



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, JULY 11, 2012, 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 – JUNE 6, 2012, 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 – MAY 2012 \(P.6\)](#)** **RECEIVE AND FILE**
 - B. **[PERSONNEL REPORT – MAY 2012 \(P.9\)](#)** **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 UNIVERSITY PASS REVENUE AGREEMENT WITH LA SIERRA UNIVERSITY (P.16) APPROVE
7. AUTHORIZATION TO RENEW UNIVERSITY PASS REVENUE AGREEMENT WITH CALIFORNIA BAPTIST UNIVERSITY (P.18) APPROVE
8. AUTHORIZATION TO AMEND THE AGENCY'S AMERICANS WITH DISABILITIES ACT CERTIFICATION PROCESS TO INCLUDE APPROVAL FOR PERSONAL CARE ATTENDANTS TO TRAVEL FREE OF CHARGE ON FIXED ROUTE SERVICE (P.20) APPROVE
9. BOARD MEMBER COMMENTS AND REMARKS
10. OTHER BUSINESS
11. NEXT MEETING
ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, SEPTEMBER 5, 2012
1:00 P.M.
RTA HEADQUARTERS
1825 THIRD STREET
RIVERSIDE, CA 92507
12. ADJOURN

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
June 6, 2012

1. CALL TO ORDER:

Committee Chair Zanowic called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on June 6, 2012, in the RTA Board Room.

2. SELF-INTRODUCTIONS:

Self introductions of those in attendance took place.

Board Committee Attendees:

1. Committee Chair Ella Zanowic, City of Calimesa Mayor
2. Chairman of the Board, Doug McAllister, City of Murrieta Mayor
3. Director Jesse Molina, City of Moreno Valley Councilmember
4. Director Daryl Hickman, City of Lake Elsinore Mayor Pro Tem
5. Director Ike Bootsma, City of Eastvale Councilmember
6. Director Don Robinson, City of Banning Mayor
7. Director Jeff Fox, City of Beaumont Councilmember

RTA Staff:

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

Other Attendees:

Brenda Knight, City of Beaumont Board Alternate, Member at Large

3. PUBLIC COMMENTS – NON-AGENDA ITEMS:

None.

4. APPROVAL OF MINUTES – May 2, 2012, COMMITTEE MEETING:

M/S/C (FOX/HICKMAN) approving the minutes of May 2, 2012, Committee meeting with the correction of the city name in Item 2.8. The motion carried unanimously.

5. CONSENT CALENDAR:

M/S/C (FOX/HICKMAN) approving the receipt and file of item A – Transportation Center Monthly Report – APRIL 2012. The motion carried unanimously.

M/S/C (FOX/HICKMAN) approving the receipt and file of item B – Personnel Report – APRIL 2012. The motion carried unanimously.

6. APPROVE A TWO-PERCENT DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION GOAL FOR FEDERAL FISCAL YEARS 2013-2015 AS REQUIRED UNDER FEDERAL TRANSIT ADMINISTRATION (FTA) GUIDELINES PER 49 C.F.R. PART 26

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

- Approve a two-percent DBE participation goal for Federal fiscal years 2013-2015.

The motion carried unanimously.

7. AUTHORIZATION TO ENTER INTO AGREEMENT NO. 12-015 WITH THE CITY OF RIVERSIDE FOR THE RENEWAL OF THE CITY EMPLOYEE PASS (CITY PASS) PROGRAM

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

- Authorize staff to enter into Agreement No. 12-015 with the City of Riverside for the renewal of the City Employee Pass Program for the period beginning July 1, 2012 through June 30, 2013

The motion carried unanimously.

8. APPROVE THE REVISION OF THE SERVICE STANDARDS AND WARRANTS GUIDELINES FOR EXISTING AND NEW TRANSIT SERVICES

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

- Approve the revision of the Agency's Service Standards and Warrants Guidelines for existing and new transit services as provided.

The motion carried unanimously.

9. HOLIDAY EVENTS SCHEDULE

M/S/C (HICKMAN/BOOTSMA) 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 holiday events.

The motion carried unanimously.

10. BOARD MEMBER COMMENTS AND REMARKS

Director Molina stated at the last Moreno Valley/Perris Transportation NOW meeting members discussed concerns about the bus stop locations and safe routes to schools. Mr. Rubio stated that staff is working with the Moreno Valley public works department to address the issues.

Director Hickman commented that Phil Paule and Melissa Melendez would be running for the 67th District.

Director Robinson wanted more information on using the Google Transit program. He stated he thought it was a great tool and would share with Banning and promote at council meetings.

Director Fox announced the Beaumont Cherry Festival will run from June 7-10.

Committee Chair Zanowic thanked Mr. Kaczerowski and his scout troop for participating in the Memorial Day event and placing flags in the cemetery.

10. OTHER BUSINESS:

None.

11. NEXT MEETING:

Board Administration and Operations Committee Meeting
Wednesday, July 11, 2012
1:00 p.m.
RTA Headquarters
1825 Third Street
Riverside, CA 92507

13. ADJOURNMENT:

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

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 11, 2012

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – May 2012

Summary: In May 2012, the Customer Information Center answered 35,453 calls, a 10.2% increase compared to May 2011. Calls included 280 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,847, a 12.2% increase compared to May 2011. A total of 48,300 calls were received between the two call centers, an increase of 10.7% 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

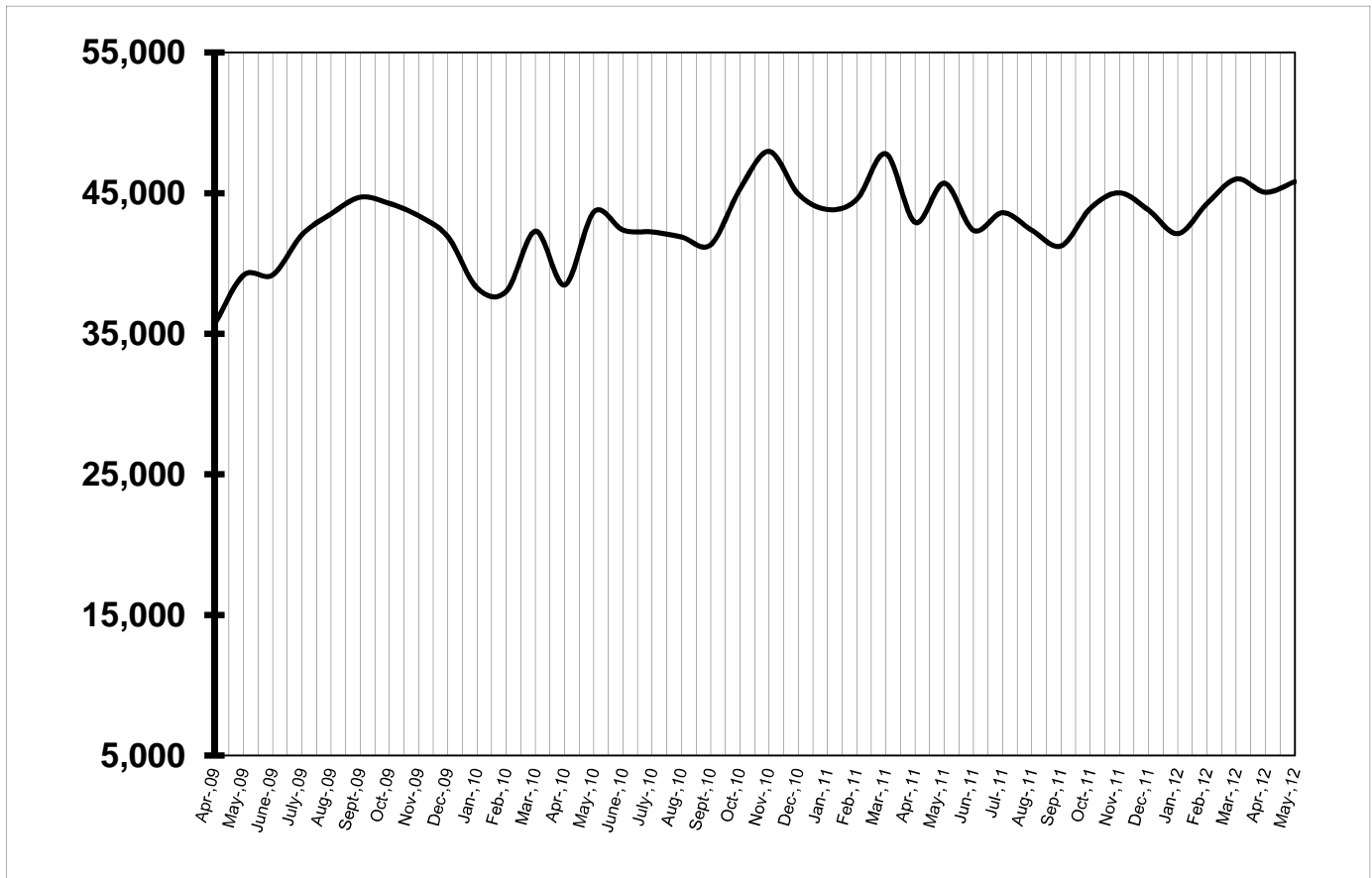
May 2012 Transportation Center Call Totals

Customer Information Center (CIC)	May 2012	May 2011	Percent Change
	Information Calls	35,173	31,883
Complaints	184	202	-8.9%
Comments	62	42	47.6%
Commendations	34	34	0.0%
Total CIC Calls	35,453	32,161	10.2%

Dial-A-Ride (DAR)

Total DAR Calls	12,847	11,453	12.2%
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Total Calls	48,300	43,614	10.7%
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Complaints, Comments & Commendations

Valid Complaints

Category	May 2012	May 2011	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	4	5	2	0.47
Careless Driving	17	16	16	0.85
Conduct	24	23	22	0.05
Crowded	0	1	3	0.23
Customer Service	24	26	17	0.33
Early Bus	6	9	6	0.00
Fare Dispute	4	2	3	0.33
Late Bus	39	45	30	0.08
Missed Transfer	9	7	9	0.05
No Show	13	3	8	0.53
Passed By	12	30	21	0.12
Passenger Conduct	3	4	3	0.18
Other	29	31	28	0.40
Total	184	202	167	3.63

Ridership

	May 2012	May 2011	12 Month Average per Month
All services	810,607	725,195	730,763

Comments

	May 2012	May 2011	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	62	42	58	0.85

Commendations

	May 2012	May 2011	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	34	34	30	0.47

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 11, 2012

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Murillo, Director of Human Resources

SUBJECT: Personnel Report – May 2012

Summary: The attached report summarizes personnel activity that occurred in May 2012. 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
May 2012

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
<u>ADMINISTRATION</u>		
Chief Executive Officer	1	1
Executive Assistant/Clerk of the Board	<u>1</u>	<u>1</u>
Department Subtotal	2	2
<u>ACCOUNTING</u>		
Chief Financial Officer	1	1
Performance Reporting & Analysis Manager	1	1
Controller	1	1
Principal Financial Analyst	1	1
Accounting Supervisor	1	1
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
<u>HUMAN RESOURCES</u>		
Director of Human Resources	1	1
Labor Relations Officer	1	1
Risk Manager	1	1
Training 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>0</u>
Department Subtotal	9	8
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Analyst	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<u>MAINTENANCE</u>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	1
Contract Operations Maintenance Supervisor	1	1
Maintenance Supervisor	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

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
<u>MARKETING</u>		
Director of Marketing	1	1
Marketing Manager	1	1
Government Affairs Representative	1	1
Customer Information Supervisor	1	1
Customer Information Clerk, Full-Time	1	1
Customer Information Clerk, On-Call	<u>16</u>	<u>16</u>
Department Subtotal	21	21
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	14	14
Operations Analyst	2	2
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	8	8
Transit Clerk	1	1
Coach Operator		
Full-Time ¹	181	186
Part-Time ¹	<u>21</u>	<u>28</u>
Department Subtotal	231	243
<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	2
Customer Service Specialist, Part-Time	0	0
Travel Training Supervisor	1	1
Travel Training Specialist	2	2
Contract Operations Administrative Clerk, Full-Time	<u>1</u>	<u>1</u>
Department Subtotal	10	10
<u>PLANNING</u>		
Director of Planning	1	1
Senior Planner	2	2
Scheduling Analyst	<u>1</u>	<u>1</u>
Department Subtotal	4	4
<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	355	365

¹The Agency experienced the following extended leaves of absences: 7 Coach Operators on workers' compensation, and 3 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	46	50.0%	32.6%	31.4%	39.9%	No	Yes
Professionals	14	35.7%	28.6%	34.6%	49.8%	No	Yes
Administrative Support Workers	41	68.3%	78.0%	48.6%	72.8%	No	No
Operatives	214	72.4%	40.7%	69.9%	70.8%	No	Yes
Craft Workers	28	60.7%	0.0%	48.2%	5.6%	No	Yes
Laborers	10	40.0%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	12	83.3%	8.3%	59.2%	56.2%	No	Yes
Total	365						

DISCIPLINARY ACTIONS

DEPARTMENT	WARNINGS, COUNSELINGS & WRITTEN REPRIMANDS								SUSPENSIONS							
	Male				Female				Male				Female			
	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)
Maintenance	1	4	0	1	0	0	0	0	1	0	1	0	0	0	0	0
Operations	2	8	3	2	5	4	2	0	0	0	1	0	0	1	0	0
	(21)				(11)				(3)				(1)			

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

APPLICATION ANALYSIS

<u>POSITION TITLE</u>	<u>TOTAL APPLICANTS</u>	<u>% OF MINORITY APPLICANTS</u>	<u>% OF FEMALE APPLICANTS</u>
Customer Information Clerk On-Call	90	79%	82%
Coach Operator, Part-Time	83	88%	55%
Receptionist	102	81%	90%

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	7	4	3	2		1				2						5
Promotions	0															0
Transfers	0															0
Demotions	0															0
Terminations	0															0
Resignations	1	1			1											1
Retirements	1	1								1						1
Other	0															0

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

	<u>Administration</u>	<u>Other</u>
Terminations	2	11
Resignations	2	4
Retirements	2	7
Other	0	1

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

MULIT = Two or More Races

RIVERSIDE TRANSIT AGENCY
1825 Third St.
Riverside, CA 92507

July 11, 2012

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer
SUBJECT: Authorization to Enter into Agreement No. 12-010 with La Sierra University for the Renewal of the University Pass Program

Summary: Since FY09, the Agency and La Sierra University (LSU) have partnered in a University Pass (U-Pass) program that allows students to utilize their student identification (ID) cards to ride the Agency's fixed-route and CommuterLink buses at a discounted fare which is reimbursed by the University on a fixed amount per-student basis. The program is part of the Agency's successful U-Pass program originally initiated with the University of California, Riverside.

Since its inception, the LSU U-Pass program has grown in popularity with the Agency continuing to see year-over-year growth in ridership. The following table illustrates the monthly average and total ridership figures since the program began January 1, 2009.

	Monthly Average	Total
FY09	512	3,072
FY10	588	7,053
FY11	689	8,271
FY12 *	1,337	16,041
FY13 Projected	1,779	21,355

(*based on ridership data through May 2012)

The U-Pass has encouraged students to use mass transit and has had the added benefit of reducing the number of vehicles in and around the LSU campus.

Because the program continues to be popular with students, LSU would like to continue its partnership with the Agency for an additional year. Ridership for the upcoming year is projected to be 1,779 trips per-month or 21,355 for the 12 month period.

Fiscal Impact:

Under the U-Pass program, LSU will reimburse the Agency up to \$20,000. These costs include the cost of the Agency's administrative overhead (marketing, accounting and contract administration).

Recommendation:

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

- Authorize staff to enter into Agreement No. 12-010 with La Sierra University for the renewal of the U-Pass program for the 2012-13 academic school year in an amount that will generate up to \$20,000 in fare revenue.

RIVERSIDE TRANSIT AGENCY
1825 Third St.
Riverside, CA 92507

July 11, 2012

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer
SUBJECT: Authorization to Enter into Agreement No. 12-011 with California Baptist University for the Renewal of the University Pass Program

Summary: Since FY10, the Agency and California Baptist University (CBU) have partnered in a University Pass (U-Pass) program that allows students to utilize their student identification (ID) cards to ride the Agency's fixed-route and CommuterLink buses at a discounted fare which is reimbursed by CBU on a fixed amount per-student basis. The program is part of the Agency's successful U-Pass program originally initiated with the University of California, Riverside.

Since its inception, the CBU U-Pass program has grown in popularity with the Agency continuing to see year-over-year growth in ridership. The following table illustrates the monthly average and total ridership figures since the program began in September 2009.

	Monthly Average	Total
FY 10	1,448	14,487
FY 11	2,004	24,052
FY 12 *	2,949	35,388
FY13 (Projected)	3,851	46,221

(*based on ridership data through May 2012)

The U-Pass has encouraged students to use mass transit and has had the added benefit of reducing the number of vehicle trips in and around the CBU campus.

Because the program continues to be popular with students, CBU would like to continue its partnership with the Agency for an additional year. Ridership for the upcoming year is projected to be 3,851 trips per-month or 46,221 for the 12 month period.

Fiscal Impact:

Under the U-Pass program, CBU will reimburse the Agency up to \$44,914. These costs include the cost of the Agency's administrative overhead (marketing, accounting and contract administration).

Recommendation:

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

- Authorize staff to enter into Agreement No. 12-011 with Cal Baptist University for the renewal of the U-Pass program for the 2012-13 academic school year in an amount that will generate up to \$44,914 in fare revenue.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 11, 2012

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Virginia Werly, Contract Operations Manager
SUBJECT: Authorization to Amend the Agency's Americans with Disabilities Act Policy to Allow Personal Care Attendants to Travel Free of Charge on the Agency's Fixed Route Service when Assisting an Eligible Person with a Disability

Summary: In accordance with the Americans with Disabilities Act (ADA), the Agency gives priority service on its Dial-a-Ride (DAR) to individuals with disabilities who are unable to access fixed route service. As part of this eligibility process for ADA Certification, and in accordance with ADA guidelines, many applicants are also found eligible to travel with a Personal Care Attendant (PCA) free of charge, to provide additional assistance during transport. Currently, PCA eligibility is *only* available on the Agency's DAR service.

All Agency fixed route buses are accessible to persons with disabilities, and include wheelchair lifts or ramps, as well as audible announcements of all major stops. For many people with disabilities, access to fixed route services provides a greater level of independence and a more cost effective option for travel. However, some may need the extra assistance that a PCA can provide.

Staff is requesting authorization to modify the Agency's ADA Certification Policy to allow free travel for PCA's when traveling with persons with disabilities on fixed route service in addition to DAR. Staff believes allowing PCA's to travel with persons with disabilities on fixed route service will reduce the number of trips on DAR, and provide our ridership with a greater level of independence.

Fiscal Impact:

While there is no additional cost to the Agency for this proposed change, the cost avoidance for each trip that is moved from DAR to fixed route service, saves the Agency approximately \$26.

Recommendation:

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

- Authorize staff to amend the Agency's Americans with Disabilities Act Policy to allow Personal Care Attendants to travel free of charge on the Agency's fixed route service when assisting an eligible person with a disability.