



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, JANUARY 8, 2014, 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 – NOVEMBER 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 – OCTOBER AND NOVEMBER 2013 (P.7)**

RECEIVE AND FILE

B. **PERSONNEL REPORT – OCTOBER AND NOVEMBER 2013 (P.12)**

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>AUTHORIZATION TO ENTER INTO MEMORANDUM OF UNDERSTANDING (MOU) NO. 13-041 WITH 2250 TOWN CIRCLE HOLDINGS, LLC FOR BUS STOP IMPROVEMENTS, OPERATIONS AND MAINTENANCE AT THE MORENO VALLEY MALL (P.25)</u>	APPROVE
7. <u>AUTHORIZATION TO AMEND THE FISCAL YEAR 2013/2014 (FY14) SHORT RANGE TRANSIT PLAN (SRTP) AND OPERATING AND CAPITAL BUDGETS (P.27)</u>	APPROVE
8. <u>BOARD MEMBER COMMENTS AND REMARKS</u>	
9. <u>OTHER BUSINESS</u>	
10. <u>NEXT MEETING</u> Administration and Operations Committee Meeting Wednesday, February 5, 2014 1:00 p.m. RTA Headquarters 1825 Third Street Riverside, CA 92507	
11. <u>ADJOURN</u>	

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
November 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 November 6, 2013, in the RTA Board Room.

2. SELF-INTRODUCTIONS

Self-introductions of those in attendance took place.

Committee Members Attending

1. Chairman of the Board, Marion Ashley, County of Riverside, District V
2. Committee Chair, Ella Zanowic, City of Calimesa, Councilmember
3. Director Art Welch, City of Banning, Councilmember
4. Director Ike Bootsma, City of Eastvale, Mayor
5. Director Daryl Hickman, City of Lake Elsinore, Mayor Pro Tem
6. Director Jesse Molina, City of Moreno Valley, Mayor Pro Tem
7. Director Bridgette Moore, City of Wildomar, Councilmember
8. Alternate Thomas Ketcham, County of Riverside, District I

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. Eric Ustation, Government Affairs Representative
8. Rick Kaczerowski, Director of Information Technologies
9. Jim Kneepkens, Director of Marketing
10. Gordon Robinson, Director of Planning
11. Brad Weaver, Marketing Manager
12. Laura Camacho, Director of Human Resources
13. Lorelle Moe-Luna, Senior Planner
14. Natalie Zaragoza, Contracts Manager
15. Virginia Werly, Director of Contract Operations

Other Attendees:

None.

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – OCTOBER 2, 2013 COMMITTEE MEETING

M/S/C (HICKMAN/BOOTSMA) approving the minutes of the October 2, 2013 Committee meeting.

The motion carried unanimously.

5. CONSENT CALENDAR

M/S/C (HICKMAN/MOLINA) approving the receipt and file of item A – Transportation Center Monthly Report – September, 2013.

The motion carried unanimously.

M/S/C (HICKMAN/MOLINA) approving the receipt and file of item B – Personnel Report – September, 2013.

The motion carried unanimously.

6. AUTHORIZATION TO ENTER INTO MEMORANDUM OF UNDERSTANDING (MOU) NO. 13-037 WITH THE GALLERIA AT TYLER MALL LIMITED PARTNERSHIP FOR BUS STOP IMPROVEMENTS, OPERATIONS AND MAINTENANCE

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

- Authorize staff to enter into Memorandum of Understanding 13-037 with the Galleria at Tyler Mall Limited Partnership for bus stop improvements, operations and maintenance.

The motion carried unanimously.

Chairman Ashley arrived at the meeting at 1:05 p.m.

Director Moore arrived at the meeting at 1:09 p.m.

7. ADOPT AGENCY'S UPDATED FY14 TRANSPORTATION UNIFORM MITIGATION FEE (TUMF) TRANSPORTATION IMPROVEMENT PROGRAM (TIP) FOR FY14 THROUGH FY18

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

- Adopt the Agency's updated FY14 TUMF TIP for FY14 through FY18 and forward to WRCOG for approval and adoption.

The motion carried unanimously.

9. OTHER BUSINESS

Mr. Rubio announced on November 7, RTA will partner with Operation SafeHouse for Stuff-the-Bus to collect items for SafePlace which supports youth in crisis. The bus will be at the County Administrative Center at 2 p.m., Riverside City Hall at 3 p.m. and Riverside Plaza from 4-7 p.m.

On November 8, RTA will have a booth at the 10th Annual Veterans Economic and Business Summit at Grove Community Church in Riverside.

On November 9, RTA will participate in the Perris Veteran's Day Parade and the Murrieta Rod Run.

On November 11, RTA will participate in the Murrieta Veteran's Day Parade and the Canyon Lake Veteran's Day event.

Mr. Rubio presented award certificates to Director Hickman and Committee Chair Zanowic for participating in the RTA Rodeo on November 2. He announced that RTA Coach Operator Dohn Ryder won first place at the Rodeo and will be going to Kansas City to represent RTA in the 2014 International Bus Rodeo.

8. BOARD MEMBER COMMENTS

Director Welch announced that on January 25, 2014, the City of Beaumont will be hosting an event for veterans and requested RTA representation.

Director Hickman announced that the City of Lake Elsinore cancelled the Great Bull Run which was scheduled for March 8, 2014.

Director Molina announced that on November 7, there will be an event at the March Air Reserve Base to help disabled veterans with benefits and housing. He stated that Amazon plans to open a warehouse in Moreno Valley and this will create more than 1,000 jobs.

10. NEXT MEETING

Board Administration and Operations Committee Meeting
Wednesday, December 4, 2013
1:00 p.m.
RTA Headquarters
1825 Third Street
Riverside, CA 92507

11. MEETING ADJOURNMENT

The meeting was adjourned at 1:15 p.m.

DRAFT

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 8, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Jim Kneepkens, Director of Marketing
SUBJECT: Transportation Center Monthly Report – October and November 2013

Summary: In October 2013, the Customer Information Center answered 32,991 calls, a 1.9% decrease compared to October 2012. Calls included 287 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 13,819, an 8.2% increase compared to October 2012. A total of 46,810 calls were received between the two call centers, which reflects a 0.9% increase compared to the same period last year.

In November 2013, the Customer Information Center answered 31,021 calls, a .2% decrease compared to November 2012. Calls included 166 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,776, a 3.3% increase compared to November 2012. A total of 42,797 calls were received between the two call centers, which reflects a 0.7% increase 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

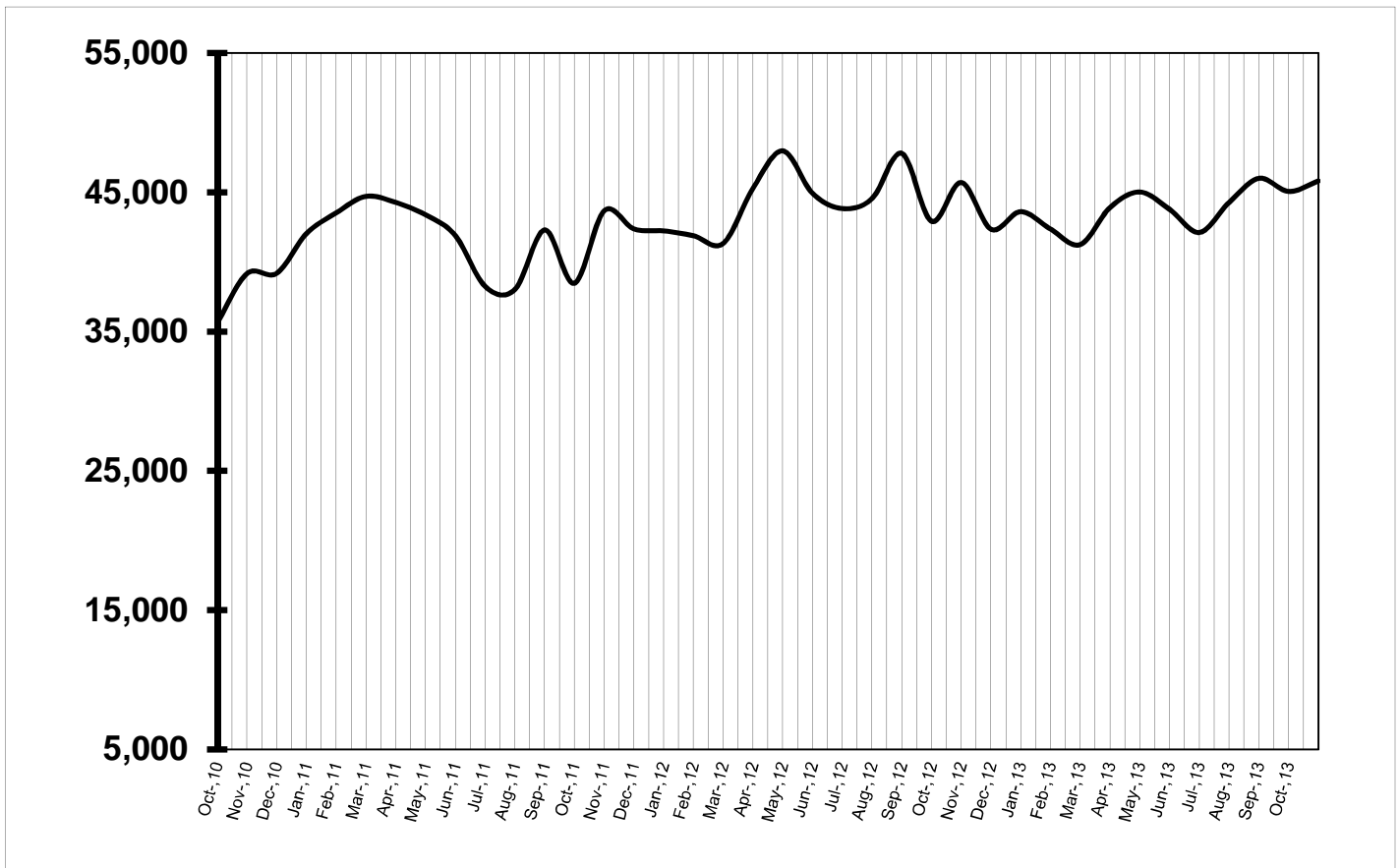
October 2013 Transportation Center Call Totals

Customer Information Center (CIC)	October 2013	October 2012	Percent Change
Information Calls	32,704	33,431	-2.2%
Complaints	215	152	41.4%
Comments	43	24	79.2%
Commendations	29	21	38.1%
Total CIC Calls	32,991	33,628	-1.9%

Dial-A-Ride (DAR)

Total DAR Calls	13,819	12,775	8.2%
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Total Calls	46,810	46,403	0.9%
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Complaints, Comments & Commendations

Valid Complaints

Category	October 2013	October 2012	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	11	4	9	0.12
Careless Driving	24	16	18	0.26
Conduct	3	7	3	0.03
Crowded	17	10	16	0.18
Customer Service	12	6	8	0.13
Early Bus	7	6	5	0.08
Fare Dispute	54	27	32	0.58
Late Bus	19	17	10	0.20
Missed Transfer	6	4	7	0.06
No Show	20	17	20	0.22
Passed By	6	5	5	0.06
Passenger Conduct	0	2	2	0.00
Other	36	31	22	2.60
Total	215	152	156	4.53

Ridership

	October 2013	October 2012	12 Month Average per Month
All services	930,128	944,622	778,310

Comments

	October 2013	October 2012	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	43	24	46	0.46

Commendations

	October 2013	October 2012	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	29	21	25	0.31

Riverside Transit Agency

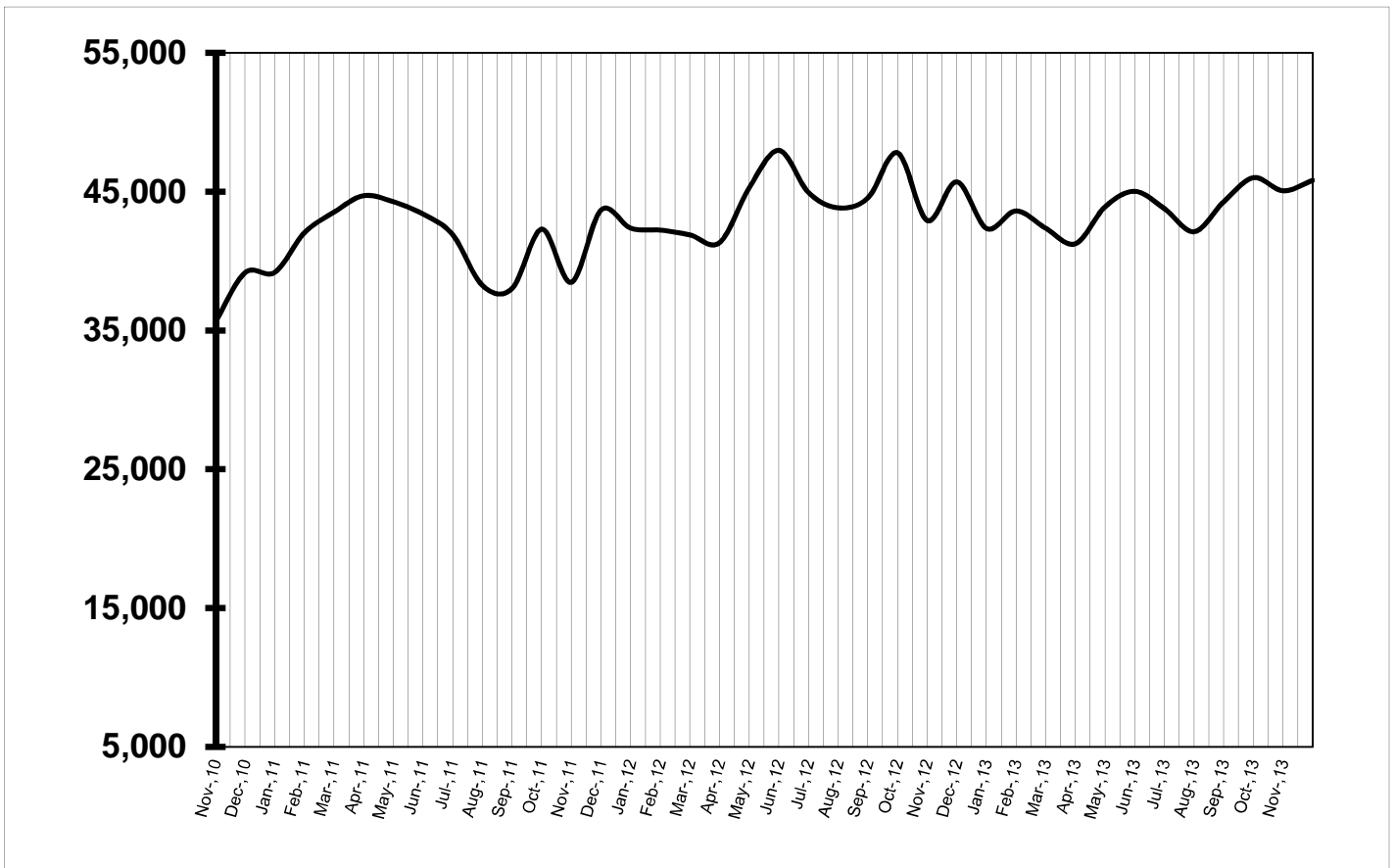
November 2013 Transportation Center Call Totals

Customer Information Center (CIC)	November 2013	November 2012	Percent Change
Information Calls	30,855	30,922	-0.2%
Complaints	108	125	-13.6%
Comments	24	29	-17.2%
Commendations	34	9	277.8%
Total CIC Calls	31,021	31,085	-0.2%

Dial-A-Ride (DAR)

Total DAR Calls	11,776	11,404	3.3%
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Total Calls	42,797	42,489	0.7%
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Complaints, Comments & Commendations

Valid Complaints

Category	November 2013	November 2012	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	6	3	9	0.08
Careless Driving	11	12	18	0.14
Conduct	1	2	3	0.01
Crowded	13	12	16	0.17
Customer Service	4	11	8	0.05
Early Bus	2	1	5	0.03
Fare Dispute	21	32	32	0.27
Late Bus	6	7	10	0.08
Missed Transfer	6	5	7	0.08
No Show	16	11	19	0.21
Passed By	0	4	5	0.00
Passenger Conduct	3	1	2	0.04
Other	19	24	22	1.57
Total	108	125	155	2.72

Ridership

	November 2013	November 2012	12 Month Average per Month
All services	776,027	794,172	776,798

Comments

	November 2013	November 2012	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	24	29	45	0.31

Commendations

	November 2013	November 2012	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	34	9	27	0.44

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 8, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Director of Human Resources

SUBJECT: Personnel Report – October and November 2013

Summary: The attached reports summarize personnel activity that occurred in October and November 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
October 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	1
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	10
<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	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>12</u>	<u>12</u>
Department Subtotal	54	54

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>16</u>
Department Subtotal	24	21
<u>OPERATIONS</u>		
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	202	199
Part-Time ¹	<u>22</u>	<u>25</u>
Department Subtotal	252	252
<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>0</u>
Department Subtotal	11	10
<u>PLANNING</u>		
Director of Planning	1	1
Senior Planner	2	2
Scheduling Analyst	1	1
Planning Analyst	<u>1</u>	<u>1</u>
Department Subtotal	5	5
<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	0
Buyer	1	1
Parts Clerk	<u>4</u>	<u>4</u>
Department Subtotal	12	10
Totals	384	378

¹The Agency experienced the following extended leaves of absences: 8 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	47	51.1%	25.5%	31.4%	39.9%	No	Yes
Professionals	14	28.6%	28.6%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	42	64.3%	83.3%	48.6%	72.8%	No	No
Operatives	224	71.4%	43.3%	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	378						

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	3	0	5	0	0	0	0	0	0	1	0	0	0	0	0	0
Operations	6	11	6	0	2	5	6	0	0	5	0	0	0	0	2	0
	(31)				(13)				(6)				(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	97	84%	39%
Customer Information Clerk, On- Call	45	69%	16%
Storeroom Supervisor	79	49%	13%

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
New Hires	4	3	1	1	1					1						3
Promotions	3	1	2		1						1					2
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 07/01/12 THROUGH 06/30/13
FULL-TIME SEPARATIONS

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

SUMMARY OF BUDGETED POSITIONS
November 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	1
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	10
<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	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	28
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>12</u>	<u>10</u>
Department Subtotal	54	53

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
MARKETING		
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>16</u>
Department Subtotal	24	21
OPERATIONS		
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	202	198
Part-Time ¹	<u>22</u>	<u>27</u>
Department Subtotal	252	253
CONTRACT OPERATIONS		
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>0</u>
Department Subtotal	11	10
PLANNING		
Director of Planning	1	0
Senior Planner	2	1
Scheduling Analyst	1	1
Planning Analyst	<u>1</u>	<u>1</u>
Department Subtotal	5	3
PURCHASING		
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	0
Buyer	1	1
Parts Clerk	<u>4</u>	<u>4</u>
Department Subtotal	12	10
Totals	384	376

¹The Agency experienced the following extended leaves of absences: 7 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	53.3%	26.7%	31.4%	39.9%	No	Yes
Professionals	14	28.6%	28.6%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	42	64.3%	83.3%	48.6%	72.8%	No	No
Operatives	225	72.0%	42.2%	69.9%	70.8%	No	Yes
Craft Workers	29	62.1%	0.0%	48.2%	5.6%	No	Yes
Laborers	10	40.0%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	11	90.9%	9.1%	59.2%	56.2%	No	Yes
Total	376						

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	0	0	5	0	0	1	0	0	0	0	0	0	0	0	0	
Operations	7	8	3	0	4	8	6	0	0	0	1	0	1	1	2	0
	(23)				(19)				(1)				(4)			

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	43	81%	56%
Contract Operations Clerk	34	79%	74%
Human Resources Clerk	51	20%	78%

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						2
Promotions	0															0
Transfers	0															0
Demotions	0															0
Terminations	2	1	1													0
Resignations	3	2	1													0
Retirements	0															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	2
Resignations	3	4
Retirements	0	4
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
HISP = Hispanic
API = Asian/Pacific Islander

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

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 8, 2014

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 Memorandum of Understanding (MOU) No. 13-041 with 2250 Town Circle Holdings, LLC for Bus Stop Improvements, Operations and Maintenance at the Moreno Valley Mall

Summary: Since the 1990's, the Agency has had a bus stop and transfer location at the Moreno Valley Mall in the City of Moreno Valley. Over the years, this bus stop has expanded and has become a major retail destination and transfer point for passengers travelling to and from Moreno Valley as well as the surrounding areas. This location serves as a critical regional link in the RTA network and is served by RTA Routes 11, 16, 18, 19, 35, 208, 210, and Sunline Route 220. This location also has some of the highest ridership concentrations in the system with a weekday average of 1,065 boardings and 934 alightings.

The Agency's existing footprint at the Moreno Valley Mall includes a three-bay bus stop located on the northeast corner of mall property in front of the Hometown Buffet restaurant. Because of space constraints, the existing site cannot accommodate layovers so buses are directed to an alternative location for layover which is north of the existing bus stop but still situated on mall property. Passenger amenities at this location include two non-RTA owned shelters, two benches and three trash receptacles. With the growth in ridership over the past several years, these existing amenities are unable to accommodate the number of passengers boarding, alighting and transferring at this location.

The proposed improvements include adding additional Americans with Disabilities Act (ADA) accessible concrete pads, the removal of the two existing non-RTA owned shelters and installation of six new upgraded shelters along the northeast mall entrance road. The project will also include the installation of Automatic Traveler Information System (ATIS) signs that will provide passengers with real time arrival and departure information. Other improvements include landscape, hardscape, fencing, reinforced concrete drive aisles, and solar lighting for passenger safety. When completed, the improvements will more than double the facility's

capacity and improve operational efficiencies by eliminating the need for buses to layover at the alternative location.

Before further progress can be made on this project, the Agency must enter into a written Memorandum of Understanding (MOU) with the mall management company, 2250 Town Circle Holdings, LLC. The MOU will define each party's roles and responsibilities throughout the construction phase and will delineate the parameters under which the Agency will continue to operate and maintain its facilities on mall property once construction is complete.

It should be noted that this project is currently in the engineering and design phase. Prior to moving forward with construction activities, staff will return to the Board for authorization to award a contract.

Fiscal Impact:

There is no fiscal impact associated with this action.

Recommendation:

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

- Authorize staff to enter into Memorandum of Understanding 13-041 with 2250 Town Circle Holdings, LLC for bus stop improvements, operations and maintenance at the Moreno Valley Mall.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 8, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Craig Fajnor, Chief Financial Officer
SUBJECT: Authorization to Amend the Fiscal Year 2013/2014 (FY14) Short Range Transit Plan (SRTP) and Operating and Capital Budgets

Summary: At their June 27, 2013 meeting, the Agency Board of Directors adopted the FY14 Operating budget, Capital budget, and SRTP. These budgets, as an integral part of the SRTP, support the Agency mission and goals of providing safe, reliable, and cost effective transportation while increasing ridership and being fiscally responsible with taxpayer funds. As a reminder, the adopted FY14 Operating budget of \$61,181,842 represented a five percent increase over the FY13 Operating budget, and is budgeted to be compliant with the Farebox Recovery Ratio requirement. The five percent growth reflected a cautious approach to the fiscal year budget in light of the Federal 13c/State Public Employees' Pension Reform Act (13c/PEPRA) issue that was holding up critical federal funds. The current adopted Capital budget of \$17,659,924 represents a 43% decrease over the FY13 Capital budget.

Since the inception of the fiscal year, a number of items have presented themselves for consideration to adjust the current Board-approved budgets.

Operating Budget

The following items are requested for inclusion in and amendment of the current Board-approved Operating Budget:

Service Changes

As the first half of FY14 unfolded, the need for fixed route service adjustments became clear. The table below summarizes the changes:

FY14 Mid-Year Adjustments – Systemwide Revenue Service Hours (RSH)		
FY14 SRTP RSH – Original Budget	703,065	
New Extended Hours Services	1,484	<i>Rte 3 later wkday service, Rte 3 Sat, Rte 61 Sat, Rte 74 Sat, Rte 79 Sat, and added trips on Rte 208</i>
New Perris Valley Line (PVL) Trips	621	<i>Rtes 206, 208, 210, and 212. All of Rte 212 is funded with JARC.</i>
Service Capacity/Enhancements	2,041	<i>Included improved frequency/routing on Rtes 1, 23, 24 and 61; move Rte 3 to DO.</i>
Service Efficiencies	(4,146)	<i>Service budgeted for capacity constraints and enhancements (e.g., late night service).</i>
FY14 SRTP RSH – Mid-Year Budget	703,065	

The total FY14 RSH for both fixed route service and Dial-A-Ride (DAR) is unchanged in aggregate from the current Board-adopted SRTP and budget. The adopted RSH budget for FY14 is 703,065. With the service changes noted above, RSH will remain 703,065.

Salaries and Benefits

Staff is recommending the addition of three positions.

The first position, a Travel Training Specialist, will provide outreach to the disabled veteran community. This position is funded with the most recent federal New Freedoms grant which will be discussed later in this staff report. The FY14 budgeted cost of this position including fringe benefits is \$19,585. The FY15 cost of this position will be included in the FY15 Operating Budget.

The second position, a Servicer, will help keep the directly-operated fleet clean and safe in the face of growing ridership. The FY14 budgeted cost of this position including fringe benefits is \$22,897. The FY15 cost of this position will be included in the FY15 Operating Budget.

The third position, a Human Resources (HR) Manager, will assist with the increased workload that has accumulated over the past several years. The HR Manager will assume management responsibilities of the Agency's Drug and Alcohol Policy including purchased transportation contractor compliance and the Equal Employment Opportunity (EEO) program including assistance with recruitment and worker's compensation administration. The FY14 budgeted cost of this position including fringe benefits is \$36,488. The FY15 cost of this position will be included in the FY15 Operating Budget.

The current Board approved number of budgeted positions is 383. Should this item be approved by the Board, budgeted positions would increase by three to 386.

Purchased Transportation – New DAR Contractor

In October of 2013, the Board authorized a contract award to Veolia Transportation (Veolia) for the provision of DAR service effective February 1, 2014. The contract is for a 3.4-year base period with two one-year options. The FY14 budget impact was estimated to be \$505,162 based on the difference between Veolia's contract rate and that of the outgoing contractor. With this action, staff will program the estimated financial impact of the contractor transition for the current fiscal year. Future fiscal year SRTPs and budgets will include the anticipated expenditures for the service provided by Veolia.

Services

The Agency is currently in the midst of a Comprehensive Operational Analysis Study (COA), which is being conducted by Transportation Management and Design (TMD). TMD's contract for \$783,284 covers a scope of work (SOW) that includes selection of a recommended site for the relocation of the Riverside Transit Center. The COA was contemplated as an 18-month activity spanning FY13 and FY14. The FY14 portion of the contract budget is \$430,000.

Staff is now recommending that the COA SOW be amended to include additional work on the Riverside Transit Center site selection and additional outreach as part of the overall COA. The following is a description of the expanded scope and associated cost for each item:

1. Riverside Transit Center – This task is being amended to include a more detailed analysis of stop transfer locations, operational implications, and a phasing approach. The total cost adjustment to this task is \$69,432.
2. COA Outreach – This task is being amended to include 21 additional outreach events and meetings as well as development of a proposed recommendations brochure. The total cost adjustment to this task is \$75,000.

The total increase for the two items described above is \$144,432, bringing the FY14 budget for the COA to \$574,432. The total contract value to TMD for the COA would increase to \$927,716.

In total, the requested increase in the Services budget is \$144,432.

Materials and Supplies

This area includes, but is limited to, the Agency's fuel and parts expenses. While these items are subject to volatility, no change, in aggregate, is anticipated for this family of cost objectives.

Other Expenses

Other expenses encompass the cost elements of Utilities, Insurance, Taxes, Advertising, Dues/Subscriptions, Training, and other miscellaneous expenses. No change, in aggregate, is anticipated for this family of cost objectives.

New Federal Grant Funds Programming

When the FY14 Operating Budget was prepared, the Agency was experiencing federal grant award delays attributed to the 13c/PEPRA issue. Budgeting conservatively, and with Riverside County Transportation Commission (RCTC) staff agreement, new federal funding under Section 5316 Job Access/Reverse Commute (JARC) and 5317 New Freedoms (NF) was not programmed for their assumed coverage of FY14 eligible expenses. Instead, and per the direction of RCTC staff, Local Transportation Funds (LTF) were programmed to cover the expenses of these activities with the exception of the Travel Training Specialist position discussed earlier and later in this report.

Funding provided under these grants will supplant the programmed LTF funding to cover the Travel Training Program, fixed route service on five routes, and related administrative costs. Formally programming these funds into the FY14 SRTP and budget allows for the Agency, RCTC, and the Southern California Association of Governments (SCAG) to fully recognize the approval of these funds and their anticipated use in both FY14 and FY15.

The NF grant was awarded in August. The overall grant funding represents coverage of the Travel Training Program for the remainder of FY14 and all of FY15. Further, the grant included funding for an additional Travel Training Specialist who would provide outreach to the disabled veteran community. Thus, approval of this item would increase budgeted positions at the Agency by one. The budgeted amount of the grant funding for this

position in FY14 is \$19,585. The amount of operating funding represented in this request represents only the FY14 portion. FY15 funding will be programmed in the FY15 SRTP and budget.

The award of the JARC grant was delayed due to both the 13c/PEPRA issue as well as the 16-day Federal government shutdown in October 2013. Staff recently received notification from the Federal Transit Administration to move forward with the grant application approval process, signaling that the funds will be awarded in the not-too-distant future. JARC funding will support fixed route service on routes 3, 61, 74, 79, and 208. The amount of operating funding represented in this request represents only the FY14 portion. FY15 funding will be programmed in the FY15 SRTP and budget.

In summary, the awarded NF and pending JARC funding and related programming/de-programming of LTF and Measure A as local match is now being included in the FY14 budget is as follows:

JARC/NF Projects	JARC	NF	Meas A	LTF	Total	Comment
Travel Training		\$143,941		(\$124,356)	\$19,585	New position
JARC Service	\$216,044		\$14,333	(\$230,377)	\$0	
Admin Fee	\$23,273	\$20,988		(\$44,261)	\$0	
Operating Amendment	\$239,317	\$164,929	\$14,333	(\$398,994)	\$19,585	

Operating Budget Summary

The FY14 adopted Operating budget is \$61,181,842. The recommended changes discussed above would increase the FY14 Operating Budget by \$728,564. Thus, the mid-year FY14 Operating Budget would grow to \$61,910,406.

An Operating Budget comparison is shown below. The comparison depicts the change in cost elements from the FY14 adopted Operating Budget to the FY14 proposed mid-year Operating Budget.

	FY14 Adopted	FY14 Midyear	Change Incr.+/ (Decr.)	Comment
Salaries and Benefits	\$ 30,448,043	\$ 30,527,013	\$ 78,970	3 positions
Services	3,255,464	3,399,896	144,432	COA
Materials & Supplies	3,745,562	3,745,562	-	
Purchased Transportation	20,910,887	21,416,049	505,162	New DAR contractor
Other Expenses	2,821,886	2,821,886	-	
Total Operating Expenses	\$ 61,181,842	\$ 61,910,406	\$ 728,564	

Operating Revenues

With the changes described above, FY14 Operating Revenues, in aggregate, are available to support the proposed Operating Budget expense increases.

The table below summarizes the operating revenue source changes encompassed in this request. It should be noted that LTF revenues, through the first half of the fiscal year, are growing at twice the rate projected/budgeted by RCTC. In fact, RCTC will be issuing revised FY14 funding projections for both LTF and Measure A in the near future.

Operating Revenue	LTF	LTF Carryover	Meas A	5307	5309 Carryover	JARC	NF	All Other	Total
Adopted SRTP Operating Revenue	\$34,000,000	\$0	\$2,859,708	\$11,760,000	\$161,250	\$422,000	\$52,000	\$11,926,884	\$61,181,842
JARC/NF Projects	(\$398,994)		\$14,333			\$239,317	\$164,929		\$19,585
New DAR Contractor	\$343,510			\$161,652					\$505,162
Servicer Position Add	\$4,579			\$18,318					\$22,897
HR Manager Add	\$36,488								\$36,488
COA Study	\$75,000	\$13,886			\$55,546				\$144,432
Total Operating Revenue Amendment	\$60,583	\$13,886	\$14,333	\$179,970	\$55,546	\$239,317	\$164,929	\$0	\$728,564
Proposed SRTP Operating Revenue	\$34,060,583	\$13,886	\$2,874,041	\$11,939,970	\$216,796	\$661,317	\$216,929	\$11,926,884	\$61,910,406

Farebox Recovery Ratio Impact

A predetermined farebox ratio target of 17.55 percent was developed by Agency staff and approved by both the RCTC and Caltrans for FY14. Once the target is established, it cannot be revised. With the proposed increase to the FY14 mid-year Operating Budget, a revised budgeted Farebox Recovery Ratio of 22.64 percent is still compliant with the established target.

Capital Budget

The following items are requested for inclusion in an amendment to the current Board-approved Capital Budget:

RCTC Multi-funding Call for Projects

In September, staff applied for capital funding for two different projects under the RCTC Multi-funding Call for Projects (Call). The projects applied for were Route 1 Limited Stop Service and Intelligent Transportation System for Transit (ITS). The Board ratified the grant applications for these projects at the September 2013 Board of Directors meeting.

As of the writing of this report, staff has been verbally notified by RCTC staff of their recommendation to fully fund the Agency's two projects submitted under the Call. The RCTC Board of Commissioners will be considering the approval of the funding of these projects at the Commission's January 8, 2014 meeting – the same day as the RTA Budget and Finance Committee Meeting to consider this staff report. Staff will be able to provide a verbal update on the RCTC Board action at the RTA Budget and Finance Committee meeting.

Capital related to the Route 1 Limited Stop Service is for 14 heavy-duty compressed natural gas (CNG) buses. These buses will be purchased under the contract option with Gillig LLC and be funded with Congestion Mitigation Air Quality (CMAQ) and LTF. With a manufacturing lead time of 13 months, these buses are anticipated to be delivered in the first quarter of 2015.

The ITS capital will fund the development and implementation of the Agency's next generation ITS, which will be deployed on all fixed route revenue vehicles. The Board approved a contract award to Clever Devices at the November 2013 Board of Directors meeting. The ITS will be funded with CMAQ and LTF, as well as previously programmed JARC.

It should be noted that part of the original FY14 Capital Budget was the re-programming of LTF and State Transit Assistance (STA) funds from the procurement of heavy-duty CNG buses to the ITS project. This re-programming was done as a precautionary measure as there was no guarantee of an award under the RCTC Call. Assuming approval by RCTC for the ITS project funding discussed above, staff would like to reprogram the ITS LTF and STA funds back to the purchase of heavy-duty CNG buses. The net effect of this reprogramming action on the Agency's FY14 Capital Budget is zero.

New Freedom Grant Funds Programming – Travel Training

The NF grant for the Travel Training Program discussed earlier in the staff report also included a capital component. The NF grant included funding for a work station and information technology to support the additional Travel Training Specialist who would provide outreach to the disabled veteran community. The amount of grant funding, including local match, to be included in the FY14 Capital Budget to support this position is \$5,000.

A summary of the capital funding requests discussed above is as follows:

Capital Revenue	LTF	STA	CMAQ	NF	All Other	Total
Adopted SRTP Capital Revenue	\$0	\$752,066	\$0	\$0	\$16,907,858	\$17,659,924
Travel Training Projects	\$1,000			\$4,000		\$5,000
Revenue Vehicles - Heavy Duty - Rte 1 LTD	\$2,012,500		\$6,037,500			\$8,050,000
ITS for Transit	\$998,101		\$4,125,000			\$5,123,101
ITS	(\$1,163,866)	(\$3,175,634)				(\$4,339,500)
Revenue Vehicles - Heavy Duty Expansion	\$1,163,866	\$3,175,634				\$4,339,500
Total Capital Revenue Amendment	\$3,011,601	\$0	\$10,162,500	\$4,000	\$0	\$13,178,101
Proposed SRTP Capital Revenue	\$3,011,601	\$752,066	\$10,162,500	\$4,000	\$16,907,858	\$30,838,025

Fiscal Impact:

The adopted FY14 Operating Budget is \$61,181,842. The changes discussed above represent an increase of \$728,564. Thus, the revised FY14 Operating Budget would be \$61,910,406. This amount is fully funded with Federal, State, local and other revenue sources. Further, with these changes, the Agency will meet or exceed the mandatory Farebox Recovery Ratio target for FY14.

The adopted FY14 Capital Budget is \$17,659,924. The changes discussed above represent an increase of \$13,178,101. Thus, the revised FY14 Capital Budget would be \$30,838,025. This amount is fully funded with Federal, State, and local revenue sources.

Recommendation:

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

- Adopt the proposed mid-year changes to the FY14 Operating Budget
- Adopt the proposed mid-year changes to the FY14 Capital Budget, pending formal RCTC approval of the proposed CMAQ and LTF funding for the Route 1 Limited Stop Service buses and the ITS project
- Direct staff to seek full RCTC approval of the requested changes identified in this report
- Direct staff to prepare appropriate amendments to the FY14 SRTP as a result of this action
- Direct staff to implement the changes identified in this request