

Title VI Program

2020 Update (FY 2017-2019)



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY



Submitted in accordance with Federal
Transit Administration Circular 4702.1B
for Fiscal Years 2017 - 2019

Contents

Glossary of Acronyms	2
Introduction	3
Summary of Required Content	3
Data Sources	4
System Overview	5
How CCRTA Meets FTA Requirements.....	6
1. Notice to the Public.....	6
2. Procedures for Filing a Complaint.....	7
3. Title VI Investigations, Complaints, or Lawsuits.....	8
4. Public Participation Plan	8
5. Limited English Proficiency (LEP) Policy	8
6. Demographics of Non-Elected Planning Boards	9
7. Monitoring Subrecipients	10
8. Equity Analysis for Any New Facility	10
9. Systemwide Service Standards and Service Policies	10
10. Demographic Analysis.....	10
11. Service Standards and Policies Monitoring.....	15
12. Public Engagement for Major Service Change and Disparate Impact Policies	15
13. Equity Analysis for Major Service or Fare Change and Board Approval	15

Glossary of Acronyms

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

Introduction

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

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

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

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

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

FTA requires all direct and primary grant recipients to document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. In this 2020 Title VI Program, CCRTA has updated the 2017 Title VI Program to reflect any policy changes and include the most recently available population and ridership data. The 2020 Title VI Program supersedes CCRTA's previously submitted Title VI Programs. The 2020 Title VI Program will become effective on the date it is approved by the CCRTA Board of Directors (Board), prior to submittal to the FTA.

Summary of Required Content

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

1. Copy of the Title VI notice to the public that indicates compliance with Title VI and informs members of the public of the protections afforded to them by Title VI and a list of locations where the notice is posted.

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

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

9. System-wide service standards and service policies.

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

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

Data Sources

This report has been prepared using demographic data from the 2018 American Community Survey (ACS), CCRTA Geographic Information System (GIS) data, and survey results collected as part of ongoing CCRTA community engagement efforts.

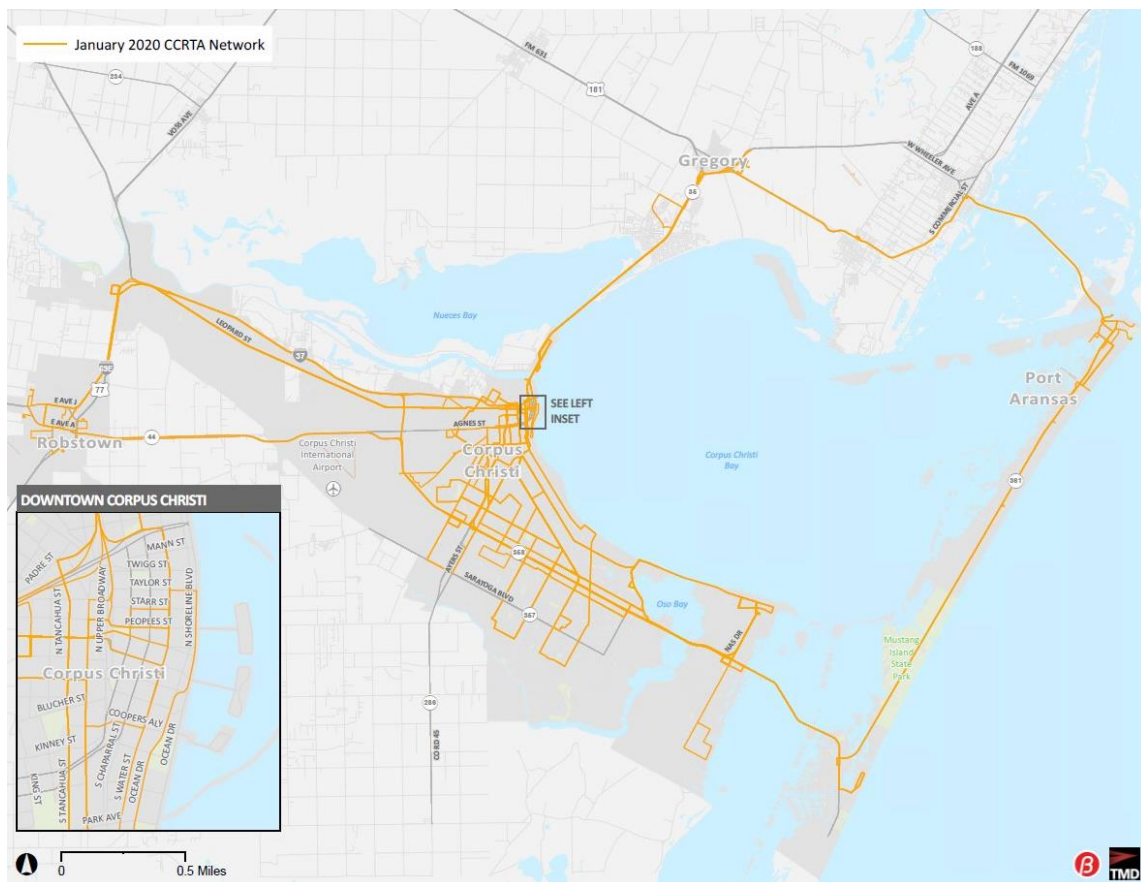
System Overview

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

- Corpus Christi
- Agua Dulce
- Aransas Pass
- Bishop
- Driscoll
- Gregory
- Ingleside
- Port Aransas
- Robstown
- Banquete

In total, CCRTA’s service area is approximately 846 square miles, and covers approximately 330,000 people.

Figure 1: CCRTA Fixed-Route Network



CCRTA carries more than 5.2 million passengers a year on 36 fixed-route transit lines and paratransit service. Service is available between approximately 5am and 11pm on weekdays, with reduced spans and frequencies on Saturdays and Sundays. CCRTA operates the following types of transit service:

- Primary Transit Network: Routes identified by the RTA Long Range Plan that serve as the backbone of service delivery, connecting major hubs or serving areas with very high ridership.
- Standard Routes: Local routes that operate within the Corpus Christi urban area in areas with medium to high demand.
- Connector Routes: Routes that connect outlying portions of the service area to the urban area at major stations; these routes may be demand-responsive in outlying areas, but have fixed stops within the urban area.
- Local Circulators: Routes that serve lower density areas with low to medium demand, providing a basic level of service.
- Flexible Routes: Routes that serve specific stops at a designated interval, but may be scheduled as a demand responsive service within a designated zones provided they adhere to fixed timepoints.
- Demand Response Service: Service offered in a designated, very-low demand zone that connects passengers to fixed-route transit for out-of-zone trips.
- Commuter Routes: Express point-to-point services for commuters, typically operating a limited number of peak hour morning and evening trips.
- Downtown Routes: Routes designed for short trips downtown and to North Beach and are geared towards providing workers and visitors with access to attractions and entertainment venues.
- Shuttle Service: Short, high-frequency routes offered for specific trip attractors such as a university where parking is limited or difficult.
- B-Line: CCRTA's paratransit service, available within $\frac{3}{4}$ of a mile of fixed route bus service and available beyond $\frac{3}{4}$ of mile with an additional surcharge.

How CCRTA Meets FTA Requirements

1. Notice to the Public

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

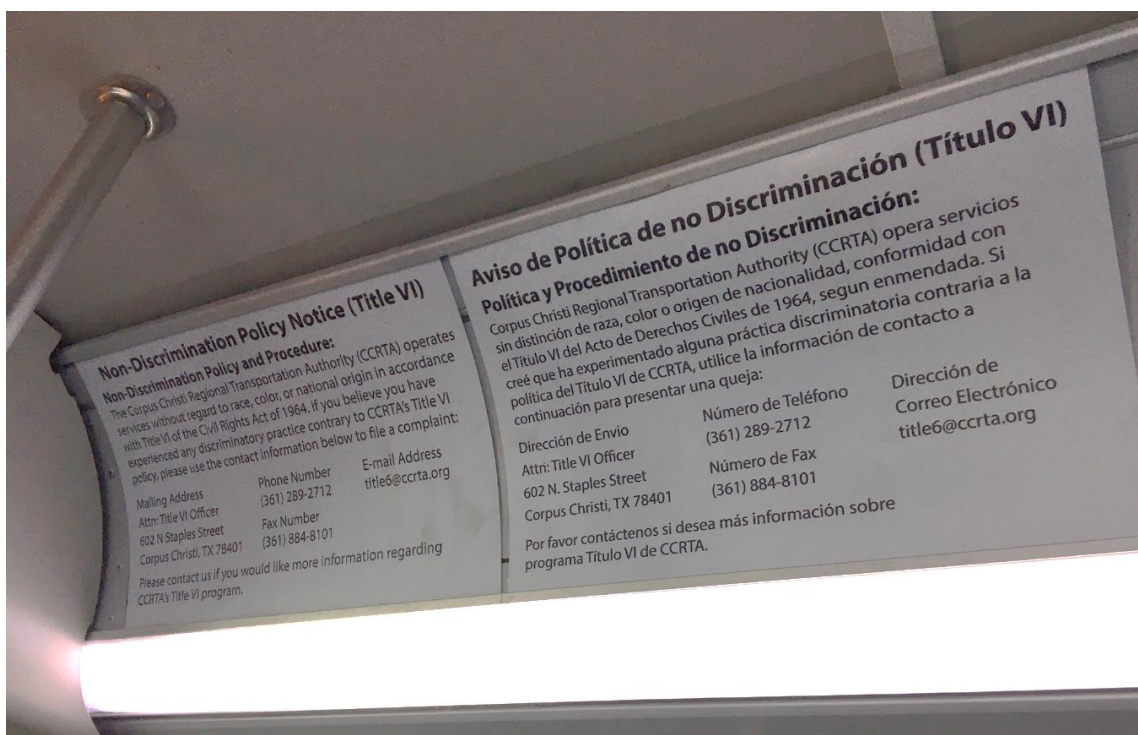
- Staples Street Center
- Staples Street Transfer Station
- Six Points Transfer Station¹
- Port Ayers Transfer Station
- Southside Transfer Station
- Robstown Transfer Station

¹ Six Points Transfer Station was damaged in a fire and closed to service in December 2018, before being officially decommissioned in November 2019.

- Bear Lane Operations and Maintenance Facility

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

Figure 2: Title VI Notice Posted on CCRTA Bus



2. Procedures for Filing a Complaint and an Appeal

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

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

3. Title VI Investigations, Complaints, or Lawsuits

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

4. Public Participation Plan

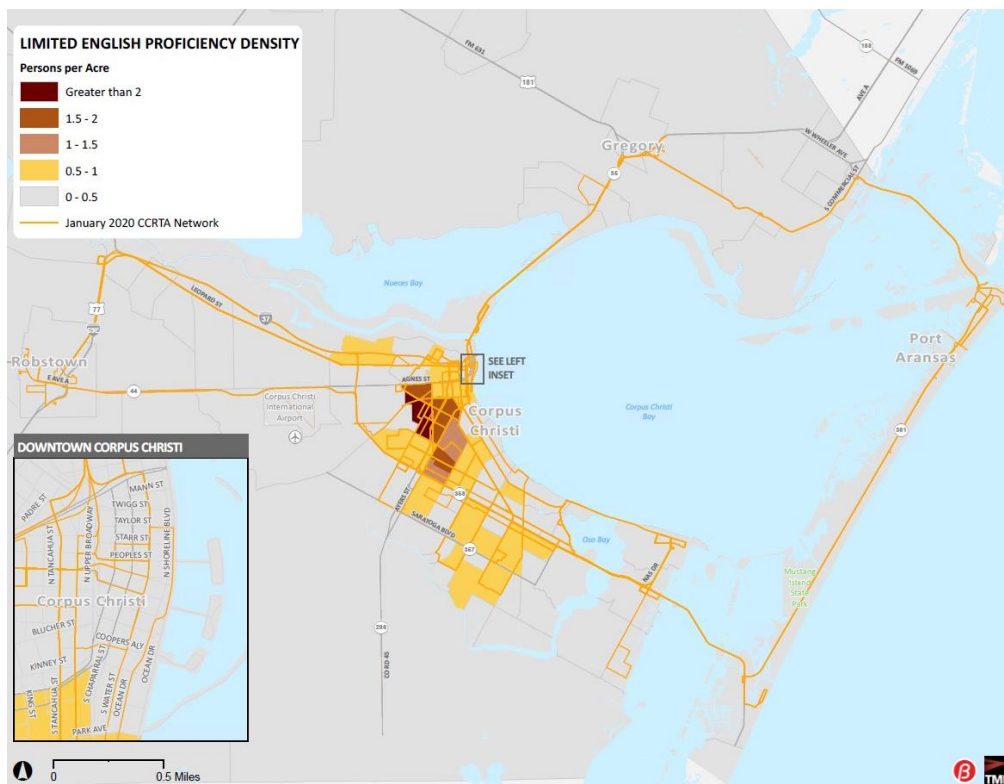
CCRTA’s public participation plan is included in Appendix B. This plan describes all aspects of the public engagement process including the thresholds for determining for when public hearings are necessary, the appropriate timeline and means of communication for advertising the public hearing, acceptable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

Since the previous Title VI submittal, CCRTA has conducted focused public outreach efforts for major service improvements implemented in Fall 2018, in addition to regular community engagement and outreach via traditional media, social media, and its customer service programs.

5. Limited English Proficiency (LEP) Policy

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

Figure 3: Limited English Proficiency Population Density



Approximately 7 percent of the CCRTA service area population is classified as limited English proficiency. Of those 7 percent, the vast majority speak Spanish; 6.3 percent of the service area population have limited English proficiency and speak Spanish. There is no other language speakers with limited English proficiency that make up more than two tenths of a percent of the total service area population. Table 1 provides a detailed breakdown of limited English Proficiency populations in the CCRTA service area.

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

Language	LEP Population (ACS Estimate)	Percentage of Service Area Population
Spanish	21,398	6.35%
Vietnamese	653	.19%
Tagalog	569	.17%
Chinese	332	.09%
Other Indo-European Language	203	.06%
Korean	198	.06%
Arabic	197	.06%
Other Asian Language	135	.04%
French	55	.02%
German	26	<.01%
Russian	23	<.01%
Other	16	<.01%

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

6. Demographics of Non-Elected Planning Boards

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

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

Body	White	Hispanic	Black or African American	American Indian or Alaskan Native	Asian	Other or Two or More Races
Service Area Population	30.5%	63.5%	3.7%	.3%	2.1%	.8%
RTA Committee on Accessible Transportation	43%	57%				

7. Monitoring Subrecipients

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

The CCRTA has conducted a review of each subrecipient including MV Transportation, REAL, Inc., Alice Texas, Paisano Transportation, Kingsville, Texas and the City of Port Aransas to ensure compliance with Title VI requirements per direction by the CCRTA.

8. Equity Analysis for Any New Facility

CCRTA has not constructed any facilities requiring a Title VI analysis since the 2017 submission.

9. Systemwide Service Standards and Service Policies

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

- Minimum frequencies between 15 and 60 minutes, depending on type of service
- A maximum load of 1.25 times the number of seats on a bus
- Hours of operation
- An on-time performance of greater than 85 percent within 0 to 5-minute departures.
- Stop spacing of 1/8 mile to 1/2 mile, depending on the type of service
- Minimum levels of service, depending on the size of community served
- Service monitoring standards
- Service change standards

10. Demographic Analysis

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

As part of this analysis, CCRTA produced maps of minority density (Figure 4) and low-income density (Figure 5) in the Corpus Christi area. These maps show that the highest densities of minority populations and low-income populations are to the south and southeast of downtown Corpus Christi, with significant populations of both populations to the west of downtown and in Robstown. These areas are also areas with some of the greatest CCRTA service coverage.

Figure 4: Minority Density in Corpus Christi Area

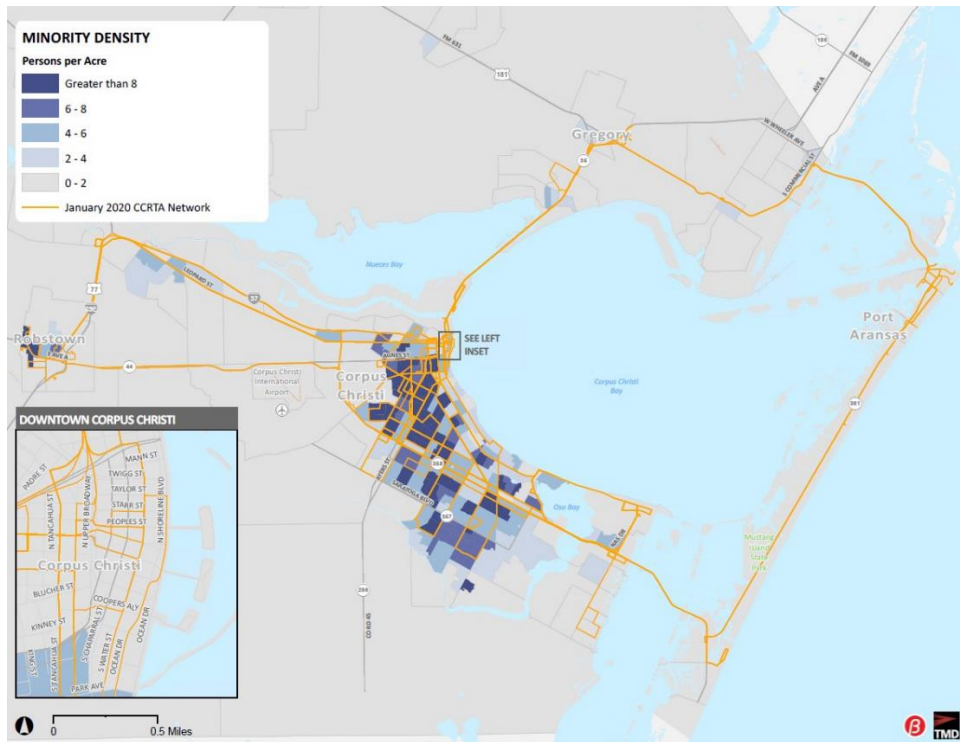
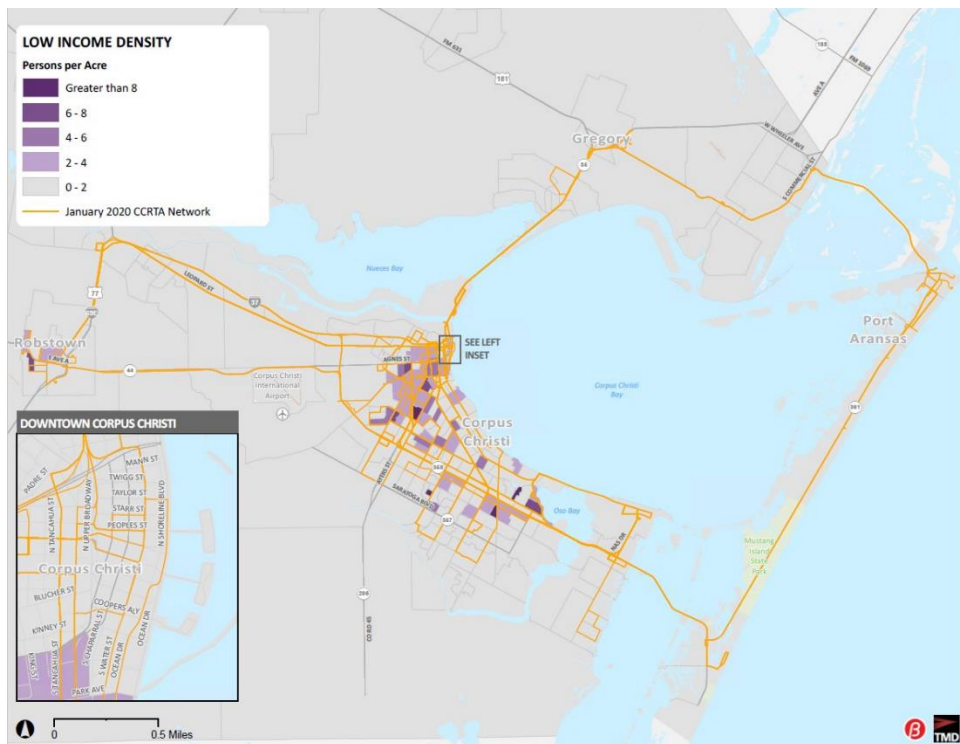


Figure 5: Low-Income Density in Corpus Christi Area



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

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

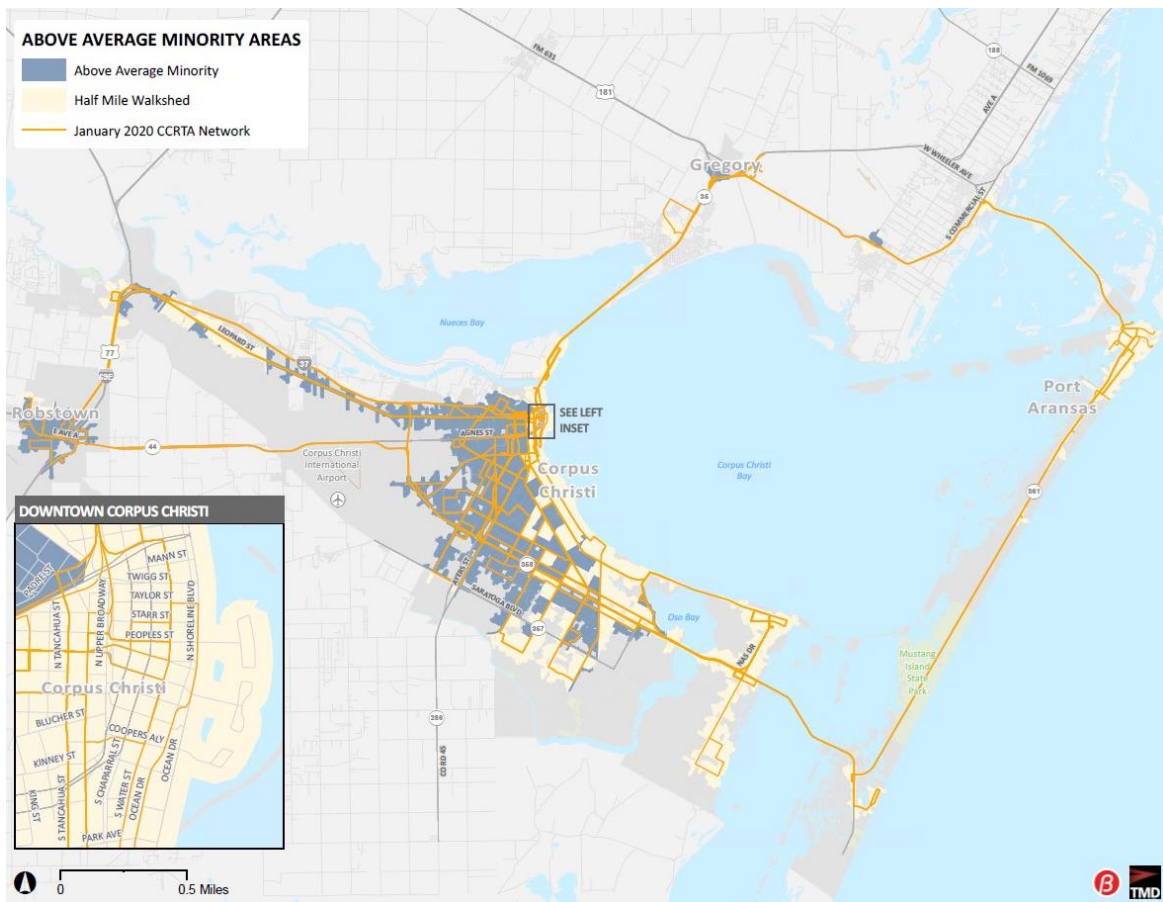


Figure 7: Census Tracts with Above Average Low-Income Population within 1/2 Mile Walkshed of CCRTA Stops

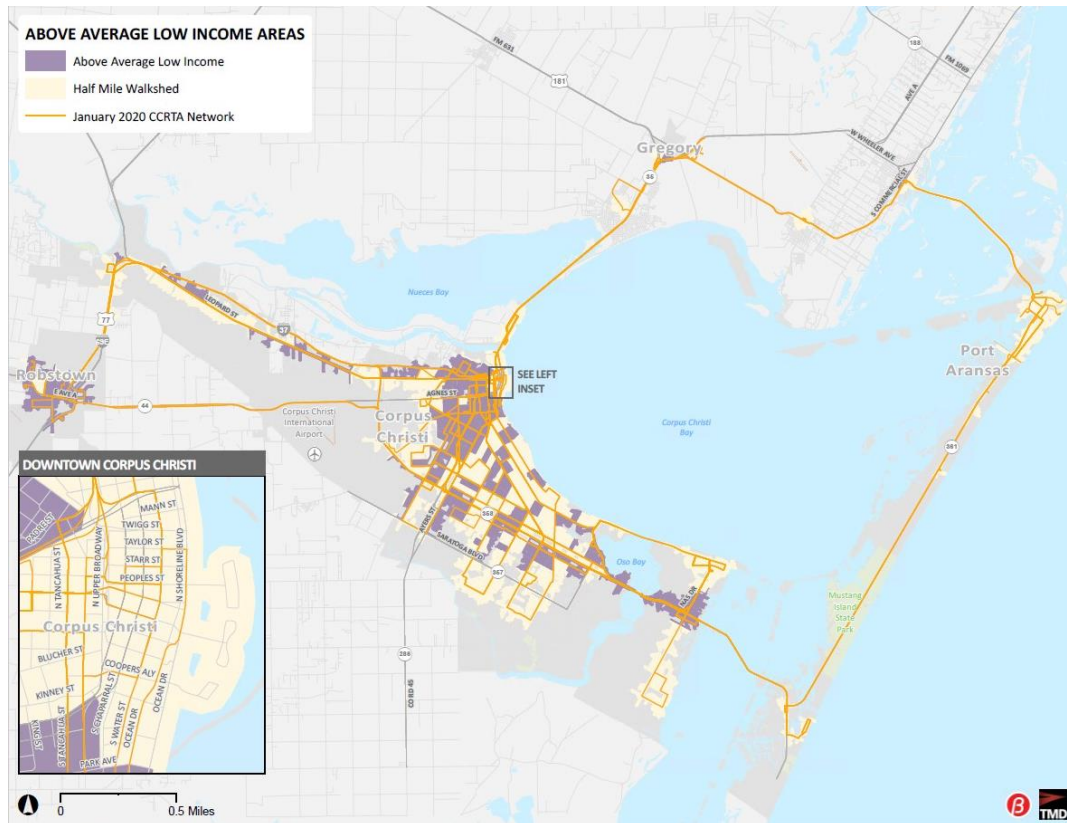


Table 3 compares the percentage of minority and low-income populations within a half mile of CCRTA bus stops to the percentage of minority and low-income populations within the CCRTA service area overall. The percentage of minority and low-income populations within a half mile of CCRTA service is greater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

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

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

In addition to identifying areas with above average minority and low-income populations system-wide, CCRTA has identified which routes have an above average percentage of minority and low-income populations within ½ mile of the stops served by each route. Tables 4 and 5 identify routes with above average minority and low-income populations within ½ mile of stops, respectively. Routes 3, 4, 5, 6, 26, 29, 50, 51, 55, 56, 65, 78, 94, and 95 are neither above average minority nor low-income.

Table 4: Above Average Minority Routes

Route	Percent Minority
12	94%
15	85%
16	92%
17	76%
19	84%
21	94%
23	90%
25	96%
27	79%
28	88%
30	96%
32	76%
34	94%
35	96%
37	82%
30	96%
32	76%
34	94%
35	96%
37	82%
53	88%
54	80%
67	96%
83	81%
84	87%

Table 5: Above Average Low-Income Routes

Route	Percent Low-Income
12	29%
16	31%
19	23%
21	31%
23	28%
25	23%
28	23%
30	28%
34	33%
35	50%
37	24%
53	35%
54	30%
60	28%
63	24%
67	40%
76	25%
83	28%

CCRTA last conducted a customer satisfaction survey in 2019. Among other questions about the quality of CCRTA service, the survey asked questions about income and demographics. An analysis of the survey results found that 69.7 percent of survey takers indicated they used CCRTA service and responded to the demographic question on the survey self-identified as a minority demographic. 68.6 percent of survey takers that indicated they used CCRTA service and responded to the household income question on the survey reported an annual household income of \$25,000 or less. The full results of the survey, as well as the survey questions, can be seen in Appendix D.

11. Service Standards and Policies Monitoring

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

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

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

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

In 2018 CCRTA implemented a major service change to more efficiently provide service on Sundays, as well as make general service improvements. As part of this major service change, CCRTA analyzed Title VI impacts to ensure that there were no disparate impacts or disproportionate burdens to minority and low-income riders. A list of service changes, as well as the board approval of the 2018 service change, is included in Appendix E.

CCRTA completed a fare equity analysis in August 2019. The analysis found that a proposed fare increase did have potential to create a disparate impact on low-income riders. Mitigation measures were considered and the recommendations revised to ensure that any disparate impact was minimized and mitigated as much as possible. The complete Title VI Fare Equity Analysis, as well as board presentations related to the analysis, is included in Appendix E.

Appendix A



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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

Non-Discrimination Policy Notice (Title VI)

Non-Discrimination Policy and Procedure:

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

Write Us:

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

Call Us:

(361) 289-2712

Fax Us:

(361) 884-8101

Email Us:

title6@ccrta.org

Include a list of locations where Title VI Notice is posted (2017-2019).

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

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

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

HOW TO FILE A COMPLAINT

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

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

Completed complaint form must be submitted to:

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

COMPLAINT ACCEPTANCE

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

INVESTIGATIONS

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

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

LETTERS OF FINDINGS

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

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

RIGHT TO APPEAL

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

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

FEDERAL TRANSIT ADMINISTRATION

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

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

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

Corpus Christi Regional Transportation Authority

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

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

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

CÓMO PRESENTAR UNA DENUNCIA

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

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

La denuncia debe ser presentada a:

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

ACEPTACIÓN DE LA DENUNCIA

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

INVESTIGACIONES

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

CARTA DE RESULTADOS

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

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

DERECHO DE APELACIÓN

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

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

ADMINISTRACIÓN FEDERAL DEL TRÁNSITO

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

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

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Date Complaint Received	Complaint Number

Corpus Christi Regional Transportation Authority Title VI Complaint Form

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

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

I. COMPLAINANT INFORMATION

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

II. PRIMARY/THIRD PARTY INFORMATION

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

III. COMPLAINT BASIS

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

IV. COMPLAINT FILING CONTACTS

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

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

Complainant's Signature

Date

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

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

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

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

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

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

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

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

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

I. INFORMACIÓN DEL DENUNCIANTE

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

II. INFORMACIÓN DE LA PERSONA PRINCIPAL O TERCERO

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

III. FUNDAMENTO DE LA DENUNCIA

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

IV. CONTACTOS DE PRESENTACIÓN DE LA DENUNCIA

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

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

Firma del Denunciante

Fecha

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

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

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

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

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

CERTIFICATION

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



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

Date: July 10, 2019



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

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

Corpus Christi Regional Transportation Authority Title VI Appeal Form

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

I. APPELLANT INFORMATION

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

II. PRIMARY/THIRD PARTY INFORMATION

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

III. APPEAL REASONS

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

IV. COMPLAINT FILING CONTACTS

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

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

Complainant's Signature

Date

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

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

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

1 – Closure Letter

2 – Letter of Findings

3 – Administrative (FC)

4 – Administrative (CW)

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

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

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

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

I. INFORMACIÓN DEL APELANTE

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

II. INFORMACIÓN DE LA PERSONA PRINCIPAL O TERCERO

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

III. MOTIVO DE LA APELACIÓN

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

IV. CONTACTOS DE PRESENTACIÓN DE LA DENUNCIA

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

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

Firma del Denunciante

Fecha

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

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

OFFICE USE ONLY

Jurisdiction: on or before 180 days post event

Closure:

1 – Closure Letter

2 – Letter of Findings

3 – Administrative (FC)

4 – Administrative (CW)

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

CERTIFICATION

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



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

Date: July 10, 2019

Appendix B



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Public Information Process**
- 2. Public Input Policy**
- 3. Limited English Proficiency Plan**
- 4. Disparate Impacts Policy**



REVIEW AREA DOCUMENTS

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



Regional Transportation Authority



7/12/07 (revised)

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

Marketing/Customer Service

Public Information Process

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

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

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

**Conventional Standard Public Information Tools
Initial Steps**

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

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



Comprehensive Public Information Tools
Joint Planning and Marketing Efforts

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

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

Supplemental Public Information Tools
Utilizing Mass Media

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

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

Public Information Tools-Timetables
Levels of Service Change

Minor Service Adjustments – Schedule Only

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

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



Minor Service Adjustments -Schedule and Route Configuration

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

Tools

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

Moderate Service Change -Schedule/Configuration

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

Tools

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



(Revised July 22, 2010)

Major Service Change – Schedule/Configuration Service Elimination or Addition

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

Tools

PHASE I – At least two months prior to changes

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

PHASE II – At least one month prior to changes

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

PHASE III – At least three weeks prior to changes

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

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

- **Revised Schedules on Racks**

PHASE V – At least one week prior to changes

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

PHASE VI – During 1st full week of implemented changes

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

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



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

Marketing/Customer Programs

**Public Information Tools
Service Changes**

Conventional/Standard

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

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

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

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

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

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

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

Comprehensive Tools

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



Regional Transportation Authority Public Information Tools- Service Changes

Marketing/Customer Programs

(Comprehensive Tools continued)

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

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

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

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

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

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

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

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

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

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY**

PUBLIC INPUT

POLICY STATEMENT

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

PROCEDURES

1. Application. This policy will apply to all of the following:
 - New Policies or Policy Changes
 - RTA Annual Budgets
 - RTA Program of Projects and Transportation Improvement Program (TIP)
 - Service Changes
 - Fare Changes
 - Bus Stop Removals
 - All Civil Rights Reviews

2. Internal Policies. For policies neither impacting services provided by the RTA, nor pertaining to Civil Rights, nor impacting the ability of the community to provide input on RTA decisions, one opportunity for public comment is required prior to action taken by the Board of Directors. Typically, this opportunity for public comment is given during a meeting of the Board of Directors.

3. RTA Annual Budgets. RTA Annual Budgets shall be posted for public review for at least 15 days. The public shall be provided at least one public hearing to provide comment on the RTA Annual Budget prior to action by the Board of Directors.

4. RTA Program of Projects and Transportation Improvement Program (TIP). RTA Program of Projects and TIP or any amendments to these programs shall be posted for the public to review for at least 30 days. The public shall be provided at least one public hearing to provide comment prior to adoption of a new or amended Program of Projects or TIP.

5. Service and Fare Changes. All service changes requiring Board of Directors action or fare changes only shall be considered following sufficient public outreach and input opportunity. For each instance of a proposed major service reduction change or fare increase change, a public involvement plan shall be developed establishing a method to ensure the public has ample opportunity to provide input. At a minimum, the plan shall include multiple public meetings at various locations impacted, significant interviews or questionnaires conducted at RTA stations or vehicles, pamphlets distributed on RTA vehicles and at stations, and appropriate signage. The public notification period shall be no less than 30 days and a public hearing shall be conducted

prior to the approval of a service or fare change.

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

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

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

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

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

Adopted: August 7, 2013

Revised: July 10, 2019



LIMITED ENGLISH PROFICIENCY POLICY / LANGUAGE ASSISTANCE PLAN

PURPOSE

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

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

TITLE VI POLICY STATEMENT SUMMARY

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

LEP SERVICES POLICY STATEMENT

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

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



EXECUTIVE SUMMARY

On December 14, 2005, USDOT published revised guidance for its recipients on the Implementation of Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency”. Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English. The foregoing Executive Order states that Title VI and its implementing regulations require that USDOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the USDOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. The CCRTA supports the goals of the USDOT LEP Guidance to provide meaningful access to its services by LEP persons. CCRTA will devote resources to provide oral and written language assistance services to LEP individuals.

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

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

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

- Adopt procedures to be used by all CCRTA frontline employees and contractors when encountering an LEP customer and provide training on procedures.
- Provide Spanish language assistance for all public input opportunities.
- Post notification of Title VI rights and complaint procedures in both English and Spanish.
- Provide route and service information in Spanish on printed materials including system maps, bus books, ride guides, or other similar information.
- Advertise that customer service information is available in Spanish.
- Improve CCRTA’s internal bilingual capabilities by identifying bilingual employees to provide oral



language assistance, as needed.

- CCRTA should also continue its efforts to recruit and hire bilingual frontline employees by participating in community job fairs and advertising in publications and media that reach diverse populations.
- Where applicable, consider increased use of pictographs or other symbols throughout the CCRTA system to convey messages on how to safely use CCRTA.

AUTHORITY AND GUIDANCE

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

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

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

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

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



Transit agencies that provide language assistance to persons with Limited English Proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the US DOT LEP Guidance) send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant and linguistically isolated populations and ensuring that an agency's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary, serving the needs of LEP persons is not only a good business decision; it fulfills the mission of the transit agency to serve the public.

LIMITED ENGLISH PROFICIENCY

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

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

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

CCRTA SELF ASSESSMENT

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

- **Demographics** - The decision to provide language assistance services included an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP



persons served or encountered, the more likely language services are needed. Generally, identifying any community where the LEP population **equals 5 percent** or more in a given language automatically triggers providing language assistance services as a mandatory and normal part of your program operation.

- **Frequency of Contact** – The more frequent the contact with a particular language group, the more likely that enhanced services in that language are needed. CCRTA has considered the frequency of contact that patrons who speak different languages may have with CCRTA services. For example, frequent contact with individuals who speak Spanish and who are also LEP may require bilingual staffing. CCRTA will begin tracking contact with all persons who are LEP.
- **Importance of Contact** – Once a provider has assessed what languages to consider by looking at demography and frequency of contact, they should look at the nature and importance of programs, activities and services that provided to that population. As a general rule, the more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services will be needed. If the denial or delay of access to services or information could have serious implications for the LEP individual, procedures should be in place to provide language assistance to LEP persons as part of standard business practices.
- **Resources** – CCRTA has resources available to ensure that we will be able to provide language assistance to LEP persons who speak Spanish participating in our programs or activities. Demographics, frequency and importance of contact will dictate the level of language services CCRTA will commit to provide. Some language services can be provided at little or no cost, such as using community volunteers or bilingual staff as interpreters. For languages other than Spanish, CCRTA will work with the community to finding effective ways to meeting the needs of these communities. CCRTA will carefully explore means of delivering competent and accurate language services before deciding to limit services due to resource concerns.

CCRTA will weigh the costs and benefits of translating documents for potential LEP customers, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of technical transit information, the likelihood of frequent changes in documents, the apparent literacy rate in an LEP group and other relevant factors. The CCRTA will undertake this examination when an eligible LEP group constitutes five percent (5%) or 1,000 persons.

a. Identification of LEP Individuals in CCRTA Service Area Who Need Language Assistance

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

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



each language or language group.

Table 1: LEP Population by Language

Language	LEP Population (ACS Estimate)	Percentage of Service Area Population
Spanish	21,398	6.35%
Vietnamese	653	.19%
Tagalog	569	.17%
Chinese	332	.09%
Other Indo-European Language	203	.06%
Korean	198	.06%
Arabic	197	.06%
Other Asian Language	135	.04%
French	55	.02%
German	26	<.01%
Russian	23	<.01%
Other	16	<.01%

For the LEP population, Spanish persons speaking English less than very well constitute about 8.8% of the service area population. The second most spoken single languages among the LEP population is Vietnamese with 508 persons. Given the results of the assessment, the focus for ensuring LEP participation should be focused on those speaking Spanish.

b. Frequency of Contact by LEP Persons with CCRTA Services

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

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



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

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

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

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

d. Available Resources and Costs of Providing Language Assistance Services

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

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

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

PROVIDING NOTICE TO THE LEP COMMUNITY

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

- Posting signs in areas where the public is likely to read them.



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

TRANSLATION OF VITAL DOCUMENTS INTO LANGUAGES OTHER THAN ENGLISH

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

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

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

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

Classifying a document as vital or non-vital is sometimes difficult, especially in the case of outreach materials like brochures or other information on rights and services. Awareness of rights and services is an important part of “meaningful access”, as a lack of awareness may effectively deny LEP individuals meaningful access. Where CCRTA is engaged in community outreach efforts as part of its programs and activities, it should assess the needs of the LEP population affected by the program to determine whether certain critical outreach materials should be translated. Community organizations will be used



to determine what outreach materials may be most helpful to translate, and some translations may be made more effective when done in tandem with outreach methods including using ethnic media, schools and religious and community organizations to spread a message.

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

PROVIDING ORAL LANGUAGE ASSISTANCE

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

LANGUAGE ASSISTANCE SERVICES OFFERED

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

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

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

- Be proficient in and have the ability to communicate accurately in both English and in the other language.
- Have knowledge in both languages of any specialized terms or concepts particular to the program.
- Understand and follow confidentiality and impartiality rules to the same extent as the LEP



person for whom they are interpreting or to the extent that their position requires.

- Understand and adhere to their role as interpreter without deviating into a role as counselor, legal advisor, or other inappropriate role.

PROCEDURES FOR ACCESSING INTERPRETATION SERVICES

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

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

TRAINING STAFF

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

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

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



LEP PLAN DISTRIBUTION

The LEP Plan will be:

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

MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

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

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

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

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

COMPLIANCE & REPORTING

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



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

HOW IS A DISCRIMINATION COMPLAINT FILED?

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

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

HOW WILL A COMPLAINT BE RESOLVED?

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

RETALITATION FOR FILING A COMPLAINT

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

CONCLUSION

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



**CORPUS CHRISTI
REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY**

DISPARATE IMPACTS

POLICY STATEMENT

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

PROCEDURES

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

2. Disparate Impact Analysis. A disparate impact analysis will be prepared and posted to the CCRTA website at least 15 days prior to any action by the Board of Directors approving a major service change or recommending a fare change.

3. Impacted Communities for Service Changes. For all major service changes, a set of ‘impacted communities’ will be identified. This analysis will identify all Census Block Groups in which the amount of service provided by the CCRTA will increase or decrease by 5% or more. A ‘severely impacted community’ is one in which service provided increases or decreases by more than 20%. The amount of service will be determined by the number of one-way trips operating through or adjacent to each Block Group during a typical week of service.

4. Minority and Low-Income Communities for Service Changes. The demographics of all impacted communities identified will be analyzed and compared to the same data for the CCRTA service area as a whole, using the most current data available from the US Census Bureau. Those block groups with a higher proportion of minority (all races excluding non-Hispanic white) population will be identified as such. Similarly, all block groups with a higher poverty rate than the service area will be identified as “low-income.”

5. Service Change Disparate Impact. A disparate impact exists when minority or low income communities are overrepresented by 10% or more among negatively impacted communities or when they are underrepresented by positive impacts. The same threshold applies for severely impacted communities.

6. Fare Category Utilization. Information on fare usage will be collected prior to any Disparate Impact Analysis. The information will come from a survey of sufficient sample size to permit a margin of error of no more than 5% with 95% confidence.

The information can be no more than two years old. Any fare category that is utilized more or less frequently by minorities or persons whose income is below poverty levels will be identified, when the utilization is 10% above or below the same for all passengers.

7. Fare Disparate Impact. A disparate impact exists when fares which have been identified as more utilized by minorities or persons with incomes below the poverty level will be raised faster than the base rate. Similarly, if a fare is less utilized and will see changes more favorable than the base rate, a disparate impact exists.

8. Evaluation of Alternatives. When a disparate impact is identified by the Disparate Impact Analysis, alternatives to the proposed service or fare changes will be identified. Should an alternative that is operationally feasible be shown to avoid or minimize disparate impacts, this alternative will be preferred.

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

Adopted: July 3, 2013

Appendix C



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Service Standards**
- 2. 2017 Operations Report**
- 3. 2018 Operations Report**
- 4. 2019 Operations Report**

REVISED Agenda 1



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

DATE: Wednesday, June 7, 2017
LOCATION: Staples Street Center
 602 North Staples Street, 2ND Floor Board Room • Corpus Christi, TX
TIME: 8:30 a.m.

BOARD OF DIRECTORS' MEETING

CURTIS ROCK (Chair)

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

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	C. Rock	1 min.	-----
2.	Moment of Reflection	C. Rock	1 min.	-----
3.	Roll Call	C. Rock	2 min.	-----
4.	Mission & Vision Statements	C. Rock	4 min.	-----
5.	Opportunity for Public Comment	C. Rock	3 min.	<i>No Attachment</i>
6.	Update on RCAT Committee Activities	A. Bauman/ S. Montez	3 min.	<i>No Attachment</i>
7.	Update on Beach to Bay Event	J. Cruz-Aedo	3 min.	<i>PowerPoint</i>
8.	Discussion and Possible Action to Approve the Board of Directors' Meeting Minutes of May 3, 2017	C. Rock	2 min.	Pages 1-5
9.	CONSENT ITEMS: The following items are routine or administrative in nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.			
	a) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve the Scope of Work for Law Enforcement Services RFP Background	M. Rendón	3 min.	Page 6-7 <i>Attachment PowerPoint</i>
	b) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract to Victor O. Schinnerer & Co., Inc for Windstorm and Hail Coverage	M. Rendón	3 min.	Page 8 <i>PowerPoint</i>

REVISED Agenda 1

10.	Discussion and Possible Action to Recommend the Board to Adopt a Resolution for the Support of an Electric Bus Program, Authorize Low or No Emission Discretionary Bus Program Grant Application Submittal, Issuance of a Request for Proposals for Fixed Route Zero Emission Electric Transit Buses (contract award contingent upon a grant award), and Issuance of a Professional Services Agreement with the Center for Transportation and the Environment (contingent upon a grant award)	S. Montez	10 min.	Pages 9-11 <i>PowerPoint</i>
11.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract to Brad Hall & Associates for Diesel Fuel Supply	R. Saldaña	5 min.	Pages 12-14 <i>PowerPoint</i>
12.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve a Pilot Program for Port Aransas Ferry Shuttle Service	G. Robinson	10 min.	Pages 15-16 <i>PowerPoint</i>
13.	Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards	G. Robinson	10 min.	Pages 17-18 <i>Attachment PowerPoint</i>
14.	Presentations: a. April 2017 Financial b. Procurement Update c. City of Corpus Christi Bond Projects and Service Impacts d. April 2017 Operations Report	R. Saldaña R. Saldaña G. Robinson G. Robinson	5 min. 5 min. 5 min.	Pages 19-21 <i>PowerPoint</i> <i>PowerPoint</i> <i>PowerPoint</i> Pages 22-32 <i>PowerPoint</i>
15.	Discussion (in Closed Session) and Possible Action Thereafter in Open Session Concerning Real Estate Matters involving the Port Ayers Transfer Station	C. Rock	10 min.	<i>No Attachment</i>
16.	CEO's Report	J. Cruz-Aedo	5 min.	<i>No Attachment</i>
17.	Chairman's Report	C. Rock	5 min.	<i>No Attachment</i>
18.	Adjournment	C. Rock	1 min.	-----

REVISED Agenda 1

19.	Information Items: a. Member Inquiry Forms: <ul style="list-style-type: none"> o Committees Meeting – April 26, 2017 o Board Meeting – May 3, 2017 b. RCAT Minutes – April 20, 2017			<i>Attachments</i>
-----	---	--	--	--------------------

Total Estimated Time: 1 hr. 40 min.

~~*~*~*~*~*

On **Friday, June 2, 2017** 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

Board of Directors' Meeting

June 7, 2017

Subject: Discussion and Possible Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Revisions to Service Standards

Background

Service Standards provide RTA with a policy directing where, when, and how we provide general public transit services and customer amenities to the communities we serve. Not only do our standards address service delivery, but they also lay out metrics for bus stop spacing, and placements which include the use of shelter and bench amenities. Clear, enforceable standards ensure RTA services are applied equally and in a non-arbitrary manner – both important to ensure transparent communication with customers and compliance with federal civil rights law.

The RTA's current Service Standards, approved in December 2013, call for the addition of bus shelter and benches at all stops regardless of the number of passenger boardings. Since that time, budget decisions to add additional amenities has been challenging due to the large number of stops requiring amenities. With the completion of Transit Plan 20/20 or the Comprehensive Operational Analysis (COA), adding a minimum number of daily passenger boardings at stop locations is recommended to prioritize and properly budget for purchasing and installing amenities.

Identified Need

In order to streamline the annual budgeting for bus stop amenities, revisions to the Service Standards are recommended to more readily advance the placement of amenities. Additionally, other minor revisions are recommended to bus stop spacing and on-time performance metrics. Proposed revisions to the Service Standards include the following:

- Adding boarding level metrics for the placement of bus stop amenities.
- Increasing bus stop spacing to improve travel time.
- Revising on-time performance metric to match criteria specified in monthly Operations Reports.

Revisions within the attached Service Standards are contained in the sections listed below in a red text color.

Section II.9 On-Time Performance
Section III.1 Bus Stop Spacing
Section III.4 Bus Stop Amenities

Financial Impact

No financial impact will be incurred by revising the Service Standards. In future fiscal years, recommended changes will streamline budget decisions to enhance service amenities for customers at specific stops based on revised metrics.

Committee Review

This item was presented to members of the Operations & Capital Projects Committee on April 26, 2017, May 24, 2017 and to the Board of Directors' on May 3, 2017. On May 18, 2017, staff presented this item to members of the RTA Committee on Accessible Transportation (RCAT).

Recommendation

Staff requests the Board of Directors to authorize the Chief Executive Officer (CEO) or designee to approve revisions to Service Standards.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY



**CORPUS CHRISTI REGIONAL TRANSPORTATION
AUTHORITY BOARD POLICY**

**FIXED ROUTE SERVICE STANDARDS
JUNE 2017**

**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
BOARD POLICY**

FIXED ROUTE SERVICE STANDARDS

I. PURPOSE

1. Policy Goals

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

2. Non-Discrimination

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

II. BUS SERVICE DELIVERY STANDARDS

RTA operates the following types of bus services:

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

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

1. Route Directness Standard

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

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

2. Service Frequency

Bus Headway is defined as the interval of time between buses traveling in any given direction (inbound or outbound) on any given route. Headways shall vary between peak periods and off-peak periods where demand dictates in order to minimize operating expenses and provide the most efficient service during weekday peak demand periods.

The following factors will be examined when adjusting headways:

- ❖ Load factor;

- ❖ Passenger demand;
- ❖ Running time;

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

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

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

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

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

3. Service Duplication

Whenever possible, service duplication is to be avoided to reduce system waste. Service duplication is essentially the servicing of the same geographic area during the same time period by multiple routes. To avoid duplication, routes operating on the same road segment for one mile or longer must have schedules that create improved frequency on the corridor to the extent possible. Additionally, routes will not serve two parallel streets less than $\frac{1}{4}$ mile apart for more than $\frac{1}{2}$ mile.

4. Bus Load Standard

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

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

5. Vehicle Assignment

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

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

6. Timed Connections

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

7. Hours of Operation

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

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

Weekday

Emphasis Corridors / Standard5:30 am to 10:30 pm
Connector / Local / Flexible6:00 am to 8:30 pm
Commuter / Shuttle / DowntownVaries

Saturday

Emphasis Corridors / Standard6:30 am to 10:30 pm
Connector / Local / Flexible6:30 am to 8:30 pm
Commuter / Shuttle / DowntownVaries

Sundays and Holidays

Emphasis Corridors / Standard8:00 am to 8:00 pm
Connector / Local / Flexible8:00 am to 7:00 pm
Commuter / Shuttle / DowntownVaries

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

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

Peak

- ❖ Morning Peak.....6:00 a.m. – 9:00 a.m.
- ❖ Afternoon Peak3:00 p.m. – 6:00 p.m.

Off-Peak

- ❖ Early Morning.....before 6:00 a.m.
- ❖ Midday9:00 a.m. – 3:00 p.m.
- ❖ Evening.....6:00 p.m. – 8:00 p.m.
- ❖ Late Nightafter 8:00 p.m.
- ❖ Weekend service is considered off-peak all day.

8. Service Holidays

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

9. On-Time Performance

To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by RTA, on-time performance standards have been established. Service should deviate as little as possible from the published timetables. Early departures from 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 and weather conditions, ridership activity, road construction, detours, accidents and other service interruptions. Nevertheless, every effort will be made to ensure that all RTA buses operate on-time. The following on-time performance standards shall apply:

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

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

III. BUS STOPS

1. Bus Stop Spacing

The spacing of stops on a bus route often represents a trade-off between the convenience for those accessing the bus (walking distances) and the convenience of those on-board the vehicle (speed of travel, reliability of schedule). Ultimately, the goal of the RTA in this regard is to

minimize the total travel time (both on the vehicle and off) for passengers using the service and ensure high schedule reliability. Additionally, higher operating speeds permit greater amounts of service relative to operating cost.

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

The RTA established typical guidelines for minimum bus stop spacing.

Service Type	Typical Spacing	Minimum Spacing Distance
Frequent or PTN	2-4 per mile	1,320 feet (1/4 mile)
Standard/Local	4-8 per mile	660 feet (1/8 mile)
Flexible*	1-2 per mile	2,640 feet (1/2 mile)
Regional Express	Varies based on market demand.	

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

2. Bus Stop Location and Safety

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

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

3. Bus Stop Accessibility

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

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

4. Bus Stop Amenities

Bus Shelters or Shade Structures

Bus shelters 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:

- Medical, senior, social service, public or special needs facilities within ¼ mile
- Major grocery stores 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

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 at least 15 daily passenger boardings with adequate right-of-way warrants a bench(s).

Circumstances that may preclude installation of shelters or shade structures, benches, or trash receptacles at a particular bus stop are as follows:

- Plans are in place to relocate or close the stops
- Amenities would compromise pedestrian or operational safety
- Adequate right-of-way is not available
- Installation costs are excessive

Geographic Equity

RTA bus stop amenities of all types will be geographically representative of all ridership – that is, within a geographic area with a certain proportion of bus ridership, the proportion of bus stop

amenities should be similar. Plans for adding bus stop amenities or changing their location will be approved by the RTA Title VI Officer.

IV. MINIMUM ACCEPTABLE SERVICE

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

1. Small Communities

For all incorporated places or Census Designated Places with fewer than 50,000 residents, the following service requirements will apply. Demographic data for the purposes of this requirement will be from most recent decennial census or American Community Survey, whichever is most current.

Service levels will be based upon the sum of total population and employment for areas in which data is available. For all other areas, total population alone will be used as a metric.

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

2. Large Community & Unincorporated Areas

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

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

3. Service Type

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

4. Maximum Limit of Requirement

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

V. SERVICE MONITORING AND RIDERSHIP DATA REPORTING

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

Operation Statistics:

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

Financial Statistics:

- Operating Cost per Unlinked Passenger Trip – This metric provides a cost-benefit ratio which uses system users as the benefit metric. This is more understandable for the public than operating statistics, but the actual cost calculation is dependent on allocation method.
- Operating Cost per Passenger Mile – Metric is similar to cost per trip, but substitutes passenger-miles as the benefit metric.
- Fare box Recovery – This is a completely financial metric in how it estimates cost-benefit. The benefit here is estimated economically – in what people are willing to pay

for the service. The drawback is that fare rates are typically a policy measure established far lower than what users would be willing to pay.

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

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

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

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

VI. SERVICE CHANGES

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

1. Factors Considered for Service Changes

Long Range Plan

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

Customer Service Measures

Among the most important factors in modifying services are to correct known failures of customer service metrics. Most common are changes needed to alleviate unacceptable levels of

vehicle crowding or poor schedule adherence. As problems are identified, Service Development will investigate causes of such failures and create solutions to rectify the issues.

Service Effectiveness Measures

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

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

Community and Employee Input

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

Current Resources

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

2. Major Service Changes

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

3. Other Service Changes Requiring Board Authorization

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

4. Public Input

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

5. Detours

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

Adopted May 12, 2010
Revised June 6, 2012
Revised December 11, 2013
Revised June 7, 2017



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Operations & Capital Projects Committee Meeting

February 22, 2017

Subject: Operations Report for January 2017

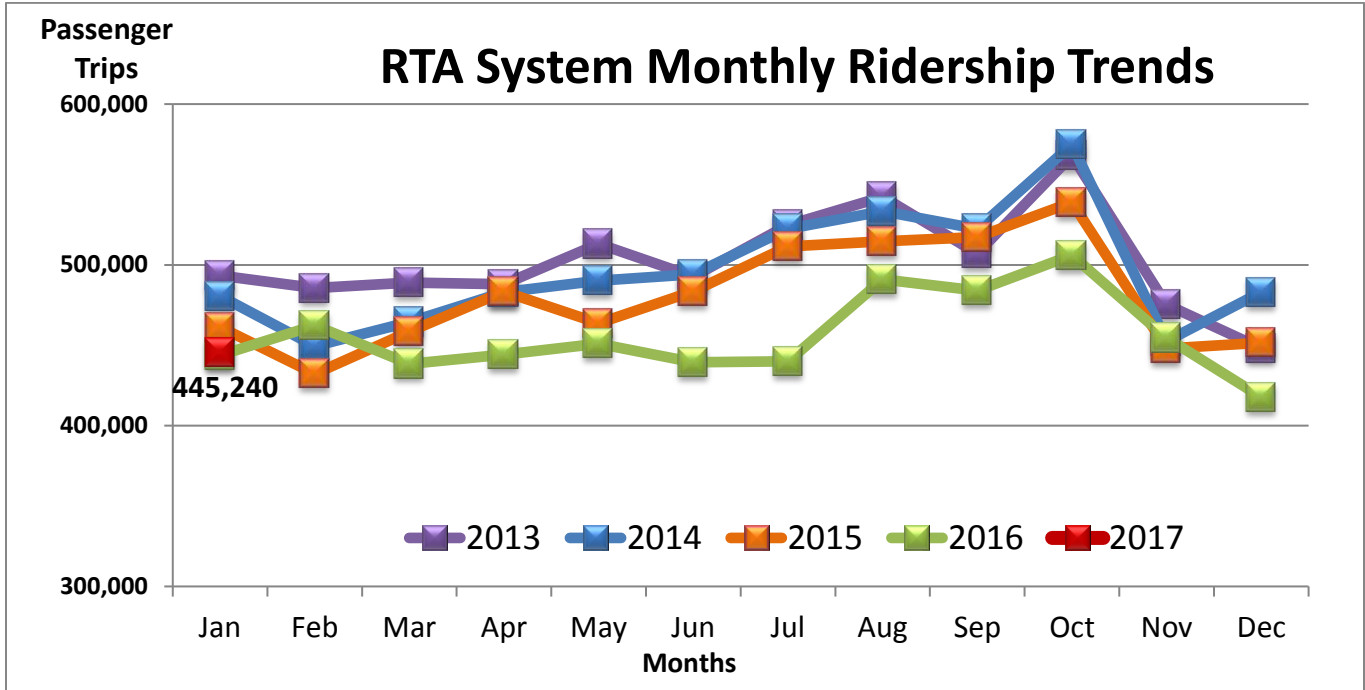
The system-wide monthly operations performance report for January 2017 is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between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

Detailed results are reported within the five sections outlined below:

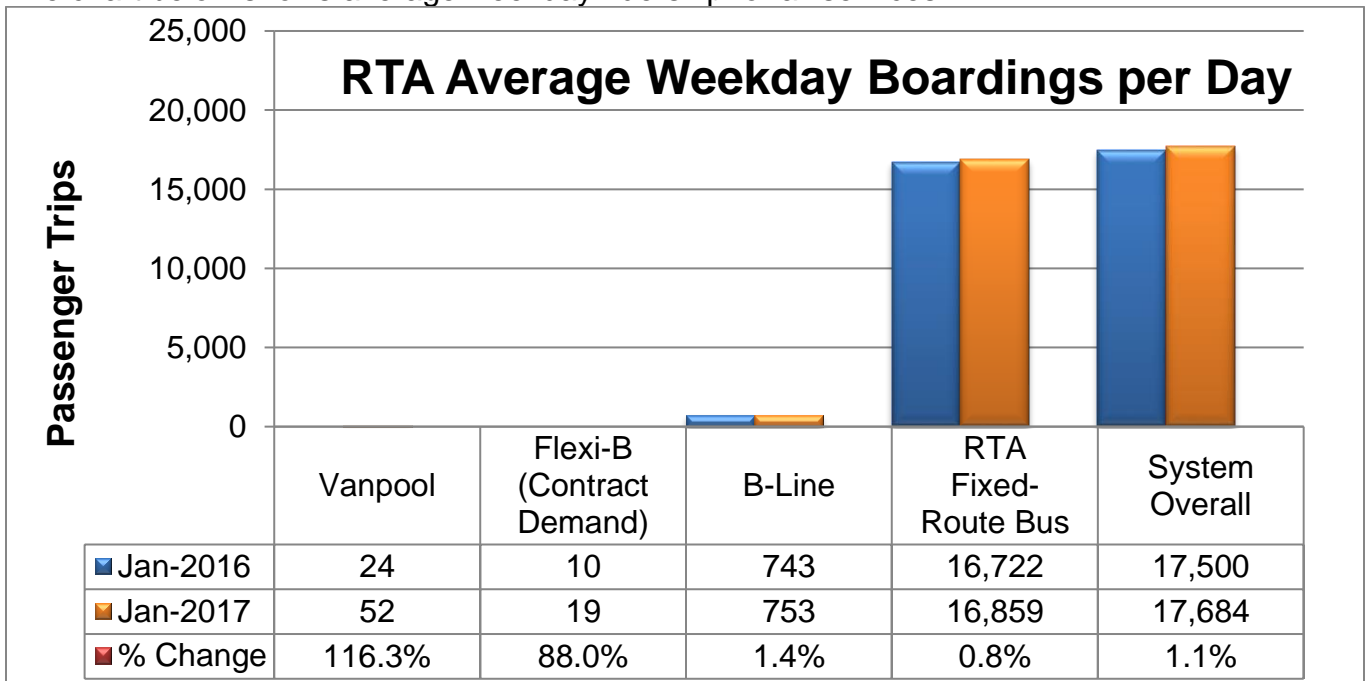


1. System-wide Ridership and Service Performance Results

Boardings for all services in January 2017 totaled 445,240. This represents a 0.4% increase as compared to 443,796 boardings in January 2016 or 1,526 more boardings this January. In regards to retail gasoline prices, unleaded fuel cost about \$2.11 per gallon compared to \$1.65 per gallon in January 2016¹. Just over a quarter of an inch, 0.26 inch of rain, was recorded this month as compared to 2.08 inches in January 2016.²



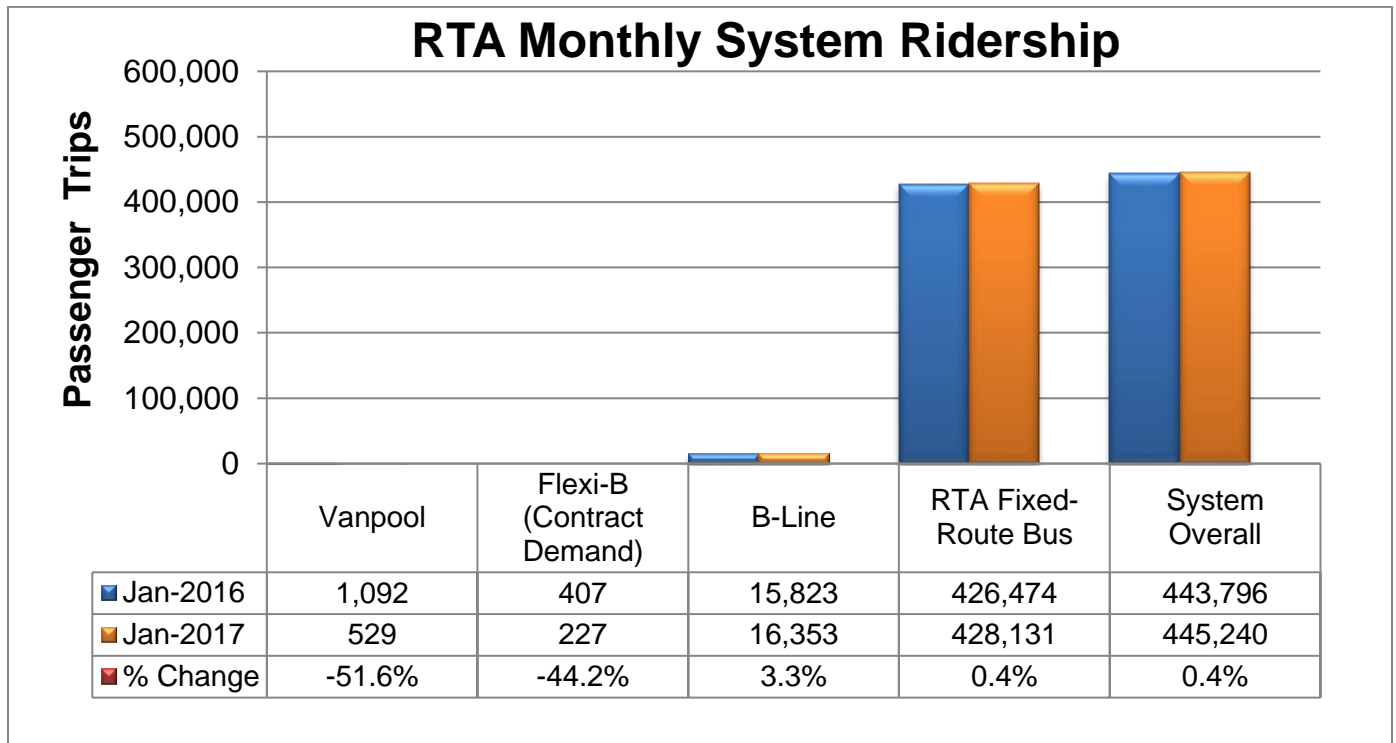
The chart below shows average weekday ridership for all services.



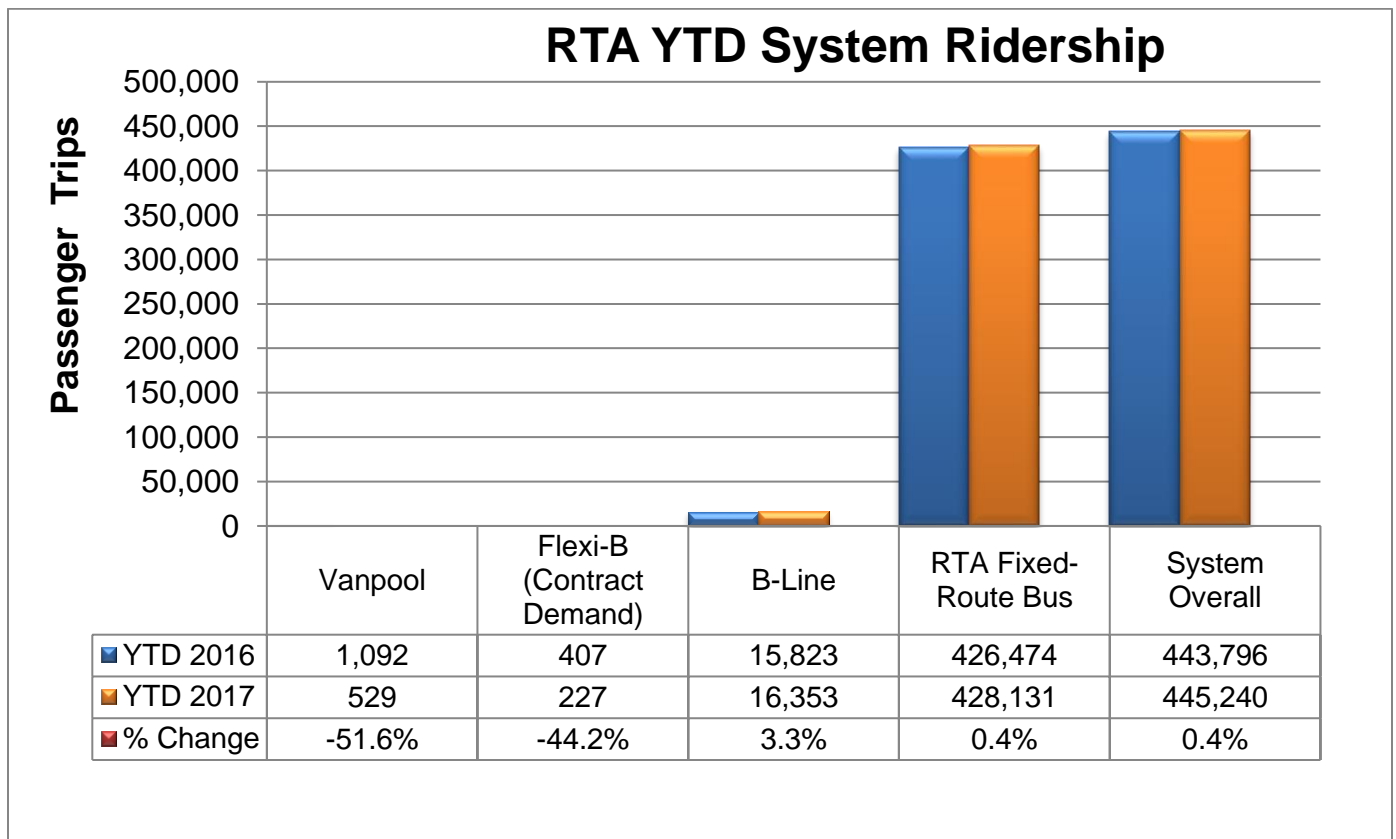
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

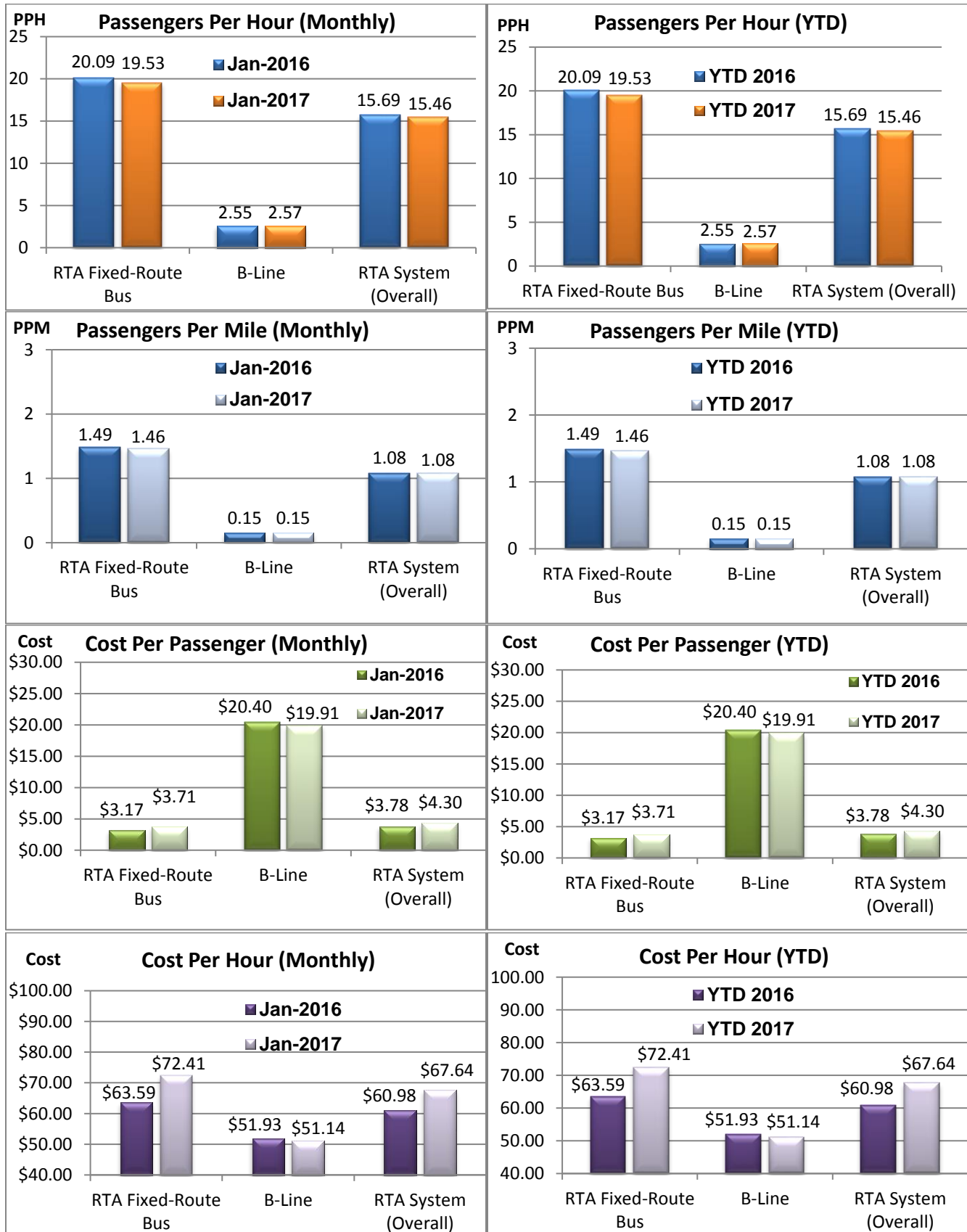
The chart below shows monthly ridership results for all services.



The chart below shows YTD ridership results for all services. The RTA has recorded 1,526 more boardings or an increase of 0.4% in 2017 as compared to the same period in 2016.



The following charts report system-wide productivity and other cost performance measurements for the month of January 2017 vs. January 2016 and YTD figures.



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

Schedule Adherence	Standard	Nov-16	Dec-16	Jan-17	3-Month Average
Early Departure	<1%	0.0%	1.0%	0.0%	0.3%
Departures within 0-5 minutes	>85%	90.0%	88.6%	87.3%	88.6%
Monthly Wheelchair Boardings	No standard	4,500	3,893	3,873	4,089
Monthly Bicycle Boardings	No standard	7,824	7,161	7,918	7,634
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

Existing detours potentially impacting on-time performance:

- Kostoryz Road (Brawner – Staples): Complete December 2017
 - Routes 15, 24S
- McArdle Road (Whitaker – Ennis Joslin): Complete May 2017
 - Routes 37, 66S
- Staples Street (Morgan to I-37): Complete August 2017
 - Routes 5S, 17, 29, 29S
- Williams Street (Staples - Airline): Complete August 2017
 - Routes 8S, 29, 63

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

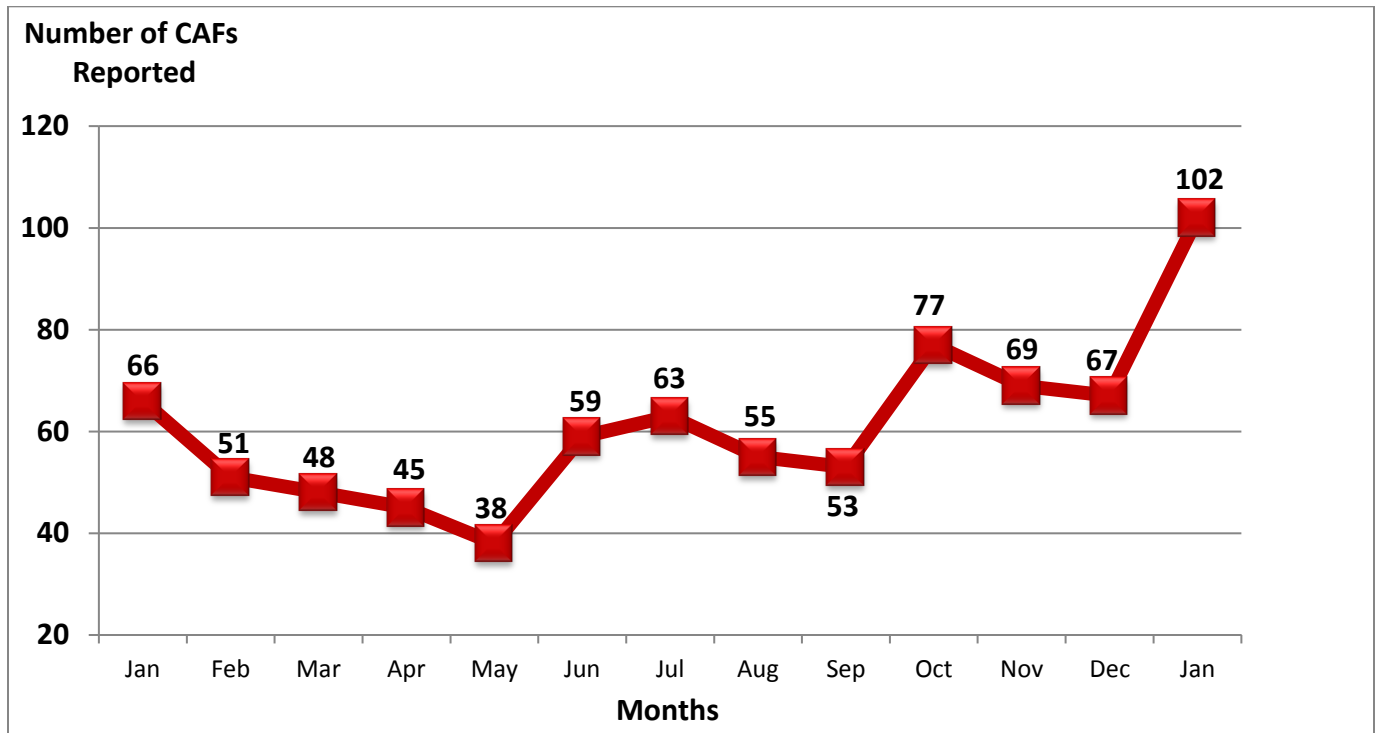
- Productivity: **2.57** PPH did meet the contract standard of 2.50 PPH.
- On Time Performance: **97.0%** did meet the contract standard of 96%.
- In Vehicle Time: **99.0%** exceeded the contract standard of 95%.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **31,953** did exceed the contract standard of 12,250 miles.
- Ridership Statistics: **10,799** ambulatory; **4,611** wheelchair boarding's

Metric	Standard	Nov-16	Dec-16	Jan-17	YTD Average
Passengers per Hour	2.50	2.55	2.47	2.57	2.53
On-time Performance	96%	97.2%	97.9%	97.0%	97.4%
In Vehicle Time	95.0%	99.0%	99.3%	99.0%	99.1%
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	41,522	20,005	31,953	31,160
Monthly Wheelchair Boardings	No standard	4,382	4,328	4,611	4,440

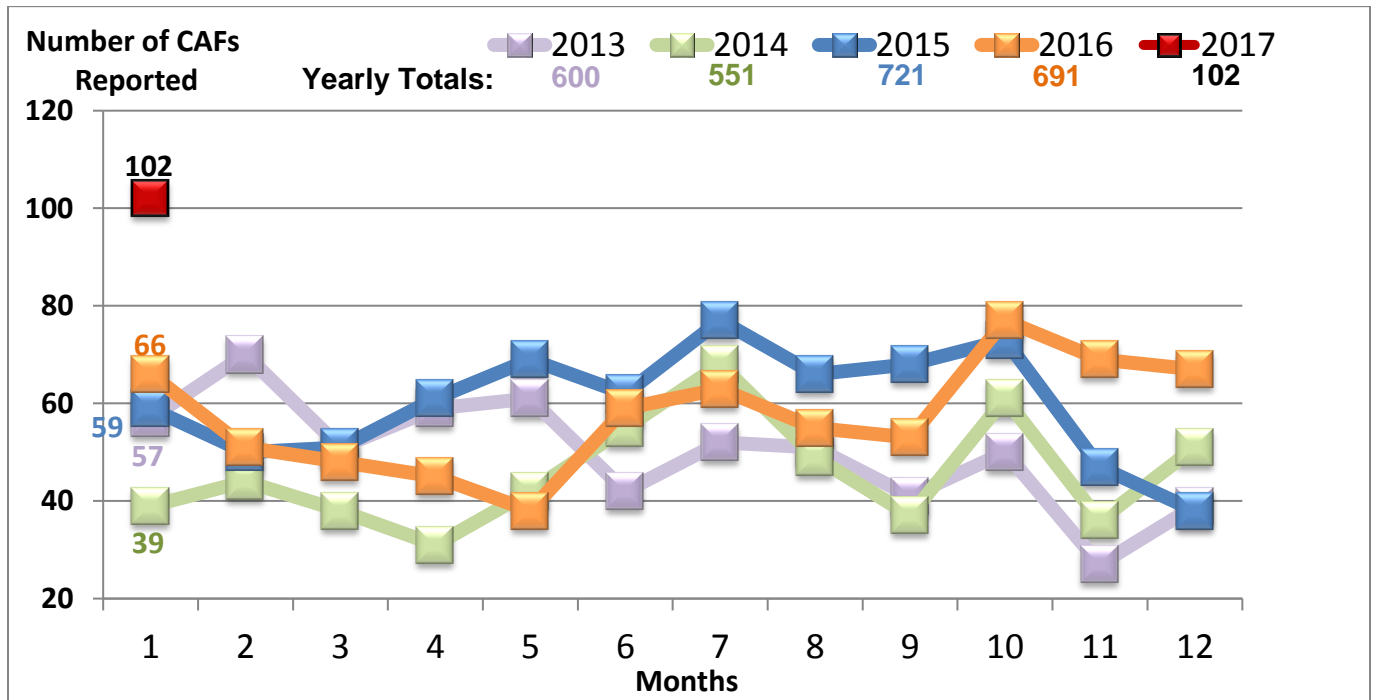
B-Line ridership for the month of January 2017 was 16,353 compared to 15,823 for January 2016, which equates to 530 more trips representing a 3.3% increase.

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

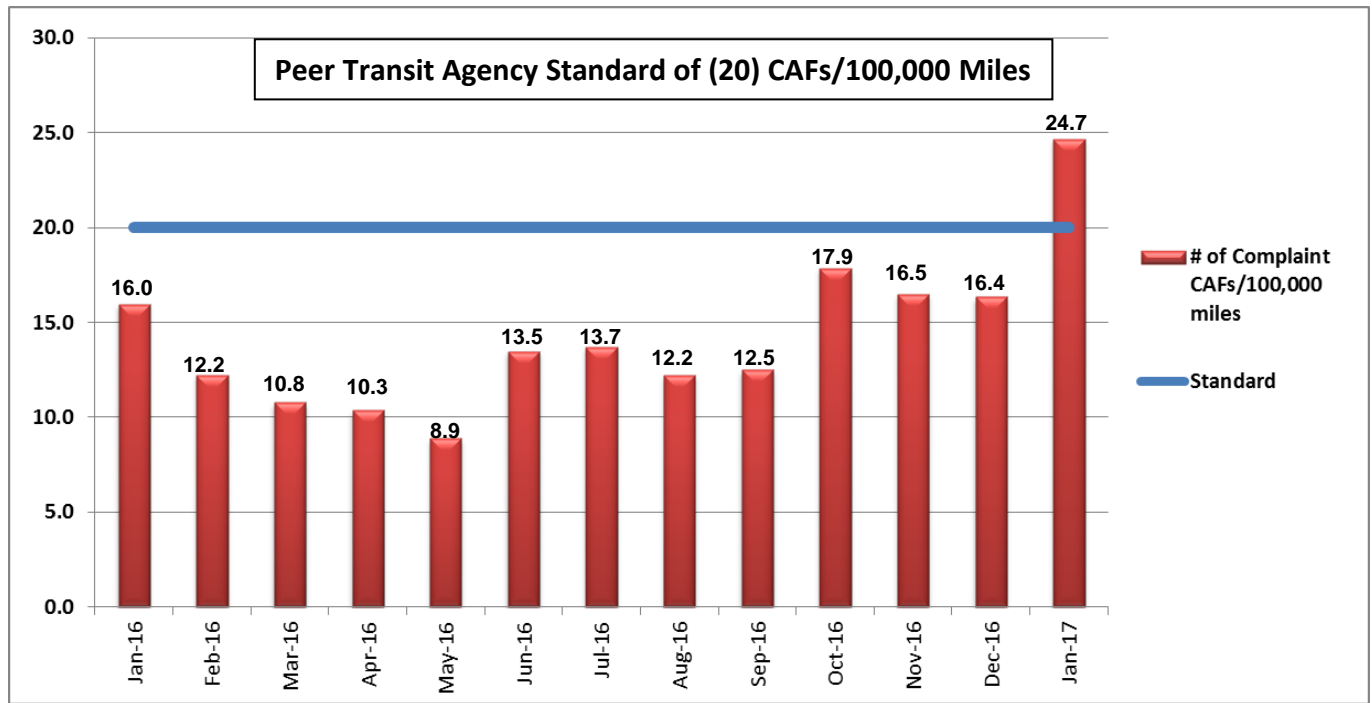
For January 2017, there were 102 reported CAF's (excludes commendations) which represents an increase from 67 reported CAF's overall in December 2016. The statistics for January represents a 52% increase, 102 CAF's vs 67 CAF's compared to the month of December 2016. There were 7 Commendations for the month of January.



3a. CAF Reports: Historical Trends



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



3c. Route Summary Report for January 2017

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	0	#34 Robstown Circulator	1
#4 Flour Bluff Mini B	5	#37 Crosstown	1
#5 Alameda	1	#51 Gregory Park & Ride	0
#6 Santa Fe/Malls	1	#63 The Wave	0
#12 Saxet Oak Park	3	#65 Padre Island Connector	2
#12s Saxet Oak Park	1	#76 Harbor Bridge Shuttle	1
#15 Kostoryz	1	#77 Harbor Ferry	0
#16 Agnes/Ruth	5	#78 North Beach	1
#17 Carroll/Southside	1	#83 Advanced Industries	0
#19 Ayers/Norton	1	#84 Lighthouse	0
#19G Greenwood	0	#94 Port Aransas Shuttle	0
#19M McArdle	1	#95 Flexi-B Port A	0
#21 Arboleda	4	B-Line (Para-transit)	6
#23 Molina	10	Facility Maintenance	8
#25 Gollihar/Greenwood	0	Service Development	8
#26 Airline/Lipes Connector	0	Safety and Security	10
#27 Northwest	6	IT Department	3
#27s Northwest (Sunday)	1	Vehicle Maintenance	2
#29 Staples	5	Customer Programs	2
#29F Flour Bluff	3	Capital Projects	1
#29SS Spohn South	1	Transportation (Other)	3
#32 Southside Mini B	3	TOTAL CAF'S	102

3d. January 2017 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	Contracted Fixed Route	Totals
Service Stop Issues	22	0	2	24
Driving Issues	3	3	0	6
Customer Services	19	2	3	24
Late/Early – No Show	7	0	1	8
Fare/Transfer Dispute	2	0	0	2
Dispute Drop-off/Pickup	0	1	0	1
Facility Maintenance	8	0	0	8
Vehicle Maintenance	2	0	0	2
Safety and Security	10	0	0	10
Service Development	8	0	0	8
IT Department	3	0	0	3
Customer Programs	2	0	0	2
Capital Projects	1	0	0	1
Transportation (Other)	3	0	0	3
Total	90	6	6	102
Commendations	5	2	0	7

Conclusion:

During January 2017, RTA received 102 CAF's/Commendations regarding RTA Fixed-Route Service, B-Line and Purchased Transportation; seven (7) of the 109 reported CAF's (January) were commendations.

There were a total of 90 CAF's/Commendations received regarding RTA Service representing 88% of total customer contacts: 8 for Facilities Maintenance, 8 for Service Development, 10 for Safety and Security, 3 for IT Department, 2 for Customer Programs, 2 for Vehicle Maintenance, 1 for Capital Projects and 56 for Transportation.

A total of 6 CAF's/Commendations were reported regarding B-Line service representing 6% of the total customer contacts.

A total of 6 CAF's were reported regarding Contracted Fixed Route service representing 6% of the total customer contacts.

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

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

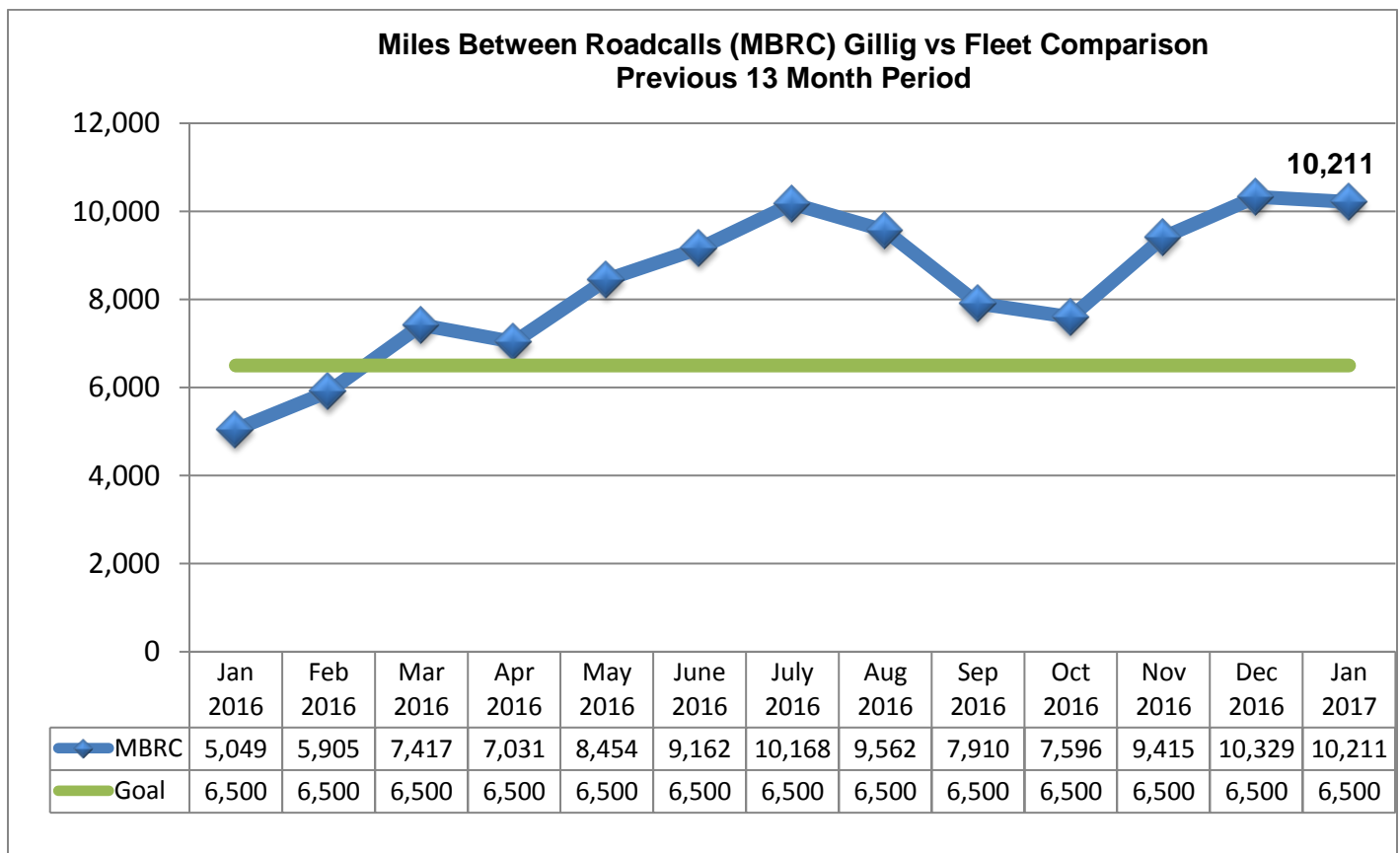
The RTA documents CAF's to capture information regarding a wide range of issues from the community's perspective point of view. CAF's are communicated to the Customer Programs group via the telephone, e-mail, and letter or in person.

CAF's are redirected to relevant management and supervisory staff for further investigation. Customer Service staff will provide a prompt and written response at the conclusion of the investigation to the customer within ten working days.

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

4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For January 2017, 10,211 miles between road calls (MBRC) were recorded as compared to 5,049 MBRC in January 2016. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



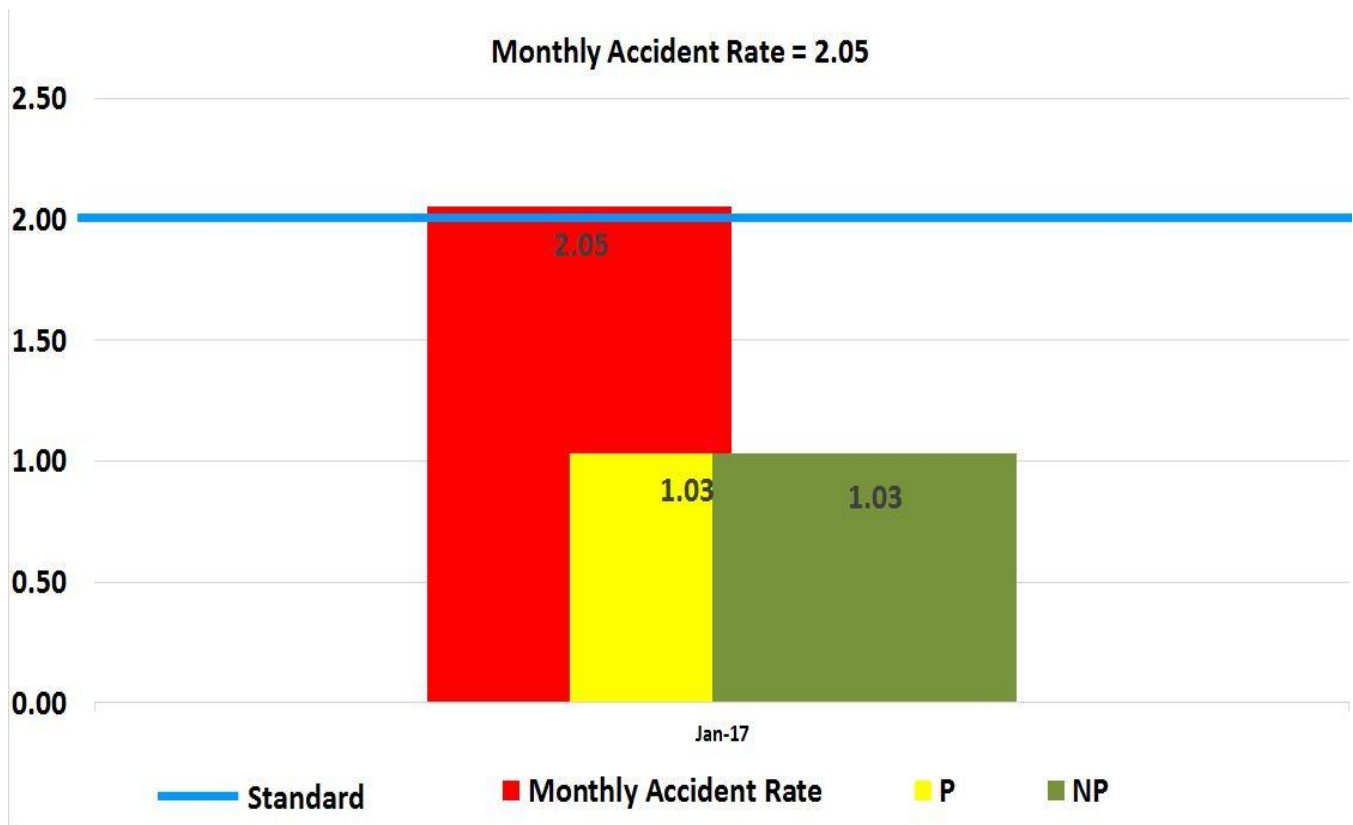
MBRC is a performance gauge of maintenance quality, fleet age, and condition; an increase in MBRC is a positive indicator. As defined by the Federal Transit Administration, a road-call is the practice of dispatching a service vehicle to repair or retrieve a vehicle on the road. There are two types of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

5. Safety/Security Department Report

SAFETY SUMMARY

For January 2017, there were six (6) vehicle accidents. Three (3) were determined to be non-preventable (NP) and three (3) were determined to be preventable (P). There were 20 customer-related incidents. CCRTA operators drove a total of 292,022.8 miles. The total accident rate for the month was 2.05 per hundred thousand miles driven. The desirable range for total collisions is at 2.0 or less.

The chart below illustrates the Year-to-Date accident rate. Please keep in mind that this chart shows all vehicle accidents regardless of fault.



SECURITY SUMMARY

For January 2017, there were approximately 1,400 hours of security coverage was used for all areas of CCRTA Operations. Officers arrested 12 individuals for public intoxication, issued 2 criminal trespass warnings, No arrests for criminal trespassing, issued 38 disturbance warnings and responded to 1 other calls for service.

Respectfully Submitted,

Submitted by:




Wesley Vardeman
Outreach Coordinator

Reviewed by:



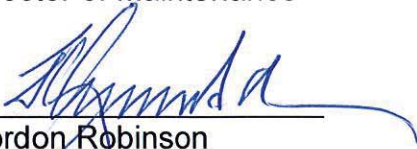
Mike Rendon
Director of Safety & Security

Reviewed by:

for 


Bryan Garner
Director of Maintenance

Reviewed by:

for 

Gordon Robinson
Director of Planning

Reviewed by:

for 

Rosa E. Villarreal
Managing Director of Operations

Approved by:



Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

August 1, 2018

Subject: Operations Report for June 2018

The system-wide monthly operations performance report for June 2018 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.

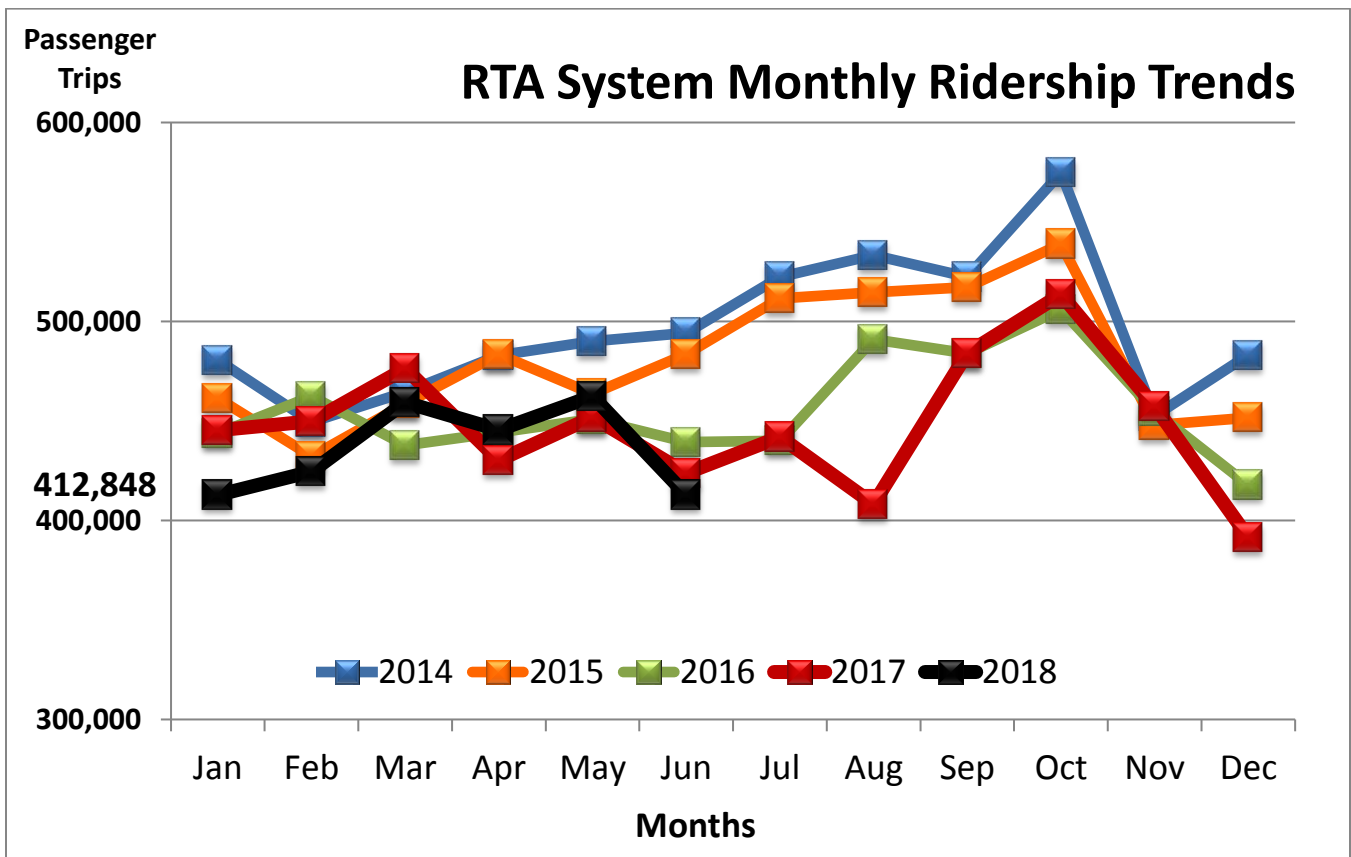


1. System-wide Ridership and Service Performance Results

Boardings for all services in June 2018 totaled 412,848. This represents a 2.2% decrease as compared to 423,766 boardings in June 2017 or 10,918 fewer boardings this month. Reduced service levels occurred this month between June 18 and 21, due to a prolonged tropical rain event with up to 12 inches recorded in some areas.

June 2018	June 2017	Variance
21 Weekdays	22 Weekdays	-1
5 Saturdays	4 Saturdays	+1
4 Sundays	4 Sundays	-
30 Days	30 Days	-

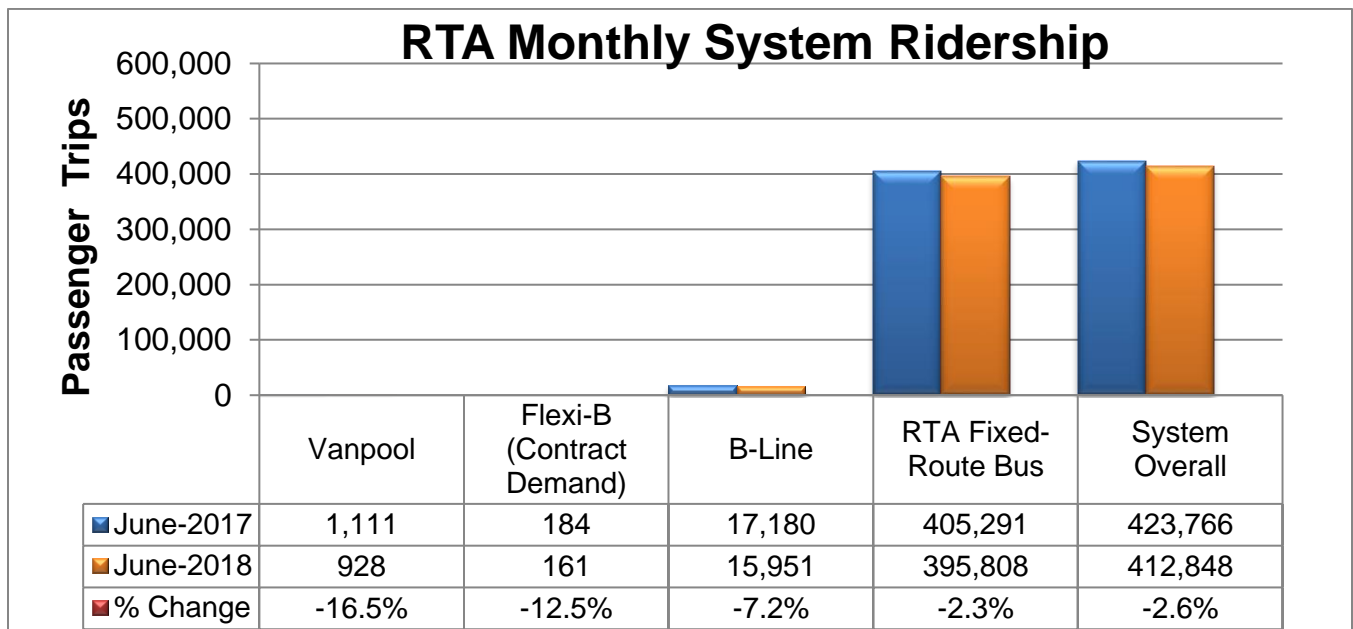
Average retail gas prices for unleaded fuel was approximately \$2.58 per gallon this month compared to about \$2.05 per gallon in June 2017¹. Rainfall this month was above normal at 9.59 inches within the CCRTA service area as compared to 1.93 inches in June 2017.²



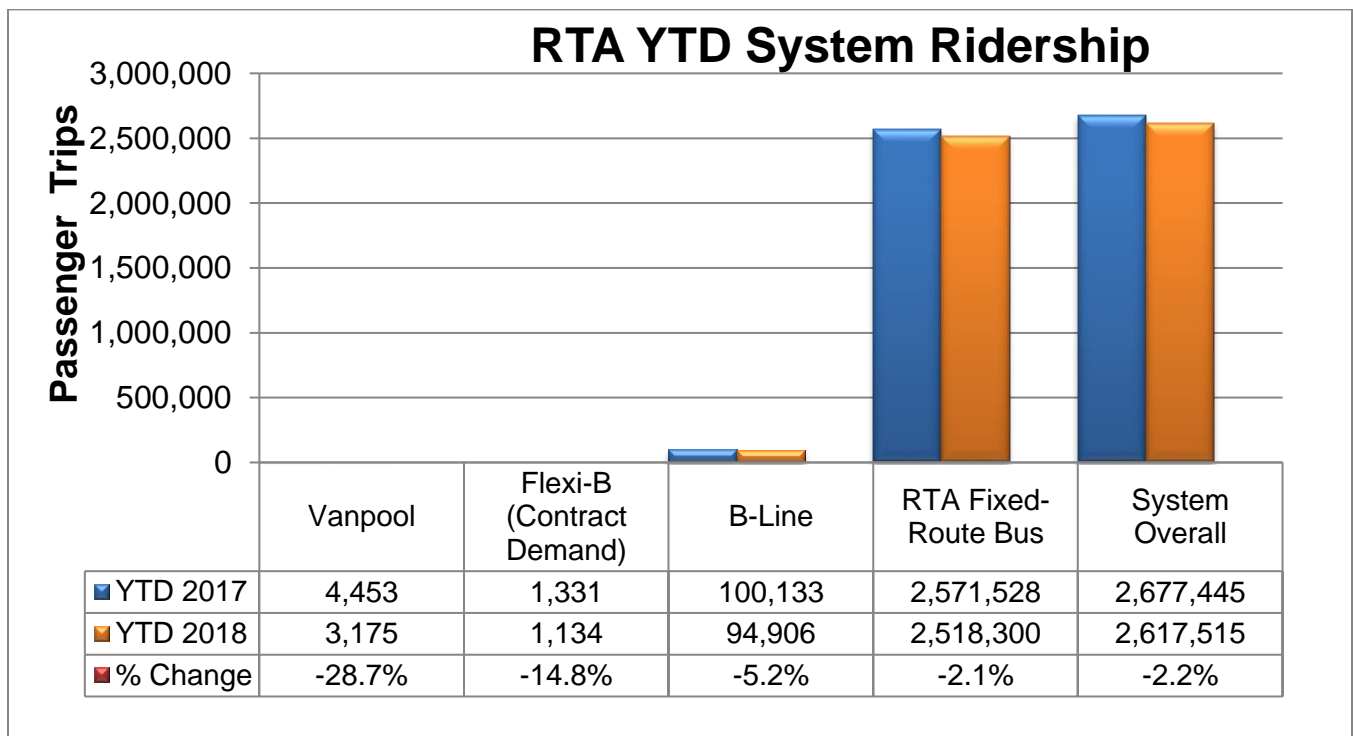
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

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

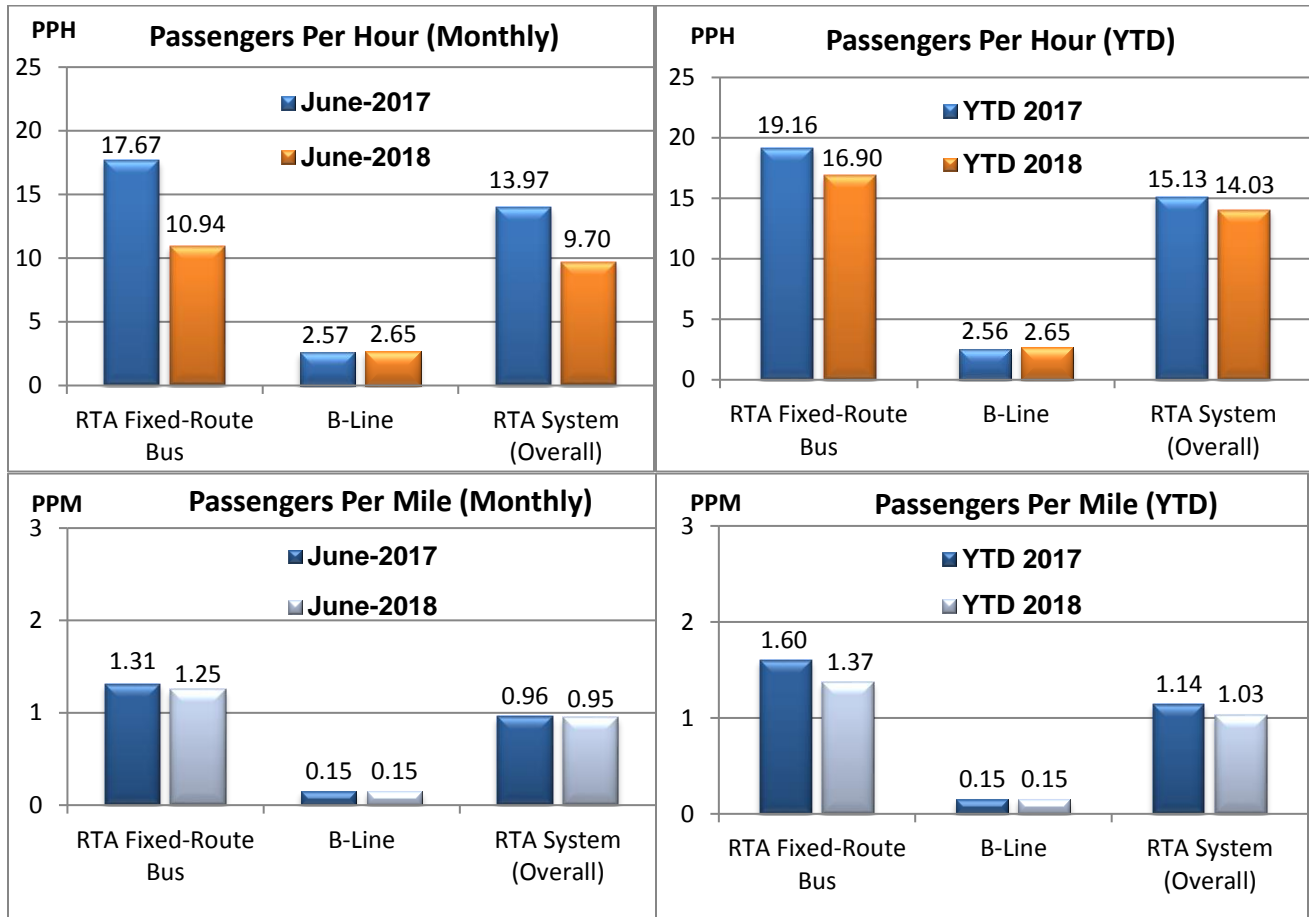
The chart below shows monthly ridership results for all services. CCRTA recorded 10,918 fewer boardings for a decrease of 2.6% this month as compared to June 2017.



The chart below shows YTD ridership results for all services. CCRTA recorded 59,930 fewer boardings for a YTD decrease of -2.2% in 2018 as compared to the same period in 2017.



The following charts report system-wide productivity for the month of June 2018 vs. June 2017 and YTD figures.



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

Schedule Adherence	Standard	Apr-18	May-18	Jun-18	3-Month Average
Early Departure	<1%	0.7%	0.0%	0.0%	0.2%
Departures within 0-5 minutes	>85%	90.8%	88.6%	90.1%	89.8%
Monthly Wheelchair Boardings	No standard	3,870	4,805	4,382	4,352
Monthly Bicycle Boardings	No standard	8,112	8,373	8,169	8,218
On-time performance surveys with departures > 5 minutes late will be examined by Planning and Transportation Departments. Corrective actions may follow.					

The following detours potentially impact on-time performance:

- On Detour

 - **South Alameda St.** (Ayers-Louisiana): (1) year project-(Phase 1 Complete)
 - Routes 5, 5s, 15s, 19, 29, & 29s (Phase 1 Complete)
- On Detour

 - **Ayers St.** (Santa Fe-Alameda): Work has begun (1) year project. (Phase 1 Complete)
 - Routes 15s & 19
- On Detour

 - **Corona Dr.** (Flynn-Everhart): Began March 2018: (14) month project. (Phase 1 Complete)
 - Route 17
- On Detour

 - **Carroll Ln.** (Houston-McArdle): Began September 28, 2017: (1) year project. (Phase 1 Complete)
 - Route 17
- On Detour

 - **Chaparral St.** (Schatzel-Taylor): Began November 6, 2017: (1) year project.
 - Routes 76, 76s & 78 on detour. (Phase 3 in progress)
- On Detour

 - **Comanche St. Overpass:** Began October 16, 2017: (9) month project. (Project on track and ahead of schedule)
 - Routes 21 & 21s
- On Detour

 - **Gollihar Rd.** (Staples-Kostoryz): All (3) phases to be completed mid-2019. (Phase 1 nearing completion)
 - Routes 32, 37 & 37s
- On Detour

 - **Old Robstown Rd.** (Leopard-Agnes-Hwy 44): Began March 2018: (19) month project.
 - Route 12
- No Detour

 - **South Staples St** (Alameda-Morgan): Began mid-November 2017.
 - Routes 5s, 17, 29 & 29s
- No Detour

 - **South Staples St** (Brawner Parkway-Kostoryz): Began March 2018.
 - Routes 17, 29 & 29s
- On Detour

 - **North Staples St** (IH-37 Bridge Overpass): Began April 6, 2018.
 - Routes 12 & 12s to be completed December-2018.
- On Detour

 - **Lipan St.** (Carancahua St.-N. Staples St.) Resurface & Restriping project which began April 9, 2018. Improper stripping has extended the Route 19 detour.
 - Route 19

Currently there are 18 detoured routes out of 46 fixed routes (39%).

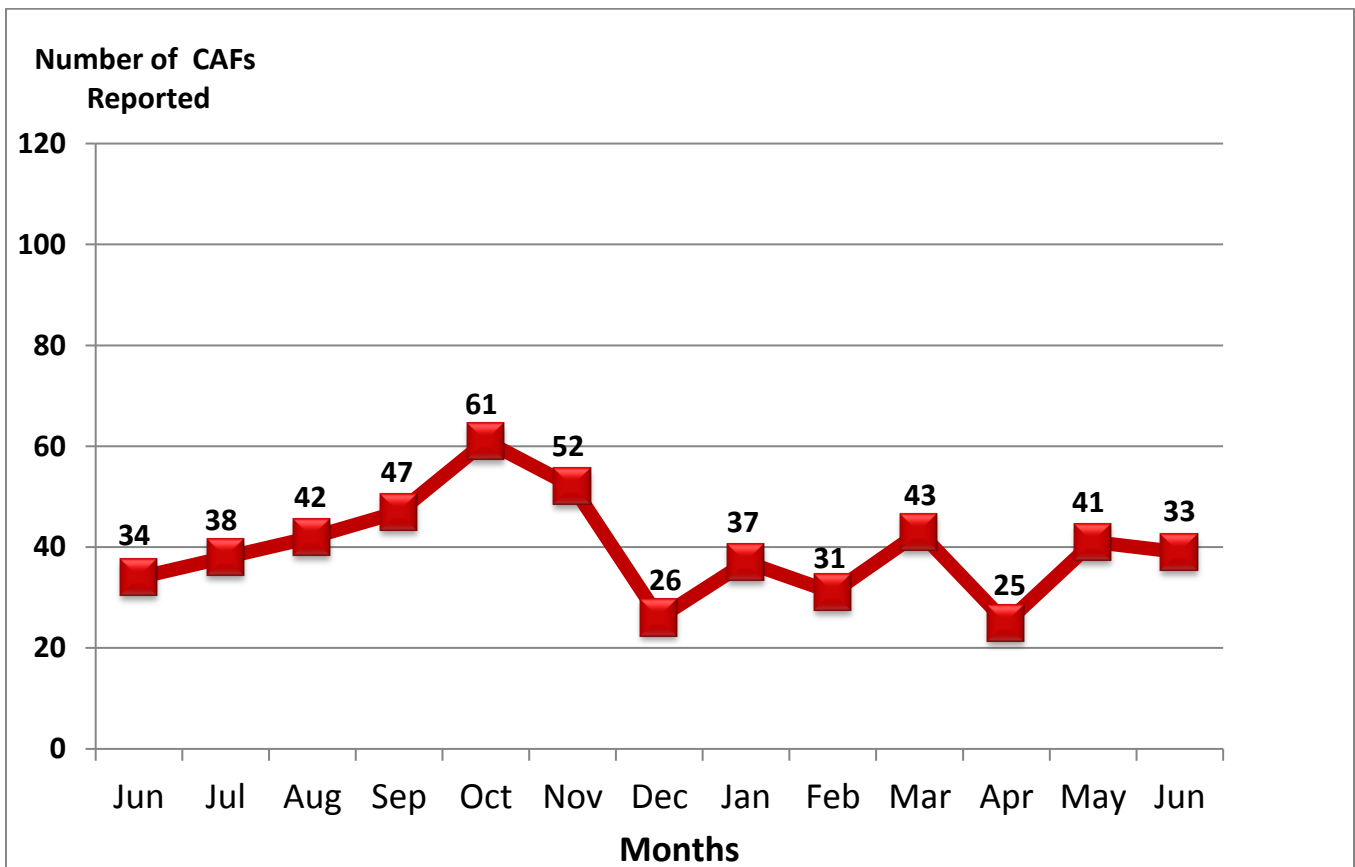
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- Productivity: **2.65** PPH did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls: **7,030** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,461** ambulatory; **4,460** wheelchair boardings

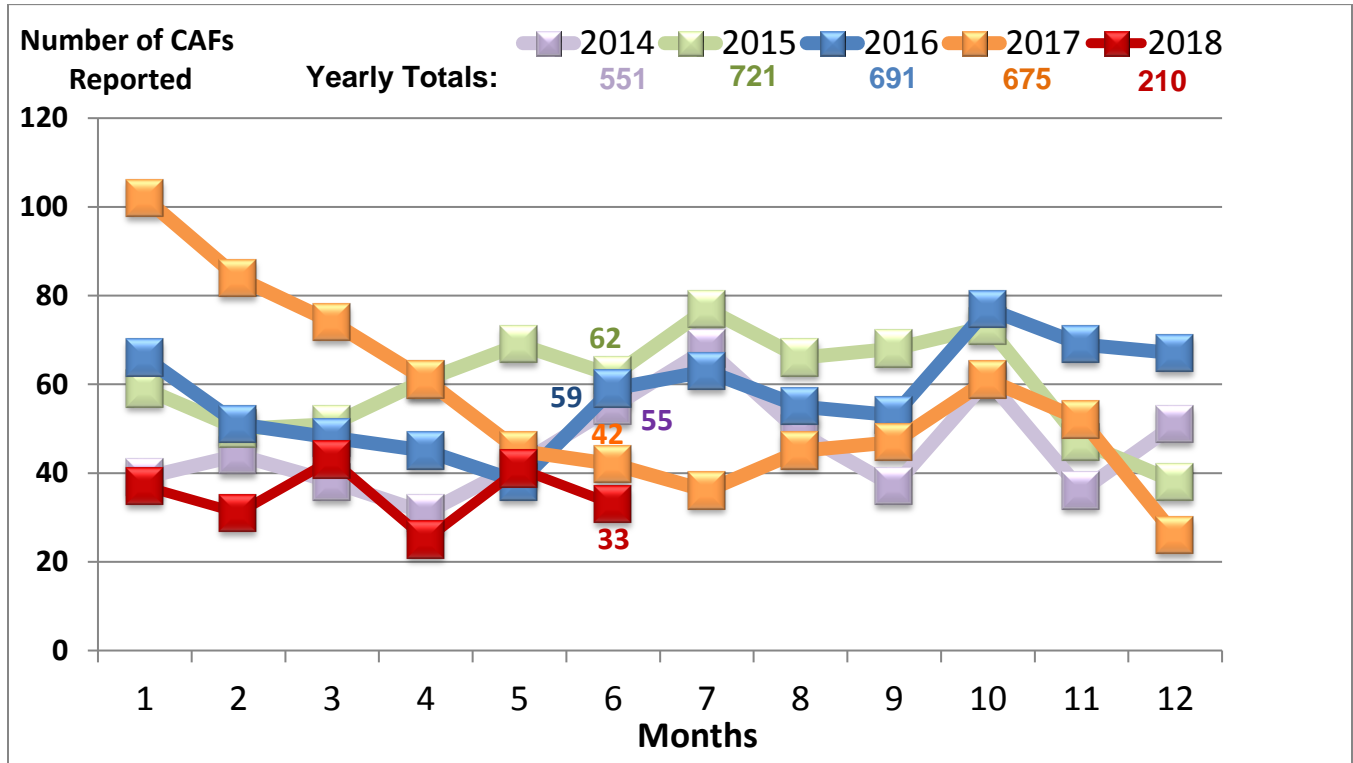
Metric	Standard	Apr-18	May-18	Jun-18	(3) Month-Ave.
Passengers per Hour	2.50	2.65	2.64	2.65	2.65
Denials	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Roadcalls	12,250	16,031	10,430	7,030	11,164
Monthly Wheelchair Boardings	No standard	4,498	4,736	4,460	4,565

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

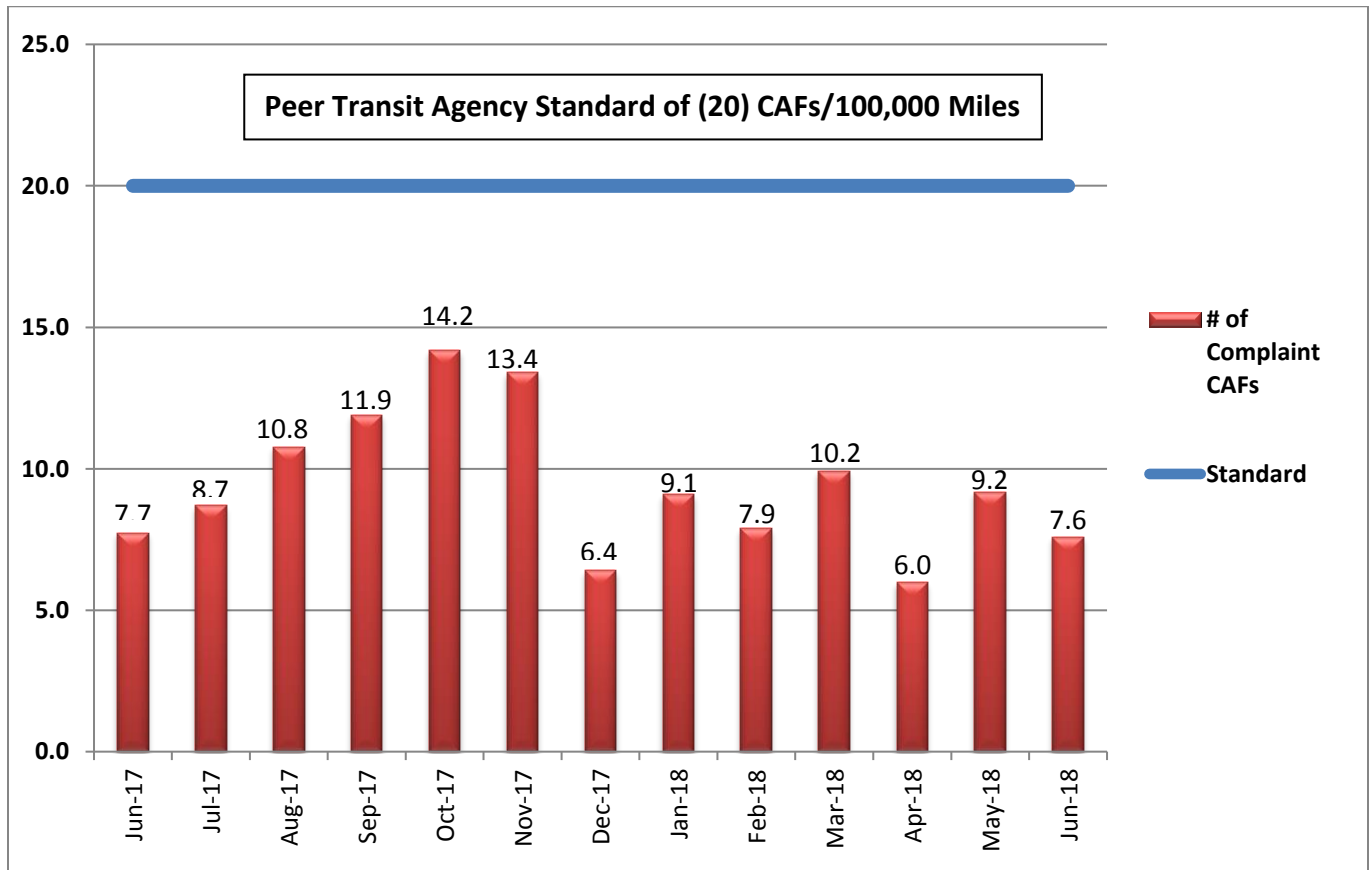
For June 2018, Customer Service received and processed 69 Customer Assistance Forms (CAF's) of which 33 or 47% were verified as valid. This represents a decrease from the 41 verified CAF's in May 2018. There were four commendations for the month of June.



3a. CAF Reports: Historical Trends



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



3d. June 2018 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
Service Stop Issues	13	0	2	15
Driving Issues	5	3	2	10
Customer Services	9	5	1	15
Late/Early – No Show	2	0	0	2
Fare/Transfer Dispute	3	0	2	5
Dispute Drop-off/Pickup	0	0	0	0
Tie Down Issues	0	0	0	0
B-line Call Lines	0	4	0	4
Policy	0	0	0	0
Safety and Security	4	1	0	5
Facility Maintenance	7	0	0	7
Service Development	4	0	0	4
Capital Projects	2	0	0	2
	49	13	7	69
Commendations	3	1	0	4

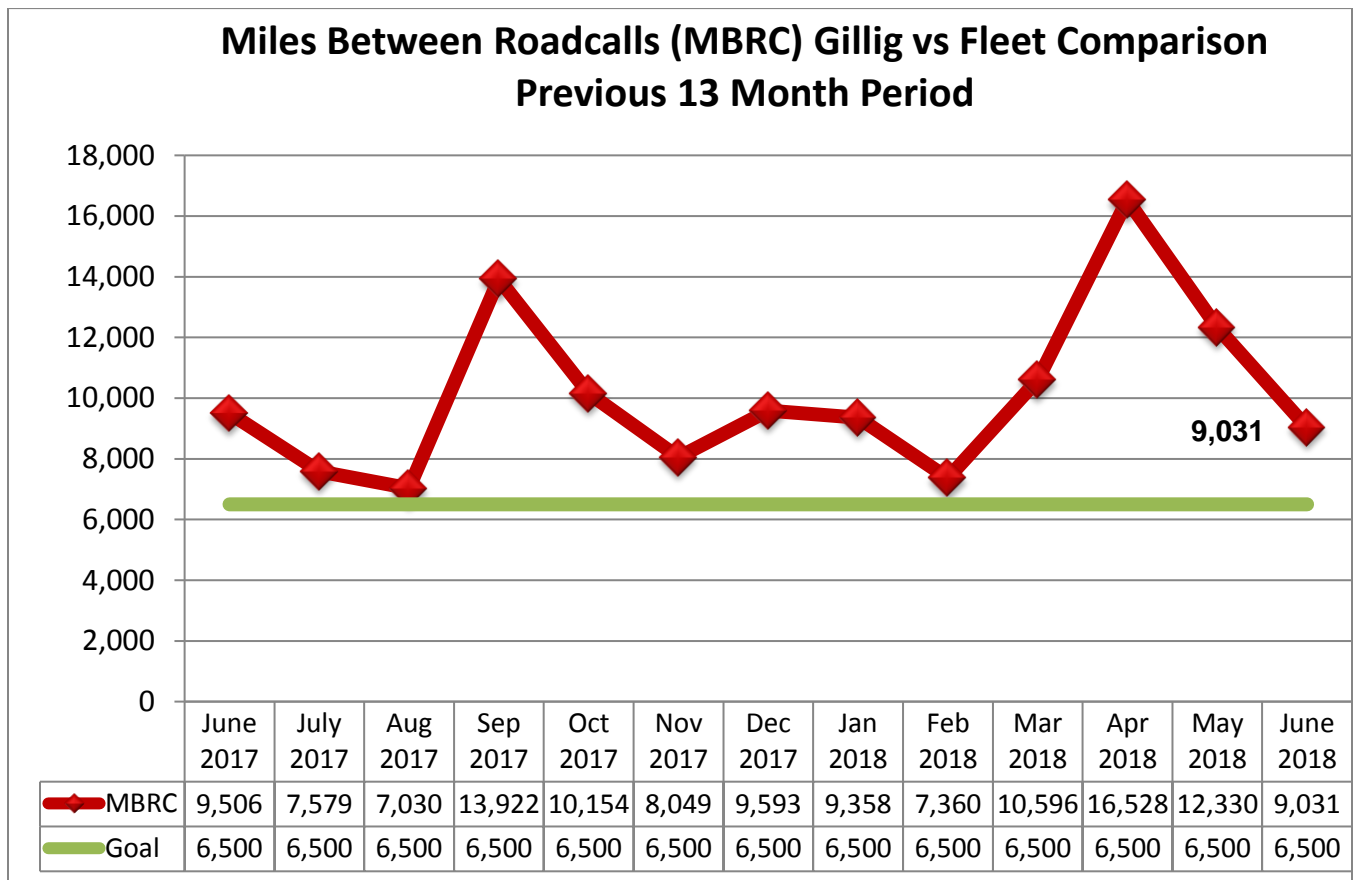
3c. Route Summary Report for June 2018

Route	# of CAF's	Route	# of CAF's
#3 NAS Shuttle	1	#32 Southside Mini-B	2
#4 Flour Bluff Mini B	0	#32s Southside/Malls Sun.	0
#5 Alameda	1	#34 Robstown North Circulator	1
#5x Alameda Express	0	#35 Robstown South Circulator	1
#5s Alameda Sun.	0	#37 Crosstown/TAMUCC	3
#6 Santa Fe/Malls	1	#50 Calallen/NAS Ex (P&R)	0
#8s Flour Bluff/Malls	0	#51 Gregory/NAS Ex (P&R)	0
#12 Saxet Oak Park	4	#53 Robstown/NAS Ex (P&R)	0
#15 Kostoryz	1	#54 Gregory/Downtown Express	0
#15s Ayers/Molina Sun.	0	#56 Flour Bluff/Downtown Ex.	0
#16 Morgan	0	#63 The Wave	0
#17 Carroll/Southside	1	#65 Padre Island Connection	0
#19 Ayers	2	#76 Harbor Bridge Shuttle	2
#19G Greenwood	2	#76s Harbor Bridge Shuttle Sun.	0
#19M McArdle	0	#78 North Beach Shuttle	0
#21 Arboleda	0	#90 Flexi-B Port Aransas	0
#23 Molina	3	#94 Port Aransas Shuttle	0
#25 Gollihar/Greenwood	0	B-Line (Para-transit) Services	13
#26 Airline/Lipes	1	Safety and Security	4
#27 Northwest	4	Facility Maintenance	7

#27x Northwest (Express)	0	Service Development	4
#28 Leopard /Omaha	1	Capital Projects	2
#29 Staples	5		
#29F Staples/Flour Bluff	3		
#29SS Staples/Spohn So.	0		
#29s Staples Sun.	0		
#30 Westside/Health Clinic	0	TOTAL CAF'S	69

4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For June 2018, 9,031 miles between road calls (MBRC) were recorded as compared to 9,506 MBRC in June 2017. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



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

Respectfully Submitted,

Submitted by: Wesley Vardeman
Outreach Coordinator

Submitted by: Bryan Garner
Director of Maintenance

Reviewed by: Gordon Robinson
Director of Planning

Reviewed by: Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



Subject: December 2019 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.

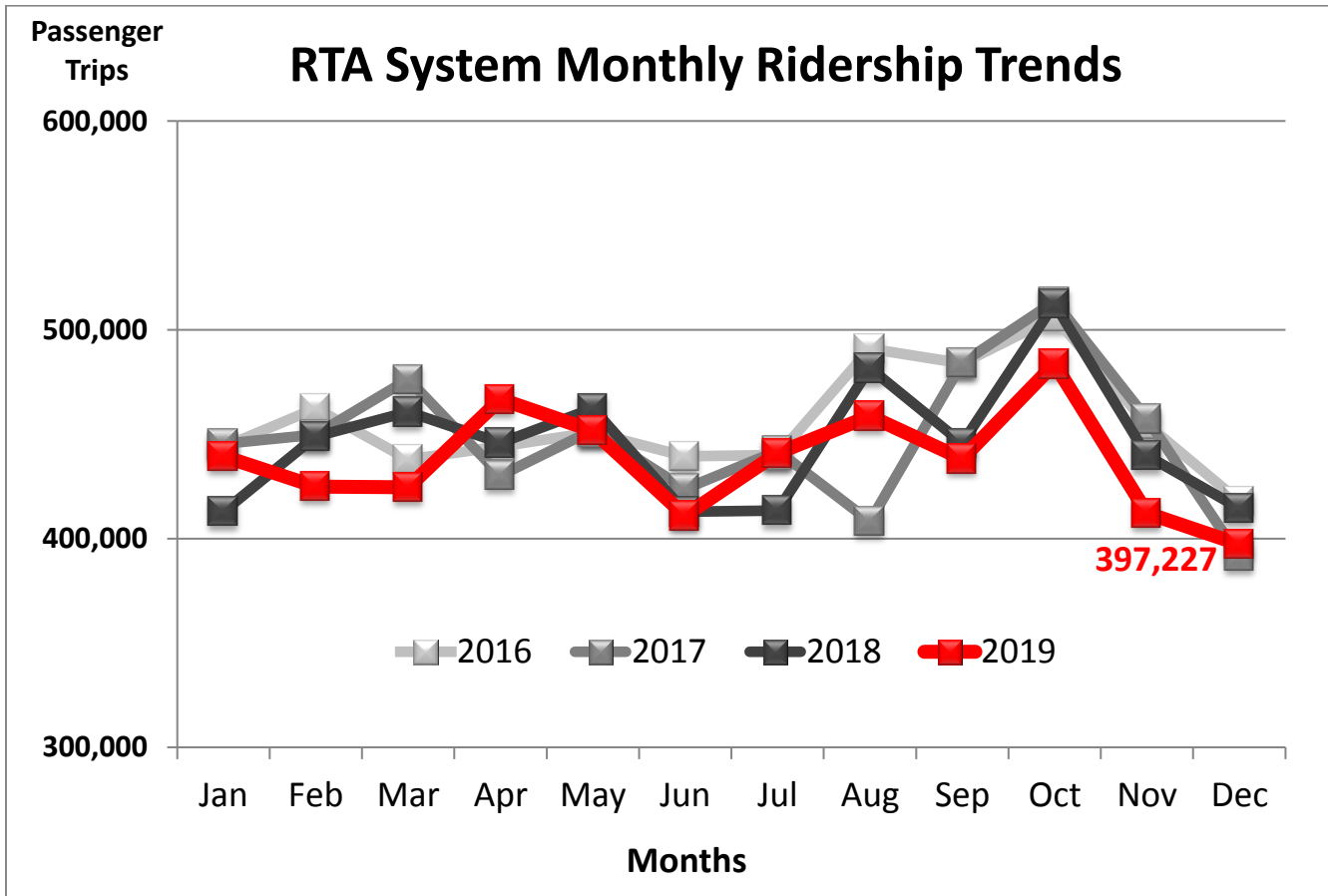


1. System-wide Ridership and Service Performance Results

December 2019 boardings for all services totaled 397,227. This represents a -4.1% decrease as compared to 414,398 boardings in December 2018 or 17,171 fewer boardings this month.

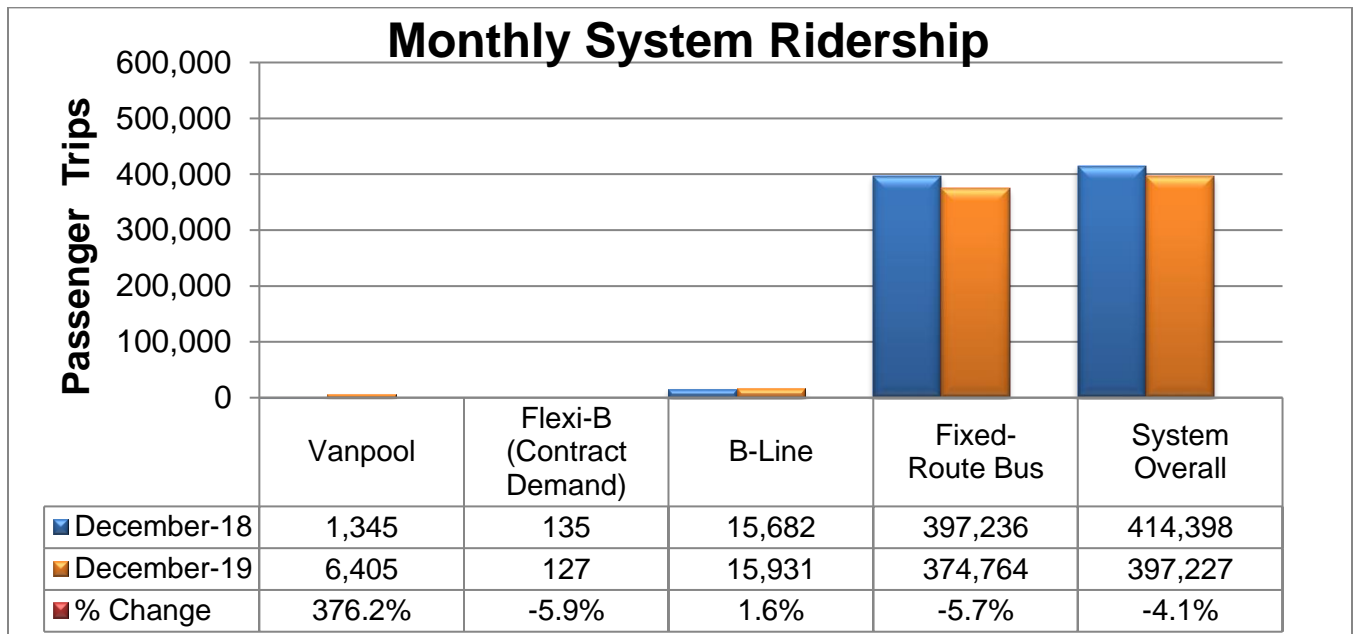
December 2019	December 2018	Variance
21 Weekdays	20 Weekdays	+1
4 Saturdays	5 Saturdays	-1
5 Sundays	5 Sundays	-
1 Holiday	1 Holiday	-
31 Days	31 Days	-

In December 2019, the average retail price for unleaded gas in Corpus Christi was approximately \$2.26 per gallon compared to approximately \$2.00 per gallon in December 2018¹. This month's rainfall was 1.71 inches as compared to 0.79 inches in December 2018. Historically, the average rainfall in December is 1.81 inches.² The average high temperature was normal at 68 degrees. Historically, the average high temperature for December is 68 degrees.

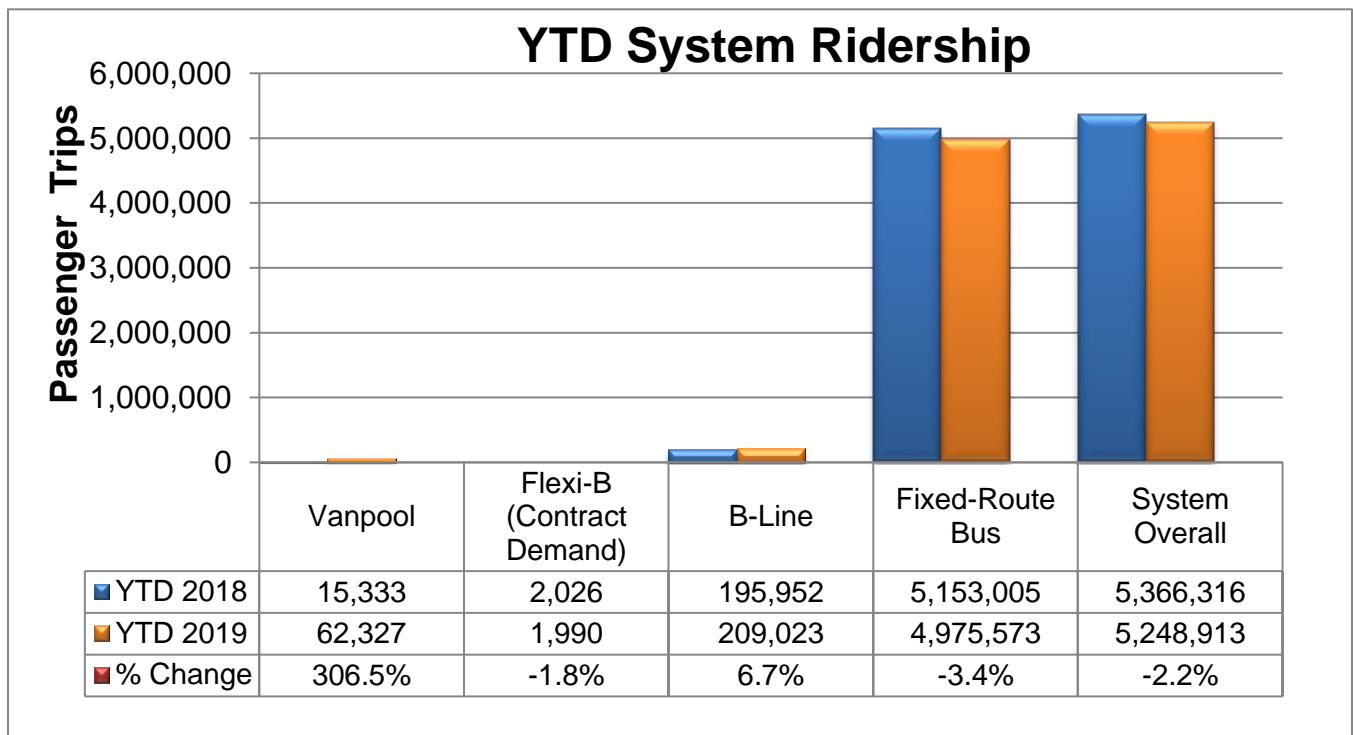


1. GasBuddy.com historical data at <http://www.gasbuddy.com>.
 2. <https://www.usclimatedata.com/climate/corpus-christi/texas/united-states>

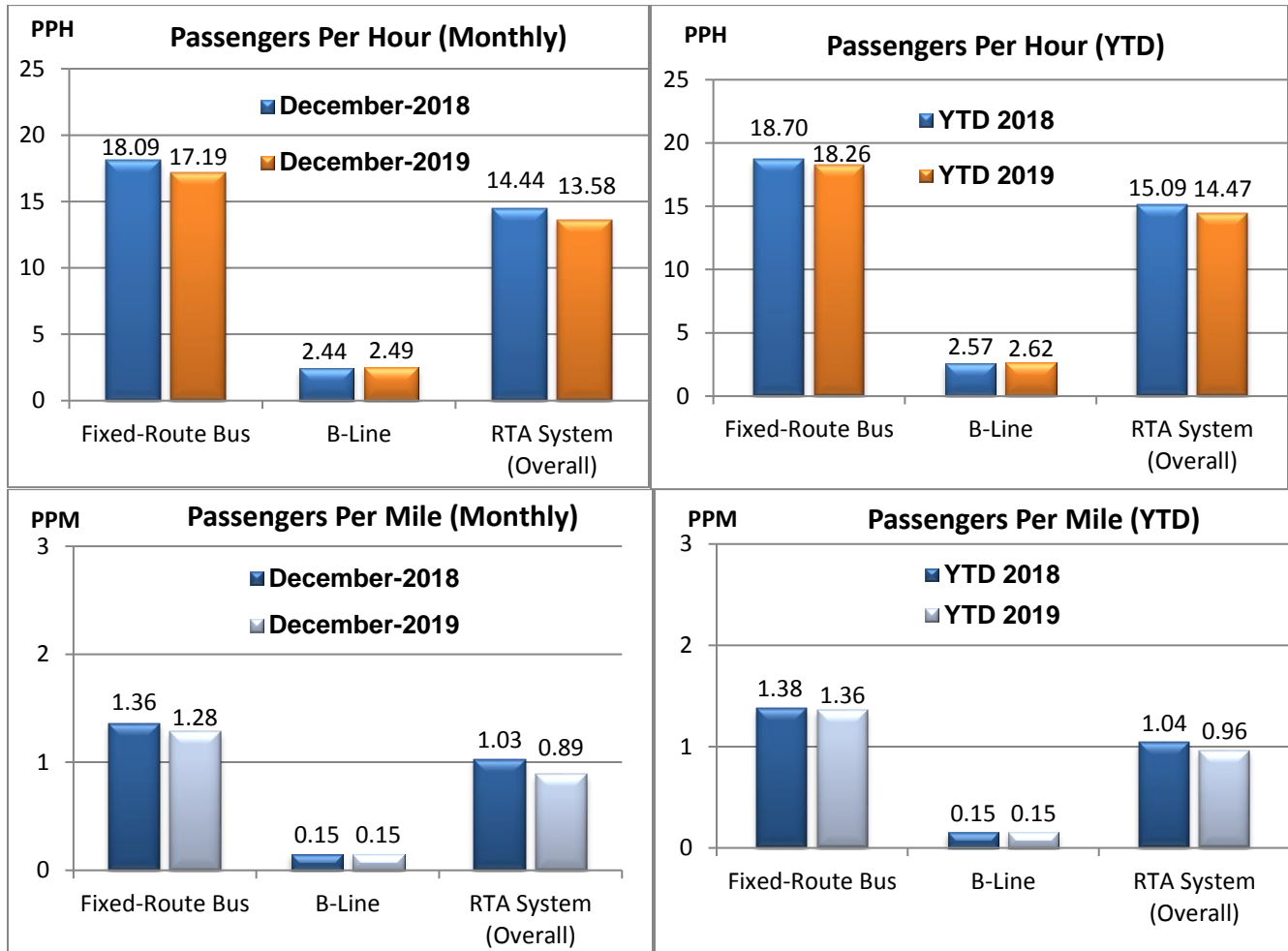
The chart below shows monthly ridership results for all services. CCRTA recorded 17,171 fewer boardings for a -4.1% decrease this month as compared to December 2018.



The chart below shows YTD ridership results for all services. CCRTA has recorded 117,403 fewer boardings for a -2.2% YTD decrease in 2019 as compared to the same period in 2018.



The following charts report system-wide productivity for the month of December 2019 vs. December 2018 and YTD figures.



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

Schedule Adherence	Standard	Sep-19	Oct-19	Nov-19	Dec-19	4-Month Average
Early Departure	<1%	0.0%	0.0%	0.5%	0.0%	0.1%
Departures within 0-5 minutes	>85%	88.4%	90.7%	91.6%	95.8%	91.6%
Monthly Wheelchair Boardings	No standard	4,373	4,759	3,643	3,669	4,111
Monthly Bicycle Boardings	No standard	8,115	8,780	7,188	7,066	7,787

The following construction projects potentially impact on-time performance:

On Detour	<ul style="list-style-type: none"> • North Beach-U.S. 181 realignment (Harbor Bridge reconstruction) <ul style="list-style-type: none"> ➤ Routes 76 & 78
On Detour	<ul style="list-style-type: none"> • Carroll Ln. (Houston-Gollihar) (27) month project-<u>To be complete mid-2020.</u> <ul style="list-style-type: none"> ➤ Route 17 (Final phase of a four-phase project has begun)
On Detour	<ul style="list-style-type: none"> • Leopard St. (at Crosstown/Brownlee) TxDOT project began June 2019. <ul style="list-style-type: none"> ➤ Route 28
On Detour	<ul style="list-style-type: none"> • Morgan Ave. (Staples-Crosstown) (14) month project began August 2019. • Morgan Ave. (Staples-Ocean Dr) (15) month project began August 2019. <ul style="list-style-type: none"> ➤ Route 23
Future Detour	<ul style="list-style-type: none"> • Leopard Street TxDOT Project (Mexico to Doss St.) (24) month project-<u>To be complete late 2021</u> <ul style="list-style-type: none"> ➤ Routes 27 & 28
No Detour	<ul style="list-style-type: none"> • South Staples St. (Brawner Parkway-Kostoryz)-3/4 complete-traffic to be complete Jan. 2020. (Soon to be completed) <ul style="list-style-type: none"> ➤ Routes 17 & 29
No Detour	<ul style="list-style-type: none"> • Everhart Rd. (Holly Rd-SPID) (22) month project-Began September 2019. <ul style="list-style-type: none"> ➤ Routes 17 & 32
No Detour	<ul style="list-style-type: none"> • Ayers St. (SPID-Gollihar) (28) month project-Began December 2019. <ul style="list-style-type: none"> ➤ Routes 19G & 19M
No Detour	<ul style="list-style-type: none"> • Sea Town Improvements (5) month project-To begin January 2020. <ul style="list-style-type: none"> ➤ Routes 76 & 78
No Detour	<ul style="list-style-type: none"> • S. Staples St. (Kostoryz- Baldwin) (29) month project-To begin March 2020. <ul style="list-style-type: none"> ➤ Route 29
Future Detour	<ul style="list-style-type: none"> • Leopard St. (Palm-Nueces Bay) (14) month project-<u>To be complete late 2021.</u> <ul style="list-style-type: none"> ➤ Routes 27 & 28 Detour to begin early-2020
Future Detour	<ul style="list-style-type: none"> • Leopard St. (Doss-Palm) (13) month project-<u>To be complete late 2021.</u> <ul style="list-style-type: none"> ➤ Routes 27 & 28 Detour to begin early-2020
No Detour	<ul style="list-style-type: none"> • Airline Rd. (SPID-McArdle) (9) month project-<u>To be complete early-2021</u> <ul style="list-style-type: none"> ➤ Routes 26 & 65
Future Detour	<ul style="list-style-type: none"> • Laguna Shores Rd. (SPID-Wyndale) (14) month project-<u>To begin mid 2020 complete late-2021</u> <ul style="list-style-type: none"> ➤ Routes 4

Currently, there are (5) detoured routes out of 32 fixed routes travelling on the local street network (15%). Detoured routes include: 17, 23, 28, 76 & 78. Future detours indicated in a dashed outline will account for an additional (4) or (14%) of detoured bus route services including routes: (4, 26, 27 & 65).

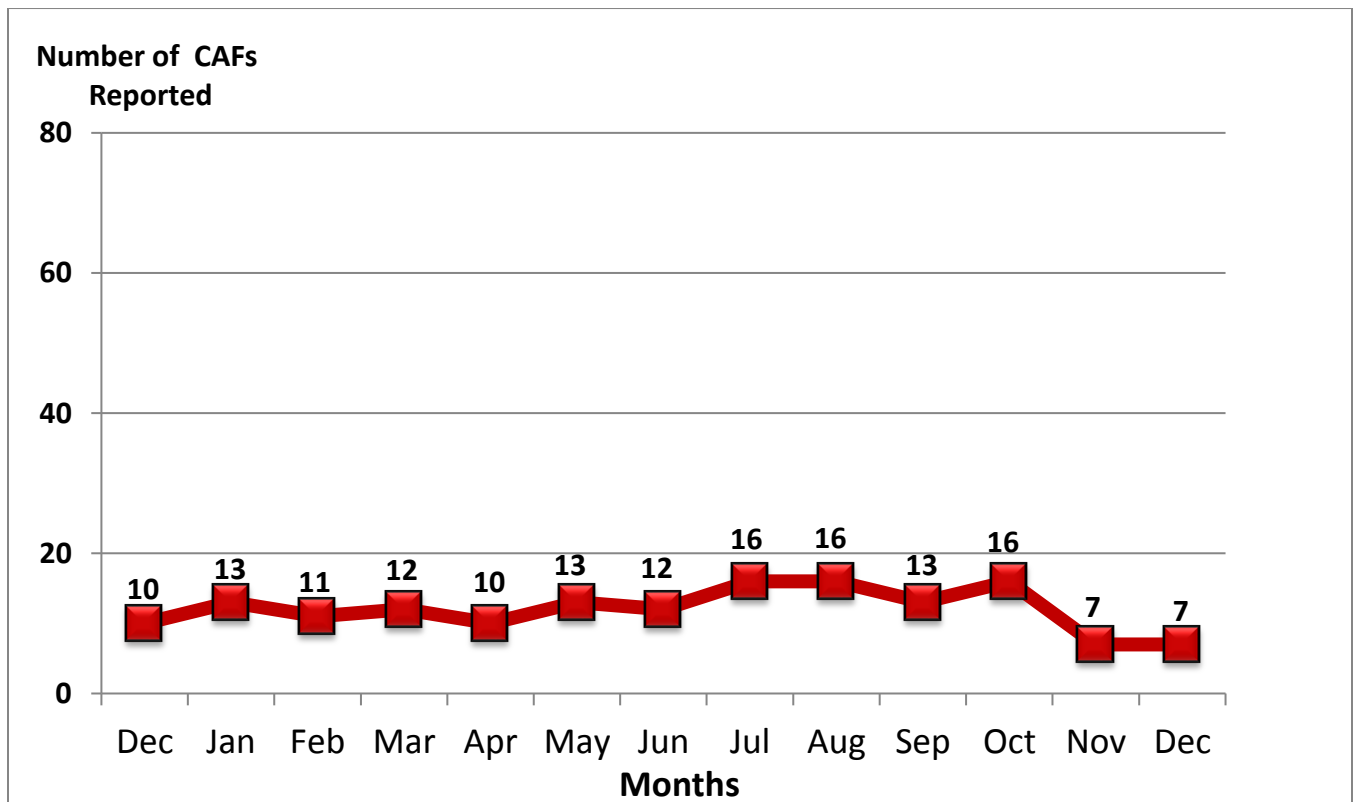
2. Purchased Transportation Department Report: B-Line Service Contract Standards & Ridership Statistics

- Productivity: **2.62** PPH did meet the contract standard of 2.50 PPH.
- Denials: 0 denials or **0.0%** did meet contract standard of 0.0%.
- Miles between Road Calls (MBRC): **12,010** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **10,785** ambulatory boardings; **4,260** wheelchair boardings

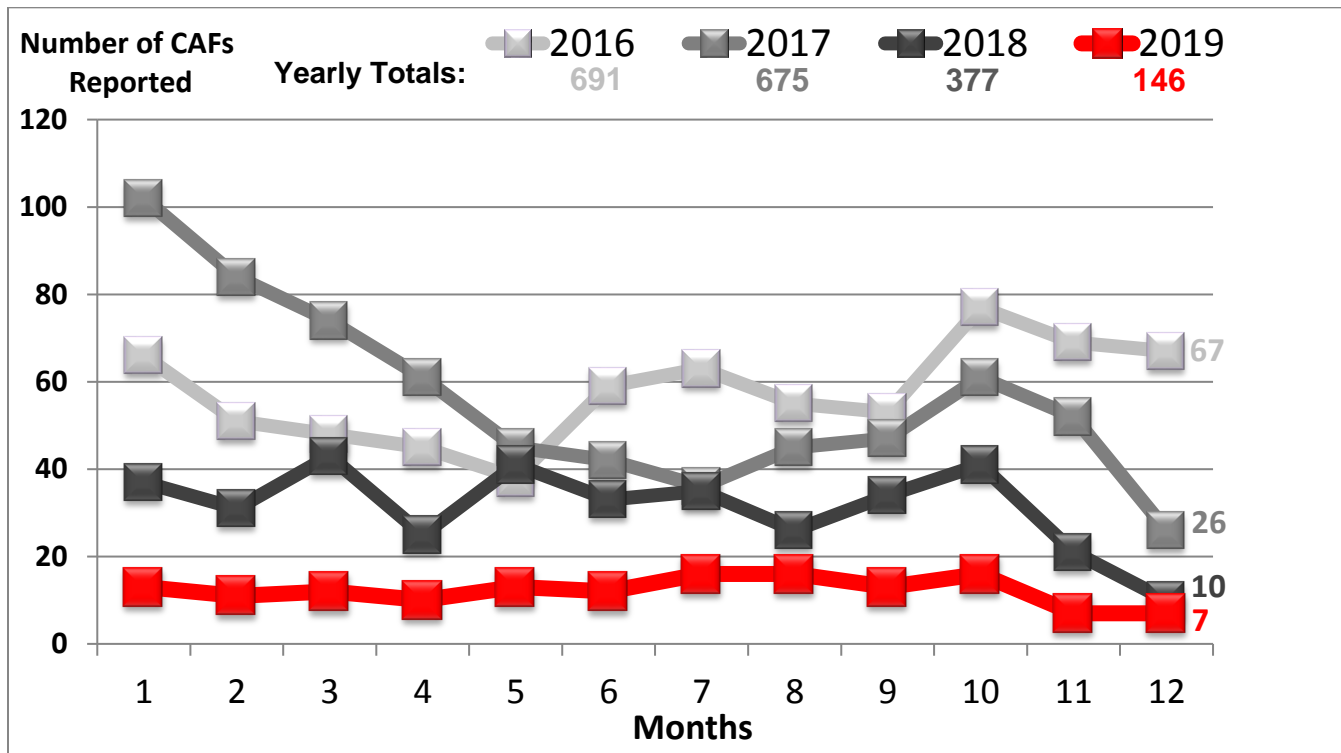
Metric	Standard	Sep-19	Oct-19	Nov-19	Dec-19	(4) Month-Ave.
Passengers per Hour	2.50	2.85	2.85	2.67	2.62	2.75
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	5,836	15,261	9,207	12,010	10,579
Monthly Wheelchair Boardings	No standard	4,305	4,779	4,089	4,260	4,358

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

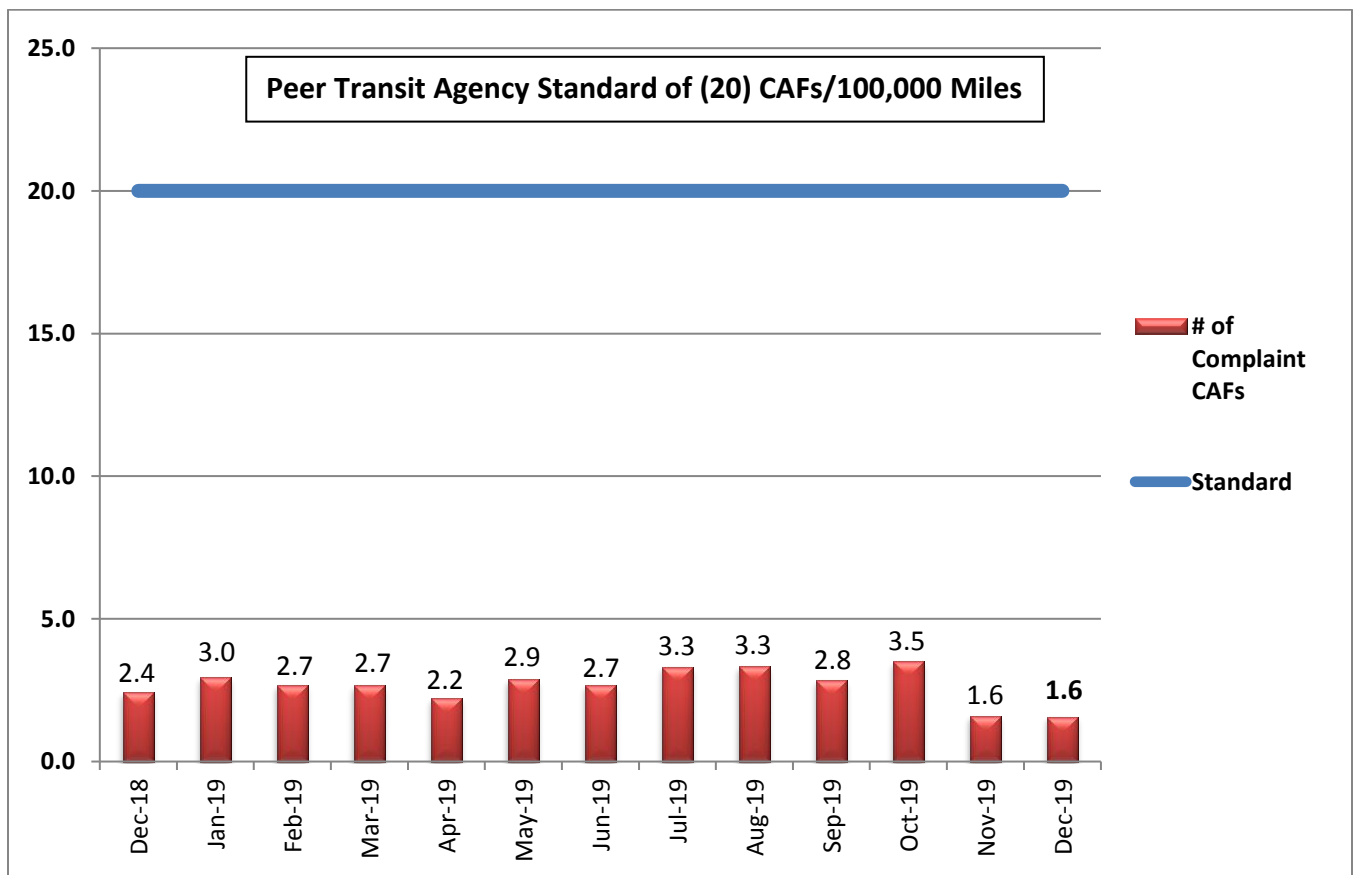
For December 2019, Customer Service received and processed 13 Customer Assistance Forms (CAF's) of which 7 or 53% were verified as valid. No commendations were received this month.



3a. CAF Reports: Historical Trends



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



3d. December 2019 CAF Breakdown by Service Type:

CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues	2			2
Driving Issues				
Customer Services	1	1		2
Late/Early – No Show				
Alleges Injury	1		1	2
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				
Denial of Service		1		1
Safety & Security	2			2
Rude	3		1	4
Facility Maintenance				
Service Development				
Transportation (Other)				
Over Crowded Vehicle				
Route Suggestion				
Service Maintenance				
Commendations				
Total CAFs	9	2	2	13

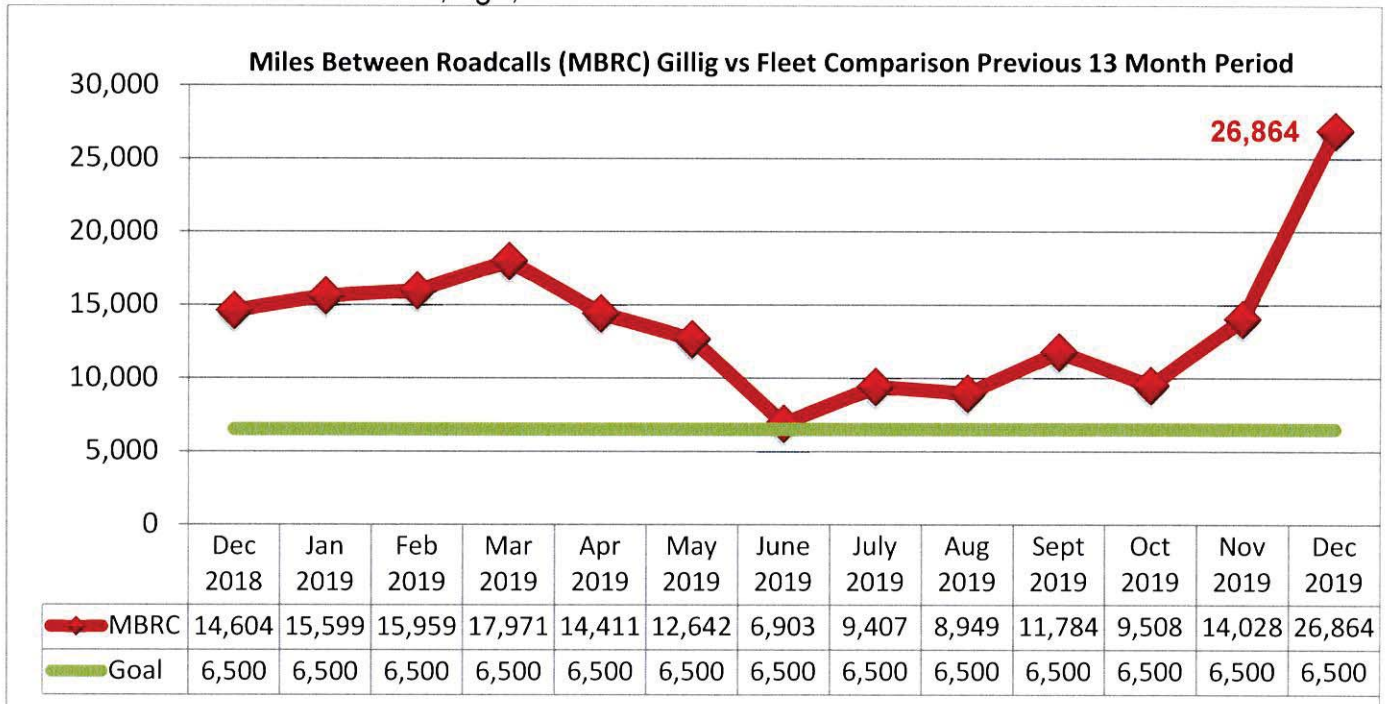
3c. Route Summary Report for December 2019:

Route	# of CAFs	Route	# of CAFs
#3 NAS Shuttle		#32 Southside	
#4 Flour Bluff		#34 Robstown North Circulator	1
#5 Alameda		#35 Robstown South Circulator	
#5x Alameda Express		#37 Crosstown/TAMUCC	
#6 Santa Fe/Malls		#50 Calallen/NAS Ex (P&R)	
#12 Saxet Oak Park	1	#51 Gregory/NAS Ex (P&R)	
#15 Kostoryz		#53 Robstown/NAS Ex (P&R)	
#16 Morgan		#54 Gregory/Downtown Express	
#17 Carroll/Southside		#56 Flour Bluff/Downtown Express	
#19 Ayers	1	#63 The Wave	
#19G Greenwood		#65 Padre Island Connection	
#19M McArdle		#76 Harbor Bridge Shuttle	
#21 Arboleda		#78 North Beach Shuttle	
#23 Molina	1	#90 Flexi-B Port Aransas	
#25 Gollihar/Greenwood		#94 Port Aransas Shuttle	
#26 Airline/Lipes	1	#95 Port Aransas Express	

#27 Northwest	3	B-Line (Paratransit) Services	2
#27x Northwest (Express)		Safety/Transportation	2
#28 Leopard /Omaha		Facilities Maintenance	
#29 Staples	1	Customer Service Department	
#29F Staples/Flour Bluff		Service Development/Facilities	
#29SS Staples/Spohn South		Transportation (Other)	
#30 Westside/Health Clinic		TOTAL CAF's	13

4. Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For December 2019, there were 26,864 miles between road calls (MBRC) recorded as compared to 14,604 MBRC in December 2018. A standard of 6,500 miles between road calls is used based on the fleet size, age, and condition of CCRTA vehicles.



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Wesley Vardeman
Planning Outreach Coordinator

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Bryan Garner
Director of Maintenance

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

Appendix D



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. Transforming Transportation Survey**
- 2. Transforming Transportation Results Report**



CCRTA Transforming Transportation Introduction

Today's technology is transforming the fundamental ways we all travel. Tell us how we can meet your transportation needs now and in the future by participating in CCRTA's Transforming Transportation Survey.

Please note that this survey is for individuals over the age of eighteen (18).

*** What is your age?**

We're looking to see if there is a pattern of needs within specific age groups.

- Under 18 18 - 30 31 - 50 51 - 65 Over 65

*** What is your gender?**

We're looking to see if there's specific needs or concerns based on this demographic.

- Female
 Male
 Prefer not to answer
 Prefer to self-describe:

*** Which zip code are you currently living in? (ex: 78405)**

We want to know if there are areas in our community that have specific needs or feedback.

*** Where are you taking this survey?**

We want to know which areas have the highest response rates.

- CCRTA Port Ayers Station
- CCRTA Robstown Station
- CCRTA Southside Station
- CCRTA Staples Street Center/Station
- Del Mar College
- Other (please specify)
- La Palmera Mall
- Online/Social Media
- Phone/Customer Service
- Texas A&M University - Corpus Christi



Public Transportation Usage

* Do you use public transportation? (ex: The "B")

It is critical that we know what percentage of those surveyed utilize our services.

Yes

No



Service Insight

About how many times do you use CCRTA (The "B") services each month?

Any time you would have paid for fare should be tallied. A transfer wouldn't be an additional service.

1 Number of trips each month 50+

What's the furthest distance you must travel **to** reach a bus stop for the **start** of your trip? (ex:

Walking to the bus stop that'll take you to work)

We want to know how far you have to go before reaching the necessary bus stop.

- 1-4 blocks
- 5-8 blocks
- 9-12 blocks
- 13+ blocks

What's the furthest distance you must travel **from** a bus stop to your **final** destination?

(ex: Heading home after being dropped off at the stop closest to your home)

We'd like insight in how far you have to go after you've reached your last stop.

- 1-4 blocks
- 5-8 blocks
- 9-12 blocks
- 13+ blocks

How much did you pay for this (or your most recent) bus ride?

We want to analyze how individuals are paying for their fare.

- \$0.75 base fare
- \$0.25 reduced fare
- \$0.10 reduced fare (off-peak)
- \$1.25 premium fare
- Type of pass:



Potential Rider Information

When not riding the bus, what do you use transportation for?

We want to know where you travel, so that we may best serve those needs.

- Concerts, Festivals, or Special Events
- Dining & Entertainment
- School
- Work
- Other (please specify)

What would **encourage** you to use public transportation? *(Check all that apply)*

We want to know what we have to do to have you become a transit rider.

- | | |
|---|---|
| <input type="checkbox"/> Faster, more direct travel times | <input type="checkbox"/> Earlier or later service times on weekends |
| <input type="checkbox"/> More frequent service | <input type="checkbox"/> More convenient payment options |
| <input type="checkbox"/> More flexible service times | <input type="checkbox"/> Location |
| <input type="checkbox"/> Earlier or later service times on weekdays | <input type="checkbox"/> Nothing |

Other (please specify)

Which of the following **prevents** you from using public transportation? *(Check all that apply)*

We want to know what is keeping you from utilizing the CCRTA transit system.

- Bus bike rack too full
- Cost of fare
- Distance to the nearest bus route or stop
- Lack of benches at bus stops
- Lack of shelters at bus stops
- Safety or security concerns
- Too crowded
- Travel time
- Other (please specify)



Transforming Transportation

When not riding the bus, where are the **starting points** and **ending points** of an average trip for you? Please indicate nearest cross streets or landmarks (ex: Staples St @ Baldwin Blvd or Del Mar College - East Campus).

This helps us pinpoint popular routes to see if we need to adjust our current service in that area.

Starting Point:

Ending Point:

Do you currently own/lease a vehicle?

We want to know the percentage of individuals who rely on our services and the percent of individuals who we need to offer an efficient alternative to.

- Yes
 No

When not riding the bus, what is your average commute time to work or school?

Knowing how long it takes for you to get to essential locations in your life is crucial in catering to your needs.

0 Minutes 60+

What areas of the Coastal Bend do you often travel to and from? (Check all that apply)

We'd like insight into the popularity of areas of South Texas and if we satisfy the need in the respective locale.

- Calallen/Northwest Corpus Christi
Central (Westside) Corpus Christi
Downtown Corpus Christi
Flour Bluff/Padre Island
Gregory
Other (please specify)
North Beach
Port Aransas
Robstown
Southside Corpus Christi
Western Nueces County (Agua Dulce, Banquete, Bishop, Driscoll)

I need public transportation during these hours:

(Check all that apply) We want to know when we can serve you.

- | | |
|--|--|
| <input type="checkbox"/> [5:00AM - 12:00PM, M-F] | <input type="checkbox"/> (5:00AM - 12:00PM, Sat & Sun) |
| <input type="checkbox"/> [12:00PM - 5:00PM, M-F] | <input type="checkbox"/> (12:00PM - 5:00PM, Sat & Sun) |
| <input type="checkbox"/> [5:00PM - 10:00PM, M-F] | <input type="checkbox"/> (5:00PM - 10:00PM, Sat & Sun) |
| <input type="checkbox"/> [10:00PM - 5:00AM, M-F] | <input type="checkbox"/> (10:00PM - 5:00AM, Sat & Sun) |

Where would you like to go that the CCRTA does **NOT** already service?

Please indicate nearest cross streets or landmarks (ex: Del Mar College - South campus, or Rodd Field Rd. @ Yorktown Blvd.)

This information lets us know where there is a need for our services.

About how many times do you use ride sharing options (i.e., Uber) each month?

We want to know how essential having that service is to your daily life.

of ride sharing trips each month

0 50+

0

How interested would you be in a new bus service that picks you up as an on-call service (Flex)? (ex: "I need a pick up now")

We want to know if this concept would be of interest to our riders.

Not interested at all	Not interested	Moderately interested	Interested	Extremely interested
★	★	★	★	★

How interested would you be in trying a new bus service with few to zero stops (Express)? (ex: Non-stop)

We want to know if this concept would be of interest to our riders.

Not interested at all	Not interested	Moderately interested	Interested	Extremely interested
★	★	★	★	★

*** How would you describe yourself? (Check all that apply)**

We want to ensure that we fulfill the needs of all community members.

- | | |
|---|--|
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> Asian or Asian American | <input type="checkbox"/> White or Caucasian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Prefer Not to Answer |
| <input type="checkbox"/> Hispanic or Latino | |
| <input type="checkbox"/> Other | |

*** What was your annual household income last year?**

We want to see if there are any patterns of perspective within any categories.

- \$0 - \$10,000 \$10,001 - \$25,000 \$25,001 - \$50,000 \$50,001 - \$75,000 Over \$75,000
- Prefer Not to Answer

Your opinion(s) matter. Tell us what future improvements or services you'd want in CCRTA public transportation.

Your voice could change public transportation in our community.

If you're interested in participating in additional surveys or potential focus groups for the CCRTA, please leave your contact information below:

We appreciate your perspective in helping us transform transportation.

Name

Email Address

Phone Number



555 N. Carancahua St.
Suite 960
Corpus Christi, TX 78401
361.884.8890

kcspublicrelations.com

DATE: April 18, 2019
CLIENT: Corpus Christi Regional Transportation Authority
PROJECT: System Re-Design Survey 2019
CONTACT: Doreen M. Harrell, APR
doreen@kcspublicrelations.com.

EXECUTIVE SUMMARY

In January 2019, The Corpus Christi Regional Transportation Authority (CCRTA) created a comprehensive survey to garner insight from stakeholders, specifically targeting current and potential riders. The survey had a simple goal – to understand the riders. The information gained through the accumulated data could help the CCRTA in formulating their five-year plan, and/or give a greater understanding of what additional inquiries, surveys, or focus groups are needed to further meet the needs and expectations of CCRTA's growing ridership.

Beginning January 14, 2019, CCRTA staff began surveying in person at transfer stations across the Coastal Bend as well as sharing the survey link via social media. Special attention was given to collecting survey responses from riders in outlying areas of the Coastal Bend, such as Driscoll, Bishop, and Robstown. Surveys were also collected on the campuses of Del Mar College and Texas A&M University-Corpus Christi (TAMU-CC).

The online survey remains active and responses are still being passively collected. Because the survey has not officially closed, only preliminary results and recommendations are included below.

RESULTS

The following preliminary results include only the responses from the **English** surveys. Because the survey was not closed, data observations include quantitative responses through April 19, 2019 and open-ended responses collected through February 5, 2019.

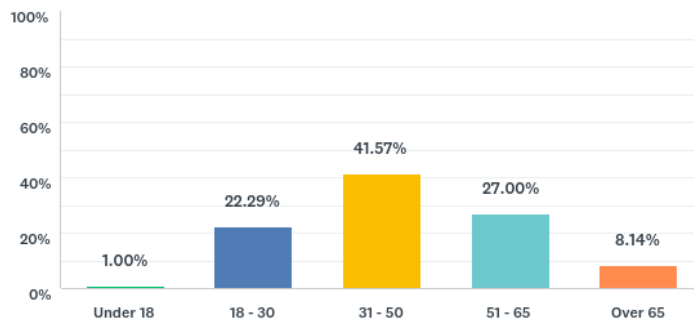
The results are broken up into the following categories:

- General overall data observations and demographics;
- Generic data observations for the rider response group;
- Generic data observations for the non-rider response group;
- Questions answered by all respondents;
- Data trends based on responses collected from TAMU-CC;
- Data trends based on responses collected from Del Mar College.

General Overall Data Observations and Demographics:

1. As of April 18, 2019, a total of 700 responses were collected for the English surveys.
2. **Q1: What is your age?**

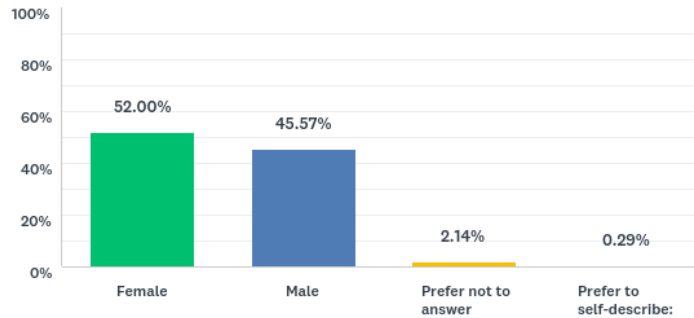
Q1 What is your age? We're looking to see if there is a pattern of needs within specific age groups.



- a. Seven surveys were collected from respondents who were under the age of 18. Their responses should be excluded from analysis and resulted in a total of 693 responses. It is also recommended that the age group of Under 18 be removed from the possible choices for question 1.
- b. Age groups between 18 – 30 = 22.29% (13 years), ages 31-50 = 41.57% (20 years), ages 51-65 = 27.00% (15 years), and ages over 65 = 8.14%
- c. **Observation:** Each data grouping represents a different year span and is not consistent. As it is, it seems like people in the ages of 31-50 have the most responses when compared to other age groups. However, other age groups cover a smaller range.
- d. **Recommendation:** Responses should be in consistent year spans, ex. 18-27, 28-37, 38-47, etc. This will help with interpreting the data.

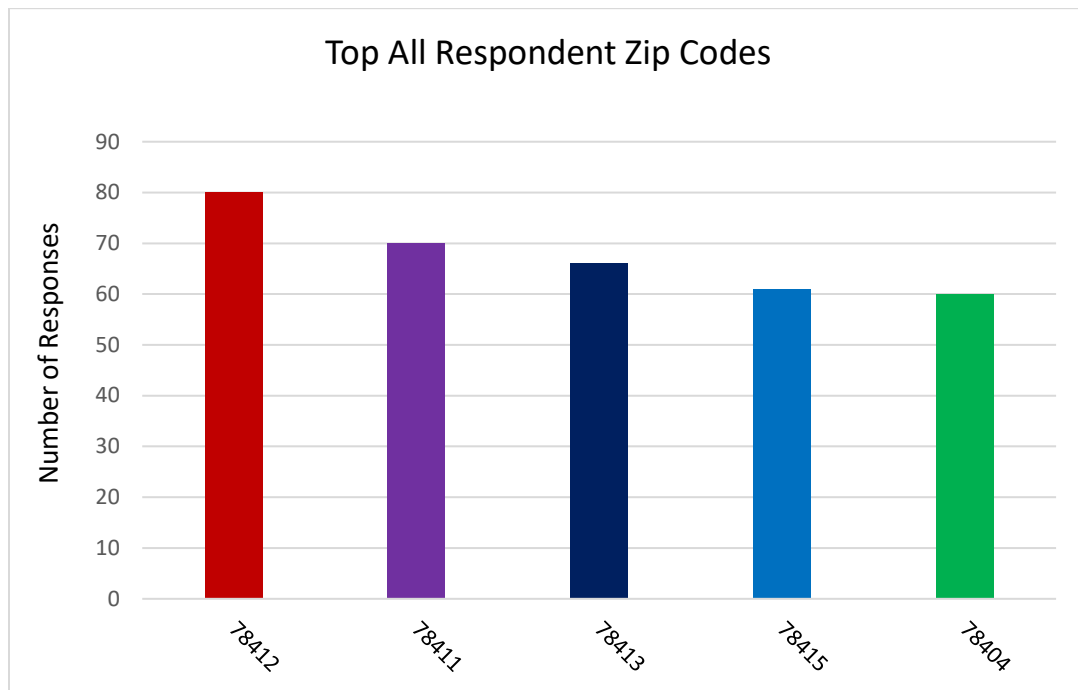
3. Q2: What is your gender?

Q2 What is your gender? We're looking to see if there's specific needs or concerns based on this demographic.



- a. **Observation:** respondents consisted of 52.00% female while 45.57% identified as male. Only 2.14% selected as prefer not to answer and 0.29% preferred to self describe.

4. Q3: Which zip code are you currently living in?

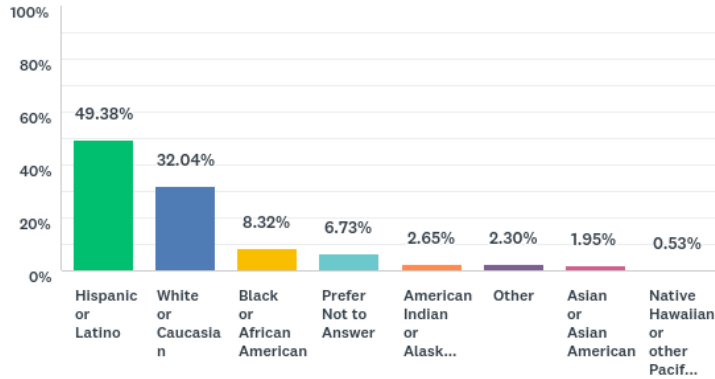


- a. 680 people provided a valid zip code
- b. A total of 52 zip codes were represented

- i. Of those zip codes, 78412 (11.76%), 78411 (10.29%), 78413 (9.70%) were the most represented among survey takers.

5. **Q22: How would you describe yourself?**

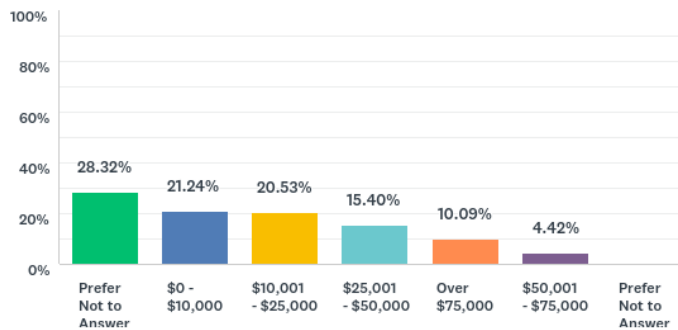
Q22 How would you describe yourself? (Check all that apply) We want to ensure that we fulfill the needs of all community members.



- a. Of the 693 respondents, 565 chose to answer the question.
- b. **Observation:** 49.38% identified as Hispanic or Latino while 32.04% identified as white or Caucasian. These groups represented the largest respondents for the survey.
- c. **Recommendation:** Group demographic questions together at the beginning of the survey.

6. **Q23: What was your annual household income last year?**

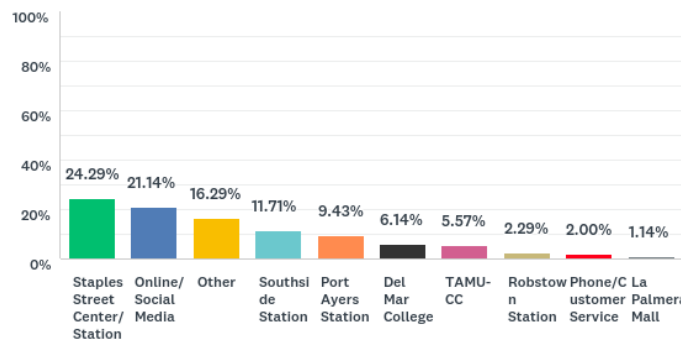
Q23 What was your annual household income last year? We want to see if there are any patterns of perspective within any categories.



- a. **Observation:** Based on responses, 565 people answered the question. Of those that answered 28.32% responded with prefer not to answer. 21.24% identified as making \$0-10,000 and 20.24% said that they made between \$10,001 – 25,000.
- b. **Recommendation:** Future surveys could try moving the question to the top of the survey to include with the demographic questions. Because they were at the end of a long survey, respondents may have been fatigued when answering the question. And, while most of the responses came from online or social media, more than 79% of answers were collected with the respondent giving the answer to a surveyor. We could exclude the prefer not to answer option, or at the time of administering this question tell the person why we want to know their income. Future surveys could also ask additional questions to uncover the earning power of respondents. Questions could ask if they are employed full-time, part-time, hourly, or temporary. Questions could also ask respondents to identify what type of industry they work in such as retail, education, food services, etc. Doing so will help CCRTA draw better conclusions on the earning power of their survey population.

7. **Q4: Where are you taking this survey?**

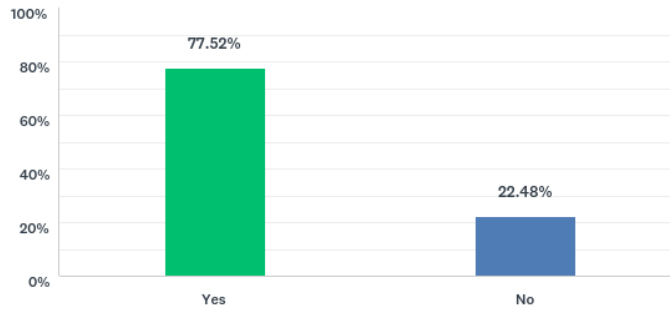
Q4 Where are you taking this survey? We want to know which areas have the highest response rates.



- a. **Observation:** Most respondents (21.14%) took the survey online or via social media. Another 24.29% took the survey at the Staples St. Station. Another 16.29% selected other but when reviewing their responses, many people wrote in email, smartphone, home and other locations denoting that they were taking the survey via the online or social media option.
- b. **Recommendation:** The recommendation is for CCRTA to continue using social media, email, and online options for surveying.

8. Q5: Do you use public transportation?

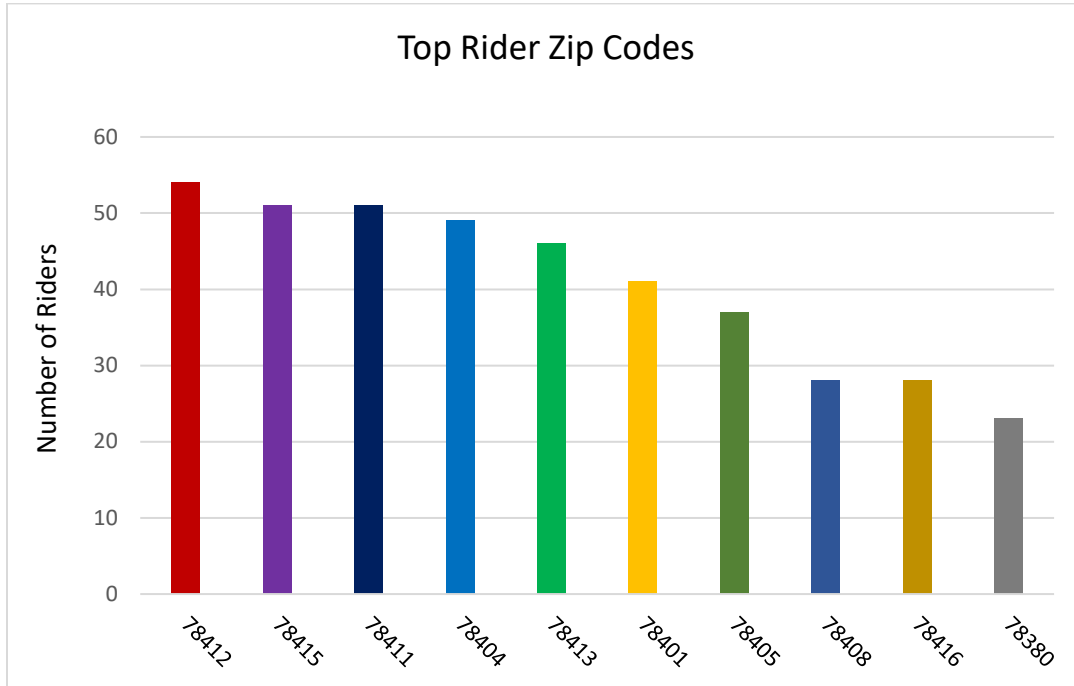
Q5 Do you use public transportation? (ex: The "B")It is critical that we know what percentage of those surveyed utilize our services.



- a. Of the 693 total responses, 685 people answered this question while 8 skipped it.
- b. Results show that of the people who chose to participate in the survey, 77.52% (531) were CCRTA riders while only 24.48% (157) were non-riders.
- c. Respondents who chose to answer "yes," skipped questions 10-12 while those who chose to answer "no," skipped questions 6-9.
- d. **Recommendation:** Because such a small percentage of the response group were non-riders the recommendation would be to conduct a separate survey or focus group that specifically targets non-riders. This will get a better representation of potential rider feedback.

Generic data observations for the rider response group:

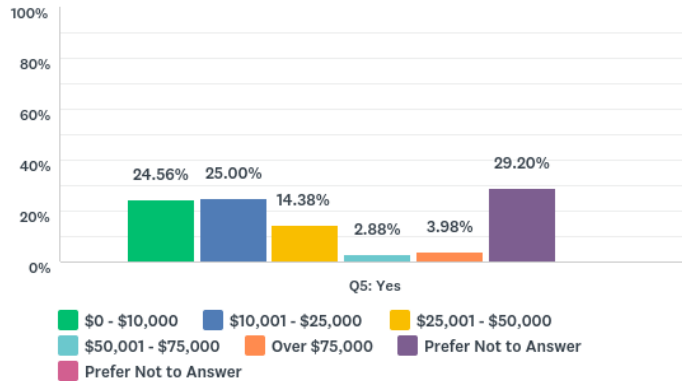
1. Q3: What is your current zip code and Q5: do you use public transportation



- a. Of the 693 people that provided a zip code, 531 also identified themselves as public transportation users
- b. 13 respondents were thrown out because they did not provide a proper zip code
- c. A total of 48 zip codes were represented among public transportation riders
 - i. Of those zip codes, 78412 (10.42%), 78415 (9.85%), 78411(9.85%) represented the most riders.
- d. **Observation:** These three zip codes represent riders who live on the north side of SPID between the University and downtown. This is also consistent with the largest response group ages 31-50.
- e. **Recommendation:** Conduct further focused surveying into the public uses of those who live in these higher use areas.

2. **Q5: Do you ride the bus and Q23 Your annual income? (02/03/19 data)**

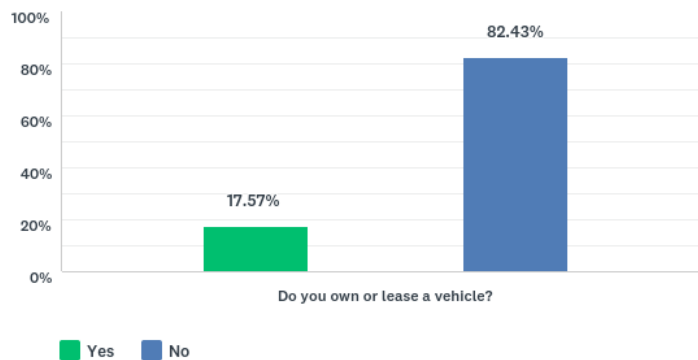
Q23 What was your annual household income last year? We want to see if there are any patterns of perspective within any categories.



a. **Observation:** Of the 531 riders, 452 chose to answer this question. Of those respondents, 29.20% responded with prefer not to answer while 24.56% responded that they were in the \$0-10,000 salary range. Followed by 25.00% in the \$10-25,000 salary range.

3. **Q5: Do you ride the bus and Q14 Do you own a car? (02/03/19 data)**

Q14 Do you currently own/lease a vehicle? We want to know the percentage of individuals who rely on our services and the percent of individuals who we need to offer an efficient alternative to.



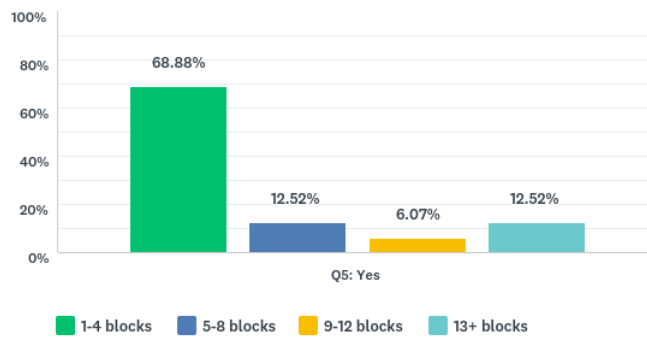
a. Of the 531 people who ride the bus, 82.43% do not own or lease a car.

4. **Q6: About how many times do you use CCRTA a month?**

- a. Out of 531 respondents, 506 answered this question.
- b. CCRTA riders use the bus on average 32.88 times a month.

5. **Q7: What is the furthest you must travel to reach a bus stop?**

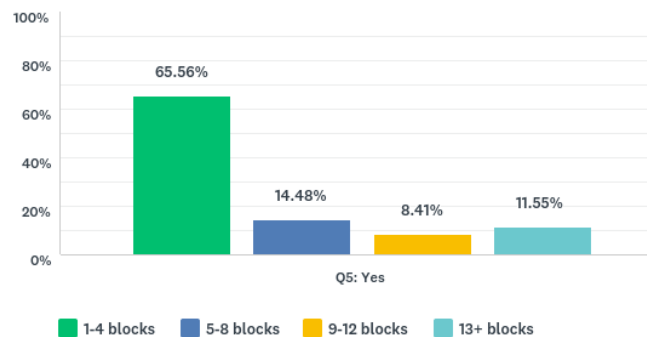
Q7 What's the furthest distance you must travel to reach a bus stop for the start of your trip? (ex: Walking to the bus stop that'll take you to work) We want to know how far you have to go before reaching the necessary bus stop.



- a. 511 out of 531 respondents answered this question.
- b. 68.88% said that they had to travel 1-4 blocks to reach a bus stop while 12.52% said they had to travel 13+ blocks to reach the bus stop. Another 12.52% said they had to travel 5-8 blocks.

6. **Q8: What is the furthest you must travel to reach your final destination?**

Q8 What's the furthest distance you must travel from a bus stop to your final destination? (ex: Heading home after being dropped off at the stop closest to your home) We'd like insight in how far you have to go after you've reached your last stop.

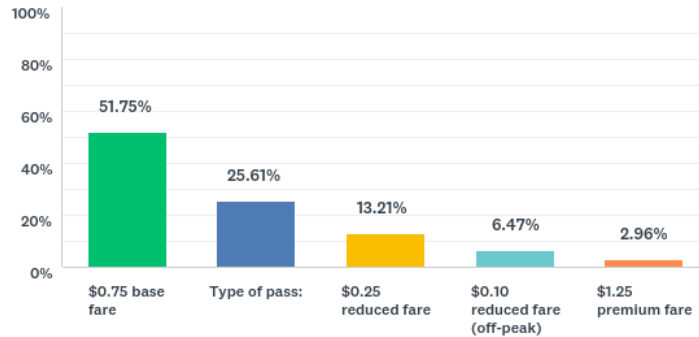


- a. 511 out of 531 respondents answered this question.

- b. The majority of respondents (65.56%) said they must travel 1-4 blocks to reach their final destination.

7. Q9: How much did you pay for your most recent bus ride?

Q9 How much did you pay for this (or your most recent) bus ride? We want to analyze how individuals are paying for their fare.

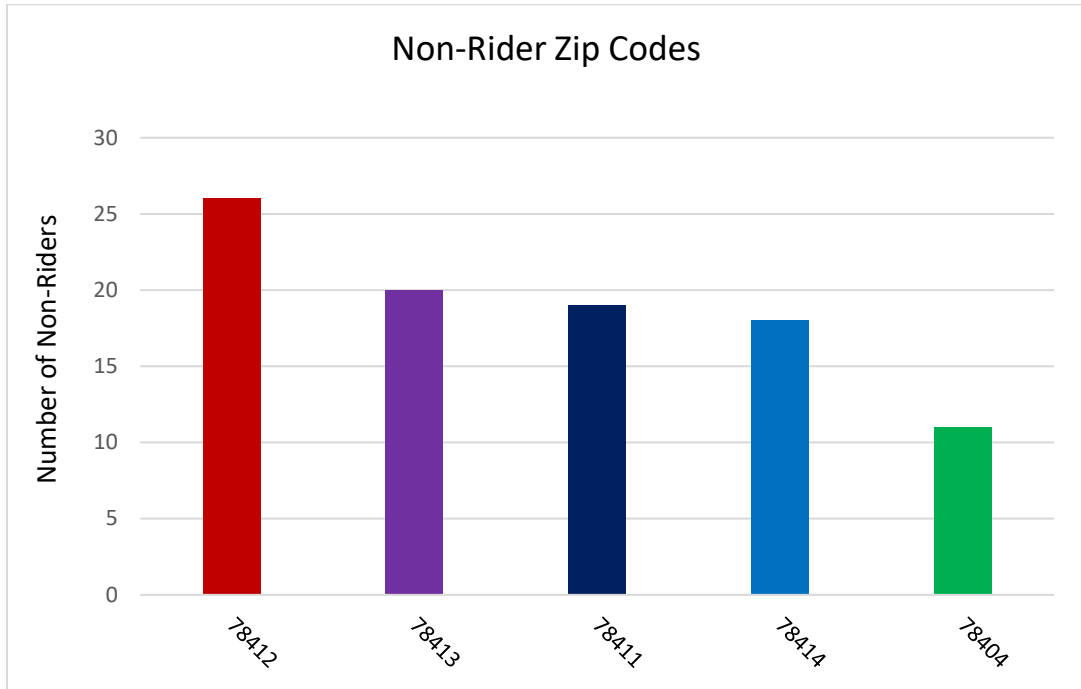


- a. 509 out of 531 respondents answered this question.
- b. 49.71% said they paid the 0.75 cent base fare.
- c. 26.13% said they paid by a specific pass with the Student (16.54%) and Monthly (23.31%) reduced pass being the most referenced. When added to the 13.21% of respondents who selected the 0.25 cent reduced fare, the reduced fare pass was selected by a total of 35.52% of riders.

Generic data observations for the non-rider response group:

1. **Recommendation:** This group of respondents represented a very small portion of your respondents. More data should be gathered on this group to draw stronger inferences. A targeted “potential rider” survey could be conducted on another set of 385 respondents or a smaller focus group could be conducted with the 30 people who said they do not ride the bus and would be willing to participate in focus groups. This would allow a greater depth of information and themes about potential riders could be drawn out from the data.

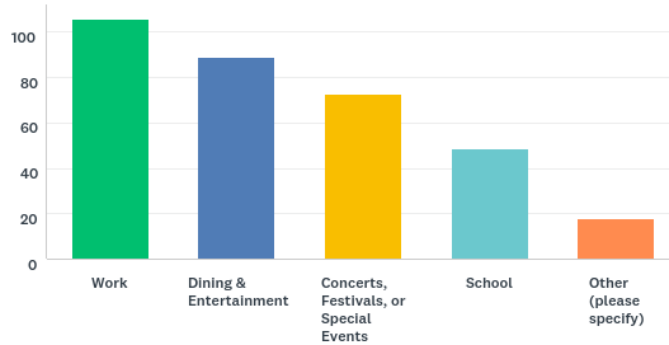
2. Q3: What is your current zip code and Q5: do you use public transportation



- a. Of the 693 people that provided a zip code, 154 also identified themselves as non-public transportation users
- b. A total of 24 zip codes were represented among non-public transportation riders
 - i. Of those zip codes, 78412 (16.88%), 78413 (12.99%), 78411(12.34%) represented the most riders.

3. Q10: When not riding the bus, what do you use transportation for?

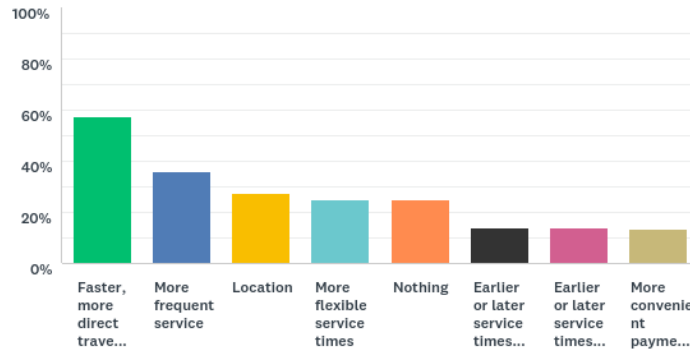
Q10 When not riding the bus, what do you use transportation for? We want to know where you travel, so that we may best serve those needs.



- a. Of the 157 responses, 135 answered.
- b. The primary destination was work followed by dining and entertainment.
- c. **Observation:** Due to the logic branching of the survey, respondents who chose to answer question 5, do you use public transportation, with “yes” skipped this question. Those who chose to answer question 5 with “no” answered this question. Because respondents could select multiple answers, the percentages add up to more than 200%.
- d. **Recommendation:** General data trends should be used when discussing this question versus the percentages. Also, this question would be good to explore further in a non-rider focused survey. Questions could be on a scale of 1-5, which would allow for a better idea of the most important uses of a privately owned vehicle and see if it follows the same trend as seen above.

4. Q11: What would encourage you to use public transportation?

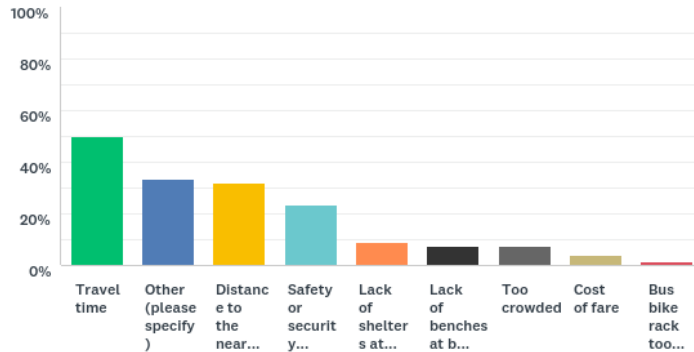
Q11 What would encourage you to use public transportation? (Check all that apply) We want to know what we have to do to have you become a transit rider.



- a. Of the 157 respondents who said they do not use public transportation, 120 responded to this question while 37 skipped the question.
- b. **Observations:** When asked what would encourage a non-rider to use public transportation, faster & more direct travel times, more frequent service, and location were the most selected answers.
- c. **Recommendation:** Because respondents could choose more than one answer, the percentages added up to more than 200%. Because of this, general trends should be reported versus the actual percentages. Future questions could ask the respondent to rate their answer on a scale of 1-5 to help show the ranking of what would encourage a non-rider to use the bus. Several respondents also selected that nothing would encourage them to start riding the bus. Future surveys could include an open-ended question that could ask respondents to explain why they selected nothing.

5. Q12: What prevents you from using public transportation?

Q12 Which of the following prevents you from using public transportation? (Check all that apply) We want to know what is keeping you from utilizing the CCRTA transit system.

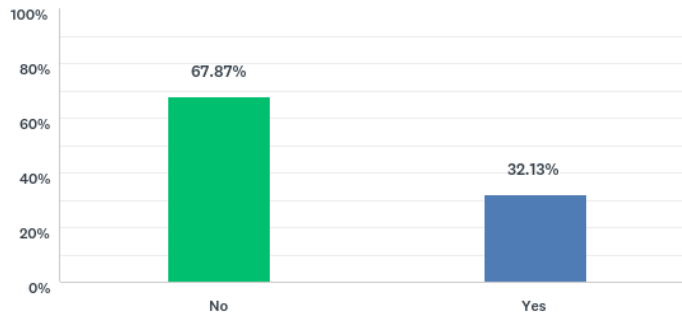


- a. Of the 157 people who responded no to using public transportation, 132 answered the question while 25 skipped the question.
- b. **Observation:** The top selected responses were travel time, too crowded, and distance to the nearest bus route or stop and other. When reviewing responses for the “other” category, the most common reasons were owning a car or vehicle.
- c. **Recommendation:** Because respondents were able to chose more than one answer, only the general data trends should be shared versus the percentages. For a future survey, a question could be included that asks respondents to rank the top four reasons given on a scale to help give actual percentages.

Questions answered by all respondents:

6. Q14: Do you own or lease a vehicle?

Q14 Do you currently own/lease a vehicle? We want to know the percentage of individuals who rely on our services and the percent of individuals who we need to offer an efficient alternative to.



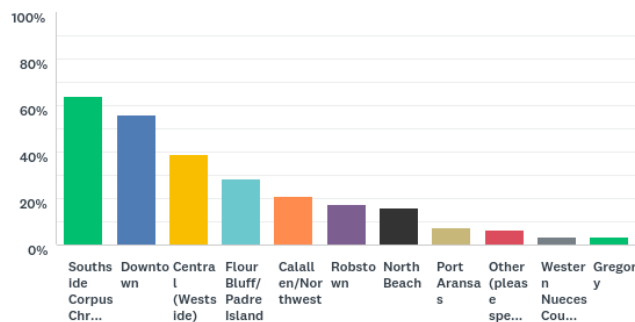
a. **Observation:** Out of 693 respondents, 554 answered this question. Of those that answered, 67.87% said they do not own or lease a car. While 32.13% said they do own a car.

7. Q15: Average commute time to work or school when not riding the bus?

- a. Out of 693 respondents, 499 answered this question while 194 skipped it.
- b. Respondents revealed that their average commute time is 28 minutes.

8. Q16: What areas of the Coastal Bend do you often travel to and from?

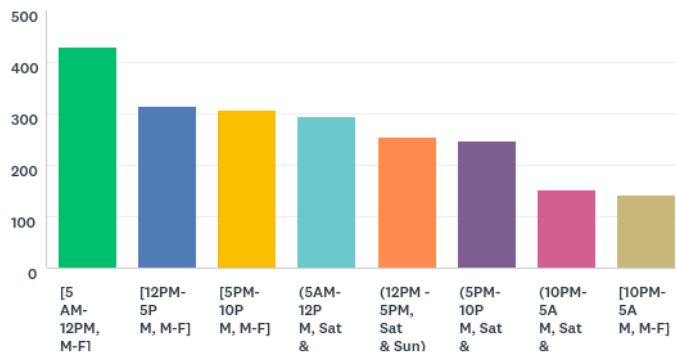
Q16 What areas of the Coastal Bend do you often travel to and from? (Check all that apply) We'd like insight into the popularity of areas of South Texas and if we satisfy the need in the respective locale.



- a. **Observation:** Respondents are most commonly traveling to and from the southside, downtown, and central/westside areas of the city.
- b. **Recommendation:** Because respondents could choose multiple answers, percentages should not be utilized for interpreting data. Instead, report the overall trends or use the graph. Future surveys could correlate travel destinations with travel purpose. Current survey has travel destination and purpose as two separate questions. Ex. Why are do you travel to Downtown? For work, dining and entertainment, sight-seeing, recreational, e

9. **Q17: I need public transportation during these hours:**

Q17 I need public transportation during these hours:(Check all that apply) We want to know when we can serve you.



- a. Of the 693 respondents, 534 people answered this question.
- b. **Observation:** Most of the respondents said that they need public transportation during the hours of 5 a.m. to noon, Monday through Friday.
- c. **Recommendation:** Because respondents could choose multiple answers, percentages should not be utilized for interpreting data. Instead, report the overall trends or use the graph. Future surveys could instead ask, "at what times do you travel to and from work or school during the week?" Or, "I am most commonly traveling during these hours." Then list out the blocks of time. The questions could be separated for during the week and weekend travel.

10. Q18: Where would you like to go that CCRTA does not already service?

Q18 Where would you like to go that the CCRTA does NOT already service? Please indicate nearest cross streets or landmarks (ex: Del Mar College - South campus, or Rodd Field Rd. @ Yorktown Blvd.) This information lets us know where there is a need for our services.

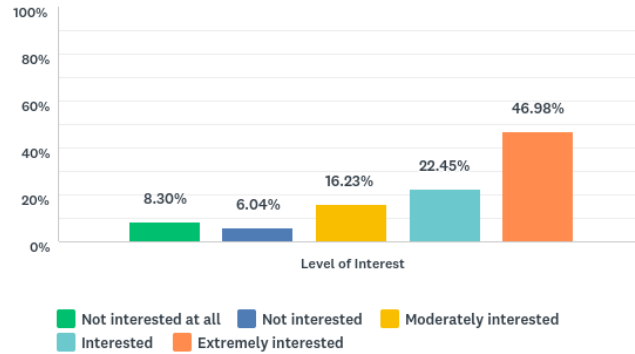
need Botanical Gardens Rodd Field DPS Staples walk N goes
 Yorktown bus Saratoga Good Portland sure
 service area Na Padre Island None



- a. Of the 693 respondents, only 323 answered the question while 370 skipped it.
- b. **Observation:** Most of the respondents said that they need public transportation during the hours of 5 a.m. to noon, Monday through Friday and mostly for work. This could correlate with the reason Portland, Saratoga, and Yorktown were mentioned the most. Note that the Botanical Gardens was only mentioned nine times.
- c. **Recommendation:** Explore interest in the top mentioned places in a targeted survey or ask people to rank their interest in the top mentioned places on a scale of 1-5. Many respondents couldn't think of places off the top of their head so it would be better to give them a couple of options to consider versus an open-ended question.

11. Q20: Flex service interest

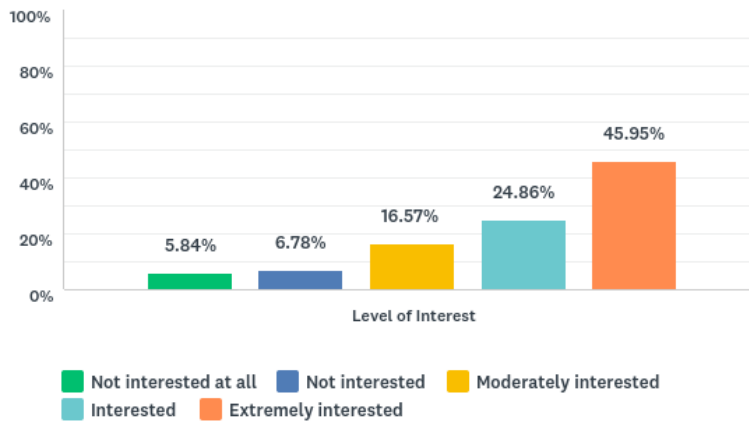
Q20 How interested would you be in a new bus service that picks you up as an on-call service (Flex)? (ex: "I need a pick up now") We want to know if this concept would be of interest to our riders.



- a. Of the 693 responses, 530 answered while 163 skipped the question.
- b. 69.43% or 368 respondents said they would be interested or extremely interested in this service.

12. Q21: Express service interest

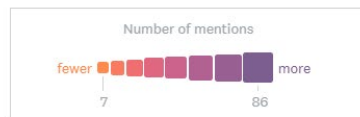
Q21 How interested would you be in trying a new bus service with few to zero stops (Express)? (ex: Non-stop) We want to know if this concept would be of interest to our riders.



- a. Of the 693 responses, 531 answered and 162 skipped the question.
- b. A total of 70.81% or 376 respondents said they would be interested or extremely interested in this service.

13. Q24: What future improvements or services do respondents wish to see in CCRTA public transportation? (February 5, 2019 data)

None see benches security hours Covered people ride route take
 Sunday run time Southside better wait service later
 bus areas stops bus drivers need app routes especially
 drivers work stations back bus stop use go bus routes earlier



- a. Of the 693 responses, 365 answered while 328 skipped the question.
- b. A word cloud was generated to give a visual representation of the most commonly mentioned words. The top five most commonly mentioned words included “bus” (#1 at 86 total mentions), followed by “service” (#2 at 42 total mentions), “stops” (#3 at 30 total mentions), “better” (#4 at 29 total mentions), and finally “need” (#5 at 29 total mentions).
- c. Going a step further, responses were grouped into five common themes and representative quotes were pulled out. Recommendations were provided where applicable.

d. **Theme 1: Customer Service**

Respondents in this theme wish to see an improvement in customer service. Responses indicate both a positive or negative experience they have had while riding the bus. Negative experiences are often attributed to driver interactions, or when drivers do not make a full and complete stop, causing riders to run after the bus as it passes them. Other respondents cite passenger interactions and a lack of rule enforcement. Positive customer experiences are attributed to attentive and courteous bus drivers.

Positive Customer Service Example: *“Very happy with current service. Operators give good customer service.”*

Negative Customer Service Example: *“Training drivers to not have to tolerate criminal behaviors.”*

Recommendation: In future surveys, consider using the customer satisfaction Likert-scale template in Survey Monkey to get a better idea of CCRTA customer satisfaction. CCRTA could also consider adding more customer relations/satisfaction training to bus driver orientations and on-boarding.

e. **Theme 2: Bus and Bus Station Amenities/Features**

Respondents in this theme wish to see an improvement in CCRTA buses and station amenities and features. Respondents especially wanted to see an increase in benches (mentioned 25 times), more charging stations (mentioned 12 times), better covers and shade structures (mentioned 34 times) at stops, and public restrooms at some of the larger stations. Respondents also wanted an improvement in the cleanliness of the buses and expressed a desire for larger buses that had more seating and hand railings.

Example: *“The buses are soooooo dirty! People eat on them and leave their trash and crumbs behind. The cloth seats are not a good idea. Stains are not inviting to sit...I think I will let ride the bus more if it wasn't so gross in there.”*

Example: *“Charging ports on buses. Benches. Covered stops.”*

Recommendation: CCRTA recently issued an RFP for Bus Stop Shelter refurbishment. Once a contractor is selected, increasing communication with riders on the status of the project would be mutually beneficial. Additionally, CCRTA could consider other measures to assist with bus cleanliness such as a rider educational program on how to care for their buses, monthly bus clean-up projects, etc.

f. **Theme 3: Route Suggestions**

Respondents in this theme wished to see an increase in the number of routes and a decrease in wait times. Respondents also expressed a desire to see service hours extended during the weekends, the early mornings, and late at night. Responses also mentioned a desire for the reopening of the Six Points station as well as express routes in heavy traffic and shopping areas.

Example: *“Would like to see bus schedules go back to half an hour instead of every 45 minutes to an hour. Really do like the enhanced 7 day schedule that was implemented. In addition would like to see a bus station in the 6 points area again instead of the arrangement that exists there right now.”*

Recommendation: Future surveys could ask questions related to customer satisfaction and wait times to get a clearer understanding of how riders feel about the current wait times for buses. Other survey questions could focus on

.....
identifying riders most used route (by selecting the route number) and then asking the hours they need to have access to this route.

g. Theme 4: Fare and Payment Options

Respondents in this theme wished to see an improvement in fare costs or discounts and other options to pay. Respondents requested the option to pay the fare through an app or by credit card instead of cash. Other responses requested a senior and weekend discount.

Example: *“Cc payment method on busses or downloadable pass when purchased online.”*

Recommendation: Because there were only nine responses in this category, it would be good to include a question that is specific to fare payment options on future surveys to gauge interest for additional payment options such as a pre-loaded card or app that you could add credits to.

h. Theme 5: Rider Communication

Respondents in this theme expressed a desire for an app that shows bus routes and the location of the buses in real-time. Respondents also requested that the app provide information on route detours, bus breakdowns, allow for itinerary creation, and Google Maps integration.

Example: *“Access to accurate routes and route information online. Most, if not all, info listed online (ccrta website and google maps) has outdated routes and buses which causes such inconveniences to those who use the bus often and even worse inconveniences to those who are trying to use the bus for the first time. Routes should be updated online ESPECIALLY if there is going to be detours for an extended period of time (I.E. Road construction detours). Better tracking of bus and closed bus stops. More buses An app that shows location of buses as well as creating an itinerary.”*

Recommendation: Many riders did not know that CCRTA has an app or if they did know about the app, riders felt like it was not user-friendly. CCRTA could launch an awareness or educational campaign to spread the word about the app and how to use it.

i. Eight responses were grouped into a miscellaneous response category and represented random or non-related responses.

Ex. *“Free food” and “Try to capture the Uber rideshare market.”*

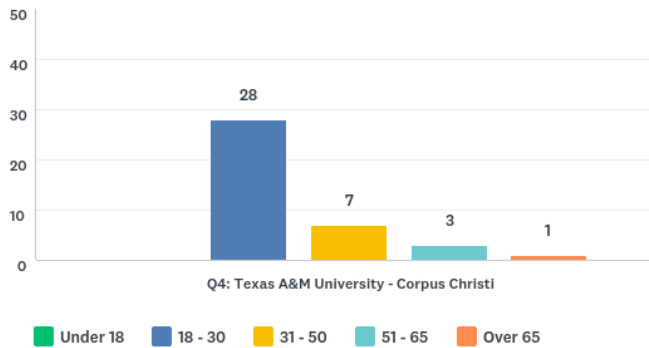
Recommendation: No recommendation to be given at this time.

.....

Data trends based on responses collected from TAMU-CC:

1. Of the 693 responses collected, only 39 responses were gathered from this location.
2. **Recommendation:** Because of the small sample size, references about the preferences of the TAMU-CC population cannot be made. Initial responses could be used to influence additional survey questions that are directly targeted to the TAMU-CC population. For example, the current survey questions could be altered to have a faculty, staff, and student angle (i.e., Do you live on campus, and alter Q10 and Q12 to include for student friendly answer choices, etc.). Because the populations are similar, the survey can be administered via social media and at both the TAMU-CC campus and Del Mar College campus.
3. **Q1: What is your age?**

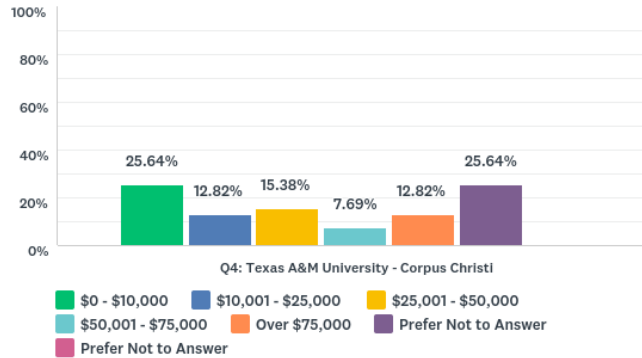
Q1 What is your age? We're looking to see if there is a pattern of needs within specific age groups.



- a. Out of the 39 total responses, 28 were between the ages of 18-30.

Q23: What was your annual household income?

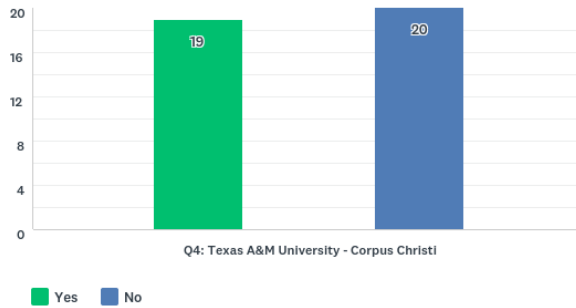
Q23 What was your annual household income last year? We want to see if there are any patterns of perspective within any categories.



b. Of the 39 respondents, 10 selected prefer not to answer while 25.64% said they earned \$0-10,000.

4. Q5: Do you use public transportation?

Q5 Do you use public transportation? (ex: The "B") It is critical that we know what percentage of those surveyed utilize our services.



a. Of the 39 responses, 19 said they did use public transportation while 20 said they did not.

5. Q6: How many times do you use CCRTA each Month?

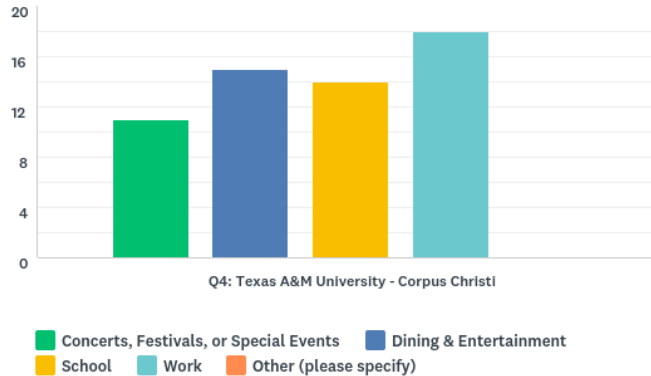
a. Of the 39 respondents, only 19 said they used the public transportation. 18 answered while 1 skipped the question.

b. Respondents from the TAMU-CC surveying location said they use public transportation an average of 28.33 times per month.

c. That number is larger in comparison to answers from Q19 which showed that respondents use ride sharing option an average of only 5.74 times per month.

6. Q10: When not riding the bus, what do you use transportation for?

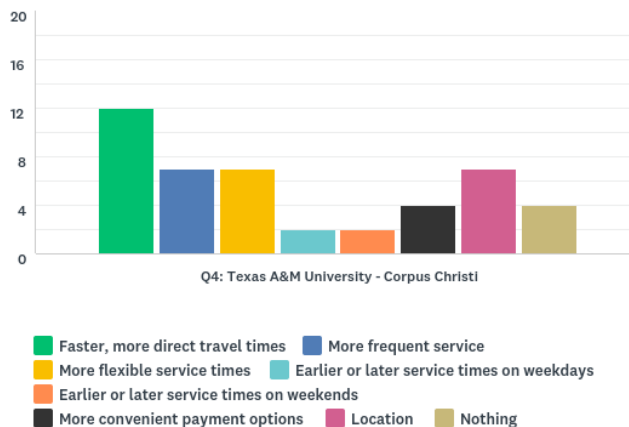
Q10 When not riding the bus, what do you use transportation for? We want to know where you travel, so that we may best serve those needs.



a. Trends show that like the larger population, TAMU-CC students use non-public transportation for work, dining and entertainment followed by school.

7. Q11: What would encourage you to use public transportation?

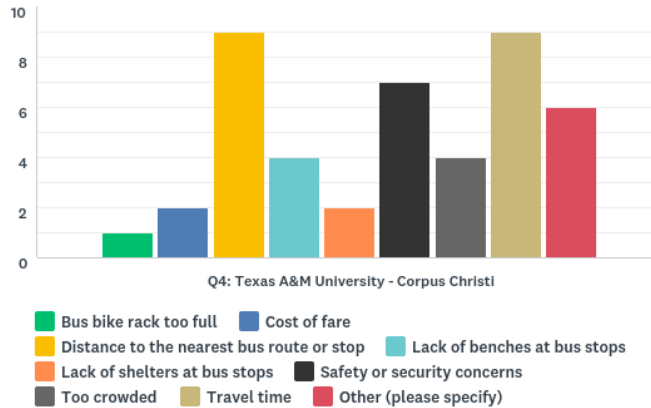
Q11 What would encourage you to use public transportation? (Check all that apply) We want to know what we have to do to have you become a transit rider.



a. Responses indicate that faster, more direct travel times, followed by more flexible service times, and more frequent services, and location were the most selected option.

8. **Q12: What prevents you from using public transportation?**

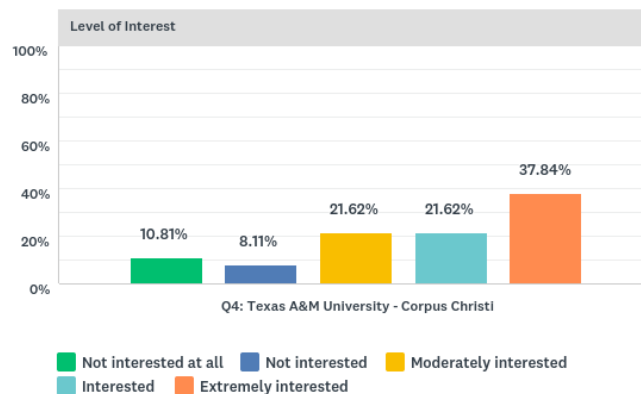
Q12 Which of the following prevents you from using public transportation? (Check all that apply) We want to know what is keeping you from utilizing the CCRTA transit system.



- a. Responses indicate that the distance to the nearest bus stop or route, followed by travel time, and safety or security concerns were the most selected reasons for not using public transportation.
- b. A "lack of understanding" and "car" were entered as responses for the other category.

9. **Q20: How interested would you be in a bus service that picks you up on call?**

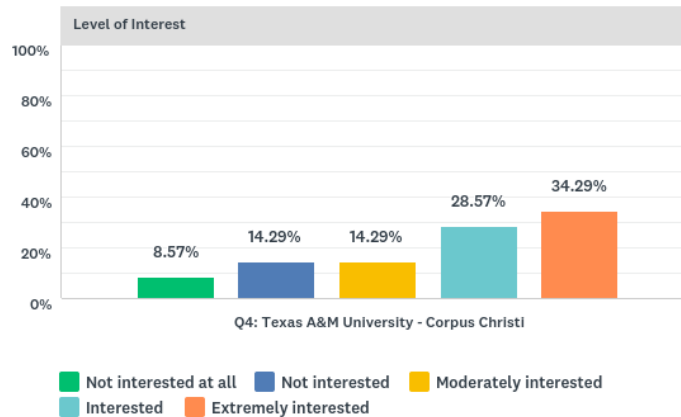
Q20 How interested would you be in a new bus service that picks you up as an on-call service (Flex)? (ex: "I need a pick up now") We want to know if this concept would be of interest to our riders.



- a. Of the 39 responses, 59.46% said they would be interested or extremely interested in a flex service.

10. Q21: How interested would you be in trying a new bus service with few to zero stops?

Q21 How interested would you be in trying a new bus service with few to zero stops (Express)? (ex: Non-stop) We want to know if this concept would be of interest to our riders.



- a. Of the 39 responses, 4 skipped the question.
- b. 62.86% of respondents said they would be interested or extremely interested in an express service.

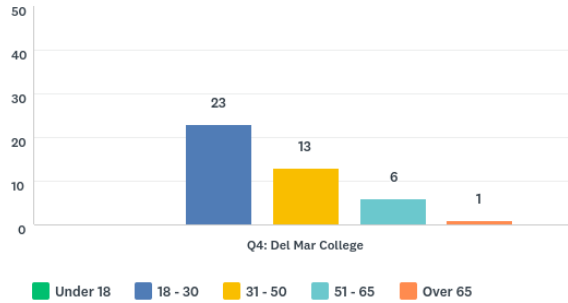
Data trends based on responses collected from Del Mar College:

1. Of the 693 responses collected, only 43 responses were gathered from this location.

11. **Recommendation:** Because of the small sample size, references about the preferences of the Del Mar College population cannot be made. Initial responses could be used to influence additional survey questions that are directly targeted to the Del Mar College population. For example, the current survey questions could be altered to have a faculty, staff, and student angle (i.e., Do you live on campus, and alter Q10 and Q12 to include for student friendly answer choices, etc.). Because the populations are similar, the survey can be administered via social media and at both the TAMU-CC campus and Del Mar College campus.

2. Q1: What is your age?

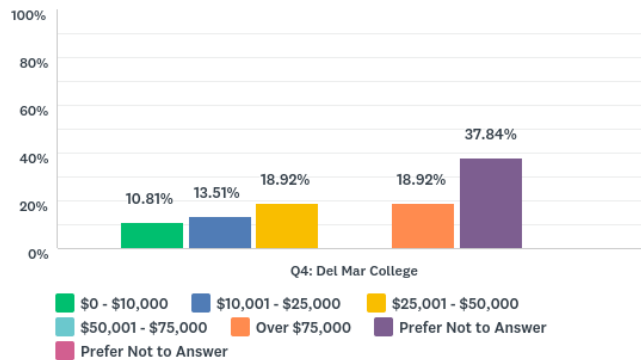
Q1 What is your age? We're looking to see if there is a pattern of needs within specific age groups.



a. Out of the 43 total responses, 23 were between the ages of 18-30.

3. Q23: What was your annual household income?

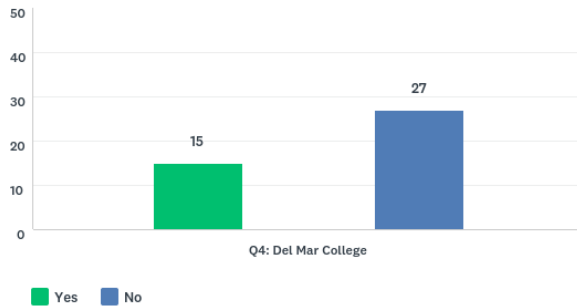
Q23 What was your annual household income last year? We want to see if there are any patterns of perspective within any categories.



a. Of the 43 respondents, 14 selected prefer not to answer while 18.92% said they earned \$25,001-50,000 and 18.92% said they earned over \$75,000.

4. Q5: Do you use public transportation?

Q5 Do you use public transportation? (ex: The "B") It is critical that we know what percentage of those surveyed utilize our services.



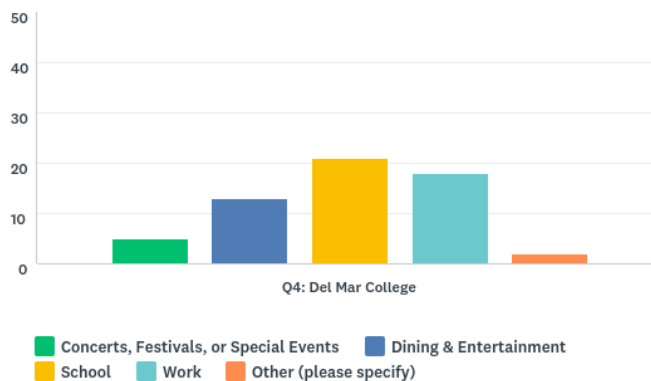
- a. Of the 43 responses, 15 said they did use public transportation while 27 said they did not.

5. Q6: How many times do you use CCRTA each Month?

- a. Of the 43 respondents, only 15 said they used the public transportation. 13 answered this question while 2 skipped.
- b. Respondents from the Del Mar College surveying location said they use public transportation an average of 15.38 times per month.
- c. That number is large in comparison to answers from Q19 which showed that respondents use ride sharing option an average of 3.21 times per month.

6. Q10: When not riding the bus, what do you use transportation for?

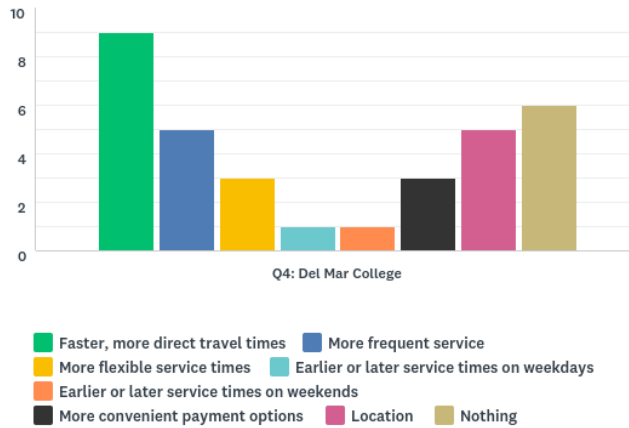
Q10 When not riding the bus, what do you use transportation for? We want to know where you travel, so that we may best serve those needs.



- a. Trends show that Del Mar College respondents use non-public transportation for school, work, followed by dining and entertainment.

7. Q11: What would encourage you to use public transportation?

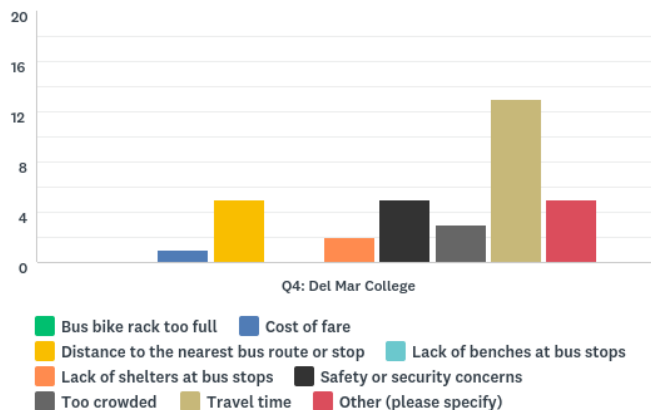
Q11 What would encourage you to use public transportation? (Check all that apply) We want to know what we have to do to have you become a transit rider.



- a. Of the 43 responses collected from this location, only 21 respondents chose to answer the question while 22 skipped.
- b. Responses indicate that faster, more direct travel times, followed by nothing, more frequent services, and location were the most selected option.

8. Q12: What prevents you from using public transportation?

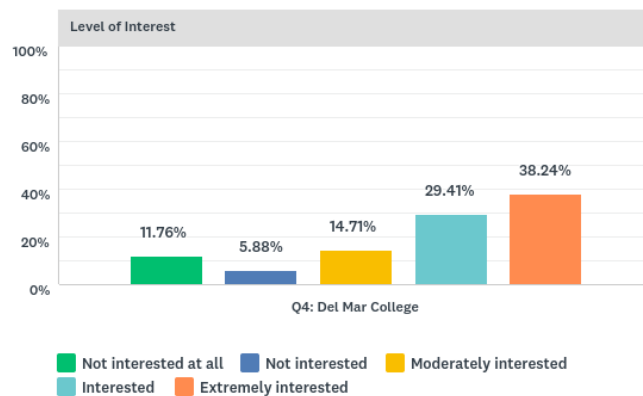
Q12 Which of the following prevents you from using public transportation? (Check all that apply) We want to know what is keeping you from utilizing the CCRTA transit system.



- a. Responses indicate that travel time, safety and security concerns, the distance to the nearest bus stop or route were the most selected reasons for not using public transportation.
- b. A “information” and “car” were entered as responses for the other category.

9. Q20: How interested would you be in a bus service that picks you up on call?

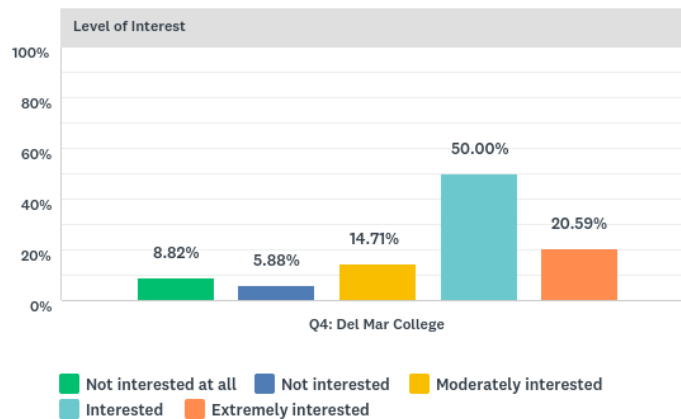
Q20 How interested would you be in a new bus service that picks you up as an on-call service (Flex)? (ex: "I need a pick up now")We want to know if this concept would be of interest to our riders.



- a. Of the 43 responses, 34 answered while 9 skipped. Of those that answered, 67.65% said they would be interested or extremely interested in a flex service.

10. Q21: How interested would you be in trying a new bus service with few to zero stops?

Q21 How interested would you be in trying a new bus service with few to zero stops (Express)? (ex: Non-stop)We want to know if this concept would be of interest to our riders.



-
- a. Of the 43 responses, 9 skipped the question.
 - b. 70.59% of respondents said they would be interested or extremely interested in an express service.

Appendix E



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

- 1. History of Service Changes, 2017-2019**
- 2. Board Approval of 2017 Service Changes**
- 3. Board Approval of 2018 Service Changes**
- 4. Board Approval of 2018 Six Points Demolition**
- 5. Fare Equity Report, English and Spanish**
- 6. Approval of 2017 Title VI Program**

**CORPUS CHRISTI REGIONAL TRANSPORTATION
AUTHORITY
HISTORY OF SERVICE CHANGES 2017-19**

January 23, 2017

Route	Day of Week	Service Improvement or Change	Base Fare	Geographic Area	Vehicle Size
Route 4 Flour Bluff Circulator	Weekdays	<ul style="list-style-type: none"> Adjust schedule to improve connections with Route 29 Staples at Compton and Waldron. 	No change : \$0.75	Flour Bluff	Small
Route 12 Hillcrest/Saxet/Oak Park	Weekdays and Saturdays	<ul style="list-style-type: none"> Re-route alignment to improve travel time. Provide service to Del Mar East Campus. 	No change : \$0.75	Northside/ Westside	Large
Route 12S Hillcrest/Saxet/Oak Park	Sundays	<ul style="list-style-type: none"> Re-route alignment near Lobo and Villa areas. No schedule change. 	No change : \$0.75	Northside	Large
Route 16 Agnes/Ruth	Weekdays and Saturdays	<ul style="list-style-type: none"> Re-route alignment to improve travel time. 	No change : \$0.75	Westside	Large
Route 17 Carroll / Southside	Weekdays	<ul style="list-style-type: none"> Adjust schedule at Tiger and Weber time point to improve running time. 	No change : \$0.75	Southside	Large
Route 27 Leopard	Weekdays and Saturdays	<ul style="list-style-type: none"> Re-route express trips to utilize Buffalo Street to improve travel time. No schedule change. 	No change : \$0.75	Northside	Large
New Route 28 Leopard/Omaha	Weekdays and Saturdays	<ul style="list-style-type: none"> Implement new route service in Northside. Operate 30-minute frequency between Staples Street Station and Omaha. Offset headway with Route 27 Leopard to increase frequency to 15-minutes on weekdays along Leopard. 	\$0.75	Northside	Large
Route 29 Staples	Weekdays and Saturdays	<ul style="list-style-type: none"> Discontinue downtown segment due to low ridership. 	No change : \$0.75	Southside/ Westside	Large

		<ul style="list-style-type: none"> Adjust schedule as a result of shortened routing alignment. Remove Flour Bluff Walmart time point to improve running time. 			
New Route 30 Westside/Health Center Circulator	Weekdays and Saturdays	<ul style="list-style-type: none"> Implement new route service in Westside. Operate 30-minute frequency to serve new Hector P. Garcia Health Center and HEB. 	\$0.75	Westside	Small
Route 32 Southside Circulator	Weekdays and Saturdays	<ul style="list-style-type: none"> Implement 30-minute frequency on select trips only in PM peak period on weekdays. Institute new layover location at Port Ayers Station on Ayers on weekdays and Saturdays. 	No change : \$0.75	Southside/ Westside	Large
Route 34 Robstown Circulator	Weekdays and Saturdays	<ul style="list-style-type: none"> Rename route service to Robstown North Circulator. Modify schedule due to interlined operation with new Route 35 Robstown South Circulator. 	No change : \$0.75	Robstown	Small
New Route 35 Robstown South Circulator	Weekdays and Saturdays	<ul style="list-style-type: none"> New route service to expand transit services in Robstown. Includes service to The Outlets at Corpus Christi Bay. 	\$0.75	Robstown	Small
New Route 54 Gregory/Downtown Express	Weekdays	<ul style="list-style-type: none"> Shorten Route 67 to operate new express service between Gregory and Downtown Corpus Christi. Peak hour service only in AM and PM periods. 	\$1.25	Gregory	Small
New Route 56 Flour Bluff/Downtown Express	Weekdays	<ul style="list-style-type: none"> Peak hour express only in AM and PM periods with connecting service at Southside Station. 	\$1.25	Flour Bluff/Padre Island and Southside	Large
Route 67 Robstown/Gregory	Weekdays and Saturdays	<ul style="list-style-type: none"> Discontinue service. Replace with Route 54 Gregory/Downtown Express service. 	\$1.25	Gregory/ Robstown	-

Route 76 Harbor Bridge Shuttle	Weekdays Saturdays	<ul style="list-style-type: none"> Extended evening service two (2) extra trips 8:20 & 9:20pm Discontinue evening trip at 8:20pm due to low ridership. 	No change : \$0.75	Downtown/ North Beach	Large
New Route 81 Padre Island Beach Bus	Fridays, Saturdays, Sundays	<ul style="list-style-type: none"> Implement new seasonal service between Southside Station and Bob Hall Pier on Padre Island between Memorial Day weekend and Labor Day. 	\$1.25	Flour Bluff/ Padre Island and Southside	Large

Interim changes between January 23, 2017 and the present:

- Extended service hours on Routes 34 and 35 to serve recently opened outlet mall in Robstown effective March 2, 2017. Added new bus stop with shelter at outlet mall on March 1, 2017.

May 15, 2017

- Route #29F & #8S - Change Timing Point location to Williams/Rodd Field. Minor schedule adjustment
- Route #81 Beach Bus - Implement New Seasonal Service between Southside Station and Bob Hall Pier on Padre Island between Memorial Day weekend and Labor Day. Friday, Saturday & Sundays.

June 26, 2017

- Route #99 Port Aransas Ferry Shuttle - Implemented new seasonal service which operates all days of the week, every 30-minutes, 6am-8pm. Fare is 25 cents.
 - MV Transportation operated service one week from June 26 – July 2, 2017. City of Port Aransas began operating service on July 3, 2017.

July 14, 2017

- Implemented second round of detours near Six Points Station on Routes 5, 17, 19, 29 due to street failure near Staples and Brownlee. Detours are to operate from July 17-21, 2017 while street is being repaired.

August 2, 2017

- Route #99 Port Aransas Ferry Shuttle – realigned route to serve the U.T. Marine Science Institute per City Of Port Aransas and rider’s request. Bus will not travel along Station St. and a portion of Lantana. Dunes Condominiums will continue to be served.

August 28, 2017

Route	Day of Week	Service Improvement/Change	Effective date:	Geographic Area	Vehicle Size
Route 12 Hillcrest/Baldwin	Weekdays	<ul style="list-style-type: none"> • Deviate 2 trips: 1 at 6:30am and 1 at 5:30pm to serve Lighthouse for the Blind. Replaces route 84. 	Monday August 28, 2017	Downtown/Westside	Large
Route 27 Express	Weekdays	<ul style="list-style-type: none"> • Adjusted the departure time from Staples St. Station on 2 PM trips: 4:33pm & 5:33pm 	Monday August 28, 2017	Downtown/Calallen/Robstown	Large
Route 32 School Tripper	Weekdays	<ul style="list-style-type: none"> • Discontinue service. Only operated during school year for over loading. 	Monday August 28, 2017	Southside	Large
Route 60 TAMU Shuttle	Weekdays	<ul style="list-style-type: none"> • Mon-Thurs service ending at 7:30pm. No change. • Friday service ending earlier at 6:00pm 	Monday August 28, 2017	TAMU Campus	Large
Route 63 The Wave	Mon-Thurs	<ul style="list-style-type: none"> • Added 2 additional peak hour trips Departing Southside Station at 7:45am and 3:45pm. Friday service remains the same. 	Monday August 28, 2017	Southside/TAMU	Small
Route 81 Beach Bus	Friday, Saturday & Sunday	<ul style="list-style-type: none"> • Last day of service is on Monday September 4, 2017 		Southside/Padre Island/Beach	Large
Route 84 Lighthouse	Weekdays	<ul style="list-style-type: none"> • Discontinue service. Replace with route 12 trip deviation. 	Monday August 28, 2017	Downtown/Westside	Large

November 15, 2017

TPCO ends Van Pool services.

December 5, 2017

- Park & Ride Express Routes 50, 51 & 53 route alignment was modified due to NAS closing 4th Street. Buses will now enter base on Lexington, (L) Ave D, (R) Crecy Street.

January 15, 2018

Route	Day of Week	Service Improvement/Change	Effective date:	Geographic Area	Vehicle Size
Routes 12 & 16	Weekdays Saturdays	<ul style="list-style-type: none"> Convert services from (RTA) Large bus to (MV) Small buses for improved efficiency. Route 16 adjust routing and schedule leaving Staples St. Station. Will use Staples St. In/Outbound. 	January 15, 2018	Northside and Westside	Small
Route 56 Flour Bluff Downtown Express	Weekdays	<ul style="list-style-type: none"> Convert services from (RTA) Large bus to (MV) Small buses for improved efficiency. Discontinued the 6:35pm trip departing C.C. City Hall Bus Stop due to low ridership. Adjusted running time on PM trip departing C.C. City Hall at 5:15pm to improve on-time performance. 	January 15, 2018	Flour Bluff/Downtown	Small
Route 55 Gregory	Weekdays	<ul style="list-style-type: none"> Adjusted the running times and deadhead times to improve on-time performance. 	January 15, 2018	Gregory/Portland	Large

June 4, 2018

Route	Day of Week	Service Improvement/Change	Effective date:	Geographic Area	Vehicle Size
Route 28	Weekdays	<ul style="list-style-type: none"> Running time adjustment. Bus will depart :02 minutes earlier from Leopard and Omaha to allow extra running time Inbound to Staples St. Station. 	June 4, 2018	Northside/Leopard	Large
Route 83/65	Weekdays	<ul style="list-style-type: none"> Running time adjustment. Arrival/Departure time at NAS Bldg 8, 7:15am was adjusted to 7:00am. 	June 4, 2018	NAS/CCAD Building 8	Large

May 25, 2018

- New Route 99 Pilot service began service.

September 3, 2018

- New Route 99 Pilot service ended on Labor Day.

September 10, 2018

- **Fall 2018 Sunday Routing Improvements & System Enhancements**

Route	Day of Week	Proposed Service Improvement or Change	Geographic Area
Route 3 NAS Shuttle	Weekdays	• Expand service to HEB Plus.	Flour Bluff
	Saturdays	• Re-direct low ridership trips. • Expand service to HEB Plus.	Flour Bluff
Route 4 Flour Bluff	Sundays	• Expand service on Sundays.	Flour Bluff
Route 5S Alameda/Malls	Sundays	• Replace service with Route 5.	Downtown/Southside
Route 8S Southside/Malls	Sundays	• Replace service with Routes 4 or 29.	Southside/Flour Bluff
Route 12S Hillcrest/Saxet/Oak Park	Sundays	• Replace service with Route 12.	Northside/Westside
Routes 15/25 Kostoryz Gollihar/Greenwood	Weekdays/ Saturdays	• Adjust frequency from 30 to 45 minutes. • Schedule adjustment to improve overall efficiency.	Southside/Westside
Route 15S Ayers/Molina	Sundays	• Replace service with Routes 19G, 23 or 76.	Downtown/Westside
Routes 19M/19G Ayers/McArdle/Greenwood	Weekdays	• Schedule adjustment to improve transfer connections and overall efficiency.	Downtown/Southside/ Westside
	Saturdays	• Adjust frequency from 20/40 to 30/60.	Downtown/Southside/ Westside
Route 21S Arboleda	Sundays	• Replace with Route 21.	Westside
Route 23 Molina	Weekdays/ Saturdays	• Schedule adjustment to improve overall efficiency.	Westside
Route 24S Los Encinos/Kostoryz	Sundays	• Replace service with Routes 15, 19G or 25.	Southside/Westside
Route 26 Airline/Lipes	Sundays	• Expand service on Sundays.	Southside
Route 29S Staples	Sundays	• Replace service with Route 29SS.	Downtown/Southside
Route 30 Westside/Health Center Circulator	Saturdays	• Replace service with Routes 12, 16, 21 or 37.	Westside
Route 32S Southside	Sundays	• Replace service with Routes 19M or 32.	Southside/Westside
Route 37S Westside/Gollihar	Sundays	• Replace service with Routes 12, 16 or 37.	Westside/Southside
Route 60 Momentum Shuttle	Weekdays	• Operate 20-minute Frequency on Fridays.	TAMUCC

(Effective Aug. 23, 2018)			
Route 63 The Wave	Sundays	• Replace service with Routes 29 & 37.	Southside/TAMUCC
Route 65 Padre Island Connection	Saturdays/ Sundays	• Re-direct low ridership trips.	Southside/Padre Island/Port Aransas
Route 66S TAMUCC Connection	Sundays	• Replace service with Route 37.	Southside/TAMUCC
Route 76S Harbor Bridge Shuttle	Sundays	• Replace service with Route 76.	Downtown/North Beach
Route 81 Padre Island Beach Express	Fridays/ Saturdays/ Sundays	• Re-direct service due to low ridership (discontinue service).	Flour Bluff/Padre Island and Southside

October 1, 2018 Service Plan:

Highest Ridership Period Service Plan
Effective Monday, October 1, 2018 through Wednesday October 31, 2018
23 weekdays only

1. (MV) Position one small standby vehicle to operate weekday afternoon peak period trips on Route 12 Hillcrest/Baldwin between Staples Street Station and Del Mar College East Campus.
2. (RTA) Position one large standby vehicle to operate weekday afternoon peak period trips on Route 17 Carroll/Southside between Staples Street Station and the Southside area.
3. (RTA) Position one large standby vehicle to operate weekday afternoon peak period trips on Route 23 Molina between Staples Street Station and the Molina neighborhood.
4. (RTA) Implement one large vehicle to operate weekday afternoon peak period trips on Route 26 Airline/Lipes Connector between Southside Station and the Southside area.
5. (MV) Implement one small vehicle to operate a weekday afternoon express trip on Route 27 Leopard Express between Staples Street Station and Northwest Boulevard and Wildcat Drive in Callallen.
6. (RTA) Implement one large vehicle to operate weekday afternoon peak period trips on Route 60 Momentum Shuttle between Texas A&M Corpus Christi main campus and Momentum campus for student housing. Note: This extra service will only operate Monday-Thursdays.

Free fares on Election Day, 11/6/18, for all fixed route, B-Line, Paisano, REAL services.

January 1, 2019

- Six Points Transfer Station officially closed with the completion of demolition.

January 14, 2019

- Routes #76 & #78 route alignment was modified in the downtown area due to Chaparral Street becoming a two-way traffic street affecting bus turning radius. Buses will now continue on Peoples Street, (L) on Water Street, (L) IH-37, (R) Chaparral Street.

Harbor Bridge Project: Bus Bridge Shuttle

February 7, 2019 – March 2, 2019

- MV operated service between 6am-8pm, 7 days per week in the Northside/Hillcrest neighborhood area.
- Service cost was fully reimbursed from Flatiron/Dragados.

May 24, 2019

Implemented new Pilot Route 95 Port Aransas Express service serving Corpus Christi, Ingleside HEB, Aransas Pass HEB, and Port Aransas. Pilot service operated 5/24/19 through 9/29/19. MV Transportation operated this service.

June 3, 2019

Route	Day of Week	Service Improvement or Change	Revise Route Stop Announcement	Geographic Area	Vehicle Size
Route 5 & 5X Alameda	Weekday through Sunday	<ul style="list-style-type: none"> • Re-route service due to Six-Points Station closure. Timing Point change. 	Yes	Six-Points area	Large
Route 16 Morgan/Port	Weekday through Sunday	<ul style="list-style-type: none"> • Convert service from (MV) Small bus to (RTA) Large buses for improved efficiency. • Adjust routing and schedule leaving Staples St. Station. Will use Agnes/Laredo/Port In/Outbound. 	Yes	Westside	Large
Route 17 Carroll / Southside	Weekday through Sunday	<ul style="list-style-type: none"> • Route will not stop at Six-Points Station due to closure. No routing or schedule change. Timing Point change. 	Yes	Six-Points area	Large
Route 19G / 19M	Weekday	<ul style="list-style-type: none"> • Re-route service due to Six- 	Yes	Six-Points area	Large

	through Sunday	Points Station closure. Timing Point change.			
Route 29SS / 29F	Weekday through Sunday	• Re-route service due to Six-Points Station closure. Timing Point change.	Yes	Six-Points area	Large
Route 65 Padre Island Connection	Weekday through Sunday	• Convert service from (RTA) Large bus to (MV) Small buses for improved efficiency.	No	Southside/Padre Island/Port Aransas	Small

August 22, 2019

Route 63 The Wave (MV)	Weekday through Saturday	• Discontinue route 63 TAMU Wave and replace with NEW FLEX route.	No	Texas A&M University Campus, Southside Station	Small
NEW Route 93 FLEX (Pilot) MV	Weekday through Saturday	• NEW (Pilot) FLEX route serving TAMU, Momentum Campus and Several Flour Bluff locations on Demand.	Yes, would like to make announcements at Momentum Campus (#438) and Texas A&M University bus stop on Ocean Dr. (#458)	Texas A&M University Campus and Flour Bluff	Small

September 30, 2019

Route	Day of Week	Service Improvement or Change	Revise Route Stop Announcement	Geographic Area	Vehicle Size
Routes 32 & 37 (RTA)	Weekday through Sunday	• Relocated and removed several Bus stops	No	Along Gollihar Road between Carroll Lane and Staples Street	Large
Route 63 The Wave (MV)	Weekday through Saturday	• Discontinue route 63 TAMU Wave and replace with NEW FLEX route.	No	Texas A&M University Campus, Southside Station	Small
NEW Route 93 FLEX (Pilot) MV	Weekday through Saturday	• NEW (Pilot) FLEX route serving TAMU, Momentum Campus and Several Flour Bluff locations on Demand.	Yes, would like to make announcements at Momentum Campus (#438) and Texas A&M University bus stop on Ocean	Texas A&M University Campus and Flour Bluff	Small

			Dr. (#458)		
--	--	--	------------	--	--

December 23, 2019

Route 3 NAS Shuttle service improvement implementation date, 12/23/19. Service was re-routed on NAS-CC to serve new stop at unaccompanied housing.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

Date: Wednesday, December 7, 2016
Location: Staples Street Center
602 North Staples Street – 2ND Floor Board Room
Corpus Christi, Texas
Time: 8:30 a.m.

BOARD OF DIRECTORS' MEETING

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	C. Rock	1 min.	-----
2.	Moment of Reflection		1 min.	-----
3.	Roll Call –	E. Martinez	2 min.	-----
4.	Opportunity for Public Comment	C. Rock	3 min.	-----
5.	Adoption of Resolution for Outgoing Board Members a. Conrado Garcia	C. Rock	10 min.	<i>Attachment</i>
6.	Update on RCAT Committee Activities	A. Bauman/ S. Montez	3 min.	<i>No Attachment</i>
7.	Discussion and Possible Action to Approve the Board of Directors' Meeting Minutes of November 2, 2016	C. Rock	2 min.	Pages 1-7
8.	Discussion and Possible Action to Approve the Board of Directors' Budget Workshop Meetings Minutes: a. Workshop #1 - July 20, 2016 b. Workshop #2 - August 3, 2016 c. Workshop #3 - August 24, 2016 d. Workshop #4 - September 7, 2016 e. Workshop #5 - September 28, 2016 f. Proposed FY2017 Annual Operating & Capital Budget - Workshop #6 - October 12, 2016	C. Rock	3 min.	<i>Attachments</i>

9.	<p>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.</p> <ul style="list-style-type: none"> a. Action to Authorize the Chief Executive Officer (CEO) or his Designee to Execute Payment to Texas Municipal League Intergovernmental Risk Pool (TMLIRP) to provide Insurance for the following lines of coverage for FY2017: Auto Liability Insurance, Auto Catastrophe Insurance, Property Insurance, General Liability Insurance, Errors & Omissions Insurance, and Workers' Compensation Insurance b. Action to Enter into a Professional Service Agreement for Financial Auditing Services c. Action to Enter into Professional Service Agreements for Financial Auditing Services for the RTA Defined Benefit Plan and Trust d. Action to Amend the Capital Asset Policy to Extend the Useful Life of Buildings to 50 years e. Action to Award a Contract to Unifirst for Maintenance Uniform Rental Services f. Action to Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract to BuyBoard for the Purchase of 13 Relief Sedans and 12 Support Trucks 	C. Rock	7 min.	<p>Pages 8-9</p> <p>Pages 10-11</p> <p>Pages 12-13</p> <p>Pages 14-15 <i>Attachment A</i></p> <p>Pages 16-17</p> <p>Pages 18-19</p>
10.	<p>Discussion and Possible Action to Award a Contract to Evergreen Lawn and Landscape for Bus Stop Cleaning Service</p>	R. Saldaña S. Montez	10 min.	Pages 20-21 PowerPoint
11.	<p>Discussion and Possible Action to Designate a Facilitator for CEO Evaluation Scheduled for January 4, 2017</p>	J. Cruz-Aedo	5 min.	Page 22

12.	Public Hearing on Modifications to the Proposed January 2017 Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Transit Plan 20/20 Five-Year Service Plan	G. Robinson	10 min.	Pages 23-25
13.	Presentations: a. October 2016 Financial Report b. January 2017 Service Improvements c. October 2016 Operations Report d. Procurement Update	R. Saldaña G. Robinson G. Robinson R. Saldaña	5 min. 10 min. 10 min. 5 min.	Pages 26-30 <i>No Attachment</i> Pages 31-41 <i>No Attachment</i>
14.	CEO's Report a. 2017 APTA Conference	J. Cruz-Aedo	5 min.	<i>No Attachment</i>
15.	Chairman's Report a. TTA Legislative Day b. APTA Legislative Session	C. Rock	5 min.	<i>No Attachment</i>
16.	Adjournment	C. Rock	1 min.	-----
17.	Information: a. RCAT Minutes of 091516			<i>Attachment</i>

Total Estimated Time: 1 hr., 55 min.

~~*~*~*~*~*

On **Friday, December 2, 2016** this Notice was posted by **Dena Linnehan** at the Nueces County Courthouse, 901 Leopard, Corpus Christi, Texas; the CCRTA Operations Facility, 5658 Bear Lane, Corpus Christi, Texas; the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County Clerk and the San Patricio County Clerks.

PUBLIC NOTICE is given that the Board may elect to go into executive session at any time during the meeting in order to discuss matters listed on the agenda, when authorized by the provisions of the Open Meetings Act, Chapter 551 of the Texas Government Code.

In the event the Board elects to go into executive session regarding an agenda item, the section or sections of the Open Meetings Act authorizing the executive session will be publicly announced by the presiding officer.

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

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



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors' Memo

December 7, 2016

Subject: Public Hearing on Modifications to the Proposed January 2017 Transit Program Including Service Changes that Will Impact Routes, Stops, and Schedules Throughout the Service Area, Under Phase 1 of the Transit Plan 20/20 Five-Year Service Plan

Background

In July 2015, Transit Plan 20/20 or the RTA Comprehensive Operational Analysis, was initiated in coordination with the Nelson Nygaard consultant team to develop a five-year fixed route service plan to improve customer satisfaction, operational performance, and increase ridership. On October 12, 2016, the Transit Plan 20/20 Five-Year Service Plan was accepted by the Board of Directors.

Throughout the development of the plan, extensive public and stakeholder outreach was conducted at transfer stations, at bus stops, on buses, through multiple in-person and online surveys, and in meetings to formulate service plan recommendations. Feedback was also received from Bus Operators, Supervisors and RTA staff during Quarterly meetings.

After the close of today's public hearing, staff is seeking approval to implement service proposals under Phase 1 of the Transit Plan 20/20 Five-Year Plan. Pending approval, the implementation of the Phase 1 service improvements will become effective on January 23, 2017.

Identified Need

- As presented at the Operations and Capital Projects Committee meeting on November 16, 2016, proposed service improvements to be implemented on January 23, 2017 include the following:

Service Improvement:

- Route 4 Flour Bluff Mini-B
- Route 12 Hillcrest/Baldwin
- Route 16 Morgan
- Route 27 Leopard (Express trips)
- Route 29 Staples
- Route 34 Robstown North Circulator
- Route 55 Gregory

New Route:

- New Route 28 Leopard/Omaha
- New Route 30 Westside/Health Clinic
- New Route 35 Robstown South Circulator
- New Route 54 Gregory/Downtown Express
- New Route 56 Flour Bluff/Downtown Express
- New Route 81 Beach Bus (Seasonal)

Minor Schedule Change:

- Route 17 Carroll/Southside
- Route 32 Southside Circulator
- Route 76 Harbor Bridge Shuttle

Discontinued Service:

- Route 67 Robstown/Gregory

Public notices describing the proposed service improvements included the following actions:

- Formal public notice posted on November 4, 2016 in English and Spanish
 - Proposals were made available at the Customer Service Center, CCRTA web site, Caller Times, Social Media, Transit Plan 20/20 site at btransitplan.com
- Public input was collected at Staples Street Station, Port Ayers Station, Southside Station, Robstown Station, Flour Bluff Transfer Point, and public meeting held on November 30, 2016.

Throughout the public input period, multiple comments were received from American Bank Center and Omni Hotel employees regarding the shortening of Route 29 Staples. As a result, staff extended the late evening hours of service for Route 76 Harbor Bridge Shuttle on weekdays to optimize connections between the Staples Street Station and downtown locations that Route 29 will no longer serve.

In regards to the routing proposals, staff received approximately 50 written comments as well as several verbal comments received at transfer stations, the November 30, 2016 public meeting, and in-person and by phone contacts through the Customer Service Center. The focus of the comments pertained to the Route 16, 29, and 67 proposals.

The Title VI of the Civil Rights Act of 1964 service equity analysis was completed as required by the Federal Transit Administration. The focus of the analysis involved identifying minority and low-income populations negatively impacted by the service proposals. In summary, no disparate impacts or disproportionate burdens were identified.

Pending approval, between the months of December and January 2017, staff will launch into a comprehensive public outreach effort to communicate the approved service

improvements to riders. In parallel, staff will be working closely with the Bus Operators to ensure clarity regarding all route maps and schedules.

Financial Impact

The Transit Plan 20/20 phasing plan is based on a cost neutral approach. The Phase 1 service improvements are included within the proposed Fiscal Year 2017 Operating Budget.

Committee Review

The Operations & Capital Projects Committee reviewed this item on November 16, 2016.

Recommendation

Staff requests the Board of Directors to approve implementation of the proposed service improvements under Phase 1 of the Transit Plan 20/20 Five-Year Service Plan on January 23, 2017.

Respectfully Submitted,

Submitted by: /5/
Gordon Robinson
Director of Planning

Final Review: /5/
Rosa Villarreal
Managing Director of Operations

Approval: Jorge Cruz-Aedo
Jorge Cruz-Aedo
Chief Executive Officer



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

Board of Directors

DATE: Wednesday, July 11, 2018
TIME: 8:30 a.m.
LOCATION: Staples Street Center
 602 North Staples Street, 2ND Floor Board Room • Corpus Christi, TX

BOARD OF DIRECTORS MEETING

EDWARD MARTINEZ (Chair)

Michael Reeves (Vice Chair) ~ Dan Leyendecker (Secretary)

Anne Bauman ~ George B. Clower ~ Patricia Dominguez ~ Scott Harris

Glenn Martin ~ Tom Niskala ~ Philip Skrobarczyk ~ Larry Young

	TOPIC	SPEAKER	EST. TIME	REFERENCE
1.	Pledge of Allegiance	E. Martinez	1 min.	-----
2.	Roll Call	D. Leyendecker	2 min.	-----
3.	Adoption of Resolution for Outgoing Board Member – Mr. Larry Young, Sr.	E. Martinez	10 min.	-----
4.	Administer the Oath of Office Appointments by the City of Corpus Christi to the CCRTA Board of Directors	J. Bell	10 min.	-----
5.	Opportunity for Public Comment	E. Martinez	3 min.	-----
6.	Update on RCAT Committee Activities	S. Montez	3 min.	-----
7.	Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of June 6, 2018	E. Martinez	2 min.	Pages 1-7
8.	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.			
	<ul style="list-style-type: none"> a) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Authorize Entering into an Agreement for Online Trade Settlements b) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Award a Contract to Carlisle Insurance for Windstorm and Hail Coverage c) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Arguindegui Oil for Lubricant & Fluid Supplies of Differential/Rear Axle Fluid 			<p>Pages 8-9 <i>Attachment A</i> <i>PPT</i></p> <p>Page 10 <i>PPT</i></p> <p>Pages 11-13 <i>PPT</i></p> <p>Pages 14-15</p>

	d) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) to Execute a One-Year Memorandum of Agreement with Texas A&M University-Corpus Christi for Transportation Services			<i>PPT</i>
9.	Discussion and Possible Action to Recommend the Board to Adopt a Resolution In Support of a Grant Application for the Buses and Bus Facilities Infrastructure Investment Program, for the Port/Ayers Station Reconstruction, Del Mar South Campus Bus Stations, and Bear Land Bus Parking Lot Improvements	S. Montez	4 min.	Pages 16-17 <i>PPT</i>
10.	PUBLIC HEARING – Fall 2018 Sunday Improvements and System Enhancements	G. Robinson	10 min.	<i>PPT</i>
11.	Presentations: a) Self-Funded Insurance Plan b) May 2018 Financial Report c) Procurement Update d) May 2018 Safety & Security Report e) Staples Street Center Security f) May 2018 Operations Report	A. Gaitan R. Saldaña R. Saldaña M. Rendón M. Rendón G. Robinson	4 min. 4 min. 4 min. 4 min. 4 min. 4 min.	<i>PPT</i> Pages 18-25 <i>PPT</i> <i>PPT</i> <i>PPT</i> <i>PPT</i> Pages 26-35 <i>PPT</i>
12.	CEO's Report	J. Cruz-Aedo	5 min.	-----
13.	Board Chair's Report	E. Martinez	5 min.	-----
14.	Adjournment	E. Martinez	1 min.	-----
15.	Information Items: a) RCAT Meeting & Retreat Minutes– May 24, 2018 b) Member Inquiry Forms: 1. Board Meeting– June 6, 2018 2. Committee Meetings– May 23, 2018			<i>Attachments</i>

Total Estimated Time: 1 hr., 23 min.

~~*~*~*~*~*~*

On **Friday, July 6, 2018** this Notice was posted by **Dena Linnehan** at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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

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

<p>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.</p>	<p>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.</p>
---	--



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

PUBLIC NOTICE
Corpus Christi Regional Transportation Authority
Proposed Service Changes Effective September 10, 2018

Date: June 7, 2018

The Corpus Christi Regional Transportation Authority (CCRTA) is conducting a public hearing regarding proposed fixed route service realignment, schedule modifications, and bus stop changes effective on September 10, 2018. The proposed changes will optimize the overall passenger experience by increasing Sunday frequency, improving transfer connections, and offering customers more efficient travel options.

Notice is hereby given that the Board of Directors will hold a public hearing on Wednesday, July 11, 2018, at 8:30 am to receive public comment on proposed service changes include;

- Routes 3, 4, 5s, 8s, 12s, 15, 15s, 16, 17, 19, 21, 21s, 23, 24s, 25, 26, 27, 27s, 29, 29s, 30, 32, 32s, 37, 37s, 60, 63, 63s, 65, 66s, 76s and 81.
- Information regarding the proposed changes is available in person at the Customer Service Center, 602 North Staples Street, Corpus Christi, TX 78401 from 7 a.m. - 6 p.m. weekdays, or via the Customer Service Center at (361) 883-2287.

Public Hearing will be held:

Wednesday, July 11, 2018, at 8:30 a.m. 602 N. Staples St., Corpus Christi, TX 78401 (2nd floor Boardroom);

- Bus routes to public hearing: 6, 12, 16, 17, 19, 21, 23, 27, 28, 29, 54, 56, 76 & 78.

How to Comment on Proposed Service Changes

- In person: public hearing, July 11th 2018, 602 N. Staples St., Corpus Christi, TX 78401 (2nd floor).
- Remote comments: **must be received by July 10, 2018 CCRTA to be processed in time.**
 - Write us:
 - ATTN: CCRTA Planning Department
 - September 10, 2018 Service Changes
 - 602 North Staples Street, Corpus Christi, TX 78401.
 - Fax: (361) 882-1807
 - ATTN: CCRTA Planning Department
 - September 10, 2018 Service Changes
 - Phone Call: CCRTA's Customer Service Center at (361) 883-2287.

Persons with Disabilities

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting and in need of auxiliary aids or services are requested to contact Customer Service Center at (361) 883-2287 a minimum of 48 hours in advance so appropriate arrangements may be made.

- Individuals who are hearing or speech impaired, call 7-1-1 to set up a Texas Relay Call.

Language Interpreting Services

Person(s) requiring language interpretation are requested to contact Customer Service Center a minimum of 48 hours in advance of the Public Hearing at (361) 883-2287. RTA strives to accommodate individual needs.

1. This Public Hearing conforms to requirements described in the Federal Transit Administration’s Circular 9030.1D, published May 1, 2010, page IV- 13.
2. CCRTA does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs, and activities.

CCRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.

~*~*~*~*~

On **Thursday June 7, 2018** this Notice was posted by Dena Linnehan at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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

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

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

Board of Directors

DATE: Wednesday, August 1, 2018

TIME: 8:30 a.m.

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

BOARD OF DIRECTORS MEETING

EDWARD MARTINEZ (Chair)

Michael Reeves (Vice Chair) ~ Dan Leyendecker (Secretary)

Anne Bauman ~ George B. Clower ~ Patricia Dominguez ~ Scott Harris

Glenn Martin ~ Tom Niskala ~ Philip Skrobarczyk ~ Matt Woolbright

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	E. Martinez	1 min.	-----
2.	Roll Call	D. Leyendecker	2 min.	-----
3.	Adoption of Resolution for Outgoing Board Member – Mr. Larry Young, Sr.	E. Martinez	10 min.	-----
4.	Announcement of Committee Appointments by the Board Chair and Action to Confirm Committee Appointments	E. Martinez	3 min.	-----
5.	Opportunity for Public Comment	E. Martinez	3 min.	-----
6.	Update on RCAT Committee Activities	S. Montez	3 min.	-----
7.	Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of July 11, 2018	E. Martinez	2 min.	Pages 1-8
8.	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.			
	a) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Issue an Invitation for Bids (IFB) for an Unleaded Fuel Supply			Pages 9-10 <i>PPT</i>
	b) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or his Designee to Approve Amending the Invitation for Bid (IFB) for Bus Engine Supplier Contract to a One-Year Term Agreement			Pages 11-12 <i>PPT</i>
	c) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Issue an Invitation for Bids (IFB) for Transportation Uniform Supplier Contract			Page 13 <i>PPT</i>
	d) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) to Approve the Implementation			Pages 14-15

	of the Proposed Fall 2018 Sunday Improvements and System Enhancements			<i>PPT</i>
9.	Presentations: a) June 2018 Financial Report b) Procurement Update c) June 2018 Safety & Security Report d) June 2018 Operations Report	R. Saldaña R. Saldaña M. Rendón J. Fehribach	4 min. 4 min. 4 min. 4 min.	Pages 16-23 PPT <i>PPT</i> <i>PPT</i> Pages 24-33 PPT
10.	CEO's Report	J. Cruz-Aedo	5 min.	-----
11.	Board Chair's Report	E. Martinez	5 min.	-----
12.	Adjournment	E. Martinez	1 min.	-----
13.	Information Items: a) RCAT Meeting & Retreat Minutes– June 21, 2018 b) Member Inquiry Forms: 1. Board Meeting– July 11, 2018 2. Committee Meetings– June 27, 2018			<i>Attachments</i>

Total Estimated Time: 54 min.


~~*~*~*~*~*~*

On **Friday, July 6, 2018** this Notice was posted by **Dena Linnehan** at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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

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

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

<p>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.</p>		<p>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.</p>
---	---	--



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

August 1, 2018

Subject: Discussion and Possible Action to Approve the Implementation of the Proposed Fall 2018 Sunday Improvements and System Enhancements

Background

In October 2016, the Board of Directors accepted Transit Plan 20/20, a five-year service plan, which contained phased service improvements including the expansion of Sunday services. Since that time, staff have been working to implement more express services, increased frequency, expanded Sunday services, improved transfer connections, and more efficient travel options in a cost neutral manner.

Identified Need

The proposed Fall 2018 Sunday improvements and system enhancements include adjustments to 32 bus routes: 3, 4, 5s, 8s, 12s, 15, 15s, 16, 17, 19, 21, 21s, 23, 24s, 25, 26, 27, 27s, 29, 29s, 30, 32, 32s, 37, 37s, 60, 63, 63s, 65, 66s, 76s, and 81.

Proposed changes will impact the following services:

- 13 existing Sunday bus routes: 5s, 8s, 12s, 15s, 21s, 24s, 27s, 29s, 32s, 37s, 63s, 66s, 76s
- Two local routes: Route 30 (Saturdays only) and Route 81
 - Absorb 15 aforementioned services into Routes 4, 12, 15, 16, 17, 19, 21, 23, 25, 26, 27, 29, 32, 37, 65, 76
- Routes 3, 15, 19, 21, 23, 25, 27, 29, 60, 65
 - Schedule adjustments to improve service efficiency
- Expand Route 3 to Serve HEB Plus in Flour Bluff area

In addition, riders will be re-directed from 46 bus stops to more readily used bus stops along alternate routes. This is due to the absorption of five Sunday bus routes: 12s, 15s, 24s, 37s, and 76s in the Corpus Christi areas of Northside, Central, South Central, and Westside Corpus Christi, Downtown, and North Beach.

Since June 1, 2018, staff held 14 outreach events at transfer stations and public meetings to discuss proposed changes and collect feedback. On June 7, 2018, a public notice to announce the public hearing date of July 11, 2018 was distributed in the Caller Times newspaper and with multiple organizations. On July 11, a public hearing was conducted at the Board of Directors meeting. At the hearing, a question was raised by a public member in regards to what will replace the Route 63 service on Sundays. Staff stated that Routes 29 and 37 will operate on Sundays in place of Route 63. Pending approval, the service improvements will be implemented on September 10, 2018.

The Title VI of the Civil Rights Act of 1964 service equity analysis was completed as required by the Federal Transit Administration. In summary, no disparate impacts or disproportionate burdens were identified as multiple services will be improved or maintained in impacted areas.

Financial Impact

The implementation of the proposed service improvements are included within the Fiscal Year 2018 Operating Budget.

Committee Review

This item was approved at the Operations & Capital Projects Committee meeting held on July 25, 2018.

Recommendation

Staff is requesting the Board of Directors approve implementation of the Proposed Fall 2018 Sunday Improvements and System Enhancements effective September 10, 2018.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer

Proposed Fall 2018 Sunday Improvements and System Enhancements

Route	Day of Week	Proposed Service Improvement or Change	Geographic Area	Bus Stops Impacted
Route 3 NAS Shuttle	Weekdays	<ul style="list-style-type: none"> Expand service to HEB Plus. 	Flour Bluff	No stops impacted.
	Saturdays	<ul style="list-style-type: none"> Re-direct low ridership trips. Expand service to HEB Plus. 	Flour Bluff	No stops impacted.
Route 4 Flour Bluff	Sundays	<ul style="list-style-type: none"> Expand service on Sundays. 	Flour Bluff	No stops impacted.
Route 5S Alameda/Malls	Sundays	<ul style="list-style-type: none"> Replace service with Route 5. 	Downtown/Southside	No stops impacted.
Route 8S Southside/Malls	Sundays	<ul style="list-style-type: none"> Replace service with Routes 4 or 29. 	Southside/Flour Bluff	No stops impacted.
Route 12S Hillcrest/Saxet/Oak Park	Sundays	<ul style="list-style-type: none"> Replace service with Route 12. 	Northside/Westside	<ul style="list-style-type: none"> 3 stops impacted. Stop number: 1171, 1172, 1152. Closest stops on Leopard Street, Omaha Street or Up River Road on Route 28.
Routes 15/25 Kostoryz/Goliihar/Greenwood	Weekdays/Saturdays	<ul style="list-style-type: none"> Adjust frequency from 30 to 45 minutes. Schedule adjustment to improve overall efficiency. 	Southside/Westside	No stops impacted.
Route 15S Ayers/Molina	Sundays	<ul style="list-style-type: none"> Replace service with Routes 19G, 23 or 76. 	Downtown/Westside	<ul style="list-style-type: none"> 2 stops impacted. Stop number: 1605, 1606. Closest stops on Tanchahua Street or Carancahua Street on Route 19.
Routes 19M/19G Ayers/McArdle/Greenwood	Weekdays	<ul style="list-style-type: none"> Schedule adjustment to improve transfer connections and overall efficiency. 	Downtown/Southside /Westside	No stops impacted.
	Saturdays	<ul style="list-style-type: none"> Adjust frequency from 20/40 to 30/60. 	Downtown/Southside /Westside	No stops impacted.
Route 21S Arboleda	Sundays	<ul style="list-style-type: none"> Replace service with Route 21. 	Westside	No stops impacted.
Route 23 Molina	Weekdays/Saturdays	<ul style="list-style-type: none"> Schedule adjustment to improve overall efficiency. 	Westside	No stops impacted.

Route	Day of Week	Proposed Service Improvement or Change	Geographic Area	Bus Stops Impacted
Route 24S Los Encinos/Kostoryz	Sundays	<ul style="list-style-type: none"> Replace service with Routes 15, 19G or 25. 	Southside/Westside	<ul style="list-style-type: none"> 21 stops impacted. Stop number: 35, 40, 41, 570, 571, 572, 573, 574, 575, 576, 759, 760, 761, 762, 763, 764, 765, 766, 1121, 9028, 9029. Closest stops on Ayers Street or Greenwood Road on Route 19.
Route 26 Airline/Lipes	Sundays	<ul style="list-style-type: none"> Expand service on Sundays. 	Southside	No stops impacted.
Route 29S Staples	Sundays	<ul style="list-style-type: none"> Replace service with Route 29SS. 	Downtown/Southside	No stops impacted.
Route 30 Westside/Health Center Circulator	Saturdays	<ul style="list-style-type: none"> Replace service with Routes 12, 16, 21 or 37. 	Westside	No stops impacted.
Route 32S Southside	Sundays	<ul style="list-style-type: none"> Replace service with Routes 19M or 32. 	Southside/Westside	No stops impacted.
Route 37S Westside/Gollihar	Sundays	<ul style="list-style-type: none"> Replace service with Routes 12, 16 or 37. 	Westside/Southside	<ul style="list-style-type: none"> 15 stops impacted. Stop number: 181, 182, 183, 233, 234, 235, 236, 237, 239, 240, 241, 242, 243, 244, 245. Closest stops on Port Avenue or Morgan Avenue on Route 16 or 37.
Route 60 Momentum Shuttle (Effective Aug. 23, 2018)	Weekdays	<ul style="list-style-type: none"> Operate 20-minute Frequency on Fridays. 	TAMUCC	No stops impacted.
Route 63 The Wave	Sundays	<ul style="list-style-type: none"> Replace service with Routes 29 and 37. 	Southside/TAMUCC	No stops impacted.
Route 65 Padre Island Connection	Saturdays/Sundays	<ul style="list-style-type: none"> Re-direct low ridership trips. 	Southside/Padre Island/Port Aransas	No stops impacted.
Route 66S TAMUCC Connection	Sundays	<ul style="list-style-type: none"> Replace service with Route 37. 	Southside/TAMUCC	No stops impacted.
Route 76S Harbor Bridge Shuttle	Sundays	<ul style="list-style-type: none"> Replace service with Route 76. 	Downtown/North Beach	<ul style="list-style-type: none"> 5 stops impacted. Stop number: 1851, 1852, 1864, 1865, 1866. Closest stops on Water Street.
Route 81 Padre Island Beach Express	Fridays/Saturdays/Sundays	<ul style="list-style-type: none"> Re-direct service due to low ridership. 	Flour Bluff/Padre Island and Southside	No stops impacted.



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

**** REVISED ****
AGENDA MEETING NOTICE
Board of Directors

DATE: Wednesday, November 7, 2018

TIME: 8:30 a.m.

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

BOARD OF DIRECTORS MEETING

EDWARD MARTINEZ (Chair)

Michael Reeves (Vice Chair) ~ Dan Leyendecker (Secretary)

Anne Bauman ~ George B. Clower ~ Patricia Dominguez ~ Scott Harris

Glenn Martin ~ Tom Niskala ~ Philip Skrobarczyk ~ Matt Woolbright

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	E. Martinez	1 min.	-----
2.	Roll Call	D. Leyendecker	2 min.	-----
3.	Presentation – Lone Star NGV (Natural Gas Vehicle) Award	J. Cruz-Aedo	3 min.	-----
4.	Opportunity for Public Comment	E. Martinez	3 min.	-----
5.	Public Hearing Regarding Permanent Closure and Demolition of Six Points Transfer Station	G. Robinson, S. Montez	10 min.	<i>PPT</i>
6.	Discussion and Possible Action to a) Authorize Permanent Closure and Demolition of the Six Points Transfer Station	S. Montez	3 min.	Page 1-2
7.	Public Hearing Regarding Adoption of the FY2019 Operating and Capital Budget	R. Saldaña	10 min.	<i>PPT</i>
8.	Discussion and Possible Action to a) Adopt the FY2019 Operating and Capital Budget	R. Saldaña	3 min.	Page 3-4
9.	Update on RCAT Committee Activities	S. Montez	3 min.	-----
10.	Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of October 3, 2018	E. Martinez	2 min.	Pages 5-12
11.	CONSENT ITEMS: The following items are routine or administrative in nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.			
				3 min. <i>Pages C1-C-15</i>
	a) Action to Adopt the 2019 Board and Committee Meetings Calendar			
	b) Action to Approve The Texas Municipal League Intergovernmental Risk Pool (TMLIRP) to Provide Insurance for the Following Lines of Coverage for FY 2018: Auto Liability Insurance, Auto Catastrophe Insurance, Property Insurance, General Liability Insurance, Errors & Omissions Insurance, Law Enforcement Liability and Workers' Compensation Insurance			

	<ul style="list-style-type: none"> c) Action to Authorize Acceptance of the Federal Management Oversight (FMO) Review d) Action to Award the Electronic Bus Passes Supplier Contract to Electronic Data Magnetics Inc. e) Action to Award the Transportation Uniform Supplier Contract to Cintas f) Action to Award the Unleaded Fuel Supplier Contract to James River Petroleum g) Action to Approve the Two-Year Extension of the 2013 Contract with MV Transportation, Inc. for Paratransit and Small Bus Operations h) Action to Adopt the 2019 Holidays Service Levels 			
12.	Discussion and Possible Action to Award the Bus Engine and Bus Engine Parts Supplier Contract to French Ellison	J. Fehribach	3 min.	Pages 13-16 <i>PPT</i>
13.	Presentations: <ul style="list-style-type: none"> a) September 2018 Financial Report b) Procurement Update c) September 2018 Safety & Security Report d) September 2018 Operations Report 	<ul style="list-style-type: none"> R. Saldaña R. Saldaña M. Rendón G. Robinson 	<ul style="list-style-type: none"> 4 min. 4 min. 4 min. 4 min. 	<ul style="list-style-type: none"> Pages 17-25 <i>PPT</i> <i>PPT</i> <i>PPT</i> Pages 26-34 <i>PPT</i>
14.	CEO's Report <ul style="list-style-type: none"> a) Texas Mobility Summit b) Election Day Bus Ridership 	J. Cruz-Aedo	8 min.	-----
15.	Board Chair's Report	E. Martinez	5 min.	-----
16.	Adjournment	E. Martinez	1 min.	-----
17.	Information Items: <ul style="list-style-type: none"> a) RCAT Meeting Minutes– September 20, 2018 b) Member Inquiry Forms: <ul style="list-style-type: none"> 1. Board Meeting– October 3, 2018 2. Committee Meetings– September 26, 2018 			<i>Attachments</i>

Total Estimated Time: 1 hr. 20 min.

~~*~*~*~*~*~*~*

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

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

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

<p>Mission Statement</p> <p>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.</p>	<p>Vision Statement</p> <p>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.</p>
--	---



PUBLIC NOTICE

Corpus Christi Regional Transportation Authority (CCRTA) Demolition and Permanent Closure of Six Points Transfer Station

Date: October 9, 2018

The Corpus Christi Regional Transportation Authority (CCRTA) is conducting a public hearing regarding the permanent closure and demolition of the Six Points Transfer Station. These actions are due in part to an onsite fire and inadequate bay sizing for bus layovers and parking. Alternate bus stop transfer points have been established and are already in use. These will be discussed at the public hearing.

Notice is hereby given the Board of Directors will hold a Public Hearing on Wednesday, November 7, 2018, at 8:30 am to receive public comment on the proposed closure and demolition of the Six Points Transfer Station:

- Information regarding the proposed changes is available in person at the Customer Service Center, 602 North Staples Street, Corpus Christi, TX 78401 from 7 a.m. - 6 p.m. weekdays, or via the Customer Service Center at (361) 883-2287.

Public Hearing will be held:

Wednesday, November 7, 2018, at 8:30 a.m. 602 N. Staples St., Corpus Christi, TX 78401, 2ND floor Boardroom);

- Bus routes to the public hearing include: 6, 12, 16, 17, 19, 21, 23, 27, 28, 29, 54, 56, 76, 78
- Paratransit B-Line service is available to eligible participants, schedule trips at (361) 289-5881.

How to Comment on Proposed Service Changes

- In person: Public Hearing, Wednesday, November 7, 2018, 602 N. Staples St., Corpus Christi, TX 78401 (2ND floor).
- Remote comments: **Comments must be received by the CCRTA no later than November 6, 2018, to be processed in time.**
 - **Phone:** CCRTA's Customer Service Center at (361) 883-2287.
 - **Write us:**
ATTN: CCRTA Planning Department
Closure and Demolition of Six Points Transfer Station
602 North Staples Street, Corpus Christi, TX 78401.
 - **Fax:**
(361) 882-1807
ATTN: CCRTA Planning Department
Closure and Demolition of Six Points Transfer Station

Persons with Disabilities

In compliance with the Americans with Disabilities Act, persons with disabilities who plan to attend this meeting and in need of auxiliary aids or services are requested to contact Customer Service Center at (361) 883-2287 a minimum of 48 hours in advance so appropriate arrangements may be made.

- Individuals who are hearing or speech impaired, call 7-1-1 to set up a Texas Relay Call.

Language Interpreting Services

Person(s) requiring language interpretation are requested to contact Customer Service Center a minimum of 48 hours in advance of the Public Hearing at (361) 883-2287. CCRTA strives to accommodate individual needs.

1. This Public Hearing conforms to requirements described in the Federal Transit Administration's Circular 9030.1D, published May 1, 2010, page IV- 13.
2. CCRTA does not discriminate on the basis of disability in the admission or access to, or in treatment or employment in, its services, programs, and activities.

CCRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.

~*~*~*~*~

On **Tuesday, October 9, 2018** this Notice was posted by Dena Linnehan at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and San Patricio County Clerks offices 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.



Subject: Discussion and Possible Action to Approve the Permanent Closure and Demolition of the Six Points Transfer Station

Background

On December 13, 2017, a fire occurred at the Six Points Transfer Station making the facility inaccessible for passengers. Since that time, options to maintain or close the facility have been reviewed from a service and fiscal perspective. As a result, the permanent closure and demolition of the transfer station is being recommended.

The Federal Transit Administration (FTA) was notified of the fire at the Six Points Station. Upon CCRTA receiving insurance proceeds, the FTA requested that an appraisal of the property be conducted in order to determine if the CCRTA owed the FTA for the improvements made to the station with federal funds. Once that process was completed, the Public Hearing could then be held.

Identified Need

A public hearing is being conducted in regards to the permanent closure and demolition of the Six Points Transfer Station per Federal Transit Administration (FTA) regulations. This action is due to an onsite fire, the property not belonging to the CCRTA and inadequate bay sizing for bus layovers and parking. Alternate bus stop transfer points serving Routes 5, 17, 19, and 29 have been established and are already in use by passengers on a daily basis.

On October 9, 2018, a public notice to announce the public hearing date of November 7, 2018 was distributed in the Caller Times newspaper and with multiple organizations. A Title VI of the Civil Rights Act of 1964 service equity analysis was completed as required by the FTA. In summary, no disparate impacts or disproportionate burdens were identified due to minimal changes in route miles on Route 5 and no change in average daily revenue hours for Routes 5, 17, 19, and 29. Pending approval, staff will initiate actions to demolish and permanently close the Six Points Transfer Station.

Financial Impact

Insurance proceeds will cover expenses associated with the demolition and permanent closer of the Six Points Transfer Station.

Recommendation

Staff is requesting the Board of Directors approve the demolition and permanent closure of the Six Points Transfer Station.

Respectfully Submitted,

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

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer



Subject: Adopt a Resolution adopting the new Fare Structure subject to the approval of the Fare Approval Committee (FAC)

Background

The current fare structure was last reviewed and adopted in May 2008. The review process was implemented to minimize the downward trend of the CCRTA's fare recovery ratio and reduce the complexity of the fare structure (as noted in the 2010 Triennial review). When reviewing the fare structure, the Corpus Christi Regional Transportation Authority (CCRTA) keeps four (4) objectives in mind:

1. Encourage ridership growth and minimize loss
2. Maintain affordability for low-income populations
3. Encourage farebox recovery in keeping with revenue goals and peer agency practices
4. Encourage simplicity and ease of understanding for customers and operators

Identified Need

Over the past several years the farebox recovery ratio (a percentage of operating costs the fare pays) has steadily been trending downward. Currently the CCRTA farebox recovery ratio is at 6.16%, while our peer agencies average around (17%). Because sales tax is the vast majority of our revenue and the nature of sales tax is volatile, the CCRTA is reviewing our current fares to stop the decline of the farebox recovery ratio.

Disadvantaged Business Enterprise (DBE)

There are no federal funds being used for this action so no DBE goal is required.

Financial Impact

The financial impact will be dependent of how the ridership reacts to the fare adjustment. Increase in revenue will be used to offset rising operational costs.

Board Priority

This project aligns with Board Priority – Financial Transparency.

Committee Review

This item was reviewed and approved at the Administration & Finance Committee meeting held on September 25, 2019.

Recommendation

Staff requests the Board of Directors Authorize the Chief Executive Officer or designee to adopt a resolution adopting the new fare structure subject to the approval of the Fare Approval Committee (FAC).

Respectfully Submitted,

Submitted by: Robert M. Saldaña
Managing Director of Administration

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



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY Fare Equity Analysis

August 2019



Table of Contents

	Page
Introduction	1
Fare Analysis Goals	1
CCRTA Fare Revenue and Peer Comparison	2
Fare Equity Analysis	4
Fare Change Mitigation	10

Table of Figures

Figure 1	2016 CCRTA Fare Analysis: Peer Review Findings.....	2
Figure 2	Fare Revenue Trends	3
Figure 3	2019 Federal Poverty Level Guidelines for the 48 Contiguous States and District of Columbia	4
Figure 4	Existing Fare Structure, Initial Recommendations, and Revised Recommendations for CCRTA Fares	6
Figure 5	Change in Cost by Demographic Group.....	8
Figure 6	Existing and Recommended Fare Structure.....	9
Figure 7	Percent Increase in Cost for Riders.....	10

INTRODUCTION

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Corpus Christi Regional Transportation Authority (CCRTA), as a recipient of Federal Transit Administration (FTA) funds, is committed to FTA objectives set forth in Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. These objectives are designed to ensure that FTA-assisted benefits and related services are available and equitably distributed without regard to race, color, or national origin.

FARE ANALYSIS GOALS

A comprehensive evaluation of CCRTA’s existing fare structures and policies was completed in 2016 as part of the Transit Plan 20/20 process. A series of goals and objectives developed for the fare analysis were defined as:

- **Encourage ridership growth and minimize loss.** Fares haven’t been adjusted since 2006, and a fresh look at fare structures and policies is worthwhile.
- **Maintain affordability for low-income populations.** Maintaining affordability for seniors, Medicaid card holders, and vulnerable populations is important in this fare analysis.
- **Encourage farebox recovery in keeping with peer agencies.** Farebox revenues were pledged for bond against capital costs to build a new operations facility. Achieving healthy farebox revenues—with a goal of approximately \$1.8 million in fares annually—will maintain the ability to pay off this debt service.
- **Encourage simplicity and ease of understanding for operators and customers.** Simplifying fare categories and classifications can make it easier for both operators and customers to understand fares, as well as ensuring the fare collection system is consistent with industry best practices.

CCRТА FARE REVENUE AND PEER COMPARISON

CCRТА’s most recent fare increase was implemented in 2006 and increased the base fare from \$0.50 to \$0.75. As CCRТА has continued to expand services and improve amenities, the percent of expenses covered by fares has declined. Currently, the farebox recovery ratio, or the percent of operating costs that are covered by passenger fare revenue, is 5.5%. When CCRТА conducted a comprehensive fare analysis in 2016, the agency’s farebox recovery ratio was less than half of any of its peer agencies, according to results from a peer analysis conducted as part of that effort (Figure 1). CCRТА’s local base fare was also significantly lower than any of the other peer agencies. Average fare per passenger was \$0.28.

Figure 1 2016 CCRТА Fare Analysis: Peer Review Findings

	CCRТА	HART (Tampa, FL)	ECAT (Pensacola, FL)	El Metro (Laredo, TX)	Sun Metro (El Paso, TX)	Rock Region Metro (Little Rock, AR)
Local Base Fare	\$0.75	\$2.00	\$1.75	\$1.50	\$1.50	\$1.35
Annual Boardings	5,734,712	15,334,839	1,516,649	3,184,119	12,226,961	2,840,494
Annual Operating Cost	\$21,950,903	\$63,270,537	\$8,984,762	\$11,996,967	\$49,336,369	\$14,985,310
Annual Passenger Fares	\$1,790,931	\$16,420,800	\$1,974,636	\$3,380,086	\$9,766,316	\$2,288,345
Farebox Recovery Ratio	7%	24%	18%	24%	17%	14%
Average Fare per Passenger	\$0.28	\$1.03	\$1.21	\$1.05	\$0.75	\$0.74

Source: National Transit Database, 2014, <http://www.ntdprogram.gov/ntdprogram/data.htm>, adapted from 2016 CCRТА Fare Analysis

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

However, to meet bond requirements for construction of a new operations facility, CCRTA is obligated to generate \$1.8 million in operating revenue annually. Fares comprise the majority of this revenue. However, fare revenue has been decreasing overall for the agency (Figure 2), indicating that a method to increase farebox revenue is desirable, while keeping in mind other goals related to affordability and equity.

The combination of relatively low fares, rising costs, and time since the last fare change provides an opportunity for CCRTA to update and simplify the fare structure.

Figure 2 Fare Revenue Trends

	2016 (Actual)	2017 (Actual)	2018 (Projected)
Passenger Fares - RTA Route	\$833,944	\$806,825	\$771,532
RTA Presold Passes/Ticket	\$188,534	\$235,494	\$203,229
Service Contracts	\$262,577	\$272,830	\$252,444
Student Tickets	\$999	\$1,199	\$1,199
Port Aransas Services	\$1,810	\$82	\$892
Port A Shuttle	\$0	\$532	\$251
Express Fares - Park & Ride	\$182,936	\$173,460	\$168,041
Express Fares - Commuter Cards	\$4,185	\$3,295	\$3,527
Demand Response	\$172,677	\$154,758	\$192,523
Vanpool Revenue	\$88,908	\$47,980	\$0
Overs & Shorts	(\$1,569)	\$287	(\$605)
Total	\$1,735,001	\$1,696,741	\$1,593,034

Source: CCRTA

FARE EQUITY ANALYSIS

Survey Methodology and Rider Data

This Fare Equity Analysis measures the impacts of recommended fare changes on low-income and minority riders traveling on CCRTA routes. The Fare Equity Analysis was carried out using a sample of CCRTA riders, examining how the proposed fares would affect this group, and comparing/contrasting the impacts of the existing and proposed fare structures for all riders, minority riders, and low-income riders.

The study team used rider data from a survey conducted by CCRTA between January and April 2019. The survey was designed to include a broad cross-section of riders, represents the most current rider data, and reflects a sample of about 500 riders. Bilingual surveys with 25 questions were geographically distributed throughout the service area, and the survey was also available online. Community outreach by agency staff and a public relations firm was conducted on buses, at transfer stations, in multiple city jurisdictions, and at colleges and universities to collect responses. Electronic tablets were primarily used to collect survey responses in the field, and the agency web site and social media were utilized to increase the volume of responses collected.

Questions specific to the Fare Equity Analysis included gender, age, race, geographic location, zip code, household income, and fare payment type. All riders who identified as non-white were classified as minorities. All riders whose household income and household size rendered them below the Federal poverty threshold were classified as low-income (Figure 3). The analysis looked at each group (all survey respondents, minority respondents, and low-income respondents) and compared total transit costs under both CCRTA’s current and proposed fare structures.

Figure 3 2019 Federal Poverty Level Guidelines for the 48 Contiguous States and District of Columbia

Persons in Family/Household	Household Income Poverty Guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$33,740
7	\$38,060
8	\$42,380
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services (2019)

Initial and Revised Recommendations

Initial fare recommendations were developed based on analysis conducted as part of the 2016 fare analysis and discussions among CCRTA staff. An initial equity analysis was conducted for this set of recommendations. After initial results were determined, CCRTA developed a revised set of recommendations designed to reduce impacts to minority and low-income riders. Existing, initial, and revised recommended fare schedules are provided in Figure 4.

The primary differences between the initial and revised recommendations were **reducing pass product multipliers, providing uniform pass products, and adding reduced fare options across fare categories to provide more options to help mitigate negative impacts for riders**. The proposed fare structure would also eliminate several products, including the \$0.10 reduced fare during off-peak hours, 11-Trip Commuter Pass, and free transfers. Approximately 24% of CCRTA riders are currently making transfers to complete their trips.

The proposed fare change results in a mix of increases to the base fare and decreases in the multipliers for pass products. The proposed fare change will provide consistency in fare products across fare categories, including Reduced fare categories—i.e., 1-Day, 7-Day, and 31-Day passes will be available for Regular, Reduced, Premium, and Premium Reduced fares as opposed to the existing structure, which does not allow pass products for premium service and only allows 31-Day passes for Reduced fares. Other fare structure changes to help offset negative impacts include **offering free service for seniors** (age 65 and older) and **formalizing existing policies related to CCRTA’s token program** for use on B-Line service.

Historically, CCRTA has provided tokens to partner agencies, which function as a free pass or “buy one get one free” pass on CCRTA fixed-route service, depending on the token type. When passengers expressed interest in using tokens for B-Line service, CCRTA informally allowed use of tokens for free lunch trips to senior centers or trips to other destinations within the B-Line service area for a \$0.50 upcharge. While this informal policy has been in place for several years, proposed fare recommendations would formalize the policy to provide additional clarity for passengers, including posting the policy on the agency’s website and publishing in written materials. Formalizing the policy will allow eligible passengers who may not be aware of it to make use of this option.

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

Figure 4 Existing Fare Structure, Initial Recommendations, and Revised Recommendations for CCRTA Fares

Fare Category	Existing Fare	Existing Multiplier/ Discount	Initial Recommendation	Initial Recommendation Multiplier/ Discount	Revised Recommendation	Revised Recommendation Multiplier/ Discount
Regular Fixed-Route						
Base Fare	\$0.75	-	\$1.00	-	\$1.00	-
Day Pass	\$1.75	2.33	\$2.25	2.25	\$2.00	2.0
7-Day Pass	\$7.50	10.0	\$8.00	8.0	\$8.00	8.0
31-Day Pass	\$30.00	40.0	\$35.00	35.0	\$35.00	35.0
Transfers	Free	-100%	Eliminated	-	Eliminated	-
Reduced Regular Fixed-Route – Students, Seniors, People with Disabilities	Note: Seniors age 60+ currently receive a reduced fare. In the Revised Recommendations, seniors age 65+ would ride for free, while riders age 60-64 would pay full regular fare.					
Reduced Fare (Peak Hours)	\$0.25	-	\$0.50	-	\$0.50	-
Reduced Fare (Off-Peak Hours)	\$0.10	-	-	-	-	-
Reduced Day Pass	-	-	-	-	\$1.00	2.0
7-Day Reduced Pass	-	-	-	-	\$4.00	8.0
31-Day Reduced Pass	\$11.00	44.0	\$15.00	30.0	\$15.00	30.0
Seniors Age 65+	\$11.00	44.0	\$15.00	30.0	Free	-100%
Premium						
Premium Fare	\$1.25	-	\$2.00	-	\$2.00	-
Premium Day Pass (valid on all services)	-	-	-	-	\$4.00	2.0
Premium 7-Day Pass (valid on all services)	-	-	-	-	\$16.00	8.0
Premium 31-Day Pass (valid on all services)	-	-	-	-	\$70.00	35.0
11-Trip Commuter Pass	\$12.50	-9.1%	\$20.00 (10-Trip)	-0.0%	-	-

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

Fare Category	Existing Fare	Existing Multiplier/ Discount	Initial Recommendation	Initial Recommendation Multiplier/ Discount	Revised Recommendation	Revised Recommendation Multiplier/ Discount
Premium Reduced – Students and People with Disabilities	Note: Seniors age 60+ currently receive a premium reduced fare. In the Revised Recommendations, seniors age 65+ would ride for free, while riders age 60-64 would pay full premium fare.					
Premium Reduced Fare	\$0.25	-	\$1.00	-	\$1.00	-
Premium Reduced Day Pass (valid on all services)	-	-	-	-	\$2.00	2.0
Premium Reduced 7-Day Pass (valid on all services)	-	-	-	-	\$8.00	8.0
Premium Reduced 31-Day Pass (valid on all services)	-	-	-	-	\$30.00	30.0
Seniors Age 65+	\$0.25	-	\$1.00	-	Free	-100%
B-Line	Note: Recommendations for B-Line include formalizing the \$0.50 upcharge policy for tokens.					
B-Line Regular Fare (trips within ADA service area)	\$1.25	-	\$2.00	-	\$2.00	-
B-Line Regular Fare + \$2.00 Surcharge (trips outside ADA service area)	\$3.25	-	\$4.00	-	\$4.00	-
B-Line Regular Fare 10-Trip Pass (trips within ADA service area)	-	-	\$20.00	0.0%	\$20.00	0.0%
B-Line Regular Fare + Surcharge 10-Trip Pass (trips outside ADA service area)	-	-	\$40.00	0.0%	\$40.00	0.0%
B-Line Pass	\$50.00	40.0	-	-	-	-

Fare Change Analysis

Under the recommended fare change proposal, CCRTA riders would see an overall increase in average fare and pass prices. The current Title VI policies of CCRTA were used to determine whether the proposed fare changes would distribute positive and negative impacts equitably. The current policy for disparate impacts¹ states:

A disparate impact exists when fares which have been identified as more utilized by minorities or persons with incomes below the poverty level will be raised faster than the base rate. Similarly, if a fare is less utilized and will see changes more favorable than the base rate, a disparate impact exists.

According to this policy, any difference in percentage change of transit cost experienced by low-income and minority groups compared to the total service area results in a disparate impact.

The existing and recommended fare structures are provided in Figure 6. Results from this analysis show that all riders, including minority riders and low-income riders, will experience an increase in total transit costs under the proposed fare structure.

To calculate the average percent change in cost (Figure 5), the type of service, pass product, and fare currently paid was determined for all survey respondents, survey respondents identifying as non-white, and survey respondents below the poverty level. Each survey respondent was then assigned a new fare type according to the recommended fare structure. The percent change in trip cost for each survey respondent was then averaged to determine the percent change in average cost per trip for all riders, minority riders, and low-income riders.

On average, all riders would experience a 9.0% increase in transit costs. Minorities would pay 2.8% higher fares than under the existing fare structure—less than the 9.0% increase anticipated for riders as a whole. The percent change in average cost per trip is greatest for low-income riders, who would, on average, see a 33.2% increase in costs.

Impacts to low-income passengers appear high in part due to the removal of the \$0.10 reduced fare during off-peak hours. While the change from \$0.10 to \$0.50 represents a 500% increase, it also addresses a key goal of the fare change by simplifying the fare structure, making fare payments easier to understand, and helping CCRTA meet goals and obligations related to farebox recovery. Proposed mitigation elements for low-income populations include reduced pass product multipliers, reduced fare options across all fare categories, and free fixed-route service for seniors age 65 and above.

Figure 5 Change in Cost by Demographic Group

Respondent Group	Total Respondents	Average % Change in Cost	Difference from All Riders	Allowed Difference
All Riders	502	9.0%	-	-
Minority Riders	292	2.8%	-6.2%	0%
Low-income Riders	222	33.2%	24.2%	0%

¹ CCRTA’s existing “disparate impacts” policy applies to both minority and low-income populations. The agency intends to develop separate “disparate impact” and “disproportionate burden” policies to apply to minority and low-income populations as part of the next scheduled Title VI Program update.

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

Figure 6 Existing and Recommended Fare Structure

Fare Category	Existing Fare	Recommendation
Regular Fixed-Route		
Base Fare	\$0.75	\$1.00
Day Pass	\$1.75	\$2.00
7-Day Pass	\$7.50	\$8.00
31-Day Pass	\$30.00	\$35.00
Transfers	Free	-
Reduced Regular Fixed-Route – Students, Seniors, People with Disabilities		
Reduced Fare (Peak Hours)	\$0.25	\$0.50
Reduced Fare (Off-Peak Hours)	\$0.10	-
Reduced Day Pass	-	\$1.00
7-Day Reduced Pass	-	\$4.00
31-Day Reduced Pass	\$11.00	\$15.00
Seniors Age 60-64	Reduced	Regular
Seniors Age 65+		Free
Premium		
Premium Fare	\$1.25	\$2.00
Premium Day Pass (valid on all services)	-	\$4.00
Premium 7-Day Pass (valid on all services)	-	\$16.00
Premium 31-Day Pass (valid on all services)	-	\$70.00
11-Trip Commuter Pass	\$12.50	-
Premium Reduced – Students, Seniors, People with Disabilities		
Premium Reduced Fare	\$0.25	\$1.00
Premium Reduced Day Pass (valid on all services)	-	\$2.00
Premium Reduced 7-Day Pass (valid on all services)	-	\$8.00
Premium Reduced 31-Day Pass (valid on all services)	-	\$30.00
Seniors Age 60-64	Premium Reduced	Premium
Seniors Age 65+		Free
B-Line		
B-Line Regular Fare (trips within ADA service area)	\$1.25	\$2.00
B-Line Regular Fare + \$2.00 Surcharge (trips outside ADA service area)	\$3.25	\$4.00
B-Line Regular Fare 10-Trip Pass (trips within ADA service area)	-	\$20.00
B-Line Regular Fare + Surcharge 10-Trip Pass (trips outside ADA service area)	-	\$40.00
B-Line Pass	\$50.00	-

FARE CHANGE MITIGATION

Because a potential disparate impact on low-income riders was identified as a possible outcome of CCRTA’s proposed fare changes, the agency worked diligently to modify the proposal in order to avoid, minimize, and mitigate those impacts, as required by FTA Title VI guidance. The modified fare proposal achieves goals identified in the 2016 fare analysis with a streamlined menu of fare and pass products as compared to the existing fare structure. In addition, all proposed fares and passes still have similar or lower prices than peer agencies.

Initial and Revised Recommendations Percent Cost Increase Analysis

As described previously, this Fare Equity Analysis included an initial and revised set of recommendations; after initial results were determined, CCRTA developed a revised set of recommendations designed to reduce impacts to minority and low-income riders. Figure 7 highlights the average percent increase in cost for riders in the initial and revised recommendations. The primary differences between the initial and revised recommendations were reducing pass product multipliers, providing uniform pass products, and adding reduced fare options across fare categories to provide more options to help mitigate negative impacts for riders.

Figure 7 Percent Increase in Cost for Riders

Rider Category	Initial Recommendation	Revised Recommendation
Total Riders	9.4%	9.0%
Minority Riders	3.4%	2.8%
Low-Income Riders	33.6%	33.2%

Additional information about options considered and mitigation elements included in the revised recommendations is provided below.

Initial Recommendations Options Considered

Several options from the initial recommendations were considered for modification in the revised recommendations but deemed infeasible:

- **Elimination of off-peak reduced fare.** The impacts to low-income passengers appear high in part due to the removal of the \$0.10 reduced fare during off-peak hours. While the change from \$0.10 to \$0.50 represents a 500% increase, it also addresses a key goal of the fare change by simplifying the fare structure and making fare payments easier to understand—charging different fares for specific fare categories at different times of day creates confusion for both operators and passengers. Importantly, eliminating off-peak fares will also help CCRTA meet goals and obligations related to farebox recovery; as discussed previously, CCRTA must generate approximately \$1.8 million in operating revenue annually. As such, CCRTA plans to move forward with eliminating off-peak reduced fares.
- **Elimination of transfers.** Increasing farebox revenue in keeping with peer agencies and agency obligations is one of the goals of these fare recommendations. While eliminating transfers does affect existing riders in terms of cost—approximately 24% of CCRTA riders currently make transfers to complete their trip—this recommendation also has the largest impact on increasing fare revenue, according to CCRTA’s fare analysis. Eliminating transfers will help CCRTA meet farebox recovery goals and obligations with respect to generating \$1.8 million in operating

revenue annually. As such, CCRTA has elected to move forward with the recommendation to eliminate transfers.

Revised Recommendations Proposed Mitigation

Revised modifications to the proposed fare changes include the following items, which will significantly reduce or eliminate any disparate impacts for minority and/or low-income riders:

- **Reduced pass product multipliers.** The existing Day Pass multiplier will be reduced from 2.33 to 2.0 to reduce the fare burden for passengers currently using transfers to complete their trip.
- **Reduced fare options across all fare categories** to provide more options to help mitigate negative impacts for low-income students and individuals with disabilities. Reduced price Day Pass, 7-Day Pass, and commuter fares across all fare types are not currently offered. While it was not possible to quantify how many existing riders will switch to this new product, it is expected to be widely used and is likely to help minority and low-income riders.
- **Free fixed-route service for seniors age 65 and above** to further help mitigate negative impacts for low-income and minority riders in this age group.
- **Continued offering of discounted passes and tokens through human service agencies.** The existing program to offer CCRTA reduced-price passes through social service agencies will be sustained to continue offering discounted and free transit passes. These agencies have successfully partnered with CCRTA, administer other means-tested benefits, and will continue to ensure that anyone who cannot afford a regular CCRTA pass can access discounted products.
- **Formalized use of tokens for B-Line service with payment of an upcharge.** Formalizing the policy allowing passengers to use tokens toward B-Line service for an upcharge of \$0.50 will provide additional clarity for passengers, including allowing additional eligible passengers to make use of this option.

Together, these measures to modify the original fare change proposal help ensure that any disparate impact or disproportionate burden is minimized and mitigated to the greatest extent possible.



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Análisis de Equidad de Tarifas

Agosto del 2019



Tabla de Contenido

	Página
Introducción.....	1
Metas del análisis de tarifas.....	1
Ingresos de tarifas de la CCRTA y comparación entre homólogos.....	2
Análisis de equidad de tarifas	4
Mitigación de cambio de tarifas.....	10

Tabla de Figuras

Figura 1	Análisis de Tarifas de la CCRTA en el 2016: Resultados de la Revisión de Homólogos	2
Figura 2	Tendencias en los Ingresos de Tarifas.....	3
Figura 3	Pautas Federales de Nivel de Pobreza del 2019 para los 48 Estados Contiguos y el Distrito de Columbia.....	4
Figura 4	Estructura de Tarifas Existente, Recomendaciones Iniciales, y Recomendaciones Revisadas Para las Tarifas de la CCRTA	6
Figura 5	Cambio en Costo Por Grupo Demográfico	8
Figura 6	Estructura de Tarifas Existente y Recomendada	9
Figura 7	Porcentaje de Aumento en Costo Para los Pasajeros	10

INTRODUCCIÓN

El Título VI de la Ley de Derechos Civiles de 1964 asegura que “a ninguna persona en los Estados Unidos, en base a su raza, color, u origen nacional, se le excluirá de la participación en, se le negarán los beneficios de, o se le someterá a la discriminación, bajo cualquier programa o actividad que reciba asistencia financiera Federal.” Corpus Christi Regional Transportation Authority (la CCRTA), como recibidora de fondos de la Administración Federal de Tránsito (FTA, por sus siglas en inglés), se compromete a los objetivos de la FTA establecidos en la Circular 4702.1B, *Requisitos y Pautas bajo el Título VI para los Recibidores de la Administración Federal de Tránsito*. Estos objetivos están diseñados para asegurar que los beneficios y servicios relacionados que reciben asistencia de la FTA estén disponibles y sean distribuidos equitativamente sin importar la raza, el color, o el origen nacional.

METAS DEL ANÁLISIS DE TARIFAS

En el 2016, se completó una evaluación comprensiva de las estructuras y políticas tarifarias existentes de la CCRTA, como parte del proceso del Plan de Tránsito 20/20. Una serie de metas y objetivos se desarrollaron para el análisis de tarifas y se definieron de la manera siguiente:

- **Fomentar el aumento de pasajeros y minimizar pérdidas.** Las tarifas no se han ajustado desde el 2006, y vale la pena darle un nuevo vistazo a las estructuras y políticas tarifarias.
- **Mantener la asequibilidad para las poblaciones de bajos ingresos.** En este análisis de tarifas, es importante mantener la asequibilidad para las personas de tercera edad, los portadores de tarjetas Medicaid, y las poblaciones vulnerables.
- **Fomentar la recuperación de tarifas, en conformidad con agencias homólogas.** Los ingresos de tarifas fueron prometidos para bonos contra costos capitales para construir una nueva instalación de operaciones. El logro de ingresos de tarifas saludables – con una meta de aproximadamente \$1.8 millones en tarifas anualmente – mantendrá la habilidad de saldar este servicio de deuda.
- **Fomentar la simplicidad y la facilidad de entendimiento para operadores y clientes.** Simplificar las categorías y clasificaciones de tarifas puede hacer que sea más fácil tanto para operadores como para clientes entender las tarifas, al igual que asegurar que el sistema de recaudación de tarifas sea congruente con las mejores prácticas en la industria.

INGRESOS DE TARIFAS DE LA CCRTA Y COMPARACIÓN ENTRE HOMÓLOGOS

El aumento de tarifas más reciente de la CCRTA fue implementado en el 2006 y aumentó la tarifa base de \$0.50 a \$0.75. A medida que la CCRTA ha seguido expandiendo servicios y mejorando comodidades, el porcentaje de gastos cubiertos por las tarifas ha disminuido. Actualmente, la tasa de recuperación de tarifas, o el porcentaje de costos operativos cubierto por los ingresos de tarifa de los pasajeros, es del 5.5%. Cuando la CCRTA realizó un análisis comprensivo de tarifas en el 2016, la tasa de recuperación de tarifas de la agencia era menos de la mitad de cualquiera de sus agencias homólogas, de acuerdo con los resultados de un análisis de homólogos realizado como parte de ese esfuerzo (Figura 1). La tarifa base local de la CCRTA era además significativamente menor que la de cualquiera de las otras agencias homólogas. La tarifa promedio por pasajero era de \$0.28.

Figura 1 Análisis de Tarifas de la CCRTA en el 2016: Resultados de la Revisión de Homólogos

	CCRTA	HART (Tampa, FL)	ECAT (Pensacola, FL)	El Metro (Laredo, TX)	Sun Metro (El Paso, TX)	Rock Region Metro (Little Rock, AR)
Tarifa Base Local	\$0.75	\$2.00	\$1.75	\$1.50	\$1.50	\$1.35
Abordajes Anuales	5,734,712	15,334,839	1,516,649	3,184,119	12,226,961	2,840,494
Costo Operativo Anual	\$21,950,903	\$63,270,537	\$8,984,762	\$11,996,967	\$49,336,369	\$14,985,310
Tarifas de Pasajero Anuales	\$1,790,931	\$16,420,800	\$1,974,636	\$3,380,086	\$9,766,316	\$2,288,345
Tasa de Recuperación de Tarifas	7%	24%	18%	24%	17%	14%
Tarifa Promedio Por Pasajero	\$0.28	\$1.03	\$1.21	\$1.05	\$0.75	\$0.74

Fuente: Base de Datos Nacional de Tránsito, 2014, <http://www.ntdprogram.gov/ntdprogram/data.htm>, adaptada del Análisis de Tarifas de la CCRTA del 2016

ANÁLISIS DE EQUIDAD DE TARIFAS
Corpus Christi Regional Transportation Authority

Sin embargo, para reunir los requisitos de bonos para la construcción de una nueva instalación de operaciones, la CCRTA tiene la obligación de generar \$1.8 millones en ingresos operativos anualmente. Las tarifas componen la mayoría de estos ingresos. Sin embargo, los ingresos de tarifas han disminuido en general para la agencia (Figura 2), lo cual indica que un método para aumentar los ingresos de tarifas es deseable, manteniendo en mente, a la vez, las otras metas relacionadas a la asequibilidad y la equidad.

La combinación de tarifas relativamente bajas, los aumentos de costos, y el tiempo transcurrido desde el último cambio de tarifas proporcionan una oportunidad para que la CCRTA actualice y simplifique la estructura tarifaria.

Figura 2 Tendencias en los Ingresos de Tarifas

	2016 (Actual)	2017 (Actual)	2018 (Proyectada)
Tarifas de Pasajeros – Ruta RTA	\$833,944	\$806,825	\$771,532
Pases/Boletos Pre-venidos de la RTA	\$188,534	\$235,494	\$203,229
Contratos de Servicio	\$262,577	\$272,830	\$252,444
Boletos de Estudiante	\$999	\$1,199	\$1,199
Servicios en Port Aransas	\$1,810	\$82	\$892
Autobús de Port A	\$0	\$532	\$251
Tarifas Expresas - Park & Ride	\$182,936	\$173,460	\$168,041
Tarifas Expresas – Tarjetas de Viajero	\$4,185	\$3,295	\$3,527
Respuesta a la Demanda	\$172,677	\$154,758	\$192,523
Ingresos de Viajes Compartidos	\$88,908	\$47,980	\$0
Excedentes y Faltantes	(\$1,569)	\$287	(\$605)
Total	\$1,735,001	\$1,696,741	\$1,593,034

Fuente: CCRTA

ANÁLISIS DE EQUIDAD DE TARIFAS

Metodología de la Encuesta y Datos de los Pasajeros

Este Análisis de Equidad de Tarifas mide los impactos de cambios de tarifa recomendados para pasajeros de bajos ingresos y minoritarios que viajan en las rutas de la CCRTA. El Análisis de Equidad de Tarifas se realizó usando una muestra de pasajeros de la CCRTA, examinando cómo las tarifas propuestas afectarían a este grupo, y comparando/contrastando los impactos de las estructuras existentes y propuestas para todos los pasajeros, los pasajeros minoritarios, y los pasajeros de bajos ingresos.

El equipo de estudio usó datos de los pasajeros, los cuales se obtuvieron mediante una encuesta realizada por la CCRTA entre enero y abril del 2019. La encuesta estaba diseñada para incluir una muestra representativa amplia de pasajeros, representa los datos de pasajeros más actuales, y refleja una muestra de alrededor de 500 pasajeros. Se hizo una distribución geográfica de encuestas bilingües con 25 preguntas a través del área de servicio, y la encuesta estaba disponible además en línea. El personal de la agencia y una empresa de relaciones públicas hicieron una promoción a nivel de comunidad en los autobuses, las estaciones de transferencia, en jurisdicciones municipales múltiples y en las universidades para recopilar respuestas. Se usaron principalmente tabletas electrónicas para recopilar respuestas a las encuestas en el campo, y el sitio Web de la agencia y los medios sociales se utilizaron para aumentar el volumen de las respuestas que se recopilaron.

Entre las preguntas específicas al Análisis de Equidad de Tarifas se incluyeron el género, la edad, la raza, la ubicación geográfica, el código postal, los ingresos de la unidad familiar, y el tipo de pago de tarifa. Todo pasajero que no se identificó como blanco fue clasificado como minoría. Todo pasajero cuyos ingresos y tamaño de su unidad familiar lo colocaban bajo el umbral Federal de pobreza fue clasificado como siendo de bajos ingresos (Figura 3). El análisis examinó a cada grupo (todos los encuestados, los encuestados minoritarios, y los encuestados de bajos ingresos) y comparó los costos totales de tránsito, tanto bajo la estructura actual de tarifas como la estructura de tarifas propuesta de la CCRTA.

Figura 3 Pautas Federales de Nivel de Pobreza del 2019 para los 48 Estados Contiguos y el Distrito de Columbia

Personas en la Familia/Unidad Familiar	Pautas de Pobreza Según los Ingresos Familiares
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$33,740
7	\$38,060
8	\$42,380
Para familias/unidades familiares con más de 8 personas, agregue \$4,420 por cada persona adicional.	

Fuente: U.S. Department of Health & Human Services (2019)

Recomendaciones Iniciales y Revisadas

Las recomendaciones iniciales de tarifas se desarrollaron basadas en un análisis realizado como parte del análisis de tarifas del 2016, y en conversaciones realizadas por el personal de la CCRTA. Un análisis de equidad inicial se realizó para esta serie de recomendaciones. Después de determinarse los resultados iniciales, la CCRTA desarrolló una serie revisada de recomendaciones, diseñada para reducir impactos sobre los pasajeros minoritarios y de bajos ingresos. Los programas de tarifas existentes, iniciales, y revisados y recomendados, aparecen en la Figura 4.

Las diferencias principales entre las recomendaciones iniciales y revisadas fueron de **reducir los multiplicadores de productos de los pases, proporcionar productos uniformes para los pases, y agregar opciones de tarifas reducidas a través de las categorías de tarifas para brindar mayores opciones para ayudar a mitigar los impactos negativos para los pasajeros**. La estructura de tarifas propuesta eliminaría además varios productos, incluyendo la tarifa reducida de \$0.10 durante las horas valle, El Pase de Viajero de 11 Viajes, y las transferencias gratuitas. Aproximadamente el 24% de los pasajeros de la CCRTA actualmente hace transferencias para completar sus viajes.

El cambio de tarifas propuesto resulta en una mezcla de aumentos a la tarifa base y reducciones en los multiplicadores para productos de pases. El cambio de tarifas propuesto dará consistencia a los productos tarifarios a través de las categorías de tarifas, incluyendo las categorías de tarifas reducidas – es decir, los Pases Diurnos, de 7 Días, y de 31 Días estarán disponibles para las tarifas Regulares, Reducidas, Premium, y Premium Reducidas, a diferencia de la estructura existente, la cual no permite productos de pases para los servicios Premium y sólo permite Pases de 31 Días para las Tarifas Reducidas. Otros cambios a la estructura de tarifas para ayudar a compensar los impactos negativos incluyen **ofrecer servicios gratuitos para las personas de tercera edad** (de 65 años y mayores) y **formalizar las políticas existentes relacionadas al programa de fichas de la CCRTA** para uso en el servicio del B-Line.

Históricamente, la CCRTA les ha proporcionado fichas a sus agencias asociadas, y las fichas funcionan como un pase gratis, o un pase de tipo “compre uno, obtenga uno gratis” en el servicio de ruta fija de la CCRTA, dependiendo del tipo de ficha. Cuando los pasajeros expresaron interés en usar fichas para los servicios del B-Line, la CCRTA informalmente permitió el uso de las fichas para viajes gratis a los almuerzos en los centros de la tercera edad, o viajes a otros destinos dentro del área de servicio del B-Line por un recargo de \$0.50. Si bien esta política informal ha existido por varios años, las recomendaciones de tarifa propuestas formalizarían la política, dándole así una aclaración adicional a los pasajeros, incluyendo la publicación de la política en el sitio Web de la agencia y en materiales escritos. Formalizar la política les permitirá a aquellos pasajeros que reúnan los requisitos, pero que tal vez no sepan de esta opción, de hacer uso de esta.

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

Figura 4 Estructura de Tarifas Existente, Recomendaciones Iniciales, y Recomendaciones Revisadas Para las Tarifas de la CCRTA

Categoría de Tarifa	Tarifa Existente	Multiplicador/ Descuento Existente	Recomendación Inicial	Recomendación Inicial de Multiplicador/ Descuento	Recomendación Revisada	Recomendación Revisada de Multiplicador/ Descuento
Ruta Fija Regular						
Tarifa Base	\$0.75	-	\$1.00	-	\$1.00	-
Pase Diurno	\$1.75	2.33	\$2.25	2.25	\$2.00	2.0
Pase de 7 Días	\$7.50	10.0	\$8.00	8.0	\$8.00	8.0
Pase de 31 Días	\$30.00	40.0	\$35.00	35.0	\$35.00	35.0
Transferencias	Gratis	-100%	Eliminadas	-	Eliminadas	-
Ruta Fija Regular Reducida – Estudiantes, Tercera Edad, Personas con Discapacidades	Nota: Las personas de tercera edad de 60+ años actualmente reciben una tarifa reducida. En las Recomendaciones Revisadas, las personas de tercera edad de 65+ años viajarían gratis, mientras que los pasajeros de 60-64 años pagarían una tarifa regular.					
Tarifa Reducida (Horas Pico)	\$0.25	-	\$0.50	-	\$0.50	-
Tarifa Reducida (Horas Valle)	\$0.10	-	-	-	-	-
Pase Diurno Reducido	-	-	-	-	\$1.00	2.0
Pase de 7 Días Reducido	-	-	-	-	\$4.00	8.0
Pase de 31 Días Reducido	\$11.00	44.0	\$15.00	30.0	\$15.00	30.0
Tercera Edad de 65+ años	\$11.00	44.0	\$15.00	30.0	Gratis	-100%
Premium						
Tarifa Premium	\$1.25	-	\$2.00	-	\$2.00	-
Pase Diurno Premium (válido en todos los servicios)	-	-	-	-	\$4.00	2.0
Pase de 7 Días Premium (válido en todos los servicios)	-	-	-	-	\$16.00	8.0
Pase de 31 Días Premium (válido en todos los servicios)	-	-	-	-	\$70.00	35.0

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

Categoría de Tarifa	Tarifa Existente	Multiplicador/ Descuento Existente	Recomendación Inicial	Recomendación Inicial de Multiplicador/ Descuento	Recomendación Revisada	Recomendación Revisada de Multiplicador/ Descuento
Pase de Viajero de 11 Viajes	\$12.50	-9.1%	\$20.00 (de 10 Viajes)	-0.0%	-	-
Premium Reducido – Estudiantes y Personas con Discapacidades	Nota: Las personas de tercera edad de 60+ años actualmente reciben una tarifa Premium reducida. En las Recomendaciones Revisadas, las personas de tercera edad de 65+ años viajarían gratis, mientras que los pasajeros de 60-64 años pagarían la tarifa Premium completa.					
Tarifa Reducida Premium	\$0.25	-	\$1.00	-	\$1.00	-
Pase Diurno Reducido Premium (válido en todos los servicios)	-	-	-	-	\$2.00	2.0
Pase de 7 Días Premium Reducido (válido en todos los servicios)	-	-	-	-	\$8.00	8.0
Pase de 31 Días Premium Reducido (válido en todos los servicios)	-	-	-	-	\$30.00	30.0
Tercera Edad 65+ años	\$0.25	-	\$1.00	-	Gratis	-100%
B-Line	Nota: Las recomendaciones para el B-Line incluyen formalizar la política del recargo de \$0.50 para las fichas.					
Tarifa Regular del B-Line (viajes dentro del área de servicios de la ADA [<i>Ley de Norteamericanos con Discapacidades, por sus siglas en inglés</i>])	\$1.25	-	\$2.00	-	\$2.00	-
Tarifa Regular del B-Line + Recargo de \$2.00 (viajes fuera del área de servicios de la ADA)	\$3.25	-	\$4.00	-	\$4.00	-
Pase de 10 Viajes de Tarifa Regular del B-Line (viajes dentro del área de servicios de la ADA)	-	-	\$20.00	0.0%	\$20.00	0.0%
Pase de 10 Viajes de Tarifa Regular del B-Line + Recargo (viajes fuera del área de servicios de la ADA)	-	-	\$40.00	0.0%	\$40.00	0.0%
Pase B-Line	\$50.00	40.0	-	-	-	-

Análisis de Cambio de Tarifas

Bajo la propuesta del cambio recomendado de tarifas, los pasajeros de la CCRTA verían un aumento general en la tarifa promedio y los precios de los pases. Las políticas actuales de la CCRTA bajo el Título VI se usaron para determinar si los cambios de tarifa propuestos distribuirían los impactos positivos y negativos equitativamente. La política actual para la disparidad de impactos indica lo siguiente:

Una disparidad de impacto existe cuando las tarifas que han sido identificadas como siendo más utilizadas por las minorías o las personas con ingresos menores del nivel de pobreza se aumentarían más rápidamente que la tasa base. Similarmente, si una tarifa es menos utilizada y se verían cambios más favorables que la tasa base, existe una disparidad de impacto.

De acuerdo con esta política, cualquier diferencia en el porcentaje de cambio del costo de tránsito experimentado por grupos de bajos ingresos y minoritarios, comparados con el área total de servicio, resulta en una disparidad de impacto.

Las estructuras tarifarias existentes y recomendadas aparecen en la Figura 6. Los resultados de este análisis muestran que todos los pasajeros, incluyendo a los pasajeros minoritarios y de bajos ingresos, experimentarían un aumento en los costos totales de tránsito bajo la estructura tarifaria propuesta.

Para calcular el cambio porcentual promedio de costo (Figura 5), se determinó el tipo de servicio, el producto de pase, y la tarifa pagada actualmente para todos los encuestados, los encuestados identificados como no blancos, y los encuestados debajo del nivel de pobreza. Cada encuestado fue entonces asignado un nuevo tipo de tarifa de acuerdo con la estructura de tarifas recomendada. Entonces, se calculó un promedio del cambio de porcentaje del costo del viaje para cada encuestado, para determinar el cambio de porcentaje del costo promedio por viaje para todos los pasajeros, para los pasajeros minoritarios, y para los pasajeros de bajos ingresos.

De promedio, todos los pasajeros experimentarían un aumento del 9.0% en los costos de tránsito. Las minorías pagarían tarifas 2.8% mayores que bajo la estructura de tarifas existente – menos del aumento del 9.0% anticipado para los pasajeros en general. El cambio de porcentaje en el costo promedio por viaje es mayor para los pasajeros de bajos ingresos, los cuales, de promedio, verían un aumento de 33.2% en los costos.

Los impactos a los pasajeros de bajos ingresos parecen altos, debido en parte a la eliminación de la tarifa reducida de \$0.10 durante las horas valle. Mientras que el cambio de \$0.10 a \$0.50 representa un aumento del 500%, también se dirige a una meta clave del cambio de tarifas al simplificar la estructura de tarifas, a facilitar el entendimiento de los pagos de tarifas, y a ayudar a la CCRTA a cumplir sus metas y obligaciones relacionadas a la recuperación de tarifas. Los elementos de mitigación propuestos para las poblaciones de bajos ingresos incluyen productos multiplicadores de pases reducidos, opciones de tarifas reducidas a través de todas las categorías de tarifas, y servicios gratuitos de ruta fija para las personas de tercera edad de 65 años y mayores.

Figura 5 Cambio en Costo Por Grupo Demográfico¹

Grupo Encuestado	Encuestados Totales	% de Cambio Promedio en Costo	Diferencia de Todos los Pasajeros	Diferencia Permitida
Todos Los Pasajeros	502	9.0%	-	-
Pasajeros Minoritarios	292	2.8%	-6.2%	0%
Pasajeros de Bajo Ingreso	222	33.2%	24.2%	0%

¹ La política existente de “disparidad de impactos” de la CCRTA aplica tanto a las poblaciones minoritarias como las de bajos ingresos. La agencia intenta desarrollar políticas separadas de “disparidad de impactos” y de “cargas desproporcionadas” que apliquen a las poblaciones minoritarias y de bajos ingresos como parte de la próxima actualización programada del Programa bajo el Título VI.

FARE EQUITY ANALYSIS
Corpus Christi Regional Transportation Authority

Figura 6 Estructura Tarifaria Existente y Recomendada

Categoría de Tarifa	Tarifa Existente	Recomendación
Ruta Fija Regular		
Tarifa Base	\$0.75	\$1.00
Pase Diurno	\$1.75	\$2.00
Pase de 7 Días	\$7.50	\$8.00
Pase de 31 Días	\$30.00	\$35.00
Transferencias	Gratis	-
Ruta Fija Regular Reducida – Estudiantes, Tercera Edad, Personas con Discapacidades		
Tarifa Reducida (Horas Pico)	\$0.25	\$0.50
Tarifa Reducida (Horas Valle)	\$0.10	-
Pase Diurno Reducido	-	\$1.00
Pase de 7 Días Reducido	-	\$4.00
Pase de 31 Días Reducido	\$11.00	\$15.00
Tercera Edad, de 60-64 años	Reducida	Regular
Tercera Edad de 65+ años		Gratis
Premium		
Tarifa Premium	\$1.25	\$2.00
Pase Diurno Premium (válido en todos los servicios)	-	\$4.00
Pase de 7 Días Premium (válido en todos los servicios)	-	\$16.00
Pase de 31 Días Premium (válido en todos los servicios)	-	\$70.00
Pase de Viajero de 11 Viajes	\$12.50	-
Premium Reducido – Estudiantes, Tercera Edad, Personas con Discapacidades		
Tarifa Reducida Premium	\$0.25	\$1.00
Pase Diurno Reducido Premium (válido en todos los servicios)	-	\$2.00
Pase de 7 Días Premium Reducido (válido en todos los servicios)	-	\$8.00
Pase de 31 Días Premium Reducido (válido en todos los servicios)	-	\$30.00
Tercera Edad, 60-64 años	Premium Reducida	Premium
Tercera Edad 65+ años		Gratis
B-Line		
Tarifa Regular del B-Line (viajes dentro del área de servicios de la ADA)	\$1.25	\$2.00
Tarifa Regular del B-Line + Recargo de \$2.00 (viajes fuera del área de servicios de la ADA)	\$3.25	\$4.00
Pase de 10 Viajes de Tarifa Regular del B-Line (viajes dentro del área de servicios de la ADA)	-	\$20.00
Pase de 10 Viajes de Tarifa Regular del B-Line + Recargo (viajes fuera del área de servicios de la ADA)	-	\$40.00
Pase B-Line	\$50.00	-

MITIGACIÓN DE CAMBIO DE TARIFAS

Debido a que se identificó una disparidad de impacto potencial sobre los pasajeros de bajos ingresos como un posible resultado de los cambios de tarifa propuestos de la CCRTA, la agencia trabajó diligentemente en modificar la propuesta para evitar, minimizar, y mitigar esos impactos, según lo requieren las pautas del Título VI de la FTA. La propuesta tarifaria modificada logra las metas identificadas en el análisis de tarifas del 2016 con una lista mejorada de productos de tarifas y pases, en comparación a la estructura tarifaria existente. Además, todas las tarifas y los pases propuestos aún tienen precios similares o menores que otras agencias homólogas.

Análisis del Aumento Porcentual de Costo de las Recomendaciones Iniciales y Revisadas

Como se ha descrito anteriormente, este Análisis de Equidad de Tarifas incluye una serie inicial de recomendaciones, al igual que una serie revisada; después de determinarse los resultados iniciales, la CCRTA desarrolló una serie revisada de recomendaciones, diseñada para reducir impactos a los pasajeros minoritarios y de bajos ingresos. La Figura 7 resalta el aumento porcentual promedio en costo para los pasajeros en las recomendaciones iniciales, al igual que las revisadas. Las diferencias principales entre las recomendaciones iniciales y las revisadas fueron de reducir los multiplicadores de productos de pases, proporcionar productos de pases uniformes, y agregar opciones de tarifas reducidas a través de las categorías de tarifas para proporcionar mayores opciones, con la finalidad de ayudar a mitigar los impactos negativos para los pasajeros.

Figura 7 Porcentaje de Aumento en Costo Para los Pasajeros

Categoría de Pasajero	Recomendación Inicial	Recomendación Revisada
Pasajeros Totales	9.4%	9.0%
Pasajeros Minoritarios	3.4%	2.8%
Pasajeros de Bajos Ingresos	33.6%	33.2%

A continuación aparece información adicional acerca de las opciones consideradas y los elementos de mitigación incluidos en las recomendaciones revisadas.

Opciones Consideradas en Base a las Recomendaciones Iniciales

Se consideraron varias opciones de las recomendaciones iniciales para ser modificadas en las recomendaciones revisadas, pero se determinó que no eran factibles:

- **Eliminación de la tarifa reducida de horas valle.** Los impactos a los pasajeros de bajos ingresos parecen altos, debido en parte a la eliminación de la tarifa reducida \$0.10 durante horas valle. Mientras que el cambio de \$0.10 a \$0.50 representa un aumento del 500%, también se dirige a una meta clave del cambio de tarifas al simplificar la estructura de tarifas y a facilitar el entendimiento de los pagos de tarifas — cobrar tarifas diferentes para categorías específicas de tarifa crea confusión tanto como para los operadores como para los pasajeros. De manera importante, eliminar las tarifas en horas valle también ayudará a la CCRTA a cumplir metas y obligaciones relacionadas con la recuperación de tarifas; como se ha indicado anteriormente, la CCRTA debe generar aproximadamente \$1.8 millones en ingresos operativos anualmente. Por lo tanto, la CCRTA planea seguir adelante con la eliminación de tarifas reducidas en horas valle.

- **Eliminación de transferencias.** Aumentar los ingresos de tarifa, en conformidad con las agencias homólogas y las obligaciones de la agencia es una de las metas de estas recomendaciones tarifarias. Si bien la eliminación de transferencias sí afecta a los pasajeros existentes en términos de costo – aproximadamente el 24% de los pasajeros de la CCRTA actualmente hacen transferencias para completar su viaje – esta recomendación tiene además el mayor impacto en aumentar los ingresos de tarifa, de acuerdo con el análisis de tarifas de la CCRTA. La eliminación de transferencias ayudará a la CCRTA a cumplir metas y obligaciones de recuperación de tarifas, con respecto a generar \$1.8 millones en ingresos operativos anualmente. Por lo tanto, la CCRTA ha elegido seguir adelante con la recomendación de eliminar transferencias.

Mitigación Propuesta Para las Recomendaciones Revisadas

Las modificaciones revisadas a los cambios propuestos de tarifas incluyen los siguientes puntos, los cuales reducirán o eliminarán, de manera significativa, cualquier disparidad de impacto para las minorías y/o los pasajeros de bajos ingresos:

- **Multiplicadores de productos de pases reducidos.** El multiplicador del Pase Diurno existente se reducirá de 2.33 a 2.0 para reducir la carga tarifaria para los pasajeros que actualmente usan transferencias para completar su viaje.
- **Opciones de tarifas reducidas a través de todas las categorías de tarifas** para brindar más opciones, con la finalidad de ayudar a mitigar los impactos negativos para estudiantes de bajos ingresos e individuos con discapacidades. Los Pases Diurnos, Pases de 7 Días, y las tarifas de viajero a precios reducidos, a través de todos los tipos de tarifas, no se ofrecen en la actualidad. Si bien no fue posible cuantificar cuántos viajeros existentes se cambiarán a este nuevo producto, se espera que se use ampliamente y que probablemente ayude a los pasajeros minoritarios y de bajos recursos.
- **Servicio gratuito de ruta fija para personas de la tercera edad de 65 años y mayores** para ayudar aún más a mitigar los impactos negativos para los pasajeros de bajos recursos y minoritarios dentro de este grupo de edad.
- **Ofrecimiento continuo de pases con descuento y fichas a través de las agencias de servicios humanos.** El programa existente para ofrecer pases a precios reducidos con la CCRTA a través de agencias de servicios sociales se mantendrá, para continuar ofreciendo pases de tránsito gratuitos y descontados. Estas agencias se han asociado exitosamente con la CCRTA, administran otros beneficios de medios comprobados, y seguirán asegurando que cualquiera que no tenga los recursos para un pase regular de la CCRTA pueda acceder productos descontados.
- **El uso formalizado de fichas para el servicio del B-Line con el pago de un recargo.** Formalizar la política que le permita a los pasajeros usar fichas hacia el servicio del B-Line por un recargo de \$0.50 les brindará a los pasajeros mayor claridad, y permitirá que aquellos pasajeros adicionales que reúnan los requisitos hagan uso de esta opción.

En conjunto, estas medidas para modificar la propuesta original de cambio de tarifas ayudan a asegurar que cualquier disparidad de impacto o carga desproporcionada sea minimizada y mitigada al mayor alcance posible.

CERTIFICATION

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



Lorena Parada-Valdes
Federally Certified Court Interpreter
Nationally Certified Judiciary Interpreter and Translator

FOXP2Go
PO Box 6245
Corpus Christi TX 78466-6245

Date: October 2, 2019



DATE: Wednesday, November 1, 2017

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

TIME: 8:30 a.m.

BOARD OF DIRECTORS' MEETING

CURTIS ROCK (Chair)

MICHAEL REEVES (Vice Chair) ~ EDWARD MARTINEZ (Secretary)

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	C. Rock	1 min.	-----
2.	Moment of Reflection	C. Rock	1 min.	-----
3.	Roll Call	C. Rock	2 min.	-----
4.	Reading of Mission & Vision Statements	C. Rock	4 min.	-----
5.	Memoriam – Abel Alonzo	C. Rock	15 min.	<i>Attachment</i>
6.	Administer the Oath of Office Appointments to the CCRTA Board of Directors: <ul style="list-style-type: none"> a) Small Cities Committee of Mayors <ul style="list-style-type: none"> 1) Michael Reeves 2) Glenn Martin b) Nueces County Commissioners Court <ul style="list-style-type: none"> 1) Tom Niskala 2) Scott Harris 	J. Bell	10 min.	-----
7.	Action to Confirm Appointment by the Board Chairman to the CCRTA Administrative & Finance and Operations & Capital Projects Committees <ul style="list-style-type: none"> a) Dan S. Leyendecker b) Patricia Dominguez 	C. Rock	5 min.	Page 1 <i>Attachment A</i> <i>Attachment B</i>
8.	Opportunity for Public Comment	C. Rock	3 min.	-----
9.	Action to Confirm Re-Appointment by the Board Chair to the RTA's Committee on Accessible Transportation (RCAT) for Two-Year Terms <ul style="list-style-type: none"> a) Tammye Salinas b) Donnie Contreras 	S. Montez	5 min.	Page 2
10.	Update on RCAT Committee Activities	A. Bauman	3 min.	-----
11.	Discussion and Possible Action to Approve the Board of Directors Meeting Minutes <ul style="list-style-type: none"> a) September 6, 2017 	C. Rock	2 min.	Pages 3-8

	b) October 4, 2017			Pages 9-14
12.	CONSENT ITEMS: The following items A through D are routine or administrative in nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.			
	a) Action to Authorize Issuing an Invitation for Bids (IFB) for Lubricants & Fluids Supplies	J. Fehribach	2 min.	Pages 15-16 <i>PowerPoint</i>
	b) Action to Recommend the Board Authorize the Chief Executive Officer (CEO) or Designee to Approve 2018 Holiday Service Schedule	G. Robinson	2 min.	Pages 17-18 <i>Attachment PowerPoint</i>
	c) Action to Approve the Title VI Program Update for Fiscal Years 2014-16	G. Robinson	2 min.	Page 19-20 <i>Attachments PowerPoint</i>
13.	Discussion and Possible Action to Enter into Lease Agreements with Kleberg Bank, N.A. for the Property/Bank Building located at 4211 Ayers Street and for the ATM Parcel and the Parking Parcel	S. Montez	3 min.	Pages 21-22 <i>Attachment A Attachment B PowerPoint</i>
14.	Discussion and Possible Action to Amend or Revoke the Board Policy on the Naming of Facilities	C. Rock	3 min.	Page 23 <i>Attachment</i>
15.	Discussion and Possible Action to Recommend to the Board of Directors to Adopt the 2018 Board and Committee Meetings Calendar	R. Saldaña	3 min.	Page 24 <i>Attachment</i>
16.	Discussion and Possible Action to Approve Proposed FY2018 Annual Operating and Capital Budget	R. Saldaña	3 min.	<i>PowerPoint</i>
17.	Presentations:			
	a) September 2017 Financial Report	R. Saldaña	3 min.	Page 25-31 <i>PowerPoint</i>
	b) Procurement Update	R. Saldaña	3 min.	<i>PowerPoint</i>
	c) September 2017 Operations Report	G. Robinson		Page 32-42 <i>PowerPoint</i>
18.	CEO's Report	J. Cruz-Aedo	5 min.	<i>No Attachment</i>
19.	Chairman's Report	C. Rock	5 min.	<i>No Attachment</i>
20.	Adjournment	C. Rock	1 min.	-----
21.	Information Items:			<i>Attachments</i>
	a) RCAT Minutes – September 21, 2017			
	b) Member Inquiry Forms:			
	o Committees Meeting – September 27, 2017			
	o Board Meeting – October 4, 2017			

Total Estimated Time: 1 hr. 24 min.

~~*~*~*~*~*~*

On **Friday, October 27, 2017** 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.

Secondarily, The RTA will also act responsibly to enhance the regional economy.



Vision Statement

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



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

November 1, 2017

Subject: Title VI Program Update for Fiscal Years 2014-16

Background

Title VI of the Civil Rights Act of 1964 (Title VI) protects people from discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance. Every three years, the Federal Transit Administration (FTA) Office of Civil Rights conducts discretionary compliance reviews of recipients of FTA funding, including transit providers, state Departments of Transportation, and Metropolitan Planning Organizations to determine their compliance with FTA Circular 4702.1 "Title VI Program Guidelines for Federal Transit Administration Recipients". As the Corpus Christi Regional Transportation Authority is a transit provider which operates 50 or more fixed route vehicles in peak service and is located in an urbanized area of 200,000 or greater in population, a Title VI Program update must be filed in accordance with FTA timelines in order to continue to receive federal funding.

Identified Need

The fiscal year 2014-16 Title VI Program update is due to the FTA 60 days prior to the expiration date of January 31, 2018. Per FTA guidelines, the Board of Directors are required to approve this program update prior to submittal to the FTA in the Transit Award Management System (TrAMS).

In the development of the program update, demographic and socioeconomic characteristics of riders was revised using results of digital, hard copy, and on-board surveys collected under the Transit Plan 20/20 effort and U.S. Census Bureau demographic data. In addition, the 2010 census and current 2011-15 American Community Survey data were used to analyze and report minority, non-minority, low-income, and Limited English Proficient (LEP) populations within census tracts and block groups throughout the service area.

Service equity analysis documents are included in the update for major service changes. No fare increases occurred within this period. Additionally, no Title VI complaints have been filed or investigated in this period.

Financial Impact

None.

Committee Review

This item was reviewed and approved by the Operations & Capital Projects Committee on October 25, 2017.

Recommendation

Staff requests the Operations and Capital Projects Committee recommend the Board of Directors to approve the Title VI Program Update for fiscal years 2014-16.

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: 
Jennifer Fehribach
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer