



September 2, 2015  
1:00 p.m.

## AGENDA

**Board Administration and Operations Committee Meeting  
Riverside Transit Agency – Board Room  
1825 Third Street  
Riverside, CA 92507**

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 Riverside Transit Agency Board of Directors during the meeting, should contact the Riverside Transit Agency Clerk of the Board, telephone number (951) 565-5044, no fewer than two business days prior to this meeting to enable the Riverside Transit Agency to make reasonable arrangements to assure accessibility or language assistance for this meeting.

Agenda item descriptions are intended to provide members of the public a general summary of business to be conducted or discussed. Posting of any recommended action on an agenda item does not indicate what action will be taken. The Board of Directors may take any action it believes is appropriate on the agenda item and is not limited in any way by the notice of any recommendation.

All documents related to any agenda item are available for public inspection at [www.riversidetransit.com](http://www.riversidetransit.com) or through the Clerk of the Board's office at the Riverside Transit Agency, 1825 Third Street, Riverside, CA 92507.

### ITEM

### RECOMMENDATION

1. CALL TO ORDER
2. SELF-INTRODUCTIONS

**ITEM**

**RECOMMENDATION**

**3. PUBLIC COMMENTS – NON-AGENDA ITEMS**

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. APPROVAL OF MINUTES – JULY 1, 2015, COMMITTEE MEETING (P.4)**

**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 to be pulled from the calendar for separate discussion.

**A. PERSONNEL REPORT – JUNE AND JULY 2015 (P.7)**

**RECEIVE AND FILE**

**B. TRANSPORTATION CENTER MONTHLY REPORT – JUNE AND JULY 2015 (P.20)**

**RECEIVE AND FILE**

**6. HOLIDAY EVENTS SCHEDULE (P.26)**

**APPROVE**

**7. FREE BUS RIDES ON NEW YEAR'S EVE (P.28)**

**APPROVE**

**8. AUTHORIZATION TO RENEW AGREEMENT NO. 15-026 WITH LA SIERRA UNIVERSITY FOR THE UNIVERSITY PASS PROGRAM (P.30)**

**APPROVE**

**9. BOARD MEMBER COMMENTS**

**10. ANOUNCEMENTS**

**ITEM**

**RECOMMENDATION**

**11. NEXT MEETING**

Administration and Operations Committee Meeting  
Wednesday, October 7, 2015, 1:00 p.m.  
Riverside Transit Agency  
1825 Third Street  
Riverside, CA 92507

**12. MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
Minutes  
July 1, 2015

1. CALL TO ORDER

Committee Chair Bootsma called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on July 1, 2015, in the RTA Board Room.

2. SELF-INTRODUCTIONS

Self-introductions of those in attendance took place.

Committee Members Attending

1. Committee Chair Ike Bootsma, City of Eastvale
2. First Vice-Chairwoman Ella Zanowic, City of Calimesa
3. Director Art Welch, City of Banning
4. Alternate Greg August, City of Menifee
5. Director Jesse Molina, City of Moreno Valley
6. Director Tonya Burke, City of Perris
7. Director Daryl Hickman, City of Lake Elsinore
8. Director Andy Melendrez, City of Riverside
9. Director Bridgette Moore, City of Wildomar
10. Alternate Jerry Sincich, County of Riverside, District I
11. Alternate Donna Johnston, County of Riverside, District II

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Tammi Ford, Clerk of the Board of Directors
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. Virginia Werly, Director of Contract Operations
10. Rick Kaczerowski, Director of Information Technologies
11. Natalie Zaragoza, Director of Contracts
12. Rosie Akopyan, Human Resources Manager
13. Brad Weaver, Marketing Manager
14. Eric Ustation, Government Affairs Manager
15. Joan Hepworth, Deputy Clerk of the Board of Directors
16. Joe Forgiarini, Planning and Scheduling Manager

Other Attendees:

1. Frank Johnston, City of Jurupa Valley, Council Member
2. Berwin Hanna, City of Norco, Council Member
3. Eric Lewis, City of Moreno Valley
4. China Langer, TMD
5. Melissa Davidson, TMD

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

Andy Melendrez arrived to the meeting at 1:02 p.m.

4. APPROVAL OF MINUTES – JUNE 3, 2015 COMMITTEE MEETING

M/S/C (HICKMAN/WELCH) approving the minutes of the June 3, 2015 Committee meeting.

The motion carried unanimously.

5. CONSENT CALENDAR

M/S/C (WELCH/ZANOWIC) approving the receipt and file of Item A – Personnel Report – May 2015.

The motion carried unanimously.

M/S/C (WELCH/ZANOWIC) approving the receipt and file of Item B – Transportation Center Monthly Report – May 2015.

The motion carried unanimously.

Donna Johnston arrived to the meeting at 1:05 p.m.

6. APPROVAL OF BUS STOP STRATEGIC POLICY

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

- Adopt Bus Stop Strategic Policy, including two-tier approach to allocation of amenities and bus stop spacing criteria.
- Direct agency staff to consult with city and county staff and elected officials on a Bus Stop Improvement Program, and to explore new options for sustainability of stop improvements.

The motion carried unanimously.

Comments were made by the following Board members: Director Daryl Hickman, Alternate Greg August, Director Jesse Molina and Director Bridgette Moore. Mr. Rubio made an announcement.

Tonya Burke left the meeting at 1:29 p.m.

7. NEXT MEETING

Board Administration and Operations Committee Meeting  
Wednesday, September 2, 2015, 1:00 p.m.  
RTA Headquarters  
1825 Third Street  
Riverside, CA 92507

8. MEETING ADJOURNMENT

The meeting was adjourned at 1:31 p.m.

DRAFT

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

September 2, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Reports - June and July 2015

Summary: The attached reports summarize personnel activity that occurred in June and July 2015. 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.

**PERSONNEL ACTIVITY - JUNE 2015**

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<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	1
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	12
<u>HUMAN RESOURCES</u>		
Chief Administrative Services Officer	1	1
Human Resources Manager	1	1
Labor Relations Officer	1	1
Training Manager	1	1
Training Instructor	3	1
Benefits Administrator	1	1
Human Resources Specialist	1	1
Human Resources Clerk	1	1
Admin Clerk - Human Resources	1	1
Receptionist	<u>1</u>	<u>1</u>
Department Subtotal	12	10
<u>RISK MANAGEMENT</u>		
Risk Manager	1	0
Safety & Security Officer	1	0
Risk Management Specialist	1	1
Risk Management Clerk	<u>1</u>	<u>0</u>
Department Subtotal	4	1
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Administrator	1	1
IT Technician	<u>1</u>	<u>1</u>
Department Subtotal	4	4
<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	2
Groundskeeper	1	1
Mechanic	28	28
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>13</u>	<u>9</u>
Department Subtotal	57	53
Item 5A		8



<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>MARKETING</u></b>		
Director of Marketing	1	1
Marketing Manager	1	1
Government Affairs Representative	1	1
Customer Information Supervisor	1	1
Customer Information Clerk, Senior Lead	1	1
Customer Information Clerk, On-Call	<u>19</u>	<u>18</u>
Department Subtotal	24	23
<b><u>OPERATIONS</u></b>		
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	10	10
Surveyor	0	0
Transit Clerk	2	1
Coach Operator		
Full-Time <sup>1</sup>	217	254
Part-Time	<u>30</u>	<u>1</u>
Department Subtotal	279	286
<b><u>CONTRACT OPERATIONS</u></b>		
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	4
Medi-Cal Administrative Activity (MAA) Coordinator	1	1
Contract Operations Administrative Clerk	<u>1</u>	<u>1</u>
Department Subtotal	13	13
<b><u>PLANNING</u></b>		
Director of Planning	1	1
Grants Manager	1	1
Planning & Scheduling Manager	1	1
Project Manager	1	1
Scheduling Analyst	1	1
Planning Analyst	1	1
Planning & Programming Specialist	2	2
Scheduling & Planning Specialist (new)	1	1
Scheduling Specialist	1	0
Planning Technician (new)	<u>1</u>	<u>0</u>
Department Subtotal	11	9
<b><u>PURCHASING</u></b>		
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>4</u>
Department Subtotal	10	10
<b>Totals</b>	<b>428</b>	<b>423</b>

<sup>1</sup>The Agency currently has 13 Coach Operators on extended leaves of absences due to work related injuries or due to disability

**WORKFORCE DATA - JUNE 2015**

<b>POSITION CLASSIFICATION</b>	<b>TOTAL EMPLOYEES</b>	<b>% OF MINORITY EMPLOYEES</b>	<b>% OF FEMALE EMPLOYEES</b>	<b>CENSUS AVAILABILITY</b>		<b>UNDERUTILIZED</b>	
				<b>%MIN</b>	<b>%FEM</b>	<b>MIN</b>	<b>FEM</b>
Executive/First/Mid Level Officials & Managers	34	67.6%	32.4%	38.2%	39.9%	Yes	Yes
Professionals	46	13.0%	43.5%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	32	25.0%	75.0%	48.6%	72.8%	Yes	No
Operatives	255	71.0%	45.1%	69.9%	70.8%	No	Yes
Craft Workers	35	59.3%	0.0%	48.2%	5.6%	Yes	Yes
Laborers	12	58.3%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	9	88.9%	0.0%	59.2%	56.2%	Yes	Yes
<b>Total</b>	<b>423</b>						

**DISCIPLINE - JUNE 2015**

DEPARTMENT	<u>WARNINGS, COUNSELINGS &amp; WRITTEN REPRIMANDS</u>								<u>SUSPENSIONS &amp; TERMINATIONS</u>							
	Male				Female				Male				Female			
	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)
Maintenance	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Operations	6	6	6	1	7	18	3	2	0	0	0	0	1	0	0	0
	(23)				(30)				(0)				(1)			

C=Caucasian, AA=African American, H=Hispanic, O=Other

**APPLICATIONS - JUNE 2015**

<b>POSITION TITLE</b>	<b>TOTAL APPLICANTS</b>	<b>RESPONDENTS TO EEO QUESTIONNAIRE</b>	<b>% OF MINORITY APPLICANTS</b>	<b>% OF FEMALE APPLICANTS</b>
Parts Clerk	75	75	29%	36%

**PERSONNEL ACTIVITY - JUNE 2015**

**Full-Time and Part-Time Employees**

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	6		6		1					1	3				1	1
Promotions	0															0
Transfers	0															0
Demotions	0															0
Terminations	3	3			1				2							0
Resignations	3	2	1	1	1					1						1
Retirements	2		2							2						2
Other	3				1				1					1		0

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

	<u>Administration</u>	<u>Other</u>
Terminations	4	24
Resignations	11	20
Retirements	0	10
Other	1	0

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

	<u>Administration</u>	<u>Other</u>
Terminations	0 1	16
Resignations	0 9	14
Retirements	0 1	12
Other	0 0	1

AA = African American  
HISP = Hispanic  
API = Asian/Pacific Islander  
AIAN = American Indian or Alaskan Native  
NHOPI = Native Hawaiian or Other Pacific Is  
MULTI = Two or More Races

**PERSONNEL ACTIVITY - JULY 2015**

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<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	1
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	12
<u>HUMAN RESOURCES</u>		
Chief Administrative Services Officer	1	1
Human Resources Manager	1	1
Labor Relations Officer	1	1
Benefits Administrator	1	1
Human Resources Specialist	1	1
Human Resources Clerk	1	1
Admin Clerk - Human Resources	1	1
Receptionist	<u>1</u>	<u>1</u>
Department Subtotal	8	8
<u>RISK MANAGEMENT</u>		
Risk Manager	1	1
Safety & Security Officer	1	0
Risk Management Specialist	<u>1</u>	<u>1</u>
Department Subtotal	3	2
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technology	1	1
ITS Administrator	1	1
Systems Administrator	1	1
IT Technician	<u>1</u>	<u>1</u>
Department Subtotal	4	4
<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	2
Groundskeeper	1	1
Mechanic	28	28
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>13</u>	<u>13</u>
Department Subtotal	57	57

<b>DEPARTMENT AND TITLE</b>	<b>BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b>MARKETING</b>		
Director of Marketing	1	1
Marketing Manager	1	1
Government Affairs Manager	1	1
Customer Information Supervisor	1	1
Customer Information Clerk, Senior Lead	1	1
Customer Information Clerk, On-Call	<u>20</u>	<u>20</u>
Department Subtotal	25	25
<b>OPERATIONS</b>		
Chief Operating Officer	1	1
Operations Manager	1	1
Training Manager	1	1
Training Instructor	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	10	10
Transit Clerk	1	1
Coach Operator		
Full-Time <sup>1</sup>	248	261
Part-Time	<u>0</u>	<u>1</u>
Department Subtotal	281	295
<b>CONTRACT OPERATIONS</b>		
Director of 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	4
Medi-Cal Administrative Activity (MAA) Coordinator	1	1
Contract Operations Administrative Clerk	<u>1</u>	<u>1</u>
Department Subtotal	13	13
<b>PLANNING</b>		
Director of Planning	1	1
Grants Manager	1	1
Planning & Scheduling Manager	1	1
Project Manager	1	1
Scheduling Analyst	1	0
Planning Analyst	1	1
Planning & Programming Specialist	<u>2</u>	<u>2</u>
Department Subtotal	8	7
<b>PURCHASING</b>		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Administrator	2	2
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>3</u>	<u>4</u>
Department Subtotal	9	10
<b>Totals</b>	<b>422</b>	<b>435</b>

<sup>1</sup>The Agency currently has 13 Coach Operators on extended leaves of absences due to work related injuries or due to disability

**WORKFORCE DATA - JULY 2015**

<b>POSITION CLASSIFICATION</b>	<b>TOTAL EMPLOYEES</b>	<b>% OF MINORITY EMPLOYEES</b>	<b>% OF FEMALE EMPLOYEES</b>	<b>CENSUS AVAILABILITY</b>		<b>UNDERUTILIZED</b>	
				<b>%MIN</b>	<b>%FEM</b>	<b>MIN</b>	<b>FEM</b>
Executive/First/Mid Level Officials & Managers	34	54.0%	30.0%	38.2%	39.9%	No	Yes
Professionals	45	28.6%	28.6%	34.6%	49.8%	Yes	Yes
Administrative Support Workers	34	70.6%	76.5%	48.6%	72.8%	No	No
Operatives	262	72.1%	45.2%	69.9%	70.8%	No	Yes
Craft Workers	35	59.3%	0.0%	48.2%	5.6%	No	Yes
Laborers	12	58.3%	0.0%	73.7%	15.3%	Yes	Yes
Service Workers	13	92.3%	0.0%	59.2%	56.2%	No	Yes
<b>Total</b>	<b>435</b>						



## DISCIPLINE - JULY 2015

DEPARTMENT	<u>WARNINGS, COUNSELINGS &amp; WRITTEN REPRIMANDS</u>								<u>SUSPENSIONS &amp; TERMINATIONS</u>							
	Male				Female				Male				Female			
	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)	(C	AA	H	O)
Maintenance	0	2	4	2	0	0	0	0	0	0	0	0	0	0	0	0
Operations	6	10	6	1	1	12	6	0	0	1	1	0	0	1	0	0
	(31)				(19)				(2)				(1)			

C=Caucasian, AA=African American, H=Hispanic, O=Other

**APPLICATIONS - JULY 2015**

<u>POSITION TITLE</u>	<u>TOTAL APPLICANTS</u>	<u>RESPONDENTS TO EEO QUESTIONNAIRE</u>	<u>% OF MINORITY APPLICANTS</u>	<u>% OF FEMALE APPLICANTS</u>
Customer Informaiton Clerk	20	20	50%	70%
Coach Operator	45	45	60%	49%

**PERSONNEL ACTIVITY - JULY 2015**

**Full-Time and Part-Time Employees**

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	14	11	3	2	5	2	0	0	2	2	1	0	0	0	0	4
Promotions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Demotions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terminations	3	2	1	1	1	0	0	0	0	1	0	0	0	0	0	2
Resignations	3	0	3	0	0	0	0	0	0	0	1	0	0	0	2	0
Retirements	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2	1
Retirements	0	1
Other	0	0

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

	<u>Administration</u>	<u>Other</u>
Terminations	4	24
Resignations	11	20
Retirements	0	10
Other	1	0

AA = African American  
HISP = Hispanic  
API = Asian/Pacific Islander  
AIAN = American Indian or Alaskan Native  
NHOPI = Native Hawaiian or Other Pacific Islander  
MULIT = Two or More Races

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

September 2, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Jim Kneepkens, Director of Marketing  
SUBJECT: Transportation Center Monthly Report – June and July 2015

Summary: In June 2015, the Customer Information Center answered 32,953 calls, a 3.3% decrease compared to June 2014. Calls included 148 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,094, a 9.1% decrease compared to June 2014. 45,057 calls were received between the two call centers, which reflects a 5.0% decrease compared to the same period last year.

In July 2015, the Customer Information Center answered 36,673 calls, a 6.9% increase compared to July 2014. Calls included 150 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,568, a 16.7% decrease compared to July 2014. 48,241 calls were received between the two call centers, which reflects a 0.1% 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

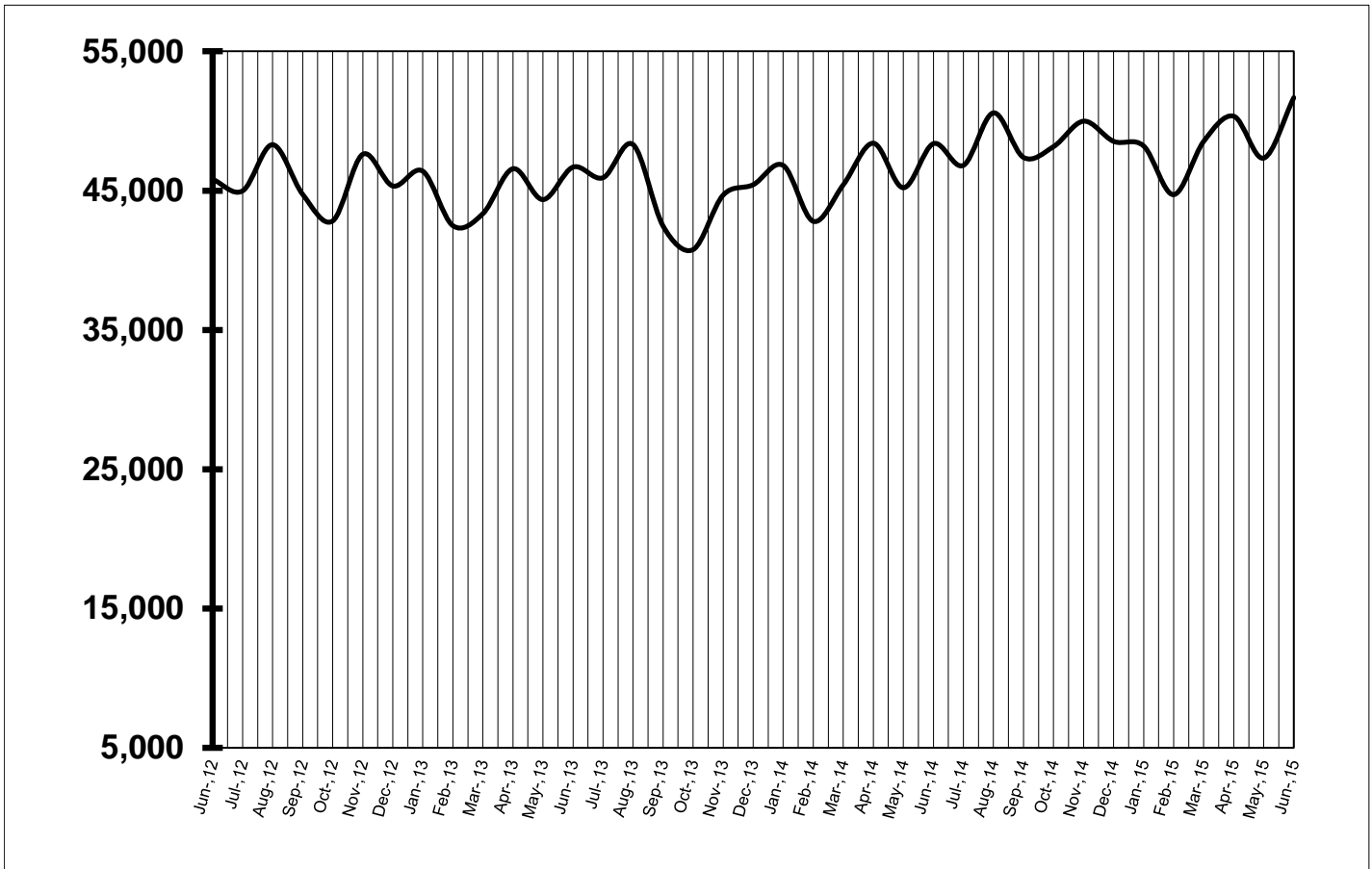
## June 2015 Transportation Center Call Totals

Customer Information Center (CIC)	June 2015	June 2014	Percent Change
Information Calls	32,805	33,949	-3.4%
Complaints	99	94	5.3%
Comments	31	25	24.0%
Commendations	18	15	20.0%
<b>Total CIC Calls</b>	<b>32,953</b>	<b>34,083</b>	<b>-3.3%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>12,094</b>	<b>13,311</b>	<b>-9.1%</b>
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<b>Total Calls</b>	<b>45,047</b>	<b>47,394</b>	<b>-5.0%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	June 2015	June 2014	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	4	4	4	0.05
Careless Driving	5	6	10	0.07
Conduct	0	0	2	0.00
Crowded	6	14	7	0.08
Customer Service	5	8	2	0.00
Early Bus	1	1	18	0.25
Fare Dispute	21	13	8	0.07
Late Bus	4	4	3	0.01
Missed Transfer	9	6	21	0.28
No Show	18	10	5	0.05
Passed By	4	0	5	0.12
Passenger Conduct	1	3	17	0.24
Other	21	25	21	0.08
<b>Total</b>	<b>99</b>	<b>94</b>	<b>123</b>	<b>1.31</b>

## Ridership

	June 2015	June 2014	12 Month Average per Month
All services	745,619	734,217	802,200

## Comments

	June 2015	June 2014	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	31	25	49	0.42

## Commendations

	June 2015	June 2014	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	18	15	25	0.24

# Riverside Transit Agency

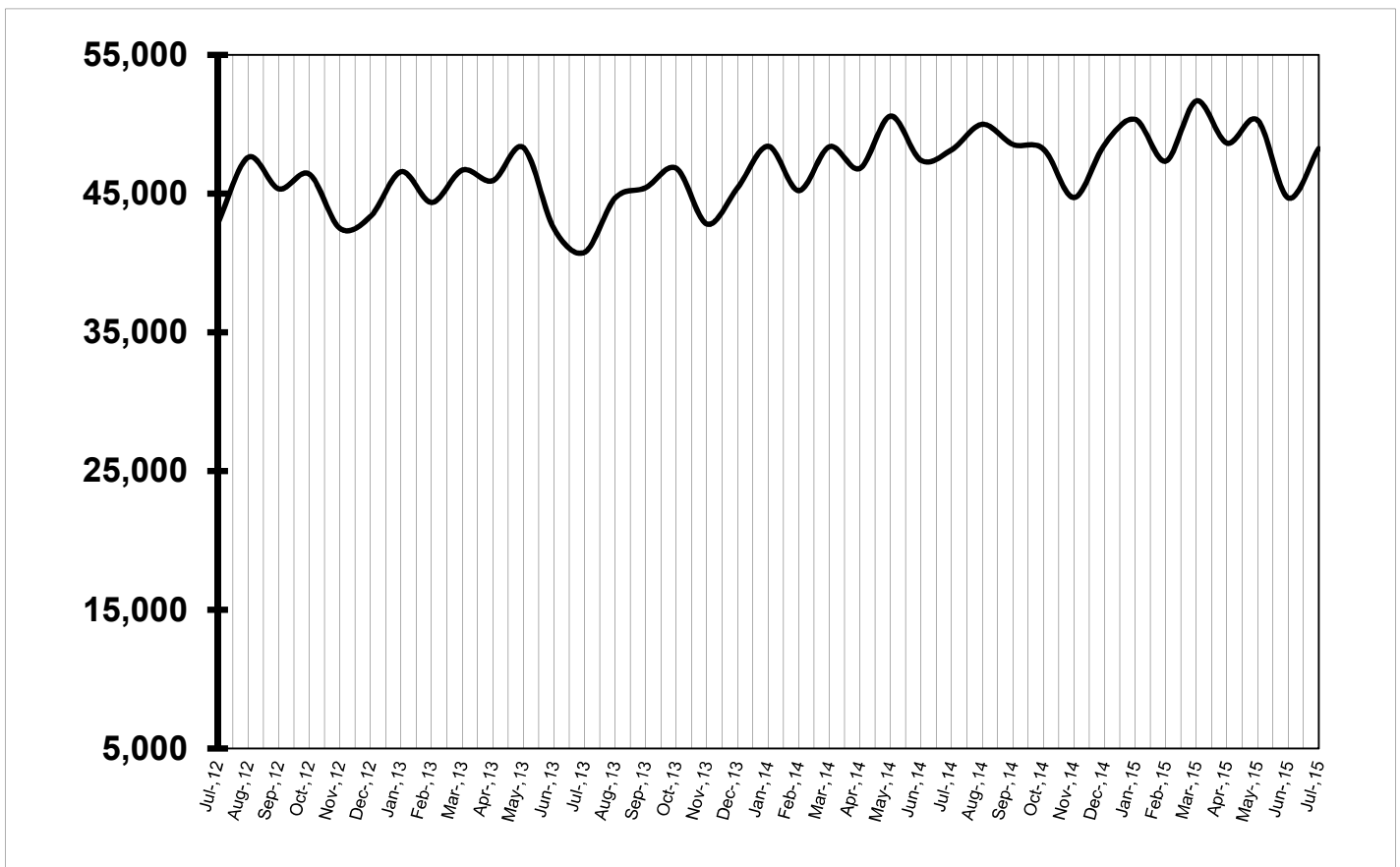
## July 2015 Transportation Center Call Totals

Customer Information Center (CIC)	July 2015	July 2014	Percent Change
	Information Calls	36,523	34,129
Complaints	103	121	-14.9%
Comments	32	34	-5.9%
Commendations	15	23	-34.8%
<b>Total CIC Calls</b>	<b>36,673</b>	<b>34,307</b>	<b>6.9%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>11,568</b>	<b>13,886</b>	<b>-16.7%</b>
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<b>Total Calls</b>	<b>48,241</b>	<b>48,193</b>	<b>0.1%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	July 2015	July 2014	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	3	3	3	0.04
Careless Driving	11	8	10	0.15
Conduct	8	8	7	0.11
Crowded	0	1	1	0.00
Customer Service	13	22	18	0.18
Early Bus	7	8	8	0.10
Fare Dispute	2	3	3	0.03
Late Bus	13	12	20	0.18
Missed Transfer	5	8	5	0.07
No Show	5	6	5	0.07
Passed By	13	21	17	0.18
Passenger Conduct	1	2	3	0.01
Reasonable Modification	0	0	0	0.00
Other Total	22	19	18	0.30
<b>Total</b>	<b>103</b>	<b>121</b>	<b>119</b>	<b>1.41</b>

## Ridership

	July 2015	July 2014	12 Month Average per Month
All services	730,797	727,998	802,433

## Comments

	July 2015	July 2014	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	32	34	48	0.44

## Commendations

	July 2015	July 2014	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	15	23	25	0.21



## **Complaints, Comments and Commendations**

### Category Descriptions

#### **Complaints**

**Bus Stops:** Stop needs cleaning, nearby landscape needs cleaning, stop equipment broken or not working properly.

**Driving Concerns:** Driver makes inappropriate lane change, brakes too hard, drives too slow, accelerates too fast, stops too far from stop or curb, blocks traffic, bus temperature too hot.

**Driver Conduct:** Driver provided poor customer service, does not assist customers needing help, rushes customer.

**Crowded:** Customer is uncomfortable due to bus being too full, customer unable to find a seat.

**Customer Service:** Customer provided with wrong information, employee provided poor customer service.

**Early Bus:** Bus arrives or departs bus stop ahead of schedule.

**Fare Dispute:** Pass stuck in farebox, college ID card not working, customer overpaid and requests a refund, customer not provided appropriate discount.

**Late Bus:** Bus arrives or departs bus stop behind schedule.

**Missed Transfer:** Early or late bus causes customer to miss transfer with another bus.

**No Show:** Bus does not arrive as scheduled.

**Passed By:** Bus passes stop without picking up customer

**Passenger Conduct:** Fellow customer plays music too loud, talks too loud, uses profanity, uses extra seat for personal belongings.

**Other:** Bike rack full, pass outlet out of passes, bus displays the wrong headsign.

#### **Comments**

Request for new, later or more frequent bus service; request for restroom at transfer facility; request for new fare category; request for bus stop amenities; request for new bus stop.

#### **Commendations**

Customer appreciates new buses, commends driver for courtesy, assisting customer with special needs, providing great customer service or returning lost item.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

September 2, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Jim Kneepkens, Director of Marketing  
SUBJECT: Holiday Events Schedule

Summary: Each year from October through December, various jurisdictions request vehicles and staff for holiday parades, displays and other special events. The Agency participates in these events as a marketing effort to help promote Riverside Transit Agency, provide information about available services, and to promote a strong positive corporate image by partnering with the communities we serve. This year's anticipated holiday schedule includes:

October 24-25	Riverside Ghost Walk
November 12	Riverside County SafeHouse Stuff-the-Bus
November 7	Perris Veterans Day Parade
November 11	Murrieta Veterans Day Parade
November 27	Riverside Festival of Lights Switch-on Ceremony
December 4	Temecula Electric Light Parade
December 5	Hemet Holiday Parade
December 5	Lake Elsinore Winterfest
December 5	Perris Annual Christmas Parade
December 12	Temecula Winter Wonderland
December 12	Beaumont Holiday Parade
December 13	Yucaipa/Calimesa Christmas Parade

Fiscal Impact:

The cost to participate in these events is estimated to be less than \$3,000 and is included in the approved FY16 budget.

Recommendation:

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

- Authorize staff to work with the individual cities and organizing groups and coordinate Riverside Transit Agency's involvement in holiday events.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

September 2, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Jim Kneepkens, Director of Marketing  
SUBJECT: Free Bus Rides on New Year's Eve

Summary: For the past several years, RTA has offered free rides on New Year's Eve on all fixed bus routes to help support riders who have to work that evening and to provide an alternate mode of transportation to those who do not want to drive or should not drive on the holiday.

For this holiday season, staff recommends again offering free bus service on all of RTA's fixed routes on Thursday, December 31 from 2:30 p.m. until the end of each bus schedule, which varies by route.

The New Year's holiday is a perfect time for RTA to thank our customers for their year-round patronage of public transportation and to show RTA's concern about the personal safety of people who will be out celebrating the holiday. Hopefully, many will be persuaded to leave their cars at home and instead use public transit, lessening the likelihood of accidents, unwanted injuries and even fatalities.

The free rides will be promoted through the website, Rider News, iAlert, Facebook, Twitter and a press release.

Fiscal Impact:

The loss in revenue is estimated to be less than \$4,900 by providing this public service.

Recommendation:

Approve and recommend 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, 2015.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

September 2, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Authorization to Renew Agreement No. 15-026 with La Sierra University for the University Pass Program

Summary: The Agency and La Sierra University (LSU) have partnered in a discount pass program that allows LSU students, faculty and staff to ride the Agency's fixed-route transit network at a reduced fare which is reimbursed by LSU on a fixed-amount per-rider basis. The program which became known as the University Pass (U-Pass) began in FY09 and is part of the Agency's successful college and University pass programs. The U-Pass encourages the use of public transit by offering an affordable and convenient alternate mode of transportation. The existing agreement between the Agency and LSU is due to expire on September 28, 2015.

The U-Pass enables LSU students, faculty and staff members with valid University identification (ID) cards to get unlimited rides on all RTA fixed-route and CommuterLink buses. Each trip is reimbursed by LSU at a discounted rate of \$.90 per-trip with a maximum cap of \$35 per-rider, per-month (the equivalent of a 30-day student pass).

The following table illustrates the monthly average and total ridership figures for each fiscal year since the program began in January 2009.

	<b>Monthly Average</b>	<b>Total</b>
FY09 *	512	3,072
FY 10	590	7,082
FY 11	700	8,403
FY 12	1,269	15,224
FY 13	1,339	16,069
FY 14	1,384	16,602
FY 15	1,306	15,672

(\* based on ridership for the 6 months from January, 2009, through June, 2009)

Because the U-Pass encourages the use of mass transit, which reduces vehicular congestion in and around the LSU campus, LSU would like to renew its partnership with the Agency for an additional year. Ridership for the upcoming year is projected to be 1,346 trips per-month or 16,152 trips

annually. If approved, the new agreement would become effective on September 29, 2015 and run through September 28, 2016.

Since the U-Pass program continues to be a valuable benefit to both the University and the Agency, in our discussions with LSU staff, staff asked if the University would consider entering into a multi-year agreement. According to LSU staff, the University prepares its annual budget based on projected student enrollment. As such, it becomes difficult to predict enrollment numbers or financially commit the University beyond the upcoming academic school year. Staff will continue to work closely with the University on ways to improve the U-Pass program.

Fiscal Impact:

Based on projected ridership for FY16, under the U-Pass program, LSU will reimburse the Agency up to \$19,278 in fare revenue. This amount includes the cost of the Agency's administrative overhead (marketing, accounting and contract administration).

Recommendation:

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

- Authorize staff to renew Agreement No. 15-026 with LSU to continue the U-Pass program from September 29, 2015 through September 28, 2016. The Agreement will generate up to \$19,278 in fare revenue.