



December 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 – NOVEMBER 4, 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 – OCTOBER 2015 (P.6)**

**RECEIVE AND FILE**

**B. TRANSPORTATION CENTER MONTHLY REPORT – OCTOBER 2015 (P.13)**

**RECEIVE AND FILE**

**6. AUTHORIZATION TO UPDATE THE AGENCY'S INTERAGENCY SERVICE AGREEMENT WITH OMNITRANS (P.17)**

**APPROVE**

**7. BOARD MEMBER COMMENTS**

**8. ANOUNCEMENTS**

**9. MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
Minutes  
November 4, 2015

1. **CALL TO ORDER**

Committee Chair Bootsma called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on November 4, 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

Committee Members Absent

1. Director Andy Melendrez, City of Riverside

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. James Donich, Agency General Counsel
3. Tammi Ford, Clerk of the Board of Directors
4. Tom Franklin, Chief Operating Officer
5. Craig Fajnor, Chief Financial Officer
6. Vince Rouzaud, Chief Procurement and Logistics Officer
7. Laura Camacho, Chief Administrative Services Officer
8. Rohan Kuruppu, Director of Planning
9. Jim Kneepkens, Director of Marketing
10. Bob Bach, Director of Maintenance
11. Virginia Werly, Director of Operations
12. Rick Kaczerowski, Director of Information Technologies
13. Natalie Zaragoza, Director of Contracts
14. Brad Weaver, Marketing Manager
15. Eric Ustation, Government Affairs Manager
16. Joan Hepworth, Deputy Clerk of the Board of Directors

Other Attendees:

1. Eric Lewis, City of Moreno Valley
2. Vivian Moreno, Assistant to Jesse Molina, City of Moreno Valley

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

None.

4. **APPROVAL OF MINUTES – OCTOBER 7, 2015 COMMITTEE MEETING**

M/S/C (WELCH/MOLINA) approving the minutes of the October 7, 2015 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

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

The motion carried unanimously.

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

The motion carried unanimously.

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

M/S/C (MOLINA/ZANOWIC) approving and recommending 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.

The motion carried unanimously.

7. **BOARD MEMBER COMMENTS**

Comments were made by the following Board members: Director Bridgette Moore, Alternate Director Greg August, Director Daryl Hickman, Director Art Welch, Director Jesse Molina, Director Jerry Sincich, Committee Chair Ike Bootsma, and Director Tonya Burke.

8. **ANNOUNCEMENTS**

Larry Rubio made an announcement.

9. **NEXT MEETING**

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

10. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:12 p.m.

DRAFT

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

December 2, 2015

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - October 2015

Summary: The attached report summarizes personnel activity that occurred in October 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 - OCTOBER 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	29	28
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>15</u>	<u>12</u>
Department Subtotal	60	56

<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 Manager	1	1
Customer Information Supervisor	1	1
Customer Information Clerk, Senior Lead	1	1
Customer Information Clerk, On-Call	<u>20</u>	<u>18</u>
Department Subtotal	25	23
<b><u>OPERATIONS</u></b>		
Chief Operating Officer	1	1
Operations Manager	1	0
Training Manager	1	1
Training Instructor	2	1
Executive Assistant/Deputy Clerk of the Board	1	1
Operations Supervisor	15	13
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	10	9
Transit Clerk	1	1
Full-Time <sup>1</sup> Coach Operator	258	272
Part-Time Coach Operator	<u>0</u>	<u>0</u>
Department Subtotal	292	301
<b><u>CONTRACT OPERATIONS</u></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><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	0	0
Scheduling Specialist	1	0
Planning Technician	<u>0</u>	<u>0</u>
Department Subtotal	9	8
<b><u>PURCHASING</u></b>		
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
<b>Totals</b>	<b>438</b>	<b>438</b>

<sup>1</sup>The Agency currently has 09 Coach Operators on extended leaves of absences due to work related injuries or due to disability



**WORKFORCE DATA - OCTOBER 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	35	49%	26%	38.2%	38.2%	No	Yes
Professionals	13	38.5%	30.8%	42.0%	55.9%	No	Yes
Administrative Support Workers	46	66.7%	75.6%	54.9%	73.5%	No	No
Operatives	272	75.7%	46.3%	74.4%	26.1%	No	No
Craft Workers	28	67.9%	0.0%	61.7%	3.2%	No	Yes
Laborers	11	63.6%	0.0%	79.2%	13.6%	No	Yes
Service Workers	15	93.3%	6.7%	65.4%	57.7%	No	Yes
Technicians	18	52.6%	26.3%	50.3%	48.6%	No	Yes
<b>Total</b>	<b>438</b>						

## DISCIPLINE - OCTOBER 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
<b>Maintenance</b>	2	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	6	12	5	1	1	10	8	0	0	1	0	0	0	1	2	0
<b>TOTALS</b>	<b>51</b>								<b>4</b>							

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

**APPLICATIONS - OCTOBER 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	32	32	94%	50%
Operations Manager	40	40	75%	28%
Operations Supervisor	44	44	66%	20%

**PERSONNEL ACTIVITY - OCTOBER 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	12	6	6	3	3	0	0	0	0	5	1	0	0	0	0	12
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	2	0	2	0	0	0	0	0	0	0	1	0	1	0	0	2
Resignations	3	3	0	0	2	0	0	0	1	0	0	0	0	0	0	3
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	2	7
Resignations	3	8
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

December 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 – October 2015

Summary: In October 2015, the Customer Information Center answered 38,647 calls, a 10.1% increase compared to October 2014. Calls included 169 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,849, a 2.1% decrease compared to October 2014. 51,496 calls were received between the two call centers, which reflects a 6.8% increase compared to the same period last year.

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

Recommendation:

Receive and file.

# Riverside Transit Agency

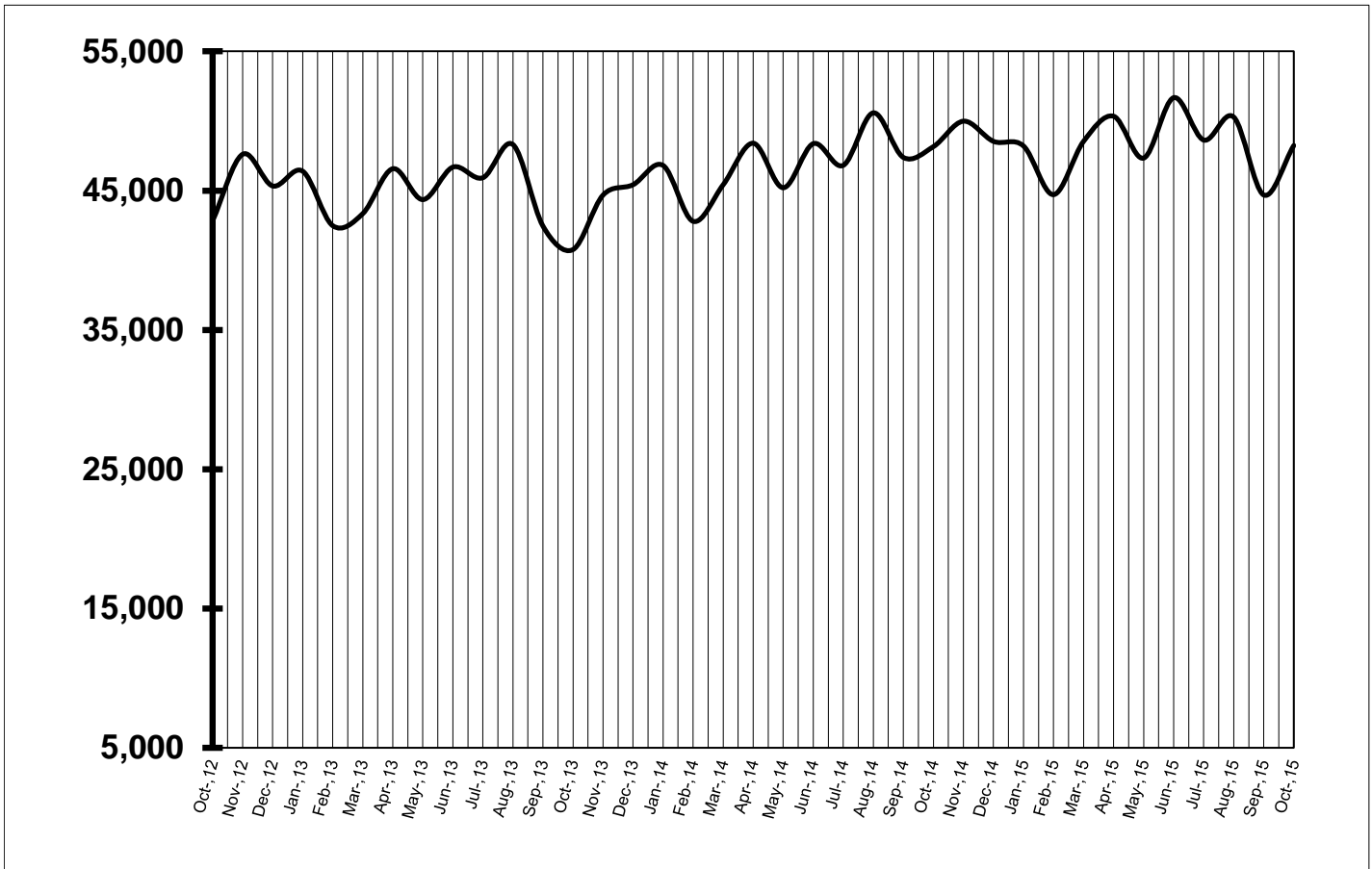
## October 2015 Transportation Center Call Totals

Customer Information Center (CIC)	October 2015	October 2014	Percent Change
Information Calls	38,478	34,913	10.2%
Complaints	127	105	21.0%
Comments	19	59	-67.8%
Commendations	23	27	-14.8%
<b>Total CIC Calls</b>	<b>38,647</b>	<b>35,104</b>	<b>10.1%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>12,849</b>	<b>13,129</b>	<b>-2.1%</b>
------------------------	---------------	---------------	--------------

<b>Total Calls</b>	<b>51,496</b>	<b>48,233</b>	<b>6.8%</b>
--------------------	---------------	---------------	-------------



# Complaints, Comments & Commendations

## Valid Complaints

Category	October 2015	October 2014	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	3	0	3	0.03
Careless Driving	7	9	11	0.08
Conduct	8	5	8	0.09
Crowded	2	0	1	0.02
Customer Service	14	16	16	0.15
Early Bus	5	7	7	0.05
Fare Dispute	4	3	2	0.04
Late Bus	34	24	21	0.37
Missed Transfer	6	2	5	0.06
No Show	10	3	5	0.11
Passed By	17	10	16	0.18
Passenger Conduct	1	9	3	0.01
Reasonable Modification	0	0	0	0.00
Other Total	16	17	18	0.17
<b>Total</b>	<b>127</b>	<b>105</b>	<b>116</b>	<b>1.38</b>

## Ridership

	October 2015	October 2014	12 Month Average per Month
All services	923,268	962,161	795,119

## Comments

	October 2015	October 2014	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	19	59	39	0.21

## Commendations

	October 2015	October 2014	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	23	27	26	0.25

## **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

December 2, 2015

TO: BOARD ADMINISTRATIVE AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement & Logistics Officer

SUBJECT: Authorization to Update the Agency's Interagency Service Agreement with Omnitrans

Summary: RTA maintains interagency service agreements with each of RTA's neighboring transit systems. These agreements govern the sharing of information, coordination of schedules, maintenance of shared stops and customer transfer policies. RTA currently has agreements with Omnitrans, Orange County Transportation Authority (OCTA), SunLine, North San Diego Transit Development Board (NCTD), City of Riverside, Pass Area Transit, Metrolink, and the City of Corona.

The current agreement between RTA and Omnitrans was approved by the Board of Directors at its April 24, 2008 meeting. The agreement allows for seamless fixed route bus transfers near the Riverside and San Bernardino County line, at the Jerry Pettis VA Hospital, and at the Riverside Transit Center for riders on either system that choose to use a multi-use pass such as a day pass, 7-day pass or a 30-day pass.

As the agencies' services and operating practices change, it's important to update the agreement so that it reflects the most recent revisions. The changes that staff is proposing will clarify customer transfer eligibility and will include new transit pass and identification information to support the addition of Veteran Discount Fares at each agency.

While the main points of the agreement remain in place, the updated agreement will specifically address the following:

1. Add Veteran Fares to the list of eligible transfer passes between the two agencies where it was only implicit before;

2. Add the Military Veteran ID accepted by each transit agency to the other transit agency's acceptable ID list in order to simplify the purchase of reduced veteran fares in either county;
3. Eliminate the language that could require customers to pay an equalizing fare differential should one agency have a higher base fare on regular local bus service; and,
4. Allow Omnitrans pass holders to transfer to RTA's CommuterLink freeway express routes by paying the difference between the base fare and the CommuterLink fare.

These changes are each designed to improve transit travel between counties and improve the ease of transferability between the two agencies at locations where their services intersect. Furthermore, the changes will allow both transit agencies to expand their respective markets.

Fiscal Impact:

There is no fiscal impact associated with the proposed changes to the agreement.

Recommendation:

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

- Authorize staff to update the interagency service agreement and incorporate the above changes.