



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, JANUARY 12, 2011, 1:00 P.M.
RIVERSIDE TRANSIT AGENCY BOARD ROOM
1825 THIRD STREET
RIVERSIDE, CA 92507**

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 – OCTOBER 6, 2010, 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 – NOVEMBER 2010 (P. 6)** **RECEIVE AND FILE**
 - B. **PERSONNEL REPORT – NOVEMBER 2010 (P. 9)** **RECEIVE AND FILE**
6. **RATIFY CALL FOR PROJECTS GRANT APPLICATIONS SUBMITTED TO RIVERSIDE COUNTY TRANSPORTATION COMMISSION FOR FEDERAL JOB ACCESS AND REVERSE COMMUTE PROGRAM (SECTION 5316) FUNDS AND SPECIALIZED TRANSIT MEASURE A TO BE UTILIZED FOR OPERATION OF PROPOSED EXTENDED HOURS OF SERVICE ON ROUTES 7, 8, 41, 74, AND 79 (P. 15)** **APPROVE**

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.

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING

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7. RATIFY CALL FOR PROJECTS GRANT APPLICATIONS SUBMITTED TO RIVERSIDE COUNTY TRANSPORTATION COMMISSION FOR FEDERAL JOB ACCESS AND REVERSE COMMUTE PROGRAM (5316) FUNDS AND SPECIALIZED TRANSIT MEASURE A TO BE UTILIZED FOR OPERATION OF PROPOSED COMMUTERLINK ROUTES 212 AND 217 (P. 18) **APPROVE**

8. RATIFY CALL FOR PROJECTS GRANT APPLICATIONS SUBMITTED TO RIVERSIDE COUNTY TRANSPORTATION COMMISSION FOR FEDERAL NEW FREEDOM PROGRAM (5317) FUNDS, AND MEASURE A FUNDS TO BE UTILIZED FOR OPERATION OF A PROPOSED TRAVEL TRAINING PROGRAM (P. 21) **APPROVE**

9. AUTHORIZATION TO AWARD AGREEMENT NO.10-004 TO SOUTHLAND TRANSIT INC. (STI) FOR AMERICANS WITH DISABILITIES ACT/DIAL-A-RIDE TRANSPORTATION AND CALL CENTER SERVICES (P. 24) **APPROVE**

10. AUTHORIZATION TO HOLD A PUBLIC HEARING TO CONSIDER SERVICE MODIFICATIONS FOR THE MAY 8, 2011 SERVICE CHANGES (P. 31) **APPROVE**

11. **BOARD MEMBER COMMENTS AND REMARKS**

12. **OTHER BUSINESS**

13. **ADJOURN**

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Mark Stanley, Director of Planning

SUBJECT: Authorization to Hold a Public Hearing to Consider Service Modifications for the May 8, 2011 Service Changes

Summary: As part of the strategic planning to improve efficiencies throughout the service area, staff is proposing that the May 2011 service changes concentrate on routes in the southwest communities of Menifee, Murrieta, Temecula, and Wildomar. In past years, routes in communities with high growth and increasing ridership have been targeted for streamlining, connection improvements, and coverage. Some of the past changes have included route and schedule enhancements to routes 7 and 8 in Lake Elsinore and the routes 42, 74, and 79 in San Jacinto and Hemet and restructuring in Moreno Valley. Similarly, the southwest region has also experienced tremendous growth and development. While some enhancements have been made to regional routes such as the 61 and 79, the primary feeder routes, 23 and 24, have remained unchanged since the 1990's when they were first implemented. As segments are evaluated and efficiencies are realized, the services that may be impacted include the 23, 24, 55, 61, 79, 202, 206, and 217.

Under FTA guidelines as stated in FTA Circular 9030.1C, Chapter V., Section 5.0 and in RTA's *Public Hearing Policy*, public hearings must be held if routing and timetable reductions exceed 25 percent of their current configuration. If approved, publication of the hearing will be made at least 30 days prior. Many of the service changes may not be impacted by a 25 percent reduction but are included for the benefit of the public and the Board. The public will be encouraged to make comments via email, phone, and postal mail. RTA will also utilize electronic communication methods such as Twitter, Facebook and E-Alerts to notify customers of the changes. In addition, staff is also proposing that community meetings be held at different locations to collect comments from the public. *See Attachment A for the meeting times and locations.*

The focus for the southwest region will be to streamline route structures, develop key transfer points, and emphasize service to the most frequented destinations to achieve the following:

1. Enhance Connections

A principal element to the design of a transit network involves the use of convenient transfer points, which are known to have high activity. With varying frequencies currently ranging from 60 minutes to 80 minutes, a common dilemma among customers is the wait time of up to 45 minutes to transfer from one route to another. To reduce the wait time routes are being reviewed to create common intervals of service.

2. Enhance Productive Segments and Trips

To provide more effective and efficient service, segments will be evaluated for low ridership. This may include areas where double looping occurs such as the case with the on Route 23 at Whitewood/Alta Murrieta Dr./Murrieta Hot Springs, or where U-turns take place such as on the Route 24 at Camino Piedra Rojo. In cases such as these, resources can better be used by extending the coverage to areas with higher demand.

3. Possible Continuation of Route 55

Route 55 began in June 2009 as a demonstration project with funds from the City of Temecula through development fees received from the Lennar Corporation. The demonstration service will continue through May 8, 2011. The route operates about 5.5 revenue hours per day during peak hours and meets the increased demand from local middle and high school students. It is the most productive of the contracted services, with over 21 passengers per hour. RTA continues to work with the City of Temecula and the community to find a funding and service solution that will enable the continuation of the program.

Each route may have a change associated with it that may include rerouting and time adjustments. Examples of service enhancements will be presented at the community meetings and at the public hearing on February 24, 2011.

Fiscal Impact:

There is no fiscal impact for holding community meetings or a public hearing. After the public hearing, any recommended service modifications will include fiscal impacts and be presented to the Board for review and consideration.

Recommendation:

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

- Authorize staff to hold community meetings and a public hearing on February 24, 2011 to consider potential service modifications for the May 8, 2011 service changes.

Attachment A:

**Community Meetings
May 2011 Route Restructuring**

Monday, February 14

Sun City Library – Community Room	4 pm – 5 pm
26982 Cherry Hills	
Menifee, CA 92586	
Ashley: 951-679-3534 ext. 307	

Tuesday, February 15

Mary Phillips Senior Center – Large Meeting Room	3 pm – 4 pm
41845 Sixth Street	
Temecula, CA 92589	
Candice: 951-694-6464	

Tuesday, February 15

Mission Trail Library – Community Room	5 pm – 6 pm
34303 Mission Trail	
Wildomar, CA 92595	
Sue: 951-471-3855	

Wednesday, February 16

Murrieta Senior Center – Room 2	3 pm – 4 pm
41717 Juniper Street	
Murrieta, CA 92562	
Gerri: 951-304-7275	

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
October 6, 2010

1. CALL TO ORDER:
Committee Chairman Doug McAllister called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on October 6, 2010, in the RTA Board Room.
2. SELF-INTRODUCTIONS:
Self introductions of those in attendance took place.

Attendees:

1. Director Doug McAllister, City of Murrieta Councilmember
2. Chairman Jeff Comerchero, City of Temecula Mayor
3. Director Ella Zanowic, City of Calimesa Mayor Pro Tem
4. Director Karen Spiegel, City of Corona Mayor
5. Director Bonnie Flickinger, City of Moreno Valley Mayor
6. Director Bob Buster, County of Riverside Supervisor, 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. Jim Kneepkens, Director of Marketing
6. Rick Kaczerowski, Director of Information Technology
7. Mark Stanley, Director of Planning
8. Bob Bach, Director of Maintenance
9. Laura Murillo, Director of Human Resources
10. Maricela Hernandez, Clerk of the Board of Directors
11. Brad Weaver, Communications Manager
12. Scott Richardson, Planning & Program Manager
13. Virginia Werly, Contract Operations Manager
14. Natalie Zaragoza, Contracts Manager
15. Lorelle Moe-Luna, Senior Planner

Other Attendees:

None.

3. PUBLIC COMMENTS – NON-AGENDA ITEMS:
None.
4. APPROVAL OF MINUTES – SEPTEMBER 1, 2010, COMMITTEE MEETING:
M/S/C (FLICKINGER/COMERCHERO) approving the minutes of September 1, 2010, Committee meeting. The motion carried unanimously.

Director Spiegel arrived at the meeting after item 4.

5. CONSENT CALENDAR:

M/S/C (COMERCHERO/FLICKINGER) approving the receipt and file of item A – Personnel Report – August 2010. The motion carried unanimously.

M/S/C (COMERCHERO/FLICKINGER) approving the receipt and file of item B – Transportation Center Monthly Report – August 2010. The motion carried unanimously.

6. ADOPT UPDATED TRANSPORTATION PASS/EMPLOYEE I.D. POLICY, SECTION 5-7 OF THE HUMAN RESOURCE POLICIES AND PROCEDURES:

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

- The adoption of the updated Transportation Pass/Employee I.D. Policy, Section 5-7 of the Human Resources Policies and Procedures.

The motion carried unanimously.

7. ADOPT UPDATED DRUG AND ALCOHOL POLICY:

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

- Adopt the updated Drug and Alcohol Policy.

The motion carried unanimously.

8. AUTHORIZE RTA FEDERAL APPROPRIATIONS REQUESTS:

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

- Authorize staff to pursue \$8,447,404 in the federal FY 2012 transportation funding bill for eight replacement buses and the Temecula-Murrieta Transit Center, and to program up to \$2,541,630 in STA, Prop. 1B and TUMF funds for the local match as required according to the appropriations received.
- Authorize staff to pursue \$37.9 million in the future multi-year surface transportation funding bill for 82 replacement buses and to program up to \$9.5 million in STA and Prop. 1B funds for the local match as required according to the appropriations received.

The motion carried unanimously.

9. STATE TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL PERFORMANCE AUDIT RESULTS (DRAFT) FOR FY07 THROUGH FY09:

Chairman Comerchero expressed his appreciation to staff for a job well done.

Director Spiegel stated that this is documented proof that everyone in the Agency is going above and beyond of what is expected.

Committee Chairman McAllister congratulated staff for the excellent results.

The Committee members unanimously approved and recommended this item to the full Board of Directors for their consideration.

10. APPROVE THE PROPOSED SERVICE CHANGES TO TAKE EFFECT JANUARY 9, 2011:
M/S/C (FLICKINGER/SPIEGEL) approving and recommending this item to the full Board of Directors for their consideration as follows:

- Approve the route and schedule adjustments as provided in Attachment A to take effect January 9, 2011.

The motion carried unanimously.

11. BOARD MEMBER COMMENTS AND REMARKS:

Director Buster inquired about the security guard who was attacked at the Perris Transit Center. He stated that perhaps a process should be started for jurisdictions to take joint responsibility of transit stations. Mr. Rubio replied that since the attack, two security guards were assigned to the Perris Transit Center as well as the implementation of a new protocol to take additional precautions. He stated that the security guard is doing well and recuperating from the attack.

12. OTHER BUSINESS:

Mr. Rubio made the following announcements:

- RTA administrative offices will be closed on Monday, October 11th due to a mandatory furlough; however, buses will operate regular hours and the Customer Information Center will be opened from 6 a.m. to 8 p.m.
- Invitations were mailed out for the Annual Transportation NOW Luncheon scheduled on Thursday, October 21st, at 11:30 am, at UCR.

13. ADJOURNMENT:

The meeting was adjourned at 1:34 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – November 2010

Summary: The Customer Information Center answered 33,942 calls in November 2010, a 22% increase compared to November 2009. Calls included 201 complaints, commendations and general comments. Calls to Dial-A-Ride reached 9,894, a 6% decrease compared to November 2009. A total of 43,836 calls were received between the two call centers, an increase of 15% compared to the same period last year.

The attached report presents call volume history and details complaints, comments and commendations by route and type.

Recommendation:

Receive and file.

Riverside Transit Agency

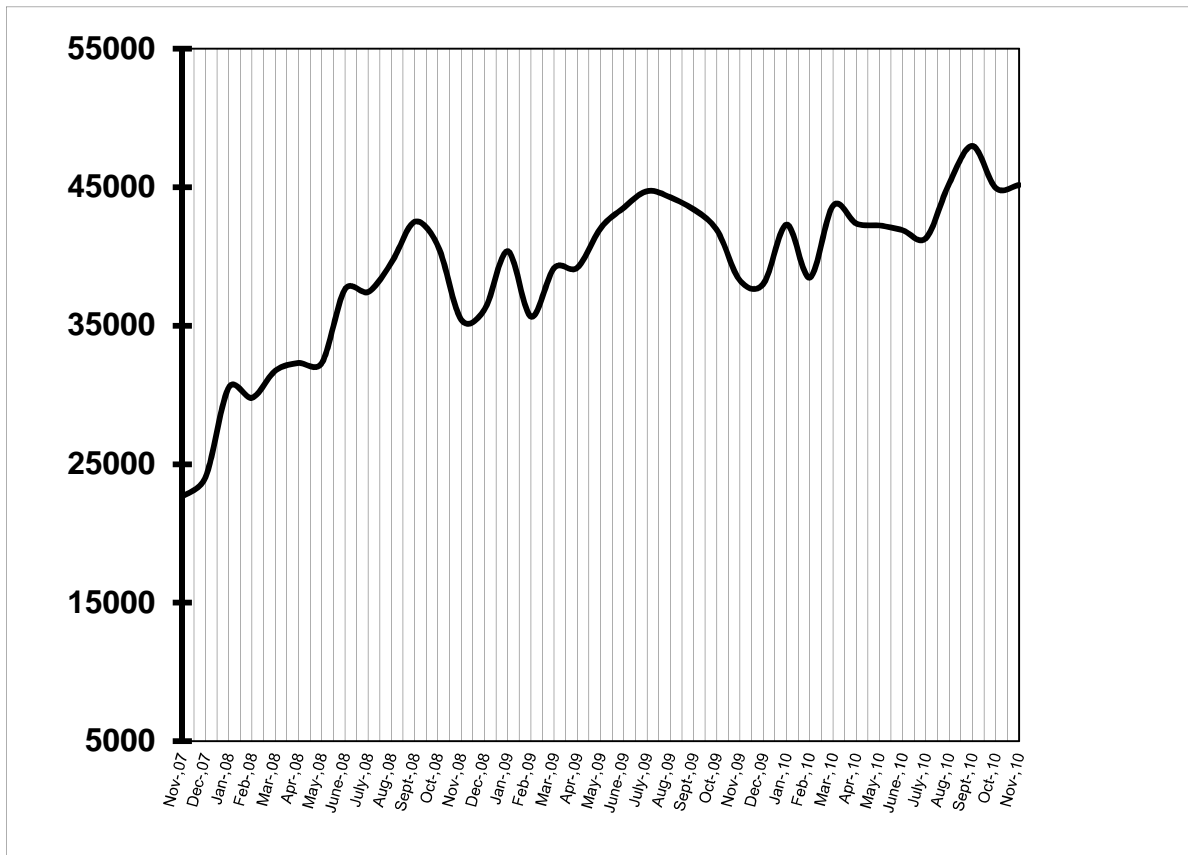
November 2010 Transportation Center Call Totals

Customer Information Center (CIC)	Same Month		Percent Change
	Current Month	Last Year	
Information Calls	33,741	27,511	22.6%
Complaints	164	180	-8.9%
Comments	20	31	-35.5%
Commendations	17	16	6.3%
Total CIC Calls	33,942	27,738	22.4%

Dial-A-Ride (DAR)

Total DAR Calls	9,894	10,504	-5.8%
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Total Calls	43,836	38,242	14.6%
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Complaints, Comments & Commendations November 2010

Complaints

Category	Number This Month	Number This Month Last Year	12 Month Average per Month	Complaints per 10,000 Passengers
Conduct	22	24	17	0.33
Careless Driving	19	13	22	0.29
Early Bus	9	8	12	0.14
Late Bus	28	31	27	0.42
Passed By	19	35	23	0.29
Missed Transfer	3	9	7	0.05
Fare Dispute	4	6	5	0.06
Crowded	1	4	2	0.02
Customer Service	26	26	43	0.39
No Show	7	9	11	0.11
Passenger Conduct	1	3	3	0.02
Bus Stop	12	5	11	0.18
Other	13	7	10	0.20
Total	164	180	192	2.47

Ridership

	Ridership This Month	Ridership This Month Last Year	12 Month Ridership Average/Month
All services	663,005	654,287	657,100

Comments

	Number This Month	Number This Month Last Year	12 Month Average/Month	Comments per 10,000 Passengers
General Comments	20	31	35	0.30

Commendations

	Number This Month	Number This Month Last Year	12 Month Average/Month	Commendations per 10,000 Passengers
General Commendations	17	16	18	0.26

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Murillo, Director of Human Resources

SUBJECT: Personnel Report – November 2010

Summary: The attached report summarizes personnel activity that occurred in November 2010. 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
November 2010

<u>DEPARTMENT AND TITLE</u>	<u>BUDGETED POSITIONS</u>	<u>FILLED POSITIONS</u>
<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
Planning Analyst	1	1
Payroll Coordinator	1	1
Revenue Account Coordinator	1	1
A/P Clerk	1	1
General Acct. Clerk	1	1
Coin Counter (Full-time)	<u>2</u>	<u>1</u>
Department Subtotal	12	11
<u>HUMAN RESOURCES</u>		
Director of Human Resources	1	1
Labor Relations Officer	1	1
Risk Manager	1	1
Risk Management Specialist	1	1
Human Resources Specialist – Benefits	1	1
Human Resources Specialist – Recruitment	1	1
Human Resources Clerk	1	1
Receptionist	<u>1</u>	<u>1</u>
Department Subtotal	8	8
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technologies	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>10</u>
Department Subtotal	52	51

<u>DEPARTMENT AND TITLE</u>	<u>BUDGETED POSITIONS</u>	<u>FILLED POSITIONS</u>
<u>MARKETING</u>		
Director of Marketing	1	1
Marketing Manager	1	1
Planning & Program Manager	1	1
Customer Information Supervisor	1	1
Customer Information Center Clerk, Full-time	1	1
Customer Information Center Clerk, On-call	<u>16</u>	<u>14</u>
Department Subtotal	21	19
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	13	13
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	8	8
Transit Clerk	1	1
Coach Operator		
Full-Time	182	185 ¹
Part-Time	<u>20</u>	<u>20</u>
Department Subtotal	229	232
<u>CONTRACT OPERATIONS</u>		
Contract Operations Manager	1	1
Contract Operations Analyst	1	1
Contract Operations Specialist	2	2
Customer Service Specialist, Full-time	2	1
Customer Service Specialist, Part-time	<u>0</u>	<u>1</u>
Department Subtotal	6	6
<u>PLANNING</u>		
Director of Planning	1	1
Senior Planner	1	1
Scheduling Analyst	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
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	10	10
Totals	346	345

¹The Agency experienced the following extended leaves of absences: 11 Coach Operators on workers' compensation; 2 Coach Operators on disability leave.

TOTAL WORKFORCE AND UTILIZATION ANALYSIS

<u>POSITION CLASSIFICATION</u>	<u>TOTAL EMPLOYEES</u>	<u>% OF MINORITY EMPLOYEES</u>	<u>% OF FEMALE EMPLOYEES</u>	<u>2000 CENSUS AVAILABILITY</u>		<u>2000 CENSUS UNDERUTILIZED</u>	
				<u>% MIN.</u>	<u>% FEM.</u>	<u>MIN.</u>	<u>FEM.</u>
Officials/Managers	43	41.9	27.9	29.6	33.2	No	Yes
Professionals	12	41.7	25.0	35.0	63.6	No	Yes
Administrative Support	36	69.4	72.2	46.7	81.7	No	Yes
Craftsmen & Kindred Workers	28	60.7	0.0	50.5	11.4	No	Yes
Operatives	205	71.2	42.9	67.3	25.6	No	No
Laborers	21	61.9	4.8	75.1	29.4	Yes	Yes

DISCIPLINARY ACTIONS

<u>DEPARTMENT</u>	<u>WARNINGS, COUNSELINGS & WRITTEN REPRIMANDS</u>								<u>SUSPENSIONS</u>							
	<u>Male</u>				<u>Female</u>				<u>Male</u>				<u>Female</u>			
	<u>(C</u>	<u>B</u>	<u>H</u>	<u>O²)</u>	<u>(C</u>	<u>B</u>	<u>H</u>	<u>O)</u>	<u>(C</u>	<u>B</u>	<u>H</u>	<u>O)</u>	<u>(C</u>	<u>B</u>	<u>H</u>	<u>O)</u>
Maintenance	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operations	6	5	8	1	0	6	9	0	0	1	1	0	2	2	0	0
TOTALS	(22)				(15)				(2)				(4)			

APPLICATION ANALYSIS

<u>POSITION TITLE</u>	<u>TOTAL APPLICANTS</u>	<u>%OF MINORITY APPLICANTS</u>	<u>% OF FEMALE APPLICANTS</u>
Coin Counter	301	36%	50%

² C=Caucasian, B=Black, H=Hispanic, O=Other

**Personnel Activity
Full-Time and Regular Part-Time:**

November 2010

Personnel Activity	All Employees			Minority Employees Male				Minority Employees Female				Total Minorities	
	Activity	Total	Male	Female	Black	Asian/Pac. Is.	Amer. Indian	Hispanic	Black	Asian/Pac. Is.	Amer. Indian	Hispanic	Total
New Hires	3	3		1			1						2
Promotions	4	3	1	1			1	1					3
Transfers	0												0
Demotions	0												0
Terminations	1		1										0
Resignations	2	1	1				1				1		2
Retirements	1		1					1					1
Other	0												0

FOR FISCAL YEAR 07/01/10 THROUGH 06/30/11
FULL-TIME SEPARATIONS:

	<u>ADMINISTRATION</u>	<u>OTHER</u>
Terminations	1	2
Resignations	0	2
Retirements	0	5
Other	0	1

FOR FISCAL YEAR 07/01/09 THROUGH 06/30/10
FULL-TIME SEPARATIONS:

	<u>ADMINISTRATION</u>	<u>OTHER</u>
Terminations	1	7
Resignations	1	4
Retirements	2	9
Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Mark Stanley, Director of Planning

SUBJECT: Ratify Call for Projects Grant Applications Submitted to Riverside County Transportation Commission for Federal Job Access and Reverse Commute Program (Section 5316) Funds and Specialized Transit Measure A to be Utilized for Operation of Proposed Extended Hours of Service on Routes 7, 8, 41, 74, and 79

Summary: As part of the Riverside County Transportation Commission's (RCTC) strategy to provide residents a unified comprehensive group of services, in January 2008 the *Public Transit – Human Services Transportation Coordination Plan for Riverside County* was developed. Under the guidance of the coordinated plan, transit service providers can use grant funds made available through the Federal Transit Administration's (FTA) *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU).

SAFETEA-LU has provided over \$52.6 billion in federal transit dollars since first adopted in August 2005. Section 5316, known as the *Job Access and Reverse Commute* (JARC) Program was established to "improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities".

RCTC issued a Call for Projects on November 4, 2010, for funding of programs for Fiscal Years 2012 and 2013. RCTC held a technical workshop for applicants on November 18, 2010, for project proposals to be submitted by January 5, 2010. Given the application submission period, staff completed the application and is seeking subsequent Board of Director ratification of the fund request in accordance with the July 22, 2010 Board direction.

The extended service on Routes 7, 8, 41, 74, and 79 was enacted in January 2010 with previous JARC and Measure A awards. Service extensions included the improved frequency of Routes 7 and 8 on weekends from 120 minutes to 60 minutes; new weekend service on Route 41; and the improved frequency of Routes 74 and 79 on weekdays from 90-100 minutes to 60-70 minutes.

The service funded with the JARC grant has been very successful - increasing ridership by 52,000 passengers within the first nine months of operation from

January 2010 through September 2010, an increase of 17 percent on average across the five routes.

Fiscal Impact:

Since the release of the request for proposals staff worked with RCTC to clarify available funding for JARC grant projects. Cost for the operation can be reimbursed up to 50% with FTA JARC funds after farebox revenue is considered. The balance of the required funding is to come from other non-FTA sources. In past applications, Specialized Transit Measure A was used as local match for up to 50% of the total project costs. For this submission, RCTC reduced the maximum amount of Specialized Transit Measure A to 16% of the total cost requiring the balance of revenues to come from other sources. Staff proposes the use of Local Transportation Funds (LTF) to complete the required balance.

The Call for Projects application package totals \$1.46 million in JARC funds for western Riverside County making eligible \$467,273 in Measure A Specialized Transit funds. As a result of efficiencies from the current Extended Service operation, the request for funds total \$562,915 of JARC, \$196,244 of Specialized Transit Measure A and \$366,671 of LTF for 20 months of operation. Adding anticipated farebox revenue of \$100,696 the project totals \$1,226,525. Attachment A details the proposal.

Should the application be approved, the expenses and revenue of the program will be accounted for in the FY 2012 budget and Short Range Transit Plan.

Recommendation:

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

- Ratify the Call for Projects Grant Applications submitted to the Riverside County Transportation Commission for Federal JARC (Section 5316) Funds and Specialized Transit Measure A for operation of proposed Extended Hours of Service on Routes 7, 8, 41, 74, and 79.
- Authorize the use of farebox revenue and LTF for local match to complete the funding of the project.

Attachment A

RCTC Call for Projects: Extended Hours of Service Proposal

Funding Sources: FY12 Year One (8 months)											
Midday/Extended Service	Hours	JARC	% of net	% of gross	Measure A	% of gross	Farebox	% of gross	LTF	% of gross	Total
7 - Extra bus weekends	748	\$ 22,516	50.0%	44.9%	\$ 8,024	16.0%	\$ 5,115	10.2%	\$ 14,493	28.9%	\$ 50,147
8 - Extra bus weekends	784	\$ 23,413	50.0%	44.6%	\$ 8,406	16.0%	\$ 5,714	10.9%	\$ 15,007	28.6%	\$ 52,540
41 - New weekend service	1,454	\$ 47,164	50.0%	48.4%	\$ 15,583	16.0%	\$ 3,068	3.2%	\$ 31,581	32.4%	\$ 97,396
74 - Extra bus wkdays	2,137	\$ 64,810	50.0%	45.3%	\$ 22,904	16.0%	\$ 13,527	9.5%	\$ 41,906	29.3%	\$ 143,147
79 - Extra bus wkdays	1,993	\$ 60,895	50.0%	45.6%	\$ 21,361	16.0%	\$ 11,715	8.8%	\$ 39,534	29.6%	\$ 133,505
	7,115	\$ 218,798			\$ 76,278		\$ 39,139		\$ 142,520		\$ 476,735

Funding Sources: FY13 Year Two (12 months)											
Midday/Extended Service	Hours	JARC	% of net	% of gross	Measure A	% of gross	Farebox	% of gross	LTF	% of gross	Total
7 - Extra bus weekends	1,123	\$ 35,412	50.0%	44.9%	\$ 12,619	16.0%	\$ 8,045	10.2%	\$ 22,793	28.9%	\$ 78,870
8 - Extra bus weekends	1,176	\$ 36,823	50.0%	44.6%	\$ 13,221	16.0%	\$ 8,986	10.9%	\$ 23,602	28.6%	\$ 82,632
41 - New weekend service	2,181	\$ 74,178	50.0%	48.4%	\$ 24,509	16.0%	\$ 4,825	3.2%	\$ 49,669	32.4%	\$ 153,181
74 - Extra bus wkdays	3,205	\$ 101,931	50.0%	45.3%	\$ 36,022	16.0%	\$ 21,275	9.5%	\$ 65,909	29.3%	\$ 225,137
79 - Extra bus wkdays	2,989	\$ 95,773	50.0%	45.6%	\$ 33,595	16.0%	\$ 18,425	8.8%	\$ 62,178	29.6%	\$ 209,971
	10,673	\$ 344,117			\$ 119,966		\$ 61,557		\$ 224,150		\$ 749,790
Total	17,789	\$ 562,915			\$ 196,244		\$ 100,696		\$ 366,671		\$ 1,226,525

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Mark Stanley, Director of Planning

SUBJECT: Ratify Call for Projects Grant Applications Submitted to Riverside County Transportation Commission for Federal Job Access and Reverse Commute Program (5316) Funds and Specialized Transit Measure A to be Utilized for Operation of Proposed CommuterLink Routes 212 and 217

Summary: As part of the Riverside County Transportation Commission's (RCTC) strategy to provide residents a unified comprehensive group of services, in January 2008 the *Public Transit – Human Services Transportation Coordination Plan for Riverside County* was developed. Under the guidance of the coordinated plan, transit service providers can use grant funds made available through the Federal Transit Administration's (FTA) *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU).

SAFETEA-LU has provided over \$52.6 billion in federal transit dollars since first adopted in August 2005. Section 5316, known as the *Job Access and Reverse Commute* (JARC) Program was established to "improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities".

RCTC issued a Call for Projects on November 4, 2010, for funding of programs for Fiscal Years 2012 and 2013. RCTC held a technical workshop for applicants on November 18, 2010, for project proposals to be submitted by January 5, 2010. Given the application submission period, staff completed the application and is seeking subsequent Board of Director ratification of the fund request in accordance with the July 22, 2010 Board direction.

Routes 212 and 217 have been in operation since June 2009 under previous JARC awards. The first year of service showed promising results. A total of 27,546 boardings occurred in FY 2010. In conjunction with the JARC goals, survey results showed that over 81% of the trips were for the purposes of work or school. About 39% of riders indicated that their annual family income was under \$15,000 and another 13% indicated it was less than \$25,000.

The Agency recently placed advertising of the services along the I-15 Interstate to enhance promotion and awareness.

Fiscal Impact:

Since the release of the request for proposals staff worked with RCTC to clarify available funding for JARC grant projects. Cost for the operation can be reimbursed up to 50% with FTA JARC funds after farebox revenue is considered. The balance of the required funding is to come from other non-FTA sources. In past applications, Specialized Transit Measure A was used as local match for up to 50% of the total project costs. For this submission, RCTC reduced the maximum amount of Specialized Transit Measure A to 16% of the total cost requiring the balance of revenues to come from other sources. Staff proposes the use of Local Transportation Funds (LTF) to complete the required balance.

The Call for Projects application package totals \$1.46 million in JARC funds for western Riverside County making eligible \$467,273 in Measure A Specialized Transit funds. As a result of efficiencies from the current CommuterLink operation, the request for funds total \$665,216 of JARC, \$230,220 of Specialized Transit Measure A and \$434,996 of LTF for 20 months of operation. Adding anticipated farebox revenue of \$108,444, the project totals \$1,438,876. Attachment A details the proposal.

Should the application be approved, the expenses and revenue of the program will be accounted for in the FY 2012 budget and Short Range Transit Plan.

Recommendation:

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

- Ratify the Call for Projects Grant Applications submitted to the Riverside County Transportation Commission for Federal JARC (5316) Funds and Specialized Transit Measure A for operation of proposed CommuterLink Routes 212 and 217.
- Authorize the use of farebox revenue and LTF for local match to complete the funding of the project.

Attachment A

RCTC Call for Projects: Express Route Service Proposal

Funding Sources: FY12 Year One (8 months)											
Express Routes	Hours	JARC	% of net	% of gross	Measure A	% of gross	Farebox	% of gross	LTF	% of gross	Total
Express Route 212	3,858	\$ 117,430	50.0%	45.4%	\$ 41,362	16.0%	\$ 23,654	9.2%	\$ 76,068	29.4%	\$ 258,515
Express Route 217	4,489	\$ 141,131	50.0%	46.9%	\$ 48,121	16.0%	\$ 18,497	6.2%	\$ 93,010	30.9%	\$ 300,759
	8,347	\$ 258,561			\$ 89,484		\$ 42,151		\$ 169,078		\$ 559,273

Funding Sources: FY13 Year Two (12 months)											
Express Routes	Hours	JARC	% of net	% of gross	Measure A	% of gross	Farebox	% of gross	LTF	% of gross	Total
Express Route 212	5,788	\$ 184,690	50.0%	45.4%	\$ 65,053	16.0%	\$ 37,202	9.2%	\$ 119,637	29.4%	\$ 406,582
Express Route 217	6,733	\$ 221,965	50.0%	46.9%	\$ 75,683	16.0%	\$ 29,091	6.1%	\$ 146,282	30.9%	\$ 473,021
	12,521	\$ 406,655			\$ 140,736		\$ 66,293		\$ 265,919		\$ 879,603
Total	20,868	\$ 665,216			\$ 230,220		\$ 108,444		\$ 434,996		\$ 1,438,876

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Mark Stanley, Director of Planning

SUBJECT: Ratify Call for Projects Grant Applications Submitted to Riverside County Transportation Commission for Federal New Freedom Program (5317) Funds, and Measure A Funds to be Utilized for Operation of a Proposed Travel Training Program

Summary: As part of the Riverside County Transportation Commission's (RCTC's) strategy to provide residents a unified comprehensive group of services, in January 2008 the *Public Transit – Human Services Transportation Coordination Plan for Riverside County* was developed. Under the guidance of the coordinated plan, transit service providers can use grant funds made available through the Federal Transit Administration's (FTA) *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU).

SAFETEA-LU has provided over \$52.6 billion in federal transit dollars since first adopted in August 2005. Part of SAFETEA-LU is Section 5317, known as the *New Freedoms Program*, which was established to improve transportation mobility options for individuals with lower incomes and persons with disabilities beyond existing service and to provide additional tools to overcome existing mobility barriers.

RCTC issued a Call for Projects on November 4, 2010, for funding of programs for Fiscal Years 2012 and 2013. RCTC held a technical workshop for applicants on November 18, 2010, for project proposals to be submitted by January 5, 2010. Given the application submission period, staff completed the application and is seeking subsequent Board of Director ratification of the funding request in accordance with the July 22, 2010 Board direction.

Under the New Freedom Program, staff submitted a proposal for the first regional Senior/Disabled Travel Training Program in western Riverside County. The proposed program will be designed to cover all aspects of public transit from training on how to use a bus schedule and map to overcoming social barriers that may prevent customers from using a fixed route bus. In turn, participants will benefit from having a greater sense of independence, thus increasing their mobility; and a significant financial savings for the customer and Agency will be realized with reduced dependence on Dial-A-Ride.

To establish and carryout travel training activities three new full-time positions and one part-time position is proposed. The full-time positions include one Community Relations Specialist and two Field Training Specialists. The part-time position is an Administrative Clerk. The Community Relations Specialist will perform community outreach activities, coordinate training sessions with the Field Training Specialists, and assist with the documentation and reporting of the progress of program participants. The Field Training Specialists will perform intake assessments on individuals, develop training plans, and perform one-on-one field training. The Administrative Clerk will assist the Contract Operations Manager with various clerical tasks and program needs.

Fiscal Impact:

A total of \$652,467 is available in New Freedom funds. Total cost of this program is estimated at \$584,718. The travel training program is considered a capital project. Therefore, it is eligible to be funded up to 80 percent from federal dollars (\$467,775 of New Freedom), with the balance paid from local match funds. The 20 percent local match requirement is proposed to be \$58,472 of Consolidated Transportation Services Agency (CTSA) Measure A and \$58,472 of Local Transportation Funds (LTF). Attachment A details the proposal.

The four new positions are included as part of the program funds and are subject to change with funding availability. Should the application be approved, the expenses and revenues of the program will be accounted for in the FY 2012 budget and Short Range Transit Plan.

Recommendation:

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

- Ratify the Call for Projects Grant Application submitted to the Riverside County Transportation Commission for the New Freedom Program (5317) for the proposed Senior/Disabled Travel Training Program.
- Authorize the use of LTF and CTSA Measure A for the local match.
- Authorize use of Travel Training program funds to hire three full-time and one part-time position to administer the Travel Training program subject to funding.

Attachment A

RCTC Call for Projects: Travel Training Proposal

Project Title: Senior/Disabled Travel Training					
EXPENSES		Position % Time	Year 1	Year 2	Total
Salaries by Position (include benefits):					
A. Community Relations Specialist*		100%	\$ 55,350	\$ 73,800	\$ 129,150
B. Specialist - Field Training (2)*		100%	\$ 76,950	\$ 102,600	\$ 179,550
C. Contract Operations Mgr.	Yr 1 - 50% of time	25%	\$ 55,530	\$ 27,765	\$ 83,295
D. Clerical - Part Time (4 hrs/day)*		100%	\$ 12,480	\$ 12,979	\$ 25,459
Total Salaries & Benefits			\$ 200,310	\$ 217,144	\$ 417,454
Non-Personnel Expenses:					
A. Staff cars for shuttling trainers	2 vehicles		\$ 40,000	\$ -	\$ 40,000
B. Mileage to and from training sessions	miles/year	15,500	\$ 7,888	\$ 15,775	\$ 23,663
C. Bus and driver for outings with seniors			\$ 6,696	\$ 14,062	\$ 20,758
D. Marketing materials			\$ 25,000	\$ 7,000	\$ 32,000
E. Monthly vouchers to track ridership			\$ 7,360	\$ 16,100	\$ 23,460
F. Cellphone for travel trainers			\$ 1,300	\$ 1,150	\$ 2,450
G. Computers for new employee workstations			\$ 5,200	\$ -	\$ 5,200
H. Telephones for new employee workstations			\$ 1,000	\$ -	\$ 1,000
I. Software licenses			\$ 2,800	\$ -	\$ 2,800
Total Non-Personnel Expenses			\$ 97,244	\$ 54,087	\$ 151,330
Administrative Overhead (maximum of 8% of total project expenses)			\$ 5,311	\$ 10,623	\$ 15,934
TOTAL PROJECT EXPENSES			\$ 302,865	\$ 281,854	\$ 584,718
REVENUES			Year 1	Year 2	Total
A. Local Transportation Funds			\$ 30,286	\$ 28,185	\$ 58,472
B. CTSA Measure A			\$ 30,286	\$ 28,185	\$ 58,472
Total Cash Match			\$ 60,573	\$ 56,371	\$ 116,944
Measure A Request			\$ -	\$ -	
Federal JARC Request			\$ -	\$ -	
Federal New Freedom Request			\$ 242,292	\$ 225,483	\$ 467,775
TOTAL REVENUES			\$ 302,865	\$ 281,854	\$ 584,718
* New positions subject to program funds availability.					

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 12, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Authorization to Award Agreement No.10-004 to Southland Transit, Inc. (STI) for Americans with Disabilities Act/Dial-a-Ride Transportation and Call Center Services

Summary: The Agency operates complementary paratransit services known as Dial-A-Ride (DAR), an advanced reservation transportation service for seniors and persons with disabilities. DAR is a curb-to-curb reservation based transportation service giving priority to individuals who are certified under the Americans with Disabilities Act (ADA). Service is provided within $\frac{3}{4}$ of a mile of local fixed-route bus service and during the hours of bus service operation. Currently, the Agency has two DAR services; ADA Priority and Senior/Disabled local service. The ADA Priority service is strictly for persons certified under the ADA and allows for travel between all cities within the 2,500 square mile service area. The Senior or Disabled services are for seniors age 65 and above, and for anyone carrying an Agency-issued Disabled ID card. The contract for this service, which has been operated by STI since March 2006, is due to expire on June 30, 2011.

On June 1, 2010, staff issued Request for Proposal (RFP) No. 10-004 for *ADA/Dial-A-Ride Transportation and Call Center Services*. The RFP was publicly advertised in a newspaper of general circulation and a notice was posted on the Agency's website along with a copy of the RFP document. In addition, the Agency sent notices of the contracting opportunity to the chambers' of commerce for those cities that are members of the Joint Powers Agreement (JPA) for distribution among their membership. Seventeen (17) vendors downloaded a copy of the RFP document from the Agency's website.

The Scope of Work for this RFP requires the selected contractor to provide all services necessary for a 'turnkey operation' including but not limited to, facilities, management, operations, reservations, scheduling, dispatching, maintenance, fuel and insurance. Further, the contractor is responsible for providing these services throughout the Agency's entire 2,500 square mile

service area. The services will continue to be operated using Agency provided vehicles. The current number of vehicles assigned to the DAR fleet, including spares, is 90. The DAR service represents 16.9% of the Agency’s annual operating budget, employing 164 people in all aspects of the operation including drivers, mechanics, reservationists, dispatchers, and administrative support personnel.

Since fuel represents a major expense line item for a transportation services contract, vendors were instructed to use the Oil Price Information Service (OPIS) rack pricing for Colton, CA as the index to establish the baseline for calculating fuel expenses. Using the OPIS rack pricing as the baseline put proposers on equal footing when developing their fuel projections. In addition, as is the case with the current agreement, the proposed agreement includes a fuel escalation/de-escalation clause. This clause either mitigates the successful contractor’s expenses or provides a savings to the Agency should the cost of fuel increase or decrease by more than 10% during any six-month period. An example of this methodology is included under the fiscal impact section of this report.

The proposed agreement also includes well-defined and measurable performance standards, specific performance incentives, penalties for not meeting the minimum performance standards, and additional reporting requirements that will improve management oversight.

The projected passenger trips, revenue vehicle hours and revenue vehicle miles for the proposed seven-year agreement are identified in Table 1 below. These projections were developed by a consultant, HDR Decision Economics, Inc. (HDR), as part of the ADA/Paratransit study approved by the Board in late FY10.

Table 1 - ADA/Paratransit Projections (FY12 – FY18)

Period	Passenger Trips	Revenue Vehicle Hours	Revenue Vehicle Miles
Base Term (FY12) – Year 1	345,692	172,980	3,358,350
Base Term (FY13) – Year 2	363,668	181,975	3,532,985
Option Year 1 - FY14	381,851	191,074	3,709,634
Option Year 2 - FY15	400,944	200,628	3,895,116
Option Year 3 - FY16	420,991	210,659	4,089,871
Option Year 4 - FY17	442,041	221,192	4,294,365
Option Year 5 - FY18	464,143	232,251	4,509,083

On July 20, 2010, the Agency received proposals from the following five (5) vendors:

- Empire Transportation, Inc., Bellflower, CA
- Southland Transit, Inc., El Monte, CA
- Transportation Concepts, Irvine, CA
- Tectrans, Los Angeles, CA
- First Transit, Inc., Cincinnati, OH

The proposals were evaluated by a selection committee representing staff from the purchasing, direct operations, contracted operations, and maintenance departments. In addition to pricing, vendors were rated in three technical areas: qualifications and related experience, staffing and project organization, and an understanding of the Agency’s requirements.

All five vendors were invited for in-person interviews. As part of the interview process, each vendor was asked to make available key project personnel so they could be interviewed directly by the committee in areas thought to be critical to the success of this project. This process is designed to be challenging, with candidates presented with real operational scenarios requiring them to demonstrate their experience and critical thinking skills.

During this process, several proposed management teams were unable to demonstrate a level of expertise that met the Agency’s minimum expectations, while others did not make their key management candidates available for interview at all.

After the interview process, the overall technical rankings were as follows:

Table 2 – Technical Rankings

Vendor Name	Technical Ranking
Southland Transit Inc.	75.6
Empire	67.2
Tectrans	64.3
First Transit	63.2
Transportation Concepts	54.3

The evaluation committee then reviewed the original price proposals and requested Best and Final Offers (BAFO’s) from all five vendors. The combination of low technical scores and pricing considered outside of the competitive range eliminated First Transit and Transportation Concepts from further consideration. BAFO pricing for all five vendors is shown in Table 3:

Table 3 – BAFO Pricing (Initial)

	TecTrans	Southland Transit	Empire	First Transit	Transportation Concepts
Base Period First 2 Years	\$ 17,456,813	\$ 17,549,409	\$ 17,714,410	\$ 18,631,472	\$ 22,181,123
Opt 1	\$ 9,331,749	\$ 9,550,195	\$ 9,641,464	\$ 10,451,016	\$ 12,031,094
Opt 2	\$ 9,779,994	\$ 10,119,276	\$ 10,258,349	\$ 11,281,838	\$ 12,712,945
Opt 3	\$ 10,263,407	\$ 10,713,192	\$ 10,953,424	\$ 11,948,251	\$ 13,464,160
Opt 4	\$ 10,631,847	\$ 11,398,992	\$ 11,698,037	\$ 12,693,889	\$ 13,962,889
Opt 5	\$ 11,031,810	\$ 12,105,444	\$ 12,459,526	\$ 13,616,486	\$ 14,617,959
Grand Total	\$ 68,495,620	\$ 71,436,508	\$ 72,725,210	\$ 78,622,952	\$ 88,970,170
% Difference	0.00%	4.29%	5.92%	13.93%	26.04%

The next step in the evaluation process was to conduct a thorough price analysis of the three remaining proposals, comparing resources and individual cost elements for reasonableness. This exercise highlights cost variances by line item between vendors and is intended to ensure proposals are compared on an “apples to apples” basis.

Based on this analysis significant variances were noted in several key categories raising concerns that the selection committee felt needed further investigation. In order to address these concerns and to ensure the best possible vendor was selected, staff scheduled an additional round of interviews and solicited a second round of Best and Final Offers from the three remaining vendors.

The revised proposals were thoroughly reviewed with feedback provided to each of the three vendors. During the final round of interviews, each vendor was asked to address the Agency’s concerns in specific detail. Vendors were also given an opportunity to replace unacceptable candidates and present final proposed project teams. The new teams were subjected to a round of questioning that required them to again demonstrate their experience and critical thinking skills.

After review of the final proposals, interviews, Best and Final Offers and vendor negotiations, the final results are summarized in Table 4:

Table 4 – BAFO Pricing (Final)

	Southland Transit	Empire	TecTrans
Base Period First 2 Years	\$ 17,605,774	\$ 17,647,201	\$ 18,972,280
Opt 1	\$ 9,467,703	\$ 9,535,454	\$ 9,968,762
Opt 2	\$ 9,939,130	\$ 10,151,700	\$ 10,438,621
Opt 3	\$ 10,426,929	\$ 10,800,078	\$ 10,974,573
Opt 4	\$ 10,992,239	\$ 11,492,485	\$ 11,334,478
Opt 5	\$ 11,567,566	\$ 12,193,962	\$ 11,745,321
Grand Total	\$ 69,999,341	\$ 71,820,880	\$ 73,434,035
% Difference	0.00%	2.60%	4.68%

At the conclusion of the evaluation process, it was the selection committee’s determination that STI represented the most technically responsive and responsible vendor providing the best value to the Agency.

Several other important factors supported the selection committee’s decision. STI is the incumbent vendor and has provided these services for the last five years. During this period, DAR service improved with on-time performance increasing from 85% five years ago to 95% today. During this same period, passenger per hour (PPH) productivity improved by 33%.

Staff is, therefore, recommending this agreement be awarded to STI for a base period of two-years with five one-year options. Historically, agreements of this nature were awarded for a maximum five-year term. However, in recent years, the Federal Transit Administration (FTA) has acknowledged the merits of longer-term agreements, recognizing that there are substantial start-up expenses that must be amortized over the term of the agreement.

Start-up expenses include the acquisition or leasing of facilities, facility improvements to meet contractual requirements, major capital purchases such as office furniture, shop equipment, communications and IT equipment, etc. As these expenses can be substantial, amortizing them over a longer period of time effectively lowers the operating costs for both the contractor and the Agency.

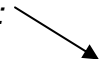
In summary, staff recommends awarding a two-year agreement with five one-year options to STI as the best value provider for the ADA/Dial-a-Ride and Call Center services.

Fiscal Impact:

STI has proposed \$17,605,774 to operate the services for the two-year base period and a total of \$69,999,341 for the full seven-year period.

As mentioned previously, vendors were instructed to use OPIS rack pricing (in effect on June 1, 2010) as the baseline for calculating fuel expenses. In the six-month period since release of the RFP, fuel has increased from \$2.18 to \$2.53 per gallon, a 16.5% increase. Since this increase in unleaded fuel pricing could not have been anticipated, and in keeping with the fuel escalation clause incorporated within this proposed agreement, an adjustment to offset this increase is recommended in this award. Based on the current price of unleaded fuel, and applying the fuel escalation methodology, staff determined that the proposed contract amount must be adjusted by \$390,000 bringing the base period amount to \$17,995,774. It should be noted that the new agreement is not scheduled to take effect until July 1, 2011, at which time the rate may need to be adjusted again if fuel continues to rise as predicted. If that should occur, staff will return to the Board in July with an update.

The fuel escalation/de-escalation clause is structured so that it can only be utilized in the event of a greater than 10% increase or decrease in fuel costs during any six-month period. Actual fuel costs will be based on the OPIS rack pricing for Colton, CA.

Example: 

Fuel Escalation Methodology

	Threshold of Increase in Rate Per Gallon				10.01%
	Initial Billing Rate Per RSH				\$ 29.89
	Base Contract Fuel Rate per Gallon				\$ 2.18
	Fuel portion of Hourly Rate				\$ 7.52
FUEL INCREASE	Rate Per Gallon				
	\$ 2.18	\$ 2.53	\$ 3.26	\$ 4.35	\$ 5.44
% Change in Fuel Rate	0.0%	16.50%	50.0%	100.0%	150.0%
Fuel portion of Hourly Rate	\$ 7.52	\$ 8.76	\$ 11.28	\$ 15.04	\$ 18.80
Adjusted Billing Rate Per RSH	\$ 29.89	\$ 31.13	\$ 33.65	\$ 37.41	\$ 41.17
FUEL DECREASE	Rate Per Gallon				
	\$ 2.18	\$ 1.96	\$ 1.85	\$ 1.74	\$ 1.63
% Change in Fuel Rate	0.0%	-10.01%	-15.0%	-20.0%	-25.0%
Fuel portion of Hourly Rate	\$ 7.52	\$ 6.77	\$ 6.39	\$ 6.02	\$ 5.64
Adjusted Billing Rate Per RSH	\$ 29.89	\$ 29.14	\$ 28.76	\$ 28.39	\$ 28.01

OPIS rack pricing as of January 2, 2011

The proposed agreement will continue to emphasize passenger productivity by aligning the objectives of the Agency and the contractor. PPH productivity, also known as passengers per hour, has the most direct impact on cost to the Agency. By increasing the number of passengers per hour, the actual cost for providing the service decreases. The more efficient the contractor becomes, the greater the net savings to the Agency. Incentive payments would not begin until productivity exceeds the minimum contract standard of 2.0 PPH. Both parties benefit from improved efficiencies; the Agency from a reduction in revenue hours and the contractor through the incentive payments. There is no additional cost to the Agency for this incentive since payments are made to the contractor through the resulting reduction in operating expenses.

As mentioned previously, the Scope of Work also includes incentive payments should maintenance and operations performance standards be achieved or exceeded. These payments could amount to as much as \$56,000 per year if the vendor is able to achieve the following:

- | | | |
|---|----------|------------------|
| • On Time Performance | >95% | \$ 2,500/month |
| • Valid Complaints per Month | <3 | \$ 500/month |
| • Call Abandonment Rate/Month | <3% | \$ 500/month |
| • Avg Fleet Miles Between Road Calls | >17,500 | \$ 500/month |
| • Avg Fleet Miles Between Preventable Accidents in 2 or more Consecutive Quarters | >150,000 | \$ 2,000/quarter |

By including the additional costs for incentives and fluctuating fuel, the base term not-to-exceed amount will be \$18,107,774. The total seven-year not-to-exceed amount will be \$70,781,341 should the Agency exercise all five one-year options.

Funding for these services will be incorporated in the Agency's budget request for fiscal years FY2012 through FY2019.

Recommendation:

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

- Authorize staff to enter into an agreement with Southland Transit Inc. for ADA/Dial-a-Ride Transportation and Call Center Services for a two-year base period with five one-year options in an amount that will not exceed \$70,781,341. Prior to exercising the option year periods, in accordance with FTA requirements, staff will conduct a thorough price analysis to determine if pricing in effect at that time is competitive and considered fair and reasonable.