



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
WEDNESDAY, NOVEMBER 2, 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 – SEPTEMBER 7, 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 – AUGUST AND SEPTEMBER 2011 (P.7)** **RECEIVE AND FILE**
  - B. **PERSONNEL REPORT – AUGUST AND SEPTEMBER 2011 (P.12)** **RECEIVE AND FILE**
6. **AUTHORIZATION TO DONATE ONE (1) SURPLUS TROLLEY VEHICLE TO THE RAMONA BOWL AMPHITHEATRE (P.25)** **APPROVE**
7. **AUTHORIZATION TO PURSUE MEDI-CAL REIMBURSEMENT FOR TRANSPORTATION SERVICES ASSOCIATED WITH MEDI-CAL COVERED SERVICES (P.26)** **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.*

8. ADJUSTMENT OF LEGAL FEES (P.28)

APPROVE

9. OTHER BUSINESS

10. NEXT MEETING

Administration and Operations Committee Meeting

Wednesday, December 7, 2011

1:00 p.m.

RTA Headquarters

1825 Third Street

Riverside, CA 92507

11. ADJOURN

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
September 7, 2011

1. CALL TO ORDER:

Acting Committee Chairman Bob Buster called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on September 7, 2011, in the RTA Board Room.

2. SELF-INTRODUCTIONS:

Self introductions of those in attendance took place.

Attendees:

1. Acting Committee Chairman Bob Buster, County of Riverside, District I
2. Director Jesse Molina, City of Moreno Valley Mayor Pro Tem
3. Director Jeff Fox, City of Beaumont Councilmember
4. Director Ella Zanowic, City of Calimesa Mayor
5. Director Daryl Hickman, City of Lake Elsinore Councilmember
6. Director Ike Bootsma, City of Eastvale Councilmember
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. Rick Kaczerowski, Director of Information Technologies
6. Jim Kneepkens, Director of Marketing
7. Lorelle Moe, Interim Director of Planning
8. Bob Bach, Director of Maintenance
9. Laura Murillo, Director of Human Resources
10. Natalie Gomez, Clerk of the Board of Directors
11. Natalie Zargoza, Contracts Manager

Other Attendees:

Lydia Molina, Moreno Valley resident.  
Dennis Longdyke, Banning resident.

3. PUBLIC COMMENTS – NON-AGENDA ITEMS:

None.

4. APPROVAL OF MINUTES – July 6, 2011, COMMITTEE MEETING:

M/S/C (HICKMAN/BOOTSMA) approving the minutes of July 6, 2011, Committee meeting. The motion carried with 6 affirmative votes and one abstention (FOX).

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

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

6. HOLIDAY EVENTS SCHEDULE

Director Hickman requested RTA participation in the Unity in Community event in November in Lake Elsinore and Mr. Kneepkens concurred.

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

- Authorize staff to work with the individual cities and organizing groups and coordinate Riverside Transit Agency's involvement in these events with the addition of the Unity in Community event in Lake Elsinore.

The motion carried unanimously.

7. FREE BUS RIDES ON NEW YEAR'S EVE

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

- Authorize the Agency to offer free rides on all fixed route buses from 6:00 p.m. to the end of business on Saturday, December 31, 2011.

The motion carried unanimously.

8. RATIFY GRANT APPLICATIONS SUBMITTED TO THE FEDERAL TRANSIT ADMINISTRATION FOR FEDERAL STATE OF GOOD REPAIR AND BUS AND BUS FACILITIES LIVABILITY INITIATIVE FUNDING

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

- Ratify the SGR and BLV Grant Applications submitted to the Federal Transit Administration for revenue vehicle replacement, facility rehabilitation, Twin Cities Transit Center, and bike racks for revenue vehicles.

- Authorize the use of local transportation funds (LTF) and Transportation Uniform Mitigation Fee (TUMF) funds, as applicable, for local match to any federal funds awarded.

The motion carried unanimously.

9. RATIFY FY09-10 AND FY10-11 CALIFORNIA TRANSIT SECURITY GRANT PROGRAM-CALIFORNIA TRANSIT ASSISTANCE FUND (CTSGP-CTAF) GRANT APPLICATIONS AND APPROVE RESOLUTIONS 2011-16 AND 2011-17 TO OBTAIN FY09-10 AND FY10-11 CTSGP-CTAF FUNDS

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

- Ratify the \$595,241 FY09-10 Prop 1B CTSGP-CTAF grant application submitted by staff and approve Resolution 2011-16 authorizing the Chief Executive Officer Board to execute all actions required to obtain \$595,241 in FY09-10 Prop 1B CTSGP-CTAF funds.
- Ratify the \$894,891 FY10-11 Prop 1B CTSGP-CTAF grant application submitted by staff and approve Resolution 2011-17 authorizing the Chief Executive Officer to execute all actions required to obtain \$894,891 in FY10-11 Prop 1B CTSGP-CTAF funds.

10. APPROVE RESOLUTION 2011-015 TO AMEND THE CALIFORNIA TRANSIT SYSTEMS JOINT POWERS INSURANCE AUTHORITY'S (AKA CALIFORNIA TRANSIT INSURANCE POOL OR CALTIP) JOINT POWERS AGREEMENT (JPA) AND AUTHORIZE THE CHIEF EXECUTIVE OFFICER TO EXECUTE THE AMENDED AGREEMENT

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

- Approve Resolution 2011-015 to amend the California Transit Systems Joint Powers Insurance Authority's (CalTIP) Joint Powers Agreement (JPA) and authorize the chief executive officer to execute the amended agreement.

11. BOARD MEMBER COMMENTS AND REMARKS:

Director Robinson informed the committee that a Fire Memory Museum would be opening on September 9 and at 2 p.m. there would be a ceremony. All were invited to attend. The City of Beaumont was preparing to build a museum.

Director Fox noted that Oktoberfest would be held starting Saturday, Sep 17 in Beaumont. On September 11 a free concert would be held at Stewart Park and Pat Benatar was performing.

12. OTHER BUSINESS:

Mr. Rubio thanked everyone for the well wishes for the driver who was injured in the accident in August. He is out of the hospital and in rehabilitation to regain the mobility in his leg.

13. ADJOURNMENT:

The meeting was adjourned at 1:33 p.m.

DRAFT

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 2, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Jim Kneepkens, Director of Marketing  
SUBJECT: Transportation Center Monthly Report – August and September 2011

Summary: In August 2011, the Customer Information Center answered 31,915 calls, a 7.5% decrease compared to August 2010. Calls included 303 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,702, an 11.6% increase compared to August 2010. A total of 43,920 calls were received between the two call centers, a decrease of 3% compared to the same period last year.

In September 2011, the Customer Information Center answered 33,333, an 11% decrease compared to September 2010. Calls included 330 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,692, an 11.5% increase compared to September 2010. A total of 45,025 calls were received between the two call centers, a decrease of 6% compared to the same period last year.

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

Recommendation:

Receive and file.

# Riverside Transit Agency

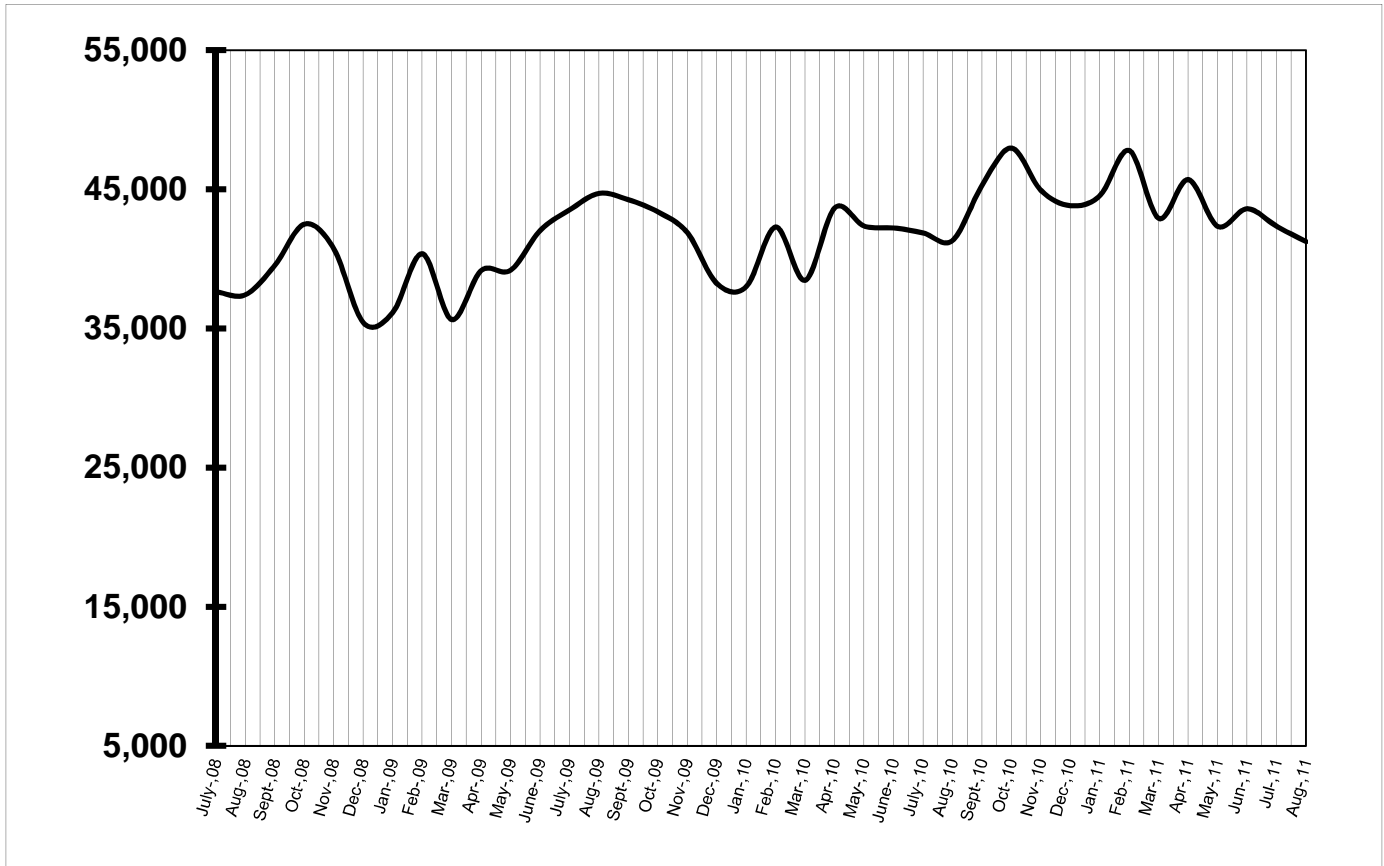
## August 2011 Transportation Center Call Totals

Customer Information Center (CIC)	August 2011	August 2010	Percent Change
Information Calls	31,915	34,510	-7.5%
Complaints	209	187	11.8%
Comments	58	69	-15.9%
Commendations	36	21	71.4%
<b>Total CIC Calls</b>	<b>32,218</b>	<b>34,787</b>	<b>-7.4%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>11,702</b>	<b>10,490</b>	<b>11.6%</b>
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<b>Total Calls</b>	<b>43,920</b>	<b>45,277</b>	<b>-3.0%</b>
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# Complaints, Comments & Commendations

## August 2011

### Valid Complaints

Category	August 2011	August 2010	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	3	4	0.53
Careless Driving	11	18	12	0.85
Conduct	17	22	15	0.01
Crowded	4	3	3	0.16
Customer Service	26	56	23	0.25
Early Bus	5	9	7	0.06
Fare Dispute	5	3	4	0.38
Late Bus	30	13	28	0.07
Missed Transfer	12	6	6	0.07
No Show	12	9	7	0.44
Passed By	29	21	21	0.18
Passenger Conduct	0	3	2	0.18
Other	57	21	28	0.84
<b>Total</b>	<b>209</b>	<b>187</b>	<b>160</b>	<b>4.03</b>

### Ridership

	August 2011	August 2010	12 Month Average per Month
All services	708,682	650,707	679,804

### Comments

	August 2011	August 2010	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	58	69	42	0.85

### Commendations

	August 2011	August 2010	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	36	21	22	0.53

# Riverside Transit Agency

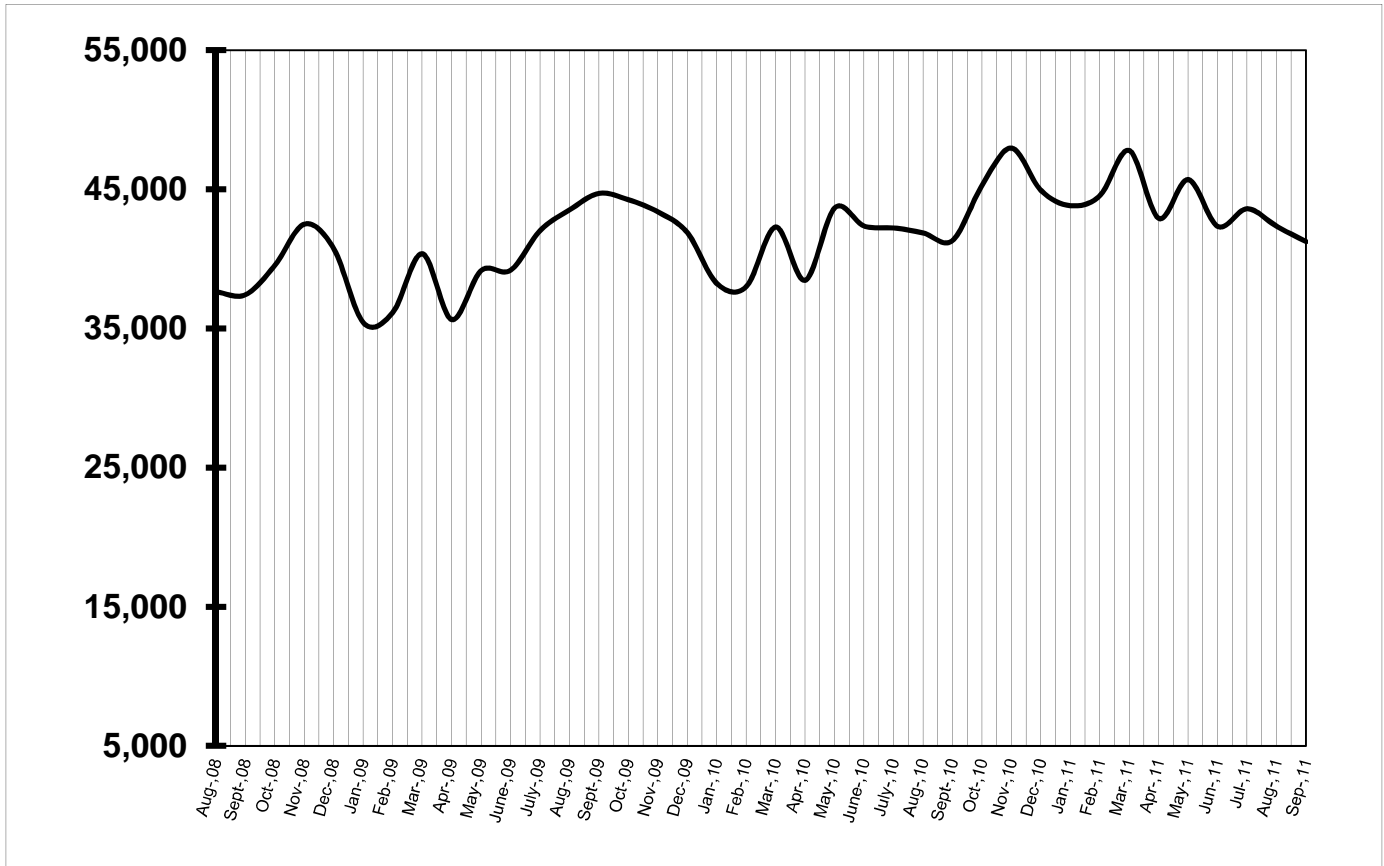
## September 2011 Transportation Center Call Totals

Customer Information Center (CIC)	September 2011	September 2010	Percent Change
Information Calls	33,003	37,121	-11.1%
Complaints	229	218	5.0%
Comments	67	86	-22.1%
Commendations	34	19	78.9%
<b>Total CIC Calls</b>	<b>33,333</b>	<b>37,444</b>	<b>-11.0%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>11,692</b>	<b>10,490</b>	<b>11.5%</b>
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<b>Total Calls</b>	<b>45,025</b>	<b>47,934</b>	<b>-6.1%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	September 2011	September 2010	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	4	3	0.50
Careless Driving	20	22	13	0.98
Conduct	30	15	16	0.01
Crowded	2	4	2	0.29
Customer Service	17	39	22	0.44
Early Bus	5	4	7	0.03
Fare Dispute	3	4	3	0.25
Late Bus	49	58	28	0.07
Missed Transfer	12	6	7	0.04
No Show	14	17	8	0.71
Passed By	23	17	22	0.18
Passenger Conduct	6	6	3	0.20
Other	47	22	31	0.69
<b>Total</b>	<b>229</b>	<b>218</b>	<b>165</b>	<b>4.39</b>

## Ridership

	September 2011	September 2010	12 Month Average per Month
All services	769,571	701,729	685,457

## Comments

	September 2011	September 2010	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	67	86	45	0.98

## Commendations

	September 2011	September 2010	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	34	19	23	0.50

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 2, 2011

TO: BOARD ADMINISTRATION & OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Murillo, Director of Human Resources

SUBJECT: Personnel Report – August and September 2011

Summary: The attached report summarizes personnel activity that occurred in August and September 2011. The following information is outlined in the reports:

- 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**

August 2011

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>ADMINISTRATION</u></b>		
Chief Executive Officer	1	1
Executive Assistant/Clerk of the Board	<u>1</u>	<u>1</u>
Department Subtotal	2	2
<b><u>ACCOUNTING</u></b>		
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
Accounts Payable Clerk	1	1
General Accounting Clerk	1	1
Coin Counter	<u>2</u>	<u>2</u>
Department Subtotal	12	12
<b><u>HUMAN RESOURCES</u></b>		
Director of Human Resources	1	1
Labor Relations Officer	1	1
Risk Manager	1	1
Training Manager	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	<u>1</u>	<u>1</u>
Department Subtotal	9	8
<b><u>INFORMATION TECHNOLOGY</u></b>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Analyst	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<b><u>MAINTENANCE</u></b>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	1
Contract Operations Maintenance Supervisor	1	1
Maintenance Supervisor	7	6
Electronic Technician	1	1
Groundskeeper	1	1
Mechanic	27	27
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>11</u>	<u>11</u>
Department Subtotal	53	52

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>MARKETING</u></b>		
Director of Marketing	1	1
Marketing Manager	1	1
Government Affairs Representative	1	0
Customer Information Supervisor	1	1
Customer Information Clerk, Full-Time	1	1
Customer Information Clerk, On-Call <sup>1</sup>	<u>16</u>	<u>17</u>
Department Subtotal	21	21
<b><u>OPERATIONS</u></b>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	14	13
Operations Analyst	2	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper <sup>2</sup>	8	9
Transit Clerk	1	1
Coach Operator		
Full-Time	181	179
Part-Time <sup>2</sup>	<u>21</u>	<u>22</u>
Department Subtotal	231	229
<b><u>CONTRACT OPERATIONS</u></b>		
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	0	1
Travel Training Supervisor	1	0
Travel Training Specialist	2	0
Contract Operations Administrative Clerk, Part-Time	<u>1</u>	<u>0</u>
Department Subtotal	10	6
<b><u>PLANNING</u></b>		
Director of Planning	1	0
Senior Planner	2	1
Scheduling Analyst	<u>1</u>	<u>1</u>
Department Subtotal	4	2
<b><u>PURCHASING</u></b>		
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
<b>Totals</b>	<b>355</b>	<b>345</b>

<sup>1</sup>Although there are more filled than budgeted positions, the Agency will not go over the number of hours budgeted for On-Call, Customer Information Clerks (CIC) for FY 2012 as not all CICs work the maximum number of hours.

<sup>2</sup>The Agency experienced the following extended leaves of absences: 1 Stops/Zones Groundskeeper on disability leave, 8 Coach Operators on workers' compensation, and 5 Coach Operators on disability leave.

**TOTAL WORKFORCE AND UTILIZATION ANALYSIS**

<b>POSITION CLASSIFICATION</b>	<b>TOTAL EMPLOYEES</b>	<b>% OF MINORITY EMPLOYEES</b>	<b>% OF FEMALE EMPLOYEES</b>	<b>2000 CENSUS AVAILABILITY</b>		<b>UNDERUTILIZED</b>	
				<b>%MIN</b>	<b>%FEM</b>	<b>MIN</b>	<b>FEM</b>
Executive/First/Mid Level Officials & Managers	41	53.7%	29.3%	31.4%	39.9%	No	Yes
Professionals	12	33.3%	25.0%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	40	70.0%	80.0%	48.6%	72.8%	No	No
Operatives	201	73.1%	40.8%	69.9%	70.8%	No	Yes
Craft Workers	28	64.3%	0.0%	48.2%	5.6%	No	Yes
Laborers	11	45.5%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	12	83.3%	8.3%	59.2%	56.2%	No	Yes
<b>Total</b>	<b>345</b>						

## DISCIPLINARY ACTIONS

DEPARTMENT	WARNINGS, COUNSELINGS & WRITTEN REPRIMANDS								SUSPENSIONS							
	Male				Female				Male				Female			
	(C	AA	H	O <sup>3</sup> )	(C	AA	H	O <sup>3</sup> )	(C	AA	H	O <sup>3</sup> )	(C	AA	H	O <sup>3</sup> )
Maintenance	3	2	1	0	0	2	0	0	0	1	1	0	0	0	0	0
Operations	1	9	3	1	0	8	4	0	0	1	0	0	1	0	1	0
	(20)				(14)				(3)				(2)			

<sup>3</sup> 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	10	70%	40%
Government Affairs Representative	17	24%	47%
Operations Manager	31	65%	16%
Scheduling Analyst	11	64%	55%
Training Manager	10	90%	20%
Travel Training Specialist	11	82%	91%

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

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

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

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

	<u>Administration</u>	<u>Other</u>
Terminations	7	8
Resignations	2	6
Retirements	2	9
Other	0	1

AA = African American  
HISP = Hispanic  
API = Asian Pacific Islander

AIAN = American Indian or Alaskan Native  
NHOPI = Native Hawaiian or Other Pacific Islander  
MULTI = Two or More Races

**SUMMARY OF BUDGETED POSITIONS**  
**September 2011**

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>ADMINISTRATION</u></b>		
Chief Executive Officer	1	1
Executive Assistant/Clerk of the Board	<u>1</u>	<u>1</u>
Department Subtotal	2	2
<b><u>ACCOUNTING</u></b>		
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
Accounts Payable Clerk	1	1
General Accounting Clerk	1	1
Coin Counter	<u>2</u>	<u>2</u>
Department Subtotal	12	12
<b><u>HUMAN RESOURCES</u></b>		
Director of Human Resources	1	1
Labor Relations Officer	1	1
Risk Manager	1	1
Training Manager	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	<u>1</u>	<u>1</u>
Department Subtotal	9	8
<b><u>INFORMATION TECHNOLOGY</u></b>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Analyst	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<b><u>MAINTENANCE</u></b>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	1
Contract Operations Maintenance Supervisor	1	1
Maintenance Supervisor	7	6
Electronic Technician	1	1
Groundskeeper	1	1
Mechanic	27	27
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>11</u>	<u>11</u>
Department Subtotal	53	52

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>MARKETING</u></b>		
Director of Marketing	1	1
Marketing Manager	1	1
Government Affairs Representative	1	0
Customer Information Supervisor	1	1
Customer Information Clerk, Full-Time	1	1
Customer Information Clerk, On-Call	<u>16</u>	<u>16</u>
Department Subtotal	21	20
<b><u>OPERATIONS</u></b>		
Chief Operating Officer	1	1
Operations Manager	1	0
Executive Assistant	1	1
Operations Supervisor	14	13
Operations Analyst	2	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper <sup>1</sup>	8	9
Transit Clerk	1	1
Coach Operator		
Full-Time	181	175
Part-Time <sup>1</sup>	<u>21</u>	<u>26</u>
Department Subtotal	231	228
<b><u>CONTRACT OPERATIONS</u></b>		
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	0	1
Travel Training Supervisor	1	0
Travel Training Specialist	2	0
Contract Operations Administrative Clerk, Part-Time	<u>1</u>	<u>0</u>
Department Subtotal	10	6
<b><u>PLANNING</u></b>		
Director of Planning	1	0
Senior Planner	2	1
Scheduling Analyst	<u>1</u>	<u>1</u>
Department Subtotal	4	2
<b><u>PURCHASING</u></b>		
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
<b>Totals</b>	<b>355</b>	<b>343</b>

<sup>1</sup>The Agency experienced the following extended leaves of absences: 1 Stops/Zones Groundskeeper on disability leave, 7 Coach Operators on workers' compensation, and 5 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	40	53.7%	29.3%	31.4%	39.9%	No	Yes
Professionals	12	33.3%	25.0%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	39	70.0%	80.0%	48.6%	72.8%	No	No
Operatives	201	73.1%	40.8%	69.9%	70.8%	No	Yes
Craft Workers	28	64.3%	0.0%	48.2%	5.6%	No	Yes
Laborers	11	45.5%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	12	83.3%	8.3%	59.2%	56.2%	No	Yes
<b>Total</b>	<b>343</b>						

## DISCIPLINARY ACTIONS

DEPARTMENT	WARNINGS, COUNSELINGS & WRITTEN REPRIMANDS								SUSPENSIONS							
	Male				Female				Male				Female			
	(C	AA	H	O <sup>2</sup> )	(C	AA	H	O <sup>2</sup> )	(C	AA	H	O <sup>2</sup> )	(C	AA	H	O <sup>2</sup> )
Maintenance	1	2	3	1	0	1	0	0	0	0	0	0	0	0	0	0
Operations	5	8	6	0	0	4	2	0	2	0	2	0	0	1	0	0
	(26)				(7)				(4)				(1)			

<sup>2</sup> 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	133	44%	48%
Government Affairs Representative	12	58%	75%

**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	4	2	2	1		1					1					3
Promotions	0															0
Transfers	0															0
Demotions	0															0
Terminations	2	2		2												2
Resignations	3	2	1							1						1
Retirements	0															0
Other	0															0

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

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

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

	<u>Administration</u>	<u>Other</u>
Terminations	7	8
Resignations	2	6
Retirements	2	9
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

MULTI = Two or More Races



RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 2, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer  
SUBJECT: Authorization to Donate One (1) Surplus Trolley Vehicle to the Ramona Bowl Amphitheatre

Summary: The Agency recently received a request from the Ramona Bowl Amphitheatre, a non-profit organization located in Hemet, CA, asking the Agency to consider the donation of one (1) surplus trolley vehicle.

The vehicle in question is a 1994, Chance trolley. This trolley is the lone diesel-powered trolley in the Agency's fleet and because of South Coast Air Quality Management District (SCAQMD) regulations, can no longer be operated in revenue transit service.

The trolley has exceeded its useful life, is fully depreciated and is awaiting disposition.

Located on the side of a hill, the Ramona Amphitheatre sits on 160 acres with the parking lot area located at the base of the hill. The trolley will be used to transport patrons from the lower parking lot area to the Amphitheatre.

Fiscal Impact:

None.

Committee Recommendation:

The Executive Committee fully supported this donation and recommended this item to the full Board of Directors.

Recommendation:

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

- Authorize staff to donate one (1) surplus trolley vehicle to the Ramona Bowl Amphitheatre.

RIVERSIDE TRANSIT AGENCY  
1825 Third St.  
Riverside, CA 92507

November 2, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer  
SUBJECT: Authorization to Pursue Medi-Cal Reimbursement for Transportation Services Associated with Medi-Cal Covered Services

Summary: To assure access to basic healthcare, federal Medicaid rules require state health departments to guarantee that all Medicaid recipients can travel to and from covered medical services. Medi-Cal is California's Medicaid program and is administered by the state's Department of Health Care Services (DHCS) through the Local Government Authority (LGA). The LGA for Riverside County is the Riverside County Department of Health Services.

The state's Medi-Cal program is a need-based public health insurance program insuring approximately 6.5 million Californians and is funded jointly with state and federal Medicaid funds. Medi-Cal allows for reimbursement of transportation expenses to eligible participants for Medi-Cal covered services.

Background

Staff recently became aware that transportation services for Medi-Cal recipients are a covered expense under California's Medi-Cal program. Investigation has revealed a potential opportunity for the Agency to seek partial reimbursement for customers who use Dial-A-Ride (DAR) services and who are Medi-Cal recipients.

The state's Medi-Cal program allows for reimbursement of transportation costs under the category "Assisting with Access" as a Medi-Cal Administrative Activity (MAA). Under this category, transportation to and from Medi-Cal covered services are reimbursable at 50% of the *net* cost, that is the actual cost to deliver the service less any revenues collected from the eligible participant.

Examples of Agency services that would be covered include transportation to dialysis, chemotherapy treatment, doctor and pharmacy visits, and any other service directly related to Medi-Cal covered treatments. Currently, the net cost of providing a trip on DAR is approximately \$24, allowing for a potential reimbursement from Medi-Cal of up to \$12 per passenger trip.

In order to participate in a Medi-Cal reimbursement program, staff would work with the Riverside County Department of Health Services to develop a Memorandum of Agreement (MOA) defining the MAA activities performed by the Agency. This would include developing a methodology that the Agency would use to seek reimbursement for its costs. For its part, the County would receive a percentage of the overall billings to cover all administrative expenses associated with the MOA. The Agency will be seeking new funding; there would be no impact to existing County Medi-Cal funds.

As a part of the program, an MAA Claiming Plan would be developed and approved by Medi-Cal, and the Agency would assign an MAA Coordinator to interact with the County LGA staff and ensure compliance with all MAA county, state, and federal guidelines. While these requirements are stringent, the potential reimbursement amount may be significant.

#### Next Steps

If approved by the Board, staff will continue to engage in discussions with the County on developing the program's infrastructure. This would include identifying matching revenue sources, logistics, reporting requirements, project administration, etc.

As this is a complex process involving different state and local agencies, staff met with the statewide LGA consultant that assists the County on these matters. He has agreed to assist RTA with the development and implementation process for the MOA and Claiming Plan.

While still in the preliminary stages, given the information already gathered from peer agencies, it appears there is an opportunity for the Agency to participate in a Medi-Cal reimbursement program for transportation services in Riverside County.

#### Fiscal Impact:

N/A

#### Recommendation:

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

- Authorize staff to pursue reimbursement opportunities for transportation services provided to Medi-Cal recipients for Medi-Cal covered services.
- Authorize staff to work with the consultant representing the Riverside County Department of Health Services on a Memorandum of Agreement for the Agency's participation in a Medi-Cal reimbursement program.
- Direct staff to return to the Board with a report detailing staff's findings.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 2, 2011

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Adjustment of Legal Fees

Summary: The attached letter was received from Agency General Counsel Kennard R. Smart Jr., requesting an adjustment to legal fees from the law firm of Woodruff, Spradlin & Smart. The adjustment calls for an increase in fees from \$215 per-hour to \$230 per-hour.

A review of hourly legal fees paid by other public transportation agencies in the region are listed below:

Orange County Transportation Authority	\$257
Riverside County Transportation Commission	\$260

Expenditures for legal services to Woodruff, Spradlin & Smart have averaged approximately \$100,000 for each of the past two fiscal years.

Based on the above information, staff believes the proposed increase in legal fees to be fair and reasonable.

Fiscal Impact:

There are sufficient funds in the current fiscal year operating budget to accommodate this increase.

Recommendation:

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

- Approve an increase of \$15 per hour (to \$230 per-hour) as the basis for legal fees paid to Woodruff, Spradlin, & Smart effective December 1, 2011.



October 27, 2011

Mr. Larry Rubio  
Riverside Transit Agency  
P.O. Box 59968  
Riverside, CA 92517

Dear Larry,

This is to inform you that our fees will be adjusted from \$215 per hour to \$230 per hour for attorneys and from \$105 per hour to \$110 per hour for paralegals, effective December 1, 2011.

We are very sensitive to the economic constraints on the Riverside Transit Agency and, for that reason, we have delayed for several years any adjustment in our fees. Our current fees have been in place since March, 2007. Our adjustment of less than the consumer price index is substantially less than attorney fees at other local public transportation agencies.

Sincerely,

WOODRUFF, SPRADLIN & SMART  
A Professional Corporation

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KENNARD R. SMART, JR.

October 27, 2011

Current Hourly Fees

Riverside County Transportation Commission  
General Counsel (Best, Best & Krieger)

Partners = \$260  
Associates = \$227  
Paralegals = \$150

Orange County Transportation Authority  
General Counsel (Woodruff, Spradlin & Smart)

Partners = \$257  
Associates = \$229  
Paralegals = \$124