



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
WEDNESDAY, APRIL 3, 2013, 1:00 P.M.  
RIVERSIDE TRANSIT AGENCY BOARD ROOM  
1825 THIRD STREET  
RIVERSIDE, CA 92507**

**ITEM**

**RECOMMENDATION**

1. CALL TO ORDER

2. SELF-INTRODUCTIONS

3. PUBLIC COMMENTS– NON-AGENDA ITEMS

RECEIVE COMMENTS

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

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

APPROVE

5. CONSENT CALENDAR

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

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

RECEIVE AND FILE

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

RECEIVE AND FILE

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

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

<u>ITEM</u>	<u>RECOMMENDATION</u>
6. <u>UPDATE ON SUNLINE TRANSIT AGENCY (SUNLINE) ROUTE 220 SERVICE (P.16)</u>	RECEIVE AND FILE
7. <u>AUTHORIZATION TO OPEN A PUBLIC HEARING TO CONSIDER REVISING THE AGENCY'S DIAL-A-RIDE NO SHOW/LATE CANCELLATION POLICY (P.21)</u>	APPROVE
8. <u>UPDATE ON ANTICIPATED CASH FLOW SHORTAGE DUE TO U.S. DEPARTMENT OF LABOR NON-CERTIFICATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) GRANT FUNDING REQUESTS DUE TO 13(C) NON-COMPLIANCE AS IT PERTAINS TO THE PASSAGE AND IMPLEMENTATION OF STATE OF CALIFORNIA PUBLIC EMPLOYEES' PENSION REFORM ACT (P.24)</u>	RECEIVE AND FILE
9. BOARD MEMBER COMMENTS AND REMARKS	
10. OTHER BUSINESS	
11. NEXT MEETING ADMINISTRATION AND OPERATIONS COMMITTEE MEETING WEDNESDAY, MAY 1, 2013 1:00 P.M. RTA HEADQUARTERS 1825 THIRD STREET RIVERSIDE, CA 92507	
12. ADJOURN	

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

1. CALL TO ORDER:

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

2. SELF-INTRODUCTIONS:

Self introductions of those in attendance took place.

Board Committee Attendees:

1. Committee Chair Ella Zanowic, City of Calimesa, Councilmember
2. Director Jeff Fox, City of Beaumont, Councilmember
3. Director Ike Bootsma, City of Eastvale, Mayor
4. Director Daryl Hickman, City of Lake Elsinore, Mayor Pro Tem
5. Director Jesse Molina, City of Moreno Valley, Councilmember
6. Director Julio Rodriguez, City of Perris, Councilmember
7. Director Bridgette Moore, City of Wildomar, Councilmember
8. Alternate Thomas Buckley, County of Riverside, District I

RTA Staff:

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

Other Attendees:

1. Brenda Knight, City of Beaumont, Councilmember
2. Thomas Ketcham, Legislative Assistant to Supervisor Jeffries

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

Ms. Brenda Knight stated that her uncle was involved in a horrific accident in his truck involving a tour bus on Highway 38. She thanked RTA for the beautiful flowers, cards and outpouring of thought and consideration. She also thanked RTA for being mindful of safety precautions on the RTA buses.

4. APPROVAL OF MINUTES – FEBRUARY 6, 2013, COMMITTEE MEETING  
M/S/C (MOLINA/MOORE) approving the minutes of February 6, 2013, Committee meeting. The motion carried unanimously.

5. CONSENT CALENDAR:

M/S/C (FOX/MOORE) approving the receipt and file of item A – Transportation Center Monthly Report – JANUARY 2013. The motion carried unanimously.

M/S/C (FOX/MOORE) approving the receipt and file of item B – Personnel Report – JANUARY 2013. The motion carried unanimously.

6. APPROVE AMENDMENTS TO THE POLICY FOR INSPECTION AND/OR COPIES FOR THE AGENCY'S PUBLIC RECORDS.

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

- Approve the amendments to the Policy for inspection and/or copies for the Agency's public records.

The motion carried unanimously.

7. QUARTERLY CAPITAL STATUS

Mr. Fajnor presented the Quarterly Capital Status.

8. TRAVEL TRAINING PROGRAM UPDATE

Ms. Werly presented an update on the Travel Training Program.

9. BOARD MEMBER COMMENTS

Alternate Buckley stated that the First District would like to propose that RTA staff be tasked with investigating the possibility of instituting an advertising policy for RTA buses and other facilities. The policy could include the sale of ad space on both the inside and outside of buses and on bus stops and transit nodes and should include the possibility of multi-media advertising methods. The policy could also include strict content standards, such as ensuring community appropriateness and a ban on political advertising. The policy could also include either RTA staff handling sales

directly, involving a commission based contract sales team, a single-sale by issuing an RFP for firms that would handle the entire process while paying the RTA a lump sum for the rights, and/or a combination thereof. The policy would potentially include the concept of dedicating any net revenue generated by advertising for the improvement and maintenance of bus stops, shelters, transit nodes and transit centers. Upon completion of the report in sixty to ninety days, staff would present the draft policy to all three board committees prior to it being brought to the entire board. Mr. Rubio recommended that Alternate Buckley's proposal be placed on the Agenda for the Executive Committee and the committee members unanimously approved.

Director Rodriguez announced he has celebrated 100 days in office and thanked everyone for being nice, professional and welcoming.

Director Moore invited everyone to the Rotary Barbeque on April 6 in Wildomar from 10 a.m. to 4 p.m.

Director Fox distributed a flyer for the Beaumont 2013 Summer Concert series.

Director Molina announced Moreno Valley would be hosting movies in the park in the summer. The city is also working on improving the Parks and Recreation program.

Director Bootsma announced the Eastvale State of the City on April 9 at the Jurupa Community Service District at 6:30 p.m. He thanked RTA for the flowers that were sent to his wife.

Director Hickman announced baseball season starts on April 11 in the City of Lake Elsinore.

10. OTHER BUSINESS

None.

11. NEXT MEETING

Board Administration and Operations Committee Meeting  
Wednesday, April 3, 2013  
1:00 p.m.  
RTA Headquarters  
1825 Third Street  
Riverside, CA 92507

12. ADJOURNMENT

The meeting was adjourned at 1:37 p.m.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 3, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – February 2013

Summary: In February 2013, the Customer Information Center answered 32,922 calls, a 0.1% increase compared to February 2012. Calls included 195 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,434, a 6% decrease compared to February 2012. A total of 44,356 calls were received between the two call centers, a decrease of 1.5% compared to the same period last year.

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

Recommendation:

Receive and file.

# Riverside Transit Agency

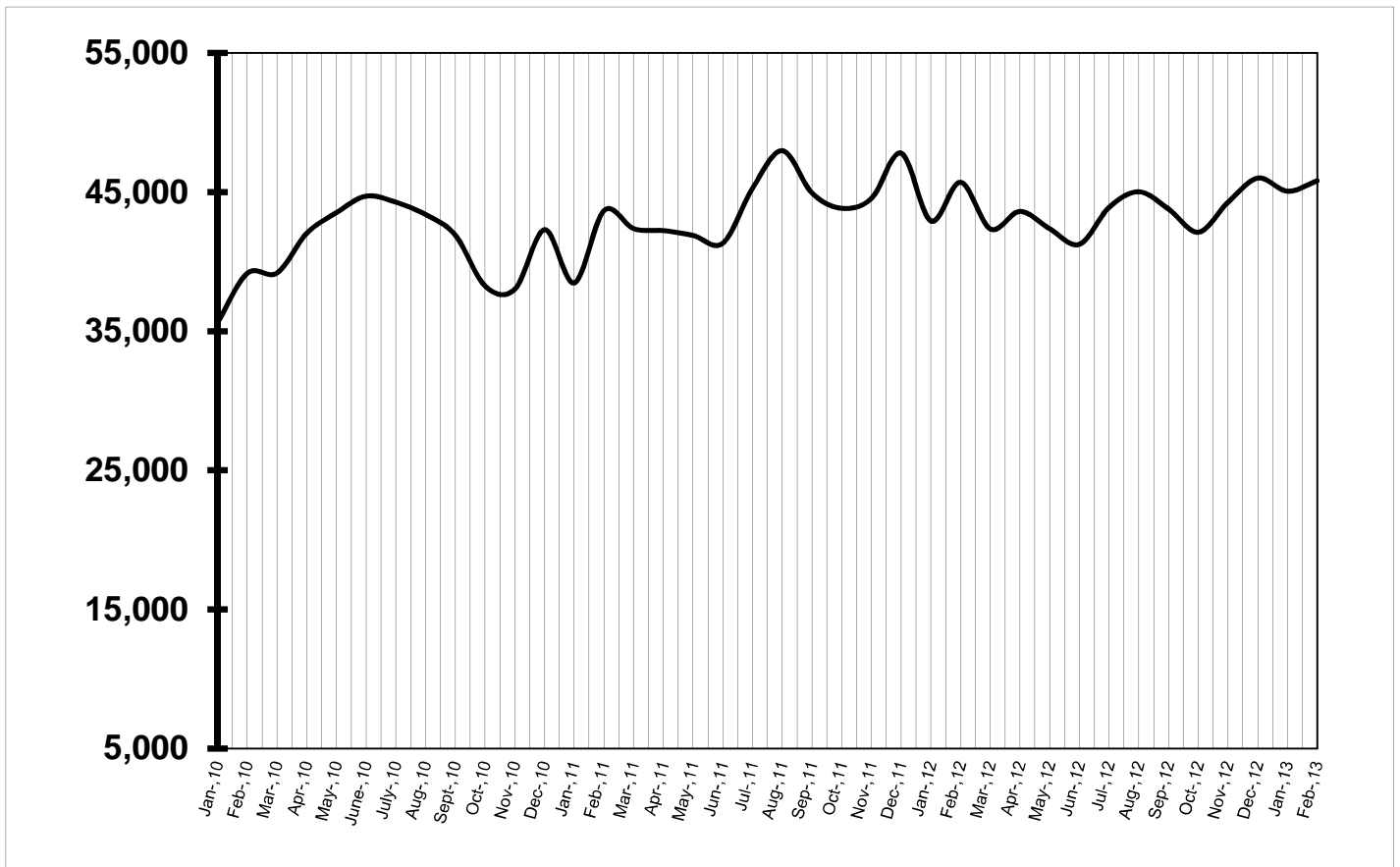
## February 2013 Transportation Center Call Totals

Customer Information Center (CIC)	February 2013	February 2012	Percent Change
Information Calls	32,727	32,663	0.2%
Complaints	140	106	32.1%
Comments	41	68	-39.7%
Commendations	14	38	-63.2%
<b>Total CIC Calls</b>	<b>32,922</b>	<b>32,875</b>	<b>0.1%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>11,434</b>	<b>12,168</b>	<b>-6.0%</b>
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<b>Total Calls</b>	<b>44,356</b>	<b>45,043</b>	<b>-1.5%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	February 2013	February 2012	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	6	0	4	0.18
Careless Driving	21	17	17	0.54
Conduct	0	0	1	0.08
Crowded	28	21	20	0.28
Customer Service	2	0	4	0.00
Early Bus	8	10	13	0.37
Fare Dispute	10	2	8	0.03
Late Bus	6	2	4	0.11
Missed Transfer	24	21	27	0.13
No Show	7	11	7	0.08
Passed By	8	4	7	0.32
Passenger Conduct	18	15	19	0.09
Other	2	3	4	0.03
<b>Total</b>	<b>140</b>	<b>106</b>	<b>134</b>	<b>2.22</b>

## Ridership

	February 2013	February 2012	12 Month Average per Month
All services	768,837	758,511	761,471

## Comments

	February 2013	February 2012	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	41	68	42	0.54

## Commendations

	February 2013	February 2012	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	14	38	28	0.18



RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 3, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Murillo, Director of Human Resources

SUBJECT: Personnel Report – February 2013

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

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

Recommendation:

Receive and file.

**SUMMARY OF BUDGETED POSITIONS**  
February 2013

<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
Payroll Coordinator	1	1
Revenue Account Coordinator	1	1
Accounts Payable Clerk	1	1
General Accounting Clerk	1	1
Coin Counter	<u>2</u>	<u>2</u>
Department Subtotal	11	11
<b><u>HUMAN RESOURCES</u></b>		
Director of Human Resources	1	1
Labor Relations Officer	1	1
Risk Manager	1	0
Training Manager	1	1
Training Instructor	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, Full Time	<u>1</u>	<u>1</u>
Department Subtotal	10	9
<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	6	6
Electronic Technician	1	1
Groundskeeper	1	1
Mechanic	27	27
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>11</u>	<u>12</u>
Department Subtotal	52	53

<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	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
<b><u>OPERATIONS</u></b>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	14	14
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	8	8
Transit Clerk	1	1
Coach Operator		
Full-Time <sup>1</sup>	191	195
Part-Time	<u>22</u>	<u>22</u>
Department Subtotal	241	245
<b><u>CONTRACT OPERATIONS</u></b>		
Director of Contract Operations	1	1
Contract Operations Manager	1	1
Contract Operations Specialist	2	2
Customer Service Specialist, Full-Time	2	2
Travel Training Supervisor	1	1
Travel Training Specialist	2	2
Medi-Cal Administrative Activity (MAA) Coordinator	1	0
Contract Operations Administrative Clerk	<u>1</u>	<u>1</u>
Department Subtotal	11	10
<b><u>PLANNING</u></b>		
Director of Planning	1	1
Senior Planner	2	1
Scheduling Analyst	1	1
Planning Analyst	<u>1</u>	<u>1</u>
Department Subtotal	5	4
<b><u>PURCHASING</u></b>		
Chief Procurement & Logistics Officer	1	1
Capital Improvement Program Manager	1	1
Project Manager	1	0
Contracts Manager	1	1
Contracts Administrator	2	2
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>4</u>	<u>4</u>
Department Subtotal	12	11
<b>Totals</b>	<b>368</b>	<b>369</b>

<sup>1</sup>The Agency experienced the following extended leaves of absences: 5 Coach Operators on workers' compensation, and 2 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	54.3%	30.4%	31.4%	39.9%	No	Yes
Professionals	13	30.8%	30.8%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	42	66.7%	83.3%	48.6%	72.8%	No	No
Operatives	217	73.7%	40.1%	69.9%	70.8%	No	Yes
Craft Workers	28	57.1%	0.0%	48.2%	5.6%	No	Yes
Laborers	10	40.0%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	13	84.6%	7.7%	59.2%	56.2%	No	Yes
<b>Total</b>	<b>369</b>						

## 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	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Operations	6	7	10	1	1	9	5	0	2	2	0	0	0	1	1	0
	(26)				(15)				(5)				(2)			

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	79	86%	48%
Customer Information Clerk, On-Call	42	81	76
Risk Manager	35	63%	31%

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

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

	<u>Administration</u>	<u>Other</u>
Terminations	0	7
Resignations	2	3
Retirements	1	4
Other	0	0

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

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

AA = African American

AIAN = American Indian or Alaskan Native

HISP = Hispanic

NHOPI = Native Hawaiian or Other Pacific Islander

API = Asian/Pacific Islander

MULIT = Two or More Races

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 3, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Gordon Robinson, Director of Planning  
SUBJECT: Update on SunLine Transit Agency (SunLine) Route 220 Service

Summary: On September 10, 2012, SunLine implemented a new express bus service, Route 220, between Palm Desert and Downtown Riverside. The service operates four daily peak hour trips Monday through Friday. Route 220 services ten stops between Palm Desert, Rancho Mirage, Morongo Casino, Banning, Beaumont, Moreno Valley, University of California at Riverside, Riverside Downtown Metrolink Station, and the Riverside Downtown Transit Terminal.

Route 220 operates two westbound morning trips between the Westfield Palm Desert Mall and the Riverside Downtown Transit Terminal. Two eastbound afternoon trips are operated in the reverse direction. SunLine vehicles dedicated to this service are equipped with reclining coach seating, luggage racks, bike racks, and complimentary Wi-Fi technology.

To avoid duplicative service between Banning and the Riverside Downtown Transit Terminal, the Agency held a public hearing in June 2012 to discontinue three trips on CommuterLink Route 210 (Route 210). As a result, three trips were discontinued on Route 210 reducing the number of daily trips from seven to four effective with the September 2012 service change. Attachment A contains a map, fare structure details, and schedules of Route 220 and the Agency's Route 210 services.

In regards to ridership levels, the service was originally projected to capture 70 average daily boardings. As obtained from SunLine, the average daily passenger boardings by month and by trip are listed within the two tables below:



Monthly Boardings Summary

<b>Month</b>	<b>Total Boardings</b>	<b>Average Daily Boardings</b>
September 2012	764	50.9
October 2012	1,551	67.4
November 2012	1,344	64.0
December 2012	1,028	51.4
January 2013	1,132	51.5

Trip Level Boardings Summary for January 2013

<b>Trip</b>	<b>Direction</b>	<b>Average Daily Boardings</b>	<b>Minimum Daily Boardings</b>	<b>Maximum Daily Boardings</b>
4:55 A.M.	Westbound	6	1	11
5:55 A.M.	Westbound	11	5	19
5:15 P.M.	Eastbound	20	11	27
6:53 P.M.	Eastbound	14	5	26

According to SunLine, customer comments have been generally positive with requests focusing on the following:

- Rail connections at Riverside
- Easier access for Desert Hot Springs and Palm Springs residents
- Reverse Commute trips Riverside – Palm Desert
- Later morning, midday/early afternoon trips
- Weekend trips

SunLine is planning to survey Route 220 riders this month.

Fiscal Impact:

None. For reference, in coordination with the Riverside County Transportation Commission, the service is funded by SunLine with Federal Transit Administration Job Access and Reverse Commute (JARC) Section 5316 and New Freedom (NF) Section 5317 formula grants along with local matching funds from SunLine and the Agency as follows:

September 10, 2012 – September 30, 2014 (Two-year Service Period)

<b>Funding Source</b>	<b>Year 1 Initial Term (September 10, 2012 – September 30, 2013)</b>	<b>Year 2 First Option Term (October 1, 2013 – September 30, 2014)</b>
JARC Section 5316	\$119,000	\$100,000
NF Section 5317	\$15,000	\$25,000
RTA Local Match	\$61,597	\$61,597
SunLine Local Match	\$61,597 *	\$61,597 *

\* SunLine's local match contribution may vary due to actual costs expended and fare revenue.

Recommendation:

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

Receive and file.

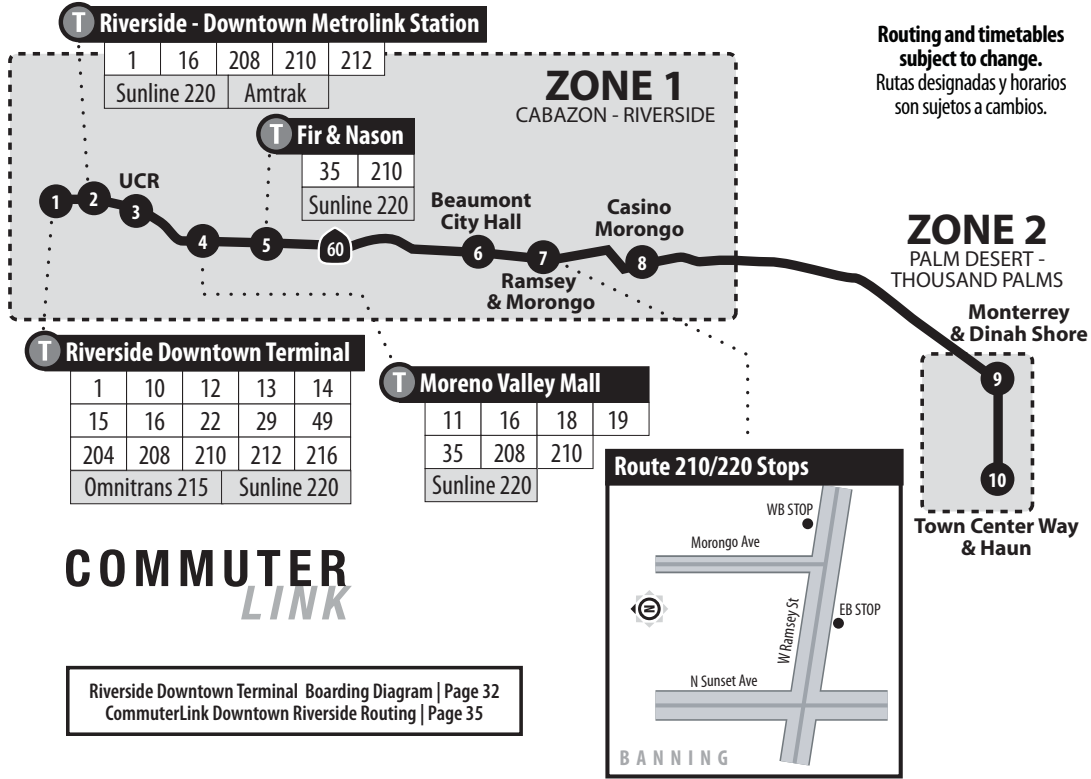
# SUNLINE 210/220

## Riverside Downtown Terminal to Palm Desert

### SEE FARE GRID BELOW FOR ROUTE PRICING



**Also serving:** Riverside City Hall, County Admin. Building. **No service on weekends or the following holidays:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



### RTA ROUTE 210 / SUNLINE ROUTE 220 FARE GRID

CATEGORIES	CASH FARES			PASSES			
	WITHIN ZONE 1 OR ZONE 2	TRAVELING BETWEEN ZONE 1 AND ZONE 2		1-DAY		30-DAY	
				WITHIN ZONE 1 OR ZONE 2	TRAVELING BETWEEN ZONE 1 AND ZONE 2	WITHIN ZONE 1 OR ZONE 2	TRAVELING BETWEEN ZONE 1 AND ZONE 2
GENERAL / YOUTH	\$3	\$6		\$7	\$14	\$75	\$150
SENIOR / DISABLED / MEDICARE / CHILD	\$2	\$4		\$5	\$10	\$50	\$100
	ADDITIONAL CASH FARES REQUIRED WITH VALID MEDIA OR ACCEPTED ID CARDS						
	WITHIN ZONE 1	WITHIN ZONE 2	TRAVELING BETWEEN ZONE 1 AND ZONE 2				
WITH RTA GENERAL & YOUTH LOCAL 1-DAY, 7-DAY, 30-DAY PASSES	\$1.50	\$3.00	\$4.50				
WITH RTA SENIOR/DISABLED/MEDICARE 1-DAY, 7-DAY, 30-DAY PASSES	\$1.30	\$2	\$3.30				
U-PASS, GO-PASS, CITY PASS	FREE	\$3	\$3				
METROLINK TICKETS/PASSES	FREE	\$3	\$3				



# 210/220

## Weekdays | Westbound to Riverside Downtown Terminal

A.M. times are in PLAIN, **P.M. times are in BOLD** | Times are approximate

	Town Center Way & Haun	Monterrey & Dinah Shore	Casino Morongo	Ramsey & Morongo	Beaumont City Hall	Fir & Nason	Moreno Valley Mall	UCR Lot 30 & Canyon Crest	Riverside-Downtown Metrolink Station	Riverside Downtown Terminal
	<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>210</b>				—	—	3:48	3:59	—	4:20	4:29
				—	—	4:17	4:31	—	4:52	5:01
				4:52	5:00	5:20	5:34	—	5:58	6:11
<b>220</b>	4:55	5:07	5:40	5:50	5:58	6:18	6:31	—	6:56	7:09
	5:55	6:07	6:40	6:50	6:58	7:18	7:31	7:51	8:01	8:14

**ROUTE 210 OPERATED BY RTA | ROUTE 220 OPERATED BY SUNLINE**

# 210/220

## Weekdays | Eastbound to Palm Desert

A.M. times are in PLAIN, **P.M. times are in BOLD** | Times are approximate

	Riverside Downtown Terminal	Riverside-Downtown Metrolink Station	UCR Lot 30 & Canyon Crest	Moreno Valley Mall	Fir & Nason	Beaumont City Hall	Ramsey & Morongo	Casino Morongo	Monterrey & Dinah Shore	Town Center Way & Haun
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>220</b>	<b>5:15</b>	<b>5:27</b>	<b>5:42</b>	<b>5:57</b>	<b>6:12</b>	<b>6:32</b>	<b>6:40</b>	<b>6:50</b>	<b>7:22</b>	<b>7:34</b>
	The 5:27 p.m. trip departing Riverside- Downtown Station will wait for the 5:22 p.m. train but no later than 5:45 p.m. before departing the Riverside-Downtown Station									
<b>210</b>	<b>6:02</b>	<b>6:10</b>	<b>6:24</b>	<b>6:39</b>	<b>6:53</b>	<b>7:17</b>	<b>7:29</b>			
	The 6:10 p.m. trip departing Riverside-Downtown Station will wait for the 5:42 p.m., 5:55 p.m., and 6:06 p.m. trains but no later than 6:25 p.m. before departing the Riverside-Downtown Station									
<b>220</b>	<b>6:53</b>	<b>7:05</b>	<b>7:15</b>	<b>7:30</b>	<b>7:40</b>	<b>8:00</b>	<b>8:08</b>	<b>8:18</b>	<b>8:50</b>	<b>9:02</b>
	The 7:05 p.m. trip departing Riverside- Downtown Station will wait for the 6:22 p.m. and 6:41 p.m. trains before departing the Riverside-Downtown Station									

**ROUTE 210 OPERATED BY RTA | ROUTE 220 OPERATED BY SUNLINE**

Contact Sunline: (760) 343-3456

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 3, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Virginia Werly, Director of Contract Operations

SUBJECT: Authorization to Open a Public Hearing to Consider Revising the Agency's Dial-a-Ride No Show/Late Cancellation Policy

Summary: At its September 22, 2005 meeting, the Board approved a revision to the Agency's Dial-a-Ride (DAR) No Show and Late Cancellation Policy (policy.) This policy, in accordance with Federal Transit Administration (FTA) rule Appendix D of 49 CFR Part 37, Section 37.125, *"allows an entity to establish a process to suspend, for a reasonable period of time, the provision of paratransit service to an ADA eligible person who establishes a pattern or practice of missing scheduled trips. The purpose of this process would be to deter or deal with chronic no shows...sanctions could be imposed for a pattern or practice of missed trips. A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents."*

The revised policy outlined a clearly defined penalty-point system so that each time a passenger provided little or no notice of cancellation of a scheduled ride, points would be assessed for the violation. Accumulation of points above a specific level (9 points in any 30 day period) could result in the suspension of services. The policy was easy to understand and ensured passengers knew the penalty for violating the policy.

At the time of the policy's implementation, this was the most common practice among transit agencies to mitigate the missed opportunities and costs created by gaps in service. Since DAR is a shared ride service, delays caused by no shows impact other riders. The policy was not designed to be punitive, but to modify behavior and ensure that service could be run as efficiently and effectively as possible, both for the Agency and for its passengers.

Since the implementation of the revised policy, the FTA has issued guidance to other transit agencies that have similar practices that they should reassess their policies to ensure they consider a rider's overall

frequency of use. In particular, FTA guidance suggests that it is necessary to establish “a pattern of practice of abuse” that is relative to how often a person travels, and that transit systems should consider the overall no-show rate for *all* riders so that riders with *average* no show records are not penalized.

Therefore, staff is recommending revising the Agency’s policy to comply with FTA guidance. The proposed revisions would measure the system-wide average for no shows, and then identify passengers who significantly exceed this average. A detailed review of riders’ trip history and no show frequency would be performed before a suspension of services would be considered, again in compliance with FTA guidance.

At the end of each month, passenger no show rates will be reviewed and compared to the system-wide average. Those passengers found to exceed twice the system-wide rate may be subject to suspension of services. Passengers in violation of the policy will receive a warning on the first offense; subsequent non-compliance could result in suspension of services for seven calendar days. It is proposed that a 30-day notification be provided to the passenger prior to suspension, and includes an appeals process that allows the passenger to dispute the finding of non-compliance. The 30-day period also allows staff to consider such factors as life-sustaining services that require transportation such as dialysis treatments or chemotherapy appointments.

Staff is requesting authorization to open a public hearing to consider this policy revision. If approved, staff will distribute public hearing notices encouraging feedback via email, phone, U.S. postal service, or attendance at a proposed public meeting. Transportation NOW Chapters will also be advised. The Agency will utilize social media communication methods such as Twitter, Facebook, and i-Alerts to notify customers of the proposed change. The public hearing will be open over 30 days during which public meetings will be held at the dates, times, and locations listed below:

Murrieta/Temecula Area

Wednesday, May 22, 2013, 10:30 a.m.
Murrieta City Hall
1 Town Square
Murrieta, CA 92562

Riverside Area

Thursday, May 23, 2013, 5:30 p.m.
Riverside Transit Agency offices
1825 Third Street
Riverside, CA 92507

Staff will then return to the Board at the June 2013 Board of Directors meeting with a listing of the comments received. Pending Board approval, staff will seek authorization to close the public hearing at that meeting.

Fiscal Impact:

There is no fiscal impact for distributing public hearing notices, holding community meetings, or for conducting a public hearing.

Committee Recommendation:

Approve and recommend to the full Board for their consideration as follows:

- Authorize staff to open a public hearing to consider revisions to the Agency's Dial-a-Ride/ADA Paratransit No Show and Late Cancellation Policy in compliance with FTA guidance.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 3, 2013

TO: BOARD ADMINISTRATION & OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Craig Fajnor, Chief Financial Officer

SUBJECT: Update on Anticipated Cash Flow Shortage Due to U.S. Department of Labor Non-certification of Federal Transit Administration (FTA) Grant Funding Requests Due to 13(c) Non-compliance as it Pertains to the Passage and Implementation of State of California Public Employees' Pension Reform Act

Summary: The Agency utilizes Federal funding for its operating expenses and capital expenditures. Primarily, the Agency uses FTA Section 5307 (5307) formula revenues to fund a portion of its annual operating and capital improvement budget. In addition, the Agency also utilizes FTA Section 5308, 5309, 5311, 5316 and 5317 funds for both operating and capital expenditures depending on the section funding designation and funding availability. Federal funds are available for draw down upon submission and full approval of a Federal grant application as well as proof of reimbursable expenses.

On July 6, 2012, President Obama signed into law the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) legislation. The bill became effective October 1, 2012 and provides guaranteed funding for federal surface transportation and transit programs through FY14. However, Congress has yet to finalize the transit funding amounts for the current fiscal year. At this point, FTA funding is subject to a Continuing Resolution through March 27, 2013 and does not represent full MAP-21 levels for the fiscal year.

On September 12, 2012, Governor Brown signed into law the Public Employees' Pension Reform Act (PEPRA) - a pension reform bill which requires several changes to the California Public Employees' Retirement System (CalPERS). PEPRA became effective January 1, 2013. The Agency utilizes CalPERS for its pension offering for both represented and non-represented employees. Since the implementation of PEPRA, labor unions throughout California have alleged that PEPRA violates Section 13(c) of Federal Transit Law.



Section 13(c) - codified as section 5333(b) of Title 49 of the U.S. Code - requires that certain employee protections must be certified by the U.S. Department of Labor (DOL) and in place before Federal transit funds can be released to a mass transit provider. These protections are commonly referred to as "protective arrangements" or "Section 13(c) arrangements. Section 13(c) requires the continuation of collective bargaining rights, and protection of transit employees' wages, working conditions, pension benefits, seniority, vacation, sick and personal leave, travel passes, and other conditions of employment. Section 13(c) requires the continuation of any collective bargaining rights that were in place when the employer started receiving Federal funds. However, the Section 13(c) arrangement is not a collective bargaining agreement and does not create a collective bargaining relationship where one does not already exist.

DOL usually certifies subsequent grants to the same transit provider based on protective arrangements that are already in place. However, DOL can delay certification if a party submits an objection that "raises material issues that may require alternative employee protections," or "concerns changes in legal or factual circumstances that may materially affect the rights or interests of employees." 29 C.F.R. § 215.3(d)(3). If DOL finds that an objection is sufficient, it directs the parties to renegotiate the provisions of the protective arrangements that are at issue. In the event of an objection, the parties are encouraged to discuss any issues raised in an objection as soon as possible. At the end of the 15-day review period provided for the parties, DOL has up to ten days to consider any objections filed by either party. Although not required by the DOL's guidelines, if comments on objections are received by the DOL before a response has been issued, DOL may consider those comments in reaching its determination of the sufficiency of the objections.

Staff recently applied for its FY13 5307 grant funding encompassing both operating and capital improvement activities. In addition, staff also applied for section 5308 funding for a portion of the Agency's heavy-duty CNG bus replacement. The 5307 grant request is for 95% of the Agency's FY13 5307 funding due to the Continuing Resolution funding limits. The 5308 grant request is for 100% of our 5308 funding. As a result of PEPR, the Amalgamated Transit Union (ATU) has objected to the applications discussed above, effectively asking the DOL not to approve the Agency's new federal transit grant applications. The ATU argues that PEPR violated the employees' collective bargaining rights. The Agency does not have the authority to resolve the pension reform issue as this was a State action. Without DOL certification, and ultimate grant approval, these federal funds will not become available and, thus, negatively impact Agency cash flow. At this point, approval date for these grants' funds is unknown.

However, staff is assuming that these funds will not be available for draw down by the end of the current fiscal year – a time consistent with recent fiscal years. The resultant delay in overall FTA approval of our new grants - and availability to draw down much needed funding - will negatively impact cash flow for operations and capital improvements. As such, staff has developed a cash flow forecast for both operating and capital revenue receipts and expense disbursements that assumes no use of deferred capital revenues to temporarily fund operations (in order not to jeopardize capital project completion schedules). This forecast also contains a “no 5307 or 5308 availability” assumption. The forecast further assumes maintenance of a \$50,000 balance in the Agency’s general disbursement account in order to avoid minimal unforeseen expenditures.

The current cash flow forecast indicates that, if FY13 5307 and 5308 grant funding is not received by March 1, 2014, the Agency will need to receive an advance of funds from RCTC in order to meet forecasted operating and capital expense obligations for the remainder of FY14. As of this writing, the amount of cash required above and beyond that provided by the expected FY14 LTF allocation and other sources to get the Agency through FY14 is \$15,000,000. This funding advance is anticipated to be provided from allocated unclaimed funding held at the Riverside County Transportation Commission (RCTC) and, thus, would require RCTC approval.

Staff has communicated this over-arching issue to RCTC staff as well as the dollar amount and timing. However, logistics were not addressed. RCTC staff has agreed, with RTA Board approval, to present this request to the Commission for approval.

As stated previously, staff has completed input of the FY13 5307 and 5308 grant request and is awaiting congressional budget approval and FTA approval of the grants. If the grants are approved and 5307 and/or 5308 funds are drawn down before the need to receive any or all advanced funds, staff will discontinue pursuing this action.

Fiscal Impact:

If no other cash resources are made available prior to the receipt of 5307 and 5308 funds, the Agency projects to have a cash flow shortage starting in March 2014. Staff will continue to monitor the Agency’s cash flow status and minimize the problem to the greatest extent possible. Staff anticipates returning to the Board of Directors later this calendar year to seek specific guidance and approval for further action.

Recommendation:

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

- Receive and file