



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, APRIL 2, 2014, 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 – MARCH 5, 2014 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 – FEBRUARY 2014 (P.6)</u>	RECEIVE AND FILE
B. <u>PERSONNEL REPORT – FEBRUARY 2014 (P.9)</u>	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.

ITEM

RECOMMENDATION

6. COA PRELIMINARY SERVICE RECOMMENDATIONS

PRESENTATION

7. BOARD MEMBER COMMENTS AND REMARKS

8. OTHER BUSINESS

9. NEXT MEETING

BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
WEDNESDAY, MAY 7, 2014
2:00 P.M.
RTA HEADQUARTERS
1825 THIRD STREET
RIVERSIDE, CA 92507

10. ADJOURN

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
March 5, 2014

1. CALL TO ORDER

Committee Chair Edgerton called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on March 5, 2014, in the RTA Board Room.

2. SELF-INTRODUCTIONS

Self-introductions of those in attendance took place.

Committee Members Attending

1. Committee Chair Wallace Edgerton, City of Menifee, Deputy Mayor
2. Second Vice-Chairwoman Ella Zanowic, City of Calimesa, Councilmember
3. Director Art Welch, City of Banning, Mayor Pro Tem
4. Director Ike Bootsma, City of Eastvale, Mayor
5. Director Daryl Hickman, City of Lake Elsinore, Councilmember
6. Director Jesse Molina, City of Moreno Valley, Councilmember
7. Director Julio Rodriguez, City of Perris, Councilmember
8. Director Andy Melendrez, City of Riverside, Councilmember
9. Director Bridgette Moore, City of Wildomar, Councilmember
10. Alternate Jerry Sincich, County of Riverside, District I, Member-At-Large
11. Alternate Donna Johnston, County of Riverside, District II, Member-At-Large

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. Rohan Kuruppu, Director of Planning
6. Jim Kneepkens, Director of Marketing
7. Vince Rouzaud, Chief Procurement and Logistics Officer
8. Bob Bach, Director of Maintenance
9. Rick Kaczerowski, Director of Information Technologies
10. Virginia Werly, Director of Contract Operations
11. Brad Weaver, Marketing Manager
12. Laura Camacho, Director of Human Resources
13. Lorelle Moe-Luna, Senior Planner
14. Natalie Zaragoza, Contracts Manager
15. Eric Ustation, Government Affairs Representative

Other Attendees:

1. Frank Johnston, City of Jurupa Valley, Mayor
2. Jeff Comerchero, City of Temecula, Mayor Pro Tem
3. Berwin Hanna, City of Norco, Mayor
4. Ron Roberts, County of Riverside, District III, Legislative Assistant
5. Linda Krupa, City of Hemet, Councilmember
6. Melissa Davidson, TMD, Associate
7. Russell Chisholm, TMD, President/Project Director
8. China Langer, TMD, Project Manager

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – FEBRUARY 5, 2014 COMMITTEE MEETING

M/S/C (ZANOWIC/BOOTSMA) approving the minutes of the February 5, 2014 Committee meeting.

The motion carried unanimously.

5. CONSENT CALENDAR

M/S/C (BOOTSMA/WELCH) approving the receipt and file of item A – Transportation Center Monthly Report – January 2014.

The motion carried unanimously.

M/S/C (BOOTSMA/WELCH) approving the receipt and file of item B – Personnel Report – January 2014.

The motion carried unanimously.

6. AUTHORIZATION TO HOLD A PUBLIC HEARING AND APPROVE PROPOSED CHANGES FOR THE MAY 2014 SERVICE PERIOD

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

- Authorization to hold a public hearing and approve proposed changes for the May 2014 service period.

The motion carried unanimously.

Director Rodriguez arrived at the meeting at 1:04 p.m.

7. COMPREHENSIVE OPERATIONAL ANALYSIS (COA) FINDINGS, STRATEGIES AND GUIDING PRINCIPLES PRESENTATION

Mr. Kuruppu introduced Mr. Russ Chisholm, President of TMD. Mr. Chisholm presented the COA findings, strategies and guiding principles.

8. BOARD MEMBER COMMENTS

None.

9. OTHER BUSINESS

None.

10. NEXT MEETING

Board Administration and Operations Committee Meeting
Wednesday, April 2, 2014
1:00 p.m.
RTA Headquarters
1825 Third Street
Riverside, CA 92507

11. MEETING ADJOURNMENT

The meeting was adjourned at 2:03 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 2, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – February 2014

Summary: In February 2014, the Customer Information Center answered 33,113 calls, a .6% increase compared to February 2013. Calls included 190 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,094, a 5.8% increase compared to February 2013. A total of 45,207 calls were received between the two call centers, which reflects a 1.9% increase compared to the same period last year.

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

Recommendation:

Receive and file.

Riverside Transit Agency

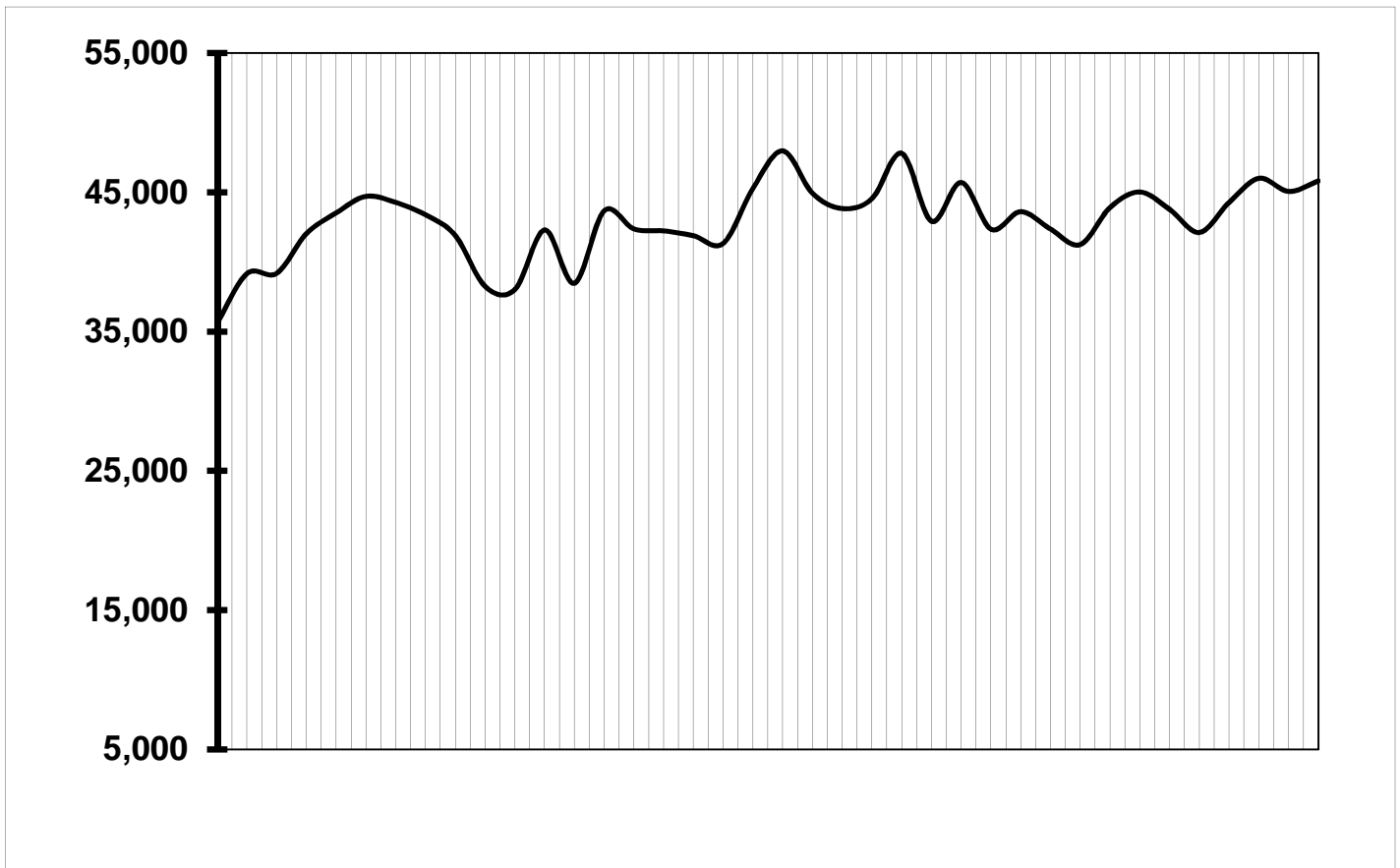
February 2014 Transportation Center Call Totals

Customer Information Center (CIC)	February 2014	February 2013	Percent Change
Information Calls	32,923	32,727	0.6%
Complaints	116	143	-18.9%
Comments	47	41	14.6%
Commendations	27	14	92.9%
Total CIC Calls	33,113	32,925	0.6%

Dial-A-Ride (DAR)

Total DAR Calls	12,094	11,434	5.8%
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Total Calls	45,207	44,359	1.9%
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Complaints, Comments & Commendations

Valid Complaints

Category	February 2014	February 2013	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	10	6	10	0.13
Careless Driving	13	21	15	0.16
Conduct	0	0	1	0.00
Crowded	13	28	19	0.16
Customer Service	1	2	2	0.01
Early Bus	14	8	16	0.18
Fare Dispute	1	10	6	0.01
Late Bus	0	6	6	0.00
Missed Transfer	39	24	30	0.49
No Show	7	7	11	0.09
Passed By	2	8	6	0.03
Passenger Conduct	11	18	18	0.14
Other	5	5	4	0.04
Total	116	143	143	1.44

Ridership

	February 2014	February 2013	12 Month Average per Month
All services	788,951	768,837	787,157

Comments

	February 2014	February 2013	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	47	41	42	0.60

Commendations

	February 2014	February 2013	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	27	14	29	0.34

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 2, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Director of Human Resources

SUBJECT: Personnel Report – February 2014

Summary: The attached reports summarize personnel activity that occurred in February 2014. 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 2014

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
Human Resources Manager	1	0
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	11	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>13</u>	<u>13</u>
Department Subtotal	55	56

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>17</u>
Department Subtotal	24	22
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	199
Part-Time ¹	<u>22</u>	<u>27</u>
Department Subtotal	252	254
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>1</u>
Department Subtotal	11	11
PLANNING		
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
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	1
Buyer	1	1
Parts Clerk	<u>4</u>	<u>4</u>
Department Subtotal	12	11
Totals	386	384

¹The Agency experienced the following extended leaves of absences: 8 Coach Operators on workers' compensation, and 5 Coach Operators on disability leave.

TOTAL WORKFORCE AND UTILIZATION ANALYSIS

POSITION CLASSIFICATION	TOTAL EMPLOYEES	% OF MINORITY EMPLOYEES	% OF FEMALE EMPLOYEES	2000 CENSUS AVAILABILITY		UNDERUTILIZED	
				%MIN	%FEM	MIN	FEM
Executive/First/Mid Level Officials & Managers	47	55.3%	27.7%	31.4%	39.9%	No	Yes
Professionals	14	28.6%	28.6%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	44	65.9%	81.8%	48.6%	72.8%	No	No
Operatives	226	71.2%	42.5%	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	14	85.7%	0.0%	59.2%	56.2%	No	Yes
Total	384						

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	3	3	0	0	0	0	0	0	0	2	0	0	0	0	0
Operations	7	4	6	0	3	7	2	0	1	0	3	1	0	2	0	0
	(24)				(12)				(7)				(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>
Coin Counter	123	34%	59%
Human Resources	32	53%	66%

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	6	6		1	5											6
Promotions	0															0
Transfers	0															0
Demotions	0															0
Terminations	0															0
Resignations	1		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	3
Resignations	4	5
Retirements	0	8
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