



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

AGENDA MEETING NOTICE

BOARD OF DIRECTORS

DATE: Wednesday, July 1, 2020

TIME: 8:30 a.m.

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

BOARD OF DIRECTORS MEETING

EDWARD MARTINEZ (Chair)

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

Lynn Allison ~ Anne Bauman ~ George B. Clower ~ Patricia Dominguez

Anna Jimenez ~ Glenn Martin ~ Philip Skrobarczyk ~ Matt Woolbright

	TOPIC	SPEAKER	EST.TIME	REFERENCE
1.	Pledge of Allegiance	E. Martinez	1 min.	-----
2.	Roll Call	D. Leyendecker	2 min.	-----
3.	Safety Briefing	M. Rendón	5 min.	-----
4.	Adopt a Resolution for outgoing City of Corpus Christi Appointed Board Member, Mr. George Clower, who served from July 11, 2012 until June 30, 2020	E. Martinez	3 min.	-----
5.	Administer the Oath of Office Appointment by the City of Corpus Christi to the CCRTA Board of Directors: a) Mr. Eloy H. Salazar	J.D. Bell	5 min.	-----
	Intermission to Honor Outgoing/Incoming Appointed Board Members	E. Martinez	5 min.	-----
6.	Administer the Oath of Office Re-Appointments by the City of Corpus Christi to the CCRTA Board of Directors: a) Anne Bauman b) Patricia Dominguez c) Philip Skrobarczyk d) Matt Woolbright	J.D. Bell	5 min.	-----
7.	Receipt of Conflict of Interest Affidavits	E. Martinez	2 min.	-----
8.	Opportunity for Public Comment 3 min. limit – no discussion	E. Martinez	3 min.	-----
<p>NOTE: DUE TO THE CURRENT CONDITIONS FOR COVID-19, WE ENCOURAGE SOCIAL DISTANCING AND FACE MASKS (AVAILABLE) FOR INDIVIDUALS ATTENDING THE MEETING.</p> <p>Public Comment may be provided in writing, limited to 1,000 characters, by using the Public Comment Form online at www.ccrta.org/news-opportunities/agenda or by regular mail or hand-delivery to the CCRTA at 602 N. Staples St., Corpus Christi, TX 78401, and MUST be submitted no later than 5 minutes after the start of a meeting in order to be provided for consideration and review at the meeting. All Public Comments submitted shall be placed into the record of the meeting.</p>				

9.	Update on CCRTA's Response to COVID-19	J. Cruz-Aedo	5 min.	<i>PPT</i>
10.	Update on RCAT Committee Activities	S. Montez	3 min.	-----
11.	Discussion and Possible Action to Approve the Board of Directors Meeting Minutes of June 3, 2020	E. Martinez	5 min.	Pages 1-6
12.	CONSENT ITEMS: The following items are routine or administrative in nature and have been discussed previously by the Board or Committees. The Board has been furnished with support documentation on these items.			
	5 min. Pages 7-12			
	<ul style="list-style-type: none"> a) Action to Adopt the 2020 Public Transportation Action Safety Plan (PTASP) Manual n (pgs. 7-8) b) Action to Award a One-Year Contract to Carlisle Insurance for Windstorm and Hail Insurance Coverage (pg. 9-10) c) Action to Execute a One-Year Memorandum of Agreement (MOA) with Texas A&M University-Corpus Christi for Transportation Services (pgs. 11-12) 			
13.	Discussion and Possible Action to Approve Entering into a Professional Service Agreement, and if unable, then Approve Issuing a Request for Proposal (RFP) to Negotiate a Professional Service Agreement for a Third-Party Administrator of the CCRTA Employee Group Health, Vision, and Dental Benefit Program Administration	J. Cruz-Aedo	5 min.	Pages 13-14
14.	Presentations: <ul style="list-style-type: none"> a) May 2020 Financial Report b) May Procurement Updates c) May 2020 Safety & Security Reports d) May 2020 Operations Report 	R. Saldaña R. Saldaña M. Rendón G. Robinson	5 min. 5 min. 5 min. 5 min.	Pages 15-24 <i>PPT</i> <i>PPT</i> <i>PPT</i> Pages 25-31 <i>PPT</i>
15.	CEO's Report	J. Cruz-Aedo	10 min.	-----
16.	Board Chair's Report	E. Martinez	10 min.	-----
17.	Adjournment	E. Martinez	1 min.	-----
18.	Information Items: <ul style="list-style-type: none"> a) Member Inquiry Forms <ul style="list-style-type: none"> 1. ADM Committee Meeting–May 27, 2020 2. OPS Committee Meeting–May 27, 2020 b) Member Inquiry Forms <ul style="list-style-type: none"> 1. Board Meeting–June 3, 2020 			-----

Total Estimated Time: 1 hr., 34 min.

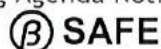
On **Friday, June 26, 2020** this Notice was posted by **Dena Linnehan** at the CCRTA Staples Street Center, 602 N. Staples Street, Corpus Christi, Texas; and sent to the Nueces County and the San Patricio County Clerks for posting at their locations.

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

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

Mission Statement

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



Vision Statement

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



**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
WEDNESDAY, JUNE 3, 2020**

Summary of Actions

1. Pledge of Allegiance
2. Roll Call
3. Safety Briefing
4. Receipt of Conflict of Interest Affidavits
5. Opportunity for Public Comment
6. Action to Confirm Four (4) Reappointments by the Chief Executive Officer (CEO) to RTA's Committee on Accessible Transportation (RCAT) for a Two-Year Term
7. Heard Update – CCRTA's COVID-19 Response
8. Action to Approve the Board of Directors Meeting Minutes of May 6, 2020.
9. Heard Consent Items –
 - a) Action to Award a Contract to Enghouse Transportation for an Interactive Voice Response (IVR) System (pgs. 7-8)
 - b) Action to Authorize Issuing an Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits (pg. 9-10)
 - c) Action to Authorize Issuing an Invitation for Bids (IFB) for Driver Safety Shields (pgs. 11-12)
 - d) Action to Authorize Issuing an Invitation for Bids (IFB) for Eight (8) Transportation Supervisor and Support Vehicles (pgs. 13-14)
 - e) Action to Authorize Issuing an Invitation for Bids (IFB) for a CNG Defueling Station (pgs. 15-16)
 - f) Action to Exercise the Two (2) Year Option with Brad Hall & Associates for Diesel Fuel Supply (pgs. 17-18)
 - g) Action to Exercise the Second Option Year with Bridgestone Tire Operations, LLC for Bus Tire Leasing and Services (pgs. 19-20)
10. Heard Presentations –
 - a) April 2020 Financial Report
 - b) April Procurement Update
 - c) April 2020 Safety & Security Report
 - d) April 2020 Operations Report
11. Heard CEO's Report
12. Heard Chairman's Report
13. Adjournment
14. Informational Items

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

Call to Order & Roll Call

Mr. Edward Martinez, Board Chairman, called the meeting to order at 8:30 a.m., and held the Pledge of Allegiance. Ms. Dena Linnehan called Roll and stated a quorum was present.



Board Members Present: Edward Martinez, Board Chair; Michael Reeves, Board Vice Chairman; Dan Leyendecker, Board Secretary; Lynn Allison, Anne Bauman, George B. Clower; Patricia Dominguez, Anna Jimenez, Glenn Martin, Philip Skrobarczyk and Matt Woolbright.

Board Members Absent: None.

Staff Present: Jorge G. Cruz-Aedo, CEO; David Chapa, Dena Linnehan, Derrick Majchszak, Sharon Montez, Rita Patrick, Mike Rendón, Gordon Robinson, and Robert Saldaña.

Public Present: Mr. Ron Benavides, Perkes Enterprises. Public Comment has been made available online to the Public on the CCRTA website at the following link below. No online comments have been received.

<https://www.ccrta.org/news-opportunities/agendas/>

Held Safety Briefing

Mr. Mike Rendón provided safety information in the event of an emergency for the Board members and guests in the audience. He pointed out the area in the Employee Parking Lot where individuals are to assemble outside of the building, including shelter in-place instructions, and said Ms. Linnehan would be responsible for guiding the Board Members to the Muster Point. He also told us once you leave the building, you may not enter until an 'all clear' is given by Security personnel if or when you may re-enter.

Action to receive Conflict of Interest Affidavits

None received.

Provided Opportunity for Public Comment

No Public Comments received.

Action to Confirm Four (4) Reappointments by the Chief Executive Officer (CEO) to RTA's Committee on Accessible Transportation (RCAT) for a Two-Year Term

Ms. Sharon Montez commented on the background information to reappoint the current RCAT members to the RCAT Committee for another 2-year term. She said any interested applicant must submit a letter of interest to Agency's CEO, and then those applicants are presented to RCAT Chairman, who forwards the recommendation to the CEO. Ms. Montez continued and said the Board of Directors must confirm the appointment and/or the reappointment. She commented those who will be reappointed are Ms Rhonda Alarez, Mr. Randal Chisamore, Jr. and Ms. Celia Mendez for their 2nd year term, with Ms. Joyce Lopez for her final term.

Heard Update – CCRTA's COVID-19 Response

Mr. Jorge G. Cruz-Aedo stated the agency has been very active throughout this time to make sure our paramount concern of safety and security is for our employees, our riders and the community at large is always at the highest level possible. He commented that as of May 29, 2020, the agency has zero positive COVID-19 cases within our employees and their families. He said CCRTA and Denton Transit are the only major Texas transit systems with zero cases in Texas. Mr. Cruz-Aedo commented the Executive team meets daily to access all related pandemic issues. He said we continue to monitor ridership numbers and adjust routes as needed, the deep cleaning of our system daily, monitor and procure the employee PPE needs for now and in the future. He continued to say we are closely monitoring the health of all employees by reinforcing positive employee relations through incentives and communications. We have provided the employees with \$50 gift cards from H-E-B to help them purchase needed supplies for this pandemic.



Mr. Cruz-Aedo said we maintain safety and security presence at all stations along with bus and bench advertising to encourage social distancing and the wearing of face coverings. A slide was presented to show the financial costs to-date for the H-E-B cards to employees, IT computer equipment for teleworkers, increase in pay for essential employees of \$2 per hour, and the emergency supplies procured, security services and purchased transportation services as of May 31, 2020. He also commented at the daily management meetings, they continue to evaluate the ridership numbers and to adjust as needed the individual routes, and are noticing a slight increase in overall ridership. Those not currently riding are the students at the universities, closed businesses workers, and a few choice riders. He said the agency is surveying the community to increase ridership, and have developed a targeted marketing campaign based on the data and survey results. This includes educating the public through television and social medias on what the CCRTA has done and is maintaining for a clean, safe public transportation service. Cleaning is daily and weekly of deep cleaning efforts of facilities, buses and stations. He said for additional safety measures, plexiglass barriers are being installed in all the fixed route buses and working on the smaller buses, including our customer service and reception areas. Continue to strongly encourage employees to maintain social distance and wear face coverings which we are providing all needed PPEs. He said we continue to take care of our employees with incentives and benefits and will provide a third wave of H-E-B cards and maintain open communications with our employees. He stated the B-Safe Campaign will display signage in all buses, bus bench advertising and bench advertising of bus operator jobs.

Action to Approve the Board of Directors Meeting Minutes of May 6, 2020

MR. DAN LEYENDECKER MADE A MOTION TO APPROVE THE BOARD OF DIRECTORS MEETING MINUTES OF MAY 6, 2020. MS. PATRICIA DOMIGUEZ SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, BAUMAN, CLOWER, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN, SKROBARCZYK AND WOOLBRIGHT VOTING IN FAVOR. ABSENT NONE.

Heard Consent Items –

- a) Action to Award a Contract to Enghouse Transportation for an Interactive Voice Response (IVR) System (pgs. 7-8)
- b) Action to Authorize Issuing an Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits (pg. 9-10)
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MR. MATT WOOLBRIGHT ASKED TO PULL CONSENT ITEM B) FOR FURTHER DISCUSSION.



MR. LYNN ALLISON MADE A MOTION TO APPROVE CONSENT ITEMS A), AND C) THROUGH G). MR. WOOLBRIGHT SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, BAUMAN, CLOWER, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN, SKROBARCZYK AND WOOLBRIGHT VOTING IN FAVOR. ABSENT NONE.

MR. MATT WOOLBRIGHT MADE A MOTION TO APPROVE CONSENT ITEM B) AFTER DISCUSSION. MR. DAN LEYENDECKER SECONDED THE MOTION. THE MOTION CARRIED. MARTINEZ, REEVES, ALLISON, BAUMAN, CLOWER, DOMINGUEZ, JIMENEZ, LEYENDECKER, MARTIN, SKROBARCZYK AND WOOLBRIGHT VOTING IN FAVOR. ABSENT NONE.

Heard Presentations –

a) April 2020 Financial Report

Mr. Robert Saldaña reported on the item's board priority aligns with Transparency. Highlights for the month of April reported expenses over revenue of \$240,532, primarily due to accruals of \$331,083 in depreciation which is a non-cash outlay, and \$251,803 in street improvements of available monies set aside and do not go out each month. He said when the City asks for monies back from finished projects, we will dispense as needed. He said overall, the departments are down below budget. A slide of the Income Statement Snapshot chart of revenues and expenses was displayed with Total Revenues for April at \$3.2M and Total Expenses at \$3.4M. Mr. Saldaña said our budget of \$3.1M for revenues was off by \$170K, and said we have applied for the \$16.3M of the CAREs Act monies which are about to be approved and these will make up for our losses in revenues. Another slide of our revenue by category with the breakdown was displayed. He continued with if all \$16.3M is not used this year, it will move over to 2021 to help pay for any sales tax loss we may experience next year. He stated we should have received about \$153K, received \$72K, and the difference between the \$170K we are losing, basically resulting from three-line items; Passenger Service, Investment Income and Other Operating. These income losses are due to fuel tax credits we normally received and we are driving less miles, rental income from rooms at Staples Street and no rentals taken at this time. He said these losses are reimbursable from the CAREs Act monies as part of the pandemic. Mr. Saldaña commented the Sales Tax revenue should be \$2.8M, although the State of Texas Comptroller has stated the sales taxes are down about 13 percent, or a \$360K shortfall we are expecting and again, the CAREs Act should make up for this loss. He stated Total Operating Expenses for April came in at \$3.1M on a budget of \$3.15M, or \$170K difference. A pie-chart detailing where monies are allocated by object, with an additional slide of the dollar breakdown.

Mr. Saldaña reported on the year-to-date highlights as of April 30TH, and Passenger Service revenues at 79 percent of targeted baseline, Staples Street Center revenues collected almost 100 percent, and Total Expenses came in at \$553K, or 4.14 percent less than baseline. He said we usually see a shortfall January through March/April as these months is when we receive the least amount of sales tax revenues, although make the losses up towards the backend of the year. An Income Statement Snapshot showed the agency at \$11.8M, or \$200K off of \$12.1M budget, and this we normally see during the early months of the year, yet the losses will be covered under the CAREs Act reimbursement. A pie-chart detailing where monies are allocated by object, with an additional slide of the dollar breakdown. He provided a month-to-month comparison from 2020 to 2019 down by 3.8 percent, and the comparison budget to actual increase of \$256K over budget. He presented a slide of trending sales tax revenues from March 2019 to March 2020.



b) April Procurement Update

Mr. Saldaña reported there is one procurement for the month being for Windstorm and Hail Insurance coverage at \$102K for the one-year contract. He commented there are two contracts presented and approved at committee in May; Diesel Fuel at \$1.5M three-year contract with one 2-year option, and Tire Leasing at \$100K three-year contract with two 1-year options. The CEO signature authority of \$50K or less; Rebuilt Transmissions at \$24,500 two-year base with one 1-year option; Fasteners and Shop Supplies at \$27,682 three-year base with two 1-year options; and Waste Disposal Services at \$19,368 one-year agreement with two 1-year options. He said we still maintain our Marina Rental Space on a month-to-month contract with the City of Corpus Christi.

c) April 2020 Safety & Security Report

Mr. Mike Rendón reported April at zero accidents, and the operators drove 167K miles for April. He commented the year-to-date collision rate for 2020 is at 0.12. Mr. Rendón stated security stats were for 345 contacts and the top 3 contacts being 80 percent of the contacts with individuals.

Mr. Rendón reported the agency has been 3 months accident free of the 675K miles the operators have driven in the months of February, March and April. He said this is a combination of great teamwork and the trainers at the CCRTA for our operators and employees. CCPD-Crime Reduction Unit meet regularly to keep the Staples Street Station and areas well monitored of any unauthorized activities. Mr. Rendón commented the Staples Street Center has on average there are between 8 to 10 individuals entering the facility and are Greyhound customers. He stated Department of Motor Vehicles has opened by appointment only, the Veteran's Affairs offices have also opened making an increase to 60-70 individuals entering the building this week. He also commented we encourage the wearing of masks.

He stated with the protests around the country and the destruction of buildings and various areas, there was a protest at City Hall area of about 550 individuals with weapons and other items. We had security and CCPD officers located at our building and station to observe from a distance.

d) April 2019 Operations Report

Mr. Gordon Robinson commented this item aligns with our Board Priority Public Image and Transparency. He reported April highlights finished down due by almost 64 percent with Passenger Trips at 168,776. He said Service Hours also were down at 20,211, or almost 34 percent less than last year as the agency reduced service due to COVID-19 pandemic. Mr. Robinson commented the same as Mr. Saldana had mentioned earlier, this affects passenger fares. He commented Service Miles were at 288,379, or almost 36 percent less.

Mr. Robinson reported on the April monthly breakdown with a graph chart to show the prior year comparisons and the decline resulting from the COVID-19 impact. He commented ridership trends have been adversely impacted by pandemic as the April monthly ridership is down significantly by 293,426 at 168,776, or 63.5 percent less. He said in comparison, April 2019 had 462,202 rides. On-Time Performance did very well at almost 97 percent overall and construction has impacted 6 out of 32 routes, or 19 percent. Mr. Robinson presented a slide of upcoming projects impacting Fixed Route services from May 2020 through late 2021. He stated road closure detour numbers are going back up a bit with new bond projects coming on line early next year, routes for Ayers, Airline, Everhart and Laguna Shores being affected.



He said future detours will account for an additional five, or 13 percent of detoured bus route services. Mr. Robinson commented the future detoured routes will include Routes: 3, 4, 27 and 28. He commented miles between roadcalls (MBRC) just under 10K on the large buses so excellent as we met our standard of above 6,500 productivity.

Heard CEO's Report

Mr. Jorge G. Cruz-Aedo commented on the status of the Port Ayers bank building as we are still working with the FTA to get clearance on demolition. He said FTA sent of a letter of questions they have we will be responding to.

He also commented on another item about some discussions of federal legislation in the near future where the FTA will provide a second round of funding for transit agencies for 2021 and beyond. He said we will be looking at needs of the agency in 2021 and beyond with our long-range plans, the possibility of the future. He said we will be submitting for things to help the agency grow; i.e., park 'n rides, additional buses, additional equipment, new technology and other items for the agency. He also commented that since these items would be 100 percent federally funded, the possibility of a new ferry system that actually is a ferry system that would travel from Corpus to Port Aransas and even Padre Island. He said we need some work to develop feasibility cost to submit in the event the FTA wants to expand transportation in our area. He said an idea to consider.

Heard Chairman's Report

Mr. Edward Martinez, Board Chairman, opened it up for other board members comments. Mr. Michael Reeves, Board Vice Chairman, recognize Mr. Cruz-Aedo and his team for our safety culture, especially during this time. He applauded Staff for being mindful of our riders, coworkers, and doing their best as professional for the CCRTA. He said he very proud to sit on this Board for what the Staff and the agency had done and is doing for the community. Mr. Dan Leyendecker, Board Secretary also reiterated what had been said and Good Job well done. Ms. Lynn Allison also said Thank You for the job everyone is doing for safety and as we come into hurricane season and the long-term planning that goes into the weather-related events. Ms. Anne Bauman also commented she echoes the same comments as the other members for what the agency is doing through for the riders, the employees, and for the community. Ms. Patricia Dominguez also echoed the comments of others, planning for COVID-19 and everyone stepping up and doing what has to be done. Mr. Glenn Martin also reiterate what the others have said and Thank You to everyone. Mr. Philip Skrobarczyk said Good Work, Carry On! Mr. Matt Woolbright thanked Mr. George Clower for his 8 years of service on the CCRTA Board of Directors and all that he has contributed towards the agency. He commended the CCRTA during COVID-19 to not have any cases at the agency, and looking at responsible ways to keep everyone safe now and beyond. Ms. Anna Jimenez thanked Ms. Rita Patrick and the Marketing Department in communicated to our customers for closers, COVID-19 updates and loves the B Safe slogan, and good job. Mr. George Clower spoke last and commented he is available for his board members and CCRTA Staff. He said it has been an honor and a privilege serving this Board and working with the Staff, and other board members over the years. He is going to miss everyone.

Adjournment

There being no further review of items, the meeting adjourned at 9:44 a.m.

Submitted by: Dena Linnehan

Dan Leyendecker, Board Secretary



Subject: Adopt the 2020 Public Transportation Action Safety Plan (PTASP) Manual

Background

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America's Surface Transportation Act (FAST Act).

In compliance with MAP-21 and the FAST Act, FTA promulgated a Public Transportation Safety Program on August 11, 2016 that adopted SMS as the foundation for developing and implementing a Safety Program. SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks. To improve public transportation safety to the highest practicable level in the State of Texas and comply with FTA requirements, the Texas Department of Transportation (TxDOT) has developed this Agency Safety Plan (ASP) in collaboration with CCRTA and the CCRTA Board of Directors.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the NSP, CCRTA and the CCRTA Board of Directors adopt this ASP and the tenets of SMS including a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP), per 49 U.S.C. 5329(d)(1)(A). While safety has always been a primary function at CCRTA, this document lays out a process to fully implement an SMS over the next several years that complies with the PTASP final rule.

Identified Need

Safety is CCRTA's first priority. CCRTA is committed to implementing, developing, and improving strategies, management systems, and processes to ensure that all our activities uphold the highest level of safety performance and meet required safety standards. We will develop and embed a safety culture in all our activities that recognizes the importance and value of effective safety management and acknowledges at all times that safety is paramount.

We will clearly explain for all staff their accountabilities and responsibilities for the development and operation of the Safety Management System. For passengers and employees, we will minimize the safety risk associated with transit service to as low as reasonably practicable and we will work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards. We will also work to ensure that

all employees are provided with adequate and appropriate safety information and training, are competent in safety matters, and are only allocated tasks commensurate with their skills.

We have established Safety Performance Targets (SPT) to help us measure the overall effectiveness of our processes and ensure we meet our safety objectives. We will issue quarterly reports to the entire organization documenting how well we met our safety performance targets and describing the safety risk mitigations we implemented to reduce safety risk.

Financial Impact

There is no financial impact.

Board Priority

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

Committee Review

This item was discussed and approved at the Administration & Finance Committee meeting held on June 24, 2020.

Recommendation

Staff recommends the Board of Directors to Adopt the 2020 Public Transportation Action Safety Plan (PTASP) Manual.

Respectfully Submitted,

Submitted & Miguel Rendón
Reviewed by: Director of Safety & Security

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



Corpus Christi Regional Transportation Authority

Public Transportation Agency Safety Plan

Version 1

Adopted **DATE HERE**

In compliance with 49 CFR Part 673

Developed in conjunction with the
Texas Department of Transportation



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1. EXECUTIVE SUMMARY

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America's Surface Transportation Act (FAST Act).

In compliance with MAP-21 and the FAST Act, FTA promulgated a Public Transportation Safety Program on August 11, 2016 that adopted SMS as the foundation for developing and implementing a Safety Program. FTA is committed to developing, implementing, and consistently improving strategies and processes to ensure that transit achieves the highest practicable level of safety. SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

There are several components of the national safety program, including the National Public Transportation Safety Plan (NSP), that FTA published to provide guidance on managing safety risks and safety hazards. One element of the NSP is the Transit Asset Management (TAM) Plan. Public transportation agencies implemented TAM plans across the industry in 2018. The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA.

Safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery. At Corpus Christi Regional Transportation Authority (CCRTA), all levels of management, administration and operations are responsible for the safety of their clientele and themselves. To improve public transportation safety to the highest practicable level in the State of Texas and comply with FTA requirements, the Texas Department of Transportation (TxDOT) has developed this Agency Safety Plan (ASP) in collaboration with CCRTA and the CCRTA Board of Directors.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the NSP, CCRTA and the CCRTA Board of Directors adopt this ASP and the tenets of SMS including a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP), per 49 U.S.C. 5329(d)(1)(A).¹ While safety has always been a primary function at CCRTA, this document lays out a process to fully implement an SMS over the next several years that complies with the PTASP final rule.

¹ Federal Register, Vol. 81, No. 24



A. Plan Adoption – 673.11(a)(1)

This Public Transit Agency Safety Plan is hereby adopted, certified as compliant, and signed by:

Jorge Cruz-Aedo, Chief Executive Officer

ACCOUNTABLE EXECUTIVE SIGNATURE

DATE

The main governing body of CCRTA is the CCRTA Board of Directors. Approval of this plan by the CCRTA Board of Directors occurred on [DATE] and is documented in [RESOLUTION] from the Board meeting.

B. Certification of Compliance – 673.13(a)(b)

TxDOT certifies on [DATE] that this Agency Safety Plan is in full compliance with 49 CFR Part 673 and has been adopted and will be implemented by CCRTA as evidenced by the plan adoption signature and necessary Board of Directors approvals under Section 1.A of this plan.

2. TRANSIT AGENCY INFORMATION – 673.23(D)

CCRTA is the regional transportation authority for Nueces County, Texas and is the largest transit provider in the region. The CCRTA main office is located at 5658 Bear Lane, Corpus Christi, Texas and the main transfer center (Staples Street Station) is located in downtown Corpus Christi at 602 N Staples Street.

CCRTA currently operates thirty-six (36) fixed routes, five (5) of which are shuttle routes, and seven (7) regional express routes, along with several park and ride programs and a vanpool program. Fixed route service is operated seven (7) days a week ranging from 5:00 am to 10:30 pm depending on the route. CCRTA also operates Americans with Disabilities Act (ADA) paratransit services, known as the B-Line, for those who have disabilities that would prevent them from using the fixed route services. Recently, CCRTA has begun offering a flexible, deviated fixed route service as an addition to our normal services, which our agency plans to expand in the future.

CCRTA is managed by the CEO and the management team consisting of the Asset Management Executives, Project Managers, and Transit Asset Team Members.

No additional transit service is provided by CCRTA on behalf of another transit agency or entity at the time of the development of this plan.

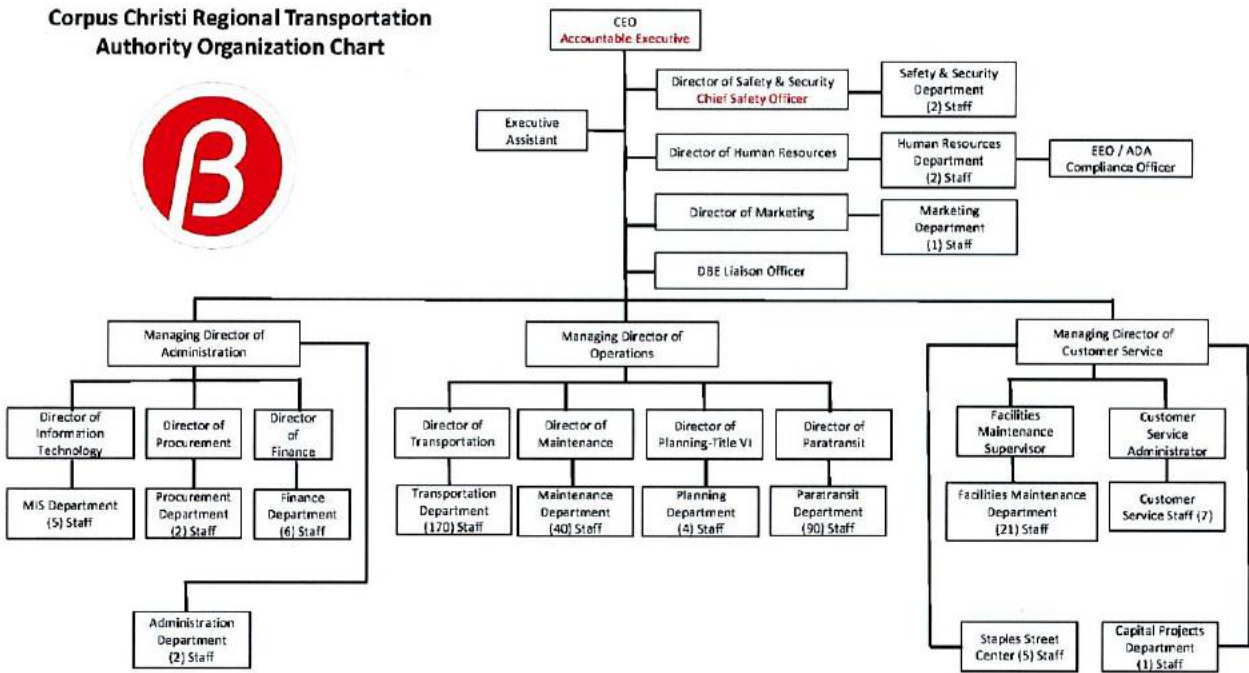
Table 1 contains agency information while an organizational chart for CCRTA is provided in Figure 1.

TABLE 1: AGENCY INFORMATION

Information Type	Information
Full Transit Agency Name	Corpus Christi Regional Transportation Authority
Transit Agency Address	5658 Bear Lane, Corpus Christi, TX 78405
Name and Title of Accountable Executive 673.23(d)(1)	Jorge Cruz-Aedo, Chief Executive Officer
Name of Chief Safety Officer or SMS Executive 673.23(d)(2)	Mike Rendon, Director of Safety & Security
Key Staff	John Esparza, Safety & Security Administrator
Mode(s) of Service Covered by This Plan 673.11(b)	Fixed Route Bus, Demand Response, ADA Paratransit
List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5310, & 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Fixed Route Bus, Demand Response, ADA Paratransit
Number of Vehicles Operated	135

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FIGURE 1: CCRTA ORGANIZATIONAL CHART



A. Authorities & Responsibilities – 673.23(d)

As stated in 49 CFR Part 673.23(d), CCRTA is establishing the necessary authority, accountabilities, and responsibilities for the management of safety amongst the key individuals within the organization, as those individuals relate to the development and management of our SMS. In general, the following defines the authority and responsibilities associated with our organization.

The **Accountable Executive** has ultimate responsibility for carrying out the SMS of our public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the ASP (in accordance with 49 U.S.C. 5329(d)), and the agency's TAM Plan, in accordance with 49 U.S.C. 5326. The Accountable Executive has authority and responsibility to address substandard performance in the CCRTA SMS, per 673.23(d)(1).

Agency leadership and executive management are those members of our agency leadership or executive management, other than the Accountable Executive, Chief Safety Officer (CSO)/SMS Executive, who have authority or responsibility for day-to-day implementation and operation of our agency's SMS.

The **CSO** is an adequately trained individual who has the authority and responsibility as designated by the Accountable Executive for the day-to-day implementation and operation of the CCRTA SMS. As such, the CSO is able to report directly to our transit agency's Accountable Executive.

Key staff are staff, groups of staff, or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating our agency's SMS.

Front line employees perform the daily tasks and activities where hazards can be readily identified so the identified hazards can be addressed before the hazards become adverse events. These employees are critical to SMS success through each employee's respective role in reporting safety hazards, which is where an effective SMS and a positive safety culture begins.

Further detail on this authority and these responsibilities are described at length in *Transit Asset Management Plan* (Appendix A, Table 9 shows the document name, file name, and date of adoption). In addition, over the next year, CCRTA will be reviewing and modifying, if necessary, our current job descriptions to ensure the job descriptions comply with 49 CFR Part 673.

3. SAFETY POLICIES AND PROCEDURES

A. Policy Statement – 673.23(a)

Safety is CCRTA's first priority. CCRTA is committed to implementing, developing, and improving strategies, management systems, and processes to ensure that all our activities uphold the highest level of safety performance and meet required safety standards.

We will develop and embed a safety culture in all our activities that recognizes the importance and value of effective safety management and acknowledges at all times that safety is paramount.

We will clearly explain for all staff their accountabilities and responsibilities for the development and operation of the Safety Management System.

For passengers and employees, we will minimize the safety risk associated with transit service to as low as reasonably practicable and we will work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards. We will also work to ensure that all employees are provided with adequate and appropriate safety information and training, are competent in safety matters, and are only allocated tasks commensurate with their skills.

We have established Safety Performance Targets (SPT) to help us measure the overall effectiveness of our processes and ensure we meet our safety objectives. We will issue quarterly reports to the entire organization documenting how well we met our safety performance targets and describing the safety risk mitigations we implemented to reduce safety risk.

I. Employee Safety Reporting Program – 673.23(b)

Frontline employees are a significant source of safety data. These employees are typically the first to spot unsafe conditions that arise from unplanned conditions either on the vehicles, in the maintenance shop, or in the field during operations. For this reason, the Employee Safety Reporting Program (ESRP) is a major tenet of the PTASP Rule. Under this rule, agencies must establish and implement a process that allows employees to report safety conditions directly to senior management; provides protections for employees who report safety conditions to senior management; and includes a description of employee behaviors that may result in disciplinary action.

CCRTA has a policy in place called the *Employee Grievance* procedure (Appendix A), which is only applicable to internal complaints. The procedure requires that complaints be submitted within 30 days of the incident. The complaints are first routed to the immediate supervisor who will conduct an initial investigation. The immediate supervisor has five (5) calendar days to return a written response, unless elevated to the next management level (order: Immediate Supervisor, Department Manager, Division Head, Human Resources Manager, CEO). The decision of the CEO is final in all cases. Over the next year, CCRTA will review and modify, if necessary, our *Employee Grievance* procedure to develop the procedure into a full ESRP to ensure that the procedure complies with 49 CFR Part 673.

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As contained in CCRTA's *Employee Handbook* (Appendix A), CCRTA has an Open-Door Policy that allows for both anonymous and identified communication of complaint, question, or suggestion for improvement. This process encourages the employee to first approach their respective immediate supervisor. If the matter cannot be resolved with the immediate supervisor, the employee can move up to the next management channel. Additionally, a Human Resources representative may be involved at any level. CCRTA employees are protected from retaliation for using the Open-Door Policy in good faith and CCRTA maintains the confidentiality of the employee making the complaint.

In general, the CCRTA ESRP will ensure that all employees are encouraged to report safety conditions directly to senior management or their direct supervisor for elevation to senior management. The policy will include any contract employees. The policy will also spell out what protections are afforded employees who report safety related conditions and will describe employee behaviors that are not covered by those protections. The policy will also elaborate on how safety conditions that are reported will be reported back to the initiator(s) – either to the individual or groups of individuals or organization, dependent on the nature of the safety condition.

To bolster the information received from frontline employees, CCRTA will also review our current policy for how our agency receives information and safety related data from employees and customers. If necessary, CCRTA will develop additional means for receiving, investigating and reporting the results from investigations back to the initiator(s) – either to the person, groups of persons, or distributed agency-wide to ensure that future reporting is encouraged.

II. Communicating the Policy Throughout the Agency – 673.23(c)

CCRTA is committed to ensuring the safety of our clientele, personnel and operations. Part of that commitment is developing an SMS and agency wide safety culture that reduces agency risk to the lowest level possible. The first step in developing a full SMS and agency wide safety culture is communicating our SMP throughout our agency.

The SMP and safety objectives are at the forefront of all communications. This communications strategy will include posting the policy in prominent work locations for existing employees and adding the policy statement to the on-boarding material for all new employees. In addition, the policy statement will become part of our agency's regular safety meetings and other safety communications efforts. The policy will be signed by the Accountable Executive so that all employees know that the policy is supported by management.

B. PTASP Development and Coordination with TxDOT – 673.11(d)

This PTASP has been developed by TxDOT on behalf of the Corpus Christi Metropolitan Planning Organization (MPO) and Corpus Christi Regional Transportation Authority in accordance with all requirements stated in 49 CFR Part 673 applicable to a small public transportation provider. TxDOT mailed a formal call for participation in a State sponsored PTASP development process to all Texas Section 5307

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small bus transit agencies on January 15, 2019 and followed that call with a series of phone calls and additional correspondence. CCRTA provided a letter to TxDOT opting into participation on March 15, 2019 and has been an active participant in the development of this plan through sharing existing documentation and participating in communication and coordination throughout the development of this plan. The CCRTA documentation used in the development of this plan is presented in Table 9, in Appendix A.

In support of tracking performance on our SA and SP processes, CCRTA conducts a yearly safety culture survey. The survey is intended to help CCRTA assess how well we communicate safety and safety performance information throughout our organization by gauging how safety is perceived and embraced by CCRTA's administrators, supervisors, staff and contractors. The survey is designed to help us assess how well we are conveying information on hazards and safety risks relevant to employees' roles and responsibilities and informing employees of safety actions taken in response to reports submitted through our ESRP. Results from our most recent survey were analyzed and incorporated into the implementation strategies contained in this ASP.

Once the documents were reviewed, an on-site interview was conducted with CCRTA to gain a better understanding of the agency. This understanding was necessary to ensure that the ASP was developed to fit CCRTA's size, operational characteristics, and capabilities.

The draft ASP was delivered to CCRTA in March 2020 for review and comment. Once review was completed and any adjustments made, the final was delivered to CCRTA for review and adoption.

C. PTASP Annual Review – 673.11(a)(5)

Per 49 U.S.C. 5329(d)(1)(D), this plan includes provisions for annual updates of the SMS. As part of CCRTA's ongoing commitment to fully implementing SMS and engaging our agency employees in developing a robust safety culture, CCRTA will review the ASP and all supporting documentation annually. The review will be conducted as a precursor to certifying to FTA that the ASP is fully compliant with 49 CFR Part 673 and accurately reflects the agency's current implementation status. Certification will be accomplished through CCRTA's annual Certifications and Assurances reporting to FTA.

The annual review will include the ASP and supporting documents (Standard Operating Procedures [SOPs], Policies, Manuals, etc.) that are used to fully implement all the processes used to manage safety at CCRTA. All changes will be noted (as discussed below) and the Accountable Executive will sign and date the title page of this document and provide documentation of approval by the CCRTA Board of Directors whether by signature or by reference to resolution.

The annual ASP review will follow the update activities and schedule provided below in Table 2. As processes are changed to fully implement SMS or new processes are developed, CCRTA will track those changes for use in the annual review.

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TABLE 2: ASP ANNUAL UPDATE TIMELINE

Task	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Review Agency Operations	→							
Review SMS Documentation <ul style="list-style-type: none"> • Safety Policy; • Risk Management; • Safety Assurance; and • Safety Promotion. 		→						
Review Previous Targets and Set or Continue Targets			→					
Report Targets to National Transit Database (NTD), TxDOT, Corpus Christi MPO					→			
Make Any Necessary Adjustments to PTASP						→		
Update Version No., Adopt & Certify Plan Compliance								★

The following table, Table 3, will be used to record final changes made to the ASP during the annual update. This table will be a permanent record of the changes to the ASP over time.

TABLE 3: ASP RECORD OF CHANGES

Document Version	Section/Pages Changed	Reason for Change	Reviewer Name	Date of Change
Header	Text	Text	Text	Text
Header	Text	Text	Text	Text
Header	Text	Text	Text	Text

The implementation of SMS is an ongoing and iterative process, and as such, this PTASP is a working document. Therefore, a clear record of changes and adjustments is kept in the PTASP for the benefit of safety plan performance management and to comply with Federal statutes.

D. PTASP Maintenance – 673.11(a)(2)(c)

CCRТА will follow the annual review process outlined above and adjust this ASP as necessary to accurately reflect current implementation status. This plan will document the processes and activities related to SMS implementation as required under 49 CFR Part 673 Subpart C and will make necessary updates to this ASP as CCRТА continues to develop and refine our SMS implementation.

E. PTASP Documentation and Recordkeeping – 673.31

At all times, CCRТА will maintain documents that set forth our ASP, including those documents related to the implementation of CCRТА’s SMS and those documents related to the results from SMS processes and activities. CCRТА will also maintain documents that are included in whole, or by reference, that describe the programs, policies, and procedures that our agency uses to carry out our ASP and all iterations of

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those documents. These documents will be made available upon request to the FTA, other Federal entity, or TxDOT. CCRTA will maintain these documents for a minimum of three years after the documents are created. These additional supporting documents are cataloged in Appendix A and the list will be kept current as a part of the annual ASP review and update.

F. Safety Performance Measures – 673.11(a)(3)

The PTASP Final Rule, 49 CFR Part 673.11(a)(3), requires that all public transportation providers must develop an ASP to include SPTs based on the safety performance measures established under the NSP. The safety performance measures outlined in the NSP were developed to ensure that the measures can be applied to all modes of public transportation and are based on data currently being submitted to the NTD. The safety performance measures included in the NSP are fatalities, injuries, safety events, and system reliability (State of Good Repair as developed and tracked in the TAM Plan).

There are seven (7) SPTs that must be included in each ASP that are based on the four (4) performance measures in the NSP. These SPTs are presented in terms of total numbers reported and rate per Vehicle Revenue Mile (VRM). Each of the seven (7) is required to be reported by mode as presented in Table 4.

TABLE 4: NSP SAFETY PERFORMANCE MEASURES

Safety Performance Measure	SPT	SPT
Fatalities	Total Number Reported	Rate Per Total VRM
Injuries	Total Number Reported	Rate Per Total VRM
Safety Events	Total Number Reported	Rate Per Total VRM
System Reliability	Mean distance between major mechanical failure	

Table 5 presents baseline numbers for each of the performance measures. CCRTA collected the past two (2) years of reported data to develop the rolling averages listed in the table.

TABLE 5: BASELINE 2019 SAFETY PERFORMANCE MEASURES

Mode	Fatalities	Rate of Fatalities*	Injuries	Rate of Injuries*	Safety Events	Rate of Safety Events*	Mean Distance Between Major Mechanical Failure
Fixed Route (Bus)	0	0%	14.5	0.00039%	7.5	0.00020%	28,320
Demand Response	0	0%	2	0.00015%	2	0.00015%	14,932
Van Pool	0	0%	0	0%	0	0%	96,963

*rate = total number for the year/total revenue vehicle miles traveled

While safety has always been a major component of the CCRTA operation, the adoption of this ASP will result in changes across all aspects of the organization. The SPTs set in Table 6, Table 7, and Table 8 reflect an acknowledgment that SMS implementation will produce new information that will be needed to accurately set meaningful SPTs. We will set our targets at the current NTD reported two-year average as we begin the process of fully implementing our SMS and developing our targeted safety improvements. This will ensure that we do no worse than our baseline performance over the last two years.

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TABLE 6: FIXED ROUTE (BUS) SAFETY PERFORMANCE TARGETS

Measure	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0%	0%
Injuries	14.5	14.5
Rate of Injuries*	0.00039%	0.00039%
Safety Events	7.5	7.5
Rate of Safety Events*	0.00020%	0.00020%
Mean Distance Between Major Mechanical Failure	28,320	28,320

*rate = total number for the year/total revenue vehicle miles traveled

TABLE 7: DEMAND RESPONSE SAFETY PERFORMANCE TARGETS

Measure	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0%	0%
Injuries	2	2
Rate of Injuries*	0.00015%	0.00015%
Safety Events	2	2
Rate of Safety Events*	0.00015%	0.00015%
Mean Distance Between Major Mechanical Failure	14,932	14,932

*rate = total number for the year/total revenue vehicle miles traveled

TABLE 8: VAN POOL SAFETY PERFORMANCE TARGETS

Measure	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0%	0%
Injuries	0	0
Rate of Injuries*	0%	0%
Safety Events	0	0
Rate of Safety Events*	0%	0%
Mean Distance Between Major Mechanical Failure	96,963	96,963

*rate = total number for the year/total revenue vehicle miles traveled

As part of the annual review of the ASP, CCRTA will reevaluate our SPTs and determine whether the SPTs need to be refined. As more data is collected as part of the SRM process discussed later in this plan, CCRTA may begin developing safety performance indicators to help inform management on safety related investments.



G. Safety Performance Target Coordination – 673.15(a)(b)

CCRTA will make our SPTs available to TxDOT and the Corpus Christi MPO to aid in those agencies' respective regional and long-range planning processes. To the maximum extent practicable, CCRTA will coordinate with TxDOT and the MPO in the selection of State and MPO SPTs as documented in the Interagency Memorandum of Understanding (MOU).

Each year during the FTA Certifications and Assurances reporting process, CCRTA will transmit any updates to our SPTs to both the Corpus Christi MPO and TxDOT (unless those agencies specify another time in writing).

4. SAFETY MANAGEMENT SYSTEMS – 673 SUBPART C

As previously noted, FTA has adopted SMS as the basis for improving safety across the public transportation industry. In compliance with the National Safety Program, National Public Transportation Safety Plan, and 49 CFR Part 673, CCRTA is adopting SMS as the basis for directing and managing safety and risk at our agency. CCRTA has always viewed safety as a core business function. All levels of management and employees are accountable for appropriately identifying and effectively managing risk in all activities and operations in order to deliver improvements in safety and reduce risk to the lowest practical level during service delivery.

SMS is comprised of four basic components - SMP, SRM, SA, and SP. The SMP and SP are the enablers that provide structure and supporting activities that make SRM and SA possible and sustainable. The SRM and SA are the processes and activities for effectively managing safety as presented in Figure 2.

FIGURE 2: SAFETY MANAGEMENT SYSTEMS



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Implementing SMS at CCRTA will be a major undertaking over the next several years. This ASP is the first step to putting in place a systematic approach to managing the agency's risk. CCRTA has already taken several steps to implement SMS, such as developing this initial ASP and designating a CSO. During the first year of implementation, CCRTA will identify SMS roles and responsibilities, key stakeholder groups and key staff to support this process. CCRTA will also ensure that these key staff receive SMS training, develop a plan for implementing SMS, inform stakeholders about the ASP, and discuss our progress with the CCRTA Board and our agency's planning partners.

A. Safety Risk Management – 673.25

By adopting this ASP, CCRTA is establishing the SRM process presented in Figure 3 for identifying hazards and analyzing, assessing and mitigating safety risk in compliance with the requirements of 49 CFR Part 673.25. The SRM processes described in this section are designed to implement the CCRTA SMS.

FIGURE 3: SAFETY RISK MANAGEMENT PROCESS



The implementation of the SRM component of the SMS will be carried out over the course of the next year. The SRM components will be implemented through a program of improvement during which the SRM processes will be implemented, reviewed, evaluated, and revised as necessary, to ensure the processes are achieving the intended safety objectives as the processes are fully incorporated into CCRTA's SOPs.

The SRM is focused on implementing and improving actionable strategies that CCRTA has undertaken to identify, assess and mitigate risk. The creation of a Risk Register provides an accessible resource for documenting the SRM process, tracking the identified risks, and documenting the effectiveness of mitigation strategies in meeting defined safety objectives and performance measures. The draft Risk Register is presented in Figure 4.

FIGURE 4: DRAFT RISK REGISTER

Hazard	Type	Likelihood	Consequence	Resolution

What is wrong?

What could happen

What could mitigate this?

As the SRM process progresses through the steps of identifying what may be wrong, what could happen as a result, and what steps CCRTA is taking to resolve the risk and mitigate the hazard, the CSO completes and publishes the various components of the Risk Register. These components include the use of safety hazard identification, safety risk assessment, and safety risk mitigation, as described in the following sections.

I. Safety Hazard Identification – 673.25(b)

CCRTA has a *Hazard Recognition/Identification* strategy located in the *System Safety Program Plan (SSPP)* (Appendix A) in place to identify safety and operational risks based on individual assets. This assessment uses both inductive and deductive identification processes. The purpose of the hazard assessment activities is to determine the acceptability of assuming the hazard risk, or to determine the necessity of recommending corrective measures. These activities involve four steps:

1. Cause identification.
2. Testing and analysis.
3. Determination of severity and likelihood of occurrence.
4. Development of options for control/elimination strategies and costs

This assessment is provided in *Sections 6 through 8* of CCRTA’s *SSPP*.

Although the current procedures have been effective in achieving our safety objectives, to ensure compliance with 49 CFR Part 673, CCRTA is working to implement the following expanded SRM process.

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The CCRTA SRM process is a forward-looking effort to identify safety hazards that could potentially result in negative safety outcomes. In the SRM process, a hazard is any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infra-structure of a public transportation system; or, damage to the environment.

Hazard identification focuses on out-of-the-norm conditions that need special attention or immediate action, new procedures, or training to resolve a condition that is unacceptable and return conditions to an acceptable level. CCRTA uses a variety of mechanisms for identifying and documenting hazards, namely:

- Through training and reporting procedures, CCRTA ensures personnel can identify hazards and that each employee clearly understands that the employee has a responsibility to immediately report any safety hazards identified to the employee's supervisors. Continued training helps employees to develop and improve the skills needed to identify hazards.
- Employee hazard training coupled with the ESRP ensures that CCRTA has full use of information from frontline employees for hazard identification.
- Upon receiving the hazard report, supervisors communicate the identified hazard to the CSO for entry into the risk register for risk assessment, classification and possible mitigation.
- In carrying out the risk assessment, the CSO uses standard reporting forms (e.g. *Pre-and Post-trip Inspection Forms* and *Collision Reports* to mitigate mechanical based safety hazards that are identified) and other reports completed on a routine basis by administrative, operations and maintenance. The CCRTA *SSPP* contains procedures for flagging and reporting hazards as a part of day-to-day operations.
- Supervisors are responsible for performing and documenting regular safety assessments, which include reporting and recommending methods to reduce identified hazards.
- CCRTA uses incident reports and records to determine specific areas of training that need to be covered with employees to ensure safety hazard identification is continually improved, and thus ensure that hazards are identified before an event recurrence.
- Incident reports are also analyzed by the risk management team to identify any recurring patterns or themes that would help to identify underlying hazards and root causes of the event that can be mitigated to prevent recurrence.
- If a hazard is such that an employee would be reluctant to report the information due to perceived negative consequences (e.g. disciplinary action), alternative, anonymous reporting mechanisms are available through an anonymous suggestion box or anonymous online reporting form, or other secure mechanism.

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- To increase the safety knowledge of our agency, Safety Department personnel are also encouraged to participate in available professional development activities and peer-to-peer exchanges as a source of expertise and information on lessons learned and best practices in hazard identification.
- Other sources for hazard identification include:
 - ESRP
 - Inspections of personnel job performance, vehicles, facilities and other data
 - Investigations of safety events
 - Safety trend analysis on data currently collected
 - Training and evaluation records
 - Internal safety audits
 - External sources of hazard information could include:
 - FTA and other federal or state authorities
 - Reports from the public
 - Safety bulletins from manufacturers or industry associations

In addition to identifying the hazard, the hazard identification process also classifies the hazard by type (organizational, technical or environmental) to assist the CSO in identifying the optimal combination of departmental leadership and subject matter expertise to select in assembling the safety risk assessment team.

The various hazard types can also be categorized by subcategory for each type. For example, organizational hazards can be subcategorized into resourcing, procedural, training or supervisory hazards. Each of the subcategories implies different types of mitigation strategies and potentially affect overall agency resources through varying costs for implementation. Technical hazards can be subcategorized into operational, maintenance, design and equipment. Additionally, environmental hazards can be subcategorized into weather and natural, which is always a factor for every operation.

II. Safety Risk Assessment – 673.25(c)

CCRTA currently uses a *Hazard Analysis/Assessment/Evaluation* process with a framework for assessing risks and threats with reference to security for the transportation system. This assessment procedure can be found in *Section 7* of the *SSPP* and shows the likelihood of occurrence and the impact on transportation assets and the system as a whole.

As part of the new SRM process, CCRTA has developed methods to assess the likelihood and severity of the consequences of identified hazards, and prioritizes the hazards based on the safety risk. The process continues the use of the Risk Register described in the previous section to address the next two components.

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To accurately assess a risk, CCRTA may need to perform an investigation. CCRTA currently investigates accidents or crashes but will need to develop a full investigation procedure to inform the SRM process. The investigation procedure will start with an Assessment Form and framework found in the *Hazard Analysis/Assessment/Evaluation* procedures and will be developed to cover all risk assessment. Once fully developed, the document will become the Investigation SOP. The SOP will include accident investigation procedures as well as risk investigation procedures. These procedures will be used to investigate risks identified from multiple sources including the ESRP.

Safety risk is based on an assessment of the likelihood of a potential consequence and the potential severity of the consequences in terms of resulting harm or damage. The risk assessment also considers any previous mitigation efforts and the effectiveness of those efforts. The results of the assessment are used to populate the third and fourth components of the Risk Register as presented in Figure 5.

FIGURE 5: SAFETY RISK ASSESSMENT STEPS IN POPULATING THE RISK REGISTER

Hazard	Type	Likelihood	Consequence	Resolution

The risk assessment is conducted by the CSO and Safety Department supplemented by subject matter experts from the respective department or section to which the risk applies. The process employs a safety risk matrix, similar to the one presented in Figure 6, that allows the safety team to visualize the assessed likelihood and severity, and to help decision-makers understand when actions are necessary to reduce or mitigate safety risk.

FIGURE 6: SAFETY RISK ASSESSMENT MATRIX

RISK ASSESSMENT MATRIX				
SEVERITY LIKELIHOOD	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High	High	High	Medium
Probable (B)	High	High	Medium	Medium
Occasional (C)	High	Medium	Medium	Low
Remote (D)	Medium	Medium	Low	Low
Improbable (E)	Medium	Low	Low	Low

Although the current version of the matrix relies heavily on the examples and samples that are listed on the PTASP Technical Assistance Center website, lessons learned from the implementation process during the coming years will be used to customize the matrix that CCRTA will use to address our unique operating realities and leadership guidance.

The Risk Assessment Matrix is an important tool. If a risk is assessed and falls within one of the red zones, the risk is determined to be unacceptable under existing circumstances. This determination means that management must take action to mitigate the situation. This is the point in the process when SRMs are developed. If the risk is assessed and falls within one of the yellow zones, the risk is determined to be acceptable, but monitoring is necessary. If the risk falls within one of the green zones, the risk is acceptable under the existing circumstances.

Once a hazard’s likelihood and severity have been assessed, the CSO enters the hazard assessment into the Risk Register that is used to document the individual hazard and the type of risk it represents. This information is used to move to the next step, which is hazard mitigation.

III. Safety Risk Mitigation – 673.25(d)

As part of the SSPP, CCRTA currently has a *Hazard Resolution* policy found in Section 8. The SSPP lists specific resolution strategies according to the assigned Likelihood Categories, with additional precautionary measures to take moving forward.

Upon completion of the risk assessment, the CSO and the safety committee continue populating the Risk Register by identifying mitigations or strategies necessary to reduce the likelihood and/or severity of the consequences. The goal of this step is to avoid or eliminate the hazard or, when elimination is not likely

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or feasible, to reduce the assessed risk rating to an acceptable level (Figure 7). However, mitigations do not typically eliminate the risk entirely.

FIGURE 7: RISK REGISTER MITIGATION COMPONENT

Hazard	Type	Likelihood	Consequence	Resolution

To accomplish this objective, the CSO, through the risk management team, works with subject matter experts from the respective department or section to which the risk applies. The risk management team then conducts a brainstorming exercise to elicit feedback from staff and supervisors with the highest level of expertise in the components of the hazard.

Documented risk resolution and hazard mitigation activities from previous Risk Register entries and the resolution’s documented level of success at achieving the desired safety objectives may also be reviewed and considered in the process. If the hazard is external (e.g., roadway construction by an outside agency) information and input from external actors or experts may also be sought to take advantage of all reasonably available resources and avoid any unintended consequences.

Once a mitigation strategy is selected and adopted, the strategy is assigned to an appropriate staff member or team for implementation. The assigned personnel and the personnel’s specific responsibilities are entered into the Risk Register. Among the responsibilities of the mitigation team leader is the documentation of the mitigation effort, including whether the mitigation was carried out as designed and whether the intended safety objectives were achieved. This information is recorded in the appendix to the Risk Register for use in subsequent SA activities and to monitor the effectiveness of the SRM program.

B. Safety Assurance – 673.27 (a)

Safety Assurance means processes within the CCRTA SMS that function to ensure a) the implementation and effectiveness of safety risk mitigation, and b) CCRTA meets or exceeds our safety objectives through the collection, measurement, analysis and assessment of information.

SA helps to ensure early identification of potential safety issues. SA also ensures that safeguards are in place and are effective in meeting CCRTA’s critical safety objectives and contribute towards SPTs.

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I. Safety Performance Monitoring and Measuring – 673.27 (b)

As the first step in the CCRTA SA program, CCRTA collects and monitors data on safety performance indicators through a variety of mechanisms described in the following sections. Safety performance indicators can provide early warning signs about safety risks. CCRTA currently relies primarily on lagging indicators representing negative safety outcomes that should be avoided or mitigated in the future. However, initiatives are underway to adopt a more robust set of leading indicators that monitor conditions that are likely to contribute to negative outcomes in the future. In addition to the day-to-day monitoring and investigation procedures detailed below, CCRTA will review and document the safety performance monitoring and measuring processes as part of the annual update of this ASP.

MONITORING COMPLIANCE AND SUFFICIENCY OF PROCEDURES – 673.27 (B)(1)

CCRTA monitors our system for personnel compliance with operations and maintenance procedures and monitors these procedures for sufficiency in meeting safety objectives. A list of documents describing the safety related operations and maintenance procedures cited in this ASP is provided in Appendix A of this document.

Supervisors monitor employee compliance with CCRTA SOPs through direct observation and review of information from internal reporting systems such as the *Employee Grievance* procedures from employees and the *Customer Assistance Form (CAF)* (Appendix A) for customers.

CCRTA addresses non-compliance with standard procedures for operations and maintenance activities through a variety of actions, including revision to training materials and delivery of employee and supervisor training if the non-compliance is systemic. If the non-compliance is situational, then activities may include supplemental individualized training, coaching, and heightened management oversight, among other remedies.

Sometimes personnel are fully complying with the procedures, but the operations and maintenance procedures are inadequate and pose the risk of negative safety outcomes. In this case, the cognizant person submits the deficiency or description of the inadequate procedures to the SRM process. Through the SRM process, the SRM team will then evaluate and analyze the potential organizational hazard and assign the identified hazard for mitigation and resolution, as appropriate. The SRM team will also conduct periodic self-evaluation and mitigation of any identified deficiencies in the SRM process itself.

MONITORING OPERATIONS – 673.27(B)(2)

Department Heads are required to monitor investigation reports of safety events and SRM resolution reports to monitor the department's operations to identify any safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended. If it is determined that the safety risk mitigation did not bring the risk to an acceptable level or otherwise failed to meet safety objectives, then the supervisor resubmits the safety risk/hazard to the SRM process. The CSO will work with the supervisor

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and subject matter experts to reanalyze the hazard and consequences and identify additional mitigation or alternative approaches to implementing the mitigation.

II. Safety Event Investigation – 673.27(B)(3)

CCRTA currently conducts investigations of safety events. From a SA perspective, the objective of the investigation is to identify causal factors of the event and to identify actionable strategies that CCRTA can employ to address any identifiable organizational, technical or environmental hazard at the root cause of the safety event.

Safety Event Investigations that seek to identify and document the root cause of an accident or other safety event are a critical component of the SA process because they are a primary resource for the collection, measurement, analysis and assessment of information. CCRTA uses gathers various information to help in identifying and documenting root causes of accidents and incidents, including but not limited to:

1. The purpose of these investigations is to:
 - a. Determine responsibility.
 - b. Identify causes and effects.
 - c. Verify identified hazards.
 - d. Implement remedies to eliminate, reduce or control recurrences of a similar accident.
 - e. Gather formal documentation in the event of litigation.
 - f. Develop solutions that will eliminate, nullify, or prevent such accidents and hazards.
 - g. Provide a means of checking the adequacy of past training.
 - h. Make personnel aware of unsafe acts and conditions.
 - i. Promote on-the-spot correction.
2. Investigations will be of two types:
 - a. Those in which the affected department conducts the investigation, and reports and information are provided to Safety.
 - b. Those of a major nature in which the Safety Department will play the leading role and publish a report.
3. The following are necessary for effective investigations:
 - a. Determine field personnel responsibilities for investigation.
 - b. Utilize the Supervisor's Accident Investigation Procedures.
 - c. Integrate Claims' findings into investigations.
 - d. Ensure Safety Department notification of significant accidents, on both an immediate and routine basis.
 - e. Develop criteria for Safety Department investigations.

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- f. Prepare procedures, checklists and formats for conducting investigations.
- g. Adopt policies for major accident investigation report publication and follow up systems for compliance with report recommendations. In addition, the Safety Department will establish procedures for coordinating investigations by outside agencies, or peer reviews.

MONITORING INTERNAL SAFETY REPORTING PROGRAMS – 673.27(B)(4)

As a primary part of the internal safety reporting program, CCRTA monitors information reported through the ESRP. When a report originating through the complaint process documents a safety hazard, the supervisor submits the hazards identified through the internal reporting process, including previous mitigation in place at the time of the safety event. The supervisor submits the hazard report to the SRM process to be analyzed, evaluated, and if appropriate, assigned for mitigation/resolution.

OTHER SAFETY ASSURANCE INITIATIVES

Because leading indicators can be more useful for safety performance monitoring and measurement than lagging indicators, CCRTA is undertaking efforts to implement processes to identify and monitor more leading indicators or conditions that have the potential to become or contribute to negative safety outcomes. This may include trend analysis of environmental conditions through monitoring National Weather Service data; monitoring trends toward or away from meeting the identified SPTs; or other indicators as appropriate.

C. Safety Promotion – 673.29

Management support is essential to developing and implementing SMS. SP includes all aspects of how, why, when and to whom management communicates safety related topics. SP also includes when and how training is provided. The following sections outline both the safety competencies and training that CCRTA will implement and how safety related information will be communicated.

I. Safety Competencies and Training – 673.29(a)

CCRTA provides comprehensive training to all employees regarding each employee's job duties and general responsibilities. This training includes safety responsibilities related to the employee's position. In addition, regular driver safety meetings are held to ensure that safety related information is relayed to the key members of our agency's safety processes.

As part of SMS implementation, CCRTA will be conducting the following activities:

- Conduct a thorough review of all current general staff categories (administrative, driver, supervisor, mechanic, maintenance, etc.) and the respective staff safety related responsibilities.
- Assess the training requirements spelled out in 49 CFR Part 672 and the various courses required for different positions. (CCRTA is not subject to the requirements under 49 CFR Part 672 but will

CONSENT ITEM - ATTACHMENT A

review the training requirements to understand what training is being required of other larger agencies in the event these trainings might be useful).

- Assess the training material available on the FTA PTASP Technical Assistance Center website.
- Review other training material available from industry sources such as the Community Transportation Association of America and the American Public Transportation Association websites.
- Develop a set of competencies and trainings required to meet the safety related activities for each general staff category.
- Develop expectations for ongoing safety training and safety meeting attendance.
- Develop a training matrix to track progress on individuals and groups within the organization.
- Adjust job notices associated with general staff categories to ensure that new personnel understand the safety related competencies and training needs and the safety related responsibilities of the job.
- Include refresher training in all trainings and apply it to agency personnel and contractors.

II. Safety Communication – 673.29(b)

CCRTA regularly communicates safety and safety performance information throughout our agency's organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through the ESRP (noted in 3.A.I) or other means.

CCRTA reports any safety related information to the CCRTA Board of Directors at their regular meetings and will begin including safety performance information. In addition, CCRTA holds regularly scheduled meetings with drivers to ensure that any safety related information is passed along that would affect the execution of the drivers' duties. CCRTA also posts safety related and other pertinent information in a common room for all employees.

CCRTA will begin systematically collecting, cataloging, and, where appropriate, analyzing and reporting safety and performance information to all staff. To determine what information should be reported, how the information should be reported and to whom, CCRTA will answer the following questions:

- What information does this individual need to do their job?
- How can we ensure the individual understands what is communicated?
- How can we ensure the individual understands what action must be taken as a result of the information?
- How can we ensure the information is accurate and kept up-to-date?

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- Are there any privacy or security concerns to consider when sharing information? If so, what should we do to address these concerns?

In addition, CCRTA will review our current communications strategies and determine whether others are needed. As part of this effort, CCRTA has conducted, and will continue to conduct, a Safety Culture Survey to understand how safety is perceived in the workplace and what areas CCRTA should be addressing to fully implement a safety culture at our agency.

5. APPENDIX A

TABLE 9: PTASP SUPPORTING DOCUMENTS

File Name	Revision Date	Document Name	Document Owner
Interview Tech.pdf	5/1/2004	Interview Techniques	CCRTA
Rep. Writing SG.pdf	N/A	Report Writing: An Overview	CCRTA
2018 Monthly Accident _Incident Reports.xls	12/31/2018	Monthly Accident/Incident Reports	CCRTA
Customer Assistance Form.docx	2018	Customer Assistance Form (CAF)	CCRTA
Attachment B - Revised Drug and Alcohol Policy 2019.pdf"	3/6/2019	Drug and Alcohol Policy	CCRTA
Attachment A - Section 103 Employee Grievance.pdf	3/6/2009	Employee Grievance	CCRTA
Attachment C - 2010 Employee Handbook.pdf	2/1/2010	Employee Handbook	CCRTA
CCRTA IT Policy and Procedure Manual 2018 (003).pdf"	2018	Information Technology Policy and Procedure Manual	CCRTA
Dispatch Operations Administrator 2019.pdf	N/A	Job Description: Dispatch Operations Administrator	CCRTA
JD - Dispatcher.pdf	N/A	Job Description: Dispatcher	CCRTA
Street Operations Administrator 2019.pdf	2019	Job Description: Street Operations Administrator	CCRTA
Street Operations Supervisor 2019.pdf	2019	Job Description: Street Operations Supervisor	CCRTA
Training Instructor 2016.pdf	2016	Job Description: Training Instructor	CCRTA
Transportation Services Administrator 2019.pdf	2019	Job Description: Transportation Services Administrator	CCRTA
vamonos-lrp-final.pdf	Oct-12	Long Range Plan	CCRTA
Corpus Christi MPO Boundary.pdf	N/A	Corpus Christi Metropolitan Planning Organization (MPO)	CC MPO

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File Name	Revision Date	Document Name	Document Owner
Biohazard - Final.pdf	7/12/2017	Biohazard on a RTA Vehicle	CCRTA
BTW Training 5.3.19.pdf	5/3/2019	Behind the Wheel Training	CCRTA
Bus Operator Trainee Requirements.pdf	9/19/2018	Bus Operator Trainee Requirements	CCRTA
Daily Schedule Posting and Rotation - Final.pdf	7/12/2017	Daily Schedule Posting and Rotation	CCRTA
Dispatch Responsibilities - Final 1.1.pdf	7/12/2017	Dispatch Responsibilities	CCRTA
Electronic Fare-box Road call Instructions - Final.pdf	7/12/2017	Electronic Fare-box Road Call Instructions	CCRTA
Emergency Procedures 1.24.19.pdf	1/24/2019	Emergency Procedures (Dispatch)	CCRTA
Handheld Radio - Final.pdf	7/12/2017	Handheld Radio: Basic Operating Guide	CCRTA
Health Care Providers Statement - Final.pdf	7/12/2017	Health Care Providers Statement	CCRTA
Health Leave - Final.pdf	7/14/2017	Health Leave	CCRTA
Lost and Found Articles - Revision 2.pdf	4/20/2018	Lost and Found Articles	CCRTA
Red Light and Stop Sign Procedures.pdf	5/24/2019	Red Light and Stop Sign Procedures	CCRTA
Request for Leave - Final.pdf	8/10/2017	Request for Leave	CCRTA
Request Video Pull - Final.pdf	7/12/2017	Video Request Pull Instructions	CCRTA
Retraining.pdf	2/6/2018	Retraining	CCRTA
Return to Work Revised 2-13-18.pdf	2/13/2018	Return to Work	CCRTA
Road Call Report.pdf	2/5/2018	Road Call Report	CCRTA
Road Monitor Work Schedule - Final.pdf	5/1/2018	Road Monitor Work Schedule	CCRTA
Service Stop Removal or Temporary Closure - Final.pdf	7/12/2017	Service Stop Closure / Removal	CCRTA
Setting up Detours - Final.pdf	7/12/2017	Detour Set Up	CCRTA
Transporting Passengers in Non-Revenue Vehicle - Final.pdf	4/1/2018	Transporting people in a non-revenue RTA vehicle	CCRTA

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File Name	Revision Date	Document Name	Document Owner
Utilizing EB Operators - Rev 5-21-19.pdf	4/9/2018	Utilizing Extra Board Operators	CCRТА
Final Procurement Policy 2010 (revised 07-26-2010).pdf	2/1/2010	Procurement Policy	CCRТА
2010 Policy Book final.pdf	2/1/2010	Employee Handbook	CCRТА
Original Manual 2009.pdf	3/11/2009	Bus Operator's Guidelines	CCRТА
Red Light and Stop Sign Procedures.pdf	5/24/2019	Red Light and Stop Sign Procedures	CCRТА
RTA System Safety Program Plan.doc	Jun-13	System Safety Program Plan	CCRТА
FINAL Emergency Response Plan 5-24-19.docx	5/20/2019	Emergency Response Plan	CCRТА
Transit-Plan-2020-Five-Year-Service-Plan-Executive-Summary.pdf	Sep-16	Transit Plan 20/20	CCRТА
Cover Page (3).pdf	N/A	Instructors Course in Bus Operator Training: Participant Manual	Transportation Safety Institute (TSI)
Tab1 VEH OP Part 1 (3).pdf	N/A	Vehicle Operation: Part 1	Transportation Safety Institute (TSI)
Tab1 VEH OP Part 2.pdf	N/A	Vehicle Operation: Part 2	Transportation Safety Institute (TSI)
Tab1 VEH OP Part 3.pdf	N/A	Vehicle Operation: Part 3	Transportation Safety Institute (TSI)
Tab2 CUST REL Part 1.pdf	N/A	Customer Relations: Part 1	Transportation Safety Institute (TSI)
Tab2 CUST REL Part 2.pdf	N/A	Customer Relations: Part 2	Transportation Safety Institute (TSI)
Tab3 EM MGMT.pdf	N/A	Emergency Management	Transportation Safety Institute (TSI)
Tab4 OperationalProcedures.pdf	N/A	Operational Procedures Schedule	CCRТА
Tab5 BUS GUIDE Part 1.pdf	3/11/2009	Bus Operator's Guidelines	CCRТА
6.a1-4_Transit Asset Management Plan MPO.pdf	10/1/2018	Transit Asset Management Plan	CCRТА
June 2017 CCRТА Service Standards.pdf	Jun-17	Fixed Route Service Standards	CCRТА

A. Glossary of Terms

Accident: means an event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of transit vehicles; an evacuation for life safety reasons; at any location, at any time, whatever the cause.

Accountable Executive (typically the highest executive in the agency): means a single, identifiable person who has ultimate responsibility for carrying out the SMS of a public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. 5329(d), and the agency's TAM Plan in accordance with 49 U.S.C. 5326.

Agency Leadership and Executive Management: Those members of agency leadership or executive management (other than an Accountable Executive, CSO, or SMS Executive) who have authorities or responsibilities for day-to-day implementation and operation of an agency's SMS.

Chief Safety Officer (CSO): means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A CSO may not serve in other operational or maintenance capacity, unless the CSO is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Corrective Maintenance: Specific, unscheduled maintenance typically performed to identify, isolate, and rectify a condition or fault so that the failed asset or asset component can be restored to a safe operational condition within the tolerances or limits established for in-service operations.

Equivalent Authority: means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's PTASP.

Event: means an accident, incident, or occurrence.

Federal Transit Administration (FTA): means the Federal Transit Administration, an operating administration within the United States Department of Transportation.

Hazard: means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Incident: means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

Investigation: means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

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Key staff: means a group of staff or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating the agency's SMS.

Major Mechanical Failures: means failures caused by vehicle malfunctions or subpar vehicle condition which requires that the vehicle be pulled from service.

National Public Transportation Safety Plan (NSP): means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

Occurrence: means an event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

Operator of a Public Transportation System: means a provider of public transportation as defined under 49 U.S.C. 5302(14).

Passenger: means a person, other than an operator, who is on board, boarding, or alighting from a vehicle on a public transportation system for the purpose of travel.

Performance Measure: means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Performance Target: means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

Preventative Maintenance: means regular, scheduled, and/or recurring maintenance of assets (equipment and facilities) as required by manufacturer or vendor requirements, typically for the purpose of maintaining assets in satisfactory operating condition. Preventative maintenance is conducted by providing for systematic inspection, detection, and correction of anticipated failures either before they occur or before they develop into major defects. Preventative maintenance is maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring. The primary goal of preventative maintenance is to avoid or mitigate the consequences of failure of equipment.

Public Transportation Agency Safety Plan (PTASP): means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

Risk: means the composite of predicted severity and likelihood of the potential effect of a hazard.

Risk Mitigation: means a method or methods to eliminate or reduce the effects of hazards.

Road Calls: means specific, unscheduled maintenance requiring either the emergency repair or service of a piece of equipment in the field or the towing of the unit to the garage or shop.

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Safety Assurance (SA): means the process within a transit agency's SMS that functions to ensure the implementation and effectiveness of safety risk mitigation and ensures that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy (SMP): means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of the agency's employees regarding safety.

Safety Management System (SMS): means the formal, top-down, data-driven, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety Management System (SMS) Executive: means a CSO or an equivalent.

Safety Objective: means a general goal or desired outcome related to safety.

Safety Performance: means an organization's safety effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization's safety objectives.

Safety Performance Indicator: means a data-driven, quantifiable parameter used for monitoring and assessing safety performance.

Safety Performance Measure: means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Safety Performance Monitoring: means activities aimed at the quantification of an organization's safety effectiveness and efficiency during service delivery operations, through a combination of safety performance indicators and SPTs.

Safety Performance Target (SPT): means a quantifiable level of performance or condition, expressed as a value for a given performance measure, achieved over a specified timeframe related to safety management activities.

Safety Promotion (SP): means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

Safety Risk: means the assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but credible, outcome.

Safety Risk Assessment: means the formal activity whereby a transit agency determines SRM priorities by establishing the significance or value of its safety risks.

Safety Risk Management (SRM): means a process within a transit agency's Safety Plan for identifying hazards, assessing the hazards, and mitigating safety risk.

CONSENT ITEM - ATTACHMENT A

Safety Risk Mitigation: means the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

Safety Risk Probability: means the likelihood that a consequence might occur, taking as reference the worst foreseeable, but credible, condition.

Safety Risk Severity: means the anticipated effects of a consequence, should the consequence materialize, taking as reference the worst foreseeable, but credible, condition.

Serious Injury: means any injury which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date that the injury was received;
- Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
- Causes severe hemorrhages, nerve, muscle, or tendon damage;
- Involves any internal organ; or
- Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Small Public Transportation Provider: means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State: means a State of the United States, the District of Columbia, or the Territories of Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

State of Good Repair: means the condition in which a capital asset is able to operate at a full level of performance.

State Safety Oversight Agency: means an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and the regulations set forth in 49 CFR part 674.

Transit Agency: means an operator of a public transportation system.

Transit Asset Management (TAM) Plan: means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

Vehicle Revenue Miles (VRM): means the miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles include layover/recovery time and exclude deadhead; operator training; vehicle maintenance testing; and school bus and charter services.

B. Additional Acronyms Used

ADA: Americans with Disabilities Act

ASP: Agency Safety Plan

CAF: Customer Assistance Form

CCRTA: Corpus Christi Regional Transportation Authority

ESRP: Employee Safety Reporting Program

FAST Act: Fixing America's Surface Transportation Act

MAP-21: Moving Ahead for Progress in the 21st Century Act

MOU: Memorandum of Understanding

MPO: Metropolitan Planning Organization

NTD: National Transit Database

SOP: Standard Operating Procedure

SSPP: System Safety Program Plan

TxDOT: Texas Department of Transportation



6. APPENDIX B

A. Board Minutes or Resolution

Place here



CORPUS CHRISTI REGIONAL
TRANSPORTATION AUTHORITY

Board of Directors Meeting Memo

July 1, 2020

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

Background

The current contract with Carlisle Insurance was a one-year contract and it expires on July 27, 2020. The expiring premium is \$92,589.00. Specifications of policy are as follows; deductible of 1% of the sum of the stated values for each building (affected by loss) identified in the State of Values subject to \$25,000 minimum per occurrence – Named storm wind/hail with \$25,000 per occurrence – all other wind/hail storms.

Identified Need

A Request for Proposals (RFP) was issued on Monday, May 11, 2020. CCRTA covered asset values total \$45,109,315.00. Proposals were received on Thursday, June 11, 2020. One proposal was received, Carlisle Insurance the incumbent.

Evaluation results are as follows:

Firms	Carrier	Score	Price
Carlisle Insurance	Certain Underwriters at Lloyds, London AXV, United Specialty Insurance Company AIX, Arch Specialty Insurance Company A+ XV	93.80	\$109,410.00

The policy term is from July 28, 2020 through July 27, 2021.

Financial Impact

Funds are budgeted in FY 2020 Operating Budget, local funds.

Board Priority

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

Committee Review

This item was discussed and approved at the Administration & Finance Committee meeting held on June 24, 2020.

Recommendation

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

Respectfully Submitted,

Reviewed by: Miguel Rendón
Director of Safety & Security

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



Board of Directors Meeting Memo

July 1, 2020

Subject: Execute a One-Year Memorandum of Agreement (MOA) with Texas A&M University-Corpus Christi for Transportation Services

Background

The CCRTA has operated bus services for Texas A&M University – Corpus Christi (TAMU-CC) since the year 2000. A Memorandum of Agreement containing service descriptions and reimbursement costs is negotiated annually. Within the current 2019-20 academic year, the agreement consists of Route 60 – Momentum Shuttle, Pilot Flex 93, and B-Line paratransit service. For the upcoming 2020-21 academic year, TAMU-CC is recommending the continuation of these services at the existing service levels. The term of the agreement is September 1, 2020 through August 31, 2021.

Identified Need

Route 60 provides transportation between student housing areas at Momentum Village and the main campus. For the upcoming 2019-20 academic year, no change in service levels are recommended. Route 60 will operate as follows:

Monday – Thursday	Friday	Saturday	Sunday
10-minute frequency, 7:30 a.m. – 1 p.m.	20-minute frequency, 7:30 a.m. – 6:00 p.m.	No Service	No Service
20-minute frequency, 1 p.m. – 7:30 p.m.			

For the Fall 2020 and Spring 2021 semesters, Route 60 will begin operating service on student housing move-in dates and end service on the last day of final examinations. Route 60 will not operate service during winter break, spring break, or summer sessions.

Pilot Flex 93 will provide transportation from the main campus to on and off-campus student housing, medical, retail, and grocery shopping establishments within the Flour Bluff area as an on-demand service. Due to the flexible service operation, this service provides students, faculty, and employees with direct and convenient travel options as compared to traditional fixed route service. For the upcoming 2020-21 academic year, Pilot Flex 93 will operate as follows:

Monday – Friday	Saturday	Sunday
7:35 a.m. – 11:00 p.m.	9:35 a.m. – 9:00 p.m.	No Service

Financial Impact

The CCRTA and TAMU-CC share the cost of the transportation services. For the Route 60 service, CCRTA has negotiated reimbursement from TAMU-CC for the 2020-21 Fall and Spring semesters in the amount of \$119,639.38. For the Pilot Flex 93 service, CCRTA has negotiated reimbursement from TAMU-CC in the amount of \$114,390.09. The total combined reimbursement amount is \$234,029.47.

Disadvantages Business Enterprise (DBE)

DBE participation is zero percent (0%).

Board Priority

This item aligns with the Board Priority - Innovations: Target Younger Riders.

Committee Review

This item was discussed and approved at the Operations & Capital Projects Committee meeting held on June 24, 2020.

Recommendation

Staff recommends the Board of Directors authorize the Chief Executive Officer (CEO) or designee to execute a one-year Memorandum of Agreement (MOA) with TAMU-CC in the amount of \$119,639.38 for the Route 60 service, and \$114,390.09 for the Pilot Flex 93 service for a total of \$234,029.47.

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: Approve Entering into a Professional Service Agreement, and if unable, then Approve Issuing a Request for Proposal (RFP) to Negotiate a Professional Service Agreement for a Third-Party Administrator of the CCRTA Employee Group Health, Vision, and Dental Benefit Program Administration

Background

The CCRTA has had the Third-Party Administration offered by 90 Degrees Benefit, formally known as ENTRUST, Inc. for over 15 years. The CCRTA employs approximately 230 employees. The full-time employees are provided Health, Vision, and Dental Benefits. The program is self-funded with a variety of benefits for our employees to utilize.

Breakdown of Current Employee Enrollment: 209 Members

Status	# of Enrollees (Active Employees)	# of Enrollees (Retirees)	Total Enrollees
Employee Only	91	7	98
Employee & Family	109	2	111

Identified Need

The current contract for group health, vision and dental benefit program is currently administered by 90 Degrees Benefits, formally known by ENTRUST, Inc. of Katy, TX and is scheduled to expire on December 31, 2020. It is of importance to have a Third-Party Administrator manage our self-funded health plan available for our employees and their dependents to ensure that their healthcare is administered properly. The Third-Party Administrator also assists the agency to ensure that we meet the Affordable Care Act (ACA) requirements for organizations with large groups of employees which offer benefits. The Third-Party Administrator has provided support and guidance services in regards to how to manage the plan and implementation process of various services which are offered. 90 Degrees Benefit has provided excellent services for over 15 years and they are very versed and experienced with our plan. During the COVID-19 pandemic I would not want to change our current Administrator at this time.

Disadvantaged Business Enterprise (DBE)

This item is not funded with federal funds.

Financial Impact

The FY 2020 amount included the listed items below and was budgeted within the Human Resources departmental budget. The annual cost for the FY2020 is estimated

at \$238,395. This cost encompasses the administration for the self-funded insurance plan of medical, vision, dental, underwriting, plan compliance, and claim transactions fees which are all associated with the administration provided by the current incumbent, 90 Degrees Benefits.

Third-Party Administrator Services Provided:

- Administration of Plan Benefit (Provide call center, explain co-pay, benefit allowance information to requesting doctor offices)
- Case Management Services (Provides large claimants access to care issues to ensure in-network services is being utilized properly, provides access to medications that are needed)
- Audits of Stop-Loss Carrier (Conducts audits to ensure that reimbursements are performed properly and accurately)
- Fiduciary for Plan (Third-Party Administrator makes payments for claims on our behalf; also protect CCRTA from liability)
- Intermediary with Pharmacy Benefit Manager (Assisted in negotiating and improving the pharmacy benefits which recently provided us with an annual \$75,000 savings)

Board Priority

This Board Priority is Transparency.

Committee Review

This item was discussed at the Administration & Finance Committee meeting held on June 24, 2020.

Recommendation

Staff recommends the Board of Directors authorize the Chief Executive Officer (CEO) or designee to approve issuing a Request for Proposals (RFP) for the Third-Party Administrator of the CCRTA Employee Group Health, Vision, and Dental Insurance Program Administration.

Respectfully Submitted,

Submitted by: Angelina Gaitan
Director of Human Resources

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



Subject: May 2020 Financial Report

SUMMARY: Results from all Activities Compared to Budget

Operating Revenues totaled **\$3,008,208** in May, or 92.80% of the monthly baseline expectation. The baseline expectation provides an even 12-month spread to all revenue and expense categories and helps gauge the reasonableness of financial data. Revenues for May reflect the impact of the Covid-19 pandemic on various aspects of the Agency, as fare revenues demonstrated some improvement over April, but still reached only 53.89% of the baseline expectation, while bus and bench advertising reached only 70.86% of the baseline expectation.

The **Investment Portfolio** closed the month of May with a Market Value of **\$28,732,395**, an increase of **\$1,356,946** from the end of 2019 which closed at **\$27,375,449**. In comparison to the Market Value ending in April, the Market Value for May increased by **\$834,013**. The majority of the Agency's holdings are in TexPool Prime which includes Commercial Paper Investments. The monthly average rate as of May 31, 2020 was 0.7532%, or approximately 108 basis points lower than December 31, 2019 (1.8321%), and reflects the continued decline in the federal funds rate experienced thus far in response to the Covid-19 pandemic. The yield on TexPool prime has fallen to 0.4959% as of June 23, 2020, as the effects of rate changes further drives down yields.

Other Revenues which is a component of Operating Revenues, had minimal activity in May 2020. These revenues are typically sporadic and will not usually align with the baseline expectation. The revenue category includes federal and state fuel credits, income from facility rentals, proceeds from insurance claims, and other income.

Sales tax revenue which represents the largest source of income from **Operating Revenues** is estimated at **\$2,862,654** for the month of May and represents the amount equaled to the same period in 2019. This amount was utilized in order to maintain a conservative forecast for what might emerge in the aftermath of Covid-19 **since adjustments to sales tax payments by the Comptroller are unpredictable**. The most common adjustments come from **Audits** that can lead to sizeable adjustments that may either decrease or increase the sales tax payment. This strategy will assist in responding to revenue shortfalls by allowing ample time to adjust spending and/or evaluate changes in spending patterns.

Month Revenue was Recognized	2020 Actual	2019 Actual	\$ Growth	% Growth
January (actual)	\$ 2,532,147	\$ 2,567,060	\$ (34,913)	-1.36%
February (actual)	2,593,497	2,533,698	59,799	2.36%
March (actual)	2,856,393	2,669,520	186,873	7.00%
April (actual)	2,463,919	2,776,441	(312,522)	-11.26%
May (estimate)	2,862,654	2,862,654	-	0.00%
June				0.00%
July				0.00%
August				0.00%
September				0.00%
October				0.00%
November				0.00%
December				0.00%
	<u>\$ 13,308,609</u>	<u>\$ 13,409,373</u>	<u>\$ (100,764)</u>	<u>-0.75%</u>

The actual allocation for May 2020 will be received July 10, 2020. Sales tax represented **90.68%** of total revenue realized in May.

The **\$2,463,919** sales tax payment received June 12, 2020 included the allocation from internet sales of \$16,441. RTA started receiving internet sales tax revenue in December 2019, and to date have received **\$103,758**. Retailers started collecting sales tax on internet sales October 1, 2019. The below Month-Over-Month Growth shows increases for the first three months while decreasing in February and decreasing again in April. Using moving averages trends the average increase for the first three months at a 23% increase and the six-month at 55.25% increase in comparison to October 2019.

October 2019	\$10,059		
November 2019	12,664	25.89%	increase from prior month
December 2019	14,454	14.13%	increase from prior month
January 2020	17,773	22.96%	increase from prior month
February 2020	13,611	23.41%	decrease from prior month
March 2020	18,756	37.80%	increase from prior month
April 2020	16,441	12.34%	decrease from prior month

Sales tax represents the largest component of CCRTA's total income however there are several factors that can cause fluctuations from year to year. Although sales tax revenue is related to economic conditions, other factors such as the amount of revenues from other sources and capital improvement plans do come into play. The sales tax revenue over the last five years' averages to **76.80%** of total income.

To stabilize the fluctuations of sales tax revenue, CCRTA has established several reserve accounts that serve as a liquidity cushion. As you can see from the fund balance breakdown below, over 50% of the unrestricted portion is assigned by the Board to fund reserves that are earmarked to meet certain unexpected demands.

The detail of all revenue and expense categories are presented in the following tables, along with the fare recovery ratio for May 2020:

Operating Revenue – May 2020 and Year-To-Date – Revenue Composition

Revenue Source	May 2020	%	YTD	%
Passenger Service	\$ 82,670	2.75%	\$ 570,382	3.91%
Bus Advertising	9,373	0.31%	50,374	0.35%
Other Revenue	100	0.00%	4,604	0.03%
Sales Tax Revenue	2,862,654	95.16%	13,221,263	90.57%
Grants - Operating	-	0.00%	299,428	2.05%
Grants - Capital	-	0.00%	124,078	0.85%
Investment Income	12,996	0.43%	125,757	0.86%
SSC Lease Income	40,414	1.34%	201,737	1.38%
Total Revenue	\$ 3,008,208	100.00%	\$ 14,597,624	100.00%

May 2020 Revenue – Operating and Capital Funding and Transfer-In

	05/2020				
	2020 Adopted Budget	May 2020 Actual	May Baseline into Budget	% Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,840,710	\$ 82,670	\$ 153,393	4.49%	53.89%
Bus advertising	158,731	9,373	13,228	5.90%	70.86%
Other operating revenues	622,779	100	51,898	0.02%	0.19%
Sales Tax Revenue	37,762,468	2,862,654	2,862,654	7.58%	100.00%
Federal, state and local grant assistance	874,476	-	72,873	0.00%	0.00%
Investment Income	565,803	12,996	47,150	2.30%	27.56%
Staples Street Center leases	486,015	40,414	40,501	8.32%	99.79%
Total Operating Revenues	42,310,982	3,008,208	3,241,697	7.11%	92.80%
Capital Grants & Donations	12,631,327	-	-	0.00%	0.00%
Transfers-In	1,763,046	146,921	146,921	8.33%	100.00%
Total Revenues & Capital Funding	\$ 56,705,355	\$ 3,155,128	\$ 3,388,617	5.56%	93.11%

Year-to-Date 2020 Revenue – Operating and Capital Funding and Transfer-In

	05/2020				
	2020 Adopted Budget	YTD 2020 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Revenues					
Passenger service	\$ 1,840,710	\$ 570,382	\$ 766,963	30.99%	74.37%
Bus advertising	158,731	50,374	66,138	31.74%	76.17%
Other operating revenues	622,779	4,604	259,491	0.74%	1.77%
Sales Tax Revenue	37,762,468	13,308,609	13,409,373	35.24%	99.25%
Federal, state and local grant assistance	874,476	299,428	364,365	34.24%	82.18%
Investment Income	565,803	125,757	235,751	22.23%	53.34%
Staples Street Center leases	486,015	201,737	202,506	41.51%	99.62%
Total Operating Revenues	42,310,982	14,560,892	15,304,587	34.41%	95.14%
Capital Grants & Donations	12,631,327	124,078	124,078	0.98%	100.00%
Transfers-In	1,763,046	734,603	734,603	41.67%	100.00%
Total Revenues & Capital Funding	\$ 56,705,355	\$ 15,419,572	\$ 16,163,268	27.19%	95.40%

MAY 2020 EXPENSES

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

May 2020 Total Expenses & Capital Expenditures

	05/2020				
	2020 Adopted Budget	May 2020 Actual	May Baseline into Budget	% Actual to Budget	% Actual to Baseline
Expenditures					
Departmental Operating Expenses	\$ 35,606,645	\$ 2,557,723	\$ 2,967,220	7.18%	86.20%
Debt Service	1,423,053	-	118,588	0.00%	0.00%
Street Improvements	3,021,641	251,803	251,803	8.33%	100.00%
Subrecipient Grant Agreements	49,694	-	4,141	0.00%	0.00%
Total Operating Expenses	40,101,033	2,809,527	3,341,753	7.01%	84.07%
Grant Eligible Costs	12,631,327	-	-	0.00%	0.00%
Depreciation Expenses	3,972,995	331,083	331,083	8.33%	100.00%
Total Expenses & Capital Expenditures	\$ 56,705,355	\$ 3,140,610	\$ 3,672,836	5.54%	85.51%

Year-to-Date 2020 Total Expenses & Capital Expenditures

	05/2020				
	2020 Adopted Budget	YTD 2020 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Expenditures					
Departmental Operating Expenses	\$ 35,606,645	\$ 13,599,317	\$ 14,836,102	38.19%	91.66%
Debt Service	1,423,053	317,415	592,939	22.31%	53.53%
Street Improvements	3,021,641	1,259,017	1,259,017	41.67%	100.00%
Subrecipient Grant Agreements	49,694	299,428	20,706	602.54%	1446.10%
Total Operating Expenses	40,101,033	15,475,177	16,708,764	38.59%	92.62%
Grant Eligible Costs	12,631,327	124,078	124,078	0.98%	100.00%
Depreciation Expenses	3,972,995	1,655,414	1,655,415	41.67%	100.00%
Total Expenses & Capital Expenditures	\$ 56,705,355	\$ 17,254,669	\$ 18,488,256	30.43%	93.33%

EXPENSES – REPORTED BY EXPENSE OBJECT CATEGORY

The **Financial Accounting Standards Board (FASB)** requires expenses to be reported by object category which include expenses that can be traced back to a specific department and or activity. It excludes depreciation expenses, expenses associated with the Street Improvement Program, debt service expenses, and pass through activities (Sub-recipients).

Accordingly, for the month of May 2020, total departmental operating expenses realized a favorable variance against the monthly budget as well as the baseline expectation. **We are 5 months into the budget or 41.67% and the majority of the departmental expenses closed the month at or below this benchmark.**

May 2020 Departmental Expenses

	05/2020				
	2020 Adopted Budget	May 2020 Actual	May Baseline into Budget	% Actual to Budget	% Actual to Baseline
Departmental Operating Expense Object Category					
Salaries	\$ 13,257,370	\$ 1,013,572	\$ 1,104,781	7.65%	91.74%
Benefits	5,512,012	330,193	459,334	5.99%	71.89%
Services	4,801,717	255,945	400,143	5.33%	63.96%
Materials & Supplies	3,047,162	300,597	253,930	9.86%	118.38%
Utilities	707,280	57,081	58,940	8.07%	96.85%
Insurance	454,522	30,924	37,877	6.80%	81.64%
Purchased Transportation	7,105,315	547,780	592,110	7.71%	92.51%
Miscellaneous	721,266	21,630	60,106	3.00%	35.99%
Total Departmental Operating Expenses	\$ 35,606,645	\$ 2,557,723	\$ 2,967,220	7.18%	86.20%

2020 Year-to-Date Departmental Expenses

	05/2020				
	2020 Adopted Budget	YTD 2020 Actual	YTD Baseline into Budget	% YTD Actual to Budget	% Actual to Baseline
Departmental Operating Expense Object Category					
Salaries	\$ 13,257,370	\$ 5,144,285	\$ 5,523,904	38.80%	93.13%
Benefits	5,512,012	2,349,878	2,296,672	42.63%	102.32%
Services	4,801,717	1,402,311	2,000,716	29.20%	70.09%
Materials & Supplies	3,047,162	1,187,585	1,269,651	38.97%	93.54%
Utilities	707,280	267,401	294,700	37.81%	90.74%
Insurance	454,522	154,619	189,384	34.02%	81.64%
Purchased Transportation	7,105,315	2,845,416	2,960,548	40.05%	96.11%
Miscellaneous	721,266	247,822	300,528	34.36%	82.46%
Total Departmental Operating Expenses	\$ 35,606,645	\$ 13,599,317	\$ 14,836,102	38.19%	91.66%

New for 2020 is the allocation of the full labor burden to each respective department. In the past, line items such as **Health Insurance, Workers Compensation, and Unemployment Insurance** were all charged to the **Human Resources** department. Now, the benefit line is allocated proportionately to its respective department. As such, there is a significantly lower budget amount for the expense function of **Insurance**. The reduction in Insurance has been added to **Benefits** as part of the allocation process.

For May 2020, most expense categories were within a reasonable degree of distance from the baseline expectation. The largest expense category, **Salaries**, was more than 10% lower than the baseline expectation. The **Materials & Supplies** category appears further from the baseline expectation; however, this category includes much of the costs incurred in response to Covid-19. Total operating expenses are within eight percentage points of the baseline expectation for year-to-date budget 2020, and monthly expenses to-date are only 38.19% of the budget, compared to the baseline expectation of 41.67%.

Fare Recovery Ratio

Description	5/31/2020	Year to Date
Fare Revenue	\$ 82,670	\$ 570,382
Operating Expenses*	2,557,723	13,199,452
Fare Recovery Ratio	3.23%	4.32%
*Excluding Depreciation		

Note: Same period last year the FRR was 5.85%

NET POSITION

The Total Net Position at the end of the month was **\$78,962,021**, a decrease of \$2,358,275 from December 2019, which is largely due to depreciation and the accrual for Street Improvements. The Total Net Position is made up of three (3) components: Net Investment in Capital Assets, restricted for Debt Service (Bond Contract), and Unrestricted which represents the residual amount of the net position that is available for spending. **The Debt Service restriction of \$1.6 Million was removed as a result of the November 2019 bond refunding. Of the unrestricted portion, 45% has been designated by the Board.**

Of the Total Net Position of **\$78,962,021**, the portion of the fund balance that is not restricted in accordance to GASB Concepts Statement No 4 is **\$28,867,409**, but only **\$11,533,904** is available for spending as a result of the internal restrictions placed by the Board for specific reserves which total **\$17,153,505**.

FUND BALANCE AS OF MAY 31, 2020:

<u>FUND BALANCE</u>	
Net Invested in Capital Assets	\$ 50,274,612
Restricted for Debt Service	-
Unrestricted	28,687,409
TOTAL FUND BALANCE	<u>78,962,021</u>
<u>RESERVES</u>	
Net Invested in Capital Assets	50,274,612
Restricted for Debt Service	-
Restricted for Operating Reserve	9,310,463
Restricted for Capital Reserve	3,157,831
Restricted for Local Share of CIP	3,972,993
Restricted for Employee Benefits Reserve	712,218
Unrestricted	11,533,904
TOTAL INVESTED IN CAPITAL & RESERVES	<u>\$ 78,962,021</u>

Please refer to the following pages for the detailed financial statements.

Respectfully Submitted,

Submitted by: Marie Sandra Roddel
Director of Finance

Reviewed by: Robert M. Saldaña
Managing Director of Administration

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

Corpus Christi Regional Transportation Authority
Operating and Capital Budget Report
For the month ended May 2020

OPERATING BUDGET	05/2020				
	2020 Adopted Budget	May 2020 Actual	Baseline 8.33% into Budget	% Actual to Budget	% Actual to Baseline
	A	B	C = A / 12	B / A	C vs B
Revenues					
Passenger service	\$ 1,840,710	\$ 82,670	\$ 153,393	4.49%	53.89%
Bus advertising	158,731	9,373	13,228	5.90%	70.86%
Other operating revenues	622,779	100	51,898	0.02%	0.19%
Sales Tax Revenue	37,762,468	2,862,654	2,862,654	7.58%	100.00%
Federal, state and local grant assistance	874,476	-	72,873	0.00%	0.00%
Investment Income	565,803	12,996	47,150	2.30%	27.56%
Staples Street Center leases	486,015	40,414	40,501	8.32%	99.79%
Total Revenues	42,310,982	3,008,208	3,241,697	7.11%	92.80%
Expenses					
Transportation	10,158,674	712,958	846,556	7.02%	84.22%
Customer Programs	564,293	32,398	47,024	5.74%	68.90%
Purchased Transportation	7,105,315	588,689	592,110	8.29%	99.42%
Service Development	608,237	38,403	50,686	6.31%	75.77%
MIS	1,349,557	91,459	112,463	6.78%	81.32%
Vehicle Maintenance	5,738,762	390,453	478,230	6.80%	81.65%
Facilities Maintenance	2,834,107	223,103	236,176	7.87%	94.46%
Contracts and Procurements	323,102	25,439	26,925	7.87%	94.48%
CEO's Office	1,006,761	85,538	83,897	8.50%	101.96%
Finance and Accounting	771,199	51,061	64,267	6.62%	79.45%
Materials Management	188,618	14,891	15,718	7.89%	94.74%
Human Resources	701,471	62,655	58,456	8.93%	107.18%
General Administration	595,856	34,573	49,655	5.80%	69.63%
Capital Project Management	329,103	16,509	27,425	5.02%	60.20%
Marketing & Communications	685,721	29,941	57,143	4.37%	52.40%
Safety & Security	1,449,103	78,142	120,759	5.39%	64.71%
Staples Street Center	996,766	79,831	83,064	8.01%	96.11%
Port Ayers Cost Center	-	1,678	-	0.00%	0.00%
Debt Service	1,423,953	-	118,588	0.00%	0.00%
Special Projects	200,000	-	16,667	0.00%	0.00%
Subrecipient Grant Agreements	49,694	-	4,141	0.00%	0.00%
Street Improvements Program for CCRTA Region Entities	3,021,641	251,803	251,803	8.33%	100.00%
Total Expenses	40,101,033	2,809,526	3,341,753	7.01%	84.07%
Revenues Over Expenses - Operating Budget	2,209,949	198,681	(100,056)		
CIP BUDGET	2020 Adopted Budget	May 2020 Actual	Baseline 8.33% into Budget	% Actual to Budget	% Actual to Baseline
	A	B	C = A / 12	B / A	
Funding Sources					
Transfer In	\$ 1,763,046	146,921	146,921	8.33%	100.00%
Grant Revenue	12,631,327	-	-	0.00%	0.00%
Total Funding Sources	14,394,373	146,921	146,921	1.02%	100.00%
Capital Expenditures					
Grant Eligible Costs	\$ 12,631,327	-	-	0.00%	0.00%
Depreciation Expenses	3,972,995	331,083	331,083	8.33%	100.00%
Total Expenditures	16,604,322	331,083	331,083	1.99%	100.00%
Funding Sources Over Expenditures	(2,209,949)	(184,162)	(184,162)	8.33%	100.00%
Revenues Over Expenses - Operating Budget	2,209,949	198,681	(100,056)		
Revenues Over Expenses - CIP Budget	(2,209,949)	(184,162)	(184,162)		
Revenues Over Expenses (including rounding)	(0)	14,519	(284,218)		

Corpus Christi Regional Transportation Authority
 Operating and Capital Budget Report
 For the month ended May 2020

OPERATING BUDGET	05/2020				
	2020 Adopted Budget	YTD 2020 Actual	YTD Baseline 41.67% into Budget	% YTD Actual to Budget	% Actual to Baseline
	A	B	C = A / 12 * 5	B / A	C vs B
Revenues					
Passenger service	\$ 1,840,710	\$ 570,382	\$ 766,963	30.99%	74.37%
Bus advertising	158,731	50,374	66,138	31.74%	76.17%
Other operating revenues	622,779	4,604	259,491	0.74%	1.77%
Sales Tax Revenue	37,762,468	13,308,609	13,409,373	35.24%	99.25%
Federal, state and local grant assistance	874,476	299,428	364,365	34.24%	82.18%
Investment Income	565,803	125,757	235,751	22.23%	53.34%
Staples Street Center leases	486,015	201,737	202,506	41.51%	99.62%
Total Revenues	42,310,982	14,560,892	15,304,587	34.41%	95.14%
Expenses					
Transportation	10,158,674	4,119,429	4,232,781	40.55%	97.32%
Customer Programs	564,293	200,253	235,122	35.49%	85.17%
Purchased Transportation	7,105,315	2,928,907	2,960,548	41.22%	98.93%
Service Development	608,237	203,934	253,432	33.53%	80.47%
MIS	1,349,557	501,002	562,315	37.12%	89.10%
Vehicle Maintenance	5,738,762	2,021,067	2,391,151	35.22%	84.52%
Facilities Maintenance	2,834,107	1,018,511	1,180,878	35.94%	86.25%
Contracts and Procurements	323,102	132,187	134,626	40.91%	98.19%
CEO's Office	1,006,761	449,171	419,484	44.62%	107.08%
Finance and Accounting	771,199	284,684	321,333	36.91%	88.59%
Materials Management	188,618	83,010	78,591	44.01%	105.62%
Human Resources	701,471	311,985	292,280	44.48%	106.74%
General Administration	595,856	168,709	248,273	28.31%	67.95%
Capital Project Management	329,103	85,563	137,126	26.00%	62.40%
Marketing & Communications	685,721	227,368	285,717	33.16%	79.58%
Safety & Security	1,449,103	463,671	603,793	32.00%	76.79%
Staples Street Center	996,766	391,569	415,319	39.28%	94.28%
Port Ayers Cost Center	-	8,296	-	0.00%	0.00%
Debt Service	1,423,053	317,415	592,939	22.31%	53.53%
Special Projects	200,000	-	83,333	0.00%	0.00%
Subrecipient Grant Agreements	49,694	299,428	20,706	602.54%	1446.10%
Street Improvements Program for CCRTA Region Entities	3,021,641	1,259,017	1,259,017	41.67%	100.00%
Total Expenses	40,101,033	15,475,177	16,708,764	38.59%	92.62%
Revenues Over Expenses - Operating Budget	2,209,949	(914,286)	(1,404,177)		
CIP BUDGET					
	A	B	C = A / 12 * 5	B / A	
Funding Sources					
Transfer In	\$ 1,763,046	734,603	734,603	41.67%	100.00%
Grant Revenue	12,631,327	124,078	124,078	0.98%	0.00%
Total Funding Sources	14,394,373	858,681	858,681	5.97%	100.00%
Capital Expenditures					
Grant Eligible Costs	\$ 12,631,327	124,078	124,078	0.98%	0.00%
Depreciation Expenses	3,972,995	1,655,414	1,655,414	41.67%	100.00%
Total Expenditures	16,604,322	1,779,492	1,779,492	10.72%	100.00%
Funding Sources Over Expenditures	(2,209,949)	(920,811)	(920,811)	41.67%	100.00%
Revenues Over Expenses - Operating Budget	2,209,949	(914,286)	(1,404,177)		
Revenues Over Expenses - CIP Budget	(2,209,949)	(920,811)	(920,811)		
Revenues Over Expenses (including rounding)	(0)	(1,835,097)	(2,324,988)		

CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY
Statement of Net Position
Month ended May 31, 2020, and year ended December 31, 2019

	Unaudited May 31 2020	Unaudited December 31 2019
ASSETS		
Current Assets:		
Cash and Cash Equivalents	\$ 28,471,554	\$ 27,157,466
Receivables:		
Sales and Use Taxes	5,413,919	6,183,019
Accrued Interest	-	-
Federal Government	-	410,980
Other	146,249	1,263,308
Inventories	866,826	675,774
Prepaid Expenses	1,568,760	509,201
Total Current Assets	36,467,308	36,199,748
Non-Current Assets:		
Capital Assets:		
Land	5,381,969	5,381,969
Buildings	53,734,210	53,734,210
Transit Stations, Stops and Pads	24,409,826	24,409,826
Other Improvements	5,525,123	5,525,123
Vehicles and Equipment	61,516,982	61,516,982
Construction in Progress	214,561	167,718
Current Year Additions	299,076	-
Total Capital Assets	151,081,747	150,735,827
Less: Accumulated Depreciation	(80,542,135)	(78,886,721)
Net Capital Assets	70,539,612	71,849,106
Total Non-Current Assets	70,539,612	71,849,106
TOTAL ASSETS	107,006,920	108,048,854
DEFERRED OUTFLOWS OF RESOURCES		
Deferred outflow related to pensions	4,131,381	4,131,381
Deferred outflow on extinguishment of debt	3,487,864	3,487,864
Total Deferred Outflows	7,619,245	7,619,245
TOTAL ASSETS AND DEFERRED OUTFLOWS	114,626,165	115,668,099
LIABILITIES AND NET POSITION		
Current Liabilities:		
Accounts Payable	824,853	736,501
Current Portion of Long-Term Liabilities:		
Long-Term Debt	815,000	815,000
Compensated Absences	273,355	273,355
Sales Tax Audit Funds Due	246,366	246,366
Distributions to Regional Entities Payable	4,784,339	3,525,322
Other Accrued Liabilities	687,269	718,297
Total Current Liabilities	7,631,182	6,314,841
Non-Current Liabilities:		
Long-Term Liabilities, Net of Current Portion:		
Long-Term Debt	19,450,000	19,450,000
Compensated Absences	269,885	269,885
Sales Tax Audit Funds Due	930,730	930,730
Net Pension Liability	2,455,449	2,455,449
Net OPEB Obligation	970,134	970,134
Total Non-Current Liabilities	24,076,198	24,076,198
TOTAL LIABILITIES	31,707,381	30,391,039
DEFERRED INFLOWS OF RESOURCES		
Deferred inflow related to pensions	3,956,764	3,956,764
TOTAL LIABILITIES AND DEFERRED INFLOWS	35,664,145	34,347,803
Net Position:		
Net Invested in Capital Assets	50,274,612	51,584,106
Unrestricted	28,687,409	29,736,190
TOTAL NET POSITION	\$ 78,962,021	\$ 81,320,296

**Corpus Christi Regional Transportation Authority
Statement of Cash Flows (Unaudited)
For the month ended May 31, 2020**

	<u>5/31/2020</u>
Cash Flows From Operating Activities:	
Cash Received from Customers	\$ 63,741
Cash Received from Bus Advertising and Other Ancillary	54,414
Cash Payments to Suppliers for Goods and Services	(1,589,164)
Cash Payments to Employees for Services	(1,047,462)
Cash Payments for Employee Benefits	(221,847)
Net Cash Used for Operating Activities	<u>(2,740,319)</u>
Cash Flows from Non-Capital Financing Activities:	
Sales and Use Taxes Received	2,856,393
Grants and Other Reimbursements	304,093
Distributions to Subrecipient Programs	-
Distributions to Region Entities	-
Net Cash Provided by Non-Capital Financing Activities	<u>3,160,486</u>
Cash Flows from Capital and Related Financing Activities:	
Federal and Other Grant Assistance	94,936
Proceeds/Loss from Sale of Capital Assets	-
Proceeds from Bonds	-
Repayment of Long-Term Debt	-
Interest and Fiscal Charges	-
Purchase and Construction of Capital Assets	(10,000)
Net Cash Provided by Capital and Related Financing Activities	<u>84,936</u>
Cash Flows from Investing Activities:	
Investment Income	12,996
Purchases of Investments	-
Maturities and Redemptions of Investments	-
Premiums/Discounts on Investments	-
Net Cash Provided by Investing Activities	<u>12,996</u>
Net Increase in Cash and Cash Equivalents	518,099
Cash and Cash Equivalents (Including Restricted Accounts), May 1, 2020	27,953,455
Cash and Cash Equivalents (Including Restricted Accounts), May 31, 2020	\$ <u><u>28,471,554</u></u>



Subject: May 2020 Operations Report

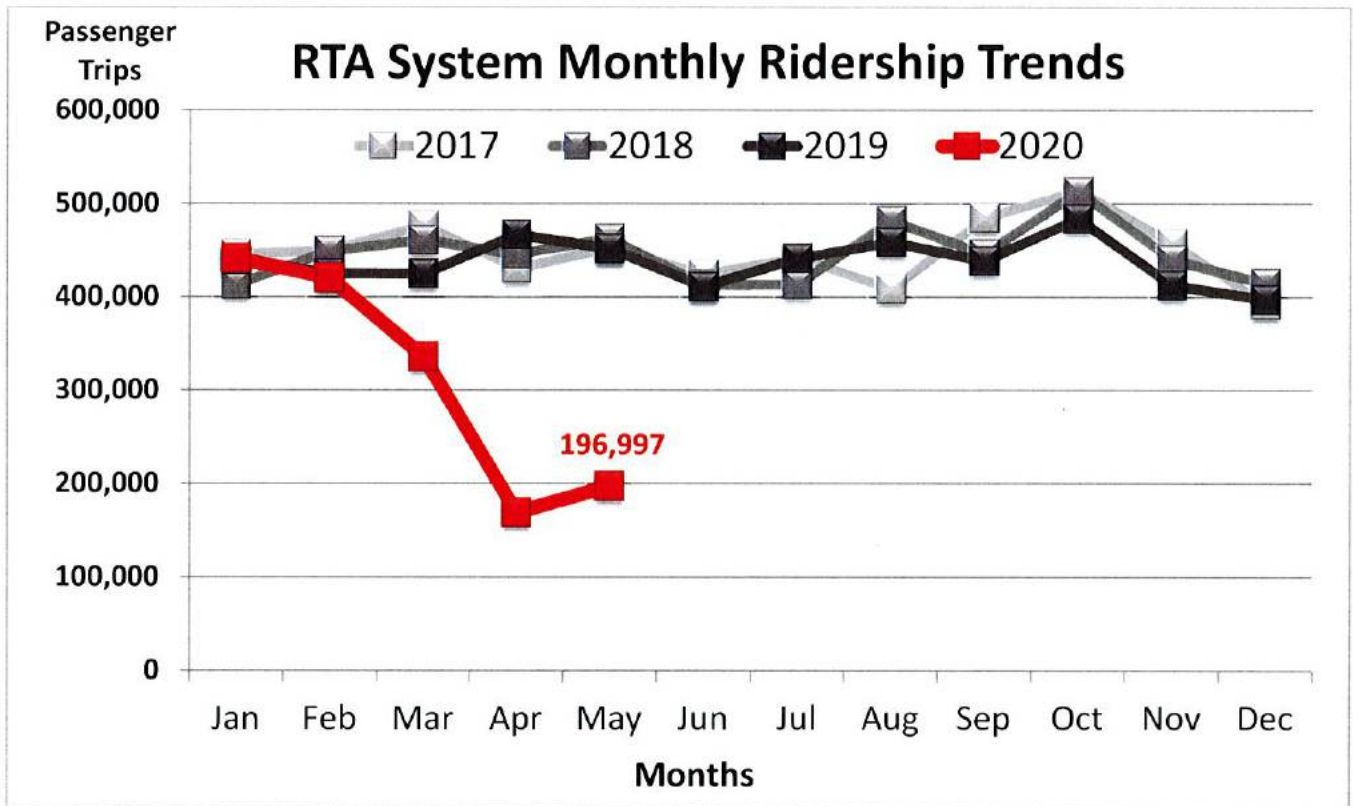
The system-wide monthly operations performance report is included below for your information and review. This report contains monthly and Year-to-Date (YTD) operating statistics and performance measurement summaries containing ridership, performance metrics by service type, miles between road calls and 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 196,997 which represents a decrease of -56.4% as compared to 451,635 boardings in May 2019 or 254,638 fewer boardings this month.

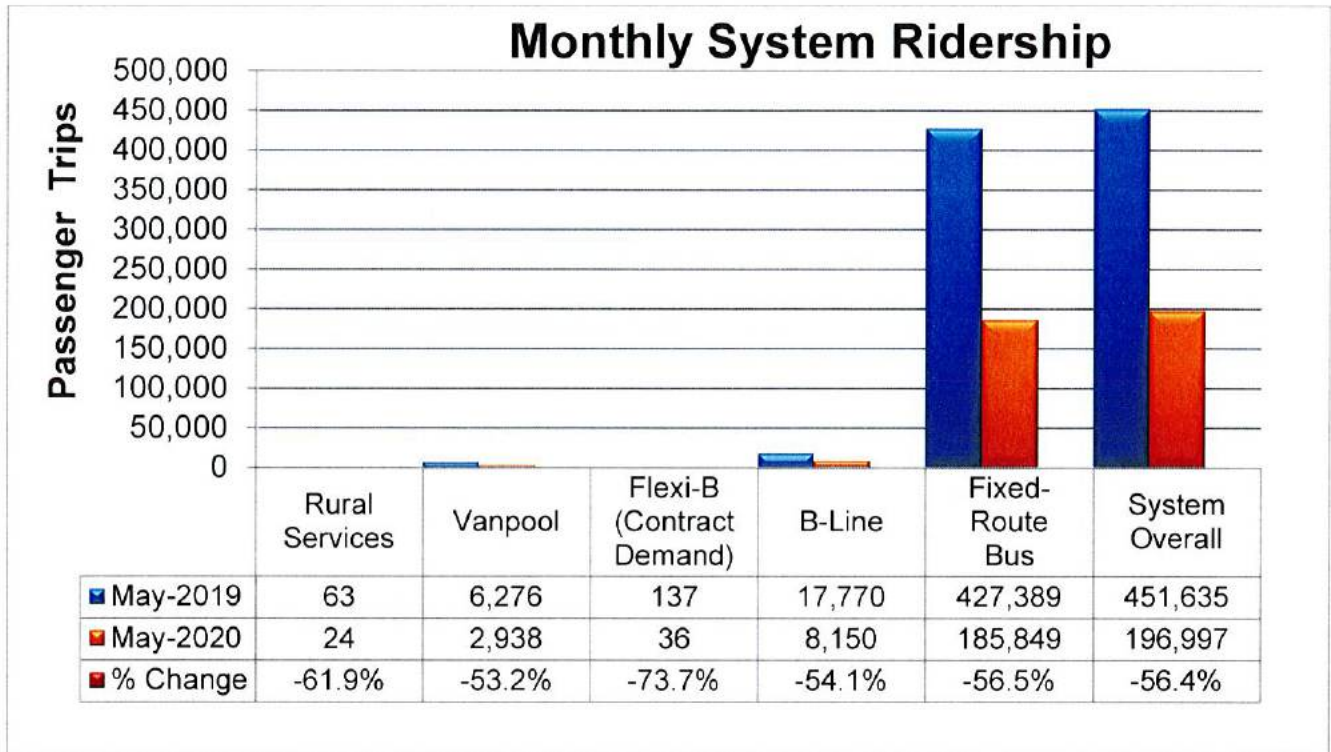


May 2019	May 2020	Variance
22 Weekdays	20 Weekdays	-2
4 Saturdays	5 Saturdays	+1
4 Sundays	5 Sundays	+1
1 Holiday	1 Holiday	-
31 Days	31 Days	0

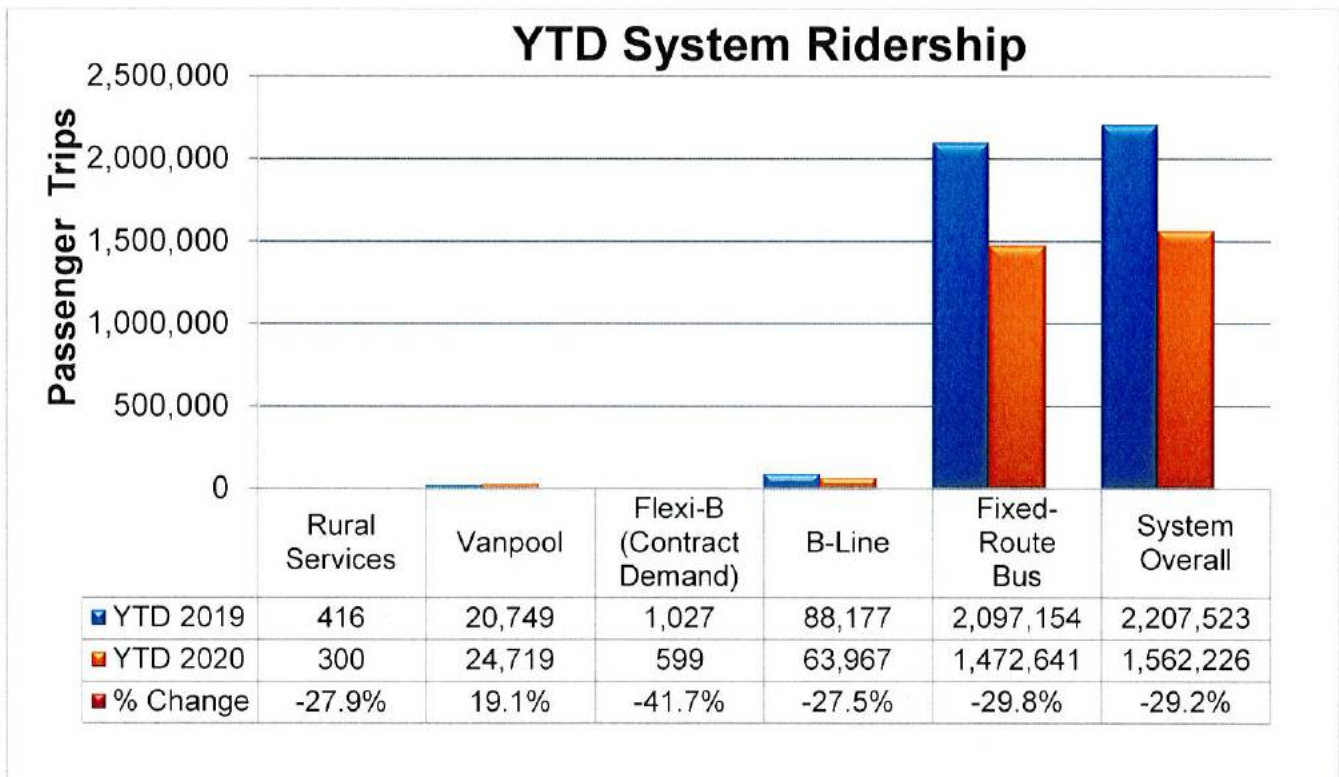
In May 2020, the average retail price for unleaded gas in Corpus Christi was approximately \$1.62 per gallon compared to approximately \$2.42 per gallon in May 2019¹. This month's rainfall was well above normal at 5.16 inches as compared to 2.02 inches in May 2019. Historically, the average rainfall in May is 3.07 inches.² The average high temperature was below normal at 87 degrees.

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

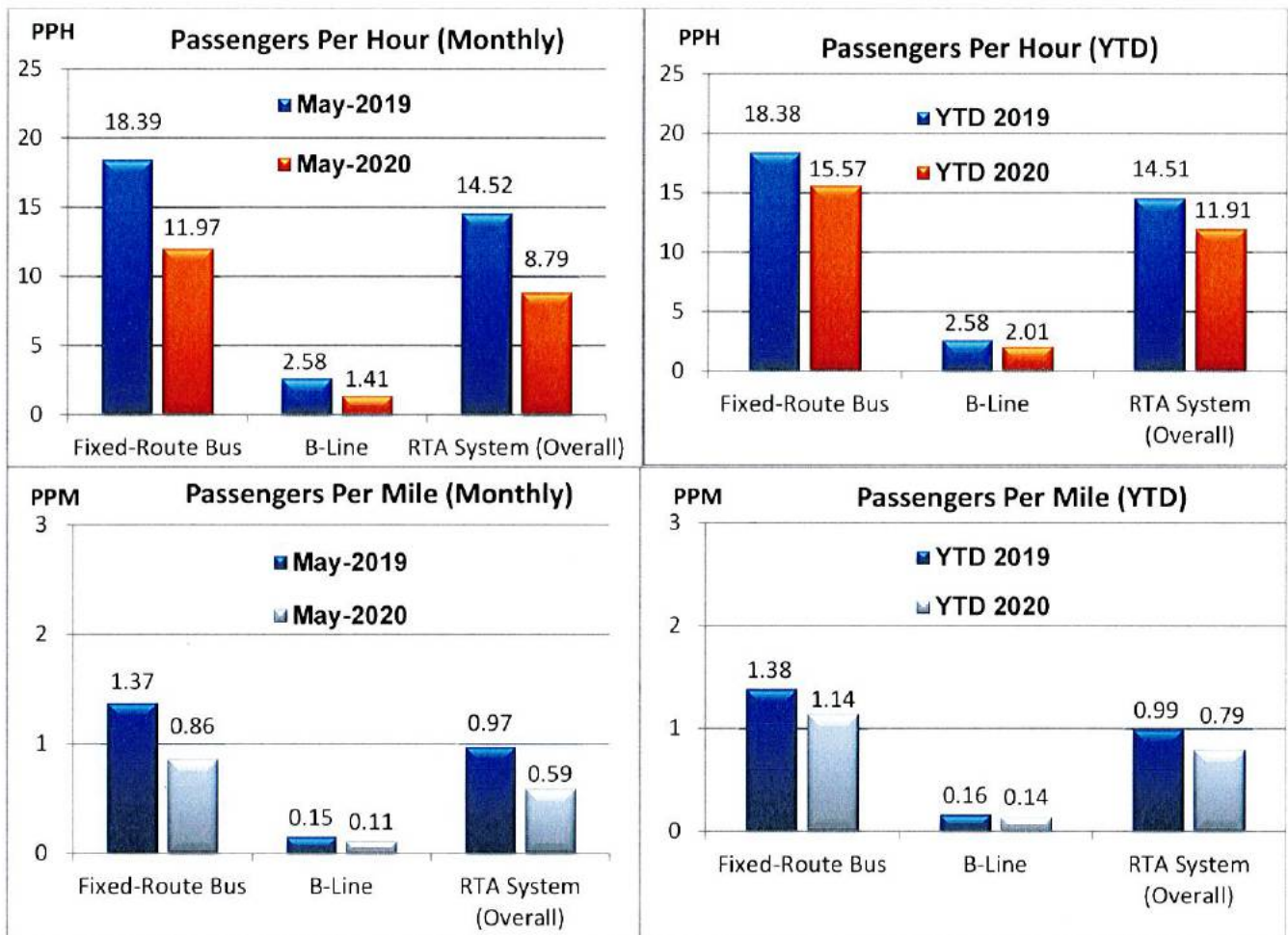
The chart below shows monthly ridership results for all services. CCRTA recorded 254,638 fewer boardings for a decrease of -56.4% this month as compared to May 2019.



The chart below shows YTD ridership results for all services. CCRTA has recorded 645,297 fewer boardings for a YTD decrease of -29.2% in 2020 as compared to the same period in 2019.



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



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

Schedule Adherence	Standard	Feb-20	Mar-20	Apr-20	May-20	4-Month Average
Early Departure	<1%	0.3%	0.3%	0.0%	0.5%	0.3%
Departures within 0-5 minutes	>85%	89.0%	94.9%	96.7%	93.1%	93.4%
Monthly Wheelchair Boardings	No standard	3,854	3,109	1,807	2,451	2,805
Monthly Bicycle Boardings	No standard	6,695	6,658	3,990	4,623	5,492

The following construction projects may 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 June 29, 2020. <ul style="list-style-type: none"> ➤ Route 12
Future Detour	<ul style="list-style-type: none"> • Park Road 22 Bridge: To begin July 2020. <ul style="list-style-type: none"> ➤ Routes 65, Flexi-B
On Detour	<ul style="list-style-type: none"> • Carroll Ln. (Houston-Gollihar) (30) month project: To be complete mid-July 2020 <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"> • 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 May 2020, there were six (6) detoured services out of 32 fixed routes or 19% travelling on the local street network. Current detoured services include Routes 17, 19, 23, 28, 76 & 78.

Future detour impacts will encompass 16 services or nearly 1/3 (31%) of bus services travelling on the local street network.

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

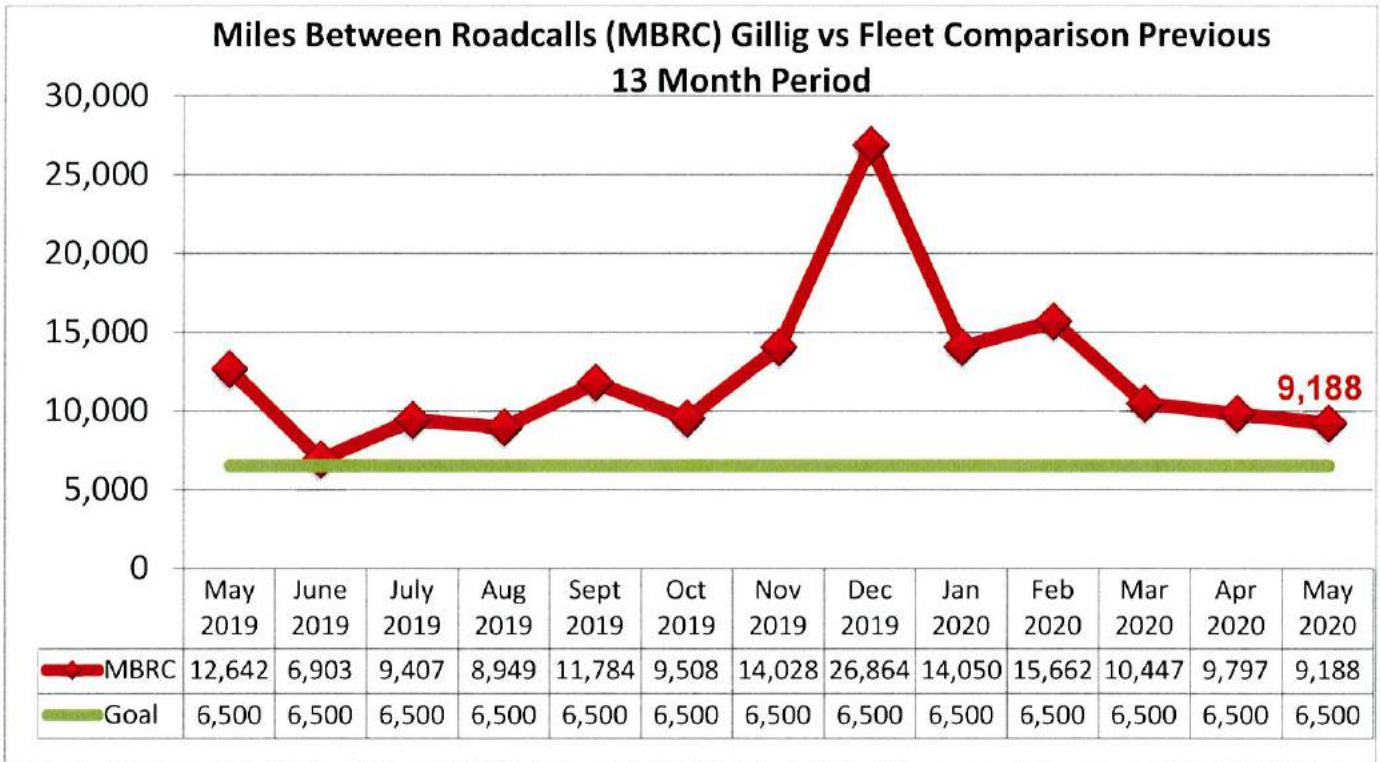
In May 2020, B-Line service metrics were impacted by the COVID-19 pandemic. Due to COVID-19 pandemic, the “Passengers per Hour (PPH)” performance metric has been waived to support social distancing methods.

- Productivity: **1.41** 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): **6,522** did not meet the contract standard of 12,250 miles.
- Ridership Statistics: **5,748** ambulatory boardings; **1,953** wheelchair boardings

Metric	Standard	Feb-20	Mar-20	Apr-20	May-20	(4) Month-Ave.
Passengers per Hour	2.50	2.73	2.21	1.29	1.41	1.91
Denials	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%
Miles Between Road calls	12,250	8,770	17,999	9,176	6,522	10,617
Monthly Wheelchair Boardings	No standard	4,453	3,555	1,741	1,953	2,926

Vehicle Maintenance Department Monthly Miles Between Road Calls Report

For May 2020, there were 9,188 miles between road calls (MBRC) recorded as compared to 12,642 MBRC in May 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

Administration Finance Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
5/27/2020	6.	L. Allison	In reference to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Award a Contract to Enghouse Transportation for an Interactive Voice Response (IVR) System, Ms. Allison asked, is this for a one year contract, when will we be transitioning into the cloud?	Mr. Saldana answered, this is a three year contract, we will be doing the cloud transition in phases. We will also do it as budget allows.	5/27/202

Operations Capital Projects Committee Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
5/27/2020	6.	M. Woolbright	In reference to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing and Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits, Mr. Woolbright asked, will this be reimbursed by the CARES Act?	Mr. Majchszak answered in the affirmative.	5/27/2020
5/27/2020	6.	L. Allison	In reference to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing and Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits, Ms. Allison asked, how long do the bulbs last in those kits?	Mr. Majchszak answered that they will have to be replaced every two years.	5/27/2020
5/27/2020	6.	L. Allison	In reference to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing and Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits, Ms. Allison asked, have we ever looked at a system like this before?	Mr. Majchszak answered that he was aware of the product and COVID made this a priority to get something in the buses.	5/27/2020
5/27/2020	6.	M. Woolbright	In reference to Recommend the Board of Directors Authorize the Chief Executive Officer (CEO) or Designee to Authorize Issuing and Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits, Mr. Woolbright asked, does this clean the whole bus?	Mr. Majchszak answered yes, this cleans the air as it goes through the air conditioner in the bus.	5/27/2020

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/3/2020	7.	M. Woolbright	In reference to the CEO's update on the CCRTA's COVID-19 Response, Mr. Woolbright asked, what kind of deep cleaning of the buses are we doing?	Mr. Majchszak answered everyday we are using the misters to sanitize the buses, then we use disinfecting wipes to wipe down the high touch areas, we also sweep and mop the buses daily.	6/3/2020
6/3/2020	7.	M. Woolbright	In reference to the CEO's update on the CCRTA's COVID-19 Response, Mr. Woolbright asked, are we still providing training and licensing for operators?	Mr. Cruz-Aedo answered in the affirmative.	6/3/2020
6/3/2020	7.	E. Martinez	In reference to the CEO's update on the CCRTA's COVID-19 Response, Mr. Martinez asked, did we update our evacuation plan due to the pandemic?	Mr. Cruz-Aedo answered yes, it has been updated. You approved the modified evacuation plan at the last board meeting.	6/3/2020
6/3/2020	9b.	M. Woolbright	In reference Action to Authorize Issuing an Invitation for Bids (IFB) for Ultraviolet Germicidal Irradiation (UVGI) Kits, Mr. Woolbright asked, are these kits mounted in the bus' HVAC systems and used while the bus is being operated?	Mr. Majchszak answered in the affirmative.	6/3/2020
6/3/2020	10a.	M. Woolbright	In reference to the April 2020 Financial Report, Mr. Woolbright asked, can we have the COVID-19 response broken out separate next time?	Mr. Saldana answered in the affirmative.	6/3/2020
6/3/2020	10a.	M. Woolbright	In reference to the April 2020 Financial Report, Mr. Woolbright asked, how are the salaries lower?	Mr. Saldana because we are having less overtime than we normally would because we are on a modified schedule.	6/3/2020
6/3/2020	10a.	E. Martinez	In reference to the April 2020 Financial Report, Mr. Martinez asked, will the CARES Act cover the losses from the shortfall of income tax revenue?	Mr. Saldana answered in the affirmative.	6/3/2020
6/3/2020	10c.	E. Martinez	In reference to the April 2020 Safety & Security Reports, Mr. Martinez asked, do we require masks to be worn when in the building?	Mr. Rendon answered no, but it is highly encouraged.	6/3/2020
6/3/2020	10c.	L. Allison	In reference to the April 2020 Safety & Security Reports, Ms. Allison asked, is everyone communicating well to keep the protests peaceful?	Mr. Rendon answered in the affirmative.	6/3/2020

Board Member Inquiry

Meeting Date	Agenda Item #	Member Name	Inquiry	Response	Response Date
6/3/2020	10d.	M. Woolbright	In reference to the April 2020 Operations Report, Mr. Woolbright asked, can we get an update on the SURGE?	Mr. Majchszak answered we will be getting the safety devices added and put it into service soon.	6/3/2020
6/3/2020	10d.	E. Martinez	In reference to the April 2020 Operations Report, Mr. Martinez asked, are we going to lose any money, if so will it be reimbursed by the CARES Act?	Mr. Saldana answered in the affirmative.	6/3/2020
6/3/2020	10d.	L. Allision	In reference to the April 2020 Operations Report, Ms. Allison asked, have we been notified of any Fourth of July activities?	Mr. Majchszak answered yes, there will be fireworks but no gatherings.	6/3/2020