



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, OCTOBER 2, 2013, 1:00 P.M.
RIVERSIDE TRANSIT AGENCY BOARD ROOM
1825 THIRD STREET
RIVERSIDE, CA 92507**

<u>ITEM</u>	<u>RECOMMENDATION</u>
1. <u>CALL TO ORDER</u>	
2. <u>SELF-INTRODUCTIONS</u>	
3. <u>PUBLIC COMMENTS – NON-AGENDA ITEMS</u> 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.	RECEIVE COMMENTS
4. <u>APPROVAL OF MINUTES – SEPTEMBER 4, 2013 COMMITTEE MEETING (P.3)</u>	APPROVE
5. <u>CONSENT CALENDAR</u> 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. <u>TRANSPORTATION CENTER MONTHLY REPORT – AUGUST 2013 (P.7)</u>	RECEIVE AND FILE
B. <u>PERSONNEL REPORT – AUGUST 2013 (P.10)</u>	RECEIVE AND FILE
6. <u>COMPREHENSIVE OPERATIONAL ANALYSIS UPDATE (P.17)</u>	PRESENTATION

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.

ITEM

RECOMMENDATION

7. **BOARD MEMBER COMMENTS AND REMARKS**
8. **OTHER BUSINESS**
9. **NEXT MEETING**
Administration and Operations Committee Meeting
Wednesday, November 6, 2013
1:00 p.m.
RTA Headquarters
1825 Third Street
Riverside, CA 92507
10. **ADJOURN**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
September 4, 2013

1. CALL TO ORDER

Committee Chair Zanowic called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on September 4, 2013, in the RTA Board Room.

2. SELF-INTRODUCTIONS

Self-introductions of those in attendance took place.

Committee Members Attending

1. Committee Chair, Ella Zanowic, City of Calimesa, Councilmember
2. Director Art Welch, City of Banning, Councilmember
3. Alternate Brenda Knight, City of Beaumont, Councilmember
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 Ketcham, County of Riverside, District I

Committee Members Absent

1. Director Ike Bootsma, City of Eastvale, Mayor

RTA Staff

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

Other Attendees:

1. Frank Johnston, City of Jurupa Valley, Councilmember

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – JULY 10, 2013 COMMITTEE MEETING

M/S/C (MOLINA/HICKMAN) approving the minutes of the September 4, 2013 Committee meeting.

The motion carried unanimously.

5. CONSENT CALENDAR

M/S/C (MOORE/WELCH) approving the receipt and file of item A – Transportation Center Monthly Report – June and July, 2013.

The motion carried unanimously.

M/S/C (MOORE/WELCH) approving the receipt and file of item B – Personnel Report – June and July, 2013.

The motion carried unanimously.

6. FREE BUS RIDES ON NEW YEAR'S EVE

Director Rodriguez requested additional information be provided to the Board as to the cost of offering free rides on all fixed route buses from the open of business to the end of business on Tuesday, December 31, 2013.

M/S/C (RODRIGUEZ/HICKMAN) 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 Tuesday, December 31, 2013.

The motion carried unanimously.

7. AUTHORIZATION TO SUBMIT THE 2013 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 (TITLE VI) PROGRAM REPORT FOR FISCAL YEARS (FY) 2011-13 TO THE FEDERAL TRANSIT ADMINISTRATION (FTA) TO SATISFY REQUIREMENTS UNDER FTA CIRCULAR 4702.1B AND THE CIVIL RIGHTS ACT OF 1964

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

- Authorize staff to submit the 2013 Title VI program report for FY11-13 to the FTA to satisfy requirements under FTA Circular 4702.1B and the Civil Rights Act of 1964.

The motion carried unanimously.

8. AUTHORIZATION TO DEVELOP A SERVICE REDUCTION PLAN, WITH A PROPOSED EFFECTIVE DATE OF JULY 1, 2014, DUE TO THE CONTINUED HOLD OF FEDERAL GRANT FUNDING

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

- Authorize staff to develop a service reduction plan, with a proposed effective date of July 1, 2014, due to the continued hold of federal grant funding.
- Return to the Board in December 2013 with the service reduction plan and recommendations.

The motion carried unanimously.

9. BOARD MEMBER COMMENTS

Director Molina inquired about how to respond to constituents who ask about advertising on RTA buses. Mr. Rubio stated that this matter has been brought to the Board numerous times and advertising on RTA buses has been denied due to aesthetics and content control.

Director Welch invited everyone to Stagecoach Days in Banning from September 6-8. Supervisor Ashley and Jaime Hurtado will be riding on an authentic stagecoach in the parade. A beard contest, Whiskerino, and a hat decorating contest, Haterino, will be held on September 6. Director Welch thanked RTA for providing two trolleys for the parade on September 7. The trolleys will be used to transport seniors and Senator Bill Emerson and his staff.

Director Rodriguez announced that Congressman Takano will be hosting the first Congressional Academy Day on October 12 at 10 a.m. at the California Military Institute in Perris. This is for students who are interested in seeking a congressional nomination and acceptance to a U.S. military service academy.

Alternate Knight announced that the Pass Area Transportation NOW meeting would be held on September 5.

Director Moore announced a rehabilitation project for the parks in Wildomar. A Great Day of Service will be held on October 26 and is hosted by eight United Methodist Churches and volunteers. Community service hours are available for service groups.

Director Hickman stated he was recovering from knee surgery.

Committee Chair Zanowic announced that she rode on the new Gillig bus on September 3 when Congressman Takano came out for a tour of RTA and transit properties.

10. OTHER BUSINESS

Mr. Rubio announced that the new Gillig bus would be available after the committee meeting for viewing and pictures.

Mr. Rubio announced that congratulations were in order for Mr. Kneepkens and Mr. Weaver as RTA won the APTA AdWheel award for the Annual Report. Mr. Kneepkens will be traveling to Chicago at the end of September to collect the award. The Annual Report is also eligible for the grand prize.

Mr. Rubio stated that RTA won the South Coast Air Quality Management District (SCAQMD) Community Achievement Award for alternative fleet history, the Transportation NOW program, fleet projects, and the college pass program.

The SCAQMD 25th Annual Clean Air Awards event will be held on October 4 at the Biltmore Hotel in Los Angeles. Everyone is welcome to attend the event and celebrate with RTA.

11. NEXT MEETING

Board Administration and Operations Committee Meeting
Wednesday, October 2, 2013
1:00 p.m.
RTA Headquarters
1825 Third Street
Riverside, CA 92507

12. MEETING ADJOURNMENT

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

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 2, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – August 2013

Summary: In August 2013, the Customer Information Center answered 31,876 calls, an 8.6% decrease compared to August 2012. Calls included 249 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,804, a .7% increase compared to August 2012. A total of 44,680 calls were received between the two call centers, which reflects a 6.2% decrease 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

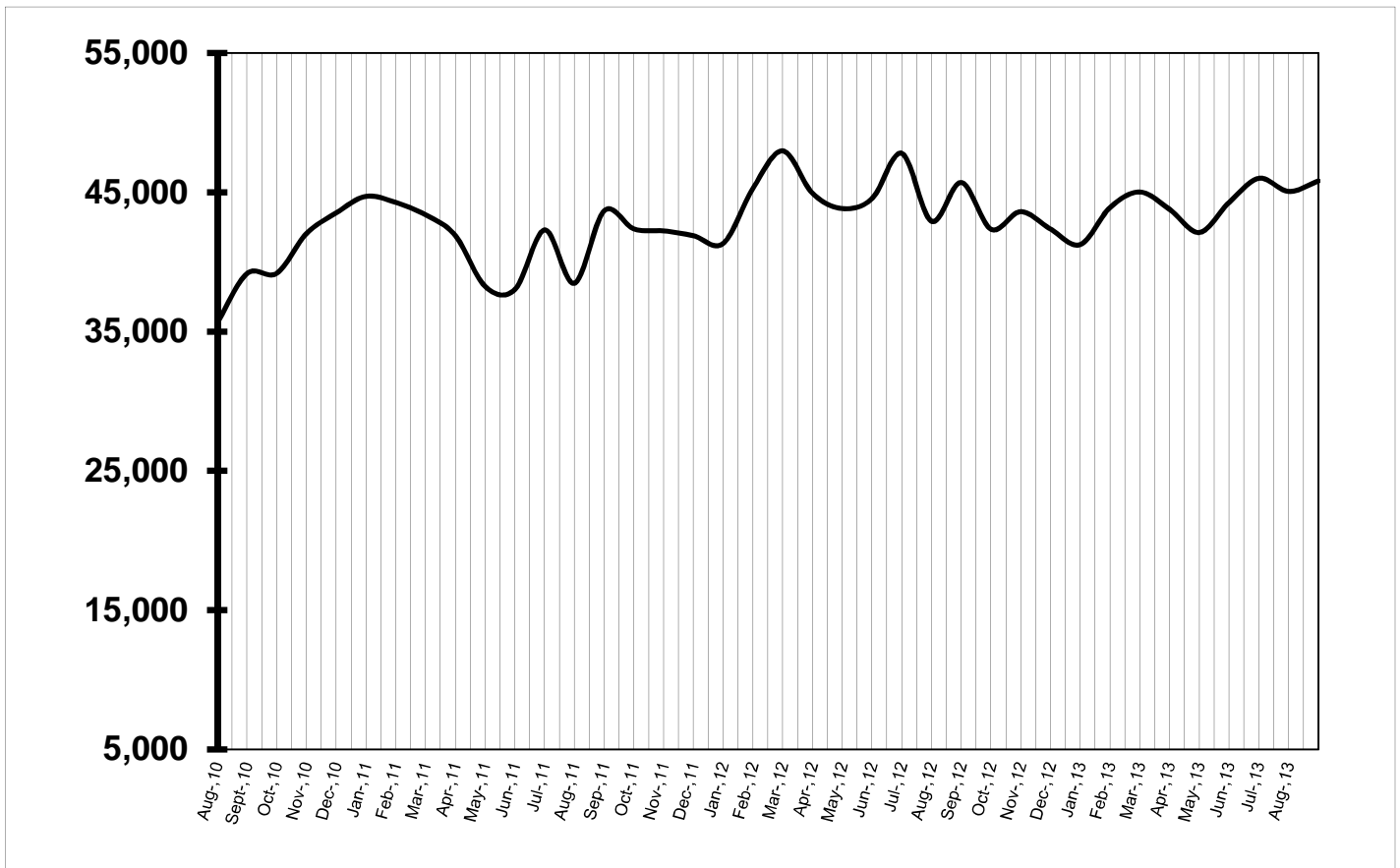
August 2013 Transportation Center Call Totals

Customer Information Center (CIC)	August 2013	August 2012	Percent Change
Information Calls	31,627	34,662	-8.8%
Complaints	157	156	0.6%
Comments	57	47	21.3%
Commendations	35	29	20.7%
Total CIC Calls	31,876	34,894	-8.6%

Dial-A-Ride (DAR)

Total DAR Calls	12,804	12,716	0.7%
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Total Calls	44,680	47,610	-6.2%
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Complaints, Comments & Commendations

Valid Complaints

Category	August 2013	August 2012	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	11	4	7	0.14
Careless Driving	12	22	16	0.16
Conduct	17	24	23	0.22
Crowded	0	2	3	0.00
Customer Service	14	13	14	0.18
Early Bus	9	5	7	0.12
Fare Dispute	8	5	5	0.10
Late Bus	25	26	29	0.33
Missed Transfer	11	2	10	0.14
No Show	6	6	6	0.08
Passed By	15	22	18	0.20
Passenger Conduct	8	4	5	0.10
Other	21	21	21	0.27
Total	157	156	164	2.05

Ridership

	August 2013	August 2012	12 Month Average per Month
All services	765,151	736,209	775,665

Comments

	August 2013	August 2012	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	57	47	42	0.74

Commendations

	August 2013	August 2012	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	35	29	23	0.46

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 2, 2013

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Director of Human Resources

SUBJECT: Personnel Report – August 2013

Summary: The attached report summarizes personnel activity that occurred in August 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
August 2013

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
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
<u>HUMAN RESOURCES</u>		
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
<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
Facilities Manager	1	0
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>12</u>	<u>12</u>
Department Subtotal	54	53

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>19</u>	<u>18</u>
Department Subtotal	24	23
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant	1	1
Operations Supervisor	14	13
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	8	8
Transit Clerk	1	1
Coach Operator		
Full-Time	202	195
Part-Time ¹	<u>22</u>	<u>23</u>
Department Subtotal	252	245
<u>CONTRACT OPERATIONS</u>		
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	1
Contract Operations Administrative Clerk	<u>1</u>	<u>1</u>
Department Subtotal	11	11
<u>PLANNING</u>		
Director of Planning	1	1
Senior Planner	2	2
Scheduling Analyst	1	1
Planning Analyst	<u>1</u>	<u>0</u>
Department Subtotal	5	4
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Capital Improvement Program Manager	1	0
Project Manager	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	12	11
Totals	384	372

¹The Agency experienced the following extended leaves of absences: 6 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	45	51.1%	26.7%	31.4%	39.9%	No	Yes
Professionals	13	30.8%	30.8%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	45	66.7%	84.4%	48.6%	72.8%	No	No
Operatives	218	72.9%	42.7%	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	13	84.6%	7.7%	59.2%	56.2%	No	Yes
Total	372						

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	2	1	0	0	0	1	0	0	0	0	0	0	0	0	0	
Operations	1	6	7	0	3	14	3	0	0	1	1	0	0	0	0	
	(17)				(21)				(2)				(0)			

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	102	83%	54%

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

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

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

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

	<u>Administration</u>	<u>Other</u>
Terminations	1	8
Resignations	4	5
Retirements	1	8
Other	0	0

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

ITEM 6

COMPREHENSIVE OPERATIONAL ANALYSIS UPDATE

PRESENTATION