

Title VI Program

2023 Update (FY 2020-2022)



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY



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

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Glossary of Acronyms

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

Introduction

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

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

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

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

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

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

Summary of Required Content

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

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

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

9. System-wide service standards and service policies.

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

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

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

Data Sources

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

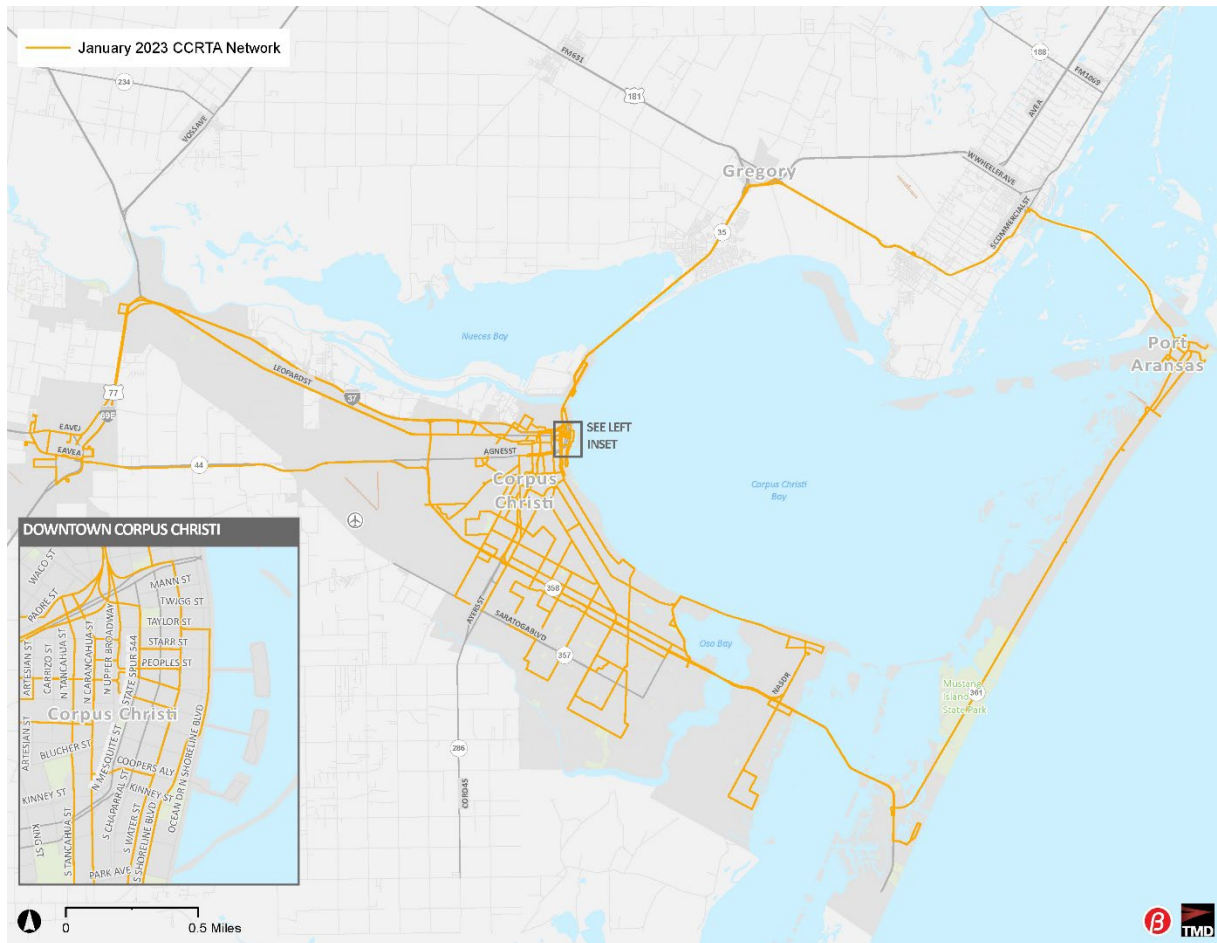
System Overview

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

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

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

Figure 1: CCRTA Fixed-Route Network



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

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

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

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

Additional services provided by CCRTA include:

- **B-Line:** Paratransit service offered within ¾ mile of fixed routes to eligible riders, with the option for travel outside the ¾ mile boundary for a surcharge. Passengers can schedule a ride up to 3 days in advance, but must call one day in advance, at a minimum, to guarantee a ride.

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

How CCRTA Meets FTA Requirements

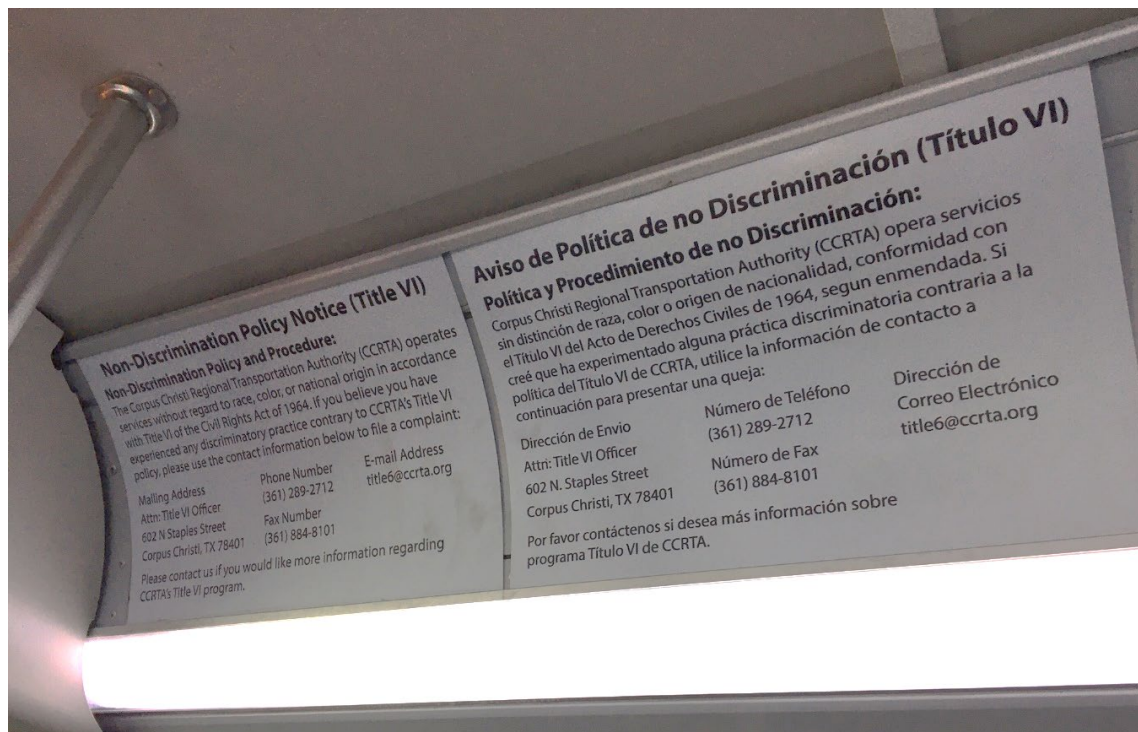
1. Notice to the Public

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

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

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

Figure 2: Title VI Notice Posted on CCRTA Bus



2. Procedures for Filing a Complaint and an Appeal

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

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

3. Title VI Investigations, Complaints, or Lawsuits

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

4. Public Participation Plan

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

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

5. Limited English Proficiency (LEP) Policy

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

LIMITED ENGLISH PROFICIENCY DENSITY
Persons per Acre

- Greater than 2
- 1.5 - 2
- 1 - 1.5
- 0.5 - 1
- 0 - 0.5

January 2023 CCRTA Network

DOWNTOWN CORPUS CHRISTI

WACO ST
PADGETT ST
CARBON ST
N TOLUCA ST
N CARANCAHUA ST
N LUTHER BLVD
STATE ROUTE 44
BLUCHER ST
KINNEY ST
JESON ST
S TOLUCA ST
PARK AV
S CHAMBERLAIN ST
S WATERS ST
S SHORELINE BLVD
OCEAN DR
N SHORELINE BLVD
COOPERS ALLEY
KINNEY ST
MAYN ST
TWIGG ST
TAYLOR ST
STARR ST
PEOPLES ST

Corpus Christi

0 0.5 Miles

TMC

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

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

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

6. Demographics of Non-Elected Planning Boards

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

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

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

7. Monitoring Subrecipients

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

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

8. Equity Analysis for Any New Facility

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

9. Systemwide Service Standards and Service Policies

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

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

10. Demographic Analysis

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

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

Figure 4: Minority Density in Corpus Christi Area

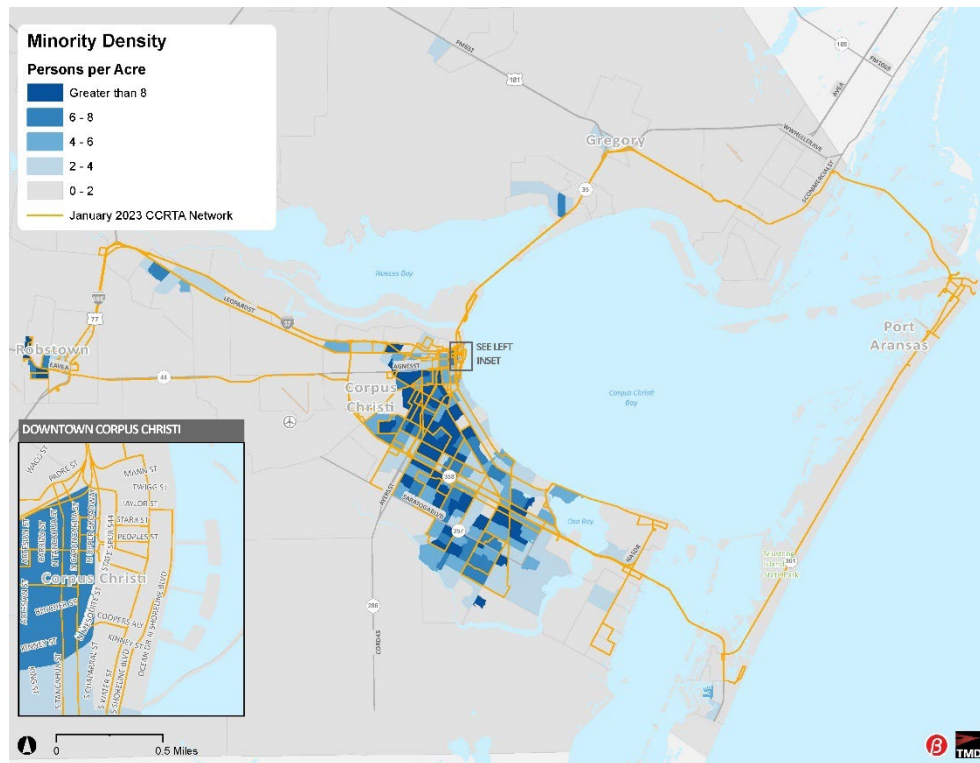
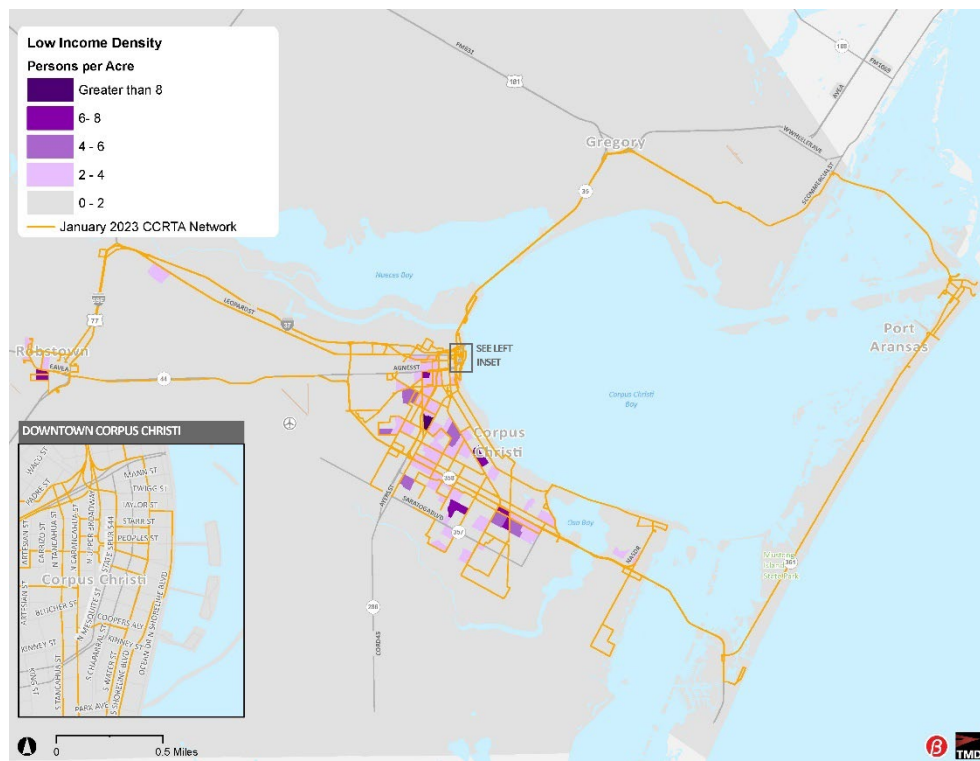
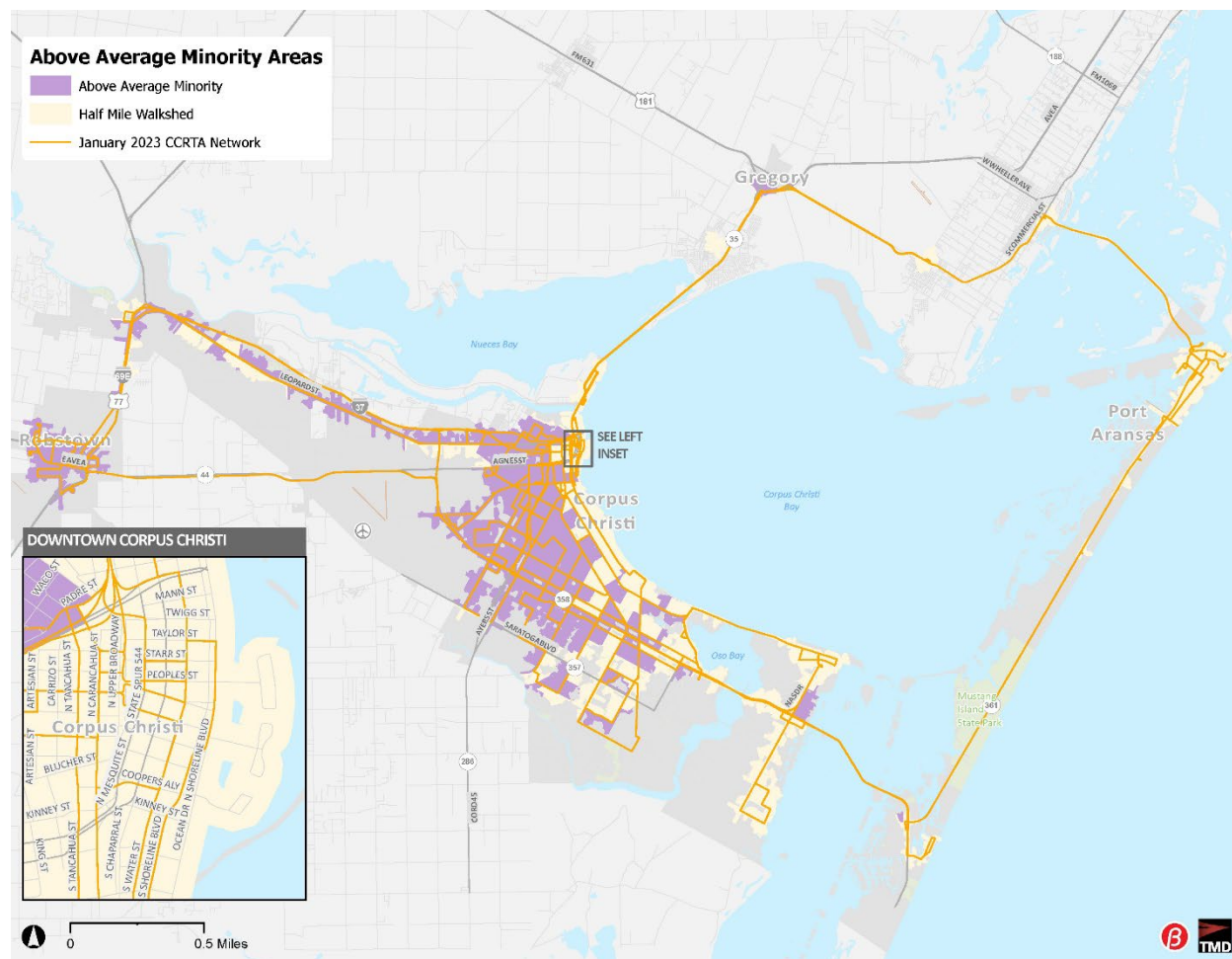


Figure 5: Low-Income Density in Corpus Christi Area



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

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



Above Average Low Income Areas

- Above Average Low Income
- Half Mile Walkshed
- January 2023 CCRTA Network

The map displays the city of Corpus Christi, Texas, with surrounding areas like Robstown, Port Aransas, and Gregory. Key features include:

- Above Average Low Income Areas:** Shaded in purple.
- Half Mile Walkshed:** Indicated by yellow outlines around major transit corridors.
- January 2023 CCRTA Network:** Represented by orange lines.
- Downtown Corpus Christi Inset:** A detailed view of the downtown area showing streets such as Waco St, Packer St, Mann St, Twigg St, Taylor St, Starr St, Peoples St, Blucher St, Kinney St, S Chaparral St, S Water St, S Shoreline Blvd, Ocean Dr, N Shoreline Blvd, Coopers Ave, and Park Ave.
- Geographic Features:** Nueces Bay, Corpus Christi Bay, Oso Bay, Mustang Island State Park, and various highways (I-37, I-77, US-90, US-180).
- Scale:** 0 to 0.5 Miles.
- Logos:** B and TMD logos are present in the bottom right corner.

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

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

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

Table 4: Above Average Minority Routes

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

Table 5: Above Average Low-Income Routes

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

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

11. Service Standards and Policies Monitoring

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

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

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

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

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

Appendix A



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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

Non-Discrimination Policy Notice (Title VI)

Non-Discrimination Policy and Procedure:

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

Write Us:

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

Call Us:

(361) 289-2712

Fax Us:

(361) 884-8101

Email Us:

title6@ccrta.org

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

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

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

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

HOW TO FILE A COMPLAINT

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

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

Completed complaint form must be submitted to:

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

COMPLAINT ACCEPTANCE

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

INVESTIGATIONS

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

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

LETTERS OF FINDINGS

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

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

RIGHT TO APPEAL

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

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

FEDERAL TRANSIT ADMINISTRATION

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

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

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

Corpus Christi Regional Transportation Authority

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

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

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

CÓMO PRESENTAR UNA DENUNCIA

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

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

La denuncia debe ser presentada a:

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

ACEPTACIÓN DE LA DENUNCIA

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

INVESTIGACIONES

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

CARTA DE RESULTADOS

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

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

DERECHO DE APELACIÓN

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

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

ADMINISTRACIÓN FEDERAL DEL TRÁNSITO

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

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

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Date Complaint Received

Complaint Number

Corpus Christi Regional Transportation Authority Title VI Complaint Form

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

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

I. COMPLAINANT INFORMATION

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

II. PRIMARY/THIRD PARTY INFORMATION

Are you filing this complaint on your own behalf?	
<input type="checkbox"/> YES	→ If you answered "YES" to the question, go to Section III.
<input type="checkbox"/> NO	→ If you answered "NO" to the question, answer the following questions:
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.

A handwritten signature in black ink, reading "Lorena Parada-Valdes". The signature is written in a cursive style with a large initial 'L' and a stylized 'V'.

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

Are you filing this complaint on your own behalf?	
<input type="checkbox"/> YES →	If you answered "YES" to the question, go to Section III.
<input type="checkbox"/> NO →	If you answered "NO" to the question, answer the following questions:
a. Please supply the name and relationship of the person for whom you are appealing?	
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	

III. APPEAL REASONS

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

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>
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 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.

A handwritten signature in black ink, reading "Lorena Parada-Valdes". The signature is written in a cursive style with a large initial "L" and a long, sweeping underline.

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

Date: July 10, 2019

Appendix B



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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



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

The Classifieds

Deadline: Friday 5:00 p.m.
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LEGAL NOTICE

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

LEGAL NOTICE

to Express trips beginning or ending in Corpus Christi. A standard fare of \$0.75 would apply to trips between the Ingleside and Port Aransas. For the Route 93 Flex service, a standard fare of \$0.75 would continue to apply to all trips. Effective March 1, 2022, through the date and time of the public hearing on May 11, 2022, public comments may be submitted by phone at (361) 883-2287 or by mail or in-person at the Customer Service Center, 602 N. Staples St. Corpus Christi, TX 78401. The CRTA will review and consider all comments received prior to approving these service changes.

Aviso de Audiencia Pública Ruta Fija

LEGAL NOTICE

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

LEGAL NOTICE

a los viajes Express que comencien o terminen en Corpus Christi. Se aplicaría una tarifa estándar de \$0.75 a los viajes entre Ingleside y Port Aransas. Para el servicio Route 93 Flex, se continuará aplicando una tarifa estándar de \$0.75 a todos los viajes. A partir del 1 de marzo de 2022, hasta la fecha y hora de la audiencia pública del 11 de mayo de 2022, los comentarios públicos pueden enviarse por teléfono al (361) 883-2287 o por correo o en persona en el Centro de Servicio al Cliente, 602 N. Staples St. Corpus Christi, TX 78401. El CRTA revisará y considerará todos los comentarios recibidos antes de aprobar estos cambios en el servicio.

LEGAL NOTICE

NOTICE OF REQUESTS FOR PROPOSALS FROM SUB-CONTRACTORS AND SUPPLIERS Weaver & Jacobs Constructors, Inc., the Construction Manager-At-Risk, will accept proposals from subcontractors and suppliers for the Ingleside ISD Leon Taylor Junior High Addition-Renovation, located in Ingleside, Texas until 4:00pm on Tuesday, April 26, 2022. Bids should be submitted to: Brenden Morris Weaver & Jacobs Constructors, Inc. 6262 Weber Rd, Suite 101 Corpus Christi, Texas 78413 Ph. 361-452-0560 Fax 361-452-0631 Email bmmorris@weaverandjacobs.com Interested bidders may obtain bidding documents by contacting the

LEGAL NOTICE

Construction Manager for instructions. There are no paper plans being issued. In accordance with the Government Code Chapter 2267, in determining to whom to award a contract, the Construction Manager may consider any relevant factor a private business entity would consider in selecting a vendor. The Construction Manager reserves the right to reject any or all proposals, to waive any informalities in the proposal process and to accept the proposal which it considers to offer the best value to the Owner.

ORDINANCE

NO. 2022-4383 - Ordinance establishing regulatory speed limit during construction along SH 35 to construct

LEGAL NOTICE

an overpass at Oak Lane within the corporate limits of the City of Aransas Pass; and providing a penalty for the violation thereof. Approved on April 4, 2022.

An application has been made with the Texas Alcoholic Beverage Commission for a Beer and Wine LICENSE/PERMIT(MB) by Steve and Lulu's Inc. dba, to be located at 327 S. Commercial St., Aransas Pass TX 78336, SanPatricio County Texas. Officers of said corporation are Stephen Martin - President, LuAna Martin - Vice President

GARAGE SALE

Friday 4-22-22 and Saturday 4-23-22 9 a.m. to 3 p.m. Sunday for 4-24-22 12 p.m. to 4 p.m. located at 1555 West DeBerry Avenue Aransas Pass toys clothing crafts jewelry sewing materials bedding kitchen items furniture shelving storage boxes firewood and books.

HELP WANTED

Hiring up for the season. Sauté Cooks, Line Cooks, Prep, Dishwasher, Food Runners. Competitive pay and guaranteed 40 hours Must have transportation. Great work environment. Call 11-8 Contact 956-778-8695

GARAGE SALE

Garage Sale 1040 S Arch Aransas Pass. Friday 8-2 and Saturday 8-2

REQUEST FOR PROPOSALS FOR FIREWORK CONTRACTOR

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

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

<p>1 Jennifer J. Lohert SEEN 225776 2 YOUNG WARD & LOYHERT 3 A Professional Law Corporation 4 905 Morning Star Drive, Suite C 5 Sonoma, CA 95370 6 Phone: 209-536-2750 7 Fax: 209-536-2752 8 Attorney for Petitioners 9 Jerry and Belinda Katz</p>	<p>Case No.: FL17498 CITATION TO PARENT JERRY GABRIEL RENTERIA Date: May 12, 2022 Time: 8:30 A.M. Dept.: 2</p>
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IN THE SUPERIOR COURT OF THE STATE OF CALIFORNIA
FOR THE COUNTY OF TOLUUMNE

In the Matter of the Petition of }
JERRY and BELINDA KATZ to Declare }
MALAKI GABRIEL RENTERIA, a Minor, }
Be Free From the Custody and Control of }
Erika Chateau Olsen and Rudy Gabriel }
Renteria }

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

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

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

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

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

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

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

Dated: 3/17/22
Any Matter, Clerk
Hector X. Gonzalez, Jr.
By: Amy Mettler
Deputy Clerk

CITATION TO PARENT RUDY GABRIEL RENTERIA

1-10
Prescribed by Secretary of State
Section 4.004, §1.015, §2.005, §3.007, Texas Election Code
11/2001

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

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

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

(Notifiquese, por lo presente, que las Casillas electorales citadas abajo se abrirán desde las 7:00 a.m. hasta las 7:00 p.m. el 7 de mayo de 2022 para votar en la Elección Especial para adoptar o rechazar las enmiendas a la constitución propuestas tal como fueron presentadas por la 87ª Legislatura del Estado de Texas. Un alcalde y dos (2) miembros del Concejo de Portland, un miembro del Concejo de Aransas Pass, tres (3) miembros del Concejo de Gregory, un alcalde y dos (2) concejales de la ciudad de Ingleside on the Bay.)

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

Location of Election Day Polling Places (Incluir Nombre del Edificio y Dirección)	Precinct Number(s) (Número de precintos)
San Patricio County Fairgrounds Civic Center - Meeting Room 210 W. P St. Sinton, TX 78387	All Precincts
Aransas Pass Civic Center - Lightning Well Room 700 W Wheeler Aransas Pass, TX 78336	All Precincts
Ingleside Humble Community Center 2821 Main St Ingleside, TX 78362	All Precincts
Mathis City Hall Annex 401 E San Patricio Mathis, TX 78368	All Precincts
Gregory Housing Authority 101 Granada Gregory, TX 78359	All Precincts
Portland Community Center - Multi Purpose Room 2000 Billy O Webb Portland, TX 78374	All Precincts

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

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

Locations of Early Voting Polling Places (Incluir Nombre del Edificio y Dirección)	Days and Hours of Operation (Días y Horas Habiles)
Aransas Pass Civic Center - Lightning Well Room 700 W Wheeler Aransas Pass, TX 78336	April 25 - 29 May 2-3 8 AM - 5 PM 7 AM - 7 PM
Gregory Housing Authority 101 Granada Gregory, TX 78359	April 25 - 29 May 2-3 8 AM - 5 PM 8 AM - 5 PM
Ingleside Humble Community Center 2821 Main St Ingleside, TX 78362	April 25 - 29 May 2-3 8 AM - 5 PM 8 AM - 5 PM
Portland Community Center - Multi Purpose Room 2000 Billy O Webb Portland, TX 78374	April 25 - 29 May 2-3 8 AM - 5 PM 7 AM - 7 PM

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

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

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

Sinton, TX 78387
(City) (Ciudad)

78387
(Zip Code) (Código Postal)

361-364-6121
(Telephone Number) (Número de teléfono)

shbarnes@sanpatricioelections.gov
(Email Address) (Dirección de Correo Electrónico)

<https://www.co.san-patricio.tx.us/san-patricio-elections>
(Early Voting Clerk's Website) (Sitio web del Secretario de Votación Adelantada)

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

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

Issued this 29th day of March 2022
(Emitted this day 29th of March, 2022)

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

NEWSPAPERS



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

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

Sales Rep: eduffy

Order Taker: eduffy

Order Created 04/07/2022

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

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

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

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

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

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

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

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

Appendix C



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY



COMMUTE
with enterprise



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

SERVICE STANDARDS

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

SERVICE STANDARDS

I. PURPOSE

1. Overview

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

2. Non-Discrimination

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

II. BUS SERVICE DELIVERY STANDARDS

CCRTA operates the following types of bus services:

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

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

1. Route Directness Standard

The CCRTA transit services shall be designed to operate as directly as possible between its terminals to minimize passenger travel time. Routes shall operate on major arterial streets to the extent possible. There may be situations in which a route deviates from the preceding to serve large ridership generator locations. Deviations from arterial streets should be rare on Primary Transit Network (PTN) Routes, Standard Routes, Connector Routes, and Local Circulators but are more permissible for Flex Routes, Demand Response, and Shuttle services. When a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through.

The CCRTA will strive to design bus routes as a two-way service. Exceptions are permissible for one-way streets and other safety concerns. Terminal loops shall be avoided when possible through the use of terminal interlines and not exceed 15 minutes of scheduled run time.

2. Service Frequency

Bus Headway is defined as the interval of time between buses traveling in any given direction (inbound or outbound) on any given route. Headways shall vary between peak

periods and off-peak periods where demand dictates in order to minimize operating expenses and provide the most efficient service during weekday peak demand periods.

The following factors will be examined when adjusting headways:

- ❖ Load factor;
- ❖ Passenger demand;
- ❖ Running time;

The following are guidelines for CCRTA service frequency for each service category:

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

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

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

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

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

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

3. Service Duplication

Whenever possible, service duplication is to be avoided to reduce system waste. Service duplication is essentially the servicing of the same geographic area during the same time period by multiple routes. To avoid duplication, routes operating on the same road segment for one mile or longer should, if possible, have schedules that create improved frequency on the corridor. Additionally, the routes will not serve two parallel streets less than ¼ mile apart for more than ½ mile where possible.

4. Bus Load Standard

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

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

5. Vehicle Assignment

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

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

6. Timed Connections

Because direct service from every origin and destination is impractical, transfers are unavoidable. Where system design requires transfers between routes, those transfers shall be timed whenever practical. The CCRTA will determine where timed connections are to exist and make an effort to adjust schedules accordingly. Because actual arrival and departure times will vary from what is scheduled, buses may need to wait for connecting routes where safe and practical. When possible, time should be added to bus schedules at timed connections to accommodate the volatility of bus schedules.

7. Hours of Operation

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

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

Weekday

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

Saturday

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

Sundays and Holidays

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

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

Weekday service periods are identified as peak and off-peak and are defined as follows:

Peak

- ❖ Morning Peak 6:00 a.m. – 9:00 a.m.
- ❖ Afternoon Peak..... 3:00 p.m. – 6:00 p.m.

Off-Peak

- ❖ Early Morning before 6:00 a.m.
- ❖ Midday..... 9:00 a.m. – 3:00 p.m.
- ❖ Evening 6:00 p.m. – Close of Business
- ❖ Weekend service is considered off-peak all day.

8. Service Holidays

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

9. On-Time Performance

To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by CCRTA, on-time performance standards have been established. Service should deviate as little as possible from the published timetables. Early departures from time points that risk leaving on-time passengers and late arrivals to time points are considered deviations from on-time performance. This standard applies to every stop on a route that could reasonably be considered a timing point based on published customer information.

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

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

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

III. BUS STOPS

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

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

1. Bus Stop Spacing

The spacing of stops on a bus route often represents a trade-off between the convenience for those accessing the bus (walking distances) and the convenience of those on-board the vehicle (speed of travel, reliability of schedule). Ultimately, the goal of the CCRTA in this regard is to minimize the total travel time (both on the vehicle and off) for passengers using the service and ensure high schedule reliability. Additionally, higher operating speeds permit greater amounts of service relative to operating cost.

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

The CCRTA established typical guidelines for minimum bus stop spacing.

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

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

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

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

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

2. Bus Stop Location and Safety

Bus stop placement involves a balance of customer safety, accessibility, and operational efficiency. Bus stops should optimally be placed at intersections to maximize pedestrian safety.

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

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

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

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

3. Bus Stop Accessibility

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

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

4. Bus Stop Amenities

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

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

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

Bus Shelters and Shade Structures

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

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

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

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

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

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

New or replaced bus shelters or shade structures shall be installed or positioned so as to permit a wheelchair or mobility device user to enter from the public way and to reach a location, having a minimum clear floor area of 30 inches by 48 inches, entirely within the perimeter of the shelter or shade structure. Shelters or shade structures will be connected by an accessible route to the boarding area. Shelters or shade structures will contain trash receptacles.

Bus Benches

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

Geographic Equity

CCRTA bus stop amenities of all types will be geographically representative of all ridership – that is, within a geographic area with a certain proportion of bus ridership, the proportion of bus stop amenities should be similar. Plans for adding bus stop amenities or changing their location must be reviewed by the CCRTA Title VI Officer.

IV. MINIMUM ACCEPTABLE SERVICE

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

1. Small Communities

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

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

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

2. Large Community & Unincorporated Areas

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

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

3. Service Type

While level of service minimums are established by this section of the Service Standards, the type of service shall remain dependent on historic or anticipated ridership demand levels. Generally, when ridership demand is less than five passengers per hour, Demand Response services are likely to be most cost effective. Ridership demand between 5-10 passengers per hour may warrant a Connector, Flex, Commuter, or Local Circulator service. Ridership demand over 15 passengers per hour would warrant a Primary Transit Network (PTN), Standard, or Shuttle service. A hybrid fixed and flexible routing service may also be appropriate based on demand. Road conditions and passenger demographics should also be considered in determining service type. Section V contains details on minimum thresholds for various service types.

4. Maximum Limit of Requirement

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

V. SERVICE MONITORING AND RIDERSHIP DATA REPORTING

On a monthly basis, the CCRTA will develop and present a report to the Board of Directors and public concerning ridership and service performance of CCRTA services.

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

Operation Performance Metric Statistics:

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

Financial Performance Metric Statistics:

- Operating Cost per UPT – This metric provides a cost-benefit ratio which uses system riders as the benefit metric. This is more understandable for the public than operating statistics, but the actual cost calculation is dependent on allocation method.
- Operating Cost per Passenger Mile – Metric is similar to cost per trip, but substitutes passenger-miles as the benefit metric.
- Farebox Recovery – This is a completely financial metric in how it estimates cost-benefit. The benefit here is estimated economically – in what people are willing to pay for the service. The drawback is that fare rates are typically a policy measure established far lower than what riders would be willing to pay.

Demand Response Services Performance Metric Statistics:

- **Productivity:**
 - UPT per Trip
 - UPT per Revenue Service Hour
 - Passenger Miles per Revenue Service Hour or Mile
- **Cost Effectiveness:**
 - Operating Cost per Revenue Service Hour or Trip
 - Operating Cost per UPT
 - Subsidy per UPT
- **Service Quality:**
 - Customer Key Destinations Served
 - Service Availability
 - Adherence to Maximum Wait Time Window
 - Coordinated Timed Transfers
 - Adherence to On-time Performance Targets

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

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

Large Vehicle Fixed Route Services:

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

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

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

Other Service Categories:

- Demand Response: 1 passenger per hour
- Commuter / Express: 2-5 passengers per hour
- Flex Route: 5-10 passengers per hour

Where service is significantly lower than system averages or for routes that fail to meet the minimum thresholds, the service should be reviewed for changes. Those changes

could include different routing, modified headways, change in service delivery type, size and type of vehicle, or discontinuation.

VI. SERVICE CHANGES

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

1. Factors Considered for Service Changes

Long Range Plan

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

Customer Service Measures

Among the most important factors in modifying services are to correct known failures of customer service metrics. Most common are changes needed to alleviate unacceptable levels of vehicle crowding or poor schedule adherence. As problems are identified, the CCRTA will investigate causes of such failures and create solutions to rectify the issues.

Service Effectiveness Measures

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

2. Service Change Process

In compliance with FTA Circular 9030.1E, CCRTA shall evaluate service changes to determine whether or not a major service change is required. Service changes which permanently (a) adds or deletes 25% of route miles to a route or (b) adds or deletes 25% of the average daily revenue hours to a route is considered a Major Service Change. For proposed major service changes, a Title VI service or fare equity analysis will be

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

Major Service Change Tasks

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

3. Pilot Service Criteria

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

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

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

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

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

Community and Employee Input

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

Current Resources

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

4. Public Input

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

5. Detours

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

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

Approve Revisions to CCRTA's Service Standards

CCRTA Board Priority

Public Image & Transparency

Operations & Capital Projects Committee Meeting

June 23, 2021



Background

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



STANDARDS



**Federal Transit
Administration**

Identified Need

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



Financial Impact / DBE

Financial Impact

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

DBE

- Not applicable.

Recommendation

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

Have Questions?

Thank You!





Subject: April 2020 Operations Report

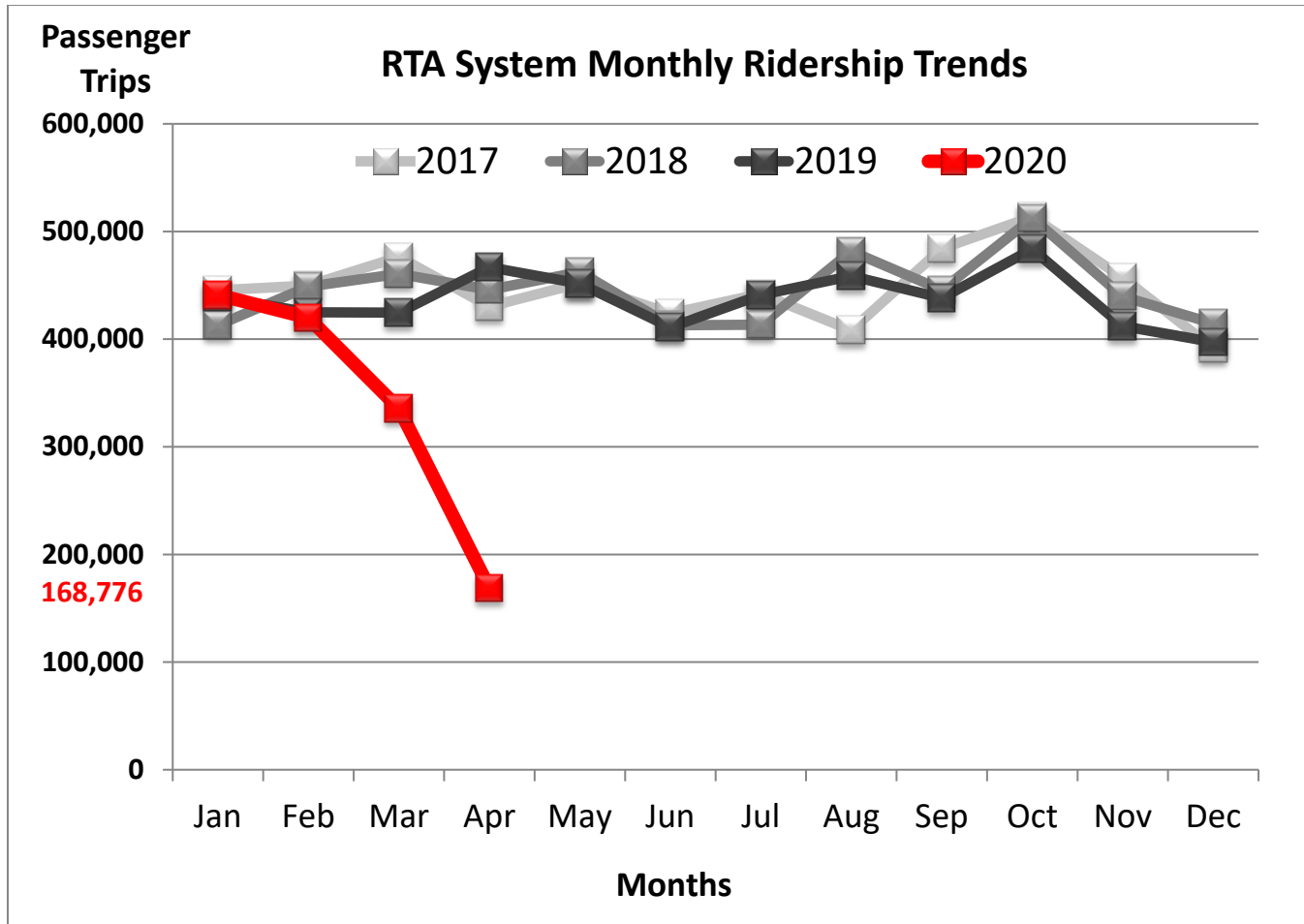
The system-wide monthly operations performance report is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls and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

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



1. System-wide Ridership and Service Performance Results

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



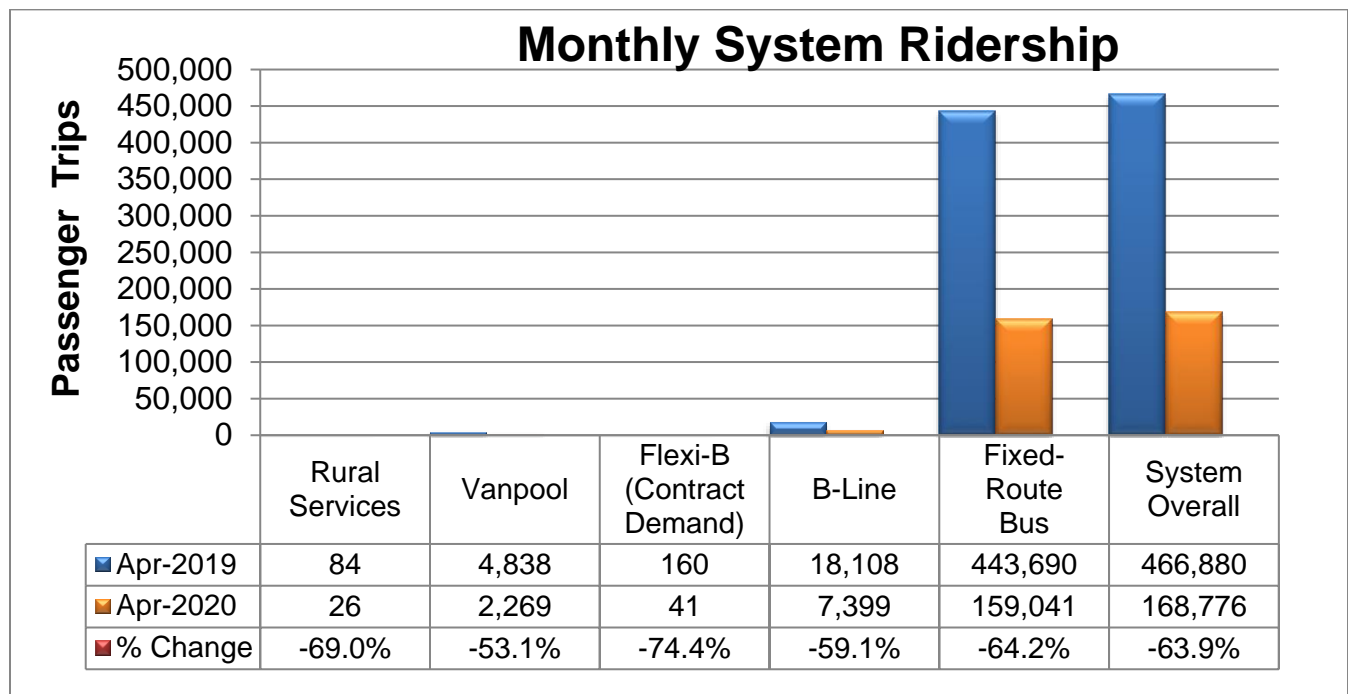
April 2019	April 2020	Variance
21 Weekdays	21 Weekdays	-
4 Saturdays	4 Saturdays	-
4 Sundays	4 Sundays	-
1 Holiday	1 Holiday	-
30 Days	30 Days	0

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

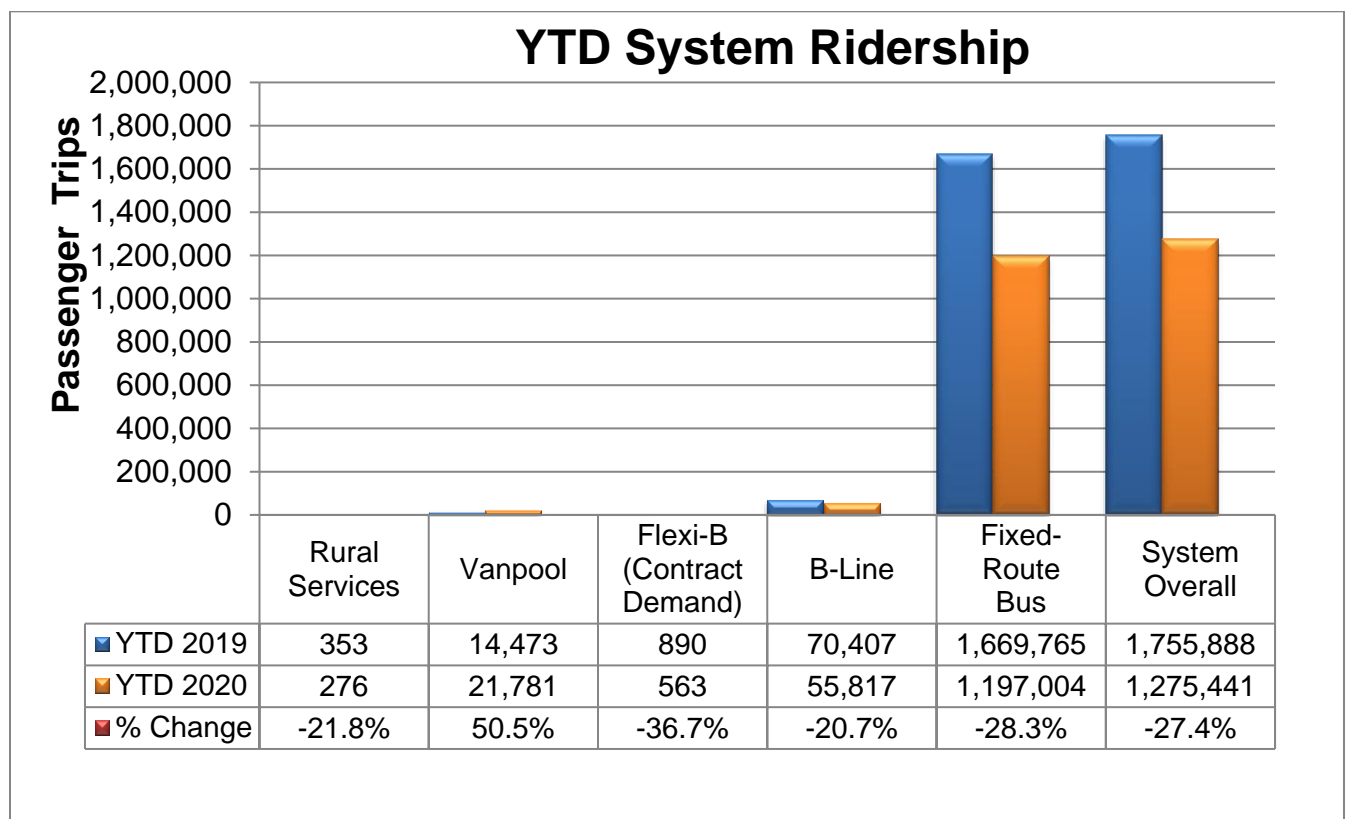
1. GasBuddy.com historical data at <http://www.gasbuddy.com>.

2. <https://www.usclimatedata.com/climate/corpus-christi/texas/united-states>

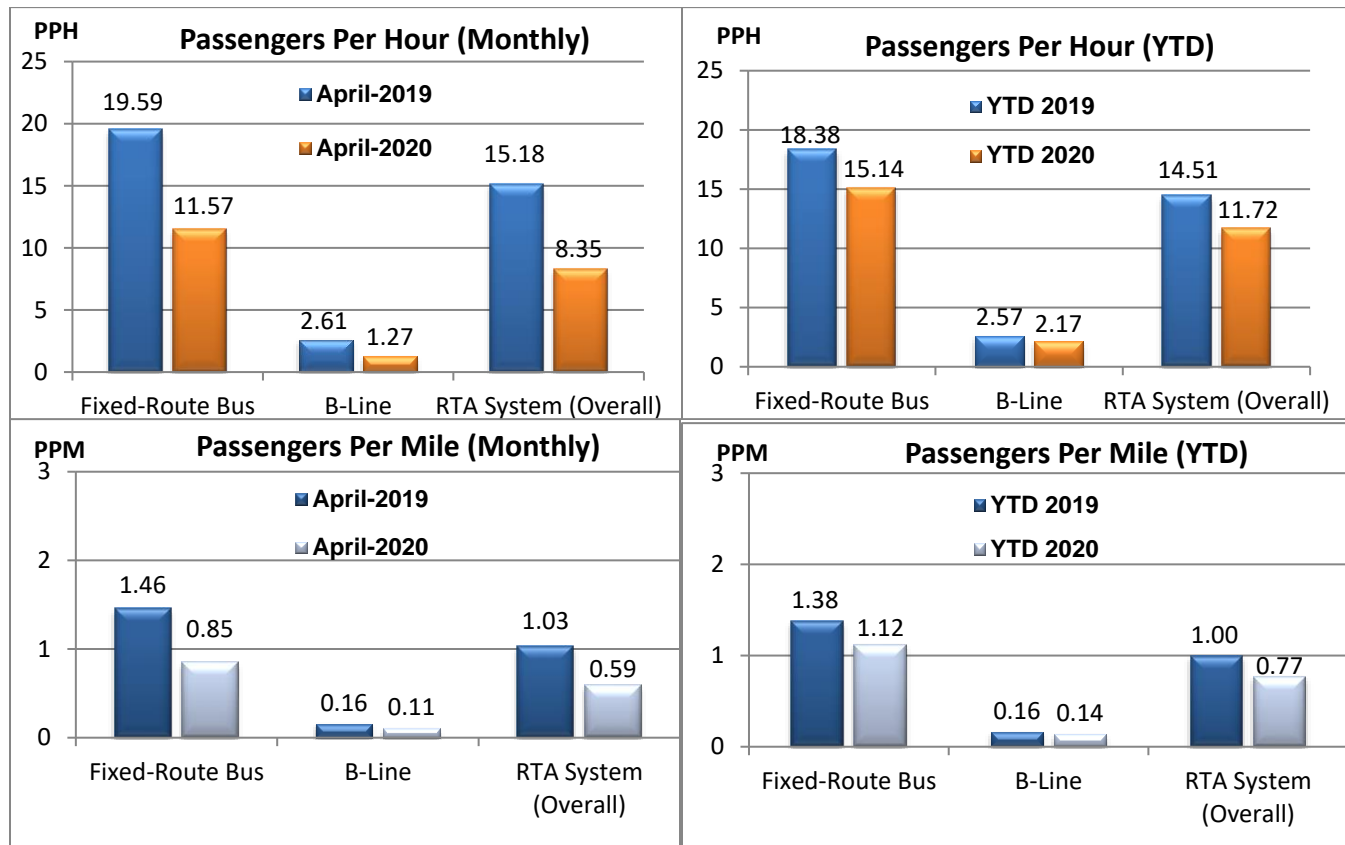
The chart below shows monthly ridership results for all services. CCRTA recorded 298,104 fewer boardings for a decrease of -63.9% this month as compared to April 2019.



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

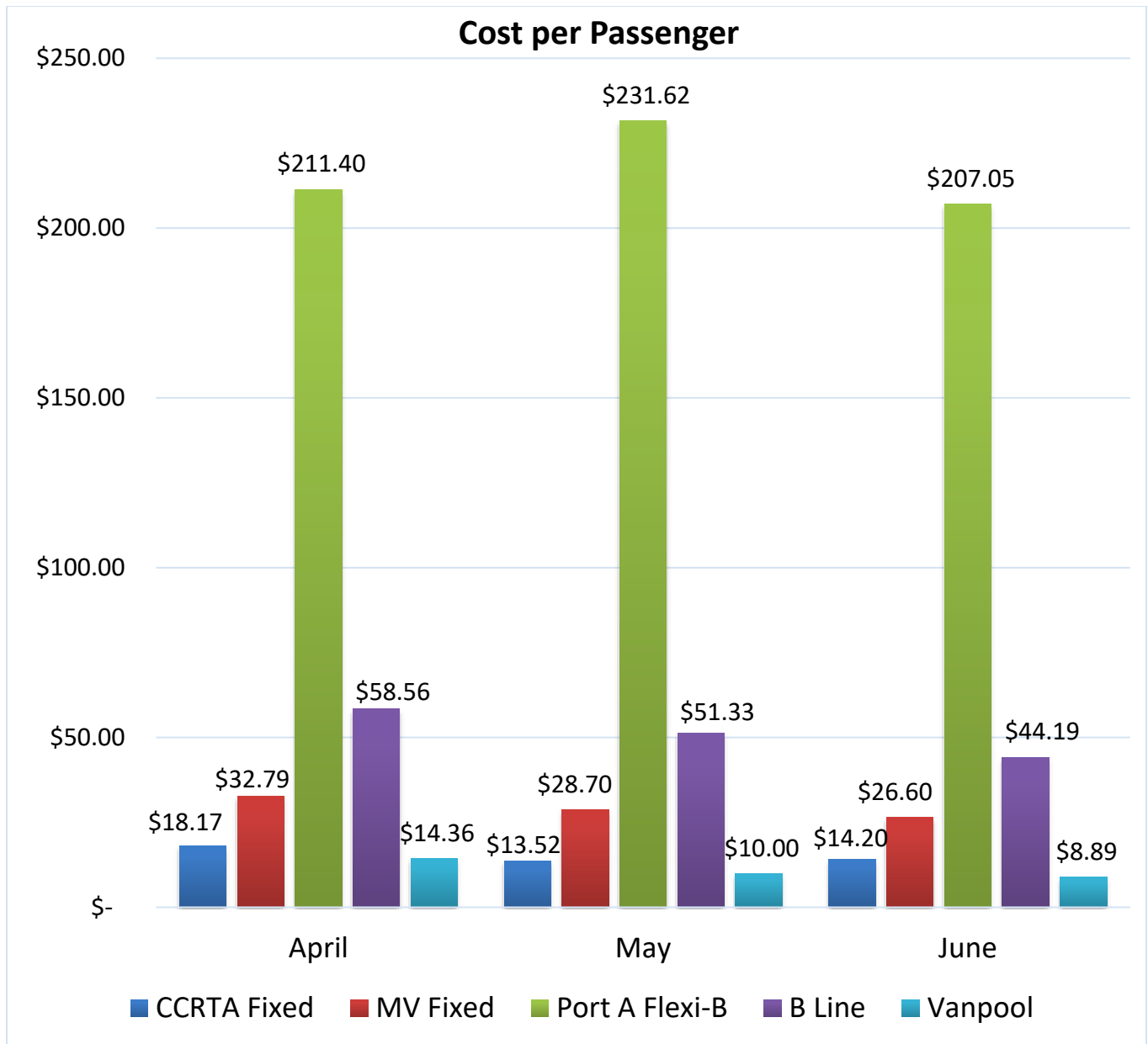


The following charts report system-wide productivity for the month of April 2020 vs. April 2019 and YTD figures.



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

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



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

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

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

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

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

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

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

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

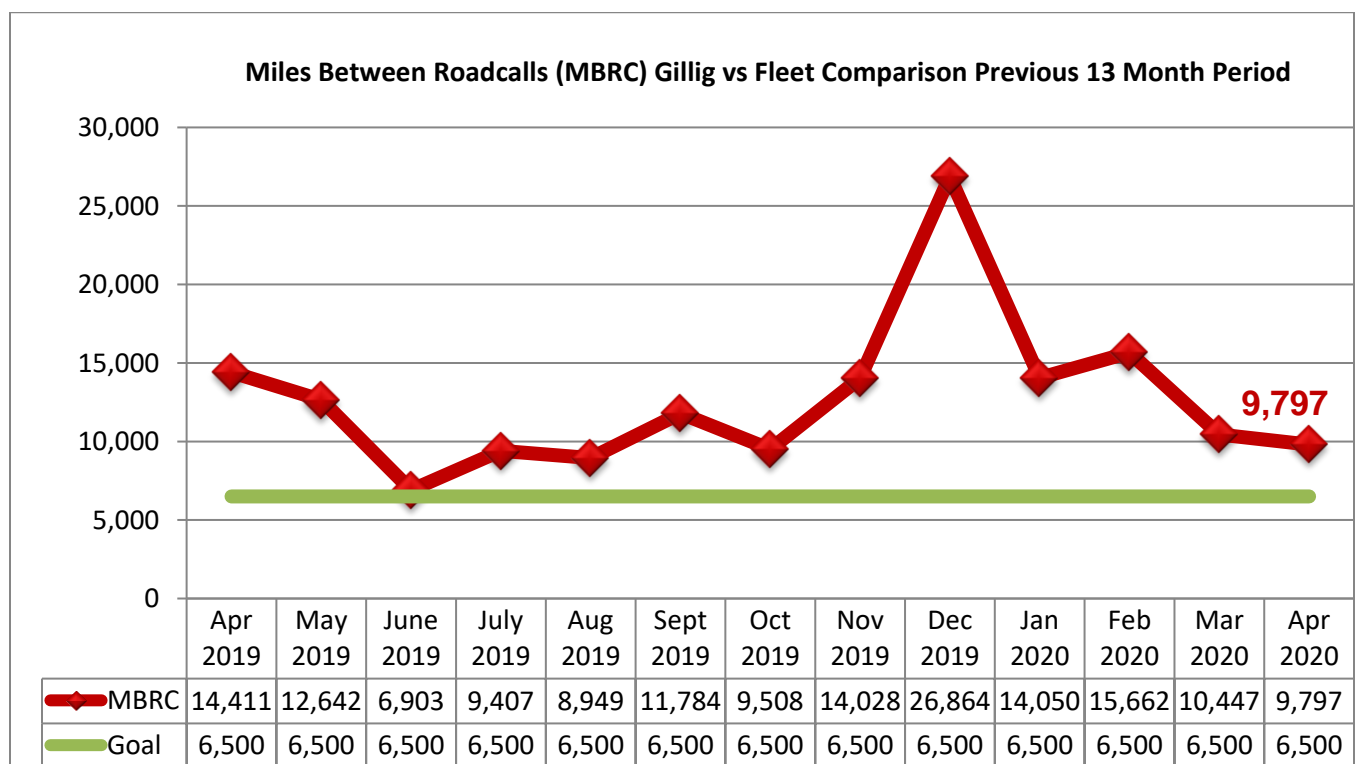
In April 2020, B-Line service metrics were impacted by the COVID-19 pandemic.

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

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

Vehicle Maintenance Department Monthly Miles Between Road Calls Report

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



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Director of Planning

Reviewed by: Derrick Majchszak
 Managing Director of Operations

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

Subject: October 2021 Operations Report

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

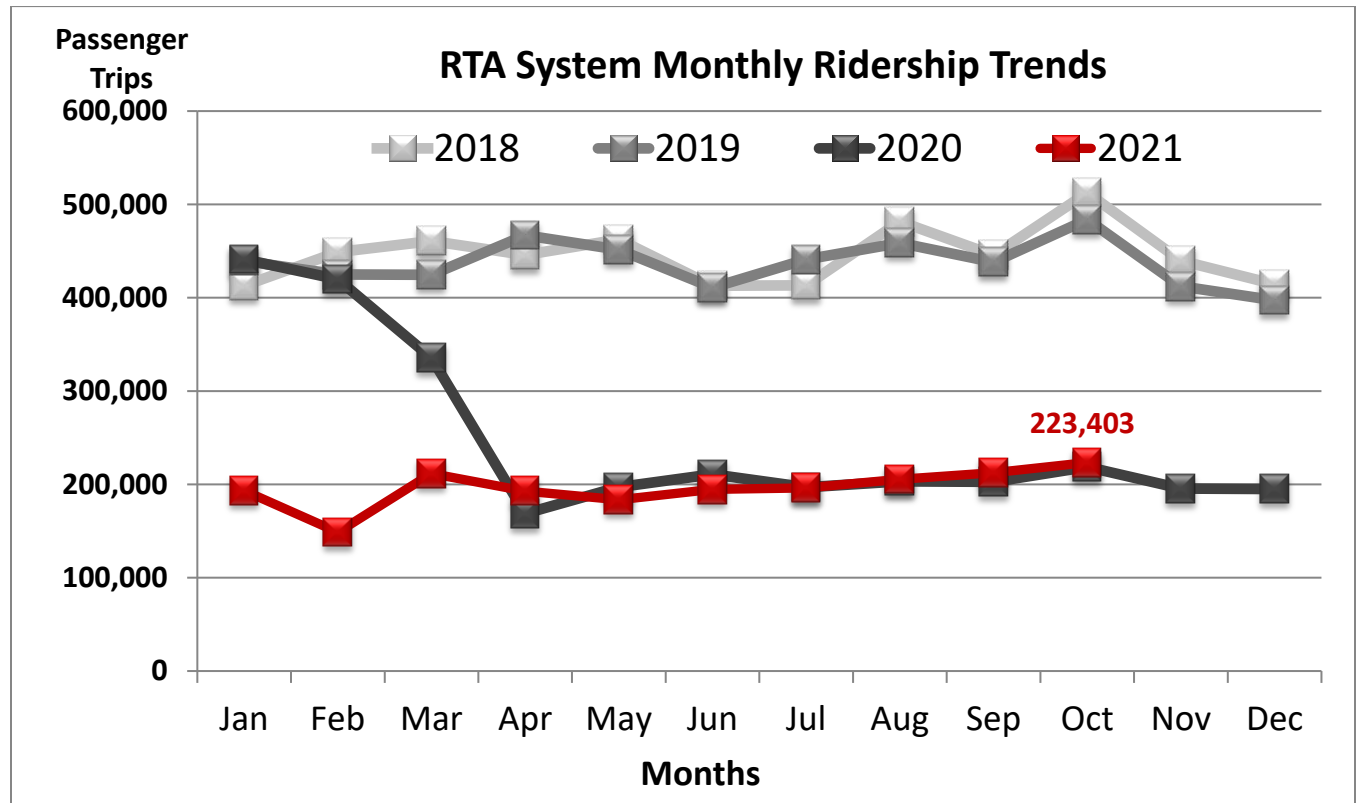


COMMUTE
with enterprise



System-wide Ridership and Service Performance Results

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

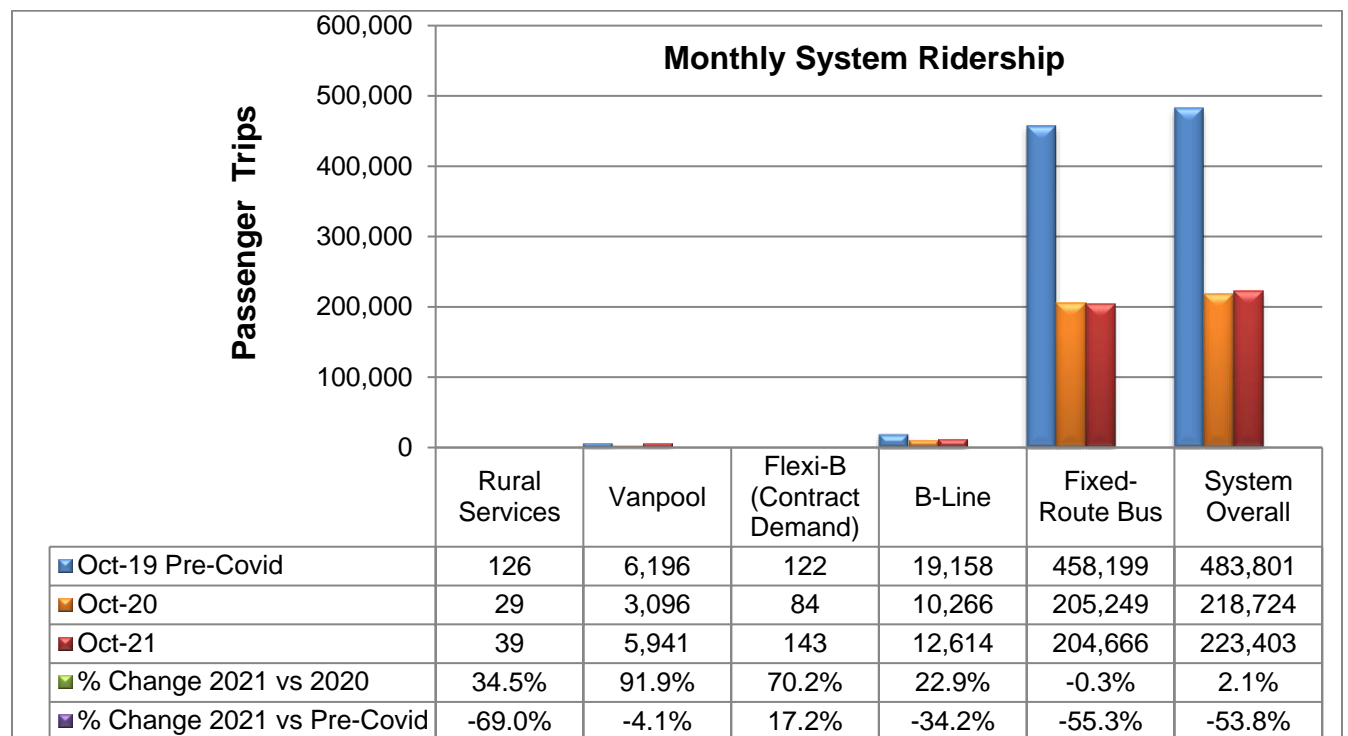


October 2020	October 2021	Variance
22 Weekdays	21 Weekdays	-1
5 Saturdays	5 Saturdays	-
4 Sundays	5 Sundays	+1
No Holiday	No Holiday	-
31 Days	31 Days	-

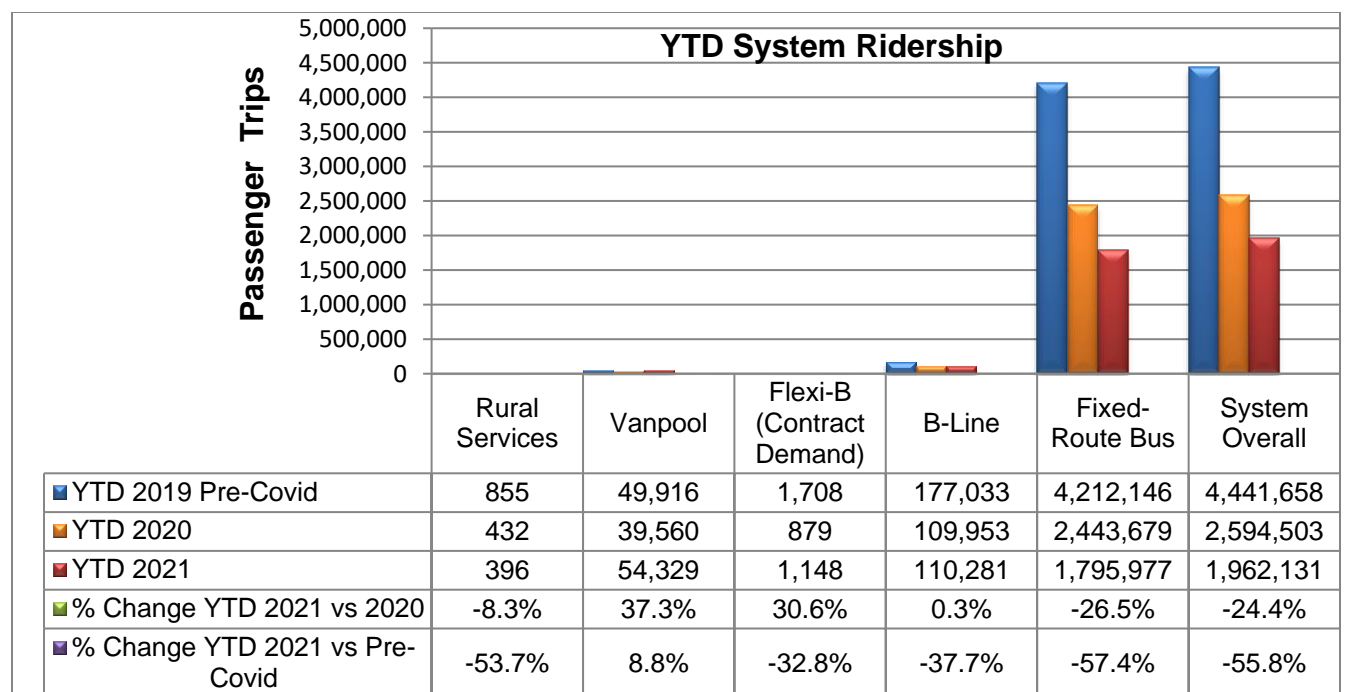
In October 2021, the average retail price for unleaded gas in Corpus Christi was approximately \$2.96 per gallon up more than a dollar when compared to a \$1.89 per gallon in September 2020¹. Rainfall was above normal at 6.52 inches as compared to the monthly average of 3.63 inches.² October 2020 was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

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

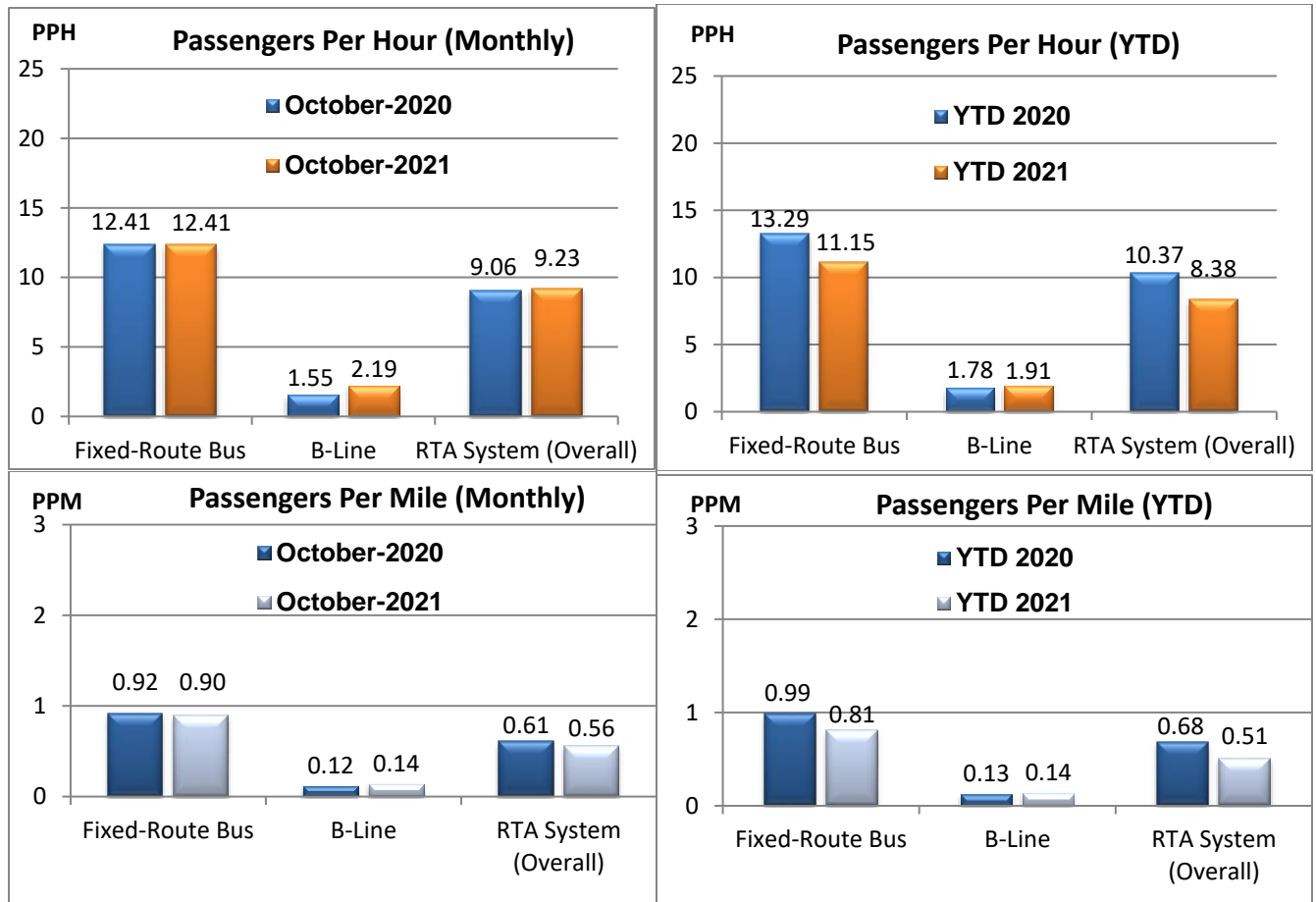
The chart below shows monthly ridership results for all services. CCRTA recorded 4,679 more passenger trips for a 2.1% increase as compared to October 2020. As compared to October 2019 Pre-Covid, passenger trips decreased 53.8%.



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



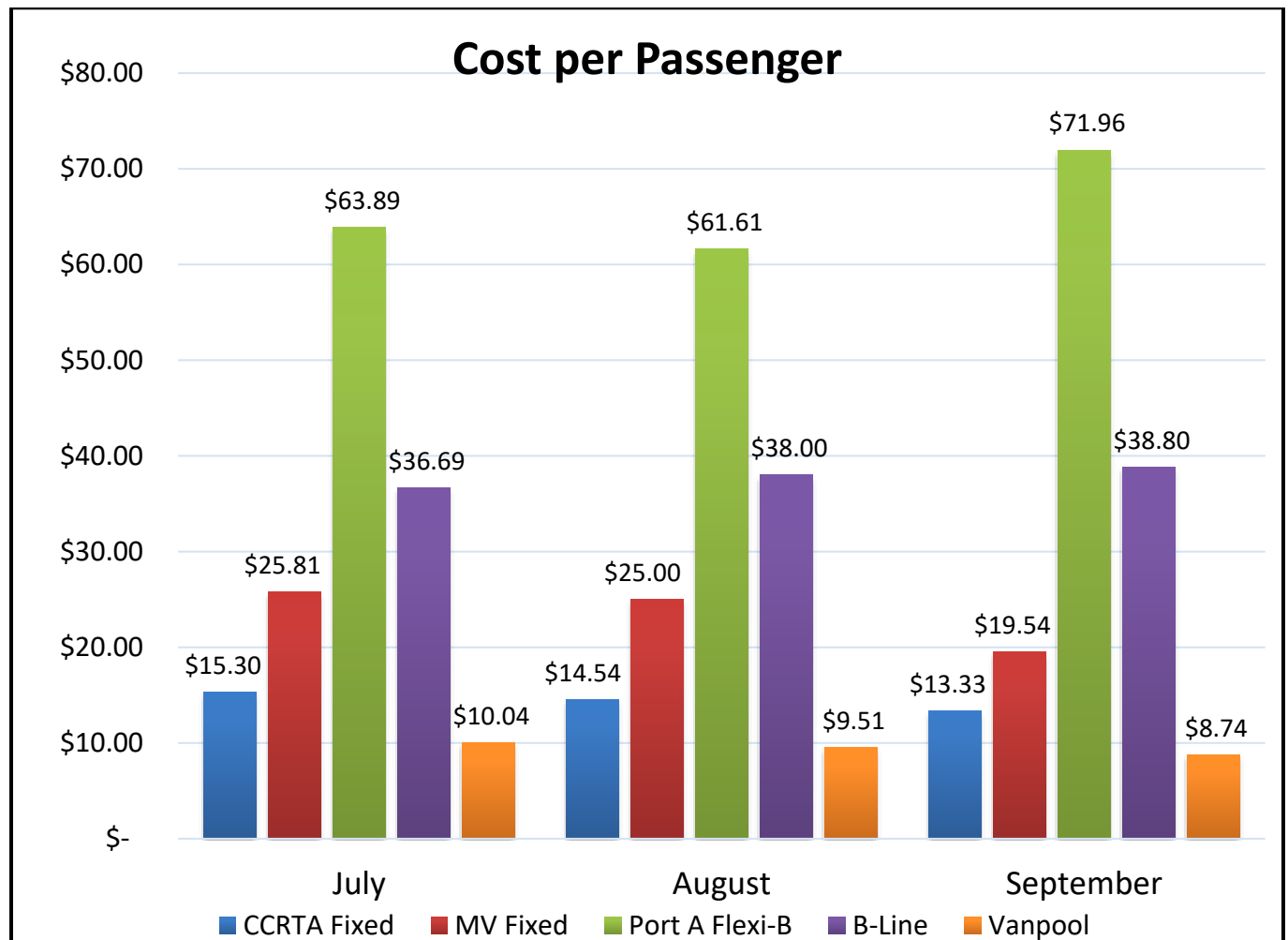
The following charts report system-wide productivity for the month of October 2021 vs. October 2020 and YTD figures.



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

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

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



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

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

**Now Off
Detour**

**On
Detour**

**Detour
Required**

No Detour

- **Airline Rd.** (SPID–McArdle) Project was completed mid-October 2021.
 - Routes 26 (**2 stops were closed but are now open**)
- **U.S.181 & 361 Interchange in Gregory** Began mid-2019 and is now half complete.
 - Route 51 (No stops impacted)
- **New Harbor Bridge (North Beach)** – Routes 76 & 78 remain on minor detour along U.S. 181 access road. (No stops impacted)
- **Park Road 22 water exchange bridge** Began late 2020. Slight detour only.
 - Route 65 (No stops impacted)
- **Sea District Impts. & New Port Admin. Offices.)** – Project nearing completion
 - Routes 76 & 78 (**2 stops closed**)
- **Bear Ln. (Old Brownsville Rd. to Cliff Maus Dr.)** – utility repair began July 2021.
 - Route 16 (**1 stop closed**)
- **Winnebago & Lake St.**-(Harbor Bridge reconstruction): Began August 2020.
 - Route 12 (**10 stops impacted**)
- **Brownlee Blvd. (Laredo-Morgan Ave.)** Temporary detour from Brownlee to Crosstown Expressway (ST HWY 286) access roads in both directions.
 - Routes 5 & 17 (**7 temporarily closed**)
- **Laguna Shores Rd.** (SPID–Wyndale) (14) month, Began October 26, 2020 with anticipated completion in October 2022
 - Routes 3 & 4 (**14 stops closed**)
- **Ayers St.** (SPID-Gollihar) (28) Project began January 2020 now nearing completion.
 - Route 19 (**6 stops remain closed 1 reopened**)
- **Nimitz & MacArthur** Resurface & curb work (4) month project-Began June 2021.
 - Route 21 (**5 stops impacted**)
- **Ocean Dr. Resurfacing** (Robert Dr.-Ennis Joslin) Project began March-2021. Halfway traffic switch has occurred September 2021-project should wrap Feb 2022.
 - Route 6 (**12 stops remain closed**)
- **Leopard St.** (Nueces Bay to Palm) (14) month project: Began April 2021-anticipated completion date in late-2022
 - Routes 27 & 28 (**4 stops closed**)
- **S. Staples St.** (Kostoryz- Baldwin) (29) month project: Began March 2021
 - Route 29 (**8 Stops closed**)
- **Six Points (Ayers St. @ 10th St.)** (7) month project: Began April-2021
 - Routes 17 (**6 stops impacted**) Project completion in late November 2021.
- **Leopard St.** (Crosstown to Palm) (14) month project to begin late-2021 with anticipated completion in early-2023.
 - Routes 27 & 28 (**9 stops will be impacted**)
- **Everhart Rd. (SPID-S. Staples):** Project could begin mid-2022.
 - Routes 32 & 37 (**7 stops will be impacted**)

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

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

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

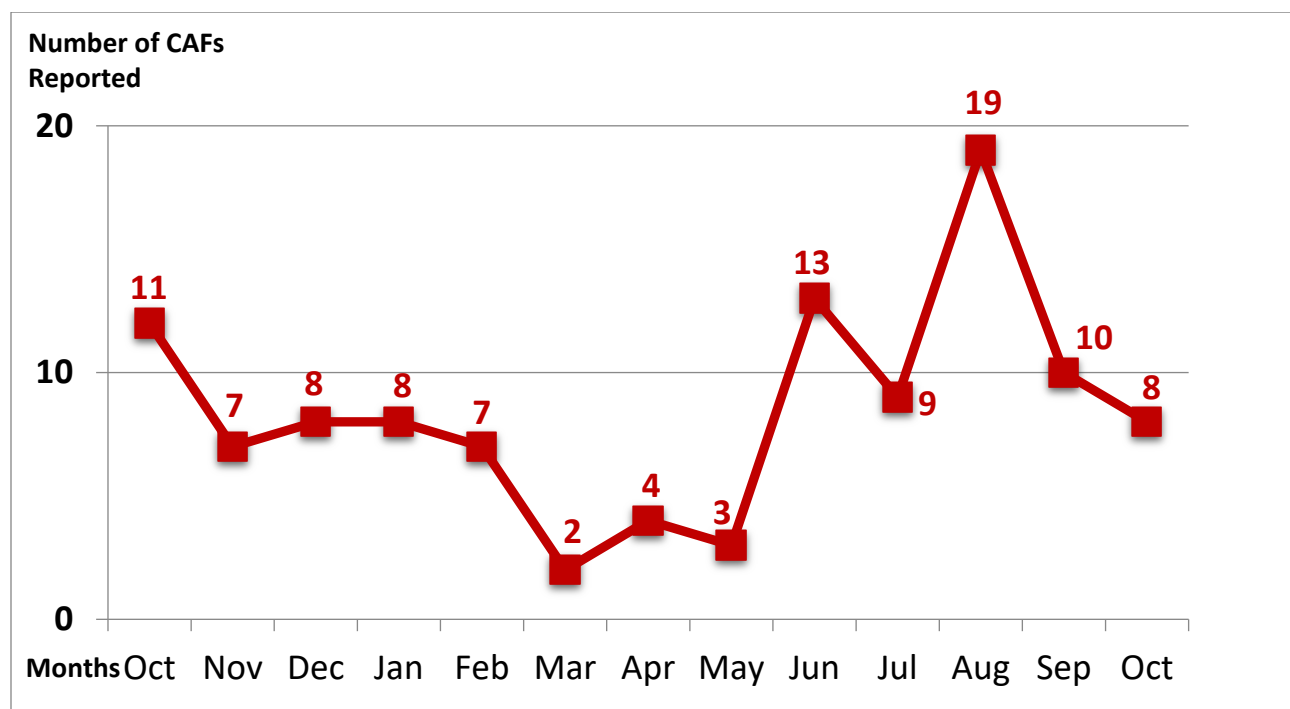
In October 2021, B-Line service metrics were impacted by the COVID-19 pandemic.

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

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

Customer Programs Monthly Customer Assistance Form (CAF) Report

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



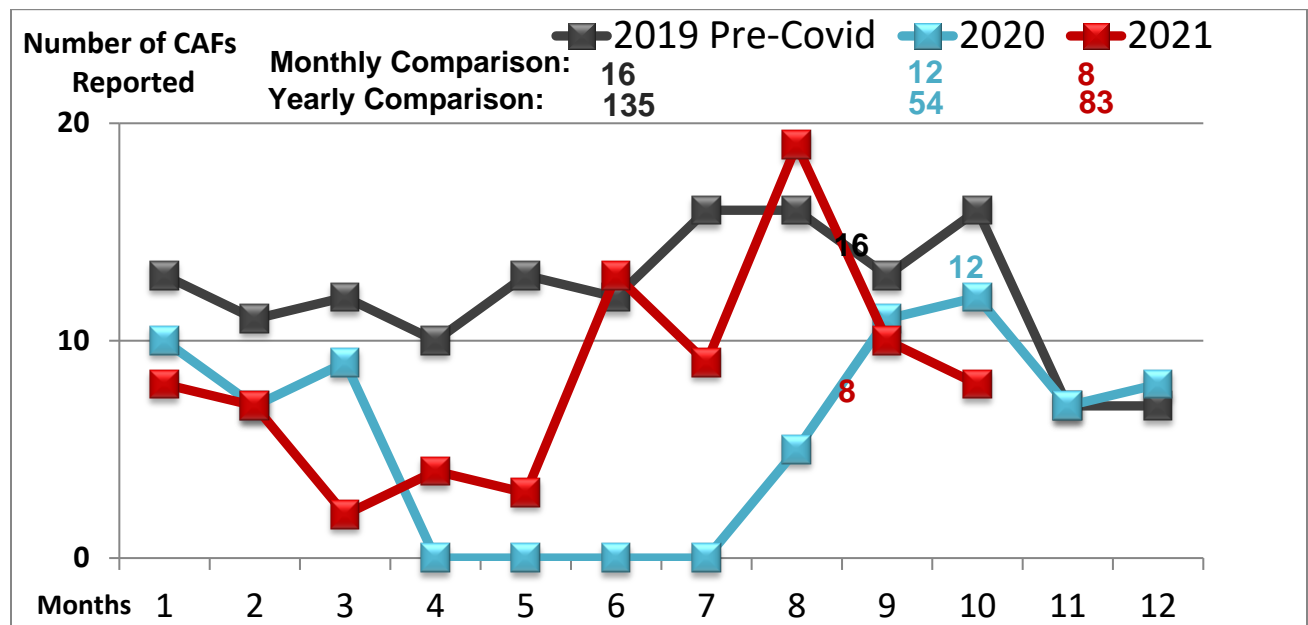
Route Summary Report for October 2021:

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

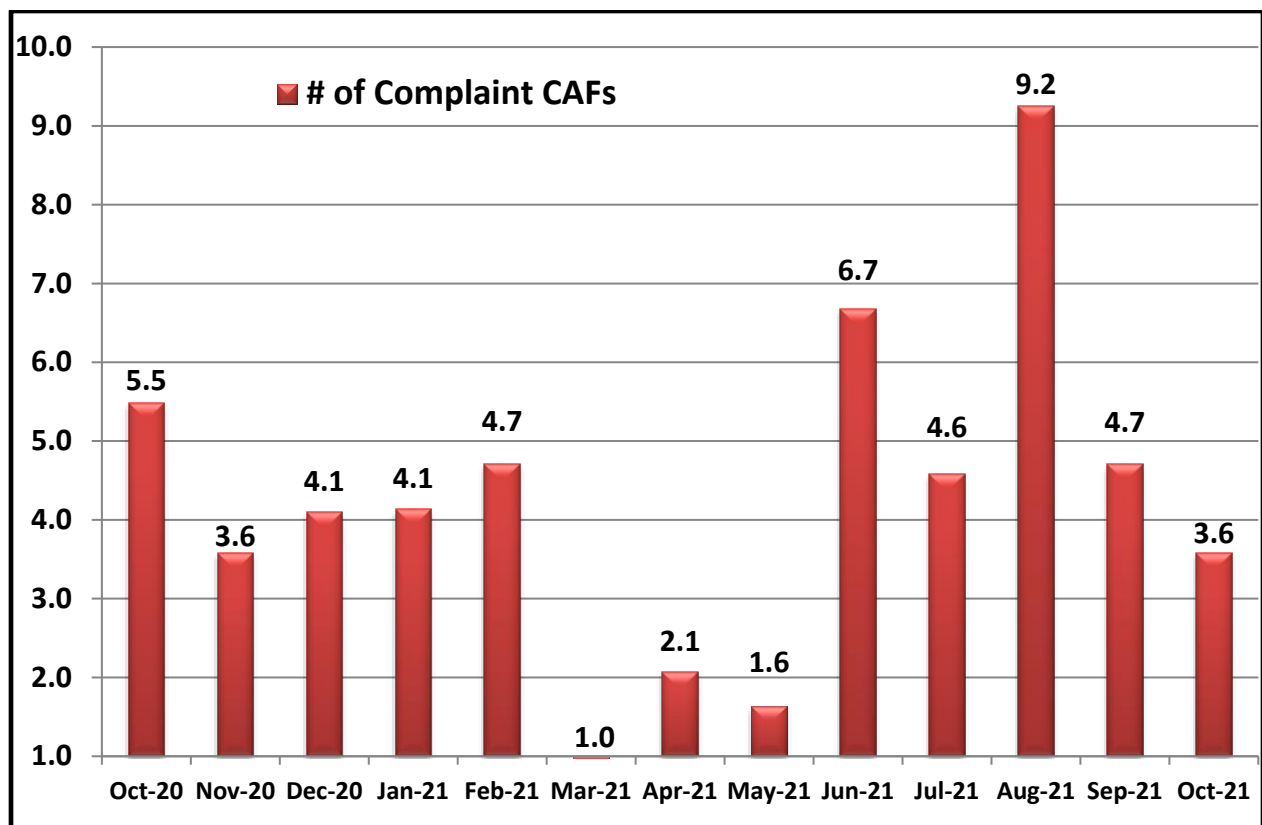
October 2021 CAF Breakdown by Service Type:

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

CAF Reports: Current and Historical Trends



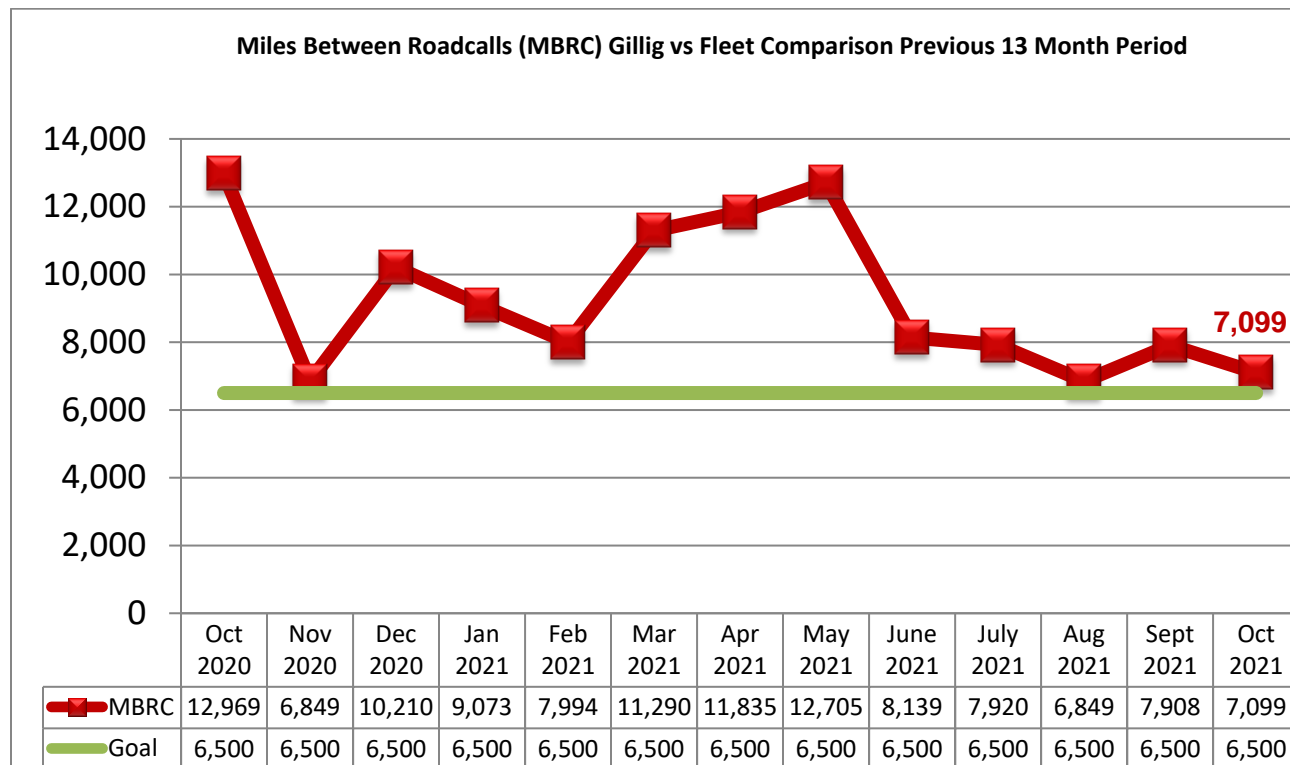
13-month trend of CAFs per 100,000 Total Revenue Miles:



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

Vehicle Maintenance Department: Miles Between Road Calls Report

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



2021 Ridership Improvement Efforts

Improvement Efforts Narrative Here

Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Director of Planning

Reviewed by: Derrick Majchszak
 Managing Director of Operations

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

Subject: July 2022 Operations Report

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

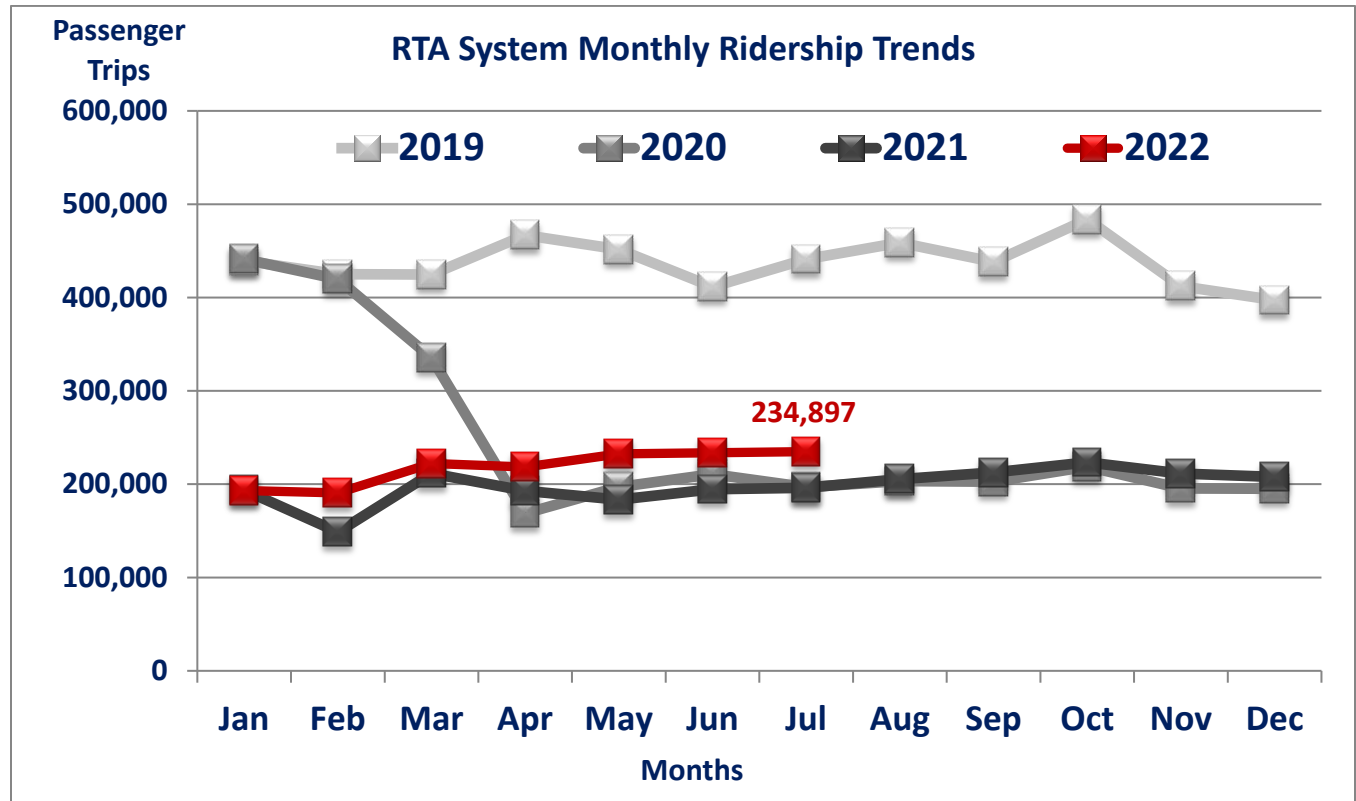


COMMUTE
with enterprise



System-wide Ridership and Service Performance Results

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

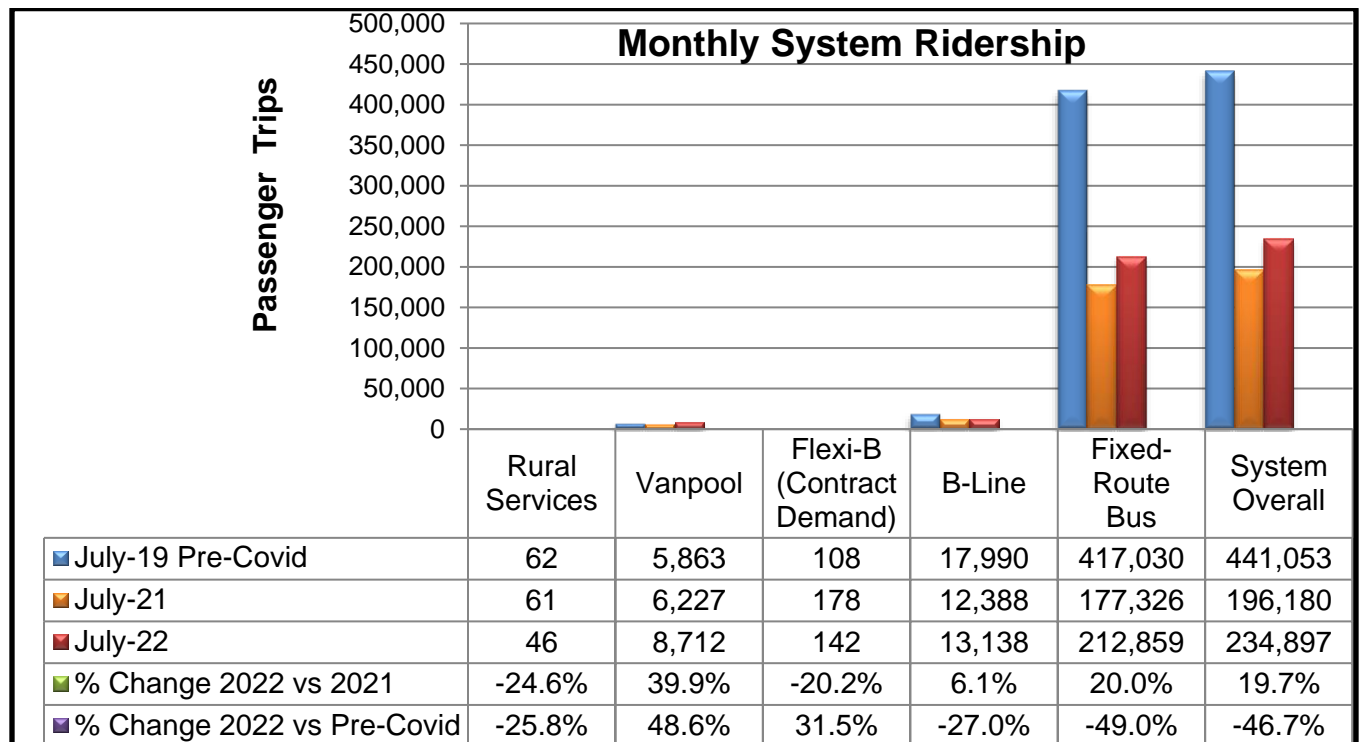


July 2022	July 2021	Variance
20 Weekdays	22 Weekdays	-2
5 Saturdays	5 Saturdays	-
6 Sundays	4 Sundays	+2
Monday, July 4 th , Holiday	Sunday, July 4 th , Holiday	-
31 Days	31 Days	-

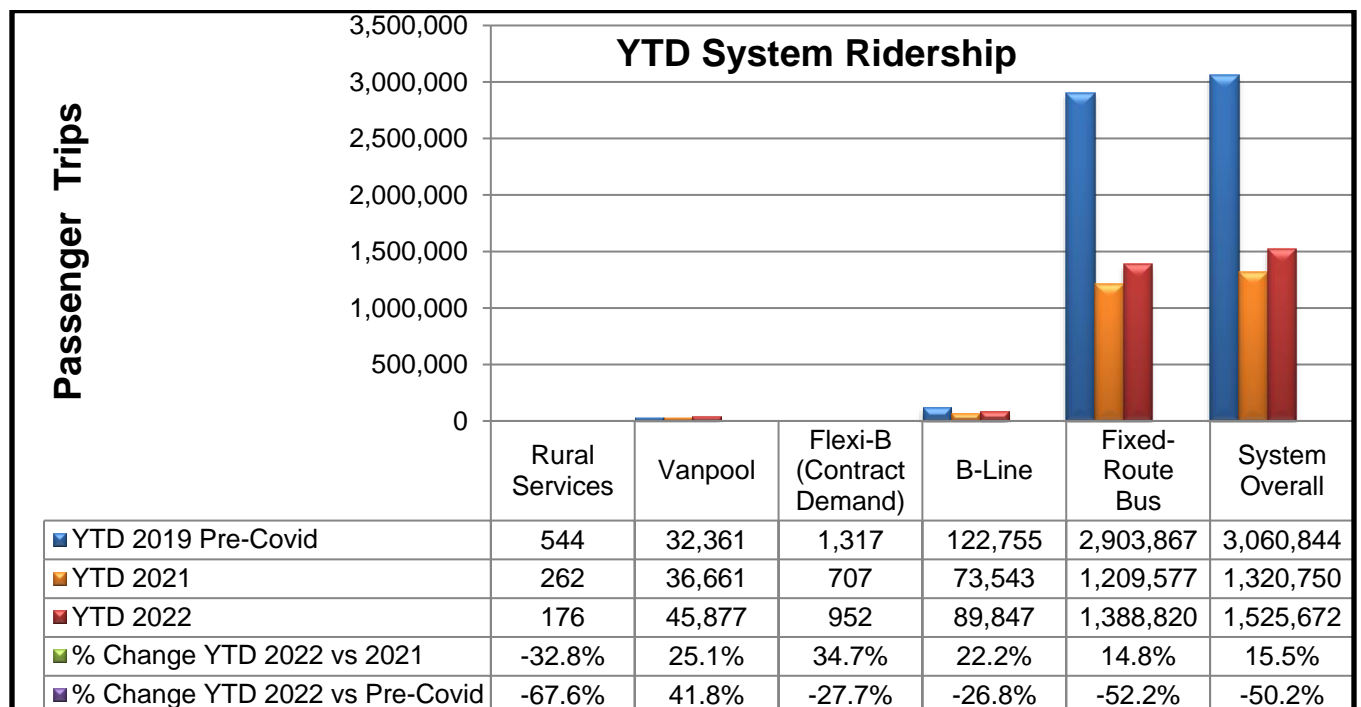
In July 2022, services operated two less weekdays and two more Sundays as compared to July 2021. The average retail price for unleaded gas in Corpus Christi was approximately \$3.85 per gallon as compared to \$2.82 per gallon in July 2021¹. A 37% increase in the average cost per gallon. Rainfall was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

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

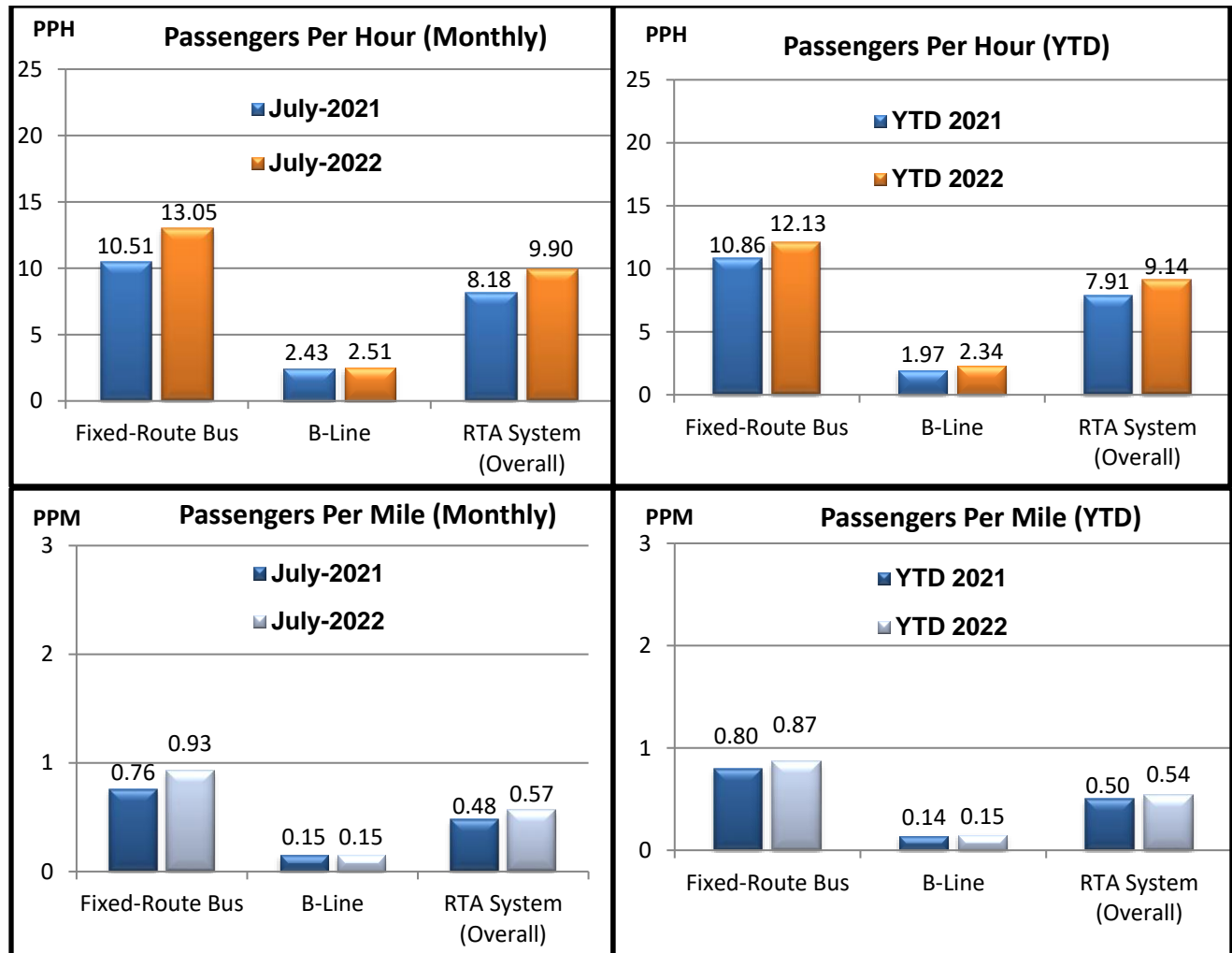
The chart below shows monthly ridership results for all services. CCRTA recorded 38,717 more passenger trips for a 19.7% increase as compared to July 2021. As compared to July 2019 Pre-Covid, passenger trips decreased 46.7%.



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



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



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

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

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

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

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

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

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

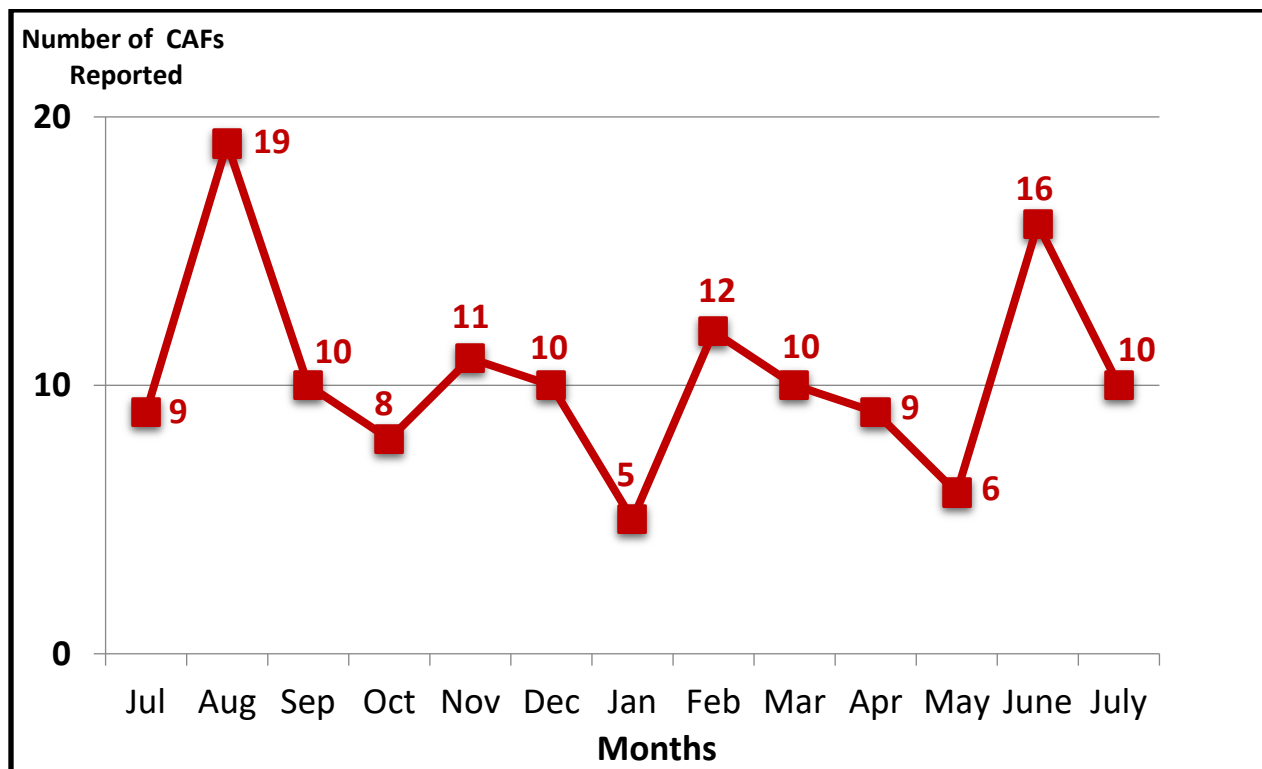
In July 2022, B-Line service metrics were impacted by the COVID-19 pandemic.

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

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

Customer Programs Monthly Customer Assistance Form (CAF) Report

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



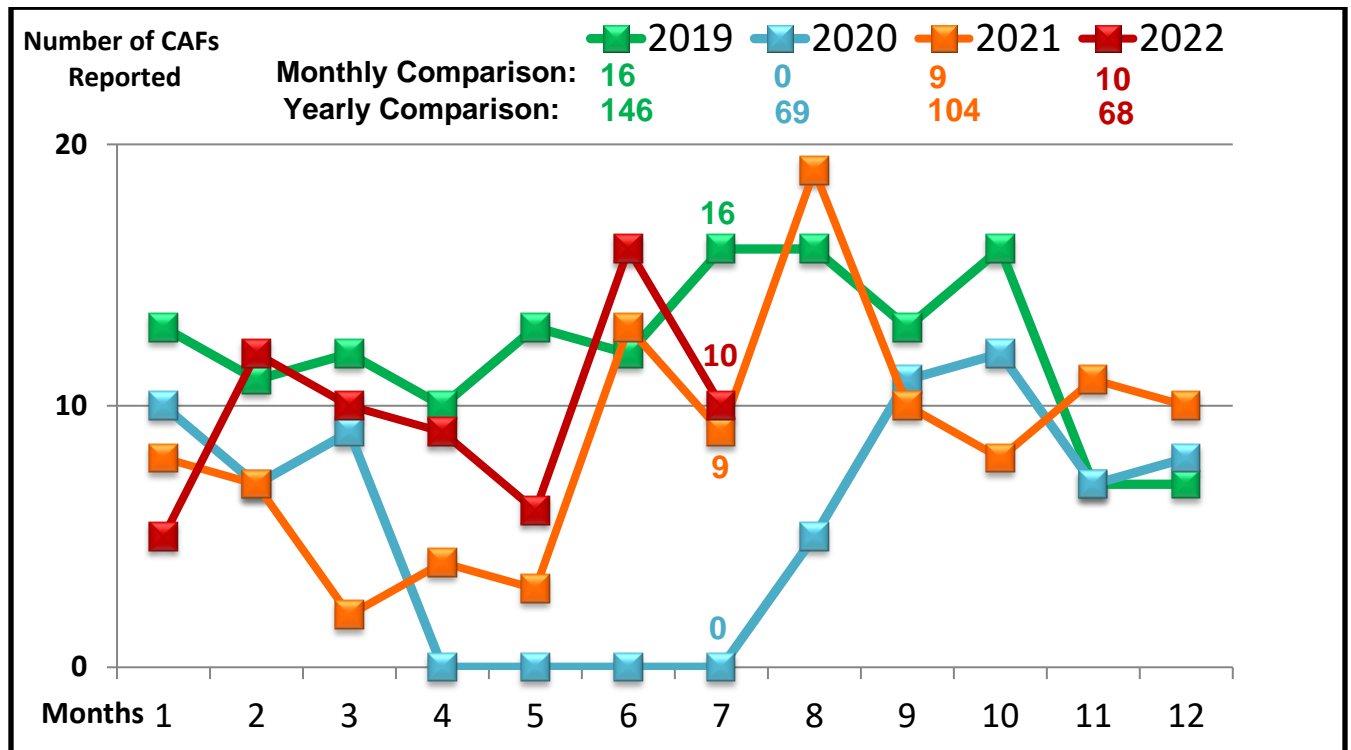
Route Summary Report:

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

CAF Breakdown by Service Type:

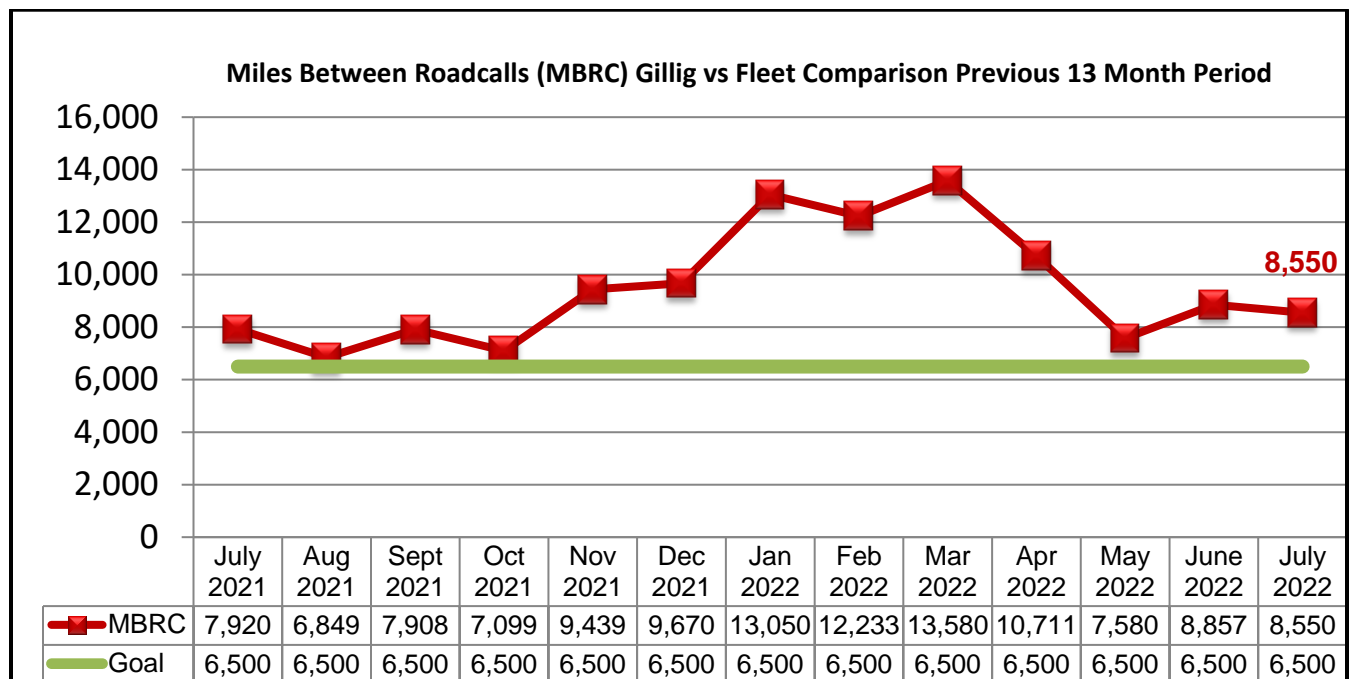
CAF Category	RTA Fixed Route	B-Line ADA Paratransit	MV Fixed Route	Totals
ADA				
Service Stop Issues			2	2
Driving Issues				
Customer Services				
Late/Early – No Show				
Alleges Injury				
Fare/Transfer Dispute				
Clean Trash Can				
Dispute Drop-off/Pickup				
Add Bench/Stop				
Tie Down Issues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

CAF Reports: Current and Historical (4) Year Trends



Vehicle Maintenance Department: Miles Between Road Calls Report

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



Board Priority

The Board Priority is Public Image and Transparency.

Respectfully Submitted,

Submitted by: Gordon Robinson
 Director of Planning

Reviewed by: Derrick Majchszak
 Managing Director of Operations

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

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

CCRTA Board Priority

Public Image & Transparency

Operations & Capital Projects Committee Meeting

February 23, 2022



Background

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



**Federal Transit
Administration**

Source:

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

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

Background

Pilot Route 93 Flex began in August 2019

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

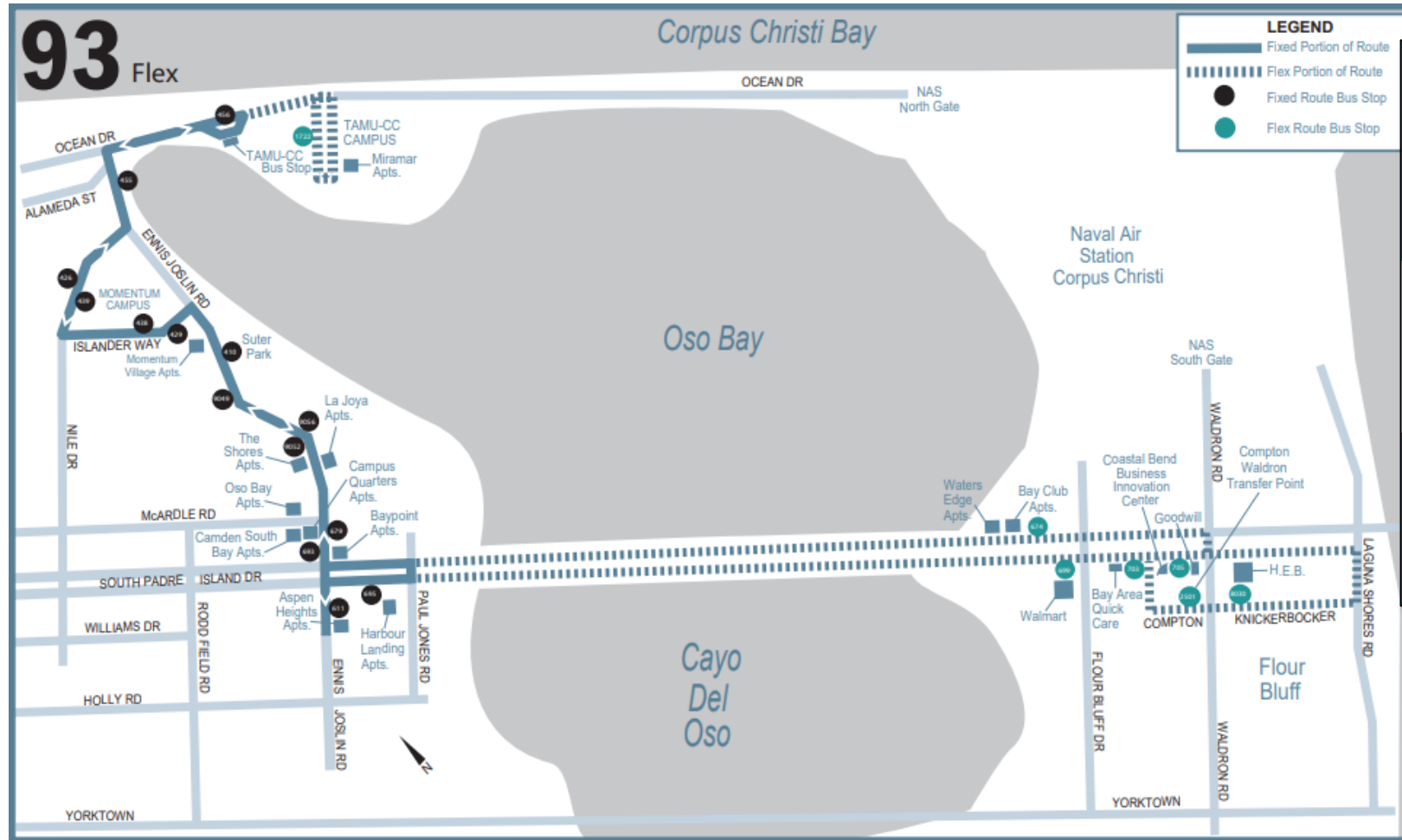


Pilot Route 95 Port Aransas Express began in May 2019

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



Pilot Route 93 Flex Service



**FLEX
STOP**

LOCATION #

1401

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

93

Pilot Route 93 Flex Service

WEEKDAY SCHEDULE

		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
First A.M. Trip	A.M.	1 ----	2 ----	3 7:35	2 7:45*	1 7:55*
30 minute daily service						
Last P.M. Trip	P.M.	10:25*	10:30*	10:35*		

* Scheduled bus service may vary with trip pickups & deviations.

 Lift Equipped/Accessible Each Trip.

SATURDAY SCHEDULE

		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
First A.M. Trip	A.M.	1 ----	2 ----	3 9:35	2 9:45*	1 9:55*
30 minute daily service						
Last P.M. Trip	P.M.	7:55*	8:00*	8:05*		

★ Scheduled bus service may vary with trip pickups & deviations.

 Lift Equipped/Accessible Each Trip.

Pilot Route 93 Flex Service Performance

- Passengers per hour levels meet Service Standards requirements

Service Standard

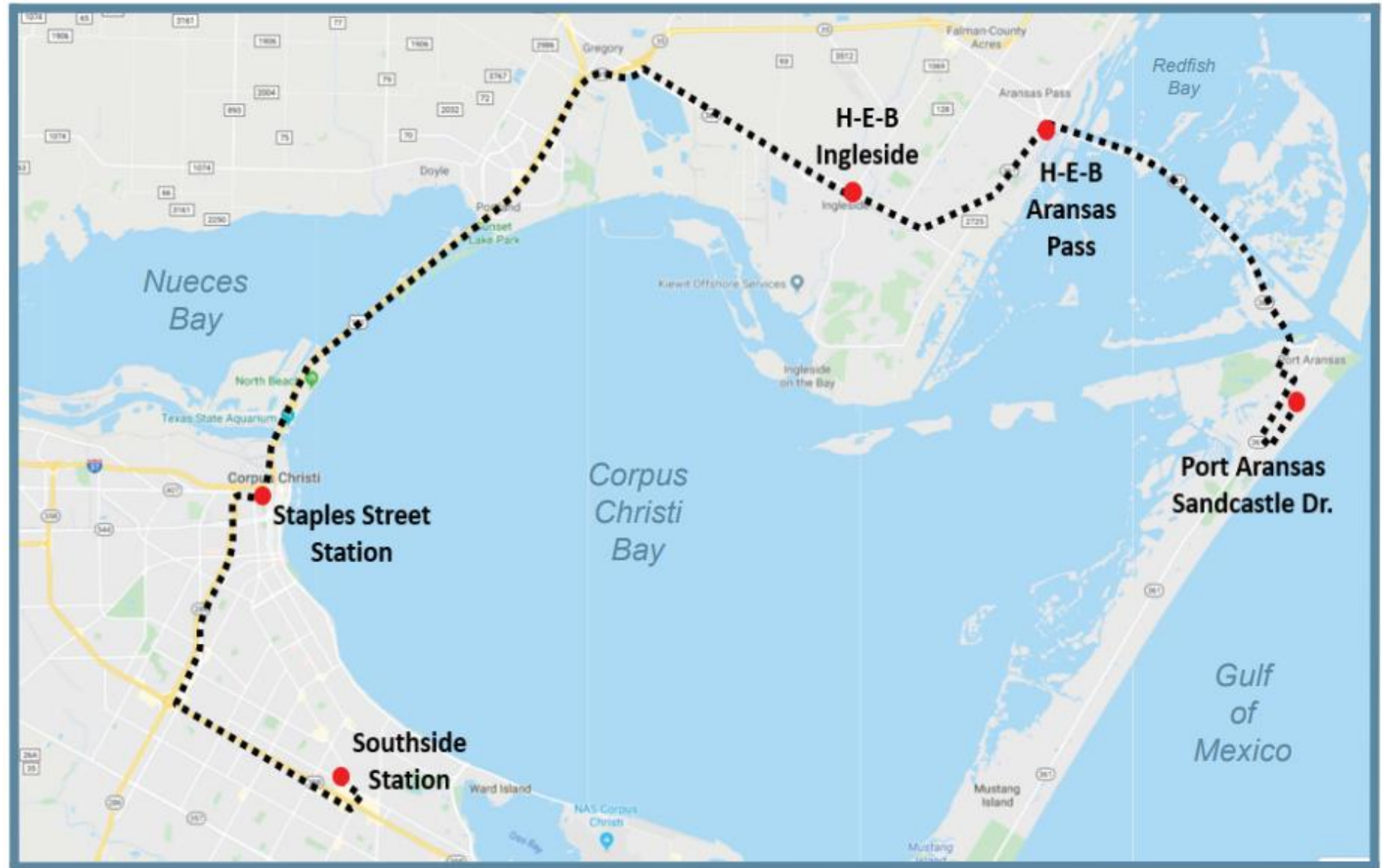
- Flex Route: 5-10 passengers per hour

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

*In operation from Aug 22 through Dec 31 of 2019

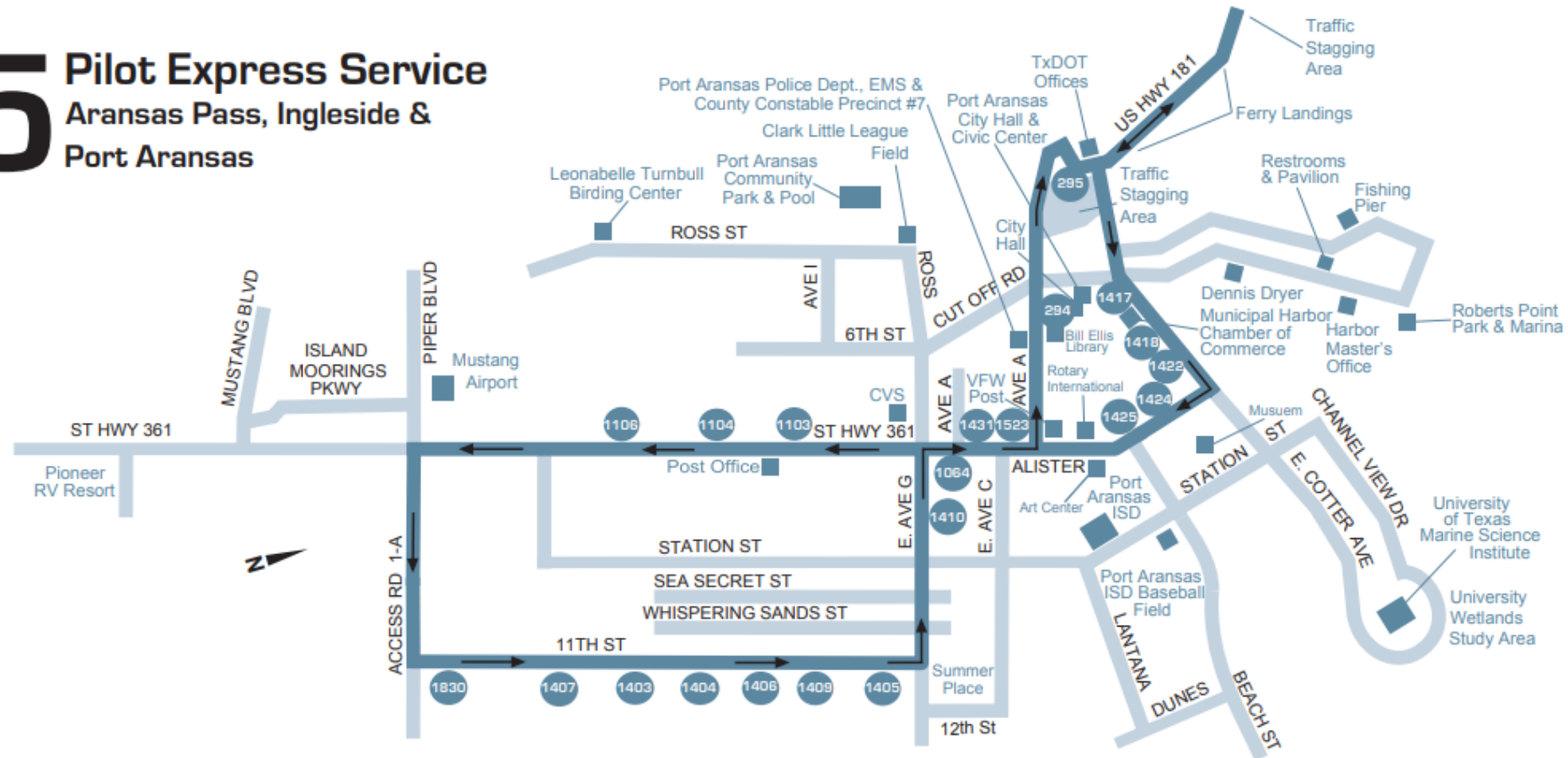


Pilot Route 95 Port Aransas Express Service



Pilot Route 95 Port Aransas Express Service

95 Pilot Express Service Aransas Pass, Ingleside & Port Aransas



Pilot Route 95 Port Aransas Express Service

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



Bus Schedule

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

🦿 Lift Equipped/Accessible Each Trip.

* - Out of service on arrival.

Pilot Route 95 Port Aransas Express Service Performance

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

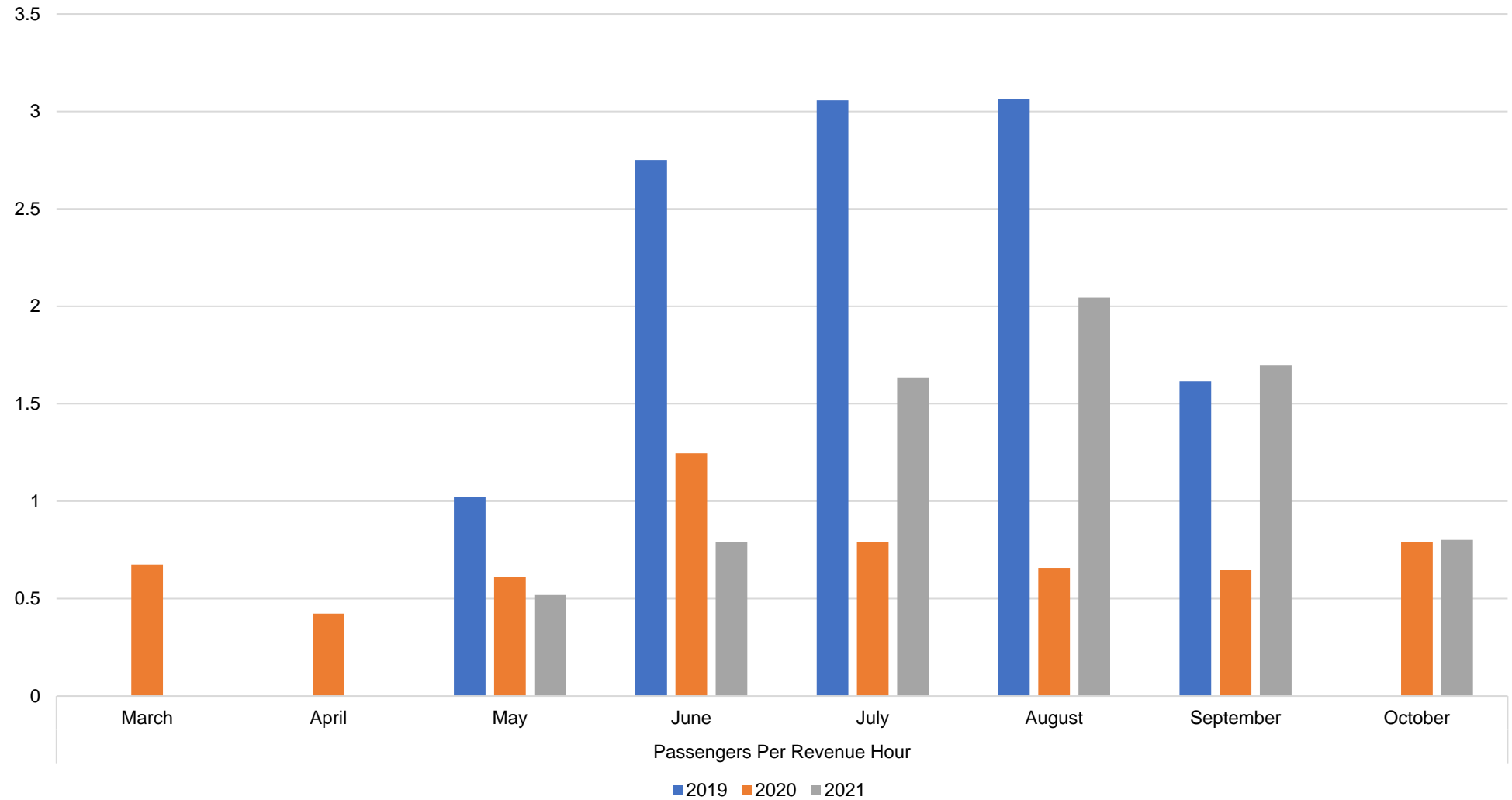
Service Standard

- Commuter/Express: 2-5 passengers per hour

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



Pilot Route 95 Port Aransas Express Service Performance

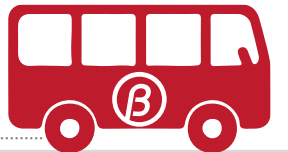


Next Steps

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

Have Questions?

Thank You!



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

CCRTA Board Priority

Public Image & Transparency

Operations & Capital Projects Committee Meeting

April 27, 2022



Background

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



**Federal Transit
Administration**

Source:

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

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

Background

Pilot Route 93 Flex began in August 2019

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

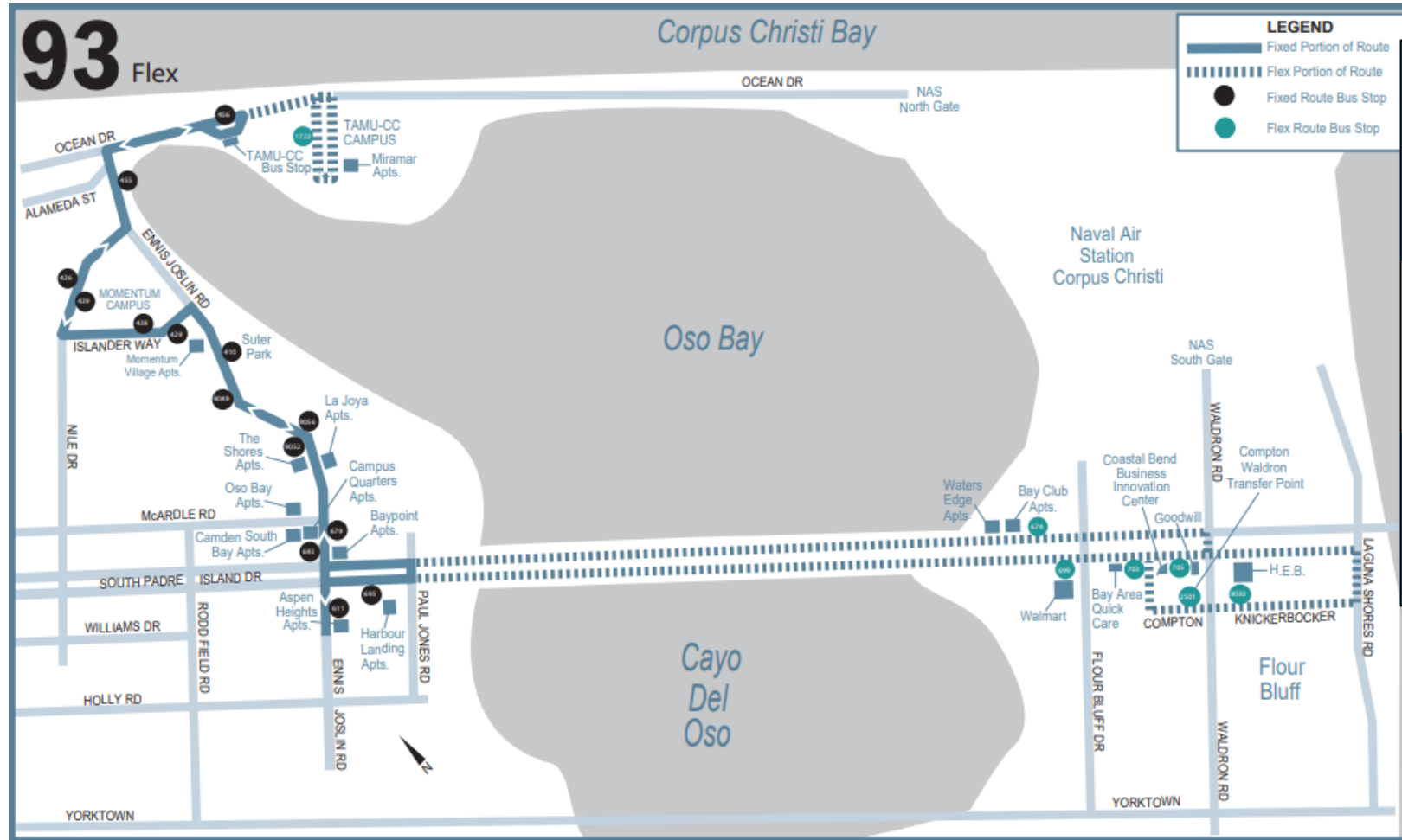


Pilot Route 95 Port Aransas Express began in May 2019

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



Pilot Route 93 Flex Service



**FLEX
STOP**

LOCATION #

1401

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

93

Pilot Route 93 Flex Service

WEEKDAY SCHEDULE

		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
		1	2	3	2	1
First A.M. Trip	A.M.	----	----	7:35	7:45*	7:55*
30 minute daily service						
Last P.M. Trip	P.M.	10:25*	10:30*	10:35*		

★ Scheduled bus service may vary with trip pickups & deviations.

♿ Lift Equipped/Accessible Each Trip.

SATURDAY SCHEDULE

		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
		1	2	3	2	1
First A.M. Trip	A.M.	----	----	9:35	9:45*	9:55*
30 minute daily service						
Last P.M. Trip	P.M.	7:55*	8:00*	8:05*		

★ Scheduled bus service may vary with trip pickups & deviations.

♿ Lift Equipped/Accessible Each Trip.

Pilot Route 93 Flex Service Performance

- Passengers per hour levels meet Service Standards requirements

Service Standard

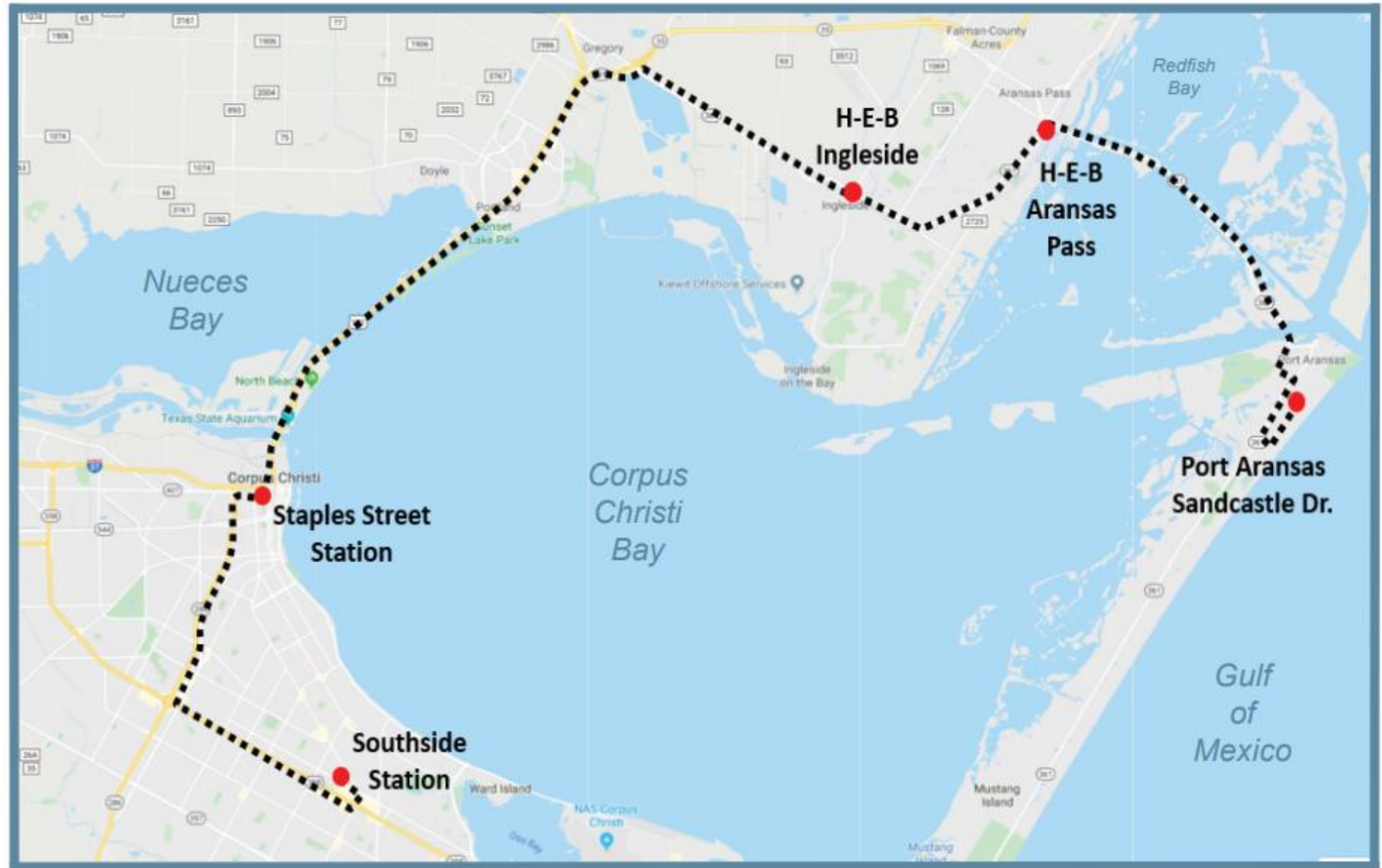
- Flex Route: 5-10 passengers per hour

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

*In operation from Aug 22 through Dec 31 of 2019

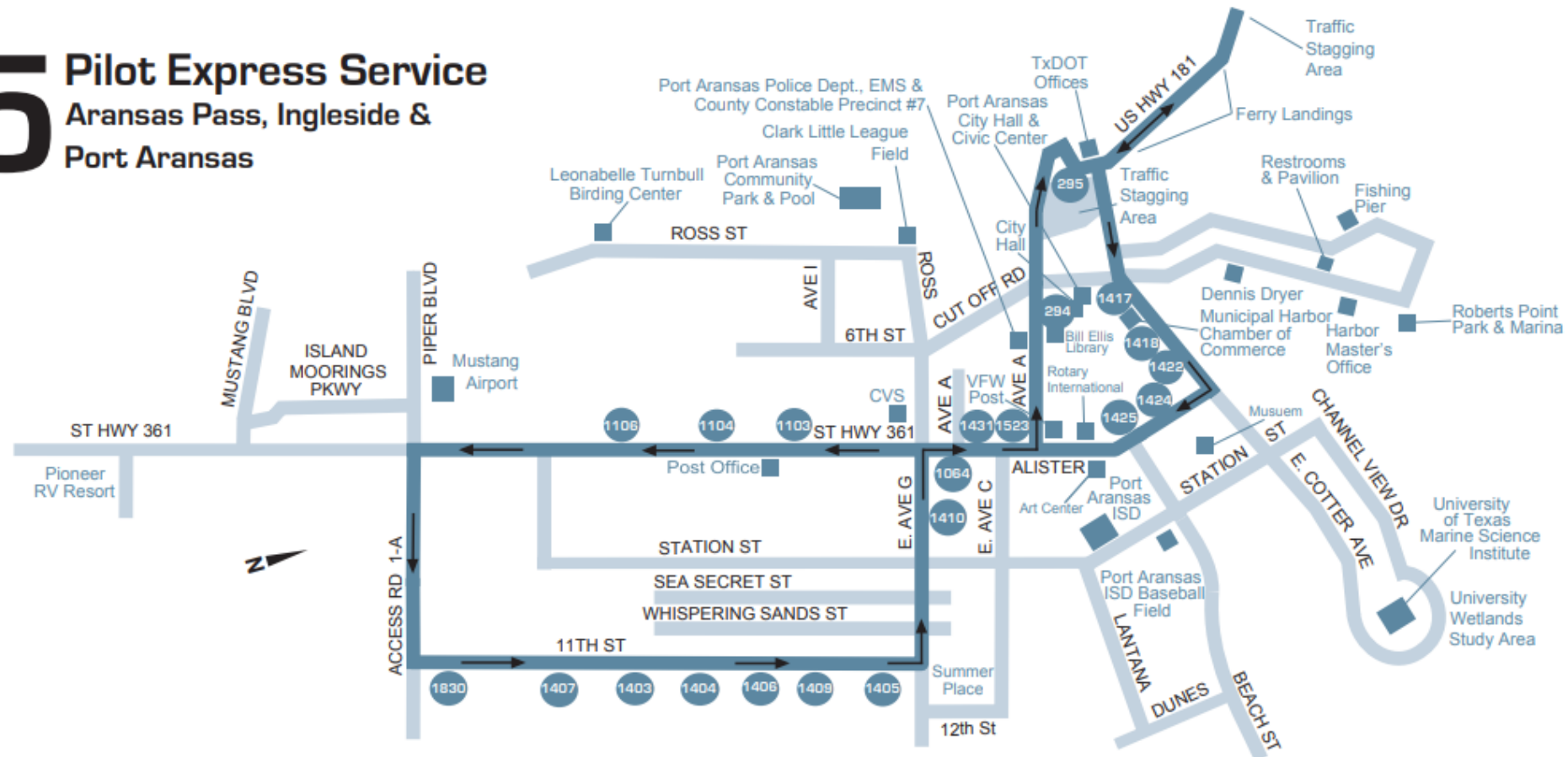


Pilot Route 95 Port Aransas Express Service



95 Pilot Express Service

Aransas Pass, Ingleside &
Port Aransas



Pilot Route 95 Port Aransas Express Service

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



Bus Schedule

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

♿ Lift Equipped/Accessible Each Trip.

* - Out of service on arrival.

Pilot Route 95 Port Aransas Express Service Performance

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

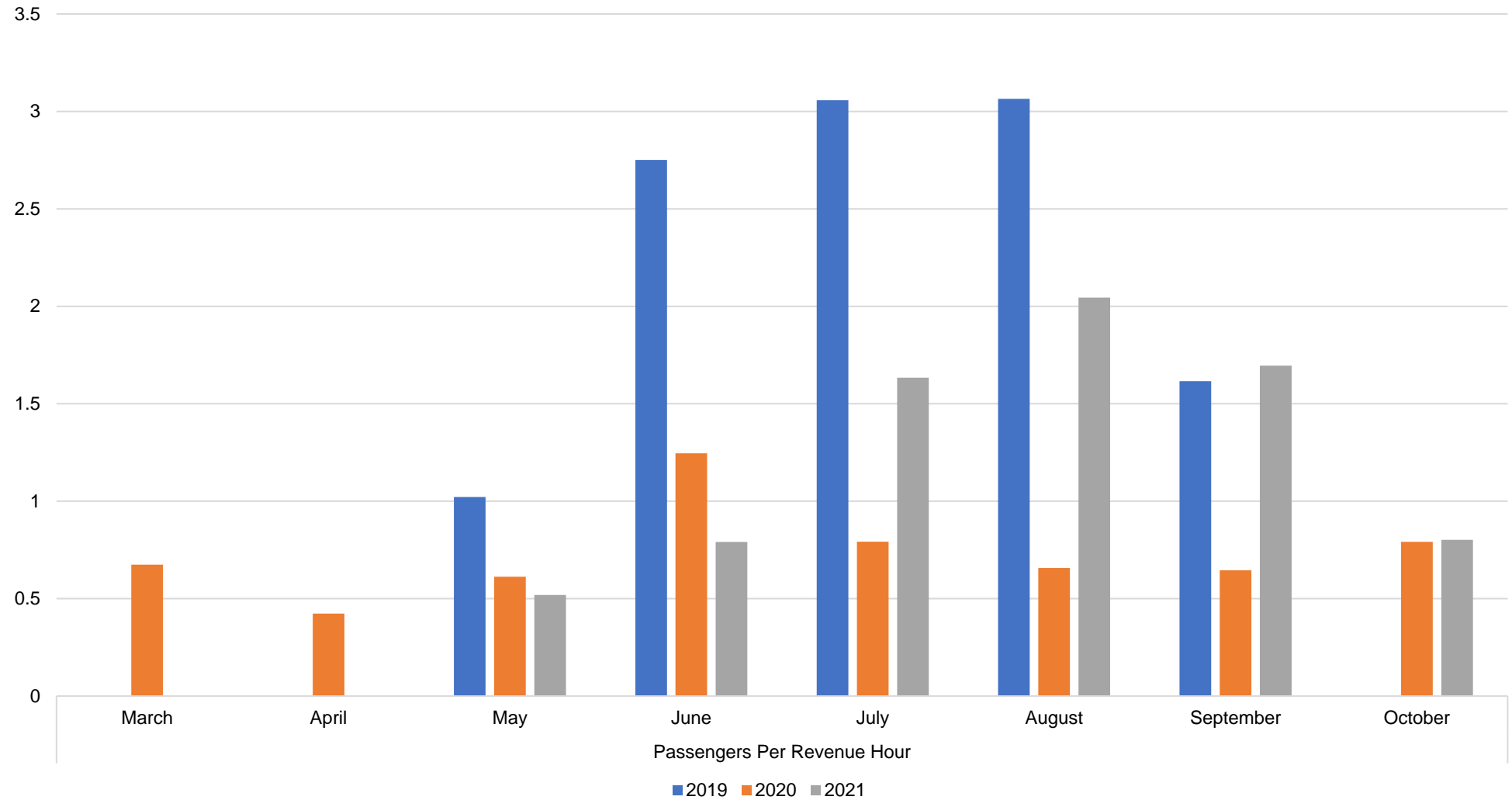
Service Standard

- Commuter/Express: 2-5 passengers per hour

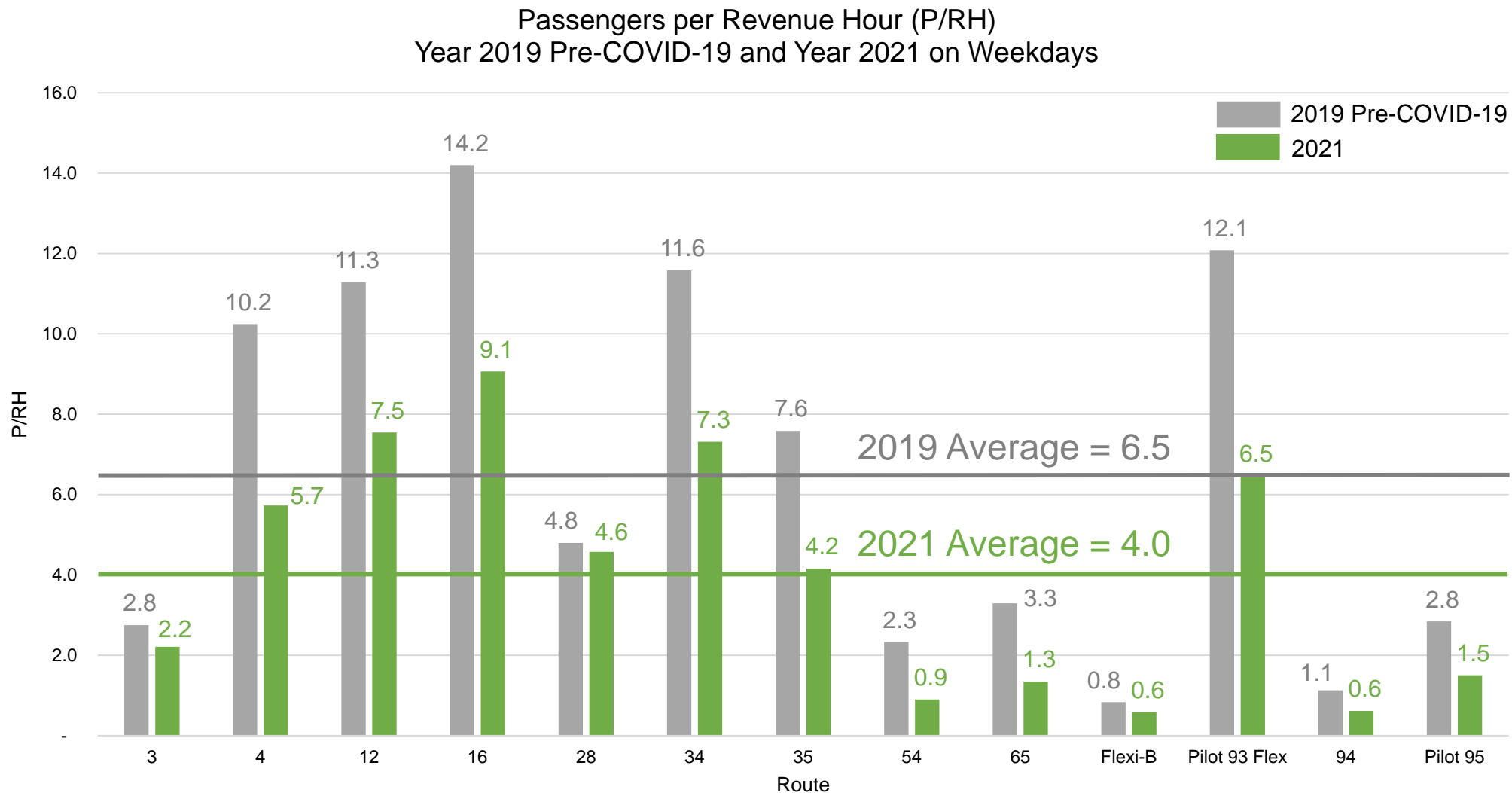
Year	Passenger Trips	Passengers per Revenue Hour
2019 (May 24-Sept 29)	3,815	2.5
2020 (Mar 2-Oct 4)	1,924	0.7
2021 (May 28-Oct 3)	2,425	1.5



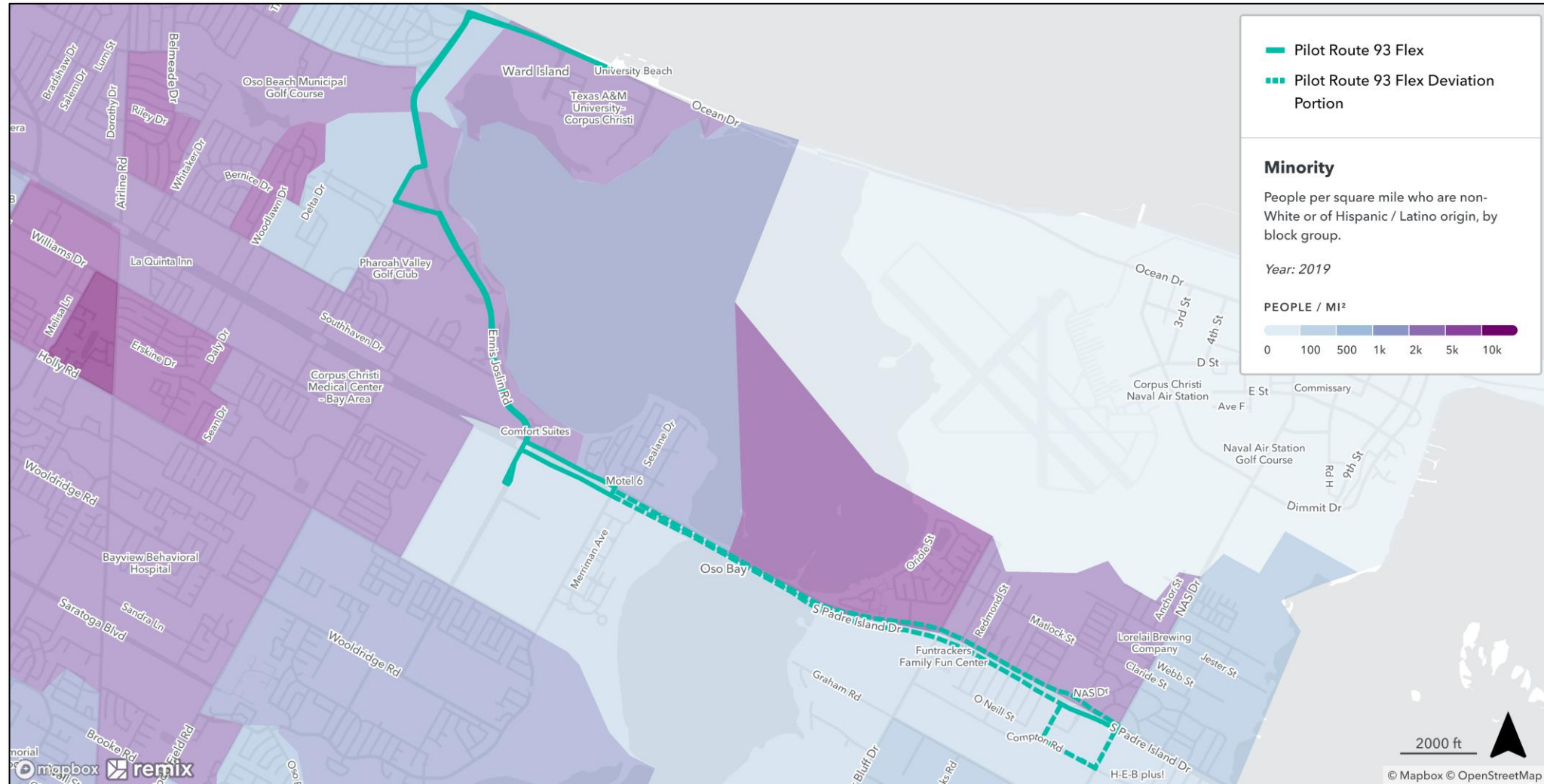
Pilot Route 95 Port Aransas Express Service Performance



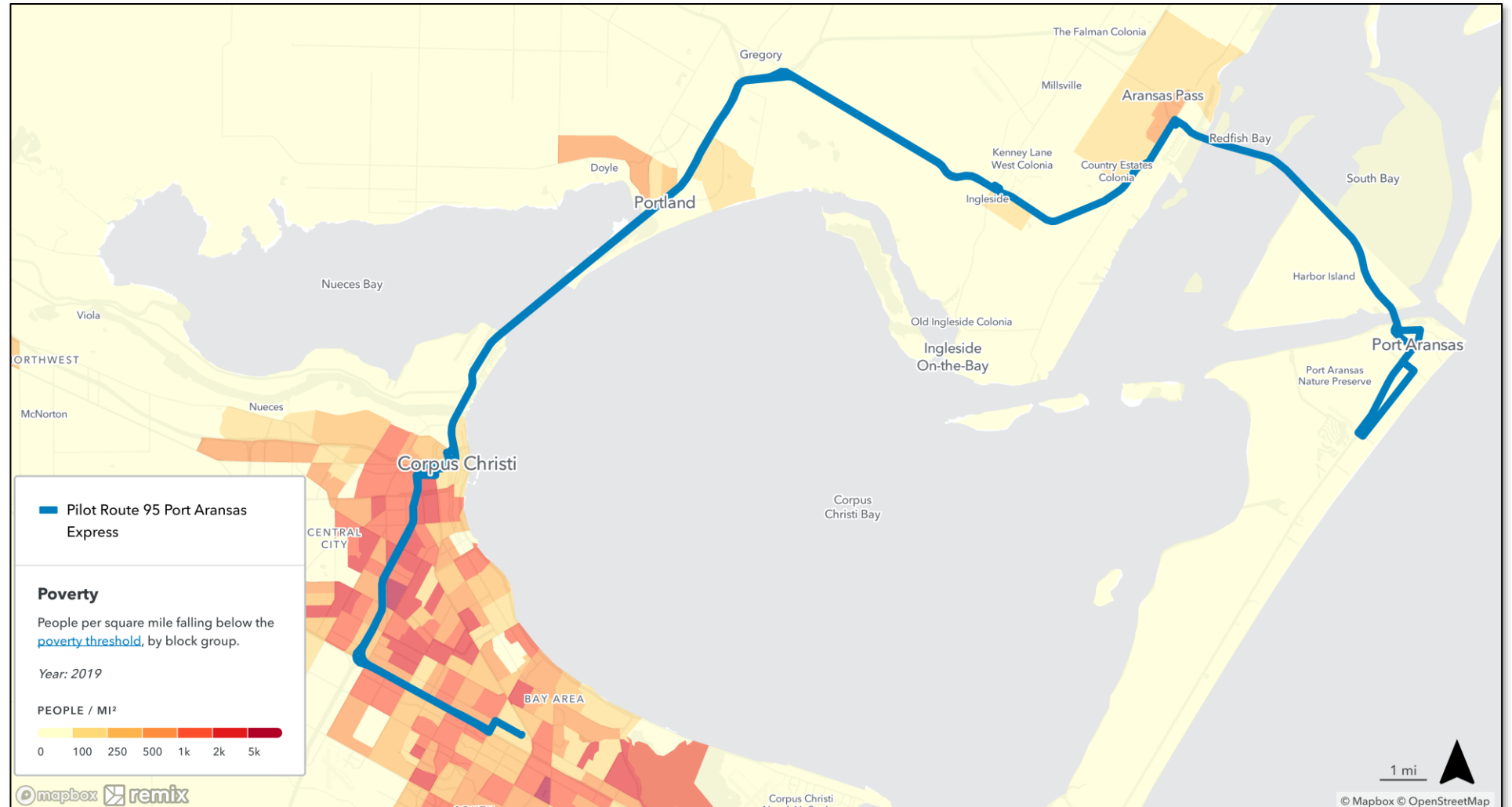
Service Performance on Comparable Bus Routes



Pilot Route 93 Flex: Title VI Service Equity Analysis Highlights



Pilot Route 95: Title VI Service Equity Analysis Highlights



Public Outreach

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

Caller Times

The Aransas Pass
Progress

THE INGLESIDE
INDEX

PORT ARANSAS
SOUTH JETTY 

Public Outreach

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

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

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

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

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

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

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

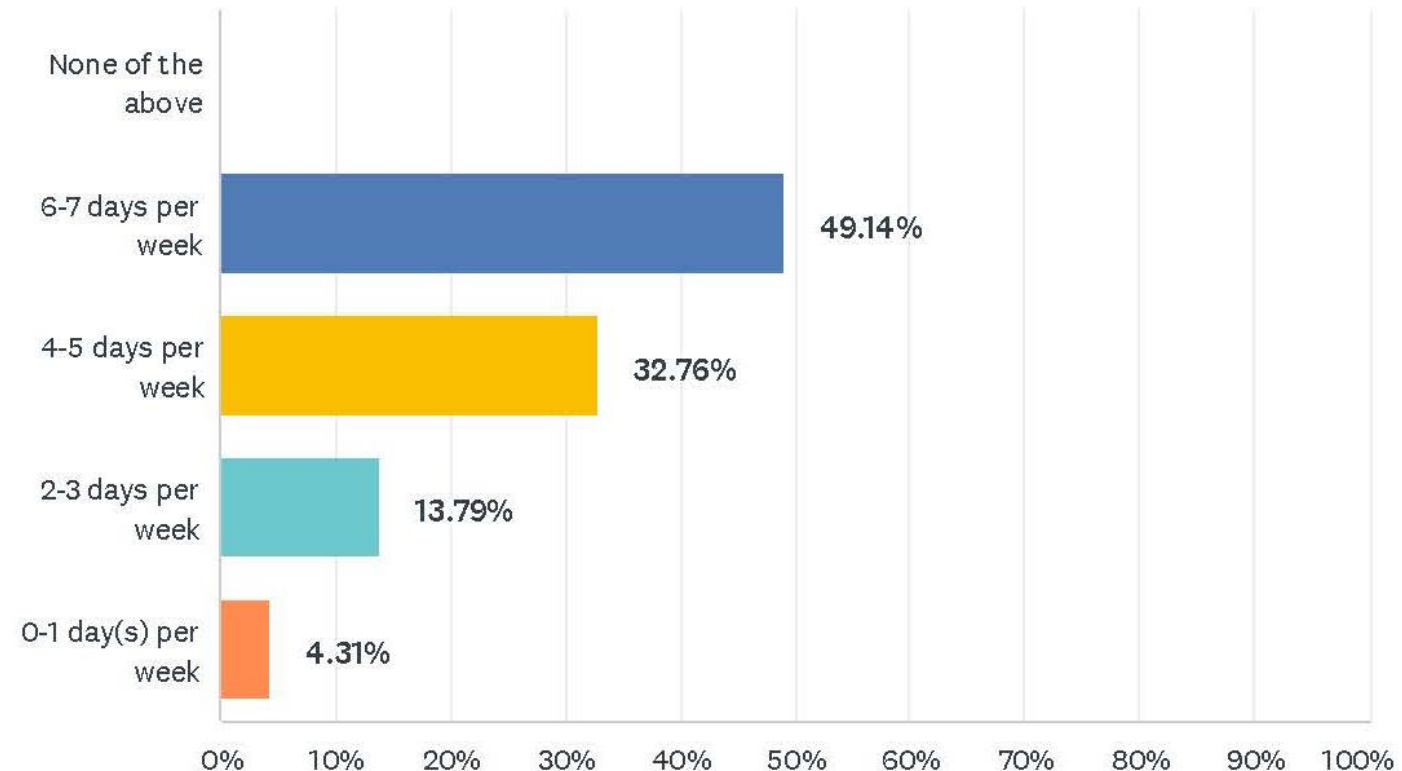
Wednesday, April 20, 2022
miércoles, 20 de abril de 2022
Port Aransas IGA Food Store
418 S Alister St, Port Aransas, TX 78373
1:00 p.m. - 3:00 p.m.

Public Outreach

- 130 surveys collected as of April 19, 2022

How often do you travel using public transportation?

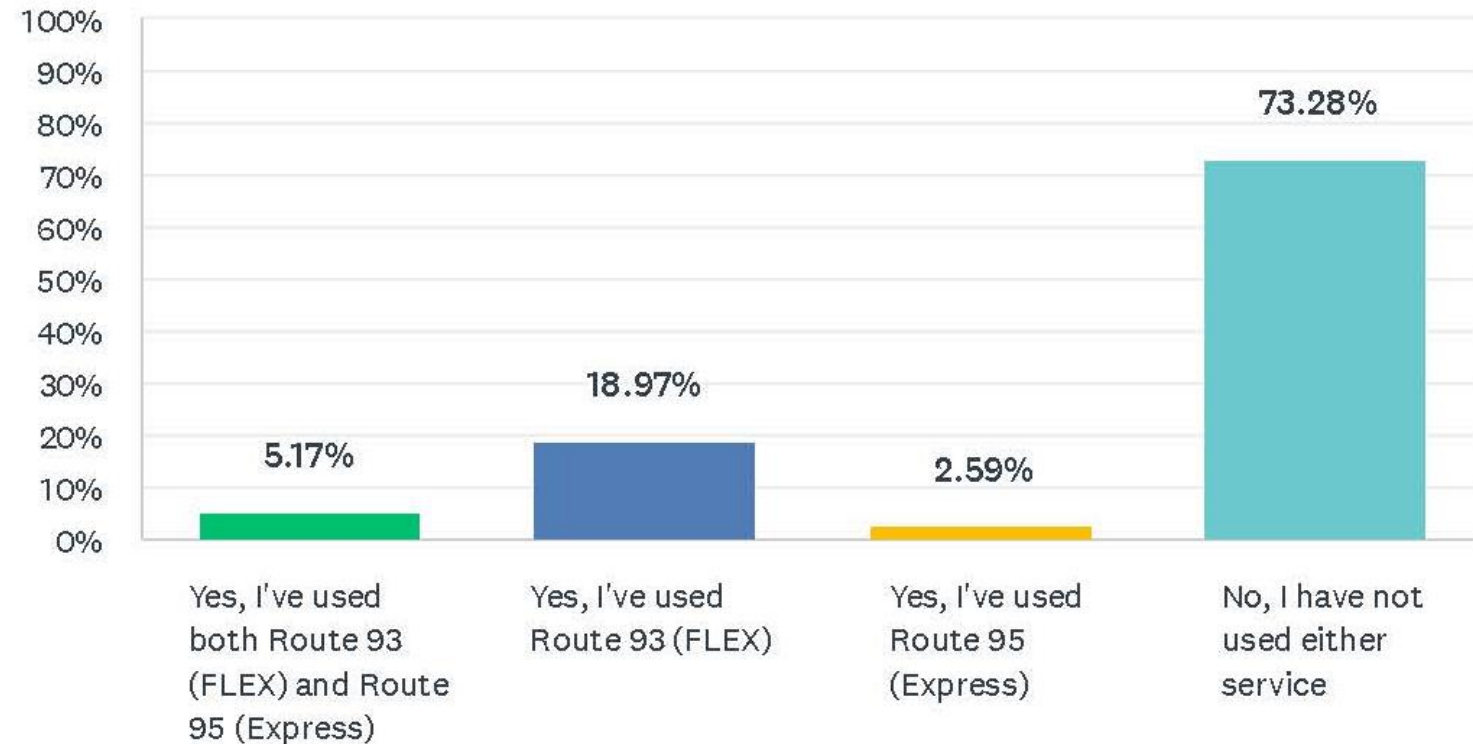
Answered: 116 Skipped: 14



Public Outreach

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

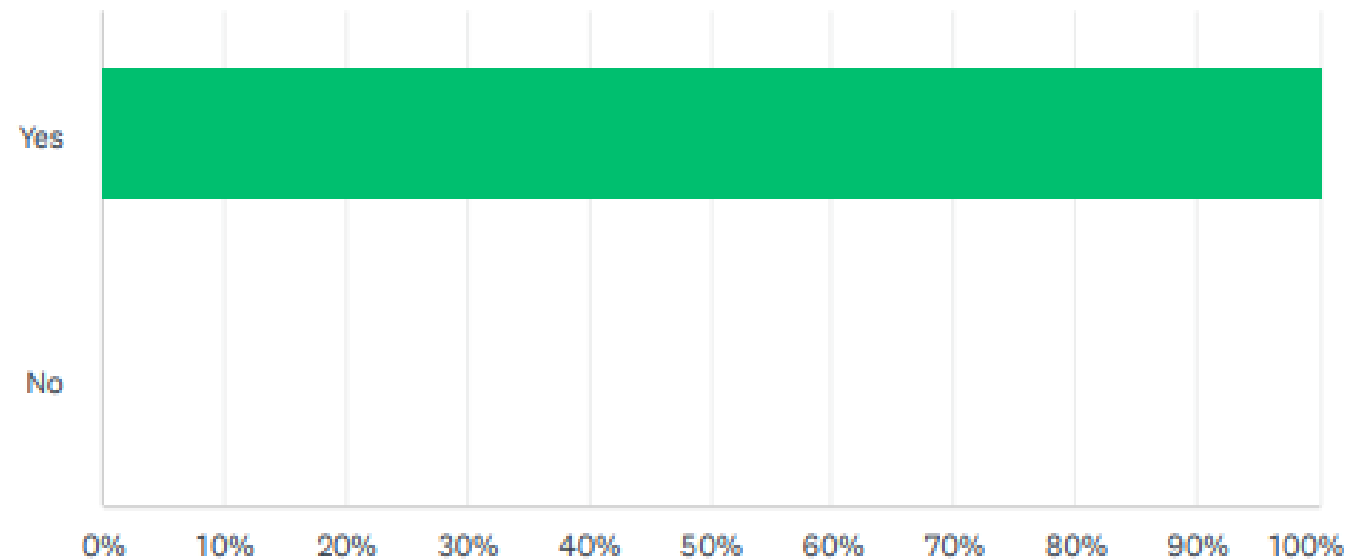
Answered: 116 Skipped: 14



Public Outreach

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

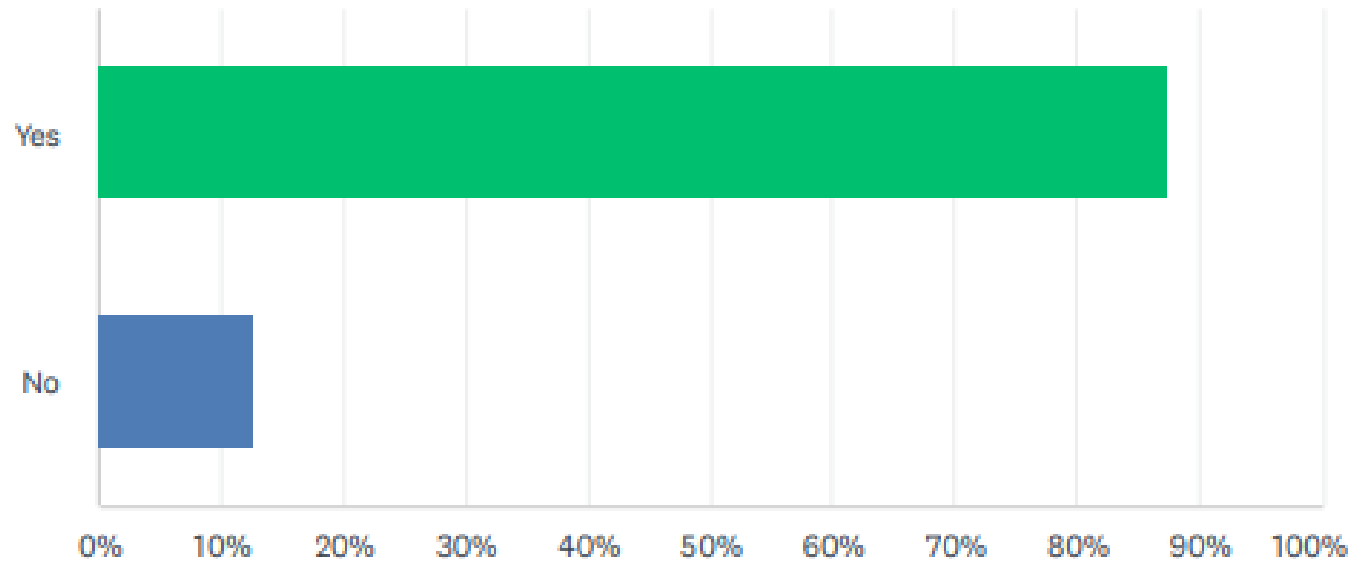
Answered: 30 Skipped: 100



Public Outreach

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

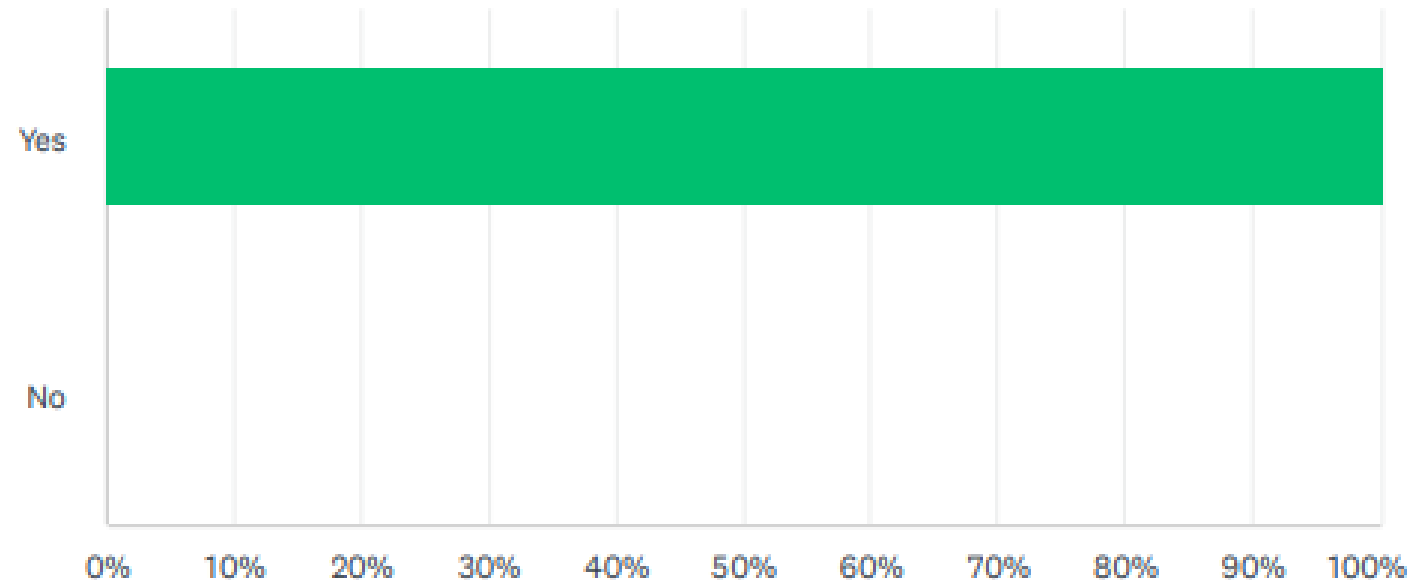
Answered: 24 Skipped: 106



Public Outreach

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

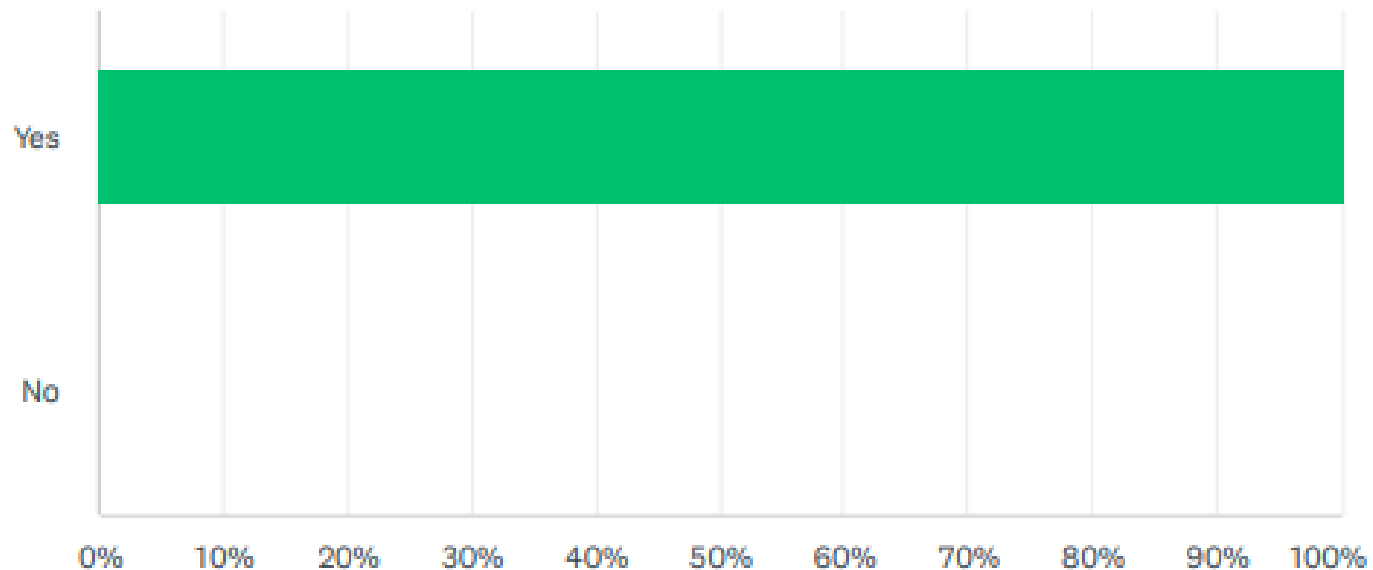
Answered: 95 Skipped: 35



Public Outreach

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

Answered: 95 Skipped: 35



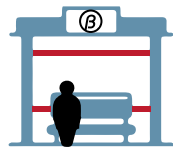
Next Steps

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



Have Questions?

Thank You!



Appendix D



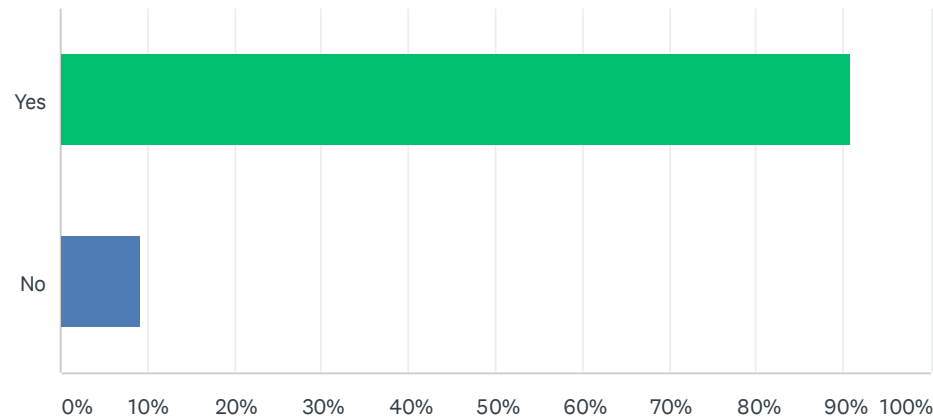
CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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

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

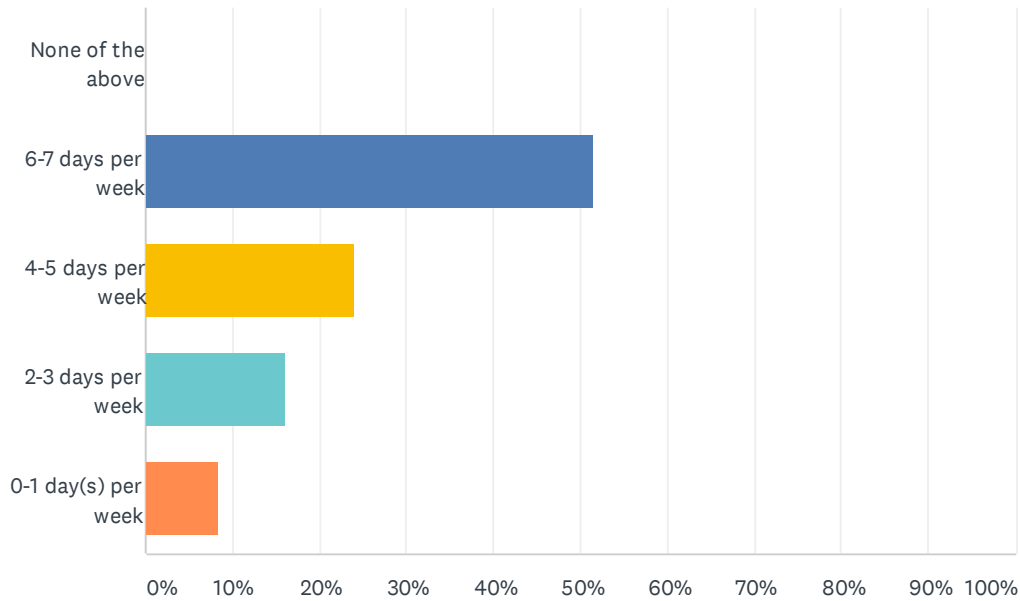
Answered: 239 Skipped: 0



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

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

Answered: 192 Skipped: 47



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

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

Answered: 184 Skipped: 55

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

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

CCRTA Community Survey

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

CCRTA Community Survey

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

CCRTA Community Survey

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

CCRTA Community Survey

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

CCRTA Community Survey

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

CCRTA Community Survey

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

CCRTA Community Survey

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

CCRTA Community Survey

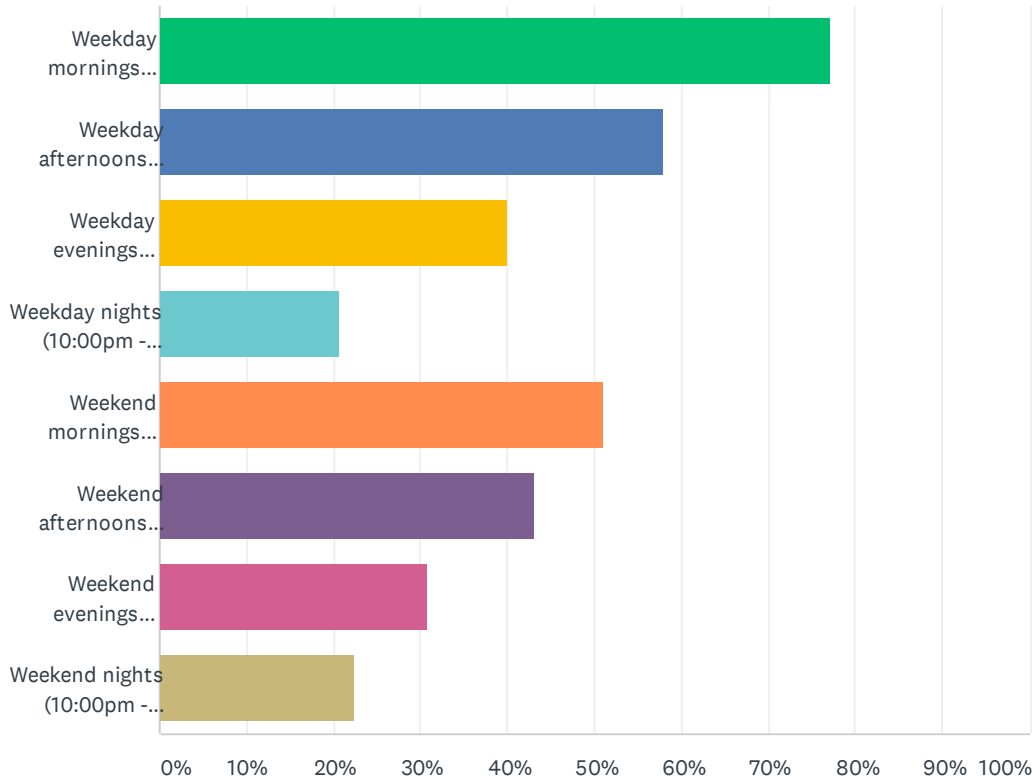
109	Or the 17 to the doctor or the 21	4/6/2021 12:21 PM
110	Gollihar	4/6/2021 12:18 PM
111	All over	4/6/2021 12:15 PM
112	Port Ayers	4/6/2021 12:11 PM
113	Ayers and Tarlton	4/6/2021 12:08 PM
114	Staples Station	4/6/2021 12:02 PM
115	Mcardle Staples and off of morgan	4/6/2021 12:00 PM
116	Southside Station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

CCRTA Community Survey

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

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

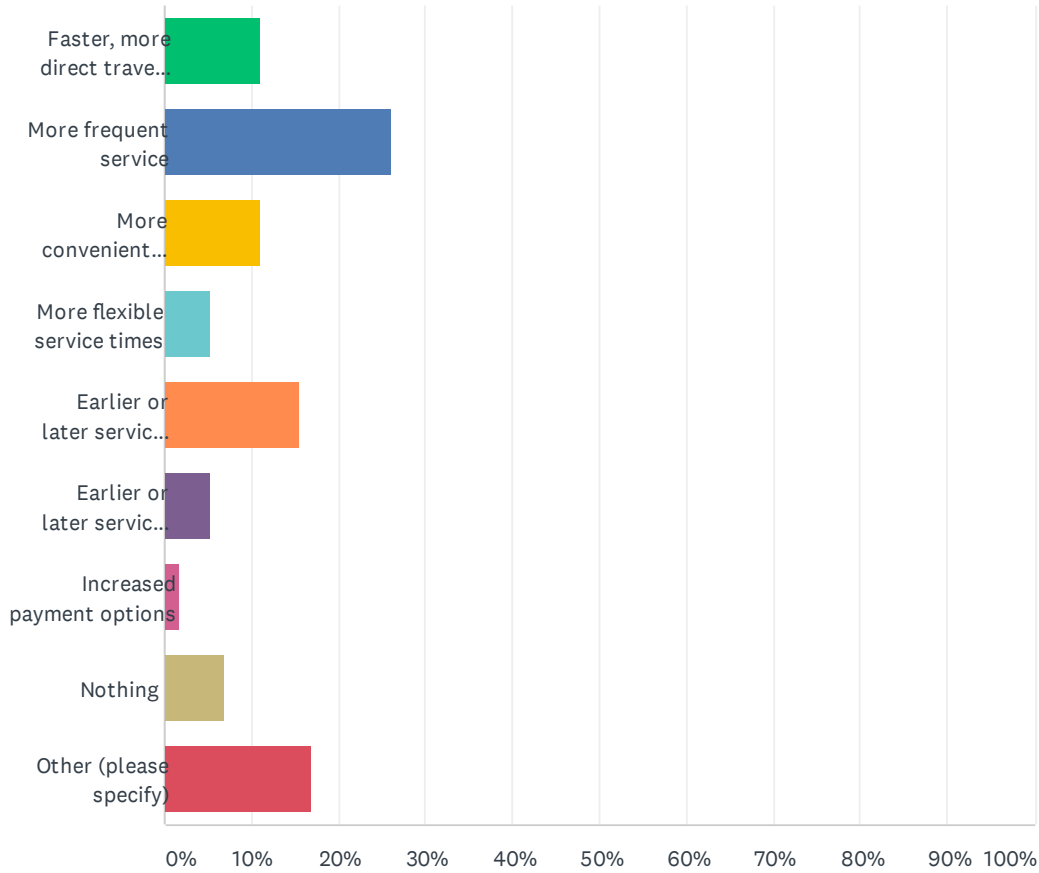
Answered: 188 Skipped: 51



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

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

Answered: 188 Skipped: 51



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

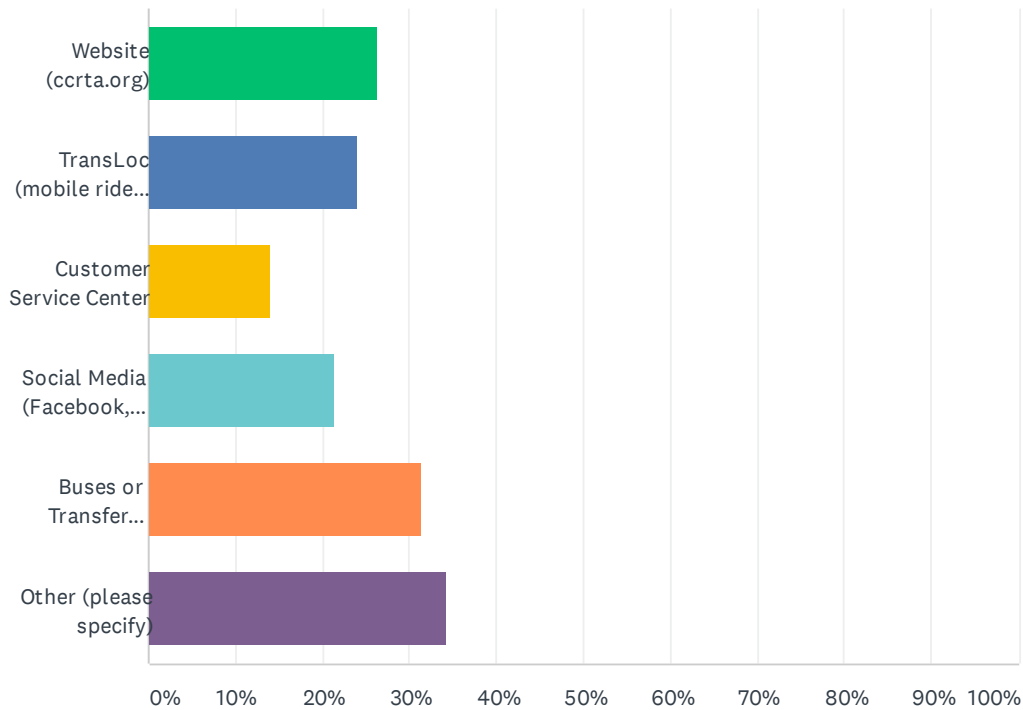
#	OTHER (PLEASE SPECIFY)	DATE
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CCRTA Community Survey

1	The B is the worst bus service.	7/17/2021 7:20 AM
2	Later service everyday	6/19/2021 5:57 PM
3	Feeling safe at port Ayers and staples St stations	6/9/2021 7:25 AM
4	Commuter routes	5/28/2021 6:47 AM
5	I am senior person and have trouble getting to bus stops, since the removal of bus stops. Perhaps drivers should be allowed to do courteous stops, when to do so.	5/25/2021 6:41 PM
6	Service along Saratoga Blvd, serving Walmart, HEB Plus. And service to the Botanical Gardens, at least a few mini-buses	5/2/2021 7:25 PM
7	TBA	4/23/2021 12:41 AM
8	5 and 21 to palmers mall station	4/13/2021 8:36 AM
9	bus benches and covers from the sun all times of the day	4/8/2021 11:33 PM
10	Access to restrooms customer service without having to go thru security. I feel rta has created a barrier to Services for customers. Creates low morale when customers don't feel welcome at rta building on staples also sunday service for 34 and 35.	4/7/2021 8:57 PM
11	All of the above	4/6/2021 4:16 PM
12	Patient Operators	4/6/2021 3:26 PM
13	Quicker service and more new shelters	4/6/2021 3:21 PM
14	More convenient locations work best for everyone, and the people that do use it need more convenience	4/6/2021 3:17 PM
15	Earlier service please	4/6/2021 2:59 PM
16	Later service on weekends and weekdays	4/6/2021 2:51 PM
17	Sometimes I'm afraid to miss the last bus but I wish they had restrooms	4/6/2021 2:46 PM
18	Later service for the 28	4/6/2021 12:39 PM
19	Earlier service for the 15	4/6/2021 12:32 PM
20	Schedules could be improved and need to be printed	4/6/2021 12:13 PM
21	If they had a bus by up river road and navigation	4/6/2021 12:04 PM
22	Update stop and post hours	4/6/2021 11:50 AM
23	More frequent service for the disabled	4/6/2021 11:41 AM
24	Long walks to the stop in robstown and in corpus more locations	4/6/2021 11:30 AM
25	All of the above	4/6/2021 11:28 AM
26	Better map	4/6/2021 11:21 AM
27	I have to walk three miles to get the station in robstown and I want a closer stop because I'm retired	4/6/2021 11:20 AM
28	Discount for seniors	4/6/2021 11:15 AM
29	All of the above	4/6/2021 11:08 AM
30	More benches at stops	4/6/2021 10:54 AM
31	Operators need to tell riders to wear mask	4/6/2021 10:35 AM
32	Increased service where there are no buses	4/6/2021 10:31 AM

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

Answered: 178 Skipped: 61



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

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

CCRTA Community Survey

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

CCRTA Community Survey

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

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

Answered: 85 Skipped: 154

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

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

CCRTA Community Survey

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

CCRTA Community Survey

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

#	COMPANY	DATE
---	---------	------

There are no responses.

#	ADDRESS	DATE
---	---------	------

There are no responses.

#	ADDRESS 2	DATE
---	-----------	------

There are no responses.

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

There are no responses.

#	STATE/PROVINCE	DATE
---	----------------	------

There are no responses.

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#	ZIP/POSTAL CODE	DATE
There are no responses.		
#	COUNTRY	DATE
There are no responses.		
#	EMAIL ADDRESS	DATE
1	priscillanicholevaldez@gmail.com	9/7/2021 4:38 PM
2	garzalary1959@gmail.com	8/18/2021 3:53 PM
3	cleanupyouract@gmail.com	7/17/2021 7:20 AM
4	miguelmunoz78@gmail.com	6/14/2021 10:46 PM
5	kaitlynntaylor146@gmail.com	6/13/2021 10:23 PM
6	silvaanselmo373@gmail.com	6/13/2021 7:01 AM
7	trosehodge@yahoo.com	6/9/2021 3:00 PM
8	odom5@live.com	6/9/2021 1:43 PM
9	balboaruth@live.com	6/9/2021 7:25 AM
10	jefferythomas920@gmail.com	6/8/2021 5:47 PM
11	hkschneider@gmail.com	6/8/2021 5:44 PM
12	silvaanselmo373@gmail.com	5/19/2021 2:43 PM
13	salazar662019@gmail.com	5/19/2021 7:36 AM
14	3girls4momma@gmail.com	5/18/2021 12:40 PM
15	rodriguezsug@yahoo.com	5/17/2021 8:26 PM
16	snapdragon421@icloud.com	5/14/2021 12:08 PM
17	ferryuji52@gmail.com	5/10/2021 3:32 AM
18	leanite@gmail.com	5/2/2021 7:25 PM
19	gctg0102@gmail.com	4/23/2021 12:41 AM
20	berylzir@gmail.com	4/13/2021 8:36 AM
21	pattyrod779@gmail.com	4/8/2021 4:01 PM
22	517-697-5975	4/8/2021 4:43 AM
23	901-380-3027	4/8/2021 4:43 AM
24	561-536-0913	4/8/2021 4:43 AM
25	660-739-0755	4/8/2021 4:43 AM
26	937-886-7531	4/8/2021 4:43 AM
27	SimonaWhitehead44881@gmail.com	4/8/2021 1:55 AM
28	sanjuanitadiaz2019@gmail.com	4/7/2021 8:57 PM
29	joerobotgeek@aol.com	4/7/2021 6:14 PM
30	mwh19072@gmail.com	4/6/2021 4:26 PM
31	c.barofski@gmail.com	4/6/2021 3:58 PM
32	roderickjames.rj4@gmail.com	4/6/2021 3:42 PM
33	karenotty49@gmail.com	4/6/2021 3:29 PM

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

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

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

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

Answered: 102 Skipped: 137

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

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

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

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

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

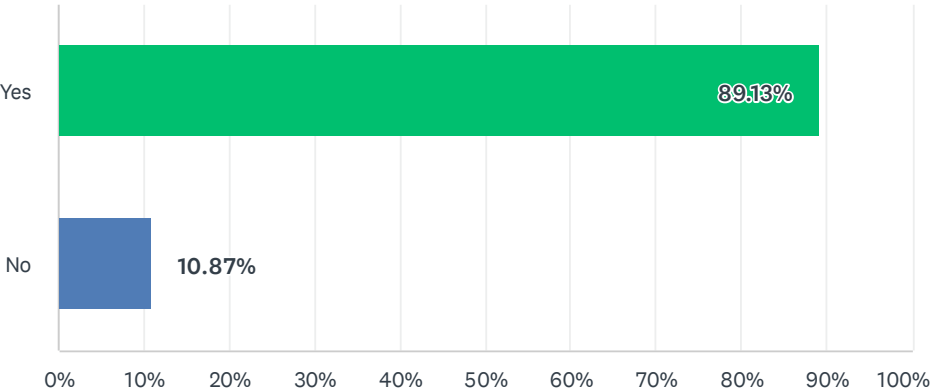
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fares are decided. Sometimes 75 cents, sometimes 25, sometimes 10. It would help to be clearer and I will do my part and research more on the website. Thank you!

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

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

Answered: 138 Skipped: 0

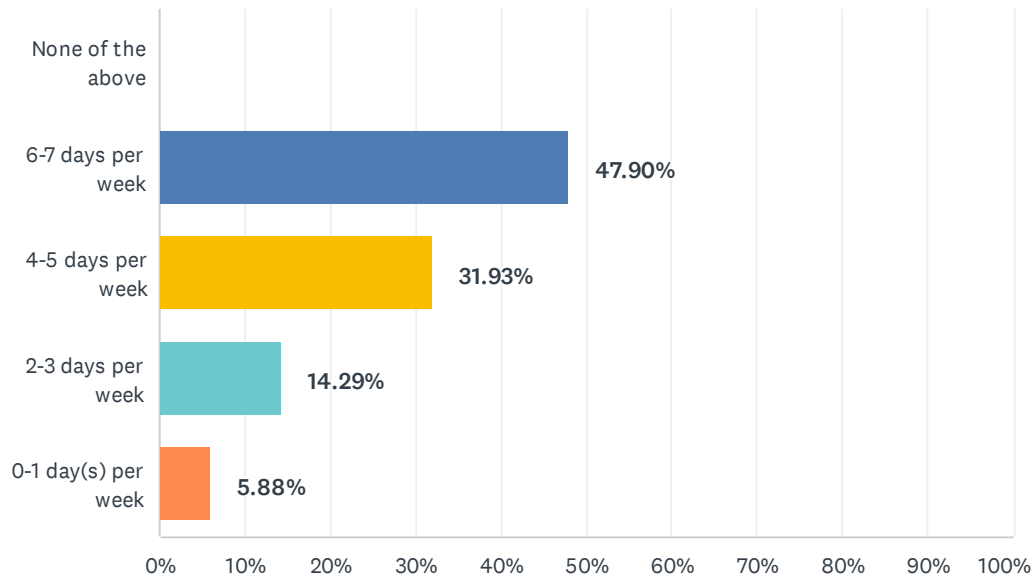


ANSWER CHOICES		RESPONSES	
Yes (1)		89.13%	123
No (2)		10.87%	15
TOTAL			138

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

Q2 How often do you travel using public transportation?

Answered: 119 Skipped: 19

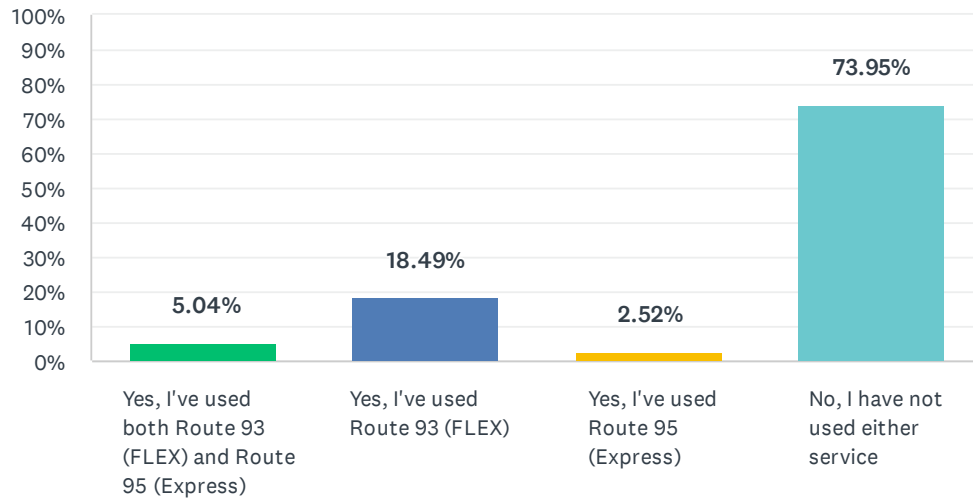


ANSWER CHOICES	RESPONSES	
None of the above (1)	0.00%	0
6-7 days per week (2)	47.90%	57
4-5 days per week (3)	31.93%	38
2-3 days per week (4)	14.29%	17
0-1 day(s) per week (5)	5.88%	7
TOTAL		119

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

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

Answered: 119 Skipped: 19

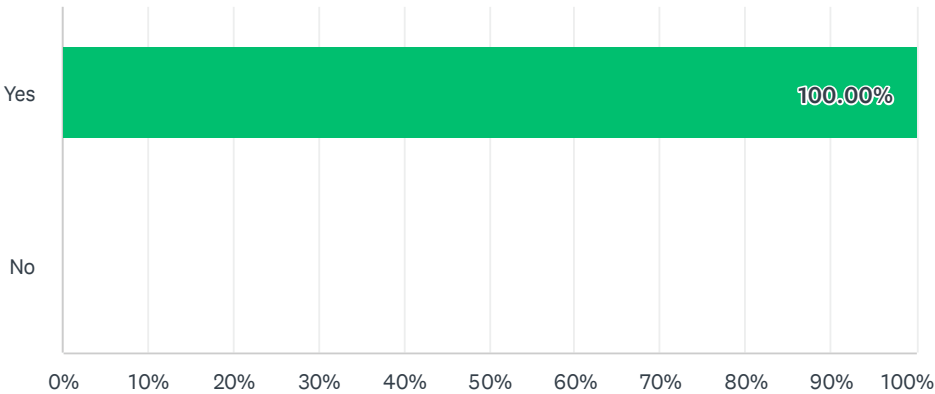


ANSWER CHOICES	RESPONSES	
Yes, I've used both Route 93 (FLEX) and Route 95 (Express) (1)	5.04%	6
Yes, I've used Route 93 (FLEX) (2)	18.49%	22
Yes, I've used Route 95 (Express) (3)	2.52%	3
No, I have not used either service (4)	73.95%	88
TOTAL		119

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

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

Answered: 30 Skipped: 108

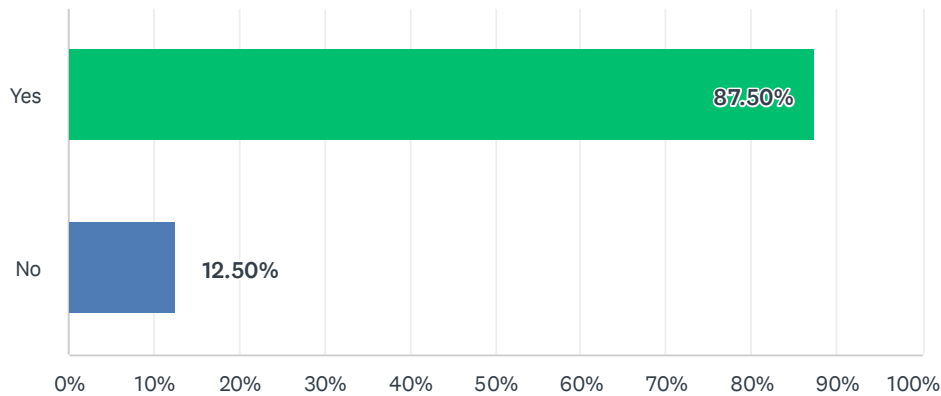


ANSWER CHOICES		RESPONSES	
Yes (1)		100.00%	30
No (2)		0.00%	0
TOTAL			30

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

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

Answered: 24 Skipped: 114

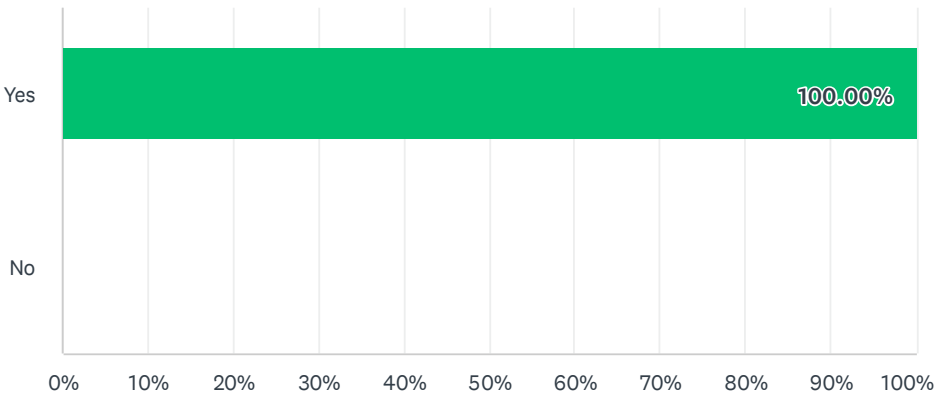


ANSWER CHOICES		RESPONSES	
Yes (1)		87.50%	21
No (2)		12.50%	3
TOTAL			24

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

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

Answered: 102 Skipped: 36

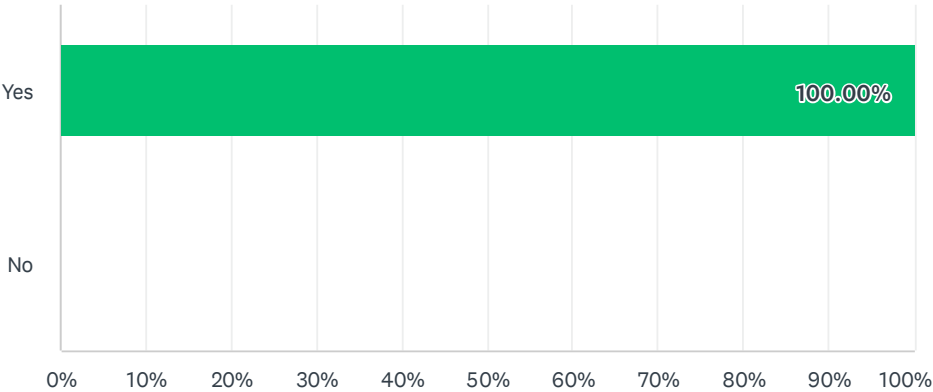


ANSWER CHOICES		RESPONSES	
Yes (1)		100.00%	102
No (2)		0.00%	0
TOTAL			102

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

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

Answered: 102 Skipped: 36



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

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

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

Answered: 12 Skipped: 126

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

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

Proposed Service Changes Survey

#	CITY/TOWN	DATE
	There are no responses.	
#	STATE/PROVINCE	DATE
	There are no responses.	
#	ZIP/POSTAL CODE	DATE
	There are no responses.	
#	COUNTRY	DATE
	There are no responses.	
#	EMAIL ADDRESS	DATE
1	ahrieonf@gmail.com	3/31/2022 11:00 AM
2	pruittisabella@yahoo.com	3/24/2022 10:45 AM
3	cristina_ochoa315@yahoo.com	3/24/2022 10:40 AM
4	aa18306@gmail.com	3/24/2022 10:34 AM
5	alexandramartin38@gmail.com	3/24/2022 10:26 AM
6	senramirez23@icloud.con	3/24/2022 10:07 AM
7	sfryer1@islander.tamucc.edu	3/24/2022 9:48 AM
8	inmartinez105@gmail.con	3/24/2022 9:13 AM
9	harshposhiya97@gmail.com	3/22/2022 3:39 PM
10	jgandhesiri@islander.tamucc.edu	3/22/2022 2:40 PM
#	PHONE NUMBER	DATE
1	3615637466	3/31/2022 11:00 AM
2	2102026588	3/24/2022 10:45 AM
3	8326996925	3/24/2022 10:40 AM
4	9563205687	3/24/2022 10:34 AM
5	3619041012	3/24/2022 10:26 AM
6	8302024570	3/24/2022 10:07 AM
7	6106806624	3/24/2022 9:48 AM
8	2103635883	3/24/2022 9:13 AM
9	5055774267	3/22/2022 3:39 PM
10	4086665908	3/22/2022 2:40 PM

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

Answered: 63 Skipped: 75

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

Proposed Service Changes Survey

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

Appendix E



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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

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

January 20, 2020

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

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

January 21, 2020

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

February 25, 2020

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

March 2, 2020:

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

March 16, 2020:

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

Original Plan

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

March 18 – May 18, 2020:

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

March 23, 2020:

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

April 27, 2020:

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

June 8, 2020:

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

July 13, 2020:

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

July 20, 2020:

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

July 31, 2020:

Per CCAD, Route 83 Advanced Industries resumed service.

January 18, 2021:

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

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

May 28, 2021:

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

June 28, 2021

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

July 30, 2021 (Friday)

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

September 13, 2021

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

October 18, 2021

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

October 21, 2021

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

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

December 13, 2021

- **Route 5 Alameda**

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

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

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

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

May 27, 2022

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

July 11, 2022

- **Routes 15/25**

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

- **Pilot Route 24**

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

September 19, 2022

- **Route 60**

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

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

September 26, 2022

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

December 1, 2022

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

December 9, 2022

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



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

Background

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

Identified Need

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

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

Financial Impact

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

Board Priority

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

Committee Review

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

Recommendation

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

Respectfully Submitted,

Submitted by: Gordon Robinson
Director of Planning

Reviewed by: Derrick Majchszak
Managing Director of Operations

Final Approval by: 
Jorge Cruz-Aedo
Chief Executive Officer

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

CCRTA Board Priority

Public Image & Transparency

Board of Directors Meeting
May 11, 2022



Background

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



**Federal Transit
Administration**

Source:

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

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

Background

Pilot Route 93 Flex began in August 2019

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

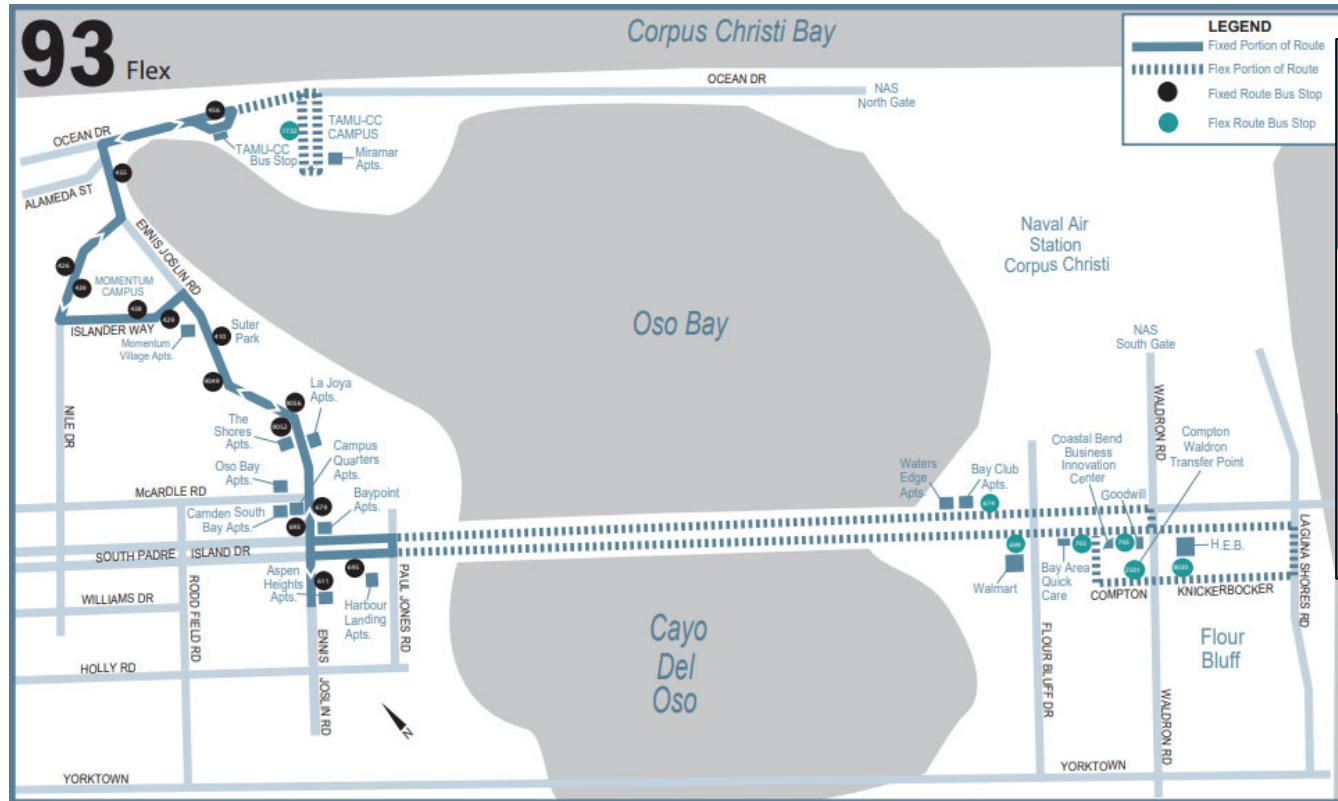


Pilot Route 95 Port Aransas Express began in May 2019

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



Pilot Route 93 Flex Service



**FLEX
STOP**

LOCATION #

1401

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

93

Pilot Route 93 Flex Service

WEEKDAY SCHEDULE

		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
		1	2	3	2	1
First A.M. Trip	A.M.	----	----	7:35	7:45*	7:55*
30 minute daily service						
Last P.M. Trip	P.M.	10:25*	10:30*	10:35*		

★ Scheduled bus service may vary with trip pickups & deviations.

♿ Lift Equipped/Accessible Each Trip.

SATURDAY SCHEDULE

		Texas A & M Ocean Drive Bus Stop	Momentum Campus (out bound)	Aspen Heights Apartments	Momentum Campus (in bound)	Texas A & M Ocean Drive Bus Stop
		1	2	3	2	1
First A.M. Trip	A.M.	----	----	9:35	9:45*	9:55*
30 minute daily service						
Last P.M. Trip	P.M.	7:55*	8:00*	8:05*		

★ Scheduled bus service may vary with trip pickups & deviations.

♿ Lift Equipped/Accessible Each Trip.

Pilot Route 93 Flex Service Performance

- Passengers per hour levels meet Service Standards requirements

Service Standard

- Flex Route: 5-10 passengers per hour

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

*In operation from Aug 22 through Dec 31 of 2019

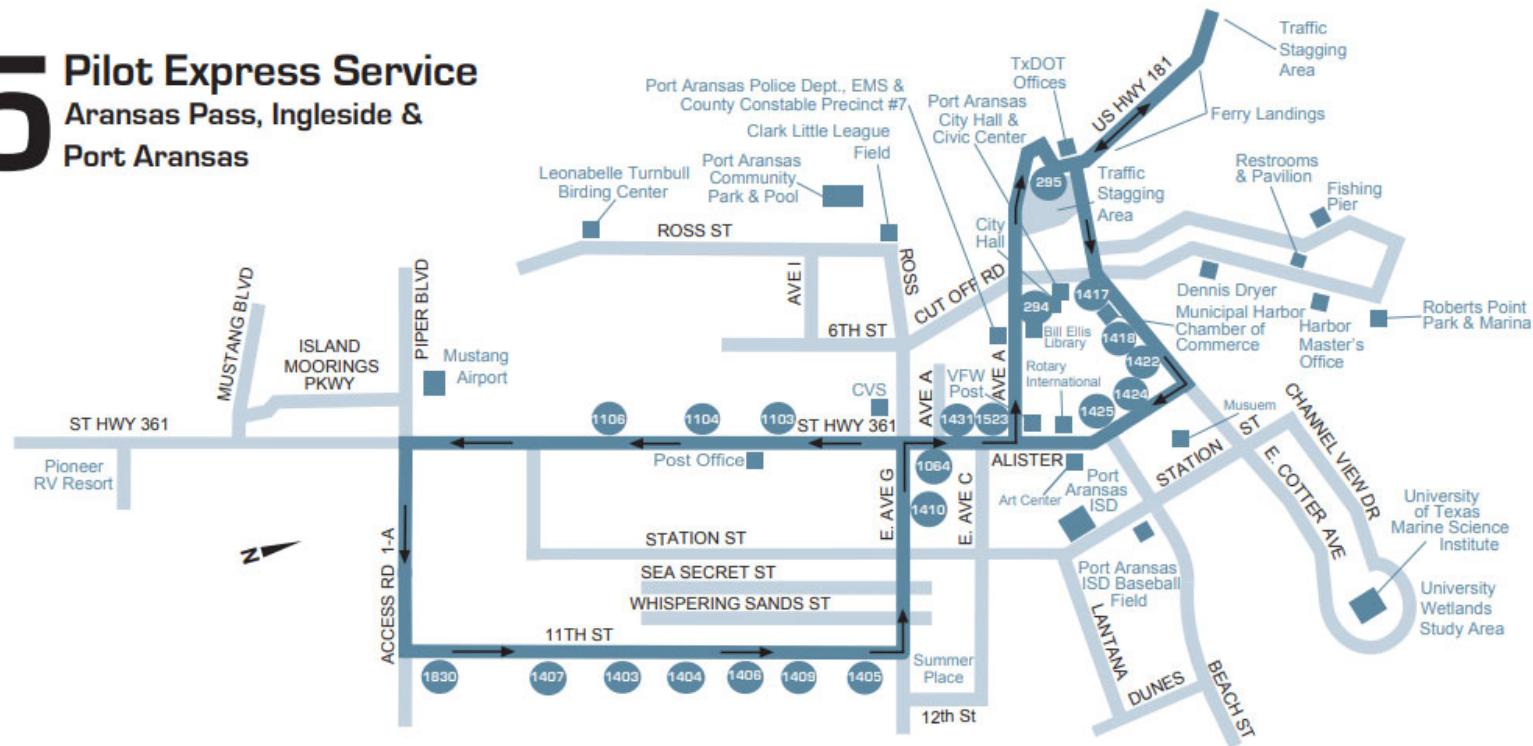


Pilot Route 95 Port Aransas Express Service



Pilot Route 95 Port Aransas Express Service

95 Pilot Express Service Aransas Pass, Ingleside & Port Aransas



Pilot Route 95 Port Aransas Express Service

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



Bus Schedule

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

♿ Lift Equipped/Accessible Each Trip.

* - Out of service on arrival.

Pilot Route 95 Port Aransas Express Service Performance

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

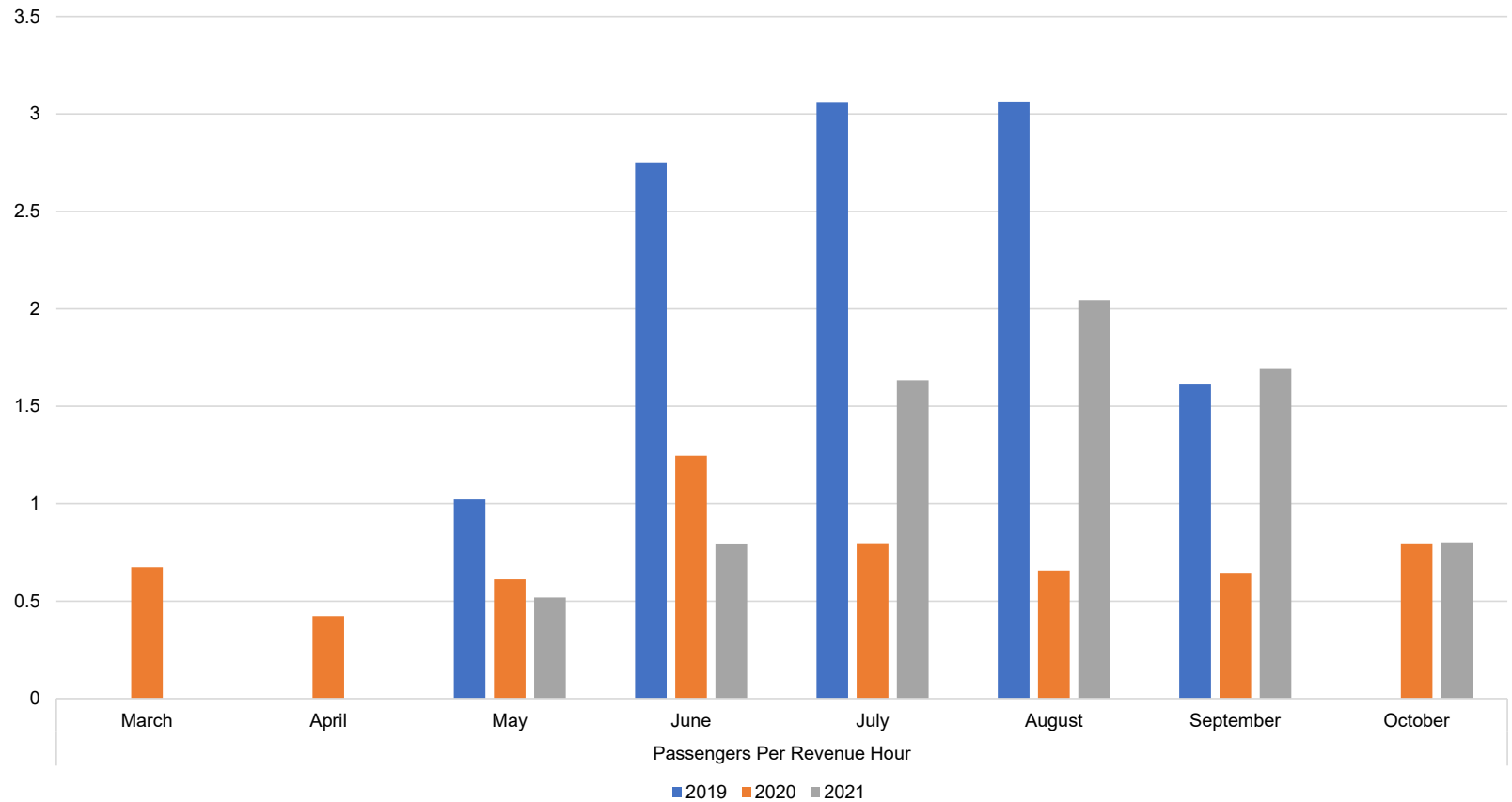
Service Standard

- Commuter/Express: 2-5 passengers per hour

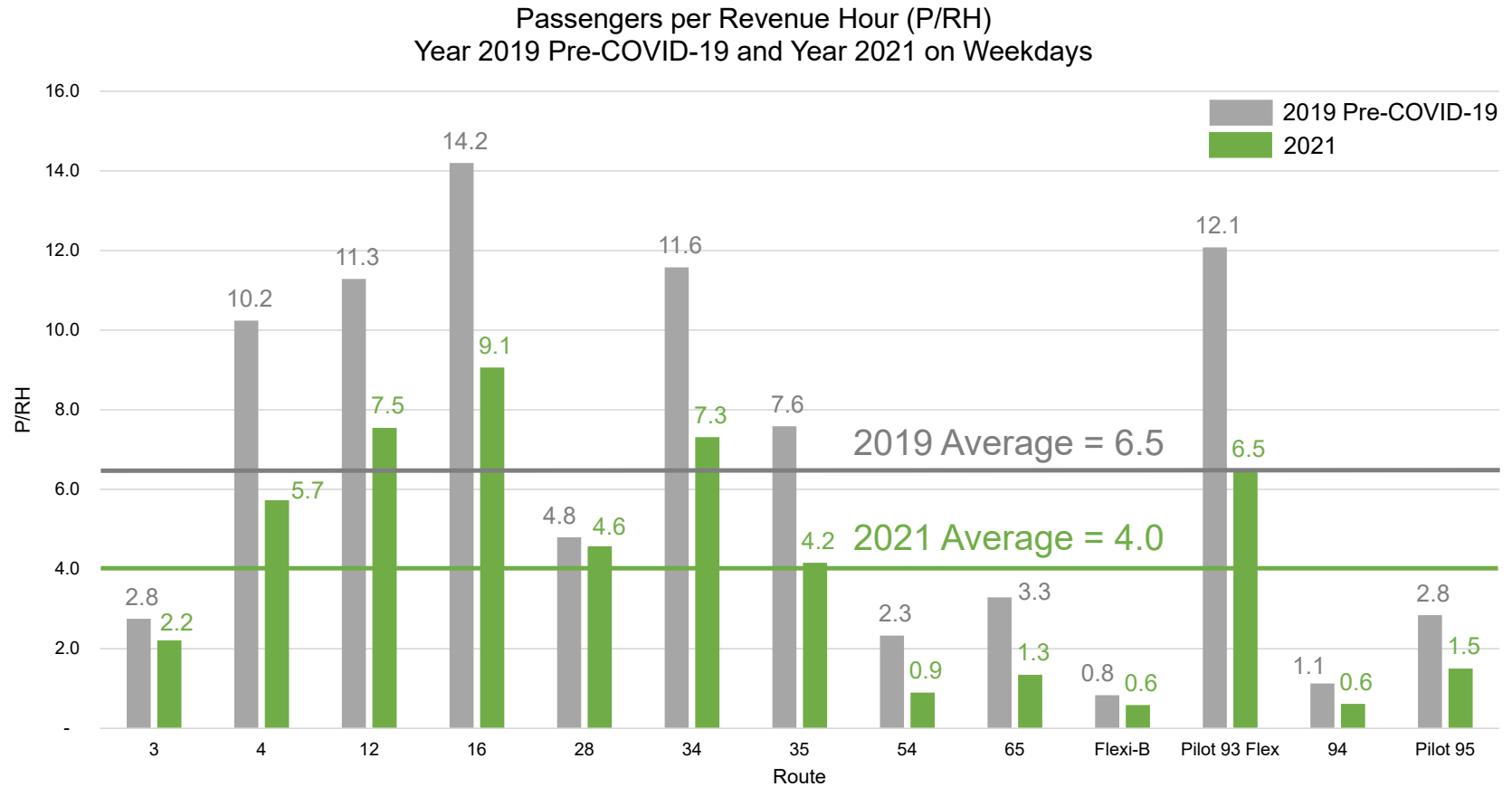
Year	Passenger Trips	Passengers per Revenue Hour
2019 (May 24-Sept 29)	3,815	2.5
2020 (Mar 2-Oct 4)	1,924	0.7
2021 (May 28-Oct 3)	2,425	1.5



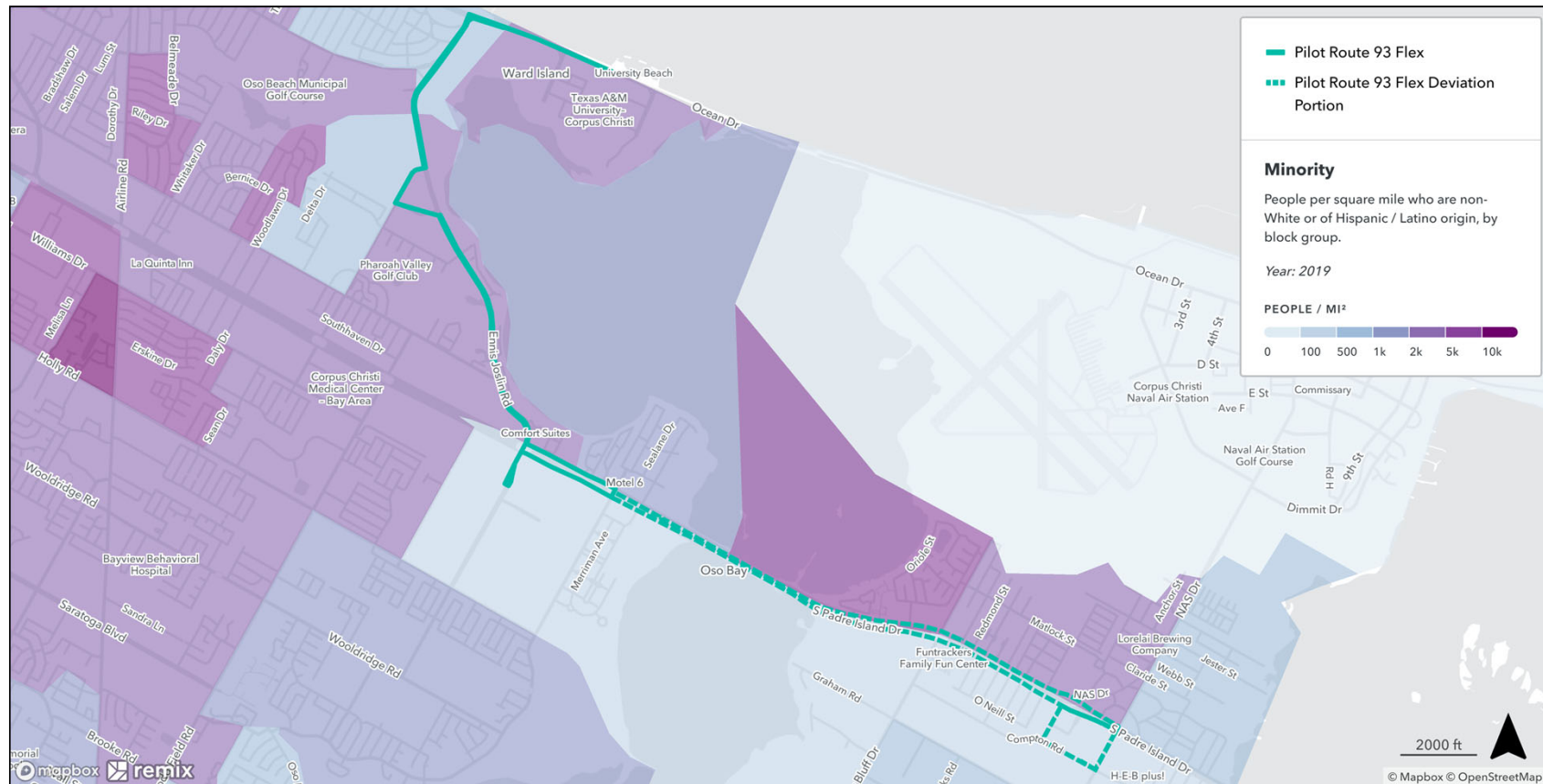
Pilot Route 95 Port Aransas Express Service Performance



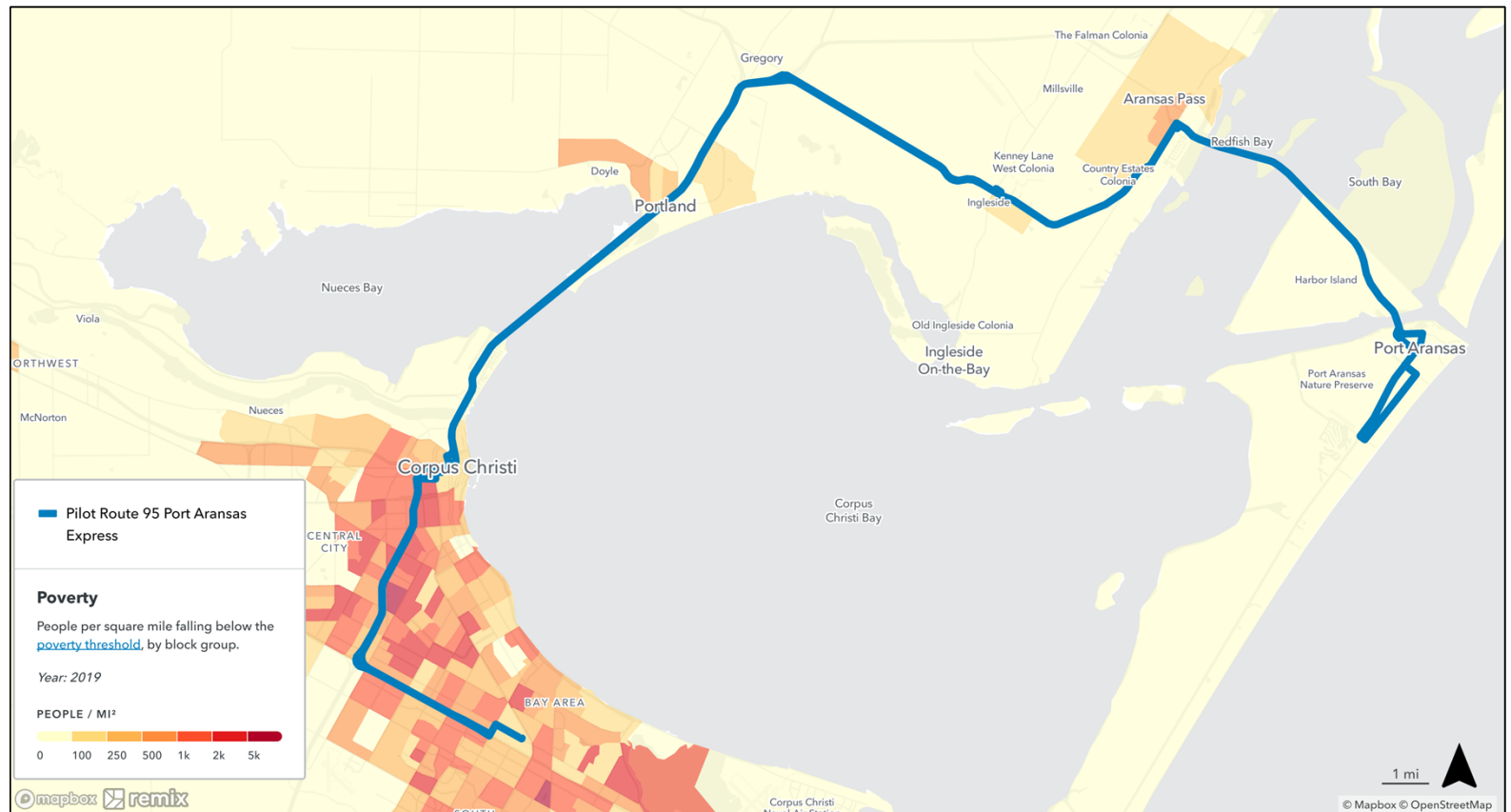
Service Performance on Comparable Bus Routes



Pilot Route 93 Flex: Title VI Service Equity Analysis Highlights



Pilot Route 95: Title VI Service Equity Analysis Highlights



Title VI Service Equity Analysis Summary

Pilot Route 93:

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

Pilot Route 95:

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

Summary

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

Public Outreach

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

Caller Times

The Aransas Pass
Progress

THE INGLESIDE
INDEX

PORT ARANSAS
SOUTH JETTY 

Public Outreach

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

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

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

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

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

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

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

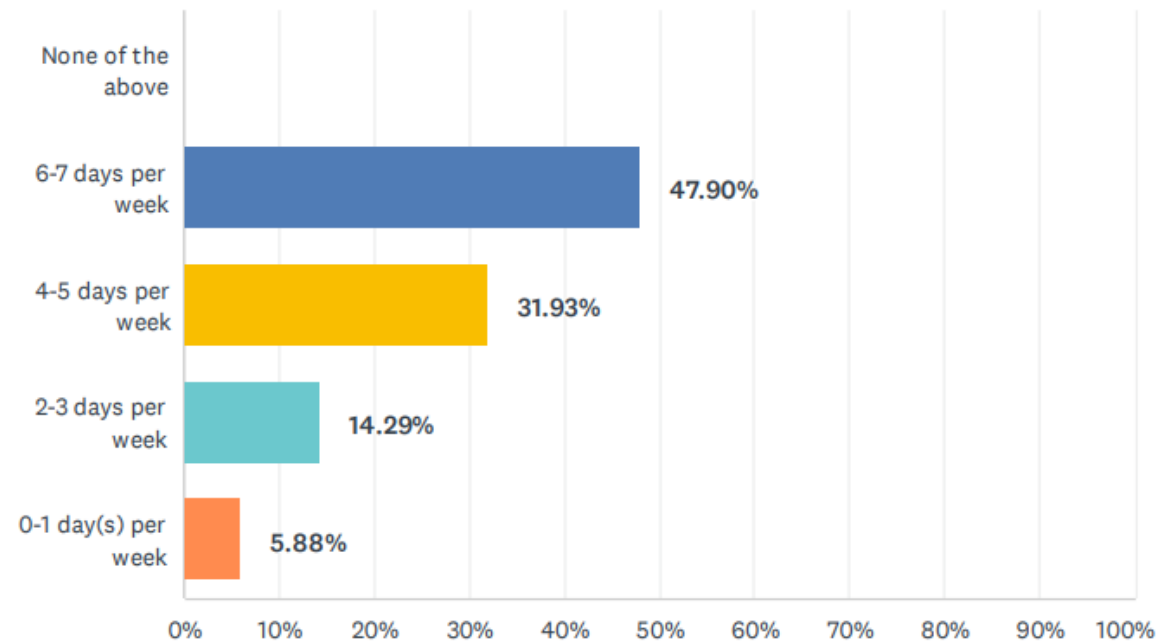
Wednesday, April 20, 2022
miércoles, 20 de abril de 2022
Port Aransas IGA Food Store
418 S Alister St, Port Aransas, TX 78373
1:00 p.m. - 3:00 p.m.

Public Outreach

- 138 surveys collected as of May 3, 2022

How often do you travel using public transportation?

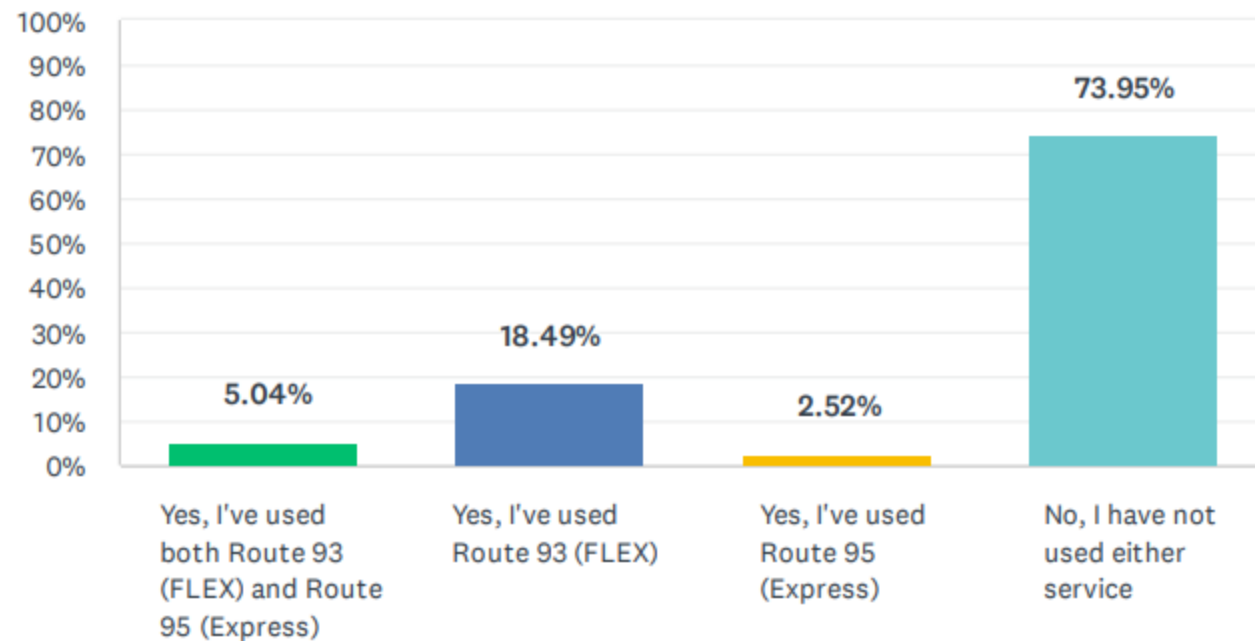
Answered: 119 Skipped: 19



Public Outreach

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

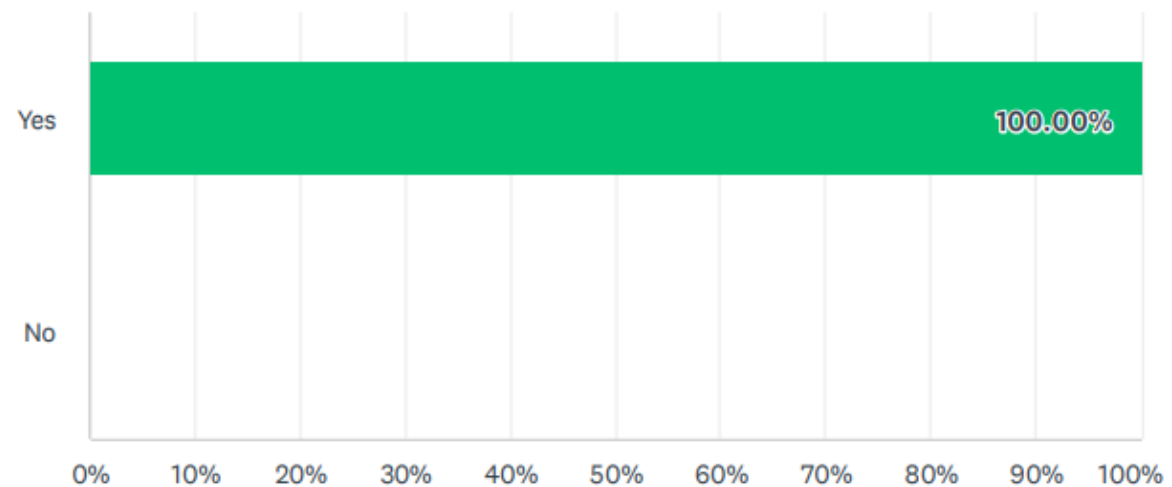
Answered: 119 Skipped: 19



Public Outreach

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

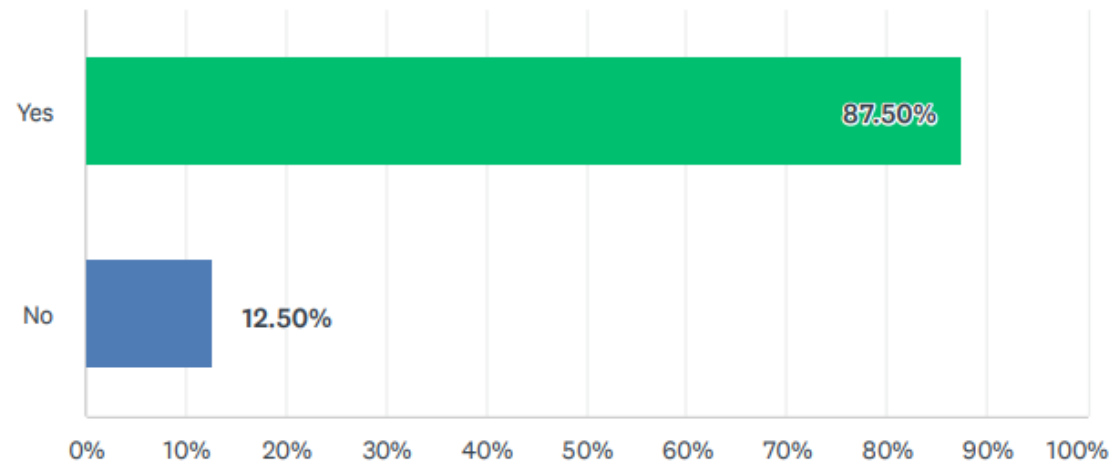
Answered: 30 Skipped: 108



Public Outreach

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

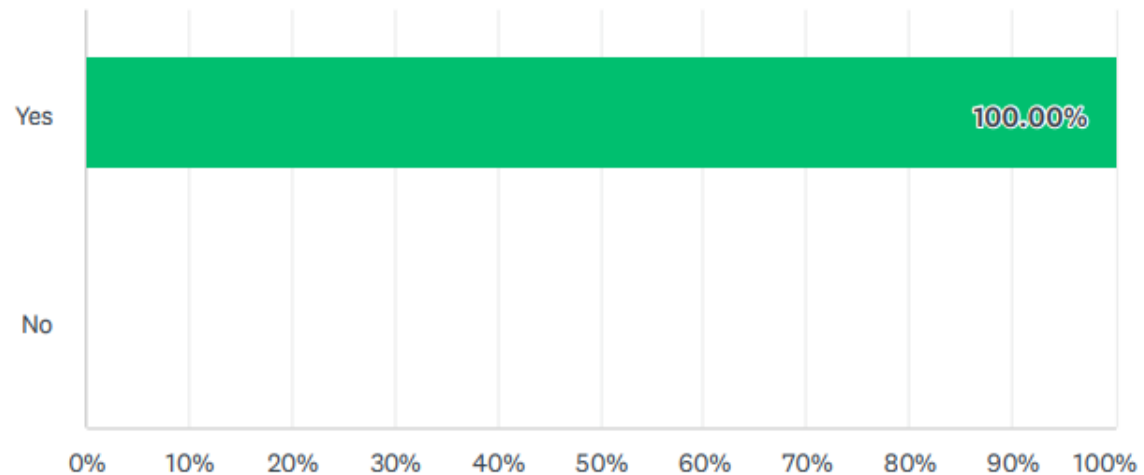
Answered: 24 Skipped: 114



Public Outreach

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

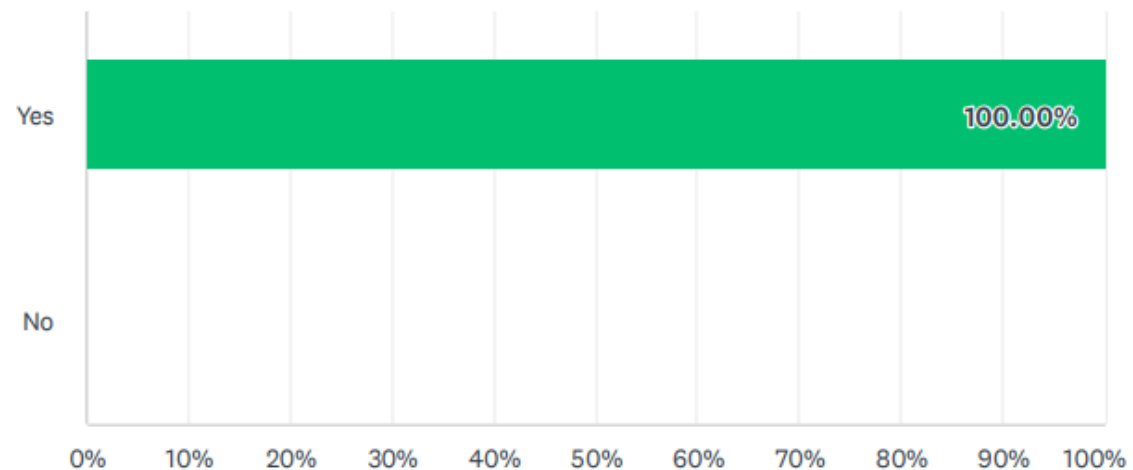
Answered: 102 Skipped: 36



Public Outreach

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

Answered: 102 Skipped: 36



Recommendation

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



Have Questions?

Thank You!



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



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

Prepared in accordance with Federal Transit
Administration Circular 4702.1B

Introduction

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

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

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

Data Sources

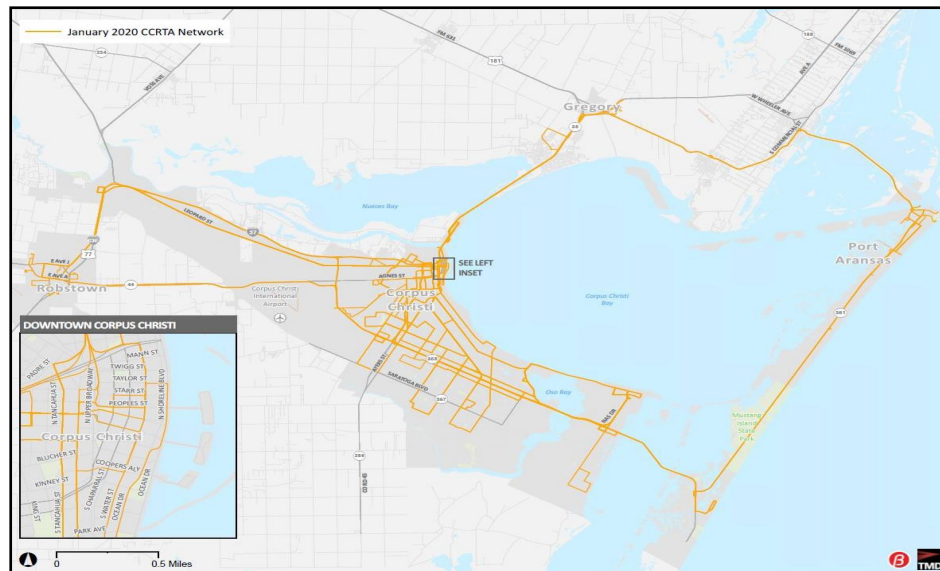
Data sources within this report include the U.S. Census Bureau demographic data from the 2018 American Community Survey (ACS), CCRTA Geographic Information System (GIS) data, and survey results collected as part of ongoing CCRTA community engagement efforts.

System Overview

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

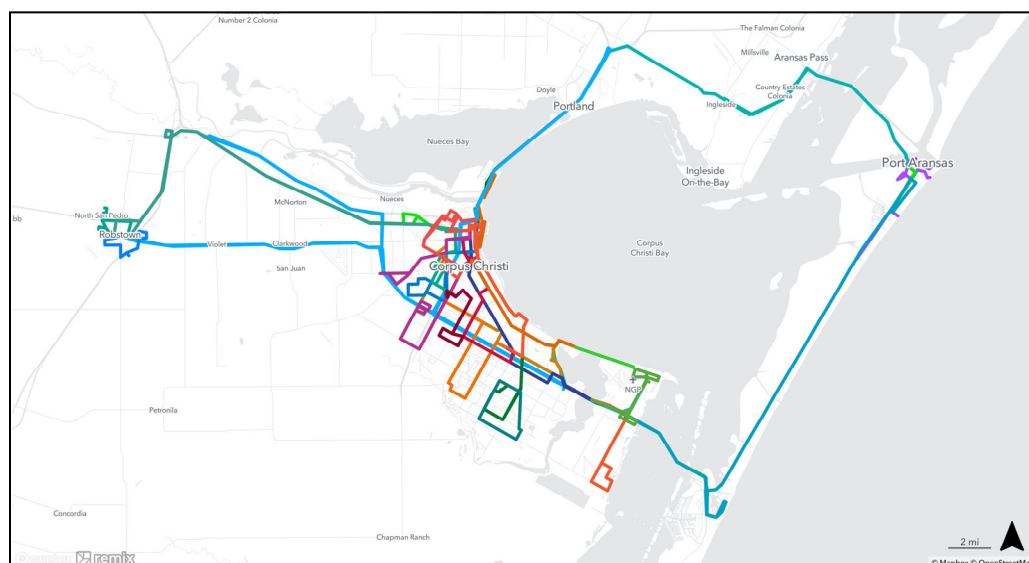
Prior to the COVID-19 pandemic, CCRTA operated a total of 38 services which included 1 Autonomous Pilot, 25 Fixed Route, 1 Flex Pilot, 1 Flexi-B on-demand, and 10 Commuter Express services. CCRTA also provided contracted Paratransit service, contracted on-demand service in rural areas, and administered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

Figure 1: Pre-COVID-19 Bus Service Network



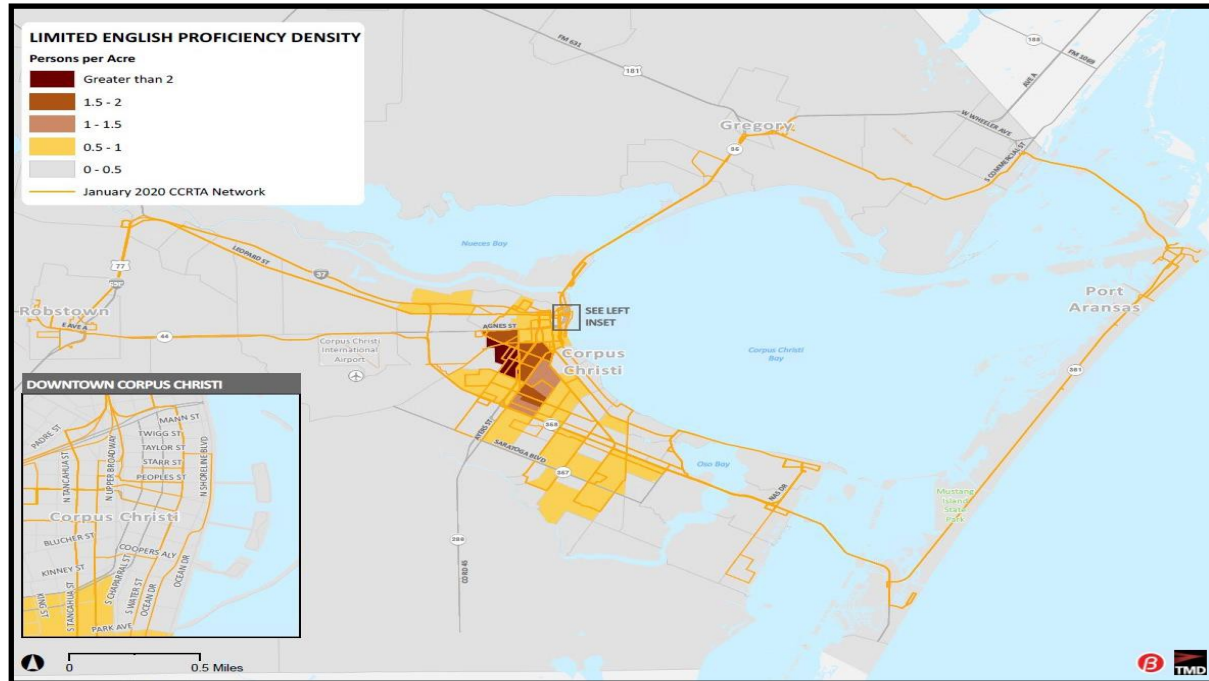
Currently, CCRTA is operating 34 services including 25 Fixed-route, 1 Flex, 1 Flexi-B on-demand, and 7 Commuter Express services. In addition, the CCRTA continues to provide contracted Paratransit service, contracted on-demand service in rural areas, and administers a contracted Vanpool program.

Figure 2: Current Bus Service Network (Year 2022)



Service Area Demographics Analysis

Figure 3: Limited English Proficiency Population Density



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

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

Figure 3: Minority Density within Service Area

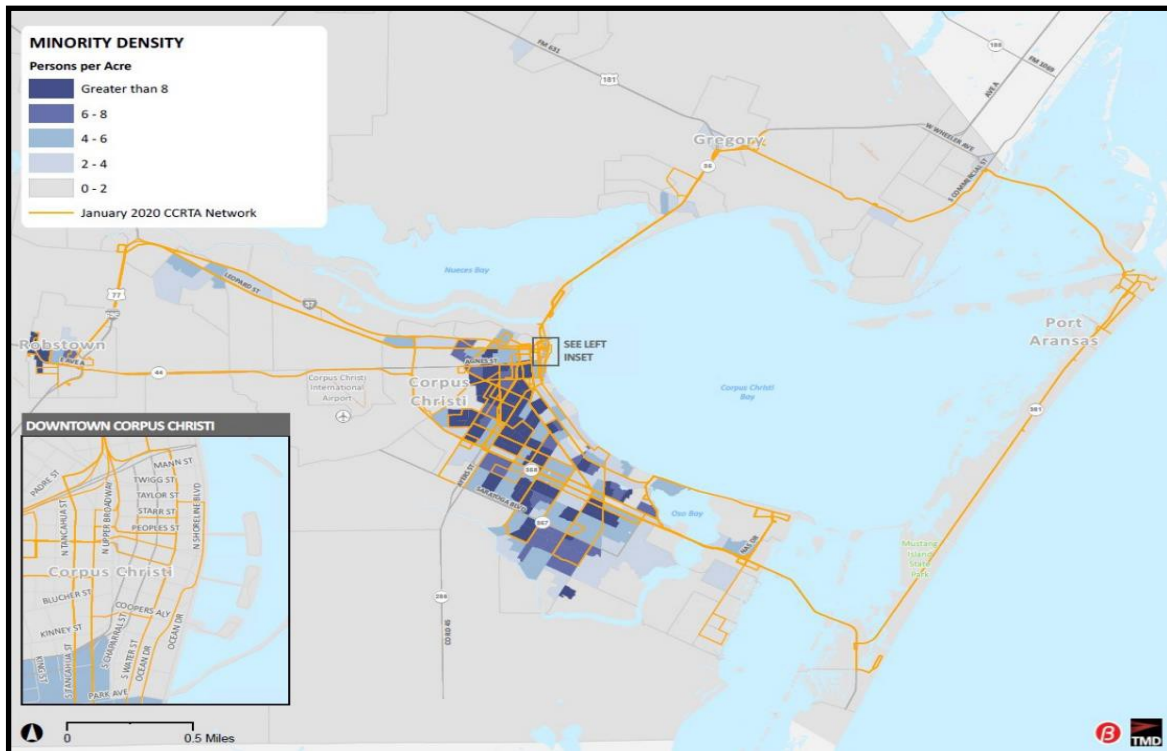
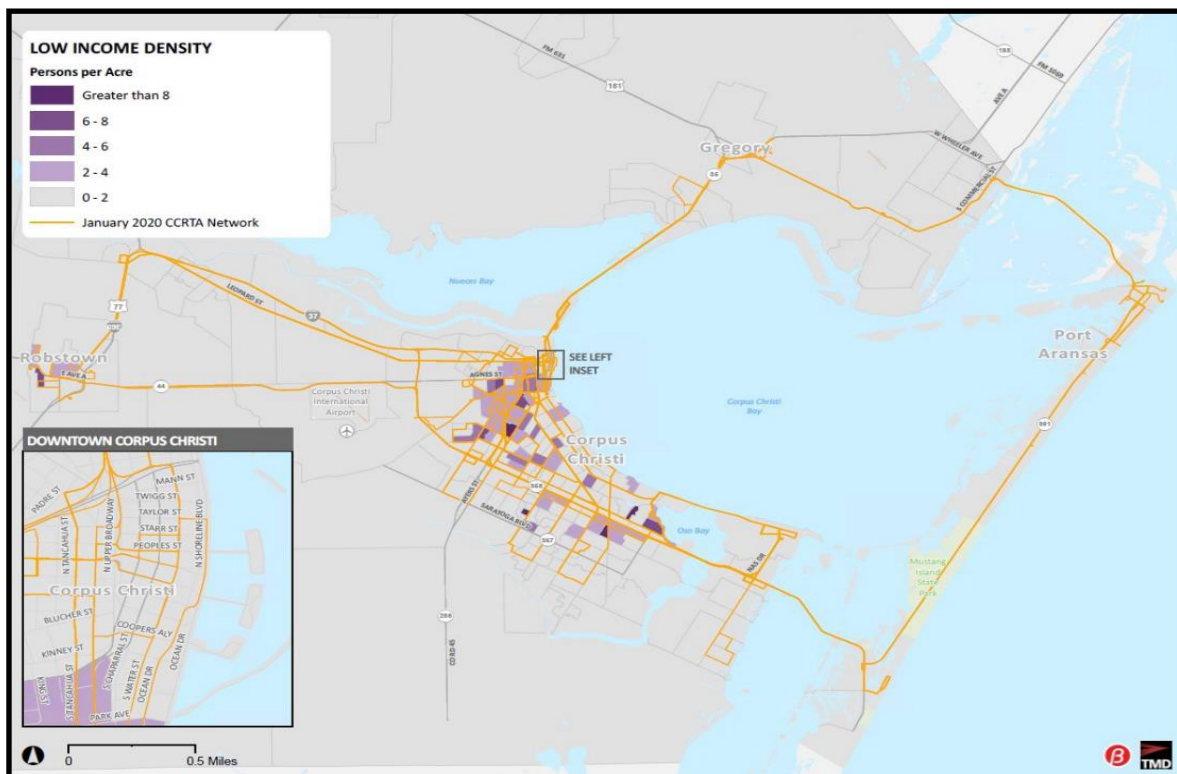


Figure 4: Low-Income Density within Service Area



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

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

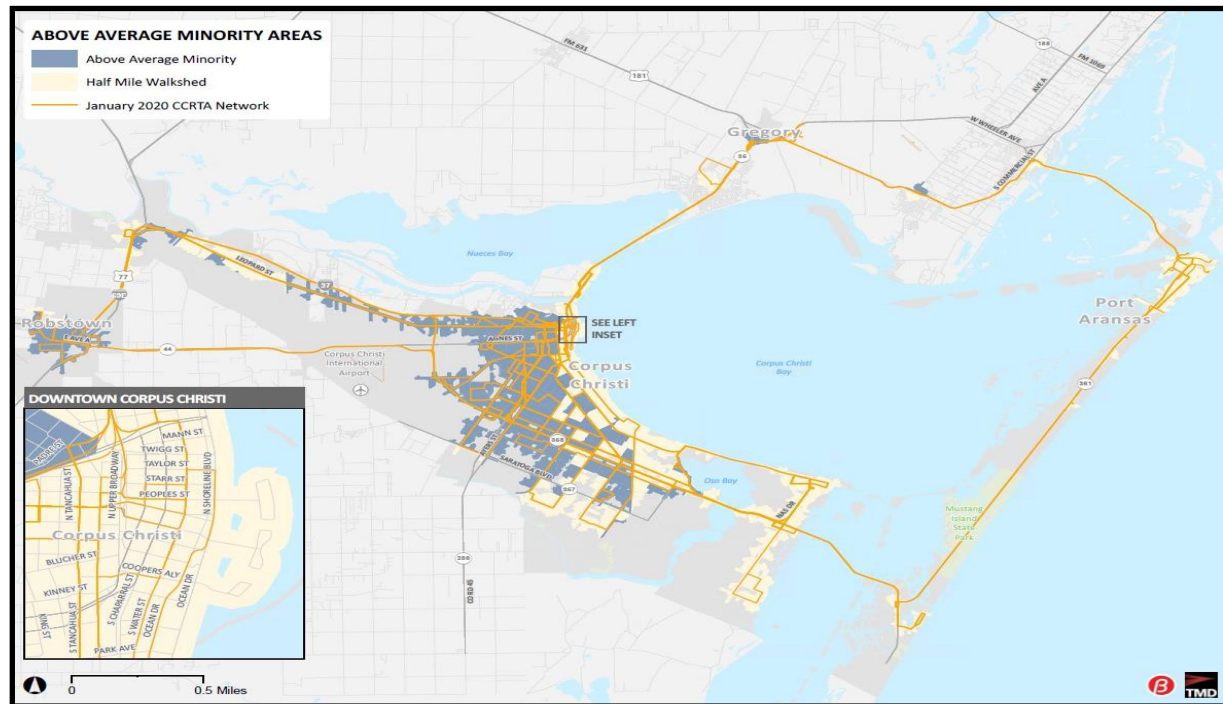


Figure 6: Census Tracts with Above Average Low-Income Population within 1/2 Mile Walkshed of Bus Stops

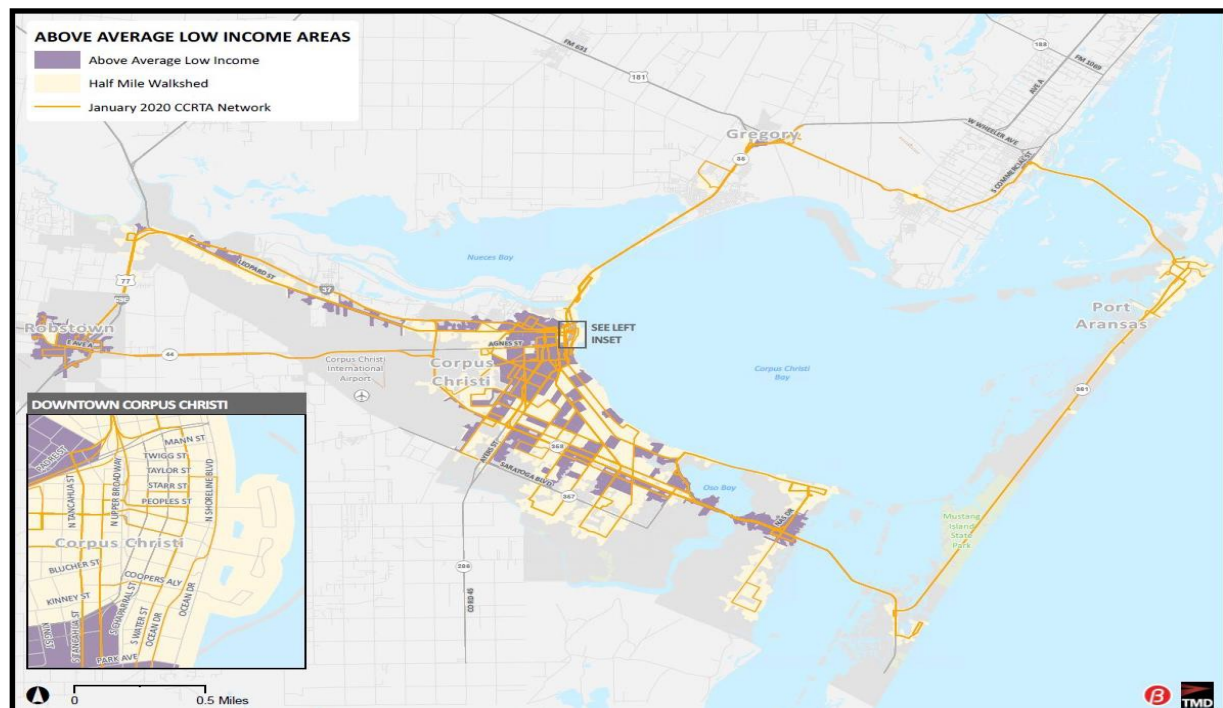


Table 1 below compares the percentage of minority and low-income populations within a half mile of CCRTA bus stops to the percentage of minority and low-income populations within the CCRTA service area overall. The percentage of minority and low-income populations within a half mile of CCRTA service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

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

	Total Service Area Population	Minority/Low-Income Population	Service Area Percentage	Population Within ½ Mile of CCRTA Stops	Minority/Low-Income Population	Within ½ 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 2 and 3 below identify routes with above average minority and low-income populations within ½ mile of stops, respectively. Routes not listed include 3, 4, 5, 6, 26, 29, 50, 51, 55, 56, 65, 78, 94, and 95 which are neither above average minority nor low-income.

Table 2: Above Average Minority Routes

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

Table 3: Above Average Low-Income Routes

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

Background of COVID-19 Related Service Changes

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

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

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

Major Service Change Policy

In compliance with FTA Circular 9030.1E, CCRTA evaluates service changes to determine whether or not a major service change is required. Service changes which permanently (a) adds or deletes 25% of route miles to a route or (b) adds or deletes 25% of the average daily revenue hours to a route is considered a Major Service Change. For proposed major service changes, a Title VI service or fare equity analysis will be presented to the Board of Directors prior to approval to implement service improvements or modifications.

Service Equity Analysis Process

Review Service Change

- Determine if changes meet threshold for Major Service Change.

Conduct Equity Analysis

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

Evaluate Results

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

Pre-COVID-19 versus Current Service Levels Summary

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

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

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

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

System-wide Ridership and Performance Monitoring

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

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

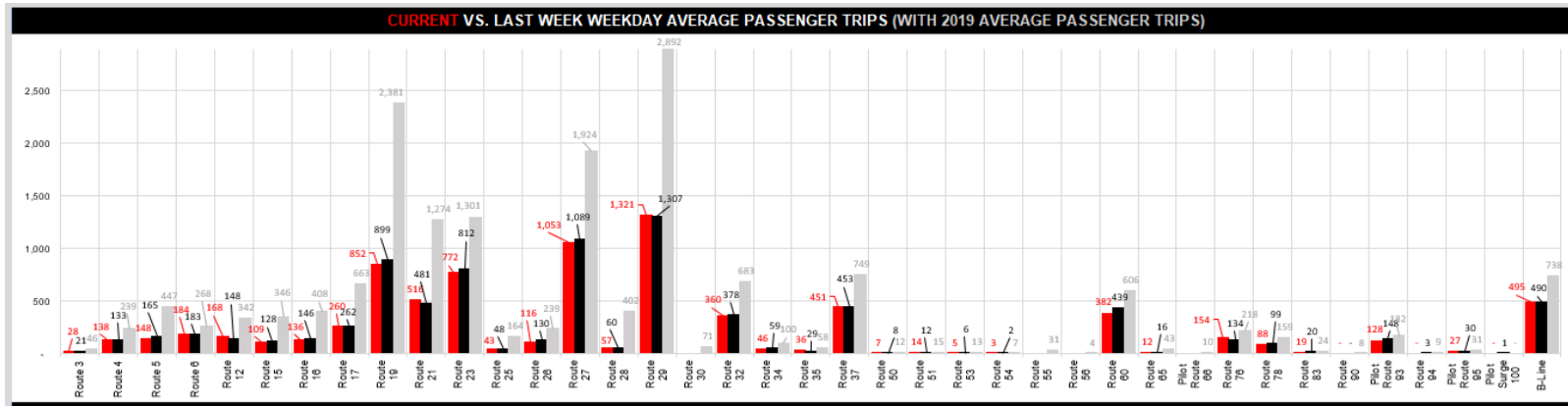
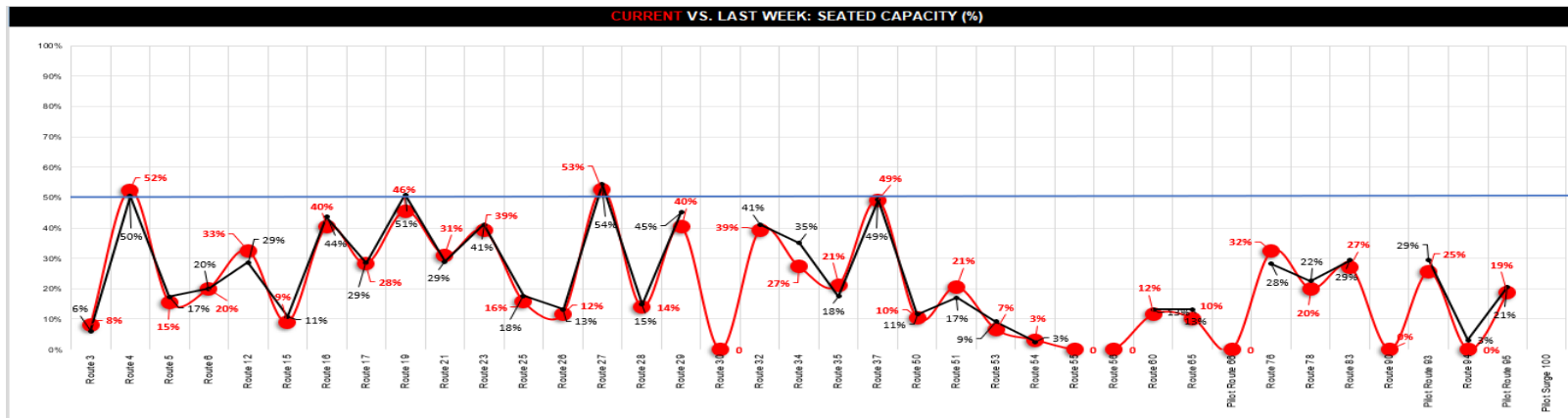


Table 6: Shows an Example of Weekday Seated Capacity by Route (%)



Major Service Change Threshold Analysis Results

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

Current Weekday Service Level Changes:

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

Current Saturday Service Level Changes:

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

Current Sunday Service Level Changes:

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

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

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

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

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

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

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

Figure 7: Route 28 Modified Service Map

28 Leopard/Omaha — Modified 28 Leopard/Navigation

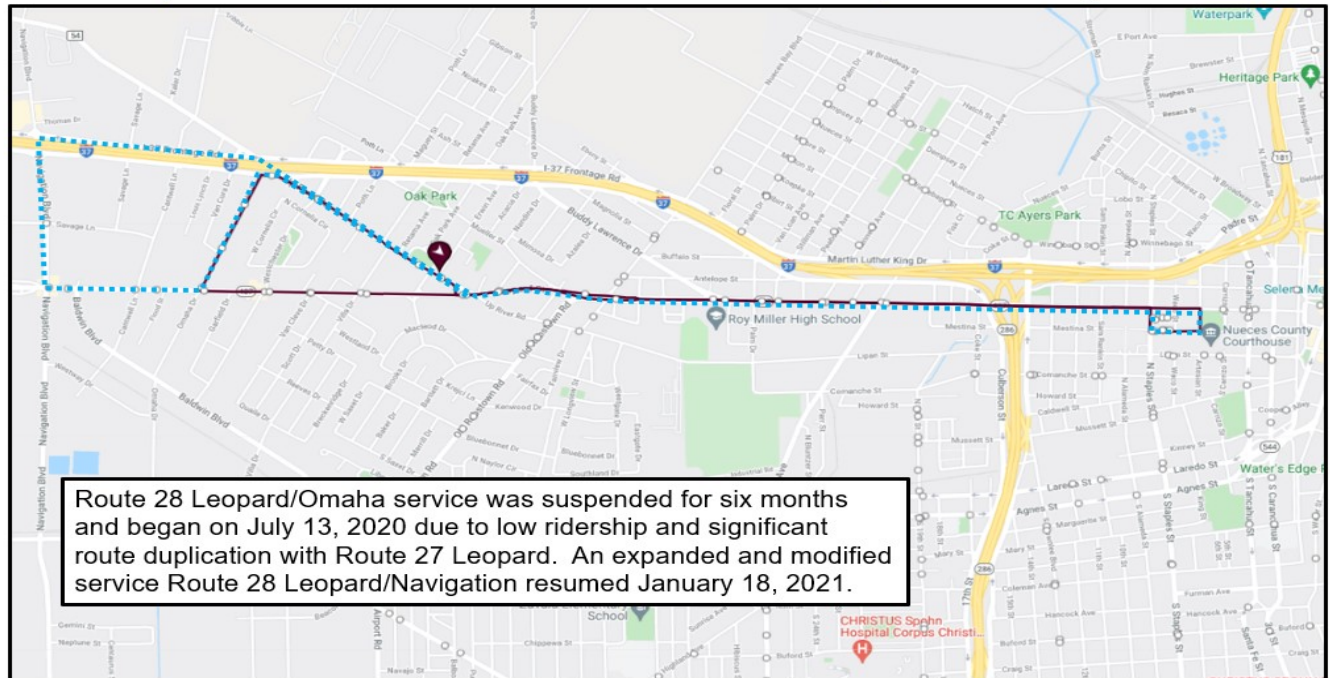


Figure 8: Route 28 Modified with other service routes and route duplication identified

Route 28 Leopard/Omaha with other service routes

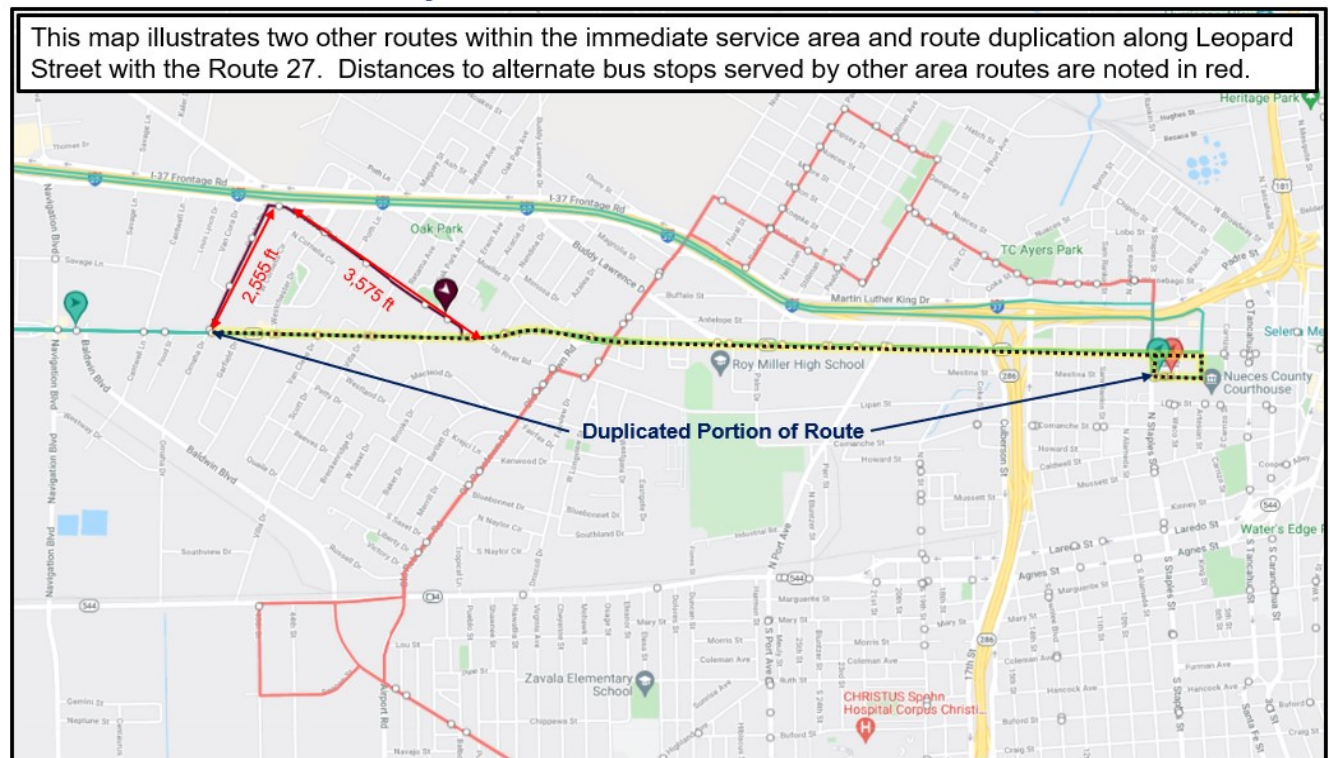


Figure 9: Route 30 Service Map

Route 30 Westside/Health Clinic

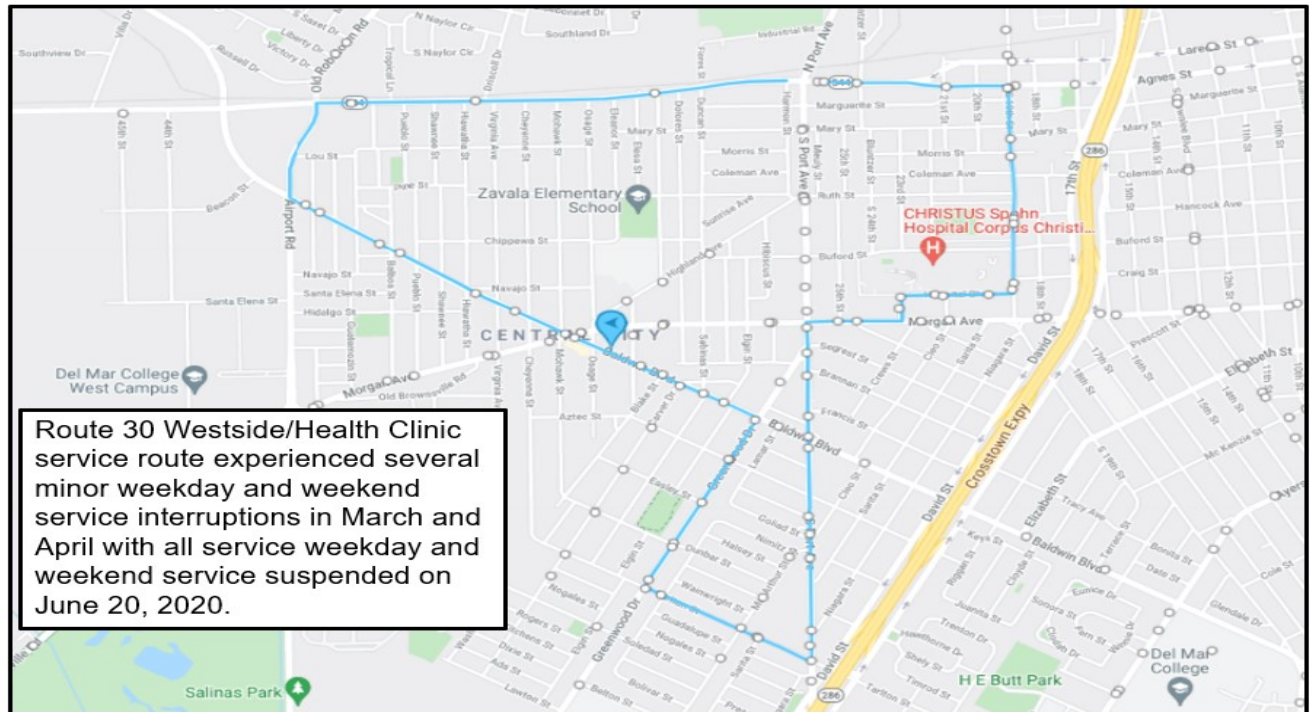


Figure 10: Route 30 with other service routes and route duplication identified

Route 30 Westside/Health Clinic with other service routes

Other Area Service Routes include:

12 Hillcrest/Baldwin

16 Morgan/Port

21 Arboleda

23 Molina

37 Crosstown/
TAMU-CC

Duplicated Portions of Route 30

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

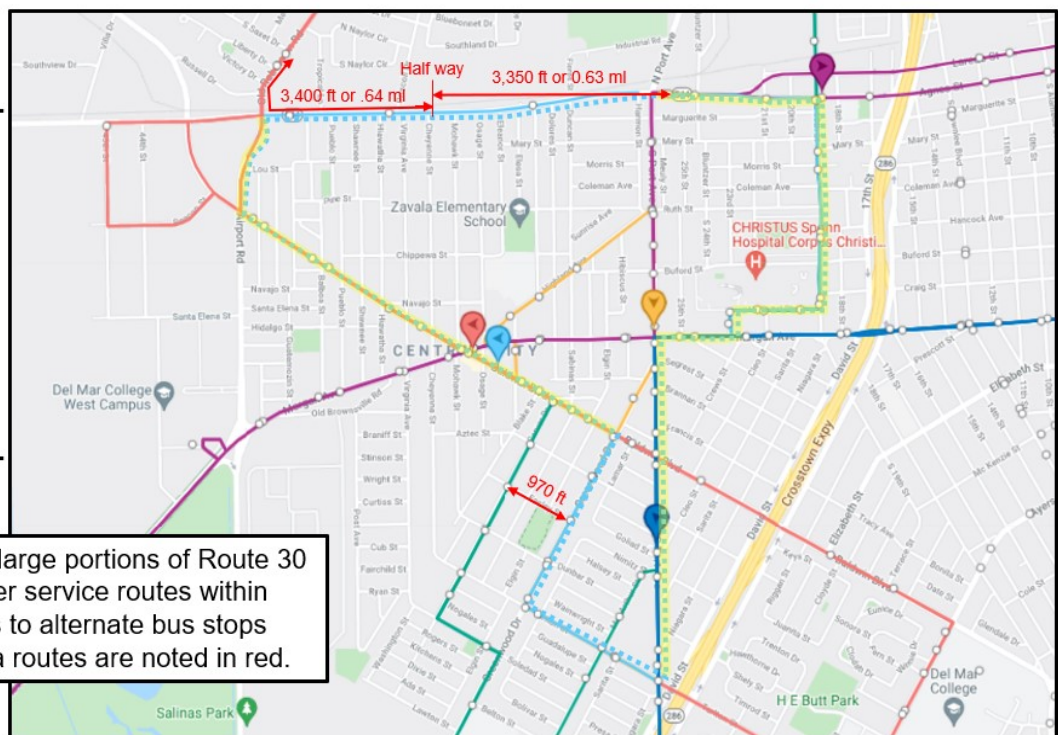


Figure 11: Route 55 with other duplicated service route portions identified

Route 55 Gregory — Route 54 Gregory Downtown Ex. —

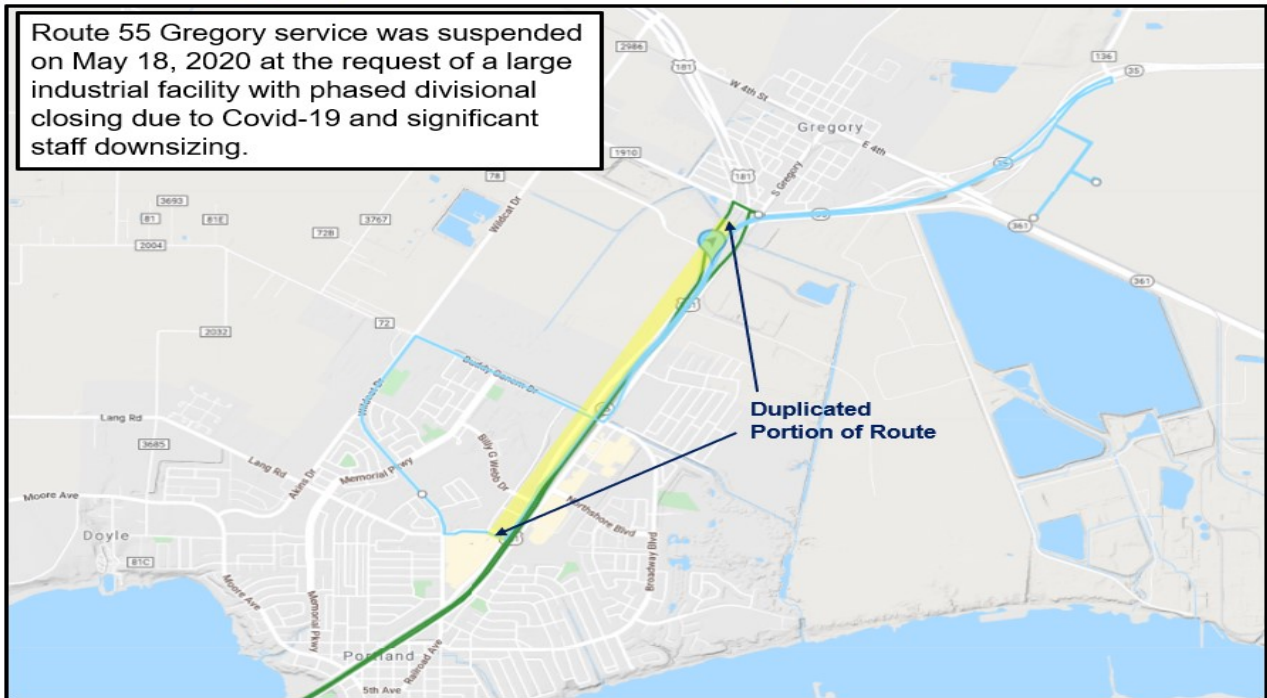
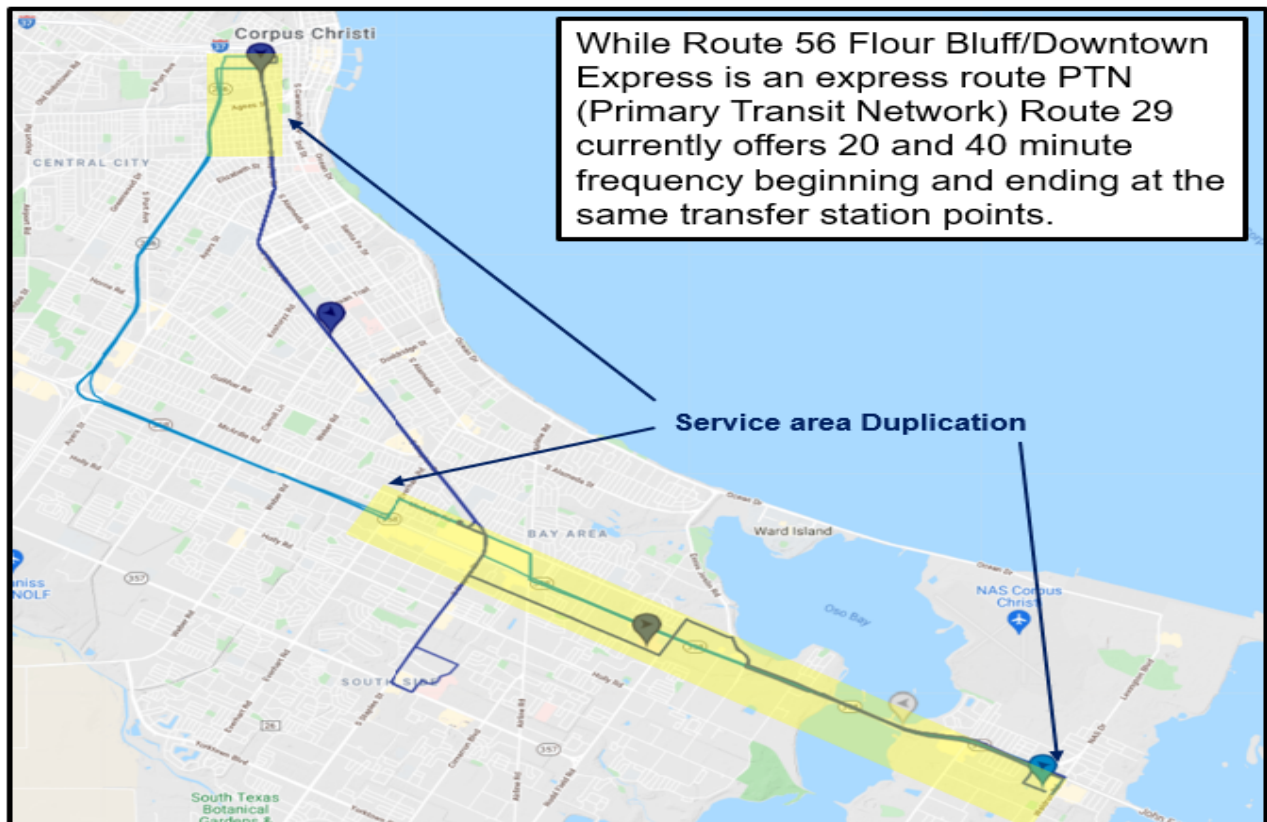


Figure 12: Route 56 Flour Bluff/Downtown Express with other duplicated service route portions identified

Route 56 Flour Bluff/Downtown Express —



Disparate Impact and Disproportionate Burden Analysis Results

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

Appendix F



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Contents

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

Title VI Plan

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

Board Approved: November 10, 2022

Title VI Plan Table of Contents

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

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

Section 1: Title VI Plan Approval

Title VI Plan

Adopted on: November 10, 2022

Adopted by: Board of Directors, Coastal Bend Center for
Independent Living

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

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions

Section 2: Description of Organization and Service Provided

Within this section, please include:

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

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

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

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

Section 3: Title VI Policy Statement

Policy Statement

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

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

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

TITLE VI Notice to the Public

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

Notifying the Public of Rights Under Title VI

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

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

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

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

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

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

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

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

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

Title VI Complaint Procedure

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Title VI Complaint Form

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

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

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

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

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

Signature and date required below

Signature	Date

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

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

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

List of Transit Related Title VI Investigations, Complaints and Lawsuits

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

Check One:

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

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

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

Public Participation Plan

Strategies and Desired Outcomes

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

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

Public Outreach Activities

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

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

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

Language Assistance Plan

Plan Components

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

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

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

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

Four Factor Analysis Methodology

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

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

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

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

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

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

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

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

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

Language Assistance Plan

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

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Staff reviewed the 2010 U.S. Census Report and determined that overall population data reflects 124,558 persons in the CBCIL service area or 39.4% of the population speak a language other than English. Of those, 27.9% have limited English proficiency; that is, they speak English “not well” or “not at all.” This is only 11% of the overall population in the service area. Of those persons with limited English proficiency, 117,753 speak Spanish (28.3% not well), 2,404 speak Indo-European (12.8% not well), 3,646 speak Asian and Pacific Islander languages (29.2% not well), and 788 speak other languages (6.9% not well).

What seems to be relevant to this Factor is that CBCIL is considered a “closed” provider, in that CBCIL provides services to its own consumers who are individuals with disabilities of all ages. During the Fiscal Year (2015-2016) CBCIL served 647 consumers, 433 of which were Hispanic, 172 White, 48 Black, 1 American Indian, 1 with 2 or more races, and 2 unknown. It should be noted that persons eligible to be served by the 5310 program are individuals with disabilities and seniors age 65 and older.

Factor 2: The frequency with which LEP persons come into contact with the program.

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

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

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

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

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

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

When people present with the need for Spanish language assistance, their request for someone to assist in their language is honored, regardless of which program the staff is assigned.

No one has presented with any other language requiring Language Assistance Services. If this should occur, language interpretation can be accessed for all other languages through a telephone interpretation service, which is available through 211-Texas for eleven (11) languages, and through a Language Service Line (1-800-752-6096) for 170+ languages.

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

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

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

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

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

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

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

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

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

Limited English Proficient (LEP) Resource Materials:

“I Speak” Language Identification Card

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

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

Log of LEP Encounters

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

Minority Representation Information

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

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

A. Minority Representation Table

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

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

B. Efforts to Encourage Minority Participation

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

Title VI Plan



REAL, Inc.

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

Gloria Ramos, Executive Director
Title VI Coordinator

April 2020



Section 1: Title VI Plan Approval

Title VI Plan adopted on March 2014
REAL Board of Directors

Title VI Plan updated on January 2017
REAL Board of Directors

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

Gloria Ramos RN

Public Notice - Title VI Policy

The Law

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

Filing a Complaint

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

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

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

La Ley

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

Presentar una queja

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

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

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

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

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

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

"PUBLIC PARTICIPATION PLAN" POLICY STATEMENT"

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

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

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

I. BACKGROUND

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

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

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

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

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

III. PUBLIC PARTICIPATION PROCESS

A. General Guidelines

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

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

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

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

B. Public Participation Goals, Objectives, and Policies

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

OBJECTIVE 1

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

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

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

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

OBJECTIVE 2

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

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

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

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

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

OBJECTIVE 3

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

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

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

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

OBJECTIVE 4

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

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

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

C. Public Participation Outreach Summary

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

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

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



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

D. Summary REAL, INC.-PPP Table*

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

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

IV. LIMITED ENGLISH PROFICIENCY PLAN

INTRODUCTION

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

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

Plan Summary

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

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

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

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

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

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

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

LANGUAGE ASSISTANCE

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

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

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

Language Assistance Measures

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

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

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

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

STAFF TRAINING

The following training will be provided to all staff:

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

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

TRANSLATION OF DOCUMENTS

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

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

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

MONITORING

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

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

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

DISSEMINATION OF REAL, INC.'s LEP PLAN

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

V. COMPLAINT PROCEDURES

INTRODUCTION

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

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

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

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

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

REAL, Inc.'s Title VI Complaint Procedure are available on REAL's web page at www.realinc.org. On REAL's web site you can also find REAL's Title VI Complaint form in both English and in Spanish.

COMPLAINT TRACKING LOG

COMPLAINT FORM

TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

There are no public transportation-related Title VI investigations, complaints or lawsuits filed with REAL, Inc. since the last submission.

MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

REAL, Inc. does not have a non-elected transit-related committee or council

ASSISTANCE TO AND MONITORING SUB-RECIPIENTS

REAL, Inc. does not have any transit-related sub-recipients.

TITLE VI EQUITY ANALYSIS FOR FACILITIES

Title VI Plan

KLEBERG COUNTY HUMAN SERVICES

The Kleberg County Human Services Title VI plan includes the following elements:

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

Title VI Plan Date

Adopted on: 2/14/23

Kleberg County Transit Board

Adopted by:

Rudy Madrid

Board Signature

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
01/04/2023	Section 2-description of service Section 8-Public Outreach Activities	Took out part of the paragraph, duplicate. Added contact number and email. Added outreach years.

Kleberg County Human Services TITLE VI Compliance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Kleberg County Human Services is committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Section 2: Description of Service

The Kleberg County Human Services is a rural transit district that operates within a two-county service area that includes Kleberg and Kenedy County on a demand-response system. Services that are provided to the general public, with special emphasis on services to the elderly, individuals with disabilities and low-income population are origin-to-destination; door-to-door for those needing assistance, and curb-to-curb for clients that do not require special assistance. The Title VI Notice included in this plan will be posted in the public meeting room, in the reception area of the transportation building and inside of the vehicles. Kleberg County Human Services employs sixteen (16) transit related individuals and operates fourteen revenue service vehicles. Fares are charged for non-subsidized trips and a 24-hour advance notice is required in order to schedule a trip. In order to facilitate transit services within Kleberg and Kenedy county service area, Kleberg County Human Services coordinates with other agencies in the delivery of public transportation services, as follows:

- In Kenedy County, transit services are currently provided directly by the Kleberg County Human Services.

Trips outside the service area may also be provided. For example, some commonly requested locales include Corpus Christi, and Alice

Section 3: Title VI Policy Statement

Policy Statement

The Kleberg County Human Services, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan. For more information on Kleberg County Human Services Civil Rights Program, and the procedures to file a complaint: Contact Becky Greif, 361-595-8572 ext 12 or email bgreif@co.kleberg.tx.us

Section 4: Notice to the Public

TITLE VI Notice to the Public

The Kleberg County Human Services, Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

THE KLEBERG COUNTY HUMAN SERVICES

- ✓ The Kleberg County Human Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Kleberg County Human Services.
- ✓ For more information on the Kleberg County Human Services civil rights program, the procedures to file a complaint, or to file a complaint contact 361-595-8572; email: bekygreif@hotmail.com; or visit our administrative office at 1109 E. Santa Gertrudis, Kingsville, TX 78363. Kleberg County Human Services will notify their PTC by email or fax or any Title VI related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.
- ✓ A complaint may also be filed directly with the:

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

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

- ✓ If information is needed in another language, contact 361-595-8572 ext 12.
- ✓ Si se necesita informacion en otro
- ✓ Idioma de contacto, 361-595-8572 ext 12

The Kleberg County Human Services Notice to the Public is posted in the following locations: (*check all that apply*)

☐ Agency website:

X Public office

- X Reception areas
- X Meeting rooms
- X Inside vehicles

☐ Rider Guides/Schedules

☐ Transit shelters and stations

☐ Other, _____

TÍTULO VI Notificación al público
Los Servicios Humanos del Condado de Kleberg, Aviso al Público es el siguiente:

Notificación al público de los derechos bajo el Título VI

SERVICIOS HUMANOS DEL CONDADO DE KLEBERG

El Departamento de Servicios Humanos del Condado de Kleberg opera sus programas y servicios sin consideración de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ella o él ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con los Servicios Humanos del Condado de Kleberg.

Para más información sobre el programa de derechos civiles del Condado de Kleberg, los procedimientos para presentar una queja o para presentar un aqueja, comuníquese al 361-595-8572; Correo electrónico: bgreif@co.kleberg.tx.us; O visite nuestra oficina administrativa en 1109 E. Santa Gertrudis, Kingsville, TX 78363. Kleberg County Human Services notificará a su PTC por correo electrónico o fax cualquier 361-595-8578 acionada con el Título VI recibida dentro de los 10 días hábiles siguientes a la recepción de la queja, incluyendo una copia en papel o electrónica del formulario de queja

También se puede presentar una queja directamente con:

Departamento de Transporte de Texas, a la atención de: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483.

Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Título VI Coordinador del Programa, Edificio Este, 5to piso-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma, llame al 361-595-8572 ext 12.

El Aviso de Servicios Humanos del Condado de Kleberg al Público se publica en las siguientes sububicaciones: (marquee todas las que apliquen)

Section 5: Complaint Procedure

Title VI Complaint Procedure

The **Kleberg County Human Services** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

☐ Agency website **Kleberg County Human Services** does not have one available.

☒ Public office

- ☒ Reception areas
- ☒ Meeting rooms
- ☒ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold

☐ Other, _____

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Kleberg County Human Services** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: 1109 E. Santa Gertrudis, Kingsville, Texas 78363. The **Kleberg County Human Services** investigates complaints received no more than 180 days after the alleged incident. The **Kleberg County Human Services** will process complaints that are complete.

Once the complaint is received, the **Kleberg County Human Services** will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Kleberg County Human Services** has 10 days to investigate the complaint. If more information is needed to resolve the case, Kleberg County Human Services may contact the complainant.

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

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Kleberg County Human Services can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

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

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights,

Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 361-595-8572 ext 12.

Si se necesita informacion en otro idioma de contacto, 361-595-8572 ext 12

Procedimiento de Queja del Título VI

El Procedimiento de Quejas del Título VI de Servicios Humanos del Condado de Kleberg está disponible en las siguientes ubicaciones: (marquee todas las que apliquen)

Cualquier persona que cree que ha sido discriminada por raza, color u origen nacional por los Servicios Humanos del Condado de Kleberg puede presentar una queja de Título VI completando y presentando el Formulario de Queja de Título VI de la agencia. Los formularios de quejas pueden ser encontrados en: 1109 E. Santa Gertrudis, Kingsville, Texas 78363. Los Servicios Humanos del Condado de Kleberg investigan las quejas recibidas no más de 180 días después del presunto incidente. Los Servicios Humanos del Condado de Kleberg procesarán quejas completas.

Una vez recibida la queja, los Servicios Humanos del Condado de Kleberg la revisarán para determinar si nuestra oficina tiene jurisdicción. (Una copia de cada denuncia recibida de Título VI será enviada al Coordinador de Transporte Público de TxDOT dentro de los diez (10) días naturales de haber recibido). El reclamante recibirá una carta de reconocimiento informándole si la investigación será investigada por nuestra oficina.

Los Servicios Humanos del Condado de Kleberg tienen 10 días para investigar la queja. Si se necesita más información para resolver el caso, los Servicios Humanos del Condado de Kleberg pueden contactar al demandante.

El reclamante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el denunciante no contacta al investigador o no recibe la información adicional dentro de los 10 días hábiles, los Servicios Humanos del Condado de Kleberg pueden cerrar administrativamente el caso. Un caso puede ser administrativamente cerrado también si el demandante no desea seguir su caso.

Después de que el investigador revise la queja, emitirá una de dos (2) cartas al demandante: una carta de cierre o una carta de hallazgo (LOF).

☐ Una carta de cierre resume las alegaciones e indica que no hubo una violación del Título VI y que el caso será cerrado.

☐ Una carta de hallazgo (LOF) resume las acusaciones y las entrevistas con respecto al supuesto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del miembro del personal u otra acción.

Si el querellante desea apelar la decisión, tiene 30 días después de la fecha de la carta o del LOF para hacerlo.

Una persona puede también presentar una queja directamente con: Departamento de Transporte de Texas, a la atención de: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o Administración de Tránsito Federal, Oficina de Derechos Civiles, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma, entonces llame al 361-595-8572 ext 12.

Section 6: Complaint Forms

Title VI Complaint Form

The Kleberg County Human Services Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

Hard copy in the central office

Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

Section I:					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Email Address:					
Accessible Requirements?	Format	Large Print		Audio Tape	
		TDD		Other	
Section II:					
Are you filing this complaint on your own behalf?			Yes*	No	
*If you answered "yes" to this question, go to Section III.					
If not, please supply the name and relationship of the person for whom you are complaining:					
Please explain why you have filed for a third party: _____					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No	
Section III:					
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. If information is needed in another language, then contact 361-595-8572 ext 12. Si se necesita informacion en otro idioma de contacto, Becky Greif at 361-595-8572 ext 12					
Section IV					

Formulario de Queja del Título VI Procedimiento

De Quejas del Título VI del Distrito Regional de Tránsito del suroeste de la zona se pone a disposición en los siguientes lugares: (marquee todo lo que corresponda)

X Sitio web de la Agencia

X copiadura en la oficina central

X disponible en los idiomas apropiados para las poblaciones LEP, reunidos en el umbral de seguridad.

Otros; _____

Sección I:			
Nombre:			
Dirección:			
Teléfono (casa):		Teléfono (Trabajo):	
Dirección de correo electrónico:			
Requisitos de formato accesible?	Impresión grande	Cinta de audio	
	TDD	Otro	
Sección II:			
¿Está presentando esta queja en su propio nombre?	Si *	No	
* Si respondió "si" a esta pregunta, vaya a la Sección III.			
En caso contrario, sírvase indicar el nombre y la relación de la persona por la que se queja:			
Por favor, explique por qué ha presentado un tercero:			
Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero. Si No			
Sección III:			
Creo que la discriminación que experimenté se basó en (marque todos los que apliquen):			
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional			
Fecha de la supuesta discriminación (mes, día, año): _____			
Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la persona (s) que discriminó (si se conoce), así como nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice la parte posterior de este formulario.			
_____ _____ _____			
Sección IV			
¿Ha presentado anteriormente una queja de Título VI con esta agencia?	Si	No	

Sección V
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?
<input type="checkbox"/> Sí no
En caso afirmativo, marque todas las que correspondan:
<input type="checkbox"/> Agencia Federal:
<input type="checkbox"/> Corte federal _ <input type="checkbox"/> Agencia del estado
<input type="checkbox"/> Tribunal del Estado _ <input type="checkbox"/> Agencia Local
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:
Sección VI
El nombre de la queja de la agencia está en contra:
Persona de contacto:
Título:
Número de teléfono:

Si este formulario es necesario en otro idioma, por favor comuníquese con al 361-595-8572 ext 12
 Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.
 Firma y fecha requerida abajo

 Fecha de firma

Por favor envíe este formulario en persona a la dirección abajo, o envíe este formulario por correo a:

ATTN: Becky Greif
 1109 E. Santa Gertrudis
 Kingsville, Texas 78363

Section 7: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The Kleberg County Human Services maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

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

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

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

Section 8: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the Kleberg County Human Services will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

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

Public Outreach Activities

The public outreach and involvement activities conducted by the Kleberg County Human Services since the last Title VI Program submission are summarized in the table below.

Event Date	Kleberg County Human Services Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
11/15/2019	Monica Delapaz	Handouts	Flyers	Handed out to meal participants
12/14/2020	Monica Delapaz	Handouts	Flyers	Handed out to meal participants
09/21/2021	Meal Drivers		Flyers	Given to Homebound meal participants.

Section 9:Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Kleberg County Human Services** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

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

To identify if language assistance is needed KCHS used the Four Factor LEP Analysis which considers the following factors:

The **Kleberg County Human Services** Language Assistance Plan includes the following elements:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by KCHS.
2. The frequency with which LEP persons come into contact with KCHS administrative staff, office staff, dispatchers, vehicle operators and Board members.
3. The nature and importance of the program, activity or service provided by KCHS to the LEP population.
4. The interpretation services available to KCHS for LEP outreach, as well as the cost associated with that outreach.

Four Factor Analysis Methodology

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

KCHS examined the US Census report from 2017 to 2021 estimated was able to determine that approximately 21.7%, people within KCHS's service area age 5 and older speak a language other than English.

Factor 2: The frequency with which LEP persons come into contact with the program.: Identifies and assesses the frequency

Kleberg County Human Services staff comes into contact with LEP persons. Examples of contact could include:

KCHS assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. Since January 2011, KCHS has had only a handful of requests for interpreters and zero requests for translated KCHS documents. KCHS does provide the basic brochure and the general requirements for assistance in Spanish. The staff and drivers have had very little contact with LEP individuals. The Operations Manager, all drivers and Dispatchers speak Spanish and are able to interpret.

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

This section discusses how Kleberg County Human Services program and services impact the lives of person's within the community. Kleberg County Human Services will specify the community organizations that serve LEP persons, if available.

The largest geographic concentration of any one type of LEP individuals in the KCHS service area is those who speak Spanish and speak English less than "very well", being 21.7%. Therefore, KCHS provides LEP individuals with certain documents in Spanish, as well as have bilingual staff available to help LEP individuals by translation or interpreting documents and or question/answers for them.

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

The summary below discusses the low cost methods Kleberg County Human Services use to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

KCHS assessed its available resources that could be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service would cost between \$50 and \$145 per hour on as needed basis, which documents would be the most valuable to be translated if and when the populations supports, taking an inventory of available organizations that KCHS could partner with for outreach and translation efforts, and what level of staff training is needed. After analyzing the four factors, KCHS developed the plan outlined in the following section for assisting persons of limited English proficiency.

Section 9: Language Assistance Plan

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

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- When KCHS sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign in sheet table. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the KCHS Transportation Department Service Area; and
- Survey drivers and other first line staff on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP individuals.

KCHS has Spanish speaking Bilingual staff on duty during office hours, but does not have a formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are a few options that KCHS will incorporate when and/or if the need arises for LEP outreach:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into "A (insert alternative Language)

translator will be available”. For example: “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available”.

- Key print materials, including but limited to schedules and maps, will be translated and made available at the KCHS Transportation Department, on board vehicles and in communities when a specific and concentrated LEP population is identified.
- Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services will be provided in Spanish.
- Los document sescritos vitales incluyen, pero no se limitan a, formularios de consentimiento y quejas; formas de ingesta y solicitud con potencial de consecuencias importantes; avisos por escrito de derechos; avisos de denegaciones, pérdidas o disminuciones en beneficios o servicios; y aviso asesorando a personas LEP de servicios gratuitos de asistencia en idiomas en español

Outreach Efforts: Encourage Potential Participants and Engagement

Kleberg County Human Services has developed outreach initiatives using various brochures, flyers and Presentations. As Kleberg County Human Services moves forward to adapt and enhance these methods to better reach participants and expand our messaging and methods, which will include:

- Press releases to local newspapers including English and Spanish;
- Program announcement brochure;
- Direct mail of brochure to non-profit agencies with the special needs population;
- Announcement on Kleberg County Human Service using Facebook;
- Placing flyers in Kleberg County Transit Buses;
- Participation in community events, such as bingos, church events to distribute brochures and talk with people regarding or about Kleberg County Human Services Transit Services;
- Placing of flyers in community centers and with non-profit organizations.

Public Meetings

When considering a program change, Kleberg County Human Services will:

- Arrange meetings at times and locations that are convenient and accessible for minority, low income, and LEP communities;

- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Host meetings in locations that are ADA compliant and accessible to people with disabilities;
- Take into account newspaper ads that serve LEP populations;
- All Materials sent out will be translated into Spanish, and other languages upon request or based on need; or a translator will be available, if requested and where feasible;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews.
- Additional policies and procedures will be available upon request to community members or program participants.

"I Speak" Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque estacasillasi lee o hablaespañol	Spanish
	Kos lubvoj no yogkojpaubtwmthiabhaissusHmoob	Hmong
	如果说中国在方框内打勾	Chinese
	XinñiaùnhdaáuvaxooânaøyneáuquyùvòbieátñioïcvaønoùĩñôôicVieätNgõõ.	Vietnamese
	당신이한국어말할경우이상자를표시	Korean
	Markahanitongkuwadrado kung kayo ay marunongmagbasa o magsalitangTagalog.	Tagalog
	KreuzenSie dieses Kästchen an, wennSie Deutsch lesenodersprechen	German
	Отметить этотфлажок, если выговорите по-русски	Russian
	Означитеову кућицуакоговорите српски	Serbian
	आपहिंदीबोलतेहैंतोइसबक्सेकोचिह्नितकरें	Hindi
	پر نشان لگائیتو اس باکسولتے ہیںاردو اگر آپ	Urdu

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

Log of LEP Encounters

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

Section 10: Minority Representation Information

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

A. Minority Representation Table

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

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
RTD Board	%	%100	%	%	%	%

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, Kleberg County Human Services will continue to seek and encourage minority participation.

Section 11: Providing Assistance to and Monitoring Sub-recipients

Kleberg County Human Services does not provide funding to Sub-recipients and does not have any sub-recipient.

