



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, MARCH 6, 2013, 1:00 P.M.
RIVERSIDE TRANSIT AGENCY BOARD ROOM
1825 THIRD STREET
RIVERSIDE, CA 92507**

ITEM

RECOMMENDATION

1. CALL TO ORDER

2. SELF-INTRODUCTIONS

3. PUBLIC COMMENTS– NON-AGENDA ITEMS

RECEIVE COMMENTS

Members of the public may address the Board regarding any item within the subject matter jurisdiction of the Board; however, no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Each person’s presentation is limited to a maximum of three (3) minutes

4. [APPROVAL OF MINUTES – FEBRUARY 6, 2013, COMMITTEE MEETING \(P.3\)](#)

APPROVE

5. CONSENT CALENDAR

All items on the Consent Calendar will be approved by one motion and there will be no discussion on individual items unless a Board member or member of the public requests a specific item be pulled from the calendar for separate discussion

A. [TRANSPORTATION CENTER MONTHLY REPORT – JANUARY 2013 \(P.6\)](#)

RECEIVE AND FILE

B. [PERSONNEL REPORT – JANUARY 2013 \(P.9\)](#)

RECEIVE AND FILE

Any person with a disability who requires a modification or accommodation in order to participate in this meeting or any person with limited English proficiency (LEP) who requires language assistance to communicate with the RTA Board during the meeting should contact the RTA Clerk of the Board, telephone number (951) 565-5044, no fewer than two business days prior to this meeting to enable RTA to make reasonable arrangements to assure accessibility or language assistance for this meeting.

Agenda related writings or documents provided to the Board of Directors are available for public inspection in the office of the Clerk of the Board and at the reception desk while the meeting is in session.

<u>ITEM</u>	<u>RECOMMENDATION</u>
6. <u>APPROVE AMENDMENTS TO THE POLICY FOR INSPECTION AND/OR COPIES FOR THE AGENCY'S PUBLIC RECORDS (P.16)</u>	APPROVE
7. <u>QUARTERLY CAPITAL STATUS (P.22)</u>	RECEIVE AND FILE
8. TRAVEL TRAINING PROGRAM UPDATE	PRESENTATION
9. BOARD MEMBER COMMENTS AND REMARKS	
10. OTHER BUSINESS	
11. NEXT MEETING ADMINISTRATION AND OPERATIONS COMMITTEE MEETING WEDNESDAY, APRIL 3, 2013 1:00 P.M. RTA HEADQUARTERS 1825 THIRD STREET RIVERSIDE, CA 92507	
12. ADJOURN	

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
February 6, 2013

1. CALL TO ORDER:

Committee Chair Zanowic called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on February 6, 2013, in the RTA Board Room.

2. SELF-INTRODUCTIONS:

Self introductions of those in attendance took place.

Board Committee Attendees:

1. Committee Chair Ella Zanowic, City of Calimesa, Councilmember
2. Chairman of the Board, Marion Ashley, County of Riverside, District V
3. Director Art Welch, City of Banning, Councilmember
4. Director Jeff Fox, City of Beaumont, Councilmember
5. Director Daryl Hickman, City of Lake Elsinore, Mayor Pro Tem
6. Director Jesse Molina, City of Moreno Valley, Councilmember
7. Director Julio Rodriguez, City of Perris, Councilmember
8. Director Bridgette Moore, City of Wildomar, Councilmember
9. Alternate Thomas Buckley, County of Riverside, District I

RTA Staff:

1. Larry Rubio, Chief Executive Officer
2. Tom Franklin, Chief Operating Officer
3. Craig Fajnor, Chief Financial Officer
4. Vince Rouzaud, Chief Procurement and Logistics Officer
5. Rick Kaczerowski, Director of Information Technologies
6. Jim Kneepkens, Director of Marketing
7. Laura Camacho, Director of Human Resources
8. Gordon Robinson, Director of Planning
9. Eric Ustation, Government Affairs Representative
10. Natalie Gomez, Clerk of the Board of Directors
11. Virginia Werly, Director of Contract Operations
12. Natalie Zaragoza, Contracts Manager
13. Bob Bach, Director of Maintenance
14. Brad Weaver, Marketing Manager
15. Kathy Thomas, Capital Improvements Program Manager
16. Lorelle Moe-Luna, Senior Planner

Other Attendees:

1. Barry Busch, Legislative Assistant to Supervisor Ashley
2. Thomas Ketcham, Legislative Assistant to Supervisor Jeffries

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – NOVEMBER 7, 2012, COMMITTEE MEETING

M/S/C (FOX/HICKMAN) approving the minutes of November 7, 2012, Committee meeting. The motion carried with six affirmative votes and one abstention (BUCKLEY).

5. CONSENT CALENDAR:

M/S/C (MOORE/HICKMAN) approving the receipt and file of item A – Transportation Center Monthly Report – OCTOBER TO DECEMBER, 2012. The motion carried unanimously.

M/S/C (MOORE/HICKMAN) approving the receipt and file of item B – Personnel Report – OCTOBER, NOVEMBER AND DECEMBER 2012. The motion carried unanimously.

6. APPROVE AMENDMENTS TO THE AGENCY'S CONFLICT OF INTEREST CODE

M/S/C (MOORE/BONNER) approving and recommending this item to the full Board of Directors for their consideration as follows:

- Approve the RTA Conflict of Interest Code and direct staff to submit it to the Riverside County Board of Supervisors for their consideration.

The motion carried unanimously.

Director Molina arrived during Item 6.

7. COMPREHENSIVE OPERATIONAL ANALYSIS (COA) UPDATE

M/S/C (WELCH/MOORE) approving the receipt and file of item 7.

The motion carried unanimously.

8. REVIEW DESIGN OF NEW GILLIG 40-FOOT HEAVY DUTY BUSES

Mr. Kneepkens presented the Gillig 40-Foot Bus Designs.

M/S/C (FOX/WELCH) approving and recommending this item to the full Board of Directors for their consideration as follows:

- Review and discuss designs for the new Gillig 40-foot heavy duty buses.

Chairman Ashley arrived during the presentation.

9. BOARD MEMBER COMMENTS

Director Welch invited everyone to celebrate the City of Banning's centennial at City Hall on February 6 at 5 pm.

Director Moore invited everyone to the Rotary Barbeque on April 6 in Wildomar.

Director Molina welcomed everyone to visit the City of Moreno Valley.

Director Fox invited everyone to see Willie Nelson in concert on the 4th of July in Beaumont. The annual concert series will take place this summer in Beaumont and Pat Benatar will be performing again.

Director Hickman announced the City of Lake Elsinore will be celebrating its 125th anniversary this year.

10. OTHER BUSINESS

None.

11. NEXT MEETING

Board Administration and Operations Committee Meeting

Wednesday, March 6, 2013

1:00 p.m.

RTA Headquarters

1825 Third Street

Riverside, CA 92507

12. ADJOURNMENT

The meeting was adjourned at 1:41 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 6, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – January 2013

Summary: In January 2013, the Customer Information Center answered 34,762 calls, a 2.9% increase compared to January 2012. Calls included 194 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,812, a 3.1% decrease compared to January 2012. A total of 46,574 calls were received between the two call centers, an increase of 1.3% compared to the same period last year.

The attached reports present call volume history and details commendations, general comments and complaints by type.

Recommendation:

Receive and file.

Riverside Transit Agency

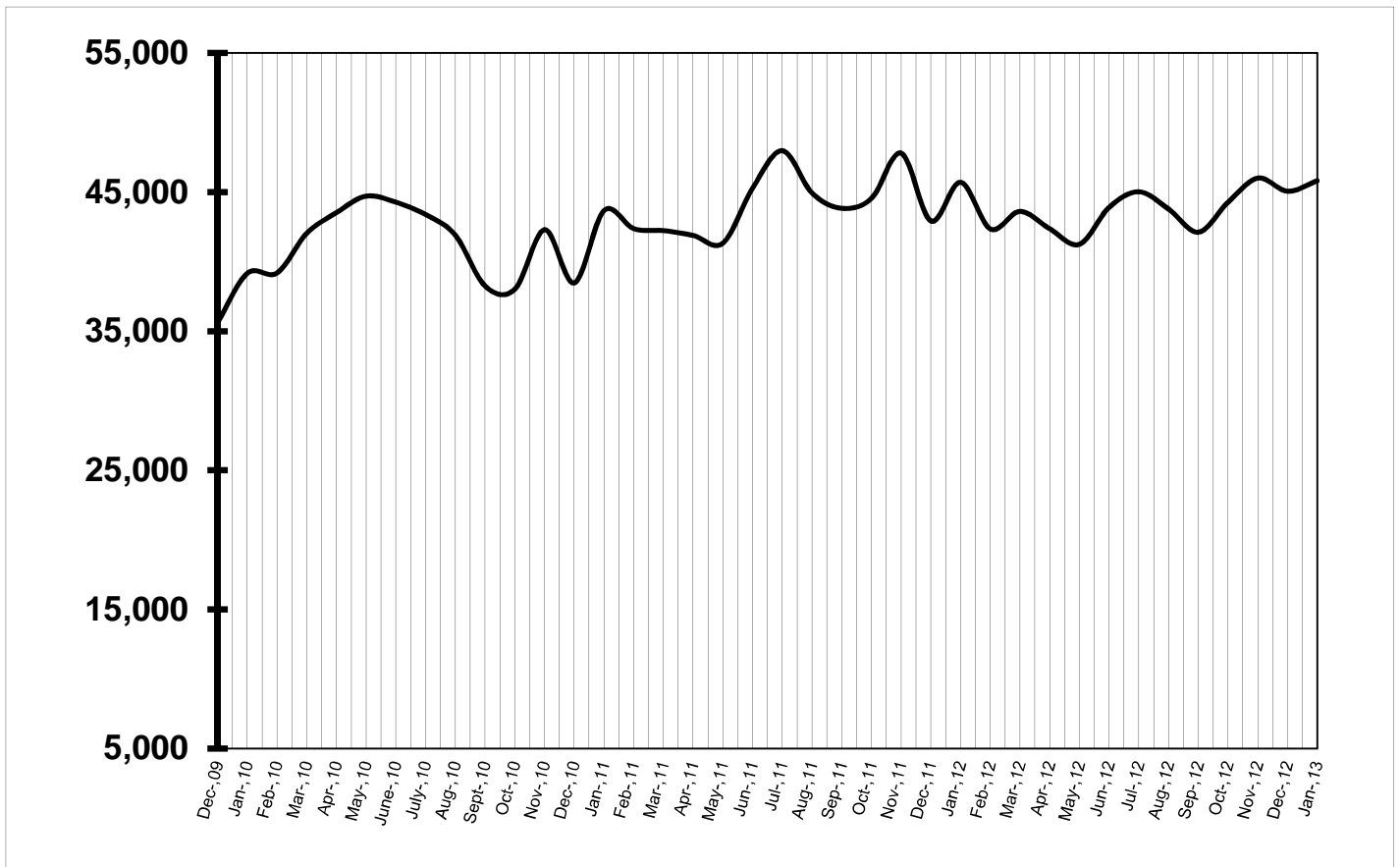
January 2013 Transportation Center Call Totals

Customer Information Center (CIC)	January 2013	January 2012	Percent Change
Information Calls	34,568	33,589	2.9%
Complaints	113	117	-3.4%
Comments	52	59	-11.9%
Commendations	29	38	-23.7%
Total CIC Calls	34,762	33,803	2.8%

Dial-A-Ride (DAR)

Total DAR Calls	11,812	12,193	-3.1%
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Total Calls	46,574	45,996	1.3%
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Complaints, Comments & Commendations

Valid Complaints

Category	January 2013	January 2012	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	2	2	4	0.38
Careless Driving	23	12	16	0.68
Conduct	0	0	1	0.03
Crowded	13	23	19	0.30
Customer Service	2	0	4	0.00
Early Bus	9	15	14	0.17
Fare Dispute	11	5	7	0.03
Late Bus	2	1	3	0.12
Missed Transfer	18	18	27	0.14
No Show	3	8	7	0.03
Passed By	6	2	7	0.24
Passenger Conduct	23	31	19	0.04
Other	1	0	4	0.01
Total	113	117	133	2.17

Ridership

	January 2013	January 2012	12 Month Average per Month
All services	738,399	720,465	760,610

Comments

	January 2013	January 2012	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	52	59	45	0.68

Commendations

	January 2013	January 2012	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	29	38	30	0.38

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 6, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Murillo, Director of Human Resources

SUBJECT: Personnel Report – January 2013

Summary: The attached report summarizes personnel activity that occurred in January 2013. The following information is outlined in the report:

- Number of budgeted positions versus number of filled positions by department and position.
- Percentage of minority and female employees by position classification.
- Number of disciplinary actions by gender.
- Percentage of minority and female applicants by position.
- Number of minority and female employees by personnel actions.

Recommendation:

Receive and file.

SUMMARY OF BUDGETED POSITIONS
January 2013

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
<u>ADMINISTRATION</u>		
Chief Executive Officer	1	1
Executive Assistant/Clerk of the Board	<u>1</u>	<u>1</u>
Department Subtotal	2	2
<u>ACCOUNTING</u>		
Chief Financial Officer	1	1
Performance Reporting & Analysis Manager	1	1
Controller	1	1
Principal Financial Analyst	1	1
Accounting Supervisor	1	1
Payroll Coordinator	1	1
Revenue Account Coordinator	1	1
Accounts Payable Clerk	1	1
General Accounting Clerk	1	1
Coin Counter	<u>2</u>	<u>2</u>
Department Subtotal	11	11
<u>HUMAN RESOURCES</u>		
Director of Human Resources	1	1
Labor Relations Officer	1	1
Risk Manager	1	1
Training Manager	1	1
Training Instructor	1	0
Risk Management Specialist	1	1
Human Resources Specialist - Benefits	1	1
Human Resources Specialist - Recruitment	1	1
Human Resources Clerk	1	1
Receptionist, Full Time	<u>1</u>	<u>1</u>
Department Subtotal	10	9
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Analyst	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<u>MAINTENANCE</u>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	1
Contract Operations Maintenance Supervisor	1	1
Maintenance Supervisor	6	6
Electronic Technician	1	1
Groundskeeper	1	1
Mechanic	27	27
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>11</u>	<u>12</u>
Department Subtotal	52	53

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
<u>MARKETING</u>		
Director of Marketing	1	1
Marketing Manager	1	1
Government Affairs Representative	1	1
Customer Information Supervisor	1	1
Customer Information Clerk, Full-Time	1	1
Customer Information Clerk, On-Call	<u>16</u>	<u>17</u>
Department Subtotal	21	22
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	14	14
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	8	8
Transit Clerk	1	1
Coach Operator		
Full-Time ¹	191	197
Part-Time	<u>22</u>	<u>20</u>
Department Subtotal	241	245
<u>CONTRACT OPERATIONS</u>		
Director of Contract Operations	1	1
Contract Operations Manager	1	1
Contract Operations Specialist	2	2
Customer Service Specialist, Full-Time	2	2
Travel Training Supervisor	1	1
Travel Training Specialist	2	2
Medi-Cal Administrative Activity (MAA) Coordinator	1	0
Contract Operations Administrative Clerk	<u>1</u>	<u>1</u>
Department Subtotal	11	10
<u>PLANNING</u>		
Director of Planning	1	1
Senior Planner	2	1
Scheduling Analyst	1	1
Planning Analyst	<u>1</u>	<u>1</u>
Department Subtotal	5	4
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Capital Improvement Program Manager	1	1
Project Manager	1	0
Contracts Manager	1	1
Contracts Administrator	2	2
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>4</u>	<u>4</u>
Department Subtotal	12	11
Totals	368	370

¹The Agency experienced the following extended leaves of absences: 4 Coach Operators on workers' compensation, and 4 Coach Operators on disability leave.

TOTAL WORKFORCE AND UTILIZATION ANALYSIS

POSITION CLASSIFICATION	TOTAL EMPLOYEES	% OF MINORITY EMPLOYEES	% OF FEMALE EMPLOYEES	2000 CENSUS AVAILABILITY		UNDERUTILIZED	
				%MIN	%FEM	MIN	FEM
Executive/First/Mid Level Officials & Managers	47	53.2%	31.9%	31.4%	39.9%	No	Yes
Professionals	12	33.3%	33.3%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	43	67.4%	83.7%	48.6%	72.8%	No	No
Operatives	217	73.3%	39.6%	69.9%	70.8%	No	Yes
Craft Workers	28	57.1%	0.0%	48.2%	5.6%	No	Yes
Laborers	10	40.0%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	13	84.6%	7.7%	59.2%	56.2%	No	Yes
Total	370						

DISCIPLINARY ACTIONS

DEPARTMENT	WARNINGS, COUNSELINGS & WRITTEN REPRIMANDS								SUSPENSIONS							
	Male				Female				Male				Female			
	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)
Maintenance	1	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Operations	5	10	7	0	2	7	6	0	1	2	0	0	0	1	0	0
	(27)				(15)				(3)				(1)			

C=Caucasian, AA=African American, H=Hispanic, O=Other

APPLICATION ANALYSIS

<u>POSITION TITLE</u>	<u>TOTAL APPLICANTS</u>	<u>% OF MINORITY APPLICANTS</u>	<u>% OF FEMALE APPLICANTS</u>
Coach Operator, Part-Time	61	82%	46%
Operations Supervisor	16	88%	38%

PERSONNEL ACTIVITY

Full-Time and Part-Time:

Personnel Activity	All Employees			Minority Employees Male						Minority Employees Female						Total Minorities
	Total	Male	Female	AA	HISP	API	AIAN	NHOPI	MULTI	AA	HISP	API	AIAN	NHOPI	MULTI	Total
Activity																
New Hires	2	2		1												1
Promotions	3	1	2		1									1		2
Transfers	0															0
Demotions	0															0
Terminations	0															0
Resignations	2	2		1												1
Retirements	0															0
Other	0															0

FOR FISCAL YEAR 07/01/12 THROUGH 06/30/13
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Other</u>
Terminations	0	7
Resignations	1	2
Retirements	1	3
Other	0	0

FOR FISCAL YEAR 07/01/11 THROUGH 06/30/12
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Other</u>
Terminations	2	12
Resignations	2	4
Retirements	2	8
Other	0	1

AA = African American

AIAN = American Indian or Alaskan Native

HISP = Hispanic

NHOPI = Native Hawaiian or Other Pacific Islander

API = Asian/Pacific Islander

MULIT = Two or More Races

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA. 92507

March 6, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Natalie Gomez, Clerk of the Board

SUBJECT: Approve Amendments to the Policy for Inspection and/or Copies for the Agency's Public Records

Summary: The California Public Records Act, Government Code Section 6250-6276.48, requires inspection and/or copies of governmental records to the public upon request, unless exempted by law. The RTA Board of Directors approved the current Policy for Inspection and/or Copies for the Agency's Public Records (Policy) on March 26, 1998.

Per California state law, a public agency cannot charge for "look-up" time in responding to a public records request. The charges for paper copies, DVDs or otherwise are limited to the actual cost of providing the copy. Attached is an updated Policy which has been reviewed by Agency general counsel.

To assist the Board in identifying the revisions, staff has stricken deletions and bolded and italicized additions. A summary of the changes is listed below:

Page/Section #	Change
Cover Page	Establish a cover page.
Section II, page 2	Delete <i>Agency Administrative Service Manager</i>
Section III, B.2., page 3	Delete <i>Agency Administrative Service Manager</i>
Section IV, 2, 2a), page 4	Change original item 2, 2a to 3, 3a Add new item 2: <i>Computer Disk Media.</i> Add new item 2a): <i>A charge of 19 cents per each disk.</i>
Section IV, 3, 3a), page 4	Change original item 3, 3a) to <i>4, 4a)</i>
Section IV, 4, 4a), page 4	Change original item 4, 4a) to <i>5, 5a)</i>

Fiscal Impact:

None.

Recommendation:

Approve and recommend this item to the full Board of Directors for their consideration as follows:

- Approve the amendments to the Policy for Inspection and/or Copies for the Agency's Public Records

**POLICY FOR INSPECTION AND/OR COPIES
RIVERSIDE TRANSIT AGENCY
PUBLIC RECORDS**

REVISED

~~March 26, 1998~~

March 28, 2013

POLICY FOR INSPECTION AND/OR COPIES
RIVERSIDE TRANSIT AGENCY
PUBLIC RECORDS

I. POLICY

The Riverside Transit Agency (RTA) will provide the public with access to its records to the full extent of the Public Records Act (Government Code Sections 6250 et seq.)

II. RESPONSIBLE EMPLOYEE

The Clerk of the Board/~~Agency Administrative Services Manager~~ is responsible for all requests to inspect and/or copy RTA public records.

III. PROCEDURES

A. Inspection for public records.

1. The RTA shall make its records open to inspection by any person at all times during RTA's office hours, except RTA records exempt from public inspection by law.
2. If the RTA determines that a requested record is exempt from public inspection by law, the RTA shall notify the person making the request of such determination and the reasons therefor. The notification of denial shall set forth the names and titles or positions of each person responsible for the denial.
3. To ensure that RTA records are not misfiled, stolen, and/or damaged, inspections of RTA records may be required to be in the presence of an RTA employee.
4. Records may not be removed from a file by the inspecting party.
5. Any reasonable segregative portion of a record shall be provided to any person requesting such record after deletion of the portions that are exempted by law.
6. The RTA reserves the right to place reasonable limits on inspections during office hours if unusual circumstances warrant. For example, if the inspection is voluminous and time consuming, the RTA may reasonably limit the number of hours per day for inspection if such inspection would cause a staffing hardship for RTA. However, in all cases, the RTA shall endeavor to permit inspections for records during all posted office hours.

B. Copies of public records.

1. The RTA shall, within 10 days from receipt of request for a copy of records, shall determine whether the request, in whole or in part, seeks copies of disclosable public records in RTA's possession and RTA shall promptly notify the person making the request and the reasons therefor.
2. In unusual circumstances, the 10-day time limit prescribed above may be extended by written notice of the Clerk of the Board/~~Agency Administrative Services Manager~~ or his or her designee to the person making the request setting forth the reasons for the extension and the date on which a determination is expected to be dispatched. No notice shall specify a date that would result in an extension for more than 14 days. As used in the section, "unusual circumstances" means, but only to the extent reasonably necessary to the proper processing of the particular request:
 - a) The need to search for and collect the requested records from field facilities or other establishments that are separate from the office processing the request.
 - b) The need to search for, collect and appropriately examine a voluminous amount of separate and distinct records which are demanded in a single request.
 - b) The need for consultation, which shall be conducted with all practical speed, with another agency having substantial interest in the determination of the request or among two or more components of the agency having substantial subject matter interest therein.
3. Any notification of denial of a request for a copy of an RTA public record shall set forth the names and titles or positions of each person responsible for the denial. Records that are to be copied shall be marked in a manner that does not deface the records and shall be copied by an RTA employee unless the requesting person utilizes a bonded copier service.

IV. COPY COSTS

- A. The following charges will be assessed if copies are produced by RTA:
1. Photocopies
 - a) A charge of 10 cents per sheet.
 2. **Computer Disk Media***
 - a) **A charge of 19 cents per each disk.**
 - ~~2.3.~~ Oversized Documents
 - a) Actual costs incurred.
 - ~~3.4.~~ Postage
 - a) Actual costs incurred.
 - ~~4.5.~~ Certification
 - a) Each document certified - \$2.75
- B. Costs must be paid prior to receiving the copies of the records. In situations which involve copying of voluminous documents, RTA may require a deposit of 50 percent of the estimated cost prior to copying.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 6, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Craig Fajnor, Chief Financial Officer
SUBJECT: Quarterly Capital Status

Summary: The Agency has, at any one time, a multitude of capital projects in progress or pending as circumstances and funding dictate. Capital projects are funded through a variety of funding sources including, but not limited to, Federal, State, and Local grants. Capital items funded with these grants include, but are not limited to, Revenue and Non-Revenue Vehicles, Transit Centers, Bus Stop Amenities, and Information Systems.

Depending on the nature and value of a capital project, it can take multiple years to accumulate the required funding to complete the project. Further, it can take multiple years to complete a project once it has commenced. Examples of such a scenario are the Twin Cities and Riverside Transit Centers, and bus replacement.

The Agency will always have capital needs due to replacement of retired assets, acquisition and/or maintenance of Agency infrastructure, and unique needs such as Transit Centers to serve the transportation needs of our customers. As such, the Agency should always have a backlog of open projects that preserve the future of the Agency.

Attached is an update of the Agency's capital projects through February 2013, focusing on the activities from December 2012 through February 2013. The Agency is required to provide quarterly reporting to the Federal Transit Administration (FTA) one month after the end of each quarter. This reporting was submitted on time. In addition, the Agency has submitted its reporting to the Riverside County Transportation Commission and State as necessary.

Recommendation:

Receive and file.