



**BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
WEDNESDAY, OCTOBER 1, 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 – SEPTEMBER 10, 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 to be pulled from the calendar for separate discussion.	
A. <u>PERSONNEL REPORT – AUGUST 2014 (P.7)</u>	RECEIVE AND FILE
B. <u>TRANSPORTATION CENTER MONTHLY REPORT – AUGUST 2014 (P.14)</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.

<u>ITEM</u>	<u>RECOMMENDATION</u>
6. <u>AUTHORIZATION TO HOLD A PUBLIC HEARING AND APPROVAL OF PROPOSED CHANGES FOR THE JANUARY 2015 SERVICE PERIOD (P.17)</u>	APPROVE
7. <u>UPDATE ON COMMENTS RECEIVED ON THE COMPREHENSIVE OPERATIONAL ANALYSIS (COA) DRAFT 10-YEAR NETWORK PLAN AND STAFF RESPONSES, AND CHANGE THE PUBLIC HEARING CLOSURE DATE TO JANUARY 22, 2015 (P.21)</u>	APPROVE
8. <u>BOARD MEMBER COMMENTS AND REMARKS</u>	
9. <u>OTHER BUSINESS</u>	
10. <u>NEXT MEETING</u> BOARD ADMINISTRATION AND OPERATIONS COMMITTEE WEDNESDAY, NOVEMBER 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
September 10, 2014

1. CALL TO ORDER

Committee Chair Edgerton called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on September 10, 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 Mark Yarbrough, City of Perris, Councilmember
6. Director Daryl Hickman, City of Lake Elsinore, Councilmember
7. Director Andy Melendrez, City of Riverside, Councilmember
8. Director Bridgette Moore, City of Wildomar, Councilmember
9. Director Jesse Molina, City of Moreno Valley, Mayor
10. Alternate Donna Johnston, County of Riverside, District II, Member-At-Large

Committee Members Absent

1. Director Kevin Jeffries, County of Riverside, District I

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Tammi Ford, 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. Rohan Kuruppu, Director of Planning
7. Jim Kneepkens, Director of Marketing
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, Chief Administrative Services Officer
13. Natalie Zaragoza, Contracts Manager
14. Eric Ustation, Government Affairs Representative
15. Joan Hepworth, Deputy Clerk of the Board
16. Cecilia Perez, Risk Manager

Other Attendees:

1. Berwin Hanna, City of Norco, Mayor
2. Frank Johnston, City of Jurupa Valley, Mayor
3. Eric Lewis, City of Moreno Valley

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – JULY 2, 2014 COMMITTEE MEETING

M/S/C (BOOTSMA/HICKMAN) approving the minutes of the July 2, 2014 Committee meeting.

The motion carried unanimously.

Andy Melendrez arrived at the meeting at 1:05 p.m.

Mark Yarbrough arrived at the meeting at 1:05 p.m.

Jesse Molina arrived at the meeting at 1:07 p.m.

5. CONSENT CALENDAR

M/S/C (MOORE/WELCH) approving the receipt and file of Item A – Personnel Report – June and July 2014.

The motion carried unanimously.

M/S/C (MOORE/WELCH) approving the receipt and file of Item B – Transportation Center Monthly Report – June and July 2014.

The motion carried unanimously.

6. FREE BUS RIDES ON NEW YEAR'S EVE

M/S/C (WELCH/ZANOWIC) 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 2:30 p.m. to the end of business on Wednesday, December 31, 2014.

The motion carried unanimously.

7. AUTHORIZATION TO CHANGE THE DATE OF BOARD OF DIRECTORS MEETING SCHEDULED FOR NOVEMBER 20, 2014

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

- Approve changing the date of the regularly scheduled Board of Directors Meeting set for November 20, 2014, to Thursday, November 13, 2014, to ensure that a quorum will be present.

The motion carried unanimously.

8. PROMENADE MALL BUS STOP IMPROVEMENT PROJECT – DEVELOPMENT OF A CONCEPTUAL PLAN

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

- Authorize staff to initiate the Promenade Mall Bus Stop Improvement Project and development of a conceptual plan.

The motion carried unanimously.

9. STATUS OF DOWNTOWN RIVERSIDE PLAN

Mr. Kuruppu provided an update on the downtown Riverside plan.

10. BOARD MEMBER COMMENTS AND REMARKS

Director Bootsma announced on September 11th the City of Eastvale will be holding a 9/11 celebration at Station 27 at 6:45 a.m. and everyone is welcome to attend.

Alternate Donna Johnston announced that the Northwest T-NOW Chapter has launched their video contest. She stated that information has been sent to all the schools, and reminded everyone to get advertising out about the contest. She also stated the contest was not just for students, that anyone within the Northwest district could participate.

Director Moore announced that the COA Outreach Open House was very well attended, noting that the Mayor of Wildomar personally handed out flyers to the event.

Director Welch announced that on September 11th, the Mt. San Jacinto Community College Banning campus will be holding a 9/11 program and they are hoping it will be well attended. Director Welch also remarked that Banning held their annual Stagecoach Days and it was a great success. He thanked RTA and Mr. Ustation for providing two trolleys for the parade on Saturday. Local seniors rode on the trolleys in the parade and were later treated to a BBQ.

Director Edgerton announced that he had visited a couple of COA outreach events and was very impressed with the responsiveness of the RTA staff. He also remarked that he felt the future for public transportation lies with our students, who appreciate the ideas of sustainability and walkability. He also remarked that he felt RTA should be more visible on the college campuses and encouraged staff to conduct more RTA outreach sessions on the campuses.

11. OTHER BUSINESS

None.

12. NEXT MEETING

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

13. MEETING ADJOURNMENT

The meeting was adjourned at 1:39 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 1, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Director of Human Resources

SUBJECT: Personnel Report – August 2014

Summary: The attached report summarizes personnel activity that occurred in August 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
August 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
Grants Financial Administrator	1	1
Accounting Supervisor	1	1
Grants Financial Analyst	1	0
Payroll Coordinator	1	1
Revenue Account Coordinator	1	1
Accounts Payable Clerk	1	1
Accounts Receivable Clerk	1	1
Currency Processor	<u>2</u>	<u>2</u>
Department Subtotal	12	11
<u>HUMAN RESOURCES</u>		
Chief Administrative Services Officer	1	1
Human Resources Manager	1	0
Labor Relations Officer	1	1
Training Manager	1	1
Training Instructor	3	2
Benefits Administrator	1	1
Human Resources Specialist	1	0
Human Resources Clerk	2	1
Receptionist	<u>1</u>	<u>0</u>
Department Subtotal	12	7
<u>RISK MANAGEMENT</u>		
Risk Manager	1	1
Safety & Security Officer	1	0
Risk Management Specialist	1	1
Risk Management Clerk	<u>1</u>	<u>0</u>
Department Subtotal	4	2
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Analyst	1	1
IT Technician	<u>1</u>	<u>0</u>
Department Subtotal	4	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	2	1
Groundskeeper	1	1
Mechanic	28	27
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>14</u>	<u>15</u>
Department Subtotal	58	57

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, Senior Lead	1	1
Customer Information Clerk, On-Call	<u>19</u>	<u>21</u>
Department Subtotal	24	26
OPERATIONS		
Chief Operating Officer	1	1
Operations Manager	1	1
Executive Assistant/Deputy Clerk of the Board	1	1
Operations Supervisor	15	15
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	9	7
Surveyor	2	2
Transit Clerk	2	1
Coach Operator		
Full-Time ¹	217	230
Part-Time	<u>30</u>	<u>3</u>
Department Subtotal	280	263
CONTRACT OPERATIONS		
Director of Contract Operations	1	1
Contract Operations Manager	1	1
Contract Operations Specialist	2	2
ADA Certification Specialist	2	2
Travel Training Supervisor	1	1
Travel Training Specialist	4	3
Medi-Cal Administrative Activity (MAA) Coordinator	1	1
Contract Operations Administrative Clerk	<u>1</u>	<u>1</u>
Department Subtotal	13	12
PLANNING		
Director of Planning	1	1
Grants Manager	1	1
Planning & Scheduling Manager	1	0
Project Manager	1	1
Scheduling Analyst	1	1
Planning Analyst	1	1
Planning & Programming Specialist	2	1
Scheduling Specialist	1	0
Planning Technician	<u>1</u>	<u>0</u>
Department Subtotal	10	6
PURCHASING		
Chief Procurement & Logistics Officer	1	1
Contracts Manager	1	1
Contracts Administrator	2	2
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>4</u>	<u>3</u>
Department Subtotal	10	9
Totals	429	398

¹The Agency experienced the following extended leaves of absences: 9 Coach Operators on workers' compensation, and 3 Coach Operators on disability leave. In addition, Agency is temporarily hiring full-time operators to meet service demands.

TOTAL WORKFORCE AND UTILIZATION ANALYSIS

POSITION CLASSIFICATION	TOTAL EMPLOYEES	% OF MINORITY EMPLOYEES	% OF FEMALE EMPLOYEES	CENSUS AVAILABILITY		UNDERUTILIZED	
				%MIN	%FEM	MIN	FEM
Executive/First/Mid Level Officials & Managers	48	52.1%	27.1%	31.4%	39.9%	No	Yes
Professionals	16	31.3%	31.3%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	48	68.8%	75.0%	48.6%	72.8%	No	No
Operatives	233	71.7%	42.9%	69.9%	70.8%	No	Yes
Craft Workers	28	64.3%	0.0%	48.2%	5.6%	No	Yes
Laborers	9	44.4%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	16	93.8%	0.0%	59.2%	56.2%	No	Yes
Total	398						

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	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0
Operations	3	12	8	1	3	8	5	0	1	1	0	1	1	1	0	0
	(26)				(16)				(4)				(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>
Customer Information Clerk, On-Call	55	76%	65%
Human Resources Specialist Recruitment	13	77%	77%
Parts Clerk	14	64%	21%
Receptionist	79	68%	82%

PERSONNEL ACTIVITY

Full-Time and Part-Time:

Personnel Activity	All Employees			Minority Employees Male						Minority Employees Female						Total Minorities
	Total	Male	Female	AA	HISP	API	AIAN	NHOPI	MULTI	AA	HISP	API	AIAN	NHOPI	MULTI	Total
Activity																
New Hires	7	6	1		3											3
Promotions	0															0
Transfers	0															0
Demotions	0															0
Terminations	2		2	1	1											2
Resignations	1	1														0
Retirements	2	1	1							1						1
Other	0															0

FOR FISCAL YEAR 07/01/14 THROUGH 06/30/15
FULL-TIME SEPARATIONS

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

FOR FISCAL YEAR 07/01/13 THROUGH 06/30/14
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Other</u>
Terminations	1	6
Resignations	5	9
Retirements	1	13
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

October 1, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – August 2014

Summary: In August 2014, the Customer Information Center answered 34,413 calls, an 8.1% increase compared to August 2013. Calls included 218 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 15,575, a 21.6% increase compared to August 2013. A total of 49,988 calls were received between the two call centers, which reflects a 12% 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

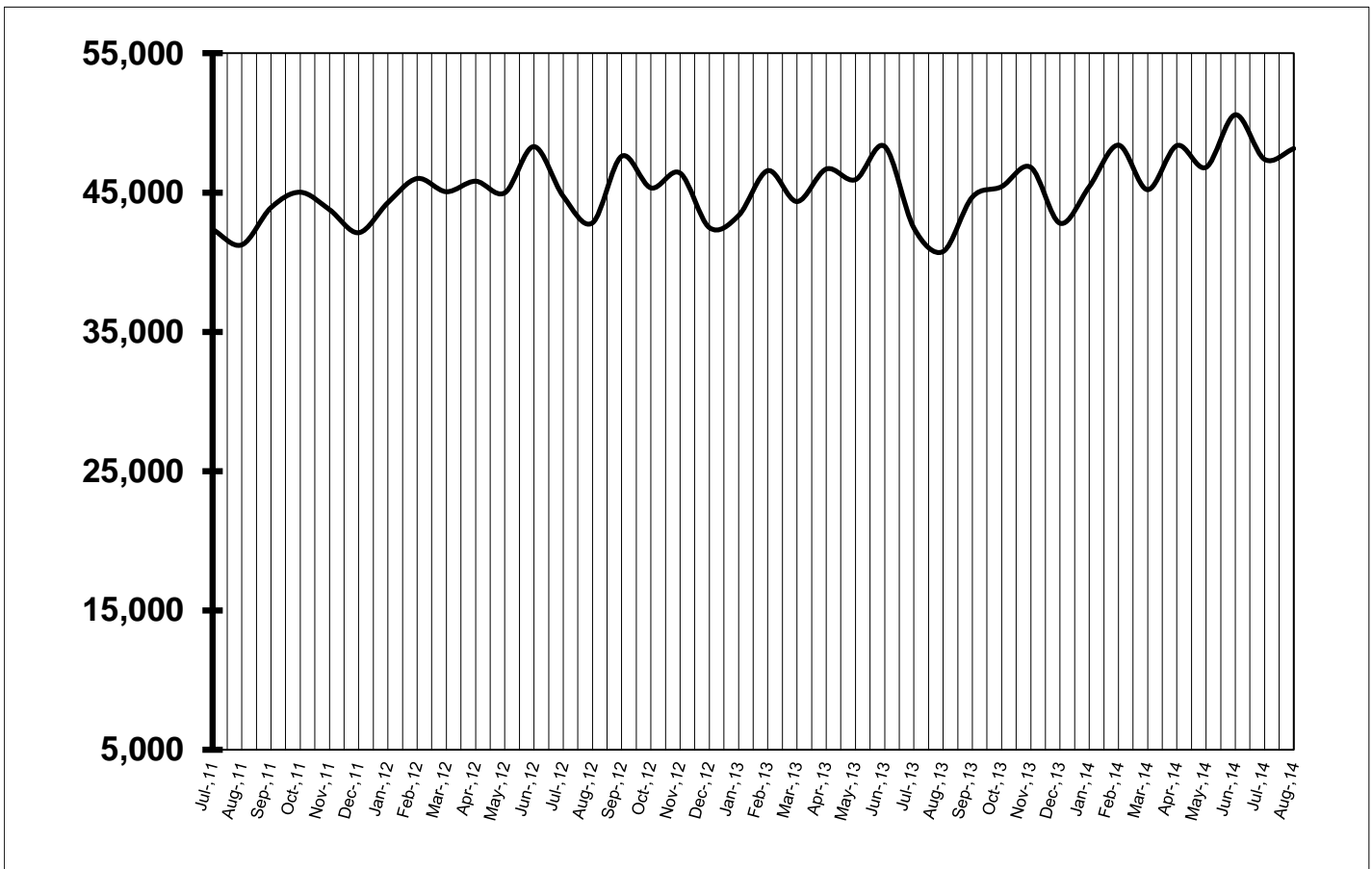
August 2014 Transportation Center Call Totals

Customer Information Center (CIC)	August 2014	August 2013	Percent Change
Information Calls	34,195	31,627	8.1%
Complaints	106	122	-13.1%
Comments	91	57	59.6%
Commendations	21	35	-40.0%
Total CIC Calls	34,413	31,841	8.1%

Dial-A-Ride (DAR)

Total DAR Calls	15,575	12,804	21.6%
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Total Calls	49,988	44,645	12.0%
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Complaints, Comments & Commendations

Valid Complaints

Category	August 2014	August 2013	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	9	11	7	0.12
Careless Driving	15	12	14	0.19
Conduct	0	0	1	0.00
Crowded	0	0	1	0.00
Customer Service	6	17	16	0.08
Early Bus	3	0	2	0.04
Fare Dispute	15	14	15	0.19
Late Bus	5	9	5	0.06
Missed Transfer	5	8	4	0.06
No Show	27	25	26	0.35
Passed By	4	11	9	0.05
Passenger Conduct	9	6	5	0.12
Other	8	9	10	0.03
Total	106	122	113	1.28

Ridership

	August 2014	August 2013	12 Month Average per Month
All services	778,809	765,151	802,683

Comments

	August 2014	August 2013	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	91	57	40	1.17

Commendations

	August 2014	August 2013	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	21	35	26	0.27

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 1, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Rohan Kuruppu, Director of Planning
SUBJECT: Authorization to hold a Public Hearing and Approval of Proposed Changes for the January 2015 Service Period

Summary: Under Federal Transit Administration (FTA) guidelines as stated in FTA Circular 9030.1D, Chapter IV., Section 8.0, p. IV-13, and in the Agency's *Public Hearing Policy for Major Service and Fare Changes*, a public hearing must be held if routing and timetable changes increases or decreases 25 percent or more from its current configuration to provide the public the opportunity to comment on the proposed change.

Some service enhancements proposed for January 2015 meet this threshold and are listed below, along with other notable changes taking place during the same period that do not necessarily meet the threshold but are included in the comment process for the benefit of the public. Changes would take effect beginning Sunday, January 11, 2015 unless otherwise noted. The public hearing for these changes will be held at the November 13, 2014 RTA Board meeting.

- ***Route 1 Improved frequency weekdays and extension of late night trips to Corona.*** This service is the highest ridership route in the RTA network. It operates between UCR, downtown Riverside, Galleria at Tyler Mall, and Corona via University and Magnolia Avenues.

The service is proposed to be increased from every 18 to every 15 minutes weekday afternoons (matching the morning frequency of service) to provide increased capacity to meet the high demand for this key RTA transit route.

In addition, the last four existing trips weekday and Saturday evenings and last two existing trips Sunday evenings are proposed to extend from Galleria at Tyler Mall to Corona. An additional trip will be added in each direction one hour after the existing last trips Saturday evenings. These changes are in response to many customer requests for later service.

- **Route 3 Improved frequency of service weekdays, expanded span of service weekdays, plus revised weekend service including addition of Sunday service.** In order to provide sufficient capacity for the Route 3 service between Corona, Norco, and Eastvale weekdays, where ridership has been especially high, the weekday service is proposed to increase from every 35-50 minutes to every 30 minutes daytime. Alternate trips are proposed to serve Swan Lake Village direct via Hamner Ave or Pats Ranch and Limonite Avenue.

Weekday Route 3 span of service is also proposed to expand to include 10 pm departures from Norco College (last services currently 8 pm northbound and 7 pm southbound). This is in response to requests from college students with late evening classes.

Weekends, the existing Route 3 Saturday service (added May 2014) is proposed to operate every 60 minutes (rather than the existing 45 minute service) in line with the ridership demand for this service Saturdays. Hourly Sunday service is also proposed to be added.

- **Route 15 Improved frequency and span of service weekdays and weekends** This third highest ridership route in the RTA system operates between downtown Riverside and western Riverside via Arlington and La Sierra Avenues.

The service is proposed to receive improved frequencies. Weekdays are proposed to increase from every 45 to every 30 minutes daytime, with weekend service proposed to increase from every 55 to every 45 minutes. This will help boost capacity and help continue to grow ridership. In addition, weeknight service will expand to last trips around 10 p.m. and Saturdays will extend to last trips around 9.00 p.m.

- **Route 16 Improved frequency and span weekends** This is the second highest ridership route in the RTA system, operating between downtown Riverside, UCR, and Moreno Valley Mall.

This service is proposed to receive improved frequency weekends, increasing from every 40 to every 30 minutes to boost capacity and help continue to grow ridership (weekdays already has 20 minute service). The last services Saturdays and Sundays are also proposed to operate later, with last departures approximately 9 pm Saturday and 7 pm Sunday.

- **Route 19 Improved frequency and/or Span of service weekdays and weekends.** This is the fourth highest ridership route in the RTA system, operating between Moreno Valley Mall and Perris Transit Center via Sunnymead and Perris Boulevards.

The service is proposed to increase from every 40-50 to every 30 minutes weekdays and increase from every 50-55 to every 30 minutes weekends. This will boost capacity and help continue to grow ridership. Last services Saturdays will be expanded to depart approximately 9 pm

- **Route 20 Improved frequency weekdays.** This is the seventh highest ridership route in the RTA system, operating between Riverside Magnolia Center and Moreno Valley (Riverside County Medical Center and Moreno Valley College) via Alessandro Boulevard.

This service is proposed to receive 45 minute service in place of the existing 65-70 minute service weekdays. In addition, an extra westbound service will be added to serve late lectures at Moreno Valley College.

- **Route 21 Earlier first service weekdays** This service links Country Village, Jurupa Valley (Pedley, Glen Avon) with Galleria at Tyler Mall. It is proposed to add an additional trip weekdays southbound at 5.15 a.m., an hour earlier than the existing first trip. This is in response to customer requests and makes this route more consistent with first weekday trip times on other routes.
- **Route 22 Improved weekend service frequency** This service is the sixth highest ridership route in the RTA system, linking downtown Riverside with Perris and Lake Elsinore via the Woodcrest, Glen Valley, Mead Valley, and Good Hope communities. It is proposed to improve the weekend frequency on this service from every 80 to every 60 minutes. It is also proposed to add last service weekdays one hour later at around 9.30 p.m. southbound.
- **Route 27 Improved weekday evening service and weekend service frequency** This service is the fifth highest ridership route in the RTA system, links Galleria at Tyler Mall at Riverside with Perris and Hemet via Van Buren Boulevard and Highway 74/Florida Avenue. It is also proposed to add extra services at 4:37 a.m. and 8:04 a.m. northbound and 7:09 a.m., 2:18 p.m. and 5:17 p.m. southbound trips to add capacity and improve reliability on this service. Also, last service weekdays would be one hour later at approximately 8.00 pm northbound (from Perris) and 9.30 p.m. southbound from Galleria at Tyler. It is also proposed to improve weekend frequency from 80 to 60 minutes.
- **Route 49 Improved weekday evening service and weekend service frequency** This route is the twelfth highest ridership but sixth most productive in the system. It links downtown Riverside with Jurupa Valley, and Country Village via Mission Boulevard. It is proposed to increase weekday frequency from 50-65 to 45 minutes.

- **Route 74 Improved weekday afternoon service frequency and span**
This route links San Jacinto, Hemet, Menifee, and Perris. It is proposed to increase weekday afternoon service frequency from 75-80 minute to 60 minute, expanding hours of service until last trips approximately 9 pm to better serve students at Mt San Jacinto College campuses at Menifee and San Jacinto.
- **Route 206 New stop at Tom's Farms** This CommuterLink service linking Temecula, Murrieta, Lake Elsinore, and Corona would add an additional stop at Tom's Farms in the community of Temescal Canyon south of Corona. This change is subject to a pending approval from CalTrans for a Park-n-Ride at this location, and the subsequent construction of required bus stop infrastructure.

Public Hearing Notification:

Publication of the public hearing to be conducted at the November 13, 2014 RTA Board meeting was made at least 30 days prior in newspapers, on the website, rider alerts, and other electronic communication methods such as Twitter, Facebook, and E-Alerts to notify customers of the proposed changes. The public was encouraged to make comments via email, phone, postal mail, or by attendance at the November 2014 Board meeting.

Per the FTA's Title VI Civil Rights Act of 1964, a service and fare equity analysis of a major service change is required. Staff completed a service assessment resulting in no identified disparate impacts or disproportionate burdens to minority or low-income individuals. Service improvements have been allocated consistently on the basis of highest service productivity or where resources need to be added to meet service capacity or reliability needs or meet the needs of workers or college students with late finishing jobs and classes.

Fiscal Impact:

An allowance for service improvements was included in the Board approved FY15 budget. The estimated total cost for FY15 of the proposed improvements is \$1,473,445. A shift in service hours from directly operated to contracted operations requires an adjustment to the operations contract for that mode.

Recommendation:

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

- Recommend authorization to hold a public hearing for the January 2015 service changes at the November 2014 RTA Board meeting.
- Recommend approval of proposed January 2015 service improvements.
- Authorize staff to amend all necessary contractual documents affected by the above proposed changes as appropriate and in accordance with Agency Procurement Policies.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 1, 2014

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Rohan Kuruppu, Director of Planning

SUBJECT: Update on Comments Received on the Comprehensive Operational Analysis (COA) Draft 10-Year Network Plan and Staff Responses, and change the Public Hearing Closure Date to January 22, 2015

Summary: In November 2012, the Board of Directors (Board) authorized staff to award a contract to Transportation Management & Design, Inc. (TMD) for the COA. The COA will serve as a blueprint for operational and capital enhancements over the next ten years. The COA is comprised of the following five (5) primary tasks:

1. Market Assessment - Includes on-board ride checks, on-board surveys, and non-user surveys, as well as an assessment of demographic, land use, trip generators and travel patterns in the region. Results of the analyses are used to identify unmet and future market needs, quantify the diverse set of development patterns in the region, and highlight key market opportunities for the Agency.
2. Service Assessment - Includes the evaluation of performance measurements by day of the week at the route, route segment, trip, and stop level for all existing fixed route services.
3. Service Framework, Strategies, and Service Standards - The results of the market and service assessments formed the basis for developing a clear transit vision within the Agency's service area. Through a collaborative process, the findings from the analysis will be synthesized into market priorities and service network design principles that include updated service standards, refreshed bus stop design guidelines, and the identification of rapid transit alternatives.
4. Stakeholder Outreach - Extensive public outreach is a vital opportunity for the community to provide input for the development of proposed service strategies, alternatives, and recommendations. All 18 cities, unincorporated communities, major colleges and universities, and several other stakeholders within the Agency's service area have been invited to participate. Since the commencement of the study, over 40 community meetings have been held.

5. Ten Year Network Plan – The final 10-Year Network Plan will include prioritized operational and capital recommendations to support the fixed route network over the next one to three years (short-term) based on available resources and funding, as well as mid- and long-term (four to six years and seven to ten years, respectively) that include a more generalized set of recommendations on a corridor and network level. The mid- and long-term periods will include recommendations based on future funding assumptions.

The COA is over ninety percent complete with the development of the Draft 10-Year Network Plan. The findings from the Market and Service Assessments, survey results, other project data, and passenger comments contributed to the development of service recommendations that were designed to grow system ridership while maintaining the financial stability of RTA. The Draft 10-Year Network Plan includes recommendations for each route on alignment, service frequency, and service span. The key focuses of the plan are to improve service frequencies, improve connectivity, provide more late night services, shorten passenger travel times, and improve passenger amenities.

Public Outreach Program:

The Board opened a public hearing period for the Draft 10-Year plan at its July 24th meeting. This public hearing will close with the approval of the final version of the 10-Year Network Plan at the January 2015 Board meeting. Because of the change of the November Board Directors meeting from November 20 to November 13, 2014, staff recommends changing the public hearing closure date to January 22, 2015.

During the months of August, September, and October, RTA and consultant staff conducted a significant outreach effort to obtain comments from stakeholders, riders and interested members of the community. Events were publicized through rider alerts, and other electronic communication methods such as Twitter, Facebook, and E-Alerts to notify customers. A Proposed 10-Year Transit Network Plan booklet was specially produced, which was made available on all buses and on-line. Events already held or scheduled throughout the RTA service area were as follows:

- Letters to elected officials and city staff.
- Rider drop-in sessions at eight key bus stops.
- Presentation at three community open houses.
- Drop-in sessions at five community college campuses and three university campuses.
- Presentation at all six Transportation Now groups, three MAC meetings, as well as for community of Home Gardens, Cities of Jurupa Valley, Wildomar, Lake Elsinore, and Riverside, Riverside Chamber of Commerce, and WRCOG.
- Meetings with RTA and contractor staff (especially bus operators)

Comments were recorded at the above meetings as well as the opportunity was available for people to phone, mail, or email comments to the agency.

Comments Received:

The outreach program has been successful in generating 375 comments from 600 individuals. The comments can be summarized as follows:

- Strong endorsement of plans to improve service frequencies and expand evening service hours on key lines.
- Strong endorsement on standardizing frequencies to improve connections.
- Strong endorsement of improving passenger amenities.
- Broad acceptance of downtown Riverside transit modernization plan
- Localized concerns (from multiple people) with individual route proposals:
 - Wildomar: Route 8
 - Hemet: Routes 31, 32/33/42 and 212
 - Metrolink Stations on Route 1
 - Olivewood Avenue Riverside: Route 12
 - Indiana Street Riverside: Route 14
 - Perris (Lowe's, Ross, Starcrest warehouses): Route 16

Staff and the consultant have developed solutions to address these localized concerns, in order to improve the plan's ability to grow ridership. Some issues can be addressed without additional cost. Others will add some costs, but are considered financially sustainable.

The comments received from this outreach process are critical to staff finalizing recommendations consistent with the study goals and public comments received. The final version of the 10-Year Network Plan will be presented for Committee review in November and Board consideration in January 2015. At that time, an implementation plan will be presented, including both short term (FY15) and longer term (FY16 and beyond) service improvements.

Fiscal Impact:

There is no new fiscal impact from the public outreach program costs, which were budgeted within the COA project budget.

Provisions have been made within the FY15 Agency Budget and Short Range Transit Plan (SRTP), as approved at the June 19 Board Meeting, to accommodate a set of short term service improvements resulting from the COA. Longer term improvements from the COA will be included in subsequent fiscal year budgets and SRTPs.

Recommendation:

Receive and recommend this item to the full Board of Directors for their information.