



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, APRIL 6, 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 – MARCH 2, 2011, 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 – FEBRUARY 2011 \(P.6\)](#) RECEIVE AND FILE
 - B. [PERSONNEL REPORT – FEBRUARY 2011 \(P.9\)](#) 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.

6. AUTHORIZATION TO RENEW COOPERATIVE AGREEMENT NO. 9-024 WITH THE UNIVERSITY OF CALIFORNIA, RIVERSIDE (UCR) FOR THE UNIVERSITY PASS REVENUE AGREEMENT (U-PASS); AUTHORIZATION TO COMBINE COOPERATIVE AGREEMENT NO. 9-025 WITH UCR FOR THE OPERATION OF ROUTE 51 (CREST CRUISER) WITH COOPERATIVE AGREEMENT NO. 9-023 WITH UCR FOR THE OPERATION OF ROUTE 53 (BEAR RUNNER) INTO COOPERATIVE AGREEMENT NO. 11-022 (P.15) APPROVE
7. AUTHORIZATION TO RENEW COOPERATIVE AGREEMENT NO. 09-026 WITH THE CITY OF TEMECULA FOR ROUTE 55 (P.17) APPROVE
8. BOARD MEMBER COMMENTS AND REMARKS
9. OTHER BUSINESS
10. ADJOURN

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
March 2, 2011

1. CALL TO ORDER:
Committee Chairman Doug McAllister called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on March 2, 2011, in the RTA Board Room.
2. SELF-INTRODUCTIONS:
Self introductions of those in attendance took place.

Attendees:

1. Committee Chairman Doug McAllister, City of Murrieta Mayor Pro Tem
2. Chairman Bob Buster, County of Riverside, District I
3. Director Ella Zanowic, City of Calimesa Mayor
4. Director Ike Bootsma, City of Eastvale Councilmember
5. Director Daryl Hickman, City of Lake Elsinore Councilmember
6. Director Jesse Molina, City of Moreno Valley Mayor Pro Tem
7. Director Don Robinson, City of Banning Councilmember

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. Mark Stanley, Director of Planning
7. Bob Bach, Director of Maintenance
8. Laura Murillo, Director of Human Resources
9. Maricela Hernandez, Clerk of the Board of Directors
10. Natalie Gomez, Executive Assistant
11. Virginia Werly, Contract Operations Manager
12. Brad Weaver, Communications Manager
13. Natalie Zaragoza, Contracts Manager
14. Virginia Werly, Contract Operations Manager

Other Attendees:

Dave Daley, Empire Transportation
Sandi Schmidt, Transportation Concepts

3. PUBLIC COMMENTS – NON-AGENDA ITEMS:
None.
4. APPROVAL OF MINUTES – FEBRUARY 2, 2011, COMMITTEE MEETING:
M/S/C (HICKMAN/ZANOWIC) approving the minutes of February 2, 2011, Committee meeting. The motion carried unanimously.

5. CONSENT CALENDAR:
M/S/C (HICKMAN/BOOTSMA) approving the receipt and file of item A – Transportation Center Monthly Report – January 2011. The motion carried unanimously.

M/S/C (HICKMAN/BOOTSMA) approving the receipt and file of item B – Personnel Report – January 2011. The motion carried unanimously.

6. RATIFY LETTER OF PARTICIPATION FOR UNIVERSITY OF CALIFORNIA, RIVERSIDE SUBMISSION FOR U.S. DEPARTMENT OF ENERGY FUNDING OPPORTUNITY DE-FOA-0000239 GRANT

Chairman Buster arrived at the meeting during discussion of Item 6.

Director Hickman complimented staff for taking on the project and jumping ahead of the issues.

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

- Ratify the RTA Letter of Participation for the University of California, Riverside (UCR) submission for Department of Energy (DOE) Funding Opportunity DE-FOA-0000239 Grant.

The motion carried unanimously.

7. AUTHORIZATION TO AWARD AGREEMENT #10-049 TO EMPIRE TRANSPORTATION FOR FIXED ROUTE AND REGIONAL COMMUTER SERVICES (COMMUTERLINK)

Director Molina arrived at the meeting during discussion of Item 7.

Chairman McAllister noted the extensive process that RTA went through with the evaluation committee and criteria that were evaluated to get an “apples to apples” comparison. The 12% that Empire came in under is based on the “apples to apples” comparison.

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

- Authorize staff to enter into an agreement with Empire Transportation, Inc. for contracted fixed route CommuterLink services for a two-year base period with three, one-year options in an amount that will not exceed \$46,978,172.

The motion carried unanimously.

8. BOARD MEMBER COMMENTS AND REMARKS:
None.

9. OTHER BUSINESS:

Mr. Rubio announced that on March 7 through March 11, Chairman Buster, Vice-Chairman McAllister, Second Vice-Chairman Ashley, Vince Rouzaud and he would be traveling to Washington DC for the annual lobbying trip. While in DC they will also be interviewing federal lobbying firms RTA may engage with. Mr. Rubio introduced Ms. Natalie Gomez as the Acting Clerk of the Board. Committee Chair McAllister noted it was the last committee meeting for Ms. Hernandez. He commented that he was pleased Ms. Hernandez was able to move on with her career and appreciated all of her time and effort and thanked her for everything.

10. ADJOURNMENT:

The meeting was adjourned at 1:23 p.m.

Director Robinson arrived at the meeting during Item 10.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 6, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – February 2011

Summary: The Customer Information Center answered 33,150 calls in February 2011, an 18.1% increase compared to February 2010. Calls included 173 commendations, general comments and valid complaints. Calls to Dial-A-Ride were 9,771, a 5.5% decrease compared to February 2010. A total of 42,921 calls were received between the two call centers, an increase of 11.6% compared to the same period last year.

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

Recommendation:

Receive and file.

Riverside Transit Agency

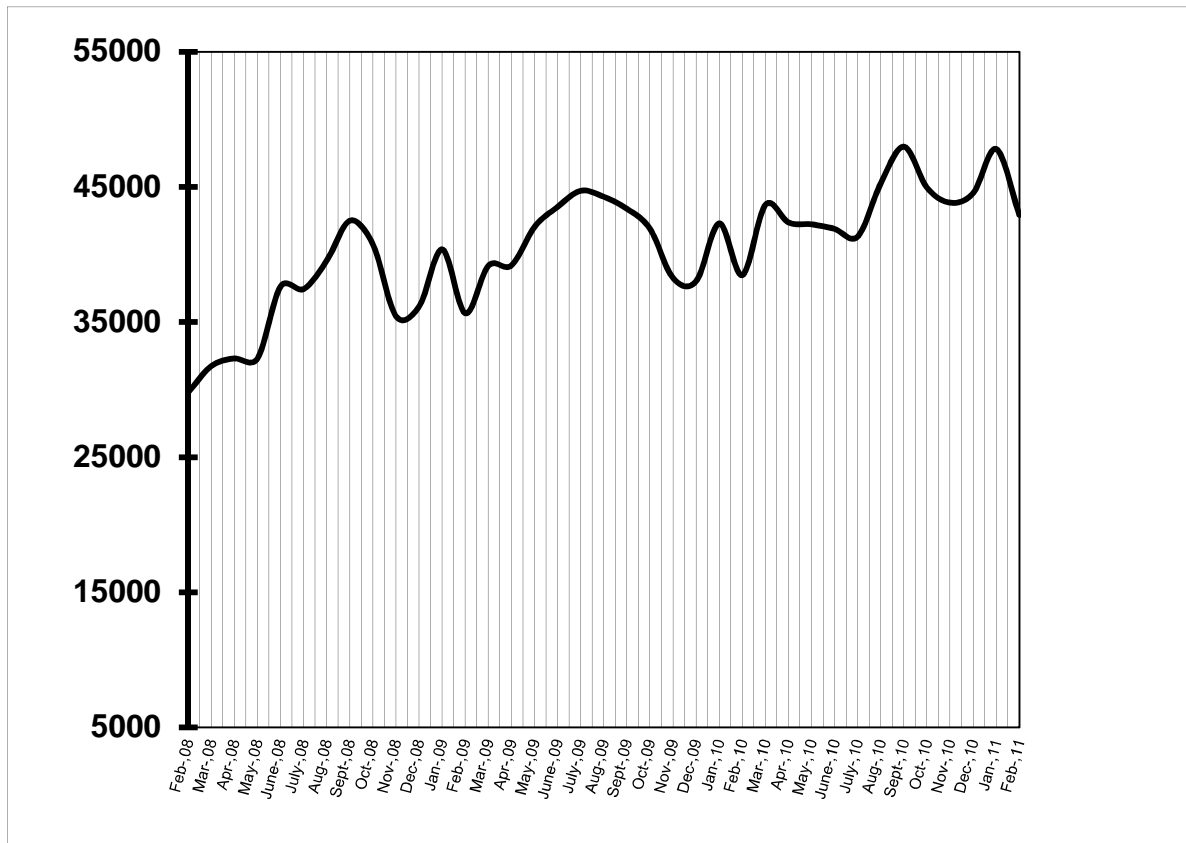
February 2011 Transportation Center Call Totals

Customer Information Center (CIC)	Same Month		Percent Change
	Current Month	Last Year	
Information Calls	32,948	27,905	18.1%
Complaints	133	170	-21.8%
Comments	53	46	15.2%
Commendations	16	11	45.5%
Total CIC Calls	33,150	28,132	17.8%

Dial-A-Ride (DAR)

Total DAR Calls	9,771	10,339	-5.5%
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Total Calls	42,921	38,471	11.6%
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Complaints, Comments & Commendations

February 2011

Valid Complaints

Category	Number This Month This Year	Number This Month Last Year	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	3	5	4	0.05
Careless Driving	11	14	16	0.17
Conduct	9	12	15	0.14
Crowded	1	1	3	0.02
Customer Service	13	46	33	0.20
Early Bus	5	12	7	0.08
Fare Dispute	0	5	4	0.00
Late Bus	11	23	25	0.17
Missed Transfer	3	8	5	0.05
No Show	5	8	8	0.08
Passed By	24	22	18	0.36
Passenger Conduct	3	1	3	0.05
Other	17	11	18	0.26
Total	105	168	158	1.59

Ridership

	Ridership This Month This Year	Ridership This Month Last Year	12 Month Average per Month
All services	658,720	635,989	659,902

Comments

	Number This Month This Year	Number This Month Last Year	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	52	42	50	0.79

Commendations

	Number This Month This Year	Number This Month Last Year	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	16	10	20	0.24

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 6, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Murillo, Director of Human Resources

SUBJECT: Personnel Report – February 2011

Summary: The attached report summarizes personnel activity that occurred in February 2011. 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
February 2011

<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>2</u>
Department Subtotal	12	12
<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>15</u>
Department Subtotal	21	20
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	13	12
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>21</u> ¹
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	347

¹The Agency experienced the following extended leaves of absences: 7 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	42	42.9	28.6	29.6	33.2	No	Yes
Professionals	12	41.7	25.0	35.0	63.6	No	Yes
Administrative Support	38	69.2	76.9	46.7	81.7	No	Yes
Craftsmen & Kindred Workers	28	60.7	0.0	50.5	11.4	No	Yes
Operatives	206	70.9	42.9	67.3	25.6	No	No
Laborers	21	57.1	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	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Operations	5	6	3	0	5	6	3	0	1	3	1	0	1	0	2	0
TOTALS	(17)				(14)				(5)				(3)			

APPLICATION ANALYSIS

<u>POSITION TITLE</u>	<u>TOTAL APPLICANTS</u>	<u>%OF MINORITY APPLICANTS</u>	<u>% OF FEMALE APPLICANTS</u>
Coach Operator	75	52%	36%
Operations Supervisor	25	72%	4%

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

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

February 2011

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	2	1	2									2
Promotions	0												0
Transfers	0												0
Demotions	0												0
Terminations	3	1	2	1				2					3
Resignations	0												0
Retirements	0												0
Other	0												0

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

	<u>ADMINISTRATION</u>	<u>OTHER</u>
Terminations	1	6
Resignations	0	2
Retirements	0	7
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

April 6, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Authorization to Renew Cooperative Agreement No. 9-024 with the University of California, Riverside (UCR) for the University Pass Revenue Agreement (U-Pass); Authorization to Combine Cooperative Agreement No. 9-025 with UCR for the Operation of Route 51 (Crest Cruiser) with Cooperative Agreement No. 9-023 with UCR for the Operation of Route 53 (Bear Runner) into Cooperative Agreement No. 11-022.

Summary: At the July 27, 2006 Board of Directors meeting, the Board authorized the introduction of the University Pass (U-Pass) Revenue Agreement with the University of California, Riverside (UCR). This Agreement allows students to ride the Agency's fixed route system at a discounted fare which is reimbursed by UCR on a fixed amount per-student basis.

Since its inception in the fall of 2006, the U-Pass program has enjoyed a significant level of popularity with the students, and the Agency continues to see remarkable growth in ridership. The partnership between the Agency and UCR has encouraged the use of mass transit and reduced the number of vehicle trips in and around the UCR campus.

The current U-Pass Agreement allows students with valid University student identification (ID) cards to board any RTA fixed-route bus by swiping their ID cards through the farebox reader. The ID card contains an encoded magnetic stripe which enables the Agency's farebox to record the student ID number along with the date and time the trip is taken. Each student trip is reimbursed by UCR at a discounted rate of \$.90 per-trip with the maximum cap at \$35 per-student per-month.

Upon renewal, the per-trip and the monthly cap per-student, per-month will continue; however, based on ridership projections, the total not-to-exceed amount of the reimbursement agreement increases by 5 percent for FY12, from \$204,000 to \$214,870.50.

The Agency also provides service to the UCR campus with the Crest Cruiser and Bear Runner routes (Routes 51 & 53); these routes began in FY08 and FY09 respectively. The current agreements reimbursing the Agency for the routes operating expenses are due to expire on June 30, 2011. For FY12, the Crest

Cruiser and Bear Runner Agreements will be combined into a single Cooperative Agreement No.11-022.

The Crest Cruiser will continue to operate during the regular academic school year, excluding holidays, break periods and the summer session, for a total of 164 school days. Hours of service will remain the same, beginning at 7:00 a.m. and continuing through until 6:52 p.m.

The Bear Runner will also continue to operate during the regular academic school year, ***Monday through Thursday***, excluding holidays, break periods and the summer session for ~~the same number of school days~~ ***a total of 131 school days***. Actual service begins at 7:12 p.m. and continues until 12:37 a.m.

Fiscal Impact:

U-Pass

The U-Pass Agreement reimburses the Agency on a per-ride basis of \$.90 per-trip, with a not to exceed cap of \$35 per-student, per-month. Based upon projected ridership, staff estimates this program will generate \$214,870.50 in fare revenue.

Crest Cruiser/Bear Runner

With projected revenue service hours of 1,947, the total operating expenses for the Crest Cruiser will be approximately \$122,174. With projected revenue service hours of 688, the total operating expenses for the Bear Runner will be approximately \$43,163. These amounts are reimbursed by UCR and cover all operational expenses (fuel, maintenance, labor, insurance, etc.).

Recommendation:

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

- Authorize staff to renew the U-Pass fare reimbursement agreement with UCR for a per-trip reimbursement of \$.90 per-student and a per-student cap of \$35 per-month for a total of \$214,870.50 from July 1, 2011 through June 30, 2012.
- Authorize staff to enter into a new Cooperative Agreement No. 11-022 with UCR for reimbursement of operating expenses of \$122,174 for the Crest Cruiser and \$43,163 for the Bear Runner (for a total of \$165,337) from September 1, 2011 through June 30, 2012.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 6, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer
SUBJECT: Authorization to Renew Cooperative Agreement No. 09-026 with the City of Temecula for Route 55

Summary: The Agency and the City of Temecula (City) have participated in a cost sharing cooperative agreement since June 2009 for the operation of Route 55 (Harveston Shuttle). The cooperative agreement is due to expire on June 30, 2011.

Renewal of the cooperative agreement has been discussed with City staff and funds equal to 20% of the route's annual operating expenses have been programmed to continue service through June 30, 2012.

At the February 24, 2011 Board of Directors meeting, the Board approved modifications to the route so that it will operate ten months out of the year from mid-August through mid-June when ridership is at its highest.

Route 55 operates in the City of Temecula and serves the Harveston Community with stops at local schools, The Promenade Mall, and County Center Drive. Since the service began, ridership has steadily increased and averages over 21 passengers per revenue hour, the highest ridership among contracted routes and third highest overall.

If approved, the new cooperative agreement would become effective July 1, 2011 and run through June 30, 2012.

Fiscal Impact:

The cooperative agreement will generate approximately \$16,361 in fare revenue, approximately 20% of the route's annual operating expenses. Sufficient funding has been programmed in the FY12 operating budget for the remaining expenses.

Recommendation:

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

- Authorize staff to renew Cooperative Agreement No. 09-026 with the City of Temecula for the continued operation of Route 55.