary since allocations lag two months behind and will not be received until July 12, 2021.

Meanwhile the Sales Tax revenue payment of \$3,006,523 for April 2021 was received June 11, 2021, and exceeded the \$2,463,919 estimate reported in the April financials as the baseline expectation by \$542,604. The payment included the allocation from internet sales of \$26,594, a decrease of 24.58% from the prior month. RTA started receiving internet sales tax revenue in December 2019, and to date have received \$395,133. Retailers started collecting sales tax on internet sales October 1, 2019. Although on line sales represent a small amount in comparison to total collections, we will continue to monitor the trend lines to determine consumer behavior in relationship to the regional and state statistics.

The sales tax revenue over the last five years' averages to 76.80% of total income. In 2019 Sales Tax Revenue represented 88% 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 representing 63.99% of total operating revenues as a result of the amount of revenues recognized from federal grants as illustrated in the first table presented at the beginning of this report. The below table illustrates the sales tax Revenue trend from the beginning of the year.

Transparency Disclosure:

The sales tax revenue reported as 2021 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 May have made 6 installments.

This amount is added back in order to calculate the growth rate when comparison to the same period last year.

Month Revenue was Recognized	2021 Actual	2020 Actual	\$ Growth	% Growth
January (actual)	\$ 2,497,985	\$ 2,532,147	\$ (34,162)	-1.35%
February (actual)	2,333,543	2,593,497	(259,954)	-10.02%
March (actual)	3,774,978	2,856,393	918,585	32.16%
April (actual)	3,006,523	2,463,919	542,604	22.02%
May (estimate)	2,791,009	2,791,009	0	0.00%
June (estimate)	-	-	0	0.00%
July (estimate)	-	-	0	0.00%
August (estimate)	-	-	0	0.00%
September (estimate)	-	-	0	0.00%
October (estimate)	-	-	0	0.00%
November (estimate)	-	-	0	0.00%
December (estimate)	-	-	0	0.00%
	<u>\$ 14,404,039</u>	<u>\$ 13,236,965</u>	<u>\$ 1,167,073</u>	<u>8.82%</u>

The detail of all revenue and expense categories are presented in the following tables, along with the fare recovery ratio for May 2021:

Revenue – May 2021 – Revenue Composition (Includes Operating and Capital Funding)

Revenue Source	May 2021	%	YTD	%
Passenger Service	\$ 78,958	1.70%	\$ 418,812	1.94%
Bus Advertising	11,873	0.26%	65,694	0.30%
Other Revenue	115	0.00%	2,460	0.01%
Sales Tax Revenue	2,791,009	60.00%	14,404,039	66.52%
Grants - Operating	1,435,440	30.86%	6,193,246	28.60%
Grants - Capital	289,809	6.23%	348,290	1.61%
Investment Income	2,992	0.06%	16,755	0.08%
SSC Lease Income	41,193	0.89%	205,067	0.95%
Total Revenue	<u>\$ 4,651,389</u>	<u>100.00%</u>	<u>\$ 21,654,362</u>	<u>100.00%</u>

Revenue – May 2021 Operating and Capital Funding and Transfer-In

	05/2021				
	2021 Adopted Budget	May 2021 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,342,668	\$ 78,958	\$ 111,889	5.88%	70.57%
Bus advertising	134,921	11,873	11,243	8.80%	105.60%
Other operating revenues	471,647	115	39,304	0.02%	0.29%
Sales Tax Revenue	35,119,095	2,791,009	2,791,009	7.95%	100.00%
Federal, state and local grant assistance	849,694	1,435,440	70,808	168.94%	2027.23%
Investment Income	223,195	2,992	18,600	1.34%	16.08%
Staples Street Center leases	487,686	41,193	40,641	8.45%	101.36%
Total Operating Revenues	38,628,906	4,361,580	3,083,495	11.29%	141.45%
Capital Grants & Donations	9,715,577	289,809	289,809	2.98%	100.00%
Transfers-In	3,350,055	279,171	279,171	8.33%	100.00%
Total Revenues & Capital Funding	\$ 51,694,538	\$ 4,930,560	\$ 3,652,474	9.54%	134.99%

2021 Year to Date Revenue – Operating and Capital Funding and Transfer-In

	05/2021				
	2021 Adopted Budget	YTD 2021 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,342,668	\$ 418,812	\$ 559,445	31.19%	74.86%
Bus advertising	134,921	65,694	56,217	48.69%	116.86%
Other operating revenues	471,647	2,460	196,520	0.52%	1.25%
Sales Tax Revenue	35,119,095	14,404,039	13,236,965	41.01%	108.82%
Federal, state and local grant assistance	849,694	6,193,246	354,039	728.88%	1749.31%
Investment Income	223,195	16,755	92,998	7.51%	18.02%
Staples Street Center leases	487,686	205,067	203,203	42.05%	100.92%
Total Operating Revenues	38,628,906	21,306,073	14,699,386	55.16%	144.95%
Capital Grants & Donations	9,715,577	348,290	348,290	3.58%	100.00%
Transfers-In	3,350,055	1,116,685	1,116,685	33.33%	100.00%
Total Revenues & Capital Funding	\$ 51,694,538	\$ 22,771,048	\$ 16,164,361	44.05%	140.87%

May 2021 Expenses

The results of all expenditure activities, including capital are presented below. The total activities compared well against the baseline. Timing of expenditures such as Debt Service (paid in May and November), and purchases of capital contribute to the anticipated variance between the outcome of operations and the baseline. Departmental operating expenses came in \$51,441 below of baseline expectations.

May 2021 Total Expenses & Capital Expenditures

	05/2021				
	2021 Adopted Budget	May 2021 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Expenditures					
Departmental Operating Expenses	\$ 34,934,094	\$ 2,859,733	\$ 2,911,174	8.19%	98.23%
Debt Service	1,408,431	-	117,369	0.00%	0.00%
Street Improvements	3,083,652	256,971	256,971	8.33%	100.00%
Subrecipient Grant Agreements	49,694	13,199	4,141	26.56%	318.73%
Total Operating Expenses	39,475,871	3,129,903	3,289,656	7.93%	95.14%
Grant Eligible Costs	9,715,577	289,809	289,809	2.98%	100.00%
Depreciation Expenses	2,503,090	208,591	208,591	8.33%	100.00%
Total Expenses & Capital Expenditures	\$ 51,694,538	\$ 3,628,303	\$ 3,788,056	7.02%	95.78%

2021 Year to Date Total Expenses & Capital Expenditures

	05/2021				
	2021 Adopted Budget	YTD 2021 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Expenditures					
Departmental Operating Expenses	\$ 34,934,094	\$ 13,144,357	\$ 14,555,873	37.63%	90.30%
Debt Service	1,408,431	268,816	586,846.25	19.09%	45.81%
Street Improvements	3,083,652	1,284,855	1,284,855	41.67%	100.00%
Subrecipient Grant Agreements	49,694	43,085	20,705.83	86.70%	208.08%
Total Operating Expenses	39,475,871	14,741,113	16,448,280	37.34%	89.62%
Grant Eligible Costs	9,715,577	348,290	348,290	3.58%	100.00%
Depreciation Expenses	2,503,090	1,042,954	1,042,954	41.67%	100.00%
Total Expenses & Capital Expenditures	\$ 51,694,538	\$ 16,132,357	\$ 17,839,525	31.21%	90.43%

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 May 2021, total departmental operating expenses realized a favorable variance against the monthly budget as well as the baseline expectation, including *Salaries, Services, Materials & Supplies, Utilities, and Insurance*. Unfavorable variances were realized for categories including *Benefits, Purchased Transportation, and Miscellaneous*. The unfavorable variance in *Benefits* is due to health insurance claims that were higher than expected. Meanwhile, expenses related to B-Line contracted services trended higher than expected, leading to the unfavorable variance in *Purchased Transportation*. Last, the *Miscellaneous* category was higher than anticipated due to the timing of the expense for the Authority's annual APTA membership dues.

May 2021 Departmental Expenses

	05/2021				
	2021 Adopted Budget	May 2021 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
Departmental Operating Expense Object Category					
Salaries	\$ 13,269,291	\$ 1,026,724	\$ 1,105,774	7.74%	92.85%
Benefits	5,589,770	488,389	465,814	8.74%	104.85%
Services	4,967,013	343,570	413,918	6.92%	83.00%
Materials & Supplies	2,891,002	214,807	240,917	7.43%	89.16%
Utilities	739,149	60,766	61,596	8.22%	98.65%
Insurance	506,332	35,619	42,194	7.03%	84.42%
Purchased Transportation	6,243,888	558,599	520,324	8.95%	107.36%
Miscellaneous	727,648	131,259	60,637	18.04%	216.47%
Total Departmental Operating Expenses	\$ 34,934,094	\$ 2,859,733	\$ 2,911,174	8.19%	98.23%

2021 Year to Date Departmental Expenses

Departmental Operating Expense Object Category	05/2021				
	2021 Adopted Budget	YTD 2021 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Salaries	\$ 13,269,291	\$ 5,013,618	\$ 5,528,871	37.78%	90.68%
Benefits	5,589,770	2,281,913	2,329,071	40.82%	97.98%
Services	4,967,013	1,563,014	2,069,589	31.47%	75.52%
Materials & Supplies	2,891,002	923,904	1,204,584	31.96%	76.70%
Utilities	739,149	258,675	307,979	35.00%	83.99%
Insurance	506,332	178,094	210,972	35.17%	84.42%
Purchased Transportation	6,243,888	2,699,937	2,601,620	43.24%	103.78%
Miscellaneous	727,648	225,202	303,187	30.95%	74.28%
Total Departmental Operating Expenses	\$ 34,934,094	\$ 13,144,357	\$ 14,555,873	37.63%	90.30%

Total departmental operating expenses are within 9 percentage points of the baseline expectation for year-to-date budget 2021, with monthly expenses to-date representing 90.30% of the annual budget.

2021 Self-Insurance Claims, Medical & Vision and Dental

Month	Medical & Vision	Dental	Total
January	\$ 259,169	\$ 4,247	\$ 263,417
February	\$ 148,139	\$ 4,930	\$ 153,070
March	\$ 518,677	\$ 10,748	\$ 529,425
April	\$ 219,433	\$ 3,868	\$ 223,301
May	\$ 300,919	\$ 4,191	\$ 305,110
	\$ 1,446,337	\$ 27,985	\$ 1,474,322

Fare Recovery Ratio

Description	5/31/2021	Year to Date
Fare Revenue	\$ 78,958	\$ 418,812
Operating Expenses*	2,787,280	12,781,017
Fare Recovery Ratio	2.83%	3.28%
*Excluding Depreciation		

Note: Same period last year (May) the FRR was 3.23%

May 2021 and YTD Overall Performance

	2021 Adopted Budget	May 2021 Actual	Baseline into Budget
Operating Revenues	\$ 38,628,906	\$ 4,361,580	\$ 3,083,495
Capital Funding	13,065,632	568,980	568,980
Total Revenues	51,694,538	4,930,560	3,652,474
Operating Expenses	39,475,871	3,129,903	3,289,656
Capital Expenditures	12,218,667	498,400	498,400
Total Expenses	51,694,538	3,628,303	3,788,056
Revenue over Expenditures	\$ 0	\$ 1,302,257	\$ (135,582)

	2021 Adopted Budget	YTD 2021 Actual	YTD Baseline into Budget
Operating Revenues	\$ 38,628,906	\$ 21,306,073	\$ 14,699,387
Capital Funding	13,065,632	1,464,975	1,464,975
Total Revenues	51,694,538	22,771,048	16,164,362
Operating Expenses	39,475,871	14,741,113	16,448,279
Capital Expenditures	12,218,667	1,391,244	1,391,244
Total Expenses	51,694,538	16,132,357	17,839,524
Revenue over Expenditures	\$ 0	\$ 6,638,691	\$ (1,675,162)

For the month of May total Revenues exceeded Expenses by \$1,302,257 and \$6,638,691 year-to-date. A greater detail of the financial results is explained in the accompanied Power Point Presentation.

NET POSITION

The Total Net Position at the end of the month was **\$96,179,566**, an increase of \$6,268,168 from December 2020 which closed at **\$89,911,398**. The Total Net Position is made up of two (2) components: Net Investment in Capital Assets, and Unrestricted which represents the residual amount of the net position that is available for spending.

Of the Total Net Position of **\$96,179,566**, the portion of the fund balance that is not restricted in accordance to GASB Concepts Statement No 4 is **\$46,075,083**, but only **\$31,084,840** is available for spending as a result of the internal restrictions placed by the Board for specific reserves which total **\$14,990,243**.

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, 33% of the unrestricted portion is assigned by the Board to fund reserves that are earmarked to meet certain unexpected demands.

FUND BALANCE AS OF MAY 31, 2021:

<u>FUND BALANCE</u>	
Net Invested in Capital Assets	\$ 50,080,452
Unrestricted	<u>43,325,606</u>
TOTAL FUND BALANCE	<u>93,406,058</u>
<u>RESERVES</u>	
Net Invested in Capital Assets	50,080,452
Designated for Debt Service	-
Designated for Operating Reserve	8,989,674
Designated for Capital Reserve	4,721,676
Designated for Local Share of CIP	264,809
Designated for Employee Benefits Reserve	1,014,084
Unrestricted	<u>28,335,363</u>
TOTAL INVESTED IN CAPITAL & RESERVES	<u>\$ 93,406,058</u>

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: 
Jorge G. Cruz-Aedo
Chief Executive Officer

Corpus Christi Regional Transportation Authority
 Operating and Capital Budget Report
 For the month ended May 2021

OPERATING BUDGET	05/2021				
	2021 Adopted Budget	May 2021 Actual	Baseline into Budget	% Actual to Budget	% Actual to Baseline
	A	B	C = A / 12	B / A	C vs B
Revenues					
Passenger service	\$ 1,342,668	\$ 78,958	\$ 111,889	5.88%	70.57%
Bus advertising	134,921	11,873	11,243	8.80%	105.60%
Other operating revenues	471,647	115	39,304	0.02%	0.29%
Sales Tax Revenue	35,119,095	2,791,009	2,791,009	7.95%	100.00%
Federal, state and local grant assistance	849,694	1,435,440	70,808	168.94%	2027.23%
Investment Income	223,195	2,992	18,600	1.34%	16.08%
Staples Street Center leases	487,686	41,193	40,641	8.45%	101.36%
Total Revenues	38,628,906	4,361,580	3,083,494	11.29%	141.45%
Expenses					
Transportation	9,981,604	783,955	831,800	7.85%	94.25%
Customer Programs	519,249	40,284	43,271	7.76%	93.10%
Purchased Transportation	6,243,888	558,866	520,324	8.95%	107.41%
Service Development	577,315	42,685	48,110	7.39%	88.72%
MIS	1,369,447	90,959	114,121	6.64%	79.70%
Vehicle Maintenance	5,784,405	446,456	482,034	7.72%	92.62%
Facilities Maintenance	3,038,861	225,807	253,238	7.43%	89.17%
Contracts and Procurements	332,805	27,700	27,734	8.32%	99.88%
CEO's Office	1,036,502	177,248	86,375	17.10%	205.21%
Finance and Accounting	817,140	83,628	68,095	10.23%	122.81%
Materials Management	197,259	18,498	16,438	9.38%	112.53%
Human Resources	750,276	51,119	62,523	6.81%	81.76%
General Administration	565,974	31,209	47,164	5.51%	66.17%
Capital Project Management	287,597	24,655	23,966	8.57%	102.87%
Marketing & Communications	674,737	73,807	56,228	10.94%	131.26%
Safety & Security	1,545,127	110,404	128,761	7.15%	85.74%
Staples Street Center	1,008,909	72,264	84,076	7.16%	85.95%
Port Ayers Cost Center	3,000	189	250	6.29%	75.50%
Debt Service	1,408,431	-	117,369	0.00%	0.00%
Special Projects	200,000	-	16,667	0.00%	0.00%
Subrecipient Grant Agreements	49,694	13,199	4,141	26.56%	318.73%
Street Improvements Program for CCRTA Region Entities	3,083,652	256,971	256,971	8.33%	100.00%
Total Expenses	39,475,871	3,129,903	3,289,656	7.93%	95.14%
Revenues Over Expenses - Operating Budget	(846,965)	1,231,677	(206,162)		
CIP BUDGET					
	A	B	C = A / 12	B / A	
Funding Sources					
Transfer In	\$ 3,350,055	279,171	279,171	8.33%	100.00%
Grant Revenue	9,715,577	289,809	289,809	2.98%	0.00%
Total Funding Sources	13,065,632	568,980	568,980	4.35%	100.00%
Capital Expenditures					
Grant Eligible Costs	\$ 9,715,577	289,809	289,809	2.98%	0.00%
Depreciation Expenses	2,503,090	208,591	208,591	8.33%	100.00%
Total Expenditures	12,218,667	498,400	498,400	4.08%	100.00%
Funding Sources Over Expenditures	846,965	70,580	70,580	8.33%	100.00%
Revenues Over Expenses - Operating Budget	(846,965)	1,231,677	(206,162)		
Revenues Over Expenses - CIP Budget	846,965	70,580	70,580		
Revenues Over Expenses (including rounding)	0	1,302,257	(135,582)		

Corpus Christi Regional Transportation Authority
 Operating and Capital Budget Report
 For the month ended May 2021

OPERATING BUDGET	05/2021				
	2021 Adopted Budget	YTD 2021 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
	A	B	C = A / 12 * 5	B / A	C vs B
Revenues					
Passenger service	\$ 1,342,668	\$ 418,812	\$ 559,445	31.19%	74.86%
Bus advertising	134,921	65,694	56,217	48.69%	116.86%
Other operating revenues	471,647	2,460	196,520	0.52%	1.25%
Sales Tax Revenue	35,119,095	14,404,039	13,236,965	41.01%	108.82%
Federal, state and local grant assistance	849,694	6,193,246	354,039	728.88%	1749.31%
Investment Income	223,195	16,755	92,998	7.51%	18.02%
Staples Street Center leases	487,686	205,067	203,203	42.05%	100.92%
Total Revenues	38,628,906	21,306,073	14,699,387	55.16%	144.95%
Expenses					
Transportation	9,981,604	3,685,798	4,159,002	36.93%	88.62%
Customer Programs	519,249	190,315	216,354	36.65%	87.96%
Purchased Transportation	6,243,888	2,702,345	2,601,620	43.28%	103.87%
Service Development	577,315	213,219	240,548	36.93%	88.64%
MIS	1,369,447	485,485	570,603	35.45%	85.08%
Vehicle Maintenance	5,784,405	2,133,884	2,410,169	36.89%	88.54%
Facilities Maintenance	3,038,861	1,023,547	1,266,192	33.68%	80.84%
Contracts and Procurements	332,805	135,320	138,669	40.66%	97.58%
CEO's Office	1,036,502	471,927	431,876	45.53%	109.27%
Finance and Accounting	817,140	336,985	340,475	41.24%	98.97%
Materials Management	197,259	86,417	82,191	43.81%	105.14%
Human Resources	750,276	255,253	312,615	34.02%	81.65%
General Administration	565,974	180,016	235,822	31.81%	76.34%
Capital Project Management	287,597	124,401	119,832	43.26%	103.81%
Marketing & Communications	674,737	219,147	281,141	32.48%	77.95%
Safety & Security	1,545,127	536,959	643,803	34.75%	83.40%
Staples Street Center	1,008,909	362,346	420,379	35.91%	86.20%
Port Ayers Cost Center	3,000	994	1,250	33.14%	79.54%
Debt Service	1,408,431	268,816	586,846	19.09%	45.81%
Special Projects	200,000	-	83,333	0.00%	0.00%
Subrecipient Grant Agreements	49,694	43,085	20,706	86.70%	208.08%
Street Improvements Program for CCRTA Region Entities	3,083,652	1,284,855	1,284,855	41.67%	100.00%
Total Expenses	39,475,871	14,741,113	16,448,279	37.34%	89.62%
Revenues Over Expenses - Operating Budget	(846,965)	6,564,960	(1,748,892)		
CIP BUDGET					
	2021 Adopted Budget	YTD 2021 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
	A	B	C = A / 12 * 5	B / A	C vs B
Funding Sources					
Transfer In	\$ 3,350,055	1,116,685	1,116,685	33.33%	100.00%
Grant Revenue	9,715,577	348,290	348,290	3.58%	0.00%
Total Funding Sources	13,065,632	1,464,975	1,464,975	11.21%	100.00%
Capital Expenditures					
Grant Eligible Costs	\$ 9,715,577	348,290	348,290	3.58%	0.00%
Depreciation Expenses	2,503,090	1,042,954	1,042,954	41.67%	100.00%
Total Expenditures	12,218,667	1,391,244	1,391,244	11.39%	100.00%
Funding Sources Over Expenditures	846,965	73,731	73,731	8.71%	100.00%
Revenues Over Expenses - Operating Budget	(846,965)	6,564,960	(1,748,892)		
Revenues Over Expenses - CIP Budget	846,965	73,731	73,731		
Revenues Over Expenses (including rounding)	0	6,638,689	(1,675,161)		

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statement of Net Position
Month ended May 31, 2021, and year ended December 31, 2020

	Unaudited May 31 2021	Unaudited December 31 2020
ASSETS		
Current Assets:		
Cash and Cash Equivalents	\$ 48,457,745	\$ 45,627,726
Receivables:		
Sales and Use Taxes	5,850,847	5,944,715
Accrued Interest	-	-
Federal Government	4,200,452	187,266
Other	132,443	549,605
Inventories	1,020,978	1,123,501
Prepaid Expenses	1,489,689	454,705
Total Current Assets	61,152,154	53,887,517
Non-Current Assets:		
Capital Assets:		
Land	4,847,445	4,847,445
Buildings	53,744,210	53,744,210
Transit Stations, Stops and Pads	24,409,826	24,409,826
Other Improvements	5,525,123	5,525,123
Vehicles and Equipment	62,898,430	62,898,430
Construction in Progress	894,724	894,724
Current Year Additions	1,243,146	(0)
Total Capital Assets	153,562,904	152,319,757
Less: Accumulated Depreciation	(87,312,714)	(86,269,760)
Net Capital Assets	66,250,190	66,049,997
Total Non-Current Assets	66,250,190	66,049,997
TOTAL ASSETS	127,402,344	119,937,515
DEFERRED OUTFLOWS OF RESOURCES		
Deferred outflow related to pensions	2,274,783	2,274,783
Deferred outflow related to OPEB	13,413	13,413
Deferred outflow on extinguishment of debt	3,304,292	3,304,292
Total Deferred Outflows	5,592,488	5,592,488
TOTAL ASSETS AND DEFERRED OUTFLOWS	132,994,832	125,530,002
LIABILITIES AND NET POSITION		
Current Liabilities:		
Accounts Payable	3,504,741	608,570
Current Portion of Long-Term Liabilities:		
Long-Term Debt	870,000	870,000
Compensated Absences	346,771	346,771
Sales Tax Audit Funds Due	191,618	328,488
Distributions to Regional Entities Payable	5,087,190	6,546,963
Other Accrued Liabilities	811,073	913,939
Total Current Liabilities	10,811,392	9,614,731
Non-Current Liabilities:		
Long-Term Liabilities, Net of Current Portion:		
Long-Term Debt	18,580,000	18,580,000
Compensated Absences	352,583	352,583
Sales Tax Audit Funds Due	821,234	821,234
Net Pension Liability	733,591	733,591
Net OPEB Obligation	849,492	849,492
Total Non-Current Liabilities	21,336,900	21,336,900
TOTAL LIABILITIES	32,148,293	30,951,631
DEFERRED INFLOWS OF RESOURCES		
Deferred inflow related to pensions	4,666,972	4,666,972
Deferred inflow related to OPEB	39,401	39,401
TOTAL LIABILITIES AND DEFERRED INFLOWS	36,815,266	35,618,604
Net Position:		
Net Invested in Capital Assets	50,104,483	49,904,289
Unrestricted	46,075,083	40,007,109
TOTAL NET POSITION	\$ 96,179,566	\$ 89,911,398

Statement of Cash Flows (Unaudited)
For the month ended May 31, 2021

	<u>5/31/2021</u>
Cash Flows From Operating Activities:	
Cash Received from Customers	\$ 71,497
Cash Received from Bus Advertising and Other Ancillary	66,017
Cash Payments to Suppliers for Goods and Services	(2,139,313)
Cash Payments to Employees for Services	(725,747)
Cash Payments for Employee Benefits	(206,431)
Net Cash Used for Operating Activities	<u>(2,933,973)</u>
Cash Flows from Non-Capital Financing Activities:	
Sales and Use Taxes Received	3,747,604
Grants and Other Reimbursements	4,201
Distributions to Subrecipient Programs	(13,199)
Distributions to Region Entities	-
Net Cash Provided by Non-Capital Financing Activities	<u>3,738,606</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	(232,620)
Net Cash Used by Capital and Related Financing Activities	<u>(232,620)</u>
Cash Flows from Investing Activities:	
Investment Income	2,992
Purchases of Investments	-
Maturities and Redemptions of Investments	-
Premiums/Discounts on Investments	-
Net Cash Provided by Investing Activities	<u>2,992</u>
Net Increase in Cash and Cash Equivalents	575,005
Cash and Cash Equivalents (Including Restricted Accounts), May 1, 2021	47,882,740
Cash and Cash Equivalents (Including Restricted Accounts), May 31, 2021	<u><u>\$ 48,457,745</u></u>

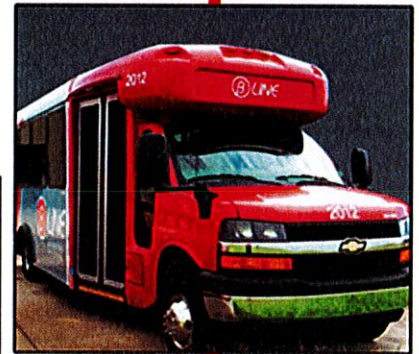


Subject: May 2021 Operations Report

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.

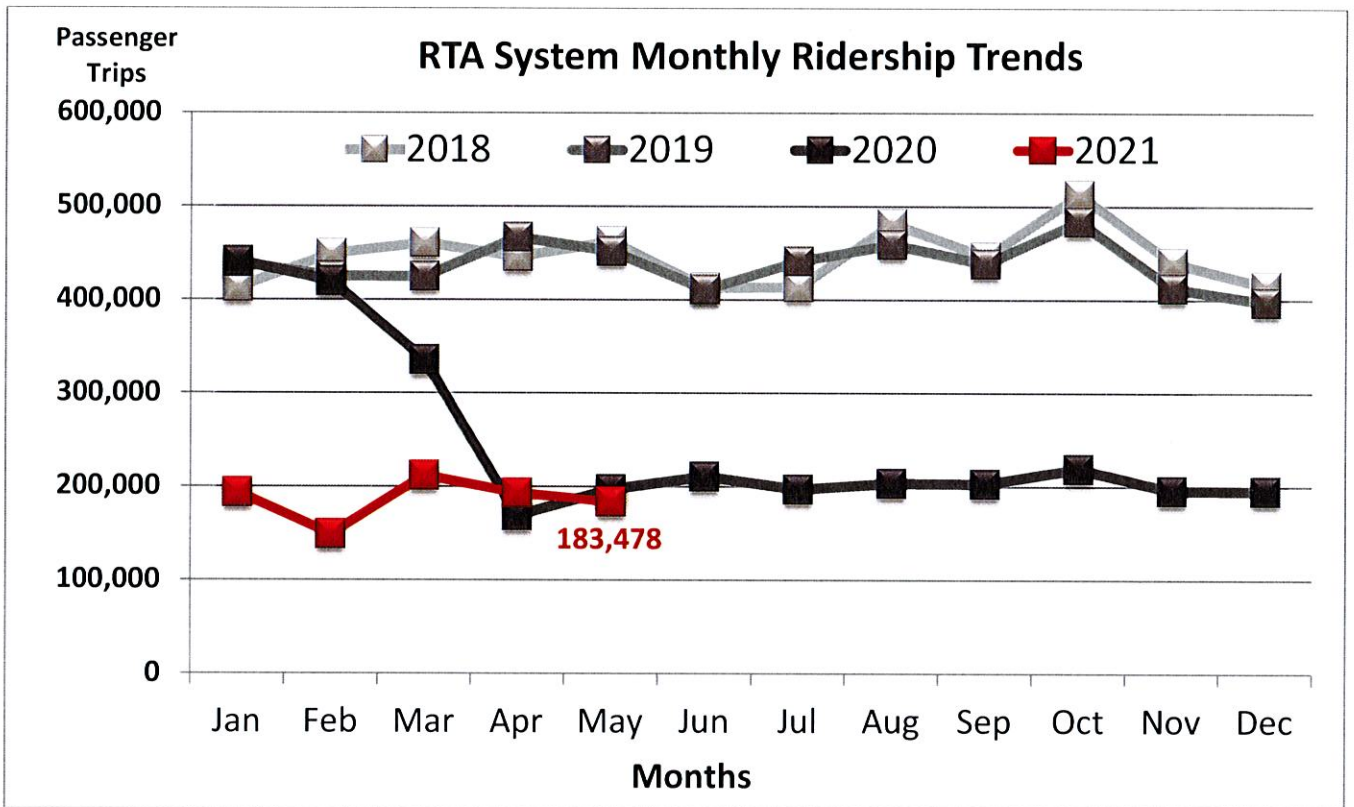


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System-wide Ridership and Service Performance Results

May 2021 system-wide ridership levels continued to be adversely impacted by the COVID-19 pandemic. Ridership this May was also significantly and adversely impacted by multiple rain events. Passenger trips totaled 183,478 which represents a decrease of 6.9% as compared to 196,998 passenger trips in May 2020 or 13,520 fewer trips this month. In comparison to the pre-COVID-19 (Pre-Covid) period in May 2019 with 451,635 passenger trips, the 183,478 passenger trips this month represents a decrease of 59.4% or 268,157 fewer trips.

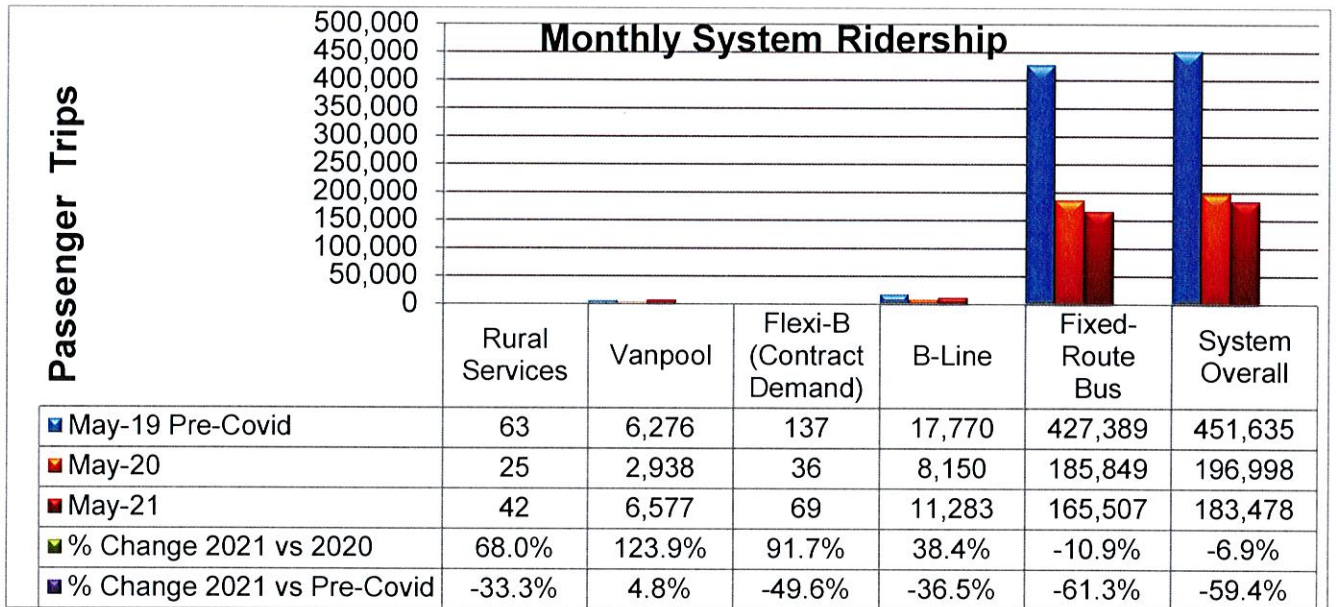


May 2020	May 2021	Variance
20 Weekdays	20 Weekdays	-
5 Saturdays	5 Saturdays	-
5 Sundays	5 Sundays	-
1 Holiday	1 Holiday	-
31 Days	31 Days	-

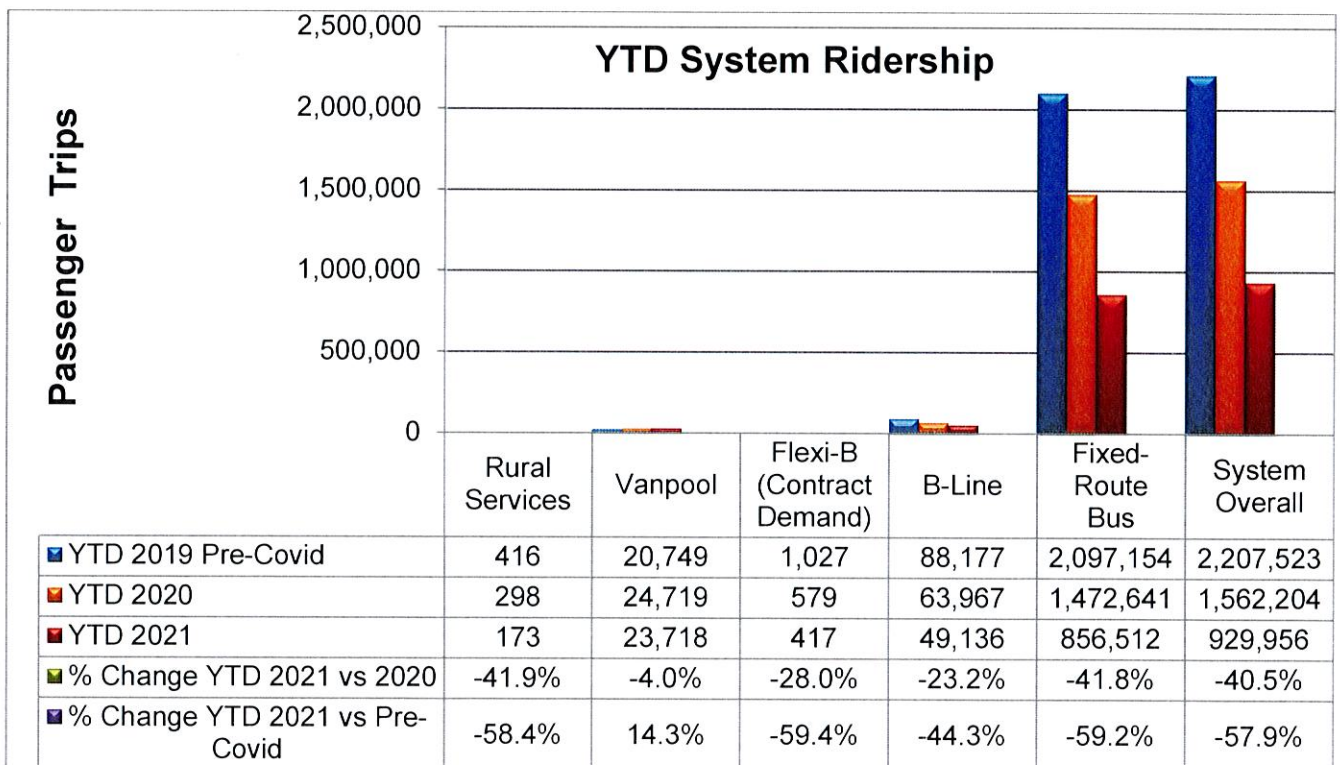
In May 2021, the average retail price for unleaded gas in Corpus Christi was approximately \$2.70 per gallon compared to about \$1.62 per gallon in May 2020¹. May rainfall was almost four times the normal rainfall of 3.07 inches at 11.46 inches and was the second rainiest May on record.² May 2020 was above normal at 5.29 inches but less than half of this May's total. The 82-degree average high temperature this May was below the normal 87-degree average.

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

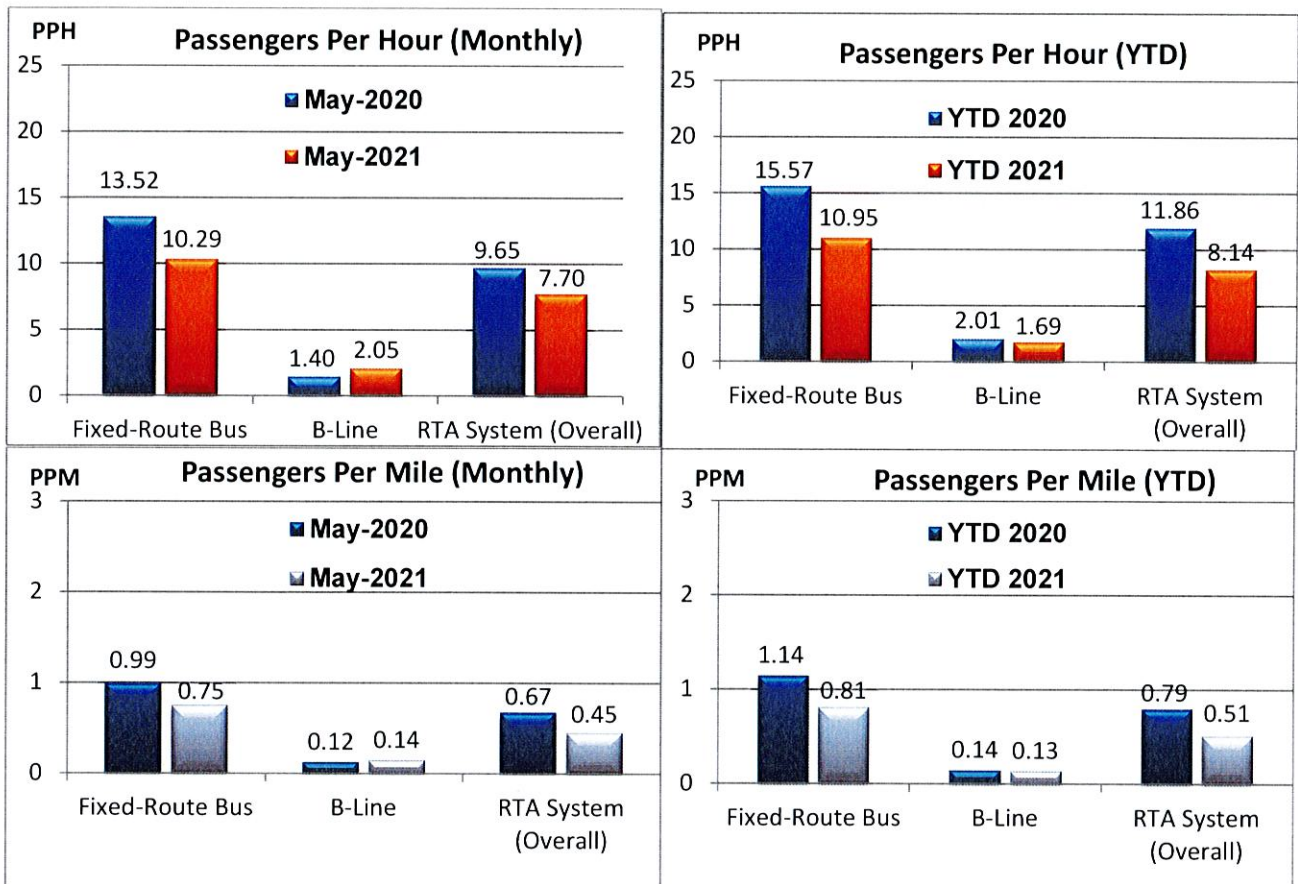
The chart below shows monthly ridership results for all services. CCRTA recorded 13,520 fewer passenger trips for a decrease of 6.9% as compared to May 2020. As compared to May 2019 Pre-Covid, passenger trips decreased 59.4%.



The chart below shows YTD ridership results for all services. CCRTA has recorded 632,248 fewer passenger trips for a YTD decrease of -40.5% in 2021 as compared to 2020. As compared to YTD 2019 Pre-Covid, passenger trips decreased 57.9% or 1,277,567 fewer trips.



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



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

Schedule Adherence	Standard	Feb-21	Mar-21	Apr-21	May-21	4-Month Average
Early Departure	<1%	0.7%	0.5%	0.0%	0.0%	0.3%
Departures within 0-5 minutes	>85%	92.7%	89.6%	93.2%	88.9%	91.1%
Monthly Wheelchair Boardings	No standard	1,823	2,705	2,411	2,311	2,313
Monthly Bicycle Boardings	No standard	2,898	4,486	4,144	3,930	3,865

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): Began April 2019 <ul style="list-style-type: none"> ➤ Routes 76 & 78 (2 stops impacted)
On Detour	<ul style="list-style-type: none"> • Winnebago & Lake St.-(Harbor Bridge reconstruction): Began August 2020 <ul style="list-style-type: none"> ➤ Route 12 (10 stops impacted)
On Detour	<ul style="list-style-type: none"> • Morgan Ave. (Crosstown-Ocean)-<u>Project is nearing completion late June 2021</u> <ul style="list-style-type: none"> ➤ Route 23 (11 stops impacted)
On Detour	<ul style="list-style-type: none"> • Leopard St. TxDOT Project (Mexico to Doss St.) (24) month project: To be complete late 2021 <ul style="list-style-type: none"> ➤ Routes 27 & 28 (2 stops impacted)
On Detour	<ul style="list-style-type: none"> • Leopard St. (Nueces Bay to Palm) (14) month project: Began April 2021 with anticipated completion in late-2022 <ul style="list-style-type: none"> ➤ Routes 27 & 28 (3 stops impacted)
Future Detour	<ul style="list-style-type: none"> • Leopard St. (Crosstown to Palm) (14) month project: To begin late-2021 with anticipated completion in early-2023
On Detour	<ul style="list-style-type: none"> • Everhart Rd. (SPID-McArdle-Staples): Project on hold and maybe expanded. <ul style="list-style-type: none"> ➤ Routes 32 & 37 (7 stops will be impacted)
On Detour	<ul style="list-style-type: none"> • Ayers St. (SPID-Gollihar) (28) month project: Began January 2020 <ul style="list-style-type: none"> ➤ Route 19 (7 stops impacted)
No Detour	<ul style="list-style-type: none"> • S. Staples St. (Kostoryz- Baldwin) (29) month project: Begin March 2021 <ul style="list-style-type: none"> ➤ Route 29 (8 Stops impacted)
On Detour	<ul style="list-style-type: none"> • 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 impacted) ➤ Routes 27 & 28 (9 stops will be impacted)
On Detour	<ul style="list-style-type: none"> • Airline Rd. (SPID-McArdle) (7) month project: Began January 2021 <ul style="list-style-type: none"> ➤ Routes 26 & 65 (2 stops impacted)
On Detour	<ul style="list-style-type: none"> • Ocean Dr. Resurfacing (Robert Dr.-Ennis Joslin) (5) month project: Began March-2021 <ul style="list-style-type: none"> ➤ Route 6 (25 stops impacted)
On Detour	<ul style="list-style-type: none"> • Six Points (Ayers St. @ 10th St.) (7) month project: To begin April-2021 <ul style="list-style-type: none"> ➤ Routes 5 & 17 (1 stop impacted so far)
No Detour	<ul style="list-style-type: none"> • McArdle Rd. (Carroll-Kostoryz) (6) month project: To begin early-2022 <ul style="list-style-type: none"> ➤ Route 19 (7 stops will be impacted)
No Detour	<ul style="list-style-type: none"> • Gollihar Rd. (Greenwood-Crosstown) In design. To begin early-2022 <ul style="list-style-type: none"> ➤ Routes 23 & 25 (11 stops will be impacted)

In May 2021, there were 14 detoured routes or 42% out of 33 fixed route services travelling on the local streets. Detoured bus route services include: 3, 4, 5, 6, 12, 17, 19, 23, 26, 27, 28, 65, 76 & 78.

121 is the total number of bus stops impacted or closed in May 2021.

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

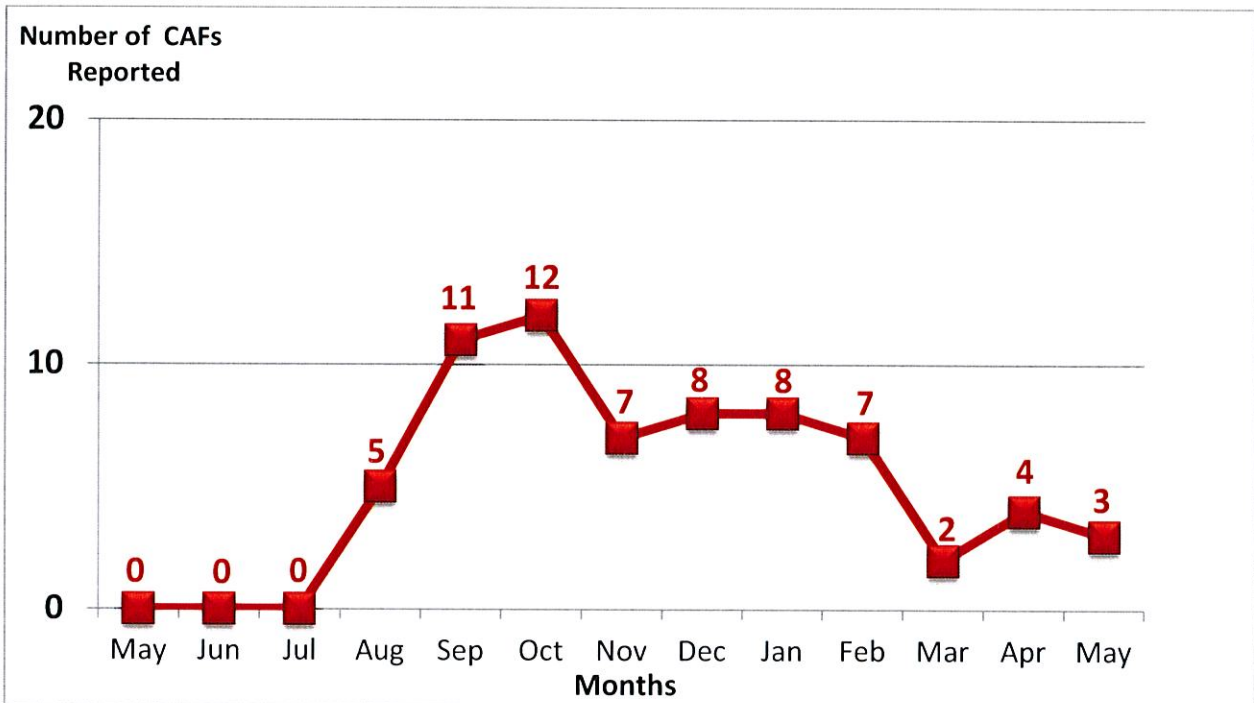
In May 2021, B-Line service metrics were impacted by the COVID-19 pandemic.

- Productivity: **2.05** Passengers Per Hour (PPH) did not meet the temporarily waived contract standard of 2.50 PPH to promote social distancing.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **5,755** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **7,326** ambulatory boardings; **3,171** wheelchair boardings

Metric	Standard	Feb-21	Mar-21	Apr-21	May-21	(4) Month-Ave.
Passengers per Hour	2.50	1.66	1.75	1.95	2.05	1.85
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road Calls	12,250	10,876	13,529	11,678	5,755	10,459
Monthly Wheelchair Boardings	No Standard	1,848	2,954	3,008	3,171	2,745

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

For May 2021, Customer Service received and processed 3 Customer Assistance Forms (CAF's) all were verified as valid. The 3 CAFs include 1 commendation.



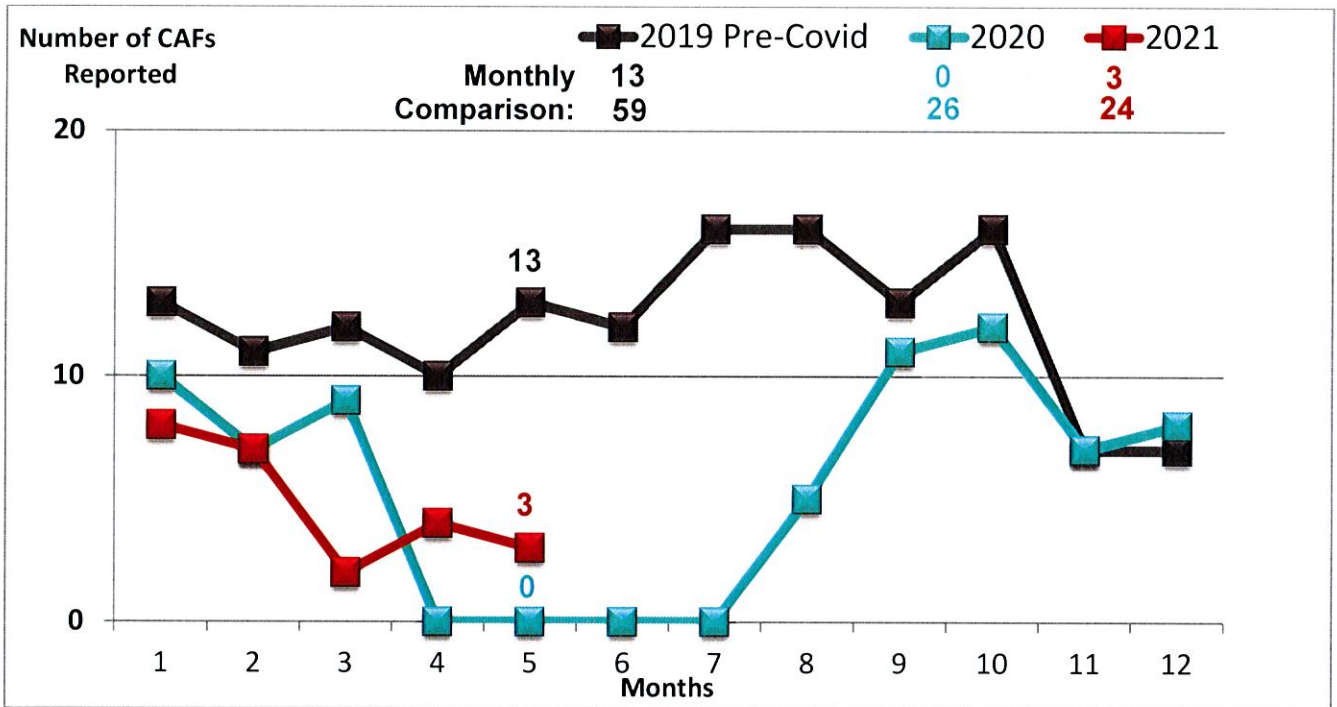
Route Summary Report for May 2021:

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	
#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	1	#60 Islander Connection	
#19 Ayers		#65 Padre Island Connection	
#19G Greenwood		#76 Harbor Bridge Shuttle	
#19M McArdle		#78 North Beach Shuttle	
#21 Arboleda		#90 Flexi-B Port Aransas	
#23 Molina		#93 Flex	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes		#95 Port Aransas Express	
#27 Northwest		B-Line (Paratransit) Services	2
#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)	
#32 Southside		TOTAL CAF's	3

May 2021 CAF Breakdown by Service Type:

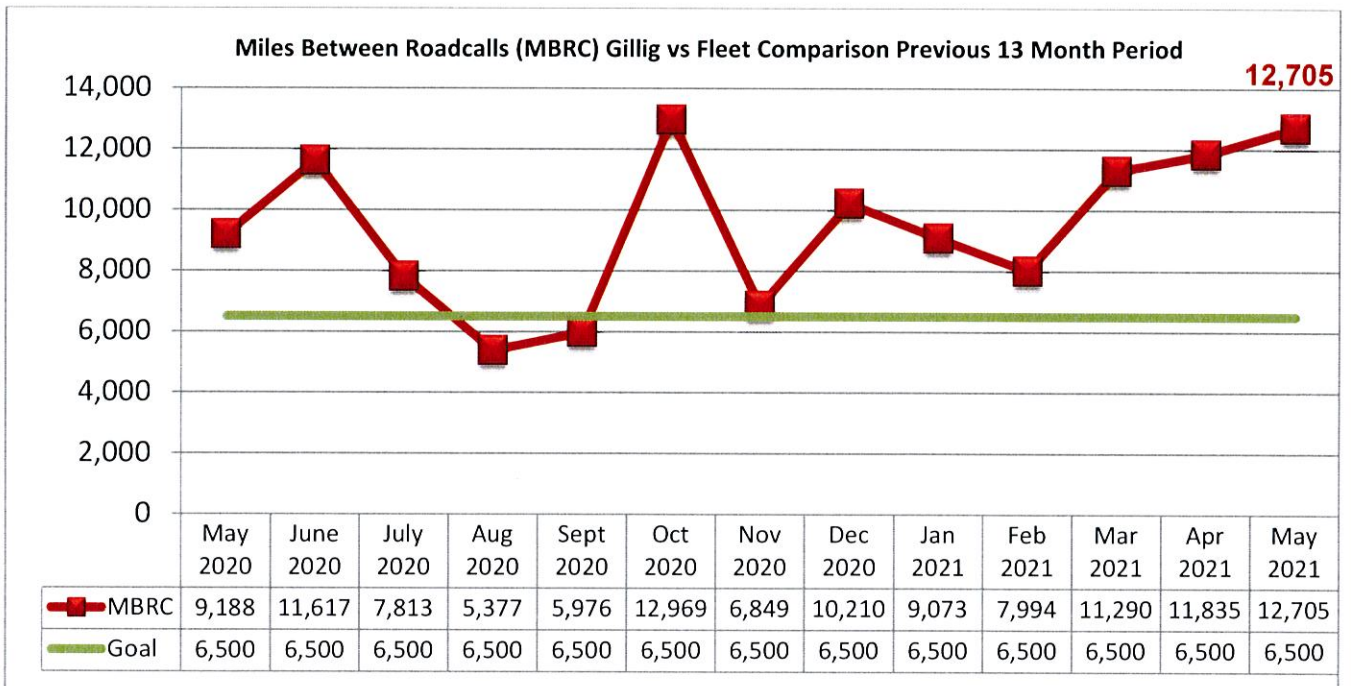
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues				
Driving Issues				
Customer Services				
Late/Early – No Show				
Alleges Injury		1		1
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues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

CAF Reports: Current and Historical Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

In May 2021, there were 12,705 miles between road calls (MBRC) recorded as compared to 9,188 MBRC in May 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.



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

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	7.	E. Martinez	In regards to the Update on RCAT Committee Activities, Mr. Martinez asked, how many available seats do we have?	Ms. Montez responded that we currently have three.	6/2/2021
6/2/2021	7.	E. Martinez	In regards to the Update on RCAT Committee Activities, Mr. Martinez asked, is it the chair that needs to go and look to fill those vacant seats?	Ms. Montez responded in the affirmative. She also stated that staff along with the RCAT members also reach out to organizations to find members.	6/2/2021
6/2/2021	11a.	D. Leyendecker	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Mr. Leyendecker asked, have you checked with the other transit authorities and what they use in their systems?	Mr. Saldana responded in the affirmative. He added that Cap Metro uses Tyler tech. The Port of Corpus Christi uses Oracle. The city here uses M4. Oracle is one of the main competitors they have a wide variety of options.	6/2/2021
6/2/2021	11a.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Mr. Woolbright asked, you checked with one transit agency and two other public entities?	Mr. Saldana responded in the affirmative. But also stated the Via uses a Microsoft based software.	6/2/2021
6/2/2021	11a.	P. Dominguez	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, are all of these cloud based or hybrid?	Mr. Saldana responded that the vast majority are using a hybrid. When you're a big agency you can't get one software system that covers all of it. Even an agency our size is going to have to go hybrid.	6/2/2021
6/2/2021	11a.	P. Dominguez	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, if your going with a hybrid system, will you have a storage device here on site that you will have to maintain?	Mr. Saldana answered in the affirmative. But he also confirmed that some of it will be cloud based as well.	6/2/2021

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	11a.	P. Dominguez	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, will this work with the cyber security that we already purchased?	Mr. Saldana responded in the affirmative.	6/2/2021
6/2/2021	11a.	P. Dominguez	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, is the million dollar bid that you included the minimum or maximum?	Mr. Saldana responded that the million dollar bid is for our an organization our size. The million dollars will be to migrate everything over and cover that then we will have licencing fees that will be budgeted for each year.	6/2/2021
6/2/2021	11a.	P. Dominguez	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, what is the timeline once you purchase the MIS system?	Mr. Saldana responded that we will migrate in phases, finance will be one of the last ones. We are expecting 6 to 8 months.	6/2/2021
6/2/2021	11a.	P. Dominguez	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, have you thought about what you want this sytem to look like or are you're waiting for the directive from the MIS system that you purchase?	Mr. Saldana responded that they will do a proposal and give us what the migration will look like. We will take a little direction from them and their experience levels.	6/2/2021
6/2/2021	11a.	L. Allison	In regards to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Allison asked, do you know if the security breaches on the meat-packing plant out of Australia and the pipeline were hybrid or server based?	Mr. Saldana responded that he did not know what kind of servers those were that were targeted.	6/2/2021
6/2/2021	11b.	E. Martinez	In regards to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing, Mr. Martinez asked, is the RFP for a sale or a lease?	Mr. John Bell responded that the RFP is for a sale. People can submit alternative proposals if they'd like to enter into a long term lease.	6/2/2021

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	11b.	E. Martinez	In regards to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing, Mr. Martinez asked, if it still has to be maintained as a building?	Mr. John Bell answered in the affirmative.	6/2/2021
6/2/2021	11b.	M. Woolbright	In regards to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing, Mr. Woolbright asked, are we able to effectively bind what they do after the sale, if that does happen?	Mr. John Bell responded it will be a development contract. There will be obligations, and typically with the city, and these other development projects, there are covenants that they have to follow in order to specifically do what they say they're going to do.	6/2/2021
6/2/2021	11b.	M. Woolbright	In regards to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing, Mr. Woolbright asked, how long will we hold them to their contract?	Mr. John Bell responded typically a contract would be 10-20 years.	6/2/2021
6/2/2021	11d.	E. Martinez	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Martinez asked, if it's an RFP vs. RFQ, what is the difference?	Mr. Majchszak responded an RFQ basically just asks for qualifications. The RFP allows us to evaluate everything. So pricing is just a portion of this RFP would be roughly around 25% of it. The rest is based off of qualifications, past performance, the training material they submit, the plan of action, transition plan and the management staff.	6/2/2021
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, how long have we had this contract	Mr. Majchszak responded that it will be 8 years at the end of this year.	6/2/2021

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, when is this contract due for renewal?	Mr. Majchszak responded that January 1st is the start date for the next contract.	6/2/2021
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, how long will it take to run an RFQ?	Mr. John Bell responded 3 months. Mr. Saldana added a minimum of 45 days for a small contract. Something big like this, buying buses, you can go six months to a year.	6/2/2021
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, if we were to put out an RFQ for a three month period, we would get a wide pool of who's available, what other value adds that we don't currently know or exist, and then we can follow up with an RFP and still have time to do it before the January deadline; is that correct?	Mr. John Bell responded that he would like to allow at least three months ideally from the award date to the takeover date. Because if there's going to be a change in the provider, that new provider needs to make arrangements of hiring employees, getting their staffing adjusted, because they have to be in Corpus Christi ready to go live on January 1. We can't make the decision on December 1. It's not really helpful for them or for us to make a decision too late in the year. This schedule has a decision made the 1st of September, which is great timing. It allows people more flexibility. I think it's also built in, if something goes wrong, we could always do it in October to provide 90 days. But you want at least 60 to 90 days for the potential new applicant to gear up and be ready to start with their new systems on January 1.	6/2/2021

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, can an RFQ be done in a month, or is that too short a window?	Mr. Saldana responded any time you shorten the procurement process, you're taking the chance of paying a higher price and getting less competition.	6/2/2021
6/2/2021	11d.	M. Reeves	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Reeves asked, in the contract right now that we have, is it a bilateral or unilateral notice for termination?	John Bell responded that the contract itself terminates December 31, and it's the last option. We don't have to give notice of termination. It's locked in. On any new contract, it's generally terminable at any time for default. I don't think we have a termination for convenience in the existing contract. But I'd have to look at it. It's been a few years since we've done that. If we did, it would require a one year minimum notice period for either one of us, just because of what's involved.	6/2/2021
6/2/2021	11d.	M. Reeves	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Reeves asked, did we solicit any and all companies for this RFP?	Mr. Majchszak responded I would say it hasn't been put out in the typical media areas like newspaper, because we're waiting for the board the authorize issuing this RFP. But yes, I can vouch for the fact I've had three other vendors here visiting, and then we've had a fourth contact us late in the game that wasn't able to visit before the board meeting here.	6/2/2021
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, the finalist group would be about three or four?	Mr. Majchszak responded in the affirmative.	6/2/2021

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, how much is past performance built into this?	Mr. Majchszak responded it's built into basically five categories right now. One is management, technical, safety, competence, and expertise. Then there's operation maintenance capability and experience.	6/2/2021
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, can the board look at the weighing schedule for the RFP?	Mr. John Bell responded the scoring typically follows a pretty generic display of around 25% for pricing and past performance; experience is clearly another 25% or so. It all boils down to different components. It's not geared to benefit one proposer or the other. It's not past performance here.	6/2/2021
6/2/2021	11d.	G. Canales	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Ms. Canales asked, was RCAT consulted on their specific needs because of the disabled riders, and do y'all kind of get together and realize what y'all want to put in this?	Mr. Majchszak responded they're not directly consulted, but generally, we come to this board first before we consult with RCAT.	6/2/2021
6/2/2021	11d.	E. Martinez	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Martinez asked, you're going to put out the RFP prior to actually getting in front of the RCAT to discuss what they would like to see or consider?	Mr. Cruz-Aedo responded the issue, though, is the paratransit contract is not just about the ridership. So, it's important to get their input. We want to reach out to them and get their input. But what drives this contract is vehicle support, maintenance, a lot of additional communications and information.	6/2/2021
6/2/2021	11d.	D. Leyendecker	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Leyendecker asked, do we have an anti-lobbying policy?	Mr. John Bell responded that we don't have a firm policy on that necessarily. It's just, we can't do anything that would be undue influence in your decision making process.	6/2/2021

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/2/2021	11d.	M. Woolbright	In regards to Approve Issuing a Request for Proposals (RFP) for Paratransit and Small Bus Operations, Mr. Woolbright asked, you made a comment about not including cost information, can you comment on that?	Mr. Majchszak responded this is open records. Sharing our predicted costing for this, because we're not trying to show them what we find to be acceptable. We want to be as competitive as possible in the bidding process.	6/2/2021
6/2/2021	12.	M. Woolbright	In regards to CCRTA's Response to COVID-19, Mr. Woolbright asked, we are exempt from the governor's orders, so we are not risking any fines?	Mr. Cruz-Aedo responded in the affirmative.	6/2/2021
6/2/2021	13c.	E. Martinez	In regards to the April 2021 Safety & Security Report, Mr. Martinez asked, are we going to try to do any of the small communities?	Mr. Rendon responded, I am going to visit Port Aransas and we will continue to look and see if we can find somewhere else to participate.	6/2/2021
6/2/2021	14.	E. Martinez	In regards to the CEO Report, Mr. Martinez asked, do we have a time when the judge will have us in for the presentation to the county?	Mr. Cruz-Aedo responded that as soon as we find out the time calendar, we'll put that out.	6/2/2021

Administration Finance Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
5/26/2021	7.	L. Allison	In Regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Allison asked, as we move into the cloud what other purchases do we anticipate to bring everything up to align with this system? When will we bring the cloud on, is that 2021?	Mr. Saldana responded that this will be all of the administrative things that we do, so this will take us eighty percent there. The other twenty percent will depend on the operations side and what we decide to do. This will bring us all administrative wide and asset wide to the cloud. As we move to the cloud we may see about a CAP card system and if we pay with a mobile app and how we store that data but that may be more 2022/2023 before we bring those items. Mr. Saldana answered in the affirmative that the cloud is budgeted for 2021 and will be implemented at the end of this year maybe early next year.	5/26/2021
5/26/2021	7.	P. Dominguez	In Regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, if we know who the top companies are that do MIS work for other transit agencies?	Mr. Saldana responded that we are looking at other transit agencies as well as cities. We have done some research on the MIS side of it here. When we put our procurement together we do our research, we look at multiple companies that do this so, we make sure we send this RFP to at least those top 5 or 10 companies as well so everyone has a chance to bid on it.	5/26/2021
5/26/2021	7.	P. Dominguez	In Regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, will this include migration of information to the MIS? Will this MIS system provide any analytics? Will there be a help desk feature that will be available after hours?	Mr. Saldana responded, they will migrate all the information to the new MIS. We will run the new system with our current system concurrently to make sure nothing gets dropped, maybe a three to six month period. Yes, the bid will include that they make sure that the data is still there. Yes, a help desk system will be written into the RFP to make sure we have support beyond business hours.	5/26/2021

Administration Finance Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
5/26/2021	7.	D. Leyendecker	In Regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Mr. Leyendecker asked, in the RFP will you be looking at the annual licensing and maintenance fees?	Mr. Saldana answered in the affirmative	5/26/2021
5/26/2021	7.	P. Dominguez	In Regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Proposals (RFP) for a Management Information System, Ms. Dominguez asked, are you going to have to do any customization that may cost more?	Mr. Saldana responded that this RFP includes any customization that may be needed.	5/26/2021
5/26/2021	8.	E. Salazar	In regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing, Mr. Salazar asked, if we do not get any proposals that are satisfactory to the board, what is our intention at that point?	Ms. Montez responded that at that point it would be to demolition the bank building. Mr. Cruz-Aedo added one option is we could sell the property. Another option is we could do additional park and ride facilities that compliment the transfer station. We will look at multiple options that will benefit the RTA.	5/26/2021
5/26/2021	8.	E. Salazar	In regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve the Issuance of a Request for Proposals (RFP) for Kleberg Bank Building Sale, Restoration and Repurposing, Mr. Salazar asked, we are looking for investors, contractors and teams of contractors and architects to submit proposals?	Ms. Montez answered in the affirmative.	5/26/2021

Operations Capital Projects Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
5/26/2021	6.	A. Jimenez	In regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Awarding a contract to Bridgestone Americas Tire Operations, LLC for Bus Tire Leasing and Service, Ms. Jimenez asked, how much did it increase from the previous contract?	Mr. Majchszak responded it actually decreased. Previously our tire rate was .0061, Bridgestone came in significantly lower at .0047. We were also looking at a monthly service charge of \$6,770 but Bridgestone came in at \$4,950.	5/26/2021
5/26/2021	8.	G. Canales	In regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Qualifications (RFQ) for Project Management Services, Ms. Canales asked, how many layers are already in place? Have we used this model for other projects?	Ms. Montez responded that we have in house staff and the architectural design team that will have a construction management oversight and then this will add another layer. Ms. Montez responded yes we have, we used it for the Staples Street Center, Bear Lane Administration Building, and the construction and renovation of the maintenance shop.	5/26/2021
5/26/2021	8.	G. Canales	In regards to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Approve Issuing a Request for Qualifications (RFQ) for Project Management Services, Ms. Canales asked, in your experience did you believe having this extra layer was beneficial and cost effective?	Ms. Montez responded in the affirmative. She add that the FTA appreciates the extra layer and added separation of duties.	5/26/2021