



January 11, 2017
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 – DECEMBER 7, 2016 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 – NOVEMBER 2016 (P.7)**

RECEIVE AND FILE

B. **TRANSPORTATION CENTER MONTHLY REPORT – NOVEMBER 2016 (P.14)**

RECEIVE AND FILE

6. **FREE BUS RIDES FOR THE RIVERSIDE AREA VETERANS EXPO (RAVE) AND VETERANS STAND DOWN EVENT ON APRIL 21, 2017 (P.18)**

APPROVE

7. **AUTHORIZE CLOSURE OF THE ADMINISTRATIVE OFFICES ON MONDAY, JULY 3, 2017 (P.20)**

APPROVE

8. **BOARD MEMBER COMMENTS**

9. **ANNOUNCEMENTS**

ITEM

RECOMMENDATION

10. NEXT MEETING

Wednesday, February 1, 2017, 1:00 p.m.
Riverside Transit Agency
1825 Third Street
Riverside, CA 92507

11. MEETING ADJOURNMENT

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
December 7, 2016

1. **CALL TO ORDER**

Committee Chairman Randon Lane called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on December 7, 2016, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance took place.

Committee Members Attending

1. Committee Chair Randon Lane, City of Murrieta
2. Director Art Welch, City of Banning
3. Director Ike Bootsma, City of Eastvale
4. Director Daryl Hickman, City of Lake Elsinore
5. Director Greg August, City of Menifee
6. Director Tonya Burke, City of Perris
7. Director Andy Melendrez, City of Riverside
8. Director Bridgette Moore, City of Wildomar
9. Alternate Jerry Sincich, County of Riverside, District I
10. 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. Bob Bach, Director of Maintenance
8. Jim Kneepkens, Director of Marketing
9. Rohan Kuruppu, Director of Planning
10. Virginia Werly, Director of Operations
11. Natalie Zaragoza, Director of Contracts
12. Rick Kaczerowski, Director of Information Technologies
13. Eric Ustation, Government Affairs Manager
14. Adam Chavez, Deputy Director of Maintenance
15. Luciano Rose, Operations Manager
16. Lisa Almilli, Mobility Manager

Other Attendees:

1. Frank Johnston, City of Jurupa Valley

M/S (WELCH/HICKMAN) was made to:

- Adjourn the meeting.

There was one affirmative vote (HICKMAN) and nine votes opposed. The motion failed.

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – NOVEMBER 2, 2016 COMMITTEE MEETING

M/S/C (HICKMAN/MOORE) approving the minutes of the November 2, 2016 Committee meeting.

The motion carried unanimously.

5. CONSENT CALENDAR

M/S/C (WELCH/HICKMAN) approving the receipt and file of Item A – Personnel Report – October 2016.

The motion carried unanimously.

M/S/C (WELCH/HICKMAN) approving the receipt and file of Item B – Transportation Center Monthly Report – October 2016.

The motion carried unanimously.

6. AUTHORIZATION TO ENTER INTO AN AGREEMENT WITH THE RIVERSIDE COUNTY TRANSPORTATION COMMISSION (“RCTC”) FOR CONVEYANCE OF REAL PROPERTY IDENTIFIED AS COUNTY OF RIVERSIDE ASSESSOR’S PARCEL NOS. 215-350-018 AND 215-341-004

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

- Authorize staff to enter into an agreement with the Riverside County Transportation Commission for conveyance of real property identified as County of Riverside Assessor’s Parcel Nos. 215-350-018 and 215-341-004.

The motion carried unanimously.

7. **BOARD MEMBER COMMENTS**

Comments were made by the following Board members: Alternate Director Donna Johnston, Director Bridgette Moore, Director Art Welch, Director Ike Bootsma, Director Greg August and Committee Chair Randon Lane.

8. **ANNOUNCEMENTS**

Larry Rubio made an announcement.

9. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:09 p.m.

DRAFT

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 11, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - November 2016

Summary: The attached report summarizes personnel activity that occurred in November 2016. 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 - NOVEMBER 2016

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
Benefits Administrator	1	1
Human Resources Specialist	1	0
Human Resources Clerk	1	1
Admin Clerk - Human Resources	1	0
Receptionist	<u>1</u>	<u>1</u>
Department Subtotal	7	5
<u>RISK MANAGEMENT</u>		
Risk Manager	1	1
Safety & Security Officer	1	1
Risk Management Specialist	1	1
Department Subtotal	3	3
<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
Deputy 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	31	30
Property Maintainer	1	1
Tire Servicer	1	1
Servicer	<u>15</u>	<u>14</u>
Department Subtotal	63	61

DEPARTMENT AND TITLE	BUDGETED POSITIONS	FILLED POSITIONS
MARKETING		
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>19</u>	<u>19</u>
Department Subtotal	24	24
OPERATIONS		
Chief Operating Officer	1	1
Director of Operations	1	1
Operations Manager	1	1
Assistant Operations Manager	0	1
Training Manager	1	1
Training Instructor	1	1
Executive Assistant/Deputy Clerk of the Board	1	1
Operations Supervisor	15	12
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	10	9
Surveillance Clerk	1	1
Transit Clerk	1	1
Full-Time ¹ Coach Operator	265	267
Part-Time ¹ Coach Operator	<u>0</u>	<u>24</u>
Department Subtotal	300	323
CONTRACT OPERATIONS		
Contract Operations Manager	1	1
Contract Operations Specialist	3	3
ADA Certification Specialist	2	2
Travel Training Supervisor	1	0
Mobility Manager	0	1
Travel Training Specialist	4	4
Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
Department Subtotal	12	12
PLANNING		
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	<u>2</u>	<u>2</u>
Department Subtotal	8	8
PURCHASING		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Manager	1	1
Contracts Administrator	1	1
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>5</u>	<u>5</u>
Department Subtotal	11	11
Totals	446	465

¹The Agency currently has 15 Coach Operators on extended leaves of absences due to work related injuries or due to disability.

WORKFORCE DATA - NOVEMBER 2016

POSITION CLASSIFICATION	TOTAL EMPLOYEES	% OF MINORITY EMPLOYEES	% OF FEMALE EMPLOYEES	CENSUS AVAILABILITY		UNDERUTILIZED	
				%MIN	%FEM	MIN	FEM
Executive/First/Mid Level Officials & Managers	51	52.9%	25.5%	38.2%	38.2%	No	Yes
Professionals	14	42.9%	28.6%	42.0%	55.9%	No	Yes
Administrative Support Workers	51	68.6%	72.5%	54.9%	73.5%	No	Yes
Operatives	291	79.7%	46.7%	74.4%	26.1%	No	No
Craft Workers	30	70.0%	0.0%	61.7%	3.2%	No	Yes
Laborers	11	54.5%	0.0%	79.2%	13.6%	Yes	Yes
Service Workers	15	93.3%	0.0%	65.4%	57.7%	No	Yes
Technicians	2	50.0%	0.0%	50.3%	48.6%	No	Yes
Total	465						

APPLICATIONS - NOVEMBER 2016

POSITION TITLE	TOTAL APPLICANTS	RESPONDENTS TO EEO QUESTIONNAIRE	% OF MINORITY APPLICANTS	% OF FEMALE APPLICANTS
Buyer	6	6	100%	33%
Coach Operator	64	61	95%	50%
Human Resources Specialist	110	106	96%	68%
Maintenance Supervisor	11	10	91%	9%
Operations Supervisor	20	18	90%	15%
Risk Management Specialist	34	30	88%	47%
Training Instructor	19	17	89%	58%
total applications	264			

DISCIPLINE - NOVEMBER 2016

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	1	3	0	0	0	0	0	0	1	1	0	0	0	0	0
Operations	6	13	4	0	7	20	10	0	2	0	0	0	0	0	0	0
TOTALS	65								4							

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

PERSONNEL ACTIVITY - NOVEMBER 2016

Full-Time and Part-Time Employees

Personnel Activity	All Employees			Minority Employees Male						Minority Employees Female						Total
	Total	Male	Female	AA	HISP	API	AIAN	NHOPI	MULTI	AA	HISP	API	AIAN	NHOPI	MULTI	
New Hires	11	6	5	3	1	0	0	0	0	2	1	0	0	0	1	8
Promotions	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	1	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Resignations	3	2	1	1	1	0	0	0	0	0	0	0	0	0	1	3
Retirements	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Other	3	1	2	0	0	0	0	0	0	2	0	0	0	0	0	2

FOR FISCAL YEAR 07/01/16 THROUGH 06/30/17
FULL-TIME SEPARATIONS

FOR FISCAL YEAR 07/01/15 THROUGH 06/30/16
FULL-TIME SEPARATIONS

	Administration	Bargaining Unit		Administration	Bargaining Unit
Terminations	2	7	Terminations	4	27
Resignations	2	9	Resignations	8	20
Retirements	1	3	Retirements	2	6
Other	0	0	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
MULIT = Two or More Races

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 11, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – November 2016

Summary: In November 2016, the Customer Information Center answered 34,593 calls, a 2.7% decrease compared to November 2015. Calls included 135 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,984, a 7.4% increase compared to November 2015. 46,577 calls were received between the two call centers, which reflects a 0.3% decrease compared to the same period last year.

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

Recommendation:

Receive and file.

Riverside Transit Agency

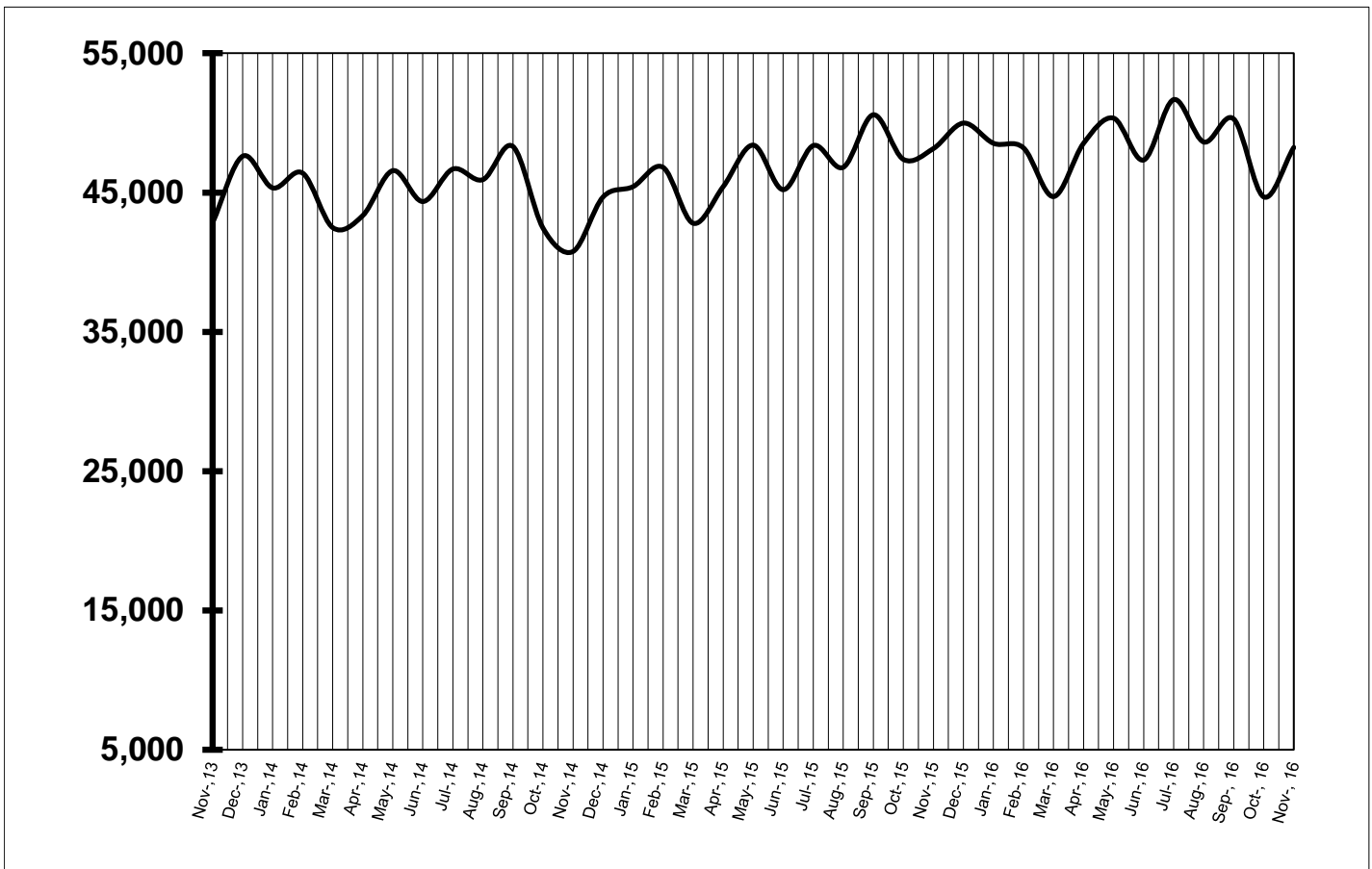
November 2016 Transportation Center Call Totals

Customer Information Center (CIC)	November 2016	November 2015	Percent Change
Information Calls	34,458	35,389	-2.6%
Complaints	86	100	-14.0%
Comments	31	22	40.9%
Commendations	18	30	-40.0%
Total CIC Calls	34,593	35,541	-2.7%

Dial-A-Ride (DAR)

Total DAR Calls	11,984	11,163	7.4%
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Total Calls	46,577	46,704	-0.3%
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Complaints, Comments & Commendations

Valid Complaints

Category	November 2016	November 2015	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	3	0	4	0.04
Careless Driving	5	10	9	0.07
Conduct	2	7	5	0.03
Crowded	1	0	0	0.01
Customer Service	11	13	11	0.14
Early Bus	5	6	5	0.07
Fare Dispute	1	2	2	0.01
Late Bus	16	19	18	0.21
Missed Transfer	4	4	2	0.05
No Show	4	3	3	0.05
Passed By	15	18	12	0.20
Passenger Conduct	1	7	1	0.01
Reasonable Modification	0	0	0	0.00
Other	18	11	18	0.24
Total	86	100	90	1.13

Ridership

	November 2016	November 2015	12 Month Average per Month
All services	761,630	777,213	749,759

Comments

	November 2016	November 2015	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	31	22	32	0.41

Commendations

	November 2016	November 2015	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	18	30	19	0.24

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

January 11, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Free Bus Rides for the Riverside Area Veterans Expo (RAVE) and Veterans Stand Down Event on April 21, 2017

Summary: Riverside County and its 28 cities are home to almost 200,000 military veterans. In 2013, the Riverside County Board of Supervisors unanimously approved the new Veteran Assistance Leadership of Riverside County program known as VALOR. This program took effect on Veterans Day, November 11, 2013.

The VALOR program recognizes the contributions of our veterans and the sacrifices of their families. The Riverside County Board of Supervisors offers free entrance or admission to current and former military personnel, family members, and guests at many county events and facilities. This includes free parking at many buildings and facilities.

On April 21, 2017, from 7 a.m. to 3 p.m., the County of Riverside Veteran Services and the Salvation Army are sponsoring the Riverside Area Veterans Expo & Veterans Stand Down event for veterans, active duty military, and their dependents and survivors at the National Guard Armory in Moreno Valley. The event will be accessible via RTA's Route 11.

The event will provide information on various educational and employment opportunities for military veterans and their dependents and survivors, as well as access to those who assist with VA disability claims. Organizations such as Loma Linda VA Healthcare System, The Salvation Army, local colleges and universities, County of Riverside, the American Red Cross, Workforce Development representatives and many others are expected to participate.

In the past, Stand Down organizers have requested that Riverside Transit Agency (RTA) provide free rides to their events. Bus service to events held in October 2014 and September 2015 resulted in approximately 60 free rides for each event. RTA expects that a similar number of free rides would be provided for the April 2017 event.

To ride free, all veterans, active-duty service members and their families will be required to provide identification including U.S. Department of Veterans Affairs issued photo ID card, any U.S. Uniformed Services ID card (active, retired, reserve or dependent) or an RTA-issued veteran photo ID.

Fiscal Impact:

The loss in revenue is estimated to be less than \$300 by providing this public service.

Recommendation:

- Authorize the Agency to offer free rides on all fixed-route buses on April 21, 2017 between 4 a.m. and 6 p.m. for veterans, service members and their families with appropriate identification attending the RAVE and Veterans Stand Down event.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 11, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Laura Camacho, Chief Administrative Services Officer
SUBJECT: Authorize Closure of the Administrative Offices on Monday, July 3, 2017

Summary: This year, the July 4th holiday will fall on a Tuesday, and the Agency's Administrative Offices will be closed. However, the Administrative Offices will be open the preceding day, Monday, July 3, 2017.

Several requests by staff have been made to use their paid time off on Monday, July 3rd. As a result, staff evaluated whether workloads could be adjusted without causing business disruptions to allow for all administrative employees to be off on July 3rd. This evaluation did not include the Operations, Maintenance or Call Center staff as they are required to work on July 3rd to meet our service requirements and customers' needs.

Staff determined that due to business necessity a small group of administrative staff members and their supervisors would be required to work on July 3, 2017. However, the majority of staff members' workloads can be adjusted to accommodate a July 3rd closure.

Therefore, staff recommends closing the Administrative Offices on July 3, 2017. If approved, administrative staff who are able to take off this day shall use an allocated floating holiday or vacation day. Authorization to take off this day would be determined by their department head.

Fiscal Impact:

None

Recommendation:

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

- Authorize closure of the Administrative Offices on Monday, July 3, 2017.