



November 4, 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 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 – OCTOBER 7, 2015, 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 to be pulled from the calendar for separate discussion.

A. PERSONNEL REPORT – SEPTEMBER 2015 (P.7)

RECEIVE AND FILE

B. TRANSPORTATION CENTER MONTHLY REPORT – SEPTEMBER 2015 (P.14)

RECEIVE AND FILE

6. AUTHORIZATION TO AMEND AGREEMENT NO. 11-019 WITH MT. SAN JACINTO COMMUNITY COLLEGE DISTRICT FOR RENEWAL OF THE GO-PASS PROGRAM (P.18)

APPROVE

7. BOARD MEMBER COMMENTS

8. ANOUNCEMENTS

9. NEXT MEETING

Administration and Operations Committee Meeting
Wednesday, December 2, 2015, 1:00 p.m.
Riverside Transit Agency
1825 Third Street, Riverside, CA 92507

10. MEETING ADJOURNMENT

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
October 7, 2015

1. **CALL TO ORDER**

Committee Chair Bootsma called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on October 7, 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. Laura Camacho, Chief Administrative Services Officer
7. Rohan Kuruppu, Director of Planning
8. Jim Kneepkens, Director of Marketing
9. Bob Bach, Director of Maintenance
10. Virginia Werly, Director of Operations
11. Rick Kaczerowski, Director of Information Technologies
12. Natalie Zaragoza, Director of Contracts
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
17. Kristin Warsinski, Planning and Programming Specialist
18. Daisy Avalos, Planning Intern

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

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

None.

4. **APPROVAL OF MINUTES – SEPTEMBER 2, 2015 COMMITTEE MEETING**

M/S/C (HICKMAN/ZANOWIC) approving the minutes of the September 2, 2015 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

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

The motion carried unanimously.

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

The motion carried unanimously.

6. **AUTHORIZE RTA TO SUBMIT A GRANT APPLICATION FOR FISCAL YEAR 2016-2017 FEDERAL TRANSIT ADMINISTRATION SECTION 5304 FUNDING UNDER THE CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS) DIVISION OF TRANSPORTATION PLANNING**

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

- Authorize RTA to submit a grant application for FY16-17 FTA Section 5304 funding under the Caltrans Transportation Planning Grant Program and adopt the supporting Resolution.

The motion carried unanimously.

7. **ADOPT CREDIT POLICY FOR PUBLIC/GOVERNMENT ENTITIES NOT UNDER AN EXISTING CONTRACTUAL ARRANGEMENT**

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

- Adopt this revision to the current Bus Pass Sales Outlet Policy for the establishment of credit for Public/Government entities not under an existing contractual arrangement.

The motion carried unanimously.

8. **ADOPT THE TRANSPORTATION UNIFORM MITIGATION FEE (TUMF) TRANSPORTATION IMPROVEMENT PROGRAM (TIP) ADMINISTRATIVE AMENDMENT AS PROVIDED BY THE WESTERN RIVERSIDE COUNCIL OF GOVERNMENTS (WRCOG)**

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

- Adopt the FY16-FY20 TUMF TIP Administrative Amendment as recommended by WRCOG.
- Authorize the CEO to approve and execute all Reimbursement Agreements (RA) that require adjustments that correspond to Administrative Amendments in the TIP.

The motion carried unanimously.

9. **BOARD MEMBER COMMENTS**

Comments were made by the following Board members: Director Jesse Molina, Director Bridgette Moore, Director Daryl Hickman, Alternate Director Greg August, First Vice-Chairwoman Ella Zanowic and Committee Chairman Ike Bootsma.

10. **ANNOUNCEMENTS**

Larry Rubio made an announcement.

11. **NEXT MEETING**

Board Administration and Operations Committee Meeting
Wednesday, November 4, 2015, 1:00 p.m.
RTA Headquarters
1825 Third Street
Riverside, CA 92507

12. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:24 p.m.

DRAFT

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

November 4, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - September 2015

Summary: The attached report summarizes personnel activity that occurred in September 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 - SEPTEMBER 2015

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	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	29	28
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>13</u>	<u>12</u>
Department Subtotal	58	56

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
<u>MARKETING</u>		
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>17</u>
Department Subtotal	25	22
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Training Manager	1	1
Training Instructor	2	1
Executive Assistant/Deputy Clerk of the Board	1	1
Operations Supervisor	15	14
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	10	9
Transit Clerk	1	1
Full-Time ¹ Coach Operator	248	265
Part-Time Coach Operator	<u>0</u>	<u>1</u>
Department Subtotal	282	297
<u>CONTRACT OPERATIONS</u>		
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
<u>PLANNING</u>		
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	2	2
Scheduling & Planning Specialist	0	0
Scheduling Specialist	0	0
Planning Technician	<u>0</u>	<u>0</u>
Department Subtotal	8	7
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Administrator	2	1
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>4</u>	<u>4</u>
Department Subtotal	10	9
Totals	425	432

¹The Agency currently has 11 Coach Operators on extended leaves of absences due to work related injuries or due to disability

WORKFORCE DATA - SEPTEMBER 2015

POSITION CLASSIFICATION	TOTAL EMPLOYEES	% OF MINORITY EMPLOYEES	% OF FEMALE EMPLOYEES	CENSUS AVAILABILITY		UNDERUTILIZED	
				%MIN	%FEM	MIN	FEM
Executive/First/Mid Level Officials & Managers	36	50%	28%	38.2%	38.2%	No	Yes
Professionals	12	41.7%	25.0%	42.0%	55.9%	No	Yes
Administrative Support Workers	45	67.4%	76.1%	54.9%	73.5%	No	No
Operatives	266	75.3%	46.4%	74.4%	26.1%	No	No
Craft Workers	28	67.9%	0.0%	61.7%	3.2%	No	Yes
Laborers	11	58.3%	0.0%	79.2%	13.6%	No	Yes
Service Workers	15	93.3%	6.7%	65.4%	57.7%	No	Yes
Technicians	19	47.4%	26.3%	50.3%	48.6%	No	Yes
Total	432						

DISCIPLINE - SEPTEMBER 2015

Gender EEO Categories**	COUNSELINGS, WARNINGS & WRITTEN REPRIMANDS								SUSPENSIONS & TERMINATIONS							
	MALE				FEMALE				MALE				FEMALE			
	C	AA	H	O	C	AA	H	O	C	AA	H	O	C	AA	H	O
Maintenance	1	0	5	0	0	0	0	0	0	1	1	0	0	0	0	0
Operations	4	7	4	1	0	20	3	1	1	1	1	0	1	2	2	0
TOTALS	46								10							

**EEO Category Codes: C = Caucasian, AA = African American, H = Hispanic, O = Other

APPLICATIONS - SEPTEMBER 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>
Coach Operator	103	96	93%	45%
Scheduling Analyst	23	21	86%	48%

PERSONNEL ACTIVITY - SEPTEMBER 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	9	3	6	2	1	0	0	0	0	4	1	0	1	0	0	9
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	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1
Resignations	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Retirements	0	0	0	0	0	0	0	0	0	0	0	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 07/01/15 THROUGH 06/30/16
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Other</u>
Terminations	1	6
Resignations	3	5
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
MULTI = Two or More Races

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

November 4, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – September 2015

Summary: In September 2015, the Customer Information Center answered 39,334 calls, a 14.5% increase compared to September 2014. Calls included 219 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,719, a 10.5% decrease compared to September 2014. 52,053 calls were received between the two call centers, which reflects a 7.2% increase compared to the same period last year.

The attached report present call volume history and details commendations, general comments and complaints by type.

Recommendation:

Receive and file.

Riverside Transit Agency

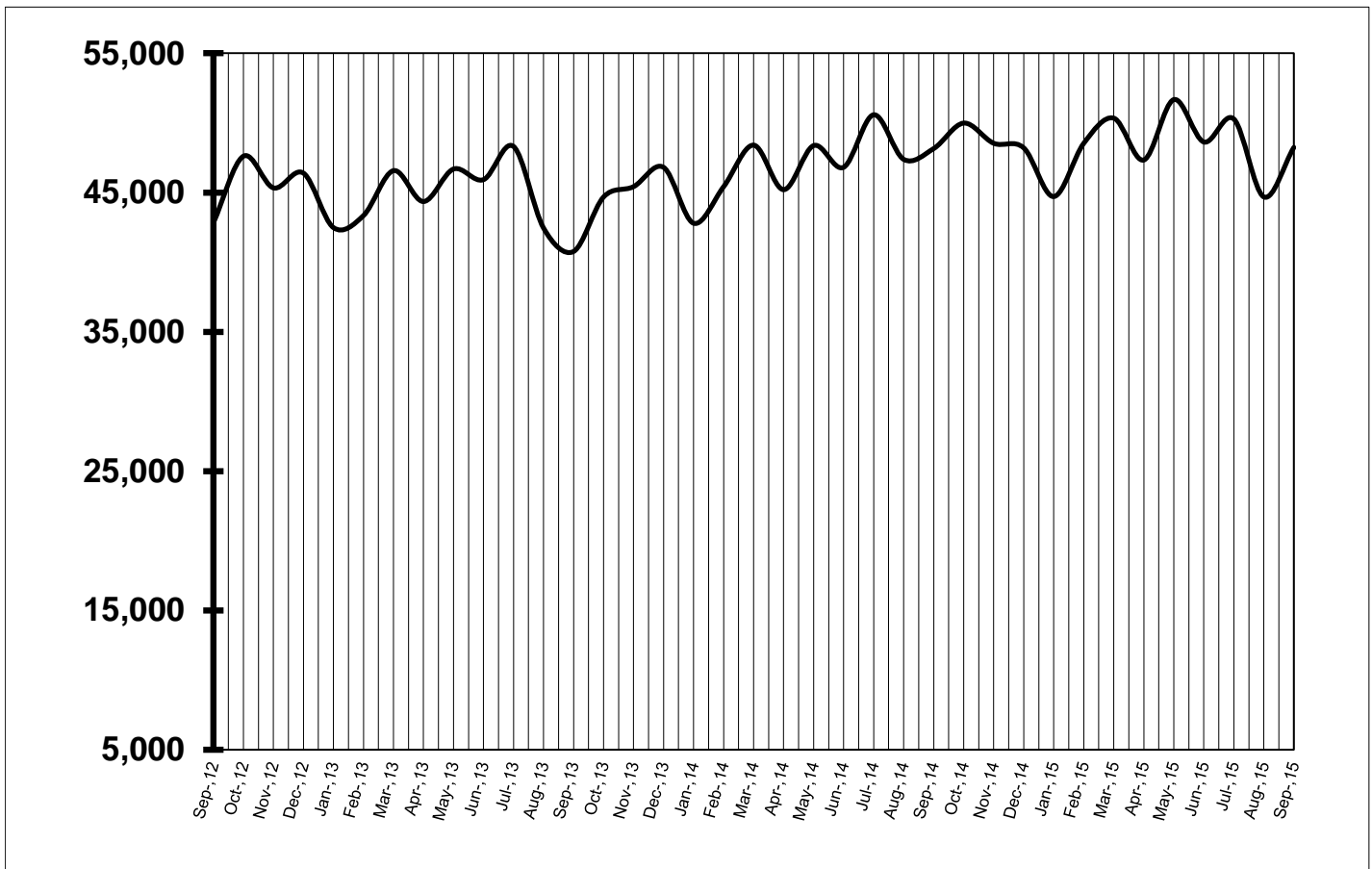
September 2015 Transportation Center Call Totals

Customer Information Center (CIC)	September 2015	September 2014	Percent Change
Information Calls	39,115	34,090	14.7%
Complaints	143	156	-8.3%
Comments	52	92	-43.5%
Commendations	24	22	9.1%
Total CIC Calls	39,334	34,360	14.5%

Dial-A-Ride (DAR)

Total DAR Calls	12,719	14,213	-10.5%
------------------------	---------------	---------------	---------------

Total Calls	52,053	48,573	7.2%
--------------------	---------------	---------------	-------------



Complaints, Comments & Commendations

Valid Complaints

Category	September 2015	September 2014	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	4	2	3	0.05
Careless Driving	14	9	11	0.17
Conduct	12	7	8	0.14
Crowded	1	3	1	0.01
Customer Service	18	25	17	0.21
Early Bus	2	9	8	0.02
Fare Dispute	0	4	2	0.00
Late Bus	33	36	21	0.39
Missed Transfer	8	9	5	0.09
No Show	7	4	5	0.08
Passed By	18	17	16	0.21
Passenger Conduct	3	5	2	0.04
Reasonable Modification	0	0	0	0.00
Other Total	23	26	19	0.27
Total	143	156	118	1.69

Ridership

	September 2015	September 2014	12 Month Average per Month
All services	848,225	861,000	798,360

Comments

	September 2015	September 2014	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	52	92	45	0.61

Commendations

	September 2015	September 2014	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	24	22	26	0.28

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.

Reasonable Modification: Request from person with disability for modification of Agency practice or policy.

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

November 4, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Vince Rouzaud, Chief Procurement & Logistics Officer
SUBJECT: Authorization to Amend Agreement No. 11-019 with Mt. San Jacinto Community College District for Renewal of the Go-Pass Program

Summary: At the February 24, 2011 Board of Directors meeting, the Board authorized the implementation of a five-year student pass program with the Mt. San Jacinto Community College District (MSJC). The program became known as the Go-Pass and allowed students at all four MSJC campuses (Banning, Menifee, San Jacinto and Temecula) to use their valid student ID cards for unlimited rides on any RTA local fixed-route or CommuterLink bus.

The program which initially began in August 2010 as a one-year demonstration program was extended for five additional years as MSJC students voted to establish a student transportation fee to fund an on-going student pass program. The program is paid for by student fees of \$5.00 per semester for part-time students and \$5.50 per semester for full-time students. The current agreement with MSJC is scheduled to expire on August 5, 2016.

In preparation for the agreement expiring next summer, staff reached out to the college to discuss renewing the student pass program. Following discussions with college administration, in September, staff received word that the college would like to extend the existing agreement for an additional five-year period.

Over the last five years, the Go-Pass program has benefited students, MSJC and the Agency. Since the program began ridership has steadily increased with 254,706 trips taken by students in FY15. The full five-year ridership totals are depicted in the following table:

2011	2012	2013	2014	2015
175,701	217,893	223,185	246,083	254,706

As approved previously by the Board, the fees for the new five-year extension will remain the same. The following is the fee schedule and covers both part-time and full-time students:

Academic Year	Per-Term Part-Time Student Fee	Per-Term Full-Time Student Fee
2016-17	\$5.00	\$5.50
2017-18	\$5.00	\$5.50
2018-19	\$5.00	\$5.50
2019-20	\$5.00	\$5.50
2020-21	\$5.00	\$5.50

Note: State regulations require that part-time students be charged a pro-rated fee.

The above fees reflect a discount based on the volume of rides projected from the program which is similar to the Agency's other community college pass programs.

As before, the agreement will include the following provisions:

- The fee would be mandatory for all students who carry more than zero units and would be required during registration.
- The fee would be non-refundable even if a student withdraws from the school or their number of units drops to zero.
- Students who withdraw from the school or decrease their number of units to zero would no longer be eligible to participate in the program.
- The fee would remain fixed even if RTA adjusts fares during the five-year period.
- Part-time students would be defined as those carrying below six units. Full-time students would be defined as those carrying six or more units.

Fiscal Impact:

During the proposed five-year extension period, staff estimates the agreement would generate approximately \$226,000 per academic year in Go-Pass fees. The forecasted revenue is based on the projected number of students enrolled in the Go-Pass program.

Recommendation:

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

- Authorize staff to amend Agreement No. 11-019 with Mt. San Jacinto Community College District to renew the Go-Pass program for the period beginning August 6, 2016 through August 5, 2021.